

**Camden County Travel Management Coordination
Center Demonstration Project NJ-26-7065**

Summary of Consumer Input

February 19, 2008



RUTGERS
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Discussion Groups

Transportation Discussion Comments, Mobilizing for Action through Planning and Partnership (MAPP) Coalition September 12, 2007

Moderated by Donna Johnston, Transportation Project Manager, Camden County Workforce Investment Board (CCWIB) donna@ccwib.com; 856-931-9999. The WIB is working on a planning grant to improve access to and coordination of transportation services within Camden County.

1. What mode of transportation do your clients/customers usually use to get around?

- He runs agency offering partial care in Berlin. 100 clients go there daily. Frustration because clients are not being treated well. Clients try to get on right vans but the vans may be uncomfortable (e.g., no air conditioning) and be driven unsafely. Also, there is limited access to public transportation. For instance, one public bus comes through the area near the center but doesn't stop nearby.
- He is from ARC of Camden County (<http://www.arccamden.org/programs.html>) . They serve 500 people throughout county with disabilities in 9 centers. Clients use Acceslink para-transit, Sen-Han (<http://scucs.org/transportation.html>) to get to centers.
- [Note: See http://www.transportationchoices.com/transit_seniors.htm and <http://www.transportationchoices.com/pdfs/camdenseniorguide.pdf> for a description of some of the transportation services available in Camden County).
- Also, in Cherry Hill, the municipality operates one bus but it has very limited service. The ARC contracts on behalf of those they serve through Division of Developmental Disabilities with private transportation provider. Some of the ARC residential sites have vehicles. Public transportation is available. There is a wide range of transportation services. Some are customized to client while others are very inflexible and inconvenient.
- WIC population- Camden residents carpool or use public transportation to access WIC (Women, Infants, Children) sites.
- She is part of Regional Family Support Planning Council- work on behalf of children with disabilities and caregivers. Many persons with disabilities use Accesslink. Her son in Berlin area takes bus to work. Because his workplace is not on a scheduled route he pays "astronomical" fee to get to work despite his limited income. He works part time but because of transport fees he really is

working to pay for his bus ride. Costs \$45-50/week for transportation but he makes only \$69/week. With supplemental social insecurity (SSI) because he has job they look at his income in determining his benefits. He ends up getting less benefits but the fact that he is spending so much on transportation is not taken into account in determining his SSI.

- For Accesslink, there is a window for them to pick someone up of 20 min before/after a meeting/appointment. This is tough especially for families that can't leave someone alone at home. Also, people far from a facility may end up spending as much as 2 hrs on the bus both ways.
- Church vans- lots of vans. Many churches just want to use for transportation back and forth to church. Do we have good idea of how many vans faith-based orgs have? Churches exempt from many Dept. of Transportation requirements. Could the vans be used for things besides going to and from church? Donna/WIB is speaking with churches/faith-based institutions about this possibility.
- One participant said that Camden City, churches helped provide transportation during Camden City annual reunion. Retired drivers and senior citizens took attendees at reunion on tours of city.

2. Are there certain areas of Camden County where your clients have significant difficulty finding transportation?

- Anywhere outside of Camden City
- The more rural you go in county, have more problems
- Going East-west harder than North-south with PATCO speedline
- Berlin area
- Winslow area- have to take 2 buses to get to Camden City.
- He is part of the NJ Self Advocacy Project (http://www.arcnj.org/html/nj_self_advocacy_project.html). A couple yrs ago the group did surveys-a top issue for self-advocates was transportation. For him- he travels throughout state, sometimes to places where there isn't public transportation. Another issue is drivers who don't know exactly where they're going.
- Parent: With her son, one of concerns is because of Accesslink time window. If you're not on standing order (i.e., automatic pickup and dropoff) you have to have the trip scheduled for a certain amount of time before you can be added to the standing order list. Drivers are often from North Jersey and don't know Camden County area. Sometimes people wait for Accesslink long past the 20 minute window during which pick up/drop off is supposed to occur.
- Public transportation- they run substance abuse treatment program. A client may have psych appointment in Cherry Hill and substance abuse treatment program is in Pennsauken. So the client has to spend lots of time going back and forth on

transportation not receiving care. There often is no direct route from one place to the other.

3. and 4. From your perspective, what things do your customers like most about transport options they have? From your perspective, what do your customers like least about the transportation options they use? Why?

- When transporting persons with disabilities, drivers/schedulers/dispatchers need to understand their clients and their needs. They need to understand it may cause anxiety for people if bus is late. Sensitivity training would help. Customers appreciate drivers who are polite, pleasant, have comfortable buses.
- Issue of respect, courtesy, sensitivity for drivers and scheduling agents is big difference; can help alleviate aggravation of waiting times and other issues
- Predictability is important. Especially with Accesslink. The aggravation of having to schedule every trip is a nightmare. Some people need help to schedule which requires additional time from staff.
- Can schedule Accesslink up to 2 weeks in advance.
- Just to have transportation options is appreciated.
- Division of Youth and Family Services- Transportation to DYFS facilities in Camden is still problem for people not on Speedline or near public transportation bus routes. There is increasingly need in Sicklerville/Winslow area. Rich in transportation resources in Camden city but as people move elsewhere, more and more to South County, it is hard for them to get access to services in Camden City.
- Others also said isolation in certain parts of the county is an issue
- She works for substance abuse center for women-have onsite day care. Transportation is big issue for them. If there is bad weather like rain or snow, women won't come in because they don't want their kids being out in the rain, etc. Another issue is that although their clients have access to medical transportation through Medicaid, sometimes the transportation providers won't transport their children.
- Lot of times there will be camp or program but no transportation to get to it. (E.g., in Camden City getting kids from school to after school program). Walking may be unsafe
- Some kids work at CH mall then at 11pm when work over employer sends them out to catch bus last bus leaving mall. May not be safe this time of night

- Sometimes transport providers lack sensitivity to complexity of lives of their clients. Ex. Accesslink- if you have three 'no shows', you lose access to this service. But often the no show occurs because someone finds another way to get to their destination because the bus is late. His agency spends a lot of time appealing and working with Accesslink on this issue
- Should be accountability for communication. Ex.- In one case someone called to cancel an Accesslink ride back from their destination but due to a misunderstanding the trip to their destination was cancelled. Better communication b/w driver, dispatch and client would help. Would be good if scheduler can confirm during the conversation what the customer wants.

5. What are your ideas for eliminating barriers and improving travel options in Camden County for your clients?

- Should be quality control checks, inspections for transportation providers. He runs a program – their transportation provider has 8 vans each day. He checks the vans and works with company to address issues but not everyone may do this.
- She works with welfare clients. If they don't have access to transportation aid as part of receiving their welfare benefits sometimes they can't afford bus pass. Is there a way to get lower cost bus passes? Can organizations provide vouchers to low income clients to help with the cost issue?
- Another person said that some persons receiving welfare benefits qualify for transportation through welfare but not all. Also, case workers don't always know someone may qualify through another program - for instance, someone participating in a substance abuse treatment program
- A participant said that clients need to go to the Board of Social Services and ask for transportation assistance. Also, an agency can get bus passes from board of social services for their Medicaid-qualified clients. Need communication from case workers to clients.
- Workforce investment board (WIB) as part of the transportation planning grant is looking at electronic billboards/kiosks- can put on poles or other objects near bus stops and people waiting will be able to see exactly where bus is so will know if it is running late
- WIB also is hoping to coordinate all the different transportation providers in the county so there is more cooperation and efficiency. WIB is examining travel management coordination center- would be one-stop service and hopefully can help with waiting and scheduling issues. Might be actual physical site or may be virtual/online -- looking for more input.

