

# ACCESS FOR ALL TRANSIT PLAN

SOUTH JERSEY  
TRANSPORTATION  
PLANNING  
ORGANIZATION

## CAPE MAY COUNTY

*DRAFT (1/30/26)*



2026

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# 1. INTRODUCTION

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The Access for All Transit Plan aims to improve mobility for older adults, people with disabilities, and people with low incomes in Cape May County, New Jersey. To achieve this goal, the Plan recommends strategies to improve coordination between transportation providers, minimize service redundancies, increase service efficiency, and improve transportation access.

The Access for All Transit Plan serves as the coordinated public transit-human services transportation plan, or coordinated plan, for Cape May County, meeting all federal standards as outlined by the Federal Transit Administration (FTA).<sup>1</sup> The FTA Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) requires that projects which receive funding be included in a locally developed coordinated plan.<sup>2</sup>



Cape May Fare Free Transportation vehicle.  
Source: Press of Atlantic City

## Plan Overview

The Cape May County Access for All Transit Plan includes the following chapters:

1. **Introduction:** Overview of the Access for All Transit Plan, SJTPO, and human services transportation funding.
2. **FTA Section 5310 Program:** Review of the Section 5310 Program and federal requirements for coordinated plans.
3. **Public Involvement:** Summary of stakeholder and public input.
4. **Previous Access for All Transit Plan:** Review of the 2021 Access for All Transit Plan.
5. **Profile of Cape May County:** Review of demographic and socioeconomic data.
6. **Existing Transportation Services:** Inventory of transportation providers operating in Cape May County.
7. **Transportation Needs & Gaps:** Summary of transportation needs, mobility gaps, and gaps in service.
8. **Recommended Strategies and Projects:** List of recommendations to improve transportation services in Cape May County, with an emphasis on strategies that will benefit the target populations.
9. **Implementation Plan:** Five-year implementation plan, with responsible parties identified.

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<sup>1</sup> Federal Transit Administration (FTA). (2022). Coordinated Public Transit-Human Services Transportation Plans. USDOT. <https://www.transit.dot.gov/funding/grants/coordinated-public-transit-human-services-transportation-plans>

<sup>2</sup> Ibid.



## South Jersey Transportation Planning Organization (SJTPO)



Located in Vineland, New Jersey, SJTPO is the Metropolitan Planning Organization (MPO) for Atlantic, Cape May, Cumberland, and Salem Counties. MPOs are required by federal law to oversee transportation planning for urbanized areas with 50,000 or more residents. As the regional MPO, SJTPO adopts long-range plans to guide transportation investments and ensure the four member counties remain eligible for state and federal transportation funding. SJTPO also coordinates stakeholders to ensure a consistent regional approach to transportation planning and engineering.

SJTPO provides ongoing support to transit/human services planning efforts throughout the region. SJTPO has also traditionally overseen and managed the development of the coordinated plans for each of the four counties it serves. **SJTPO developed the 2026 Cape May County Access for All Transit Plan on behalf of Cape May County.**

## Funding Programs for Human Services Transportation

Per federal requirements, projects awarded funding through the FTA Section 5310 program must be included in a locally developed coordinated plan. Section 5310 is described in more detail in the next chapter.

There are several other grant programs, in addition to Section 5310, which can be used to support human services transportation. While coordinated plans are not a prerequisite for all potential grant programs, many programs prefer applicants that can demonstrate their project was recommended by the local coordinated plan. **Table 1** lists federal and state grant programs which could be used to fund the strategies and projects recommended in this Access for All Transit Plan. Other potential funding sources which are not listed in **Table 1** include local sources such as county or municipal funds, passenger fares, marketing revenue, and private funding.

**Table 1: Potential Federal and State Funding Programs for Human Services Transportation**

Funding Program	Source	Administrator	Application Cycle	Description
Urbanized Area Formula Program (Section 5307)	Federal Transit Administration (FTA)	FTA	1 Year	Provides formula funding to urbanized areas and states for transit capital and operating assistance or transportation-related planning in census-designated areas with populations of 50,000 or more. Eligible projects include bus replacement, bus procurement, construction of passenger facilities, preventive maintenance, and some expenses associated with mobility management programs.
Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)	FTA	NJ TRANSIT	1 Year	Provides formula funding to states and designated recipients to meet the transportation needs of older adults and people with disabilities when transportation services provided are unavailable, insufficient, or inappropriate to meeting these needs. <i>More details on the Section 5310 program are provided in Chapter 2.</i>
Formula Grants for Rural Areas (Section 5311)	FTA	NJ TRANSIT	1 Year	Provides formula funding to states to support public transportation in rural areas with populations of less than 50,000. Eligible projects include planning, capital, and operating expenses, job access and reverse commute projects, non-emergency medical transportation, mobility management programs, and acquisition of public transit services.



Funding Program	Source	Administrator	Application Cycle	Description
New Jersey Job Access and Reverse Commute (JARC) program	New Jersey Transportation Trust Fund	NJ TRANSIT	1 Year	Provides competitive grant funding to counties to help connect low-income individuals to jobs and employment-related services. Eligible uses include shuttle or bus services which connect to public transit hubs or warehouse job centers.
Senior Citizen and Disabled Resident Transportation Assistance Program	New Jersey Casino Revenue Fund	NJ TRANSIT	Rolling	Provides formula funding to counties to develop and provide accessible feeder services to fixed route services where such services are available and/or accessible local transit service for senior citizens and people with disabilities, which may include demand response service, among other models. Eligible uses include operating and capital expenses.
Work First New Jersey/ Temporary Assistance for Needy Families	United States Department of Health & Human Services	New Jersey Department of Human Services	2 Years	Provides block grants to states to design and operate programs that help low-income families with children. Eligible uses include transportation services for families who are not employed or transportation benefits provided under a Job Access Reverse Commute project. Families must be enrolled in Work First New Jersey to receive benefits.
Congestion Mitigation & Air Quality (CMAQ) Improvement Program	Environmental Protection Agency / Federal Highway Administration	SJTPO	3 Years	Provides formula funding to states for projects which improve air quality and reduce traffic congestion. In New Jersey, funds are allocated to MPOs, then awarded on a competitive basis. CMAQ funds can be used by human services transportation providers to purchase alternative-fueled vehicles, or for any vehicle-related acquisition project that falls within the parameters of the program.

## 2. FTA SECTION 5310 PROGRAM

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### Program Overview

The FTA Section 5310 program provides formula funding to address the transportation needs of senior adults and people with disabilities.

Funding is awarded to states and designated recipients based on the number of senior and disabled residents within the state. In New Jersey, the designated Section 5310 recipient is NJ TRANSIT. NJ TRANSIT then awards Section 5310 funding to local governments, public transit agencies, nonprofit organizations, and other eligible subrecipients through a competitive application process. SJTPO helps NJ TRANSIT review Section 5310 applications from Cape May County.

Section 5310 funds can be used for both capital and noncapital costs required to provide transportation services for seniors and people with disabilities. The local match requirement for capital expenses is 20 percent and for noncapital expenses is 50 percent. Eligible capital costs include procuring new or replacement vehicles or procuring wheelchair lifts, ramps, and securement devices. The acquisition of contracted transportation services is also an eligible capital cost. Eligible noncapital costs include projects which enhance paratransit services beyond the minimum requirements of the Americans with Disabilities Act (ADA), operating funds for feeder services, travel training, and support for volunteer driver programs, among others.

### Federal Coordination Requirements

To receive Section 5310 funding, projects must be “included in a locally developed, coordinated public transit-human services transportation plan.”<sup>3</sup> Coordinated plans must be “developed and approved through a process that includes participation” by seniors, people with disabilities, people with low incomes, human services agencies, and transportation providers. **Table 2** describes federal requirements for coordinated plans.<sup>4</sup> **The 2026 Cape May County Access for All Transit Plan complies with FTA requirements, therefore all recommended activities and projects are eligible to receive Section 5310 funding.**

In 2024, the FTA released new [guidance](#) for the Section 5310 program. Coordinated plans must now demonstrate how equivalent service requirements will be met if less than 100 percent fleet accessibility is anticipated for demand response services. **The 2026 Cape May County Access for All Transit Plan includes information to address this new requirement.**

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<sup>3</sup> Federal Transit Administration (FTA). (2022). *Coordinated Public Transit-Human Services Transportation Plans*. USDOT. <https://www.transit.dot.gov/funding/grants/coordinated-public-transit-human-services-transportation-plans>

<sup>4</sup> Federal Transit Administration (FTA). (2024, Nov. 1). Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance (Circular 9070.1H). USDOT.



Cape May County and SJTPO will also continue to work with NJ TRANSIT to ensure compliance. NJ TRANSIT anticipates providing additional guidance regarding the new requirement and the responsibilities of each county's Coordinated

Planning Lead Agency. For Cape May County, the Lead Agency is Cape May Fare Free Transportation (FFT).

**Table 2: Federal Requirements for Coordinated Plans**

Required Plan Elements
An inventory of current transportation providers (public, non-profit, and for-profit).
An assessment of transportation needs and gaps in service for senior adults, people with disabilities, and people with low incomes. Per the FTA, the assessment can be based on the experiences and perceptions of the planning partners or data analysis.
Recommended strategies, activities, and/or projects to address unmet transportation needs and gaps in service. Recommendations should also minimize service duplication and improve the efficiency of service delivery.
Priorities for implementation based on resources across multiple transportation programs, time requirements, and the feasibility of implementation.
A demonstration of how the requirement for equivalent service will be met if there is less than 100 percent fleet accessibility for demand response services.
Certification of participation by groups that are required to participate in the planning and outreach process, including older persons, individuals with disabilities, members of the public, private and non-profit transportation providers, and other individuals who use transportation services.
Stakeholder involvement in the development, approval and implementation of the plan.

# 3. PUBLIC INVOLVEMENT

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Public involvement is critical for both assessing unmet transportation needs and planning transportation improvements. This chapter summarizes recent engagement with Cape May County stakeholders and community members related to human services transportation.

## Stakeholder Engagement

**Stakeholders have important insight into the transportation needs impacting their constituents or clients, as well as how those transportation needs could potentially be addressed.** Stakeholders were engaged during the development of the Access for All Transit Plan to discuss how human services transportation in Cape May County has changed since 2021. Stakeholders also provided feedback on how transportation services could be modified to better serve senior adults, people with disabilities, and people with low incomes.

## Stakeholder Meetings

SJTPO contracted WSP to provide staff augmentation services. As part of this contract, WSP supported SJTPO in facilitating and attending several stakeholder meetings focused on transit/human services planning. These meetings provided important context for the Access for All Transit Plan.

Relevant stakeholder meetings held or attended by SJTPO and WSP during 2025 are listed in **Table 3**. Important takeaways from these

meetings are summarized in **Appendix A**. Overall, the stakeholder meetings covered a variety of topics, including:

- Access to public transit and human services transportation.
- Funding, operating, and administrative challenges facing transportation providers.
- The status and relevance of the 2021 Access for All Transit Plan recommendations.
- Recent changes to Cape May County public transit services.
- Safety of non-motorized travelers, including public transit riders.
- Potential for public transit to improve access to employment opportunities.

## Stakeholder Workshop

SJTPO and WSP held a stakeholder workshop on October 6<sup>th</sup>, 2025, to discuss the Access for All Transit Plan. The workshop was held in a hybrid format to allow both in-person and virtual attendance. Stakeholders from all four counties (Atlantic, Cape May, Cumberland, and Salem) were invited. The actual attendees are listed on the following page. Stakeholders that serve Cape May County residents are indicated in bold.



**Table 3: 2025 Stakeholder Meetings**

Date	Host(s)	Attendee(s) <sup>1</sup>
Tuesday, January 21 <sup>st</sup>	SJTPO and WSP	NJ TRANSIT
Thursday, January 30 <sup>th</sup>	SJTPO and WSP	NJ TRANSIT
<b>February</b>	<b>SJTPO and WSP</b>	<b>Cape May County Human Services Transportation Committee<sup>2</sup></b>
Friday, March 14 <sup>th</sup>	SJTPO and WSP	Nonprofit Development Center of Southern New Jersey and the Walter Rand Institute at Rutgers University-Camden
Monday, April 7 <sup>th</sup>	South Jersey Economic Development District (SJEDD)	SJTPO and WSP
Thursday, May 15 <sup>th</sup>	SJTPO and WSP	Multiple stakeholders focused on safety
<b>Tuesday, October 14<sup>th</sup></b>	<b>SJTPO and WSP</b>	<b>Cape May Fare Free Transportation (FFT)</b>

Note 1: Meetings focused solely on Cape May County indicated in bold.

Note 2: Cape May County Human Services Transportation Committee members submitted written feedback via a questionnaire.

- **Brian Miguel, NJ TRANSIT**
- Dominic D’Amico, South Jersey Transportation Authority (SJTA)
- Paul Rosenberg, SJTA
- Mavis Asiedu-Frimpong, Walter Rand Institute at Rutgers University-Camden
- Marco Ayala, Atlantic County Transportation Unit
- Kara Janson, Atlantic County Division of Public Health
- **Angela Bailey, Shore Medical Center**
- Matthew Pisarski, Cumberland County Planning Department
- Susan Sauro, Cumberland Area Transit System (CATS)
- Douglas Whitaker, Cumberland County Engineering Division
- Maricia Chiarelli, Salem County Office on Aging and Disabilities, Transportation Division

- Joseph Augustyn, Salem County Planning Department

The workshop provided an overview of the coordinated planning process, recent demographic trends, and existing transportation services. SJTPO and WSP then led a discussion about potential coordination strategies and projects. Stakeholders were welcome to provide input throughout the workshop. Important takeaways include:

- Many veterans have unmet transportation needs. It was suggested the Access for All Transit Plan include data on where veterans live within Cape May County to identify areas which could benefit from additional transportation services. This suggestion has been implemented, as Chapter 5 presents data on Cape May County’s veteran population.

- Most rural communities in the SJTPO region, including those in Cape May County, are underserved and experiencing mobility gaps.
- More commuting data would help stakeholders plan transit services to and from employment centers.
- Staff from human services agencies would benefit from improved information and training resources to help them refer clients to relevant transportation programs.
- It has been difficult for transportation providers in the SJTPO region to hire drivers with commercial driver’s licenses (CDLs).
- Stakeholders want to leverage social media and artificial intelligence (AI) to develop community forums and mapping tools to teach passengers about transportation services.

### Stakeholder Survey

A stakeholder survey was conducted during September and October 2025, to gather more data on existing transportation services. The survey was distributed to the stakeholders who attended meetings earlier in 2025 (*Table 3*) and transportation providers identified in Chapter 6 (Existing Transportation Services). The survey was also distributed to social service organizations in the SJTPO region. Five stakeholders completed the survey. The results are summarized in *Appendix B*.

## Public Engagement

Federal statutes require that coordinated plans be “developed and approved through a process that includes participation” by seniors, people with disabilities, and people with low incomes.

**Public participation ensures coordinated plans**

**are responsive to community needs.** During the development of the Access for All Transit Plan, community members provided feedback on transportation needs and mobility gaps impacting Cape May County.

### Community Mobility Survey

SJTPO conducted the Community Mobility Survey during August and September 2025. The purpose of the survey was to understand the transportation needs of residents and visitors of Atlantic, Cape May, Cumberland, and Salem Counties. The survey was primarily conducted online; however, people could also complete physical copies. Ultimately, SJTPO received 461 valid survey responses: 16 physical copies and 445 electronic copies. Of those, 50 responses were from Cape May County residents. *Appendix C* summarizes the Community Mobility Survey results, with a focus on feedback submitted by Cape May County residents.

### Public Workshop

SJTPO and WSP held a joint public workshop for all four counties’ Access for All Transit Plans on September 30<sup>th</sup>, 2025. The public workshop was advertised through flyers and social media advertisements posted by SJTPO and the formal public notice process. Stakeholders were also given advertisements to publish to their own networks. The public workshop was conducted in a hybrid format to allow people to attend both in-person and online, with the in-person meeting held at the SJTPO office in Vineland. One person attended the workshop. The attendee did not have any comments or questions.



## Key Findings

The public involvement process informed the analysis and recommendations presented in this Access for All Transit Plan. Important takeaways from stakeholder and public engagement include:

- Stakeholders have been told there is inadequate transit access throughout Cape May County. Residents have also told Cape May FFT that there is a need for additional fixed route services.
- The perception of poor transit access and long travel times on existing fixed routes has resulted in many people choosing to use personal vehicles for their travel needs. Tourists are even more likely to use personal vehicles compared to year-round residents.
- Cape May FFT service is limited by funding and the availability of drivers.
- There is demand for transportation services to employment centers with limited parking, such as the Wildwood Boardwalk.
- More Cape May County residents need transportation assistance on weekdays compared to weekends. Of those that need transportation assistance, about 60 percent need rides on a weekly basis.
- The top improvements requested by those who participated in the Community Mobility Survey were increased service frequency, shortened travel times, new free or low-cost transportation services, and safety and comfort upgrades.
- Key mobility challenges in the South Jersey region include the expenses associated with owning and maintaining personal vehicles, the lack of Ubers and Lyfts, and long travel times on public transit.
- Some transportation providers are converting their fleets to smaller vans so they can hire drivers without CDLs.
- Further coordination between Atlantic, Cape May, Cumberland, and Salem Counties would likely help improve intercounty travel options.
- There is a need for improved marketing of existing transit services.
- Multiple stakeholders suggested that a regional, comprehensive transit plan be developed for the South Jersey region.
- There is a need for safer, connected, and ADA accessible pedestrian and bicycle infrastructure to help senior adults and people with disabilities access existing fixed route services.

