

2012 Plan Addendum

2012 Expanded Transportation Gaps and Needs Identification by Rank Provided by Stakeholder Group (Votes)

- 1. The need for increased public awareness of services (17)**
- 2. Extending deviated fixed routes to address unmet demand (15)**
- 3. Extending county and municipal services beyond traditional boundaries (9)**
- 4. Overcoming customer disabilities and language barriers preventing access to services (7)**
- 5. Need for complete streets (sidewalks, stop shelters, bicycle facilities) (6)**
- 6. Better integration of categorical funding resources (6)**
- 7. Integrating fares between transportation providers and applying improved technology to fare collection (3)**
- 8. Enlisting more employer financial support for community transit services (1)**

2012 Expanded Transportation Strategies by Goal (Vote)

Goal 1

- 1. Provide expanded services to boarding home populations (4)**
- 2. Expand shuttle services in underserved suburban townships including Piscataway and South Brunswick (3)**
- 3. Further extension of services to regional malls to serve multiple trip purposes (employment, medical, shopping, recreation, education) (4)**

Goal 2

- 1. Employ face to face forums and webinars to train agency providers and consumers on the availability of community transit services (8)**
- 2. Expand use of cable TV and social media to advertise community transit services (11)**
- 3. Develop a community transit rewards program to promote ridership (4)**
- 4. Obtain more customer feedback on service changes needed (crowd sourcing) (2)**

Goal 3

- 5. Develop a travel buddy program to encourage more use of traditional bus and rail transit (4)**

Goal 4

6. Develop alternative non-government funding sources for community transit and potential public/private partnerships (5)

7. Expand business and employer funding of community transit services (5)

Middlesex County Agency Additional Transportation Providers (Not Responding to Original Survey)

Agency	Key Funding Source	Vehicles
Middlesex County Area Transit	SCDARTAP	81
Borough of Sayreville	Borough	2
Township of East Brunswick	Township	4
Township of South Brunswick	Township	6
Township of Old Bridge	Township	7
ARC of Middlesex County	ARC	12

FY08 IDENTIFIED FUNDING REQUESTS

(Projects should be identified in approved local Human Services Coordination plan)

PROJECTS (should be prioritized)	FY08 Estimated Request	Responsible Agency or County	Identify funding source/grant - (provide percentage of funding)			Comments	
			Local	State	Federal		Total
1 New Bruns-Jamesburg	\$132,663	MCDOT	\$66,331.50		\$66,331.50	\$132,663	JARC/Local Match
2 Bruns. Sq. Mall-Jamesburg	\$66,331	MCDOT	\$33,165.50		\$33,165.50	\$66,331	JARC Local Match
3 Bruns. Sq. Mall-S. Amboy	\$142,800	MCDOT	\$71,400		\$71,400	\$142,800	Proposed NJDOT Safe Streets to Transit
4 Bruns.Sq Mall-Old Bridge	\$142,800	MCDOT	\$71,400		\$71,400	\$142,800	Proposed FTA New Freedom
5 New Brunswick-Piscataway	\$142,800	MCDOT	\$71,400		\$71,400	\$142,800	Proposed FTA New Freedom
6 Jamesburg-Plainsboro	\$142,800	MCDOT	\$71,400		\$71,400	\$142,800	Proposed FTA New Freedom

TABLE 2 - ANTICIPATED ANNUALIZED COST REQUEST FOR ALL IDENTIFIED PROJECTS (Update)

PROJECTS (should be prioritized)	Funding Source	Annual Funding Request					Total Project Cost
		FY09	FY10	FY11	FY12	FY13	
1 New Bruns-Jamesburg	JARC	\$132,663	\$137,970	\$143,489	\$149,229	\$155,198	\$718,549.00
2 Bruns. Sq. Mall-Jamesburg	JARC	\$66,331	\$68,984	\$71,743	\$74,613	\$77,598	\$359,269.00
3 Bruns.Sq. Mall-Old Bridge	New Freedom	\$142,800	\$148,512	\$154,452	\$160,630	\$167,055	\$773,449.00
4 Bruns.Sq. Mall-S. Amboy	CMAQ	\$142,800	\$148,512	\$154,452	\$160,630	\$167,055	\$773,449.00
5 New Brunswick-Piscataway	Unidentified	\$142,800	\$148,512	\$154,452	\$160,630	\$167,055	\$773,449.00
6 Jamesburg-Plainsboro	New Freedom	\$142,800	\$148,512	\$154,452	\$160,630	\$167,055	\$773,449.00
New Brunswick-North Brunswick	Unidentified					\$113,121	\$113,121
New Brunswick-Jersey Ave.-North Brunswick	Unidentified					\$226,242	\$226,242
North Brunswick-South Brunswick	Unidentified					\$226,242	\$226,242

**Middlesex County (NJ): A Community Transit Stakeholder
Coordination Plan**

FTA Human Service Interim Transportation Plan

**Prepared by the Middlesex County Department of Transportation in
cooperation with Keep Middlesex Moving, Inc.**

June 2007

Table of Contents

Chapter One: Introduction	Page 3
1.1 Historical Overview	Page 3
1.2 Vision for the Future	Page 5
Chapter Two: County Overview	Page 7
2.1 Middlesex Demographic Profile	Page 7
2.2 Middlesex Coordination Framework	Page 8
2.3 Recent Coordination Initiatives	Page 10
2.3.1 Community Shuttle Program	Page 10
2.3.2 Medicaid Transportation Coordination	Page 12
2.3.3 Bus and Rail Ticket Purchase Program	Page 12
2.3.4 New Revenue Sources	Page 13
2.3.5 Summary	Page 15
2.4 Human Services Transportation Committee	Page 16
2.5 Framework for Action Summary	Page 17
Chapter Three: Transportation Resource Inventory	Page 19
3.1 United We Ride Survey Report	Page 19
3.1.1 MCAT Resource Inventory	Page 69
3.1.2 MCAT Contract Services	Page 70
Chapter Four: Transportation Needs and Gaps	Page 72
4.1 Unmet Needs and Gaps	Page 72
Chapter Five: Transportation Services and Options	Page 74
5.1 Goals/Objectives/ Strategies Action Plan	Page 74

Chapter 6: Recommendations and Implementation Priorities	Page 79
6.1 Recent Service Initiatives	Page 79
6.2 Proposed Service Implementation	Page 80
6.3 Performance Measures	Page 83
Appendix	Page 85

CHAPTER ONE: INTRODUCTION

1.1 Historical Development

Similar to many counties in New Jersey, Middlesex County began its development of community transit services (defined as services operated with other than fixed route bus and rail) during the early 1970's. This began with the application of Title XX (now Social Services Block Grant) funds under the Social Security Act for the provision of services to vocational workshops for persons with disabilities and the use of these funds and Title III Older Americans Act funding for shopping, medical and nutrition services for senior citizens. Title XIX Social Security Act (Medicaid) funds were also applied to the provision of transportation for Medicaid eligible individuals to medical which initially included medically qualified vocational services.

In 1975, the County established the Area Wide Transportation System (AWTS) under the Middlesex County Department of Human Services to provide transportation services using an initial grant of Title XX to provide services to economically disadvantaged persons including senior citizens and persons with disabilities. During its first few years, the focus of the AWTS transportation was to provide access to medical, nutrition and vocational workshop services.

The other providers of transportation services using these funds included the State of New Jersey, County and municipal government agencies as well as not-for-profit agencies. Most of these agencies operated independently using federal categorical funding sources that were passed through State and County agencies without a strong imperative to coordinate their services with other agencies.

During the 1980's, the arrival of the Casino Revenue tax funded Senior Citizen and Disabled Resident Transportation Assistance Act required each of the 21 NJ counties to designate an agency as the recipient and encouraged this lead agency to coordinate services with other community transportation providers located in the County. The AWTS program became the designated recipient of the SCADRTP funds in Middlesex County and expanded its services to senior citizens (60 and over) and people with disabilities.

During the late 1990's, Middlesex County expanded its transportation funding to include other funding including the NJ Department of Military and Veterans Affairs, Ryan White and contract funding through municipalities including Old Bridge, Sayreville and Woodbridge. This latter effort included the first efforts at consolidation of municipal services under the County AWTS program. This was followed by the transfer of Job Access and Reverse Commute (JARC) funding

and a portion of County Work First (including Temporary Assistance to Needy Families funding) to JARC to fund a combination of AWTS and taxi contract service to meet expanded competitive employment and training mobility needs.

1.2 Vision for the Future

In 2004, the County implemented the recommendations of a recently completed consultant study aimed at consolidating County community transit operations, planning and maintenance under a single department of County government. The Middlesex County Department of Transportation (MCDOT) consolidated the AWTS division from the Human Services Department and the Central Vehicle Maintenance division from the Public Works department under a single department. In early 2006, the AWTS program name was changed to the Middlesex County Area Transit (MCAT) to better reflect its role as an integral part of the overall transit network in Middlesex County

The creation of the Department resulted in the implementation of some key initiatives that set the stage for the FTA planning process and the incorporation of the tenets of the United We Ride Executive Order:

- The creation of the Middlesex County Community Shuttle program that blended multiple federal and state funding sources into more efficient modified fixed route services that encouraged coordination and service integration with public transit and municipal community transit providers of service
- The development of a pilot program for shifting Medicaid taxi trips onto existing MCAT vehicle runs that could reduce the cost of service and generate new revenue for MCAT through better utilization of available passenger seating
- The development of a pilot program to purchase bus and rail tickets through NJ Transit to reduce per trip cost of MCAT community transit services through the use of MCAT as a feeder service to NJ Transit bus and rail where appropriate.
- The development of new revenue sources including suggested fares, a monthly donation pass program and exterior bus advertising to augment funding and enable the incremental expansion of services

The objective of the FTA Human Service Transportation Plan is to build on the initial coordination efforts that have been implemented during the past decade and to provide a blueprint for the funding, development and implementation of expanded services and technologies that will enable Middlesex County to meet the challenges of the anticipated demand for community transit services in the short term (3-5 years) and lay the groundwork for the demographic shifts that will rapidly accelerate this demand for community transit over the next 20 years.

The plan approach in Middlesex County is built around the MCAT mission statement which is predicated on the values of United We Ride.

The MCAT mission statement, developed in December 2004, includes four basic tenets that drive the development of the community transit program involving coordination with key community transit stakeholders.

- Expand community transit mobility options for all transportation dependent residents
- Integrate the use of community transit vehicles with the traditional fixed route bus and rail network
- Identify opportunities to expand transportation coordination with public, private and not-for-profit community transit providers
- Work with regional planning agencies to assist implementing transportation services that address unmet needs

It is hoped this plan will assist community transit stakeholders in an integrated approach to the expansion of human service transportation opportunities in Middlesex County, NJ.

CHAPTER TWO: COUNTY OVERVIEW

2.1 Middlesex County Demographic Profile

Middlesex County is a diverse suburban county which is at the crossroads of many of the major regional highway and transit corridors of the state. These regional highways include the New Jersey Turnpike (I-95), Interstate 287 and Garden State Parkway which provide access both within the state and to other portions of the Mid-Atlantic region. Three New Jersey Transit Rail Lines including the Raritan Valley, North Jersey Coast Line and the Northeast Corridor (which also includes Amtrak service between Boston and Washington, DC) provide similar intra-state and interstate access to and from Middlesex County. A network of County roads provides access to these major highways from various points throughout the County. Figure 2-1 provides an overview of the major highway and rail network serving communities in Middlesex County.

By 2005, Middlesex County had a total population of over 780,000, ranking third among the 21 counties. Figure 2-2 shows that there is a marked difference between the population density in the northern and southern portions of the County. The lower population densities and rapid suburban development in the southern portion of the County has a strong bearing on the availability and type of mobility options provided, particularly for transportation dependent populations.

While there is a lower density of population in the southern portion of Middlesex County, the land availability and regional transportation access has resulted in a rapid growth of employment centers in the southern Middlesex County communities of Plainsboro, Cranbury and South Brunswick. High quality schools, the Princeton mailing address and excellent neighborhoods have attracted Fortune 500 office parks and corporate centers while the excellent access and available land has led to a concentration of warehouse and distribution facilities focused on Exit 8A of the NJ Turnpike. Figure 2-3 shows the major employment centers and industrial parks, with major employers also located in the traditional industrial and commercial zones in northern Middlesex County municipalities.

The senior population 65 and over in Middlesex County, as measured in the 2000 US Census of Population, is approximately 12% of the population, just slightly lower than the state average of 13%. As shown in Figure 2-4, most of the concentrations of senior population occur in the more urbanized townships and cities in the northern portion of the County. The exception is the concentration of senior populations residing in retirement communities, particularly in Monroe, North Brunswick and Old Bridge Townships. The aging of the baby boom population will result in a rapidly increasing demand for passenger transportation services.

The youth population under 18 represents 25% of the County population and, as shown in Figure 2-5, are concentrated in the urban centers and the southern developing townships in the County.

While the median household income for Middlesex County at \$61,446 (2000 Census) is significantly higher than that of the State at \$55,146, Figure 2-6 shows that there are concentrated areas of the County with relatively high percentages of families below poverty. When compared with Figure 2-7, it is apparent that many of the wealthiest Census tracts in the County are in rapidly suburbanizing areas that also are home to concentrations of poverty level families. This has important implications for the need for continuing development of community transit services in the lower density suburban areas of the County.

As shown in Figure 2-8, the concentrations of zero auto households, while predominately located in the major cities of Perth Amboy and New Brunswick, are also located in Census tracts in the southern suburban portion of the County. Some of this relates to the aging of adult communities, a trend that will become more pronounced as more residents of these established communities give up their automobile ownership over the next decade.

The location of people with disabilities generally has generally tended to reflect the need for access both by walking and transit due to lower rates of automobile availability. As shown in Maps 12-1 through 12-4, the percent and density of disabled population varies by the age group. While both the 16-64 and over 65 population groups tend to have greater concentrations in urban centers of all sizes, the over 65 population is also concentrated in locations such as Monroe, Old Bridge and North Brunswick where adult community development has occurred.

2.2 Middlesex County Coordination Framework

The MCAT mission statement, developed in December 2004, includes four basic tenets that drive the development of the community transit program involving coordination with key community transit stakeholders.

- Expand community transit mobility options for all transportation dependent residents
- Integrate the use of community transit vehicles with the traditional fixed route bus and rail network
- Identify opportunities to expand transportation coordination with public, private and not-for-profit community transit providers

- Work with regional planning agencies to assist implementing transportation services that address unmet needs

Under each of these goals, the MCAT program has identified key needs that have been the cornerstone of the United We Ride and coordination effort in Middlesex County prior to the development of the FTA planning process and the formal involvement of key stakeholders.

Expand Mobility Options

- Develop a County operated modified fixed route system to increase service efficiency and serve as a bridge between paratransit services and traditional transit
- Develop targeted services to increase the availability of evening and weekend services
- Expand the funding of contracted municipal, not-for-profit and private services to address unmet service needs
- Expansion of span and frequency of existing County services into contiguous counties

Transit Integration

- Promote the use of vehicle-to-vehicle transfers and feeder services in general to increase efficiency in use of community transit funds
- Develop purchase and distribution arrangements for obtaining NJ Transit bus and rail tickets to put traditional paratransit riders on traditional transit services where appropriate
- Develop pilot programs for travel training to encourage the use of transit by traditional paratransit riders
- Provide Bike racks on NJ Transit local buses and community shuttle buses

Agency Coordination

- Identify unmet community transit needs that can be provided cooperatively by a range of public, private and not-for-profit providers
- Work with contiguous counties to develop pilot programs to meet the demand for inter-county transportation
- Develop strategies for shared trip services between existing public, private and not-for-profit providers of community transit services

Joint Regional Planning Efforts

- Work with County, NJTPA and NJ Transit and other transportation planning agencies to involve coordinated community transit providers as part of solution to address unmet regional mobility needs

- Work with TMA and Workforce Mobility agencies to address the need for expanded workforce mobility options as part of an integrated community transit service delivery
- Reach out to participate in efforts to improve all forms of regional mobility including park-ride, transit village and other regional transit development efforts where community transit can be a cost-effective part of the solution

2.3 Recent Coordination/Service Integration Initiatives

Since the reorganization of Middlesex County Department of Transportation in 2004, the implementation of coordination pilot programs has been an integral part of the community transit network development in Middlesex County. This approach has led to some key pilot program implementations that have furthered the integration of the various community transit stakeholders and improvements to the effectiveness and efficiency of the overall community transit system.

Following is a brief description of some of these pilot programs, how they relate to the overall mission to coordinate under the precepts of the United We Ride Executive Order and the future expectations for expanding these pilots into established components of the community transit system in Middlesex County.

2.3.1 Community Shuttle Program

The MCAT Community Shuttle program is a system of modified fixed route services that is a hybrid service that embodies characteristics of both traditional transit and paratransit services. The routes use buses ranging from 16 to 34 passenger capacity that combine scheduled frequency of service of traditional transit with the flexibility to wind their way through apartment complexes, shopping centers and medical office complexes.

The MCAT Community Shuttle program reflects the values of the United We Ride philosophy:

- Promotes efficiency through coordination of funding sources and designing services to meet the needs of target populations (senior, disabled, general public without auto access) riding together
- Promotes integration with modes operated by traditional transit and both public and not-for-profit community transit providers
- Encourages consumer independence and mobility choice by enabling the rider to choose to ride without need for registration and making trip reservations

As of mid-2007, the system included four routes developed primarily to serve suburban and rural areas of Middlesex County that possessed limited access to traditional bus and rail transit. Some of the service characteristics included the following:

- Designed on a clock headway with a minimum 60 minute frequency of service to promote timed transfers to other services
- Designed with extra recovery time (8-10 minutes per one-way run) to allow time for minor route deviations and wheelchair loading as well as traffic delays
- Designed with route endpoints and key stops at key transit nodes to provide the ability to transfer to traditional bus and rail transit services
- Buses have minimum two wheelchair positions to meet non-ambulatory demand
- Have passenger trip per revenue hour productivities that at a minimum exceed the average for the overall MCAT system
- Routes have a suggested fare that approximates the NJ Transit one zone intrastate bus fare and its half fare program

(Note: Individual route timetables are provided in Appendix)

Although the fare program currently does not provide for transfer fares between the MCAT and NJ Transit bus routes, there has been increasing transfer activity between the two systems. One route, the Jersey Avenue Shuttle (funded under the Congestion Mitigation and Air Quality grant program) receives nearly 50% of its riders from NJ Transit rail stations in New Brunswick.

Three of the routes directly serve municipal senior citizen centers and have promoted the use of municipal senior citizen vehicles as feeder services to enable seniors to access the MCAT shuttles to reach shopping, medical and other destinations. An additional benefit has been that the MCAT shuttles have taken over direct transportation from senior housing to the senior centers directly served by the routes, freeing the municipal senior center buses to serve more scattered residential origins where new trip demand has been increasing.

As it completes its second full year of existence, the MCAT Community Shuttle program has grown to the point where the Shuttle peak vehicle requirement is

12% of the MCAT peak fleet but accounts for over 25% of the MCAT direct operations ridership.

2.3.2 Medicaid Transportation Coordination (Agency Coordination)

In October 2006, six months of discussion and contract development between the Middlesex County Board of Social Services (MCBSS) and MCDOT resulted in a pilot program to reassign selected ambulatory passengers served by the MCBSS Medicaid transportation program to MCAT existing vehicle trips. The pilot program was designed to increase the overall efficiency of County/Medicaid funded transportation services and provide additional revenue for the MCAT program while simultaneously reducing the cost per passenger for the Medicaid program.

The objective initially was to identify trips with origin areas/destinations and time frames that were being served by both programs. It was determined that for these types of trips where there were existing MCAT runs with excess capacity, the marginal cost of adding additional Medicaid funded passengers to the MCAT runs was significantly less than the cost of the per person roundtrip taxi ride. It was agreed that MCAT would accept the flat fee of \$6.00 per one way passenger trip and would be designated as a Medicaid provider. The initial transition was implemented for trips to Methadone clinics which were being served by both programs. On average, the trips shifted were costing approximately \$11.00 per one way passenger trip using the taxi contractors, resulting in an average cost reduction of \$5.00 per one-way passenger trip.

As the first quarter 2007 was completed, the program had shifted an average of **200** one-way passenger trips per month from the Medicaid taxi providers. Participating MCAT and MCBSS transportation staff believe there is potential for well over **1000** monthly passenger trips to be shifted onto existing MCAT runs.

Another benefit of this coordination effort has been the education of MCBSS staff on the availability of MCAT services, particularly the MCAT Community Shuttle routes, so that Medicaid consumers can obtain transportation to the non-medical destinations that are not covered by the Medicaid transportation program. MCAT has seen an increase in usage on the shuttles from temporary housing locations by Medicaid consumers as a result of this education effort.

2.3.3 Bus and Rail Ticket Purchase Program (Transit Integration)

One of the great untapped potentials for coordination in virtually every NJ County is the use of community transit providers as a feeder service to traditional bus and rail transit. Most coordination involving the purchase of transit tickets has taken the form of monthly passes for participants in the Work First New Jersey

program. Middlesex County, as have many urban counties, have been participating in the use of the \$6.00 per day Transportation Related Expense (TRE) program to purchase bus and rail tickets where participants residences and destinations could be served through use of transit services.