- NJ Transit doesn't have variety of passes- just have one pass/one size fits all. Someone working 3 days/week doesn't want to buy pass for whole week. Would be good to have smartcard/electronic card so people can buy just what they need. Agencies/organizations could add money to the smartcard if the patient/client is supposed to be receiving subsidized transportation as part of Medicaid or other services.
 - For someone with developmental disabilities, may be hard for them to know where bus is. Need to have arrangement for caregiver to receive a call if bus is running late or will not get there.
 - Attitude can be a barrier - some transportation providers need to be more aware of the fact they are transporting people with special needs. When bus is late has consequences for patient/client that may be more severe than for persons who do not have such special needs. (e.g., caregiver will need to make arrangements).
 - Language barriers- Spanish especially common but increasingly population of persons speaking other languages such as Vietnamese and Korean is rapidly increasing as well. Need to be able to help persons who speak languages other than English
 - One idea to have Easypass-type system but with swipe card. Because New Jersey is one of the highest taxed states, residents should lobby for federal aid to help people in our state who need low-cost/subsidized transportation services.
 - Could be issues with abuse of swipe cards or smartcards. Ex. One issue with swipe card is others not in need could abuse it such as relatives. So will need some sort of monitoring such as including photo ID on card and having bus driver to check photo ID. Some wondered if a bus driver would take the time to check someone's ID.
 - One participant suggested organizations bring more services to clients/patients at their home. For instance, medicine and therapy. Provider going to where client/patient is would help reduce need for transportation.
 - But another participant noted that this raises funding issues- we're all doing more with less and with fewer staff it becomes harder for someone to take the time to go to the clients/patients.
- 6. How do most of your customers find out about their transportation options (e.g., phone, agency staff, Internet)**
- Some programs provide info about options to clients/patients. Organizations may in turn get their information from phone calls and the Internet. In some organizations, a staff member helps to coordinate transportation

- One representative of a family support group said that some of her group members have been ‘in the system’ for a long time so they know about available resources. Parents often learn of services by networking with each other. DHS/Division of Developmental Disabilities sometimes helps too.
- Another participant said word of mouth is how her clients/patients obtain information
- Agencies need to be kept updated so they can share information about transportation with clients/patients/caregivers
- She works in outpatient mental health programs- clients will let her know about access to transportation. Many clients don’t have access to internet and it is hard for them to make calls. So agency plays key providing/coordinating role. As often as 30 percent of time, clients come late to appointments or miss appointments entirely due to transportation issues. The organization tries its best to accommodate clients with transportation problems but it is difficult.

7. From your perspective, what methods would your customers prefer to use to receive information about transportation? Are clients/patients more comfortable with phone? Could they use Internet. What about mailings, etc.?

- Could give information about transportation at community fairs/health fairs
- Use the media (radio/TV) to share information
- Have information on the buses
- One participant said that in Chicago, information about transportation is printed in monthly newspapers which are sold by homeless persons for \$1. Bus schedules and other transportation information are in the paper. Proceeds from the sale help the homeless. This helps provide information about transportation while helping the homeless.
- Problems in Camden City less severe than elsewhere in county. But are newly emerging communities of immigrants (e.g., some Asian, Latin American communities) who don’t know about resources available and/or are “intimidated” by the transportation system
- A travel management coordination center could have an outreach person/councilor to help immigrants/persons new to area and others navigate the transportation system
- Could put information about transportation and bus schedules in municipal buildings and county stores. Now are 3 county stores in Camden County.

- Sometimes bus schedules just sit at NJTransit. There is not a good distribution system to get information about transportation such as bus schedules to residents or agencies/organizations.
- One participant said that she called the 1-800 number for NJ Transit and they sent her information for all Camden County.
- Is 1-800 number for health dept? The department gets calls for many things, including transportation, but no longer has an operator. So calls are routed to other staff/program secretaries who have other duties and have not been trained for this. Some have lists of numbers for resources which they keep for future reference but if too busy can't always look up information when it is requested
- UOSS/211- also a potential resource; should have information and will go out of their way to help find resources

Brain Dump onto index cards at the end:

- Industrial Parks. . . (Cherry Hill, Pennsauken, . . .) benefit from links such as AccessLink into these areas for daily work day A.M. + P.M. hrs.
- Post the Schedules – it's simple as laminating the schedules to the poles with clear contact paper. Q. How did you get the county wide bus schedules? We now go the NJ Trans terminal and pick up individual ones.
- Advertise in language specific newspapers, i.e. Asian, Hispanic, Korean, on how to access public transportation + where to access
- Transportation guides for Camden County?
- We promote pediatric therapy services as well as medical day care services for children. We have transportation available for children in Medical Day Care. If – however – a child needs additional therapy before or after the medical day care program, they often use medical transport. As the child needs to have a parent with them on transport, the parent arrives at the center – but because after therapy they will go directly to medical day care program – but parents aren't eligible for a ride home with Medicaid transport because they don't have a medical necessity.
- A percentage of the WIC population (small I believe) does utilize taxi services. Maybe this is less expensive for a family transport then a bus??! It is definitely more direct.
- What are thoughts for transportation needs of people with health needs? Example: Patients going to chemotherapy or radiation.
- Suggestions: Offer an educational class at local libraries about how to access transportation services as well as how to navigate the internet to find out about

services. I think the idea about a resource fair is very good. The first step would be to get a comprehensive list of transportation services. Invite representatives from medical transport, AccessLink, etc to these meetings.

- 2 things: Market special services available to the public, e.g. bus voucher, etc. How are quality measures controlled to ensure vehicles, (particularly) vans are safe & up to date on maintenance?
- Thank you so much! A phone line people could call to see if transportation is late (i.e., if a specific bus is late). More shelters at bus stops (covered areas). A TV channel dedicated strictly to traffic reports, bus scheduling, or train issues. Crosswalks @ bus stops. More stops on the River Line train. You have been doing a great job working on this huge issue. Thank you so much for your help!
- Senior citizens have trouble getting to doctor's appointments on time.
- Very helpful. More is needed to help those who can not afford or access these services. There were great ideas from everyone who interacted.
- Positive process strengthened by full group participation.
- A resource manual listing resources in various categories would be very useful. This could either be hard copy or website (easier to update).

Discussion Group: Camden County College, December 5, 2007

The discussion group was made up of 41 students in GED classes at Camden County College, a community college located in downtown Camden City. Of the 41 who participated in the discussion, 36 completed an abbreviated survey.

Demographics

Gender: 22 females, 14 males

Age: 5 (0-18); 10 (19-25); 19 (26-49); 1 (50-60); 1 (60+)

Marital Status: 8 married; 1 divorced; 26 single; 1 no answer

Children: 23 have children; 11 do not; 2 no answer

Ages of children range from 6 months to 40 years old

Good Health: 34 yes; 2 no

Mobility issues: 29 no; 7 yes

Own a car: 23 no; 13 yes

Work outside the home: 17 no; 19 yes

Discussion

1. What transportation services are available for you to use in your area?
 - ✓ bus, Speed Line, cab
 - ✓ neighbor, family
 - ✓ hitch hiking, walking
 - ✓ bicycle
2. Do you feel the transportation options available in your area are better or worse than the transportation options offered in other parts of Camden County?
 - ✓ worse!
3. What do you like most about the transportation options you have? Why?
 - ✓ heat! only the driver has air conditioning in the summer
 - ✓ comfortable seats
 - ✓ Just to have it!
4. What do you like least about the transportation options you have? Why?
 - ✓ bus drivers are mean!
 - ✓ drivers need to be more aware of passengers
 - ✓ drivers ignore stops and drive right by me
 - ✓ late/ not on time
 - ✓ too slow; need more express or local runs
 - ✓ over crowded
 - ✓ odors/ not clean
 - ✓ exact change is a problem; cost more than the fare; a few buses do have change machines
 - ✓ night runs outside Camden do not exist, problem if you work at the mall in Cherry Hill and don't get off until 11 pm
 - ✓ need to run more often
5. How do you find out about the transportation options in your area?

- ✓ transportation center
 - ✓ bus schedules
 - ✓ phone, which is voice automated, but if you need to know something that is not standard it is no help
6. Do you have difficulty locating this information?
 ✓ no
7. Where do you need to go and how do you get there?
 ✓ NA
8. Are these usually direct trips or are transfers involved?
 ✓ most trips need a transfer and it is costly
9. Are there trips you would like to make but do not because you can not find transportation or because transportation is too much of a hassle? What and where are these places?
 ✓ out of NJ
10. What are the things you want most from transportation? What aspect of transportation is most important to you?
 ✓ reasonable cost
 ✓ seat belts
 ✓ more frequency on weekends and at night
 ✓ trash cans, because the mess is pretty bad
 ✓ bathrooms on vehicles
 ✓ emergency phone
 ✓ shelters & lights at stops
11. Would you consider using a Camden specific website to get information on transportation and/or to schedule transportation services?
 ✓ Do you have a computer with internet access at home? by hand count 3/41 do
 ✓ If no, do you have access to a computer with internet access? by hand count 12/41 do

Survey Questions

1. What types of services and content would be most helpful/valuable to you if offered by a Camden specific website?

	<i>Yes</i>	<i>No</i>	<i>Maybe</i>
Trip planning information	25	1	8
Trip Fee information	25	3	7
Contact phone numbers for transit service providers	24	3	7
General trip information (for example, how and where to purchase tickets)	27	2	6
Bus or Train stop locations	28	3	4
Access to a trip counselor who could help you plan your trip	19	8	8
Sign up for an e-list that will provide route specific information such as schedule changes, real time vehicle arrival?	16	7	12
Sign up to have above information sent directly to your PDA	18	6	10

Other (please specify):
 free parking or reasonable prices for parking
 some bus tickets for those who don't have funds at the time

2. Some technologies and services can help make transportation easier to use for customers. Please rank the following according to what you think would make transportation use easier for you (4=most preferred, 3=preferred, 2=might use, and 1=would not use).

