

# **COMMUNITY TRANSPORTATION PLAN BURLINGTON COUNTY**

Prepared as Part of the United We Ride Program  
Based on 2004 Executive Order #13330  
2005 Transportation Trust Fund SAFETEA-LU

Prepared for:  
New Jersey Department of Transportation  
New Jersey Department of Health and Human Services  
New Jersey TRANSIT Corporation

JUNE 15, 2007



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## **PREFACE**

### United We Ride Program – Coordinating Human Service Transportation

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) Public Law No. 109-59, August 10, 2005 requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities, JARC, and New Freedom programs be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.”

A coordinated plan is defined as a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, lays out strategies for meeting these needs, and prioritizes services. The Plan should maximize the programs’ collective coverage by minimizing duplication of services. Further, a coordinated plan should be developed through a process that includes representative of public, private and nonprofit transportation and human services providers, and participation by the public. In addition, FTA proposes that a coordinated plan should incorporate activities offered under other programs sponsored by Federal, State, and local agencies to greatly strengthen its impact.

“Transportation and health care are interconnected. We need to continue to help others to understand – and value- the role community transportation plays in keeping Americans healthy.”<sup>1</sup>

According to Delaware Valley Regional Planning Commission, *Transportation Choices 2030*, the average age of New Jersey’s residents is creeping upward. By 2030, 20 percent of the population will be over 65 years of age and 9.5 percent will be over 75. An increasing number can be expected to have mobility limitations. In contrast to previous decades, the vast majority of tomorrow’s senior citizens will have been driving throughout their adult lives and will expect to continue driving as long as possible. Many will live in suburbs that were not designed for easy walking or transit service, and will find their mobility sharply curtailed if driving becomes difficult.

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<sup>1</sup> Quotes from Medical Transportation – Toolkit and Best Practices Third Edition 2005 Preface – Bill McDonald

## SUMMARY

The Burlington County United We Ride Stakeholders and Steering Committee met a total of six (6) times to prepare the Community Transportation Plan (The Plan). It was the consensus of both groups that The Plan be prepared in an outline form as you see here. They believed that this form is conducive to easier reading, understanding and implementation.

The Self Assessment was completed at the first meeting, the results of which were analyzed by staff and reported back to the Stakeholders. Results show that “Putting customers first” scored highest at 49%. We need to improve in “Identifying Community Needs” and “Moving People Efficiently”, at 61 and 62 percent respectively.

Through the Self Assessment Tool, existing resources were defined; gaps and barriers to overcome those gaps were identified. The central goal of United We Ride is to create a comprehensive and coordinated community based transportation service for older adults, disable residents, low income and rural residents. It is the intention of the Transportation Stakeholder to maintain the current level of service while improving the efficiency of that service.

The Survey questionnaire was designed by NJ TRANSIT and New Jersey Department of Human Services to gather information about current transportation resources and needs specific to each county in New Jersey. The Burlington County Transportation Steering Committee identified 104 organizations to complete the survey, 36 of which were completed and returned (35% response rate). Of the organizations who responded to the survey only 14 actually provide or arrange for human service transportation trips. Fifteen of those who do not provide/arrange for transportation services are municipalities. Those transportation providers who responded were categorized as a County, Municipal, Non-Profit Human Service Agencies or Private For-Profit Transportation Providers. The survey responses were compiled and analyzed by Cross County Connection Transportation Management Association.

The Survey identified that most providers offer their clients transportation for a specific type of trip. The most prevalent trip type is for medical purposes, such as doctor’s appointments. Six organizations provide medical trips; in addition BCTS, the BurLink and Evesham Township will provide any type of trip for their clients. However, a large percentage of BCTS’ trips are for medical purposes. Others provide trips to nutrition sites, and shopping and recreational facilities.

The majority of transportation services are provided primarily to elderly and disabled persons, with several organizations providing services to both groups. There does not appear to be an established minimum age for “elderly”. The County’s BCTS system uses the age of 60, two municipalities specify age 55 while another municipality states 62 is the minimum age. NJ TRANSIT provides reduced fares to senior citizens 62 years of age

and older. Most of the organizations provide transportation services only for their clients or residents, with the exception of the BurLink which is open to the general public.

The service areas of the transportation providers are limited. The four municipalities provide services within their towns only. Occasionally they will provide services outside the municipal borders primarily for recreational or cultural purposes. Four of the providers serve all of Burlington County, four serve specific areas within the County and BCTS travels five miles outside the County boundaries.

There are very limited transportation services during the weekends and evenings in Burlington County. Only two organizations provide services on the weekends and two operate in the evenings; however the evening hours are limited. The BurLink service ends at approximately 8:00 pm and does not extend into the evening on all routes and OTC's service is available until 9:00 pm for their specific clients.

In order to gauge the size and scope of certain transportation services and identify potential coordination opportunities, vehicle information was also collected as part of the survey. Not every organization responding to the survey provided this information. However, nearly 60 buses and mini buses with a capacity of 18-24 passengers were identified (see Figures 1-4).

BCTS and BurLink account for most of the buses with a total of 43 vehicles either owned or contracted by the county. The Occupational Training Center has a sizable fleet of 13 bus and minibus vehicles to transport clients from home to their worksites in Burlington and surrounding counties.

Each of the municipal transportation services operate from one to three vehicles. There are also many vehicles throughout the county being used by senior care centers and faith-based organizations. Most of these organizations did not respond to the survey, therefore the number and type of vehicles is unknown.

Survey respondents were given the opportunity to comment on transportation services and needs in the County and the region. The comments have been grouped into three primary categories: *Geographic Gaps in Service*; *Gaps in Time of Service*; *Legislation Issues*, and summarized. All respondent comments can be found in Appendix VI.

Short, medium and long range strategies are outlined to provide feasible opportunities for achievement. Recommendations have been set down to provide guidance and milestones to measure success in the future implementation of the United We Ride Community Transportation Plan. The first recommendation, the appointment of the United We Ride Steering Committee, is central to the success of achieving the goals set down. It is further recommended that the Committee meet a minimum of two times per year to measure the success to date and establish the next year's tasks.

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Funding is the major key to providing transportation service for our senior, disabled, disadvantaged and rural residents of Burlington County. Many sources are utilized but more must be identified. "Public systems are finding increased demand from all of our passenger groups. Without more investment from both traditional federal, state and local investment sources and in new ones, like Medicare, we'll be forced to make some tough decisions and even to deny rides to people whom we know really need one."<sup>2</sup>

What does our future hold? The over 65 age group on the national level will grow at a rate nearly four times faster than the population as a whole between 2010 and 2030.<sup>3</sup>

In New Jersey according to the Division of Pensions and Benefits, one half of the people that turned 50 years of age in 2006 will live to be 100.

More than one in five (21%) Americans 65+ do not drive.<sup>4</sup> Sixty percent of older Americans expect to depend on rides from friends and family when they can no longer drive.<sup>5</sup> What about those that do not have friends or family nearby?

"The availability of non-emergency transportation is not just a mobility issue it really is a quality of life issue. Seniors today want to remain independent and living in their own homes as long as they can. Mobility is at the very heart of that independence."<sup>6</sup>

Is it our duty and responsibility to assist them (us) in achieving that independence?

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<sup>2</sup> Ibid John McBeth

<sup>3</sup> U.S. Bureau of Census, *Projections of the Total Resident Population by 5 Year Age Groups and Sex, with Special Age Categories*, Middle Series 1999-2100.

<sup>4</sup> Surface Transportation Policy Project, *Aging Americans: Stranded Without Options*, 2004

<sup>5</sup> AARP Policy Institute, *Community Transportation Survey*, 1997.

<sup>6</sup> Quotes from *Medical Transportation – Toolkit and Best Practices Third Edition 2005 Preface* – Dave White

## **1.0 INTRODUCTION**

### 1.1 History of Transportation in Burlington County

#### 1981 – Office On Aging – Senior Nutrition

The Burlington County Office on Aging provides services funded under Title III of the Older Americans Act and limited transportation for senior citizens is one of the services provided for under this Federal grant.

#### 1984 – SCDRTAP – Senior and Disabled

On January 17, 1984, the Governor signed the Senior Citizen and Disabled Resident Transportation Assistance Act (SCDRTAP) which created the transportation assistance program. Under this law, 7.5% of the casino tax fund is appropriated for transportation services for the seniors and disabled residents of the counties.

#### 1985 – SCDRTAP Update

Final guidelines for the program were adopted in January, 1985. These guidelines were developed by NJ TRANSIT in consultation with its Special Services Citizen Advisory Committee and the counties.

