



Morris Moves

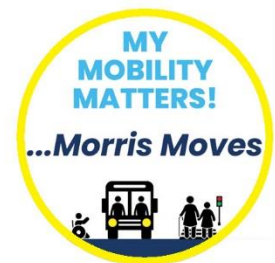
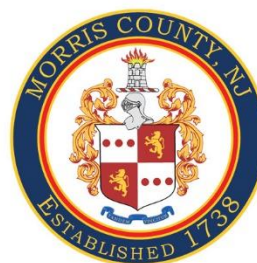
Morris County Coordinated Human Services Transportation Plan

October 2023



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In coordination with
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 The County of Morris, New Jersey



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Introduction

The Morris County Coordinated Human Services Transportation Plan (CHSTP) was written in accordance with federal statute, first required in 2006 and re-authorized most recently in the 2016 legislation PL 114-22 entitled Fixing America's Surface Transportation Act (FAST). FAST provides funding for highway and public transit programs and also includes transportation planning requirements. One of those requirements is that local communities must develop a coordinated human services transportation plan.

Morris County secured the services of the Alan M. Voorhees Transportation Center (VTC) at Rutgers, The State University of New Jersey to undertake the CHSTP planning process update, with leadership support from the Morris County Division on Aging, Disabilities and Community Programming. The County prepared its original CHSTP in 2008, and completed its most recent plan update in 2013. The 2023 plan update process was initiated in fall 2021 and concluded in summer 2023 and was entitled and marketed as *Morris Moves*.

As discussed herein, Morris County is home to more than 511,000 residents, with 8.5% percent identifying as a person with disability and 17.8% as a person age 65 and older. Transportation is a vital link connecting these diverse residents to both needed and desired destinations, including but not limited to employment, medical, shopping, education, and social and recreational trips. Availability of viable mobility options is particularly critical to supporting the health and well-being of persons traditionally considered transportation disadvantaged or vulnerable, namely persons with disabilities, older adults, and low-income persons.

What is a human services transportation coordination plan?

The coordinated human services transportation planning process presents an opportunity to support the continued development of an integrated and collaborative framework for providing human services transportation in Morris County. Key goals of a CHSTP are to 1) promote local transportation coordination and 2) improve transportation for persons with disabilities, older adults, low-income persons and other potentially transportation vulnerable populations.

The four required elements of a coordinated human services transportation plan include:

1. **Inventory of available transportation services**, including public and private providers
2. Identifying mobility **needs** and **gaps** of the target populations
3. **Designing strategies** to address the identified gaps and foster coordination
4. **Prioritizing strategies** to address the identified gaps and foster coordination

It is important to note that eligible CHSTP projects can be funded through the Federal Transit Administration's (FTA) Section 5310 (Enhanced Mobility for Seniors and Individuals with Disabilities) Program. As the law states, eligible Section 5310 projects "must be derived from a locally developed, coordinated public transit-human services transportation plan." The main goal of the Section 5310 program is to improve mobility for persons with disabilities and older adults by removing barriers to transportation services and expanding the availability of transportation mobility options.

Creating Morris Moves

This Morris County CHSTP, *Morris Moves*, was developed in coordination with public and private transportation providers and community-based organizations supporting and serving Morris County residents. The team actively sought to inform and engage residents with disabilities and their families, older adults, low-income persons, public, private, and nonprofit transportation and human service providers, and other members of the public who reside in the County, including persons with Limited English Proficiency (LEP).

Highlights of the inclusive planning process and engagement work undertaken for *Morris Moves* include the following:

- Establishment of the Morris Moves CHSTP advisory committee
- Participation in community events and outreach at senior nutrition sites
- Convening a community open house event
- Key informant interviews with community-based stakeholder organizations supporting the target populations
- Collecting transportation “stories” and experiences from residents through an online platform
- Gaps and needs analysis specific to the target populations served by the CHSTP
- Transportation provider survey and inventory of available transportation services
- Recommendations to address identified service gaps and needs and to facilitate coordination
- Detailed actions to facilitate implementation of the plan recommendations

Promoting and facilitating coordination strategies to enhance community mobility is a part of the CHSTP process. The potential benefits of human services transportation service coordination are plentiful and include reduced service duplication and fragmentation. Overall coordination strategies focus on engaging the diverse partners serving transportation vulnerable residents including transportation providers, human service agencies, and community organizations to maximize services and eliminate gaps. Opening new or strengthening existing communication channels between these stakeholders can facilitate cooperative efforts to enhance transportation in Morris County through better use of existing transportation services, potential cost savings, improved system efficiencies, and enhanced service quality.

Moving forward, it is the intent that the mobility strategies presented in this *Morris Moves* CHSTP update provide direction and motivation for the County of Morris and the various community stakeholders supporting the CHSTP’s target populations to continue efforts to enhance human services transportation. The CHSTP helps ensure funding eligibility for current and future transit projects in the county and offers a framework for prioritizing and selecting projects for funding under the Section 5310 competitive solicitation process.

Existing Conditions

REVIEW OF RELEVANT STAKEHOLDER PLANS AND STUDIES

Morris County Needs Assessment 2020

In January 2021 the Morris County Department of Human Services Advisory Council (MCDHSAC) in partnership with the New Jersey Department of Children and Families (NJDCF) prepared and released the *Morris County Needs Assessment 2020*. This effort sought to learn and document the community's perspective on community needs and services available in the county to support families. MCDHSAC explored a multitude of need areas through the assessment, which included but were not limited to housing, health care, and behavioral health/mental health for adults and children. The assessment includes findings gathered from focus groups, interviews, a survey, and a literature search.

Notably, the effort identified transportation issues as a common barrier to accessing many services that support families in Morris County including the following:

- 64% of survey respondents cited transportation as a key barrier to accessing housing
- 62% of respondents cited transportation as a barrier to accessing food
- 54% cited transportation as a barrier to accessing employment
- 48% cited transportation as a barrier to accessing health care
- 45% cited transportation as a barrier to accessing behavioral/mental health services for children
- 38% cited transportation as a barrier to accessing behavioral/mental health services for adults

Based on findings, the report put forth one key recommendation area: to facilitate

community access to human services by improving county transportation options.

Community Health Needs Assessment Report – Morris County 2021

The North Jersey Health Collaborative (NJHC), a local non-profit organization, prepared *The Community Health Needs Assessment Report – Morris County in 2021*. NJHC includes partners in five counties, of which Morris is one. The organization's focus is to establish a coordinated approach through partnerships to secure community health improvement.

The 2021 report identified unmet needs related to health and well-being in Morris County. The report emphasized that while Morris County ranked first in the state for overall health outcomes in the 2018 County Health Rankings, there remained "...significant disparities from one community, or zip code, to another." For example, 24% of Morris County households were considered Asset Limited, Income Constrained and Employed (ALICE), meaning they earn income above the Federal Poverty Level, but below the cost of living.

Findings from the 2021 Social Determinants of Health Community Survey discussed in the report identified "access to transportation so people can get to work, school, businesses, healthcare facilities, and places of worship easily and safely" as a top priority. The report also acknowledged the overall role transportation has on individuals' health and well-being.

Morris County Master Plan Circulation Element – 2018

The Circulation Element of the Morris County Master Plan evaluated existing conditions of the transportation network, and presented strategies to address current and future transportation needs of county

residents and visitors. As specified in Goal 1, the Circulation Element call for improving safety, accessibility, and efficient of the that network. As part of this goal, the plan noted the need to provide for the “special transportation needs of low-income workers, senior citizens, and people with disabilities.”

Strategies cited in Element relate directly to the needs of CHSTP target populations include:

- Working with Morris County Boards and Committees, such as the Morris County Department of Human Services, to obtain relevant feedback. See Strategy #16
- Meeting the current and future demand for paratransit, specifically the service provided by Morris County Paratransit System (MAPS), See Strategy #29

Other strategies may also promote better transportation options for CHSTP target populations, including

- Update the Bicycle and Pedestrian Element of the Morris County Master Plan, which dates from 1998. See Strategy #24
- Identify and support access improvements to public transit. See Strategy #28
- Evaluate the potential for an inter-county bus route between Morris County, the Veterans Administration Health Center, and employment centers in Somerset County. See Strategy #36
- Adapt plans and policies as needed to address emerging transportation technologies and trends. See Strategy #37.

Township of Hanover Inclusive Healthy Communities Mobility Plan 2022

The *Township of Hanover Inclusive Healthy Communities Mobility Plan* was undertaken with grant funding from the New Jersey Department of Human Services and was completed in 2022, with the intent of

identifying mobility gaps and identifying possible strategies to address said gaps. The Mobility Plan effort employed a resident online survey, focus groups, and interviews, as well as a township infrastructure inventory analysis to document existing conditions, mobility gaps, and strategies.

The Township of Hanover identified barriers to travel in municipality included too much traffic, unsafe street crossings, and uncertainty of available transportation options. It identified five top suggestions based on survey responses for improving experiences of residents utilizing MAPS and Dial-a-Ride services that include:

1. Making it easier to find information about the service
2. Providing a vehicle arrival notification system
3. Allowing for same day reservations
4. Offering weekend service
5. Expanding service hours and geography served

The Township also identified key pedestrian barriers through the survey that included an absence of sidewalks, the poor quality of sidewalks/pathways, and the poor quality of street crossings/intersections.

Ultimately, the effort developed eight mobility and eleven infrastructure recommendations. Mobility recommendations included developing a transportation resource guide for residents, piloting an emergency weekend and night program for dial-a-ride users, offering travel training, and expanding NJ TRANSIT Bus Route 73 service along Whippany Road. Infrastructure recommendations included upgrading non-vehicular warning signs to push button flashing beacons, adding leading pedestrian intervals to signalized intersections of 3-to-7 seconds, adding pedestrian level lighting to bus shelters, and upgrading traffic signals for a pedestrian crossing from a signal head to a pedestrian countdown module.

Understanding the Transportation Mobility Needs for an Aging New Jersey Population Final Report

This May 2021 study undertaken by members of the Rutgers research team was sponsored by the Federal Highway Administration and the New Jersey Department of Transportation (NJDOT). The *Understanding the Transportation Mobility Needs for an Aging New Jersey Population* study sought to identify the mobility needs and barriers of older adults residing in New Jersey and to recommend innovative strategies to help meet those transportation needs.

This effort utilized a statewide online survey of older adults as a key task. The survey gathered information on topics including older resident travel patterns, trip deprivation, preparation for driving cessation, transportation and communications technology use, perception of autonomous vehicles, and preference for transportation strategies to enhance mobility of older adults. A total of 3,003 NJ older adults completed the survey, 252 of whom were Morris County residents.

Some notable findings from Morris County respondents include the following:

- 92% indicated they continue to drive
- Top responses when asked how they planned to travel when they stop driving at some point in the future were: rides from family (56%), using Uber or Lyft (43%), or rides from friends (42%)
- 43% reported they had a public transit station or stop located within a 10-minute walk from home. Of those living near public transit, about 42% had access to both a bus stop and a train station, about 37% had access to only a bus stop, and about 22% had access to only a train station.
- Top recommendations for transportation improvements supported by older Morris County residents were:

- Subsidized Uber and Lyft for older adults (44%)
- Free or more affordable transit fares for bus and trains (39%)
- Volunteer driver program to give rides to older adults (34%)
- More public transport for older adults and/or people with disabilities (32%)
- Safer traffic conditions for drivers (32%)
- More and safer sidewalks for pedestrians/walkers and wheelchairs (32%)

North Jersey Transportation Authority Regional Coordinated Human Services Transportation Plan – Go Farther

In 2017, the North Jersey Transportation Authority (NJTPA) published its *Regional Coordinated Human Services Transportation Plan – Go Farther*. The plan identified the transportation needs of older adults, low-income persons, veterans and persons with disability residing in the NJTPA metropolitan planning organization's 13-county region that includes Bergen, Essex, Hudson, Hunterdon, Middlesex, Monmouth, Morris, Ocean, Passaic, Somerset, Sussex, Union, and Warren counties. Members of the Rutgers team comprised part of the Go Farther plan consult team.

The Go Farther team undertook a regional survey to learn more about resident travel habits, barriers to travel, and strategies to facilitate travel. The survey elicited a total of 4,168 survey responses collected from residents of these 13 counties, with 354 responses received from Morris County residents.

Some notable findings from Morris County respondents include the following:

- 45% reported having at least one disability
- 45% reported missing trips at least once a week
- Top reasons for missed trips were:

- No car (62%)
- No transportation to destination (37%)
- No transit buses or trains available where they live (35%)
- No driver's license (35%)
- Top trip purposes in a typical week were:
 - Shopping (55%)
 - Medical (55%)
 - Personal business (26%)
- Top reported factors that would allow more travel were volunteer driver program that would pick up and drive to a destination (31%), taxi voucher program that offers discounted fare to persons considered transportation disadvantaged (27%), and subsidized NJ TRANSIT bus or train fare (24%)

IMPLEMENTATION OF PREVIOUS PLANS

As noted above, the County prepared its original CHSTP in 2008, and completed its most recent plan update in 2013. The plan update outlined six goals and several objectives towards achieving each of these goals. The goals were as follows:

1. Expand intra-county human service transportation to meet the growing demand for service
2. Enhance service to meet the demand for transportation to medical appointments
3. Coordinate Morris County Operated Human Service Transportation
4. Promote the coordination of human service transportation providers and provide resources to support their operations
5. Enhance driver training, customer service, and public awareness efforts
6. Identify additional revenue sources to increase and enhance service

In the intervening period, the County and other entities have implemented several of the recommendations found in the plan and

update, and have undertaken other initiatives to improve and expand transportation services for CHSTP target populations.

Significant changes in service and operations include the expansion of service to out-of-county locations.

In an effort to achieve goal #3, MAPS implemented the use of scheduling software (Ecolane) to promote better utilization of its services and to support its reporting obligations. Five Town Dial-a-Ride has also elected to utilize the scheduling software. Data collected from the use of the software has been mapped and utilized as part of this CHSTP.

Toward achieving goal #5, MAPS has improved its online presence to better reach its target population and increase awareness of its services among the general public. Additionally, MAPS is piloting an online application that allows customers to cancel reservations.

MORRIS COUNTY DEMOGRAPHIC PROFILE

From 2010 to 2020, the population of Morris County grew by 3.5%, from nearly 492,300 to nearly 509,300 people. Mount Arlington and Riverdale experienced the largest population increases, at 17% and 15.4% respectively. See Figure 1. From 2010 to 2020, Morris County's population density rose 5.7%, from 1,195 to 1,263 people per square mile. See Figure 2.

Transit-rich areas with demographic diversity, such as Morris Plains and Morristown, also recorded significant growth above 7%. Conversely, Jefferson Township decreased 3.6%, followed by Kinnelon Borough at 2.6%. Victory Gardens Borough remained the county's densest municipality, with a population density of over 10,000 people per square mile. Morristown and Dover followed closely behind, both consistently maintaining over 6,000 people per square mile. Though slight variations occurred across municipalities, population

and population density in Morris County remained relatively stable over the decade.

Looking specifically at the population age 65 and older, Morris County has seen, and will continue to see, increases in the absolute number of older adults and the percentage of older adults residing in the county. From 2010 to 2034, the number of older adults living in the county is projected to rise from more than 68,000 to nearly 111,000. This population increase represented nearly 14% of the county's population in 2010.

Projections indicate that older adults will comprise more than 20% of the county's population by 2034. See Figure 3.

According to U.S. Census block group data, municipalities such as Harding, Rockaway, Long Hill, Jefferson, Washington, and Pequannock townships contain the highest concentrations of seniors in Morris County, containing 98% of older adults among the block group population. In Parsippany-Troy Hills and Florham Park, block groups contain upwards of 42% of seniors. Areas with lower senior presence include Mendham and Randolph Townships, which contain less than 17% of older adults, as well as close to mass transit stations such as Morristown and Madison rail stations. Since 2010, the number of older adults has steadily risen, more than doubling in the areas surrounding the Woodport section of Jefferson Township, Mount Olive and Washington Townships, and rising 100% in Randolph Township. Simultaneously, large portions of Chester and Mendham Townships lost up to 25% of their older adult population. Generally, senior citizens tend to be concentrated in southeastern Morris County with small concentrations in the southwestern and northeastern portions. See Figure 4.

Pequannock Township had the highest concentration of adults with disabilities in 2020, with block groups containing as high as 37% of the population affected. Several townships along the Essex, Passaic, and Sussex county borders featured high concentrations of adults with disabilities,

with block groups in Montville, Parsippany Troy-Hills, and Jefferson townships ranging from 13.5%-20.6%. Meanwhile, Rockaway, Washington and Chatham townships had the lowest rates at 2.4%. See Figure 5.

In Morris County, Pequannock, Parsippany-Troy Hills, and Roxbury townships, as well as Florham Park Borough, had the highest proportion of low-income households in 2020, with up to 42.4% of block groups living below 200% of the Federal Poverty Level. Netcong Borough, Morristown, Boonton, and Dover were other areas with significant portions of low-income households. Jefferson Township and Long Hill Townships had moderate numbers of affected households, ranging up to 17.7%. See Figure 6.

In 2020, the County recorded up to 50.3% of households with zero vehicles, mainly near passenger rail stations. Similar concentrations were identified in Pequannock, Jefferson, and Washington townships, with Mendham and Butler boroughs observing up to 15% of households with zero vehicles. Conversely, Rockaway, Chatham, and Montville townships reported almost no affected households. See Figure 7.

Morris County residents with limited English proficiency (LEP) predominantly reside near passenger rail stations, aligning with socio-demographic variables. Highest LEP proportions, up to 55.9%, are found in Dover, Morristown, and Boonton station vicinities. Overlaps between low-income and LEP households primarily occur in Dover and Morristown. Border municipalities—Chester Borough, and Jefferson and Harding Townships—report near-zero LEP households, as do transit-rich areas like Long Hill Township. See Figure 8.

Veterans in Morris County predominantly resided along the western border with Warren and Sussex counties, in 2020. Mount Arlington Borough, and Jefferson and Mount Olive Townships exhibited the highest veteran populations, reaching

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18.1% in specific block groups. Notable concentrations were observed in Pequannock Township, Lincoln Park, Butler Boroughs, and select rail stations in Dover and Morris Plains. Overlaps between low-income, disability, and veteran households

mainly occurred in Netcong Borough, and Roxbury and Jefferson Townships. In contrast, Chester, Randolph, and Montville Townships reported the lowest veteran numbers, as low as 1.8%. See Figure 9.

Maps included in this report, and the data used to produce the maps, can be accessed online.

See: <https://vtc.rutgers.edu/Morris-CHSTP-maps>

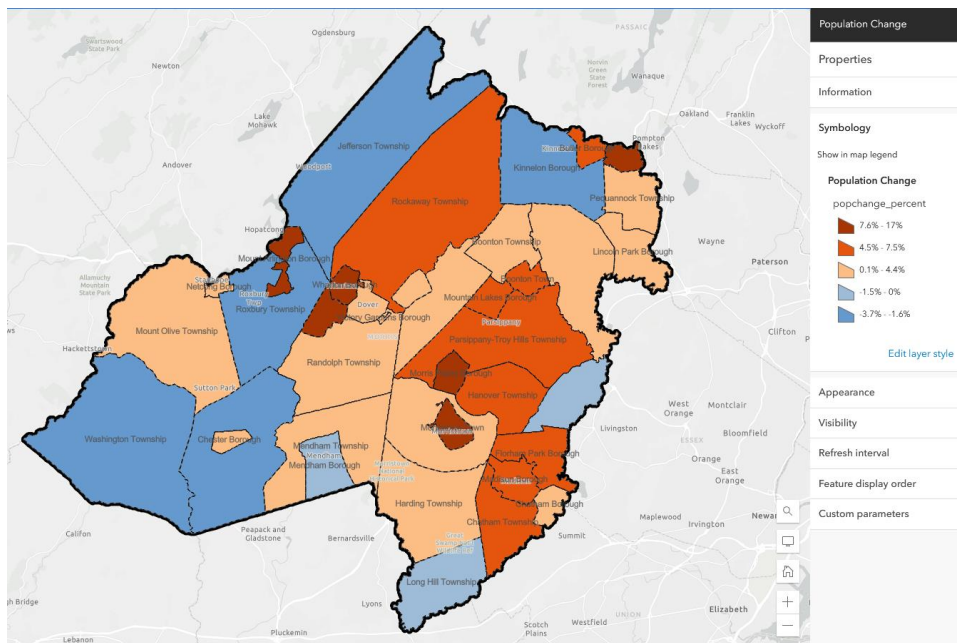


Figure 1. Percent Population Change in Morris County Municipalities, 2010 to 2020
Source: U.S. Census Bureau, 2010 and 2020

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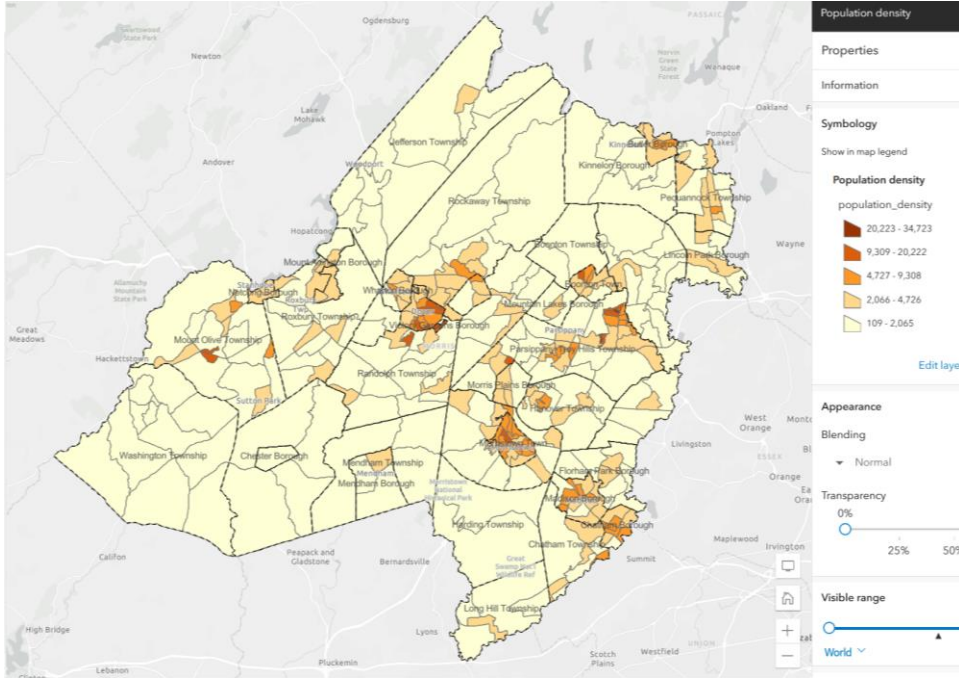


Figure 2. Morris County Population Density

Source: U.S. Census Bureau, ACS 2020, 5-Year Estimates

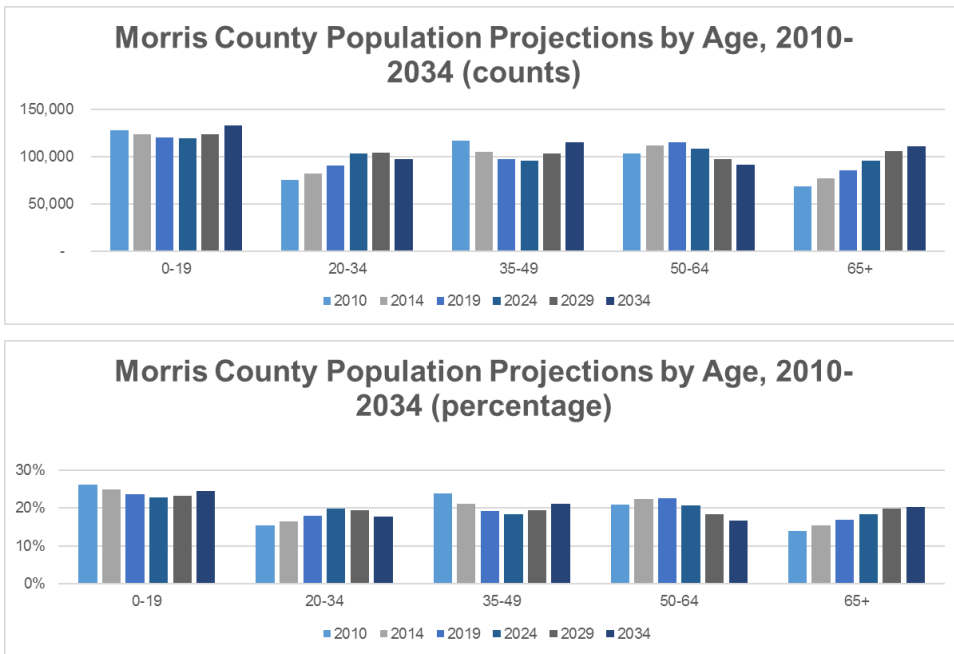


Figure 3. Morris County Population Projects by Age Groups, 2010 – 2034 (projections)

Source: NJ Department of Labor and Workforce Development.

<https://www.nj.gov/labor/labormarketinformation/demographics/population-labor-projections/index.shtml>

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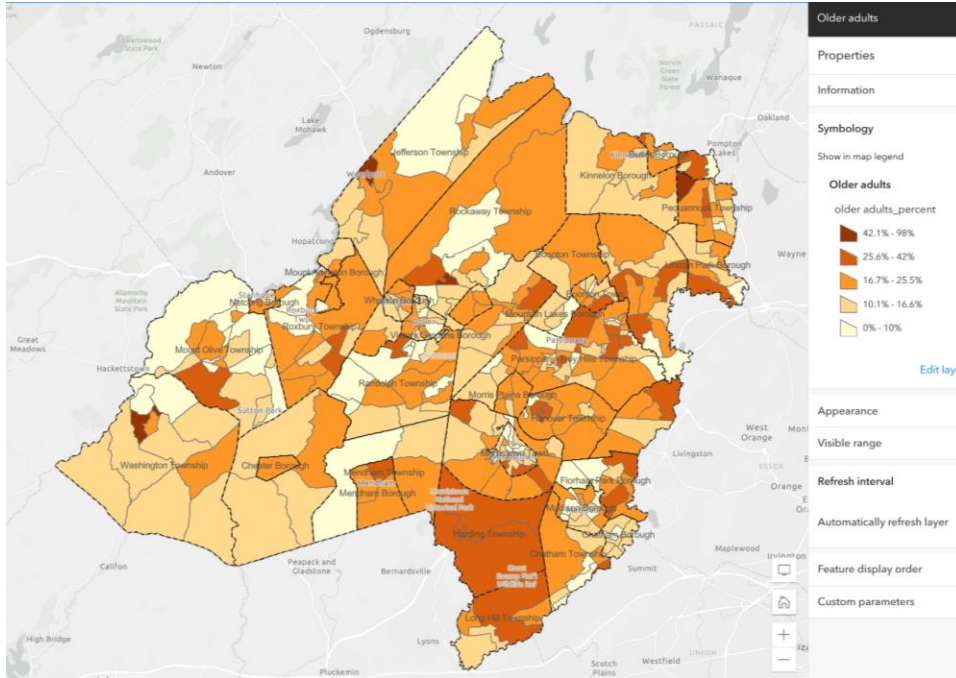


Figure 4. Morris County Older Adults by Percentage of Population.

