

**Sussex County**

**Coordinated Public Transit-Human Services  
Transportation Plan**

**October 2008 Revision**

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## Introduction

The Transportation Coordination Plan is an update of the Community Transportation Plan for Sussex County completed in September 1998 and incorporates provisions of the Safe, Accountable, Flexible, 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, Job Access and Reverse Commute (JARC) and New Freedom programs be “derived from a locally developed, coordinated public transit-human services transportation plan.” This plan is to be developed with widespread community participation, including providers of transportation and human services as well as consumers and members of the public. The goal is to identify the transportation needs of individuals with disabilities, older adults and low income people and provide strategies for meeting those needs through an ongoing coordinated planning process.

Identifying the needs will be the first step in the planning process. Lack of transportation is a major factor noted in nearly every recent needs assessment completed in rural Sussex County. In April of 2004, the Human Services Advisory Council in collaboration with the Sussex County Department of Health and Human Services completed a county wide Health & Human Services Needs Assessment in which transportation was noted as “the foremost service gap for the homeless and low income populations in our county”. In that same year, the Disability Services Advisory Council identified transportation as an area of need that is “of paramount importance to individuals with disabilities” since it is “the critical link that allows each of us to participate in an array of societal activities, including work, school, commerce and recreation activities.” The 2006 Needs Assessment Survey conducted by the Sussex County Division of Senior Services states, “Respondents indicated transportation to be the most important service needed. In addition, transportation was stated to be the most significant reason for not being able to access services. Older adults’ ability to maintain independence in the community is predicted by adequate transportation”.

## Transportation Coordination Committee

The Sussex County Transportation Coordination Committee is responsible for the development and on-going updating of the Transportation Coordination Plan. On May 16, 2007, Stephen Gruchacz, Administrator of the Sussex County Department of Health and Human Services, convened the first meeting, which was attended by county service and planning officials. Betsy Towle was designated as the chair. A list of potential stakeholders was identified and invited to become members of the committee. The first meeting was held on June 7, 2007. The committee members are:

Betsy Towle	Sussex County Division of Social Services
Claire Willetts	Project Self-Sufficiency
Bob Panzer	DAWN Center for Independent Living
Mary Dolan	NJ Division of Youth & Family Services
Joy Sullivan	M/S/W Employment & Training Services
Susan Bowman	Medicaid Transportation Supervisor, NJ
Richard Lecher	SCARC, Inc.
Bill Weightman	NJ Department of Labor
Suzanne Sarnar	School Based Youth Service Program
Diane Friedberg	SC Division of Senior Services
Tom Drabic	SC Planning Department, Transportation
Jeff Bashe	TransOptions
Laura Ulikowski	Northwest NJ Community Action Program
Laura Richter	Advance Housing
Janet Wallach	Kids Education Enrichment Program
Christine Florio	SC Community & Youth Services
Carol Novrit	SC Transit
Maureen Strelzik	NMH Center for Mental Health

**Sussex County Demographic Profile****Target Populations**

County Established	1753
Land Area (Square Miles)	526.59
Total Population	
1990 Census	130,943
2000 Census*	144,166
2006 Estimate**	153,384
Change	+22,441
Change Percentage	+17.1%
Population Density – County*	277
– Municipality*	See Table 2
Housing Units Per Municipality*	See Table 2
Density Per Square Mile of Land Area Per Municipality	See Table 2
Median Age*	37.1
Median Age Estimate for 2006**	39.3
Persons over 65 in 2000*	9.1%
Persons over 65 in 2006**	9.8%
Persons Below Poverty Level in 2000*	4.0%
Persons Below Poverty Level in 2006**	4.8%
Disability Status of the Civilian Noninstitutionalized Population**	
Total Population Over 5 Years of Age	142,909
Total Population with a Disability	15,242
Population 5 to 15 Years with a Disability	1,374
Population 16 to 64 Years with a Disability	8,247
Population 65 Years and Over with a Disability	5,621

\*2000 Census

\*\*2006 American Community Survey population estimates

**Table 1 - Population, Housing Units and Density: 2000**

Geographic area	Population	Housing units	Area in square miles			Density per square mile of land area	
			Total area	Water area	Land area	Population	Housing Units
Andover Borough	658	273	1.47	0.01	1.46	451.90	187.50
Andover Township	6,033	1,968	20.75	0.57	20.18	298.90	97.50
Branchville	845	377	0.59	0.00	0.59	1,421.60	634.30
Byram	8,254	3,078	22.18	1.11	21.07	391.80	146.10
Crandon Lakes CDP	1,180	492	2.67	0.13	2.53	466.10	194.40
Frankford	5,420	2,295	35.43	1.31	34.11	158.90	67.30
Franklin	5,160	1,997	4.55	0.06	4.49	1,150.20	445.10
Fredon	2,860	1,019	17.94	0.19	17.76	161.10	57.40
Green	3,220	1,069	16.31	0.13	16.18	199.00	66.10
Hamburg	3,105	1,233	1.16	0.01	1.16	2,686.60	1,066.90
Hampton	4,943	2,026	25.31	0.69	24.62	200.70	82.30
Hardyston	6,171	2,690	32.64	0.55	32.09	192.30	83.80
Highland Lake CDP	5,051	2,283	6.07	1.03	5.04	1,001.80	452.80
Hopatcong	15,888	6,190	12.34	1.38	10.96	1,449.70	564.80
Lafayette	2,300	799	18.06	0.03	18.02	127.60	44.30
Lake Mohawk CDP	9,755	3,940	6.15	1.15	5.00	1951.20	788.10
Montague	3,412	1,588	45.34	1.33	44.01	77.50	36.10
Newton	8,244	3,425	3.10	0.01	3.10	2,661.70	1,105.80
Ogdensburg	2,638	903	2.30	0.02	2.28	1,154.70	395.30
Sandyston	1,825	907	43.31	0.70	42.61	42.80	21.30
Sparta	18,080	6,590	39.22	1.83	37.39	483.50	176.20
Stanhope	3,584	1,419	2.21	0.34	1.87	1,913.60	757.70
Stillwater	4,267	2,030	28.37	1.26	27.12	157.30	74.90
Sussex	2,145	961	0.62	0.02	0.60	3,597.90	1,611.90
Vernon	24,686	9,994	70.54	2.14	68.39	360.90	146.10
Vernon Valley CDP	1,737	560	2.68	0.04	2.64	657.20	211.90
Walpack	41	34	24.72	0.65	24.07	1.70	1.40
Wantage	10,387	3,663	67.54	0.42	67.12	154.80	54.60

Note: CDP is Census Designated Place - Source: U.S. Census 2000

**Table 2 – Population Projections by Municipality**

MUNICIPAL POPULATION PROJECTIONS SUSSEX COUNTY, 2000 – 2020					
Municipality	2000 Census	Projected Population 2010	Projected Change 2000-2010	Projected Population 2020	Projected Change 2010-2020
Andover Borough	658	910	+252	1,760	+850
Andover Township	6,033	7,217	+1,184	8,200	+983
Branchville Boro.	845	900	+55	960	+60
Byram Township	8,321	8,975	+654	9,600	+625
Frankford Township	5,420	6,000	+580	6,900	+900
Franklin Borough	5,160	5,607	+447	6,400	+793
Fredon Township	2,860	3,149	+289	3,500	+351
Green Township	3,220	3,620	+400	4,000	+380
Hamburg Borough	3,105	3,555	+450	3,850	+295
Hampton Township	4,943	5,507	+564	6,000	+493
Hardyston Township	6,171	7,900	+1,729	10,100	+2,200
Hopatcong Borough	15,888	16,355	+467	16,800	+445
Lafayette Township	2,300	2,754	+454	3,200	+446
Montague Township	3,412	3,992	+580	4,800	+808
Newton, Town Of	8,244	8,838	+594	9,400	+562
Ogdensburg Boro	2,638	2,791	+153	3,000	+209
Sandyston Township	1,825	1,956	+131	2,100	+144

Sparta Township	18,013	20,913	+2,900	23,000	+2,087
Stanhope Borough	3,584	3,976	+392	4,250	+274
Stillwater Twp.	4,267	4,309	+42	4,400	+91
Sussex Borough	2,145	2,358	+213	2,500	+142
Vernon Township	24,686	28,686	+4,000	31,400	+2,714
Walpack Township	41	26	-15	15	-11
Wantage Township	10,387	11,587	+1,200	12,500	+913
Sussex County	144,166	161,881	+17,715	178,635	+16,754

Population projections by Sussex County Planning Division, Newton, NJ  
Prepared January 2004.

For Sussex County, compared to New Jersey as a whole, there are some interesting differences in population characteristics, as shown in Table 3. Notably, Sussex County is much less racially/ethnically diverse than the rest of the state, and the median household income is substantially higher than the state as a whole, leading to a poverty level less than half that of the whole state.

**Table 3 - Demographic Profiles And Comparison, 2000 Census**

Characteristics	Sussex County	New Jersey
<b>Age:</b>		
Median Age (years)	37.1	36.7
Persons under age 18	27.9%	24.8%
Persons over 65	9.1%	13.2%
<b>Race/ Ethnicity:</b>		
White Persons	95.7%	72.6%
Hispanic Ethnicity	3.3%	13.3%
Black	1.0%	13.6%
Asian	1.2%	5.7%
<b>Education:</b>		
High school graduates (% age 25 or older)	89.8%	82.1%
Bachelors degree or higher	27.2%	29.8%
<b>Income:</b>		
Median household income, 1999	\$65,266	\$55,146
Persons Below Poverty Level, 1999	4.0%	8.5%

**Table 4 - Sussex County Age Distribution, 1990 And 2000**

	1990 Population	2000 Population	% Change 1990-2000	2006 Estimates	% Change 1990 - 2006
<b>Under 5</b>	10,894	9,815	-9.9%	8,388	-23.1%
<b>5-14</b>	19,925	23,876	19.8%	21,379	+7.3%
<b>15-24</b>	16,542	15,517	-6.2%	21,215	+28.2%
<b>25-34</b>	23,503	17,501	-25.0%	15,990	-32.0%
<b>35-44</b>	24,385	27,881	14.3%	24,966	+2.4%
<b>45-54</b>	15,206	23,384	53.8%	27,481	+80.7%
<b>55-64</b>	8,804	13,040	48.1%	18,906	+114.7%
<b>65 and over</b>	11,684	13,152	12.6%	15,059	+28.9%
<b>Total Pop.</b>	130,943	144,166	10.1%	153,384	+17.1%

### *Demographic Highlights*

- The largest increases in population occurred in the 45-64, 55-64 and 65+ age groups, as the "Baby Boom" population continues to age. In the 45-64 age group from 1990 to 2000, the increase was 53.8%, and a total increase of 80.7% from 1990 to 2006. The 55-64 age group went from a 48.1% increase between 1990 and 2000 to a 114.7% increase from 1990 to 2006. The over 65 age group went from a 12.6% increase for 1990 to 2000 to a 28.9% increase from 1990 to 2006.
- There was also an increase in the number of children in the 5-14 age group, also called the "Baby Boom Echo". However, by 2006, these individuals are now moving into the 15-24 age group, taking that group from a change of -6.2% to +28.2%.
- The fewer numbers in the "Baby Bust" generation (born during the 1970s) caused a decrease in the 25-34 population, down a total of 32% from 1990 to 2006.. With fewer people in this child-bearing age group, there was a corresponding decrease in children under age 5, down a total of 23.1% from 1990 to 2006.

*Population Density:* Although the population density has increased to 291 persons per square mile in 2006, Sussex County remains a sparsely populated area. Population density in New Jersey is 1,176 persons per square mile, making it the most densely populated state in the U.S. The older areas that were built up 40-50 years ago with town centers such as Sussex, Newton and Hamburg remain the most densely populated. As explained in the next section, some of the more densely populated areas are classified as "urban" by the U.S. Census Bureau.

*Rural and Urban Population:* The definitions of rural and urban areas come from the U.S. Census Bureau, and depend upon the population size and density of an area. The County ranks 18th of 21 counties in New Jersey in its percentage of urban population, with 60% of the population defined as living in urban areas. Sussex County contains two types of "urban areas" where population densities range from 500-1,000 persons per square mile or higher:

- *Urbanized area:* Contiguous municipalities in the southeastern part of Sussex County, including most of Hopatcong, Stanhope, Byram, Sparta, Andover Township and Newton. In Sussex County, there are 50,208 residents in urbanized areas.

- *Urban Clusters:* Other isolated areas are classified as "urban clusters" due to their density, though they are not part of a larger urbanized area: most of Franklin, Hamburg, Ogdensburg, Vernon, and parts of Sparta and Hardyston. There are 36,830 residents in urban clusters. The rest of the County is considered as "rural". There is a continuum which runs between urban and rural. Somewhere between these two lies suburban development, characterized by the service inefficiencies of rural development with none of the advantages of urban concentration.

*Income and Poverty:* Sussex County is one of the wealthier counties in New Jersey. It ranks 4th in median household income; \$65,266 in 1999 compared to the State median income of \$55,146. Eighteen municipalities in Sussex County have median incomes higher than the State median. The municipality with the highest median income is Sparta, \$89,835. Six municipalities are below the State median: Branchville, Franklin, Montague, Newton, Sussex and Walpack.

The overall poverty rate for Sussex County in 1999 was 4.0% of the population, which equaled 5,693 persons. This rate has remained relatively stable from 1999 to 2006, at which time it was estimate that 3.8% of families and people in Sussex County had income levels below the poverty level in the last twelve months. With the population increase, this means that an estimated 5829 people were living below the poverty level in 2005-2006. The poverty rate varied among municipalities: below 2% in Byram, Green and Sparta, and over 11 % in Sussex Borough, Montague and Newton. The municipalities with the highest numbers of poor people are Newton (882) and Vernon (717).

## Inventory and Self Assessment

The needs assessments cited in the Introduction identified overall transportation needs. The next step was identification of what is actually available and what specific needs are unmet in Sussex County. To begin this process the Transportation Coordination Committee completed the Self Assessment Tool for Communities as a group process on 6/7/07. The answer to all but one of the 26 questions was "Needs to Begin". The one area where Sussex County has made some strides is that County leaders have seen the need for change in the human service transportation delivery system and have already made one significant change effective July 2007 by placing the county paratransit system within the Division of Social Services.

To collect information about what current available services, transportation providers and user organizations were asked to complete the New Jersey Statewide, County and Community Transportation Planning Questionnaire. This survey was designed by New Jersey Transit to gather information about resources and needs that are specific to each county in the state and was administered for Sussex County by TransOptions. 33 organizations or programs completed this on-line survey. The results provided a preliminary tool for the assessment of what is available and what is needed. The major unmet needs that were identified through this process were:

- No evening service
- Limited space/no service
- No weekend service
- Provider restrictions on trip purpose
- Restrictions crossing county/municipal lines
- Lack of accessible services for people with disabilities
- High cost of available service
- Age restrictions for available services
- No holiday transportation

At a stakeholder meeting held on 9/25/07, members agreed that these are the major unmet needs but analysis of the survey also yielded many other questions. Additional efforts must be made to garner information from those agencies which did not complete the survey at all, and to ask some additional questions of those that did. Survey results are detailed below.



## Assessment of Available Services

### Sussex County Transportation Planning Survey Results (Based On 33 Responses)

#### Part A – General Information

Break-down of type of the 33 organizations or programs providing services in Sussex County responding to the survey:

- government human service and transportation agencies (6)
- non-profit human service agencies or programs (20)
- non-profit transportation companies or programs (2)
- for-profit health care agencies (1)
- for-profit transportation companies (2)
- non-profit economic development agencies (2)

Note: Many agencies/programs also provide services in several other counties and provide a wide variety of services to a wide variety of client population segments.

Responding agencies caseloads range from less than 20 to over 1000 clients per day and from less than 250 to over 15,000 clients per year.

Major transportation obstacles of clients that were reported by responding agencies:

- No evening service (77%)
- Limited space/no service (74%)
- No weekend service (68%)
- Provider restrictions on trip purpose (59%)
- Restrictions crossing county/municipal lines (47%)
- No accessible services for people with disabilities (35%)
- High cost of available service (32%)
- Age restrictions for available services (21%)

The most frequently cited transportation mode for clients to get to an agency was private vehicles (71%), but many use agency transport (38%), County paratransit services (38%), municipal services (21%), and taxi or limo (32%).

Many agencies (38%) feel that more than 50% of their clients have unmet transportation needs vs. 59% saying the number is less than 50%.

22 of 33 reporting organizations (68%) provide some type of transportation service or support for clients.

#### Part B – Transportation Services Provided

These questions were answered only by those who provide some form of transportation service or support for clients.

Table 5 shows the various types of transportation provided by those agencies with their own transportation service/support programs for their clients.

