

Alan M. Voorhees Transportation Center

Edward J. Bloustein School of Planning and Public Policy



Safe Mobility at Any Age Policy Forum Series

Summary Proceedings

Forum No. 4
June 30, 2004

Proceedings prepared and published by:

Alan M. Voorhees Transportation Center

Edward J. Bloustein School of Planning and Public Policy

and

New Jersey Foundation for Aging

September 2004

SAFE MOBILITY AT ANY AGE POLICY FORUM SERIES

SUMMARY PROCEEDINGS

**June 30, 2004
Forum**

Proceedings prepared and published by:

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FOREWORD

On June 30, 2004, some 70 attendees participated in the fourth meeting of the **Safe Mobility at Any Age** policy forum series. Forum speakers presented information related to the need for public transportation options for aging Americans, national directions in providing community transportation alternatives; New Jersey's approach to local community transportation; and "best practices" in community transportation from New Jersey.

The policy forum series is cosponsored by the Alan M. Voorhees Transportation Center and the New Jersey Foundation for Aging. The topic of safe mobility is timely and has far-reaching policy implications related to public health, public safety, community development and personal autonomy across all age groups. The forum sessions target and focus attention on different aspects of this multi-sided issue, bringing together policy and regulatory experts from inside and outside of New Jersey to aid the discussions. The forum series is laying the foundation for and will culminate in a final summary report that makes recommendations for future policy and legislative initiatives to address safe mobility for older drivers in New Jersey.

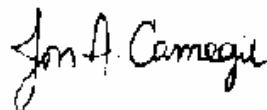
The fifth forum meeting will explore volunteer driver programs that supplement public transit alternatives to driving alone. The sixth and final forum meeting will engage participants in a discussion of systemic and integrated policy reforms aimed at ensuring safe mobility at all levels. We strongly urge all participants to attend the final two meetings because Safe Mobility at Any Age touches many aspects of our professional and personal lives. Sharing a broad range of expertise will help to inform participants and engage us all in finding the best set of recommendations for family members, as well as community, transportation and health care professionals.

Our hope is that this policy series stimulates attention on safe mobility issues from a broad range of practitioners and interest groups; that this consortium of interests recognizes the benefit of sharing perspectives; and that together, New Jersey can develop best practices through policy and legislation that move in the direction of safer mobility at all ages.

With this in mind, we present the summary proceedings of the fourth policy forum. We hope you find them interesting and informative.



Grace Egan, MS
Executive Director
New Jersey Foundation for Aging



Jon A. Carnegie, AICP/PP
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SUMMARY PROCEEDINGS

Welcoming Remarks

Jon Carnegie, assistant director of the Alan M. Voorhees Transportation Center, welcomed participants and briefly reviewed highlights from the first three forums, including the purpose of the safe mobility policy forum series, the status of research into New Jersey's mature drivers, key health factors that contribute to an increased risk of crashes, the products and policy outcomes identified by the Maryland Research Consortium, the status of the Medical Advisory Board in New Jersey, best practices in functional assessment and health screening, driver rehabilitation and remediation programs, AAA senior driver programs, NHTSA perspective on new directions in older driver safety and mobility, FHWA older road user program & roadway design guidelines, as well as NJDOT's safety through engineering, education and enforcement initiative. Mr. Carnegie outlined the meeting agenda and recognized the organizations providing financial support for the policy forum series. He also thanked the forum's co-sponsor, The New Jersey Foundation for Aging. Mr. Carnegie concluded by referring attendees to the VTC website (www.policy.rutgers.edu/vtc) for copies of the proceedings from the first three policy forums.

Aging Americans: Stranded Without Options, The Need for Public Transportation

Linda Bailey, policy analyst with the Surface Transportation Policy Project (STPP), was the first presenter. Ms. Bailey began her presentation by quoting Mary Jane O'Gara of the AARP Board of Directors "...[Taking away someone's license] really takes away a person's independence and their desire to live". Ms. Bailey remarked that Ms. O'Gara's observation prompted STPP to pursue research on this topic and was the inspiration for the report she is discussing today – *Aging & Mobility: Stranded Without a Choice*. The report was prepared by STPP in cooperation with the American Association of Retired Persons (AARP).

As noted by various speakers throughout the policy forum series, Ms. Bailey reinforced that over the next 25 years, the number of American 65 and older will grow substantially. She noted that the fragility of many aged drivers and self-limitation reduces driving as an option for this group. With regard to self-limitation, Ms. Bailey reported that one in five (21 percent) of people 65 and over do not drive. Among drivers 65 and over, one in five choose not to drive at night. In addition, at 70 years of age drivers are likely to stop driving and most then spend an average of 6-10 years dependent on others to meet their transportation needs. Ms. Bailey also noted that although senior citizens drive fewer miles than their younger counterparts, fatalities per 100 million vehicle miles driven is significantly higher for aged drivers.

Through focus groups, STPP gained further insight into what driving cessation means for the aging population. One participant noted that “[My] world has been reduced to one square mile”. Another commented “[Stopping driving] took my independence away. Depending on someone else, that is really tough.” STPP’s focus groups confirmed that feelings of isolation and loss of independence often plague those who no longer drive. This finding is not surprising. STPP found that on any given day over half of non-drivers age 65 and over stay home, frequently foregoing or reducing their social, religious, shopping and/or medical trips.

Ms. Bailey highlighted disparate impacts with regard to race among those age 65 and older who stay home on a given day. For example, while 22 percent of whites stay home on a given day, 36 percent of African Americans and 38 percent of Asian Americans do so. Reasons identified for these disparate impacts include the findings that minorities are more likely to be non-drivers, are less likely to live in a household with a car and are more likely to live below the poverty line. Ms. Bailey also noted that older African Americans and Latinos are twice as likely as their white peers age 65 and older to use public transportation.

Ms. Bailey indicated that rural areas are more affected than small towns and urban/suburban areas because non-drivers 65 and over have more potential options in terms of transit and walking. From a regional perspective, the east south central and west south central sections of the country are the worst areas for isolation of older non-drivers. With regard to New Jersey, Ms. Bailey reported that according to the national Household Travel Survey (NHTS), 27 percent of NJ residents age 65 and older are non-drivers and of that group, approximately 53 percent stay home on a given day. She noted that New Jersey’s 53 percent figure was slightly less than the national average of 54 percent.

Ms. Bailey suggested that there are ways to change the current situation for the older citizens seeking mobility solutions in the United States. Comparing trips by mode for those age 55 and older in the United States to Mannheim, Germany, she noted that 88 percent of trips in this country are made by automobile while in Mannheim, auto use accounts for only 30 percent of all trips. In Mannheim, walking, transit and bicycling are used more frequently as a viable means of transportation by older residents. Ms. Bailey emphasized that the characteristics of livable communities like Mannheim can help to decrease isolation. She noted that STPP’s research suggests that the percent of older non-drivers staying home is reduced as community density increases. In addition, as community density increases, so does the rate of public transit use and walking on a given day by those age 65 and older.

Ms. Bailey concluded her presentation with the following recommendations:

Public transportation:

- Substantially increase investment in public transportation systems to expand and improve services to meet the needs of older Americans in metropolitan and rural areas.
- Increase funding for existing specialized transportation programs that provide mobility for older persons, such as FTA's Section 5310 program.

Planning and coordination:

- Incorporate the mobility needs of older Americans into the planning of transportation projects, services, and streets. Coordinate with land use planning.
- Improve coordination among human service agencies and between those agencies and public transportation agencies.

Road and street improvements:

- Complete the streets by providing a place for safe walking and bicycling for people of all ages.
- Urge states to adopt federal guidelines for designing safer roads for older drivers and pedestrians.
- Preserve the flexibility of state and local governments to spend federal transportation funds on improving public transportation, pedestrian and bicycle paths and other alternatives that will meet the mobility needs of older Americans.
- Support the "Transportation Enhancements" program, which is the only federal source of support for pedestrian and bicycle safety projects and facilities.

Copies of Ms. Bailey's slides are included in Appendix 1.

National Directions in Community Transportation Alternatives

Jane Hardin, senior transportation specialist at the Community Transportation Association of America (CTAA) was the second speaker. She remarked that the report discussed by Ms. Bailey, *Aging & Mobility: Stranded Without a Choice*, is rich in data and expresses well the need for immediate action as well as coordinated future planning on the issue of aging and mobility.

With regard to current and future trends, Ms. Hardin reported the following:

- Coordination amongst agencies and organizations is a necessary and inevitable trend that is encouraged by the federal government. An example of a government-sponsored coordination effort is the non-competitive FTA program that distributes small coordination grants of approximately \$20,000 to \$30,000 to every state applying to the initiative. Ms. Hardin commented that while some

critics stress the challenges inherent to coordinating efforts, she believes coordination can work and is an important tool for providing services to senior citizens, particularly in a limited funding environment.