Source: U.S. Census Bureau, ACS 2020, 5-Year Estimates

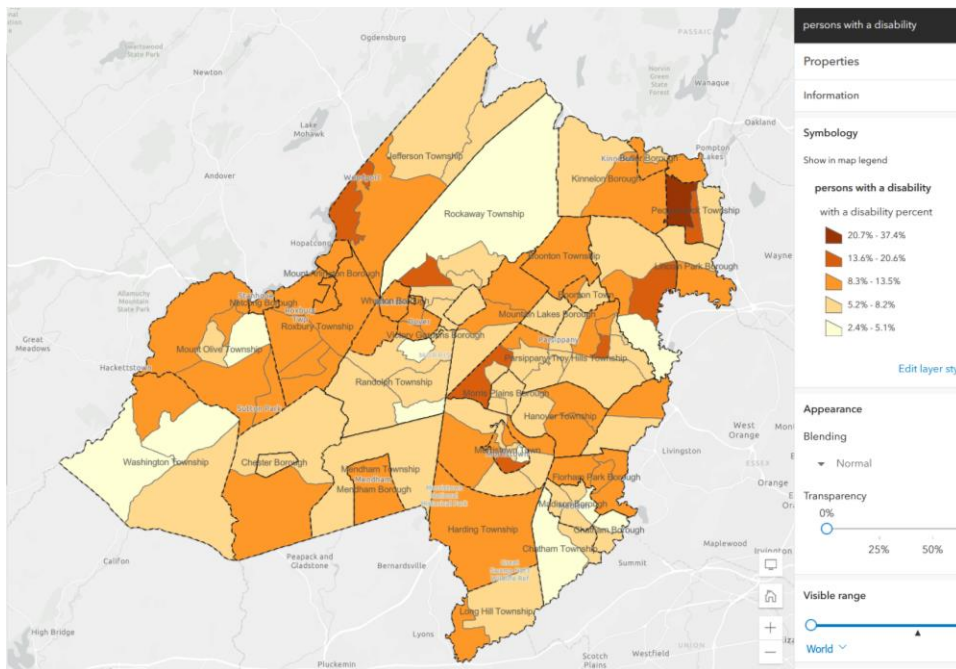


Figure 5. Morris County Adults with Disabilities by Percentage of Population

Source: U.S. Census Bureau, ACS 2020, 5-Year Estimates

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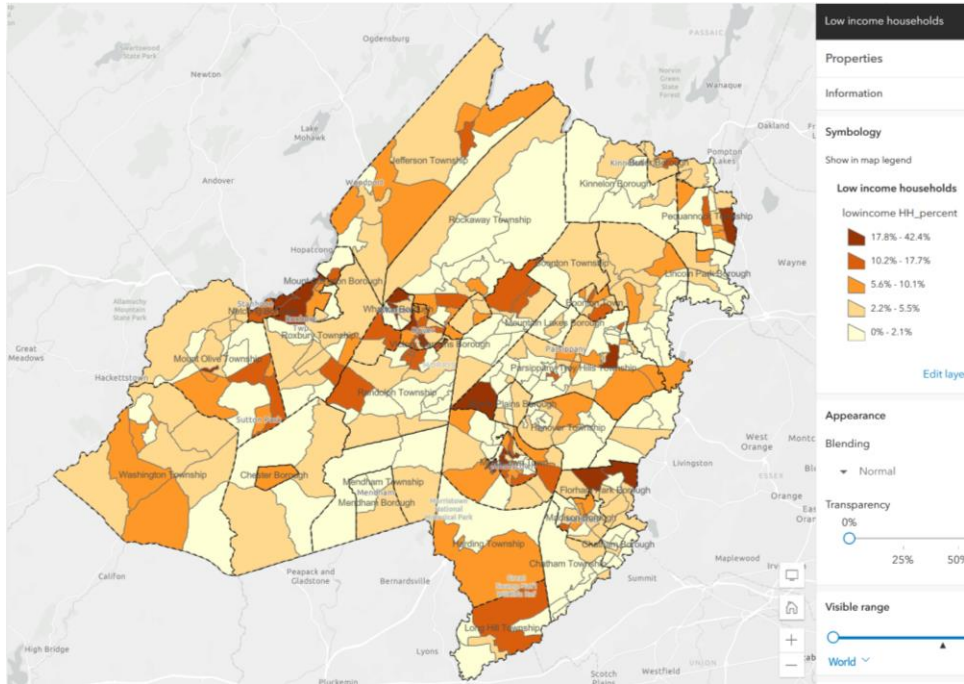


Figure 6. Percentage of Morris County Low-Income Households by Percentage of Households
Source: U.S. Census Bureau, ACS 2020, 5-Year Estimates

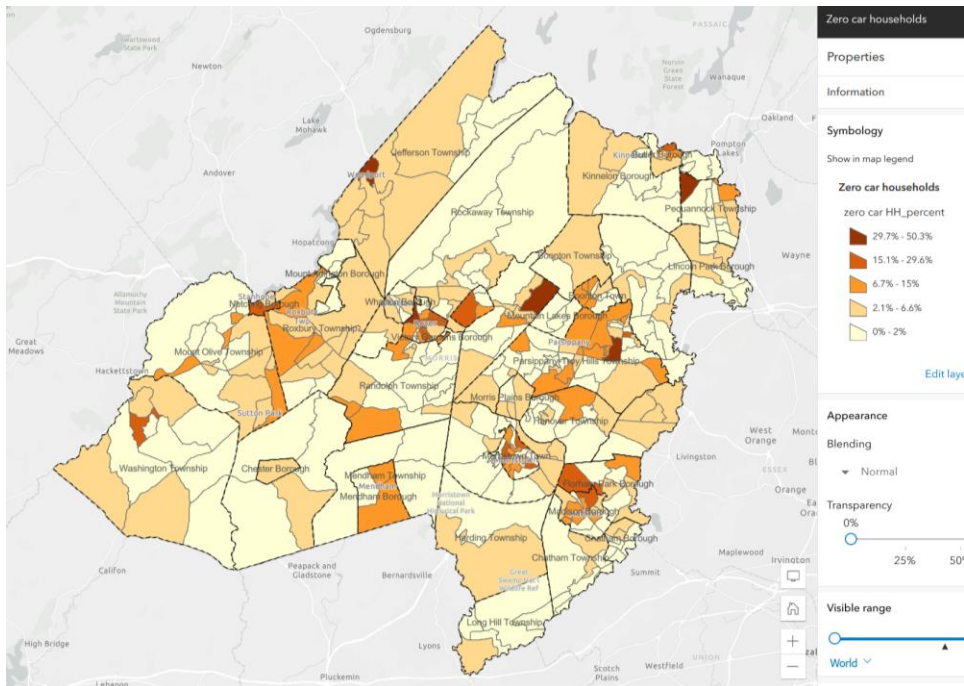


Figure 7. Percentage of Morris County Zero Vehicle Households
Source: U.S. Census Bureau, ACS 2020, 5-Year Estimates

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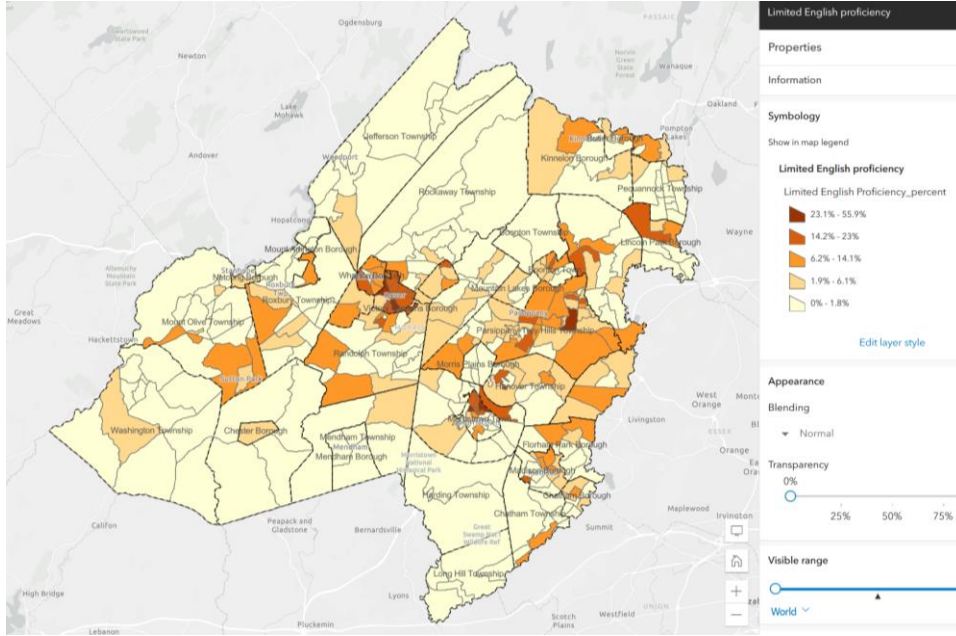


Figure 8. Percentage of Morris County Limited English Proficiency (LEP) Households
Source: U.S. Census Bureau, ACS 2020, 5-Year Estimates

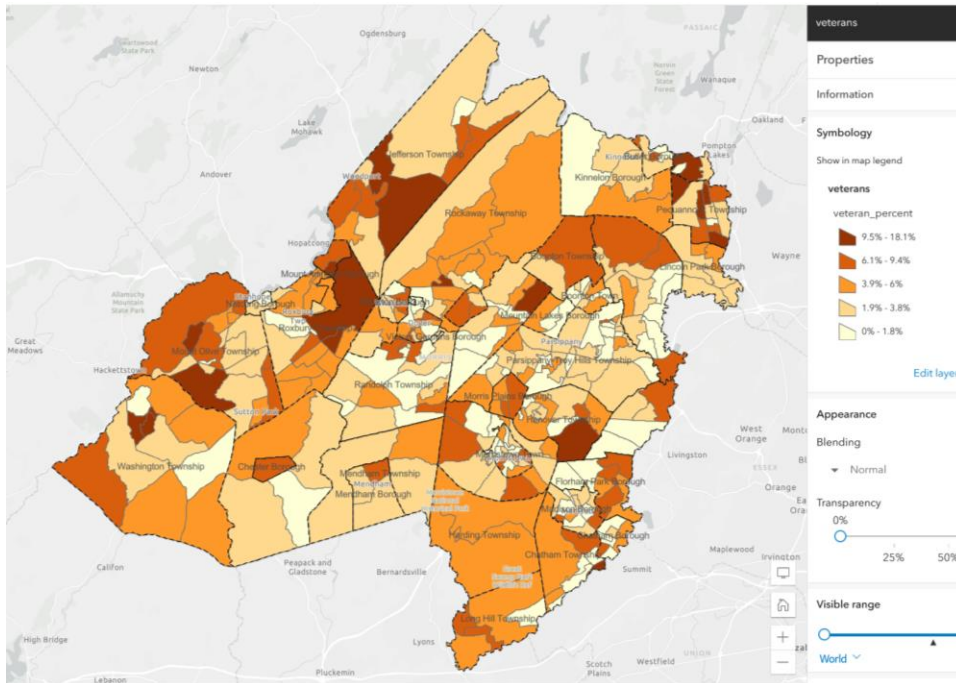


Figure 9. Morris County Veterans
Source: U.S. Census Bureau, ACS 2020, 5-Year Estimates

EXISTING TRANSPORTATION SERVICES

All of New Jersey's 21 counties operate a county paratransit system that offers residents a shared ride mobility option, often filling gaps not served by other public transit. NJ county paratransit typically provides trips to meet a variety of needs, including medical, employment, daily living, and recreational. Almost all NJ county paratransit providers have a fare and/or donation policy in place.

Morris Area Paratransit System (MAPS)

Morris County's paratransit system is called MAPS. This service encompasses a 33-vehicle fleet and offers transportation to Morris County residents with disability, persons aged 60 and older, veterans, and members of the general public residing in rural areas of the county. MAPS offers curb-to-curb, shared ride service to these eligible residents within the county and up to five miles beyond. The transportation provider operates a variety of vehicles, including 21 minivans (five accessible), 12 standard accessible vans, and one SUV.

MAPS operates as a demand response transportation service, meaning eligible customers reserve a trip by phone and email in advance from a specific origin location to a specific destination location at a certain time within the service area. This type of service does not follow a fixed route. Fare is not charged, but a donation is suggested. Service hours are Monday-Friday, 6:30am–5:00pm. In recent years, MAPS initiated utilization of a transportation routing software system to help maximize service efficiencies, which has proved beneficial.

Non-subscription MAPS customers receive an Interactive Voice Response (IVR) call the night before their scheduled trip and a SMS text message 15-minutes prior to vehicle arrival. MAPS is finalizing plans for a new

online portal that will provide information on ride status.

The MAPS service focuses on offering life sustaining and enhancing trips. Key trip purposes served by MAPS include medical trips, non-competitive employment, competitive employment, social service-oriented trips, and grocery shopping. MAPS also provides feeder service to NJT bus and rail. MAPS also provides out-of-county trips to two Veteran Affairs (VA) hospitals, located in East Orange, NJ and in Lyons, NJ.

Other trip purposes are also permitted. MAPS recommends trips be scheduled one-week in advance, and customers have the ability to schedule up to one month in advance. MAPS can accommodate same day trips, depending on availability. Reservations for grocery trips must be made between one business day and one month in advance. Customers who need assistance traveling are encouraged to bring a caregiver along with them.

Currently about 34% of MAPS trips are subscription. Subscription trips are those that are scheduled on a regular basis and they comprise a key part of county transportation services. Limiting subscription trips allows MAPS to retain capacity to serve a variety of transportation needs, including for purposes other than medical trips and supported employment sites.

MAPS utilizes several different funding sources. The Senior Citizens and Disabled Resident Transportation Assistance Program (SCDRTAP), also known as New Jersey's Casino Revenue fund is the largest funding source for MAPS. This funding is administered by NJ TRANSIT. SCDRTAP funding allocation to Morris County amounted to nearly \$1.1 million annually in 2021 and 2022 to support MAPS. In 2018, MAPS provided more than 49,300 rides in 2018 and nearly 46,700 rides in 2019, receiving 56% of their funding from SCDRTAP in each year. Due to the pandemic, MAPS experienced less demand

for its service and provided more than 20,500 trips in 2020. SCDRTAP funds support more than 83% of trips in 2020. See Table 1. MAPS Rides, 2018-2020, by Trip Purpose

The MAPS program also receives 5310 and 5311 funding, two federal transportation programs, and relies upon resources allocated by Morris County Board of County Commissioners and the New Jersey Department of Military Affairs and donations.

Five Town Dial-A-Ride

Five Town Dial-A-Ride has been in operation since 1977 and offers a curb-to-curb paratransit service for persons aged 60 and older and adults with disabilities who

reside in the northeastern region of Morris County in the municipalities of Butler, Kinnelon, Lincoln Park, Pequannock, or Riverdale.

The Five-Town service area with the densest population of seniors and persons with disabilities is primarily rural, with no access to public transportation. Five-Town works in close collaboration with MAPS and seeks to fill service gaps MAPS does not fill. Five-Town adheres to MAPS guidelines and mandates and utilizes the same driver pay scale. Residents who want to use the Five-Town service must register through MAPS. In all, Five-Town attempts to mirror MAPS as closely as possible.

Table 1. MAPS Rides, 2018-2020, by Trip Purpose

Year	Medical	NC-Emp	C-Emp	Recreation	Education	Nutrition	Shopping	Other	Total trips	% of Casino Trips	# of Casino Trips
2018	22,143	16,293	4,203	74	2,036	878	6	3,684	49,317	56.43%	27,830
2019	21,062	15,700	3,690	56	1,889	844	8	3,407	46,656	56.00%	26,127
2020	13,966	3,808	1,787	-	321	185	155	293	20,515	83.23%	17,075

Five-Town does not restrict trip purpose and provides transport for trips to employment, shopping, nutrition, and medical appointments. Medical and non-competitive employment trips are the most in-demand. Service is available Monday through Friday from 8:30am-4:30pm. Customers must be registered with the service and same-day appointments are not accepted. A notice of at least 72 hours is required for all trips. Destinations are not restricted to the five towns, with service provided as far west as Denville, south to Morristown Medical Center, and east to McBride Avenue in Midland Park (Passaic County). Five Towns also provide service to all of Wayne (Passaic County) and St. Joseph’s Hospital in Paterson and the Paterson VA Clinic. Notably, Five-Town frequently engages in ride-sharing and coordination with other municipalities to help customers reach

locations beyond their service area, include to destinations outside of Morris county.

Pequannock serves as lead partner operates the service, and each of the five municipalities contribute financially to its operation via a cooperative agreement contract for unified shared services. The agreement is renewed every five years. Financial contribution is based on senior population as per the U.S. Census. The Five-Town service advisory board includes a representative from each of the five communities. Service is restricted to residents of the five towns.

The Five Town fleet comprises five wheelchair accessible buses, one wheelchair accessible van, one sedan, and two transit vans that are not accessible and that are used for competitive and non-competitive employment subscription trips.

Approximately four to five drivers are on the road each service day, typically utilizing both buses and transit vans.

Customers are not charged a fare, but donations are accepted. Donations account for about 3% of their budget or less, approximately \$2,000-\$3,000 per year. The 2022 annual budget was \$593,398. The county contributed \$97,658 for 2022. A FTA 5310 grant provides vehicles and operating funds typically for approximately \$30,000. American Rescue Plan funding provided \$40,000 to the budget for 2022 and the remaining budget was cost-shared among the five towns (approx. \$455,740).

Other Municipal Transport Services

Two Morris County municipalities operate bus service within their jurisdictions. Parsippany-Troy Hills operates the free Parsippany Transit for township residents Monday through Friday from 9:00 AM to 4:00 PM (no service between noon and 1:00 PM). The service offers two routes that originate at the Morris Hills Shopping Center on U.S. Route 46. The bus makes numerous stops at local apartment complexes, grocery stores, shopping plazas, and the Parsippany Community Center.

The Town of Morristown operates a free bus service, the Colonial Coach, for its residents on Mondays, Wednesdays, Fridays, and Saturdays from 9:00 AM to 3:00 PM. Stops include Morristown Medical Center (hospital), Morristown Town Hall, Headquarters Plaza, the Morristown and Morris Township Library, and local supermarkets (including Walmart).

Additionally, 24 other Morris County municipalities offer similar transportation services to those offered by Five Town Dial-a-Ride. These services are primarily

restricted to older adults residing in the municipality.

NJ TRANSIT Fixed Route Services

NJ TRANSIT (NJT) is New Jersey's statewide public transportation provider. According to the agency's website, "NJ TRANSIT is the nation's third largest provider of bus, rail and light rail transit, linking major points in New Jersey, New York and Philadelphia. The agency operates an active fleet of 2,221 buses, 1,231 trains and 93 light rail vehicles. On 253 bus routes and 12 rail lines statewide, NJ TRANSIT provides nearly 270 million passenger trips each year."¹

Public transit systems nationwide, like NJT, began to make their services (both vehicles and facilities) accessible, per the requirements of the Americans with Disability Act of 1990. The status of NJT service accessibility varies by mode. For example, all NJT buses are lift equipped and all buses kneel. Kneeling means that the first step lowers several inches to the ground, making it easier to board and disembark. Riders who seek to use the bus kneel feature or lift must ask the bus operator and s/he will deploy the feature requested. Other accessible NJT bus features include priority seating options, internal and external announcements, and wheelchair securements and seatbelts.

In terms of commuter rail, 80 of NJT's 166 stations are accessible for persons with disabilities. This means that those stations offer design or service features for use by persons with disabilities and others including elevators, ramps, mini high-level platforms, portable lifts, detectable warning edges along platforms, bridge plates (which bridge the gap between the platform and the train), priority seating options, and on-board station stop announcements.

¹ NJ TRANSIT – About Us. Newark, NJ. <https://www.njtransit.com/about/about-us>. Accessed 3/30/23.

NJT offers reduced fare to persons with disability and adults ages 62 and older. Reduced fare is available at any time on NJT buses, trains, and light rail with proper identification. Customers with disability can show their Medicare card or NJT reduced fare card to avail themselves of this discount. Persons seeking a NJT reduced fare card can apply online or mail in the application. Adults 62 or older can show any ID printed with their date of birth and issued by a government, social service, or mass transportation agency.

NJ TRANSIT offers bus and rail service in Morris County. Specifically, in terms of rail, both the Morris & Essex (M&E) and Montclair & Boonton lines serve the 19 passenger rail stations located in the county. The M&E Gladstone Branch serves three stations, the M&E Morristown Line serves 12 stations, and the Montclair-Boonton Line serves 10 stations. The M&E Morristown Line and the Montclair-Boonton Line both serve six of the Morris County stations. The M&E provides more frequent weekday service than the Montclair-Boonton Line, and also serves stations in Morris County on weekends. Nearly 70% of passengers boarding rail in Morristown County do so at one of four stations – Morristown, Madison, Dover, and Chatham, all stations on the M&E Morristown Line. See Figure 10.

Twelve local NJT bus routes serve the county (29, 70, 73, 79, 194, 871, 872, 873, 874, 875, 878, 880). There are 704 NJT bus stops in the county. In addition, Lakeland & Coach USA provide regional bus connections to NYC. See Figure 11.

NJ TRANSIT Access Link

NJT's ADA complementary paratransit service, called Access Link, is another mobility option for persons with disabilities

who are deemed eligible and seek to travel within $\frac{3}{4}$ miles of a NJT local bus route. Access Link is a curb-to-curb, shared-ride service that operates with a mixed fleet of small buses and sedans. The service mirrors local NJT bus routes in terms of days and hours of operation. Reduced fare is not accepted on Access Link. Instead, passengers are charged a comparable fare based on the local bus fare. Passengers paying with cash must have exact fare. Paying fare electronically is also available through the service's EZ-Wallet.

Persons interested in traveling by Access Link must first apply and complete a phone interview to be assessed for eligibility. Reservations to use Access Link service must be made one to seven days in advance of one's desired trip and can be made by phone or online. Customers have the flexibility to monitor and cancel trips by phone using ALICE, an interactive voice response system. Also, Access Link customers must meet the vehicle within five minutes of vehicle arrival.

As Access Link service runs in parallel to the NJT local bus routes, this service is available in select locations in the county. In the northern part of the county, this includes most or all of Bulter and Riverdale boroughs, and parts of Lincoln Park Borough and Montville and Pequannock townships. In the central part of Morris County, Access Link service is currently available in all of Victory Gardens and parts of Boonton, Chatham, Denville, Dover, East Hanover, Florham Park, Hanover, Madison, Morris Plains, Morristown, Mountain Lakes, Parsippany-Troy Hills, Randolph, Rockaway, Roxbury, and Wharton. Municipalities in the north, west, and south parts of the counties lack bus service, and thus also lack Access Link service. See Figure 12.

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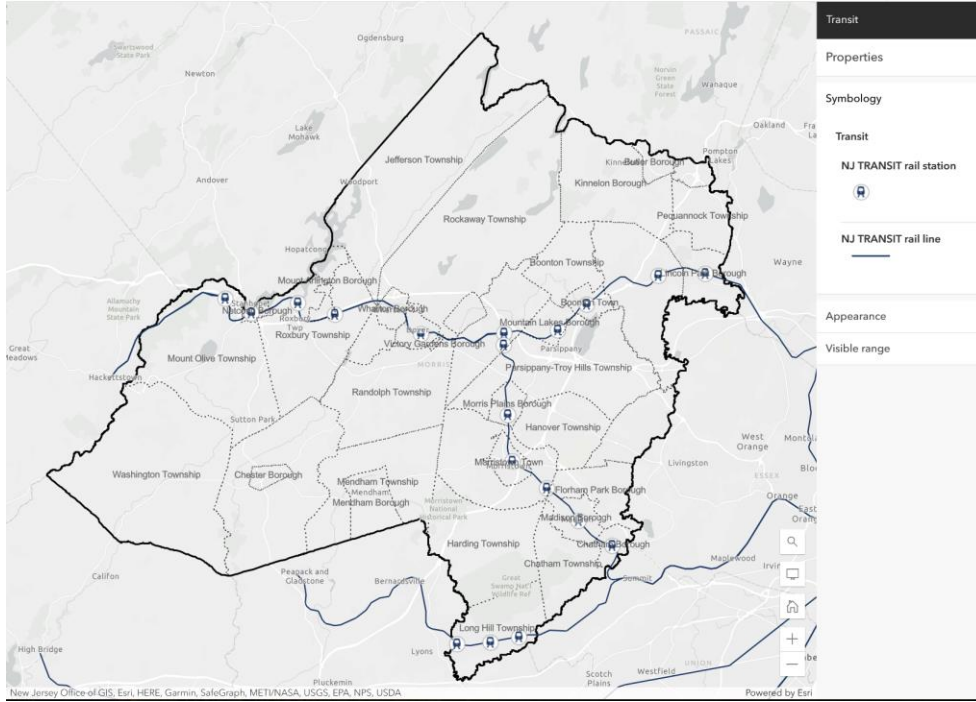


Figure 10. NJ TRANSIT Rail Stations and Lines

Source: NJ TRANSIT

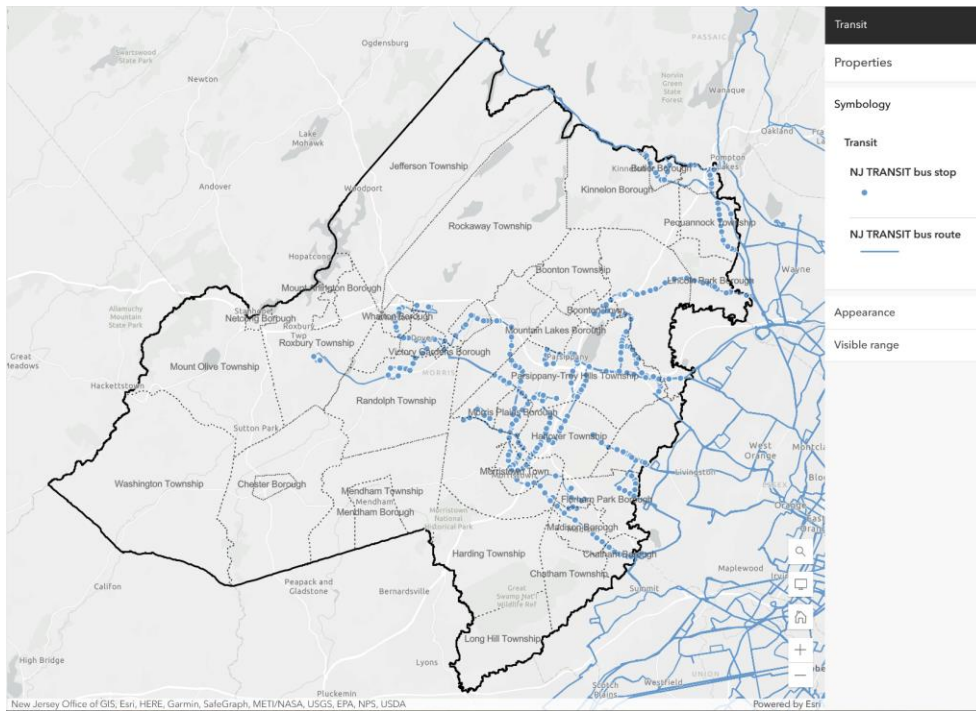


Figure 11. NJ TRANSIT Bus Stops and Routes

Source: NJ TRANSIT

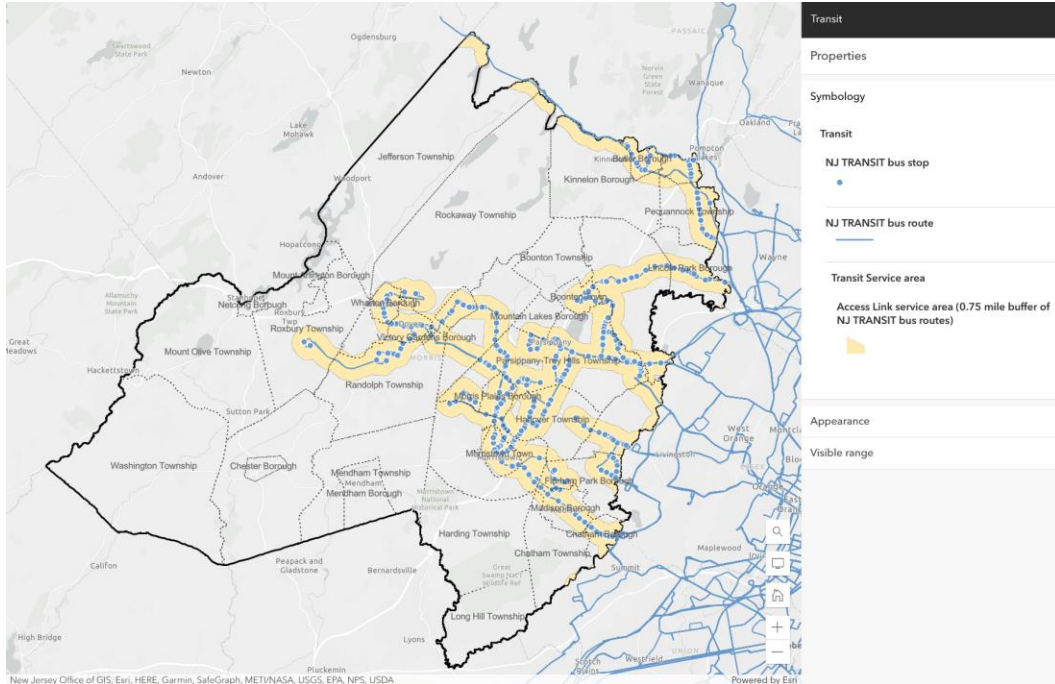


Figure 12. Access Link Coverage

Source: NJ TRANSIT

Ride-Hailing Services

Ride-hailing services initiated in the early 2000s as a major competitor to taxi service throughout the world. Uber and Lyft are two of the most recognized ride-hailing companies in the United States. Typically referred to as Transportation Network Companies (TNCs), these services use a business model, whereby they connect their partner drivers with interested riders. Interested riders utilize these services by signing up with a TNC through a mobile application (app) and then request rides through that app, typically accessed through a smart phone or tablet. Using GPS data, the service connects driver partners in the area to riders. Fare estimates are provided prior to rider confirmation of the requested trip. TNCs provide curb-to-curb, on-demand service and can often serve as a viable transport option.

TNCs often cite the full accessibility of their rider apps and note their cashless payment structure. However, most TNC drivers do

not utilize Wheelchair Accessible Vehicles (WAV), which limits usage among persons seeking to travel with mobility devices. In addition, those who do not have access to a smart phone (or who are not well-versed or comfortable with using such devices) are also unable to schedule a TNC trip independently. Other factors that limit viability of TNCs as a mobility option for all include safety issues related to lack of driver screening or vehicle requirements, cost, and limited geographic availability in rural areas.

MAPS Ride-Hailing/TNC Pilot

With funding support from NJ TRANSIT and in partnership with the TMA that supports Morris County, Avenues in Motion, MAPS is leading a TNC pilot to help increase trip availability. The program runs during MAPS hours. Avenues in Motion was selected by the county to operate this pilot, which began in December 2021 and functions as dispatch for the service. Specifically, interested customers contact MAPS, who vets the trip request. MAPS then contacts

Avenues in Motion, the latter of whom schedules the trip with the TNC and confirms directly with the customer. Customers do not need a smart phone, but do need to be able to receive text alerts. Only limited marketing has been undertaken thus far for this flexible pilot service addition that could ultimately play a major role moving forward in helping meet trip needs of vulnerable Morris county residents.

Taxi Service

Approximately 38 taxi providers serve Morris County, offering another mobility option to residents. As an on-demand mobility service, taxis can offer a lifeline to residents with limited transportation. However, similar to ride-hailing options, factors including cost, lack of vehicle accessibility, and limited geographic coverage in rural areas of the county limit its value as a viable transport option to many disadvantaged residents. Currently fares can be \$8 for the first mile and \$2.58 for each additional mile.

