

**Sussex County**

**Coordinated Public Transit-Human Services  
Transportation Plan**

**June 2014 Revision**

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## Introduction

The Transportation Coordination Plan is an update of the Community Transportation Plan for Sussex County completed in September 1998 and incorporates provisions of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU amends federal transit law requiring that projects selected for funding under the Section 5310, Job Access and Reverse Commute (JARC) and New Freedom programs be “derived from a locally developed, coordinated public transit-human services transportation plan.” This plan is to be developed with widespread community participation, including providers of transportation and human services as well as consumers and members of the public. The goal is to identify the transportation needs of individuals with disabilities, older adults and low income people and provide strategies for meeting those needs through an ongoing coordinated planning process.

Identifying the needs will be the first step in the planning process. Lack of transportation is a major factor noted in nearly every recent needs assessment completed in rural Sussex County. In April of 2004, the Human Services Advisory Council in collaboration with the Sussex County Department of Health and Human Services completed a county wide Health & Human Services Needs Assessment in which transportation was noted as “the foremost service gap for the homeless and low income populations in our county”. In that same year, the Disability Services Advisory Council identified transportation as an area of need that is “of paramount importance to individuals with disabilities” since it is “the critical link that allows each of us to participate in an array of societal activities, including work, school, commerce and recreation activities.” The 2006 Needs Assessment Survey conducted by the Sussex County Division of Senior Services states, “Respondents indicated transportation to be the most important service needed. In addition, transportation was stated to be the most significant reason for not being able to access services. Older adults’ ability to maintain independence in the community is predicted by adequate transportation”.

## Transportation Coordination Committee

The Sussex County Transportation Coordination Committee is responsible for the development and on-going updating of the Transportation Coordination Plan. On May 16, 2007, Stephen Gruchacz, Administrator of the Sussex County Department of Health and Human Services, convened the first meeting, which was attended by county service and planning officials. Betsy Towle was designated as the chair. A list of potential stakeholders was identified and invited to become members of the committee. The first meeting was held on June 7, 2007. Current committee members for 2014 (those who have attended meetings or sent representatives in the last twelve months) are:

Tom Drabic	Sussex County Planning Department, Transportation
Christine Florio	Sussex County Community & Youth Services
Diane Friedberg	Sussex County Division of Senior Services
Monica O’Donnell	NMH Center for Mental Health
Sue Parichuck	Hopatcong Senior Center
Joan Shaw	Sparta Senior Center, SCCAC
John Cioffone	TransOptions
Harris Rimshnick	SCARC, Inc.
John Jackson	Sussex County Skylands Ride
Carol Novrit, Chair	Sussex County Division of Social Services (Lead agency)
Joseph Zvirblis, PHD	Bridgeway, Inc.
S Frandano	Capitol Care
Khalea Tryman	Logisticare
Julie Schuldner	Family Promise
Bob Panzer	Consumer Advocate, SCCAC, NJCAC
Joe Lashendock	Citizen Advocate, SCCAC, Senior Services Advisory Council
Cindy Barrett	Advance Housing

Lea Sheridan  
 Betsy Towle  
 Linda Ward

NJ TRANSIT  
 Project Self-Sufficiency  
 Catholic Family and Community Services

**New Participating Agencies (since Original Plan) Updated May 2014**

Hopatcong Senior Center	Provider	Municipal Community Transportation
Sparta Senior Center	Provider	Municipal Community Transportation
Advanced Housing	Consumer and Provider	Supportive Housing Agency
Capital Care	Consumer and Provider	Mental Health Day Program
Bridgeway Rehabilitations Center	Consumer and Provider	Mental Health Day Program
Family Promise	Consumer	Shelter
Logisticare	Provider	Brokerage for medical transportation
TransOptions	TMA	TMA

## Sussex County Demographic Profile

### Target Populations

County Established	1753
Land Area (Square Miles)	526.59
Total Population	
1990 Census	130,943
2000 Census*	144,166
2010 Census	149,265
2013 Census Estimate	145,992
Change Amount	-3,273
Change Percentage	-2.191
Population Density – County***	287.6
– Municipality*	See Table 1
Housing Units Per Municipality*	See Table 1
Density Per Square Mile of Land Area Per Municipality	See Table 1
Median Age*	37.1
Median Age Estimate for 2013**	40.0
Persons over 65 in 2008*	10.2%
Persons over 65 in 2013**	14.1%
Persons Below Poverty Level in 2000*	4.0%
Persons Below Poverty Level in 2008**	4.5%
Persons Below Poverty Level in 2010	5.2%
Disability Status of the Civilian Noninstitutionalized Population**	
Total Population Over 5 Years of Age	149,927
Total Population with a Disability	14,205
Population under 18 with a Disability	1,280
Population 18 to 64 Years with a Disability	7,171
Population 65 Years and Over with a Disability	5,754
*2010 Census	
**2008 American Community Survey population estimates	
***2013 Census estimates	

**Table 1 – Population and Density: 2010**

Geographic area	Population	Housing units	Area in square miles			Density per square mile of land area	
			Total area	Water area	Land area	Population	Housing units
<b>Sussex County</b>	<b>149,265</b>	<b>62,057</b>	<b>535.74</b>	<b>16.73</b>	<b>519.01</b>	<b>287.59</b>	<b>119.57</b>
Andover borough	606	263	1.47	0.02	1.45	417.27	181.09
Andover township	6,319	2,181	20.69	0.73	19.96	316.64	109.29
Branchville borough	841	386	0.60	0.01	0.59	1,419.21	651.39
Byram township	8,350	3,207	22.26	1.19	21.07	396.24	152.19
Frankford township	5,565	2,520	35.44	1.42	34.02	163.57	74.07
Franklin borough	5,045	2,136	4.57	0.07	4.50	1,121.62	474.88
Fredon township	3,437	1,289	18.00	0.28	17.72	193.96	72.74
Green township	3,601	1,251	16.26	0.27	15.98	225.30	78.27
Hamburg borough	3,277	1,476	1.16	0.02	1.14	2,870.38	1,292.85
Hampton township	5,196	2,200	25.30	0.92	24.38	213.16	90.25
Hardyston township	8,213	3,783	32.64	0.67	31.97	256.88	118.32
Hopatcong borough	15,147	6,296	12.25	1.39	10.85	1,395.46	580.04
Lafayette township	2,538	919	18.05	0.09	17.96	141.30	51.16
Montague township	3,847	1,802	45.38	1.38	44.00	87.44	40.96
Newton town	7,997	3,479	3.17	0.02	3.15	2,542.20	1,105.95
Ogdensburg borough	2,410	905	2.33	0.05	2.28	1,055.40	396.32
Sandyston township	1,998	988	43.26	0.74	42.52	46.99	23.24
Sparta township	19,722	7,423	38.97	2.02	36.94	533.86	200.94
Stanhope borough	3,610	1,472	2.19	0.35	1.84	1,966.31	801.78
Stillwater township	4,099	1,930	28.38	1.32	27.06	151.47	71.32
Sussex borough	2,130	1,005	0.62	0.03	0.59	3,615.92	1,706.10
Vernon township	23,943	10,958	70.59	2.35	68.23	350.90	160.59
Walpack township	16	15	24.70	0.65	24.05	0.67	0.62
Wantage township	11,358	4,173	67.48	0.73	66.75	170.15	62.51

Note: CDP is Census Designated Place - Source: U.S. Census 2010

For Sussex County, compared to New Jersey as a whole, there are some interesting differences in population characteristics, as shown in Table 3. Notably, Sussex County is much less racially/ethnically diverse than the rest of the state, and the median household income is substantially higher than the state as a whole, leading to a poverty level less than half that of the whole state.

**Table 3 - Demographic Profiles And Comparison, 2013 Census Estimates**

Characteristics	Sussex County	New Jersey
Persons under age 17	27.9%	22.9%
Persons over 65	11.963%	14.1%
White Persons	94.9%	60.3%
Hispanic Ethnicity	5.9%	17.7%
Black	2.0%	13.7%

Asian	1.9%	8.3%
High school graduates (% age 25 or older)	93.3%	87.9%
Bachelors degree or higher	31.6%	35.4%
Median household income, 2008	\$85,507	\$71,637
Persons Below Poverty Level, 2008	5.2%	9.9%

**Table 4 - Sussex County Age Distribution, 2000 and 2010**

	2000 Population	2010 Population Counts	2010 Percentages	% Change 2000 - 2010
<b>Under 5</b>	9,815	7,963	5.3%	-18.9%
<b>5-14</b>	23,876	20,571	12.3%	-14.0%
<b>15-24</b>	15,517	18,528	11.7%	+19.4%
<b>25-34</b>	17,501	14,178	9.5%	+18.9%
<b>35-44</b>	27,881	21,480	13.9%	-22.9%
<b>45-54</b>	23,384	27,845	25%	+19.1%
<b>55-64</b>	13,040	20,853	12.4%	+59.9%
<b>65 and over</b>	13,152	17,850	9.9%	+35.7%
<b>Total Pop.</b>	144,166	149,265		+4.8%

- The largest increases in population occurred in the 45-64, 55-64 and 65+ age groups, as the "Baby Boom" population continues to age. In the 45-64 age group from 2000 to 2010 the increase was 59.9%. The 55-64 age group went from a 48.1% increase between 1990 and 2000 to an estimated 59.9% increase from 2000 to 2010. The over 65 age group went from a 12.6% increase for 1990 to 2000 to an estimated 35.7% increase from 2000 to 2010.
- There was also an increase in the number of children in the 5-14 age group, also called the "Baby Boom Echo". However, by 2010, these individuals are now moving into the 15-24 age group, taking that group from a change of +19.9% increase and the 25 to 34 age group with a population increase of +18.9..
- The fewer numbers in the "Baby Bust" generation (born during the 1970s) caused a decrease in the 35-44 population, down an estimated total of -22.9% from 2000 to 2010. With fewer people in this child-bearing age group, there was a corresponding decrease in children under age 5, down an estimated total of -18.9 and the 5 to 14 year olds with a -14.0% from 2000 to 2010.

*Population Density:* Although the population density is down to 287.59 persons per square mile in 2010, Sussex County remains a sparsely populated area. Population density in New Jersey was estimated at 1,184 persons per square mile in 2010, making it the most densely populated state in the U.S. The older areas that were built up 40-50 years ago with town centers such as Sussex, Newton and Hamburg remain the most densely populated. As explained in the next section, some of the more densely populated areas are classified as "urban" by the U.S. Census Bureau.

*Rural and Urban Population:* The definitions of rural and urban areas come from the U.S. Census Bureau, and depend upon the population size and density of an area. The County ranks 18th of 21 counties in New Jersey in its percentage of urban population, with 60% of the population defined as living in urban areas. Sussex County contains two types of "urban areas" where population densities range from 500-1,000 persons per square mile or higher:

*Income and Poverty:* Sussex County is one of the wealthier counties in New Jersey. However, it increased from estimated median household income of \$79,393 in 2009 to \$85,507 compared to the State median income of \$71,637. The municipality with the highest median income was Sparta. Six municipalities were below the State median: Branchville, Franklin, Montague, Newton, Sussex and Walpack.

The overall poverty rate for Sussex County in 2010 was an estimated 5.1% of the population, which equaled 7,612 persons. This rate has remained relatively stable from 1999 to 2006, at which time it was estimate that 3.8% of families and people in Sussex County had income levels below the poverty level in the last twelve months. However, the rate increased from 2006 to 2010 by 1.8%. With the population increase, this means that an estimated 7,612 people were living below the poverty level in 2008. Again, municipal level data has not been updated since 2000, at which time the poverty rate varied among municipalities: below 2% in Byram, Green and Sparta, and over 11 % in Sussex Borough, Montague and Newton. The municipalities with the highest numbers of poor people are Newton and Vernon.

### **Inventory and Self Assessment**

The needs assessments cited in the Introduction identified overall transportation needs. The next step was identification of what is actually available and what specific needs are unmet in Sussex County. To begin this process the Transportation Coordination Committee completed the Self Assessment Tool for Communities as a group process on 6/7/07. The answer to all but one of the 26 questions was "Needs to Begin". The one area where Sussex County has made some strides is that County leaders have seen the need for change in the human service transportation delivery system and have already made one significant change effective July 2007 by placing the county paratransit system within the Division of Social Services.

To collect information about what current available services, transportation providers and user organizations were asked to complete the Sussex County Transportation Planning Survey. This survey was designed by New Jersey Transit to gather information about resources and needs that are specific to the county. The original survey was administered in 2007, and was updated in February, 2010. 21 organizations or programs completed the 2010 survey. The major unmet needs that were identified through this process were:

- No evening service
- Limited space/no service
- No weekend service
- Provider restrictions on trip purpose
- Restrictions crossing county/municipal lines
- Lack of accessible services for people with disabilities

The 2010 report compares results of both surveys and is included below.

### **Key Unmet Transportation Needs and Gaps Updated May 2014**

Specific identified gaps in transportation for Sussex County residents are:

- The need for more effective schedule coordination between community shuttles operated by the county and municipalities.
- The need for employer transportation addressing unmet off-peak needs (evening and early morning).
- The need for public transportation in the evening hours
- The need for increased transportation on Saturday and transportation services on Sunday.
- The need for Public transportation to perimeter communities, e.g., Montague, Vernon, and Branchville, and interior areas such as Lafayette
- The need for increased and more consistent out-of-county service
- The ability to provide demand response service for medical appointments throughout the day, not limiting hours to the middle of the weekday
- The need for expanded assisted transportation for those who cannot get from their residence to the vehicle



- The need for technology tools including improved routing/scheduling/GPS, Integrated Voice Communications to customers, and billing software to move toward a more integrated dispatching, billing and reporting system involving a broader set of community transportation providers.
- The need to provide insurance coverage or changed insurance regulations to exempt volunteer drivers or agencies willing to drive customers outside of normal business from increased insurance rates for participation in these activities, increased insurance rates if a driver has an accident while participating, protection from law suits more than auto insurance coverage and ensuring that a driver or agency is not dropped from an insurance policy if it is related to participation in a volunteer driving activity.

## County Transportation Planning Survey Results 2007 Comparison with 2010 Surveys

### Part A – General Information:

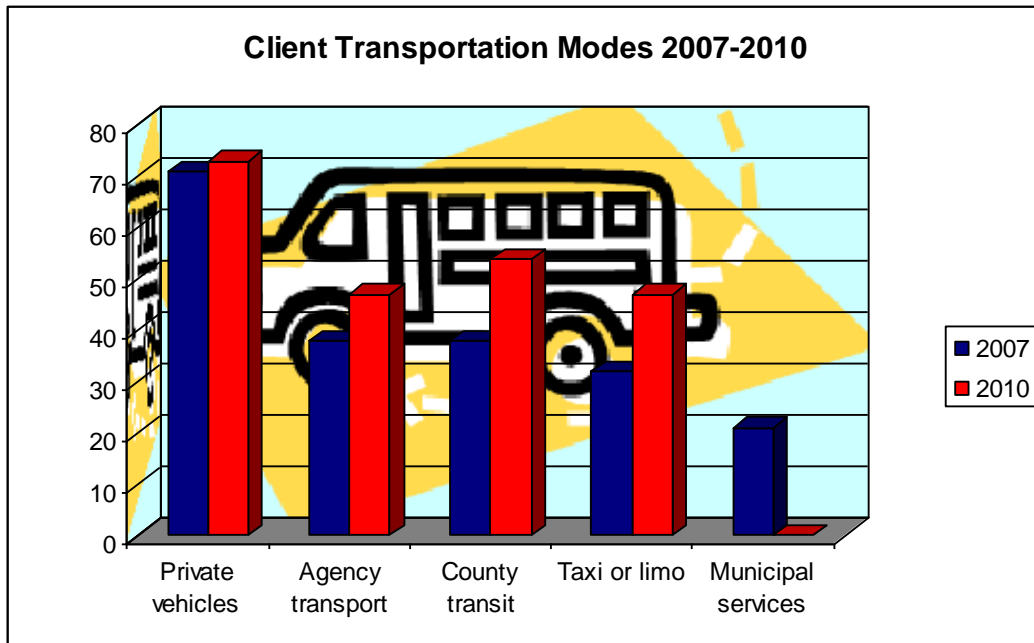
Table 1 – Agency Information

Survey Responses	2007 Results	2010 Results
Survey Responses	33	22
Type of Organization:		
Government	6	4
Non-profit human service	20	17
Non-profit transportation companies	2	0
For-profit health care agencies	1	0
For-profit transportation companies	2	1
Non-profit economic development agencies	2	0
Caseloads size		
Per day	20-1000	20-1000
Per year	250-15,000	250-5,000
Agencies providing some type of transportation service to clients	68%	59*

\*Including Sussex County Skylands Ride and Fiossa Transportation, which are exclusively transportation agencies and do not have other clients

While the majority of agency clients still rely on private vehicles to access services (3% in 2010 compared to 71% in 2007), the number of agencies providing transportation and Sussex County's transit system have increased dramatically. 47% of agency clients used agency transport in 2010 versus 38% in 2007, and County transit use increased from 38% in 2007 to 54% in 2010. No one reported that their clients used municipal services in 2010, compared to 21% in 2007.

### Chart 1 – Transportation Mode Comparison



14 of the 22 (63%) of agencies responding to the 2010 survey provide some type of transportation service or support for their clients. This is a moderate drop from the 2007 survey, which reported that 68% of the responding agencies provide such service.

Of those who responded to the question in 2010, 34% indicated that more than 50% of the clients have unmet transportation needs compared to 38% in 2007.

*Part B – Transportation Services Provided (Only for those agencies providing some form of transportation – 15 respondents)*

Table 1 – Types of Service Provided 2007 & 2010

	Fixed/Deviated or Scheduled Route		Demand Response with Paid Drivers		Contract/purchase Fixed/Deviated or Scheduled Service		Demand Response with Non-Transportation Staff		Demand Response with Volunteers		Contract/purchase Demand Response		Client Subsidies or Reimbursement	
	2007	2010	2007	2010	2007	2010	2007	2010	2007	2010	2007	2010	2007	2010
Abilities of Northwest NJ*		√				√								
American Cancer Society									√	√				
Birth Haven								√	√	√				
Bridgeway, Inc.*		√												
Capitol Care**			√											
Carepoint**							√		√					
Catholic Family & Community Services*				√										
Community Hope, Inc.			√					√						
DAWN Center for Independent Living											√	√		
DYFS**			√								√		√	
Employment Horizons**	√													

Fiossa Transit Systems, LLC*		√		√									
Hope House**			√									√	
Lakeland Bus**	√												
Newton Memorial Hospital**			√										
Morris County Organization for Hispanic Affairs*				√									
Morris/Sussex/Warren Employment & Training Services*		√									√		√
People Help of Sussex County												√	√
Project Self-Sufficiency***							√		√			√	
Rose House**									√				
Samaritan Inn***									√				
RSVP of NORWESCAP*										√			
State Shuttle**	√		√										
SCARC, Inc.		√	√	√	√		√		√		√		
SC Division of Social Services			√	√						√	√	√	√
Sussex County Interfaith Hospitality**	√				√				√				
SC Skylands Ride	√	√	√	√									
Town of Newton**	√												

\* Indicates agencies not included in the 2007 survey

\*\* Indicates agencies that did not submit surveys in 2010

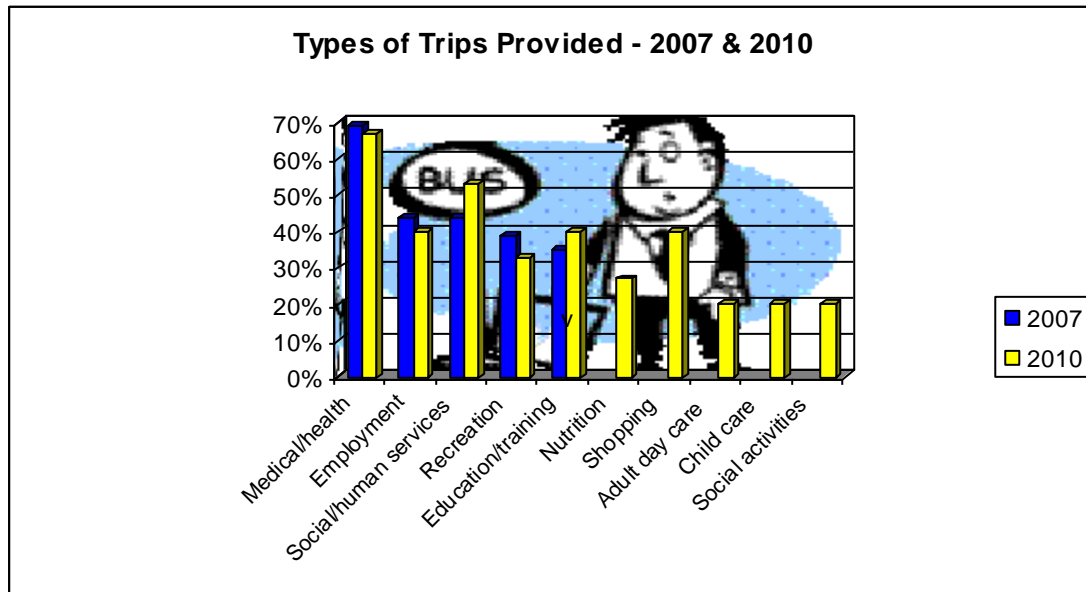
\*\*\* Indicates agencies that submitted 2010 surveys but indicated that they do not provide transportation services at this time

Unfortunately, comparisons are mostly meaningless since there were 6 agencies responding in 2010 that either did not exist or did not respond in 2007, and there were 10 agencies that either did not provide transportation services in 2010 or did not respond to the survey request, leaving only 7 agencies that responded to both surveys. Of those seven, four agencies (American Cancer Society, People Help of Sussex County, Sussex County Division of Social Services and Sussex County Skylands Ride/Transit) continue to provide the same services in 2010 as they did in 2007. Community Hope, Inc. has moved from paid drivers to non-transportation staff drivers and Birth Haven has added non-transportation staff drivers to its volunteer driver force. SCARC moved from providing some services with non-transportation staff members and volunteers and contracting out some demand response service in addition to its paid driver services to providing all of its services with paid drivers.