	4	3	2	1	Avg
Trip planning counselor who could help you plan your trip	10	9	7	8	2.6
A single point of contact for all transportation information via phone	6	18	7	3	2.8
A single point of contact for all transportation information via internet/website	10	9	9	5	2.6
Annual trip planning workshops held at local libraries and other convenient locations	11	8	9	6	2.6
Information stands/kiosks or LED signage that includes information on routes, transfers, real time vehicle arrival time	15	10	6	2	3.1
Electronic fare payment which allows you to pay for transit with a single "smart" card	19	8	3	3	3.3
Safety cameras on all transit vehicles and other surveillance/security systems	22	4	6	0	3.4
Shelters at each bus stop	23	2	5	3	3.3
Other technologies or services (please specify) reasonable parking fees	1				

3. Do you use a mobile (cellular) telephone? Yes (30) No (7)
- If yes, do you use the text message feature? Yes (21) No (12)
 - If yes, do you use the access internet feature? Yes (17) No (16)
4. Do you have cable in your home? Yes (31) No (3)

The Community Planning & Advocacy Council (CPAC) Mental Health Board, January 8, 2008

CPAC is an independent non-profit organization which plans, advocates and coordinates the County's human services programs. They work with over 400 social service agencies, health agencies, and numerous public and private organizations. The CPAC Mental Health Board is composed of agency representatives as well as people who have had mental health issues. One survey was completed; to keep the person's identity anonymous I have included the answers in the survey response database and not in this summary.

Discussion Questions

12. What transportation services are available for you to use in your area?
 - ✓ Bus & rail
 - ✓ taxis
 - ✓ medical transport
 - ✓ bike/walk
 - ✓ program/agency vans
13. Do you feel the transportation options available in your area are better or worse than the transportation options offered in other parts of Camden County? Please explain.
 - ✓ both
 - ✓ In Camden City transportation services are good; the further away from Camden City you get the worse services are: Atco, Chesilhurst, traveling north and south is difficult; Washington Township, rural areas (south); also, pedestrian/wheelchair access to bus stops on Route 38
14. What do you like most about the transportation options you have? Why?
 - ✓ bus routes 403 & 459 are handicap accessible
 - ✓ the view from the Riverline is great
 - ✓ Speedline: about have are wheelchair accessible with a lift—higher mode (person is lifted and rides in wheelchair)
15. What do you like least about the transportation options you have? Why?
 - ✓ route times
 - ✓ inconvenient connections
 - ✓ safety – stops not sheltered and not set off major highways (too close to highway, e.g. 130)
 - ✓ bus drivers: negative, rude attitudes toward customers
 - ✓ wheelchair lifts are not maintained, often are not working or at least that is what the drivers say
 - ✓ not flexible; not enough routs to get to where ever you want to go
16. How do you find out about the transportation options in your area?
 - ✓ web site
 - ✓ agency case workers
 - ✓ but schedules

17. Do you have difficulty locating this information?
18. Where do you need to go and how do you get there?
19. Are these usually direct trips or are transfers involved?
20. Are there trips you would like to make but do not because you can not find transportation or because transportation is too much of a hassle? If a hassle, what are the hassles (*time, transfers, no options*)? What and where are these places? What do you do?
21. What are the things you want most from transportation? What aspect of transportation is most important to you?
 - ✓ On time
 - ✓ shelters
 - ✓ up to date schedules in shelters
 - ✓ kiosks/LED with real time arrival at stops
 - ✓ fare discounts for persons with disabilities and seniors
 - ✓ smart card/pass: one card for transportation and Medicaid

Discussion Group: Camden Center for Youth Development, January 18, 2008

The Camden Center for Youth Development is a tuition-based alternative school for youth in Camden County. They offer a middle college academic program, vocational training, learning internships, skills training, civic responsibility and many other programs that provide a comfortable learning and growing environment for Camden County's youth. There are approximately 200 youth enrolled in various programs, of whom 95 percent graduate with a high school diploma and at least 70 percent successfully go on to some form of higher education. CCYD also offers gender specific programs.

Discussion Questions

22. What transportation services are available for you to use in your area?
 - ✓ cab
 - ✓ bus
 - ✓ PATCO
 - ✓ friend—car
 - ✓ bike
 - ✓ parents—car
 - ✓ train
 - ✓ walk
23. Do you feel the transportation options available in your area are better or worse than the transportation options offered in other parts of Camden County? Please explain.
 - ✓ A few said “no”; but most were of the opinion that transportation options were pretty much the same across the County
24. What do you like most about the transportation options you have? Why?
 - ✓ it's there
25. What do you like least about the transportation options you have? Why?
 - ✓ not on time
 - ✓ cabs won't come into Camden City at night
 - ✓ takes too long—too many stops on bus routes
 - ✓ buses stop running too early—should run 24/7
 - ✓ never on time
 - ✓ need new buses with TVs
 - ✓ lack of maintenance
 - ✓ rudeness of drivers; driving past bus stop without stopping
 - ✓ driver takes a cigarette break while riders sit on bus and wait
26. How do you find out about the transportation options in your area?
 - ✓ call NJ Transit
 - ✓ internet
 - ✓ ask friends
 - ✓ pick up bus schedule at Rand Trans Center
27. Do you have difficulty locating this information?

- ✓ No was unanimous
28. Where do you need to go and how do you get there?
- ✓ school
29. Are these usually direct trips or are transfers involved?
- ✓ in some cases transfer needed
 - ✓ sometimes almost there, but not quite
 - ✓ there is no direct line (except RiverLine) to this school
30. Are there trips you would like to make but do not because you can not find transportation or because transportation is too much of a hassle? If a hassle, what are the hassles (*time, transfers, no options*)? What and where are these places? What do you do?
- ✓ (skipped this question, because time was running short)
31. What are the things you want most from transportation? What aspect of transportation is most important to you?
- ✓ run more often
 - ✓ on time
 - ✓ run 24/7
 - ✓ seat belts
 - ✓ some safety concerns—one had her wallet stolen while on the bus
 - ✓ shelter at every stop
 - ✓ trash cans/cleanliness
 - ✓ better prices, i.e. buy 2 get 1 free
 - ✓ give the senior citizens their own bus
 - ✓ music
 - ✓ AC & heat
32. Would you consider using a Camden specific website to get information on transportation and/or to schedule transportation services?
- ✓ Do you have a computer with internet access at home?
 - 5 yes
 - ✓ If no, do you have access to a computer with internet access? Where?
 - 8 do at library and at school
 - ✓ Have you ever used a touch screen computer?
 - 3-4 have

Survey Questions

5. What types of services and content would be most helpful/valuable to you if offered by a Camden specific website?

	Yes	No	Maybe	blank
Trip planning information	11	4	1	2
Trip Fee information	13	3	0	2
Contact phone numbers for transit service providers	13	2	1	2
General trip information (for example, how and where to purchase tickets)	12	3	1	2
Bus or Train stop locations	13	2	1	2
Access to a trip counselor who could help you plan your trip	12	2	2	2
Sign up for an e-list that will provide route specific information such as schedule changes, real time vehicle arrival?	9	4	3	2
Sign up to have above information sent directly to your PDA	9	3	4	2
Other (<i>Please specify</i>):				

6. Some technologies and services can help make transportation easier to use for customers. Please rank the following according to what you think would make transportation use easier for you (*4=most preferred, 3=preferred, 2=might use, and 1=would not use*).