Other Services

As evidenced in the survey undertaken for this plan update, there are other transportation providers serving Morris county. For example, Atlantic Private Care Transportation is a private transportation provider that has contracted with the County office on Aging to provide a stop gap service for older residents in need. Four trips per person per year are permitted through this funding arrangement.

Various local nonprofits in the county also provide some form of transportation. For example, the Morris County Office of Hispanic Affairs (MCOHA) provides transportation within the county from Monday through Friday from 8:00am to

4:00pm. Reservations 48-hours in advance are required. The organization typically provides about 12,000 trips annually. They provide door-to-door service and offer assistance with bags. Top destinations include medical trips, social service offices, and senior centers. They have three vehicles (minivans), none are wheelchair accessible. Historically, MCOHA has operated with three drivers, but due to driver shortages they are currently operating with one driver only. Also notable, MCOHA partners with other local non-profits to help meet area transport needs. For example, MCOHA provides “emergency rides” for consumers served by several area organizations including the Interfaith Food Pantry, Zufall Health Center, County College of Morris, Salvation Army, Dover schools, and Atlantic Health.

The Mental Health Association (MHA) is a nonprofit serving persons of all ages living with mental illness in Essex, Morris, Passaic, Sussex, and parts of Union County. MHA has funding to provide limited non-medical transportation to Morris County consumers through their Community Rides service. Three part-time drivers are employed to provide transportation on Wednesdays and Thursdays from 10:00am-2:00pm. Persons must call MHA to reserve a ride. They have four vehicles in their fleet and typically provide transportation to about 20 persons per week. Top trip requests are grocery and other shopping and trips to local laundromats. To help meet demand for medical trips among their Morris county consumer population, MHA will also cover costs for certain medical trips through the Uber Health program.

Morris Moves

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Documenting Unmet Needs and Enhancement Ideas: Community Engagement & Outreach

Morris County and the Rutgers team committed to organizing and implementing an inclusive and extensive community engagement and outreach approach for the CHSTP update. The value of, and need to, undertake the CHSTP update recognizing the "nothing about us without us" principle was vital. In other words, the information presented in this report on topics including unmet transportation needs, issues, and recommendations are based on feedback gathered directly from the residents this plan seeks to support.

The multi-pronged, equity-focused engagement approach designed for the CHSTP update included establishment of a project advisory committee; team participation at community events and visits to target community sites to conduct snapshot surveys and discussions; convening of an open-house event; interviews with community organizations supporting transportation vulnerable residents; collection of community transportation "stories" through an online platform; and finally, an online transportation provider survey. The intent of each of these activities was to elevate the voices of Morris County's diverse populations, collecting direct feedback on their transportation needs and experiences to inform strategy development.

CHSTP ADVISORY COMMITTEE

A CHSTP advisory committee was established early in the update process and was convened virtually a total of three occasions. The main intent of forming this advisory group was to provide a mechanism for community stakeholders to provide guidance at key points in the CHSTP planning process and share input on recommendations. The group also served to generate community awareness for CHSTP outreach events such as the community

open house, as well as helped to disseminate the transportation provider online survey.

Membership was comprised of more than 20 stakeholders representing organizations supporting transportation vulnerable residents from sectors that include the county and municipalities, human services, area hospitals, volunteer organizations, area nonprofits, NJ TRANSIT and other transport providers, among others. The membership roster can be found in the Appendix, as can meeting report highlights from each of the three meetings convened.

The agenda for the first session convened on February 2, 2022 focused on sharing background information on the CHSTP and providing a study overview; presentation of initial project mapping and data concerning Morris County older adults, adults with disabilities, low-income households, zero vehicle households, low English proficiency households, and veterans; and reporting on existing transportation services in the county. Significant time was also devoted to a breakout discussion on mobility issues facing vulnerable county residents and what participants would like to see included in the plan update. Three core questions were discussed as follows:

1. What are the unmet mobility needs & concerns vulnerable county residents experience?
2. What is the #1 mobility issue you would like to see addressed in the plan update?
3. A vision statement can be an anchor for a community plan. It expresses what we hope to achieve. What ideas/thoughts should be communicated in the Morris Moves vision?

Key mobility needs and issues that should be considered in the plan that were

communicated focused on increasing flexibility and service coverage connectivity; increasing service for a wider variety of trip purposes including recreation and competitive employment; and prioritizing customer awareness and education on available transportation services. Several comments also demonstrated how lack of data collection can impede improvements. For example, when a service does not exist, resident do not ask for it and thus it is difficult to document need.

The agenda for the second advisory committee meeting convened on December 15, 2022, focused on a project update and sharing highlights from the transportation provider survey and diverse community outreach undertaken for the CHSTP update. A breakout discussion was also convened that gave participants an opportunity to discuss the following two questions:

1. What did we miss in terms of improvements?
2. What should we prioritize?

Feedback focused on once again the need for a county-wide education and outreach campaign on transportation services; recognition that some of the transportation needs of area residents exceed the capability of local providers (e.g., those needing door-to-door service, ride home following medical procedures); thoughts on strategies to enhance service through initiatives such as a subsidized taxi program and expanded NJ TRANSIT bus stops and service frequency. Operational concerns were also mentioned, with several citing the need for increased funding and strategies to mitigate the ongoing nationwide shortage of drivers with commercial driver licenses.

The third and final session convened on May 8, 2023. Discussion focused on review and prioritization of draft CHSTP recommendations.

COMMUNITY EVENTS & SITE VISITS

The team also sought to interact directly with more vulnerable residents and conduct “snapshot surveys” with them at the annual DAWN family fun day and at two senior nutrition sites in the county.



Figure 13. Engagement poster and table at the DAWN Family Fun Day

The DAWN event is hosted at Central Park in Parsippany and is designed to offer family-friendly activities while sharing valuable information about a range of available disability resources and services in the community. Regarding the senior nutrition sites, there are a total of 15 located throughout the county and in coordination with the County, the team conducted outreach at the Mt. Olive and the Rockaway sites, with the latter serving residents of both Rockaway and Dover.

At both the DAWN family fun day and at the two nutrition sites visited, the team discussed the CHSTP update and conducted snapshot surveys, where feedback was gathered on two main questions presented on poster boards. One question was focused on the types of trips residents seek to make and the other was on transportation improvements that could potentially benefit county residents. The poster boards were made available in Spanish for usage at the Rockaway senior site as some participants accessing that site are bi-lingual or only speak Spanish.



Figure 14. Engagement boards

English and Spanish engagement boards used at engagement and open house events.

Desired top trip destinations shared by seniors focused on medical, shopping, and recreation. In contrast, top trip destinations shared by families of younger adults with disabilities focused on recreation, followed by work or volunteer opportunities, and shopping.



Figure 15. Attendees at a nutrition site engagement event

Regarding transportation improvements, there was much interest from seniors in 1) more information on travel options available; 2) having more options to travel to other

counties; and 3) more weekend travel options.

Desired transportation improvements among families and persons with disabilities focused on 1) more weekend travel options, followed by 2) more information on transport available and 3) requests for same-day travel options, which are currently difficult for many transportation-disadvantaged residents to make.

CHSTP Community Open-House

Convening an open house event that was publicized through the project advisory committee, the county, and other stakeholders afforded an excellent opportunity for meaningful two-way communication with residents on their transportation experiences, needs, and suggestions.

The open house was held on November 15, 2022, and was attended by approximately 50 residents. The County Office of Hispanic Affairs provided translation support for a group of Spanish-speaking residents. Feedback was collected from attendees on three key areas: 1) transportation challenges 2) desired destinations and 3) recommendations for mobility enhancements and improvements.



Figure 16. Flyer for Morris County CHSTP Open House

Challenges shared focused on an overall lack of accessible transportation services to meet all mobility needs, including difficulties accessing recreation trips, food pantries, affordable housing properties, and other trips including grocery shopping. Senior participants discussed the conundrum of meeting their desire to age in place in the county, while facing the difficulty of being “stuck at home” if they do not or cannot drive themselves.

Several Spanish-speaking residents shared they were aware of certain potential transportation options such as MAPS or

municipal dial-a-ride services, but are hesitant to call for information or to schedule a trip because of the language barrier encountered with provider staff.

Residents also discussed issues with specific transportation services such as NJ TRANSIT Access Link, taxis, ride-hailing, and municipal dial-a-rides. Issues including poor service reliability, high costs, lack of availability in rural parts of the county were cited, among others. Notably, several voiced their appreciation for MAPS and communicated an awareness that MAPS cannot meet all transport demand in the county.

Some senior residents lamented that their town does not offer municipal transportation, while several parents of adult children with disabilities noted that municipal dial-a-ride services are typically restricted to older adults so are not an option for their adult children. The team also received feedback on the state’s Medicaid transportation broker, Modivcare, and heard about frequent late pick-ups and overall unreliability. Finally, many participants requested more information, such as phone numbers, etc. on available transportation services and noted they did not know how to access transportation information in general.



Figure 17. Morris County CHSTP Open House
Several engagement activities took place at the Morris County CHSTP Open House

Open house participants also discussed common and desired trip destinations, noting medical, recreation, shopping, personal services (e.g. post office,

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pharmacy, hair salon), school, and work trips. Interest in traveling to other counties including Essex, Union, and Sussex was noted by some. Interest in accessing recreation sites was commonly discussed, with destinations cited including local bowling alleys, gyms, movie theaters, and museums in the region (e.g. Montclair Art Museum, Newark Museum). Participants also expressed need for same-day travel options, as well as evening and weekend travel options.

Some participants also provided suggestions for key words, ideas, and concepts that should be captured in word or spirit in the CHSTP plan. Some of the most commonly suggested concepts for inclusion included: affordable, available, convenient, continuity, coordination, same-day travel, dependable, accessible, safe, and up-to-date information.



Figure 18. Mapping at Morris County CHSTP Open House

The Morris County CHSTP team asked attendees: “where do you go?” and “where do you want to go?” and mapped these locations.

Desired improvements were a final key topic discussed at the open house event. Suggestions focused on three core areas: education & outreach, service, and operations.



Figure 19. Participants at the Morris County CHSTP Open House



Figure 20. Concepts suggested for inclusion in Morris County CHSTP

Education & outreach suggestions

- Better & more communication in all forms – text, phone, flyers, brochures
- Provide bilingual information on services
- Provide smartphone training for residents
- Improve information & education about MAPS and transportation for customers and for social workers and others who provide support
- Increase awareness of pharmacies that offer free delivery of medications, e.g., Morris Plains Pharmacy
- Establish county “ambassador” position – the individual would be charged with visiting senior residences and other community sites to communicate information about transport options
- Work on building “trust” for public/community transit among seniors and other residents

Service suggestions

- Need bus stop on Hanover Ave (NJT #873)
- Add sidewalks, e.g., Mt. Pleasant Ave, Rockaway Township
- Adopt a volunteer driver program
- Allow children to accompany guardians on transport
- Reinstate senior transport service in Morris Twp. – e.g., once-a-week (or more) transport to/from Morristown & Walmart in Cedar Knolls
- Improve transport options for affordable housing properties in less dense parts of the county
- Use centralized locations in support of transport – bring people to county hubs such as shopping centers, town centers, etc.
- Increase service to meet recreation trip demands & travel out of county



Figure 21. Stakeholders at Morris County CHSTP Open House

A variety of stakeholders, including a number of Spanish-speaking residents, attended the Open House.

Operation suggestions

- Adopt scheduled service like that offered in Sussex County
- Adopt county-supported taxi voucher system
- Increase MAPS driver pay to promote retention
- Support the hiring of more drivers
- Employ bilingual scheduler at MAPS and with other local transport service(s)
- Introduce incentives to try or retry transit
- Use technology but “meet” customers where they are – many do not have or use smartphones or computers

COMMUNITY ORGANIZATION INTERVIEWS

Another outreach task the team undertook was to convene informal interviews with local organizations that support the target populations of the CHSTP plan update. Specifically, eight informational interviews were convened. These sessions provided insights on the role of these organizations in supporting the mobility of vulnerable residents; what they consider as key unmet mobility needs; and their suggestions for enhancing mobility in the county. Participating entities included DAWN Center for Independent Living; Avenues in Motion

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Transportation Management Association; Five-Town Regional Dial-A-Ride; Chatham Senior Center; Madison Area YMCA; NJ Travel Independence Program (NJTIP); the Mental Health Association; and the Morris County Office of Hispanic Affairs.

Commonly cited unmet mobility needs include:

- Overall limited-service availability
- Limited off-peak transportation options (later afternoons, evenings, weekends)
- Limited transportation options for non-ambulatory residents who need wheelchair accessible vehicles (WAVs)
- Limited transportation options to access inter-county destinations including medical appointments
- Difficulty accessing food pantries located in the county
- Lack of information on available transportation options

Suggestions for enhancing mobility in the county focused on the following:

Education & outreach suggestions

- Develop an awareness campaign to increase resident knowledge and familiarity of existing transportation options including fixed-route transit services.
- Communicate transportation information through multiple mediums to reach the widest audience, including posting information online on county and municipal websites, social media platforms, and printed as fliers and mailers. The need to make hard copy materials available was emphasized by most interviewees as vital to reaching those with limited or no internet access as well as those lacking knowledge on how to navigate internet resources.
- Coordinate with county non-profits and other local stakeholders to help disseminate transportation information to vulnerable resident populations.



Figure 22. Participants at the DAWN Family Fun Day engagement event

Service & operations suggestions

- Expand MAPS service hours to facilitate more recreational and competitive employment trips.
- Explore opportunities for a pilot service focused on meeting unmet medical trip demand, perhaps with Uber Health. As many medical trip requests are for out-of-county locations, the pilot should be designed as inter-county.
- Consider implementing a county microtransit service pilot, focused on offering on-demand service using smaller vehicles in less densely populated areas of the county.
- Discuss options with NJ TRANSIT for expanding local bus routes and exploring bus stop placement to help meet service gaps.
- Conduct a sidewalk inventory as a first step to document existing sidewalk conditions county-wide to enable increased safe pedestrian travel.
- Explore opportunities for increased coordination among municipal dial-a-ride services.
- Expand the MAPS TNC pilot to help meet mobility needs of vulnerable, ambulatory residents.

COMMUNITY TRANSPORTATION “STORIES”

Another approach the Rutgers team utilized to gather community feedback was through creation of an online form, which enabled residents to communicate their mobility needs and challenges in traveling around Morris County. The form presented an opportunity to communicate by narrative text, or by uploading a photo, drawing or audio or video recording. In total, feedback was received from 23 individuals, including several photos. The team was thankful the county helped to market the availability of the form through the county weekly newsletter and social media platforms.

A few residents shared their gratitude for the services provided, including one resident with visual impairment who thanked the county transportation service (MAPS) for trips made that allowed him to get to work. Still many shared narrative stories of their transportation experiences in Morris County that illuminate the challenges vulnerable residents encounter that limit their mobility. Chief among the transportation services sought were those that would:

- Allow travel door-to-door
- Improve public transportation services. For example, expand locations served by public transportation. Improve the frequency of the NJT #873 bus and improve the frequency of trains on the NJT Morris & Essex rail line, especially during non-peak times
- Improve pedestrian facilities
- Provide transport services for non-drivers and for those who can no longer drive due to age or disability

- Improve affordability of transportation
- Support trips for food shopping and medical appointments
- Support trips for recreation including library, bookstore, religious services, downtown visits, gym, etc.
- Provide options for those who do not utilize smart phones
- Improve last mile connections between available public transportation and origins/destinations
- Provide transportation for unhoused and newly housed residents
- Provide non-emergency transportation for those leaving the hospital



The graphic features the Morris County seal on the left, a central blue box with the text "TELL US YOUR MORRIS COUNTY TRANSPORTATION STORY", and a yellow circular logo on the right that says "MY MOBILITY MATTERS! ...Morris Moves" with an illustration of a bus and people. Below the logos is a text box with the following content:

Morris County and researchers from Rutgers University invite you to share your transportation stories and experiences with us, those you enjoyed as well as those you didn't. Morris County will gather your stories to better illustrate the mobility needs of the region. Stories can be submitted in written form, drawings/photos, or video/audio recordings.

We are collecting your stories as part of an ongoing project to draft the county's Coordinated Human Services Transportation Plan (CHSTP). The goal of the plan update is to develop strategies to expand and enhance mobility for Morris County residents – especially those traditionally considered transportation disadvantaged including older adults (age 65+), people with disabilities, low-income persons, veterans, and others.

NOTE: Once you submit your story, it will be available to the public. If you do not want to provide stories below but want to share with Morris County staff and the Rutgers Team, please send your stories to Stephanie DiPetrillo at sdipetrillo@ejb.rutgers.edu (External link).

Figure 23. Morris County Transportation Stories

Additional feedback was gathered through an online form that allowed individuals to share their transportation stories and experiences.

Tell Us Your Story

I am 69. I moved to Morris Plains 4 months [ago] to live with and care suffered a catastrophic cerebra hemorrhagic stroke (11/20) and cannot walk any distance. I cannot drive. We cannot afford Ubers everywhere. I would enjoy going out occasionally, possibly library, bookstore, religious services, downtown, gym, etc.
~ JW, Morris Plains

Tell Us Your Story

I have been riding with MAPS. since I lost my sight about 20 years ago. I work 2 days a week as a technology instructor at Vision Loss Alliance New jersey in Denville, and I would never have been able to do this meaningful work without the help of MAPS.
~ JM, Long Valley

Tell Us Your Story

My mother lives in assisted living in mountain lakes. She has twice (out of an abundance of caution) been taken to ER at Morristown Memorial and when it's time to leave it's always after 5 so the facility drivers are gone and apparently the only acceptable ride for her home is an ambulance even though she's fine. A friend or family member would be allowed to get her but at night it's problematic and they won't allow us to send an Uber and I can't find any other service that can drive a senior on demand. Using an ambulance for a person who is fine and just needs transportation is wasteful and unnecessary accept we can't find another way. Please let me know if there is a service that we could use. ~ PS, Mountain Lakes

Tell Us Your Story

Around 2019, my father, who has since passed away, had Parkinson's disease, and my mom, in her mid-80s, wasn't driving much. They needed transportation to medical appointments - which would allow me, the daughter, to work. We called MAPS to see if we could connect, and the answer was YES! Except, Mom would have to get Dad to the street because MAPS wouldn't drive up the driveway and county employees wouldn't go on the property to help get Dad down the driveway. This left my 83-year old mom to use a transport chair or wheelchair to get Dad down the short but somewhat steep driveway to the street. This was simply too dangerous and made using the service an impossibility. ~ KM, Florham Park

Tell Us Your Story

I am writing on behalf of my mother, who is 84 and recently stopped driving. She doesn't have a smartphone and needs transportation to and from doctors and lab appointments. MEPs isn't readily available, and she has heard stories about it being difficult. What other options does she have?
~ AP, Morristown

Figure 24. Tell Us Your Story

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Transportation Provider Survey

To support the CHSTP effort and to expand our understanding of existing transportation services and potential gaps, the Rutgers team conducted a survey of organizations that provide and/or support transportation services for the target populations. The survey collected data on the mission of these organizations, the transportation services they provide and support, and the resources the organizations utilize to provide these services. Additionally, the survey sought information on the transportation needs of the clients served by the organizations. Finally, the survey asked questions about potential actions that could be taken to improve transportation services in the county and efforts to coordinate those services. A total of 34 agencies and organizations responded to the survey (see inset). The survey questionnaire can be found in Appendix C.

Organizations and Their Customers

Survey respondents represented a wide variety organizations including nonprofit human services agency (11), municipal government (9), “other” nonprofit agency (7), county government (5), private for-profit transportation company (2), private nonprofit transportation company (2), health care provider (1), and education (1).

Seventeen of these organizations reported that they serve older adults, 15 serve persons and with disabilities, 12 serve low-income individuals, and 11 serve each of the following: veterans, people with chronic medical needs, and the general public. See Figure 25

Services Provided

Among these organizations, 21 (or 59%) provide transportation services using vehicles that they own or lease, while another three (or 8%) provide transportation services through a contract with a third party (including Lyft, City Limo, MAPS, Morris County Hispanic Affairs, one or more of the municipal dial-a-rides operating within Morris County, and Modivcare). Thirteen (about a third) of responding organizations don’t provide transportation services but support their clients in obtaining such services from other organizations. See Figure 26.

Of those organizations that provide transportation services directly or via third parties, 75% restrict these services to specific customers.

The survey asked several questions about the types of services provided. These questions sought detail on transportation services (modes), customer services, and support services that allow customers to more easily and fully utilize transportation services. More than 70% or 17 of the responding organizations provide demand-response service to their customers. Demand-response service entails when individual passengers can request transport from a specific location to another specific location at a certain time. These services can be convenient for passengers but often require advanced scheduling. Eight of the organizations offer fixed-route services, which are regular, pre-designed, pre-scheduled routes that do not deviate from their path. One organization provides deviated route services, a mode that allows the vehicle to depart from its course to a specific location for a pre-scheduled request. Several organizations reported on other transportation services they provide such as arranging transportation for their customers, offering charters and tours,

Morris Moves

providing on-demand human services rides using a ride-sharing company, and use of personal vehicles to meet the needs of clients. See Figure 27.

Closely aligned with the transportation services provided, the survey inquired about customer pick-up arrangements. Eleven (or 46%) of the respondent organizations provide curb-to-curb service. Curb-to-curb service requires that customers travel from their origin locations to a location on the street for pick up. Ten of the responding organizations provide door-to-door service, meaning that customers will receive assistance moving from the front door of their origin location to the vehicle. Nine of the responding organizations stated that they provide transportation services where customers board at designated stops. Only one organization indicated that it provides door-through-door service, which includes

entering a customer's home and helping them get to the vehicle for transportation. See Figure 28.

The survey asked about the transportation support services offered to clients. Nearly all (22 or 92%) of the organizations that provide transportation services state that they schedule and/or arrange transportation for their clients. Fourteen (58%) of these organizations provide trip planning or information about transportation services. Only four (17%) of the organizations subsidize transportation – though this figure may not reflect transportation providers that offer such services free to clients. Only two organizations provide or support travel training or instruction for their clients. See Figure 29.

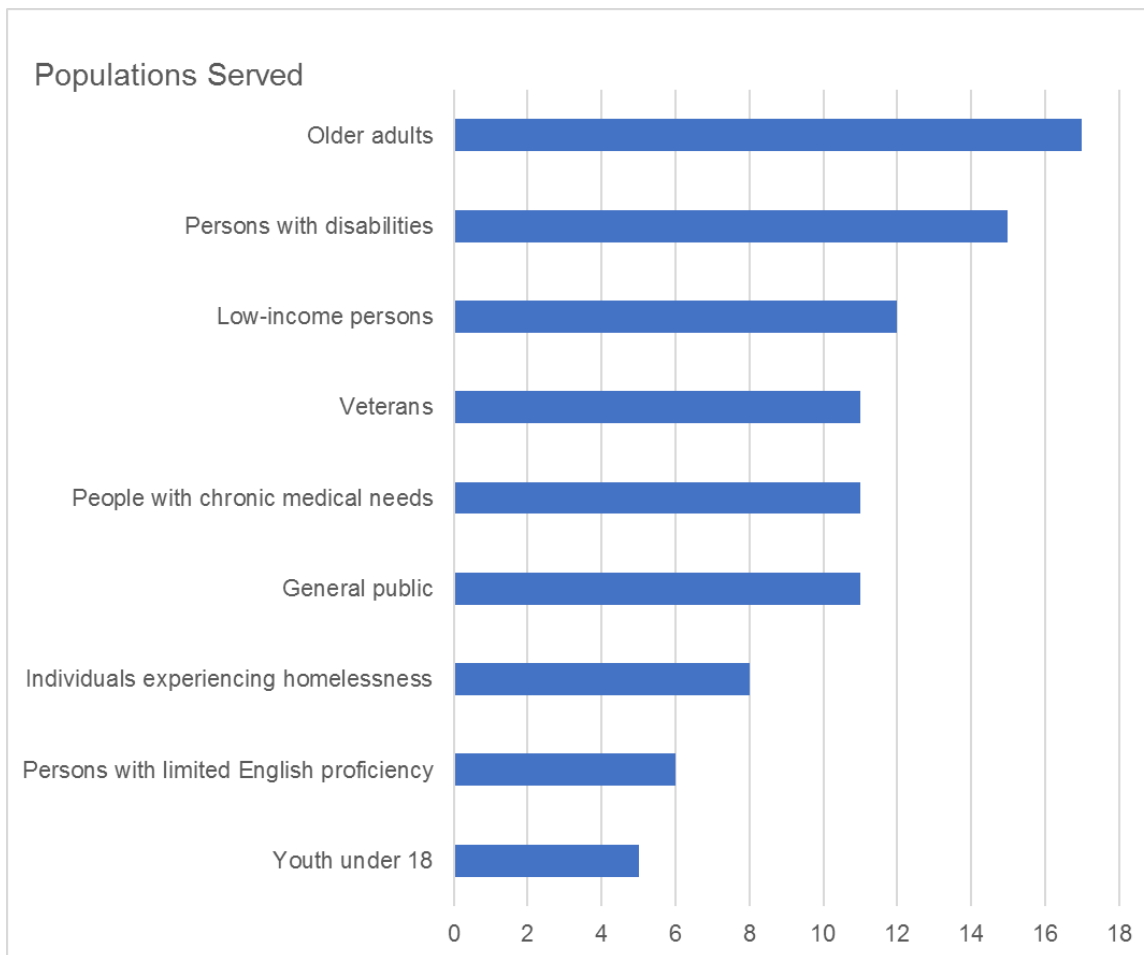


Figure 25. Populations Served

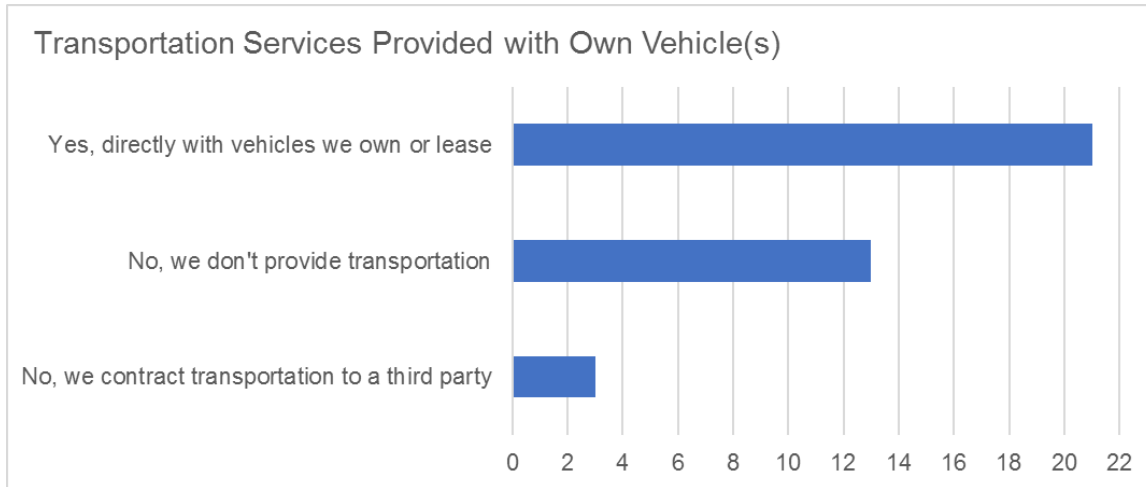


Figure 26. Transportation Services Provided with Own Vehicles(s)

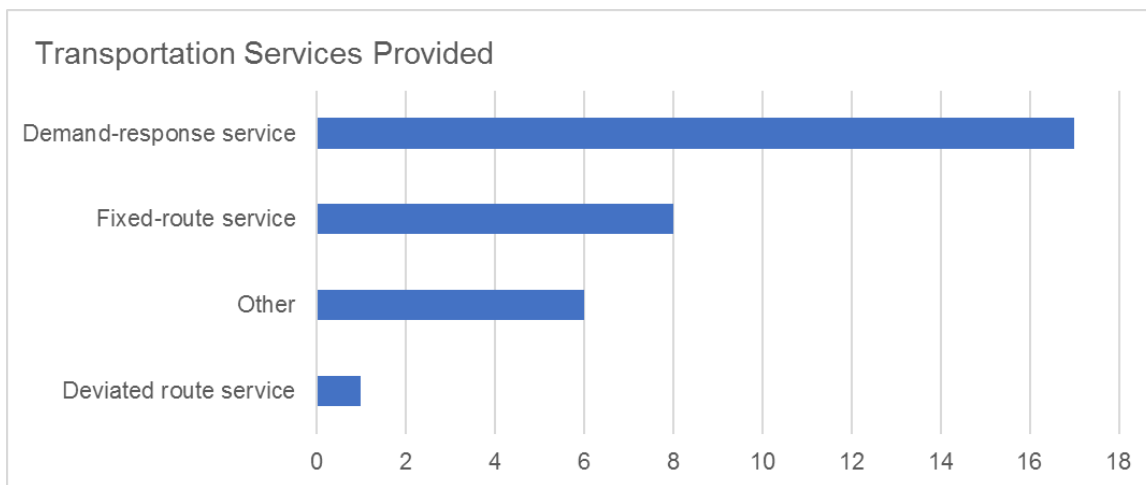


Figure 27. Transportation Services Provided

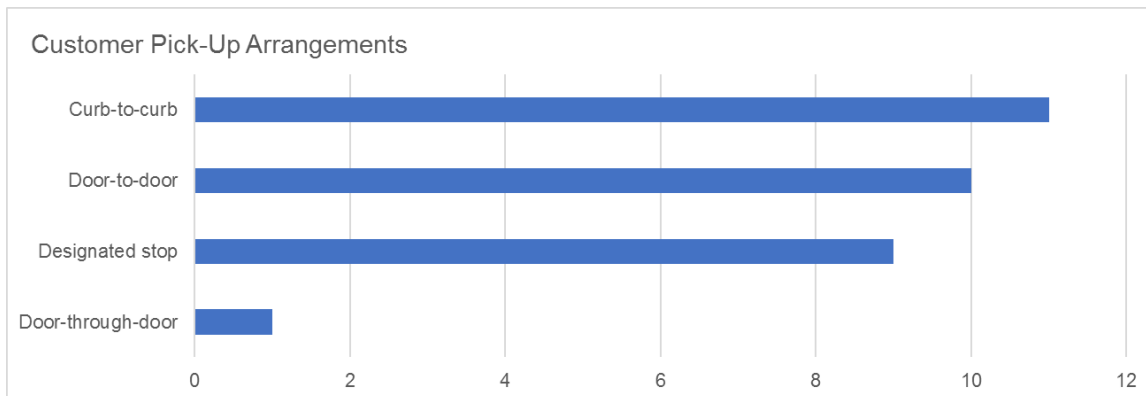


Figure 28. Customer Pick-Up Arrangements

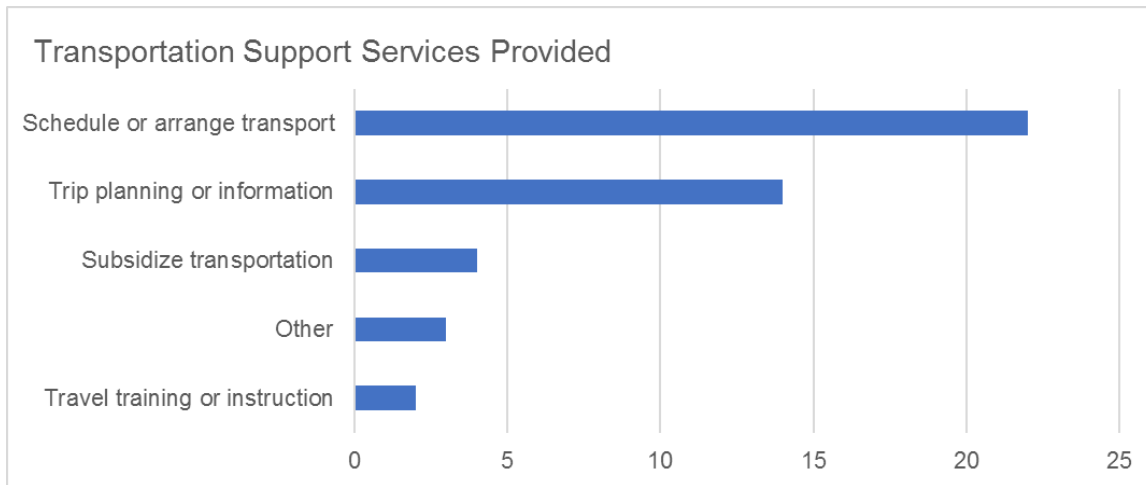


Figure 29. Transportation Support Services Offered

Morris Moves

About half of the organizations providing transportation serve all of Morris county and half serve only certain locations within the county. For example, several municipal dial-a-ride services only provide transport within their own municipality. Nearly 70% of the organizations that provide transportation services state that they provide some trips that take their customers to locations outside of Morris County. Examples of these trips include those to:

- St. Joseph's Hospital in Paterson (Passaic County)
- Medical offices on Yawpo Avenue in Oakland (Bergen County)
- Local shopping in Union County
- Lyons VA Medical Center, Bernards Twp (Somerset County) and East Orange VA Medical Center, East Orange (Essex County)
- Medical or dental offices in Sparta (Sussex County)
- Medical or dental offices in Hackettstown (Warren County)

All organizations providing transportation serve customers traveling to medical or dental appointments, including 17 organizations that specify this destination type as one of those that they serve as well as 5 organizations that provide trips for any trip purpose. Other trip purposes are supported by fewer organizations, ranging from 13 (or 82%) that provide trips for shopping or errands to only half that provide trips for customers to attend religious services. See Figure 30.