# 4. PREVIOUS ACCESS FOR ALL TRANSIT PLAN

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The previous Access for All Transit Plan was adopted by the SJTPO Policy Board in March 2021. The 2021 Plan was developed for the full SJTPO region, including Atlantic, Cape May, Cumberland, and Salem Counties. **Table 4** summarizes the 2021 Plan recommendations specific to Cape May County, as well as those applicable to the full SJTPO region. **Table 4** also notes the implementation status of the previous recommendations. Implementation information is accurate as of 2025 and was confirmed through stakeholder meetings and research.

## Of the recommendations specific to Cape May County, three have not been implemented:

- Implement a new bus service, operated by Cape May FFT, from Woodbine to southern Cape May County.
- Implement a new bus service between Woodbine and Atlantic City.
- Increase bus service between Cape May County and Vineland by either increasing the frequency of NJ TRANSIT Route 313 or by increasing Cape May FFT service to Vineland to seven days per week.

The 2021 Plan recommended two new bus services to Woodbine. One service would connect Woodbine to southern Cape May County, and the other would connect Woodbine to Atlantic City in Atlantic County. During outreach, however, Cape May County stakeholders reported they have not received

any requests for new bus services to Woodbine since the previous plan was adopted in 2021. Additionally, none of the Cape May County residents who participated in the Community Mobility Survey requested new bus services to Woodbine. Cape May FFT also already regularly serves Woodbine. This feedback suggests that new bus services to Woodbine are not warranted at this time.

Vineland is a major destination; it is the most populated municipality in the SJTPO region and hosts several large commercial areas and medical facilities. NJ TRANSIT Route 313 connects Cape May County and Vineland. Additionally, Cape May FFT brings riders to medical appointments in Vineland on a limited basis. While some of the Cape May County residents that responded to the Community Mobility Survey (16 percent) reported they need assistance getting to and from Cumberland County, no one requested additional service to Vineland specifically. Further analysis would be needed before either NJ TRANSIT or Cape May FFT increased service levels beyond status quo.

**It is worth noting that some of the 2021 recommendations specific to Cape May County are partially addressed by existing transportation services.** For instance, while there are no new bus routes serving Woodbine, Woodbine residents can still use Cape May FFT to get to any destination within Cape May



County. Both Cape May FFT and NJ TRANSIT Route 313 were in operation prior to the adoption of the previous Access for All Transit

Plan, suggesting that Cape May County residents may not be aware of all transportation services available to them.

**Table 4: Status of Access for All Transit Plan (2021) Recommendations**

County	Recommendation	Status	Additional Information
Cape May	Implement new bus service (operated by Cape May FFT) from Woodbine to southern Cape May County via Cape May, Wildwood, and the Cape May Courthouse.	Not Implemented	This service has not been implemented.
Atlantic and Cape May	Implement new bus service between Woodbine (Cape May County) and Atlantic City via Ocean City, Somers Point, Margate, and Ventnor.	Not Implemented	This service has not yet been implemented.
Cape May and Cumberland	Increase bus service between Cape May and Vineland by either increasing the frequency of NJ TRANSIT Route 313 or by increasing Cape May FFT Vineland service to seven days per week.	Not Implemented	NJ TRANSIT Route 313 service frequency has not increased.  Cape May FFT travels to Vineland on a limited basis, and only for medical trips. Cape May FFT is also a weekday-only service, meaning that none of its services are available seven days per week.
SJTPO Region	Before expanding or adding new services, identify ways to improve efficiency and cut the costs of existing services.	Ongoing	Since 2021, Cape May County transportation providers have made plans and modified services to improve efficiency and cut costs.
SJTPO Region	Provide extended evening hours and weekend hours with existing services.	Not Implemented	None of the Cape May County transportation providers extended their evening or weekend hours.

County	Recommendation	Status	Additional Information
SJTPO Region	Provide additional bus services to serve dialysis centers (i.e., patient transportation to/from treatment).	Partially Addressed	There have not been any new bus services implemented to serve patients traveling to/from dialysis centers since 2021; however, existing transportation providers already serve dialysis patients.
SJTPO Region	Provide additional bus services to meet the needs of the physically and mentally disabled and unhoused populations.	Partially Addressed	Cape May FFT adapted and expanded its service to serve the Heritage Homestead Day Center following the Center's relocation to Woodbine.
SJTPO Region	Partner with private transportation providers, such as Uber and Lyft, to augment transportation services, particularly in rural areas.	Not Implemented	Cape May FFT engaged in a pilot partnership with Uber in 2020, which was curtailed due to the impacts of the pandemic and performance concerns with Uber.
SJTPO Region	Adopt Transit-Oriented Development (TOD) Policies.	Ongoing	No Cape May County municipalities have adopted TOD policies since 2021.
SJTPO Region	Participate in the State of NJ's Transit Village Initiative.	Not applicable	No municipalities in Cape May County are designated as Transit Villages. As there are no major transit facilities in Cape May County, this recommendation is actually not applicable at this time.
SJTPO Region	Adopt Complete Streets policies.	Ongoing	Cape May County has not adopted a countywide Complete Streets policy. Seven Cape May County municipalities adopted Complete Streets policies prior to 2021.

County	Recommendation	Status	Additional Information
SJTPO Region	Establish a permanent and active County Coordinating Committee to provide a central forum for coordinating services and discussing human services transportation.	Not Implemented	No permanent County Coordinating Committee has been established. During engagement, Cape May County stakeholders expressed interest in participating in this type of Committee if it were to be established.
SJTPO Region	Establish and fill Mobility Manager position to oversee the joint County Coordinating Committee or four individual County Coordinating Committees. The Mobility Manager would also work to improve the quality and efficiency of human services transportation.	Not Implemented	No Mobility Manager position has been established or filled.

## Recommendations for 2026 Access for All Transit Plan

The 2026 Access for All Transit Plan assesses transportation needs and mobility gaps in Cape May County using current data and recent stakeholder and community input. The analysis

and findings presented in this updated Plan were used to determine which of the 2021 Access for All Transit Plan recommendations shown in *Table 4* are still relevant. **Relevant recommendations have been carried over into this 2026 update.** The 2026 recommendations are presented in Chapter 8 (Recommended Strategies & Projects).

## 5. PROFILE OF CAPE MAY COUNTY

Older adults, people with disabilities, and people with low incomes are more likely to rely on alternative transportation modes compared to other groups. **It is important to understand where these populations live within Cape May County to determine which areas have the greatest transportation needs.** This chapter reviews the geographic, demographic, and socioeconomic characteristics of Cape May County driving demand for public transit and human services transportation. The analysis focuses on how these characteristics have changed since 2021. *The analysis focuses on the year-round population and does not account for tourists or seasonal residents.*

### SJTPO Region

The SJTPO region encompasses Atlantic, Cape May, Cumberland, and Salem Counties. Spanning 1,662 square miles, the region accounts for nearly 20 percent of New Jersey's total area. The region includes a significant portion of New Jersey's Pinelands, a protected forested area, as well as large extents of wetlands and coastline. There are pockets of dense development, such as Atlantic City (Atlantic County) and Vineland (Cumberland County). **Outside of these more populated communities, the SJTPO region is primarily rural.** The rural nature of the SJTPO region and the difficulty of developing new roadways or infrastructure projects makes it difficult to provide public transit or human services transportation to those who need it.



*Cape May National Wildlife Refuge, Cape May County.  
Source: US Fish and Wildlife Service.*

Population growth can drive demand for transportation services; when there are more people in an area, there are also more people who typically need transportation assistance. *Table 5* shows that the SJTPO regional population declined by 5,086 residents (-0.9 percent) from 2010 to 2023. Cape May County’s population also experienced slight decline during this period (-2.5 percent). **Cape May County’s relatively consistent population size over time suggests there has not been a significant change in transit demand since the 2021 Access for All Transit Plan.**

Consistent with recent demographic trends, SJTPO forecasts that its regional population will continue to decline (*Table 6*) by another 1.4 percent from 2025 to 2050. Cumberland and Salem Counties are both expected to lose population (-2.8 and -0.8 percent, respectively), while Atlantic is projected to grow slightly (+0.9 percent). **Cape May County’s population is expected to be reduced (-6.1 percent) over the next 25 years, suggesting that transit demand will stay relatively consistent, or maybe decline, over time.** *Figure 1* shows both historical and projected population trends for the SJTPO region by county.

**Table 5: SJTPO Regional Population (2010 to 2023)**

	2010	2015	2020	2023	Change (2010 to 2023)	
					#	%
<b>Atlantic County</b>	273,162	275,376	274,534	274,074	912	0.3%
<b>Cape May County</b>	97,684	95,805	95,263	95,236	-2,448	-2.5%
<b>Cumberland County</b>	155,456	157,035	154,152	152,915	-2,541	-1.6%
<b>Salem County</b>	65,982	65,120	64,837	64,973	-1,009	-1.5%
<b>SJTPO Region</b>	<b>592,284</b>	<b>593,336</b>	<b>588,786</b>	<b>587,198</b>	<b>-5,086</b>	<b>-0.9%</b>

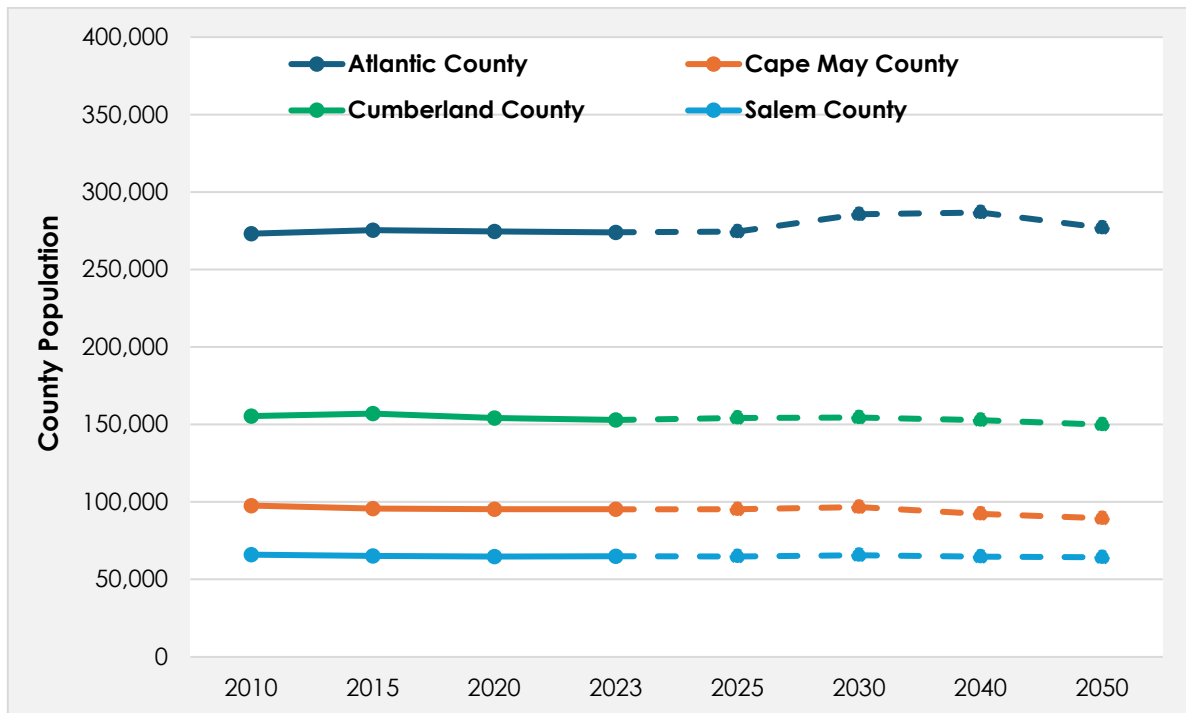
Source: US Census Bureau

**Table 6: SJTPO Counties Population Projections from 2025 to 2050**

	2025	2030	2040	2050	Change (2025 to 2050)	
					#	%
<b>Atlantic County</b>	274,500	285,700	286,800	277,000	2,500	0.9%
<b>Cape May County</b>	95,300	96,700	92,300	89,500	-5,800	-6.1%
<b>Cumberland County</b>	154,200	154,500	152,800	149,900	-4,300	-2.8%
<b>Salem County</b>	64,800	65,600	64,700	64,300	-500	-0.8%
<b>SJTPO Region</b>	<b>588,800</b>	<b>602,500</b>	<b>596,600</b>	<b>580,700</b>	<b>-8,100</b>	<b>-1.4%</b>

Source: SJTPO Population Projections (2024)

**Figure 1: SJTPO Region Historical and Projected Population Growth (2010-2050)**



## Cape May County Population Characteristics

Looking at just the year-round population, Cape May is the least densely populated county in the SJTPO region, with around 150 residents per square mile (*Figure 2*). Cape May County’s most densely populated communities are along the shore; Ocean City, Lower Township, Wildwood Crest, Wildwood, and North Wildwood all have relatively high population density. This trend is exacerbated during the summer months, when large numbers of tourists and seasonal residents visit the shore communities. **It is typically more cost-effective to provide transportation services in densely populated areas where there are more potential riders.**

Looking at Cape May County’s year-round population by age, nearly 40 percent of residents are older than 60 (*Figure 3*). The large senior population suggests that **there is demand for transportation services catered to older adults**, such as paratransit services, volunteer driver programs, and non-emergency medical transportation. On the other end of the age spectrum, about one-third of Cape May County residents (29 percent) are younger than 30 years old. Younger Cape May County residents may **need transportation services to workplaces and schools.**

Figure 2: Population Density by Census Tract

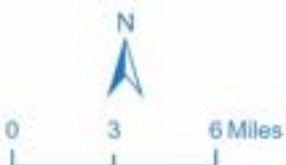


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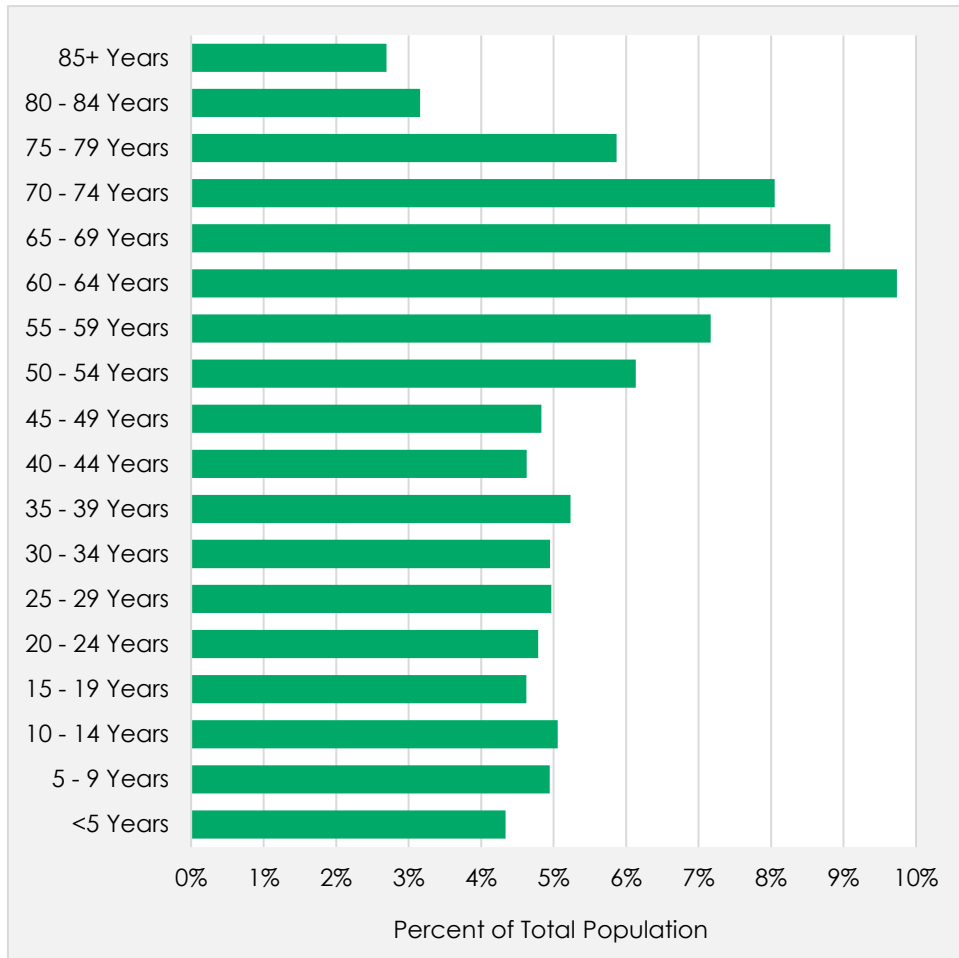
**Legend**

Population Density per Sq. Mile	Census Tract
< 500	Municipality
500 - 1,000	
1,000 - 2,000	
2,000 - 3,000	
> 3,000	



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**Figure 3: Cape May County Population by Age**



## Cape May County Demographics

Analyzing demographic trends can indicate how transit needs may have changed over time.

