

Appendix A
Middlesex Transit Provider Profiles

SECTION 1 – GENERAL PUBLIC PROVIDERS

Note: All ridership data is for routes/services that serve Middlesex County only and date from 2001, except for Academy Express, which dates from 2002.

NJ Transit (fixed route)	
<i>Vehicles</i>	
Number	Unavailable due to interlining of routes
Type	40 foot transit, 40-45 foot Cruiser, Minibus, Commuter Rail Trains
Capacity	20-57 Seats
Wheelchair accessibility	Wheelchair accessible vehicles are available
Vehicle Storage	Not Applicable
Maintenance Responsibility	Service Operators
<i>Service</i>	
Service Hours/Days of Week	Weekdays (24 Hrs), Saturday (3:13 AM to 2:16 AM), Sunday (3:43 AM to 2:16 AM)
Service Type (Number of Routes)	3 Commuter Rail (10 Stations), 10 NYC Commuter, 3 Intrastate Commuter, 21 Local
Major Destinations	All Major Destinations in Middlesex Co. and adjoining Counties
<i>Statistics</i>	
Transportation Employees	Unable to determine for Middlesex only service since employees interline for other county services
Funding Sources	46% State, 46% Fares, 1% Local, 7% Other (Statewide Bus and Rail Operations)
Annual Costs	\$45,778,207 for Middlesex Bus Operations
Fare Revenue	Unable to determine for Middlesex routes only
One-way passenger trips	Bus – 14,730,868(Annual) ¹ Rail - 23,007 (Daily) ²
Annual Hours	766,098 for Middlesex Bus Operations (pay hours)
Annual Miles	16,080,999 for Middlesex Bus Operations (platform miles)
Fare Policy	Distance Based, starting at \$1.10

Data provided by NJ Transit. Data is aggregate data for routes shown and is not specific to the Middlesex County portion of those routes operating in more than one county. Data should not be used for the planning of transit services within Middlesex County. Data presented is for directly operated routes

New Jersey Transit (NJ Transit) is the major provider of public transportation services throughout the state of New Jersey. Services operated by NJ Transit include local bus, commuter express bus, commuter rail, and light rail transit. NJ Transit also administers several programs, such as the community shuttle program and elderly disabled transit access programs. In Middlesex County NJ Transit directly operates and contracts out local bus service, express/commuter bus service, and commuter rail service. Service is provided during most hours of the day; however most of the routes that operate during overnight periods are express services to/from New York.

NJ Transit has initiated a Community Shuttle Program, which provides communities with 20-person buses to use primarily for shuttle service to bus and rail stations. The local communities are responsible for the operating costs associated with these services. In Middlesex County, communities that have implemented Community Shuttles are New Brunswick, Metuchen, Edison, and Old Bridge.

¹ Annual ridership FY 2002

² Average daily boardings at Middlesex County Stations from Middlesex County Annual Report on Transportation

While NJ Transit does provide service throughout Middlesex County, the local service area is limited. Most of the county has good access to express bus and train service into New York City. Other major transportation providers in the county provide complimenting service by filling gaps in NJ Transit service, or supplementing service on major corridors. NJ Transit does carry local passengers on all express/commuter services, including Route 600 in the southern part of the County.

Frequency and span of service varies by service type and destinations served. NJ Transit operates buses 24 hours a day; however, 24 hour service mainly operates along the Highway 9 corridor, operating express to and from New York City. Service operates as frequently as every 5 minutes on some commuter routes, while some local routes that operate outside of urban areas operate a lot less frequently.

The fare policy aboard NJ Transit varies by distance traveled. NJ Transit has separated the state into various geographic zones for the purpose of fare collections. One-way bus fares start at \$1.10 for travel within one zone, and go as high as \$15.70 for long distance travel into New York City. Rail fares start at \$1.50 during off-peak periods for travel within one zone and go as high as \$10.40 for very long distance travel. Monthly tickets are available for all fare types. Senior Citizens do receive discounted fare.

NJ Transit Average Weekday Directly Operated Bus Service Ridership

Bus Route	Boardings
59	529
62	563
64	276
65	107
66	22
67	103
68	204
113	257
114	759
115	11
116	952
117	35
131	275
134	168
135	134
138	424
139	2,027
600	270
Total	7,116

Note: Inbound direction only, ridership boarding within Middlesex County Fare Zones

NJ Transit Commuter Rail Station Average Weekday Boardings

Station	Weekday Boardings
Metropark	6,116
Metuchen	3,393
Edison	2,624
New Brunswick	4,780
Jersey Avenue	1,323
Woodbridge	828
Dunellen	135
Avenel	1,573
Perth Amboy	1,116
South Amboy	1,190
Total	23,078

Academy Express	
<i>Vehicles</i>	
Number	NA
Type	NA
Capacity	NA
Wheelchair accessibility	NA
Vehicle Storage	NA
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	Weekday (4:55 AM to 1:10 AM)
Service Type (Number of Routes)	Commuter/Express (8 Routes)
Major Destinations	Manhattan (Port Authority Bus Terminal, Midtown, Wall Street), Jersey City
<i>Statistics</i>	
Transportation Employees	NA
Funding Sources	NA
Annual Costs	NA
Fare Revenue	NA
Annual one-way passenger trips	3,074,655
Annual Hours	NA
Annual Miles	NA
Fare Policy	Distance based starting at \$7.50

Academy Express is both a contract provider of service to NJ Transit and Rutgers University and a direct operator of service for Middlesex County residents. This section highlights the express/commuter bus services that Academy Express provides directly to residents of Middlesex County. Academy Express operates 8 express/commuter bus routes that connect southern and eastern Middlesex County with New York City, operating into the Port Authority Bus Terminal, Wall Street, or various on-street locations in Midtown Manhattan.

Academy Express service operations are geared more towards the commuting periods, with frequent service operating northbound during the AM peak and frequent southbound service during the PM peak. No service is provided in Middlesex County during weekends. Service starts early in the morning, at around 5:00 AM, and the last bus arrives in Middlesex County around 1:00 AM. The frequency of service is based on demand, thus service is more concentrated during peak periods for most routes.

Fares for Academy Express range from \$7.50 to \$9.00 for services in Middlesex County. Senior Citizens do receive a discount on Academy Services. For discounted fares, Academy provides books of 10 tips and 40 trips. Academy's fares are based on distance traveled.

A very high percentage, 80%, of the operating cost for Academy Express services comes from revenue earned at the farebox.

Suburban Transit	
<i>Vehicles</i>	
Number	NA
Type	NA
Capacity	NA
Wheelchair accessibility	NA
Vehicle Storage	NA
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	24 Hours (Weekdays, Saturdays, Sundays)
Service Type (Number of Routes)	Local (2), Commuter/Express (12)
Major Destinations	New York (Port Authority Bus Terminal, Wall Street, Midtown)
<i>Statistics</i>	
Transportation Employees	NA
Funding Sources	NA
Annual Costs	NA
Fare Revenue	NA
Annual one-way passenger trips	3,910,450
Annual Hours	NA
Annual Miles	NA
Fare Policy	Distance based starting at \$6.60

Suburban Transit provides both commuter/express bus service and local bus service in Middlesex County. Suburban Transit is also the operator of the free Hub City Trolley service that circulates around New Brunswick. Suburban Transit provides local bus service between Dunellen and New Brunswick and Kendall Park and another route connecting New Brunswick to Rutgers Plaza. Suburban Transit route #60-135 connecting New Brunswick to Rutgers Plaza was discontinued in April 2003. Suburban Transit provides 11 commuter routes that connect western Middlesex County to New York and 1 route that operates to New York from the eastern portion of the county, along Route 9. Suburban Transit commuter/express routes operate to the Port Authority Bus Terminal, Grand Central Terminal, Wall Street area, and to on-street stops in New York City. Suburban Transit is the largest operator of commuter/express service from Middlesex County into New York.

Commuter/express service is provided by Suburban Transit all days of the week. Local service from Princeton to East Brunswick is provided weekdays and weekends, while Brunswick to Dunellen service is offered during weekdays only. The schedules of the commuter/express routes are geared to commuting periods into New York City. Some routes, primarily those that operate along the Route 9 corridor, provide service throughout the evening and nighttime periods. The services operated by the two local routes are also geared towards peak commuting periods in New Brunswick.

Fares for commuter/express services are based on distance traveled. One-way fares start at \$6.60 and go as high as \$10.70. Roundtrip and multi-ride tickets are provided which provide for discounted travel. Half fare trips are available for senior citizens.

A very high percentage (91%) of the operating cost is paid for from revenue collected from passenger fares.

Davidson Avenue Shuttle (DASH)	
<i>Vehicles</i>	
Number	2 in service, 1 spare
Type	Blue Bird CSRE
Capacity	22 seats, 2 Wheelchairs
Wheelchair accessibility	Yes
Vehicle Storage	Contractor Storage
Maintenance Responsibility	Contractor
<i>Service</i>	
Service Hours/Days of Week	Weekdays 6:46 AM to 9:18 AM and 3:15 PM to 6:11 PM
Service Type (Number of Routes)	Local routes (2)
Major Destinations	Bound Brook Rail Station, New Brunswick Rail Station, Davidson Avenue Corridor
<i>Statistics</i>	
Transportation Employees	Contracted employees
Funding Sources	100% Somerset County, NJ
Annual Costs	Approximately \$145,000 per year
Fare Revenue	\$28,843
Annual one-way passenger trips	28,843
Annual Hours	Depends on traffic conditions
Annual Miles	About 40 miles per day
Fare Policy	Flat fare \$1.00

The Davidson Avenue Shuttle (DASH) is a service of the Somerset County Transportation Management Association. This service operates two routes from the Davidson Avenue corridor in Franklin Township to rail stations in New Brunswick and Bound Brook. These routes are designed as shuttles to bring employees from the rail stations to locations along Davidson Avenue and operate only during peak commute times. The Davidson Avenue/New Brunswick shuttle operates 3 trips per day in each direction. The Davidson Avenue/Bound Brook shuttle operates 3 trips in the morning to Davidson Avenue and 4 trips in the evening to Bound Brook. The fare charged for this service is \$1.00 each way. The service carried almost 29,000 passengers in the last year.

The costs to operate the system are covered by fares and Somerset County. The cost to the county, paid to a private contractor to operate the service, is approximately \$145,000 per year. This covers mileage costs to the operator to provide approximately 40-45 miles of service per day.