- The AARP is becoming involved with the issue of senior citizen transportation needs. Ms. Hardin observed that AARP's significant membership base has the potential to wield great influence over future policies and investments related to the quantity and quality of public transportation options available to older Americans.
- Awareness is increasing amongst community officials, planners and others with regard to issues involving older drivers. Ms. Hardin noted that this increased awareness can serve to benefit senior citizen programs and initiatives. She stressed that she hopes that awareness regarding the diverse transportation needs of the aging population (e.g. need for medical, work and social trips) will spread throughout the country.
- Policy makers are beginning to recognize the importance of and need for volunteer initiatives (e.g. volunteer drivers, schedulers) as an important component of our community transportation network. Although there are administrative costs associated with volunteer initiatives, such programs allow for more services. Two examples of successful volunteer initiatives have taken place in Annapolis, Maryland and Harrisonburg, Virginia. The former program utilizes an Americorp volunteer, who provides transportation services to the elderly that regular public transportation does not offer. The latter program utilizes volunteer drivers to transport the elderly to evening social events, which helps to reduce feelings of isolation. Volunteer drivers are typically friends or relatives of passengers who have agreed to be tested to serve as a volunteer driver for certain events.

With regard to volunteer initiatives, Ms. Hardin reported that they are most successful when funds can be acquired to reimburse volunteer drivers for their mileage and/or gasoline expenses. Securing insurance for volunteer drivers is another issue that can be difficult, but not impossible. Ms. Hardin remarked that CTAA is interested in this topic and is willing to help interested states seeking guidance on volunteer driver insurance. She added that some states may need to pass legislation to make volunteer driver programs viable.

- Ms. Hardin provided an example of what she considers a superb demand response transit system, which operates in the 609 square mile service area of St. Johns County, Florida. The system includes paratransit services as well as a service called the Sunshine Bus, which operates on a schedule/route but also makes stops when flagged by pedestrians.

In conclusion, Ms. Hardin remarked that although the direction of planning for senior mobility in the future is not crystal clear, she is hopeful that successful policies involving mobility and the aged are on the horizon. She emphasized that providing increased and improved transportation for the elderly is a manageable task and encouraged

participants to access the senior transportation tool kit available at her organization's website, www.ctaa.org.

The State's approach to Community Transportation in New Jersey

The next speaker was **Bob Koska**, director of NJ TRANSIT Local Community Transportation programs. He suggested that the principal challenge to providing local community transportation services is to find ways to make the diverse funding streams work together to create a flexible, effective, and easy to use system of community transportation services. He explained that NJ TRANSIT is the grantee of federal funding for New Jersey's local community transportation programs and it administers these federal grant programs, as well as similar state initiatives. In New Jersey, funding for community transportation services comes from a variety of sources, including: the State's Casino Revenue Fund and FTA's 5310 Senior and Persons with Disabilities program, 5311 Rural Services program, Job Access/Reverse Commute (JARC), community shuttle program and Congestion Management & Air Quality (CMAQ) program and 5309 earmark funds.

Mr. Koska noted that most local community transportation programs focus on providing transportation for seniors and persons with disabilities. With regard to the history of such programs, Mr. Koska reported that throughout the 1970's local senior/social service transportation programs typically operated in an uncoordinated environment. In the 1980's, the Casino Revenue fund program began and since then, there has been a continuous movement towards increased coordination amongst transportation programs.

For example, in 1980, the Office of Special Services was created at NJ TRANSIT. It was charged with working with counties on their transportation programs and required coordination plans to receive funding. Coordination among the Offices on Aging, Transportation, and Human Services was also encouraged. This strengthened the county role in transportation.

Two examples of state-sponsored local transportation programs that rely upon a coordinated approach include the following:

- *Work First New Jersey, 1996* – This program was created in response to the Welfare Reform Act of 1995 and required statewide coordination efforts among human service, labor, transportation, TMAs and social service agencies.
- *M&E Challenge Grant/Community Shuttle program, 1997* – This initiative involves the local community in providing transit services that connect to and strengthen NJ TRANSIT's core transit system.

Mr. Koska reported that recent reorganization at NJ TRANSIT has brought all community transportation related programs into a single organizational "home". This

new unit also includes planning for regular route bus service. New sub-units have also been created to monitor compliance with regard to driver drug & alcohol policies and vehicle maintenance. Mr. Koska noted that selection for all transportation programs is made by multi-agency interdisciplinary groups and all applications require coordination with other services.

With regard to the Casino Revenue fund, Mr. Koska provided the following facts:

- Casinos pay a tax of 8 percent on their gaming revenue. The taxes are dedicated to programs for seniors and persons with disabilities.
- The senior citizen and disabled person transportation assistance program receives 7 and a half percent of eligible funds collected annually.
- It is projected that the casinos will generate \$384 million in taxes for the fund in 2005. Total dollars available in the fund is estimated to be \$478.8 million.
- With regard to transportation assistance, 85 percent of the funds are allocated to counties, up to 10 percent is set aside for program administration and the balance is used for NJT accessibility.
- The county allocation formula for the fund is based upon a given county's percentage of New Jersey's 60+ population. NJT establishes an annual minimum allocation for the smallest counties and no county may receive more than 10 percent of the total funds available to counties.
- The total 2005 allocation was \$25,287,000, with over \$21 million of that amount allocated to counties.
- New Jersey counties provide approximately 4 million trips per year, with 1.6 million charged to the Casino Revenue program.

Mr. Koska then provided specific information about other local community transportation programs:

- *5310 Senior and Persons with Disabilities Capital program* – Applications for this initiative are accepted in the fall of each year and criteria for acceptance and issuance of a vehicle include extent and urgency of need, utilization and appropriateness of service, extent of coordination and cooperation and operating plan. MPOs have oversight over the application process. Sub recipients are private non-profits, county systems and municipalities that coordinate with counties. At any given time, there are 110-140 active sub recipients and 250-300 active vehicles.
- *5311 Rural services* – Applications for this program are accepted in the spring of each year and there is MPO oversight over the process. Funds are allocated by percent of state rural population within the county. There are currently 16 sub recipients: 1 non-profit, 3 municipalities and 12 counties. However, due to a

decrease in available funding and eligible areas the program will experience changes after July 2004.

- *Job Access Reverse Commute (JARC)* – Applications are sought from counties, TMAs and others to provide employment related transportation services to low-income residents and others. Generally, MPOs solicit applications and make recommendations to NJT. Services from this program are targeted to welfare to work participants. Sub recipients are usually counties, but there is also a TMA sub recipient, as well as NJT. There are 22 active JARC services, which have provided over 1.25 million passenger trips to date.
- *Community shuttles* – NJT requests applications for this program on a periodic basis (usually each year). The program is targeted to communities with transit access issues. Sub recipients can include municipalities, counties and other authorities/entities. This is the third year of program and there are currently 48 vehicles operating 30 services.
- *Local Initiatives (5309 earmarks)* – There is no competitive application process for these funds, which are congressionally earmarked. Sub recipients include counties, a municipality, a university and a non-profit. No services/vehicles are yet in operation for this program.
- *CMAQ* – This source of federal funding is allocated by formula to the state each year. Applications for this program are received by MPOs or NJDOT/NJT (e.g., Transit Village initiative). MPOs rank and select projects which are targeted to unmet local service needs. Sub recipients include counties and TMAs. The current method of administering this funding is new, with 14 partners to date.

As noted above, it is the responsibility of NJT to oversee or play a role in administering these programs. Mr. Koska emphasized that all of these grant programs are designed as reimbursement programs, so that the funding agencies (including NJT) can be sure that funds are used as intended. Other elements of oversight which may or may not apply to all programs include the following: reporting, regulatory compliance, drug & alcohol compliance and vehicle maintenance.

In conclusion, Mr. Koska noted that overall, New Jersey's community transportation programs have a solid foundation and are doing well. He remarked that any new initiatives that may grow out of the Safe Mobility series could be complimentary to the existing system and would be beneficial.

Copies of Mr. Koska's slides are included in Appendix 1.

Community transportation alternatives that work: “Best Practices” from New Jersey

Steve Fittante, Northeast Region manager for ATC, a transit service planning/management firm, was the final speaker. Mr. Fittante’s presentation focused on his experiences in designing flexible bus services in NJ to meet the needs of senior citizens and other transit dependent groups. He explained that one of the main challenges and issues related to creating flexible bus routes is ensuring both efficiency and flexibility for the rider in terms of travel times and destination choices. Common problems include the need to provide sufficient span of hours and frequency of service, accessibility in terms of proximity to trip origins and destinations and a range of passenger assistance.