**Table 7** summarizes how Cape May County’s senior adult, disabled, and low-income populations<sup>5</sup> changed from 2018 to 2023 based

<sup>5</sup> Low-income population defined as those residents living below the federal poverty level.

on data from the US Census Bureau 2023 American Community Survey (ACS) 5-Year Estimates. **Table 7** also presents data on Cape May County’s veteran population and zero-vehicle households, two additional factors which can be used to identify areas with potentially greater transit needs. More detailed demographic data is included in **Appendix D**.

- **Seniors:** Cape May County has a higher share of older adults (29 percent) than New Jersey (17 percent) or the United States (17 percent). Cape May’s senior population grew by 15 percent from 2018 to 2023, which can be attributed in large part to the aging of the Baby Boomer generation (individuals born between 1946 and 1964).
- **People with Disabilities:** In Cape May County, 15 percent of residents have a disability. This is higher than the state-wide level of 11 percent or the national level of 13 percent. The disabled population has increased by 8 percent since 2018.
- **Low-Income Population:** The percentage of Cape May County residents living below the federal poverty level (9 percent) decreased by 19 percent from 2018 to 2023. Cape May County has a lower proportion of low-income residents compared to the state (10 percent) or country (12 percent).
- **Veterans:** Cape May County’s veteran population declined by 15 percent from 2018 to 2023. This trend has been observed nationwide as the veteran population ages. Cape May County has a larger share of veterans (6 percent) compared to New Jersey as a whole (4 percent), but equal share compared to the national average (6 percent).
- **Zero Vehicle Households:** At 7 percent, the share of zero vehicles households in Cape May County is similar to the national level of 8 percent, and lower than the state level of 11 percent. Between 2018 and 2023, the number of zero vehicle households in Cape May County decreased by 7 percent.

**Table 7: Cape May County Demographic Trends**

	2018		2023		Change (2018 to 2023)	
	#	%	#	%	#	%
<b>Seniors (65+)</b>	23,572	25%	27,232	29%	3,660	16%
<b>Persons with a Disability</b>	12,960	14%	14,010	15%	1,050	8%
<b>Persons Below Poverty Level</b>	10,140	11%	8,169	9%	-1,971	-19%
<b>Veteran Population</b>	6,783	9%	5,794	6%	-989	-15%
<b>Zero Vehicle Households</b>	3,014	8%	2,809	7%	-205	-7%

## Major Human Services Destinations

Major human services destinations are places that senior adults, people with disabilities, and people with low incomes want to go. These locations offer essential services and resources; however, they can be difficult to access without personal vehicles. **Public transit and human services transportation should help connect people to major human services destinations.**

Major human services destinations include adult day centers, assisted living facilities, county government offices, dialysis facilities, federally qualified health centers, food banks, hospitals, libraries, career centers, senior centers, supermarkets, and training centers for people with disabilities. *Figure 4* maps the human service destinations in Cape May County. More information on these facilities is listed in *Appendix E*. It should be noted that the data

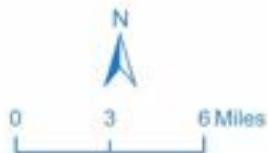
*shown is not exhaustive of all facilities used by the target populations, but it does reflect many key destinations.*

In Cape May County, most human service destinations are located along the US 9 corridor in Middle and Lower Townships. Rio Grande also has a large concentration of human services destinations, including food banks, a training facility for people with disabilities, a senior center, and a career center. **There are relatively few human services destinations in northern Cape May County.** One notable exception, however, is the Heritage Homestead Day Center, which is located in Woodbine. Generally, Upper and Dennis Townships and Woodbine also have less transit options compared to other areas of Cape May County, as explained in Chapters 6 (Existing Transportation Services) and 7 (Transportation Needs and Gaps). **Given these factors, it is likely that seniors and people with disabilities in northern Cape May County depend on human services transportation.**

Figure 4: Major Human Services Destinations in Cape May County



Date: 1/14/2026



Destination Type	
● Adult Day Center	● Hospital
● Assisted Living	● Library
● County Government	● NJ One Stop Career Center
● Dialysis	● Supermarket
● Federally Qualified Health Center	● Senior Center
● Food Bank/Nutrition Site	● Training Facilities for Persons with Disabilities

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# 6. EXISTING TRANSPORTATION SERVICES

This chapter inventories existing transportation services in Cape May County. Some services are available to the general public, but many are catered specifically towards the priority populations addressed by the Access for All Transit Plan: senior adults, people with disabilities, and people with low incomes. The inventory is organized by whether the provider is a public, nonprofit, or private organization. *Figure 5* shows all fixed route services in Cape May County across all providers and does not show demand response services.

## Public Transportation

### NJ TRANSIT

The New Jersey Transit Corporation, better known as NJ TRANSIT, is New Jersey’s public transportation corporation that was formed in 1979 by the New Jersey Public Transportation Act. It is one of the largest transit agencies in the United States, providing nearly 270 million passenger trips per year. NJ TRANSIT’s funding sources include revenue generated by the New Jersey Turnpike Authority, FTA funds, and fare revenues, among other sources. NJ TRANSIT services are compliant with relevant Title VI, ADA, and equivalent service standards



### NJ TRANSIT Fixed Routes

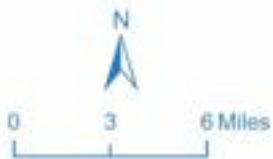
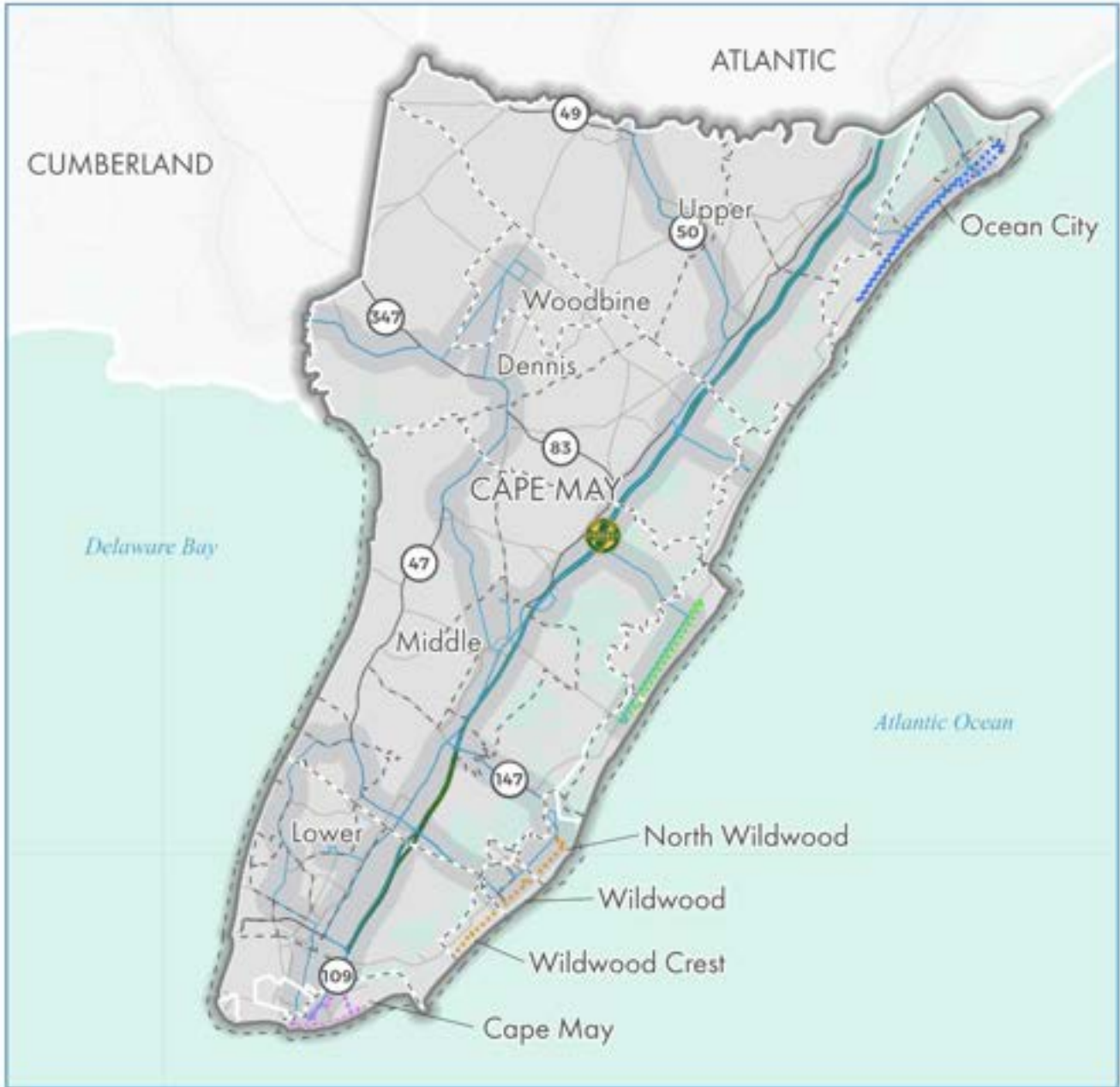
NJ TRANSIT operates six fixed routes in Cape May County. *Table 8* summarizes key service information for the fixed routes. All NJ TRANSIT fixed routes are available to the general public, and most are available seven days per week, with some variation in the schedules on Saturdays and Sundays. Fixed route fares depend on the number of zones passengers travel through between their origin and destination, but can range from \$1.80 to \$55.75 per one-way trip. Eligible passengers can apply to participate in the Fare Reduction Program, which provides discounts of upwards of 50 percent for seniors who are 62 or older, people with disabilities, and students.

### NJ TRANSIT ADA Paratransit

NJ TRANSIT’s ADA paratransit program is called Access Link. It serves people with disabilities who are unable to use NJ TRANSIT’s fixed routes due to physical or functional limitations. Access Link provides curb-to-curb transportation for users within three-quarters of a mile of any NJ TRANSIT fixed route. The service is generally available the same hours as the corresponding fixed routes. It can be used for any trip purpose, and the fares are the same as fixed route bus fares. Access Link riders can also participate in the Fare Reduction Program. Rides must be reserved at least one day in advance.



Figure 5: Fixed Route Services in Cape May County



**Legend**

- NJ TRANSIT Bus
- AC Jitney (Seasonal)
- Cape May Service
- Ocean City Service
- Wildwoods Island Service
- Avalon-Stone Harbor Service
- Half-Mile Fixed Route Services
- Census Tract
- Municipality

Date: 12/1/2025

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**Table 8: Weekday Service Information for NJ TRANSIT Fixed Routes in Cape May County**

Route	Weekday Start Time	Weekday End time	Start Location	End Location	Weekday Service Frequency <sup>1</sup>
313	6:15 AM	1:51 AM	Cape May	Philadelphia	300-480 min
315	6:26 AM	9:09 PM	Cape May	Philadelphia	300-480 min
319 <sup>2</sup>	7:30 AM	2:35 AM	New York City	Cape May	60 min
507 <sup>3</sup>	N/A	N/A	Ocean City	Atlantic City	20-60 min
509	6:00 AM	12:47 AM	Ocean City	Atlantic City	60 min
552	12:42 AM	3:14 PM	Atlantic City	Cape May	30-60 min

Note 1: Service frequency data reflects service frequency in Cape May County. Some of the routes may provide more frequent service to destinations in other counties.

Note 2: Route 319 is a seasonal summer service.

Note 3: Route 507 operates 24 hours per day, seven days per week.

## Cape May County

### Cape May Fare Free Transportation (FFT)

Cape May FFT is a door-to-door demand response service provided for senior citizens, persons with disabilities, veterans, and low-income residents, as well as the general public on a first-come, first-served basis. Trips can be made anywhere within the county. Cape May FFT also provides limited service to out-of-county destinations, as summarized in **Table 9**. Service is available Monday through Friday from 8:00 AM to 4:00 PM. Reservations must be made at least two days in advance. Cape May FFT receives FTA funding administered by NJ TRANSIT; therefore, Cape May FFT service is compliant with relevant Title VI, ADA, and equivalent service standards.

In 2025, Cape May FFT completed a Service Assessment and Feasibility Study. The study



identified four primary opportunities for system improvements:

- Increase customer responsiveness by upgrading scheduling technology and modernizing operations.
- Diversify and downsize the fleet to better match demand, improve accessibility, and reduce costs.
- Reduce reliance on drivers with commercial driver’s licenses.
- Improve customer information and outreach.

Cape May FFT has already begun implementing the recommendations. For instance, Cape May FFT recently procured Via software for scheduling and shortened its reservation window from three days to two.

**Table 9: Cape May FFT Out-of-County Service Schedule**

Destination		Days	Departure Times	Return Times
County	Municipalities			
Atlantic	Linwood, Northfield	Monday, Wednesday, Friday	9:45 AM 10:00 AM	12:00 PM
Atlantic	Somers Point, Pomona, Mays Landing, Egg Harbor Township	Monday – Friday	9:30 AM 10:00 AM 10:30 AM	11:30 AM 11:45 AM 12:00 PM
Camden	Camden	2 <sup>nd</sup> and 4 <sup>th</sup> Thursdays of each month	10:30 AM	3:30 PM
New Castle (DE) <sup>1</sup>	Wilmington	Need to call	Need to call	Need to call
Philadelphia (PA) <sup>1</sup>	Philadelphia	2 <sup>nd</sup> and 4 <sup>th</sup> Thursdays of each month	11:30 AM	3:00 PM

Note 1: Trips to Philadelphia or Delaware must be requested at least two weeks in advance.

## Social Service Transportation

Social service transportation is provided by organizations that specialize in serving the demographic groups prioritized by the Access for All Transit Plan: seniors, people with disabilities, and people with low incomes. The following Cape May County social service organizations offer transportation services:

- Active Day:** Active Day provides day services for seniors and adults with developmental and intellectual disabilities. They provide clients with door-to-door transportation services for visits to the center, organizational activities, and medical appointments.
- The Arc of Cape May County:** The Arc serves people with intellectual and developmental disabilities. The Arc provides complimentary transportation services for clients participating in its programs on an as-needed basis.
- Catholic Charities Diocese of Camden's Veteran Services:** offers transportation as one of the services to assist homeless veterans in finding employment and permanent housing.
- Puerto Rican Action Committee of Southern New Jersey (PRAC):** PRAC was founded in 1971 to “to uplift and enhance social, economic, cultural, and educational opportunities for Hispanic citizens.” The organization provides clients with transportation to medical and social service appointments.

- **South Jersey AIDS Alliance:** The South Jersey Aids Alliance provides support and assistance to people living with HIV/AIDS and their families and caregivers. The Alliance provides clients with transportation for medical, dental, and social service appointments.



Person helping passenger unload from van. Source: Adobe

## Assisted Living and Home Health Care Providers

Many assisted living facilities and home health care providers provide residents and clients with complimentary transportation to medical appointments, shopping centers, and other activities. The following facilities in Cape May County provide transportation services:

- Complete Care at Victoria Commons (North Cape May)
- Brookdale (Cape May Court House)
- Autumn Lake Health Care (Ocean View)
- Noble Senior Living (Rio Grande)
- The Shores at Wesley Manor (Ocean City)

## Non-Emergency Medical Transportation (NEMT)

### Modivcare

ModivCare is the State of New Jersey's NEMT provider. Any recipient of



Medicaid is eligible to use ModivCare services free of charge. Passengers can reserve rides through the ModivCare app, ModivCare website, by text, or over the phone. The amount of notice needed to schedule a ride depends on an individual's advance notice requirements from their specific health plan provider. ModivCare offers door-to-door service with higher levels of service available for individuals whose health plans specify it.

## Schools and Educational Facilities

Most Cape May County schools and educational facilities provide transportation to help students get to and from school, field trips, and extracurricular activities. Many school districts contract private companies to provide

transportation services; however, some provide services directly. School districts are required to work with parents and caregivers to develop specialized transportation solutions for students with disabilities during the preparation of students' Individualized Education Programs (IEPs). Schools and educational facilities that provide transportation include:

- Avalon Stone Harbor Schools
- Dennis Township School District (includes Woodbine)
- Lower Cape May Regional School District
- Middle Township Public Schools
- Ocean City School District
- Transportation Cooperative (includes all of the Wildwoods & Sea Isle City)
- Upper Township School District

The Cape May County Special Services School District (CMCSS) Transportation Department is a countywide cooperative Coordinated Transportation Services Agency (CTSA). The CMCSS Transportation Department works in coordination with local school districts to help provide transportation services for homeless, non-public, special education, vocational, technical, and public school students in both Cape May and Atlantic Counties.

## Private Services

There are also private companies in Cape May County that provide transportation services

based on customer demand. Examples include private bus lines, cab services, limousine rentals, or chartered rides. Private transportation providers are eligible to apply for Section 5310 funds if they provide shared-ride service. If private transportation providers offer exclusive service that can be limited to one individual or group, based on the decision of either the driver or the passengers, then it is not shared-ride service. This condition means that most private transportation providers are not eligible to apply for Section 5310 funds. Private services still, however, serve as an alternative transportation option for seniors, people with disabilities, and people with low incomes.

