

Union County Coordinated Human Services Transportation Plan



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Executive Summary

Background

In February 2004, President Bush issued an Executive Order on Human Services Transportation which launched the Federal UNITED WE RIDE Initiative. The ensuing 2005 federal transportation bill, the “Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU)” requires agencies to improve coordination of federally funded transportation for people who are transportation disadvantaged, particularly persons with disabilities, adults over age 60, persons with lower incomes and welfare to work participants who rely on community transportation. Specifically, participation in a local transportation service coordination plan is required for agencies to remain eligible for federal funding under the following grant programs: Job Access Reverse Commute (JARC) program; Elderly and Persons With Disabilities (Section 5310) program; and the New Freedom Program; as well as, the New Jersey Senior Citizen and Disabled Resident Transportation Assistance Program (SCDRTAP).

The new federal requirements are intended to address service gaps and to reduce duplication of services through coordination, resulting in a more efficient and accessible transportation system. The Union County Department of Human Services was designated as the lead entity to facilitate development of the Union County Coordinated Transportation Plan. This Department has worked cooperatively with New Jersey Transit, the Union County Division of Planning and Community Development, as well as, the advisory boards that support these offices, in the development of this Coordinated Transportation Plan.

Approach

The Assistant Director of the Union County Department of Human Services, Ms. Karen Dinsmore, was named the lead person to coordinate the planning process. In consultation with New Jersey Transit and the local Transportation Management Association (TMA), Meadowlink, a community stakeholder list was developed. Representatives from municipalities, community and governmental agencies, advisory boards, organizations served by the Union County Paratransit System, private transportation providers were invited to a Community Planning Session. Through this forum, a Steering Committee, or lead stakeholder group, was developed. Through a series of three community meetings, the stakeholders assessed the level of existing transportation coordination, identified service gaps and needs and developed a strategy for moving forward which includes short term and long term recommendations and action steps to enhance service coordination and system development.

A Planning tool entitled, “Framework for Action,” which was developed by the Federal Transit Administration, was used to identify strengths and weaknesses in the design of a coordinated system. The Steering Committee utilized this tool to develop its action plan. In addition, stakeholders were asked to individually complete a survey entitled, “New Jersey Statewide, County and Community Transportation Planning Questionnaire.”

Action Plan

The Framework for Action indicates an opportunity for improved service coordination in human service transportation. Coordination among service providers and local governments is necessary to maximize transportation resources, improve service delivery and reduce duplication. Accordingly, short term and long term action steps were developed for municipalities, non-profit service providers, the County, and the community of stakeholders as a whole. Action steps to improve service coordination; inventory available services; address service needs and gaps; educate consumers and service providers of transportation available and improve efficiency of service are included in Chapter Four.

Chapter 1: Planning Process Overview

1.1 Introduction

In 2004, President Bush issued Executive Order #13330 which directed federal agencies to begin coordinating funding for Human Service Transportation, or transportation for adults over age 60, people with disabilities and those with low incomes or who are coming off of welfare and entering employment. The federal Department of Transportation has named this human service transportation initiative, “United We Ride.”

The resulting federal transportation bill of 2005, entitled, “Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU)” mandates participation in a local transportation service coordination plan for agencies to remain eligible for funding under the following Federal Transit Administration (FTA) grant programs:

- Job Access Reverse Commute (JARC) program
- Elderly and Individuals with Disabilities Program (Section 5310)
- The New Freedom Program (Section 5317)

Under the United We Ride initiative, other federally funded human service transportation programs may also require participation in a local coordination plan in the future.

In New Jersey, responsibility for developing local transportation coordination plans has been assigned by NJ Transit to counties. In Union County, Ms. Karen Dinsmore, Assistant Director for the Union County Department of Human Services, has been designate as lead contact to facilitate the planning process. The Union County Department of Human Services has developed a Coordinated Human Services Transportation Plan and will continue to update the plan to remain eligible for funding through the JARC program, the Section 5310 program, and the New Jersey Senior Citizen and Disabled Resident Transportation Assistance Program (SCDRTAP), all of which are administered by New Jersey Transit.

1.2 Coordinated Planning Requirements

The SAFETEA-LU legislation requires certain coordination planning elements, including:

- Creation of a team of Local Stakeholders to guide the development of a local plan, using the “Framework for Action Self-Assessment for Communities,” developed by the Federal Transit Administration
- Compilation of an Inventory of Available Services and Resources
- Analysis of Transportation Needs for individuals with disabilities, older adults and persons with limited incomes
- Identification of Action Steps to improve Coordination and Reduce Duplication in services
- Development of Strategies for more efficient utilization of services
- Prioritization of Implementation Strategies

1.3 Approach to Development of a Coordinated Transportation Plan

Under the leadership of the Union County Department of Human Services and in consultation with New Jersey Transit, the County reached out to the local Transportation Management Association (TMA), Meadowlink, to assist with the inventory of resources and the overall planning process. A work plan was developed in January, 2007 and submitted to New Jersey Transit for approval. Meadowlink coordinated the development of a stakeholder list, with input from the Union County Department of Human Services. In addition, Meadowlink established a link on its website, through which stakeholders could complete the Community Transportation Planning Questionnaire. The Union County Manager invited close to 470 stakeholders to a kick-off community planning session on April 27, 2007. At this session, representatives from municipalities, community and governmental agencies, advisory boards, organizations served by the Union County Paratransit System, private transportation providers and interested citizens learned more about the coordinated planning initiative. They formed focus groups in which they identified existing transportation services, problems associated with transportation, and suggestions for improvement. This input was reviewed and summarized and a Steering Committee, or lead stakeholder group, was formed. A second community planning session was held on May 21st. At this session a community self-assessment was completed, utilizing the planning tool entitled, "Framework for Action," developed by the Federal Transit Administration. Through this tool, strengths and weaknesses of the current system were identified, particularly in regard to the coordination of resources and services.

With many action steps yet to be tackled, the Steering Committee met on June 18th to prioritize implementation strategies. Among the short term recommendations is a plan to broaden stakeholder participation in the coming year in our efforts to enhance service coordination and system development.

The second chapter of this document provides a profile of the County through demographics and identification of transit dependent populations, and existing transportation services. Chapter 2 includes the results of an on-line survey which was a comprehensive inventory of available transportation resources, both public and private. The survey is part of an effort to develop a Coordinated County Human Services Transportation Plan.

Chapter 3 provides a review of current transportation challenges and service gaps. Chapter 3 includes a summary of discussion from the transportation stakeholder meetings held during the planning process.

Chapter 4 considers the data reviewed and stakeholder input and presents an Action Plan to improve service coordination. The recommendations are presented as short and long term goals.

Chapter 2: County Overview

In this chapter, a demographic overview of Union County is provided, including population studies by age, unemployment, mobility limitations, household income and vehicle availability. From analyzing these segments of the population, the transit needs of the residents of Union County may be more accurately examined.

2.1 Union County Profile

The County was incorporated in 1857 and is a suburban political subdivision located in the northeast portion of the State. It is located within the New York Metropolitan Region and along the Boston-Washington Corridor, which is the area of the heaviest accumulation of population and industry in the nation. Union County is bounded by Essex County to the north, Morris and Somerset Counties to the west, Middlesex County to the south, and the Arthur Kill to the east. The County comprises an area of 103.4 square miles with an estimated population of 522,541. It is unique in its economic diversification due to its location and excellent infrastructure, including a system of Interstate and State Highways, rail lines, and one of the largest container terminals in the world. Newark International Airport, located in both Union and Essex Counties, is one of the region's busiest airports.

2.1.1 Population and Population Density

According to the 2000 Census, Union County had a population of approximately 522,541, an increase of 5.8% since 1990. While in terms of land area Union is the second smallest county, its ranking in terms of population makes it the seventh most populous county in New Jersey. Close to 25% of the population (120,568) resides in the City of Elizabeth. The next most populous communities are Union and Plainfield which have a population of 54,405 and 47,829 respectively. Table 2-1 below represents these population figures.

Table 2-1 Geographic Area	Population		Population Change	
			1990 to 2000	
	2000	1990	Number	Percent
Union County	522,541	493,819	28,722	5.8%
Berkeley Heights	13,407	11,980	1,427	11.9%
Clark	14,597	14,629	-32	-0.2%
Cranford	22,578	22,633	-55	-0.2%
Elizabeth	120,568	110,002	10,566	9.6%
Fanwood	7,174	7,115	59	0.8%
Garwood	4,153	4,227	-74	-1.8%
Hillside	21,747	21,044	703	3.3%
Kenilworth	7,675	7,574	101	1.3%
Linden city	39,394	36,701	2,693	7.3%
Mountainside	6,602	6,657	-55	-0.8%

Table 2-1 Geographic Area	Population		Population Change	Population Change
			1990 to 2000	
New Providence	11,907	11,439	468	4.1%
Plainfield	47,829	46,567	1,262	2.7%
Rahway	26,500	25,325	1,175	4.6%
Roselle	21,274	20,314	960	4.7%
Roselle Park	13,281	12,805	476	3.7%
Scotch Plains	22,732	21,160	1,572	7.4%
Springfield	14,429	13,420	1,009	7.5%
Summit city	21,131	19,757	1,374	7.0%
Union	54,405	50,024	4,381	8.8%
Westfield	29,644	28,870	774	2.7%
Winfield	1,514	1,576	-62	-3.9%

Source: US Census 1990 and 2000

Table 1 in the Appendix shows population density for each of the twenty-one communities in Union County.

Over the last decade the population in the County has increased by approximately 28,722. There has been a steady increase in foreign-born residents who now comprise over 25% of the County's population. Union County's population is projected to grow by 16,476 persons from 2002 to 2012.

2.1.2 Population Age

In 2000, 13.8% of the population in Union County was estimated to be aged 65 or older, with 7% of the population being over age 75. We use this indicator to predict transit need, as a considerable group of transit users is comprised of persons who cannot utilize other modes of transportation due to their age or disabling conditions associated with age.

Table 2-2 demonstrates the numbers of residents who are aged 65 and older. For the most part, the communities of Elizabeth, Union, Linden, Plainfield, Cranford and Westfield have the highest density of seniors.

Table 2-2 Population Age	Total Population	60 Years and Over		65 Years and Over	
		Number	Percent	Number	Percent
Union County	522,541	92,422	17.7	72,041	13.8
Elizabeth	120,568	16,281	13.5	12,041	10
Union	54,405	11,593	21.3	9,427	17.3
Linden	39,394	8,034	20.4	6,426	16.3

Table 2-2 Population Age	Total Population	60 Years and Over		65 Years and Over	
		Number	Percent	Number	Percent
Plainfield	47,829	6,127	12.8	4,402	9.2
Cranford	22,578	4,960	22	4,048	17.9
Westfield	29,644	5,082	17.1	4,015	13.5

Source: US Census 2000

2.1.3 *Income*

The median household income in Union County was \$55,339 in 2000. Median income is lowest in Elizabeth at \$35,175 and Winfield Township at \$37,000. The communities with the highest median household income in 2000 were Berkeley Heights at \$107,716 and Westfield at \$98,390. Union County ranks eighth in per capita income in New Jersey.

2.1.4 *Employment*

Geographically, Union County is at the center of the entire northeast corridor that runs from Boston to Washington, D.C. The County is part of the New York/New Jersey metropolitan area known as “Gateway America”. According to the Port Authority of New York and New Jersey, this region is the world’s richest business, industrial, financial, and a communications center with an equivalent gross national product (GNP) larger than most nations on Earth. Union County’s location makes it an ideal center for domestic and international commerce with great potential for new job growth.

The smooth and rapid movement of people and goods is vital to a strong economy and employment base. Union County has an aging yet impressive transportation infrastructure on land, sea, and air. The County’s land transportation system features major passenger and freight rail lines, highways and bridges, and hundreds of trucking firms within overnight distance of 25% of the nation’s population.

The City of Elizabeth is one of the County’s four Urban Enterprise Zones (UEZ). Elizabeth is also an Urban Empowerment Zone. Almost half of Newark International Airport, one of the nation’s fastest growing passenger and freight facilities is located in the City of Elizabeth. The other UEZ communities are Hillside, Plainfield and Roselle.

Union County’s annual average unemployment rate was higher than the State’s in each year during the period of 1999 – 2005. In 2005, the County’s average unemployment rate was 4.7%, compared with the State’s 4.4%. Historically, the County’s rate has been higher than the State’s rate. From 1999 to 2004, Union County’s total private sector employment decreased 2.2%, while employment statewide increased 0.6 percent. Most of the County’s job loss was in manufacturing, especially in the chemical, fabricated metal product, and computer and electronic product industries. Trade, transportation and utilities and education and health services were the only two sectors in the County that consistently out performed the State after 2002. In 2004,

over 25 million tons of cargo and 32 million passengers passed through Port Newark/Port Elizabeth and the Newark Liberty International Airport, thus necessitating a constant need for workers. Most of the increase in education and health services was in health care and social assistance, which includes ambulatory health care services, hospitals, nursing and residential care facilities.

2.2 Transit Dependent Populations

Age, mobility limitations, low income, and limited or no access to an automobile are typical characteristics of individuals who are dependent on public transportation services. Since one of the goals of this planning process is to develop transportation options that will improve mobility generally for County residents, it is important to consider the numbers and locations of those who depend on alternatives to the single automobile (See Appendix Table 3).

Characteristics of the population in each of the twenty-one communities which comprise Union County are included in this Chapter. The County would like to develop updated maps that pinpoint areas of relatively high transit dependence within the county. This is a goal for our action plan.

2.2.1 Population Age

Approximately 13.8% of the population in Union County is aged 65 or older. Individuals in this age group typically have need of, and will use, public bus or van services. Table 2-2 lists the communities with the highest percentage of seniors in Union County.

2.2.2 Disabilities

The following Table (Table 2-3) shows the number and percentage of persons with disabilities in each community in Union County. This measure is typically used as a rough estimate of the number of individuals representing the market for public transportation, particularly demand-responsive, or door to door services.

