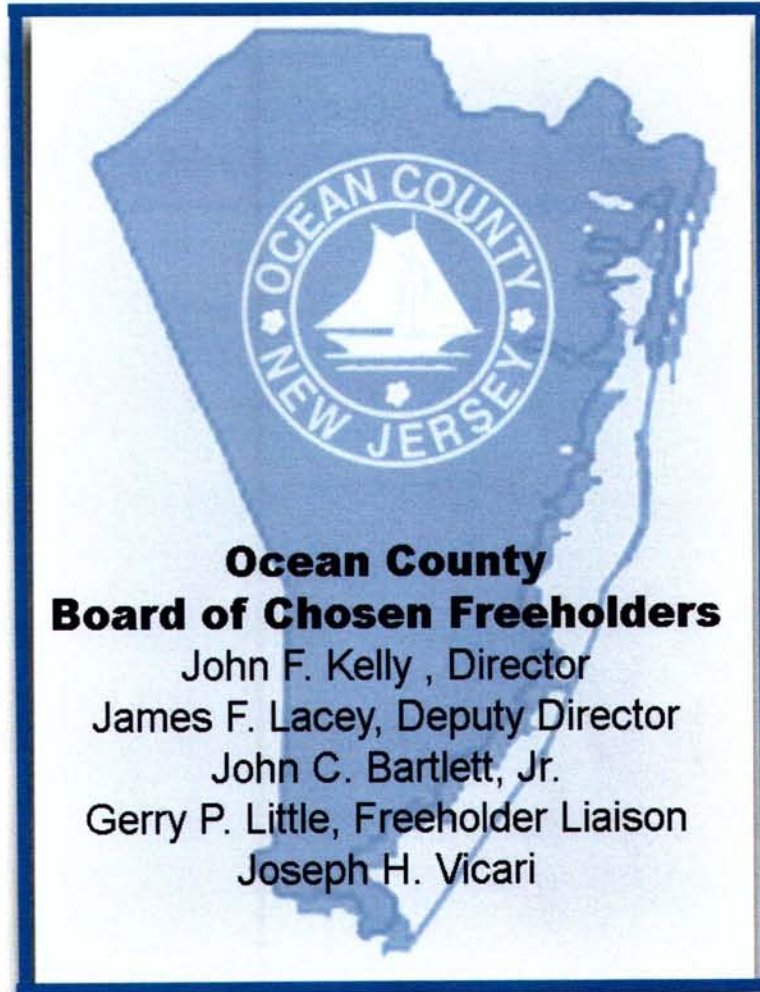


INTERIM
OCEAN COUNTY
HUMAN SERVICE TRANSPORTATION
COORDINATION PLAN

Ocean Ride



**Ocean County
Board of Chosen Freeholders**

John F. Kelly , Director
James F. Lacey, Deputy Director
John C. Bartlett, Jr.
Gerry P. Little, Freeholder Liaison
Joseph H. Vicari

**UNITED WE
RIDE**
COORDINATING HUMAN SERVICE TRANSPORTATION

*Prepared jointly by
OC Department of Transportation Services
OC Department of Planning*

Ocean County Transportation Stakeholder Committee Membership

<u>Name</u>	<u>Affiliation</u>
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Sandra Bell	Caregivers of Central Jersey
John Dorrity	OC Veterans Service Bureau
Kathleen C. Edmond	OC Transportation Services
Michele Hutichison	OC One Stop Career Center
Kathy Jaworksi	OC Human Services
Adrienne Lawrence	OC Board of Social Services
Violet LaGrotteria	OC Board of Social Services
Patricia Leahey	OC Human Services – WIB
Leroy Lloyd	NJ Employment Services
Jane Maloney	OC Office of Senior Services
Kelly Mitchell	OC Commission for Individuals with Disabilities
Colleen O'Dell-Multer	Chair, OC TAC Senior Citizens & Persons with Disabilities
Joan Reck	Greater Mercer TMA/COAST TMA
Margaret Roberts	OC Board of Social Services
Tiffany Robinson	OC Planning Department
Tim Sharpe	NJ Transit

Ocean County Transportation Advisory Committee for Senior Citizens and Persons with Disabilities Membership

<u>Name</u>	<u>Member Affiliation</u>
Colleen O'Dell-Multer	Chairperson, Consumer
Joette Dodds	Vice-Chairperson, NJ Commission for the Blind
Jim Fox	Consumer
Linda Leitch	Consumer
Jane Maloney	OC Office of Senior Services
Dorothy McDowell	Consumer
Kelly Mitchell	OC Individuals with Disabilities
Charles Mueller	Consumer
Dennis Poane	Community Services Inc.
Beverly Valentine	Consumer & Parent of Consumer
John Yohannan	Consumer
Gerry P. Little	Freeholder Liaison, Ex-officio Member
Kathleen C. Edmond	Ex-officio Member
Tim Sharpe	Ex-officio Member

A copy of the Interim Plan is available at www.co.ocean.nj.us/transportation. For further information on transportation coordination activities, please visit the Ocean Ride website or contact:

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Chapter 1: Introduction



Ocean County continues to expand the level of transportation services to residents provided by the Ocean Ride system. This year marks the 30th anniversary of the County's transportation program which began in 1977 with four vehicles and four drivers under a federal grant from the Title III of the Older Americans Act. Today, the Ocean Ride system has significantly expanded to include a transit fleet of 75 vehicles and 75 full-time drivers. The system includes team of professional support staff including supervisors, reservationists, dispatchers, schedulers and administrative staff.

During 2006, the Ocean Ride system provided more than 411,000 passenger trips.

As state's second largest county in land area, covering more than 638 square miles, providing effective and efficient county-wide transportation service is a major challenge. The Ocean County Board of Freeholders continue to invest in the Ocean Ride system, with annual funding allocations for capital, operating and administrative expenses including the purchase of accessible, transit vehicles, contracted service for dialysis transportation and most recently the purchase of implementation of new state-of-art transportation software technology to improve scheduling and routing performance of the Reserve-A-Ride Program. This multi-phase project will also include the installation of MDT's, mobile data terminals with a focus on maximizing daily ridership levels with existing resources. The County continues to work closely with local towns, county and local agencies to address the growing demand by the general public, senior citizens, persons with disabilities, individuals and families with low incomes and other transit dependent persons.

In an effort to address the federal initiative known as United We Ride, Ocean County has pursued a local planning process with a Stakeholder Committee, comprised of essential agency representation. The group has established goals and objectives for the transportation process which build upon prior existing planning efforts including the 1998 community transportation planning process. The Steering Committee has met and reviewed each deliverable and provided guidance as the project moved from task to task. The Department of Transportation Services has prepared the interim plan with assistance from the Planning Department as part of a collaborative effort. Ocean County Planning Department prepared numerous maps and graphics to illustrate the plan. The committee members have brought a wide variety of experiences and perspectives to the discussion of transportation needs and the potential for increased coordination for target populations and others who would benefit from enhanced transportation opportunities throughout Ocean County.

1.3 Goals and Objectives

In keeping with the objectives of the federal United We Ride initiative, the following goals and objectives were identified for the human service transportation coordination planning study. The goals for the project were:

- ◆ Improve mobility for target transit dependent population (TANF, GA recipients, low income, seniors and people with disabilities). Consider mobility and access to key destinations including employment, childcare, job training and other community services.
- ◆ Develop the most efficient community transportation system, considering the County's development characteristics including geographic, demographic and economic features which maximize limited resources for the greatest public benefit.
- ◆ Develop a safe, secure, reliable, user-friendly and convenient system which seeks to coordinate and integrate existing transportation resources.
- ◆ Maximize cooperation and collaboration among federal, state, county and local governmental agencies, private and non-profit agencies and the public to develop a vision for County-wide transit improvements.
- ◆ Promote efforts to further coordinate the County transportation system to achieve synergistic results (the combined impact of two or more transportation resources is greater than the sum of each operating independently).

While the goals stated are broad, Ocean County has made measurable progress toward achieving them through this planning process. Steps include:

1. Identification of target population, their origins and destinations and their transportation needs.
2. Using a geographic information system (GIS) to visually identify demographic characteristics and travel needs throughout the County.
3. Establishing a strong cooperative and collaborative network among governmental and private agencies to identify transportation needs and make recommendations for service improvements.
4. Using a holistic approach to development of improvements, maximizing resources to gain the greatest benefit for transportation service.

1.4 Summary of Tasks Completed

Four tasks were completed in response to New Jersey's effort to comply with the federal United We Ride initiative. These tasks include:

- (1) Formation of the Stakeholder Committee, developing goals and objectives and reviewing existing plans and service;
- (2) Complete FTA Self-Assessment exercise with Stakeholder Group consistent with the Framework for Action-Building the Fully Coordinated Transportation System;
- (3) Completion of the Interim Human Service Transportation Coordination Plan which identifies existing demographic conditions and services available in Ocean County, including the transportation survey effort;
- (4) Identification of the transportation needs of the target populations including WFNJ participants, senior citizens, persons with disabilities and low income individuals and families and the areas where gaps in service exist and;
- (5) Development of recommendations and action steps to address the types of service needs that exist in Ocean County.

1.5 Description of the Plan Contents

The plan is presented in the following sections. Chapter 1 introduces the project and the key players in Ocean County and describes the goals and objectives that were developed. Chapter 1 also includes an overview of the United We Ride initiative and a summary of tasks and a description of the plan.

Chapter 2 is the profile of existing transit services as they exist in Ocean County. This chapter includes the demographic characteristics of the county.

Chapter 3 presents a summary of the transportation services as reported by participants in the United We Ride survey effort as required by NJ Transit. In Chapter 4, the results of the stakeholder committee and outreach process are presented relating to transportation service gaps and needs.

Chapter 5 presents the FTA Community Self-Assessment exercise conducted by the Stakeholder Committee and lastly, Chapter 6 presents the stakeholder recommendations and a series of action plan tasks to explore potential opportunities for coordination among providers and to strengthen current transportation services among agencies.

United We Ride

Presidential Executive Order 13330 on the Coordination of Human Service Program issued by President Bush in 2004. This order resulted in the formation of an interdepartmental Federal Council on Access and Mobility to undertake collective and individual departmental action to reduce duplication among federally funded human service transportation services, **increase the efficient delivery of such services and expand transportation access for older individuals, persons with disabilities, persons with low-income, children and other disadvantaged populations within their communities.**

In August 2005, additional provisions were authorized to establish a coordinated human services transportation planning process. This legislation, the Safe, Affordable, Flexible, Efficient Transportation Equity Act, A Legacy for Users (SAFETEA-LU) created a requirement that a locally-developed coordination public transit/human service planning process and an initial plan be developed by 2007 as a condition of receiving funding of certain program directed at meeting the needs of older individuals, persons with disabilities and low-income persons. The plan must be developed through a process that includes representatives of public, private and non-profit transportation providers and public, private and non-profit human service providers and participation by the public. Complete plans, including coordination with the full range of existing human service transportation providers are required by FY 2008.

A cross-section of Ocean County agencies have participated in several state level training workshops related to the United We Ride effort. In addition, Ocean County was selected by NJ Transit to represent New Jersey in an FTA United We Ride workshop for Region II held in New York City during 2004. Ocean County is fortunate to have a strong, inter-departmental network of agencies and advisory committees that are committed to working cooperatively to deliver effective services to local residents. The Board of Chosen Freeholders designated lead responsibility for this effort to the Director of Ocean Ride to oversee Ocean County's transportation planning process and to assure compliance with federal and state requirements to ensure continued funding eligibility. NJ Transit requires that each NJ county prepare and maintain a coordination plan to remain eligible for funds through the Senior Citizens and Disabled Resident Transportation Assistance Program.

Ocean County's Approach to the Transportation Coordination Planning Process

During 2005 and 2006, County professional staff attended various statewide meetings to learn more about the United We Ride effort and the specific requirements for the planning process. The Board of Freeholders designated the director of Transportation as the County's Coordinator for this effort. In December 2006, as part of the final meeting of various human service advisory committees, the Freeholder Liaison to Transportation and Human Services announced the start of this new planning process and alerted local committee members and agencies that a new stakeholder

group would be formed and that a comprehensive survey of transportation services would be conducted in early 2007.

The Ocean Ride staff conducted the following work activities:

- Identify diverse functional membership representing target populations and designate a local stakeholder committee to oversee the planning process;
- Organize the stakeholder meeting process – prepare meeting agendas, planning exercises, prepare meeting notices, minutes and facilitate meeting sessions - Hold 1st meeting by February 1, 2007;
- Conduct the mandatory “United We Ride” transportation survey, includes identification and distribution to relevant agencies, organizations and companies providing and/or purchasing transportation services in Ocean County;
- Compile the data gathered through the survey effort, conduct follow-up phone calls with individual organizations and create a single database of transit information;
- Conduct various outreach sessions by building upon existing committee network in Ocean County-allow for public input by individuals and committees related to specific populations and services;
- Submit deliverables to NJ Transit including; FTA Self-Assessment document, transportation survey results;
- Identify service gaps and needs and also present recommendations for transportation services and enhancements-present gaps and recommendations to stakeholder group;
- Present draft plan to stakeholder group for comment and additional feedback;
- Conduct public hearing on draft, interim Transportation Coordination Plan; and
- Submit Interim Transportation Coordination Plan to NJ Transit by June 15, 2007 deadline.

In preparation for the tasks presented above, Ocean Ride discussed the need for current information on active TANF clients in Ocean County with the Ocean County Board of Social Services. As a result, the Board produced a computer tabulation of current TANF clients (without client name) by home address for the month of June 2006. This information had been previously been provided to New Jersey counties during the 1997/1998 planning process from Rutgers University. Through a cooperative arrangement with the Ocean County Planning Department, the 2006 client data was provided to the Planning staff to geocode this data and offer a comparison with the 1998

mapping exercise. In addition, the Planning Department assisted Transportation Services in preparing an initial survey of adult communities, private providers and provided staff support to update the census and demographic sections of the plan.

Federal Transit Administration – Website

The Federal Transit Administration maintains and updates an extensive website devoted to the topic of United We Ride. It contains a variety of resources including best practices across the nation, as well as planning and research publications designed to offer technical information and background on transportation coordination. The website address is www.unitedweride.gov/. The following section represents an excerpt from the Federal Transit Administration website for the United We Ride initiative. The question and answer format addresses a variety of frequently asked questions relating to the transportation coordination process and potentially positive outcomes that may be achieved through this effort. For further information relating to the website, refer to Appendix A of the plan.

What is “United We Ride?”

United We Ride is an interagency Federal national initiative that supports States and their localities in **developing coordinated human service delivery systems**. In addition to State coordination grants, United We Ride provides State and local agencies a transportation-coordination and planning self-assessment tool, help along the way, technical assistance, and other resources to help their communities succeed.

What is Human Service Transportation?

Human service transportation includes a broad range of transportation service options **designed to meet the needs of transportation disadvantaged populations including older adults, disabled persons and/or those with lower income. Individuals have different needs and may require a set of different services depending on their abilities, their environment, and the options available in their community.** Examples may include dial-a-ride (responding to individual door-to-door transportation requests), the use of bus tokens and/or transit passes for fixed route scheduled services, accessing taxi vouchers and/or mileage reimbursement to volunteers or program participants.

What Is Coordinated Transportation?

Coordinating individual human service transportation programs makes the most efficient use of limited transportation resources by avoiding duplication caused by overlapping individual program efforts and encouraging the use and sharing of existing community resources. In communities where coordination is made a priority, citizens benefit from more extensive service, lower costs and easier access to transportation. Coordination can improve overall mobility within a community, particularly when human service agencies are each providing transportation to their own clients. It works by

eliminating the inefficiencies within disparate operations and service patterns that often result from a multiplicity of providers. Greater efficiency helps to stretch the limited (and often insufficient) funding and personnel resources of these agencies. When appropriately applied, coordination can lead to significant reductions of operating costs (per trip) for transportation providers. People in need of transportation also profit from enhanced transportation and higher quality services when operations are coordinated.

The Interim Ocean County Human Service Transportation Coordination Plan

The Ocean County transportation plan represents an interim step toward the completion of a comprehensive plan for seeking enhanced transportation coordination. The interim plan addresses the guidelines established by the Federal Transit Administration and NJ Transit for 2007. The interim plan contains the following major topic areas;

- Introduction and Planning Process Overview
- Demographic and Census Data
- Summary of Transportation Provider Services
- FTA Self Assessment
- Identification of Unmet Transportation Needs and Service Gaps
- Action Plan for Coordinated Transportation System-Recommendations

Chapter 2: Profile of Existing Transportation Services

Introduction

This chapter contains the results of an inventory of existing services and facilities in Ocean County. This chapter begins with an overview of the demographic and socioeconomic characteristics of the county. The chapter presents key travel destinations including employer, childcare facilities and other relevant sites. Finally, this section describes the various public and private transportation services currently operating in Ocean County. Maps prepared using a Geographic Information System (GIS) are used to illustrate the demographic data presented in this report.

Ocean County Profile

Ocean County is located in the Atlantic Coastal Plain in central New Jersey, bordered by Monmouth County to the north, Burlington County to the west and south. Ocean County is located approximately 60 miles south of New York and 50 miles east of Philadelphia. Ocean County is the second largest county in the State of New Jersey, occupying 636.1 square miles, with 33 municipalities. Ocean County municipalities and roads are shown in **Figure 2-1**. Ocean County has traditionally been rural, agricultural and fishing center. Throughout the 21st century, the resort industry of the Jersey Shore has resulted in development in the coastal areas of the County. Thus, a significant part of the commercial and employment activity is seasonal. An overview of the county's demographic and socioeconomic characteristics is presented below and key figures are shown in **Table 2-1**. A comparison of profiles for the general demographic characteristics for Ocean County between 1990 and 2000 are shown in **Table 2-2**.

Population and Population Density

With a 2000 population of 510,916, an increase of 18 percent from 1990, Ocean County continues to grow at a strong pace. Between 1990 and 2000, Ocean County had the second highest rate of growth at 17.9 percent, while the statewide average steadied at only 8.9 percent. By 2010, the County's population is expected to increase an additional 14 percent to approximately 579,480 people. Ocean County encompasses several densely populated areas, the most densely settled municipalities being Point Pleasant, Seaside Heights, Ocean Gate and Beachwood, with densities of 5,461 to 3,757 persons per square mile, respectively. The least densely populated municipality is Eagleswood Township, with 88 people per square mile, according to the 2000 Census. The four townships with the highest populations are Toms River, Brick, Lakewood and Jackson, which combined make up over half of the County's population. **Figure 2-2** shows graphically where the highest concentrations of population are located by census block group for 2000. The growth from 1990 to 2000 has occurred throughout the county, yet the population remains concentrated in the northeastern quadrant of the county.

Table 2-1 Profile of Ocean County, New Jersey

County Established	1850
Land Area (Square Miles-approximate)	638
Population – 2000 Census	
Total.....	510,916
2000 Density (population per sq. mile).....	803
Median Age.....	41
Persons per Household	2.55
2005 Population Estimate (OCPD)	558,341
Housing – 2000 Census	
Total Housing Units.....	248,711
2005 Housing Estimate (OCPD)	268,843
Seasonal Housing Percentage.....	13.3%
Median Home Value	\$131,300
Employment –NJ Department of Labor, 2006	
2005 Potential Labor Force.....	250,200
2005 Actual No. Residents Employed.....	238,900
2005 Unemployment Rate	4.5%
Private Sector Jobs (OCPD)	119,374
Income – 2000 Census	
Median Household	\$46,443
Median Household (1990 Census).....	\$33,110
Median Family.....	\$56,420
Median Family (1990 Census)	\$39,797
Per Capita	\$23,054
Per Capita (1990 Census).....	\$15,598
Percent of All Families Below Poverty Level.....	4.8%

Sources: Ocean County Planning Department, U.S. Census Bureau

Table DP-1. Comparison of Profiles of General Demographic Characteristics for Ocean County: 1990-2000

[For information on confidentiality protection, nonsampling error, and definitions, see source.]

Subject	1990		2000		CHANGE 1990-2000	
	Number	Percent	Number	Percent	Number	Percent
SEX AND AGE	433,203	100.0	610,916	100.0	177,713	43.3
Male	204,181	47.1	242,996	47.5	38,415	18.8
Female	229,022	52.9	268,320	52.5	39,298	17.2
Under 5 years	28,816	6.7	32,181	6.3	3,365	11.7
5 to 9 years	27,497	6.3	33,996	6.7	6,499	23.7
10 to 14 years	26,434	6.1	33,896	6.6	7,464	28.2
15 to 19 years	25,568	5.9	28,690	5.6	3,122	12.2
20 to 24 years	24,228	5.6	23,528	4.6	-700	-2.9
25 to 34 years	62,797	14.5	57,098	11.2	-5,699	-9.1
35 to 44 years	59,132	13.6	75,876	14.9	16,746	28.3
45 to 54 years	39,066	9.0	63,293	12.4	24,227	49.6
55 to 59 years	17,105	3.9	25,587	5.0	8,482	49.6
60 to 64 years	22,152	5.1	23,107	4.5	955	4.3
65 to 74 years	35,852	12.9	54,304	10.6	-1,999	-5.6
75 to 84 years	35,852	8.3	44,042	8.6	8,190	22.8
85 years and over	8,853	2.0	14,914	2.9	6,061	68.6
Median age (years)	38.4	(X)	41	(X)	3	(X)
18 years and over	335,038	77.3	391,870	76.7	56,832	17.0
Male	154,304	35.6	181,620	35.5	27,316	17.7
Female	180,734	41.7	210,250	41.2	29,516	16.3
21 years and over	319,886	73.8	376,974	73.8	57,088	17.8
62 years and over	114,518	26.4	127,401	24.9	12,883	11.2
65 years and over	100,408	23.2	112,860	22.2	12,452	12.8
Male	45,517	9.4	45,799	9.0	282	0.6
Female	59,891	13.8	67,461	13.2	7,570	12.6
HOUSEHOLDS BY TYPE	168,147	100.0	168,147	100.0	0	0.0
Total households	168,147	100.0	168,147	100.0	0	0.0
Family households (families)	137,803	71.8	137,803	71.8	0	0.0
With own children under 18 years	48,268	28.7	48,268	28.7	0	0.0
Married-couple family	102,028	60.7	112,966	68.4	10,938	10.7
With own children under 18 years	44,412	22.0	44,412	22.4	0	0.0
Female householder, no husband present	14,443	8.6	18,386	9.2	3,943	27.3
With own children under 18 years	6,298	3.7	8,166	4.3	1,868	29.8
Nonfamily households	29,344	17.3	30,344	18.1	1,000	3.4
Householder living alone	14,179	8.4	14,866	8.8	687	4.9
Householder 65 years and over	7,156	4.3	7,156	4.3	0	0.0
Households with individuals under 18 years	48,777	29.0	48,777	29.0	0	0.0
Households with individuals 65 years and over	11,174	6.6	11,174	6.6	0	0.0
Average household size	2.54	(X)	2.54	(X)	0.0	0.0
Average family size	3.04	(X)	3.04	(X)	0.0	0.0
HOUSING OCCUPANCY	219,863	100.0	248,711	100.0	28,848	13.1
Total housing units	219,863	100.0	248,711	100.0	28,848	13.1
Occupied housing units	168,147	76.5	200,402	80.6	32,255	19.2
Owner-occupied housing units	139,417	82.9	166,826	83.2	27,409	19.7
Renter-occupied housing units	28,730	17.1	33,576	16.8	4,846	16.9
Average household size of owner-occupied units	2.54	(X)	2.49	(X)	-0.05	-2.0
Average household size of renter-occupied units	1.8	(X)	1.8	(X)	0.0	0.0
HOUSING TENURE	168,147	100.0	168,147	100.0	0	0.0
Homeowner vacancy rate (percent)	4.4	(X)	4.4	(X)	0.0	0.0
Rental vacancy rate (percent)	17.3	(X)	11.7	(X)	-5.6	-32.6
RACE 1	433,203	100.0	610,916	100.0	177,713	43.3
White	204,181	47.1	242,996	47.5	38,415	18.8
Black or African American	28,816	6.7	32,181	6.3	3,365	11.7
Hispanic or Latino (or any race)	137,803	31.8	137,803	31.8	0	0.0
Other Hispanic or Latino	4,231	1.0	4,231	1.0	0	0.0
Not Hispanic or Latino	419,253	96.8	485,278	96.8	66,025	16.7
White	403,371	93.1	459,174	99.9	55,803	13.8
Hispanic or Latino	14,882	3.4	26,102	4.3	11,220	75.4
Mexican	13,950	3.2	25,638	5.0	11,688	83.8
Mexican, Puerto Rican	7,767	1.8	11,085	2.2	3,318	42.7
Cuban	941	0.2	1,421	0.3	480	61.0
Other Hispanic or Latino	4,231	1.0	7,323	1.4	3,092	73.1
Not Hispanic or Latino	419,253	96.8	485,278	96.8	66,025	16.7
White	403,371	93.1	459,174	99.9	55,803	13.8
Hispanic or Latino	14,882	3.4	26,102	4.3	11,220	75.4
Mexican	13,950	3.2	25,638	5.0	11,688	83.8
Mexican, Puerto Rican	7,767	1.8	11,085	2.2	3,318	42.7
Cuban	941	0.2	1,421	0.3	480	61.0
Other Hispanic or Latino	4,231	1.0	7,323	1.4	3,092	73.1
Not Hispanic or Latino	419,253	96.8	485,278	96.8	66,025	16.7
White	403,371	93.1	459,174	99.9	55,803	13.8
Hispanic or Latino	14,882	3.4	26,102	4.3	11,220	75.4
Mexican	13,950	3.2	25,638	5.0	11,688	83.8
Mexican, Puerto Rican	7,767	1.8	11,085	2.2	3,318	42.7
Cuban	941	0.2	1,421	0.3	480	61.0
Other Hispanic or Latino	4,231	1.0	7,323	1.4	3,092	73.1
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Ocean County



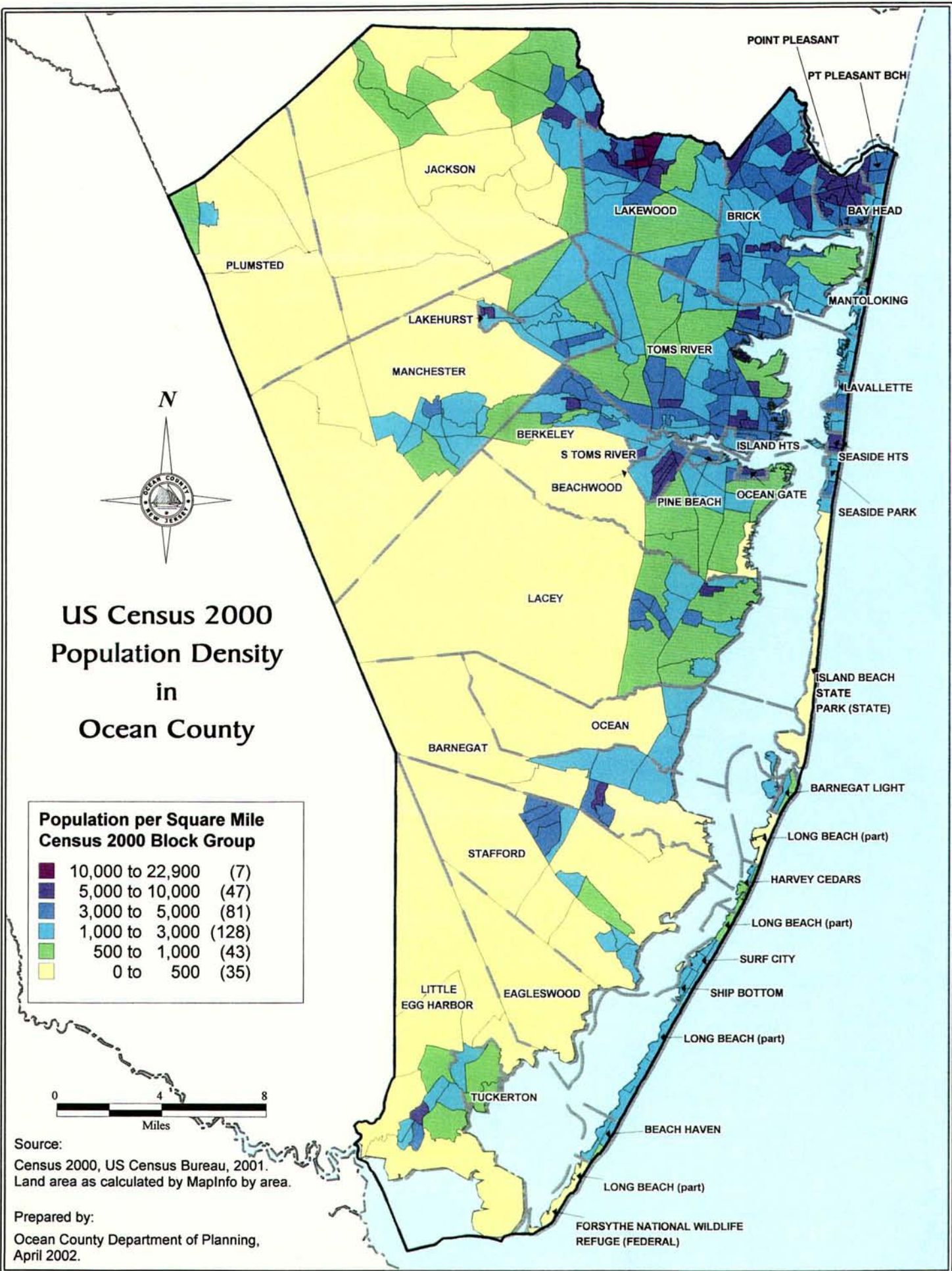
LEGEND

-  INTERSTATES
-  PARKWAY AUTHORITY
-  US HIGHWAYS
-  STATE HIGHWAYS
-  COUNTY ROADS (500 SERIES)



Sources:
 TIGER road basemap as provided by the US Census Bureau.
 Road lengths have been calculated by GIS.

Prepared by:
 Ocean County Department of Planning,
 March 2007.



US Census 2000 Population Density in Ocean County



**Population per Square Mile
Census 2000 Block Group**

10,000 to 22,900	(7)
5,000 to 10,000	(47)
3,000 to 5,000	(81)
1,000 to 3,000	(128)
500 to 1,000	(43)
0 to 500	(35)



Source:
Census 2000, US Census Bureau, 2001.
Land area as calculated by MapInfo by area.

Prepared by:
Ocean County Department of Planning,
April 2002.

Population Age

According to the 2000 Census, the median age of Ocean County, at 41, is the highest of the 21 counties in New Jersey, and above the statewide median of 36.7 years of age. This is indicative of Ocean County's convenient access to the Garden State Parkway, which makes it ideal for the suburban commuter and also an ideal location for retirement. The County has one of the lowest total populations of persons under the age of 18 in the state with 119,046 children. This group represents 23 percent of the County's total population. At the opposite end of the age spectrum, approximately 22.2 percent of the county's population is 65 years and older, while statewide, 13 percent of the total population is 65 years and older. Persons age 60 and over represent nearly 150,000 persons or 27 percent of the County's overall population. As a result, seniors play a significant role in the travel patterns of residents.

Population Income

Overall, income levels in Ocean County are lower than the statewide average for New Jersey. While the statewide median household income reported in the 2000 Census was \$55,146, the Ocean County median was \$46,443. It is interesting to note the contrast in source of income between statewide statistics and those of Ocean County. Statewide, 26.9 percent of households reported Social Security income, 2.8 percent reported public assistance income and 17.1 percent reported retirement income. In Ocean County, 41.4 percent reported Social Security income, 1.9 percent reported public assistance income and 27.1 reported retirement income. These statistics reflect the high proportion of retirees relying on fixed incomes living in the County.

Table 2-3 shows the Median Household, Family and Per Capita Income by Municipality comparing 1989 to 1999, while **Table 2-4** presents Poverty Status in 1999 for Ocean County Municipalities. **Table 2-3** also shows the adjusted percent change for the 1989 dollar values adjusted to the 1999 constant dollars based on the changes in the cost of goods and services. Despite Ocean County's reputation as a retirement and recreation-based community, there are areas within the county that are characterized as lower income. Four communities had greater than 10 percent of their populations living below the poverty line in 2000. These communities are Lakewood Township, Ocean Gate Borough, Seaside Heights Borough and South Toms River Borough. Of the 119,046 children identified in the 2000 census, 10.1 percent are living in poverty, compared to 10.8 percent statewide. In addition, there are three municipalities that had greater than 10 percent of all persons over age 65 living below the poverty line as of 2000. These communities are Seaside Heights Borough, South Toms River Borough, and Tuckerton Borough.

Employment

Ocean County has been in the front line of State job growth since the 1990's. Healthcare service provision and retail trade continue to be the dominant leaders of

employment in Ocean County. In 2005, they boast employment numbers of 26,592 and 26,772 respectively, according to the NJ Department of Labor's preliminary *2005 Annual Private Sector Report*. The Accommodation and Food Services sector is the third largest holder of private sector employment in the County with nearly 12,000 persons in 2005. Collectively, these three sectors make up 54% of the total employment opportunities in the County.

The labor force in Ocean County has continued to steadily increase with the population growth. The labor force is the total number of employed residents plus the total number of unemployed residents seeking work. According to the NJ Department of Labor's County Projections 2002- 2012, the Coastal Region of the state has a projected employment growth of 15.3 percent, making it the fastest growing region in New Jersey. This region includes Atlantic, Cape May, Monmouth and Ocean Counties. Looking at this region, Ocean County is projected to be the fastest growing county, with an expected employment growth rate of 17.9 percent during this time period. If the growth occurs as expected, it would make Ocean County the second fastest growing county in the State of New Jersey.

Using information from the Ocean County Planning Board's *2006 Annual Report*, the 2005 labor force for the county was 250,176 with 238,937 residents employed and an unemployment rate of 4.5 percent, down from 5.0 percent in 2004, and lower than the statewide average rate of 4.4 percent.

Transit-Dependent Populations and Potential Work First NJ Participants

Some of the typical characteristics that define populations that are likely to need public transportation services are advanced age, mobility limitations due to a disability, limited income and limited or no access to an automobile. In an effort to identify the individuals in Ocean County who would likely benefit from access to public transit, part of the planning process calls for the identification of individuals within Ocean County who fall into the categories listed above. This information, in addition to information about employment opportunities, provides the basis for identifying needs among Ocean County residents. If transportation issues can be addressed, access to employment opportunities should be enhanced, potentially providing Work First NJ/TANF participants with opportunities to work. This goal, in addition to providing access to support services, should help identification of broader mobility options for people who are likely to be transit dependent.

A profile of selected social, economic and housing characteristics of the population of Ocean County, as reported in the 2000 U.S. Census, are summarized in **Tables 2-5, 2-6, 2-7** and discussed in the following subsections. Maps describing the county data using census tracts and block groups are used to graphically illustrate a selection of characteristics.

Table 2-5

Table DP-2. Profile of Selected Social Characteristics: 2000
 Geographic area: Ocean County, New Jersey

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent	Subject	Number	Percent
SCHOOL ENROLLMENT			NATIVITY AND PLACE OF BIRTH		
enrolled in school.....	118,859	100.0	Total population.....	510,916	100.0
Nursery school, preschool.....	9,680	8.1	Native.....	477,764	93.5
Kindergarten.....	6,973	5.9	Born in United States.....	470,268	92.0
Elementary school (grades 1-8).....	56,010	47.1	State of residence.....	334,907	65.6
High school (grades 9-12).....	25,706	21.6	Different state.....	135,361	26.5
College or graduate school.....	20,490	17.2	Born outside United States.....	7,496	1.5
Population 25 years and over.....	358,354	100.0	Foreign born.....	33,152	6.5
Less than 9th grade.....	16,292	4.5	Entered 1990 to March 2000.....	9,712	1.9
9th to 12th grade, no diploma.....	44,607	12.4	Naturalized citizen.....	20,293	4.0
High school graduate (includes equivalency).....	135,009	37.7	Not a citizen.....	12,859	2.5
Some college, no degree.....	73,038	20.4	LANGUAGE SPOKEN AT HOME		
Associate degree.....	19,573	5.5	Population 5 years and over.....	478,826	100.0
Bachelor's degree.....	48,044	13.4	English only.....	426,432	89.1
Graduate or professional degree.....	21,791	6.1	Language other than English.....	52,394	10.9
Percent high school graduate or higher.....	83.0	(X)	Speak English less than "very well".....	18,218	3.8
Percent bachelor's degree or higher.....	19.5	(X)	Spanish.....	20,058	4.2
MARITAL STATUS			Speak English less than "very well".....	8,882	1.9
Population 15 years and over.....	410,385	100.0	Other Indo-European languages.....	25,029	5.2
Never married.....	86,089	21.0	Speak English less than "very well".....	7,193	1.5
Now married, except separated.....	242,180	59.0	Asian and Pacific Island languages.....	4,063	0.8
Widowed.....	44,120	10.8	Speak English less than "very well".....	1,453	0.3
Divorced.....	31,710	7.7	ANCESTRY (single or multiple)		
Female.....	35,775	8.7	Total population.....	510,916	100.0
Female.....	19,100	4.7	Total ancestries reported.....	626,868	122.7
GRANDPARENTS AS CAREGIVERS			Arab.....	1,934	0.4
Grandparent living in household with one or more own grandchildren under 18 years.....	7,825	33.4	Czech.....	3,764	0.7
Grandparent responsible for grandchildren.....	2,612	33.4	Dutch.....	9,824	1.9
VETERAN STATUS			Danish.....	2,215	0.4
Civilian population 18 years and over.....	391,354	100.0	French (except Basque).....	11,211	2.2
Civilian veterans.....	63,765	16.3	French Canadian.....	2,827	0.6
DISABILITY STATUS OF THE CIVILIAN			German.....	95,397	18.7
Population 5 to 20 years.....	100,886	100.0	Greek.....	3,811	0.7
Population 5 to 20 years.....	108,500	100.0	Hungarian.....	9,952	1.9
With a disability.....	41,444	38.2	Irish.....	120,429	23.6
Population 65 years and over.....	108,500	100.0	Italian.....	17,617	3.3
Population 65 years and over.....	108,500	100.0	Lithuanian.....	3,635	0.7
With a disability.....	46,268	17.6	Lithuanian.....	3,635	0.7
Percent employed.....	58.8	(X)	Lithuanian.....	3,635	0.7
No disability.....	216,712	82.4	Lithuanian.....	3,635	0.7
Percent employed.....	76.1	(X)	Lithuanian.....	3,635	0.7
Population 21 to 64 years.....	262,980	100.0	Lithuanian.....	3,635	0.7
Population 21 to 64 years.....	262,980	100.0	Lithuanian.....	3,635	0.7
With a disability.....	7,298	7.2	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
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Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
With a disability.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
With a disability.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
With a disability.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
With a disability.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
With a disability.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
With a disability.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	0.7
With a disability.....	100,886	100.0	Lithuanian.....	3,635	0.7
Population 5 to 20 years.....	100,886	100.0	Lithuanian.....	3,635	

Table 2-7

Table DP-4. Profile of Selected Housing Characteristics: 2000
 Geographic area: Ocean County, New Jersey

Subject	Number	Percent	Subject	Number	Percent
UNITS IN STRUCTURE			OCCUPANTS PER ROOM		
Total housing units.....	248,711	100.0	Occupied housing units.....	200,402	100.0
1-unit, detached.....	186,722	75.1	1.00 or less.....	195,951	97.8
1-unit, attached.....	22,510	9.1	1.01 to 1.50.....	3,008	1.5
2 units.....	9,903	4.0	1.51 or more.....	1,443	0.7
3 or 4 units.....	6,896	2.8			
5 to 9 units.....	4,945	2.0	Specified owner-occupied units.....	152,111	100.0
10 to 19 units.....	5,169	2.1	VALUE		
20 or more units.....	6,693	2.7	Less than \$50,000.....	4,743	3.1
Mobile home.....	5,746	2.3	\$50,000 to \$99,999.....	37,435	24.6
Boat, RV, van, etc.....	127	0.1	\$100,000 to \$149,999.....	54,265	35.7
			\$150,000 to \$199,999.....	30,397	20.0
			\$200,000 to \$299,999.....	17,342	11.4
YEAR STRUCTURE BUILT			\$300,000 to \$499,999.....	6,009	4.0
1999 to March 2000.....	5,904	2.4	\$500,000 to \$999,999.....	1,642	1.1
1990 to 1994.....	16,639	6.7	\$1,000,000 or more.....	278	0.2
1980 to 1989.....	51,068	20.5			
1970 to 1979.....	61,770	24.8	MORTGAGE STATUS AND SELECTED		
1960 to 1969.....	43,345	17.4	MONTHLY OWNER COSTS		
1940 to 1959.....	39,950	16.1	With a mortgage.....	94,105	61.9
1939 or earlier.....	13,074	5.3	Less than \$300.....	38	0.0
			\$300 to \$499.....	1,252	0.8
ROOMS			\$500 to \$699.....	5,446	3.6
1 room.....	1,433	0.6	\$700 to \$999.....	16,572	10.9
2 rooms.....	3,676	1.5	\$1,000 to \$1,499.....	38,510	25.3
3 rooms.....	13,395	5.4	\$1,500 to \$1,999.....	21,174	13.9
4 rooms.....	40,528	16.3	\$2,000 or more.....	11,113	7.3
5 rooms.....	57,922	23.3			
6 rooms.....	54,269	21.8	Not mortgaged.....	58,006	38.1
7 rooms.....	34,559	13.9	Median (dollars).....	442	(X)
8 rooms.....	24,632	9.9			
9 or more rooms.....	18,297	7.4	SELECTED MONTHLY OWNER COSTS		
			AS A PERCENTAGE OF HOUSEHOLD		
YEAR HOUSEHOLDER MOVED INTO UNIT			INCOME IN 1999		
Occupied housing units.....	200,402	100.0	Less than 15.0 percent.....	40,323	26.5
1999 to March 2000.....	26,466	13.2	15.0 to 19.9 percent.....	26,210	17.2
1995 to 1998.....	56,118	28.0	20.0 to 24.9 percent.....	23,696	15.6
1990 to 1994.....	36,003	18.0	25.0 to 29.9 percent.....	17,221	11.3
1980 to 1989.....	45,399	22.7	30.0 to 34.9 percent.....	11,488	7.6
1970 to 1979.....	24,707	12.3	35.0 percent or more.....	32,126	21.1
1969 or earlier.....	11,709	5.8			
			Not computed.....	1,047	0.7
			Specified renter-occupied units.....	33,429	100.0
VEHICLES AVAILABLE			GROSS RENT		
None.....	16,574	8.3	Less than \$200.....	920	2.8
1.....	79,234	39.5	\$200 to \$299.....	923	2.8
2.....	74,548	37.2	\$300 to \$499.....	1,926	5.8
3 or more.....	30,046	15.0	\$500 to \$749.....	8,278	24.8
			\$750 to \$999.....	10,809	32.3
HOUSE HEATING FUEL			\$1,000 to \$1,499.....	6,706	20.1
Utility gas.....	133,642	66.7	\$1,500 or more.....	1,388	4.2
Bottled, tank, or LP gas.....	3,944	2.0			
Electricity.....	36,246	18.1	No cash rent.....	2,479	7.4
Fuel oil, kerosene, etc.....	25,171	12.6	Median (dollars).....	819	(X)
Coal or coke.....	98	0.0			
Wood.....	595	0.3	GROSS RENT AS A PERCENTAGE OF		
Solar energy.....	13	0.0	HOUSEHOLD INCOME IN 1999		
Other fuel.....	440	0.2	Less than 15.0 percent.....	4,386	13.1
No fuel used.....	253	0.1	15.0 to 19.9 percent.....	4,064	12.2
			20.0 to 24.9 percent.....	3,700	11.1
SELECTED CHARACTERISTICS			25.0 to 29.9 percent.....	3,656	10.9
Lacking complete plumbing facilities.....	502	0.3	30.0 to 34.9 percent.....	2,478	7.4
Lacking complete kitchen facilities.....	481	0.2	35.0 percent or more.....	12,239	36.6
No telephone service.....	1,357	0.7			
			Not computed.....	2,906	8.7

Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text.

Population Age

Table 2-8 shows the population by sex and age in each community in Ocean County. As noted earlier in an earlier section, 22.2 percent of the population of Ocean County in 2000 was age 65 years or older. Individuals in this age group typically have transportation needs and will use public transit bus and/or demand responsive services. The number of individuals that fall within this age category is highest in Manchester and Berkeley Townships, where the number of persons 65 and over are 21,210 and 20,806 respectively. The number of individuals within this age range is lowest in Harvey Cedars, where there are only 109.

There are, however, a number of smaller communities (under 5,000 in population) whose populations are made up of over 20 percent of seniors. These communities are more likely to have individuals with transit needs and less access to transportation service.

Overall, the county has an average population density for persons age 65 and over of 178 persons per square mile, compared to the state, which has an average of 150 persons per square mile.

Disability

Table 2-9 shows the population and percentage in each municipality of individuals with a disability. The disability information found in the U.S. Census is defined as "Information on people with long-lasting physical, mental, or emotional conditions or limitations that affect the ability to perform major life activities."

The information on the 2000 Census for those with disabilities is not comparable to the 1990 Census because the measurement of disability was changed on the questionnaire for the 2000 Census. The initial age of measurement on the 1990 Census was 15 years and older while the 2000 Census changed that variable to 5 years and older. The 2000 Census added questions to determine the specifics of the disability such as whether the person was blind, deaf or had a severe vision or hearing impairment. There were also questions added to learn about the physical limitations of the disability such as getting around, lifting, difficulty learning, remembering, or concentrating, and difficulty working at a job or business. These questions can be useful in estimating the number of people who would be likely to need specialized transportation services.

In 2000, 18 percent of New Jersey's population 5 years and over reported having a disability. In Ocean County, the number of people 5 years and over reported having a disability in the 2000 Census was 95,010, or 20.1 percent. This is the fourth highest of all counties in New Jersey.

Based on an analysis of Census statistics, the four communities that have the highest number of people with disabilities are Toms River Township, Brick Township, Manchester Township and Berkeley Township. There were also several communities for whom the total percent of individuals with a disability was either greater or equal to 25 percent of their total population. These communities were Manchester Township (29%), Berkeley Township (28%), Seaside Heights Borough (26%) and Ocean Gate (25%).

Income

The level of household income is another factor in determining the likelihood of transit need, as more expensive options for transportation may not be available. Table 2-10 shows the number of households with income of under \$15,000 in 1999 by municipality. For the state as a whole, the percentage of such households were 11.7, where for Ocean County the percentage was 12. Additionally, the median household income for Ocean County in the 2000 census was \$46,443, approximately \$8,703 less than the median income reported statewide. Table 2-11 shows the household income by source for 1999. These figures are magnified at the community level, where high concentrations of seniors are shown in the same areas as households with low income.

Figure 2-3 shows the density of households with under \$15,000 in income, reported as households per square mile, by census block group. The highest numbers of low-income households are located in Manchester Township (4,057), Lakewood (3,742), Toms River Township (3,521) and Berkeley Township (3,224).

There are also communities with low relative populations that have significantly higher percentages of low-income households. For example, Seaside Heights is reported as having a total of 1,411 households, 31 percent of which had incomes below \$15,000 in 1999, and a median household income of \$25,963. Interestingly, Seaside Heights also reported a lower than average senior population at 11 percent, indicating that there is likely a high number of households with working age adults living in poverty.

Automobile Availability

Another measure of likely public transportation need is the lack of access to an automobile. In 2000, the percent of occupied housing units with no access to automobiles in New Jersey was 12.7. While in Ocean County, 8.3 percent of occupied housing units had no access to an automobile. The state's percentage is partially attributable to having concentrations of lower income population in areas with significant amounts of public transportation service. Ocean County has lower concentrations of population in general, making transportation other than by private automobile scarcer.

Table 2-12 shows the number of vehicles available per household between 1990 and 2000 by municipality. There are several communities that have significantly higher percentages of occupied housing units without access to an automobile. Seaside Heights, for example, had the highest percentage of occupied housing units without access to an automobile at 19.8 percent. Other communities with 12 percent or more occupied housing units having no access to automobiles, as reported in 2000 are Lakewood with 16.5 percent, Manchester Township with 14.6 percent, Point Pleasant Beach with 12.8 percent and Berkeley with 12 percent.

Number of Households With Income Below \$15,000 by Municipality, 1999

Municipality	Total Number of Households	Number of Households with Income less than \$15K	Percent of Households with Income less than \$15K
Barnegat Township	5,499	533	9.7%
Barnegat Light Borough	371	41	11.1%
Bay Head Borough	580	36	6.2%
Beach Haven Borough	561	56	10.0%
Beachwood Borough	3,402	136	4.0%
Berkeley Township	19,878	3,224	16.2%
Brick Township	29,570	2,649	9.0%
Eagleswood Township	555	65	11.7%
Harvey Cedars Borough	183	20	10.9%
Island Heights Borough	649	43	6.6%
Jackson Township	14,151	1,019	7.2%
Lacey Township	9,352	720	7.7%
Lakehurst Borough	875	79	9.0%
Lakewood Township	19,939	3,742	18.8%
Lavallette Borough	1,204	108	9.0%
Little Egg Harbor Township	6,140	573	9.3%
Long Beach Township	1,663	239	14.4%
Manchester Township	20,699	4,057	19.6%
Mantoloking Borough	197	12	6.1%
Ocean Township	2,447	256	10.5%
Ocean Gate Borough	831	116	14.0%
Pine Beach Borough	775	55	7.1%
Plumsted Township	2,497	151	6.0%
Point Pleasant Borough	7,551	543	7.2%
Pt. Pleasant Beach Borough	2,306	286	12.4%
Seaside Heights Borough	1,411	438	31.0%
Seaside Park Borough	1,112	116	10.4%
Ship Bottom Borough	665	77	11.6%
South Toms River Borough	1,078	140	13.0%
Stafford Township	8,555	771	9.0%
Surf City Borough	700	90	12.9%
Toms River Township*	33,670	3,521	10.5%
Tuckerton Borough	1,487	254	17.1%
Ocean County	200,553	24,166	12.0%

Percent of Households with Income Less Than \$15,000, 1999

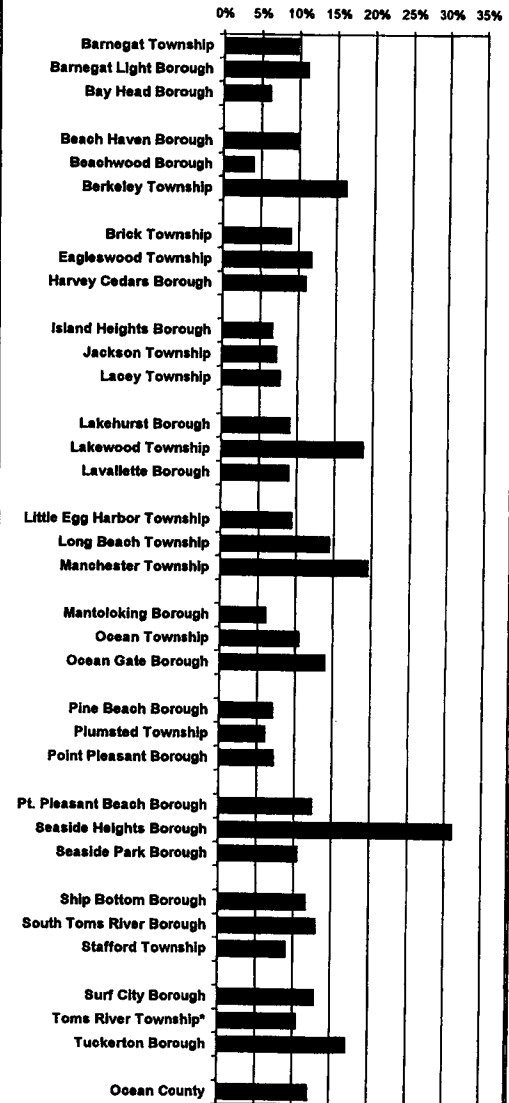


Table 2-10

Note: Census 2000, Summary File 3, U.S. Census Bureau, May 2002;
 Source: *Effective November 14, 2006, Dover Township was officially renamed Toms River Township.