Typically, private transportation services are more expensive than public or human services options. The high cost of private transportation often prohibits seniors, people with disabilities, and people with low incomes from being able to use these options. Private transportation providers in Cape May County include:

- Cape May Limousine
- Cape May Limo & Car Service
- Prestige Car & Limo
- Elite Limousine & Executive Transportation
- Exclusive Taxi & Car Service
- Optimus Fleets

The following section provides more information on one of the largest private transportation services in Cape May County: the Atlantic City Jitney Association.

### **Atlantic City Jitney Association**

The Atlantic City Jitney Association (AC Jitney) has been providing shuttle services in the SJTPO region since 1915. *Table 10* provides more information on the four AC Jitney shuttles serving Cape May County. These services were also shown previously in *Figure 5*. Passengers can flag down a Jitney at any of the stops along its routes. The shuttles are ADA compliant and lift equipped. One-way fares are \$3. AC Jitney does not offer multi-ride discounts for its Cape May County services.

All the AC Jitney services in Cape May County are catered towards tourists. They are all seasonal, operating primarily, but not exclusively, during the summer months, and on special occasions or events that occur in the off-season, such as the annual First Night celebration. All four services are also only available during evening and nighttime hours when people are going out to restaurants and bars, and the Avalon & Stone Harbor and Cape May services only operate during weekends. While the primary passengers are tourists, the Cape May County Jitney services could still be useful for year-round residents, and especially for anyone working in the service industry.

AC Jitney also offers private shuttle rentals to destinations in Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Ocean, and Salem Counties and Philadelphia, Pennsylvania. Private rentals must be reserved at least two weeks in advance. Rates are determined at the time of the reservation.

### **Avalon & Stone Harbor Service**

The Avalon & Stone Harbor Jitney service is available from 6:00 PM to 2:30 AM on Fridays and Saturdays during the summer. Service is provided by AC Jitney in partnership with the Boroughs of Avalon and Stone Harbor.

### **Ocean City Service**

AC Jitney offers daily service in Ocean City from 5:00 PM to 11:00 PM during the summer. The service is subsidized by Ocean City.

### **Cape May Service**

The Cape May Jitney service runs varying schedules from Memorial Day weekend through October. The service is also available on a limited basis during the holiday season. Service is provided by AC Jitney in partnership with the City of Cape May.

### **The Wildwoods Service**

AC Jitney offers service for the Wildwoods (North, Central, and Crest) from Memorial Day weekend through late September. The service is supported by the Greater Wildwoods Tourism Authority and the municipalities of Wildwood Crest, Wildwood, and North Wildwood.

**Table 10: AC Jitney Routes in Cape May County**

Service	Description	Service Frequency	Hours	Service Schedule
Avalon & Stone Harbor	Fixed route that runs in a loop from 20th Street (in Avalon) to 96th Street (in Stone Harbor).	10-15 minutes	6:00 PM – 2:30 AM	Friday – Saturday; Memorial Day through Labor Day Weekend
Cape May	Loop fixed route service in City of Cape May. Key stops served include the Convention Hall, Cape May City Elementary School, Beach Avenue, and the Welcome Center.	10-15 minutes	4:00 PM – 10:00 PM	Friday – Sunday; Memorial Day through early June  Monday – Sunday; mid-June through Labor Day  Friday – Sunday; early September through late October  Friday – Sunday; Thanksgiving through Christmas
Ocean City	Fixed route that runs in a loop from Battersea Road (north of Ocean City) and travels south to 55th Street, serving the Boardwalk.	10-15 minutes	5:00 PM – 11:00 PM	Monday – Sunday; Memorial Day Weekend through Labor Day Weekend
The Wildwoods	Fixed route from Diamond Beach in Wildwood Crest to Olde New Jersey Avenue in North Wildwood.	10-20 minutes	5:00 PM – 12:00 AM <sup>1</sup>	Monday – Sunday; Memorial Day Weekend through mid-September

Note 1: The Wildwoods Jitney service is available until 2:00 AM on Fridays and Saturdays.

# 7. TRANSPORTATION NEEDS & GAPS

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Per the FTA, coordinated plans must assess **transportation needs and gaps in service for senior adults, people with disabilities, and people with low incomes**. This chapter uses the data presented in Chapters 5 (Profile of Cape May County) and 6 (Existing Transportation Services) to identify areas of Cape May County with high transportation needs and mobility gaps. This chapter also uses the data presented in Chapter 6 to identify gaps in service and potential service duplications. All census tract data is from the 2020 U.S. Census.

## Transit Needs Index

The Transit Needs Index (TNI), shown in *Figure 6*, identifies areas of Cape May County with the greatest comparative need for transit services based on the number and density of the focus subpopulations: older adults, people with disabilities, people with low incomes, veterans, and zero vehicle households. **By identifying areas with greater need, the TNI can be used to determine where transportation investments would be most impactful.** The TNI is based on data presented in Chapter 5 and *Appendix D*. The methodology used to calculate the TNI is explained in *Appendix F*. *The TNI only considers the year-round population.*

**Census Tracts 214, 215, and 216 (North Wildwood, Wildwood, and Wildwood Crest), and 201.01 and 201.02 (Ocean City) all have high TNI scores, and therefore the greatest assumed**

**need for transportation services.** Other areas with relatively high TNI scores include Census Tracts 218.03, 218.04, 218.05, and 218.06, all of which are in Lower Township. The high TNI scores suggest that these three areas of Cape May County would benefit from more local transportation options.

Although the TNI is a useful tool for assessing transit needs, it is important to consider other factors when determining where to target investments. For instance, Census Tract 211 (Cape May Courthouse) has a significant number of zero-vehicle households, but its population density is lower than that of Census Tract 201.01 (Ocean City). Cape May Courthouse would likely be more effectively served with enhanced demand response services versus fixed routes.

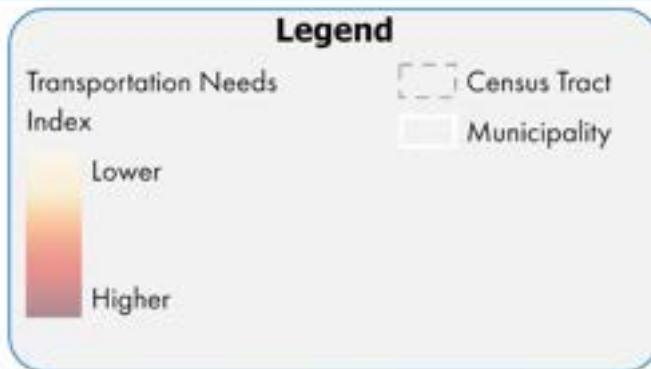
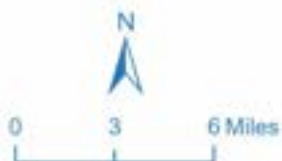
## Mobility Gaps

A mobility gap refers to the difference between the number of trips made by people who have access to cars versus those who don't. The difference in trips, or the mobility gap, could potentially be served by transit services if they were available. **It is assumed that areas with high mobility gaps would benefit from additional investments in transit, as there is likely latent ridership demand.** *Figure 7* shows mobility gaps in Cape May County by census tract. The methodology used is explained in *Appendix F*. *The mobility gaps analysis only considers the year-round population.*

Figure 6: Cape May County Transit Needs Index



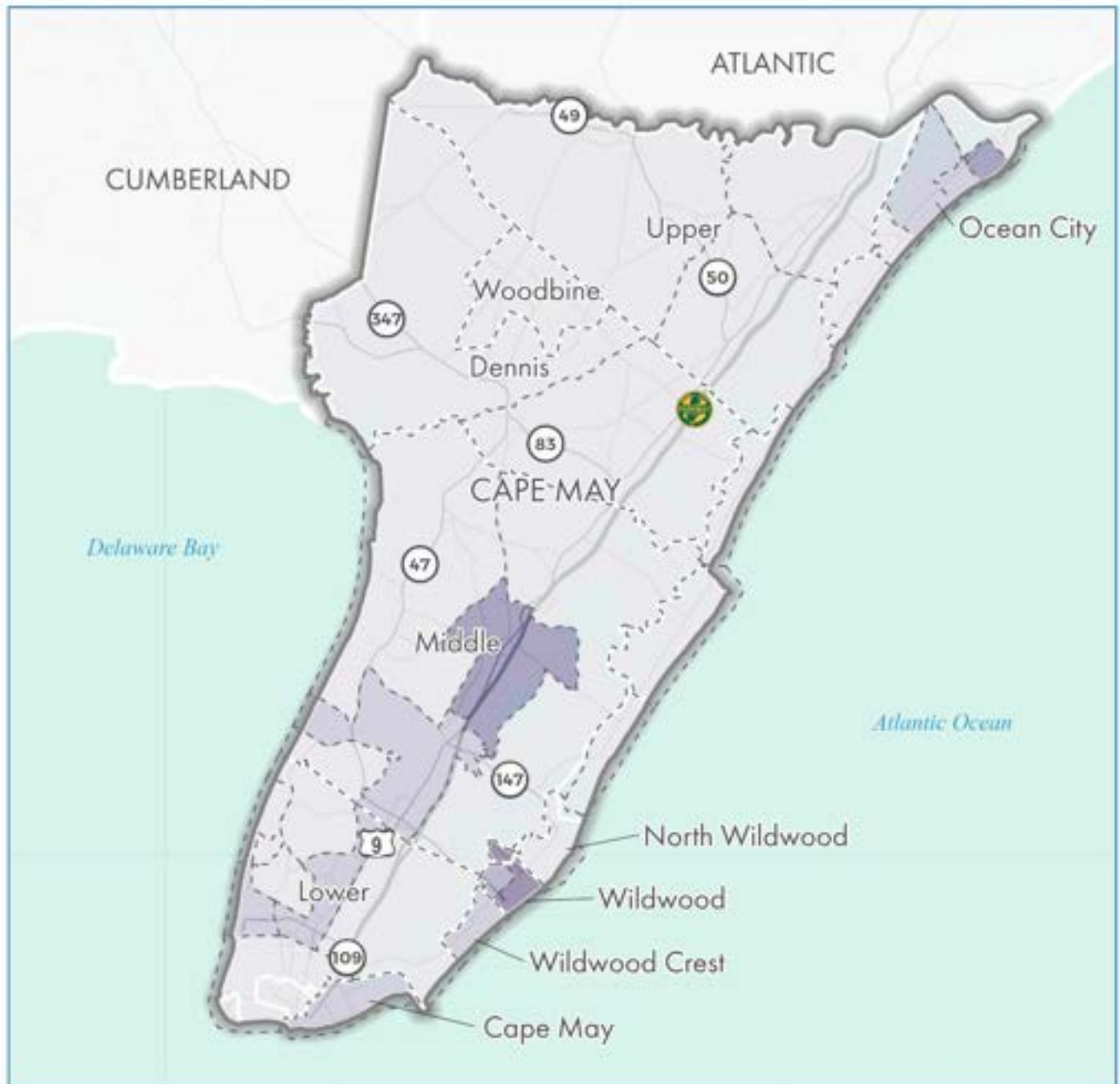
South Jersey  
Transportation  
Planning Organization



Date: 11/10/2025

Cape May County Access  
for All Transit Plan  
South Jersey Transportation  
Planning Organization

Figure 7: Cape May County Mobility Gaps



Date: 12/10/2025



**Legend**

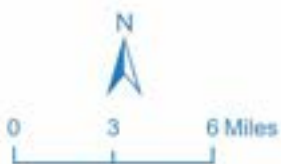
Mobility Gaps - Unserved Trips

Low

High

Census Tract

Municipality



Cape May County Access for All Transit Plan  
South Jersey Transportation Planning Organization

Areas with high mobility gaps generally have more zero vehicle households. Some areas also have high mobility gaps because they are rural and lack public transportation infrastructure, resulting in a large difference between the number of trips made by people with access to cars versus those without. **As shown in Figure 7, Wildwood and Ocean City have the highest mobility gaps.** Areas in Lower and Middle Townships, Wildwood Crest, and Cape May have moderate mobility gaps.

While the census tracts with the highest mobility gaps are already served by existing transportation services, services may not be adequate to meet demand. Factors such as affordability, seasonal availability, convenience, awareness, or eligibility restrictions may limit how many people can use existing services to meet their transportation needs.

## Gaps in Service

Gaps in service refer to deficiencies in the public transportation system.

**Table 11** describes different types of gaps in service. Several gaps were identified through the public involvement process and the review of existing transportation services:

- Any transportation providers that cannot demonstrate 100 percent fleet accessibility need to demonstrate compliance with equivalent service requirements before they apply for federal funds, including Section 5310 funds.
- Existing transit services are infrequent and require long travel times, making it inconvenient or infeasible for many people to use these services. **The top service improvements requested by Cape May County residents who participated in the public survey were more frequent service and better connectivity with other routes and destinations.**

**Table 11: Types of Gaps in Service**

Type	Description
Affordability	When people cannot afford the transportation services available to them.
Eligibility	When program or agency policies result in certain population groups being ineligible for transportation services.
Information	When people do not know about existing transportation services or how to use the services available to them.
Geographic	Areas without public and/or specialized transportation services.
Service	Areas where transportation services are too infrequent or do not travel where people need to go, making them unusable to many people.
Temporal	Days or times when transportation services are not available.

- Cape May County transportation providers have limited resources and funding to improve or expand services.
- **There are limited transit options in more rural areas of Cape May County**, such as Woodbine, Upper Township, and Dennis Township. Routes passing through these municipalities are infrequent and travel on main roads, making them hard to access. They also do not connect to many human services destinations.
- Existing transportation services are limited by day of week, and even time of year. Cape May FFT does not offer services on weekends. The AC Jitney services are mostly limited to the summer months.
- Cape May FFT is only available from 8:00 AM to 4:00 PM. Limited hours make it difficult for riders to use Cape May FFT to get to and from work, school, or other longer commitments. The limited hours also mean there are no demand response services available during the morning, evenings, or weekends for Cape May County residents who live outside the Access Link service area.
- Cape May County residents may not be aware of the services available to them, such as Access Link or Cape May FFT.
- Transportation providers have struggled to hire qualified operators with CDLs.
- It is difficult for some people to access fixed route stops due to the lack of pedestrian

and bicycle infrastructure. During engagement, it was noted that intersections near the Wildwood Bus Terminal would benefit from safety and accessibility upgrades.

- There is a need for more transportation options to out-of-county destinations in Atlantic, Camden, Cumberland, and Burlington Counties. There is also a need for transportation to Philadelphia, Pennsylvania. While Cape May FFT provides limited trips to Camden, Philadelphia, and northern Delaware, Cape May FFT does not have the capacity to fully meet demand. Cape May FFT's out-of-county, as well as out-of-state, service is mostly limited to veterans or riders traveling for medical purposes. People could technically use NJ TRANSIT to get to nearby New Jersey counties and Philadelphia, but NJ TRANSIT's service in Cape May County is limited and people would potentially need to transfer.

## Duplicative Services

No major service duplications were identified during the study process. While NJ TRANSIT and Cape May FFT both provide ADA-accessible demand response services, Access Link is only available to people with disabilities and trips are limited to locations within three-quarters of a mile of NJ TRANSIT fixed routes. Cape May FFT is available countywide to people with disabilities, seniors, and rural residents. Cape May FFT's different eligibility requirements and service area mean it is serving different needs than Access Link.



## Conclusions

There are several areas of Cape May County with significant transit needs. **In particular, Lower Township, Ocean City, Wildwood, and Wildwood Crest have greater transit needs compared to other areas of Cape May County based on demographic and socioeconomic data.**

Several communities were also found to have moderate to high mobility gaps, including Wildwood, Ocean City, Lower Township, Middle Township, Wildwood Crest, and Cape May. While most of these communities are served by NJ TRANSIT, Cape May FFT, and seasonal AC Jitney services, it is possible that existing services are not meeting demand.

Feedback received during public involvement indicated that other areas of Cape May County are underserved. **In particular, northern Cape May County (Woodbine and Upper and Dennis**

**Townships) were identified as being underserved and having high mobility gaps.** This area of Cape May County is predominantly rural. This means that northern Cape May County would likely be more effectively served with demand response or microtransit services. One strategy to better serve senior adults and people with disabilities in these areas is to increase Cape May FFT's capacity.

**Other service gaps impacting Cape May County include that fixed route services are infrequent, slow, and do not provide adequate coverage.**

While Cape May FFT is an important option for residents, its hours are limited, and it does not operate on weekends. Stakeholders and community members made recommendations during engagement for how to improve existing transportation services to mitigate some of these service gaps.

## 8. RECOMMENDED STRATEGIES & PROJECTS

The following sections recommend strategies and projects to improve transportation access in Cape May County. **The recommendations are based on both the technical analysis presented in this Access for All Transit Plan and public input.** Ultimately, the recommendations are intended to help Cape May County residents. The recommendations are not mandatory; however, they should still be considered, when possible, to help address unmet transportation needs, mitigate gaps in service, and improve the efficiency of service delivery.

It is important to note that specific project details still need to be determined. **Transportation providers will need to further develop potential projects before they apply for Section 5310 funding,** or other any other potential funding sources. Other funding sources were listed previously in *Table 1*.

