



Human Service Transportation Plan Update

Final Report Cape May County

Prepared for

**South Jersey Transportation
Planning Organization**

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INTRODUCTION

A number of agencies administer several human service programs that are oriented to individuals and families with special needs such as low income, senior citizens or disabled. In large part these are programs specified in federal law with substantial funding providing by numerous departments. While many of these programs did not have a transportation component at the outset, it became clear that the human service needs of clients could not be met unless transportation was provided. To fill this mobility need, many human service agencies provided transportation service either directly or through contractors. Each of the programs had its own funding stream and unique set of guidelines on transportation eligibility and funding.

Transportation programs were administered or operated by a variety of state and county government agencies as well as non-profit organizations and private firms. The federal government, which is a major funding agency for these programs, recognized that this fragmented approach to providing transportation service was not cost efficient. This resulted in the United We Ride Initiative to achieve economies through increased coordination and consolidation of transportation services. Participation in this federal program is by a host of agencies including the Federal Transit Administration. Responsibility for carrying out this federal program in New Jersey was assigned to NJ Transit who is the designated recipient for many of the FTA programs. In addition, New Jersey counties must bring their transportation programs in compliance with United We Ride.

As the regional clearinghouse for all federal transit grants, the South Jersey Transportation Planning Organization (SJTPo) has been the lead agency for the four counties comprising its service area: Atlantic, Cape May, Cumberland and Salem. Grants under three FTA programs: 5310 Elderly Persons and Persons With Disabilities, 5316 Job Access Reverse Commute and 5317 New Freedoms must be compatible with and support the United We Ride Initiative. In response to this responsibility, SJTPo conducted a study to develop a Human Service Transportation Plan that coordinates present providers. A separate plan was prepared for each of the four counties in 2007. The plans included an inventory of current services and providers, a description of target populations and needs, assessment of the overall system and a series of steps to achieve coordination. Study recommendations included proposals that related to service expansion and changes to the current organization and management structure for service delivery.

The current analysis is an update of this earlier work and recognizes that coordination is a process, rather than a static event or program. The study includes some of the same steps as those performed previously such as an examination of the service area and the existing transportation system. The current assignment considers both the needs of each individual county, but also explores regional issues that might surface with this update. Further, the study reflects more recent events which relate primarily to constrained and reduced funding levels.

One major difference between the prior and current analysis is the focus is on a process that can be used to identify future projects in the Statewide Transportation Improvement Program (STIP). Throughout the study process communications were maintained with stakeholders in each county as well as other study participants at the regional and state level.

During the course of the study, interim reports were prepared that described particular aspects of the study. In this way, comments received on one work step were included in subsequent steps of the study process.

This report presents the plan update for human service transportation services in Cape May County. It establishes a coordinated approach for the various transportation programs. The plan update should not be viewed as a static document. In subsequent years, the plan will be further refined and modified to reflect changes to conditions and the success of implementing study proposals. The report contents closely follow the sequence of steps followed in the plan update. This includes the following:

- **Existing Transportation Services** – An overview of existing public transportation services in Cape May County including fixed route, demand response and commuter rail services.
- **Service Area Profile** – A description of the service area which updates the work completed in 2007 with the initial study effort. The analysis includes population and employment, target populations, commuting patterns, and major generators.
- **Coordination, Regional Issues and Policy Guidelines** – A review of the coordination options and recommendations identified in the 2007 HSTP, which refines and modifies these areas to reflect any changes that have occurred in the county since 2007. Regional issues that extend beyond the boundaries of a single county also were examined. Finally, this chapter presents policy guidelines for assessing projects for consistency with the United We Ride initiative to secure federal funding.
- **Service Plan** – The report concludes with a service plan that identifies projects to be pursued in order to meet the goals of coordinating human service transportation within Cape May County. In addition, this section describes the process that will be used to amend the plan to include projects that have not yet been identified.

EXISTING TRANSPORTATION SERVICES

This interim report prepared as part of the SJTPO Human Service Transportation Plan Update, provides an overview of existing public transportation services in Cape May County. There are currently two types of public transportation services offered in the county, fixed route and demand responsive (paratransit). Fixed route service in Cape May County is provided by NJ Transit which serves the county's primary population centers seven days a week and provides regional service to Atlantic City, Philadelphia, and New York City.

The major demand responsive service operators in Cape May County include the NJ Transit Access Link program and Cape May County Fare Free Transportation as well as various public and private, non-profit organizations and private transportation companies.

Assembling a comprehensive inventory of all services will allow for the development of transit improvement recommendations that utilize existing resources in a more coordinated way and permit the formulation of proposals for the future. The following sections provide a detailed description of each service within each of the service types mentioned above.

Fixed Route Service Description

This section describes all of the fixed route public transportation services operated in Cape May County. Fixed route bus operations are considered to be public transportation services operating along a fixed alignment and an established schedule. Passengers can board and alight fixed route bus services at any bus stop along the established route. All of the services meeting this description in Cape May County are operated by NJ Transit.

NJ Transit Bus Routes – NJ Transit operates five regular bus routes in Cape May County. These routes consist of one long distance route operating between Cape May and Atlantic City – 552 and four long distance routes originating from Philadelphia and New York City – 313, 315, 316, and 319. Route 316 is a summer only route and is designed to provide an express connection between Philadelphia and the shore communities in Cape May County during the peak tourism months. Also, Route 319 is extended beyond Wildwood to Cape May during the summer to facilitate tourist travel to and from New York.

The five NJ Transit bus routes operate seven days a week and provide an extended span of service. However, the frequency of service among the routes is varied with routes 316 and 552 operating relatively frequent service throughout the day while routes 313, 315, and 319 operate only two or three round trips per day. In general, the NJ Transit fixed route bus network in Cape May County is not extensive. The service characteristics of the NJ Transit fixed route bus network in Cape May is presented in Table 1.

Table 1 – Fixed Route Services

Route	From	To	Service Hours	Service Span	Headway (avg.)	Communities Served
313	Philadelphia	Cape May	Monday – Sunday	6:30 AM – 1:11 AM	3 round trips	Cape May Court House, North Wildwood, Wildwood, Rio Grande, Lower Twp., Cape May
315	Philadelphia	Cape May	Monday – Sunday	6:25 AM – 8:46 PM	2 round trips	Sea Isle City, Avalon, Stone Harbor, Cape May Court House, North Wildwood, Wildwood, Rio Grande, Lower Twp., Cape May
316*	Philadelphia	Cape May	Monday – Friday	7:52 AM – 2:18 AM	Peak 98 Min Off Peak 90 Min	North Wildwood, Wildwood, Rio Grande, Lower Twp., West Cape May, Cape May
			Saturday	6:52 AM – 2:03 AM	68 Min	
			Sunday	7:52 AM – 2:03 AM	68 Min	
319**	New York City (PABT)	Cape May	Monday – Sunday	7:49 AM – 9:31 PM	2 round trips	Ocean City, Sea Isle City, Avalon, Stone Harbor, North Wildwood, Wildwood, Rio Grande (Seasonal), Cape May (Seasonal)
552	Cape May	Atlantic City	Monday – Friday	24 Hours	Peak 60 Min Off Peak 60 Min	Cape May, North Cape May, Villas, Middle Twp., Rio Grande, Wildwood, North Wildwood, Cape May Court House
			Saturday	24 Hours	60 Min	
			Sunday	24 Hours	60 Min	

* Seasonal service, summer only

** Route 319 is only extended to Cape May during the summer months; throughout the remainder of the year, the route ends in Wildwood.

Reflecting the development patterns of Cape May County and its density, NJ Transit fixed route bus service generally serves the shoreline communities and major activity centers located on the mainland portion of the county with the routes generally oriented to major roadways, such as U.S. Route 9, NJ Routes 47 and 50 and the Garden State Parkway. None of the routes operate on local roads in the more rural areas of the county, which limits mobility access to transit dependent residents, particularly those individuals who don't qualify for agency assisted transportation service.

Demand Responsive Paratransit Services

Demand responsive refers to services in which the actual routing and schedule of the vehicles is, to a varying degree, determined by passenger reservations and requests. This includes both flexible fixed route services and purely demand responsive services. Flexible fixed routes do have a set alignment with scheduled time points; however, the vehicle will deviate from that alignment within certain parameters to accommodate a passenger request. Passengers can either board at bus stops along the established route alignment without a reservation or at a requested alternative site by prearrangement. In a purely demand responsive service, routing between origins and destinations is not set and, in most cases, there

are no scheduled stops. Various local and state agencies, public and private, non-profit organizations, and private transportation companies offer demand responsive services in Cape May County and throughout the region.

To gather information about the various service providers in Cape May County, a SJTPO Transportation Provider Questionnaire was sent to each organization in Cape May County believed to be providing some type of public transportation service. The questionnaire was sent to 20 organizations; of this number, six organizations completed and returned the questionnaire, including:

- ARC of Cape May County
- Cape May County Board of Social Services
- Cape May County Fare Free Transportation
- Eastern Shore Nursing and Rehabilitation
- Shores at Wesley Manor
- Victoria Commons Assisted Living

While the response rate was relatively low in Cape May County, the survey respondents include the major providers in the county.

The service providers were asked to describe their service, clientele, service coverage, vehicle inventory, staffing, and operating and financial statistics. A list of the Cape May County organizations that were mailed a survey, as well as a copy of the questionnaire is provided in the Appendix.

Because of the low response rate and the fact that not all data items in the survey were completed, additional resources were utilized to inventory the existing demand responsive providers in Cape May County. These resources included existing plans and studies, on-line agency websites and conversations with agency staff members, input from the SJTPO, and the consultant team's knowledge of the area. In addition, ridership information pertaining to the Access Link program was provided by NJ Transit.

It is likely that some organizations that were mailed a survey do not actually operate or administer transportation services and did not find it necessary to complete a survey. In addition, recent changes in the State with regard to Medicaid transportation has likely resulted in various organizations no longer operating or administering transportation service in Cape May County. LogistiCare has been designated the statewide broker for all Medicaid transportation.

Based on the survey findings and other information sources utilized to prepare this report, it appears that there are 14 providers operating demand responsive transportation in Cape May County. These services are generally limited to agency clients or target populations unable to access agency programs or specific services without the assistance of public transportation. In some cases these providers accommodate individuals living in areas without

access to public transportation, while in other instances, the providers transport individuals unable to use any public transportation services under any conditions. The list of demand responsive services also includes private transportation companies that serve Cape May County, which are generally small businesses operating taxicab, ambulance and charter services; these companies complement the demand responsive network in Cape May County by offering service to the general public, transporting agency clients on a contractual basis, and in some instances, transporting Medicaid eligible clients.

A summary of the 14 providers is presented below and documented in Table 2. It should be noted that several agencies provide service in more than a single county. As a result, no attempt was made to segregate providers by an individual county.

Table 2 – Demand Responsive Transportation Services

System	Service Hours	Service Area	Service Type*	Eligibility	Eligible Trips	Advance Scheduling	Vehicle Fleet
Cape May Co. Fare Free Transportation	M-F 6:30 AM to 6:00 PM	Cape May & Atlantic Co's; medical facilities in Camden Co., Philadelphia & Wilmington	DR DFR S	Cape May Co. Residents	Any	2 Days	11 w/c Mini-Vans 4 Sedans 1 w/c Van
NJ Transit Access Link	At same times as applicable fixed route service	Within ¾ mile of NJ Transit fixed route service	DR	Disabled Persons unable to access fixed route service	Any	1 Day	Contract with Laidlaw Transit Services
Arc of Cape May County, Inc.	As Needed	Cape May Co.	DR	Agency Clients	Any	No Advance Notice Needed	37 Vehicles including Vans, Mini-Vans, and Sedans. 7 of the Vehicles are w/c Accessible
Bacharach Institute for Rehab	M-F 7AM-5PM Sat 7AM-12PM	Atlantic, Cape May, Ocean Co's	DR	Agency Clients	Medical	No Information	5 Mini-Vans 2 Mini-Buses 1 Van
Cape Counseling Services	M-F 7:30 AM-10:00 PM	Cape May Co.	DR &FFR	Agency Clients	Any	No Advance Notice Needed	10 Mini-Buses (1 bus ADA)
Eastern Shore Nursing & Rehab Center	M-F 8:00 AM-3:00 PM	Cape May & Atlantic Co.'s	DR	Agency Clients	Medical, Shopping, Recreation	No Advance Notice Needed	1 Van (ADA)
Magnolia Adult Day Care	M-TH 7:30 AM-3:30 PM F 7:30 AM-7:30 PM	Cape May Co.	DR	Agency Clients	To/From Facility for Various Trips & Activities	1 Day	1 Bus, 2 Vans 1 Sedan (3 vehicles ADA)

Table 2 – Demand Responsive Transportation Services (Continued)

System	Service Hours	Service Area	Service Type	Eligibility	Eligible Trips	Advance Scheduling	Vehicle Fleet
Senior Care of Cape May County	M-Sat As Needed	Cape May Co.	S	Agency Clients	To/From Facility, medical, shopping	No Information	4 Vans (ADA unknown)
The Shores at Wesley Manor	M-F 8:00 AM-4:00 PM	Cape May & Atlantic Co's	DR	Agency Clients	Medical, Shopping, Recreation	1 Day	1 Bus (ADA) 1 Mini-Van (ADA) 1 Van
Victoria Commons Assisted Living	M-F 8:00 AM-5:00 PM	Cape May Co.	DR	Agency Clients	Medical, Shopping, Employment, Social Services, Recreational	3 Days	1 Bus 1 Van (ADA Unknown)
Woodbine Developmental Center	M-Sat As Needed	Cape May Co.	DR	Agency Clients	To/From Facility for Activities & Events	No Advance Notice Needed	12 Vehicles Consisting of Vans & Sedans (ADA unknown)
South Jersey AIDS Alliance	M-F 8:30 AM-4:40PM	Atlantic, Cape May, Cumberland, Camden Co's	DR	Agency Clients	Medical, Social Services	No Advance Notice Needed	No Information
Five Mile Beach Company	M-F 9AM-5PM Sat-Sun 9AM-12AM	Cape May, Atlantic, Cumberland Co's; Eastern PA and DE	DFR DR,S	General Public	Any	No Information	25 Buses 7 Mini-Vans 2 Vans
AA Plus Cab LLC	M-Sat 7AM-11PM Sun 7AM-5PM	Cape May Co.	Taxi	General Public	Any	No Advance Notice Needed	1 Sedan

* DR – Demand Response, DFR – Deviated Fixed Route, FFR – Flexible Fixed Route, S – Subscription

Cape May County Fare Free Transportation – Fare Free Transportation operates demand-response, subscription and modified-fixed route bus service to senior citizens, persons with disabilities, veterans, low income individuals and general residents living in Cape May County. The transit system is the only service in Cape May County which is both open to the general public and can be used for any trip purpose, such as medical appointments, shopping and accessing various social services.

Service is provided throughout Cape May County, portions of Atlantic County and medical facilities in Camden County, Philadelphia, and Wilmington. Fare Free Transportation is provided on a first come, first served basis but requires users to make reservations two business days in advance of the required trip time. The service is available Monday through Friday from 6:30 AM to 6:00 PM and provides door to door and curb to curb service using a fleet of 16 directly operated vehicles (11 wheel-chair accessible mini-vans, 4 sedans, and 1 wheel chair accessible van). The scheduling and monitoring of passenger trips is done with a combination of computer assisted software programs and manual scheduling.

The transit system provides service for medical appointments, employment, job training, shopping, recreation, and essential social services. Between FY 2008 and FY 2009, the system averaged approximately 251,000 passenger trips, 1,000,000 vehicle miles and 73,000 vehicle hours each year, with operating costs decreasing from approximately \$2.7 million to \$2.1 million over the two year period. The system is funded by a variety of sources including the County of Cape May, the New Jersey Casino Revenue Fund, and the Federal Transit Administration (FTA). Mobile Meals and Peer Grouping and Social Services Block Grant also comprise significant funding sources.

Access Link – Access Link is NJ Transit’s complementary paratransit service, developed in response to the Americans with Disabilities Act of 1990 (ADA). Access Link is a shared ride, curb to curb transportation service for eligible people with disabilities. Eligibility is determined by NJ Transit. The hours of Access Link are the same as the regularly scheduled local NJ Transit bus routes with pick up and drop off points limited to no more than $\frac{3}{4}$ of a mile from the bus routes.

Fares for Access Link are the same as the fares for the local NJ Transit bus routes and vary on account of NJ Transit’s zone based fare structure. Accordingly, the fare depends on how far a customer is traveling. Users pay the exact fare upon boarding the vehicle.