**Table 5 – Transportation Services Provided by Responding Agencies**

	Fixed Route with Paid/ Contracted Drivers	Demand Response with Paid Drivers	Demand Response with Staff/ Volunteers	Contracting Fixed Route or Demand Response	Volunteer Provided Service	Client Subsidies or Reimbursement
American Cancer Society					✓	
Birth Haven					✓	
Capitol Care		✓				
Carepoint			✓			✓
Community Hope		✓				
DAWN				✓		
DYFS		✓		✓		✓
Employment Horizons	✓					
Hope House		✓				✓
Lakeland Bus	✓					
Newton Memorial Hospital		✓				
People Help, Inc.						✓
Project Self-Sufficiency			✓	✓		✓
Rose House			✓			
Samaritan Inn			✓			
SCARC		✓	✓	✓		
State Shuttle	✓	✓				
Sussex County Div. of Social Services		✓		✓		✓
Sussex County Interfaith Hospitality	✓		✓			
Sussex County Transit	✓	✓				
Town of Newton	✓					

The parameters for these services also vary widely:

- Majority of service is weekdays: 20 provide service every weekday; 3 provide service some weekdays
- Some regularly scheduled weekend and evening service or service by special request
- Very limited on-demand service: only 3 provide service when requested; most require 24 hours to 2 weeks advanced reservations
- most (61%) limit services only to their own clients
- Trip purposes: medical/health (65%), employment (44%), social/human services (44%), recreation (39%) and education/training (35%); however, rides are provided for a variety of other reasons
- most do not accept payment: 65% no fare; 61% no donation

Many agencies (15) own/lease their own vehicles (See Table 6: 322 identified to date, 100 or which are accessible), including large fleets at:

- for-profit transportation companies
- several non-profit agencies
- Sussex County Transit
- Newton Memorial Hospital
- SCARC

Most are small, but many transportation service programs are substantial

- 13 of 22 respondents provide <5,000 annual one-way rides
- 7 of 22 respondents provide >5,000 to 40,000 annual one-way rides
- 3 programs provide over 90,000 annual one-way rides
- Most (11 of 18) that reported have approximate annual transportation budgets (administration + operations + capital) under \$200,000; for-profit providers have budgets over \$1 million
- Budgets have mostly increased (52%) or stayed the same (13%) during the past 3 years
- Among non-profits, there is a heavy dependence on government funding sources for transportation services (this needs more analysis)
- 10 agencies reported typical waiting lists for transportation ranging from 1 to 150 clients

Most agencies (17 of 22 reporting) have received transportation requests they have had to turn down, mostly due to lack of funding or drivers and long distance travel requests or requests off fixed routes.

**Table 6 – Agency Vehicle Inventory**

Note: Lakeland Bus (not listed below) has only 1 bus that comes into Sussex County and State Shuttle has only a small operation here.

Organization	Total	Van	Mini-van	Mini-bus	Bus	SUV	Sedan	Other	Access-ible Van	Access-ible Mini-van	Access-ible Mini-bus	Access-ible Bus	Access-ible Other
<b>Sussex County Agencies</b>													
Birth Haven	2	1					1						
Capitol Care Inc	13	10			1		2						
Division of Youth & Family Services	28		9			4	15						
Newton Memorial Hospital	16	4					12						
Samaritan inn	1		1										
Sussex Co Div of Social Services	2							2					0
Sussex County Transit	44		1	16	5	1					16	5	
Town of Newton	2				1							1	
SCARC	76	14	25	10			17				10		
<b>TOTALS</b>	<b>184</b>	<b>29</b>	<b>36</b>	<b>26</b>	<b>7</b>	<b>5</b>	<b>47</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>26</b>	<b>6</b>	<b>0</b>
<b>For-Profit Providers</b>													
State Shuttle, Inc.	67	50		10					2		5		
<b>TOTALS</b>	<b>195</b>	<b>50</b>	<b>0</b>	<b>11</b>	<b>70</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>57</b>	<b>0</b>
<b>Other Agencies Serving Sussex County</b>													
Community Hope, Inc.	28	2	17				8		1				
The Rose House	2		1							1			
Employment Horizons, Inc.	19	1	7	2				7			2		
Hope House	4		3				1						
<b>TOTALS</b>	<b>53</b>	<b>3</b>	<b>28</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>

Part C – Coordination Questions (See Table 7 on page 11 for individual agency responses)

3 of 33 agencies (Lakeland Bus, State Shuttle, and Sussex County Transit) indicated they provide transportation services for others.

15 of 33 agencies coordinate with others on transportation.

3 of 33 agencies (American Cancer Society, Lakeland Bus and State Shuttle) are interested in providing services to others. An additional 8 might be interested in providing such service.

3 of 33 agencies (Capitol Care, Sussex County Division of Social Services and DYFS) are interested in purchasing transportation instead of providing it directly. An additional 12 agencies might be interested in this option.

9 agencies indicated an interest in coordinating with other specific agencies. However, most comments were general in nature and provided no specifics on what they would be willing to do.

Table 7 - Coordination Questions

Q1a	Q63	Q64	Q65	Q66	Q67
Organization	C1. Do you provide transportation service for other organizations?	C2. Are transportation services coordinated with other agencies?	C3. Interest in providing transportation services to other agencies?	C4. Interest in purchasing services from another agency?	C5. Any specific organizations for coordination?
American Cancer Society	No	Yes	Yes	N/A	No
Birth Haven	No	No	Maybe	Maybe	Yes
Capitol Care, Inc.	No	Yes	No	Yes	Yes
Carepoint	No	No	No	N/A	No
Center for Evaluation and Counseling	No	Yes	Maybe	N/A	No
Center For Prevention & Counseling	No	No	Maybe	Maybe	No
Community Hope, Inc.	No	No	Maybe	Maybe	No
DAWN Center for Independent Living	No	Yes		N/A	
Sussex Co. Div. of Social Services	No	Yes	No	Yes	Yes
Division of Youth & Family Services	No	Yes	No	Yes	Yes
Easter Seals Franklin	No	No	No	N/A	Yes
Employment Horizons, Inc.	No	No	No	Maybe	No
Hope House	No	No	Maybe	Maybe	No
Lakeland Bus Lines	Yes	Yes	Yes	Maybe	No
Legal Services of Northwest Jersey	No	No	No	N/A	No
Morris/Sussex/Warren Employment & Training Services	No	Yes	No	N/A	
New Jersey Foundation for the Blind	No	Yes	No	N/A	Yes
Newton Memorial Hospital	No	No	No	Maybe	No
NORWESCAP Head Start	No	No	No	Maybe	No
NORWESCAP INC	No	No	No	N/A	No
People Help of Sussex County	No	No	No	N/A	No
Project Self-Sufficiency	No	Yes	No		No
Samaritan inn	No	Yes	Maybe	Maybe	No
SCARC, Inc.	No	No	No	Maybe	No
State Shuttle, Inc.	Yes	Yes	Yes	No	
Sussex County Chamber of Commerce	No	No	No	N/A	Yes
Sussex County Div. of Senior Services	No	Yes	No	N/A	No
Sussex County Economic Development Partnership, Inc.	No	No	No	N/A	Yes
Sussex County Interfaith Hospitality Network	No	No	No	N/A	
Sussex County Transit	Yes	Yes	Maybe	N/A	No
The Rose House	No	No	Maybe	Maybe	No
Town of Newton	No	No	No	Maybe	No
TransOptions, Inc. - Mobility Connections	No	Yes	No	N/A	No

## **Assessment of Transportation Needs**

The Transportation Coordination Committee undertook a county-wide transportation survey to assess transportation needs and gaps of the population as a whole, and specifically for senior citizens, individuals with disabilities and those with low incomes. The Synopsis Report addresses these issues, and the full report can be obtained by writing the Sussex County Office of Transit, One Spring Street, Newton, NJ 07860, by calling (973) 579-0480x1404 or by emailing [bmiller@sussex.nj.us](mailto:bmiller@sussex.nj.us).

### **Sussex County 2008 Transportation Survey Synopsis Report**

#### **Executive Summary**

The United We Ride Human Services Transportation Planning Committee has adapted a survey prepared by the New Jersey Division of Family Development to be distributed as widely as possible throughout the Sussex County community, its social service agency staff and their clients to determine their attitudes, experiences, and needs in regard to transportation in Sussex County. Copies of surveys for both the general public and agency caseworkers are included in the Appendices.

The results of that endeavor are detailed in the following report. For ease of understanding, the report has been divided into several sections and contains some overall statistical data. However, the break-down of data to its lowest levels is contained in the last section labeled Statistical Supplement.

There are several conclusions clearly supported by the data collected. First and foremost is the fact that public transportation in Sussex County is inadequate. Many residents would choose to use public transportation if it ran near their homes and places of business frequently enough to be of use to them. Even current users expressed frustration with the limitations of the existing transit system.

Residents of many communities within Sussex County use their own vehicles to get around, but overall, the majority of respondents do not have this luxury. Instead, they rely on family and friends, walking, or using the limited resources of the Sussex County Transit system.

The biggest need beyond expanding overall capacity to serve areas that lay on the out perimeter of the county is to expand service to weekends and extended daytime hours. Many of the respondents were unemployed and have difficulty finding jobs without transportation. These individuals are limited to the hours of transit system operation, that is, from 5:30a.m. to 6:00p.m., thus limiting them to jobs during the day.

The majority of the respondents who use Sussex County Transit use it for medical appointments. However, a number of them have difficulty making appointments during the hours or in locations that can be accommodated by Sussex County Transit.

Several other issues arose out of the survey data. Current users and would-be users alike stated that wait times to be picked up going to and from their destinations are too long, and they frequently spend a long time on the bus while the driver picks up numerous other individuals.

A number of respondents indicated that their greatest need is feeder service to other transit systems, access to shopping malls in Wayne or Rockaway, and regularly scheduled bus routes that go where they need to go. Still other respondents expressed frustration with trying to reach Sussex County Transit by phone,

Many respondents were unaware of what services are available to them, how to access them, and how to get information about them.

The conclusions to be drawn from these results are simple. Sussex County Transit needs more

resources to put more buses and drivers on the road to more places, an education campaign to make Sussex County residents more aware of the services they can get, and a user-friendly telephone system to ease the process of contacting the Office of Transit to get information and schedule trips. Without these resources, public transportation in Sussex County will continue to be inadequate for the demand and the need of its residents.

## Introduction

As part of the United We Ride initiative in Sussex County, NJ, the Human Service Transportation Planning Committee has developed two different transportation surveys (See Appendix A) for distribution throughout the county to solicit input from a cross-section of county residents and from case workers who serve the human service client base.

The survey's purpose is to determine the transportation needs of county residents, with special emphasis on the needs of senior citizens, low income individuals and individuals with disabilities. It will also identify gaps in the current transportation services and assist in planning for continuous improvement in the transportation system. The data gathered from this survey will form the basis for future transportation planning within the county.

The committee distributed the survey throughout the county to all social service agencies, senior citizens organizations and senior clubs, all six branches of the county library, and on the county website.

## Respondents

Of the 965 transportation surveys received from residents, the geographic breakdown by municipality/township indicated is shown in Table 1 below.

**Table 1 – Responses by Municipality**

Municipality	# of Responses
Andover	24
Augusta	1
Branchville	15
Byram	17
Frankford	15
Franklin	57
Fredon	12
Glenwood	5
Green	9
Hamburg	47
Hampton	16
Hardyston	30
Highland Lakes	14
Hopatcong	62
Lafayette	19
Layton	1
Montague	25
Newton	184
Ogdensburg	9
Sandyston	8
Sparta	114
Stanhope	20
Stillwater	16
Stockholm	8
Sussex	74

Swartwood	1
Vernon	106
Wantage	39
Homeless	2
Not Specified	14

Table 3 shows responses by age group.

**Table 2 – Responses by Age Group**

Age Group	# of Responses
17-19	32
20-25	129
26-35	180
36-40	106
41-50	190
51-55	94
56-60	56
61-65	44
66-75	64
Over 75	67

In addition to the surveys received from the general public, 113 caseworker surveys were received from human services agency staff. These will be discussed separately.

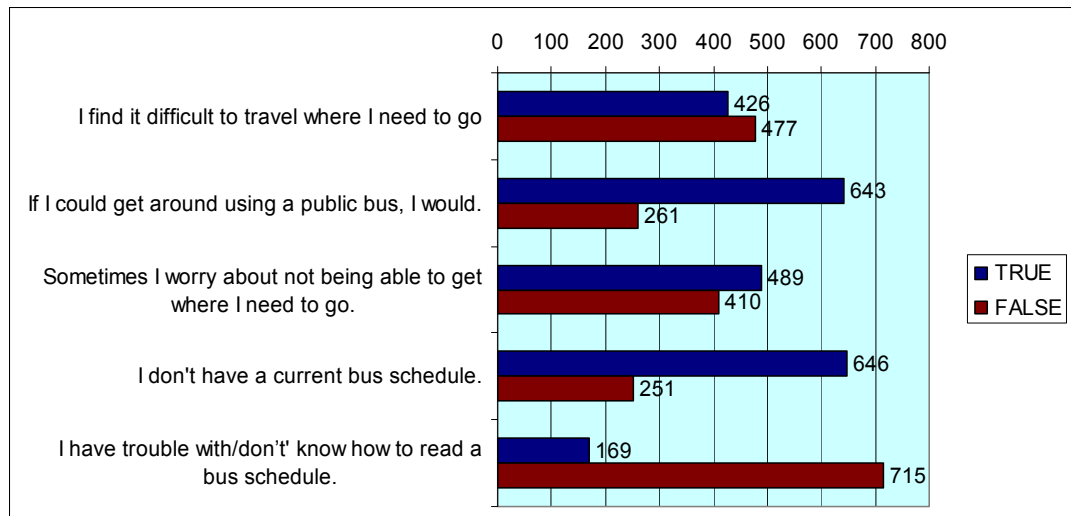
**Statistical Results**

Findings are broken down into two sections. The first is the overall response to all statistical questions. The second section is the data collected from caseworkers.

I. Response to all statistical questions:

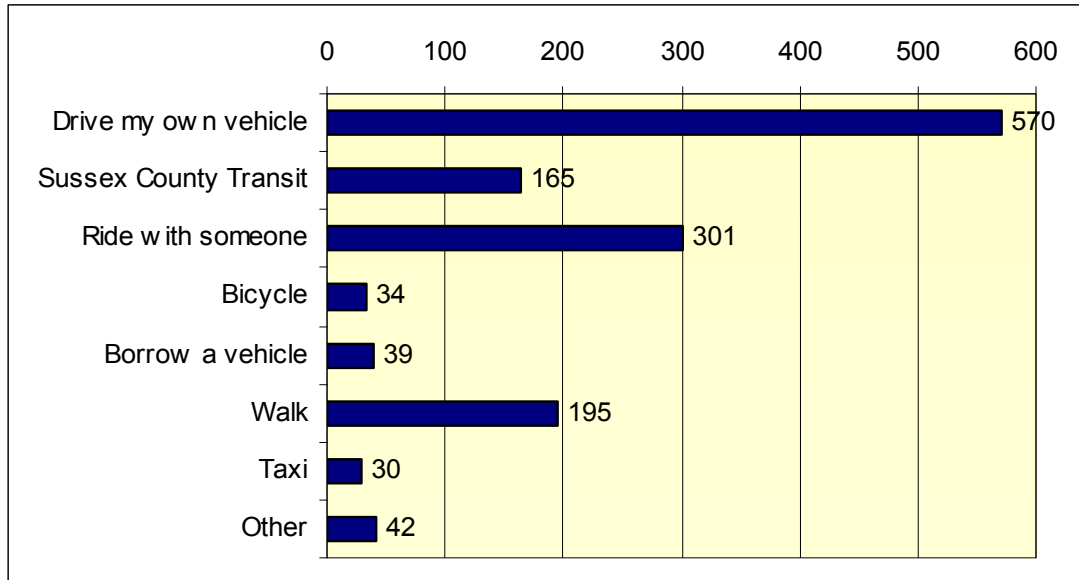
All valid responses to all statistical questions are charted below.

