

WARREN COUNTY DEPARTMENT OF HUMAN SERVICES
DIVISION OF ADMINISTRATION
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December 23, 2013

Steve Fittante, Director
Local Programs & Minibus Support
NJ TRANSIT
One Penn Plaza East
Newark, NJ 07105

Re: 2013 United We Ride Plan Update

Dear Ms. Fittante:

Enclosed please find a copy of Warren County's 2013 United We Ride Plan Update. This plan update was approved by the Transportation Advisory Council at their December 19, 2013 meeting and will be presented to the Board of Chosen Freeholder for approval at their January 8, 2014 meeting.

A copy of the Freeholder Resolution approving this plan will be sent upon receipt.

If you have questions or require additional information, please contact me at (908) 475-6331.

Sincerely,

A handwritten signature in blue ink that reads "Shawn J. Buskirk". The signature is written in a cursive, flowing style.

Shawn J. Buskirk
Deputy Director

SJB:clc
Encl

c: Tim Sharpe
JanMarie McDyer, Transportation Coordinator

Warren County

United We Ride Transportation Plan



Prepared by: The Warren County Department of Human Services,
Division of Administration, in cooperation with the
Warren County Transportation Advisory Council

December 2013 Update

Introduction and Overview

In December 2007 the Warren County Department of Human Services and its Transportation Advisory Council on behalf its Stakeholders Committee submitted a 2007 United We Ride Plan to the County's Board of Chosen Freeholders for approval. The 2007 plan was submitted as part of the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU amends federal transit law requiring that projects selected for funding under the Section 5310, Section 5311, Job Access and Reverse Commute (JARC) and New Freedom programs be included in locally developed transportation planning documents.

The overall purpose of the United We Ride planning documents is to focus on the needs of individuals who are considered to be transportation disadvantaged or dependent, especially individuals who are disabled, low income, over the age of 55, or rely on public transportation.

This update intends to provide the County's Transportation Advisory Council with an outline of the needs, gaps and recommendations that are continually needed to improve the delivery of transportation services throughout the county. Although several of the ideas identified in this document will require additional funding, it is anticipated that federal and state funds will become available to support them.

Since the 2007 plan was completed the following goals were achieved:

- Expanded services of the Route 57 Shuttle to accommodate business along Route 22 in Greenwich Township;
- Membership on the TAC has included representatives from the county's unemployment office, and representatives from the northern portion of the county;
- Representatives from NJTPA, as well as various state agencies continue to be invited to TAC meetings;
- Established a toll free number;
- Easton Coach has installed both on-board cameras, and geo -tabs in all vehicles;
- Created used friendly shuttle timetables,
- Presented information on the transportation programs to various groups throughout the county on an ongoing basis; and
- Met regularly with the agencies to better coordinate and improve the delivery of services.

The county has conducted various surveys throughout the last several years; however the response rates were not adequate enough to determine if the current system is meeting the transportation needs of county residents.

In addition to the accomplishments outlined above, the overall delivery of transportation services in Warren County has changed significantly. Below is a brief outline of the events that have impacted on the delivery of transportation services in the county:

2007: The Warren County Department of Human Services, Division of Administration, issued a Competitive Contract for the county paratransit program. A three year (2008-2010) contract was awarded to First Transit.

2009: The State's Senior Citizen and Disabled Resident Transportation Assistance Program (SCDRTAP) often referred to as Casino Revenue Funds, allocation to the County was reduced by 10.73%, (\$60,857). The County was able to maintain services at their current level.

A toll free Telephone number was established to eliminate long distance charges for individuals outside the Phillipsburg and Washington calling area.

The County's Section 5311 FY09 allocation increased by 6% from \$473,340 (FY'08) to \$504,062 (FY'09). This grant is used to provide services in the rural areas of the county. This increase, however did not translate into any additional service hours.

2010: The County received a \$50,000 reduction to its Job Access Reverse Commute Grant (JARC); which funded the Route 57 shuttle program. As a result, service hours were reduced, all vehicles ended their runs by 7 pm Monday –Friday, late nights and the elimination of an overflow bus for the 7 am runs.