The parameters for these services have not changed substantially in the three year period between surveys. The vast majority of services continue to be offered weekdays ranging from as early as 4:30 am to as late as 8:00 pm. Fiossa Transit Systems offers a regularly scheduled Saturday service from 6 am to 11 pm for Medicaid recipients to medical services only, and SCARC offers Saturday service for its clients only from 10 am to 10 pm. Catholic Family and Community Services offers Saturday transportation to its adult day care center, and Morris County Organization for Hispanic Affairs provides Saturday transportation to its ESL and computer training classes between 9 am and 3 pm. 5 other agencies provide limited on call service for their clients on Saturdays and Sundays. Fiossa Transit Systems provides medical transportation on Sundays. There is no service to the general public on weekends at all.

The 2010 survey shows that medical/health related trips are the primary trip purposes of all trips provided (67% of the 15 agencies responding to this question), followed by social services (53%). These two trip purposes were also the top ones in 2007 (65% and 44%, respectively), but employment, which tied social services at 44% in 2007 dropped to 40% in 2010. Recreational purposes dropped from 39% in 2007 to 33% in 2010, while education rose from 35% in 2007 to 40% in 2010. Additional rides were provided for purposes of shopping (40%), nutrition (27%), social activities, child care and adult day care (all 20%) in 2010.

Chart 2 – Trip Purposes 2007 Compared to 2010



Another change from 2007 to 2010 is in the area of fares. In 2007, 65% of responding agencies did not charge fares. In 2010, 33% of the responding agencies do not charge fares. The number of agencies accepting donations rose slightly from 38% to 40% accepting donations.

Unfortunately, due to the fact that responding agencies varied so greatly between the two survey years, no valid comparisons as to the numbers, types and accessibility of vehicles can be made.

However, nine agencies in 2010 reported owning their own vehicles. The largest fleets (over 10 vehicles) belong to:

- SCARC - 64 vehicles (14 accessible)
- Abilities of Northwest Jersey - 29 vehicles (12 accessible)
- Community Hope, Inc. - 30 vehicles ( 0 accessible)
- Sussex County Skylands Ride - 27 vehicles (25 accessible)

Of these four large fleets, SCARC, Abilities of Northwest Jersey and Community Hope, Inc. transport only their own customers. Overall, Birth Haven, Bridgeway, Inc. and Sussex County Division of Social Services also only transport their own customers.

Table 2 shows the vehicle inventory from the 2010 survey, and Table 3 shows the vehicle inventory from the 2007 survey. Note: Accessible vehicles are indicated by an asterisk.

Table 2 – 2010 Vehicle Inventory

Organization	Total	Van	Mini-van	Mini-bus	Bus	SUV	Sedan	Other
Abilities of Northwest Jersey	23	23 (6)	6 (6)					
Birth Haven	7	1						1
Bridgeway, Inc.	7	4				3		
Catholic Family & Community	3		1	1(1)			1	
Community Hope, Inc.	30		15			5	5	
Fiossa Transit Systems, LLC	5	5 (3)						
Morris County Hispanic Affairs	3			3 (1)				
SCARC	64	15 (4)	20 (3)	7 (7)		1	18	3
Sussex County Skylands Ride	27	1		20 (20)	5 (5)	1		
SC Division of Social Services	3						3	

TOTAL	172	49 (13)	42 (9)	31 (29)	5 (5)	10	27	4
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Table 3 – 2007 Vehicle Inventory

In 2010, 50% of the responding agencies reported providing less than 5,000 annual rides

compared to 59% in the 2007 survey. In 2007, 32% of responding agencies reported providing between 5,000 and 40,000 annual rides as compared to 36% in 2010. One agency provides between 90,001 and 120,000 annual rides and one agency provides between 120,001 and 150,000 annual rides, according to the 2010 survey. In 2007, three agencies provided over 90,000 annual rides.

Table 4 – 2010 Annual One-Way Rides

Responding Agency	Number of Annual Rides
Abilities of Northwest Jersey	5,001-15,000
American Cancer Society	101-500
Birth Haven	101-500
Bridgeway, Inc.	5,001-15,000
Community Hope, Inc.	15,001-40,000
DAWN Council for Independent Living	<100
Morris/Sussex/Warren Employment & Training	15,001-40,000
Fiossa Transit Systems, LLC	101-500
Morris County Organization for Hispanic Affairs	15,001-40,000
People Help of Sussex County	501-1,000
RSVP of NORWESCAP	<100
SCARC	90,001-120,000
Sussex County Division of Social Services	1,001-2,500
Sussex County Skylands Ride	120,001-150,000

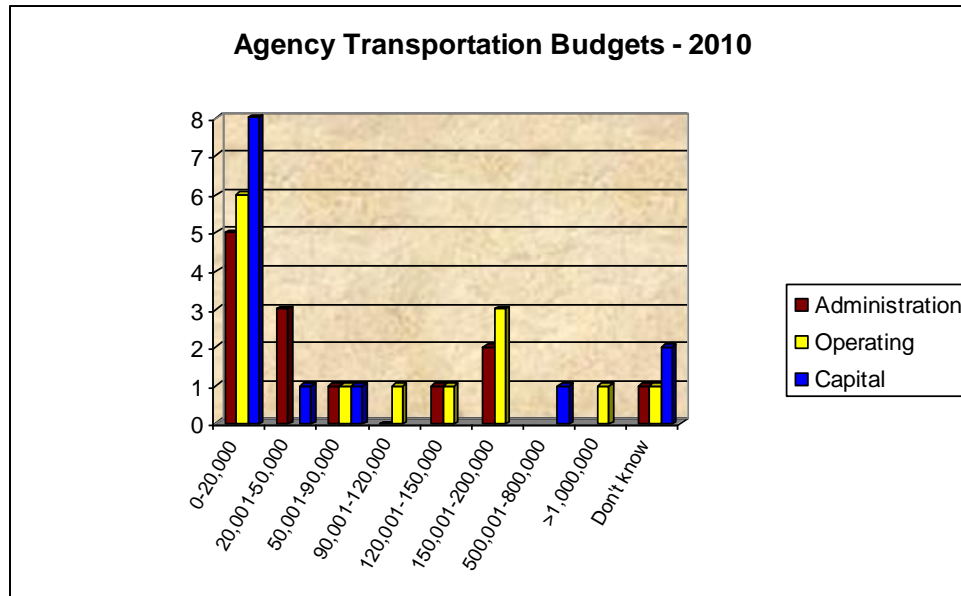
The 2007 survey showed that 61% of the non-profits have total transportation budgets under

Organization	Total	Van	Mini-van	Mini-bus	Bus	SUV	Sedan	Other
Birth Haven	2	1					1	
Capitol Care Inc	13	10			1		2	
Community Hope, Inc.	28	3 (1)	17				8	
Division of Youth & Family Services	28		9			4	15	
Employment Horizons, Inc.	19	1	7	4 (2)				7
Hope House	4		3				1	
Newton Memorial Hospital	16	4					12	
Samaritan inn	1		1					
Sussex County Division of Social Services	2							2
Sussex County Transit	22		1	16 (16)	5 (5)	1		
Town of Newton	2			2 (1)				
SCARC	76	14	25	20 (10)			17	
State Shuttle, Inc.	67	50	2 (2)	15 (5)				
The Rose House	2		2 (1)					
<b>TOTALS</b>	<b>282</b>	<b>83 (1)</b>	<b>67 (3)</b>	<b>57 (340)</b>	<b>6 (5)</b>	<b>5</b>	<b>56</b>	<b>9</b>

\$200,000 (includes administration, operating and capital budgets), while the for-profits had budgets of over \$1 million. The 2010 survey only included one for-profit organization which reported a total budget under \$50,000.

Chart 3 shows the budget break-downs by administration, operating and capital by the number of agencies responding.

Chart 3 – Number of Agencies by Budget Categories and Size



Slightly fewer agencies reported an increase in their transportation budgets from 2007 to 2010 (52% in 2007 compared to 50% in 2010), but more reported that their budgets stayed the same (13% in 2007 versus 21% in 2010). The number of those that reported decreases dropped over the three year period (35% in 2007, 29% in 2010).

Of the eleven agencies that responded to the question on funding, funding sources listed in 2010 fell largely in the "Other" category. Only two providers received State Casino Revenue funds (Abilities of Northwest Jersey and Sussex County Skylands Ride), and six received Federal Transit funding. Of those six, three received 10% or less of their funding from federal sources. The other three (Catholic Family and Community Services, Morris/Sussex/Warren Employment & Training and Sussex County Skylands Ride) received between 48% and 50% of their funding from the federal government. The second highest source of funding reported is county funding, with People Help of Sussex County reporting 22%, Sussex County Skylands Ride reporting 20%, and Catholic Family and Community Services reporting 15% coming from the county.

This reflects a shift from the 2007 survey, which showed that non-profits leaned heavily on federal funds. However, since the preponderance of 2010 funds were reported as "Other" without identifying the source, it is hard to say exactly where transportation financial support originates at this time, except that it appears to be much less from the federal level.

Personnel break-down was not included in the 2007 report, but in 2010, only seven providers had any kind of paid full- or part-time transportation staff, approximately 89% of which are drivers. The largest employer of drivers is SCARC, who employs over 50 part-time drivers and between 5-10 full-time drivers. Three other providers reported that they use volunteer drivers and no schedulers, dispatchers, reservationists or transit managers.

Only three agencies reported maintaining waiting lists in 2010 compared to ten in 2007. However, 14 of the 15 2010 Part B respondents reported receiving transportation requests that they could not fulfill. Reasons varied from great distances and destinations not served (5), to not enough volunteer drivers (2) and to demand too great to be met (1).

*Part C – Coordination of Transportation Services (21 respondents)*

Table 5 shows the responses to the four questions on coordination of services in the 2007 and 2010 surveys. The percentage of providers who coordinate services with other agencies dropped from 45% in 2007 to 38% in 2010, while the percentage of those who operate their own vehicles but would be willing to consider purchasing transportation from another agency rose by 2% from 21% to 23%, as did the percentage of those who would be interested in providing such services to another agency (9% to 14%).

Table 5 – Coordination of Services

	2007 Survey			2010 Survey		
	Yes	No		Yes	No	
Do you provide services for other organizations?	3	30		3	18	
Are your transportation services coordinated in any other way with the transportation services of other agencies?	15	18		8	12	
	Yes	No		Yes	No	
If you now operate your own vehicle(s), would your organization consider purchasing transportation services from another agency, assuming that the price and quality of service met your needs?	9	24		5	13	
	Yes	No	Maybe	Yes	No	Maybe
Would your organization be interested in providing transportation services, or more transportation services, under contract to another agency or agencies?	3	18	12	3	12	6

*Conclusions:*

Overall, the response was better in 2007, although many social service agencies providing transportation in Sussex County did respond in 2010. The biggest difference in the response was the lack of response from the for-profit providers such as Lakeland Bus and State Shuttle.

Two of the 2010 respondents are solely transportation providers, Fiossa Transit Systems, LLC, which is a for-profit transportation company, and Sussex County Skylands Ride, the county paratransit system. All other respondents are non-profit human service agencies or divisions of county government.

All human service agencies and one of the two county government entities that provide transportation (Sussex County Division of Social Services) provide services only to their own clients. The only transportation available to non-clients is through Fiossa Transit and Sussex County Skylands Ride. Of these two, Fiossa provides medical transport only. Sussex County Skylands Ride provides demand response service only to those meeting the criteria set by funding sources, so the only transportation available within county borders to any Sussex County resident is Sussex County Skylands Ride deviated fixed route service. (It should be noted that Lakeland Bus and NJ TRANSIT do have very limited service within Sussex County directly to New York City.)

There are a number of agencies that indicated a willingness to discuss additional transportation coordination, either to contract with another provider or to provide services for another agency. The United We Ride Coordinated Transportation Stakeholders Group will initiate a meeting among these agencies to discuss possible ways and means of increasing coordination and maximizing available resources to serve as many Sussex County residents as possible. The results of this effort will be included in the next revision to the Transportation Coordination Plan.

**Assessment of Transportation Needs**

The Transportation Coordination Committee undertook a county-wide transportation survey to assess transportation needs and gaps of the population as a whole, and specifically for senior citizens, individuals with disabilities and those with low incomes. The Synopsis Report addresses



these issues, and the full report can be obtained by writing the Sussex County Office of Transit, One Spring Street, Newton, NJ 07860, by calling (973) 579-0480x1404 or by emailing [bmiller@sussex.nj.us](mailto:bmiller@sussex.nj.us) .

## **Sussex County 2008 Transportation Survey Synopsis Report**

### **Executive Summary**

The United We Ride Human Services Transportation Planning Committee has adapted a survey prepared by the New Jersey Division of Family Development to be distributed as widely as possible throughout the Sussex County community, its social service agency staff and their clients to determine their attitudes, experiences, and needs in regard to transportation in Sussex County. Copies of surveys for both the general public and agency caseworkers are included in the Appendices.

The results of that endeavor are detailed in the following report. For ease of understanding, the report has been divided into several sections and contains some overall statistical data. However, the break-down of data to its lowest levels is contained in the last section labeled Statistical Supplement.

There are several conclusions clearly supported by the data collected. First and foremost is the fact that public transportation in Sussex County is inadequate. Many residents would choose to use public transportation if it ran near their homes and places of business frequently enough to be of use to them. Even current users expressed frustration with the limitations of the existing transit system.

Residents of many communities within Sussex County use their own vehicles to get around, but overall, the majority of respondents do not have this luxury. Instead, they rely on family and friends, walking, or using the limited resources of the Sussex County Transit system.

The biggest need beyond expanding overall capacity to serve areas that lay on the outer perimeter of the county is to expand service to weekends and extended daytime hours. Many of the respondents were unemployed and have difficulty finding jobs without transportation. These individuals are limited to the hours of transit system operation, that is, from 5:30a.m. to 6:00p.m., thus limiting them to jobs during the day.

The majority of the respondents who use Sussex County Transit use it for medical appointments. However, a number of them have difficulty making appointments during the hours or in locations that can be accommodated by Sussex County Transit.

Several other issues arose out of the survey data. Current users and would-be users alike stated that wait times to be picked up going to and from their destinations are too long, and they frequently spend a long time on the bus while the driver picks ups numerous other individuals.

A number of respondents indicated that their greatest need is feeder service to other transit systems, access to shopping malls in Wayne or Rockaway, and regularly scheduled bus routes that go where they need to go. Still other respondents expressed frustration with trying to reach Sussex County Transit by phone,

Many respondents were unaware of what services are available to them, how to access them, and how to get information about them.

The conclusions to be drawn from these results are simple. Sussex County Transit needs more resources to put more buses and drivers on the road to more places, an education campaign to make Sussex County residents more aware of the services they can get, and a user-friendly telephone system to ease the process of contacting the Office of Transit to get information and schedule trips. Without these resources, public transportation in Sussex County will continue to be inadequate for the demand and the need of its residents.



## Introduction

As part of the United We Ride initiative in Sussex County, NJ, the Human Service Transportation Planning Committee has developed two different transportation surveys (See Appendix A) for distribution throughout the county to solicit input from a cross-section of county residents and from case workers who serve the human service client base.

The survey's purpose is to determine the transportation needs of county residents, with special emphasis on the needs of senior citizens, low income individuals and individuals with disabilities. It will also identify gaps in the current transportation services and assist in planning for continuous improvement in the transportation system. The data gathered from this survey will form the basis for future transportation planning within the county.

The committee distributed the survey throughout the county to all social service agencies, senior citizens organizations and senior clubs, all six branches of the county library, and on the county website.

## Respondents

Of the 965 transportation surveys received from residents, the geographic breakdown by municipality/township indicated is shown in Table 1 below.

**Table 1 – Responses by Municipality**

Municipality	# of Responses
Andover	24
Augusta	1
Branchville	15
Byram	17
Frankford	15
Franklin	57
Fredon	12
Glenwood	5
Green	9
Hamburg	47
Hampton	16
Hardyston	30
Highland Lakes	14
Hopatcong	62
Lafayette	19
Layton	1
Montague	25
Newton	184
Ogdensburg	9
Sandyston	8
Sparta	114
Stanhope	20
Stillwater	16
Stockholm	8
Sussex	74
Swartswood	1
Vernon	106
Wantage	39
Homeless	2
Not Specified	14

Table 3 shows responses by age group.

**Table 2 – Responses by Age Group**

Age Group	# of Responses
17-19	32
20-25	129
26-35	180
36-40	106
41-50	190
51-55	94
56-60	56
61-65	44
66-75	64
Over 75	67

In addition to the surveys received from the general public, 113 caseworker surveys were received from human services agency staff. These will be discussed separately.

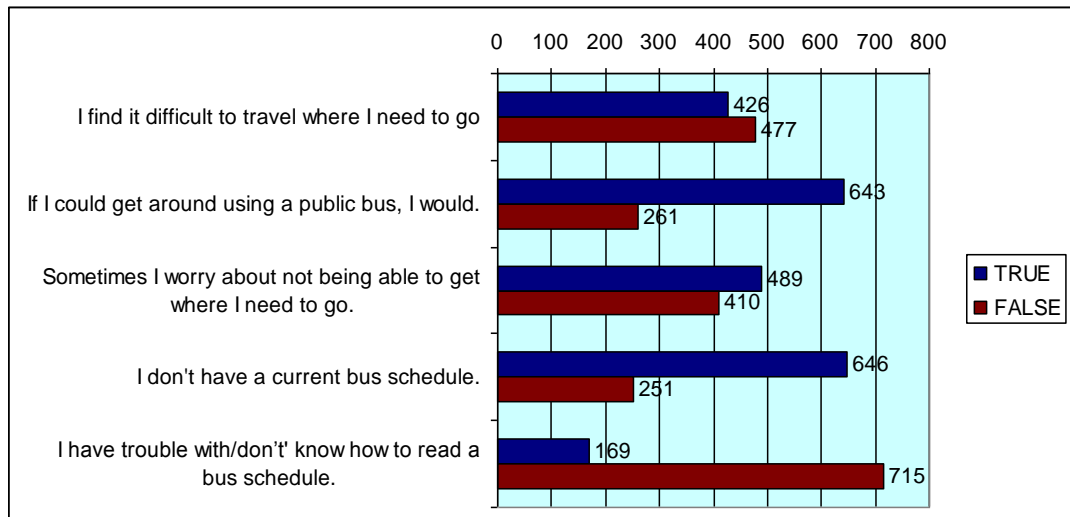
**Statistical Results**

Findings are broken down into two sections. The first is the overall response to all statistical questions. The second section is the data collected from caseworkers.