Household Income by Income Source, 1999

Municipalities	Median household income (dollars)	With earnings	With Social Security	With Supplemental Security Income	With public assistance income	With retirement income					
Barneget Light Borough	52,361	233	\$63,373	202	\$15,068	1	\$8,800	3	\$4,900	130	\$22,168
Bay Head Borough	77,790	429	\$99,847	243	\$14,748	15	\$10,027	4	\$7,875	165	\$32,199
Beach Haven Borough	48,355	386	\$63,653	264	\$10,675	20	\$10,675	12	\$2,900	153	\$26,069
Beachwood Borough	59,022	3,073	\$61,614	714	\$11,804	98	\$7,976	9	\$3,778	634	\$17,930
Berkeley Township	32,134	7,419	\$52,573	14,125	\$13,370	601	\$7,437	296	\$3,038	8,842	\$14,754
Brick Township	52,092	22,451	\$64,925	10,004	\$12,551	633	\$7,066	420	\$3,434	7,000	\$16,123
Eagleswood Township	38,625	429	\$51,639	194	\$11,629	15	\$9,247	10	\$1,470	123	\$12,248
Harvey Cedars Borough	61,875	108	\$67,580	102	\$14,904	0	\$0	6	\$2,617	61	\$26,136
Island Heights Borough	61,125	510	\$71,289	235	\$13,473	20	\$4,925	8	\$9,100	140	\$21,606
Jackson Township	65,218	12,328	\$72,411	3,181	\$11,838	367	\$7,148	193	\$3,932	2,097	\$15,541
Lacey Township	55,938	7,311	\$63,264	2,941	\$12,808	201	\$8,998	107	\$2,906	2,216	\$19,069
Lakewood Borough	43,567	750	\$48,284	192	\$9,737	34	\$8,504	35	\$4,568	187	\$25,471
Lakewood Township	35,634	13,092	\$51,480	8,186	\$12,525	683	\$6,893	969	\$5,001	4,835	\$16,682
Lavallette Borough	43,846	739	\$53,947	613	\$14,033	19	\$6,311	34	\$964	423	\$21,172
Little Egg Harbor Township	45,628	4,622	\$52,859	2,299	\$12,640	251	\$7,737	107	\$4,227	1,538	\$13,116
Long Beach Township	48,697	1,029	\$55,886	842	\$14,251	46	\$10,282	41	\$1,291	493	\$22,360
Manchester Township	29,525	6,994	\$49,129	15,035	\$13,201	672	\$6,323	396	\$3,318	9,171	\$15,149
Manloking Borough	105,841	126	\$207,766	104	\$15,556	0	\$0	0	\$0	61	\$33,404
Ocean Township	46,461	1,983	\$56,622	767	\$12,619	62	\$4,842	23	\$1,026	640	\$20,238
Ocean Gate Borough	41,067	674	\$47,925	216	\$11,873	49	\$9,239	9	\$4,722	164	\$12,364
Pine Beach Borough	57,366	595	\$66,694	259	\$13,533	15	\$7,733	2	\$2,000	186	\$20,404
Plumsted Township	61,357	2,179	\$63,538	539	\$10,626	66	\$5,274	73	\$3,865	326	\$14,545
Point Pleasant Borough	55,987	6,141	\$66,481	2,079	\$12,852	170	\$7,219	86	\$3,249	1,420	\$15,525
Point Pleasant Beach Borough	51,105	1,716	\$67,827	802	\$11,641	92	\$7,363	46	\$4,656	484	\$20,669
Seaside Heights Borough	25,963	1,106	\$36,228	359	\$8,639	123	\$6,124	87	\$2,023	151	\$34,988
Seaside Park Borough	45,380	795	\$55,820	490	\$12,891	34	\$7,895	20	\$885	304	\$22,097
Ship Bottom Borough	42,098	460	\$57,093	291	\$13,352	6	\$4,900	3	\$1,933	194	\$16,120
South Toms River Borough	43,468	944	\$52,082	294	\$11,247	70	\$5,150	18	\$1,817	187	\$12,420
Stafford Township	52,269	6,477	\$64,203	3,156	\$12,969	238	\$9,007	69	\$4,446	2,188	\$16,274
Surf City Borough	38,190	413	\$52,263	352	\$13,666	16	\$9,288	2	\$2,000	226	\$24,193
Toms River Township*	54,776	25,854	\$66,495	11,254	\$12,748	974	\$6,592	608	\$2,750	7,784	\$20,536
Tuckerton Borough	40,042	1,056	\$49,448	569	\$10,768	53	\$5,326	30	\$897	365	\$14,452
Ocean County	46,443	136,361	\$61,602	83,067	\$12,848	5,780	\$7,118	3,848	\$3,619	54,449	\$16,869

Note: If the denominator of a mean value or per capita value is less than 30, then that value is calculated using a rounded aggregate in the numerator.

Source:

U.S. Census Bureau, Census 2000, Sample Demographic Profile, SF3, May 2002.

*Effective November 14, 2006, Dover Township was officially renamed Toms River Township.

Prepared by:

Ocean County Department of Planning, December 2006.

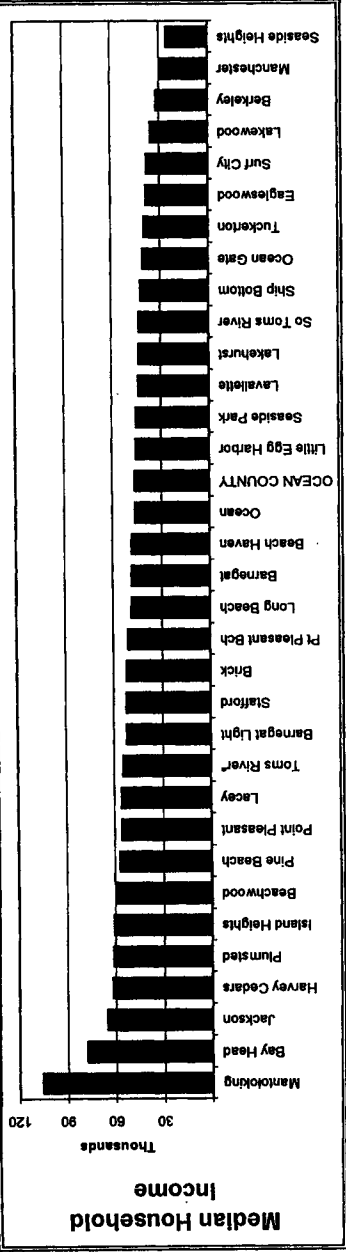
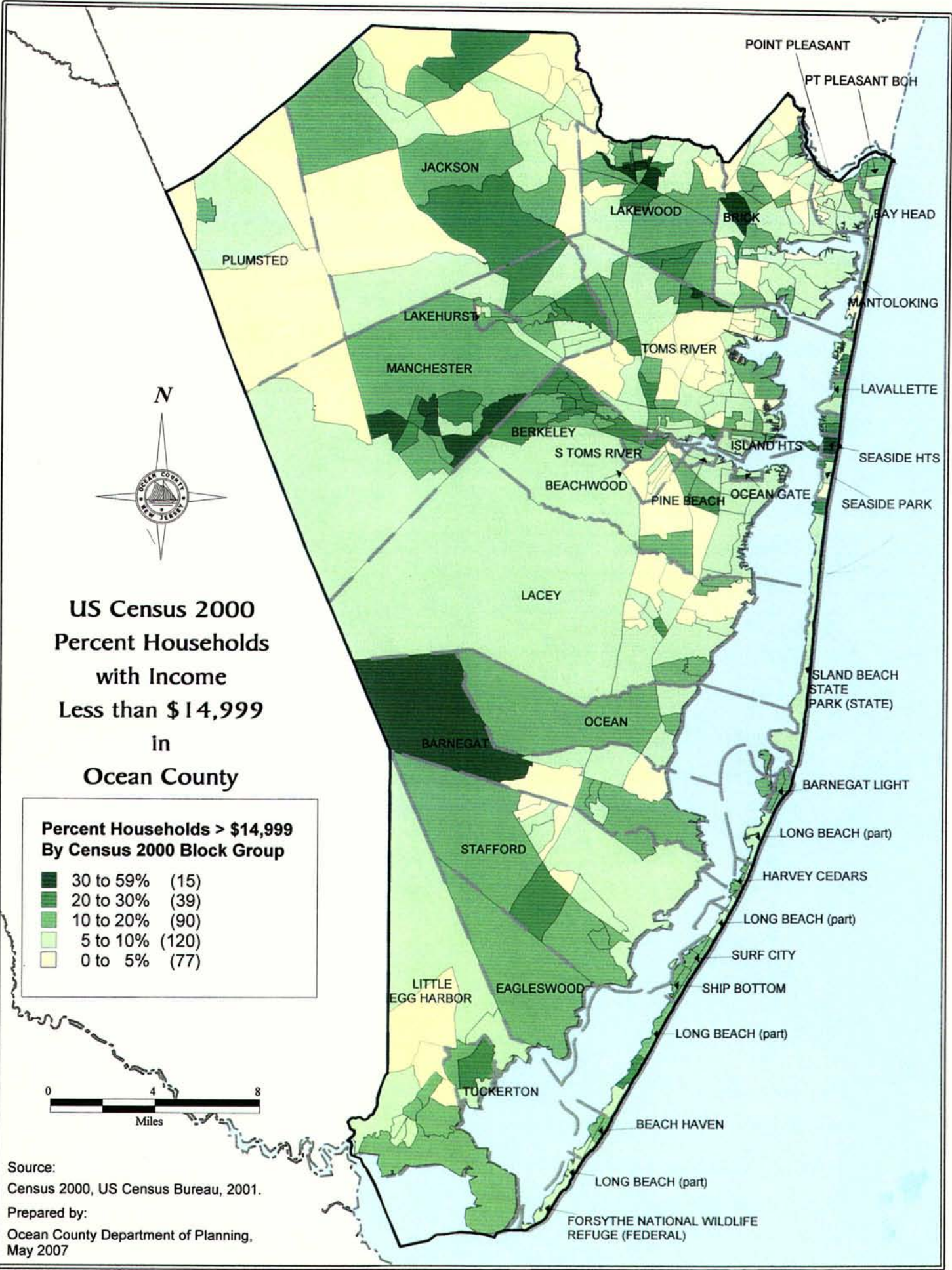


Table 2-11



POINT PLEASANT
PT PLEASANT BOH
BAY HEAD
MANTOLOKING
LAVALLETTE
SEASIDE HTS
SEASIDE PARK
ISLAND BEACH STATE PARK (STATE)
BARNEGAT LIGHT
LONG BEACH (part)
HARVEY CEDARS
LONG BEACH (part)
SURF CITY
SHIP BOTTOM
LONG BEACH (part)
BEACH HAVEN
LONG BEACH (part)
FORSYTHE NATIONAL WILDLIFE REFUGE (FEDERAL)

JACKSON
LAKEWOOD
BRICK
LAKESHURST
TOMS RIVER
MANCHESTER
BERKELEY
S TOMS RIVER
BEACHWOOD
PINE BEACH
OCEAN GATE
LACEY
OCEAN
BARNEGAT
STAFFORD
EAGLESWOOD
TUCKERTON

PLUMSTED

Figure 2-4 indicates by census tract, the density of occupied housing units with no access to an automobile, as reported in the 2000 census. This figure indicates that generally, concentrations of households with no access to an automobile are in the same areas as other transit dependent groups.

Table 2-12

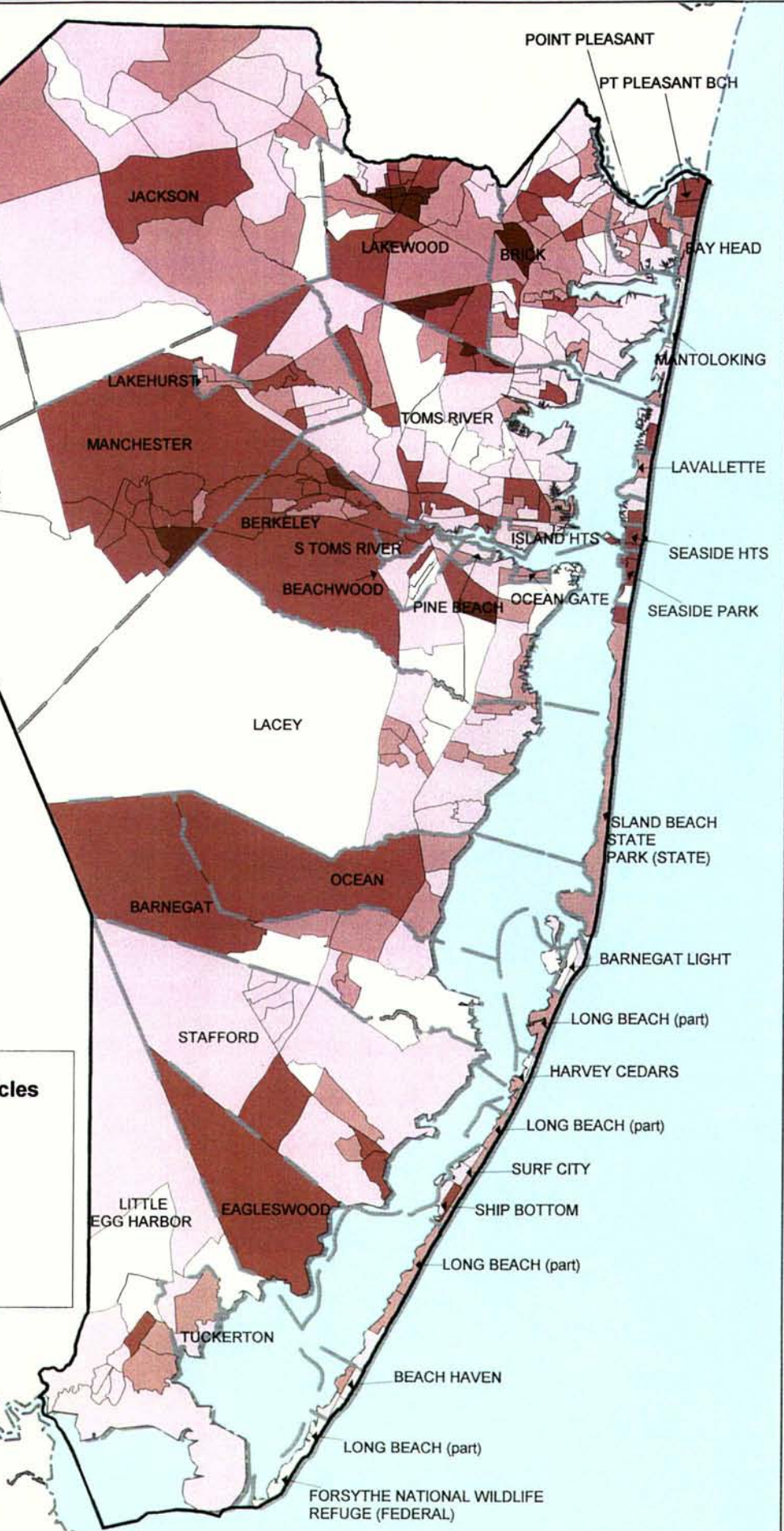
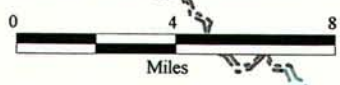
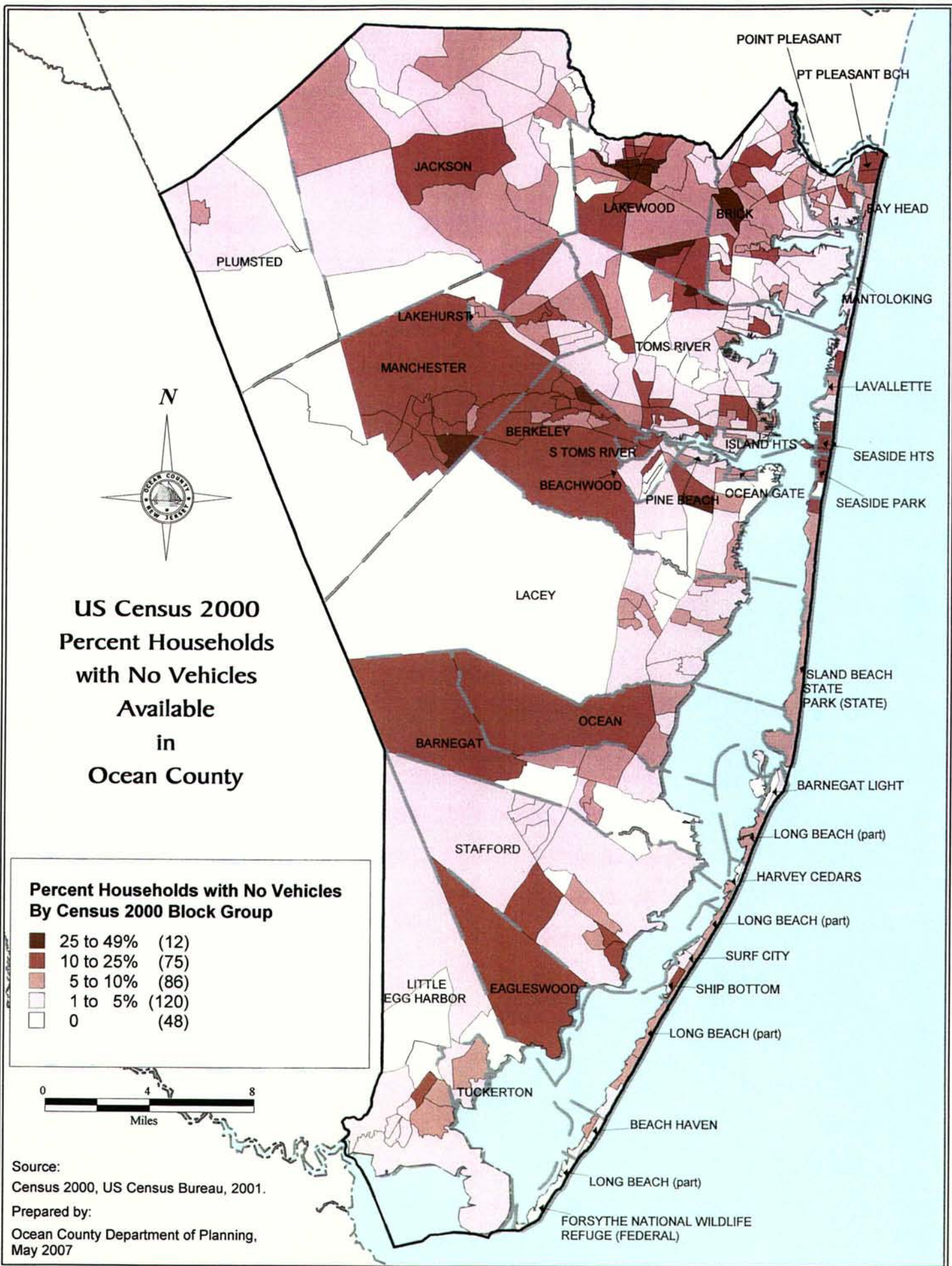
Municipality	No Vehicles		One Vehicle		Two Vehicles		Three or more Vehicles	
	No. Perc	No. Perc	No. Perc	No. Perc	No. Perc	No. Perc	No. Perc	
	1990	2000	1990	2000	1990	2000	1990	2000
Barnegat Light Borough	157	3.8%	285	5.2%	1,451	34.8%	2,020	48.5%
Bay Head Borough	9	2.7%	7	1.9%	169	49.9%	187	50.3%
Beach Haven Borough	38	5.8%	27	4.6%	297	45.1%	242	41.3%
Beachwood Borough	142	4.7%	105	3.0%	905	29.7%	882	25.5%
Berkeley Township	1,957	11.1%	2,372	12.0%	10,875	61.7%	11,505	58.0%
Brick Township	1,668	6.7%	1,808	6.1%	8,882	35.6%	10,162	34.4%
Eagleswood Township	39	7.3%	61	11.2%	183	34.4%	143	26.2%
Harvey Cedars Borough	3	1.8%	6	3.6%	79	47.3%	60	36.4%
Island Heights Borough	30	5.4%	22	3.1%	195	35.0%	235	39.3%
Jackson Township	450	4.0%	516	3.6%	2,955	26.6%	3,494	24.7%
Lacey Township	300	3.8%	428	4.6%	2,648	33.3%	2,925	31.3%
Lakehurst Borough	109	10.8%	56	6.4%	410	40.5%	285	32.8%
Lakewood Township	3,147	19.2%	3,282	16.5%	7,188	44.0%	9,055	45.6%
Lavallette Borough	79	7.4%	68	5.6%	531	49.6%	574	47.5%
Little Egg Harbor Township	258	5.1%	291	4.7%	1,959	38.7%	2,334	37.7%
Long Beach Township	91	5.9%	70	4.2%	730	47.0%	646	38.8%
Manchester Township	2,902	15.7%	3,014	14.6%	11,686	63.1%	12,231	59.1%
Mantoloking Borough	2	1.3%	0	0.0%	57	36.8%	68	34.5%
Ocean Township	91	4.4%	132	5.4%	852	40.8%	795	32.5%
Ocean Gate Borough	85	10.2%	57	6.9%	350	42.0%	376	45.2%
Pine Beach Borough	29	3.9%	32	4.2%	242	32.7%	240	31.3%
Plumsted Township	97	4.6%	62	2.5%	512	24.5%	566	22.5%
Point Pleasant Borough	252	12.2%	451	6.0%	893	43.2%	2,434	32.2%
Point Pleasant Beach Borough	474	6.8%	297	12.8%	2,378	33.9%	1,002	43.2%
Seaside Heights Borough	165	16.3%	279	19.8%	586	57.7%	695	49.4%
Seaside Park Borough	63	7.7%	96	8.5%	379	46.2%	481	42.7%
Ship Bottom Borough	56	8.6%	52	7.7%	354	54.5%	311	46.2%
South Toms River Borough	70	6.5%	95	8.8%	348	32.4%	336	31.3%
Stafford Township	295	5.8%	423	4.9%	2,193	42.9%	2,636	30.8%
Surf City Borough	20	3.0%	28	4.0%	338	51.1%	353	50.6%
Toms River Township*	1,757	6.4%	2,044	6.1%	9,231	33.7%	11,154	33.3%
Tuckerton Borough	154	12.3%	77	5.2%	493	39.5%	597	40.6%
Ocean County	15,015	8.9%	16,574	8.3%	70,543	42.0%	79,234	39.5%
	23,687	14.1%	23,687	14.1%	30,046	15.0%	30,046	15.0%

Vehicles Available by Household and Percentage of Households, 1990 - 2000

Source: U.S. Census Bureau, 1990 Census of Housing and Population, STF 3; Census 2000, Sample Demographic Profile, SF3, May 2002.

*Effective November 14, 2006, Dover Township was officially renamed Toms River Township.

Prepared by: Ocean County Department of Planning, December 2006.



Unemployment

Unemployment is a characteristic that is likely to affect an individual or family's income and/or ability to own a private automobile. **Table 2-13** lists the number and percentage of unemployed individuals in New Jersey, Ocean County, and the communities within Ocean County in 2000. While Ocean County as a whole experienced the same unemployment rate as the state, fourteen communities in Ocean County had higher unemployment rates than the statewide rate of 3.7 percent in 2000. These communities are: Beach Haven, Berkeley, Lakehurst, Lakewood, Little Egg Harbor, Long Beach, Manchester, Ocean, Seaside Heights, Seaside Park, Ship Bottom, South Toms River, Surf City and Tuckerton. The communities with the lowest unemployment rates were Harvey Cedars and Mantoloking Boroughs who both experienced unemployment rates equal to 0 percent, followed by Lavallette Borough with a rate of 2.2 percent.

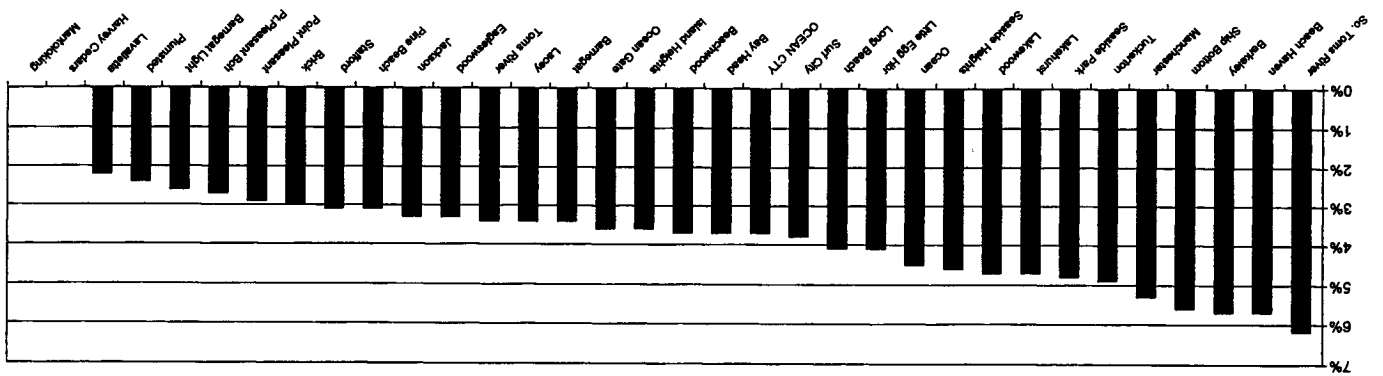
The community reporting the highest year 2000 unemployment rate was South Toms River with 6.2%. The 2000 Census indicates the highest number of unemployed persons were located in Toms River Township with 1,545 persons, Brick Township with 1,179 individuals, Lakewood Township with 1,008 persons, Jackson Township with 740 persons and Berkeley Township with 683 unemployed persons reported.

Table 2-13

2000 Annual Average Labor Force Estimates by Municipality

Municipality	Potential Labor Force	Number of Residents Employed	Unemployment	Unemployment Rate
Barnegat Township	6,846	6,810	236	3.4%
Barnegat Light Borough	312	304	8	2.6%
Bay Head Borough	654	630	24	3.7%
Beach Haven Borough	568	535	33	5.7%
Beachwood Borough	5,741	5,529	211	3.7%
Berkeley Township	11,972	11,289	683	5.7%
Brick Township	39,234	38,055	1,179	3.0%
Eagleswood Township	748	724	24	3.3%
Harvey Cedars Borough	136	136	0	0.0%
Island Heights Borough	893	860	33	3.6%
Jackson Township	22,154	21,414	740	3.3%
Lacey Township	13,040	12,601	439	3.4%
Lakehurst Borough	1,211	1,154	57	4.7%
Lakewood Township	21,373	20,365	1,008	4.7%
Lavallette Borough	1,105	1,081	24	2.2%
Little Egg Harbor Township	7,777	7,460	317	4.1%
Long Beach Township	1,400	1,343	57	4.1%
Manchester Township	10,508	9,946	561	5.3%
Mantoloking Borough	147	147	0	0.0%
Ocean Township	3,242	3,095	146	4.5%
Ocean Gate Borough	1,121	1,081	41	3.6%
Pine Beach Borough	1,061	1,028	33	3.1%
Pine Beach Township	4,032	3,934	98	2.4%
Point Pleasant Borough	10,510	10,209	301	2.9%
Pt. Pleasant Beach Borough	2,665	2,592	73	2.7%
Seaside Heights Borough	1,584	1,511	73	4.6%
Seaside Park Borough	1,190	1,133	57	4.8%
Ship Bottom Borough	723	682	41	5.6%
South Toms River Borough	1,824	1,710	114	6.2%
Stafford Township	10,907	10,565	342	3.1%
Surf City Borough	643	619	24	3.8%
Toms River Township*	45,108	43,563	1,545	3.4%
Tuckerton Borough	1,676	1,595	81	4.9%
Ocean County	232,059	223,480	8,579	3.7%

Unemployment Rate - 2000



Note: Municipality totals will not add to County total due to rounding. *Effective November 14, 2006, Dover Township was officially renamed Toms River Township. Source: NJ Department of Labor and Workforce Development, Office of Labor Planning and Analysis, May 2006, Dover 2006, 2005 Benchmark. Prepared by: Ocean County Department of Planning, March 2007.

Summary of Ocean County Demographic Characteristics

A summary of key demographic characteristics relevant to transportation issues is presented below.

- ❖ Population in Ocean County grew by 18 percent from 1990 to 2000 and is expected to continue to grow an additional 14 percent to a total population of nearly 579,480 by the year 2010.
- ❖ While population density varies throughout the county from a low of 88 persons per square mile in Eagleswood Township to over 5,461.6 persons per square mile in Point Pleasant, much of the area is suburban or rural in nature.
- ❖ The percentage of the County's population that is aged 65 and over is significantly higher than the percentage for the state as a whole. This population is generally concentrated in the northern half of the County.
- ❖ The percentage of the County's population with a disability is nearly on percent higher than that of the state as a whole. This population is primarily located in the northern and eastern portions of the County.
- ❖ In general, Ocean County residents live within modest means, with a median household income level that is nearly \$9,000 lower than the median household income for the state. The highest percent of households with incomes below \$15,000 are primarily located along the shore and in the northern half of the county.
- ❖ While the county as a whole shows auto access to be higher than for the state as a whole, there are several communities where auto access is significantly less, namely, Seaside Heights, Lakewood, Manchester, Point Pleasant, and Berkeley.
- ❖ In Ocean County, the unemployment rate in 2000 was the same as the state, yet there were fourteen communities that reported higher unemployment than the statewide rate of 3.7 percent.

Key Travel Destinations in Ocean County

In conjunction with identifying areas of transportation need, the next step is to identify likely destinations for those who use or would use public transportation. **Figure 2-5** shows an assessment of public transportation opportunities for TANF participants. Some of the primary locations are employment locations, childcare centers, and other key destinations such as sites for training and education work activities. The TANF participants are displayed on the map, not by their individual location, but rather to reflect the distribution of the municipality in which they reside. In using this map as a reference guide, we can begin to identify existing services and where some gaps in service may exist.

Employers

Employment in Ocean County is predominantly located in service industries. The top three employers include Saint Barnabus Health Care System: Community/Kimball/Behavioral Health, Ambulatory Care reporting 4,400 employees with locations in Toms River, Lakewood and Manchester Townships, Six Flags Great Adventure with nearly 3,800 employees relating to a seasonal operation located in Jackson Township, followed by Navy Lakehurst Air Engineering Center with nearly 3,500 employees. Another large sector of employment within the County relates to education, predominately in area high schools. The Toms River Regional School System employees more than 2,300 persons followed by the Brick Township system with more than 1,600 employees and Jackson School System with roughly 1,400 employees. Meridian Health, which operates Ocean Medical Center, in Brick Township reports 1,350 employees followed by Southern Ocean County Hospital of Stafford Township, with more than 1,200 employees.

As part of New Jersey's Urban Enterprise Zone program, which is intended to stimulate job creation in economically distressed areas, the Township of Lakewood is the only municipality within the County to receive designation as an Urban Enterprise Zone (UEZ) in 1994. The Lakewood Industrial Park contains approximately 2,200 acres and more than 350 businesses, providing more than 10,000 jobs. In addition, the Park is home to the Lakewood Blue Claws team, a popular minor league baseball team. The Park is served by the Lakewood Job Link bus as well as Ocean Ride's Brick Link bus route.

Based on Census data, it is also important to note that travel patterns show more than 33,000 Ocean county residents commute to Monmouth County for work, representing almost 19 percent of the employees residing in Ocean County. Efforts to advance additional passenger rail service along existing rail lines within the County continue to be a focus of local elected officials and professional staff, as evidenced in the continual work activity on the MOM Rail study being conducted by NJ Transit.

Child Care Facilities

Childcare facilities are divided among Licensed Centers and Licensed in-home providers. In 2006, the Ocean County Department of Human Services prepared an update to the County's Child Care Plan. The plan reported the following: as of June 2006, there were 132 state registered family child care providers and 141 licensed child care day care centers. As in the case of employers, childcare centers are located primarily in the more developed regions of the County. Notably, Ocean County is the only county in New Jersey to have a Special Needs Network of family child care providers who agree to save a space for a special needs child. These providers receive extra specialized training. There are 57 providers in the Special Needs Network. In addition to the two types of childcare options cited above, many families seek in-home providers and relatives to meet their childcare needs.

Other Key Travel Destinations

Figure 2-6 titled the Ocean County Transit Guide, identifies a number of key travel destinations, including **One-Stop Career Centers, Community Colleges, Malls, and Hospitals**. The County maintains two One-Stop Centers which include a variety of state and county social service agencies. One center is located on Hooper Avenue in Toms River Township and includes the Board of Social Services, Senior Services, Veterans Service Bureau, Consumer Affairs, Weights and Measures, Adjuster's Office, Human Services and Employment Services. The One-Stop Career Center is located on Route 9 in Toms River Township. In addition, the County operates a Northern Resource Center located in Lakewood, a Southern Resource Center in Manahawkin and an outreach center in Manchester.

The Ocean County Library system includes 20 branches throughout the county, three Board of Social Services locations and three locations of Ocean, Inc. The County features an extensive Vocational school system with five locations in Jackson, Brick, Lakehurst, Toms River and Waretown and eight supportive centers including the newly constructed MATES program, Marine Academy of Technology and Environmental Sciences located in Stafford. Ocean County College, the state's first community college is located on Hooper Avenue in Toms River, and satellite location known as the Southern Education Center in Stafford, while Georgian Court University and Beth Medrash Govoha are located in Lakewood Township.

The Ocean County Mall is the County's largest enclosed mall location. Additional shopping centers are located on Route 37 in Toms River Township, along Route 72, Stafford Township, the Jackson Outlet Mall, Jackson Township and Brick Plaza and the Shop-Rite/Kohl's Plaza in Brick Township. These represent the largest retail concentrations in the county. There are four hospitals within the County; Saint Barnabus Health Care System – Community Medical Center, Toms River; Kimball Medical Center, Lakewood; Meridian Health-Ocean Medical Center, Brick, Southern Ocean County Hospital, Manahawkin. The County also has a Veterans outpatient

medical clinic, James J. Howard VA Clinic located in Brick. Key transit hubs include the Toms River Park and Ride, the Lakewood Bus Terminal, The Point Pleasant Beach Rail Station, the Bay Head Rail Station.

Existing Transportation Services

Fixed Route Services:

Fixed route transportation services in Ocean County are provided by New Jersey Transit, either operated directly or provided by a contractor operating NJ Transit equipment, by Ocean County Transportation, or by private for profit carriers. **Figure 2-6** shows all of the fixed bus routes (public and private) that operate in Ocean County.

New Jersey Transit

Fixed Route Bus Service

New Jersey Transit Bus Service provides service on six routes that operate along major thoroughfares throughout the county. Effective June 1, 2007, increased bus and rail fares are in effect. These routes are described individually below.

Route 67: From Toms River through Lakewood, through Monmouth County, to Newark, Jersey City and Weehawkin. Weekday service is available twice hourly from Lakewood during the AM peak, once every other hour after 7:30am until 7:30pm.

Route 137: From Toms River through Lakewood, to New York Port Authority Bus Terminal. Weekday service is available four times on the quarter hour before 7:00am, and every thirty minutes until 8:00am. Service from New York operates approximately 4 times per hour from 4:00pm until 7:15pm.

Route 139: From Lakewood through Monmouth County to New York Port Authority Bus Terminal. Service from Lakewood is available twice hourly from 4:00pm through 9:00pm, with hourly service until 12:45am weekdays. Weekend service is available twice each hour on Saturday and Sunday.

Route 317: From Asbury Park in Monmouth County via Point Pleasant Beach, Brick Township, Lakewood and Jackson to Philadelphia mostly every other hour seven days a week from 7:57am to 9:33pm.

Route 319: From New York City express service including Toms River Township Bus Terminal every other hour in each direction seven days a week from 5:15am to 11:30am. From Wildwood via Atlantic City to New York Port Authority Bus Terminal.

Route 559: From Lakewood through Toms River, south along Route 9 to Atlantic City. Service is hourly in both directions, 24 hours per day, 7 days a week. Local stops are made in southern Ocean County communities including Bayville, Beachwood, Lanoka Harbor, Forked River, Waretown, Barnegat, Manahawkin, West Creek, Tuckerton and Little Egg Harbor, New Gretna, Smithville, Absecon, Pleasantville and Atlantic City.

NJ Transit - Access Link Service

Access Link is New Jersey Transit's paratransit service required by the Americans with Disabilities Act of 1990. The service is designed for people whose disability prevents them from using the existing local bus service and can be used for any trip purpose. In order to use Access Link, individuals must go through a fairly rigorous application process, including a personal interview with a local Assessment Agency. Not all persons with a disability are eligible for ADA paratransit.

The following individuals are eligible for Access Link:

- People who, because of their disability, cannot get on or off of a bus, or ride on an accessible bus without assistance;
- People who have impairment-related conditions that prevent them from getting to or from a bus stop;
- Any person with a disability who could use an accessible vehicle, but accessible service is not available;
- People who are ADA Paratransit eligible with other transit agencies (these people are temporarily eligible for 21 days); and
- Personal Assistants (PA's) of ADA eligible riders, or companions of eligible rider.

Access Link service operates based on strict eligibility criteria. Access Link is a shared ride, curb-to curb system that operates during the same days and hours as the NJ Transit local fixed route bus services. Fares are charged to riders.

In order to be eligible for Access Link, both the trip origin and destination must be located within ¼ mile on either side of a local bus route. It should be emphasized that only local bus routes are shadowed by the Access Link service (ie. express, regional and commuter routes are exempt from the ADA guidelines). In Ocean County, NJ Transit routes shadowed by Access Link include:

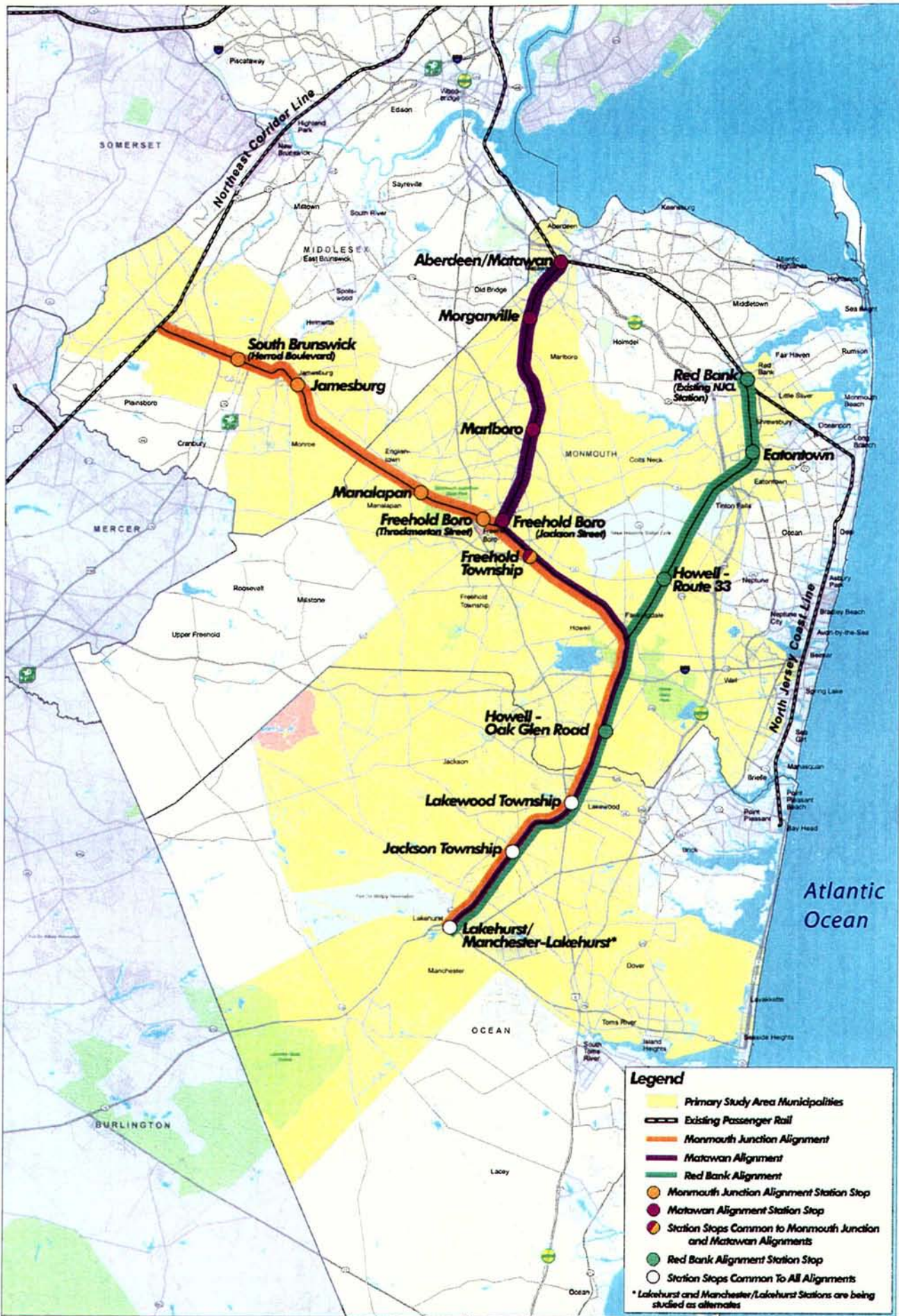
- #64 Lakewood-Jersey City – Weehawken (Excludes portion of alignment along the Garden State Parkway segment)
- #67 Toms River – Lakewood – Newark (Excludes seasonal segment of bus alignment to Seaside Heights/Island State Park)
- #317 Philadelphia - Asbury Park
- #559 Lakewood - Atlantic City
- #830 Asbury Park - Pt. Pleasant Beach (predominately serves Monmouth County)
- #307 Freehold-Six Flags Great Adventure (Seasonal)

Rail Service

NJ Transit provides North Jersey Coast Line (NJCL) service to Point Pleasant Beach and Bay Head rail stations located in the northeast section of Ocean County. Through a private contractor, Ocean Ride provides the Brick Link bus route, which operates on weekdays and provides a connection from the Point Pleasant Beach Rail Station, through Brick Township, into the Lakewood Industrial Park terminating at the Lakewood Bus Terminal. This route was implemented as a result of the County's 1998 Transportation Plan which identified the east-west connection as a service priority. Bay Head is the southern terminus for passenger rail service on the North Jersey Coast Line.

The existing rail service is accessible to only a small segment of the County's overall population, due to its location in the northeast quadrant of the County. Efforts are currently underway to advance the restoration of passenger rail service from a more centralized location in Lakehurst, Ocean County, as part of the NJ Transit Draft Environmental Impact Statement process. The MOM project, Monmouth-Ocean-Middlesex Rail Project includes the study of three rail alignments, each alignment follows a common, existing rail alignment from Lakehurst, in central Ocean County to Farmingdale, located in Monmouth County. From this common point, the alignments then diverge along separate and distinct alignments including the Matawan alignment, Red Bank alignment and Monmouth Junction alignment. The counties of Ocean and Monmouth favor the Monmouth Junction alignment in terms of addressing smart growth concerns for western Monmouth County and to provide the optimal opportunity for travel destinations via the Northeast Corridor. Refer to **Figure 2-7** illustrating the route alignments under study in the MOM DEIS.

New Jersey Coast Line (NJCL) rail service is designed for commuters to the New York/Newark metropolitan areas. As a result, the AM peak service is primarily northbound while the PM peak service is primarily southbound. There is limited service available on weekends.



Legend

- Primary Study Area Municipalities
- Existing Passenger Rail
- Monmouth Junction Alignment
- Matawan Alignment
- Red Bank Alignment
- Monmouth Junction Alignment Station Stop
- Matawan Alignment Station Stop
- Station Stops Common to Monmouth Junction and Matawan Alignments
- Red Bank Alignment Station Stop
- Station Stops Common To All Alignments

* Lakehurst and Manchester/Lakehurst Stations are being studied as alternates



Ocean Ride Transportation System

Ocean Ride is the name of the County's community transportation system, which includes both fixed route bus service as well as demand responsive and other specialized program elements. The primary purpose of the Ocean Ride fixed route service is to provide residents with regularly scheduled, regional routes that address local, intra-county mobility needs and travel destinations. The Ocean Ride system consists of 17 circulator type routes, two of which are operated by Loori Bus Company, Inc. under contract to the Board of Chosen Freeholders.

The Ocean Ride system includes a fleet of 73 vehicles ranging from 33 passenger transit buses, mini-buses and mini-vans. The fleet is currently 91% accessible to accommodate riders who use wheelchairs and other mobility devices. **Figure 2-15** shows the Ocean County Transportation System routes. The Ocean Ride bus routes are described below:

Ocean Ride BUS ROUTE SUMMARY

Route 37 Toms River Connection: Coastal Communities - Toms River

This route operates between President Avenue and Route 35 South – Lavallette and Toms River Business Park. The service operates between 6:05 AM and 10:17 PM Monday through Friday, and between 7:05 AM and 10:17 PM on Saturday. Fares are \$1.00 for first zone, \$.40 each additional zone. Seniors, persons with disabilities and children receive a discount with proper identification. In the Spring/Summer, Toms River Connection operates 7 days a week.

Brick Link: Point Pleasant Rail Station - Brick (NJ 70/88) - Lakewood Bus Terminal

This route operates between Point Pleasant Beach Rail Station and Lakewood Bus Terminal. Service operates between 6:30 AM and 6:20 PM on weekdays. Fares are \$1.00 for first zone, \$1.40 for second zone and \$1.70 for third zone. Seniors, persons with disabilities and children receive a discount with the proper identification.

Route 1: Whiting

This route begins in Cedar Glen Lakes and terminates at the Ocean County Mall Applebee's. Service to the Mall is available leaving Cedar Glen Lakes 8:00 AM. Return service leaves the Mall at 11:47 AM and 1:47 PM on weekdays. Fares are \$.25 for seniors & persons with disabilities, \$.50 for general public.

Route 1A: Whiting Express

This route begins at Cedar Glen Lakes Clubhouse and terminates at the Ocean County Mall Applebee's. Two round trips are made each weekday beginning at Cedar Glen Lakes Clubhouse at 8:30 AM. Return service leaves the Mall at 10:00 AM, 12:30 PM and 2:25 PM. Fares are \$.25 for seniors & persons with disabilities, \$.50 for general public.

Route 2: Manchester – Lakehurst – Toms River

This route begins at Homestead Run and terminates at the Ocean County Mall. Service to the Mall is available leaving Homestead Run between 8:30 AM and 10:30 AM. Return service

leaves the Ocean County Mall between 12:30 PM and 2:30 PM on weekdays. Fares are \$.25 for seniors & persons with disabilities, \$.50 for general public.

Route 3: Brick – Lakewood – Toms River

This route begins at Hovsons Boulevard and terminates at Laurel Square. Two round trips are made each weekday beginning at Hovsons Boulevard at 8:40 AM and again at 11:30 AM. Return service leaves Laurel Square between 10:30 AM and 2:00 PM on weekdays. Fares are \$.25 for seniors & persons with disabilities, \$1.00 for general public.

Route 4: Lakewood

This route circulates throughout Lakewood Township making trips between the Lakewood Bus Terminal, stopping at Target/Brick Plaza/Shop-Rite/Kohl's and Wal-Mart/Kmart on alternate days in Brick Township. The service operates between 9:04 AM and 3:42 PM on weekdays. Fares are \$.25 for seniors & persons with disabilities, \$1.00 for general public.

Route 5: Lacey

This route circulates throughout Lacey Township making three round trips between Town Hall and the Shop-Rite Plaza. The service is available between 9:00 AM and 3:40 PM on weekdays. Fares are \$.25 for seniors & persons with disabilities, \$.50 for general public.

Route 5A & 5B: Lacey – 5A: Lanoka Harbor, Forked River to Stafford Square, 5B: Lanoka Harbor, Forked River to Ocean County Mall

The 5A route runs the 4th Wednesday of each month and begins its trip at 9:00 AM at Bay Way and Route 9. It arrives at Kmart off of Route 72 at 11:05 AM. The return trip picks up at Kmart at 1:50 PM arriving at Bay Way and Route 9 at 3:27 PM. The 5B route runs the 2nd Wednesday of each month and begins its trip at 9:00 AM at Bay Way and Route 9. It arrives at the Ocean County Mall at 10:50 AM. The return trip picks up at the Ocean County Mall at 2:00 PM arriving at Bayway Avenue and Route 9 at 3:30 PM. Fares for these two routes are \$.25 for seniors & persons with disabilities and \$.50 for general public.

Route 6: Tuckerton – Stafford - Barnegat

This route makes two trips beginning in Little Egg Harbor Township at 9:00 AM and again at 12:25 PM. The bus travels along Route 9 North and provides access to Route 72 with stops at Perry's Lake, Stafford Square Mall, Kmart, Wal-Mart, Southern Ocean County Hospital, Fawn Lakes, Brighton at Barnegat, and Pinewood Estates. Service is available weekdays. Fares are \$.25 for seniors & persons with disabilities, \$.50 for general public.

Route 7: Eastern Berkeley

This route operates between the Bay Ridge Apartments, departing at 9:00 AM and at 12:55 PM. Return trips depart the Toms River Park and Ride at 10:50 AM and again at 2:30 PM Monday, Wednesday, and Friday. Fares are \$.25 for seniors & persons with disabilities, \$1.00 for general public.

Route 8: Western Berkeley

This route operates as a circulator through Western Berkeley to the Ocean County Mall, making one round trip each weekday. Service begins at the Grand Union on Route 37 at 8:30 AM, returning from the Ocean County Mall at 1:30 PM. On Monday, Wednesday and Friday this route also operates from Gardens of Pleasant Plains to the Ocean County Mall, departing at 10:15 AM. Return service leaves the Ocean County Mall at 1:30 PM. On Tuesday and Thursday this route also operates from Gardens of Pleasant Plains to Baywick

Plaza, departing at 10:15 AM. Return service leaves the Baywick Plaza at 12:45 PM. Fares are \$.25 for seniors & persons with disabilities, \$1.00 for general public.

Route 9: Barnegat

This route operates two round trips between Pheasant Run and Stafford Square, leaving at 9:00 AM and again at 10:30 AM. Return trips begin at Stafford Square at 12:30 PM and again at 2:15 PM. Service is available on Wednesdays only. Fares are \$.25 for seniors & persons with disabilities, \$1.00 for general public.