#### 1996 - Work First NJ – Low Income/Welfare (JARC)

New work requirements and the five year lifetime limit on federal welfare benefits eligibility contained in the “Personal Responsibility and Work Opportunity Reconciliation Act of 1996” have created a pressing need for welfare recipients to enter the workforce as quickly as possible. Pragmatic transportation solutions removing barriers for low income families were the result of the WorkFirst NJ initiative.

#### 1998 – BC Community Transportation Plan

In response to the WorkFirst NJ initiative, the Burlington County Board of Chosen Freeholders gathered a broad range of organizations and responsibilities but with a common interest in improving the transportation services offered to Burlington County residents.

On September 30, 1998, the Community Transportation Plan was adopted with the goal of providing services for transit dependent populations in Burlington County.

The premier effort involved the creation of the BurLink service.

#### 2000 – BC Pemberton to Mt. Holly Shuttle

The first of the nine BurLink bus routes began on June 26, 2000.



2001 – BC Update to Community Transportation Plan

Drafted in July, 2001, the updated plan revised the initial 1998 effort.<sup>7</sup>

2004 - Executive Order #13330 Senior, Disabled, Low Income, (rural)

In recognition of the fundamental importance of human service transportation and the continuing need to enhance coordination, President Bush issued an Executive Order on Human Service Transportation (#13330) in February 2004 directing multiple Federal departments and agencies to work together to ensure that transportation services are seamless, comprehensive and accessible. Secretaries from the Departments of Transportation (DOT), Health and Human Services (HHS), Labor (DOL), Education, Interior, Housing and Urban Development (HUD), Agriculture (USDA), Veterans Affairs, the Commissioner of the Social Security Administration, the Attorney General and the Chairperson of the National Council on Disability are members of the new Interagency Transportation Coordinating Council on Access and Mobility (CCAM) established by the Executive Order. Specifically, the CCAM is tasked with seeking ways to simplify access to transportation services for persons with disabilities, persons with lower incomes, and older adults. The Executive Order requires that CCAM members work together to provide the most appropriate, cost effective services within existing resources, and reduce duplication to make funds available for more services.

2005 - Federal Transportation Bill (SAFETEA-LU)

On August 10, 2005, President George W. Bush signed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU authorizes the Federal surface transportation programs for highways, highway safety, and transit for the 5-year period 2005-2009

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<sup>7</sup> The 2001 BC Update to Community Transportation Plan identified five (5) goals to achieve. All the goals were met or exceeded. See Appendix I.

## 1.2 United We Ride – Stakeholders Lists

<i>Sam Podietz</i>	<i>Transportation Advisory Committee***</i>
<i>Debra Rumbes</i>	<i>Evesham Township</i>
<i>Pay Haynes</i>	<i>Evesham Township*</i>
<i>David Pupuga</i>	<i>Our Lady of Good Counsel Church</i>
<i>John Hainsworth</i>	<i>Cross County Connection</i>
<i>Ronda Urkowitz</i>	<i>Cross County Connection*</i>
<i>Dave Wyche</i>	<i>Information Office/Freeholders</i>
<i>Jay O'Keefe</i>	<i>PRN Medical Transport</i>
<i>Richard Langan</i>	<i>Burlington Co. Board of Social Services*</i>
<i>Bob Koska</i>	<i>New Jersey Transit</i>
<i>Elda Goss</i>	<i>Burlington Co. Human Services*</i>
<i>Jay Jones</i>	<i>Burlington Co. Human Services</i>
<i>Terri Hirschhorn</i>	<i>New Jersey Dept. of Human Services*</i>
<i>Linda Cushing</i>	<i>Burlington Co. Office on Aging***</i>
<i>Natalia Olson de Savyckji</i>	<i>DVRPC*</i>
<i>Chris Pembleton</i>	<i>Xerox Corporation</i>
<i>Debra Trofe</i>	<i>Northern Burlington Regional School District*</i>
<i>Linda Mackey</i>	
<i>Marie Morris</i>	<i>Transportation Advisory Committee**</i>
<i>Walt Tafe</i>	<i>Veterans Services***</i>
<i>Bill Stewart</i>	<i>Freeholders**</i>
<i>Dan Boas</i>	<i>Board of Social Services*</i>
<i>Gail Sweet</i>	<i>Burlington County Library</i>
<i>Cindy Bowers</i>	<i>Delran Senior Care</i>
<i>Mary Hadley</i>	<i>NJ Transit***</i>
<i>John Smith</i>	<i>Community Development*</i>
<i>India Ehioba</i>	<i>NJ Transit</i>
<i>Michael Randolph</i>	<i>NJ Transit</i>
<i>Kathy Schuler</i>	<i>Transportation Advisory Committee***</i>
<i>Judy Sturm</i>	<i>Caring Transportation</i>
<i>Dennis Zakroff</i>	<i>Githens Center</i>
<i>Gerri Regan</i>	<i>Home for Aged Women</i>
<i>Jeanne Borkowski</i>	<i>Office on Aging***</i>
<i>Joseph McHugh</i>	<i>Transportation Advisory Committee***</i>
<i>Philip Haines</i>	<i>Burlington County Clerk</i>

*\*Stakeholder, Steering*

*\*\*CAC, Steering \*\*\*CAC, Steering, Stakeholder*

### 1.3 Burlington County United We Ride Meeting Schedule

March 21 – 10 AM Human Service Complex – Café B – **Steering Committee**

March 29 – 1 PM Human Service Complex – Lecture Hall A – **Stakeholders**  
Brief report on Self Assessment results. Preliminary report of Survey results.  
Identify resources, gaps, needs and recommendations to fill gaps and needs

April 18 – 2 PM Human Service Complex – Café B – **Steering Committee**  
Review comments from March 29 and prepare Outline for draft plan

April 26 – 9 AM Burlington County Fire Academy – **Stakeholders**  
Review Draft Plan

May 2 – 10 AM Human Services Complex – Café B - **Steering Committee**  
Make recommended changes as a result of April 26<sup>th</sup> meeting to Draft Plan

May 10 – 9 AM Eco Complex Mansfield Twp – **Stakeholders**  
Review final Plan

May 23 - 7 PM **Proposed:** - Board of Chosen Freeholders public meeting  
to permit public comment on Draft Community Transportation Plan (Plan)

June 5 - **Time & location TBA Proposed:** - Meeting with South Jersey  
counties to discuss individual county plans to determine common gaps and  
recommendations

June 13 - 11AM **Proposed:** - Resolution approving the Plan by Board of  
Chosen Freeholders at their public meeting

June 15 Submission of the Plan to NJTRANSIT

## **2.0 TRANSPORTATION NEEDS**

2.1 Self Assessment Results – Results show that “Putting customers first” scored highest at 49%. We need to improve in “Identifying community needs” and “Moving people efficiently”, at 61 and 62 percent respectively. (See Appendix III)

## **3.0 TRANSPORTATION RESOURCES**

3.1 Survey - A major component of United We Ride Coordinated Human Services Transportation planning process involved conducting a survey to compile an inventory of existing transportation programs and services. The survey questionnaire was designed by NJ TRANSIT and the New Jersey Department of Human Services to gather information about current transportation resources and needs specific to each county in New Jersey.

3.2 The survey consisted of three sections:

3.2.1 Part A: Profile of organization’s services and unmet transportation needs. This section was administered to all organizations.

3.2.2 Part B: Profile of organization’s transportation program. This section was completed by only those organizations that operate, purchase or arrange for transportation for their clients/customers.

3.2.3 Part C: Coordination of transportation services. This section was completed by all organizations.

3.3 Survey Methodology - The United We Ride survey was administered by Cross County Connection TMA on behalf of the seven southern counties in New Jersey; Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester and Salem counties. Organizations asked to complete the survey were identified by the county’s designated lead contact and their transportation steering committee. The survey was distributed at UWR kickoff meetings and by mail. An electronic version of the survey was also created to facilitate online submissions. The survey instrument resides on Cross County Connection’s website [www.transportationchoices.com](http://www.transportationchoices.com). Every effort was made to ensure the highest rate of return possible. Those who did not complete the survey by the established deadline were contacted three times by phone, e-mail and/or fax. Data from completed surveys were entered into survey software where a database of results was compiled and analyzed.

3.4 Organizations - The number and type of organizations surveyed in each county varied. The more developed counties (Camden, Burlington and Gloucester) averaged 90 organizations to be surveyed while the other counties averaged 24 organizations. These organizations included for profit organizations such as private transportation providers (taxi), nursing homes and assisted living facilities. Non-profit Human services organizations (public and private), faith based organizations and county and municipal

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governments. Some transportation providers that were not included in the original survey mailings were actually identified from surveys submitted by other organizations. These providers were then contacted and asked to submit a response. Organizations that serve multiple counties were also identified by the survey process. Cross County Connection used the service area information provided along with local area knowledge to include their data in all of the proper counties. These two factors aided in acquiring more survey data than the original mailing lists provided.