The Casino Revenue allocation was reduced by an additional 10.9% (\$47,818). As a result the county began developing policies and examined how services could be more efficiently provided. The County Department of Human Services, Division of Administration along with the Transportation Advisory Council (TAC) and the current paratransit provider developed substantial cost saving measures to reduce costs by well over \$70,000. These measures included eliminating out of area medical trips, weekly shopping trips and individual trips, consolidating existing runs, coordinating appointments and closing for all county holidays. The annual number of trips has declined. A stricter no-show policy was established and meetings were held with agencies to explain the importance of the clients keeping appointments.

NJ Transit eliminated the Wheels program Route 973 in Hackettstown and Mansfield. This program provided two shuttle bus loops Monday- Friday. The county was not able to replace this service. Residents were encouraged to schedule trips via First Transit.

In addition to the elimination of the NJ Transit Route 973, Routes 890 and 891 also experienced cutbacks in service. The 890 and 891 routes weekend services were eliminated and weekday hours were reduced.

The County issued a Competitive Contract for the paratransit program. A three year contract (2011-2013) was awarded to Easton Coach Company. (First Transit had been the county's paratransit provider for six years.)

Easton Coach Company proposals included providing in-house maintenance and reducing the overall size of the existing fleet to save on insurance costs. Both were viewed as significant cost saving measures to the county.

Section 5311 allocation for FY'10 again experienced a slight increase of 1.9% or \$9,936.

2011: Cutbacks in the Casino Revenue allocation totaled \$19,471 representing an additional 3.89% reduction. Due to the continued implementation of the 2010 cost saving measures, further cuts were not warranted. Meetings with agencies continue, to explain how no-shows impact services.

The County applied for a New Freedom Grant in the amount of \$35,992 (\$17,996 FTA allocation and \$17,996 local County match); the grant was awarded in late 2012 and officially started transporting clients in 2013. This grant will allow disabled county residents the opportunity to either obtain/maintain their current job or to search for employment opportunities in the community.

The County's FY'11 Section 5311 was reduced by 19% (\$84,626). Although this was a considerable reduction in funding; services were not impacted.

2012: The Casino Revenue allocation was again reduced by 15% (\$68,302). The county was able to maintain services due to the cost saving measures Easton Coach implemented.

The Route 57 Shuttle services routes were designed to meet the needs of new businesses. This was done without any additional service dollars.

The Section 5311 FY'12 was increased by 7.9% (\$34,320). This funding was to enhance services in the rural areas of the county.

2013: The County issued a Competitive Contract for the paratransit program. A one year contract, with the option of renewing the contract for an additional 4 years (2014-2018), was awarded to Easton Coach Company.

An additional decrease of 5.2% (\$21,328) in the Casino Revenue allocation was experienced by the county. The county along with ECC have been able to maintain services.

The County's Section 5311 FY'13 was again reduced a total of 8.1% or \$34,916.

Since 2008 the County's Transportation Program has experienced cuts in three major grants that are used to provide transportation to residents. The Casino Revenue allocation cuts totaled \$217,776 or 35%; the JARC program was reduced \$50,000 and the Section 5311 allocation experienced an overall reduction of 10% or \$44,564.

The overall number of annual trips has declined as a result of the funding cuts, however transportation is still provided to our elderly, disabled, low income and residents living in rural areas of the county. The County continues to review the delivery of services in order to improve the effectiveness and efficiency of the program.

County Demographics

Warren County, located in the northwestern section of New Jersey, covers 356.92 square miles. Warren County is bordered by the following counties in NJ to the northeast by Sussex County, to the east by Morris County, separated by the Delaware River and bordered to the southeast by Hunterdon County, New Jersey. To the west, Warren County is bordered by three Pennsylvania counties: Monroe County, in the northwest, Northampton County, to the west, and Bucks County, to the southwest. An overall view of the county's demographic information is presented below.

Demographic Profile of Warren County:

| | | |
|--|----------|----------|
| Land Area | 356.92 | |
| Persons per Square Mile | 304.5 | |
| Total Population (2012 estimate) | 107,653 | |
| 1990 Census | 91,607 | |
| 2000 Census | 102,437 | |
| 2010 Census | 108,692 | |
| 2012 Census * | 107,653 | |
| Change (2010 vs. 2012) | -1,039 | |
| Percentage Change (2010 vs. 2012) | -1% | |
| Median Age (2010 census) | 41.5 | |
| Median Age (2000 census) | 37.6 | |
| Persons over the age of 65 in 2010 | 15,292 | |
| Persons living below the Poverty level in 2010 | 6.8% | |
| Persons living below the Poverty Level in 2012* | 7.6% | |
| Persons below Poverty Level (2010) | County | State |
| | 6.8% | 9.1% |
| Median Household income (2010) | | |
| | \$71,364 | \$69,811 |
| Disability Status based on the 2010 Census: | | |
| Total Population with a Disability | 10,235 | 895,912 |
| Population under the age of 5 with a disability | 55 | 3,176 |
| Population between the ages of 5-17 with a disability | 853 | 70,977 |
| Population between the ages of 18-64 with a disability | 4,801 | 425,486 |
| Population over the age of 65 with a Disability | 4,526 | 396,273 |

