

Gloucester County Local Citizen's Transportation Advisory Committee Meeting

April 13, 2023 - 3:00pm

Present: Robert Dazlich, Jacqueline Huston, Carol Weinhardt, Cadie DiGiambattista, Lisa Cerny, Jessie Hampel.

Introductions

Lisa Cerny asks for an Approval of February 9, 2023 minutes, Robert Dazlich motion to approve minutes, Carol Weinhardt seconded.

Power Point presentation from Rowan University in collaboration with Gloucester County Transportation Services

Shared Evaluations of Operations and Development Recommendations from Survey executed by phone survey and in summary the survey was on-demand transit is a type of public transportation service that is provided on an as-needed basis rather than following a fixed schedule or route. The Division of Transportation Service in Gloucester County has been operating an on-demand transit service across the County since 1985 to transport seniors and people with disability. The service has been experiencing a deficiency in fulfilling the customers' travel needs translated by denying trip requests.

This report examines the status of the Gloucester County Transportation Service and defines the underserved areas and time slots across the County. To this end, the project team performed a comprehensive data inventory to aggregate the historical trip data from the Division of Transportation service users and staff. The report concludes with a recommendation to the Gloucester County Transportation Service to improve the service and bridge its gaps. The recommendations are proposed on the operation and logistical aspects and throughout a short term of 2 years and a long term of 5 years.

The project team found that the service started witnessing a decline in ridership after the breakout of the COVID-19 virus in March 2020. Ridership started witnessing a slight increase at the beginning of 2022: however, the service is incapable of completing all trip requests. Several issues in the service stand behind this deficiency, including a shortage of drivers' staff, limited service area, limited service time and weakness in the services marketing.

To improve the service, several recommendations were proposed in the short and long terms, including providing a variety of vehicles like cars and minivans, developing a drivers; recruitment program, operating a deviated fixed route, enhancing the services website interface, developing a marketing program, and implementing a customer feedback system.

Lisa Cerny states the driving operations have been moved to South Jersey Transportation Authority while Gloucester County Transportation is still handling scheduling. South Jersey Transportation is still training on the Ecolane system.

Discussion Items Operations update and Current priorities

- Met with SJTA on April 3rd will continue to meet quarterly. Went over reporting, went over inspections of vehicles.
- Received new caravan, hoping to utilize new caravan to assist transporting individuals and families to new WIC location at Budd Blvd. If WIC does not see a need for that service, the vehicle will go to SJTA.
- Gloucester County Transportation Drivers have been relocated into the Senior Services Division.
- Meeting with New Jersey Transit and Rutgers at the end of the month for the Micro transit grant, SCUCS is the lead entity and this is to use a transportation like company who will do out of county and weekend transport, proposals to be reviewed at this meeting to see how that will work out. Will address recommendations for transportation on weekends and some recreational opportunities.
- TIP (Transportation Infrastructure Program) - The county has a program to fund up to 50k for a new bus, 2 municipalities were awarded to go forward and participate in the program those two municipalities are Mantua and Gibbstown. Bids have been approved by municipalities and will go out soon. Asking for a 20-seat bus or 16-passenger bus with two wheelchair accessible slots.
- Requested to make a presentation at the NJ citizen's advisory council at the Delaware River Port Authority Monday April 24 on operations.

Cost Statewide Issues

- Transaction Conference is to be held the 18th, 19th, and 20th. Dana Convery and Lisa Cerny will be attending.
- There was no Cost meeting in April.
- NJ Transit is looking at new scattered top law and developing regulations that reflect the law, which we are not in compliance of, if those regulations, are approved.
- Dana Convery will go to SJTA to certify driver on PASS Training. (Passenger Assistance Safety and Sensitivity.)
- Need to look how to handle the new Scattered Top Regulations.

Regional Transit Issues

- Jackie Huston's February Pureland Ridership Report of the total east to west shuttle one-way passenger trips were 2,019. Total internal riders were 616, which gives 2,635 for the month. February had one less operating day, so the decrease percentage was 3.73. Average ridership per day in February was 132 and from the previous year, that is an increase of 22.84%.
- **Old Business**

- New Jersey Bus Schedule Brochures are in need at the College.

Discussion of next Public Hearing on what date and whether it should be held in person or via phone. Aiming towards June.

Lisa Cerny asks for a motion to adjourn Jackie Huston motions, Cadie DiGiambattista seconds and meeting is adjourned.