In 2000, 7% of the population under age 20 reported a disability; 17.5% of the population aged 21 to 64 years reported a disability and among these individuals, 61% were employed; 38% of the population over age 65 reported a disability.

Table 2-3 Disability Status Non- institutionalized Population	Population 5 to 20 years		Population 21 to 64 years		Population 65 years and over	
	Number	Percent	Number	Percent	Number	Percent
Union County	7,700	7	52,830	17.5	26,677	38.5
Berkeley Heights	57	2.1	385	5.2	495	27.4
Clark	119	4.6	1036	12.8	988	32.8
Cranford	180	4.3	1353	10.5	1240	33.4
Elizabeth	2442	8.8	18687	26.8	5475	47.2

Table 2-3 Disability Status Non- institutionalized Population	Population 5 to 20 years		Population 21 to 64 years		Population 65 years and over	
	Number	Percent	Number	Percent	Number	Percent
Fanwood	52	3.9	327	7.9	316	29.2
Garwood	43	6.1	205	8.1	283	40.4
Hillside	408	8	2198	17.1	990	41.6
Kenilworth	128	9.2	853	19.1	579	41.8
Linden	592	7.7	4094	18	2831	44.9
Mountainside	66	6.3	258	7.6	415	26.9
New Providence	73	3	669	9.9	545	31.8
Plainfield	1035	9	6000	21.3	1693	41.5
Rahway	320	5.8	2835	18.4	1447	38.4
Roselle	302	6.3	2481	20	1148	44.1
Roselle Park	229	8.9	1313	16	704	42.5
Scotch Plains	234	5.2	1365	10.2	1063	34.8
Springfield	116	5.1	1046	12.6	893	29.7
Summit	260	6.1	1486	12	753	27.3
Union	631	5.6	4563	14.9	3592	39.8
Westfield	400	6.2	1526	9.1	1105	28.9
Winfield	13	4.6	150	16.4	122	49.6

2.2.3 Income

Limited income is another characteristic which is commonly used as an indicator of an individual's or family's need for public transportation services, as other, more expensive transportation alternatives are not likely to be available.

Table 2-4 shows the percentage of individuals living below the federal poverty level for Union County and each individual community. The highest percentage of persons living below poverty level is in Elizabeth and Plainfield. The lowest percentage is in Clark.

Table 2-4 Poverty Status in 1999	Individuals		Individuals 18 and over		Related Children under 18	
	Number Below Poverty Level	Percent Below Poverty Level	Number Below Poverty Level	Percent Below Poverty Level	Number Below Poverty Level	Percent Below Poverty Level
Union County	43,319	8.4	29,525	7.6	13,417	10.5
Berkeley Heights	278	2.1	198	2.1	65	1.8
Clark	248	1.7	187	1.6	61	2.0
Cranford	553	2.5	476	2.8	77	1.5
Elizabeth	20,963	17.8	13,961	16.1	6,886	22.2

Table 2-4 Poverty Status in 1999	Individuals		Individuals 18 and over		Related Children under 18	
	Number Below Poverty Level	Percent Below Poverty Level	Number Below Poverty Level	Percent Below Poverty Level	Number Below Poverty Level	Percent Below Poverty Level
Fanwood	243	3.4	194	3.6	49	2.6
Garwood	210	5.1	155	4.6	51	6.3
Hillside	1,147	5.3	845	5.2	293	5.4
Kenilworth	157	2.0	121	2.0	36	2.2
Linden	2,490	6.4	1,744	5.7	698	8.1
Mountainside	187	3.0	163	3.2	24	1.9
New Providence	212	1.8	181	2.1	31	1.0
Plainfield	7,476	15.9	4,690	13.8	2,715	21.3
Rahway	1,864	7.1	1,255	6.3	575	9.3
Roselle	1,582	7.5	1,105	7.0	452	8.5
Roselle Park	571	4.3	379	3.7	183	6.3
Scotch Plains	674	3.0	547	3.2	112	2.0
Springfield	453	3.1	424	3.7	29	1.0
Summit	895	4.2	650	4.2	232	4.1
Union	2,212	4.2	1,649	4.0	549	4.6
Westfield	791	2.7	506	2.4	281	3.3
Winfield	113	7.5	95	7.9	18	5.7

2.2.4 Automobile Availability

Another measure of likely public transportation service need is the access (or lack thereof) to private automobiles for travel. In 1990, approximately 12% of the households in Union County had no access to a car. In 2000, the number was slightly higher, at 12.6%.

The community with the highest rate of zero vehicle availability is Elizabeth with 25.2%. The community with the lowest rate is Berkeley Heights at 2.2%. Clearly the community with the highest population concentration has the least access to private automobiles. **Table 2** of the Appendix lists municipalities in Union County and the percent with zero, one, two and three or more vehicles.

2.2.5 Unemployment

Unemployment is a characteristic that is likely to affect an individual's or family's income and auto ownership. Table 2-5 lists the total labor force and unemployment rate for each Union County community. The towns with the highest concentrations of unemployment are Winfield, Hillside, Roselle, Elizabeth and Plainfield.

Table 2-5 2006 NJ Annual Average Labor Force Estimates by Municipality				
	Labor Force	Employment	Unemployment	Unemployment Rate
Union County	271,831	258,667	13,164	4.8
Berkeley Heights	6,618	6,472	145	2.2
Clark	7,447	7,291	157	2.1
Cranford	12,535	12,210	324	2.6
Elizabeth	55,660	51,873	3,787	6.8
Fanwood	3,857	3,745	112	2.9
Garwood	2,501	2,434	67	2.7
Hillside	12,046	11,151	895	7.4
Kenilworth	4,198	3,997	201	4.8
Linden	21,010	19,883	1,127	5.4
Mountainside	3,089	3,011	78	2.5
New Providence	6,475	6,263	213	3.3
Plainfield	25,513	23,888	1,625	6.4
Rahway	14,427	13,672	755	5.2
Roselle	11,547	10,742	805	7.0
Roselle Park	7,881	7,500	380	4.8
Scotch Plains	12,389	12,053	336	2.7
Springfield	8,086	7,951	134	1.7
Summit	11,000	10,721	280	2.5
Union	28,978	27,715	1,263	4.4
Westfield	15,764	15,340	424	2.7
Winfield	854	787	67	7.9

2.3 Existing Transportation Services

Union County is served extensively by New Jersey Transit, both through bus and rail service. The County provides specialized transportation through the Union County Paratransit System which is operated by the Union County Department of Human Services, through contract with a private firm, Veolia Transportation.

2.3.1 New Jersey Transit

New Jersey Transit offers a variety of transportation services in Union County. There are twenty local bus routes that provide Union County residents with both inter and intra county connections in addition to seven routes that go into New York City. The bus system has been developed to provide multiple connections to the four rail lines within the County that provide interstate

connections and feeder service to Amtrak. The addition of a new rail station in Elizabeth provides direct service to the monorail connection to Newark Liberty International Airport. The creation of a summary of bus and rail routes, as well as, a map of transportation services is a desired action step.

2.3.2 Union County Paratransit System

The Union County Paratransit System is a curb-to-curb transportation service that offers regular subscription and demand response service to adults over the age of 60, persons with disabilities and/or economically disadvantaged residents of Union County. Non-emergency transportation is provided to medical destinations, mental health and substance abuse facilities, employment, education, nutrition sites, shopping, recreation and bus and rail service. Out of county transportation is provided, mainly on Mondays and Wednesdays. The Paratransit System operates Monday through Saturday between the hours of 7:00 a.m. and 5:30 p.m. with limited evening service Monday through Friday. The System provides approximately 180,000 one-way trips annually.

2.3.3 Modified Fixed Route Shuttle Service

The Union County Paratransit System offers a Modified Fixed Route Shuttle from the Rahway Train Station into Plainfield with further service to Route 22 Watchung Commons and Blue Star Shopping Mall. The Shuttle operates Monday through Friday utilizing two vehicles. The majority of passengers utilize the shuttle for transportation to welfare-to-work activities, to education and to employment.

2.3.4 Agency Based Transportation Services (insert from surveys)

Tables 4 and 5 in the Appendix list the United We Ride Survey results from stakeholder surveys. Thirty-two (32) respondents listed transportation services provided to Union County residents.

2.3.5 Division of Social Services

The Union County Division of Social Services administers mandated Federal and State public assistance programs and social services and provides linkages to other community based social service agencies. The Transportation Unit provides transportation to medical appointments, job interviews and other welfare to work activities and jobs to low income persons who are currently on Temporary Assistance to Needy Families (TANF) or who are post-TANF. Transportation is provided both on the Union County Paratransit System and on public transportation, through the use of bus passes.

Chapter 3: Transportation Assessment

Information gathered in the Stakeholder meetings was used to provide an overview of human service transportation needs in and gaps in Union County.

3.1 Transportation Challenges and Gaps

The first section of this report focuses on the information gathered during the stakeholder and Steering Committee meetings.

3.1.1 Transportation Stakeholder Committee Input

A Community Planning Session of transportation stakeholders was held on April 27, 2007. In addition to existing transportation services discussed, the group identified problems with transportation and offered suggestions for improvement.

Transportation Problems

- **Getting people where they need to go affordably**
- **Lack of funds/permanent funding**
- **Not keeping up with demand**
- **Passenger no shows - wasted resources**
- **Reduction in special transportation - weekends & nights**
- **Retaining drivers**
- **Waiting lists (for non-Medicaid clients)**
- **Early morning job access**
- **Times of service availability**
- **Need for out of County service**
- **Public transportation doesn't meet needs**

Suggestions for Improvement

- **Expand bus passes for Medicaid population not currently using**
- **Coordinate public education**
- **Identify and confront abuse of system**
- **Need comprehensive database and method to talk to each other**
- **Create a database of all organizations providing transportation to be used by both providers and users**
- **Improve communication between counties**
- **County or NJT could provide an incentive to organizations and employers to participate**
- **Coordination**
- **Insurance – Discounts for non-profits**
- **Collect Ridership Data**

- **Define Corridors**
- **Modernize current fleets**
- **Expand accessibility of transportation vehicles including taxis**
- **Advocate for more funds**
- **Combine differing resources – collapse into one system**
- **Seek means for emergency situations**
- **Use private carriers more**
- **Develop user-friendly info service that shares what transportation is available**

Following the initial planning session, a stakeholder Steering Committee held two additional meetings in which transportation challenges were further identified. The federal government’s planning tool was used as a guide, “A Framework for Action – Self Assessment Tool for Communities,” to help facilitate discussions at the meetings.

The guide consisted of 26 questions for five core themes of transportation as listed below:

1. Coordination of Transportation Services
2. Community Needs and Moving Forward
3. Putting Customers First
4. Adapting Funding for Greater Mobility
5. Moving People Efficiently

The self assessment tool also provided four rating measurements to help identify the current conditions or next steps needed, as described below:

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

A summary of how the Steering Committee responded to the “Framework for Action” is included in the report. (Table 3-1)

3.1.2 Coordination of Transportation Services

At the Steering Committee Meeting of May 21, 2007, the group discussed the current transportation environment and the following five questions:

Question #1: Coordinated Leadership, Complete Representation and Vision?

While it was agreed that some leadership has commenced the coordination process, it was agreed that additional representatives should be part of the plan development process. Further outreach is needed to include key officials from County government, municipal representatives and additional transportation providers. Transportation plans have been completed in the past, but not implemented. Leadership is needed to overcome this pattern.

Question #2: Coordinating Framework in Place?

The group acknowledged that providers, agencies and consumers currently come together on an

infrequent basis and that this coordination needs to be more routine. Additionally, existing bodies such as the Transportation Advisory Board, the Senior Citizen and Disabled Resident Advisory Board, the Raritan Valley Rail Coalition, Community Transportation Association, NJTPA, the CAC and Council on Special Transportation should share dialogue.

Question #3: Relationships in/out of County?

It was agreed that coordination of transportation across county lines does not exist well now. This effort needs to begin.

Question #4: Sustained Support?

It was agreed that support for transportation is not always sustained through resources. In spite of a growing demographic need, there are finite dollars and limited coordination of resources.

Question #5: Positive Momentum?

Momentum is in the early stages and should be developed further.

3.1.3 Taking Stock of Community Needs and Moving Forward

Question #6: Community Transportation Resources, Programs and Funding?

It was agreed that a complete list of organizations and agencies that provide or use transportation has not been compiled for Union County. The goal is to find what organizations/agencies have vehicles and provide transportation. The Steering Committee agreed that this action should be one of the initial activities to begin.

Question #7: Process to Identify Duplication of Services?

It was agreed that there is currently no process for sharing information across agencies; confidentiality could be an issue and that a unified database does not currently exist.

Question #8: Identification of Target Populations?

It was agreed that while individual agencies know much about their needs, this information is not collected and shared and therefore this action needs significant action.

Question #9: Use of Technology?

It was agreed that there is a big potential gain through the use of technology but that significant action is needed in this area.

Question #10: Transportation included as Budget Line Item?

Transportation line items are in some agency budgets and not others. All fundors should identify how much money is spent on transportation.

Question #11: Stakeholder Participation in Community Transportation Assessment?

It was agreed that this process needs significant action. The committee felt that more people should be part of this process.

Question #12: A Strategic Plan?

There is no strategic plan that exists currently. A comprehensive Transportation Coordination Plan for Human Services remains a goal.

Question #13: Data Collected On Operations?

It was agreed that this process needs to begin. Individual agencies operate in silos and should be encouraged to share information.

Question #14: Human Services Transportation?

It was agreed that this process needs to begin.

Question #15: Coordination of Data Collection?

Coordination of data collection also needs to begin.

3.1.4 Putting Customers First

Question #16: Accessible Information?

It was agreed that a process needs to begin. One number should be available to provide user-friendly transportation information. Those that staff the number would have to be knowledgeable in all transportation resources.