Route 10: Plumsted

This route operates on Tuesdays and Thursdays only. On Tuesdays, the route operates between Deep Run/Jensen's and Brick Plaza departing at 9:45 AM and returning at 1:30 PM from Brick Plaza. On Thursdays, the route operates from Deep Run/Jensen's to the Ocean County Mall departing 9:45 AM and returning at 1:45 PM from the Mall. Fares are \$.25 for seniors & persons with disabilities, \$.50 for general public.

Route 11: Jackson

This route operates on Tuesdays and Thursdays only. On Tuesdays, the route operates between the Ocean County Library Jackson Branch, departing at 9:15 AM and returning from Kmart/Pathmark at 1:10 PM arriving at the Library 2:00 PM. On Thursdays, the route operates between Ocean County Library Jackson Branch to the Ocean County Mall departing at 9:15 AM and returning at 1:15 PM at the Library. Fares are \$.25 for seniors & persons with disabilities, \$1.00 for general public.

Route 29: Point Pleasant Beach - Point Pleasant Borough – Brick – Toms River

This route operates one round trip between Laurel Square and the Ocean County Mall leaving Laurel Square and the Ocean County Mall leaving Laurel Square at 9:00 AM and returning at 1:30 PM. Service is available on Tuesdays and Thursdays only. Fares are \$.25 for seniors & persons with disabilities, \$1.00 for general public.

Routes LBI-North and LBI-South: Long Beach Island North and South

These routes operate only on Mondays. LBI-North operates north of Manahawkin, stops in Brant Beach, Ship Bottom, Surf City, Barnegat Light and Manahawkin. Departing 8:30 AM and returning 1:35 PM. LBI-South operates south of Manahawkin, stops in Brant Beach, Bach Haven Park, Beach Haven Terrace and Manahawkin. Departing 10:15 AM and returning 3:20 PM. There is no fare for this route.

Route: Waretown Shopper's Loop

Reservations are required for this route. Please call 609.693.3302 ext. 221 to reserve a ride. Service operates 1st, 2nd & 3rd Wednesdays of the month to Stafford Square Mall, Kmart, Wal-Mart Plaza – Route 72, Stafford. 4th Wednesday of the month services Lacey Mall, Route 9, Lacey. 2nd Friday of the month travels to Ocean County Mall and Route 72 locations in Stafford. Zone A (North of Barnegat Beach Drive): Pick-ups begin at 8:30 AM, departs shopping locations at 12:20 PM. Zone B (South of Barnegat Beach Drive): Pick-ups begin at 10:15 AM, departs shopping locations at 1:55 PM. Fares are \$.25 for seniors & persons with disabilities, \$.50 for general public.

Other Fixed Route Services

There is one private bus company, Academy Bus Tours that provides commuter bus service from Ocean County. As is the case with the rail service, much of the bus service is oriented toward the New York/Newark Metropolitan area. Academy offers commuter service during peak hours from Jackson, Toms River and the Forked River Food and Fuel along the Garden State Parkway.

Lakewood Job Link

Lakewood Township contains a designated Urban Enterprise Zone (UEZ) which includes portions of downtown Lakewood and the Lakewood Industrial Park. Lakewood Development Corporation administers funding to support the Lakewood Job Link bus route which operates on a shuttle type schedule between downtown Lakewood and circulates throughout the Industrial Park to various business locations. The cost for a one way trip is \$.50. Service operates Monday to Friday from 6:00 am to 6:00 pm. The bus route offers connections to other service at the Lakewood Bus Terminal and the Point Pleasant Rail Station.

Demand-Responsive Services

Reserve-A-Ride

The County sponsored service was formerly known as OCHETS and was renamed during 2000 as part of the County's comprehensive efforts to modernize and update the transportation program. A series of strategic investments were made including the purchase of additional transit vehicles, implementation of new state-of-the-art software system, introduction of a new system logo and modernized vehicle graphics to present a unified, recognizable appearance to the riders and the general public. Within the Ocean Ride system, the demand responsive service is known as Reserve-A-Ride. This service provides non-emergency, curb-to-curb, medical transportation to all senior citizens (age 60+) and residents with disabilities (age 18+) in Ocean County. During 2006, a total of 215,534 trips were provided on the Reserve-A-Ride service. The service offers both demand response and subscription services to an eligible population of over 150,000 individuals. Common destinations for Reserve-A-Ride service include doctors' offices, hospitals and medical centers. A limited number of trips are made outside of the county to access veterans medical clinics and locations beyond a 5 mile radius of County border when practicable. The hours of operation for the Reserve-A-Ride service span 4:30am – 4:30pm, Monday through Friday. Transportation to all destinations is free, however a voluntary donation policy allows for donations in the form of check or money order to be mailed to the Ocean County Department of Transportation Services.

On June 1st, 2007, Ocean Ride and their consultant team began operating the routing, scheduling and reservation functions with updated computer software to further increase operating efficiency to the Reserve-A-Ride Program. With full funding support from the Board of Chosen Freeholders, this effort is part of a comprehensive phase I and II approach to increasing the use of transit technology on the system. Phase II will include the installation of MDT's-mobile data terminals on-board 58 of the Ocean Ride transit vehicles. The MDT's will play a major role in the ability to increase overall ridership and to effectively respond to changing conditions and time schedules relating to our passengers. For several months, the Ocean Ride support staff have participated in software training sessions prior to the actual implementation date.

Next Day Trip Service

The Reserve-A-Ride Program features a next day trip feature to allow eligible riders to request a trip for the following day. The following day, our Dispatch staff contact individual riders to notify them if their trip can be accommodated. Since it is not a guaranteed trip, this feature works best for more flexible needs such as getting to the local supermarket. With the installation of the MDT system, it is anticipated that the number of daily trips to be accommodated will increase.

Other Demand Responsive Service Providers

There are a number of agencies providing transportation in Ocean County for senior citizens, residents with disabilities and people with low incomes. The services offered by these agencies vary greatly based on agency needs and available resources. Some programs rely solely on volunteers and have limited capacity, while others have transportation staff and own their own vehicles. The range of services were identified through the comprehensive survey effort.

Ridesharing Services

The New Jersey Department of Transportation provides funding for COAST TMA, under the auspices of Greater Mercer TMA, to provide free ridesharing services for commuters working in Ocean County. Residents of Ocean County who work in other counties can also obtain free rideshare matching services from the TMA that serves the county in which they work.

COAST's ridesharing program includes a wide range of services that include carpool and vanpool formation and assistance, free emergency rides home for registered car/vanpoolers, free commuter newsletters, shuttle service development and transit information.

Rideshare matching services are performed using RidePro software maintained by the New Jersey of Transportation. Interested commuters, employers, placement agencies, etc. provide us with addresses and work schedules, which are used to generate match

lists. All information provided is entered in a statewide database of rideshare applicants. All information is confidential and used for rideshare matching purposes only. When a match is found, a match list with instructions is sent out. No addresses are included on the list. We ask that the people on the list call each other and make the arrangements necessary to start their carpool. This includes financial arrangements, schedules, etc.

Carpooling is the most commonly used alternative to the single occupant automobile. It is an important mobility option for non drivers particularly in small towns and rural areas, as well as those who have access to a personal automobile, because of its flexibility and low costs. COAST is currently working with the New Jersey DOT to provide free gas cards for newly registered carpools.

COAST can also provide interested groups of commuters with information on third party vanpool providers such as VPSI, and administers New Jersey Transit's Vanpool Subsidy program which provides registered vanpools with a monthly subsidy. Vanpools are generally leased by groups of commuters on a monthly basis. Consequently, they are not as flexible as carpools and are most cost effective for groups of commuters who regularly travel 20 miles or more each way to work. Large employment sites are generally more likely to have the critical mass of employees needed to form and sustain vanpools. There are four registered vanpools at the Lakehurst Naval Air Center, for example.

COAST can also work with employers to develop employee shuttles. In Mercer County, Greater Mercer TMA has developed shuttles for several large employers who find that funding shuttles is an effective means of attracting and retaining employees and interns.

2-1-1 Information and Referral Service

Contact of Ocean County is the designated source for the 2-1-1 information and referral service. The non-profit agency provides trained volunteers to offer guidance on where to seek additional information for basic services including transportation. The hotline service is offered 24 hours a day/seven days a week. Their public service slogan is "Dial 2-1-1. Get Connected. Get Answers."

The County network include various agencies, departments and organizations that provide public information and referral service to the transportation network. The key organizations include:

County Connection - outreach facility located in the Ocean County Mall, open 364 days a year during regular mall hours to provide assistance and information on County services

Mobile County Connection- provides outreach to local neighborhood sites, is staffed and equipped with information materials about County services, innovative program gets out to senior centers, local town locations,

Office of Senior Services - NJ EASE Toll Free- in-state 1-800-668-2191
Local Number: 732-929-2091

Ocean Ride:

Website: www.co.ocean.nj.us/Transportation **E-Mail:** OceanRideInfo@co.ocean.nj.us
Phone: 732.736.8989 **Toll-Free:** 1.877.929.2082

Ocean County Board of Social Services

Phone: 732.349.1500

Ocean County Library – with 20 branch locations throughout Ocean County, relevant transit information is available to the public:

Website: www.oceancounty.lib.nj.us
Phone: 732.349.6200

Greater Mercer and COAST TMA:

Website: www.coastnj.com
Phone: 609.452.1491 or 732.928.8867

DETS (Disabled Employment Transportation Services) Program

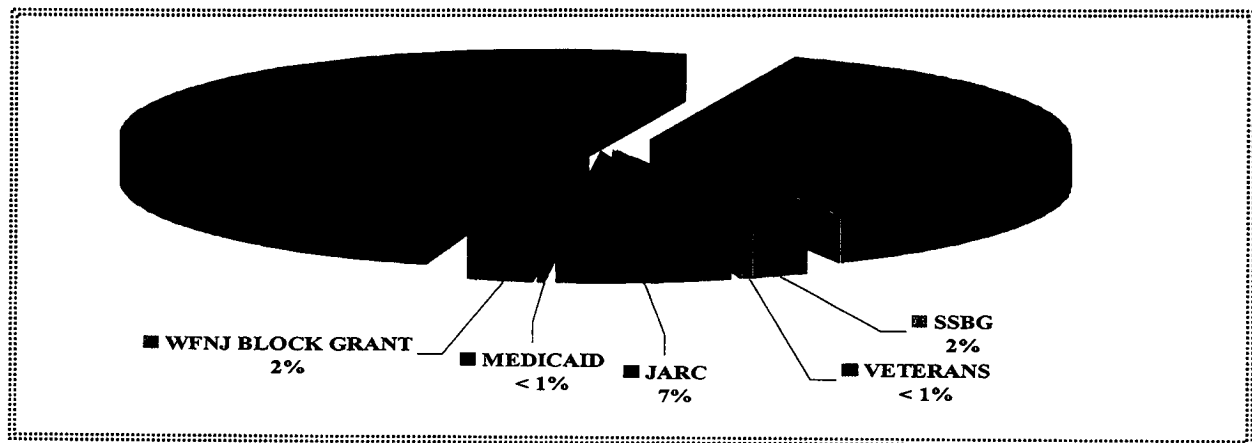
Participants who have a disability that prevents them from driving a vehicle may be eligible to receive assistance from Ocean Ride to get to and from work under the DETS Program. Disabled adults who may qualify are referred to Ocean Ride from their job coach for consideration.

Major Transportation Funding Resources for Ocean County

The Ocean Ride service is administered by the Ocean County Department of Transportation Services. As a department within the framework of County government, the agency has an array of supportive services to provide strong managerial capacity to effectively operate the service. The agency relies on a variety of funding resources to operate the county-wide transportation service. Major funding sources include:

- Ocean County (Board of Chosen Freeholders)
- Senior Citizen and Disabled Resident Transportation Assistance Program (SCDRTAP) Grant
- JARC (Job Access and Reverse Commute) Program
- Medicaid
- Veterans
- Military Affairs
- NJ Department of Human Services (Family Development)

2007 Ocean Ride Funding Sources Figure 2-8



The Ocean County Board of Chosen Freeholders have pledged strong financial and managerial support toward continued investment in the County's transportation system. Each year, the Department prepares a comprehensive budgetary request. Increasingly, the County has pledged additional funds to operate a contracted dialysis service due to increasing demands for life saving treatment at 8 local facilities. In addition, the Board has authorized the expenditure of a capital bond ordinance for transit purchases. The 2006 allocation was \$1 million for the purchase of new reservation and scheduling software and Mobile Data Terminals.

The County system allows for in-house mechanic services at our main garage/office facility in Toms River. This includes preventive maintenance as well as repair service. Through cooperative arrangements, the maintenance staff works a 4-12pm shift which generally allows for repair of transit vehicles and return to service on the next service day.

In 2003, the County released a study on Dialysis Transportation for Seniors, which was conducted through a collaborative process involving Ocean Ride, Office of senior Services and OC Board of Social Services to study the surge in demand for dialysis transportation in Ocean County. Funded by the US Administration of Aging and matching funds from the Board of Freeholders, the study documented this situation and recommended strategies and best practice approaches in terms of policy and coordination with local dialysis providers to better manage the available transportation resource. As a result of this effort, the County created a Transportation Task Force to address pragmatic solutions to maximizing the use of transportation resources. Part of the solution was the expansion of service through a private contractor to address this critical need for service.

The Department also works closely with the County Finance Department, Employee Relations, Information Technology, Public Affairs, Management and Budget,

Vehicle Services, Purchasing, Public Information, County Connection, Parks, Security, Emergency Services, Planning, Human Services, Senior Services, Veterans, Consumer Affairs. Regular contact with the Board of Freeholders and County Administrator is maintained by the Director.

Senior Citizen Disabled Resident Transportation Assistance Program

The Senior Citizen and Disabled Resident Transportation Assistance Act was signed into law in 1984. As a result, New Jersey's counties have received millions of dollars in funding for capital, operations and administration projects related to the delivery of local transportation services through an annual grant process. The funding formula program as administered by NJ Transit reflects the number of residents age 60 and over per the US Census. The County will submit the 2008 SCDRT grant application for a total of \$2,805,060 by June 25, 2007.

NJ Military and Veterans Affairs

Ocean County is home to the largest number of veterans in the state of New Jersey, with nearly 62,000. On an annual basis, the County receives a grant from the NJ Military and Veterans Affairs Department of \$ 30,000 to provide transportation for veterans. Ocean Ride works closely with the Veterans Service Bureau to provide weekday service to VA medical clinics which would require veterans to travel several hours to access. Through a reservation system with Veterans Service Bureau, Ocean Ride provides service to Lyons VA, East Orange VA, Fort Dix VA, and Philadelphia VA as well as the Brick VA clinic located within Ocean County.

JARC – Job Access and Reverse Commute

This federal program became available in 1999. Ocean County was successful in obtaining a competitive grant through a consolidated statewide application process administered by NJ Transit and submitted to the Federal Transit Administration (FTA). In 2001, the County implemented the new Toms River connection bus route which provides a connection between the Seaside Heights and Lavallette areas of coastal peninsula and State Highway Route 37 through Toms River, the County seat. The ridership continues to increase year after year. The current grant is \$665,000 and requires a 50% match from the County in non-federal funds.

Medicaid

Medicaid funds are primarily administered by the Ocean County Board of Social Services for Medicaid-eligible clients. Ocean Ride provides demand responsive service to the Board on a contract basis. The current contract is \$12,000. During the past year, the Board of Social Services and Ocean Ride developed a cooperative pilot project to allow the purchase of monthly bus passes for the Toms River Connection bus route. This arrangement has resulted in significant cost savings when both the trip origin and

destination can be effectively served by the bus route. As an added benefit, the rider can then use the bus for the entire month for a variety of trip purposes.

NJ Department of Human Services – Division of Family Development

Through a cooperative arrangement with the Ocean County Human Services Department, an allocation from the NJ Department of Human Services grant is provided to support transportation. Currently, the annual contribution is \$174,000 which is allocated for the Brick Link bus route, which provides an important east-west connection from the Point Pleasant Rail Station, through Brick and traversing the Lakewood Industrial Park and ending at the Lakewood Bus Terminal. This service is operated by a private contractor to the Board of Freeholders. The bus route operates weekdays only.

Other Sources

The County no longer receives funding from the Federal Section 5311 program, a formula program based on the population residing in rural areas of the County. With the release of the 2000 Census, Ocean County was largely reclassified as “urban” and therefore the funding was reduced. In 2003, the Board of Chosen Freeholders allocated additional funds to cover the shortfall of federal funds, without this action, the County stood to lose 11 drivers and bus routes.

Fare revenues represent a small portion less than 2% of the overall funding support for the County transportation program. Fares have never been raised since the initiation of service dating back to the early 1980's, even though the cost of fuel, insurance and fringe benefits associated with labor have all risen significantly.

Chapter 3: United We Ride Transportation Survey Effort

Ocean County conducted the standard "United We Ride" Survey effort with cooperation of the Ocean County Information Technology Department. The actual survey was provided by NJ Transit to the counties as part of an effort to help standardize response information throughout the state. The intent of the survey was to identify and quantify available transportation resources within the county and to obtain input on specific transportation gaps in Ocean County.

The survey request was distributed via e-mail to target agencies and organizations. The e-mail contained a user-friendly format of the survey which allowed participants to enter the information on-line and then submit the completed document to Ocean Ride. The e-mail also contained a cover letter (pdf format) signed by our Freeholder liaison, Gerry Little which provided an overview of the transportation coordination planning process and encouraged participation in the survey effort. Hard copies of the survey and cover letter were sent to the county's thirty-three municipalities.

The survey was distributed on January 29th, 2007 to approximately 149 agencies. These included local municipalities, hospitals and County agencies. A total of 76 completed surveys were received. Of the 76 respondents, 30 were Municipal Government agencies, 20 private, non-profit human service agencies, 9 County Government agencies, 3 State Government agencies and 14 others were returned. All of this information was gathered and compiled into an electronic database for analysis purposes. Last summer, a separate effort was conducted by the Ocean County Planning Department to reach out to the 89 adult communities in Ocean County to identify local transportation services. In addition, Ocean Ride staff prepared an inventory of private transportation providers which reflected ambulance services, taxi providers, charter and local bus companies.

Summary of United We Ride Survey Effort

A number of surveys were sent via e-mail to the director of various social and human service agencies within Ocean County and providing transportation service within Ocean County. Many of the agencies were identified through a cross reference from the County Directory and the resource directory maintained by the Ocean County Library which is available to the public from their website.

Due to the length of the survey and level of detail requested, it is clear that there was difficulty for respondents to fully complete the survey in a standardized manner. In many cases, respondents provide transportation as an ancillary, supportive service to their primary service mission and therefore, the terminology may not be universal in terms of understanding and reporting purposes.

The following section provides an overall summary of responses to the major questions contained in the twelve page (12) survey document. As part of the continuing planning process, additional staff effort will be needed to further clarify agency responses to serve as a central data base of transportation services available in Ocean County. Based on an analysis of the response data, there is a wide variation among the size, agency capacity and type of transportation services offered by local transit providers, the majority

of respondents indicate that they provide demand responsive services, followed closely by those providing recreation trips and those operating fixed route service. Additional staff effort will be needed to prepare a comprehensive database to profile transit providers in Ocean County.

PART A:

A1. Which of the following best describes your organization?

Profile of Respondent Organizations	
# of Organizations by Category	Type of Organizational Category
30	Municipal government
20	Private, non-profit human service agency
9	County government unit
3	State government
14	Other
76	TOTAL
194	<i>Private, for profit-transportation agency (105) and adult communities (89) (list of private providers only-future task to request service details)</i>

A2. What services does your agency provide?

Respondents indicate a wide variety of trip purposes for their particular transportation service. Of the respondents, 22 organizations reported serving recreation trips with 22 responses, followed by 27 municipal government services.

Summary of Trip Purposes Provided by Participating Organizations			
# Org	Trip Purpose	# Org	Trip Purpose
9	Medical/dental		Other (continued)
7	Job/employment	1	Interfaith Volunteer Organization
22	Recreation	1	Residential care
3	Welfare/public assistance	1	After school, after work
3	Veterans service	1	Visit nursing homes, hospitals, obtain, prescriptions
3	Child day care	1	Education, screening, referral to substance abusers
8	Counseling	4	Recreational, social, educational
5	Nutrition/Meals	1	Food Shopping
1	Head Start	3	Outreach and community support
4	Adult Day Care	1	Drug & alcohol outpatient treatment
2	Rehabilitation services	1	Education, networking
4	Residential care	1	Vision awareness
		1	Easter Seals
57	Other:	1	Sunday mass
27	Municipal Services	1	Economic dev/workforce trans
1	Public health service	1	Affordable housing/home energy
1	Arts education	1	Public safety, emergency evacuation, food shopping
2	Respite camp	1	ADA Paratransit
2	Child protective services	1	Shelter for homeless working families
3	Information & Referral		
2	Health and Wellness		

A3. What population segments does your agency serve?

Population Segments served by Respondent Organizations	
Number of Organizations	Population Description
43	General Public
17	Unemployed
20	Physical Disabilities
33	Elderly
25	Low Income
15	Substance Abuse
23	Youth
13	Veterans
18	Mental or cognitive Disabilities
14	Visually impaired
13	Veterans
10	Other services
244	TOTAL

A4. Approximately how many customers does your agency service in a year?

Annual Number of Customers Served by Organization	
Number of Trips/Year	Number of Respondent Organizations by Annual Trip Level
1 - 100	6
101 - 300	4
301 - 500	3
501 - 1,000	4
1,001 - 2,000	6
2,001 - 5,000	7
5,001 - 10,000	2
10,001 - 30,000	13
30,001- 50,000	5
50,001 - 100,000	2
100,001 - 200,000	1
200,001 - 300,000	1
300,001 - 400,000	0
400,000+	3
TOTAL	57

The three largest transportation providers are Access Link – NJ Transit – North & South Ocean, Ocean County Department of Parks and Ocean Ride. Ocean Ride reported a total of 411,000 trips in 2006.

A5. Please identify the location(s) of your program facilities/service centers and describe the service provided at each site.

Please refer to question A5. in Appendix E for more details.

A6. Please indicate your agency's hours of operation (generalize the hours as necessary):

ADMINISTRATION OFFICES:

Summary of Respondent Service Hours, Monday to Friday													
Before 7am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	After 6pm
	1 Agency												
	1 Agency (7:30am to 4:30pm)												
	1 Agency – 7:30am to 9:00pm)												
	1 Agency (7:30am to 3:30pm)												
	1 Agency (7:30am to 5:00pm)												
	7 Agencies												
	3 Agencies (8:00am to 4:30pm)												
	8 Agencies												
	1 Agency												
	1 Agency (8:30am to 3:30 pm)												
	3 Agencies (8:30am to 4:00 pm)												
	15 Agencies (8:30am to 4:30 pm)												
	1 Agency (8:30am to 5:00pm)												
	1 Agency (8:30am to 6:00pm)												
	1 Agency												
	1 Agency												
	8 Agencies												
	1 Agency (9:00am to 4:20pm)												
	1 Agency (9:00am to 4:30pm)												
	8 Agencies												
	1 Agency (Monday to Thursday)												
	1 Agency												
	2 Agencies – VARIES												
	1 Agency 24 hours/7Days												

Summary of Respondent Service Hours, Saturday													
Before 7am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	After 6pm
	1 Agency (8:30 to 1:00pm)												
	1 Agency												
	1 Agency (summer only)												
	1 Agency (11:30am to 3:00pm)												

Summary of Respondent Service Hours, Sunday													
Before 7am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	After 6pm
	1 Agency (summer only)												

**A6. Please indicate your agency's hours of operation (generalize the hours as necessary)
(continued):**

PROGRAMS:

Summary of Respondent Service Hours, Monday to Friday													
Before 7am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	After 6pm
1 Agency 4:30am to Midnight													
1 Agency (7:00am to 4:30pm)													
1 Agency (7:30am to 4:30pm)													
2 Agencies													
3 Agencies													
1 Agency (8:30am to 1:30pm)													
1 Agency (8:30am to 3:00pm)													
1 Agency (8:30am to 4:00pm)													
2 Agencies (8:00am to 4:30pm)													
5 Agencies (8:30am to 4:30pm)													
1 Agency (8:30am to 6:00pm)													
1 Agency													
1 Agency (9:00am to 2:30pm)													
1 Agency													
2 Agencies													
2 Agencies													
1 Agency (11:00 to 1:30pm)													
1 Agency (2:30 to 5:30)													
1 Agency 5 to 7													
5 Agencies – VARIES													
3 Agencies - 24 hours/7Days													
1 Agency – Overnight													

Summary of Respondent Service Hours, Saturday													
Before 7am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	After 6pm
1 Agencies (5:30am to Midnight)													
1 Agency (8:30am to 4:30pm)													
1 Agency													
1 Agency													
2 Agencies – Eves.													
1 Agency – VARIES													
3 Agencies - 24 hours/7Days													
1 Agency – Summer Season													

Summary of Respondent Service Hours, Sunday													
Before 7am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	After 6pm
1 Agency (7:00am to 10:30am)													
1 Agency (8:00am to 4:30pm)													
						1 Agency (12pm to 2)							
								1 Agency (1:00pm to 5:00pm)					
2 Agencies - 24 hours/7Days													
1 Agency – Summer Season													
1 Agency – VARIES													

OTHER:

Summary of Respondent Service Hours, Monday to Friday													
Before 7am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	After 6pm
1 Agency (6:00am to 11:00am)													
1 Agency (6:00am to 12:00 noon)													
1 Agency													
1 Agency (7:30am to 4:00pm)													
										1 Agency			
										1 Agency (12:00 noon to 8:00pm)			
1 Agency - 24 hours/7Days													
1 Agency – After Hours Response													
1 Agency (Comparable to local fixed route bus & light rail)													

Summary of Respondent Service Hours, Saturday													
Before 7am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	After 6pm
1 Agency (6:00am to 12:00 noon)													
1 Agency													
1 Agency (Comparable to local fixed route bus & light rail)													

Summary of Respondent Service Hours, Sunday													
Before 7am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	After 6pm
1 Agency (6:00am to 12:00 noon)													
						1 Agency (9:30am to 12 pm)							
1 Agency (Comparable to local fixed route bus & light rail)													

The survey requested information related to the hours of operation for organizations;

In general transportation service is offered on weekdays, with a wide variety of service coverage. The predominant coverage time spans 8:00 am to 4:30/5:00pm. Agency hours may be different from actual transportation service hours.

A7. What are the geographic boundaries of agency's overall service area?

# Org	Service Area Description	# Org	Service Area Description
34	County-wide		
Specific Regions/Locations ONLY			
9	Long Beach Island	2	Eagleswood
7	Toms River	2	Lakehurst
6	Warren Grove/Stafford Township	2	Manchester
4	Barrier Island-Rt 35 Corridor	2	Pine Beach
4	Bayville	2	Plumsted
4	Lacey	2	Tuckerton
4	Lakewood	1	Barnegat Light
4	Point Pleasant	1	Bay Head
4	Stafford	1	Beach Haven
4	Seaside Heights/Seaside Park	1	Forked River
3	Barnegat	1	Ship Bottom
3	Beachwood	1	South Toms River
3	Berkeley	1	Surf City
3	Brick		
3	Jackson		
3	Little Egg Harbor		
3	Ocean Gate		
3	Waretown/Ocean Township		
3	Whiting/Manchester Township		
TOTAL RESPONSES – 96			

A8. Indicate ideas for expanded or improved community or statewide transportation service would benefit your agency/organization:

# Responses	Respondent Comments
13	- Increase Ocean Ride bus lines and times
10	- Daily service on Long Beach Island to Mainland/Stafford
10	- Daily service along Long Beach Island especially during summer season
8	- Winter Service along Long Beach Island
7	- More accessibility to hospitals, doctor offices, VA medical centers, clinics & clinicians
5	- More transportation in Ocean County
5	- More transportation in Toms River
4	- More door to door demand services for persons with disabilities and seniors
4	- More transportation in Point Pleasant
3	- More transportation in Lakewood
3	- More transportation in Jackson
3	- More transportation in Plumsted and New Egypt
3	- Transportation in all of Manchester
2	- Free passes for Ocean Ride to access food and drug treatment
2	- Easier transportation from Lakewood, Brick and Toms River to Jewish Family Ct, Lkwd
2	- More frequent transportation to Ocean County Service, ex. Sr Services, Bd Social Services
2	- Need transportation to retirement communities, ex. Holiday City & Crestwood Village
2	- Expanded transportation in the Lakewood Industrial Park
2	- Expanded transportation in Jackson and Seaside Heights
2	- Transportation from Little Egg Harbor to Toms River
2	- Transportation to Ocean County Mall
2	- Transportation in Southern Ocean County
1	- Add trains throughout Ocean County
1	- Access to social service programs
1	- Transportation from Whiting to Toms River, non-medical, ex. education programs
1	- Transportation from Little Egg Harbor to Manahawkin
1	- Transportation from LBI to Community Medical Center & SOCH
1	- Need transportation from Point Pleasant to Lakewood
1	- Need transportation from Barnegat to Toms River
1	- Out of county – for medical trips
1	- Transportation to Absecon and New Brunswick, Access Link accessibility issues
1	- Route 70 in Manchester/Lakehurst and the Access Link Accessibility
1	- Transportation to Ocean County College from southern Ocean County
1	- Transportation to Ocean County College
1	- Transportation to various parks and special events in Ocean County
1	- Transportation to Burlington border
1	- Access Link pick-up points being more accessible
1	- Connecting hub or drop-off points for clients who need transp in Brick & Toms River
1	- More accessible vehicles with lifts
1	- Transportation to Churches
1	- More transportation in Brick
117	TOTAL

A9. How do customers get to your organization?

How Customers Get to Your Organization				
Transportation Mode	# Org		Transportation Mode	# Org
Drive Self/Friend/Relative	24		Private Transportation Service	1
Own Agency	15		Transportation Provider, Contractor	1
Ocean Ride	9		Eligibility Process	1
Taxi	4		School District	1
Walk	4		Ambulance	1
NJ Transit	2		Chartered Motorcoach	1
			Through Municipal/Local Agency	1

PART B: Profile of Organization's Transportation Program

B1. What types of transportation service(s) do you provide?

▪ Operate fixed route, modified fixed route, fixed route schedule	13
▪ Contract/purchase fixed route, modified fixed route, fixed route service from an independent carrier/operator:	5
• Operate demand responsive (flexibly routed van/sedan) service using paid drivers	17
▪ Operate Demand responsive (flexibly routed van/sedan) service using non-transportation staff as drivers	3
• Operate Demand Responsive (flexibly routed van/sedan) service using volunteer drivers.	2
▪ Contract/purchase Demand Responsive (flexibly routed van/sedan) service from an independent carrier/operator	5
▪ Coordinate a Volunteer Driver Program (volunteers driving their own vehicles)	3
▪ Provide subsidies/reimbursement to customers/riders who arrange for their own transportation	3
▪ Other (recreation, specialized trips)	11

Note: Agencies may provide multiple types of transportation service.

- B3. If your service requires that trips be requested in advance, how much advance time it required?

Summary of Advance Reservation Period By Number of Organizations (20 Responses)						
# Days Required	# Org		# Hours Required	# Org		# of Minutes
1 day advance	6		1 Hour	1		15 minutes
5-10 days	1		1-2 hours	1		
10 business days	1					
14 business days	4					
7-14 business days	2					
2 week advance	1					
45 Days	1					
3 Days	1					

- B4. Who is eligible to receive the transportation services your organization provides?

Eligibility for Transportation Service	
Eligibility Description	# Org
Agency Customers Only	22
Any elderly person	14
General Public	9
Any persons with disabilities (minor)	6
Other	7
Person with Disability (over age 18)	5
Employment Related/Employment	4
TOTAL RESPONDENTS	67

- B5. Which of the following trip purposes does your organization provide transportation services, and what is the estimated percentage of your total transportation for each trip purpose?

# Organizations	Type of Trips Provided
17	Health/Medical
15	Other
15	Recreation
12	Social Services
11	Shopping/Personal Needs
8	Employment
7	Education/training
5	Nutrition
3	Social

B6. Please explain your fare or donation policy.

Summary of Fare or Donation Policy	
Type of Fare or Donation	# Org
Voluntary Donation	12
Fares	5
Not Applicable	9
Free	4
Free to participants (program)	8
Included in cost of service	1
TOTAL	39

- *Note: Agencies typically administer several programs, therefore, more than one category may apply to an individual organization*

B7. Please indicate annual one-way passenger trips provided for the most recent full year of service and for a typical month in the current year.

Number of Trips/Year	Number of Respondent Organizations by Annual One-Way Passenger Trips
1 - 1000	12
1,001 - 10,000	6
10,001- 25, 000	7
25,001- 50, 000	6
50,001- 100,000	1
100,001- 200, 000	1
200,001-300,000	0
300,001-400,000	0
401,000 +	2
Number of Trips/Month	Number of Respondent Organizations by Monthly One-Way Passenger Trips
1 - 1000	18
1,001 - 10,000	13
10,001 - 25,000	0
25,001 - 50,000	1
50,001 - 100,000	0
100,001 - 200,000	0
200,001 - 300,000	0
300,001 - 400,000	0

B8. How many annual vehicle miles of service are provided?

Annual Vehicle Miles of Service Provided Annually	
Number of Miles/Year	Number of Respondent Organizations by Annual Vehicle Miles Provided
0 - 1,000	3
1,001 - 10, 000	4
10,001 - 100,000	12
100,001 +	8

Vehicle Miles of Service Provided Each Month	
Number of Miles/Month	Number of Respondent Organizations by Monthly Vehicle Miles Provided
0 - 1,000	4
1,001 - 10,000	13
10,001 - 100,000	6
100,001 +	1

B9. How many annual vehicle hours of service are provided?

Number of Miles/Year	Number of Respondent Organizations by Vehicle Hours Provided Annually
0 - 1,000	5
1,001 - 2,500	8
2,501 - 5,000	2
5,001 - 10,000	6
10,001 - 20,000	3
20,001 - 30,000	2
30,001 - 40,000	0
40,001 - 50,000	1
50,001 +	2
Number of Miles/Month	Number of Respondent Organizations by Vehicle Hours Provided Monthly
0 - 100	5
101 - 500	12
501 - 1,000	4
1,001 - 2,500	4
2,501 - 5,000	1
5,001 +	2

B10. What are the geographic limits of your transportation service area?

# Responses	Geographic Service Limits by Agency	# Responses	Geographic Service Limits by Agency
16	Ocean County	1	Island Heights
9	Lakewood	1	Forked River
6	Toms River	1	South Toms River
5	Brick	1	Bay Head
5	Manahawkin/Stafford	1	Beachwood
5	Pt. Pleasant Beach/Borough	1	Berkeley
3	Jackson	1	Eagleswood
3	Seaside Heights	1	Lakehurst
3	Little Egg Harbor	1	Lavallette
3	Waretown	1	Warren Grove
3	Whiting	1	Lacey
2	Barnegat	1	Plumsted
2	Tuckerton		
2	Manchester		
2	Ocean Gate		

B11. Do you charge a fare or donation?

Organizations with Fare/Donation	Description of Current Fare/Donation Policies	Organizations that Do NOT charge Fare/donation
1	\$ 7.50 one-way trip	32
1	Voluntary donation	
1	Suggested donation \$ 1.00/one way trip	
1	\$ 6.00 fare	
1	\$ 10.00 /year fee	
1	Fare \$.50	
1	\$ 14.00-110.00 depends on trip (includes admission tickets)	
1	Fares from \$0.25 - \$ 1.70 Co-pay \$ 1.00 - 4.00/annual increase by \$ 1.00 to \$ 4.00 maximum	
1	Same pricing as NJT fixed route bus & light rail schedules	
9	TOTAL	

B12. Profile of Transportation Employee Levels

- **Managerial Staff**
 - Full-time 19 organizations
 - Part-time 5 organizations
 - Volunteer 0 organizations

- **Reservationists**
 - Full-time 5 organizations
 - Part-time 3 organizations
 - Volunteer 1 organization

- **Schedulers**
 - Full-time 10 organizations
 - Part-time 6 organizations
 - Volunteers 4 organizations

- **Dispatchers**
 - Full-time 2 organizations
 - Part-time 1 organization
 - Volunteer 0 organizations

- **Drivers**
 - Full-time 16 organizations
 - Part-time 13 organizations
 - Volunteer 3 organizations

- **Mechanics**
 - Full-time 6 organizations
 - Part-time 4 organizations
 - Volunteer 0 organizations

B13. Annual budget for transportation:

Annual Budget Transportation Expenses	# Organizations
0-\$ 15,000	11
\$ 15,001-25,000	8
\$ 25,001-50,000	3
\$ 50,000-75,000	1
\$ 75,001-100,000	1
\$100,001-150,000	2
\$150,001- 500,000	3
\$ 500,001 – 1,000,000	1
\$1,000,001 +	2 - Ocean Ride & Access Link

B14. Please estimate below the anticipated revenues by sources for the above described transportation program.

Information varies widely. Please refer to original survey for results.

B15. Garage Location for Agency Vehicles:

Twenty-six (26) respondents indicate that their vehicles are garaged at an **in-house location**, while seven (7) indicate an **alternate facility**.

B16. Service Provider for Agency Vehicles:

Thirteen (13) respondents indicate that maintenance service for agency vehicles is provided by in-house staff, while eleven (11) indicate that such service is provided by an outside contractor.

B17-21. Agency Use of IT/Technology Products and Other Customer Service Characteristics:

- Agencies that use software technology 3
- Agencies that do not use software technology 31

- Agencies that use GPS (Global Positioning System) 2
- Agencies that do not use GPS 33

- Agencies with voice contact with drivers while on the road 28
- Agencies without voice contact with drivers while on the road 7
- Type of communication:
- Cell phone 22
- Two-way radio 8

- Agencies that maintain a waiting list 10
- Agencies that do not maintain a waiting list 24
- Length of waiting list (10 respondents)
- Range from 3 – 100 persons

B22. Has agency ever received transportation requests that the agency was unable to accommodate?

Yes 36
No 6

B23. Are there any requests for transportation to destinations that your agency does not provide service to? Please identify what the destinations are?

# Org	Service Area Description	# Org	Service Area Description
4	Out of County	1	Monmouth County
2	No individual requests, only from groups	1	Cannot meet demand in Jackson & Seaside Heights
2	Private sector VA clinics/hospitals	1	To the Boardwalk during the week
2	To Deborah Heart & Lung/Jersey Shore Medical	1	Assistive devices-wheelchair
1	Southern Ocean County	1	Outside Berkeley Township
1	Clients need evening hours	1	Outside Township of Stafford
1	Synagogues, social events, errand, like banking, etc.	1	Outside Borough of Point Pleasant
1	Access to Toms River Senior Ctr.	1	To Philadelphia Hospitals
1	Beach Areas	1	Atlantic County
1	Forked River medical facilities	1	Service to areas in Burlington County
1	To Brick Township	1	Southern Ocean County/New Egypt
1	To Lakewood	1	Outside the Urban Enterprise Zone
1	To Point Pleasant	1	Outside to Washington, D.C., Newport, RI, ME, VA, CT & MA
1	To Toms River Township	1	Trips outside ¾ mile ADA service
TOTAL RESPONSES - 24			

B24. Vehicle Utilization (Optional)

Contained in original survey response database. Entails lengthy and complex information – refer to comprehensive database prepared by Ocean Ride.

B25. Vehicle Information

Contained in original survey response database. Entails lengthy and complex information – refer to comprehensive database prepared by Ocean Ride.

PART C: COORDINATION OF TRANSPORTATION SERVICES

C1. Do you provide transportation service for other organizations?

Yes 7
No 34

C2. Are your transportation services coordinated in any other way with the transportation service of their agencies?

Yes 14
No 24

C3. Would the agency be interested in providing transportation services, or more transportation services under contract to another agency?

Yes	1
No	26
Maybe	10

C4. 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 the service met your needs?

Yes	4
No	12
Maybe	13
N/A	10

C5. Are there any specific organizations with which you feel you may be able to better coordinate transportation services?

Yes	5
No	32

C6. Can you identify any real or perceived barriers to the coordination of existing transportation services in your area?

Barriers reported	# Responses
Liability Concerns	4
Additional expense and funding constraints	4
Inability to purchase Ocean Ride bus passes	1
Local transportation inadequate	1
Vision impaired prefer door-to-door service	1
Time restrictions on bus	1
Unrealistic access to service from residents	1
Connecting hub or drop off for clients needing	1
Distant transport	1
Lift-equipped vehicles needed	1
Client confidentiality	1
Statutory barriers by Urban Enterprise Zone	1
Property training and scheduling	1
Meeting requirements of ADA in coordination	1
Possible service area limitations	1
Charging and crediting of fares	1
TOTAL RESPONSES	22

Given the high number of adult communities located in Ocean County, basic information was collected from local developments relating to transportation services provided to residents. Typically, the individual communities administer a homeowner's maintenance fee which may be paid monthly or quarterly. A portion of this fund is utilized by the Homeowner's Association to pay for transportation services. The table below presents information relating to the number of adult communities by municipality and the availability of transportation service.

There are currently 89 adult communities located in the County with additional developments planned in the future. It is estimated that these communities account for nearly 65,000 dwelling units throughout the County. The highest number of adult style housing developments are located in Manchester Township with 16 adult communities which total over 19,000 dwellings reported, followed by Berkeley Township with 10 adult community developments totaling nearly 14,000 units. Among the mid-range level of senior housing is Lakewood with 9 adult communities representing 6,711 units, Toms River with 10 adult developments reflecting 5,031 units, Jackson with 10 adult communities representing 5,174 units and Brick with 13 adult communities totaling 4,938.

A review of the response data indicates that of the 89 adult communities in Ocean County, they are fairly evenly split in terms of those that provide transportation service to their residents and those that do not. A total of 44 adult communities responded that they do provide transportation service either through in-house or contracted providers, while 47 adult communities indicate that they do not provide transportation as one of the amenities of their particular adult community.

Summary of Transportation Services by Ocean County Adult Communities by Municipal Location				
Municipality	# Adult Communities	# Housing Units	Provide Transportation Service to Residents	
			YES	NO
Barnegat	7	3,569	4	3
Berkeley	10	13,934	8	2
Brick	13	4,938	8	5
Eagleswood	1	56	0	1
Jackson	10	5,174	1	9
Lacey	1	434	1	0
Lakewood	9	6,711	7	2
Little Egg Harbor	4	1,511	1	3
Manchester	16	19,505	12	4
Ocean	1	1,450	0	1
Plumsted	1	262	1	0
Stafford	4	1,768	0	4
Toms River	10	5,031	2	8
Tuckerton	2	152	0	2
TOTAL	89	64,495	45	44

**List of Private Transportation Providers
Serving Ocean County
Taxi Company and Limousine Service Providers**

Name of Private Provider	Service Area	Name of Private Provider	Service Area
AA-1 Taxi	Toms River	Anchor Limousine Service	Barneгат, Beach Haven, Long Beach Island
AAAA Nora Taxi & Limo	Seaside Heights, Toms River	Ann's Exit 88 Limousine	Howell
A American Cab	*	Anthony's Royal Limousine	Brick, Pt Pleasant, Lakewood
1 st Spectrum of limousine of Jackson	Jackson	Arrow Limousine	*
A Affordable Limousine service	*	Associated Limousine Service	*
All Star Taxi	Toms River	At Your Service Limousine	*
Alberto & JoAnn's Shore Sunrise LTD	Brick, Lakehurst	Avalon Limousine Service	Atlantic City
	*	Beach Taxi	Lakehurst
A and L Taxi	*	Belmar's AI's TMC Shore Shuttle	Manasquan, Point Pleasant, Belmar
A cut Above Limousine	Freehold	Benny's Taxi	*
A Luxury Limousine and Transportation	Lakewood	Brick Taxi	*
ABC Transportation Car and Limousine Service	*	Briggs Transportation Service	*
Absolute Limousine Service	*	Cannon Taxi Service	*
Ace Cab and Van Service	Seaside Heights	Carefree Limousine Service	*
Ace Cab and Van Service	Barneгат, South Toms River	Classic Coach	Toms River
Ace Taxi	Brick	Classic Coach Limousine	Brick
Ace Taxi	Lakehurst	Clayton Limousine Service	*
AE and L	Jackson	Concorde Limousine Inc.	*
Air Brook Limo	*	D and G Limousine Inc	*
All City Express	Brick	D'Elegance Transportation Inc	*
Al Madeo Limousine	*	DDB Enterprises	*
All City Taxi	Brick	Dependable Limousines	Toms River, Lakewood, Point Pleasant
All Limo Services LLC	Lakewood	Director's Choice Limousine LLC	*
Always On Time	Barneгат	Door to Door Private Car Service	*
All Star Car & Limousine Inc	Toms River	DSI Travel and Limousine	*
All Occasion Discount Transportation	Little Egg Harbor	Ecl Transportation	*
All Occasions Limousine Svce.	*	Esquire Limousine Service LLC	*
Allaire Limousine Service	*	Exclusive Car Service	*
Am Pm Limousine Service	*	Fancy Limos.com	*
Ambos Limousine LTD.	*	Farrell Transportation	*

*Listing does not identify service areas covered.

Source: Verizon Yellow Pages, Ocean County Area, August 2006.

**List of Private Transportation Providers
Serving Ocean County
Taxi Company and Limousine Service Providers (continued)**

Name of Private Provider	Service Area	Name of Private Provider	Service Area
Frank Russo Classic Limousine	*	O'Sullivan Limousine Service	*
Front Row Limousine Inc.	*	Olympic Limousine Service	*
Gold Star Limousine Service	*	Olympic Airport Shuttle	*
Great American Trolley CO	*	On the Spot Limo	*
Here There & Everywhere Limousine	*	Platinum Coach transportation	*
Howard's Car Service	*	Regan Limousine Service	*
Impress Limousine Service	*	Road Runner Taxi	*
James Limousine Service	*	Rosie's Rides	*
Jersey Shore Transportation	*	Ross Limousine Service	*
John's Limousine Service	*	Royal Airport Shuttle	*
Kroeze MC	*	Rozy's Rides - 7 listings	*
Lacey Limousine	*	Shore Sunrise Ltd	*
Lacey Transportation CO	*	South Shore Airport Transportation	*
Latin Express Taxi	*	Statewide Airport Transportation	*
Laurel Taxi and Leisure Hack	*	TR Taxi	*
Lee's Forked River Taxi	*	Transafe	*
Lee's Livery	*	Triple R's Luxury Cars Service Inc.	*
Leisure Limousine	*	Triple S Limousines	*
Livery Inc	*	Tru Limousine	*
Meuerle's Limousine Service Inc	*	Unique Limousine	*
Mitchell's Taxi	*	VEI Limousine	*
New Mantoloking Taxi	*	Vet's Cab Service	*
Newman's Car Service	*	Vogue Limousine Services-Lakewood	*
		Vogue Limousine Service Inc -- 9Pt Pleasant	*
		Walter's Taxi	*

**Listing does not identify service areas covered.*

Source: Verizon Yellow Pages, Ocean County Area, August 2006.

**Summary of Ambulance Services
In Ocean County**

Alert Ambulance Service
Best Way Rehabilitation Transportation
Chaveirim Volunteer Service
Courtesy Medical Transportation
Exceptional Medical Transportation
Holiday City At Berkeley First Aid Squad
Lanoka Harbor First Aid Squad Inc.
Med-X Medical Mgmt Services
Multi-Care Medical Car
NJ Medical Transportation Inc.
Ocean 's One Inc.
Pleasant Plains First Aid Squad
Quality Medical Transport

Source: Verizon Yellow Pages, Ocean County Region, August 2006.

Ocean County Charter Bus Company Listings	
ABC Transportation Car and Limousine Service	Lake Charter Bus Corp
Academy Bus Tours	Loori Bus Co Inc
Affordable Charter Bus Service By Helfrich	Murphy Transportation
Air Brook Limousine	Safety Tours
Allaire Limousine Service	Senior Travel Service
Avanti Bus Tours Inc.	Sterling Tours
Classic Tours Motor Coaches – Manchester	Student Transportation of America
Coach USA	Temple Tours Bus Company
CV Transport Inc	Tri State Bus Network Inc.
Hartnett Transit Service - 2 listings	Trolley Tours Inc.
Helfrich R & Son Corp	Van Looy Consulting Services
Farrell Transportation	VanNortwick Tours
J and R Bus Co	

Based on listings from the Verizon Yellow Pages for the Ocean County Area, published as of August 2006, a total of 25 providers are listed under the category of charter bus company.

Ocean County Auto Rental Listings	
Name of Private Transportation Provider	Number of Telephone Listings
AA Unique Auto Service	
A-1 Xpress Rent-A-Car	
Alamo Rent A Car	
AVIS Rent A Car	7 listings
Budget Car and Truck Rental	6 listings
Carr's Rent A Car	2 listings
Century Motors Car & Truck Rental	
Dollar Rent A Car	
Econo Car of Howell	
Edine's Auto Center	
Enterprise Rent A Car	4 listings
Garden Motors	
Hertz Rent A Car	3 listings
JV Auto Leasing	
Just Four Wheels	
Larson Ford inc	
Red Moon Rental Car	
Seaport Rent A Car	
Sears Rental Cars	
Sensible Car Rental Of Bayville	
UAS Auto Sales	
Swiftly Rent A Car	
Thrifty Car Rental	3 listings
23 Providers	

Based on listings from the Verizon Yellow Pages, Ocean County Area, August 2006, a total of 23 providers are listed under the category for auto rentals.

Chapter 4: Transportation Self-Assessment

As part of the Ocean County Stakeholder meeting held on January 22nd, Kathy Edmond, Coordinator, led the committee in conducting the FTA Self Assessment Tool for communities. The purpose of the exercise was to allow the committee members to better understand the level of detail encompassed in the United We Ride planning process in terms of the comprehensive nature of the analysis. The exercise provided a good introduction for committee members

As a first step, the committee was divided into three working groups. Each committee member was provided with a copy of the Self Assessment booklet "**A Framework for Action - Building the Fully Coordinated Transportation System**". In addition, each group was provided with "their" questions written on individual sheets of large scale, easel paper.

- Group 1 included representatives from the OC Senior Services Department, the Greater Mercer/COAST TMA and the OC Board of Social Services. They were provided with large recording sheets to discuss questions 1 through 9.
- Group 2 included representatives from Ocean Ride, OC Planning Department and Caregiver Volunteers of Central Jersey (a volunteer organization).
- Group 3 included representatives from OC Human Services, One Stop Career Center, OC WIB, OC Commission for Persons with Disabilities, NJ Transit, One Stop Employment Services, OC Veterans Services Bureau.

Committee members each bring their own level of understanding of the transportation system as well as familiarity with their own specific organization. Throughout the discussion questions, committee members approached this with a two fold look, first an examination of the Ocean Ride system and then from a more global/County level, how well the various transportation providers work together.

SECTION 1. MAKING THINGS HAPPEN BY WORKING TOGETHER

- 1.) **Have leaders and organizations defined the need for change and articulated a new vision for the delivery of coordinated transportation services?**

Discussion included key points:

Ms. Jane Maloney, Director of Senior Services reported for her group. She stated that there is awareness among many county organizations that funding will remain a critical piece of the agencies ability to expand service and that the future direction requires us to act in a more coordinated manner.

