

**Morris County
Human Services Transportation Coordination Plan
2013 Update**



Morris County Department of Human Services
540 West Hanover Ave
Morris Plains, NJ 07950

December 2013

The Morris County Human Services Transportation Coordination Plan 2013 Update was prepared under the leadership of the 2013 Morris County Board of Chosen freeholders.

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About the Morris County Department of Human Services

The mission of the Morris County Department of Human Services is to provide help and assistance to residents in need, from children to families to seniors. Services provided by the Department include financial and emergency assistance, access to mental health and substance abuse services, job training and support, prevention services for youth, support for veterans, transportation for elderly and disabled, meals on wheels, and adult protective services for vulnerable adults at risk of abuse. The Department also provides residential care for seniors and the disabled at Morris View Healthcare Center, as well as for juveniles and youth at risk at the Juvenile Detention Center and Youth Shelter.

For more information about the Department, visit www.morrishumanservices.org.

About the update

This document is an update to the Morris County Human Services Transportation Coordination Plan published in 2008. The 2008 Plan can be viewed and downloaded from here www.morrishumanservices.org/adv/TransportPlan.pdf.

The purpose of this document is to provide an update of the Plan's Goals and Objectives, as determined by the Plan's Steering Committee and Stakeholder Group. Additionally, the Plan provides updates to the data originally presented in the 2008 plan and the list of human service agencies and transportation providers in Morris County that may seek federal transit funding.

Steering Committee

Morris County formed a steering committee to guide the update to the Morris County Human Services Transportation Coordination Plan.

Theresa Davis	Morris County Division of Aging, Disabilities, and Veterans
John Hayes	Morris County Division of Engineering & Transportation
Deena Leary	Morris County Department of Planning & Public Works
Frank Pinto	Morris County Department of Human Services
Gerald Rohsler	Morris County Division of Engineering & Transportation
Joseph Russo	Morris County Division of Engineering & Transportation
Manuela Schuster	Morris County Employment & Training Services, Morris County Board of Transportation

Stakeholder Group

Morris County coordinated and met with the following stakeholder group on December 16, 2013 to review and discuss updates to the Plan's goals and objectives, and to identify any new agencies or transportation providers that may seek federal transit funding.

Jeffrey Bashe	Human Service Advisory Council
John Ciaffone	TransOptions
Theresa Davis	Morris County Division of Aging, Disabilities, and Veterans
Joan Finelli	Five Town Dial-A-Ride
Richard Gentles	TransOptions
John Hayes	Morris County Division of Engineering & Transportation
Frank Pinto	Morris County Department of Human Services
Gerald Rohsler	Morris County Division of Engineering & Transportation
Joseph Russo	Morris County Division of Engineering & Transportation
Tim Sharpe	NJ Transit
Mark Stephenson	Employment Horizons
Sophie Westfield	Morris County Employment & Training Services

1. Demographics

This section provides demographic data from the Census Bureau regarding the population segments that human services transportation primarily serves. To the degree possible, statistics are provided based on 100% data tables from the Decennial Censuses of 2000 and 2010. However, certain information is only collected by the Census Bureau from a sample of the population, which it uses to generate estimates for the larger population.

After the 2000 Census, the American Community Survey (ACS) replaced the Decennial Census' Long-Form as a means for collecting more detailed data from a sample of the population. Similar to the Long-Form, the ACS uses a sample to generate estimates for the entire population. The ACS, unlike the Decennial Census, provides estimated data collected over 1-year, 3-year, or 5-year increments. Therefore, totals reported by the Decennial Census and the ACS may not be equal in the tables below. For more details on the ACS, see www.census.gov/acs/www/guidance_for_data_users/estimates/.

1.1. Population Change

New Jersey Population Change by Age Group

New Jersey's Age Groups	2000 Population	2010 Population	Change	% Change
Ages 17 and below	2,087,558	2,065,214	-22,344	-1.1%
Ages 18 - 64	5,213,656	5,540,687	327,031	6.3%
Ages 65 and above	1,113,136	1,185,993	72,857	6.5%
Total	8,414,350	8,791,894	377,544	4.5%

Source: US Census Bureau, Census 2000: Summary File 2, Table QT-P1
US Census Bureau, Census 2010: Summary File 2, Table QT-P1

Morris County Population Change by Age Group

Morris County's Age Groups	2000 Population	2010 Population	Change	% Change
Ages 17 and below	116,838	117,695	857	0.7%
Ages 18 - 64	298,844	306,426	7,582	2.5%
Ages 65 and above	54,530	68,155	13,625	25.0%
Total	470,212	492,276	22,064	4.7%

Source: US Census Bureau, Census 2000: Summary File 2, Table QT-P1
US Census Bureau, Census 2010: Summary File 2, Table QT-P1

1.2. Seniors, Disabled, and Institutionalized Population

Disability data is provided in the tables below. The Census Bureau cautions comparing disability data between surveys because the definition of disabled can vary. Additionally, disability data in both Census 2000 and 2010 is estimated from sample of the population. For more information on the Census' disability data, see www.census.gov/people/disability/.