	4	3	2	1	blank	Avg.
Trip planning counselor who could help you plan your trip	6	2	7	1	2	2.8
A single point of contact for all transportation information via phone	6	6	3	1	2	3.1
A single point of contact for all transportation information via internet/website	7	7	2	0	2	3.3
Annual trip planning workshops held at local libraries and other convenient locations	5	3	7	1	2	2.8
Information stands/kiosks or LED signage that includes information on routes, transfers, real time vehicle arrival time	6	5	4	1	2	3.0
Electronic fare payment which allows you to pay for transit with a single "smart" card	6	4	4	2	2	2.9
Safety cameras on all transit vehicles and other surveillance/security systems	9	3	1	1	4	3.4
Shelters at each bus stop	9	2	4	1	2	3.2
Other technologies or services (<i>please specify</i>)						

	Yes	Pct	No	blank
3. Do you use a mobile (cellular) telephone?	19	100%	0	0
If yes, do you use the text message feature?	15	79%	3	1
If yes, do you use the access internet feature?	10	53%	8	1
4. Do you have cable in your home?	9	79%	2	2

Demographics

Gender	Count	Percent
Female	9	47%
Male	10	53%
blank	0	0%

Age	Count	Percent
0-18	14	74%
19-25	4	21%
26-49	-	-
50-60	-	-
60+	-	-
blank	1	5%

Marital Status	Count	Percent
Single	14	74%
Married	2	11%
Divorced	3	16%
Widowed	0	-
blank	0	0%

Children	Count	Percent
Yes	3	16%
No	16	84%
blank	0	-

	Yes	Percent	No	blank
Are you in good health?	18	95%	1	0
Do you have mobility issues?	4	21%	15	0
Do you own a car?	2	11%	17	0
Do you work outside of the home?	10	53%	9	0

What two main cross streets do you live the closest to?

Federal and Marlton Pike; Federal and Baird Blvd
Main Street/7th Street
Mt. Ephraim
Cuthbert/Haddon Ave
Atlantic Ave, Kaigh Ave
State St/Union Landing Road
River Rd/State Street
Collings Ave/Merimac Road
State St. / Broadway
State St
Marlton Pike & Federal

Focus/Discussion Group: Camden County Board of Social Services, January 11, 2008

Three focus groups were held back to back at the CC BSS on Friday morning, January 11, 2008. Two of the groups were made up of Medicaid transportation intake employees, who verify customers qualify for medical transportation; determine the appropriate level of service and provider; then either referred the customer to the transportation service provider or schedule the pick up and drop off for the customer depending on the appropriate level (higher mode or lower mode) of service required. The third group included Case Managers from Workforce New Jersey.

Trips and Trip Making

1. Does your agency provide transportation assistance to your clients?
 - ✓ Yes for both Medicaid & Workforce NJ
 - ✓ transportation assistance comes from the Federal level for both
 - ✓ Medicaid is income limited
 - 100% of customers qualify for transportation assistance to limited locations, though only 15 to 20% actually get it; this is because the system can not begin to handle the numbers; transportation, in reality, should apply to every medical trip including going to the pharmacy; will also pay for an escort is need of assistance is documented or the customer is a minor
 - Medicaid arranges for curb-to-curb service for customers who do not have special needs; for those who do have special needs the customer is referred to a transportation provided and arranges their own ride; if a customer has 4 or more medical trips a month they are then issued a transit pass for the month (this has grown to 800+ customers requesting and receiving a monthly pass)
 - some allowance for doctor driven appointments to specific places for tests such as for stress; not for simple things such as blood work – must go to the closest place; there are some medical services that are not available in Camden County, only in Philadelphia or other NJ county, so transport is provided
 - If customer owns a car they do get some reimbursement for medical trips
 - also, Medicaid transportation is only required to get patients within a half mile of their medical appointment
 - ✓ for Workforce NJ, customers receive free bus passes; use to give tickets for the Speedline but not anymore and this has created a big mess for customers
2. What mode of transportation do your clients generally use to get around?
 - ✓ Medicaid uses 14 companies including 1 taxi service for customers who do not have disabilities; use 4 companies for customers with disabilities but the customer must be able to board and un-board without assistance; customer needs to allow for 1 hour leeway coming and going

- ✓ mostly sedans and vans
- 3. What types of trips do your clients want to make, but are not served by the current transportation system?
 - ✓ Medicaid: NA
 - ✓ Workforce NJ: to activities that relate to training/education, GED studies; so most are located in Camden City or Pennsauken; work to make sure activities are on a bus line
- 4. From your perspective, what things do your clients want most from transportation? What do they most depend on?
 - ✓ Medicaid
 - on demand transportation
 - if doctor moves, customers want to follow even out of county; they are allowed to for 30 days only if doctor has moved out of Camden County
 - same day service
 - some have complained about sharing the ride with others
 - some want the whole family, not just an escort, to go with them
 - some request pick up at someplace other than home
 - weekend doctors appointments—these are difficult because only 3 carriers provide service on the weekends
 - ✓ Workforce NJ:
 - on demand
 - passes for all zones; right now zones are limited with customer paying extra fee when going out of the designated zones; sometime WNJ will give tickets to cover the difference
 - on time does not seem to be an issue with WNJ clients; maybe has become part of the culture or complaining in the past has not made a difference to resigned to chaotic bus schedules
- 5.

Communication/Information

- 6. Does your agency provide information on transportation to your clients?
 - ✓ only in arranging medical transportation as mentioned above
 - ✓ Workforce NJ: have bus schedules everywhere and will help customers map out their travels
- 7. In general, are your clients comfortable with using the internet to find information?
 - ✓ few if any have access to a computer
- 8. Approximately what percentage of your clients have cell phones?
 - ✓ Medicaid: approximately 50%
 - ✓ Workforce NJ: perception that 100% of customers have cell phones

Parking Lot Issues

- ✓ The phone system at the CC BSS is a BIG issue! It is not adequate for the volume and is often overwhelmed. Transportation councilors give out their direct number to customers, which mean that those who call the main number and end up in a qui just hang there forever. This system was selected and is maintained and paid for through Camden County. This system is a nightmare!

Participants

Medicaid Transportation

- Winifred Miller, Trans Director
- Ed Hess, Supervisor, 225.8203
- *Anita Tucker
- Patrick Callahan
- Abdul Kabia 225.8204
- *Joyce Putnam, agency/user
- Rosie Gomez
- Cynthia Clark

Workforce New Jersey, Case Management

- Phu Train, 225.7719
- Dyon Draft, 614.8027
- *Shirley Owens, 614.8099

Discussion Group: Breakfast for the Homeless, Mt. Calvary Baptist Church, January 19, 2008

On the third Saturday of each month Mt Calvary Baptist Church sponsors a breakfast for the homeless in Camden City. Most of those who attend are picked up at homeless shelters by congregation members using church vans. There are also a good number of walk-ins who attend. The program consists of a half hour service followed by a breakfast that is prepared and served by members of the Church.

Deacon Forrest Graham has managed the breakfast for the 18 years it has been in existence. According to Deacon Graham there are a couple of men who have been coming since the program started. It is their choice to remain homeless, considering this the best of the choices they have.

On January 19th there were approximately 50 homeless persons who attended of whom most were African American men and men of Hispanic descent. There were only two women: one African American, one Caucasian. Age was difficult to determine, but all were adults.

Considering the situation of the people who attend the breakfast, the street survey was not an appropriate instrument. At the suggest of Rev. Jones, Pastor of Mt. Calvary, I asked one question: *How many of you feel that you would have a job or the opportunity to get a job if you had access to reliable transportation?* Slightly more than 50 percent raised their hand. I encouraged discussion, and their comments follow.

- 1 does qualify for a transit pass from the Board of Social Services because he is in a day program. "If you are in a day program at the Board of Social Services you can use their address to get benefit checks and get a transit pass. I am getting a transit pass on Tuesday."
- 1 receives food stamps through TANF but does not know if he qualifies for transportation monies
- With no transportation there is no way to get to a place and put in an application
- Most of the jobs are outside the City and impossible to get to
- I have heard of places that are hiring but I couldn't get a ride to get there and apply
- And even if you can get someplace to apply for a job, because of no transportation how are you going to get back there to work every day?

Focus Groups:

Hopeworks 'N Camden, 4:15 pm October 18, 2007

543 State Street, Camden, NJ 08102

Hopeworks "N Camden housing a youth program that offers literacy, GED preparation, and a Website development business that employs high school and a few college level students. For the high school part of the program, students complete a self paced training program in Micro Media Dream Weaver, during which each becomes part of a team that designs websites for businesses and nonprofits in the community. Hopeworks also offer interactive web mapping utilizing a very sophisticated level mapping program using ESRI products.

Attendees

4—15 year olds

1—16 year old

1—13 year old

6 Total students participated

1 sophomore at Pennsauken HS

1 Junior at Pennsauken HS

1 Sophomore at Yell (?) HS

1 8th grade at North Camden Middle School

1 Sophomore at Woodrow Wilson HS

1 not in school, part of the literacy and the GED prep programs

2 females, 4 males

Focus Group: Winslow Township, October 22, 2007

Winslow Township is located in the southern part of Camden County. In the United We Ride Overview, the population of Winslow Township is described as: a large concentration of minority as well as a large concentration of veterans. General discussion before the meeting indicated at least a perception of a good size population of senior citizens; that a good number of those moving into the Township come from Camden City because of rising housing costs.