MCAT recognized that many of its senior citizen passengers and passengers with disabilities could be served more efficiently by a combination of paratransit and bus or rail transit service to reach destinations directly served by transit. In 2006, MCAT began purchasing intrastate bus and rail tickets from NJ Transit to enable passengers to be served by the appropriate mix of paratransit and transit service.

As one example, individuals who were going to destinations in downtown Newark would be provided roundtrip tickets from a train station near their residence to Newark Penn Station. The paratransit driver would provide the tickets to the passenger when they boarded the MCAT vehicle to be transported to the appropriate NJ Transit rail station. In most cases, the total cost of the one-way rail ticket plus the cost of the paratransit trip was over 50% less than if the trip had been made entirely by paratransit.

Since June 2006, the program has been used for passengers going to group events such as the Library for the Blind and Visually Impaired in Hamilton/Trenton and to destinations including Middlesex County Community College in Woodbridge, medical destinations in Newark and other Middlesex County destinations that are directly served by the NJ Transit 800 series intrastate bus routes. Similar to the coordination with the MCBSS Medicaid transportation program, this pilot represents a modest beginning to an effort that could allow County transportation subsidy funding to serve an increasing number of passengers by taking advantage of the implicit 50% subsidy provided in the NJ Transit bus and rail ticket prices.

2.3.4 New Revenue Sources (Expansion of Mobility Options)

As discussed in previous sections, one of the major challenges for County Coordinated transportation systems is to meet the needs of agency sponsored and unaffiliated individuals needs for weekend, evening and inter-county transportation. This need is particularly critical for transportation dependent individuals who work or go to school or attend social service programs on weekdays. For many of these individuals, the transportation to reach medical, shopping and recreational destinations on evenings and weekends has not been provided by County, municipal and not-for-profit community transit providers.

In Middlesex County, the MCAT program and some of the non-profit providers have offered limited evening and weekend group recreational services but any ability to cater to individual customer needs for recreation and other destinations

has been virtually non-existent. As in most areas of the country, the primary impediment to the development of these services has been the availability of funding to cover the operating costs of these services.

In 2005, MCDOT began a multi-pronged effort to generate new sources of non-grant funding to provide a revenue base for these unmet needs. Following are three new programs that were designed to provide funds to expand services.

Monthly Donation Pass Program

In 2004, Middlesex County was charging a fare of \$1.50 per one way trips for competitive employment and special (group recreation and support group) trips. In addition, the County had a suggested donation of \$1.00 per one way trip for passengers on all other AWTS trips. Passengers can obtain donation envelopes on AWTS vehicles and mail donations to the County Treasurer. For the year 2004, the County AWTS program generated \$79,000.00 in fares and \$8000 in donations.

In March 2005, the County transportation program made a change in its donation policy by creating a \$5.00 suggested monthly pass. This was a risky approach since this had effectively reduced the suggested one way donation to \$.50 and suggested to passengers that even if they rode more than 5 roundtrips per month they could limit their donation to \$5.00.

To encourage greater participation in the donation program, MCDOT installed locked donation boxes on each vehicle and gave the passengers the option of donating in cash on the vehicles. The boxes were emptied by the fleet manager on a once per week basis.

In 2005, donations increased to over \$25,000.00, more than triple the \$8000.00 collected in 2004. The share of donations in cash was less than 35% of the total and based on the checks alone, the number of participants quintupled so that while the average monthly donation per passenger was less, the participation had greatly expanded. Staff attributed this increase to the tangible representation of the value of the service through the monthly distribution of passes to all passengers.

Suggested Fare Policy

In 2001, NJ Transit had developed a policy that allowed counties operating modified fixed routes to use a suggested fare on routes that were not registered as NJDOT autobus operations. The idea was that, similar to policies used at many museums, there was an expectation that the fare would be paid but a passenger electing not to pay the suggested fare would not be refused service.

In June 2005, MCAT implemented the suggested fare of \$1.00 for the general public and a half fare of \$.50 for senior citizens and people with disabilities. In 2006, the suggested fares on three shuttle routes generated over \$37,000.00, and an average of nearly \$.60 per passenger.

When combined with the employment/special trip fares and the suggested donation program, the total fare and donation program had increased from \$87,000 in 2004 to over \$144,000.00 in 2006. The revenue from suggested fares has enabled the County to implement scheduled Saturday service on all four of its MCAT Shuttle routes.

Bus Exterior Advertising

In 2005, MCDOT began exploring the potential for hiring an advertising broker to place exterior advertising on its vehicles. In August 2006, the County awarded a contract to Titan Worldwide, Inc., the company that managed the NJ Transit advertising program. Titan developed advertising contracts with local and regional companies, was responsible for placing the ad media on the MCAT vehicles and paid Middlesex County \$.50 for every dollar of gross advertising revenue generated by the program. The first advertisements were placed on the vehicles in October 2006 and while the program generated only \$4360.00 in the 4th Quarter 2006, early 2007 returns indicate the potential for \$3000.00-\$4000.00 per month revenue by the end of 2007.

2.3.5 Summary

The importance of the initiatives implemented since 2004 is that they are focused on the issues of coordination and service integration (ie, Riding United) that is the reason for the Human Service Transportation Plan process. Following are some of the results of these initiatives:

- Resulted in new Community Shuttles serving portions of ten municipalities and promoting a more efficient, integrated use of municipal, NJ Transit and MCAT services in these municipalities
- Resulted in the increase of non-grant revenues by \$80,000 annually leading to further expansion of services
- Resulted in freeing up of municipal and not-for-profit agency resources to eliminate duplication and address unmet needs

One additional coordination initiative that is just beginning is the work with Rutgers University on encouraging cross-use of the MCAT and Rutgers University bus systems by students and community transit consumers. While there has been some marketing of the MCAT Community Shuttle services to students, the promotion of use of University buses by traditional community

transit to key destinations in the New Brunswick area needs to be a focus for the future.

In Middlesex County, all of these efforts have only begun to scratch the surface of improving the effectiveness and efficiency of the countywide network of human service transportation providers. However, the significance is that each point of the mission statement has embraced the United We Ride philosophy and set the stage for expansion of these efforts through this planning process.

2.4 Human Services Transportation Plan Committee (Stakeholder Group) Development and Progress

Middlesex County designated the MCDOT Director as the lead person for the development of the Middlesex County portion of the New Jersey Statewide Human Service Transportation Plan. In September 2006, a list of key stakeholders was developed that included key funding and transportation operators from State, County and municipal agencies, non-profit and private for profit organizations and consumers. A kickoff meeting was advertised and held in October 2006 at which background information on the status of community transportation was provided in advance to the designated stakeholders and was discussed by approximately 20 participants who attended this first meeting. It was agreed that the second meeting, to be held in January 2007, would focus on the discussion of a draft goals/objectives/strategies inventory which would be developed by staff for mailing before the January meeting. It was also agreed that given the amount of agency inventory data available from recent studies and inventories updated by MCDOT, that the process of service gap analysis could proceed in parallel with the conduct of the updated agency survey.

The second meeting, in January 2007, included a presentation by the Keep Middlesex Moving, Inc (KMM), the County Transportation Management Association (TMA), on the status of the standardized agency survey which was being managed in Middlesex County by KMM. The focus of this meeting was the refinement of the goals/objectives/strategies draft during which participating stakeholders offered some additions and corrections within the framework of the four goals. It was also agreed that the draft service gaps inventory would be mailed to the participants prior to the next scheduled meeting in March 2007 so that a detailed discussion of these priorities could begin. Finally, it was decided that now that the stakeholders had a better understanding of the various community transit participants in Middlesex County, that stakeholders would receive and complete the Framework for Action for discussion and development of a consensus on status at the March meeting.

A meeting was held in May to discuss the draft interim plan and provide feedback on the elements of the interim plan for submission in mid-June.

(Note: Copies of Stakeholder Kickoff meeting mailing items and discussion documents are included in Appendix).

Identification of Actions to implement a coordinated transportation system

Stakeholder groups from Middlesex County will meet with representatives from agencies of the Department of Children and Families (i.e., Division of Youth and Family Services, Division of Child Behavior Health Services, Division of Prevention and Community Partnership) regarding planning and coordination of local transportation resources and needs.

2.5 Framework for Action Summary

The Middlesex County Stakeholder Group used its third meeting on March 22, 2007 to define the status of coordination efforts in the County at the beginning of Calendar Year 2007. During the initial meetings, the stakeholders had an opportunity to learn about elements of the overall delivery of community transit services in the County by the range of participating provider agencies. It was felt that this would put the stakeholders in a position to more accurately assess the status of the elements of human service transportation coordination in the County.

The process that was used was to provide the Framework for Action tool to each stakeholder in the month prior to the March meeting to think about the status of the overall County delivery system with respect to each of the 26 elements in the five sections. Each stakeholder was asked to come to the meeting prepared to cast a vote for the level of coordination for each of the 26 elements. The initial votes were tabulated for each section on a flip chart and it was followed by discussion on a consensus rating for each section. Table 2-1 shows the distribution of votes for each element and the consensus rating for each section.

Table 2-1 Framework for Action Committee Ranking

Assessment Questions	Needs to Begin	Needs Significant Action	Needs Action	D
Section One: Making Things Happen				
Have leaders and organizations defined new vision?		3		4
Is governing framework in place?		4		5
Does framework maintain outside agency relationships?		4		7
Sustained support for coordinated planning?		1		8
Is there positive momentum?				6
Section One Overall Evaluation			X	
Section Two: Taking Stock of Community Needs				
Inventory of resources and community transportation?	1	5		5
Process for Identifying Duplication, Gaps?		6		5
Are transportation needs well documented?		3		7
Has use of technology in transportation been assessed?	1	7		3

Are transportation line items in agency budgets?				11
Have users, stakeholders participated in process?		2		5
Strategic Plan with clear mission, goals?		2		9
Is data systematically gathered on performance?	2	3		5
Is transportation plan linked to state, regional plans?	2	3		4
Is data gathered on benefits of coordination?	1	1		8
Section 2 Overall Evaluation			X	
Section Three: Putting Customers First				
Does system have user-friendly information sources?		4		6
Are traveling training and consumer education available?	2	9		1
Is there a seamless payment system?		4		7
Are customer concerns and ideas regularly gathered?		5		6
Are marketing programs used to build awareness?		5		6
Section 3 Overall Evaluation			X	
Section 4: Adapting Funding for Greater Mobility?				
Is there systematic financial data tracking for programs?	5	5		1
Is there an automated billing system?	1	5		2
Section 4 Overall Evaluation			X	
Section 5: Moving People Efficiently				
Diverse Operators Create Flexible Services?	3	7		1
Are Support Services Coordinated to Lower Costs?	1	9		1
Is there a Centralized Dispatch System?	1	9		1
Are facilities located to promote cost-effective service?		7		3
Section 5 Overall Evaluation			X	

The results show that within some of the sections there were different levels of progress on the elements within those sections. Much of the discussion on the voting focused on the fact that while the County lead agency often had established or pilot programs addressing the individual elements, that these programs or coordination efforts were not uniformly involving all of the provider agencies.

This discussion was reflected in the fact that higher ratings and overall consensus were evident in the elements and overall section for Making Things Happen (Section 1) and Taking Stock of Community Needs (Section 2) than for the latter three sections dealing more with actual implementation tools. It was also reflected in the evenly split voting for the elements in Putting Customers First (Section 3) where many of the elements had been implemented for the lead agency and a cluster of contract agencies but did not include the full range of providers.

In summary, it was felt that while the Middlesex County human service transportation system had made strides in developing services that reflected a commitment to coordination between providers, it was only beginning to make progress towards a more centralized approach to the marketing, intake of trip demand/service delivery and management of financial data, billing and reporting.

CHAPTER 3: TRANSPORTATION RESOURCE INVENTORY

3.1 United We Ride Survey Report

Introduction

This report details the results of a statewide survey assessing the transportation services currently provided in the State of New Jersey as they pertain to Middlesex County. The survey stems from an Executive Order issued by President George W. Bush in 2004. The Executive Order requires agencies to improve the coordination of federally supported transportation services for people who are transportation disadvantaged, particularly persons with disabilities, persons with lower incomes, and older adults who rely on community transportation.

The survey was conducted among organizations thought to operate, purchase, or arrange transportation services for residents of Middlesex County. The survey was designed to serve as a way to inventory existing county, community and local agency transportation programs and aims to assess current transportation programs and determine any additional transportation needs of local agencies and residents. Letters inviting participation and detailing how the surveys could be completed were mailed to 122 groups and organizations serving Middlesex County. After the initial mailing, the groups and organizations who had not responded were contacted via telephone to encourage a greater response. As an additional part of the follow up efforts, the survey was mailed again with a new letter to each employer that had not responded to the original mailing.

At the close of the survey, 24 (20%) of the 122 groups and organizations contacted had chosen to respond.

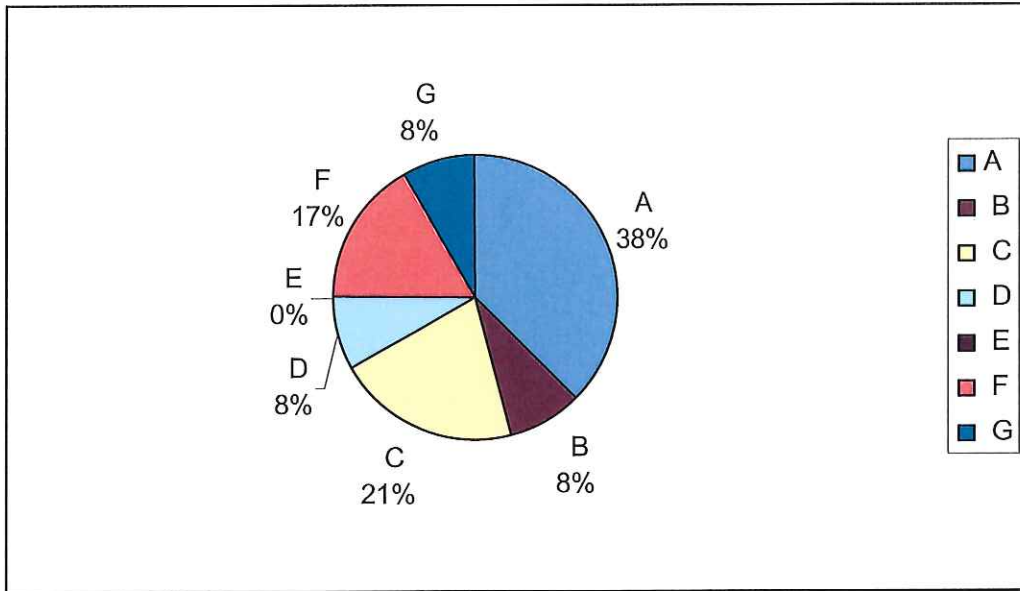
**Question 1:
“Please identify your Organization”**

ID#	Organization	Address	City/State/Zip	Title	Phone	Fax	Email
1	Borough of Helmetta Spotswood Office on Aging	60 Main Street	Helmetta, NJ	Municipal Clerk	732-521-4946 X100	732-605-9466	BohinskiS@njtown.net
2	South River Office on Aging	77 Summerhill Rd	Spotswood, NJ	Director	732-2513432	732-251-1930	JVBalazs@aol.com
3	South River Office on Aging	55 Reid Street	South River, NJ	Director	732-257-2340	732-390-3470	srseniors@southrivernj.org
4	Rutgers University	55 Commercial Avenue	New Brunswick, NJ	Manager of Transit Services	732-932-4805	732-932-1450	jkarakoglou@publicsafety.rutgers.edu
5	North Brunswick Senior Center	15 Linwood Place	North Brunswick, NJ	Supervisor	732-247-0922, ext. 820	732-418-3665	jzink@northbrunswickonline.com
6	Monroe Township Transportation Dept. NJ Department of Military and Veterans Affairs	1 Municipal Plaza	Monroe Twp. NJ	Transportation Supervisor	732-521-6100	732-521-1233	mcostello@monroetwp.com
7	Borough of Middlesex Office on Aging	711 Jersey Ave	New Brunswick, NJ	VSO	732-937-6347	732-937-6417	Joseph.Battito@njdmava.state.nj
8	Middlesex One Stop Center	1200 Mountain Ave	Middlesex, NJ	Director	732-356-0414	732-356-3772	ooa@middlesexboro.com
9	Middlesex County College	506 Jersey Avenue	New Brunswick, NJ	ERS	732 937-5237	732 418-3345	i.claverling@dol.state.nj.us
10	Middlesex County Board of Social Services	2600 Woodbridge Ave.	Edison, NJ	Director of Marketing and Public Information	732 906-2512	732 494-8244	tpeterson@middlesexcc.edu
11	Meal on Wheels of Greater New Brunswick	PO Box 509, 181 How Lane	New Brunswick, NJ	Transportation Director	732-745-3789	732-745-4564	nnicola@oel.state.nj.us
12		100 Livingston Avenue	New Brunswick, NJ	Director	732-248-3488	732-249-3488	mowgnb@aol.com

13	Borough of Highland Park	221 South 5th Avenue	Highland Park, NJ	Borough Clerk	732-777-6014	732-777-6006	jnullings@hpboro.com
14	Elijah's Promise	211 Livingston Ave.	New Brunswick, NJ	Executive Director	732-545-9002	732-985-2216	ifinston@elijahspromise.net
15	Edison Sheltered Workshop	328 Plainfield Avenue	Edison, NJ	Vocational Rehabilitation Counselor	732-985-8834	732-248-0494	Astoneesw@aol.com
16	Edison Township	100 Municipal Blvd.	Edison, NJ	Director of Health and Human Services	732-248-7290	732-826-3549	jgrun@edisonnj.org
17	Catholic Charities	319 Maple Street	Perth Amboy, NJ	Assistant Executive Director	732-324-8200	732-738-4388	jcoto@ccdom.org
18	Alliance for Disabled in Action	629 Amboy Ave.	Edison, NJ	Information & Referral Specialist/Peer Support Coord.	732-738-4388	732-214-1834	info@arcnj.org
19	The Arc of New Jersey Cerebral Palsy Association of Middlesex County	985 Livingston Ave	North Brunswick, NJ	Grants Administrator	732-246-2525	732-549-0629	shelley.samuels@cpamc.org
20	Middlesex County	10 Oak Drive	Edison, NJ	MCFOODS Coordinator	609-409-5033	609-655-4748	ja@mciauth.com
21	MCFOODS	MCIA / 101 Interchange Plaza	Cranbury, NJ	Director, Senior Citizen Services	732-548-2044 ext. 217	732-494-5296	jean.vick@metuchen-edisonymc
22	Metuchen Branch YMCA	65 High Street	Metuchen, NJ	ASSISTANT CLINICAL DIRECTOR	(732) 745-5161	(732) 296-9757	dialaride@verizon.net
23	City of New Brunswick Dial-A-Ride	17 Joyce Kilmer Avenue	New Brunswick, NJ		732-442-1666 EXT	732-442-9512	sylvia.zanoni@co.middlesex.nj.us
24	Raritan Bay Mental Health Center	570 Lee Street	Perth Amboy, NJ				

A total of 24 agencies responded to the survey. Their names, addresses, and contact information appear in the matrix above. However, it should be kept in mind that each respondent did not answer every question.

Question 2:
“Which of the following best describes your organization?”

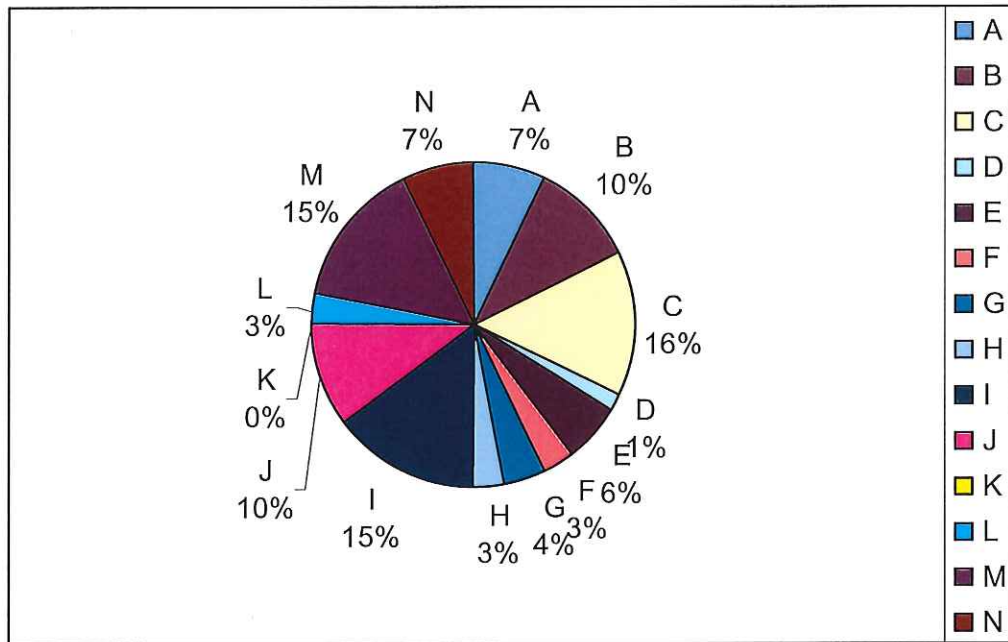


Key

A	Municipal Government
B	County Government
C	Private, non-profit Human Service Agency
D	Private, non-profit Transportation Company
E	Private, for-profit Transportation Company
F	State Government
G	Other

Most respondents (38%) stated that they represented “Municipal Government”. The second most common answer was “Private, non-profit Human Service Agency” (21%). “State Government” represented seventeen percent (17%) of the total. “County Government”, “Private, non-profit Transportation Company”, and “Other”, each received an eight percent (8%) response. No respondents represented a “Private, for-profit Transportation Company”.