- 3.5 Rate of Return - The rate of return also varied in each county from a low of 35% to a high of 79%; with an average of 51%. Faith-based organizations and private for profit organizations, such as assisted living facilities, that typically have a single vehicle for transportation did not respond well to the survey as a group. When contacted, these organizations did not fully understand the United We Ride coordination process, believe it applied to them or did not see any benefits to participation. The counties with the lowest rates of return had the highest percentage of faith-based and private for profit organizations of their list of organizations to survey.
- 3.6 Survey Document Analysis - The survey process went well; however, the length of the survey and details requested made the survey difficult for many organizations to complete. Cross County Connection concentrated on acquiring complete and useful responses to the most important questions. As a result, more emphasis was placed on getting quality data from organizations that provide the majority of human service trips in their respective county. Although the survey results do not include every organization, it does provide a good baseline from which subsequent years of the United We Ride process can build upon.
- 3.7 Burlington County Survey Results - The Burlington County Transportation Steering Committee identified 104 organizations to complete the survey, 36 of which were completed and returned (35% response rate). Of the organizations who responded to the survey only 14 actually provide or arrange for human service transportation trips. Fifteen of those who do not provide/arrange for transportation services are municipalities. Those who provide or arrange for transportation were categorized as a County, Municipal, or Non-profit human service organization. The following is a summary of the responses from the 14 organizations that provide or arrange for transportation services for their clients.
  - 3.7.1 County Organizations - (See Figure 1) Burlington County operates transportation services for their residents through several departments. Survey results indicate that the largest operations are the BurLink and BCTS (Burlington County Transportation

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Service), which provide the majority of the human service transportation trips within the county.

3.7.1.1 BCTS is a demand-responsive reservation service operated by the county transportation division which is open to all residents over the age of 60 and the disabled population for any trip purpose in the county and up to 5 miles outside of the county border. The county contracts BCTS service to a private vendor.

3.7.1.2 The BurLink system is composed of nine routes throughout the county that provide transportation in locations where NJ TRANSIT provides limited bus service or in rural areas where there is no bus service at all. The BurLink also provides feeder service to six River LINE light rail line stations and connects with NJ TRANSIT bus routes at key locations. The integration of service between BurLink and NJ TRANSIT is a good example of coordination that provides for affordable transportation (\$1 per ride) to residents in areas of need. The county contracts BurLink service to a private vendor.

3.7.1.3 The Board of Social Services and the Department of Military and Veterans Services both provide transportation for their clients. The primary populations for these services are Medicaid recipients and Veterans with the trips primarily for health and medical visits at regional medical centers and VA Hospitals. Transportation service is available 24 hours a day 7 days a week from the Board of Social Services, which contracts with a private transportation vendor.

3.7.1.4 Both the Department of Military and Veterans Services and the Burlington County Office on Aging offer transportation for their clients through agreements with BCTS. The Department of Military and Veterans Services offer transportation Tuesday through Friday between the hours of 7am and 4pm to the V.A. medical centers at Fort Dix and Philadelphia. The Burlington County Office on Aging offers their clients transportation to nutrition sites from Monday through Friday from 9am to 5pm.

3.7.2 Municipal Providers - (See Figure 2) Burlington County has 40 municipalities, 20 of which responded to the survey. The remaining 20 towns were questioned by phone survey to make sure all municipal transportation programs were accounted for. Only four of the towns in Burlington County actually provide transportation to their residents, and one contracts transportation

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only for special events. BCTS provides transportation services for the other municipalities.

3.7.2.1 Evesham Township provides service to the general population of their residents, but the primary populations served are the elderly and youth. The most frequent destinations are to senior activities and recreational outings, transportation service operates between 8am – 4pm Monday through Friday.

3.7.2.2 Willingboro operates a surrency service for residents 55 and over through the township's senior center. Their service operates on weekdays between 9am and 5pm for primarily medical appointments and shopping trips. Reservations must be made 1 day in advance.

3.7.2.3 Pemberton Township provides transportation through their Senior Center, but service is limited only to members. However, all town residents that are disabled or 55 and over can register for this free service. The primary trip purposes are for visits to a nutritional site and recreational activities. Transportation service is provided from 7:30am to 4pm Monday through Friday.

3.7.2.4 Mount Laurel Township provides transportation service to its residents through the Department of Parks and Recreation. Service is offered to the elderly ages 62 and over along with disabled residents of any age. Transportation is offered by appointment on Mondays, Wednesdays, and Fridays from 8:00am through 2:00pm, while shopping trips are provided on Tuesdays and Thursdays.

3.7.2.5 The service areas for these municipal transportation programs are limited to the town boundaries, for the most part. Coordination between the neighboring towns of Evesham and Moorestown could provide for increased evening and weekend service if vehicles are shared for common trips and times during the week. Pemberton, on the other hand, is geographically isolated from the other two towns which would be an obstacle to the coordination of services. Moorestown was the only other municipality that responded to the survey as providing transportation, but it does not operate on a regular schedule and contracts transportation for special events only.

### 3.7.3 Private, Non-Profit Human Service Agencies - (See Figure 3)

The Burlington County Transportation Steering Committee identified 32 organizations that are considered as private, non-profit human service agencies. This is a broad category which includes faith based

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organizations and private companies that assist primarily the elderly and disabled populations. Typically, these types of operations are small with regard to the transportation service they provide. They usually have only one vehicle with a part time driver and very limited operating hours for transportation.

3.7.3.1 The Society of St. Vincent De Paul and Catholic Charities were the two faith based organizations that submitted a survey response for their transportation programs. Catholic Charities assists those with mental or cognitive disabilities as well as substance abusers with transportation to psychiatric, partial care, and outpatient facilities. Their transportation service is offered from 7:15 am – 4:45pm Monday through Friday, and is basically limited to sites within Burlington County. The Society of St. Vincent De Paul provides transportation for those who are unemployed to reach job interviews. They also assist the elderly with transportation to medical appointments within their general service area as needed, with no fixed schedule of service.

3.7.3.2 The other two survey responses from non-profit human service organizations were from The Tender, Inc and the Occupational Training Center of Burlington County. The Tender, Inc primarily serves the elderly populations with trips to medical appointments as well as shopping trips from 8am – 3pm Monday - Friday. While the Occupational Training Center focuses on employment training for disabled and disadvantaged populations. The transportation they provide is to and from their training location in Burlington County, and operates 7 days per week from 5am -10pm.

3.7.3.3 Coordination between private, non-profit human service agencies could be greatly beneficial for all parties involved. Vehicle sharing (especially of backup vehicles) could reduce operating costs and provide for expanded hours of operation. Some of the caveats to this type of coordination, though, are the insurance and liability issues with vehicle sharing.

3.7.3.4 The following organizations have indicated that they provide transportation service, but have not yet completely responded to the survey.

Githens Center (Survey Section B not complete)

Delaware House

Caring Inc.

Home for Aged Women



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- 3.7.4 Private Transportation Providers – (See Figure 4) Several private transportation providers were contacted regarding the human services transportation survey. Some are private limousine services and others are private ambulance type services providing medical transport. It is believed that many of them are funded through Medicaid and Medicare. Only two private providers actually completed the survey; Caring Transportation and Senior Care.

Caring provides transportation primarily to disabled adults, disabled youth, from birth to 6 and the elderly. Approximately 70% of their trips are contract trips for a diverse client base, including school districts, senior and health care facilities and individual clients. They provide transportation services Monday-Friday from 6am to 6pm and upon request on weekends.

Senior Care is a private organization with four senior day care centers in Delran, Galloway, Williamstown and Voorhees. They transport seniors from their homes to their centers for meals and activities. They make two runs in the morning and two in the evening and cover their operating expenses through the Medicare program. Senior Care operates its centers Monday through Saturday.

- 3.8 Existing Transportation Services In Burlington County - The northern section of Burlington County is served by a diverse mix of fixed route transportation services, including light rail and local and regional bus services. Many of these services feed one another thus offering the general population access to the region-wide transportation network. The County is also served by a number of demand responsive services. Most of these services are for a targeted population and are not available to the general population. The primary transportation providers in the County are NJ TRANSIT and Burlington County. The services of each are described below.

Additionally, as part of the United We Ride effort, a survey was administered to local organizations believed to provide human services transportation. The survey responses identified a considerable amount of transportation services available to target groups. These organizations and their services are described below.

