



STATE OF NEW JERSEY

**SENIOR CITIZENS & DISABLED RESIDENTS
TRANSPORTATION ASSISTANCE PROGRAM
JANUARY 1, 2016 – DECEMBER 31, 2016**

&

**FTA NON-URBANIZED AREA FORMULA PROGRAM
(SECTION 5311)
JULY 1, 2015 – DECEMBER 31, 2016**

County	Essex County New Jersey
Name of Transportation System	The Essex County Special Transportation System (ECSTS)
Applicants Legal Name	County of Essex
Address	900 Bloomfield Avenue
	Verona, New Jersey 07044
Name & Title of Person Completing the Application	Reginald Douglas,
	Program Coordinator Non-Emergency Transportation
Phone Number	973-395-8372
Fax Number	973-228-6890
E-Mail Address	rdouglas@seniors.essexcountynj.org

NJ TRANSIT
Local Programs and Minibus Support
One Penn Plaza East, 4th flr.
Newark, New Jersey 07105-2246
Phone: (973) 491-7456

Table of Contents

TECHNICAL CAPACITY	4
PROPOSED SCHEDULE FOR CASINO REVENUE APPLICATION FOR YEAR 2016	5
SECTION I – COUNTY INFORMATION	6
Project Contacts/Personnel	6
Documents and Recordkeeping	8
Procedures for Grant Administration Reporting	9
SECTION II - DESCRIPTION OF SERVICE	10
Service Description	10
Service Operations	10
Americans with Disabilities Act (ADA) Service Requirements	11
Service Area Details and Feeder Service	12
Service Coordination	13
Route Deviation	15
2016 Short-Term Program Strategies	15
SECTION III – BUDGET	16
Program Budgets	16
Alternative Revenue Total Collected for Calendar Year 2014	16
Indirect Administrative Costs	17
Third Party Contracting	17
SECTION IV – PROJECT EQUIPMENT	19
Vehicle Inventory	19
Non-Vehicle Inventory	20
Capital Disposal 2014	20
SECTION V - PUBLIC OUTREACH	21
Public Outreach Activities	21
Marketing Materials	21
Public Hearing and Notification (only required for SCDRTAP funding)	21
SECTION VI - ADDENDUMS	23
SCDRTAP Maintenance of Effort (MOE) Certification	23
Sample of Required SCDRTAP Application Cover Letter	Error! Bookmark not defined.
SCDRTAP Applicant Authorizing and Supporting Resolution	25
SECTION VII – 5311 ADDITIONAL ITEMS	Error! Bookmark not defined.
Opinion of Counsel Letter	Error! Bookmark not defined.
ADA Certification of Equivalent Service	Error! Bookmark not defined.
DISCLOSURE OF LOBBYING ACTIVITIES (LLL Form)	Error! Bookmark not defined.
LOBBYING CERTIFICATION	Error! Bookmark not defined.
Civil Rights	Error! Bookmark not defined.
Equal Employment Opportunity (EEO)	Error! Bookmark not defined.
ADA	Error! Bookmark not defined.

Title VI	Error! Bookmark not defined.
Rolling Stock	Error! Bookmark not defined.
Capital Public Notice Requirement	Error! Bookmark not defined.
Financial Management Systems	Error! Bookmark not defined.
Suspension and Debarment	Error! Bookmark not defined.
Local In-Kind Match and Match Source	Error! Bookmark not defined.
Special Section 5333(b).....	Error! Bookmark not defined.
Listing of Operators and Union Representatives	Error! Bookmark not defined.
Sample of Required S5311 and Innovative Grant Application Cover Letter.....	Error! Bookmark not defined.
5311 Applicant Authorizing and Supporting Resolution	Error! Bookmark not defined.
Addendum A – A List of Private Bus Operators Serving New Jersey.....	26
Addendum B – Designated Leads for Human Services Transportation Coordination Plan	28
SECTION VIII FTA SECTION 5311 INNOVATION GRANT	29
Factors Supporting Proposed Section 5311 Innovation Grant Route Proposal	30
Project Description	31
Route Description	31
Span of Service.....	31
Projected Operating Budget.....	32
SECTION IX- COMPLETE APPLICATION CHECKLIST OF DOCUMENTS	33

TECHNICAL CAPACITY

All applicants must demonstrate the technical capacity to carry out the services proposed. At a minimum the applicant must be able to:

- Demonstrate the financial ability to perform and deliver the service applying for and awarded.
- Demonstrate the adequate level of staffing and grant experience and knowledge to comply with all FTA grant requirements.
- Demonstrate the adequate level of staffing and operational experience needed in delivering the service as per grant award.
- Demonstrate the adequate level of staffing and maintenance experience for performing required maintenance on vehicles used or purchased for this service.
- Demonstrate the adequate level of vehicles including back-up vehicles to perform the service under this program.
- Demonstrate a driver training program to ensure safe and reliable service to all passengers.
- Demonstrate that the service provided is not duplicating other services funded under FTA or other funding sources. All FTA subrecipients must be part of the local Human Service Coordination Transportation plan.
- Demonstrate there are written procedures and policies for operations, grant administration and FTA reporting requirements.

When filling in this application ensure that you are clearly documenting the technical capacity required to deliver this State and/or Federally funded project.

If applicant is providing route deviation service with published timetable/schedule – include copies of timetables –

- Systems must provide information to the public on how to request a deviation
- All deviation service must be open to the general public and noted on timetable
- Phone number on timetable must be listed for requesting trip deviation in advance

PROPOSED SCHEDULE FOR CASINO REVENUE APPLICATION FOR YEAR 2016

The schedule below is for guidance purposes only. The suggested timetable below is to assist you in planning the completion of your SCDRTAP application on time. It is understood that dates and local procedures may vary.

Date:	SCDRTAP Application Only Activity:
No later than May 22, 2015	<p data-bbox="667 365 1040 401">By this date you should have:</p> <ul data-bbox="716 401 1443 779" style="list-style-type: none"><li data-bbox="716 401 1443 506">• Published your public hearing notice in two different newspapers, notice must be published at least 30 calendar days prior to hearing date.<li data-bbox="716 506 1443 569">• Sent copy of public hearing notice to all municipal clerks in county<li data-bbox="716 569 1443 705">• Sent copy of public hearing to interested agencies including but not limited to senior centers, nutrition sites, adult workshops, senior and disabled non-profit agencies.<li data-bbox="716 705 1443 779">• Posted large print on-board public hearing notices in your vehicles.
June 22, 2015	<p data-bbox="667 812 1040 848">By this date you should have;</p> <ul data-bbox="716 848 1443 1192" style="list-style-type: none"><li data-bbox="716 848 1073 884">• Held your public hearing<li data-bbox="716 884 1443 989">• Read into the public hearing record summary of 2015 grant activities and proposed 2016 SCDRTAP budget<li data-bbox="716 989 1443 1125">• At public hearing provided copies of summary of 2015 grant activities and copies of proposed 2016 budget. (should be available in alternative format upon request)<li data-bbox="716 1125 1443 1192">• Met with your local CAC to review proposed 2016 application and get feedback.
14 days After Public Hearing	<p data-bbox="667 1226 1443 1535">A copy of the completed application should be placed in the main branch of the county library and on the County Website for public review at least 14 days after the public hearing date. The County should make every effort to have a full application in the library and the website. If the entire application is not available 14 days after the hearing, the county should place a copy of the proposed description of service and proposed line item budget in the library and website for public review.</p>
June 30, 2015	<p data-bbox="667 1568 1443 1707">Application due to NJ TRANSIT. If full transcript of the public hearing, notarized public hearing notices and/or original Freeholder Resolution is not available by this date please note it on your cover letter and submit as soon as available.</p>

SECTION I – COUNTY INFORMATION

Project Contacts/Personnel

1. Complete the below Table with the key contact people.

Table 1

Name	Title	Address	Phone #	E-mail
The Honorable Joseph N. DiVincenzo, Jr. County Executive	Freeholder Director	465 Martin Luther King Jr. Blvd Newark, NJ.07102	973-621- 4400	Joedi@admin.essexcountynj.org
James J. Jorgensen Director of Purchasing	Procurement Contact	465 Martin Luther King Jr. Blvd Newark, NJ 07102	973-621- 5100	jjjorgensen@admin.essexcountynj.org
Norman Willis Chief Financial Officer	Audit Contact	465 Martin Luther Blvd Newark, NJ 07102	973-621- 4308	nwillis@admin.essexcountynj.org
	EEO Contact*			
	ADA Representative*			
	Title VI Representative*			
	Safety Officer*			

*Required for Section 5311, recommended for SCDRTAP

2. Provide the name, title, phone number, e-mail address and estimated percentage of their salary that will be charged to the grants. For example: Administrator, Operations Manager, Safety Officer. Do not list each individual Operator, Dispatcher, or Reservationist - list the number of these positions and percentage charged per grant.

Table 2

Staff Member		Phone #	E-mail	SCDRTAP		5311	
Name	Title			Admin %	Operating %	Admin %	Operating %
Jaklyn DeVore	Division Director	973-395-8392	jdevore@seniors.essexcountynj.org	39%	N/A	N/A	N/A
Reginald Douglas	Program Coordinator	973-395-8372	rdouglas@sneiros.essexcountynj.org	41%	40%	N/A	N/A
Irene Omoregie	Fiscal Officer	973-395-8386	iomoregie@seniors.essexcountynj.org	41%	N/A	N/A	N/A
Bridget Carselda	Fiscal Support	973-395-8371	bcarselda@seniros.essexcountynj.org	35%	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

3. By grant, for positions that will only be partially charged to either grant, describe how the estimated percentage of the salary to be charged to the grant was derived. Describe what mechanism(s) are used to verify the actual time that an individual spends on grant related activities.

- ***Jaklyn DeVore-Division Director.*** As the division director she is the overall administrator responsible for ALL grants received by the Division.
- ***Reginald Douglas-Program Coordinator.*** He is the Manager assigned the specific duties of ensuring the proper execution and administration of the transportation grant.
- ***Irene Omoregie-Fiscal Officer.*** She is the primary fiscal officer for the Division of Senior Services and ensures compliance with all the fiscal requirements of the grants.
- ***Bridget Carselda-Fiscal Support.*** She is the direct assistant to Irene Omoregie and assists Mrs. Omoregie with all fiscal duties.

4. Attach an official organizational chart for those involved in your transportation program. If you contract out your service to a third party vendor, include an organization chart for the vendor's operations.

Attach as NJT Attachment A and B

See attachment A&B

5. List SCDRTAP Citizens Advisory Committee 2016 meeting dates, locations and times.

- **See Attachment C1**

6. Provide us with the names of SCDRTAP Citizen Advisory Committee Members. Indicate if the members are senior citizens, people with disabilities or consumer advocates. Indicate Chairperson, and if applicable, Vice-Chairperson of Committee.

- **See Attachment C2**

Documents and Recordkeeping

Refer to program documents listed below that are maintained relating to program activities. Indicate which staff member(s) performs the administration and oversight of the following:

Table 3

Documents	Name and Title of Responsible Person
Grant Application / Administration	Reginald Douglas, Program Coordinator 900 Bloomfield Avenue, Verona, NJ 07044
Contract (w/ NJ TRANSIT)	Jaklyn DeVore, Division Director 900 Bloomfield Avenue, Verona NJ07044
Driver's Manifest	Andrew Burke, General Manager Transdev Services Inc
Financial Records	Irene Omoregie, Principal Accountant
Procurement / Bid Documents Including RFP's	Reginald Douglas, Program Coordinator
Daily Pre-Trip form	Andrew Burke, General Manager. Transdev Services Inc. 10 Eisenhower Parkway Roseland NJ
Maintenance Records	Andrew Burke, General Manager. Transdev Services Inc
Monthly Ridership Reports	Eric Smith, Data Processor
Drug & Alcohol Data	Andrew Burke, General Manager. Transdev Services Inc
Monitoring 3 rd Party Contractors	Reginald Douglas, Program Coordinator
Complaints (ADA, Title VI, Service, etc)	Reginald Douglas, Program Coordinator Andrew Burke, General Manager. Transdev Services Inc.
Others:	Reginald Douglas, Program Coordinator

Procedures for Grant Administration Reporting

1. Describe the methodology that is used to determine how trips are charged to each funding source or grant.

Trips are charged to the grant by a percentage of funding source according to the specific type of trip.

2. Complete Table 4 and attach all of the policies and procedures that apply as NJT **Attachment C.**

Table 4

PROCEDURES/POLICIES		Date Revised
Driver Manual/Operations Manual	C3	2015
Reservation/In-take Policy (RSD procedures/policies)	C4	2015
No Show/Denial Policy	C5	2015
Fares/Donation Policy	C6	2015
Vehicle Maintenance Policy	C7	2015
Vehicle Accident Policy	C8	2015
3 rd Party Monitoring Policy	C9	2015
Route Deviation Policy	C4	2015
Complaint Policy	C10	2015
Indirect Cost Allocation Plan	N/A	N/A
ADA Procedures/Policy* (Should Include Reasonable Modification Policy)		N/A
Title VI Program*		Under Development & Revision
Other:		
Other:		
Other:		
Other:		
Other:		

*Required for Section 5311, recommended for SCDRTAP

SECTION II - DESCRIPTION OF SERVICE

Service Description

1. Describe any changes that were made (days, hours of operations) in 2014.

SCDRTAP:

- **Effective July1, 2014 we provided transportation for all medical appointments Monday through Friday.**
- **Effective July 1, 2014 we provided all other types of trips on a first come first served basis.**

Section 5311: **N/A**

2. Describe, in detail, the proposed project for 2016. (Include type of service provided by grant type (i.e. deviated fixed route, demand response) and include days & hours of operation.

SCDRTAP: **In 2016 the Division of Senior Services will continue its current operations as stated within this application and plans to begin transportation up to 5 miles inside of all counties bordering Essex County. These trips will be: Demand Response Medical Trips-Mondays through Fridays. 10:00-am – 3:00pm. Other Non-Medical Demand Response trips on a first come, first available basis.**

Section 5311: **N/A**

In planning public transportation services, private sector providers must be given an opportunity to express their views. How does the subrecipient allow for input on services from private operators in the service area?

Service Operations

Describe how the following functions are performed by your system. Explain any differences between your SCDRTAP and 5311 programs.

1. Demand response reservation process:
 - Provide the phone number for reservations, and provide the hours and days reservations are accepted. If there is more than one provider, list name, telephone number and the hours and days that they accept reservations.
 - **The phone number for the service will be 973-618-1280. Reservations are taken Monday thru Friday 8:00am – 3:00pm**
 - **We are not part of the 5311 program.**
 - What is the minimum and maximum amount of time needed to reserve a trip?
 - **Minimum is 2 Days. Maximum is 2 Weeks**
 - Will you accept a same-day reservation?

NO

- Do you maintain a customer profile? If yes, what information is contained in this profile?

YES, Age, address, marital status, emergency contact information

- How is customer eligibility verified for SCDRTAP?
 - By age. All riders aged 60 and older are eligible for our program.**
 - For disabled clients they must be aged 18 and older and provide an award letter from Social Security.**
- How is a trip identified as Section 5311 eligible? **N/A**

Name the computer routing and scheduling software product currently used for operations.

- **Trapeze**
- How is the above computer routing and scheduling product used? Please check all that apply.
 - Customer database
 - Computer assisted routing and scheduling
 - Generate ridership reports
- Describe any other computer technology used for operations. Example: mobile data terminal, global positions systems, AVL, Tablets, IVR, Cameras, Etc.

“Smart Drive” recording for Passenger Safety, Driver Training and Support.

Americans with Disabilities Act (ADA) Service Requirements

1. Does your program have a way for customers with visual impairments waiting at a stop to know what bus has arrived? Vehicle Identification Mechanisms are required on routes where multiple vehicles serve the same stop, but suggest done at all times as a common passenger courtesy.

Yes No N/A
2. Does your program permit individuals with disabilities to travel with their service animals?

Yes No
3. Lift and Securements
 1. Do you have securements for mobility devices on your vehicles?

Yes No
 2. Do you service passengers whose mobility devices cannot be secured to your satisfaction on your vehicles?

Yes No
 3. If yes, do allow a passenger to remain in their mobility device without requiring them to transfer to another seat?

Yes No
 4. Does your staff provide assistance with the use of lifts, ramps and securement systems?

Yes No

5. Do you permit individuals with disabilities who do not use a mobility device the use of a lift or ramp, including standees?
 Yes No
6. Do you allow wheelchair passengers to refuse a lap belt if all other customers are not required to use one?
 Yes No
4. Do you provide service to persons using respirators or portable oxygen?
 Yes No
5. Do you ensure adequate time for individuals with disabilities to board or disembark a vehicle?
 Yes No
6. Do you provide training to operators of deviated fixed routes and demand responsive service including training for the safe operating of the vehicles and accessibility equipment and the proper treatment of people with disabilities? Drivers and support staff should have regular sensitivity training in addition to other required driver training.
 Yes No
7. Do you make reasonable accommodations in policies, practices, or procedures when such accommodations are necessary to avoid discrimination on the basis of disability?
 Yes No
8. Do you make information about how to contact the agency to make requests for reasonable modifications readily available to the public through the same means it uses to inform the public about its policies and practices?
 Yes No

Service Area Details and Feeder Service

Complete the following by Grant:

- List area you propose to serve in this application by grant.

SCDR TAP: We currently serve the entirety of Essex County and in 2016 we intend to serve all surround counties up to a distance of 5 miles beyond our county boundaries.

Section 5311: (Include the specific municipalities served).

2. Provide a list of relevant common sites and key trip generators, including central business districts, major employment centers, shopping centers, hospitals, social service centers and college/universities, apartment complexes, senior complexes. Indicate those that are in your 5311 service area (5311 recipients are required to submit a map of your 5311 service area).

See attachment AA.

3. Indicate if the proposed service feeds other services? (check all that apply):

Private bus service SCDRTAP 5311

List bus routes N/A

Municipal bus service SCDRTAP 5311

List municipalities: LIVINGSTON, ROSELAND MILLBURN, SO. ORANGE, ORANGE WEST ORANGE, MONTCLAIR

County bus service SCDRTAP 5311

List bus routes N/A

County paratransit SCDRTAP 5311

List counties: PASSAIC, MORRIS, HUDSON, UNION

NJ TRANSIT train service SCDRTAP 5311

List train line & stations _____

NJ TRANSIT local fixed route bus SCDRTAP 5311

List route numbers 1,5,11,13,21,25,26,27,28,29,34,37,39,40,41,43,59,62,65,66,67,70,71,72,73,74,75,76,78,79,90,92,93,94,96,97,99,107,108,191,192,195,306,308,319,705,709,978,979

NJ TRANSIT Light Rail SCDRTAP 5311

List train line & stations

- Morris and Essex Line
- Northeast Corridor Line
- North Jersey Corridor Line
- Raritan Valley Line
- Newark City Subway

ACCESS LINK paratransit SCDRTAP 5311

Service Coordination

All service providers must have in place a Coordinated Human Service Transportation Plan (CHSTP) that has been locally developed. The CHSTP may include the intercity bus needs of seniors, people with disabilities, and low income populations. The FTA encourages the inclusion of intercity transportation in the CHSTP.

Provide the following:

1. Date last updated CHSTP: **December 16,2013**
2. Attach all addendums and/or updates to your CHSTP since 2014.
Attach as NJT Attachment D

3. Please list CHSTP stakeholder 2016 meetings dates, locations and times.

- **2/3/2016, 5/5/2016, 8/4/2016, 11/10/2016**
- **LOCATION: Essex County Division of Senior Services
900 Bloomfield Avenue, Verona, NJ 07044
10:00 pm.**

4. List all formal and informal coordination efforts with other agencies, organizations, municipalities and/or counties where no money is involved in Table 5. The description of the service provided should include trip purposes, customer characteristics, days and span of hours. Submit copies of all written agreements as NJT Attachment E.

Table 5

Name of Agency	Description of Service Provided

5. List all contracts in which you receive funds from an agency to provide service. Complete Table 6. The description of the service provided should include trip purposes, customer characteristics, days and span of hours. Submit copies of all written agreements as NJT Attachment F.

Table 6

Route Deviation

1. If you operate routes that deviate, explain how the trips are documented and complete Table 7.

The service provided is a Route Deviated service agreement between the County of Essex and The Township of Livingston to ease parking at the South Orange train station. It is a feeder service to public transportation for residents of the western side of Essex County. It has 2 designated stops. The Livingston Mall in Livingston NJ and the NJ Transit train station in the village of South Orange in Essex County.

Table 7

Route by Name	Is This Route Funded by SCDRTAP?	Is This Route Funded by 5311?	Annual One-Way Trips	Annual Total # of Times Vehicle Deviates from Route
Livingston Shuttle	yes	N/A	30 one-way trips /day average	0

2. Is it your policy to announce stops at transfer points, major intersections and destination points, at adequate intervals along a route and an individual stop upon request? This requirement must be noted in driver manual.
 Yes No

3. Do you permit a customer who uses a lift to disembark from vehicles at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed, or temporary conditions preclude the safe use of the stop by all customers?
 Yes NO

5. Do allow deviation for general public?
 Yes No

2016 Short-Term Program Strategies

List at least three of your current strategies to improve your system in grant year 2016.

Through our United We Ride CHSTP we are discussing ways to improve our services

- The stakeholders discussed ways for more rides to be available to Dialysis clients specifically. They discussed coordinating with Essex county’s transportation provider to develop ways to assign more dialysis rides to them and have the townships handle more local rides.
- To explore ways for the Municipalities and Townships to allow for coordination of services to all for expanded hours of service to diverse locations.
- To explore a Central Dispatch Center where all transportation needs can be coordinated.

SECTION III – BUDGET

Program Budgets

Complete attached Excel spreadsheets for your grant year 2014 Expenditure and grant year 2016 projected budgets. You must submit these sheets in Excel format in addition to your application.

Alternative Revenue Total Collected for Calendar Year 2014

- Is a fare charged to use your 5311 service?
 Yes No

- Is a fare charged to use your SCDRTAP service?
 Yes No

- Is there a donation policy to use your 5311 service?
 Yes No

- Is there a donation policy to use your SCDRTAP service?
 Yes No

- Are funds from donations and fares placed in an account for transportation?
 Yes No
 If no, explain.

- Explain how donations/fares are collected.

Funds from donations are mailed directly to the Transportation Vendor for use in the program

- Complete Table 8 with all dollar amounts earned through alternative revenue sources.

Table 8

Alternative Revenue	Revenue Collected in 2014	Revenue Projected for 2016
Fares / SCDRTAP		
Fares / 5311		
Donations / SCDRTAP	35,020	25,000
Donations / 5311		
Advertising		
Medicaid (Logisticare)		
Revenue Contracts		

Indirect Administrative Costs

1. By grant, do you charge indirect cost to either SCDRTAP or 5311?
If yes, attach your approved Indirect Cost Plan as NJT Attachment G.

SCDRTAP

Yes No

5311 N/A

Yes No

What federal agency has approved your indirect cost plan for 5311?

2. Has the applicant made a change in its accounting system and/or cost rate proposed methodology, thereby affecting the previously approved cost allocation plan/indirect cost rate and its basis of application?

Yes No

Third Party Contracting

1. Current Third Party Contracting

Please list all transit-related third party purchases and contracts that were funded (i.e., transportation services, computer routing/scheduling or services, dispatching, auditing, drug and alcohol testing, legal, and marketing, vehicles, maintenance) to a third party.

Table 9 – SCDRTAP 2015

Name of Agency	Contract Term	Unit Cost	Annual Cost	Description of Service Purchased
Transdev Services Inc.	1/1/15-12/31/15	39.00 per driver hr.	\$1,942,857	Transportation

Table 10 – 5311 July 2014- June 2015

Name of Agency	Contract Term	Unit Cost	Annual Cost	Description of Service Purchased
NONE				N/A

2. Proposed Third Party Contracting

Please list all transit-related third party proposed purchase and contracts that will be funded (i.e., transportation services, computer routing/scheduling or services, dispatching, auditing, drug and alcohol testing, legal, marketing, vehicles, maintenance) to a third party.

Table 11– SCDRTAP January 1, 2016- December 31, 2016

Name of Agency	Contract Term	Unit Cost	Annual Cost	Description of Service Purchased
Transdev Services Inc.	January 1, 2016 – December 31, 2016		1,996,002	Transportation

Table 12 – Section 5311* July 1, 2015 -December 31, 2016

Name of Agency	Contract Term	Unit Cost	Annual Cost	Description of Service Purchased

*All procurements over \$1,000 require prior approval of NJ TRANSIT; this includes service and capital procurements. Section 5311 third party contracts must include applicable federal clauses. All vendors with multiyear contracts under FTA programs must sign the Lobbying Certifications, and NJT Vendor Ethics form yearly.

SECTION IV – PROJECT EQUIPMENT

Vehicle Inventory

Attach a current inventory list of all vehicles in fleet using excel spreadsheet that was provided. If possible, inventory should be sorted by oldest model year listed first. Attach as NJT Attachment H (Use provided Excel spreadsheet)

The inventory includes:

- A. License plate number
- B. VIN
- C. Mileage
- D. Year of Purchase
- E. Funding Source
- F. Vehicle Manufacturer – (engine manufacturer) - Ford, International, Chevy, etc.
- G. Vehicle Body – when a chassis or body is altered by another manufacturer (such as Blue Bird, Champion), the company completing the alteration is considered the body manufacturer.
- H. Vehicle Model – the manufacturer’s model name and/or number.
- I. Vehicle Type
 - Bus 40 ft. – large transit bus
 - Bus 35 ft. – medium transit bus
 - Bus < 30 ft. – small transit bus, 18-24 passenger
 - Bus < 30 ft. – minibus (158” WB)
 - Bus < 30 ft. – extended minibus (176” WB)
 - Sedan/station wagons – Sedan/wagons
 - Accessible minivan
- J. Vehicle Cost
- K. Grant Year
- L. Location
- M. Use and condition
- N. In-service Date
- O. Projected Retirement Date – *All counties should have a vehicle replacement plan*
- P. Proposed Disposition Action (Auctioned; Active; Competitive Sale Process, Transferred, Returned to NJ TRANSIT)
- Q. Fuel – DF (Diesel); GA (Gas); AF (Alternative Fuel)
- R. Floor Plan – Please include # seats; # foldaway; foldaway type; # securements. (For example: If you have a vehicle that can seat 14 and has a floor plan that seats 12 ambulatory, has one double foldaway seat that seats an additional two and one securement position up you would provide information as follows:)
 - # of seats: 12
 - # of Foldaway: 1
 - Foldaway: (seats one or two) 2
 - # of securements: 1
- S. Accessible – LF (low floor); LE (lift-equipped); NA (not accessible)
- T. Other-fill in description

Non-Vehicle Inventory

FTA funded non-vehicle inventory, for those subrecipients who have used 5311 funds to purchase non-vehicle items. Attach as NJT Attachment I (Use provided Excel spreadsheet).

Inventory/Asset Name	Serial Number	Funding Source	Grant Year	Date of Purchase	Original Purchase Price	Maintenance Plan Required for Items over \$5,000.00*	Date Useful Life will be met
----------------------	---------------	----------------	------------	------------------	-------------------------	--	------------------------------

All items purchased with FTA funding must be tagged with grant year, funding source and date of purchase.

Capital Disposal 2014

1. Did the applicant dispose of any vehicles and/or equipment purchased with SCDRTAP funds in calendar year 2014?

Yes No

If yes, were any vehicles and/or equipment removed from service before the end of useful life?

Yes* No

*If yes, complete the Table 13 below

2. Did the applicant dispose of any vehicles and/or equipment purchased with Section 5311 funds between the periods of July 1, 2013 through June 30, 2014?

Yes No N/A

If yes, were any vehicles and/or equipment removed from service before the end of useful life?

Yes* --No

*If yes, complete the Table 13 below

Table 13

Description of Disposed Equipment	Grant Used to Purchase Equipment		Was NJ TRANSIT notified?		Date of Notification	Amount Received if Auction or Sold	Was Supporting Documentation Submitted?		Appraised Value if Vehicle was removed prior to useful life	Name of Appraiser
	SCDRTAP	5311	Yes	No			Yes	No*		

SECTION V - PUBLIC OUTREACH

Public Outreach Activities

1. Describe special events, presentations, conferences, articles, news coverage, reports or any other forms of media and if applicable, a copy of that coverage the County intends on participating in 2016. Include recent surveys and survey results.
 - **Farmers Market, Kick Off June 26, 2015 and every Tuesday and Friday through November, 2015 at all Nutritional Sites (Café's in the Parks) at ALL Essex County Parks.**
 - **Senior Wellness Day- Held in September of each year.**
 - **Turtle Back Zoon Open House every year.**
2. Provide a list of locations of where transportation marketing materials are distributed in the service area, how often are they distributed?
 - **All Senior Housing, all nutrition sites all county events.**
 - **At the Senior Housing as requested. At all County Events, each and every time one in held.**
 - **At all Nutrition Sites.**
 - **On all Buses.**
3. In planning public transportation services, private sector providers must be given an opportunity to express their views. How does the subrecipient allow for input on services from private operators in the service area?
 - **Through community forum, letter or Survey**

Marketing Materials

1. Attach SCDRTAP and Section 5311 marketing materials. (i.e., system brochure, timetables, cable TV ads, advertising, mailings, newspaper articles and copies of website). Attach as NJT Attachment J
2. Do you make service information available in accessible format upon request?
 Yes No

Public Hearing and Notification (only required for SCDRTAP funding)

Attach all documents as NJT Attachments K1-K7

1. The notice should include the location, when and where the application will be available for public review. The notice must be advertised in two different newspapers at least 30 days prior to the public hearing dates. Submit notarized copies of both public notices with application as NJT Attachment K1.
2. The Public Hearing Notice must be sent to all Municipal Clerks. The Public Hearing Notice must also be sent to county organizations, agencies, and associations that serve senior citizens and people with disabilities. Submit a list of organizations that the letter was sent to as NJT Attachment K2.

3. A large print of the Public Hearing Notice must be posted on all system vehicles. Notice must be posted on all vehicles at least 30 days prior to the public hearing and left on the vehicles until the date of the hearing. Submit a sample of the vehicle notice as NJT Attachment K3.

Prior and After Public Hearing Date:

1. One copy of the 2016 entire application must be placed in the Main Branch of the County Library for public review (at least 14 days after the public hearing date). Include in the exhibit the name of the Branch, address and date copy was placed in Library as NJT Attachment K4.
2. An electronic copy of the 2016 application must be placed on the county website for public review (at least 14 days after the public hearing date). Attach a screen shot of the county website with the link to the electronic application as NJT Attachment K5.
3. The County must meet with their local CAC to review the proposed service activities and budget for 2016. Their input and feedback should be considered in the planning process for this application. Please indicate in the date of this CAC meeting and include copy of meeting minute notes showing application was reviewed with CAC members as NJT Attachment K6.
4. Copies of the 2016 application including a summary of proposed activities and proposed budget must be available for public review at the public hearing. The applicant must read into the record the proposed services and budgets for 2016.
5. Complete public hearing transcripts must be submitted. The transcripts can be submitted after the application's filing deadline as NJT Attachment K7.

SECTION VI - ADDENDUMS

SCDRTAP Maintenance of Effort (MOE) Certification

Excerpt from Guidelines, Description and certification of Maintenance of Effort (MOE)

(a) The purpose of the Senior Citizen and Disabled Resident Transportation Assistance Program is to provide for additional or expanded transportation services to senior citizens and disabled residents. Therefore designated recipients must maintain the same level of funding for senior citizen and transportation services as prior years.

(b) In order to comply with this Maintenance of Effort (MOE) requirement, the application must contain senior citizen and disabled resident transportation non-capital expense data from the past two years prior to the implementation of the Senior Citizen and Disabled Resident Transportation Assistance Program. This data should include non-capital expenditures of the designated recipient and/or applicant and any other agency, group, or groups, which will participate in the coordinated transportation program. Data from groups joining the coordinated system since the implementation of the Senior Citizen and Disabled Resident Transportation Assistance Program must be added to the original year period immediately preceding their joining the coordinated system

Actual Maintenance of Effort for 2014	\$420,285
Proposed Maintenance of Effort for 2016	\$900,000

If the MOE for 2016 has increased/decreased, please explain below:

The proposed 2016 Maintenance of Effort (MOE) is the same as current year. However, the actual maintenance of effort in 2014 exceeds the current proposed budget. In 2014 the Essex County contracted with two Transportation Vendors.

2015 is the 1st year of the current vendor holding a 12 month contract with the County.

2015 is the 1st year of the county awarding 12 months contract to the new Vendor.

Attach as NJT Attachment L

Date June 4, 2015

Steve Fittante, Director
NJ TRANSIT
Local Programs and Minibus Support
One Penn Plaza East, 4th floor
Newark, New Jersey 07105-2246

Dear Mr. Fittante:

The County of Essex is hereby applying for funds under Senior Citizens & Disabled Residents Transportation Assistance Program (SCDRTAP). The approval of this grant will enable transportation services to be available to the senior citizens and disabled residents in our County. Essex County is requesting \$1,666,675.79, for 2016. The scheduled public hearing date is May 5, 2015 the application will be available at the following locations. The Office of the **Division of Senior Services 900 Bloomfield Avenue, Verona, NJ 07044. The Newark Public Library, 5 Washington Street Newark, NJ 07102. The East Orange Public Library, 21 S. Arlington Avenue, East Orange, NJ 07018 and the Montclair Public Library, 50 S. Fullerton Avenue Montclair, NJ 07042 as of the following date June 30, 2015.**

To my knowledge, all information provided in support of this application is true and correct. If you have questions or require additional information, please contact (Reggie Douglas, Program Coordinator) at (973-395-8372).

As the Applicant, the (County of Essex) agrees to comply with all regulations and administrative guidance required for application to the Senior Citizens and Disabled Resident Transportation Assistance Program for the program year 2016. The Applicant affirms the truthfulness and accuracy of the information it has made in the statements submitted herein and any other submission made to NJ TRANSIT. In signing this document, I declare the foregoing information and any other statement made on behalf of the Applicant are true and correct.

Sincerely,

Jaklyn DeVore
Division Director

SCDRTAP Applicant Authorizing and Supporting Resolution

Sample Text for Authorizing Resolution. Attach as NJT Attachment M.

Resolution authorizing the filing of an application to NJ TRANSIT on behalf of (Subrecipient) for a grant under the Senior Citizen and Disabled Resident Transportation Assistance Act, as amended.

WHEREAS, in 1984 the governor of New Jersey signed into law legislation creating the "Senior Citizen and Disabled Resident Transportation Assistance Act," and,

WHEREAS, under this law Casino Tax Revenues may be utilized for the provision of elderly (60+) and disabled transportation; and,

WHEREAS, the county of (Name of County) must submit an application to NJ Transit Corporation to obtain funding in amount of \$1,666,675.79 for period covering January 1, 2016 to December 31, 2016;

NOW, THEREFORE, BE IT RESOLVED BY the Essex County Board of Chosen Freeholders

1. (The Director of the Division) shall forward one (1) original application together with one (1) certified copy of this resolution to:

NJ TRANSIT
Local Programs & Minibus Support
One Penn Plaza East- 4th Floor
Newark, NJ 07105-2246; and,

2. BE IT FURTHER RESOLVED, that the (Director of the Division) is hereby authorized to execute the necessary contractual agreements on behalf of the county of (Essex County).