Staff Comments:

Agency leaders face an annual process of anticipating grant allocation announcements, knowing that cuts will directly impact existing programs to customers in need. With the United We Ride initiative, it is clear that federal programs will now require leaders to carefully look at ways to coordinate existing transportation services rather than in an isolated manner.



2.) Is a governing framework in place that brings together providers, agencies and consumers? Are there clear guidelines that all embrace?

The group talked about the extensive framework in place in Ocean County. To illustrate this, the group listed a number of standing committees that meet on a regular basis such as CEAS-Comprehensive Emergency Assistance Systems Committee Transportation Advisory Committee for Senior Citizens and Persons with Disabilities, Commission for Persons with Disabilities, the Collaborative, Human Services Advisory Council, Ocean County Service Provider meetings, Ocean County Senior Advisory Council, Ocean County Dialysis Task Force. Each of the committees has a particular focus and mission.

Staff Comments:

For the past three decades, Ocean County has worked to build a strong, inclusive network of agencies and advisory committees. Within the structure of County government, individual departments report to a particular freeholder liaison. The Freeholder Board has been highly supportive of collaborative efforts among agencies and committees to meet the growing needs of our customers in all categories, social service needs, transportation needs, employment counseling, etc.



3.) Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?

Committee Discussion:

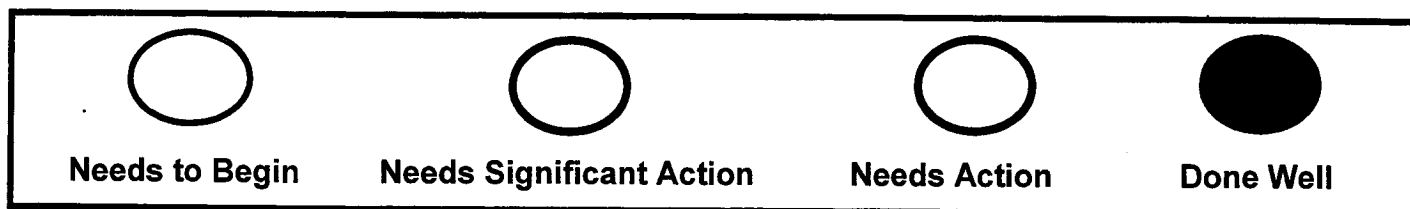
There is a strong committee network that meets on a regular basis. This approach, although more informal in nature has been effective in building cooperation among agencies and organizations.

Staff Comments: Staff agrees that there are strong relationships in place with neighboring agencies at the county and local level. Further, many County agencies have worked proactively to develop effective and cooperative working relationships with State agencies as well.



4.) Is there sustained support for coordinated transportation planning among elected officials, agency administrators and other community leaders?

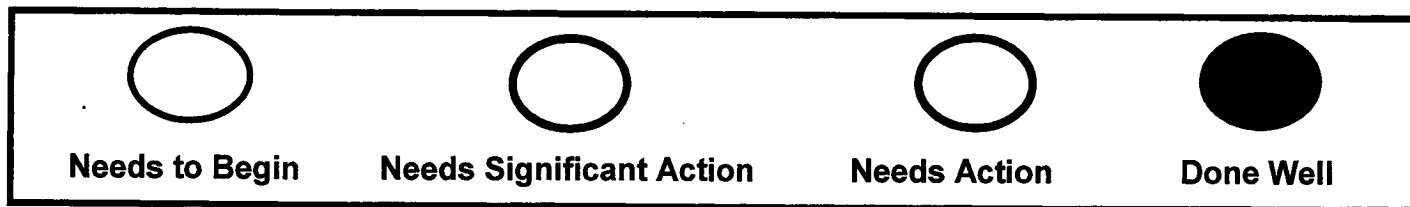
There is support to promote coordinated transportation planning, however this effort needs to proceed with careful thought. Given the specific service mission of individual agencies and the availability of transportation options, it may be a highly challenging endeavor.



5.) Is there positive momentum? Is there growing interest and commitment to coordinating human service transportation trips and maximizing resources?

There is always interest in the opportunity to provide expanded transportation services. Many Ocean County residents relocate here from urbanized areas in northern New Jersey, where they were accustomed to frequent rail and bus transportation. By contrast, Ocean County spans 638 square miles and is characterized as suburban and rural type development.

The stakeholder group supports momentum on the transportation coordination planning process.



SECTION 2: TAKING STOCK OF COMMUNITY NEEDS AND MOVING FORWARD

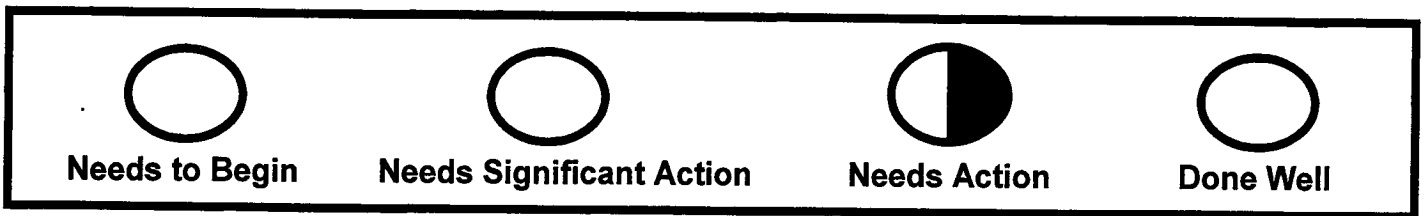
6.) Is there an inventory of community transportation resources and programs that fund transportation services?

There are a variety of community transportation resources and funding sources. The Office of Senior Services and Ocean Ride have worked together in recent years to prepare a brief listing of key transportation resources for Ocean County, based on geographic service area, target population, volunteer status, etc. Further, the Office of Senior Services holds an annual public hearing on its funding application which includes transportation. Ocean Ride also conducts a similar public hearing and meets on a regular basis with our local advisory committee for input and recommendations. The Board of Social Services administers the Medicaid program to eligible residents. Announcements for funding opportunities are made at local committee meetings, through e-mail notifications, in local newspapers, etc. The Office of Senior Services and Department of Human Services send extensive e-mail notifications to committee members about opportunities for funding (from a variety of sources including government sector, foundations, etc.) & training and informational programs.

It should be noted that the Ocean County Library maintains an Ocean County Resource Directory, which is typically updated on an annual basis. The information is compiled from agency responses and is available on the following website: www.oceancounty.lib.nj.us. Similarly, CONTACT of Ocean County serves as a crisis hotline for information on a variety of topics including transportation.

Staff Comments:

Since transportation funding can be tied to a variety of federal and state programs, there is no, centralized database of funding opportunities. Rather, this information is shared by the receiving agency and transmitted to committee members.



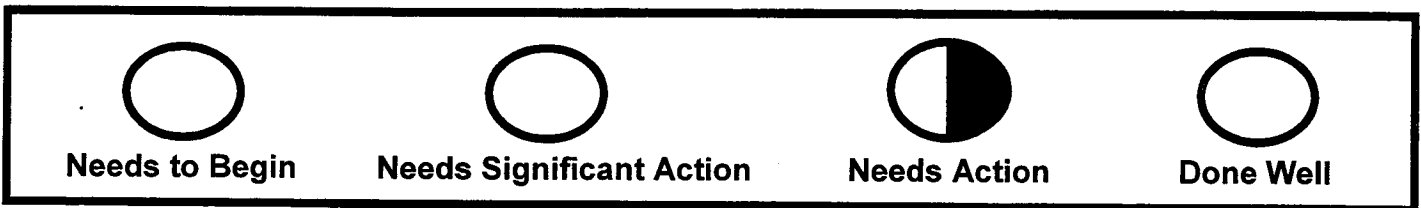
7.) Is there a process for identifying duplication of services, underused assets and service gaps?

While there is not a central authority that oversees duplication of transportation services, underused assets and service gaps in terms of all transportation services provided in the County, there are some mechanisms for this type of review. Since Ocean Ride continues to experience additional residential and commercial growth throughout the County, we frequently receive requests to provide additional and/or expanded service. Ocean Ride evaluates route and service development by first looking at existing service provided by NJ Transit. Given the

sheer size of the County, spanning 638 square miles, providing transportation service is a challenging task. In addition, the County is home to 93 small, mid and large-scale, age-restricted communities.

Staff Comments:

There is no central body with statutory authority to evaluate whether transportation assets are underused as they may belong to independent non-profit organizations. The Board of Freeholders does have jurisdiction over the allocation of County agencies involved in the planning, implementation and delivery of transportation services.



8.) Are the specific transportation needs of various target populations well documented?

With such an array of target populations in Ocean County, the specific needs of certain populations are more widely documented. For example, since senior citizens account for roughly 27% of the County's population, there is a broad understanding of the special needs of the this population. Seniors are tapped to participate on committees such as the Older Adults Traffic Safety Committee and Senior Coordinating Council.

By contrast, there is less information available regarding persons with disabilities. This difficulty can be seen in the Census data which may not fully capture the extent of this population. Better information can assist agency leaders in developing services to meet specialized needs.



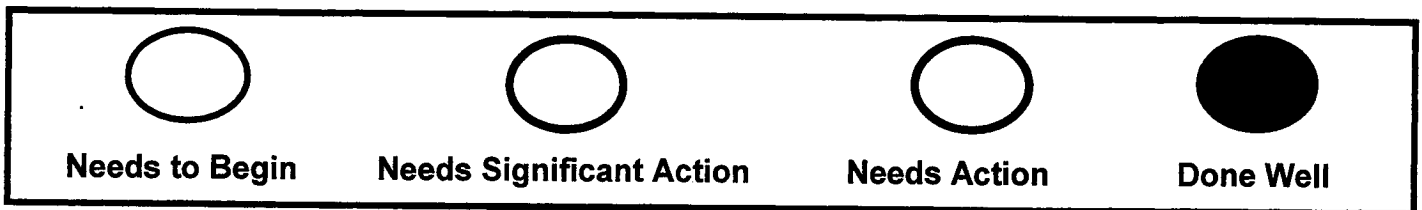
9.) Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and /or reduce costs?

Ocean Ride has already has a positive experience in applying technology to the transportation system. In 1988, the County Board of Freeholders authorized the purchase of a computerized, routing, scheduling and dispatch software system. This purchase moved the organization from a manual system of scheduling into the computer age. Building upon this positive experience, the County has begun to upgrade yet again, this time implementing RouteMatch software as part of a phase I approach, to be followed by a phase II project in mid-year which will include the implementation of the MDC's or mobile data computers onboard our Reserve-A-Ride fleet. The County anticipates higher performance measures by each vehicle, meaning increased efficiency and an increase in trip levels on our demand responsive service. The system will also improve the data entry and end of day reconciliation process required for reporting purposes.



10.) Are transportation line items included in the annual budgets for all human service program that provide transportation services?

Overall, the group stated that transportation line items were included in the annual budgets for all human service programs that provide transportation service. Of those represented, there is a specific line item to reflect the level of funding for transportation and the budget is considered to be a public document.



11.) Have transportation users and other stakeholders participated in the community transportation assessment process?

The group reported that there are several opportunities throughout the year to participate in a transportation assessment process. While the meeting of January 22, 2007 marked the official Community Transportation Assessment exercise, the stakeholder group will meet throughout the planning process. There are also opportunities to provide community input through various local advisory committees, there will be a public hearing in June and regular meetings of the Project Directors Committee.

Also, as part of the Local Agency Outreach effort, the Ocean Ride Director attended approximately ten (10) local advisory committee meetings to inform various groups regarding the United We Ride effort and to distribute a one page survey geared at defining and prioritizing transportation needs. * See enclosed timeline.



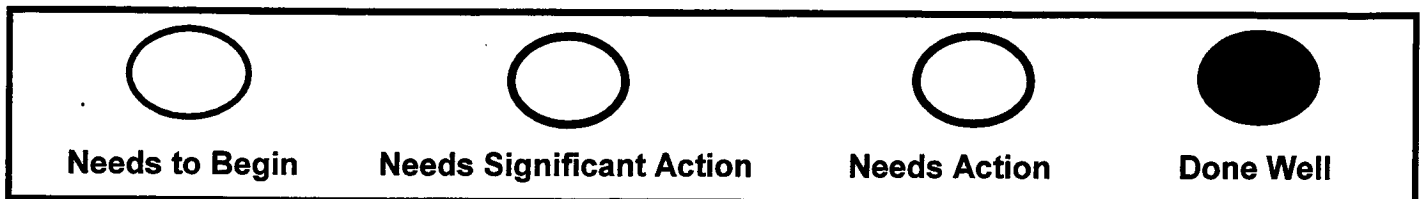
12.) Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?

Building upon the prior planning effort completed in 1988, the group felt confident that Ocean County was on course to develop a new plan complete with a clear mission and goals. It is the intent of Ocean Ride and the stakeholder committee to use the assessment results to develop a set of realistic actions that improve coordination. The actions will be grouped according to short, mid-range and long-term actions. It is the County's understanding that it is unlikely that additional funding would be made available.




13.) Is clear data systematically gathered on core performance issues such as cost per delivered trip, ridership and on-time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?

With the implementation of the computerized software system, Ocean Ride has automated the collection of core performance data and has the functionality to run specific system queries to isolate performance measures. While the ridership and cost information is readily available, there are many inherent system costs that are beyond the control of this agency including, health care costs, fuel, insurance, and labor costs.



14.) Is the plan for human services transportation coordination linked to and supported by other state and local plans such as the Regional Transportation Plan or State Transportation Improvement Plan?

The County's human service transportation coordination plan will be submitted to NJ Transit to form a statewide plan. Ocean County is a voting member of the North Jersey Transportation Planning Authority (NJTPA), the mpo for northern New Jersey.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

14.) Is data being collected on the benefits of coordination? Are the results communicated strategically?

Ocean Ride maintains anecdotal information regarding the benefits of coordination. One example is the cooperative effort with the Board of Social Services to develop a pilot project for a Medicaid bus pass on the Toms River Connection bus route. While the savings have been significant, this project requires extensive staff work by both agencies to comply with all reporting requirements.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

SECTION 3: PUTTING CUSTOMERS FIRST





16.) Does the transportation system have an array of user-friendly and accessible information sources?

Yes, Ocean Ride maintains a variety of user-friendly and accessible information sources to inform the public about transportation services. These include; TTD telephone line, the County Connection and mobile County Connection services, an updated website www.co.ocean.nj.us/Transportation, bus timetables (large font upon request), information stands in county libraries, municipal and county buildings, park and ride locations. Newsletter information through partnership with COAST TMA, Riders Guide, service flyers, etc.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

17.) Are travel training and consumer education program available on an on-going basis?





Travel training is offered upon request and subject to staff availability. Ocean Ride staff are available to speak to groups and organizations. Typically, staff have developed a standardized talk explaining the type of transit services offered, along with visual displays which showcase the Ocean Ride fleet, a large transit map showing the Ocean Ride bus routes within the County.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

18.) Is there a seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?

Fares on the Ocean Ride bus route system vary from \$0.25 cents to \$1.70 for a one-way trip. Since the inception of the bus routes, fares have never been increased. Exact change, cash fares are required on board the system. Given the current fare collection system, exact change is required. It was noted that the cost of this service is quite nominal in relation to the current cost for a gallon of gas at roughly \$ 2.35 a gallon.

It should also be noted that the Reserve-A-Ride program operates according to a voluntary donation policy, whereby eligible riders may take a pre-addressed, business stamped envelope and may send a check or money order to the County of Ocean. The suggested donation is \$1.00 each way or \$ 2.00 for a round trip.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

19.) Are customer ideas and concerns gathered at each step of the coordination process? Is customer satisfaction data collected regularly?

Yes, customer ideas and concerns are gathered at each step of the coordination process. Again, a total of twelve (12) outreach meetings have been held to allow for participation in this new planning process.

Ocean Ride participates in an annual process with the Office of Senior Services which requires a customer satisfaction survey. In addition, last year as part of Community Transportation Services week, Ocean Ride staff conducted a series of customer interviews on board our vehicles to gather information about our services including customer satisfaction. Customers

were very pleased with the services offered citing cleanliness of vehicles, reasonable cost and friendly and courteous drivers.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

20.) Are marketing and communications program used to build awareness and encourage greater use of the services?

Absolutely, marketing and outreach programs are used effectively to build awareness and encourage greater use of the services. Ocean Ride works cooperatively with the County Connection, an outreach of County services located in the Ocean County Mall, making it accessible to County residents and visitors 7 days a week during mall hours. Also, the new website provides a wealth of information, especially to local agencies and organizations who may not have hard copies of our informational materials. As an added benefit, the website information is updated on a continual basis to assure that all information is timely and accurate. Ocean Ride will mail out the Riders Guide to new residents upon request as well.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

SECTION 4: ADAPTING FUNDING FOR GREATER MOBILITY

21.) Is there a strategy for systematic tracking of financial data across programs?

Since funding sources differ, reporting and tracking requirements differ as well. There has not been a need to prepare a comprehensive tracking to this point. Even within the Ocean Ride system, reporting requirements vary according to funding source, for example, the JARC grant-Job Access and Reverse Commute requires highly detailed reporting for the NTD-National Transit Database. However, reporting for other grant sources is handled differently.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

22.) Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?

Such a system does not currently exist. Ocean Ride has worked closely with the Board of Social Services to develop a monthly bus pass on the Toms River Connection (JARC funded route) due to the cost effective nature of the transportation service. However, in order to fully comply with the billing and reporting requirements of the Medicaid program and County billing process, this is a labor-intensive effort.



SECTION 5: MOVING PEOPLE EFFICIENTLY

23.) Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?

From the standpoint of individual agencies seeking to get their customers to and from their facilities and services, this concept is the goal. Currently, there is an informal network among non-profit, community, volunteer, county and local providers to coordinate services. Given the characteristics of Ocean County in terms of its extensive service area and the suburban nature of the County, it is extremely challenging to offer coordinate such flexible services involving diverse transportation providers.



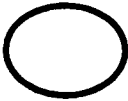



24.) Are support services coordinated to lower costs and ease management burdens?

Ocean Ride is operated by the OC Department of Transportation Services. As a department within County government, the agency benefits greatly from economies of scale in terms of in-kind services offered by Vehicle Services, insurance coverage (self-insured), Information Technology supportive services, joint purchasing initiatives, as well as host of supportive professional departments including Finance, Purchasing, Public Information, etc.



25.) Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?

Currently, Ocean Ride serves as the dispatcher for our own customers served by in-house drivers. Given the current system demand and existing support staff, Ocean Ride is not able to meet additional demand for other agencies and individuals. However, the new computer software system and MDC project will improve operating efficiency over the latter part of 2007.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

26.) Have facilities been located to promote safe, seamless and cost-effective transportation services?

Ocean Ride has built upon the existing facility network by linking bus routes to well known transit hubs such as the Toms River Park and Ride, the Lakewood Bus Terminal and the Ocean County Mall. By using transit hubs effectively, it offers the potential for transfer options for customers to access various destinations both in the county and outside the County.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

Chapter 5: Transportation Service Gaps

During the months of March and April, the County professional staff participated in ten (10) local advisory committee meetings to provide a short presentation on the Transportation Coordination planning effort and to provide an opportunity for committee members to share their individual and collective thoughts, comments and input on specific elements of the Plan. The Ocean County committees included the following: the County Stakeholder Committee, CEAS-Comprehensive Emergency Assistance Systems Committee, One Stop Collaborative Committee, Human Services Advisory Council, Senior Advisory Committee, Commission for Individuals with Disabilities, Literacy Committee, Economic Development Committee, Youth Investment Council, Transportation Advisory Committee for Senior Citizens and Persons with Disabilities, Finally, OCEAN Inc, the County's community action program (CAP) agency sponsored an all day event at the Ocean County Library with a host of guest speakers to discuss critical topics ranging from employment, housing, transportation, homeless issues and various social services including mental health services at a Regional Poverty Symposium.

A one-page survey document was distributed to each committee member to facilitate discussion regarding knowledge of transit resources, service gaps and concern areas and also recommendations. A copy of the document is presented on the next page. At the conclusion of this effort, a variety of comments were received relating to transportation service gaps in the County. A total of 83 specific comments were provided, some of the comments spanned two categories and are shown as follows:

Nature of Transportation Service Gaps by Category	# Comments
▪ Geographic Service Area	37
▪ Time of Day/Frequency	11
▪ Target Population	8
▪ Cost/Funding	10
▪ Bus Pass	6
▪ Awareness of Resources	12
▪ Specific Facility	10
▪ Language	1
▪ Training	0
▪ Out-of-County Service	2
▪ Technology/Training	6
TOTAL	103

Based on this feedback, the highest rated service gap totaling 37 responses relates to transit coverage related to a specific geographic service area of the County, with several categories scoring nearly equal response rates of 10 to 12; awareness of transit resources, time of day/frequency, cost/funding and specific facility issues. A review of the top four comment areas indicates that most areas would require considerable investment of transit resources to address the issues of geographic service area, especially given the extensive size of Ocean County. The gaps will serve as a basis in developing the recommendations section of the County's Interim Human Service Transportation Plan.

Ocean County Human Services Transportation Coordination Planning Process – March 2007

1. What are the top five, most pressing needs of your customers today in Ocean County. Indicate the name of your organization _____ and describe your customer market:

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

2. What resources do you most often refer your customers to? (i.e., what local resources are available in Ocean County to address this need?)

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

3. What are the top five transportation gaps for your customers?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

4. What are the barriers in addressing this need? What are the possible solutions?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

Feel free to provide additional comments related to transportation needs and opportunities for coordination on a separate page.

Return completed form to:
Ocean Ride
Fax: (732) 473-1923
Or Mail to:
Kathleen C. Edmond
Ocean Ride
1959 Route 9
Toms River, NJ 08754

2007 Ocean County Transportation Coordination Plan

◀ Summary of Reported Transportation Service Gaps ▶

#	Key Issues/Concerns Transportation Service Gaps	Nature of Transportation Service Gaps										
		Geographic Service Area	Time of Day Frequency	Target Population	Cost / Funding	Bus Pass	Awareness of Resources	Specific Facility	Language	Training	Out-of-County Service	Technology / Training
1	Bus times not convenient		X									
2	No bus transportation other than north or south	X										
3	Transportation for individuals in southern Ocean County	X										
4	Transportation from Southern Ocean to Brick/Toms River area	X										
5	Transportation for young adults, children under 14 years old			X								
6	Not enough bus routes to remote areas-Plumsted & Jackson	X										
7	More transportation to industrial parks							X				
8	Better transportation lines out of county – Trenton										X	
9	Need earlier time frame leaving Seaside Heights		X									
10	More frequent bus trips leaving & returning Seaside Heights and barrier island		X									
11	Some are not within walking distance of bus line	X										
12	Expanded bus routes	X										
13	Expanded bus schedules	X										
14	One bus pass for all buses					X						
15	Need service to physical therapy treatment			X								
16	Not enough buses		X									
17	No close pick-ups to their homes	X										
18	Cost				X							

2007 Ocean County Transportation Coordination Plan

◀ Summary of Reported Transportation Service Gaps ▶

#	Key Issues/Concerns Transportation Service Gaps	Nature of Transportation Service Gaps										
		Geographic Service Area	Time of Day Frequency	Target Population	Cost / Funding	Bus Pass	Awareness of Resources	Specific Facility	Language	Training	Out-of-County Service	Technology / Training
19	The need for transfers to other buses-makes travel time so long	X										
20	Making reservations-getting to reservationist is difficult on Ocean Ride & Access Link											X
21	Not enough bus routes to areas of remote-Plumsted & Jackson	X										
22	Transitioning from high school-should include transportation options for young adults with disabilities			X								
23	Access Link needs to expand beyond ¼ mile from NJ Transit bus routes	X										
24	Long time waiting on phone to make reservations on Access Link											X
25	Add more bus routes	X										
26	Problem getting transportation for early time pick-up and late arrival home		X									
27	Concern about Access Link 20 minute window		X									
28	Concern about 2 week advance reservation on Ocean Ride's Reserve-A-Ride		X									
29	One bus pass for all buses					X						
30	No transportation to methadone providers							X				
31	Not eligible for Medicaid taxis, clients need bus passes					X						
32	Need transportation to get to court							X				
33	Need transportation to medical appointments	X						X				

2007 Ocean County Transportation Coordination Plan

◀ Summary of Reported Transportation Service Gaps ▶

#	Key Issues/Concerns Transportation Service Gaps	Nature of Transportation Service Gaps										
		Geographic Service Area	Time of Day Frequency	Target Population	Cost / Funding	Bus Pass	Awareness of Resources	Specific Facility	Language	Training	Out-of-County Service	Technology / Training
34	Need transportation to access Ocean-Monmouth Legal Services office	X						X				
35	Lack of funds for cabs, trains				X							
36	Lack of knowledge of other resources available						X					
37	Lack of funds-more options for low income persons			X	X							
38	Lack of education-making it easier for them to find available transportation options						X					
39	One stop shopping-information network, that can respond & plan transportation for customer						X					
40	Secure additional funding				X							
41	Manage all information and providers-consolidate						X					
42	Training											X
43	Need transportation –to and from work, commuter transportation	X										
44	Need transportation to take children to daycare			X								
45	How to navigate the bus lines											X
31	Not eligible for Medicaid taxis, clients need bus passes						X					
32	Need transportation to get to court							X				
33	Need transportation to medical appointments							X				
35	Lack of funds for cabs, trains				X							
36	Lack of knowledge of other resources available						X					

2007 Ocean County Transportation Coordination Plan

◀ Summary of Reported Transportation Service Gaps ▶

#	Key Issues/Concerns Transportation Service Gaps	Nature of Transportation Service Gaps										
		Geographic Service Area	Time of Day Frequency	Target Population	Cost / Funding	Bus Pass	Awareness of Resources	Specific Facility	Language	Training	Out-of-County Service	Technology / Training
37	Lack of funds-more options for low income persons				X							
38	Lack of education-making it easier for them to find available transportation options						X					
39	One stop shopping-information network, that can respond & plan transportation for customer						X					
40	Secure additional funding				X							
41	Manage all information and providers-consolidate						X					
42	Training											X
43	Need transportation –to and from work, commuter transportation	X										
44	Need transportation to take children to daycare	X		X								
45	How to navigate the bus lines						X					
46	Feeder lines to NJ Transit	X										
47	Northern part of County-Brick, Jackson	X										
48	More buses on important hours – to and from work	X	X									
49	More coordination between Ocean Ride and NJ Transit	X										
50	Access Link too restrictive, beyond ¾ mile – issue is tied to federal requirements and funding	X										
51	Training for persons with Blindness and visually impaired to use transportation											X
52	Fixed bus routes do not cover all the roads	X										
53	Information in English and Spanish											

2007 Ocean County Transportation Coordination Plan

◀ Summary of Reported Transportation Service Gaps ▶

#	Key Issues/Concerns Transportation Service Gaps	Nature of Transportation Service Gaps										
		Geographic Service Area	Time of Day Frequency	Target Population	Cost / Funding	Bus Pass	Awareness of Resources	Specific Facility	Language	Training	Out-of-County Service	Technology / Training
54	Include Ocean-Monmouth Legal Services as a stop on regular route-599 Rt. 37 West. Other agencies too.							X				
55	Bulk passes to agencies-agencies cannot give out cash to clients, but could make use of vouchers for clients.					X						
56	Bus needed to get to work, food store, clothing stores, etc.	X										
57	Not enough buses to certain areas of the county	X										
58	Taxi cab routes are too high				X							
59	Lack of transportation in southern & western Ocean County	X										
60	Transportation for partnerships between childcare and employers	X		X								
61	Families are unaware of transportation routes						X					
62	Bus services stay along main route-no diversion	X										
63	Knowing and understanding bus routes						X					
64	Translation of bus routes for Spanish families								X			
65	Free bus passes based on eligibility					X						
66	Consumer friendly information						X					
67	Expand hours of Ocean Ride service		X									
68	Expand radius of Access Link service	X										
69	No transportation on weekends-Ocean Ride											

2007 Ocean County Transportation Coordination Plan

◀ Summary of Reported Transportation Service Gaps ▶

#	Key Issues/Concerns Transportation Service Gaps	Nature of Transportation Service Gaps										
		Geographic Service Area	Time of Day Frequency	Target Population	Cost / Funding	Bus Pass	Awareness of Resources	Specific Facility	Language	Training	Out-of-County Service	Technology / Training
70	Public transportation access very limited	X										
71	Cannot get to bus routes from home	X										
72	Need more flexible medical transportation, more door to door service	X										
73	Transportation to and from college, employment – door-to-door							X				
74	Lack of evening routes to access meeting or functions		X									
75	Limited hours of service		X									
76	No crossover of county lines	X										
77	Limited service to rural parts of county	X									X	
78	Incentive programs for private taxi companies for having dual purpose taxi			X	X							
79	Discounted price for private cabs for individuals with disabilities				X							
80	Incentive for businesses to provide transportation or help to develop private transportation service	X										
81	Limited area for Access Link	X										
82	Need collaboration among towns, providers & county including senior center with possible incentives for business	X										
83	Standing order service to physical therapy											

Chapter 6: Stakeholder Recommendations & Action Plan For Coordinated Transportation

Through the various outreach sessions and meetings of the Ocean County Stakeholder Committee an array of recommendations were compiled for the purpose of the County's interim human service transportation plan. The recommendations are presented in relation to the major categories outlined in the FTA Self-Assessment exercise as follows;

Making Things Happen by Working Together
Taking Stock of Community Needs and Moving Forward
Putting Customers First
Adapting Funding for Greater Mobility
Moving People Efficiently

Each section sets forth an ambitious action plan for the County's central transportation organization, the Ocean County Department of Transportation Services. The actions involve efforts to meet with various county and local organizations, elected officials as well as key transportation providers to learn more about the nature and extent of their service and its operation and to explore suitability and willingness of individual organizations to further coordinate transportation services.

Additional technical work will focus on developing a comprehensive plan, possibly with assistance from a transportation consultant to determine the appropriate level of coordination for Ocean County. It should be emphasized that while there are opportunities for increased coordination and integration among transportation providers, the creation of a centralized or consolidated organization would require major investment to achieve. Further study is needed to determine the appropriate level of coordination for the county. Given the extensive service area of Ocean County and unique demographic characteristics of the County's population, a consolidated system would require considerable facility investment, including a major upgrade to information and technology systems. Ocean Ride is currently pursuing a major technology modernization project (phase I and II) that will result in the implementation of new transportation software and the installation of the MDT's Mobile Data Terminals on-board the demand responsive portion of the Ocean Ride fleet. This comprehensive project has been advanced with full funding by the Board of Chosen Freeholders to support departmental efforts to attain optimal efficiency of existing driver and vehicles resources.

Ocean County maintains a positive, inter-active working relationship with various governmental providers, local, county and state as well as with local non-profit organizations. Current day-to-day cooperative practices relate to the following areas;

- Joint purchasing programs;
- Provision of technical assistance to local municipalities and organizations;
- Provision of training opportunities to local organizations;
- Cooperative trip reservation arrangements with local agencies, governmental units;
- Cooperative service planning arrangements;
- Informal referral and trip fulfillment requests; and
- Inter-agency cooperation agreements; ex., Brick, Manchester, Stafford.

- Making Things Happen by Working Together -

Priority	Action(s) Needed	Responsible Party	Timeframe
▶ Educate leaders & organizations about changes in federal policy that encourage & promote transportation coordination	Brief county leaders on benefits of transportation coordination, new federal policy	Ocean Ride	On-going
▶ Review existing, informal & voluntary framework that brings together providers, agencies and consumers	Assess changes to current committee structure, need for clear guidelines	Ocean Ride	Short-term
▶ Explore support level for transportation coordination	Ocean Ride, local, county agencies, non-profits	Ocean Ride Local, county agencies	Short-Term
▶ Support efforts to increase the casino revenue funding from 7.5% to 8.5%	Support current legislation	Elected officials, County agencies	Short-term
▶ Integration of system through smart card	Research available technology, identify action plan and costs	Ocean Ride, consultant	Mid-term
▶ Conduct regular meetings with county and local transportation providers	Create transportation working group, vision group, etc.	Ocean Ride, local & county providers	Short-term
▶ Gather GA data, conduct spatial analysis through GIS	Identify transit options that meet current needs	Board of Social Services, Ocean Ride, OC Planning	Short-term
▶ Promote existing transit services especially where capacity exists-bus routes	Marketing campaign	Ocean Ride, COAST TMA	On-going
▶ Initiate transportation education workshops with One Stop Career Center	Develop program, conduct monthly transit orientation session	Ocean Ride, One Stop Center, OC Human Services-WIB	Short-term
▶ Participate in One Stop Collaborative meetings	Ocean Ride staff to attend on quarterly basis to keep in the "agency" loop	Ocean Ride, OC Human Services,, One-Stop Collaborative mbrs	Short-term
▶ Conduct annual in-service transit training meeting	Arrange in-service mtg	Ocean Ride, NJ Transit, Bd Social Services, Job Link	Short-term
▶ Continue comprehensive planning process to evaluate various levels of transportation coordination	Prepare scope of work for five year plan	Ocean Ride, seek consultant services	On-going
▶ Visit brokerage system in operation to convey coordination model complexity	Research best practice that closely approximates Ocean County's service profile	Ocean Ride, consultant	Mid-term
▶ Continue efforts to advance MOM Rail Project and to secure additional transit services by public and private providers	Participation in NJ Transit planning process	Ocean County elected officials and staff	On-going Long-term

**Ocean County
Stakeholder Recommendations & Action Plan For Coordinated Transportation
- Taking Stock of Community Needs and Moving Forward -**

Priority	Action(s) Needed	Responsible Party	Timeframe
▶ Review data from county-wide survey effort	Communication campaign-internal/external	Ocean Ride Local, county transportation providers	Short-term
▶ Determine appropriate follow-up actions regarding need for additional inventory information	Assess and develop clear guidelines, clarify services & eligibility issues	Ocean Ride Local, county transportation providers	Short-term
▶ Further document the specific needs, key issues and barriers related to various target populations <ul style="list-style-type: none"> •CMO-young parents seeking parental education •Ryan White •GA population, TANF • veterans •Olmsted impacts •“Aging out” 21+ •Dual diagnosed •Dislocated workers •Persons with disabilities •Leave no child behind reqs 	Work with county and local agencies to further identify issues, gaps, barriers	Ocean Ride, local, county agencies	Short-term
▶ Assess process for identifying duplication of services, underused assets & service gaps	Develop informal review mechanism for service review	Ocean Ride, local, county agencies	Short-term
▶ Review utilization level of Section 5310 vehicles in Ocean County	Develop usage criteria, determine suitability for coordination	Ocean Ride, Local agencies	Short-term
▶ Conduct focus group meetings to better understand specific gaps and service needs	Meet with various customer populations to assess specific gaps and needs	Ocean Ride, county agencies	Short-term
▶ Build on strength of existing service network-Sr. Project Directors	Create transportation subcommittee, explore opportunities for pilot coordination	Ocean Ride, Sr. Centers Community Services Inc., Caregivers of Central Jersey	Short-term On-going
▶ Implement pilot project(s) to test coordination approaches based on varying geographic services areas	Target specific service opportunities; South-Stafford, Northwest-Plumsted/Jackson	Ocean Ride, Stafford Dial-A-Ride, Community Services Inc.	Short-term

**Ocean County
Stakeholder Recommendations & Action Plan For Coordinated Transportation
- Taking Stock of Community Needs and Moving Forward -**

Priority Recommendation	Action(s) Needed	Responsible Party	Timeframe
▶ Form and strengthen existing partnerships with county, local and state agencies	<ul style="list-style-type: none"> •Ocean Ride will participate in One-Stop Collaborative Committee once/every quarter •Provide staff for in-service training to new TANF clients at the One Stop Career Center, involve the COAST TMA 	Ocean Ride, county, local agencies	Short-term
▶ Stakeholder groups from Ocean County will meet with representatives from agencies of the NJ Dept. Children & Families regarding planning and coordination of local transportation resources and needs	Arrange meetings with relevant providers to explore potential for coordination	Ocean Ride, OC Human Services, NJ Div Youth & Family Services, NJ Div Child Behavior Health Services, Div Prevention & Community Partnership	Short-term On-going
▶ Involve corporate employers into transportation issues	Prepare briefing packet to inform local employers about transportation in Ocean County	Cooperative effort, Ocean Ride, NJ Transit, COAST TMA, Human Services-WIB	Short-term
▶ Incorporate "state of art" transportation technology into transit system	Ocean Ride two phase IT project underway, share results of effort with local providers	Ocean Ride	Short-term In progress
▶ Include transportation users and other stakeholders in the community assessment process	As part of public outreach, provide opportunity for further community input	Ocean Ride	Short-term on-going

- Putting Customers First -

Priority	Action(s) Needed	Responsible Party	Timeframe
▶ Review and adapt array of user-friendly and accessible information sources <ul style="list-style-type: none"> •Riders Guide •Color-coded timetables •Website •Outreach through county connection and 2 mobile county connection vehicles 	Assess, critique and improve marketing material to increase public awareness	Ocean Ride, COAST TMA	Short-term

- Putting Customers First (continued) -

Priority	Action(s) Needed	Responsible Party	Timeframe
▶ Education Program- actively seek opportunities to showcase Ocean Ride transportation services to agencies, non-profits, local community groups	Assess clear guidelines	Ocean Ride, 9COAST TMA	Short-term
▶ Offer Travel Training to groups	Tailor travel training to r group/service area	Ocean Ride	Short-term, on-going
▶ Identify barriers to creation of Seamless payment system	Further explore improvements to bus pass program	Ocean Ride, OC Bd of Social Services, COAST TMA	
▶ Explore methods to create Ocean Ride bus pass for purchase by non-profits-must meet fiscal and compliance requirements	Research best practices, for relevancy to Ocean County system	Ocean Ride, OC Board of Social Services, TMA	Short-term
▶ Improve awareness of bus routes through enhanced signage	Ocean Ride bus stop signs, timetable holders, key locations-bus shelters	Ocean Ride	Mid-term
▶ Assess openness of process for obtaining customer feedback -OceanRide info@co.ocean.nj.us	Research common methods of access	Ocean Ride	Short-term
▶ Seek to build upon existing Education Campaigns-211, Ocean County Library	Meet with Contact of OC and OC Library	Ocean Ride, OC Library	Short-term
▶ Create more formalized Trip Planning Assistance	Create template trip planner	Ocean Ride, COAST TMA Service Providers	Short-term

- Adapting Funding for Greater Mobility -

▶ Explore current authority for local municipalities to assess developer fee for transit operations, dialysis facility contribution, etc.	Research current authority for assessment	Ocean Ride	Short-term
▶ Review systematic tracking of financial data by major programs	Conduct local research	Ocean Ride	Short-term
▶ Identify barriers to coordination related to billing and financial systems	Conduct research on local systems	Ocean Ride	Short-term
▶ Seek to resolve billing & financial system incompatibility/obstacles to coordination efforts	Conduct local research	Ocean Ride, local, county agencies	Short-term Mid-term

- Moving People Efficiently -

▶ Encourage transit providers to create flexible services that are seamless to customers	Work with transp working group to identify opportunities	Ocean Ride, local, county agencies	Short-term
▶ Encourage facilities to research transportation service availability prior to locating new facilities	Create facility siting questionnaire to consider transportation availability	Ocean Ride	Short-term On-going
▶ Analyze various options for creating centralized dispatch system for agencies	Create transportation working group to explore coordinated dispatch concept	Ocean Ride, local, county agencies, consultant	Mid-term
▶ Seek to improve transit beyond county boundaries	Identify priority, out-of-county destinations	Ocean Ride, adjacent counties	Short-term & Long-term
▶ Develop strategies for service expansion through extended service hours	Identify priority needs	Ocean Ride	Long-term

APPENDIX A

Federal Transit Administration – Website

The Federal Transit Administration maintains and updates an extensive website devoted to the topic of United We Ride. It contains a variety of resources including best practices across the nation, as well as planning and research publications designed to offer technical information and background on transportation coordination. The website address is www.unitedweride.gov/. The following section represents an excerpt from the Federal Transit Administration website for the United We Ride initiative. The question and answer format addresses a variety of frequently asked questions relating to the transportation coordination process and potentially positive outcomes that may be achieved through this effort.

What is “United We Ride?”

United We Ride is an interagency Federal national initiative that supports States and their localities in **developing coordinated human service delivery systems**. In addition to State coordination grants, United We Ride provides State and local agencies a transportation-coordination and planning self-assessment tool, help along the way, technical assistance, and other resources to help their communities succeed.

What is Human Service Transportation?

Human service transportation includes a broad range of transportation service options **designed to meet the needs of transportation disadvantaged populations including older adults, disabled persons and/or those with lower income. Individuals have different needs and may require a set of different services depending on their abilities, their environment, and the options available in their community.** Examples may include dial-a-ride (responding to individual door-to-door transportation requests), the use of bus tokens and/or transit passes for fixed route scheduled services, accessing taxi vouchers and/or mileage reimbursement to volunteers or program participants.

What Is Coordinated Transportation?

Coordinating individual human service transportation programs makes the most efficient use of limited transportation resources by avoiding duplication caused by overlapping individual program efforts and encouraging the use and sharing of existing community resources. In communities where coordination is made a priority, citizens benefit from more extensive service, lower costs and easier access to transportation. Coordination can improve overall mobility within a community, particularly when human service agencies are each providing transportation to their own clients. It works by eliminating the inefficiencies within disparate operations and service patterns that often result from a multiplicity of providers. Greater efficiency helps to stretch the limited (and often insufficient) funding and personnel resources of these agencies. When appropriately applied, coordination can lead to significant reductions of operating costs

(per trip) for transportation providers. People in need of transportation also profit from enhanced transportation and higher quality services when operations are coordinated.

What did the Executive Order on Human Transportation Coordination do?

Executive Order 13330 signed by President Bush on February 24, 2004, established the new **Interagency Transportation Coordinating Council on Access and Mobility**; chaired by the Secretary of Transportation. The purpose of the Council is to **coordinate 62 different Federal programs across 9 Federal departments** that provide funding to be used in support of human services transportation, **The Council is comprised of 11 Federal departments, including the Departments of Transportation, Health and Human Services, Labor, Education, Housing and Urban Affairs, Agriculture, Justice, Interior, the Veterans Administration, the Social Security Administration and the National Council on Disabilities.** Specifically, the Executive Order requires the participating departments to develop a report to the President by February 2005 that in part, identifies the most useful Federal, State, tribal and local practices in coordinating transportation service; identifies the substantive and procedural requirements of duplicative Federal laws and regulations, or restrict efficient transportation operation; and provides individual departmental reports on the progress being made in simplifying access to transportation, producing cost effective service within existing resources, and reducing duplication.

The FTA website also describes potential benefits of the coordination effort. Clearly, the degree to which these outcomes can be achieved depends on a host of institutional, operational, logistical, issues.

What Are the Benefits of Coordinated Transportation?

- **Greater access to funds is provided by:**
 - Tapping a wider range of funding programs.
 - Accessing a greater variety of staff and facilities.
 - Employing more specialized and skilled staff.
- **More cost-effective use of resources is created through:**
 - Productivity increases.
 - Economies of scale.
 - Eliminating waste caused by duplicated efforts.
 - More centralized planning and management of resources.
- **Greater productivities and efficiencies will:**
 - Fill service gaps within communities by offering services to additional geographic areas and individuals within existing budgets.
 - Provide additional trips for community members, thus enhancing their quality of life.
 - Generate cost savings to some participating agencies in special forms of coordinated transportation service.
- **More centralized management of existing resources results in greater visibility for transportation services:**

- To riders.
- To agencies needing trips for their clients.
- To the community.
- To funding sources.
- Reduced consumer confusion about how to access services.
- Clear lines of authority.
- More professional (comfortable, reliable, and safe) transportation services.

How can I become involved in "United We Ride" efforts within my State and community?

- Public policies at the Federal, State, and local level can foster coordination through funding requirements, offering incentives for improvements in coordination, and requiring transportation and human service providers to demonstrate strategies and efforts to coordinate resources at the local level.
- Interested organizations and individuals can contact their state and county to learn more about plans and actions being planned and implemented for human service transportation coordination at the State and local levels.
- Locally, consumers should be actively involved in the planning and development of human service transportation services; including the development of policies and programs at all levels.
- Efforts to expand the availability and accessibility of transportation services should cut across age and disability boundaries and seek to include such rider groups as older adults, people with disabilities, and individuals with lower income.

Benefits and Costs of Coordination

The benefits of successful coordinated transportation system often include providing greater access to funding, creating a more cost-effective use of resources, including reduced duplication and overlap in human service agency transportation services; filling service gaps in a community or geographic area; serving additional individuals within existing budgets and provider more centralized management of existing resources.

Assessment of Coordination Potential through Strategy Checklist

Coordination doesn't apply to all transportation problems in all communities. To determine if coordination could improve the transportation services in a particular community or county region, transportation planners and providers should gather data about the potential transportation service users and the current transportation providers. The effectiveness and efficiency of current services in meeting the service population's needs must also be analyzed. Coordination can be an effective local action strategy if there is:

- Substantial unused vehicle time,
- Substantial unused vehicle capacity, or
- A lack of economies of scale in planning, administration, operations, purchasing or maintenance.

Unless these conditions exist, other strategies (such as investing more resources and provide more services) would readily improve transportation services.

Many levels of coordination are possible. Each community and county should be striving for that level of coordination that best suits local needs and preferences. Among the range of strategies to consider are:

- Informal information sharing and referral;
- Formal (written) coordination arrangements involving vehicles, scheduling, cost-sharing, etc.;
- Management of transportation services by one agency; and
- Consolidation of all local transportation services under one provider agency.

APPENDIX B

Revised Timeline for Ocean County Transportation Coordination Planning Process

- January 22 Conduct **Ocean County Stakeholder Committee Meeting # 1***
- January 29-
March Conduct United We Ride – Transportation Service Survey to Ocean County Groups
 -Inventory of Transportation Services by OC Retirement Communities
 -Inventory of Private Transportation Providers
- Local Agency Outreach Meetings**
- March 7 OC Senior Coordinating Council -10:30 AM*
- March 12 OC CEAS (Comprehensive Emergency Assistance Systems) -9 AM*
- March 15 OC TAC for Senior Citizens & Persons w Disabilities -1:30 PM
- March 19 **OC Transportation Coordination Meeting #2 –9 AM***
- March 20 OC Literacy Committee (WIB Subcommittee) -8:30AM*
- March 20 OC Youth Investment Council (WIB Subcommittee) -3 PM*
- March 22 OC HSAC-Human Services Advisory Council -2:30 PM*
- March 28 OC Economic Dev Committee (WIB Subcommittee) -8:30 AM*
- March 28 OC One-Stop Collaborative Com - 9:30 AM*
- April 12 OCEAN Inc.-Regional Poverty Symposium -2 PM Panel (OC Main Library)
- April 18 OC Commission for Persons with Disabilities -12:30 PM*
- Work Products to NJ Transit**
- April 2 Submit FTA Self-Assessment Package to NJ Transit
- April 15 Submit results of Ocean County's Transportation Survey to NJ Transit
- April 23 **OC Transportation Coordination Meeting # 3- Recommendations–9 AM ◇**
- May 14 **OC Transportation Coordination Meeting # 4 - Present Draft Plan- 9 AM ◇**
- May 17 Present Draft Plan to OC TAC for Senior Citizens & Persons with Disabilities – 1:30 PM
- June 15 Submit Draft, Ocean County Human Service Transportation Coordination Plan DUE to NJ Transit**
- June 21 Ocean County conducts **Public Hearing** on Annual NJ Transit Transportation Grant Application & Local Transportation Coordination Plan – 1 PM, OC Administration Building, Room 119, Toms River, NJ.
- June 21-July 6 Compile and forward public comments related to OC Plan to NJ Transit as supplement to Plan

* Meetings held at 1027 Hooper Ave, (Bldg 2, 3rd Floor Conference Room), Toms River.

◇ Meetings to be held at OC Transportation (Ocean Ride), 1959 Route 9 (Rear Building), Toms River.

APPENDIX C

Local Agency Outreach Meetings

March 7 **Oc Senior Coordinating Council**

Name	Agency
Betty Aptekar	Community Volunteer
Frank Malta	Retired Physician
Myron Rosen	Retired Businessman
Ronald Dancer	State Legislator
Nancy Faulkner	OC Board of Social Services
Larry St. Laurent	Retired Director Veterans Service Bureau
Carl I. Robinson	Social Security Administration
Frank Spatola	Retired - Government
Hilda Diaz	Retired Teacher
Peter J. Gubitosi	Retired - Government
Harry Morey	Community Volunteer
Barbara Jo Crea	Retired Public Employee & Local Official

March 12 **OC CEAS (Comprehensive Emergency Assistance Systems)**

Name	Agency
Anthony Agliata	OC Department of Planning
Theodore Gooding	O.C.E.A.N., Inc.
Frank Karalewich	Preferred Behavioral Health
Deborah Taylor--Greenley	State of NJ Department of Human Services
Dorothy Shipard	OC Board of Social Services
Darlene Langlois	Network
Mary Jo Grauso	Lakewood Housing Authority
Celeste Smith	LADACIN, Inc.
Phylliss Orenstein	LADACIN, Inc.
Donna Serina	Ocean Monmouth Legal Services
Nancy McCorry	Foodbank of Monmouth & Ocean County
Deborah Swierz	Providence House - Ocean
David Rudnitski	State of NJ Div. Of Youth & Family Services
Tricia Ebner	Catholic Charities Emergency Services
Connie Fahim	O.C.E.A.N., Inc.
Jill Perez	OC Department of Human Services
Pat Cash	Interfaith Hospitality Network
Pat Lane	NJ HMFAA
John Tedesco	Ocean's Harbor House
Captain Larry Travaglino	The Salvation Army
Captain Lori Travaglino	The Salvation Army
Joyce Campbell	Catholic Charities Emergency Services
Kathy Jaworski	OC Department of Human Services
Kathy Durante	Ocean First Foundation
Carol Latif	Ocean County Hunger Relief
Sid Colvin	Ocean's Harbor House
Christina Gaetano	Ocean Mental Health Services

March 12 OC CEAS (Comprehensive Emergency Assistance Systems) cont'd.