To use Access Link, individuals must apply in advance and attend a prescheduled, in-person assessment at a designated local agency. Trips must be scheduled at least one day in advance between 7:30 AM and 4:00 PM.

Access Link can be used for any trip purpose and does not deny or prioritize trips based upon trip purpose, in accordance with ADA regulations.

Access Link is managed on a regional basis with each region encompassing several counties – Cape May County is included in Region 3. As a result, much of the data regarding the system cannot be disaggregated to the county level. However, NJ Transit was able to provide the number of passenger trips originating in Cape May County through the Access Link program, with the data indicating that in FY 2009 approximately 3,200 trips on the Access Link program originated in Cape May County. This was the second highest total within the SJTPO region behind Atlantic County (approx. 53,000) and above Cumberland County (approx. 2,900) and Salem County (approx. 600). The number of ADA trips reflects the limited coverage of NJ Transit bus routes in Cape May County.

Medicaid Transportation (LogistiCare) – Under Title XIX, Medicaid recipients are covered for certain medical services, including travel to and from medical appointments and services, with prior authorization. Eligibility for Medicaid is income based; thus the services span the target populations of persons with low income as well as older adults and persons with disabilities who also have low income.

In 2009 the New Jersey Department of Human Services (DHS), Division of Medical Assistance and Health Services (DMAHS), awarded a contract to LogistiCare – a privately operated transportation broker – to provide fee-for-service non-emergency transportation to all eligible Medicaid and N.J. FamilyCare clients in the state. LogistiCare schedules all trip requests and then assigns the trips to certified local transportation providers based on a negotiated reimbursement rate. LogistiCare does not own or directly operate vehicles themselves.

Service is provided Monday through Friday from 8:00 AM to 4:00 PM. Reservations must be made by 12:00 PM two days before the desired trip time.

Prior to LogistiCare, non-emergency Medicaid transportation in Cape May County was administered by the Cape May County Board of Social Services.

Five Mile Beach Bus Company – Five Mile beach Bus Company is a private, for-profit transportation company that operates a variety of service types in Cape May County and throughout the region depending on the needs of its customers. Service may include deviated fixed route, demand responsive, contract or charter service. The company has been contracted by local agencies in Cape May County to provide human service transportation.

The company is open to the general public for any trip purpose Monday through Friday from 9:00 AM and 5:00 PM and on weekends from 9:00 AM to 12:00 AM. Common trips provided by the Five Mile Beach Bus Company include medical, employment, shopping, dialysis, and education.

The company operates 25 full-size buses, seven mini-vans and two passenger vans; seven of the 25 vehicles are wheelchair accessible.

The company receives no public operating assistance and is a fee for service operation with passenger fares varying depending on distance, location, and time period.

AA Plus Cab LLC – AA Plus Cab LLC is a private, for-profit taxi company that provides curb to curb and door to door service Monday through Saturday from 7:00 AM to 11:00 PM and on Sunday from 7:00 AM to 5:00 PM. Service is available to the general public for any trip purpose within certain shoreline and mainland municipalities in Cape May County.

Taxi service is limited in Cape May County due to 11 of the 16 municipalities in the county having their own taxi ordinances and own set of regulations. For this reason, some municipalities cannot be served by AA Plus Cab while in other instances a passenger can't be picked-up where they were dropped off.

Trips can usually be accommodated within 15 minutes of the requested trip time. No information was available regarding the vehicle fleet and the fare structure.

AA Plus Cab operates one sedan. The company receives no public operating assistance and is a fee for service operation.

Client Transportation – There are ten non-profit organizations serving Cape May County that provide transportation services to specific client groups or target populations. The ten organizations include:

- ARC of Cape May County, Inc.
- Bacharach Institute for Rehabilitation
- Cape Counseling Services
- Eastern Shore Nursing & Rehab Center
- Magnolia Adult Day Care
- Senior Care of Cape May County
- The Shores at Wesley Manor
- Victoria Commons Assisted Living
- Woodbine Developmental Center
- South Jersey AIDS Alliance

The Eastern Shore Nursing & Rehabilitation Center is the only non-profit organization that purchases transportation services from a third party. There are other agencies in Cape May County such as the Cape May County Office of Aging and the Cape May County Board of Social Services that contract with Fare Free Transportation and the Five Mile Bus Company to operate the services they make available to their clients. To an extent, these arrangements reflect coordination of human service transportation.

The other non-profit organizations directly operate transportation; among this group of providers, there is a total active fleet of 80 vehicles consisting of mini-buses, mini-vans, passenger vans, and sedans; of this number, 13 of the vehicles are known to be wheel chair accessible. No Information was available regarding the operation and vehicle inventory of the South Jersey AIDS Alliance.

ARC of Cape May County operates the largest fleet among the non-profit organizations with a fleet of 37 vehicles comprised of passenger vans, mini-vans, and sedans.

Transportation is provided to access agency facilities, medical appointments, shopping, group homes, employment, various social services, and agency activities. The majority of transportation service is provided during weekday business hours, with two organizations indicating they provide evening service – the Cape Counseling Services and Magnolia Adult Day Care – with another two organizations – Senior Care of Cape May County and Woodbine Developmental Center – operating Saturday service on an “as needed” basis. The Arc of Cape

May County does not maintain any particular set of hours to serve the various group homes managed by the agency and provides service on an “as needed” basis.

ARC of Cape May County, Cape Counseling Center, Magnolia Adult Day Care, Senior Care of Cape May County, Victoria Commons Assisted Living, and the Woodbine Developmental Center operate entirely within Cape May County. The Eastern Shore Nursing & Rehab Center and the Shores at Wesley Manor serve Cape May and Atlantic Counties, while the South Jersey Aids Alliance and the Bacharach Institute for Rehabilitation operate throughout the region.

More than half of the organizations do not require advance reservations since trips are pre-arranged and serve specific origin and destination points on a reoccurring basis. Magnolia Adult Day Care and the Shores at Wesley Manor require their clients to reserve trips one-day in advance. Victoria Commons Assisted Living indicated they require a three-day advance notice.

Agency clients are not charged a fare to use the transportation services, as the cost of the trips are subsidized by various funding sources. Information regarding funding and operating assistance was not available from the non-profit organizations.

Summary of Existing Services

This report provided a description of the public and human service transportation network available in Cape May County including fixed bus service and various types of demand responsive services. The fixed route bus network in Cape May County is provided by NJ Transit which operates limited service to the shoreline communities and the more populous mainland municipalities in the county. As a result, transit dependent residents who don’t qualify for agency programs and live outside of the fixed route transit service area are afforded limited public transportation options.

The review of existing demand responsive services in Cape May County indicated a total of 14 services consisting of one county system, one state agency, two private transportation companies, and ten client oriented systems. With the exception of Fare Free Transportation and the two private transportation companies, the majority of demand responsive public transportation services operated in Cape May County is available to specific client groups and target populations. It was also observed that most of these services are limited to the daytime hours during weekdays only; however, four of the non-profit systems operate limited weeknight or weekend service. In addition, it should be noted that Access Link is available during the same days and hours as the regularly scheduled local NJ Transit fixed route bus service in Cape May County. This means that Access Link is available along the NJ Transit routes operating evening and weekend service.

The demand responsive services that are currently operated by the various providers represent a relatively large transportation system comprised of 131 vehicles that provide extensive local and regional coverage. In most instances these vehicles are operated

independent of each other, with no formal coordination among agencies and no form of centralized scheduling and dispatching.

However, there are a number of agencies and organizations in Cape May County – Cape May County Office of Aging, the Cape May County Board of Social Services, and Eastern Shore Nursing and Rehabilitation Center – that purchase transportation from providers such as Fare Free Transportation and Five Mile Beach Company. This is an indication that a certain level of coordination is occurring within Cape May County.

Given the level of activity in Cape May County and the fact that most of the services are demand responsive in nature, it would suggest that there are opportunities for greater coordination of these services which could lead to a higher level of availability and expanded mobility options. These opportunities will be examined in subsequent steps of this study process. Also, the survey provider questionnaire has provided data on key operating, financial and ridership statistics, which are not reported here, but comprise a resource for future planning as part of the study.

SERVICE AREA PROFILE

This chapter presents a description of the service area which updates the work completed in 2007 with the initial study effort. With that earlier effort, detailed and comprehensive information was available from the 2000 U.S. Census. For the current study, information was obtained on conditions in 2008 from the American Community Survey (ACS). This data source is not as complete as the decennial Census and was supplemented with information from each county's planning department, SJTPO and the New Department of Labor & Workforce Development. Population and employment for recent years also are presented by municipality and described with respect to changes that have occurred since 2000 and those anticipated by 2020. Target populations, such as senior citizens, persons with disabilities and individuals living in poverty are also documented. Information is also presented on commuting patterns in terms of residence and work locations. Of particular interest is the extent of people who commute to jobs outside the county in which they live. The concluding topic is a listing of major generators that includes work sites, shopping centers, medical facilities and subsidized housing locations. It is anticipated that the study area profile will comprise timely input to the subsequent steps of the planning process.

Service Area Description

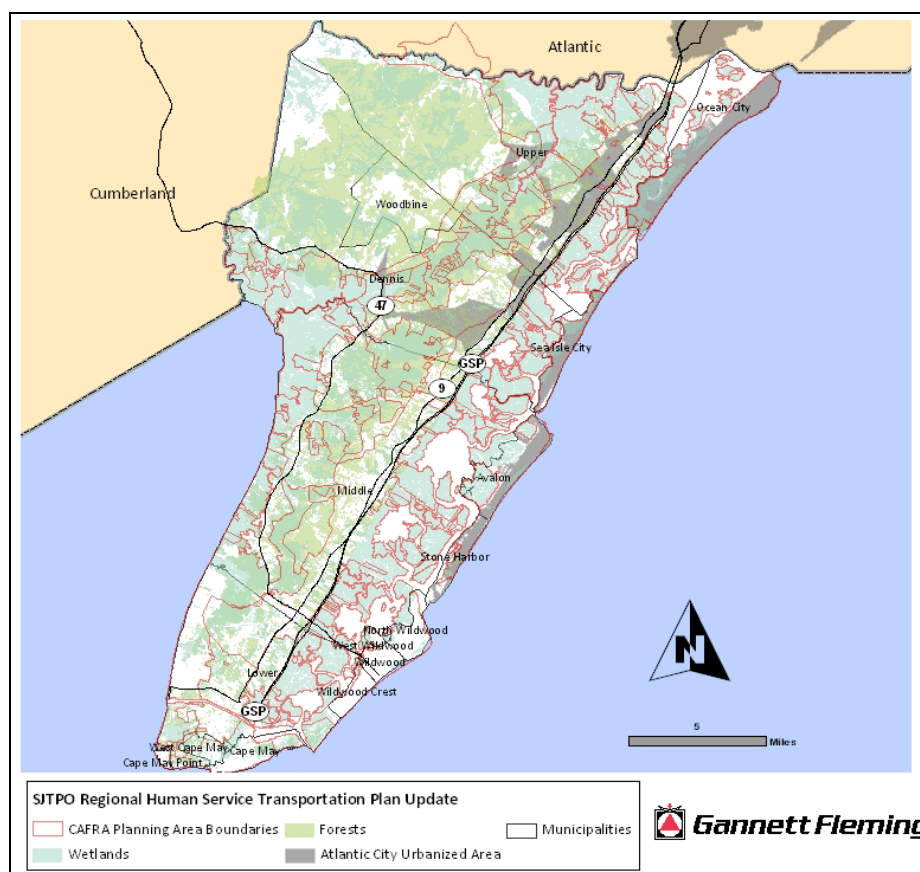
Cape May County is located in southeastern New Jersey, approximately 65 miles southeast of Philadelphia, 85 miles southeast of Trenton and 125 miles south of Newark. The County covers 255.2 square miles and is bordered by Atlantic County to the north and Cumberland County to the west. The major corridors in the county are the Garden State Parkway and US Highway 9 which run north-south through the county.

Cape May County consists of 16 municipalities – seven boroughs, five cities, and four townships. The largest municipality geographically is Upper Township at 63.2 square miles; the smallest municipalities are Cape May Point and West Wildwood, each of which comprising 0.3 square miles. The most populous municipality is Lower Township (pop. 20,328) with the least populous municipality being Cape May Point (pop. 223).

The land use characteristics and settlement patterns in Cape May County are influenced by the natural settings, which include barrier islands, wetlands, and woodland forests. Due to the environmentally sensitive nature of these areas, a significant portion of the County's land area is regulated by the Coastal Area Facility Review Act (CAFRA); as a result, almost all types of development activity is monitored, with regulations being stricter the closer development is to water sources. The County's natural features, coupled with CAFRA regulations will likely prevent the type of large scale type of suburban sprawl found in most parts of the State, but at the same time will limit the County's overall population and employment growth potential.

A map of Cape May County and the surrounding region is presented in Figure 1.

Figure 1 – Cape May County



Source: ESRI & NJ DEP

The data presented in this report has been analyzed at the municipal and county levels using the 2000 Census and the 2008 American Community Survey. At this time, geographical units under 20,000 persons have not been updated since the 2000 Census, which in the case of Cape May County includes all but one municipality and all of the census tracts and census block groups. For a more detailed overview of the Cape May County population, the 2007 SJTPO Regional Human Service Transportation Plan included a detailed demographic and socioeconomic analysis of Cape May County using 2000 Census data at the census tract level.

It is expected that detailed population data for smaller geographical units under 20,000 persons – municipalities, census tracts, and census block groups – will be available in about one year with the release of the 2010 Census.

For this analysis, information was drawn from the 2000 Census, the 2008 American Community Survey, the SJTPO, the Cape May County Planning Department, the U.S. Census Bureau LED Origin-Destination Data Base, and the New Jersey Department of Labor and Workforce Development.

Population – The 2008 American Community Survey indicated Cape May County has a population of about 96,000 people, making it the second least populous county in the SJTPO region and the second least populous county in the State. Table 3 shows the population of each municipality in Cape May County. The most populous municipality is Lower Township (pop. 20,328), followed by Middle Township (pop. 16,278), and Ocean City (pop. 14,756), with the overall population split about 60/40 between the mainland and shoreline municipalities located on the barrier islands.

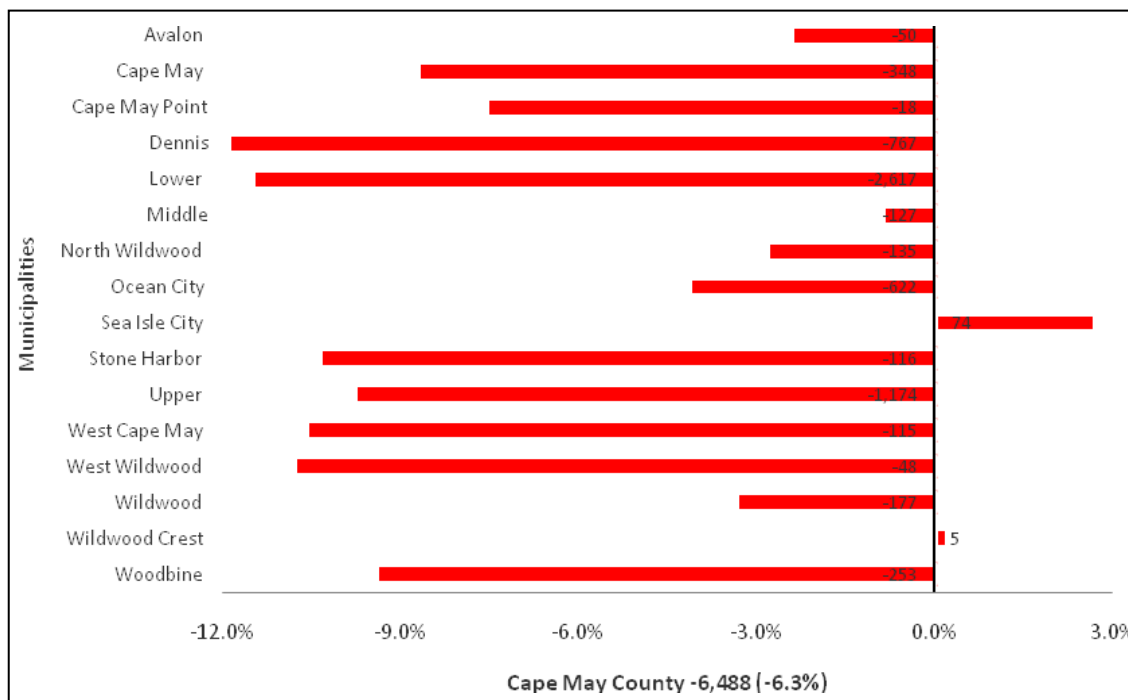
Table 3 – 2008 Population by Municipality

Municipality	2008 Population
Avalon	2,093
Cape May	3,686
Cape May Point	223
Dennis	5,725
Lower	20,328
Middle	16,278
North Wildwood	4,800
Ocean City	14,756
Sea Isle City	2,909
Stone Harbor	1,012
Upper	10,941
West Cape May	980
West Wildwood	400
Wildwood	5,259
Wildwood Crest	3,985
Woodbine	2,463
Cape May County	95,838

Source: NJ Dept of Labor & Workforce Development

Population Change – Figure 2 shows the population change in Cape May County since the last decennial census in 2000. Overall, the county lost nearly 7,000 people (-6.3%), with over two-thirds of the population decline attributed to three mainland municipalities – Lower Township (-2,617), Middle Township (-1,174), and Dennis Township (-767). Cape May County was the only county in the SJTPO region and was one of only three counties in the State that lost population during the eight year period. Sea Isle City and Wildwood Crest were the only municipalities to experience population growth since 2000, albeit modest growth rates of 2.6 percent and 0.1 percent, respectively.