Mr. Fittante noted that NJ has both fixed route providers and demand response providers, with each system offering distinct advantages. ATC strives to design flexible services which combine the advantages of both systems. For example, a flexible service that includes elements of door-to-door and passenger assistance characteristics of a demand response service with the certainty and trip productivity of a fixed route service. Mr. Fittante also noted that flexible route services require: smaller buses to improve routing flexibility, a frequency of regular service that eliminates the need for reservations and enough room in the schedule to accommodate some route deviations. Existing models of such systems include NJT Flex Routes and some county transportation programs.

Mr. Fittante reported on his experiences with flexible route services in two New Jersey counties – Warren, a rural county which offers little public transit and has small urban centers, and Union, an urban county with considerable rail and bus transit and which encompasses a major city and numerous suburban communities. Commonalities between the two counties include the following:

- Both have paratransit systems struggling to service the employment and other travel needs of seniors/disabled and the economically disadvantaged.
- Both have underserved senior citizen populations.
- Both have workforce development agencies struggling to meet mobility needs.
- Both had destinations in suburban areas not linked well by transit.

Both counties leveraged funding from various sources (e.g. JARC, Casino Revenue) to initiate small flexible route services. Both systems were able to expand their services, as they received additional funding by demonstrating their value to the DHS and Workforce programs. While each county’s service plan had distinct operational characteristics, both provided connections to NJT bus and rail routes, which Mr. Fittante described as a critical component to both service expansion efforts.

With regard to utilizing excess seating capacity on service vehicles, funding grantors of both programs accepted the concept of coordination and serving other client groups. Thus, provided the primary welfare to work needs were met, other client groups and destinations were served on the modified fixed routes using open seats. This practice resulted in increased efficiency and contributed to further service expansion in Warren County through application of fare revenue. (*Note: Union county did not charge fare for their flexible service*).

Comparing Warren shuttle trips by destination at the start of the service in 2001 to 2003, Mr. Fittante noted the marked increase in shopping/recreational and work trips. Comparing Warren shuttle trips by client category in 2001 to 2003, an increase is observed in the number of riders from the general public and senior/disabled population. With regard to the Warren shuttle's efficiency, Mr. Fittante reported that trips per revenue hour increased in the time period between 2001 and 2003.

More recently, the Warren shuttle program service has expanded to include Saturdays and evenings, in an effort to meet life mobility needs. The shuttle's annual fare revenue of \$15,000 has covered the increased costs associated with the Saturday service and a New Jersey Department of Labor Discretionary Grant of \$41,000 subsidized the weekday evening service.

In terms of the future, managers are projecting that the Warren shuttle service is expected increase its average daily ridership by 100 one-way passenger trips by June 2002. It was further estimated that senior/disabled ridership would account for 65 percent of those trips, fare box recovery would be 10 percent and 25 percent of trips would be to employment and education destinations.

Six month results showed an average daily ridership of 78. Senior/disabled ridership accounted for 28.9 percent of trips, fare box recovery was 8.4 percent and 31.5 percent of trips were to employment and education destinations.

May 2004 results showed an increased average weekday ridership of 229 and an average Saturday ridership of 56. The average trips per hour were 6.44 and senior/disabled ridership accounted for 18.7 percent of trips. Farebox recovery was 5.2 percent and the percent of trips to employment and education destinations was 36 percent.

Mr. Fittante also discussed the Union county rail feeder demonstration initiative, which allows Union County paratransit to act as a feeder to the NJT Raritan Valley line. This demonstration project reduced total expense and travel time for supported employment participants and could have similar applications for senior transportation. Mr. Fittante added that this demonstration reduced the costs of operating a paratransit trip by approximately 40 percent.

To conclude, Mr. Fittante commented that the integration of transit and paratransit is critical to meeting the transportation demands of the next two decades. He also shared the following observations about the flexible service programs:

- The use of flex routes increased mobility for all transportation dependent individuals.
- The initial limited service hours prompted identification of the need for evening and weekend service.
- The shift of senior and disabled trips to the shuttles has improved county paratransit system efficiency.

Copies of Mr. Fittante's presentation slides are included in Appendix 1.

PARTICIPANT DISCUSSION

Participants shared the following comments and questions during the facilitated discussion that followed the speaker presentations:

- In response to a question regarding insurance issues surrounding the shared use of vehicles and volunteer drivers, and in particular partnering with faith-based organizations, the participant explained that vehicles owned by faith-based organizations are typically covered under insurance plans restricting their operation to trips related to congregational needs. Mr. Fittante acknowledged that this type of restriction can be limiting. He added that similar restrictions are sometimes applied to vehicles owned by non-profit organizations. Mr. Carnegie indicated that he was aware of at least one example of a faith-based organization leasing its vehicles to a mobility broker. Under this example, the vehicle's insurance was covered under the broker's insurance during the time frame the vehicle was in the broker's possession. This example was showcased in a publication published by the Transportation Research Board.
- In response to a question related to reauthorization of the federal transportation law (TEA-21) and its related programs (e.g., JARC and other transit funding programs), Mr. Koska indicated that the status of TEA-21 was uncertain and that it would be difficult to predict future funding levels. In addition, he cited the Administration's New Freedom Initiative as an example of a new federal funding program that seeks to expand transportation options for people with disabilities.
- To clarify an aspect of Mr. Fittante's presentation, a participant inquired if the absolute numbers of seniors/disabled utilizing the Warren County shuttle system increased or decreased since inception. In response, Mr. Fittante indicated that from 2001-2003 there was an absolute increase in the number of seniors using the service, even though the percentage of senior/disabled ridership decreased.

This is explained by the fact that the number of people from the general public using the service also increased, but in greater numbers.

- A participant from the Warren county municipality of Phillipsburg remarked that the Warren county shuttle program was “great,” but emphasized the need for greater publicity and public awareness. Mr. Fittante agreed with this assessment and suggested that the participant share his suggestion with ATC’s client, the Warren County Department of Human Services.
- A participant asked how a consumer interested in utilizing public transportation is supposed to determine her/his travel options from “point A to point B”. Mr. Fittante responded that there is no single source of information for consumers. He opined that a user-friendly transportation information center offering information on the full range transportation options provided by a variety of service operators would be beneficial. It was noted that residents of most NJ counties can dial 2-1-1 to retrieve information on various statewide health and human services, including transportation.

Ms. Hardin added that the lack of a transportation information clearinghouse is not a NJ-specific issue, as other states are seeking to address it as well. Colorado is one such state. They are developing a special phone number that will offer callers transportation information. Ms. Hardin also cited a planning initiative led by Easter Seals Project Action and the Beverly Foundation which created a tool to assist government agencies and citizen groups to inventory and assess the community transportation services available in their communities.

On the same topic, another participant remarked that TMAs can provide a great deal of transportation information and are located throughout the state. This participant suggested that individuals seeking information about their local TMA access www.driveless.com, which is the website for the Transportation Management Association Council of NJ (TMAC). TMAC is a council of all eight Transportation Management Associations in New Jersey.

Another participant suggested that transportation agencies link with web resources such as mapquest, as a means to disseminate specific public transit information to the public. Still others suggested that those seeking transportation information can access the website of the New Jersey Council on Special Transportation (www.njcost.com). Finally, it was noted that many area agencies on aging have information regarding elder care and related services.

- A participant discussed the concern of senior citizens who live near or at poverty thresholds and asked if the U.S. Housing and Urban Development Department (HUD) is a partner in transportation programs. Ms. Hardin observed that HUD is currently fighting to survive in the federal bureaucracy and indicated that, at this time, it is not involved in issues related to transportation.

- A participant observed that a great deal of the discussion at today's forum related to government-funded transportation programs. The participant opined that focusing only on government funded initiatives is limits the pool of resources under consideration. As such, the participant asked what funding was available from other sources. Mr. Fittante responded that foundations are another potential funding source. He also suggested that agencies should consider charging fares for some services, especially if the fare structure was based on a users ability to pay. Mr. Fittante stressed that adults residing in urbanized areas of NJ typically utilize fixed-route, fare box transportation while their suburban peers rely more exclusively on paratransit systems that do not charge a fare. He suggested that Increasing the use of fares on these systems could expand the pool of resources to expand and improve services.

Mr. Koska added that another potential source of funding is private industry. He provided the example of a grocery store helping to fund trips to/from its facility.

- In response to a question regarding the sale of advertisements on paratransit vehicles, a.k.a. "bus wraps", as a means to raise revenue, Mr. Koska responded that he was aware of only a few examples in NJ and that these examples did not generate significant revenue. Mr. Fittante agreed with Mr. Koska's assessment but noted that he believes this area is an unexplored frontier that holds potential. For example, area hospitals, food stores and industries such as the pharmaceutical sector may begin to realize the benefits of partnering with local transportation systems.
- In response to a question about the percent of people age 30-60 who drive, Ms. Bailey responded that 94 percent of that age cohort drives.
- A participant suggested that aging adults should be encouraged to utilize public transportation before they are forced to completely stop driving. This can ease the sense of loss when one ceases to drive and can diminish the initial shock of using public transportation systems. The speakers agreed that integrating better the use of public transportation into everyone's daily lives would be beneficial.
- In response to a questions regarding the role of senior citizen centers in providing transportation information and/or training Mr. Fittante noted that community transportation services are typically marketed at senior centers but travel training was not frequently undertaken.
- In response to a question regarding the role of TMA's a forum participant working for a TMA responded that TMAs, which used to be focused only on commuters, were being encourage to broaden their focus to the needs of travelers in general. Mr. Fittante remarked that TMAs were helpful in the marketing of the Warren county shuttle program.