**Chart 1 – Please indicate whether each of the following statements is true or false?**

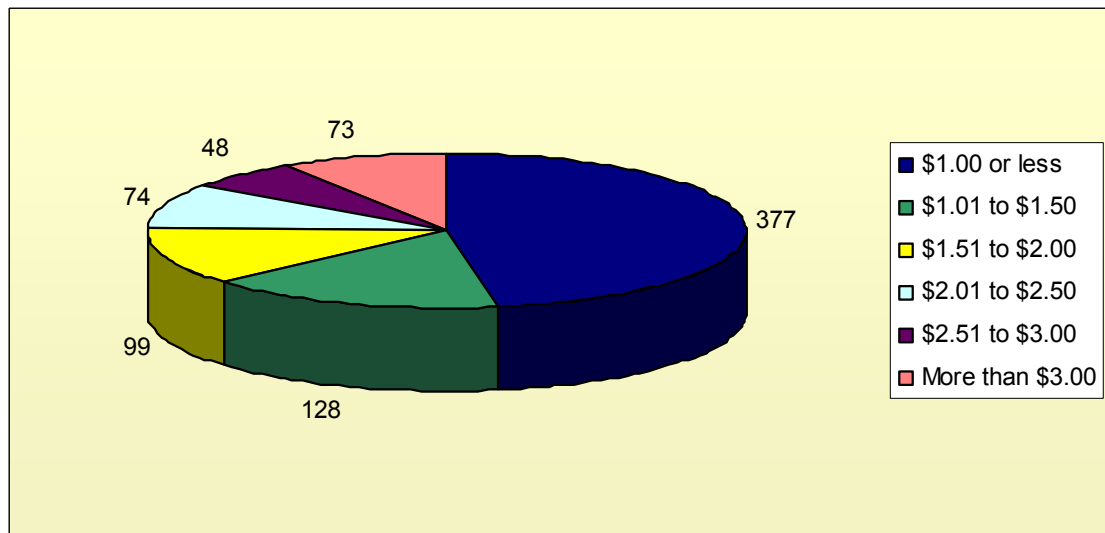




**Chart 2 – How do you usually get where you need to go now?**



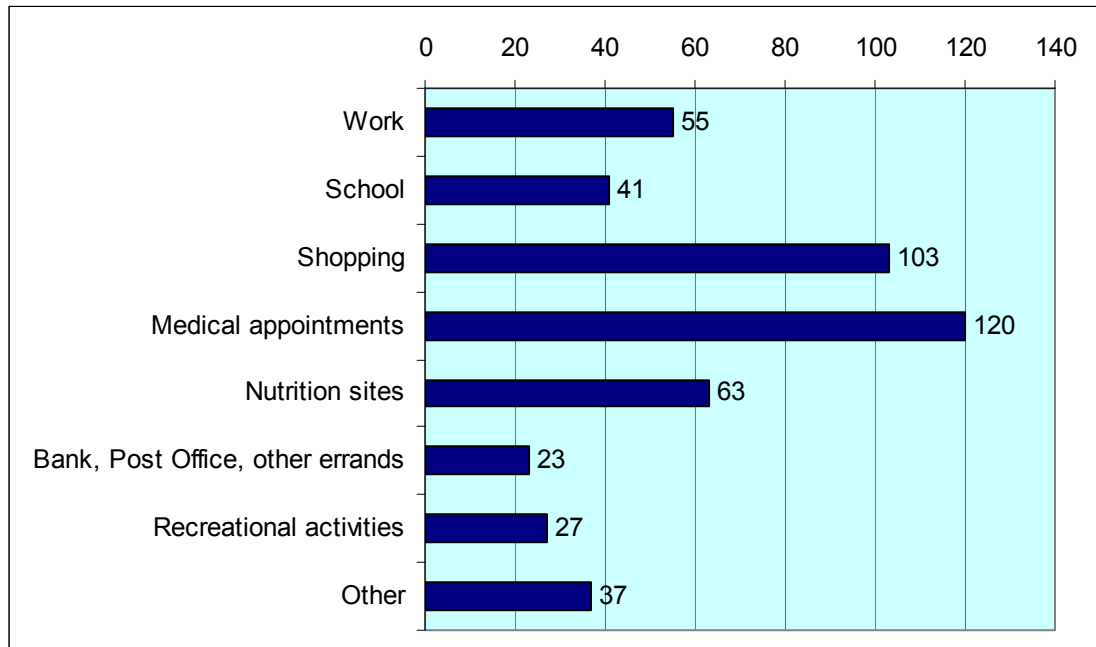
**Chart 3 – What would you be able to pay for a one-way trip for in-county transit?**



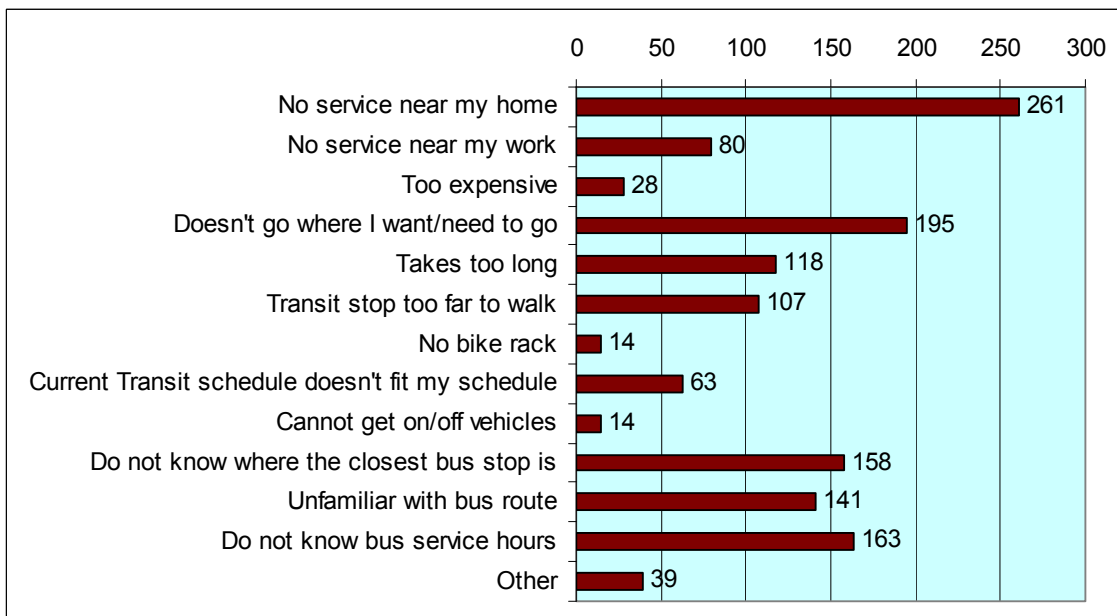
**Table 3 – Use of Sussex County Transit**

	Yes	No
Do you currently use Sussex County Transit?	221	721
Would you be more likely to use Sussex County Transit if you were shown how to use the bus schedule and use the system?	426	460
Do you have special transportation needs?	54	861

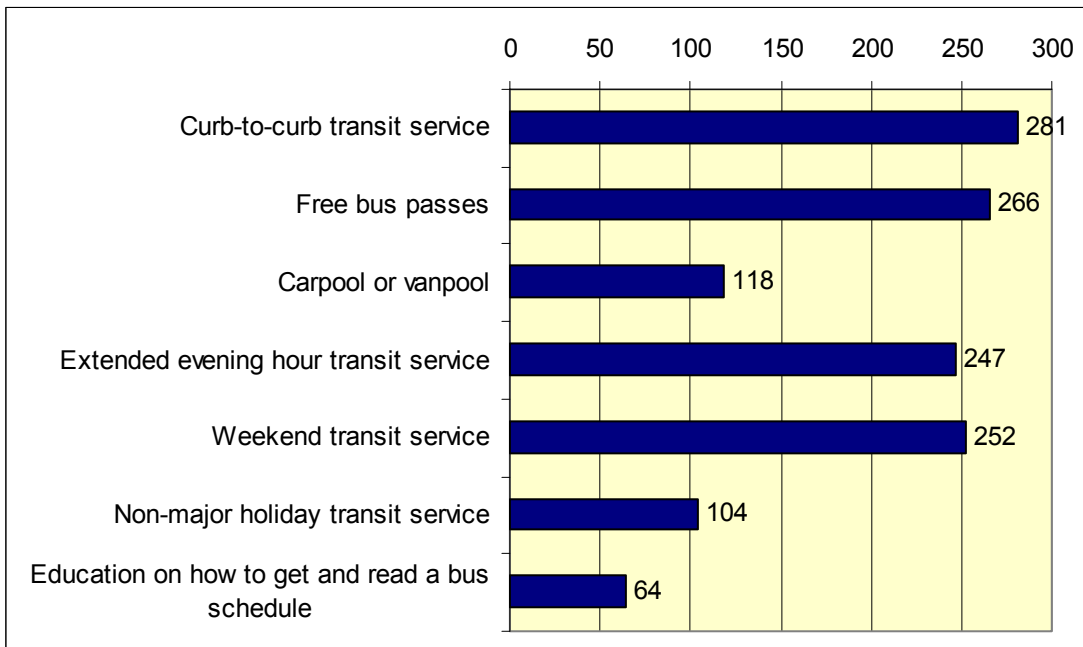
**Chart 4 – What types of trips do you take on Sussex County Transit?**



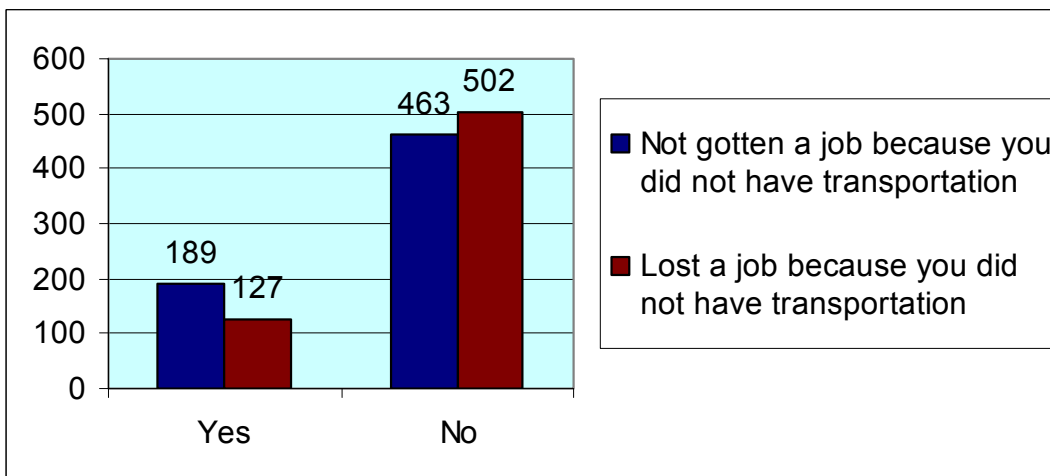
**Chart 5 – If you do not use Sussex County Transit, why not?**



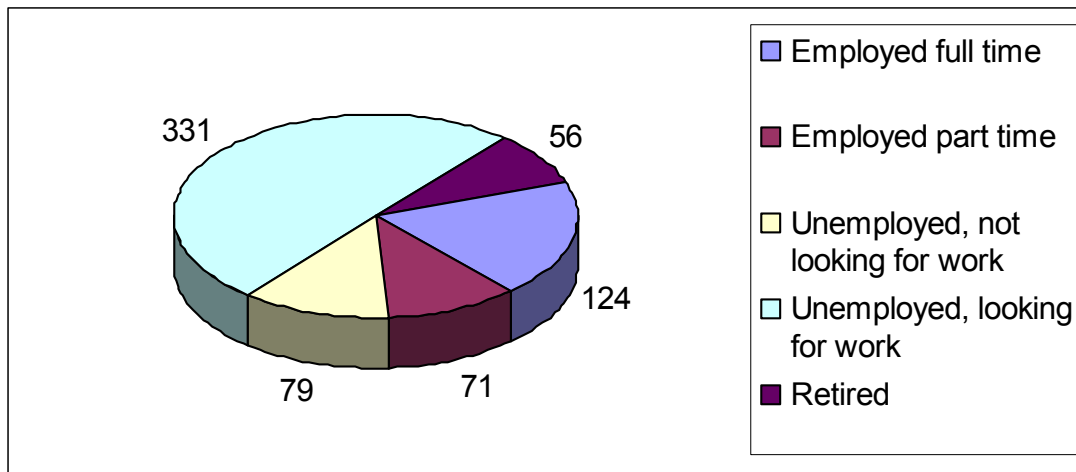
**Chart 6 – Which of the following transportation services would help you the most?**



**Chart 7 – Have you ever:**



**Chart 8 – What is your current employment status?**



**II. Response by age**

All valid responses to statistical questions by age grouping are shown in the Table #5.

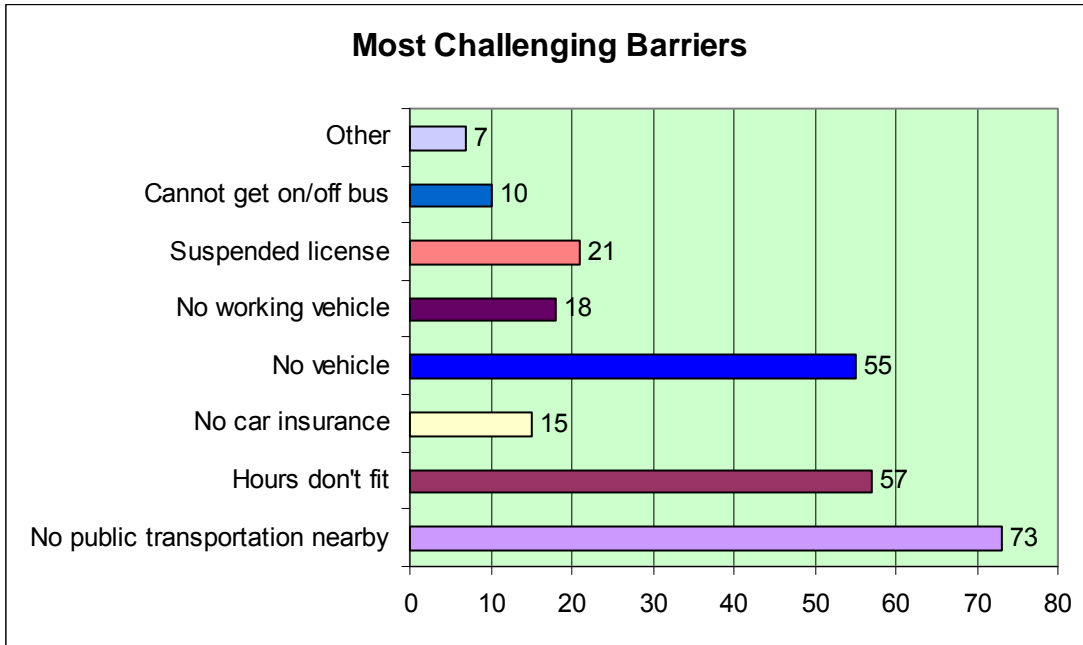
**Table #4 – Survey Response by Age Group**

Survey Responses by Age Group										
	17-19	20-25	26-35	36-40	41-50	51-55	56-60	61-65	66-75	76+
I find it difficult to travel where I need to go:	T – 17 F – 14	T – 73 F – 53	T – 80 F – 91	T – 43 F – 60	T – 81 F – 104	T – 36 F – 48	T – 23 F – 30	T – 14 F – 26	T – 29 F – 32	T – 33 F – 21
If I could get around using a public bus, I would:	T – 20 F – 11	T – 97 F – 26	T – 121 F – 48	T – 72 F – 33	T – 115 F – 69	T – 65 F – 22	T – 45 F – 10	T – 30 F – 10	T – 45 F – 16	T – 39 F – 16
Sometimes I worry about not being able to get where I need to.	T – 24 F – 7	T – 80 F – 45	T – 97 F – 71	T – 52 F – 52	T – 87 F – 96	T – 43 F – 42	T – 22 F – 31	T – 16 F – 23	T – 35 F – 26	T – 37 F – 18
I don't have a current bus schedule.	T – 21 F – 10	T – 80 F – 42	T – 126 F – 42	T – 74 F – 29	T – 119 F – 62	T – 65 F – 20	T – 49 F – 6	T – 30 F – 10	T – 42 F – 20	T – 44 F – 12
I have trouble with/don't know how to read a bus schedule.	T – 10 F – 21	T – 27 F – 95	T – 31 F – 136	T – 17 F – 64	T – 30 F – 149	T – 15 F – 69	T – 5 F – 48	T – 4 F – 35	T – 13 F – 48	T – 18 F – 34
How do you usually get where you need to go now?										
Drive my own vehicle	10	49	105	64	129	63	48	32	40	29
Sussex County Transit	5	33	27	18	30	14	4	8	16	16
Ride with someone	21	55	55	31	44	28	10	10	18	34
Bicycle	1	6	12	3	9	3	0	0	0	0
Borrow a vehicle	4	7	13	4	7	3	0	0	1	0
Walk	9	35	42	29	37	20	3	6	7	6
Taxi	0	5	8	5	2	4	1	1	2	1
Other	1	10	4	3	7	3	1	1	6	7
What would you be able to pay for a one-way in-county trip?										
\$1.00 or less	18	61	77	44	65	37	20	11	19	25
\$1.01 to \$1.50	4	17	31	9	26	9	12	5	10	6
\$1.51 to \$2.00	1	13	13	10	17	14	13	3	7	8
\$2.01 to \$2.50	0	7	13	12	15	11	0	6	5	6
\$2.51 to \$3.00	1	4	5	4	10	6	3	4	5	5
More than \$3.00	6	7	9	9	23	4	5	5	4	1
Do you currently use Sussex County Transit?	Y – 10 N – 20	Y – 37 N – 91	Y – 36 N –	Y – 23 N – 81	Y – 42 N –	Y – 20 N – 71	Y – 12 N – 44	Y – 11 N – 32	Y – 20 N – 47	Y – 17 N – 51