Question 3:
“What services does your agency provide?
(Check all that apply)?”

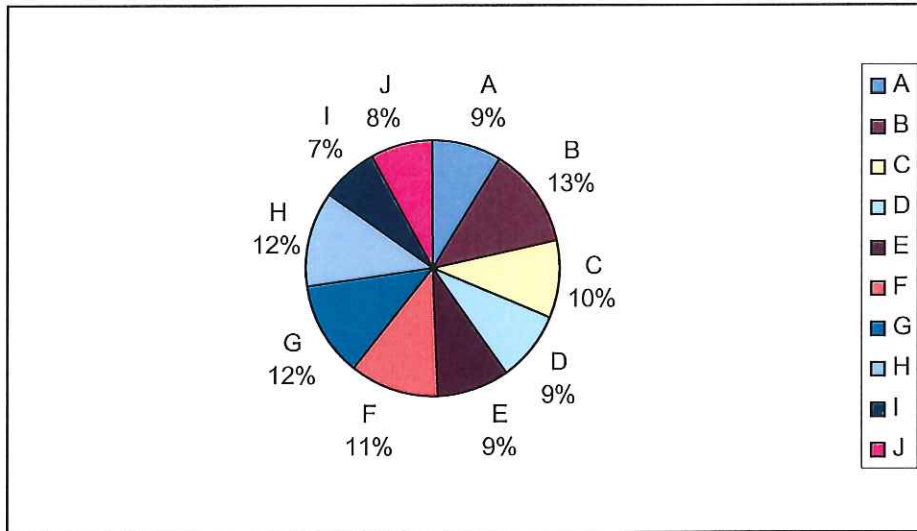


Key

A	Medical/Dental
B	Job/Employment Training
C	Recreation
D	Adult Day Care
E	Welfare/Public Assistance
F	Veterans Services
G	Child Day Care
H	Rehabilitation Services
I	Counseling
J	Nutrition/Meals
K	Head Start
L	Residential Care
M	Transportation
N	Other

“Recreation” (16%), “Counseling” (15%), and “Transportation” (15%) were the most frequently reported services provided. “Job/Employment Training” and “Nutrition/Meals” were reported at seven percent (7%) each

**Question 4:
 “What population segments does your agency serve?
 (Check all that apply)?”**



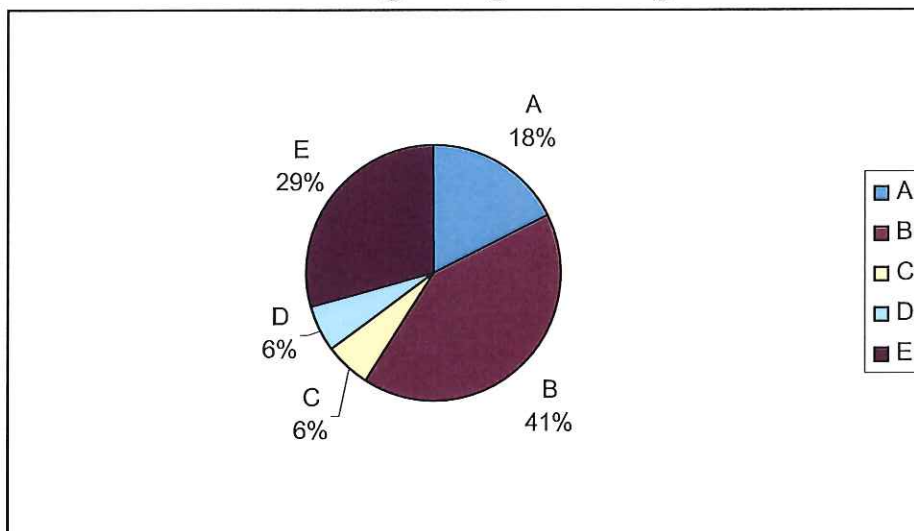
Key

A	General Public
B	Senior Citizens
C	Children
D	Veterans
E	Unemployed
F	Low income
G	Mental or cognitive disability
H	Physical disabilities
I	Substance Abusers
J	Visually impaired

The most common populations served were “Senior citizens” (13%), “Physical disabilities” (12%), “Mental or cognitive disability” (12%), and “Low income” (11%). “Children” was checked by ten percent (10%) while “General public”, “Veterans”, and “Unemployed” each received nine percent (9%). The remaining responses were “Visually impaired” with eight percent (8%) and “Substance Abusers” with seven percent (7%).

Question 5:

“If your agency is serving senior citizens, select the box that describes the age eligible for your services”



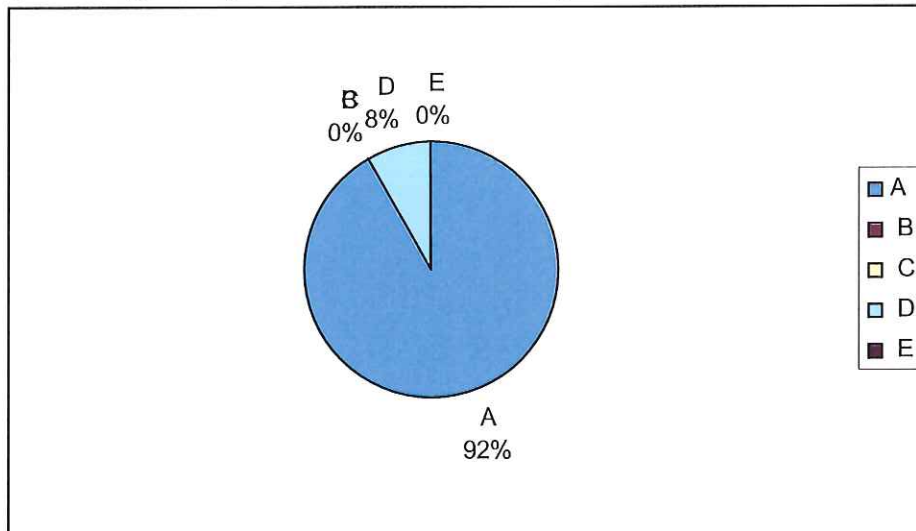
Key

A	55
B	60
C	62
D	65
E	Other

Most of the respondents (41%) indicated an age eligibility for service age of 60. Twenty nine percent (29%) indicated that age is not an eligibility factor or that they serve seniors of all ages.

Question 6:

“If your agency serves children, check all that apply.”

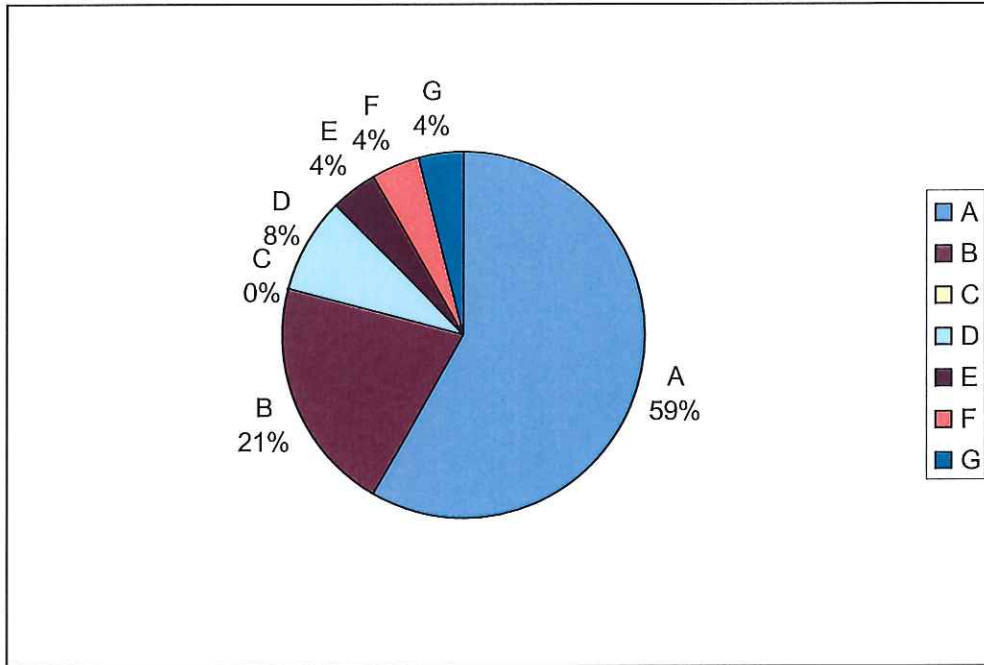


Key

A	All ages
B	0 to 5
C	5 to 17
D	18+
E	21+

The majority of respondents indicate that they serve children of “all ages” (92%). Only one respondent (indicated as 8%) described a minimum age of 18.

**Question 7:
“On a daily basis how many individuals does your agency serve?”**

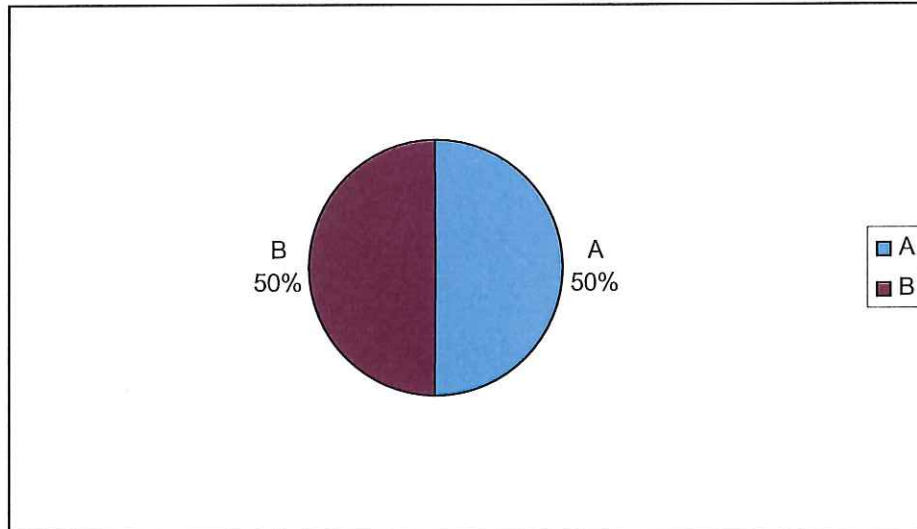


Key

A	20-250
B	251-500
C	501-1,000
D	1,001-5,000
E	5,001-10,000
F	10,001-15,000
G	15,000 +

Fifty nine percent (59%) indicated serving between 20-250 individuals daily. Twenty one percent (21%) indicated serving between 251 and 500 individuals daily. Eight percent (8%) indicated between 1,001 and 5,000, while “5,001-10,000”, “10,001-15,000”, and “15,000+” each received four percent (4%).

Question 8:
**“Does your answer to question A6 (question 7)
represent duplicative or nonduplicative?”**



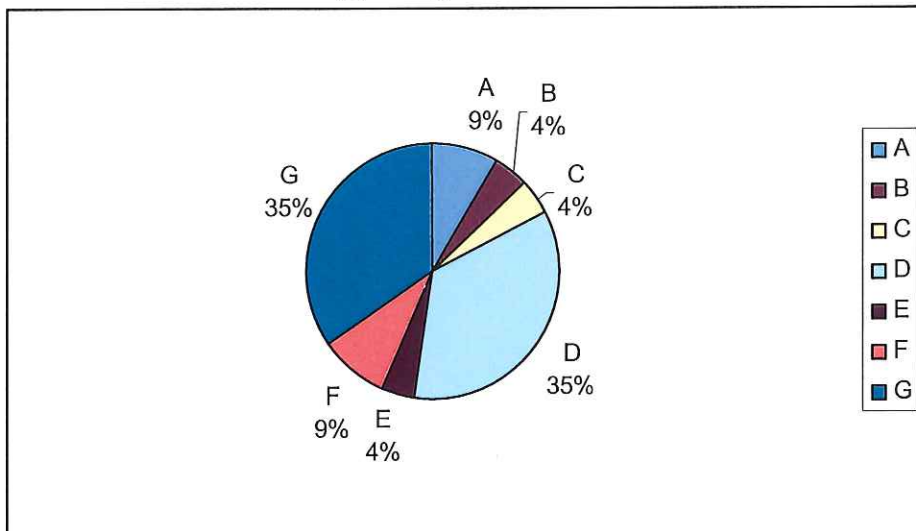
Key

A	Duplicative
B	Nonduplicative

The answers for question 8 were evenly split with fifty percent (50%) going to both duplicative and nonduplicative.

Question 9:

“On an annual basis, how many individuals does your agency serve?”

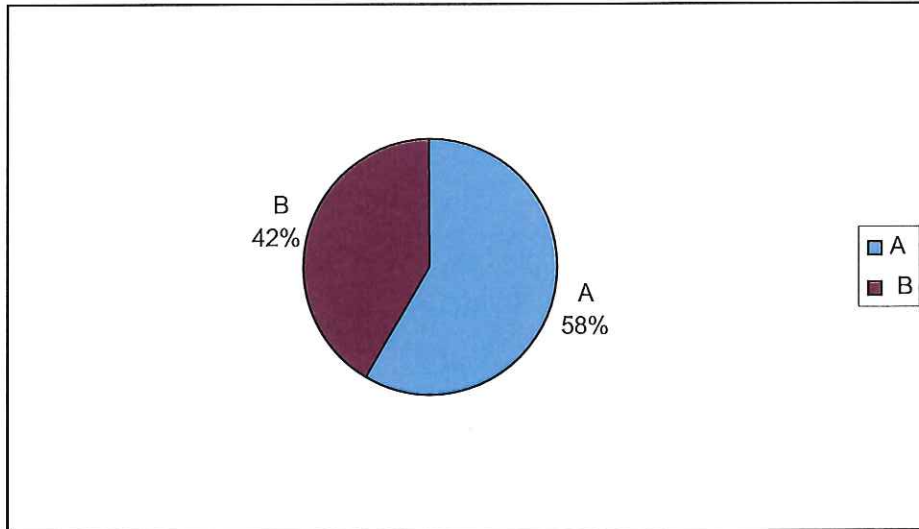


Key

A	20-250
B	251-500
C	501-1,000
D	1,001-5,000
E	5,001-10,000
F	10,001-15,000
G	15,000 +

Two categories, “1001-5,000 individuals on an annual basis” and “15,000+ individuals on an annual basis” each received 35%. “20-250” and “10,001-15,000” each received nine percent (9%) while the remaining categories each received four percent (4%) of the total.

Question 10:
**“Does your answer to question A7 (question 9)
represent duplicative or nonduplicative?”**



Key

A	Duplicative
B	Nonduplicative

More of the respondents (58%) selected “Duplicative.”

Question 11:
“Please identify below the locations of your three primary program facilities/service centers.”

Organization	Location One
Borough of Helmetta	Helmetta Municipal Building, 60 Main Street, Recreation
Spotswood Office on Aging	Spotswood Office On Aging, 1 Arlington Ave Suite 401 (Physical Add), Transportation, Activities, NJ E. A. S.E
South River Office on Aging	SROOA, 55 Reid Street
Rutgers University	Rutgers University, 55 Commercial Ave, Student Transportation
North Brunswick Senior Center	North Brunswick Senior Center, 15 Linwood Place, Recreational Activities for Senior Citizens
Monroe Township Transportation Dept.	Municipal Complex, 1 Municipal Plaza, all buses leave from here
Borough of Middlesex Office on Aging	Middlesex Borough Recreation/ Senior Center, 1400 Mountain Ave., Middlesex, Transit scheduling, Information and Assistance, Recreational prgrms, Educational prgrms
Middlesex One Stop Center	New Jersey Dept. of Labor, 506 Jersey Ave, Education and Training
Middlesex County College	Middlesex County College - Edison Campus, 2600 Woodbridge Ave., Edison, NJ, Higher Education, Career Training, Personal Fulfillment, Child Care, Summer Camp Programs
Meals on Wheels of Greater New Brunswick	Meals on Wheels of Greater New Brunswick, 100 Livingston Ave., New Brunswick, NJ 08901, administrative office
Borough of Highland Park	Senior/Youth Recreation Center, 220 South 6th Avenue, senior/youth service
Elijah's Promise	Soup Kitchen, 18 Neilson St., New Brunswick, meals, social, health and substance abuse services
Edison Sheltered Workshop	Edison Sheltered Workshop, Inc, 328 Plainfield Ave. Edison, NJ 08817, Vocational Rehabilitation
Edison Township	Edison Senior Citizen Center, 2963 Woodbridge Ave, Senior Clubs, Recreation, Social Work
Catholic Charities	Edison Family Service Center, 26 Safran Ave. Edison NJ, Youth Partial Care, PACT, Counseling
Alliance for Disabled in Action	North Brunswick Community Complex, 710 Hermann Rd, North Brunswick, NJ, peer support
The Arc of New Jersey	The Arc of New Jersey, North Brunswick, Advocacy
Cerebral Palsy Association of Middlesex County	Lakeview School, 10 Oak Drive Edison, special ed, rehab, therapy
MCFOODS	MCFOODS, 777 Jersey Avenue, New Brunswick, emergency food
Metuchen Branch YMCA	Metuchen Branch YMCA, 65 High Street, Metuchen, NJ 08840, non-profit community service organization
City of New Brunswick Dial-A-Ride	New Brunswick Dial-A-Ride, 17 Joyce Kilmer Avenue, NB,NJ 08901, Transportation
Raritan Bay Mental Health Center	Raritan Bay Mental Health Center, 570 Lee St., Perth Amboy NJ 08861, outpatient psychiatric services & adult partial car

Question 11:
“Please identify below the locations of your three primary program facilities/service centers.”

Organization	Location Two
Borough of Helmetta	St. George's Anglican Church, 56 Main Street, Recreation (provided by municipality)
Borough of Middlesex Office on Aging	Middlesex Public Library, 1300 Mountain Ave. Middlesex, Computer classes, Spanish classes, educational programs and lectures, etc.
Middlesex County College	Middlesex County College's New Brunswick Center, 140 New St. New Brunswick, NJ, Higher Education and Career Training Courses
Meals on Wheels of Greater New Brunswick	St. Peter's University Hospital, Easton Avenue, New Brunswick, NJ 08901, preparation of meals
Borough of Highland Park	
Elijah's Promise	Culinary School, 211 Livingston Ave., New Brunswick, culinary job training, catering business
Edison Township	Edison Train Station, Plainfield and Central Avenues, Transport commuters on fixed routes
Catholic Charities	East Brunswick Office, 288 Rues Lane East Brunswick, Counseling, Substance Abuse, Domestic Violence
Alliance for Disabled in Action	Bridgewater Library, 1 Vogt Dr. Bridgewater, NJ, peer support
The Arc of New Jersey	Self Advocacy Project, Piscataway, Self Advocacy Support
Cerebral Palsy Association of Middlesex County	ATC-Piscataway, 61 Suttons lane, Piscataway, adult activity center
Metuchen Branch YMCA	Edison Branch YMCA, Oak Tree Road, Edison, NJ 08820, non-profit community service organization

Organization	Location Three
Borough of Helmetta	Holy Trinity Church, 100 Main Street, Recreation (provided by municipality)
Middlesex County College	Middlesex County College's Perth Amboy Center, 60 Washington St. Perth Amboy, Higher Education Classes and Career Training Courses
Catholic Charities	St Johns Clinic, 24 Abeel St. New Brunswick, Medical
Alliance for Disabled in Action	Rahway Public Library, 2 City Hall Plaza, Rahway, NJ, peer support
Cerebral Palsy Association of Middlesex County	ATC-Port Reading, 40 Markley St. Port Reading, adult activity center
Metuchen Branch YMCA	Woodbridge YMCA, Main Street, Woodbridge, NJ 07095, non-profit community service organization

**Question 12-13-14:
“Please indicate your agency’s hours of operation Monday through Friday, Saturday, and Sunday”**

Organization	Monday- Friday			Saturday			Sunday		
	Administration	Programs	Other	Administration	Programs	Other	Administration	Programs	Other
Borough of Helmetta	9am-2pm								
Spotswood Office on Aging	9am-4pm	9am-4pm	9am-4pm						
South River Office on Aging	10am-3pm								
Rutgers University North Brunswick Senior Center	7am-11pm								
Monroe Township Transportation Dept.	8am-4pm	9am-4pm							
NJ Department of Military and Veterans Affairs	8am-5pm	8am-5pm					8am-7pm		
Borough of Middlesex Office on Aging	8am-5pm	7am-4pm							
Middlesex One Stop Center	7am-3pm	7am-3pm	7am-3pm				9am-3pm		
Middlesex County College	8am-6pmX	8am-10pm					9am-Noon		
Middlesex County Board of Social Services	8am-5pm	5am-12am					5am-12am	5am-12am	
Meal on Wheels of Greater New Brunswick	9am-1pm	10am-Noon							
Borough of Highland Park	8am-4pm	8am-4pm					8am-2pm	8am-2pm	
Elijah's Promise Edison Sheltered Workshop	9am-5pm	6am-10pm					8am-5pm	8am-2pm 10am-5pm	
Edison Township	8am-4pm	8am-10pm							
Edison Township	8am-5pm	5am-8pm							
Catholic Charities	9am-5pm	9am-12am					9am-12am		

Question 12-13-14:

“Please indicate your agency’s hours of operation Monday through Friday, Saturday, and Sunday”

Organization	Monday- Friday			Saturday			Sunday		
	Administration	Programs	Other	Administration	Programs	Other	Administration	Programs	Other
Alliance for Disabled in Action	9am-5pm	9am-5pm							
The Arc of New Jersey	9am-5pm	9am-5pm							
Cerebral Palsy Association of Middlesex County	8am-5pm	1am-12am			1am-12am			1am-12am	
MCFOODS	9am-3pm	9am-12pm							
Metuchen Branch YMCA	6am-10pm	6am-10pm	6am-10pm	7am-6pm	7am-6pm	7am-6pm	Noon-6pm	Noon-6pm	Noon-6pm
City of New Brunswick Dial-A-Ride	8am-4pm	8am-4pm							
Raritan Bay Mental health Center	9am-4pm	9am-8pm							

Question 15:
“What are the county boundaries of your agency’s overall service area? Check all that apply.”