Ms. Hardin added that in addition to TMAs, law enforcement agencies and other entities from the private and public sector can and should partner to increase awareness of transportation programs.

- In response to a question regarding the creation of “mobility counselors” to provide travel training and information to aging adults, Ms. Hardin remarked that such a program exists in Florida.

SPEAKER BIOGRAPHIES

Linda Bailey is a policy analyst for the Surface Transportation Policy Project. She has been working with the research team at the Surface Transportation Policy Project (STPP) since 2002. Most recently, she authored a paper on the aging population and mobility, showing a dramatic lack of mobility among older people who do not drive, as well as the benefits of public transportation for this population. Last year she co-authored a Brookings report on flexing to transit that compared state departments of transportation and metropolitan planning organizations. Prior to working at STPP, Linda worked with community groups in Detroit to address freight planning for their area. She has a master's degree in urban planning from the University of Michigan.

Jane Hardin is the Senior Transportation Specialist at the Community Transportation Association of America (CTAA) where she provides technical assistance and information to transportation providers and social service agencies to encourage and support the development of transportation for older persons. She is the principal author of CTAA's Senior Transportation Toolkit and Best Practices (May 2003) and writes the electronic newsletter, CTAA's Senior Transportation Notes. Jane also coordinated the joint effort between CTAA and the Beverly Foundation to identify innovations in senior transportation and its subsequent report *Innovations for Seniors - Public and Community Transit Services Respond to Special Needs*.

Bob Koska is the Director of Local Programs and Minibus Support in NJ TRANSIT'S Office of Planning and Development. Bob's 14-member staff administers the Federal Transit Administration's Section 5310 and 5311 programs, as well as the New Jersey Casino Revenue Transportation Assistance Program. Bob was the state delegate to the Community Transportation Association of America (CTAA) from 1997 to 2003, and last year was elected Northeast Representative to the CTAA National Board of Directors.

Steve Fittante is the Northeast Regional Manager for ATC, a leading provider of transit services throughout the nation. He has over 25 years of experience in public transit and paratransit planning and administration, including management positions with NJ TRANSIT and Laidlaw Transit, and as Director of a county transportation system in Monmouth County, NJ. Steve is a past New Jersey delegate to the Community Transportation Association of America (CTAA) and past president of the NJ Council on specialized transportation. He has published several articles on taxi service contracting and the development of transit feeder services in suburban and small urban markets.

Safe Mobility at Any Age
Policy Forum Series

Forum 4
June 30, 2004

Community Transportation Alternatives

AGENDA

- 9:00 Registration and Continental Breakfast**
- 9:30 Welcome**
Jon Carnegie, Assistant Director, Voorhees Transportation Center
- 9:45 Aging Americans: Stranded Without Options: The Need for Public Transportation**
Linda Bailey, Policy Analyst, Surface Transportation Policy Project (STPP)
- 10:45 National Directions in Community Transportation Alternatives**
Jane Hardin, Senior Transportation Specialist, Community Transportation Association of America
- 11:30 New Jersey's approach to Local Community Transportation**
Bob Koska, Director, NJ Transit Local Programs
- 11:50 Community Transportation Alternatives that Work: "Best practices" from NJ**
Steven Fittante, Northeast Region Manager, ATC
- 12:30 Question and Answer and Facilitated Discussion**

LIST OF PARTICIPANTS

First	Last	Organization
John	Adair	Somerset County Division of Transportation
Rosemarie	Anderson	Delaware Valley Regional Planning Commission
Barbara	Antoniszyn	The Elder Care Companies, Inc.
Jeff	Bashe	United Way
Donald	Boeri	
John	Bonanno	American Red Cross – Bergen County
Donald	Borowski	New Jersey Motor Vehicle Commission
Sandra	Brillhart	Greater Mercer TMA
Bradley	Brown	
Kathleen	Carmello	Union County Paratransit
Margaret	Chester	Middlesex County AAA
John	Ciaffone	TransOptions
Alex	Cisneros	NJ TRANSIT
Adele	Clark	Greater Mercer TMA
Flora	Davis	Community Without Walls
Martin J.	Denero	Mercer County Trade Transportation
Joanne	DiNapoli	Meridian Health System
Sandra D.	Elliott	Meridian Health System
Pam	Fischer	AAA - NJ Automobile Club
Barbara	Geiger-Parker	NJ Brain Injury Association
Nat	Giancola	AARP - Driver Safety Program
John	Glascok	The Elder Care Companies, Inc.
Susan	Harris	Daughters of Israel Nursing Home
William	Hoffman	Federal Highway Administration - New Jersey Division
Daniel	Imperatrice	Somerset Medical Center
Rosaria	Ippolito	Meadowlink Commuter Services
Robert	Klein	Union County Division on Aging
Katherine	Klotzbuerger	Stephenson-Klotzbuerger Foundation, Inc.
Paul	Krupa	Dept. of Law & Public Safety Division of New Jersey State Police
Geoffrey	Lane	UMDNJ/UBHC
Jennifer	Lane	NJDOT
Lillian	LaSalle	Mercer County Office on Aging
Edward	Lipiner	Passaic County Planning Department
Rina	Lubliner	Daughters of Israel
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Ashley	Marchowsky	Atlantic County Intergenerational Services
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Clare	McLaughlin	Bacharach Institute for Rehabilitation
Carrie A.	Monagle	St. Lawrence Rehabilitation Center
Ken	Oexle	
Jennifer	Palasits	JFK Johnson Rehabilitation Institute

Miriam	Pickman	Alder Women's League
Frank	Power	Bergen County Division of Senior Services
Barbara	Rutan	Monmouth County Office on Aging
Kathleen	Seaman	NJDHSS - Division of Aging and Community Services
Ronnie	Siriani	NJ TRANSIT
Lynn	Thornton	West Windsor Senior Center
Michael D.	Van Stine	Workforce21
Hope	Vega	New Brunswick Dial-A-Ride
George	Ververides	Middlesex County Department of Planning
Nicholas	Vitillo	NJDOT, Research
Charles	Volpe	Warren County Division of Senior Services
Kevin	Wagner	JFK Medical Center
Karen	Yunk	Federal Highway Administration - New Jersey Division

APPENDIX 1

PRESENTATION SLIDES

Aging Americans: Stranded Without Options: The Need for Public Transportation

Linda Bailey
Policy Analyst
Surface Transportation Policy Project (STPP)

National Directions in Community Transportation Alternatives (Text Outline Only)

Jane Hardin
Senior Transportation Specialist
Community Transportation Association of America (CTAA)

New Jersey's Approach to Local Community Transportation

Bob Koska
Director
NJ TRANSIT Local Programs

Community Transportation Alternatives that Work: "Best Practices" from New Jersey