Plainsboro Park and Shuttle	
<i>Vehicles</i>	
Number	2 Vehicles
Type	40 feet
Capacity	30 Seats
Wheelchair accessibility	Yes
Vehicle Storage	Indoor Storage
Maintenance Responsibility	Vendor
<i>Service</i>	
Service Hours/Days of Week	Weekdays 5:50 AM to 8:25 AM and 5:50 PM to 8:10 PM
Service Type (Number of Routes)	1 local route
Major Destinations	Princeton Junction train station
<i>Statistics</i>	
Transportation Employees	Vendor provides employees
Funding Sources	25% State, 50% Federal, 25% Local
Annual Costs	\$105,000
Fare Revenue	\$15,200
Annual one-way passenger trips	7,600
Annual Hours	NA
Annual Miles	NA
Fare Policy	Flat fare \$2.00 per roundtrip

The Plainsboro Park and Shuttle is a service of the Town of Plainsboro. This service operates as a parking shuttle for patrons utilizing the Princeton Junction NJ Transit commuter rail station from Plainsboro. It provides service in the AM peak from parking areas to the railroad station, with return trips provided only during the PM peak. 5 trips are provided in each direction. This service provides connections to NJ Transit route #600. The fare for this service is \$2.00 for a roundtrip; single rides are not sold. Approximately 7,600 passengers are carried per year.

This service is funded with federal rural transportation money through NJ Transit and FTA. The service costs \$105,100 to provide, and is operated by an outside vendor, A-1 Limo. Statistics such as miles and hours are not collected by the vendor or the Township.

Route 130 Connector	
<i>Vehicles</i>	
Number	NA
Type	NA
Capacity	NA
Wheelchair accessibility	NA
Vehicle Storage	NA
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	Weekdays 5:30 AM to 11:07 AM and 1:45 PM to 7:25 PM, Saturdays 7:00 AM to 3:48 PM
Service Type (Number of Routes)	1 fixed route
Major Destinations	Employment sites along the Route 130 corridor
<i>Statistics</i>	
Transportation Employees	NA
Funding Sources	NA
Annual Costs	NA
Fare Revenue	NA
Annual one-way passenger trips	NA
Annual Hours	NA
Annual Miles	NA
Fare Policy	Flat fare \$1.00

The Route 130 Connector shuttle is a service of the Mercer County Board of Freeholders. This service operates along the Route 130 corridor in Mercer and southern Middlesex Counties, providing a connection to NJ Transit rail services in Hamilton. Service is provided on weekdays from 5:30 AM until 7:25 PM (no service between 11:07 AM and 1:45 PM) and on Saturdays from 7:00 AM until 3:48 PM. The fare for this service is \$1.00 each way. Free service is available by flashing a pass from the Mercer County Department of Social Services.

Rutgers University Campus Bus	
<i>Vehicles</i>	
Number	NA
Type	NA
Size	40 foot and 60 foot articulated
Wheelchair accessibility	NA
Vehicle Storage	NA
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	Weekdays 7 AM to 2:44 AM, Saturday 8 AM to 3:30 AM, Sunday 8 AM to 2:20 AM
Service Type (Number of Routes)	12 fixed routes
Major Destinations	Rutgers University
<i>Statistics</i>	
Transportation Employees	NA
Funding Sources	NA
Annual Costs	NA
Fare Revenue	No fare charged
Annual one-way passenger trips	6,000,000
Annual Hours	NA
Annual Miles	NA
Fare Policy	No fare charged

Rutgers University operates a number of different bus services designed to connect various campuses to each other. There are 10 regular routes, a separate library route, and the “Quick Shuttle” which connects the New Brunswick trains station to the 5th and 6th wards of the city. The shuttles are operated by Academy Express for Rutgers University. The Rutgers University system charges no fares and is open to everyone; however the service is not marketed outside the university community. Service is provided 24 hours a day, with service between 3:00 AM and 7:00 AM on an on-call basis.

Seastreak Ferries	
<i>Vehicles</i>	
Number	2
Type	Catamarans
Capacity	260, 300
Wheelchair accessibility	NA
Vehicle Storage	NA
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	Weekdays (6:00 AM to 8:45 PM)
Service Type (Number of Routes)	1 Ferryboat
Major Destinations	South Amboy, Wall Street
<i>Statistics</i>	
Transportation Employees	NA
Funding Sources	NA
Annual Costs	NA
Fare Revenue	NA
Annual one-way passenger trips	NA
Annual Hours	NA
Annual Miles	NA
Fare Policy	From \$13.00 One-Way

Seastreak operates one commuter ferry route from South Amboy to New York City at Pier 11 in Lower Manhattan, with a connection to East 34th Street. While this service is geared towards commuters, service does operate all day. Service operates on weekdays from 6:00 AM until 8:45 PM, with boats operating every 45 minutes during peak times, and hourly during off-peak times. 2 vessels are used on this route, providing both indoor and outdoor seating, restrooms and bar service. A trip between South Amboy and Pier 11 in Lower Manhattan takes approximately 45 minutes. The base fare is \$13.00 one-way with off-peak discounts. Multi-trip tickets and roundtrip tickets can be purchased.

SECTION 2 – MUNICIPAL ELDERLY/DISABLED PROVIDERS

Note: Where the New Jersey Foundation for Aging report is used as a source for data is from 2001, and indicated as (NJFA). Where the KETRON AWTS study is used as a source, data is from 1996 or 1997, and indicated as (KETRON). All other annual data was obtained directly from the provider, and dates from 2002.

Carteret Office on Aging	
<i>Vehicles</i>	
Number	4
Type	4 mini-buses or cut-aways
Capacity	20 - 30
W/C accessible	30-passenger bus
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 7 AM to 2 PM
Service Type	Fixed-Route
Trip Purposes	Nutrition, Shopping, Health Care Facilities, Recreation
Eligibility	Carteret senior citizens (60 years +) and Carteret residents who have a physical disability
Major Destinations	Middlesex Mall, K-Mart (Avenel), Acme (Port Reading), and Shop Rite (Carteret)
Reservation Requirements	<ul style="list-style-type: none"> ● Up to the day of the trip for all nutrition & in-town day locations ● 3 - 4 days ahead for all out-of-town locations
<i>Statistics</i>	
Transportation Employees	3 drivers and 1 dispatcher
Funding Sources	Borough of Carteret (100%)
Annual Costs	\$100,000 (NJFA)
Annual one-way passenger trips	5,000 (NJFA "annual number of rides provided")
Annual Hours	NA
Annual Miles	NA

The Carteret Office on Aging provides approximately 200 seniors and residents who have a physical disability with transportation service. Only those Carteret residents who are 60 years of age and older and residents who have a physical disability are eligible for the service. Transportation to eligible residents is provided utilizing four mini-buses. There is currently one 2-passenger vehicle, two 25-passenger vehicles, and one 30-passenger vehicle. The 30-passenger vehicle is wheelchair accessible.

This fixed-route service provides trips for nutrition programs, shopping, recreation programs, as well as medical appointments. In-town or local medical trips provided for only. The area of service includes Carteret and the immediate surrounding area. Major destinations include Middlesex Mall, the K-Mart in Avenel, Oak Tree Plaza in Edison, and the Shop Rite in Carteret. Hours of operation are 7 AM to 2 PM from Monday to Friday.

Reservations are accepted up to the day of the trip for destinations within the borders of Carteret. For out-of-town destinations riders are to call three to four days ahead of time. There are no fares or suggested donations in place in order for riders to use the Carteret Office on Aging transportation service.

According to the NJFA Middlesex and Mercer elderly medical transportation study, total costs for the service are \$100,000 (2001). Part of this total cost is the salaries for one dispatcher and three bus drives. The most difficult problem reported is the cost and upkeep of the vehicles, according to the NJFA study. The annual number of rides provided, according to the NJFA study, is 5,000.

Dunellen Municipal Clerk	
<i>Vehicles</i>	
Number	1
Type	Passenger van
Capacity	11
W/C accessible	Yes
Maintenance Responsibility	Dunellen Department of Public Works
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 9 AM to 2 PM
Service Type	<ul style="list-style-type: none"> ● Demand Response (medical) ● Subscription (shopping)
Trip Purposes	Health Care Facilities, Shopping
Eligibility	Dunellen residents (62 years +)
Major Destinations	Kmart, Wal-Mart, Knights of Columbus, doctor's offices
Reservation Requirements	<ul style="list-style-type: none"> ● First come, first served ● One week for medical trips
<i>Statistics</i>	
Transportation Employees	1 Driver
Funding Sources	CDBG
Annual Costs	\$15-\$18,000 (NJFA)
Annual one-way passenger trips	NA
Annual Hours	NA
Annual Miles	NA

The Municipal Clerk Office for the Borough of Dunellen provides transportation to its senior residents who are 62 years of age and older. The fleet that provides this service consists of one passenger van that is wheelchair accessible. The van holds 11 passengers. The Dunellen Department of Public Works stores and performs regular maintenance on the van.

The service includes demand response and subscription service within Dunellen as well as the surrounding towns in Middlesex, Union, and Somerset Counties. Hours of operation are from 9 AM to 2 PM, Monday through Friday. Monday and Tuesday are for doctor's appointments only. Wednesday is a day used for grocery shopping trips. Thursday trips are to Wal-Mart and Kmart and Friday the service operates trips for the Knights of Columbus meetings.

Reservations are on a first come, first serve basis; however, riders are asked to call one week ahead for medical appointments. There is a fare of \$0.50 cents (round-trip) and passengers may bring an escort for medical trips only. Total costs, according to the NJFA study, are \$15-\$18,000 (2001).

East Brunswick Senior Center/Department on Aging	
<i>Vehicles</i>	
Number	4
Type	4 passenger vans
Capacity	25
W/C accessible	None
Maintenance Responsibility	Township Department of Public Works
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 9 AM to 3:30 PM
Service Type	Demand-Response
Trip Purposes	Organized Recreation, Shopping, Educational (limited), Medical (limited), Nutrition, Social Services, Senior Center
Eligibility	<ul style="list-style-type: none"> ● Senior residents (60 yrs +) ● Senior Center members
Major Destinations	East Brunswick Senior Center, Brunswick Square Mall, Menlo Park Mall, East Brunswick Library, Six Flags Outlet Mall, Pathmark and K-Mart of East Brunswick
Reservation Requirements	Up to the day of trip from 8:30 AM to 9:30 AM
<i>Statistics</i>	
Transportation Employees	2 FT drivers, 1 PT driver, and 1 driver who is on call
Funding Sources	Township of East Brunswick (100%)
Annual Costs	NA- <i>Awaiting Response</i>
Annual one-way passenger trips	20,105(in-house service only)
Annual Hours	NA
Annual Miles	NA

The Township of East Brunswick Senior Center provides transportation services for senior residents of East Brunswick Township who are 60 years of age and older. Residents also have to be members of the Senior Center in order to be eligible for the service. The Township uses a fleet of four passenger vans. They all hold 25 passengers and none of the vans are wheelchair accessible.

The service is classified as demand response transportation. The service area includes East Brunswick and surrounding communities. The span of service is from 9 AM to 3:30 PM (Monday through Friday only). Trips for shopping, recreation, medical, social services, nutrition, and education are provided for. Nutrition and senior center trips are provided each day of the week, banking trips are provided once per month, and shopping trips are provided twice a week. Major destinations include the Senior Center, Brunswick Square Mall, Brunswick Library, as well as the Pathmark and K-Mart of East Brunswick. Limited medical service is offered as Kelly's Cabs contracts with East Brunswick Township to provide many medical trips for seniors.