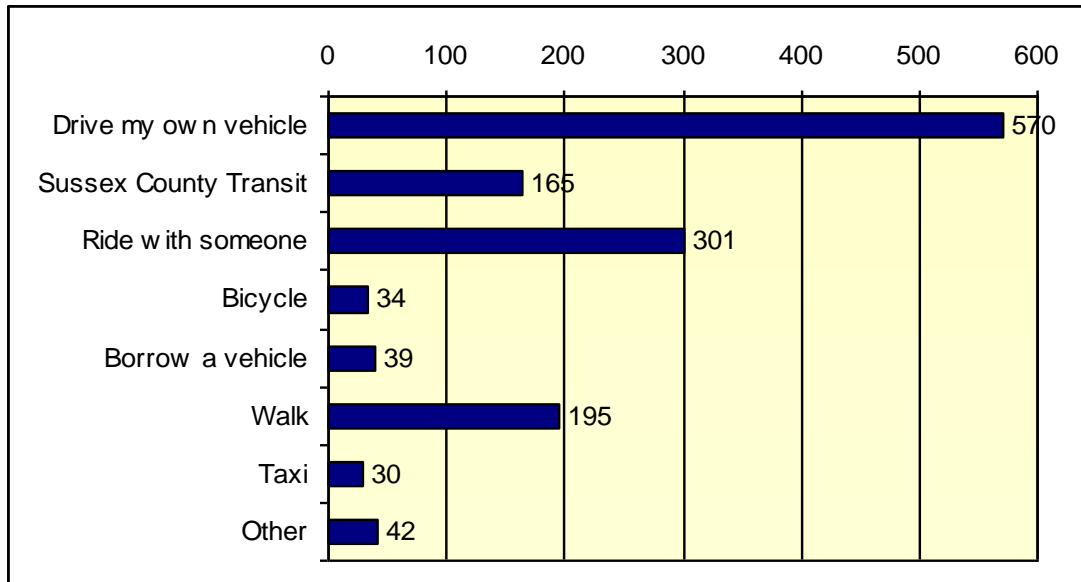
I. Response to all statistical questions:

All valid responses to all statistical questions are charted below.

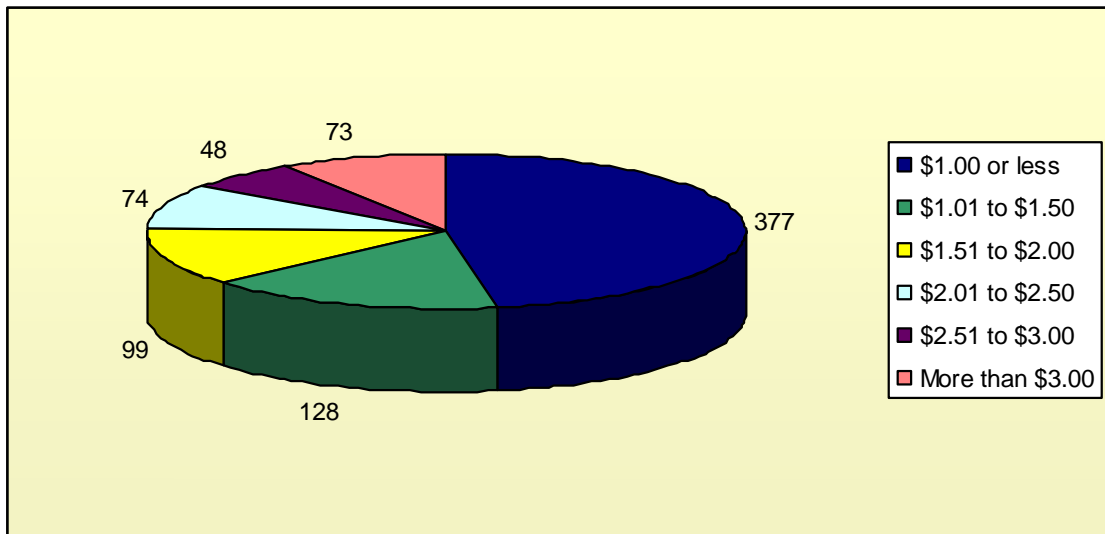
**Chart 1 – Please indicate whether each of the following statements is true or false?**



**Chart 2 – How do you usually get where you need to go now?**



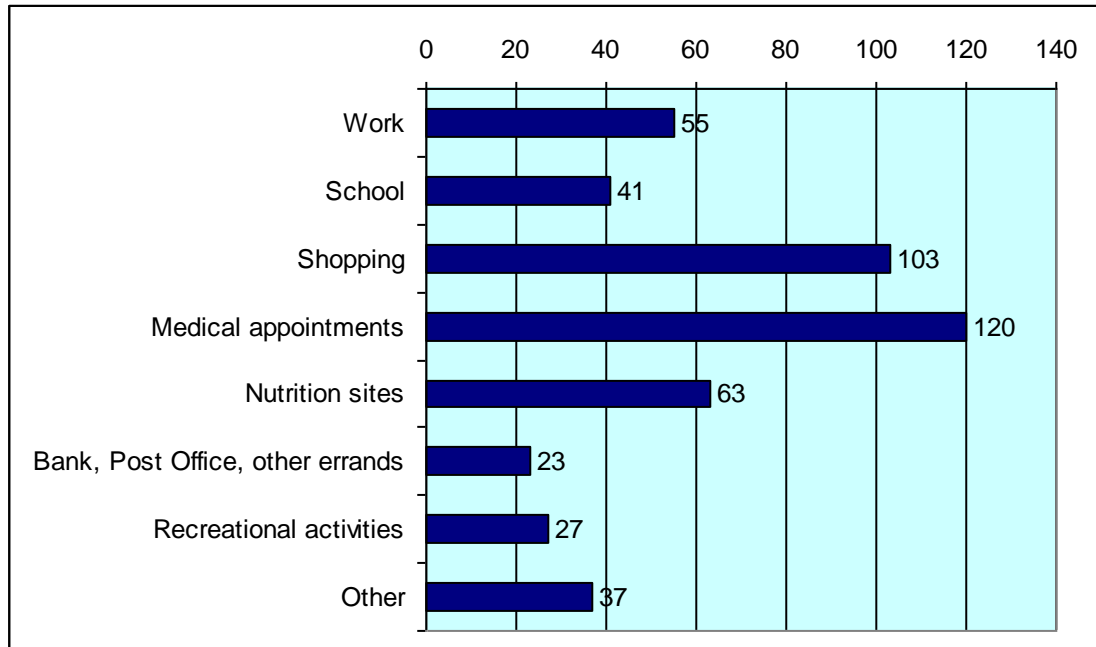
**Chart 3 – What would you be able to pay for a one-way trip for in-county transit?**



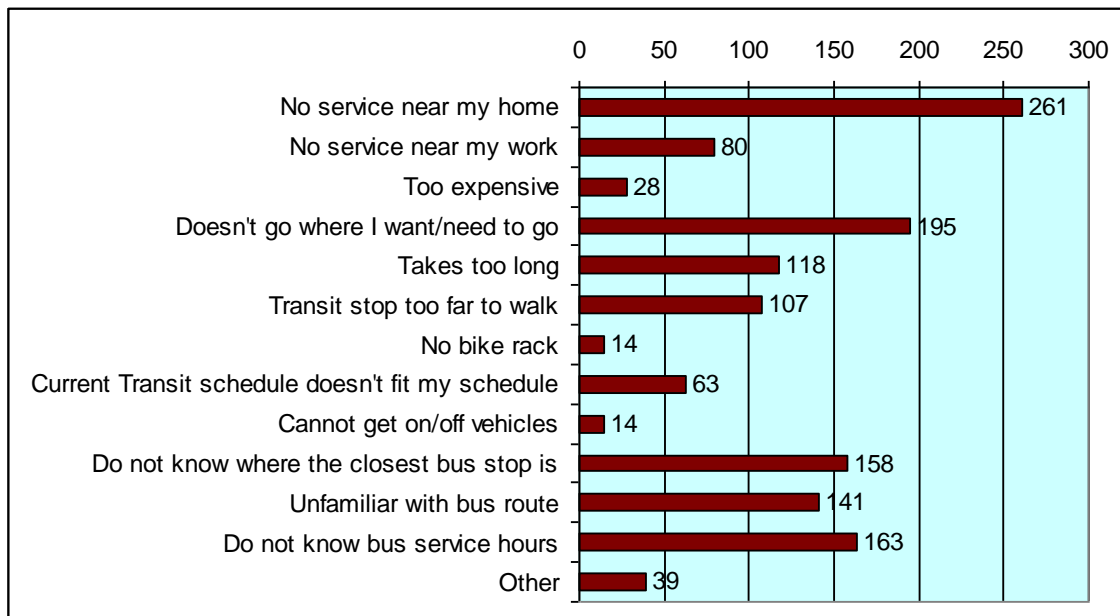
**Table 3 – Use of Sussex County Transit**

	Yes	No
Do you currently use Sussex County Transit?	221	721
Would you be more likely to use Sussex County Transit if you were shown how to use the bus schedule and use the system?	426	460
Do you have special transportation needs?	54	861

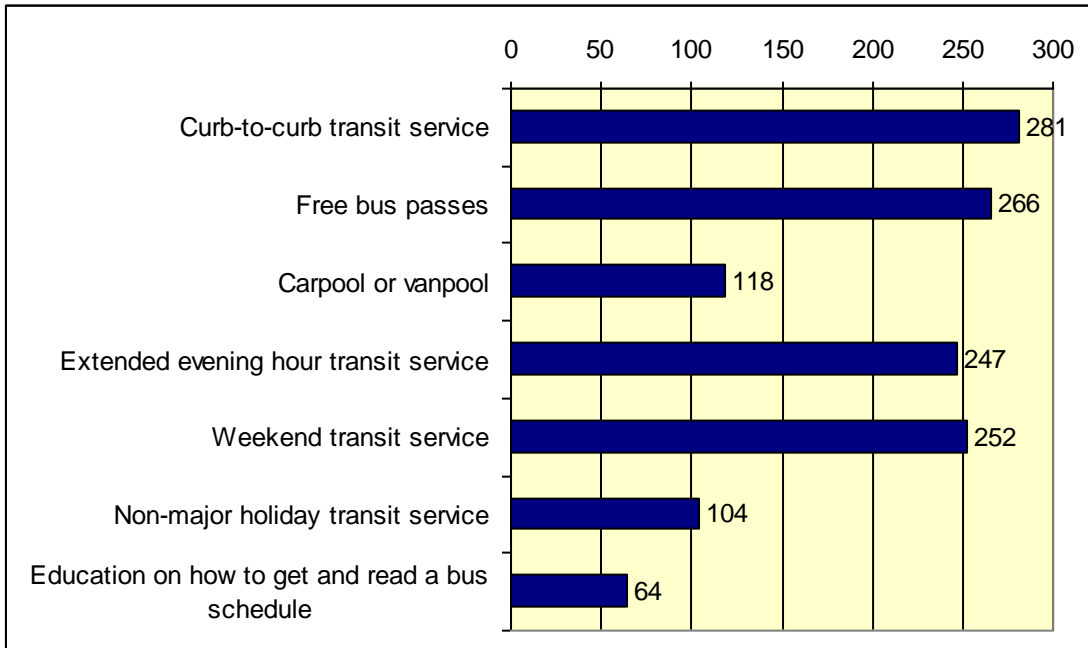
**Chart 4 – What types of trips do you take on Sussex County Transit?**



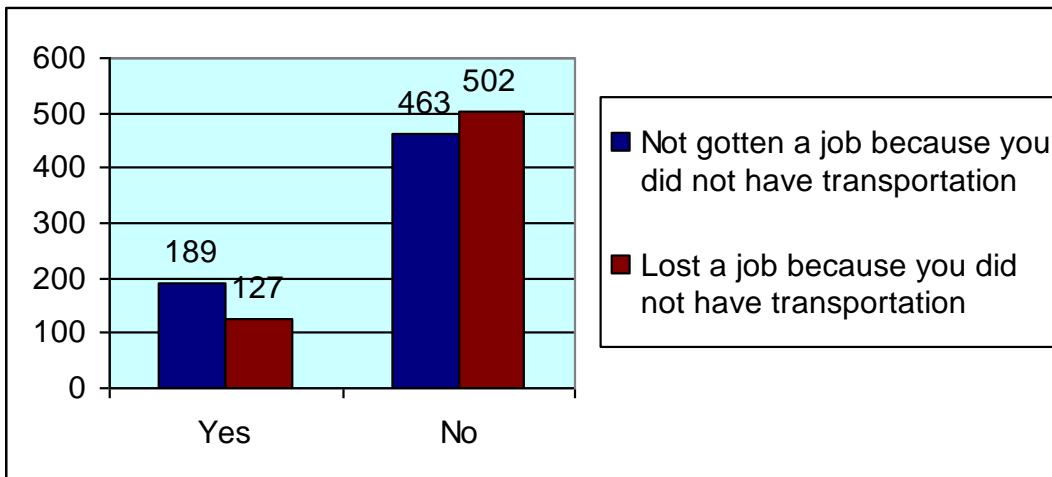
**Chart 5 – If you do not use Sussex County Transit, why not?**



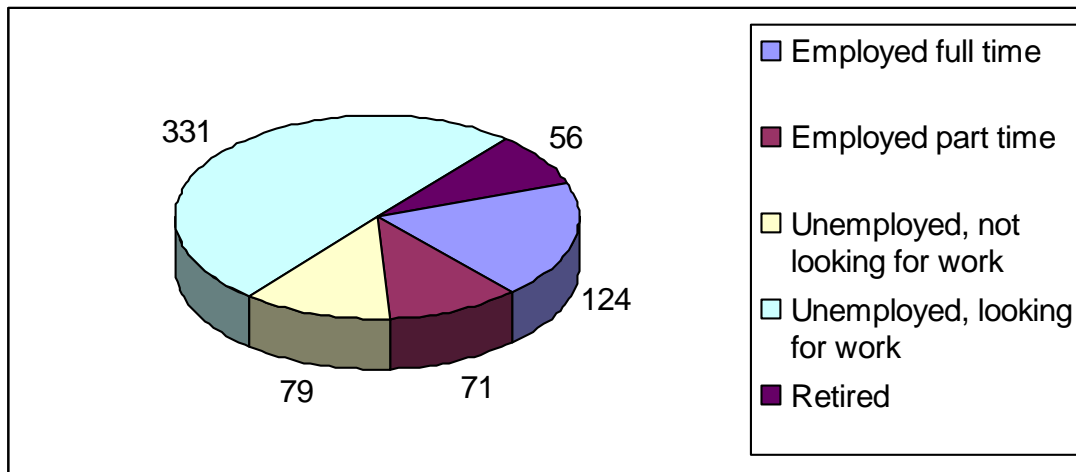
**Chart 6 – Which of the following transportation services would help you the most?**



**Chart 7 – Have you ever:**



**Chart 8 – What is your current employment status?**



**II. Response by age**

All valid responses to statistical questions by age grouping are shown in the Table #5.

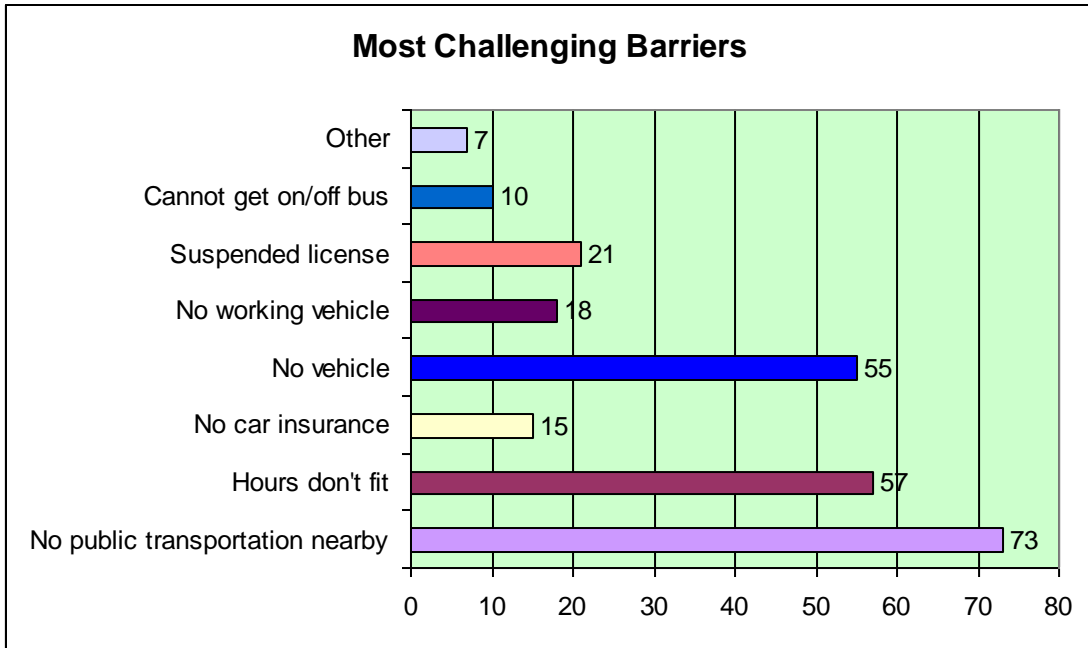
**Table #4 – Survey Response by Age Group**

Survey Responses by Age Group										
	17-19	20-25	26-35	36-40	41-50	51-55	56-60	61-65	66-75	76+
I find it difficult to travel where I need to go:	T – 17 F – 14	T – 73 F – 53	T – 80 F – 91	T – 43 F – 60	T – 81 F – 104	T – 36 F – 48	T – 23 F – 30	T – 14 F – 26	T – 29 F – 32	T – 33 F – 21
If I could get around using a public bus, I would:	T – 20 F – 11	T – 97 F – 26	T – 121 F – 48	T – 72 F – 33	T – 115 F – 69	T – 65 F – 22	T – 45 F – 10	T – 30 F – 10	T – 45 F – 16	T – 39 F – 16
Sometimes I worry about not being able to get where I need to.	T – 24 F – 7	T – 80 F – 45	T – 97 F – 71	T – 52 F – 52	T – 87 F – 96	T – 43 F – 42	T – 22 F – 31	T – 16 F – 23	T – 35 F – 26	T – 37 F – 18
I don't have a current bus schedule.	T – 21 F – 10	T – 80 F – 42	T – 126 F – 42	T – 74 F – 29	T – 119 F – 62	T – 65 F – 20	T – 49 F – 6	T – 30 F – 10	T – 42 F – 20	T – 44 F – 12
I have trouble with/don't know how to read a bus schedule.	T – 10 F – 21	T – 27 F – 95	T – 31 F – 136	T – 17 F – 64	T – 30 F – 149	T – 15 F – 69	T – 5 F – 48	T – 4 F – 35	T – 13 F – 48	T – 18 F – 34
How do you usually get where you need to go now?										
Drive my own vehicle	10	49	105	64	129	63	48	32	40	29
Sussex County Transit	5	33	27	18	30	14	4	8	16	16
Ride with someone	21	55	55	31	44	28	10	10	18	34
Bicycle	1	6	12	3	9	3	0	0	0	0
Borrow a vehicle	4	7	13	4	7	3	0	0	1	0
Walk	9	35	42	29	37	20	3	6	7	6
Taxi	0	5	8	5	2	4	1	1	2	1
Other	1	10	4	3	7	3	1	1	6	7
What would you be able to pay for a one-way in-county trip?										
\$1.00 or less	18	61	77	44	65	37	20	11	19	25
\$1.01 to \$1.50	4	17	31	9	26	9	12	5	10	6
\$1.51 to \$2.00	1	13	13	10	17	14	13	3	7	8
\$2.01 to \$2.50	0	7	13	12	15	11	0	6	5	6
\$2.51 to \$3.00	1	4	5	4	10	6	3	4	5	5
More than \$3.00	6	7	9	9	23	4	5	5	4	1
Do you currently use Sussex County Transit?	Y – 10 N – 20	Y – 37 N – 91	Y – 36 N –	Y – 23 N – 81	Y – 42 N –	Y – 20 N – 71	Y – 12 N – 44	Y – 11 N – 32	Y – 20 N – 47	Y – 17 N – 51