Steve Fittante
Northeast Region Manager
ATC

Surface Transportation Policy Project

Aging & Mobility: Stranded Without A Choice

Linda Bailey, Policy Analyst
Surface Transportation Policy Project

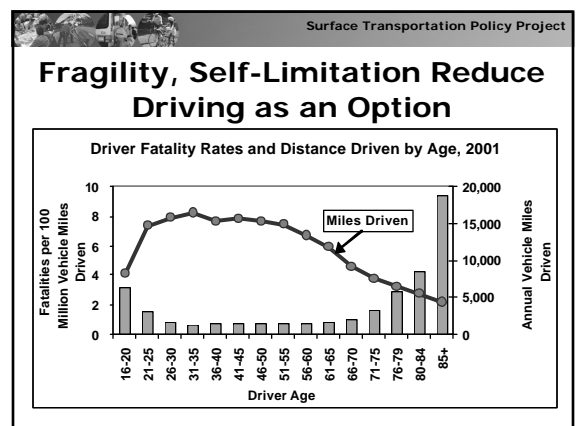
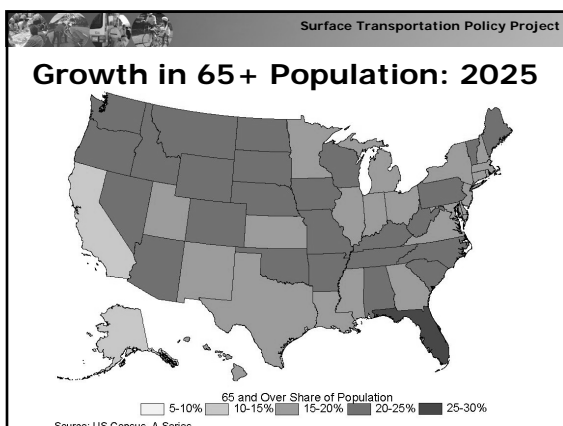
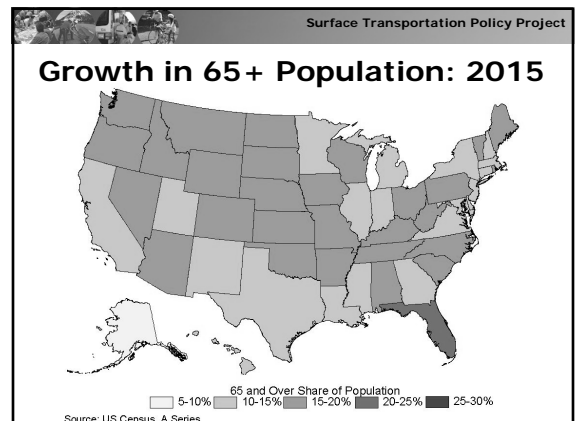
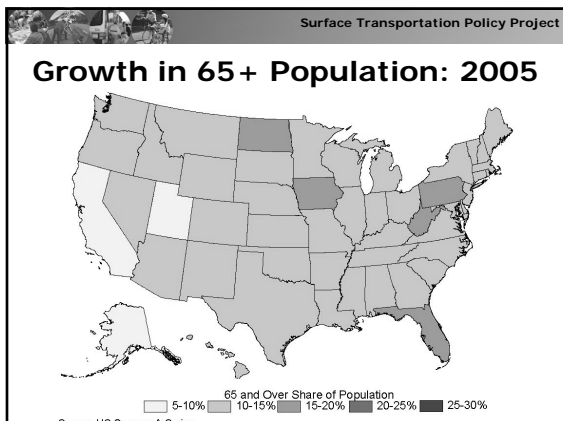
This report was created in cooperation with AARP.

Surface Transportation Policy Project

Why This Study?

"...[Taking away someone's license] really takes away a person's independence and their desire to live."

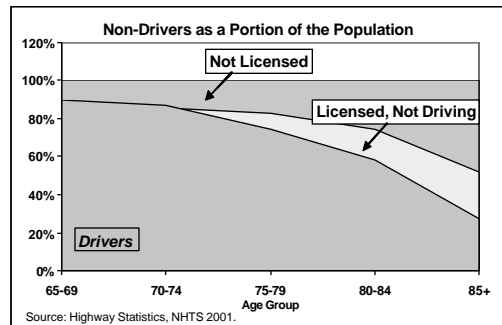
---Mary Jane O'Gara, AARP Board of Directors, July 25, 2002 Congressional Testimony before the House of Representatives



Self-Limitation on Driving

- o One in five – 21 percent - of people 65 and over **do not drive** (NHTS 2001)
- o Among drivers 65 and over, one in five **do not drive at night** (Omnibus June 2002)
- o Drivers at 70 likely to stop driving and spend an average of 6-10 years “dependent on others to meet their transportation needs” (Foley et al. 2002)

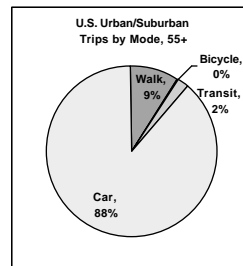
Non-Drivers & Age



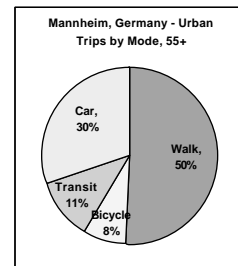
What Driving Cessation Means

- “My ego has taken a big hit since not driving”
- “I don’t feel in complete control”
- “[My] world had been reduced to one square mile”
- “[Stopping driving] took my independence away. Depending on someone else, that is really tough.”
- “Not driving... You become a prisoner. I have to depend on other people.”
- AARP Focus Groups (Coughlin, 2001)

Things Can Be Different



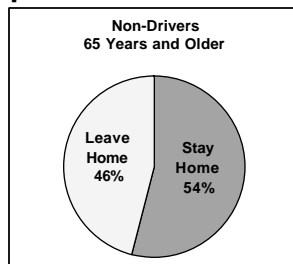
Source: NHTS 2001



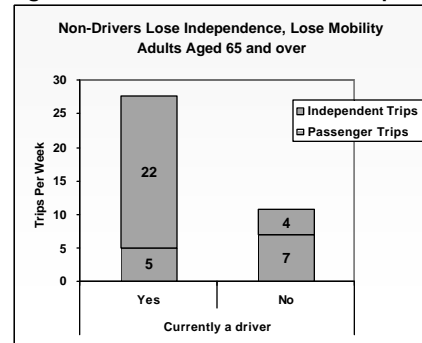
Mollenkopf, 2002

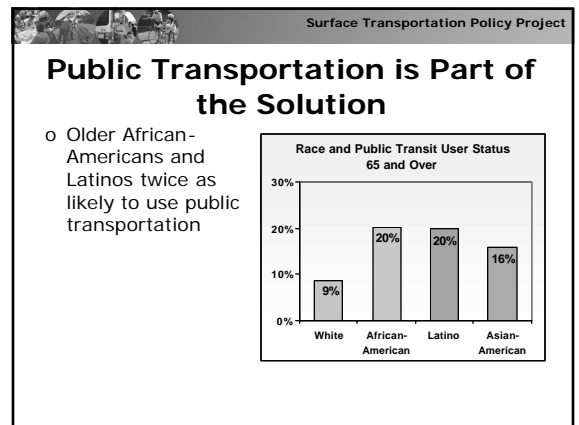
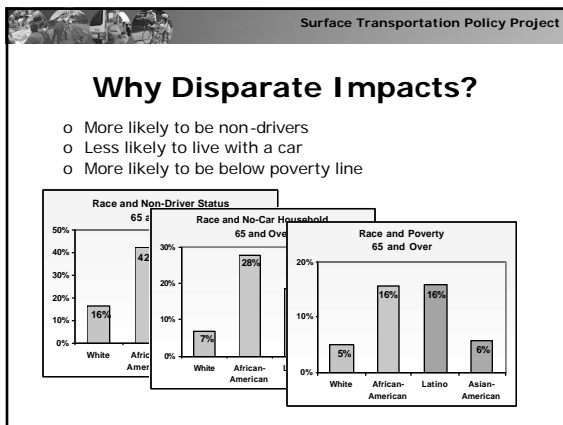
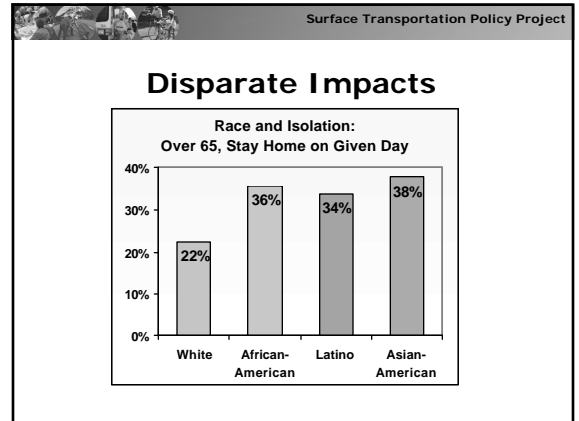
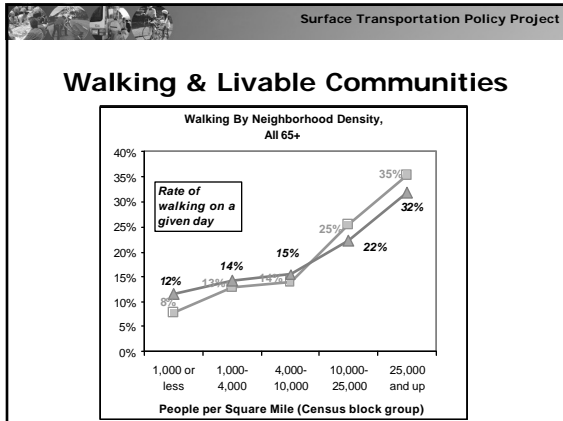
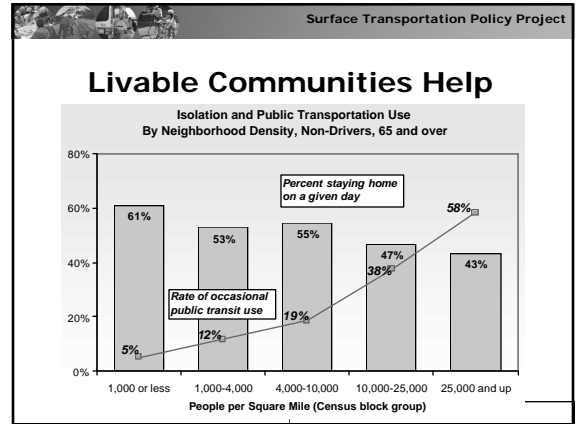
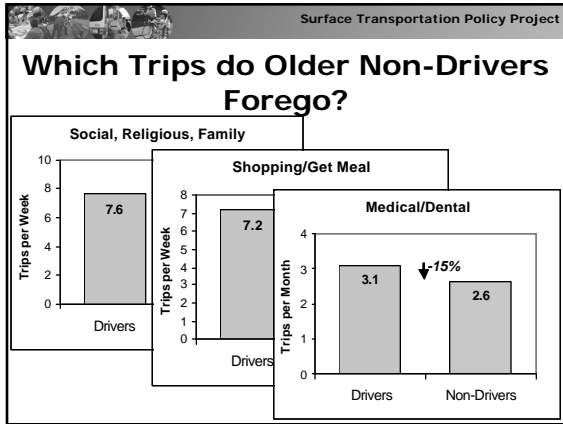
Isolation: Non-Drivers with No Options