Notably, half of the organizations responding to the survey report they have

received trip requests from Morris County customers that there were unable to accommodate.

Eight organizations indicated that more than half of their customers have unmet transportation needs, defined as when such customers experience difficulty securing transportation to take them where they need or want to go. Twenty-five organizations reported that less than half of their customers have unmet transportation needs.

The top unmet transportation needs include: weekend service, same-day or next-day service, affordable transportation options, ability to access destinations in other counties, and awareness of available transportation services.

Nineteen of 22 organizations require their customers to reserve or schedule their trips in advance. Of these 19, only one regularly accommodates same day, reserved trips. Six require at least a full day prior to the trip, five require 48-hours advance reservations, and seven require customers book trips three-to-seven days prior to traveling. See Figure 32.

All survey respondents were asked to report the top three trip purposes demanded by their customers. These data were weighted by their ranking and indicate that trips for medical and dental appointments are most requested by customers. Trips required for shopping, social and recreation, and employment or job training represent a distant second, third and fourth among the purposes listed. See Figure 33.

Morris Moves

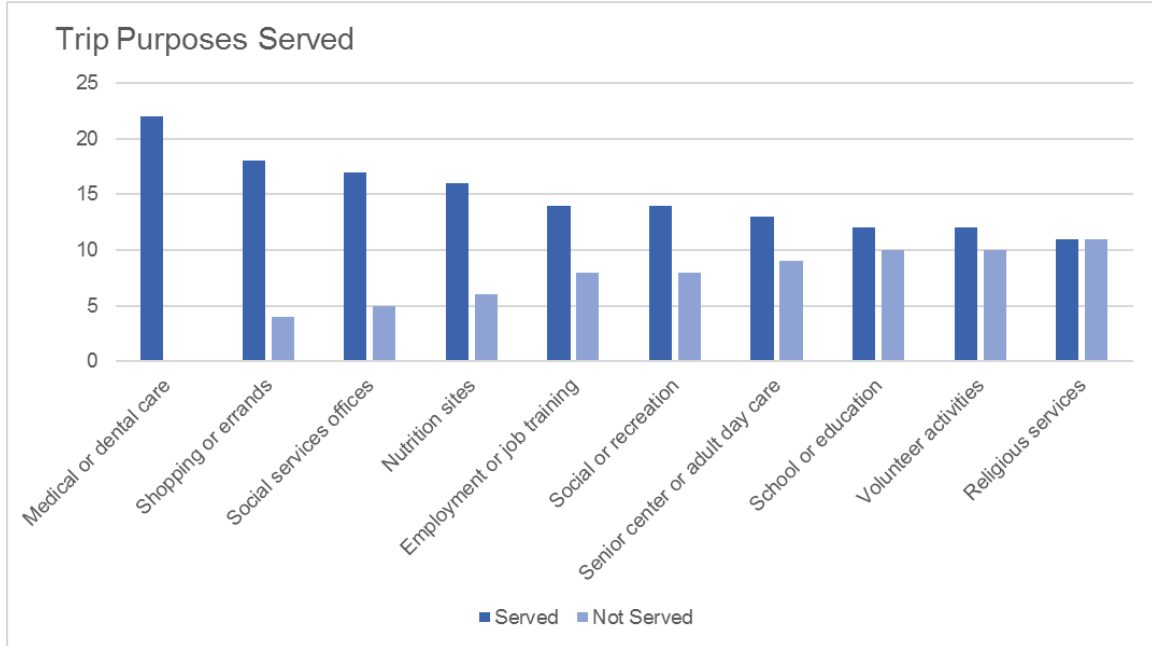


Figure 30. Trip purposes served by organizations

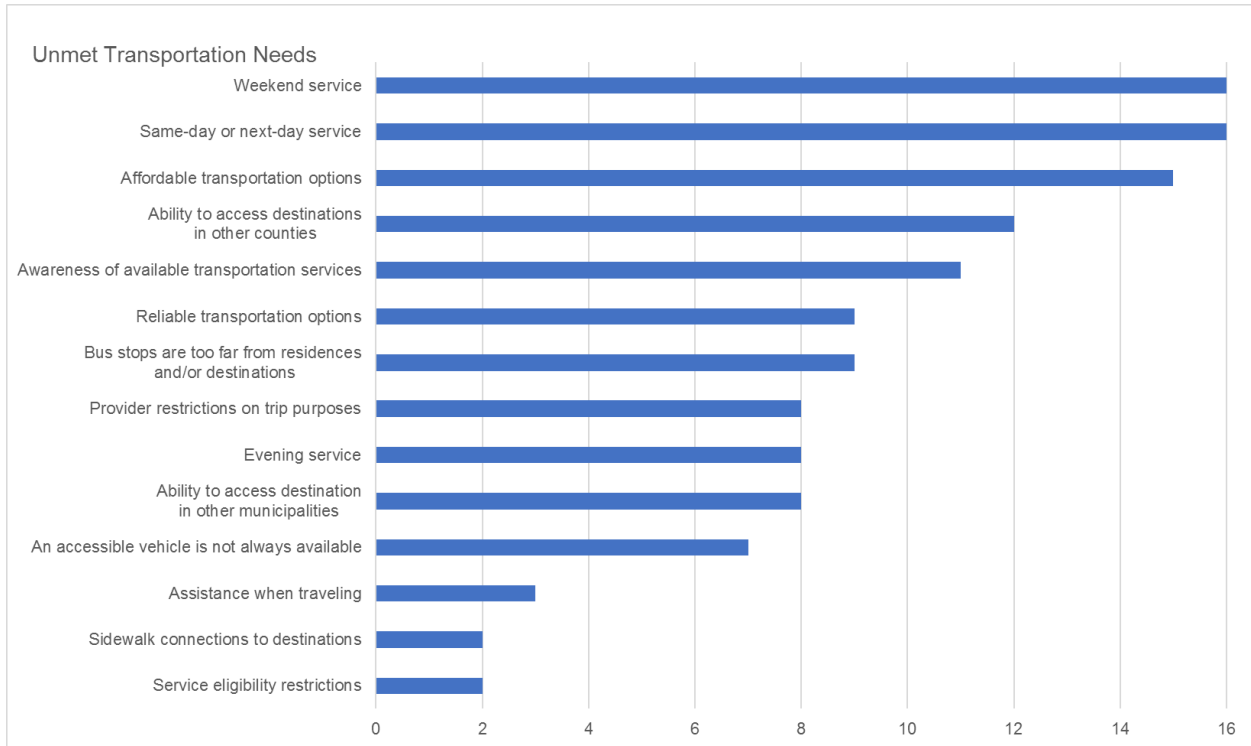


Figure 31. Top Unmet Transportation Needs

Morris Moves

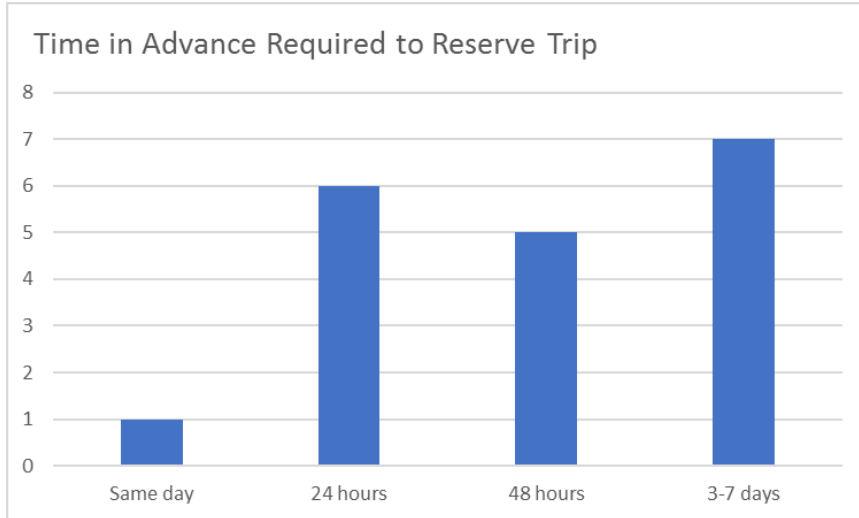


Figure 32. Time in Advance Required to Reserve Trip

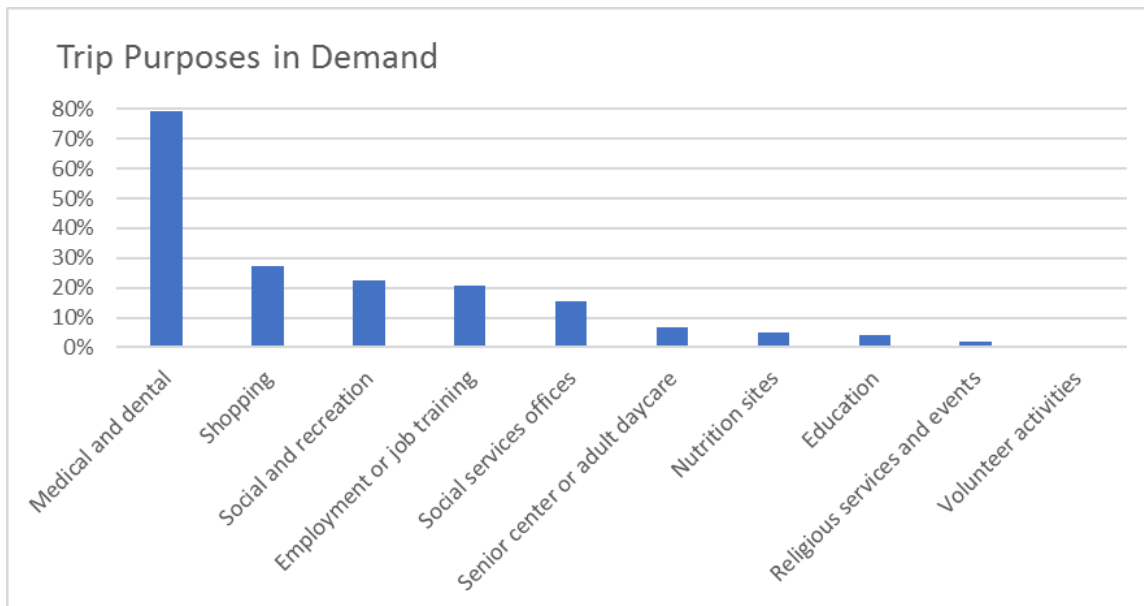


Figure 33. Trip Purposed in Demand

Organization & Management

The survey also asked the organizations about operations and management practices including the number of drivers employed, the number and types of vehicles comprising fleets, and if scheduling software was used.

Of the responding organizations that provide transportation services, nearly all of them employ a small number of drivers—fewer than four full-time and fewer than four part-time drivers. See Figure 34.

The vast majority of organizations providing transportation services report utilizing fleets of five or fewer vehicles. Morris County MAPS and Community Hope, INC/SSVF are the exception to this. MAPS operates more than 30 vehicles, minivans and standard vans (8-15 passenger), and Community Hope operates more than 20 vehicles, mostly sedans.

Only six organizations reported operating vehicles that are wheelchair accessible. These organizations are: MAPS (5 minivans and 12 standard vans), Five Towns Dial-a-

Morris Moves

Ride (1 minivan and 5 minibuses), Long Hill Township (1 minibus), Madison Borough (1 standard van), Mount Olive Township (1 standard van and 1 minibus), and Jefferson Township (2 minivans and 2 standard vans).

Only two organizations report utilizing scheduling software, Morris County MAPS and Five Town Dial-a-Ride.

The majority of transportation providers (14) begin service between 8 and 9 AM Monday

– Friday and all but two end their service by 6 PM. Eight of these providers end their service by 4 PM. See Figure 35.

Only four organizations serving human services customers reported providing transportation services on weekends: Market Street Mission, Inc., Morris County Office of Temporary Assistance, Mt. Olive Township (Saturday only), and Zufall Health. See Figure 36.

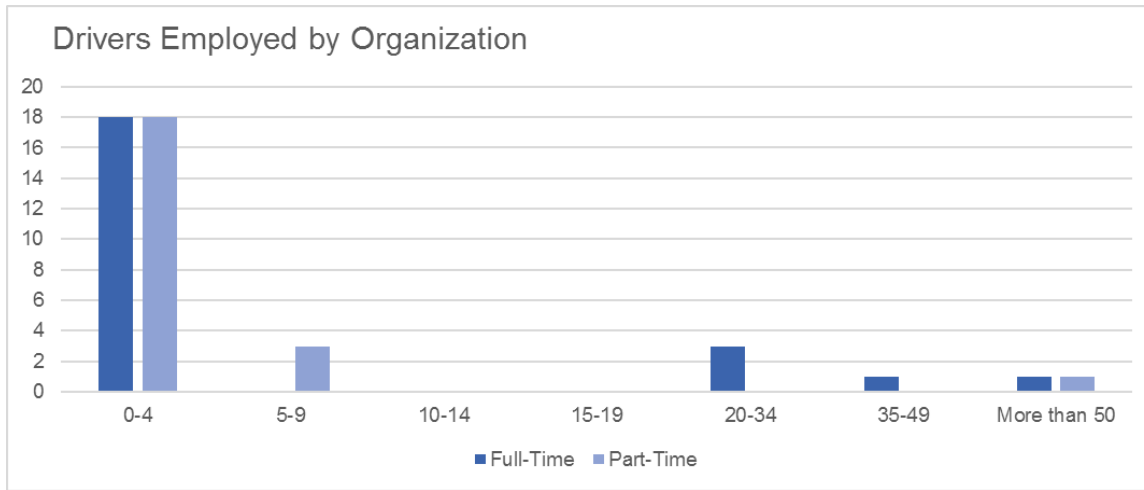


Figure 34. Number of Drivers Employed by Organizations

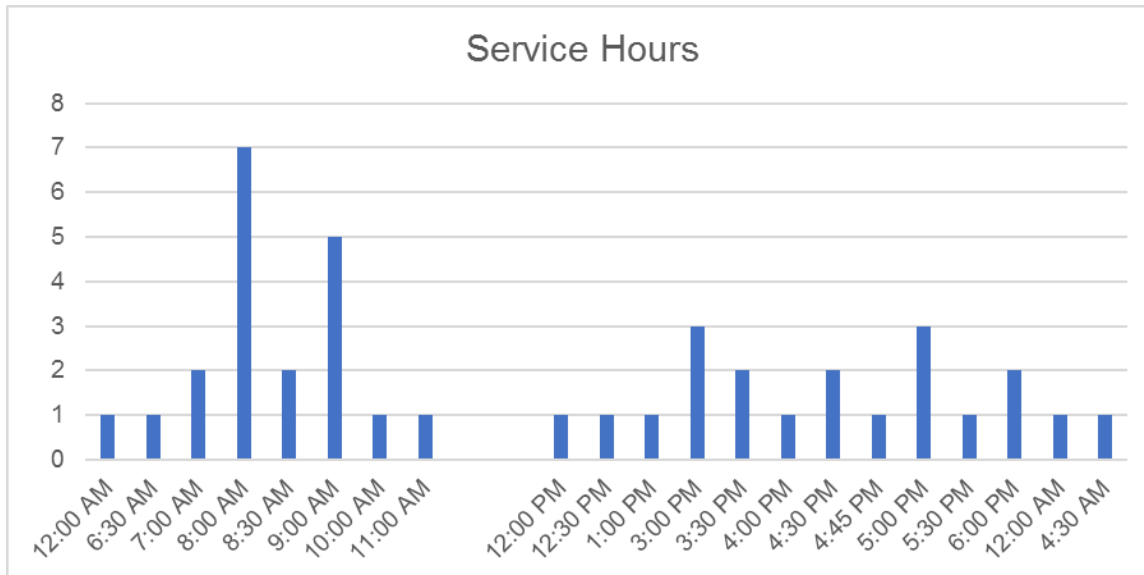


Figure 35. Transportation Start and End Times

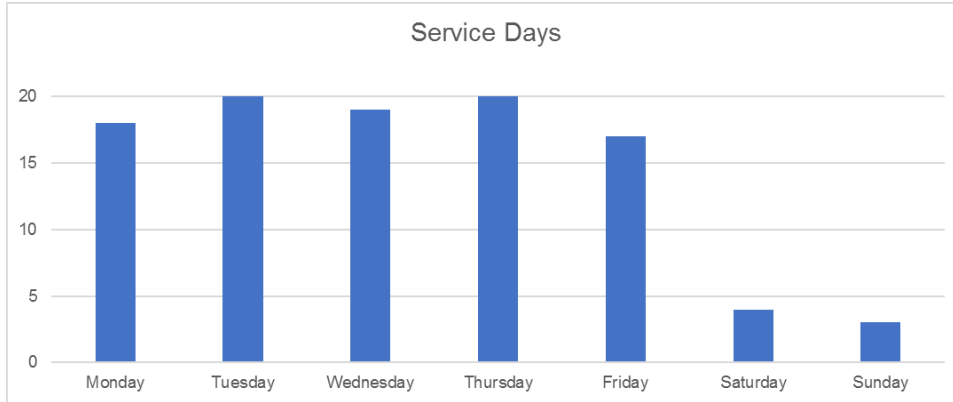


Figure 36. Transportation Service Days

Service Coordination

The survey asked several questions designed to gauge current levels of coordination among transportation providers and to ascertain whether opportunities for improving coordination exists among the providers. About half of the responding organizations indicated that the coordinate in some way with other transportation providers or agencies.

Most responding agencies (20) indicated that they have referred customers to other providers when they cannot accommodate the trip request. Most frequently, the responding agencies referred customers to MAPS, to a TNC such as Uber or Lyft, or to NJ TRANSIT Access Link service. See Figure 37.

Only six transportation providers indicated that they would be interested in providing transportation under contract with another agency. These providers included: Avenues in Motion TMA, Borough of Madison, Long Hill Township Community Services, Mine Hill Township, Mt. Olive Township, and the Spring Street Community Development Corporation, which is located in Morristown.

When asked about the most challenging barriers to coordination among transportation services in Morris County, providers cited their top three barriers as funding restrictions (11), lack of staff (9), and lack of technology to better coordinate transportation services (6). See Figure 38.

Responding providers were given the opportunity to offer their ideas on how to better coordinate transportation services in the county. Few ideas were offered, but those that were shared include:

- Supporting municipal transportation services with county and state funding, particular for services offered in locations not well served by county services. Grant funding and/or county taxes could be utilized to help fund shared services, transportation initiatives and programs.
- Use of funding sources that would permit creative use of the support such as gas assistance, car repairs and purchases, car maintenance, gift cards/ride share, etc.
- More funding to upgrade vehicles and improve staff compensation so as to better compete with other, larger transportation agencies

Suggested Improvements

Lastly, the survey asked what the “number one action” that should be taken to improve transportation in Morris County. Most respondents offered more than one recommendation. The most frequently cited improvement was to expand locations where customers could travel. Other highly

cited suggestions included increasing funding for transportation services, improving affordability of transportation for customers, expanding service hours and offering evening and weekend service, and expanding eligible trip purposes for which customers can travel. See Figure 39.

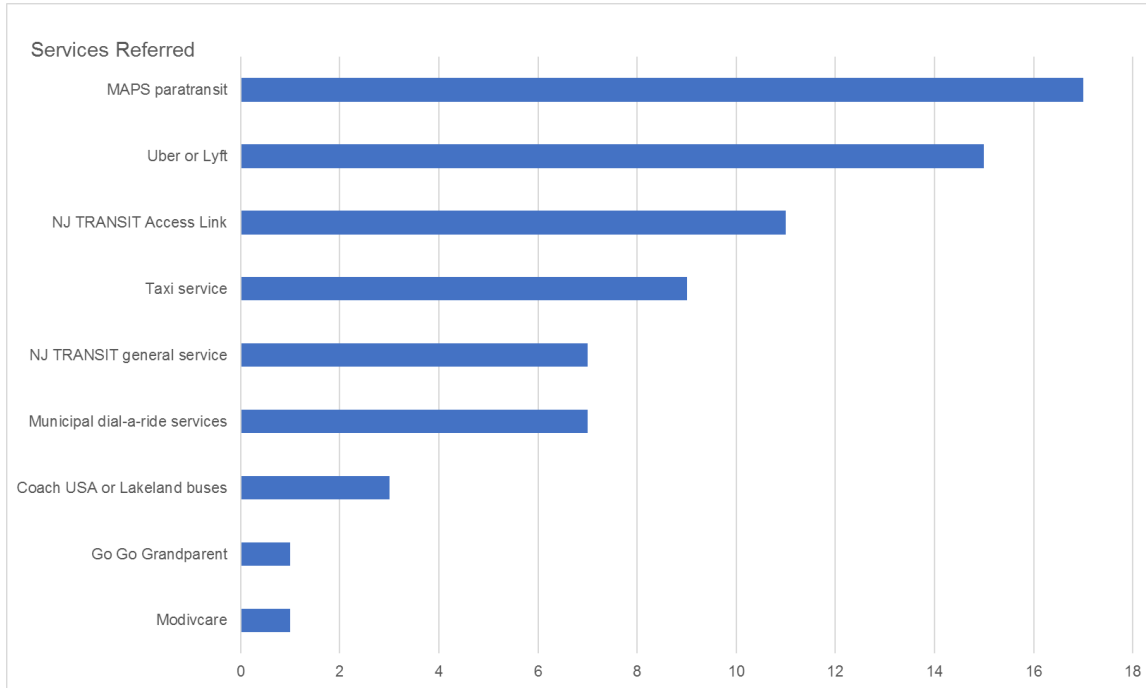


Figure 37. Referred to Transportation Services

Morris Moves

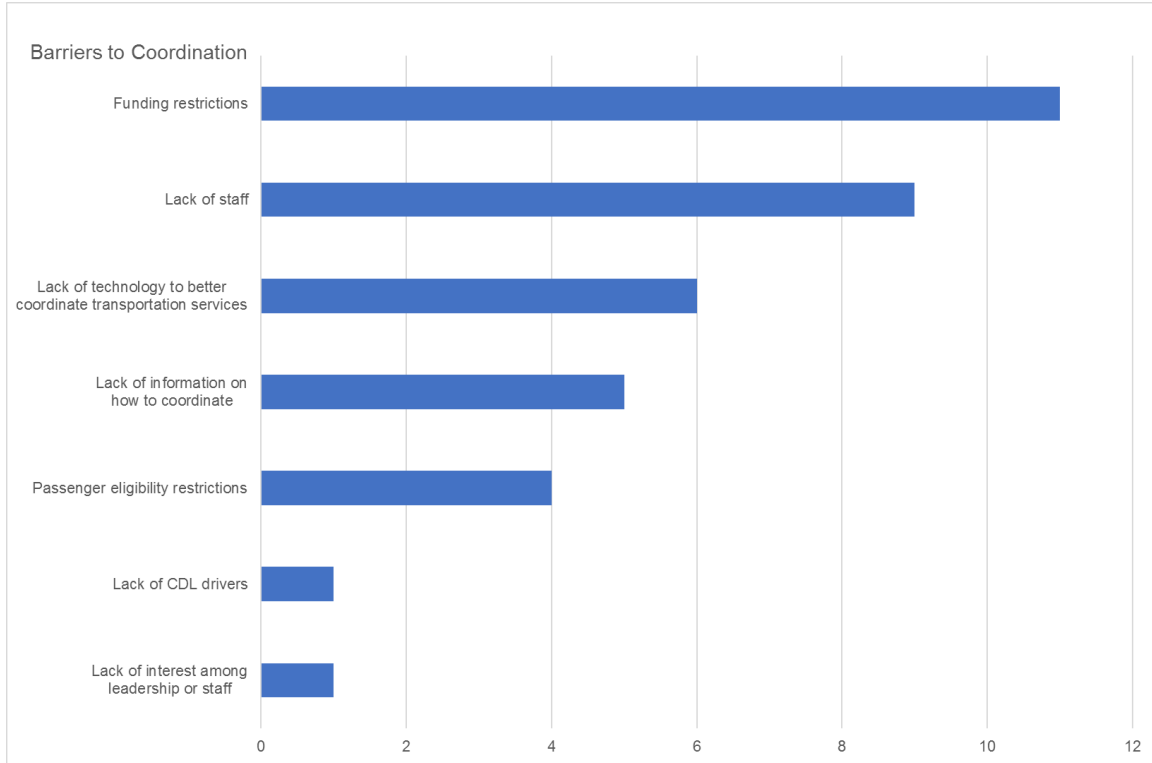


Figure 38. Barriers to Coordination of Transportation Services

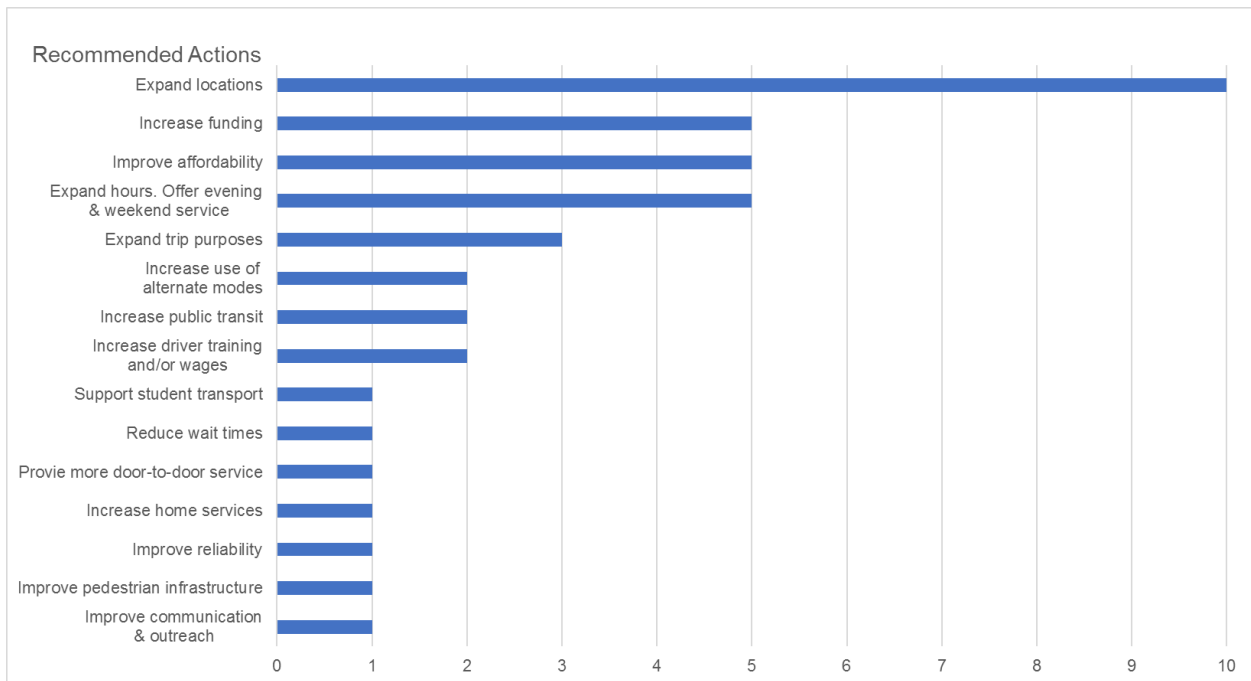


Figure 39. Recommended Actions for Improving Transportation

Morris Moves

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Strategies to Address Gaps

EDUCATION & OUTREACH

A persistent need to increase awareness and knowledge of existing area mobility options was consistently cited by residents and other stakeholders at all CHSTP outreach events, as well as documented in other local plans reviewed for the CHSTP update. For example, a request for more information on available transportation options was the number one mobility improvement requested by older adults whom the Rutgers team interacted with at the county's mid-day friendship nutrition sites and was the second most requested improvement among persons with disabilities and their families shared at the DAWN family fun day event. As one professional interviewee supporting county older adults explained, most residents do not think about transportation until they cease or limit driving activity. They and their families typically possess either no or very limited knowledge of area transportation options.