Attendees

4 females

2 each 50-60 years old

2 each 60 + years old

Marital status: 2 married; 1 single; 1 widowed

all 4 own a car

1 retired; 3 work outside the home

1 drives to Delaware

1 short walk

1 qualifies for transportation subsidy (the one retired)

4 males (1 did not fill out a demographic slip)
1 19-25 years old
1 26-49 years
1 no age given
Marital status: 2 single; 1 married
2 own a car; 1 does not
all 3 work outside the house
1 travels 18 miles to work; 1 10 miles; 1 not answer
2 do not qualify for transportation subsidy; 1 no answer

Focus Group: Faith Tabernacle Labor Day Care, October 23, 2007

553 Spruce Street, Camden, NJ

Faith Tabernacle Labor Day Care offers a preschool program. Funding is provided from the Camden City School District and from Abbott. Except for age (3 years old by October 1st), there are no limitations for enrollees through funding by the CC School District for a regular school day, 8:30 to 3:30. Abbott provides resources for wrap around day care, which includes the hours 7:00 to 8:30 AM and 3:30 to 6:00 PM. Currently, there are 25 students enrolled in the preschool program. The children are a varied group, consisting of African American, Hispanic and Vietnamese descent.

Survey Respondents

4 females
Age: 1 19-25; 3 26-49
Marital status: 3 single; 1 married
Children: 2 w/3 children; 1 w/4 children; 1 a grandmother w/grown children
all 4 own a car
3 work outside the home; 1 does not
1 drives 1 mile; 1 drives 22 miles; 1 drives 5 miles
0 qualify for transportation subsidy

Focus Group: Pine Hill Borough Senior Citizens, October 25, 2007

In the UWR Strategic Plan the Borough of Pine Hill is identified as “most disadvantaged”, a classification originating from the Delaware Valley Regional Planning Commission (DVRPC). In determining “most disadvantaged” degrees of disadvantage are determined by looking at the degree to which certain characteristic exist within the population of each municipality within the DVRPC region. The demographic data examined include: Poverty, Non-Hispanic Minority, Hispanic, Elderly, Carless, Disabled, Limited English Efficiency, and Female Head of Household with Child.

Attendees

10 Members of the Senior Club in Pine Hill Borough
9 Females

1 Male

Age: 1- 50-60; 9 - 60+

Marital Status: 1 divorced; 1 no response; 2 single; 6 windowed

Children: 6 do; 4 do not have children

Own a car: 5 do; 5 do not own a car

All 10 do not work outside the home

1 qualifies for transportation subsidy (Medicaid); 9 do not or are not aware if they do

Questions & Responses

1. What transportation services are available for you to use in your area?
 - ✓ 1 male student uses transit fixed route bus to get to school; ride is free, he is issued tickets on a daily basis through the school (Hopeworks)
 - ✓ 4 either take a school bus or walk (Hopeworks)
 - ✓ All take the bus occasionally to the 'Gallery' (a mall); 1 female occasionally takes the bus to Cherry Hill (Hopeworks)
 - ✓ All are within a block or two of Hopeworks and walk from home (Hopeworks)
 - ✓ NJ Transit (Winslow)
 - ✓ @ 6 taxi companies (Winslow)
 - ✓ own car (Winslow)
 - ✓ Access Link (Winslow)
 - ✓ SenHan through the County (Winslow)
 - ✓ neighbors (Winslow)
 - ✓ some church vehicles (Winslow)
 - ✓ 1 bus (FTL DAY CAREC)
 - ✓ 3 own car (FTL DAY CARE)
 - ✓ SenHan 3 days a week: (Pine Hill)
 - Mondays rotate between 2 malls and WalMart; Wednesdays grocery store, pharmacy and bank; Fridays Senior Club
 - time limits on shopping; usually rushed, especially for elderly people with canes and wheelchairs
 - call 3 to 5 days ahead for pick up
 - Pine Hill Borough pays for service
 - ✓ Blackwood Senior Center has bus and picks up seniors for special programs (Pine Hill)
 - ✓ Pine Hill Senior Club uses SenHan service occasionally; but usually do not have enough money to pay for transportation (Pine Hill)
 - ✓ public service buses; fixed route, set up more for people getting to work (Pine Hill)
 - ✓ AccessLink (Pine Hill)
2. Do you feel the transportation options available in your area are better or worse than the transportation options offered in other parts of Camden County? Please explain.
 - ✓ NA (Hopeworks)
 - ✓ "worse" was unanimous (Winslow)
 - ✓ Please explain. (*specify town names that have better options*) (Winslow)
 - Philadelphia
 - Gloucester
 - Camden City
 - Lindenwold is the cut off for trans service; if you can get to Lindenwold you can access the rest of the County
 - ✓ better (unanimous) (FTL DAY CARE)

- ✓ worse: bigger municipalities like Camden City have more (Pine Hill)
 - ✓ Pine Hill should have their own bus; (Pine Hill)
 - use to but not enough riders to justify continuing service;
 - each person using the service had to go to the municipality hall and receive a card with which they rode free of charge; the card was related to insurance
 - ✓ now, the 3 days they have SenHan they share with 2 other municipalities; because of the schedule have limited time to do their shopping; with Christmas coming up there was concern expressed about have enough time to do the basics let alone shopping for gifts (Pine Hill)
3. What do you like most about the transportation options you have? Why?
- ✓ it's quiet (Hopeworks)
 - ✓ If you have a car you can connect to Lindenwold in 15-20 minutes; the only other way is by taxi, which is \$25 one-way (Winslow)
 - ✓ on time (FTL DAY CARE)
 - ✓ inclusive – can get anywhere you want to go (FTL DAY CARE)
 - ✓ being able to go (unanimous) (Pine Hill)
 - ✓ staying independent (unanimous) (Pine Hill)
 - ✓ someone else is driving, not me (Pine Hill)
 - ✓ not paying for car insurance which is too high and rising as one gets older (Pine Hill)
 - ✓ People from SenHan are so nice; drivers can not be helpful enough (Pine Hill)
4. What do you like least about the transportation options you have? Why?
- ✓ the temperature, either too hot or too cold (Hopeworks)
 - ✓ too many stops; rough ride at times when driver stops or turns corners going too fast (Hopeworks)
 - ✓ pick up times are unpredictable (Hopeworks)
 - ✓ rude bus drivers; 1 student (female) said the driver shut the door in her face and drove off without her (Hopeworks)
 - ✓ The male student who rides to and from school on a public bus indicated that the bus driver is often rude in general (Hopeworks)
 - ✓ cost (Winslow)
 - ✓ inconvenience (Winslow)
 - ✓ hours involved in transfers (Winslow)
 - ✓ limited service hours (Winslow)
 - ✓ some walking involved: dangerous at night, no sidewalks and a lot of roads do not have a berm; also often stopped by cops for 'suspicious activity' (Winslow)
 - ✓ In Atco there is only a ticket machine for ride fare; if machine is not working (which happens) there is no alternative (Winslow)
 - ✓ ventilation on buses is poor; those with respiratory problems such as asthma are adversely affected (Winslow)
 - ✓ schedule is unreliable (FTL DAY CARE)
 - ✓ crowdedness (FTL DAY CARE)
 - ✓ traffic (FTL DAY CARE)