East Brunswick seniors may call from 8:30 AM to 9:30 AM during the day of their trip for service. There is no fee or donation for non-medical trips however regarding medical trips there is a \$2 fee for trips made in East Brunswick and a \$4 fee for trips provided outside of the Township.

The transportation service is completely funded by East Brunswick Township. At the time of this printing, annual costs figures were not yet available. Staff includes two full time drivers, one part time driver, as well as an additional on call driver. According to East Brunswick, just over 20,000 one-way passenger trips were provided in 2001.

Township of Edison Division of Senior Services	
<i>Vehicles</i>	
Number	5
Type	Vans and buses
Capacity	NA
W/C accessible	Three vehicles are wheelchair equipped
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 8:30 AM to 4 PM
Service Type	<ul style="list-style-type: none"> ● Demand Response (Medical) ● Subscription (Shopping, Senior Center, Banking, Nutrition)
Trip Purposes	Medical, Nutrition, Shopping, Banking, Senior Center, Recreation
Eligibility	<ul style="list-style-type: none"> ● Edison seniors (60 year +) ● Disabled and impoverished residents who are unable to drive or have no other means of transportation to medical facilities
Major Destinations	Middlesex Mall, Menlo Park Mall, Edison Shopping Center, Tano Mall, health care providers in Edison and Metuchen
Reservation Requirements	<ul style="list-style-type: none"> ● Day prior to trip ● One week notice preferred
<i>Statistics</i>	
Transportation Employees	6 Paid Drivers
Funding Sources	Edison Township (100%)
Annual Costs	\$148,000 (KETRON)
Annual one-way passenger trips	15,500 (NJFA "annual number of rides provided")
Annual Hours	9,225 (KETRON)
Annual Miles	64,130 (KETRON)

The Township of Edison, Division of Senior Citizen Services, operates a transportation service for specific groups of Edison residents. Eligible residents include Edison residents 60 years of age and older in addition to disabled and impoverished residents who are unable to drive and may have no other alternative way to travel to medical facilities. Although service is provided to Metuchen locations, Metuchen residents are not eligible for the Edison Township transportation service. The fleet consists of five vans and buses, three of which are wheelchair equipped.

Most of the service offered by Edison Township is subscription service. This includes shopping, nutrition, and senior center trips. The Division of Senior Citizen Services keeps lists of eligible residents for these types of trips. The runs are segregated by geographical area as well as day of the week. Those residents who wish to travel during a specific day call in the day prior to the trip. Most if not all of the users of this subscription service are seniors. The medical service is run in a demand response fashion. Medical trips are provided on a first come, first serve basis. Riders call in and they are accommodated as best as possible. All schedules (subscription and demand response) as of 1997 were completed manually without the aid of a computerized system. The service area includes Edison Township and the Borough of Metuchen. Hours of operation are from 8:30 AM to 4 PM during Monday through Friday.

According to the NJFA study, the Edison Township budget is the only source of funding for the transportation service. No fees or donations are accepted. Major costs include 6 drivers as well as fuel and maintenance costs. Annual one-way passenger trips are 15,500 (NJFA). Total vehicle miles traveled in 1997 were 64,130 (KETRON)

and total vehicle hours in 1997 were 9,225 (KETRON). The most difficult problem associated with this service according to the NJFA study is the scheduling process for medical trips. Some residents get turned down for service due to scheduling and capacity issues.

Highland Park Department of Community Services	
<i>Vehicles</i>	
Number	3
Type	1 bus, 1 van, 1 minivan
Capacity	6 - 14
W/C accessible	Passenger Bus
Maintenance Responsibility	Highland Park Department of Public Works
<i>Service</i>	
Service Hours/Days of Week	<ul style="list-style-type: none"> ● 5 days a week ● 12 hours a day
Service Type	<ul style="list-style-type: none"> ● Demand Response (Medical) ● Route Point Deviation (Senior Center, Shopping, banking, Recreation)
Trip Purposes	Senior Center/Nutrition, Social Service Facilities, Organized Recreation, Shopping, Health Care Facilities, Banking, Educational Facilities
Eligibility	Senior residents (60 yrs +)
Major Destinations	Major malls such as Menlo Park, Senior Center, medical facilities
Reservation Requirements	24 hour notice
<i>Statistics</i>	
Transportation Employees	1 Administrative (PT), 2 FT Drivers, 1 FT Dispatcher/Schedulers
Funding Sources	Borough of Highland Park (100%)
Annual Costs	\$70,400 (NJFA)
Annual one-way passenger trips	30 - 40 a day
Annual Hours	12 hours a day
Annual Miles	75 - 100 a day

The Highland Park, Department of Community Services, Office of Aging and Recreation provides transportation for its senior residents over the age of 60. Three vehicles are used to provide this service. They include an active 14-passenger bus that is wheelchair accessible, an active minivan, and one passenger van used as backup. The minivan is used for medical trips only. Vehicles are maintained by the Highland Park Department of Public Works and stored outside the Department's location.

Service provided includes trips to shopping centers and malls, health care facilities, banks, educational facilities, recreation sites, the Senior Center, as well as social service agencies and facilities. Most transportation provided is within Highland Park however medical and shopping trips are made to neighboring towns. The service is provided Monday through Friday and operates 12 hours a day. Long-distance, charter service is contracted out with the Raritan Bus Company.

Riders of the Highland Park service are to call in 24 hours in advance in order to schedule a pick-up. If they have to cancel, they are to call as soon as possible or no later than the morning of their scheduled trip. There is no official no-show policy and schedules are produced manually without the aid of computer software.

There is a suggested fare/donation of \$1 for medical trips. According to the NJFA study total costs are \$70,400. The service utilizes four employees. There is one administrative employee who spends 30-40% of his or her time

working on providing the transportation service. In addition there are two full time drivers and one dispatcher/scheduler who spend 90% of his or her time working on transportation related issues.

The Director of the Highland Park Department of Community Services provided daily statistics. There are 30 to 40 one-way passenger trips per day. Total vehicle miles are 75 to 100 a day and total vehicle miles are 12 hours per day. The most difficult problem operating the service, according to the NJFA study, is the large amount of office staff time used to complete and produce schedules. No computer software is used to produce schedules.

Metuchen Senior Citizen Center	
<i>Vehicles</i>	
Number	2
Type	2 passenger vans
Capacity	16
W/C accessible	Both vans
Maintenance Responsibility	Metuchen Department of Public Works
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 9 AM to 3:30 PM
Service Type	<ul style="list-style-type: none"> ● Demand Response ● Subscription (1 route)
Trip Purposes	Health care facilities, senior center, nutrition, shopping, organized recreations
Eligibility	<ul style="list-style-type: none"> ● Senior residents (60 years +) ● Disabled residents
Major Destinations	JFK Hospital, Senior Center, Menlo Park Mall, A&P (Metuchen), Shop Rite (Edison), and nutrition site (Edison)
Reservation Requirements	Must reserve by 3 PM the day before trip
<i>Statistics</i>	
Transportation Employees	1 Administrative (PT) and 2 PT Drivers
Funding Sources	Borough of Metuchen (100%)
Annual Costs	\$45,000 (NJFA)
Annual one-way passenger trips	5,500 (NJFA)
Annual Hours	1,500 (KETRON)
Annual Miles	12,500 (KETRON)

The Metuchen Senior Center offers transportation services to both its senior and disabled residents, utilizing a fleet of 2 passenger vans. The active passenger van holds 16 passengers and has room for two wheelchairs. The backup passenger van can also hold 16 passengers but only has room for one wheelchair. The vehicles are stored and maintained at the Metuchen Department of Public Works facility.

The service provided includes door-to-door, demand response service as well as one subscription route. Trips are made to Metuchen and Edison Township every day. Transportation to health care facilities, the Metuchen Senior Center, and the Edison nutrition site are the most important trips and receive the highest priority according to the Senior Center Director. Major destinations include the Senior Center, JFK Hospital in Edison, the Edison Shop Rite, as well as the Menlo Park Mall. Service is Monday through Friday from 9 AM to 3:30 PM.

Riders must call and make a reservation by 3 PM the day before the trip is to take place. Cancellations and no shows by users of the service are rare and there is not a policy regarding either issue. The Senior Center Director performs the scheduling and uses Microsoft Excel to perform this function. A fare of \$0.50 cents per round trip is suggested.

The Metuchen senior and disabled transportation service is completely funded by revenues from Metuchen Borough. Total costs according to the NJFA study are \$45,000. These costs include the salary for one administrative position (the Director of the Senior Citizen Center works on transportation issues 10-20% of her time) as well as the salaries for two part time drivers. Vehicle insurance, fuel, and maintenance are also costs of the service. There were 5,500 one-way trips in 2001 according to the NJFA study. Annual miles and annual hours were gleamed from the AWTS study. Annual hours were 1,500 and annual vehicle miles were 12,500. According to the NJFA study, the most

difficult problem operating the service involves scheduling and the inability to foresee emergency medical appointments.

Middlesex Borough Office on Aging	
<i>Vehicles</i>	
Number	4
Type	2 buses, 1 van, 1 passenger car
Capacity	3 – 24
W/C accessible	2 vehicles (24- & 14-passenger bus)
Maintenance Responsibility	Middlesex Borough mechanics
<i>Service</i>	
Service Hours/Days of Week	Monday - Saturday (5 hours per day)
Service Type	<ul style="list-style-type: none"> ● Demand Response (Medical) ● Subscription (Senior Center, recreation, shopping)
Trip Purposes	Senior Center/Nutrition, Organized Recreation, Shopping, Health Care Facilities, Banking
Eligibility	<ul style="list-style-type: none"> ● Senior citizens (60 years +) ● Disabled residents
Major Destinations	Major Malls & Medical Centers
Reservation Requirements	<ul style="list-style-type: none"> ● 3 days notice for medical trips ● 1 day notice for all other trips
<i>Statistics</i>	
Transportation Employees	1 Administrative (PT), 1 FT Driver, 2 PT Drivers
Funding Sources	<ul style="list-style-type: none"> ● 35-40% from Middlesex County grants ● Middlesex Borough funds the rest
Annual Costs	\$29,500 (NJFA study)
Annual one-way passenger trips	4,056 (NJFA)
Annual Hours	NA
Annual Miles	NA

The Middlesex Borough Office on Aging operates a transportation service to its senior and disabled resident population. Seniors that are eligible include residents that are 60 years old and older. The Middlesex Office on Aging fleet consists of 4 vehicles, three of which are active. One vehicle is used as a backup. A 24-passenger bus, with two wheelchair spaces, is actively used for shopping and senior center trips. A 24-passenger vehicle with one wheelchair space and a 7-passenger vehicle with no wheelchair space are the other two active vehicles. In addition there is a three-passenger car used for backup purposes. All vehicles are stored behind the Middlesex municipal building and Middlesex Borough mechanics maintain the vehicles.