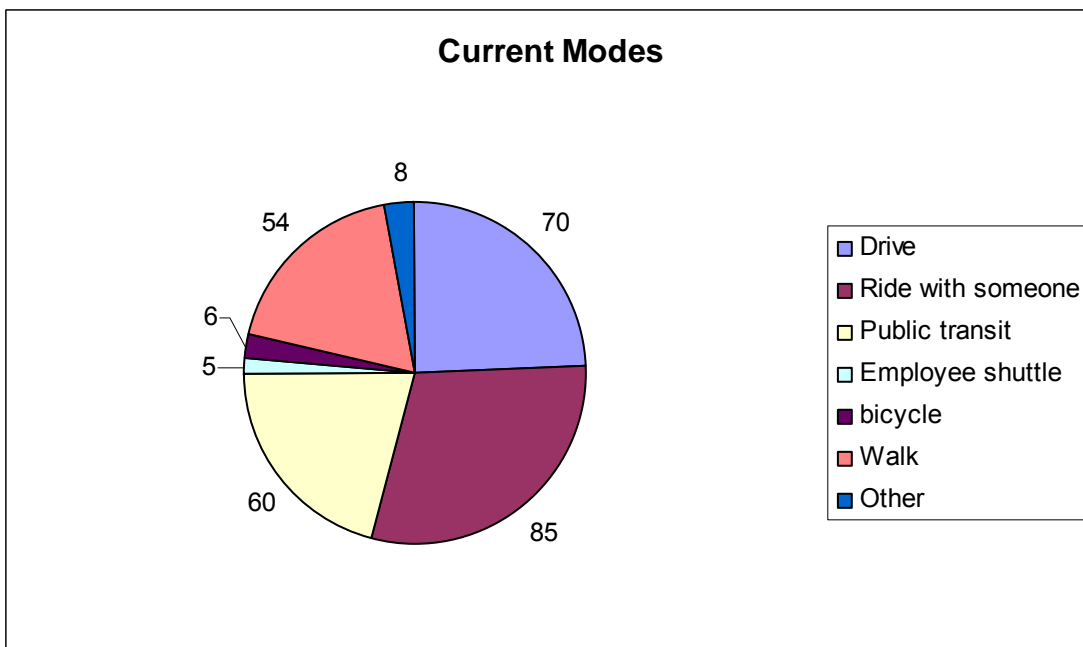
			140		148					
Would you be more likely to use SCT if you were showed how to use the bus schedule/system?	Y – 14 N – 15	Y – 59 N – 63	Y – 79 N – 90	Y – 51 N – 49	Y – 76 N – 101	Y – 52 N – 34	Y – 33 N – 22	Y – 15 N – 23	Y – 26 N – 33	Y – 26 N – 32
Do you have special transportation needs?	Y – 1 N – 28	Y – 9 N – 114	Y – 5 N – 166	Y – 7 N – 96	Y – 6 N – 178	Y – 3 N – 88	Y – 1 N – 54	Y – 4 N – 38	Y – 5 N – 58	Y – 15 N – 49
What types of trips to you take on Sussex County Transit?										
Work	2	14	10	10	15	2	1	1	0	0
School	5	12	12	3	3	1	1	2	0	2
Shopping	2	13	17	19	14	12	3	8	10	9
Medical appointments	5	19	18	14	24	12	5	4	15	10
Bank, Post Office, other errands	1	8	11	5	14	6	2	3	10	5
Nutrition sites	0	1	3	0	2	4	0	1	2	10
Recreational activities	1	6	7	2	3	3	0	1	2	2
Other	1	10	6	2	10	5	1	1	1	2
If you do not use SCT, why not?										
No service near my home	11	26	56	31	48	30	28	13	12	6
No service near my work	1	14	12	7	15	9	12	9	1	0
Too expensive	1	8	7	1	5	2	1	1	1	1
Doesn't go where I want to go	4	21	40	24	38	21	14	12	12	7
Takes too long	5	21	23	6	28	11	8	7	5	5
Transit stop too far to walk	3	13	26	10	19	10	5	5	4	12
No bike rack	0	4	4	1	4	0	0	1	0	0
Current schedule doesn't fit	0	9	13	5	14	10	3	2	7	0
Can't get on/off vehicles	0	1	1	0	0	1	0	0	4	7
Don't know where the bus stop is	6	18	32	22	24	17	13	11	10	7
Unfamiliar with bus route	5	13	31	20	19	13	10	6	13	12
Don't know bus service hours	6	11	30	23	26	19	15	10	13	11
Other	0	3	12	6	5	1	1	0	6	4
Which of the following services would help you the most?										
Curb-to-curb transit service	13	34	50	34	51	26	18	10	25	23
Free bus passes	13	41	61	34	42	26	17	7	11	15
Carpool or van pool	2	16	20	13	23	15	8	7	8	6
Extended evening hour services	6	32	52	30	48	36	10	10	22	4
Weekend transit services	8	31	45	33	55	26	14	8	24	11
Non-major holiday service	0	8	20	17	21	12	6	4	15	4
Education on bus schedule	2	3	12	9	13	7	4	4	4	6
Have you ever:										
Not gotten a job because of lack of transportation?	Y – 11 N – 14	Y – 50 N – 54	Y – 43 N – 91	Y – 23 N – 60	Y – 37 N – 97	Y – 12 N – 48	Y – 3 N – 36	Y – 4 N – 20	Y – 5 N – 21	Y – 1 N – 22
Lost a job because of lack of transportation?	Y – 6 N – 18	Y – 29 N – 70	Y – 32 N – 98	Y – 19 N – 60	Y – 24 N – 104	Y – 8 N – 51	Y – 3 N – 36	Y – 4 N – 19	Y – 2 N – 23	Y – 0 N – 22
What is your employment status?										
Employed full time	0	27	28	11	29	14	6	5	3	1
Employed part-time	2	9	19	12	19	5	1	1	4	0
Unemployed, not looking	9	14	13	9	17	8	2	1	2	6
Unemployed, looking	13	53	75	46	67	32	25	14	8	1
Retired	0	0	0	1	2	2	4	6	15	29

**III. Caseworker survey data**

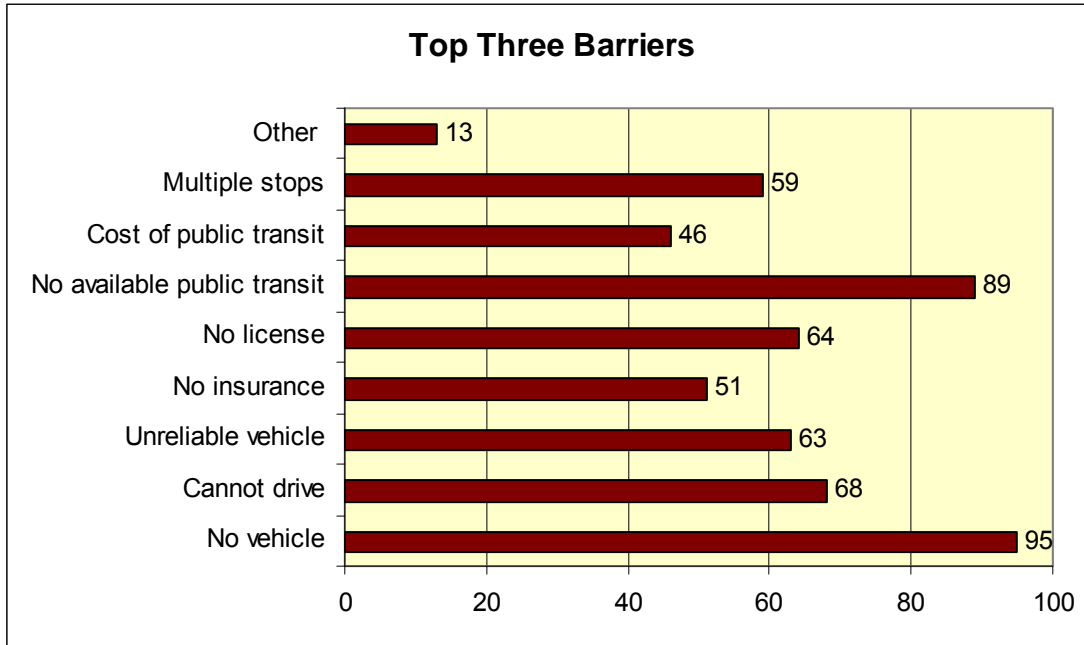
**Chart #8 – What is the most challenging transportation barrier your clients face?**



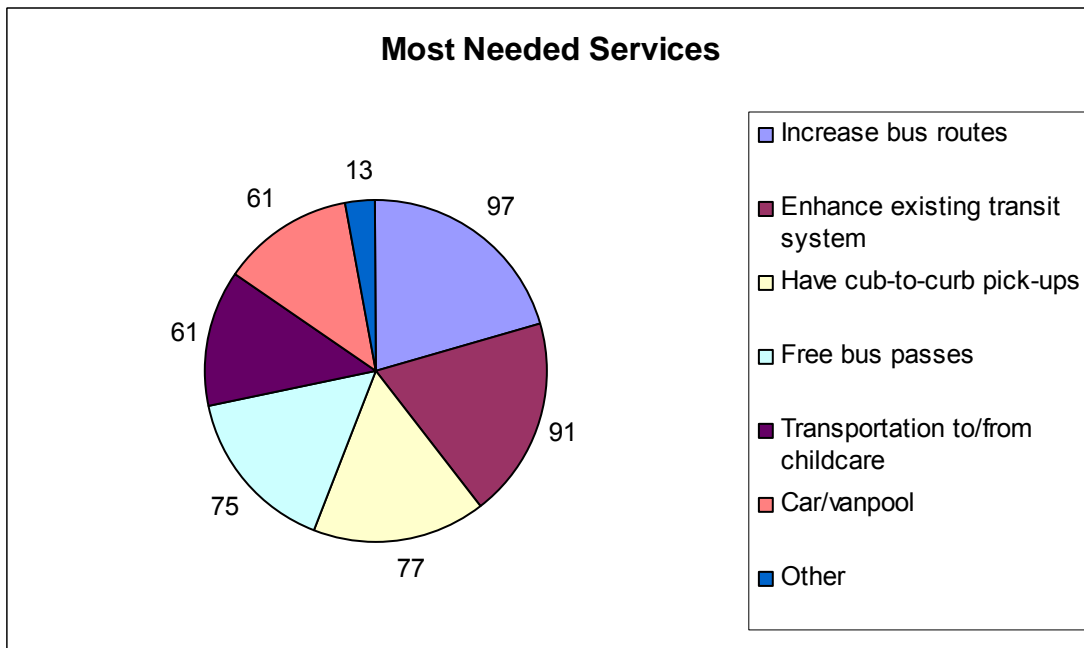
**Chart #9 – Top three modes of transportation currently used?**



**Chart #10 – What are the top three barriers for your clients?**



**Chart #11 – Which transportation services would help your clients the most?**



**Data Analysis & Discussion**

This section is organized to address the data about general transportation needs and status first, followed by analysis and discussion on those questions dealing directly with Sussex County’s

public transit system.

At least one response was received from each municipality within Sussex County, and individuals ranging in age from 17 to 94 took the time to complete the survey. The number of responses and the geographic and age range indicate that transportation is an important issue to residents of Sussex County.

Before eliciting information on specific transportation issues, needs and gaps in service, question #4 was designed to determine general attitudes and concerns. 44% of all respondents said that they find it difficult to get where they need to go, and 66% of all respondents stated that if it was possible to get around using a public bus, they would. Slightly over half of all respondents (51%) indicated that they sometimes worry about not being able to get where they need to go. These responses clearly show that many Sussex County residents have trouble with and are concerned about transportation, and almost three quarters of respondents would be willing to use mass transit were it available to them.

Interestingly, the groups in which the majority of respondents find it difficult to travel where they need to were the groups aged 17-19, 20-25 and 75+, indicating that the youngest respondents and the oldest respondents feel themselves to be most in need of reliable transportation. Those who found it most difficult to get around were the groups 17-19 (54%) and 20-25 (58%). Table #7 (page 39) shows that just under half (41%) of all other age groups have difficulty getting around.

A large majority of all age groups indicated that if they could get around using public transportation, they would, with the smallest percentage being in the 17-19 age group (64%). At least 70% of all of the rest of the respondents would use public transportation if possible.

Also, a small majority of all respondents (54%) indicated that they sometimes worry about not being able to get where they need to go. The percentage decreases sharply between the ages of 51 and 65 (see Table #7, page 39) but it remains a concern for all respondents. Geographically, a number of municipalities showed that a majority of respondents do not have difficulty getting around and were not concerned about their ability to get where they need to go. Most of these areas are on the outer fringe of the county and include Byram, Fredon, Hampton, Stanhope, Stillwater, Vernon and Wantage. Several areas showed that while most respondents do not have difficulty getting around, many are concerned about their ability to do so at times. These areas are Glenwood, Green, Hopatcong, Lafayette and Montague. It must be noted that in all of these areas, the majority of respondents have their own vehicles. Those geographic areas showing a majority of respondents who have difficulty getting around and are concerned about getting where they need to go are also those areas in which many of the respondents do not have their own vehicles.

59% of all respondents use their own vehicles for transportation, and an additional 31% ride with someone. 20% walk as their major means of transportation and 17% use Sussex County Transit. It is not until the age group 56-60 that more people use Sussex County Transit than those who walk. The major sources of transportation through all groups continue to be driving and riding with someone, followed by walking.

Overall, 47% of respondents indicated that they are unable to pay more than \$1.00 per one-way trip and only 24% would be able to pay more than \$2.00 per trip. These results were true for every age group without exception. This means that 76% of all respondents face serious hardships in paying for the rising costs of transportation.

Only 6% of all respondents indicated that they have special transportation needs. The percentages range from a low of less than 1% of all respondents under 75 years of age, to a high of 23% in those over 75. No age group showed a majority of respondents with special transportation needs, and no municipality showing significantly higher percentages of respondents with special needs. However, the survey was not intended as a special needs survey and may not have elicited complete information on the transportation needs of those with special needs. More in-depth information about this may be explored in future surveys.



In showing the impact of transportation issues on employment, 29% of all respondents state that they have not gotten a job due to lack of transportation, and 20% report losing a job for the same reason. However, while no age group showed a majority of respondents not getting a job due to transportation issues, age group 20-25 showed that 48% of respondents fell into that category. 50% of those answering question #17 were unemployed and seeking work. In almost all municipalities, the category of unemployed and looking for work was the largest group in the employment status category, but most of these same individuals had never failed to get a job or lost a job due to lack of transportation.

While the majority of respondents have not experienced not getting a job or losing a job because they did not have transportation, it is significant that 50% of respondents are unemployed and looking for work, and 29% have not gotten jobs because of transportation. In addition, the 2000 Census reports that 59% of all Sussex County residents commute outside Sussex County to work. Also, according to the New Jersey Department of Labor and Workforce Development, the retail industry is the number growth industry in Sussex County. These jobs often require employees to work shifts early in the morning, late at night and on weekends. Lack of extended hour and weekend transportation limits the ability of many residents, especially those in age groups 17-19 and 20-25, to get jobs within Sussex County. Given the somewhat limited job opportunities within the county and the lack of transportation both within and beyond the county, it is apparent that for those seeking work, transportation plays a major role in finding a job.

These responses indicate that many Sussex County residents experience difficulty getting around, are concerned about not being able to get where they need to go, do not have their own vehicles or are unable to drive, and cannot afford to pay more than one or two dollars for a one-way trip. All of these things have a serious impact on individuals with low incomes, senior citizens, and the unemployed. These themes will show up again in the section on respondent comments.

17% of the respondents use Sussex County Transit. However, 48% of all respondents stated that they would be more likely to use the system if they were shown how to use the system and the bus schedule. A majority (60%) of those between the ages of 50 and 60 would do so.

The data does not show that this age group reports more special transportation needs, so it is hard to determine exactly why these respondents would be more likely to use public transit.

Of those who use Sussex County Transit, 73% use the system for medical appointments. This is the single greatest use of the public transportation system in Sussex County. 62% of respondents use the system to go shopping, 33% use it to get to work, and 25% go to school. 38% travel to nutrition sites, 16% access recreational activities, and 14% use it for getting to the bank, post office and other errands using Sussex County Transit.

All age groups except 36-40 and 61-65 said they use Sussex County Transit for medical appointments in larger numbers than any other single use. For those age groups, shopping is the most common purpose for which individuals use Sussex County Transit.

From a municipality standpoint, the majority of respondents use Sussex County Transit for medical appointments, with the exception of Frankford, Sparta, Stanhope, and Sussex, where transit users all use the system for shopping in slightly larger numbers than those using it for medical appointments. In Branchville, Hamburg, Hardyston, Hopatcong, and Stockholm, the same number of respondents use the system for both shopping and medical appointments. (There are other exceptions which are not statistically significant because there is a single respondent from those municipalities.)