3.8.1 NJ TRANSIT Services

3.8.1.1 River LINE - NJ TRANSIT's River LINE light rail system began operations March 2003. The River LINE provides service between Camden City and Trenton, by traversing the Route 130 corridor through Camden, Burlington and Mercer counties. The system includes 20 rail stations; 12

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of which are located in Burlington County as shown on Figure 5 and as follows:

Entertainment Center, City of Camden, Camden County  
Aquarium, City of Camden, Camden County  
Cooper Street/Rutgers, City of Camden, Camden County  
Walter Rand Transportation Center, Camden County  
36<sup>th</sup> Street, Pennsauken, Camden County  
Pennsauken/Rte. 73, Camden County  
Palmyra, Burlington County  
Riverton, Burlington County  
Cinnaminson, Burlington County  
Riverside, Burlington County  
Delanco, Burlington County  
Beverly/Edgewater Park, Burlington County  
Burlington South, Burlington County  
Burlington Towne Center, Burlington County  
Florence, Burlington County  
Roebing, Burlington County  
Bordentown, Burlington County  
Cass Street, Trenton, Mercer County  
Hamilton Avenue, Trenton, Mercer County  
Trenton, Mercer County

Most of the stations have connecting NJ TRANSIT or BurLink bus service. Additionally, the Walter Rand Transportation Center in Camden City and the Trenton Station, in Mercer County, serve as regional hubs enabling passengers to connect to regional rail and bus services. At the Rand Center, passengers can transfer to the PATCO Speedline enabling connections to Philadelphia, SEPTA service and Atlantic City via transfer to the Atlantic City Rail Line. In Trenton, passengers can transfer to SEPTA, NJ TRANSIT's Northeast Corridor rail service, AMTRAK, or local NJ TRANSIT bus routes. Six stations have connecting BurLink bus routes enabling passengers to reach suburban business parks and other destinations within Burlington County.

The River LINE provides Burlington County residents with transit access to many destinations previously inaccessible via public transit, including a wider range of employment opportunities, social services, medical services and educational facilities. The River LINE also enables employers to recruit from a larger geographical area.

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The River LINE operates daily service from 6AM to 10PM, with service through midnight on Saturday nights. During the weekdays and Sundays service is available between 36<sup>th</sup> Street Station and the Entertainment Center in Camden until Midnight; on Saturdays, this service is available through 1:15 am. During peak periods service is offered approximately every 15 minutes and approximately every 30 minutes during non-peak hours.

As of June 1, 2007, the cost of a one-way ride on the River LINE is \$1.35; the same fare as a one-zone bus ride. Passengers using the River LINE can also use a monthly pass which costs \$45. The monthly pass can also be used for a one-zone ride on NJ TRANSIT bus routes thus providing passengers with considerable cost savings if they transfer to/from the River LINE and a NJ TRANSIT bus. Free one trip transfers are also available between connecting BurLink bus routes and the River LINE.

3.8.1.2 NJ TRANSIT Bus System - Burlington County is served by nine NJ TRANSIT bus routes. As Figure 5 and Appendix V show, these routes are concentrated in the northwestern section of the county. With the exception of Bass River, there is no NJ TRANSIT bus service south of Route 38. Of the nine routes, five provide service into Philadelphia via Camden City, two are local routes and one provides express service to Trenton. Additionally, two bus routes provide feeder service to the River LINE. Five of the routes operate Monday through Sunday (317, 409, 413, 419 & 457) and four operate Monday through Saturday (317, 409, 413 & 419). The 406, 407, 418 and 559 do not offer weekend service. The frequency of service varies with each route and the time of day. The most frequent service is offered Monday through Friday during peak travel times. The availability of and frequency of service diminishes during the evening hours making it difficult for transit dependent employees to work second and third shifts.

As of June 1, 2007, the one-way bus fare for a one-zone intrastate ride is \$1.35, with a monthly bus pass available for \$45. Fares increase as the number of zones traveled through increases. Each fare zone is approximately four miles, thus the longer the trip the more expensive the ride. Given the size of Burlington County many passengers travel through two or more zones to reach their destination. A four zone ride, for example, costs \$2.80 one way or \$75 with a monthly pass. Free transfers to the BurLink system are available from connecting NJ TRANSIT bus routes.

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3.8.1.3 NJ TRANSIT Access Link - Access Link is NJ TRANSIT's complementary paratransit service, developed in response to the Americans with Disabilities Act of 1990 (ADA). The ADA required all public transportation systems to provide comparable paratransit service to individuals who are unable to use local bus service as a result of their disability. Access Link is a shared ride, curb-to-curb transportation service for eligible people with disabilities. The service area and hours of service are determined by the local bus network (i.e. service is only available during the times that the local bus route is in service and within  $\frac{3}{4}$  miles of that bus route). In Burlington County, there are only a few bus routes in the northern section of the county, therefore many areas in the county are not within  $\frac{3}{4}$  of a mile of any NJ TRANSIT bus route and are therefore ineligible for any Access Link service. However, Burlington County's BCTS service is available throughout the county. Certified customers residing in areas outside of the  $\frac{3}{4}$  mile service area will be provided trips when the origin and destination requested are within the  $\frac{3}{4}$  mile service area.

Access Link service is available for the same span of service that the relevant local bus route operates. So, if the bus route that the customer would ride (if they could physically ride a bus) operates on Sundays from 10AM-6PM, then Access Link (as the shadow paratransit service) is available on Sundays from 10AM-6PM.

The fare for Access Link service is the same as the fare that would be charged if the customer rode the bus. NJ Transit has a zone based fare system for its regular bus service. Consequently, the fare depends on how far a customer is traveling. Customers pay the exact fare on the vehicle.

NJ TRANSIT provides Access Link service statewide, matching their statewide bus network. They have a statewide call center for trip reservations, cancellations, trip status, customer service and certification. NJ TRANSIT staff utilizes a computerized scheduling system to prepare preliminary schedules. However, final schedule adjustments are made by the five (5) contracted service providers. NJ TRANSIT's computer system also supports customer certification, data communications to vehicles, vehicle tracking for same day service monitoring, statistical data gathering and for logging customer service related issues.

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Access Link service is organized into 5 service regions. Burlington County is part of region 2, which includes Burlington, Camden, Gloucester, and Salem. NJ TRANSIT hires service providers to deliver the Access Link service, through a competitive contracting process. Region 2 is currently operated by Laidlaw Transit Services.

To use Access Link, customers must apply in advance. Each customer must attend an in-person assessment. Once approved, customers call Access Link to make a reservation for service. Customers call 1-14 days in advance to schedule a ride. Customers specify their requested pick-up time. Access Link will schedule service within one hour of the requested time. They will pick-up riders within 20 minutes of the time that they have scheduled.

Many customers have consistent travel needs. Service for these customers is pre-scheduled and is called “subscription” service. Subscription service accounts for a little more than 60% of Access Link’s services in Region 2.

In Calendar year 2006, Access Link provided nearly 43,000 one way passenger trips in Burlington County. Burlington County represents approximately 23% of Region 2’s trips. The peak vehicle utilization is in the morning hours between 6:30am and 10:00am and again in the afternoon between 2:00pm and 6:00pm.

Access Link drivers will assist riders in going to/from their seat and to/from the curb. Drivers do not provide riders with assistance to/from the customer’s door. This is a distinct difference between Access Link and many county and municipal services. Access Link does not deny trips and does not prioritize trips based on trip purpose, in accordance with ADA regulations.

3.8.1.4 PATCO SPEEDLINE - The Port Authority Transit Corporation (PATCO) of Pennsylvania and New Jersey (PATCO) is a rapid rail system owned by the Delaware River Port Authority (DRPA), a bi-state agency. The PATCO Speedline connects suburban Camden County with Philadelphia. The rail line traverses 14.2 miles with 13 stations between Lindenwold and Philadelphia. There are nine stations in Camden County and four in Philadelphia. Although PATCO does not provide service in Burlington County, it does connect with the River LINE in Camden City at the Rand Transportation Center (Broadway Station); enabling easy and convenient connections for Burlington County residents and

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employees. Additionally, PATCO connects with the Atlantic City Rail Line in Lindenwold, enabling passengers to reach destinations in Atlantic City. The PATCO system operates 24 hours a day, seven days a week with frequent service during most hours of the day.

#### 5.8.1.5 Burlington County Transportation System

5.8.1.5.1 BurLink Bus Service - In June 2000, Burlington County began operation of the BurLink system. As of January 2007, the BurLink system includes nine routes; seven routes serve a River LINE rail station, as shown on Figure 5. BurLink operates Monday through Friday, from approximately 6:00AM to 8:00PM. The system is designed to provide transit dependent persons with transportation to employment, social services, medical, educational and recreational destinations.

The BurLink fare is \$1.00 per trip. Transfers to/from the River LINE and connecting NJ TRANSIT bus routes are available.

Due to the BurLink's connections with the River LINE, Burlington County residents can reach employment sites in Camden and Mercer Counties and Camden and Mercer County residents can access employment sites in Burlington County.