Seniors, Disabled, and Institutionalized Population Morris County

Morris County	2000		2010		2000-2012	
	Population	% of County Population (470,212)	Population	% of County Population (492,276)	Change	% Change
Not Disabled, and 65 and older (non-institutionalized citizens)	34,622	7.4%	45,555	9.3%	10,933	31.6%
Disabled, and 65 and older (non-institutionalized citizens)	16,962	3.6%	19,624	4.0%	2,662	15.7%
Disabled, and 64 and younger (non-institutionalized citizens)	41,913	8.9%	19,139	3.9%	-22,774	-54.3%
Institutionalized Citizens (nursing facilities, skilled)	3,839	0.8%	2,628	0.5%	-1,211	-31.5%
Total	97,336	20.7%	86,946	17.7%	-10,390	-10.7%

Source: Institutionalized Citizens (Nursing Homes, Hospitals/wards and hospices for chronically ill, Mental (Psychiatric) hospitals or wards) - US Census Bureau, Summary File 1, Table PCT017
 Institutionalized Citizens (Nursing Facilities, Skilled Nursing) - US Census Bureau, Census 2010: Summary File 2, Table QT-P13
 People with disabilities - US Census Bureau, Census 2000: Summary File 3, Table P042
 People with disabilities - US Census Bureau, ACS 3 Year Estimates 2008-2010: Table S1810

**Population Age 65 and Older by Municipality
Morris County, 2010**

Municipality	Population 65 and Older		2000-2012	
	2000	2010	Change	% Change
Boonton Town	1,147	1,098	-49	-4.3%
Boonton Township	638	770	132	20.7%
Butler Borough	983	995	12	1.2%
Chatham Borough	1,098	912	-186	-16.9%
Chatham Township	1,366	1,582	216	15.8%
Chester Borough	223	291	68	30.5%
Chester Township	664	1,035	371	55.9%
Denville Township	2,376	2,618	242	10.2%
Dover Town	1,922	1,914	-8	-0.4%
East Hanover Township	1,662	2,149	487	29.3%
Florham Park Borough	1,806	1,967	161	8.9%
Hanover Township	1,921	2,486	565	29.4%
Harding Township	521	805	284	54.5%
Jefferson Township	1,690	2,297	607	35.9%
Kinnelon Borough	841	1,248	407	48.4%
Lincoln Park Borough	1,622	1,673	51	3.1%
Long Hill Township	1,109	1,280	171	15.4%
Madison Borough	2,157	2,256	99	4.6%
Mendham Borough	857	946	89	10.4%
Mendham Township	582	735	153	26.3%
Mine Hill Township	487	447	-40	-8.2%
Montville Township	2,256	3,132	876	38.8%
Morris Township	3,356	3,890	534	15.9%
Morris Plains	848	918	70	8.3%
Morristown Town	2,292	2,110	-182	-7.9%
Mountain Lakes Borough	386	419	33	8.5%
Mount Arlington Borough	496	1,031	535	107.9%
Mount Olive Township	1,542	2,531	989	64.1%
Netcong Borough	377	440	63	16.7%
Parsippany-Troy Hills Township	5,691	7,297	1,606	28.2%
Pequannock Township	1,956	3,865	1,909	97.6%
Randolph Township	1,817	2,377	560	30.8%
Riverdale Borough	302	535	233	77.2%
Rockaway Borough	770	789	19	2.5%
Rockaway Township	2,162	3,416	1,254	58.0%
Roxbury Township	2,363	2,938	575	24.3%
Victory Gardens Borough	84	95	11	13.1%
Washington Township	1,449	2,104	655	45.2%
Wharton Borough	711	764	53	7.5%
Morris County Total	54,530	68,155	13,625	25.0%

Source: US Census Bureau, Census 2000: Summary File 2, Table DP-1
US Census Bureau, Census 2010: Summary File 2, Table PCT3

1.3. Low Income Population

Poverty data by municipality is provided in the table below. The Census Bureau is not able to determine the poverty status of every individual; therefore, the total population at or below the national poverty threshold may be greater than recorded. For more information on poverty data, see

<http://www.census.gov/hhes/www/poverty/methods/definitions.html>.