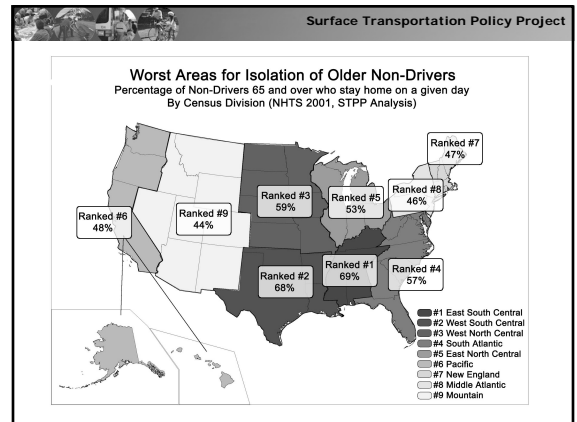
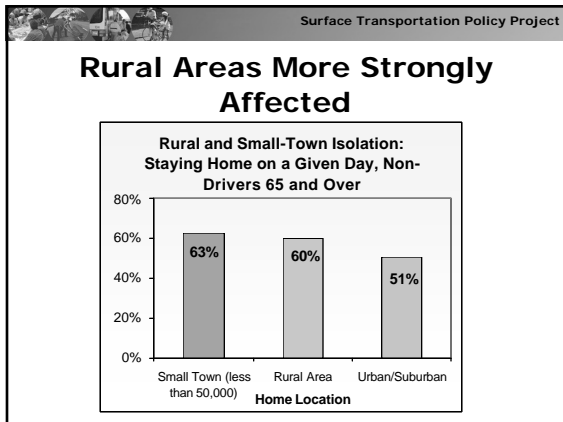
- o Over half of non-drivers aged 65 and over stay home on a given day.
- o --3 times as much as drivers (17%).



Getting Rides from Others: Loss of Independence







- Surface Transportation Policy Project
- ## Recommendations
- ### Public Transportation:
- Substantially increase investment in public transportation systems to expand and improve services to meet the needs of older Americans in metropolitan and rural areas.
 - Increase funding for existing specialized transportation programs that provide mobility for older persons, such as FTA's Section 5310 program.

- Surface Transportation Policy Project
- ## Recommendations
- ### Planning and Coordination:
- Incorporate the mobility needs of older Americans into the planning of transportation projects, services, and streets. Coordinate with land use planning.
 - Improve coordination among human services agencies and between those agencies and public transportation agencies.

- Surface Transportation Policy Project
- ## Recommendations
- ### Road and Street Improvements:
- Complete the streets by providing a place for safe walking and bicycling for people of all ages.
 - Urge states to adopt federal guidelines for designing safer roads for older drivers and pedestrians.

- Surface Transportation Policy Project
- ## Recommendations
- ### Road and Street Improvements (cont'd):
- Preserve the flexibility of state and local governments to spend federal transportation funds on improving public transportation, pedestrian and bicycle paths, and other alternatives that will meet the mobility needs of older Americans.
 - Support the "Transportation Enhancements" program, which is the only federal source of support for pedestrian and bicycle safety projects and facilities.



Aging & Mobility: Stranded Without A Choice

Linda Bailey, Policy Analyst
Surface Transportation Policy Project

This report was created in cooperation with AARP.

National Directions in Community Transportation Alternatives

Jane Hardin, Senior Transportation Specialist, Community Transportation Association of America

In preparing for today, I defined “directions” broadly to include what direction, we -- people working on issues of transportation and aging -- think senior transportation *needs* to take as well as a report on current trends.

I am usually somewhat hesitant to talk about the future of senior transportation and future needs, because as important as planning for the future is, talking about it can shift attention away from what we need to do *now* to meet existing needs. Today, however, I have no such concern because of the recent STPP (Surface Transportation Policy Project) report, *Aging Americans: Stranded Without Options: The Need for Public Transportation*, that Linda Bailey, its author, has just discussed. That study does an excellent job of connecting present and future needs.

The United We Ride (UWR) Campaign of the Federal Transit Administration (FTA)

The federal government through the FTA’s (Federal Transit Administration’s) United We Ride (UWR) Campaign and Executive Order 13330 (February 24, 2004) are bringing national attention to the need to coordinate transportation. This year the FTA will award a small UWR grant to every state that applies that the states can use to further their statewide coordination efforts.

AARP’s New Transportation Initiative

Transportation is now part of AARP’s *Ten Year Social Impact Agenda*. One of the two goals of its Livable Communities program is that “Americans 50+ are able to sustain mobility as they age.” The other goal of the Livable Communities program is that “Americans 50+ have adequate housing options which enable them to age in place.” I mention the second goal, because – unlikely as it may seem -- only recently have people begun to connect the issue of aging in place with transportation options.

Environmental, Health, and Transportation Advocates Are Beginning to Work Together

The *Stranded Without Options* report is a prime example. We are finding out that many of our goals and desired outcomes are the same. Public and community transportation can help to reduce pollution and congestion. Planned growth creates communities that can be readily served by public and community transportation. Older people can use sidewalks for exercise walking, for running errands instead of driving -- and for getting to bus stops.

Transportation Options for Older Drivers

Increasing concern about older drivers – especially since the Santa Monica crash – has brought new attention to providing viable transportation options for older people. It is important, I think, to have community and public transportation that blends into the lives of older people as they cut back on driving and not to wait until they completely

stop. It just doesn't seem realistic to say to an 87 year old, "You are losing the only way of travel you've ever had. Welcome to the world of public transportation."

Cape Cod is one good example of blending community transportation into older persons' lives. Older residents drive safely within their own communities – for errands and social trips. When, however, they need to travel on Interstate for appointments with medical specialists, they don't drive: they use the B Bus.

Recognition of the Diversity of the Transportation Needs of Older Persons

In creating new senior transportation, we need to be aware, certainly, of the diversity of people 50+ and their diverse transportation needs: medical transportation, special escorts for the frail elderly, transportation to work (six of eight Boomers say they plan to work beyond retirement age); transportation for shopping and general life activities. We also need to recognize that individuals have diverse needs. The same person who needs medical transportation also probably need transportation for social occasions and recreation.

Two Examples of Transportation Providers That Are Meeting Diverse Needs

St. Johns County Council on Aging in St. Augustine, Florida runs two excellent transportation services: One is a demand-response service, primarily for medical transportation; and the second is a public transportation service – the Sunshine Bus. And the buses are indeed sunshine yellow. The Sunshine Bus serves the general population as well as older people. It provides connector service to commuter buses taking people to jobs in Jacksonville and within-County service. Within the county, passengers can board a Sunshine Bus at any street corner along its route. Many people -- frail older persons, anyone who has trouble walking -- who can not use fixed-route transit -- are able to walk to a nearby corner and wave down a bus.

The day I rode a Sunshine Bus, an older woman with a walker waved the bus down. After she got on, another passenger kindly explained to her that St. Johns also had a demand-response service. The older woman responded: "I know that. I take it to go the hospital. I don't need it to go to Wal-Mart."

CART (Community Association for Rural Transportation) in Harrisonburg, Virginia has a fleet of wheelchair-accessible vans that it uses primarily for non-emergency medical transportation. Evenings and weekends, the CART vehicles are available for social trips – especially overnight trips and trips outside the county. CART cannot afford to pay drivers for these trips so it created a Designated Volunteer Driver Program. Older persons can designate a volunteer, usually a family member. CART checks the driving record of potential volunteers, makes sure they know how to secure a wheelchair, and then places them on CART's insurance policy. Through the Designated Volunteer Driver Program, CART's passengers are now able to attend social events such as family reunions, weddings, and graduations.