The age group that uses public transit for work or school the most is 20-25 (70%). Other age groups with significant use of public transportation for these purposes are 26-35 (61%), 36-40 (56%), and 41-50 (43%). The percentage drops above age 50 (see Table #7, page 39 for details).

Franklin, Newton, Sparta and Sussex are the municipal areas with the most respondents using the transit system for both work and school. They also have the largest number of respondents, along with Vernon, and the largest number of individuals using the transit system.

The two most significant findings in the survey relate to gaps in the current transit system. Question #12 identifies those reasons that respondents do not currently use the system, and question #13 identifies those services deemed most needed by survey respondents.

Of the respondents who do not use Sussex County Transit, 36% state that the reason is that there is no service near their home. The second most prevalent response was that public transit doesn't go where they need to go (27%). The next most significant responses indicate that respondents did not know the bus service hours (22%). 21% of respondents do not know where the closest bus stop is, and 20% are unfamiliar with the bus routes.

Every municipality except Franklin, Newton and Sparta showed that the main reason that respondents do not use Sussex County Transit is that there is no service near their home. In corollary data, respondents in 26 municipalities indicated that transit doesn't go where they need to go; respondents in 25 municipalities reported that they do not know where the closest bus stop is; respondents in 23 municipalities indicate that they are unfamiliar with the bus route; and respondents in 24 municipalities state that transit takes too long. In an additional 16 municipalities, respondents reported that the hours of transit operation do not meet their schedules.

As shown in Table #5 (page 7), all age groups indicate that these are also the major reasons that individuals do not use Sussex County Transit.

There are two very clear conclusions to be drawn from these responses. The first, and most obvious, is that Sussex County Transit does not provide services in enough locations throughout the county. The second is that Sussex County residents are unaware of what services are available to them.

29% of all respondents stated that the most needed service is curb-to-curb transit service. The next most important services to respondents are free bus passes (28%), weekend service (26%), and extended hours (25%). Less important are car/vanpools (12%) and service on non-major holidays (11%), followed by education on how to get and read a bus schedule (6%).

Curb-to-curb service is considered the most important need overall, although it ranks second in those aged 41 to 55. Free bus passes are more important to younger respondents between ages 17 and 35 than to the other age groups. Curb-to-curb service is more important to those over age 35. Weekend transit services are the most important services to all age groups. Extended hour service is third most important to all age groups except those between ages 41 and 55, to whom it was more important than any other service.

Hamburg and Newton are the only municipalities where weekend transportation was considered more important than curb-to-curb and free bus passes. In Hardyston and Stanhope, extended hours service was the most important transportation need. In Lafayette, Sandyston and Sussex, free bus passes was the most needed service. Montague was the only municipality in which respondents were more interested in car/vanpools than any other transit service.

270 people responded to the question on their daily commute to work, and most indicated that they commute between 10 and 60 minutes to work. The average commute was 24 minutes. Seven respondents travel between 80 and 95 minutes to work, and one travels two hours. 429 respondents to this question indicated that, in general, they would be willing to travel between 27 and 43 minutes to work, with the average being 34 minutes. This was true for both those who are currently employed and those who are unemployed and seeking work, and answers did not vary significantly by age group, with the exception of age group 56-60 (see Table #5, page 7). These individuals travel 39 minutes to work on average, and are willing to travel 43 minutes to work. All

other groups averaged less than 30 minutes to work currently, and are willing to travel 39 minutes or less.

Most respondents drive to work or ride with someone else. One or two are picked up by company car, and one telecommutes. Two bike to work, several walk, and 25% of those who use Sussex County Transit take it to work. In general, workers in Sussex County drive their own vehicles, ride with someone or are driven by a family member to get to work.

There were many and varied responses to the question regarding places that respondents can't get because of lack of transportation. 206 individuals of the 308 who responded to this question cited shopping, doctors, other errands, work and school. Other inaccessible locations were Lafayette, Montague, Green Township, Hopatcong, Montague, Sussex County Community college at night, Frankford, Branchville, Rt. 15 in Sparta, Vernon, and anything out of county, including Essex and Union Counties, Dover train station, Morristown, Butler, Bloomingdale, doctors and medical services not available within Sussex County. A dozen individuals indicated a need to get to Rockaway Town Square or other malls for shopping, and another twelve or so individuals said that they can't get to New York City from Sussex County. Again these responses did not vary by age group or municipality.

These responses speak to several issues. The first is a lack of knowledge of what services are available. A number of those who said they can't get shopping and to doctors and other medical appointments would be eligible for Sussex County Transit's demand response service, and they may just not know about it. However, for others, it indicates the lack of adequate transportation services to get people where they need to go.

Another issue raised by these respondents is the lack of connection between current public transportation in Sussex County and services provided by other counties. Links to NJ Transit and Morris County Metro services could get individuals to various malls and to New York City.

The third issue raised is simply the lack of public transportation services for the general public within Sussex County itself. People who are not eligible for services provided to senior citizen, veterans, Medicaid recipients and individuals with disabilities and who do not have a car or someone to drive them where they need to go cannot do such simple things as shop for food, go to the bank or the post office, and run other errands in Sussex County unless they can get to a LOOP bus. This also necessitates that their destination be either on a LOOP route or within easy walking distance of a LOOP route as well.

It must be noted here also that those survey responses that were eliminated by the validity checks still support the need for more bus service to more places with longer hours and weekend service. Those who use Sussex County Transit still indicate that it doesn't go where they want to go, it takes too long and/or they are unfamiliar with the route, hours and stops. Those who do not use the service indicated that they would like to be able to use it for medical appointments, shopping, errands, and to get to work or school.

All survey responses, including those eliminated by validity checks, indicate that public transportation is a great need in Sussex County.

According to the caseworker surveys, the top three modes of transportation used by their clients are ride with someone to get where they need to go (75%); drive (61%); and use public transportation (53%); while as many as 48% walk.

Caseworkers indicated that the biggest challenge and barrier for their clients is the lack of public transportation. Public transportation was the greatest challenge for clients, according to their caseworkers. No public transportation nearby ranks #1 at 64% and public transportation hours not fitting with the client's schedule ranks #2 at 50%.

While 84% reported that no vehicle was the #1 transportation barrier for their clients, lack of public transportation ranked second at 79%. When it came to identifying the most needed

services, 85% of caseworkers indicated that increased bus routes is the most needed services, and 80% indicated that enhancing the existing transit system was the most needed service.

## **Review of Comments**

Respondents made a number of comments, some in regard to specific questions such as the reasons they do or do not use Sussex County Transit, the services they think are most important or just general comments about transportation. (A complete compendium of comments is included in the full report. Comments are listed there along with the municipality on the survey, and the age group.)

In reviewing the comments, it becomes obvious that the major issues raised are similar to those shown in the statistical analysis. The major concern is that there is not enough public transportation. The existing services do not provide adequate transportation to all areas of the county and are limited by time. There is no service on weekends, and no extended hours allowing residents to use public transit for jobs that start early in the morning or end late at night.

Those living in areas along the outside perimeter of Sussex County had a number of comments about the fact that there is no regular bus service provided for them. Vernon, Montague, and Highland Lakes specifically were concerned about the lack of regular transit services.

One entire class of students attending Sussex County Community College pointed out that even if they can get to the college via the LOOP bus for evening classes, they cannot get home because the service ends by 6:00p.m.

Many respondents mentioned that they cannot get to activities in the evenings or on weekends because of lack of transportation services during those times.

Comments were also made about the length of time some customers either wait for pick-ups and drop-offs, or spend riding the bus itself. In addition, a number of respondents need feeder service to other transit services outside the county, such as NJ Transit bus and rail services going to places like Willowbrook Mall and New York City as well as transportation outside the county for medical purposes and to access shopping malls.

Several respondents also indicated that they have had problems with reaching Sussex County Transit by phone and have not gotten a response from voice mail messages.

Other issues raised were such concerns as car seats and the transportation of children, getting to and from work when a driver's license is suspended, getting to probation and other court-related appointments, and issues surrounding Sussex County Transit's new policies regarding curb-to-curb service and package limitations.

Caseworkers also raised similar issues in dealing with specific populations. A number of caseworkers indicated that they worked with individuals too young to drive who did not have transportation to get to needed services; others work mostly with individuals with suspended drivers' licenses. All caseworkers indicated that transportation is frequently an issue in getting clients to and from needed services, some of which of court-mandated.

Many caseworkers expressed concern that their clients may not be able to access services, cannot get jobs or get their children to childcare that will enable them to work. They specifically mentioned the outlying areas of the county such as Montague, Wantage, Vernon, Hopatcong, Andover and Byram.

A sample of caseworker comments follows:

The need to get person sent by our agency to medical, shopping, employment and dental services is our agency's main concern.

Our clients are disabled and for the most part cannot drive. The lack of public transportation makes it almost impossible for them to get to our program without the assistance of volunteers in our program. Many do not have the family support to provide transportation. Because of the rural nature of Sussex County, the clients are spread out, often 15 or 20 miles apart from each other. This compounds the problem for any of them. If there were specific pick-up points around the country where family members could safely drop the clients and then they could get picked up, that might help too. I have ever thought that there must be a better way to utilize school busses in the county especially during the summer when school is out. The routes are established and for the most part curb side pick-up. If individuals could be issued free passes and then ride the school busses to centralized spots perhaps we could better serve the elderly and disabled population in the county.

Multiple factors preclude transportation access for our clients: health limitations, diminished financial resources and inability for working family members to take time off work to transport patients, rural nature of some of our communities, inability of patients on medications to drive themselves safely, limited assisted transportation, not all patients can access curb to curb transportation nor withstand the hours on the bus, rising fuel costs, inability of our staff or volunteers to legally drive patients. These are among the many factors that limit mobility of our patients; thus, we look for other ways to improve access, e.g., health services tendered in the home.

Sussex County Transit needs to be expanded within the communities, the hours should be extended and the public needs education about the services and their needs to be a public relations campaign to eliminate the stigma of using public transportation.

The majority of my families live in Sussex County where mass transit is rare and many of them cannot afford a car.

Door to door service for the disabled and/or elderly

I am concerned about the significant numbers of persons who don't get to our service due to transportation issues - current transit system tries hard to help but does not have adequate resources - Increasing numbers over the past year are limiting used vehicles & services due to increasing fuel prices.

The problem for my clients is not just transportation, for many it is finding affordable child care within a reasonable commuting distance of their home.

## **Conclusions and Recommendations**

All of the survey data points overwhelmingly to one indisputable conclusion: there is inadequate public transportation in Sussex County. County residents would like to see more bus routes to more places within the county, especially in the areas along the outer perimeter of the county such as Vernon, Montague, Wantage, Hopatcong and Byram. There is great demand for earlier and later hours and weekend service, and some demand for non-major holiday service.

Out-of-county transit services need to be expanded to get residents to medical appointments beyond the borders of Sussex County, and feeder service is also needed to connect residents with other transit systems. Expansion of services to provide access to shopping malls in either Rockaway or Wayne are of less importance, but still are a transportation priority.

Based on the survey data, the top priorities are weekend transit service, followed by extended hour service.

The third priority is expanded service into the outlying areas, perhaps the development of an outer perimeter loop that links with the existing LOOP service and/or other transit systems that

will carry customers outside the county.

Since many respondents demonstrated a lack of knowledge about the existing transit system, the fourth priority is an education campaign for the residents of Sussex County on what services are available, how to access them, and where to get information about them.

Concerns were raised about the length of time Sussex County Transit customers spend waiting to be picked up and the amount of time they spend riding the bus to get where they are going. This clearly speaks to the need for additional vehicles and drivers in order to shorten wait times and travel times.

All of the above with the exception of the education campaign require additional vehicles and drivers to accomplish and the funds necessary to support these vehicles and drivers.

The final priority is the development of a user-friendly telephone system that will make it easier for customers to contact Sussex County Transit.

The bottom line result of all survey data received shows that Sussex County Transit is a much-needed service in the county, and there is great demand for service expansion. More people would like to be able to use the service, but it doesn't meet their current needs. In addition, current customers have needs that are not being met by the existing service. With enough additional resources, public transportation in Sussex County can continue to provide vital services to more residents to help them get where they need to go.

### **Projects, Strategies and Implementation Priorities**

The county-wide survey identified the same transportation gaps and needs that the committee's original agency survey revealed. Based on all of the survey data collected, the Coordination Committee has developed a list of four projects required to develop a comprehensive public transportation system in Sussex County. Table #5 shows these projects and strategies with their priorities.

While all of these items are of critical importance to the development of a comprehensive public transportation system in Sussex County, consumer education is the easiest to accomplish. However, with the advent of additional 5310 Federal funding, application is being made to fund all of these projects. If funding is awarded for the two year period of 2009-2010, all of these projects could be in place by the end of 2011.

**Table #5 - Projects, Strategies and Implementation Priorities**

<b><i>Projects</i></b>	<b><i>Strategies</i></b>	<b><i>Priority</i></b>
Expanded Service: Weekend Transit Service Extended Hours Transit Service Perimeter LOOP/services to outlying municipalities Connection to other transit services	<ol style="list-style-type: none"> <li>1). Have a routing professional review current LOOPS routes and explore intersecting perimeter LOOPS service to outlying portions of the county.</li> <li>2). Update inventory of all available transportation services within Sussex County and make sure that all players are strongly encouraged to participate in the planning process, and develop master document showing all current transit services.</li> <li>3). Link transportation services with tourism by providing service to hiking trail heads, adding bike racks to buses, and working with the Chamber of Commerce and Economic Development Partnership to promote services.</li> <li>4). Identify all possible transportation services in our Family of Services, including private providers, ride-sharing, volunteers, feeder services to other transit systems, mobility management, Access-Link eligible public transit services, travel training, car/vanpool programs, transit passes, assistive paratransit, and flex-route options.</li> <li>5). Develop partnerships with existing services and explore ride-sharing possibilities, One Number - One Call service (see Technology Improvements below), elimination of duplication of services and coordination of available transportation options.</li> <li>6). Work with partners to develop comprehensive transportation services plan to maximize use of all services in the Family of Transportation Services to expand services to include weekends, extended hours, perimeter service, and feeder service and links in a coordinated effort to use all available resources to get people where they are going.</li> <li>7). Advocate for more public and assistive paratransit transportation through legislative action and public awareness.</li> </ol>	1
Consumer Education	<ol style="list-style-type: none"> <li>1). Public Service Announcements</li> <li>2). Seek opportunities to meet with groups, public forums, etc. by developing a Speakers' Bureau</li> <li>3). Continue distribution of Customer Guide, LOOPS schedule and other information to general public at fairs, meetings and other events within the county</li> <li>4). Meet with seniors' groups and other organizations to inform public about transit services</li> </ol>	1
Technology Improvements	<ol style="list-style-type: none"> <li>1). Provide drivers with county cell phones so they can contact customers directly with pick up information</li> <li>2). Install Mobile Data Communications devices and Automatic Vehicle Locator software on all Transit buses to improve vehicle deployment and rapidly accommodate "will call" pick ups</li> <li>3). Create a One Call system for scheduling, dispatching and reporting for all transportation services within the County, regardless of source and physical location</li> </ol>	1

### **Additional Committee and Stakeholder Recommendations**

The following strategies and projects were identified by the group to address the service gaps as well as opportunities to achieve greater efficiency. These action items are in priority order.

- Explore the feasibility of creating an integrated reservation and dispatching system, allowing other non-profit agencies to use Sussex County Transit's Route Match software. Develop a common client and vehicle database, client eligibility rules for all trips and links to funding sources for all trips. Allow placement of clients on any other eligible vehicle.
- Conduct a comprehensive inventory of our county's available transportation. Any organizations that did not respond to the original survey will be urged to supply vehicle and ridership information.
- Document unmet needs and determine the number of ride requests denied and reasons for those denials.
- Assess needs of Sussex County's small but growing Hispanic population must be assessed. Reach out to El Refugio and local churches for this information.
- Actively recruit a committee member from the auto insurance community to help address concerns about possible insurance barriers to sharing vehicles and/or passengers.
- Explore Federal funding streams and identify who gets what in Sussex County and how these funds can be best utilized for the low income, senior and disabled population.
- Engage elected officials wherever possible. Identify regulatory obstacles to coordination and work with legislators to address.
- Track demographic information about Medicaid transportation.

The Sussex County Transportation Coordination Committee recognizes the value of the existing services and supports their continuance at the same time it acknowledges that transportation services within the county need to be enhanced and expanded, and additional transportation options must be developed.

Sussex County Transportation Coordination Committee will work on these goals over the next five years, recognizing that the plan is a living document which will be modified to reflect changes in funding, existing services, identified gaps in service, and target population. This plan will also be included in the NJTPA regional Human Services Transportation Coordination plan.