Individuals below and at 200% of National Poverty Level Morris County, by Municipality

Municipality	Individuals Below National Poverty Level				Individuals below 200% of National Poverty Level			
	2000	2010	Change	% Change	2000	2010	Change	% Change
Boonton Town	559	884	325	58.1%	1,460	2,105	645	44.2%
Boonton Township	55	145	90	163.6%	226	654	428	189.4%
Butler Borough	372	255	-117	-31.5%	978	1,057	79	8.1%
Chatham Borough	188	94	-94	-50.0%	484	240	-244	-50.4%
Chatham Township	271	369	98	36.2%	562	566	4	0.7%
Chester Borough	84	38	-46	-54.8%	209	274	65	31.1%
Chester Township	163	481	318	195.1%	402	802	400	99.5%
Denville Township	436	388	-48	-11.0%	1,119	951	-168	-15.0%
Dover Town	2,381	1,814	-567	-23.8%	5,038	6,290	1,252	24.9%
East Hanover Township	192	291	99	51.6%	679	439	-240	-35.3%
Florham Park Borough	507	213	-294	-58.0%	814	667	-147	-18.1%
Hanover Township	152	298	146	96.1%	733	1,079	346	47.2%
Harding Township	36	283	247	686.1%	153	366	213	139.2%
Jefferson Township	468	732	264	56.4%	1,576	1,885	309	19.6%
Kinnelon Borough	244	151	-93	-38.1%	560	737	177	31.6%
Lincoln Park Borough	286	452	166	58.0%	890	1,070	180	20.2%
Long Hill Township	286	242	-44	-15.4%	869	895	26	3.0%
Madison Borough	469	610	141	30.1%	1,138	1,457	319	28.0%
Mendham Borough	200	105	-95	-47.5%	456	260	-196	-43.0%
Mendham Township	96	101	5	5.2%	219	311	92	42.0%
Mine Hill Township	206	120	-86	-41.7%	429	338	-91	-21.2%
Montville Township	794	656	-138	-17.4%	1,508	1,830	322	21.4%
Morris Township	802	859	57	7.1%	1,460	2,019	559	38.3%
Morris Plains Borough	124	486	362	291.9%	330	850	520	157.6%
Morristown Town	2,069	1,689	-380	-18.4%	4,724	4,612	-112	-2.4%
Mountain Lakes Borough	85	89	4	4.7%	230	202	-28	-12.2%
Mount Arlington Borough	153	142	-11	-7.2%	484	512	28	5.8%
Mount Olive Township	735	1,593	858	116.7%	2,261	3,449	1,188	52.5%
Netcong Borough	80	251	171	213.8%	387	575	188	48.6%
Parsippany-Troy Hills Township	1,918	1,692	-226	-11.8%	5,111	5,836	725	14.2%
Pequannock Township	414	478	64	15.5%	995	1,348	353	35.5%
Randolph Township	356	839	483	135.7%	1,530	2,016	486	31.8%
Riverdale Borough	132	89	-43	-32.6%	254	197	-57	-22.4%

Rockaway Borough	322	418	96	29.8%	891	710	-181	-20.3%
Rockaway Township	551	326	-225	-40.8%	1,520	1,767	247	16.3%
Roxbury Township	642	835	193	30.1%	1,754	2,766	1,012	57.7%
Victory Gardens Borough	130	284	154	118.5%	411	645	234	56.9%
Washington Township	397	168	-229	-57.7%	973	993	20	2.1%
Wharton Borough	517	440	-77	-14.9%	1,308	1,527	219	16.7%
Morris County Total	17,872	19,400	1,528	8.5%	45,125	54,297	9,172	20.3%

Source: US Census Bureau, Census 2000: Summary File 3, Table QT-P34
US Census Bureau, ACS 5 Year Estimates 2006-2010: Table S1701

2. Existing Transportation Service

This section identifies and describes human service transportation and public transit that operate in Morris County. Trip data is provided for services operated by the Morris County Department of Human Services. Public transit and non-County operated human service transportation is summarized.

2.1. Morris Area Paratransit Service (MAPS)

The Morris Area Paratransit Service is Morris County's transportation service operated by the Morris County Department of Human Services. MAPS provides curb to curb transportation to residents age 60 and over, and to residents age 18 and older who have a physical or mental disability that includes functional limitations. If scheduling permits, MAPS may also provide transportation to people temporarily disabled by illness or injury.

MAPS provides transportation to various destinations in the County, including medical facilities, employment, education and training, adult day care, and nutrition sites. However, medical appointments, especially chemotherapy, radiation therapy, and dialysis, take high priority. Trips to work, school, and adult day care are also important. If scheduling permits, transportation to other destinations, such as nursing home visits, may be provided.