Volunteers and Senior Transportation

The use of volunteers by public and community transportation is a growing trend. Although some transit providers have used volunteers for years (Wheels for Wellness

in Philadelphia has used volunteer drivers for at least forty years), transit and volunteer programs have more often been separate. Today more and more programs are using volunteer drivers. I recently learned about two transportation providers that use large volunteer driver programs: one in Arapahoe County, Colorado, and another in Auburn, Maine. Transportation brokerages and one-stop call numbers often offer volunteer drivers as a transportation option. The Seniors' Resource Center in Denver has received a three-year \$200,000+ grant from the Rose Community Foundation to develop a volunteer driver prototype program.

Annapolis Transit in Maryland has a fulltime AmeriCorps volunteer who has developed a volunteer driver program for older persons too frail to use public transportation, but who are ineligible for ADA-paratransit. The AmeriCorps volunteer has worked with a local non-profit social service agency, Partners In Care, to expand its original volunteer driver program and to create a new transportation service for persons who need to make longer distance trips that may go outside the county, and for those who need recurrent transportation.

An Insurance Aside

Obtaining insurance to cover volunteer drivers can be difficult, but it is usually not impossible. I state for the record that I will offer technical assistance to anyone who is trying to get insurance for their volunteer drivers or who wants to explore the issue.

Innovations in Senior Transportation

New innovations, new models, new approaches to providing public and community transportation to older people are being implemented all over the country. Last year the Beverly Foundation and CTAA undertook a survey of innovations for seniors in public and community transit. The purpose of the study was to identify, document, celebrate, and disseminate information regarding innovative public and community transportation. Out of 167 inquiries, 96 surveys were received, representing 33 states. The report on that survey, *Transportation Innovations for Seniors*, is available from CTAA and the Beverly Foundation. This year we are undertaking a new survey to identify innovations in rural transportation and to do in-depth profiles of five innovative transportation providers.

Direction for the Future?

The future direction of transportation for seniors is – at least to some extent – up to us. I say that - knowing as you do -- all that is outside our control. Here is my closing upbeat example: a public transportation program I have already mentioned -- the Sunshine Bus in St. Johns County. The Jacksonville Transportation Authority published a study -- it cost \$200,000 to prepare – that found that St. Johns County would lack adequate population density to support public transportation until the year 2030. That finding is probably correct...for fixed-route transit, but St. Johns County Council on Aging came up with public transportation that is *not* fixed-route: its buses stop at any corner along their route when someone waves for them to stop. By being innovative and resourceful, St. Johns County determined the own direction of their public transportation.



NJ TRANSIT Local Community Transportation Programs

Safe Mobility at Any Age
Policy Forum Series
June 30, 2004



Local Community Transportation Programs

- Casino Revenue Funds
- 5310 Senior and Persons with Disabilities
- 5311 Rural (Nonurbanized) Services
- Job Access / Reverse Commute (JARC)
- Community Shuttle
- Local Initiatives
 - CMAQ
 - NJTPA
 - DVRPC
 - SJTPO
 - Transit Village
 - 5309 Earmark



Origins

- 1970's – Various senior/social service transportation programs operate in an uncoordinated, sometimes duplicative manner
- Mid-1980's – Casino Revenue funding
 - New Jersey strengthened the County role in transportation, requiring coordination plans to receive funding
 - Coordination among Offices on Aging, Transportation, and Human Services is encouraged and efforts must be documented to receive funding
 - Efforts focused on transportation for seniors and persons with disabilities
 - Casino Revenue provided \$3 million dollars in 1984 and now currently provides \$25 million in funds in 2004



A Coordinated Approach

- 1996 – Work First New Jersey
 - In response to the Welfare reform Act of 1995
 - County transportation plans required statewide, coordinating transportation needs and efforts among human service, labor, transportation, TMA's, and social service agencies
 - Statewide leadership and coordination provided through Provider Oversight Group (POG)
 - Services provided as direct outgrowth of the Work First process
 - JARC
 - TANF block grants
 - Fare Programs – WorkPass
 - Transit services



A Coordinated Approach

- 1997 M&E Challenge Grant / Community Shuttle Program
 - Program to involve the local community in providing needed local transit services
 - Services connect to and strengthen the core transit system
 - Mitigates against severe parking limitations
- Coordinated Program Management
 - Selection for all programs is made by multi-agency, interdisciplinary groups
 - All applications for all programs require coordination with other services



A Coordinated Approach

- Recent reorganization at NJ TRANSIT has brought all programs into a single organizational "home"
- Unit also includes planning for regular route bus service
- New sub-unit to monitor compliance
 - Drug & Alcohol
 - Maintenance
- NJT Executive Director reinvigorating interdepartmental efforts in response to "United We Ride" efforts at Federal level.



CASINO REVENUE FUND

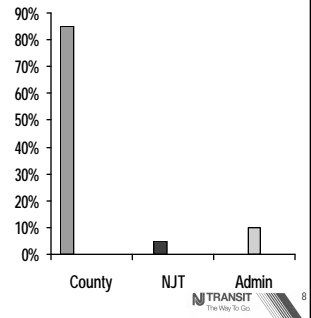
- Casinos pay a tax of 8 percent on their gaming revenue.
- Senior citizen and disabled person transportation assistance program receives 7½ % of eligible funds collected annually.
- In 2005, it is projected that the casinos will generate \$384 million in taxes for the fund. Total dollars available in the fund is estimated to be \$478.8 million.
- The taxes are dedicated to programs for seniors and persons with disabilities.



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Transportation Assistance

- 85% of funds are allocated to counties
- Up to 10% of funds to administer program
- Balance for NJT accessibility



8

County Allocation Formula

- Based upon county percentage of the State's total 60+ population
- NJT establishes an annual minimum allocation for smallest counties
- No county may receive more than 10% of total funds available to counties



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TOTAL 2005 ALLOCATIONS

- COUNTIES - \$21,493,950
- NJ TRANSIT - \$ 3,793,050
Administration- \$ 2,528,700 (Administrative funds not used are transferred into Capital Projects)
Capital Projects - \$1,264,350
- TOTAL 2005 Allocation - \$25,287,000



10

STATEWIDE COUNTY RIDERSHIP

YEAR	SCDRTAP RIDES	ALL RIDES
2002	1,670,509 (42.5%)	3,931,853
2001	1,682,820 (44%)	3,858,681
2000	1,702,840 (42%)	4,052,849
1999	1,738,508 (46%)	3,797,268
1998	1,796,415 (47%)	3,854,516
1997	1,794,669 (47%)	3,805,176
1996	1,732,471 (47%)	3,668,725
1995	1,731,168 (45%)	3,813,311



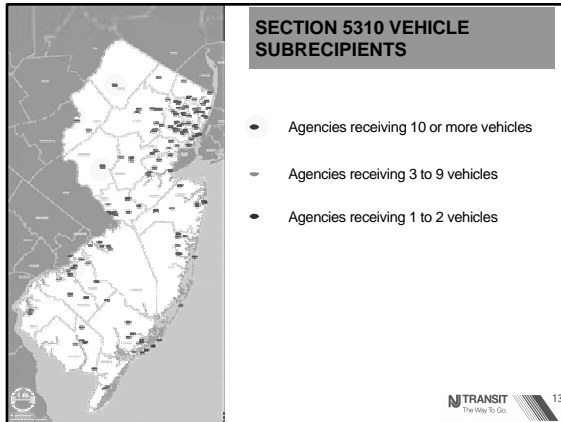
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5310 Senior and Persons with Disabilities Capital Program

- Process
 - Application – Annual cycle - fall of each year.
 - Regional evaluation – Jan., Statewide review committee – Feb.
 - Extent and urgency of need
 - Utilization and appropriateness of service
 - Coordination and cooperation
 - Operating plan
 - MPO oversight
- Partners
 - Sub recipients are private non-profits, county systems and municipalities that coordinate with counties
- Status overview
 - We have between 110 and 140 active subrecipients and 250 to 300 active vehicles at any given time



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5311 Rural Services

- Process
 - Application – Annual cycle – spring of each year
 - MPO Oversight
 - Funds allocated by percent of state rural population within county
- Partners
 - Subrecipients: Currently 16 – 1 Non-Profit, 3 Municipalities, 12 Counties
- Status overview
 - 16 services running. Due to decrease in funding and eligible area there will be changes starting July 1, 2004.