***Based in 2012 Census estimates**

| Characteristics | Warren County | New Jersey |
|-----------------------------------|----------------------|-------------------|
| Age: | | |
| Median Age | 41.5 | 39.0 |
| Persons under the age of 5 | 5.3% | 6.1% |
| Persons under the age of 18 | 22.9% | 23.2% |
| Persons over the age of 65 | 14.4% | 13.7% |
| Race/Ethnicity: | | |
| White Person | 91.9% | 70.5% |
| Black | 3.6% | 14.1% |
| Asian | 2.5% | 8.5% |
| Other Races | 1.9% | 6.8% |
| Hispanic Ethnicity | 7.0% | 17.7% |
| Education | | |
| High School graduates | 89.3% | 87.3% |
| Bachelor's degree | 26.6% | 34.6% |
| Income | | |
| Median Household income | \$72,615 | \$71,180 |
| Person Below Poverty Level (2010) | 6.8% | 9.1% |
| Person Below Poverty Level (2011) | 7.6% | 9.4% |
| Unemployment rate | 8.7% | 9.7% |

According to the 2010 Census, Warren County's population grew 6.1% from 102,437 residents in 2000 to 108,692 residents in 2010. Warren County is predominantly a rural county, with a population density of 304.5 persons per square mile, in comparison to a density of 1,195.5 persons per square mile for the State of New Jersey. The most rural area of Warren County is Hardwick Township, located in the northwest end of the county, which has a population density of 46.3 persons per square mile. The most densely populated area of the county is Phillipsburg, with a population density of 4,682.01 persons per square mile. Below is a chart listing each municipality according to the 2010 census and by population density per square mile.

| Municipality | Census | Population Density Per square mile | Square Miles |
|---------------------|---------------|---|---------------------|
| Warren County | 107,659 | 304.5 | 364.55 |
| Allamuchy | 4,467 | 211.3 | 20.30 |
| Alpha | 2,327 | 1,717.2 | 1.80 |
| Belvidere | 2,634 | 1,847 | 1.35 |
| Blairstown | 5,870 | 193.6 | 30.90 |
| Franklin | 3,130 | 132.1 | 24.25 |
| Frelinghuysen | 2,200 | 95.6 | 23.60 |
| Greenwich | 5,613 | 542.5 | 11.15 |
| Hackettstown | 9,769 | 2,696.1 | 3.50 |
| Hardwick | 1,676 | 46.3 | 37.80 |
| Harmony | 2,635 | 112.5 | 24.10 |
| Hope | 1,921 | 104.8 | 19.20 |
| Independence | 5,619 | 286.8 | 20.40 |
| Knowlton | 3,016 | 123.4 | 25.40 |
| Liberty | 2,900 | 253.6 | 12.00 |
| Lopatcong | 8,068 | 1129 | 7.45 |
| Mansfield | 7,593 | 259.1 | 30.50 |
| Oxford | 2,472 | 434.5 | 6.20 |
| Phillipsburg | 14,699 | 4,682.1 | 3.20 |
| Pohatcong | 3,303 | 250 | 13.0 |
| Washington Boro. | 6,420 | 3,326.8 | 1.95 |
| Washington Twp. | 6,531 | 376.6 | 17.90 |
| White | 4,800 | 179.8 | 28.60 |

***Based on 2010 Census Information**

1. Age

According to the 2010 census, 5.6% of the county’s residents are under five years of age; 20.6% are between five and nineteen years of age; 15% of the population are between twenty and thirty-four years of age; 23% are between thirty-five and forty-nine years of age; 21% are between fifty and sixty-four years of age; and 14% of Warren County residents are over age 65. The following table outlines the number of people by age and percent of the total for Warren County.

| Age | Number of People | Percentage |
|-----------------------|-------------------------|-------------------|
| Under 5 Years of Age | 6,84 | 5.6 |
| 5 to 19 Years of Age | 22,328 | 20.6 |
| 20 to 34 Years of Age | 16,502 | 15.2 |
| 35 to 49 Years of Age | 25,300 | 23.2 |
| 50 to 64 Years of Age | 23,186 | 21.3 |
| Over 65 Years of Age | 15,292 | 14 |
| Total | 108,692 | 100.0% |

***Based on 2010 Census Information**

The median age in Warren County is 41.5; this is an increase of 3.9 years since the 2000 census data.