Addendum A – A List of Private Bus Operators Serving New Jersey

<p>Aristocrat Limo & Bus Co. 354 Kingston Road Parsippany, NJ 07054 973-887-2726 Fax: 973-884-1880 Mr. Robert Wright Mrs. Brenda Baxter Safety Director: Richard Wright</p>	<p>Atlantic Express Coachways, Inc. 7 North Street Staten Island, NY 10302 718-556-8078 FAX: 718-556-8042 Ms. Laura Cagnetta Safety Director: Mr. Ron Caruso</p>	<p>Ayan Travel, Inc. 149 17th Avenue Elmwood Park, NJ 07407 973-340-8750 FAX: 973-340-8759 E-MAIL: ayanbus@yahoo.com Ms. Beverly Corasio</p>
<p>Bestway Coach Express, Inc. 2 Mott Street Suite 705 New York, NY 10013 212-608-8988 FAX: 212-608-9169 E-MAIL: info@bestwaycoach.com WEBSITE: www.bestwaycoach.com Mr. Wilson Cheng Mr. Kelvin Chan</p>	<p>Camptown Bus Lines, Inc. 126-140 Frelinghuysen Avenue Newark, NJ 07114-1633 973-242-6100 FAX: 973-242-4123 E-MAIL: camptownbus@verizon.net Mr. Thomas M. Zambolla</p>	<p>Carefree Bus Tours 45 Somerset Place Clifton, NJ 07017 1-800-640-9429 973-778-4000 FAX: 973-778-4610 E-MAIL: CBL4000@aol.com Mr. Paul Lenoir</p>
<p>Classic Tours/Classic Cruisers, Inc. 1533 Prospect Street Lakewood, NJ 08701 732-657-1144 FAX: 732-367-8233 By request only Mr. Mark R. Waterhouse</p>	<p>Coachman International Tours, Inc. P.O. Box 8328 Haledon, NJ 07538 201-398-9855 FAX: 201-398-9855 EMAIL: coachmanintl@optonline.net Mr. Richard Jaeger Ms. Pauline Wolthouse, VP</p>	<p>Coastal Coach 603 Whildam Ave N. Cape May, NJ 08204 609-602-2271 FAX: 609-345-5300 E-MAIL: tidi03@aol.com Mr. Tim Generale</p>
<p>Express Tours, Inc./Golden Express 15 Division Street 3rd Floor New York, NY 10002 212-966-8433 FAX: 212-343-7207 Mr. Richard Chow Ms. May Chow</p>	<p>Greyhound Lines, Inc. 3104 Pacific Avenue Atlantic City, NJ 08401 609-345-5921 FAX: 609-345-5927 Mr. Nate Karp E-MAIL: nkarpg@greyhound.com</p>	<p>Infinity Tours, Inc. 6013 Al Ventura Road Wallington, NJ 07057 201-507-5055 FAX: 201-507-5001 Ms. Mary Ann Kamrowski Safety Director: Mr. Tom Boyle</p>
<p>Jay/Nay Travel PMB 106-621 Beverly Rancocas Road Willingboro, NJ 08046 609-877-7127 FAX: 609-877-7546 E-MAIL: sales@jayandnaytravel.com WEBSITE: www.jayandnaytravel.com Mr. John Mills Ms. Renee Mills</p>	<p>Lakeland Bus Lines, Inc. PO Box 898 425 E. Blackwell Street Dover, NJ 07802-0898 973-366-0600 Ext. 632 FAX: 973-366-8012 E-MAIL: ttaylor@lakelandbus.com WEBSITE: www.lakelandbus.com Mr. Tom Taylor Ext. 632 Mr. Tom Graves</p>	<p>Leprechaun Lines, Inc 100 Leprechaun Lane New Windsor, NY 12550 845-565-7900 FAX: 845-565-1220 E-MAIL: fgallagher@leprechaunlines.com Mr. Frank Gallagher</p>
<p>Lion Trailways Hornet and Ranger Roads Rio Grande, NJ 08242 609-889-0925 FAX: 609-889-0033 E-MAIL: info@lionbus.com WEBSITE: www.lionbus.com Mr. Nick Paglione</p>	<p>Martz Lines 239 Old River Road Wilkes-Barre, PA 18702 570-821-3838 FAX: 570-821-3813 E-MAIL: shenry@martzgroup.com WEBSITE: www.martzgroup.com Mr. Scott E. Henry</p>	<p>Passaic Valley Coach Lines 71 River Road Chatham, NJ 07928-1930 973-635-2374 FAX: 973-635-0199 E-MAIL: www.wayne@passaicvalleycoach.com WEBSITE: passaicvalleycoach.com Mr. Wayne Braunwarth</p>

<p>Peter Pan Bus Lines 25 County Avenue Secaucus, NJ 07094 201-866-6001 FAX: 201-866-6234 E-MAIL: frank@peterpanbus.com WEBSITE: www.peterpanbus.com Mr. Frank Farrow</p>	<p>Raritan Valley Bus Service PO Box 312 Metuchen, NJ 08840-0312 732-549-1212 FAX: 732-549-1168 E-MAIL: www.raritanvalleybus.com Mr. Steve Yelencsics Mr. Steve Yelencsics, Jr.</p>	<p>Safety Bus 7200 Park Avenue Pennsauken, NJ 08109 856-665-2662 FAX: 856-665-0658 Mr. Thomas Dugan, Jr.</p>
<p>Sheppard Bus Service 35 Rockville Road Bridgeton, NJ 08302 856-451-4004 FAX: 856-453-1620 E-MAIL: john@sheppardbus.com Mr. John Sheppard Mr. Ken Sheppard</p>	<p>Starr Tours 2531 E. State Street Trenton, NJ 08619 609-587-0626 FAX: 609-587-3052 E-MAIL: msussman@starrtours.com Mr. Mitchell Sussman</p>	<p>Stout's Charter Service, Inc. 20 Irven Street Trenton, NJ 08638 609-883-8891 FAX: 609-883-6682 E-MAIL: vivian@stoutsbus.com WEBSITE: www.stoutsbus.com Mr. Harry Stout Mr. Shawn Stout</p>
<p>Trans-Bridge Lines 2012 Industrial Drive Bethlehem, PA 18017 610-868-6001 Ext. 122 FAX: 610-868-9057 WEBSITE: www.transbridgebus.com Mr. Tom JeBran Mr. Len Marzen</p>	<p>Travelynk, INC 52 Bailly Drive Burlington, NJ 08016 201-232-0563 FAX: 201-232-0563 Michael Rodriguez</p>	<p>Triple D Travel PO Box 3208 Hamilton, NJ 08619 609-631-0200 FAX: 609-631-0047 Mr. David A. Tenney</p>
<p>Trolley Tours, Inc. 216 North Main Street (Route 9) PO Box 418 Forked River, NJ 08731-0418 609-971-6699 800-468-0446 FAX: 609-971-6341 E-MAIL: ronalfailace@hotmail.com WEBSITE: www.trolleytoursinc.net Ronald R. Faillace, President</p>	<p>Vanderhoof Transportation 18 Wilfred Street West Orange, NJ 07052 973-325-0700 FAX: 973-669-9639 WEBSITE: www.evanderhoof.com Mr. Edward Vanderhoof</p>	<p>Via Bus 19 Tilton Street Hammonton, NJ 08037 609-567-7705 800-890-4756 FAX: 609-567-2328 Mr. Glenn Davis</p>
<p>Villani Bus Company 811 East Linden Avenue Linden, NJ 07036 908-862-3333 FAX: 908-474-8058 Mr. Dee Villani</p>	<p>Coach USA Northeast Region 349 First Street Elizabeth, NJ 07206 908-354-3330 FAX: 908-994-9338 E-MAIL: john.emberson@coachusa.com Mr. John Emberson</p>	<p>Community Coach 160 South Route 17 North Paramus, NJ 07652 201-225-7515 FAX: 201-225-7590 E-MAIL: jon.nguyen@coachusa.com Jon Nguyen</p>
<p>Olympia Trails 349 First Street Elizabeth, NJ 07206 908-354-3330 ext. 232 FAX: 908-994-9355 E-MAIL: jim.rutherford@coachusa.com Mr. Jim Rutherford</p>	<p>Rockland Coaches 180 Old Hook Road Westwood, NJ 07675 201-263-1254 ext. 418 FAX: 201-664-8036 E-MAIL: david.gee@coachusa.com Mr. David Gee</p>	<p>Short Line/Hudson Transit/Coach USA 4 Leisure Lane Mahwah, NJ 07430 201-529-3666 ext. 1036 FAX: 201-529-0221 E-MAIL: George.Grieve@coachusa.com WEBSITE: george.grieve@coachusa.com Mr. George Grieve</p>
<p>Suburban Transit 750 Somerset Street New Brunswick, NJ 08901 732-249-1100 ext. 201 FAX: 732-545-7015 WEBSITE: ronald.kohn@coachusa.com Mr. Ronald Kohn</p>		

Addendum B – Designated Leads for Human Services Transportation Coordination Plan

County	Lead	E-mail	Phone Number
Atlantic	Mr. Carl Lindow	lindow_carl@aclink.org	609-645-7700 x4058
Bergen	Mr. Tom Murphy	tmurphy@co.bergen.nj.us	201-336-3380
Burlington	Mr. Bill Stewart	wstewart@co.burlington.nj.us	609-265-5788
Camden	Ms. Carol Miller Mr. Bob Damminger	cmiller@sjta.com	856-427-0988
Cape May	Mr. Dan Mulraney	dmulraney@co.cape-may.nj.us	609-889-3700 x107
Cumberland	Ms. Barbara Nedohon	barbarane@co.cumberland.nj.us	856-453-2220
Essex	Ms. Jaklyn DeVore	jdevore@seniors.essexcountynj.org	973-395-8392
Gloucester	Mr. Mark Seigel	mseigel@co.gloucester.nj.us	856-686-8362
Hudson	Ms. Darice Toon	dtoon@hcnj.us	201-369-5280 x4231
Hunterdon	Ms. Tara Shepherd	tara@hart-tma.com	908-788-5553
Mercer	Mr. Martin DeNero	mdenero@mercercounty.org	609-530-1970 x17
Middlesex	Ms. Beverly Briggs	beverly.briggs@co.middlesex.nj.us	732-745-4029
Monmouth	Ms. Kathy Lodato	kathleen.lodato@co.monmouth.nj.us	732-577-6731
Morris	Ms. Lauren Burd	lburd@co.morris.nj.us	973-829-8105
Ocean	Mr. David Fitzgerald	dfitzgerald@co.ocean.nj.us	732-736-8989 x235
Passaic	Mr. John McGill Ms. Mary Kuzinski	johnm@passaiccountynj.org maryk@passaiccountynj.org	973-305-5763 / 5758 973-569-4070
Salem	Mr. Ray Bolden	rbolden@salemcountynj.gov	856-935-7510 x8317
Somerset	Ms. Yvonne Manfra	manfra@co.somerset.nj.us	908-231-7116
Sussex	Ms. Carol Novrit	cnovrit@xbp.dhs.state.nj.us	973-383-3600 x5152
Union	Ms. Karen Dinsmore	kdinsmore@ucnj.org	908-527-4809
Warren	Ms. JanMarie McDyer	jmcdyer@co.warren.nj.us	908-475-6080

SECTION VIII FTA SECTION 5311 INNOVATION GRANT

Purpose

The FTA Section 5311 Innovation Grant is a designation of a portion of unused **funding allocated to Section 5311 eligible counties** which is made available to these counties on a competitive application basis. The objective is to provide funding to promote integration of community transit services and NJ Transit bus and rail services in rural counties.

Grant Qualification Criteria

Project applications must meet the following standards in order to be eligible for competitive review:

1. Project must provide a **direct connection with an existing NJ Transit bus, private fixed route bus or rail service** either within or in a contiguous county
2. Route must serve residential origins **within the Census defined rural area**
3. The service must consist of a **deviated fixed route service with a service frequency of 60 minutes or less** during either peak or off-peak periods
4. Service must be provided on a **minimum of five days per week**
5. The proposed service may be **either a new service or an expansion of service span or frequency of an existing service** that provides direct connections to a rail station or an established bus route at either a route endpoint or key bus stop or station.
6. Submit a marketing plan which includes a commitment to provide a bus timetable that includes at minimum key time-points, a map with a designation of those key time-points, pickup/drop-off points, fare information, and connecting transit bus and rail services. The proposer must also provide a plan for a timetable distribution program including key residential, commercial and employment locations served and the proposed mode of ensuring that bus timetables are supplied and available to potential customers.
7. Proposed service operator must demonstrate the ability to meet operating requirements including but not limited to:
 - Meeting New Jersey Motor Vehicle Commission (NJMVC) requirements for operating authority and vehicle inspections if charging a fare
 - Demonstrate a vehicle fleet sufficient to meet the peak vehicle requirement for the service with a minimum 15% spare ratio in order to ensure that the daily peak vehicle requirement is met

Funding Requirements

Funding may be used only for direct operating expenses for the provision of vehicle services including driver salary and benefits, fuel, vehicle parts and maintenance labor or the cost of contract operated service.

Funding may NOT be used to cover operating expenses including operations management, dispatch and training. It is assumed that the existing system will be able to provide these direct operating support services within the context of the existing service or through other grant funding sources.

The applicant must demonstrate the financial capability to provide the required **25%** match which must be used in combination with the NJ Transit 25% match to support half of the direct operating expenses for the proposed service. Once approved projects have been Identified Resolutions will be requested.

A maximum of \$200,000.00 (including the applicant's 25% match) will be made available to a single project.

The service must meet a minimum threshold of four (4.0) passenger trips per revenue hour at the end of the initial service period. Services not meeting the minimum operating standard will not be eligible for continued funding in the next year.

Factors Supporting Proposed Section 5311 Innovation Grant Route Proposal

A. Percentage of low-income individuals (150% of poverty level) in project service area:

0 – 20% _____

61 – 80% _____

21 – 40 % _____

81 – 100% _____

41 – 60% _____

B. Percentage of zero-car and one auto households in project service area:

0 – 10% _____

21 – 40% _____

11 – 20 % _____

Over 41% _____

C. Characteristics of proposed route deviation bus service (Check one)

___ Proposed route is a new route deviation service

___ Proposed route is an expansion of an existing route deviation service

___ Proposed route serves at least one shopping center or village shopping area

___ Proposed route serves at least one congregate (multi-family) residential building or apartment complex

D. Connection to Traditional Transit (Check all that apply)

___ Connection provided to an existing NJT Rail, Bus or Private bus station/stop

___ Connection provided during Peak Period (defined as 6-9 AM and 4-7 PM)

___ Connection provided during Off-Peak period

___ Connection provided to hub with three or more rail lines and/or bus routes

Project Description

Describe the parameters of your proposed route:

How many vehicles will be used to operate this service?

Please note: If you are charging a mandatory fare you must meet New Jersey Motor Vehicle Commission (NJMVC) requirements for operating authority and vehicle inspections

Please describe your Marketing plan for this project:

Submit a marketing plan which includes a commitment to provide a bus timetable that includes at minimum key time-points, a map with a designation of those key time-points, pickup/drop-off points, fare information, and connecting transit bus and rail services.

Timetables must also include Route Deviation Policy, Nondiscrimination Policy, and Reasonable Accommodation Policy.

The proposer must also provide a plan for a timetable distribution program including key residential, commercial and employment locations served and the proposed mode of ensuring that bus timetables are supplied and available to potential customers.

Route Description

Provide Turn by Turn route description:

Provide a Map highlighting the route (Attach as Attachment U)

Identify bus/rail or light rail service connection points along the route:

Span of Service

Provide a schedule identifying time points and trip times:

Number of Operating Days

Total annual Days of operations (Ex. 244 weekdays and 52 Saturdays)

Number of Projected Daily Revenue Hours for each bus operated per day from route starting point to route ending point, not including deadhead from and to garage.

Projected Operating Budget

Operating Budget	Budget Request
Driver Salaries/Fringe	
Third Party Contract Svcs	
Maintenance & Repairs	
Materials Consumed (Fuel)	
Total Operating	
(-Fares)	
(-Donation)	
GRAND TOTAL	

Identify Source of Hard (Cash) 25% Match: _____

NOTE: Operating Costs are limited to driver labor, driver benefits, third party contract services, fuel and/or maintenance costs.

Provide the number of Staff that will be charged to this grant. Do not list each individual Operator, Dispatcher, or Reservationist - list the number of these positions and percentage charged per grant:

SECTION IX- COMPLETE APPLICATION CHECKLIST OF DOCUMENTS

The following documents are to be attached to this application.

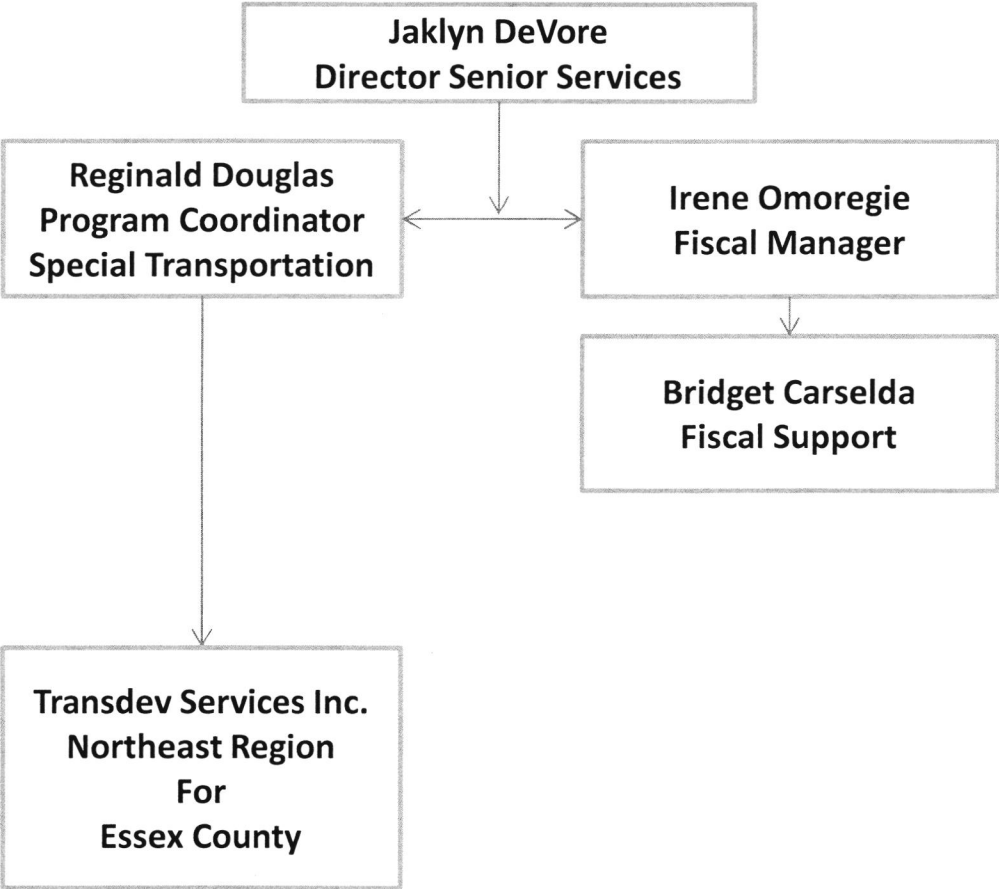
- | | | |
|--------------------------|-------------------|---|
| <input type="checkbox"/> | NJT Attachment A | Organizational Chart |
| <input type="checkbox"/> | NJT Attachment B | Vendor Organization Chart (if applicable) |
| <input type="checkbox"/> | NJT Attachment C | Policies and Procedures |
| <input type="checkbox"/> | NJT Attachment D | CHSTP Addendums/Updates |
| <input type="checkbox"/> | NJT Attachment E | CHSTP Written Agreements (if applicable) |
| <input type="checkbox"/> | NJT Attachment F | Contracts Program receives funds from (if applicable) |
| <input type="checkbox"/> | NJT Attachment G | Indirect Cost Plan (if applicable) |
| <input type="checkbox"/> | NJT Attachment H | Vehicle Inventory (use spreadsheet provided) |
| <input type="checkbox"/> | NJT Attachment I | Non-Vehicle Inventory (5311 only if applicable, use spreadsheet provided) |
| <input type="checkbox"/> | NJT Attachment J | Marketing Materials |
| <input type="checkbox"/> | NJT Attachment K1 | Notarized Copies of Public Notice |
| <input type="checkbox"/> | NJT Attachment K2 | List of Organizations for Public Hearing Notice |
| <input type="checkbox"/> | NJT Attachment K3 | Large Print Vehicle Notice |
| <input type="checkbox"/> | NJT Attachment K4 | Library Public Notice Information |
| <input type="checkbox"/> | NJT Attachment K5 | Website Screen Shot Public Notice |
| <input type="checkbox"/> | NJT Attachment K6 | CAC Meeting Public Notice |
| <input type="checkbox"/> | NJT Attachment K7 | Public Hearing Transcript |
| <input type="checkbox"/> | NJT Attachment L | SCDRTAP Application Cover Letter |
| <input type="checkbox"/> | NJT Attachment M | SCDRTAP Resolution |
| <input type="checkbox"/> | NJT Attachment N | Opinion of Council Letter (5311 only) |
| <input type="checkbox"/> | NJT Attachment O | Disclosure of Lobbying Activities (5311 only) |
| <input type="checkbox"/> | NJT Attachment P | Lobbying Certification |
| <input type="checkbox"/> | NJT Attachment Q | Capital Public Notice (5311 only if applicable) |
| <input type="checkbox"/> | NJT Attachment R | 5333(b) Certification Letter (5311 only) |
| <input type="checkbox"/> | NJT Attachment S | 5311 Application Cover Letter |
| <input type="checkbox"/> | NJT Attachment T | 5311 Resolution |
| <input type="checkbox"/> | NJT Attachment U | Innovative Grant Map (5311 only if applicable) |

Excel Spreadsheet attachments

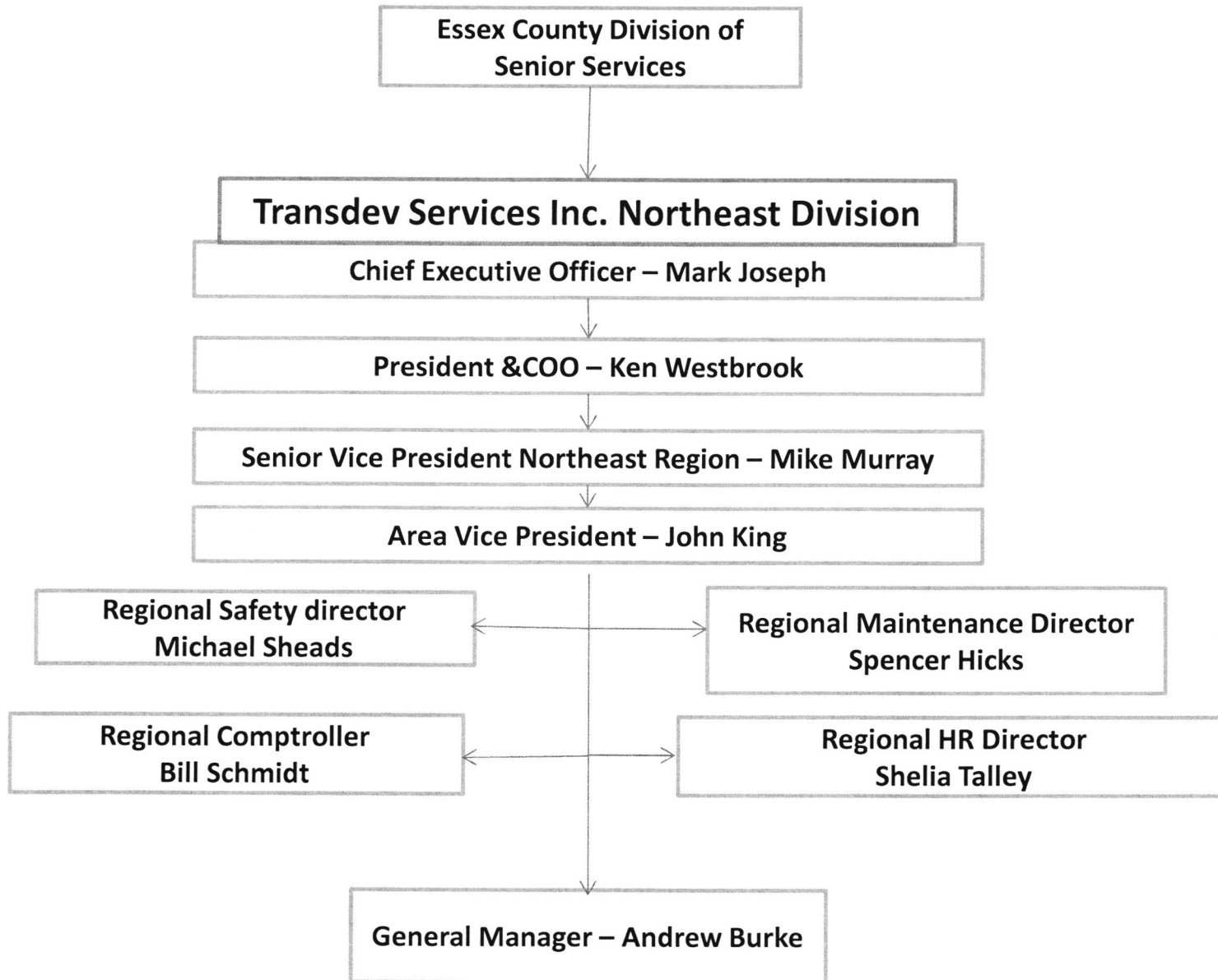
- 2014 Actual Expenditures by funding source
- 2016 Proposed budget by funding source
- Vehicle Inventory
- Non-Vehicle Assets

ATTACHMENT A

**ESSEX COUNTY SPECIAL TRANSPORTATION
ORGANIZATIONAL CHART**



ATTACHMENT B



ESSEX COUNTY SPECIAL TRANSPORTATION POLICIES AND PROCEDURES

Essex County's mission is to provide transportation services to Frail, Elderly and Disabled residents of the county as a mean to enhance the quality of life of those residents.

1. Eligibility for use of the Essex County Special Transportation System (ECSTS) is:

- All residents of Essex County aged 60 and older.
- All disabled residents of Essex County aged 18 and older with award letter from Social Security. (Doctor notes are not acceptable)
- Clients are allowed to take one guest/aide at no additional charge to assist them while attending their appointments if space is available. The guest must be aged 18 or older.
- Clients who have challenges are allowed to use an approved service animal. The approved serviced animals are listed in the ADA as:
 - *Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.*
 - *A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.*
 - *Generally, title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.*

Appointments & Reservations:

Appointments for transportation can be arranged no greater than 2 weeks before the appointment and up to 2 days before the appointment. Appointments are made on a first come first served basis.

- Appointments are from 8:00am to 3:00pm.
- Only 2 appointments can be made per day.
 - **NO NEXT DAY APPOINTMENTS CAN BE TAKEN.**
 - **TRANSPORTATION SERVICES ARE CURB to CURB.**
- All residents must have a confirmed appointment before attempting to arrange transportation.
- Clients can be transported to one appointment location and returned from that location only. If they wish to go to another location that must be approved but return transportation from the second location may not be available.
- Transportation services are "Curb to Curb". If you require special assistance Essex County Special Transportation will make every reasonable effort to assist you. Please discuss this at the time of making your reservation.

ESSEX COUNTY SPECIAL TRANSPORTATION POLICY

Attention consumers of the ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM.

Essex County Special Transportation reserves the right to refuse a ride to any consumer of the transportation system where the policy is violated or the safety of transportation system is compromised. The following conduct will NOT be tolerated at any time!

1. RUDENESS TO ANY DRIVER, FELLOW CONSUMER, OR RESERVATION STAFF.
2. FIGHTING.
3. DISRUPTIVE BEHAVIOR
4. INTOXICATION. (APPEARANCE or ODOR)
5. INSECT INFESTATIONS.
6. MISUSE OR ABUSE OF THE SYSTEM OR STAFF.
7. ANY OTHER DETRIMENTAL BEHAVIORS THAT ENDANGERS THE SAFE OPERATION OF THE VEHICLES OR THE SAFETY AND WELL BEING OF THE FELLOW CONSUMERS OF THE TRANSPORTATION SYSTEM.

All violations WILL result in immediate refusal of transportation and after an investigation and may result in a suspension for a period of time or permanent suspension from the transportation system.

Essex County Special Transportation System

ROUTE DEVIATION POLICY

When the Essex County Special Transportation System or its vendor operates a route deviation service it will meet the following five criteria:

1. The service allows customers to request a route deviation in some way, typically by making a phone call in advance.
2. The service will deviate for the general public, not just people with disabilities.
3. The service will provide information to the public on how to request a deviation.
4. The service does not limit the number of route deviations on the route or per run.
5. Following an off route deviation, the bus must and will return to the point on the route it left.

As per Federal requirements Essex County Special Transportation System or its provider will comply as follows:

- Clearly indicate on the bus timetable, marketing materials and websites service is “route deviated” and provide the telephone number and process to be followed to request a route deviation.
- Will indicate the “distance” bus will deviate for passenger pick up and drop off.
- There will be no language limiting the number of deviations per run or route.
- Deviations must be open to all passengers’ not just people with disabilities. All marketing materials must indicate deviations are open to the general public.
- All route deviations completed by transportation provider **MUST** be documented (example driver manifest) and kept on file.

QUESTIONS AND CONCERNS

Essex County Special Transportation welcomes any question or concerns of our consumers and will record and address those concerns without reprisals of any kind. If you have any thing you would like to share with Essex County Special Transportation you may call the company operating the transportation service, Veolia Transportation and ask for Mr. Burke. The number is 973-618-1280.

You may also write Mr. Burke at 10 Eisenhower Parkway, Roseland NJ, 07068.

You may also contact the Division of Senior Services at 900 Bloomfield Avenue, Verona NJ 07044. Or call at 973-395-8375 and leave your comments and contact information so we may follow up with you.

**ESSEX COUNTY SPECIAL TRANSPORTATION CITIZENS
ADVISORY COUNCIL MEETING SCHEDULE
2015**

January 13, 2015

February 10, 2015

March 10 2014

April 14, 2015

May 12, 2015

June 09, 2015

July 14, 2015

August 11, 2015

September 8, 2015

October 13, 2015

November 10, 2015

December 8, 2015

**All CAC meetings are held at 900 Bloomfield Avenue in Verona
New Jersey 07044.**

Main conference room.

Time - 11:00am.

**ESSEX COUNTY SPECIAL
TRANSPORTATION
ADVISORY COUNCIL
2015**

Beverly L. Oliphant, Chairperson	Senior Advocate
Sylvia Harris, Secretary	Senior Advocate/Consumer
Lillian Hipps, Treasurer	Senior Advocate/Consumer
Donald Carney	Senior Advocate
(Sister) Linda Delgado	Senior Advocate/Consumer/Disabled
Cynthia DeSousa	Senior Advocate/Consumer/Disabled
Walter Jacobs	Senior Advocate/Consumer
Janie Lewis	Senior Advocate/Consumer/Disabled
Carlie Lipton	Senior Advocate/Consumer
Gloria Mills	Senior Advocate/Consumer
Diane Robinson	Senior Advocate/Consumer/Disabled
Helen J. Stephens	Senior Advocate/Consumer
Gloria Timely	Senior Advocate/Consumer
Linda Washington	Senior Advocate/Consumer
James B. Williams	Senior Advocate/Consumer

2013 Essex County Coordinated Transportation Plan “UPDATE”



Attch D.



COUNTY OF ESSEX
DEPARTMENT OF CITIZEN SERVICES
DIVISION OF SENIOR SERVICES

900 Bloomfield Avenue – Verona, New Jersey 07044
973-395-8375 --- 973-228-6890 (Fax)

Joseph N. DiVincenzo, Jr.
Essex County Executive

Lucia A. Guarini
Acting Department Director

Jaklyn De Vore
Division Director

December 16, 2013

Mr. Tim Sharpe,
Local Programs and Minibus Support
NJ Transit
One Penn Plaza East
Newark NJ, 07105-2246

Dear Mr. Sharp

On behalf of Essex County, The Essex County Executive, Honorable Joseph N. DiVincenzo Jr. and the Acting Director of Citizens Services, Lucia A Guarini. I am pleased to submit the five year update to the Essex County Coordinated Transportation Plan.

The Essex County Division of Senior Services has operated the Essex County Special Transportation System since the original plan was submitted in 2008. As such it is the lead service in Essex County for participation in the FTA sections 5310, 5316 and 5317 transportation programs.

Essex County is proud to provide access to transportation to allow the senior citizens and disabled citizens of this county to access services that will allow them to live a more fulfilling life.

Sincerely,

Jaklyn DeVore
Division Director

In 2008 Essex County presented its Coordinated Human Service Transportation plan locally known as “United We Ride”. That plan complied with the Federal Transit Law for all projects selected under the FTA section 5310, 5316 and 5317 plan. The FTA law requires that an update be completed every five (5) years to remain compliant and to allow the various eligible transportation entities within Essex County to participate in the aforementioned FTA plans.

- This update will address the following areas:
- An update of the demographic section using data obtained from the 2010 Census of Population.
- Update the sections on existing services and service gaps where needed.
- Update the identity of the Agencies within Essex County who might be eligible for participation in the coordinated federal funding system including but not limited to the FTA section 5310 program.

Overview:

Essex County New Jersey is in the northeastern part of the state of New Jersey approximately 21 miles west of New York City NY. It is the third largest county in New Jersey by population at the last census of 2010 and is comprised of 22 municipalities. It is bordered by 5 counties, Passaic and Bergen County to the north, Morris County to the west, Union County to the south and Hudson County to the east. There is one major airport, Newark Liberty Airport and the third busiest port in the United States, Port Newark. It has approximately 1,673 miles of Public, Municipal, County, State and Interstate roads within its borders. The median age of its population is 35.8 years.

Demographics:

OVERVIEW	2010 CENSUS		2000 CENSUS		2000-2010 CHANGE	
	Counts	Percentages	Counts	Percentages	Change	Percentages
Total Population	783,969	100%	793,633	100%	-9,664	-1.22%
Caucasian	333,868	42.59%	352,859	44.46%	-18,991	-5.38%
Black/African American	320,479	40.88%	327,324	41.24%	-6,845	-2.09%
Asian	35,789	4.57%	29,429	3.71%	6,360	21.61%
American Indian/Alaskan Native	3,056	0.39%	1,861	0.23%	1,195	64.21%
Native Hawaiian and other Pacific native	286	0.04%	417	0.05%	-131	-31.41%

Other	65,687	8.38%	54,588	6.88%	11,099	20.33%
Identified by two or more races	24,808	3.16%	27,155	3.42%	-2,351	-8.66%
The following number persons identified themselves as of Hispanic or Latino origin from the total population of Essex county						
Hispanic or Latino	159,117	20.3%	122,347	15.42%	36,770	30.05%

The demographics show a reduction in the populations of Caucasians and African Americans between the 2000 and 2010 Census. The county as a whole showed a reduction in population between the 2000 and 2010 census also. This trend is due to the changing business and educational opportunities in the largest city in the County, Newark, which is also the largest city in the state.

OVERVIEW	2010 CENSUS		2000 CENSUS		2000-2010 CHANGE	
	Counts	Percentages	Counts	Percentages	Change	Percentages
Population by Age						
0-4 years	53,819	6.86%	57,961	7.30%	-4,142	-7.15%
5-17 years	141,099	18%	148,989	18.77%	-7,890	-5.3%
18-64 years	498,764	63.62%	492,303	62.03%	6,461	1.31%
65 years and older	90,287	11.52%	94,380	11.89%	-4,093	-4.34%

Essex County has two distinct regions that are defined by its socio-economic make up. The Western portion of the county is primarily a suburban - rural area comprised of White Collar to Upper middle class population. It encompasses the townships of Fairfield, North Caldwell, West Caldwell, Caldwell, Livingston, Roseland, Verona, Montclair, Glen Ridge, South Orange, Essex Fells and Cedar Grove. The Eastern portion of the county is primarily a suburban - urban region comprised of Blue Collar to working poor population. It encompasses the townships of Newark, Irvington, East Orange, West Orange, Orange, Bloomfield, Belleville, Nutley, Maplewood, and Millburn.