- ✓ timeliness (Pine Hill)
 - ✓ for medical appointments have to call 2 weeks in advance (Pine Hill)
 - ✓ lack of sensitivity when calling for information; person talks with an accent and too fast for a person with a hearing aid to understand (Pine Hill)
 - ✓ SenHan sometimes does not wait the 5 minutes they say they do; just occasionally does this happen; it would be nice if they could call a few minutes before arrival (Pine Hill)
 - ✓ Access Link made one of them wait 3 hours for a return trip; said they'd be there @ 9 PM, didn't arrive until midnight; she was grateful that friends stayed with her (Pine Hill)
5. How do you find out about the transportation options in your area?
- ✓ computer – website (Hopeworks)
 - ✓ pick up brochures at transportation center (Hopeworks)
 - ✓ just go stand at the bus stop; bus usually runs by about every 10 to 20 minutes (Hopeworks)
 - ✓ word of mouth (Winslow)
 - ✓ brochures at County Store; but, no transportation service to get there (Winslow)
 - ✓ brochure from Rand Trans Center (FTL DAY CARE)
 - ✓ husband works for public transit (FTL DAY CARE)
 - ✓ telephone the Borough (Pine Hill)
 - ✓ telephone friends (Pine Hill)
 - ✓ “grape vine” (Pine Hill)
 - ✓ Why not have transportation information on the County Calendar that is mailed out? (Pine Hill)
6. Do you have difficulty locating this information?
- Everyone agreed bus schedule information was easy to get (Hopeworks)
 - 3 no; 1 NA (FTL DAY CARE)
 - ✓ Do you feel that you get adequate (*enough*) information on transportation options available to you?
 - Yes (Hopeworks)
 - shelters have schedule posted (FTL DAY CARE)
 - ✓ What methods would you prefer to use to receive information about transportation?
 - Internet (Hopeworks)
 - sometimes information on internet is not available – when the server is down (Winslow)
 - using a browser to search for information is a problem too – too much information is returned; which do you choose? (Winslow)
 - no internet access (FTL DAY CARE)
 - brochure (FTL DAY CARE)
 - telephone (FTL DAY CARE) (Pine Hill)
 - mailings (Pine Hill)

- trip counselor (Pine Hill)
 - transportation workshops (Pine Hill)
 - no one in this group has a computer or access to a computer (Pine Hill)
 - usually someone knows (*facilitators note: this group has an outstanding community support and communication network!*) (Pine Hill)
7. Where do you need to go? How do you arrange to get there?
- ✓ NA (Hopeworks)
 - ✓ Cherry Hill to work (see 8) (Winslow)
 - ✓ Philadelphia; Delaware – drive (Winslow)
 - ✓ Atlantic City, working 7 to 3 shift use to be easy with the 519 Atco line, but run times have changed and do not fit with shift work hours in Atlantic City (Winslow)
 - ✓ in Camden City (FTL DAY CARE)
 - ✓ to Camden City from Pennsauken (FTL DAY CARE)
 - ✓ Malls, shopping (FTL DAY CARE)
 - ✓ work (FTL DAY CARE)
 - ✓ How do you arrange to get there?
 - Just walk to the bus stop and wait (FTL DAY CARE)
 - check train schedule, then go (FTL DAY CARE)
 - ✓ grocery, bank: call for SenHan 3 to 5 days ahead (Pine Hill)
 - ✓ medical: call 2 weeks ahead (1); the rest either drive or have a friend or family member to drive them (Pine Hill)
8. Once you've developed a plan, then what happens? Walk to a bus stop? Wait for the provider to pick you up at the curb/door?
- ✓ The bus stop is within a block of each of their homes. They just go to the bus stop and wait for a bus (Hopeworks)
 - ✓ Going to Cherry Hill to work: first to Lindenwold by any method possible, taxi when desperate; to Camden City (Rand Trans Cnt), then another bus to Cherry Hill. Can take 45 minutes if catches the Express from Lindenwold, otherwise at least an hour (Winslow)
 - ✓ Walk to a bus stop (FTL DAY CARE)
 - ✓ NA (Pine Hill)
9. Are these usually direct trips or are transfers involved?
- ✓ Take only direct rides, no transfers involved (Hopeworks)
 - ✓ mostly transfer trips (Winslow)
 - ✓ 2 said mostly direct (FTL DAY CARE)
 - ✓ 1 said mostly transfer (FTL DAY CARE)
 - ✓ 1 NA (FTL DAY CARE)
 - ✓ direct (unanimous) (Pine Hill)
10. Are there trips you would like to make but do not because you can not find transportation or because transportation is too much of a hassle? If a hassle, what are the hassles (*time, transfers, no options*)? What and where are these places? What do you do?
- ✓ Unanimous no (Hopeworks)

- ✓ going south there are no options and new homes are being built there (Winslow)
 - ✓ weekends there are no options (hospital workers who access public transport on week days have to drive when working weekends) (Winslow)
 - ✓ late at night: 2nd and 3rd shift workers have no options (Winslow)
 - ✓ local grocery shopping: no options other than walking or riding with a neighbor (Winslow)
 - ✓ 2 said none (FTL DAY CARE)
 - ✓ 1 NA (FTL DAY CARE)
 - ✓ 1: sometimes transportation does go there on the schedule she needs, such as for job interviews in Pennsauken and Cherry Hill; each morning, using public transit, she takes each of her 3 children to different locations: day care, preschool, elementary school; often she first walks to her brother's place of work to borrow his transit pass (FTL DAY CARE)
 - ✓ Cultural trips to places like Philly Museum of Art or to Wilmington, Delaware (Pine Hill)
 - ✓ Atlantic City (Pine Hill)
 - ✓ Washington Township theatre – Pitman (?) has big band music and other entertainment (Pine Hill)
 - ✓ Peddlers Village (Pine Hill)
 - ✓ sometimes just for lunch with friends (Pine Hill)
 - ✓ community high school plays (Pine Hill)
 - ✓ one of the churches is offering a Thanksgiving dinner free for seniors, but it is on a Sunday and there is no way to get there (Pine Hill)
11. What are the things you want most from transportation? What aspect of transportation is most important to you?
- ✓ On demand - I should be able to get it when I want it
 - Need it (FTL DAY CARE)
 - ✓ Friendly drivers! (Hopeworks)
 - ✓ Vehicles clean and well maintained (Hopeworks)
 - ✓ get to and from work on time (Winslow)
 - ✓ get to shopping, bank (Winslow)
 - ✓ get to health care (Winslow)
 - ✓ get to municipal/government service providers (Winslow)
 - ✓ emergencies, e.g. a child sick at school and needing a parent to pick her/him up (Winslow)
 - ✓ cost affective! (unanimous) (Winslow)
 - ✓ convenient (Winslow)
 - ✓ SAFE (unanimous) (Winslow)
 - ✓ 24/7/365, flexible (Winslow)
 - ✓ Vehicles are clean and well maintained (FTL DAY CARE)
 - ✓ Direct - it should be able to run from point A to B (FTL DAY CARE)
 - ✓ Sensitive to customer needs - it should be sensitive to people with special needs (FTL DAY CARE)

- ✓ Safe - it should be a safe to use, and operated with safety and security in mind (FTL DAY CARE)
 - ✓ drivers drive too fast; often throwing passengers around (FTL DAY CARE)
 - ✓ suggests guards and cameras (FTL DAY CARE)
 - ✓ On demand - unanimous Yes (Pine Hill)
 - ✓ Timeliness – Yes, and it would be nice if driver could call when they are close (Pine Hill)
 - ✓ Convenience – Yes for shopping or doctor’s appointments (Pine Hill)
 - ✓ Flexible – Yes (Pine Hill)
 - ✓ Reasonable cost – yes, SenHan paid for by municipality; but for other trips we’d like to take can not afford transportation cost and cost of event as well, such as lunch (Pine Hill)
 - ✓ Friendly drivers – Yes; should give the SenHan driver a gold star for helpfulness (Pine Hill)
 - ✓ Vehicles are clean and well maintained – Yes (Pine Hill)
 - ✓ Direct trip – Yes (Pine Hill)
 - ✓ Sensitive to customer needs – unanimous Yes, especially to wheel chair bound, those who move slow because of disabilities, those hard of hearing or with hearing aids (Pine Hill)
 - ✓ Safe – Yes (Pine Hill)
12. Would you consider using a Camden specific website to get information on transportation and/or to schedule transportation services?
- ✓ Unanimous yes (Hopeworks)
 - ✓ yes, if informative (Winslow)
 - ✓ most seniors in Winslow Twp do not have access to a computer (Winslow)
 - ✓ yes! if she had access (FTL DAY CARE)
 - ✓ 2 yeses (FTL DAY CARE)
 - ✓ No, because no one has a computer and there is no library in Pine Hill (Pine Hill)
13. What types of services and content would be most helpful/valuable to you if offered by a Camden specific website?
- ✓ NA (Hopeworks)
 - ✓ the little things, e.g. transit drivers sell tickets; can have bus passes mailed to you (Winslow)
 - ✓ Schedules (Winslow)
 - ✓ bus stop locations (Winslow)
 - ✓ customized itineraries (Winslow)
 - ✓ trip councilor (Winslow)
 - ✓ workshops around the county on using trans; annual basis (Winslow)
 - ✓ all fees identified up front, e.g. extra fee for buying ticket on the train (Winslow)
 - ✓ schedules, events, contact numbers (FTL DAY CARE)
 - ✓ What provider will meet my needs best?
 - 1 yes; 1 not sure (FTL DAY CARE)