CHSTP advisory committee members confirmed that many residents are simply unaware of transportation resources. Some recommended that in addition to increasing overall community awareness of available transportation services, residents also need to be made aware of the parameters and capacities of these services. For example, does a given service require residents to complete an application or interview to qualify for said service? Does the service offer door-to-door assistance? What if the resident needs assistance with packages? These are all vital service parameters residents need to be made aware of when seeking the "right-fit" transportation option to meet their mobility needs.

Finally, as noted, findings presented in local plans such as the 2022 Township of Hanover Inclusive Healthy Communities Mobility Plan also provide evidence of limited resident knowledge of area mobility

options, with findings from a Hanover resident survey demonstrating the need to make it easier to find information about transportation services. In fact, this need was cited as the number one desired mobility improvement by persons using local dial-a-rides and MAPS.



Figure 40. Information as a mobility improvement

Gaining better access to information was the number one mobility improvement requested by older adults and the second most requested improvement by persons with disabilities and their families.

CHSTP recommendations to advance community awareness for mobility options are as follows:

Create and disseminate a consumer-friendly, bi-lingual area transportation guide that serves as a centralized resource on existing services

ACTIVITIES

- ➔ Develop a concise, comprehensive, consumer-friendly, bi-lingual transportation resource guide that is made available by print and digital media. The guide should offer service details and features including hours/days of operation and current telephone contact information for public and private mobility options that serve

Morris County. In addition, the guide should include information on local services that offer home delivery, such as pharmacies, grocery stores, etc., which can help minimize travel needs.

- The print guide should be made available at community sites including libraries, area hospitals, medical offices, food pantries, grocery stores, pharmacies, and at local non-profits and social service agencies serving vulnerable populations. In addition, to maximize awareness among the target populations, the guide should be mailed to current MAPS and dial-a-ride customers. Hard copy availability and distribution is vital recognizing that many transportation vulnerable residents have different levels of access to technology devices as well as internet and broadband capabilities.
- The digital version of the guide should be posted and promoted on county and municipal websites, as well as shared on social media platforms, including Facebook and Instagram, managed by local government and area non-profits and social service agencies supporting target populations.

Develop and implement a year-long, county-wide mobility outreach campaign designed and branded with in-person and digital media components customized to reach transportation vulnerable residents

ACTIVITIES

- Completion of the transportation resource guide should serve to launch this mobility-outreach campaign. A campaign planning team should be formed and led by MAPS that includes area non-profits and social service agencies interested in serving as

mobility ambassadors during this year-long effort. Those entities that agree to act as mobility ambassadors will assist MAPS in planning and implementing campaign events and outreach.

- Establish campaign branding that is clear and focused on the main intent of the initiative. Branding options could include “Traveling around Morris County,” “Finding your ride in Morris County,” or the CHSTP branding, “Morris Moves,” could be employed.
- Ensure all campaign materials are prepared both digitally and by print to reach the broadest resident audience.
- Market the availability of the new Morris County transportation resource guide, employing customized marketing to the target populations that include persons with limited English proficiency and those without access to the internet or a cell phone.
- Share bi-lingual information both digitally and by print (e.g. flyers) about local resources that “bring services to you,” such as area pharmacies and groceries that deliver medication and/or food. Such services proliferated during the COVID-19 pandemic and continue to benefit persons with limited mobility options. Many of these services are free of charge. Encouraging residents to avail themselves of these services can help reduce demand/need for transportation to access all trip needs.

The in-person elements of the campaign should focus on three core activities:

1. **Host an in-person county transportation mobility fair** that will include local transportation providers to present information about their services and other service providers who support mobility. Participating providers should include but not be limited to MAPS, Five-Town Dial-a-Ride, other municipal

dial-a-rides, NJ TRANSIT ADA services, and Avenues in Motion Transportation Management Association. Nonprofits that offer transportation to target consumer groups in the county should also be present, such as the Mental Health Association and the Morris County Organization for Hispanic Affairs (MCOHA). MCOHA should also be engaged to support bi-lingual event staffing to assist Spanish-speaking attendees.

2. **Host a “Getting around Morris County by Transit” informational workshop** in coordination with NJ TRANSIT and NJTIP@ Rutgers. All NJT buses are accessible and many NJT rail stations in the county are as well, including but not limited to Madison, Morristown, Denville, Dover, Mount Olive and Hackettstown. NJTIP @ Rutgers offers travel instruction to persons with disability and older adults seeking to learn how to safely travel by public and community transit. This workshop will focus on educating participants on the fixed-route transit services (rail and bus) available in the county that can help residents travel within and beyond the county. NJTIP trainers can offer information on how to plan and safely navigate transit travel. Attendees will also be informed of the NJT half-fare discount available to those age 62 and older and individuals with disability.
3. **Host up to six informational “pop-up” events** to promote increased awareness of transport options at local sites frequented by vulnerable populations including senior dwellings, friendship nutrition sites, libraries, and/or food pantries. Community partners, such as local non-profits, can support these events. Strengthening MAPS existing relationship with these properties and organizations by convening these

events will facilitate county-wide knowledge sharing of mobility options.

The online element of the campaign should focus on:

1. **Develop and market an online, free informational webinar on available transportation options** targeted to vulnerable residents as well as to community liaisons, librarians, social service and other professionals, and family members who support residents with disabilities and older adults. The webinar will focus on communicating highlights from the county transportation resource guide and will be pre-recorded to facilitate broad dissemination.

Persons who support older adults and vulnerable populations are often the “trusted voice” for transportation disadvantaged residents even though they themselves may reside outside the county or state. Thus, these persons need to be informed of available transportation options and service parameters so they can help direct residents in need to viable mobility options.

Develop concise technology training session in coordination with area libraries oriented to smart phone and app trip planning and scheduling using NJ TRANSIT and ride-hailing services

Recognize that the populations being served by the CHSTP may encounter the digital divide and other technology gaps and may experience a steeper learning curve in learning how to access and use transport services and features. Feedback was received from many residents indicating a key barrier in utilizing certain transportation resources was understanding how to schedule and monitor trips using their smart phones and/or other digital tools. This technology training session focused on smart phone and app trip planning and

scheduling using NJ TRANSIT and ride-hailing services should be targeted to older adults and other residents with limited technology knowledge and/or resources.



Figure 41. Training to address the digital divide

Training can help address the digital divide and other technology gaps experienced by older adults and others and allow them to better access and use transport services and features.

SERVICE ENHANCEMENTS

County residents have a paramount need for safe travel when and where they need to go whether that is to work, medical appointments, and shopping, or to enjoy recreation, visit with family or friends, or attend worship or community events. Transportation-disadvantaged individuals often rely upon public and community transportation services for these necessary and life-sustaining trips, thus the constrained nature of these transportation services can place a burden on those who use them. An often-repeated request for expanded services in terms of the hours and days of service, as well as the locations served, came from those who attended the community outreach events and from those responding to the provider survey. The advisory committee members also discussed the need to expand and enhance transportation services for county residents. Moreover, expansion of services may provide the opportunity to improve convenience of the service through same day scheduling and other scheduling and payment options. To support maintenance of current services and the opportunity for

future expansion requires that county transportation services and other transportation providers operate a sufficient number of vehicles (including accessible vehicles) in good working order.

CHSTP recommendations to expand and enhance transportation services include:

Explore and pilot alternative transportation models to enhance hours and service areas and to provide same-day travel options

Morris County has experience with piloting new and innovative transportation models to meet the needs of its transportation-disadvantaged residents. Building on the early success of the ongoing Lyft pilot, enabled through a partnership between MAPS and the TMA Avenues in Motion, the county and its partners can look to other transportation models and providers to expand services for county residents. Rather than consider each of these goals in isolation – to expand service hours, service areas, and to provide same day travel options – taking a holistic approach to evaluating and adopting new transportation services to augment current services will likely prove to be more fruitful. Moreover, the job of providing transportation services requires contributions from many partners – nonprofit providers, for-profit providers, and public providers – to achieve these goals.

ACTIVITIES

- ➔ In collaboration with Avenues in Motion, MAPS currently implements a TNC pilot to help meet unmet demand among county residents. This program is growing and can and should play a significant role moving forward in helping meet the mobility needs of vulnerable residents as it allows flexibility in how rides are provided. A main challenge encountered during the pilot concerns service reliability, particularly in the rural western areas of

the county. To address this issue, plans should be advanced to partner with one or more local taxi providers to serve as “back-up” in cases where the TNC does not arrive. In addition, marketing should be undertaken to promote the service among local TNC drivers.

- Consider a host of transportation models and providers that could be used to expand services for primarily ambulatory residents through partnerships with MAPS, Morris County municipalities, or by other organizations that serve transportation-disadvantaged populations. It must be emphasized that the following options are predominantly only for ambulatory residents. A significant gap exists in options for non-ambulatory residents. These models include, but are not limited to:
 - ▶ RoundTrip, a Lyft partner, works with healthcare professionals including care coordinators, social workers, nurses and other ride requestors and offers online and mobile tools to order or coordinate patient rides. The service provides transportation for non-emergency medical transportation (NEMT) trips using rideshare, medical sedans, wheelchair vans, and stretcher vehicles, according to patient needs. See [Support subsidized taxi and/or TNC rides for medical appointments](#) below for information about how the service is being utilized in North Brunswick, New Jersey.
 - ▶ Envoy America offers accompanied transportation for seniors. The aim of the service is to offer older adults companionship as well as assistance and transportation services to help them stay socially active, healthy and independent. The service partners with health

plans, accountable care and healthcare organizations, senior living communities, faith-based organizations and families, and recently partnered with the Jewish Federation of Southern New Jersey to provide transportation and companionship services for older adults. Services can be transportation for medical appointments, grocery shopping, religious services, sporting events, theater, cultural events, family get-togethers, or other needs such as walking a pet or help with technology.

- ▶ EZ Ryde4Life is a membership-based program offered by the TMA EZ Ride to New Jersey Residents. Through a grant provided by NJ TRANSIT, the program currently offers a 50% discount on rides for qualified members who meet one of these criteria:
 1. Pharmaceutical Assistance to the Aged & Disabled (PAAD) Program administered by NJ DHS. See <https://www.state.nj.us/humanse rvices/doas/services/paad/>
 2. Senior Gold Prescription Discount Program administered by NJDHS. See <https://www.state.nj.us/humanse rvices/doas/services/seniorgold/>
 3. Beneficiary of both NJ Medicaid and Medicare. See <https://www.state.nj.us/humanse rvices/dmahs/clients/medicaid/> and <https://www.medicare.gov/>.

Trips are limited to a maximum of eight rides a month for medical purposes only; dialysis patients are eligible for an additional eight rides a month. See <https://ezride.org/transportation/seni>

or-transportation/ for more information.

- ▶ Volunteer driver programs offer free transportation for seniors provided by volunteer drivers. Volunteer drivers may provide seniors with door-to door, door-through-door, and stay-at-destination assistance. The TMA EZ Ride operates a volunteer driver program. See <https://ezride.org/volunteer/>.
- ➔ Desire to access recreational trips among both ambulatory and non-ambulatory residents was one of the most commonly cited demands gathered through CHSTP outreach efforts. MAPS currently does not offer weekend service hours. Explore with Avenues for Motion the possibility of expanding the Lyft pilot to offer limited Saturday hours with the intent of meeting this latent demand for recreational trips. This expansion of the pilot to offer limited weekend service hours should be marketed as recreation-focused, as many residents will assume trips are restricted for purposes such as for medical appointments. Note that this strategy would not meet demand among most non-ambulatory residents.

Better align fixed-route public transportation services with the needs of older adults and persons with disabilities living in Morris County

Regular fixed-route, accessible public transportation can be a lifeline for individuals without private transportation and use of such services should be encouraged amongst older adults, people with disabilities, and the general public. Many of those who attended the community engagement events use public transportation and others expressed the desire to use these services, if they were made more convenient for their use.

Opportunities exist to bring public transportation services closer to residential locations and to improve services for our target population.

ACTIVITIES

- ➔ Initiate dialogue with NJ TRANSIT bus operations staff to assess and amend target bus routes to better serve county residents with limited mobility. At least two examples exist where a small modification in bus stop location and/or rerouting could conceivably serve senior congregant residence locations – Morris Mews and the Dean A. Gallo Congregate Living Facility at 99 Ketch Road, Morristown and Low-Income Public Housing Program Senior Housing at 29 Ann Street, Morristown. In both locations, a NJ TRANSIT bus route passes in close proximity to the housing, but the nearest stops are more than a half mile from the location of the housing.
- ➔ Working with NJ TRANSIT, identify all senior and congregate housing in Morris County and map in relationship to existing NJ TRANSIT bus routes. Identify nearest route and nearest bus stop. Evaluate locations of routes and stops in relation to said housing and determine if relocation of stop (without or with rerouting) could better serve residents of said housing.
- ➔ With regard to the two preceding bullets, efforts should be made to analyze bus stop locations along Hanover Avenue, which could help improve access to public transportation from the 99 Ketch Road, Morristown location, and to add stops along Route 23, including at the Butler Ridge Apartment complex.
- ➔ Undertake a county site location decision evaluation to improve transit access – e.g., the hotels the county

uses for homeless persons are not located on NJT bus lines.

- Review Access Link operations in the county and discuss opportunities for service alterations to serve more working residents with disabilities; as shared by some residents, Access Link is not a viable option for residents with disability seeking to access employment locations along Morris Turnpike in area office parks, which eliminates many job opportunities.

Improve pedestrian infrastructure (including pathways to/from transit facilities)

Every traveler begins and ends their trip using pedestrian infrastructure, whether they are walking/rolling, or entering a vehicle. Improving pedestrian infrastructure – pathways and amenities – is an essential part of making walking/rolling trips safe and for improving access to existing transit stations and stops (first-mile/last-mile connectivity) and overall community connectivity. Willingness to walk or to use available transit options frequently depends on whether the trip to the destination or stop are safe or perceived to be safe. Elements, such as lighting, signage, benches, and protection from weather impact travelers' comfort as well as willingness, and in some cases ability, to walk in one's community and/or use transit. Older adults and individuals with physical disability or who use mobility devices can face difficulties moving about their neighborhoods and accessing transit when sidewalks do not exist or when they are not maintained.

ACTIVITIES

- **Implement pedestrian infrastructure inventory.** Consider creating or improving existing methods for the public to identify, map, and/or describe

sidewalks, crossings, transit stops, and other conditions affecting access to major destinations and public transportation facilities. Many jurisdictions utilize online forms that allow residents to report sidewalk, signage, and other pedestrian maintenance issues. Online applications, such as SeeClickFix,² can also be used to help residents report needed improvements to local or county governments. Morris County, Boonton, Long Hill Township, Madison, Mendham Borough, Morristown, Mount Arlington, Mountain Lakes, Randolph, Rockaway Borough, Roxbury Township, and Victory Gardens already utilize the SeeClickFix application, which could be promoted to document pedestrian infrastructure in need of improvement.

- **Support sidewalk construction and maintenance.** Encourage local jurisdictions to develop sidewalk construction and maintenance programs to enable safe and reliable pedestrian facilities. Some larger municipalities consider sidewalk maintenance to be part of the public services. Others work with property owners to improve and maintain sidewalks. In either case, efforts to improve and maintain sidewalks and other pedestrian facilities can benefit all members of the community.
- **Bus stop improvement program.** While only a portion of the county is served by regular, fixed-route transit, facility quality in those areas affects whether individuals will choose to use those services and the safety and comfort of those who do use the service. Amenities at bus stops (as well as along pathways to bus stops) such as seating, protection from weather, etc. allows

² <https://seeclickfix.com/>

seniors, people with disabilities, and others to more comfortably and safely use existing transit services.



Figure 42. Improving pedestrian infrastructure to promote mobility and transit usage

Improved pedestrian infrastructure can help older adults and others to travel more comfortably.

Support transportation for food insecure residents

The Interfaith Food Pantry has locations in Parsippany (under construction) and Morristown. There are ten food pantries across Morris County. There is no fixed route transport to access their centers, MAPS can only provide transportation for residents who meet their criteria, and there are no affordable transport options. A few consumers currently take Access Link to reach these sites but this is not an ideal option because of the long wait times. Persons typically take taxis to reach the centers or assign proxies to pick up their food. There is a great deal of need in the county for the food pantry as they serve

2,500 families monthly and many more have completed the eligibility application; however, many are not able to access the food site because of transportation issues. Twenty percent of their customers are senior residents and others are working families that struggle with transportation. With county funding support, 100 volunteers deliver meals to 140 home-bound senior residents, which is helpful but does not address the unmet need of others seeking to access the food pantry.

ACTIVITIES

- Convene a meeting with Interfaith Food Pantry and representatives from the other pantry sites across the county to determine strategies to more holistically meet the transport needs of residents needing to access these services to support themselves and/or their families.

Support transportation for newly housed residents

The Housing Alliance, which since the onset of COVID-19 has increasingly focused on addressing homelessness in the county, explained that persons successful in receiving a housing voucher typically experience transportation limitations unless the voucher is for a site in Morristown where public transit is available. Frequently however, the vouchers are given for housing properties located in semi-rural parts of the county including Mt. Olive, Jefferson, and Wharton. Municipal transport in those communities is limited to seniors, so younger persons without access to a vehicle cannot travel to food pantries and other needed destinations in the county.

ACTIVITIES

- Provide supplemental support to municipal transportation providers to offer limited service to this vulnerable population.

- Also see: [Explore and pilot alternative transportation models to enhance hours and service areas and to provide same-day travel options](#)

Bring services home

Older adults, those with mobility limitations, and others with disability can benefit from the delivery of goods and services to their homes. Sharing information on local providers that make deliveries, such as local food stores and pharmacies, as well as about other commercial outlets that make such deliveries can be helpful. Moreover, publicizing other forms of at-home services, including phone- or web-based telehealth can reduce the need for transportation services by those who depend on public and community transportation.

ACTIVITIES

- Develop list or resource guide of locally available goods and services that provide delivery. Materials should be available online and in print and distributed widely at community sites.
- Support education on the use of phone and web-based services (see [Education & Outreach](#) recommendations)

OPERATIONS AND MANAGEMENT

A third set of strategies focus on supporting the operations or management of providing human services transportation for Morris County residents.

Work to meet “challenging” transportation needs

Our outreach documented a number of challenging transportation demands needed by Morris County residents. Two types of challenging trips include door-to-door services and trips from hospitals when patients are discharged. Another challenge is meeting trip needs of homeless persons who often need to travel in early morning

and evening hours as well as transport their belongings on trips. There are no simple solutions to providing services for these and other challenging trips. It is vital to recognize that identifying such solutions lie not only with the county’s community transportation provider, MAPS, though that entity can help achieve this goal. Solutions for meeting challenging transportation demands cooperation and coordination among many stakeholders.

ACTIVITIES

- Host a regional work session with a diversity of stakeholders, including local hospitals, to discuss and brainstorm strategies to meeting these more resource-intensive trip needs. Facilitating this type of collaborative work session can help promote coordination among county transportation providers and other stakeholders, e.g., local hospitals.
- Discuss opportunity with Morris Medical Center to pilot a TNC program to assist in meeting demand for post-discharge rides homes. Outreach to nearby Hunterdon County should be undertaken as they are piloting a similar initiative with Hunterdon Medical Center.

Support MAPS’s efforts to pursue efficiencies and to limit subscription trips to less than 50% of riders

MAPS is committed to limiting the number of subscription trips it provides. Currently about 34% of MAPS trips are subscription. Limiting subscription trips allows MAPS to retain capacity to serve the transportation needs of customers who frequently do not have their needs met. This action addresses a chief concern amongst both customers and other stakeholders – that the county transportation service provides trips for purposes other than medical trips and supported employment sites. To this end, efforts must be made to explore alternative

transportation providers and models so as to serve those who have utilized subscription trips in the past.

Subscription trips are those that are scheduled on a regular basis and they comprise a key part of county transportation services. A benefit of subscription trips is predictability – the transportation provider knows that some of its seats will be filled and can allocate remaining seats so as to increase efficiencies in trip making, i.e., operate with fuller vehicles. However, when subscription trips grow such that they crowd out trips made by other customers and to other destinations, this creates a situation where the service experiences difficulties in meeting its mandate to serve all of its users.

ACTIVITIES

- Currently, trips to supported employment locations, such as Employment Horizons in Cedar Knolls and St. Clare's Behavioral Health Center in Denville, account for 20% of all MAPS trips and 64% of all MAPS subscription trips. This demand limits MAPS from meeting the needs of other Morris County residents for trip purposes including recreation, and is costly to the county transportation provider.
- MAPS should initiate discussion with the supported employment providers who utilize MAPS subscription services on the benefits received by these nonprofits and the costs to the county and seek strategies to share costs of the transportation service. Establishing a more formalized partnership with funding provisions would be extremely beneficial to the county. One such strategy could be for these supported employment organizations to contribute a portion of state-supported funds, such as those received from DVRS or DDD, to support Morris county transportation. There is precedence for this kind of

cost-sharing arrangement between nonprofits and county transportation providers in other New Jersey counties.

Support the adoption of scheduling software by municipal dial-a-ride programs

At this time, only MAPS and Five Town Dial-a-Ride utilize scheduling software, currently EcoLane. Adoption of scheduling software can promote better utilization of municipal transportation services by optimizing service runs. Moreover, adoption of scheduling software can help municipal dial-a-ride and other community transportation services to:

- better utilize the transportation services they offer
- coordinate among municipal dial-a-ride services
- coordinate between these municipal dial-a-ride services and other transportation providers
- gather better data to allow for a more complete understanding where need exists

ACTIVITIES

- Hold information session with a set of scheduling software companies and Morris County municipalities. This session could be facilitated by MAPS and FiveTown Dial-a-Ride. Session should provide detailed information on costs, benefits, hardware requirements, and implementation strategies.
- Seek 5310 funds for scheduling software and hardware needed to operate system
- If use of the software is adopted, establish baseline data gathering for use in future planning activities

“With data collection, ‘the sooner the better’ is always the best answer.”

~ Marissa Mayer, IT executive and co-founder of Lumi Labs, former Yahoo! president and CEO

Improve driver compensation

A nationwide shortage of qualified drivers has not left county transportation providers unaffected. MAPS and other transportation providers face increasing competition for drivers with CDL qualifications and experience working with older adults, people with disabilities, and other users of human services transportation.

There is no easy fix for MAPS and other employers seeking CDL drivers. Increased compensation is one strategy to attract and retain personnel and to the extent possible, this strategy should be adopted.

Transportation providers should consider supporting the training of personnel in obtaining CDL endorsements. Additionally, community transportation providers should consider improving other workplace benefits and accommodations so as to better position the organization to attract and retain qualified drivers.

ACTIVITIES

- ➔ Support CDL training of personnel
- ➔ Offer flexible work schedules and other workplace accommodations

Explore piloting scheduled fixed-route county transportation service

Regularly scheduled transportation services allow riders to travel independently and without scheduling trips. Several counties in New Jersey operate community transportation services along scheduled routes and at scheduled times. These include Skylands Ride in Sussex County, Somerset County’s SCOOT, DASH, and CAT routes, and Middlesex County Area

Transit (MCAT), as well as the Route 22 Shuttle in Union County. Attendees at the county’s mid-day friendship nutrition sites and at the Open House event specifically asked about such as service.



Figure 43. Improve driver compensation

Attracting and retaining drivers is essential to providing transportation services for the target population.

ACTIVITIES

- ➔ Hold a conference call with other county transportation providers utilizing fixed-route services to discuss benefits and costs of scheduled service
- ➔ Identify highly desired destinations as well as locations of congregant housing and other concentrations of housing for target populations to establish potential route(s). County should utilize interactive map prepared by the Rutgers team as part of the CHSTP project and other data to assess locations. See <https://vtc.rutgers.edu/Morris-CHSTP-senior-housing-map>

Support bilingual staff

To accommodate the needs of Morris County’s Spanish-speaking population, efforts should be made to offer services in Spanish, and if necessary, other languages. Spanish-speakers account for over 10% of the county’s residents. In Morris communities such as Dover, nearly 70% of the population is Hispanic. Feedback gained

at public events, including the open house, as well as from the project advisory committee indicated that this population is reluctant to seek transportation information and services due to the language barrier.

One way to meet this need is to actively pursue the hiring of bilingual staff, particularly into positions that handle customer-facing tasks, including scheduling. To help address this need, MAPS recently hired a bi-lingual scheduling staff member.

A review of positions recently posted nationwide provides guidance for the desirable skills for new staffing. For meeting this recommendation, all of the qualifications, including those listed as preferred, should be considered required (see inset).

ACTIVITIES

- ➔ Amend required qualifications for MAPS scheduling positions and commit to hiring a bi-lingual scheduler. Other community transportation providers should follow a similar course of action.

Strengthen existing MAPS suggested donation policies

At this time, MAPS does not charge customers for its services but does provide the opportunity for customers to make a donation towards the cost of the services. Collecting better information on donations received and who makes donations can help the county transportation provider better understand its client base, evaluate the financial support it receives from donations, and provide information that may be useful should charging a fare become of interest. Moreover, MAPS would benefit from establishing a latent understanding among its customers that its transportation services are a limited resource, and therefore are “priced,” if not monetarily at the time, but by availability.

Special Transportation Dispatcher

Required Qualifications

- High School diploma/GED with one year or relevant work experience; or an equivalent combination of education and relevant experience that provides the necessary knowledge, skills and abilities to successfully perform the essential job duties.
- One year of experience in paratransit service operations or closely related experience
- Clean driving record
- Ability to obtain & maintain driving permit
- Knowledge of customer service best practices
- Ability to use departmental communication equipment & computer systems
- Ability to read & interpret street maps

Preferred Qualifications

- One year of dispatch experience
- Bilingual (Spanish)

Modeled on job listing from Charlotte, NC

ACTIVITIES

- ➔ Establish tracking of donations made and review quarterly.
- ➔ Establish a suggested donation amount and widely-publicize this amount through MAPS online and print communications. Establishing and publicizing a suggested donation amount will be helpful in educating customers about the costs in providing these services and also serves to provide a parameter on donation amounts.

Support subsidized taxi and/or TNC rides for medical appointments

To supplement currently available transportation services for medical trips, Morris County as well as municipalities within the county should consider the benefit of subsidizing rides by taxis and/or transportation network companies (TNCs) for older adults and other transportation disadvantaged populations.

At least two models exist for these kinds of programs. North Brunswick Township (Middlesex County) has used both of these models: first, subsidizing cab rides and later, contracting with Roundtrip, a Lyft service.³ Under the cab subsidy model, North Brunswick Senior Center (NBSC) offered one non-medical trip per client per day with no additional stops for \$1.50 each way within the municipality, and up to 10 miles outside the municipality for medical trips at a cost \$2.50. Clients must be pre-registered and use a township issued ID

card when traveling. Clients contacted the approved cab company directly. Clients were required to save their receipt, and the cab company directly billed the NBSC for payment. In 2017, the program averaged 1000 rides per month and had a more than 500 registered clients.

North Brunswick currently offers older adult residents who lack other transportation options for medical trips an option through RoundTrip, a Lyft partner. See box for more information about North Brunswick's program.

ACTIVITIES

MAPS and interested Morris County municipalities should meet with North Brunswick Senior Center to discuss benefits, costs, and lessons learned from their experience with both the past subsidized taxi program and current subsidized TNC program

North Brunswick NJ Senior Transportation Program

The senior transportation program is for individuals who do not drive or have any other means of transportation. Clients must **be pre-registered** and receive a **transportation ID card** in order to use the North Brunswick Township Transportation Services. Contact the Senior Center office **at least 2 days** in advance to set up an appointment.