The number of annual trips by destination that MAPS has provided from 2008 to 2012 is presented in the table below. Human Services uses Route Match software to manage operations and record this data.

**MAPS Transportation
Annual Trips by Destination**

Year	Medical	Competitive Employment	Non-Competitive Employment	Recreation	Education and Training	Nutrition Sites	Adult Day Care	Other and Uncoded	Total
2008	17,195	7,902	16,467	1,901	430	1,531	1,574	3,784	50,784
2009	24,047	8,985	22,462	1,273	1,103	2,989	2,925	6,352	70,136
2010	24,816	7,131	23,107	826	2,134	2,831	3,107	5,608	69,560
2011	21,522	5,669	21,130	451	2,002	2,553	2,017	5,260	60,604
2012	22,978	5,376	19,815	340	1,497	2,762	1,842	3,719	58,329

Source: Morris County Department of Human Services: Morris Area Paratransit Service, 2013

2.2. Job Access and Reverse Commute (JARC)

The Morris County Department of Human Services: Office of Employment and Training Services manages the Job Access and Reverse Commute (JARC) transportation service in Morris County. The service is funded through the JARC grant which is provided through NJ Transit by the Federal Transportation Administration, with funding matches provided by the NJ Department of Human Services and the NJ Department of Labor and Workforce Development. See Attachment 3 for current funding and anticipated requests for the JARC grant.

Through the JARC grant, Morris County provides a demand response service and a deviated fixed route shuttle. Priority is given to customers on public assistance and other low-income residents commuting to/from work or work related activities. The deviated fixed route shuttle, named Morris on the Move (MOM), operates on weekdays along the US 46 corridor between the Town of Dover and Mount Olive Township. Annual trip data is provided below.

The number of annual trips and average trips per day that Morris County has provided with JARC funding from 2005 to 2012 is presented in the tables below.

JARC Transportation Annual Trips

Year	Demand Response	Deviated Fixed Route	Total	Annual Percentage Change		
				Demand Response	Deviated Fixed Route	Total
2008	2,081	31,741	33,822			
2009	4,678	29,231	33,909	124.8%	-7.9%	0.3%
2010	4,420	33,656	38,076	-5.5%	15.1%	12.3%
2011	3,258	30,482	33,740	-26.3%	-9.4%	-11.4%
2012	4,924	25,107	30,031	51.1%	-17.6%	-11.0%
2008-2012	2,843	-6,634	-3,791	136.6%	-20.9%	-11.2%

Source: Morris County Department of Human Services: Office of Employment and Training Services, 2013

JARC Transportation Average Trips Per Day

Year	Demand Response	Deviated Fixed Route	Total	Annual Percentage Change		
				Demand Response	Deviated Fixed Route	Total
2008	9	124	133			
2009	19	115	133	120.4%	-7.6%	0.3%
2010	18	135	153	-4.1%	17.4%	14.8%
2011	13	122	136	-26.7%	-9.6%	-11.2%
2012	20	100	120	52.1%	-18.0%	-11.3%
2008-2012	12	-24	-13	135.6%	-19.7%	-9.4%

Source: Morris County Department of Human Services: Office of Employment and Training Services, 2013

2.3. Additional Paratransit and Dial-A-Rides

NJ Transit Access Link: NJ Transit operates a paratransit service for people with disabilities who are unable to use the local fixed route NJ Transit bus services. Access

Link service is only available during the same days and hours as the regularly scheduled local fixed route bus service, including weekends and holidays. In order to use Access link, customers must first call NJ Transit for eligibility and reservations.

Dial-A-Rides: Dial-A-Rides are municipally-sponsored local transportation for senior citizens. Some may be able to accommodate persons with disabilities. See Section 4 for a complete list of municipal Dial-A-Rides in Morris County.

Private and Non-Profit service: There are numerous private and non-profit human service agencies and transportation providers in Morris County. See Section 4 for a list of agencies that may seek federal transit funding.

See Attachment 3 for current funding and anticipated requests that these agencies have reported to Morris County.

2.4. Public Transit in Morris County

NJ Transit Bus: NJ Transit operates a statewide bus system that includes service from Morris County to New York City Port Authority, local service within Morris County, and local service between Morris, Essex, and Passaic Counties.

- Local Bus Service: 871, 872, 873, 874, 875, 878, 879, 880
- Regional Bus Service: 29, 70, 73, 75, 79, 194

NJ Transit Rail: NJ Transit operates an extensive commuter rail network, particularly in northern New Jersey. It offers connections with other rail service, including PATH, MTA, Amtrak, SEPTA, and PATCO. Morristown Line and Gladstone Branch both have service to New York Penn Station, Newark-Broad Street Station, and Hoboken. The Montclair-Boonton Line provides service to Hoboken with connections to New York.