- ✓ Trip counselor (FTL DAY CARE)
 - ✓ Workshops around the County on types and use of transportation (FTL DAY CARE)
 - ✓ *(facilitator note: because the Pine Hill group does not have access to computers, I substituted TMCC for Camden specific website in asking this question)*
 - Trip planning information
 - Unanimous yes for a trip counselor
 - Unanimous agreement on occasional workshops on trip planning and using existing transportation
14. Facilitator: As I explained earlier, the TMCC is going to be designed to help Camden residents with their trip planning, scheduling and other transportation focused tasks via technology tools, such as a telephone hotline, website and mobility counselor. Overall, using different technologies is going to help us achieve our goal of improving transportation in the County. That said, tell me your thoughts on some of these other customer-related technologies:
- ✓ Information kiosks (stands) and/or LED signage at large or heavily trafficked transit stops that include information on schedules, fares, routes, transfers and estimated vehicle arrival time
 - YES (Hopeworks)
 - similar to those at airport (on time, real time); information kiosks at all stops (Winslow)
 - YES! (unanimous) (FTL DAY CARE)
 - unanimous yes, with EVA being number one (Pine Hill)
 - ✓ Electronic fare payment – allows you to pay for your transportation with a single “smart” card
 - YES (Hopeworks)
 - YES (Winslow)
 - like an EZ Pass (Winslow)
 - Yes (FTL DAY CARE)
 - unanimous yes (Pine Hill)
 - ✓ Surveillance and security systems
 - “Why?” Safety was not an issue to any of them (Hopeworks)
 - armed guards (Winslow)
 - parking lots: well lighted, cameras, armed guards (Winslow)
 - Yes unanimous and emphatically! by 2 (FTL DAY CARE)
 - Yes (Pine Hill)
 - ✓ Other technologies?
 - Shelters at bus stops (Hopeworks)
 - infrared cameras on buses; this is happening slow but sure (Winslow)
 - Information at each stop (FTL DAY CARE)
 - vehicle locator information (FTL DAY CARE)

15. Do you use a mobile (cellular) telephone? Many mobile telephones have the capability to send and receive text messages and access the internet. Do you use these features?

- ✓ 2 out of 6 have cell phones, both males (Hopeworks)
- ✓ 1 of the 2 has text messaging (Hopeworks)
- ✓ 1 of the 2 was not sure; if he does have text messaging he doesn't know how to use it (Hopeworks)
- ✓ 5 out of 8 have cell phones (Winslow)
- ✓ 2 of the 5 use text messaging (Winslow)
- ✓ all 4 have cell phone (FTL DAY CARE)
 - 3 have capacity to send/receive text messages
 - 3 liked idea of signing up for a text message or email service that sends pertinent information on bus/train routes of their choosing – information such as delays or schedule changes
- ✓ 5 out of 10 have cell phones (Pine Hill)
 - When asked whether they knew how to text message or access the internet through their phone, all 5 laughed, which means “no”

Parking Lot (Winslow Twp)

- ✓ need a bus that continuously loops from Park & Ride (Atlantic City Exp + 536) to the train and back
- ✓ Avondale to 73 bus/shuttle loop would help
- ✓ Cross Keys Road
 - Lots of retail development and no transportation
 - talk to employers about a shuttle for employees?
- ✓ Possibility of putting transportation information on the County calendar?
- ✓ Check out a new bus system offered by Salem County to their residents

Facilitator note concerning Pine Hill Focus Group participants: This was a wonderful, lively group of Senior Citizens, who came out in a cold fall rain to meet with me. One even rode her scooter from home to the Municipal Hall to participate in this focus group. They all agreed that the basic trips they need to stay independent are available to them, with just a few inconveniences, and an occasional bad moment of waiting forever for a ride home. But, the trips that add quality to their lives are not offered and are not affordable on a fixed retirement income. An issue felt by all: As we age we move slower, sometime needing a cane or a wheel chair, our hearing begins to go; and, though the transportation services that are provided are greatly appreciated, consideration for the physical limitations related to aging are not always taken into consideration. More sensitivity in this area would go a long way.

Transportation Consumer Survey

Location	Count	Percent
Camden County College	15	6%
CC Board of Social Services	32	13%
Fairview, Camden City	13	5%
Genesis School of Business	21	8%
North Camden Bus Stops & Streets	8	3%
North Camden community Planning Meeting	6	2%
One-Stop Career Center	57	38%
Rand Transportation Center	11	7%
Respond (Staff, Customers, Neighbors)	88	35%
Grand Total	251	100%

Questions

1. Which transportation services are available for you to use? *(Check all that apply)*

	Count	Percent
Car	87	35%
NJ Transit bus or train	216	86%
Car, van or bus operated by the County	24	10%
Taxi	76	30%
NJ Transit Access Link	20	8%
Church/temple vehicle	12	5%
Other		
PATCO	2	
car pool	1	
relative's car	2	4%
walk or bike	3	
Speedline	1	
SEPTA	1	
work vehicle	1	

2. What are the things you want most from transportation?

Key Words	Count	Pct
on time/reliable	96	37.9%
get from place to place	27	10.7%
safe	23	9.1%
affordable fares	21	8.3%
courtesy	12	4.7%
cleanliness	9	3.6%
busses less crowded	8	3.2%
shelters at bus stops	7	2.8%
quicker time schedule	6	2.4%
good service	5	2.0%
more busses	5	2.0%
busses run more frequently	5	2.0%
benches at bus stops	4	1.6%
seat belts	4	1.6%
comfort	4	1.6%
expanded hours	4	1.6%
heat	3	1.2%
accessibility	3	1.2%
options	2	0.8%
maps/schedules	1	0.4%
up grade busses like in suburbs	1	0.4%
convenience	1	0.4%
expanded routes	1	0.4%
Riverline to extend hours by 2 from Trenton	1	0.4%
	253	100.0%

3. Please rank the following in order of preference for getting information about transportation options. (4=most preferred, 3=preferred, 2=might use, and 1=would not use).

	4	3	4&3	2	1	blk	Avg
Telephone & a real person	168	36	204	21	14	12	3.5
Transit schedule brochure available in every day locations	135	46	181	26	18	26	3.3
Internet/website	83	45	128	46	43	34	2.8
Local TV/radio transportation channel	66	43	109	48	58	36	2.5
Local publication (newspaper)	61	60	121	45	44	41	2.7
Mailings	58	50	108	44	64	35	2.5
Counselor/Social Service Worker	54	47	101	43	68	39	2.4
County Calendar	48	41	89	48	69	45	2.3
House of Worship	48	36	84	49	75	43	2.3
Telephone/voice activated	29	38	67	61	82	41	2.1
Other (<i>please specify</i>)							
transit calendar in community centers (1)							
transportation center (1)							
comfort (1)							
my pastor and an honest councilor (1)							

4. Would you consider using a Camden specific website to get information on transportation?

Response	Count	Percent
Yes	153	64%
No	75	31%
blank	23	9%

- a. If yes, what types of services and content would be most helpful/valuable to you if offered by a Camden specific website?

	Yes	Pct	No	Maybe	blank
Bus or Train stop locations	208	87%	20	19	4
Contact phone numbers for transit service providers	177	74%	23	40	11
General trip information (for example, how and where to purchase tickets)	188	78%	28	29	6
Trip Fee information	175	73%	33	38	5
Trip planning information	162	68%	34	54	1
Sign up for an e-list that will provide route specific information such as schedule changes, real time vehicle arrival?	131	55%	58	55	7
Sign up to have above information sent directly to your PDA	117	49%	60	56	18
Access to a trip counselor who could help you plan your trip	118	49%	49	68	16
<i>Other:</i> maps, itinerary plan, explanations of fare charges, Philly connection (1) no computer (1) Transportation allowance for drivers that don't own car (1) notification by mail (1) schedules (1)					

5. Some technologies and services can help make transportation easier to use for customers. Please rank the following according to what you think would make transportation use easier for you (4=most preferred, 3=preferred, 2=might use, and 1=would not use).