2. Income

The Median Household Income for Warren County, according to the 2010 census, is \$71,364 slightly higher than the statewide median income of \$69,811.

3. Employment/Unemployment

According to the 2010 Census, 85,931 county residents were sixteen years of age or older and considered to be part of the county’s labor force; of that number 62.92% were employed. Key employment opportunities were in the following areas: manufacturing 13.3%; professional, scientific, and management, administrative 11.0%; retail trade 11.9%; and education, health and social services 21.6%.

The unemployment rate in a given area is used as an indicator to project the need for transit services. The rate of unemployment in Warren County is 7.5% less than the statewide rate of 8.7%. Most surprisingly, three municipalities have significantly higher unemployment rates than the statewide rate. These municipalities are: Hardwick (10.7%) Greenwich (10.6%) and Pohatcong (10.3%). Phillipsburg’s unemployment rate is 9.8%. Knowlton Township has the lowest unemployment rate at 1.9%, followed by Lopatcong Township at 2.4% and Belvidere at 4.7%.

4. Transportation Dependent Populations

Part of this planning process examined the several 2010 Census reports that are used as indicators of potential transit usage, these indicators are: age, mobility limitations, low-income, and the lack of access to an automobile.

A. Senior Citizens

The percentage of the population over the age of 65 in Warren County is 14.9%, slightly higher than the statewide average of 14%. This population group tends to

rely on transportation to maintain their independence. The table below illustrates the number individuals in each municipality over the age of 65.

White Township has the highest percentage population over 65 with 28.8% followed by Lopatcong Township, where 18 % of the population is over the age of 65. Following White and Lopatcong Townships is Frelinghuysen Township (17.7%); Allamuchy Township (17.5%); Harmony Township (16.0%), Alpha Borough (15.6%), and Blairstown (15.5%).

| Municipality | Number of People Age 65 | Percentage |
|------------------|-------------------------|--------------|
| Allamuchy | 758 | 17.5 |
| Alpha | 370 | 15.6 |
| Belvidere | 332 | 12.3 |
| Blairstown | 925 | 15.5 |
| Franklin | 386 | 12.1 |
| Frelinghuysen | 396 | 17.7 |
| Greenwich | 366 | 6.4 |
| Hackettstown | 1,372 | 14.10 |
| Hardwick | 213 | 12.5 |
| Harmony | 428 | 16.0 |
| Hope | 287 | 14.7 |
| Independence | 615 | 10.8 |
| Knowlton | 387 | 12.6 |
| Liberty | 283 | 9.6 |
| Lopatcong | 1,449 | 18 |
| Mansfield | 985 | 12.7 |
| Oxford | 311 | 12.3 |
| Phillipsburg | 1,975 | 13.2 |
| Pohatcong | 499 | 14.9 |
| Washington Boro. | 682 | 10.5 |
| Washington Twp. | 863 | 12.9 |
| White | 1,410 | 28.8 |
| TOTAL | 15,292 | 14.0% |

***Based on 2010 Census Information**

Existing Transportation Services

Warren County has a limited number of transportation options available in specific geographic areas of the county. New Jersey Transit provides limited rail and bus services in targeted areas while private transportation carriers provide services throughout Warren County stopping at designated bus stops. In addition, several human service agencies provide transportation for clients. The following is a brief description of each available service.

NJ Transit funded programs

*Train service: NJ Transit's Boonton Line, connects Warren County to Hoboken, NJ. This service operates on a very limited schedule and does not provide weekend service.

*Trans-Bridge Lines/Delaware River Coach: provides fixed-route services via NJ Transit Routes 890 and 891. These routes operate between Phillipsburg, Lopatcong, Pohatcong and Easton, PA. This service operates Monday – Friday.

Other Services:

*Trans-Bridge: operates five daily round trip runs from Phillipsburg to Clinton (Hunterdon County), Newark Airport, Jersey City and New York City.