In the last 12 months it was recorded that 3,369 men aged 65 and older and 6,737 women aged 65 and older were below the national poverty levels. The population of persons aged 18 through 64 are recorded to have 24,085 men and 39,330 women below the national poverty level. These persons are public, free and reduced cost transportation dependent. They reside most in the eastern part of the county and do not have a reliable means of private transportation. They rely on the various transportation services to get to their places of employment, food shopping, banking, medical appointments and recreational activities.

Services, Gaps and Unmet Needs:

Services:

Essex County has two distinct regions of transportation. The municipalities in the Western part of the county are primarily traveled by private car or taxi. This is due to the generally higher income of the residents and the lower density of the population.

The Eastern region of the county is more densely populated and has a larger amount of persons of all ages below the poverty level. This region is the location of the airport, the port and the train station. (Penn Station-NJ)

Each township except for Essex Fells provides a local transportation to the elderly for shopping on a specific day of each week. Each township is serviced by an ambulance "fee for service" to transport Medicaid clientele eligible through the Medicaid transportation service administered by Logisticare. Essex County Special Transportation provides transportation to medical appointments 3 days per week and transportation to Radiation, Dialysis and Chemotherapy appointments on a scheduled basis.

Fixed Route:

The bulk of fixed route transportation is served by New Jersey Transit or private carrier. New Jersey Transit and those carriers operate approximately 60 bus routes and 5 train or light rail routes within the county. A majority of these lines travel regionally and the rider pays a fare by zones.

Demand Response:

Essex County Special Transportation provides transportation for Senior citizens age 60 and older, disabled clients aged 18 and older and veterans. Its services are for Medical appointments, Competitive and Non-Competitive employment, Nutrition, Food shopping, Training and Education, Shopping, Recreational activities, Religious services, Nutrition programs and after hour trips. There are various Demand Response intra-township transportation services offered by the townships. Essex County operates by agreement with those townships to avoid a duplication of effort and to make as many rides available to the residents of Essex County.

Gaps and Unmet Needs;

On November 13, 2013, Essex County held a Stakeholders meeting to discover what the Service Gaps and Unmet Needs in the county were. There were several items identified and they are listed on Attachment A. The top 3 of those items and their strategies are identified

1. Assisted Transportation for customers who cannot provide aides to provide assistance.
Strategy: Develop a program to recruit and train volunteers to assist clients while attending appointments.

2. Improve Non-profit agency transportation provide driver training.
Strategy: Utilize Essex County Paratransit contractor Passenger Assisted Safety and Security (PASS) certified trainer to expand training classes to include these drivers.

3. Travel Training
Strategy: Utilize the NJ TIPS program to assist Senior and Disabled clients on how to better utilize the traditional bus and rail system with confidence.

Essex County Special Transportation, as the Lead Agency responsible for the Coordinated Human Services Transportation Plan in Essex County will develop the strategies listed to improve services in the three identified service gaps and unmet needs listed above. This will fulfill the responsibility of Essex County to update its plan at this time.



COUNTY OF ESSEX
DEPARTMENT OF CITIZEN SERVICES
DIVISION OF SENIOR SERVICES
900 Bloomfield Avenue – Verona, New Jersey 07044
973-395-8375 --- 973-228-6890 (Fax)

Joseph N. DiVincenzo, Jr.
Essex County Executive

Anibal Ramos Jr.
Department Director

Jaklyn DeVore
Division Director

DATE: February 2, 2015

RE: Stakeholders of the 5310 FTA funded program required meeting

To ALL 5310 Transportation Agencies of Essex County & Possible 5310 Agencies of Essex County.

Essex County's Division of Senior Services is the Lead agency in Essex County Responsible for coordinating the prevention of duplication of transportation services among 5310 grant agencies of Essex County.

How do you know if your agency is part of the Federal 5310 Grant Program?

1. If you report your ridership in New Jersey Transit's "S-Rides" portal.
2. If you have been awarded a vehicle from NJ Transit in the past
3. If you have applied for funds from NJ Transit for Para Transit operations

The Federal Government and NJ Transit require that the agencies who receive these funds meet and coordinate strategies to limit duplication of services, ensure the needs of the community are being served and strategize for the future needs of the community.

One of the key items discussed at the meeting in 2014 was "what are the unmet needs" of Essex County and what are the "strategies" to address those needs.

In our meetings in 2015 we are going to address and expand upon those issues and any new issues we discover.

The Division of Senior Services will conduct one meeting each quarter of 2015 to discuss the issues for transportation in Essex County.

The first meeting will be held on:

DATE: Tuesday, March 11, 2015

TIME: 10:00am. – 12:00 noon

LOCATION: Division of Senior Services. 900 Bloomfield Avenue Verona, NJ 07044

Please confirm you're attendance by calling 973-395-8397. Please provide the name, number and email address of the director of your agency for contact.

Thank you for your anticipated participation. Look forward to seeing everyone.

Sincerely,

Jaklyn De Vore

Jaklyn De Vore, Director,
Division of Senior Services

TRANSDEV TRANSPORTATION INC. EMPLOYEE HANDBOOK AND OPERATIONS MANUAL

Table of Contents

	<u>Page</u>
Welcome from our CEO and Vice Chairman	3
About Transdev Transportation	4
About this Handbook	5
Our Values Define Us	5
Equal Opportunity Employment Policy and Plans	6
Safety	
Commitment to Safety	9
Incident Reporting/No Retaliation	10
Facility Security	11
Impending Natural Disaster or Emergency	11
Avoiding Workplace Violence	12
Prohibited Conduct	12
Avoiding Unlawful Harassment	13
Zero Tolerance/Drug and Alcohol Policy	14
Smoke Free Workplace	16
Ethics and Compliance	
Code of Business Conduct	18
Ethical Decision Making Process	19
Reporting a Suspected Violation	19
No Retaliation	20
Safety	20
Conflict of Interest	20
Maintaining Confidentiality	21
Compliance with Employment Laws	22
Drug and Alcohol-Free Workplace	22
Company Property	22
Unlawful Payments	23
Insider Information	23
Open Door Policy	23
Non-Solicitation/Distribution Policy	24
Employment	
Employment At-Will	26
Offer Letters	26
Employment Classification	26
Job Descriptions	27
Americans with Disabilities Act and State Laws	27

Probationary Status	28
Employment Application	28
Background Checks and Driving Records	28
Reference Checks	29
DOT/Employment Physical	29
Immigration Law Compliance/I-9 Forms	29
Pay Practices	30
Overtime	31
Outside Employment	31
Standards of Performance	
Progressive Discipline	34
Standards of Behavior	35
Attendance and Punctuality	37
Dress Code/Uniforms/Appearance	37
Social Media Policy	38
Benefits	
Vacation, Sick Leave, and Holidays	40
Bereavement	40
Jury Duty	41
Religious Accommodation	41
Military Leave	42
Scheduling and Flexible Work Hours	42
Family Medical Leave Act (FMLA)	43
Other Leave	48
Health and Welfare Benefits	48
Travel Expense Reimbursement	49
Administrative Matters	
Personnel/Human Resources Records	51
Employment and Income Verification/References	51
Internal Placement or Transfer	53
Performance Reviews and Evaluations	54
Bulletin Boards	54
Social Security Number Privacy	55
Email, Internet and General Computer Usage Policy	56
Use of Cell Phones, Mobile Devices and Telephones	56
Company Automobiles/Non-Revenue Vehicles	57
Media Relations	58
Glossary of Terms	60
Acknowledgement	78



Welcome to Transdev

Welcome! We're happy you've joined the Transdev Transportation team. This Handbook has been prepared to give you some background information about our Company and an overview of pertinent Company policies. Please read it carefully because it holds important information about the commitment Transdev Transportation has to safety and ethics and a description of the rules we work under.

Transdev Transportation has a long and proud history of providing the best public transportation services possible. We are committed to safety and customer service.

We look forward to working with you.

Mark Joseph
Chief Executive Officer and Vice Chairman

About Transdev Transportation

Transdev Transportation is a leader in the transportation industry; we are the largest private provider of multiple modes of transportation in North America. We are committed to improving quality of life for people.

We do so by operating and managing top quality, environmentally sustainable transportation networks that enhance people's mobility and their quality of life. Every year, from coast to coast, more than 400 million passengers travel with us to work, study, shop or play.

In the US and Canada, Transdev Transportation operates service through 200 contracts with 18,000 employees. We manage many modes of public transportation including bus, rail, paratransit, taxi and shuttle services. In every mode, in both urban and regional areas, Transdev Transportation provides superior performance – safe, reliable, efficient and sustainable mobility that both passengers and city authorities can trust.

Transdev Transportation Services, Inc., the Transit Division of Transdev Transportation, operates some of the largest and most sophisticated bus networks in the U.S. and Canada in cities of all sizes, including Las Vegas, Phoenix, Denver, San Diego, Atlanta, Baltimore, and suburbs of Washington, D.C. and Toronto. Connex Railroad, LLC our Rail Division, operates major commuter rail networks in Boston, Miami, and San Diego. Transdev Transportation on Demand, Inc., our Retail Transportation Division, provides airport shuttle, taxi, private sedan and charter bus services to airports and around town in 30 leading U.S. cities.

Transdev Transportation is the North American business unit of Transdev – a 50% owned subsidiary of Paris based Transdev Environnement, a global leader in environmental services. The four (4) divisions of Transdev Environnement include Transdev Water, Transdev Environmental Services, Transdev Energy and Transdev Transdev.

Transdev Transportation at a Glance:

- Transdev Transportation Inc., which is a subsidiary of Transdev Environment, the world leader in environmental services
- Experts in bus, bus rapid transit (BRT), rail, paratransit, shuttle and taxi operations
- Operating 200 contracts in North America in three (3) divisions, Transit, Rail and On-Demand
- Employing over 18,000 people
- Delivering superior performance in operating transit networks
- Committed to safety as our most important priority
- Leader in reducing emissions for a cleaner world
- Integrating transit modes to maximize passenger convenience
- Helping cities achieve their vision for transit through public-private partnerships
- Transforming public transit with innovative solutions and technology.

About this Handbook

The purpose of this Employee Handbook is to give employees information about Transdev Transportation Services, Inc., the transit division of Transdev Transportation, Inc. (the "Company"), its employment practices and the expectations that the Company has concerning its employees. Please take your time and read it thoroughly, retaining it for future reference.

This Handbook does not create any contractual rights or obligations between the Company and its employees, does not limit the Company's lawful use of its management discretion, and does not obligate the Company to continue any particular policy or practice. It is solely intended to serve as a reference tool for employees and to provide general guidance concerning many essential employment matters. The Company's specific policies in force from time to time control over the general descriptions contained in this Handbook. The Company reserves the right to modify, supplement, amend, delete or otherwise change any policy, practice, procedure or working condition at any time. While Transdev will normally attempt to provide employees with notice of changes, the Company reserves the right to do so without notice. Questions regarding any policies should be discussed with your supervisor or your Human Resources Representative.

In the event this Handbook conflicts with state or federal law, the law applies. A collective bargaining agreement applies in the event of inconsistencies between this Handbook and the agreement.

Our Values Define Us

The values of a Company guide the actions of its people. Therefore, we have taken great care to define our values, because they in turn will define us. Our goal is to have our values permeate our culture and guide our employees in how they treat our clients, passengers, each other and the planet.

The values of Transdev Environment are commitment to customers, responsibility, innovation, performance and teamwork. In North America we summarize them as follows:

Together We Care: About Customers, Each Other, and the Planet.

We see care as central to everything we do. The care that we show every day for our passengers, their safety, mobility and comfort, is at the heart of the service we provide. We show our care for

each other by listening, building strong teams, supporting each other, and respecting each other's opinions and goals. We show our care for the planet by improving fuel efficiency, green driving, and taking environmentally friendly actions in our offices and facilities. Our caring values guide our everyday choices.

We have delineated what each letter in "Care" represents, and this is how we connect to the values of our parent Company:

- C:** Commitment to Customers
- A:** Accountability, Especially for Safety
- R:** Respect for Others and the Planet
- E:** Empowerment of Employees

We have carefully depicted the behaviors that comprise our values and we are working to communicate and reinforce our values, and live them in our day-to-day behaviors. Our goal is for our values to permeate our culture and guide our employees in the choices they make every day.

Equal Opportunity Employment Policy and Plans

The Company has established and adopted an Equal Employment Opportunity and Affirmative Action policy. The Company will not discriminate and will not tolerate discrimination based on race, gender, sexual orientation, marital status, age, religion, color, creed, national origin, ancestry, genetic characteristics, veteran or military status, disability, domestic violence victim status, or any other factor prohibited by applicable state, federal or local law. This policy applies to all terms, conditions and privileges of employment including recruiting, hiring, initial periods of employment, job assignments, training and development, promotion, transfer, compensation, benefits, educational assistance, layoff and recall, social and recreation programs, termination and separation.

An Affirmative Action Program has also been developed and is available for review in Human Resources. The goals of this program are:

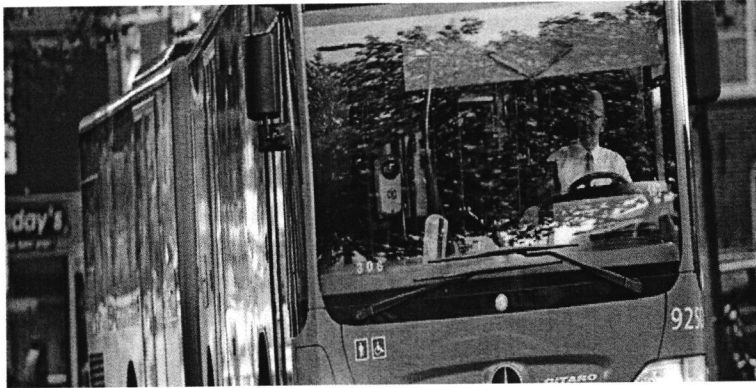
- To recruit, hire and promote qualified employees without regard to gender, race, sex, religion, color, creed, age, national origin, ancestry, sexual orientation, gender identity (transgender status), HIV status, marital or veteran status or disability or any other legally protected status.
- To base employment decisions on the principles of Equal Employment and Affirmative Action.
- To fill employment and promotional opportunities utilizing only job-related criteria.
- To administer personnel actions, such as compensation, benefits, transfers, layoffs, Company sponsored training programs and social and recreational programs on a non-discriminatory basis.

Implicit in our policy is the commitment of the Company to maintain a work environment that is safe, productive and free from harassment of any kind, including sexual harassment. The

Company identifies itself as an Equal Opportunity Employer in advertising for employees, recruiting brochures, employee manuals and all day-to-day practices. Moreover, we individually and collectively share the responsibility for understanding the great importance of pleasant working associations, and assuring that every employee is welcomed, accepted and rewarded according to his or her contribution toward the attainment of our goals and objectives.

Principal and direct responsibility for successful implementation of this policy in a uniform manner has been assigned to the Human Resources Department. Within their respective areas of responsibility, all managerial and supervisory personnel are accountable to ensure compliance with this policy. Questions, comments, concerns or to voice complaints regarding this Equal Employment Opportunity and Affirmative Action Policy should be directed to your Human Resources Representative.

Safety



Commitment to Safety

The Company is committed to leading the way to World Class Safety. Through the dedicated efforts of every team member throughout our entire Company, we will become known as the safest most reliable passenger transportation service.

The Company will keep its employees, customers and surrounding public safe at all times. Given the risks involved with daily operations, the Company has a uniform, comprehensive set of safety policies and procedures to assist each employee in reducing the risk of collision, injury

or other harm. These policies and procedures consist of a set of minimum standards, or operating procedures, to be implemented at every Company location.

The safety of each employee and passenger is our first commitment. Accident and injury prevention is so important that the Company will give precedence to safety over operating productivity. No job is so important and no order so urgent that we cannot take time to perform work safely. The Company will recognize no substitute for safety.

The Company will recognize and instill in its workforce the concept that safety is a shared responsibility of all employees.

- Supervisors and Managers will encourage employees to exercise caution at all times, use all available safeguards and safety equipment, demonstrate behaviors that proactively prevent accidents and injuries, and comply with all rules, regulations, policies and procedures.
- No Supervisor or Manager will knowingly tolerate or permit any unsafe act, operation, practice or behavior.
- Supervisors and Managers will ensure that safety operations, programs, meetings, inspections and investigations within his/her designated area are carried out according to these policies and procedures.
- Supervisors and Managers will consistently and constantly promote Transdev Transportation World Class Safety Policies and Procedures, and set an example for employees by always demonstrating proper safe behaviors.
- Employees will immediately report any unsafe conditions or incidents to their Supervisor/Manager and are encouraged to make suggestions for improved safety performance and conditions. The Transdev Transportation Hotline (1-866-850-3033) is available 24/7 to report any safety violation or concern an employee may not want for any reason to report to his or her supervisor.
- Periodic safety training will be provided to employees to prepare them to perform their jobs according to the Transdev Transportation World Class Safety Policies and Procedures.
- Employees and a member of management will be required to attend and actively participate in all quarterly safety meetings.
- Employees will be held responsible for adhering to property safety rules.

For more information, please refer to the Transdev Safety Policies and Procedures Manual and/or contact your Safety Manager.

Incident Reporting/No Retaliation

In an effort to maintain a safe and healthy work environment in the workplace, accidents, injuries and behavioral issues that occur at the Company or during the course of employment must be reported and investigated thoroughly. It is the intent of the Company to minimize accidents, injuries, and incidents by correcting identified causes when appropriate and feasible. This is applicable to Company employees, on-site vendors, contractors, and customers affected by such incidents.

Employees should take all threats seriously and refrain from confronting individuals who are a threat. Immediately report to a supervisor or manager any incidents that you believe put employees, vendors, customers, passengers, suppliers, contractors or any person working with or associated with the Company at risk.

IMPORTANT DEFINITIONS:

Accidents are events that cause injury or illness to a person or damage to property. Even minor injuries such as cuts or sprains and minor damage to property are considered accidents. Incidents include near miss events that have a potential of causing personal injury or property damage. An infraction of Company or client rules or policies is also considered to be an "incident".

Your local safety policy defines accidents and incidents and the reporting requirements associated with each.

Employees are responsible for:

- Following safe work practices
- Reporting accidents and incidents and any condition that they consider unsafe to their supervisor, the safety manager, or to Human Resources. You will be asked to complete an incident or accident report
- The Transdev Transportation Hotline at 1-866-850-3033 is available 24/7 to report any safety violation or concern an employee may not want for any reason to report to his or her supervisor.

Failure to report accidents or incidents is a very serious violation of Company policy which may result in termination of employment. The Company will not tolerate any action taken in whole or in part in retaliation against anyone who has in good faith reported an accident or incident to the Company.

For more information, please refer to the Safety Policies and Procedures Manual or contact your supervisor.

Facility Security

The safety of our employees at work, especially in 24/7 operations is serious business. The Company will provide a safe working environment for employees, taking all reasonable steps to maintain safe, healthy and clean working conditions that will eliminate or minimize accidents and health hazards. In addition, our job sites, Company premises, vehicles and other facilities contain valuable equipment. It is important, therefore, that all employees pay close attention to the security of our facilities and vehicles.

It is the policy of the Company to provide a secure work environment for our employees in which to work and to service our clients.

- It is the responsibility of each employee to safeguard Company property by carefully following all security procedures.
- It is the responsibility of each Company employee to safeguard their own personal property by keeping valuables out of sight and/or locked securely.
- It is the responsibility of each Company employee to safeguard the security and safety of client information as set forth in any contract specification for securing information or products.
- The Company is not responsible for loss or damage of employees' personal property on Company premises.
- It is the responsibility of each Company employee to report any violations to this policy by any other Company employee, agency employee, visitor, vendor, subcontractor, consultant and/or client.

Impending Natural Disaster or Emergency

Employees with Internet access can access hurricane or natural disaster related information on Transdev's website at www.Transdevtransportation.com. In the event of an emergency, click on the red bar at the bottom of the home page that reads "hurricane updates." This link will provide any updates related to the hurricane or natural disaster such as operations, paychecks, relief efforts, phone numbers, meeting places, etc.

Employees may also call our Employee Emergency and Disaster Hotline at 1-888-382-1149. In the event of a hurricane or natural disaster, a customized message will be left on the greeting, as well as provide an opportunity for an employee to leave a message.

These resources will supplement, not replace, any Emergency Contact procedures already in place at your property location.

If you have any questions, please contact your safety director or Regional Human Resources Director.

Avoiding Workplace Violence

The Company is committed to providing a safe work environment for its employees and thus has zero tolerance for threats or acts of intimidation or violence. Any conduct that causes harm to or threatens the safety of employees, customers or others is strictly prohibited.

All employees, vendors, customers, passengers, suppliers, contractors or any person working with or associated with the Company must be treated with respect at all times. Employees are expected to refrain from fighting, "horseplay" or other conduct that may affect the safety of others.

Prohibited Conduct

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to:

- Physical attacks such as hitting, fighting, pushing or shoving
- Direct or indirect threats of intimidation or violence against an individual or the Company
- Harassing behavior or communication intended to intimidate, menace or frighten another person
- Deliberate destruction of or damage to the Company's or any individual's property
- Except as where permitted by law, possessing a weapon while on Company property or while on Company business.

ENFORCEMENT:

The Company will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Threats, threatening conduct or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Non-employees engaged in violent acts on Company premises will be reported to the proper authorities and fully prosecuted.

If you feel that you are a subject of violence in the workplace, immediately contact your supervisor or your Regional or Corporate Human Resources Department or report the incident to the Transdev Transportation Hotline at 1-800-850-3033.

Avoiding Unlawful Harassment

The Company respects the rights and opportunities of all people to seek, obtain and hold employment without being subjected to or confronted with unlawful harassment or discrimination of any kind in the workplace. Unlawful harassment or inappropriate conduct is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of that person's (or that person's relatives, friends or associates) race, religion, gender, national origin, ancestry, veteran status, marital status, age, disability, sexual orientation and/or any other legally protected status as described under federal, state or local law.

Unlawful harassment or other inappropriate conduct that has the purpose or effect of creating an intimidating, hostile or offensive work environment and/or has the purpose or effect of unreasonably interfering with the individual's work performance, and/or otherwise adversely affects the individual's employment opportunities also constitutes unlawful harassment or discrimination.

Unlawful harassment of an employee by any Company employee or person working with or associated with the Company (i.e. vendor, customer, passenger, supplier, contractor, etc.) will not be tolerated.

The California Department of Fair Employment and Housing states: "The Mission of the Department of Fair Employment and Housing is to protect the people of California from unlawful discrimination in employment, housing and public accommodations, and from perpetration of acts of hate violence."

It is unlawful to harass a person because of that person's sex. Harassment can include "sexual harassment" or unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature. Sexual harassment or inappropriate conduct may be overt or subtle. Some behavior, which might be appropriate in a social setting, is not appropriate in the workplace. Regardless of the form it takes, verbal, non-verbal or physical sexual harassment or inappropriate conduct is insulting and demeaning to the recipient and is unacceptable at work. Sexual harassment in the workplace will not be tolerated by the Company. If you believe you have been subjected to sexual harassment follow the complaint procedure below.

REPORTING AND COMPLAINT PROCEDURE:

1. Any employee who believes he/she has been offended or is aware of alleged unlawful harassment or inappropriate conduct should immediately report the alleged behavior to any supervisor or manager, the Human Resources Department, the Legal Department or to the Ethics & Compliance Hotline. The Ethics & Compliance Hotline can be reached at 1-866-850-3033 or online at the Company website: www.Transdevtransportation.com.
2. If the alleged behavior or incident involves a supervisor or manager, the complaint should be directed to another management employee, any representative of Human Resources, the Legal Department or the Ethics & Compliance Hotline 1-866-850-3033.
 - a. The investigation will begin as soon as possible following notification of a complaint.
 - b. Investigation of a complaint will normally include conferring with the parties involved and any named apparent witnesses. An attempt should be made to get written statements from all individuals that are interviewed or involved, particularly the primary parties involved. A thorough investigation must still be completed even if the person making the allegation refuses to complete the "Incident Investigation" form or any other written statement.
 - c. If the preliminary investigation suggests that the allegation may have merit, a prompt, thorough and effective investigation will be conducted and the alleged harasser will be notified of the complaint.
 - The alleged harasser will be interviewed and provided opportunity to refute the allegation(s).
 - If the rebuttal is not successful, prompt action, including disciplinary action(s) will be taken to stop the unlawful harassment or inappropriate conduct and prevent recurrence.
3. All complaints will be handled in a timely and confidential manner. The confidentiality of the employee who files a complaint and the reputation of any employee wrongfully accused of

unlawful harassment or inappropriate conduct will both be protected to the extent possible throughout the investigation.

- a. Information concerning a complaint will not be released by the Company to third parties, or to anyone in the Company not involved with the investigation unless required by law.
 - b. All individuals involved will be advised against discussing the investigation.
4. All employees shall be protected from retaliation, coercion, intimidation, interference or discrimination because they filed a complaint or assisted in an investigation.

For more information regarding, please contact your supervisor or your Regional or Corporate Human Resources Department.

Zero Tolerance/Drug and Alcohol Policy

This section summarizes the Company's DOT/FTA-compliant drug and alcohol policy. Our policy is a zero tolerance policy applicable to all Company employees who hold a safety-sensitive position (defined below), and to all applicants or employees who may apply for or who may transfer to a safety-sensitive position and to contractors who perform safety-sensitive job functions.

Zero tolerance means that if you test positive to a drug or alcohol test, refuse to test for any reason or adulterate your specimen for pre-employment, random, reasonable suspicion, periodic or post-accident testing, you will be terminated. Safety sensitive function means any of the following duties, when performed by employees of the Company or its contractors or sub-contractors:

1. Operating a revenue service vehicle, including when not in service
2. Operating a non-revenue service vehicle, when required to be operated by a CDL holder
3. Controlling dispatch or movement of a revenue service vehicle
4. Maintaining (including repairs, overhaul and rebuilding) a revenue service vehicle or equipment used in revenue service
5. Carrying firearms for security purposes.

If you have a drug or alcohol problem, it is your responsibility to notify management or Human Resources prior to being asked to test. Employees are encouraged to seek voluntary assistance in dealing with any drug and/or alcohol problems. A voluntary leave of absence may be available for purposes of rehabilitation, provided that the employee requests such rehabilitation leave before the Company finds him/her to have committed a drug or alcohol related offense. Employees notifying management prior to being selected for testing will be offered unpaid leave to complete a substance abuse program (SAP). Referrals can be obtained through the Company sponsored Employee Assistance Program (EAP) program.

Random and reasonable suspicion testing must be completed within one (1) hour of the request for testing. An employee involved in any accident may be subject to post-accident drug and/or

alcohol testing. In compliance with DOT regulations, the employee must receive notification within seven (7) hours of the accident for alcohol testing and thirty-one (31) hours for drug testing. The employee then has up to one (1) additional hour to comply with the request. Failure to comply with these time frames is a violation of our Zero Tolerance Drug and Alcohol Policy and will result in a "positive" finding.

In order to protect the safety, health, productivity and general welfare of the Company, its employees and the public, the following actions are considered by the Company to be unacceptable conduct. A violation of any of these rules, refusal to test and failure to test within specified time parameters will be considered a major offense, which will result in termination of employment or lessee agreements.

Bringing onto Company premises, property or job site, having possession of, having present in the body system, being under the influence of, using, consuming, distributing or attempting to distribute, manufacturing or dispensing any form of narcotic, depressant, stimulant, hallucinogen, or any kind of perception-altering drug or controlled substance (except for prescribed drugs under the direction of a physician, to the extent they do not impair job performance or threaten the safety, health, security, or property) at any time:

- The adulteration of any specimen
- Non-compliance with the Drug/Alcohol program
- Refusal to test for any reason. The Company may also require testing in the following circumstances:
 - As part of a physical examination which the Company may require employees/lessees to undergo on a regular or random basis.
 - Due to the safety or health risk or sensitive duties as determined by the Company, at any time.
 - Following a safety infraction or work related accident that does or might cause bodily injury or damage to property.
 - Reasonable suspicion, as determined by a supervisor, manager or co-worker. All anonymous information is to be followed up with a drug/alcohol test.

You must tell your supervisor or safety manager before the start of your next work shift whenever you are taking any kind of prescription medication or over the counter medications. Driving while using a medication that may affect your ability to work safely is considered a form of substance abuse. If you are taking prescription medication, you must have your doctor or pharmacist complete a Prescription Medication Notification form which needs to be submitted to your safety manager.

The possession or use of alcohol and/or illegal drugs on Company premises by any employee (safety-sensitive or not) is strictly prohibited.

For more information and guidance, please reference the Transdev Transportation Zero Tolerance Drug and Alcohol Policy, or contact your safety director or Regional HR director.

Smoke-Free Workplace

To protect and enhance our indoor air quality and to contribute to the health and well-being of all employees, the Company is committed to be smoke free in all of its facilities. Additionally, the use of all tobacco products, including chewing tobacco and smokeless tobacco products is banned in from the workplace. Smoking is prohibited in all of the enclosed areas within the Company's worksites, without exception. This includes common work areas, conference and meeting rooms, private offices, hallways, the lunchrooms, stairs, restrooms, Company vehicles, and all other enclosed facilities.

Employees may smoke in designated smoking areas which may be located outdoors. While the Company makes an effort to have these areas available to smokers, it in no way has any legal responsibility to do so. Employees who choose to use these smoking areas do so at their own risk. No additional breaks are allowed to any employee who smokes. Finally, smokers and users of tobacco products must dispose of the remains in the proper containers to keep a neat and clean environment for all employees, visiting partners and customers. Failure to comply with this policy will result in disciplinary action up to and including termination from employment.

Ethics and Compliance



Transdev Transportation Code of Business Conduct

The Code of Business Conduct applies to Transdev Transportation, Inc. and all of its subsidiaries. Its purposes are 1) to ensure that all of us within the Company observe applicable laws and regulations that affect our work and 2) to articulate a broader set of ethical standards that can be used as a practical guide in our conduct and decision-making.

This Code does not replace what we know instinctively or in the exercise of good judgment to be legal and ethical behavior, but it highlights critical areas of concern for the Company in a world full of challenges to instinct and judgment, and it provides guidance where uncertainty may exist.

It is our absolute legal and moral obligation and a source of great strength for us as a Company that we manage ourselves and our business with the highest degree of honesty, ethics and integrity. Adherence to this Code of Business Conduct, therefore, is an essential condition of employment at every level of the Company.

The Code of Business Conduct addresses:

1. The Ethical Decision-Making Process
2. Reporting a Suspected Violation
3. No Retaliation
4. Safety
5. Sustainable Development and Protecting the Environment
6. Honoring Our Commitments
7. Fair Competition
8. Our Financial Integrity
9. Conflict of Interest
10. Maintaining Confidentiality
11. Compliance with Employment Laws
12. Employee Health and Safety
13. Drug and Alcohol-Free Workplace
14. Social Media
15. Company Email and Internet Use
16. Company Property
17. Others with Whom We Do Business
18. Retaining Intermediaries (Consultants, Lobbyists)
19. Unlawful Payments
20. Political Contributions and Activities
21. Insider Information
22. A Special Message to Senior Management

You may always obtain a **complete copy** of the Code of Business Conduct on request or view it on the Transdev Transportation website (the information contained in this Handbook is not the complete version of each topic covered in the Code of Business Conduct Policy). You are responsible for becoming familiar with its contents and complying with its requirements. Any violation of the Code of Business Conduct can result in discipline up to and including termination from employment.

This Code is a statement of certain fundamental principles and policies that govern employees of Transdev and its subsidiaries, as well as the conduct of third parties with whom we do business. It is not intended to create and does not create any rights in any employee, customer, vendor, subcontractor, competitor, shareholder or any other person or entity. The Company reserves the right to amend, alter, or terminate this Code of Business Conduct at any time.

The Ethical Decision-Making Process

Ethics is a decision-making process more than a simple statement of values or adherence to a set of rules. While this Code is both a statement of Company values and set of rules and adherence to it is a condition of employment, it is not intended to stand alone in guiding the individual. It cannot answer every possible question an employee may confront.

Where questions may be too sensitive for open discussion, employees are encouraged to speak with a supervisor, manager, Human Resources Representative, or anyone within the executive group of the Company. Or, if an employee prefers, they may contact Transdev's General Counsel, who serves as

the Company's Chief Compliance Officer, who will treat your question in confidence, if requested, and will try to help resolve it. Remember, too, there is always our Ethics & Compliance Hotline.

Reporting a Suspected Violation

If you know or in good faith suspect that a material violation of the law or this Code has occurred or is at risk for occurring, you are encouraged to immediately report the suspected violation to the Company. You can do this in a variety of ways: by contacting your supervisor or other member of management, or, if you are uncomfortable doing so, you may contact the Legal Department or Human Resources Department directly. Our General Counsel is our Chief Compliance Officer. Any suspected financial irregularities should be reported to the Company's Chief Financial Officer or General Counsel. Above the CFO and General Counsel are our Chief Executive Officer and Board of Directors, who you may also contact.

You may also report a suspected violation to the Company through the Transdev Transportation Ethics & Compliance Hotline at **1-866-850-3033**, also available online from our website at www.Transdevtransportation.com. This Ethics & Compliance Hotline is available 24/7 and is operated by a third party Company – Global Compliance – that specializes in receiving such reports. By using the Ethics & Compliance Hotline, you may choose to remain anonymous. For a matter to be fully and fairly resolved, however, you may be asked to disclose your identity, provided more details, or cooperate in an investigation, although disclosure of your identify is not required. In all instances, reported matters will be treated confidentially to the extent possible in conducting and concluding a proper investigation. Regardless of the outcome of any investigation, you can be assured that no retaliation against you from any sources will be tolerated where you have reported a violation or suspected violation in good faith.

Other contact information:

General Counsel
Transdev Transportation, Inc.
720 E. Butterfield Rd. Suite 300
Lombard, IL 60148
1-630-382-1107
alan.moldawer@Transdevtransdev.com

Chief Financial Officer
Transdev Transportation, Inc.
720 E. Butterfield Rd. Suite 300
Lombard, IL 60148
1-630-382-1076
jan.horstmann@Transdevtransdev.com

SVP Human Resources
Transdev Transportation, Inc.
720 E. Butterfield Rd. Suite 300
Lombard, IL 60148
1-630-382-1088
anita.skotnicki@Transdevtransdev.com

No Retaliation

An essential part of an effective ethical compliance program includes providing employees the means to report in good faith known or suspected violations of this Code of Business Conduct, the law, or Company policies and procedures without fear of retaliation from any sources. Therefore, we will not tolerate any action taken in whole or in part in retaliation against anyone who has raised a question or concern in good faith about a violation of this Code, the law, or any Company policy or procedure. At the same time, the integrity of the reporting system and the respect we have for one another means that those who act in bad faith and knowingly make a false report will be subject to discipline up to and including termination from employment. To the extent possible, we will maintain the confidentiality of anyone who reports a suspected violation or participates in the investigation of it.

Safety

Safety is a core value of our Company and our highest priority in conducting our business. Compliance with laws and rules intended to protect life and property is essential, but equally important is our ethical and moral obligation to conduct our business in a manner that protects the well-being of ourselves, our fellow employees, our passengers and all who live and work within the communities we serve.

In the business of transportation people, we constantly face risks to life and property. Maintaining a strong safety culture, therefore, is a responsibility shared by all of us. Every decision we make, individually and collectively, must take into account the safety of others and ourselves. Every manager has the duty to assess, train, encourage the reporting of safety violations and risks, and discipline and reward the employees they manage with a commitment to safety. Likewise, every employee has a duty to assess, be trained, comply with safety rules, report observed violations and risks, and keep safety foremost in their mind.