Figure 2 – Population Change (2000 to 2008)



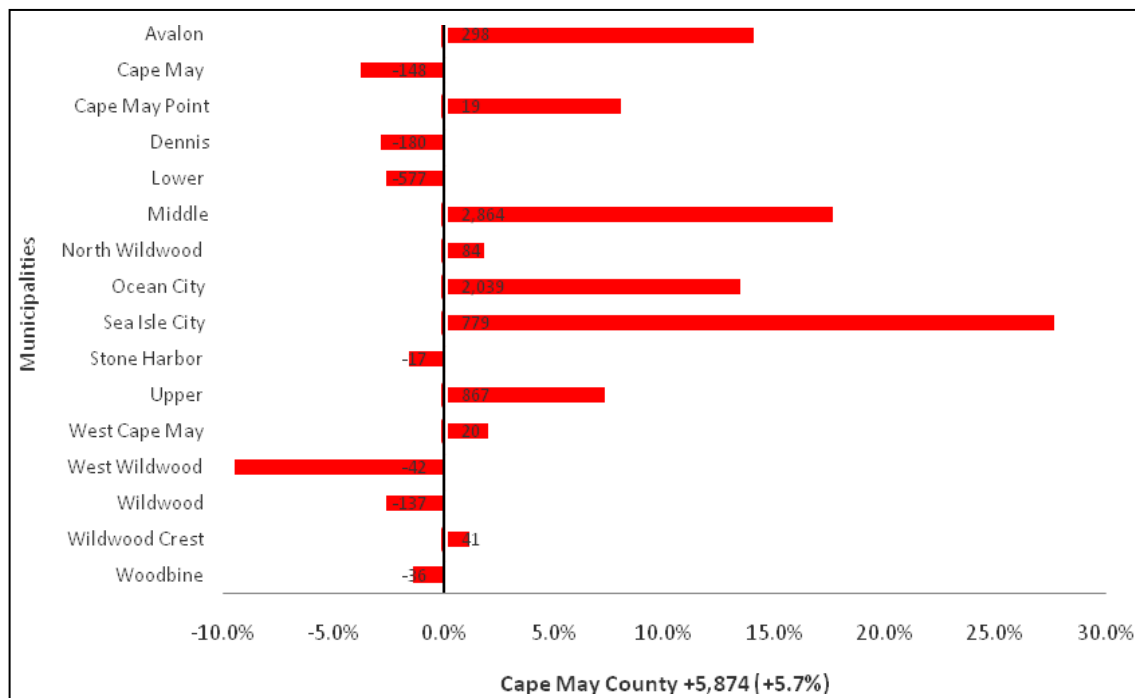
Source: 2000 U.S. Census & NJ Dept of Labor & Workforce Development

According to population projections prepared by the SJTPO for the period 2000 to 2010, Cape May County is expected to show a modest population increase of 0.7 percent – 102,326 to 103,070; ten years later in 2020, the population is expected to increase by another five percent to 108,200. Cape May County will gain almost 6,000 residents during this 20 year period, an increase of about six percent. The projected 2000 to 2020 population change in Cape May County is presented in Figure 3.

Over three-quarters of the population growth forecasted during the 20-year period will occur in Middle Township (+2,864) and Ocean City (+2,039), with Sea Isle City demonstrating the highest rate of growth (+27.5%) during this period. In general, population growth is projected to be fairly evenly distributed between the mainland (53.2%) and the shoreline (46.8%) municipalities.

There are seven municipalities expected to lose population during the 20 year period; these municipalities are distributed throughout the county and include Cape May, Stone Harbor, Wildwood, West Wildwood, Woodbine, Dennis Township, and Lower Township.

Figure 3 – Population Change (2000 to 2020)

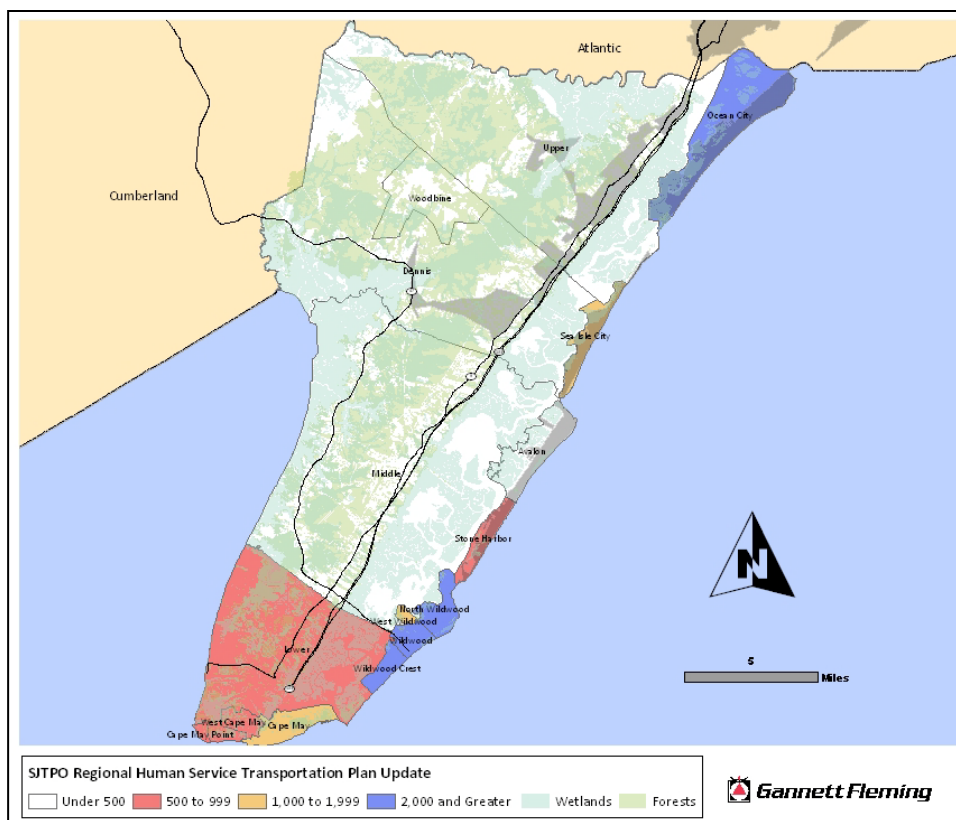


Source: 2000 U.S. Census & South Jersey Transportation Planning Organization (SJTPO)

During the summer months, Cape May County experiences a significant increase in population due to the county's extensive resort industry. According to estimates prepared by the Cape May County Planning Board, the 2009 summer population was estimated to be 767,708, which is eight times higher than the current population of approximately 96,000. The largest absolute increase in population during the summer months is in Ocean City, followed by Lower Township, Wildwood, North Wildwood, and Middle Township.

Population Density – Population density is an important indicator of how rural or urban an area is, which in turn affects the types of public transportation services that may be most viable. In general, fixed-route bus transportation is more practical and successful in areas with at least 2,000 persons per square mile. Lower densities call for low frequency, demand-response, or subscription services. Figure 4 graphically depicts the density of each municipality in Cape May County by persons per square mile.

Figure 4 – 2008 Population Density



Source: ESRI, NJ Department of Labor and Workforce Development, & NJ DEP

The average population density in Cape May County was 375.6 persons per square mile in 2008. For all of New Jersey the population density was 1,171 persons per square mile. Thus, overall population density in Cape May County was about a third of the statewide density.

The most densely populated areas are the shoreline municipalities that were built on smaller lots prior to World War II. These municipalities exhibit population densities in excess of 2,000 persons per square mile and include – Wildwood (4,075.5), Wildwood Crest (3,458.2), North Wildwood (2,718.2), and Ocean City (2,132.9).

Municipalities with densities between 1,000 and 2,000 persons per square mile are also exclusive to the shoreline and include West Wildwood (1,518.1), Cape May (1,483.6), and Sea Isle City (1,320.9).

Most of the mainland portion of Cape May County exhibits population densities under 500 persons per square mile. Based on how much of this area is covered by environmentally sensitive woodlands and wetlands, it is likely that population densities in this area will remain low for the foreseeable future.

Target Populations

To plan effectively for a public and human service transportation network, it is important to identify key target population groups that largely comprise the customer base for community transportation services. The population groups analyzed in this report are those groups that may have greater transportation needs compared to the general population.

- **Senior Citizens (65+)** – This population group typically exhibits a greater reliance on human service transportation compared to other age groups. Often, these individuals have limited income and in some instances, may have a disability which limits their ability to operate an automobile.
- **Persons with Disabilities** – The Americans with Disabilities Act (ADA) 49 CFR 37.3 protects individuals from transportation discrimination who have either a physical, mental, or sensory disability. This is a more specific definition of disability status compared to the broader definition used in the 2000 U.S. Census long form, which identified six disability categories – physical sensory, mental, going outside of the home, self-care and employment. This inclusive definition resulted in a larger number of people identifying themselves as having a mobility limitation than as having a disability under the Americans with Disabilities Act.

The U.S. Census Bureau revised the disability question beginning in the 2008 ACS, with the question separated into six categories – hearing, vision, cognitive, ambulatory, self-care, and independent living; having an employment disability was eliminated as a possible response.

For the purpose of this study, the disabled population refers to people with either a hearing (sensory), vision (sensory), cognitive (mental), or ambulatory (physical) disability, and did not include the population indicating a self-care or independent living disability.

Because of the change in the disability question, the 2008 ACS data on disabilities is not directly comparable with data from the 2000 Census. Thus, caution should be used in interpreting changes in the disabled population over the eight year period.

- **Persons Living Below the Poverty Line** – Another important indicator of the need for and propensity to use community transportation services among an area population is the number of persons living below the poverty level. This group tends to rely more heavily on public transportation because many are unable to afford an automobile, cannot afford a second automobile for their household, or choose not to use their limited income for an automobile.

- **Households without Access to a Vehicle** – The final target group used for this analysis is households who do not own or have access to a private automobile. This is an important statistic because households without a vehicle are considered to be entirely dependent upon alternative transportation sources.

These target populations are consistent with the customer base for current and future services and programs funded by FTA Sections 5310, 5316, and 5317.

It is important to remember that in many cases, individuals in the target population groups will have more than one of the transit-dependent characteristics listed above, and in fact, will often exhibit multiple characteristics.

Table 4 through Table 10 present the population characteristics of the target population groups and households for the period 2000 to 2008. The population statistics are presented, both in absolute numbers and as a share of the total population. For comparison purposes, the population changes that occurred statewide and in the SJTPO region – Atlantic, Cumberland, and Salem Counties – were also included in the tables.

Senior Citizens – The senior citizen population in Cape May County declined from 20,772 in 2000 to 19,711 in 2008, a decrease of about five percent. During the same period, the state of New Jersey experienced a 3.3 percent increase in the senior citizen population, while the senior populations in the region either increased or declined at a lower rate than Cape May County. At the same time, the concentration of senior citizens living in Cape May County edged up slightly from 20.3 percent to 20.6 percent of the total population, with the 2008 rate of 20.6 percent exceeding both the statewide average of 13.2 percent and the senior citizen ratios in the region.

Table 4 – Senior Citizen Population (2000 to 2008)

Area	2000		2008		Changes: 2000-2008	
	Number	Percent	Number	Percent	Number	Percent
Cape May	20,772	20.3	19,711	20.6	-1,061	-5.1
Atlantic	34,081	13.5	38,643	14.3	4,562	13.4
Cumberland	18,899	12.9	20,352	13.0	1,453	7.7
Salem	9,278	14.4	9,105	13.8	-173	-1.9
New Jersey	1,113,035	13.2	1,149,946	13.2	36,911	3.3

Source: 2000 U.S. Census & 2008 American Community Survey

The largest decline among the senior citizen population group in Cape May County was the 65 to 75 age category, which fell by 1,344 people between 2000 and 2008; additionally, the number of seniors age 85 and older dropped by 113 people during the eight year period, with the 75 to 85 age group increasing by 396 people. Although the senior citizen population has shown a recent decline, it is important to note that approximately one-half of the senior

population residing in Cape May County is at least 75 years old, which research indicates is the age when senior citizens begin to curtail their driving habits which is the age when senior citizens begin to curtail their driving habits.

Table 5 – Senior Citizen Population Change by Age Group (2000 to 2008)

Area	2000		2008		Changes: 2000-2008	
	Number	Percent	Number	Percent	Number	Percent
65 to 75	10,680	51.4	9,336	47.4	-1,344	-12.6
75 to 85	7,511	36.2	7,907	40.1	396	5.3
85 and older	2,581	12.4	2,468	12.5	-113	-4.3
Total	20,772	100.0	19,711	100.0	-1,061	-5.1

Source: 2000 U.S. Census & 2008 American Community Survey

The small drop in senior citizen residents since the 2000 Census did not prevent the median age in Cape May County from increasing from 42.3 to 43.6 years of age. Although this trend is comparable to median age increases incurred regionally and statewide, it is worth noting that Cape May County has exhibited the oldest population during the eight year period.

Table 6 – Median Age (2000 to 2008)

Area	Median Age		Percent Change
	2000	2008	
Cape May	42.3	43.6	3.1
Atlantic	37.0	38.5	4.1
Cumberland	35.6	36.2	1.7
Salem	38.0	38.4	1.1
New Jersey	36.7	38.7	5.4

Source: 2000 U.S. Census & 2008 American Community Survey

Persons with Disabilities – The disabled population in Cape May County, defined as having a physical, mental, or sensory disability, totaled 15,146 persons according to the 2008 ACS, representing a decrease of almost 1,900 people – a decline of approximately 11 percent – compared to the 2000 Census population of 16,992. This rate of decline was in contrast to the statewide increase of 6.2 percent and the 18.8 percent and 2.4 percent increases incurred by Atlantic County and Salem County, respectively; Cumberland County was the only other county in the region that exhibited a declining disabled population (-3.6%).

Not surprisingly, fewer disabled residents in Cape May County impacted their overall representation, with their share of the population falling from 18.0 percent in 2000 to 16.3 percent in 2008. Cape May County has the lowest percentage of disabled residents in the region, but is slightly above the statewide average of 13.3 percent.

Additionally, it is also worth noting that approximately one-quarter (27.2%) of the 15,146 residents living in Cape May County with a disability are of working age. Among this disabled cohort group, approximately 43 percent are employed. This is far lower than the 81.0 percent of employed working-age adults without disabilities. This type of discrepancy is common, but it could indicate that there are many working-age residents with disabilities who desire to work but cannot for various reasons. Various industry studies, including the report *Meeting the Employment Transportation Needs of people with Disabilities in New Jersey* prepared by the Voorhees Transportation Center of Rutgers University in 2005, show that a lack of reliable transportation is a major impediment to people with disabilities who desire to work but cannot. Therefore, it is important to identify where these individuals reside in the county.