All BurLink vehicles are equipped with bicycle racks on the front of the vehicle. Bikes are also permitted on NJ TRANSIT buses, the River LINE, PATCO and the Atlantic City Rail Line. Additionally, most rail stations have bicycle racks. Transit dependent persons who do not live within walking distance of a BurLink route or their final destination can ride their bicycle to the bus stop or rail station giving them greater accessibility to the region-wide public transit network.

As of January 2007, the BurLink routes are as follows:

- B1-Beverly – Pemberton (connects to the River LINE)
- B2-Beverly – Edgewater Park – Willingboro – Westhampton (connects to the River LINE)
- B3-Burlington County XPress (express service to/from Willingboro and Burlington County College campuses)
- B5-Florence Rail Station to Haines Industrial Center (connects to the River LINE)

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- B6-Burlington Towne Centre Rail Station – Route 541 – Cadillac Drive retail area (connects to the River LINE)
- B7-Burlington Center Mall – Sunset Road – Willingboro
- B8-Riverside Rail Station to Hartford Crossing/Delran (connects to the River LINE)
- B9-Palmyra Rail Station – Cinnaminson - Moorestown – Moorestown Mall – East Gate (connects to the River LINE)
- B10-Cinnaminson Rail Station – Taylor’s Lane – Route 130 – Union Landing Road (connects to the River LINE)

5.8.1.5.2 Burlington County Transportation Service (BCTS) - The BCTS is an on-demand paratransit service for medical, shopping, mall and recreational trips that runs five (5) days a week from 8:00 AM to 5:00 PM. Prior registration is required and reservations must be made from two (2) to seven (7) days in advance. This service is provided county wide. The major traffic corridors that the BCTS operates along are State highway routes 73, 70, 38, 130 and County Route 541. The major medical facilities include but are not limited to Deborah Hospital, Virtua Hospital, Lady of Lourdes Hospital, and doctors through-out the county. The shopping areas include but are not limited to Eastgate/Moorestown Mall, Centerton Square, Fairgrounds Plaza, Crossroads Shopping Center, Burlington Center, Hartford Crossing, and Willingboro Towne Centre. Educational trips will include but are not limited to the Burlington County College campuses in Pemberton, Mt. Laurel and Willingboro Townships, Rutgers-Camden in Camden, and Camden County College in Camden. Recreation trips include but are not limited to County Parks in Eastampton, Hainesport, Delran and Delanco, flea markets, and movies.

BCTS currently transports County riders up to a maximum of five (5) miles into the surrounding counties for non-emergency medical, employment, and post-secondary educational trips.

BCTS also provides transportation for four (4) subscription services: Nutrition, Tender Care, Veterans, and Burlington County’s Buttonwood Hospital. The Nutrition and Tender Care sites operate daily. The Veteran bus travels to Veteran’s hospital in Philadelphia four (4) days per week and Buttonwood four (4) days per week.

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3.8.1.6 Cross County Connection Services - Burlington County residents have access to ridesharing services through Cross County Connection; the state designated Transportation Management Association for the seven southern counties in New Jersey. Burlington County is a member of Cross County Connection, which provides all residents, employees, and employers within the county access to the statewide-computerized rideshare matching system. This free service identifies potential carpool and vanpool partners for interested commuters. Ridesharing is promoted through informational displays at public events and transit fairs held at several of the largest employers throughout the county. Additionally, financial incentives (vanpool subsidies, gas gift cards) are available to encourage the use of ridesharing. Cross County Connection also provides site-specific transit and carpool analysis for employers, as well as rideshare matching of employees within a company.

Cross County Connection serves as a transportation services information broker for the southern New Jersey counties of Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester and Salem. Cross County Connection is the repository for all NJ TRANSIT bus and rail schedules in the region. Cross County Connection also provides information on most county and municipal transit services as well as provides customer support to many transit providers. This information is available at no charge to the general public through telephone and e-mail inquirers, web site ([www.transportationchoices.com](http://www.transportationchoices.com) and [www.ridetheshuttle.com](http://www.ridetheshuttle.com)) and distribution centers throughout southern New Jersey.

#### **4.0 GAPS IN TRANSPORTATION**

##### **4.1 Gaps In Service That Prevent Coordination And Cooperation As Identified By Stakeholders In Order Of Priority**

- 4.1.1 Extended Hours of Service
- 4.1.2 Service in Rural Areas
- 4.1.3 Coordination and Scheduling Cooperation
- 4.1.4 Corporate Sponsorships/Partnerships
- 4.1.5 Coordination between BCTS, Access Link and BurLink

##### **4.2 Additional Gaps In Service Identified By Stakeholders**

- 4.2.1 Coordination with Surrounding Counties
- 4.2.2 Site (Route) Specific Rather Than Group Specific Transportation
- 4.2.3 Transportation to Childcare Facilities that are on the way to employment sites
- 4.2.4 Transportation for Teens to Employment And Recreation
- 4.2.5 Volunteer Programs



## **5.0 BARRIERS TO OVERCOMING GAPS AND RECOMMENDATIONS TO OVERCOME BARRIERS**

### *5.1. Extended Hours of Service*

- 5.1.1 Cost and Legislative Mandates are two major barriers to all gaps in service. Recognizing that, the following are additional barriers with recommendations
- 5.1.2 The demand for service outside the normal hours of operation
- 5.1.3 The services are not advertised adequately
- 5.1.4 Delivery of service is confusing. Loop service vs. on demand
- 5.1.5 Response time varies among services- on time vs. 15 – 30 minute window
- 5.1.6 Difference in advance time to request ride. Same day vs. 2-7 days in advance
- 5.1.7 Different types of driver's license needed to transport different populations

### *Recommendations*

- 5.1.8 Stagger or vary driver hours by providing split shifts to cover later hours during the week
- 5.1.9 Expand advertisements on TV for BCTS and explain difference in service types
- 5.1.10 Expand speaking tours to senior centers and service organizations

### *5.2 Service in Rural Areas*

- 5.2.1 Low residential density
- 5.2.2 Demonstrated need for transportation
- 5.2.3 Potential for low ridership
- 5.2.4 Dead head time
- 5.2.5 Cost benefit of fixed route vs. on demand
- 5.2.6 Safe Shelters to wait for fixed route or connection to other service

*Recommendations*

- 5.2.7 Pay by hour rather than by trip
- 5.2.8 Provide dedicated vehicle and driver in rural areas to allow driver to connect to existing services such as BurLink, BCTS, Access Link or NJT routes
- 5.2.9 Create Last Mile Connector - a fixed loop service in neighborhoods adjacent to fixed routes such as Access Link, NJT, or BurLink which charge nominal fare and no deviations

*5.3 Coordination and Scheduling Cooperation*

- 5.3.1 Overcoming “silos”
- 5.3.2 Liability Insurance
- 5.3.3 Funding streams must be segregated
- 5.3.4 Benefits must apply to all
- 5.3.5 Beyond local expertise
- 5.3.6 Ride sharing conflicts with different populations
- 5.3.7 Paid vs. volunteer drivers
- 5.3.8 Curb to Curb vs. Door to Door and Door through Door service
- 5.3.9 Lack of adequate and or compatible scheduling and routing software
- 5.3.10 Unanticipated delays caused by lapse in scheduling coordination

*Recommendations*

- 5.3.11 Enter into Memorandum of Understanding (MOU) with municipalities, agencies or other providers to provide loop service in neighborhoods that connect to fixed route in early AM and late PM. (Last mile connector)
- 5.3.12 Rather than dedicated funding for specific populations determine way to allow various funded rides to share vehicles
- 5.3.13 Dial 511 for transportation service

*5.4 Corporate Sponsorships/Partnerships*

- 5.4.1 Employers lack of caring toward employees transportation needs
- 5.4.2 The market for advertisers must be very visible
- 5.4.3 Advertisement must match locale
- 5.4.4 Politics
- 5.4.5 Lack of policy for public private partnerships
- 5.4.6 Lack of a policy for advertising on vehicles

*Recommendations*

- 5.4.7 Develop policy for advertising on vehicles using NJT’s policy as model
- 5.4.8 Hire broker to match advertisement to locale, negate politics and ensure advertisements are visible

*5.5 Coordination between BCTS, BurLink and Access Link for Last Mile Connections*

- 5.5.1 Fares on Access Link – BCTS is free
- 5.5.2 Lack of transfer agreement
- 5.5.3 Safe transfer areas are needed
- 5.5.4 Who would be responsible to coordinate schedule
- 5.5.5 Rider's needs must be addressed i.e. mobility devices, service animals
- 5.5.6 Different eligibility requirements
- 5.5.7 Access Link assessment process is very difficult
- 5.5.8 Vehicle capacity varies

*Recommendations*

- 5.5.9 Identify and provide safe transfer areas
- 5.5.10 Identify and address rider's needs

**6.0 GOALS AND OBJECTIVES**

6.1 Goal - The primary goal of the United We Ride Community Transportation Plan is to create a comprehensive and coordinated community based transportation service for older adults, disable residents, low income and rural residents. It is the intention of the Transportation Stakeholder to maintaining the current level of service while improving the efficiency of that service.