*Martz/Trailways: operates daily trips from the Panther Valley area in the north east part of Warren County to New York City.

*Privately Owned Taxi-Cab/Limousine Services: an increasing business in the county, however most trips are expensive, especially for individuals on a fixed income.

*Non-Emergency Ambulance Services: Since July 2009 the State Department of Human Services Division of Medical Assistance and Health Services has a contract with LogistiCare to broker non-emergency ambulance services to individuals who are receiving Medicaid. In Warren County this service is provided by contracted ambulance services.

Warren County Services:

The Warren County Board of Chosen Freeholders, through the Warren County Department of Human Services Division of Administration, administers this countywide paratransit program.

The Warren County Transportation System through its contracted provider, Easton Coach Company Transit, offers a wide range of paratransit and special transportation services to eligible county residents. A fleet of 26 vehicles is available to provide the following services:

Demand Response: Trips are provided Monday through Friday between the hours of 7:30 am and 5:00 pm.

In addition to the general demand response program twice daily runs are made to the Wayne Dumont, Jr. Administration Building, The Department of Human Services Building that houses the Division of Temporary Assistance and Social Services, the County Library and the County Court House. These buses arrive in Belvidere by 9:00 a.m. and 12:30 p.m., and departs at 12:30 p.m. and 4:30 p.m.

Shuttle Services are available from Phillipsburg to Washington and from Washington to Hackettstown: The Route 57 Shuttle Services provides transportation to residents who can access the bus as they travel between Phillipsburg, Washington and Hackettstown. The Route 57 Shuttle Service consists of two routes that meet at Abilities of NW Jersey in Washington.

Human Service Agencies:

The following agencies provide limited transportation services to their clients. These agencies include: NORWESCAP, DAWN Center for Independent Living, Family Guidance Center, Catholic Charities, The Arc, The Arc – Community Living Arrangements (Group Homes), Easter Seals, Abilities of Northwest Jersey, Better Future Self-Help Center, the County Division of Temporary Assistance and Social Services, Alternatives, Warren Haven, Visiting Homemakers, Interfaith Hospitality Network-Family Promise, Domestic Abuse and Sexual Assault Crisis Center, Community Hope, Neighbours and Family Support Organization (FSO) and the Care Management Organizations(CMO).

As the lead group to develop the county's United We Ride Plan, the Warren County Department of Human Services will continue to utilize its Transportation Advisory Council (TAC) (see Attachment 1 – New Participating Agencies (since Original Plan) and the current Warren County TAC Membership) to serve as the Stakeholders group.

Transportation Needs and Gaps

Many of the transportation needs and gaps outlined in the 2007 United We Ride Plan were not completely addressed due to funding either being stable or reduced since the plan was developed. As stated previously, any expansion of services did not occur, however the county was able to fulfill several of the needs and gaps as listed below.

Accomplished:

- The county established, a toll-free number for all county residents to utilize for scheduling and/or confirming trips
- The TAC has developed and conducted ridership surveys; however the surveys response rate was low therefore minimal data was collected.
- The TAC invited representatives from the northern portion of the county, as well as the county unemployment office, and the local chamber of commerce to attend meetings and provide information on needs and gaps.
- The TAC has extended an invitation to representatives from the North Jersey Transportation Planning Authority to attend TAC meetings so that information could be better communicated and coordinated.
- A stronger donation policy has been created for all transportation services provided.
- Although a regular run has not been established for residents going from Hackettstown, and Washington areas to Belvidere, the County Seat, efforts are made to accommodate these trips requests as necessary.
- The Transportation Coordinator along with the current provider have met with and continue to meet individually with various agencies to continue to improve the delivery of transportation to their clients.
- Transportation needs for individuals who live north of Route 46 are now better communicated. This includes but is not limited to the following municipalities: Allamuchy, Blairstown, Knowlton, Hope, Frelinghuysen, Hardwick, Independence, and Liberty are being addressed via the county's demand response program.

The following needs/gaps were not addressed, due to funding reductions:

- Expansion of the Route 57 shuttle to include more late nights and additional weekend services on the Phillipsburg – Washington runs.
- Creating more runs on the Route 57 Washington – Hackettstown shuttle.
- Increasing the overall number of demand response hours.
- The TAC has not advocated to either the NJ Community Advisory Council (CAC) or area legislatures to re-examine the current Casino Revenue allocation formula.