Conflict of Interest

Honesty and integrity are the highest principles we can adhere to in our business. Our success is dependent upon the public's continued trust and confidence in us as well as the examples we set for each other. Any potential or actual conflict of interest must be avoided whenever possible, including, without limitation:

- Prices, costs, profits, terms and conditions of our services
- Accepting or giving any gift or gratuity that might impair or give the appearance of impairing any employee's independent judgment in the performance of his or her job responsibilities, or that violates Company policies and procedures; if in doubt, consulting with Senior Management or the Legal Department is advisable.
- Having a position with or investment (greater than 1% in a publicly-traded Company) in a competing business.
- Having any outside activity or relationship that competes with the Company, utilizes or diverts Company resources, impairs an employee's independent judgment, or hinders giving full time and attention to his or her job.
- Having a personal relationship with another employee that interferes with the objective performance of either employee in his or her job. This includes, without limitation, prohibitions on romantic relationships between employees in direct report relationship with each other.

The concept of "corporate opportunity" means that no employee may appropriate or divert to any other person or entity a business or financial opportunity that the employee learns of or develops in the course of employment and knows or should know the Company might want to pursue. No employee (or member

of his or her family) may directly or indirectly have any business relationship with the Company, Transdev or any of its subsidiaries or affiliates, without the prior written approval of the Company CEO and Legal Department.

It is not possible to enumerate all situations that constitute a conflict of interest, the facts of each case will determine whether there is an actual or potential conflict. A potential conflict of interest arises in any situation in which an employee has a personal interest that influences or appears to influence the employee's judgment or action in conducting the Company's business. This may put an employee's objectivity in doubt when working with suppliers, competitors, government officials, or customers, or in performing his or her own duties. Any situation that creates the appearance of a conflict, even when an actual conflict does not exist, can have adverse consequences for the Company and individual employee, and should be carefully considered and avoided when possible. Employees should consult with Human Resources or the Legal Department to clarify any uncertainty over a potential conflict of interest, and any known or suspected conflict of interest should be reported immediately to a supervisor, Human Resources Director or the Legal Department.

Maintaining Confidentiality

Maintain the confidentiality of the information and exchanges of the Company and its business partners is one of the Guiding Principles of Transdev Transdev. We will be careful to protect the Company's internal communications, confidential proprietary and trade secret information from unauthorized disclosure, including, without limitation:

- Operating results, pricing, costs, other financial data;
- Strategic business plans and marketing strategies;
- Client lists;
- Personnel and medical records and information;
- Company-developed software;
- Information regarding acquisitions and divestitures;
- Processes and methods;
- Internal communications, including email and other electronic messages, records, and information.

In the same manner, to the extent permitted by law, we will maintain the confidentiality of information belonging to any employee, client, vendor, competitor or other third party received by us with the express or implied understanding of confidentiality, or that became known to us by reason of prior employment with another Company.

At some of the Company's operations, we may have to deal with medical patient information. We will not use or disclose confidential patient information that would violate the patient's privacy under applicable laws and regulations. We will immediately report any suspected crossing of these lines to supervisory personnel, Human Resources or the Legal Department.

Compliance with Employment Laws

The people with whom we work every day are the most important part of our business. Transdev Transportation Inc. and all of its subsidiaries recognize the responsibility that we, as individuals and as a Company, have toward the well-being of our fellow employees. We will maintain a workplace environment that respects the dignity of every employee and that is free of unlawful discrimination and harassment. We will immediately report any suspected crossing of these lines to supervisory personnel, the Human Resources Department or the Legal Department.

Drug and Alcohol-Free Workplace

The importance of maintaining a Drug and Alcohol-Free Workplace for the health and safety of our employees, customers, passengers and the citizens of the communities we serve justifies the special attention we give it here in our Code of Conduct.

Company policies and procedures, and, where applicable, federal and state laws, prescribing a drug and alcohol-free workplace, must be fully respected and obeyed. We will not tolerate the use of alcohol or illegal drugs in the workplace. Likewise, we will not tolerate the inappropriate use of legal drugs in the workplace.

We will immediately report to supervisory personnel any suspected violations of the law or Company policies or procedures.

Company Property

Company property includes all tangible items and intangible items such as electronic systems in the workplace, including but not limited to vehicles, equipment, facilities, computers, computer software, copy machines, faxes, email content, electronic data files, telephones, cell phones, wireless devices, stationery, supplies, postage, etc. It also includes the "good will" and good nature of the Company, and the fruits of the labor and investment made on behalf of the Company.

We will take all appropriate measures to preserve and protect Company property from misappropriation and waste. Company property may only be used for legitimate Company purposes. We will not use Company property for personal benefit, except in limited circumstances that are approved and documented in advance by a responsible supervisor. Use of Company telephones and email for non-Company purposes will be kept to a minimum consistent with Company policies.

Because it is Company property, we have no expectation of privacy in its use, including the use of email, telephones and electronic communications and media. The Company reserves the right to inspect Company property whenever and wherever it is used or located.

Unlawful Payments

We will not participate in offering, giving, receiving, or arranging for a bribe, kickback or promise of any future benefit, nor use procedures that might conceal or cover up bribery, kickbacks, or any other illegal or improper payments, regardless of the state or country we are operating in. The U.S. Foreign Corrupt Practice Act and the OECD Convention on Combating Bribery or Foreign Public Officials in International Business Transactions prohibit companies from such unethical practices whenever they are conducted.

We will not use third parties to facilitate such payments nor allow third parties to act unethically on our behalf. All payments made by the Company to any third party must be in exchange for fair value in goods or services and for a real and legitimate business purpose. Honesty, integrity and fairness must govern all business dealings.

All transactions must be documented fully in accordance with Company-established bookkeeping practices and established accounting practices. No transactions on behalf of the Company will be permitted that are not properly recorded and disclosed.

Insider Information

Use of material, non-public ("insider") information about the Company, Transdev Environment, Transdev Transdev, or any of their subsidiaries or affiliates (or any unrelated Company) for the financial benefit of an employee or other person is unethical and illegal and can subject the employee, other person, or anyone aiding and abetting such conduct, to criminal and civil liability. Therefore, we will not engage or tolerate anyone else engaging in such unlawful conduct.

We will not trade in or permit anyone else who has received insider information to trade in the stock of the Company or a parent Company ("Company stock") until after the insider information has been made public. If there is any doubt about whether the information we possess is material or whether it has yet been disclosed to the public, we will not trade in Company stock.

We will take all appropriate measures to ensure that material, non-public information is released only to those employees or others who have a legitimate right and need to know.

We will immediately report any known or suspected crossing of these lines to supervisor personnel, or the Finance or Legal Department.

Open Door Policy

The Company believes that its employees are its most important resource. Therefore, open communication within an atmosphere of mutual trust is of prime importance. Realizing that effective communication is always a two-way street, the Company values its employees' constructive opinions and suggestions. Because, we sincerely believe in an open atmosphere, we encourage employees to meet with management to discuss suggestions, problems or concerns.

In most cases, talking with your supervisor is the most effective way to deal with a problem or suggestion. However, you may discuss problems or suggestions with a higher level manager instead of, or in addition to, your supervisor. Usually, this would be a more senior level person at your facility, within the region, or your Human Resources Representative. Use of the Transdev Transportation Ethics & Compliance Hotline is always available to every employee.

Non-Solicitation/Distribution Policy

It is the policy of the Company to maintain a secure, efficient work environment and to avoid disruptions in the workplace caused by solicitation and distribution by employees or non-employees. The following represents Transdev policy on Non-Solicitation and Distribution:

- Generally, the Company does not allow selling, solicitation, distribution of literature, or political activities by our employees during work time in work areas.
- Employees may solicit each other and distribute literature during non-work time in non-work areas.
- Employees are not permitted to sell goods or services for personal gain on Company property. Our customers also may have rules and restrictions related to these subjects.

Please refer to our on-line policy and your local management for further guidance and sources of information. These guidelines are interpreted and enforced in a manner consistent with all applicable laws and regulations. It is the responsibility of each Company employee to advise any outside solicitor of our policy. For the purpose of this policy, "work time" means the work time of the employee doing the solicitation and the employee being solicited. An employee who is not on work time should not distribute literature to an employee who is on work time. It does not include the employees break periods or mealtimes.

Employees are not allowed to use Company property or facilities such as, stationery copiers, messenger services, computers, facsimile machines, or telephones to solicit or conduct business on behalf of non-work related organizations, associations, individuals or groups. All violations of this policy must be reported to your immediate supervisor.



Employment

Employment At-Will

Employment with the Company is "at-will." This means that either party has a right to terminate the employment relationship at any time with or without notice or cause. At-will employment applies provided there is no express contract for a definite term governing the employment relationship and the employee is not governed by a collective bargain agreement.

As an at-will employee, you are not guaranteed, in any manner, that you will be employed for any set period of time. No one in the Company, except the CEO can make any representation or

promise to you that you are other than an at-will employee. Any employee, manager or supervisor who makes such a representation or promise to you is not authorized to do so. The Company may alter your employment status, employment hours, or schedule, or reassign you at its discretion with or without notice or cause.

If you have any questions regarding employment at-will, please contact your Regional or Corporate Human Resources Department.

Offer Letters

A job offer is an important commitment with legal and ethical implications for the Company and the employee. Therefore, job offer letters are issued only after review and approval in accordance with Company policies.

After internal review, the hiring manager will verbally discuss a conditional offer of employment with the candidate and confirm the pay rate, start date, position location, etc.

Following discussion of the conditional offer, the hiring manager will confer with Company managers in accordance with policy to confirm the offer has been made and accepted. A formal, written conditional offer letter addressed to the candidate regarding the terms and conditions of employment and pre-employment testing (i.e., drug/alcohol tests, background check and verification of employment) will be sent thereafter. Until a formal job offer letter is received, no final offer of employment has been made by the Company. No applicant for employment or internal transfer should rely on any employment discussions until a formal job offer letter is received from the Company. Offer letters do not alter the at-will employment relationship unless expressly stated therein.

Employment Classifications

This handbook applies to all employees. Employees are hired on either a full-time or part-time basis, and may be categorized as follows:

Probationary: up to the first 90 days of employment may be considered an introductory period during which time Transdev evaluates you to see if your performance is satisfactory for the job. Benefits, where applicable, are accrued and may not be paid during this period.

Full-Time Regular Employees: an employee who has completed his or her probationary period, who regularly works 30 hours or more per week. Full-Time Regular employees are typically eligible for employment benefits as specified in this handbook and local policies.

In addition, full time employees are further classified as either “exempt” or “non-exempt”. This distinction is established by law to identify those employees who qualify to be paid at an overtime rate for hours they work in excess of 40 hours in a work week (or as otherwise specified by state law). Only non-exempt employees are entitled to receive overtime pay.

Non-exempt employees are typically paid by the hour and may include laborers, office assistants,

clerical, operators, some supervisors and others as defined by Fair Labor Standards Act regulations or by state law.

Exempt employees are typically paid a salary. Exempt employees may include managers, administrative, accounting, finance, marketing and others who qualify under Fair Labor Standards Act regulations or state law.

Part-Time Regular Employees: an employee who has completed his or her probationary period, who regularly works less than 30 hours per week. Part-Time employees are typically entitled to vacation, sick days and statutory benefits only on a pro-rata basis unless other terms are provided under a collective bargaining agreement. Part-Time employees typically are not entitled to all the employment benefits described in this Handbook.

Employment classifications can be changed by the Company from time to time depending upon Company needs and changes in the law. For more information, please contact your supervisor or your Regional or Corporate Human Resources Department.

Job Descriptions

Job responsibilities, and the knowledge, skills, abilities or special requirements, including work schedules, to successfully perform a job, are contained in Company-prepared job descriptions. Job descriptions are used as one criterion in employee selection, as a basis for “help wanted” advertisements, and as a tool in evaluation of employee performance relative to the job requirements. Job responsibilities, like employment classifications, can change from time to time, based upon changes in the needs of the Company or reorganizing for improved efficiencies and performance.

Americans with Disabilities Act and State Laws

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) require employers to reasonably accommodate qualified individuals with disabilities. It is our policy to comply with all federal and state laws concerning the employment of persons with disabilities.

It is the Company’s policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

We will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job. An individual, who can be reasonably accommodated for a job, without undue hardship imposed on the Company, will be given the same consideration for that position as any other applicant. Employees should contact their Human Resources Representative with any questions or requests for accommodation.

All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of themselves or other individuals in the workplace, which threat cannot

be eliminated by reasonable accommodation, will not be hired. Current employees who pose a direct threat to the health or safety of themselves or the other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made in regard to the employee's immediate employment situation.

For more information, please contact your local or Corporate Human Resources Representative.

Probationary Status

Depending on the property location, employees may begin their employment in probationary status. Probationary periods vary by location and are typically 30, 60 or 90 days in duration. Operators are typically evaluated at 30, 60 or 90 days after the beginning of their employment, receive an annual on-board evaluation each year thereafter and, when necessary, diagnostic evaluations.

For more information, please contact your immediate supervisor or your Regional or Corporate Human Resources Department.

Employment Applications

Transdev relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any omission, misstatement or inclusion of false information on the application or any document used to secure employment with Transdev shall be grounds for rejection of your application or for immediate discharge if you are already employed, regardless of the time that may have elapsed before discovery.

Background Checks and Driving Records

It is the policy of the Company to perform a criminal background check of all applicants for employment. Each applicant for employment must provide written authorization for the background check which is conducted for the Company by a third party contractor. The Company's general policy requires a seven (7) year look-back for felony or misdemeanor convictions in all jurisdictions in which the employee has resided for the look-back time period. The Company's client contracts may specify a longer look-back period which will govern in such cases. The possession of a criminal record is not a bar to employment. Each employee's criminal record will be individually evaluated during the selection process to determine if the criminal activity renders the employee unsuited to the specific job assignment. As part of this evaluation, the applicant or employee will be provided an opportunity to explain the circumstances surrounding the criminal conduct.

Employee criminal background checks are updated not less than every four (4) years or more frequently if required by a specific client contract.

In like manner, employee driving records are checked and periodically updated to ensure conformance to the Company's and its clients' minimum safe driving record requirements.

Reference Checks

It is Company protocol to conduct reference checks for internal and external employment candidates interested in applying for positions in the Company. This is an essential part of the interview process. Internal candidates will be required to complete an internal job posting application and have their supervisor or manager approve it to ensure the individual wishing to transfer is capable of handling the position that they are applying for.

An internal candidate who is on a performance improvement plan may not be eligible to apply for any open position until their performance has improved.

For more information regarding the internal reference process, please contact your Regional or Corporate Human Resources Department.

DOT/Employment Physical

Employees whose job duties require that they possess a commercial driver's license must maintain a current Department of Transportation physical qualification card. Following a Company offer of employment, all non-exempt and some exempt employees must pass a pre-employment physical examination.

Immigration Law Compliance/I-9 Form

The Immigration Reform and Control Act of 1986 requires the Company to only employ United States citizens and non-citizens who are currently authorized to work in the United States. This practice applies to both first-time and re-hired employees in all positions.

As a condition of employment, employees must properly complete, sign and date the first section of the Immigration and Naturalization Service Form I-9 and provide documentation to prove both their identity and their employment eligibility in a timely manner as required by governing law.

Pay Practices

The Company compensates its employees on a bi-weekly basis unless applicable state law requires weekly pay. If a holiday falls on a pay date, all efforts will be made to have paychecks distributed the day prior to the holiday. Non-exempt (hourly) employees will be paid for hours shown on the time sheets dated for the preceding (two (2) week) pay period. Supporting time sheets are required prior to receiving compensation. Employees governed by a collective bargaining agreement will be paid in accordance with the schedule set forth therein.

Transdev Payroll Distribution Program

This program includes two FAST, EASY and SAFE ways to get paid:

- **Option 1 - Direct Deposit to a Personal Bank Account:** If you have a personal checking or savings account, your pay can be delivered to that account via direct deposit every payday.
- **Option 2 - ADP TotalPay® Card and Money Network™ Check Program (“Program”):** If you don’t have a personal bank account, your pay will be loaded directly into a TotalPay® Card and Money Network Check Program Account (“Account”) every payday. This easy-to-use payroll service enables you to access your funds by using Money Network™ Checks or an optional TotalPay® Card. You may write a check to yourself and cash it for free to get up to 100% of the funds in your Account, withdraw cash for free at thousands of In-Network ATMs nationwide, pay bills, make purchases and more.

The payroll department does not guarantee funds will be immediately available on the regularly scheduled payday because posting times may vary by individual bank.

An employee may cease and terminate automatic deposits at any time by giving the Company written notice a minimum of one (1) week prior to the next regularly scheduled payday.

Garnishments

As the result of legal actions (including child support enforcement, collection of judgments, etc.) the Company may be required by law to withhold an employee’s pay or portions thereof and remit the withheld wages to a court or governmental agency. This process is called “Garnishment.” For purposes of this policy, the Company shall react to and only consider garnishments that are not stopped (Quashed) prior to the actual withholding of money. In cases where the garnishment is to be stopped, the employee should obtain an Official Quash Order (or other evidence that the garnishment has been officially quashed) and present it to the General Manager or the Human Resources Department prior to the withholding of money. Employees are encouraged to take immediate action at the first notification of an impending garnishment to resolve the debt, either through payment or by working out other arrangements for payment. Employees are responsible for any administrative fees involved with processing the garnishment.

Final Pay

When an employee leaves the Company voluntarily, the last paycheck will be issued on the regularly scheduled payday, or in accordance with local and/or state regulations. In case of involuntary termination, the final paycheck will be available in accordance with local and state regulations regarding payment of final pay.

In order to maintain accurate tax, payroll and benefit records employees must immediately report any change in their name, address, telephone number, marital status, dependent status, insurance beneficiary, or person(s) to notify in case of accident or emergency.

See your supervisor for the proper form or forms to be used in order to make such changes.

Overtime

The Company will compensate non-exempt employees working overtime hours in accordance with all applicable state and federal laws and or collective bargaining agreements. It is the intent of the Company’s overtime policy to comply with the Fair Labor Standards Act (FLSA).

In cases where the state law is more favorable to the employee, it will supersede federal law. Overtime will be paid at a rate of one and one-half (1-1/2) the normal hourly rate for all hours worked in excess of forty (40) hours in a work week, unless precluded by state law or collective bargaining agreement.

All overtime must be approved by a supervisor or manager prior to it being worked. Overtime work may be voluntary or assigned by the supervisor and mandatory. Employees who work overtime without authorization will be paid but will be counseled accordingly as to the rules of this policy; this behavior is expected to not be repeated. Time off in lieu of paying overtime is not an approved Company practice.

Non-working hours for which an employee is entitled to be paid (such as paid time off, vacation, holidays, bereavement, jury duty, etc.) will not be considered as time worked for the purpose of computing overtime, unless precluded by state law or collective bargaining agreement.

Outside Employment

Transdev recognizes that employees may perform additional work outside of their job. Employees are permitted to engage in outside work or hold other jobs, subject to certain restrictions outlined in this policy; however, the Company must be considered as the employee’s primary employer.

Outside employment refers to an employee providing products or services to persons or entities other than the Company for money or in-kind benefits. Outside employment includes providing labor or services as an independent contractor, business proprietor, or being an employee of a person or entity other than the Company.

Full-time employment with Transdev requires the full-time attention of each employee. Outside employment must not interfere with an employee’s work for the Company or employee safety or the safety of others, which includes exceeding the number of allowable driving hours under Department of Transportation Hours of Service Guidelines.

Activities and conduct away from the job must not compete with, conflict with or compromise the Company’s interests or adversely affect job performance and the ability to fulfill all responsibilities to the Company. Employees are prohibited from performing, on behalf of themselves or others, any services to the Company’s clients or customers or prospective clients or customers without the express written approval of Company management, Vice President level or higher. This prohibition also extends to the use of any Company tools or equipment, the services of other Company employees, and the use or application of any confidential

information, for any non-Company purpose. In addition, employees may not solicit or conduct any outside business during paid work time.

Employees are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, or refusal to travel for the Company.

Performing any outside employment activity while on a leave of absence (excluding military leave) or while receiving Workers' Compensation benefits from the Company is not permitted. If outside work activity causes or contributes to job-related problems, it must be discontinued, and if necessary, normal disciplinary procedures will be followed to deal with the specific circumstances.

Standards of Performance



Progressive Discipline

The Company has adopted a progressive discipline policy to identify and address employee and employment related problems where appropriate. This policy applies to any and all employee conduct that the Company, in its sole discretion, determines must be addressed by discipline. No discipline policy can be expected to address each and every situation requiring corrective action that may arise in the workplace. Therefore, the Company takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline. Prior to deciding to impose discipline, the manager will meet with the employee to hear the employee's responses to the alleged infraction.

Most often, employee conduct that warrants discipline results from unacceptable behavior, poor performance or violation of the Company's policies, practices or procedures. However, discipline may be issued for conduct that falls outside of those identified areas.

Equally important, the Company need not resort to progressive discipline, but may take whatever action it deems necessary to address a specific issue. This may mean that more or less severe discipline may be imposed in a given situation. Likewise, some Company policies contain specific discipline procedures.

Progressive discipline may be utilized with respect to an employee in circumstances where an employee subsequently violates a different policy than he/she previously violated. That is, violations of different rules may be treated as repeated violations of the Company's policies and serve as a basis for progressive action.

The Company will normally adhere to the following progressive disciplinary process:

Verbal Warning - In cases of misconduct which may not be considered serious as a single incident but could become serious if a pattern develops, the supervisor/manager should discuss the issue with the employee, tell the employee that the discussion is a verbal warning and document the discussion.

Written Warning - If a pattern of misconduct develops or a serious incident occurs requiring more than a verbal warning, a written warning may be utilized. A written warning should document the incident/misconduct and the reasons why the Company considers the infraction serious. Additionally, the written warning should state what the employee must do to avoid similar misconduct, and indicate future misconduct of any sort may result in further discipline or termination. Written warnings are to be maintained in an employee's personnel file.

Suspension - In some cases, while immediate discharge for repeated offenses or a single serious offense would be too severe, suspension without pay may be appropriate. Unpaid suspensions should be no more than five (5) days and should be discussed with the applicable Regional Human Resources Director. Once the appropriate suspension document is prepared and signed, the supervisor/manager should meet with the employee to attempt to:

- Explain why the incident requires discipline, especially how the conduct is not in accordance with acceptable standards;

- Review prior disciplinary actions relating to this new discipline;
- Indicate the length of the suspension without pay; and
- Document that termination for any additional misconduct is the next step in progressive discipline. Suspension documents are to be maintained in an employee's personnel file.

Termination - If progressive discipline fails to improve an employee's conduct or another type of misconduct occurs, termination may result. All terminations must be discussed with the applicable Human Resources Director in accordance with Company policy.

Again, while the Company will generally take disciplinary action in a progressive manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in a given situation. Union employees should consult their collective bargaining agreements for progressive discipline guidelines.

Standards of Behavior

All employees of the Company, sub-contractors and others who come into Company premises are expected to meet acceptable performance standards and otherwise conduct themselves in an appropriate manner during their course of employment or association with the Company. The following examples of unacceptable conduct are not meant to be all-inclusive. Violations of these standards, depending on severity may result in discipline up to and including termination of employment.

- Any material violation of the Code of Business Conduct.
- Misappropriation (unauthorized transfer or removal, utilization, storage in person's personal belongings or elsewhere in the building) or theft of client, employee, lessee, or Company property including items found on Company premises.
- Safety Violations – failure to observe Company rules and general safety practices and regulations. Neglecting the safety of others or committing unsafe acts in the use and care of Company property. Driving on Company business with a revoked or suspended driver's license or while being classified as "non-insurable."
- Committing any type of crime while working in a Company vehicle or in a Company uniform.
- Supplying false or misleading information when applying for employment or at any time during employment.
- Possessing dangerous or deadly weapons on Company property or while in the performance of Company duties.
- Unauthorized use of a Company vehicle or transporting unauthorized passengers.
- Misuse of Time – failure or being unable to perform work of an acceptable standard or neglecting job duties. Abusing personal telephone or Internet privileges, being inattentive to job performance, unauthorized selling of articles or services, distributing or posting literature, canvassing, polling, or petitioning.
- Violation of Transdev's Company drug and alcohol policy (zero tolerance).
- Insubordination – refusing to follow/obey a direct order or instruction of a supervisor relating to an employee's/lessee's duties. Failure or refusal to perform reasonable work assignments and/or follow management work directives or policies.

- Disrespectful conduct – discourteous comments or treatment, or using vulgar, abusive language or gestures to co-workers, clients or to the general public. Excessive arguing, violent disagreement, fighting or inflicting bodily harm to another person; gambling; using or possessing illegal drugs; being under the influence of or testing positive for drugs/alcoholic beverages; committing immoral or illegal acts; committing violent acts; or using language that adversely affects morale, production, or maintenance of discipline.
- Abusing, defacing or destroying Company property or the property of co-workers, clients, or management.
- Fraud or Dishonesty – misusing or abusing Company policy such as excused absences or leaves of absence; falsifying time sheets or expense reports; accepting wage overpayments without notifying the Company of such; failing to give complete information for Human Resources and/or security records; or making false statements, either oral or written about the Company other employees, supervisors, yourself, or your work situation. Altering or falsifying work/manifests, time records, or any other official Company document. This includes altering a client bill, credit voucher, or forging tips to a client credit card.
- Sleeping or dozing on the job, except during scheduled breaks in designated areas.
- Failure to maintain accurate or proper accountability and control of cash banks, excessive or continuous cash shortages or other irregularities.
- Soliciting gratuities from co-workers. Accepting gratuities or any kind of favors for altering work assignments or the anticipated reward of additional work or the unfair distribution of work.
- Making or publishing false (except as may be protected concerted labor activity), vicious, or malicious statements concerning co-workers, supervisors, clients, or the Company.
- Excessive absenteeism or tardiness.
- Failure to observe established fire or common safety practices. Failure to report an on-the-job injury. Creating or contributing to any unsanitary or unsafe condition.
- Failure to report an accident or follow proper procedures concerning accidents.
- Failure to perform work or job assignments satisfactorily, safely, and efficiently.
- Removal, duplication, transferring possession or loss of Company master keys or vehicle keys.
- Failure to follow Company dress code or grooming standards.
- Discussing confidential Company, client, or co-worker matters with unauthorized personnel or in public areas where others could over hear conversation. Giving information to the media or anyone outside the organization.
- Discrimination or unlawful harassment against clients or co-workers because of race, gender, sexual orientation, marital status, age, religion, color, creed, national origin, ancestry, genetic characteristics, veteran or military status, disability, domestic violence victim status, or any other factor prohibited by applicable state, federal or local law.
- Violation of any other established Company/departmental or state and federal regulation or action not in the best interest of co-workers, our clients, or the Company.
- Sexual Harassment or harassment of any kind.
- Holding another position with another Company is considered outside employment that may constitute a conflict of interest to an employee's present position.

For more information, please contact your supervisor or your Regional or Corporate Human Resources Department.

Attendance and Punctuality

To provide on-time performance for our customers, it is important that employees be at work whenever scheduled. We realize, however, that an employee may occasionally be absent due to illness or other personal emergency events that may occur outside the work environment. Therefore, it is your responsibility to notify your supervisor each day and as far as possible in advance of your scheduled workday/shift, whenever you will be late or absent, to state the reason for such lateness or absence, and to advise your supervisor when you expect to return to work. Under no circumstances is it appropriate or acceptable to leave a message with a co-worker unless your direct supervisor and/or department policy and procedures states otherwise. Authorized absences must be pre-approved by your supervisor. Unauthorized or excessive absences or tardiness will not be tolerated and may result in discipline up to and including termination. Employees who are absent from work for more than three (3) consecutive days and have failed (in accordance with local policy) to communicate with their immediate supervisor to receive approval for this absence, will be considered to have abandoned their job and voluntarily resigned their employment.

Employees who are members of a union should refer to their collective bargaining agreement.

Dress Code/Uniforms/Appearance

An extremely important part of maintaining the Company's reputation is our personal appearance. A well-groomed personal appearance, which includes proper hygiene and appropriate attire, is essential to our operation whether you are in the office or on the road. Managers reserve the right to determine if uniforms are required in specific areas and to counsel employees regarding their appearance if they believe it may be objectionable to our customers or presents an unsafe working condition. Often employees in customer contact positions will be required to wear a Company uniform. Please direct your questions to your site supervisor for information about obtaining uniform and related costs.

Identification/Security Badges

You may be issued an identification badge by the Human Resources Department at the time of your employment. This badge must be worn conspicuously on an outer garment at all times in all areas of the facility and while on duty. Your badge will be used to gain entry to various parts of the facility. In some locations, employees could be charged for replacement of lost badges.

Office Staff

All clothing must be neat and clean and of appropriate length and fit to assure a professional image. Depending on the location, some office staff may have the option of wearing a uniform. Otherwise, business attire is the rule for all non-customer contact positions. Tight fitting, provocative or revealing attire is not appropriate.

When certain items are worn to conform with religious requirements, they will be permitted within reason at the discretion of Company management.

For all questions regarding the dress code at your facility, please contact your supervisor or Regional or Corporate Human Resources Department.

Social Media Policy

Social media (including personal and professional websites, blogs, chat rooms and bulletin boards; social networks such as Facebook, LinkedIn, Twitter and MySpace (which are registered trademarks of others); video-sharing sites such as YouTube; and email) are a part of the daily lives of many of our employees as well as increasingly useful tools in marketing and communications. The Company respects the right of its employees to use social media and is committed to ensuring that it is used consistent with Company values and the Code of Business Conduct both inside and outside work. The same general rules that apply to our internal communications in the workplace and our communications via traditional media outside of the Company apply to the use of social media.

Nothing in this policy or Code of Business Conduct is intended to limit or restrict any employee's right to participate in conversations that are protected by the National Labor Relations Act regarding wages, benefits or working conditions. The rights of our employees to engage in protected labor activity are as important as any rights recognized by this Code of Business Conduct.

In respect to the use of Social Media, it is important to understand its rules. Failure to adhere to them can result in discipline up to and include termination from employment. For complete details and more information, please refer to the complete Code of Business Conduct Policy.

Benefits



Vacation, Sick Leave and Holidays

The Company recognizes that employees have diverse needs for paid time off from work. As such, all eligible employees are entitled to paid time off. Vacation, Sick Leave and Holidays vary from location to location. Our clients typically require that our observance of holidays align with the holidays that they recognize. Paid time off may include one or more of the following types of benefits:

- a. Vacation
- b. Holiday
- c. Sick
- d. Personal

Each location has its own rules regarding the accumulation and use of vacation, sick leave and/or paid time off. For those workers represented by a union, the rules regarding accumulation and use of vacation, sick leave and/or paid time off are established by the collective bargaining agreement. The accumulation and use of vacation, sick and paid time off leave by all employees must conform to the rules established locally or via the collective bargaining agreement. Unless otherwise provided in a collective bargaining agreement or governed by applicable state law, vacation or paid time off is "use it or lose it", meaning that any vacation or paid time off not used in the calendar year it is accrued cannot be carried forward to subsequent years. Upon termination from employment for any reason, any accrued but unused vacation is not paid to the departing employee unless written and published Company policy at the location or applicable state law provides otherwise.

Holidays will be observed as established by local rule.

Bereavement

The Company will provide paid time off for making arrangements, settling family affairs, bereavement for the loss of an immediate family member and/or attending the funeral or memorial service of a member of an employee's immediate family. All employees who wish to take time off due to the death of a family member should notify his/her supervisor as soon as possible. The Company reserves the right to require documentation.

The definition of immediate family member and the amount of time that may be taken in bereavement situations is established locally by management or via the local collective bargaining agreement. Employees should contact their immediate supervisor or their Regional or Corporate Human Resources Department for clarification or additional information.

Jury Duty

Jury duty is an important civic responsibility. In compliance with federal and state laws, the Company protects its employees' right to serve as jurors and will not prohibit, threaten or coerce any employee who is summoned for duty.

The employee should notify his/her supervisor upon receipt of notification from the state or federal courts of an obligation to serve on a jury or to act as a court witness and provide copies of the jury summons to his/her payroll department.

An employee summoned for jury duty will be excused to serve for up to fifteen (15) work days and be paid at their regular base salary for such service. For an employee serving on a jury in which the trial extends beyond fifteen (15) paid work days, his/her absence will be excused but unpaid leave until the trial is completed.

Employees not required to be in court or released from jury duty during the course of the day are expected to resume their regular duties as soon as released. Upon returning to work from jury duty, employees must present documentation of those days served on jury duty to their immediate supervisor.

If an employee is summoned to testify as a witness in any civil or criminal proceeding, he/she should contact his/her manager for a determination of whether an absence from duty will be excused and the circumstances thereof.

Religious Accommodation

Federal and state laws prohibit employers from discriminating on the basis of religion or religious practice or need, and require that steps be taken to accommodate the religious practices and needs of their employees.

Religious practice or need is defined by federal and state laws in a broad way that includes moral and ethical beliefs as to what is right and wrong that are sincerely held by the individual with the strength of more traditional religious views. The Company recognizes many different traditional religions may be practiced among the Company's employees. Employees who believe that their work interferes with a religious practice or who otherwise require an accommodation in order to practice their religious beliefs should contact their supervisor or a representative of the Human Resources Department so that arrangements and options for observing a religious practice can be considered and evaluated.

It is recognized that individuals of certain religions observe their holidays on days that have not been designated as legal holidays by state or federal law. If an employee requires time off to observe a religious practice, he or she can use vacation or personal leave, or leave without pay. The employee should make arrangements in advance with his or her supervisor or a representative of the Human Resources Department for such time off.

For more information, please contact your immediate supervisor or your Regional or Corporate Human Resources Department.

Military Leave

The Company complies with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) and applicable state laws pertaining to military leave. Transdev is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is the Company's policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, reemployment, promotion or other benefit of employment on the basis of such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under this policy.

In accordance with USERRA, Company employees who perform service in the uniformed services (as defined by USERRA) are entitled to a military leave of absence from their positions, subject to the limitations and restrictions set forth in federal and state law. Upon receiving an assignment for military service, employees should promptly provide notice to their supervisors prior to going on military duty, unless precluded by military necessity.

For more information regarding benefits and re-employment, please contact your supervisor or the Regional or Corporate Human Resources Department.

Scheduling and Flexible Work Hours

Reporting promptly for work and maintaining regular attendance as scheduled is expected of all Company employees. Our attendance policies are adopted to provide a method of fair and consistent treatment ensuring that office and operational functions are not degraded by poor attendance or tardiness. Attendance guidelines do not preclude the manager from exercising sound business judgment in establishing flexible schedules and creative scheduling alternatives. Employees are responsible for knowing and adhering to the attendance policy in effect at each property location. Each job is critical to our operation. In order to provide the superior quality of service for which the Company is known, we need each employee to be on the job performing the critical duties for which she/he was hired. Each employee must be aware that failure to meet the Company's standards for attendance will result in disciplinary action, up to and including termination.

It is recognized that flexibility is a way to define how and when work gets done and how careers are organized. It is a critical ingredient to overall workplace effectiveness. The Company may use flexible work hours, split shift scheduling and telecommuting, also known as working remotely from the main work site, to overcome the constraints of location, time on work and as a tool for improving recruitment and retention, for managing workload, and for responding to employee diversity.

For further information, contact your immediate supervisor or the Regional or Corporate Human Resources Department.

Family and Medical Leave Act (FMLA)

It is the Company's policy to grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) of family and medical leave during any 12-month period to eligible employees, in accordance with the Family and Medical Leave Act of 1993 (FMLA) and any applicable state laws. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

This handbook provides employees with a general description of their FMLA rights. In the event of any conflict between the handbook or the detailed policy and the applicable law, employees will be afforded all rights required by law.

FMLA generally applies to illnesses or injuries of a serious and long-term nature, resulting in recurring or lengthy absences.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the Company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

Employees with questions about what illnesses are covered under FMLA or under the Company's sick leave policy are encouraged to consult with their Human Resources designee.

Eligibility for FMLA Leave

Employees are eligible for this leave if they have been employed by the Company for at least 12 months, have worked at least 1250 hours during the previous 12 months, and are employed in a facility that has at least 50 employees in a 75 mile radius. The employee is required to provide thirty (30) days' notice when leave is foreseeable.