6.2 Objectives - The objectives to achieve this goal are grouped into four categories: Public Outreach; Service Versatility; Revenue Enhancements; and Technology Enhancements.

6.2.1 Public Outreach

- 6.2.1.1 Education and outreach to communities –especially students and low income residents
- 6.2.1.2 Travel training for new public transportation users
- 6.2.1.3 Transportation reference guide
- 6.2.1.4 Stakeholder groups from Burlington County will meet with representatives from agencies of the Department of Children and Families (i.e., Division of Youth and Family Services, Division of Child Behavior Health Services, Division of Prevention and Community Partnership) regarding planning and coordination of local transportation resources and needs.

6.2.2 Service Versatility

- 6.2.2.1 Coordinate with county departments and agencies to eliminate duplicated trips
- 6.2.2.2 Coordinate with adjacent counties to provide comprehensive service in specific areas
- 6.2.2.3 Coordinate last mile connections with locals

- 6.2.2.4 Transition transportation – no child left behind – ninth grade and above
- 6.2.2.5 Increase hours of service
- 6.2.3 Revenue Enhancements
  - 6.2.3.1 Advertise on vehicles
  - 6.2.3.2 Identify additional revenue sources
- 6.2.4 Technological Enhancements
  - 6.2.4.1 Provide a web site
  - 6.2.4.2 Routing and scheduling software

## 7.0 STRATEGIES TO ACHIEVE OBJECTIVES

The Stakeholders identified three time frames in which to achieve the objectives: Short Range from 1-3 years, Medium Range from 4-6 years and Long Range from 7-10 years. There is nothing to prevent these objectives from being achieved earlier. They shall be reviewed annually to determine their status and viability.

- 7.1 Short Range Strategies from 1 to 3 years. The following strategies can be accomplished with the assistance of Cross County Connection (CCC), Resources for Independent Living, Commission for the Blind, BC Workforce Investment Board (WIB), NJ TRANSIT. **The Stakeholders recommend action on the first two strategies for 2008.**

- 7.1.1 Travel training for new public transportation users
- 7.1.2 Prepare and distribute a *Transportation Reference Guide*

The next three strategies may also be accomplished in 2008 with the assistance of CCC and County staff

- 7.1.3 Expand speaking engagements to senior centers and service organizations promoting community transportation
- 7.1.4 Expand advertisement on TV/cable stations to explain types of available alternative transportation
- 7.1.5 Develop policy to promote advertisement on vehicles for Freeholder approval
- 7.1.6 Education and outreach to communities – especially students and low income residents.
  - 7.1.6.1 It is the recommendation that county staff and CCC provide “guest appearance” in middle school to promote environmental benefits of using alternative transportation.
- 7.1.7 Identify program to provide transportation service for disabled and at risk students to get from school to work then home for 18 to 21 year olds.

- 7.2 Medium Range Strategies from 4 to 6 years

- 7.1.8 BC Board of Social Services (BSBSS) provides transportation for seniors paid by Medicaid. BCTS provides free transportation for seniors to non emergency medical appointments. Adult Health Care providers provide transportation to senior and adult clients to

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non emergency medical appointments paid by Medicaid. Non emergency medical trips can be combined.

- 7.1.9 Provide a statewide web site – maps detailing all routes including on- and demand service areas and Access Link
  - 7.1.10 Establish and Implement a One Call to Go system
  - 7.1.11 Establish partnerships and sponsorships
  - 7.1.12 Provide Last Mile Connector – a fixed loop AM and PM peak hour service in neighborhoods adjacent to fixed routes such as NJTRANSIT, Access Link, and BurLink. A nominal fare could be charged. There should be no deviations
  - 7.1.13 Provide dedicated vehicle and driver in rural areas to allow driver to connect to existing services such as BurLink, BCTS, Access Link and NJTRANSIT routes
  - 7.1.14 Institute travel training for middle school students
  - 7.1.15 Extend hours of service to provide transportation service for disabled and at risk students to get from school to work then home
- 7.2 Long Range Strategies from 7 to 10 years
- 7.2.1 Increase hours of service by staggering or varying driver hours to provide split shifts to cover later hours during the week
  - 7.2.2 Coordinate last mile connections with locals – Communicate with municipalities
  - 7.2.3 Amend public school core curriculum to include “alternative modes of transportation” education
  - 7.2.4 Coordinate with identified service to provide transportation service for disabled and at risk students to get from school to work then home
  - 7.2.5 Explore the feasibility of providing an extension of the River Line from Bordentown to Robbinsville on the existing Camden and Amboy Railroad right of way. Stations could be located in Bordentown Township, Hamilton Township and Robbinsville
  - 7.2.6 Amend Section 5310 criteria for vehicles to permit municipalities AND counties to obtain vehicles

## **8.0 FUNDING REQUIRED TO ACHIEVE STRATEGIES**

### **8.1 Existing Funding Sources**

- 8.1.1 Senior Citizen and Disabled Resident Transportation Assistance Program (SCDRTAP)
- 8.1.2 Job Access and Reverse Commute (JARC)
- 8.1.3 Medicaid
- 8.1.4 Section 5311
- 8.1.5 Section 5310
- 8.1.6 Department of Vocational Rehabilitation (DVR)
- 8.1.7 Department of Developmental Disabilities (DDD)
- 8.1.8 Community Development Block Grant (CDBG)

- 8.1.9 Office on Aging
- 8.1.10 Veterans
- 8.1.11 Temporary Assistance for Needy Families (TANF)
- 8.1.12 Post TANF
- 8.1.13 Transportation Innovation Fund (TIF)

## 8.2 Funding Sources to Explore

- 8.2.1 Increase/initiate fares
- 8.2.2 Developer Fees (for Council On Affordable Housing)
- 8.2.3 Section 8 housing
- 8.2.4 Senior Housing (Homeowner fees)
- 8.2.5 Institute a donation policy
- 8.2.6 Advertisements on Vehicles
- 8.2.7 Corporate Sponsorships
- 8.2.8 Coordinate trips to conserve/reduce expenditures
- 8.2.9 Hope VI Grants
- 8.2.10 Contributions either one time or ongoing, from employers, foundations or non-profits
- 8.2.11 Community Block Service Grants from Housing and Urban Development (HUD)
- 8.2.12 Community Block Service Grants from Health and Human Services (HHS)
- 8.2.13 Department of Labor (DOL) Workforce Investment Funds

## 11.0 RECOMMENDATIONS

- 11.1.1 Board of Chosen Freeholders establish standing Steering Committee to implement recommendations of the Plan.
- 11.1.2 Steering Committee to meet biannually: in the Fall to determine status of Plan recommendations, and in the Spring to discuss and make recommendations to implement strategies for the Medium and Long Range for annual Plan submission of SCDRTAP Application by Transportation Office.
- 11.1.3 Stakeholder groups from Burlington County will meet with representatives from agencies of the Department of Children and Families (i.e., Division of Youth and Family Services, Division of Child Behavior Health Services, Division of Prevention and Community Partnership) regarding planning and coordination of local transportation resources and needs.
- 11.1.4 Travel training for new public transportation users
  - 11.1.4.1 Partner with NJT and Advocacy groups i.e. Resources for Independent Living, Commission for the Blind
- 11.1.5 Prepare *Transportation Reference Guide*
  - 11.1.5.1 Partner with CCC, NJT
- 11.1.6 Advertise on vehicles – Transportation Staff

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- 11.1.6.1 Prepare policy guidelines for review and approval by Board of Chosen Freeholders and NJ TRANSIT
- 11.1.6.2 Draft RFP for Broker
- 11.1.7 Institute educational program for middle school age students to promote the use of public transportation. Partner with Superintendent of Schools to offer SHORT COURSE on benefits of using alternative transportation.
  - 11.1.7.1 It is the recommendation that county staff and CCC provide “guest appearance” in middle school to promote environmental benefits of using alternative transportation.
- 11.1.8 Identify program to provide transportation service for disabled and at risk students to get from school to work then home
  - 11.1.8.1 Partner with Career Coordinator at BC Regional High School District
- 11.1.9 Institute a donation policy
  - 11.1.9.1 Develop policy for review and approval by Board of Chosen Freeholders

## 12.0 APPENDIX I

### **BURLINGTON COUNTY COMMUNITY TRANSPORTATION PLAN GOALS**

#### **ESTABLISHED SEPTEMBER, 1998**

1. Identify the segment and needs of the county population that lacks convenient, reliable, affordable transportation, i.e., welfare recipients, low-income individuals, the aged, the young, the disabled, etc.