The FTA now requires Section 5310 recipients to demonstrate how the requirement for equivalent service will be met if there is less than 100 percent fleet accessibility for demand response services. ADA-accessible transit vehicles are equipped with features such as wheelchair lifts or ramps, priority seating, and secure spaces for mobility devices, allowing passengers with disabilities to board, ride, and exit safely and independently. NJ TRANSIT has updated its subrecipient assistance and oversight procedures to ensure this new

requirement is met. *Appendix G* provides more information on how NJ TRANSIT will assess equivalent service requirements. **Providers that have less than 100 percent fleet accessibility will need to work with NJ TRANSIT to determine corrective actions before they apply for Section 5310 funding to implement any of the recommended projects.**



Access Link vehicles. Source: NJ TRANSIT



## Maintain Existing Transportation Services

There are already several transportation services in Cape May County catered to senior, disabled, and low-income populations. These include Cape May FFT, NJ TRANSIT’s Access Link, and NEMT services via ModivCare, among others. During public involvement, stakeholders and

residents indicated that there is a relatively high need for existing transportation services. **It is important to maintain these existing services going forward to prevent new gaps in service from developing.** *Table 12* details projects to maintain Cape May County’s existing transportation services.

**Table 12: Projects to Maintain Existing Transportation Services**

Project	Details
<p><b>Purchase or lease replacement vehicles</b></p>	<p>Purchase or lease replacement vehicles when current vehicles reach <a href="#">Useful Life Benchmarks</a> (ULBs) as outlined by the FTA. <b>All vehicles purchased or leased should be ADA-accessible, or transportation providers need to be able to demonstrate to NJ TRANSIT that they meet equivalent service requirements.</b> <i>When possible, agencies should prioritize smaller vehicle models that do not require operators to have CDLs. Cape May FFT's recent Service Assessment and Feasibility Study also recommended downsizing the fleet.</i></p>
<p><b>Fund vehicle preventive maintenance</b></p>	<p>Complete recommended preventive maintenance activities per FTA policies and manufacturer recommendations.</p>
<p><b>Purchase replacement software and technology</b></p>	<p>Purchase replacement software and technology, such as dispatch and scheduling software, radios and communication equipment, and security technology, as needed to provide reliable, safe, and efficient service.</p> <p>Cape May FFT implemented a new scheduling software (Via) in September 2025, which included additional communications equipment and a mobile/desktop application for customers and caretakers to monitor scheduled and active trips. Cape May FFT should continue to update or replace this new technology as needed to ensure reliable operations.</p>

Project	Details
<b>Procure contracted services</b>	Acquire transportation services through a contract, lease, or other arrangement to <i>fulfill existing program requirements</i> . Contracted services must be ADA-accessible or meet federal equivalent service requirements. Section 5310 funds can be used to acquire contracted services but cannot be used to support direct operating costs.
<b>Write grants to support Cape May County transportation services</b>	Write and prepare grant applications to support the operating and capital requirements of existing transportation services and programs in Cape May County.
<b>Identify new funding options for operating and capital needs</b>	Transportation providers, human services agencies, and other stakeholders can collaborate to research new funding opportunities for transit operating and capital requirements. This will be especially important as the funding landscape continues to evolve throughout the five-year planning period.

**Figure 8: Ocean City Jitney Shuttle**



*Ocean City Jitney shuttle. Source: OCNJDAILY*



## Implement Capital and Technology Improvements

Many areas of Cape May County do not have accessible pedestrian or bicycle infrastructure, making it difficult for people to safely access transit services. Further, not all transit vehicles or facilities are ADA-accessible, meaning some people cannot access transit services at all. The Community Mobility Survey data supports that Cape May County residents cannot easily access transit services; the second most common transit need reported by residents was transit services closer to where they need to go.

Residents also reported through the survey that the lack of sidewalks and crosswalks is the top infrastructure issue preventing them from riding transit services. **Implementing the recommended capital improvements, listed in Table 13, will help eliminate barriers currently limiting transit ridership.**

*Table 13* also recommends technological improvements to improve the accessibility and quality of Cape May County transportation services, enabling more people to ride. **Enhanced technology will also improve service efficiency over time, generating long-term cost savings for transportation providers.**

**Table 13: Capital and Technology Improvement Projects**

Project	Details
<b>Upgrade existing vehicles to be ADA-accessible</b>	Purchase and install wheelchair lifts, ramps, and securement devices on existing vehicles.
<b>Enhance technology</b>	Purchase improved technology such as intelligent transportation systems (ITS), automatic vehicle location systems, digital fare collection systems, automatic reservation processing systems, digital scheduling software, and microtransit software, among others. It should be noted that Cape May FFT recently implemented Via scheduling software in September 2025.
<b>Purchase and install passenger amenities at bus stops</b>	Purchase and install bus shelters and benches for use at bus stops with high ridership activity. Bus stops should be ADA-accessible and linked to the sidewalk network so amenities can benefit seniors and people with disabilities.
<b>Explore opportunities to implement microtransit and micromobility systems</b>	Study the feasibility of converting existing dial-a-ride services, such as Cape May FFT, to microtransit. Encourage micromobility pilots. Coordinate microtransit and micromobility projects with existing services. Specifically, Cape May FFT should prioritize exploring potential microtransit service options given the agency's recent

Project	Details
	procurement of Via software.
<b>Improve access to bus stops</b>	Plan and construct ADA-accessible paths to bus stops. Improvements may include building curb cuts and sidewalks or installing ADA-accessible pedestrian signals or improved signage. Priority areas for improvement include intersections near the Wildwood Bus Terminal ( <i>Figure 9</i> ).
<b>Improve pedestrian and bicycle connections to bus stops</b>	Plan and construct additional ADA-accessible sidewalks and crosswalks, bicycle lanes, and bicycle storage facilities to help people access bus stops. Priority corridors for improvements include all US and NJ routes in the county.

**Figure 9: Wildwood Bus Terminal**



## Enhance Outreach & Communications

As previously mentioned, there are several human services transportation options already available in Cape May County. Additionally, there are existing resources that people could use to learn about available transportation services, including [Cross County Connection Transportation Management Association](#)

(CCCTMA), the [Cape May County Office on Aging and Disability Services](#), and [New Jersey 211](#). [CCCTMA](#) also offers a travel training program focused on underserved communities. While these resources are available, awareness remains limited. **The Access for All Transit Plan recommends improving outreach about existing services to eliminate information gaps preventing people from taking advantage of available services.** *Table 14* describes projects to support this strategy.

**Table 14: Outreach & Communications Projects**

Project	Details
<b>Increase online marketing</b>	Increase online marketing of existing transportation services by increasing presence on social media platforms and other nontraditional forms of media. Online marketing has become more important as senior adults become increasingly tech-savvy.
<b>Improve digital information resources</b>	Improve existing digital information resources, such as Cape May FFT's Rider's Guide and website, to ensure they are clear and updated. Update existing regional information resources offered by CCCTMA, SJTPO, and NJ 211. Consider opportunities to use artificial intelligence (AI) to build new online trip planning or information tools. <i>This strategy was also recommended by Cape May FFT's recent Service Assessment and Feasibility Study.</i>
<b>Develop new physical outreach materials</b>	Develop new, updated physical outreach materials that incorporate document accessibility standards.
<b>Increase coordination with human services agencies</b>	Coordinate with human services agencies in Cape May County to promote transportation services. During stakeholder engagement, representatives from human services agencies said improved coordination would help them to be able to refer their clients to existing transportation services. <i>This strategy was also recommended by Cape May FFT's recent Service Assessment and Feasibility Study.</i>
<b>Increase travel training programs</b>	Expand and improve marketing of existing travel training programs, such as those offered by CCCTMA and the Cape May Special Services School. Increase capacity of transportation providers to provide their own travel training programs.

## Expand and Improve Transportation Services

There are several service gaps in Cape May County that cannot be addressed with existing services. **Cape May County transportation providers should expand and improve services**

over time to minimize service gaps. *Table 15* recommends service improvements that will benefit Cape May County’s senior adult, disabled, and low-income populations. The recommendations are contingent on the availability of funding; Cape May County transportation providers will need to pursue and secure additional funding before implementing the recommended service improvements.

**Table 15: Service Expansion and Improvement Projects**

Project	Details
<b>Shorten required reservation windows</b>	Progressively shorten required reservation windows for Cape May County demand response services. Transportation providers, including Cape May FFT, should work towards being able to provide same-day service. <i>This strategy was also recommended by Cape May FFT’s recent Service Assessment and Feasibility Study.</i>
<b>Partner with regional stakeholders on transit-related studies</b>	Partner with regional stakeholders such as NJ TRANSIT, CCCTMA, and SJTPO to conduct transit-related studies.
<b>Conduct studies on potential service expansions</b>	Conduct studies on how to expand existing services to address unmet transit needs. Studies should focus on solutions that would be cost-effective, grow ridership, and not duplicate existing services. Cape May FFT recently completed a similar study effort; therefore, this recommendation mostly pertains to other transportation providers in Cape May County, such as NJ TRANSIT or the AC Jitney.
<b>Extend weekday service hours</b>	Extend weekday service hours on Cape May FFT to enable more people to use the service for work, school, or other longer commitments.
<b>Purchase or lease expansion vehicles</b>	Purchase or lease expansion vehicles to operate new services.
<b>Increase service to out-of-county destinations</b>	Increase service to out-of-county destinations in Atlantic, Cumberland, Camden, and Burlington Counties, and Philadelphia (Pennsylvania), to serve the needs of priority populations, such as veterans and medical patients.



Project	Details
<b>Increase weekend service options</b>	Increase weekend service options by adding weekend hours on Cape May FFT.
<b>Add fixed route service options</b>	Add new fixed route services in areas with mobility gaps and high transit needs, such as Ocean City and Wildwood. Analyze options for potential operators, routes, and hours. New fixed routes should connect to NJ TRANSIT.
<b>Procure contracted services</b>	Acquire transportation services through a contract, lease, or other arrangement to <i>implement new or expanded transportation programs</i> . Contracted services must be ADA-accessible or meet federal equivalent service requirements. Section 5310 funds can be used to acquire contracted services but cannot be used to support direct operating costs.



People riding in van. Source: Adobe

## Improve Agency Coordination

**Coordination improves the cost effectiveness and efficiency of human services transportation.**

Coordination helps providers share responsibilities, management, resources (i.e., agency vehicles), and funding. Coordination can also enable larger transportation agencies to enter into agreements with other agencies (i.e., county department, local municipality, or private agency) to provide transportation services.

The Access for All Transit Plan aims to improve coordination between Cape May County transportation providers. Stakeholders indicated during outreach that they want to improve coordination; however, there are several barriers that make coordination difficult. Some coordination challenges include regulatory constraints, different organizational focuses, and organizations' limited capacity to develop coordination agreements. Despite these challenges, the Access for All Transit Plan recommends regional partners explore opportunities to improve coordination by completing the projects listed in *Table 16*.

**Table 16: Projects to Improve Agency Coordination**

Project	Details
<b>Meet with regional partners</b>	Meet with regional partners to improve intercounty connections.
<b>Establish Four-County Coordinating Committee*</b>	Establish a permanent and active Four-County Coordinating Committee to provide a central forum for agencies and organizations in the SJTPO region to meet and consider coordination opportunities. It is suggested that the Four-County Coordinating Committee meet biannually.
<b>Explore potential for establishing regional Mobility Manager position*</b>	Explore the potential of establishing a Mobility Manager position for the SJTPO region. The Mobility Manager could oversee the Four-County Coordinating Committee, facilitate meetings, and implement mobility management initiatives, among other responsibilities.
<b>Explore cost savings opportunities</b>	Explore potential savings that could result from procuring a group insurance policy for vehicles or purchasing fuel through a joint bid.
<b>Explore potential for sharing vehicles</b>	Explore the potential to share vehicles among human services agencies, including the grouping and sharing of trips by agency or agency type.
<b>Analyze options for centralized maintenance</b>	Analyze options for developing systems for centralized maintenance of human services transportation vehicles.

\*Projects were recommended in 2021 Access for All Transit Plan.



## Adopt Policies to Facilitate Transit Use

Outside of Lower Cape May County and Ocean, Cape May County is mostly rural. It is difficult to serve rural, dispersed development with fixed routes because people and destinations are spread out, resulting in fewer riders per mile, higher costs, and less efficient service. **It is recommended that Cape May County municipalities adopt policies to encourage**

**denser development to facilitate transit ridership.** This strategy is being carried over from the 2021 Access for All Transit Plan.

Example policies are listed in *Table 17*. It is important to note that the policies shown in *Table 17* would benefit the general public in addition to seniors, people with disabilities, and people with low incomes.

**Table 17: Policies to Facilitate Transit Use**

Project	Details
<b>Adopt zoning policies conducive to transit use*</b>	Adopt zoning policies which increase density in town centers, encourage mixed-use development, and prioritize pedestrian-friendly designs, especially near bus stops and facilities.
<b>Adopt Complete Streets policies*</b>	Adopt Complete Streets policies to require new roadway projects to consider all modes. Complete Streets policies should include specific design guidelines for bus shelters, safety features, sidewalks, and crosswalks, among other amenities, to ensure streetscapes are accessible to seniors and people with disabilities. Complete Streets policies can be designed to apply to more than just new construction projects.

\*Projects were recommended in 2021 Access for All Transit Plan.

# 9. IMPLEMENTATION PLAN

The Access for All Transit Plan recommendations will be implemented over a five-year period (2026 to 2031). *Table 18* outlines the implementation plan. As shown, recommended projects have been categorized into three implementation timeframes: Near-term (1-2 years), Mid-term (3-4 years), and Long-term (5+ years). The timeframes were determined based on stakeholder input and the following considerations related to feasibility:

- Whether projects will maintain services, expand services, or create entirely new services.
- Institutional complexity (e.g., number and type of entities involved).
- Lead time required to plan and properly execute the project.
- Whether new funding would be required, and the relative amount of funds required.

*Table 18* identifies partners that will likely be involved in advancing the recommended projects. Likely partners include:

- **Transportation providers**, including the public, nonprofit, and private agencies previously identified in Chapter 6 (Existing Transportation Services). This category includes Cape May FFT and NJ TRANSIT.
- **Cape May County** departments and offices, besides those which already

provide transportation services (i.e., all departments besides the Office of Aging & Disabilities and Veteran’s Services).

- **Municipalities** in Cape May County.
- **SJTPO**, the MPO for Atlantic, Cape May, Cumberland, and Salem Counties.
- **CCCTMA**, the Transportation Management Association for Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, and Salem Counties.
- **South Jersey Economic Development District (SJEDD)**, the Economic Development District for Atlantic, Cape May, Cumberland, and Salem Counties.
- **Human services agencies**, besides those which directly operate transportation services.

The transportation environment is constantly changing; therefore, it is possible that the project partners identified in the implementation plan may change. Specific project details, such as the project lead, partners, funding sources, and cost, will need to be determined closer to implementation.

**Table 18: Implementation Plan**

Strategy	Project	Likely Partners							Timeframe
		Transportation Providers	Cape May County	Municipalities	SJTPO	CCCTMA	SJEDD	Human Service Agencies	
Maintain Existing Transportation Services	Purchase or lease replacement vehicles, prioritizing smaller vehicle models	x							Near-term
	Fund vehicle preventive maintenance	x							Near-term
	Purchase replacement software and technology	x							Near-term
	Procure contracted services for existing programs	x						x	Near-term
	Write grants to support the operating and capital needs of Cape May County transportation services	x	x	x	x			x	Near-term
	Identify new transit funding options	x	x	x	x	x		x	Near-term
Implement Capital & Technology Improvements	Upgrade existing vehicles to be ADA accessible	x							Near-term
	Enhance technology	x							Near-term
	Purchase and install passenger amenities at bus stops	x	x	x					Near-term
	Explore opportunities to implement microtransit and micromobility systems	x	x	x	x	x			Near-term
	Improve access to bus stops		x	x					Mid-term
	Improve pedestrian and bicycle connections to bus stops		x	x	x	x			Long-term

Strategy	Project	Likely Partners							Timeframe
		Transportation Providers	Cape May County	Municipalities	SJTPO	CCCTMA	SJEDD	Human Service Agencies	
Improve Outreach & Communications	Increase online marketing	x	x	x					Near-term
	Improve digital information resources	x	x	x	x	x	x		Near-term
	Develop new physical outreach materials	x							Near-term
	Increase coordination with human services agencies	x						x	Near-term
	Increase travel training programs	x	x	x		x			Long-term
Expand & Improve Transportation Services	Shorten required reservation windows	x							Near-term
	Partner with regional stakeholders on transit-related studies	x	x	x	x	x	x	x	Near-term
	Conduct studies on potential service expansions	x	x	x	x	x	x		Near-term
	Extend weekday service hours on FFT	x							Mid-term
	Purchase or lease expansion vehicles	x							Mid-term
	Increase service to out-of-county destinations	x							Mid-term
	Increase weekend service options	x							Long-term
	Add fixed route service options	x							Long-term
	Procure contracted services for new programs	x	x	x				x	Long-term



Strategy	Project	Likely Partners							Timeframe
		Transportation Providers	Cape May County	Municipalities	SJTPO	CCCTMA	SJEDD	Human Service Agencies	
Improve Agency Coordination	Establish Four-County Coordinating Committee	x	x	x	x	x	x	x	Near-term
	Meet with regional partners	x	x	x	x	x	x	x	Near-term
	Explore cost savings opportunities	x			x	x			Mid-term
	Explore potential for establishing regional Mobility Manager position	x			x	x			Mid-term
	Explore the potential for sharing vehicles	x			x	x		x	Mid-term
	Analyze options for centralized maintenance	x	x	x	x	x		x	Long-term
Adopt Policies to Facilitate Transit Use	Adopt zoning policies conducive to transit use		x	x					Long-term
	Adopt Complete Streets policies		x	x		x			Long-term

# APPENDIX A: SUMMARY OF STAKEHOLDER MEETINGS

During 2025, SJTPO contracted WSP to facilitate or attend several stakeholder meetings focused on transit/human services planning. *Table A-1* lists the stakeholder meetings referenced during

the development of this Access for All Transit Plan. High-level takeaways from the meetings are summarized on the following pages.