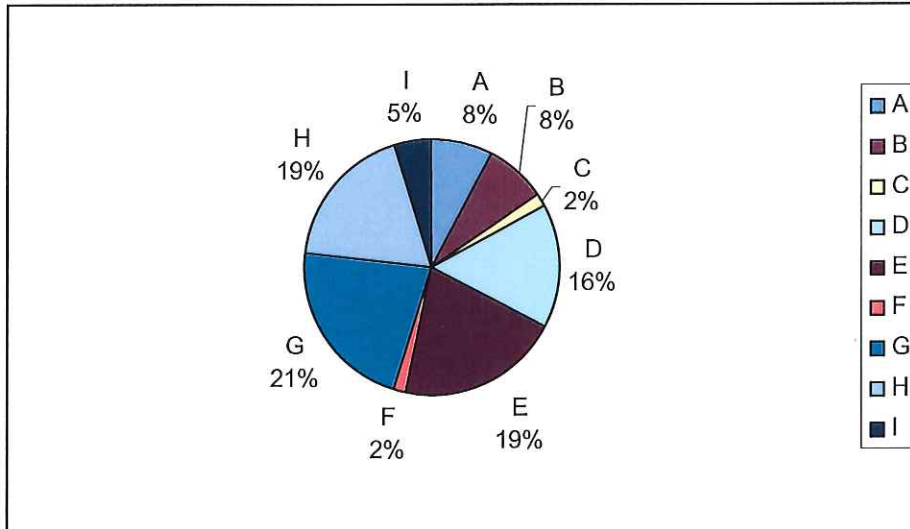
Organization	Counties
Borough of Helmetta	Middlesex
Spotswood Office on Aging	Middlesex
South River Office on Aging	Middlesex
Rutgers University	Middlesex
North Brunswick Senior Center	Middlesex
Monroe Township Transportation Dept.	Mercer, Middlesex, Monmouth
NJ Department of Military and Veterans Affairs	Middlesex, Somerset
Borough of Middlesex Office on Aging	Middlesex, Somerset, Union
Middlesex One Stop Center	Mercer, Middlesex, Monmouth, Somerset, Union
Middlesex County College	Middlesex
Middlesex County Board of Social Services	Middlesex
Meals on Wheels of Greater New Brunswick	Middlesex
Borough of Highland Park	Middlesex
Elijah’s Promise	Middlesex, Somerset
Edison Sheltered Workshop	Middlesex
Edison Township	Middlesex
Catholic Charities	Hunterdon, Somerset, Middlesex, Warren
Alliance for Disabled in Action	Middlesex, Somerset, Union
The Arc of New Jersey	All Counties
Cerebral Palsy Association of Middlesex County	Bergen, Essex, Hudson, Hunterdon, Mercer, Middlesex, Monmouth Morris, Ocean Passaic, Somerset, Union
MCFOODS	Middlesex
Metuchen Branch YMCA	Middlesex
City of New Brunswick Dial-A- Ride	Middlesex, Somerset
Raritan Bay Mental Health Center	Middlesex

Question 16-36

“What Are the Counties and Towns in Which Your Service Operates?”

Organization	All Counties	Other Counties	Middlesex County
Borough of Helmetta			Helmetta
Spotswood Office on Aging			Spotswood
South River Office on Aging			South River
Rutgers University			New Brunswick, Piscataway
North Brunswick Senior Center			North Brunswick
Monroe Township Transportation Dept.		Monmouth: Freehold Mercer: E. Windsor, the Princetons	Monroe, Jamesburg
NJ Department of Military and Veterans Affairs			All of Middlesex
Borough of Middlesex Office on Aging			
Middlesex One Stop Center			
Middlesex County College			
Middlesex County Board of Social Services			
Meals on Wheels of Greater New Brunswick			
Borough of Highland Park			
Elijah's Promise			
Edison Sheltered Workshop			
Edison Township			
Catholic Charities		Hunterdon, Somerset	
Alliance for Disabled in Action			
The Arc of New Jersey	21 Counties		
Cerebral Palsy Association of Middlesex County		Bergen, Essex, Hudson, Hunterdon, Mercer, Middlesex, Monmouth, Morris, Passaic, Somerset, Union	
MCFOODS			
Metuchen Branch YMCA			
City of New Brunswick Dial-A-Ride			
Raritan Bay Mental Health Center			

Question 37:
“What are the transportation obstacles your customers face? Check all that apply”

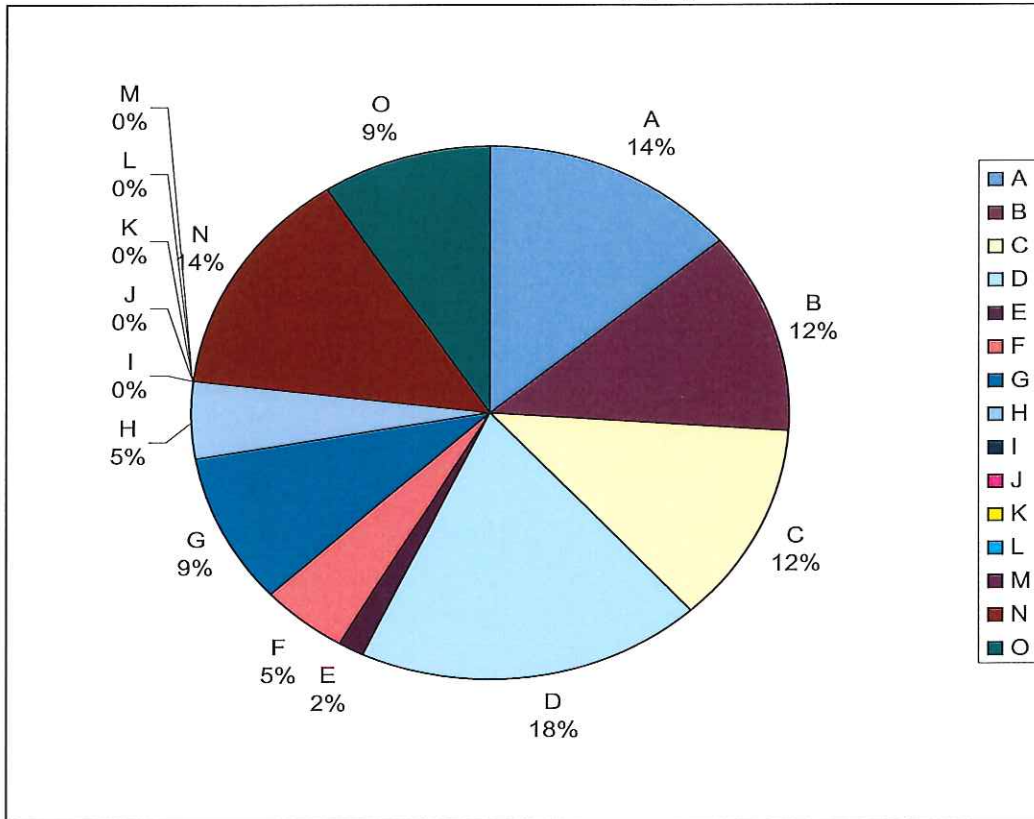


Key

A	No space available during peak times
B	No accessible service
C	Age restrictions
D	Trip purpose restrictions
E	Crossing county lines
F	Crossing municipality lines
G	No evening service
H	No weekend service
I	Other

“No evening service” (21%) was identified as the most significant obstacle facing customers. Other significant obstacles identified include “No weekend service” (19%), “Crossing county lines” (19%), and “Trip purpose restrictions” (16%). “No space available during peak times” and “No accessible service” each received eight percent (8%) of the total. “Age restriction” and “Crossing municipality lines” each received only two percent (2%) of the total. Those who selected “Other” indicated obstacles such as the reduction of the number of special trips and a lack of transit options in certain areas

Question 38:
“Please select which best describes how your customers get to your organization.
Check all that apply.”



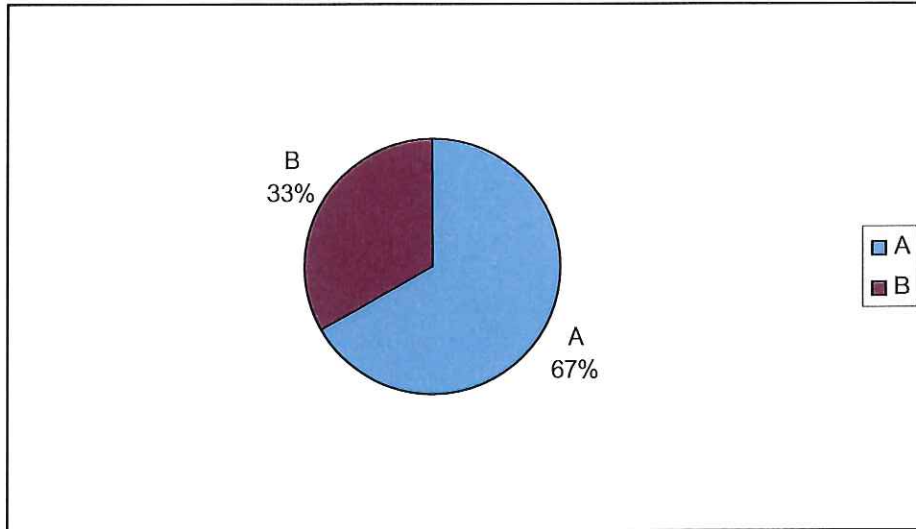
Key

A	County paratransit	F	ACCESS LINK	K	PATH
B	Municipal service	G	NJT Fixed Route	L	PATCO
C	Your agency transport	H	Other bus	M	SEPTA
D	Private vehicle	I	NJT Rail	N	Taxi
E	Ambulette service	J	NJT Light Rail	O	Other

Most customers are reported to arrive via “Private vehicle” (18%), “Taxi” (14%), “County paratransit” (14%), “Municipal Service” (12%), and “Your agency Transport” (12%). Since they each received 0%, “SEPTA”, “PATCO”, “PATH”, “NJT Rail”, and “NJT Light Rail” appear to have little effect in Middlesex County. Those who selected “Other” (9%) listed “Area Wide Shuttle Service, Green Route”, “MCAT shuttle and personal vehicles”, “Hub City”, “walk”, “private van carrier and car service”, and “Medicaid Taxi” as answers.

Question 39:

“Does your organization provide (i.e: purchase, operate, or arrange for) passenger transportation?”



Key

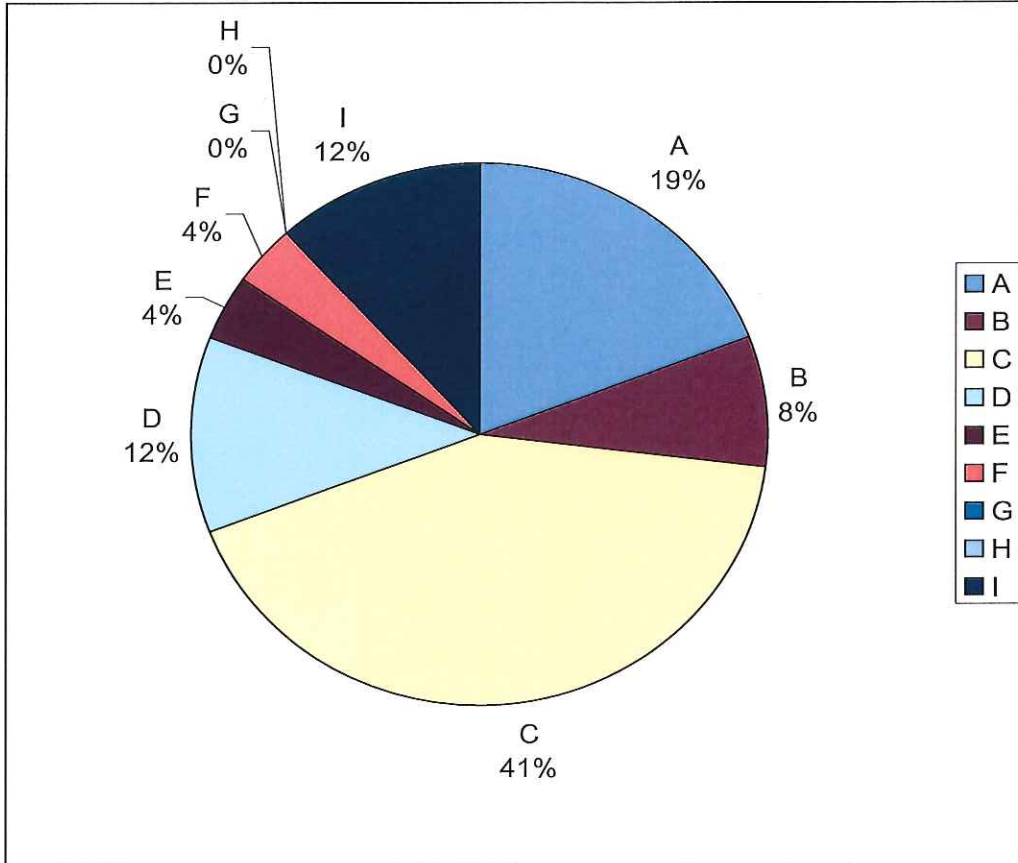
A	Yes (Please complete Parts B & C)
B	No (Thank you for your time. Complete Part C only)

The majority of the respondents (67%) indicated that their organization does provide passenger transportation. Those who do provide transportation are: Spotswood Office on Aging, South River Office on Aging, Rutgers University, North Brunswick Senior Center, Monroe Township Transportation Department, Borough of Middlesex Office on Aging, Middlesex One Stop Center, Middlesex County College, Borough of Highland Park, Elijah’s Promise, Edison Sheltered Workshop, Edison Township, Catholic Charities, Cerebral Palsy Association of Middlesex County, MCFOODS, and City of New Brunswick Dial-A-Ride.

At this point, respondents who did not indicate an answer of “yes” stopped answering questions until Part C (question 76). Therefore, the answers provided for questions 40-76 were answered by a smaller pool of respondents.

Question 40:

“What type of transportation service(s) do you provide (please check all that apply)?”



Key

A	We operate a Fixed Route, modified fixed route, fixed schedule service.
B	We contract/purchase Fixed Route, modified fixed route, fixed schedule service from an independent carrier/operator.
C	We operate a Demand Responsive (flexibly routed van/sedan) service using paid drivers.
D	We operate a Demand Responsive (flexibly routed van/sedan) service using non transportation staff as drivers.
E	We operate a Demand Responsive (flexibly routed van/sedan) service using volunteer drivers
F	We contract/purchase Demand Responsive (flexibly routed van/sedan) service from an independent carrier/operator.
G	We coordinate a volunteer driver program (volunteers driving their own vehicles).
H	We provide subsidies/reimbursement to customers/riders who arrange for their own transportation.
I	Other

Question 40:
**“What type of transportation service(s) do you provide
(please check all that apply)?”**

“a Demand Responsive (flexibly routed van/sedan) service using paid drivers” (41%) was the most common answer provided by the respondents. Nineteen percent (19%) also indicated that they “operate a Fixed Route, modified fixed route, fixed schedule service.”

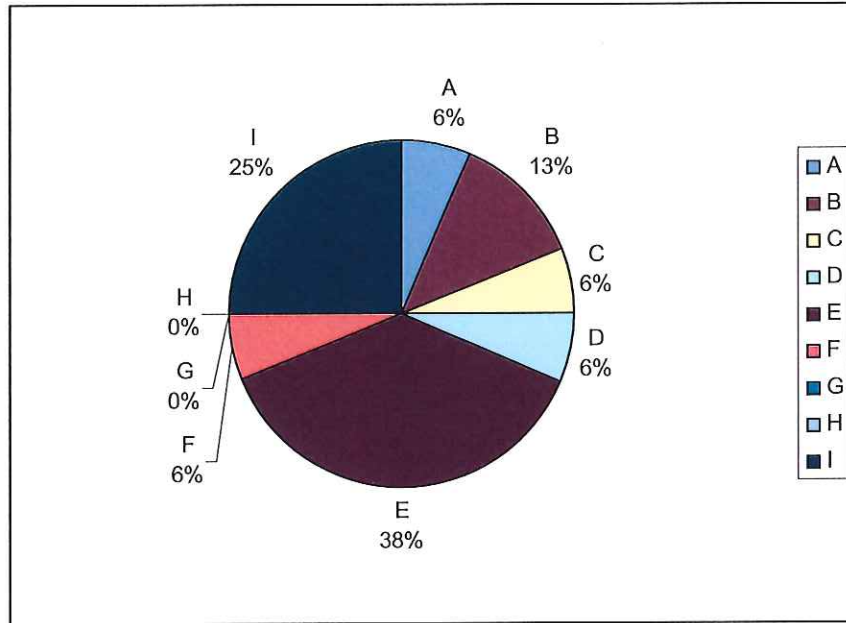
Of those who listed “Other” (12%), the following responses were given:

- “we provide transportation for College Clubs and Organizations with advance arrangements”
- “we arrange for flexibly routed van service through Middlesex County Transportation and through a private van service and car service”
- “employees will sometimes provide transportation on a case by case basis to consumers using their own private vehicles. The agency then reimburses the employee for mileage”

Question 41:
“Which best indicates your transportation service hours?”

Organization	S	M	T	W	Th	F	Sat
Borough of Helmetta							
Spotswood Office on Aging		9am-4pm	9am-4pm	9am-4pm	9am-4pm	9am-4pm	
South River Office on Aging		8am-4pm	8am-4pm	8am-4pm	8am-4pm	8am-4pm	
Rutgers University	1am-12pm	1am-12pm	1am-12pm	1am-12pm	1am-12pm	1am-12pm	1am-12pm
North Brunswick Senior Center		8am-3pm	8am-3pm	8am-3pm	8am-3pm	8am-3pm	
Monroe Township Transportation Dept.	8am-7pm	8am-7pm	8am-7pm	8am-7pm	8am-7pm	8am-7pm	
NJ Department of Military and Veterans Affairs							
Borough of Middlesex Office on Aging		7am-3pm	7am-3pm	7am-3pm	7am-3pm	7am-3pm	
Middlesex One Stop Center		7am-4pm	7am-4pm	7am-4pm	7am-4pm	7am-4pm	7am-3pm
Middlesex County College							
Middlesex County Board of Social Services							
Meals on Wheels of Greater New Brunswick							
Borough of Highland Park		8am-3pm	8am-3pm	8am-3pm	8am-3pm	8am-3pm	
Elijah's Promise		8am-4pm	8am-4pm	8am-4pm	8am-4pm	8am-4pm	
Edison Sheltered Workshop		6am-6pm	6am-6pm	6am-6pm	6am-6pm	6am-6pm	
Edison Township		5am-8pm	5am-8pm	5am-8pm	5am-8pm	5am-8pm	
Catholic Charities		9am-9pm	9am-9pm	9am-9pm	9am-9pm	9am-5pm	
Alliance for Disabled in Action							
The Arc of New Jersey		9am-5pm	9am-5pm	9am-5pm	9am-5pm	9am-5pm	
Cerebral Palsy Association of Middlesex County	1am-12am	1am-12am	1am-12am	1am-12am	1am-12am	1am-12am	1am-12am
MCFOODS							
Metuchen Branch YMCA							
City of New Brunswick Dial-A-Ride		8am-4pm	8am-4pm	8am-4pm	8am-4pm	8am-4pm	
Raritan Bay Mental Health Center							

Question 42:
“Which best describes your advanced reservation for transportation service?”