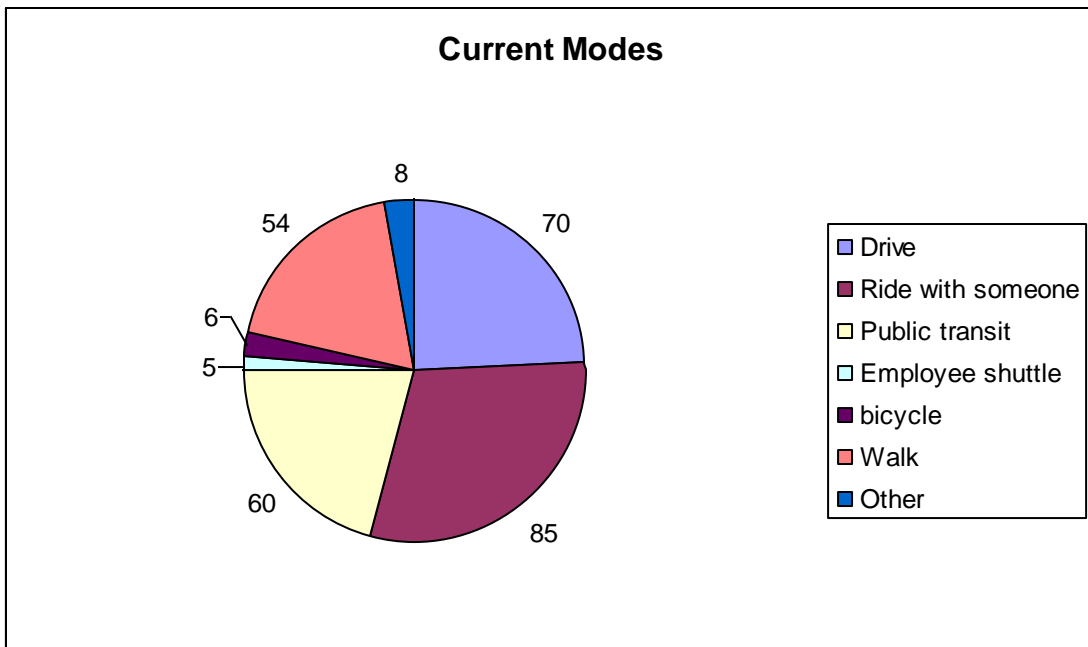
			140		148					
Would you be more likely to use SCT if you were showed how to use the bus schedule/system?	Y – 14 N – 15	Y – 59 N – 63	Y – 79 N – 90	Y – 51 N – 49	Y – 76 N – 101	Y – 52 N – 34	Y – 33 N – 22	Y – 15 N – 23	Y – 26 N – 33	Y – 26 N – 32
Do you have special transportation needs?	Y – 1 N – 28	Y – 9 N – 114	Y – 5 N – 166	Y – 7 N – 96	Y – 6 N – 178	Y – 3 N – 88	Y – 1 N – 54	Y – 4 N – 38	Y – 5 N – 58	Y – 15 N – 49
What types of trips to you take on Sussex County Transit?										
Work	2	14	10	10	15	2	1	1	0	0
School	5	12	12	3	3	1	1	2	0	2
Shopping	2	13	17	19	14	12	3	8	10	9
Medical appointments	5	19	18	14	24	12	5	4	15	10
Bank, Post Office, other errands	1	8	11	5	14	6	2	3	10	5
Nutrition sites	0	1	3	0	2	4	0	1	2	10
Recreational activities	1	6	7	2	3	3	0	1	2	2
Other	1	10	6	2	10	5	1	1	1	2
If you do not use SCT, why not?										
No service near my home	11	26	56	31	48	30	28	13	12	6
No service near my work	1	14	12	7	15	9	12	9	1	0
Too expensive	1	8	7	1	5	2	1	1	1	1
Doesn't go where I want to go	4	21	40	24	38	21	14	12	12	7
Takes too long	5	21	23	6	28	11	8	7	5	5
Transit stop too far to walk	3	13	26	10	19	10	5	5	4	12
No bike rack	0	4	4	1	4	0	0	1	0	0
Current schedule doesn't fit	0	9	13	5	14	10	3	2	7	0
Can't get on/off vehicles	0	1	1	0	0	1	0	0	4	7
Don't know where the bus stop is	6	18	32	22	24	17	13	11	10	7
Unfamiliar with bus route	5	13	31	20	19	13	10	6	13	12
Don't know bus service hours	6	11	30	23	26	19	15	10	13	11
Other	0	3	12	6	5	1	1	0	6	4
Which of the following services would help you the most?										
Curb-to-curb transit service	13	34	50	34	51	26	18	10	25	23
Free bus passes	13	41	61	34	42	26	17	7	11	15
Carpool or van pool	2	16	20	13	23	15	8	7	8	6
Extended evening hour services	6	32	52	30	48	36	10	10	22	4
Weekend transit services	8	31	45	33	55	26	14	8	24	11
Non-major holiday service	0	8	20	17	21	12	6	4	15	4
Education on bus schedule	2	3	12	9	13	7	4	4	4	6
Have you ever:										
Not gotten a job because of lack of transportation?	Y – 11 N – 14	Y – 50 N – 54	Y – 43 N – 91	Y – 23 N – 60	Y – 37 N – 97	Y – 12 N – 48	Y – 3 N – 36	Y – 4 N – 20	Y – 5 N – 21	Y – 1 N – 22
Lost a job because of lack of transportation?	Y – 6 N – 18	Y – 29 N – 70	Y – 32 N – 98	Y – 19 N – 60	Y – 24 N – 104	Y – 8 N – 51	Y – 3 N – 36	Y – 4 N – 19	Y – 2 N – 23	Y – 0 N – 22
What is your employment status?										
Employed full time	0	27	28	11	29	14	6	5	3	1
Employed part-time	2	9	19	12	19	5	1	1	4	0
Unemployed, not looking	9	14	13	9	17	8	2	1	2	6
Unemployed, looking	13	53	75	46	67	32	25	14	8	1
Retired	0	0	0	1	2	2	4	6	15	29

**III. Caseworker survey data**

**Chart #8 – What is the most challenging transportation barrier your clients face?**

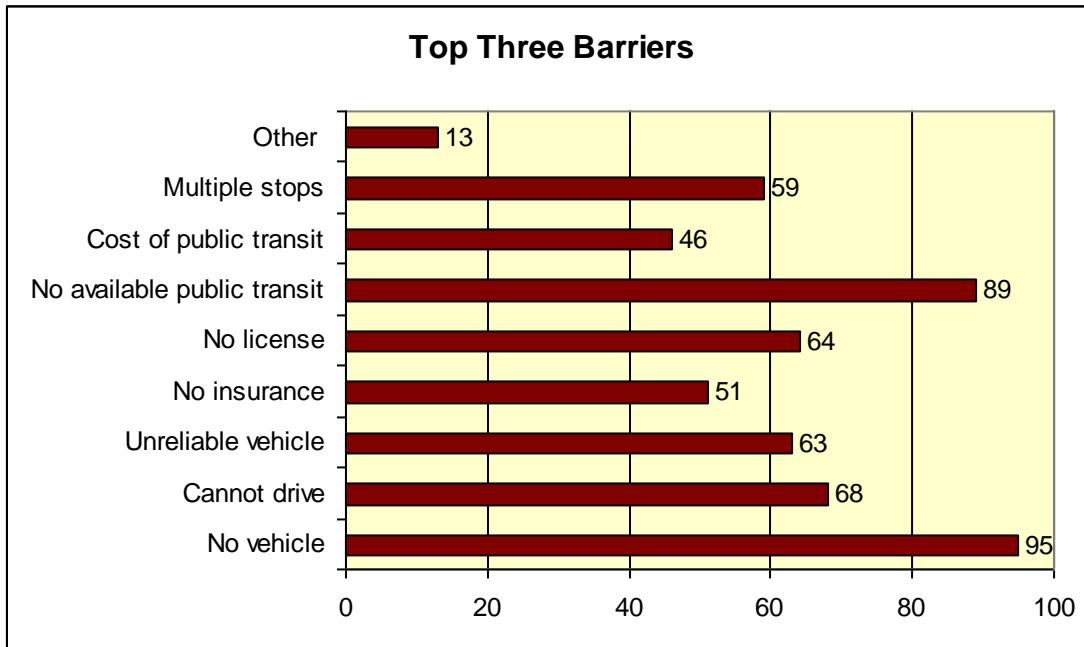


**Chart #9 – Top three modes of transportation currently used?**

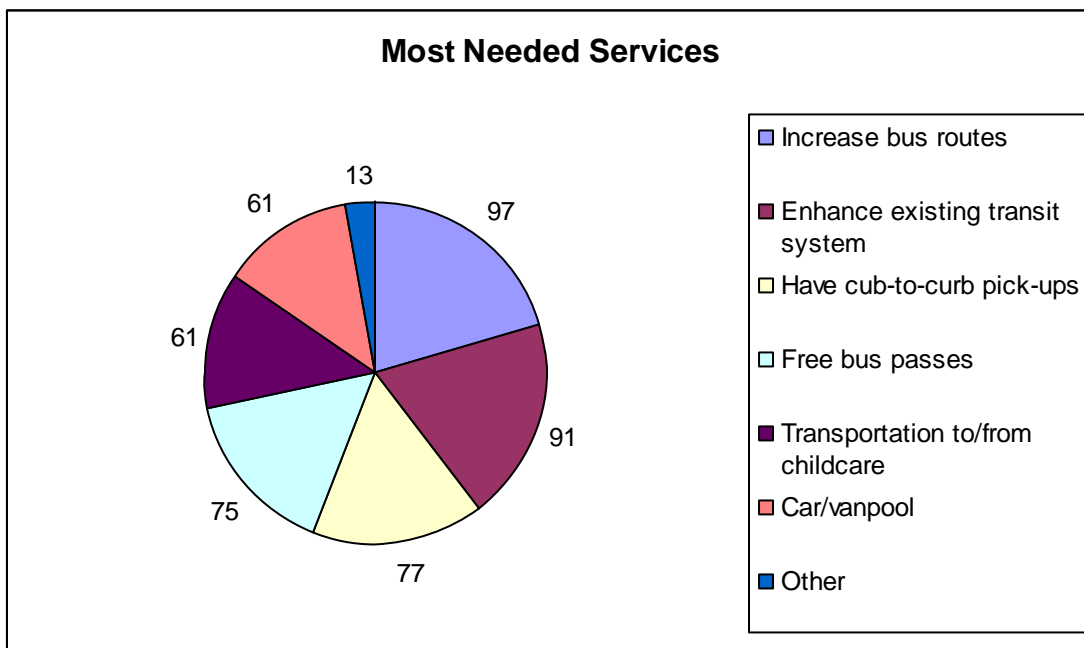




**Chart #10 – What are the top three barriers for your clients?**



**Chart #11 – Which transportation services would help your clients the most?**



**Data Analysis & Discussion**

This section is organized to address the data about general transportation needs and status first, followed by analysis and discussion on those questions dealing directly with Sussex County's

public transit system.

At least one response was received from each municipality within Sussex County, and individuals ranging in age from 17 to 94 took the time to complete the survey. The number of responses and the geographic and age range indicate that transportation is an important issue to residents of Sussex County.

Before eliciting information on specific transportation issues, needs and gaps in service, question #4 was designed to determine general attitudes and concerns. 44% of all respondents said that they find it difficult to get where they need to go, and 66% of all respondents stated that if it was possible to get around using a public bus, they would. Slightly over half of all respondents (51%) indicated that they sometimes worry about not being able to get where they need to go. These responses clearly show that many Sussex County residents have trouble with and are concerned about transportation, and almost three quarters of respondents would be willing to use mass transit were it available to them.

Interestingly, the groups in which the majority of respondents find it difficult to travel where they need to were the groups aged 17-19, 20-25 and 75+, indicating that the youngest respondents and the oldest respondents feel themselves to be most in need of reliable transportation. Those who found it most difficult to get around were the groups 17-19 (54%) and 20-25 (58%). Table #7 (page 39) shows that just under half (41%) of all other age groups have difficulty getting around.

A large majority of all age groups indicated that if they could get around using public transportation, they would, with the smallest percentage being in the 17-19 age group (64%). At least 70% of all of the rest of the respondents would use public transportation if possible.

Also, a small majority of all respondents (54%) indicated that they sometimes worry about not being able to get where they need to go. The percentage decreases sharply between the ages of 51 and 65 (see Table #7, page 39) but it remains a concern for all respondents. Geographically, a number of municipalities showed that a majority of respondents do not have difficulty getting around and were not concerned about their ability to get where they need to go. Most of these areas are on the outer fringe of the county and include Byram, Fredon, Hampton, Stanhope, Stillwater, Vernon and Wantage. Several areas showed that while most respondents do not have difficulty getting around, many are concerned about their ability to do so at times. These areas are Glenwood, Green, Hopatcong, Lafayette and Montague. It must be noted that in all of these areas, the majority of respondents have their own vehicles. Those geographic areas showing a majority of respondents who have difficulty getting around and are concerned about getting where they need to go are also those areas in which many of the respondents do not have their own vehicles.

59% of all respondents use their own vehicles for transportation, and an additional 31% ride with someone. 20% walk as their major means of transportation and 17% use Sussex County Transit. It is not until the age group 56-60 that more people use Sussex County Transit than those who walk. The major sources of transportation through all groups continue to be driving and riding with someone, followed by walking.

Overall, 47% of respondents indicated that they are unable to pay more than \$1.00 per one-way trip and only 24% would be able to pay more than \$2.00 per trip. These results were true for every age group without exception. This means that 76% of all respondents face serious hardships in paying for the rising costs of transportation.

Only 6% of all respondents indicated that they have special transportation needs. The percentages range from a low of less than 1% of all respondents under 75 years of age, to a high of 23% in those over 75. No age group showed a majority of respondents with special transportation needs, and no municipality showing significantly higher percentages of respondents with special needs. However, the survey was not intended as a special needs survey and may not have elicited complete information on the transportation needs of those with special needs. More in-depth information about this may be explored in future surveys.

In showing the impact of transportation issues on employment, 29% of all respondents state that they have not gotten a job due to lack of transportation, and 20% report losing a job for the same reason. However, while no age group showed a majority of respondents not getting a job due to transportation issues, age group 20-25 showed that 48% of respondents fell into that category. 50% of those answering question #17 were unemployed and seeking work. In almost all municipalities, the category of unemployed and looking for work was the largest group in the employment status category, but most of these same individuals had never failed to get a job or lost a job due to lack of transportation.

While the majority of respondents have not experienced not getting a job or losing a job because they did not have transportation, it is significant that 50% of respondents are unemployed and looking for work, and 29% have not gotten jobs because of transportation. In addition, the 2000 Census reports that 59% of all Sussex County residents commute outside Sussex County to work. Also, according to the New Jersey Department of Labor and Workforce Development, the retail industry is the number growth industry in Sussex County. These jobs often require employees to work shifts early in the morning, late at night and on weekends. Lack of extended hour and weekend transportation limits the ability of many residents, especially those in age groups 17-19 and 20-25, to get jobs within Sussex County. Given the somewhat limited job opportunities within the county and the lack of transportation both within and beyond the county, it is apparent that for those seeking work, transportation plays a major role in finding a job.

These responses indicate that many Sussex County residents experience difficulty getting around, are concerned about not being able to get where they need to go, do not have their own vehicles or are unable to drive, and cannot afford to pay more than one or two dollars for a one-way trip. All of these things have a serious impact on individuals with low incomes, senior citizens, and the unemployed. These themes will show up again in the section on respondent comments.

17% of the respondents use Sussex County Transit. However, 48% of all respondents stated that they would be more likely to use the system if they were shown how to use the system and the bus schedule. A majority (60%) of those between the ages of 50 and 60 would do so.

The data does not show that this age group reports more special transportation needs, so it is hard to determine exactly why these respondents would be more likely to use public transit.

Of those who use Sussex County Transit, 73% use the system for medical appointments. This is the single greatest use of the public transportation system in Sussex County. 62% of respondents use the system to go shopping, 33% use it to get to work, and 25% go to school. 38% travel to nutrition sites, 16% access recreational activities, and 14% use it for getting to the bank, post office and other errands using Sussex County Transit.

All age groups except 36-40 and 61-65 said they use Sussex County Transit for medical appointments in larger numbers than any other single use. For those age groups, shopping is the most common purpose for which individuals use Sussex County Transit.

From a municipality standpoint, the majority of respondents use Sussex County Transit for medical appointments, with the exception of Frankford, Sparta, Stanhope, and Sussex, where transit users all use the system for shopping in slightly larger numbers than those using it for medical appointments. In Branchville, Hamburg, Hardyston, Hopatcong, and Stockholm, the same number of respondents use the system for both shopping and medical appointments. (There are other exceptions which are not statistically significant because there is a single respondent from those municipalities.)

The age group that uses public transit for work or school the most is 20-25 (70%). Other age groups with significant use of public transportation for these purposes are 26-35 (61%), 36-40 (56%), and 41-50 (43%). The percentage drops above age 50 (see Table #7, page 39 for details).

Franklin, Newton, Sparta and Sussex are the municipal areas with the most respondents using the transit system for both work and school. They also have the largest number of respondents, along with Vernon, and the largest number of individuals using the transit system.

The two most significant findings in the survey relate to gaps in the current transit system. Question #12 identifies those reasons that respondents do not currently use the system, and question #13 identifies those services deemed most needed by survey respondents.

Of the respondents who do not use Sussex County Transit, 36% state that the reason is that there is no service near their home. The second most prevalent response was that public transit doesn't go where they need to go (27%). The next most significant responses indicate that respondents did not know the bus service hours (22%). 21% of respondents do not know where the closest bus stop is, and 20% are unfamiliar with the bus routes.

Every municipality except Franklin, Newton and Sparta showed that the main reason that respondents do not use Sussex County Transit is that there is no service near their home. In corollary data, respondents in 26 municipalities indicated that transit doesn't go where they need to go; respondents in 25 municipalities reported that they do not know where the closest bus stop is; respondents in 23 municipalities indicate that they are unfamiliar with the bus route; and respondents in 24 municipalities state that transit takes too long. In an additional 16 municipalities, respondents reported that the hours of transit operation do not meet their schedules.

As shown in Table #5 (page 7), all age groups indicate that these are also the major reasons that individuals do not use Sussex County Transit.

There are two very clear conclusions to be drawn from these responses. The first, and most obvious, is that Sussex County Transit does not provide services in enough locations throughout the county. The second is that Sussex County residents are unaware of what services are available to them.

29% of all respondents stated that the most needed service is curb-to-curb transit service. The next most important services to respondents are free bus passes (28%), weekend service (26%), and extended hours (25%). Less important are car/vanpools (12%) and service on non-major holidays (11%), followed by education on how to get and read a bus schedule (6%).

Curb-to-curb service is considered the most important need overall, although it ranks second in those aged 41 to 55. Free bus passes are more important to younger respondents between ages 17 and 35 than to the other age groups. Curb-to-curb service is more important to those over age 35. Weekend transit services are the most important services to all age groups. Extended hour service is third most important to all age groups except those between ages 41 and 55, to whom it was more important than any other service.

Hamburg and Newton are the only municipalities where weekend transportation was considered more important than curb-to-curb and free bus passes. In Hardyston and Stanhope, extended hours service was the most important transportation need. In Lafayette, Sandyston and Sussex, free bus passes was the most needed service. Montague was the only municipality in which respondents were more interested in car/vanpools than any other transit service.