Camille Lopez	Catholic Charities Emergency & Community Services
Sandy Sheehan	Dottie's House
Joyce Green-Rodriguez	Counseling & Referral Services
Reese Mayer	CONTACT Ocean County
Alison Recca-Ryan	Corporation for Supportive Housing

March 15 OC TAC for Senior Citizens & Persons with Disabilities

Colleen O'Dell-Multer	Consumer
Joette G. Dodds, EDM	State of NJ Comm. For the Blind & Visually Impaired
James Fox	Consumer
Linda Leitch	Consumer
Kelly Mitchell	Womens' Comm. & Individuals with Disabilities
Jane Maloney, Director	OC Office of Senior Services
Dorothy McDowell	Consumer
Charles A. Mueller	Consumer
Dennis Poane	Community Services, Inc.
Beverly Valentine	Parent of Disabled
John Yohannan	Consumer

March 19 OC Transportation Coordination Meeting #2

Fred Schneeweiss	United Garden State Restaurant & Lodging
Tony Agliata	OC Department of Planning
Sandra Bell	Caregivers of Central Jersey
John Dorrity	OC Veterans Service Bureau
Michele Hutchison	OC One-Stop Career Center
Kathy Jaworski	OC Department of Human Services
Violet LaGrotteria	OC Board of Social Services
Adrienne Lawrence	OC Board of Social Services
Patricia Leahey	OC Department of Human Services (WIB)
Jane Maloney	OC Office of Senior Services
Don Marshall	NJ Employment Services
Kelly Mitchell	OC Human Services Comm. for Persons w/Disabilities
Marie Elena O'Connor	OC Office of Senior Services
Joan Reck	Greater Mercer TMA
Margaret Roberts	OC Board of Social Services
Tiffany Robinson	OC Department of Planning
Tim Sharpe	NJ Transit

March 20 OC Literacy Committee (WIB Subcommittee)

John Bernyk	OCVTS Marine Academy of Tech. & Environ. Science
Barbara Bruce	O.C.E.A.N. Inc.
Carol Cappetta	OC County College - GED Test Center
Nancy Chiorazzi	St. Francis Community Center
Jaci Collins	Division of Vocational Rehabilitation
Kay Regan DeCicco	Consumer
Ada Gonzalez	Lakewood Community Services
Dr. Bruce Greenfield	OC Superintendent of Schools
Margaret Havanki	OC One-Stop Center
Agnes Hebler	OC County College
Judy Icklan	OC County College
Jan Kristbergs	Southern Regional High School District
Leroy Llyod	Toms River One-Stop Center
Camille Lopez	Catholic Charities Ocean Emergency & Comm. Srv.
Jim Lowda	OC Vocational Technical School
Zarita Mattox	OC Library
MaryFran McFadden	OC Board of Social Services
Gina Opauski	St. Francis Community Center
Josette Peterson	Consumer
Virginia Richardson	OC Board of Social Services
Deborah Robinson	OC County College
Pat Snyder	Lakewood Even Start Program
Monica Stockman	Toms River One-Stop Center
Cheryl Shankle	Division of Vocational Rehabilitation
Nancy Weber	OC Vocational Technical School
Marilyn Williamson	OC One-Stop Career Center
David Wintrode	Causeway Ford

March 20 OC Youth Investment Council (WIB Subcommittee)

Barbara Barr	OC Juvenile Services
Jacqueline Bozarth	Pinelands School District
Robert Coughlin	OC Juvenile Services
William Coyne	New Jersey Carpenters Funds
John Dorrity	OC Veterans Service Bureau
Bernice Dowd	OC Vocational Technical School
Janice Freeman-Kenney	Ocean Mental Health Services
Dr. Nancy Gerry	OC County College
Ted Gooding	O.C.E.A.N., Inc.
Mary-Jo Grauso	Lakewood Housing Authority
Dr. Bruce Greenfield	OC Superintendent of Schools
Bert Kormann	JFK Vocational Rehabilitation
Chris Lill	St. Francis Community Center
Tom Lofaro	OC OSCC - Job Corps

March 20

OC Youth Investment Council (WIB Subcommittee) cont'd.

Phillip Lucas	Attorney at Law
Zarita Mattox	OC Library
Meg Mollozzi	Ocean Mental Health Services
Tina McNamara	OC - OSCC - Parent Rep.
MaryAnn Oliver	R.A.I.S.E.
Josette Peterson	Consumer
Michael Pitch	Six Flags Great Adventure
Gina Polese-Grosso	Preferred Children's Services
Richard Seitz	Youth Services Commission
Cheryl Shankle	Division of Vocational Rehabilitation
Johnathon Simms	State Department of Human Services
Carol Turano	Pinelands School District
Nancy Weber	OC Vocational Technical School
Marilyn Williamson	OC One-Stop Career Center

March 22

OC HSAC-Human Services Advisory Council

Dennis Barger	Network
Beverly Bearmore	OC Board of Social Services
Joyce Brda	United Way of Ocean County
Harold Creacy, Esquire	Ocean-Monmouth Legal Services
Enrico De Gironimo	Consumer
Katherine Durante	Ocean First Foundation
Roberto Flecha	Counseling & Referral Services of Ocean, Inc.
Sarah Gelbwachs	Lakewood Community Services
Ada Gonzalez	Lakewood Community Services
Ted Gooding	O.C.E.A.N., Inc.
Dr. Bruce Greenfield	OC Superintendent of Schools
Rev. Peter M. Hartney	Saint Paul Lutheran Church
Michelle Hutchison	Ocean County P.I.C.
Enza Jacobowitz	Family Resource Network/EFNJ
Susan Kelly	Food Bank of Monmouth & Ocean Counties
Michelle Kennedy	DYFS
Debbie Klaus	The Children's Home Society of NJ
Hindy Langer	Special Children's Center
Carol Latif	Ocean County Hunger Relief
Camille Lopez	Consumer
Dominick Magliaro	Consumer
Kathleen Patrick	Consumer
Andrew Repetti	Consumer
David Rudnitsky	OCS SYFS Ocean North
Sue Sedivec	Big Brothers and Big Sisters
Rev. Gary Stiegler	Immanuel Evangelical Lutheran Church

March 22 OC HSAC-Human Services Advisory Council cont'd.

Evelyn Sullivan	Preferred Behavioral Health of NJ
Capt. Lorie Travaglino	The Salvation Army - Ocean County Citadel
Deborah Taylor-Greenley	NJ Department of Human Services

March 28 OC Economic Dev Committee (WIB Subcommittee)

Lucille Brown	Toms River One-Stop
Russ Corby	Lakewood Development Corp.
William Coyne	New Jersey Carpenters Funds
John Dorrity	OC Veterans Service Bureau
Mike Dugan	NJDOLWD - Labor Market
Wyatt Earp	IBEW, International Representative
Karen Escobedo	NJ Natural Gas Company
Lucy Greene	Tom River - OC Chamber of Commerce
Judy Icklan	OC College
Emil Kaunitz	Specialty Systems, Inc.
Marshall Kern	Crossroads Realty, Inc.
Leroy Lloyd	Toms River One-Stop
Phillip Lucas	Attorney at Law
Clark Paradise	Shepard's Helpers
Ernest Parcesepe	NJ DOLWD - Div. of Employment & Training
Victoria Pecchioli	OC Planning Department
Thomas Szallai	Naval Air Engineering Station
Marilyn Williamson	OC One-Stop Career Center

March 28 OC One-Stop Collaborative Committee

Carol Cappetta	Consumer
Nancy Chiorazzi	St. Francis Community Center
Vicki Day	Suited for Success
Eric Diamond	OC Board of Social Services-WFNJ Substance Abuse
Debbie Distasi	OC One-Stop Career Center
Mike Dugan	NJ DOLWD - Labor Market
(Bunny) Ferrari	FACES/Healthy Families
Lauren Feeney	OC One-Stop Career Center
Ada Gonzalez	Lakewood Community Services
Sharon Hartman	NJDOLWD, Div. Of OS Programs & Services
Lynn Harootunian	Consumer
Michele Hutchison	OC One-Stop Career Center
Jane Krause	OC One-Stop Career Center
Violet LaGrotteria	OC Board of Social Services
Maureen Lawrence	The Children's Home Society of NJ

March 28

OC One-Stop Collaborative Committee cont'd.

Sara Lemig	The Children's Home Society of NJ
Christine Lill	St. Francis Community Center
Don Marshall	Toms River One-Stop
MaryFran McFadden	OC Board of Social Services
Irma Martinez	OC Board of Social Services
Linda Murtagh	OC Board of Social Services
Gina Opauski	St. Francis Community Center
Nilette Pecorella	OC One-Stop Career Center
Cheryl Polo	Preferred Employment Services
Virginia Richardson	OC Board of Social Services
Anita Rivera	NJ Division of Family Development
Angelo Saverino	Toms River One-Stop
Rodger Schneider	NJ Division of Family Development
Cheryl Shankle	Division of Vocational Rehabilitation
Deborah Taylor-Greenley	State Department of Human Services
Sherry Trifiro	OC Board of Social Services
Jean Turner	NJ Division of Family Development
Marilyn Williamson	OC One-Stop Career Center
Shannan Harrigan-Yanez	St. Francis Community Center

April 12

OCEAN Inc. - Regional Poverty Symposium

Theodore Gooding	O.C.E.A.N., Inc.
Connie Fahim	O.C.E.A.N., Inc.
Heather Matos	O.C.E.A.N., Inc.
Debbie Bellas	O.C.E.A.N., Inc.
Margaret Krebs	O.C.E.A.N., Inc.
Alison Recca-Ryan	Corporation of Supportive Housing
Bill Van Schoick	Ocean County DYFS
Rev. Steve Bingham	New Life Christian Church
Teresa Berger	Ocean Health Initiatives
Tatiana Durbak	Attorney - Catholic Charities
Camille Lopez	Catholic Charities
Connie Pascale	Legal Services of New Jersey
Bernadette Brewer	OC Board of Health
Linda Murtagh	OC Board of Social Services
Maureen Lawrence	Children's Home Society
Marie-Elena O'Connor	OC Division of Senior Services
Pat Cash	Interfaith Hospitality
Jill Perez	OC Department of Human Services
Tracy Maksel	OC Department of Human Services
Frank Karalewich	Preferred Behavioral Health
Katherine Durante	Ocean First Foundation
Nancy D. Basile	Ocean Partnership for Children

April 12

OCEAN Inc. Regional Poverty Symposium cont'd.

George Grodberg	Community Compass in Toms River
Barbara Bruce	O.C.E.A.N., Inc.
Virginia Amejka	Preferred Behavioral Health
Captain Lorie Travaglino	Salvation Army
Diane Mullener	Salvation Army
Tonya Jackson	L.E.A.P. Parent
Miesha Dixon	L.E.A.P. Parent
Shakeya Fair	L.E.A.P. Parent
Lori Sigrist	O.C.E.A.N., Inc.
Lynore Blauser	O.C.E.A.N., Inc.
Michele Grainer	O.C.E.A.N., Inc.
Carol Patterson	O.C.E.A.N., Inc.
Karen Colletti	L.E.A.P.
James Hayes	Legacy International
Darlene Langlois	Network
Ryan Reilly	Ocean Mental Health Services - Homeless Outreach
Kim Class	Ocean Mental Health Services - Homeless Outreach
Bernice Washington	Ocean Mental Health Services
Dan Lundy	Catholic Charities
Mark McGovern	Grace/Peace - Toms River
Kathy Jaworski	OC Board of Social Services
Joyce Brda	United Way
Lisa Petrozzello	United Way
Pageen Ford	O.C.E.A.N., Inc.
Gary Stiegler	Lakewood Clergy Associate/Board Member Habitat
Maryia Smalley	OC DYFS
Michelle Kennedy	OC DYFS
Deborah Taylor-Greenley	NJ Department of Human Services
Terry Quigley	St. Barnabas Church Bayville
Barbara Schwartz	St. Barnabas Church Bayville
Evelyn Morgan	St. Barnabas Church Bayville
Anne Marie Shepherd	St. Barnabas Church Bayville
Diana Lipton	Habitat for Humanity Southern Ocean County
Hafusat Oyetunde	O.C.E.A.N., Inc.
Kelly Berardi	OC Probation
Michael Lee	OC Probation
Jamie Griffin	OC Probation
Roberto Flecka	Counseling and Referral of Ocean Inc.
Cathy Ballssone	OC Probation
Kim Fiero	Ocean/Monmouth Legal Services
Jorge Rod	Latinos Unidos Newsletter
Alison Ingenito	Yoga U Foundation
Carol Wolfe	Homes Now, Inc.
Lauren Kidd	Asbury Park Press
Leslie Terjesen	OC Board of Health
John Clayton	OC Board of Health
United Way Representative	

April 12

OCEAN Inc. Regional Poverty Symposium cont'd.

Lynn Jahns	Counseling and Referral of Ocean, Inc.
Linda Sheridan	Ocean/Monmouth Regional Perinatal
Jennie Blakney	Ocean/Monmouth Regional Perinatal
Beatrice Osterheld	Ocean/Monmouth Regional Perinatal
Shannan Harrigan-Yanez	St. Francis
Holly Cutchin	St. Francis
Joyce Brooks	TR Head Start
Reesa Pimenta	TR Head Start
Ricardo Pimenta	TR Head Start
Carol Latif	Hunger Relief
Gloria Pabers	O.C.E.A.N., Inc.
Marge DeRogatis	OC Resident
Joanne Carnasciole	OC Resident
Tracey Bartlett	Toms River Head Start Policy Council
Betty Valdez	O.C.E.A.N., Inc.
Suzanna Vucia	Consumer
Isrial Moctezuma	Consumer
Kathleen Kunert	USDA Rural Development
Lori Coble	Student, Stockton College
Betty Valdez	O.C.E.A.N., Inc.
Ms. Lach	(Christine's Daughter Babysitting)
Jill Mroczka	O.C.E.A.N., Inc., Babysitting
Alice E. Kelsey	Mi Casa
Stan Hickman	Human Services - Tri County
Michael Cudemo	Planning - Tri County
Judy Weinstein	Tri County
Jaya Velpuri	Tri County
Karen Purcell	Community Health Education & Outreach Division
Chris Piers	Barneгат Head Start
Jackie Tune	Barneгат Head Start
Zach Lewis	O.C.E.A.N., Inc., Board
Representative	St. Francis
Diane Havens	Homes for All
Barbara Scholz	Development Direct Monmouth/Ocean Food Bank
Resident Macedoia	Lakewood
Resident Macedoia	Lakewood

April 18

OC Commission for Persons with Disabilities

Regina Ferris	Consumer Advocate
Michael Jankowsky	Consumer Advocate
Bert Kormann	JFK Vocational Rehabilitation
Dorothy McDowell	Consumer Advocate
Jeanine Niemira	Consumer Advocate
Scott Rodas	Ocean County Library
Margaret Rossetti	Consumer Advocate



April 18

OC Commission for Persons with Disabilities cont'd.


Priscilla Barden	Consumer Advocate
Robert Barden	Consumer Advocate
John G. Budenas	Consumer Advocate
Linda Capuano	Ocean County College
Anne K. (Nancy) Coll	Consumer Advocate
Michelle Feery	Consumer Advocate
John F. Gerkens	Consumer Advocate
Sally Jankowsky	Consumer Advocate
Helen Springer	Consumer Advocate
Phillip Valesse	Consumer Advocate
Lauren Marino	Paws In Service
Colleen O'Dell-Multer	Consumer Advocate
Linda Radcliffe	Consumer Advocate
James Rodgers	Ocean County College
Thomas Spadaro	Consumer Advocate
Mary Edith Thomas	Consumer Advocate
Fay Wilson	Consumer Advocate

APPENDIX D



Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Lavallette Municipal Alliance Address: P.O. Box 67 Lavallette, NJ 08735 Phone: 732-793-7477 Contact Person: Leonard Christoforo Eligibility Restrictions: General Public + Target populations	1 -Bus - 30 Amb. 2 WC  1-Van - 25 Amb. 1-Van - 12 Amb.	- Fixed route, - modified fix route	Sun - Mon - Varies	1	- Fixed Route - Modified Fixed Route - Fixed Schedule service - Other (Charter)	- Lavallette Boro - OC County Transportation Mini-Grant - Fares
Name: Long Beach Island Health Dept. Address: 11601 Long Beach Blvd. Phone: 609.492.1212 Contact Person: Tim Hilferty/Dana O'Connor Eligibility Restrictions: General Public	Do not own vehicles for passenger transport. - Cars for Health Department Employees	Do not purchase, operate or arrange passenger transportation.	NA	NA	NA	NA
Name: DYFS Ocean South Local Office Address: 1510 Hooper Ave - Suite 210 Toms River, NJ 08753 Phone: 732.255.0700 Ext 8939 Contact Person: Maryia Smalley Resource Development Specialist Eligibility Restrictions: Youth	Do not own vehicles for passeger transport.	NA	NA	NA	NA	NA
Name: Toms River Senior Center Address: 652 Garfield Avenue Toms River NJ 08753 Phone: 732.341.1000 Ext. 8434 Contact Person: JoAnn Benson Eligibility Restrictions: Elderly Over Age 60	1 - Bus 18 Amb 2WC  3 - Vans 10 Amb	- Demand Responsive (flexibly routed) service using paid drivers.	Mon-Fri 9am - 4pm	1	Call for ride	- Donation - OC County Transportation MiniGrant - Toms River - OAA Title III

Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Township of Lacey Address: 818 Lacey Road Forked River, NJ 08731 Phone: 609.693.1100 Ext. 8 Contact Person: John Kilmurray Eligibility Restrictions: Seniors and Teens	Do not own vehicles for passenger transport.	- Scheduled trips for seniors and teens as part of Recreation Program, not for the general public.	Various according to schedule trips.	NA	- Schedule trips.	- Lacey Twp.
Name: Borough of Harvey Cedars Address: PO Box 3185 Harvey Cedars, NJ 08008 Phone: 609.361-6000 Contact Person: Diana Dale Eligibility Restrictions: General Public	Do not own vehicles for passenger transport.	Do not purchase, operate or arrange passenger transportation.	NA	NA	NA	NA
Name: Twp of Manchester/Sr Outreach Address: 1 Colonial Drive Manchester, NJ 08759 Phone: 732.657.8121 Ext. 1132 Contact Person: Brenda Sloan Eligibility Restrictions: Elderly Over Age 60	9 - Sedans 3 Amb. 1 - Ford Bus 8 Amb. 1 WC  Total 10 Vehicles	- Demand responsive (flexible route)	Mon - Fri 10AM - 1:30PM	1	- Call according to schedule	- Donations - Twp. Of Manchester - OC Transportation Min-Grant
Name: Township of Toms River-Youth Services Address: 150 North Bay Avenue Toms River, NJ 08753 Phone: 732.341.1000 Contact Person: Susan Gray Eligibility Restrictions: Low Income/Mental/Cognitive Dis. Youth 6-17 Low Income	Do not own vehicles.	- Coordinate with Toms River Schools scheduled trips.	Mon-Fri 2PM -4PM	NA	- Available to agency customers according to schedule	NA


Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Borough of Seaside Park Address: 1701 N. Ocean Avenue Seaside Park, NJ 08752 Phone: 732.793.0234 Contact Person: Julie Horner-Keizer Eligibility Restrictions: Municipal Services	Does not own vehicles for passenger transport.	Do not purchase, operate or arrange for passenger transportation services.	NA	NA	NA	NA
Name: Borough of Beachwood Address: 1600 Pinewald Drive Beachwood, NJ 08722 Phone: 732.286.6000 Ext. 213 Contact Person: Elizabeth A. Mastropasqua Eligibility Restrictions:	Does not own vehicles for passenger transport.	Provides no transportation programs.	NA	NA	NA	NA
Name: Twp of Jackson (M. Cottrell Ctr) Address: 45 Don Connor Blvd. Jackson, NJ 08527 Phone: 732.928.2313 Contact Person: Janice Connor Eligibility Restrictions: Elderly over 50/Veterans Low Incom/Physical Disabilities	- 1 Bus - 16 Amb. 2 WC  - 1 Bus 24 Amb. 2 WC 	- Demand Responsive (flexible route) service.	Mon - Fri 8AM - 3 PM	2	Call for Ride	- Jackson Twp. - CDBG
Name: Twp of Brick Outreach Svcs. & Senior Center Address: 373 Adamston Road Brick, NJ 08723 Phone: 732.920.8686 Contact Person: Debra Welty, Director Eligibility Restrictions: Target populations	2 - Sedans 1 - Van 1 - Pick-up	- Door to Door medical transport	Mon - Fri 9AM-12PM	0	Call for Ride	- Brick Twp. - Donations - Title III

Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Borough of Lavallette Address: 1306 Grand Central Ave. Lavallette, NJ 08753 Phone: 732.793.7477 Contact Person: Christopher F. Parlow Eligibility Restrictions: General Public	NA See Lavallette Municipal Alliance response	NA	NA	NA	NA	NA
Name: Borough of Pine Beach Address: 599 Pennsylvania Avenue Pine Beach, NJ 08741 Phone: 732.349.6425 Contact Person: Charlene Carney Borough Clerk Eligibility Restrictions: General Public	Do not own vehicles for passenger transportation.	Do not purchase, operate or arrange for passenger transportation.	NA	NA	NA	NA
Name: Borough of Beach Haven Address: 300 Engleside Avenue Beach Haven, NJ 08008 Phone: 609.492.0111 Contact Person: Richard Crane, Administrator Eligibility Restrictions: General Public	Do not own vehicles for passenger transportation.	Do not purchase, operate or arrange for passenger transportation.	NA	NA	NA	NA
Name: Borough of Bay Head Address: 81 Bridge Ave. PO Box 248 Bay Head, NJ 08742 Phone: 732.892.0574 Contact Person: Patricia Applegate Municipal Clerk Eligibility Restrictions: General Public	Do own vehicles for passenger transportation.	Do not purchase, operate or arrange for passenger transportation.	NA	NA	NA	NA




Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Twp of Brick Address: 401 Chambers Bridge Rd. Brick, NJ 08723 Phone: 732.262.7050 Contact Person: Scott Pezarras Business Administrator Eligibility Restrictions: General Public + Target populations	4 Buses - 40 Amb.	- Fixed Route - modified fixed route - fixed schedule service.	Mon - Fri 8:30 AM - 3:30 PM	0	- According to schedule - Call	- Vehicles donated by Board of Education
Name: Twp of Barnegat Address: 900 W. Bay Avenue Barnegat, NJ 08005 Phone: 609.698.0080 Xt. 176 Contact Person: Michelle Rivers	1 - Mini-bus 16 Amb. 2 WC 	- Demand Responsive (flexibly route) service.	Mon - Fri. 9 AM - 3 PM	1	Available to residents - Call according to schedule	- Twp of Barnegat - CDBG
Name: OC Office of Senior Services Address: PO Box 2191 Toms River, NJ 08754-2191 Phone: 732.929.2091 Contact Person: Jane Maloney, Director	Do not own Vehicles Does not purchase, operate or arrange for passenger transportation services of any type. - Provides funding to local & County transp. Providers.	NA	NA	NA	NA	NA
Name: OC Veterans Service Bureau Address: 1027 Hooper Avenue Toms River, NJ 08754-2191 Phone: 732.929.2096 Contact Person: John P. Dorrity Director Eligibility Restrictions: General Public + Veterans + Target Populations	Do not own vehicles. - Collaborative arrangement with Ocean Ride	- Fixed Route - Modified Fixed Route - Fixed schedule service - Coordinate with Ocean Ride and VetWorks.	Mon - AM AM Tues - AM PM Wed Alt. AM&PM Thurs - PM PM Fri - AM PM	NA	According to schedule.	- Rides by Ocean Ride funded through State Veterans Grant

Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: OC Board of Social Services Address: 1027 Hooper Ave - PO Box 547 Toms River, NJ 08754-0547 Phone: 732.286.5954 Contact Person: Adrienne Lawrence Eligibility Restrictions: General Public + Target populations	Contract vehicles	- Contract fixed route, modified fixed rt. - Fixed schedule service by Ocean Ride. - Contract Demand Response.	Mon. - Fri. 6AM - 8PM	NA	- Call - Contract (Only Agency customers.)	- FC Grants - SS Grants - OC Transp. MIniGrant - Title XIX (Medicaid) Grant - OAA
Name: OC Office for Individuals with Disabilities Address: 1027 Hooper Ave. Box 2191 Toms River, NJ 08754-2191 Phone: 732.506.5062 Contact Person: Kelly Mitchell Prog.Development Spec. 1 Eligibility Restrictions: General Public + Target populations	Does not purchase, operate or arrange for passenger transportation services of any type.	NA Refers customers to Ocean Ride and Access Link.	NA	NA	NA	NA
Name: OC Health Dept (Alcohol & Drug) Address: 175 Sunset Ave - PO Box 2191 Toms River, NJ 08754-2191 Phone: 732.341.9700 Xt. 7535 Contact Person: Kathleen Stonaker County Alcoholism&Drug Abuse Co. Eligibility Restrictions: General Public + Target Populations	Does not purchase, operate or arrange for passenger transportation services of any type.	NA Refers customers to Ocean Ride.	NA	NA	NA	NA
Name: OC Human Services Dept Address: 1027 Hooper Ave Bldg. 2 3rd Floor Toms River, NJ 08754 Phone: 732.506.5314 Contact Person: Patricia B. Leahey OC WIB Coordinator Eligibility Restrictions: General Public	Does not own vehicles. Provides funding to Ocean Ride for Brick Link route.	NA	NA	NA	NA	NA



Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: OC Juvenile Services Dept. Address: 165 Sunset Avenue Toms River, NJ 08755 Phone: 732.288.7712 Contact Person: John Broumas Records Manager Eligibility Restrictions: Youth 12 - 18	1 - MiniVan 1 - Sedan 2 - Pick-ups 1 - Van	- Demand Responsive (flexibly route service). - Arrange according to request.	Mon-Fri 8 AM - 8 PM Sat. 8 AM - 4PM	0	- Available to Agency customers only.	Ocean County
Name: Borough of Surf City Address: 813 Long Beach Blvd. Surf City, NJ 08008 Phone: 609.494.3064 Contact Person: Mary P. Madonna Municipal Clerk/Administrator Eligibility Restrictions: General Public	Does not provide passenger services.	NA	NA	NA	NA	NA
Name: Twp of Stafford Address: 260 E. Bay Avenue Manahawkin, NJ 08050 Phone: 609.597.1000 Xt 8555 Contact Person: Ronald A. Cop Supt. Dept. of Public Works Eligibility Restrictions: General Public (Resident) + Target Populations	1 - Bus 22 Amb. 2WC  2 - Vans 12 Amb. 2WC 	- Arrange for transportation by request. - Demand Responsive flexibly route service.	Mon -Sat 8:30 AM - 5:30 PM	3	Available to residents.	- Stafford Twp - CDBG
Name: Easter Seals New Jersey Address: 1195 Airport Road - Suite B6 Lakewood, NJ 08701 Phone: 732.257.6662 Xt. 522 Contact Person: Lee Ann DeMatteo, Director Incl.Lkwd/Lacey/Forked River Eligibility Restrictions: Mental or cognitive disability	18 - Vans - 7 Amb. 5 - Vans 4 Amb. 2 WC  1 - Van 11 Amb. 1 - Van 12 Amb.	- Arrange for transportation according to schedule.	Mon-Fri. 8:30 AM - 4PM	5	Contract with DDD according to roster/sched.	- DDD - OC - Transportation Mini-Grant


Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Borough of Ship Bottom Address: 1621 Long Beach Boulevard Ship Bottom, NJ 08008 Phone: 609.494.2171 Xt. 116 Contact Person: Kathleen Wells, RMC Municipal Clerk Eligibility Restrictions: General Public	Do not own vehicles for transportation.	NA	NA	NA	NA	NA
Name: Kimball Medical Center Address: 600 River Avenue Lakewood, NJ 08701 Phone: 732.886.4438 Contact Person: Caryl Russo Eligibility Restrictions: General Public + Target Populations	Contract Vehicles	- Arrange for transportation by request.	Various according to schedule	NA	- Available to Agency customers only.	NA
Name: Eyeopeners of Pt. Pleasant/Brick Address: 207 Central Blvd. Brick, NJ 08724 Phone: 732.785.5527 Contact Person: Anne Moran Project Director Eligibility Restrictions: Visually Impaired	Do not own vehicles	- Arrange for private transportation by request. - Arrange for transportation with Ocean Ride.	Various according to schedule	NA	- Available to members only.	- OC Transp. Mini-Grant
Name: Catholic Charities Address: 88 Schoolhouse Rd Whiting, NJ 08759 Phone: 732.350.4120 Contact Person: Beth Sidlow Eligibility Restrictions: General Public + Target Populations	Do not own vehicles	- Arrange for transportation by request.	Mon-Thurs. 10:30AM-6PM	NA	- Available to Agency customers only.	

Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Community Services, Inc. of OC Address: 225 Fourth Street Lakewood, NJ 08701 Phone: 732.367.1400 ext. 32 Contact Person: James G. Sigurdson Executive Director Eligibility Restrictions: Elderly over age 60	8 Vans - 12 Amb. 1 Van - 8 Amb. 1 Van - 7 Amb. 1WC 	- Demand Responsive (flexibly routed) using paid drivers - Arrange for transportation by request.	Mon - Sat. 8:30 AM-4:30PM	1	- Arrange for transportation by request.	- Fares & Donations - Twp of Lakewood - OC Transp. Mini-Grant - OAA Title III
Name: Berkeley Twp Bd of Education Address: 53 Central Parkway Bayville, NJ 08721 Phone: 732.269.1302 Contact Person: Geraldine Kerrigan Transportation Supervisor Eligibility Restrictions: Youth - K-6	1 Bus - 25 Amb. 19 Bus - 54Amb. 2 Bus - 10 Amb. 1WC 	- Fixed route - Modified fixed route - Fixed schedule service.	Mon - Fri. 6 AM-4PM	1	- Arrange for transportation by request. - Arrange for transportation according to schedule.	- Twp of Berkeley
Name: The ARC, Ocean County Chapter Address: 815 Cedar Bridge Avenue Lakewood, NJ 08701 Phone: 732.363.3335 xt. 113 Contact Person: Vicki Zydzik Dir. Family Support Services Eligibility Restrictions: Mental or Cognitive Disability	26 Vans - ea. 12Amb.	- Fixed route - Modified fixed route - Fixed schedule service.	Mon - Fri. 6:30AM-5PM	0	- Available to Agency customers only. - Arrange transportation according to schedule.	- DHS - OC Department of Transportation Mini-Grant
Name: Southern Ocean County Hospital Address: 1140 Rt. 72 West Manahawkin, NJ 08050 Phone: 609.978.3656 Contact Person: Joanne Leichte Dir. Of Community Outreach Eligibility Restrictions: General Public	Do not own vehicles for passenger transportation.	NA	NA	NA	NA	NA

Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Catholic Charities Emerg. & Comm.Svc. Address: 200 Monmouth Ave - PO Box 1364 Lakewood, NJ 08701 Phone: 732.901.3261 Contact Person: Camille Lopez Program Director Eligibility Restrictions: General Public + Target populations	NA	NA	NA	NA	NA	NA
Name: Interfaith Health & Support Svc.SOC Address: 1140 Rt. 72 West Manahawkin, NJ 08050 Phone: 609.978.3103 Contact Person: Dede Montgomery Director Eligibility Restrictions: General Public	Do not own vehicles for passenger transportation. Volunteers use personal autos.	- Fixed route - Modified fixed route - Fixed schedule service.	Mon - Fri 9AM-3:30PM	NA	- Coordinate with Ocean Ride. - Coordinate with Stafford Twp.	- Ocean County - Title III
Name: Community Medical Ctr.Adult Day HlthCare Address: 591 Lakehurst Road Toms River, NJ 08755 Phone: 732.505.9420 Contact Person: Michele Lardieri Administrator Eligibility Restrictions: Adult Day Care Target populations	3 - Minibuses 14 Amb. 2 WC 	- Demard Responsive (flexibly routed) service using paid drivers.	Mon - Fri. 7:30AM - 4:30PM	3	- Available to Agency customers - Arrange accrd. to schedule. - Arrange accrd. to request.	- 5310 - Fares - Other
Name: Ocean Medical Center Address: 425 Jack Martin Blvd. Brick, NJ 08724 Phone: 732.785.8836 Contact Person: Lynn Ackerson Manager Eligibility Restrictions: General Public + Target populations	Do not own vehicles for passenger transportation.	NA	NA	NA	- Patients arrange for private transp. - Patients utilize Ocean Ride	NA






Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Ocean County Hunger Relief Address: 917-5 No. Main Street Toms River, NJ 08753 Phone: 732.505.4357 (Help) Contact Person: Carol Latif or Karen Gervasio Eligibility Restrictions: General Public + Target populations	Do not own vehicles for transportation.	NA	NA	NA	NA	NA
Name: Surflight Theatre Address: PO Box 1155 Beach Haven, NJ 08008 Phone: 609.492.9477 Contact Person: Sandy Goldsborough Development Director Eligibility Restrictions: General Public	Do not own vehicles for passenger transportation	- Contract Demand Responsive (flexibly route) service from independent carrier.	- Varies based on time of year.	NA	- Arrange according to schedule.	- OC Transportation Mini-Grant
Name: The Salvation Army Address: 1738 Route 37 East Toms River, NJ 08753 Phone: 732.270.8393 Contact Person: Captain Lorie Travaglino Eligibility Restrictions: General Public + Target Populations	1 - Maxivan 15 Amb 1 - Minivan 7 Amb.	- Demand Responsive (flexibly route) service using paid drivers, non transportation staff and volunteer drivers.	- Sun 8AM-1PM - Tues - Wed 3PM-8PM - Fri 6AM-7PM	0	- Arrange according to schedule.	- Donations
Name: Special Children Center Address: 112 Clifton Avenue #7 Lakewood, NJ 08701 Phone: 732.367.0099 Contact Person: Hindy Langer Executive Director Eligibility Restrictions: Youth 3 - 22	Do not own vehicles for passenger transportation.	- Contract fixed route - Modified fixed route - Fixed schedule independent. - Coordinate Volunteers	- Sun 11:30Am- 2:30 PM - Mon Wed 2:30PM-6PM - Thurs. 2:30PM-7PM - Fri 4AM-4:30PM	NA	- Available only to Agency customers. - Arrange according to schedule.	- Twp. Lakewood - OC Transportation Mini-Grant


Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Ocean County One Stop Center Address: 1027 Hooper Avenue Toms River, NJ 08753 Phone: 732.286.5616 Contact Person: Leroy Lloyd, Manager Eligibility Restrictions: General Public + Target population	Do not own vehicles for passenger transportation.	NA	NA	NA	NA	NA
Name: Long Beach Twp. Address: 6805 Long Beach Blvd. Brant Beach, NJ 08008 Phone: 609.361.1000 Contact Person: DiAnne C. Gove Mayor Eligibility Restrictions: General Public	Do not own vehicles for passenger transportation.	NA	NA	NA	NA	NA
Name: NJ Division of Youth & Family Svce. Address: 1215 Rt. 70 West Lakewood, NJ 08701 Phone: 732.901.4198 xt. 2066 Contact Person: Karoline McKeon FSSI,Resource Develp.Specialist Eligibility Restrictions: Youth - Ages 0-21 Families	34 - Minivans 7 Amb. 1 - Maxivan 15 Amb. 1 - Maxivan 12 Amb. 28 - Sedans 4 Amb.	- Provide transportation to Agency customers as needed and as part of case plan.	Mon - Fri 9AM - 5PM	0	- Available to Agency customers only.	- State Funds
Name: Vetwork A Program of Vetgroup, Inc. Address: 103 North Main Street Forked River, NJ 08731 Phone: 609.971.7613 Contact Person: June Knutson, CSW Program Analyst Eligibility Restrictions: Veterans + Target populations	- 2 Minivans ea. 5 Amb. - 1 Sedan 3 Amb.	- Demand Responsive (flexibly routed) service using paid drivers. - Demand Resp. (flexibly routed) volunteer drivers	Mon - Fri 6AM - 7PM	0	- Available to Agency customers only. - Arrange according to schedule.	- County - HUD - United Way - OC Transportation Mini-Grant

Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Jewish Family & Childrens Services of OC Address: 301 Madison Avenue Lakewood, NJ 08701 Phone: 732.363.8010 Contact Person: Rita Sason Director Social Service Eligibility Restrictions: General Public	- 9 Sedans ea. 3Amb. - 1 Bus 8 Amb. 1 WC 	- Demand Responsive (flexibly routed) service using paid drivers.	Wed 11:30AM 3:30 PM Thurs 9AM-1PM	1	- Arrange according to request. - Available to Agency customers only.	- OC Dept. Transportation Mini-Grant - United Way - Holocaust Grant
Name: St. Francis Center:Chilrens's/Preschool Address: 4700 Long Beach Blvd. Brant Beach, NJ 08008 Phone: 609.494.8861 Ext. 114 Contact Person: Maria Kelly Director of Children's Services Eligibility Restrictions: Youth 18 mos. - Gr. 6	Do not own vehicles for passenger transportation.	NA	NA	NA	NA	NA
Name: LBI Sr. Center, St. Francis Senior Svcs. Address: 4700 Long Beach Blvd. Long Beach Twp., NJ 08008 Phone: 609.494.8861 Contact Person: Wendy Westberg Director Eligibility Restrictions: Elderly Over age 60	2Bus 8 Amb. 1 WC  2 Bus 18 Amb. 2WC  1 Sedan 4 Amb. 1Minibus 14Amb.1WC  1Van 12 Amb. 1 WC  1 Van 6 Amb.	- Deamnd Responsive (flexibly routed) service using paid drivers.	Mon - Fri 8:30AM-2:30PM	5	Call	- OAA Title XX - Donations
Name: Community Medical Center (Lighthouse) Address: 99 Highway 37 West Toms River, NJ 08755 Phone: 732.557.3212 Contact Person: Andrea Brandsness Director Eligibility Restrictions: Elderly over age 60	NA	NA	NA	NA	NA	NA





Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Caregiver Volunteers of Central Jersey, Inc Address: 145 Anchor Avenue Beachwood, NJ 08722 Phone: 732.505.2273 Contact Person: Sandra A. Bell CEO Eligibility Restrictions: Elderly over age 60	Do not own vehicles for passenger transport.	- Coordinate Volunteer Driver Program with Volunteers using their own vehicles.	Mon - Fri 9AM - 5PM	NA	Call	- Donations
Name: Interfaith Hospitality Network of OC Address: 409 Lexington Avenue Toms River, NJ 08753 Phone: 732.736.1550 Contact Person: Patricia Cash, Director Eligibility Restrictions: Homeless Working Families	Do not own vehicles for passenger transport.	NA	NA	NA	NA	NA
Name: OC Vision Advisory Committee, Inc. Address: 105 River Avenue Pt. Pleasant, NJ 08742 Phone: 732.295.7772 Contact Person: Virginia A. Gurreura President Eligibility Restrictions: Visually Impaired	Do not own vehicles for passenger transport.	- Arrange for passenger transportation services of any type.	NA	NA	- Call	- CC Transportation Mini-Grant
Name: Preferred Behavioral Health of NJ, Inc. Address: PO Box 2036 Lakewood, NJ 08701 Phone: 732.458.1700 Ext. 112 Contact Person: Julie Vanore Vice President Eligibility Restrictions: General Public + Target populations	11 - Minivans 14 Amb. 1 - Minivan 14Amb1W  2 - Minivans 6 Amb. 1 - Minivan 12 Amb. 1 - Minivan 12 Amb.	- Multiple fixed routes to and from our services daily.	Mon - Thurs 7AM-11PM Fri - 7AM-5PM	1	- Call Available to consumers only.	- County - Title XIX - Fares

Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: NJ Coalition on Women & Disabilities Address: 1471 Toms River Road Jackson, NJ 08527 Phone: 732.678.5226 Contact Person: Ruth Stack, President Eligibility Restrictions:	Does own vehicles for passenger transport.	- Contract services from independent carriers.	- Sun 1 PM 3:30PM - Mon 11 AM 1:30PM - Sat 11:30AM 3PM	NA	- Call - Arrange according to schedule.	- OC Transportation Mini-Grant
Name: Twp of Toms River Address: 33 Washington Street Toms River, NJ 08754 Phone: 732.341.1000 Ext. 8359 Contact Person: Jay Lynch Township Planner Eligibility Restrictions: General Public	Does not own vehicles for passenger transport.	NA	NA	NA	NA	NA
Name: Barnegat Light Borough Address: 10W 10th St. - PO Box 576 Barnegat Light, NJ 08006 Phone: 609.494.9196 Contact Person: Gail J. Wetmore Administrator Eligibility Restrictions: General Public	Does not own vehicles for passenger transport.	NA	NA	NA	NA	NA
Name: Pt Pleasant Borough Address: PO Box 25 Point Pleasant, NJ 08742 Phone: 732.892.3434 Contact Person: David Maffei Administrator/Clerk Eligibility Restrictions: General Public	1 - Minibus 15 Amb.	- Fixed route - modified fix route - fixed scheduled service.	- Two days per week 10AM-3PM	0	- Call to schedule. - Available to residents only.	- Pt. Pleasant Borough


Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: St Mary's Church Address: 747 W. Bay Ave - PO Box 609 Barnegat, NJ 08005 Phone: 609.698.5531 Contact Person: Ensley G. Gifford Business Manager Eligibility Restrictions: General Public + Target populations	2 - Vans - 15 Amb.	- Fixed route - modified fix route - fixed schedule service.	- Sun 6AM - 11 AM - Other varies according to schedule	0	- Call - Arrange according to schedule.	- OC Transportation Mini-Grant - Unrestricted General funds as needed.
Name: Ladacin Network Address: 1701 Kneeley Blvd. Wanamassa, NJ 07712 Phone: 732.493.5900 Contact Person: Patricia Carlesimo Executive Director Eligibility Restrictions: Targe Populations	7 - Minibuses 6WC  4 Amb. 2 - Minibuses 5WC  4 Amb. 1 - Minibus 5WC  3 Amb. 1 - Van 1 WC  4 Amb.	- Fixed route - modified fixed route - fixed schedule route - Deman resp. flexibly route service.	Mon - Fri 7AM - 5PM	11	- Call - Arrange according to schedule	- OC Transportation Mini-Grant - DDD - Title XIX (Medicaid)
Name: Berkeley Twp Recreation, Parks & Bchs Address: PO Box B Bayville, NJ 08721 Phone: 732.269.4456 Contact Person: Timothy Yurcisin Superintendent Parks & Recreation Eligibility Restrictions: Recreation Youth 5-16 + Elderly over age 62	5 - Buses 40 to 44 Amb.	- Recreational bus trips for seniors and children.	Varies	0	- Arrange according to schedule	- Berkeley Twp - Recreation fees
Name: Borough of Ocean Gate Address: 801 Ocean Gate Avenue - CN1 Ocean Gate, NJ 08740 Phone: 732.269.3166 Ext. 28 Contact Person: Paul J. Kennedy, Mayor Eligibility Restrictions: General Public + Target populations	Do not own vehicles for passenger transport.	NA	NA	NA	NA	NA









Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Visiting Home Care Service of OC Address: 105 Sunset Avenue Toms River, NJ 08755 Phone: 732.244.5565 Ext. 208 Contact Person: Evelyn Stratton Executive Director Eligibility Restrictions: General Public + Target populations	1 - Van - 6 Amb. 2 - Vans - 7 Amb. 3 - Vans - 8 Amb.	- Fixed route - Modified fixed route - fixed schedule service.	Mon - Frid 8AM-4PM	0	- Call - Arrange according to schedule	- County
Name: Lakewood Development Corporation Address: 231 Third Street Lakewood, NJ 08701 Phone: 732.364.2500 Ext. 5257 Contact Person: Patricia Komsa Urban Initiatives Coordinator Eligibility Restrictions: General Public + Target populations	Contract - Do not own vehicles	- Contract Fixed Route - Modified fixed route - fixed schedule with independent carrier.	Mon - Fri 6 AM - 6PM	NA	- Call - Arrange according to schedule	- Fares
Name: Twp of Brick Address: 401 Chambers Bridge Road Brick, NJ 08723 Phone: 732.262.1050 Contact Person: Scott M. Pezarras Business Administrator Eligibility Restrictions: General Public + Target Populations	4 - Buses 40 Amb.	- Fixed Route - Modified Fixed route - Fixed schedule service.	Mon - Fri 8:30AM - 3:30PM	0	- Arrange according to schedule - Call	- Twp of Brick
Name: Senior Guidance Program Address: 1500 Rt. 88 West Brick, NJ 08723 Phone: 732.785.1900 Contact Person: Ruth McClark, Director Eligibility Restrictions: Elderly over age 60	Do not own vehicles for passenger transport.	NA	NA	NA	NA	NA

Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: O.C.E.A.N., Inc. Address: 40 Washington Street Toms River, NJ 08754 Phone: 732.244.5333 Ext. 910 Contact Person: Theodore Gooding President/CEO Eligibility Restrictions: Elderly + Target populations	NA	NA	NA	NA	NA	NA
Name: Borough of Pt Pleasant Beach Address: 416 New Jersey Avenue Pt Pleasant Beach, NJ 08742 Phone: 732.892.1118 Ext. 211 Contact Person: Maryann Ellsworth Municipal Clerk Eligibility Restrictions: General Public + Target populations	Do not own vehicles for passenger transport.	NA	NA	NA	NA	NA
Name: Lakehurst Borough Address: 5 Union Avenue Lakehurst, NJ 08733 Phone: 732.657.4141 Contact Person: Norbert B. MacLean, Jr. Administrator Eligibility Restrictions: General Public	Do not own vehicles for passenger transport.	NA	NA	NA	NA	NA
Name: OC Department of Parks and Recreation Address: 1198 Bandon Road Toms River, NJ 08753 Phone: 732.506.9090 Contact Person: Mary Bavais Mehorter Superintendent of Recreation Eligibility Restrictions: General Public	5 - Vans - 15 Amb. 1 - Van - 6 Amb. 1WC 	- Fixed route - Modified fixed route - fixed schedule service - Contract Fixed route, fixed schedule svc.	- Sun-Fri 8:30AM-3:30PM - Sat 8:30AM-3:30PM	1	- Call - Arrange according to schedule	- Ocean County

Ocean County Transportation Services Inventory

Program Name/ Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Equipped (# of Vehicles)	How to Access	Funding Sources
Name: Borough of Seaside Heights Address: 901 Boulevard Seaside Heights, NJ 08751 Phone: 732.793.0313 Contact Person: Barbara Terregino Administrative Clerk Eligibility Restrictions: General Public + Target populations	1 - Bus 30 Amb. 2 W 	- Fixed Route - Modified Fxed route - Demand rsp. flexible route.	Mon - Wed - Fri 9AM - 1 PM	1	- Call - Arrange according to schedule	- Borough of Seaside Heights - Funds from surrounding towns under contract
Name: NJ Transit, Access Link Address: One Penn Plaza East Newark, NJ 07105 Phone: 973.491.7915 Contact Person: Dan O'Reilly Assistant Dir. ADA Planning & Systems Eligibility Restrictions: ADA Paratransit	12 - Minibuses 8A/3WC  3 - Minibuses 12A/3WC  1 - Minibus 10A/3WC  8 - Sedans	- Contract Demand Responsive (flexibly route) service.	Sun - Sat Comparable to local fixed route bus services.	16	- Arrange according to schedule - Call	- State Funds
Name: Ocean Ride Address: P.O. Box 2191 Toms River, NJ 08754 Phone: 732-736-8989 Contact Person: Kathleen C. Edmond Eligibility Restrictions: Various	10 - Transit buses  5 - Mid-Size Bus  43 - Minibuses  6 - Vans-W/C  2 - Vans-w/o WC 3 - Sedans 1 - Pick-up 2 - Wagons	- Fixed Route - Modified Fxed route - Demand Respon flexible route. - Special Trips & services - Mini-Grant Prog.	Monday - Friday 4:30am - 4:30pm Other conditions apply to services Limited Saturday service		Call main number	- Ocean County - State Funding - Federal Funding - Fares & Donations

APPENDIX E

A5

Please identify below the location(s) of your program facilities/service centers and describe the services provided at each site.

Facility Name	Services Provided	Location
Access Link - NJ Transit - South Ocean Laidlaw Transit Services, Inc.	All service is ADA curb-to-curb demand response service	2 Gowin Street Sayreville, NJ
Laidlaw Transit Services, Inc.	All service is ADA curb-to-curb demand response service - Southern region	2703 Fire Road Egg Harbor Twp. NJ
Access Link - NJ Transit - North Ocean Laidlaw Transit Services, Inc.	All service is ADA curb-to-curb demand response service	160 Ewingville Road Ewing, NJ
Laidlaw Transit Services, Inc.	All service is ADA curb-to-curb demand response service - Southern region	2 Gowin Street Sayreville, NJ
Barneгат Township Transportation Community Center	Parkout Location	Route 35 & 3rd Avenue Neptune, NJ
Township of Toms River Building Department Registrar Planning & Zoning Tax Offices, Clerks Office	Various children's programs, pre-school, senior citizen meetings	900 W. Bay Avenue Barneгат, NJ
Berkeley Twp. Bd. Of Education	Building Permits Marriage, Birth, Death, Licenses Zoning Approvals, Site Plan, Subdivisions Variance applications	33 Washington Street Toms River, NJ Same as above
Berkeley Twp. Recreation & Parks Route 9 Recreation Center	Public Elementary School	Same as above 356 Atlantic City Blvd. Bayville, NJ
Board of Social Services	Public Elementary School	60 Veeder Lane Bayville, NJ
(Northern Resource)	Public Elementary School	10 Emergy Lane Bayville, NJ
(Southern County Office)	Recreation trips for children and seniors	630 Route 9 Bayville, NJ
Borough of Bay Head	Determine eligibility for FS, TANF, Medicaid & GA, etc.	1027 Hooper Avenue Toms River, NJ
	Same as above	225 Fourth Street Lakewood, NJ
	Same as above	325 Recovery Road Manahawkin, N J
	Municipal Services	81 Bridge Ave.

Borough of Bay Head Public Works	Public Works, Recycling Center	Bay Head, NJ 214 Park Avenue
Borough of Harvey Cedars	Municipal-taxes, permits, etc.	Bay Head, NJ 7606 Long Beach Blvd.
Sunset Park	Recreational-Ball field, showers, restrooms tennis, basketball, etc.	Long Beach Island, NJ West Salem Avenue
Borough of Lavallette	Payment of bills, information, Notary Public	Long Beach Island, NJ 1306 Grand Central Ave.
Borough Hall Fire House	Nutrition Center, lunch served Mon-Fri. Bus service provided by County for seniors	Lavallette, NJ 125 Washington Ave.
Badge Office	Sale of badges, recreational information, brochures	Lavallette, NJ 1300 Grand Central Ave.
Borough of Pine Beach	Municipal information, sell beach badgees, licenses, police station	Lavallette, NJ 599 Pennsylvania Ave.
Borough Garage	Recycling & Trash	Pine Beach, NJ 899 Pennsylvania Ave.
Borough of Point Pleasant Beach	Recreation	Pine Beach, NJ 401 Forman Avenue
Pleasure Park	Sanitation & Recycling	Pt. Pleasant, NJ Cooks Lane
Borough Garage	Senior Bus services	Pt. Pleasant, NJ 328 Grant Avenue
Borough of Seaside Heights	Medical transportation, MOW intakes, benefits screening, referrals to other services, telephone reassurance, physical fitness, health, recreation, socialization, NJ EASE	Seaside Heights, NJ
Seaside Heights	Transportation, Grocery Shopping, Help w/ Paperwork, Respite Care, Telephone Reassurance, Socialization, Alzheimers Respite Care Program	373 Adamston Road Brick, NJ
Brick Twp. Senior Outreach Services	Same as above w/multi-cultural programs cargiver kids program	145 Anchor Avenue Beachwood, NJ
Caregiver Volunteers of Central Jersey	Same as above, Beachwood Facility	395 Route 70, Ste. 210 Lakewood, NJ
Caregiver Volunteers of Central Jersey	Supportive services and advocacy for the hungry, homeless, and those at risk of	30 Lacey Rd. Whiting 200 Monmouth Ave.
Catholic Charities Emergency		

Catholic Charities - Whiting	homelessness. Anyone is eligible Counseling, Outpatient Drug & Alcohol Treatment	Lakewood, NJ 88 School House Rd. Whiting, NJ
Community Med. Ctr.-The Lighthouse Lighthouse at Toms River	Health Education, Support Groups, Health Screenings	591 Lakehurst Rd. Toms River, NJ
Lighthouse at Whiting	Health Education, Support Groups, Health Screenings	63 Lacey Road Whiting, NJ
Lighthouse at Lacey	Health Education, Support Groups, Health Screenings	731 Lacey Road Forked River, NJ
Comm. Med Adult Day Health Care	Medical Cay Care, Activities, Nursing, Social Work, Meals, Transportation, Arts & Crafts, Entertainment	591 Lakehurst Rd. Toms River, NJ
Community Services Inc. of Ocean Cty.	Demand response, curb-to-curb, medical transp. & transp. To/from nutrition site. Drivers are required to assist passengers on/off vehicles	225 Fourth Street Lakewood, NJ
Beehive Senior Center	Recreational & Educational activities.	3800 Herbertsville Rd. Pt. Pleasant, NJ
Brant Beach Site	Congregate nutrition program	4700 LBI Blvd. Brant Beach, NJ
Brick Site	Congregate nutrition program	373 Adamston Rd. Brick, NJ
Jackson Site	Congregate nutrition program w/demand responsive, curb-to-curb transportation to/from nutrition site. Drivers required to assist passengers on/off vehicles	36 Chris. Columbus Blvd. Jackson, NJ
Lacey Site	Congregate nutrition program	701 Western Blvd. Lanoka Harbor, NJ
Lavallette Site	Congregate nutrition program w/demand responsive, curb-to-curb transportation to/from nutrition site. Drivers required to assist passengers on/off vehicles	125 Washington Ave. Lavallette, NJ
Manchester Site	Same as above.	2848 Ridgeway Blvd. Manchester, NJ
Pt. Pleasant Beach Site	Same as above.	911 Richmond Ave. Pt Pleasant Beach, NJ
West Creek Site	Same as above.	219 Railroad Ave.