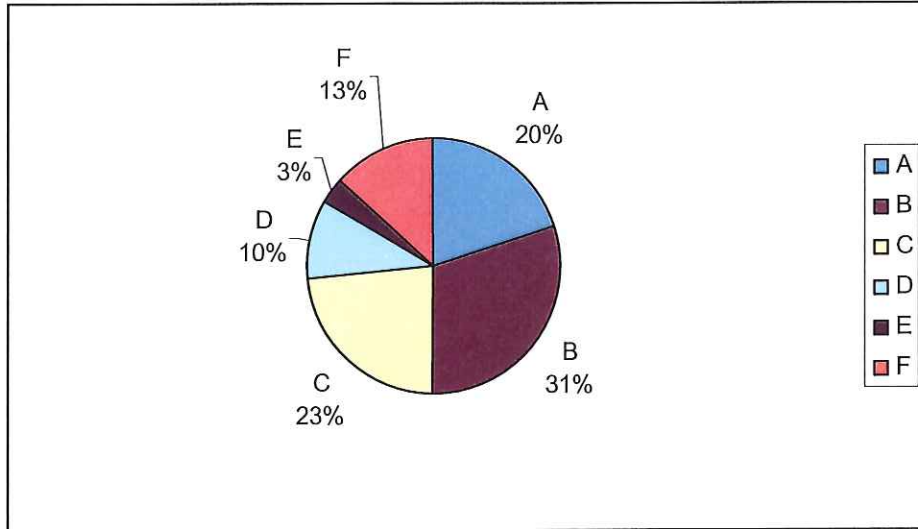
Key

A	Real time (call when requesting ride)
B	No reservations (modified fixed route service)
C	1-4 hours
D	2-4 hours
E	1-2 days
F	1 week
G	2 weeks
H	1 month
I	Other

The highest response (38%) indicates that most respondents use a “1-2 days” advanced reservation. The next highest response (25%) indicated was “Other.” “Other” responses were:

- “medical transportation 5 days notice”
- “clubs and organizations with advance notice”
- “three types of systems, no reservation for commuters, 1-2 days for regular scheduled, prefer one week for other medical”
- “we do not provide formal transportation services, it is on a case by case basis.”

**Question 43:
 “Who is eligible to receive the transportation services
 your organization provides?”**



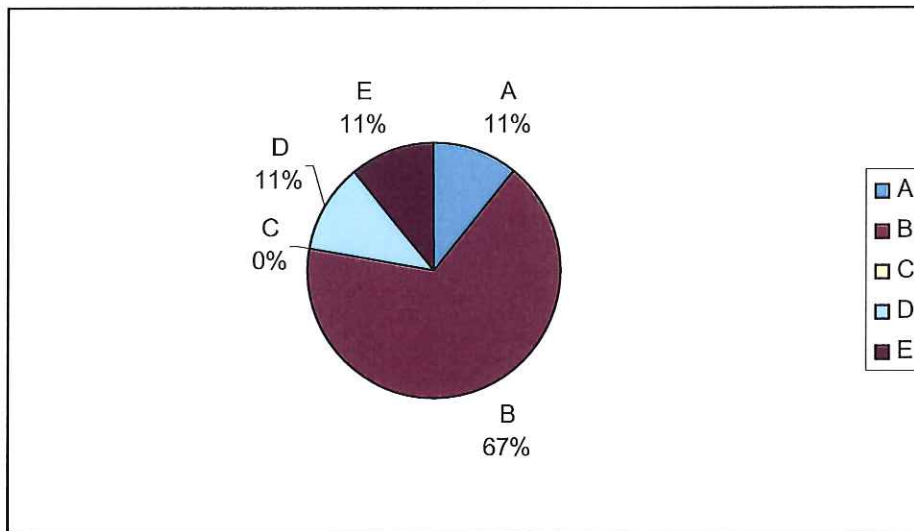
Key

A	Only our Agency's customers
B	Senior Citizens
C	Disabled
D	The General Public (any resident in our service area)
E	Employment Related/Employment Training
F	Other

At thirty one percent (31%), “Senior Citizens” are the group eligible for most services. The “Disabled” (23%) and “Agency customers” (20%) ranked high as well. “Employment related/Employment training” had the smallest share of the total (3%)

Question 44:

“If you provide transportation to Senior Citizens, select the box that describes the age eligible for your service”



Key

A	55
B	60
C	62
D	65
E	Other

The eligibility age of “60” was the most commonly reported (67%). Ages “55” and “65” each represent eleven percent (11%). Age “62” was not chosen at all.

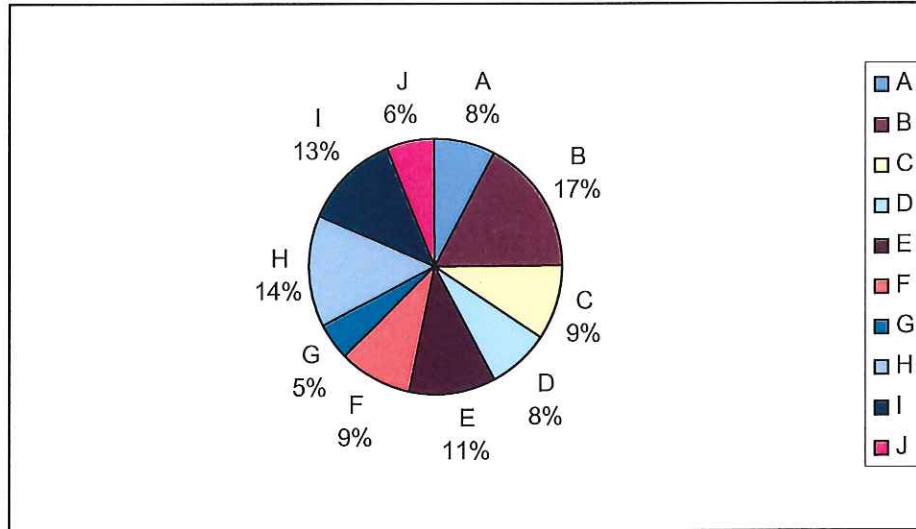
Question 45:

“If your agency serves disabled citizens, select the age range served”

Forty two percent (42%) selected “All ages.” Ages 18+ and 21+ were selected by 29% respectively.

Question 46:

“Which best describes the trip purposes your agency provides? Check all that apply.”

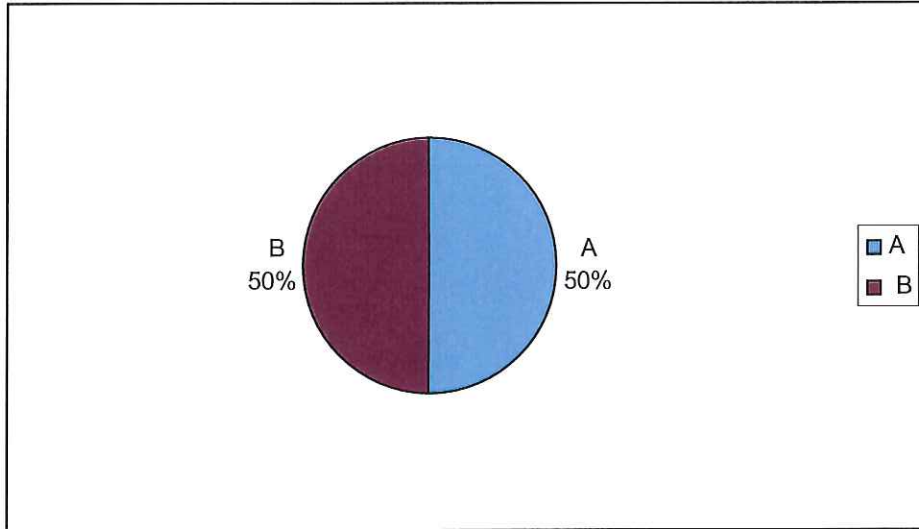


Key

A	Any type of trip purpose requested within your organization service area.
B	Health/medical (e.g. trips to the doctor, clinic, drug store, treatment center)
C	Nutrition (e.g. trips to a nutrition center)
D	Social (e.g. visits to friends/relatives)
E	Recreation (e.g. trips to cultural, social, athletic events)
F	Education/training (e.g. trips to training centers, schools, etc.)
G	Employment (e.g. trips to job interview sites or places of employment, etc.)
H	Shopping/personal needs (e.g. trips to the mall, barber, beauty shop, etc.)
I	Social service(e.g. trips to social service centers, adult day care, training, etc)
J	Other

The answers to this question were highly varied. The most common types of trips offered include “Health/medical” (17%), “Shopping/personal needs” (14%), and “Social service” (13%).

Question 47:
“Do you accept donations for transportation service?”



Key

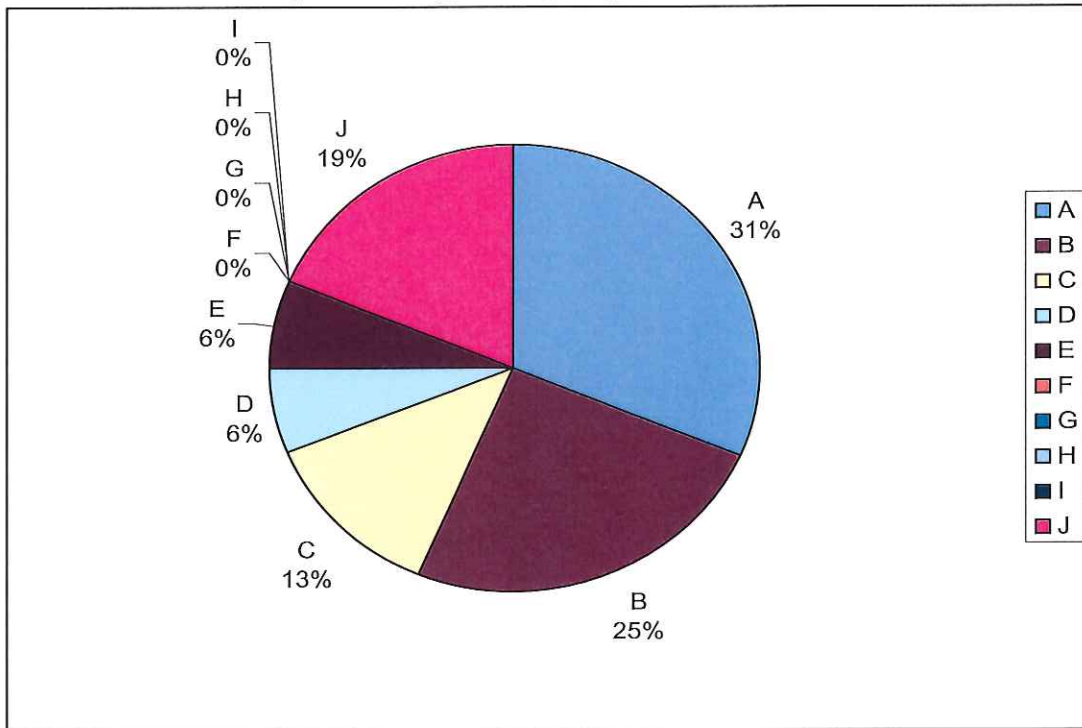
A	Yes
B	No

Exactly one half of the respondents do accept donations (50%) and the other half does not (50%).

Question 48:
“Do you charge a fare for transportation service?”

The majority of the respondents (75%) do not charge a fare for transportation service.

Question 49:
“Please indicate the number of annual one way passenger trips provided.”



Key

A	Under 5,000
B	5,001-15,000
C	15,001-40,000
D	40,001-90,000
E	90,001-120,000
F	120,001-150,000
G	150,001-200,000
H	200,001-250,000
I	250,001-300,000
J	Over 300,000

The largest percentage of respondents indicated an annual one way passenger trip range of “Under 5,000” (31%). The next most chosen ranges were “5,001-15,000” (25%) and “Over 300,000” (19%).

Question 50:
**“Indicate the number of full time, part time, and
 volunteer managers.”**

Organization	Full Time	Part Time	Volunteer
Spotswood Office on Aging	1	2	
South River Office on Aging	1		
Rutgers University	2		
North Brunswick Senior Center	4+		
Monroe Township Transportation Dept.	3		
Borough of Middlesex Office on Aging		1	
Borough of Highland Park	4+	1	
Elijah's Promise	1	1	
Edison Township	2		
Catholic Charities		1	
Cerebral Palsy Association of Middlesex County	4+	4+	
City of New Brunswick Dial-A-Ride	1		

The agencies shown above were the only respondents to this question. Only the Borough of Middlesex and Catholic Charities operate without a full time manager.

Question 51:
**“Indicate the number of full time, part time, and
 volunteer reservationists.”**

Organization	Full Time	Part Time	Volunteer
Spotswood Office on Aging		1	
South River Office on Aging		1	1
North Brunswick Senior Center		1	
Monroe Township Transportation Dept.	1		
Borough of Middlesex Office on Aging		2	
Borough of Highland Park			2
Edison Township	1		

The agencies shown above were the only respondents to this question. The majority of the respondents operate with part time or volunteer reservationists.

Question 52:
**“Indicate the number of full time, part time, and
 volunteer schedulers.”**

Organization	Full Time	Part Time	Volunteer
North Brunswick Senior Center	2		
Borough of Middlesex Office on Aging		2	
Borough of Highland Park			1
Catholic Charities		1	
Cerebral Palsy Association of Middlesex County	4+		

The agencies shown above were the only respondents to this question. They rely on full or part time personnel for scheduling.

Question 53:
**“Indicate the number of full time, part time, and
 volunteer Dispatchers.”**

Organization	Full Time	Part Time	Volunteer
Rutgers University	2		
North Brunswick Senior Center	2		
City of New Brunswick Dial-A-Ride	1		

The agencies shown above were the only respondents to this question. Dispatchers are full time positions at the three organizations.

Question 54:
**“Indicate the number of full time, part time, and
volunteer Drivers.”**

Organization	Full Time	Part Time	Volunteer
Borough of Helmetta			
Spotswood Office on Aging			
South River Office on Aging	1--4		
Rutgers University	5--10	1--4	
North Brunswick Senior Center	1--4		
Monroe Township Transportation Dept.	5--10		
NJ Department of Military and Veterans Affairs			
Borough of Middlesex Office on Aging		1--4	
Middlesex One Stop Center			
Middlesex County College			
Middlesex County Board of Social Services			
Meals on Wheels of Greater New Brunswick			
Borough of Highland Park	1--4	1--4	
Elijah's Promise			
Edison Sheltered Workshop			
Edison Township	5--10	1--4	1--4
Catholic Charities		1--4	
Alliance for Disabled in Action			
The Arc of New Jersey			
Cerebral Palsy Association of Middlesex County	11--25	11--25	
MCFOODS			
Metuchen Branch YMCA			
City of New Brunswick Dial-A-Ride	1--4	5--10	
Raritan Bay Mental Health Center			

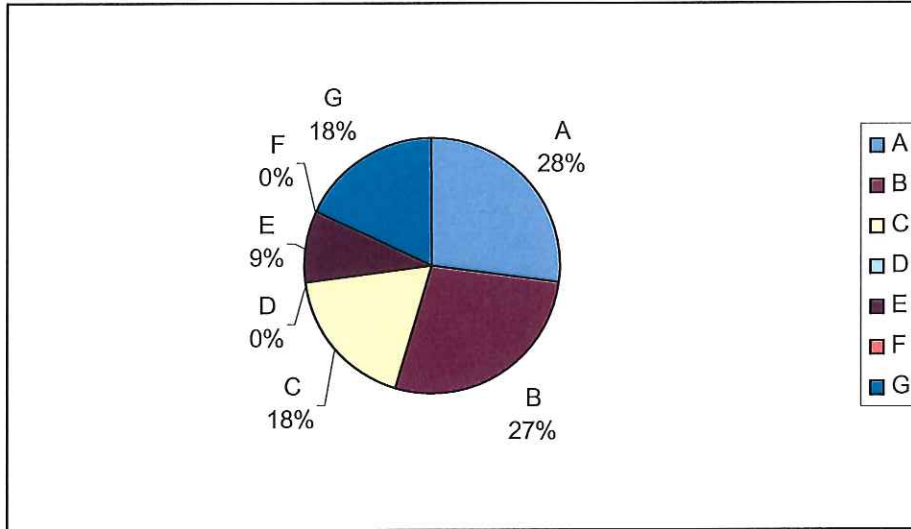
Question 55:
**“Indicate the number of full time, part time, and
 volunteer Mechanics.”**

Organization	Full Time	Part Time	Volunteer
Borough of Helmetta			
Spotswood Office on Aging			
South River Office on Aging	2		
Rutgers University			
North Brunswick Senior Center	4+		
Monroe Township Transportation Dept.	3		
NJ Department of Military and Veterans Affairs			
Borough of Middlesex Office on Aging		1	
Middlesex One Stop Center			
Middlesex County College			
Middlesex County Board of Social Services			
Meals on Wheels of Greater New Brunswick			
Borough of Highland Park			
Elijah's Promise			
Edison Sheltered Workshop			
Edison Township			
Catholic Charities			
Alliance for Disabled in Action			
The Arc of New Jersey			
Cerebral Palsy Association of Middlesex County			
MCFOODS			
Metuchen Branch YMCA			
City of New Brunswick Dial-A-Ride			
Raritan Bay Mental Health Center			

Question 56:
**“Indicate the number of full time, part time, and
 volunteer Other positions.”**

Organization	Full Time	Part Time	Volunteer
Borough of Helmetta			
Spotswood Office on Aging	1--4	1--4	5--10
South River Office on Aging		1--4	
Rutgers University		1--4	
North Brunswick Senior Center			
Monroe Township Transportation Dept.			
NJ Department of Military and Veterans Affairs			
Borough of Middlesex Office on Aging			
Middlesex One Stop Center			
Middlesex County College			
Middlesex County Board of Social Services			
Meals on Wheels of Greater New Brunswick			
Borough of Highland Park			
Elijah's Promise			
Edison Sheltered Workshop			
Edison Township			
Catholic Charities			
Alliance for Disabled in Action			
The Arc of New Jersey			
Cerebral Palsy Association of Middlesex County			
MCFOODS			
Metuchen Branch YMCA			
City of New Brunswick Dial-A-Ride			
Raritan Bay Mental Health Center			

**Question 57:
 “What is your current total budget for Transportation
 Administrative Expenses?”**

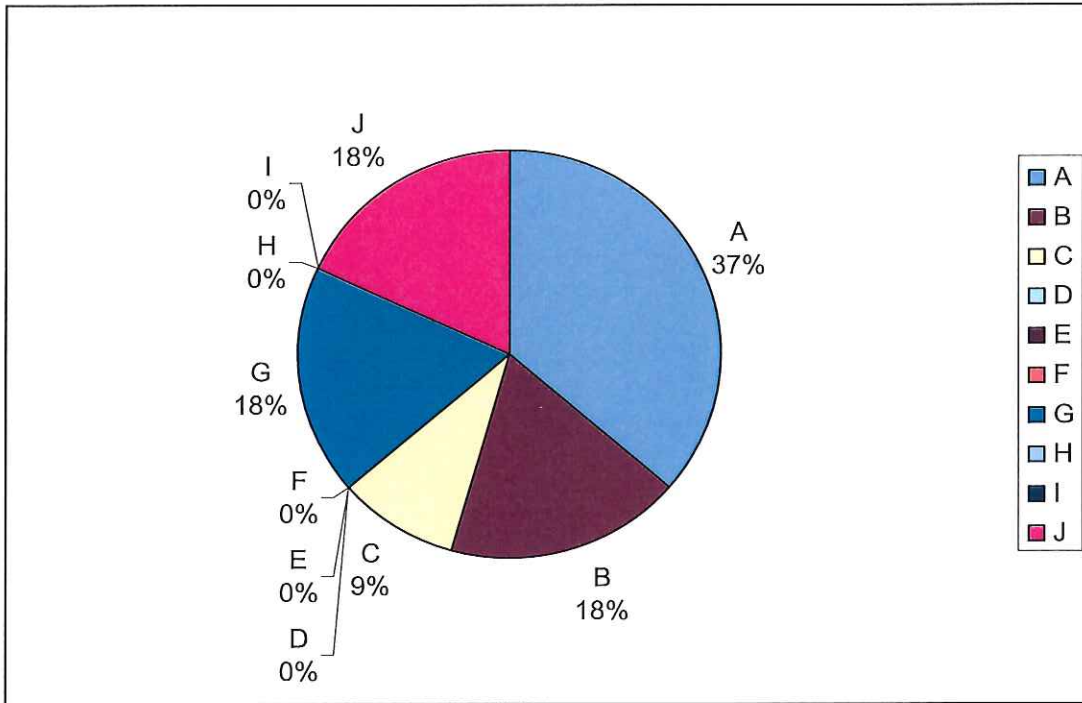


Key

A	\$0-\$20,000
B	\$20,001-\$50,000
C	\$50,001-\$90,000
D	\$90,001-\$120,000
E	\$120,001-\$150,000
F	\$150,001-\$200,000
G	\$200,001-\$500,000+

The two most common answers were toward the lower end of the scale; “\$0-\$20,000” (28%), and “\$20,001-\$50,000” (27%). While lower budgets seemed to be more typical, the top spot of “\$200,001-\$500,000+” still accounted for eighteen percent (18%).