The Middlesex transportation service includes demand response medical trips and subscription trips to the Senior Center as well as for shopping and recreation. Service is generally Monday through Saturday (5 hours per day) with medical trips offered during the week only (Monday – Friday) and generally stops at 2 PM. Subscription Senior Center trips are made every day. Subscription grocery trips are made on Monday and Wednesdays with special subscription trips on Thursday (shopping & recreation). The service area includes a 20 to 30 mile radius of Middlesex Borough.

Reservation requirements vary depending upon the type of service, from three-day notice for medical trips to one-day notice for all trips. Service is provided on a first come, first serve basis. User must call to cancel. No-shows are not a problem and there is no official policy regarding no-shows. A donation is accepted (\$0.50 cents for a medical round trip and \$0.25 for a non-medical round trip).

Funding for the service comes primarily from Middlesex Borough with Middlesex County grants contributing 35 - 40% of the transportation budget. Costs included fuel and maintenance as well as one administrator (PT) and 3 drivers (1 FT and 2 PT). According to NJFA total costs are \$29,500.

Milltown Borough	
<i>Vehicles</i>	
Number	1
Type	1993 Ford Bus
Capacity	16 or 21 passengers
W/C accessible	Yes
Maintenance Responsibility	Milltown Borough Department of Public Works
<i>Service</i>	
Service Hours/Days of Week	Monday - Thursday 9 AM to 3 PM
Service Type	<ul style="list-style-type: none"> ● Demand Response (medical) ● Subscription (shopping)
Trip Purposes	Shopping, Health Care, & Senior Centers (occasionally)
Eligibility	Senior residents only (60 years +)
Major Destinations	Major regional malls like Menlo Park and Brunswick Square Mall, major medical destinations
Reservation Requirements	<ul style="list-style-type: none"> ● Medical trips preceding Friday ● Shopping trips regular riders use ribbon on door of their home
<i>Statistics</i>	
Transportation Employees	1 FT Driver
Funding Sources	Milltown Borough (100%)
Annual Costs	NA
Annual one-way passenger trips	1,437
Annual Hours	6,051
Annual Miles	76,659

Milltown Borough provides transportation to senior citizens aged 60 years and older. The vehicle fleet consists of one active bus. This 1992 Ford is wheelchair accessible. The bus is stored outside of the Milltown municipal building. The Milltown Department of Public Works performs regular maintenance. Major maintenance work takes place at a local service station.

The Milltown transportation service includes demand response medical trips as well as subscription shopping trips. Trips are limited to Milltown and limited areas outside of the Borough; however, trips are often provided into Somerset County. On Wednesday subscription shopping trips go to Brunswick Square Mall, Menlo Park Mall, or the Woodbridge Mall. The Milltown senior transportation service operates Monday through Thursday with Monday for medical trips only and Tuesday through Thursday scheduled for subscription shopping trips.

Generally, medical trips require reservations to be phoned in. The subscription shopping service has a regular set of riders who leave a ribbon on their door if they wanted to be picked up. The driver is responsible for the schedule. No fees or donations are accepted.

Milltown provides all of the revenue for operation of the service. Costs include fuel and vehicle maintenance as well as the salary for one full time driver. There were 1,437 one-way passenger trips for the most recently completed fiscal year. Total annual vehicle miles are 76,659 and total vehicle hours are 6,051.

Monroe Township Transportation Office	
<i>Vehicles</i>	
Number	6
Type	NA
Capacity	NA
W/C accessible	NA
Maintenance Responsibility	Monroe Township Department of Public Works
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 9 AM to 4 PM
Service Type	<ul style="list-style-type: none"> ● Demand Response (medical) ● Subscription (shopping, recreation, senior center)
Trip Purposes	Organized Recreation, Shopping, Health Care Facilities, Banking
Eligibility	<ul style="list-style-type: none"> ● Monroe senior residents (60 yrs +) ● Monroe disabled residents ● Residents of Plainsboro, Cranbury, Helmetta, & Jamesburg who are in either of the above categories
Major Destinations	Franklin Mills (Philadelphia), Woodbridge Center, Marlboro Plaza (Marlboro), Princeton Hospital
Reservation Requirements	<ul style="list-style-type: none"> ● 3 – 5 working days notice (mostly medical trips) ● For shopping, recreation, and senior center trips schedules are set one month in advance and seniors must call a month in advance to schedule a trip
<i>Statistics</i>	
Transportation Employees	2 Administrative (FT), 4 FT Drivers, 1 PT Driver
Funding Sources	<ul style="list-style-type: none"> ● Monroe Township (100%) ● One new vehicle through federal 5310 program
Annual Costs	\$267,030 (does not include maintenance)
Annual one-way passenger trips	20,829
Annual Hours	7,596
Annual Miles	80,507

The Monroe Township Transportation Office provides transportation for residents who are seniors (60 years +) as well as disabled residents of the Townships of Monroe, Cranbury, and Plainsboro, as well as the Boroughs of Jamesburg and Helmetta. The fleet used consists of six vehicles. Four vehicles are active and two are backup. Maintenance is performed by the Monroe Township Department of Public Works. The County AWTS program owns one vehicle³ and the Monroe Transportation Office is to receive a new vehicle via the federal 5310 program.

Service is provided for organized recreation, shopping, banking, and health care needs within Monroe Township and the surrounding southern Middlesex County communities. Hours of operation are 9 AM to 4 PM from Monday through Friday. The service structure is complicated with certain vehicles, such as the AWTS vehicle, dedicated to providing medical trips. Seniors are encouraged to make medical appointments during certain times of the day to make it easier to schedule and provide for these trips. According to the AWTS study, Monroe/Jamesburg medical trips are made every afternoon and on Monday, Wednesday, and Friday mornings. Medical trips to Cranbury and

³ Since 1986 the Monroe Township Transportation Office has been providing medical service using an AWTS owned vehicle in Jamesburg, Cranbury, Plainsboro, Helmetta, and Monroe. This Transportation Office complements this medical service by using its own vehicles when needed.

Princeton are scheduled for Tuesdays and Thursdays. Users of the system who want to schedule a medical trip are to call three to five days in advance. Another vehicle is dedicated to nutrition trips in Monroe and Helmetta. Remaining vehicles are used for subscription service. Shopping, senior center, and recreational trips are served with subscription service. Riders must call in one month in advance and on certain days to schedule these trips.

Currently, there is no cancellation policy; however, they do have a 10% cancellation rate. Schedules are completed manually without the use of computer software. Riders can be penalized for up to three months without service for a no-show depending on the purpose of the trip. Fees and donations are not accepted according to Township policy.

The Monroe Township transportation service is funded almost primarily by the Township with one, soon-to-be delivered vehicle funded with federal 5310 funds. Total costs according to the NJFA study are \$231,634. Most of the costs associated with the service are labor costs. These include two full time administrative positions (director and clerk/typist) as well as four full time and one part time driver.

Monroe Township contracts out service with Charter Bus companies for trips that are longer than an hour in travel time. In addition the Township has a contract with Friends of the Senior Center as well as AWTS to provide transportation service. AWTS contracted service is for medical trips in Jamesburg, Cranbury, Plainsboro, and Helmetta.

New Brunswick Dial-A-Ride	
<i>Vehicles</i>	
Number	6
Type	6 vans
Capacity	9 - 11
W/C accessible	3 vans
Maintenance Responsibility	City of New Brunswick Central Garage
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 8 AM to 4 PM
Service Type	<ul style="list-style-type: none"> ● Demand Response (Medical) ● Subscription (Senior Center, sheltered workshop, some medical)
Trip Purposes	Health care facilities, mental health sites, employment, senior centers/nutrition, social service facilities, banking
Eligibility	<ul style="list-style-type: none"> ● Senior residents (60 years +) ● Residents with a disability, ● Low income residents
Major Destinations	Senior Center, medical facilities, major shopping destinations
Reservation Requirements	48 hours in advance
<i>Statistics</i>	
Transportation Employees	2 Administrative (FT), 1 FT Drivers, 5 PT Drivers, 1 Dispatcher/Schedulers
Funding Sources	<ul style="list-style-type: none"> ● New Brunswick (70%) ● NJ Division of Youth and Family Services (30%)
Annual Costs	\$191,510
Annual one-way passenger trips	19,659
Annual Hours	NA
Annual Miles	49,255

The City of New Brunswick Dial-A-Ride service provides transportation for eligible residents. Residents that are eligible include: seniors 60 years of age and older, residents with a disability (documentation required), and low-income residents (\$16,000 annual income for a single person; this amount goes up depending on size of family). Six vans currently comprise the fleet with five active vans and one used as a backup. There are three 9-passenger vans, one 10-passenger, one 11-passenger, and one 12-passenger van. The vans are maintained at the City of New Brunswick Central Garage and stored at the Dial-A-Ride office site at 17 Joyce Kilmer in New Brunswick. Regular maintenance is performed every three months at the municipal garage. For specific problems the vehicles are serviced at a private garage.

The New Brunswick Dial-A-Ride incorporates both demand response and subscription service. Demand response service is mostly for medical trips. Subscription service includes trips to or for: sheltered workshop, nutrition (senior congregate meals), radiation treatment, physical therapy, and dialysis. The service operates in the “Greater New Brunswick” area, which includes such areas as Edison, East Brunswick, Highland Park, as well as parts of Somerset County. Trips are made to Somerset everyday and one morning per week to East Brunswick and Edison each. Roughly fifty percent of the trips are entirely within New Brunswick. Dial-A-Ride operation hours are from 8 AM to 4 PM Monday through Friday.

New Brunswick Dial-A-Ride asks users of the service to request a trip 48 hours in advance. However, they try to accommodate those who call one day ahead. Riders are to call up to one hour before pick up time in order to cancel. The New Brunswick Dial-A-Ride service will suspend riders for two weeks after three no-shows. Computer software called Automated Business Solutions is used for scheduling; however, staff does not fully utilize the automatic scheduling component of the software. No fares or donations are accepted.

The service is funded with local as well as New Jersey state funds. Approximately 70% of the funds are from the City of New Brunswick and 30% from State of New Jersey Division of Youth and Family Services. The state money comes with no strings attached and can be used towards all eligible riders. Total costs for the most recently completed fiscal year (1/02 - 12/02) were \$191,510. Maintenance costs were \$5,000. This figure only includes the cost of parts for regular maintenance and does not include mechanics' salaries. This figure includes full and part time salaries for two full time administrative positions, one full time driver, five part time driver, and one dispatcher/scheduler position. The New Brunswick Dial-A-Ride provides 19,659 annual one-way passenger trips per year. Total vehicle miles were 49,255.