**Appendix A - Existing County Transit Services  
LOOP Schedule, Effective June 1, 2008**

**Route 101—Monday-Friday except County Holidays**

Andover Twp. – Rt. 623 & Mulford Rd.	6:15	***	9:30	10:30	***	***
Spring Street, Newton	6:20	8:30	9:35	10:35	1:00	3:45
Newton Hospital	***	8:35	9:40	10:40	1:05	3:51
Sussex County Community College	***	8:40	9:45	10:45	1:10	3:57
Newton Weis Market	***	8:44	9:49	10:49	1:14	4:01
Newton Shop-Rite	***	8:46	9:51	10:51	1:16	4:03
Sussex County Mall	***	8:49	9:54	10:54	1:19	4:07
Newton Wal*Mart	6:25	8:52	9:57	10:57	1:22	4:11
Augusta Park & Ride	6:31	9:00	10:05	11:05	1:30	4:20
Sussex Wantage Library	***	9:10	10:15	11:15	1:40	4:30
Sussex Middle School	6:44	9:13	10:18	11:18	1:43	4:33
St. Clare's- Sussex	6:46	9:16	10:21	11:21	1:46	4:36
Sussex A&P Plaza	6:48	9:18	10:23	11:23	1:48	4:38
Wantage Plaza	***	9:23	10:28	11:28	1:53	4:44
Hamburg Municipal Building	6:58	9:29	10:34	11:34	1:59	4:50
Highlands Workshop, Franklin	7:05	9:36	10:42	11:42	2:07	4:58
Junction & Main Sts., Franklin	7:06	9:37	10:43	11:43	2:10	4:59
Franklin Weis Market	***	9:43	10:49	11:49	2:16	5:05
Franklin Wal*Mart	***	9:45	10:51	11:51	2:18	5:07
Franklin Shop-Rite	7:10	9:46	10:52	11:52	2:19	5:08
Ogdensburg Fire House	7:17	9:54	11:00	12:00	2:27	5:16
Sparta Municipal Building	7:23	10:00	11:06	12:06	2:33	5:22
Sparta Theater	7:28	10:05	11:11	12:11	2:38	5:28
Andover Nursing Home	7:40	10:17	11:23	12:23	2:50	5:42
Spring Street, Newton	7:47	10:24	11:31	12:31	2:58	5:50
Newton Hospital	7:52	10:29	11:36	12:37	3:04	***
Sussex County Community College	7:57	10:35	11:42	12:44	3:10	***
Newton Weis Market	***	10:39	11:46	12:48	3:14	***
Newton Shop-Rite	***	10:41	11:48	12:50	3:16	***
Sussex County Mall	8:02	10:44	11:51	12:51	3:19	***
Newton Wal*Mart	8:05	10:47	11:54	12:54	3:22	***

**General Information**

- Fares are \$.50 per one-way trip. Customers **must** have exact fare. Monthly passes are available from the Transit Office. Senior citizens and people with disabilities may participate in the New Jersey Reduced Fare Program.
- Customers will be picked up and discharged at all established stops. Operators will stop at other locations along the route on a hand signal from the customer **only if** the operator can pull off the road safely.
- State law prohibits smoking on the bus. Drinking, eating and playing a radio without an earplug are also prohibited. Excessive noise or abusive language will result in immediate expulsion from the bus.

**Route 102—Monday-Friday except County Holidays**

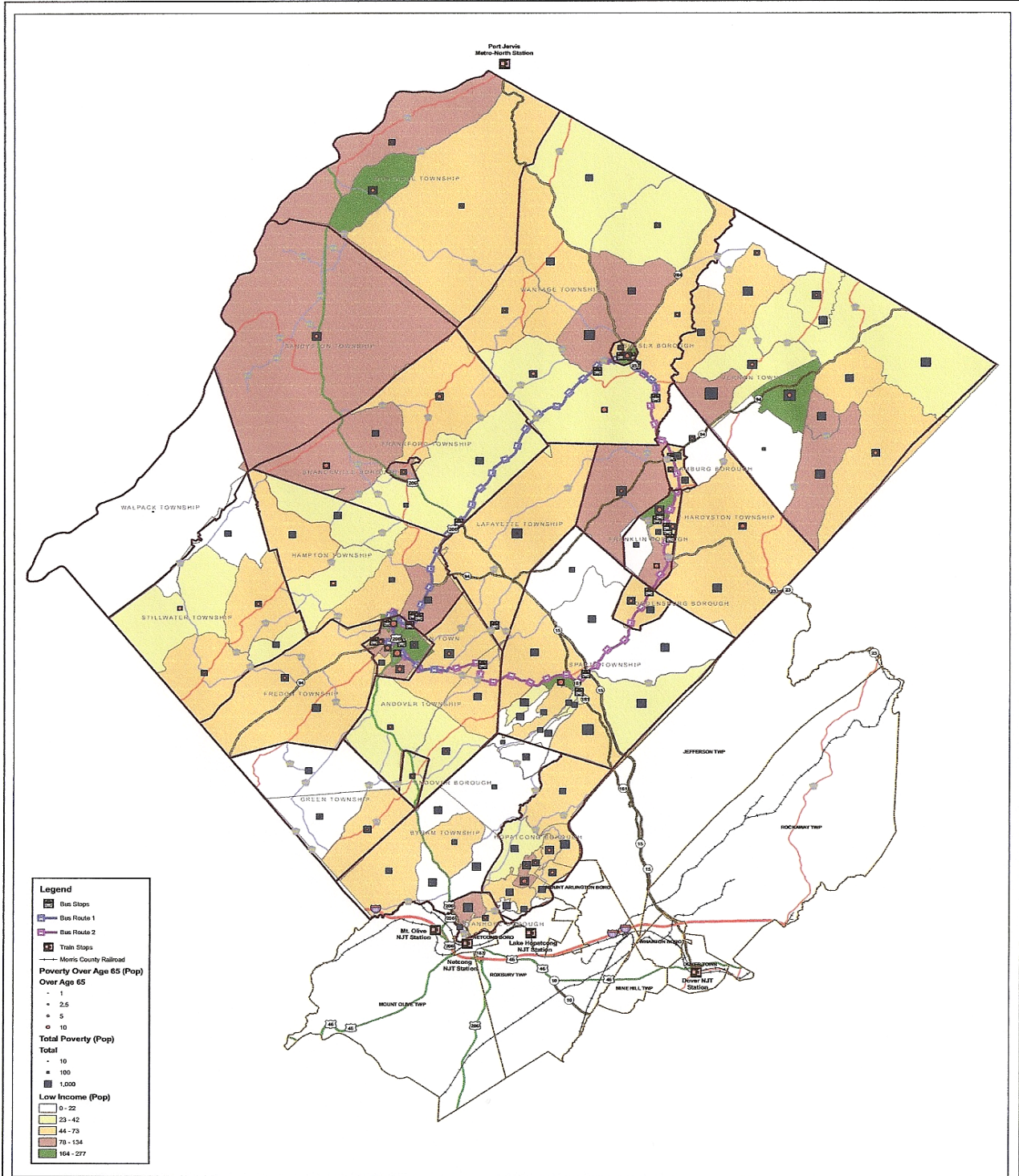
Newton Wal*Mart	***	***	10:45	12:00	2:00	***
Sussex County Mail	***	***	10:48	12:03	2:03	***
Newton Shop-Rite	***	***	10:51	12:06	2:06	***
Newton Weis Market	***	***	10:53	12:08	2:08	***
Sussex County Community College	5:00	6:50	10:57	12:12	2:12	4:45
Spring Street, Newton	5:05	6:55	11:02	12:17	2:17	4:50
Newton Hospital	***	7:00	11:07	12:23	2:23	4:56
Andover Nursing Home	5:13	7:10	11:17	12:33	2:33	5:06
Sparta Theater	***	7:22	11:29	12:45	2:45	5:18
Sparta Municipal Building	5:25	7:27	11:34	12:50	2:50	5:24
Ogdensburg Fire House	5:31	7:33	11:40	12:56	2:56	5:30
Franklin Weis Market	***	***	11:48	1:04	3:04	5:39
Franklin Wal*Mart	***	7:43	11:50	1:06	3:06	5:41
Franklin Shop-Rite	5:39	7:44	11:51	1:07	3:07	5:42
Junction & Main Sts., Franklin	5:43	7:48	11:55	1:11	3:11	5:46
Highlands Workshop, Franklin	5:44	7:49	11:56	1:12	3:12	5:47
Hamburg Municipal Building	5:50	7:57	12:03	1:20	3:20	5:57
Wantage Plaza	5:55	8:03	12:09	1:26	3:26	6:05
Sussex A&P Plaza	6:00	8:08	12:14	1:31	3:31	6:10
St. Clare's, Sussex	6:02	8:10	12:16	1:33	3:33	6:12
Sussex Middle School	6:05	8:13	12:19	1:36	3:36	6:15
Sussex Wantage Library	6:08	8:16	12:22	1:39	3:39	***
Augusta Park & Ride	6:18	8:26	12:32	1:49	3:49	6:27
Newton Wal*Mart	***	8:34	12:40	1:58	3:58	***
Sussex County Mail	***	8:37	12:43	2:01	4:01	***
Newton Shop-Rite	***	8:40	12:46	2:04	4:04	***
Newton Weis Market	***	8:42	12:48	2:06	4:06	***
Sussex County Community College	6:28	8:46	12:52	2:10	4:10	***
Newton Hospital	6:33	8:51	12:58	2:15	4:16	***
Spring Street, Newton	6:38	8:57	1:04	2:20	4:22	6:37
Rt. 623 & Mulford Rd., Andover Twp.	***	9:03	1:10	2:26	***	***

**Route Deviation Policy**

- Route deviation service is available to the general public up to 3/4 of a mile on either side of the established route where accessible.
- Customers **must** call the Transit Office one day in advance at (973) 579-0480. However, same-day requests will be honored as operating circumstances demand.
- No more than one deviation will be honored for any trip on the route.
- The fare for a Route Deviation is \$1.00 per one-way trip. The New Jersey Reduced Fare program will be honored for deviation requests, and monthly discount cards are available from the Transit Office. Senior citizens and people with disabilities are exempt from paying the route deviation fare.

Funded in part by the Federal Transportation Authority and NJ Transit  
Effective June 1, 2008

**Appendix B – Map of Low Income/Poverty by 2000 Census Blocks**

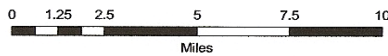


This map was produced using Sussex County's Geographic Information Systems (GIS). For all data contained herein, the County of Sussex makes no representations of any kind, including, but not limited to, the warranties of merchantability or fitness for a particular use, nor are any such warranties to be implied with respect to the data layers furnished hereunder.

The County of Sussex assumes no responsibility to maintain them in any manner or form. The data is being provided, as is, without warranty of any kind and the user is responsible for understanding the accuracy limitations of all data.

This map was developed using data developed by Sussex County GIS and the United States Census Bureau. Information contained within this map has not been verified or authorized by any of the secondary parties.

Map revisions are as of October 4, 2007.

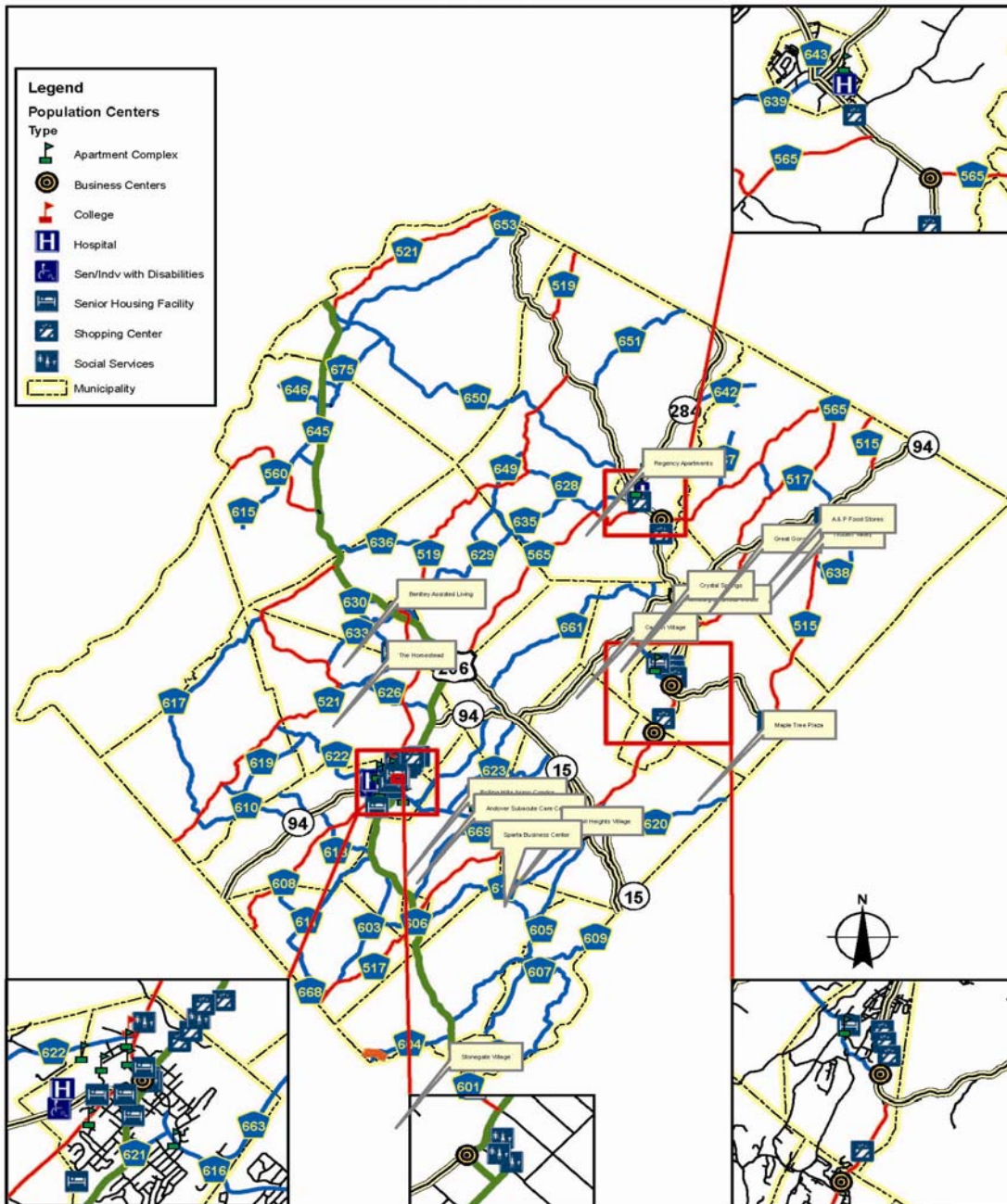


Sussex County - People & Nature Together

County of Sussex

1999 Low Income and Poverty  
by Census Block Group  
Census 2000

### Appendix C – Map of Population Centers/Trip Generators in Sussex County



This map was produced using Sussex County's Geographic Information Systems (GIS). For all data contained herein, the County of Sussex makes no representations of any kind, including, but not limited to, the warranties of merchantability or fitness for a particular use, nor are any such warranties to be implied with respect to the data layers furnished hereunder.

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This map was developed using data developed by Sussex County, NJDOT. Information contained within this map has not been verified or authorized by any of the secondary parties.

Map revisions are as of August 26, 2008.



Office of GIS Management  
Division of Information Management  
Department of Central & Shared Services



Office of Transit

Population Centers Served



## NJ Statewide County & Community Transportation Planning Survey (V2)

In recognition of the fundamental importance of human service transportation and the continuing need to enhance coordination, President Bush issued an Executive Order on Human Services Transportation Coordination in February 24th, 2004, which launched the Federal United We Ride Initiative. The Executive Order requires agencies to improve the coordination of federally supported transportation services for people who are transportation disadvantaged, particularly persons with disabilities, persons with lower incomes and older adults who rely on community transportation.

TransOptions is working with the New Jersey Department of Human Services, the New Jersey Department of Transportation and New Jersey Transit, along with Morris, Sussex and Warren Counties, as part of a statewide study of transportation services and needs. The objectives of the study are to inventory existing county, community and local agency transportation programs, to determine the additional transportation needs of local agencies and residents, and to develop alternative service designs and improvements to meet these needs.

This questionnaire is designed to gather information about transportation resources and needs in Morris, Sussex and Warren Counties. It requests information about the type and amount of transportation service that your organization may be providing, subsidizing or purchasing from another company. It also asks you to identify unmet transportation needs in the region as well as opportunities for improved coordination of transportation programs and services.

This questionnaire is organized as follows:

- Part A:** Profile of your organization and unmet transportation needs. This section should be completed by all respondents.
- Part B:** Profile of your organization's transportation program. This section should only be completed by organizations that operate, purchase or arrange for transportation for their clients/customers.
- Part C:** Coordination of transportation services. This section should be completed by all respondents.

**Please note that question numbers may skip. This is not an error. Depending on your answers, all agencies may not be required to answer all questions.**

**Note to agencies that may operate in more than one county or that may operate more than one transportation program:**

1. If the same programs and services are provided by your agency in multiple counties, then you should only fill out one survey for the entire agency, but you should indicate at the appropriate question that they are available in more than one county. If the services provided differ greatly from county to county, you may consider submitting a separate survey for each county and use a distinct organization name for each submission.
2. If you provide transportation support via multiple programs that utilize separate funds/vehicles/drivers and/or that support different populations, please submit a separate survey for each distinct transportation program and utilize a distinct organization name for each program.