Question 58:
“What is your current total budget for Transportation Operating Expenses?”

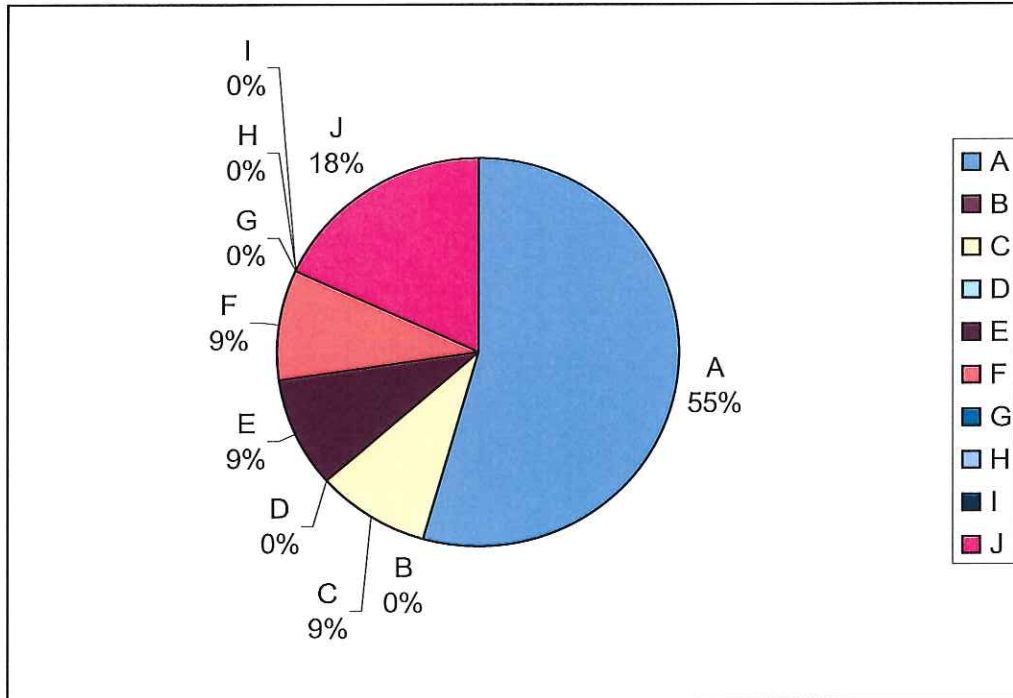


Key

A	\$0-\$20,000
B	\$20,001-\$50,000
C	\$50,001-\$90,000
D	\$90,001-\$120,000
E	\$120,001-\$150,000
F	\$150,001-\$200,000
G	\$200,001-\$500,000
H	\$500,001-\$800,000
I	\$800,001-\$1,000,000
J	Over \$1,000,000

The most common answers were toward the lower end of the scale; “\$0-\$20,000” (37%), and “\$20,001-\$50,000” (18%). While lower budgets seemed to be more typical, higher level ranges such as “\$200,001-\$500,000”, and the top range of “Over \$1,000,000” still managed to each account for eighteen percent (18%) of the total.

**Question 59:
“What is your current total budget for Transportation
Capital Expenses?”**



Key

A	\$0-\$20,000
B	\$20,001-\$50,000
C	\$50,001-\$90,000
D	\$90,001-\$120,000
E	\$120,001-\$150,000
F	\$150,001-\$200,000
G	\$200,001-\$500,000
H	\$500,001-\$800,000
I	\$800,001-\$1,000,000
J	Over \$1,000,000

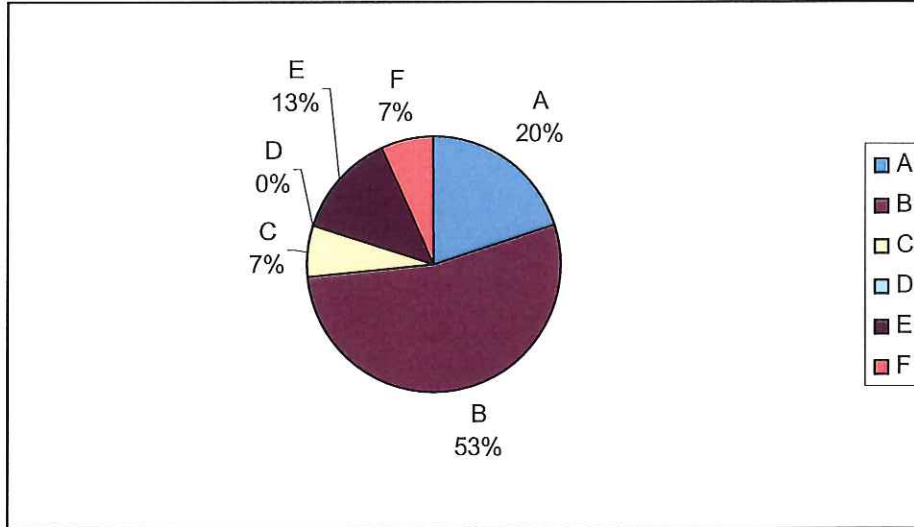
Fifty five percent (55%) indicated budgets in the “\$0-\$20,000” range. Also in the under \$100,000 category was a \$50,001-\$90,000 at nine percent (9%). While eighteen percent (18%) checked “Over \$1,000,000,” budgets of \$120,000-\$150,000” and “\$150,0001-\$200,000 were selected by nine percent (9%) each.

Question 60:
“Indicate the percentage for each that apply?”

Organization	Fares and Donations	City, Town, Village Funding	County Funding	Other
Spotswood Office on Aging	5%	95%		
Rutgers University				100%
North Brunswick Senior Center		100%		
Monroe Township Transportation Dept.		100%		
Borough of Middlesex Office on Aging	5%	70%	25%	
Elijah's Promise				100%
Catholic Charities			100%	
The Arc of New Jersey				100%

The chart above contains all of the responses to this question. The four municipal agencies that responded rely heavily on funding from the coffers of their communities. “Fares and donations” are miniscule sources of funding among the respondents to this question.

Question 61:
“Where are your vehicles kept? Check all that apply”

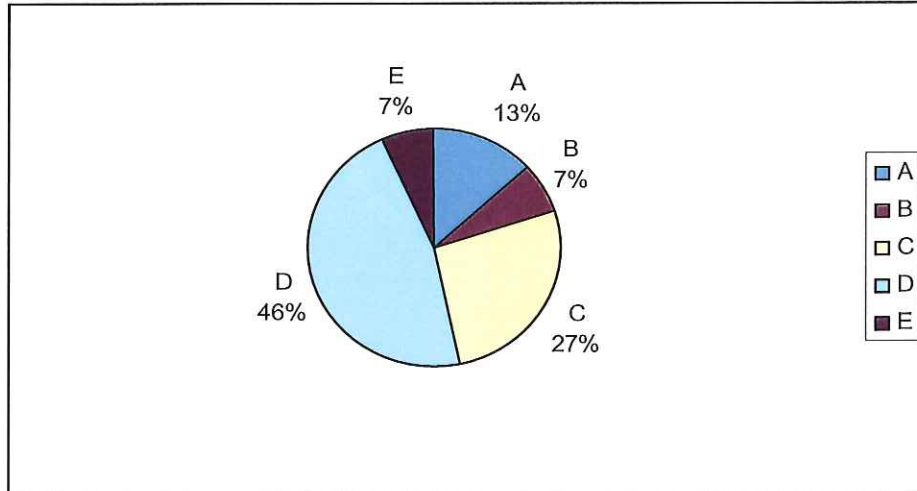


Key

A	Contractor lot
B	Agency lot
C	Drivers take home
D	Street side parking
E	Garage (City, municipal agency)
F	Other

At 53%, “Agency lots” are the most likely place to park vehicles. “Contractor lots” garnered a 20% response. The answer indicated for “Other” was “We do not have agency owned vehicles.”

Question 62:
“Who services your vehicles? Check all that apply”



Key

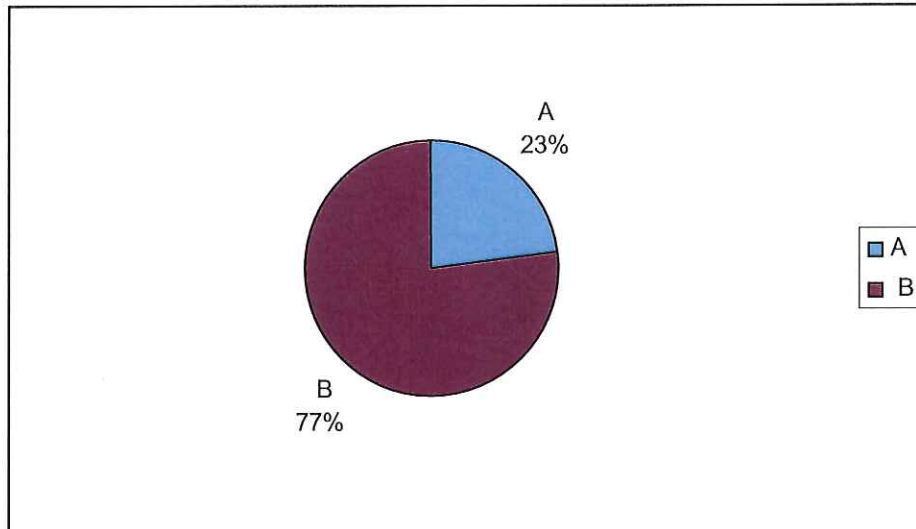
A	Agency's mechanic(s)
B	National repair shop
C	Local garage
D	County and/or municipal public works department
E	Other

With 46%, vehicles are serviced most frequently at “County and/or municipal public works departments” “Local garages” were the second most popular option (27%). The answer indicated for “Other” was “We do not have agency owned vehicles.”

Question 63:
“Where are they serviced?”

Organization	Answer
Rutgers University	Department of Public Works Maintenance Facility
North Brunswick Senior Center	On site and DPW garage
NJ Department of Military and Veterans Affairs	Municipal Garage
Borough of Highland Park	Oasis Ford, Dodge
Alliance for Disabled in Action	Wherever the employee who owns the car wants to take it
Metuchen Branch YMCA	Public Works Garage

Question 64:
“Do you use automated routing and scheduling software?”



Key

A	Yes
B	No

The majority of the respondents (77%) do not use automated routing and scheduling software. The City of New Brunswick Dial-A-Ride uses routing and scheduling software.

Question 65:
“If so, which software does your agency use?”

The City of New Brunswick Dial-A-Ride is the only respondent to report using a software package. Dial-A-Ride uses PTMS.

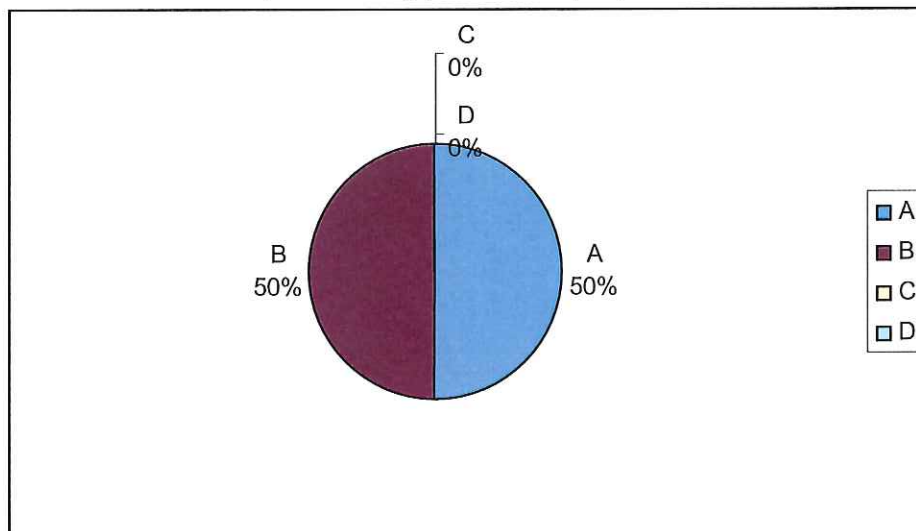
Question 66:
“Do you use GPS to track your vehicles?”

The majority of the respondents (92%) do not use GPS to track their vehicles. Rutgers University was the only respondent indicating the use of GPS to track vehicles.

Question 67:
“Do you have voice contact with your drivers while on the road?”

Eighty three percent (83%) of the respondents have voice contact with drivers while on the road. These agencies are: Spotswood Office on Aging, Rutgers University, North Brunswick Senior Center, Monroe Township Transportation Department, Borough of Middlesex Office on Aging, Elijah’s Promise, Edison Sheltered Workshop, Catholic Charities, Alliance for Disabled in Action, and City of New Brunswick Dial-A-Ride.

Question 68:
“If so, what type of equipment?”



Key

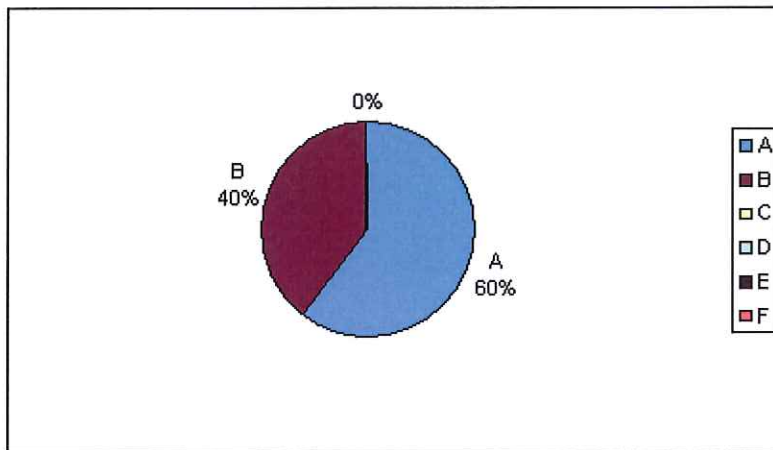
A	2-Way radio
B	Cell Phone
C	Mobile data terminal
D	Other

Responses regarding what type of communication equipment was being used were split evenly between “2-Way radio” (50%) and “Cell phone” (50%).

Question 69:
“Do you maintain a waiting list?”

Most of the respondents (60%) do not maintain a waiting list. However, South River Office on Aging, Middlesex One Stop Center, Borough of Highland Park, Edison Sheltered Workshop, Edison Township, and City of New Brunswick Dial-A-Ride do have waiting lists.

Question 70:
“If yes, what is the length of your waiting list?”

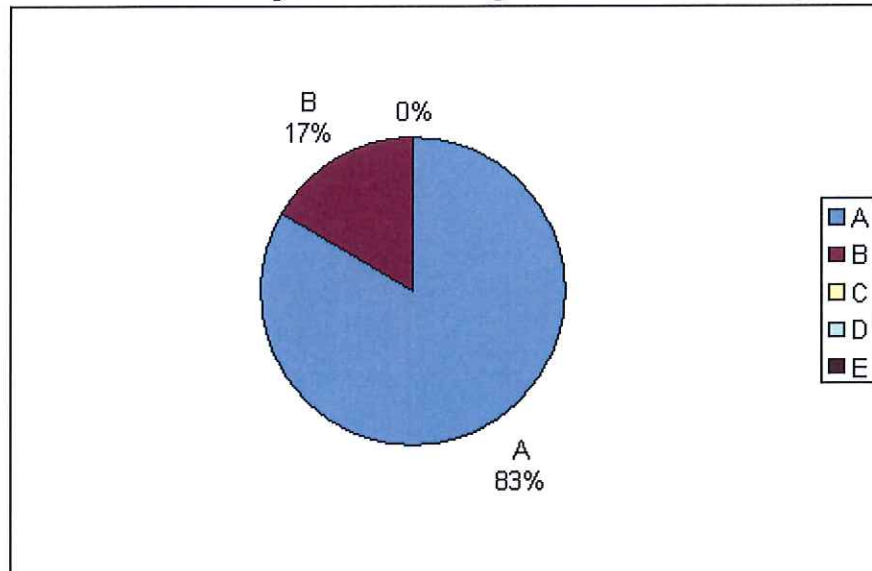


Key

A	1-10
B	10-30
C	30-70
D	70-100
E	100-150
F	Over 150

The most common length of a waiting list was reported to be “1-10” (60%). The remaining forty percent (40%) is attributed to the “10-30” range. There were no answers for categories C-F.

Question 71:
“What is the trip purpose for the majority of those on your waiting list?”



Key

A	Medical- Rehabilitation therapy
B	Dialysis
C	Competitive employment
D	Post secondary education
E	Other

The most common trip purpose for those on waiting lists is “Medical- Rehabilitation therapy” (83%). The only other answer indicated was “Dialysis” (17%).

Question 72:

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

Organization	Answer
Spotswood Office on Aging	Medical Transportation outside our service area. and Inter-County
Rutgers University	No
North Brunswick Senior Center	No driver available at time requested
Monroe Township Transportation Dept.	Yes, out of town and out of county requests
Borough of Middlesex Office on Aging	Distance from municipality, hours of request
Middlesex One Stop Center	Yes
Elijah's Promise	Staff provide transportation to detox/drug rehab and use agency van in between other van usage
Edison Sheltered Workshop	Out of Middlesex County - we don't serve out of county
Edison Township	Visitation and trips to nursing homes; personal service such as banking hairdresser, evening and weekend requests; and persons that are no longer ambulatory on their own or with an aide
Catholic Charities	N/A only provide what we are funded for
The Arc of New Jersey	We do not provide any consistent transportation and usually try to help our consumers access public transportation
City of New Brunswick Dial-A-Ride	Out of service area

The agencies appearing in the above table responded to this question. Four cite some variation of “out of service area” as the reason they do not provide service.

Question 73:

“Are there any requests for transportation to destinations that your agency does not provide service to? Please identify what the destinations are”

Organization	Answer
Spotswood Office on Aging	Outside Middlesex County and non senior/non Social Security disabled, working disabled
Rutgers University	No
North Brunswick Senior Center	We go as far as Worlds Fair Drive in Somerset.
Monroe Township Transportation Dept.	Cranbury Road East Brunswick doctors
Borough of Middlesex Office on Aging	Hospitals or doctors out of our area or state
Middlesex One Stop Center	Yes
Edison Sheltered Workshop	We are only served by county transportation in the areas of Edison, East Brunswick, Woodbridge South Amboy, Spotswood and Monroe. Private carrier cannot serve areas of Cranbury or South Brunswick.
Edison Township	New York city medical locations - people needing chemotherapy; New Brunswick locations
Catholic Charities	N/A
City of New Brunswick Dial-A-Ride	8 mile radius of New Brunswick. East Brunswick/South River-THURSDAY ONLY Edison/MONDAY ONLY

The agencies shown above were the only respondents to this question

Question 74:
“Indicate the type of vehicles and the quantity of vehicles you operate”

Organization	Van	Minivan	Minibus	Bus	Sedans
Spotswood Office on Aging	1--4				1--4
South River Office on Aging					
Rutgers University	5--10		5--10	36--50	1--4
North Brunswick Senior Center			5--10		1--4
Monroe Township Transportation Dept.				11--25	
Borough of Middlesex Office on Aging	1--4	1--4	1--4	1--4	
Middlesex One Stop Center	11--25	5--10	11--25	36--50	1--4
Middlesex County College	1--4				1--4
Borough of Highland Park		1--4		1--4	
Elijah's Promise	1--4				
Edison Township	1--4			5--10	
Catholic Charities		1--4			
City of New Brunswick Dial-A-Ride	1--4		5--10		

The table above shows the agencies that responded to this question and the types and quantity of vehicles they operate. Eight agencies indicated that they operate vans, 6 operate buses, 5 operate minibuses or sedans, and 4 operate minivans.

Question 75:
“Indicate the number of lift-equipped vehicles in your fleet”

Organization	Van	Minivan	Minibus	Bus	Sedans
Spotswood Office on Aging	2				
Rutgers University			4	47	
North Brunswick Senior Center			4		
Monroe Township Transportation Dept.				8	
Borough of Middlesex Office on Aging	1		1	1	
Middlesex One Stop Center	12		10	50	
Borough of Highland Park				1	
Edison Township	2			7	
City of New Brunswick Dial-A-Ride			4		

The table above shows the number of lift-equipped vehicles respondents operate.

Question 76:
“Do you provide transportation service for other organizations?”

Seventy five percent of the respondents do not provide transportation for other agencies. Spotswood Office on Aging, North Brunswick Senior Center, Monroe Township Transportation Department, Middlesex One Stop Center, and Middlesex County Board of Social Services did indicate providing transportation for other organizations.

Question 77:
“Are your transportation services coordinated in any other way with the transportation services of other agencies?”