JARC

- Process
 - Applications sought from counties, TMAs, others
 - MPOs solicit applications, make recommendations to NJT
 - Targeted to welfare/post-welfare individuals
- Partners
 - Funding/Coord.: NJ Human Services, Labor, Transportation
 - Subrecipients: usually counties, also a TMA & NJ TRANSIT
- Status overview
 - 24 total services / 22 active services
 - Over 1.25 million passenger trips to date

Community Shuttles

- Process
 - Applications in "rounds" to NJ TRANSIT
 - MPOs represented on Technical Evaluation Committee
 - Targeted to communities with transit access issues
- Partners
 - Subrecipients: municipalities, counties, authorities
- Status overview
 - 30 services/48 vehicles operating
 - 3rd year of program services

Local Initiatives - 5309 Earmarks

- Process
 - Application: none – Congressional earmarks
 - MPO input: none
 - Target: none
- Partners
 - Subrecipients: counties, municipality, university, non-profit
- Status overview
 - Pending applications: Middlesex Co./Monroe Township, Gloucester Co., MSU (FY04)
 - No services/vehicles yet in operation

Local Initiatives - CMAQ

- Process
 - Applications to MPOs or NJDOT/NJT (Transit Village)
 - MPOs rank and select projects
 - Targeted to unmet local service needs
- Partners
 - Subrecipients: counties, TMAs
- Status overview
 - Pending applications: DVRPC, NJTPA, SJTPO, Tran. Vill.
 - NJ TRANSIT funding interim DVRPC services to River Line
 - New program, 14 partners to date

Oversight

- Reporting
 - Monthly ridership reporting on billing cycle (All programs, quarterly for 5310)
 - NTD statistical reporting and annual report (JARC, Community Shuttle, Local Initiatives)
- Regulatory Compliance
 - Site Visits and Desk Audits (Section 5311 and JARC)
 - Invoice review (All programs)
 - Technical Assistance
 - Training
- Drug & Alcohol (5311, JARC, Community Shuttle, Local Initiatives)
 - Random Audits with follow up
 - Annual report
- Vehicles/ Maintenance
 - Vehicle inspection every two years (All programs)
 - Random maintenance audits (All programs)
 - Targeted maintenance inspection twice a year (Community Shuttle)

Flexible Bus Routes

Designing Bus Services to Meet Senior Citizen and Transportation Dependent Needs



The Issues

- An aging baby boom population wed to their automobiles but needing alternatives
- Providing flexibility and choice in rider travel times and destination choice
- Holding the line on transit subsidy costs

The Problem

- Providing sufficient span of hours and frequency of service
- Providing accessibility in terms of proximity to trip origins and destinations
- Providing a range of passenger assistance

NJ Fixed Route Providers

- New Jersey Transit
- Private Bus Companies
- County Transportation programs

Demand Response Providers

- County Transportation Programs
- NJ Transit Access Link
- Non-Profit Human Service Agencies

Advantages of Fixed Route

- No Advance Reservation Required
- Greater Flexibility in Changing Travel Time
- Higher Per Hour Trip Productivity

Demand Response Advantages

- Accessibility (Door-to-Door)
- Higher Level of Driver Assistance
- Responsiveness to Special Needs

The Challenge

- Approach the door-to-door and passenger assistance characteristics of demand response
- Offer the spontaneity and trip productivity of fixed route

Designing Flexible Routes

- Smaller buses to improve routing flexibility
- Offer a headway schedule eliminating the need for reservations
- Provide extra room in the schedule to accommodate some route deviations

Existing Models

- NJ Transit Flex Routes (Formerly Wheels)
- County Transportation Programs

A Tale of Two Counties

- | | |
|--------------------------------|---------------------------------------|
| • Warren County, NJ | • Union County, NJ |
| • Rural County | • Urban County |
| • Little public transit | • Considerable rail and bus transit |
| • Small urban centers | • Major city and suburban communities |

Common Issues

- Both had paratransit systems with difficulties serving employment needs of senior/disabled and economically disadvantaged
- Both had underserved senior citizen populations
- Both had workforce development agencies struggling to meet mobility needs
- Both had destinations in suburban areas not linked by transit

Leveraging Funding

- Warren County
- Obtained JARC funds to supplement Casino Revenue, 5311
- Used joint funding to serve both senior/disabled and welfare to work
- Union County
- Obtained TANF funds to supplement Casino Revenue
- Used joint funding to serve both senior/disabled and welfare to work

Starting Small

- Both systems expanded their services through demonstrating their value to the DHS and Workforce programs
- Union: Division of Workforce Development provided additional post-TANF \$ to extend route and expand hours (\$65,000 annually)
- Warren: Workforce Investment Board and County provided discretionary grants to provide evening and Saturday service (\$56,000 annually)
- NJ Council on Developmental Disabilities provided planning \$ for expanding community transit services open to all

Operational Characteristics

- Warren County
- Two modified fixed routes, 3 minibuses
- Span: 6AM-8PM
- 60 minute service frequency
- 35 Revenue Hours
- \$1.00/.50 Suggested Fare
- Connection to NJT routes
- Union County
- One modified fixed route, 2 minibuses
- Span: 8AM-6PM
- 60 minute service frequency
- 22 Revenue Hours
- Fare Free
- Connection to NJT bus and rail services

Using Excess Seating Capacity

- Both funding grantors embraced the concept of coordination and serving other client groups
- As long as the primary welfare to work needs were met, other client groups and destinations could be served on the modified fixed routes using open seats
- This resulted in increased efficiency and contributed to further service expansion in Warren County through application of fare revenue

Warren Shuttle Trips by Destination in 2001

Trip Type	July	Aug	Sept	Oct	Nov	Dec
Hospital	152	150	218	148	94	150
Shopping	666	1,366	582	772	823	549
College	100	68	390	260	347	224
Work	206	114	190	320	188	192
Total	1,124	1,698	1,380	1,488	1,452	1,115

Warren Shuttle Trips by Destination in 2003

Trip Type	July	Aug	Sept	Oct	Nov	Dec
Hospital	160	120	164	134	162	142
Shopping	2019	2243	1907	2237	1722	2392
College	288	164	446	480	364	220
Work	984	1038	1032	1037	894	958
Total	3451	3565	3549	3888	3142	3712

Warren Shuttle by Client Category in 2001

Client	July	Aug	Sept	Oct	Nov	Dec
Transfers	38	16	55	196	124	142
W/C Trips	2	6	6	4	7	2
General Public	558	1073	874	815	879	590
Senior/Disabled	526	603	445	473	442	381
Total Trips	1,124	1,698	1,380	1,488	1,452	1,115
% S/D	46.8	30.4	27.6	25.4	26.0	34.2

Warren Shuttle by Client Category in 2003

Client	July	Aug	Sept	Oct	Nov	Dec
Transfers	149	155	168	174	18	65
W/C Trips	0	3	6	4	5	2
General Public	2162	2337	2575	2994	2597	3018
Senior/Disabled	1140	1070	800	716	522	627
Total Trips	3451	3565	3549	3888	3142	3712
% S/D	33.0	30.1	22.7	18.5	16.8	16.9

Trips per Revenue Hour in 2001

Route	July	August	September	October	November	December
Warren Shuttle	2.37	3.08	2.76	2.59	2.77	2.23
Overall WCT	2.54	2.74	2.92	2.60	2.62	2.70

Trips per Revenue Hour in 2003

Route	July	August	September	October	November	December
Warren Shuttle	5.41	5.85	5.83	5.83	5.70	5.82
Overall WCT	3.46	3.40	4.28	3.41	3.27	3.38

Warren Expansion of Service

- The NJDDC operations planning grant has focused on Saturday and evening service to meet life mobility needs of working individuals
- NJ Department of Labor Discretionary Grant of \$41,000 subsidized weekday evening service
- Shuttle annual fares of \$15,000.00 covered subsidy for Saturday service

Projected Warren Results

- Expected average daily ridership of 100 one-way passenger trips by June 2002
- Expected 65% of trips to be senior/disabled
- Expected farebox recovery of 10%
- Expected 25% of trips to be employment and education destinations

Six Months Warren Results

- Average Daily Ridership: **78**
- Senior/Disabled Ridership: **28.9%**
- Farebox Recovery: **\$7487.00 (8.4%)**
- Percent Employment/School: **31.5%**

May 2004 Warren Shuttle

- Average Weekday Ridership: 229
- Average Saturday Ridership: 56
- Average Trips Per Hour: 6.44
- Senior/Disabled Ridership: **18.7%**
- Farebox Revenue: **\$1234.00/5.2%**
- Percent Employment/School: **36.0%**

Union Rail Feeder: Integrating Paratransit and Transit

- In order to meet increasing demand, paratransit services need to act as feeder to transit
- Union County Rail Feeder Demonstration to NJT Raritan Valley Rail Line
- Reduced total expense and travel time for supported employment participants
- Could have similar application for senior transportation

Conclusions

- The use of flex route increased mobility for all transportation dependent individuals
- The initial limited service hours prompted identification of the need for evening and weekend service
- The shift of senior and disabled trips to the Shuttles has improved County paratransit system efficiency
- The integration of transit and paratransit is critical if we are to meet the demands of the next two decades