- Morris & Essex: Morristown Line
- Morris & Essex: Gladstone Branch
- Montclair-Boonton Line

Lakeland Bus Lines, Inc.: Lakeland Bus Lines, Inc. provides service between Morris and Sussex Counties and New York City, including service to the Port Authority Bus Terminal, Midtown Manhattan, and Lower Manhattan (Financial District). Lakeland also provides local service within Morris County and between Morris and Sussex Counties. The 46, 78, and 80 buses connect Morris County to New York City.

Coach USA: Community Coach: Community Coach, a member of Coach USA, provides service from Morris and Essex Counties to the New York City Port Authority Bus Terminal. The 77 bus connects Morris County to New York City.

Parsippany Free Transit System: The Township of Parsippany-Troy Hills operates two free bus routes within its borders, serving Parsippany-Troy Hills Township residents. Both routes begin at the Morris Hills Shopping Center.

Colonial Coach: The Colonial Coach is provided by the Town of Morristown. The free service consists of one route operating in and around Morristown, serving Morristown residents, on Mondays, Wednesdays, and Fridays.

Madison Avenue Direct Shuttle: TransOptions manages the Morris Avenue Direct Shuttle on the Madison Avenue (NJ 124) corridor in Madison Borough and Morris Township. This shuttle is funded through a Congestion Management Air Quality grant and three colleges it serves. It primarily serves the campuses but is open to residents and employees.

3. Goals and Objectives

Morris County coordinated and met with the update's stakeholder group on December 16, 2013 to review and discuss updates to the Plan's goals and objectives. The following goals and objectives were determined to be important for current and future efforts. Several objectives from the 2008 Plan have been completed and removed from this Update. New and revised objectives appear italicized in the tables below and are also presented in Attachment 2.

Goal 1	Objectives	Time Frame
Expand intra-county human service transportation to meet the growing demand for service.	Review existing County transportation services to identify consolidation opportunities with the goal of maximizing the use of resources under County control.	Long Term
	Review trip data and prioritize transportation service provided by destination. Priority trips should include those considered to be essential such as dialysis, medical, and, schedule permitting, employment. Shopping is less critical. Develop a priority scale to make these assessments for consideration in scheduling.	Short Term
	<i>Review and revise the schedule to improve service and increase ridership of the JARC funded Morris On the Move (MOM) bus. Conduct service analysis with TransOptions assistance.</i>	<i>Short Term</i>
	<i>Hire five new drivers to fill vacancies at MAPS.</i>	<i>Short Term</i>
	<i>Provide more service for employment trips for low income, disabled, and seniors.</i>	<i>Long Term</i>
	<i>Explore the potential to transfer the MOM bus service to NJ Transit. The fixed route bus would then be available to the public, without income restrictions.</i>	<i>Long Term</i>
	<i>Adjust hours of operation to better serve low income employees work schedules.</i>	<i>Short Term</i>

Goal 2	Objectives	Time Frame
Enhance service to meet the demand for transportation to medical appointments.	Gather client data with regard to medical appointments to identify common locations of origins and destinations, and appointment times.	Short Term
	Consider working with major medical groups and offices to examine the possibility of grouping appointments.	Long Term
	Expand service times to accommodate after hours appointments and on weekends, especially for dialysis.	Long Term
	<i>Investigate becoming a Logisticare provider.</i>	<i>Short Term</i>
	<i>Determine feasibility of adjusting some MAPS drivers' schedules to better meet the demand for dialysis trips.</i>	<i>Short Term</i>

Goal 3	Objectives	Time Frame
Coordinate Morris County Operated Human Service Transportation.	Designate MAPS as the primary transportation division of the County and attempt to allow for central coordination of all services through one office.	Long Term
	When needs are identified, request NJ Transit to reroute their bus routes to better serve destinations and improve coordination.	Long Term
	Record and analyze the number of rides MAPS has denied in order to identify demand.	Short Term
	<i>Implement an automated reservation system with routing, GPS, and computer dispatch capabilities.</i>	Short Term
	<i>Investigate best practices of other county-operated human service transportation.</i>	Short Term
	<i>Improve coordination between MAPS and the JARC funded services.</i>	Short Term

Goal 4	Objectives	Time Frame
Promote the coordination of human service transportation providers and provide resources to support their operations.	Facilitate the ability for local providers to communicate through central coordination system, such as MAPS' Route Match, and to support feeder type trips for clients requiring service outside of their service areas.	Long Term
	Promote coordination through periodic meetings of all municipalities and NFP's who desire to continue to or seek to participate in the transportation consortium.	Short Term
	Provide incentive funding for municipalities and NFP's who demonstrate the ability to provide coordinated transportation services to their communities though the award of SCDRTAP funding.	Short Term
	Modify and coordinate the fare policy for these providers to ensure consistency with MAPS.	Long Term
	Utilize the Department of Human Services' website to provide additional resources and coordination efforts between these agencies and with the MAPS program.	Short Term
	<i>Consider JARC service in coordination efforts among agencies.</i>	Short Term