New Brunswick Senior Citizen Resource Center	
<i>Vehicles</i>	
Number	3
Type	2 mini-buses or cut-aways, 1 passenger van
Capacity	15 - 20
W/C accessible	1 mini-bus
Maintenance Responsibility	New Brunswick Department of Public Works
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 8:30 AM to 3:00 PM
Service Type	<ul style="list-style-type: none"> ● Demand Response (Senior Center) ● Subscription (Shopping)
Trip Purposes	Senior Center/Nutrition, Organized Recreation, Shopping
Eligibility	Senior Center members only
Major Destinations	New Brunswick Senior Citizen Resource Center, major shopping centers and malls, grocery stores
Reservation Requirements	Seniors can call up until the morning of the trip
<i>Statistics</i>	
Transportation Employees	1 Administrative (PT) and 2 FT Drivers
Funding Sources	City of New Brunswick (100%)
Annual Costs	NA
Annual one-way passenger trips	NA
Annual Hours	NA
Annual Miles	NA

The New Brunswick Senior Citizen Resource Center operates a transportation service to its members⁴ utilizing a fleet of two mini-buses and one 15-passenger van. The mini-buses are active and the passenger van is utilized as a backup. All vehicles are stored at the New Brunswick Department of Public Works garage. In addition, the City Public Works Department performs regular maintenance on the vehicles. Major repairs work is completed by vehicle dealers. The vehicles are owned by the City of New Brunswick, which can use them for other purposes in case of an emergency.

The transportation service includes demand response trips to the Senior Center every day. In the morning drivers bring seniors to the center and in the afternoon they are brought back home. In September of this year, a midday return trip from the Senior Center will be provided for those seniors who do not want to remain at the Center for the entire day. Furthermore, subscription trips are provided to grocery stores, shopping centers and malls, as well as to recreations sites. Service is provided Monday through Friday from 8:30 AM to 3:00 PM. Trips can go anywhere within a 45 minute radius of New Brunswick. A chartered, 40-foot bus is used for longer trips.

Eligible residents can call up to the morning of the trip in order to schedule a pick-up. Bus drivers create the schedule in the morning manually without the aid of any computer software. No-shows are not a systemic problem. If the schedule rider is not present for a pick-up, the bus driver will radio in to the Senior Center. The Center will then call that person to see if there is any problem.

No financial or annual statistics were available. A new director for the Senior Center is to begin on September 1st of this year. She is expected to collect data in a more thorough way. The transportation service is entirely funded by the

⁴ Anyone New Brunswick resident who is 60 years of age and older can become a member of the New Brunswick Senior Citizen Resource Center for free.

City of New Brunswick. Staff includes two full time drivers and one administrator who works on transportation issues 10% of his or her time.

North Brunswick Senior Center - Department of Human Services	
<i>Vehicles</i>	
Number	10
Type	5 vans, 2 school buses, 2 Ford Taurus Wagons, 1 Bus
Capacity	4 - 44
W/C accessible	3 vehicles (1993 16-passenger Ford Van, 2001 Ford school bus, and 2001 8-passenger Ford Van)
Maintenance Responsibility	Municipal Maintenance Facility
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 8 AM to 4 PM
Service Type	<ul style="list-style-type: none"> ● Demand Response (medical & banking) ● Subscription (grocery, shopping, and senior center)
Trip Purposes	Health Care Facilities, Mental Health Sites, Senior Care/Nutrition, Employment, Shopping, Social Service Facilities, Banking, Organized Recreation (listed above in order of priority)
Eligibility	<ul style="list-style-type: none"> ● Township seniors (60 years +) ● Township residents who have a social security disability
Major Destinations	Senior Center, major shopping malls such as Menlo Park Mall, as well as medical locations
Reservation Requirements	From one week to at least three days in advance
<i>Statistics</i>	
Transportation Employees	1 Administrative (FT), 4 FT Drivers, 1 FT Dispatcher/Schedulers
Funding Sources	North Brunswick Township (10%)
Annual Costs	\$211,000
Annual one-way passenger trips	11,701
Annual Hours	8,900
Annual Miles	75,737

The North Brunswick Township Department of Human Services provides transportation to both senior and disabled residents of North Brunswick Township. Senior residents are eligible if they are 60 years of age and older and have no other means of obtaining transportation while disabled residents eligible for the transportation service if they are on social security disability. The fleet consists of five vans, two school buses, two Taurus Wagons, and one bus. All vehicles are stored outside of the North Brunswick Senior Center and are maintained at the North Brunswick municipal maintenance facility.

The service provided includes subscription trips to the Senior Center, grocery stores, and major malls. Food shopping subscription service is scheduled for each Monday. Users of this service are to register by the previous Friday to utilize this service. Shopping mall trips are made on the first Friday of each month. In addition subscription service is provided to the Senior Center. Demand response service is provided for medical, pharmacy, and banking trips. First priority is given to medical and mental therapy appointments. Users are to call at least three days in advance for these demand response trips. The general service area includes: North Brunswick, New Brunswick, East Brunswick, Highland Park, and parts of Somerset County along NJ Route 27 from Kendall Park and Franklin Township to the south and as far north as Cedar Grove Lane. Service is provided Monday through Friday from 8 AM to 4 PM.

Reservations are accepted from at least one week to a minimum of three days in advance. Clients are called one day in advance to confirm appointments. If a client is a no-show, someone will call to make sure that person is ok, and an emergency contact will be notified if necessary. Microsoft Excel is used for scheduling purposes. There is a \$0.50 (round trip) fee for trips to the Senior Center and a suggested donation of \$1.00 (round trip) for all other trips.

The service is funded through North Brunswick Township funding as well as suggested donations. Donations brought in \$11,588 for the most recent fiscal year (July 2002/June2003). Total costs for this fiscal year are \$211,000. They include \$179,000 for general and administrative outlays. This category includes one full time administrative position, four full time drivers, and one full time dispatcher/scheduler. Vehicle maintenance (fuel and repairs) totaled \$26,500. The Department of Human Services provides services on a contract basis for the Easter Seals Raritan Valley Workshop and the Hub City Trolley Trolley. One way passenger trips for the most recently completed fiscal year were 11,701. Total vehicle miles were 75,737 and total vehicle hours were 8,900.

Old Bridge Office on Aging	
<i>Vehicles</i>	
Number	7
Type	Passenger buses
Capacity	20 - 26
W/C accessible	2 20-passenger busses
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 8 AM to 3 PM
Service Type	Pulsed fixed-route
Trip Purposes	Health care facilities, Shopping, Organized Recreation, Senior Center/Nutrition, Social services
Eligibility	<ul style="list-style-type: none"> ● Senior residents (60 yrs +) ● Disabled residents who have a social security disability
Major Destinations	Woodbridge Center, Brunswick Square Mall, Loews (Old Bridge), Wal-Mart (Old Bridge), Pathmark (Old Bridge), Old Bridge grocery and drug stores
Reservation Requirements	1 day notice for all trips
<i>Statistics</i>	
Transportation Employees	2 Administrative FTEs (full time equivalents) volunteers, 4 PT drivers, 1 PT maintenance
Funding Sources	<ul style="list-style-type: none"> ● Township (96%) ● Middlesex County (4%)
Annual Costs	\$300,000 (NJFA)
Annual one-way passenger trips	64,993 (NJFA "annual number of rides provided")
Annual Hours	7,560 (KETRON)
Annual Miles	72,435 (KETRON)

The Old Bridge Township Office on Aging operates transportation services for both Township seniors and disabled residents. Senior are eligible if they are 60 years of age and older. Disabled residents have to be classified as having a social security disability.

The service provided includes pulsed fixed-routes that are divided into three regions of Old Bridge Township. With the Senior Center as a focus these routes travel to residences, hospitals, shopping centers, and senior housing developments. Very few demand response trips are provided, unlike many of the other Middlesex municipal systems covered in this report. Service is Monday to Friday from 8 AM to 3 PM. Service is provided in Old Bridge Township with some shopping and recreational trips to neighboring townships such as Woodbridge and East Brunswick. Data from the AWTS study indicates that 95% of the riders are seniors and 5% of the riders have disability and are under 60 years of age. Many users of the service go to the Senior Center for nutrition services, social and recreation activities, as well as education programs. Most of the trips provided by the Old Bridge Office on Aging are for shopping as well activities at the senior center. A smaller percentage was for medical purposes.

Riders are to call least one day ahead to schedule a trip. No-shows average about three per day. There is no computerized software used to manage the system or to produce schedules. The Office of Aging does not deny many trips; however, any trips that can not be accommodated are referred to AWTS, the Red Cross, or Cancer Society. Most trips that are forwarded to other agencies are medical trips. Donations for all trips are suggested and accepted.

The service has two funding sources. The Township of Old Bridge funds 96% of the service while Middlesex County funds the remaining 4%. The total cost for the service was \$300,000 according to the NJFA study. The major costs associated with this service is payment of salaries for employees. Staff includes four full time divers, and one part time substitute driver. Part time volunteers were employed in 1997 as the equivalent of two full time administrative staff. The annual number of trips provided in 2002 was 64,993. Annual hours were 7,560 and annual miles 72,435 according to AWTS report.

Perth Amboy Office on Aging	
<i>Vehicles</i>	
Number	3
Type	Passenger Van
Capacity	13 - 22
W/C accessible	2 vehicles
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 9 AM to 5 PM
Service Type	Demand Response
Trip Purposes	Shopping, Organized Recreation, Nutrition, Medical Facilities
Eligibility	Senior residents (60 yrs +)
Major Destinations	Menlo Park Mall, Shop Rite (Perth Amboy)
Reservation Requirements	Generally made in advance and day-of-trip notice allowed if seats are available
<i>Statistics</i>	
Transportation Employees	2 Drivers
Funding Sources	<ul style="list-style-type: none"> ● City of Perth Amboy ● CDBG
Annual Costs	\$84,000 (NJFA)
Annual one-way passenger trips	24,000 (NJFA)
Annual Hours	NA
Annual Miles	NA

The City of Perth Amboy, Office on Aging, operates a transportation service for its senior residents who are 60 years of age and older. The fleet consists of three passenger vans: a 13-passenger van with wheelchair lift, a 15-passenger van with lift, and a 22-passenger van with no lift.

The service operates in a demand response fashion and provides trips for shopping, organized recreation, medical, as well as nutrition needs. Major destinations include the Menlo Park Mall and the Shop Rite in Perth Amboy. Hours of operation are from 9 AM to 5 PM, Monday through Friday.

Seniors are to make reservations generally in advance of their scheduled trip however day-of-trip notice is allowed if there are seats available to accommodate the passenger. The Office on Aging accepts donations paid by users of the service however there is no suggested donation amount.

The Perth Amboy Office on Aging receives funds paid by a CDBG as well as by the City of Perth Amboy to operate the service. Total costs according to the NJFA study are \$84,000. Costs include the salary for two drivers as well as maintenance and fuel costs for the vehicles. According the NJFA report, the cost of vehicle maintenance is the most difficult problem pertaining to system operations. Annual one-way passenger trips are 24,000 (NJFA). No annual vehicle hours or miles statistics were available.