When you have completed the online survey, use the "Print" button to print a copy for your own records. Then hit the "Submit" button to submit the survey.

**It is possible to complete the survey in more than one sitting.** If you wish to leave the survey and come back to it later, please be sure to hit the "Save" button and save the survey file in a folder you can find later. When you are ready to come back to complete the survey, please click on the location you saved it to and continue with the survey.

Your response to this survey is very important. Transportation providers who do not participate may not be eligible to continue to receive federal/state transportation grants.

If you have any questions or need assistance, please call Jeff Bashe or Cindy Reuther at TransOptions at 973-267-7600 or you can email Jeff at [jdbashe@TransOptions.org](mailto:jdbashe@TransOptions.org) or Cindy at [creuther@TransOptions.org](mailto:creuther@TransOptions.org).

Thank you for your assistance!

**Q1**

**Please identify your organization**

Complete all information. If your organization does not have a fax number or email address, please enter "none" in those fields.

Organization	<input type="text"/>
Address	<input type="text"/>
City/State/Zip	<input type="text"/>
County	<input type="text"/>
Contact Name	<input type="text"/>
Title	<input type="text"/>
Phone	<input type="text"/>
Fax	<input type="text"/>
Email	<input type="text"/>

## Definitions

1. **Fixed Route, Fixed Schedule Transportation Services** - Transit service that operates over specified routes according to an established schedule. Passengers may board or be discharged at designated points along the route.
2. **Modified Fixed Route, Modified Fixed Schedule Transportation Services** - Transit service that operates over specified routes according to an established schedule with the driver permitted to deviate from the fixed route in order to pick up passengers. There are two types of modified fixed route services: **Route Deviation**; The driver is permitted to deviate from the route but must return to the route at the point of demarcation. **Point Deviation**; The only scheduled service is at certain designated time points. The driver may take any path to get from point to point to pick up other passengers as long as the scheduled time points are met.
3. **Demand Responsive Transportation Service** - A service characterized by flexible routes and time schedules. The pick-up and drop-off locations and the vehicle routes will vary depending on rider requests. Riders typically call or arrange service in advance.
4. **Curb-to-Curb** - Service is provided to the passenger's particular origin and destination. The driver offers no assistance other than operating the wheelchair lift and tie down.
5. **Door-to-Door** - The driver escorts the passenger to or from the vehicle and the front entrance of the building.
6. **Door-through-Door** - The driver escorts the passenger to or from the vehicle and the front entrance of the building.
7. **Coordinated Transportation Services** - A cooperative arrangement between human services agencies and/or transportation providers to combine or consolidate some or all transportation functions or activities of the different organizations, in order to improve the efficiency and effectiveness of an area's transportation system. Many types and degrees of coordination exist, from vehicle sharing or the joint procurement of equipment or services to the performance of centralized administration and other functions by a single entity acting as a transportation broker. The intended result of coordination is lower costs for participating organizations through greater efficiency, which can mean better transportation services for the region.
8. **Full-time Employee** - An employee who works more than 21 hours per week.
9. **Part-time Employee** - An employee who works less than 20 hours per week.
10. **One-way Passenger Trips** - A one way passenger trip consists of one person riding one way from an origin to a destination. Thus, a round trip by one person is considered as two "one-way passenger trips."
11. **Vehicle Miles of Service** - The total number of miles traveled by vehicles providing transportation service. For example, if three vehicles are used to provide transportation and they each travel 30,000 miles a given year, there would be 90,000 vehicle miles of service provided.
12. **Vehicle Hours of Service** - The total number of hours vehicles are used to provide transportation service. For example, if three vehicles are used to provide transportation and each is in operation 40 hours a week, 52 weeks a year, there would be 6,240 vehicle hours of service provided.

## Part A - Profile of your Organization

- Q2 A1. Which of the following best describes your organization?**
- |   |  |
|---|--|
| <input type="checkbox"/> <i>Municipal Government</i><br><input type="checkbox"/> <i>County Government</i><br><input type="checkbox"/> <i>State Government</i> | <input type="checkbox"/> <i>Private, non-profit Transportation Company</i><br><input type="checkbox"/> <i>Private, for-profit Transportation Company</i><br><input type="checkbox"/> <i>Private, non-profit Human Service Agency</i> |
|---|--|
- Other, please specify
- 
- Q3 A2. What services does your agency provide? (check all that apply)**
- |  |  |   |
|--|--|---|
| <input type="checkbox"/> <i>Medical/Dental</i><br><input type="checkbox"/> <i>Job/Employment Training</i><br><input type="checkbox"/> <i>Recreation</i><br><input type="checkbox"/> <i>Adult Day Care</i><br><input type="checkbox"/> <i>Welfare/Public Assistance</i> | <input type="checkbox"/> <i>Veterans Services</i><br><input type="checkbox"/> <i>Child Day Care</i><br><input type="checkbox"/> <i>Rehabilitation Services</i><br><input type="checkbox"/> <i>Counseling (Behavioral; Substance Abuse, etc.)</i> | <input type="checkbox"/> <i>Nutrition/Meals</i><br><input type="checkbox"/> <i>Head Start</i><br><input type="checkbox"/> <i>Residential Care</i><br><input type="checkbox"/> <i>Transportation</i> |
|--|--|---|
- Other, please specify
- 
- Q4 A3. What population segments does your agency serve? (check all that apply)**
- |  |  |
|--|--|
| <input type="checkbox"/> <i>General Public</i><br><input type="checkbox"/> <i>Senior Citizens</i><br><input type="checkbox"/> <i>Children</i><br><input type="checkbox"/> <i>Veterans</i><br><input type="checkbox"/> <i>Physical Disability</i> | <input type="checkbox"/> <i>Unemployed</i><br><input type="checkbox"/> <i>Low Income</i><br><input type="checkbox"/> <i>Mental or Cognitive Disability</i><br><input type="checkbox"/> <i>Substance Abusers</i><br><input type="checkbox"/> <i>Visually Impaired</i> |
|--|--|
- Other, please specify
- 
- Q5 A4. If your agency is serving senior citizens, select the box that describes the minimum age eligible for your services.**
- 55  
 60  
 62  
 65
- Other, please specify
- 
- Q6 A5. If your agency serves children, select the box that describes the age ranges that apply.**
- All ages*  
 *0-5*  
 *5-17*  
 *18-21*





**Q11 A8. Please identify the locations of your three primary program facilities/service centers and describe the primary services provided at each site.**

1. Facility Name

Address

Description of Service

2. Facility Name

Address

Description of Service

3. Facility Name

Address

Description of Service

**Q12 A9. Please indicate your agency's hours of operation Monday through Friday (i.e.: 9AM to 5PM):**

Administration  
Program  
Services

**Q13 A10. Please indicate your agency's hours of operations on Saturday (i.e.: 9AM to 5PM):**

Administration

Program

Services

**Q14 A11. Please indicate your agency's hours of operations on Sunday (i.e.: 9AM to 5PM):**

Administration

Program

Services

**Q15 A12. What are the county boundaries of your agency's overall service area? (check all that apply)**

- Morris
  - Sussex
  - Warren
  - Essex
  - Passaic
  - Somerset
  - Union
- Other, please specify

**Q16 A12a. Morris County - Check all the municipalities which you service.**

- |  |   |  |  |
|--|---|--|--|
| <input type="checkbox"/> All Municipalities in Morris County | <input type="checkbox"/> East Hanover   | <input type="checkbox"/> Mendham Boro    | <input type="checkbox"/> Parsippany-Troy Hills |
| <input type="checkbox"/> Boonton Twp.                        | <input type="checkbox"/> Florham Park   | <input type="checkbox"/> Mine Hill       | <input type="checkbox"/> Pequannock            |
| <input type="checkbox"/> Boonton                             | <input type="checkbox"/> Hanover        | <input type="checkbox"/> Montville       | <input type="checkbox"/> Randolph              |
| <input type="checkbox"/> Butler                              | <input type="checkbox"/> Harding        | <input type="checkbox"/> Morris Plains   | <input type="checkbox"/> Riverdale             |
| <input type="checkbox"/> Chatham Boro                        | <input type="checkbox"/> Jefferson Twp. | <input type="checkbox"/> Morris Township | <input type="checkbox"/> Rockaway Boro         |
| <input type="checkbox"/> Chatham Twp.                        | <input type="checkbox"/> Kinnelon       | <input type="checkbox"/> Morristown      | <input type="checkbox"/> Rockaway Twp.         |
| <input type="checkbox"/> Chester Twp.                        | <input type="checkbox"/> Lincoln Park   | <input type="checkbox"/> Mount Arlington | <input type="checkbox"/> Roxbury               |
| <input type="checkbox"/> Chester Boro.                       | <input type="checkbox"/> Long Hill Twp. | <input type="checkbox"/> Mount Olive     | <input type="checkbox"/> Victory Gardens       |
| <input type="checkbox"/> Denville                            | <input type="checkbox"/> Madison        | <input type="checkbox"/> Mountain Lakes  | <input type="checkbox"/> Washington Twp.       |
| <input type="checkbox"/> Dover                               | <input type="checkbox"/> Mendham Twp.   | <input type="checkbox"/> Netcong         | <input type="checkbox"/> Wharton               |

**Q17 A12b. Sussex County - Check all the municipalities which you service.**

- |  |   |  |                                     |
|--|---|--|-------------------------------------|
| <input type="checkbox"/> All Municipalities in Sussex County | <input type="checkbox"/> Franklin       | <input type="checkbox"/> Lafayette     | <input type="checkbox"/> Stillwater |
| <input type="checkbox"/> Andover Boro                        | <input type="checkbox"/> Fredon         | <input type="checkbox"/> Montaque      | <input type="checkbox"/> Sussex     |
| <input type="checkbox"/> Andover Twp.                        | <input type="checkbox"/> Green Township | <input type="checkbox"/> Newton        | <input type="checkbox"/> Vernon     |
| <input type="checkbox"/> Branchville                         | <input type="checkbox"/> Hamburg        | <input type="checkbox"/> Ogdensburg    | <input type="checkbox"/> Walpack    |
| <input type="checkbox"/> Byram                               | <input type="checkbox"/> Hampton        | <input type="checkbox"/> Sandyston     | <input type="checkbox"/> Wantage    |
| <input type="checkbox"/> Frankford                           | <input type="checkbox"/> Hardyston      | <input type="checkbox"/> Sparta        |                                     |
|  | <input type="checkbox"/> Hopatcong Boro | <input type="checkbox"/> Stanhope Boro |                                     |

- Q18 A12c. Warren County - Check all the municipalities which you service.**
- |  |  |                                       |  |
|--|--|---------------------------------------|--|
| <input type="checkbox"/> All Municipalities in Warren County | <input type="checkbox"/> Frelinghuysen | <input type="checkbox"/> Independence | <input type="checkbox"/> Phillipsburg        |
| <input type="checkbox"/> Allamuchy                           | <input type="checkbox"/> Greenwich     | <input type="checkbox"/> Knowlton     | <input type="checkbox"/> Pohatcong           |
| <input type="checkbox"/> Alpha                               | <input type="checkbox"/> Hackettstown  | <input type="checkbox"/> Liberty      | <input type="checkbox"/> Washington          |
| <input type="checkbox"/> Belvidere                           | <input type="checkbox"/> Hardwick      | <input type="checkbox"/> Lopatcong    | <input type="checkbox"/> Washington Township |
| <input type="checkbox"/> Blairstown                          | <input type="checkbox"/> Harmony       | <input type="checkbox"/> Mansfield    | <input type="checkbox"/> White               |
| <input type="checkbox"/> Franklin                            | <input type="checkbox"/> Hope          | <input type="checkbox"/> Oxford       |  |
- 
- Q19 A13. What are the transportation obstacles your customers face? (Check all that apply)**
- |  |   |
|--|---|
| <input type="checkbox"/> No service or space available                                   | <input type="checkbox"/> Restrictions on crossing county or municipal lines |
| <input type="checkbox"/> No accessible service available (for persons with disabilities) | <input type="checkbox"/> No evening service available                       |
| <input type="checkbox"/> Age restrictions for available services                         | <input type="checkbox"/> No weekend service available                       |
| <input type="checkbox"/> Trip purpose restrictions for available services                | <input type="checkbox"/> High cost of available service                     |
- Other, please specify
- 
- Q20 A14. Please select which best describes how your customers get to your organization. (Check all that apply)**
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> County Paratransit                           | <input type="checkbox"/> Ambulette Service                  | <input type="checkbox"/> Other bus (e.g. Morris County Metro) |
| <input type="checkbox"/> Municipal service                            | <input type="checkbox"/> ACCESS LINK                        | <input type="checkbox"/> Taxi or Limo                         |
| <input type="checkbox"/> Your agency transport                        | <input type="checkbox"/> New Jersey Transit Rail            |   |
| <input type="checkbox"/> Private vehicle (self drive, family, friend) | <input type="checkbox"/> New Jersey Transit fixed route bus |   |
- Other, please specify
- 
- Q21 A15. What percentage of your clients have unmet transportation needs critical to human services and other daily activities?**
- |                                 |                                 |
|---------------------------------|---------------------------------|
| <input type="checkbox"/> 0-25%  | <input type="checkbox"/> 51-75% |
| <input type="checkbox"/> 26-50% | <input type="checkbox"/> > 75%  |
- 
- Q22 A16. Does your organization provide (i.e.: purchase, operate or arrange for) passenger transportation services of any type?**
- Yes (Please complete parts B & C)
- No (Please complete part C only)

## Part B - Organization's Transportation Program

- Q23 B1. What type of transportation service(s) do you provide? (please check all that apply) See the "definitions" section on page 2 if you are unsure how the type(s) of service listed below are defined.**
- We operate a fixed route, modified fix route, fixed schedule service.
  - We contract/purchase fixed route, modified fixed route, fixed schedule service from an independent carrier/operator.
  - We operate a demand responsive (flexibly routed van/sedan) service using paid drivers.
  - We operate a demand responsive (flexibly routed van/sedan) service using non transportation staff as drivers.
  - We operate a demand responsive (flexibly routed van/sedan) service using volunteer drivers.
  - We contract/purchase demand responsive (flexibly routed/van/sedan) service from an independent carrier/operator.
  - We coordinate a volunteer driver program (volunteers driving their own vehicles).
  - We provide subsidies/reimbursement to customers/riders who arrange for their own transportation.
- Other, please specify

- Q24 B2. When are your transportation services available? (check all that apply)**
- Every weekday
  - Some weekdays (with a regular schedule)
  - Some weekdays (only upon special request)
  - Every weekday evening
  - Some weekday evenings (with a regular schedule)
  - Some weekday evenings (only upon special request)
  - Saturdays (scheduled)
  - Sundays (scheduled)
  - Some weekends (only upon special request)

- Q25 B2a. Please indicate your transportation service hours? (e.g.: 9AM to 5PM)**
- |           |  |
|-----------|--|
| Monday    | <input style="width: 200px; height: 15px;" type="text"/> |
| Tuesday   | <input style="width: 200px; height: 15px;" type="text"/> |
| Wednesday | <input style="width: 200px; height: 15px;" type="text"/> |
| Thursday  | <input style="width: 200px; height: 15px;" type="text"/> |
| Friday    | <input style="width: 200px; height: 15px;" type="text"/> |
| Saturday  | <input style="width: 200px; height: 15px;" type="text"/> |
| Sunday    | <input style="width: 200px; height: 15px;" type="text"/> |

**Q26 B3. Which best describes your required advanced reservation time for transportation service?**

Real time (call when requesting a ride)  1 - 2 days

No reservations (modified fixed route service)  1 week

1 - 4 hours  2 weeks

24 hours  1 month

Other, please specify

**Q27 B4. Who is eligible to receive the transportation services your organization provides? (please check all that apply)**

Only our Agency's customers/clients

Senior Citizens

Low income

People with Disabilities/Mental Illness

The General Public (any resident in our service area)

Other, please specify

**Q28 B4a. You provide transportation service to Senior Citizens. Select the box that best describes the age eligible for your services.**

55

60

62

65

Other, please specify

**Q29 B4b. Your agency serves citizens with disabilities. Select the age range served.**

All ages

0-5

5-17

18-21

21+

- Q30 B5. Which best describes the trip purposes your agency provides? (check all that apply)**
- Any type of trip purpose requested within your organization service area
  - Health/Medical (e.g. trips to the doctor, clinic, drug store, treatment center)
  - Nutrition (e.g. trips to the nutrition center)
  - Social (e.g. visits to friends/relatives)
  - Recreation (e.g. trips to cultural, social, athletic events)
  - Education/training (e.g. trips to training centers, schools, etc.)
  - Employment (e.g. trips to job interview sites or places of employment, etc.)
  - Shopping/personal needs (trips to the mall, barber, beauty shops, etc.)
  - Social services (e.g. trips to social service centers, counseling, etc.)
  - Adult Day Care
  - Child Care, Day Care, After School activities
- Other, please specify