Question #17: Travel Training and Education Programming?

It was agreed that this process is being done by individual agencies but should be better coordinated and more widespread.

Question #18: Seamless Payment Processing for Services?

It was agreed that this process needs to begin.

Question #19: Customer Feedback Process?

It was agreed that this process needs significant action. Customer feedback is currently achieved sporadically.

Question #20: Marketing and Communication Programs?

These activities need to begin.

3.1.5 Adapting Funding for Greater Mobility

Question #21: Sharing and Tracking of Financial Data?

It was agreed that a process needs to begin. At the county level, UCPS can track its financial data and shares this information annually. At the agency level, this procedure is not uniform nor shared.

Question #22: Automated Billing System?

There is currently no automated billing system in place.

3.1.6 Moving People Efficiently

Question #23: Has an Arrangement Been Created to Offer Flexible Services?

It was agreed that this process needs action.

Question #24: Coordinated support services?

It was agreed that this process needs to begin. There are currently informal relationships but no systematic coordination.

Question #25: Central Dispatch System?

There is no centralized dispatch system across transportation providers.

Question #26: Facilities to Promote Safe, Seamless, Cost-Effective Services?

It was agreed that this process needs significant action.

Table 3-1 provides an analysis of the Self-Assessment Tool results for each core element and the 26 questions.

Table 3-1 "Framework for Action" Summary				
Assessment Tool Section	Needs to Begin	Needs Significant Action	Needs Action	Done Well
Section 1: Coordination of Transportation Services	X			
1. Coordinated Transportation Leadership		X		
2. Coordinated Governing Framework		X		
3. Relationship in/out Community	X			
4. Sustained Support	X			
5. Positive Momentum	X			
Section 2: Community Needs and Moving Forward	X			
6. Inventory of Transportation Resources	X			
7. Identification of Duplication of Services	X			
8. Identification of target population needs		X		
9. Use of Technology		X		
10. Transportation included as Budget Line Item		X		
11. Participation by Broad-Based Stakeholder Community		X		
12. Strategic Plan	X			
13. Clear Data on Performance Issues	X			
14. Human Service Transportation Plan linked to other plans	X			
15. Data on Benefits of Coordination	X			
Section 3: Putting Customers First	X			
16. Accessible Information	X			
17. Consumer Travel Training and Education		X		
18. Seamless Payment Processing for Services	X			
19. Customer Feedback Process		X		
20. Marketing and Outreach Programs	X			

Table 3-1 "Framework for Action" Summary				
Assessment Tool Section	Needs to Begin	Needs Significant Action	Needs Action	Done Well
Section 4: Adapting Funding for Greater Mobility	X			
21. Sharing and Tracking of Financial Data	X			
22. Automated Billing System	X			
Section 5: Moving People Efficiently		X		
23. Diverse Transportation Provider Network			X	
24. Coordinated Support Services	X			
25. Central Dispatch System	X			
26. Safe, Seamless, Cost-Effective Facilities		X		

3.2 Summary of Transportation Needs

Data available through the US Census and through survey tools developed specifically for this planning process assists us in identifying service gaps and challenges. Additionally, stakeholders such as service providers and customers bring a wealth of knowledge and experience in identifying unmet needs and service gaps. In addition to the areas identified through the Community Assessment, demographic and stakeholder data highlight the following needs:

- As County residents age, the demand for transportation has been and will continue to increase. The increase in numbers and profile of older adults in Union County (17.7% of the population is over age 60; 13.8% of the population is over age 65) is similar to the picture of an aging population throughout the country. Nationwide, it is anticipated that by 2030 older Americans will more than double to 70 million. In New Jersey, there were 1.4 million residents over age 60 and by 2025 this number is predicted to be 2.5 million. The New Jersey Strategic Plan on Aging reports that approximately 80% of persons over age 65 have at least one chronic condition and 50% have at least two chronic conditions. As life expectancy increases, the likelihood of disability increases as well. **With increased numbers of seniors remaining at home, the demand for services to meet medical and socialization needs increases.** Additionally, **transportation to congregate dining sites and adult day care is expected to increase.** Finally, we are seeing more of a need for **escorted or assisted transportation** as more seniors cannot navigate getting on and off vehicles or to and from destinations without assistance.
- As more medical care is provided out of the county, and health insurance changes remove local choice for some residents, we continue to receive more inquiries for **transportation to medical appointments out of the county.** This need is anticipated to steadily rise.
- In addition to transportation to medical and recreational appointments during traditional weekday hours, persons with disabilities complain about a **lack of services on weeknights and on weekends.**
- Persons with disabilities report a difficulty in arranging **transportation to employment and to out-of-county medical care.**

- Additional **fixed route service has been requested, along major thoroughfares**, such as Route 22.
- Transportation to **places of employment during non-traditional hours** has been expressed by welfare-to-work and other low income residents.
- While the County is relatively small, it is densely populated and traffic patterns add time to trips. Persons in need of transportation from one end of the County to another complain about the **length of time to get between points east-west or north-south**. These traffic delays impact greater on shared transportation, where multiple passengers may make a trip over one hour long one-way.
- The cost of fuel and automobile insurance, as well as age and disability, prevent many County residents from access to their own automobile. When friends and family members cannot meet their needs, these persons are dependent upon public transportation or specialized transportation.
- The rising cost of living makes transportation expenses compete with other quality of life needs for residents of Union County. **Affordable transportation** is therefore a frequently stated need.
- Finally, the **lack of knowledge of transportation options** limits the mobility of residents or forces them to use one mode of transportation when another may better suit their needs.
- Service providers who offer or are inclined to offer transportation suffer the **expense of securing and maintaining vehicles**, as well as, the high cost of fuel and insurance. Furthermore, **drivers with appropriate licensing and safety records are often difficult to find and maintain**.

Chapter 4: Transportation Service System and Options

Based on the Framework for Action tool, the Union County Steering Committee and other community stakeholders marked out a process and a set of goals designed to achieve greater coordination among transportation providers, as well as, overall system efficiency.

Vision

Transportation stakeholders in Union County envision a seamless, coordinated network of transportation providers that will enable participating organizations to serve their eligible client groups effectively. This outcome is especially critical given that expected increases in demand for services, combined with continued limitations in funding, will strain individual agency resources.

Such a system requires an awareness of where and when other organizations, both public and private, are extending services. It also requires a system-wide awareness of where needs are unmet and demand is strongest. A broad, shared understanding of where resources overlap or gaps in service arise will allow providers to cooperate in meeting client needs and using resources efficiently.

4.1 Self- Assessment Summary

Of the 26 individual questions and five section evaluations in the Framework for Action, the assessment shows that each activity either “Needs to Begin” or “Needs Significant Action.” Sixteen items need to begin, nine need significant action and one needs action. The overall assessment of transportation coordination in Union County suggests that an action plan is needed and that the efforts need to be comprehensive. Current coordination occurs generally on a limited basis, agency to agency, but does not drive the system. Consequently, there is an opportunity to enhance coordination of human service transportation in Union County.

4.2 Action Steps Toward Improved Service and Service Coordination 2007 - 2008

Using the Framework for Action format, the following short term and long term action steps were generated. For purposes of this initial Coordinated Plan, short term goals are designed for activity in the first year.

Section 1: Coordination of Transportation Services (Making things happen by working together)

Action steps in this Section are delineated by type of stakeholder.

Coordination Action Steps for **Municipalities**:

Short term:

1. Municipalities with municipal transportation providers will establish relationship with the County Paratransit System
2. Transportation services presently provided in municipalities will be communicated and included in the Resource Directory (See Section 2)

3. Designate municipal providers as first call for local service requests / designate the County as service provider for out-of-area transportation

Long term:

1. Encourage shared services between adjoining municipalities to expand service availability
2. Work with municipalities to set up schedules and routes that coordinate and compliment each other and county services

Coordination Action Steps for **Non-Profit Service Providers:**

Short term:

1. Complete stakeholder survey, if not already included in provider inventory
2. Provide data to County on all transportation stops/points of origin
3. Provide schedules and assist in review across organizations to identify duplication of service
4. Identify and disclose transportation funding streams, eligibility restrictions

Long term:

1. Establish a Pilot Project with the County and like-funded non-profits to transport clients of various agencies to common trip generators
2. Explore purchase of shared services with other service providers (e.g. fuel, insurance, vehicle maintenance)
3. Reschedule routes to compliment not replicate each other

Coordination Action Steps for **Paratransit/County Services:**

Short Term:

1. Monitor working expansion of county border to include 5 mile radius as required by SCDRTAP grant
2. Complete provider inventory by reaching out to additional stakeholders, completing surveys and summarizing data in Resource Directory
3. Capitalize on existing public transportation by encouraging feeder service when appropriate; consider use of SCDRTAP funds to purchase tickets on public transportation to encourage use
4. For longer routes, coordinate with other counties to provide service - i.e. trip to Trenton coordinate with train service and Mercer County
5. Manage and assure completion of all action plan items

Long term:

1. Collect and share data on points of origin and destination and establish working relationship with neighboring counties and other service providers
2. Explore inter-county services within the 10 mile radius created by the SCDRTAP guidelines with Middlesex, Somerset, Morris and Essex counties
3. Explore with neighboring counties the possibility of shared rides to common trip generators such as to the veterans hospitals

4. Explore the creation of route vs. demand response service in some of the more urban areas connecting senior housing complexes with medical/hospital complexes, shopping and government services
5. Establish a Pilot Project with the County and like-funded non-profits to transport clients of various agencies to common trip generators
6. Manage and assure completion of all action plan items

Overall Coordination Action Steps for Bringing Providers Together:

Short term:

1. Expand Transportation Steering Committee to include representation from service providers and consumer advocate groups and establish committee vision (ownership of Strategic Plan)
2. Seek membership on other transportation related boards
3. Attend meetings of boards / organizations that provide transportation services to gain knowledge of services and identified needs
4. Stakeholder groups from Union County will meet with representatives from agencies of the New Jersey Department of Children and Families (i.e. Division of Youth and Family Services, Division of Child Behavioral Health Services, Division of Prevention and Community Partnerships) regarding planning and coordination of local transportation resources and needs.

Long term:

1. Link with Regional and State Plans
2. Implement Strategic Plan and update annually

Section 2: Taking Stock of Community Needs

Inventory:

Short term:

1. Provide enhanced list to Meadowlink for follow-up to ensure that all service providers complete the Transportation Planning Questionnaire
2. Complete Inventory of service providers (non-profit and municipal) in the County of Union and develop Resource Directory
3. Identify areas of high transit dependence within the County

Long term:

1. Identify duplication of resources and populations served
2. Establish a single clearinghouse and a project manager responsible for maintaining and updating real-time information about transportation demand and available services. Establish consistency in data collected, across all agencies. Make all information available to transportation providers and require all transportation providers to contribute data on services they provide.

Service:Short term:

1. Prioritize needs identified in the survey and develop action plan for enhanced services
2. Develop action plan to implement projects to address service gaps identified
3. Work within the county structure to better coordinate delivery of transportation services; identify services being contracted out that could be done more efficiently and less costly by the Paratransit System

Long term:

1. Develop plan/tool to reach out to residents not affiliated with any groups
2. Survey employers with late night/early morning shifts to identify need for service such as Newark Airport, Elizabeth Port, etc.
3. Implement projects to address needs and gaps in service
4. Assess ways to better coordinate services including use of technology

Section 3: Putting Customers First**Information:**Short term:

1. Update County brochure – distribute throughout the County to ensure availability to all residents
2. Include information on Paratransit in County newsletter
3. Update information on County website
4. Create/distribute survey for customers to identify customer satisfaction and gaps or need for additional service

Long Term:

1. Begin to address needs identified in customer survey in consideration of cultural competence and consumer accessibility
2. Create county map identifying available transportation – train lines, bus routes, municipal service, etc. (Use Morris and Ocean counties as examples)
3. Establish a call center to help residents access needed transportation services
4. Develop overall marketing strategy

Consumer education:Short term:

1. Support continuation of NJ TIP Program. (pilot travel training program started at NJT for travel training in Essex, Union and Hudson counties)
2. Survey non-profits to determine what travel training programs exist that could be made available to consumers not affiliated with their agencies
3. Develop travel training program for all consumers
4. Include transportation marketing information on County web page

Long term:

1. Identify advocacy groups, advisory boards, senior groups, transition programs for disabled adults, etc. including their regular meeting times
2. Create PowerPoint or other type of presentation on available transportation services to present to senior groups, transition programs for disabled students entering the work force, etc.
3. Distribute map of transportation services

Section 4: Adapting Funding for Greater Mobility

Short term:

1. Implement fare/donation policy to generate more income for the Paratransit System
2. Explore receipt of additional revenues from agencies served
3. Coordinate services/funding with other county departments that receive funding for transportation and/or provide transportation services
4. Work with organizations by providing letters of support in efforts to seek additional funding

Long term:

1. Ongoing search for additional funding opportunities
2. Create uniform system for tracking transportation resources and develop plan for implementing system across agencies
3. Research best practices for centralized billing and funding

Section 5: Moving People Efficiently

Short term:

1. Work with Union County Paratransit System service provider to ensure the computer scheduling system is being used to produce most efficient schedules
2. Ensure drivers are receiving proper training to avoid delays in service due to lack of knowledge of use of equipment or familiarity of service area
3. Contact agencies served to see if they can identify possible efficiencies
4. Study ways to share services

Long term:

1. Work more closely with municipalities and neighboring counties to coordinate/ compliment services
2. Extend service hours and areas
3. Share vehicles and drivers