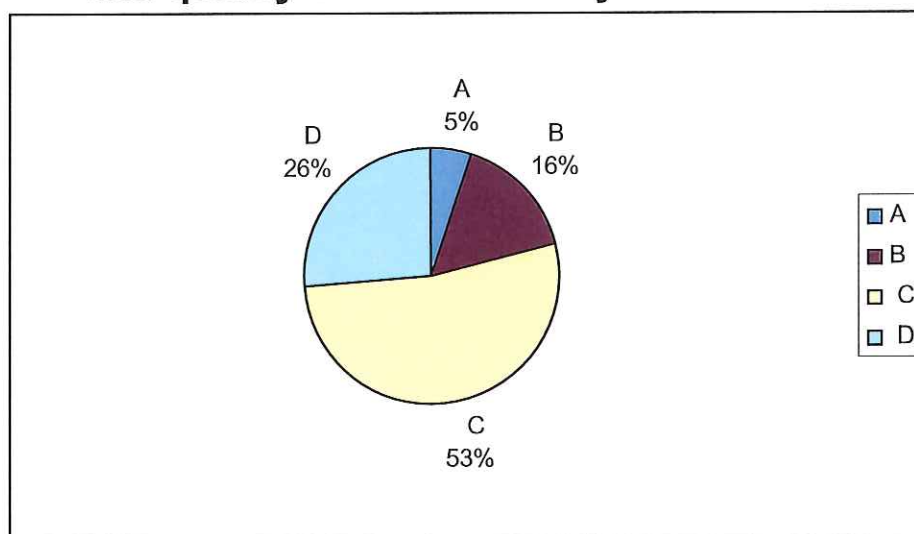
While 65% of the respondents do not coordinate transportation services with other agencies, several respondents do. Those who indicated coordination are Spotswood Office on Aging, North Brunswick Senior Center, Monroe Township Transportation Department, N J Department of Military and Veterans Affairs, Meals on Wheels of Greater New Brunswick, Catholic Charities, and Raritan Bay Mental Health Center.

Question 78:
“Would your organization be interested in providing transportation services, or more transportation services, under contract to another agency or agencies?”

Most of the respondents (55%) are not interested in providing transportation services, or more transportation services, under contract to another agency. However, forty percent (40%) of the respondents indicated that they may be interested in providing transportation services, or more transportation services, under contract to another agency by selecting “Maybe” (40%). These agencies are the Borough of Helmetta, Spotswood Office on Aging, Monroe Township Transportation Center, Middlesex One Stop Center, Elijah’s Promise, Catholic Charities, Alliance for Disabled in Action, and City of New Brunswick Dial-A-Ride.

Question 79:

“If you now operate your own vehicle(s), would your organization consider purchasing transportation services from another agency, assuming that the price and quality of service met your needs?”

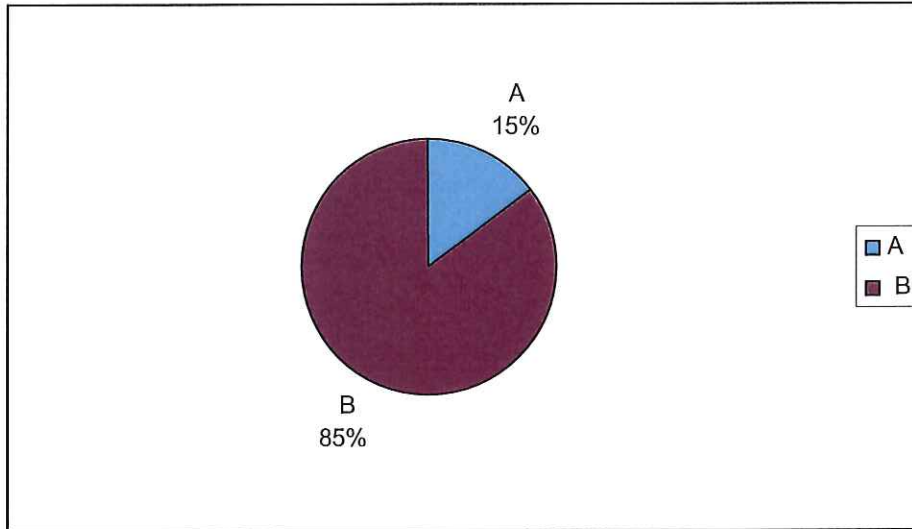


Key

A	Yes
B	No
C	Maybe
D	Not Applicable

Selecting “Maybe,” fifty three percent (53%) of the respondents indicated they might be interested purchasing transportation services from another agency, assuming that the price and quality of service met their needs. The second highest response is attributed to the answer “Not Applicable.” Only the Middlesex County Board of Social Services indicated that they would definitely be interested.

Question 80:
“Are there any specific organizations which you feel you may be able to better coordinate transportation service?”



Key

A	Yes
B	No

The majority of the respondents (85%) do not feel that there are any specific organizations with which they may be able to better coordinate transportation service.

3.2.1 Middlesex County Area Transit (MCAT) Resource Summary

Table 3-1 provides a summary of the various transportation services provided by MCAT including the type of service, days and hours and the annual one-way passenger trips.

Table 3-1 MCAT Services (FY 2006)

Service Type	Days of Service	Span of Hours	Peak Vehicle	Annual Rides
Demand Medical	Monday-Friday	8:00 AM-5:00 PM	20	52,000
Dialysis	Monday-Friday	7:00 AM-10:00 PM	9	13,000
Workshops	Monday-	7:00 AM-4:30	22	100,000

and Adult Day Care	Friday	PM		
Food Shopping	Monday-Friday	8:00 AM-4:00 PM	4	10,000
Shuttles	Monday-Saturday	6:30 AM-6:00 PM	8	59,000
Employment	Monday-Friday	8:00 AM-5:00 PM	* 6	20,000
Nutrition	Monday-Friday	8:00 AM-3:00 PM	2	6000
Veterans	Monday-Friday	7:00 AM-4:00 PM	2	2500
Charter Trips	Monday-Sunday	Evenings and Weekend Days	*4	18,000

*** Included under Demand Medical Peak Vehicles**

It should be noted that these are the major categories of trips provided and that some other charter recreational trips and other miscellaneous trips are grouped under the Service Type of Demand Medical trips.

The services provided by other public and non-profit community transit providers are listed under the survey responses section of this chapter.

Approximately 5000 annual trips are provided under the category of employment by MCAT, funded through a combination of TANF and JARC funds. Most of the annual \$400,000 of this funding is used to provide contract shared ride taxi service which is described under MCAT contract services

3.2.2 MCAT Contract Services

MCAT uses several funding sources to provide contract services to serve community transit trip demand that can be better accommodated by a contract provider. The following are services provided by other Middlesex County providers through contract funding provided by MCAT:

- Monroe Township- provides medical transportation to senior citizens for intra-municipal passenger trips through the Monroe Township municipal transportation service
- South Brunswick Township-provides transportation to people with disabilities for intra-municipal passengers trips through the South Brunswick municipal transportation service
- Catholic Charities- provides transportation for a variety of trip destinations to people with disabilities in the northern portion of Middlesex County through vehicles operated by the Diocese of Metuchen

- Cerebral Palsy of Middlesex County- provides transportation for mostly people with disabilities using wheelchairs to medical destinations throughout Middlesex Counties
- Suburban Transit- Operates the Hub City Trolley serving low income residents going to a variety of destinations including the One-Stop Center in New Brunswick and the Middlesex County Board of Social Services in New Brunswick
- Shared Ride Taxi- Used to provide shared ride taxi services to bring Work First eligible participants to training, job search and employment destinations including both Alternative Work Experience (AWEP) and competitive employment destinations. MCAT is working to maximize the number of these individuals who can be transferred to NJ Transit services (Work First bus passes) and MCAT shuttles and MCAT advance reservation trips where these trips can be reasonably accommodated at a lower cost per trip.

Table 3-2 provides a summary of the MCAT contract provider services.

Table 3-2 MCAT Contract Provider

Agency	Customer Type	Trip Purpose Type	Annual Funding	Annual Passenger Trips
Cerebral Palsy	Disabled WC	Education	\$12,500	3354
Catholic Charities	Medical	Disabled Ambulatory	\$20,000	3680
S. Brunswick	Disabled	Employment	\$12,500	8196
Monroe	Senior	Medical	\$12,500	7047
Shared Ride Taxi	General Public	Education/ Employment	\$372,898	18,340
Hub City Trolley	General Public	All of Above	\$184,140	38,469

CHAPTER 4: TRANSPORTATION NEEDS AND GAPS

This section focuses on discussion of the areas where the overall County network of community transit providers is not able to meet the life mobility needs of its constituent users. Life Mobility is defined as the range of destinations which individuals need to be able to access in order to have the same opportunities as persons with access to an automobile.

The Stakeholder group identified a number of gaps, some defined as general gaps and others representing actual implementation strategies. Discussion led to the identification of service gaps that dealt primarily with geographic and temporal deficiencies, taking specific strategy/implementation projects and identifying the more general need/gap they were designed to address. Many of these more specific strategy/projects are addressed in Chapters 5 and 6.

4.1 Key Unmet Transportation Needs and Gaps

- 1. The need for more consistent out-of County transportation, particularly addressing destinations within 5 miles of the Middlesex border with contiguous counties.**
- 2. Limited availability of group ride (charter) transportation services on weekends and evenings**
- 3. Lack of effective schedule coordination between community shuttles operated by the County and municipalities**
- 4. Limited evening and weekend service beyond the special (charter) trips and community shuttle pilot efforts**
- 5. Need for an integrated fare structure between the County and NJ Transit to encourage passenger transfer activity between community transit and traditional rail and bus transit systems**

- 6. Need for employer transportation services addressing unmet off-peak needs (2nd and 3rd shift).**
- 7. Need to open senior municipal transportation services to persons with disabilities.**
- 8. Need to address non-English language barriers to obtaining community transportation services beyond bi-lingual customer reservations.**
- 9. Need for provision of coordinated vehicle trips between Access Link and MCAT to address areas outside Access Link ¾ mile band around fixed route system.**
- 10. Need for technology tools including improved routing/scheduling, GPS and billing software to move toward a more integrated dispatching, billing and reporting system involving a broader set of community transportation providers.**

CHAPTER 5: TRANSPORTATION SERVICES AND OPTIONS

The core of the development process for the Middlesex County Human Services Transportation Plan has focused on the development of the goals and objectives. This process is the direct precursor to the identification of a series of implementation strategies and specific projects that will help the County realize the overall goal of improving the Community Transit network as a part of the overall Mobility network in Middlesex County and the region.

Given the importance of this framework, the Stakeholder Group began to review the mission statement/initial implementation efforts as described in Chapter 2 from its first meeting. This mission statement evolved from issues identified in the 2004 Urbitran County reorganization plan and the led to expanded coordination efforts with public, not-for profit and private stakeholders/providers resulting from the creation of MCDOT.

5.1 Goals/Objectives/Strategies Action Plan

Over the course of its meetings in 2007, the Stakeholder Group worked to refine draft goals/objectives/strategies, using the Framework for Action process and Gaps Analysis discussions to refine this underpinning for the Human Services Transportation Plan. One of the pivotal discussions focused on achieving a balance between the need for the Plan to address the network role of community transit as part of the overall mobility network (that is, addressing needs that are part of the transit and transportation management realm) and focusing on the needs of human service agencies and unaffiliated individuals needing those services. The following section describes an approach that has tried to balance these needs.

Goal 1: Expand accessible intra-county community transportation services to meet daily living needs for persons without access to automobiles

- Objective 1-1: Meet growing demand for medical appointments and therapy
- Objective 1-2: Expand services on evenings and weekends to meet daily living needs of senior citizens and people with disabilities
- Objective 1-3: Expand integrated transit and specialized transportation services that meet needs of multiple customer categories (eg, senior citizens, people with disabilities, low income) and serving a variety of destinations

Goal 1 Strategies

- Use of expanded SCADRTP funds for medical transportation (MCAT funded initial expansion in 2006)
- Identify subsidy and/or increased customer co-pay to expand evening and weekend Special Trips for groups (Open Road pilot program)
- Expand evening and weekend service on MCAT Shuttle Routes (MCAT funded 2007)
- Identify potential routings for additional MCAT community shuttles
- Develop municipal shuttle routes providing weekend and evening service (Monroe Township Shuttle Sunday service)
- Expand MCAT dialysis service to Saturday for shifts now served on Tuesdays and Thursdays

Goal 2: Promote the coordination of all providers of community transit services and improved communication/marketing of services

- Objective 2-1: Provide resources to key municipal and not-for-profit agencies to provide services to augment County operated services

- Objective 2-2: Facilitate the ability to transfer and provide feeder trips between community transportation providers
- Objective 2-3: Promote dissemination of information and cross-referral of customers between the various service providers
- Objective 2-4: Promote the use of direct service to contiguous counties and cross-county coordination to meet inter-county transportation needs

Goal 2 Strategies

- Continue policy of providing targeted SCADRTAP funds for key municipal and not-for-profit agencies (Existing south County providers)
- Expand the distribution of ride guides, timetables and other service marketing information by creating more community based marketing distribution centers in agencies, residential communities and commercial/employment centers
- Expand the use of the County website to promote all community transit provider services through website links to other websites
- Identify potential for County operation of municipal community transportation services (Similar to Woodbridge, Sayreville, Old Bridge services)
- Promote periodic coordination meetings between County and municipal/not-for-profit community transportation providers
- Expand vehicle-to-vehicle transfers for Access Link passengers going to common site destinations
- Expand existing pilot program coordinating MCAT and MCBSS Medicaid low-mode transportation between common origins and destinations

- Identify additional County/agency coordination agreements to facilitate coordinated use of Section 5310 vehicles
- Coordination of fare and reservation policies between community transit providers
- Develop County interface with the development of state and regional web-based concierge services

Goal 3: Promote the integration of community transit services with traditional fixed route bus and rail transit

- Objective 3-1: Promote the use of the most efficient appropriate transportation service through use of transit services and feeder service to transit
- Objective 3-2: Encourage the development of community transit service nodes to coincide with those of traditional transit
- Objective 3-3: Develop fare integration strategies to promote the seamless use of community transit with traditional fixed route transit

Goal 3 Strategies

- Expand pilot program for purchase of NJ Transit bus and rail tickets for distribution to MCAT customers who can use transit
- Promote distribution of traditional transit and community transit marketing materials and timetables to human service agencies
- Include community transit and traditional transit on County transit guide
- Develop travel training program for senior citizens and disabled residents to promote use of transit by traditional community transit customers

- Work with NJ Transit to develop an integrated fare structure that promotes transfers between MCAT and other municipal shuttles and NJT fixed route bus services
- Expand program of identifying MCAT and municipal shuttles that serve NJ Transit bus stops by identifying route name on bus stop signs
- Promote the development of multi-provider transit nodes such as the current ones at Brunswick Square Mall and the New Brunswick Rail Station

Goal 4: Identify funding sources to meet future expanded demand

- Objective 4-1: Maintain existing federal and state grant applications on an annual basis
- Objective 4-2: Expand the participation of customers in the donation and suggested fare programs
- Objective 4-3: Identify new grant and other sources of funding for future expansion of service

Goal 4 Strategies

- Continue to work through local legislators and NJ Council on Special Transportation to identify opportunities for expansion of traditional grant funding resources
- Continue to provide customer notices and distribution of monthly donation passes promoting participation in the donation and suggested fare program
- Work with key agency recipients of transportation services to identify the potential for agency and/or customer co-payments to provide funding for expanded transportation services

- Expand the pilot on-bus advertising program by making referrals to the County advertising broker and exploring higher revenue forms of advertising media (e.g., bus wraps)
- Identify foundation and private sector funding for community transit and potential public/private partnerships

CHAPTER 6: RECOMMENDATIONS AND IMPLEMENTATION PRIORITIES

This chapter is designed to lay out the short-term 3-5 year plan for the use of existing funding sources for recently developed projects and to identify the types of projects that would be considered as additional grant and non-grant funding sources become available. This latter issue is particularly important in Middlesex County where the expansion of fleet and services can have a direct bearing on the expansion of these non-grant revenues including fares/donations and on-vehicle advertising.

6.1 Recent Service Initiatives

Table 6-1 identifies the recent new service initiatives that have been funded using both federal and non-federal funding sources. These services are ones that both reflect the priorities identified in Chapters 4 and 5 and are most reflective of an approach designed to address a United We Ride approach to the blending of funding sources and riders from targeted demographic groups.

Table 6-1: Current Community Transit Service by Funding Source

Service Description	Grant	FY2008	FY2009
New Brunswick-8A Shuttle MCAT	JARC	\$131,376	\$137,945
New Brunswick-8A Shuttle MCAT	SCADRTAP	\$49,266	\$51,729
Work First Taxi Contract Service	JARC/TANF	\$87,000	\$91,350
Brunswick Sq. Mall-Jamesburg Shuttle	JARC	\$65,688	\$68,972
Brunswick Sq. Mall-Jamesburg Shuttle	SCDRTAP	\$65,688	\$68,972

Brunswick Sq. Mall-Old Bridge Shuttle	SCADRTAP	\$131,784	\$138,373
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Jersey Avenue (New Brunswick) Shuttle	CMAQ	\$158,156	\$166,075
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Assumption of \$32.20 per revenue hour and 5% annual inflation

Many of the shared funding splits reflect having all of the operating costs associated with each peak vehicle funded under a funding source. This enables the program to report the one-way passenger trips for riders traditionally served by that particular funding source to be tied with that funding source. It is hoped that a more fully implemented vision of consolidated ridership will make this type of allocation unnecessary in the future.

6.2 Proposed Service Implementation

This section provides a description and estimated funding necessary for the development and implementation of strategies identified in Chapters 4 and 5. These service descriptions and estimated funding requirements will be subject to modification and update based on funding availability and the shifts in program priorities. Table 6-2 will provide a summary description of each of the proposed implementation strategies, estimated cost and proposed funding source (if anticipated to be available during the short-term planning horizon).

1. **Expand use of bus and rail tickets to address trip demand particularly to contiguous county destinations.**

This strategy will involve the use of existing MCAT advance reservation services to provide feeder services to key bus and rail stations to provide transportation to contiguous counties primarily for medical and employment destinations. This will build on the pilot program implemented in the 1st quarter of 2007 that has focused primarily on these types of destinations.

2. **Expand group ride (charter) transportation services on weekends and evenings.**

This strategy will require increased funding from a combination of County subsidy and a "pay as you go" contribution from passengers/sponsoring agencies, changing the current flat fare per passenger to a form of avoidable cost contribution based the amount of revenue hours generated by the trip. The objective will be to increase the number of annual trips offered to organizations from eight to twelve, based on the existing level of organization demand.

3. Better integration of existing and proposed community shuttles operated by the County and municipalities

This strategy is not expected to require additional funding but will require municipal and non-profit agencies that offer transportation services to destinations served by MCAT and municipal community shuttles to not serve residential origins served by these shuttles. These providers need to offer feeder services to municipal senior centers and non-profit agency centers served by these community shuttles so residents can access shopping, medical and other destinations via more efficient shuttles.

4. Expansion of evening and weekend service, initially focused on Community Shuttles

This strategy will require additional funding to provide selected evening and weekend service expansions on MCAT and municipal community shuttles to improve access to selected destinations including but not limited to employment, educational and recreational purposes. The objective will be the identification of the most effective selected days and hours to promote maximum shared riding to multiple destinations.

5. Development of an integrated fare structure between the County and NJ Transit to encourage passenger transfer activity between community transit and traditional rail and bus transit systems

This strategy will not require additional funding but will require NJ Transit and the County to charge a transfer fare for passengers transferring from services the other organization service to promote integrated trip making and provide a reasonable reduction in passenger fares for persons making these integrated trips.

6. Provision of employer services addressing unmet off-peak needs (2nd and 3rd shift).

This strategy will require additional funding and will focus on key areas without access to any transit or shuttle service between the hours of second and third shift arrivals and departures, Initially, this will focus on movements from urban origins to destinations in the NJ Turnpike Exit 8A warehouse and distribution zones.

7. Opening senior municipal transportation services to persons with disabilities and economically disadvantaged persons.

This strategy is not anticipated to require additional funding but will focus on a policy change opening available seating to people with disabilities who have origins and destinations that can be accommodated on vehicle runs that are currently being operated.

8. Expand dialysis transportation to Saturdays for at least one existing Tuesday-Thursday shift at each of the 9 dialysis centers.

This strategy will require additional funding including the cost of County MCAT vehicle operations and/or contract services to provides the third day (Saturday) of service for current patients being transported on Tuesdays and Thursday shifts.

9. Expand on pilot efforts to provide coordinated vehicle trips between Access Link and MCAT to address areas outside Access Link ¾ mile band around fixed route system.

This strategy is not expected to require additional funding as it will address Access Link trips to destinations outside the ¾ mile band that can be accommodated by more efficient shared riding on existing MCAT vehicle trips.

10. Use of improved routing/scheduling, GPS and billing software to move toward a more integrated dispatching, billing and reporting system involving a broader set of community transportation providers.

This strategy will require additional funding to expand the capabilities of the existing MCAT automated routing and scheduling software to include GPS and Mobile Data Computers (MDC) that will enable more efficient dispatching and the ability to provide customer intake, scheduling, dispatching and billing to municipal and non-profit agencies and provider agencies not currently served by the MCAT system.