**Table A-1: 2025 Stakeholder Meetings**

Date	Host(s)	Attendee(s)
Tuesday, January 21 <sup>st</sup>	SJTPO and WSP	New Jersey Transit Corporation (NJ TRANSIT)
Thursday, January 30 <sup>th</sup>	SJTPO and WSP	NJ TRANSIT
February	SJTPO and WSP	Cape May County Human Services Transportation Committee*
Friday, March 14 <sup>th</sup>	SJTPO and WSP	Nonprofit Development Center of Southern New Jersey and the Walter Rand Institute at Rutgers University-Camden
Monday, April 7 <sup>th</sup>	South Jersey Economic Development District (SJEDD)	SJTPO and WSP
Thursday, May 15 <sup>th</sup>	SJTPO and WSP	Multiple safety stakeholders
Tuesday, October 14 <sup>th</sup>	SJTPO and WSP	Cape May Fare Free Transportation

\*Cape May County Human Services Transportation Committee members submitted written feedback via a questionnaire.

## NJ TRANSIT

SJTPO and WSP met with NJ TRANSIT twice in January 2025. The meetings were attended by staff from NJ TRANSIT's Capital Planning, Research and Community Services, Bus Service Planning, Transit Friendly Planning, and Demand Forecasting Teams. **During the first meeting, attendees discussed transit needs and challenges in the SJTPO region.** Specific discussion points were as follows:

- NJ TRANSIT has received requests for express service on the Atlantic City Rail Line, express bus service between Atlantic City and Vineland, and express bus service between Vineland and Philadelphia.
- Some passengers have made general requests for more transit service in the SJTPO region; however, these requests have been infrequent.
- NJ TRANSIT procures and installs bus shelters, then transfers ownership to the municipalities. Often, bus shelters fall into disrepair because municipalities do not know they are responsible for maintenance. This loss of knowledge is likely due to staff turnover at the municipal level.
- NJ TRANSIT recommended that SJTPO continue to partner with NJ TRANSIT on projects, plans, and initiatives, as well as on marketing and outreach.
- SJTPO could develop a grant program, similar to the Transportation and Community Development Initiative

(TCDI) managed by the Delaware Valley Regional Planning Commission (DVRPC), to support transit planning and improvements.

**During the second meeting, NJ TRANSIT discussed the previous Access for All Transit Plan recommendations.** Takeaways from the second meeting with NJ TRANSIT were incorporated into Chapter 4 (Previous Access for All Transit Plan).

## Cape May County Human Services Transportation Committee

SJTPO and WSP developed and distributed a questionnaire to the Cape May County Human Services Transportation Committee in February 2025. **The questionnaire asked the Committee members about transit access in Cape May County, potential transit improvements, and the previous Access for All Transit Plan recommendations.** Ultimately, staff from Cape May Fare Free Transportation (FFT) and the Cape May Planning Department completed the questionnaire. Highlights from their feedback include:

- Many residents believe there is inadequate transit access throughout the County. Cape May County residents have expressed to Cape May FFT staff that there is need for additional fixed routes.
- Cape May FFT service is limited by funding and the availability of drivers.



- The perception of low transit access and the long travel times on existing fixed routes have resulted in most residents relying on personal vehicles. Tourists are even more likely to use personal vehicles, as many tourists drive to the area.
- In Cape May County, there is demand for transportation services to employment centers with limited parking, such as the Wildwood Boardwalk.
- Stakeholders suggested SJTPO should continue to coordinate with transportation providers, social service agencies, and major employers in Cape May County to identify transportation needs and trends.
- Stakeholders suggested SJTPO, CCCTMA, or NJ TRANSIT could establish a Regional Mobility Manager position to help facilitate coordination between the four SJTPO counties.

## Non-Profit Development Center of Southern New Jersey (NPDCSNJ) and Walter Rand Institute (WRI)

The WRI at Rutgers University, Camden, recently conducted research on transportation access in South Jersey. Given WRI's expertise, NPDCSNJ later partnered with WRI to conduct focus groups to discuss transportation challenges impacting non-profit clients. SJTPO and WSP

met with representatives from both WRI and NPDCSNJ to discuss what they had learned through their recent research regarding transportation needs and mobility gaps in the four SJTPO counties.

### WRI identified three key challenges impacting mobility in South Jersey:

- It is very expensive to own and maintain a personal vehicle.
- There are typically very few Uber or Lyft drivers available.
- It takes a long time to travel via existing public transit services.

WRI is continuing to work with the South Jersey counties to develop affordable transportation solutions that could improve mobility outcomes.

During the non-profit focus groups, WRI and NPDCSNJ worked with the attendees to develop solutions to transportation challenges impacting non-profit clients, participants, and staff. The final recommendations were as follows:

- Develop economic incentives for employers, non-profits, and rideshare drivers to address transportation needs impacting the region.
- Procure additional vehicles to use for public transit and human services transportation.
- Establish a new source of public transit funding specifically to South Jersey.
- Develop a comprehensive, regional transit plan for South Jersey.

## South Jersey Economic Development District (SJEDD)

SJTPO and WSP attended SJEDD’s quarterly Board of Directors meeting in April 2025. SJEDD is the Economic Development District for Atlantic, Cape May, Cumberland, and Salem Counties. SJEDD continuously evaluates how to promote economic growth.

- During the meeting, SJTPO updated the Board about the upcoming effort to update the four counties’ Access for All Transit Plans. Generally, the Board was excited about the planning effort. **The Board recommended that the Access for All Transit Plans consider how to connect seniors, people with disabilities, and people with low incomes to work opportunities.**

## Safety Stakeholder Meeting

SJTPO and WSP convened stakeholders from all four counties to discuss safety concerns impacting non-motorized travelers. Non-motorized travelers include pedestrians, wheelchair users, cyclists, and people who use

any other manually powered mobility devices. **For the purposes of the meeting, transit riders were also considered non-motorized travelers.** Non-motorized travelers face distinct safety risks compared to motorists. As non-motorized travelers are not protected by vehicles, they are more likely to be seriously injured or killed if they are involved in a crash. **Many non-motorized travelers are also people who are more vulnerable to injury, such as senior adults and people with disabilities.**

*Table A-2* summarizes the safety issues reported during the safety stakeholder meeting. *Table A-2* also shows initial recommendations for how to address the various safety issues. Many of the improvement recommendations have been incorporated into the Access for All Transit Plan as either recommended strategies or projects.

During the meeting, attendees mentioned that many roadways in the SJTPO region would benefit from enhanced pedestrian, bicycle, and transit infrastructure; however, there is often limited right-of-way available to implement said improvements. Additionally, some infrastructure improvements would require existing utilities to be moved, making the projects’ cost prohibitive. **It is important that regional stakeholders first determine the feasibility of potential improvement projects before pursuing funding.**



**Table A-2: Safety Concerns Impacting Non-Motorized Travelers in the SJTPO Region and Initial Improvement Recommendations**

Location	Issue	Recommended Improvements
Regionwide	Distracted drivers	<ul style="list-style-type: none"> <li>- Increase enforcement</li> <li>- Improve educational materials</li> <li>- Install more signage</li> </ul>
Regionwide	Speeding vehicles	<ul style="list-style-type: none"> <li>- Increase enforcement</li> <li>- Improve educational materials</li> <li>- Install traffic calming measures</li> </ul>
Regionwide	Irregular/unpredictable travel by non-motorized travelers	<ul style="list-style-type: none"> <li>- Improve educational materials</li> <li>- Install more pedestrian and bicycle infrastructure</li> </ul>
Regionwide	Pedestrians making mid-block crossings, jaywalking or crossing dangerously at intersections	<ul style="list-style-type: none"> <li>- Install more crosswalks</li> <li>- Address sidewalk gaps</li> <li>- Study where pedestrian infrastructure improvements would provide the most benefits</li> <li>- Ensure there is sufficient crossing time allowed at existing pedestrian signal indications</li> </ul>
Regionwide	Lack of protected bicycle infrastructure	<ul style="list-style-type: none"> <li>- Install separated bike lanes and off-road trails</li> <li>- Study where separated bike lanes would provide the greatest safety benefits</li> <li>- Increase motorized/non-motorized vehicle buffers, where possible</li> </ul>
Regionwide	Sidewalks in disrepair	<ul style="list-style-type: none"> <li>- Review the condition of existing sidewalks and identify gaps</li> <li>- Improve sidewalks</li> </ul>
Regionwide	Bus stops with no nearby pedestrian infrastructure	<ul style="list-style-type: none"> <li>- Install more pedestrian and bicycle infrastructure near and leading to bus stops</li> <li>- Coordinate with transit operators to relocate dangerous stops to safer locations</li> </ul>
State Highways (Regionwide)	High traffic volumes, speeding vehicles, lack of pedestrian infrastructure, lack of bicycle infrastructure	<ul style="list-style-type: none"> <li>- Coordinate with New Jersey Department of Transportation about improvements that could be implemented during planned roadway projects</li> </ul>

## Cape May Fare Free Transportation

SJTPO and WSP met virtually with a representative from Cape May FFT on October 14<sup>th</sup>, 2025. The purpose of the meeting was to gather additional data for the Access for All Transit Plan. Important takeaways from the discussion include:

- Cape May FFT recently procured Via software. As part of the rollout of the new software, Cape May FFT shortened the reservation window from three days to two.
- All services are door-to-door. The agency used to provide deviated fixed route service, but that model was inefficient because deviations were being made for nearly every pick-up.
- Cape May FFT has been using Routematch software for scheduling for over 20 years.
- In 2020, Cape May FFT released a Request for Proposals (RFP) for new routing/scheduling software. Cape May FFT selected Uber through the RFP process, but the switch did not go well. The County ended up terminating its contract with Uber and went back to Routematch within less than a year. A key lesson learned from the failed software switch was not to overhaul the system overnight. Now with Via, Cape May FFT is implementing incremental changes. Cape May FFT is also updating its Rider's Guide before implementing any changes.
- In the future, Cape May FFT aims to increase its capacity so it can provide a true, countywide demand response service with no restrictions by day or time. Service to out-of-county destinations will likely remain limited for the foreseeable future.
- Cape May FFT receives very few requests for trips to Sea Isle City, Avalon, or Stone Harbor.
- Most Cape May FFT trips are in the southern portion of the county. The one exception to this trend is Ocean City. Cape May FFT has one bus dedicated solely to serving trips to and from the Ocean City Senior Center.
- The Heritage Homestead Day Center in Woodbine is a major destination for disabled residents.
- Cape May FFT is transitioning its fleet to smaller vehicles to enable the agency to hire drivers without commercial driver's licenses (CDLs).
- Cape May County would be open to participating up to two times per year in a Four-County Coordinating Committee with the other counties in the SJTPO region.



# APPENDIX B: STAKEHOLDER SURVEY RESULTS

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The Cape May County Access for All Transit Plan includes an inventory of public, non-profit, social service, and private transportation providers.

During the plan development, a stakeholder survey was conducted to gather more information about existing transportation providers. The stakeholder survey was also designed to gather data on other, non-direct methods that Cape May County organizations use to help people with transportation.

The stakeholder survey was distributed by email to stakeholders who participated in previous meetings and the transportation providers identified in Chapter 6 (Existing Transportation Services). The stakeholder survey was also distributed to social service organizations that serve senior adults, people with disabilities, and people with low incomes. The survey was open from September 12<sup>th</sup> to October 24<sup>th</sup>, 2025. Each organization received two to three reminders to participate during that period. Ultimately, 5 stakeholders participated, 1 of which directly serves Cape May County.

Information on the respondents' transportation services and planned services improvements has been incorporated into Chapters 6 (Existing Transportation Services) and 8 (Recommended Strategies & Projects). All other survey results are summarized in this appendix.

## Survey Results

### RESPONDENTS

Listed below are the organizations that completed the stakeholder survey.

Organizations that serve Cape May County are indicated in bold:

- Atlantic County Economic Alliance
- Atlantic County Workforce Development Board
- Cumberland County Employment and Training
- **Rural Development Corporation / Cumberland Family Shelter**
- Salem County

These organizations can be classified into the following categories:

- County departments/divisions (3)
- Economic development agencies (1)
- Non-profit human services organization (1)

### PROGRAM OVERVIEWS

*Table B-1* provides more details on the stakeholder survey respondents.

**Table B-1: Overview of Stakeholder Survey Respondents**

Organization	Counties Served	Population Segments Served	Types of Transportation Assistance Offered
Atlantic County Economic Alliance	Atlantic	<ul style="list-style-type: none"> <li>- Older Adults</li> <li>- Youth</li> <li>- Veterans</li> <li>- Unemployed</li> <li>- Low income</li> <li>- People with disabilities</li> </ul>	N/A
Atlantic County Workforce Development Board	Atlantic	<ul style="list-style-type: none"> <li>- Older Adults</li> <li>- Youth</li> <li>- Veterans</li> <li>- Unemployed</li> <li>- Low income</li> <li>- People with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>- Buy passes for public transit services</li> </ul>
Cumberland County Division of Employment and Training	Cumberland	<ul style="list-style-type: none"> <li>- Older Adults</li> <li>- Veterans</li> <li>- Unemployed</li> <li>- Low income</li> </ul>	<ul style="list-style-type: none"> <li>- Provide trips with organization/agency staff and vehicles</li> <li>- Buy passes for public transit services</li> </ul>
Rural Development Corporation / Cumberland Family Shelter	Atlantic Cape May Cumberland Gloucester Salem	<ul style="list-style-type: none"> <li>- Older Adults</li> <li>- Youth</li> <li>- Veterans</li> <li>- Unemployed</li> <li>- Low income</li> <li>- People with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>- Provide trips with organization/agency staff and vehicles</li> <li>- Buy passes for public transit services</li> </ul>
Salem County	Salem	<ul style="list-style-type: none"> <li>- Older Adults</li> <li>- Youth</li> <li>- Veterans</li> <li>- Unemployed</li> <li>- Low income</li> <li>- People with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>- Provide trips with organization/agency staff and vehicles</li> <li>- Contract with operator to provide trips</li> </ul>



## **UNMET TRANSPORTATION NEEDS**

Stakeholders were asked to identify unmet transportation needs in the SJTPO region. One stakeholder noted there are not enough public transit services in the region to meet demand, forcing non-profit organizations to provide their own transportation services. **Several of the stakeholders mentioned there is a lack of transportation to rural areas.** Stakeholders also mentioned that there are few transit options to employment centers in the western portion of the region (i.e., western Cumberland County or Salem County) or in western Atlantic County, two areas which have been hotspots for new manufacturing jobs.

Stakeholders were also asked whether there are trips that their clients request, but that the stakeholder organizations are unable to serve. **Both Salem County and the Rural Development Corporation noted they struggle to serve customers trying to get to workplaces, including people who work at businesses along Delsea Drive and local industrial parks.** The Cumberland County Division of Employment and Training has received requests for Saturday trips and trips outside of the Division's current hours.

## **IMPROVEMENT IDEAS**







When asked how to improve mobility for seniors, people with disabilities, and people with

low incomes, one stakeholder suggested to focus on maintaining, and eventually expanding, on-demand services catered to the unique needs of these priority groups. Another stakeholder suggested adding new fixed route services in areas currently unserved or underserved by NJ TRANSIT. Other suggestions were more focused on management and coordination: conduct a comprehensive study of existing transportation services to identify gaps and improve coordination among non-profit organizations to maximize available resources.

## **MOBILITY MANAGEMENT**

Mobility management refers to an innovative approach that focuses on meeting the transportation needs of seniors, people with disabilities, and people with low incomes through a range of options and services. **Table B-2** lists mobility management initiatives that the responding organizations are interested in implementing over the next five years. Larger blue bars indicate a greater interest in the strategy, while smaller blue bars indicate less interest. As shown, the two most popular strategies are focused on improving coordination: coordinate transportation services for seniors, people with disabilities, and people with low incomes and establish some sort of brokerage to coordinate providers, funding, and passengers.

**Table B-2: Stakeholder Interest in Potential Mobility Management Strategies**

Strategy	Relative Interest
Coordinate transportation services for seniors, people with disabilities, and people with low incomes	
Develop and support a local coordination policy body and/or council	
Establish transportation brokerage to coordinate providers, funding, agencies, and passengers	
Provide travel training programs or trip planning support	
Implement new, customer-oriented platforms for trip planning	
Develop and operate one-stop transportation call centers	



# APPENDIX C: COMMUNITY MOBILITY SURVEY RESULTS

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SJTPO conducted the Community Mobility Survey from August 21st to September 30th, 2025. The purpose of the survey was to understand the transportation needs of residents and visitors of Atlantic, Cape May, Cumberland, and Salem Counties. The survey results informed the Access for All Transit Plan.