*Work First New Jersey, Division of Family Development and the Office of Human Services identified the county population and areas with needs for convenient, reliable, affordable transportation. (TANF and Post-TANF recipients living in the Pemberton, Mount Holly, and Willingboro area)*

2. Develop improved local, county, and statewide services that help meet work and work-related transportation needs, i.e., the Work First New Jersey program, child care, etc.

*The Agencies that assisted in achieving this goal are the Burlington County Transportation Office, Work First New Jersey, Office of Human Services, Division of Family Development, New Jersey Transit. Two of the services that were developed as a result are the BurLink, Burlington County's Modified Fixed Route Service and NJ TRANSIT's River LINE*

3. Provide transportation alternatives for non-work related trips, i.e., shopping, health care, recreation, education / occupational training, etc.

*The following transportation alternatives were developed: Burlington County BurLink, Burlington County BCTS, Burlington County Veterans Services, Burlington County Social Services Transportation, New Jersey Transit Access Link, New Jersey Transit Bus Service, New Jersey Transit River LINE and municipally operated transit systems in Willingboro, Evesham, Pemberton, and Mount Laurel.*



4. Provide cost-effective, efficient transportation through the coordination of various public services and other creative techniques to meet transportation needs of the target population in the county.

*Pre – 1998 services that were available include BCTS, New Jersey Transit Access Link, New Jersey Transit Bus Service and municipally operated transit systems in Willingboro, Evesham, Pemberton, and Mount Laurel.*

*Post – 1998 services that were added include Burlington County BurLink and the New Jersey Transit River LINE.*

5. Develop public and private funding and implementation of services and changes to address the foregoing goals.

*The public funding used for the BurLink service includes FTA Job Access – Reverse Commute grant (JARC), FTA Section 5311, FTA Congestive Mitigation and Air Quality grant (CMAQ), State Department of Human Services, State Transportation Innovation fund, State Community Shuttle program, and Department of Social Services.*

*Public funding for the BCTS includes State Casino Revenue, State Community Development Block Grants, Veterans Services, and Office on Aging.*

**APPENDIX II**

**ACRONYMS**

ADA	AMERICANS WITH DISABILITIES ACT
APTA	AMERICAN PUBLIC TRANSPORTATION ASSOCIATION
BCTS	BURLINGTON COUNTY TRANSPORTATION SERVICE
CTAA	COMMUNITY TRANSPORTATION ASSOCIATION OF AMERICA
FHWA	FEDERAL HIGHWAY ADMINISTRATION
FTA	FEDERAL TRANSIT ADMINISTRATION
ISTEA	INTERMODAL SURFACE TRANSPORTATION EFFICIENCY ACT OF 1991
NTSB	NATIONAL TRANSPORTATION SAFETY BOARD
SAFETEA-LU	SAFE, ACCOUNTABLE, FLEXIBLE, EFFICIENT TRANSPORTATION EQUITY ACT: A LEGACY FOR USERS (2005)
TEA-21	TRANSPORTATION EQUITY ACT FOR THE 21 <sup>ST</sup> CENTURY (1998)
U. S. DOT	UNITED STATES DEPARTMENT OF TRANSPORTATION

## **APPENDIX III**

### **Overall Community Self-Assessment Results**

#### Section 1: Making Things Happen by Working Together

Responses – 117

Needs to Begin – 15% (total – 18)

Needs Significant Action – 43% (total – 50)

Needs Action – 33% (total – 39)

Done Well – 9% (total – 10)

#### Section 2: Taking Stock of Community Needs and Moving Forward

Responses – 155

Needs to Begin – 30% (total – 47)

Needs Significant Action – 31% (total – 48)

Needs Action – 23% (total – 35)

Done Well – 16% (total – 25)

#### Section 3: Putting Customers First

Responses – 111

Needs to Begin – 25% (total – 28)

Needs Significant Action – 26% (total – 29)

Needs Action – 28% (total – 31)

Done Well – 21% (total – 23)

#### Section 4: Adapting Funding for Greater Mobility

Responses – 40

Needs to Begin – 55% (total – 22)

Needs Significant Action – 10% (total – 4)

Needs Action – 15% (total – 6)

Done Well – 20% (total – 8)

#### Section 5: Moving People Efficiently

Responses – 84

Needs to Begin – 36% (total – 30)

Needs Significant Action – 26% (total – 22)

Needs Action – 17% (total – 14)

Done Well – 21% (total – 18)

**APPENDIX IV**

<b>Burlington County                      United We Ride Human Services Transportation Coordination                      Survey                      Organizations Surveyed, March 2007</b>	
<b>Organization</b>	<b>Survey Returned                      1=Yes; 0=No</b>
Abilities Center	0
Albert's Limousine Service	0
All Bright Limousine Service	0
Amaker & Porterfield, Inc.	0
American Red Cross - Burlington Chapter	0
Arc of Burlington County	0
Archway Programs	0
Bass River Township	1
Bennett Taxi Service	0
Beverly City	1
Bordentown Township	1
Bordentown City	0
Burlington Center Mall Ministry	0
Burlington City	1
Burlington County Adult Day Care	0
Burlington County Board of Social Services	1
Burlington County Chamber of Commerce	1
Burlington County College - High Tech Small Business	0
Burlington County Community Action Program	0
Burlington County Department of Economic Development	1
Burlington County Office of Human Services	1
Burlington County Family Services	0
Burlington County Government	1
Burlington County Main Library	0
Burlington County Office of Aging	1
Burlington County Office of Military & Veterans Services	1
Burlington County One Stop Career Center	0
Burlington County Regional High School District	0
Burlington County Transportation-BCTS	1
Burlington County Transportation-BurLink	1
Burlington County United Way	0
Burlington County Workforce Investment Board	0
Burlington Township	1
Catholic Charities	1
Chesterfield Township	0
Children's Discovery Center/BCC	0
Cinnaminson Township	1
Delanco Township	0

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Delaware House Mental Health Services	0
Delran Township	0
Department of Vocational Rehabilitation Services	1
Dialysis Center of Burlington County	0
Diocese of Trenton - Office of Family Life	0
Drenk Behavioral Health Center	0
Eastampton Township	0
Edgewater Park Township	0
Evesham Township	1
Fieldsboro Borough	0
Florence Township	0
Fort Dix Family Services	0
Friends In Service Here	0
Githens Center	1
Global Transportation Services	0
Goodwill Industries of South Jersey	0
Hainesport Township	0
Home for Aged Women	0
Jersey Counseling and Housing Development	0
Jewish Family & Children's Services	0
Leggs Luxury Limousine, Inc.	0
Liberty Luxury Limousine, Inc.	0
Limousines of Luxury	0
Lourdes Medical Center	0
Lumberton Township	1
Lutheran Social Ministries of NJ	0
Mansfield Township	0
Maple Shade Township	0
Masonic Home of New Jersey	0
Medford Lakes Borough	0
Medford Township	0
MEND, Inc.	1
Moorestown Township	1
Mount Holly Township	1
Mount Laurel Township	1
New Hanover Township	0
North Hanover Township	0
Occupational Training Center	1
Palmyra Borough	1
Partners for Kids and Families	0
Pemberton Borough	1
Pemberton Township Senior Center	1
Professional Office - Skills Enhancement Center	0
Rancocas Valley Clergy Association	0
Resources for Independent Living	0
Riverside Township	1
Riverton Borough	0

Community Transportation Plan

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Ruth Gottscho Kidney Foundation	0
Samaritan Hospice	0
SASCA Hispanic Social Center	0
Shamong Township	1
Society St.Vincent de Paul	1
Southampton Township	0
Springfield Township	1
Support Office for Senior Vets	0
Tabernacle Township	0
Tender, Inc.	1
Weston Club	0
Virtua Health & Rehabilitation Center - Mount Holly	0
Virtua Home Care - Community Nursing Service	0
Virtua Memorial - Office of Pastoral Care	0
Washington Township	0
Westampton Township	1
Willingboro Township	1
Woodland Township	0
Wrightstown Borough	1
<b>Total Completed Surveys</b>	<b>36</b>
<b>Total Surveys Sent Out</b>	<b>104</b>
<b>Rate of Return</b>	<b>35%</b>