Table 7 – Persons with Disabilities (2000 to 2008)

Area	2000		2008		Changes: 2000-2008	
	Number	Percent	Number	Percent	Number	Percent
Cape May	16,992	18.0	15,146	16.3	-1,846	-10.9
Atlantic	38,623	16.5	45,870	17.1	7,247	18.8
Cumberland	27,479	21.6	26,488	18.1	-991	-3.6
Salem	10,905	18.3	11,172	17.1	267	2.4
New Jersey	1,071,134	13.8	1,137,362	13.3	66,228	6.2

Source: 2000 U.S. Census & 2008 American Community Survey

Persons Living In Poverty – In 2008, 6.4 percent of Cape May County residents lived in poverty, which was lower than the statewide average of 8.7 percent and was the lowest poverty rate in the region. Additionally, since the 2000 Census, the number of County residents living in poverty has declined by almost 30 percent, which far exceeded the declining poverty rate exhibited in Cumberland County, and was in stark contrast to the increasing poverty rates incurred statewide and in Atlantic and Salem Counties.

Table 8 – Persons Living In Poverty (2000 to 2008)

Area	2000		2008		Changes: 2000-2008	
	Number	Percent	Number	Percent	Number	Percent
Cape May	8,549	8.6	6,001	6.4	-2,548	-29.8
Atlantic	25,906	10.5	30,599	11.8	4,693	18.1
Cumberland	20,367	15.0	18,225	12.5	2,142	-10.5
Salem	5,980	9.5	7,624	11.7	1,644	27.5
New Jersey	699,668	8.5	741,472	8.7	41,804	6.0

Source: 2000 U.S. Census & 2008 American Community Survey

The poverty rate among the youth population exhibited the largest decline (-50.0%) among the County's age groups between 2000 and 2008, followed by senior citizens (-34.4%) and residents between the ages of 18 and 64 (-15.9%). Overall, the poverty rate among the

three age groups is comparable, with the highest and lowest poverty rates separated by approximately two percentage points.

Table 9 – Low Income Population by Age Group (2000 to 2008)

Age Group	Total Pop.	Poverty Pop.	% Total Pop.	Total Pop.	Poverty Pop.	% Total Pop.	Number	Percent
Under 18	22,404	2,712	12.1	18,777	1,356	7.2	-1,356	-50.0
18 to 64	57,591	4,406	7.7	56,219	3,706	6.6	-700	-15.9
65 and older	19,645	1,431	7.3	18,895	939	5.0	-492	-34.4
Total	99,640	8,549	8.6	93,891	6,001	6.4	-2,548	-29.8

Source: 2000 U.S. Census & the 2008 American Community Survey

Households Without Access to a Vehicle – For the 2000 to 2008 period, the number of carless households in Cape May County declined by approximately a third, with the overall share of carless households in Cape May County dropping from 9.8 percent to 5.8 percent. In comparison, the statewide average declined by about seven percent, with the number of carless households as a percentage of total households dropping from 12.7 percent to 11.5 percent; in the region, the number of carless households declined between eight percent and 27 percent, with the ratio of carless households falling to a range between 7.1 percent and 13.4 percent.

Although Cape May County's low overall carless household rate is expected considering that the county is more rural and does not have the density to support high levels of public transportation services – especially compared with more urban areas in the region such as Atlantic and Cumberland Counties, the magnitude of the decline in carless households may also be attributed to the decreasing numbers of transit-dependent population groups – senior citizens, persons with disabilities, and persons living in poverty – that lived in the county between 2000 and 2008.

Table 10 – Households without Access to a Vehicle (2000 to 2008)

Area	2000		2008		Changes: 2000-2008	
	Number	Percent	Number	Percent	Number	Percent
Cape May	4,145	9.8	2,751	5.8	-1,394	-33.6
Atlantic	14,736	15.5	13,561	13.4	-1,175	-8.0
Cumberland	6,595	13.4	5,905	11.5	-690	-10.5
Salem	2,372	9.8	1,731	7.1	-641	-27.0
New Jersey	388,950	12.7	362,145	11.5	-26,805	-6.9

Source: 2000 U.S. Census & 2008 American Community Survey

Economic Indicators

The need for and the nature of the public transportation services in an area also depends on certain economic factors such as employment and the commuting patterns of employees in a given area. It is essential to understand these factors when planning for employment related transportation services.

Employment data for Cape May County was obtained from the U.S. Census and the SJTPO, with the commuting patterns obtained from the U.S. Census Bureau LED on the Map Origin Destination Database for the years 2002 to 2007.

It is important to recognize that most of the employment and commuting data included in this analysis does not reflect current economic conditions, with 2007 being the most current year for the commuting and employment data – which is one year before the economic downturn began in force in the fall of 2008. As a result, the projections included in the analysis for the period 2010 to 2020 are likely to be impacted by the economic downturn and should be interpreted with caution.

Table 11 shows the ramifications of the nationwide recession that began in 2008, with the unemployment rate increasing significantly at the local, regional, and statewide levels over a three year period between 2007 and 2009. In 2009, Cape May County's unemployment rate of 11.4 percent exceeded the statewide average of 9.2 percent, but was the second lowest rate in the SJTPO region.

Table 11 – Employment Statistics (2007 to 2009)

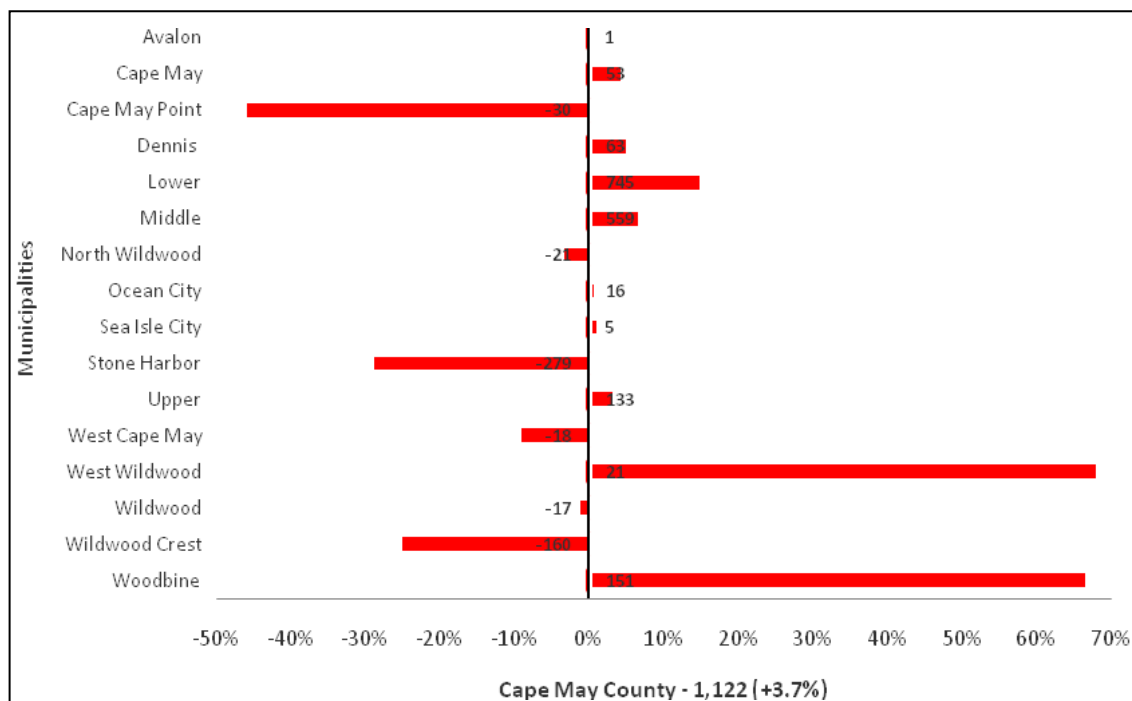
Area	2009			2007		
	Labor Force	Employed	% Unemployed	Labor Force	Employed	% Unemployed
Cape May	57,881	51,292	11.4	56,664	52,951	6.6
Salem	32,196	28,757	10.7	31,390	29,836	5.0
Cumberland	71,036	62,038	12.7	68,415	63,949	6.5
Atlantic	136,423	119,893	12.1	135,581	127,634	5.9
New Jersey	4,536,658	4,118,367	9.2	4,457,636	4,267,108	4.3

Source: NJ Development of Workforce and Labor Development

Employment Trends and Characteristics – Figure 5 shows the employment change for each municipality in Cape May County for the period 2002 to 2007. Overall, Cape May County exhibited a modest employment gain of 3.7 percent or approximately 1,100 jobs during the six year period. Of this number, approximately three-quarters of the jobs are located in Lower (+745) and Middle Townships (+559). The rest of the job gains in the County are relatively modest, with no municipality adding more than 151 jobs during the six year period. Conversely, five municipalities – all of which are island communities – lost jobs during between 2002 and

2007, with the job losses ranging from a high of 279 in Stone Harbor to a low of 18 in West Cape May.

Figure 5 – Employment Change (2002 to 2007)



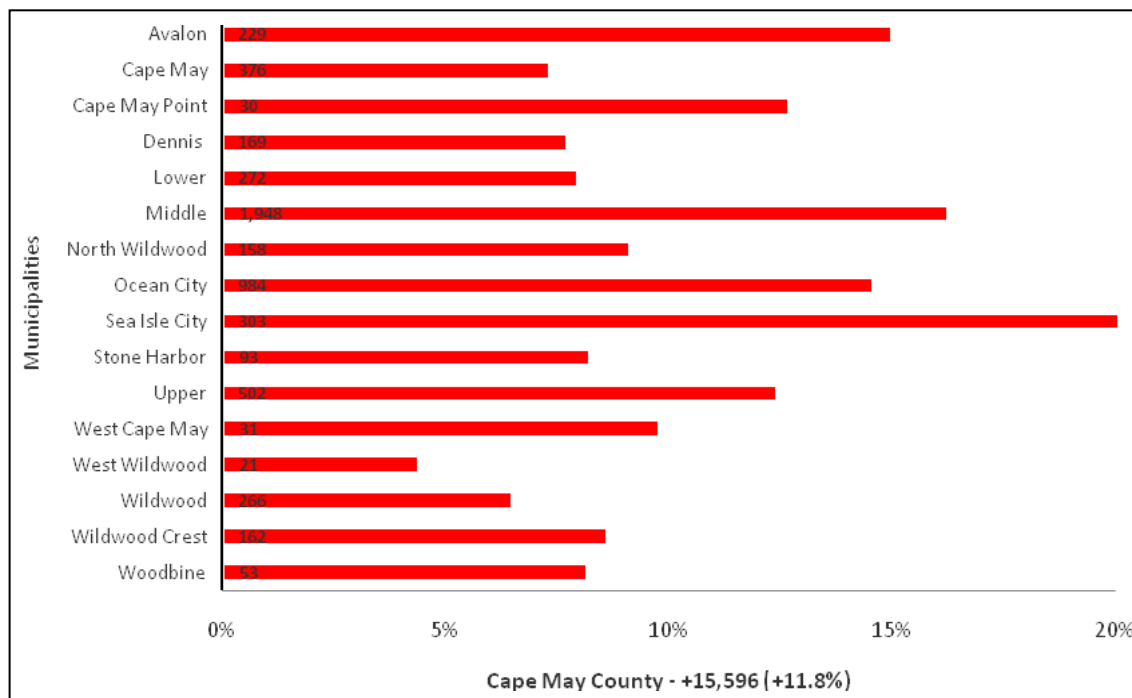
Source: U.S. Census Bureau LED Origin-Destination Data Base

Figure 6 shows the employment projections for each municipality in Cape May County for the period 2007 to 2020. The employment numbers used in Figure 6 were obtained from the SJTPO and are based on estimates using New Jersey Department of Labor records and economic databases developed by Moody's. As a result, the 2007 employment numbers shown in Figure 5, which are derived from the U.S. Census, are not the same as the 2007 employment numbers used in the SJTPO data.

The SJTPO indicates that Cape May County will gain almost 16,000 jobs between 2007 and 2020, which represents an increase of almost 12 percent, with the largest employment increases expected in Middle Township (+1,948 jobs), Ocean City (+984 jobs), and Upper Township (+502 jobs). Overall, job growth is expected to be the entire County is expected to experience varying degrees of job growth during this 13-year period.

The employment projections do not indicate how many jobs will be tied to the summer resort industry, which is largely comprised of seasonal rather than year round employment.

Figure 6 – Employment Change (2007 to 2020)



Source: South Jersey Transportation Planning Organization (SJTPO)

Commuting Patterns – Table 12 describes county-to-county work flow from 2002 and 2007 for the Cape May County labor force, as well as shows the municipalities where Cape May County residents work. Table 13 provides similar information for people who work in Cape May County.

Just over half of the Cape May County labor force also works in Cape May (56.3%), with nearly 58 percent of these commuters employed in Middle Township, Lower Township, and Wildwood. Approximately 17 percent of county residents commute into Atlantic County (16.5%), with over half of these commuters employed in Atlantic City, Somers Point, and Hamilton Township. Rounding out the top five commuting destinations were Cumberland (3.0%), Camden (3.0%), and Burlington Counties (2.3%).

Since 2002, the number of Cape May County residents who also work in the county has decreased 3.3 percent, with the number of residents commuting into Ocean, Camden, and Cumberland Counties increasing 20.2 percent, 14.0 percent, and 11.8 percent, respectively, during the six year period; it is also worth noting that although the total number of county residents commuting into Atlantic County declined by almost four percent during this period, the number of residents commuting into Hamilton Township increased 13.4 percent.

The most significant intra-county commuting change between 2002 and 2007 was the 15 percent drop in the number of Cape May County residents commuting into Upper Township.

Additionally, the fact that “all other locations” increased by 6.6 percent during this six year period indicates that the employment locations of Cape May County residents are becoming more dispersed.

Table 12 – Place of Work of Cape May County Labor Force (2002 to 2007)

Work Location	2002		2007		Percent Change
	Number	Percent	Number	Percent	
County					
Cape May	23,492	58.8%	22,713	56.3%	-3.3%
Atlantic	6,897	17.3%	6,632	16.5%	-3.8%
Cumberland	1,093	2.7%	1,222	3.0%	11.8%
Camden	1,064	2.7%	1,213	3.0%	14.0%
Burlington	995	2.5%	947	2.3%	-4.8%
Middlesex	759	1.9%	766	1.9%	0.9%
Mercer	770	1.9%	760	1.9%	-1.3%
Gloucester	628	1.6%	622	1.5%	-1.0%
Philadelphia	566	1.4%	560	1.4%	-1.1%
Ocean	436	1.1%	524	1.3%	20.2%
All Other Locations	3,225	8.1%	4,351	10.8%	34.9%
Municipality					
Middle township	7,197	18.0%	7,059	17.5%	-1.9%
Lower township	4,026	10.1%	4,138	10.3%	2.8%
Ocean City	2,460	6.2%	2,228	5.5%	-9.4%
Wildwood	2,000	5.0%	1,923	4.8%	-3.9%
Upper township	2,227	5.6%	1,895	4.7%	-14.9%
Atlantic City (Atlantic Co.)	1,651	4.1%	1,657	4.1%	0.4%
Cape May	1,235	3.1%	1,277	3.2%	3.4%
Somers Point (Atlantic Co.)	1,230	3.1%	1,099	2.7%	-10.7%
Dennis	1,018	2.5%	995	2.5%	-2.3%
Hamilton (Atlantic Co.)	644	1.6%	730	1.8%	13.4%
All Other Locations	16,237	40.7%	17,309	42.9%	6.6%

Source: U.S. Census Bureau LED Origin-Destination Data Base

Two-thirds of Cape May County employees also live in Cape May County (66.1%), with the majority of these workers living in the mainland municipalities – Lower, Middle, Upper, and Dennis Townships. Approximately 12 percent of County employees live in Atlantic County and another 4.7 percent live in Cumberland County.

The number of Cape May County employees who also live in the county dropped by about three percent between 2002 and 2007, with the number of county employees from neighboring Atlantic and Cumberland Counties increasing 26.3 percent and 27.8 percent, respectively, during the six year period. In addition, there was a significant jump in the numbers of workers commuting into the County from outside the region, with workers from Middlesex, Mercer, and Monmouth Counties increasing 76.2 percent, 62.0 percent, and 22.0

percent, respectively, during the six year period, although the absolute number of trips are small.