1. **The employee must have worked for the Company for 12 months or 52 weeks.**
2. **The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence.**
3. **The employee must work in a worksite where 50 or more employees are employed by the Company within 75 miles of that office or worksite.**

Reasons for Taking FMLA Leave

In order to qualify as FMLA leave under this policy, the employee must be taking the leave for one of the reasons listed below:

1. **The birth of the employee's child in order to care for that child. The placement of a child for adoption or foster care and to care for the newly placed child.**

2. The care of an immediate family member (spouse, domestic partner, child, or parent) with a serious health condition.

3. Serious health condition of the employee.

A serious health condition is defined as an illness, injury, impairment, physical or mental condition that involves:

- a. An illness of three (3) days which requires continuing treatment by a health care provider.
- b. In-patient care in a hospital, hospice or residential medical care facility including any period of incapacity of any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.
- c. Continuing treatment by a health care provider for a chronic or long term condition.

4. Qualifying exigency leave for families of members of the National Guard or reserves or of a regular component of the armed forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, domestic partner, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- a. Short-notice deployment.
- b. Military events and activities.
- c. Child care and school activities.
- d. Financial and legal arrangements.
- e. Counseling.
- f. Rest and recuperation.
- g. Post-deployment activities.
- h. Additional activities that arise out of active duty provided that the employer and employee agree, including agreement on timing and duration of the leave.

The term "covered active duty" means:

- a. In the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and
- b. In the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code.

5. Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of leave to care for that service member.

Next of kin is defined as the closest blood relative of the injured or recovering service member.

The term "covered service member" means:

- a. A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
- b. A veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of five (5) years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term "serious injury or illness" means:

- a. In the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and
- b. In the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in line of duty on an active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

Amount of FMLA Leave

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The Company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the Company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (5) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the Company

will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

Special Provisions Regarding FMLA Leave

If an employee and their spouse or domestic partner both work for Transdev Transportation, they are entitled only to a combined total of twelve (12) weeks of leave for the birth or placement of a child for adoption or foster care or to care for a sick parent (but not a parent "in-law") with a serious health condition. However, each employee is entitled to up to twelve (12) weeks of leave due to the employee's own serious health condition, to care for the spouse, domestic partner, or to care for a sick child. If a husband and wife both work for the Company and each wishes to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

Employees should make a reasonable effort to schedule planned medical treatment (either the employee's own or that of a seriously ill immediate family member) so that the treatments do not unduly disrupt the business operations. A leave of absence for the birth of a child or placement of a child for adoption or foster care must be concluded within one (1) year of the adoption or birth, and must be taken on a continuous basis.

Status of Benefits during FMLA Leave

During a Family and Medical Leave, the Company will maintain its share of the employee's health care coverage, if any. The employee is required to continue to pay the employee's share of premiums in a timely manner.

Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal and/or sick leave prior to being eligible for unpaid leave. Sick leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by the Company's established sick leave policy.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (as long as the reason for the absence is covered by the Company's sick leave policy) prior to being eligible for unpaid leave.

Intermittent or Reduced Workweek Leave

Employees taking leave due to their own or a relative's serious health condition may take leave on an intermittent (in separate blocks of time or a day periodically when needed over the year) or under certain circumstances use the leave to reduce the workweek or workday, resulting in a reduced schedule (decreased number of hours per week).

Certification of a Serious Health Condition

The Company requires medical certification to support a leave due to a serious health condition of an employee, employee family member qualifying exigency for military family leave or the serious injury or illness of the covered service member.

If an employee fails to return to work at the end of a Family Medical Leave of Absence or Military Caregiver Leave the employee's employment status may be in jeopardy, which could result in termination of employment. Some states allow more leave time than the federally required twelve (12) or twenty-six (26) weeks off.

If the employee plans to take intermittent leave or work a reduced schedule, the medical certification must also include dates and duration of treatment and a statement of medical necessity for taking intermittent leave or working a reduced schedule.

Recertification

While on leave, employees are required to report periodically to the Company regarding the status of the medical condition and their intent to return to work.

All employees desiring to return to work following their leave must provide a fitness-for-duty report or doctor's statement releasing them to full duty.

Requesting Leave

When foreseeable, all employees requesting leave under this policy must submit the request in writing to their immediate supervisor and the local HR designee. When the need for FMLA leave is unforeseeable, the employee must comply with the Company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

When an employee plans to take leave under this policy, the employee must give 30 days notice. If it is not possible to give 30 days' notice, the employee must give as much notice as is practical.

Designation of FMLA Leave

After an employee has submitted the appropriate certification form, the local HR designee will complete and provide the employee with a written response to the employee's request for FMLA leave.

For more information, please review the full FMLA Policy, contact your supervisor or the Regional or Corporate Human Resources Department.

Other Leave

Some state and local laws allow employees leave for reasons other than enumerated above. Examples are leave to vote, leave to donate blood, and under certain circumstances leave for mothers nursing infants. Company policy is to strictly adhere to such state and local laws where applicable. Employees should consult with their local Human Resources Representative for further information regarding what laws may be applicable to their location. Employees are encouraged to bring to management's attention any instances where the employee believes the Company is not fully honoring state or local laws relating to leave provision of federal, state or local law.

Health and Welfare Benefits

Full-time employees of the Company are typically entitled to health and welfare benefits. The type of benefits offered, the cost of said benefits to the employee, and the rules regarding eligibility for such benefits vary from location to location. In addition, those employees covered by a collective bargaining agreement are typically afforded benefits as contained in the collective bargaining agreement. For these reasons, each employee must determine what benefits are offered locally and the associated eligibility requirements by contacting his or her local Human Resources Department or reviewing the applicable collective bargaining agreement.

Generally, benefits offered include group health insurance for the employee with optional coverage for the employee's spouse and children; group life insurance with optional coverage for employee spouse and children; vision coverage, dental coverage and disability coverage. Not all benefits may be offered at all locations.

Generally, an employee is not eligible for health and welfare benefits until the employee has completed the local probationary period or other locally established waiting period. In most cases, the Company subsidizes a portion of the benefit cost and the employee pays the remaining cost of the health and welfare benefits by payroll deduction payments.

Upon termination of employment under most circumstances an employee may continue health benefits for a limited period under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA). While COBRA enables the extension of benefits, the employee is obligated to pay the full COBRA cost of the benefits.

Travel Expense Reimbursement

Employees traveling on Company business will be reimbursed (subject to policy limits) for their actual, reasonable and properly documented business expenses including transportation, lodging, meals and other necessary expenses incurred when conducting Company business. The traveler is responsible for complying with the Company's travel and expense guidelines, to justify exceptions and use his or her best efforts to minimize travel expenses with this policy.

All travel arrangements are to be made according to the Company's Travel and Expense policy available on the Company intranet. Depending upon employee's job assignment, an employee

will be designated to use either the Company web-based travel program or contact the Corporate Travel Coordinator.

For more information on air travel, hotel accommodations, rental cars, meals, the use of personal automobile expenses, travel advances, and reimbursable expenses, please contact your supervisor or your Regional or Corporate Human Resources Department.

Administrative Matters



Personnel/Human Resources Records

It is Company policy to maintain a personnel/human resources file containing pertinent employee information about each employee. Employee files are confidential and are treated as such. Access to employee files is limited to the following:

- Each employee may review his or her own personnel file in the presence of a person designated by Human Resources or their immediate supervisor by appointment. No material is to be removed except as specifically authorized by Human Resources.
- Other employees of the Company may have access to personnel files only on a need to know basis. This means access is limited to:
 - Human Resources staff needing access in the course of their normal duties.
 - Supervisors/managers considering an employee for promotion or transfer into their departments or location.
 - Union representatives (for employees represented by the union).

Individuals who are not employees of the Company may not, except with specific authorization, have access to the files themselves. Generally, such access would be granted only upon advice of counsel (for example, in response to a subpoena, summons, or request for information from a federal administrative or law enforcement agency). Unless specifically authorized by appropriate officials, no one should extract information from personnel records and/or disclose opinions or assessments of employee job performance or give opinions or assessments of employee job performance or attitudes.

Employees are responsible for notifying management of changes in address, telephone number and/or family status (births, marriage, death, divorce, legal separation, etc.) as income tax status and group insurance may be affected by these changes.

The Company will not release information from employee personnel records, including, but not limited to, information pertaining to medical/health, salary, etc. or disseminate such information to individuals who have no legitimate business need to know.

Employment and Income Verifications/References

On occasion, an employee may need to provide verification of his or her income to third parties. Employment and income verifications may be required when applying for a mortgage or loan, for reference checking, leasing an apartment, establishing credit, or any other instance where proof of employment or income is needed. It is the policy of the Company to protect the privacy of each employee. Employees who wish to provide employment verification to an entity should direct the entity to the Company's automated external employment verification service.

At the present time, the Company uses The Work Number® to provide automated employment and income verifications on its employees. The Work Number® is an automated service that can be used anytime, anywhere – available 24 hours a day, 7 days a week. It provides employees with the ability to quickly provide proof of their employment or income. The individual employee controls the process and is responsible for authorizing the access and release of his/her information to the verifying organization.

Information for Employees:
 Transdev Transportation Employer Code: 13173
 The Work Number® Access Information: www.theworknumber.com

The Work Number® Customer Service: 1-800-367-2884
 1-800-996-7566
 1-800-424-0253 (TTY-Deaf)

Information for Verifiers:
 Transdev Transportation Employer Code: 13173
 The Work Number® Access Information: www.theworknumber.com
 1-800-367-5690
 The Work Number® Customer Service: 1-800-996-7566
 1-800-424-0253 (TTY-Deaf)

Information for Social Services Agencies:
 Transdev Transportation Employer Code: 13173
 The Work Number® Access Information: www.theworknumber.com
 1-800-660-3399
 The Work Number® Customer Service: 1-800-996-7566
 1-800-424-0253 (TTY-Deaf)

All employment and income verification requests are expected to use this automated service. The Company will provide federal, state, and local government agencies any employee information required by law.

No Company employee who is not designated by the HR Department to provide employment information is prohibited from releasing employment or income verification information and must direct inquiries to Human Resources. Human Resources Representatives may handle a variety of confidential matters regarding other employees, clients, and other information. When doing so, it is their responsibility to respect the privacy of fellow employees. This policy is designed to protect the Company and employee from any potential liability.

In the event The Work Number® cannot be utilized for verification, upon verbal inquiry of any individual, the following information may be released regarding a current or former employee without written authorization:

- Name of the employee
- Current or former job title
- Length of employment

All other requests for written confirmation to employment reference/verification inquiries must contain the current or former employee's signature authorizing the release of his/her compensation history, DOT or training record information. Any information provided on current or former employees shall be job-related, required by federal or state regulations, and factual and demonstrable from the records of the employee.

The Company will not respond to questions of character, credit worthiness, likelihood of continued employment, personality, reason for leaving Company service, evaluation of performance, eligibility for rehire or other questions of a similar nature.

Internal Placement and Transfers

The Company encourages employee placement into vacant higher-level positions when qualified employees are available, interested, deemed suitable in all respects and when it is determined the promotion is in the best interest of the employee's department and the Company.

Promotion/Placement Eligibility

Employee eligibility for promotion or position transfer may be determined by:

- The requirements of the new job following the interview process
- Employees must have held their current position for at least 12 months
- Employees must have a satisfactory performance record
- No disciplinary actions for the preceding six (6) months

Property Transfers

Employees require approval to transfer between properties. Employees desiring to laterally move from one location to another should meet the following requirements:

- Must have held his/her current position for at least 12 months, or
- Must have left employment with Transdev Transportation for at least six (6) months, or
- Is receiving a promotion, or
- Transferring employee has received approval from the Regional Vice Presidents that oversees the affected contracts

Employees transferring to a new property for a temporary basis (less than three (3) months) only require the approval of the General Manager.

For more information regarding the internal reference process, please contact your Regional or Corporate Human Resources Department.

Performance Reviews and Evaluations

The performance review and evaluation is an important method by which the job performance of each employee is evaluated, (generally in terms of quality, quantity, cost, and time) typically by the corresponding hiring manager or supervisor. A performance appraisal is an important part of guiding and managing employee career development. It is the process of obtaining, analyzing, and recording information about the relative worth of each employee to the organization.

An employee performance review and evaluation will:

- Give employees feedback on performance
- Identify employee training needs
- Document criteria used to allocate organizational rewards

- Form a basis for personnel decisions: salary increases, promotions, disciplinary actions, bonuses, etc.
- Provide the opportunity for an employee's manager/supervisor to diagnosis and development
- Facilitate communication between employee and administration
- Validate selection techniques and human resource policies to meet federal Equal Employment Opportunity requirements

All exempt and non-exempt employees typically receive an annual review. In addition, it is also the policy at Transdev to continuously observe and evaluate the safety performance of employees in safety sensitive positions and to provide feedback and expectations for improvement when performance standards are compromised.

For more information please contact your supervisor or your Regional or Corporate Human Resources Department.

Bulletin Boards

Company bulletin boards are an essential component of official information maintained for the purpose of communicating Company announcements, memos, matters of Company business required by law, and items related to the personal interest and benefit of employees.

Bulletin boards are Company property and, as such, the Company reserves exclusive control over their access and use. Approval for all postings outside of daily operational memorandums must be made through the local General Manager or his/her designee.

Upon approval, personal notices may be posted provided that adequate space is available and such notices do not violate the Company's no-solicitation rule. Company postings will always receive priority.

No ads of a commercial nature may be posted, nor will any posting be allowed that is derogatory or in any other way offensive to the Company, our clients or our employees.

This does not apply to Union bulletin boards which are governed by the terms and conditions of the local Collective Bargaining Agreement.

For more information, please contact your supervisor or the Regional or Corporate Human Resources Department.

Social Security Number Privacy

It is the policy of the Company to protect the security of Social Security Numbers and any other personal identifying information required by law to be maintained confidentially. All executives, managers and employees are expected to rigorously adhere to this policy. Any employee violating the provisions of this policy and its operating procedures will be disciplined in accordance with Company rules.

Social Security Numbers and other personal identifying information will be collected from applicants and employees as required in order to meet federal and/or state reporting requirements. These purposes include to:

- Conduct pre-employment background checks
- Verify eligibility for employment
- Withhold federal and state taxes
- Comply with state new-hire reporting
- Facilitate enrollment into Company benefit plans

If this Company policy and operating procedures conflicts with a state law in any state in which the Company operates, the state law shall supersede.

For more information regarding storage and disposal of Social Security and other personal identifying information, please contact your Regional or Corporate Human Resources Department.

Email, Internet, and General Computer Usage Policy

The Company's email and computer systems are essential business tools intended to be used for legitimate Company purposes only, although occasional personal use is permitted consistent with the Company's written email and internet use policies. All employees using the Company's email and computer systems must be familiar with and adhere to the Company's written policies governing its email, internet and computer systems. All existing Company policies, including but not limited to the use of intellectual property, insider trading, misuse of Company property, discrimination, harassment, sexual harassment, information, data security, and confidentiality, apply equally to employee conduct in connection with use of email and the internet. More simply said, the use of Company email and computer systems should at all times be consistent with Transdev Transportation's Values and the Code of Business Conduct.

All email accounts and all email content created, sent, received or stored on the Company's email system, whether business or personal, are the sole property of the Company and are not the property of the employee or other personnel. There is no expectation of privacy in any email or internet content transmitted over or stored in the system. Email retained on the Company email system remains the property of the Company and users are forbidden to delete email from the system before or upon leaving the employment of the Company.

The use of "instant messaging", social networks or text messaging for personal or business purposes while on Company time or using Company supplied equipment is strictly prohibited. Because these communication methods provide record keeping capability, no Company communication should be sent using instant messaging, text messaging or social network communications.

Highly confidential or sensitive information should not be sent through email. Email should be used in a manner that will not risk the disclosure of Company proprietary and other information to persons outside the Company. Email messages may need to be saved and may be required to

be produced in litigation. Strict adherence to any directives of the Legal Department or Senior Management to preserve email content is required.

For more information regarding this policy, please contact your Regional Human Resources Representative, Corporate Human Resources, or the Legal Department.

Cell Phones, Mobile Devices and Telephones

This policy sets forth Company rules and limitations on the use of use of cellular telephones and other electronic devices in any motor vehicle while on Company time, including during meal or rest periods. Distinctions are made in this policy between cellular telephones and other electronic devices issued by the Company for work-related purposes and personal devices belonging to the employee.

Cellular telephones: means any cellular telephone as the term is commonly understood, but including other communication devices such as, without limitation, Nextel devices, Blackberries, Smart Phones, I-pads, electronic tablets, pagers and text messaging devices, with or without hands-free capability.

Other electronic devices: means any device that is capable of being handheld and has an on-off switch, including but not limited to MP3 and other music players, electronic games and GPS devices.

Company Vehicle: means any motor vehicle used by the Company for the performance of a contract between the Company and a client that is owned, rented, leased or otherwise made available to the Company, including but not limited to, revenue vehicles, service vehicles, supervisor and management vehicles, and vehicles owned by the client or others and used by the Company.

When seated at the wheel of a Company vehicle, the use of cellular telephones and/or other electronic devices is limited as follows:

- (a) In all situations, use of a Company-provided or personal cellular telephone or other electronic device while seated at the wheel of a Company vehicle is prohibited where and when prohibited by law.
- (b) The use of any personal cellular telephone and any other personal electronic device while seated at the wheel of a Company vehicle is prohibited. These devices must be powered off at all times when an employee is seated at the wheel, regardless of whether the vehicle is powered on or off.
- (c) Paratransit and other On-Demand Transportation Service Operators: Company-provided cellular telephones and Company-provided other electronic devices may not be used for any purpose other than for work-related purposes while seated at the wheel of any vehicle, regardless of whether the vehicle is powered on or off, and then only to the minimum extent necessary. As much as practical, said devices may only be used when the vehicle is not in motion. Whenever the use of a cellular telephone or other electronic device presents a risk to safe driving, use of the device is not permitted. No personal use of such devices while seated at the wheel of a Company vehicle is permitted.
- (d) Managers and Road Supervisors: Company-provided cellular telephones and other Company-provided electronic devices may not be used for any purpose other than for work-related purposes, and then only to the minimum extent necessary. No personal use of such devices while seated at the wheel of a Company vehicle is permitted. When the use of a cellular telephone or other electronic device presents a risk to safe driving, use of the device is not permitted. As much

as practical, said devices should be used only when the vehicle is not in motion. Managers or road supervisors are prohibited from the use of a cellular telephone and other electronic device when operating a revenue service vehicle at any time, in or out of revenue service.

Nothing herein shall limit the ability of the Company to impose greater restrictions on cellular telephone or other communication device possession or use during working hours on a location by location basis. Any such policies must first be approved in writing by the Legal Department.

Failure to comply with any portion of this policy is cause for discipline up to and including termination of employment.

Company Automobiles/Non-Revenue Vehicles

The use of Company automobiles, non-revenue vehicles and car allowances is limited to designated positions within the Company and will be managed by the Senior Vice President of Human Resources (SVP-HR) in consultation with the Chief Executive Officer (CEO) and the Chief Operating Officer (COO). Details of this program are defined in the Automobile policies posted on the Transdev Transportation intranet. Participants in the program are expected to use their vehicle to transport clients, prospective clients, and other employees of the Company. As such, the Company reserves the right to establish vehicle requirements and conditions for participation in the program.

Media Relations

It is the policy of the Company not to grant interviews or release information to the media (television, radio or newspaper reporter) without prior approval of the Chief Executive Officer, General Counsel, Chief Operating Officer, Regional Vice President, or General Manager depending on the nature of the media contact and subject matter.

Any requests for interviews or information by the media should be referred to the General Counsel (if applicable). Courtesy and common sense should always dictate in dealing with media requests. In no case should any information be volunteered to outside sources.

An employee approached by the media should:

- Ask the reporter for his or her name, the name of the publication or Company, a telephone number and the topic in issue
- Then contact the General Counsel with the information
- In the event the General Counsel is unavailable, the employee should make direct contact with an appropriate officer of the Company.

This policy excludes those circumstances dealing with local media events (i.e., rodeos, marketing events, etc.).

Glossary of Transit and Rail Terms



*The terms in this glossary are not all inclusive and some may not be used at your facility.
They are to be used as a reference guide only.

A

Above Grade - The location of a structure or transit guideway above the surface of the ground (also known as elevated or aerial).

Accessible Service - Buses operating in regular service with wheelchair lifts, ramps, kneeling functions or other devices that permit disabled passengers to use the service.

Accessibility - (1) The extent to which facilities are barrier free and useable by disabled persons, including wheelchair users. (2) A measure of the ability or ease of all people to travel among various origins and destinations.

Activity Center - An area with high population and concentrated activities which generate a large number of trips (e.g., CBD, shopping centers, business or industrial parks, recreational facilities; also known as trip generator).

Alight - To get off a transit vehicle. Plural: "*alightings*."

Alignment - The horizontal and vertical ground plan of a roadway, guideway, transit route or other facility. The horizontal alignment refers to the location of the guideway as described by curves or any straight portion of an alignment. The vertical alignment refers to the vertical orientation of the guideway. (i.e., below grade, at grade or above grade).

Allocation - An administrative distribution of funds, for example, federal funds among the states; used for funds that do not have legislatively mandated distribution formula.

Alternative Fuels/Energy - These refer to vehicle engine fuels other than standard gasoline or diesel. Typically, alternative fuels such as methanol, ethanol, and compressed natural gas are much cleaner. They produce reduced emissions of greenhouse gases that contribute to global warming.

AM Peak - The morning commute period, about two hours, in which the greatest movement of passengers occurs, generally from home to work; the portion of the morning service period where the greatest level of ridership is experienced and service provided. Synonyms: *Rush hour, Early Peak, Morning Peak, Morning Rush, Morning Commession*

Americans with Disabilities Act of 1990 (ADA) - The law passed by Congress in 1990 which makes it illegal to discriminate against people with disabilities in employment, services provided by state and local governments, public and private transportation, public accommodations and telecommunications.

APP AR - An abbreviation for "approximate arrival" time point.

Appropriation - An act of Congress that permits federal agencies to incur obligations and make payments for specific purposes.

Arterial Street - A major thoroughfare, used primarily for through traffic rather than for access to adjacent land, that is characterized by high vehicular capacity and continuity of movement.

Assignment Number - Unique identification number given to a collection of runs representing a week's worth of work for a single operator.

At Grade - The location of a structure or transit guideway at the same level as the ground surface.

Authorization - Basic, substantive federal legislation that established or continues the legal operation of federal program agencies, either indefinitely or for a specific period of time.

Automatic Passenger Counts (APC) (predates "smart technology") - A technology installed on transit vehicles that counts the number of boarding and alighting passengers at each stop while also noting the time. Passengers are counted using either pulse beams or step treads located at each door. Stop location is generally identified through use of either global positioning systems (GPS) or signpost transmitters in combination with vehicle odometers. Synonym: *Smart Counters*

Automatic Vehicle Location (AVL) - A system that senses, at intervals, and monitors the real-time location of transit vehicles using electronic equipment that communicates a signal back to a central control facility locating the vehicle and providing other information about its operations or about its mechanical condition.

B

Block - Trips operated by a single bus.

Block Number - The number used to identify an individual block schedule. A good block numbering system is "smart coded" to reveal the route number it starts on and the sequence number by pullout time. For example, the second bus leaving the garage on route 26 might be given a block number 2602.

Block Sheet - Listing of all trips and time-points on a single block.

Block Summary Sheet - Start and end times of each block illustrated on a time-scale to be used in the Run-Cutting process.

Board - To go onto or into a transit vehicle. Plural: "*Boardings*."

Branch - One of multiple route segments served by a single route.

Bus - A rubber-tired road vehicle designed to carry a substantial number of passengers (i.e., 10 or more), commonly operated on streets and highways for public transportation service.

Bus Bay - Bus berthing area in a facility such as a transit center or rail station.

Bus Hours - The total hours of travel by bus, including both revenue service and deadhead travel. Synonym: *Vehicle Hours*

Bus Lane - A lane of roadway intended primarily for use by buses, either all day or during specified periods. Synonym: *Transit Priority Lane*

Bus Number - Vehicle number assigned to a piece of equipment.

Bus Rapid Transit (BRT) - A term applied to a variety of public transportation systems using buses to provide faster, more efficient service than an ordinary bus line. Often this is achieved by making improvements to existing infrastructure, vehicles and scheduling and using larger specialized buses.

Bus Stop - A curbside place where passengers board or alight transit.

Bus Miles - The total miles of travel by bus, including both revenue and deadhead travel. Synonym: *Vehicle Miles*

Bus Shelter - A structure constructed near a bus stop to provide seating and protection from the weather for the convenience of waiting passengers.

Bus Turnout - Cutout in the roadside to permit a transit vehicle to dwell at a curb, typically at a Bus Stop.

Busway - A special roadway designed for exclusive use by buses. It may be constructed at, above, or below grade and may be located in separate rights-of-way or within highway corridors.

C

Capital - Long-term assets, such as property, buildings, roads, rail lines, and vehicles.

Capital Costs - Costs of long-term assets of a public transit system such as property, buildings, vehicles, etc.

Capital Improvement Program - The list of capital projects for a five to seven year programming period.

Capital Project - Construction and/or procurement of district assets, such as transit centers, transit vehicles and track.

Car Pool - An arrangement where people share the use and cost of a privately owned automobile in traveling to and from pre-arranged destinations.

Central Business District (CBD) - An area of a city that contains the greatest concentration of commercial activity, the "Downtown". The traditional downtown retail, trade, and commercial area of a city or an area of very high land valuation, traffic flow, and concentration of retail business offices, theaters, hotels and services.

Corridor - A broad geographical band that follows a general directional flow or connects major sources of trips. It may contain a number of streets and highways and many transit lines and routes.

Crosstown Route - Non-radial bus service that normally does not enter the Central Business District (CBD).

Crush Load - The maximum passenger capacity of a vehicle, in which there is little or no space between passengers (i.e., the passengers are touching one another) and one more passenger cannot enter without causing serious discomfort to the others.

Curb-to-Curb Service - The most common designation for paratransit services, the transit involves picking up and discharging passengers at the curb or driveway in front of their home or destination. The driver does not assist or escort passengers to the door.

D

Deadhead - There are two types of deadhead or non-revenue bus travel time:

(1) Bus travel to or from the garage and a terminus point where revenue service begins or ends;

(2) A bus' travel between the end of service on one route to the beginning of another.

Synonym: *Non-Revenue Time*

Deboard - To get out of or off of a transit vehicle.

Demand-Responsive Service - A non-fixed-route service, typically using vans or small buses, with passengers calling the agency in advance (usually 24 hours) to arrange a trip within a transit system's service area.

Deviated Fixed-Route Service - Service that allows on-request, limited-distance deviation (usually up to three-quarters of a mile) off a regular bus route in order to provide service to a low density area or for those who experience difficulty getting to bus stops. Planning for these routes often involves the use of computers and GPS systems to aid the driver.

Disabled - With respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such an individual; a record of such an impairment; or being regarded as having such an impairment.

Discretionary - Subject to the discretion of legislators or an administrator.

Dispatcher - Refers to an individual who combines bus operators and run assignments, and/or controls the movement of buses in service.

Dispatch Sheet - A list of all assignments to be operated on a particular day of the week.

Door-to-Door Service - A form of escorted paratransit service that includes passenger assistance between the vehicle and the door of his or her home or other destination but does not entail the driver going inside the destination. Assistance is also provided, as needed, with the passenger's belongings (e.g., bags, etc.).

E

Escorted Transportation - Any public transportation service which requires the use of a person to assist the passenger over the course of a trip. Such services can be classified as curb-to-curb, door-to-door, or door-through-door service.

Exclusive Right-of-Way - A right-of-way that is fully grade separated or access controlled and is used exclusively by transit.

Express Bus Service - Express service is deployed in one of two general configurations:

(1) A service generally connecting residential areas and activity centers via a high speed, non-stop connection, e.g., a freeway, or exclusive right-of-way such as a dedicated busway with limited stops at each end for collection and distribution. Residential collection can be exclusively or partially undertaken using park-and-ride facilities.

(2) Service operated non-stop over a portion of an arterial in conjunction with other local services. The need for such service arises where passenger demand between points on a corridor is high enough to separate demand and support dedicated express trips.

Extra Board - Refers to operators who have no standing run assignment run but are used to cover unassigned runs or runs left open because of an absence of assigned operators. Unassigned or extra board work is posted and typically rotates on a daily basis.

F

Facility - The physical place that is used by a transit agency.

Fare - Payment in the form of coins, bills, tickets and tokens collected for transit rides.

Fare Box - A device used in a public transport system for the deposit and securement of fares; typically fitted with a slot for receipt of coins and a second slot for receipt of paper bills.

Fare Box Recovery Ratio - A measure of the proportion of transit operating expenses covered by passenger fares. It is calculated by dividing a transit operator's fare box revenue by its total operating expenses. Synonym: *Fare Recovery Ratio*

Fare Box Revenue - The value of cash, tickets and pass receipts given by passengers as payment for public transit rides.

Fare Card - A card that is paid for in advance and can be used as fare on mass transit: it can be printed or electronic.

Fare Collection System - The method by which fares are collected and accounted for in a public transportation system.

Fare Elasticity - The extent to which ridership responds to fare increases or decreases.

Fare Structure - The system set up to determine how much is to be paid by various passengers using the system at any given time.

Federal Transit Administration (FTA, formerly UMTA, Urban Mass Transit Administration) - A division of the U.S. Department of Transportation (DOT) which administers the federal program of financial assistance to public transit.

Feeder Service - Service that picks up and delivers passengers to a regional mode at a rail station, express bus stop, transit center, terminal, Park-and-Ride, or other transfer facility.

Fixed Cost - An indirect cost that remains relatively constant irrespective of the level of operational activity.

Fixed-Guideway System - A system of vehicles that can operate only on its own guideway constructed for that purpose (e.g., rapid rail, light rail, bus rapid transit). Federal usage in funding legislation also includes exclusive right-of-way bus operations, trolley buses, and ferryboats as "fixed-guideway" transit.

Fixed-Route Service - A service provided on a repetitive basis along a specific route according to a pre-arranged, published schedule with vehicles stopping to pick up and deliver passengers to specific locations. Each trip is run on a fixed route, servicing the same origins and destinations.

Frequency - The amount of time scheduled between consecutive buses or trains on a given route segment; in other words, how often the bus or train comes (also known as Headway).

Full Funding Grant Agreement (FFGA) - An agreement executed by the federal government with a public transit operator that assures the operator of the federal government's intention to fully fund the federal share of a New Starts project.

G

Garage - The place where revenue vehicles are stored and/or maintained and from where they are dispatched and recovered for the delivery of scheduled service. Synonyms: *Barn, Base, Depot, District, Division, OM Facility (ops maint), Yard*

Gillig - Refers to a manufacturer of transit buses. The Gillig Corporation is located in Hayward, California.

Global Positioning Satellite - Technology that tracks the current location of buses, taxis, and vans to assist in maintaining schedules and dispatching is maintained through a network of global positioning satellites (GPS), which is the term used to describe the system used to automatically track vehicle locations.

Grade Crossing - A crossing of the track at grade (or street) level over a roadway. Grade crossings are not necessarily protected by automatic warning devices.

Grade Separated - A crossing of two forms of transportation paths (e.g., light rail tracks and a highway) at different levels to permit unconstrained operation.

H

Headway - Number of minutes between two trips on a route. For example, if a route has a trip every 30 minutes it is said to have a "30-minute headway". Headways can vary by time of day. Synonyms: *Frequency, Schedule, Vehicle Spacing*

Headway Sheet - A single schedule showing all trips on a route in time order. A headway sheet will show the block number for each trip, the garage times for each block, and the times each trip reaches a time-point.

Head Sign - the sign above the front windshield of a bus describing the line number or its line name and destination.

Highway Crossing - See Grade or Level Crossing.

High Occupancy Vehicle (HOV) - Vehicles that can carry more than two persons. Examples of high occupancy vehicles are a bus, vanpool and carpool.

HOV Lane - A traffic lane in a street or highway reserved for high occupancy vehicles, which may include two person vehicles in some applications.

Hybrid Bus - A bus that runs on hybrid propulsion (fossil fuel combined with electric power). An onboard generator powered by an internal combustion engine or fuel cell supplies electricity.

I

Incident - Traffic or passenger accident that include collisions with other vehicles, pedestrians or fixed object, and passenger accidents while boarding, on-board, or disembarking the transit vehicle or any unusual circumstance encountered in operation.

Interlining - Interlining is used in two ways: Interlining allows the use of the same revenue vehicle and/or operator on more than one route without going back to the garage. Interlining is often considered as a means to minimize vehicle requirements as well as a method to provide transfer enhancement for passengers. For interlining to be feasible, two (or more) routes must share a common terminus or be reasonably proximate to each other (see DEADHEAD). Synonyms: *Thorough Routes, Interlock Routes, Interlocking*

Intermodal - Switching from one form of transportation to another.

Intermodal Facility - A building or site specifically designed to accommodate the meeting of two or more transit modes of travel.

J

Joint Development - Development of land or airspace by a public or private entity at RT property where the RT Board has determined that there is excess property rights and the proposed development will not interfere with the existing or planned transit use of the property.

Joint Powers Authority - A group of representatives from several entities that have agreed to undertake a joint venture.

K

Kiss and Ride - A place where commuters are driven and left at a station to board a public transportation vehicle.

Kneeling Bus - A feature on a bus that lowers the floor to the curb or to near-curb level to make it easier for passengers to board, especially for seniors and persons with disabilities.

L

Layover Time - Refers to time built into a schedule between arrival and departure for bus drivers for schedule recovery. Layovers normally occur at each end of a route to allow for a driver's break and schedule recovery, but they may be scheduled at other points to allow for timed transfer connections. Synonym: *Recovery Time*

Level Crossing - Intersection of highway and railway, at same "level" or grade.

Limited-Stop Service - An express service, usually on a larger bus, that operates on a fixed route either parallel to an existing fixed route, or supplementing several existing routes. Its purpose is to provide quicker service to destinations with less frequent stops.

Linked Passenger Trips - A linked passenger trip is a trip from origin to destination on the transit system. Even if a passenger must make several transfers during a one way journey, the trip is counted as one linked trip on the system. Unlinked passenger trips count each boarding as a separate trip regardless of transfers.

Liquidated Damages - When the parties to a contract agree to the payment of a certain sum as a fixed and agreed upon satisfaction for not doing certain things particularly mentioned in the agreement, the sum is called liquidated damages.

Load Factor - The ratio of passengers actually carried versus the total passenger seating capacity of a vehicle. A load factor of greater than 1.0 indicates that there are standees on that vehicle.

Local Service - A type of operation that involves frequent stops and consequent low speeds, the purpose of which is to deliver and pick up transit passengers as close to their destinations or origins as possible.

Loop - A portion of a bus line where the driver operates a segment in one direction only. Passengers may only board on one side of the loop. Loops are sometimes required due to lack of pavement accessibility, or when no off street turn-around is available.

Low Floor Vehicle - Refers to a bus that does not have steps. Building a bus floor at one level between the front to rear doors allows passengers to enter and exit more quickly. The addition of steps usually adds boarding and alighting time, especially for passengers with limited mobility.

M

Manifest - List of passengers by name/address for a vehicle run—typically encountered in paratransit service.

Mass Transit - Another name for public transportation. Transportation by bus, rail, or other conveyance, either publicly or privately owned, which provides to the public general or special service on a regular and continuing basis.

Maximum Load Point - The location(s) along a route where the vehicle passenger load is the greatest. The maximum load point(s) generally differ by direction and may also be unique to each of the daily operating periods. Long or complex routes may have multiple maximum load points.

Minibus - A rubber-tired road vehicle designed to carry a small number of passengers (i.e., 12 or less), commonly operated on streets and highways for public transportation service.

Miss Out - The failure of an operator to report on-time for a work assignment. The operator, upon arrival, will receive a shift/run available on the extra board.