Attachment 2 provides a list of the current service needs and gaps, as well as strategies on how to address them. This will be the focus of the TAC and its re-established United We Ride Stakeholders committee.

Transportation Services and Options

In the 2007 plan the following goals and objectives were identified areas that have been accomplished have identified in italics.

Goal 1: Increase transportation services throughout the county.

Objective 1: Increase transportation services in the northern part of the county. Examine the possibility of creating more demand response runs in the area or a modified fixed route service. *Attempts are made to accommodate all trip requests from rural areas of the county.*

Objective 2: Create additional runs from key municipalities (Hackettstown, Oxford and Washington) to Belvidere, the County Seat. *Although additional runs have not been established trip requests are accommodated via existing demand response services.*

Objective 3: Work with NJ Transit to create additional runs on the Route 57 Corridor, especially to the shopping areas along Route 22 West in Greenwich Twp., and the employment areas along Route 22 East in the Ingersoll Rand Business Park. *The Route 57 shuttle program was redesigned to meet the needs of business without increasing hours.*

Objective 4: Create more demand response services throughout the county, especially to medical facilities located within the county, as well as those located within a five mile radius. *This has been done on a case by case base; however no formal agreements have been developed. All Medicaid clients are referred to LogistiCare services.*

Objective 5: Examine the cost involved in creating evening and/or weekend demand response opportunities for county residents. *Tabled, due to lack of available funding.*

Objective 6: Identify and work with agencies that have expressed an interest in utilizing their vehicles to coordinate trips. *Although this has been discussed agencies are not willing to coordinate trips due to insurance, vehicle maintenance and client confidentiality issues.*

Objective 7: Work with the NJ Transit Wheels programs to effectively utilize all available transportation resources in the county. *The Hackettstown Wheels program has been eliminated by NJ Transit, and NJ Transit Routes 890 and 891 services have been reduced. The county continues to work with the operator of the Route 890 and 891 routes to improve the delivery of services.*

Goal 2: New Technology:

Objective 1: Investigate the possibility of the county purchasing a GPS program for the county fleet. This technology would improve the on-time pick-up rate, and could allow for real-time scheduling. *The current provider Easton Coach Company (ECC) has installed geo-tabs on all vehicles as way to monitor drivers and add trips as they become necessary.*

Objective 2: Improve how trip requests are taken. The provider should examine the possibility of creating an email address and/or an automated telephone system to handle trip requests and cancellations. *ECC has improved how trips requests are addressed.*

Goal 3: Create a more user-friendly transportation service.

Objective 1: Create a toll-free 800 number for county residents; once created all buses should have to telephone number displayed on exterior and interior of all vehicles. ***A toll free number has been established.***

Objective 2: Create and distribute a client satisfaction survey for riders of both demand response and shuttle services. ***Although surveys have been created, they have not been successful.***

Objective 3: Develop and distribute user friendly transportation brochure and timetables. ***Information continues to be distributed.***

Objective 4: Develop an educational forum to open up dialogue between the county's transportation provider and the agencies whose clients rely on the services. Target audience would be case managers/workers. ***ECC staff and the transportation coordinator continue to meet with agency staff to present transportation brochures and timetable as well as address any concerns they have.***

Objective 5: Develop bus stops and shelters along the existing Route 57 Corridor.

Objective 6: Develop a user friendly website for the county's paratransit program.

Goal 4: Increase funding to support transportation

Objective 1: Advocate for a change in the existing Casino Revenue (SCDRTAP) funding allocation formula. Information on the availability of NJ Transit, ACCESS Link and Light Rail transportation programs within a county should be taken into consideration with allocating these funds. ***Tabled at this time, due to significant cuts in the SCDRTAP.***

Objective 2: Work with the local colleges, Warren County Regional Chamber of Commerce and NJ Transit to develop advertisement opportunities on the vehicles. ***The county has attempted to advertise on vehicles in the past, and is re-visiting this issue in late 2013 – 2014.***

Objective 3: Create either an aggressive donation policy or a fare policy for the entire transportation system. ***ECC and the county stress that donations are needed to support this program.***

Objective 4: Continue to apply for state and federal grants on an annual basis. ***The county continues to apply for state and federal grants to maintain and increase current services.***

Objective 5: Investigate the possibility of the provider becoming a Medicaid transportation provider. ***Although the county is not a Medicaid provider, this issue will be revisited in 2014.***

Objective 6: Advocate for changing certain funding rules and regulations that hinder the creation of a fully coordinated transportation program.