The program is for all North Brunswick Township Seniors age 62 and over or bona fide disabled residents. Qualified residents have no other means of transportation and do not drive. The transportation service is provided by Roundtrip using LYFT vehicles. The cost of this program is subsidized by the Township.

Clients need to prepay for rides (\$25 minimum). Forms are available at the Senior Center. Clients can mail in your payment or pay at the Senior Center. Rides will be \$2 **each way** within North Brunswick using North Brunswick Transportation with the exception of trips to the North Brunswick Senior Center. Trips to the Senior Center will be \$1 each way.

Rides originating in North Brunswick are permitted for **medical trips only**. Going outside the Township limits in any direction (up to 10 miles in total travel per one-way trip) will be \$3 **each way**. Weekend and afterhours appointments (between 8:30 a.m. and 4 p.m.) can be made in advance through the Senior Center office. For pick-ups after hours, call (877) 396-8080.

See: https://northbrunswicknj.gov/programs_and_service/senior-transportation-information/

³ The North Brunswick Senior Cab program replaced a senior bus service in 2016.

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Implementation Priorities

Please find on the following pages matrix tables presenting 17 recommendations and Y activities to support advancement of three strategic Morris County CHSTP themes: education & outreach, service enhancements, and operations & management. The tables display each recommendation, followed by the activities and actions designed to advance that recommendation. See Table 2, Table 3, and Table 4.

A listing of potential lead and support partners follows, as well as implementation timeframes that specify the following:

“Short” term strategies that include efforts that could begin immediately and, with dedicated effort, be implemented within six-months to one-year. Short term strategies may also require ongoing support to maintain timeliness and relevance.

“Intermediate” strategies that may require more coordination among engaged partners

and/or require a longer period to implement of up to two-years.

“Long-term” strategies that require even more coordination and/or will require ongoing support. Such strategies will likely have a two- to five-year implementation period.

Also note that the listing of potential lead and support partners is not exhaustive and additional partners should be sought to help guide implementation and to advance efforts to support and improve transportation services for target CHSTP populations.

Moreover, the implementation of the recommended strategies to address gaps in human services transportation requires financial resources. To advance the identification of funding to support the recommended strategies, a list of potential funding programs follows the tables.

Morris County Coordinated Human Services Transportation Plan

Table 2. Education & Outreach Strategies

RECOMMENDATIONS	ACTIVITIES	LEAD PARTNERS	SUPPORT PARTNERS	TIME-FRAME
Bi-lingual area transportation guide	Create and disseminate a user-friendly, bi-lingual area transportation guide that serves as a centralized resource on existing services	MAPS Five-Town Regional Dial-a-Ride	Morris County Communications and Digital Media office Local nonprofits including MHA, MCOHA, Avenues in Motion Libraries NJ TRANSIT NJTPA	Short
Community mobility outreach campaign	Develop and implement a year-long, county-wide mobility outreach campaign designed and branded with in-person and digital media components customized to reach transportation vulnerable residents	MAPS Five-Town Regional Dial-a-Ride Morris County Communications and Digital Media Office	County offices including Office of Temporary Assistance, Veterans Service Office Local nonprofits: MHA, MCOHA, Avenues in Motion, DAWN, YMCA, United Way, Zufall Health, Employment Horizons, NewBridge Services, Madison Rotary Club Municipalities Public entities: Senior Centers, Libraries, Food pantries, County friendship nutrition sites NJ TRANSIT NJTPA Morristown Medical Center Morris Sussex Warren Workforce Development Board NJ TIP @ Rutgers	Intermediate
Technology training	Develop an abridged technology training session in coordination with area libraries oriented to smart phone and app trip planning and scheduling using NJ TRANSIT and ride-hailing services.	MAPS Libraries NJ TIP @ Rutgers	Madison Rotary Club Local nonprofits including MHA, MCOHA, Avenues in Motion, DAWN Municipalities Senior Centers County friendship nutrition sites	Intermediate

Morris Moves

Table 3. Service Enhancement Strategies

RECOMMENDATIONS	ACTIVITIES	LEAD PARTNERS	SUPPORT PARTNERS	TIME-FRAME
Explore & pilot alternative models to enhance hours and service area and to provide same-day travel options	Support and advance TNC pilot Explore taxi “back-up” Explore other transportation models that primarily serve ambulatory residents Explore volunteer driver programs	MAPS Avenues in Motion	Transportation Network Companies (TNCs) Private taxi companies Five-Town Dial-a-Ride Other municipal dial-a-rides EZ Ride	Short to immediate
Better align fixed-route public transportation services to meet needs	Initiate dialogue with NJ TRANSIT bus operations staff	NJ TRANSIT Morris County Housing Authority Senior organizations	Municipalities Morris County DOT MAPS	Intermediate
Improve pedestrian infrastructure	Develop pedestrian infrastructure inventory Encourage sidewalk construction and maintenance programs Support a bus stop improvement program	Avenues in Motion NJ TRANSIT Morris County Planning Morris County DOT	MAPS Municipalities AARP Morris County Parks Morris County Public Works Other nonprofits – for example, local scouting troops	Intermediate
Support transportation for food insecure residents	Convene a meeting with food pantries and other entities	Food pantries MAPS County nutrition centers	Municipalities Municipal dial-a-rides Senior Centers	Short
Support transportation for newly housed (formerly homeless) residents	Provide supplemental support to municipal transportation providers	Municipal dial-a-rides Morris County Department of Human Services including the Office of Temporary Assistance	Morris County Housing Authority Local housing nonprofits including Homeless Solutions; Hope House, Catholic Family & Community Services	Immediate
Bring services home	Develop list or resource guide of locally available goods and services that provide delivery	Local nonprofits: Avenues in Motion, DAWN, YMCA, United Way, Madison Rotary Club	Public entities: Senior Centers, Libraries Local nonprofits	Short

Morris County Coordinated Human Services Transportation Plan

Table 4. Operations and Management Strategies

RECOMMENDATIONS	ACTIVITIES	LEAD PARTNERS	SUPPORT PARTNERS	TIME-FRAME
Work to meet “challenging” transportation needs	Host a regional work session with a diversity of stakeholders Discuss opportunity to pilot a TNC program to assist in meeting demand for post-discharge rides home	MAPS Morris Medical Center Local hospitals	MHA Zufall Health Avenues in Motion	Immediate
Support MAPS's efforts to pursue efficiencies and to limit subscription trips to less than 50% of riders	Initiate discussions between MAPS and organizations whose clients utilize subscription trips	MAPS Employment Horizons Other supportive employment programs	NJ TRANSIT Dialysis centers	Immediate to long
Support the adoption of scheduling software by municipal dial-a-ride programs	Hold information session with a set of scheduling software companies and Morris County municipalities	MAPS Municipal transportation providers	Five-Towns Dial-a-Ride Scheduling software companies	Short
Improve driver compensation	Support CDL training of personnel Offer flexible work schedules & other workplace accommodations	MAPS Municipal transportation providers	NJTPA	Immediate to long
Explore piloting scheduled fixed-route county transportation service	Hold a conference call with municipal transportation providers to discuss benefits and costs of scheduled service Identify highly desired destinations	MAPS Municipal transportation providers	NJ TRANSIT NJ COST	Immediate
Support bilingual staff	Amend required qualifications for MAPS scheduling positions and commit to hiring a bi-lingual scheduler(s)	MAPS	Municipal transportation providers MCOHA	Short
Strengthen existing suggested donation policies	Establish tracking of donations made and review quarterly Establish a suggested donation amount and widely-publicize it	MAPS	Municipal transportation providers	Short
Support subsidized taxi and/or TNC rides for medical appointments	Hold conference call or meeting with other jurisdictions operating such programs	MAPS Avenues in Motion	Other best practice entities such as North Brunswick Senior Center Municipal transportation providers	Short to immediate

FUNDING OPPORTUNITIES

Implementation of recommended strategies to address gaps in human services transportation requires resources, including funding from a variety of sources such as those from federal, state, and regional/local agencies and organizations.

Federal Funding

The U.S. Department of Transportation, specifically the Federal Transit Administration (FTA), is a chief source of federal funds for human services transportation functions.

Enhanced Mobility of Seniors & Individuals with Disabilities Program (Section 5310)

The Section 5310 Program seeks to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and by expanding transportation mobility options for this population. The program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all geographic areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Portions of Morris County are located within the New York – Jersey City – Newark (NY – NJ) large urbanized area. Those parts of the county not located within the aforementioned urbanized area are considered rural by the FTA.

Projects eligible for funding include capital investment and investment that supports complementary paratransit services beyond the ADA, including mobility management and travel training. Funds may be used for projects that exceed ADA requirements including public transportation projects that improve access to fixed route service and decrease reliance on complementary paratransit. Capital projects require a 20 percent match from the recipient; funds for operating expenses require a 50 percent match. Proposed projects must be included

in the Human Service Transportation Coordinated Plan. Match funds can come from other Federal (non-DOT) sources, such as Older American Act (OAA) Title IIIB Supportive Services, as well as from local, state, or other sources.

The formula funds are apportioned to each state based on the number of older adults and individuals with disabilities. In New Jersey, NJ TRANSIT receives these funds from FTA, and passes them through in support of local projects. Selection of projects for funding usually occurs through a competitive application process and projects must be led by a private non-profit organization, state or local governmental authority, or a public transportation operator.

Urbanized Area Formula Program (Section 5307) and Rural Transit Assistance (Section 5311) Program

The Section 5307 Program provides funds for public transit in urbanized areas, defined as an incorporated area with a population of greater than 50,000 as determined by the U.S. Census. The Section 5311 Program provides supplemental funding for public transit service in non-urbanized areas that have populations of fewer than 50,000 residents. A previous program used to fund transportation services, the Job Access and Reverse Commute (JARC) program, was merged into the 5307 and 5311 programs, and thus projects formerly eligible under the JARC program are now eligible under the 5307 and 5311 programs.

For these programs, the FTA apportions formula funds to each state on an annual basis. NJ TRANSIT administers these programs in New Jersey. Activities eligible under the Section 5307 Program include transit projects, capital investments in buses and passenger facilities, and computer hardware and software. The program also supports mobility management programs. The Section 5311 Program makes funds available for project administration, operating and capital assistance including

short-range planning mobility management activities.

Innovative Coordination Access and Mobility Grants Program

Additionally, Section 3006(b) of the FAST Act created a discretionary pilot program for innovative coordinated access and mobility, which is open to 5310 recipients and sub-recipients to assist in financing innovative projects for the transportation disadvantaged that improve the coordination of transportation services and non-emergency medical transportation (NEMT) services, including the deployment of coordination technology, projects that create or increase access to community One-Call/One-Click Centers, etc.

Federal Transit Administration – Coordinating Council on Access and Mobility (FTA/CCAM)

The Federal Transit Administration – Coordinating Council on Access and Mobility (FTA/CCAM) is an interagency partnership established in 2004 by Executive Order 13330 to coordinate the efforts of the federal agencies that fund transportation services for target populations. The mission of FTA/CCAM is issue policy recommendations and to implement activities that improve the availability, accessibility, and efficiency of transportation for older adults, people with disabilities, and individuals of low income.

The Inventory of Federal Funding for Coordinated Transit and Human Services Transportation identifies federal programs that provide funding for human services transportation for people with disabilities, older adults, and/or individuals of low income, according to the GAO, the FTA Charter Rule, and/or CCAM agency representatives. The criteria for inclusion in this inventory is that transportation service for one or more CCAM target populations is an eligible program expense, but inclusion does not necessarily imply grantees use funds for such purpose. See Table 5.

The research team reviewed programs listed in the Inventory and have listed pertinent programs in the table below, which are organized by age of eligibility. The Inventory also specifies information on the following eligible and/or required transportation activities: 1) planning exercise, 2) mobility management, 3) one call/one click centers, 4) transit fares/vouchers, and 5) vehicle purchase.

PACE (Programs of All-Inclusive Care for the Elderly)

PACE provides comprehensive medical and social services to certain frail, elderly people (participants) still living in the community. Most of the participants who are in PACE are dually eligible for both Medicare and Medicaid. Benefits include, but are not limited to, all Medicaid and Medicare covered services. PACE also includes all other services determined necessary by the health professionals team to improve and maintain an individual's health. PACE programs provide services primarily in an adult day health center and are supplemented by in-home and referral services in accordance with the enrollee's needs.

Eligible transportation activities include: transit fares & vouchers and vehicle purchases. Guidance for the PACE program dictates that funded transportation must be provided as indicated in a participant's plan of care. As part of the Interdisciplinary team (IDT) process, PACE organization staff (employees and contractors) must communicate relevant changes in a participant's care plan to transportation personnel. The IDT must have a process in place to get input from the transportation personnel regarding status and changes noted in participant condition. Further, a PACE organization's transportation services must be safe, accessible, and equipped to meet the needs of the participant population. To this end, if the organization owns, rents, or leases transportation vehicles, it must maintain these vehicles in accordance with the manufacturer's

Table 5. FTA/CCAM Resources Funding Transportation Services

ELIGIBILITY	PROGRAM (Bold are of particular interest, more detail below)	Responsible Agency	Responsible Sub-Agency
55+	Senior Community Service Employment Program	U.S. Department of Labor	Employment and Training Administration
55+	Programs of All-Inclusive Care for the Elderly (PACE)	U.S. Department of Health and Human Services	Centers for Medicare and Medicaid Services
60+	Special Programs for the Aging, Title III, Part B, Grants for Supportive Services and Senior Centers	U.S. Department of Health and Human Services	Administration for Community Living
62+	Supportive Housing for the Elderly	U.S. Department of Housing and Urban Development	Office of Housing
62+	Resident Opportunity & Self-Sufficiency Program	U.S. Department of Housing and Urban Development	Office of Public and Indian Housing
65+	Medicare Advantage	U.S. Department of Health and Human Services	Centers for Medicare and Medicaid Services
65+	Housing Opportunities for Persons with AIDS	U.S. Department of Housing and Urban Development	Office of Community Planning and Development

recommendations. If a contractor provides transportation services, the PACE organization must ensure that the vehicles are maintained in accordance with the manufacturer’s recommendations.

Special Programs for the Aging, Title III, Part B, Grants for Supportive Services and Senior Centers

Administered through the US Department of Health and Human Services, Special Programs for the Aging are designed to encourage State Agencies on Aging and Area Agencies on Aging (AAAs) to concentrate resources to develop and implement comprehensive and coordinated community-based systems of service for older individuals via statewide planning, area planning, and provision of supportive services, including multipurpose senior centers. The objective of these services and centers is to maximize the informal support provided to older people to enable them to remain in their homes and communities. By providing transportation services, in-home services, and other support services, this program ensures that older adults receive the services they need to remain independent.

Funds are awarded to states to develop and strengthen comprehensive and coordinated service delivery systems through designated State Agencies on Aging and Area Agencies on Aging. Eligible transportation activities include: planning exercises, mobility management, and transit fares & vouchers. A State plan covering two, three, or four years, with annual amendments as necessary, must be submitted for approval to the Assistant Secretary for Aging. Area Plans also cover two, three, or four years, and are to be submitted to State agencies for approval. These funds are distributed by intrastate funding formulas to area agencies in States with planning and service areas and directly to service providers in the 13 States designated as single-planning-and-service-area States. In addition to supportive nutrition services, these funds may be used to support other services in relation to multipurpose senior centers. These formula grant provide 85 percent of funding from federal sources and require 15 percent of other (nonfederal) funds.

Supportive Housing for the Elderly Program

The U.S. Department of Housing and Urban Development (HUD) provides capital advances to finance the construction, rehabilitation or acquisition with or without rehabilitation of structures that will serve as supportive housing for very low-income elderly persons, including the frail elderly, and provides rent subsidies for the projects to help make them affordable. The program helps expand the supply of affordable housing with supportive services for the elderly. It provides very low-income elderly with options that allow them to live independently but in an environment that provides support activities such as cleaning, cooking, transportation, etc. The program is similar to Supportive Housing for Persons with Disabilities (Section 811). Eligible transportation activities include: mobility management, one call/one click centers, transit fares & vouchers, and vehicle purchase.

Medicare Advantage

Medicare Part A (hospital insurance) and Part B (medical insurance) do not cover transportation for medical trips. However, Medicare Advantage can cover non-emergency transportation in the form of transit fares and vouchers as well as support one call/one click centers. In April 2018 the Centers for Medicare & Medicaid Services (CMS) announced its plans to expand benefits that private insurance companies would be allowed to cover as part of a Medicare Advantage plan, with expanded coverage that includes transportation to doctor's offices. The purpose of the changes was to improve preventive health measures and to augment benefits that allow for aging in the community. As a result, many plans now partner with ride-sharing services to provide transportation to their members.

Additionally, the Creating High-Quality Results and Outcomes Necessary to Improve Chronic (CHRONIC) Care Act of 2017 contains a provision unique to

chronically-ill Medicare Advantage enrollees. Plans are allowed to offer benefits that “have a reasonable expectation of improving or of maintaining the health or overall function of the chronically-ill enrollee and [are not] limited to primarily health-related services.”

Other Federal Transportation Programs

Congestion Mitigation and Air Quality Program

The Congestion Mitigation and Air Quality Improvement (CMAQ) Program advances readily implementable and innovative projects and services that improve air quality and reduce congestion. NJTPA administers federal allocated (FHWA) CMAQ funds and makes these funds available for grants to eligible entities, limited to NJTPA member subregions and agencies, Transportation Management Associations, other public agencies and public-private partnerships. The program supports two categories of projects – Local Mobility Initiatives (namely shuttle services) and Transportation Clean Air Measures (TCAMs).

Local Mobility Initiatives is administered in partnership with NJ TRANSIT and supports the development of shuttle services that provide increased opportunities for the general public to connect to major transit routes, and provide last mile connections to major destinations. This program also funds replacement vehicles for existing or expanded shuttle services. The funding may be used for operational support for a three-to-five-year period and for vehicle replacement. Funds used for shuttle operations require a 25% local match. Vehicle replacement funding requires no local match.

Transportation Clean Air Measures includes activities designed to reduce pollutant emissions and congestion in the NJTPA region. Funds can be utilized in support of bicycle and pedestrian projects, travel demand management, public education, and other projects. The minimum match for

projects is 20% from public agencies (though up to 100% of funding is available for certain projects subject to federal approval) and 50% from private firms.

Solicitations for funding are issued about every three years. NJTPA conducted a solicitation for the CMAQ programs during 2020.

Transportation Alternatives

One additional source of federal funds is the Transportation Alternatives Set-Aside (TA Set-Aside) Program, a program supported by the Federal Highway Administration's Federal Aid Program. In New Jersey, the program is administered by the NJDOT, in partnership with the state's Metropolitan Planning Organizations. NJTPA manages the program in the northern part of the state, including in Morris County. The program has traditionally funded bicycle and pedestrian supportive projects and can be used to support community based "non-traditional" surface transportation related projects. Projects must align with one of seven criteria. Regarding CHSTP goals, the most pertinent of these criteria are:

- design and construction of on-road and off-road trail facilities for pedestrians, bicyclists, and other nonmotorized forms of transportation
- community improvement activities, specifically, streetscaping (including those efforts that improve access to transit facilities) and corridor landscaping

In addition to the traditional grant criteria, consideration is given to those applications designed to provide benefits to vulnerable community members including older adults, persons with disabilities, low-income residents, those with limited English proficiency, minorities, and children. Project types that have been awarded funds in the past include those aimed at achieving

compliance with the Americans with Disabilities Act of 1990. Applicants are encouraged to provide a 20 percent local match. For capital projects, applicants must fund and complete pre-construction phases of work. More information can be found online via the [TA Set-Aside handbook](#)⁴, which provides the necessary information for completing applications and answers questions regarding eligibility and program requirements.

Other Federal Programs

Community Development Block Grants

The Community Development Block Grant (CDBG) program allocates funds through the US Department of Housing and Urban Development (HUD) to projects for economic development, community revitalization and public facilities designated to benefit people of low and moderate income. These funds can be used to improve transportation facilities such as roads, sidewalks and other bicycle and pedestrian facilities.

State Funding

Senior Citizen and Disabled Resident Transportation Assistance Program

In January 1984, New Jersey enacted the Senior Citizen and Disabled Resident Transportation Assistance Program (SCDRTAP), which provides dedicated funding for community transportation from the state's Casino Revenue tax. SCDRTAP greatly expanded the resources, including funding for vehicles, available for community transportation. SCDRTAP is funded with an eight percent tax on New Jersey casino revenue. Seven and a half percent of casino revenue funds are earmarked for transportation for persons with disability and older adults. Approximately 85% of that funding is allocated by NJ TRANSIT to the 21 counties

⁴ <http://www.njdotlocalaidrc.com/federally-funded-programs/transportation-alternatives>

using a standardized formula, with about 15% devoted to NJ TRANSIT program administration and accessibility projects. Casino revenue funds that support these programs experienced several years of decline in the early 2000s. In January 2010, the annual appropriation requirement for SCDRTAP was raised by one percent, from 7.5% to 8.5%. With the introduction of both internet and sports betting in New Jersey in 2013, SCDRTAP program funds stabilized. The FY2022 SCDRTAP allocation to counties was approximately \$19 million. Allocation to each county is determined by a formula based on the percentage of the state's total 60+ year-old population residing in that county.

NJ-Job Access and Reverse Commute

NJ TRANSIT supports the New Jersey Job Access and Reverse Commute program (NJ-JARC), which seeks to improve access to transportation services to employment and employment-related activities for eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. NJ-JARC provides operating assistance to localities for the development of transportation shuttle services to serve these goals. Eligible services include shuttles and connector services to public transit or warehouse locations. Local matching funds are required for NJ-JARC as well as participation in the locally developed coordinated public transit human services transportation plan. NJ-JARC supports operating costs and requires a 50% local match. NJTPA assists NJ TRANSIT with the scoring of applications for NJ-JARC projects.

Other State Funding

The NJDOT Local Aid program offers funds to municipalities through several programs for transit, bicycle and pedestrian projects.

Municipal Aid Program

Municipal Aid Program funds are appropriated by the State Legislature for

municipalities in each county. Additional aid is provided for those municipalities that qualify for Urban Aid. The NJDOT announces funding availability annually in the spring and invites municipalities to apply. The program funds road improvement projects including resurfacing, rehabilitation or reconstruction and signalization. Projects often comprise improvements that support better mobility for seniors and persons with disabilities.

Safe Streets to Transit

Improvements funded through New Jersey's Safe Streets to Transit (SSTT) promote walking to transit facilities. Eligible project costs include preliminary and final design for communities eligible for Urban Aid or Depressed Rural Centers and construction activities, including construction inspection. Examples of eligible improvements include intersection safety for pedestrians, new sidewalk facilities, sidewalk reconstruction, pedestrian access to transit stops, traffic calming, pedestrian traffic control devices and pedestrian lighting. Funding does not support education and enforcement efforts, planning studies, transit services, bus shelters, maintenance operations, sidewalk repair and maintenance and bicycle projects.

Transit Village Grant Program

The Transit Village Grant program funds non-traditional projects in municipalities designated as Transit Villages by the Transit Village Task Force, comprised of NJDOT, NJ TRANSIT, and eight other state agency partners. Designated Transit Villages are municipalities that have demonstrated commitment to grow in the area surrounding a transit facility that serves bus or rail. Eligible projects must be located within designated Transit Village area, nominally a half-mile radius of the transit facility named during the designation process. In Morris County, the Town of Morristown and Netcong Township have been designated as Transit Villages and are eligible for funding through the program for projects located near the Morristown and

Netcong rail stations, respectively. Examples of projects eligible for funds include bicycle and pedestrian improvements, wayfinding, transit station improvements, information kiosks, modern roundabouts, traffic flow improvements and traffic calming measures. Eligible project costs may include preliminary and final design for communities eligible for Urban Aid or Depressed Rural Centers and construction including construction inspection. The program will not fund planning activities, operating costs and right-of-way purchases.

Local and Non-Government Sources

Projects funded by federal or state grants often require significant local matching contributions. These contributions typically

range from 20-50% of a project's overall cost. For many local governments and transportation providers, this can present a difficult challenge to overcome. Most of these entities do not have access to additional revenues. Organizations such as the [National Aging and Disability Transportation Center](#)⁵ collect and share information on how local funds can be raised through creative mechanisms. Some examples of local funding include using service contracts from other sources such as non-profits like The Arc or Easter Seals, establishing supportive for-profit businesses to funnel profits into transit, and using non-profit foundations to raise money from other philanthropic groups. Other non-grant revenue can come from fares, on-vehicle advertising, and Medicaid contracting.

⁵ <https://www.nadtc.org/>

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Appendices

APPENDIX A. MORRIS COUNTY CHSTP ADVISORY COMMITTEE

First Name	Last Name	Organization
Christine	Hellyer	Morris County Veterans Service Office; Morris County Department of Human Services Aging, Disabilities & Community Programming; Morris Area Paratransit System (MAPS)
Tom	Mazzaccaro	Morris County Advisory Council on Aging, Disabilities & Veterans
Maria	Fodali	Morris County Office of Temporary Services
Marc	Molde	MAPS Citizen Advisory Committee
Chris	Vitz	Morris County Office Of Engineering & Transportation
Manuela	Schuster	Morris Sussex Warren Workforce Development Board
Laura	Hawkins	Morristown Medical Center
Mary	Donovick	St. Clare's Health
Sarah	Aleman	Zufall Health
Carmela	Slivinski	DAWN Center for Independent Living
Daniel	Callas	Avenues in Motion Transportation Management Association (TMA)
Stephanie	Hunsinger	AARP
Nancy	Toolen	Employment Horizons
Stephanie	Howland	United Way
Patrick	Pierson	NewBridge Services
Marcela	Lenox	Morris County Organization for Hispanic Affairs
Namecca	Parker	Access Link, NJ TRANSIT
Isabel	Riojas	Local Programs, NJ TRANSIT
Diane	Pezutti	Five Town Regional Dial-A-Ride, Inc.
Michelle	Woekle	Jefferson Township Dial-A-Ride
Marcy	Mercola	Township of Mount Olive
Derrick	Webb	Township of Mount Olive

(updated 5/1/2023)

APPENDIX B. MORRIS COUNTY CHSTP ADVISORY COMMITTEE MEETING HIGHLIGHTS: FEBRUARY 2, 2022, DECEMBER 15, 2022, AND MAY 8, 2023

**Morris Moves
Coordinated Human Services Transportation Plan (CHSTP) Advisory Committee
Inaugural Meeting Highlights
February 2, 2022
2:00-3:30 PM**

CHSTP member participation at the February 2, 2022 meeting was as follows:

First Name	Last Name	Organization
Christine	Hellyer	Morris County Veterans Service Office; Morris County Department of Human Services Aging, Disabilities & Community Programming; Morris Area Paratransit System (MAPS)
Maria	Fodali	Morris County Office of Temporary Assistance
Trish	Progalsky	MAPS Supervisor
John	Hayes	Morris County Planning
Marc	Molde	MAPS Citizen Advisory Committee
Chris	Vitz	Morris County Office of Engineering & Transportation
Manuela	Schuster	Morris Sussex Warren Workforce Development Board
Laura	Hawkins	Morristown Medical Center
Stephany	Maldonado	Zufall Health
Carmela	Slivinski	DAWN Center for Independent Living
Daniel	Callas	TransOptions Transportation Management Association (TMA)
Stephanie	Hunsinger	AARP
Nancy	Toolen	Employment Horizons
Stephanie	Howland	United Way
Patrick	Pierson	NewBridge Services
Felix	Rosado	Morris County Organization for Hispanic Affairs
Namecca	Parker	NJ TRANSIT
Isabel	Riojas	NJ TRANSIT
Diane	Pezutti	Five Town Regional Dial-A-Ride, Inc.
Michelle	Woekle	Jefferson Township Dial-A-Ride
Grace	Rhinesmith	Jefferson Township Dial-A-Ride
Marcy	Merola	Township of Mount Olive
Derrick	Webb	Township of Mount Olive

Study team member participation was as follows:

- Alan M. Voorhees Transportation Center, Rutgers University (RU-VTC):
Stephanie DiPetrillo, Andrea Lubin, Rachel Brown, Catherine Bull, Ben Gordon,
Anuka Reddy

Welcome & Introductions – Christine Hellyer, Morris County

Ms. Hellyer welcomed the assembled group and thanked all for agreeing to participate on the Morris CHSTP advisory committee. She shared that the plan update is an important initiative for the County and this coordinated planning process is a federal requirement under 49 U.S.C. Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities for any county or entity that receive federal funding for their human services transportation.

Participation from the advisory group over the coming year will be helpful to the effort. Ms. Hellyer also provided a brief overview of the Morris Area Paratransit System (MAPS), noting that the system has been serving residents since 1987 and operates with a 27-member staff, including 23 drivers, 7:00am-4:30pm weekdays.

Participants then introduced themselves, sharing the relevance of their organizations to the CHSTP.

Background & Study Overview – Stephanie DiPetrillo & Andrea Lubin, RU-VTC

Ms. DiPetrillo thanked Ms. Hellyer for the introduction and the assembled group for their participation. She introduced the Rutgers study team who will be leading the CHSTP update effort and noted that the focus of today's meeting is to introduce the study; review the work plan & schedule; and to hear from the group during breakout sessions about issues including: the pressing mobility needs of (and concerns affecting) vulnerable residents as well as ideas that could inform a vision for the plan update.