270 people responded to the question on their daily commute to work, and most indicated that they commute between 10 and 60 minutes to work. The average commute was 24 minutes. Seven respondents travel between 80 and 95 minutes to work, and one travels two hours. 429 respondents to this question indicated that, in general, they would be willing to travel between 27 and 43 minutes to work, with the average being 34 minutes. This was true for both those who are currently employed and those who are unemployed and seeking work, and answers did not vary significantly by age group, with the exception of age group 56-60 (see Table #5, page 7). These individuals travel 39 minutes to work on average, and are willing to travel 43 minutes to work. All

other groups averaged less than 30 minutes to work currently, and are willing to travel 39 minutes or less.

Most respondents drive to work or ride with someone else. One or two are picked up by company car, and one telecommutes. Two bike to work, several walk, and 25% of those who use Sussex County Transit take it to work. In general, workers in Sussex County drive their own vehicles, ride with someone or are driven by a family member to get to work.

There were many and varied responses to the question regarding places that respondents can't get because of lack of transportation. 206 individuals of the 308 who responded to this question cited shopping, doctors, other errands, work and school. Other inaccessible locations were Lafayette, Montague, Green Township, Hopatcong, Montague, Sussex County Community college at night, Frankford, Branchville, Rt. 15 in Sparta, Vernon, and anything out of county, including Essex and Union Counties, Dover train station, Morristown, Butler, Bloomingdale, doctors and medical services not available within Sussex County. A dozen individuals indicated a need to get to Rockaway Town Square or other malls for shopping, and another twelve or so individuals said that they can't get to New York City from Sussex County. Again these responses did not vary by age group or municipality.

These responses speak to several issues. The first is a lack of knowledge of what services are available. A number of those who said they can't get shopping and to doctors and other medical appointments would be eligible for Sussex County Transit's demand response service, and they may just not know about it. However, for others, it indicates the lack of adequate transportation services to get people where they need to go.

Another issue raised by these respondents is the lack of connection between current public transportation in Sussex County and services provided by other counties. Links to NJ Transit and Morris County Metro services could get individuals to various malls and to New York City.

The third issue raised is simply the lack of public transportation services for the general public within Sussex County itself. People who are not eligible for services provided to senior citizen, veterans, Medicaid recipients and individuals with disabilities and who do not have a car or someone to drive them where they need to go cannot do such simple things as shop for food, go to the bank or the post office, and run other errands in Sussex County unless they can get to a LOOP bus. This also necessitates that their destination be either on a LOOP route or within easy walking distance of a LOOP route as well.

It must be noted here also that those survey responses that were eliminated by the validity checks still support the need for more bus service to more places with longer hours and weekend service. Those who use Sussex County Transit still indicate that it doesn't go where they want to go, it takes too long and/or they are unfamiliar with the route, hours and stops. Those who do not use the service indicated that they would like to be able to use it for medical appointments, shopping, errands, and to get to work or school.

All survey responses, including those eliminated by validity checks, indicate that public transportation is a great need in Sussex County.

According to the caseworker surveys, the top three modes of transportation used by their clients are ride with someone to get where they need to go (75%); drive (61%); and use public transportation (53%); while as many as 48% walk.

Caseworkers indicated that the biggest challenge and barrier for their clients is the lack of public transportation. Public transportation was the greatest challenge for clients, according to their caseworkers. No public transportation nearby ranks #1 at 64% and public transportation hours not fitting with the client's schedule ranks #2 at 50%.

While 84% reported that no vehicle was the #1 transportation barrier for their clients, lack of public transportation ranked second at 79%. When it came to identifying the most needed

services, 85% of caseworkers indicated that increased bus routes is the most needed services, and 80% indicated that enhancing the existing transit system was the most needed service.

## **Review of Comments**

Respondents made a number of comments, some in regard to specific questions such as the reasons they do or do not use Sussex County Transit, the services they think are most important or just general comments about transportation. (A complete compendium of comments is included in the full report. Comments are listed there along with the municipality on the survey, and the age group.)

In reviewing the comments, it becomes obvious that the major issues raised are similar to those shown in the statistical analysis. The major concern is that there is not enough public transportation. The existing services do not provide adequate transportation to all areas of the county and are limited by time. There is no service on weekends, and no extended hours allowing residents to use public transit for jobs that start early in the morning or end late at night.

Those living in areas along the outside perimeter of Sussex County had a number of comments about the fact that there is no regular bus service provided for them. Vernon, Montague, and Highland Lakes specifically were concerned about the lack of regular transit services.

One entire class of students attending Sussex County Community College pointed out that even if they can get to the college via the LOOP bus for evening classes, they cannot get home because the service ends by 6:00p.m.

Many respondents mentioned that they cannot get to activities in the evenings or on weekends because of lack of transportation services during those times.

Comments were also made about the length of time some customers either wait for pick-ups and drop-offs, or spend riding the bus itself. In addition, a number of respondents need feeder service to other transit services outside the county, such as NJ Transit bus and rail services going to places like Willowbrook Mall and New York City as well as transportation outside the county for medical purposes and to access shopping malls.

Several respondents also indicated that they have had problems with reaching Sussex County Transit by phone and have not gotten a response from voice mail messages.

Other issues raised were such concerns as car seats and the transportation of children, getting to and from work when a driver's license is suspended, getting to probation and other court-related appointments, and issues surrounding Sussex County Transit's new policies regarding curb-to-curb service and package limitations.

Caseworkers also raised similar issues in dealing with specific populations. A number of caseworkers indicated that they worked with individuals too young to drive who did not have transportation to get to needed services; others work mostly with individuals with suspended drivers' licenses. All caseworkers indicated that transportation is frequently an issue in getting clients to and from needed services, some of which of court-mandated.

Many caseworkers expressed concern that their clients may not be able to access services, cannot get jobs or get their children to childcare that will enable them to work. They specifically mentioned the outlying areas of the county such as Montague, Wantage, Vernon, Hopatcong, Andover and Byram.

A sample of caseworker comments follows:

The need to get person sent by our agency to medical, shopping, employment and dental services is our agency's main concern.

Our clients are disabled and for the most part cannot drive. The lack of public transportation makes it almost impossible for them to get to our program without the assistance of volunteers in our program. Many do not have the family support to provide transportation. Because of the rural nature of Sussex County, the clients are spread out, often 15 or 20 miles apart from each other. This compounds the problem for any of them. If there were specific pick-up points around the country where family members could safely drop the clients and then they could get picked up, that might help too. I have ever thought that there must be a better way to utilize school busses in the county especially during the summer when school is out. The routes are established and for the most part curb side pick-up. If individuals could be issued free passes and then ride the school busses to centralized spots perhaps we could better serve the elderly and disabled population in the county.

Multiple factors preclude transportation access for our clients: health limitations, diminished financial resources and inability for working family members to take time off work to transport patients, rural nature of some of our communities, inability of patients on medications to drive themselves safely, limited assisted transportation, not all patients can access curb to curb transportation nor withstand the hours on the bus, rising fuel costs, inability of our staff or volunteers to legally drive patients. These are among the many factors that limit mobility of our patients; thus, we look for other ways to improve access, e.g., health services tendered in the home.

Sussex County Transit needs to be expanded within the communities, the hours should be extended and the public needs education about the services and their needs to be a public relations campaign to eliminate the stigma of using public transportation.

The majority of my families live in Sussex County where mass transit is rare and many of them cannot afford a car.

Door to door service for the disabled and/or elderly

I am concerned about the significant numbers of persons who don't get to our service due to transportation issues - current transit system tries hard to help but does not have adequate resources - Increasing numbers over the past year are limiting used vehicles & services due to increasing fuel prices.

The problem for my clients is not just transportation, for many it is finding affordable child care within a reasonable commuting distance of their home.

## **Conclusions and Recommendations**

All of the survey data points overwhelmingly to one indisputable conclusion: there is inadequate public transportation in Sussex County. County residents would like to see more bus routes to more places within the county, especially in the areas along the outer perimeter of the county such as Vernon, Montague, Wantage, Hopatcong and Byram. There is great demand for earlier and later hours and weekend service, and some demand for non-major holiday service.

Out-of-county transit services need to be expanded to get residents to medical appointments beyond the borders of Sussex County, and feeder service is also needed to connect residents with other transit systems. Expansion of services to provide access to shopping malls in either Rockaway or Wayne are of less importance, but still are a transportation priority.

Based on the survey data, the top priorities are weekend transit service, followed by extended hour service.

The third priority is expanded service into the outlying areas, perhaps the development of an outer perimeter loop that links with the existing LOOP service and/or other transit systems that

will carry customers outside the county.

Since many respondents demonstrated a lack of knowledge about the existing transit system, the fourth priority is an education campaign for the residents of Sussex County on what services are available, how to access them, and where to get information about them.

Concerns were raised about the length of time Sussex County Transit customers spend waiting to be picked up and the amount of time they spend riding the bus to get where they are going. This clearly speaks to the need for additional vehicles and drivers in order to shorten wait times and travel times.

All of the above with the exception of the education campaign require additional vehicles and drivers to accomplish and the funds necessary to support these vehicles and drivers.

The final priority is the development of a user-friendly telephone system that will make it easier for customers to contact Sussex County Transit.

The bottom line result of all survey data received shows that Sussex County Transit is a much-needed service in the county, and there is great demand for service expansion. More people would like to be able to use the service, but it doesn't meet their current needs. In addition, current customers have needs that are not being met by the existing service. With enough additional resources, public transportation in Sussex County can continue to provide vital services to more residents to help them get where they need to go.

### **Projects, Strategies and Implementation Priorities**

The county-wide survey identified the same transportation gaps and needs that the committee's original agency survey revealed. In addition, discussion among the stakeholders members initiated by Bob Panzer, Stakeholder Member representing DAWN Council for Independent Living, identified an additional need for assisted transportation. This need became even more apparent when Sussex County Skylands Ride, in order to comply with NJ TRANSIT funding requirements, transitioned to a strictly curb-to-curb transportation service.

Many of its elderly and non- or limited ambulatory passengers needed to find assistance through the Personal Assistance Service Program to utilize paratransit services, and the demand for assistance was greater than the PASP program could provide. Assisted transportation is currently being provided on a limited basis by Catholic Family and Community Services, but due to funding limitations, they are not able to provide the level of service required for county resident.

Specific identified gaps in transportation for Sussex County residents are:

1. Evening hours
2. Weekend hours (some Saturday Public Bus Service now exists Update 5/14)
3. Public transportation to perimeter communities, e.g., Montague, Vernon, and Branchville, and interior areas such as Lafayette
4. Out-of-county services with longer hours
5. The ability to provide demand response service for medical appointments throughout the day, not limiting hours to the middle of the weekday
6. Expanded assisted transportation for those who cannot get from their residence to the vehicle
7. Feeder service to connect with NJ TRANSIT and other transportation services (Update May 2014 New Freedom connects Sussex County residents to NJ Transit Bus and Trains as well as to Morris County's MOM Shuttle)

Gaps 1 through 6 require additional financial resources that are not likely to become available in the near future, as most available sources of revenue have experienced consistent cuts over the last three years.



Feeder service connecting Sussex County residents with other transportation services will be implemented by January, 2012 through the approval of a New Freedom grant. This grant will provide for the delivery of demand response service from Sussex County to the Netcong Transit Hub, where county residents will be able to take trains and/or buses to go to any destination served by public transportation. It expands the ability of Sussex County residents, especially those with disabilities, to seek and maintain employment beyond county borders by providing accessible transportation feeder service to other accessible transportation services. Residents will no longer have to go to NYC and return to NJ to get out of the county.

Based on all of the survey data collected and the discussion on the need for assisted transportation, the Coordination Committee has developed a list of four projects required to develop a comprehensive public transportation system in Sussex County. Table #5 shows these projects and strategies with their current status.

**Table #5 - Projects, Strategies and Implementation Updated May 2014**

<b>Projects</b>	<b>Strategies</b>	<b>Status</b>
Expanded Service: Weekend Transit Service Extended Hours Transit Service Perimeter LOOP/services to outlying municipalities Connection to other transit services Increase availability of assisted transportation	<ol style="list-style-type: none"> <li>1). Have a routing professional review current LOOPS routes and explore intersecting perimeter LOOPS service to outlying portions of the county.</li> <li>2). Update inventory of all available transportation services within Sussex County and make sure that all players are strongly encouraged to participate in the planning process, and develop master document showing all current transit services. (Completed February, 2010)</li> <li>3). Link transportation services with tourism by providing service to hiking trail heads, adding bike racks to buses, and working with the Chamber of Commerce and Economic Development Partnership to promote services.</li> <li>4). Identify all possible transportation services in our Family of Services, including private providers, ride-sharing, volunteers, feeder services to other transit systems, mobility management, Access-Link eligible public transit services, travel training, car/vanpool programs, transit passes, assistive paratransit, and flex-route options.</li> <li>5). Develop partnerships with existing services and explore ride-sharing possibilities, One Number - One Call service (see Technology Improvements below), elimination of duplication of services and coordination of available transportation options.</li> <li>6). Work with partners to develop comprehensive transportation services plan to maximize use of all services in the Family of Transportation Services to expand services to include weekends, extended hours, perimeter service, assisted transportation, feeder service and links in a coordinated effort to use all available resources to get people where they are going.</li> <li>7). Advocate for more public and assistive paratransit transportation through legislative action and public awareness.</li> </ol>	<ol style="list-style-type: none"> <li>1). Professional planner hired, recommendations implemented.</li> <li>2). Completed February 2010 – will be re-visited first quarter 2015</li> <li>3). On hold pending additional resources, except for bike racks on Connect buses</li> <li>4). On-going</li> <li>5). On-going</li> <li>6). On-going as resources allow; New Freedom feeder service to the Netcong Transit Village and connecting with the Morris County MOM Shuttle has been Implemented.</li> <li>7). On-going in coordination with NJ COST</li> </ol>
Consumer Education	<ol style="list-style-type: none"> <li>1). Public Service Announcements</li> <li>2). Seek opportunities to meet with groups, public forums, etc. by developing a Speakers' Bureau</li> <li>3). Continue distribution of Customer Guide, LOOPS schedule and other information to general public at fairs, meetings and other events within the county</li> <li>4). Meet with seniors' groups and other organizations to inform public about transit services</li> </ol>	<ol style="list-style-type: none"> <li>1). On going</li> <li>2). Skylands Ride personnel are meeting with community &amp; senior groups to discuss service changes</li> <li>3). On-going – at least five events annually</li> <li>4). On-going – see #2</li> </ol>
Technology Improvements	<ol style="list-style-type: none"> <li>1). Provide drivers with county cell phones so they can contact customers directly with pick up information</li> <li>2). Install Mobile Data Communications devices and Automatic Vehicle Locator software on all Transit buses to improve vehicle deployment and rapidly accommodate "will call" pick ups</li> <li>3). Create a One Call system for scheduling, dispatching and reporting for all transportation services within the County, regardless of source and physical location</li> </ol>	<ol style="list-style-type: none"> <li>1). Drivers can communicate via the mobile data tables (see #2).</li> <li>2) Completed 1/14</li> <li>3). On hold for financial resources.</li> </ol>

### **Additional Committee and Stakeholder Recommendations**

The following strategies and projects were identified by the group to address the service gaps as well as opportunities to achieve greater efficiency. These action items are in priority order.

- Explore the feasibility of creating an integrated reservation and dispatching system, allowing other non-profit agencies to use Sussex County Transit's Route Match software. Develop a common client and vehicle database, client eligibility rules for all trips and links to funding sources for all trips. Allow placement of clients on any other eligible vehicle. (Currently on hold due to insurance and funding stream restrictions)
- Conduct a comprehensive inventory of our county's available transportation. Any organizations that did not respond to the original survey will be urged to supply vehicle and ridership information. (Survey completed February 2010) New Survey to be designed and issued.
- Document unmet needs and determine the number of ride requests denied and reasons for those denials. (Data tracked and available)
- Assess needs of Sussex County's small but growing Hispanic population must be assessed. Reach out to El Refugio and local churches for this information. (El Refugio is no longer operating in Sussex County and no other agencies in the county target its Hispanic population. Outreach techniques are being sought.)
- Explore Federal funding streams and identify who gets what in Sussex County and how these funds can be best utilized for the low income, senior and disabled population. (Completed 2010)
- Engage elected officials wherever possible. Identify regulatory obstacles to coordination and work with legislators to address. (On-going in conjunction with NJ COST)

#### **New Recommendations (May 2014)**

- Explore the creation of a Volunteer Driver, vehicle sharing and/or passenger sharing programs. Actively recruit a committee member from the auto insurance community to help address concerns about possible insurance barriers to sharing vehicles and/or passengers. Explore and define other issues affecting Volunteer Drivers (ongoing in conjunction with NJCOST)
- Track demographic information about Medicaid transportation. (Information not available at this time due to NJ's brokerage agreement with LogistiCare which does not track and uses multiple providers for transportation services, no longer just the County of Sussex)

The Sussex County Transportation Coordination Committee recognizes the value of the existing services and supports their continuance at the same time it acknowledges that transportation services within the county need to be enhanced and expanded, and additional transportation options must be developed.

Sussex County Transportation Coordination Committee will work on these goals over the next five years, recognizing that the plan is a living document which will be modified to reflect changes in funding, existing services, identified gaps in service, and target population. This plan will also be included in the NJTPA regional Human Services Transportation Coordination plan.