Missed Trip - A schedule trip that did not operate for a variety of reasons including operator absence, vehicle failure, dispatch error, traffic, accident or other unforeseen reason.

Mode - A particular form of travel (e.g., bus commuter tail, train, bicycle, walking or automobile).

Mode Split - The proportion of people that use each of the various modes of transportation. Also describes the process of allocating the proportion of people using modes. Frequently used to describe the percentage of people using private automobiles as opposed to the percentage using public transportation.

Model - An analytical tool (often mathematical) used by transportation planners to assist in making forecasts of land use, economic activity, and travel activity.

Monthly Pass - A prepaid farecard or ticket, valid for unlimited riding within certain designated zones for one-month period.

Multidestinational Network - A bus route network that is designed to make it easy to travel by transit between any two points in the service area.

Multimodal - The availability of multiple transportation options, especially within a system or corridor. A multimodal approach to transportation planning focuses on the most efficient way of getting people or goods from place to place by means other than privately owned vehicles; by bus, trolley, light rail, streetcar, cable car, and/or ferry systems.

N

Network - The configuration of streets or transit routes and stops that constitutes the total system.

New Starts - Federal funding granted under Section 5309 (B) of the United States Code. These discretionary funds are made available for the construction of new fixed guideway systems or extensions of existing fixed guideway systems.

No Show - The passenger is not available for the operator to provide services for the scheduled trip.

O

Off-Peak - Non-rush periods of the day when travel activity is generally lower and less transit service is scheduled.

Operating - Maintaining the ongoing functions of an agency or service. "Operating expenses" include wages, benefits, supplies, and services. "Operating assistance" is used to pay for the costs of providing public transit service.

Operating Cost - The total costs to operate and maintain a transit system including labor, fuel, maintenance, wages and salaries, employee benefits, taxes, etc.

Operating Expense - Monies paid in salaries and wages; settlement of claims, maintenance of equipment and buildings, and rentals of equipment and facilities.

Operating Ratio - A measure of transit system expense recovery obtained by dividing total operating revenues by total operating expenses.

Operating Revenue - Revenue derived from passenger fares. See also Farebox Revenue.

Operating Speed - The rate of speed at which a vehicle is safely operated under prevailing traffic and environmental conditions.

Operator - An employee of a transit system who spends his or her working day in the operation of a vehicle, e.g., bus driver, streetcar motorman, trolley coach operator, etc.

Origin - The location of the beginning of a trip or the zone in which a trip begins. Also known as a "Trip End."

Origin-Destination Study - A study of the origins and destinations of trips made by vehicles or passengers.

Overtime - The number of hours paid at a time and one-half rate.

Owl - Service that operates during the late night/early morning hours or all night service, usually between 10:00 p.m. and 6:00 a.m.

P

Paddle - An individual operator schedule showing trips to be operated for a particular run number.

Paratransit - The word "paratransit" alternative modes of flexible passenger transportation that do not follow fixed routes or schedules-paratransit service is typically provided to a person who is unable to use the fixed route system due to a disability.

Park-and-Ride - A parking area for automobile drivers who then board vehicles, shuttles or carpools from these locations.

Pass - A means of transit prepayment, usually a card that carries some identification that is displayed to the driver or conductor in place of paying a cash fare.

Passenger - A person who rides a transportation vehicle, excluding the driver.

Passenger Check - A check (count) made of passengers arriving at, boarding and alighting, leaving from, or passing through one or more points on a route. Checks are conducted by riding (ridecheck) or at specific locations (point check). Passenger checks are conducted in order to obtain information on passenger riding that will assist in determining both appropriate directional headways on a route and the effectiveness of the route alignment. They are also undertaken to meet FTA Section 15 reporting requirements and to calibrate revenue-based ridership models.

Passenger Lift - A mechanical device, either a lift or ramp, that allows wheelchair or scooter users, as well as other mobility-impaired passengers, to board a bus without climbing the steps.

Passenger Miles - A measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. It is normally calculated by summation of the passenger load times the distance between individual bus stops. For example, ten passengers riding in a transit vehicle for two miles equals 20 passenger miles.

Passenger Revenue - Fares paid by passenger traveling aboard transit vehicles.

Pattern - Unique, non-branching, ordered sequence of time points, street links, or public transportation stops to be followed by a transit vehicle in scheduled service.

Pay Time - The number of hours a driver is compensated.

Peak Hour/Peak Period - The period with the highest ridership during the entire service day, generally referring to either the peak hour or peak several hours (peak period).

Peak Service - Typically weekday a.m. and p.m. service during commute hours to carry a maximum number of passengers. Commute or peak hours are typically defined as time between 6 and 9 a.m. in the morning, and between 4 and 7 p.m. at night.

Pick - The selection process by which operators are allowed to select new work assignments, i.e., run or the Extra Board in the next (forthcoming) schedule; can also refer to other operator selections conducted in seniority order, for example, "vacation pick".

Pick Sheets - Sheet that displays by assignment number, the number of work assignments from which a driver may choose.

Platform Time - Number of hours a bus operates from pull-out to pull-in.

Program - (1) *verb*, to assign funds to a project; (2) *noun*, a system of funding for implementing transportation projects or policies.

Public Transit System - An organization that provides transportation services owned, operated, or subsidized by any municipality, county, regional authority, states, or other governmental agency, including those operated or managed by a private management form under contract to the government agency owner.

Public Transportation - Transportation by bus, rail, or other conveyance, either publicly or privately owned, that provides general or special service to the public on a regular and continuing basis.

Pull-In Time - The non-revenue time assigned for the movement of a revenue vehicle from its last scheduled terminus or stop to the garage. Synonyms: *Turn-In Time, Deadhead Time, Run-off Time*

Pull-Out Time - The non-revenue time assigned for the movement of a revenue vehicle from the garage to its first scheduled terminus or stop. Synonyms: *Deadhead Time, Run-on Time*

Pull-Out Sheet - A list of runs in pull-out time order showing the bus number assigned to each run.

R

Radial Service - Local or express service designed primarily to connect the Central Business District with outlying areas.

Recovery Time - Recovery time is distinct from layover, although they are usually combined together. Recovery time is a planned time allowance between the arrival time of a just completed trip and the departure time of the next trip in order to allow the route to return to schedule if traffic, loading, or other conditions have made the trip arrive late. Recovery time is considered as reserve running time and typically, the operator will remain on duty during the recovery period. Synonym: *Layover Time*

Revenue - Receipts derived from or for the operation of transit service including farebox revenue, revenue from other commercial sources, and operating assistance from governments. Farebox revenue includes all fare, transfer charges, and zone charges paid by transit passengers.

Revenue Time - Number of hours a bus operates in live service picking up passengers.

Revenue Vehicle Hour - The measure of scheduled hours of service available to passengers for transport on the routes, equivalent to one transit vehicle traveling in one hour in revenue service, excluding deadhead hours but including recovery/layover time. Calculated for each route.

Revenue Service - When a revenue vehicle is in operation over a route and is available to the public for transport.

Revenue Miles - Miles operated by vehicles available for passenger service.

Revenue Passenger - A passenger from whom a fare is collected.

Reverse Commute - Movement in a direction opposite to the main flow of travel, such as from the Central City to a suburb during the morning commute hour.

Ridesharing - A form of transportation, other than public transit, in which more than one person shares in the use of the vehicle, such as a van or car, to make a trip.

Ridership - The number of rides taken by people using a public transportation system in a given time period.

Right-of-Way (ROW, R/W) - The land over which a public road or rail line is built. An exclusive right-of-way is a road, lane, or other right-of-way designated exclusively for a specific purpose or for a particular group of users, such as light rail vehicles or buses.

Road Call - A mechanical failure of a bus in revenue service that causes a delay to service, and which necessitates removing the bus from service until repairs are made.

Road Supervisor - The individual who is responsible for keeping buses or trains on schedule.

Rolling Stock - The vehicles used in a transit system, including buses and rail cars. Synonym: *Fleet*

Roundtrip - The two-way directional travel of a bus from its starting point to the other end of the route and back to the starting point.

Route - A specified path taken by a transit vehicle usually designated by a number or a name, along which passengers are picked up or discharged. Synonym: *Line*

Route Miles - The total number of miles included in a fixed route transit system network.

Run - Driver assignments for a particular day of the week.

- *Split* - a split run consists of an AM and PM assignment in which the driver is off work between the two runs.
- *Early Straight* - a single, full time piece of work starting with the morning pull out.
- *Late Straight* - a single, full time piece of work starting after the morning peak.
- *Night* - a single, full time piece of work starting at the PM peak.
- *Owl* - A single, full time piece of work starting after the PM peak, usually working through the night and early morning.

Run Cut - The process, normally performed two to four times a year, of generating daily bus driver work assignments in a cost efficient manner to meet all service requirements. Run-cutting software is used to generate assignments that may be reset until they fulfill the requirements of all participating parties.

Running Time - The time assigned for the movement of a revenue vehicle over a route, usually done on a [route] segment basis by various time of day. Synonym: *Travel Time*

S

Schedule - A document that, at a minimum, shows the time of each revenue trip through the designated time points. Many properties include additional information such as route descriptions, deadhead times and amounts, interline information, run numbers, block numbers, etc. Synonyms: *Headway, Master Schedule, Timetable, Operating Schedule, Recap Supervisor's Guide*

Scheduling - The planning of vehicle arrivals and departures and the operators for these vehicles to meet consumer demand along specified routes.

Service Area - A geographic area which is provided with transit services. Service area is now defined consistent with ADA requirements.

Service Span - The span of hours over which service is operated, e.g., 6 a.m. to 10 p.m. or 24 hour (owl). Service span often varies by weekday, Saturday, or Sunday.

Service Standards - A benchmark by which service operations performance is evaluated. These standards are provided in the Short Range Transit Plan.

Shuttle Bus - A public transport bus service designed to quickly transport people between two points. Such a bus will 'shuttle' backwards and forwards between the two points, normally without any intermediate stops and with a high frequency of trips. Such services are often designed to serve specific customers, such as park and ride routes or airport bus services.

Skip-Stop Service - A public-transportation service pattern in which not all vehicles make every stop along a designated route. While all vehicles may stop at every major hub station, some express buses or trains may serve only a few stops. This system attempts to reduce travel time and crowding at boarding stations.

Smart Card - One of many different kinds of automatic fare collection systems beyond the single-use or limited-use fare card.

Spread Penalty - Number of hours paid at overtime beyond a designated spread period. For example, a 12-hour spread penalty would mean any driver operating a bus 12 hours after they started work would be paid at an overtime rate.

Stop - A location where public transport customers may board or alight from a transit vehicle in revenue service.

Subsidy - Funds granted by federal, state or local government.

T

Taxi Stand - Also called taxi rank, cab stand, taxi stand, cab rank, or hack stand is a queue area on a street or on private property where taxicabs line up to wait for passengers.

Time-Point - A designated location and time that a bus can arrive before – but not leave earlier than – the stated time as indicated in the route schedule.

Timed Transfer - A point or location where two or more routes come together at the same time to provide positive transfer connections. A short layover may be provided at the timed transfer point to enhance the connection. Timed transfers have had increasing application as service frequencies have been reduced below 15 to 20 minutes and hub-and-spoke network deployment has grown.

Total Miles - The total miles includes revenue, deadhead, and yard (maintenance and servicing) miles.

Transfer - A slip of paper issued to a passenger that gives him or her the right to change from one transit vehicle to another according to specified limitations.

Transfer Cluster - A collection of one or more public transportation stops where transfer between routes is convenient.

Transfer Passenger - A passenger who transfers to a line after paying a fare on another line.

Transfer Point - Refers to a point where bus lines intersect and passengers can transfer to another line.

Transit Center - A fixed location where passengers transfer from one route to another.

Transit Corridor - A broad geographic band that follows a general route alignment such as a roadway of rail right-of-way and includes a service area within that band that would be accessible to the transit system.

Transit Dependent - Someone who must use public transportation for his/her travel.

Transit Mall - A street, or set of streets, in a city or town along which automobile traffic is prohibited or greatly restricted and only public transit vehicles and pedestrians are permitted.

Transit Priority - A means by which transit vehicles are given an advantage over other traffic, e.g., preemption of traffic signals or transit priority lanes.

Transit Priority Lane - See Bus Lane

Transit System - An organization providing local or regional multi-occupancy vehicle passenger service, whether privately or publicly held. Organizations that provide service under contract to another agency are generally not counted as separate systems.

Transportation Authority - These are the local component agencies designated by your state, commonwealth, or territory to be responsible for a specific geographic area, such as a state, a city, a county, or multi-county district.

Travel Time - The time allows for an operator to travel between the garage and a remote relief point.

Trip - The one-way directional travel of a bus from its starting time-point at one end of the route to its ending time-point at the other end of the route.

U

Unlinked Passenger Trips - The total number of passengers who board public transit vehicles. A passenger is counted each time he/she boards a revenue vehicle even though the boarding may be the result of a transfer from another route to complete the same one-way journey. Where linked or unlinked is not designated, unlinked is assumed.

Urban Mass Transportation Administration - See Federal Transit Administration.

V

Van - See Minibus.

Van Hool Bus - Refers to a Euro-style bus manufactured in Antwerp, Belgium.

Variable Cost - A cost that varies in relation to the level of operational activity.

Vehicle Miles - The number of miles traveled by a vehicle, and are usually calculated by mode.

W

Wheelchair Lift - A device used to raise and lower a platform in a transit vehicle for accessibility by handicapped individuals.

Y

Yard - An area where buses and rail are stored, parked, or repaired.

ACKNOWLEDGEMENT

ACKNOWLEDGEMENT

I have received and read my copy of the Employee Handbook and was provided an opportunity to review and discuss its contents. Any questions that I may have had were discussed, answered and explained to me by my supervisor or a member of the Human Resources Department to my satisfaction. I am fully aware that this handbook is to be used as a guide. There may be occasions when Transdev Transportation may amend, modify or cancel this handbook as well as any policies, rules, or procedures with or without notice. In addition, I understand that Transdev Transportation may interpret the policies and procedures differently than me.

By Employee:

I have discussed, answered and explained all questions with the above employee with regard to the policies, practices and benefits as contained in the Employee Handbook.

By Employer:

Please return the acknowledgement form to the Human Resources Department.

ESSEX COUNTY COORDINATED TRANSPORTATION PLANNING



Stakeholders meeting March 11, 2015

JAKLYN DE VORE, DIVISION DIRECTOR

The Essex County Coordinated transportation plan more commonly known as “United We Ride” is the required plan to address the transportation needs of the elderly and disabled residents in Essex County.

OUR MISSION

1. To identify the transportation stakeholders of Essex County.
2. To identify and update the Unmet needs of the clientele.
3. To continue the relationship between the stakeholders to avoid overlaps or duplications in service that will allow us to operate more efficiently and to better serve the residents of Essex county.

At the United we ride meeting in 2013 we identified the following “Key Unmet Needs” And discussed strategies to address them. They were:

Lack of inter-county connections to regional medical facility.

- **Develop inter-county cooperative agreement**

Assisted Transportation for customers who cannot provide aides to provide assistance.

- **Develop a program to recruit and train volunteers to assist clients while attending appointments.**

Improve Non-profit Agency Transportation provider driver training.

- **Utilize Essex County Paratransit contractor Passenger Assisted Safety and Security (PASS) certified trainer to expand training classes to include these drivers.**

Travel Training

- **Utilize the NJ TIPS program to assist Senior and Disabled clients on how to better utilize the traditional bus and rail system with confidence.**

Increased access, availability and expanded service of the Route 10 JARC for midday and off peak employment needs

- **Expand the midday hours of service of the Route 10 JARC route to meet those needs**

Assisted Transportation for customers who cannot provide aides to provide assistance

- **Develop a program to recruit and train volunteers to assist clients while attending appointments**

After 5:00 p.m. access for senior Citizens and Handicapped Residents from North Newark and the Western end of Bloomfield Avenue to and from downtown Newark for shopping

- **Create a broad street connector from Bloomfield Avenue in Newark to Broad Street in Newark in the late afternoon/early evenings weekdays**

Access between Essex County Community College (Caldwell Campus) and Essex County College (Newark Campus) to reduce two bus transfers using NJ Transit bus service

- **Expand Broad Street connector service from Bloomfield Avenue in Newark to Broad Street in Newark serving the County College as well as the Board street corridor during college class hours**

Language Barriers to information for transportation services

- **Perform out reach to Human Service Agencies to expand registration to Agency customers with Essex County Para Transit program who may not have registered due to a language barrier**

Access to travel to attend Sunday worship services

- **Increase availability of existing transportation services to provide expanded travel to worship services.**

From that discussion the stakeholders identified Three (3) of those needs as “KEY”!

1. ASSISTED TRANSPORTATION :



- Strategy: develop a program to recruit and train volunteers to assist clients while attending appointments.

2. IMPROVE NON-PROFIT DRIVER TRAINING:



- Strategy: Utilize the Essex County Paratransit contractor “Passenger Assisted Safety and security (PASS) certified trainer to expand classes to include these drivers.

3. Travel Training:



- Strategy: Utilize the NJ Tips program to assist Senior and Disabled riders on how to better utilize the traditional bus and rail system with confidence.

NJ TIPS Program-848-932-2368

We here in Essex County as the lead agency meet with our funded agencies four times per year at what is called “Providers meetings’.

We have NOT received any requests for the services noted as “Key and Unmet” needs of the county.

Essex County is a economically and socially diverse county. The transportation needs of our residents in the eastern part of the county are served well by public transportation and many of those residents are familiar with the way public transportation operates due to long personal use. The residents of the eastern part of Essex County are more likely to have less income thus limiting their private options for transportation.

The western part of Essex county is historically more affluent and the residents have many private and personal options for transportation. They have historically avoided using public transportation causing the planners of said transportation to offer few routes and options.

This is the dilemma of transportation planning in Essex County. The coordination of services are a struggle of balance between a population in the east that is well versed on how to use public and private transportation options and the population in the west that are more apt to have options that are private and personal.

GOAL #1

THE STAKEHOLDERS

PLEASE TELL US WHO YOU ARE AND WHAT ORGANIZATION YOU ARE FROM

Name: Essex County Special Transportation

Organization: The Essex County Division of Senior Services

Type(s) of Service

your organization provides: We are Essex's County's Aging and Disability Resource Center (ADRC). We provide services to the elderly and disabled population of Essex County.

Annual Ridership: Approximately 65,000 – 75,000 riders annually.

GOAL #2

Identify the UNMET needs

What UNMET needs have you identified for your riders and potential riders?

1. Dialysis Transportation
2. Sharing of Information
3. Creating a "One Call Center"

GOAL #2

STRATEGIES

For the listed Unmet needs identified what strategies would be appropriate to address them?

1. The suggestion was made and agreed upon to ask the local Townships and Municipalities to completely take over all dialysis transportation for Essex County. The Special Transportation System would provide transportation for the services they are currently doing.
2. Have the Townships and Municipalities share their information to be developed into a singular brochure for distribution to the public. This will give the general public one document to have as a resource for transportation information throughout the county.
3. The County, Townships and Municipalities should work together to develop a call center. This call center should be staffed by one member of each of the Townships and Municipalities to handle their residents and to coordinate transportation as an county group alongside the Special Transportation system. This would simplify the access to scheduling a ride for the residents of Essex County and make available more rides available.

GOAL #3

Please describe your operation so the stakeholders can identify possible areas of duplication.



Remember:
Our goal is to continually impact the lives of Essex County's elderly and disabled residents.
As our County Executive, the honorable Joseph N. DiVincenzo Jr. states:
We are
Putting Essex County First

Our next Stakeholders meeting will be Tuesday May 5, 2015 at 10:00am
900 Bloomfield Avenue Verona NJ, 07044

Future Meeting dates and location:

*Any topics or items of discussion you would like to present at the next meeting?
Do you have a presentation for our stakeholders at our next meeting?*

May 5, 2015 (Changed to May 7, 2015)

August 4, 2015

November 10, 2015

Location : 900 Bloomfield Avenue Verona NJ 07044
 Conference Room
 10:00 AM

**ESSEX COUNTY COORDINATED
TRANSPORTATION PLANNING
NEWSLETTER**

**The 1st Stakeholders meeting
was held on
March 11, 2015.**



**IDENTIFYING THE
UNMET NEEDS**

JAKLYN DE VORE, DIVISION DIRECTOR

The County of Essex executed it's original draft of the "Coordinated Human Services Transportation Plan" commonly known as "UNITED WE RIDE" IN 2008.

Five years later in 2013 Essex County was required to do an update of that plan and to coordinate with the transportation stakeholders of Essex County to identify the "UNMET" needs. At the time of that update, the attending stakeholders identified the unmet needs they found were most important. They were;

1. Assisted Transportation. This would provide assistance for riders who could not travel alone.
2. Non-Profit Agency driver training. Utilizing Essex County's Special Transportation System's certified trainers to do safety training for the drivers of the Non-Profit agencies.
3. Travel training. Utilize NJ Tips of Rutgers to train persons who have not utilized public transportation before.

In the subsequent year these needs and services identified were never requested.

In our meeting this year we revisited the Unmet needs with the Stakeholders in attendance and identified a new set of Unmet Needs and Strategies to address those needs .

In our subsequent meetings during this year we plan to address practical ways to implement the findings and coordinate our efforts to serve the Essex County communities.

Your ideas and input are critical to our success!

If you have a presentation for our stakeholders please provide the information with your RSVP and we will schedule you as our guest speaker.

UNMET NEEDS and STRATEGIES

List the Unmet needs and identify strategies to address them.

1. Dialysis Transportation

- ***Identify which Townships and Municipalities have transportation services. Of those Townships and Municipalities, confirm if they currently have an agreement of any type with the Essex County Special Transportation System. Open discussions with the Townships and Municipalities that have transportation services but no agreement with the Essex County Special Transportation System and discuss having the them take the responsibility of dialysis transportation and have the Essex County Special Transportation System provide all other types of transportation services.***
- ***With the Townships and Municipalities that have agreements with the Essex County Special Transportation System, open discussions about changing the agreement to match services so that Paratransit services within Essex County operate as a unified program.***

UNMET NEEDS and STRATEGIES

List the Unmet needs and identify strategies to address them.

2. Sharing of Information

- **The Townships, Municipalities and the Essex County Special Transportations System should share their service information so a brochure can be prepared to inform the entire county of Paratransit services available throughout the county.**
- **This would begin the process of having “one source” for information that would begin the development of the “One Call Center” initiative discussed on page # 5.**

UNMET NEEDS and STRATEGIES

List the Unmet needs and identify strategies to address them.

3. One Call Center

- ***The County, Townships and Municipalities work together to develop a call center where one number can be called throughout the county to schedule all rides. This way residents will only have one number to call. The individual Townships and Municipalities would provide one call taker each to staff the call center and work with the County transportation reservation staff. This long term goal would maximize the use of available funds through shared scheduling.***

4. Vehicle Availability (5310)

- ***New Jersey Transit provided information on how to apply for vehicles through the FTA-5310 Urban Transportation Initiative. Information as Follows:***



March 25, 2015

Dear Transportation Provider:

The Federal Transit Administration is making funding available for the federal fiscal year 2014 for the Section 5310 Grant Program. The intent of this program is to improve mobility for seniors and individuals with disabilities by providing financial support, through programs planned, designed, and carried out to meet the special transportation needs of these populations.

Funding is available for the following:

Request Type	FTA required match
Capital Assistance	
Vehicles	20% match required-provided by NJ Transit*
Equipment	20% match required-provided by NJ Transit*
Mobility Management	20% match required-provided by applicant
Acquisition of Transportation Services	20% match required-provided by applicant
Operating Assistance	50% match required-provided by applicant

*Please note this is subject to the availability of funds, all applicants should be prepared to provide the match if required or needed.

You must be an active participant in the county transportation coordination planning process referred to as the Coordinated Human Services Transportation Plan (CHSTP). Be sure that your local designated planning lead (see Exhibit in Application) is aware of your intent to apply.

The grant process consists of four phases. The first phase is completion of an application to NJ TRANSIT. The second phase is the review process at NJ TRANSIT for inclusion in the statewide federal grant submission. The third phase is federal review and approval. In phase four, NJ TRANSIT enters into an agreement with the approved applicants. Be advised that the entire process from application to receipt of award may take eighteen months to two years.

The application is only available online at: <http://s-rides.njtransit.com>, as of Monday, March 30, 2015. Existing S-RIDES users may enter the system using your current login information. New users can register directly in the system to submit an application. You may start an application, save your information, and exit the system in order to complete the application at your leisure. Review all the information that is necessary and upload all required documents. You will not be able to submit the application until all of the required fields and documents are completed.

For more information on how NJ TRANSIT administers the Section 5310 Grant, please visit <http://www.njcttp.org> and click on the UNITED WE RIDE tab on the left hand side. There you will find the Section 5310 State Management Plan which describes how NJ TRANSIT administers the grant.

Applications must be submitted by 1:00 pm on May 1, 2015. Incomplete applications will not be reviewed.

Thank you for your interest in the program. If you have any questions, call 973-491-7456 or email us at GRANT5310@NJTRANSIT.COM and you will be directed to the appropriate staff person.

Sincerely,

Steven R. Fittante

Director, Local Programs & Minibus Support

Atch D3.

6

THE STAKEHOLDERS

the following list of Stakeholders were in attendance at the march 11, 2015 Stakeholders meeting.

NJ TRANSIT – LEA SHERIDAN

973-491-8043 EMAIL: LSHERIDAN@NJTRANSIT.COM

ESSEX COUNTY DIVISION OF SENIOR SERVICES -REGINALD DOUGLAS

973-395-8372 EMAIL: RDOUGLAS@SENIORS.ESSEXCOUNTYNJ.ORG

TRANSDEV TRANSPORTATION SERVICES

ANDY BURKE - GENERAL MANAGER

973-618-1286

EMAIL: ANDREW.BURKE@TRANSDEV.COM

CURTIS BLAKE - SUPERVISOR

EMAIL: CURTIS.BLAKE@TRANSDEV.COM

ESSEX COUNTY DIVISION OF TRAINING AND EMPLOYMENT-

MICHAEL M. VIEIRA

973-395-8418 EMAIL: MICHAELMVSER@AOL.COM

TOWNSHIP OF NUTLEY-

FRANK DEMAIO- 973-284-4966 EMAIL: FDEMAIO@NUTLEYNJ.ORG

LINDA HAMILTON – 973-284-4966 EXT. 2514

EMAIL: LHAMILTON@NUTLEYNJ.ORG

TOWNSHIP OF WEST ORANGE-

THERESA DENOVA – 973-325-4124 EMAIL :

TDENOVA@WESTORANGE.ORG

VERONA HEALTH DEPARTMENT-

CONNIE PIFHER -973-857-4800 EMAIL: CPIFHER@VERONANJ.ORG

THE STAKEHOLDERS

MEADOWLINK/EZRIDE-TMA-ELLIE FERRER
973-961-6941 EMAIL: EFERRER@EZRIIDE.ORG

MEADOWLINK/EZRIDE-TMA- KRISHNA MURPHY
201-939-4242 EMAIL: KMORTHY@EZRIIDE.ORG

NJTIPS@RUTGERS – MELODY BUNDY
848-932-4499 EMAIL: MELODY.BUNDY@NJ TIP.RUTGERS.EDU

DAUGHTERS OF ISRAEL/ METRO TRANSPORT – CINDY DENSBURG
973-325-1359 EMAIL: CDENSBURG@DAUGTHERSOFISAE L.ORG

TRI-CITY PEOPLES CORPORATION- ERIC SAUNDERS
973-675-4484 EMAIL: ESAUNDERS@TRI-CITYPEOPLES.ORG

Essex County Special Transportation

The following information will assist you, the Stakeholders, in serving the residents of your town.

Essex County Special Transportation at this time:

- Does not accept Medicaid patients for “Medical” transportation
 - They are required to use Logisticare. 1-866-527-9933
- We are doing medical transportation for all other eligible persons, Monday through Friday during our normal operational hours. (Monday – Friday 5am-11pm)
- We are not accepting any new dialysis patients at this time and have a waiting list.
- Recreational and shopping trips are done every Wednesday and Friday.
- Saturday service is limited. Please call for special request.
- We are available for bus rentals for transportation to special events. Call for information.
- 973-618-1280 is the Reservation and Information number.
- If you have any special concerns please call Mr. Andrew Burke, General Manager or ask to speak to a supervisor at 973-618-1280.

Always get the name of the person you speak with so we can resolve any questions or issues quickly.

UNITED WE RIDE- ESSEX COUNTY NEW JERSEY



Remember:

Our goal is to continually impact the lives of Essex County's elderly and disabled residents.

As our County Executive,
the honorable
Joseph N. DiVincenzo Jr. states:
We are

Putting Essex County First

The next Stakeholders meeting has been changed to May 7, 2015 at 900 Bloomfield Avenue Verona NJ 07044. Division of Senior Services. Time: 10:00am – 1:00pm.

Please RSVP by email to ddelvechio@seniors.essexcountynj.org

We look forward to seeing you there!

ESSEX COUNTY COORDINATED TRANSPORTATION PLANNING



Stakeholders meeting #2

May 7, 2015

JAKLYN DE VORE, DIVISION DIRECTOR

The Essex County Coordinated transportation plan more commonly known as “United We Ride” is the required plan to address the transportation needs of the elderly and disabled residents in Essex County.

Today’s objectives:

1. At today’s meeting we will address the 5310 application. Lauren Williams the Central area administrator from NJ Transit will answer questions.
2. Address county coordination identified in the first meeting.

At the first Stakeholders meeting

Identified the UNMET needs were

What UNMET needs have you identified for your riders and potential riders?

1. Dialysis Transportation
2. Sharing of Information
3. Creating a "One Call Center"

It was suggested at the first Stakeholders meeting that the Municipalities, Townships and Local agencies could take on most of the Dialysis transportation.

The county would coordinate with the Municipalities, Townships and Local agencies to provide all trips requested by the residents.

This would allow for expanded hours of service to more diverse locations.

What ideas and plans can we submit to implement this?
What protocols and expectations would be desired?

THE STAKEHOLDERS

PLEASE TELL US WHO YOU ARE AND WHAT ORGANIZATION YOU ARE FROM

Name: **Essex County Special Transportation**

Organization: **The Essex County Division of Senior Services**

Type(s) of Service

your organization provides: **We are Essex's County's Aging and Disability Resource Center (ADRC). We provide services to the elderly and disabled population of Essex County.**

Annual Ridership: **Approximately 65,000 – 75,000 riders annually.**

**Are there any providers who are here for the first time?
Please give us a brief description of the service(s) you
provide.**



Remember:
Our goal is to continually impact the
lives of Essex County's elderly and
disabled residents.
As our County Executive,
the honorable
Joseph N. DiVincenzo Jr. states:
We are
Putting Essex County First

Our next Stakeholders meeting will be Tuesday May 5, 2015 at 10:00am
900 Bloomfield Avenue Verona NJ, 07044

Future Meeting dates and location:

*Any topics or items of discussion you would like to present at the next meeting?
Do you have a presentation for our stakeholders at our next meeting?*

May 5, 2015 (Changed to May 7, 2015)

August 4, 2015

November 10, 2015

Location : 900 Bloomfield Avenue Verona NJ 07044
 Conference Room
 10:00 AM

Vehicle Inventory

A. License Plate #	NJT Vehicle #	B. VIN	C. Mileage	D. Year of Purchase	E. Funding Source	F. Vehicle Manufacturer	G. Vehicle Body	H. Vehicle Model	I. Vehicle Type	J. Vehicle Cost	K. Grant Year	L. Location	M. Condition	N. In-Service Date	O. Projected Retirement Date	P. Fuel Used	Q. Floor Plan	R. Accessible	S. County ID#
OP7334	N/A	1FBSS3BLX8DA64445	37256	2011	SCDRTP	FORD	FORD	E150	VAN	\$21,341	2011	VENDOR	GOOD	2011	2019	GAS	11+0 (VAN)	N/A	EC001
OP7333	N/A	1FBSS3BL8BDA64444	18746	2011	SCDRTP	FORD	FORD	E150	VAN	\$17,713	2011	VENDOR	GOOD	2011	2019	GAS	11+0 (VAN)	N/A	EC002
OP7332	N/A	1FMNE1BW9BDA67119	13621	2011	SCDRTP	FORD	FORD	E150	VAN	\$17,713	2011	VENDOR	GOOD	2011	2019	GAS	11+0 (VAN)	N/A	EC003
OP7331	N/A	1FMNE1BW5BDA67120	33129	2011	SCDRTP	FORD	FORD	E150	VAN	\$21,341	2011	VENDOR	GOOD	2011	2019	GAS	11+0 (VAN)	N/A	EC004
OP7330	N/A	1FMNE1BW7BDA67121	25138	2011	SCDRTP	FORD	FORD	E150	VAN	\$17,713	2011	VENDOR	GOOD	2011	2019	GAS	11+0 (VAN)	N/A	EC005
OP7329	N/A	1FDEE3FS3CDA32534	51520	2012	SCDRTP	FORD	STAR TRANS	E350	MINIBUS	\$48,977	2012	VENDOR	GOOD	2012	2018	GAS	10+1+8+2	LE	EC131
OP7327	N/A	1FDEE3FS0CDA55347	48376	2012	SCDRTP	FORD	STAR TRANS	E350	MINIBUS	\$48,977	2012	VENDOR	GOOD	2012	2018	GAS	10+1+8+2	LE	EC132
OP7328	N/A	1FDEE3FS9CDA32536	52422	2012	SCDRTP	FORD	STAR TRANS	E350	MINIBUS	\$48,977	2012	VENDOR	GOOD	2012	2018	GAS	10+1+8+2	LE	EC134
OP7326	N/A	1FDEE3FS3CDA32535	42611	2012	SCDRTP	FORD	STAR TRANS	E350	MINIBUS	\$48,977	2012	VENDOR	GOOD	2012	2018	GAS	10+1+8+2	LE	EC138
OP7325	N/A	1FDEE3FS3CDA32533	48084	2012	SCDRTP	FORD	STAR TRANS	E350	MINIBUS	\$48,977	2012	VENDOR	GOOD	2012	2018	GAS	10+1+8+2	LE	EC135
OP7324	N/A	1FDEE3FSXDA26891	32418	2012	SCDRTP	FORD	STAR TRANS	E350	MINIBUS	\$48,977	2012	VENDOR	GOOD	2012	2018	GAS	10+1+8+2	LE	EC136
OP7323	N/A	1FDEE3FS8CDA26890	33802	2012	SCDRTP	FORD	STAR TRANS	E350	MINIBUS	\$48,977	2012	VENDOR	GOOD	2012	2018	GAS	10+1+8+2	LE	EC137
OP7322	N/A	1FDEE3FS1CDA26892	34724	2012	SCDRTP	FORD	STAR TRANS	E350	MINIBUS	\$48,977	2012	VENDOR	GOOD	2012	2018	GAS	10+1+8+2	LE	EC138
OP7321	N/A	1FDEE3FS3CDA26893	43539	2012	SCDRTP	FORD	STAR TRANS	E350	MINIBUS	\$48,977	2012	VENDOR	GOOD	2012	2018	GAS	10+1+8+2	LE	EC139
OP7320	N/A	1FDEE3FS7CDA55345	49908	2012	SCDRTP	FORD	STAR TRANS	E350	MINIBUS	\$48,977	2012	VENDOR	GOOD	2012	2018	GAS	10+1+8+2	LE	EC140
OP7319	N/A	1GB6G85G0C1134930	44826	2012	SCDRTP	CHEVY	ARBOC	GM4500	MINIBUS	\$115,615	2012	VENDOR	GOOD	2012	2018	GAS	15+1/12+2/7+3	LF	EC141
OP7318	N/A	1GB6G85G1C1134435	43672	2012	SCDRTP	CHEVY	ARBOC	GM4500	MINIBUS	\$115,615	2012	VENDOR	GOOD	2012	2018	GAS	15+1/12+2/7+3	LF	EC142
OP7317	N/A	1GB6G85G1C1135308	56484	2012	SCDRTP	CHEVY	ARBOC	GM4500	MINIBUS	\$115,615	2012	VENDOR	GOOD	2012	2018	GAS	15+1/12+2/7+3	LF	EC143
OP7316	N/A	1GB6G85G1C1135532	32683	2012	SCDRTP	CHEVY	ARBOC	GM4500	MINIBUS	\$109,805	2012	VENDOR	GOOD	2012	2018	GAS	11+0/10+1/7+2/3+3	YES	EC144
OP7305	16-1594	1FDFE4F3DDB16041	28005	2013	5310	FORD	Champion Challenger	E450	MINIBUS	\$46,790	2010	VENDOR	GOOD	2013	2020	GAS	12+2	YES	EC156
OP7304	16-1565	1FDFE4F9DDA92988	29745	2013	5310	FORD	Champion Challenger	E450	MINIBUS	\$46,640	2007	VENDOR	GOOD	2013	2020	GAS	12+2	YES	EC157
OP7303	N/A	1BAAGCPA21FO96769	14293	2001	5310	BLUE	BLUEBIRD	BUS	BUS	UKN	2000	VENDOR	GOOD	2002	2016	DIESEL	31+2	YES	EC200
OP7302	16-1472	1FDFE4F8DDA51056	21055	2013	5310	FORD	STAR TRANS	E450	MINIBUS	\$53,800	2009	VENDOR	GOOD	2013	2020	GAS	16+2	YES	EC160
OP7301	16-1535	1FDEE3FS9DDA93340	13861	2013	5310	FORD	STAR TRANS	E450	MINIBUS	\$46,750	2007	VENDOR	GOOD	2013	2020	GAS	8+0/6+1	YES	EC161
OP7300	16-1676	1FDEE3FS1EDA13529	9345	2013	5310	FORD	STAR TRANS	E450	MINIBUS	\$46,900	2007	VENDOR	GOOD	2014	2020	GAS	8+0/6+1	YES	EC163
OP9138	16-1648	57WMD1A63EM100250	1867	2014	5310	Mobility Ventures	Specialty Wagon	MV-1	WAGON	\$46,670	2009	VENDOR	GOOD	2014	2022	GAS	3+0/2+1	YES	EC165
OP7307	N/A	1GB6G85G3C1135442	51885	2012	SCDRTP	CHEVY	ARBOC	GM4500	MINIBUS	\$109,805	2012	VENDOR	GOOD	2012	2018	GAS	11+0/10+1/7+2/3+3	YES	EC154
OP7315	N/A	1GB6G85G2C1133908	39027	2012	SCDRTP	CHEVY	ARBOC	GM4500	MINIBUS	\$109,805	2012	VENDOR	GOOD	2012	2018	GAS	11+0/10+1/7+2/3+3	YES	EC146
OP7314	N/A	1GB6G85G3C1135330	33471	2012	SCDRTP	CHEVY	ARBOC	GM4500	MINIBUS	\$109,805	2012	VENDOR	GOOD	2012	2018	GAS	11+0/10+1/7+2/3+3	YES	EC147
OP7313	N/A	1GB6G85G1C1134399	20897	2012	SCDRTP	CHEVY	ARBOC	GM4500	MINIBUS	\$109,805	2012	VENDOR	GOOD	2012	2018	GAS	11+0/10+1/7+2/3+3	YES	EC148
OP7312	N/A	1GB6G85G7C1134472	34202	2012	SCDRTP	CHEVY	ARBOC	GM4500	MINIBUS	\$109,805	2012	VENDOR	GOOD	2012	2018	GAS	11+0/10+1/7+2/3+3	YES	EC149
OP7311	16-1384	1FDEE3FS6BDA72720	45146	2012	5310	FORD	SENATOR	E350	MINIBUS	\$47,501	2008	VENDOR	GOOD	2012	2019	GAS	14+0/12+1	YES	EC150
OP7310	16-1417	1FDFE4S6BDA63591	46225	2011	5310	FORD	SENATOR	E450	MINIBUS	\$50,400	2008	VENDOR	GOOD	2011	2018	GAS	20+0/18+1	YES	EC151
OP7344	16-1359	5WEASAAMOCJ536710	21111	2011	5310	INT'L	GOSHEN SENT'L	GOSHEN	EXT'D MINIBUS	\$76,500		VENDOR	GOOD	2011	2020	DIESEL	28+1/26+2	YES	EC155



Dear Special Transportation Rider:

Transdev as the operator of the Essex County Special Transportation System is writing to inform you of our responsibility to allow the users of our transportation system to voluntarily contribute to the program.