	4	3	4&3	2	1	blk	Avg
Shelters at each bus stop	150	36	186	20	21	24	3.4
Safety cameras on all transit vehicles and other surveillance/security systems	146	42	188	15	20	28	3.4
Electronic fare payment which allows you to pay for transit with a single "smart" card	108	53	161	34	29	27	3.1
A single point of contact for all transportation information via phone	85	80	165	34	24	28	3.0
Information stands/kiosks or LED signage that includes information on routes, transfers, real time vehicle arrival time	94	48	142	44	33	32	2.9
A single point of contact for all transportation information via internet/website	74	67	141	43	36	31	2.8
Trip planning counselor who could help you plan your trip	82	44	126	57	41	27	2.7
Annual trip planning workshops held at local libraries and other convenient locations	58	43	101	55	65	30	2.4
Other technologies or services (<i>please specify</i>)							
eliminate fare pmt on bus & set up machines to purchase fare (1)							
seats shelter in audon (1)							
electronic device to make change like in the grocery store (1)							
seat belts should be installed in all bus transportation (1)							
seat belt on buses for children and safety (1)							
seat belts and more buses that runs through (1)							
promptness again (1)							
Cameras at bus stops (1)							
Every train station and every bus stop have shelters + trash cans! (1)							

	Yes	Pct	No	blank
Do you use a mobile (cellular) telephone?	192	76%	50	9
If yes, do you use the text message feature?	125	50%	76	50
If yes, do you use the access internet feature?	68	27%	115	68
Do you have cable in your home?	146	58%	85	20

Demographics

Gender	Count	Percent
Female	146	58%
Male	55	35%
blank	17	7%

Age	Count	Percent
0-18	15	6%
19-25	63	25%
26-49	108	43%
50-60	41	16%
60+	14	6%
blank	10	4%

Marital Status	Count	Percent
Single	167	67%
Married	33	13%
Divorced	22	9%
Widowed	10	4%
blank	18	7%

Children	Count	Percent
Yes	148	59%
No	70	28%
blank	33	13%

	Yes	Percent	No	blank
Are you in good health?	209	83%	30	9
Do you have mobility issues?	59	24%	174	15
Do you own a car?	65	26%	178	5
Do you work outside of the home?	150	60%	91	7

What two main cross streets do you live the closest to?

42nd & Chestnut in Philly
 Mt. Ephraim
 Kearsarge & Yorkship Square
 Niagara & Tuckahoe
 Mt. Ephraim & Collings Ave
 Essex & Trent
 Trent Road & Monitor Rd
 Yorkship Wquare & Anerren Rd
 Wooland St & Sylvan St
 Fairview

Fairview
 Yorkship & N. Congress
 7th & Kaign Ave.
 Federal St & 30th St.
 Derosé Blvd
 Marlton Pike Chandler
 Federal St
 Rt. 130 & Browning Rd.
 23rd & River Rd
 9th & State

130 & Terrace Ave
Terrace & Highland
River Road & Marlton Pike
Chapel & Hinchman
Morgan Blvd/Broadway
Black Horse Pike,
Blackwood/Clementon Rd.
Westfield & 36
River Road and State Street
Walnut, Park Blvd
Ferry Avenue & Hallowell Avenue
Broadway & Morgan Blvd
Rt 30 W.H.P. Rt 130
Gibbsboro Rd and White Horse Pike
Decatur, Mt Ephraim Ave
10th and Londen
Cooper St & Market St
Cove Rd and Haddon Ave
Haddon Ave & Mt Ephraim
Atlantic Ave. & Broadway
Broadway & Market
Mt. Ephraim & Broadway
Somerdale Road and the White Horse
Pike (Rt. 30) in Camden County
2 miles [from the One-Stop]
Roybeh, Beckett
Vine and State
Broadway and Atlantic
Rt 130 & Federal
White Horse Pike
Haddon Ave & Mt Ephraim
Carlmler Blvd & Ferry Ave
River Road/State Street
Market and Haddon Ave.
36th and Federal
Mt Ephraim Ave/Kaighn Ave
State Street and 8th Street
Federal Street
Marlton Pike & Federal Street
Rout 130 in Brooklawn NJ
Mt. Ephraim Ave & Woodlynne Ave
& Ferry Ave (Camden)
Mt. Ephraim & Ferry
Mt Ephraim & Carlmler
Broadway-Mickler
Mt. Ephraim & Louis Street

Route 73, Route 30
Federal St.
Kaighn Ave, Haddon Ave
Westfield Ave and Fedral St
Broadway and Atlantic Ave in Camden
NJ
Haddon Ave, Cuthbert Bvd
Broadway & Kaighn
Blackwood-Clementon Rd. & Erial Rd
Federal, Marlton Pike
Hindman and Chapel Ave.
Black Horse Pike
Pittman - 40th Street
Broadway & Mt Ephraim Rd.
Stephen Dr & Evesham Rd.
Westfield and 34th st.
Haddon and
Erial & Cross Keys Road
Haddon, Newton Ave, Downtown
Mt Ephraim Ave
Pershing St.
Mt Ephurem, Haddon
White Horse Pike, Gibbsboro Rd
Morton St.
Westfield, Federal
Broadway & Haddon Ave
Gibbsboro Rd & Berlin Rd
Lindonwold
White Horse Pike/Garfield Ave
White Horse Pike/ Gibbsboro Rd.
Broadway & Mickle Blvd
Broadway & Stevens St.
Clements/ Black Horse Pike,
Runnemedede
Market & Cooper
I am homeless
Rt 20 North & Federal St
Westfield & Federal Sts
Westfield & Federal Sts
Broadway & Mickle
Gloucester Ave.
Lenola & Mapleshade
Broadway & Mickel
Broadway & Atlantic Ave
Mt. Ephraim/Ferry Ave
Broadway/8th St

9th & Woodland Av
Newton & Broadway
Mt. Ephraim & Collings Rd.
homeless and renting a room
Broadway/So 3rd St.
Black Horse Pike/Mt. Ephraim Ave
Broadway/Mt Ephraim Ave.
Collings Ave & Mt Ephraim
Broadway & Federal
Mt. Ephraim Ave & Ferry Ave
6th & 5th Street
Drexil & 130 Hwy
Federal St & Marlton Pike
Vain St - Elm St
Blackwood Clementon Rd/Kelly
Driver Rd
State St.
21st/Federal
East State St/Linden St.
Brick Road, C.H./Cropwell Road, C.H.
22nd Street/Hanzon Street
State Str/5th Str
Federal Street/Marlton Pike
State Street and 3rd Street
Rt 70 & Edison Ave
Linden & 9th
Collings Ave & Mt Ephraim
Mt. Ephraim Ave./Chase St
Marlton Pike & Baird Blvd
Edgewater
Broadway & Pine St
Front & State
Haddon Ave & Kaighn Ave
Carl Miller Blvd & 8th Street
Yorkship
Morgan Blvd
Collings Ave & Mt Ephraim
Collings Ave & Mt Ephraim
Westfield Ave
Chestnut St.
Ferry Ave & Mr Emapim
State St and transportation center
Collings Ave/Sumter Rd
Morgan Blvd & 8th St
Morgan & Broadway

Preston Ave + Spring Garden,
Philadelphia PA
36 Street/River Rd
River Rd., - N - 27th N
Broadway/Carl Miller Blvd
Pershing & Hallowell
White Horse Pike & Garfield Ave
White horse pike/Gibbsboro Rd
Rt 30 and Rt 73
Sicklerville/Williamstown Road and
the Atlantic City Expressway
Rt 54 and Rt 30
Blackwood Clementon/Branch
State St./4th St
Ferry Ave/Davis St
Ferry Av/Mt Ephraim Av
River Road & Wane Av
Broadway/Pine St
36 Street
River Road & State Street
River & State
Admiral Willson Blv & Marlton Pike
Republic Rd & Congress
8th & 9th
Broadway & Ferry Ave
10th & Carl Miller Blvd
Park Blvd/Hadden Ave
Park Blvd & Walnut Street
Mount Ephraim Avenue/Rose
Broadway & Ferry Ave
3rd & Erie Street
Broadway & Market
State St/North 8th Street
8th & York St
State St./5th St, North Camden
Vine St/State St
5th/State
Mt. Ephraim Drive/Fairview St
5th/State Sts
State St
Brod Street/State Street
Mt. Ephraim Ave & Broadway
Mt Ephium & Morgan Blve
Broad Street/Steveninson St
Broadway/Martin Luther King Blvd
8th & State St

State Street/Eire Street
7th & Vine
7th & State
Elm & North 7th
Federal/State
5th & Vine
State/7th St
6th & Vine
Front & State
State & 7th
Westfield Ave./River Road
5th & State
State & 7th
Morton, Norris
Broadway & Atlantic Ave
Mt Ephraim & Kaighn Ave.
Marlton Pike & Federal
Lois Ave & River Rd
Broad & Atlantic
Broadway & Ferry
Disable
South Broadway & Washington St.