She reported that this project, entitled Morris Moves, will update the County's CHSTP. The last update took place in 2013, while the original plan was developed in 2008. The main objective is to update the plan to support the continued development of an integrated and collaborative framework for providing human services transportation in Morris County. The plan will address work, medical, shopping, education, social and recreational trips made by public transportation and human services transportation customers. The plan will leverage and seek to facilitate coordination among existing public transportation services provided by NJ TRANSIT (bus, rail and ADA paratransit), Morris Area Paratransit System (MAPS) (demand response), private carrier buses, and the services delivered by human service agencies, municipalities and other public and private transportation providers.



The core goals of a CHSTP are as follows:

- Identify mobility needs of individuals with disabilities, older adults, persons with low- incomes and others;
- Provide strategies for meeting these needs; and
- Prioritize transportation services for funding and implementation.

Ms. DiPetrillo explained that work on this project began in November 2021 and will continue throughout 2022. She reviewed the study's five main tasks and anticipated project schedule as follows:

Task 1 – Project Management & Coordination – Ongoing.

This task includes overall management of the project and working with the client, Morris County Office on Aging, Disabilities, & Community Programming (MCOADCP).

Task 2 – Collect Data & Map Existing Services – Winter/Spring 2022.

This task includes documentation of existing and projected populations of interest to the CHSTP and the location of these targeted populations, as well as the documentation of existing public and community services and the utilization of these services.

Task 3 – Analyze Mobility Demand Patterns, Assess Conditions & ID Gaps – Summer 2022.

This task will utilize information gathered in Task 2 as well as information gathered from other activities, such as community input, to analyze existing conditions faced by targeted populations traveling in and beyond the county. The investigation aims to identify gaps and unmet needs to be addressed via the CHSTP recommendations.

Task 4 – Obtain Community Input – Fall 2022.

This task includes convening the CHSTP advisory group, implementing an online survey of transportation providers who operate in the county, and facilitating a community listening session with transportation disadvantaged residents.

Task 5 – Explore Service Approaches; Develop Recommendations; Draft & finalize CHSTP update – Winter 2023.

Information gathered throughout the CHSTP effort will form the basis for identifying opportunities to improve transportation services for the targeted population in Morris County.

Ms. DiPetrillo highlighted some of the key needs identified in the Morris CHSTP 2013 update and shared some of the steps taken since that time to address said needs. For example, the previous update identified expansion of service to provide more intra-county trips and to increase service hours. The 2013 plan update also recommended



improving the use of technology to enhance operations. Regarding the adoption and use of new technology, Ms. DiPetrillo noted that since 2013 MAPS and Five Town Dial-a-Ride each adopted the use of new scheduling software, EcoLane. To facilitate its use, MAPS also adopted the use of onboard tablets. These changes have helped MAPS to streamline trip scheduling. Moving forward, she noted the team would consider if the needs identified in 2013 remain relevant and would seek to identify new needs to be addressed.

Ms. Lubin discussed the role of the CHSTP advisory committee, explaining the team will seek guidance from the group at key points in the planning process and their input on various work products, such as the draft recommendations that will be developed over the coming year. She emphasized that the group is composed of a diverse group of representatives from sectors that include the county and municipalities, human services, area hospitals, volunteer organizations, area nonprofits that support vulnerable populations, NJ TRANSIT and other transport providers, among others.

Ms. Lubin reviewed that it is anticipated that the advisory group will be convened three times, including for a final presentation of the completed plan update. The agenda for the next meeting will focus on sharing updates on the team's progress and discussing potential mobility approaches and strategies that may be recommended in the plan update.

Ms. Lubin added that the team anticipates reaching out to some advisory members between meetings to help spread the word on the planned transportation provider online survey that will be fielded in the coming months and to assist in securing participation from vulnerable resident populations for a community listening session.

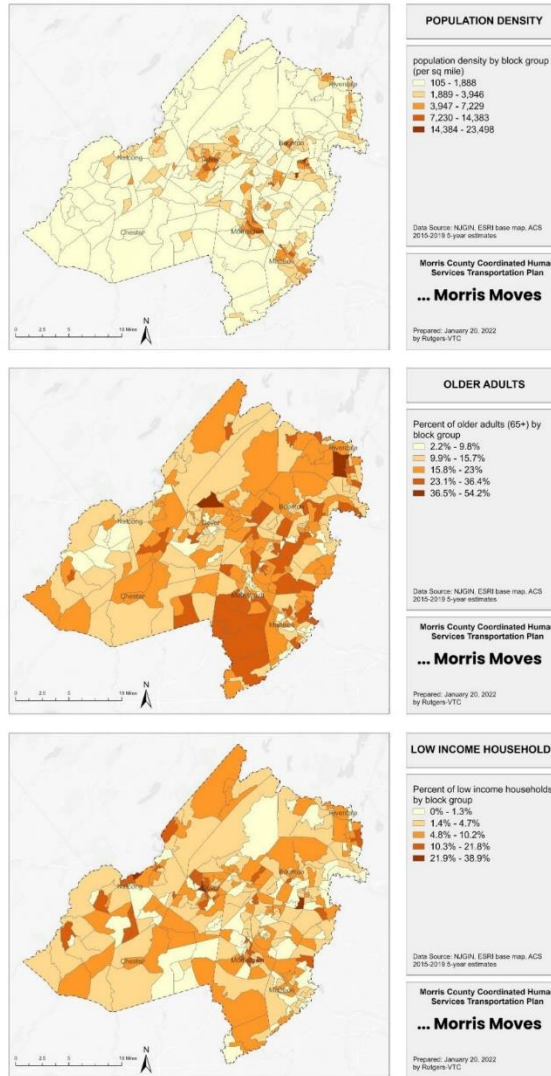
Initial Project Mapping & Data – Stephanie DiPetrillo & Hayoun Wang, RU-VTC

Ms. DiPetrillo provided a brief overview of the data collected and mapping conducted to date. The assembled data concern targeted populations who include older adults, adults with disabilities, low-income households, zero vehicle households, low English proficiency households, and veterans. Data were drawn from U.S. Census, American Community Survey, 2015-2019 5-year estimates and presented as percentages of total population within block groups (a census geography). Data were supplemented with information from the NJ Department of Labor and Workforce Development (specifically population projections by age groups) and with base maps from ESRI. The general objective of the mapping was to identify locations of concentrated need for specific populations. The location of existing and projected targeted populations was important to note because generally concentrations of populations are more easily served by public and community transportation providers.



Ms. DiPetrillo made several key observations:

- Population overall is concentrated in a small number of communities that include Boonton, Dover, Madison, Morristown, and Parsippany-Troy Hills
- Targeted populations are not necessarily concentrated in these same locations. Specifically, older adults, adults with disabilities, and veterans tend to live in locations that are not county population centers. In contrast, those living in low-income households, zero vehicle households (which may be due to financial constraint or by choice), and Low English Proficiency (LEP) households tend to reside in the county's population centers.
- The number and percentage of older adults in the county are growing and are expected to continue to grow. The 65+ population increased from a little more than 68,000 in 2010 to almost 86,000 in 2019, and is projected to grow to nearly 111,000 in 2034. As a percentage this group represented less than 14% of the total



Three of the maps presented: Population density overall, Percent of Older Adults, and Percent of Low Income Households



population in 2010, increasing to about 17% in 2019, and more than 20% projected for 2034.

Transportation Services in Morris County

Andrea Lubin, Rutgers VTC

Ms. Lubin provided an overview of key transportation options available in the county as follows:

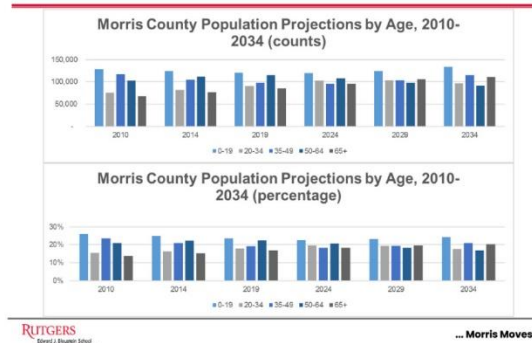
- NJ TRANSIT (NJT) offers bus and rail service in the County. Specifically, in terms of rail, both the Morris & Essex and Montclair & Boonton lines serve Morris, with 19 NJT rail stations in the County.

In terms of bus, 12 local NJT bus routes serve the county (29, 70, 73, 79, 194, 871, 872, 873, 874, 875, 878, 880) and there are 704 NJT bus stops in the county. Reduced fare (half-price) is available on NJT bus and rail for persons with disabilities and persons age 62 and older. In addition, Lakeland & Coach USA provide regional bus connections to NYC.

- Access Link, which is NJT’s ADA complementary paratransit service is also available for persons with disabilities who are deemed eligible and seek to access destinations within ¼ miles of a NJT local bus route.
- Morris Area Paratransit Service (MAPS) is the county paratransit service offering a curb-to curb, shared ride service to eligible residents within the county and up to 5 miles beyond. Those eligible include residents 60 and older; persons with disability; rural residents; and veterans. Common trip purposes focus on medical and non-competitive employment, with other trips, including grocery shopping also available. Many trips must be scheduled one-week to one month in advance.

Grants administered by NJT provide the core funding for MAPS. Specifically, The Senior Citizens and Disabled Resident Transportation Assistance Program (SCDRTAP) – New Jersey’s Casino Revenue fund – is the largest funding source for MAPS. Morris County received over \$1 million in SCDRTAP funding in 2021 to support MAPS and will be allocated a similar amount in 2022. In 2019 MAPS provided over 46,000 rides, with 56% of those trips supported with SCDRTAP funding. The number of trips was significantly less in 2020, due to the pandemic, with around 20,000 trips. The MAPS program also receives 5310 and 5311 funding, which are two federal transport programs.

Population Projections by Age Groups



- At the municipal level, older residents can seek to use the reservation-based, curb-to-curb 5-town regional dial-a-ride service, with approximately 24 other municipalities in the county offering a similar service to senior residents, recognizing that some are not currently operating their service due to the ongoing COVID-19 pandemic.
- Ride-hailing services such as Uber and Lyft are available, as is taxi service, with approximately 38 providers servicing the county. There are also private pay services such as Life Ride, located outside of the county that provide on-demand, door to door service for medical trips.

Breakout Discussion – Rutgers Study Team

The study team convened a breakout session with three groups to engage participants and to hear their thoughts on mobility issues facing vulnerable county residents and what they would like to see included in the plan update. Members of the Rutgers team facilitated and captured notes from each of the 30-minute sessions, where three core questions were discussed as follows:

1. What are the unmet mobility needs & concerns vulnerable county residents experience?
2. What is the #1 mobility issue you would like to see addressed in the plan update?
3. A vision statement can be an anchor for a community plan. It expresses what we hope to achieve. What ideas/thoughts should be communicated in the Morris Moves vision?

Feedback highlights from the three breakout sessions on unmet mobility needs and mobility issues that should be considered in the plan include the following:

Increased flexibility & service coverage connectivity

- This is needed in Morris County, especially in rural areas of the county, such as Jefferson Township and Mt. Olive
- Demand exists for travel beyond the county border, including beyond the 5-mile limit MAPS travels
- Last-mile connections are needed
- Review Access Link operations/limitations in the county and discuss opportunities for service alterations to serve more working residents with disabilities; as discussed, Access Link does not work well for workers seeking to access employment locations along Morris Turnpike in area office parks, which eliminates many job opportunities for persons with disabilities
- Service availability - increased service hours/days and additional curb-to-curb service options are needed - “People’s lives don’t stop at 3:00pm”



- Unmet demand exists for evening, weekend, and holiday service. Data does not capture this demand because residents do not ask for trips they know MAPS does not currently serve
- MAPS should expand their service capacity to meet more needs in the county
- Ride-hailing services such as Uber frequently do not accept and/or fulfill trip requests in the rural regions of the county as they are not as lucrative as requests in more densely populated areas. In addition, many seniors and persons with disabilities cannot or do not feel comfortable using these services
- Increased service is vital to preventing isolation as it will enable life enhancing trips, such as social-oriented trips
- Need to recognize that there is limited NJT service in rural portions of the county, which also means less Access link service in those areas as well. Limited NJT fixed-route service negatively impacts all county residents
- Service is needed to address emergencies, “last minute” appointments, post-discharge appointments (these occur within 48hrs of discharge, but need time to schedule)

Increased service for different trip purposes

- To provide more options for employment, shopping, and recreation trip purposes
 - Securing transportation for competitive employment trips for residents with disabilities is difficult as MAPS hours are too limited. As an Employment-First state, persons with disabilities are encouraged to seek competitive employment but cannot access competitive employment via the current transport options available in the county. For example, they may arrive late to work if using county paratransit or Access Link due to service windows.

Customer training/education

- Needed when using any service-related technology products and features, e.g., apps, online scheduling, etc.
 - Recognize that many of the populations being served by a CHSTP (older adults, persons with disability, homeless) encounter the digital divide and other technology gaps and may experience a steeper learning curve in learning how to access and use transport services and features
- Implement a transportation service marketing campaign & develop new resources such as a user-friendly county mobility guide – these resources should be made available online and via traditional, ‘low-tech’ means – “meet people where they are”
 - Must address lack of knowledge about services among residents and caregivers who reside outside the county. Many are not even aware of MAPS.



- A holistic view of mobility should be the focus of the CHSTP update
 - Recognize increased vehicles are only part of the solution – infrastructure to improve pedestrian access and connections are important, including implementation of continuous sidewalks to access transit stops and other destinations
 - Increase number of transit shelters, recognizing that property owners must maintain the shelters which can be challenging
- Identify dedicated and flexible funding to implement the CHSTP recommendations
 - Funding that is too prescriptive cannot be directed to where it would be most effective

Lack of data collection can impede improvements

- When a service does not exist, residents do not ask for it and thus it is difficult to document need
- Better serve LEP populations to improve their access - in Dover and Morristown, particularly
 - LEP senior adults are often isolated by language/communication barriers and lack of transportation. Opportunities should be considered to engage these persons to help them connect to existing transportation options.
- There are very few options for residents in need of door-to-door transportation or who need an aide when traveling
- Better coordination is needed with Modivcare, the state's Medicaid Non-emergency medical transportation (NEMT) provider.
 - Private partners working with Modivcare only chose to fulfill “convenient jobs” so certain residents often cannot secure needed NEMT. One noted that customers can request a particular provider fulfill their NEMT service, which can be helpful, but most customers do not know they can make this request.

Specific comments related to a CHSTP vision statement include:

- Increased mobility connectivity is vital
- Focus on a broad definition of enhanced mobility that is not limited to vehicular travel and includes walking and biking
- A vision: “Anybody can get anywhere they want to go, when they want to go”
- A vision: Neither accessibility issues or limited service hours will impede residents from getting where they need to go



Other relevant points communicated by participants in the three sessions include:

- A plan is needed for the current MAPS TNC pilot program to address driver no-shows – doing so is especially important to support customers after hours so they are not stranded
- Need to ensure transport options can serve persons with a wide variety of disabilities
- Undertake a county site location decision evaluation to improve transit access – e.g., the hotels the county uses for homeless persons are not located on NJT bus lines
- Increase flexible transportation assistance for county agencies and local non-profits to help prevent transport crises among the vulnerable these agencies support in the way of car repair and gas payment assistance, etc.
- Focus on acquiring a fully accessible MAPS vehicle fleet
- Private transportation services in the area, such as Life Ride and ride-hailing options are typically too costly for residents to utilize on a regular basis or at all
- Consider working with private partners on strategies recommended in the CHSTP

Adjournment

The Rutgers study team thanked the group for their participation and their commitment to serving on the CHSTP advisory committee as the project progresses. Next steps for the CHSTP update include the continuation of data collection and service mapping; beginning analysis of data and identifying gaps; and developing and implementing a local transportation provider online survey. The team anticipates reconvening the CHSTP advisory group in summer 2022.



**Morris Moves
Coordinated Human Services Transportation Plan (CHSTP)
Advisory Committee
Inaugural Meeting Highlights
December 15, 2022
2:00-3:30 PM**

CHSTP member participation at the December 15, 2022 meeting was as follows:

First Name	Last Name	Organization
Christine	Hellyer	Morris County Veterans Service Office; Morris County Department of Human Services Aging, Disabilities & Community Programming; Morris Area Paratransit System (MAPS)
Trish	Progalsky	MAPs Supervisor
Maria	Fodali	Morris County Office of Temporary Assistance
John	Hayes	Morris County Planning
Tom	Mazzaccaro	Morris County Advisory Council on Aging, Disabilities & Veterans
Laura	Hawkins	Morristown Medical Center
Sarah	Rubenstein	Morristown Medical Center – Community Health Service
Daniel	Callas	TransOptions Transportation Management Association (TMA)
Stephanie	Hunsinger	AARP
Nancy	Toolen	Employment Horizons
Isabel	Riojas	NJ TRANSIT
Diane	Pezutti	Five Town Regional Dial-A-Ride, Inc.
Marcy	Merola	Township of Mount Olive
Derrick	Webb	Township of Mount Olive Health Department

Study team member participation was as follows:

- Alan M. Voorhees Transportation Center, Rutgers University (RU-VTC):
Stephanie DiPetrillo, Andrea Lubin, James Kenah

Welcome & Introductions – Christine Hellyer, Morris County & Stephanie DiPetrillo, Rutgers University

Participants were welcomed and thanked for continuing to participate on the Morris Coordinated Human Services Transportation Plan (CHSTP) advisory committee. Ms. DiPetrillo reviewed the meeting agenda, reporting that discussion today would focus primarily on sharing highlights from the Morris area transportation provider survey; updating the group on community outreach efforts; sharing area mapping highlights;

and hearing ideas/suggestions from the group during a breakout discussion. Participants then introduced themselves.

Study Overview – Stephanie DiPetrillo

While most participants were familiar with the project work plan, Ms. DiPetrillo provided a brief overview for the benefit of new attendees as follows:

The project, entitled Morris Moves, will update the County's CHSTP. The last update took place in 2013, while the original plan was developed in 2008. The main objective is to update the plan to support the continued development of an integrated and collaborative framework for providing human services transportation in Morris County.

The core goals of a CHSTP are as follows:

- Identify mobility needs of individuals with disabilities, older adults, persons with low-incomes and others;
- Provide strategies for meeting these needs; and
- Prioritize transportation services for funding and implementation.

Work on the plan was initiated in November 2021 and will continue through late spring 2023. Ms. DiPetrillo reviewed the study's five main tasks and anticipated project schedule as follows:

Task 1 – Project Management & Coordination – Ongoing.

This task includes overall management of the project and working with the client, Morris County Office on Aging, Disabilities, & Community Programming (MCOADCP).

Task 2 – Collect Data & Map Existing Services – Winter/Spring 2022.

This completed task includes documentation of existing and projected populations of interest to the CHSTP and the location of these targeted populations, as well as the documentation of existing public and community services and the utilization of these services.

Task 3 – Analyze Mobility Demand Patterns, Assess Conditions & ID Gaps – Summer 2022.

This task utilized information gathered in Task 2 as well as information gathered from other activities, such as community input, to analyze existing conditions faced by targeted populations traveling in and beyond the county. The investigation aims to identify gaps and unmet needs to be addressed via the CHSTP recommendations. As this task will inform the final report, work on this is ongoing.

Task 4 – Obtain Community Input – Fall 2022.

This task focused on convening the CHSTP advisory group, implementing an online survey of transportation providers who operate in the county, and facilitating a



variety of outreach activities and events, including a community open house with transportation disadvantaged residents. Aside from the final CHSTP advisory committee meeting to be held in 2023, this task is complete.

Task 5 – Explore Service Approaches; Develop Recommendations; Draft & finalize CHSTP update – Winter 2023.

Information gathered throughout the CHSTP effort will form the basis for identifying opportunities to improve transportation services for the targeted population in Morris County. The research team is focusing much of their effort at this time on undertaking Task 5.

Ms. DiPetrillo reminded the group that the team has assembled data concerning targeted populations who include older adults, adults with disabilities, low-income households, zero vehicle households, low English proficiency households, and veterans. Data were drawn from U.S. Census, American Community Survey, 2016-2020 5-year estimates and presented as percentages of total population within block groups (a census geography). Data were supplemented with information from the NJ Department of Labor and Workforce Development (specifically population projections by age groups) and with base maps from ESRI. The general objective of the mapping was to identify locations of concentrated need for specific populations.

The team has developed an online mapping resource that advisory committee members are encouraged to explore at any time. The goal in creating this resource was to facilitate data and gap analysis and to offer a means to explore and present the data in a user-friendly and dynamic manner. Ms. DiPetrillo provided an example query to the group, walking them through the mechanics of exploring the different data layers in the online mapping tool by viewing population density of persons with disability residing in the county with location of grocery stores in the county. This online mapping resource can be found here: <https://arcg.is/1Ky90S0>



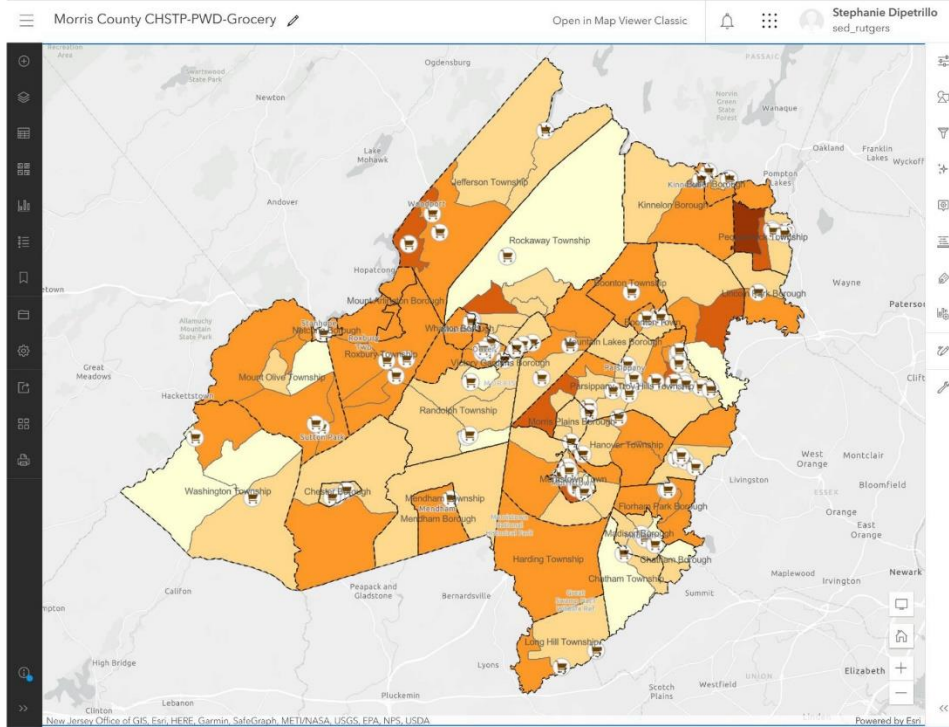


Figure 1. Morris County CHSTP online mapping. Data depicted shows percentage of people with disability in municipalities and locations of grocery and food stores.

Transportation Provider Survey – Stephanie DiPetrillo

The team developed and fielded from late July through October 2022 an online transportation provider survey. The goal of the survey was to acquire feedback from public and private area providers who transport Morris County residents with disabilities and older adults. Data sought included trip purposes served; unmet trip needs including detail on intra and inter-county trip demand; and most common mobility challenges encountered.

Responses were received from a total of 39 entities including community transportation providers (e.g. municipal dial-a-rides); for-profit transportation providers (e.g. taxis); human service organizations and non-profits; and agencies receiving FTA Section 5310 vehicles to support human services transportation.

Ms. DiPetrillo reported several key observations:

- 21 of the 39 respondents reported they own their vehicles



- Only MAPS and Five-Town Dial-a-Ride use scheduling software
- **Half of respondents report they cannot accommodate all trip requests**
- **Almost all require customers to schedule their trips in advance**
- **Fewer than half coordinate their transportation services**
- Most transportation services available are concentrated in the morning and early afternoon hours, with **few transport options in the later afternoon, evening, or weekend.**
- The **top 5 unmet trip needs** of customers as reported by respondents were:
 - 1) Weekend service; 2) Same-day or next-day service; 3) affordable transportation options; 4) evening service; and 5) awareness of available transportation services
- When asked the **#1 action that should be taken to improve transportation**, responses focused on weekend and evening services; exploring on-demand and alternative transportation options; increasing access to public transit; increasing access to door-to-door service; improving reliability; expanding eligible trip purposes; and supporting more in-home services such as tele-health, grocery and pharmacy delivery, etc.

Community Outreach – Andrea Lubin & Stephanie DiPetrillo

Ms. Lubin shared that seeking and gathering feedback from the Morris County community has been an important and integral part the CHSTP process. As such, the team has been committed to actively seeking insights on the transportation experiences of residents with disabilities, older adults, LEP residents, veterans, and others.

CHSTP Project Advisory Committee

The establishment of the CHSTP project advisory committee has served as an important part of the plan's outreach effort. The committee comprises more than 20 members representing primarily local public and private entities that support persons with disabilities, older adults, LEP populations, and veterans. The overall charge of the group has been to share insights with the Rutgers team on the mobility needs of vulnerable residents and to help spread the word on the transportation provider online survey and other outreach efforts. The team anticipates convening the committee on a final occasion in 2023 to seek feedback on draft study recommendations.

Online Community Feedback Form

Another method the Rutgers team has employed to gather community feedback is through the creation of an online form, which enables residents to share their mobility needs and challenges in traveling around Morris county. The form gives them the opportunity to communicate via narrative text, or by uploading a photo or drawing or audio or video recording. Thus far, feedback has been received from 19 individuals and



the team is thankful the county has helped to market the availability of the form via the weekly newsletter and social media.

Informational Interviews

Another outreach task undertaken has focused on conducting informal interviews with local organizations that support the populations focused on in the CHSTP plan update. Specifically, seven informational interviews have been convened in the past nine months and the team anticipates conducting one more interview in the coming month. These sessions have provided insights on the role of these organizations in supporting the mobility of vulnerable residents; what they see as key unmet mobility needs; and their suggestions for enhancing mobility in the county. Participating entities include DAWN Center for Independent Living; Avenues in Motion; Fine-Town Regional Dial-A-Ride; Chatham Senior Center; Madison Area YMCA; NJ Travel Independence Program; and the Morris County Office of Hispanic Affairs.

Snapshot Community Surveys

The team also sought to interact directly with more vulnerable residents and conduct “snapshot surveys” with them at the annual DAWN family fun day and at two senior nutrition sites in the county.

As background, the DAWN event is hosted at Central Park in Parsippany and is designed to offer family-friendly activities while sharing valuable information about a range of available disability resources and services in the community. Regarding the senior nutrition sites, there are a total of 15 located throughout the county and in coordination with the County, the team conducted outreach at the Mt. Olive and the Rockaway sites, with the latter serving residents of both Rockaway and Dover.



Figure 2. Display at DAWN engagement event included “snapshot survey” board

At both the DAWN family fun day and at the two nutrition sites visited, the team discussed the CHSTP update and conducted snapshot surveys, where feedback was gathered on two main questions presented on poster boards. One question was focused on the types of trips they seek to make and the other was on transportation improvements that could potentially benefit county residents. The poster boards were made available in Spanish for usage at the Rockaway senior site as some participants accessing that site are bi-lingual or only speak Spanish.

Desired top trip destinations shared by seniors focused on medical, shopping, and recreation. In contrast, top trip destinations shared by families of younger adults with



disabilities focused on recreation, followed by work or volunteer opportunities, and shopping.

Regarding transportation improvements, there was much interest from seniors in 1) more information on travel options available; 2) having more options to travel to other counties; and 3) more weekend travel options.

Desired transportation improvements among families and persons with disabilities focused on 1) more weekend travel options, followed by 2) more information on transport available and 3) requests for same-day travel options, which are currently difficult for many transportation-disadvantaged residents to make.



Figure 3. Participants at Rockaway senior nutrition site

Community Open House

Ms. Lubin reported that on November 15, 2022 the team convened a community open house event attended by approximately 50 residents. She thanked the advisory committee for helping spread awareness for this well-attended event.

The Rutgers team and a MAPS staff member welcomed residents and collected feedback from them on three key areas: 1) transportation challenges 2) desired destinations and 3) recommendations for mobility enhancements and improvements.

Challenges shared focused on an overall lack of accessible transportation services to meet all mobility needs, including difficulties accessing recreation trips, food pantries, affordable housing properties, and other trips including grocery shopping. Senior participants discussed the conundrum of meeting their desire to age in place in the county, while facing the difficulty of being “stuck at home” if they do not or cannot drive themselves.

Ms. Lubin thanked the County Office of Hispanic Affairs for transporting and providing translation support for a group of Spanish-speaking residents who discussed their issues in accessing transport options in the county. Several shared they were

Figure 4. Flyer for Morris County CHSTP Open House



aware of certain potential transportation options such as MAPS or municipal dial-a-ride services, but are hesitant to call for information or to schedule a trip because of the language barrier encountered with provider staff.

Residents also discussed issues with specific transportation services such as NJ TRANSIT Access Link, taxis, ride-hailing, and municipal dial-a-rides. Issues including poor service reliability, high costs, lack of availability in rural parts of the county were cited, among others. Notably, several voiced appreciation for MAPS and communicated an awareness that MAPS cannot meet all transport demand in the county.

Some senior residents lamented that their town does not offer municipal transportation, while several parents of adult children with disabilities noted that municipal dial-a-ride services are typically restricted to older adults so are not an option for their adult children. The team also received feedback on the state's Medicaid transportation broker, Modivcare, and heard about frequent late pick-ups and overall unreliability despite efforts to engage the company in talks on improvements. Finally, many participants requested more information, such as phone numbers, etc. on available transportation services and noted they did not know how to access transportation information in general.