Whiting Site	Same as above.	West Creek, NJ 30 Lacey Road Whiting, NJ
Easter Seals - Lakewood	Community based svces. For persons w/ developmental disabilities referred by Division of Developmental Disabilities	1195 Airport Road Lakewood, NJ
Easter Seals - Lacey	Community based svces. For persons w/ developmental disabilities referred by Division of Developmental Disabilities	15 Manchester Ave Forked River, NJ
Interfaith Health (S.O.C.H.)	Transp. To non-emergency medical appointments, telephone reassurance, assistance with paperwork, respite care	1140 Route 72 West Manahawkin, NJ
Interfaith Hospitality Netowrk of Ocean County	Through IHNOC, member congregations are organized to use their houses of worship to provide or "host" temporary overnight shelter for families in need.	409 Lexington Ave. Toms River, NJ
Jackson Center (Melvin Cottrell Ctr)	Bus service from Jackson to various areas. Freehold Mall, O.C. Mall, Indian Head, Bennetts Mills Plaza, Shop-Rite, Jackson, Wal*Mart, Howell Gardens, Lakewood, Recreation Programs, Medical Transp.	45 Don Connor Blvd. Jackson, NJ
Jewish Federtion of Ocean County	Counseling, support groups, socialization groups	301 Madison Avenue Lakewood, NJ
Surflight Theatre	Productions of musicals, plays, concerts w/arts education programming	201 Engleside Ave Long Beach Island, NJ
LADACIN Network Lehman Center	Adult Services, School Program	1100 Airport Road Lakewood, NJ
Residential Resources Inc.	Residential	755 Cedar Bridge Ave. Lakewood, NJ
Singer Group Home	Residential	1260 Prospect Street Lakewood, NJ
Ocean CP Housing	Residential	191 Hillcreek Road Bayville, NJ
Lavallette Munipal Alliance Lavallette Fire House Point Pleasant	Lunch & Movie for Senior Citizens Festival of the Atlantic Concerts	Washington Avenue Lavallette, NJ Beach Area

Lakewood Blue Claws
Lakewood Development Corporation
Lakewood Municipal Building

LBI Senior Center-St. Francis

Township of Berkeley

St. Francis Center - Children's Division

Long Beach Island Health Department

NJ Coalition on Woman & Disabilities
St. Andrew Church

Jackson Branch Library

Sailhabilitation

Ocean County Dept. of Juvenile Services
Juvenile Detention
Children's Shelter

RAISE Evening Program

O.C. Health Dept.(Alcohol & Drug)

O.C.E.A.N., Inc.

Baseball Games
Job Link program - employment services.
General Urban Enterprise Zone adminis-
tration programs

Provide outreach svces.info and referral
to assist in helping clients remain in their
homes and maintain control over clients'
lives. Designated NJ EASE site. Meals-
on-Wheels, SHIP Counseling, PAAD,
Home Energy Assistance, Prop. Tax
Program, Homestead Rebate, free legal
counseling, free tax preparation, etc.
Same as above - satellite office

Child care/Preschool, Before and After
school/Summer Camp
Public Health

Arts & Craft programs, annual meeting
& holiday party providing door-to-door
transportation.

Women's History Month Program

All persons with disabilities participate
in a community sail

Secure care for juvenile delinquents
Non-secure care for court-involved youth

Evening reporting program providing
counseling & community service to
court-involved youth

Screening & Referral Services

Lakewood, NJ

231 Third Street
Lakewood, NJ

4700 LBI Blvd.
Long Beach Twp., NJ
Berkeley Twp Muni.
Bayville, NJ
4700 Long Beach Blvd.
Brant Beach, NJ
11601 LBI Blvd.
Beach Haven, NJ

Church Road
Toms River, NJ
2 Jackson Drive
Jackson, NJ
Island Hghts. Marina
Island Heights, NJ
165 Sunset Avenue
Toms River, NJ
155 Sunset Avenue
Toms River, NJ

155 Sunet Avenue
Toms River, NJ
175 Sunset Ave.
Toms River, NJ
40 Washington Street

O.C.E.A.N., Inc. Administration Bldg. O.C.E.A.N., Inc.	Weatherization/Head Start/Administrative Home Energy/Housing Counseling and Information Technology	Toms River, NJ 22 Hyers Street Toms River, NJ
Head Start Centers	Head Start services	Toms River, Brick, Barnegat, Manchester Lakewood
Ocean County Dept. of Parks & Recreation		1198 Bandon Road Toms River, NJ
Ocean County Hunger Relief Network of Food Pantries	Parks and Recreation Services Providing 4 Day Emergency Food Pkgs. <i>16 Municipalities*</i>	<i>16 Municipalities*</i>
<i>*Barnegat, Beachwood, Brick, Forked River, Island Heights, Jackson, Lakewood, Lavallette, Manahawkin, Manchester, Point Pleasant, Seaside Heights, Toms River, Tuckerton, Waretown, Whiting</i>		
Ocean Cty. Office of Senior Services		1027 Hooper, Toms River County Connection
Ocean County One Stop Career Center	Information and Assistance Provide labor exchange services to employer and the job seeker	1027 Hooper Ave Toms River, NJ
Ocean County Veteran's Service	Claims assistance to Veterans, spouses and dependents	1027 Hooper Avenue Toms River, NJ
Ocean Medical Center	Acute Care Hospital offering emergency outpatient & inpatient medical care	425 Jack Martin Blvd. Brick, NJ
Ocean Medical Center	Satellite Emergency & Outpatient Svces.	1517 Richmond Ave. Pt. Pleasant, NJ
Meridian Life Fitness & Rehabilitation	Outpatient Physical, O.C.E.A.N., Inc. upational & cardiac therapy	801 Arnold Avenue Pt. Pleasant, NJ
Ocean North - DYFS	Child protective & welfare assessments, services, visitation, substance abuse, assessments, foster parent training & recruitment	1215 Rte. 70 West Lakewood, NJ
Preferred Behavioral Health of NJ, Inc.	Outpatient Mental Health, substance abuse, adult partial care	700 Airport Road Lakewood, NJ
	Adult Partial Care	725 Airport Road Lakewood, NJ
	Adolescent Partial Care	999 Airport Road Lakewood, NJ
S.O.C.H.-Family Resource Center	Fitness Center, S.O.C.H. - outreach services	700 Route 9 Stafford, NJ
Senior Guidance Program		1500 Route 88 West

Preferred Behavioral Health	Counseling	Brick, NJ 848 W. Bay Avenue Barnegat, NJ
Preferred Behavioral Health Special Children Center	Counseling Respite, recreation & camp for Special Needs Children Overnight Respite	501 Prospect St. Lakewood, NJ 55 Maplewood Ter. Lakewood, NJ 747 W. Bay Avenue Barnegat, NJ
St. Mary's Church	Church Storage of Vehicles & Travel Coordination	
The Arc Employment Center	Sheltered Employment, School to Work Program, Second Ste Program, Crew Labor Program	150 N. Oberlin Ave. Lakewood, NJ
Tuckerton Adult Training Center	Rehabilitation, skills training, social/ recreation	365 East Main St. Tuckerton, NJ
Pleasant Plains Adult Training Center	Rehabilitation, skills training, social/ recreation	11594 Route 9 Toms River, NJ
Lakewood Adult Training Center	Rehabilitation, skills training, social/ recreation	815 Cedar Bridge Ave. Lakewood, NJ
The Salvation Army	Emergency Housing, pantry asst., utility asst. emergency disaster services	1738 Route 37 East Toms River, NJ
Toms River Senior Center/Outreach	Recreation, Education/Physical Health Screenings/Benefit Screenings/Outreach	652 Garfield Avenue Toms River, Nj
Township of Toms River Youth Svces.	After school care, summer camp and counseling	1505 N. Bay Avenue Toms River, NJ
Township of Brick	Municipal Office	401 Cedar Bridge Rd. Brick, NJ
Public Works	Public Works	836 Ridge Road Brick, NJ
Senior Services	Senior Services	303 Adamston Road Brick, NJ
Recreation	Recreational Services	270 Chambers Bridge Rd. Brick, NJ
Township of Lacey	Walking, Ice Skating, Monmouth Mall, Freehold Mall, Baltimore Aquarium, Movies, Cooperstown, NY, Columbus Market, Washington, DC, PNC Arts Ctr, Blue Claws, Great Adventure, etc.	818 Lacey Road Forked River, NJ

Township of Stafford

All Municipal Services

260 East Bay Ave.

Manahawkin, NJ

Dept. of Public Works Operations

320 Hay Road

Manahawkin, NJ

Visting HomeCare Service of Ocean County

A Friends House-Adult Day Program

Visiting Home Care Service

Social day program for those with memory deficits

105 Sunset Avenue

Toms River, NJ

Home health services

105 Sunset Avenue

Toms River, NJ

APPENDIX F

Ocean County Transportation Coordination Planning Process Stakeholder Meeting – Kick-off Meeting Minutes

**1027 Hooper Avenue, (Bldg. 2, 3rd Floor Conference Room)
Toms River, NJ 08754
January 22, 2007
9:00 AM**

Attendees

Fred Schneeweiss, United Garden State Restaurant & Lodging, Committee Chairman
Tony Agliata, Ocean County Planning
Sandra Bell, Caregivers of Central Jersey
John Dorrity, Ocean County Veterans Service Bureau
Michele Hutchison, Ocean County One-Stop Career Center
Kathy Jaworksi, Ocean County Human Services
Violet LaGrotteria, Ocean County Board of Social Services
Adrienne Lawrence, Ocean County Board of Social Services
Patricia Leahey, Ocean County Human Services (WIB)
Jane Maloney, Ocean County Office of Senior Services
Don Marshall, NJ Employment Services
Kelly Mitchell, Ocean County Human Services, Commission for Persons with Disabilities
Marie Elena O'Connor, Ocean County Office of Senior Services
Joan Reck, Greater Mercer TMA
Margaret Roberts, Ocean County Board of Social Services
Tiffany Robinson, Ocean County Planning Department
Tim Sharpe, NJ Transit

Excused

Colleen O'Dell-Multer, Ocean County TAC for Senior Citizens and Persons with Disabilities

Ocean Ride Staff

Kathleen Edmond, Director/Transportation Coordinator
Richard Pinho, Division Director, Operations
David Fitzgerald, Business Manager
Laurette Gabriel, Administrative Assistant

Introduction

Fred Schneeweiss of the United Garden State Restaurant and Lodging Association welcomed everyone and announced that Ocean County was beginning a new transportation planning effort. He asked that participants introduce themselves and the agency or organization they represent.

He asked Kathy Edmond to explain about the new county-wide effort. She provided a brief overview about the new federal initiative known as 'United We Ride' which relates to a

new requirement for transportation planning coordination effort. She asked "Has anyone heard of "United We Ride?" She reported that President Bush issued an Executive Order on Human Service Transportation Coordination in February of 2004 which launched the 'United We Ride' initiative. This initiative does not imply that additional funding would be available, rather it is a strategy to make the most effective use of existing resources through coordination. An initial finding of the FTA was the identification of 62 different transportation funding programs at the federal level. Part of Ocean County's effort is to evaluate our ability to initiate proactive steps to ensure increased cooperation among transportation providers.

Ms. Edmond said that the last county transportation plan process occurred in 1997 through 1998. At that time, NJ Transit required that each county complete their own individual plan which was later compiled with each of the 21 counties' plan into one consolidated document. The plan provided New Jersey with a competitive edge to compete for new federal funds under a program know as JARC-Job Access Reverse Commute. Ocean County submitted an application for FTA funding and was successful in obtaining a grant to start the Toms River Connection bus route which began in February 2001. As part of the County's plan, this bus route had been ranked as the highest priority in terms of filling an important transit gap. The Toms River Connection route continues to provide increased passenger rides each year, last year the route provided more than 100,000 passenger trips.

Kathy Edmond went on to discuss Ocean Ride's 'Riders Guide'. The Riders Guide was produced as a collaborative effort with the Greater Mercer TMA. This is an excellent example of how to prepare polished marketing materials through a effective coordination process.

She described the two basic service components of the Ocean Ride system, **fixed route bus and the Reserve-A-Ride program**. Under the fixed route category, 17 bus routes are provided throughout Ocean County, typically linking with other NJ Transit bus routes to provide opportunities for transfers to travel to points within and beyond Ocean County. She referred to the Ocean Ride Riders Guide booklet, which features a transit map inset in the booklet. Each bus route is color-coded to coordinate with the line on the map as well as the destination signs on the vehicle and timetable to create a cohesive system. This service is available to the general public and requires a nominal fare ranging from .25 cents to 1.70.

The second service is known as the Reserve-A-Ride program. The photo boards illustrate the type of vehicle used for this service. For the Reserve-A-Ride service, we use smaller buses, which are all accessible, meaning lift-equipped to accommodate persons using wheelchairs and scooters. This service is for persons who are disabled, adults, age 18 years and older. In Ocean County, there are over 150,000 seniors and 93 adult communities. Kathy Edmond cited the fact that there are many examples of coordination within the County structure. She introduced John Dorrity of Ocean County Veteran's Services. This department works closely with Ocean Ride to provide transportation to our veterans at Veteran's Hospitals located outside of Ocean County. She discussed some of the Veterans Administrations' services. Another program is the DETS (Disability Employment Transportation Service) program. This service is a smaller program that is exclusively for adults with disabilities. Ocean Ride uses an outside contractor to provide the DETS service. She then introduced Jane Maloney from Ocean County Office of Senior Services who works with Ocean Ride on an on-going basis and cited the joint project on dialysis transportation. In 2003, this effort resulted in a year-long study on dialysis transportation trends and best practices, which was produced a technical study made available in CD format. This information was featured in CTAA magazine. Ms. Edmond then introduced Tony Agliata and

Tiffany Robinson of the Ocean County Planning Department. The Planning Department has been actively involved in gathering and mapping essential information for the new transportation plan.

Kathy Edmond asked if there were any questions so far. John Dorrity of Ocean County Veterans Services asked 'How much does Ocean County give to the Transportation Department'. Ms. Edmond explained that the Departments annual budget is just over \$7 million. Of this amount, the highest proportion, approximately 53% comes from the Ocean County Board of Chosen Freeholders. She said the Freeholders continue to be very generous and they give the largest support in New Jersey because we have the highest number of seniors of all 21 counties. She noted that Freeholder Gerry Little, serves as the liaison to both, Transportation and the Human Services Department. The County receives approximately \$2.5 million from the Casino grants. According to United We Ride initiative, future funding at the federal and state level could be jeopardized if we do not comply with the transportation planning effort. Since federal transportation funds fall under various other departments such as Labor, Veterans, Senior Services, etc., other funding could be jeopardized as well.

FTA Self-Assessment Group Exercise

Ms. Edmond provided an overview of the document prepared by the Federal Transit Administration titled "A Framework for Action, Building the Fully Coordinated Transportation System" Self-Assessment. Each member was provided with the complete self-assessment booklet. The Stakeholder group was then divided into three groups and each group was assigned approximately 6-8 questions for their group to consider and report back on. Each group conducted a discussion about each of their questions and then compiled the group response onto the large display size tablet for presentation back to the entire stakeholder group. During this exercise, Ocean Ride staff circulated among the groups to facilitate the discussion and to offer two vantage points for the discussion, the first being an assessment at the micro level about Ocean Ride and County agencies, the second being a macro level discussion focused on the global Ocean County perspective. *The full self-assessment narrative is contained in a separate document to be sent at a later date.*

Jane Maloney, Director Ocean County Office of Senior Services led the discussion for the first group covering questions #1 through #9. Dave Fitzgerald, Business Manager, Ocean County Transportation reported on discussion in group #2 which addressed question #10 - #20. Lastly, Patricia Leahey of Ocean County Department of Human Services-WIB led the discussion for group #3 and reported on their ranking for questions #21 through #26.

Discussion

Don Marshall, Toms River One-Stop Center asked about transportation options from Seaside Heights to the Toms River One-Stop Center. Ms. Edmond reported that on Ocean Ride's new website, riders can look under "Key Locations" and see how to get to a number of frequently requested destinations throughout. Mr. Marshall said that some riders do not have access to the website. Ms. Edmond indicated that Ocean Ride staff would look into developing a flyer to identify how to get from Seaside to the One-Stop Center on Route 9. The One-Stop staff could give this information to participants. If other agencies had specific travel origins and destinations that would be accessed by bus, Ms. Edmond asked that they contact Ocean Ride so it could be developed.

There was a discussion about bus shelters. Ocean Ride has contacted NJ Transit to install a bus shelter on the northbound side of Route 9, by the One Stop Career Center. Another method of raising awareness of local buses stop, is to install bus stop signs. Shelters require a formal resolution and agreement by the local governing body and are considered by NJ Transit as part of their statewide shelter program which adds significant lead time in getting new shelters installed.

Ms. Edmond thanked everyone for their participation at the meeting. From the self-assessment exercise, stakeholder members can see the level of detail that this survey entails. In the future, we will be coming back with updates. She then wanted to focus everyone's attention on the timeline included in everyone's packet. This is a preliminary timeline which will undergo revisions as we move through this process. Ocean County is in compliance with key milestone dates established by NJ Transit such as: hold stakeholder meeting by February 1st, conduct FTA Self-Assessment by January 28th and conduct standardized survey to identify local transportation services and prepare an inventory.

Chairman Fred Schneeweiss asked if there were any final questions or comments. Seeing none, he thanked the members and reminded the group we would meet again on **March 19th**.

The meeting was adjourned at 11: 15 a.m.

Group 1

- Question #1: Needs Action.
Question #2: Disabled different boards.
Question #3: Needs Significant Action: Great deal of coordination. A lot of collaboration. Does not support younger groups, mostly older and persons who are disabled.
Question #4: Done Well – “Kudos”
Question #5: Done Well
Question #6: Need Action. Will be part of 2007 process. Action will be to imminent with this survey.
Question #7: Needs Action
Question #8: Needs Significant Action. Senior Services does for their agency.
Question #9: Needs Action. Ocean Ride’s new website.

Group 2

Dave Fitzgerald of Ocean County Transportation was second to discuss their outcome with questions 10 through 20.

- Question #10: Done Well
Question #11: Done Well
Question #12: Needs Action
Question #13: Needs Action
Question #14: Done Well

Tim Sharpe of NJ TRANSIT asked a question: “Done Well”? As of today, it is from Ocean Ride’s perspective. Kathy Edmond agreed. She said just for today, it can be tempered and has room for improvement.

Dave Fitzgerald went back to going through the remainder of the questions.

- Question 15: Needs Action
Question #16: Done Well
Question #17: Done Well
Question #18: Done Well
Question #19: Needs Action
Question #20: Needs Action

Group # 3

Patricia Leahey of Ocean County DMS-WIB??? was third to discuss their outcome with questions 21 through 26.

- Question #21: Needs to Begin
Question #22: Needs to Begin
Question #23: Needs Significant Action
Question #24: Needs Significant Action

Ocean County Transportation Coordination Planning Process
Stakeholder Meeting – Coordination Planning Process
1027 Hooper Avenue, (Bldg. 2, 3rd Floor Conference Room)
Toms River, NJ 08754
Meeting Minutes – March 19, 2007
9:00 AM

Attendees

Fred Schneeweiss, United Garden State Restaurant & Lodging, Committee Chairman
Michele Hutchison, Toms River One-Stop Career Center
Kathy Jaworksi, Ocean County Human Services
Violet LaGrotteria, Ocean County Board of Social Services
Patricia Leahey, Ocean County Human Services (WIB)
Leroy Lloyd, Toms River One-Stop Career Center
Jane Maloney, Ocean County Office of Senior Services
Colleen O'Dell-Multer, Ocean County TAC for Senior Citizens and Persons with Disabilities
Joan Reck, Greater Mercer TMA
Virginia Richardson, Ocean County Board of Social Services
Tiffany Robinson, Ocean County Planning
Tim Sharpe, NJ Transit

Ocean Ride Staff

Kathleen C. Edmond, Director/Transportation Coordinator
Richard A. Pinho, Division Director, Operations
David Fitzgerald, Business Manager
Laurette Gabriel, Administrative Assistant

Introduction:

Fred Schneeweiss of the United Garden State Restaurant and Lodging Association welcomed everyone. He asked that participants introduce themselves and the agency or organization they represent.

Fred Schneeweiss called for a motion to approve the minutes from the last meeting held on January 22, 2007. Kathy Edmond then captured information from that first meeting and noted that the Self-Assessment portion is not included in the minutes given out today and will be sent under separate cover. She said what is being reviewed today and approved is just the minutes portion. Pat Leahey had a question about the minutes on page 3. She wanted to clarify that it was the One-Stop Career Center on Route 9, not the One Stop Center on Hooper Avenue that was discussed. Pat Leahey then made a motion to approve the minutes. All were in favor and the minutes were approved.

Kathy Edmond then went on to discuss the timeline that has been revised from the last meeting. She said the members of this committee do not have to attend all these meetings, this timeline is just for informational purposes. The main Stakeholder Meetings that this group should attend are the ones listed in bold font. The next meeting will be held on Monday, April 23rd which will be the third Stakeholder Meeting. At that time, the recommendations will be presented. The fourth meeting will be held on Monday, May 14th and at that time, the staff will present a draft plan of the recommendations. Both the April 23rd and May 14th meetings will be held at the Ocean County Transportation Facility, located at 1959 Route 9 in Toms River. By June 15th, which is the deadline, we will submit the draft to NJ Transit for review. On June 21st, we will hold our Public Hearing, which will take place in the Administration Building at 101 Hooper Avenue, in Room 119. Even though NJ Transit has established the June 15th deadline for the survey results, we are still bound by the June 21st date for our Public Hearing. The final plan will be sent to NJ Transit on July 6th. She asked if anyone had any questions about the timeline. Kathy Edmond asked Tim Sharpe if this timeline was acceptable. Tim Sharpe replied that it was.

She then discussed the United We Ride Survey. The intent of this survey is to fill the transportation gaps in Ocean County. She said that on January 29th, 149 surveys were sent out to various agencies, which mostly targeted municipalities, hospitals and County agencies. So far, we received 69 surveys. Of the 69 respondents, 26 were Municipal Government agencies, 7 County Government agencies, 3 State Government agencies and 4 Hospitals were returned. All of this information was gathered and put in a database, which will be then categorized and sorted. Last summer, a separate effort was made at the Ocean County Planning Department. We began reaching out to the 93 adult communities in Ocean County to find out if they were involved in transportation efforts. Unfortunately they were suspicious and were not too cooperative. It has been a real effort to get information from them. An inventory of Private providers will complete the database.

Kathy Edmond said that during last summer, we received information regarding TANF clients. She then asked everyone to look at the two maps that were placed in the front of the room which was put together by the Planning Department. The two maps are the 'Assessments of Public Transportation Opportunities for WorkFirst New Jersey Participants' in 1998 and 2006. The red dots on the maps indicate clients. She pointed out that the red dots were more intense in year 1998 and much less in 2006. The maps also show Ocean Ride bus routes, Ocean County's major employers with child and family care facilities. In 1998 there were 2,544 WorkFirst participants, now there are 250. Kathy Edmond asked if there were any further questions. Pat Leahey said that in the 2006 map, there are markedly less red dots and asked where did the TANF clients go. Virginia Richardson said there was a 5-year assistance program at in 1998 and in 2006 marked the end of the program. Virginia Richardson said clients were receiving assistance 6 years ago and now their parents, aunts, grandparents do not have an opportunity to participate in the WorkFirst program. Pat Leahey asked if the relatives still participated and if those people need more transportation. Kathy Edmond was not sure and asked Virginia Richardson if she was the contact person in this matter. Virginia

Richardson said she was and Kathy Edmond will call her to follow-up with that information.

Fred Schneeweiss asked if there were further questions on the matter and since there were none, the group moved on to number 4 on the agenda. Kathy Edmond said in the packet given out today, included is a snapshot of Ocean Ride's new website. It was downloaded off the Ocean Ride website from the Ocean County Homepage. On the left side of the website page, you can see the phone numbers and transit services. On page 2, you may click on the "Ocean Ride Bus Routes", and see all the 17 schedules pop up in .PDF format. Also, if you look under "Other Information", then look under "Point Pleasant Rail Station" or "Toms River Park & Ride", there is a button to click for NJ Transit bus and rail information. There, you will find information on parking, ADA parking spaces, fares and rules. You may click on "Key Locations in New Jersey" and find out how to get to and from certain areas of Ocean County.

Referring back to the timeline, Kathy Edmond said that on April 12th, there will be a Ocean Inc. – Regional Poverty Symposium if anyone would like to attend. She said this symposium is just another way to get information out to the residents of Ocean County.

Kathy Edmond asked if there was a missing element not covered today. Pat Leahey asked who can ride Ocean Ride. Kathy Edmond responded there are basically two varieties of services. One is the fixed route bus service, which offers 17 different fixed bus routes and the Reserve-A-Ride program. The bus routes are for the general public, there are no boundaries with that service, anyone can ride. The Reserve-A-Ride program requires 2-week advance notice for seniors 60 years and older and/or adults with a disability. The primary purpose of this program is for medical transportation. It was then discussed to include in the website on the first page, under the bus routes, that the words "general public" should be in bold face to make it more clear.

Pat Leahey asked about service to Ocean County College and wondered if students would be able to utilize the bus routes. Kathy Edmond said Ocean County College is mainly serviced by NJ Transit. Ocean Ride has received many requests for service to the college. The issue is the time elements in which it could be served and the cost to provide such service would be extraordinary. It would distract from our mission – to help seniors and persons with disabilities. NJ Transit is the main transportation provider to the college. Students may use the Access Link program which is tied to NJ Transit. About $\frac{3}{4}$ of the students at Ocean County College are disabled.

The Toms River Connection travels along Hooper Avenue to the Ocean County Mall. If Ocean Ride were to extend the route from the Mall to the College, it would increase the schedule to about 2 hours. It would destroy ridership because people would not want to take that long to commute to the Mall. There are certain standards in planning that we'd like to keep and it is a fine balance in what we are trying to do.

Kathy Edmond asked if there were any further questions. Fred Schneeweiss said we are trying to fill the needs and gaps of transportation.

Kathy Edmond then asked the committee to look at the yellow Human Services Transportation Coordination Planning Process flyer given out. She said the purpose of this flyer is to get information back regarding transportation needs. To find out where we are now and where we can be. Our long-range goal is to find out how Ocean County would be involved with the future of New Jersey's transportation growth. For about 30 years, we have been attempting to restore the MOM (Monmouth-Ocean-Middlesex) Rail. A good portion of many careers have been spent trying to restore something that's been built in the past and will take decades to complete. To refer back to the flyer, I'm asking you fill out what your mid-range and short-term range goals are. Please take it back with you today as your 'homework' and fax it back to us. On the right-hand corner of the flyer, please write "Stakeholder Meeting #2" so we can keep your responses separate and try to get a perspective on what the needs are in Ocean County.

Fred Schneeweiss asked if there were any further questions.

Colleen O'Dell-Multer wanted to know what an example was of Short-Term and Long-Term goals. Kathy Edmond replied that examples might be the time of day service may be provided by Ocean Ride and what level of service. We do not have the level of service Jersey City has in which buses run every 10 minutes. Ocean County bus routes are very large and because of that, it impacts how we do transportation. Questions to ask is if the population is under-served, well-served and are we facing barriers. Of the 17 bus routes, two are contracted out. If Ocean County Transportation were to operate those two contracted bus routes, it would cost 4 times the amount to operate. That fare structure mimics NJ Transit. We now have a bus pass pilot program for Medicaid recipients. Questions might be how accessible is transportation in Ocean County. Accessibility can mean a lot of things: are the vehicles lift-equipped, what is the eligibility, can I ride that bus and are there language barriers. People need to know what's available to them.

Kathy Edmond discussed Ocean Ride's new technology on the horizon. We are currently in the process of purchasing new software. The software will enable the Dispatchers to monitor the vehicles. The first phase will involve placing a computer on board all Reserve-A-Ride buses. The dispatch control center will be able to look at their computer screen, see the dots that represent vehicles, check the speed, where they are going and how many passengers on board. It is truly state-of-the-art software and will increase operating efficiency.

Kathy Edmond said we have short- and long-term goals. The short-term means an increase in concerns and for Ocean County to participate in these meetings. The mid-range goals are improving existing bus routes, possibly expansion and doing it in a cost-effective manner.

Kathy Edmond turned the meeting back to Fred Schneeweiss. He then asked if there were any questions. There being no further questions, he said he looked forward to seeing everyone again soon.

Meeting was adjourned at 9:45 a.m.

**Ocean County Transportation Coordination Planning Process
Stakeholder Meeting #3 – Coordination Planning Process
1959 Route 9 – Ocean County Transportation Facility
Toms River, NJ 08754**

**Meeting Minutes – April 23, 2007
9:00 AM**

Attendees

Fred Schneeweiss, United Garden State Restaurant & Lodging, Committee Chairman
Terri Hirschhorn, State of NJ Department of Human Services
Michele Hutchison, Toms River One-Stop Career Center
Kathy Jaworksi, Ocean County Human Services
Violet LaGrotteria, Ocean County Board of Social Services
Patricia Leahy, Ocean County Human Services (WIB)
Leroy Lloyd, Toms River One-Stop Career Center
Bill Lynch, Ocean County Veterans Services
Sue Kaiser, Ocean County Office of Senior Services
Colleen O'Dell-Multer, Ocean County TAC for Senior Citizens and Persons with Disabilities
Joan Reck, Greater Mercer TMA
Violet LaGrotteria, Ocean County Board of Social Services
Tiffany Robinson, Ocean County Planning
Tim Sharpe, NJ Transit

Ocean Ride Staff

Kathleen C. Edmond, Director/Transportation Coordinator
Richard A. Pinho, Division Director, Operations
David Fitzgerald, Business Manager
Laurette Gabriel, Administrative Assistant

Discussion:

Fred Schneeweiss of the United Garden State Restaurant and Lodging Association welcomed everyone. He asked that participants introduce themselves and the organization they represent.

Fred Schneeweiss called for a motion to approve the minutes from the last meeting held on March 19, 2007. Pat Leahy made a motion to approve the minutes. All was in favor to approve.

Kathy Edmond reported on the summary handout from the kick-off meeting related to the FTA Self-Assessment exercise. The material was submitted to NJ Transit and was made available to all members. The submittal also included color photos from our kick-off meeting.

Survey Update

Kathy Edmond summarized the extensive transportation survey effort conducted by Ocean Ride staff. A total of 196 surveys, containing a standardized 12-page format were sent

electronically and/or via mail to agencies, and local towns in Ocean County. Ms. Edmond indicated that Laurette Gabriel, Ocean Ride was responsible for compiling the collected information. Ms. Edmond held up a copy of the compiled survey project to show members how much information was involved. It encompassed a 3" thick document containing the survey data. The operational information was very specific, depending on the size of agencies, how many vehicles they had and how many drivers. While the submittal, captures a great deal of information, it is not conducive to use for quick customer information and referral.

Workfirst Mapping

Kathy Edmond presented the revised WFNJ map which was created based on comments from the prior meeting. After meeting with the Board of Social Services, it was determined that there was an undercounting of WFNJ participants and this has been corrected. The new map reflects 734 WFNJ clients. The map does not present actual geocoding, but rather a representation by municipality. Pat Leahy suggested that the GA clients be included at a future date.

Update on Timeline-Outreach Meetings

According to the timeline in your packet, Ocean County staff she attended 12 local citizen advisory committee meetings to provide input on the coordination plan. As a result, Ocean Ride staff have compiled this information into a chart which indicates service gaps and needs. They are also categorized by the type of comments, for example, service/geographic area, time of day, etc.

In other categories related to the need for out-of-county service, we heard about some treatment locations outside of the county. We captured approximately 71 comments. We also heard about technology and employee training. Each of you come either representing an agency or a particular committee that works with a target population.

Kathy Edmond reviewed the highlights of the timeline-with the May 14th stakeholder Meeting to discuss the draft plan. The meeting date is the Public Hearing for the Casino Grant application, to be held Thursday, June 21st in the Ocean County Administration Building, 101 Hooper Avenue, Room 119 which will begin at 1:00 p.m. This is a time where the staff will have visual boards, information and a Fact Sheet on our grant application.

Transportation Recommendations

Fred Schneeweiss introduced the next agenda item, Transportation Coordination Plan Recommendations. Kathy Edmond discussed the publication from the Federal Transit Administration (FTA), included in each packet which gives background information on United We Ride and discusses the focus of their campaign. The federal campaign is called "One Vision, One Call".

Ms. Edmond reviewed the planning process as a four-step effort. This comes right out of the FTA materials in terms of how we should move forward. The committee conducted a discussion of ideas and issues for consideration as short-term, mid-term and long-range objectives. Stakeholder Group, would want to see incorporated into the Plan. The recommendations may relate to the structure of the Self-Assessment exercise.

Joan Reck asked if there is a way, short-term, if we could improve communication services out there, what is available to all parties, possibly put together a mass mailing to clients and the community. Kathy Edmond said the County Connection has been the common location for people to hear about Ocean Ride. The County Connection, sends out the calendar of events on a monthly basis via e-mail. Dave Fitzgerald said you can also access the County Connection calendar through the Ocean County Homepage website.

Kathy Edmond said that communication means cooperation among agencies, which means for staff to be aware of the services that are available and where to get the specific information when you need it. If funding is the issue, there are effective ways where departments can share or pro-rate costs in terms of transportation.

Kathy Edmond introduced Terry Hirschhorn of NJ State Department of Human Services, who attends many meetings statewide. Ms. Hirschhorn provided a wealth of background information on the United We Ride Federal initiative started back in February of 2004. NJ Transit, Bob Koska and herself had co-chaired the United We Ride initiative into the State of New Jersey. Every county has utilized United We Ride's Framework for Action, which is a recommended tool by United We Ride Federal initiative. United We Ride is not just for a TANF population, it also includes persons who are disabled, low-income and older adults. The philosophy behind it is there are actually 60 programs under the Federal agencies that allow for the allocation of monies to be used towards transportation. With all the money that is available, billions of dollars nationally, there is significant duplication. There is an effort mix and match populations to maximize ridership.

Tim Sharpe said that trust is a key. Consumers want to know they can get service and they want to know that bus is going to be there -- that is where trust begins. We just don't want to do a plan and satisfy the requirements. We need to continue communication, build trust and continue with the vision.

Kathy Edmond said that at one of the Outreach meetings, there was an issue regarding 5310 program and the need to make sure the vehicle is used to full utilization. It was noted "if one of these agencies receives one of the vehicles, and it is only being used only 2 or 3 hours a day, we should think about partnerships, so that vehicle could be used at least a full day, possibly 5 days a week." That vehicle is a resource.

Kathy Edmond said Ocean Ride is involved in a new transportation technology project with RouteMatch, a specialized computer software program. This week our staff will be in Level 2 training and we hope to go live with the new software on June 1st.

The Phase 2 of the software project involves placing Mobile Data Computers on board the Reserve-A-Ride vehicles. Instead of having a paper manifest list, everything will be transmitted on a text box which will have the customers name, pick-up time, appointment time, return time. All this information comes back to us here to our computers. This will give our Dispatch area better knowledge of where are resources are throughout the county. It is an significant investment on the part of the Freeholders and is intended to improve operating efficiency.

Ocean Ride staff will prepare recommendations for distribution to committee members prior to the May 14th meeting. With no further questions or comments, the meeting was adjourned at 10:50 a.m.

**Ocean County Transportation Stakeholder Meeting #3
Monday, April 23, 2007 – Discussion Notes from Easel Board**

- **Communication – 211**
- **Shared transportation**
- **Computer system incompatible**
- **Bus Pass**
- **CMO – Young parents & education**
- **Ryan White – Confidentiality (Federal, state & local)**
- **Medicaid – Ok on bus pass**
- **Don't ASSUME**
- **Veterans**
- **GA - disability – low income, seniors/Workforce**
- **Rutgers/Voorhees – Disabled population study**
- **Leaving No Child Behind**
- **“Aging Out ” population**
- **Olmsted from instruction to community**
- **DVR – dual diagnosed**
- **\$ - Dislocated workers**
- **TRE – \$6 - \$12 – geographic service area**
- **Define who are our customers?**
- **Map GA (General Assistance)**
- **Trip Generators**
- **Overlap – Customer Profile (I & A Record)**

- **Resources List**

- **Awareness** – Form of communication: letter, computer, call, oral repetition (simple graphics)

Internal External
Staff (the public)

- **“How to” use service- connections**
- **No stupid question**
- **Focus Groups**
- **Transportation Liaison**
- **Bus Stop Signage**
- **Congestion** – growth- capacity constraints
- **Sensitivity** – Persons with disabilities
- **Pricing** (\$2/ride - \$5/day)
- **High School** – training/transition (sophomore, + 14 +)
- **Corporate** – private \$, support connections
- **Trust Building** – Customer & agencies
- **Commitment**
- **Section 5310** – Full Utilization
- **After hours/same day service**

Ocean County Transportation Coordination Planning Process
Stakeholder Meeting #4 Minutes
Ocean County Transportation Facility
Toms River, NJ 08754

Monday, May 14, 2007
9:00 AM

Attendees

Fred Schneeweiss, United Garden State Restaurant & Lodging, Committee Chairman
Terri Hirschhorn, State of NJ Department of Human Services
Michele Hutchison, Toms River One-Stop Career Center
Violet LaGrotteria, Ocean County Board of Social Services
Patricia Leahy, Ocean County Human Services (WIB)
Leroy Lloyd, Toms River One-Stop Career Center
Bill Lynch, Ocean County Veterans Services
Jane Maloney, Ocean County Senior Services
Joan Reck, Greater Mercer TMA
Tiffany Robinson, Ocean County Planning
Tim Sharpe, NJ Transit

Ocean Ride Staff

Kathleen C. Edmond, Director/Transportation Coordinator
Richard A. Pinho, Division Director, Operations
David Fitzgerald, Business Manager
Laurette Gabriel, Administrative Assistant

Discussion:

Fred Schneeweiss of the United Garden State Restaurant and Lodging Association welcomed everyone. He asked that participants introduce themselves. Fred Schneeweiss called for a motion to approve the minutes from the last meeting held on April 23, 2007. The minutes were approved.

One Stop Career Center

Fred Schneeweiss introduced the third item on the Agenda, "Report on One-Stop Career Center – Transportation Orientation". Kathy Edmond said as a result of the County's planning process, we already have some outcomes to report on. Ocean Ride has taken a cooperative approach, as requested by Michelle Hutchison of the One Stop Career Center to present monthly transportation training orientation to incoming TANF clients. The first session was conducted on May 1st and included Ocean Ride representatives and Joan Reck and Patty Thomas of the Greater Mercer TMA/COAST. Two group sessions were conducted. Hand-out materials facilitated the session. The TMA prepared a one-page trip itinerary questionnaire for trip planning purposes, which basically stated "Where do I start from", "Where am I going, and How will I get there?" The hand-out material is essential for those who plan to use public transportation. Other materials included a poster size, NJ Transit bus to teach participants how to read the timetable, look at the bus stops, identify the time points and fares. Effective June 1st, NJ Transit fares will

be increased. TMA representatives will ride local buses to confirm accuracy of transfer and fare information. Frequently requested trip itineraries will be prepared in advance.

This exercise highlighted issues relating to awareness of the Lakewood Job Link Bus. As a result, the County will reach out to the Lakewood Development Corporation to clarify the timetable and route map to more clearly identify bus stops in relation to major employers.

An In-Service Transportation Workshop is scheduled for June 12th at the Ocean County Transportation Facility, invitees include: NJ Transit, OC Board of Social Services, Greater Mercer TMA/COAST, Job Link, One Stop Career Center, NJTPA, Ocean Ride, Veterans, Senior Services. This is an opportunity to assemble various transit providers to provide updates on transportation services provided.

Fred Schneeweiss introduced the fourth item on the Agenda, "DRAFT Interim Ocean County Human Service Transportation Coordination Plan – Discussion". Kathy Edmond said we talked about the recommendations last month and indicated that the section was distributed via e-mail to all members.

DRAFT Ocean County Interim Human Service Transportation Plan

Each member received a copy of the DRAFT plan for discussion, Ms. Edmond emphasized that the document is still a work-in-progress. It is titled "Interim Plan" as this is considered the first step towards developing a comprehensive plan for the County. This plan is intended to meet the rigorous deadline of June 15th established by NJ Transit. A comprehensive plan must be in effect October by 2008.

Ms. Edmond reviewed the document, chapter by chapter. The Transportation Services Department will make the Interim Plan available on our website prior to the Public Hearing set for June 21st.

The next section starts with Chapter 1, "United We Ride". This section provides background information on the "United We Ride" Presidential Executive Order. It also describes discusses Ocean County's approach to the Transportation Planning Process and outlines specific work tasks completed by Ocean County. Highlights from the Federal Transit Administration (FTA) website are included to convey the concept of coordination.

Ms. Edmond recognized Tiffany Robinson of the Ocean County Planning Department who assisted in compiling and updating census data and GIS mapping. Chapter 2 contains extensive demographic information which is the basis for the transportation planning process.

Chapter 3, "Identification of Unmet Needs and Transportation Service Gaps", relates back to the Outreach portion of our planning process and reflects the comments and input received from various committees. There were nearly 83 comments received which have been arranged by broad service category. At the prior meeting, we discussed the Service Gaps, which captures the essence of what individual groups have issues. The ability to implement services to address gaps relates directly to the need for increased funding rather than ability to coordinate or cooperate among transportation providers. As part of this program, there is no commitment of additional federal funds to support expansion.

The next section, Chapter 4, "FTA Self-Assessment Tool for Communities", goes back to our initial kick-off meeting. The narrative describes the results of the Stakeholder group exercise. Lastly, Chapter 5, "Stakeholder Recommendations and Action Plan" was e-mailed to members prior to the meeting. These are the recommendations for the Interim Plan. The red headings also relate back to the FTA Self Assessment exercise, which had 26 questions that all fell within 5 categories. The planning process represents a major staff effort during a time when the Department is implementing major new systems. Ocean Ride will implement new transportation software known as Route Match and plans to "Go Live" on June 1st. Dave Fitzgerald has been taking the lead on this. Dave Fitzgerald explained that starting today, we will be taking reservation trips for June 1st. We are also running dual entry during the changeover or transition period to assure full operations. After Phase 1, the software component, Phase 2 will include installation of 58 Mobile Data Terminals (mini-computers) in our vehicles. As Ms. Edmond stated, this is a demanding time for Ocean Ride, with the implementation of new software, completing various state grant applications and the Call Center entering new client data. Also, Ocean Ride is preparing for a 30th Anniversary event scheduled for August 21st, the Public Hearing on June 21st and the NJ Transit CAC Review in late July.

There are concerns regarding ability to fully implement the FTA concept for one central calling location/phone number to schedule individual trips. Significant investment has already been made in the Ocean Ride program to correlate with existing and modest expansion of service levels. Moving to a fully consolidated system given the size of the county and its demographics would be a very long-term and costly process. The County has made a \$1 million investment in the latest software technology and MDT's, based on the size of our fleet.

There was discussion regarding NJ's Casino Grant program, relating to a proposed increase from the current 7.5% of overall allocation to 8.5%. Also, there was discussion regarding integration of transit systems as it relates to "Smart Card" technology. The Ocean County example focused a smart card to enable a Medicaid individual to ride Ocean Ride without the need for cash and still meet the applicable requirements for the Board of Social Services. Terri Hirschhorn, NJ Department of Human Services indicated that Essex County is currently developing such a system.

Kathy Edmond indicated that the stakeholder committee will continue to meet in the future and the group may create working subcommittees to address specific issues.

Kathy reported on the MOM Rail Project. On May 11th, Monmouth and Ocean County's held a bi-county rail rally in Manalapan, New Jersey. Attendees included: senators, assembly men and woman, business laborers, labor groups and environmental groups. This project represents a long-term goal for the region's transportation system and would utilize existing rail lines that run through Lakewood and Lakehurst. The Middlesex-Ocean-Monmouth area will represent 25% of this states' population in year 2020. The project is in the DEIS phase of work, which began in 2002.

Kathy Edmond reminded committee members about the Public Hearing scheduled for **Thursday, June 21st at 1:00 p.m.**, held at the Administration Building in Room 119. The purpose of the annual public hearing is to discuss the casino grant application as well as on the draft coordination plan.

Fred Schneeweiss asked if there were any questions and/or comments. With no further questions or comments, the meeting was adjourned at 10:50 a.m.

APPENDIX G

A public hearing was conducted on Thursday, June 21, 2007 to provide information and an opportunity for public comment on the County's FY 2008 Senior Citizen and Disabled Resident Transportation Assistance Grant and the Interim Transportation Coordination Plan.

Public comments will be provided under seperate cover as the Plan was submitted to NJ Transit by June 15, 2007.

APPENDIX H



Welcome to Ocean County, NJ

the shore and more...

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How to Reach Ocean Ride

Hours: Mon-Fri (8:30am-4:30pm)
Phone: (732) 736-8989
Toll-Free: (877) 929-2082
TTY: (732) 797-2679

Press 1: For a Reservationist
Press 2: To request a Return Trip
Press 3: For Administration
Press 4: For Route Information
Press 5: Comment & Complaints
Press 0: For an Operator


You can email Ocean Ride at :

- OceanRideInfo@co.ocean.nj.us
- Use our contact form

Transportation Services

Kathleen C. Edmond, Director
1959 Route 9
P.O. Box 2191
Toms River, NJ 08754-2191

Ocean Ride Video

 A short video about Ocean Ride



Ocean County Transportation Services

Ocean Ride

The Department of Transportation Services county transit system, **Ocean Ride**, includes two major services, The **Reserve-A-Ride** Program and local bus routes. **Reserve-A-Ride** provides curb-to-curb, non-emergency medical transportation service to seniors (age 60 and over) and persons with disabilities. This service is offered by advanced registration basis primarily to destinations within Ocean County. **Pre-registration is required.**



The **Ocean Ride** transportation system currently includes 17 **bus routes** which operate throughout Ocean County (**PDF map of routes**). The **routes** are designed to connect key residential areas with popular destinations such as local governmental facilities, healthcare, shopping, employment, social services and other transit connections. The **bus routes** operate on a fixed schedule, making it easy for you to plan your trip!



Bus Schedules and Timelines:

To get a bus schedule, you can:

Call us at **(732) 736-8989** then **Press 4:**
Download it by selecting a route from our **bus schedules page;**
or visit the **County Connection Store** located at the Ocean County Mall (near JC Penney's).



Transit Services

- Transportation Services Home
- Ocean Ride Bus Routes
- Reserve-A-Ride
- Next Day Trip Program
- Veterans Transportation
- Special Trip Guidelines
- Shoppers Specials
- Dialysis Transportation
- List of Dialysis Facilities Services

Marketing Materials

- Transit/Route Map (PDF)
- Riders Guide (PDF)
- Distribution Locations for Ocean Ride Timetables

Other Information

- County Connection
- Key Locations in Ocean County
- Toms River Park & Ride
- Bay Head Park & Ride
- Point Pleasant Rail Station
- Where to Buy Tickets

About Ocean Ride

- Contact Us
- Events, Recognition & Training
- Days Of Operation
- Job Opportunities
- Mini-Grant Program
- Links of Interest

Riders Guide

The Department of Transportation Services has prepared a **Riders Guide** to answer many questions about the Ocean Ride Bus Route System, Reserve-A-Ride Services, Next Day Service, Shoppers Specials, Veterans Trips, Special Needs and much more. [Click here to view the Riders Guide...](#)



Ocean Ride is a service of the Ocean County Board of Chosen Freeholders.

Freeholder Gerry P. Little is the Freeholder Liaison for the Department of Transportation Services.



Gerry P. Little
Freeholder Liaison

Funding for the Ocean Ride System is provided by County tax dollars as well as state and federal grants. The Board of Chosen Freeholders contribute more than 51% of the total annual budget.

Contact Phone Numbers for Ocean Ride Transportation

Phone: **(732) 736-8989** and Press 1
Toll-Free Southern Ocean County Residents : **(877) 929-2082**
Hearing Impaired - TTY: **(732) 797-2679**



Note - most if not all of the downloadable forms and documents are in Adobe PDF format. If you don't have Adobe Reader, you can download it for free.



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[Use our contact form](#)

Transportation Services

Kathleen C. Edmond, Director
1959 Route 9
P.O. Box 2191
Toms River, NJ 08754-2191

Ocean Ride Video

A short video about Ocean Ride



Ocean County Transportation Services

Links of Interest



Ocean County Transit Providers



Ocean Ride
(732) 736-8989
Or call Toll Free:
(877) 929-2082:



NJ TRANSIT
(800) 772-222



North Jersey
Coast Line
(800) 772-222



Academy Bus Lines
(732) 901-1933



Olympic Airporter
(732) 938-6666
Toll-Free 800-822-9797

Airport Shuttles to
Newark also available.