	Population	Land Area Square Miles	Number 18 and Over	Percent 18 and Over	Population Per Square Miles	Number Over 60	Percent Over 60	Population Per Square Miles	Number Over 65	Percent Over 65	Population Per Square Miles
Union County	522,541	103.29	392,600	75.1	5058.9	92,422	17.7	894.8	72,041	13.8	697.5
Berkeley Heights	13,407	6.26	9,812	73.2	2140.7	2,776	20.7	443.5	2,200	16.4	351.4
Clark	14,597	4.34	11,562	79.2	3359.6	3,855	26.4	888.2	3,163	21.7	728.8
Cranford	22,578	4.82	17,316	76.7	4684.2	4,960	22	1029.0	4,048	17.9	839.8
Elizabeth	120,568	12.22	88,888	73.7	9865.5	16,281	13.5	1332.3	12,041	10	985.4
Fanwood	7,174	1.34	5,323	74.2	5363.4	1,323	18.4	987.3	1,055	14.7	787.3
Garwood	4,153	0.66	3,322	80	6292.9	877	21.1	1328.8	716	17.2	1084.8
Hillside	21,747	2.79	16,185	74.4	7793.6	3,336	15.3	1195.7	2,410	11.1	863.8
Kenilworth	7,675	2.14	6,079	79.2	3584.9	1,725	22.5	806.1	1,399	18.2	653.7
Linden	39,394	10.81	30,548	77.5	3645.5	8,034	20.4	743.2	6,426	16.3	594.4
Mountainside	6,602	4.02	5,210	78.9	1640.8	2,016	30.5	501.5	1,644	24.9	409.0
New Providence	11,907	3.68	8,771	73.7	3236.9	2,288	19.2	621.7	1,821	15.3	494.8
Plainfield	47,829	6.04	34,662	72.5	7921.7	6,127	12.8	1014.4	4,402	9.2	728.8
Rahway	26,500	3.99	20,170	76.1	6642.7	4,844	18.3	1214.0	3,836	14.5	961.4
Roselle	21,274	2.64	15,841	74.5	8048.8	3,413	16	1292.8	2,562	12	970.5
Roselle Park	13,281	1.22	10,328	77.8	10855.7	2,192	16.5	1796.7	1,680	12.6	1377.0
Scotch Plains	22,732	9.08	16,967	74.6	2503.3	4,169	18.3	459.1	3,214	14.1	354.0
Springfield	14,429	5.15	11,463	79.4	2801.8	3,647	25.3	708.2	2,972	20.6	577.1
Summit	21,131	6.05	15,434	73	3490.7	3,578	16.9	591.4	2,769	13.1	457.7
Union	54,405	9.12	42,286	77.7	5968.1	11,593	21.3	1271.2	9,427	17.3	1033.7
Westfield	29,644	6.73	21,235	71.6	4403.1	5,082	17.1	755.1	4,015	13.5	596.6
Winfield	1,514	0.18	1,198	79.1	8578.0	306	20.2	1700.0	241	15.9	1338.9

Table 1 – Population Density

Table 2 – Vehicle Availability

Vehicles Available	Occupied Housing Units	None		1		2		3 or More	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent
Union County	186,124	23,653	12.7	65,635	35.3	69,372	37.2	27,583	14.8
Berkeley Heights	4,479	100	2.2	993	22.2	2331	52	1055	23.6
Clark	5,637	242	4.3	1,709	30.3	2,472	43.9	1,214	21.5
Cranford	8,397	380	4.5	2,639	31.4	3,784	45.1	1594	19
Elizabeth	40,482	10,207	25.2	16,941	41.8	9,815	24.2	3,519	8.7
Fanwood	2,574	80	3.1	645	25.1	1324	51.4	525	20.4
Garwood	1,731	11	6.4	662	38.2	695	40.2	263	15.2
Hillside	7,161	656	9.2	2,576	36	2,597	36.3	1,332	18.6
Kenilworth	2,854	199	7	844	29.6	1201	42.1	610	21.4
Linden	15,052	2,217	14.7	5,885	39.1	5045	33.5	1905	12.7
Mountainside	2,434	150	6.2	482	19.8	1,179	48.4	623	25.6
New Providence	4,404	178	4	1,298	29.5	2,254	51.2	674	15.3
Plainfield	15,137	2,610	17.2	5,763	38.1	4,281	28.3	2,483	16.4
Rahway	10,028	1,176	11.7	4,049	40.4	3,552	35.4	1,251	12.5
Roselle	7,520	1,078	14.3	2,909	38.7	2,545	33.8	988	13.1
Roselle Park	5,137	531	10.3	2,037	39.7	1,797	35	772	15
Scotch Plains	8,349	337	4.5	2,132	25.5	4,301	51.5	1,539	18.4
Springfield	6,001	461	7.7	1,947	32.4	2,763	46	830	13.8
Summit	7,897	527	6.7	2,428	30.7	3,880	49.1	1,062	13.4
Union	19,534	1,850	9.5	6,697	34.3	7,784	39.8	3,203	16.4
Westfield	10,622	415	3.9	2,702	25.4	5,419	51	2,086	19.6
Winfield	694	108	15.6	297	42.8	234	33.7	55	7.9

Table 3 – Commuting to Work Means of Transportation

Commuting to Work Means of Transportation	Drove alone		Carpooled		Public transportation (including taxicab)		Walked		Other means		Worked at home		Mean Travel Time in Minutes
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Union County	169,325	71	27,686	11.6	25,294	10.6	7,729	3.2	2,880	1.2	5,692	2.4	28.7
Berkeley Heights	4,676	77.1	240	4	630	10.4	130	2.1	42	0.7	348	5.7	30.4
Clark	5,860	86.1	436	6.4	265	3.9	30	0.4	5	0.1	210	3.1	24.3
Cranford	8,969	78.2	618	5.4	1,282	11.2	162	1.4	33	0.3	407	3.5	29.8
Elizabeth	27,210	59	8,251	17.9	6,795	14.7	2,280	4.9	1,029	2.2	528	1.1	28.3
Fanwood	2,786	78.4	166	4.7	392	11	68	1.9	7	0.2	133	3.7	34.8
Garwood	1,846	82.1	115	5.1	161	7.2	89	4	24	1.1	13	0.6	26.8
Hillside	7,316	70.9	1,361	13.2	1,102	10.7	380	3.7	15	0.1	148	1.4	27.5
Kenilworth	3,176	85.5	314	8.4	102	2.7	36	1	32	0.9	56	1.5	24.6
Linden	13,944	75.9	2,152	11.7	1,311	7.1	637	3.5	168	0.9	169	0.9	25.8
Mountainside	2,281	81.1	149	5.3	174	6.2	31	1.1	37	1.3	141	5	28.7
New Providence	4,504	76.6	281	4.8	738	12.5	117	2	35	0.6	206	3.5	30.2
Plainfield	13,814	61.7	4,762	21.3	1,961	8.8	875	3.9	700	3.1	293	1.3	29.7
Rahway	8,944	73.3	1,328	10.9	1,145	9.4	428	3.5	131	1.1	227	1.9	27.8
Roselle	6,686	67.1	1,442	14.5	1,226	12.3	261	2.6	178	1.8	173	1.7	30.3
Roselle Park	5,279	74.8	685	9.7	603	8.5	332	4.7	63	0.9	92	1.3	25.9
Scotch Plains	8,551	75.5	798	7.1	1,359	12	65	0.6	75	0.7	471	4.2	32.6
Springfield	6,046	81	424	5.7	587	7.9	120	1.6	13	0.2	272	3.6	27.1
Summit	6,375	63.5	989	9.8	1,632	16.2	417	4.2	41	0.4	590	5.9	32.5
Union	20,023	77.9	2,298	8.9	1,766	6.9	950	3.7	162	0.6	507	2	27
Westfield	10,447	72.7	789	5.5	2,053	14.3	295	2.1	85	0.6	699	4.9	33
Winfield	592	81.1	88	12.1	10	1.4	26	3.6	5	0.7	9	1.2	24.7

**Table 4
United We Ride - Union County Survey Results**

Organization	Service Area (includes all or parts of)	Description of Services	Eligibility Description	Provides Transport- ation?	Type of Trips
Affinity Transportation	Bergen, Essex , Passaic, Union, Hudson, New York City	Transportation	Senior Citizens, Disabled, Other	Yes	Health/medical
Community Access Unlimited	Union	Job/Employment Training, Recreation, Residential Care, Transportation	Only our Agency's customers, Senior Citizens, Disabled, Employment Related/ Employment Training	Yes	Any trip within service area, Health/medical, Nutrition, Social, Senior Activity Centers, Recreation, Education/training, Employment, Shopping/personal, Social services
NJ Transit, Access Link	Bergen, Essex , Monmouth, Passaic, Union, Hudson	Other	Other	Yes	Any trip within service area
Rahway Housing Auth	Union	Other	Senior Citizens, Disabled	Yes	Health/medical
Red Crescent Inc.	Bergen, Essex, Passaic, Union, Hudson, New York City	Transportation	Senior Citizens, Disabled, The General Public, Employment Related/ Employment Training	Yes	Any trip within service area, Health/medical, Recreation, Education/training, Shopping/personal needs, Social services
Senior Connections,inc	Union	Transportation	Senior Citizens	Yes	Any trip within service area, Health/medical, Nutrition, Senior Activity Centers, Shopping/personal needs, Social services
The First Occupational Center of New Jersey	Bergen, Essex, Monmouth, Passaic, Union, Hudson	Job/Employment Training, Recreation, Rehabilitation Services, Counseling, Nutrition/Meals, Residential Care, Transportation	Only our Agency's customers	Yes	Health/medical, Nutrition, Social, Senior Activity Centers, Recreation, Education/training, Employment, Shopping/personal needs, Social services, Other
Trans Ware, Inc	Bergen, Essex, Passaic, Union, Hudson, New York City	Transportation	The General Public, Employment Related/ Employment Training, Other	Yes	Employment, Shopping/personal needs
Amaker & Porterfield Trans.	Essex, Union	Job/Employment Training, Transportation	Only our Agency's customers, Senior Citizens, Disabled, The General Public, Employment Related/ Employment Training	Yes	Any trip within service area, Health/medical, Nutrition, Senior Activity Centers, Recreation

**Table 4
United We Ride - Union County Survey Results**

Organization	Service Area (includes all or parts of)	Description of Services	Eligibility Description	Provides Transport- ation?	Type of Trips
American Cancer Society	Bergen, Essex, Monmouth, Passaic, Union, Hudson, New York City	Transportation, Other	Other	Yes	Health/medical
American Cancer Society	Bergen, Essex, Monmouth, Passaic, Union, Hudson, New York City	Other	Other	Yes	Health/medical
American Cancer Society	Essex, Union, Hudson	Transportation, Other	Only our Agency's customers	Yes	Health/medical
American Cancer Society	Bergen, Essex, Monmouth, Passaic, Union	Welfare/Public Assistance, Counseling, Transportation, Other	Senior Citizens, The General Public, Other	Yes	Other
American Cancer Society	Essex, Union, Hudson	Counseling, Transportation, Other		No	
American Red Cross-Colonial Crossroads Chapter	Union	Counseling, Transportation, Other	Senior Citizens	Yes	Health/medical
Borough of Fanwood	Union	Recreation		No	
Borough of Garwood	Union	Recreation		No	
Borough of Kenilworth	Union	Recreation, Welfare/Public Assistance, Transportation	Senior Citizens, Disabled	Yes	Any trip within service area, Health/medical, Nutrition, Social
Borough of New Providence	Union	Recreation	Senior Citizens	Yes	Senior Activity Centers, Recreation,
Casano Community Center	Union	Recreation, Nutrition/Meals, Transportation, Other	Senior Citizens, Disabled	Yes	Nutrition, Senior Activity Centers, Recreation, Shopping/personal needs, Social services

**Table 4
United We Ride - Union County Survey Results**

Organization	Service Area (includes all or parts of)	Description of Services	Eligibility Description	Provides Transport- ation?	Type of Trips
Catholic Charities of The Archdiocese of Newark	Bergen, Essex, Union, Hudson	Medical/Dental, Job/Employment Training, Recreation, Adult Day Care, Welfare/Public Assistance, Child Day Care, Rehabilitation Services, Counseling, Nutrition/Meals, Residential Care, Transportation	Only our Agency's customers	Yes	Senior Activity Centers, Social services, Other
City of Elizabeth, Office on Aging	Union	Counseling, Nutrition/Meals, Transportation	Senior Citizens, Disabled	Yes	Health/medical, Nutrition, Senior Activity Centers, Other
City of Rahway	Union	Recreation, Child Day Care, Transportation	Senior Citizens, The General Public, Other	Yes	Any trip within service area, Senior Activity Centers, Recreation, Education/training
City of Summit	Union			No	
Collier Services	Monmouth, Union	Job/Employment Training, Recreation, Counseling, Nutrition/Meals, Transportation, Other	Only our Agency's customers	Yes	Health/medical, Recreation, Education/training, Employment
Holy Name Hospital/Regional Cancer Center	Bergen, Essex, Monmouth, Passaic, Union, Hudson, New York City	Medical/Dental, Job/Employment Training, Adult Day Care, Child Day Care, Rehabilitation Services, Counseling	The General Public	Yes	Health/medical
Jewish Community Center of Central New Jersey	Union	Recreation, Child Day Care, Nutrition/Meals, Transportation	Only our Agency's customers, Senior Citizens	Yes	Senior Activity Centers, Recreation, Education/training, Other
Laidlaw Education Services	Bergen, Essex, Monmouth, Passaic, Union, Hudson, New York City	Job/Employment Training, Transportation	The General Public	Yes	Any trip within service area, Education/training