### Appendix A - Proposed County Transit Services Skylands Connect, Effective January 1, 2012

Southbound											
Sussex Wantage Library (Rt. 565)		5:50	7:05	8:20	9:35	10:50	12:05	1:20	2:35	3:50	5:05
<b>OPPOSITE</b> Sussex Middle School (Rt. 639)		5:53	7:08	8:23	9:38	10:53	12:08	1:23	2:38	3:53	5:08
St. Clare's, Sussex (Walnut St.)		5:56	7:11	8:26	9:41	10:56	12:11	1:26	2:41	3:56	5:11
A&P at Lakeland Bank (Old Rt. 23)		5:58	7:13	8:28	9:43	10:58	12:13	1:28	2:43	3:58	5:13
Wantage Plaza (Rt. 23)		6:03	7:18	8:33	9:48	11:03	12:18	1:33	2:48	4:03	5:18
Hamburg Municipal Bldg (Walkill Ave.)		6:09	7:24	8:39	9:54	11:09	12:24	1:39	2:54	4:09	5:24
YMCA	5:00	6:15	7:30	8:45	10:00	11:15	12:30	1:45	3:00	4:15	5:30
Hamburg Plumbing Supply, Rt. 23	5:08	6:23	7:38	8:53	10:08	11:23	12:38	1:53	3:08	4:23	5:38
Highlands Workshop, Franklin (Main)	5:13	6:28	7:43	8:58	10:13	11:28	12:43	1:58	3:13	4:28	5:43
Junction & Main Sts., Franklin	5:14	6:29	7:44	8:59	10:14	11:29	12:44	1:59	3:14	4:29	5:44
Franklin Weis Market (Rt. 23)	5:20	6:35	7:50	9:05	10:20	11:35	12:50	2:05	3:20	4:35	5:50
Franklin Wal*Mart (Rt. 23)	5:22	6:37	7:52	9:07	10:22	11:37	12:52	2:07	3:22	4:37	5:52
Franklin Shop-Rite (Rt. 23)	5:23	6:38	7:53	9:08	10:23	11:38	12:53	2:08	3:23	4:38	5:53
Ogdensburg Fire House (Rt. 517)	5:31	6:46	8:01	9:16	10:31	11:46	1:01	2:16	3:31	4:46	6:01
Town Center Dr. & Rt. 517	5:37	6:52	8:07	9:22	10:37	11:52	1:07	2:22	3:37	4:52	6:07
Sparta Theater	5:42	6:57	8:12	9:27	10:42	11:57	1:12	2:27	3:42	4:57	6:12
Andover Nursing Home (Rt. 669)	5:54	7:09	8:24	9:39	10:54	12:09	1:24	2:39	3:54	5:09	
Hampton & Trinity	6:02	7:17	8:32	9:47	11:02	12:17	1:32	2:47	4:02	5:17	
Newton Memorial Hospital	6:08	7:23	8:38	9:53	11:08	12:23	1:38	2:53	4:08	5:23	
Mill Street (Highrise)	6:11	7:26	8:41	9:56	11:11	12:26	1:41	2:56	4:11	5:26	
Project Self Sufficiency	6:13	7:28	8:43	9:58	11:13	12:28	1:43	2:58	4:13	5:28	
Sussex Community College	6:15	7:30	8:45	10:00	11:15	12:30	1:45	3:00	4:15	5:30	
Newton Weis Market (Rt. 206)	6:18	7:33	8:48	10:03	11:18	12:33	1:48	3:03	4:18	5:33	
Newton Shop-Rite (Rt. 206)	6:20	7:35	8:50	10:05	11:20	12:35	1:50	3:05	4:20	5:35	
Newton Wal*Mart (Rt. 206)	6:22	7:37	8:52	10:07	11:22	12:37	1:52	3:07	4:22	5:37	
Hampton Plaza (Rt. 206)	6:24	7:39	8:54	10:09	11:24	12:39	1:54	3:09	4:24	5:39	
Northbound											
Hampton Plaza (Rt. 206)		6:24	7:39	8:54	10:09	11:24	12:39	1:54	3:09	4:24	5:39
Sussex Community College		6:27	7:42	8:57	10:12	11:27	12:42	1:57	3:12	4:27	5:42
Project Self Sufficiency (ON DEMAND ONLY)		6:29	7:44	8:59	10:14	11:29	12:44	1:59	3:14	4:29	5:44
Mill Street (Highrise)		6:31	7:46	9:01	10:16	11:31	12:46	2:01	3:16	4:31	5:46
Newton Memorial Hospital		6:36	7:51	9:06	10:21	11:36	12:51	2:06	3:21	4:36	5:51
Hampton & Trinity		6:42	7:57	9:12	10:27	11:42	12:57	2:12	3:27	4:42	5:57
Andover Nursing Home (Rt. 669)		6:52	8:07	9:22	10:37	11:52	1:07	2:22	3:37	4:52	6:07
Sparta Theater		7:04	8:19	9:34	10:49	12:04	1:19	2:34	3:49	5:04	6:19
Town Center Dr. & Main St.		7:09	8:24	9:39	10:54	12:09	1:24	2:39	3:54	5:09	6:24
<b>OPPOSITE</b> Ogdensburg Fire House (Rt. 517)		7:15	8:30	9:45	11:00	12:15	1:30	2:45	4:00	5:15	6:30
Franklin Weis Market (Rt. 23)		7:23	8:38	9:53	11:08	12:23	1:38	2:53	4:08	5:23	6:38
Franklin Wal*Mart (Rt. 23)		7:25	8:40	9:55	11:10	12:25	1:40	2:55	4:10	5:25	6:40
Franklin Shop-Rite (Rt. 23)		7:26	8:41	9:56	11:11	12:26	1:41	2:56	4:11	5:26	6:41
Junction & Main Sts., Franklin		7:30	8:45	10:00	11:15	12:30	1:43	3:00	4:15	5:30	6:45
Highlands Workshop, Franklin (Main)		7:31	8:46	10:01	11:16	12:31	1:46	3:01	4:16	5:31	6:46
Granny's Pancake House, Rt. 23		7:35	8:50	10:05	11:20	12:35	1:50	3:05	4:20	5:35	6:50
YMCA	6:30	7:45	9:00	10:15	11:30	12:45	2:00	2:15	4:30	5:45	
Hamburg Municipal Bldg (Walkill Ave.)	6:36	7:51	9:06	10:21	11:36	12:51	2:06	3:21	4:36		
Wantage Plaza (Rt. 23)	6:42	7:57	9:12	10:27	11:42	12:57	2:12	3:27	4:42		
Sussex A&P Plaza (Old Rt. 23)	6:47	8:02	9:17	10:32	11:47	13:02	2:17	3:32	4:47		
St. Clare's, Sussex (Walnut St.)	6:49	8:04	9:19	10:34	11:49	13:04	2:19	3:34	4:49		
Sussex Middle School (Rt. 639)	6:52	8:07	9:22	10:37	11:52	13:07	2:22	3:57	4:52		
Sussex Wantage Library (Rt. 565)	6:55	8:10	9:25	10:40	11:55	13:10	2:25	3:40	4:55		

# Skylands Connect Bus Schedule Monday through Friday, except Holidays (Updated May 2014)

## Skylands Connect

Monday-Friday except County holidays

Times listed in light grey = AM, bold type = PM

### SOUTHBOUND SCHEDULE

Sussex Warrage Library (Rt. 101)	6:30	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00
Opposite Sussex Middle School (Rt. 107)	6:30	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00
St. Church Services (Winter St.)	6:36	7:06	8:06	9:06	10:06	11:06	12:06	1:06	2:06	3:06
AMP in Lakeland Bank (Old Rt. 101)	6:36	7:06	8:06	9:06	10:06	11:06	12:06	1:06	2:06	3:06
Warrage Plaza (Rt. 101)	6:40	7:10	8:10	9:10	10:10	11:10	12:10	1:10	2:10	3:10
Hambury Municipal Bldg (Waldkill Ave.)	6:45	7:15	8:15	9:15	10:15	11:15	12:15	1:15	2:15	3:15
YMCA via Carbon Village	6:50	7:20	8:20	9:20	10:20	11:20	12:20	1:20	2:20	3:20
Hambury/Warrage Supply (Rt. 101)	6:50	7:20	8:20	9:20	10:20	11:20	12:20	1:20	2:20	3:20
Highlands Workshop Franklin/Main	6:51	7:21	8:21	9:21	10:21	11:21	12:21	1:21	2:21	3:21
Junction & Main Sts. Franklin	6:54	7:24	8:24	9:24	10:24	11:24	12:24	1:24	2:24	3:24
Franklin Wm's Market (Rt. 101)	6:55	7:25	8:25	9:25	10:25	11:25	12:25	1:25	2:25	3:25
Franklin Wm's Market (Rt. 101)	6:57	7:27	8:27	9:27	10:27	11:27	12:27	1:27	2:27	3:27
Franklin Shop Bldg (Rt. 101)	6:58	7:28	8:28	9:28	10:28	11:28	12:28	1:28	2:28	3:28
Optimizing Fire House (Rt. 101)	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Town Center Dr. & Rt. 107	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Sparta Theater	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Anderson Nursing Home (Rt. 101)	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Hampden Green	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Newton Medical Center	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Mill Street (Highway)	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Project Self-Sufficiency	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Sussex Community College*	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Newton Wm's Market (Rt. 101)	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Newton Shop Bldg (Rt. 101)	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Newton Wm's Market (Rt. 101)	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29
Hampden Plaza (Rt. 101)	6:59	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29

\* If the College is closed (due to inclement weather), the bus does not go through the campus.

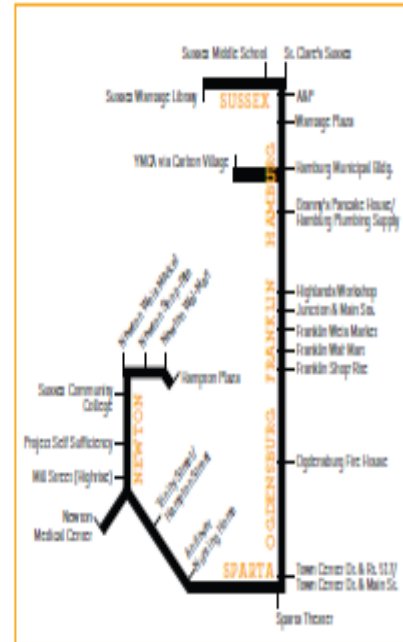
### NORTHBOUND SCHEDULE

Hampden Plaza (Rt. 101)	6:24	7:05	8:04	9:03	10:02	11:01	12:00	1:00	2:00	3:00
Sussex Community College*	6:27	7:07	8:07	9:06	10:05	11:04	12:03	1:03	2:03	3:03
Project Self-Sufficiency (On Cornwall City)	6:27	7:07	8:07	9:06	10:05	11:04	12:03	1:03	2:03	3:03
Mill Street (Opposite Highway)	6:31	7:11	8:10	9:09	10:08	11:07	12:06	1:06	2:06	3:06
Newton Medical Center	6:36	7:16	8:15	9:14	10:13	11:12	12:11	1:11	2:11	3:11
Trinity Street	6:40	7:20	8:19	9:18	10:17	11:16	12:15	1:15	2:15	3:15
Anderson Nursing Home (Rt. 101)	6:50	7:30	8:29	9:28	10:27	11:26	12:25	1:25	2:25	3:25
Sparta Theater	7:04	7:44	8:43	9:42	10:41	11:40	12:39	1:39	2:39	3:39
Town Center Dr. & Main St.	7:07	7:47	8:46	9:45	10:44	11:43	12:42	1:42	2:42	3:42
Opposite Optimizing Fire House (Rt. 101)	7:10	7:50	8:49	9:48	10:47	11:46	12:45	1:45	2:45	3:45
Franklin Wm's Market (Rt. 101)	7:10	7:50	8:49	9:48	10:47	11:46	12:45	1:45	2:45	3:45
Franklin Wm's Market (Rt. 101)	7:10	7:50	8:49	9:48	10:47	11:46	12:45	1:45	2:45	3:45
Franklin Shop Bldg (Rt. 101)	7:10	7:50	8:49	9:48	10:47	11:46	12:45	1:45	2:45	3:45
Junction & Main Sts. Franklin	7:10	7:50	8:49	9:48	10:47	11:46	12:45	1:45	2:45	3:45
Highlands Workshop Franklin/Main	7:10	7:50	8:49	9:48	10:47	11:46	12:45	1:45	2:45	3:45
Cooney's Paralel House (Rt. 101)	7:10	7:50	8:49	9:48	10:47	11:46	12:45	1:45	2:45	3:45
YMCA via Carbon Village	6:40	7:20	8:19	9:18	10:17	11:16	12:15	1:15	2:15	3:15
Hambury Municipal Bldg (Waldkill Ave.)	6:36	7:16	8:15	9:14	10:13	11:12	12:11	1:11	2:11	3:11
Warrage Plaza (Rt. 101)	6:40	7:20	8:19	9:18	10:17	11:16	12:15	1:15	2:15	3:15
AMP (Old Rt. 101)	6:47	7:27	8:26	9:25	10:24	11:23	12:22	1:22	2:22	3:22
St. Church Services (Winter St.)	6:47	7:27	8:26	9:25	10:24	11:23	12:22	1:22	2:22	3:22
Sussex Middle School (Rt. 107)	6:47	7:27	8:26	9:25	10:24	11:23	12:22	1:22	2:22	3:22
Sussex Warrage Library (Rt. 101)	6:48	7:28	8:27	9:26	10:25	11:24	12:23	1:23	2:23	3:23

\* If the College is closed (due to inclement weather), the bus does not go through the campus.

† On demand routes service available.

## Route Map



### Information

- Fares are \$1.00 per one-way trip. Customers must have exact fare. Monthly discount cards are available from the Skylands Ride Office. Senior citizens and people with disabilities may participate in the NJ Transit Reduced Fare Program.
- Customers will be picked up and discharged at all established stops. Operators will stop at other locations along the route on a hand signal from the customer only if the operator can pull off the road safely.
- State law prohibits smoking on the bus. Drinking, eating and playing a radio without an earplug are also prohibited. Excessive noise or abusive language will result in immediate expulsion from the bus.

### Route Deviation

- Route deviation service is available to the general public up to 3/4 of a mile on either side of the established route where accessible.
  - Customers must call the Skylands Ride Office one day in advance at (973) 579-0480. However, same-day requests will be honored as operating circumstances demand.
  - No more than one deviation will be honored for any trip on the route.
- The fare for a Route Deviation is an additional \$1.00 per one-way trip. Senior citizens and people with disabilities are exempt from paying the route deviation.



### Contact Skylands Ride

Phone: (973) 579-0480  
 Web: [www.sussex.nj.us](http://www.sussex.nj.us)  
 Click on Public Transportation

Skylands Ride operates programs without regard to Race, Color, National Origin, Ancestry, Nationality, Ethnicity, Marital or Domestic Partnership or Civil Union Status, Sex, Gender Identity or Expression, Age, Religion or Sexual Orientation, or Disability. To file a complaint, or for more information on Sussex County Skylands Ride's obligations under Title VI (race), Title VII (sex), Title IX (sex), the Americans with Disabilities Act (disability), or the Older Americans Resource Act (age), contact the Title VI/Title VII/Title IX/ADA Coordinator, Sussex County Department of Social Services, 100 Spring Street, Newark, NJ 07102. Transportation services provided by this program are in whole or part funded through federal funds received through NJ Transit and as an individual you have the right to file your complaint under Title VI to NJ Transit, writing to: NJ Transit Customer Service - Title VI Division, One Penn Plaza East, Newark, NJ 07102 or [www.njtransit.com/discrimination](http://www.njtransit.com/discrimination). A complaint must be filed within 180 days of the alleged discrimination.

Cover photo by Flickr user Nalvins

## New Freedom Bus Schedule (as of May 2014)

### Monday-Friday except County Holidays

Service is by request only. Call 973-579-0480 48 hours in advance

Times listed in light type = AM, **bold Type** = PM

Web: [sussex.nj.us/transit](http://sussex.nj.us/transit)

### Northbound

Netcong Train Station	5:36	6:26	7:03	8:43	12:19	5:02
Route 183 Netcong	5:38	6:28	7:05	8:45	12:21	5:04
Musconetcong American Legion Post 278	5:40	6:30	7:07	8:47	12:23	5:06
Route 183 Dell Road	5:41	6:31	7:08	8:48	12:24	5:07
Byram Plaza	5:45	6:35	7:12	8:52	12:28	5:11
Lakeland Emergency Squad	5:48	6:38	7:15	8:55	12:31	5:14
South Shore Road	5:49	6:39	7:16	8:56	12:32	5:16
Cranberry Lake	5:50	6:40	7:17	8:57	12:33	5:17
Panther Lake	5:51	6:41	7:18	8:58	12:34	5:18
D&E Service	5:56	6:46	7:23	9:03	12:39	5:23
Simon Peter	5:58	6:48	7:25	9:05	12:41	5:25
Masonic Lodge	6:00	6:50	7:27	9:07	12:43	5:27
Stickles Pond Road	6:01	6:51	7:28	9:08	12:44	5:28
West Sunset Boulevard	6:02	6:52	7:29	9:09	12:45	5:29
The Abbey	6:03	6:53	7:30	9:10	12:46	5:32
Merriam Avenue	6:05	6:55	7:32	9:12	12:48	5:34
Paterson Avenue	6:06	6:56	7:33	9:13	12:49	5:35
Nelson Street	6:07	6:57	7:34	9:14	12:50	5:36
Halsted Street	6:09	6:59	7:36	9:16	12:52	5:38
East Clinton Street	6:11	7:01	7:38	9:18	12:54	5:40
Park and Ride Newton	6:13	7:03	7:40	9:20	12:56	5:42

### Southbound

Park and Ride Newton	4:45	5:37	6:14	7:54	11:30	4:10
First Student Water Street Newton	4:50	5:40	6:17	7:57	11:33	4:13
Liberty Street	4:52	5:42	6:19	7:59	11:35	4:15
West Nelson Street	4:53	5:43	6:20	8:00	11:36	4:16
Paterson Avenue	4:54	5:44	6:21	8:01	11:37	4:17
Merriam Avenue	4:55	5:45	6:22	8:02	11:38	4:18
The Abbey	4:57	5:47	6:24	8:04	11:40	4:20
Springdale Garden Road	4:58	5:48	6:25	8:05	11:41	4:24
Stickles Pond Road	4:59	5:49	6:26	8:06	11:42	4:25
Masonic Lodge	5:00	5:50	6:27	8:07	11:43	4:26
Simon Peter	5:01	5:51	6:28	8:08	11:44	4:27
Goodale Road	5:02	5:52	6:29	8:09	11:45	4:28
D&E Service	5:03	5:53	6:30	8:10	11:46	4:29
Jones Lane	5:08	5:58	6:35	8:15	11:51	4:34
Cranberry Lake	5:10	6:00	6:37	8:17	11:53	4:36
South Shore Road	5:10	6:00	6:37	8:17	11:53	4:36
Lakeland Emergency Squad	5:11	6:01	6:38	8:18	11:54	4:37
Byram Plaza	5:14	6:04	6:41	8:21	11:57	4:40
Musconetcong American Legion Post 278	5:18	6:08	6:45	8:25	12:01	4:44
Route 183 Netcong	5:20	6:10	6:47	8:27	12:03	4:46
Netcong Train Station	5:21	6:11	6:48	8:28	12:04	4:47

## Skylands Ride Saturday Service (Updated May 2014)

### Saturday Services

Times listed in light type = AM, bold Type = PM \*\*\* means No Service

*Web: [sussex.nj.us/transit](http://sussex.nj.us/transit)*

### Northbound

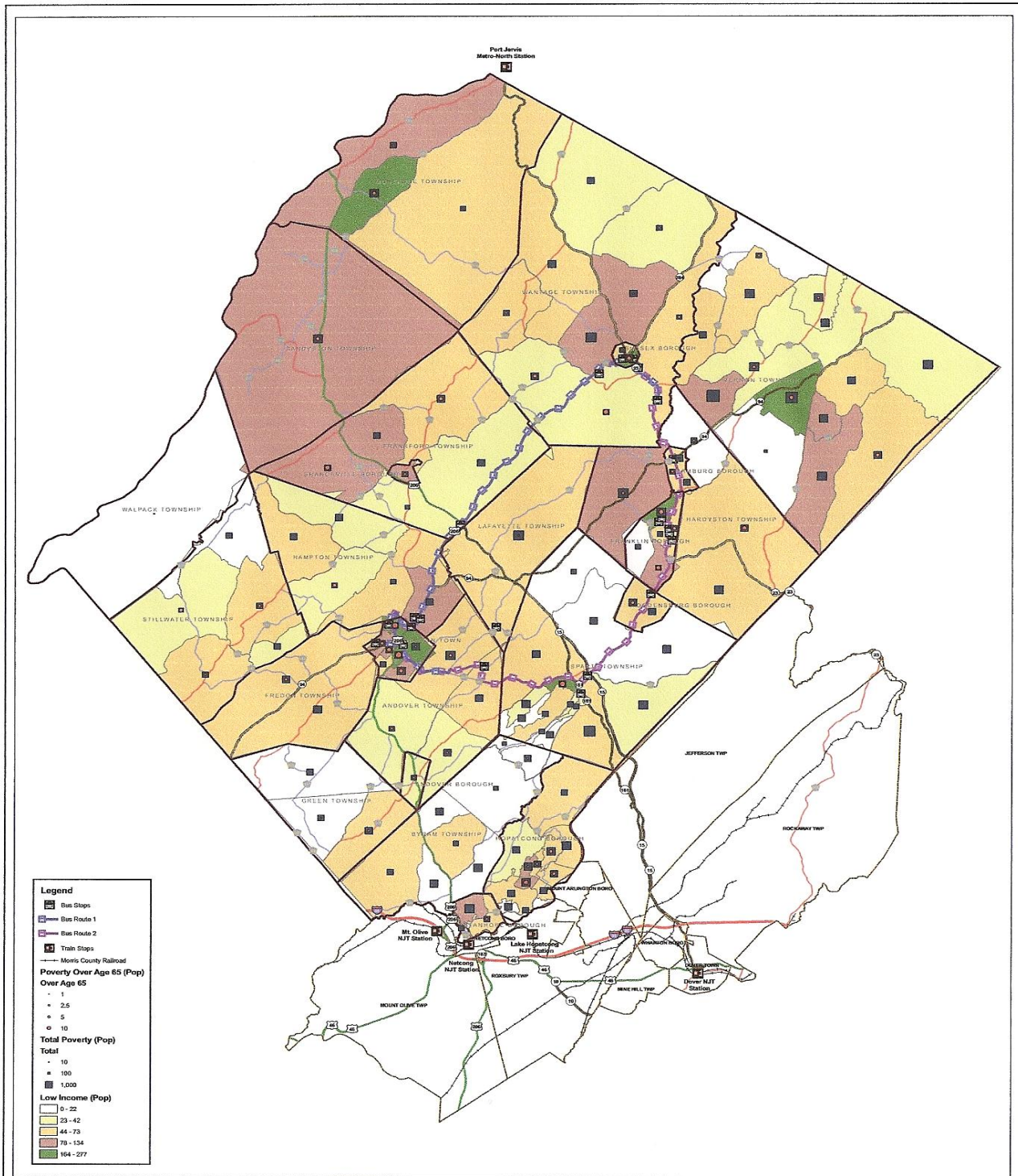
Hampton Plaza (Rt. 206)	10:09	12:39	1:54
Sussex Community College (when open)	****	****	****
Project Self Sufficiency (ON DEMAND ONLY)	****	****	****
Mill St. (Firehouse)	****	****	****
Newton Memorial Hospital	10:21	12:51	2:06
Trinity Street	10:27	12:57	2:12
Andover Nursing Home (Rt. 669)	10:37	1:07	2:22
Sparta Theater	10:49	1:19	2:34
Town Center Dr. & Main St.	10:54	1:24	2:39
<b>OPPOSITE</b> Ogdensburg Fire House (Rt. 517)	11:00	1:30	2:45
Franklin Weis Market (Rt. 23)	11:08	1:38	2:53
Franklin Wal*Mart (Rt. 23)	11:10	1:40	2:55
Franklin Shop-Rite (Rt. 23)	11:11	1:41	2:56
Junction & Main Sts., Franklin	11:15	1:43	3:00
Highlands Workshop, Franklin (Main)	****	****	****
Granny's Panca ke House, Rt. 23	11:20	1:50	3:05
YMCA/Carlton Village via Wits End	11:30	2:00	3:15
Hamburg Municipal Bldg (Walkill Ave.)	11:36	2:06	3:21
Wantage Plaza (Rt. 23)	11:42	2:12	3:27
Sussex A&P Plaza (Old Rt. 23)	11:47	2:17	3:32
St. Clare's, Sussex (Walnut St.)	11:49	2:19	3:34
Sussex Middle School (Rt. 639)	11:52	2:22	3:37
Sussex Wantage Library (Rt. 565)	11:55	2:25	3:40