Objective 7: Encourage local non-profit agencies that provide transportation services to their clients to maintain a record of the number of trips as the cost to provide per-trip information.

Recommendations and Implementation Priorities

While designed to be a work-in-progress, the TAC has developed several short-term (1-2 years) priorities as well as long-term (3-5 years) priorities. The overall focus of these priorities is to improve the delivery of transportation services so that all county residents regardless of their age, disability or place of residence can access transportation services to improve the quality of their lives.

Short-term priorities:

- Increase membership on the TAC to include (both voting and non-voting) representatives. Representatives should include individuals who reside in the northern portion of the county, area unemployment offices (New Jersey and Pennsylvania), and representatives from the local hospitals, area nursing homes and the North Jersey Transportation Planning Authority. ***Representatives from the county unemployment offices, chambers of commerce and NJTPA have been invited to attend meetings.***
- The TAC should develop, implement, and analyze both ridership and provider focused surveys. Key issues include: rider satisfaction with existing services, proposed routes, and donation/fare issues. ***Ongoing - past surveys were not successful due to a low response rate.***
- The Department, in cooperation with the service provider, should establish and advertise a toll-free phone number. ***Completed***
- The Department in consultation with the TAC should develop a transportation education forum for providers. ***Individual meetings with providers are held on a regular basis.***
- The TAC should redesign the County's Ridership Guide and Shuttle Timetables to become more rider friendly. ***Completed***
- The TAC should lobby the Department and the Board of Chosen Freeholders to establish an aggressive donation policy for transportation. ***Ongoing***
- The Department along with the service provider should lobby to maintain current funding levels.

Long Term priorities:

- The Department should begin to identify new funding sources that may be available to continue to improve transportation services in the County. ***Ongoing***
- The TAC should lobby to the Board of Chosen Freeholders to create a fare structure for transportation. ***Although this subject has been discussed, no formal action has taken place.***
- The Department, the TAC and the service provider should examine ways to increase ridership within all funding sources.
- The Department along with the NJ Council on Special Transportation (COST) should lobby the state legislature to re-examine the Casino Revenue allocation formula.
- The TAC in cooperation with the service provider should investigate ways to improve the way clients request/schedule trips. ***Although there have been improvements, the provider continues to seek alternative ways to schedule trips.***

Attachment 1

New Participating Agencies (since Original Plan)

| Agency Name | Provider or Consumer of Transportation Services | Role | Relationship to County Lead Agency |
|---------------------------|---|------|---|
| Easton Coach Company | Provider | | County contracts with Easton Coach Company to provide paratransit service |
| To and Fro Transportation | LogistiCare Provider | | None, this agency is contracted via LogistiCare to provide medical transportation to Medicaid clients |

New Transportation Advisory Council Members/Stakeholders (since Original Plan)

| Agency Name | Provider or Consumer of Transportation Services | Role | Relationship to County Lead Agency |
|-------------------|---|------|------------------------------------|
| Ann Miller | Advocate - Liaison for the Warren County Advisory Council on Disabilities | | Active Member |
| Cindy Wildermuth | Contracted Services - Abilities of Northwest Jersey | | Active Member |
| Brian Appezzato | Advocate - Warren County Planning Department | | Active Member |
| Helena Matava | Consumer | | Active Member |
| Judy Malfese | Advocate - TransOptions (TMA) | | Active Member |
| Sarah Skwirut | Contract Services - NJ Department of Children and Families | | Active Member |
| Mark Beatty | Consumer | | Active Member |
| Carl Pierce | Contracted Provider- Easton Coach Company | | Active Member |
| Luis Tamayo | Contracted Services- NJ Department of Human Services | | Invited to participate |
| David Schmetterer | Representative North Jersey Planning Authority | | Invited to participate |

Attachment 2

List of Current Service Needs/Gaps

(since last update)

| |
|---|
| Example: Lack of inter-county connections to regional medical facility. |
| 1) Lack of new funding sources to expand the current hours/days of operation for the county's paratransit program |
| 2) Lack of new funding sources to expand the current hours/days of operation for the county's Route 57 Shuttle program |
| 3) Lack of transportation opportunities for employees; especially those working the 2nd or 3rd shift or on weekends. |
| 4) Lack of a working knowledge of the following transportation options available to county residents: NJ Transit's Wheels Routes 890/891; the Morris/Essex Rail (trains) and LANTA (PA) operations. |
| 5) Lack of a current survey to determine the transportation needs in the community. |
| 6) Lack of training for non-profit agencies on how to properly secure passengers with mobility equipment. |