**Table 4
United We Ride - Union County Survey Results**

Organization	Service Area (includes all or parts of)	Description of Services	Eligibility Description	Provides Transport- ation?	Type of Trips
Meadowlands Transportation Brokerage	Bergen, Essex, Monmouth, Passaic, Union, Hudson	Transportation, Other	The General Public, Employment Related/ Employment Training	Yes	Employment
Metro Transport	Essex, Union	Transportation	Only our Agency's customers, Senior Citizens, Disabled, Other	Yes	Health/medical, Senior Activity Centers, Social services
Occupational Center of Union County	Union	Job/Employment Training, Rehabilitation Services, Counseling, Nutrition/Meals	Only our Agency's customers, Disabled	Yes	Any trip within service area, Health/medical, Employment, Social
Sage Eldercare	Essex, Union	Adult Day Care, Counseling, Nutrition/Meals, Other	Only our Agency's customers	Yes	Social services, Other
Summit Housing Authority	Essex, Union	Residential Care, Other		No	
The Arc of Union County	Union	Job/Employment Training, Recreation, Adult Day Care, Residential Care	Only our Agency's customers	Yes	Health/medical, Recreation, Education/training, Employment
The Cerebral Palsy League	Essex, Union	Adult Day Care		No	
Township of Clark	Union	Recreation, Transportation	Senior Citizens, Disabled	Yes	Health/medical, Senior Activity Centers, Recreation, Shopping/personal needs
Township of Union Department of Public Works	Union	Transportation	The General Public	Yes	Other
Township of Union Senior Center	Union	Medical/Dental, Recreation, Nutrition/Meals, Transportation	Senior Citizens, Disabled	Yes	Any trip within service area, Health/medical, Nutrition, Senior Activity Centers, Recreation
Trinitas Hospital	Union	Medical/Dental, Job/Employment Training, Rehabilitation Services, Counseling, Transportation, Other	Other	Yes	Health/medical
UCDSS	Union	Welfare/Public Assistance	Other	Yes	Health/medical

**Table 4
 United We Ride - Union County Survey Results**

Organization	Service Area (includes all or parts of)	Description of Services	Eligibility Description	Provides Transport- ation?	Type of Trips
Union County Paratransit	Union	Transportation	Senior Citizens, Disabled, Other	Yes	Any trip within service area

**Table 4
United We Ride - Union County Survey Results**

Organization	Number of one way passenger trips per year	Number of customers served per year	Fare for service?	Current total budget for Transportation Administration?	Current total budget for Transportation Operations?	Current total budget for Transportation Capital?
Affinity Transportation	5001 - 15,000	1001 - 5000	No	\$0 - \$20,000	\$20,000 - \$50,000	\$20,000 - \$50,000
Community Access Unlimited	Over 300,000	1001 - 5000	No	\$0 - \$20,000	\$90,001 - \$120,000	\$120,001 - \$150,000
NJ Transit, Access Link	200,001 - 250,000	15,000 +	Yes	\$200,001 - \$500,000+	Over \$1,000,000	Over \$1,000,000
Rahway Housing Auth	Under 5,000	501 - 1000	No	\$0 - \$20,000	\$0 - \$20,000	\$0 - \$20,000
Red Crescent Inc.	15,001 - 40,000	15,000 +	Yes	\$90,001 - \$120,000	\$150,001 - \$200,000	\$50,001 - \$90,000
Senior Connections,inc	Under 5,000	20 - 250	No	\$0 - \$20,000	\$20,000 - \$50,000	\$0 - \$20,000
The First Occupational Center of New Jersey	40,001 - 90,000	1001 - 5000	No	\$150,001 - \$200,000	\$150,001 - \$200,000	\$0 - \$20,000
Trans Ware, Inc	200,001 - 250,000	5001 - 10000	No	\$200,001 - \$500,000+	Over \$1,000,000	\$200,001 - \$500,000
Amaker & Porterfield Trans.		5001 - 10000	Yes			

**Table 4
United We Ride - Union County Survey Results**

Organization	Number of one way passenger trips per year	Number of customers served per year	Fare for service?	Current total budget for Transportation Administration?	Current total budget for Transportation Operations?	Current total budget for Transportation Capital?
American Cancer Society	5001 - 15,000	1001 - 5000	No	\$20,000 - \$50,000	\$0 - \$20,000	\$0 - \$20,000
American Cancer Society	Under 5,000	15,000 +	No	\$0 - \$20,000	\$0 - \$20,000	\$0 - \$20,000
American Cancer Society	Under 5,000	10,001 - 15,000	No	\$0 - \$20,000	\$0 - \$20,000	\$0 - \$20,000
American Cancer Society	Under 5,000	15,000 +	No	\$0 - \$20,000	\$0 - \$20,000	\$0 - \$20,000
American Cancer Society		15,000 +				
American Red Cross-Colonial Crossroads Chapter	5001 - 15,000	15,000 +	No	\$0 - \$20,000	\$0 - \$20,000	\$0 - \$20,000
Borough of Fanwood		5001 - 10000				
Borough of Garwood		1001 - 5000				
Borough of Kenilworth	Under 5,000	1001 - 5000	No	\$0 - \$20,000	\$0 - \$20,000	\$0 - \$20,000
Borough of New Providence	Under 5,000	5001 - 10000	No	\$0 - \$20,000	\$0 - \$20,000	\$0 - \$20,000
Casano Community Center	Under 5,000	20 - 250	No	\$20,000 - \$50,000	\$20,000 - \$50,000	\$0 - \$20,000

**Table 4
United We Ride - Union County Survey Results**

Organization	Number of one way passenger trips per year	Number of customers served per year	Fare for service?	Current total budget for Transportation Administration?	Current total budget for Transportation Operations?	Current total budget for Transportation Capital?
Catholic Charities of The Archdiocese of Newark		5001 - 10000	No			
City of Elizabeth, Office on Aging	5001 - 15,000	1001 - 5000	No	\$0 - \$20,000	\$0 - \$20,000	\$0 - \$20,000
City of Rahway	Under 5,000	251 - 500	No	\$0 - \$20,000	\$0 - \$20,000	\$20,000 - \$50,000
City of Summit						
Collier Services	15,001 - 40,000	1001 - 5000	No	\$0 - \$20,000	\$50,001 - \$90,000	\$20,000 - \$50,000
Holy Name Hospital/Regional Cancer Center	90,001 - 120,000	15,000 +	Yes	\$90,001 - \$120,000	\$150,001 - \$200,000	\$90,001 - \$120,000
Jewish Community Center of Central New Jersey	40,001 - 90,000	15,000 +	No	\$0 - \$20,000	\$200,001 - \$500,000	\$0 - \$20,000
Laidlaw Education Services	40,001 - 90,000	15,000 +	Yes	\$200,001 - \$500,000+	Over \$1,000,000	\$20,000 - \$50,000

**Table 4
United We Ride - Union County Survey Results**

Organization	Number of one way passenger trips per year	Number of customers served per year	Fare for service?	Current total budget for Transportation Administration?	Current total budget for Transportation Operations?	Current total budget for Transportation Capital?
Meadowlands Transportation Brokerage	Over 300,000	5001 - 10000	No	\$200,001 - \$500,000+	Over \$1,000,000	\$0 - \$20,000
Metro Transport	Under 5,000	501 - 1000	Yes	\$200,001 - \$500,000+	\$200,001 - \$500,000	\$0 - \$20,000
Occupational Center of Union County	5001 - 15,000	251 - 500	No	\$20,000 - \$50,000	\$50,001 - \$90,000	\$0 - \$20,000
Sage Eldercare	Under 5,000	251 - 500	Yes	\$50,001 - \$90,000	\$90,001 - \$120,000	\$0 - \$20,000
Summit Housing Authority		251 - 500				
The Arc of Union County	Over 300,000	501 - 1000	No	\$50,001 - \$90,000	\$500,001 - \$800,000	\$200,001 - \$500,000
The Cerebral Palsy League		20 - 250				
Township of Clark	5001 - 15,000	5001 - 10000	No	\$0 - \$20,000	\$50,001 - \$90,000	\$0 - \$20,000
Township of Union Department of Public Works	Under 5,000	1001 - 5000	No	\$0 - \$20,000	\$0 - \$20,000	\$0 - \$20,000
Township of Union Senior Center	Under 5,000	10,001 - 15,000	No	\$120,001 - \$150,000		
Trinitas Hospital	5001 - 15,000	15,000 +	Yes	\$200,001 - \$500,000+	\$800,001 - \$1,000,000	\$150,001 - \$200,000
UCDSS	5001 - 15,000	1001 - 5000	No		\$0 - \$20,000	\$0 - \$20,000

**Table 4
United We Ride - Union County Survey Results**

Organization	Number of one way passenger trips per year	Number of customers served per year	Fare for service?	Current total budget for Transportation Administration?	Current total budget for Transportation Operations?	Current total budget for Transportation Capital?
Union County Paratransit	90,001 - 120,000	1001 - 5000	No	\$150,001 - \$200,000	Over \$1,000,000	\$500,001 - \$800,000

**Table 5
United We Ride - Union County Survey Results**

Organization	Service Area (includes all or parts of)	Service Area (includes all or parts of)							
		Bergen	Essex	Monmouth	Passaic	Union	Hudson	New York City	
Affinity Transportation	Bergen, Essex , Passaic, Union, Hudson, New York City	X	X		X	X	X	X	
Community Access Unlimited	Union					X			
NJ Transit, Access Link	Bergen, Essex , Monmouth, Passaic, Union, Hudson	X	X	X	X	X	X		
Rahway Housing Auth	Union					X			
Red Crescent Inc.	Bergen, Essex, Passaic, Union, Hudson, New York City	X	X		X	X	X	X	
Senior Connections,inc	Union					X			
The First Occupational Center of New Jersey	Bergen, Essex, Monmouth, Passaic, Union, Hudson	X	X	X	X	X	X		
Trans Ware, Inc	Bergen, Essex, Passaic, Union, Hudson, New York City	X	X		X	X	X	X	
Amaker & Porterfield Trans.	Essex, Union		X			X			
American Cancer Society	Bergen, Essex, Monmouth, Passaic, Union, Hudson, New York City	X	X	X	X	X	X	X	

**Table 5
United We Ride - Union County Survey Results**

Organization	Service Area (includes all or parts of)	Service Area (includes all or parts of)							
		Bergen	Essex	Monmouth	Passaic	Union	Hudson	New York City	
American Cancer Society	Bergen, Essex, Monmouth, Passaic, Union, Hudson, New York City	X	X	X	X	X	X	X	
American Cancer Society	Essex, Union, Hudson		X			X	X		
American Cancer Society	Bergen, Essex, Monmouth, Passaic, Union	X	X	X	X	X			
American Cancer Society	Essex, Union, Hudson		X			X	X		
American Red Cross-Colonial Crossroads Chapter	Union					X			
Borough of Fanwood	Union					X			
Borough of Garwood	Union					X			
Borough of Kenilworth	Union					X			
Borough of New Providence	Union					X			
Casano Community Center	Union					X			
Catholic Charities of The Archdiocese of Newark	Bergen, Essex, Union, Hudson	X	X			X	X		
City of Elizabeth, Office on Aging	Union					X			

**Table 5
United We Ride - Union County Survey Results**

Organization	Service Area (includes all or parts of)	Service Area (includes all or parts of)							
		Bergen	Essex	Monmouth	Passaic	Union	Hudson	New York City	
City of Rahway	Union					X			
City of Summit	Union					X			
Collier Services	Monmouth, Union			X		X			
Holy Name Hospital/Regional Cancer Center	Bergen, Essex, Monmouth, Passaic, Union, Hudson, New York City	X	X	X	X	X	X	X	
Jewish Community Center of Central New Jersey	Union					X			
Laidlaw Education Services	Bergen, Essex, Monmouth, Passaic, Union, Hudson, New York City	X	X	X	X	X	X	X	
Meadowlands Transportation Brokerage	Bergen, Essex, Monmouth, Passaic, Union, Hudson	X	X	X	X	X	X		
Metro Transport	Essex, Union		X			X			
Occupational Center of Union County	Union					X			
Sage Eldercare	Essex, Union		X			X			

**Table 5
United We Ride - Union County Survey Results**

Organization	Service Area (includes all or parts of)	Service Area (includes all or parts of)							
		Bergen	Essex	Monmouth	Passaic	Union	Hudson	New York City	
Summit Housing Authority	Essex, Union		X			X			
The Arc of Union County	Union					X			
The Cerebral Palsy League	Essex, Union		X			X			
Township of Clark	Union					X			
Township of Union Department of Public Works	Union					X			
Township of Union Senior Center	Union					X			
Trinitas Hospital	Union					X			
UCDSS	Union					X			
Union County Paratransit	Union					X			

**Table 5
United We Ride - Union County Survey Results**

Organization	Who services your vehicles?	Please specify	Where are they serviced?	Use Software: Routing & Scheduling?	If so, which software does your agency use?	Use GPS to track your vehicles?	Voice contact with your drivers?	With what type of Equipment?
Affinity Transportation	Local garage			No	Other	No	Yes	2-Way radio , Cell phone
Community Access Unlimited	Agency's mechanic(s)		On site	No		No	Yes	Cell phone
NJ Transit, Access Link	Agency's mechanic(s)			Yes	Trapeze	Yes	Yes	2-Way radio , Cell phone
Rahway Housing Auth				No		No	No	
Red Crescent Inc.	Agency's mechanic(s)		On site	Yes	Other	Yes	Yes	2-Way radio , Cell phone
Senior Connections,inc	County and/or municipal public works department		On site	No		No	No	
The First Occupational Center of New Jersey	Agency's mechanic(s)		On site	No		Yes	Yes	Cell phone
Trans Ware, Inc	Local garage			No		Yes	Yes	Cell phone
Amaker & Porterfield Trans.	Local garage		Contracted	No		No	Yes	2-Way radio , Cell phone
American Cancer Society	Local garage		On site	No		No	No	