Table 13 – County of Residence of Cape May County Employees (2002 to 2007)

Residence Location	2002		2007		Percent Change
	Number	Percent	Number	Percent	
County					
Cape May	23,492	70.9%	22,713	66.1%	-3.3%
Atlantic	3,279	9.9%	4,140	12.1%	26.3%
Cumberland	1,267	3.8%	1,619	4.7%	27.8%
Camden	889	2.7%	952	2.8%	7.1%
Burlington	596	1.8%	678	2.0%	13.8%
Gloucester	573	1.7%	647	1.9%	12.9%
Ocean	638	1.9%	608	1.8%	-4.7%
Monmouth	218	0.7%	266	0.8%	22.0%
Middlesex	151	0.5%	266	0.8%	76.2%
Mercer	158	0.5%	256	0.7%	62.0%
All Other Locations	1,855	5.6%	2,193	6.4%	18.2%
Municipality					
Lower	6,415	19.4%	6,440	18.8%	0.4%
Middle	4,702	14.2%	4,885	14.2%	3.9%
Upper	2,652	8.0%	2,535	7.4%	-4.4%
Dennis	1,574	4.8%	1,889	5.5%	20.0%
Ocean City	1,935	5.8%	1,679	4.9%	-13.2%
Wildwood	1,410	4.3%	1,145	3.3%	-18.8%
North Wildwood	1,225	3.7%	974	2.8%	-20.5%
Egg Harbor (Atlantic Co.)	646	2.0%	911	2.7%	41.0%
Wildwood Crest	1,056	3.2%	870	2.5%	-17.6%
Cape May	709	2.1%	602	1.8%	-15.1%
All Other Locations	10,792	32.6%	12,408	36.1%	15.0%

Source: U.S. Census Bureau LED Origin-Destination Data Base

Major Generators

To ensure the convenience and responsiveness of a public and human service transportation system, it is important to provide service to certain locations where area residents, especially transit dependent populations, generally need to travel. These locations are referred to as major generators and include such destinations as major area employers (one employer or a grouping of employers such as in a business/industrial park); retail centers; health care and senior citizen facilities; job training centers; subsidized housing; and post secondary educational facilities (colleges and vocational/technical schools). Therefore, as part of this public and human service transportation analysis, it is necessary to assemble a comprehensive inventory of the destinations in the service area which fall into these categories. This type of inventory is provided in Table 14 and Table 15.

Major employers with at least 100 employees at one location were obtained from the New Jersey Department of Labor and Workforce Development; the other generators were obtained from the Cape May County Planning Department.

As shown in Table 14, approximately two-thirds of the major employers in Cape May County are located in the shoreline municipalities and are related to the summer resort industry. In most instances, these jobs represent seasonal rather than year round employment opportunities. Other major employers in the County include medical and health care facilities, nursing homes, retail establishments, and elementary and secondary schools. The high level of seasonal employment in the County may be a contributing factor why a significant number of Cape May County residents commute out-of-county for employment.

Table 14 – Major Employers

Site	Location	Employees
Woodbine Development Center	Woodbine	1,000-4,999
Burdette Tomlin Memorial Hospital	Middle Township	1,000-4,999
Lifestyle Management Center	Middle Township	1,000-4,999
Lobster House	Cape May	500-999
Lund's Fisheries Inc	Cape May	250-499
Cape Regional Medical Center	Middle Township	250-499
Gillian's Wonderland Pier	Ocean City	250-499
Morey's Pier	Wildwood	250-499
Avalon Yacht Club	Avalon	100-249
Golden Inn	Avalon	100-249
Windrift Motel	Avalon	100-249
Windrift Restaurant	Avalon	100-249
Carl T Mitnick School	Cape May	100-249
Cold Spring Fish & Supply Co	Cape May	100-249
Congress Hall	Cape May	100-249
Grand Hotel of Cape May	Cape May	100-249
Snow's/Doxsee Inc	Cape May	100-249
US Coast Guard Training	Cape May	100-249
ACME	Middle Township	100-249
Cape May County Counseling Services	Middle Township	100-249
Court House Convalescent	Middle Township	100-249
Crest Haven Nursing & Rehab	Middle Township	100-249
Home Depot	Middle Township	100-249
Middle Township High School	Middle Township	100-249
Middle Township Elementary School 4	Middle Township	100-249
Oceana Rehab & Nursing	Middle Township	100-249

Table 14 – Major Employers (Continued)

Site	Location	Employees
Obadiah's Restaurant	Upper Township	100-249
ACME	North Cape May	100-249
Marquis De Lafayette Hotel	North Cape May	100-249
Victoria Manor Nursing Center	North Cape May	100-249
Castaway Cove at Playland	Ocean City	100-249
Intermediate Middle School	Ocean City	100-249
Ocean City High School	Ocean City	100-249
Shores at Wesley Manor	Ocean City	100-249
Super Fresh	Ocean City	100-249
Oceanview Center of Rehab	Ocean View	100-249
K-Mart	Middle Township	100-249
Lowe's	Middle Township	100-249
Shop Rite Supermarket	Middle Township	100-249
Wal-Mart	Middle Township	100-249
ACME	Sea Isle City	100-249
Busch's Seafood Restaurant	Sea Isle City	100-249
Deauville Inn	Strathmere	100-249
ACME	Wildwood	100-249
Beach Terrace Inn	Wildwood	100-249
Boat House Restaurant	Wildwood	100-249
Raging Waters Water Park	Wildwood	100-249
Splash Zone Water Park	Wildwood	100-249
Uries Waterfront Restaurant	Wildwood	100-249
Wildwheels Raceway & Adventure	Wildwood	100-249
Crab House at Two Mile Landing	Wildwood Crest	100-249
Wildwood Linen Supply	Wildwood Crest	100-249
Child Study Team	Woodbine	100-249

Source: New Jersey Department of Labor and Workforce Development

Table 15 lists the other major generators in Cape May County, some of which are also listed as major employers. Overall, 36 of the 63 generators listed in Table 15 are located in Middle Township and Ocean City. That being said, major generators are fairly evenly disbursed throughout the shoreline and mainland communities in the County.

Table 15 – Other Major Generators

Site	Location	Category
Robins Nest	Middle Township	Job Training Center
Job Connection	Wildwood	Job Training Center
New Jersey Employment Services	Wildwood	Job Training Center
Burdette Tomlin Hospital	Middle Township	Hospital
Cape Regional Medical Center	Middle Township	Hospital

Table 15 – Other Major Generators (Continued)

Site	Location	Category
Howard Stainton Center	Ocean City	Senior Center
Lower Cape Senior Center	Lower Township	Senior Center
Mid-County Nutrition Center	Middle Township	Senior Center
North Wildwood Senior Center	North Wildwood	Senior Center
Upper Township Senior Center	Upper Township	Senior Center
Dennis Township Senior Center	South Dennis	Senior Center
Middle Township Senior Center	Middle Township	Senior Center
Magnolia Adult Day Care	Middle Township	Adult Day Care
Senior Adult Care	Middle Township	Adult Day Care
Bayview Manor	Ocean City (two locations)	Senior Citizen Housing
Lions Center	Wildwood	Senior Citizen Housing
Sandman Towers	Wildwood	Senior Citizen Housing
Homestead Condominiums	Ocean City	Senior Citizen Housing
The Shores at Wesley Manor	Ocean City	Senior Citizen Housing
Victoria Commons	North Cape May	Senior Citizen Housing
Victorian Towers	Cape May	Senior Citizen Housing
Loyalton	Middle Township	Senior Citizen Housing
Chapin House	Middle Township	Senior Citizen Housing
Westley By the Bay	Ocean City	Senior Citizen Housing
East Creek Manor	Woodbine	Sheltered Care
Tracey House	Ocean City	Sheltered Care
Victoria Commons	Cape May	Sheltered Care
North Cape May Nursing & Rehab Center	North Cape May	Nursing Home
Cape May Care Center	Middle Township	Nursing Home
Court House Convalescent & Rehab Center	Middle Township	Nursing Home
Crest Haven Nursing Home	Middle Township	Nursing Home
Eastern Shore Convalescent Center	Dennis Township	Nursing Home
Lutheran Home of Ocean View	Dennis Township	Nursing Home
Victoria Manor Nursing Center	North Cape May	Nursing Home
Gateway Shores	Middle Township	Age Restricted Housing
Marina Bay	North Wildwood	Age Restricted Housing
Yorkshire Place	Lower Township	Age Restricted Housing
Lawson Proposal	Ocean City	Age Restricted Housing
Parsia Proposal	Ocean City	Age Restricted Housing
Osprey Point	Dennis Township	Age Restricted Housing
Wyndemere	Middle Township	Age Restricted Housing
Grande Village	Middle Township	Age Restricted Housing
Park View Mobile Home Park	Middle Township	Age Restricted Housing
Seaboard Village	Middle Township	Age Restricted Housing
Haven House	North Cape May	Age Restricted Housing
K. Hovnanian Shore Acquisitions	Middle Township	Age Restricted Housing
Cape May Housing Authority	Cape May	Subsidized Housing

Table 15 – Other Major Generators (Continued)

Site	Location	Category
Ocean City Housing	Ocean City	Subsidized Housing
Wildwood Housing Authority	Wildwood	Subsidized Housing
North Cape May Shopping Center	North Cape May	Retail Center
Lowe's	Middle Township	Retail Center
Home Depot	Middle Township	Retail Center
Wal-Mart	Middle Township	Retail Center
Shop-Rite Plaza	Middle Township	Retail Center
K-Mart Center	Middle Township	Retail Center
Village Shoppes	Middle Township	Retail Center
ACME	Middle Township	Retail Center
ACME	North Cape May	Retail Center
ACME	Sea Isle City	Retail Center
ACME	Wildwood	Retail Center
Seaville Shopping Center	Dennis Township	Retail Center
Superfresh	Ocean City	Retail Center
Atlantic Cape Community College	Middle Township	College/Trade School
Cape May County Technical School	Middle Township	College/Trade School

Source: Cape May County Planning Department & Dept of Housing and Urban Development

Summary of Key Findings

The key findings of the analysis of community characteristics in Cape May County are summarized in the bullet points below.

Population

- Cape May County is the second least populous county in the SJTPO region and the second least populous county in the State. The population in Cape May County is split about 60/40 between the mainland and shoreline municipalities. The most populous municipality is Lower Township (pop. 20,328), followed by Middle Township (pop. 16,278), and Ocean City (pop. 14,756).
- Cape May County was the only county in the region and was one of only three counties in the State that lost population between 2000 and 2008; overall, the county lost nearly 7,000 people (-6.3%), with over two-thirds of the population decline attributed to three mainland municipalities – Lower Township (-2,617), Middle Township (-1,174), and Dennis Township (-767).

However, the County is expected to experience a modest population growth rate of about one percent for the 2000 to 2010 period, with long term population projections indicating a growth rate of about six percent or 6,000 people between 2000 and 2020. During the 20-year period, over three-quarters of the population

growth is expected to occur in Middle Township (+2,864) and Ocean City (+2,039), with Sea Isle City demonstrating the highest rate of growth (+27.5%) during this period.

Population Density

- Cape May County exhibits an overall density of approximately 400 persons per square mile, with the shoreline municipalities comprising the most densely populated areas in the county, which in some cases, exceed 2,000 persons per square mile. In contrast, the population density in the mainland area of the County is largely under 500 persons per square mile.

Target Groups

- Overall, the transit-dependent population groups in Cape May County – senior citizens, persons with disabilities, persons living below the poverty level, and households without access to a vehicle – have decreased between 2000 and 2008, with the magnitude of decline being more drastic compared to the region and the state as a whole.

In the region, Cape May County has the lowest percentages of persons with disabilities, persons living in poverty, and households without access to a vehicle; however, the county does exhibit the highest proportion of senior citizens in the region and also has the highest median age.

The pattern is very much the same when compared to the statewide average, with the only exception being the disabled population is more prevalent in Cape May County than in the state as a whole.

Employment

- For the period 2002 to 2007, Cape May County gained approximately 1,100 jobs, an increase of 3.7 percent. Approximately three-quarters of the job growth occurred in Lower Township (+745) and Middle Townships (+559), with no other municipality adding more than 151 jobs during the six year period.
- Between 2007 and 2020, the employment scenario in Cape May County suggests a possible net-gain of almost 16,000 jobs, with Middle Township, Ocean City, and Upper Township expected to experience the largest increase in jobs during this period. It is unknown how many of these jobs are tied to the seasonal summer resort industry.

Commuting Patterns

- Just over half of the Cape May County labor force also works in Cape May County (56.3%), with nearly 58 percent of these commuters employed in Middle Township, Lower Township, and Wildwood. Approximately 17 percent of county residents commute into Atlantic County (16.5%), with over half of these commuters employed in Atlantic City, Somers Point, and Hamilton Township. Rounding out the top five commuting destinations were Cumberland (3.0%), Camden (3.0%), and Burlington Counties (2.3%).
- Two-thirds of Cape May County employees also live in Cape May County (66.1%), with the majority of these workers living in the mainland municipalities – Lower, Middle, Upper, and Dennis Townships. Approximately 12 percent of County employees live in Atlantic County and another 4.7 percent live in Cumberland County. The report findings also noted that there has been a significant increase in the number of Cape May County employees commuting from neighboring Atlantic and Cumberland Counties, as well as employees coming from farther distances in New Jersey – Middlesex, Mercer, and Monmouth Counties.

Major Generators

- The majority of the major employers in Cape May County are located in the shoreline municipalities and are related to the summer resort industry; as a result, many of the jobs in the county are seasonal and do not provide year round employment.
- In general, other generators that would be frequented by public transportation riders – shopping centers, senior citizen facilities, and medical centers – are evident throughout Cape May County, but are most prevalent in Middle Township and Ocean City.

COORDINATION, REGIONAL ISSUES AND POLICY GUIDELINES

This chapter reviews the coordination options and recommendations identified in the 2007 HSTP for Cape May County and refines and modifies these areas to reflect any changes that have occurred in the county since 2007. Another aspect of the current analysis is to delineate regional issues that extend beyond the boundaries of a single county. Finally, this chapter presents policy guidelines for assessing projects for consistency with the United We Ride initiative to secure federal funding.

A significant component of the HSTP Update for Cape May County is to analyze how the existing human service transportation agencies in the county are organized and whether the various demand responsive services administered and operated by various providers, can be improved through organizational changes in the county. The current analysis of the existing transportation network in Cape May County and the setting in which they are operated support and reconfirm the earlier conclusion that a more coordinated organizational framework would be beneficial to special and public transportation in the county, particularly in terms of eliminating or reducing duplication in services, filling service gaps, and providing more efficient utilization of transportation services and resources for agency clients and transit dependent population groups. It is recognized that Cape May County already has a partially consolidated system with various organizations contracting with Fare Free Transportation to operate the transportation service they provide their clients.

Coordination Models

The 2007 HSTP for Cape May County presented and analyzed five coordination models for organizing human service transportation in the county and eliminating or reducing duplicative services, filling service gaps, and providing more efficient utilization of transportation services and resources for agency clients and transit dependent population groups. The five models included: (1) multiple independent transportation providers and operators; (2) creation of a coordinating committee between some or all of the current service providers; (3) consolidation of functions into one or more agencies (partial consolidation); (4) consolidation of all functions into a single agency responsible for the oversight and administration of all human service transportation in Cape May County (full consolidation); and (5) creation of a broker system which would create a framework for the purchase and delivery of transportation services. A summary of the key aspects of each model is presented in Table 16.

Table 16 - Summary of 2007 Cape May County HSTP Coordination Models

Coordination Models	Characteristics of Coordination Models
Multiple Independent Providers and Operators	<ul style="list-style-type: none"> Each service provider in Cape May County continues to operate their own service or purchase transportation service from a third party. None of the major functional areas involved in providing demand responsive transportation service are coordinated in Cape May County, such as administration, public information, scheduling, reservations, operations, vehicle maintenance, and funding. Only clients and the sponsored groups of the organizations providing transportation service have access to service in areas not served by NJ Transit fixed route bus service or Fare Free Transportation. The span of service will continue to be limited, which impacts the types of service that can be provided and the types of trips that can be served.
Coordinating Committee	<ul style="list-style-type: none"> Service providers would informally coordinate their services in one or more the major functional areas involved in providing demand responsive transportation service (i.e., administration, public information, scheduling, reservations, operations, vehicle maintenance, and funding) with the participating agencies responsible for identifying local service needs, priorities, and coverage solutions. Benefits to participating organizations can include lowering administrative costs with trip sharing and identifying service redundancies, combine resources to expand availability & distribution of public information materials, improve service efficiency by developing uniform data collection techniques, and encourage greater cooperation in terms of identifying and pursuing funding sources. Each service provider would continue to be responsible for its clients/passengers and continue to have primary responsibility for the functional areas involved in transportation. The ability to make fundamental policy changes is limited to those functional areas which are informally negotiated between the organizations participating in the process. Accountability is limited since coordination does not include a single oversight group. Also, this model does not address the need to expand service and respond to new markets.