- Q31 B6. Do you accept donations for transportation service?**
- Yes
  - No

- Q32 B7. Do you charge a fare for transportation service?**
- Yes
  - No

- Q33 B7a. How much do you charge? (Please describe fare basis and criteria)**
- 

- Q34 B8. Please indicate the number of annual one way passenger trips provided.**
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Under 100     | <input type="checkbox"/> 5,001 - 15,000    | <input type="checkbox"/> 150,001 - 200,000 |
| <input type="checkbox"/> 101 - 500     | <input type="checkbox"/> 15,001 - 40,000   | <input type="checkbox"/> 200,001 - 250,000 |
| <input type="checkbox"/> 501 - 1,000   | <input type="checkbox"/> 40,001 - 90,000   | <input type="checkbox"/> 250,001 - 300,000 |
| <input type="checkbox"/> 1,001 - 2,500 | <input type="checkbox"/> 90,001 - 120,000  | <input type="checkbox"/> Over 300,000      |
| <input type="checkbox"/> 2,501 - 5,000 | <input type="checkbox"/> 120,001 - 150,000 |  |

- Q35 B9. Indicate the number of full time, part time and volunteer Transportation Managers.**
- |           | 0                        | 1                        | 2                        | 3                        | 4+                       |
|-----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Full Time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Part Time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Volunteer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- Q36 B10. Indicate the number of full time, part time and volunteer Reservationists.**
- |           | 0                        | 1                        | 2                        | 3                        | 4+                       |
|-----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Full Time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Part Time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Volunteer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- Q37 B11. Indicate the number of full time, part time and volunteer Schedulers.**
- |           |                       |                       |                       |                       |                       |
|-----------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|           | 0                     | 1                     | 2                     | 3                     | 4+                    |
| Full Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Part Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Volunteer | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
- Q38 B12. Indicate the number of full time, part time and volunteer Dispatchers.**
- |           |                       |                       |                       |                       |                       |
|-----------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|           | 0                     | 1                     | 2                     | 3                     | 4+                    |
| Full Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Part Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Volunteer | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
- Q39 B13. Indicate the number of full time, part time and volunteer Drivers.**
- |           |                       |                       |                       |                       |                       |                       |                       |
|-----------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|           | 0                     | 1-4                   | 5-10                  | 11-25                 | 26-35                 | 36-50                 | 50+                   |
| Full Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Part Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Volunteer | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
- Q40 B14. Indicate the number of full time, part time and volunteer Mechanics.**
- |           |                       |                       |                       |                       |                       |
|-----------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|           | 0                     | 1                     | 2                     | 3                     | 4+                    |
| Full Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Part Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Volunteer | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
- Q41 B15. Indicate the number of full time, part time and volunteer Other Transportation positions.**
- |           |                       |                       |                       |                       |                       |                       |                       |
|-----------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|           | 0                     | 1-4                   | 5-10                  | 11-25                 | 26-35                 | 36-50                 | 50+                   |
| Full Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Part Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Volunteer | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
- Q42 B16. What is your current total annual budget for Transportation Administrative Expenses?**
- |   |   |
|---|---|
| <input type="radio"/> \$0 - \$20,000        | <input type="radio"/> \$150,001 - \$200,000 |
| <input type="radio"/> \$20,001 - \$50,000   | <input type="radio"/> \$200,001 - \$500,000 |
| <input type="radio"/> \$50,001 - \$90,000   | <input type="radio"/> Over \$500,000        |
| <input type="radio"/> \$90,001 - \$120,000  | <input type="radio"/> Don't know            |
| <input type="radio"/> \$120,001 - \$150,000 |   |
- Q43 B17. What is your current total annual budget for Transportation Operating Expenses?**
- |   |   |
|---|---|
| <input type="radio"/> \$0 - \$20,000        | <input type="radio"/> \$200,001 - \$500,000   |
| <input type="radio"/> \$20,001 - \$50,000   | <input type="radio"/> \$500,001 - \$800,000   |
| <input type="radio"/> \$50,001 - \$90,000   | <input type="radio"/> \$800,001 - \$1,000,000 |
| <input type="radio"/> \$90,001 - \$120,000  | <input type="radio"/> Over \$1,000,000        |
| <input type="radio"/> \$120,001 - \$150,000 | <input type="radio"/> Don't know              |
| <input type="radio"/> \$150,001 - \$200,000 |   |



- Q44 B18. What is your current total annual budget for Transportation Capital Expenses?**
- \$0 - \$20,000
  - \$20,001 - \$50,000
  - \$50,001 - \$90,000
  - \$90,001 - \$120,000
  - \$120,001 - \$150,000
  - \$150,001 - \$200,000
  - \$200,001 - \$500,000
  - \$500,001 - \$800,000
  - \$800,001 - \$1,000,000
  - Over \$1,000,000
  - Don't know

- Q45 B18a. During the past 3 years your total transportation budget has**
- Increased
  - Decreased
  - Stayed the same
  - Don't know

- Q46 B19. Indicate the funding sources for only your transportation services. (percentage for each that applies) The sum of the numbers entered must equal 100%. Only enter the number. Do not use a % sign.**

Fares and Donations	<input type="text"/>
Charters, Advertising	<input type="text"/>
Foundation/Corporate Grants	<input type="text"/>
Municipality, Town, Village Funding	<input type="text"/>
County Funding	<input type="text"/>
State Casino Funding	<input type="text"/>
Federal Transit Funding (e.g.: 5310, 5311, JARC)	<input type="text"/>
OAA Title III	<input type="text"/>
Title XIX (Medicaid)	<input type="text"/>
Veterans	<input type="text"/>
TANF	<input type="text"/>
Special Initiatives	<input type="text"/>
Other	<input type="text"/>
Total	<input type="text"/>

- Q47 B20. Where are your vehicles kept? (check all that apply)**
- Contractor Lot
  - Agency Lot
  - Drivers take home
  - Streetside parking
  - Garage (city, municipal agency)
- Other, please specify

- Q48 B21. Who services your vehicles? (check all that apply)**  
 Agency's mechanic  Local garage  
 National repair shop  County and/or municipal public works department  
Other, please specify
- Q49 B22. Do you use automated routing and scheduling software?**  
 Yes  
 No
- Q50 B22a. If so, which software does your agency use?**  
 Trapeze  
 Multisystems  
 Route Match  
 PTMS  
Other, please specify
- Q51 B23. Do you use GPS to track your vehicles?**  
 Yes  
 No
- Q52 B24. Do you have voice contact with your drivers while on the road?**  
 Yes  
 No
- Q53 B24a. If so, what type of equipment?**  
 2-way radio  
 Cell phone  
 Mobile data terminal  
Other, please specify
- Q54 B25. Do you maintain a waiting list?**  
 Yes  
 No
- Q55 B25a. What is the typical number of people on your waiting list?**  
 1 - 10  101 - 150  
 11 - 30  Over 150  
 31 - 70  Don't know  
 71 - 100

**Q56 B25b. What is the trip purpose for the majority of those on your waiting list?**

Medical - Rehabilitation therapy       Post secondary education

Dialysis       Social recreation

Competitive employment       Shopping/personal needs

Other, please specify

**Q57 B26. Have you received transportation requests that your agency was unable to accomodate?**

Yes

No

**Q58 B26a. Please identify the primary reason you were unable to provide the service.**

**Q59 B27. Are there frequent requests for transportation to specific destinations that your agency does not provide service to?**

Yes

No

**Q60 B27a. Please identify what the destinations are.**

**Q61 B28. Indicate the type of vehicles and quantity of vehicles you operate.**

Van

Minivan

Minibus

Bus

SUV

Sedans

Other



**Q62 B29. Indicate the number of lift-equipped vehicles in your fleet.**

Van	<input type="text"/>
Minivan	<input type="text"/>
Minibus	<input type="text"/>
Bus	<input type="text"/>
Other	<input type="text"/>



## Part C- Coordination of Transportation Services

- Q63**      **C1. Do you provide transportation service for other organizations?**  
 Yes  
 No
- Q64**      **C2. Are your transportation services coordinated in any other way with the transportation services of other agencies?**  
 Yes  
 No
- Q65**      **C3. Would your organization be interested in providing transportation services, or more transportation services, under contract to another agency or agencies?**  
 Yes  
 No  
 Maybe
- Q66**      **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 service met your needs?**  
 Yes  
 No  
 Maybe  
 Not applicable
- Q67**      **C5. Are there any specific organizations with which you feel you may be able to better coordinate transportation services?**  
 Yes  
 No
- Q68**      **C5a. Please name those organizations.**



**Appendix E – Customer Survey**

**County of Sussex Department of Human Services  
Division of Social Services Office of Transit**

**Transportation Survey**



We hope you will take a few minutes to complete an anonymous survey about your transportation needs. Your answers will help us make it easier for you to get where you need to go.

**Section I – General Information**

1. What city or township do you live in? \_\_\_\_\_
2. What is your home zip code? \_\_\_\_\_
3. What is your age range?
 

<input type="checkbox"/> 17-19	<input type="checkbox"/> 36-40	<input type="checkbox"/> 56-60
<input type="checkbox"/> 20-25	<input type="checkbox"/> 41-50	<input type="checkbox"/> 61-65
<input type="checkbox"/> 26-35	<input type="checkbox"/> 51-55	<input type="checkbox"/> 66-75
		<input type="checkbox"/> Over 75

**Section II – General Transportation Needs**

4. Please indicate whether each of the following statements is true or false:
 

a. I find it difficult to travel where I need to go.	True <input type="checkbox"/>	False <input type="checkbox"/>
b. If I could get around using a public bus, I would.	True <input type="checkbox"/>	False <input type="checkbox"/>
c. Sometimes I worry about not being able to get where I need to go.	True <input type="checkbox"/>	False <input type="checkbox"/>
d. I don't have a current bus schedule	True <input type="checkbox"/>	False <input type="checkbox"/>
e. I have trouble with/don't know how to read a bus schedule	True <input type="checkbox"/>	False <input type="checkbox"/>
5. How do you usually get where you need to go now?
 

<input type="checkbox"/> Drive my own vehicle	<input type="checkbox"/> Sussex County Transit
<input type="checkbox"/> Ride with someone	<input type="checkbox"/> Bicycle
<input type="checkbox"/> Borrow a vehicle	<input type="checkbox"/> Walk
<input type="checkbox"/> Taxi	<input type="checkbox"/> Other _____
6. What would you be able to pay for a one-way trip for in-county transit (check one)?
 

<input type="checkbox"/> \$1.00 or Less	<input type="checkbox"/> \$1.01 to \$1.50	<input type="checkbox"/> \$1.51 to \$2.00
<input type="checkbox"/> \$2.01 to \$2.50	<input type="checkbox"/> \$2.51 to \$3.00	<input type="checkbox"/> More than \$3.00
7. Do you currently use Sussex County Transit? Yes  No
8. Would you be more likely to use Sussex County Transit if you were showed how to use the bus schedule and use the system? Yes  No
9. Do you have special transportation needs (such as using a mobility device)? Yes  No
10. How many times have you used Sussex County Transit in the last week \_\_\_\_ month \_\_\_\_?
11. What types of trips do you take on Sussex County Transit? (Check all that apply.)
 

<input type="checkbox"/> Work	<input type="checkbox"/> School	<input type="checkbox"/> Shopping
<input type="checkbox"/> Medical appointments	<input type="checkbox"/> Bank, Post Office, other errands	<input type="checkbox"/> Nutrition sites
<input type="checkbox"/> Recreational activities	<input type="checkbox"/> Other: (Please describe: _____)	
12. If you do not use Sussex County Transit, why not? (Check all that apply)
 

<input type="checkbox"/> No service near my home	<input type="checkbox"/> or work <input type="checkbox"/>	<input type="checkbox"/> Too expensive
--	---	--

- Doesn't go where I want/need to go
- Transit stop too far to walk
- Current Transit schedule doesn't fit my schedule
- Do not know where the closest bus stop is
- Do not know bus service hours
- Other \_\_\_\_\_
- Takes too long
- No bike rack
- Cannot get on/off vehicles
- Unfamiliar with bus route

13. Which of the following transportation services would help you the most? (Select all that apply)
- Curb-to-curb transit service
  - Carpool or vanpool
  - Weekend transit service
  - Education on how to get and read a bus schedule
  - Free bus passes
  - Extended evening hour transit service
  - Non-major holiday transit service

14. What locations are you currently unable to go because of lack of transportation?

\_\_\_\_\_

15. What kinds of trips/errand are you unable to perform because of lack of transportation (e.g., medical appointments, shopping, banking, etc.)

\_\_\_\_\_

Section III – Transportation to Work (If not currently working or seeking work, skip to Section IV)

16. Have you ever:
- Not gotten a job because you did not have transportation to get there?      Yes  No
- Lost a job because you did not have transportation to get there?      Yes  No

17. What is your current employment status?
- Employed full time
  - Employed part time
  - Retired
  - Unemployed, not looking for work
  - Unemployed, looking for work

18. If employed, how long does it take to travel from home to work? \_\_\_\_\_ minutes

19. How long would you be willing to spend traveling to work each way? \_\_\_\_\_ minutes

20. How do you currently get to work? \_\_\_\_\_

Section IV – Comments

Please make any additional comments about your transportation needs that you wish to share.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for taking the time to complete our survey. Return survey to Sussex County Office of Transit, One Spring Street, Newton, NJ 07860 by September 30, 2008.



**Appendix F – Caseworker Survey**

**County of Sussex Department of Human Services  
Division of Social Services Office of Transit**

**Caseworker Transportation Survey**



We need your help in determining the transportation needs of your clients. By completing our anonymous survey, you can help us formulate a plan to meet these needs.

1. What is the most challenging transportation barrier your clients face with getting where they need to go (work, medical appointments, nutrition sites, childcare, stores, banks, post offices, service providers, and other errands)? Rank in order of top three.

- No public transportation service nearby
- Hours that transit currently runs don't fit client schedule
- No car insurance
- No vehicle
- No vehicle in working condition
- Suspended Driver's License
- Inaccessible public transportation (i.e., can not get on/off vehicles easily)
- Other, please specify: \_\_\_\_\_

2. Where do you refer those clients needing transportation assistance? \_\_\_\_\_

3. What is the size of your current caseload? \_\_\_\_\_

4. What do you think are the top three modes of transportation your client use to get to work or work activity? Please choose the top 3. ( 1 being the highest)

- Drive
- Ride with someone else
- Bus /public transit
- Employee shuttle
- Bicycle
- Walk
- Other \_\_\_\_\_

5. What do you think are the top transportation barriers for your clients? Please rank in order of the most prevalent to the least., with 1 being the highest

- No vehicle available
- Cannot drive
- Unreliable vehicle
- No vehicle insurance
- No driver's license
- No public transit service available near home or job and/or work activity
- Cost of public transportation
- Multiple stops (child care, etc.) so public transit is not convenient
- Other, please specify: \_\_\_\_\_

6. Please indicate to what extent the lack of affordable transportation is a barrier to your clients by percentage. The lack of affordable, dependable transportation is...

Not a barrier	
A slight barrier	
A moderate barrier	
A severe barrier	
Total	100%



7. Please estimate is the percentage of your clients living in neighborhoods served by public transit routes that reach your office?
- |                                   |                                   |
|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> 100%     | <input type="checkbox"/> 75 – 99% |
| <input type="checkbox"/> 50 – 74% | <input type="checkbox"/> 25 - 49% |
| <input type="checkbox"/> 0 - 24%  |                                   |

8. Which of the following transportation services would help your clients the most? Please rank in order to the most valuable to the least valuable, with 1 being the most valuable.
- Increase bus routes
  - Enhance the existing transit system
  - Have curb-to-curb pick-ups
  - Get free bus passes
  - Get transportation to and from childcare
  - Ride in a carpool or vanpool
  - Other: Please describe: \_\_\_\_\_

If your clients do not include households with children, please skip questions 9-13.

9. Is transportation a barrier for those clients who utilize family day care childcare services?  
Yes  No
10. Is Transportation a barrier for those clients who utilize center base childcare services?  
Yes  No
11. When school is closed, does your client require additional assistance in making childcare arrangements so they are able to attend work or work activity?  
Yes  No

If yes, identify the barriers the client typically encounters. \_\_\_\_\_

\_\_\_\_\_

12. How do the majority of your clients get children to childcare?
- Drive own vehicle
  - Ride with someone
  - Borrow a vehicle
  - Sussex County Transit
  - Bicycle
  - Walk
  - Don't know

13. Do your clients have different employment or childcare arrangements during the summer months? Yes  No  Don't Know   
If yes, please specify: \_\_\_\_\_

Please share any additional comments you have about the transportation needs of your clients.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Thank you for taking the time to complete this survey. (Please return completed surveys to Barbara Miller, County of Sussex, Office of Transit, One Spring Street, Newton, NJ 0760 no later than September 30, 2008.)