Piscataway Department on Aging	
<i>Vehicles</i>	
Number	2 (Third vehicle expected in September)
Type	2 buses
Capacity	18 - 20
W/C accessible	20-passenger bus is w/c accessible
Maintenance Responsibility	Township Department of Public Works
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 7:30 AM to 4 PM*
Service Type	<ul style="list-style-type: none"> ● Demand Response (Medical and Shopping) ● Subscription (Senior Center)
Trip Purposes	Senior Center/Nutrition, Employment, Shopping, Health Care Facilities
Eligibility	Piscataway senior residents (60 years +)
Major Destinations	Woodbridge Center, Menlo Park Mall, and Middlesex Mall
Reservation Requirements	<ul style="list-style-type: none"> ● 24-hour advance notice for senior center ● 48-hour notice for doctor & shopping request
<i>Statistics</i>	
Transportation Employees	1 Administrative Transportation Coordinator (FT), 1 FT Driver, 4 PT Drivers, Other PT staff support
Funding Sources	Piscataway Township (99%)
Annual Costs	\$134,677
Annual one-way passenger trips	86,662
Annual Hours	NA
Annual Miles	NA

*Mon & Thursday evening until 9 PM & Saturday 9 AM to 3 PM

The Township of Piscataway Department on Aging operates transportation services for its senior residents who are 60 years and older. The Department's fleet consists of two active buses. A third vehicle will begin operation in September. No backup vehicles are currently utilized. One vehicle can hold 20 passengers and is wheelchair accessible and the second vehicle has a capacity of 18 passengers and does not have a wheelchair lift. The vehicles are maintained and service by the Piscataway Township Department of Public Works.

The Piscataway senior transportation service includes demand response medical and shopping trips as well as subscription service to the senior center. Service is also provided for employment trips but these are given a low priority. According to Kathleen Roth, Director of Department of Aging, the subscription service first brings all seniors to the senior center (including seniors with medical and shopping trips), where free breakfast is offered. Subsequently the demand response service operates from the senior center for those seniors who have shopping and medical trips. The service area includes Piscataway and the surrounding towns for shopping. Medical trips are limited to local doctors. AWATS is used for non-local medical trips. The Piscataway senior service operates Monday through Friday from 7:30 AM to 4 PM. On Monday and Thursday evenings the service operates until 9 PM and on Saturday service is from 9 AM to 3 PM.

There is a 48-hour reservation requirement for medical and shopping trips and a 24-hour notice for senior center trips. Cancellations are accepted up to the morning of the scheduled trip. Scheduling is done one day before the actual trips are made and a generic software program is utilized. No-shows are addressed on a one-on-one basis. Donations or fees are not accepted.

The service is funded almost completely by the Township (99%). Costs include \$71,000 for operations and \$50,000 for general and administrative. The transportation staff includes one full time driver, four part time drivers, and one full time transportation coordinator. Other part time staff help out with general and administrative work associated with transportation as well. One-way passenger trips for calendar year 2002 were 86,662.

Sayreville Office on Aging	
<i>Vehicles</i>	
Number	2
Type	Buses
Capacity	NA
W/C accessible	Yes
Maintenance Responsibility	Sayreville Township
<i>Service</i>	
Service Hours/Days of Week	Monday, Wed., Thursday, Friday 8 AM to 4 PM
Service Type	Fixed route deviation
Trip Purposes	Health Care Facilities, Organized Recreation, Shopping, Nutrition
Eligibility	<ul style="list-style-type: none"> ● Senior residents (60 years +) ● Disabled residents
Major Destinations	Home Depot, Wal-Mart, Sayrebrook Towne Center
Reservation Requirements	At least 24 hours notice
<i>Statistics</i>	
Transportation Employees	2 PT Drivers, 1 PT Administrative
Funding Sources	Township of Sayreville (100%)
Annual Costs	NA
Annual one-way passenger trips	60 - 70 per day
Annual Hours	NA
Annual Miles	NA

The Sayreville Borough Office on Aging provides a general transportation service for its senior and disabled residents. This service supplements the current AWTS service already provided in the Township. Sayreville has an interlocal service agreement with AWTS. The types of trips covered under this agreement are shopping, recreation, banking, and nutrition trips, all provided with subscription service. In addition, AWTS provides service for eligible residents who need transportation to medical facilities.

The service provided by the Sayreville Office on Aging is a fixed route, “loop” service that runs within the Township’s borders on a regular route but also deviates to pick up passengers. The fleet consists of two buses that are both active. Hours of operation are from 8 AM to 4 PM on Monday, Wednesday, Thursday and Friday. Riders are to make reservations by calling in at least one day in advance. Fares and donations are not accepted. The Township completely funds the service. Employees consist of two part time drivers and one administrator who utilize 25% of her time on transportation issues. The most difficult problem with the service is replacing aging buses. One-way passenger trips average 60 - 70 per day.

Dr. Charles W. Hoffman Senior Resource Center (South Amboy)	
<i>Vehicles</i>	
Number	4
Type	2 buses, 1 passenger vans, 1 minivan
Capacity	12 - 25
W/C accessible	NA
Maintenance Responsibility	South Amboy city mechanic
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 8:15 AM to 3:45 PM
Service Type	<ul style="list-style-type: none"> ● Demand Response (mostly medical) ● Subscription (shopping and senior center)
Trip Purposes	Senior Center, Organized Recreation, Shopping, Health Care Facilities, Banking
Eligibility	<ul style="list-style-type: none"> ● Senior residents of South Amboy (60 yrs +) ● Must be member of South Amboy Senior Resource Center
Major Destinations	Hoffman Senior Center, Farmers Market, Major Malls
Reservation Requirements	Riders fill out request form once per month
<i>Statistics</i>	
Transportation Employees	1 Administrative (PT), 2 FT Drivers, 1 Part Time Backup Driver
Funding Sources	City of South Amboy (100%)
Annual Costs	NA
Annual one-way passenger trips	8,296
Annual Hours	NA
Annual Miles	29,000

The Dr. Charles Hoffman Senior Resource Center in South Amboy provides transportation service for senior residents of South Amboy 60 years of age and older. Two active passenger buses are used. Their capacity is 25 passengers. Two backups are used. They include a 12-passenger van and a minivan. The fleet is stored outside at the Hoffman Senior Center. Maintenance is performed by South Amboy's city mechanic.

The transportation service includes trips to appropriate locations within a 10-mile radius from the center of South Amboy. Demand response as well as subscription service is provided. The demand response service is mostly medical trips. Seniors will be taken anywhere as long as they are within the service area. In terms of subscription service, regular shopping trips are scheduled for Monday, Wednesday, and Friday. In addition, mall subscription service is provided on Mondays and a farmers market service on Tuesdays and Thursdays. There is also subscription service to the Huffman Resource Senior itself. It should be mentioned that nutrition and meal programs are not a part of the services offered at the Hoffman Senior Center. Service is offered generally Monday through Friday from 8:15 AM to 3:45 PM. Do to these limited service hours however; seniors are often referred to the Middlesex County Area Wide Transportation System (AWTS) for transportation service.

Reservation requirements vary depending upon the service types. Since medical trips are given a priority they can be made with less prior notice than all other trips. Seniors are to make medical reservations at least 24 hours before their scheduled trip. For all other trips users are asked to fill out a request form once per month. Users are asked to cancel at least one day before their scheduled trip. South Amboy reported no major problem with no-shows; however, repeat offenders are sent a letter. There is a \$0.50 suggested donation.

The service is completely funded by the City of South Amboy. Costs included fuel and maintenance as well as 2 full time drivers and one part time backup driver as well as 2 administrators who utilize approximately 15% of their time on issues relating to the transportation service. Total vehicle miles are 29,000 and the South Amboy Hoffman Senior Center provides 8,296 annual one-way trips per year (calendar year 2002).

South Brunswick Senior Center	
<i>Vehicles</i>	
Number	6
Type	3 buses, 2 cars, 1 station wagon
Capacity	4-35
W/C accessible	Some
Maintenance Responsibility	Township Department of Public Works
<i>Service</i>	
Service Hours/Days of Week	<ul style="list-style-type: none"> ● Monday - Friday 6 AM to 4:30 PM ● Sunday 1 PM to 4 PM*
Service Type	<ul style="list-style-type: none"> ● Demand Response (Medical) ● Subscription (Senior Center and disabled work trips)
Trip Purposes	Senior Center/Nutrition, Employment (disabled), Organized Recreation, Shopping, Health Care Facilities, Sheltered Workshops
Eligibility	<ul style="list-style-type: none"> ● Senior residents (55 yrs +) ● Disabled Residents
Major Destinations	So Brunswick Senior Center, Medical Facilities in Middlesex and Mercer County
Reservation Requirements	<ul style="list-style-type: none"> ● Senior Center trips - 1 day notice ● Medical trips - 2 weeks notice, ● Disabled trips - Provide weekly schedule every Sunday
<i>Statistics</i>	
Transportation Employees	2 Administrative (PT), 4 FT Drivers, 2 PT Drivers, 1 Scheduler/Dispatcher (PT), 3 Volunteer Drivers
Funding Sources	Municipal (100%)
Annual Costs	\$190,000
Annual one-way passenger trips	24,283 (est.)
Annual Hours	NA
Annual Miles	NA

*Some evening and weekend service for disabled as well

The South Brunswick Senior Center provides transportation to both its Senior and Disabled Residents, using a fleet of 3 buses, 2 cars and one station wagon, all of which are active. The buses have passenger capacities of 16, 22, and 35, and a 30-seat replacement bus is expected to be delivered very soon. In addition, municipal vehicles are made available for the volunteer driver program (see below). Routine maintenance on the vehicles is performed by the Township Department of Public Works, with major repairs done by the vehicle dealers.

The service provided includes subscription trips to the Senior Center, subscription trips to work sites for disabled residents, and demand response medical trips, which are provided by volunteer drivers. Trips to shopping centers and recreation sites are also offered for seniors. Most transportation is within the municipality, but medical trips are made as far as Princeton in Mercer County. Service is generally Monday through Friday, 6 AM to 4:30 PM, but they have just begun service on Sundays to the Senior Center, and some evening and weekend service is provided to the disabled population.

Reservation requirements vary depending upon the service types, from one-day notice for senior center trips to two-week notice for medical trips. Riders must call prior to 9 AM the morning of their trip in order to cancel. The

transportation coordinator, who is also the lead driver, develops schedules manually every day. There is no official policy dealing with no shows: however, it occurs more often than they would like and slows down the service.

The service is completely funded by the Township of South Brunswick. This includes part of the time of one administrator, 5 full time drivers, and 2 part time drivers, as well as fuel and maintenance costs. Three volunteer drivers work 1 day per week each. South Brunswick Senior Center provides 24,283 annual one-way trips per year. Annual hours and miles were not available

Finally, it should be mentioned that South Brunswick is currently planning a coordination project with AWTS, which would like South Brunswick to provide some transportation for them in the southern part of the County.