Table 16 - Summary of 2007 Cape May County HSTP Coordination Models (Continued)

Coordination Models	Characteristics of Coordination Models
<p>Partial Consolidation</p>	<ul style="list-style-type: none"> • This model would establish formal transportation coordination agreements, either through the partial consolidation of certain transportation functional area(s) to specific provider(s) or consolidate transportation from many providers to few providers. • Partial consolidation would still allow existing providers administrative control over their service while complete consolidation would transfer all transportation functions to the delegated providers. • Many aspects of partial consolidation currently exist in Cape May County, with many programs in the county relying on Fare Free Transportation to handle all transportation functions. • Benefits of partial consolidation into fewer organizations include economies of scale, professional public transportation management, greater accountability, more organized pursuit of funding, and more responsive to mobility needs and serving new markets.
<p>Consolidation Into Single Entity</p>	<ul style="list-style-type: none"> • All existing service providers in Cape May County would eliminate their transportation function and one organization would be selected to serve as the operating entity in the county. Organizations that act as both service provider and operator could continue as service providers only or could choose to direct their transportation funding to the designated provider and no longer be responsible for administering transportation service. • One example would be to designate Fare Free Transportation as Cape May County's public transportation operating agency for all services. • Benefits of complete consolidation into a single organization include economies of scale, a more consistent policy and direction of service to address mobility needs and serve new markets clear and consistent direction of service, professional public transportation management, greater accountability, more organized pursuit of funding, the need to contact one organization for all public and human service transportation, and more responsive to mobility needs and serving emerging travel needs • One potential concern under this model is that labor rates may increase with one organization compared to multiple smaller providers.

Table 16 - Summary of 2007 Cape May County HSTP Coordination Models (Continued)

Coordination Models	Characteristics of Coordination Models
<p>Brokered System</p>	<ul style="list-style-type: none"> • A single organization is responsible for reservations and scheduling and then assigns trips to various operators that have a contract with the broker. • Existing service providers could continue to operating service under contract with the broker or delegate all transportation functions to the broker and its contracted operators. • Benefits of a brokered system include enhanced efficiency and effectiveness since all trips in Cape May County are considered when assigning vehicles and drivers; clients/passengers need to call one organization to make a reservation; broker would provide a more consistent policy and direction of service to address mobility needs and serve new markets; and a single organization is more effective at securing funding since this organization serves a larger number of groups and constituencies. • Compared to a single organization responsible for transportation service in Cape May County, a brokered system would likely not result in higher labor rates as each contracted operator would set their own wage rates. • The Broker could be an outside party under contract with Cape May County or an existing service provider, such as Fare Free Transportation, designated by the county. In some instances, one agency can perform the role of service provider, broker, and contracted operator.

Of the five organizational alternatives presented in the 2007 HSTP for Cape May County, the implementation of a brokered transit system was recommended as the preferred ultimate approach to meeting the mobility needs in the county. Using this model, all transportation providers in Cape May County would eventually be consolidated under Fare Free Transportation with Fare Free acting as the broker. This organizational model is a continuation of the transportation goals established in the *Community Transportation Plan* for Cape May County completed in 1998 and updated in 2002, which recommended consolidating all county transportation services under Fare Free Transportation leading to the eventual creation of a brokered system. This recommendation was pursued and various county transportation programs were consolidated under Fare Free Transportation.

Since most of the transportation functions in Cape May County are already provided by Fare Free Transportation - which has dedicated staff trained in transportation management and operations and is the designated recipient of the transportation funding programs administered by the county – the system is the most suitable organization to lead the implementation of a brokered system. In addition, as the broker system emerges in the county the opportunity may

exist for Fare Free Transportation to operate certain trips sponsored under the Access Link and Medicaid programs which are currently handled on a statewide basis.

It is recognized that coordination of human service transportation is a process of incremental steps, rather than a single activity. To implement the brokered system in Cape May County, Fare Free Transportation would be responsible for forming a Public and Human Service Transportation Coordinated Planning Committee comprised of current service providers, Cape May County administration, appropriate state agencies, and system users. This coordinating committee would be responsible for developing policy issues detailing the structure and operation of a brokered system, as well as continue the ongoing coordinated planning process required under the United We Ride program. The committee would also be responsible for identifying local priorities for service improvements and how federal, state, and local funds should be pursued.

In addition, the coordinating committee would address the following issues:

- creating a single source of public information for the combined system;
- establishing a forum for solving problems and sharing expertise;
- making joint purchases to reduce operating costs;
- developing a database of clients and service;
- use of common forms and data collection and processing procedures;
- creating a mechanism for the purchase of service among agencies;
- facilitating joint or reciprocal fare arrangements, if applicable;
- coordinating the scheduling of difficult or long distance trips;
- sharing in the cost of vehicle maintenance;
- encouraging the participation of other area organizations such as NJ Transit; and
- acting as an advocate on behalf of the public and human service transportation system.

Several transportation functional areas were considered for how they would be affected under a brokered system. The breakdown of each function is highlighted below:

- **Administration** – Fare Free Transportation would assume responsibility for many administrative functions and report to the various participating agencies. The agencies would establish eligibility requirements for their clients and maintain their own eligible client lists if applicable.

- **Public Information** - Individual agencies could continue to market their various programs or delegate this activity to Fare Free Transportation. If delegated to Fare Free Transportation, there is significant opportunity for improved awareness of the services available through a centralized public information effort.
- **Reservations** - The public calls one number for the transportation services of all participating agencies. Fare Free Transportation then takes and processes all reservations. Ease of access for the clientele of the participating agencies is increased significantly.
- **Scheduling** - All reservations, both standing and one-time trips, are centrally scheduled. A larger pool of passenger trips allows for increases in scheduling efficiency. Trips are assigned to vehicle runs based on efficiency criteria. Vehicles only operate in close proximity to one another when necessary due to capacity or the nature of the trips being provided. Therefore, supply and demand are more evenly matched.
- **Transportation/Operations** - The brokered system would allow for the participation of various private operators currently available in the county which could minimize costs and enhance financial efficiency. Day to day operations would remain the responsibility of the operators.
- **Maintenance** - Each operator will assume responsibility for their vehicle maintenance. Some consistency in quality can be assured through vehicle maintenance requirements included in the contract with Fare Free Transportation.
- **Revenue/Subsidy** - Although the transportation services currently provided in Cape May County by the various providers do not charge a fare to passengers, the brokered system offers the potential to develop a single fare structure in the future. Also, a single, concentrated effort at securing additional funding sources will increase the likelihood of success. The broader nature of the services offered will also be more attractive to a wider audience thereby creating a larger pool of support for new or expanded funding. Also, the pooling of local resources used for services could be used as local match to leverage additional federal funds.

The brokered system would create significant changes in the transportation structure in Cape May County by offering the current service providers various options for offering transportation services to their clients. Under this system, the current providers could continue to act as an operator or purchase service through the broker and significantly reduce the administrative burden of their transportation services by delegating reservations, scheduling, public information, and billing to the broker. The current providers could also choose to become simply a purchaser of service. In this case, the agency would only need to determine

the eligibility of their clients, communicate that eligibility to the broker, and then purchase the service as it is needed.

A brokered system could respond to the policy changes and would be better positioned to expand service to all residents as well as to meet new and emerging travel needs. This would improve the system's ability to provide greater access, more transit coverage, longer hours of weekday service and possibly weekend service. The majority of service that is currently provided in Cape May County is available during weekday business hours.

This model will also establish consistent operating parameters which will enhance the overall quality of transportation services through consistency ensured by quality of service requirements included in the operators' contracts with the broker. Another advantage to the brokered system is that human service transportation would be managed by a professional team of transit managers. All of these factors will greatly enhance the accountability of the system overall.

The brokered system should be able to achieve increased efficiency and effectiveness. Rising costs due to labor compensation is not as much of a concern under the brokered option because each of the contracted operators would set their own wage rates. Economies could be obtained in terms of administrative positions. Also, schedule efficiencies would increase since all trips are considered when assigning vehicles and drivers.

The presence of the brokered system would allow various agencies and non-profit organizations to secure funding for various transportation needs by demonstrating the cost efficiencies gained through purchasing service on the brokered system. Agencies seeking funding to meet transportation needs will be able to show that they had no need to administer and operate a transportation system or purchase and maintain vehicles. A broker system comprised of multiple organizations is also generally more effective at securing funding compared to individual organizations attempting to secure smaller portions of the same funding on their own.

In the interim, the 2007 HSTP for Cape May County also recommended the development of a single source of public information regarding the transportation services currently available in Cape May County and the establishment of a satellite assessment site somewhere in the county for residents wanting to apply for eligibility under Access Link. This could help to address the perceived inconvenience of the application process and make the service a mobility option for more eligible residents in the county. There are two Access Link assessment sites in the SJTPO region – Egg Harbor Township in Atlantic County and Bridgeton in Cumberland County.

Updated Human Service Transportation Coordination Recommendations

Since the 2007 HSTP for Cape May County, the implementation of a brokered system has progressed to the establishment of the Coordinating Committee to prioritize funding programs and the establishment of Fare Free Transportation as the lead contact regarding transportation coordination. Although Fare Free Transportation is the designated county-based coordinated transportation system in Cape May County, there are still various organizations in the county separate from Fare Free Transportation serving specific clients or population groups (e.g., Access Link).

The New Jersey Department of Human Services (DHS), Division of Medical Assistance and Health Services (DMAHS) recently awarded a contract to a privately operated transportation broker (i.e., Logisticare) to administer all eligible Medicaid and N.J. FamilyCare clients in the state. This company schedules all trip requests and then assigns the trips to certified local transportation providers based on a negotiated reimbursement rate. Medicaid transportation was provided by the Cape May County Board of Social Services who in turn contracted with Fare Free Transportation to provide Medicaid transportation.

The fact that Access Link and Medicaid transportation services are independent operations that do not coordinate service with Fare Free Transportation is an issue that will need to be addressed as Cape May County moves forward with an efficient and effective brokered system. Access Link offers relatively few trips in Cape May County because of the limited coverage of NJ transit bus routes. In contrast, the Medicaid program helped to financially support the overall transportation operations of Fare Free Transportation and contributed to its financial viability. The Medicaid trips resulted in economies of scale since the number of trips served was relatively high. Accordingly, Fare Free Transportation should explore opportunities to operate some, and possibly all, the Medicaid sponsored trips. Since Logisticare is serving as a statewide broker for medical transportation, Fare Free Transportation could serve as a contractor.

Near term activities, as part of the coordination process, would be for Fare Free Transportation to assume responsibilities for and perform the following:

- Continue to serve as the lead agency for human service transportation and implementation of increased coordination.
- Chair the Cape May County Coordination Committee which includes providers, social service agencies and other interested parties.
- Serve as the Cape May member of the SJTPO steering committee concerned with human service transportation and the United We Ride initiative. This would include participation in the development and update of the Statewide Transportation Improvement Program STIP).

- Create and update a single source of information regarding the human transportation services available in Cape May County. This resource guide should be posted on the internet and published as a pamphlet that would be available to the public. This would be the first step in establishing a centralized customer service function.
- Currently, information regarding Fare Free Transportation is available on the Cape May County government website.
- County residents seeking to be eligible to ride Access Link are still required to travel to assessment sites located in either Egg Harbor Township in Atlantic County or Bridgeton in Cumberland County. Fare Free Transportation should advocate a local site for eligibility assessment on selected days every month.
- Cape May County, through Fare Free Transportation, should continue to maintain and expand the level of coordination eventually lead the county into a broker system.
- Recognizing the need to incorporate Access Link and Medicaid trips, Fare Free Transportation should pursue coordination opportunities with NJ Transit and New Jersey Department of Human Services, Division of Medical Assistance and Health Services and their contractors.
- Fare Free Transportation should explore service and move forward with implementation of the expansion proposals that emerged from the 2007 study. It is recognized that the funding situation is constrained which may limit the ability to expand service in the near term.

It is important to recognize that a broker system will continue to allow smaller service providers (e.g., van at group home) in the county the autonomy to control the amount and type of service they provide to their clients/passengers with the additional benefit of providing these individuals access to a larger array of transportation options to meet their mobility needs. This is less of an issue in Cape May County since there are fewer service providers compared to other counties in the SJTPO region.

Fare Free Transportation will need to convince organizations to participate in a broker system by identifying the cost ramifications of the system and identify funding sources to offset any cost impacts to participating service providers. Funding sources may include new grant funding, a per trip charge assessed to the service providers participating in the system or potentially through instituting a fare on county services that at this time are provided at no cost to the rider. It is vital that Fare Free Transportation present the benefits of greater

coordination in terms of how it can improve the efficiency and effectiveness of operations, provide more flexibility in the provision of service, and maximize limited resources. Further, a coordinated system comprised of multiple organizations is also generally more effective at securing funding compared to individual organizations attempting to secure smaller portions of the same funding on their own.

Regional Issues

Another element of the current analysis is to incorporate a regional perspective in the planning process for updating Cape May County's Human Service Transportation Coordination Plan. In similar studies, a consistent trend in the nature of these issues has been observed. Also, some of these issues are addressed at both the county and regional levels. In the broadest sense, regional issues typically fall into one or more of the following categories: Institutional/Policy Issues, Services/Eligibility, Public Information/Customer Service, Financial, and ITS & Technology.

- **Institutional/Policy Issues** – Issues in this category address the roles and responsibilities of local, regional, and statewide agencies in fostering improved coordination at the regional levels. Some issues may focus on organizations and programs themselves, while others may focus on regulatory issues that are perceived to impede coordination (e.g., rules and regulations regarding vehicle insurance that impede coordination efforts).
- **Services/Eligibility** – These are issues related to client eligibility for human service transportation as well as service improvements, or modifications that might be considered in order to improve coordination and overall access to transportation (e.g., requests for additional services on nights and weekends and more access for non-agency clients to transportation).
- **Public Information/Customer Services** – This category address issues related to enhancing the amount and quality of information provided to customers of existing services and improvements to customer education regarding changes in programs and the services they provide. Also, included in this category are enhancements to the information provided to agencies on federal program requirements (e.g., United We Ride policy related findings and recommendations, such as vehicle sharing).
- **Financial** – Issues in this category focus on such things as use of federal and state funds, especially SCADRTAP funds, cost sharing, agency billing and client user charges. The ability to attract more agencies to the table may require some type of incentives. In the current environment, funding levels are of particular concern because of the economy, stress on local budgets and the reduced SCADTRAP funding with reduced casino revenues.

- **ITS/Technology Improvements** – Intelligent transportation system (ITS) technologies may be implemented to address operational barriers to coordination in the future, including fare coordination. There are many opportunities for ITS to improve both the service delivery and background infrastructure.

The work that has been conducted as part of this study has not yielded any particular regional themes. Most of the needs and issues that have been identified are particular to each county. However, this does not mean that regional issues do not exist. Rather, it may just indicate that issues of regional significance are not as urgent as those at the county level. The Regional Human Service Transportation Plans that were developed in June 2007 identified a series of items to be addressed by the coordinating committees for each of the four counties. A number of these items also have relevance to the entire region and are identified in Table 17. As shown in this exhibit, the issues of regional significance are mainly related to the administration of HST (e.g., joint procurements, fare reciprocity). However, there are opportunities to improve services where inter-county trips are concerned.

Table 17 – Issues Relevant to the SJTPO Region

Coordination Item	Relevance	
	County	Region
• creating a single source of public information for the combined system	✓	
• establishing a forum for solving problems and sharing expertise	✓	✓
• making joint purchases (which could also result in cost savings)	✓	✓
• sharing the cost of major purchases	✓	✓
• developing a data base of clients and service through the use of common forms and data collection/processing procedures	✓	
• creating a mechanism for purchases of service among agencies	✓	
• facilitating joint or reciprocal fare arrangements	✓	✓
• coordinating the scheduling of difficult or costly trips (e.g., out of county)	✓	✓
• creating a mechanism for purchase of vehicle maintenance services among agencies	✓	
• working to secure the participation of other area organizations	✓	
• acting as an advocate on behalf of the public and human service transportation system	✓	✓
• facilitating acquisition and use of similar technologies (e.g., software packages, to obtain economies of scale and permit the exchange of information among agencies	✓	✓

Presented below is a brief description of six areas where consideration of regional issues will benefit the human service transportation system.