Goal 5	Objectives	Time Frame
Enhance driver training, customer service, and public awareness efforts.	Provide specialized training in identification of unsafe and/or unhealthy environmental issues regarding the senior and disabled population.	Long Term
	Develop and provide mandatory customer service training for all transportation staff.	Short Term
	Enhance the Department of Human Services' website to provide additional transportation information to providers, organizations, and clients. Consider the automation of request for service through the ability to make on-line reservations.	Short Term
	Increase outreach and awareness efforts through the use of educational panels that will highlight services.	Short Term
	Discuss with the Morris County Office of Risk Management the possibility of sharing the County defensive driving course with community providers.	Short Term
	<i>Initiate a publicity campaign to raise awareness and ridership on the MOM bus. Coordinate marketing with TransOptions.</i>	Short Term

Goal 6	Objectives	Time Frame
Identify additional revenue sources to increase and enhance service.	Consider the implementation of a sliding scale fee for MAPS clients. The type of ride and the client resources should be considered during its development.	Long Term
	<i>Provide envelopes in vehicles for mail-in donations from MAPS clients.</i>	Short Term
	Identify new grants and other sources of funding for future expansion of service.	Long Term
	Work with collective bargaining units to modify the staff schedules to allow for increased coverage without triggering the overtime provisions in a contract.	Long Term
	Explore the ability to provide weekend and evening rides without the added overtime and other community service centers.	Long Term
	Create fixed route type services to link County Offices to "Not for Profit Mall" to be located at the Central Avenue Complex in Greystone Park.	Long Term
	Explore possibility of sharing County gas services with Community Providers at County gas rates.	Long Term
	<i>Use a small NJ Veterans grant to provide 1,000MAPS rides to 3 area Veterans medical facilities.</i>	Short Term
	<i>Sell advertising space on the outside of MAPS vehicles to generate additional revenue.</i>	Short Term
	<i>Apply for 5310 funding to supplement operations funding for MAPS.</i>	Short Term

4. Agencies and Transportation Providers

The following tables identify human service agencies and transportation providers in Morris County that may seek federal transit funding. Agencies appear italicized that have been added to these tables below since the 2008 Plan and are also presented in Attachment 1.

Human Services

M/S/W Employment and Training Services	Morris County JARC Morris on the Move (MOM) and On-Demand Shuttle
Morris Area Paratransit Service (MAPS)	Morris View Nursing Home
<i>Morris County Department of Human Services</i>	Morris View Transportation
Morris County Division on Aging, Disabilities & Veterans	Nutrition Transportation
Morris County Office of Temporary Assistance (ride subsidies & taxi fares)	

For-Profits, Others

Baldwin Oaks Senior Citizens Apartments	Morristown Taxi
Birthright, Inc.	Northwest Medical Transport
Bumble Bee Taxi & Limo Inc	P & P Taxi Svc Inc
Coach USA: Community Coach	Roger's Taxi Service
Lakeland Bus Lines, Inc.	Taxi Service

Municipal Dial-a-Rides

Boonton Town Senior Transport	Mine Hill Township Dial-A-Ride
Boonton Township - See Montville	Montville Township Dial-A-Ride
Butler Borough - Five Town Dial-A-Ride	Morris Plains Borough Dial-A-Ride
Chatham Borough & Chatham Township Senior Bus Service	Morristown Town Division of Aging Dial-A-Ride
Chester Borough Senior Bus Service	Mt. Arlington Borough Dial-A-Ride
Chester Township Senior Bus Service	Mt. Olive Township Senior Transport
Denville Township Dial-A-Ride	Netcong Borough Dial-A-Ride
Dover Town Dial-A-Ride	Parsippany-Troy Hills Township Health Van and Office on Aging
East Hanover Township Senior Dial-A-Ride	Pequannock Township - Five Town Dial-A-Ride
Hanover Township Dial-A-Ride	Randolph Township Dial-A-Ride
Jefferson Township Dial-A-Ride	Riverdale Borough - Five Town Dial-A-Ride
Kinnelon Borough - Five Town Dial-A Ride	Rockaway Borough Seniors & Disabled
Lincoln Park - Five Town Dial-A-Ride	Rockaway Township Dial-A-Ride
Long Hill Township Dial-A-Ride	Roxbury Township Dial-A-Ride
Madison Borough Dial-A-Ride Senior Services	Washington Township Senior Transportation
Mendham Borough & Mendham Township Senior Transportation	Wharton Borough Senior Citizens Transport