Other Transit Providers



NJ TRANSIT
(800) 772-222



Port Authority
(800) 234-PATH



Port Authority
AirTrain
(800) AIR-RIDE



COAST NJ
(609) 452-8988



Greater Mercer
Transportation
Management
(800) 245-POOL

Transit Services

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- Where to Buy Tickets

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- Days Of Operation
- Job Opportunities
- Mini-Grant Program
- Links of Interest

Taxicab Service

Please refer to your
Local Yellow Pages



Contact Phone numbers for Ocean Ride Transportation

- Phone (732) 736-8989 and Press 1
- Toll-Free Southern Ocean County
Residents: (877) 929-2082
- Hearing Impaired – TTY: (732) 797-2679



AMTRAK
(800) USA-RAIL



SEPTA
(215) 560-7852



PATCO
(215) 560-7852



PATH Rapid Transit
(800) 234-PATH



NY Waterway
(800) 53-FERRY



Seastreak
(800) BOAT-RIDE



Cape May Ferry
(800) 54-FERRY



NJ Turnpike
(800) 33-NJTPK



Garden State Parkway
(800) 442-8600

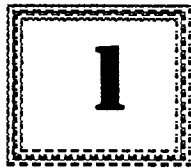


EZ-PASS
(800) 288-6865



NJ Motor Vehicle
Commission
(888) 486-3339

How to Reach Ocean Ride



By Telephone 732.736.8989
Toll-Free: 877.929.2082
TTY: 732.797.2679



Visit our Website:
www.co.ocean.nj.us/Transportation



By Fax: 732.473.1923



By E-Mail:
OceanRideInfo@co.ocean.nj.us



By Mail:
OC Transportation Services Department (Ocean Ride)
1959 Route 9
PO Box 2191
Toms River, NJ 08754-2191

- ADDENDUM -

OCEAN COUNTY

HUMAN SERVICE TRANSPORTATION COORDINATION PLAN

November 16, 2011

Ocean County continues to plan, evaluate, monitor and adapt transportation services operated by the Ocean Ride system in recognition of on-going budget constraints in particular with the decline of the annual casino revenue grant awards. This process has involved participation of the Ocean County Transportation Advisory Committee for Senior Citizens and Persons with Disabilities, the stakeholder group, the professional staff and dialogue with our elected officials. The purpose of this amendment is to reaffirm the priority transportation services operated by Ocean Ride. The Ocean County Human Service Transportation Coordination Plan was prepared by Ocean Ride in June 2007 to comply with requirements of the federally mandated United We Ride effort.

Ocean County Transportation Service Priorities

➤ **Reserve-A-Ride**

Since 1977, Ocean County's transportation program has offered demand responsive service to assist eligible riders. This service has been well utilized in particular for transport to local medical appointments. Since August 2010, base fares were established to help support the cost of the operation.

➤ **Ocean Ride Bus Routes**

Following a technical review in 2010, the Ocean Ride bus route system underwent significant service adjustments related to operating levels and performance measures. A second round of adjustments was implemented in 2011. As a result, the Ocean Ride system currently includes a total of 12 bus routes which are available to the general public. The routes act as a feeder service, providing connections to NJ Transit services in the county.

Toms River Connection (OC 10) Bus Route:

Job-access challenge – How to provide access to jobs and county services for low-income workers, transit-dependent individuals, and seasonal employees in a suburban corridor.

Ocean County is located on the Atlantic coast of central New Jersey, about 60 miles south of New York City, and is one of fastest growing counties in New Jersey, recording nearly a 13% population gain in the 2010 Census. The county is the second largest county in land area (spanning 638 square miles). Toms River is the county seat. State highway, Route 37 is the major east-west thoroughfare in Ocean County, connecting the mainland with the county's barrier islands via the Tunney Bridge. Low-income individuals are concentrated in several island communities, including Seaside Park and Seaside

Heights, and on the mainland in Toms River Township. Jobs, county services, and activity centers are located on the mainland in Toms River and other communities along Route 37.

Now in its 11th year, the Toms River Connection, introduced by Ocean Ride in 2001, provides fixed-route service along Route 37 from Toms River to Lavallette. Twelve round trips operate each day, from 6:00 AM to 11:00 pm. This route, funded through the Job Access and Reverse Commute (JARC) program, runs seven days a week in the summer months and six days a week during the off-season. Major stops include the county government complex, major retailers, a community medical center, a business park, a mall and resort communities.

The one-way fare local service is \$1.60. Currently, passengers pay cash fares only; no passes are available. Reduced fares (\$.80) are available for older adults and people with a disability. A private operator, Classic Tours, provides the service under contract to Ocean Ride.

Program performance and evaluation

FTA JARC funds continue to support the Toms River Connection. Initially, the required local match came from New Jersey's Transportation Improvement Fund or from the county budget. Currently, the matching funds of 50 % are provided by the Ocean County. Ridership has grown steadily for the Toms River Connection since the program's inception. Nearly 130,000 passenger trips were recorded in 2010. Ridership, which topped 1 million in November, 2010, accounts for almost 25% of total local transit ridership in Ocean County.

With the growth in ridership, net costs per trip have declined. During the first round of JARC funding (February 2001 to March 2002), the net cost per trip was \$8.14. Most current figures, reflecting costs for the first five months of 2011 place the net cost per trip \$4.36. The fare box recovery ratio has significantly improved as well, from just fewer than 12% in 2001–2002 to more than 25 percent in 2010.

On-board surveys of JARC-funded services were initially conducted by NJ Transit. In 2002, about half of the riders reported an annual family income below \$15,000 and about 8% met the income and household size criteria for one of New Jersey's public assistance programs (general assistance or TANF). More recently, the surveys have been conducted by county staff. In 2010, 51 percent of riders met the income the income criteria for one of the state public assistance programs, reporting an annual family income of \$18,600.

Marketing and promotion

The Greater Mercer Transportation Management Association (TMA) provides marketing support for the Toms River Connection. The county worked with the TMA to post timetables and route maps at the bus stops and to develop a rider's guide to Ocean Ride services. Bus stop information was designed to make the route easy to understand; particular care was taken to ensure the information was not intimidating for new riders. The riders guide covers all Ocean Ride services and includes route summaries, transfer information, and a system map. The TMA paid for and produced the guide. A recently completed system brochure now includes a slot where time tables relevant to individual rider needs can be inserted. The TMA also partners with Ocean Ride to provide monthly orientations for new one-stop customers. The mini travel training includes information on all Toms River Connection bus routes and designated staff is available to "walk" new customers through which routes will best serve their travel needs.

Working with a contractor

Ocean Ride made the decision to contract out the Toms River Connection because it did not have sufficient in-house resources to provide the desired level of service. In addition, contracted service afforded the county the flexibility to adjust routing and schedule in response to changing demand.

Ocean Ride tailored the specifications to follow NJ TRANSIT standards and held contractors to the same driver and service requirements applied to in-house operations. The current contract cost is \$ 68.57 per hour (all inclusive). The County encountered some difficulty encouraging competition among potential service providers, as operators need a local facility to remain competitive. The use of GIS devices now allows clients to track arrival times. Plans are underway to incorporate the technology needed to allow riders the option of using pass cards. Classic Tours also agreed to address any client concerns within 24 hours.

Elements of success

Ocean County planners attribute the success of the Toms River Connection to multiple factors.

First, the county government recognized that providing access to jobs and improving overall mobility was important to the county's future. The county was fortunate to have a county administrator with a planning background who could look beyond short-term funding needs and who understood the long-term link between transit and economic development. The freeholders also recognized the important role of transportation and combined transportation planning and operations into a single program. This organizational change meant that key individuals were in place to move service from planning to implementation and that transportation programs had support from elected officials and high-level managers.

Second, the planning process for the Toms River Connection was inclusive. Combining planning and operations helped ensure that the right people were at the table and that these highly motivated individuals could get things done. The planners also reached out to key partners to build support for the program, including representation from other county departments, the regional TMA, local employers, and the workforce investment board.

Finally, the county recognized that the Toms River Connection helps provide county residents with a bridge to self-sufficiency. This awareness has helped keep the program moving forward and encouraged planners to explore opportunities to serve new markets within Ocean County.

OC 4 Lakewood Brick Link Bus Route- New Freedom Grant

As part of the stakeholder process, participants discussed the existing transportation resources operating in Ocean County. NJ Transit services primarily run in a north to south directional flow, many of which operate in the Route 9 corridor. Ocean Ride services were designed to provide feeder service to link NJ Transit and unserved corridors within the county. Like the Toms River Connection route which serves the Route 37 corridor, the OC 4 Lakewood Brick Link provides a vital connection from Lakewood-then easterly through the Lakewood Industrial Park, a major employment concentration continuing through Brick Township, along the Route 70 corridor and Route

88 to the Point Pleasant Beach Rail Station. This east west routes provides opportunities for travel to Ocean Medical Center and the James J. Howard VA Clinic.

During the stakeholder process, several human service organizations identified a specific gap in the Lakewood Industrial Park for persons with disabilities seeking to take public transit to access mental health and substance abuse out-patient programs. The original Lakewood Brick Link route runs along Cedar Bridge Avenue in Lakewood, however the facility that operates the mental health and substance abuse programs is located on Airport Road, which intersects with Cedar Bridge. The facility is not within a walkable distance, nor are there sidewalks on this high volume roadway.

Further analysis revealed that there is a cluster of program participants that live in close proximity to the bus route, if the route could provide the connection to the Preferred Behavioral Health facility. Through cooperative efforts with the facility, Ocean Ride will initiate the service to improve the mobility and independence of persons with disabilities to utilize public transit services to access the facility, thereby allowing the provider to reallocate resources to other geographic areas of the county that are currently not served.

➤ **Veterans Service**

Ocean Ride is home to more than 64,000 veterans. Ocean Ride utilizes in-house drivers and vehicles to provide demand response transportation service is provided to veterans to access out of county VA medical facilities as well as facilities within the County.

➤ **DETS –Disabled Employment Transportation Service**

Through contracted services, Ocean Ride provides demand responsive service to adults with developmental disabilities to access competitive employment positions. One of the challenges relates to decreasing grant budgets which will continue to constrain service levels.

➤ **Section 5310 - Vehicle Purchases**

Given the downturn in casino revenue funding and the long term outlook, capital funding will continue to play an important role in allowing Ocean Ride to maintain a safe, modern, and reliable vehicle fleet. Ocean Ride continues to prepare a vehicle replacement plan, however less capital funding results in the need to hold on to vehicles for a longer period of time, which in turn drives up the repair and parts costs.

The availability of the Section 5310 program and related federal programs provide an important revenue source to maintaining our vehicle fleet.

➤ **Transportation Mini-Grant Program**

The County has administered a transportation mini-grant program for more than twenty-five years; however funding levels have been reduced in response to declining grant funds. While this activity provides an important funding source for local non-profit organizations serving transportation needs of senior citizens and adults with disabilities, the total program budget will likely continue to decline in correlation to state grant levels.

➤ **Fare Policy and Schedule**

Effective August 1, 2010, the Ocean Ride system implemented a comprehensive, graduated fare schedule for transportation services. During 2010, nearly \$ 70,000 was billed and for the first 10 months of 2011, more than \$ 147,000 was billed for a total of \$ 217,000 in revenue. The advisory and stakeholder committee strongly supported the implementation of a new funding mechanism to help offset the cost of the service. Rider reaction for the most part has been positive. Ocean Ride conducted an effective educational effort to explain the need for the fares and to clearly demonstrate how cost-effective the service is. Fares are not collected on-board the vehicles, rather a third party contractor prepares and mails monthly invoices to riders. The fare system has proven to be an effective way to generate revenue and to gently shift riders from an entitlement mentality to a new mindset where seniors and persons with disabilities are required to pay a fee for service.

The following pages provide various charts, including the county's transportation services in priority order, a chart showing historical ridership on the OC 10-Toms River Connection Bus Route and lastly a chart illustrating historical levels of casino revenue grant awards to Ocean County from 2000 to 2012.

Presented to: Ocean County Transportation Advisory Committee for Senior Citizens and Persons with Disabilities and Stakeholder Committee, November 16, 2011.

OCEAN COUNTY

HUMAN SERVICE TRANSPORTATION COORDINATION PLAN

April 2018 – DRAFT – Item #1

Background Information

Ocean County Transportation Services is the designated lead for the Coordinated Human Services Transportation Plan (CHSTP). Ocean Ride pursued the local planning process with a Stakeholder Committee consisting of various County and local Human Services agencies.

Ocean County continues to plan, evaluate, monitor and adapt transportation services operated by the Ocean Ride system in recognition of on-going budget constraints in particular with the decline of the annual casino revenue grant awards. This process has involved participation of the Ocean County Transportation Advisory Committee for Senior Citizens and Persons with Disabilities, the stakeholder group, the professional staff and dialogue with our elected officials. The purpose of this plan is to reaffirm the priority transportation services operated by Ocean Ride. The first Ocean County Human Service Transportation Coordination Plan was prepared and adopted by Ocean Ride in June 2007 to comply with requirements of the federally mandated United We Ride effort. The plan was last updated on November 16, 2011.

Ocean Ride just celebrated its 40th Anniversary. To commemorate, we held an In-Service Training Event on May 25, 2017 and invited guests included NJ TRANSIT, County Freeholders, Elected Representatives, Department Heads and Drivers at the First Aid & Fire Academy in Waretown, NJ.

Ocean County Transportation Service Priorities

➤ **Reserve-A-Ride**

Since 1977, Ocean County's transportation program has offered demand responsive service to assist eligible riders. This service has been well utilized in particular for transport to local medical appointments. Since August 2010, fares were established to help support the cost of the operation.

➤ **Ocean Ride Bus Routes**

Service and fare adjustments were implemented in 2010 and 2011 which the Ocean Ride deviated fixed bus routes underwent significant service adjustments related to operating levels and performance measures. From that time, as a result, the Ocean Ride system went from seventeen (17) fixed bus routes to currently eleven (11) fixed deviated bus routes which are available to the general public. The routes act as a feeder service, providing connections to NJ TRANSIT services in the county.

OC 10 Toms River Connection Bus Route:

NJ-Job Access Reverse Commute (NJ-JARC) – Providing access to jobs and county services for low-income workers, transit-dependent individuals, and seasonal employees in a suburban corridor.

Ocean County is located on the Atlantic coast of central New Jersey, about 60 miles south of New York City, and is one of fastest growing counties in New Jersey, recording nearly a 13% population gain in the 2010 Census. The county is the second largest county in land area (spanning 638 square miles). Toms River is the county seat. State highway, Route 37 is the major east-west thoroughfare in Ocean County, connecting the mainland with the county's barrier islands via the Tunney Bridge. Low-income individuals are concentrated in several island communities, including Seaside Park and Seaside Heights, and on the mainland in Toms River

Township. Jobs, county services, and activity centers are located on the mainland in Toms River and other communities along Route 37.

Now in its 16th year, the OC 10 Toms River Connection, introduced by Ocean Ride in 2001, provides deviated fixed-route service along Route 37 from Toms River to Lavallette. Twelve round trips operate each day from 6:00 AM to 11:00 pm. This route, funded through the New Jersey Job Access and Reverse Commute (NJ-JARC) program, runs seven days a week in the summer months and six days a week during the off-season. Major stops include the county government complex, major retailers, a community medical center, a business park, a mall and resort communities.

The one-way fare local service is \$2.00. Currently, passengers pay cash fares only; no passes are available. Reduced fares (\$1.00) are available for adults 60+, persons with a disability and college students. A private operator, Stouts Transportation, provides the service under contract to Ocean Ride.

Program performance and evaluation

NJ-JARC funds continue to support the OC 10 Toms River Connection. Initially, the required local match came from New Jersey's Transportation Improvement Fund or from the county budget. Currently, the matching funds of 50% are provided by the Ocean County government. Ridership has grown steadily for the OC 10 Toms River Connection since the program's inception. 98,543 passenger trips were recorded in 2016. Ridership since its inception, topped 1.6 million in 2016, accounts for almost 25% of total local transit ridership in Ocean County.

On-board surveys of NJ-JARC-funded services were initially conducted by NJ TRANSIT. In 2016, about half of the riders reported an annual family income below \$20,000 and about 13.6% met the income and household size criteria for one of New Jersey's public assistance programs (general assistance or TANF). In 2016, 51 percent of riders met the income criteria for one of the state public assistance programs, reporting an annual family income of \$18,600.

Marketing and Promotion

The Greater Mercer Transportation Management Association (TMA) provides marketing support for the OC 10 Toms River Connection. The County worked with the TMA to put together newly designed timetables and route maps. The Rider's Guide was produced in collaboration with the Ocean County Planning Department for mapping. Google maps were used to design and make the route easy to understand; particular care was taken to ensure the information was not intimidating for new riders. The Riders Guide covers all Ocean Ride services, includes route summaries and transfer information. The TMA also partners with Ocean Ride to provide monthly orientations for new One-Stop clients. The mini travel training includes information on all bus routes, more specifically the OC 10 Toms River Connection and NJ TRANSIT's #559 bus routes and designated staff is available to "walk" new clients through which routes will best serve their travel needs.

Working with a Contractor

Ocean Ride made the decision from inception to contract out the OC 10 Toms River Connection because it did not have sufficient in-house resources to provide the desired level of service. In addition, contracted service afforded the County the flexibility to adjust routing and schedule in response to any changing demands.

Ocean Ride tailored the specifications to follow NJ TRANSIT standards and held contractors to the same driver and service requirements applied to in-house operations. The current contract cost is \$67.50 per hour (all inclusive). The RouteMatch 6.29 upgrade use of Cloud-Hosting and Tablet technology devices now allows staff to track pick-up and arrival times. Stouts Transportation, the contractor has agreed to address any client concerns within 24 hours.

Elements of success

Ocean County attribute the success of the OC 10 Toms River Connection to multiple factors.

First, the County government recognized that providing access to jobs and improving overall mobility was important to the County's future. The County Administrator looks beyond short-term funding needs and understood the long-term link between transit and economic development. The Freeholders also recognize the important role of transportation and combined transportation planning and operations into a single program.

Second, the Ocean Ride continues to reach out to key partners to build support for the program, including representation from other county departments, the regional TMA, local employers, and the Workforce Investment Board (WIB).

Finally, the county recognized that the OC 10 Toms River Connection helps provide county residents with a bridge to self-sufficiency. This awareness has helped keep the program moving forward and encouraged planners to explore opportunities to serve new markets within Ocean County.

OC 4 Lakewood-Brick Link Bus Route

As part of the stakeholder process, participants continue to discuss the existing transportation resources operating in Ocean County. NJ TRANSIT services primarily run in a north to south directional flow, many of which operate in the Route 9 corridor. Ocean Ride services was designed to provide feeder service to link NJ TRANSIT and unserved corridors within the county. Like the OC 10 Toms River Connection route which serves the Route 37 corridor, the OC 4 Lakewood Brick-Link provides a vital connection from Lakewood, then easterly through the Lakewood Industrial Park, a major employment concentration continuing through Brick Township, along the Route 70 corridor and Route 88 to the Point Pleasant Beach Rail Station. This east-west route provides opportunities for travel to Ocean Medical Center and the James J. Howard Veterans Assistance Clinic.

During the stakeholder process, several human service organizations identified a specific gap in the Lakewood Industrial Park for persons with disabilities seeking to take public transit to access mental health and substance abuse out-patient programs. Restoration of mid-day service was implemented February 3, 2014 resulting in an increase of ridership.

➤ **Veterans Service**

Ocean County is home to 44,153 veterans. Ocean Ride utilizes in-house drivers and vehicles to provide no charge demand-response transportation service to Veterans to access out-of-county VA medical facilities as well as facilities within the County. The Veterans Grant totaling \$30,000 lowers only a fraction of the cost of this service.

➤ **Competitive Employment Transportation Service**

Ocean Ride provides demand-response service to adults with developmental disabilities to access competitive employment positions. One of the challenges relates to decreasing grant budgets which will continue to constrain service levels. This program is formerly known as Disabled Employment Transportation Service (DETS) as of 2011, when it transitioned from a contracted service to in-house drivers and vehicles.

➤ **New Freedom Grant**

Currently Ocean Ride does not receive the New Freedom Grant.

➤ **Section 5310 Grant – Vehicle Purchase, Maintenance, Repairs and Fuel Purchases**

Given the downturn in casino revenue funding and the long-term outlook, capital funding will continue to play an important role in allowing Ocean Ride to maintain a safe, modern, and reliable

vehicle fleet. Ocean Ride continues to prepare a vehicle replacement plan, however less capital funding results in the need to hold on to vehicles for a longer period of time, which in turn drives up the repair and parts costs. In addition, the Section 5310 grant allows driver salaries, maintenance, repairs and fuel for the fleet.

The availability of the Section 5310 Operating Grant program provides an important revenue source to maintaining our service to seniors and persons with disabilities, compensating for diminished casino funds.

Under the FTA Section 5310 grant Ocean Ride continues to educate leaders and organizations promoting transportation coordination. Conduct regular meetings with county and local transportation providers. We are now gathering data and information on senior adult communities, median household incomes and other geographical data to conduct analysis through GIS mapping to better serve the community and assess possible Fixed Route service adjustments. Ocean Ride staff participates in monthly seminars in the One Stop Career Center transportation education workshop. We promote existing transit services, especially where capacity exists for the Fixed Bus routes. Ocean Ride plans on implementing pilot projects to test coordination approaches based on varying geographic service areas.

➤ **Transportation Mini-Grant Program**

The County has administered a transportation mini-grant program for more than thirty-two (32) years; however funding levels continue to reduce in response to declining grant funds. While this activity provides an important funding source for local non-profit organizations serving transportation needs of senior citizens and adults with disabilities, the total program budget will likely continue to decline in correlation to state grant levels. Currently we fund twenty (20) agencies with \$40,000 giving approximately \$2,000 each non-profit 501 (c)(3) organization.

➤ **Fare Policy and Schedule**

Ocean Ride system implemented a graduated fare schedule for transportation services in August 2010. The final fare increase was implemented in August 2012. See fare chart **Exhibit 1**. The advisory and stakeholder committee strongly supported the implementation of the funding mechanism to help offset the cost of the service. Rider reaction has been very positive. Deviated Fixed Route fares are collected on-board in a lock box and Drivers have no access. Fares for the Reserve-A-Ride program are not collected on-board the vehicles, rather a third party contractor prepares and mails monthly invoices to riders. The fare system has proven to be an effective way to generate revenue and generates over \$500,000 annually to help sustain the service.

On page 6, please see ridership for the OC 10-Toms River Connection Bus Route from inception in 2001 to 2016: **Exhibit 2**.

Exhibit 1 – Fare Implementation Schedule

Ocean County Transportation Services

Ocean Ride Fare Implementation Schedule

Reserve-A-Ride	2009	August 2010	August 2011	August 2012	
Standing Order		\$ 5.00	\$ 7.50	\$10.00	
PAAD Discount*	Donation Only	\$ 2.50	\$ 3.75	\$ 5.00	
Routine & Next Day Trips		\$ 4.00	\$ 5.00	\$ 6.00	
PAAD Discount*	Donation Only	\$ 2.00	\$ 2.50	\$ 3.00	
Fixed (Deviated) Bus Routes	2009	August 2010	August 2011	August 2012	August 2013
In-House Routes					
- Senior	\$0.25	\$0.35	\$0.50	\$0.75	\$1.00
- Persons w/ disabilities					
- College students					
<i>General Public</i>	\$0.50 – \$1.00	\$1.00	\$1.25	\$1.50	\$2.00
Commuter Routes					
- Senior	\$0.45 – \$0.60	\$0.75	\$0.80	\$0.85	\$1.00
- Persons w/ disabilities					
- College students					
<i>General Public</i>	\$1.00 – \$1.40	\$1.50	\$1.60	\$1.70	\$2.00
Flex/Shoppers Routes					
	\$0.25	\$0.35	\$0.50	\$0.75	\$1.00
Veterans Transportation					
VA Providers	Free	Free	Free	Free	
To Private Providers (Reserve-A-Ride)	<i>Refer to Reserve-A-Ride schedule above.</i>				
DETS (Competitive Employment) Service		August 2010	August 2011	August 2012	
1 st Year		\$3.00	\$3.50	\$4.00	
2 nd Year		\$4.00	\$4.50	\$5.00	
3 rd Year		\$5.00	\$5.50	\$6.00	
Special Trips	March 2009	March 2010	March 2011		
<i>Mini-bus</i>	\$200.00	\$300.00	\$400.00		
<i>Large Transit Bus</i>	\$400.00	\$500.00	\$600.00		
<i>½ day</i>					
<i>Mini-bus (4 hours max)</i>	\$150.00	\$150.00	\$150.00		
<i>Transit Bus</i>	\$300.00	\$300.00	\$300.00		

*Riders to be billed for actual transportation service provided, one-way trips may be billed. PAAD participants must provide a copy of valid PAAD ID to Ocean Ride.

Transfer provisions were eliminated. Customers with disabilities may ride at all times of day and must have a NJ TRANSIT Reduced Fare ID or Medicare Card. For all child fares, the structure consists of 0-4 years of age ride free.

Children 5-12 years of age, reduced fare rates, 50% of adult paid fare. Child fares are available on these routes when accompanied by a full-fare paying adult. Discontinued Family Fare weekend and holiday fare structure.

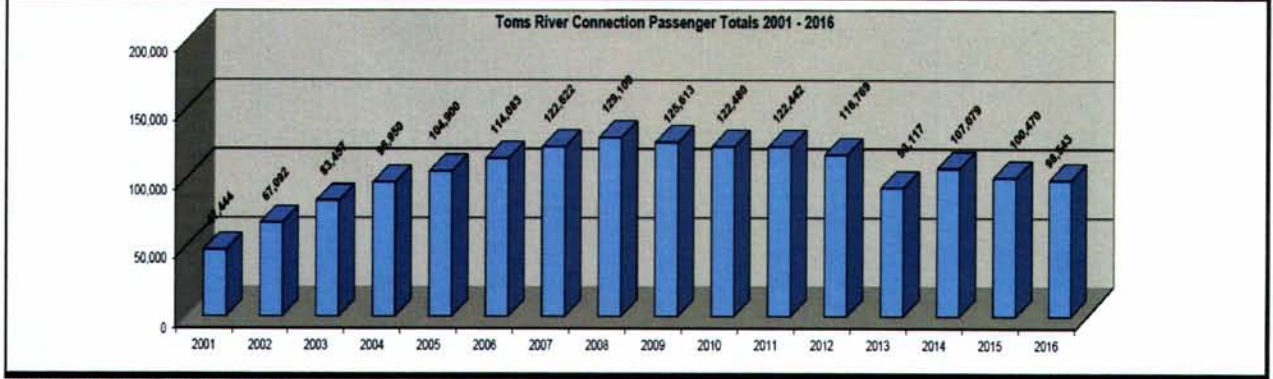
Exhibit 2 – Ridership for the OC 10 Toms River Connection 2001 to 2016

Ocean County Department of Transportation Services

Ocean Ride

Toms River Connection Passenger Count 2001 - 2016

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
January				5,920	6,642	7,687	8,930	8,697	8,160	8,163	6,996	8,996	3,872	7,093	6,724	5,875
February				6,643	6,704	7,453	7,864	8,502	8,126	6,857	7,710	9,245	4,826	7,044	6,110	6,644
March				6,640	7,534	8,395	9,796	9,170	8,827	9,600	9,157	9,736	5,655	7,783	7,419	7,739
April				6,766	7,818	8,027	9,534	10,171	9,061	9,630	8,511	9,709	6,909	8,488	7,820	7,307
May				6,554	7,789	9,056	10,952	11,151	11,063	11,084	10,319	11,388	8,014	9,519	9,167	8,849
June				9,726	11,087	12,077	12,995	13,608	13,361	13,638	12,393	13,459	9,037	10,923	10,334	10,895
July				10,269	10,720	11,559	12,279	13,657	13,206	14,096	12,049	13,415	10,646	11,042	10,480	10,178
August				10,167	11,227	12,101	12,214	14,087	13,108	13,088	12,034	13,961	10,595	11,236	10,236	11,386
September				10,566	11,149	11,276	12,009	13,408	13,004	11,568	11,723	11,472	9,187	10,143	9,554	8,606
October				8,171	8,015	8,490	9,168	9,781	9,625	8,697	9,189	8,975	8,743	8,623	8,025	7,165
November				7,708	8,083	8,652	8,476	8,058	8,727	8,145	12,373	2,799	8,020	7,206	6,972	6,890
December				7,820	8,132	9,310	8,405	8,819	9,345	7,914	9,988	3,614	7,613	7,979	7,629	7,009
TOTAL	47,444	67,092	83,457	96,950	104,900	114,083	122,622	129,109	125,613	122,480	122,442	116,769	93,117	107,079	100,470	98,543



Filename: Toms River Connection Passenger Count 2001-2016
 Gray Book / Drive - Fixed Routes Reports Annual and Year to Date ... Revised 1/19/2016 up

Chart illustrates historical levels of Senior Citizens and Disabled Residents Transportation Assistance Program (SCDTRAP) casino revenue grant awards to Ocean County from 2008 to 2018. **Exhibit 3.**

Exhibit 3 – SCDRTAP Funding History

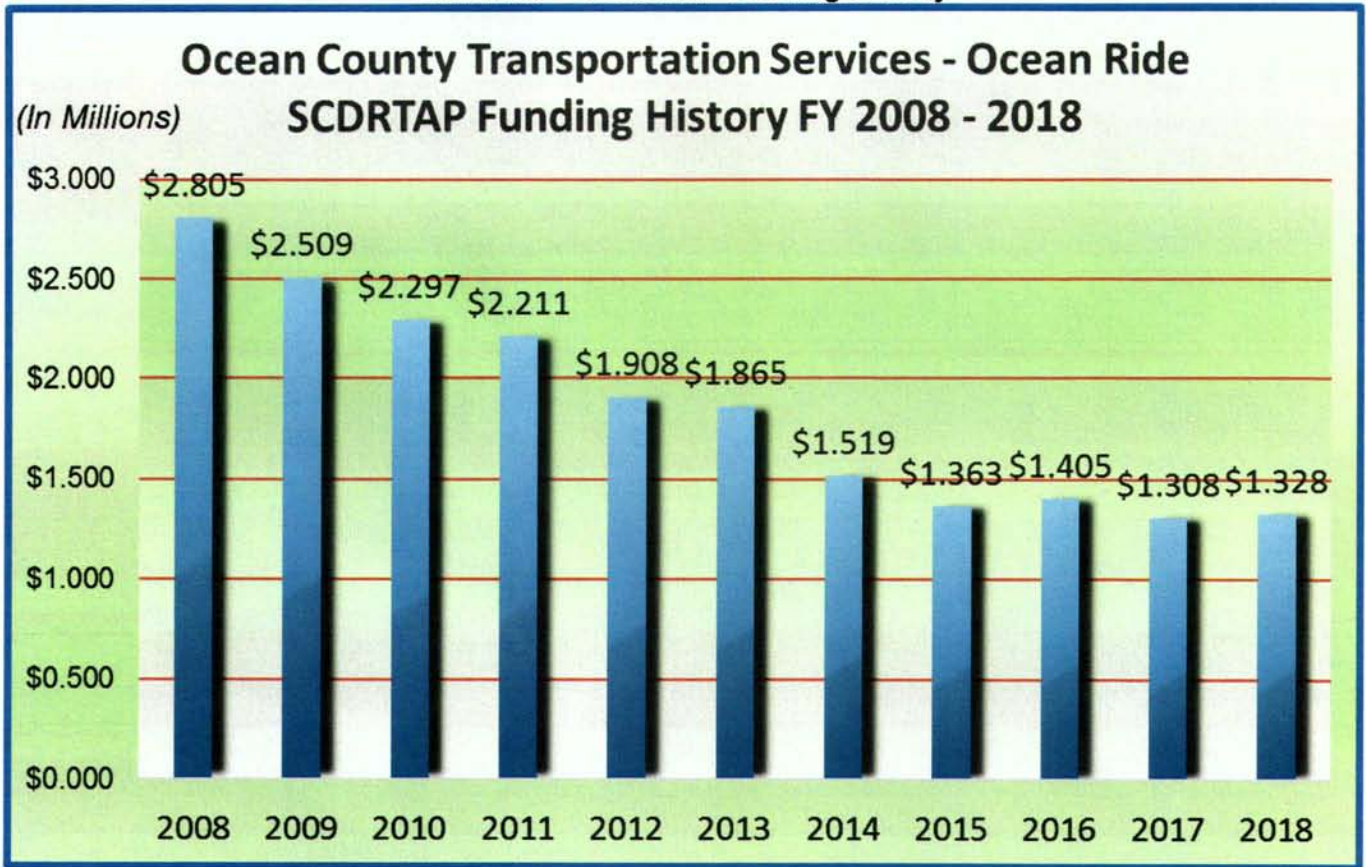
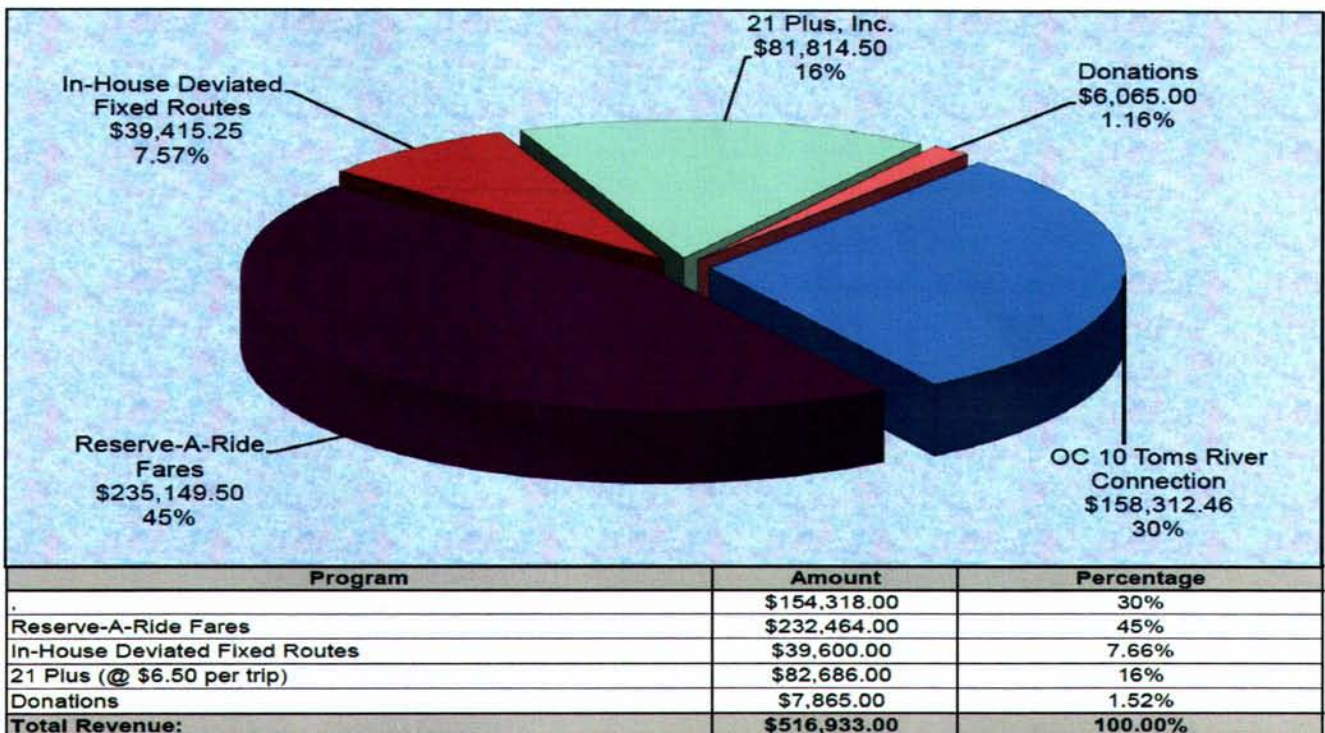


Exhibit 4 – 2016 Revenue Generated by Ocean Ride



Profile of Existing Transportation Services

Ocean County Profile

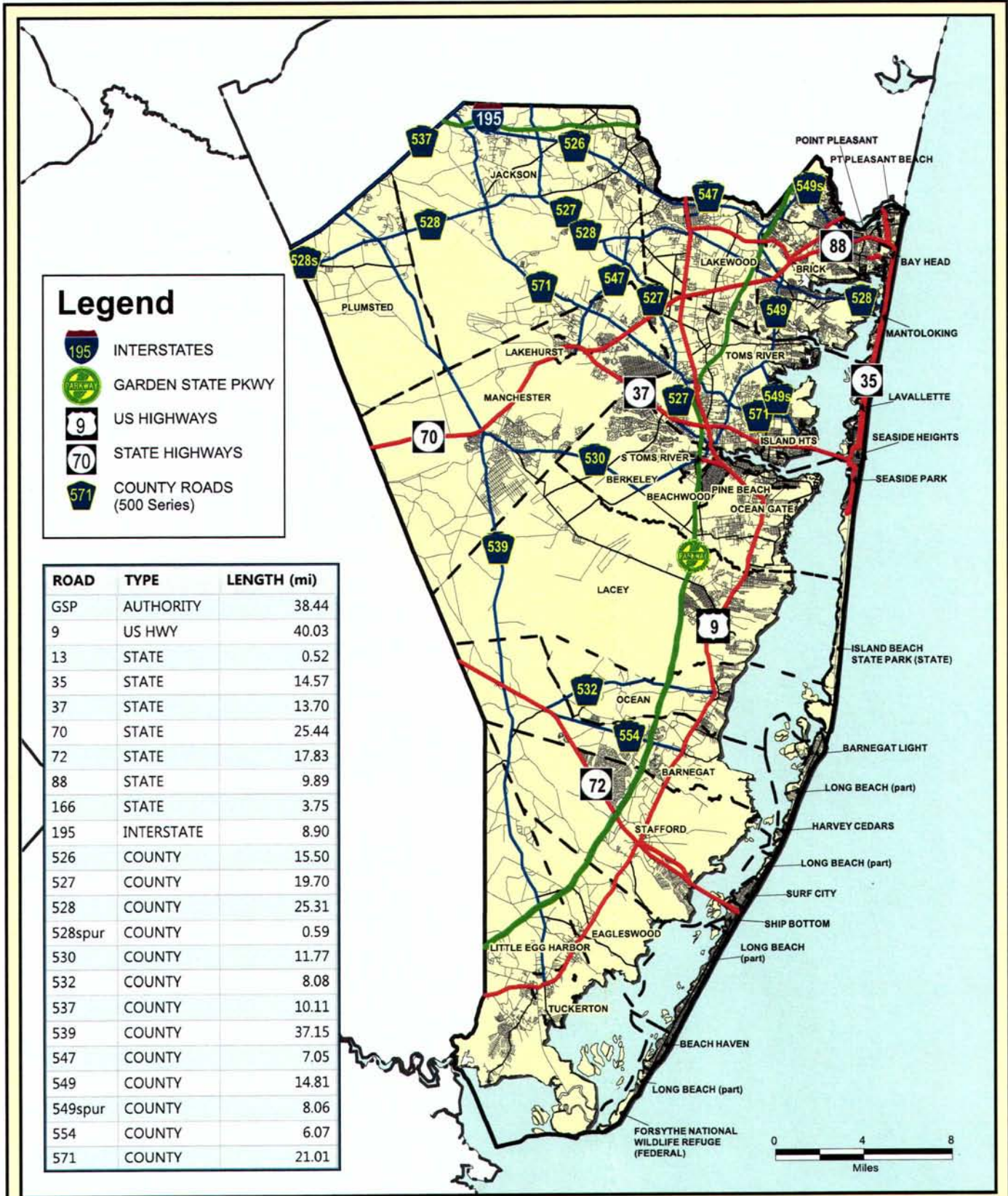
Ocean County is located in the Atlantic Coastal Plain in central New Jersey, bordered by Monmouth County to the north, Burlington County to the west and south. Ocean County is located approximately 60 miles south of New York and 50 miles east of Philadelphia. Ocean County is the second largest county in the State of New Jersey, occupying 636.1 square miles, with 33 municipalities. Ocean County municipalities and roads are shown in **Figure 1**. Also shown is Ocean Ride's updated Transit Map in **Figure 1A**. Ocean County has traditionally been rural, agricultural and fishing center. Throughout the 21st century, the resort industry of the Jersey Shore has resulted in development in the coastal areas of the County. Thus, a significant part of the commercial and employment activity is seasonal. An overview of the county's demographic and socioeconomic characteristics is presented below and key figures are shown in **Figure 2**. A comparison of profiles for the general demographic characteristics for Ocean County between 2000 and 2010 are shown in **Figure 3**.

Population and Population Density

As of the 2016 Census estimate, the county's population was 592,497, a 2.8% increase from the 576,567 enumerated in the 2010 United States Census, making Ocean the state's sixth-most populous county. The 2010 population figure represented an increase of 65,651 (+12.8%) from the 2000 Census population of 510,916, as Ocean surpassed Union County to become the sixth-most populous county in the state. Ocean County was also the fastest growing county in New Jersey between 2000 and 2010 in terms of increase in the number of residents and second-highest in percentage growth.

Ocean County encompasses several densely populated areas, the most densely settled municipalities being Point Pleasant, Seaside Heights, Ocean Gate and Beachwood, with densities of 5,272.05 to 3,878.40 persons per square mile, respectively. The least densely populated municipality is Eagleswood Township, with 99.81 people per square mile, according to the 2010 Census. The four townships with the highest populations are Toms River, Brick, Lakewood and Jackson, which combined make up over half of the County's population. **Figure 4** shows graphically where the highest concentrations of population are located by census block group for 2010. The growth from 2000 to 2010 has occurred throughout the county, yet the population remains concentrated in the northeastern quadrant of the county.

FIGURE 1



Ocean County Highway System

Source:
Road lengths have been calculated by GIS.

Prepared by:
Ocean County Department of Planning, April 2016.



OCEAN COUNTY TRANSIT GUIDE

Legend

Ocean Ride

- Toms River Connector – Route 37 Bus Service
- Lakewood-Boick Lunk – Pt. Pleasant Beach Rail to Lakewood
- Winning Express
- Manchester
- Boick, Lakewood, Toms River
- Boick, Pt. Pleasant
- Lacey
- Little Egg Harbor, Stafford
- LBH/North & LBH/South
- Lakewood Shuttle Routes & Stops

NJ TRANSIT

- 863/664 – Lakewood to Watchlaken
- 867 – Seaside Park (Seasonal) Toms River to Jersey City
- 8137/8319 – Island Beach State Park (Seasonal) to New York
- 8569 – Lakewood to Atlantic City
- 8630 – Point Pleasant Beach Rail to Absecon Park

Map Features

- Major Transit Stop
- Transit Stop or "Flag" Stop
- Park & Ride
- Hospital
- Major Transit Stop or Transfer Point

Prepared by: Ocean County Department of Planning, 2018

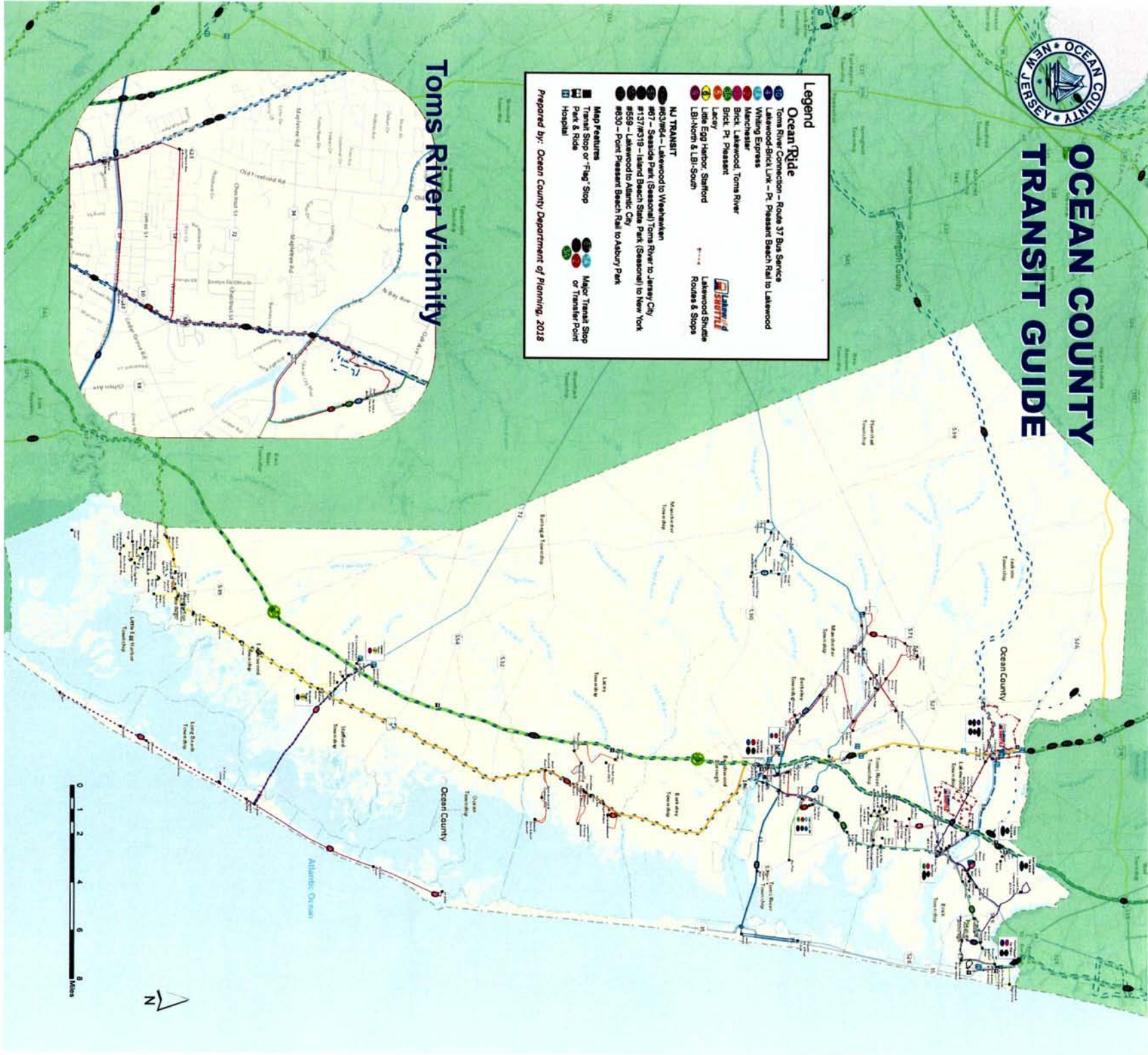
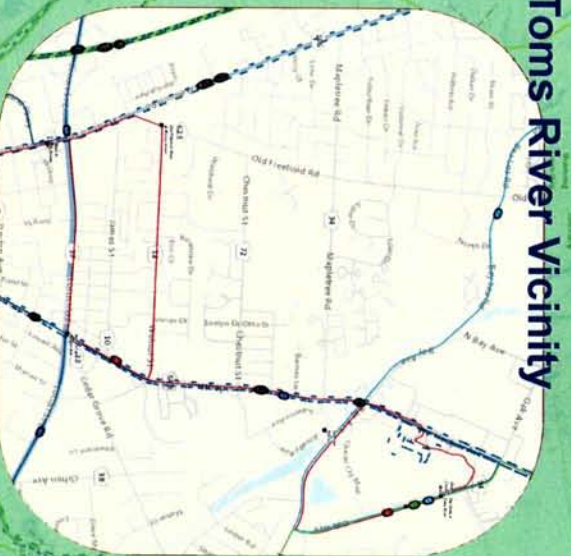


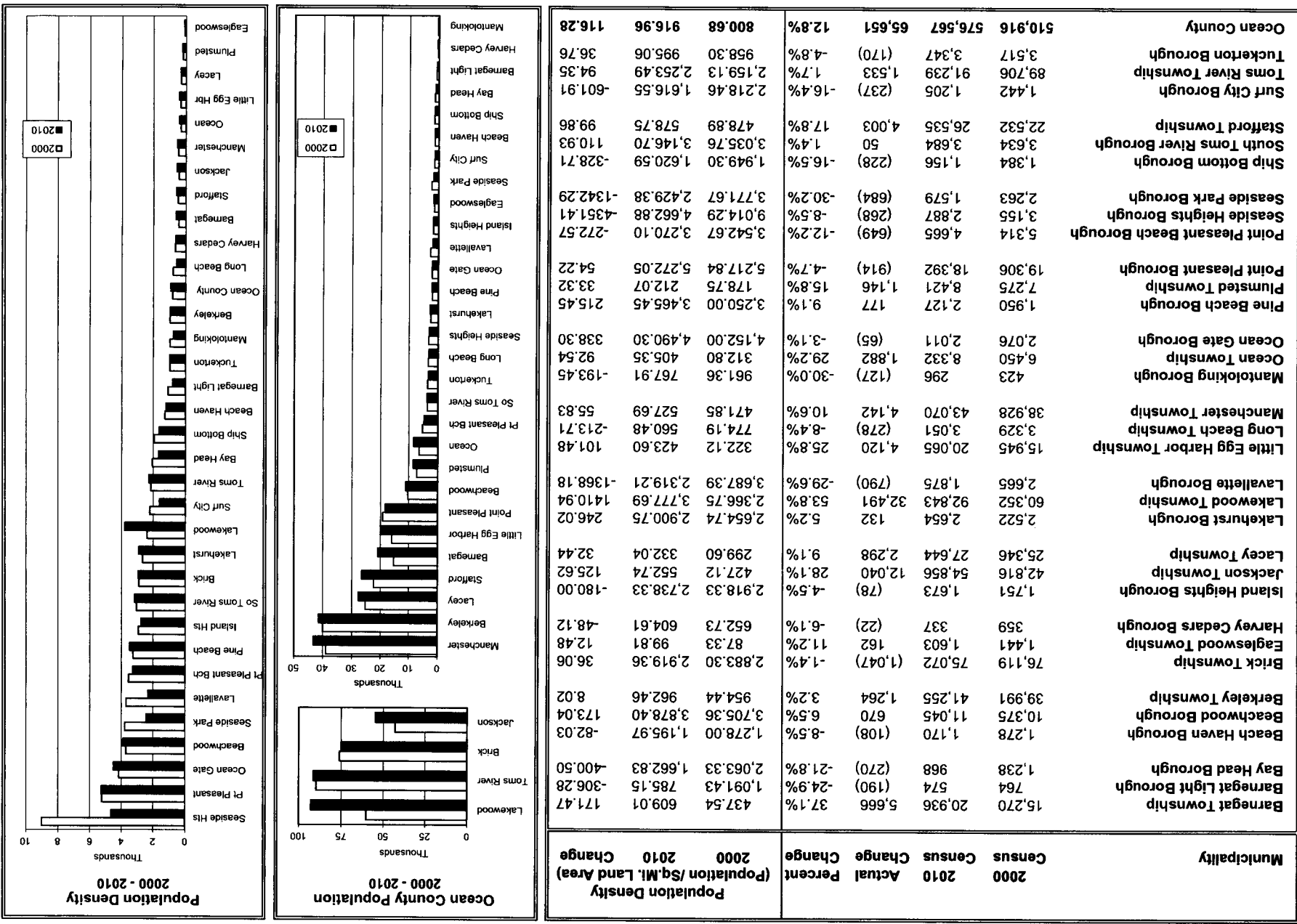
Figure 2 Profile of Ocean County, New Jersey

County Established	1850
Land Area (Square Miles-approximate)	638
 Population – ACS 2010- 2014	
Total	581,413
.Density (population per sq. mile)	911.6
Median Age	42.8
Persons per Household	2.62
 Housing – ACS 2010- 2014	
Total Housing Units	2278,980
Households.....	221,720
Seasonal Housing Percentage	14.2%
Median Home Value	\$264,100
 Employment – NJ Dept. Labor (Ann. Avg.)	
2015 Potential Labor Force	266,369
2015 Actual No. Residents Employed	249,606
2015 Unemployment Rate.....	6.3%
2015 Private Sector Jobs (NAICS-Based).....	140,875
 Income – 2015 Census	
Median Household.....	\$61,994
Median Household (2000 Census)	\$46,443
Median Family	\$76,934
Median Family (2000 Census).....	\$56,420
Per Capita.....	\$31,200
Per Capita (2000 Census)	\$23,054
Percent of All Families Below Poverty Level	11.25%

Sources: Ocean County Planning Department, 2015 U.S. Census Bureau

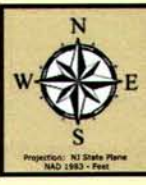
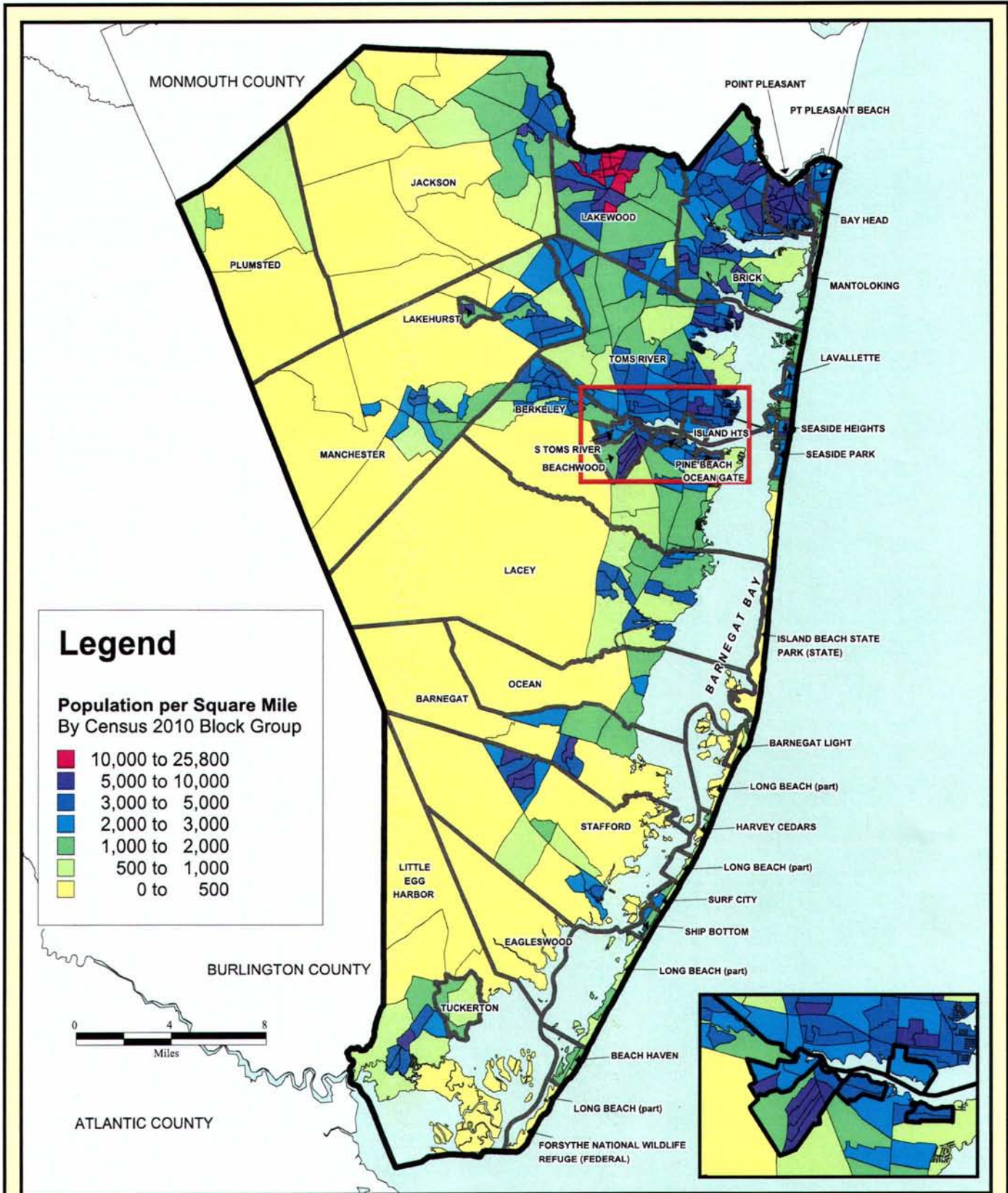
FIGURE 3

Population Density for Ocean County Municipalities



Source: Table GCT-PH1: Population Housing Units and Density: 2010 Census Redistricting Data (Public Law 94-171) Summary File, Table H1: NJ Department of Labor and Workforce Development, February 3, 2011. Prepared by: Ocean County Department of Planning, July 2011.