11. Develop new modified fixed route shuttles to meet demand for community transit.

This strategy will require additional funding to cover the operating cost of MCAT, municipal or contractor provided modified fixed routes. Proposed routes will focus on suburban areas that are under-served by traditional transit and will provide connections to area traditional transit transfer

points. New routes will initially take the form of two buses, 16 revenue hour routes with 60 minute service frequency.

Table 6-2 Future Project Funding

Strategy Description	Potential Grant	Project Type	Estimated Cost in FY 2008 \$
Bus and Rail Tickets	Casino Revenue	Operating	\$15,000.00
Weekend/Evening Charter Shuttle Coordination	Casino/Fares	Operating	\$13,440.00
Weekend/Evening Shuttles	NA	Policy	
Integrated Fare Structure	JARC/Casino	Operating	\$14,560.00
2 nd /3 rd Shift Employment	NA	Policy	
Serve Disabled with Municipal Senior Services	JARC	Operating	\$71,400.00
Saturday Dialysis	NA	Policy	
MCAT/Access Link Coordination	Casino Revenue	Operating	\$65,520.00
MDC/GPS Expansion	NA	Policy	
New Shuttle Expansion	Casino/MCIA	Capital	\$500,000.00
	JARC/New Freedom	Operating	\$142,800.00

Revenue Hour services assume 8 or 16 hour operating days @ \$35.00 per hour

6.3 Performance Measures: Monitoring and Evaluation

Middlesex County has used measures of effectiveness and efficiency to evaluate the performance of new services and to determine the need for service adjustments based on these measures.

Effectiveness Measures

- Total one-way passenger trips by service or route
- Total registered passengers by jurisdiction
- Total farebox revenue
- Peak passenger load per vehicle trip

Efficiency Measures

- One-way passenger trips per revenue hour
- Cost per one-way passenger trips
- Fare box recovery ratio

While the lead agency, MCAT, has been collecting this information as part of its grant requirements, it has begun calculating and using the effectiveness and efficiency measures to evaluate individual service initiatives to determine the need for expansion or reduction of service. Among the standards that have been applied include the following:

- Setting goals for modified fixed route services to attain trips per revenue hour bench marks exceeding the system-wide trips per revenue hour within one year. This criteria is based on the assumption that the modified fixed route should be a tool for improving system productivity for traditional paratransit system users and make more efficient use of subsidy dollars.
- A minimum goal of 10% fare box recovery for services on which a fare or suggested fare is charged
- Identifying consistent standing loads on at least one trip per day through driver notes to consider use of a larger capacity bus on the vehicle run

An example of the application of these measures and goals involves the evaluation of Saturday service on MCAT modified fixed routes. It was determined that due to lower levels of demand, that Saturday service be operated on a 120 minute frequency of service as opposed to the 60 minute frequency used on weekdays. This resulted in some services meeting the per revenue hour rate at least equaling the system-wide rate (currently 3.25 trips per hour) while others were determined to be better served by using advance reservation trips operated on a more limited time frame.

Appendix A: Kickoff Stakeholder Invitation

Dear Ms. Brady:

I am writing to invite you as a key transportation stakeholder in Middlesex County to attend the kickoff meeting for development of the required Human Service Transportation Coordination Plan for Middlesex County.

The meeting will be held at 2:00 PM on Thursday, October 26th at the Middlesex County Department of Transportation, 711 Jersey Avenue, New Brunswick.

The Federal Transit Administration (FTA), which is a key source of funding for both public and non-profit transportation providers in Middlesex County, also subsidizes key private transportation entities through contracts with public agencies in the County. The Human Service Transportation Coordination Plan is designed to be a grassroots effort to identify ways to improve the coordinated use of funding by municipalities, county agencies, private and not-for profit transportation providers and consumers in the County.

The attached summary provides background on the FTA planning process and key issues relating to the current state of transportation in Middlesex County.

The objective of the kickoff meeting is to define the role of key stakeholders in the development of supplemental data and analysis to the current plan that was developed in 1998.

I would ask that original designated stakeholders attend the first meeting and would be able to designate staff if they choose to represent them at future meetings.

I look forward to meeting with you to continue the process of improving transportation services in Middlesex County.

Sincerely,

Steven R. Fittante
Director

Appendix B

Human Service Transportation Coordination Plan Development

Background

Human Service Transportation is generally defined as transportation for senior citizens, people with disabilities and other transportation-disadvantaged individuals, including those with low-incomes. Human Service Transportation has been the subject of considerable review and study over the course of the last 20 years, notably for the maze of the service provider network and the lack of easy access by persons who need transportation options. Efforts to coordinate services have often been stalemated by turf issues, regulatory barriers and other issues. However, the requirements for coordination of transportation services have become more focused at both the federal and state level.

In 2004, President Bush issued an Executive Order for Human Service Transportation Coordination. This resulted in the creation of an "Interagency Transportation Coordinating Council on Access and Mobility (CCAM)", to promote interagency coordination and minimize duplication and overlap of services and programs to result in more efficient and improved transportation services for the public. The Federal

Department of Transportation (DOT) has named this initiative to restructure the human service transportation system "United We Ride".

Federal Requirements

In 2005, new federal requirements were contained in transportation legislation, referred to as SAFETEA-LU (Safe, Accountable, Flexible and Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU)), that mandated development of a local human services transportation coordination plan in order to receive funding under several Federal Transit Administration (FTA) formula grant programs, beginning in 2007. These programs include:

- FTA Section 5310 Program – Capital Funding – MCAT and other local organizations apply for funds under this program for the purchase of vehicles.
- Job Access and Reverse Commute (JARC) – The Middlesex County Department of Transportation applies for funds under this program to subsidize the contract shared ride taxi services for employment transportation and a portion of the Middlesex County Area Transit (MCAT) Shuttle routes.
- New Freedom Initiative - This is a new formula funding program to be oriented towards service to people with disabilities.

State Requirements

NJ Transit administers funds available to counties through the Senior Citizen and Disabled Resident Transportation Assistance Program (SCDRTAP), which accounts for approximately 50% of MCAT's operating revenues. Middlesex County MCAT is the only entity that is eligible for this funding in Middlesex County. According to NJ Transit SCDRTAP regulations, counties have been required to develop a coordination plan. In Middlesex County, the most recent plan is dated 1998 but a transportation restructuring plan completed in 2004 does provide updated data on transportation demand and resources in Middlesex County. NJ Transit is now in the process of revising the program regulations, to mirror the requirements detailed in SAFETEA-LU and subsequent requirements established by the FTA in the Federal Register.

Local Human Service Transportation Coordination Plan Requirements

Coordination Requirements as required in the SAFETEA-LU legislation are detailed in proposed regulations published in the Federal Register by FTA. Following are the essential components of a Plan:

- Convene a team of Local Stakeholders to develop a local Plan, using the Framework for Action developed through United We Ride. Attachment 1

provides a preliminary listing of Middlesex County stakeholders required by FTA to be included in the planning process.

- Conduct an Analysis of transportation needs for individuals with disabilities, older adults and persons with limited incomes
- Compile an inventory of available services that identifies areas of redundant services and gaps in services
- Identify coordination actions to eliminate or reduce duplication in services
- Develop strategies for more efficient utilization of resources
- Prioritize implementation strategies that may include the following: Adapt Funding for Greater Mobility, identify possible new funding (New Freedom, TANF) for new services, combine funding used by agencies providing transportation services, utilize technology to design and manage coordinated transportation systems and develop a multi-modal and multi-provider transportation network that is seamless for customers and operationally sound for providers)

The need for increased planning and coordination for human services transportation is underscored by radically changing demographics. In Middlesex County, it is expected that the population of senior citizens will increase by more than 80% over the next 20 years, and transportation demand will far outstrip the current supply.

Current Status in Middlesex County

Coordination of human service transportation delivery in Middlesex County is currently funded through several programs in addition to SCADRTAP including the following:

- Within the Middlesex County Administration, the Middlesex County Department of Transportation and its MCAT Division receives grant funds through the federal Older Americans Act and from Social Service Block Grant funds available from the NJ Department of Health and Senior Services.
- MCAT receives a federal grant through the Job Access and Reverse Commute Program (JARC) to provide 50% of the funding for the New Brunswick-Jamesburg-Exit 8A, the Brunswick Square Mall-Jamesburg Shuttle and approximately 30% of the subsidy for the MCAT Shared Ride Taxi Service
- Middlesex County Board of Social Services (MCBSS) receives federal and state funding for transportation through the Title XIX Medicaid program and is beginning a pilot program with MCAT to coordinate the use of these funds for eligible trips provided by MCAT
- MCBSS and the Middlesex County Department of Workforce Development provide approximately \$300,000 in Temporary Assistance to Needy Families (TANF) funding annually to subsidize Workforce transportation provided through the MCAT in-house transportation and the contracted Shared Ride Taxi program.

- MCAT provides services funded through Addiction Services funding and Ryan White grant funding that are passed through the Middlesex County Department of Human Services. The Ryan White grant funds used by MCAT provide services in a tri-County area including Middlesex, Somerset and Hunterdon Counties.
- The municipalities of Old Bridge, Woodbridge and Sayreville contract a portion of their municipally funded services through the MCAT program
- MCAT receives partial funding for transportation to Veterans local clinics and VA hospitals through a grant from the New Jersey Department of Military and Veteran Affairs.

Recent Coordination Activity in Middlesex County

The Middlesex County Department of Transportation has been monitoring the federal and state efforts towards coordination.

- In keeping with the tenor of United We Ride, the MCAT Shuttle programs are funded by a combination of federal, state and County funds and are open to the general public to encourage group riding and increased efficiency of funding
- Staff has attended several workshops conducted by NJ Transit related to the requirements.
- MCDOT has reached out to municipalities and human service agencies that provide transportation services to better coordinate the delivery of service

MCDOT has also explored additional funding streams for improved service in Middlesex County. Following are several examples of successful efforts in this regard:

- A suggested donation monthly pass program and suggested fare program has nearly doubled donations and fares from approximately \$87,000.00 per year in 2004 to a projected \$160,000.00 in 2006. This funding has been used to expand services and cover unexpected inflation costs of fuel and labor.
- An on-vehicle bus advertising program has been developed with a contracted broker (Titan Outdoor) that also performs this function for NJ Transit Corporation. The program, which will begin during the 4th Quarter of 2006, is expected to generate approximately \$50,000 per year in annual revenue to support the MCAT program
- **MCAT Transportation continues to make annual grant applications through NJ Transit for the FTA Section 5310 Program and assists**

municipal transportation operators in making applications for this program.

2009 Plan Addendum

2009 Action Plan for Plan Update

1. Continue Quarterly Stakeholder Meetings
2. Conduct Surveys on MCAT Vehicles to better understand passenger unmet needs and demographic characteristics
3. Add a consumer representing moderate income passengers
4. Participate in County, Municipal and MPO planning efforts

Middlesex County Agency Transportation Providers (Not Responding to Original Survey)

Agency	Key Funding Source	Vehicles
Middlesex County Area Transit	SCDARTAP	81
Borough of Sayreville	Borough	2
Township of East Brunswick	Township	4
Township of South Brunswick	Township	6
Township of Old Bridge	Township	7
ARC of Middlesex County	ARC	12

Middlesex County Major Trip Generators (2008 Update)

Colleges & Universities

(location)

- Middlesex County College (Edison)
- Rutgers, The State University (New Brunswick & Piscataway)
- Princeton University - Forrestal Campus (Plainsboro)
- University of Medicine and Dentistry (New Brunswick)
- DeVry Institute (North Brunswick)

Major Health Care Facilities

(# of hospital beds)

- JFK Medical Center, Edison (501)
- Raritan Bay Medical Center, Old Bridge (110)
- Raritan Bay Medical Center, Perth Amboy (395)
- Robert Wood Johnson University Hospital, New Brunswick (448)
- Saint Peter's University Hospital, New Brunswick (420)
 - Roosevelt Care Center (300)

Large Middlesex County Parks and Active Recreation Areas

(size)

- Donaldson Park, Highland Park (90 acres)
- Thomas A. Edison Park, Edison (161 acres)
- Fords Park, Woodbridge (18 acres)
- Johnson Park, Piscataway/Highland Park (473 acres)
- Joseph Medwick Park, Carteret (82 acres)
- Merrill Park, Woodbridge (179 acres)
- Raritan Bay Waterfront Park, South Amboy/Sayreville (136 acres)
- Roosevelt Park, Edison (217 acres)
- Spring Lake Park, South Plainfield (121 acres)
- Thompson Park, Monroe/Jamesburg (675 acres)
- William Warren Park, Woodbridge (126 acres)

Dialysis Centers

(location)

- DCI (North Brunswick)
- FMC (Colonia)
- Gambro (Edison)
- Gambro (Perth Amboy)
- Gambro (Old Bridge)
- FMC (South Plainfield)
- St. Peter's Dialysis (New Brunswick)
- DCI (New Brunswick)
- Robert Wood Johnson Hospital Dialysis (New Brunswick)

Major Shopping Centers and Regional Malls

(square feet)

- Woodbridge Center Mall, Woodbridge, US 1 (1.8 million square feet)
- Menlo Park Mall, Edison, US 1 (1.3 million square feet)
- Brunswick Square Mall, East Brunswick, NJ 18 (827,191 square feet)
- Fashion Plaza, North Brunswick, US 1/US 130 (391,000 square feet))
- Mid-State Mall, East Brunswick, NJ 18 (377,211 square feet)
- Centennial Square, Piscataway, Centennial Avenue (420,796 square feet)
- Middlesex Mall, South Plainfield, Stelton/Hadley Road (324,000 square feet)
- East Mill Village, Middlesex (332,564 square feet)
 - Shoppes at North Brunswick

Regional Hotels and Conference Centers

(# of rooms)

- Brunswick Hilton, East Brunswick, Route 18/NJ Tpke (405 rooms, 27 conference rooms)
- Sheraton Edison, Edison, Raritan Center Parkway (278 rooms, 10 conference rooms)
- Hyatt Regency, New Brunswick, Albany Street (296 rooms)
- Doral Forrestal, Plainsboro, 100 College Road East (290 rooms, 37 conference rooms)
- The Westin Princeton at Forrestal Village, Plainsboro (305 rooms, 8 conference rooms)
- Woodbridge Hotel and Conference Center, Woodbridge, US 1/US 9 (253 rooms, 15 conference rooms)
- Hilton Woodbridge, Woodbridge, Garden State Parkway/Wood Avenue South (200 rooms)
- Clarion Hotel and Towers, Edison, Route 27/ I-287 (169 Rooms)
- Days Hotel, East Brunswick, Route 18 and Eggers St,(137 rooms)
- Red Roof Inn, Edison, 860 New Durham Rd (133 Rooms)

Major Industrial Parks

(size & use)

- Corporate Park 287, Piscataway, I-287/S. Randolphville Road (130 acres/office park)
- Princeton Forrestal Center, Plainsboro, US 1/College Road (2250 acres/office and R&D)
- Carteret Industrial Park, Carteret, Federal/Blair Roads (535 acres/light industrial)
- Technology Center of New Jersey, North Brunswick, US 1/Milltown Road
- Raritan Center, Edison, Woodbridge Ave./Raritan Center Parkway
- Port Carteret Industrial Park, Carteret, Grant/Hayward Avenues (160 acres/flex/rail)
- Cranbury, Keystone, US 130/Route 535 (610 acres/mixed)
- Cranbury, Brainerd Park, Half Acre Road (219 acres)

- Cranbury, Corporate Park Cranbury, Route 515/Prospect Plains Road (200 acres/office/light industry)
- Cranbury, Cranbury Campus, 254 US 130 (270 acres/R & D/flex/light industry)
- Cranbury, Millstone Square, US 130/Station Road (121 acres)
- East Brunswick, Colonial Oaks Industrial Park, Lexington Avenue/Cranbury Road (250 acres/light industry)
- Edison, Edison Industrial Park, Carter Drive/Talmadge Drive (100 acres)
- Piscataway, Rutgers Industrial Park, Circle Drive North/Poossumtown Road (300 acres/light industry)
- South Brunswick, Jersey Center Metroplex, US 1/Deans Lane (506 acres/office)
- South Plainfield, Middlesex Business Center, Hadley Road/Corporate Boulevard (105 acres/light industry/office)
- Forsgate Corporate Center, South Brunswick, Cranbury-South River Road/Route 32 (office/light industry)
- Harts Lane Business Campus, East Brunswick, Harts Lane/Tices Lane
- Princeton Corporate Center, South Brunswick, US 1/Independence Way (98 acres/office)

NJ Transit Bus Routes Operating in Middlesex County

Route or Line	Middlesex Municipalities Served	Span of Service	Peak Frequency	Off-
801-805 Metro Park	Edison, Woodbridge	6 AM-9 PM (Peak)	20 minute	NA
810 NB-Woodbridge	New Brunswick, Highland Pk, Edison Metuchen, Woodbridge	6 AM-11PM	60 minute	60 r
811 NB-South River	New Brunswick, North Brunswick, Milltown, E.Brunswick, South River	630 AM-630PM	60 minute	60 r
813 Perth Amboy-MCC	Perth Amboy, Woodbridge, Metuchen, Edison	550 AM-1055AM	30 minute	60 r
814 NB-MCC	New Brunswick, North Brunswick, Highland Pk Edison	600AM-1047PM	30 minute	60 r
815 NB-Woodbridge	New Brunswick, E. Brunswick, Perth Amboy S.Amboy, Sayreville, Woodbridge	523AM-1145PM	30 minute	30 r
817 Perth Amboy- Campbell's Junction	Perth Amboy, S. Amboy, Old Bridge	510AM-745PM	60 minute	60 r
818 NB-Old Bridge	New Brunswick, E. Brunswick, Old Bridge	630AM-1028PM	60 minute	60 r
819 Piscataway- Metuchen	Piscataway, S.Plainfield, Edison, Metuchen	600AM-719PM	30 minute	50 r
600 Trenton-Princeton	Plainsboro	540AM-1100PM		20
978 Newark-Edison	Edison, Woodbridge	Peak Only	45 minute	NA
979 Irvington-Edison	Edison, Woodbridge	Peak Only	45 minute	NA
980 NB-Piscataway	New Brunswick, Piscataway	Peak Only	30 minute	NA
62 Nwk- Perth Amboy	Edison, Woodbridge, Carteret, Perth Amboy	530AM-12 Midnight	60 minute	60 r
59 Dunellen-Newark	Dunellen	6AM-1030PM	20-25	
64 Lakewood-Weehauken	Old Bridge	Peak Only		10
65 Dunellen-Newark	Middlesex, Dunellen, Piscataway, S. Plainfield	Peak Only		30
66 Bridgewater-Newark	Middlesex, Dunellen, Piscataway, S. Plainfield	Peak Only		30
67 Toms River-Newark	Old Bridge	615AM-930PM		30
68 Browntown-Weehauken	Old Bridge, East Brunswick	Peak Only		15

FY08 IDENTIFIED FUNDING REQUESTS
 (Projects should be identified in approved local Human Services
 Coordination plan)

PROJECTS (should be prioritized)	FY08 Estimated Request	Responsible Agency or County	Identify funding source/grant - (provide percentage of funding)			
			Local	State	Federal	Total
1 New Bruns-Jamesburg	\$132,663	MCDOT	\$66,331.50		\$66,331.50	\$132,663
2 Bruns. Sq. Mall-Jamesburg	\$66,331	MCDOT	\$33,165.50		\$33,165.50	\$66,331
3 Bruns. Sq. Mall-S. Amboy	\$142,800	MCDOT	\$71,400		\$71,400	\$142,800
4 Bruns.Sq Mall-Old Bridge	\$142,800	MCDOT	\$71,400		\$71,400	\$142,800
5 New Brunswick-Piscataway	\$142,800	MCDOT	\$71,400		\$71,400	\$142,800
6 Jamesburg-Plainsboro	\$142,800	MCDOT	\$71,400		\$71,400	\$142,800

TABLE 2 - ANTICIPATED ANNUALIZED COST REQUEST FOR ALL IDENTIFIED PROJECTS

PROJECTS (should be prioritized)	Funding Source	Annual Funding Request					Total Project Cost
		FY08	FY09	FY10	FY11	FY12	
New Bruns-Jamesburg	JARC	\$132,663	\$137,970	\$143,489	\$149,229	\$155,198	\$718,549.00
Bruns. Sq. Mall-Jamesburg	JARC	\$66,331	\$68,984	\$71,743	\$74,613	\$77,598	\$359,269.00
Bruns.Sq. Mall-Old Bridge	New Freedom	\$142,800	\$148,512	\$154,452	\$160,630	\$167,055	\$773,449.00
Bruns.Sq. Mall-S. Amboy	NJDOT Safe Streets	\$142,800	\$148,512	\$154,452	\$160,630	\$167,055	\$773,449.00
New Brunswick-Piscataway	New Freedom	\$142,800	\$148,512	\$154,452	\$160,630	\$167,055	\$773,449.00
Jamesburg-Plainsboro	New Freedom	\$142,800	\$148,512	\$154,452	\$160,630	\$167,055	\$773,449.00

