

New Jersey Department of Transportation  
Bureau of Research

## Technical Brief



## Reducing Costs of Purchased Transportation for State Agencies

*This study sought to identify more efficient and effective ways to provide transportation to consumers supported by New Jersey's human service departments and divisions.*

### Background

In order to better fulfill the transportation needs of human service consumers, the research team sought to: 1) inventory passenger transportation used by State Divisions when serving their consumers, 2) evaluate strategies and identify promising practices that could be used to coordinate and improve the acquisition and provision of this transportation leading to cost savings, and 3) provide recommendations to the state Divisions and transportation providers on ways to reduce costs and/or enhance services for human service consumers.

### Research Objectives and Approach

The research focused on the transportation needs of three broadly defined populations who are consumers of the NJ human service divisions:

Population	NJ Human Service Division
Older adults and people with disabilities	NJ Department of Human Services Division of Aging Services (DoAS)
Individuals with physical, developmental, or intellectual disabilities	NJ Department of Human Services Council for the Blind and Visually Impaired (CBVI) Division of Disability Services (DDS) Division of Developmental Disability Services (DDD) NJ Department of Labor Division of Vocational Rehabilitation Services (DVRS)
Adults and children with circumstances where state divisions provide transportation	Department of Children and Families (DCF) NJ Department of Human Services Division of Family Development (DFD) Division of Mental Health and Addiction Services (DMHAS)

To achieve the research goals, the team conducted a literature review and national scan to identify promising practices; convened a series of key informant interviews with staff of the State Divisions under inquiry; gathered relevant data from the Divisions regarding the transportation services they support and known customer origins/destinations; and performed analyses to determine potential transportation options that would yield cost savings and/or enhance services for the human services customers supported by the Divisions.

## Findings

- The research team documented levels of accessibility for human service consumer origins and destinations. About half of all origins and destinations of consumers of four divisions (DoAS, DDD, DMHAS, and DVRS) are located within 1/8 mile of a public transit stop or a community transportation route. Most consumers (86%) are located within 3/4 mile of a transit stop or community transportation route.
- Increasing the use of public and community transportation modes can result in cost savings. Six scenarios with varying assumptions about trip duration and number of consumers that can switch from current modes to public/ community transportation indicates that savings could range from 9 to 25 percent of transportation costs.
- The team examined the optimal paths between known origins and destinations and existing transit/community transportation modes to identify corridors where either opportunity exists to shift consumers from high cost to lower cost transportation modes or where lower cost transit options should be considered to serve these populations.
- The research team identified 17 promising practices that can be used by State Divisions, their service providers and/or transportation providers. These practices attempt to bring about change by affecting one or more of four “levers”: 1) operations & routes, 2) purchase of transportation, 3) consumer utilization of transportation, and 4) relationships among stakeholders.
- Final Report Recommendation include:
  - Promoting awareness and utilization of New Jersey’s diverse and accessible public and community transportation services through knowledge gain, increased communication, and expanded use of travel training,
  - Expanding practices to improve access and use of public and community transportation services by human service consumers through contracting, increased use of provider funds to supplement reimbursed rates and the use of incentives to increase coordination, and
  - Encouraging coordination among Divisions and between the Divisions and public & community transportation providers through improved data collection and sharing and the adoption of mobility management practices.



## For More Information Contact:

NJDOT Project Manager	Paul Thomas
	609-530-8039
	paul.thomas@dot.state.nj.us
Principal Investigator:	Stephanie DiPetrillo
	Alan M. Voorhees Transportation Center
	Rutgers, The State University of New Jersey
	848-932-2872
	sdipetrillo@ejb.rutgers.edu

A final report is available online at: <http://www.state.nj.us/transportation/refdata/research/>. If you would like a copy of the full report, send an e-mail to: [Research.Bureau@dot.state.nj.us](mailto:Research.Bureau@dot.state.nj.us).

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