The survey was available online and shared via SJTPO’s social media, as well as by partners such as SJTA, CCCTMA, various county offices, and non-profit transportation service providers. SJTA and the four county demand response providers (Atlantic County Transportation Unit, Cape May Fare Free Transportation (FFT), Cumberland Area Transit System, and Salem County’s SCOOT service) also distributed postcards with the survey information to their passengers. Physical copies of the survey were available in SJTPO’s office. As an incentive to complete the survey, respondents who live within the SJTPO region were offered the option of entering to win a \$25 gift card. Four winners were selected for gift cards.

In total, SJTPO collected 461 valid survey responses: 16 physical copies and 445 electronic copies. The initial 712 electronic results were

carefully vetted by removing responses with multiple submissions from the same IP address and responses with suspicious looking email addresses or domain names.

## Results

### GEOGRAPHIC REPRESENTATION

The survey reached residents of all four SJTPO counties: Atlantic, Cape May, Cumberland, and Salem. Cape May County had the lowest participation rate, representing 11 percent of the total responses (*Figure C-1*). Within Cape May County, there were responses from 14 different municipalities. Middle Township and Wildwood had the highest representation, followed by Lower and Upper Townships (*Figure C-2*)

Across the region, the zip codes with the most responses were 08401, 08360, and 08302, which cover the municipalities of Atlantic City, Vineland, and Bridgeton, respectively. Within Cape May County, the zip codes with the highest response rates were 08210 (Dennis and Middle Townships), 08251 (Lower and Middle Townships), and 08260 (Wildwood).

Figure C-1: Number of Survey Responses by County

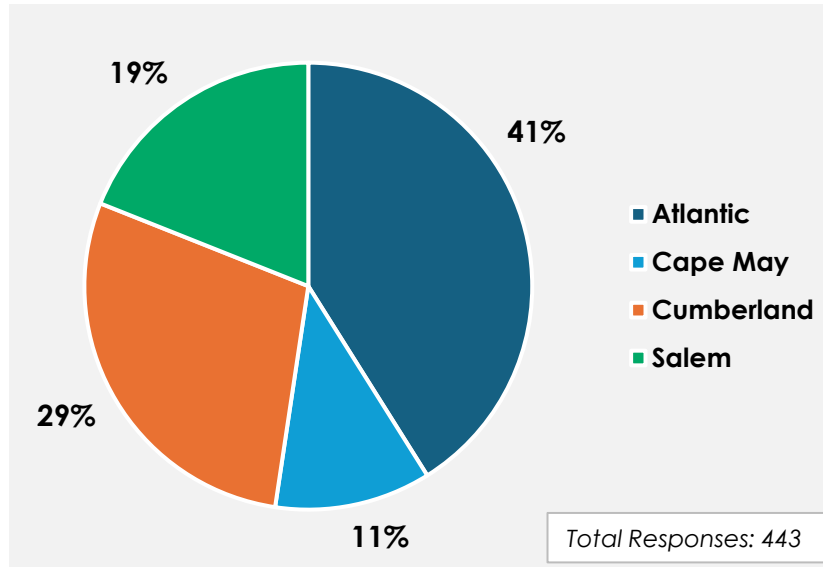
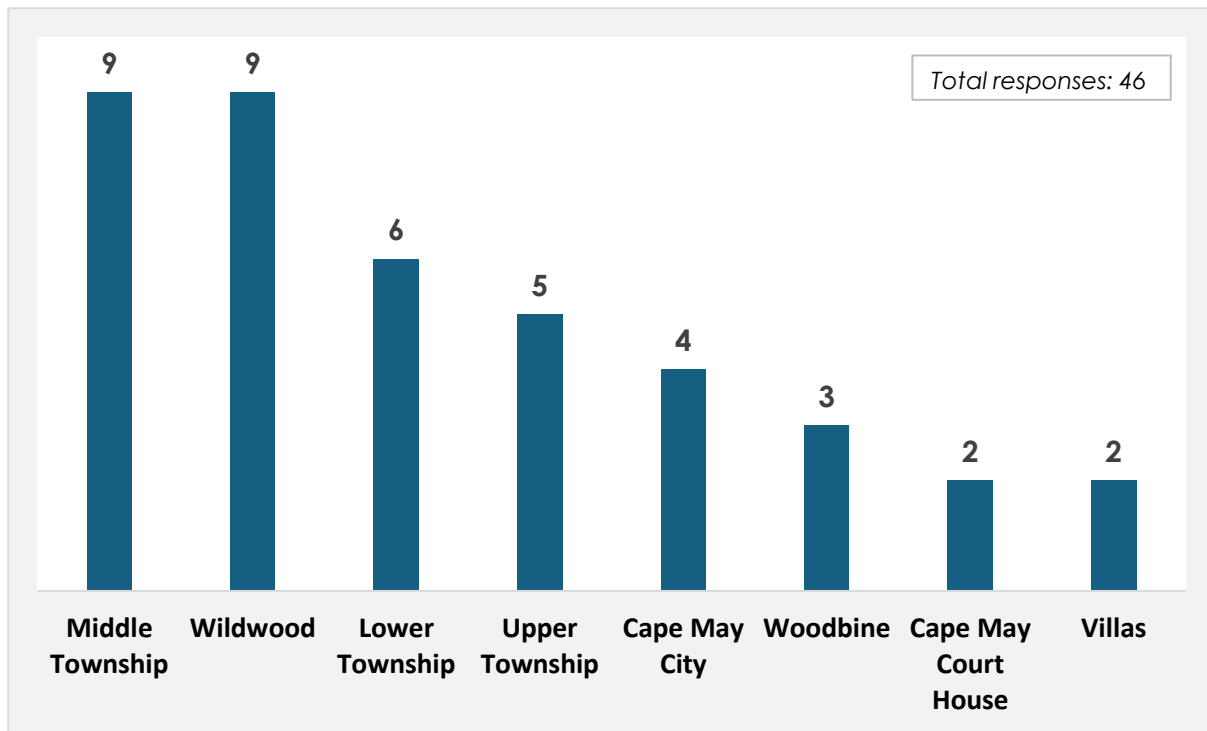


Figure C-2: Responses by Municipality (Cape May County)



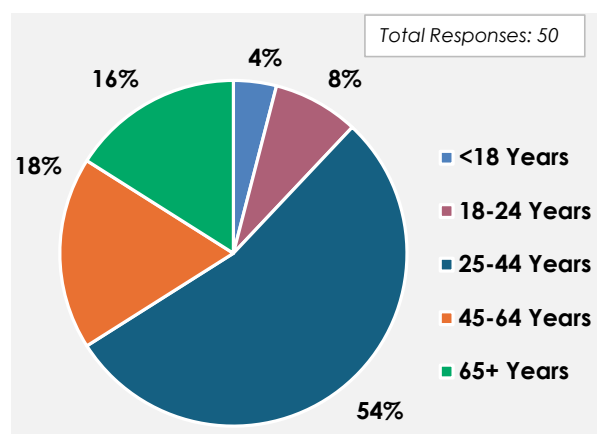
## DEMOGRAPHICS

Multiple questions asked about the social, economic, and age characteristics of the respondents. The following sections summarize data for both the full SJTPO region (Atlantic, Cape May, Cumberland, and Salem Counties), as well as for just Cape May County.

### Age

Across the SJTPO region, most survey respondents were between 25 and 44 years old, accounting for 54 percent of responses. Overall, 80 percent of the respondents were of working age (18 to 64 years old), suggesting that residents of all ages are interested in improved transportation services. Additionally, there may be a need for more transportation services to and from workplaces. In Cape May County, youth (younger than 18), young adults (ages 18 to 24), and seniors (older than 65) represented a greater share of the respondents (28 percent), as shown in *Figure C-3*.

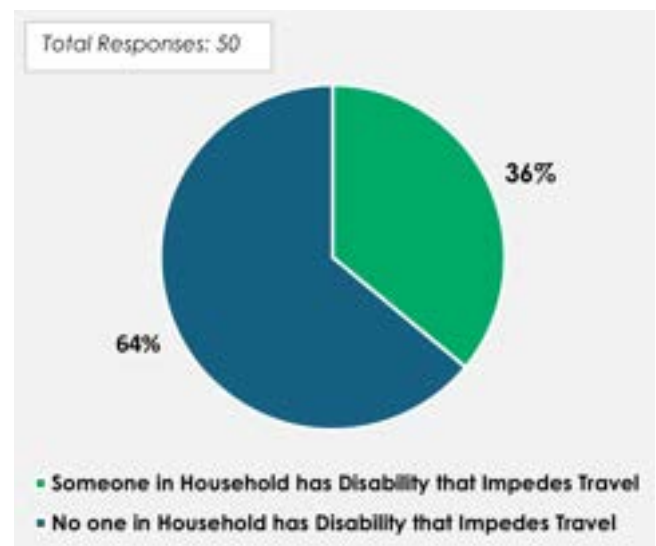
**Figure C-3: Age of Cape May County Respondents**



### Disability Status

A little less than a third (29 percent) of SJTPO respondents identified as personally having or having a household member with a disability or health concern that makes travel difficult. This rate was the same in Cape May County, where 36 percent of respondents either have or have a household member with a disability that makes travel difficult (*Figure C-4*).

**Figure C-4: Household Disability Prevalence (Cape May County)**

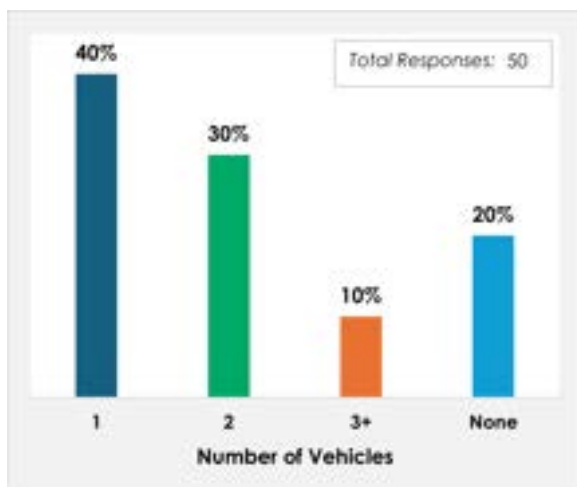


### Household Vehicles

Regionwide, 23 percent of respondents live in zero-vehicle households. This rate was lower among the Cape May County respondents, of whom 20 percent live in zero-vehicle households (*Figure C-5*). This proportion was, however, far higher than the countywide rate of 7 percent, indicating that the survey reached those with greater mobility needs.

A large proportion of the Cape May County respondents (40 percent) said they had one operational vehicle. One-vehicle households become highly vulnerable if their vehicle becomes unavailable. In such cases, they may become more dependent on transit options to meet their travel needs.

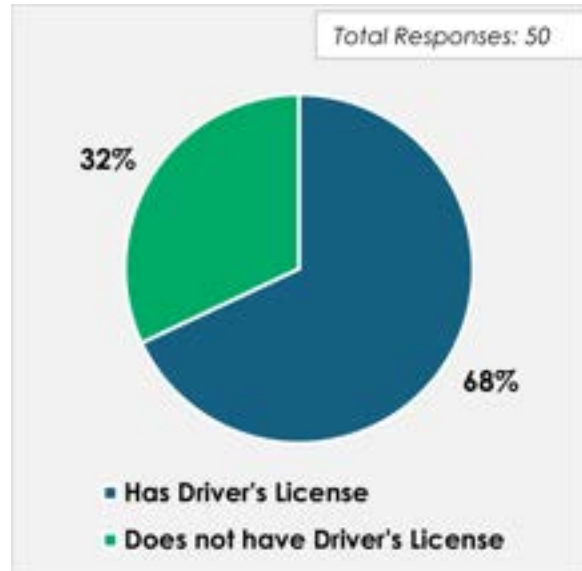
**Figure C-5: Operational Vehicles per Household**



### Licensed Drivers

Most respondents across the SJTPO region are licensed drivers, comprising 79 percent of survey participants. In Cape May County, the share of respondents with their driver's licenses was smaller (68 percent) (*Figure C-6*). This indicates that the survey was successful in reaching people who rely on alternative transportation options.

**Figure C-6: Driver's License Status Information**



### Assessment of Transportation Access and Needs

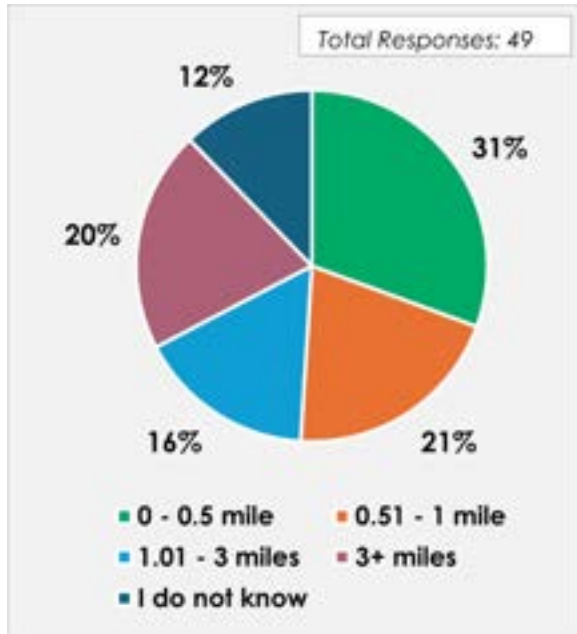
The survey asked a series of questions to understand participants' current transportation service options. The resulting data can be used to assess transportation access and barriers in Cape May County.

#### Proximity to NJ TRANSIT

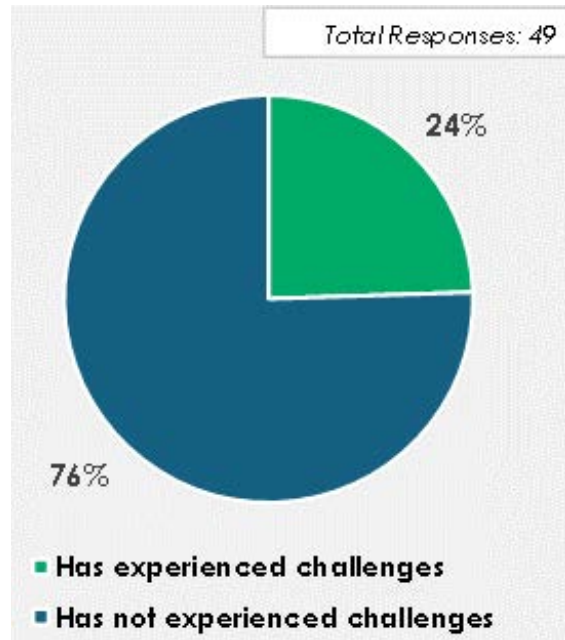
In Cape May County, 31 percent of survey respondents said they live within half a mile of an NJ TRANSIT bus or rail route. On the other hand, 57 percent of respondents said they live half a mile or more from NJ TRANSIT services, which is too far for many people to walk. 12 percent said they did not know how far they lived from transit, implying that they are not frequent transit riders (*Figure C-7*)



**Figure C-7: Proximity to NJ TRANSIT Bus or Rail Services (Cape May County)**



**Figure C-8: Employment Challenges due to Transportation (Cape May County)**



### Transportation-Related Employment Challenges

About one-quarter of the Cape May County respondents (24 percent) said that either they or someone in their household has had problems finding employment in the last five years due to a lack of transportation options (*Figure C-8*). This data point further suggests that Cape May County residents may need more transportation options for work trips.