Essex County receives grants from State and Federal sources to operate the transportation program, and our drivers make about 100,000 trips per year. Part of the money comes from the New Jersey Senior Citizen and Disabled Resident Transportation Assistance program which is also known as Casino Revenue because it comes from the income of the Atlantic City Casino industry. However, due to the challenging economic times, Essex County's share of Casino Revenue has been reduced by \$1.5 million over the last 6 years.

The Special Transportation Program also receives grant funding from the Congressional Older Americans Act Legislation Title IIIB and Special Service Block Grants (SSBG). Agencies like ours, which get funds from these sources, must allow riders to donate toward the delivery of the service they receive. The funding from these sources has also been reduced.

We are suggesting a \$10.00 monthly donation because this will help us greatly to provide rides for the Senior and Disabled population of Essex County. The \$10 suggested monthly donation represents just a fraction of the actual \$47.00 cost of a one-way trip. ***Please be assured that at this time there is NO fee for the Special Transportation Service and you will continue to receive service whether or not you choose to make a VOLUNTARY donation.***

If you do choose to make a donation, please write your check to "TRANSDEV" (the company providing the transportation service) and mail it to: Transdev Services LLC., 10 Eisenhower Parkway, Roseland, NJ 07068. Even the smallest contribution will be gratefully appreciated.

Please be advised that tipping the drivers is strictly forbidden and drivers found accepting tips will be terminated immediately.

LIST OF STAKEHOLDERS
MINUTES MAILED to Transportation Managers-4/28/15
UP-DATED-6/1/15

Township of Fairfield
230 Fairfield Road
Fairfield, NJ 07004
973-882-2700 Ext. 2510
Attn: Anthony Pompei-Director
apompei@fairfieldnj.org

Township of West Caldwell
30 Clinton Road
West Caldwell, NJ 07006
973-226-2300/973-403-4624
Attn: Maria Burak
mburak@caldwell-nj.com

Borough of Roseland
140 Eagle Rock Avenue
Roseland, NJ 07068
973-226-8080
Attn: Maria Burak
Email-see above

Township of Livingston
357 So. Livingston Avenue
Livingston, NJ 07039
973-535-7925
Attn: Jennifer Hessberger
jhessberger@livingstonnj.org
Nell Sommese
nsommese@livingstonnj.org

Township of Milburn
375 Milburn Avenue
Milburn, NJ 07041
973-564-7000
Attn: Bob Hogan-Interim Transportation Coordinator
973-564-7095
rhogan@millburntwp.org

Township of South Orange
76 South Orange Avenue, Ste. #302
South Orange, NJ 07079
973-378-7715
Attn: Mark Hartwyk Ext. 208
mhartwyk@souhorange.org or
Marvin Johnson-Bus Supervisor
mjohnson@southorange.org

Township of Maplewood
574 Valley Street
Maplewood, NJ 07040
973-763-0750
Attn: Michelle Wesley
michellew@twp.maplewood.nj.us

Township of Irvington
1 Civic Square
Irvington, NJ 07111
973-399-06634
Attn: Dr. Stephanie Bush-Baskette
Sbush-baskette@irvingtonnj.org

Township of Belleville
152 Washington Avenue
Belleville, NJ 07109
973-450-3322
Attn: Colleen Britton
973-450-3389
cbritton@bellevillenj.net

City of East Orange
44 City Hall Plaza
East Orange, NJ 07018
973-266-5100

City of East Orange Div. Of Sr. Svces.
90 Halsted Street
East Orange, NJ 07018
973-266-8832

Frances.Shepard@eastorange-NJ.Gov
Rita.Butts@east_orange-NJ.Gov

Township of Cedar Grove
525 Pompton Avenue
Cedar Grove, NJ 07009
973-239-1410
Attn: Ddee Riou
healthdept@cedargrovenj.org

Bloomfield Township/Recreational Dept/Transportation
84 Broad Street
Bloomfield, NJ 07003
Attn: Dina Mustafa
973-566-7194
dmustafa@bloomfieldtwpnj.com

Borough of North Caldwell
141 Gould Avenue
North Caldwell, NJ 07006
Mel Levine-Administrator
973-228-6410
ncadm@northcaldwell.org

Borough of Caldwell
1 Provost Square
Caldwell, NJ 07006
973-226-6100
Email-see Township of West Caldwell

Township of Glen Ridge
825 Bloomfield Avenue
Glen Ridge, NJ 07028
Attn: Michael Rohal/973-748-0303 Ext. 226
973-748-8400 mjrohal@glenridgenj.org

Township of Essex Fells
255 Roseland Avenue
Essex Fells, NJ 07021
Attn: Francine Paserchia
973-226-3400
administrator@essexfellsboro.com

NJ Transit-Northern Regional Office
1 Penn Plaza, 4th Flr.
Newark, NJ 07105
Attn: Lea Sheridan-Program Administrator/Lauren Williams-Grnt. Adminis.
973-491-8043 or 973-392-9079 **973-491-7374**
lnwilliams@njtransit.com

TransDev Transportation Services
10 Eisenhower Pkwy.
Roseland, NJ 07068
Attn: Andy Burke
973-618-1286
Andrew.Burke@transdev.com

TransDev Transportation
973-223-3540
Curtis.Blake@transdev.com

Essex County Division of Training and Employment
50 So. Clinton Street, Basement
East Orange, NJ 07018
Attn: Michael Viera
973-395-8418
michaelmvsr@aol.com

MeadowLink/EZ Ride
144 Park Place, East
Wood Ridge, NJ 07075
Attn: Krishna Murphy
201-939-4242
kmurphy@ezride.org

MeadowLinks/EZ Ride
Attn: Ellie Ferrer
973-961-6941
eferrer@ezride.org

Tri City Peoples Corporation
55 Washington Street, Ste. #405
East Orange, NJ 07017
Attn: Eric Saunders
973-675-4484
Esaunder@tri-citypeoples.org

Daughters of Israel/Metro Transportation
1155 Pleasant Valley Way
West Orange, NJ 07052
Attn: Cindy Densburg
973-325-1359
cdensburg@daughtersofisrael.org

The North Ward Center
288-298 Mount Prospect Avenue
Newark, NJ 07104
Attn: Tayisha Alvarei
973-350-7760-Cell 732-694-9924
TAlvarez@NorthwardCenter.org

UVSO

42 Richelieu Terrace
PO Box 6039
Newark, NJ 07106
Attn: Veronica Mannin
973-374-2000, Ext. 1102
VManning@UVSO.org

UVSO

462 Sanford Avenue
Newark, NJ 07106
Ext. 1401
dfriday@UVSO.org

North Ward Center

346 Mt. Prospect Avenue
Newark, NJ 07104
Attn: Catherine Flores
973-481-6145 or 973-481-0415
cflores@northwardcenter.org

Chrill Care, Inc.

201 Bloomfield Avenue
Verona, NJ 07044
Attn: Kenn Brooks
973-744-8103, Ext. 280
kbrooks@chrill.org

Jewish Vocational Services

111 Prospect Street
East Orange, NJ 07017
Attn: Robert Strausberg
973-674-6330
rstrausberg@jvsnj.org

JVS

Attn: Peggy Himsl
Ext. 241
phimsl@jvsnj.org

Newark Office on Aging

94 William Street
Newark, NJ 07102
973-733-5330
Attn: Almetta Sabb
sabba@ci.newark.nj.us

Township of Nutley
1 Kennedy Drive
Nutley, NJ 07110
Attn: Frank Demaio
973-284-4966
fdemaio@nutleynj.org
Linda Hamilton
973-284-4966 Ext. 2514
lhamilton@nutleynj.org

Township of West Orange/Health Department
66 Main Street
West Orange, NJ 07052
Attn: Theresa Denova
973-325-4124
Tdenova@westorange.org

NJ Tips
33 Livingston Avenue
New Brunswick, NJ 08901
Attn: Melody Bundy
848-932-4499/973-445-5950
Melody.bundy@njtip.rutgers.edu

Verona Health Department
880 Bloomfield Avenue
Verona, NJ 07044
Attn: Connie Pifer
973-857-4800
cpifer@veronanj.org



NOTICE OF PUBLIC HEARING

ESSEX COUNTY DIVISION OF SENIOR SERVICES

Joseph N. DiVincenzo, Jr., Essex County Executive has announced a public hearing on services (AREA PLAN) for the County's older adults. The Essex County Department of Citizen Services/Division of Senior Services will conduct the hearing:

Date: Tuesday May 5, 2015
Time: 12:00 p.m. until 1:00 p.m.
Location: Sheila Oliver Conference Center 14th Fl.
Essex County Leroy Smith Public Safety Building
60 Nelson Place, Newark, NJ 07102

Location is handicapped accessible

AND

The Essex County Division of Senior Services, Special Transportation System funded by New Jersey Transit has announced a public hearing on Senior Transportation. The Essex County Department of Citizen Services/Division of Senior Services will conduct the hearing:

Immediately following the AREA PLAN hearing

Date: Tuesday May 5, 2015
Time: 1:00 p.m. until 2:00 p.m.
Location: Sheila Oliver Conference Center 14th Fl.
Essex County Leroy Smith Public Safety Building
60 Nelson Place, Newark, NJ 07102

Limited Transportation Available

For transportation, call 973-618-1280 by Friday May 1, 2015

The public hearing is an important source of information for the Division planning of programs and services for older adults. Individuals are encouraged to voice their concerns about existing services or unmet needs of the County's older adults.

Testimony is invited from older persons, their family members, staff of agencies and organizations serving older adults, public officials, and other interested parties.

Call (973) 395-8397 if you wish to offer testimony.
Leave your name, agency affiliation (if applicable) and phone number



COUNTY OF ESSEX
DEPARTMENT OF CITIZEN SERVICES
DIVISION OF SENIOR SERVICES

900 Bloomfield Avenue – Verona, New Jersey 07044
973-395-8375 --- 973-228-6890 (Fax)

Joseph N. DiVincenzo, Jr.
Essex County Executive

Anibal Ramos Jr.
Department Director

Jaklyn De Vore
Division Director

June 30, 2015

Dear Librarian.

The material included herein is the application for the County of Essex Special Transportation System to receive funding to continue our Paratransit services for the residents of Essex County aged 60 and older and the disabled residents aged 18 and older for funding year 2016.

As a requirement of the application we are required to submit a copy of the application to your facility for public review.

Please display this notice as our submission and compliance and make the application available for review to any who wish to review it for a minimum of 60 calendar days.

If there are any questions they may be directed to the Essex County Division of Senior Services at the address and phone numbers in the letterhead.

Sincerely,

Jaklyn DeVore
Division Director

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

PUBLIC HEARING

RE:)
) TRANSCRIPT OF
ESSEX COUNTY SPECIAL) PROCEEDINGS:
TRANSPORTATION PUBLIC)
HEARING.)

-----)
SHELIA OLIVER CONFERENCE CENTER
60 Nelson Place
14th Floor
Newark, New Jersey
Tuesday, May 5, 2015
1:00 p.m.

B E F O R E:

JAKLYN DeVORE, EXECUTIVE DIRECTOR,
DIVISION OF SENIOR SERVICES,
COUNTY OF ESSEX

ROBERTS, WALSH & COMPANY
CERTIFIED COURT REPORTERS & VIDEOGRAPHERS
425 Eagle Rock Avenue, Suite 201
Roseland, New Jersey 07068
973-228-9280

2

1 MS. DeVORE: Good afternoon. If
 2 you're in the back, please keep it quiet, because
 3 I am about to start.
 4 Good afternoon. My name is Jaklyn
 5 DeVore. I am the Director of Essex County
 6 Division of Senior Services. Special
 7 transportation is one of the services provided
 8 through that agency. I will do a short
 9 presentation on special transportation and then
 10 open the floor for testimony. I only have one
 11 speaker so far, but I will allow you, I will allow
 12 you to speak after the person that I have on the
 13 list speaks.
 14 The purpose of this public hearing
 15 today is to inform the public of the operation and
 16 planning of special transportation, allow the
 17 public to give testimony about the unmet needs of
 18 the riders, to allow the Division of Senior
 19 Services and its fellow stakeholders to gain a
 20 sense of the unmet needs of the public so they can
 21 plan and find ways to address those needs and
 22 better serve the public. At the end of this
 23 presentation you will be allowed to testify. We
 24 will not respond to your comments today. Please
 25 state your full name and spell it. State your

3

1 address. State your phone number, if you wish.
 2 You will be allowed five minutes to speak. If you
 3 are speaking on behalf of someone, please state
 4 that you are speaking on behalf of, then state
 5 your name and spell it and then their name and
 6 spell it. Also state their address. The Division
 7 of Senior Services thanks you for your attendance
 8 and participation.
 9 The Essex County Special
 10 Transportation System is for senior citizens aged
 11 60 and older and disabled persons aged 18 and
 12 older. We provide a variety of transportation
 13 types to those persons.
 14 There is a Non Discrimination
 15 Policy. The Essex County Special Transportation
 16 System operates its programs and services without
 17 regard to race, color or national origin in
 18 accordance with Title VI of the Civil Rights Act
 19 of 1964, as amended. Any person who believes that
 20 she or he has been aggrieved by any unlawful
 21 discriminatory practice under Title VI may file a
 22 complaint in writing to Essex County Special
 23 Transportation System. To file a complaint, or
 24 for more information on Essex County Special
 25 Transportation System obligations under Title VI,

4

1 write to: Essex County Division of Senior
 2 Services, 900 Bloomfield Avenue, Verona, New
 3 Jersey 07044, or visit www.essexcountynj.org.
 4 Transportation services provided by this agency
 5 are in whole or part funded through federal funds
 6 received through NJ Transit and as an individual
 7 you also have the right to file your complaint
 8 under Title VI to New Jersey Transit by writing
 9 to: New Jersey Transit Customer Service, Title VI
 10 Division, One Penn Plaza East, Newark, New Jersey
 11 07105. If the information is needed in another
 12 language, contact 973-395-8375 or 973-395-8365 or
 13 8367. I could read this in Spanish, but I won't.
 14 The Essex County Special
 15 Transportation System is funded in 2015 by the
 16 Senior Citizens and Disabled Riders Transportation
 17 Assistance Program, commonly known as Casino
 18 Revenue. This fund is a tax on the income of the
 19 casinos of Atlantic City and has been steadily
 20 declining in the past years due to competition.
 21 Recently the Internet Gaming Plan
 22 was approved and began operations. The Casino
 23 Revenue Fund is projected to receive funds in 2016
 24 that will allow funding for that year's funding to
 25 remain close to 2015 levels but, unfortunately,

5

1 further cuts are expected for 2017. In other
 2 words, funding for the past five years has
 3 declined. In 2016 we may see some of the benefits
 4 of internet gaming, however, it should level off
 5 in 2016 and in 2017 we should see declines again.
 6 For 2015 we have been able to insert funding from
 7 the Older Americans Act into transportation
 8 directly but will not be able to do so for 2016.
 9 We continue to accept as required and solicit
 10 donations to assist us in operating this system.
 11 The Older Americans Act compels us to inform the
 12 public that they are allowed to donate to the
 13 program if they wish to do so. At no time will
 14 you be refused services if you do not choose to
 15 donate. Please inquire as to how to donate if you
 16 wish to do so. Drivers are not allowed to collect
 17 donations. Don't stick a dollar in their hand.
 18 Don't tip them. They get fired. Please don't do
 19 it.
 20 Senior Population in Essex County
 21 as shown through the pie chart. As you can see,
 22 we go from the biggest, the highest populated,
 23 Newark, with almost 35,000 seniors, to the
 24 smallest, I think it's Caldwell, with 1,616.
 25 Essex Fells is less. Okay. Essex Fells has only

<p>6</p> <p>1 470, has a really small town, but you can see what 2 the need is and how different we are here in this 3 county. I read an article a couple of years ago 4 that said that Short Hills and Maplewood were the 5 third largest community in the country, not the 6 state, in the country. Imagine having in your one 7 county one of the lowest, it's definitely in the 8 state, lowest income in the state and the third 9 largest, third highest in the country all in one 10 county, so that's the tail of two counties for 11 sure.</p> <p>12 The Essex County Special 13 Transportation is currently a free transportation 14 service monitored by the Division of Senior 15 Services and operated by a vendor known as 16 Transdev, Inc., formerly known as Veolia 17 Transportation. They are responsible for the 18 hiring and training of the supervision staff 19 headed by the General Manager, Mr. Andrew Burke. 20 He is responsible for the performance of the 21 day-to-day operations. The operation, located at 22 10 Eisenhower Parkway in Roseland, is where the 23 reservation staff is located and the vehicles are 24 housed. For reservations and information about 25 transportation you can call 973-618-1280.</p>	<p>8</p> <p>1 program. This program and the Casino Revenue 2 program is administered by New Jersey Transit. 3 The Federal Transit Administration, 4 the FTA, 5310 program allows participating 5 agencies to apply for vehicles and other grants. 6 The Division of Senior Services monitors the needs 7 of the system and applies for vehicles and grants 8 to assist our program in serving the residents of 9 Essex County. Essex County is currently scheduled 10 to receive an extended mini-bus with the seating 11 capacity of 16 ambulatory riders and two disabled 12 riders from the most recently approved 2011-2012 13 fiscal year grant. This will bring our current 14 fleet to 34 vehicles.</p> <p>15 What are your Needs? Please tell 16 us what are the needs you would like to see us 17 provide. In industry lingo, we call this unmet 18 needs. We want to know what services you feel 19 transportation is not providing at this time that 20 would help your quality of life. What service 21 improvements can we make to improve our service 22 for you, our fellow Essex County residents? 23 That ends the reading of our 24 presentation and opens the floor for testimony. 25 When you testify, please sit in the seat with the</p>
<p>7</p> <p>1 The type of trips performed by 2 transportation for persons eligible to use our 3 system are medical appointments, physical and 4 mental therapies, nutrition sites, shopping for 5 food and to the malls, competitive and 6 non-competitive employment, educational services, 7 social activities with possible arrangements for 8 group trips.</p> <p>9 Future Planning. In 2015 and 10 beyond our mission is to continue to meet the 11 challenges of reduced funding, ensure the fleet is 12 maintained for safe operations, work with our 13 vendor to improve and upgrade operations, look for 14 new opportunities of funding to lessen the impact 15 on the residents of Essex County, begin the 16 process of retiring the vehicles as they age and 17 replace them as needed.</p> <p>18 Since 2011 to the present the fleet 19 of these vehicles used by the Special 20 Transportation System has been revamped and 21 modernized. The Special Transportation System 22 utilized dollars provided in the Casino Revenue 23 funds to purchase vehicles of different sizes and 24 equipment. We also receive 10 vehicles during 25 those same years from the FTA Urban/Suburban 5310</p>	<p>9</p> <p>1 microphone, spell your name, tell us your address 2 and that's it.</p> <p>3 First speaker will be Hilda Moore. 4 MS. MOORE: Hilda Moore, H-I-L-D-A 5 M-O-O-R-E, 23 Burnett Street, Caldwell. 6 I used to ride Essex County 7 Transportation over 20 years ago and then I 8 stopped because the service was so bad. I started 9 riding again back in January and I thought, maybe 10 this time the service would be better. The first 11 day I went to physical therapy. Oh, it was 12 great. They picked me up on time, came back and 13 got me. The next day I had to wait 45 minutes for 14 someone to pick me up. Again, another time I 15 waited over four-and-a-half hours just to get 16 home, about three miles from where I live, because 17 I couldn't walk the distance and it had started 18 snowing that day. Physical therapy had been 19 closed. The receptionist stayed and waited with 20 me. She kept calling, I kept calling the 21 transport service. They told me someone would 22 pick me up in five minutes, then it was 15, then 23 it was 20. The lady came four-and-a-half hours 24 later. She said she had just been called and she 25 was coming from Belleville. I want to know, why</p>

10

1 is the service so bad if it's prioritize --
2 privatized? When you go back, go back, get some
3 regular drivers instead of privatizing. I don't
4 see where it's gotten any better. Sometimes when
5 you call the office people are snapping at you.
6 I've had some drivers who have been very rude.
7 One driver told me one day when he was late
8 picking me up, he says well, you shouldn't
9 complain, you're not paying for it anyway. Well,
10 I'm a taxpayer, yes, I am paying for it. I don't
11 feel I have to go through this. I think the
12 service should be improved. That's all I have to
13 say.

14 MS. DeVORE: Thank you, Miss Moore.
15 While we will not make comments, I
16 will say this about the presentation, that this
17 has phone numbers in it. When anything of that
18 sort happens, you should call the office
19 immediately.

20 Our next speaker is Arlene
21 Brunson.

22 MS. BRUNSON: Good afternoon. My
23 name is Arlene Brunson, A-R-L-E-N-E,
24 B-R-U-N-S-O-N. I live at 265 Morris Avenue and I
25 started riding with Essex County Bus about two

11

1 months ago. I had major surgery and I had to have
2 a follow-up visit with my doctor in West Orange.
3 They picked me up on time and I told them that I
4 wanted the window from 2:00 to 4:00, that's how
5 long it should take. When the doctor was finished
6 about 20 minutes to four, I called them to let
7 them know I was ready. So about 10 minutes after
8 four I called back, oh, they're on their way. I
9 called back and then she said something happened
10 to the driver and we're gonna' send somebody else
11 and something happened to that driver, he's on his
12 way, and so it went back and forth and back and
13 forth and I started feeling weak and getting
14 sick. By this time I should have been at home,
15 you know, laying down after this major surgery. I
16 went and sat outside the doctor's office and I
17 waited so long that they were getting ready to
18 close the doctor's office, and she said Miss
19 Brunson, you're still here, yeah, so I'm still
20 calling back to the office and now it's we're
21 gonna' send somebody else now. The bus finally
22 came, it was like five minutes after six. It was
23 two hours I had to wait. I told them about my
24 surgery and that I was diabetic, that I wasn't
25 feeling well. Well, you should have brought a

12

1 sandwich with you, you should have did this, you
2 should have did that, and I didn't think all that
3 was necessary, so that was my complaint.

4 MS. DeVORE: Thank you, so much,
5 Miss Brunson.

6 MS. BRUNSON: Thank you.

7 MS. DeVORE: Is there another that
8 would like to speak? Yes. You need assistance?

9 MS. WILLIAMS: Good afternoon,
10 everyone.

11 MS. DeVORE: Good afternoon.

12 MS. WILLIAMS: My name is Diane
13 Williams. Diane with one N. Diane, D-I-A-N-E,
14 W-I-L-L-I-A-M-S. I live on Stuyvesant Avenue in
15 Newark, 16.

16 I appear not to testify, it's to, I
17 guess vent. I just started with this program,
18 riding with them in April. Since then I have had
19 five times that I have waited over an hour, one
20 time into two hours. The problem with this agency
21 I think is with the dispatch, because when I ask
22 the drivers, why are they so late, we go through
23 all of that to make a reservation, they tell you
24 people will be here at a certain time and they're
25 hours late. Oh, they just told me. Well, I go up

13

1 to Kesslers and I said sometimes I come out and I
2 see a bus just sitting there or buses run by and I
3 said are you here to pick me up, and it's oh, no,
4 your name's not on the list, so you go, okay, you
5 know, one or two times, you know, that's one thing
6 but -- and another thing, I don't know how they
7 would be able to help, but I'm a survivor of 12
8 hour spinal surgery, thank God, he's been with me,
9 but I was very upset that it took me five months
10 to get to Kesslers because every agency that I
11 asked, none of the home health aides was able to
12 accompany me to physical therapy. So what I'm in
13 the process of doing now, because the neurosurgeon
14 said I really needed to start physical therapy
15 before I get atrophy in my muscles, I have to pay
16 a lady that I just see in the street, in the
17 neighborhood \$5 a day to bring this downstairs,
18 because they told me at Essex County they don't
19 come into the building, you got to be outside at
20 the curb. Well, I'm on the second floor. It's
21 not an elevator building so it's hard for me to
22 get up and down. For me, I can't even carry
23 this. And then, you know, it's like another time
24 a gentleman came and he sees me with the Rollator
25 and he's like, oh, well, you gonna' have to walk

<p style="text-align: right;">14</p> <p>1 up these steps today because the ramp is broke. I 2 said, oh, no, I'm not. He happened to be a big, 3 strong guy so I said I guess you gonna' carry me 4 up because there's no way I can get up these 5 steps, so, you know, he helped me around the 6 waist, you know, give me a little hoist up, but 7 why can't they put in a program when you go to 8 register, you know, put R for Rollator or W for a 9 wheelchair so they know to send that out, you 10 know. Everybody can't walk up the steps. I said 11 for something so simple, it makes no difference, 12 so it was either try your best to get up here or 13 miss therapy for the day, you know, so if there's 14 any way that they can improve in that. Another 15 thing, they didn't tell me all the services that 16 they had, because I was - I find out through the, 17 when someone else is riding with me and says oh, 18 well, they go to Shop Rite, they go to Walmart, 19 they go to the - I said since when, they told me 20 it was just for doctors' appointments and therapy, 21 you know. Maybe when someone is new, even if they 22 don't want to mail it, on your first ride with 23 them have a little envelope to give, you know, a 24 little letter to say these are the services we 25 have, because they never have time when you call</p>	<p style="text-align: right;">16</p> <p>1 is not gonna' work if you don't have people like 2 me going, so I think it would be to your benefit. 3 And I apologize for being late. I'm not a person 4 that like to be late, but what was the sense of me 5 calling for transportation, get the bus to come 6 out today and the van didn't know where the place 7 was. I said now part of this is about your job, 8 in understanding, you should know. Oh, well, I 9 don't know. They don't tell me anything. Well, 10 you don't even read the papers that are taped up 11 inside your vehicle, I don't understand that. So 12 if they could help with those, that would be 13 nice. 14 MS. DeVORE: Thank you, Miss 15 Williams. 16 MS. WILLIAMS: Thank you. 17 MS. DeVORE: Appreciate that. 18 We have one other speaker, Frances 19 Shepard. 20 MR. SHEPARD: Good afternoon 21 again. My name is Frances Shepard, F-R-A-N-C-E-S, 22 S-H-E-P-A-R-D. I'm the Coordinator for the City 23 of East Orange Division of Senior Services. 24 There is a growing need for 25 transportation concerns. First, I would like to</p>
<p style="text-align: right;">15</p> <p>1 them and talk, so I don't, I don't know what the 2 problem is. Then, like, I have to go for another 3 two months. Oh, well, you're gonna' have to call 4 every two weeks before. Why? If I'm going today 5 and I'm telling you I have to go for two months - 6 hold on. That's my phone. I'm so sorry. I was 7 saying, I keep hearing music. I'm so sorry. Why 8 should I have to call back every two weeks to make 9 an appointment when I'm telling you today I need 10 to go to therapy three times a week for the next 11 two months? Why you can't put me right in your 12 slot? Then the one last thing I notice, it's for 13 seniors. Now, if it wasn't for me being 14 inquisitive, the lady had the flyer, they had 15 folded it up and I was looking at it, and I'm a 16 person that like to come to meetings, she said so 17 yeah, there's a meeting coming, so I said well, 18 why don't they hand these out to people so you can 19 get more people to come and, you know, be active 20 in the service, and she's like, oh, well, you 21 know, a lot of times I don't have none or they 22 don't have copies. Well, aren't meetings supposed 23 to be important? 24 MS. DeVORE: Absolutely. 25 MS. WILLIAMS: I mean, the service</p>	<p style="text-align: right;">17</p> <p>1 commend the Essex County Division of Senior 2 Services for their transportation services they 3 provide county wide. However, many seniors are 4 complaining about the long wait times. They're 5 not just complaining about free services, but 6 transportation services provided by Essex, as 7 well. I understand that transportation providers 8 may be overwhelmed with clients needing rides to 9 and from, but maybe restructuring how the schedule 10 is made can help reduce the long waiting times for 11 seniors that are waiting to be picked up. Also, 12 provide sensitivity training to the drivers so the 13 drivers can be more understanding to the needs of 14 the seniors while responding to questions or 15 concerns that they may have. That little 16 understanding can make it so much better and 17 faster. 18 Again, I thank you for this 19 opportunity to share transportation concerns and I 20 look forward to working with you in the future. 21 Thank you. 22 MS. DeVORE: Thank you, Frances. 23 I have one testimony to read into 24 the record. This is from Jewish Vocational 25 Services, Robert Strausberg, S-T-R-A-U-S-B-E-R-G,</p>

1 Councilman Coordinator. Jewish Vocational
 2 Services and the senior citizens and individuals
 3 with disabilities served by JVS thank the Essex
 4 County Division of Senior Services for the
 5 opportunity to submit testimony at this
 6 transportation public hearing. We're very
 7 appreciative of the Division's leadership role in
 8 addressing the transportation needs of these
 9 county residents, many of whom live at or below
 10 the poverty level. The number of seniors aging in
 11 place in Essex County is ever increasing and
 12 adequate transportation is key to allowing them to
 13 remain living in their own homes instead of being
 14 institutionalized. Appropriate and adequate
 15 transportation is also needed by county residents
 16 with disabilities to ensure true community
 17 inclusion. Many people with disabilities want to
 18 work competitively but have difficulty getting to
 19 job sites. Transportation is also needed for
 20 medical appointments, recreational activities,
 21 shopping and employment. While the Division of
 22 Senior Services provides excellent transportation
 23 services to seniors and to people with
 24 disabilities, there remains a need to expand
 25 services for individuals who have unmet needs. It

1 is also important for the county providers to
 2 share information about transportation resources
 3 with each other. For example, JVS has had good
 4 success in using NJ TIP of Rutgers to travel train
 5 individuals with disabilities who have not
 6 previously utilized public transportation.
 7 Thank you.
 8 Is there any other?
 9 So I will call to close this Public
 10 Hearing on Special Transportation.
 11 (At 1:40 p.m. proceedings were
 12 concluded.)
 13
 14
 15
 16
 17
 18
 19
 20
 21
 22
 23
 24
 25

CERTIFICATION

1
 2 I, MICHELLE GRUENDEL, CCR, do
 3 hereby certify that the above proceedings were
 4 recorded stenographically by me and reduced to
 5 typewriting by me.

6 I FURTHER CERTIFY that the
 7 foregoing transcript of the said public hearing is
 8 a true and correct transcript of the testimony
 9 given by the said witness at the time and place
 10 specified hereinbefore.

11 I FURTHER CERTIFY that I am not a
 12 relative or employee or attorney or counsel of any
 13 of the parties, nor a relative or employee of such
 14 attorney or counsel, or financially interested
 15 directly or indirectly in this action.