Open house participants also discussed common and desired trip destinations, noting medical, recreation, shopping, personal services (e.g. post office, pharmacy, hair salon), school, and work trips. Interest in traveling to other counties including Essex, Union, and Sussex was noted by some. Interest in accessing recreation sites was commonly discussed, with destinations cited including local bowling alleys, gyms, movie theaters, and museums in the region (e.g. Montclair Art Museum, Newark Museum). Participants also expressed need for same-day travel options, as well as evening and weekend travel options.

Some participants also provided suggestions for key words/ideas/concepts that should be captured in word or spirit in the CHSTP plan. Some of the most commonly suggested concepts for inclusion were: affordable, available, convenient, continuity, coordination, same-day travel, dependable, accessible, safe, and up-to-date information.

Desired improvements were a final key topic discussed at the open house event. Suggestions focused on three core areas: education & outreach; service; and operations.

Education & outreach suggestions:

- Better & more communication in all forms – text, phone, flyers, brochures
- Provide bilingual information on services
- Provide smartphone training for residents
- Improve information & education about MAPS and transportation for customers and for social workers and others who provide support



- Increase awareness of pharmacies that offer free delivery of medications, e.g., Morris Plains Pharmacy
- Establish county “ambassador” position – the individual would be charged with visiting senior residences and other community sites to communicate information about transport options
- Work on building “trust” for public/community transit among seniors and other residents

Service suggestions:

- Need bus stop on Hanover Ave (NJT #873)
- Add sidewalks, e.g., Mt. Pleasant Ave, Rockaway Twp.
- Adopt a volunteer driver program
- Allow children to accompany guardians on transport
- Reinstate senior transport service in Morris Twp. – e.g., once-a-week (or more) transport to/from Morristown & Walmart in Cedar Knolls
- Improve transport options for affordable housing properties in less dense parts of the county
- Use centralized locations in support of transport – bring people to county hubs such as shopping centers, town centers, etc.
- Increase service to meet recreation trip demands & travel out of county

Operation suggestions:

- Adopt scheduled service like that offered in Sussex County
- Adopt county-supported taxi voucher system
- Increase MAPS driver pay to promote retention
- Support the hiring of more drivers
- Employ bilingual scheduler at MAPS and with other local transport service(s)
- Introduce incentives to try or retry transit
- Use technology but “meet” customers where they are – many do not have or use smartphone or computers

Breakout Discussion – Rutgers Study Team

The study team convened a breakout session with three groups to engage participants and to hear their thoughts on the desired improvements as shared at the community open house. Members of the Rutgers team facilitated and captured notes from each of these brief 15-minute sessions, where two main questions were discussed as follows:

1. What did we miss in terms of improvements?



2. What should we prioritize?

Feedback highlights from the three breakout sessions include the following:

Education & outreach

- Many residents are not aware of area transportation services.
- Prioritizing education and outreach is very important. Residents need to be made aware of area transportation provider services as well as the parameters/capacities of these services in terms of offerings and restrictions.
- Educating community liaisons (e.g. librarians), other professionals, and family members who support residents with disabilities and older adults on available transportation services is key. These persons are often the “trusted voice” for transportation disadvantaged residents so they need to understand the services and how to schedule trips, etc. to help direct residents seeking transportation.
- Could 211 be a partner in educating county residents?
- Resources need to be directed to education and outreach to increase awareness for transportation services. For example, hard-copy and digital transportation informational resources need to be developed and shared with local social service agencies and non-profits.
 - Resources need to be bi-lingual.
 - In-person visits to community sites (e.g. libraries, senior centers, local hospitals) to help educate staff in a group manner would be very helpful

Service

- There is an overall lack of transportation options in the county.
- Some of the transportation needs of area residents exceed the capability of local provider services. For example, many need door-to-door service, but most service is limited to curb-to-curb. How can we better serve those persons who need door-to-door service?
 - Recognize that some residents need to travel with aides as they are a fall-risk or have other issues that require enhanced support
 - Also recognize that some residents need assistance getting in and out of vehicles
- A subsidized taxi voucher program could help many disadvantaged residents in the county and needs to be considered.
- Understand that many residents are not comfortable with utilizing services like Uber and Lyft (TNCs)



- Identify grants/funding for a pilot county Saturday transportation service
- NJ TRANSIT bus stop locations in the county need to be reviewed, including those on Hanover Ave. It is easier to operationalize new stops compared to new service routes. Several stops should also be added along Route 23, including at the Butler Ridge apartment complex.
- NJ TRANSIT service frequency needs to be expanded.
- Shift in location of local medical providers to Sparta (Sussex County) places a burden on Morris County residents. Seniors and others cannot easily reach these locations.
- Current services do not accommodate the needs of the homeless population in several ways: hours of operation do not match their needs (early morning and at night); transportation of belongings (several bags); and out-of-county travel (to reach arranged shelter locations).
- Current services do not accommodate the needs of those receiving certain medical procedures, particularly those involving anesthesia.

Operations

- Funding is key and the root of provider personnel issues. As one participating municipal transportation provider stated, “we could all do more, but the reason we don’t do more is because we can’t do more [without additional funding].” He added that with enhanced funds, his service could secure more vehicles and hire more drivers, aides, etc. to help meet resident demand and expand services.
 - Need for increased funding to support transportation in rural sections of the county.
- Recognize there is an ongoing nationwide shortage of drivers with Commercial Drivers Licenses (CDL), which negatively impacts ability of providers to expand or enhance services. It was noted that NJ law requires vehicles that transport eight or more passengers to utilize a CDL driver.
- Strategies should be explored for recruiting and retaining drivers in this highly competitive environment. Note that many drivers are older, and are often retirees.
 - Providers need to recognize the need to and operationalize paying drivers a higher salary to retain them. \$25-26 hr. suggested.
- A bi-lingual staff member should be employed at MAPS, as well as on the staff of other area transportation services to help the county’s Spanish speaking residents navigate usage of these services.



- Engaging area providers in discussions on coordination benefits, such as funding opportunities, should be undertaken.
 - While coordination is encouraged by various funders, some providers do not want to coordinate services due to fear they will “lose control” of their service if they partner with one or more entities.

Adjournment

The Rutgers study team thanked the group for their participation and their continued commitment to serving on the CHSTP advisory committee as the project progresses. Next steps for the CHSTP update will focus on completing data analysis, identification of gaps, finalizing analysis of the transportation provider survey, and developing recommendations for inclusion in the plan. The team anticipates reconvening the CHSTP advisory group for a final session in winter 2023.



Morris County Coordinated Human Services Transportation Plan

Morris Moves
Coordinated Human Services Transportation Plan (CHSTP)
Advisory Committee
Meeting Highlights
May 8, 2023
2:00-3:30 PM

CHSTP member participation at the May 8, 2023 meeting was as follows:

First Name	Last Name	Organization
Christine	Hellyer	Morris County Veterans Service Office; Morris County Department of Human Services Aging, Disabilities & Community Programming; Morris Area Paratransit System (MAPS)
John	Hayes	Morris County Planning
Tom	Mazzaccaro	Morris County Advisory Council on Aging, Disabilities & Veterans
Daniel	Callas	Avenues in Motion Transportation Management Association (TMA)
Stephanie	Hunsinger	AARP
Isabel	Riojas	NJ TRANSIT
Brian	Miguel	NJ TRANSIT
Namecca	Parker	NJ TRANSIT
Diane	Pezutti	Five Town Regional Dial-A-Ride, Inc.
Marcy	Merola	Township of Mount Olive
Luis	Arbaelez	Morris County Organization for Hispanic Affairs
Michelle	Woehle	Jefferson Township
Carmela	Slivinski	DAWN Center for Independent Living
Marc	Molde	DAWN Center for Independent Living
Kayla	Gieger	Child & Family Resources

Study team member participation was as follows:

- Alan M. Voorhees Transportation Center, Rutgers University (RU-VTC):
Stephanie DiPetrillo, Andrea Lubin

Welcome & Introductions – Christine Hellyer, Morris County & Stephanie DiPetrillo, Rutgers University

Ms. DePetrillo welcomed and thanked for their continued participation on the Morris Coordinated Human Services Transportation Plan (CHSTP) advisory committee and were reminded this would be the final meeting of the group. Ms. DiPetrillo presented the

meeting agenda, reporting that discussion today would focus on reviewing the draft recommendations developed for the CHSTP and seeking the group’s assistance in prioritizing them. Participants then introduced themselves.

Study Overview – Stephanie DiPetrillo

Ms. DiPetrillo reminded the group that work to update the County CHSTP began in fall 2021. The County’s original CHSTP Plan was developed in 2008 and last updated in 2013. The main objective has been to update the plan to support the continued development of an integrated and collaborative framework for providing human services transportation in Morris County.

The core goals of a CHSTP are as follows:

- Identify mobility needs of individuals with disabilities, older adults, persons with low-incomes and others;
- Provide strategies for meeting these needs; and
- Prioritize transportation services for funding and implementation.

Ms. DiPetrillo also reviewed the study’s five main tasks:

Task 1 – Project Management & Coordination – Ongoing.

This task included overall management of the project and working with the client, Morris County Office on Aging, Disabilities, & Community Programming (MCOADCP).

Task 2 – Collect Data & Map Existing Services – Winter/Spring 2022.

This task included documentation of existing and projected populations of interest to the CHSTP and the location of these targeted populations, as well as the documentation of existing public and community services and the utilization of these services.

Task 3 – Analyze Mobility Demand Patterns, Assess Conditions & ID Gaps – Summer 2022.

This task utilized information gathered in Task 2 as well as information gathered from other activities, such as community input, to analyze existing conditions faced by targeted populations traveling in and beyond the county.

Task 4 – Obtain Community Input – Fall 2022.

This task focused on convening the CHSTP advisory group, implementing an online survey of transportation providers who operate in the county, and facilitating a variety of outreach activities and events, including a community open house with transportation disadvantaged residents.



Task 5 – Explore Service Approaches; Develop Recommendations; Draft & finalize CHSTP update – Spring 2023.

Information gathered throughout the CHSTP effort has formed the basis for identifying opportunities to improve transportation services for the targeted population in Morris County that will be presented in the final Morris CHSTP.

Recommendation Themes – Stephanie DiPetrillo & Andrea Lubin

The Rutgers team cast a wide net to document mobility needs in the county that included, but was not limited to:

- Exploring past and present U.S. Census data
- Exploring transportation data from MAPS, NJ TRANSIT and Five-Town Dial-A-Ride
- Exploring relevant county plans and studies
- Scanning national programs
- Conducting a survey of area human service providers
- Undertaking an extensive and inclusive public engagement effort that included participation in community events; an open house event; visits to senior nutrition sites; and presentations to the Morris County Board of Transportation and MAPs Citizen Advisory Committee

Documenting community mobility needs informed development of the recommendations presented in the Morris County CHSTP. A total of 17 recommendations have been developed and organized into three broad themes or topical areas: education & outreach; service enhancements; and operations & management.

Ms. Lubin presented on the **education & outreach** recommendations. She explained that the team learned from their community outreach work that a strong need exists to increase awareness and knowledge of existing area mobility options – simply put, many residents are unaware of area transportation options/resources. To address that need, three core recommendations were developed:

1. Create and disseminate a consumer-friendly, bi-lingual area transportation guide that serves as a centralized resource on existing services. The guide would be made available by print and digital media and would include service details and features for area providers like operation days/hours, and eligibility and contact information. The guide would also include information on local services that offer home delivery services (pharmacies, grocery). It would be key that the guide is made available in hard copy throughout the county and should be mailed to current maps and dial-a-ride customers.
2. Develop and implement a year-long, county-wide mobility outreach campaign designed and branded with in-person and digital media components customized to



reach transportation vulnerable residents. Completion of the guide would serve to launch this campaign that would seek to engage local non-profits and other stakeholders as mobility ambassadors to assist MAPS in planning and implementing the campaign. Anticipated in-person events would include a transportation mobility fair; a getting around Morris by transit workshop; and informational transportation pop-up events at local community sites such as senior housing, libraries, nutrition sites, and food pantries.

3. Develop a concise technology training session in coordination with area libraries oriented to smart phone and app trip planning, as well as scheduling using NJ TRANSIT and ride-hailing services like Uber and Lyft. This recommendation is focused on addressing the digital divide and other technology gaps. The team learned from residents about issues in understanding how to schedule and monitor trips using smart phones and other digital tools so this session would focus on bridging that knowledge gap.

Following presentation of the education & outreach recommendations, the team directed the group to a website called Mentimeter where they were asked to vote on prioritizing these three recommendations in terms of importance. Results showed the group prioritized the 3 recommendations in terms of importance in the same numerical order they were presented:

1. Create & distribute a consumer-friendly, bi-lingual area transportation guide
2. Develop & implement a year-long, county-wide mobility outreach campaign
3. Develop tech training session on smart phones, app trip planning & schedules, etc.

Some comments shared on these recommendations included:

- Mobility guide:
 - It is vital that the transportation guide created be truly “user-friendly.” It must be simple to navigate and include important content on area transportation resources. Both narrative/text and images should be utilized in the guide.
 - Advice on how to present the guide content should be sought from community partners such as the Arc so that the guide can be used by persons with diverse disabilities.
 - Title VI requirements should be adhered to when creating the transportation guide.
 - The guide should include information on NJ TRANSIT Access Link service.



- Outreach campaign:
 - The year-long mobility outreach campaign will reach a wide audience of residents and can reveal additional information on unmet mobility needs in the county.
 - The campaign should also focus on educating and informing area human service and transportation providers of the services they each offer, to help facilitate customer referrals, etc.
- All outreach should focus on engaging non-English speaking residents and English speaking persons.
- The technology training session recommendation is very important and is needed to facilitate access to diverse mobility options.

Ms. DiPetrillo next presented on the **service enhancement** recommendations. She reminded the group that in discussing these six strategies, it is important to understand that the suggested enhancements focus on strategies including and beyond MAPS service. The six core recommendations are as follows:

1. Explore & pilot alternative transportation models to enhance hours & service areas and provide same day travel options
2. Align fixed-route services better with needs of residents.
3. Improve pedestrian infrastructure to serve needs of persons of all ages and abilities so they can access desired destinations, include transit facilities.
4. Support transport for food insecure residents
5. Support transport for newly housed residents
6. Bring services home (e.g. grocery and pharmacy delivery, telemedicine)

Following presentation of the service enhancement recommendations, the team again directed the group to Mentimeter where they were asked to prioritize these recommendations in terms of importance. Results showed the group prioritized the six recommendations in terms of importance as follows:

1. **Align fixed-route services better with needs of residents.**
2. **Improve pedestrian infrastructure to serve needs of persons of all ages and abilities so they can access desired destinations, include transit facilities.**
3. **Explore & pilot alternative transportation models to enhance hours & service areas and provide same day travel options**
4. **Support transport for food insecure residents**
5. **Bring services home (e.g. grocery and pharmacy delivery, telemedicine)**
6. **Support transport for newly housed residents**



Some comments shared on these recommendations included:

- One shared that the Town of Oradell in Bergen County is working with Project Sidewalk, an open source resource administered by researchers with the University of Washington to document sidewalk conditions. Stakeholders including a local girl scout troop have performed area sidewalk assessments. Morris County can seek to support a similar undertaking to document pedestrian infrastructure conditions and needed improvements. Here is a link to a map depicting their work: <https://sidewalk-oradell.cs.washington.edu/>
- It was reported that a sidewalk inventory has been done in Morris County that helped to identify gaps, but quality/conditions were not noted. Ms. DiPetrillo shared that she would seek to add this information to the CHSTP maps.
- AARP has a walk audit tool that individuals or groups can download to utilize in their respective community. It can be found here: <https://www.aarp.org/livable-communities/getting-around/aarp-walk-audit-tool-kit.html>
- One participant shared that he voted the pilot model recommendation lower in importance compared to the other recommendations because the county is already advancing some of these pilot efforts, such as the ride-hailing partnership that Avenues in Motion is managing with MAPS. The ride-hailing pilot is in the process of being extended to residents seeking services at the County Office of Temporary Assistance and the Workforce Development Board.
- One participant emphasized the importance of service affordability for vulnerable residents and suggested vouchers be offered for some services, enabling more low-income residents to utilize them. The County explained that they seek to facilitate a variety of affordable mobility options for residents aside from MAPS, as well as help bring needed services home to residents in need. For example, Morris County Department of Human Services Aging, Disabilities & Community Programming makes available at-home mental health services through the non-profit NORWESCAP.

Ms. DiPetrillo next presented on the eight **operations & management** recommendations. The eight core recommendations are as follows:

1. Work to meet “challenging” transport needs such as door-to-door services and trips home from hospital stays following patient discharge.
2. Support MAPS’s efforts to pursue efficiencies and limit subscription trips to less than 50% of riders
3. Support adoption of scheduling software by municipal dial-a-ride programs
4. Improve drive compensation
5. Explore piloting scheduled fixed-route county transport service
6. Support bilingual staff
7. Strengthen existing suggested donation policies



8. Support subsidized taxi and/or TNC rides for medical appointments

Following presentation of the operations & management recommendations, the team again directed the group to Mentimeter where they were asked to prioritize these recommendations in terms of importance. Results showed the group prioritized the eight recommendations in terms of importance as follows:

1. Work to meet “challenging” transport needs such as door-to-door services and trips home from hospital stays following patient discharge.
2. Improve drive compensation
3. Support MAPS’s efforts to pursue efficiencies and limit subscription trips to less than 50% of riders
4. Support subsidized taxi and/or TNC rides for medical appointments
5. Support adoption of scheduling software by municipal dial-a-ride programs
6. Explore piloting scheduled fixed-route county transport service
7. Support bilingual staff
8. Strengthen existing suggested donation policies

Some comments shared on these recommendations included:

- It was shared that the county, non-profits and others can apply for FTA 5310 grant funding through NJ TRANSIT to support purchase of scheduling software. The federal government covers 80% of these costs to those awarded the grant and NJ TRANSIT covers the remaining 20%.
 - Another reported that some software providers charge by software usage amount, effectively reducing the costs for small transportation providers and non-profits.
- One shared that the Washington Department of Transportation reported at a recent event that their agency does not have driver shortages because they pay their drivers a competitive rate, offering a \$28/hour starting salary.
- More NJ TRANSIT fixed route local bus options are needed in the County so that more Access Link service can be made available to residents with disability. There is a great need for more Access Link service.
- Partnerships should be developed with local hospital and healthcare providers, such as Atlantic Health Care, St. Claire’s, and Zufall Health. Specifically, the county should seek to discuss with these stakeholders strategies the latter are using to help meet transport needs of patients.
- Coordination opportunities should be sought among local transportation providers and non-profits to share vehicles during down-time in their respective program/service. Doing so would afford residents more transportation options.



Adjournment

A few concluding remarks were shared. One participant suggested that efforts should be made to engage dialysis centers in supporting patient transportation. Another noted that improving driver compensation is key, so that transportation services can support demand.

The Rutgers study team and Ms. Hellyer thanked the group for their participation and commitment to serving on the CHSTP advisory committee throughout the project. Ms. Hellyer reminded the group that the CHSTP is an important tool to plan for the future and it is anticipated the plan will be updated every five years. Next steps for the CHSTP update will focus on finalizing the recommendations and delivery of the report to the County.



APPENDIX C. SURVEY RESPONDENT ORGANIZATIONS

Academy Bus	Mendham Area Senior Transportation
Avenues in Motion	Mine Hill Township
Borough of Madison	Morris County - Morris Area Paratransit System (MAPS)
Chatham Senior Services, Inc.	Morris County - Office of Temporary Assistance (OTA)
Chester Borough	Morris County - Office on Aging, Disabilities, and Community Programming
Child & Family Resources	Morris County - Organization for Hispanic Affairs
Community Hope, Inc/SSVF	Morris County - Sheriff's Office/Project Lifesaver
County College of Morris	Mt. Olive Township
Employment Horizons	NewBridge Services
Family Promise Morris County	Randolph Township
Five Town Dial-A-Ride, Pequannock Township Morris County	Senior Services Center of the Chathams, Inc.
Homeless Solutions Inc.	Spring Street Community Development Corp.
Hope House, Catholic Family & Community Services	Township of Jefferson, Dial-A-Ride
Hunterdon Helpline	Township of Parsippany, Human Services Department
Jewish Family Service of MetroWest NJ	Zufall Health
Lakeland Bus Lines, Inc.	
Legal Services of Northwest Jersey	
Long Hill Township Community Services	
MAPS Transportation	
Market Street Mission, Inc.	

APPENDIX D. TRANSPORTATION PROVIDER QUESTIONNAIRE

Q1. Your organization/service name:

Q2. Please specify your organization type:

- Private, for-profit transportation company
- Private, non-profit transportation company
- Public transit agency
- Nonprofit human services agency
- Other nonprofit agency
- County government
- Municipal government
- State government
- Health care provider
- Other (please specify):

Q3. What best describes your organization?

- Social service provider
- Government
- Transit agency
- Taxi/cab
- Non-Emergency Medical Transportation (NEMT) provider
- Other (please specify):

Q4. Do you directly provide transportation services with your own vehicle(s)?

- Yes, directly with vehicles we own or lease
- No, we contract transportation to a third party
- No, we don't provide any transportation

Q5. Please specify the third party with whom you contract:

Q6. Do you offer any of the following to support transportation? (Select all that apply)

- We provide trip planning or information about transportation services to our clients
- We schedule/arrange transportation for our clients
- We subsidize transportation for our clients (e.g. provide transit fare or tickets, taxi vouchers, cash)
- We provide or support travel training/instruction to our clients
- Other (please specify):

Q7. Is the transportation you offer restricted to the customers/clients of your organization?

- Yes
- No

Morris County Coordinated Human Services Transportation Plan

Q8. Which of the following populations and communities do you serve? (Select all that apply)

- General public
- Persons with disabilities
- Older adults
- Low-income persons
- People with chronic medical needs (e.g. kidney dialysis)
- Veterans
- Persons with limited English proficiency (LEP)
- Youth under 18
- Individuals experiencing homelessness
- Other (please specify)

Q9. Do you have an eligibility process for customers/clients to use your transportation service? (For example, request an interview or medical verification)

- Yes
- No

Q12. How many full-time drivers do you employ in total?

- 0-4
- 5-9
- 10-14
- 15-19
- 20-34
- 35-49
- More than 50 full-time drivers

Q13. How many part-time drivers do you employ in total?

- 0-4
- 5-9
- 10-14
- 15-19
- 20-34
- 35-49
- More than 50 part-time drivers

Q14. What best describes the transportation services you provide? (Select all that apply)

- Taxi
- Demand-response service (service where individual passengers can request transportation from a specific location to another specific location at a certain time)
- Fixed-route service (regular, pre-designated, pre-scheduled routes, with no deviation)
- Deviated route service (fixed path where bus or van can depart from its course to a specific location for a pre-scheduled request)
- We coordinate a volunteer driver program
- Other (please specify)

Morris Moves

Q15 Which of the following customer services do you provide? (Select all that apply)

- Designated stop pick-up/drop-off
- Curb-to-curb service
- Door-to-door service
- Door-through-door service
- Other (please specify)

Q16 What area do you serve in Morris County?

- All of Morris County
- Only certain areas of Morris County

Q17 You noted above that you serve certain areas of Morris County. Please select which Morris County municipalities you serve: (Select all that apply)

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

Q18 Do you transport Morris County residents to locations outside the county?

- No
- Yes (please specify your service area beyond Morris County)

Morris County Coordinated Human Services Transportation Plan

Q19 Where do you transport Morris County residents when traveling outside the county?
(Select all that apply)

- Medical or dental care
- Employment or job training
- Social or recreation
- Shopping or errands
- Nutrition sites
- Senior center or adult day care
- School or education
- Religious services
- Volunteer activities
- Other (please specify)

Q20 Approximately how many vehicles are in your fleet? Please complete the table below:

	Number in your fleet	Number in your fleet that are wheelchair accessible
Sedan		
Minivan		
Standard van (8-15 passengers)		
Minibus (16-21 passengers)		
Medium duty transit bus (22 or more passengers)		
Other (please specify)		

Q21 Which scheduling software do you utilize?

- We do not use scheduling software
- Route Match
- Ecolane
- Trapeze
- TripSpark
- Multisystems
- CTS
- PtMS/QRyde
- Other (please specify)

Morris Moves

Q22 What trip purposes do you provide transportation for? (Select all that apply)

- Any trip purposes
- Medical or dental care
- Employment or job training
- Social or recreation
- Shopping or errands
- Nutrition sites
- Social services offices
- Senior center or adult day care
- School or education
- Religious services
- Volunteer activities
- Other (please specify)

Q23 Have you received trip requests in Morris County that you were unable to accommodate?

- Yes
- No

Q24 How are your transportation services funded? (Select all that apply)

- Customer fare
- Customer donation
- Federal funds
- State funds
- County funds
- Municipal funds
- Private donations/fundraising
- Other (please specify)

Q25 You noted you charge a fare in the question above. What is your fare structure?

- Flat rate
- Sliding scale based on mileage, income or other criteria
- Suggested donation
- Other (Please specify)

Q26 Please select the federal funds you receive to provide transportation services. (Select all that apply)

- Section 5310 - Enhanced Mobility of Seniors & Individuals with Disabilities
- Section 5307 - Urbanized Area Formula Grants
- Section 5311 - Formula Grants for Rural Areas
- Other (please specify)

Morris County Coordinated Human Services Transportation Plan

Q27 Please select the agencies from which you receive state funds for transportation services. (Select all that apply)

- Division of Developmental Disabilities, NJ Department of Human Services
- Division of Aging Services, NJ Department of Human Services
- Division of Mental Health Services, NJ Department of Human Services
- New Jersey Senior Citizen and Disabled Resident Assistance Program (SCDRTAP)
- Other (please specify)

Q28 Do you require customers to reserve/schedule their trip?

- Yes
- No

Q29 What best describes how far in advance customers must typically call to arrange their trip?

- Same day
- 24 hours in advance
- 48 hours in advance
- 3-7 days in advance
- 2 weeks in advance
- 1 month in advance

Q30 How frequently do you provide same-day service?

- Always. All of the time
- More than half of the time
- About half of the time
- Less than half of the time

Q31 Please indicate your days and hours of service:

	Service Offered	Start Time	End Time
Monday	Yes No	12:00 AM...11:45 PM	12:00 AM...11:45 PM
Tuesday	Yes No	12:00 AM...11:45 PM	12:00 AM...11:45 PM
Wednesday	Yes No	12:00 AM...11:45 PM	12:00 AM...11:45 PM
Thursday	Yes No	12:00 AM...11:45 PM	12:00 AM...11:45 PM
Friday	Yes No	12:00 AM...11:45 PM	12:00 AM...11:45 PM
Saturday	Yes No	12:00 AM...11:45 PM	12:00 AM...11:45 PM
Sunday	Yes No	12:00 AM...11:45 PM	12:00 AM...11:45 PM

Q32 Approximately how many one-way passenger trips do you provide in a typical non-COVID-19 year? A one-way passenger trip is a single direction trip.

Morris Moves

Q34 What trip purposes are in greatest demand for your customers in Morris County? (Select top 3)

- Medical and dental
- Employment or job training
- Social and recreation
- Shopping
- Nutrition sites
- Social services offices
- Senior center or adult day care
- Education
- Religious services and events
- Volunteer activities
- Other (please specify)

Q35 Where in Morris County do your customers travel to the most? Please be specific. For example: Morristown Medical Center, Employment Horizons, Shoprite of Rockaway, etc.)

Q36 What percentage of your customers/clients have unmet transportation needs, meaning they have difficulty securing transportation to take them where they need or want to go?

- Less than half
- More than half

Q37 What are the top five unmet transportation needs your customers/clients from Morris County experience? (Select up to 5)

- Awareness of available transportation services
- Same-day or next-day service
- Ability to access destination in other municipalities
- Ability to access destinations in other counties
- Weekend service
- Evening service
- Sidewalk connections to destinations
- Bus stops are too far from residences and/or destinations
- An accessible vehicle is not always available
- Affordable transportation options
- Reliable transportation options
- Provider restrictions on trip purposes (e.g. a provider limits trips for medical only)
- Assistance when traveling
- Service eligibility restrictions (e.g. age restrictions)
- Other (please specify)

Q39 Do you coordinate your transportation services with other providers or agencies in any way?

- Yes
- No

Morris County Coordinated Human Services Transportation Plan

Q40 Would you be interested in providing transportation under contract to another agency?

- Yes
- No

Q41 Have you invested in any transportation technology (e.g. onboard camera, tablets) to help improve services or reduce your costs?

- Yes
- No

Q42 Do you ever refer customers to any of the following providers if you cannot accommodate their trip request? (Select all that apply)

- NJ TRANSIT Access Link
- NJ TRANSIT general service
- MAPS paratransit
- Uber or Lyft
- Taxi service
- Municipal dial-a-ride services
- Coach USA or Lakeland buses
- Other (please specify)

Q43 What do you see as the biggest barriers to coordination of transportation services in Morris County? (Select all that apply)

- Funding restrictions
- Passenger eligibility restrictions
- Lack of information on how to coordinate
- Lack of interest among leadership or staff
- Lack of staff
- Lack of technology to better coordinate transportation services
- Other (please specify)

Q44 What opportunities should be considered to better coordinate transportation services in the Morris County area?

Q46 What is the number one action you believe should be taken to improve transportation in Morris County?

APPENDIX E. STAKEHOLDER INTERVIEWS

The following organizations were interviewed and provided input for this plan:

ORGANIZATION
DAWN Center for Independent Living
Avenues in Motion Transportation Management Association
Five-Town Regional Dial-A-Ride
Chatham Senior Center
Madison Area YMCA
NJ Travel Independence Program (NJTIP)
Mental Health Association (MHA)
Morris County Office of Hispanic Affairs (MCOHA)