Non-Profits

Ada Budrick Child Care and Learning Center	Market Street Mission, Inc.
ALFRE, Inc/Mrs. Wilson's Halfway House/Long Term Treatment	Mendham Area Senior Housing Corp (MASH)
American Red Cross - Colonial Crossroads Chapter	Mental Health Association of Morris County
Atlantic Health System - Morristown Memorial Hospital	Morris Center YMCA
Big Brothers and Big Sisters	Morris County Organization of Hispanic Affairs
Children on the Green	Morristown Colonial Coach
Chilton Hospital	Morristown Neighborhood House Association
Collinsville Child Care Center	NewBridge Services, Inc.
<i>Cornerstone Family Programs</i>	NJ Foundation for the Blind, Inc.
County College of Morris	NJ Transit Access Link
<i>DAWN Center for Independent Living</i>	P. G. Chambers School
Dover Child Care Center, Inc.	Patient and Family Services Northwest NJ Region
El Primer Paso, Ltd.	Parsippany Free Transit System
<i>Family Promise of Morris County NJ</i>	Roxbury Day Care Center, Inc.
Family Service of Morris County	Salvation Army - Morristown Corps
HeadStart Community Program of Morris County	Seeing Eye, Inc., The
Homeless Solutions, Inc.	St. Clare's Health Systems
Housing Partnership for Morris County, The	<i>St. Clare's Hospital Behavioral Health</i>
Interfaith Council for Homeless Families, Morris County	TransOptions, Inc.
Interfaith Food Pantry	United Cerebral Palsy of Northern, Central and Southern New Jersey
Jersey Battered Women's Service (JBWS)	<i>United Way of Northern New Jersey</i>
Lakeland Hills Family YMCA	West Morris Area YMCA
Madison Area YMCA	Wind of Spirit Immigrant Resource Center
Madison Day Care Center, Inc.	Women's Center at County College of Morris
Madison Senior Center	

Organizations Receiving 5310 Vehicles

Allegro School	Greystone Hospital
American Red Cross of NW NJ	Jewish Family Services
Catholic Social Services Hope House	Morris County Organization for Hispanic Affairs
Cheshire Home, Inc	Senior Citizen Transportation
Community Hope, Inc	The ARC/Morris County Chapter NJ
DAWN, Inc. (Disabled Advocates Working for Northwest)	The Rose House
Dial-a-ride	Visiting Nurse Association of Northern NJ
Employment Horizons	

Attachment 2

List of Current Service Needs/Gaps

(since last update)

	Example: Lack of inter-county connections to regional medical facility.
1)	Expansion of intra-county human service transportation to meet the growing demand for service.
2)	Enhancement of service to meet the demand for transportation to medical appointments.
3)	Coordination of Morris County Operated Human Service Transportation.
4)	Promotion of the coordination of human service transportation providers and provide resources to support their operations.
5)	Enhancement of driver training, customer service, and public awareness efforts.
6)	Identification of additional revenue sources to increase and enhance service.

Strategies to Address Identified Needs/Gaps

(since last update)

	Example: Develop inter-county cooperative agreement
1)	Review existing County transportation services to identify consolidation opportunities with the goal of maximizing the use of resources under County control (From 2008 Plan).
2)	Review trip data and prioritize transportation service provided by destination. Priority trips should include those considered to be essential such as dialysis, medical, and, schedule permitting, employment. Shopping is less critical. Develop a priority scale to make these assessments for consideration in scheduling (Revised).
3)	Review and revise the schedule to improve service and increase ridership of the JARC funded Morris On the Move (MOM) bus. Conduct service analysis with TransOptions assistance (New).
4)	Hire five new drivers to fill vacancies at MAPS (New).
5)	Provide more service for employment trips for low income, disabled, and seniors (New).
6)	Explore the potential to transfer the MOM bus service to NJ Transit. The fixed route bus would then be available to the public, without income restrictions (New).
7)	Adjust hours of operation to better serve low income employees work schedules (New).
8)	Gather client data with regard to medical appointments to identify common locations of origins and destinations, and appointment times (From 2008 Plan).
9)	Consider working with major medical groups and offices to examine the possibility of grouping appointments (From 2008 Plan).
10)	Expand service times to accommodate after hours appointments and on weekends, especially for dialysis (From 2008 Plan).
11)	Investigate becoming a Logisticare provider (New).
12)	Determine feasibility of adjusting some MAPS drivers' schedules to better meet the demand for dialysis trips (New).