### Southbound

Sussex Wantage Library (Rt. 565)	8:20	10:50	12:05
<b>OPPOSITE</b> Sussex Middle School (Rt. 639)	8:23	10:53	12:08
St. Clare's, Sussex (Walnut St.)	8:26	10:56	12:11
A&P at Lakeland Bank (Old Rt. 23)	8:28	10:58	12:13
Wantage Plaza (Rt. 23)	8:33	11:03	12:18
Hamburg Municipal Bldg (Walkill Ave.)	8:39	11:09	12:24
YMCA/Carlton Village via Wits End	8:45	11:15	12:30
Hamburg Plumbing Supply, Rt. 23	8:53	11:23	12:38
Highlands Workshop, Franklin (Main)	****	****	****
Junction & Main Sts., Franklin	8:59	11:29	12:44
Franklin Weis Market (Rt. 23)	9:05	11:35	12:50
Franklin Wal*Mart (Rt. 23)	9:07	11:37	12:52
Franklin Shop-Rite (Rt. 23)	9:08	11:38	12:53
Ogdensburg Fire House (Rt. 517)	9:16	11:46	1:01
Town Center Dr., & Rt. 517	9:22	11:52	1:07
Sparta Theater	9:27	11:57	1:12
Andover Nursing Home (Rt. 669)	9:39	12:09	1:24
Hampton Street	9:47	12:17	1:32
Newton Memorial Hospital	****	****	****
Mill Street (Highrise)	9:56	12:26	1:41
Project Self Sufficiency	****	****	****
Sussex Community College	****	****	****
Newton Weis Market (Rt. 206)	10:03	12:33	1:48
Newton Shop-Rite (On South Park Drive)	10:05	12:35	1:50
Newton Wal*Mart (Rt. 206)	10:07	12:37	1:52
Hampton Plaza (Rt. 206)	10:09	12:39	1:54



**Appendix B – Map of Low Income/Poverty by 2000 Census Blocks**



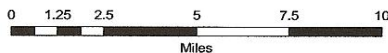
This map was produced using Sussex County's Geographic Information Systems (GIS). For all data contained herein, the County of Sussex makes no representations of any kind, including, but not limited to, the warranties of merchantability or fitness for a particular use, nor are any such warranties to be implied with respect to the data layers furnished hereunder.

The County of Sussex assumes no responsibility to maintain them in any manner or form. The data is being provided, as is, without warranty of any kind and the user is responsible for understanding the accuracy limitations of all data.

This map was developed using data developed by Sussex County GIS and the United States Census Bureau. Information contained within this map has not been verified or authorized by any of the secondary parties.

Map revisions are as of October 4, 2007.

Office of GIS Management  
Division of Engineering



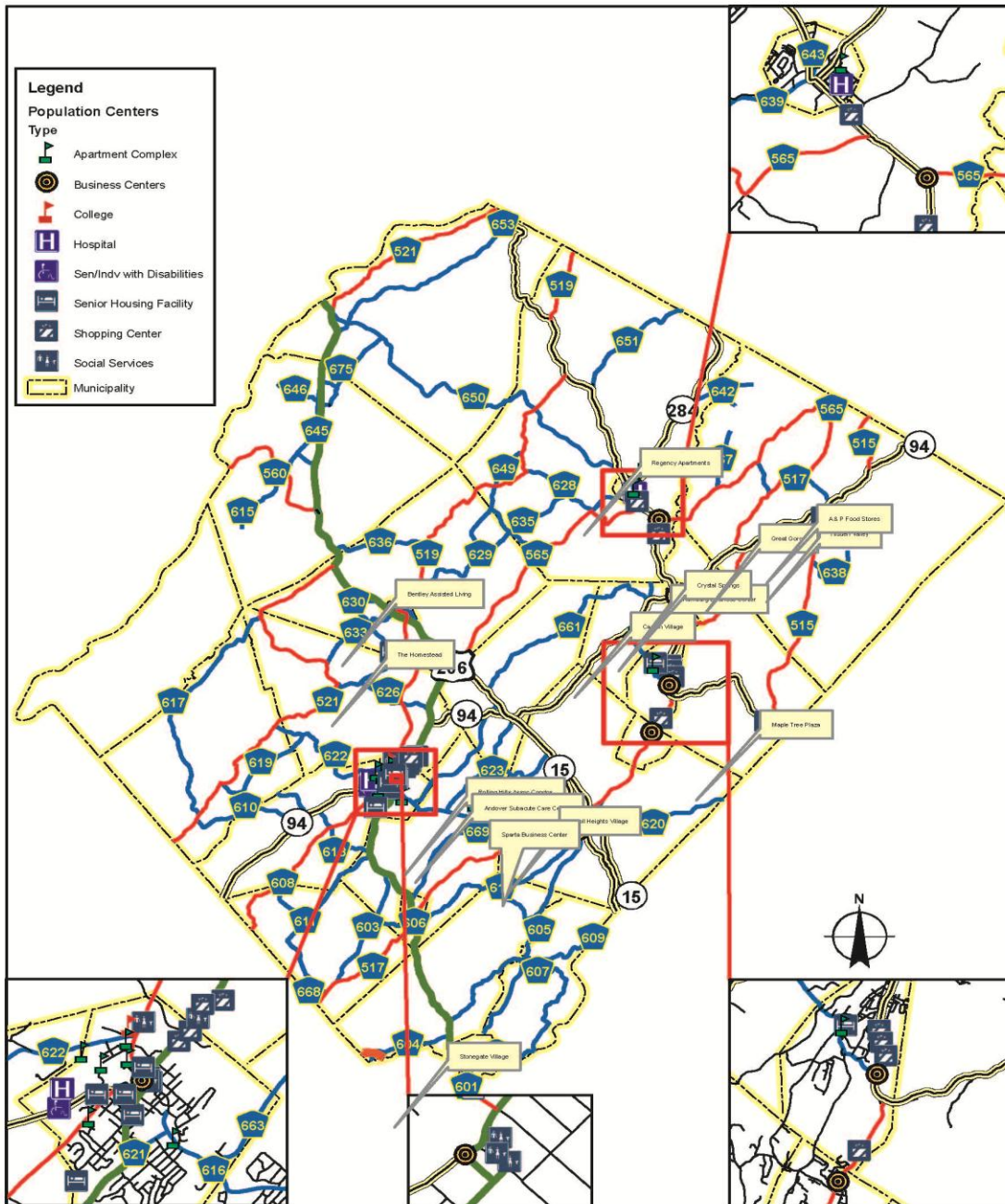
Sussex County – People & Nature Together

County of Sussex

1999 Low Income and Poverty  
by Census Block Group  
Census 2000



### Appendix C – Map of Population Centers/Trip Generators in Sussex County



This map was produced using Sussex County's Geographic Information Systems (GIS). For all data contained herein, the County of Sussex makes no representations of any kind, including, but not limited to, the warranties of merchantability or fitness for a particular use, nor are any such warranties to be implied with respect to the data layers furnished hereunder.

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This map was developed using data developed by Sussex County, NJDOT. Information contained within this map has not been verified or authorized by any of the secondary parties.

Map revisions are as of August 26, 2008.



Office of GIS Management  
Division of Information Management  
Department of Central & Shared Services



Office of Transit  
Population Centers Served

## Appendix D – 2010 Agency Transportation Survey

### Sussex County Transportation Planning Survey

If you completed the 2007 survey, you only need to provide any information in Parts A and B that have changed. All respondents are asked to complete Part C.

The survey is divided into three parts:

**Part A:** Profile of your organization and unmet transportation needs. All respondents should complete this section.

**Part B:** Profile of your organization's transportation program. If you do not operate, purchase or arrange for transportation for your customers/clients, skip this section.

**Part C:** Coordination of transportation services. All respondents should complete this section.

**Note to agencies operating in more than one county or operating more than one transportation program:**

1. If the same programs and services are provided by your agency in more than one county, please indicate this at the appropriate question. If the services vary greatly by county, you may consider submitting a separate survey for each service.
2. If you provide transportation through multiple programs using separate funds/vehicles/drivers or that support different populations, please submit a separate survey for each program.

Thank you for your participation.

### Transportation Survey Definitions

1. **Fixed Route/Fixed Schedule** – Transit service that operates over specified routes according to an established schedule. Passengers may board or be discharged at designated points along the route.
2. **Deviated Fixed Route/Deviated Fixed Schedule (Modified Fixed Route/Schedule)** - Transit service that operates over specified routes according to an established schedule with the driver permitted to deviate from the fixed route in order to pick up passengers. There are two types of deviated fixed route services: 1) Route Deviation, where the driver is permitted to deviate from the route but must return to the route at the point of deviation and 2) Point Deviation where the only scheduled service is at certain designated time points and the driver may take any path to get from point to point.
3. **Demand Response** – Service characterized by flexible routes and schedules with pick-up and drop-off points and vehicle routes dependent upon customer request. Riders typically call or arrange service in advance.
4. **Curb-to-Curb** – Service is provided to the customer’s particular origin and destination, with the driver offering assistance only in wheelchair securement, boarding and embarking from vehicle, or carrying packages to and from the curb.
5. **Door-to-Door** – Driver escorts customer from door into the vehicle and from the vehicle to the door of the destination point.
6. **Door-through-Door** – Driver escorts the customer from inside the door of the pick-up point into the vehicle and from the vehicle through the door of the destination point.
7. **Coordinated Transportation Services** – Cooperative arrangement among human service agencies and/or transportation providers to combine or consolidate some or all transportation functions or activities of the different organizations in order to improve the efficiency and effectiveness of an area’s transportation system. Many types and degrees of coordination exist, from vehicle sharing or the joint procurement of equipment or services to the performance of centralized administration and other functions by a single entity acting as a transportation broker. The intended result of coordination is lower costs for participating organizations through greater efficiency, which can mean better transportation services for the region.
8. **Full-time Employee** – An employee who works more than 21 hours per week.
9. **Part-time Employee** – An employee who work less than 20 hours per week.
10. **Passenger Trips** – One person riding one way from an origin to a destination. A round trip counts as 2 one-way trips.

**2010 Agency Transportation Survey**

A1. Organization Information

Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip \_\_\_\_\_ Contact

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Part A – Profile of Your Organization**

A2. Which of the following best describes your organization?

- Municipal Government
- County government
- State government
- Private, non-profit transportation company
- Private, for-profit transportation company
- Private, non-profit human service agency

Other (please specify) \_\_\_\_\_

A3. What services does your agency provide? (Check all that apply)

- Medical/dental
- Job/employment training
- Recreation
- Adult day care
- Welfare/Public Assistance
- Veterans services
- Child day care
- Rehabilitation services
- Counseling (Behavioral, substance abuse, etc.)
- Nutrition/meals
- Head Start
- Residential care
- Transportation

Other (please specify): \_\_\_\_\_

A4. What population segments does your agency serve? (Check all that apply)

- General/Public
- Senior citizens
- Children
- Veterans
- Physical disability
- Unemployed
- Low income
- Mental or cognitive disability
- Substance abuse
- Visually impaired

Other (please specify): \_\_\_\_\_

A5. If your agency is serving senior citizens, select the box that describes the minimum age eligible for your services.

- 55
- 60
- 62
- 65
- Other: \_\_\_\_\_

A6. If your agency serves children, select the box that describes the age ranges that apply.

- All ages
- 0-5
- 5-17
- 18-21

A7. On a daily basis, how many individuals does your agency serve?

- 0-20
- 21-250
- 251-500
- 501-1,000
- 1000+

A8. Does your answer to question 7 represent duplicative or non-duplicative customers?

- Duplicative
- Non-duplicative

A9. On an annual basis, how many individuals does your agency serve?

- 0-20
- 21-250
- 251-500
- 1,001-5,000
- 5,001-10,000
- 10,001-15,000

A10. Does your answer to question 9 represent duplicative or non-duplicative customers?

- Duplicative
- Non-duplicative

A11. Please identify the locations of your three primary program facilities/service centers and describe the primary services provided at each site.

A. Facility Name: \_\_\_\_\_

Address: \_\_\_\_\_

Description of services: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

B. Facility Name: \_\_\_\_\_

Address: \_\_\_\_\_

Description of services: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

C. Facility Name: \_\_\_\_\_

Address: \_\_\_\_\_

Description of services: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

A12. Please indicate your agency's hours of operation Monday through Friday:

Administration: \_\_\_\_\_

Services: \_\_\_\_\_

A13. Please indicate your agency's hours of operation Saturday:

Administration: \_\_\_\_\_

Services: \_\_\_\_\_

A14. Please indicate your agency's hours of operation Sunday:

Administration: \_\_\_\_\_

Services: \_\_\_\_\_

A15. What are the county boundaries of your agency's overall service area? (Check all that apply)

- |                                 |                                   |
|---------------------------------|-----------------------------------|
| <input type="checkbox"/> Morris | <input type="checkbox"/> Passaic  |
| <input type="checkbox"/> Sussex | <input type="checkbox"/> Somerset |
| <input type="checkbox"/> Warren | <input type="checkbox"/> Union    |
| <input type="checkbox"/> Essex  | Other (please specify) _____      |

A16. Morris County – Check all municipalities which you serve.

- |  |   |  |  |
|--|---|--|--|
| <input type="checkbox"/> All municipalities in Morris County | <input type="checkbox"/> East Hanover   | <input type="checkbox"/> Mendham Borough | <input type="checkbox"/> Parsippany-Troy Hills |
| <input type="checkbox"/> Boonton Twp.                        | <input type="checkbox"/> Florham Park   | <input type="checkbox"/> Mine Hill       | <input type="checkbox"/> Pequannock            |
| <input type="checkbox"/> Butler                              | <input type="checkbox"/> Hanover        | <input type="checkbox"/> Montville       | <input type="checkbox"/> Randolph              |
| <input type="checkbox"/> Chatham Borough                     | <input type="checkbox"/> Jefferson Twp. | <input type="checkbox"/> Morris Twp.     | <input type="checkbox"/> Riverdale             |
| <input type="checkbox"/> Chatham Twp.                        | <input type="checkbox"/> Kinnelon       | <input type="checkbox"/> Morristown      | <input type="checkbox"/> Rockaway Borough      |
| <input type="checkbox"/> Chester Twp.                        | <input type="checkbox"/> Lincoln Park   | <input type="checkbox"/> Mount Arlington | <input type="checkbox"/> Rockaway Twp.         |
| <input type="checkbox"/> Chester Borough                     | <input type="checkbox"/> Long Hill Twp. | <input type="checkbox"/> Mount Olive     | <input type="checkbox"/> Roxbury               |
| <input type="checkbox"/> Denville                            | <input type="checkbox"/> Madison        | <input type="checkbox"/> Mountain Lake   | <input type="checkbox"/> Victory Gardens       |
| <input type="checkbox"/> Dover                               | <input type="checkbox"/> Mendham Twp.   | <input type="checkbox"/> Netcong         | <input type="checkbox"/> Washington Twp.       |
|  |   |  | <input type="checkbox"/> Wharton               |

A17. Sussex County – Check all the municipalities which you serve.

- |  |   |   |  |
|--|---|---|--|
| <input type="checkbox"/> All municipalities in Sussex County | <input type="checkbox"/> Franklin       | <input type="checkbox"/> Lafayette      | <input type="checkbox"/> Stillwater Twp. |
| <input type="checkbox"/> Andover Borough                     | <input type="checkbox"/> Fredon Twp.    | <input type="checkbox"/> Montague       | <input type="checkbox"/> Sussex          |
| <input type="checkbox"/> Andover Twp.                        | <input type="checkbox"/> Green Twp.     | <input type="checkbox"/> Newton         | <input type="checkbox"/> Vernon Twp.     |
| <input type="checkbox"/> Branchville                         | <input type="checkbox"/> Hamburg        | <input type="checkbox"/> Ogdensburg     | <input type="checkbox"/> Walpack Twp.    |
| <input type="checkbox"/> Byram Twp.                          | <input type="checkbox"/> Hampton Twp.   | <input type="checkbox"/> Sandyston Twp. | <input type="checkbox"/> Wantage         |
| <input type="checkbox"/> Frankford Twp.                      | <input type="checkbox"/> Hardyston Twp. | <input type="checkbox"/> Sparta         |  |
|  | <input type="checkbox"/> Hopatcong      | <input type="checkbox"/> Stanhope       |  |

A18. Warren County – Check all the municipalities which you serve.

- |  |   |  |   |
|--|---|--|---|
| <input type="checkbox"/> All municipalities in Warren County | <input type="checkbox"/> Frelinghuysen Twp. | <input type="checkbox"/> Independence Twp. | <input type="checkbox"/> Phillipsburg       |
| <input type="checkbox"/> Allamuchy Twp.                      | <input type="checkbox"/> Greenwich          | <input type="checkbox"/> Knowlton Twp.     | <input type="checkbox"/> Pohatcong Twp.     |
| <input type="checkbox"/> Alpha                               | <input type="checkbox"/> Hackettstown       | <input type="checkbox"/> Liberty Twp.      | <input type="checkbox"/> Washington Borough |
| <input type="checkbox"/> Belvidere                           | <input type="checkbox"/> Hardwick Twp.      | <input type="checkbox"/> Lopatcong Twp.    | <input type="checkbox"/> Washington Twp.    |
| <input type="checkbox"/> Blairstown Twp.                     | <input type="checkbox"/> Harmony Twp.       | <input type="checkbox"/> Mansfield Twp.    | <input type="checkbox"/> White Twp.         |
| <input type="checkbox"/> Franklin Twp.                       | <input type="checkbox"/> Hope Twp.          | <input type="checkbox"/> Oxford Twp.       |   |

A19. What are the transportation obstacles your customers face? (Check all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> No service or space available                                  | <input type="checkbox"/> Restrictions on crossing county or municipal lines |
| <input type="checkbox"/> No accessible service available (for people with disabilities) | <input type="checkbox"/> No evening service available                       |
| <input type="checkbox"/> Age restrictions for available services                        | <input type="checkbox"/> No weekend service available                       |
| <input type="checkbox"/> Trip purpose restrictions for available service                | <input type="checkbox"/> High cost of available service                     |
| Other (please specify): _____   |   |

A20. Please select which best describes how your customers get to your organization. (Check all that apply)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> County paratransit                             | <input type="checkbox"/> Ambulance service       | <input type="checkbox"/> Other bus              |
| <input type="checkbox"/> Municipal service                              | <input type="checkbox"/> ACCESS LINK             | <input type="checkbox"/> Taxi or limo           |
| <input type="checkbox"/> Your agency transport bus                      | <input type="checkbox"/> New Jersey Transit Rail | <input type="checkbox"/> New Jersey Transit bus |
| <input type="checkbox"/> Private vehicle (family, friend or drive self) |  |   |
| Other (please specify): _____   |  |   |

A21. What percentage of your customers have unmet transportation needs critical to human services and other daily activities?