- **Regional Coordination Committee**
Coordination Item: Establishing a Forum for Solving Problems and Sharing Expertise

It was recommended in the prior HSTPs that each of the counties in the SJTPO region establish a forum for addressing problems and sharing expertise. While this has progressed in each county to some degree, there has not been a similar effort made on a regional level. The benefits of establishing such a forum would include:

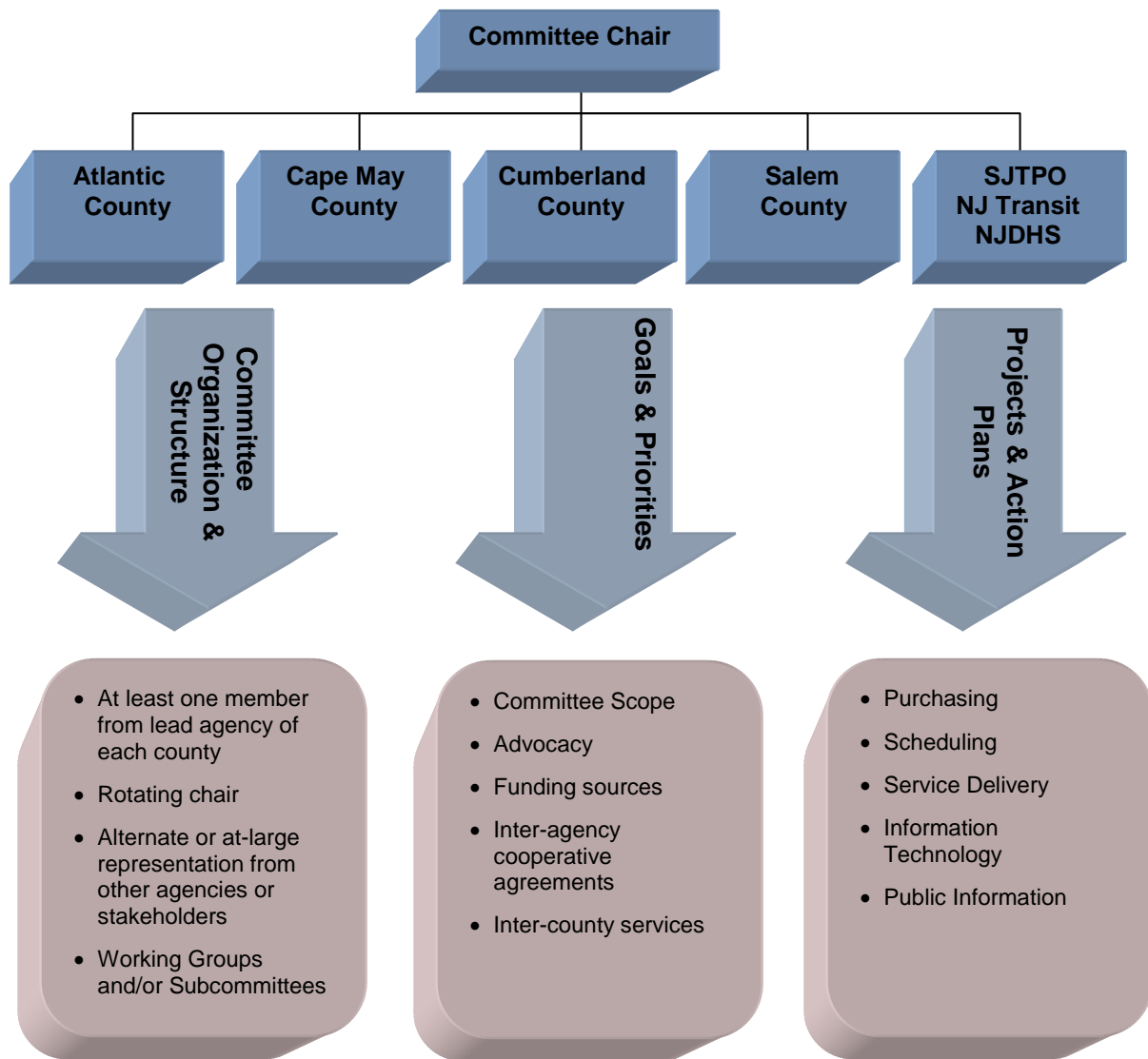
- Improved communication among the counties;
- Identifying common needs;
- Participate in problem solving where one agency can benefit from the experience of another;
- Share information related to workable service planning and delivery concepts; and
- Provide an umbrella organization for human service transportation programs.

To this end a Regional Coordination Committee could be established that would assist in promoting coordination of services within and among the counties whenever possible. The committee would establish its own set of goals and objectives and develop projects and priorities to promote regional coordination. To an extent, the current study steering committee has served as a forum for discussing regional issues.

Once a set of regional priorities is established, the committee could establish specific working groups, or subcommittees to develop projects and/or action plans to address specific priorities. A possible organization for the Regional Coordination Committee is illustrated in Figure 7. Another possibility is to follow the organization of the current study where SJTPO could serve as the administrative lead agency

As shown in the exhibit, each county, SJTPO, NJ Transit and NJDHS would be represented by one or more persons with additional membership determined by the committee (e.g., other agencies and stakeholders). Each of the local members would act as a liaison with the agencies and stakeholders in their respective county, which would facilitate communication of ideas between groups and help reduce duplication of efforts. As such, the communication of ideas would be from the ground-up. The diagram shows organizations in South Jersey along with regional and state representation with a major stake in the human service transportation program.

Figure 7 – Regional Coordination Committee



- **Joint Purchasing**

Coordination Items: Making Joint Purchases (which could also result in cost savings) Sharing the Cost of Major Purchases

Joint purchasing is an area in which there is an opportunity to promote coordination and more efficiently use existing resources. As an extension of the Regional Coordination Committee concept, a working group or subcommittee could be established to identify opportunities for joint purchasing of services, equipment, and technologies. In order to ensure that the requirements of the different funding sources (i.e., local, state and federal) are met, joint purchasing policies could be

developed and disseminated through the Regional Coordinating Committee. Standard boilerplates for solicitations could be developed to ensure that appropriate terms, conditions, and clauses are included. The areas that would need to be addressed for such procurements would include:

- Specification development;
- Principles for developing cost estimates;
- Policies and standards for various procurement methods (e.g., IFB, RFP, and piggybacking);
- Standards for selection procedures;
- Protest procedures; and
- Contract administration.

Related to the issue of joint procurements is the current practice of NJ Transit to purchase all vehicles on behalf of their federal subrecipients. Some local service transit providers have expressed concerns about the time required to acquire vehicles and place them in service. An alternative approach used by some other states is for the state to initiate a competitive process and develop a list of approved vendors for a variety of small transit buses and vans. Local agencies can then order directly from the state-approved vendors. This approach has proven to be a way to expedite procurements for small agencies.

- **Fare Policy and Fare Structure**

- Coordination Item: Facilitating Joint or Reciprocal Fare Arrangements***

Development of a regional fare policy and fare structure is an area where there could be opportunities for regional coordination. Such coordination could begin with an evaluation of existing fare policies and structures in order to determine what policy changes may enhance coordination on both an intra-county and inter-county level. Even in cases where agencies currently provide services free of charge to the eligible residents of their own county, this does not preclude developing a fare policy and structure in which these services are made available for a fee to those who are not currently eligible.

Depending on the extent to which such coordination is feasible, projects could be developed within the framework of the Regional Coordination Committee to implement a region-wide fare payment system as has been done in other regions of the country. Implementation of a region-wide fare policy and structure would go

hand-in-hand with any efforts to coordinate inter-county trips that currently are not being served.

- **Scheduling and Service Delivery**

Coordination Item: Coordinating the Scheduling of Difficult or Costly Trips

Through the structure of the Regional Coordination Committee, a review and assessment of the specific needs for inter-agency and inter-county trips in the region could be conducted. As needs are identified, action plans and projects could be developed that would address such needs. Although such coordination may start simply and perhaps utilize manual processes (e.g., sharing client databases and coordinating schedules via telephone), future efforts might include sophisticated technologies to facilitate trip scheduling and dispatching. Such technologies may include:

- Advanced communication equipment (e.g., centralized phone lines, high speed data lines, and wireless technologies);
- Sophisticated scheduling software;
- Wide area and local computer networks;
- Automatic vehicle location devices; and
- Mobile data terminals.

While the need in this area has been recognized, there has not been a significant effort in the region to identify its true extent. The process could begin with coordination of scheduling and service delivery on an intra-county level. Once viable, coordinated reservations, scheduling, and dispatch functions are implemented at the county level, this model could be used to develop a regional brokerage program. A regional brokerage structure would require several additional functions, which are currently not in existence. These would include:

- A central information center for customer service;
- Satellite call centers for intake and reservations;
- Regional process for determining eligibility for different services;
- Standard operating procedures for service delivery;
- Standard reporting mechanisms to ensure data consistency; and

- Reconciliation procedures for billing of client agencies and payments to service providers.

The participants in such a program could be a mix of public agencies, private non-profit organizations, and private service providers. Functions such as intake and eligibility determinations could still be handled at the agency level, whereas the broker would handle reservations and dispatching to ensure consistent service delivery. The broker could also handle all of the billing and payment functions, reconciling accounts for client agencies and service providers alike. Individual agencies need not give up the control of their existing services, but rather only those trips that cannot be served by an individual agency would be referred to the regional broker, who would then schedule the trip.

- **Advocacy**

Coordination Item: Acting as an Advocate on Behalf of the Public and Human Service Transportation System

The next area in which there is potential for regional coordination is advocacy. Currently, there are more than 50 entities (agencies, municipalities, transportation providers, and non-profit organizations) in the four-county SJTPO region that provide some level of human service, or demand responsive transportation. Undoubtedly, there are numerous areas in which these entities have common ground. As such, the Regional Coordination Committee concept could be a venue for identifying and prioritizing the issues that are most important to these entities. A vibrant regional advocacy program may include the following:

- Raising public awareness of the services available;
- Informing decision-makers and elected officials on transportation issues;
- Create a working relationship with both NJ Transit and DHS and their contractors (e.g., LogistiCare) as it relates to ADA and Medicaid transportation through the statewide and sector contracts;
- Consolidating efforts to affect public policy and legislative change; and
- Raising public awareness of the human service transportation needs in the region.

Although a certain level of advocacy currently exists in each county, the Regional Coordination Committee structure would create an additional platform from which

the issues and concerns of the constituencies served by the participating agencies could be heard.

- **Scheduling Software and Technology**

Coordination Item: Secure similar software packages to assure compatibility among agencies

A key determinant of agency costs are the utilization of drivers and vehicles and a combined scheduling approach, rather than each agency or program scheduling trips for their clients. This should permit economies and permit exchange of information among agencies. The desired outcome of such an approach is as follows.

- Agencies should ensure that when ITS technologies are procured, standards are consistent with the regional ITS architecture;
- To the extent possible, computer software and technologies should be interoperable throughout the region.
- Common software packages or compatibility of input and output files can encourage a coordinated approach to scheduling and data assembly. This standardization would extend to both agencies within the region as well as statewide programs such as Access Link and Medicaid.

Policy Guidelines for Project Development

In February 2004, the Federal Interagency Transportation Coordinating Council on Access and Mobility (CCAM) was established by executive order to achieve the following:

- Simplify access to transportation;
- Reduce duplication of transportation services;
- Streamline federal rules and regulations that may impede the coordinated delivery of services; and
- Improve the efficiency of services using existing resources for people with disabilities, people with lower incomes, and older adults.

The United We Ride (UWR) initiative was the direct result of this order. In response to this federal program, NJ Transit required each county to prepare a coordination plan for human service transportation. For the SJTPO area, separate plans were prepared for Atlantic, Cape May, Cumberland, and Salem Counties in 2007. This work included proposals for how human service transportation should be organized along with proposals for modified and new fixed

route and demand responsive services. The current study is designed to update earlier work in terms of the service area and the inventory of current services and providers.

State and local agencies that receive federal transportation funding (in particular Sections 5310, 5316, and 5317 programs) are required to establish a coordinated planning process consistent with the goals of UWR for the development and implementation of projects. As such, it is important the projects that are developed through this process meet the requirements of UWR and of the particular funding programs (local, state and federal) that will be used to support them. The following presents policy guideline for developing projects to meet the objectives of UWR,

Policy Guidelines and Principles – The purpose of the policy guidelines is to ensure that projects are developed according to the requirements established by the UWR and consistent with the coordinated planning process in the SJTPO region. To this end, it is important that Cape May County establish priorities in its own Coordinated Human Service Transportation Plan that are intended to address the transportation needs of the seniors, persons with disabilities and low income populations in their communities.

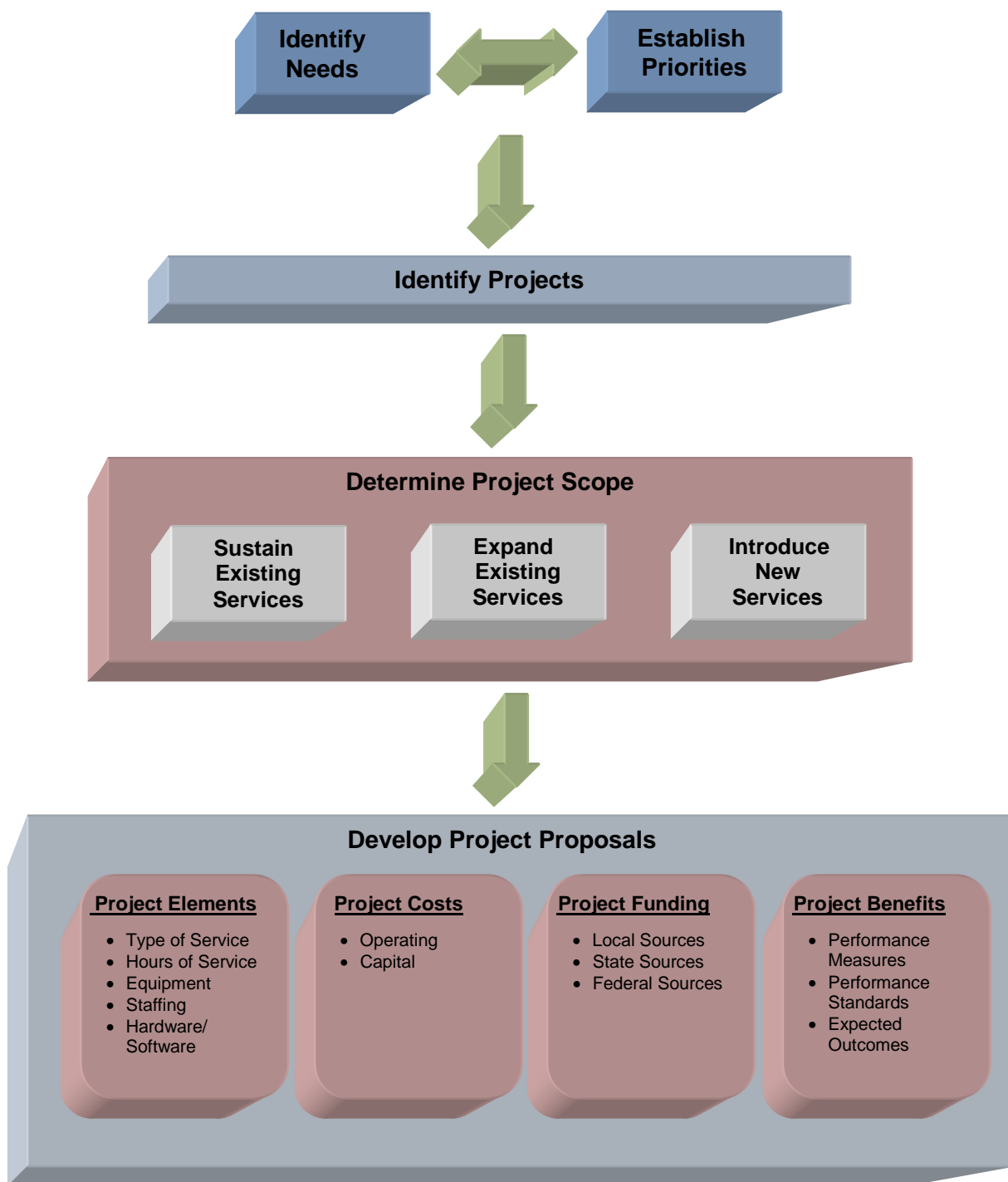
The policy guidelines include a set of principles that establish an overall project development framework. The principles of the project development framework are:

- Projects should be part of a comprehensive strategy to address the transportation needs of the target customer groups (i.e., seniors, persons with disabilities and persons with low income).
- Cape May County should devise and direct the development of its own projects with an understanding that these also should support the common priorities of the SJTPO region.
- Project objectives should be aimed to improve the efficiency (e.g., cost per hour) and effectiveness (e.g., passenger trips per hour and mile) of the overall transportation network.
- Project outcomes should be evaluated against specific performance measures and standards to ensure that objectives are being achieved.