**APPENDIX V**

**Burlington County  
 Public Transit Service**

<b>Municipality</b>	<b>Bus Route</b>	<b>River LINE Station</b>
Bass River	559	
Beverly	419, B1, B2	Beverly/Edgewater Park
Bordentown City	409	Bordentown
Bordentown Township	409	
Burlington City	409, 413, 419, B6	Burlington Towne Ctr, Burlington South
Burlington Township	409, 413, 419, B6, B7	
Cinnaminson	409, 419, B10	Cinnaminson
Delanco	419	Delanco
Delran	409, 419, B8	
Eastampton	B1	
Edgewater Park	409, 419, B1, B2	Beverly/Edgewater Park
Evesham	406	
Fieldsboro	409	
Florence	409, B5	Florence
Hainesport	317, 413	
Lumberton	317, 413, B1	
Maple Shade	317, 407, 413	
Moorestown	317, 407, 409, 413, 457, B9	
Mount Holly	317, 409, 413, B1	
Mount Laurel	317, 407, 413, 457	
New Hanover	317	
North Hanover	317	
Palmyra	419, B9	Palmyra
Pemberton Borough	317, B1	
Pemberton Township	317, B1	
Riverside	419, B8	Riverside
Riverton	419	Riverton
Southampton	317	
Westampton	413, B1, B2	
Willingboro	409/418, B1, B2, B3, B7	
Wrightstown	317	

## **APPENDIX VI**

### **SURVEY COMMENTS**

#### Geographic Gaps in Service:

- More services to needed to populated areas such as Pemberton Borough, Browns Mills, Wrightstown, Cookstown and intermodal connections with light rail system, including extension of light rail system to Mount Holly.
- Expanded and enhanced rural transportation by NJ TRANSIT along the Route 70 corridor that would serve Presidential Lakes, Lebanon Lakes and Leisuretown which would in turn provide Access Link service for the disabled in these areas.
- Public transportation being available in a wider-reaching area of the municipality and not just limited to State Highway Rt.9. Public transportation would mean-NJ Transit Bus not just limited to senior or handicapped people. This transportation should be on a regular daily basis not just limited to once/week.
- Deeper penetration into Browns Mills, particularly around the FT. Dix Army-McGuire AF bases; Expand and enhance NJ Transit rural routes along Route 70 in Presidential, Lebanon Lakes and Leisuretown developments; Improve/Augment funding for East-West routes (riverfront to Medford, Evesham areas); Expand weekend service on all routes.
- The lower eastern part of the county which includes New Gretna Bass River, Washington Twp, Tabernacle, Southampton.
- Senior transportation outside the Township borders. A regular bus route that traveled Main St/Tuckerton Road from Route 73 to the Medford line.
- Shamong is located in a rural section of the Pinelands. Mass transportation is not available. Residents of Shamong rely on public roads. The biggest benefit to the residents would be additional funding for road improvements.
- Wrightstown Borough residents in general have a below median income. Many are without personal transportation. Morning and evening bus routes to surrounding communities and the county seat would be helpful to those who seek transportation to their jobs. Transportation to shopping, especially food stores is needed badly. There is no food store in the community. The limited access to Fort Dix has hindered transportation to Browns Mills food stores. Transportation of our youth to recreation programs in neighboring communities or after school events would be helpful in keeping our young citizens occupied during summer months.



Gaps in Time of Service:

- Better hours of light rail. Service of BurLink and other bus service to remote sections of the county and during off hours for second shift workers.
- Currently, there is no evening or weekend transportation for seniors.

Legislation Issues:

- Local Planning Boards approve Low-Mod Housing and age restricted housing without addressing transportation needs of residents other than motor vehicles. \*Lack of understanding of services provided by other agencies.
- State bidding laws prevent combining fixed route and senior service transportation contracts.
- Conflicting State laws inhibit the ability to enter long term contracts.

Barriers to Coordination:

- Financial barriers, scope of program control, scheduling/convenience, conflicting goals or objectives, and difficulties with reaching rural communities in a geographical large and diverse county.
- Liability issues with mixed ridership and insurance issues with crossing county lines. Burlington County is a very large county. Difficult to reach rural areas.
  1. Legislation barriers, federal and/or state.
  2. Lack of funding
  3. Insurance liability
- NJ Bidding laws allow senior and disabled transportation to be contracted for 3 years with 2 extension years, while other transportation must be contracted on an annual basis with 2 option years and 2 extension years only. Municipal funded transportation and gated senior communities provide bus services for their residents, using non-federal funds.
- Liability concerns are a major obstacle. The other major problem is that, as a DDD provider, we are required to do extensive background checks on staff working with our clients. If we were to allow individuals unknown to us to ride with our clients we would be exposed to neglect issues if an incident were to occur.

**FIGURE 1**

Organization Name:	Primary Population(s) Served	Description of Services Provided:	Primary Trip Purpose	Transportation Service Schedule	Primary Service Area	# of Vehicles
Burlington County Board of Social Services	Medicaid Clients	Medical and Medicaid Trans.	Health/Medical	24/7	Burlington County	Unknown - Contracted
Burlington County Military and Veterans Services	Veterans	Trans. to VAMC, Philadelphia	Health/Medical	Tues - Fri 7am to 4pm	From Fort Dix, Lumberton, Moorestown and Cinnaminson, NJ, to VA Medical Center, Philadelphia,	BCTS
Burlington County Office On Aging	Elderly	Trans. to nutrition site; Meals on wheels	Nutrition	Mon - Fri 9am - 5pm	Burlington County	BCTS
Burlington County - Trans. Office-BCTS	Elderly; Youth disabled;	Trans.	ANY	Mon - Fri 8am - 5pm	Burlington County and up to 5 mi outside the county. Service also to VA Hospital in Philadelphia.	7 County minibuses; 18 Contracted minibuses
Burlington County Trans. Office-BurLink	General Public	Trans.	ANY	Mon - Fri 6am - 7:50pm	Within 3/4 of a mile of the 9 BurLink routes in the county.	18 County minibuses

**FIGURE 1I**

Organization Name:	Primary Population(s) Served	Description of Trans. Services Provided:	Primary Trip Purpose	Transportation Service Schedule	Primary Service Area	# of Vehicles
Evesham Township	General Public	Trans. to Sr. activities, childrens activities, adult meetings	ANY	Mon - Fri 8:00am - 4:00pm	Within the boundaries of Evesham Township	3 minibuses
Moorestown Township	General Public	Trans. to youth rec. activities	Recreation	No regular schedule of services.	Moorestown Township	Contracted service only
Mount Laurel	Elderly min age 62; Disabled (any age)	Transportation by appt.	Medical; Shopping	Mon, Wed, Fri by appointment 8am -2pm. Tues & Thurs Shopping	Mount Laurel Township	Unknown
Pemberton Township Senior Center	Elderly Person (over age): 55; Any Persons with Disabilities	Transportation to local nutrition site & rec. activities	Nutrition	Mon - Fri 8:00am - 2:00pm	Pemberton Township	2 buses
Willingboro	Elderly 55+	Transportation Surrey	Medical, Shopping, Prescription Pick-ups	Mon - Fri 9am-5pm	Willingboro Township Limits	1 Minibus; Recreational Van used on M,W,F as needed

**FIGURE III**

Organization Name:	Primary Population(s) Served	Description of Services Provided:	Primary Trip Purpose	Transportation Service Schedule	Primary Service Area	# of Vehicles
Catholic Charities	Mental or Cognitive disability; Substance Abusers	Psychiatric, partial care, employment and outpatient services	Social Services	Mon - Fri 7:15am - 4:45pm	Burlington County	Unknown
Occupational Training Center of Burlington County	Low income; Mental or Cognitive disability; Physical disabilities; Substance abusers; Visually	Employment Training	Employment	7 days 5am-10pm	The O.T.C. has work centers and enclaves in Burlington, Camden, Mercer, and Monmouth	5 buses; 8 minibuses; 30 vans; 5 cars
Society of St. Vincent De Paul, Mt. Holly	Elderly; Unemployed; Low income;	Trans. to the hospital, doctor's visits and job interview	Health/Medical ; Employment	N/A	We serve Mt. Holly, Hainesport, Lumberton, Eastampton and Westampton.	Unknown
The Tender, Inc.	Elderly	Trans. to medical appt. and grocery shopping for homebound Sr.'s	Medical; Shopping	N/A	Western Burlington County	Unknown

**FIGURE IV**

Organization Name:	Primary Population(s) Served	Description of Services Provided:	Primary Trip Purpose	Transportation Service Schedule	Primary Service Area	# of Vehicles
Caring Transportation	Elderly; disabled youth & adults	Medical	Health/Medical	Mon-Fri 6am-6pm; Sat-Sun upon request	Southern NJ	25
Senior Care	Elderly	Trans. to 4 Sr. Care facilities	Senior Day Care	Mon-Fri 8am-6pm; Sat 9am-2pm	Southern NJ	4