FIGURE 4



**US Census 2010 Population Density
in Ocean County**

Source:
Census 2010, US Census Bureau, 2011.
Land area as calculated by MapInfo by area.

Prepared by:
Ocean County Department of Planning, 2011.

Population Age

According to the U.S. Census Bureau American Fact Finder 2016 Population Estimates, the median age of Ocean County, at 42.8, is the highest of the 21 counties in New Jersey, and above the statewide median of 39.0 years of age. This is indicative of Ocean County's convenient access to the Garden State Parkway, which makes it ideal for the suburban commuter and also an ideal location for retirement. The County has one of the lowest total populations of persons under the age of 19 in the state with 147,562 children. This group represents 23.66 percent of the County's total population. At the opposite end of the age spectrum, approximately 22 percent of the county's population is 65 years and older, while statewide, 15.3 percent of the total population is 65 years and older. Persons age 60 and over represent 169,576 persons or 29 percent of the County's overall population. As a result, seniors play a significant role in the travel patterns of residents.

Population Income

Overall, income levels in Ocean County are lower than the statewide average for New Jersey. While the statewide median household income reported in the 2010 Census was \$72,093, the Ocean County median was \$61,994. It is interesting to note the contrast in source of income between statewide statistics and those of Ocean County.

Figure 5 shows the Median Household, Family and Per Capita Income by Municipality comparing 2000 to 2015, while **Figure 5** presents Poverty Status in 1999 for Ocean County Municipalities. Despite Ocean County's reputation as a retirement and recreation-based community, there are areas within the county that are characterized as lower income. Four communities had greater than 10 percent of their populations living below the poverty line in 2000. These communities are Lakewood Township, Ocean Gate Borough, Seaside Heights Borough and South Toms River Borough. Of the 136,593 children in Ocean County identified in the 2010 census, 19.7 percent are living in poverty, compared to 15.5 percent statewide. In addition, there are four municipalities that had greater than all persons over age 65 living below the poverty line as of 2015. These communities are Berkeley Township, Lakewood Township, Manchester Township and Toms River Township.

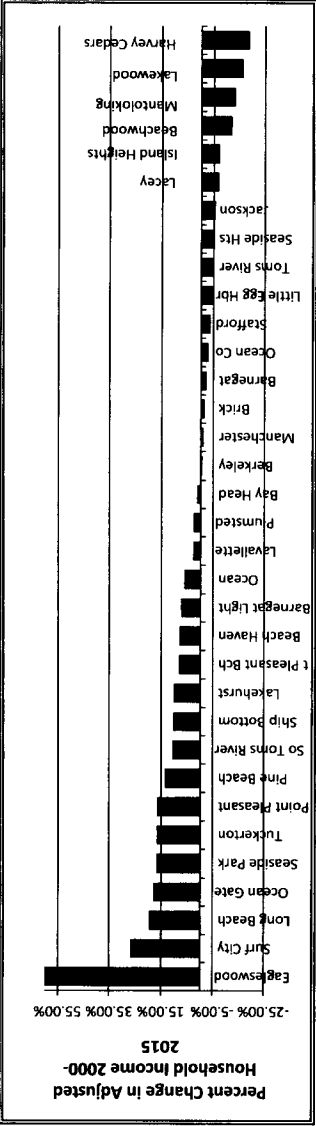
Employment

Ocean County has been in the front line of State job growth since the 1990's. Healthcare service provision and retail trade continue to be the dominant leaders of employment in Ocean County. The healthcare service employment numbers are 31,950 in 2012 and projected to estimate at 38,750 in 2022. Ocean County's estimated and projected industry for employment for 2012 – 2022 according to the NJ Department of Labor and Workforce Development – Labor Market and Demographic Research, October 2014 reveals the greatest employment growth will be in the Computer Specialist arena, a projected 17.8 percent increase from 2012 in 2022. The second greatest employment growth comes from supervisors, construction and extraction workers with a projected increase of 20.7.

FIGURE 5

Median Household, Family and Per Capita Income by Municipality

Municipality	Median Household			Median Family			Per Capita		
	2000	2015	Income Change Percent	2000	2015	Income Change Percent	2000	2015	Income Change Percent
Barnegat Township	\$48,572	\$65,405	35.3%	\$75,038	\$120,207	60.0%	\$19,307	\$29,944	54.1%
Barnegat Light Borough	\$52,361	\$77,500	47.7%	\$89,250	\$141,402	57.4%	\$34,599	\$45,110	30.1%
Bay Head Borough	\$77,790	\$108,542	39.7%	\$131,806	\$198,081	49.3%	\$49,639	\$62,671	25.7%
Beach Haven Borough	\$48,555	\$71,964	48.1%	\$110,781	\$163,645	48.3%	\$30,267	\$53,785	77.8%
Beachwood Borough	\$59,022	\$71,540	20.3%	\$77,944	\$88,351	13.0%	\$21,247	\$29,374	38.3%
Berkeley Township	\$32,134	\$43,942	37.0%	\$64,518	\$88,343	36.9%	\$22,198	\$30,357	36.8%
Birk Township	\$52,092	\$70,647	35.7%	\$87,212	\$116,575	33.3%	\$24,463	\$35,649	45.7%
Eagleswood Township	\$38,625	\$85,000	120.0%	\$93,702	\$166,067	77.4%	\$20,617	\$33,995	63.4%
Harvey Cedars Borough	\$61,875	\$69,167	11.1%	\$101,875	\$95,966	-5.8%	\$36,757	\$63,969	73.2%
Island Heights Borough	\$61,125	\$78,147	27.8%	\$84,028	\$99,922	18.0%	\$26,975	\$39,775	47.5%
Jackson Township	\$65,218	\$84,871	29.1%	\$100,720	\$97,787	-3.0%	\$23,981	\$36,297	51.4%
Lacey Township	\$55,938	\$71,714	28.2%	\$83,519	\$84,371	1.0%	\$23,136	\$33,665	45.3%
Lakeland Township	\$43,567	\$66,078	52.0%	\$66,494	\$67,214	1.1%	\$18,390	\$23,907	30.0%
Lakewood Township	\$35,634	\$40,983	14.7%	\$42,423	\$60,295	42.1%	\$16,700	\$15,124	-9.5%
Lavallette Borough	\$43,846	\$61,989	41.5%	\$80,938	\$79,526	-1.8%	\$28,588	\$42,916	50.0%
Little Egg Harbor Township	\$45,628	\$60,014	32.6%	\$74,741	\$70,995	-5.3%	\$20,619	\$31,037	50.8%
Long Beach Township	\$48,096	\$67,027	39.5%	\$110,530	\$82,354	-25.5%	\$33,404	\$67,431	100.0%
Manchester Township	\$29,525	\$40,154	36.0%	\$43,363	\$61,448	41.5%	\$22,409	\$29,090	29.8%
Mantoloking Borough	\$105,841	\$126,250	19.2%	\$148,750	\$172,051	15.7%	\$114,017	\$156,934	37.6%
Ocean Township	\$46,461	\$67,997	45.7%	\$80,605	\$76,224	-5.3%	\$22,830	\$37,002	62.1%
Ocean Gate Borough	\$41,067	\$66,667	62.1%	\$80,563	\$69,986	-13.7%	\$19,239	\$31,038	62.0%
Pine Beach Borough	\$57,366	\$89,750	55.7%	\$106,413	\$92,775	-13.8%	\$26,487	\$37,850	43.0%
Plumsted Township	\$61,357	\$86,694	41.1%	\$104,057	\$85,688	-17.2%	\$22,433	\$32,446	44.6%
Point Pleasant Borough	\$51,105	\$76,174	49.0%	\$100,438	\$84,305	-16.1%	\$27,853	\$45,416	63.0%
Point Pleasant Beach Borough	\$55,987	\$89,779	58.7%	\$109,034	\$89,188	-17.3%	\$25,715	\$40,930	59.2%
Seaside Park Borough	\$45,380	\$72,981	61.5%	\$90,500	\$80,707	-11.0%	\$30,090	\$51,912	72.7%
Ship Bottom Borough	\$42,098	\$63,977	52.1%	\$82,639	\$83,158	0.6%	\$27,870	\$49,128	76.1%
South Toms River Borough	\$43,468	\$66,250	52.2%	\$68,357	\$62,454	-9.5%	\$16,292	\$20,039	22.4%
Stafford Township	\$52,269	\$69,268	32.5%	\$59,072	\$79,147	33.8%	\$25,397	\$33,721	32.7%
Surf City Borough	\$38,190	\$66,597	74.4%	\$98,588	\$69,189	-30.0%	\$26,632	\$55,440	107.1%
Toms River Township	\$54,776	\$71,960	31.4%	\$86,470	\$86,109	-0.4%	\$25,010	\$36,046	44.1%
Tuckerton Borough	\$40,042	\$64,273	60.6%	\$76,105	\$68,171	-10.6%	\$20,118	\$28,338	41.2%
Ocean County	\$46,443	\$61,994	33.3%	\$76,934	\$77,657	0.9%	\$23,054	\$31,200	35.6%



Note: 2000 values are in 1999 dollar values. They have been adjusted to the 2015 constant dollars using the Bureau of Labor Statistics Consumer Price Index. Source: Census 2000, Summary File 3 P001, U.S. Census Bureau, May 2002; 2011-2015 5-year American Community Survey, Tables S1930, B19301, December 2016. See page xxx for notes on Margin of Error. Prepared by: Ocean County Department of Planning, January 2017

Transportation Service Gaps

During the latter part of 2016 through May of 2017, County professional staff, our Transportation Advisory Committee and with coordination with the Greater Mercer TMA participated in the Transportation Coordination planning efforts to share their individual and collective thoughts, comments and input on the Human Services Coordination Plan. Discussing topics ranging from employment, housing, transportation, homeless issues and various social and mental health services.

Greater Mercer TMA and Ocean Ride distributed the eight-page “*Community Planning Session Report Form: Event Information*” Survey put together by the NJTPA and Rutgers Edward J. Bloustein School (see survey on pages 13 – 20 to engage various Stakeholder organizations and their clients to facilitate discussion regarding knowledge of transit resources, service gaps and concerns and also recommendations. Various Stakeholder organizations visited were Highland Plaza residence, Jackson Senior Center, Mental Health Association of NJ – Workforce Development One Stop, Toms River Senior Center, the VFW in Tuckerton and Waters & Sims – WIB Assistance.

The survey document is presented at the end of this chapter. At the conclusion of this effort, a variety of comments were received relating to transportation service gaps in the County. A review of these comments are summarized in the following chart:

Based on this feedback, the highest rated service gaps related to:

- Changes that would allow increased travel – Others driving
- Options that would meet travel needs – Volunteer driver program
- Most desirable transit strategy – Transit at home

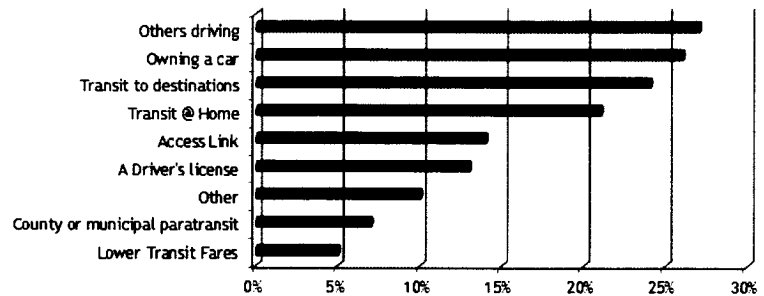
Thirty-seven responses relates to transit coverage related to a specific geographic service area of the County, with several categories scoring nearly equal response rates of 10 to 12; awareness of transit resources, time of day/frequency, cost/funding and specific facility issues. A review of the top four comment areas indicates that most areas would require considerable investment of transit resources to address the issues of geographic service area, especially given the extensive size of Ocean County. The gaps will serve as a basis in developing the recommendations section of the County’s Interim Human Service Transportation Plan.

Greater Mercer TMA Stakeholder Data Collection – Item #2

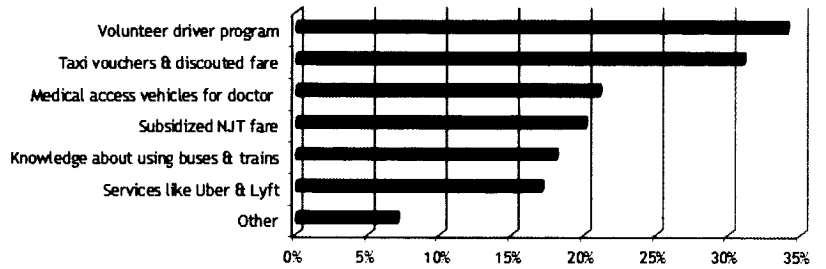
Coordinated Human Services Transportation Plan (CHSTP) Results For Our Area

The Survey Says...

Changes that would allow increased travel

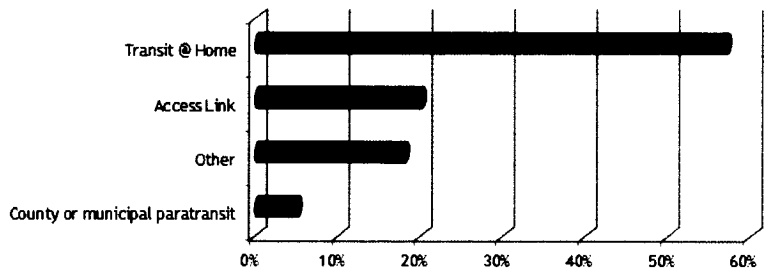


Options that would meet travel needs



Most desirable transit strategy

This suggests that expanding fixed-route transit service in Ocean County would be beneficial for CHSTP populations.



Communications

- 26% USE INTERNET FOR TRAVEL INFORMATION.
- 41% HAVE A SMARTPHONE
- TRANSIT SERVICE INFORMATION SHOULD BE CONSOLIDATED INTO A UNIFIED SOURCE
- VARIETIES OF MEDIUMS ARE USED FOR INFORMATION.

Service

- 40% DO NOT OWN A CAR
- EXPAND TRANSIT SERVICE HOURS AND DAYS, ESPECIALLY EVENING AND WEEKEND
- UNIVERSAL TICKETING BETWEEN CARRIERS AND DISCOUNTS
- IMPROVE CONNECTIONS AND TIMING OF SERVICE.
- MOST MENTIONED DESTINATION WAS TOMS RIVER

Organizations that participated were:

Highland Plaza Residential
Jackson Senior Center
Mental Health Association of NJ – Workforce Development – One Stop
Toms River Senior Center
VFW - Tuckerton
Waters & Sims Employment Services – WIB General Assistance Group

Changes that would allow increased travel

Based on follow-up meetings and discussions concerning the survey findings Ocean Ride concluded that the number one finding of “Having Others Drive” is our passengers are referring to the paratransit and line service we provide. However, the ranking of the response “County or Municipal” paratransit service was at the low end of the scale.

Options that would meet travel needs:

Staff discussed the possibility of incorporating Uber or Lyft as options to meet the needs of our clients. It was felt that this type of service may not be appropriate at this time, due to availability and safety issues, but some integration of such services could be warranted in the future. Ocean Ride fares are affordable for the area; more reasonable under the reduced fare program.

Respondents felt that the fares were reasonable – especially when most rides are discounted by half fare for seniors and persons with disabilities.

Most desirable transit strategy

Ocean Ride understands that transit service near the home, is a desirable strategy. Unfortunately, this strategy is something that will not be possible in the near future. However, if the financial picture ever improves, this strategy may be reconsidered.

Ocean Ride is not sure as to why the survey responses for “County or Municipal” did not rank higher, especially when the top response was “Transit Near Home”. It seems there may have been some confusion of the part of the persons responding to the survey question. Ocean Ride would also have liked to know more about what “Other” strategies the participants saw as desirable.

Communications:

Ocean Ride will continue to look for ways to improve communications. Based on the response, that most participants expressed their desire to have a one source for all transportation information. Ocean Ride will take the lead in developing this resource center for information. We are incorporating technology as it advances and have seen the number of seniors using smartphones to receive transit information increase. However, many expressed that they still like to have print materials available.

Ocean Ride has a number of distribution locations that we stock on a regular basis. Schedules are also available by downloading from the County website. Weekly advertisement of Ocean Rides' services and announcements are posted on Facebook. We are regular contributors of articles in senior newsletters.

The coordinated One Stop outreach presentations have assisted clients with their transportation needs and will continue. One Stop Directors expressed the challenge of getting their clients to the Center for training. Those clients that do ride the bus find it burdensome due to lack of frequency, connections between services or needing to leave in case of a home emergency.

Service Area:

Survey participants indicated that they would most likely use the service to travel to and from Toms River. However, there was an array of other destinations mentioned, in and out of the County, such as the Medical Center in Neptune would be desirable.

Ocean Ride recognizes that universal ticketing and transferring between carriers (Ocean Ride and NJTRANSIT) would make it easier and cheaper to get around. At this time, it does not seem to be an option that will work for us.

Vision for the Future:

- Sustain existing service
- Continue to implement new technology that will help to improve communications and operating efficiencies. Recently added GPS tracking in the OC 10 Toms River JARC route
- Ocean Ride will be moving in the next two years to a new and improved County facility.
- Will continue to explore the feasibility of adding alternative fueled vehicles to our fleet, and;
- Our outreach efforts will continue to be a priority.

COMMUNITY PLANNING SESSION REPORT FORM: EVENT INFORMATION

(TMAs complete a separate form for each session)

- 1. Name of TMA Organizing Event:**

- 2. Name of Person Completing this Form:**

- 3. Date of Community Planning Session:**

- 4. Name of the Host Stakeholder Organization:**

- 5. Provide contact information for the Host Stakeholder Organization and lead representative: (Name, Title, Email, and Phone)**

- 6. Location and Time of the Event:**

- 7. What target group or groups were present at the Community Planning Session?**
(circle all that apply)
 - a. Seniors
 - b. Low-income people
 - c. Veterans
 - d. Individuals with disabilities

- 8. How many people participated in the Community Planning Session?**

COMMUNITY PLANNING SESSION REPORT FORM: EXERCISE #1 - *GETTING PLACES* RESPONSES

Referring to the Flip Charts and Activity Forms, please use the table format below to list all of the responses to each of the questions. In WORD, please extend the table and add pages as appropriate to list all of the responses.

Question 1: Where do you need or want to go?	What does it mean if you <i>cannot</i> get there?

Question 2: Pick another Place... Where do you need or want to go?	What does it mean when you <i>can</i> get there?

Question 3: Where would you like to go, but have trouble getting there?	What makes it difficult?

COMMUNITY PLANNING SESSION REPORT FORM: EXERCISE #1 - *GETTING PLACES* SUMMARY

Reflecting on the *Getting Places* exercise and the patterns of responses offered by participants, please summarize your observations for each question below:

What did you find to be the most important takeaways (e.g., surprising, revealing, and/or innovative, etc.)? Any other significant observations?

**COMMUNITY PLANNING SESSION REPORT FORM:
EXERCISE #2 - GETTING INFORMATION RESPONSES**

Referring to the Flip Charts and Activity Forms, please use the table format below to list all of the responses to each of the questions. In WORD, please extend the table and add pages as appropriate to list all of the responses.

<p>Question 4: When you need to find out how to get somewhere, where do you look? What do you typically use or rely upon when seeking ways to get somewhere?</p>

<p>Question 5: What transportation services are you most likely to use?</p>

COMMUNITY PLANNING SESSION REPORT FORM: EXERCISE #2 - *GETTING INFORMATION* SUMMARY

Reflecting on the *Getting Information* exercise and the patterns of responses offered by participants, please summarize your observations for each question below:

What did you find to be the most important takeaways (e.g., surprising, revealing, and/or innovative, etc.)? Any other significant observations?

COMMUNITY PLANNING SESSION REPORT FORM: EXERCISE #3 - *TRANSPORTATION DECISIONS* SUMMARY

Reflecting on the *Transportation Decisions* exercise and the patterns of responses offered by participants, please summarize your observations for the question below:

What did you find to be the most important takeaways (e.g., surprising, revealing, and/or innovative, etc.)? Any other significant observations?

COMMUNITY PLANNING SESSION REPORT FORM: EXERCISE #4 - SURVEY DISTRIBUTION AND COMPLETION

1. Surveys Completed Using Tablets/Laptops:

How many surveys using tablets/laptops were completed during the session?

_____ #

2. Paper Surveys Completed:

How many paper surveys were completed during the session?

_____ #

3. How many paper surveys or survey links were distributed to be completed later?

_____ #

FRAMEWORK FOR ACTION – DRAFT – Item #3

As part of the Ocean County Stakeholder meeting held on January 18, 2018. Dave Fitzgerald, Director and Ocean County Human Service Transportation Coordination Plan Coordinator, led the committee in conducting the United We Ride FRAMEWORK FOR ACTION. The purpose is to allow committee members to understand the level of detailed in the United We Ride planning process.

The Stakeholder Committee consists of various governmental and other human services entities: Greater Mercer TMA, OC Senior Services, OC Individuals with Disabilities Commission, OC Planning Board, 21 Plus, Inc., Caregivers Volunteers of Central Jersey, Seniors and Persons with Disabilities (consumers).

Committee members each bring their own level of understanding of the transportation system as well as familiarity with their own specific organization. Throughout the discussion questions, committee members approached this with an examination of the Ocean Ride system and then from a more global/County level, how well the various transportation providers work together.

1.) **Have leaders and organizations defined the need for change and articulated a new vision for the delivery of coordinated transportation services?**

Discussion included key points:

Through Stakeholder discussions, the consensus among many county organizations is that funding will remain a critical piece of the agencies ability to expand service and that the future direction requires us to act in a more coordinated manner.

Staff Comments:

Agency leaders face an annual process of anticipating grant allocation announcements, knowing that cuts will directly impact existing programs to customers in need.



2.) **Is a governing framework in place that brings together providers, agencies and consumers? Are there clear guidelines that all embrace?**

The Stakeholder group talked about the framework in place in Ocean County. To illustrate this, the group listed a number of standing committee members that meet on a regular basis such as ours: the Ocean County Transportation Advisory Committee for Senior Citizens and Persons with Disabilities, Commission for Persons with Disabilities, including the Ocean County Board of Social Services, Ocean County Senior Services, Individuals with Disabilities Commission, Ocean County Planning, 21 Plus, Inc. the Greater Mercer TMA including it's senior and consumer members. Each of the members has a particular focus and mission. Ocean Ride funds through the casino revenue grant \$40,000 worth of transportation services through coordination of 20 non-profit 501(c)(3) organizations to help transport seniors and persons with disabilities.

Staff Comments:

For the past four decades, Ocean County has worked to build a strong, inclusive network of agencies and advisory committees. Within the structure of County government, individual departments report to a Freeholder Liaison. The Freeholder Board has been highly supportive of collaborative efforts among agencies and committees to meet the growing needs of our customers in all categories, social service needs, transportation needs, employment counseling, etc.



3.) Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?

Committee Discussion:

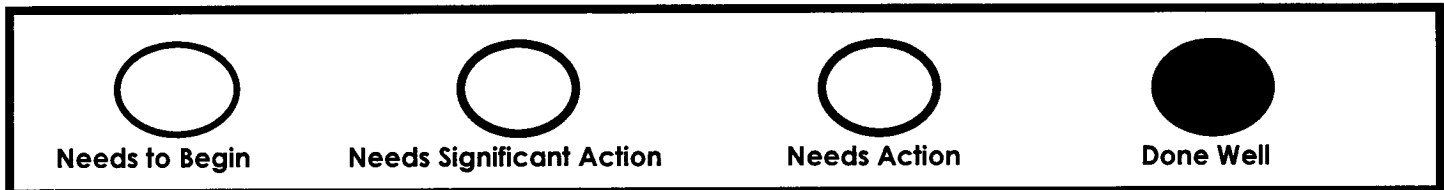
Ocean County maintains a strong committee network that meets on a regular basis. This approach, although more informal in nature has been effective in building cooperation among agencies and organizations.

Staff Comments: Staff agrees that there are strong relationships in place with neighboring agencies at the county and local level. Many County agencies have worked proactively to develop effective and cooperative working relationships with State agencies as well.



4.) Is there sustained support for coordinated transportation planning among elected officials, agency administrators and other community leaders?

The elected officials including the Ocean County Board of Chosen Freeholders and Ocean County Administrator has provided immense support to promote coordinated transportation planning. Ocean Ride has been active and participates in an emerging coalition part of a grant from the Robert Wood Johnson Foundation that advocates for the health of senior residents of Toms River. The Toms River Health & Support Coalition has many members such as the YMCA, Ocean County Health Department, Hope Sheds Light, Community Services Inc., etc., with 40 other members of the community.



5.) Is there positive momentum? Is there growing interest and commitment to coordinating human service transportation trips and maximizing resources?

There is always interest in the opportunity to provide expanded transportation services. Many Ocean County residents relocate here from urbanized areas in northern New Jersey, where they were accustomed to frequent rail and bus transportation. By contrast, Ocean County spans 638 square miles and is characterized as suburban and rural type development.

The stakeholder group supports momentum on the transportation coordination planning process.



SECTION 2: TAKING STOCK OF COMMUNITY NEEDS AND MOVING FORWARD

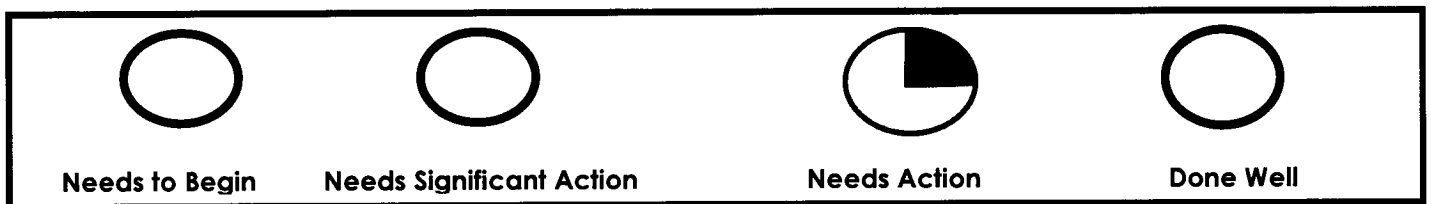
6.) Is there an inventory of community transportation resources and programs that fund transportation services?

Ocean County has a variety of community transportation resources and funding sources. The Office of Senior Services and Ocean Ride have worked in coordination for many years to prepare a listing of key transportation resources for Ocean County, based on geographic service area, target population, volunteer status, etc. The Office of Senior Services holds an Annual Public Hearing on its funding application which includes transportation. Ocean Ride gives a presentation at this Annual Public Hearing. Ocean Ride also conducts its Annual Public Hearing and meets on a regular basis with our local transportation advisory committee for input and recommendations. The Board of Social Services administers the Medicaid program to eligible residents. Announcements for funding opportunities are made at local committee meetings through e-mail notifications and advertised in local newspapers, etc. The Office of Senior Services and Department of Human Services meet with other agencies and send extensive e-mail notifications to committee members about opportunities for funding (from a variety of sources including government sector, foundations, etc.) for training and informational programs.

It should be noted that the Ocean County Library maintains an Ocean County Resource Directory, which is typically updated on an annual basis. The information is compiled from agency responses and is available on the following website: www.oceancounty.lib.nj.us. Similarly, CONTACT of Ocean County serves as a crisis hotline for information on a variety of topics including transportation.

Staff Comments:

Transportation funding can be tied to a variety of federal and state programs, there is no, centralized database of funding opportunities. This information is shared by the receiving agencies and transmitted to committee members.



7.) Is there a process for identifying duplication of services, underused assets and service gaps?

There is not a central authority that oversees duplication of transportation services, underused assets and service gaps in transportation services provided in the County, but there are some mechanisms for this type of review. Since Ocean Ride continues to experience additional residential and commercial growth throughout the County, we frequently receive requests to provide additional and/or expanded service. Ocean Ride evaluates route and service development by first looking at existing service provided by NJ TRANSIT. Given the size of the County, spanning 638 square miles, providing transportation service is a challenging task. In addition, the County is home to 96 small, mid and large-scale, age-restricted communities.

Staff Comments:

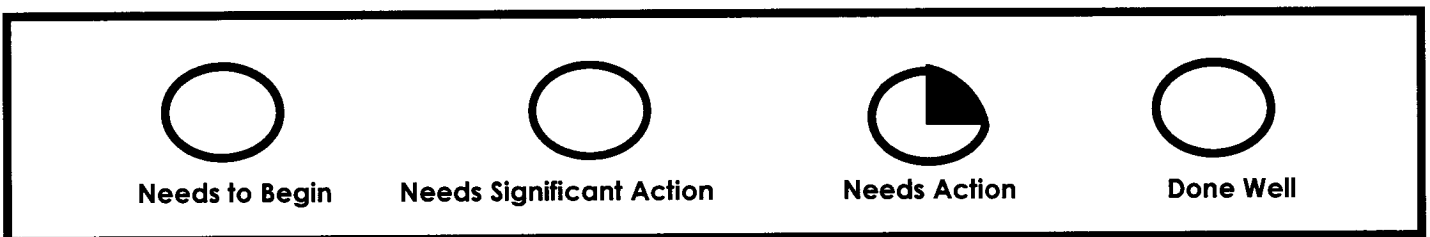
There is no central body with statutory authority to evaluate whether transportation assets are underused as they may belong to independent non-profit organizations. The Board of Chosen Freeholders does have some jurisdiction over the allocation of County agencies and assets involved in the planning, implementation and delivery of transportation services.



8.) Are the specific transportation needs of various target populations well documented?

With such a variety of target populations in Ocean County, the specific needs of certain populations are widely documented. For example, since senior citizens account for over 29% of the County's population, we believe we have a broad understanding of the special needs of the this population. Seniors are tapped to participate on committees such as the Older Adults Traffic Safety Committee and more and more seniors are getting involved in attending the Ocean County Senior Services Public Hearing and getting involved in their neighborhood senior centers.

Regarding persons with disabilities, there is less information available. But we are seeing an increasing amount of persons with disabilities getting active in the communities although some information is available in the Census data may not fully capture the extent of this population. Better information can assist agency leaders in developing services to meet specialized needs.



9.) Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and /or reduce costs?

The use of technology has positively impacted Ocean Ride's ability to assist in transporting our target population. In 2007, the County Board of Freeholders authorized the purchase of a computerized, routing, scheduling and dispatch software system called RouteMatch. This purchase needed to be implemented due to the fact that the prior software system was no longer available for support. Building upon this positive experience, the County has upgraded the software a few times which includes Cloud-based technology and the implementation of Tablets onboard the Reserve-A-Ride and deviated Fixed Route fleet. The County received higher performance measures by each vehicle, meaning increased efficiency and an increase in

SECTION 5: MOVING PEOPLE EFFICIENTLY

23.) Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?

Currently, there is an informal network among non-profit, community, volunteer, county and local providers to coordinate services. Individual agencies seeking to get their customers to and from their facilities and services is a goal. Given the characteristics of Ocean County in terms of its extensive service area and the suburban nature of the County, it is challenging to offer coordinate such flexible services involving diverse transportation providers.



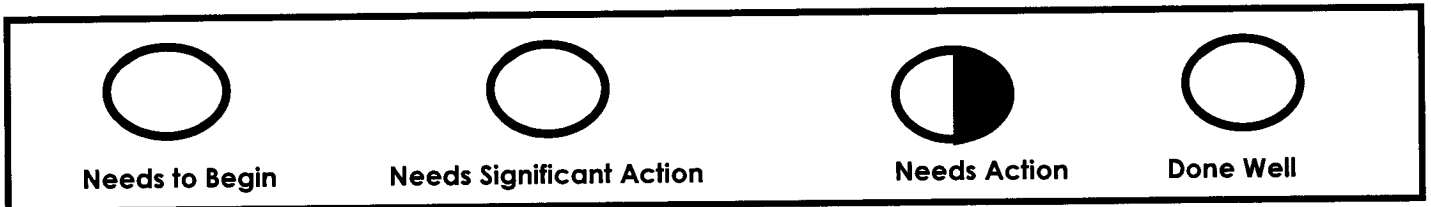
24.) Are support services coordinated to lower costs and ease management burdens?

Ocean Ride benefits greatly from Ocean County government, as far as lowering costs by benefiting services from the Ocean County Vehicle Services Department, Risk Management (insurance coverage - self-insured), Information Technology supportive services, joint purchasing initiatives, as well as many supportive professional departments including Planning, Finance, Purchasing, Public Information, etc.



25.) Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?

Ocean Ride serves as the dispatcher for our own customers served by in-house drivers. Given the current system demand and existing support staff, Ocean Ride is not able to meet additional demand for other agencies. We do handle ride requests from individuals through the Call Center. The upgraded RouteMatch software system and Tablets in the vehicles has improved operating efficiency.



trip levels on our demand responsive service. The system also improves the data entry and end of day reconciliation process required for reporting purposes.

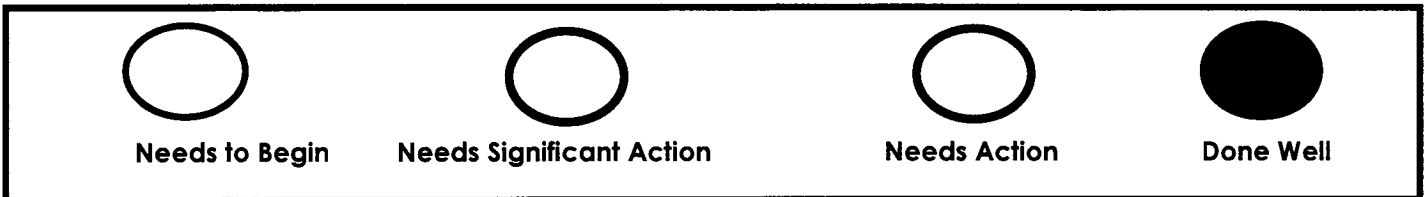
10.) Are transportation line items included in the annual budgets for all human service program that provide transportation services?

Transportation line items are included in the annual budgets for all human service programs that provide transportation service. Of those represented, there is a specific line item to reflect the level of funding for transportation and the budget is considered to be a public document.



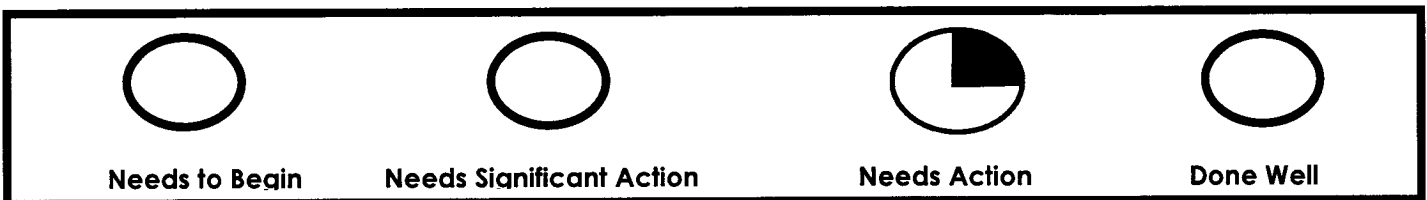
11.) Have transportation users and other stakeholders participated in the community transportation assessment process?

Yes, there are several opportunities throughout the year to participate in the transportation assessment process. The stakeholder group meets throughout the year during the planning process. There are also opportunities to provide community input through various local advisory committees and we hold our annual transportation casino grant Public Hearings in June and regular meetings of the Project Directors Committee.



12.) Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?

The group feels confident that Ocean County is on course to develop a plan complete with a clear mission and goals. It is the intent of Ocean Ride and the stakeholder committee to use the assessment results to develop a set of realistic actions that improve coordination. Assessment results include continuing attending and participating in local and statewide meetings and taking that information back to the stakeholders with the mission of trying to accomplish as many as these goals possible through our own efforts. It is the County's understanding that it is unlikely that additional funding would be made available.



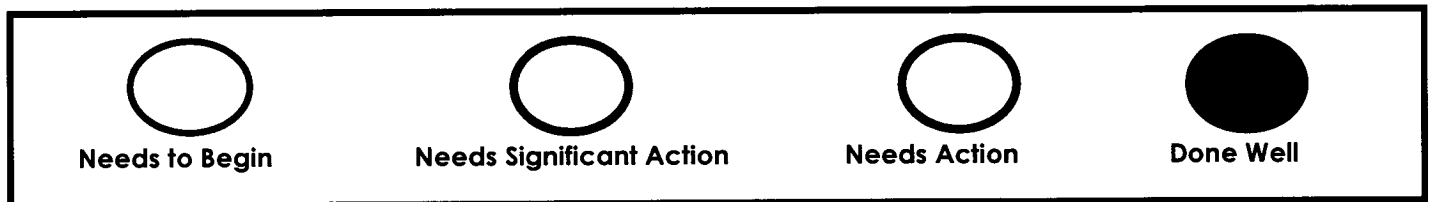
13.) Is clear data systematically gathered on core performance issues such as cost per delivered trip, ridership and on-time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?

With the implementation and upgrade of our RouteMatch software system, Ocean Ride can gather a collection of core performance data and can run specific system queries to isolate performance measures. The ridership and cost information is readily available. Although there are many inherent system costs that are beyond the control of this agency including, health care costs, fuel, insurance, and labor costs.



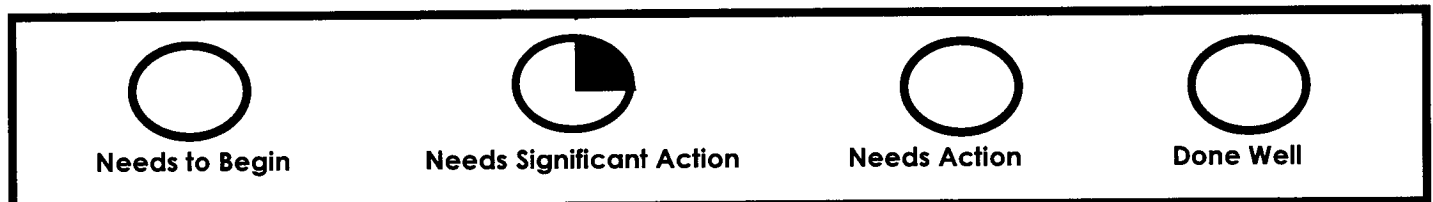
14.) Is the plan for human services transportation coordination linked to and supported by other state and local plans such as the Regional Transportation Plan or State Transportation Improvement Plan?

The County's human service transportation coordination plan will be once again submitted to NJ TRANSIT to help form a statewide plan. Ocean County is a voting member of the North Jersey Transportation Planning Authority (NJTPA), the MPO for northern New Jersey.



15.) Is data being collected on the benefits of coordination? Are the results communicated strategically?

Ocean Ride maintains anecdotal information regarding the benefits of coordination. Coordination continues with the Veteran's Bureau and 20 other non-profit agencies including the Board of Social Services.



SECTION 3: PUTTING CUSTOMERS FIRST





16.) Does the transportation system have an array of user-friendly and accessible information sources?

Yes, Ocean Ride maintains a variety of user-friendly and accessible information sources to inform the public about transportation services. For persons with hearing impairments they can dial "711" for the NJ Relay Service. Information is available at the County Connection and mobile County Connection services and our website www.co.ocean.nj.us/Transportation. Information is also available in county libraries, municipal and county buildings, park and ride locations. Information through partnership with Greater Mercer TMA, Riders Guide's website: www.gmtma.org. Flyers, etc., can be made available in large font.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

17.) Are travel training and consumer education programs available on an on-going basis?

Yes, currently Ocean Ride staff in coordination with the Greater Mercer TMA presents monthly travel training at the One Stop Center in Toms River. Travel training is also offered upon request and subject to staff availability. Ocean Ride staff are available to speak to groups and organizations, many have been at adult communities. This includes outreach events at fairs, senior expos and community activities. Typically, staff have developed a standardized talk explaining the type of transit services offered, along with visual displays which showcase the Ocean Ride fleet, a large transit map showing the Ocean Ride bus routes within the County.

			
Needs to Begin	Needs Significant Action	Needs Action	Done Well

18.) Is there a seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?

Yes, Ocean Ride implemented a fare structure in 2010 for the Reserve-A-Ride program with a gradual increase over the next three (3) years.

Ocean Ride has two (2) fare intakes:

- (1) Reserve-A-Ride fares are billed monthly through a private vendor which makes it easier for the rider so they do not have to carry cash with them. Drivers are not allowed to take checks or currency for the client's bills. The rider will be billed a month after their trip(s). \$6.00 round-trip and discounted to \$3.00 round trip if rider has

PAAD card. A copy of the rider's PAAD card must be sent to Ocean Ride and kept on file.

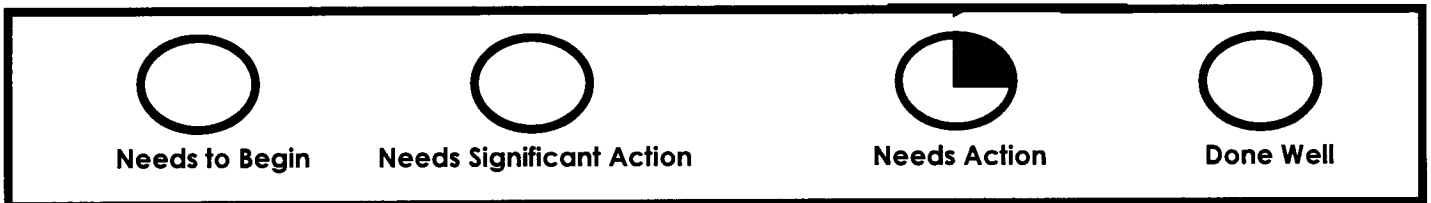
It should also be noted that Ocean Ride has a voluntary donation policy, whereby riders may take a pre-addressed, business stamped envelope and send a check or money order to the County of Ocean. The suggested donation is \$1.00 each way or \$ 2.00 for a round trip.

- (2) Ocean Ride's one-way fares on the deviated fixed bus route system are \$1.00 for seniors 60+ and persons with disabilities and college students. \$2.00 for the General Public, Given the current fare collection system, exact change is required.



19.) Are customer ideas and concerns gathered at each step of the coordination process? Is customer satisfaction data collected regularly?

Through the years interacting with the public, at outreach meetings, presentations at various adult communities, Senior Expos and Ocean Ride's participation in the annual Office of Senior Services Public Hearing, it was revealed that customers were very satisfied and pleased with the services offered citing courteous and friendly drivers, reasonable cost and reliability.



20.) Are marketing and communications programs used to build awareness and encourage greater use of the services?

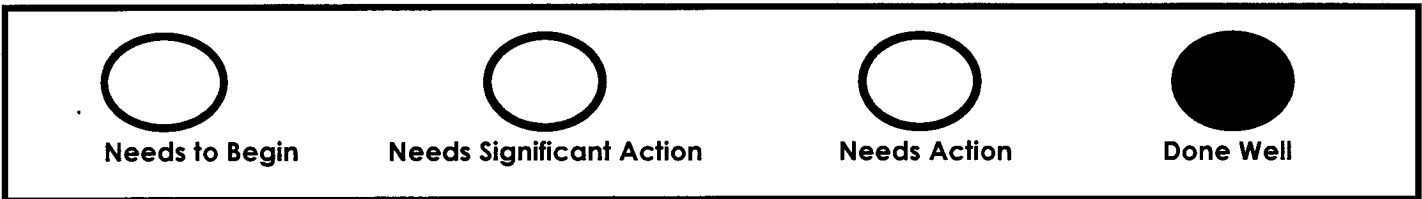
Yes, marketing and outreach programs are used effectively to build awareness and encourage greater use of the services. Ocean Ride works cooperatively with the Greater Mercer TMA, various County agencies and coordination with County Connection, an outreach of County services located in the Ocean County Mall, making it accessible to County residents and visitors seven (7) days a week during mall hours. Also, our website and Facebook page provides a wealth of information, especially to local agencies and organizations who may not have hard copies of our informational materials. Facebook and the website information is updated on a continual basis to assure that all information is timely and accurate. We are also currently in the process of developing a Mobile App which would enable riders to see where is "My Bus" in real time. Ocean Ride mails out the Riders Guide to new residents who sign up as well.



SECTION 4: ADAPTING FUNDING FOR GREATER MOBILITY

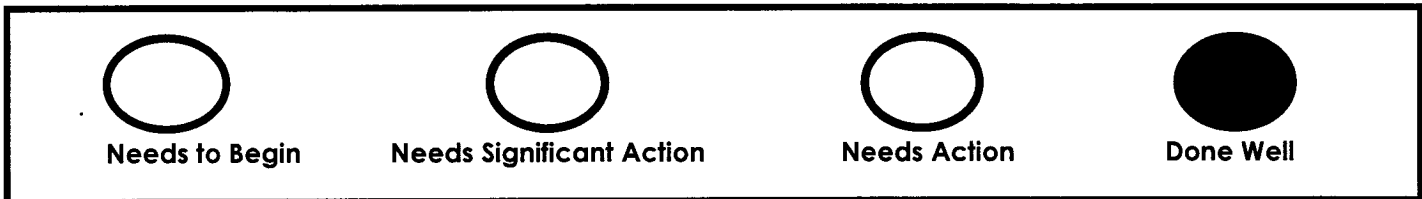
21.) Is there a strategy for systematic tracking of financial data across programs?

Reporting requirements vary according to funding source, for example, the NJ-JARC grant – Job Access and Reverse Commute, requires highly detailed reporting for the NTD - National Transit Database. However, reporting for other grant sources is handled differently. Since funding sources differ, reporting and tracking requirements differ as well for programs such as the Veteran’s grant and 21 Plus, Inc. funding, etc. All ridership data is entered monthly in NJ TRANSIT’s S-Rides system under the appropriate funding source.



22.) Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?

Yes, Ocean Ride is in a contract with a billing vendor which prints and mails all Reserve-A-Ride monthly invoices. Automated bills are sent out to clients a month after their trip. This process makes it easier for the riders so there is no cash exchanged on the vehicles. It also enables a third party to pay for the rider’s transportation needs if necessary, such as a family member.



26.) Have facilities been located to promote safe, seamless and cost-effective transportation services?

Ocean Ride has built upon the existing facility network by linking bus routes to well known transit hubs such as the Toms River Park and Ride, the Lakewood Bus Terminal and the Ocean County Mall. By using transit hubs effectively, it offers the potential for transfer options for customers to access various destinations both in the county and outside the County.

Ocean County is in the process of building a facility that will accommodate our current building and other Ocean County departments. That project will be completed within the next few years.



Presented to: Ocean County Transportation Advisory Committee for Senior Citizens and Persons with Disabilities and Stakeholder Committee, January 18, 2018.