Projects developed according to these principles should be designed to address specific transportation needs and priorities that have been identified through the coordinated planning process.

Project Development Framework – The Project Development Framework is illustrated in Figure 8 and shows how it can be applied to formulate project proposals. Specific project proposals can then be included in the local and statewide transportation planning process.

Figure 8 – Project Development Framework



Through the coordinated planning process, Cape May County can identify its needs and establish priorities for human service transportation. Projects can then be identified based on its unique needs and priorities. In general, the scope of individual projects will likely fall into one of three categories: (1) sustain existing services, (2) expand existing services, and (3) introduce new services.

- **Sustain Existing Services** – These projects would be designed to ensure that existing services, whether operated by a public agency or private non-profit organization, would continue in operation. Project elements may include operating assistance, vehicle replacement, purchase of technology, or other capital enhancement.
- **Expand Existing Services** – This category includes projects that would expand the level of existing services such as additional hours of service, extensions of existing routes, or expansion of service area in order to address an identified need. Specific project elements may include operating assistance, planning assistance, purchase of expansion vehicles, purchase of technology, or other capital items.
- **Introduce New Services** – Projects in this category would be designed to implement services to meet an identified need, for which no existing service is provided. Examples of such services may include:
 - Establishing new fixed-route, or route deviation services;
 - Implementing demand response services to meet the needs of specific user groups (e.g., geographical coverage or hours of operation); and,
 - Implementation of new functions such as centralized call centers, centralized or coordinated dispatching, and consolidated operations.

Similar to the other categories, project elements may include operating assistance, planning assistance, purchase of expansion vehicles, purchase of technology, or other capital items.

Once the project scope is determined, the next step would be to develop a project proposal. The project proposal would include four specific components:

- **Project Elements** – The specific project elements would include the type of service that would be provided, a projection of the number of hours of service, as well as the equipment (e.g., vehicles) and staffing needs. For technology projects, the elements would also include the hardware (e.g., computers or mobile data terminals) and software (e.g., scheduling software) that would be required.

- **Project Costs** – Based on the levels of service, equipment, and technology needs, an estimate of the project’s operating and capital costs would be developed. The operating and capital costs should be projected for a three to five year time frame to ensure compliance with federal requirements for financial capacity.
- **Project Funding** – Local, state and federal funding sources would need to be identified to ensure that the project is sustainable (i.e., that the project costs can be covered). Similar to the project costs, funding should be projected for a three to five year time frame to ensure compliance with federal requirements for financial capacity.
- **Project Benefits** – Lastly, the project benefits should be identified. Consistent with the requirements of UWR, the project should attempt to improve the access, efficiency, and/or effectiveness of human service transportation. Specific performance measures and standards should be developed in order to quantify and evaluate the expected outcomes.

Applying the Project Development Framework will assist Cape May County to ensure that future projects are viable, meet the needs of the targeted user groups, and satisfy the requirements of UWR. In addition to county level projects, the framework can also be applied to projects that are regional in scope. The objective of this process is to define a set of projects that can be considered for meeting federal requirements.

As part of the current analysis, service providers were contacted to provide information on key operating, ridership, financial and other variables. In addition, some of these agencies participated in the project outreach (Table 18).

Table 18 – Cape May County Human Service Transportation Providers

Organization
ARC of Cape May County
Cape Counseling Center
Cape Counseling Services
Cape May County Board of Social Services
Cape May County Fare Free Transportation
Cape May County Special Service School District
Cape May County Youth Services
Cape Regional Medical Center
Chapin House
Coastal Coach
Courthouse Convalescent Center
Disabilities Resource Center, Inc.
Eastern Shore Nursing and Rehabilitation
Five Mile Beach Bus Company
Lion Trailways
Senior Care of Cape May County
Sheppard Bus Service, Inc.
Shores at Wesley Manor
Victoria Commons Assisted Living
Woodbine Developmental Center

Some of these agencies have been grant recipients of federal funds or may be considering submitting applications in the future. They indicate the diversity of candidate agencies for Section 5310 Transportation for Elderly and Disabled, Section 5316 Job Access Reverse Commute and Section 5317 New Freedoms. Finally, similar to the human service coordination which is a process, the list of potential grantees will change over time. At this stage, the emphasis is assuring that all plans, programs and projects are consistent with the United We Ride initiative and eligible to secure federal funding.

SERVICE PLAN

The previous chapters presented information on the public and human service transportation system in Cape May County and the transportation setting in which the component services operate. Based on this information and the status of recommendations made in the 2007 Human Service Transportation Plan, a coordination and service plan was developed for Cape May County. The coordination plan and the proposed organization for human service transportation was presented in the previous chapter. The service plan, which is described here, was presented to Cape May County stakeholders, SJTPO and NJ Transit. The recommended plan identifies specific projects to be pursued in order to address the overall goals of the coordination plan. It is anticipated as Cape May County pursues these projects, the project proposals will be developed according to the framework established in the Policy Guidelines for Project Development chapter of this report.

The results of this update indicate that there is a continued need for service improvements in Cape May County. These include a need for evening and weekend service, expanded coverage, increased service frequency, and commuter service between Woodbine and Atlantic City. The specific service recommendations for Fare Free Transportation include the following:

- **Evening and Weekend Service** – Expanding Fare Free Transportation’s route deviation service to weekday evenings and weekends is a potential strategy to address this deficiency in current service. To calculate the operating impacts of this alternative, it was assumed that one evening trip would be added to each route modification route each evening Monday through Friday. Another potential component of this service improvement alternative is to operate two trips each on Saturday on Fare Free Transportation’s modified fixed routes A and B which are both currently operated each day Monday through Friday.
- **Expanded Coverage** – One strategy to address this identified service gap would be to provide service on Fare Free Transportation’s route deviation route in each municipality in Cape May County each weekday. Currently, not all municipalities are served by Fare Free Transportation daily. Another recommendation regardless of the level of coverage is to simplify the route nomenclature to be more user friendly. Currently, routes with one number operate differently (i.e., different schedules) on different days.
- **Increased Frequency** – Currently, Fare Free Transportation’s route deviation service offers one trip on each route each weekday. One strategy to address the infrequent nature of the current services available would be to expand frequencies to offer at least two route deviation trips in each community each weekday. Assuming that the above recommendation regarding making service available in each municipality each

weekday is implemented, Fare Free Transportation would be operating six routes on any given weekday.

- **Woodbine to Atlantic City Commuter Service** – The implementation of a demand response feeder service from Woodbine to Ocean View Park & Ride is a potential strategy to address the identified need to facilitate the work commute between Woodbine and Atlantic City. Under this alternative, a vehicle would operate on a demand responsive basis in Woodbine and then proceed to the Ocean View Park & Ride where it would be coordinated with NJ Transit's service. An alternative strategy would be to refer commuters to the Cross County Connection's vanpool program. This type of commute pattern could potentially be better served through the establishment of vanpools. Using vanpools to serve this need would have no operating impact on the Cape May network of public and human service transportation services.

During the course of the HSTP planning process, other agencies were asked if they intended to apply for the upcoming (2010-2011) round of JARC, New Freedom or Section 5310 program funds, focusing on the importance of determining what new services or major expansion of existing services were being considered. To date, one agency has indicated that it is considering the following expansion of an existing service – AAA Plus Cab.

- **AAA Plus Cab Expanded Service** – AAA Plus Cab is considering applying for a New Freedom Grant (for the first year of the two-year round) to purchase a wheelchair accessible vehicle to serve the disabled. The vehicle will be used to serve the southern portion of Cape May County.

The above list may be modified over time (i.e., particularly during the current round of Sections 5310, 5316 and 5317 applications) through amendment of this Plan. For the most part, the agencies responding indicated that they would be applying for federal funding to sustain an existing service (e.g., no major expansion of the service that they have been operating over the last several years). These services are included in the plan, and their proposal would be consistent with the Plan objective of "Sustaining an Existing Service". All agencies applying for JARC, New Freedom or Section 5310 should be involved in the coordinating committee or organization of the county in which they are applying. A letter of support for the proposed JARC and New Freedom applications from the United We Ride Lead Person (refer to the JARC and New Freedom application for the person to contact) for the home county in which the service will be operating out of will be required to be included in a JARC and New Freedom application.

APPENDIX:

Agencies Contacted

SJTPO Transportation Provider Questionnaire

Organization
ARC of Cape May County
Cape Counseling Center
Cape Counseling Services
Cape May County Board of Social Services
Cape May County Fare Free Transportation
Cape May County Special Service School District
Cape May County Youth Services
Cape Regional Medical Center
Chapin House
Coastal Coach
Courthouse Convalescent Center
Disabilities Resource Center, Inc.
Eastern Shore Nursing and Rehabilitation
Five Mile Beach Bus Company
Lion Trailways
Senior Care of Cape May County
Sheppard Bus Service, Inc.
Shores at Wesley Manor
Victoria Commons Assisted Living
Woodbine Developmental Center

Transportation Provider Questionnaire

The South Jersey Transportation Planning Organization (SJTPPO) is updating and refining the Regional Coordinated Human Service Transportation Plan completed in 2007. As part of this planning process, an inventory of existing county, community, and local agency transportation programs is being undertaken. This survey is designed to gather information about transportation resources and needs specific to the four-county SJTPO region – Atlantic, Cape May, Cumberland, and Salem Counties. Please complete the requested information that is presented below and mail it to our consultant:

Mr. Christopher Fry
Gannett Fleming, Inc.
1515 Market Street Suite 2020
Philadelphia, PA 19102

Voice 215-557-0106 Extension 1510
Fax: 215-557-0337
cfry@gfnet.com

Please feel free to contact Chris by phone or e-mail should you have any questions. We will review your survey responses and will contact you to clarify any responses and obtain more information, if necessary.

Please provide contact information for the agency/organization responding to the questionnaire.

Organization: _____

Contact: _____

Title: _____

Address 1: _____

Address 2: _____

Phone: _____ email: _____

1. Which of the following best describes your organization?

- | | |
|---|---|
| <input type="checkbox"/> Municipal Government | <input type="checkbox"/> County Government |
| <input type="checkbox"/> Private, Non-Profit Human Services Org. | <input type="checkbox"/> Private, Non-Profit Transportation Company |
| <input type="checkbox"/> Private, For-Profit Transportation Company | <input type="checkbox"/> State Government |
| <input type="checkbox"/> Other (Please Specify) _____ | |

2. What services does your organization provide?

- | | | |
|---|--|---|
| <input type="checkbox"/> Medical/Dental | <input type="checkbox"/> Welfare/Public Assistance | <input type="checkbox"/> Nutrition/Meals |
| <input type="checkbox"/> Job/Employment Training | <input type="checkbox"/> Veterans Services | <input type="checkbox"/> Head Start |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Child Day Care | <input type="checkbox"/> Residential Care |
| <input type="checkbox"/> Adult Day Care | <input type="checkbox"/> Rehabilitation Services | |
| <input type="checkbox"/> Recreation | <input type="checkbox"/> Counseling | |
| <input type="checkbox"/> Other (Please Specify) _____ | | |

3. What population segments does your organization serve? (Please check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> General Public | <input type="checkbox"/> Low Income/TANF |
| <input type="checkbox"/> Elderly; ages _____ | <input type="checkbox"/> Mental or Cognitive Disability |
| <input type="checkbox"/> Youth; ages _____ | <input type="checkbox"/> Physical Disabilities |
| <input type="checkbox"/> Veterans | <input type="checkbox"/> Visually Impaired |
| <input type="checkbox"/> Unemployed | |
| <input type="checkbox"/> Other (Please Specify) _____ | |

4. Service Levels - Fixed Route

Some operators provide transit service on a fixed route and fixed schedule basis. If you provide such service, prepare a list of all routes and include public timetables or internal data – that includes the bus times and the hours and days when service is available.

5. Service Levels – Demand Responsive

Some operators provide demand responsive/paratransit service which responds to specific requests for service. Indicate in the space provided below, the areas and generators served.

Geographical Boundaries: _____

Generators Served: _____

Hours of Operation:

Weekday: Start _____ End _____

Saturday: Start _____ End _____

Sunday: Start _____ End _____

How would you describe your service? ☐ Curb-curb ☐ Door-door ☐ Door through door

6. How does your agency provide service? (Check all that apply)

☐ Directly operate ☐ Use contractors

7. What is your use of computers in scheduling drivers and trips?

☐ No, Manual ☐ Yes, Assisted ☐ Yes, Completely Automated

8. For which of the following trip purposes does your organization provide transportation services?
Please estimate the percentage of your total trips devoted to each purpose?

_____ Health/medical (e.g., trips to doctor, clinic, drug store, treatment center)

_____ Nutrition (e.g., trips to a congregate meal site)

_____ Social (e.g., trips to friends/relatives)

_____ Recreational (e.g., trips to cultural, social, athletic events)

_____ Education/training (e.g., trips to training centers, schools, etc.)

_____ Employment (e.g., trips to job interview sites and places of employment)

_____ Shopping/personal needs (e.g., trips to the mall, barber, beauty salons, etc.)

_____ Social services (e.g., trips to social service agencies, adult daycare, etc.)

_____ Other (please specify) _____

9. Have you received transportation requests that your agency was unable to accommodate?

☐ No ☐ Yes, Please identify the reason you were unable to provide the service:

[3]

SJTPO Regional Human Service Transportation Plan Update



10. Fleet Inventory – Use the form below to provide the requested information.

Year of Manufacture	Make and Model	# of Miles on Vehicle	Active or Spare	Seating Capacity	Wheelchair Lift (Yes/No)	Funding Source

11. Employee Roster – Indicate the number of full- and part-time employees for your agency (in-house) and contractor in the form provided below. Add additional categories that are appropriate for your operations.

Category	In-House			Contractor	
	Full-Time	Part-Time	Volunteer	Full-Time	Part-Time
Drivers					
Dispatchers					
Mechanics/Service					
Reservations					
Schedulers					
Administrators					
Clerical					
Other					

[4]

12. Financial Trends: To establish the financial requirements of the transportation system for which you have responsibility, complete the form below or provide financial amounts in the way your agency records revenues and expenses. Similarly, list all the funding sources by program. Please provide revenue and cost data for the last four years and budget for the current year we are in. We are assuming that each fiscal year begins July 1 and ends June 30 of the year shown below. If this is not the case with your agency please indicate when your fiscal year. Begins _____ End _____.

Category	Past Years				Current
	FY2007	FY2008	FY2009	FY2010	FY2011
Costs					
Operations					
Maintenance					
Administration					
Capital					
Total					
Revenue					
Fares/Donations					
Other Revenue					
Total					
Funding/Assistance					
County					
Municipalities					
State Casino Funding					
Federal Transit Administration					
Older Americans Acts					
Medicaid					
TANF					
Veterans					
Other					
Other					
Other					
Total					

[5]

13. Ridership Statistics – To indicate the level of ridership, complete the form and indicate the daily ridership information for a typical weekday, Saturday and Sunday and ridership for the entire year.

Period	Past Years				Future
	FY2007	FY2008	FY2009	FY2010	FY2011
Weekday					
Saturday					
Sunday					
Entire Year					

14. Operating Statistics – To indicate the level of service operated, complete the form and indicate miles, hours and vehicles in service for a typical weekday, Saturday and Sunday and ridership for the entire year.

Period	Past Years				Future
	FY2007	FY2008	FY2009	FY2010	FY2011
Vehicle Miles					
Weekday					
Saturday					
Sunday					
Entire Year					
Vehicle Hours					
Weekday					
Saturday					
Sunday					
Entire Year					
Vehicles in Service					
Weekday					
Saturday					
Sunday					

[6]

SJTPO Regional Human Service Transportation Plan Update



15. Needs – Use the space provided below to indicate any transportation needs that you feel are currently not met or will become a need in the future that present transit service cannot accommodate.

16. Comments: Please use the space below to provide any additional comments:

Thank you for your assistance.

Please mail or fax the completed survey form to:

Mr. Christopher Fry
Gannett Fleming, Inc.
1515 Market Street Suite 2020
Philadelphia, PA 19102

Voice 215-557-0106 Extension 1510
Fax: 215-557-0337
cfry@gfnet.com

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