13)	Designate MAPS as the primary transportation division of the County and attempt to allow for central coordination of all services through one office (From 2008 Plan) .
14)	When needs are identified, request NJ Transit to reroute their bus routes to better serve destinations and improve coordination (Revised).
15)	Record and analyze the number of rides MAPS has denied in order to identify demand (Revised).
16)	Implement an automated reservation system with routing, GPS, and computer dispatch capabilities (New).
17)	Investigate best practices of other county-operated human service transportation (New).
18)	Improve coordination between MAPS and the JARC funded services (New).
19)	Facilitate the ability for local providers to communicate through central coordination system, such as MAPS' Route Match, and to support feeder type trips for clients requiring service outside of their service areas (Revised).
20)	Promote coordination through periodic meetings of all municipalities and NFP's who desire to continue to or seek to participate in the transportation consortium (From 2008 Plan).
21)	Provide incentive funding for municipalities and NFP's who demonstrate the ability to provide coordinated transportation services to their communities though the award of SCDRTAP funding (From 2008 Plan).
22)	Modify and coordinate the fare policy for these providers to ensure consistency with MAPS (From 2008 Plan).
23)	Utilize the Department of Human Services' website to provide additional resources and coordination efforts between these agencies and with the MAPS program (From 2008 Plan).
24)	Consider JARC service in coordination efforts among agencies (New).
25)	Provide specialized training in identification of unsafe and/or unhealthy environmental issues regarding the senior and disabled population (Revised).
26)	Develop and provide mandatory customer service training for all transportation staff (From 2008 Plan).
27)	Enhance the Department of Human Services' website to provide additional transportation information to providers, organizations, and clients. Consider the automation of request for service through the ability to make on-line reservations (From 2008 Plan).
28)	Increase outreach and awareness efforts through the use of educational panels that will highlight services (From 2008 Plan).
29)	Discuss with the Morris County Office of Risk Management the possibility of sharing the County defensive driving course with community providers (From 2008 Plan).
30)	Initiate a publicity campaign to raise awareness and ridership on the MOM bus. Coordinate marketing with TransOptions (New).
31)	Consider the implementation of a sliding scale fee for MAPS clients. The type of ride and the client resources should be considered during its development (From 2008 Plan).
32)	Provide envelopes in vehicles for mail-in donations from MAPS clients (New).
33)	Identify new grants and other sources of funding for future expansion of service (From 2008 Plan).
34)	Work with collective bargaining units to modify the staff schedules to allow for increased coverage without triggering the overtime provisions in a contract (From 2008 Plan).
35)	Explore the ability to provide weekend and evening rides without the added overtime and other community service centers (From 2008 Plan).
36)	Create fixed route type services to link County Offices to "Not for Profit Mall" to be located at the Central Avenue Complex in Greystone Park (From 2008 Plan).
37)	Explore possibility of sharing County gas services with Community Providers at County gas rates (From 2008 Plan).
38)	Use a small NJ Veterans grant to provide 1,000MAPS rides to 3 area Veterans medical facilities (New).
39)	Sell advertising space on the outside of MAPS vehicles to generate additional revenue (New).
40)	Apply for 5310 funding to supplement operations funding for MAPS (New).

Attachment 3

Table 1 : Currently Funded FTA Projects

Project Description	FY 2010-2012 Estimated Annual Request	Responsible Agency or County	Grant Source	Identify funding source/grant - (provide percentage of funding)			
				Local	State	Federal	Total
1) JARC Deviated Fixed Route Bus and Demand Response Service	\$200,000	Morris County Dept of Human Services: office of Employment & Training Services	JARC	50%		50%	100%
2) Capital Purchases of Vehicles for MAPS program	\$159,000	MC Dept of Human Services	5310		20%	80%	100%
3) Scheduling Software for MAPS program	\$50,000	MC Dept of Human Services	5310		20%	80%	100%
4) One-Click/One Call Veterans Enhancement	\$543,000	MC Dept of Human Services	VTCLI (FTA)	20%		80%	100%
5)							
6)							
7)							
8)							

Table 2 : Anticipated Annualized Cost Request for all Identified Projects

Project Description	Potential Funding Source	Annual Funding Request				Total Project Cost (Estimated)
		FY2013 (7/1/2012 - 6/30/2013)	FY2014 (7/1/2013- 6/30/2014)	FY2015	FY2016	
1) JARC Round 12 - approved	FTA/DHS/LWD/ donations	\$220,000				\$220,000
2) JARC Round 13 - approved	FTA/DHS/LWD/ donations	\$100,000				\$100,000
3) JARC Round 14 - application submitted; awaiting for decision	FTA/DHS/LWD/ donations			\$200,000		\$200,000