**Table 5
United We Ride - Union County Survey Results**

Organization	Who services your vehicles?	Please specify	Where are they serviced?	Use Software: Routing & Scheduling?	If so, which software does your agency use?	Use GPS to track your vehicles?	Voice contact with your drivers?	With what type of Equipment?
American Cancer Society	Other	volunteers use own cars		No		No	Yes	Cell phone
American Cancer Society	Local garage	garage donates service		No		No	No	
American Cancer Society	Local garage		On site	No		No	No	
American Cancer Society								
American Red Cross-Colonial Crossroads Chapter	Local garage , Other	Volunteer Mechanic		No		No	Yes	2-Way radio
Borough of Fanwood								
Borough of Garwood								
Borough of Kenilworth	Agency's mechanic(s) , Local garage		On site	No		No	Yes	Cell phone
Borough of New Providence	County and/or municipal public works department		On site , Contracted	No		No	Yes	Cell phone
Casano Community Center	Agency's mechanic(s)		On site	No		No	Yes	Cell phone
Catholic Charities of The Archdiocese of Newark	Agency's mechanic(s)		Contracted	No		No	Yes	2-Way radio , Cell phone
City of Elizabeth,Office on Aging	National repair shop , County and/or municipal public works department		On site	No		No	Yes	Cell phone

**Table 5
United We Ride - Union County Survey Results**

Organization	Who services your vehicles?	Please specify	Where are they serviced?	Use Software: Routing & Scheduling?	If so, which software does your agency use?	Use GPS to track your vehicles?	Voice contact with your drivers?	With what type of Equipment?
City of Rahway	County and/or municipal public works department		On site	No	PTMS		Yes	2-Way radio , Cell phone
City of Summit								
Collier Services	Local garage , Other	Contractors	Contracted	No		No	Yes	2-Way radio , Cell phone
Holy Name Hospital/Regional Cancer Center	Local garage		Contracted	No		No	Yes	2-Way radio , Cell phone
Jewish Community Center of Central New Jersey	Local garage , Other	contractor's own mechanic	Contracted	No		No	Yes	2-Way radio , Cell phone
Laidlaw Education Services	Agency's mechanic(s)		On site	No		No	Yes	2-Way radio , Cell phone
Meadowlands Transportation Brokerage	Local garage			No	Other	Yes	Yes	Cell phone
Metro Transport	Local garage , Other	Local body shop	Contracted	Yes	Trapeze	No	Yes	Cell phone
Occupational Center of Union County	Local garage		Contracted	No		No	Yes	Cell phone
Sage Eldercare	Local garage , Other	contracted companies serv	Contracted	No	Other	No	Yes	Cell phone

**Table 5
United We Ride - Union County Survey Results**

Organization	Who services your vehicles?	Please specify	Where are they serviced?	Use Software: Routing & Scheduling?	If so, which software does your agency use?	Use GPS to track your vehicles?	Voice contact with your drivers?	With what type of Equipment?
Summit Housing Authority								
The Arc of Union County	Local garage		Contracted	No		No	Yes	Cell phone
The Cerebral Palsy League								
Township of Clark	Local garage		Contracted	No	Other	No	Yes	2-Way radio , Cell phone
Township of Union Department of Public Works	County and/or municipal public works department		On site	No		No	Yes	Cell phone
Township of Union Senior Center	County and/or municipal public works department		On site , Contracted	No		No	Yes	Cell phone
Trinitas Hospital	Local garage		Contracted	No		Yes	Yes	2-Way radio , Cell phone , Other
UCDSS	Other		Contracted	No		No	No	Other
Union County Paratransit	County and/or municipal public works department		On site	Yes	Trapeze	No	Yes	2-Way radio

**Table 5
United We Ride - Union County Survey Results**

Organization	Willingness to Coordinate				
	Provide transportation for other orgzns?	Transp. services coordinated with other agencies?	Interested in providing transportationf or other agencies?	Consider buying transportation from other agencies?	Are there orgnzs you'd be able to coordinate with?
Affinity Transportation	No	No	Yes	Not Applicable	Yes
Community Access Unlimited	No	Yes	Maybe	No	No
NJ Transit, Access Link	No	Yes	Yes	Yes	Yes
Rahway Housing Auth	No	Yes	No	Not Applicable	Yes
Red Crescent Inc.	Yes	No	Yes	Not Applicable	No
Senior Connections,inc	No	No	No	No	Yes
The First Occupational Center of New Jersey	No	No	Yes	Yes	No
Trans Ware, Inc	Yes	Yes	Yes	Not Applicable	Yes
Amaker & Porterfield Trans.	Yes	No	Yes	No	No
American Cancer Society	No	Yes	Maybe	Maybe	Yes

**Table 5
United We Ride - Union County Survey Results**

Organization	Willingness to Coordinate				
	Provide transportation for other orgzns?	Transp. services coordinated with other agencies?	Interested in providing transportation or other agencies?	Consider buying transportation from other agencies?	Are there orgnzs you'd be able to coordinate with?
American Cancer Society	No	Yes	Yes	No	Yes
American Cancer Society	No	No	No	No	No
American Cancer Society	No	No	Maybe	Maybe	No
American Cancer Society	No	No	Maybe	Not Applicable	No
American Red Cross-Colonial Crossroads Chapter	Yes	No	No	No	No
Borough of Fanwood	Yes	Yes	Maybe	Maybe	Yes
Borough of Garwood	No	No	No	No	No
Borough of Kenilworth	No	No	Maybe	Maybe	No
Borough of New Providence	No	No	Maybe	Maybe	No
Casano Community Center	Yes	No	Maybe	Maybe	No
Catholic Charities of The Archdiocese of Newark	Yes	No	Maybe	Not Applicable	
City of Elizabeth, Office on Aging	Yes	No	No	Not Applicable	No

**Table 5
United We Ride - Union County Survey Results**

Organization	Willingness to Coordinate				
	Provide transportation for other orgzns?	Transp. services coordinated with other agencies?	Interested in providing transportationf or other agencies?	Consider buying transportation from other agencies?	Are there orgnzs you'd be able to coordinate with?
City of Rahway	Yes	Yes	Yes	Maybe	Yes
City of Summit	No	Yes	No	No	No
Collier Services	No	No	No	Yes	Yes
Holy Name Hospital/Regional Cancer Center	No	Yes	No	No	Yes
Jewish Community Center of Central New Jersey	No	Yes	Maybe	Maybe	No
Laidlaw Education Services	Yes	No	Maybe	No	No
Meadowlands Transportation Brokerage	Yes	Yes	Yes	Yes	Yes
Metro Transport	Yes	No	Yes	Yes	Yes
Occupational Center of Union County	No	No	No	Not Applicable	No
Sage Eldercare	No	No	No	Maybe	No

**Table 5
United We Ride - Union County Survey Results**

Organization	Willingness to Coordinate				
	Provide transportation for other orgzns?	Transp. services coordinated with other agencies?	Interested in providing transportationf or other agencies?	Consider buying transportation from other agencies?	Are there orgnzs you'd be able to coordinate with?
Summit Housing Authority	No	Yes	Maybe	Not Applicable	No
The Arc of Union County	No	Yes	Maybe	Maybe	No
The Cerebral Palsy League	No	No	Maybe	Maybe	No
Township of Clark	No	Yes	No	Maybe	No
Township of Union Department of Public Works	No	No	No	Yes	No
Township of Union Senior Center		No	Maybe	No	No
Trinitas Hospital	Yes	Yes	Yes	Maybe	No
UCDSS	No	No	No	Not Applicable	No
Union County Paratransit	Yes	Yes	Yes	Maybe	Yes

**Table 5
United We Ride - Union County Survey Results**

Organization	What are the transportation obstacles your customers face?	What transportation obstacles do your customers face?								
		No space during peak travel times	No Accessible Service	Age Restrictions	Trip Purpose Reductions	Crossing County Lines	Crossing Municipal Boundaries	No Evening Service	No Weekend Service	Other
Affinity Transportation	Other									X
Community Access Unlimited	No accessible service, Trip purpose reductions, Crossing municipality lines		X		X		X			
NJ Transit, Access Link										
Rahway Housing Auth	No accessible service, Trip purpose reductions, Crossing county lines, Crossing municipality lines, No evening service, No weekend service		X		X	X	X	X	X	
Red Crescent Inc.										
Senior Connections,inc	Age restrictions, Trip purpose reductions, No evening service, No weekend service			X	X			X	X	
The First Occupational Center of New Jersey	No accessible service									
Trans Ware, Inc	No accessible service, No weekend service, Other									
Amaker & Porterfield Trans.	No evening service, No weekend service							X	X	
American Cancer Society	No accessible service, Crossing county lines, Crossing municipality lines, Other		X			X	X			X

**Table 5
United We Ride - Union County Survey Results**

Organization	What are the transportation obstacles your customers face?	What transportation obstacles do your customers face?								
		No space during peak travel times	No Accessible Service	Age Restrictions	Trip Purpose Reductions	Crossing County Lines	Crossing Municipal Boundaries	No Evening Service	No Weekend Service	Other
American Cancer Society	Trip purpose reductions, Crossing county lines, Crossing municipality lines				X	X	X			
American Cancer Society	No space available during peak times, No accessible service, Crossing county lines	X	X			X				
American Cancer Society	No accessible service, Crossing county lines, No evening service, No weekend service		X			X		X	X	
American Cancer Society	No accessible service, Age restrictions, Trip purpose reductions, Crossing county lines, Crossing municipality lines, Other		X	X	X	X	X			X
American Red Cross-Colonial Crossroads Chapter	No space available during peak times, Age restrictions, Trip purpose reductions, Crossing county lines, No evening service, No weekend service	X		X	X	X		X	X	
Borough of Fanwood										
Borough of Garwood	Other									X
Borough of Kenilworth	Crossing municipality lines, No evening service, No weekend service						X	X	X	
Borough of New Providence	No space available during peak times	X								
Casano Community Center	Age restrictions, Trip purpose reductions, No evening service, No weekend service			X	X			X	X	
Catholic Charities of The Archdiocese of Newark	No space available during peak times, No accessible service, Trip purpose reductions, Crossing county lines, Other	X	X		X	X				X
City of Elizabeth,Office on Aging	No space available during peak times, No accessible service, No evening service, No weekend service, Other	X	X					X	X	X

**Table 5
United We Ride - Union County Survey Results**

Organization	What are the transportation obstacles your customers face?	What transportation obstacles do your customers face?								
		No space during peak travel times	No Accessible Service	Age Restrictions	Trip Purpose Reductions	Crossing County Lines	Crossing Municipal Boundaries	No Evening Service	No Weekend Service	Other
City of Rahway	No evening service, No weekend service							X	X	
City of Summit										
Collier Services	No accessible service, Other		X							X
Holy Name Hospital/Regional Cancer Center	No accessible service		X							
Jewish Community Center of Central New Jersey	Trip purpose reductions, Crossing municipality lines, No evening service, No weekend service				X		X	X	X	
Laidlaw Education Services	No space available during peak times	X								
Meadowlands Transportation Brokerage	No space available during peak times, No evening service, No weekend service	X						X	X	
Metro Transport	No space available during peak times, No evening service, No weekend service, Other	X						X	X	X
Occupational Center of Union County	No space available during peak times, Trip purpose reductions, Crossing county lines	X			X	X				
Sage Eldercare	No space available during peak times, No accessible service, Crossing county lines, Other	X	X			X				X

**Table 5
United We Ride - Union County Survey Results**

Organization	What are the transportation obstacles your customers face?	What transportation obstacles do your customers face?								
		No space during peak travel times	No Accessible Service	Age Restrictions	Trip Purpose Reductions	Crossing County Lines	Crossing Municipal Boundaries	No Evening Service	No Weekend Service	Other
Summit Housing Authority	No accessible service, Crossing county lines, No evening service, No weekend service		X			X		X	X	
The Arc of Union County	Other									X
The Cerebral Palsy League										
Township of Clark	No evening service, No weekend service							X	X	
Township of Union Department of Public Works	No weekend service								X	
Township of Union Senior Center	No weekend service								X	
Trinitas Hospital	No accessible service, Trip purpose reductions, No evening service, No weekend service		X		X			X	X	
UCDSS	Other									X
Union County Paratransit	No space available during peak times, Age restrictions, Trip purpose reductions, Crossing county lines, No evening service, No weekend service	X		X	X	X		X	X	

**Table 5
United We Ride - Union County Survey Results**

Organization	How do your customers get to your organization?	How do your customers get to your organization?												
		County Paratransit	Municipal Service	Your Agency Transport	Private Vehicle	Ambulette Service	ACCESS LINK	NJTransit Fixed Route Bus	Other Bus	NJTransit Rail	NJTransit Light Rail	Taxi	NA	Other
Affinity Transportation	Other													X
Community Access Unlimited	County paratransit, Municipal service, Your agency transport, ACCESS LINK, NJT fixed route bus	X	X	X			X	X						
NJ Transit, Access Link	ACCESS LINK						X							
Rahway Housing Auth	Private vehicle, Other bus, Taxi				X				X			X		
Red Crescent Inc.	Ambulette Service					X								
Senior Connections,inc	Not applicable											X		
The First Occupational Center of New Jersey	County paratransit, Municipal service, Your agency transport, Private vehicle, ACCESS LINK, NJT fixed route bus	X	X	X	X		X	X						
Trans Ware, Inc	Not applicable												X	
Amaker & Porterfield Trans.	Not applicable												X	
American Cancer Society	County paratransit, Your agency transport, Private vehicle, Taxi	X		X	X							X		

**Table 5
United We Ride - Union County Survey Results**

Organization	How do your customers get to your organization?	How do your customers get to your organization?												
		County Paratransit	Municipal Service	Your Agency Transport	Private Vehicle	Ambulette Service	ACCESS LINK	NJTransit Fixed Route Bus	Other Bus	NJTransit Rail	NJTransit Light Rail	Taxi	NA	Other
City of Rahway	Your agency transport , NJT Rail			X						X				
City of Summit														
Collier Services	Your agency transport ,Private vehicle ,Other			X	X									X
Holy Name Hospital/Regional Cancer Center	County paratransit ,Municipal service ,Your agency transport ,Private vehicle ,Ambulette Service ,ACCESS LINK ,NJT fixed route bus ,Taxi	X	X	X	X	X	X	X					X	
Jewish Community Center of Central New Jersey	County paratransit ,Your agency transport ,Private vehicle ,Other bus	X		X	X					X				
Laidlaw Education Services														
Meadowlands Transportation Brokerage	Not applicable,Other												X	X
Metro Transport	Not applicable												X	
Occupational Center of Union County	County paratransit, Your agency transport, Private vehicle, ACCESS LINK, NJT fixed route bus, Taxi	X		X	X		X	X					X	
Sage Eldercare	County paratransit, Your agency transport, Private vehicle, Taxi	X		X	X								X	