South Plainfield Senior Transportation	
<i>Vehicles</i>	
Number	3
Type	2 passenger buses, 1 car
Capacity	14
W/C accessible	Both buses
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	Monday- Friday 9AM to 2 PM
Service Type	<ul style="list-style-type: none"> ● Fixed-route ● Demand response
Trip Purposes	Nutrition, Medial Facilities, and Shopping
Eligibility	<ul style="list-style-type: none"> ● South Plainfield residents (60 years +) ● South Plainfield residents whose disability requires lift-equipped vehicles
Major Destinations	Middlesex Mall, Hadley Mall, JFK Hospital, and Muhlenburg Hospital, dialysis facility, Senior Center
Reservation Requirements	<ul style="list-style-type: none"> ● Shopping trips one week in advance ● Doctor's appointments 5 days notice
<i>Statistics</i>	
Transportation Employees	3 Drivers
Funding Sources	<ul style="list-style-type: none"> ● South Plainfield Township ● Middlesex County Office On Aging
Annual Costs	\$50,000 (NJFA)
Annual one-way passenger trips	8,216 (NJFA "annual number of rides provided")
Annual Hours	NA
Annual Miles	NA

South Plainfield Senior transportation operates a transportation service for township residents who are 60 years of age and older as well as disabled residents whose transport requires a lift-equipped vehicle. According to the NJFA study, 580 residents utilize the service. Two passenger vans are used to transport residents, both of which seat 13 passengers and are wheelchair accessible.

Hours of operation are from 9 AM to 2 PM during the work week (Monday to Friday). Nutrition, medical, senior center, and shopping trips are all served. More than half of all trips (56%) are for medical purposes. In addition, a large percentage of the trips are for senior events. Major destinations include JFK Hospital, Muhlenberg Hospital, Middlesex Mall, and Hadley Mall. The service area includes a "reasonable" distance outside of South Plainfield. For long distance travel, AWTS is used. Most users of the service are seniors with only 6 to 7 disabled residents regular passengers.

Reservation requirements vary depending upon the trip type, from five days notice for doctor's appointments to one week notice for shopping trips. A \$1.00 round trip donation is asked of riders.

Funding comes from South Plainfield Township as well as a Middlesex County Office on Aging matching grant. Total costs are \$50,000 according to the NJFA study. Largest outlays include the salaries of the three paid drivers. South Plainfield Senior Transportation provides 8,216 annual rides according to the NJFA study. Annual hours and annual miles were not available. The most difficult problem facing the service according to the NJFA report is lack of money necessary to pay drivers for a full day (until 4 PM). The service currently only operates until 2 PM.

South River Office on Aging	
<i>Vehicles</i>	
Number	2
Type	1 passenger bus and 1 passenger van
Capacity	16 - 24
W/C accessible	Yes
Maintenance Responsibility	South River Maintenance Facility
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 9 AM to 2:30 PM*
Service Type	Demand Response
Trip Purposes	Senior Center/Nutrition, Organized Recreation, Shopping, Health Care Facilities
Eligibility	Senior residents only (60 yrs +)
Major Destinations	K-Mart (East Brunswick), Brunswick Square Mall, Pathmark (East Brunswick), Wal-Mart (Route 9)
Reservation Requirements	1 or 2 day notice
<i>Statistics</i>	
Transportation Employees	1 PT Driver
Funding Sources	NA
Annual Costs	NA
Annual one-way passenger trips	3,700 (not including cab service) & 6,000 (trips including medical cab service)
Annual Hours	1,250 (excluding cab service, KETRON)
Annual Miles	7,500 (excluding cab service, KETRON) & 12,000 (including medical cab service, KETRON)

*Occasionally other times for special events

The South River Office on Aging operates transportation services for senior, South River residents only. Seniors are classified as being 60 years of age and older. Individuals with disabilities are not eligible to utilize the service. The fleet consists of one 24-passenger bus as well as a 16-passenger van. The passenger bus is active and the van is utilized as backup. Vehicles are stored at and maintained at the municipal garage.

The service provided by the South River Office on Aging is primarily demand response in nature. Shopping, senior center/nutrition, recreation, and medical trips are provided for. Most trips provided by the South River Office on Aging are for shopping trips. Many of the shopping destinations are located outside of South River. Some destinations include the Menlo Park Mall in Edison as well as shopping centers located on NJ 18 such as the Brunswick Square Mall in East Brunswick. Kelly Cabs is used for most medical trips; however, some South River medical destinations are provided for by the South River Office on Aging. South River reimburses Kelly's on a per trip basis at the end of each month. There is also a co-pay for the passenger, with the cost dependent upon on the destination. The transportation service is offered Monday through Friday from 9 AM to 2:30 PM. Special events may warrant service outside of the normal hours of operation.

Reservation requirements are one or two days notice. Official "no show" policy is for riders to display a "no bus" sign in their residence window. The driver then can visually see the sign and pass by the home. Currently there is no fare or donation policy; however, in the future volunteer donations will be accepted. Funding information was not available.

Annual statistics are taken from the KETRON study. Annual trips provided were 3,750 (excluding the cab service) and 6,000 (including the cab service). Annual vehicle hours were 1,250 (excluding the cab service). Annual vehicle miles were 7,500 (excluding the cab service) and 12,000 (including the cab service).

Spotswood Office on Aging	
<i>Vehicles</i>	
Number	2
Type	NA
Capacity	NA
W/C accessible	Both
Maintenance Responsibility	NA
<i>Service</i>	
Service Hours/Days of Week	Monday - Friday 9 AM to 3 PM
Service Type	<ul style="list-style-type: none"> ● Fixed-route ● Demand response
Trip Purposes	Health care facilities (Spotswood), Shopping, Organized Recreation, Local Errands
Eligibility	<ul style="list-style-type: none"> ● Senior residents (60 yrs +) ● Social security disability
Major Destinations	Brunswick Square Mall, A&P (East Brunswick), Wal-Mart, Freehold Raceway Mall, Ryders Crossing
Reservation Requirements	8-9 AM on day of trip
<i>Statistics</i>	
Transportation Employees	1 FT Driver, 1 PT Driver
Funding Sources	<ul style="list-style-type: none"> ● Borough of Spotswood ● Middlesex County
Annual Costs	\$35,000 (NJFA)
Annual one-way passenger trips	3,642 (NJFA)
Annual Hours	1,482 (KETRON)
Annual Miles	10,000 (KETRON)

The Spotswood Office on Aging provides transportation service to borough residents who have a social security disability and residents who are 60 years of age and older. According to the NJFA study 117 residents utilized the service in 2001. The fleet consists of two vehicles both of which are wheelchair accessible.

The Office on Aging provides both fixed-route and demand response service. Trip purposes include: local health care facilities, shopping destinations, recreation, and personal errands such as banking. Major destinations include the Brunswick Square Mall, the Freehold Raceway Mall, Wal-Mart, and local grocery malls such as A&P East Brunswick. The service operates from 9 AM to 3 PM from Monday to Friday. The service operates in a subscription or fixed-route manner each day as residents are picked up at their homes and then taken to the senior center. All trips are routed through the senior center. After arrival at the senior, users can then go to the designated destination of the day. According to the KETRON report, medical trips are only provided for twice per month.

Reservations for trips can be made up to 8 or 9 AM the day of the trip. For special trips service is provided on a first come first serve basis. No fees are required to utilize the service however donations are accepted. Donations include a cost of \$0.25 cents per ride for a local trip and \$2.00 per ride for medical trips.

Total costs for the service are \$35,000 according to the NJFA study. Costs include the salaries for 1 part time and 1 full time driver. Additional costs include fuel and maintenance for the vehicles. Annual one-way passenger trips were 3,642 in 2001 according to the NJFA study. Annual vehicle-miles traveled according to the KETRON study was 10,000. Annual vehicle-hours were 1,482 according to the same study. According to the NJFA study the demand for services (especially medical) is much greater than the capacity of the current system.

SECTION 3 – OTHER PROVIDERS

Access Link (NJTransit Paratransit)	
<i>Vehicles</i>	
Number	15
Type	NA
Capacity	NA
W/C accessible	Yes
Maintenance Responsibility	Contracted Service Provider
<i>Service</i>	
Service Hours/Days of Week	Same as local, fixed route that it complements
Service Type	Demand response
Trip Purposes	All trip types are eligible
Eligibility	<ul style="list-style-type: none"> ● Disability that prevents one from using fixed bus route ● Must interview with New Jersey Transit to qualify
Major Destinations	Any major destinations that are located adjacent to fixed routes served
Reservation Requirements	Must reserve 1 - 14 days in advance
<i>Statistics</i>	
Transportation Employees	NA- awaiting response
Funding Sources	State (100%)
Annual Costs	\$1,748,305
Annual one-way passenger trips	26,458
Annual Hours	33,390
Annual Miles	745,430

As a result of the American with Disabilities Act, passed by Congress in 1990, New Jersey Transit has been required to establish a paratransit service for those citizens who can not utilize fixed bus routes. The service called Access Link is complimentary service because it is equivalent to regular bus service (local, regional, or commuter routes). It does not supplement New Jersey Transit bus services. In order to be eligible to use the service a passenger has to have a disability that prevents him or her from using a regular bus route. In addition, prospective passengers must apply in person for an interview. Community organizations throughout New Jersey are used to conduct these interviews.

The service area for access link is $\frac{3}{4}$ of a mile on either side of a local fixed bus route. It will transport any eligible passenger to and from any point within the $\frac{3}{4}$ of a mile service area boundary. Access Link is curb to curb demand response service. All trip types are eligible. Access Link operates whenever the particular bus route that is complemented by Access Link operates. The New Jersey Transit bus routes in Middlesex County that are complemented by Access Link include the following: 59, 62, 65/66, 67, 68, 600, 810, 811, 813, 814, 815, 817, 818, and 819. All of the routes listed above are local or regional routes except routes 67 and 69 which are New Jersey transit commuter routes.

Passengers must reserve a seat from 1 - 14 days in advance. Passengers utilize a toll free statewide number that is open 7 days a week from 7:30 AM to 4:00 PM. Seats are booked by Access Link on a first come, first served basis. Cancellation less than 50 minutes before a pickup is a no-show. Three no-shows in a 30-day period may lead to a temporary suspension. An appeals process may be used by passengers. Passengers are to be ready for pick-up 20 minutes prior to the scheduled time. Fares are the same as the regular one-way zone fare for the complemented fixed-bus route.

All New Jersey Transit Access Link service is contracted out. Laidlaw is currently providing the service in Middlesex County. Laidlaw has to provide adequate drivers to meet demand. Dispatchers and schedulers are trained to be drivers as well. New Jersey Transit staff uses computerized software to create a suggested schedule based on the calls they receive. The schedule is then given to the provider, such as Laidlaw, who then will modify the schedule based on their local knowledge.

YMCA of Metuchen and Edison	
<i>Vehicles</i>	
Number	4
Type	School bus
Capacity	Three-21, one-30 passenger
W/C accessible	No
Maintenance Responsibility	In-house, local gas station
<i>Service</i>	
Service Hours/Days of Week	Not Tracked
Service Type	Client Response
Trip Purposes	Program
Eligibility	Members of YMCA
Major Destinations	YMCA
Reservation Requirements	Transports kids from school to child care center
<i>Statistics</i>	
Transportation Employees	9 (4 administrative @ 10%, 4 operations @ 50%, 1 maintenance 10%)
Funding Sources	Program Fees
Annual Costs	\$118,000
Annual one-way passenger trips	Not tracked
Annual Hours	Not tracked
Annual Miles	Not tracked

This service is used primarily for youth programs that the YMCA provides. YMCA vehicles pick-up youths from schools and day care centers and transports them to the YMCA to participate in programs. Vehicles are also used to transport pupils for YMCA sponsored activities.