Strategies to Address Identified Needs/Gaps

(since last update)

| |
|---|
| Example: Develop inter-county cooperative agreement |
| 1) Continue to develop additional funding sources in order to maintain and/or increase services for both the demand response and shuttle services |
| 2) Continue to examine how trips completed to ensure they are being done in the most cost effective manner |
| 3) Examine effective ways to collect passenger fares |
| 4) Establish a working relationship with representative from NJ Transit Wheels 890/891 and LANTA (PA provider) bus programs to coordinate runs and possible transfer sites |
| 5) Continue to support transportation (vehicle) grant applications submitted by area non-profit agencies such as: Abilities of Northwest Jersey, the Arc, Alternatives, Domestic Abuse and Sexual Assault Center, NORWESCAP programs; Better Future Self-Help Center, Community Hope, Bridgeway, Easter Seals, Catholic Charities and Family Guidance Center. |
| 6) Work with the NJ Community Transportation Training Program staff to schedule trainings for various agencies as requested. |
| 7) Develop inter-county cooperation agreements, with surrounding counties to better serve county residents needing to access out of county services |
| 8) Develop new bus stops along the existing JARC funded shuttle routes. |
| 9) Develop a working relationship with the county TMA agency. |
| 10) Re-activate the Stakeholders Committee as a standing committee under the TAC, with the development of a survey to determine the transportation needs in the community as its first priority. |
| 11) Develop funding sources to purchase updated technology to continue to improve the current delivery of services. |
| 12) Maintain current levels of service. |

Attachment 3

Table 1 : Currently Funded FTA Projects

| Project Description | FY 2010-2012 Estimated Annual Request | Responsible Agency or County | Grant Source | Identify funding source/grant - (provide percentage of funding) | | | |
|---|---|---|--------------------------------------|--|-------|---------|-------|
| | | | | Local | State | Federal | Total |
| 1) Route 57 Shuttle | \$1,142,824 | Warren County Department of Human Services, Division of Administration (WCDHS) | Job Access Reverse Commute (JARC) | 50% | | 50% | 100% |
| 2) Demand Response/Subscription Services in Rural Areas | \$1,407,062 | WCDHS | Section 5311 | 25% | | 25% | 100% |
| 3) *Demand Response/Subscription Services for county residents with disabilities to obtain Employment & Educational opportunities | \$68,218 | WCDHS | New Freedom | 50% | | 50% | 100% |
| 4) Equipment/vehicle purchases | \$99,506 | WCDHS | Section 5310 | | 20% | 20% | 100% |
| 5) Capital Purchases (vehicles) | \$151,202 | WCDHS | Section 5311/ARRA | | | 100% | 100% |

* Grant was awarded late in 2012, program started in the 2nd quarter of 2013.

Table 1 : Currently Funded NON-FTA Projects

| Project Description | FY 2010-2012 Estimated Annual Request | Responsible Agency or County | Grant Source | Identify funding source/grant - (provide percentage of funding) | | | |
|--|---|---------------------------------|--|--|-------|---------|-------|
| | | | | Local | State | Federal | Total |
| 1) Demand Response/Subscription Services | \$1,450,059 | WCDHS | Senior Citizens & Disabled Residents Transportation Assistance Program (SCDRTAP) | | 100% | | 100% |
| 2) Demand Response/Subscription Services | \$687,600 | WCDHS | Title III | | 100% | | 100% |
| 3) Demand Response/Subscription Services | \$725,970 | WCDHS | Title XX | 25% | 75% | | 100% |
| 4) Demand Response Services | \$21,000 | WCDHS | NJ Dept. of Military & Veterans Affairs | | 100% | | 100% |
| 5) **Demand Response/Subscription Services | \$283,178 | WCDHS | County Board of Chosen Freeholders | 100% | | | 100% |
| 6) Capital Purchases Vehicles | \$413,134 | WCDHS | County Board of Chosen Freeholders | 100% | | | 100% |

** Does not include costs associated with vehicle maintenance, fuel or insurance.