- 0-25%                     
  26-50%                     
  51-75%                     
  >75%

- A22. Does your organization provide passenger transportation services of any type (e.g., purchase, operate or arrange for)?
- Yes. (Please complete parts B & C)  
 No. (Please complete part C only)

**Part B – Your Organization’s Transportation Program  
(If none, skip to Part C, page 11)**

- B23. What type of transportation service(s) do you provide? (Please check all that apply, using the definitions on page 2 as a reference, if necessary.)
- We operate a fixed route, deviated fixed route, fixed schedule service  
 We contract/purchase fixed route, deviated fixed route, fixed schedule service from an independent carrier/operator  
 We operate a demand response (flexibly routed) service using paid drivers.  
 We operate a demand response (flexibly routed) service using non transportation staff as drivers.  
 We operate a demand response (flexibly routed) service using volunteer drivers.  
 We contract/purchase demand response (flexibly routed) service from an independent carrier/operator.  
 We provide subsidies/reimbursement to customers who arrange for their own transportation.  
 Other (please specify): \_\_\_\_\_

- B24. When are your transportation services available? (Check all that apply)
- Every weekday  
 Some weekdays with a regular schedule  
 Some weekdays only upon special request  
 Every weekday evening  
 Some weekday evenings with a regular schedule  
 Some weekday evenings only upon special request  
 Saturdays (scheduled)  
 Sundays (scheduled)  
 Some weekends only upon special request

- B25. Please indicate your transportation service hours.
- Monday: \_\_\_\_\_  
 Tuesday: \_\_\_\_\_  
 Wednesday: \_\_\_\_\_  
 Thursday: \_\_\_\_\_  
 Friday: \_\_\_\_\_  
 Saturday: \_\_\_\_\_  
 Sunday: \_\_\_\_\_

- B26. Which best describes your required advanced reservation time for transportation service?
- Real time (call when requesting a ride)                     
  1-2 days  
 No reservations (deviated fixed route)                     
  1 week  
 1-4 hours                     
  2 weeks  
 24 hours                     
  1 month  
 Other (please specify): \_\_\_\_\_

B27. Who is eligible to receive the transportation services your organization provides? (Please check all that apply)

- Only our agency's customers
  - Senior citizens
  - General public (any resident in our service area)
  - Low income
  - People with disabilities/mental illness
- Other (please specify): \_\_\_\_\_

B28. If your agency provides transportation to senior citizens, select the box that best describes the age eligibility for your services.

- 55
- 60
- 62
- 65
- Other: \_\_\_\_\_

B29. If your agency provides transportation to people with disabilities, select the box that best describes the age eligibility for your services.

- All ages
- 0-5
- 5-17
- 18-21
- 21+

B30. Which best describes the trip purposes your agency accommodates? (Check all that apply)

- Any type of trip requested within your service area
- Health/medical (e.g., doctor, clinic, drug store, treatment center)
- Nutrition (e.g., nutrition sites)
- Social (e.g., visits to friends, relatives)
- Recreation (e.g., cultural, social athletic events)
- Education (e.g., training centers, schools, etc.)
- Employment (e.g., job interviews, places of employment)
- Shopping/personal needs (e.g., barber, beauty shops, grocery stores, malls)
- Social services (e.g., social service agencies, counseling, etc.)
- Adult day care
- Child care, day care, after school activities

B31. Do you accept donations for transportation services?

- Yes
- No

B32. Do you charge fares for transportation services?

- Yes
- No

B33. If you charge fares, how much do you charge? (Please describe fare basis and criteria)

---



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B34. Please indicate the number of annual one-way passenger trips provided.

- |                                      |  |  |
|--------------------------------------|--|--|
| <input type="checkbox"/> Under 100   | <input type="checkbox"/> 5,001- 15,000   | <input type="checkbox"/> 150,001-200,000 |
| <input type="checkbox"/> 101- 500    | <input type="checkbox"/> 15,001- 40,000  | <input type="checkbox"/> 200,001-250,000 |
| <input type="checkbox"/> 501-1,000   | <input type="checkbox"/> 40,001- 90,000  | <input type="checkbox"/> 250,001-300,000 |
| <input type="checkbox"/> 1,001-2,500 | <input type="checkbox"/> 90,001-120,000  | <input type="checkbox"/> Over 300,000    |
| <input type="checkbox"/> 2,501-5,000 | <input type="checkbox"/> 120,001-150,000 |  |

B35. Indicate the number of full-time, part-time and volunteer Transportation Managers.

	0	1	2	3	4+
Full-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



B36. Indicate the number of full-time, part-time and volunteer Reservationists.

	0	1	2	3	4+
Full-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B37. Indicate the number of full-time, part-time and volunteer Schedulers.

	0	1	2	3	4+
Full-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B38. Indicate the number of full-time, part-time and volunteer Dispatchers.

	0	1	2	3	4+
Full-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B39. Indicate the number of full-time, part-time and volunteer Drivers.

	0	1-4	5-10	11-25	26-35	36-50	50+
Full-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B40. Indicate the number of full-time, part-time and volunteer Mechanics.

	0	1	2	3	4+
Full-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B41. Indicate the number of full-time, part-time and volunteer Other Transportation positions.

	0	1-4	5-10	11-25	26-35	36-50	50+
Full-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B42. What is your current total annual budget for transportation administrative expenses?

<input type="checkbox"/> \$ 0-\$ 20,000	<input type="checkbox"/> \$150,001-\$ 200,000
<input type="checkbox"/> \$ 20,001-\$ 50,000	<input type="checkbox"/> \$200,001-\$ 500,000
<input type="checkbox"/> \$ 50,001-\$ 90,000	<input type="checkbox"/> Over \$500,000
<input type="checkbox"/> \$ 90,001-\$120,000	<input type="checkbox"/> Don't know
<input type="checkbox"/> \$120,001-\$150,000	

B43. What is your current total annual budget for transportation operating expenses?

<input type="checkbox"/> \$ 0-\$ 20,000	<input type="checkbox"/> \$200,001-\$ 500,000
<input type="checkbox"/> \$ 20,001-\$ 50,000	<input type="checkbox"/> \$500,001-\$ 800,000
<input type="checkbox"/> \$ 50,001-\$ 90,000	<input type="checkbox"/> \$800,001-\$1,000,000
<input type="checkbox"/> \$ 90,001-\$120,000	<input type="checkbox"/> Over \$1,000,000
<input type="checkbox"/> \$120,001-\$150,000	<input type="checkbox"/> Don't know
<input type="checkbox"/> \$150,001-\$200,000	

B44. What is your current total annual budget for transportation capital expense?

- |  |  |
|--|--|
| <input type="checkbox"/> \$ 0-\$ 20,000      | <input type="checkbox"/> \$200,001-\$ 500,000  |
| <input type="checkbox"/> \$ 20,001-\$ 50,000 | <input type="checkbox"/> \$500,001-\$ 800,000  |
| <input type="checkbox"/> \$ 50,001-\$ 90,000 | <input type="checkbox"/> \$800,001-\$1,000,000 |
| <input type="checkbox"/> \$ 90,001-\$120,000 | <input type="checkbox"/> Over \$1,000,000      |
| <input type="checkbox"/> \$120,001-\$150,000 | <input type="checkbox"/> Don't know            |
| <input type="checkbox"/> \$150,001-\$200,000 |  |

B45. During the past 3 years, your total transportation budget has

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> Increased | <input type="checkbox"/> Stayed the same |
| <input type="checkbox"/> Decreased | <input type="checkbox"/> Don't know      |

B46. Indicate the funding sources for only your transportation services (percentage for each that applies). The sum of the numbers entered must equal 100%.

Fares and donations:	_____
Charters, advertising	_____
Foundations/Corporate Grants	_____
Municipality, Town, Village Funding	_____
County Funding	_____
State Casino Funding	_____
Federal Transit Funding (e.g., 5310, 5311)	_____
OAA Title III	_____
Title XIX (Medicaid)	_____
Veterans	_____
TANF	_____
Special Initiatives	_____
Other	_____
Total	_____

B47. Where are your vehicles kept? (Check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Contractor lot    | <input type="checkbox"/> Streetside parking              |
| <input type="checkbox"/> Agency lot        | <input type="checkbox"/> Garage (city, municipal agency) |
| <input type="checkbox"/> Drivers take home |  |

Other (please specify): \_\_\_\_\_

B48. Who services your vehicles? (Check all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Agency's mechanic    | <input type="checkbox"/> Local garage                                    |
| <input type="checkbox"/> National repair shop | <input type="checkbox"/> County and/or municipal public works department |

Other (please specify): \_\_\_\_\_

B49. Do you use automated routing and scheduling software?  
 Yes  No

B50. If so, which software does your agency use?  
 Trapeze  RouteMatch  
 Multisystems  PTMS  
 Other (please specify): \_\_\_\_\_

B51. Do you use GPS to track your vehicles?  
 Yes  No

B52. Do you have voice contact with your drivers on the road?  
 Yes  No

B53. If so, what type of equipment?  
 Two-way radio  Cell phone  
 Mobile data terminal  
 Other (please specify): \_\_\_\_\_

B54. Do you maintain a waiting list?  
 Yes  No

B55. If so, what is the typical number of people on your waiting list?  
 1- 10  101-150  
 11- 30  Over 150  
 31- 70  Don't know  
 71-100

B56. What is the trip purpose for the majority of those on your waiting list?  
 Medical – rehabilitation therapy  Post-secondary education  
 Dialysis  Social recreation  
 Competitive employment  Shopping/personal needs  
 Other (please specify) \_\_\_\_\_

B57. Have you received transportation requests that your agency was unable to accommodate?  
 Yes  No

B58. If yes, please identify the primary reason you were unable to provide the service.

\_\_\_\_\_  
 \_\_\_\_\_

B59. Are there frequent requests for transportation to specific destinations to which your agency does not provide service?  
 Yes  No

B60. If yes, please identify those destinations.

\_\_\_\_\_  
 \_\_\_\_\_

B61. Indicate the type and quantity of vehicles you operate.

- Van \_\_\_\_\_
- Minivan \_\_\_\_\_
- Minibus \_\_\_\_\_
- Bus \_\_\_\_\_
- SUV \_\_\_\_\_
- Sedans \_\_\_\_\_
- Other \_\_\_\_\_

B62. Indicate the number of lift-equipped vehicles in your fleet.

- Van \_\_\_\_\_
- Minivan \_\_\_\_\_
- Minibus \_\_\_\_\_
- Bus \_\_\_\_\_
- Other \_\_\_\_\_

**Part C – Coordination of Transportation Services**

C63. Do you provide transportation services for other organizations?

- Yes  No

C64. Are your transportation services coordinated in any other way with the transportation services or other agencies?

- Yes  No

C65. Would your organization be interested in providing transportation services, or more transportation services, under contract to another agency or agencies?

- Yes  No  Maybe

C66. If you now operate your own vehicle(s), would your organization consider purchasing transportation services from another agency, assuming that the price and quality of service met your needs?

- Yes  No  Maybe  Not applicable

C67. Are there any specific organizations with which you feel you may be able to better coordinate transportation services?

- Yes  No

C68. If so, please name those organizations:

---



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Thank you for your time and effort in completing this survey. Please return all completed surveys to: Barbara C. Miller, Contract Administrator, Sussex County Skylands Ride, One Spring Street, Newton, NJ 07860 on or before February 15, 2010.



### Appendix E – Customer Survey

County of Sussex Department of Human Services  
 Division of Social Services Office of Transit

## Transportation Survey



We hope you will take a few minutes to complete an anonymous survey about your transportation needs. Your answers will help us make it easier for you to get where you need to go.

**Section I – General Information**

1. What city or township do you live in? \_\_\_\_\_
2. What is your home zip code? \_\_\_\_\_
3. What is your age range?
 

<input type="checkbox"/> 17-19	<input type="checkbox"/> 36-40	<input type="checkbox"/> 56-60
<input type="checkbox"/> 20-25	<input type="checkbox"/> 41-50	<input type="checkbox"/> 61-65
<input type="checkbox"/> 26-35	<input type="checkbox"/> 51-55	<input type="checkbox"/> 66-75
		<input type="checkbox"/> Over 75

**Section II – General Transportation Needs**

4. Please indicate whether each of the following statements is true or false:
 

a. I find it difficult to travel where I need to go.	True <input type="checkbox"/>	False <input type="checkbox"/>
b. If I could get around using a public bus, I would.	True <input type="checkbox"/>	False <input type="checkbox"/>
c. Sometimes I worry about not being able to get where I need to go.	True <input type="checkbox"/>	False <input type="checkbox"/>
d. I don't have a current bus schedule	True <input type="checkbox"/>	False <input type="checkbox"/>
e. I have trouble with/don't know how to read a bus schedule	True <input type="checkbox"/>	False <input type="checkbox"/>
5. How do you usually get where you need to go now?
 

<input type="checkbox"/> Drive my own vehicle	<input type="checkbox"/> Sussex County Transit
<input type="checkbox"/> Ride with someone	<input type="checkbox"/> Bicycle
<input type="checkbox"/> Borrow a vehicle	<input type="checkbox"/> Walk
<input type="checkbox"/> Taxi	<input type="checkbox"/> Other _____
6. What would you be able to pay for a one-way trip for in-county transit (check one)?
 

<input type="checkbox"/> \$1.00 or Less	<input type="checkbox"/> \$1.01 to \$1.50	<input type="checkbox"/> \$1.51 to \$2.00
<input type="checkbox"/> \$2.01 to \$2.50	<input type="checkbox"/> \$2.51 to \$3.00	<input type="checkbox"/> More than \$3.00
7. Do you currently use Sussex County Transit? Yes  No
8. Would you be more likely to use Sussex County Transit if you were showed how to use the bus schedule and use the system? Yes  No
9. Do you have special transportation needs (such as using a mobility device)? Yes  No
10. How many times have you used Sussex County Transit in the last week \_\_\_\_\_ month \_\_\_\_\_?
11. What types of trips do you take on Sussex County Transit? (Check all that apply.)
 

<input type="checkbox"/> Work	<input type="checkbox"/> School	<input type="checkbox"/> Shopping
<input type="checkbox"/> Medical appointments	<input type="checkbox"/> Bank, Post Office, other errands	<input type="checkbox"/> Nutrition sites
<input type="checkbox"/> Recreational activities	<input type="checkbox"/> Other: (Please describe: _____)	
12. If you do not use Sussex County Transit, why not? (Check all that apply)

- No service near my home  or work
- Doesn't go where I want/need to go
- Transit stop too far to walk
- Current Transit schedule doesn't fit my schedule
- Do not know where the closest bus stop is
- Do not know bus service hours
- Other \_\_\_\_\_
- Too expensive
- Takes too long
- No bike rack
- Cannot get on/off vehicles
- Unfamiliar with bus route

13. Which of the following transportation services would help you the most? (Select all that apply)

- Curb-to-curb transit service
- Carpool or vanpool
- Weekend transit service
- Education on how to get and read a bus schedule
- Free bus passes
- Extended evening hour transit service
- Non-major holiday transit service

14. What locations are you currently unable to go because of lack of transportation?

\_\_\_\_\_

15. What kinds of trips/errand are you unable to perform because of lack of transportation (e.g., medical appointments, shopping, banking, etc.)

\_\_\_\_\_

**Section III – Transportation to Work (If not currently working or seeking work, skip to Section IV)**

16. Have you ever:

- Not gotten a job because you did not have transportation to get there? Yes  No
- Lost a job because you did not have transportation to get there? Yes  No

17. What is your current employment status?

- Employed full time
- Employed part time
- Retired
- Unemployed, not looking for work
- Unemployed, looking for work

18. If employed, how long does it take to travel from home to work? \_\_\_\_\_ minutes

19. How long would you be willing to spend traveling to work each way? \_\_\_\_\_ minutes

20. How do you currently get to work? \_\_\_\_\_

**Section IV – Comments**

Please make any additional comments about your transportation needs that you wish to share.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for taking the time to complete our survey. Return survey to Sussex County Office of Transit, One Spring Street, Newton, NJ 07860 by September 30, 2008.



**Appendix F – Caseworker Survey**

**County of Sussex Department of Human Services  
Division of Social Services Office of Transit**

**Caseworker Transportation Survey**



We need your help in determining the transportation needs of your clients. By completing our anonymous survey, you can help us formulate a plan to meet these needs.

1. What is the most challenging transportation barrier your clients face with getting where they need to go (work, medical appointments, nutrition sites, childcare, stores, banks, post offices, service providers, and other errands)? Rank in order of top three.
  - No public transportation service nearby
  - Hours that transit currently runs don't fit client schedule
  - No car insurance
  - No vehicle
  - No vehicle in working condition
  - Suspended Driver's License
  - Inaccessible public transportation (i.e., can not get on/off vehicles easily)
  - Other, please specify: \_\_\_\_\_
  
2. Where do you refer those clients needing transportation assistance? \_\_\_\_\_
  
3. What is the size of your current caseload? \_\_\_\_\_
  
4. What do you think are the top three modes of transportation your client use to get to work or work activity? Please choose the top 3. ( 1 being the highest)
  - Drive
  - Ride with someone else
  - Bus /public transit
  - Employee shuttle
  - Bicycle
  - Walk
  - Other \_\_\_\_\_
  
5. What do you think are the top transportation barriers for your clients? Please rank in order of the most prevalent to the least., with 1 being the highest
  - No vehicle available
  - Cannot drive
  - Unreliable vehicle
  - No vehicle insurance
  - No driver's license
  - No public transit service available near home or job and/or work activity
  - Cost of public transportation
  - Multiple stops (child care, etc.) so public transit is not convenient
  - Other, please specify: \_\_\_\_\_
  
6. Please indicate to what extent the lack of affordable transportation is a barrier to your clients by percentage. The lack of affordable, dependable transportation is...

Not a barrier	
A slight barrier	
A moderate barrier	
A severe barrier	
Total	100%

7. Please estimate is the percentage of your clients living in neighborhoods served by public transit routes that reach your office?
- 100%                       75 – 99%
- 50 – 74%                     25 - 49%
- 0 - 24%

8. Which of the following transportation services would help your clients the most? Please rank in order to the most valuable to the least valuable, with 1 being the most valuable.
- Increase bus routes
  - Enhance the existing transit system
  - Have curb-to-curb pick-ups
  - Get free bus passes
  - Get transportation to and from childcare
  - Ride in a carpool or vanpool
  - Other: Please describe: \_\_\_\_\_

If your clients do not include households with children, please skip questions 9-13.

9. Is transportation a barrier for those clients who utilize family day care childcare services?  
Yes             No
10. Is Transportation a barrier for those clients who utilize center base childcare services?  
Yes             No
11. When school is closed, does your client require additional assistance in making childcare arrangements so they are able to attend work or work activity?  
Yes     No

If yes, identify the barriers the client typically encounters. \_\_\_\_\_  
\_\_\_\_\_

12. How do the majority of your clients get children to childcare?
- Drive own vehicle
  - Ride with someone
  - Borrow a vehicle
  - Sussex County Transit
  - Bicycle
  - Walk
  - Don't know

13. Do your clients have different employment or childcare arrangements during the summer months?  
Yes     No     Don't Know
- If yes, please specify: \_\_\_\_\_

Please share any additional comments you have about the transportation needs of your clients.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for taking the time to complete this survey. (Please return completed surveys to Barbara Miller, County of Sussex, Office of Transit, One Spring Street, Newton, NJ 0760 no later than September 30, 2008.)