Michelle Gruendel

 MICHELLE GRUENDEL, CCR

16
 17
 18
 19
 20
 21
 22
 23
 24
 25

A	aggrieved 3:20 aging 18:10 ago 6:3 9:7 11:1 aides 13:11 allow 2:11,11 2:16,18 4:24 allowed 2:23 3:2 5:12,16 allowing 18:12 allows 8:4 almost 5:23 ambulatory 8:11 amended 3:19 Americans 5:7 5:11 Andrew 6:19 another 4:11 9:14 12:7 13:6,23 14:14 15:2 anything 10:17 16:9 anyway 10:9 apologize 16:3 appear 12:16 applies 8:7 apply 8:5 appointment 15:9 appointments 7:3 14:20 18:20 Appreciate 16:17 appreciative 18:7 Appropriate 18:14 approved 4:22 8:12 April 12:18 aren't 15:22 Arlene 10:20 10:23 around 14:5	arrangements 7:7 article 6:3 asked 13:11 assist 5:10 8:8 assistance 4:17 12:8 Atlantic 4:19 atrophy 13:15 attendance 3:7 attorney 20:12 20:14 Avenue 1:22 4:2 10:24 12:14 A-R-L-E-N-E 10:23	big 14:2 biggest 5:22 Bloomfield 4:2 bring 8:13 13:17 broke 14:1 brought 11:25 Brunson 10:21 10:22,23 11:19 12:5,6 building 13:19 13:21 Burke 6:19 Burnett 9:5 bus 10:25 11:21 13:2 16:5 buses 13:2 B-R-U-N-S-O-N 10:24
	B		C
	back 2:2 9:9 9:12 10:2,2 11:8,9,12,12 11:20 15:8 bad 9:8 10:1 because 2:2 9:8,16 12:21 13:10,13,18 14:1,4,16,25 before 13:15 15:4 began 4:22 begin 7:15 behalf 3:3,4 being 15:13 16:3 18:13 believes 3:19 Belleville 9:25 below 18:9 benefit 16:2 benefits 5:3 best 14:12 better 2:22 9:10 10:4 17:16 beyond 7:10	back 2:2 9:9 9:12 10:2,2 11:8,9,12,12 11:20 15:8 bad 9:8 10:1 because 2:2 9:8,16 12:21 13:10,13,18 14:1,4,16,25 before 13:15 15:4 began 4:22 begin 7:15 behalf 3:3,4 being 15:13 16:3 18:13 believes 3:19 Belleville 9:25 below 18:9 benefit 16:2 benefits 5:3 best 14:12 better 2:22 9:10 10:4 17:16 beyond 7:10	Caldwell 15:24 9:5 call 6:25 8:17 10:5,18 14:25 15:3,8 19:9 called 9:24 11:6,8,9 calling 9:20 9:20 11:20 16:5 came 9:12,23 11:22 13:24 can't 13:22 14:7,10 15:11 capacity 8:11 carry 13:22 14:3 Casino 4:17,22 7:22 8:1 casinos 4:19 CCR 20:2,20 CENTER 1:8 certain 12:24
able 5:6,8 13:7,11 about 2:3,17 6:24 9:16 10:16,25 11:6,7,23 16:7 17:4,5 19:2 above 20:3 Absolutely 15:24 accept 5:9 accompany 13:12 accordance 3:18 Act 3:18 5:7 5:11 action 20:15 active 15:19 activities 7:7 18:20 address 2:21 3:1,6 9:1 addressing 18:8 adequate 18:12 18:14 administered 8:2 Administra... 8:3 after 2:12 11:7,15,22 afternoon 2:1 2:4 10:22 12:9,11 16:20 again 5:5 9:9 9:14 16:21 17:18 age 7:16 aged 3:10,11 agencies 8:5 agency 2:8 4:4 12:20 13:10			

CERTIFICATION 20:1	concluded 19:12	declines 5:5	dollars 7:22
CERTIFIED 1:22	CONFERENCE 1:8	declining 4:20	donate 5:12, 15
certify 20:3, 6	contact 4:12	definitely 6:7	5:15
20:11	continue 5:9	DeVORE 1:14	donations 5:10
challenges 7:11	7:10	2:1, 5 10:14	5:17
chart 5:21	Coordinator	12:4, 7, 11	don't 5:17, 18
choose 5:14	16:22 18:1	15:24 16:14	5:18 10:3, 10
citizens 3:10	copies 15:22	16:17 17:22	13:6, 18
4:16 18:2	correct 20:8	diabetic 11:24	14:22 15:1, 1
City 4:19	could 4:13	Diane 12:12, 13	15:18, 21, 22
16:22	16:12	12:13	16:1, 9, 9, 10
Civil 3:18	couldn't 9:17	didn't 12:2	16:11
clients 17:8	Councilman	14:15 16:6	down 11:15
close 4:25	18:1	difference	13:22
11:18 19:9	counsel 20:12	14:11	downstairs
closed 9:19	20:14	different 6:2	13:17
collect 5:16	counties 6:10	7:23	driver 10:7
color 3:17	country 6:5, 6	difficulty	11:10, 11
come 13:1, 19	6:9	18:18	drivers 5:16
15:16, 19	county 1:5, 15	directly 5:8	10:3, 6 12:22
16:5	2:5 3:9, 15	20:15	17:12, 13
coming 9:25	3:22, 24 4:1	Director 1:14	due 4:20
15:17	4:14 5:20	2:5	during 7:24
commend 17:1	6:3, 7, 10, 12	disabilities	D-I-A-N-E
comments 2:24	7:15 8:9, 9	18:3, 16, 17	12:13
10:15	8:22 9:6	18:24 19:5	
commonly 4:17	10:25 13:18	disabled 3:11	E
community 6:5	17:1, 3 18:4	4:16 8:11	each 19:3
18:16	18:9, 11, 15	Discrimina...	Eagle 1:22
COMPANY 1:21	19:1	3:14	East 4:10
compels 5:11	couple 6:3	discrimina...	16:23
competition	COURT 1:22	3:21	educational
4:20	curb 13:20	dispatch 12:21	7:6
competitive	current 8:13	distance 9:17	Eisenhower
7:5	currently 6:13	Division 1:14	6:22
competitively	8:9	2:6, 18 3:6	either 14:12
18:18	Customer 4:9	4:1, 10 6:14	elevator 13:21
complain 10:9	cuts 5:1	8:6 16:23	eligible 7:2
complaining	D	17:1 18:4, 21	else 11:10, 21
17:4, 5	day 9:11, 13, 18	Division's	14:17
complaint 3:22	10:7 13:17	18:7	employee 20:12
3:23 4:7	14:13	doctor 11:2, 5	20:13
12:3	day-to-day	doctors 14:20	employment 7:6
concerns 16:25	6:21	doctor's 11:16	18:21
17:15, 19	declined 5:3	11:18	end 2:22
		doing 13:13	ends 8:23
		dollar 5:17	ensure 7:11

18:16	first 9:3,10	5:4	2:14 15:7
envelope 14:23	14:22 16:25	General 6:19	18:6 19:10
equipment 7:24	fiscal 8:13	gentleman	20:7
Essex 1:5,15	five 3:2 5:2	13:24	help 8:20 13:7
2:5 3:9,15	9:22 11:22	getting 11:13	16:12 17:10
3:22,24 4:1	12:19 13:9	11:17 18:18	helped 14:5
4:14 5:20,25	fleet 7:11,18	give 2:17 14:6	here 6:2 11:19
5:25 6:12	8:14	14:23	12:24 13:3
7:15 8:9,9	floor 1:9 2:10	given 20:9	14:12
8:22 9:6	8:24 13:20	go 5:22 10:2,2	hereby 20:3
10:25 13:18	flyer 15:14	10:11 12:22	hereinbefore
17:1,6 18:3	folded 15:15	12:25 13:4	20:10
18:11	follow-up 11:2	14:7,18,18	he's 11:11
every 13:10	food 7:5	14:19 15:2,5	13:8,25
15:4,8	foregoing 20:7	15:10	highest 5:22
Everybody	formerly 6:16	God 13:8	6:9
14:10	forth 11:12,13	going 15:4	Hilda 9:3,4
everyone 12:10	forward 17:20	16:2	Hills 6:4
example 19:3	four 11:6,8	gonna 11:10,21	hiring 6:18
excellent	four-and-a...	13:25 14:3	hoist 14:6
18:22	9:15,23	15:3 16:1	hold 15:6
EXECUTIVE 1:14	Frances 16:18	good 2:1,4	home 9:16
expand 18:24	16:21 17:22	10:22 12:9	11:14 13:11
expected 5:1	free 6:13 17:5	12:11 16:20	homes 18:13
extended 8:10	from 5:6,22	19:3	hour 12:19
	7:25 8:12	gotten 10:4	13:8
F	9:16,25 11:4	grant 8:13	hours 9:15,23
far 2:11	17:9,24	grants 8:5,7	11:23 12:20
faster 17:17	FTA 7:25 8:4	great 9:12	12:25
federal 4:5	full 2:25	group 7:8	housed 6:24
8:3	fund 4:18,23	growing 16:24	however 5:4
feel 8:18	funded 4:5,15	GRUENDEL 20:2	17:3
10:11	funding 4:24	20:20	H-I-L-D-A 9:4
feeling 11:13	4:24 5:2,6	guess 12:17	
11:25	7:11,14	14:3	I
fellow 2:19	funds 4:5,23	guy 14:3	Imagine 6:6
8:22	7:23		immediately
Fells 5:25,25	further 5:1	H	10:19
file 3:21,23	20:6,11	hand 5:17	impact 7:14
4:7	future 7:9	15:18	important
finally 11:21	17:20	happened 11:9	15:23 19:1
financially	F-R-A-N-C-E-S	11:11 14:2	improve 7:13
20:14	16:21	happens 10:18	8:21 14:14
find 2:21		hard 13:21	improved 10:12
14:16	G	headed 6:19	improvements
finished 11:5	gain 2:19	health 13:11	8:21
fired 5:18	gaming 4:21	hearing 1:1,6	inclusion

18:17	4:3,8,9,10	life 8:20	20:20
income 4:18	8:2	lingo 8:17	microphone 9:1
6:8	Jewish 17:24	list 2:13 13:4	miles 9:16
increasing	18:1	little 14:6,23	mini-bus 8:10
18:11	job 16:7 18:19	14:24 17:15	minutes 3:2
indirectly	just 9:15,24	live 9:16	9:13,22 11:6
20:15	12:17,25	10:24 12:14	11:7,22
individual 4:6	13:2,16	18:9	miss 10:14
individuals	14:20 17:5	living 18:13	11:18 12:5
18:2,25 19:5	JVS 18:3 19:3	located 6:21	14:13 16:14
industry 8:17		6:23	mission 7:10
inform 2:15	K	long 11:5,17	modernized
5:11	keep 2:2 15:7	17:4,10	7:21
information	kept 9:20,20	look 7:13	monitored 6:14
3:24 4:11	Kesslers 13:1	17:20	monitors 8:6
6:24 19:2	13:10	looking 15:15	months 11:1
inquire 5:15	key 18:12	lot 15:21	13:9 15:3,5
inquisitive	know 8:18 9:25	lowest 6:7,8	15:11
15:14	11:7,15 13:5		Moore 9:3,4,4
insert 5:6	13:5,6,23	M	10:14
inside 16:11	14:5,6,8,9	made 17:10	Morris 10:24
instead 10:3	14:10,13,21	mail 14:22	much 12:4
18:13	14:23 15:1	maintained	17:16
institutio...	15:19,21	7:12	muscles 13:15
18:14	16:6,8,9	major 11:1,15	music 15:7
interested	known 4:17	make 8:21	M-O-O-R-E 9:5
20:14	6:15,16	10:15 12:23	
internet 4:21		15:8 17:16	N
5:4	L	makes 14:11	name 2:4,25
it's 5:24 6:7	lady 9:23	malls 7:5	3:5,5 9:1
10:1,4 11:20	13:16 15:14	Manager 6:19	10:23 12:12
12:16 13:3	language 4:12	many 17:3 18:9	16:21
13:20,21,23	largest 6:5,9	18:17	name's 13:4
15:12	last 15:12	Maplewood 6:4	national 3:17
I'm 10:10	late 10:7	may 1:10 3:21	necessary 12:3
11:19 13:7	12:22,25	5:3 17:8,15	need 6:2 12:8
13:12,20	16:3,4	maybe 9:9	15:9 16:24
14:2 15:4,5	later 9:24	14:21 17:9	18:24
15:6,7,9,15	laying 11:15	mean 15:25	needed 4:11
16:3,22	leadership	medical 7:3	7:17 13:14
I've 10:6	18:7	18:20	18:15,19
	less 5:25	meet 7:10	needing 17:8
J	lessen 7:14	meeting 15:17	needs 2:17,20
Jaklyn 1:14	letter 14:24	meetings 15:16	2:21 8:6,15
2:4	level 5:4	15:22	8:16,18
January 9:9	18:10	mental 7:4	17:13 18:8
Jersey 1:9,23	levels 4:25	MICHELLE 20:2	18:25

<p>13:17 Nelson 1:8 neurosurgeon 13:13 never 14:25 new 1:9, 23 4:2 4:8, 9, 10 7:14 8:2 14:21 Newark 1:9 4:10 5:23 12:15 next 9:13 10:20 15:10 nice 16:13 NJ 4:6 19:4 Non 3:14 none 13:11 15:21 non-compet... 7:6 notice 15:12 now 11:20, 21 13:13 15:13 16:7 number 3:1 18:10 numbers 10:17 nutrition 7:4</p> <hr/> <p style="text-align: center;">O</p> <hr/> <p>obligations 3:25 office 10:5, 18 11:16, 18, 20 oh 9:11 11:8 12:25 13:3 13:25 14:2 14:17 15:3 15:20 16:8 okay 5:25 13:4 older 3:11, 12 5:7, 11 OLIVER 1:8 one 2:7, 10 4:10 6:6, 7, 9 10:7, 7 12:13</p>	<p>12:19 13:5, 5 15:12 16:18 17:23 only 2:10 5:25 open 2:10 opens 8:24 operated 6:15 operates 3:16 operating 5:10 operation 2:15 6:21 operations 4:22 6:21 7:12, 13 opportunities 7:14 opportunity 17:19 18:5 Orange 11:2 16:23 origin 3:17 other 5:1 8:5 16:18 19:3, 8 outside 11:16 13:19 overwhelmed 17:8</p> <hr/> <p style="text-align: center;">P</p> <hr/> <p>papers 16:10 Parkway 6:22 part 4:5 16:7 participating 8:4 participation 3:8 parties 20:13 past 4:20 5:2 pay 13:15 paying 10:9, 10 Penn 4:10 people 10:5 12:24 15:18 15:19 16:1 18:17, 23 performance 6:20</p>	<p>performed 7:1 person 2:12 3:19 15:16 16:3 persons 3:11 3:13 7:2 phone 3:1 10:17 15:6 physical 7:3 9:11, 18 13:12, 14 pick 9:14, 22 13:3 picked 9:12 11:3 17:11 picking 10:8 pie 5:21 place 1:8 16:6 18:11 20:9 plan 2:21 4:21 planning 2:16 7:9 Plaza 4:10 please 2:2, 24 3:3 5:15, 18 8:15, 25 Policy 3:15 populated 5:22 Population 5:20 possible 7:7 poverty 18:10 practice 3:21 present 7:18 presentation 2:9, 23 8:24 10:16 previously 19:6 prioritize 10:1 privatized 10:2 privatizing 10:3 problem 12:20 15:2</p>	<p>proceedings 1:5 19:11 20:3 process 7:16 13:13 program 4:17 5:13 8:1, 1, 2 8:4, 8 12:17 14:7 programs 3:16 projected 4:23 provide 3:12 8:17 17:3, 12 provided 2:7 4:4 7:22 17:6 providers 17:7 19:1 provides 18:22 providing 8:19 public 1:1, 6 2:14, 15, 17 2:20, 22 5:12 18:6 19:6, 9 20:7 purchase 7:23 purpose 2:14 put 14:7, 8 15:11 p.m. 1:10 19:11</p> <hr/> <p style="text-align: center;">Q</p> <hr/> <p>quality 8:20 questions 17:14 quiet 2:2</p> <hr/> <p style="text-align: center;">R</p> <hr/> <p>race 3:17 ramp 14:1 read 4:13 6:3 16:10 17:23 reading 8:23 ready 11:7, 17 really 6:1 13:14 receive 4:23</p>
---	--	--	---

7:24 8:10	4:16 8:11,12	2:6,18 3:7	shouldn't 10:8
received 4:6	rides 17:8	3:10 4:1,16	shown 5:21
recently 4:21	riding 9:9	5:20 6:14	sick 11:14
8:12	10:25 12:18	8:6 16:23	simple 14:11
receptionist	14:17	17:1 18:2,4	since 7:18
9:19	right 4:7	18:22	12:18 14:19
record 17:24	15:11	seniors 5:23	sit 8:25
recorded 20:4	Rights 3:18	15:13 17:3	sites 7:4
recreational	Rite 14:18	17:11,14	18:19
18:20	Robert 17:25	18:10,23	sitting 13:2
reduce 17:10	ROBERTS 1:21	sense 2:20	six 11:22
reduced 7:11	Rock 1:22	16:4	sizes 7:23
20:4	role 18:7	sensitivity	slot 15:12
refused 5:14	Rollator 13:24	17:12	small 6:1
regard 3:17	14:8	serve 2:22	smallest 5:24
register 14:8	Roseland 1:23	served 18:3	snapping 10:5
regular 10:3	6:22	service 4:9	snowing 9:18
relative 20:12	rude 10:6	6:14 8:20,21	social 7:7
20:13	run 13:2	9:8,10,21	solicit 5:9
remain 4:25	Rutgers 19:4	10:1,12	somebody 11:10
18:13		15:20,25	11:21
remains 18:24	S	services 1:14	sorry 15:6,7
replace 7:17	safe 7:12	2:6,7,19 3:7	sort 10:18
REPORTERS 1:22	said 6:4 9:24	3:16 4:2,4	Spanish 4:13
required 5:9	11:9,18 13:1	5:14 6:15	speak 2:12 3:2
reservation	13:3,14 14:2	7:6 8:6,18	12:8
6:23 12:23	14:3,10,19	14:15,24	speaker 2:11
reservations	15:16,17	16:23 17:2,2	9:3 10:20
6:24	16:7 20:7,9	17:5,6,25	16:18
residents 7:15	same 7:25	18:2,4,22,23	speaking 3:3,4
8:8,22 18:9	sandwich 12:1	18:25	speaks 2:13
18:15	sat 11:16	serving 8:8	special 1:5
resources 19:2	saying 15:7	share 17:19	2:6,9,16 3:9
respond 2:24	says 10:8	19:2	3:15,22,24
responding	14:17	SHELIA 1:8	4:14 6:12
17:14	schedule 17:9	Shepard 16:19	7:19,21
responsible	scheduled 8:9	16:20,21	19:10
6:17,20	seat 8:25	she's 15:20	specified
restructuring	seating 8:10	Shop 14:18	20:10
17:9	second 13:20	shopping 7:4	spell 2:25 3:5
retiring 7:16	see 5:3,5,21	18:21	3:6 9:1
revamped 7:20	6:1 8:16	short 2:8 6:4	spinal 13:8
Revenue 4:18	10:4 13:2,16	should 5:4,5	staff 6:18,23
4:23 7:22	sees 13:24	10:12,18	stakeholders
8:1	send 11:10,21	11:5,14,25	2:19
ride 9:6 14:22	14:9	12:1,2 15:8	start 2:3
riders 2:18	senior 1:14	16:8	13:14

started 9:8, 17 10:25 11:13 12:17 state 2:25, 25 3:1, 3, 4, 6 6:6, 8, 8 stayed 9:19 steadily 4:19 stenograph... 20:4 steps 14:1, 5 14:10 stick 5:17 still 11:19, 19 stopped 9:8 Strausberg 17:25 street 9:5 13:16 strong 14:3 Stuyvesant 12:14 submit 18:5 success 19:4 such 20:13 Suite 1:22 supervision 6:18 supposed 15:22 sure 6:11 surgery 11:1 11:15, 24 13:8 survivor 13:7 system 3:10, 16 3:23, 25 4:15 5:10 7:3, 20 7:21 8:7 S-H-E-P-A-R-D 16:22 S-T-R-A-U-... 17:25	taped 16:10 tax 4:18 taxpayer 10:10 tell 8:15 9:1 12:23 14:15 16:9 telling 15:5, 9 testify 2:23 8:25 12:16 testimony 2:10 2:17 8:24 17:23 18:5 20:8 thank 10:14 12:4, 6 13:8 16:14, 16 17:18, 21, 22 18:3 19:7 thanks 3:7 that's 6:10 9:2 10:12 11:4 13:5 15:6 therapies 7:4 therapy 9:11 9:18 13:12 13:14 14:13 14:20 15:10 there's 14:4 14:13 15:17 they're 11:8 12:24 17:4 thing 13:5, 6 14:15 15:12 think 5:24 10:11 12:2 12:21 16:2 third 6:5, 8, 9 thought 9:9 three 9:16 15:10 time 5:13 8:19 9:10, 12, 14 11:3, 14 12:20, 24 13:23 14:25 20:9	times 12:19 13:5 15:10 15:21 17:4 17:10 tip 5:18 19:4 Title 3:18, 21 3:25 4:8, 9 today 2:15, 24 14:1 15:4, 9 16:6 told 9:21 10:7 11:3, 23 12:25 13:18 14:19 town 6:1 train 19:4 training 6:18 17:12 transcript 1:5 20:7, 8 Transdev 6:16 Transit 4:6, 8 4:9 8:2, 3 transport 9:21 transporta... 1:6 2:7, 9, 16 3:10, 12, 15 3:23, 25 4:4 4:15, 16 5:7 6:13, 13, 17 6:25 7:2, 20 7:21 8:19 9:7 16:5, 25 17:2, 6, 7, 19 18:6, 8, 12, 15 18:19, 22 19:2, 6, 10 travel 19:4 trips 7:1, 8 true 18:16 20:8 try 14:12 Tuesday 1:10 two 6:10 8:11 10:25 11:23 12:20 13:5 15:3, 4, 5, 8	15:11 type 7:1 types 3:13 typewriting 20:5
<hr/>			
U			
under 3:21, 25 4:8 understand 16:11 17:7 understanding 16:8 17:13 17:16 unfortunately 4:25 unlawful 3:20 unmet 2:17, 20 8:17 18:25 upgrade 7:13 upset 13:9 Urban/Subu... 7:25 use 7:2 utilized 7:22 19:6			
<hr/>			
V			
van 16:6 variety 3:12 vehicle 16:11 vehicles 6:23 7:16, 19, 23 7:24 8:5, 7 8:14 vendor 6:15 7:13 vent 12:17 Veolia 6:16 Verona 4:2 VI 3:18, 21, 25 4:8, 9 VIDEOGRAPHERS 1:22 visit 4:3 11:2 Vocational 17:24 18:1			

W	www.essexc...	239:5
waist 14:6	4:3	26510:24
wait 9:13	W-I-L-L-I-...	
11:23 17:4	12:14	3
waited 9:15, 19		348:14
11:17 12:19	Y	35,0005:23
waiting 17:10	yeah 11:19	
17:11	15:17	4
walk 9:17	year 8:13	4:00 11:4
13:25 14:10	years 4:20 5:2	4251:22
Walmart 14:18	6:3 7:25 9:7	459:13
WALSH 1:21	year's 4:24	4706:1
want 8:18 9:25	you're 2:2	
14:22 18:17	10:9 11:19	5
wanted 11:4	15:3	51:10
wasn't 11:24		53107:25 8:4
15:13	\$	
way 11:8, 12	\$5 13:17	6
14:4, 14		601:8 3:11
ways 2:21	0	
weak 11:13	07044 4:3	8
week 15:10	07068 1:23	8367 4:13
weeks 15:4, 8	07105 4:11	
went 9:11	1	9
11:12, 16	1,6165:24	9004:2
West 11:2	1:00 1:10	973-228-9280
we're 11:10, 20	1:40 19:11	1:23
18:6	106:22 7:24	973-395-8365
wheelchair	11:7	4:12
14:9	12 13:7	973-395-8375
whole 4:5	14th 1:9	4:12
wide 17:3	159:22	973-618-1280
Williams 12:9	168:11 12:15	6:25
12:12, 13	183:11	
15:25 16:15	1964 3:19	
16:16		
window 11:4	2	
wish 3:1 5:13	2:00 11:4	
5:16	209:7,23 11:6	
witness 20:9	2011:22	
words 5:2	2011 7:18	
work 7:12 16:1	2011-2012 8:12	
18:18	2015 1:10 4:15	
working 17:20	4:25 5:6 7:9	
write 4:1	2016 4:23 5:3	
writing 3:22	5:5, 8	
4:8	2017 5:1, 5	

Attachment AA.

Provide a list of relevant common sites and key trip generators, including central business districts, major employment centers, shopping centers, hospitals, social service centers and college/universities, apartment complexes, senior complexes. Indicate those that are in your 5311 service area (5311 recipients are required to have on file a map of your 5311 service area).

Dialysis Clinics:

10 Camptown Road, Irvington NJ.
1 Bay Avenue. Montclair NJ.
300 Central Avenue, East Orange NJ.
151 Central Avenue, Orange NJ.
151 Berkeley Ave, Newark NJ.

Hospitals:

St. Barnabas Hospital, Livingston NJ.
Mountainside Hospital, Montclair NJ.
East Orange General Hospital, East Orange NJ.
UMDNJ, Newark NJ.
St. Michaels Hospital, Newark NJ.
Clara Mass Hospital, Belleville NJ.

Senior Complexes:

St. Mary's Villa, 419-425 Sanford Avenue Newark NJ.
25 S. Grove Avenue, East Orange NJ.
New Community Complex- 140 & 180 South Orange Avenue, 265 Morris Avenue Newark NJ.
1 Court Street, Newark NJ.
2 Nevada Street, Newark NJ.

Shopping Centers and Markets:

Lackawanna Shopping center in Montclair NJ.
Essex Green Shopping Plaza in West Orange NJ.
Stop-n-Shop Plaza, West Caldwell NJ.
Shoprite Supermarket Plaza, West Caldwell NJ.



Joseph N. DiVincenzo, Jr.
Essex County Executive

Board of Chosen Freeholders

Britnee N. Timberlake, President / District 3
Brendan W. Gill, Vice President / Freeholder-At-Large
Patricia Sebold, Freeholder-At-Large
Rufus I. Johnson, Freeholder-At-Large
Lebby C. Jones, Freeholder-At-Large
Rolando Bobadilla, District 1
Wayne L. Richardson, District 2
Leonard M. Luciano, District 4
Cynthia D. Toro, District 5

Department of Citizen Services

Anibal Ramos, Department Director

Division of Senior Services

Jaklyn DeVore, Division Director

900 Bloomfield Avenue
Verona, NJ 07044
973-395-8375

www.essexcountynj.org

Putting Essex County First

Ver. #3, 5/30/15

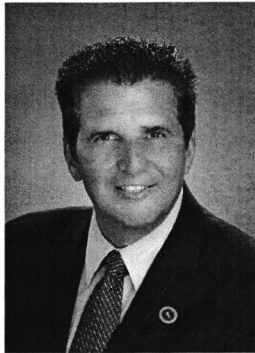


ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM INFORMATION GUIDE



Joseph N. DiVincenzo, Jr.
Essex County Executive
and the Board of Chosen Freeholders

Putting Essex County Seniors First!



The Essex County Special Transportation System is a valuable resource that provides senior citizens and handicapped residents with safe transportation to and from their medical appointments. We are pleased to offer this service to help this very special population live independently.

-Joseph N DiVincenzo, Jr.
Essex County Executive



MISSION STATEMENT

To improve the quality of life and support the independence and dignity of Essex County's older adults and disabled persons, through provision of priority services. To provide safe, reliable, convenient and cost-effective transportation services, with a skilled team of employees, who are dedicated to our clients' needs and committed to excellence of service.



Putting Essex County First



NON-DISCRIMINATION

The ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM

Operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to the ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM. To file a complaint, or for more information on ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM'S obligations under Title VI write to: the DIVISION OF SENIOR SERVICES , 900 BLOOMFIELD AVENUE VERINA NJ, 07044. or visit www.essex-countynj.org. Transportation services provided by this agency are in whole or part funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint under Title VI to NJ TRANSIT by writing to: New Jersey Transit Customer Service – Title VI Division, One Penn Plaza East, Newark, NJ 07105.

If information is needed in another language,
contact 973-395-8375 OR 973-395-8365/8367.

POLITICA DE NO DESCRIMINACION

DEL SISTEMA DE TRANSPORTACION DEL CONDADO DE ESSEX. EL SISTEMA DE TRANSPORTE ESPECIAL DEL CONDADO DE ESSEX, PROVEE SUS SERVICIOS SIN DISTINCION DE RAZA, COLOR, NACIONALIDAD U ORIENTACION SEXUAL ORIGEN EN CONFORMIDAD CON EL CAPITULO VI DE LA LEY DE DERECHOS CIVILES ENMENDADA EN 1964.

CUALQUIER PERSONA QUE CREE HAYA SIDO DESCRIMINADA DEBE/ PUEDE PRESENTAR UNA QUERRELA POR ESCRITO Y DIRIGIRLA AL SISTEMA DE TRANSPORTACION ESPECIAL LOCALISADO EN EL 900 DE BLOOMFIELD AVENUE, VERONA, NEW JERSEY 07044, O AL CORREO ELECTRONICO WWW.ESSEX-COUNTYNJ.ORG

LOS SERVICIOS QUE PROVEE LA AGENCIA SON TOTAL O PARCIALMENTE FINANCIADOS CON FONDOS FEDERALES RECIBIDOS POR MEDIO DE NEW JERSEY TRANSIT

USTED TAMBIEN PUEDE PRESENTAR SU QUEJA ESCRIBIENDO A: NEW JERSEY TRANSIT, SERVICIO AL CLIENTE BAJO EL CAPITULO VI A ESTA DIRECCION: ONE PENN PLAZA EAST, NEWARK, NEW JERSEY 07105.

SI NESECITA INFORMACION EN OTRO IDIOMA POR FAVOR LLAME A LOS SIGUIENTES NUMEROS

POLICY

Essex County Special Transportation reserves the right to refuse a ride to any consumer of the transportation system where the policy is violated or the safety of the transportation system is compromised.

The following conduct will **NOT** be tolerated!

- ◆ RUDENESS TO ANY DRIVER, FELLOW CONSUMER OR STAFF
- ◆ FIGHTING AND/OR DISRUPTIVE BEHAVIOR
- ◆ INTOXICATION (APPEARANCE OR ODOR)
- ◆ PERSONAL HYGEINE ISSUES
- ◆ INSECT INFESTATIONS
- ◆ MISUSE OR ABUSE OF THE SYSTEM OR STAFF
- ◆ ANY DETRIMENTAL BEHAVIORS THAT COMPROMISE THE SAFE OPERATION OF THE VEHICLES OR THE SAFETY AND WELL-BEING OF FELLOW CONSUMERS

Violations CAN result in immediate refusal of transportation. An investigation will be initiated and customer will have the opportunity to discuss issues before the final action is determined.

SCHEDULING APPOINTMENTS

Call Essex County Special Transportation Operated by Transdev Transportation at **973-618-1280**



Monday through Friday 8 a.m. - 3 p.m.

Scheduling must be done no earlier than 14 days prior and no Later than 2 days prior to the appointment date.

APPOINTMENTS WILL NOT BE SCHEDULED ON THE DAY TRANSPORTATION IS NEEDED.

WE VALUE YOUR INPUT

The Essex County Special Transportation System values your comments. We encourage all of our riders to call in with suggestions, accolades and any complaints. When something occurs that you feel is not right, do not hesitate to contact the Transportation System.

PLEASE HAVE THE FOLLOWING INFORMATION:

- Date, time & location when the incident occurred
- Driver's Name (The driver is required to have their name posted and to introduce themselves)
- Explanation of what happened (be thorough)
- Who was involved
- Where did the incident take place
- The name of any witnesses
- The number of people on the bus, if possible

Call **973-618-1280** to discuss any problems encountered while using our transportation service. Mr. Curtis Blake-Supervisor/ Mr. Andrew Burke-General Manager

Complaints can also be made in writing to:
**ESSEX COUNTY DIVISION of SENIOR SERVICES
TRANSPORTATION OFFICE
900 Bloomfield Avenue, Verona NJ 07044**

To assist us in addressing the matter, you should provide your contact information. This will be held and used in confidence. Be assured that reprisals of any kind will NOT take place. Your information will assist us in making the Essex County Special Transportation System a better transportation system for you, the residents of Essex County.

TRANSDEV TRANSPORTATION

At Transdev, formerly known as Veolia Transportation, the credo is simple, *Uncompromising Safety*. Assuring the safety and peace of mind of our passengers is our primary concern. Transdev uses a variety of tools, designed to create and maintain a true safety culture, which make safe and secure operations the top priority for all employees.

Transdev's Group Safety Management System is used to measure, analyze, communicate, audit and continually challenge employees throughout the company. At Transdev, we rely on a team of global experts and national safety managers who constantly expand our knowledge base in areas such as security, reduction of employee and passenger injuries, training of staff, regulation and procedure control. Our success is measured by how safely we transport our passengers every day.

At Transdev, we believe in:

“Safety First, Service Always.”



ELIGIBILITY

- ◆ All Seniors age 60 and older
- ◆ All permanently disabled adults age 18 and older with verification from Social Security
- ◆ Any **NON-MEDICAID**, disabled individual age 18 and older

TRAVEL DAYS & HOURS

Transportation for Medical Appointments

is available **ONLY** on:

Monday—Friday
10:00a.m to 4:00p.m.

*(*Any Medicaid Client requiring medical transportation services should call Logisticare at 1-866-527-9933)*

Transportation for All Other Types of Appointments
(Food shopping, visitations, hair salons, banking and all other personal needs)

Are available on a “First Call, First Available” basis.

MEDICAID CLIENTS MAY APPLY FOR THESE SERVICES!

THE ADRC

The Essex County Division of Senior Services has been identified by the State of New Jersey as the Local **AGING AND DISABLED RESOURCE CENTER** (ADRC) for Essex County.

The Division's ADRC Information and Assistance Unit is the central source for information and referral for older adults and disabled individuals in Essex County. By calling Essex County ADRC at **973-395-8365/8367/8368/8385** or **1-877-222-3737**, older adults and disabled individuals, their families and other concerned individuals can obtain information about referral linkage to community services for older adults and disabled residents. **Individuals with hearing impairments may call the New Jersey Relay Service (711V/TTY) to access information.**

Division Programs to assist family caregivers include the Respite Program and the Jersey Assistance for Community Caregivers (JACC). These programs are accessed through the Division's ADRC Information and Assistance Unit Staff.

OTHER SERVICES

Essex County Special Transportation provides transportation services to:

- ◇ All Nutrition Congregate Meal sites
- ◇ Farmers Markets held throughout the summer
- ◇ Group Trips (Payment Required)
- ◇ Dialysis
- ◇ Physical Therapy
- ◇ Doctors Appointments
- ◇ Non-competitive Employment
- ◇ Food Shopping
- ◇ Hair Salon
- ◇ Bank
- ◇ County Events
- ◇ Evening Mall Shopping

GETTING PICKED UP

The *Essex County Special Transportation System* offers a Curb to Curb service. This means the driver will only assist riders on and off the vehicle. If you need additional assistance getting to and from your home, to the curb or to the place of your appointment, you must discuss this when you are making your reservation so every reasonable effort can be made to assist you. If you have an assistant he or she must be with you when the bus arrives.

A rider's pickup time will be determined at the time you make the reservation for travel. You must be ready 15 minutes before the scheduled pickup time. For example a 9:15am pickup, the rider can expect the bus between 9:00am—9:30am. Upon the driver's arri-

RETURNING HOME



When you schedule your appointment, you will agree to a return pick-up time that will be adhered to. If you finish your appointment early, the driver cannot come before the agreed upon time.

If your appointment will exceed the agreed upon time, you **MUST** call the dispatch office ASAP to arrange for a different pick-up time to avoid any delays.

ESSEX COUNTY SPECIAL TRANSPORTATION VEHICLES



The County of Essex has a fleet of different sized vehicles to accommodate all of our residents transportation needs.



There are 36 vehicles in the fleet currently, the largest is a 33 passenger 'Front Lift' equipped vehicle.



Several vehicles were purchased through the Senior Citizens Disabled Ridership Transportation Assistance Program (SCDRTAP) and vehicles are also provided through the Federal Urban Transportation program known as the 5310 program.



Our transportation unit continually monitors the needs of the residents of Essex County and works closely with Federal and State agencies to ensure that we are modernizing the fleet to meet those needs.