This service is provided free of charge to members of the YMCA. This service is paid for entirely with the program fees paid into the program. There are a total of nine employees devoted to transportation, however none of these employees are 100% assigned to transportation. There are four administrators who devote 10% of their time to transportation, there are four operators who devote 50% of their time to transportation, and there is one maintenance person who devotes 10% of his time to transportation. Statistics on miles, hour, and ridership are not collected.

Appendix B

Stakeholder Meetings

June 9, 2003

Pat Roman - Workforce Investment Board, Middlesex County Department of Employment and Training (Interviewed by Mundle and Connor)

June 9, 2003

**Jim Philips - County Treasurer,
Walter De Angelo - County Administrator, Al Kuchinkas - County Controller
(Mundle, Connor, and Ververides)**

June 9, 2003

Jane Brady - Freeholder (Mundle, Connor, and Ververides)

June 9, 2003

Camille Fernicola - Freeholder (Mundle, Connor, Ververides)

June 10, 2003

Nancy Nicola, Angela Mackaronis- BSS (Mundle and Connor)

June 10, 2003

Glenn Patterson – New Brunswick Economic Development (Mundle and Connor)

June 10, 2003

George Heinze- United Way (Mundle and Connor)

June 11, 2003

Tom Seilheimer, Evelyn Sedehi, Elliot White - County Department of Human Services/AWTS (Mundle, Connor, Abrams)

June 11, 2003

David Crabel - Freeholder Director (Mundle, Connor, Abrams, Ververides)

June 11, 2003

Carl Spataro – County Department of Economic Development (Mundle, Connor, Abrams)

June 23, 2003

Steven Dalina - Freeholder (Hrones and Ververides)

June 23, 2003

Sam Rizzo - Old Bridge Planner (Hrones and Abrams)

June 23, 2003

Peter Tolischus - Planning Consultant, Monroe Ernest Feist - Engineering Consultant, Monroe (Hrones, Abrams, and Gambilonghi)

June 24, 2003

John Hogan – Chairman of Middlesex County Transportation Coordinating Committee (Hrones, Abrams, and Gambilonghi)

June 24, 2003

Michael Keller – Director, Perth Amboy Office of Economic and Community Development (Hrones, Abrams, Ververides)

June 24, 2003

John Pulomena - Freeholder (Hrones, Abrams, and Ververides)

July 1, 2003

Paul Larrousse - Director, National Transit Institute (Mundle and Hrones)

July 1, 2003

Christopher Rafano - Freeholder (Mundle, Hrones and Ververides)

July 1, 2003

Jim Polos - Freeholder (Mundle, Hrones and Ververides)

July 1, 2003

Jane Leal - Director & Denise Nickel - Senior Project Manager, Middlesex County Improvement Authority (MCIA) (Mundle and Hrones)

July 1, 2003,

Roberta Karpinecz - Keep Middlesex Moving (Connor via telephone)

July 2, 2003

Assemblyman John Wisniewski - Chairman, Transportation Committee & David Hoover - Chief of Staff (Mundle, Hrones and Ververides)

July 2, 2003

John Donnelly - Director & Dawn Cocoran - Department of Planning and Development, Town of Piscataway (Mundle, Hrones and Ververides)

July 2, 2003

Kathy Roth - Director & Eileen Rada – Transportation Coordinator, Office on Aging, Town of Piscataway (Mundle, Hrones and Ververides)

July 2, 2003

Craig Marshall - Planning Director, Bryan Bidlack - Assistant Planner, Ray Olsen - Director of Public Works & Tom Morris - Director of Recreation and Community Affairs, South Brunswick (Mundle, Hrones and Ververides)

July 7, 2003

Leslie McGown – Planning Director & Ed Cohen, Economic Development, Rachel Steinberg, Director, Department of Aging & Jim White, Administrator, East Brunswick (Mundle, Hrones and Ververides)

July 7, 2003

Catherine Marcelli - Engineering Consultant & Dr. Harvey Moskowitz, Planning Consultant, Cranbury (Mundle, Hrones and Ververides)

July 7, 2003

Marta Lefsky - Director, Department of Planning and Development, Woodbridge (Mundle, Hrones and Ververides)

July 8, 2003

John Muir - Aging Advisory Council Member, Sue Dowling, Executive Director - Interfaith network of Care, Inc., Dolores Lastoczy - Manager Outreach Services, Old Bridge; Jessica Zink - Aging Advisory Council Member and Senior Center Activities Supervisor & Bob Hermes, Transportation Coordinator, North Brunswick (Mundle and Ververides)

July 8, 2003

Guy Gaspari – Planner, Edison (Mundle and Ververides)

July 9, 2003

Bob Hermes - Transportation Coordinator, North Brunswick (Mundle and Ververides)

July 9, 2003

Dennis Kahn - Chairman, Middlesex County Commission for persons with Disabilities (Mundle and Ververides)

July 9, 2003, Richard Rydstrom - Business Administrator, Milltown (Mundle and Ververides)

July 15, 2003

Stan Marsinchik, South Amboy Consultant & Mayor John O’Leary, South Amboy (Hrones, Abrams, and Ververides)

July 15, 2003

Peter Cantu and Roberta Karpinecz - KMM (Hrones & Abrams)

August 19, 2003

Debbie Hair - Middlesex County Human Services, Office for the Disabled, Anita Calvering - Monday Morning Advocacy Network, Susan Bushman - Alliance for Disabled in Action, Kevin Heglund, Disabled Advocate (Hrones)

Appendix C
Selected AWTs Trip Data

AWTS Trips Sample (May 5th - May 9th, 2003)							
Client #	Date	Pick-Up Time	Return Trip	Origin	Destination	W/in service area	W/in service span
5598	5/5/03	9:35 AM	no	55 Brook St, Woodbridge	70 James St, Edison	No	N/A
13046	5/5/03	4:00 PM	yes	1250 Route 27, Woodbridge	Route 9, Old Bridge		
4621	5/5/03	10:00 AM	no	3206 Plaza Dr, Woodbridge	1303 Route 27, Somerset (Franklin)	No	N/A
16183	5/5/03	3:30 PM	no	323 Old Bridge Plaza	101 North Center Drive, North Brunswick	No	N/A
10844	5/5/03	3:30 PM	yes	Mill Rd & Woodbridge, Edison	52 Evergreen Terrace, Monroe	No	N/A
15373	5/6/03	12:30 PM	No	651 South Lincoln Avenue, Woodbridge	3436 Progress St, Edison	No	N/A
16615	5/6/03	11:15 AM	Yes	7 Parlin Drive, Sayreville	232 North Stevens Ave, South Amboy	Yes	Yes
7398	5/6/03	8:00 AM	No	19 Martin Terrace, Woodbridge	184 Amboy Avenue, Woodbridge	Yes	Yes
11957	5/6/03	2:30 PM	Yes	481 Memorial Pkwy, Metuchen	14 Califon Drive, Woodbridge	Yes	Yes
15288	5/6/03	3:30 PM	No	Summerhill Rd. Spottswood	13 Nicholas Court, Spottswood	No	N/A
6486	5/7/03	9:30 AM	no	25 Seymour Ave, Edison	415 Route 18 South, East Brunswick	Yes	Yes
9329	5/7/03	2:15 PM	yes	70 James St, Edison	4 Concannon Dr, Woodbridge	No	N/A
13543	5/7/03	9:00 AM	no	11 Allgair St, South River	250 Crescent Ave, Spottswood	No	N/A
13135	5/7/03	3:00 PM	no	70 James St, Edison	1 Stirling Ct, Metuchen	No	N/A
15493	5/7/03	10:30 AM	yes	101 North Center Drive, North Brunswick	219 Michelle Court, Edison	No	N/A
11854	5/8/03	9:30 AM	no	233 Prospect Plains, Cranbury	32 Ford Ave, Milltown	No	N/A
4682	5/8/03	2:30 PM	yes	7 State St, Carteret	98 James St, Edison	No	N/A
15201	5/8/03	8:00 AM	no	38 Jackson Ave, Carteret	132 Evergreen Ave, Edison	Yes	Yes
16539	5/8/03	10:30 AM	yes	65 James St, Edison	315 High St, Perth Amboy	No	N/A
16187	5/8/03	11:00 AM	no	2201 South Clinton Ave, South River	55 Sturbridge Dr, Piscataway	No	N/A
2374	5/9/03	9:15 AM	no	551 Cranbury Rd, East Brunswick	777 Grove St, Edison	No	N/A
11300	5/9/03	4:00 PM	yes	101 North Center Drive, North Brunswick	116 Livingston Ave, New Brunswick	No	N/A
14868	5/9/03	2:30 PM	no	9 Jay St, Woodbridge	1250 Route 27, Woodbridge		
15524	5/9/03	1:00 PM	yes	65 James St, Edison	11 Roosevelt Ave, East Brunswick	No	N/A
16327	5/9/03	11:15 AM	no	147 Tanglewood East, Piscataway	162 Main Street, Metuchen	No	N/A

AWTS Trips Sample (May 5th - May 9th, 2003) - Remarks	
Client #	Remarks
5598	Destination outside ¾ buffer; Origin inside buffer (Route 62)
13046	Could not locate origin or destination**
4621	Destination just outside ¾ mile buffer; Origin inside (Routes 62, 810,815)
16183	Destination just outside buffer; Origin inside buffer (Route 818)
10844	Destination just outside buffer - Monroe has no NJ Transit access link routes
15373	Origin Just outside ¾ mile buffer
16615	Origin within buffer (Route 815); Destination within buffer (815)
7398	Origin within buffer (Route 62 & 815); Destination within buffer (Route 62 & 815)
11957	Origin within buffer (810); Destination within buffer (Route 62)
15288	Both O & D outside buffer
6486	Destination within buffer (Routes 815, 818, and 68); Origin within buffer (Route 810)
9329	Origin outside buffer; Destination within buffer (Route 810)
13543	Origin within buffer (Route 811); Destination outside buffer
13135	Origin outside buffer; Destination within buffer (Routes 810, 813, & 819)
15493	Destination outside buffer; Destination outside buffer
11854	Origin outside buffer; Destination within buffer (Route 811)
4682	Origin within buffer (Route 62); Destination outside buffer
15201	Origin within buffer (Route 67 & 62); Destination within buffer (Route 810)
16539	Origin outside of buffer; Destination within buffer (813, 815, & 817)
16187	Origin inside buffer (Route 811 & 815); Destination outside buffer
2374	Origin inside buffer (Route 811); Destination just outside buffer
11300	Origin just outside buffer; Destination within buffer (Routes 811 & 814)
14868	Origin inside buffer (Route 810, 813, & 68); Destination could not be located**
15524	Origin outside buffer; Destination just outside buffer
16327	Origin outside buffer; Destination within buffer (810, 813, & 819)