**Table 5
United We Ride - Union County Survey Results**

Organization	How do your customers get to your organization?	How do your customers get to your organization?												
		County Paratransit	Municipal Service	Your Agency Transport	Private Vehicle	Ambulette Service	ACCESS LINK	NJTransit Fixed Route Bus	Other Bus	NJTransit Rail	NJTransit Light Rail	Taxi	NA	Other
Summit Housing Authority	County paratransit, Private vehicle, ACCESS LINK, NJT fixed route bus	X			X		X	X						
The Arc of Union County	County paratransit, Other	X												X
The Cerebral Palsy League	Other													X
Township of Clark	Municipal service		X											
Township of Union Department of Public Works	Other													X
Township of Union Senior Center	County paratransit, Municipal service, Private vehicle, Taxi	X	X		X							X		
Trinitas Hospital	County paratransit, Your agency transport, Private vehicle, Ambulette Service, ACCESS LINK, Taxi	X		X	X	X	X					X		
UCDSS	Not applicable												X	
Union County Paratransit	County paratransit	X												

**Table 5
United We Ride - Union County Survey Results**

Organization	Type of transportation service(s) provided?	Type of Service: Fixed Route, Demand-Response, Contracted								
		Operate Fixed Route	Contract Fixed Route	Operate Demand-Response with Paid Drivers	Operate Demand-Response w/ non-transportation Staff as Drivers	Operate Demand-Response with Volunteer Drivers	Contract Demand-Response	Coordinate Volunteer Driver Program	Subsidize/ Reimburse Riders who arrange for other transport	Other
Affinity Transportation	Operate Demand Responsive (flexibly routed van/sedan) service using paid drivers			X						
Community Access Unlimited	Operate Demand Responsive (flexibly routed van/sedan) services using non transportation staff as drivers. Provide subsidies/reimbursement to customers/riders who arrange for their own transportation.				X				X	
NJ Transit, Access Link	Contract/purchase Demand Responsive (flexibly routed van/sedan) service from an independent carrier/operator.						X			
Rahway Housing Auth	Operate Demand Responsive (flexibly routed van/sedan) service using volunteer drivers. Provide subsidies/reimbursement to customers/riders who arrange for their own transportation.					X			X	
Red Crescent Inc.	Operate Demand Responsive (flexibly routed van/sedan) service using paid drivers. Contract/purchase Demand Responsive (flexibly routed van/sedan) service from an independent carrier/operator.			X			X			
Senior Connections,inc	Operate Fixed Route, modified fix route, fixed schedule service. Operate Demand Responsive (flexibly routed van/sedan) service using paid drivers	X		X						
The First Occupational Center of New Jersey	Operate Fixed Route, modified fix route, fixed schedule service. Operate Demand Responsive (flexibly routed van/sedan) service using paid drivers	X		X						
Trans Ware, Inc	Operate Fixed Route, modified fix route, fixed schedule service. Operate Demand Responsive (flexibly routed van/sedan) service using paid drivers	X		X						
Amaker & Porterfield Trans.	Operate Fixed Route, modified fix route, fixed schedule service. Contract/purchase Fixed Route, modified fixed route, fixed schedule service from an independent carrier/operator. Operate Demand Responsive (flexibly routed van/sedan	X	X	X						
American Cancer Society	Operate a Demand Responsive (flexibly routed van/sedan) service using volunteer drivers. Coordinate a Volunteer Driver program. Provide subsidies/reimbursement to customers/riders who arrange for their own transportation.					X		X	X	

**Table 5
United We Ride - Union County Survey Results**

Organization	Type of transportation service(s) provided?	Type of Service: Fixed Route, Demand-Response, Contracted								
		Operate Fixed Route	Contract Fixed Route	Operate Demand-Response with Paid Drivers	Operate Demand-Response w/ non-transportation Staff as Drivers	Operate Demand-Response with Volunteer Drivers	Contract Demand-Response	Coordinate Volunteer Driver Program	Subsidize/ Reimburse Riders who arrange for other transport	Other
American Cancer Society	Operate Demand Responsive (flexibly routed van/sedan) service using volunteer drivers. Coordinate a Volunteer Driver program .					X		X		
American Cancer Society	Coordinate a Volunteer Driver program. Provide subsidies/reimbursement to customers/riders who arrange for their own transportation.							X	X	
American Cancer Society	Operate Demand Responsive (flexibly routed van/sedan) service using volunteer drivers. Coordinate a Volunteer Driver program. Provide subsidies/reimbursement to customers/riders who arrange for their own transportation.					X		X	X	
American Cancer Society										
American Red Cross-Colonial Crossroads Chapter	Operate a Demand Responsive (flexibly routed van/sedan) service using volunteer drivers.					X				
Borough of Fanwood										
Borough of Garwood										
Borough of Kenilworth	Operate a Fixed Route, modified fix route, fixed schedule service. Operate a Demand Responsive (flexibly routed van/sedan) service using paid drivers	X		X						
Borough of New Providence	We operate a Demand Responsive (flexibly routed van/sedan) service using paid drivers			X						
Casano Community Center	Operate a Demand Responsive (flexibly routed van/sedan) service using paid drivers.			X						
Catholic Charities of The Archdiocese of Newark	Other									X
City of Elizabeth,Office on Aging	Operate a Fixed Route, modified fix route, fixed schedule service. Operate a Demand Responsive (flexibly routed van/sedan) service using paid drivers.	X		X						

**Table 5
United We Ride - Union County Survey Results**

Organization	Type of transportation service(s) provided?	Type of Service: Fixed Route, Demand-Response, Contracted								
		Operate Fixed Route	Contract Fixed Route	Operate Demand-Response with Paid Drivers	Operate Demand-Response w/ non-transportation Staff as Drivers	Operate Demand-Response with Volunteer Drivers	Contract Demand-Response	Coordinate Volunteer Driver Program	Subsidize/ Reimburse Riders who arrange for other transport	Other
City of Rahway	Operate a Fixed Route, modified fix route, fixed schedule service. Operate a Demand Responsive (flexibly routed van/sedan) service using paid drivers.	X		X						
City of Summit										
Collier Services	Contract/purchase Fixed Route, modified fixed route, fixed schedule service from an independent carrier/operator. Operate a Demand Responsive (flexibly routed van/sedan) services using non transportation staff as drivers.		X		X					
Holy Name Hospital/Regional Cancer Center	Contract/purchase Demand Responsive (flexibly routed van/sedan) service from an independent carrier/operator.						X			
Jewish Community Center of Central New Jersey	Contract/purchase Fixed Route, modified fixed route, fixed schedule service from an independent carrier/operator.		X							
Laidlaw Education Services	Operate a Fixed Route, modified fix route, fixed schedule service.	X								
Meadowlands Transportation Brokerage	Contract/purchase Fixed Route, modified fixed route, fixed schedule service from an independent carrier/operator. Contract/purchase Demand Responsive (flexibly routed van/sedan) service from an independent carrier/operator.		X				X			
Metro Transport	Operate a Fixed Route, modified fix route, fixed schedule service. Operate a Demand Responsive (flexibly routed van/sedan) service using paid drivers. Provide subsidies/reimbursement to customers/riders who arrange for their own transportation.	X		X					X	
Occupational Center of Union County	Operate a Demand Responsive (flexibly routed van/sedan) service using paid drivers. Contract/purchase Demand Responsive (flexibly routed van/sedan) service from an independent carrier/operator.			X			X			
Sage Eldercare	Contract/purchase Fixed Route, modified fixed route, fixed schedule service from an independent carrier/operator.		X							

**Table 5
United We Ride - Union County Survey Results**

Organization	Type of transportation service(s) provided?	Type of Service: Fixed Route, Demand-Response, Contracted								
		Operate Fixed Route	Contract Fixed Route	Operate Demand-Response with Paid Drivers	Operate Demand-Response w/ non-transportation Staff as Drivers	Operate Demand-Response with Volunteer Drivers	Contract Demand-Response	Coordinate Volunteer Driver Program	Subsidize/Reimburse Riders who arrange for other transport	Other
Summit Housing Authority										
The Arc of Union County	We operate Fixed Route, modified fix route, fixed schedule service.	X								
The Cerebral Palsy League										
Township of Clark	Operate Demand Responsive (flexibly routed van/sedan) service using paid drivers.			X						
Township of Union Department of Public Works	Operate Fixed Route, modified fix route, fixed schedule service.	X								
Township of Union Senior Center	Operate a Demand Responsive (flexibly routed van/sedan) service using paid drivers.			X						
Trinitas Hospital	Other									X
UCDSS	Operate a Demand Responsive (flexibly routed van/sedan) service using paid drivers.			X						
Union County Paratransit	Contract/purchase Demand Responsive (flexibly routed van/sedan) service from an independent carrier/operator.						X			

**Table 5
United We Ride - Union County Survey Results**

Organization	Transportation Service Hours						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Affinity Transportation		5:00 AM - 7:00 PM	5:00 AM - 7:00 PM	5:00 AM - 7:00 PM	5:00 AM - 7:00 PM	5:00 AM - 7:00 PM	5:00 AM - 7:00 PM
Community Access Unlimited	No Service	5:00 AM - 7:00 AM, 3:00 PM - 5:00 PM	5:00 AM - 7:00 AM, 3:00 PM - 5:00 PM	5:00 AM - 7:00 AM, 3:00 PM - 5:00 PM	5:00 AM - 7:00 AM, 3:00 PM - 5:00 PM	5:00 AM - 7:00 AM, 3:00 PM - 5:00 PM	No Service
NJ Transit, Access Link							
Rahway Housing Auth		9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	
Red Crescent Inc.		7:00 AM - 3:00 PM	7:00 AM - 3:00 PM	7:00 AM - 3:00 PM	7:00 AM - 3:00 PM	7:00 AM - 3:00 PM	
Senior Connections,inc		9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	
The First Occupational Center of New Jersey	No Service	7:00 AM - 7:00 PM	7:00 AM - 7:00 PM	7:00 AM - 7:00 PM	7:00 AM - 7:00 PM	7:00 AM - 7:00 PM	No Service
Trans Ware, Inc	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	
Amaker & Porterfield Trans.							
American Cancer Society							

**Table 5
United We Ride - Union County Survey Results**

Organization	Transportation Service Hours						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
American Cancer Society		9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	
American Cancer Society			No Service	No Service		No Service	
American Cancer Society		9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	
American Cancer Society		5:00 AM - 5:00 PM	5:00 AM - 5:00 PM	5:00 AM - 5:00 PM	5:00 AM - 5:00 PM	5:00 AM - 5:00 PM	
American Red Cross-Colonial Crossroads Chapter	No Service	9:00 AM - 11:00 AM, 5:00 PM - 7:00 PM	9:00 AM - 11:00 AM, 5:00 PM - 7:00 PM	9:00 AM - 11:00 AM, 5:00 PM - 7:00 PM	9:00 AM - 11:00 AM, 5:00 PM - 7:00 PM	9:00 AM - 11:00 AM, 5:00 PM - 7:00 PM	No Service
Borough of Fanwood		5:00 AM - 7:00 AM, 3:00 PM - 7:00 PM	5:00 AM - 7:00 AM, 3:00 PM - 7:00 PM	5:00 AM - 7:00 AM, 3:00 PM - 7:00 PM	5:00 AM - 7:00 AM, 3:00 PM - 7:00 PM	5:00 AM - 7:00 AM, 3:00 PM - 7:00 PM	
Borough of Garwood							
Borough of Kenilworth	3:00 PM - 5:00 PM, 5:00 PM - 7:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	3:00 PM - 5:00 PM, 5:00 PM - 7:00 PM
Borough of New Providence	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM
Casano Community Center		7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	
Catholic Charities of The Archdiocese of Newark	No Service	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 9:00 AM, 1:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 1:00 PM - 5:00 PM	No Service
City of Elizabeth,Office on Aging	9:00 PM - 11:00 PM	5:00 AM - 9:00 PM	5:00 AM - 9:00 PM	5:00 AM - 9:00 PM	5:00 AM - 9:00 PM	5:00 AM - 9:00 PM	5:00 AM - 11:00 PM

**Table 5
United We Ride - Union County Survey Results**

Organization	Transportation Service Hours						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
City of Rahway	1:00 AM - 5:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 5:00 AM
City of Summit		9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM	
Collier Services	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM
Holy Name Hospital/Regional Cancer Center	No Service	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	7:00 AM - 9:00 AM, 3:00 PM - 5:00 PM	No Service
Jewish Community Center of Central New Jersey	No Service	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	No Service
Laidlaw Education Services		5:00 AM - 7:00 AM	5:00 AM - 7:00 AM	5:00 AM - 7:00 AM	5:00 AM - 7:00 AM	5:00 AM - 7:00 AM	5:00 AM - 7:00 AM
Meadowlands Transportation Brokerage	No Service	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	No Service
Metro Transport		9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	
Occupational Center of Union County							
Sage Eldercare	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM

**Table 5
United We Ride - Union County Survey Results**

Organization	Transportation Service Hours						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Summit Housing Authority							
The Arc of Union County		7:00 AM - 7:00 PM	7:00 AM - 7:00 PM	7:00 AM - 7:00 PM	7:00 AM - 7:00 PM	7:00 AM - 7:00 PM	7:00 AM - 7:00 PM
The Cerebral Palsy League	No Service	7:00 AM - 3:00 PM	7:00 AM - 3:00 PM	7:00 AM - 3:00 PM	7:00 AM - 3:00 PM	7:00 AM - 3:00 PM	No Service
Township of Clark		3:00 AM - 7:00 AM 3:00 PM - 7:00 PM	3:00 AM - 7:00 AM. 3:00 PM - 7:00 PM	3:00 AM - 7:00 AM. 3:00 PM - 7:00 PM	3:00 AM - 7:00 AM. 3:00 PM - 7:00 PM	3:00 AM - 7:00 AM. 3:00 PM - 7:00 PM	
Township of Union Department of Public Works		7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	
Township of Union Senior Center	1:00 AM - 5:00 AM, 11:00 PM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 5:00 AM, 11:00 PM - 1:00 AM
Trinitas Hospital	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM	1:00 AM - 1:00 AM
UCDSS		5:00 AM - 5:00 PM	5:00 AM - 5:00 PM	5:00 AM - 5:00 PM	5:00 AM - 5:00 PM	5:00 AM - 5:00 PM	
Union County Paratransit	No Service	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 5:00 PM	7:00 AM - 3:00 PM

**Table 5
United We Ride - Union County Survey Results**

Organization	Describe your advanced reservation for transportation.	# Paid & Volunteer Managers			# Paid & Volunteer Reservationists			# Paid & Volunteer Schedulers			# Paid & Volunteer Dispatchers		
		Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer
Affinity Transportation	Real time (call when requesting ride) , 1 - 2 days , 1 week , 2 weeks , 1 month	1	0		1	0					1		
Community Access Unlimited	Real time (call when requesting ride) , No Reservations (modified fixed route service)	0	4+	0	0	0	0	0	4+	0	0	0	0
NJ Transit, Access Link	1 - 2 days	4+	4+	0	4+	4+	0	4+	4+	0	4+	4+	0
Rahway Housing Auth	Real time (call when requesting ride) , 2 weeks , Other	0	0	0	0	0		0	0	0	0	0	0
Red Crescent Inc.	1 - 4 hours	0	0	0								0	
Senior Connections,inc	1 week	0	0	1	0	0	0	0	0	0	0	0	0
The First Occupational Center of New Jersey	Real time (call when requesting ride)	1	1	0	0	0	0	0	0	0	0	0	0
Trans Ware, Inc	No Reservations (modified fixed route service) , Other	2	2	0	2	0	0	0	0	0	3	2	0
Amaker & Porterfield Trans.	1 - 2 days	0	0	4+	0	0	0	2	0	4+		1	2
American Cancer Society	1 week	4+	0	0	0	0	0	0	0	0	0	0	4+

**Table 5
United We Ride - Union County Survey Results**

Organization	Describe your advanced reservation for transportation.	# Paid & Volunteer Managers			# Paid & Volunteer Reservationists			# Paid & Volunteer Schedulers			# Paid & Volunteer Dispatchers		
		Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer
American Cancer Society	1 week	0	0	3	0	0	4+	0	0	3	0	0	0
American Cancer Society	1 week	1	0	0	1	0	0	0	0	0	0	0	0
American Cancer Society	1 week , 2 weeks	1	2	1	1	2	1	1	2	1	1	2	1
American Cancer Society													
American Red Cross-Colonial Crossroads Chapter	2 weeks	1	0	0	0	0	0	0	1	0	0	1	4+
Borough of Fanwood													
Borough of Garwood													
Borough of Kenilworth	No Reservations (modified fixed route service) , 1 - 4 hours , 2 - 4 hours , 1 - 2 days , 1 week	0	1	0	0	0	0	0	0	0	0	0	0
Borough of New Providence	2 - 4 hours , Other	0	2	0	0	0	0	0	2	0	0	0	0
Casano Community Center	Real time (call when requesting ride) , 1 - 2 days	1	2	0	0	2	0	0	2	0	0	0	0
Catholic Charities of The Archdiocese of Newark	Other												
City of Elizabeth,Office on Aging	1 week , 2 weeks	2			0	0	4+	0	0	0	0	0	0

**Table 5
United We Ride - Union County Survey Results**

Organization	Describe your advanced reservation for transportation.	# Paid & Volunteer Managers			# Paid & Volunteer Reservationists			# Paid & Volunteer Schedulers			# Paid & Volunteer Dispatchers		
		Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer
City of Rahway	No Reservations (modified fixed route service) , Other	0	3					0	0	0		1	
City of Summit													
Collier Services	Real time (call when requesting ride) , No Reservations (modified fixed route service)	4+	0	0	0	1	0	0	2	0	0	0	0
Holy Name Hospital/Regional Cancer Center	1 - 4 hours	1	0	0	1	0	0	1	0	0	0	0	0
Jewish Community Center of Central New Jersey	No Reservations (modified fixed route service) , 1 - 2 days , 1 week	2	1	0	0	0	0	0	0	0	0	2	0
Laidlaw Education Services	1 - 2 days	3									1		
Meadowlands Transportation Brokerage	Real time (call when requesting ride) , No Reservations (modified fixed route service) , 1 - 2 days	2	2	0	2	0	0	0	0	0	3	2	0
Metro Transport	1 week	2	0	0	1	0	0	1	0	0	0	0	0
Occupational Center of Union County	1 month	0	1	0	0	0	0	0	0	0	0	0	0
Sage Eldercare	Other	0	0	0	0	0	0	0	0	0	0	0	0

**Table 5
United We Ride - Union County Survey Results**

Organization	Describe your advanced reservation for transportation.	# Paid & Volunteer Managers			# Paid & Volunteer Reservationists			# Paid & Volunteer Schedulers			# Paid & Volunteer Dispatchers		
		Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer
Summit Housing Authority													
The Arc of Union County	No Reservations (modified fixed route service)	1	0	0	0	0	0	0	0	0	2	0	0
The Cerebral Palsy League													
Township of Clark	Real time (call when requesting ride) , 1 - 4 hours	1	0	0	1	0	0	1	0	0	1	0	0
Township of Union Department of Public Works	No Reservations (modified fixed route service)	1	0	0	0	0	0	0	0	0	0	0	0
Township of Union Senior Center	Real time (call when requesting ride) , No Reservations (modified fixed	1	0	0	0	0	0		2		0	0	0
Trinitas Hospital	Real time (call when requesting ride) , 2 weeks , 1 month , Other	4+	0	0	0	0	0	0	0	0	4+	1	0
UCDSS	1 - 2 days	0	0	0	0	0	0	0	0	0	0	0	0
Union County Paratransit	2 weeks	2	0	0	2	0	0	1	0	0	2	1	0

**Table 5
United We Ride - Union County Survey Results**

Organization	# Paid & Volunteer Drivers			# Paid & Volunteer Mechanics			# Paid & Volunteer Other		
	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer
Affinity Transportation	4-Jan	4-Jan							
Community Access Unlimited	0	50+	0	1	0	0	50+	50+	50+
NJ Transit, Access Link	50+	50+	0	4+	4+	0	50+	50+	0
Rahway Housing Auth	0	0	0	0	0	0	0	0	0
Red Crescent Inc.									
Senior Connections,inc	0	4-Jan	0	0	0	0	0	0	0
The First Occupational Center of New Jersey	0	0	0	0	0	0	0	0	0
Trans Ware, Inc	25-Nov	25-Nov	0	0	0	0	4-Jan	0	0
Amaker & Porterfield Trans.	25-Nov	10-May	10-May			2			10-May
American Cancer Society	0	0	50+	0	0	0	0	0	50+

**Table 5
United We Ride - Union County Survey Results**

Organization	# Paid & Volunteer Drivers			# Paid & Volunteer Mechanics			# Paid & Volunteer Other		
	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer
American Cancer Society	0	0	50+	0	0	0	0	0	4-Jan
American Cancer Society	0	0	4-Jan	0	0	0	0	0	0
American Cancer Society	0	0	25-Nov	0	0	0	0	0	0
American Cancer Society									
American Red Cross-Colonial Crossroads Chapter	0	0	26 - 35	0	1	0	0	0	50+
Borough of Fanwood									
Borough of Garwood									
Borough of Kenilworth	0	4-Jan	0	0	0	0	0	0	0
Borough of New Providence	0	0	0	2	0	0	0	0	0
Casano Community Center	0	4-Jan	0	1	0	0	0	0	0
Catholic Charities of The Archdiocese of Newark									
City of Elizabeth,Office on Aging	0	0	0	0	0	0	0	0	0

**Table 5
United We Ride - Union County Survey Results**

Organization	# Paid & Volunteer Drivers			# Paid & Volunteer Mechanics			# Paid & Volunteer Other		
	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer
City of Rahway	4-Jan			2			0	0	0
City of Summit									
Collier Services	0	25-Nov	0	0	0	0	50+	25-Nov	10-May
Holy Name Hospital/Regional Cancer Center	0	0	0	0	0	0	4-Jan	0	0
Jewish Community Center of Central New Jersey		26 - 35		0	0	0	0	0	0
Laidlaw Education Services		50+		4+					
Meadowlands Transportation Brokerage	25-Nov	25-Nov	0	0	0	0	26 - 35	0	0
Metro Transport	25-Nov	0	0	0	0	0	25-Nov	0	0
Occupational Center of Union County	4-Jan	4-Jan	0	0	0	0	4-Jan	4-Jan	0
Sage ElderCare	4-Jan	0	0	0	0	0	0	0	0

**Table 5
United We Ride - Union County Survey Results**

Organization	# Paid & Volunteer Drivers			# Paid & Volunteer Mechanics			# Paid & Volunteer Other		
	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer	Full Time	Part Time	Volunteer
Summit Housing Authority									
The Arc of Union County	4-Jan	25-Nov	0	0	0	0	0	0	0
The Cerebral Palsy League									
Township of Clark	4-Jan	4-Jan	0	0	0	0	0	0	0
Township of Union Department of Public Works	4-Jan	0	0	3	0	0	0	0	0
Township of Union Senior Center	4-Jan	4-Jan	0	0	0	0	0	0	0
Trinitas Hospital	25-Nov	10-May	0	0	0	0	0	0	0
UCDSS	0	0	0	0	0	0	0	0	0
Union County Paratransit	36 - 50	10-May	0	2	0	0	0	0	0

**Table 5
United We Ride - Union County Survey Results**

Organization	Funding Sources, as a Percentage												
	Fares and Donations	Charters, Advertising	City, Town, Village	County	State Casino Funds	Federal Transit Funding (5310, 5311, JARC)	OAA Title III	OAA Title XX	Title XIX (Medicaid)	Veterans	TANF	Special Initiatives	Other
Affinity Transportation									100				
Community Access Unlimited						33							67
NJ Transit, Access Link	1	0	0	0	0	0	0	0	0	0	0	0	99
Rahway Housing Auth													100
Red Crescent Inc.	60	10						30					
Senior Connections,inc	95			5									
The First Occupational Center of New Jersey			33	33				3				31	
Trans Ware, Inc	0	0	0	0	0	0	0	0	0	0	0	0	100
Amaker & Porterfield Trans.													
American Cancer Society	100	0	0	0	0	0	0	0	0	0	0	0	0

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United We Ride - Union County Survey Results**

Organization	Funding Sources, as a Percentage												
	Fares and Donations	Charters, Advertising	City, Town, Village	County	State Casino Funds	Federal Transit Funding (5310, 5311, JARC)	OAA Title III	OAA Title XX	Title XIX (Medicaid)	Veterans	TANF	Special Initiatives	Other
American Cancer Society	100												
American Cancer Society	100												
American Cancer Society													
American Cancer Society													
American Red Cross-Colonial Crossroads Chapter	100	0	0	0	0	0	0	0	0	0	0	0	0
Borough of Fanwood													
Borough of Garwood													
Borough of Kenilworth			75	25									
Borough of New Providence	0	0	100	0	0	0	0	0	0	0	0	0	0
Casano Community Center	0	0	20	80									
Catholic Charities of The Archdiocese of Newark													
City of Elizabeth,Office on Aging			100										

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United We Ride - Union County Survey Results**

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	Fares and Donations	Charters, Advertising	City, Town, Village	County	State Casino Funds	Federal Transit Funding (5310, 5311, JARC)	OAA Title III	OAA Title XX	Title XIX (Medicaid)	Veterans	TANF	Special Initiatives	Other
City of Rahway	0	0	100	0	0	0	0	0	0	0	0	0	0
City of Summit													
Collier Services	60												40
Holy Name Hospital/Regional Cancer Center	100												
Jewish Community Center of Central New Jersey	0	0	0	0	0	0	0	0	0	0	0	0	100
Laidlaw Education Services													
Meadowlands Transportation Brokerage	0	0	0	0	0	35	0	0	0	0	0	0	65
Metro Transport	70	10				5	7						9
Occupational Center of Union County	0	0	0	0	0	0	0	0	100	0	0	0	0
Sage Eldercare	0	0	0	0	0	0	0	0	0	0	0	0	0

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United We Ride - Union County Survey Results**

Organization	Funding Sources, as a Percentage												
	Fares and Donations	Charters, Advertising	City, Town, Village	County	State Casino Funds	Federal Transit Funding (5310, 5311, JARC)	OAA Title III	OAA Title XX	Title XIX (Medicaid)	Veterans	TANF	Special Initiatives	Other
Summit Housing Authority													
The Arc of Union County	0	0	0	0	0	1	0	0	0	0	0	0	99
The Cerebral Palsy League													
Township of Clark	0	0	100	0	0	0	0	0	0	0	0	0	0
Township of Union Department of Public Works	0	0	100	0	0	0	0	0	0	0	0	0	0
Township of Union Senior Center			100										
Trinitas Hospital	25								25				50
UCDSS	0	0	0	0	0	0	0	0	100	0	0	0	0
Union County Paratransit	0	0	0	22	53	3	2	4	15	0	0	0	0