### Currently Used Transportation Modes

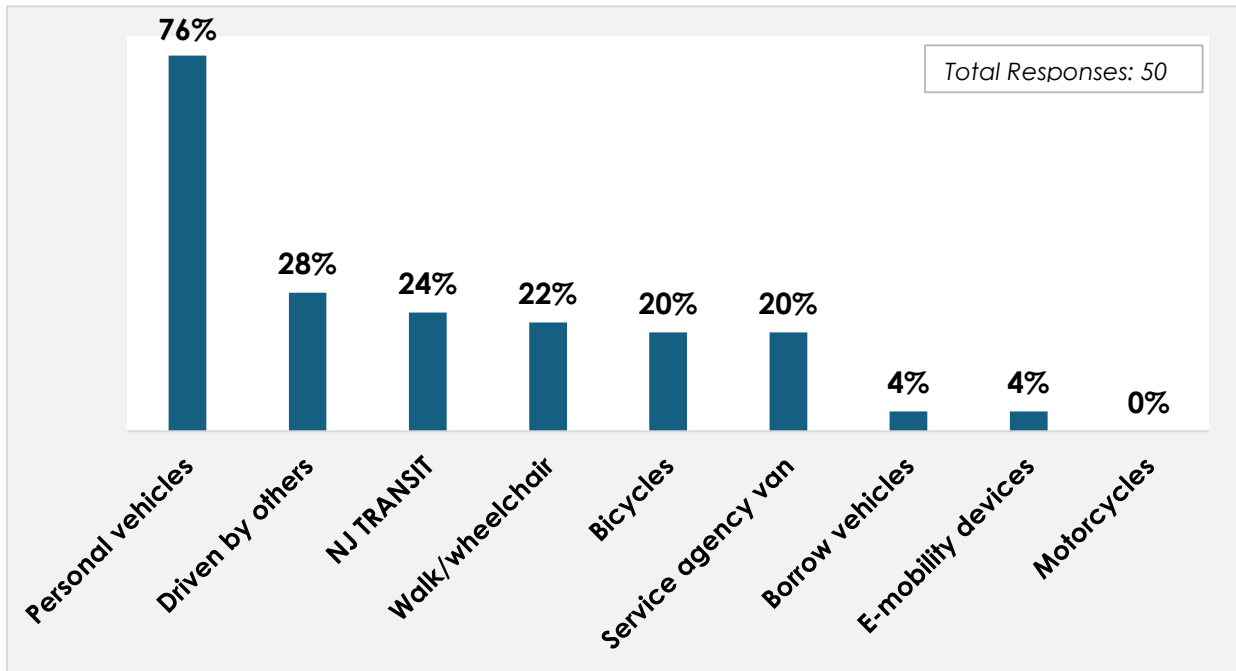
In Cape May County, personal vehicles were the most prevalent mode of transportation (76 percent), as shown in *Figure C-9*. The next most utilized transportation modes are rides with

others (28 percent), NJ TRANSIT (24 percent), walking or wheelchairs (22 percent), and bicycles (20 percent). Twenty percent said they currently use human services transportation options such as Cape May FFT, ModivCare, or other bus services provided by human services agencies

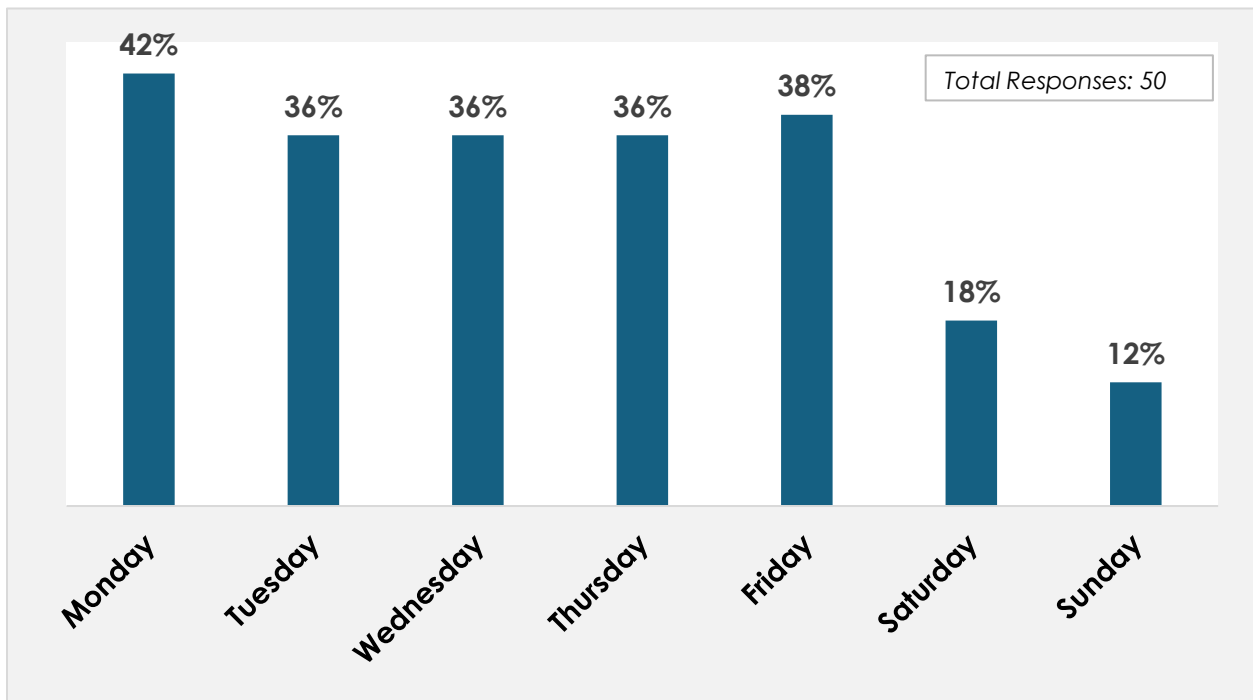
### Transportation Needs by Day of Week

More Cape May County residents need transportation services on weekdays than weekends; approximately 36 to 42 percent of respondents need transportation on each weekday, while only 12 to 18 percent need transportation on weekends (*Figure C-10*). Overall, fewer Cape May County residents need transportation on a weekly basis compared to the other three counties in the SJTPO region

**Figure C-9: Transportation Modes Used by the Cape May County Survey Respondents**



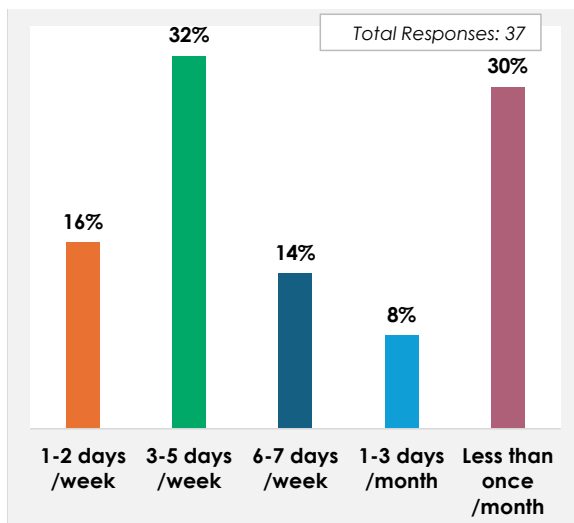
**Figure C-10: Transportation Needs by Day of Week (Cape May County)**



### Frequency of Transportation Needs

Of the Cape May County respondents that indicated they need transportation assistance, most need assistance on a weekly basis: 32 percent need assistance 3 to 5 days a week, 16 percent need assistance 1 to 2 days a week, and 14 percent need assistance 6 to 7 days a week (Figure C-11). On the other end of the spectrum, about a third of respondents need transportation services infrequently, as 30 percent said they need transportation assistance less than once a month.

**Figure C-11: Frequency of Transportation Needs**

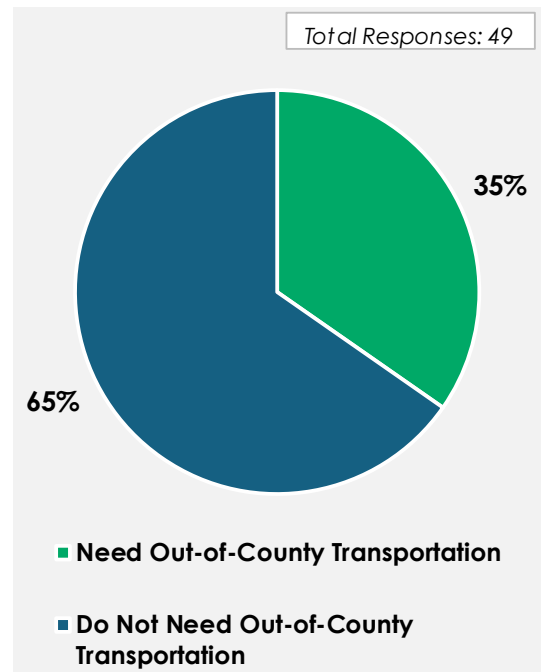


### Needs for Inter-County Transportation

Almost one third of the respondents (35 percent) said they need transportation to destinations outside of Cape May County (Figure C-12). The top counties that people need assistance accessing are Atlantic (41 percent),

Philadelphia (22 percent), Cumberland (16 percent), and Camden (9 percent) (Figure C-13). While many reported they need to travel to Philadelphia, none of the respondents need transportation to New York or Delaware.

**Figure C-12: Need for Transportation Outside of Cape May County**



### Where People Need Help Getting to

The most common destinations that respondents need assistance accessing are medical appointments and grocery stores (54 percent and 28 percent, respectively) (Figure C-14). The next most prevalent destinations that respondents need assistance accessing are shopping (28 percent), and school (16 percent). 22 percent indicated that they need help getting to other destinations, including daycare, job training, and homes of family members.

Figure C-13: Top Counties that People Need Help Getting to

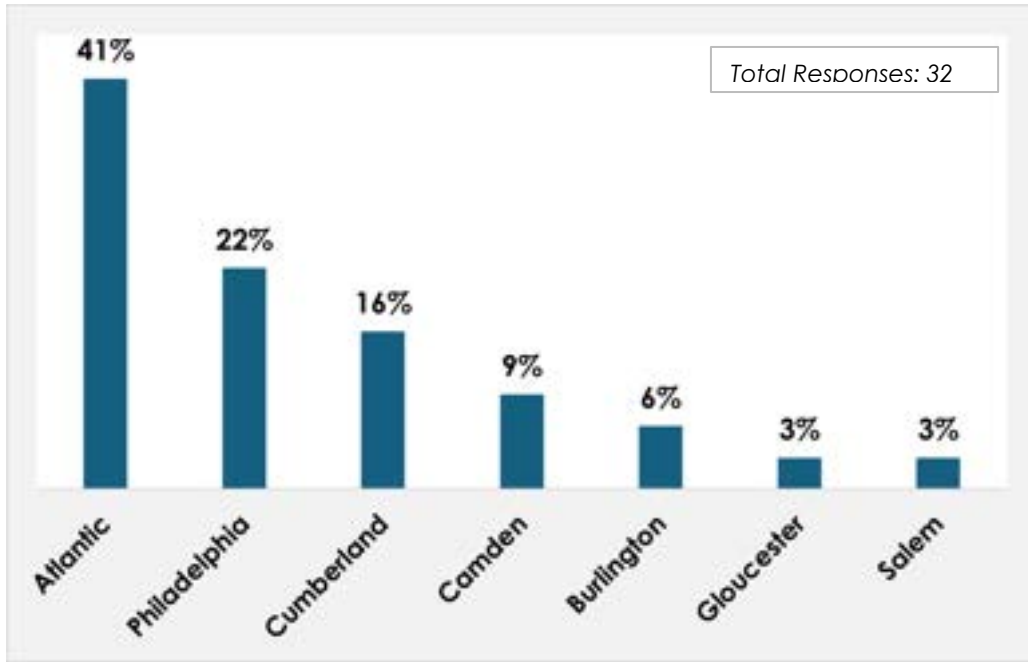
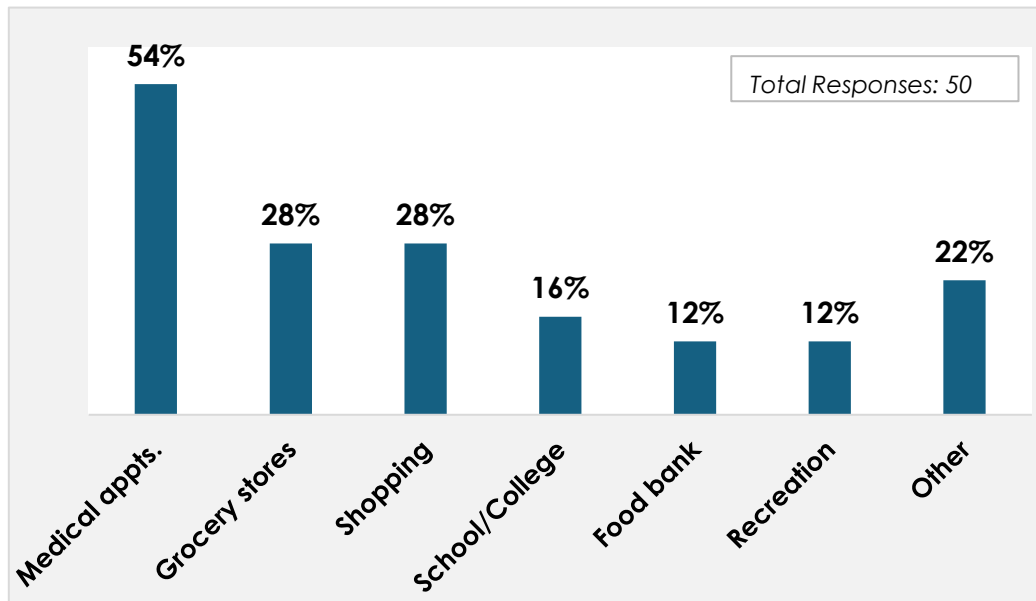


Figure C-14: Top Places People Need Help Getting To



## Open-Ended Feedback

The final section of the survey allowed respondents to provide open-ended feedback about unmet transportation needs, infrastructure barriers, and service improvement suggestions. Respondents' feedback directly influenced the recommendations presented in the Access for All Transit Plan.

### Unmet Needs

In total, 159 people provided comments about unmet transportation needs. Of those responses, 21 were from Cape May County residents, as shown in *Table C-1*. The most common unmet transportation needs reported by Cape May County residents were assistance to specific destinations, such as work or medical

facilities (5 responses), new/improved transit routes that provide services closer to where people want to go (4 responses), and transportation services with shorter travel times (4 responses).

### Suggested Transit Service Improvements

There were 211 total suggestions on how to improve transit services in the SJTPO region, 12 percent of which were provided by Cape May County residents. The improvements most requested by Cape May County residents were general operational improvements (ex., improved on-time performance, faster travel times, faster frequency) (10 responses), free or low cost transportation services (4 responses), and safety and comfort improvements (3 responses) (*Table C-2*).

**Table C-1: Cape May County Residents' Unmet Transportation Needs**

Unmet Need	Responses	
	#	%
Transportation assistance to specific destinations	5	24%
New or improved transit routes, in terms of physical proximity and connectivity with other routes/modes	4	19%
Public transportation services that are faster and/or more reliable	4	19%
More accessible transportation services for people with physical or intellectual disabilities as well as for adults with children	2	10%
More affordable transportation services	2	10%
Other	2	10%

**Table C-2: Recommendations for Transit Service Improvements (Cape May County)**

Improvement Recommendation	Responses	
	#	%
Improve service by increasing frequency, capacity, and/or travel times	10	40%
Offer free or low-cost transportation options	4	16%
Create a safer and more comfortable experience for all transit users	3	12%
Provide access to more geographic locations	2	8%
Provide more accessible service for all users including people with physical disabilities and non-English speakers	2	8%
Other	4	16%

### Infrastructure Issues

The final open-ended question asked about infrastructure issues that limit transit ridership. There were 130 total responses, of which 16 were from Cape May County residents. The top infrastructure issue cited by Cape May County residents is the absence of adequate pedestrian

infrastructure including sidewalks, crosswalks, pedestrian signals, and curb cuts (7 responses). Some people identified the lack of bus shelters as a barrier discouraging them from riding transit (3 responses). The full responses for Cape May County are shown in *Table C-3*

**Table C-3: Infrastructure Issues Limiting Transit Ridership**

Infrastructure Issue	Responses	
	#	%
Pedestrian infrastructure	7	44%
Bus shelters	3	19%
Difficulty accessing transportation services	3	19%
Listed specific address or intersection with infrastructure issue	2	13%
Need for safety improvements	1	6%



# APPENDIX D: DEMOGRAPHIC MAPS

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This Appendix presents detailed demographic data for Cape May County. All census tract data is from the 2020 U.S. Census. This data was summarized briefly in Chapter 5 of the Access for All Transit Plan. This data was also used to develop the Transit Needs Index (TNI) shown in Chapter 7.

Tables and maps included in this Appendix are as follows:

- Table D-1: Cape May County Demographic Characteristics
- Figure D-1: Population Density
- Figure D-2: Senior Population (65+)

- Figure D-3: Disabled Population
- Figure D-4: Population Living Below the Poverty Level
- Figure D-5: Veteran Population
- Figure D-6: Zero-Vehicle Households

The table and maps show the proportion of each demographic group living in the individual census tracts compared to the total number of people in the demographic group living in the county. For instance, **Table D-1** and **Figure D-2** show there are 27,232 seniors in Cape May County, 5.5 percent of which are in Census Tract 203.01.

**Table D-1: Cape May County Demographic Characteristics**

Census Tract	Area Description	Pop. Density	Seniors (65+)		People with a Disability		Persons Below Poverty Level		Veterans		Zero-Vehicle Households	
		#/ sq. mi.	#	%	#	%	#	%	#	%	#	%
201.01	Ocean City (9th to North Sts.)	4,093	946	3.5%	315	2.2%	162	2.0%	<b>232</b>	<b>4.0%</b>	<b>317</b>	<b>11.3%</b>
201.02	Ocean City (9th to 18th Sts.)	2,156	630	2.3%	320	2.3%	<b>565</b>	<b>6.9%</b>	101	1.7%	91	3.2%
202.01	Ocean City (The Gardens)	478	457	1.7%	152	1.1%	36	0.4%	82	1.4%	9	0.3%
202.03	Ocean City (18th to 32nd Sts.)	441	1,010	3.7%	344	2.5%	79	1.0%	125	2.2%	<b>122</b>	<b>4.3%</b>
202.05	Ocean City (42nd to 59th Sts.)	363	424	1.6%	126	0.9%	45	0.6%	66	1.1%	41	1.5%
202.06	Ocean City (32nd to 42nd Sts.)	745	384	1.4%	70	0.5%	0	0.0%	182	3.1%	10	0.4%
203.01	Marmora, Beesley's Point	279	<b>1,498</b>	<b>5.5%</b>	489	3.5%	115	1.4%	<b>313</b>	<b>5.4%</b>	52	1.9%
203.02	Palermo, Seaville, Upper	249	<b>1,315</b>	<b>4.8%</b>	454	3.2%	126	1.5%	<b>304</b>	<b>5.2%</b>	30	1.1%
204	Tuckahoe, Middletown	96	376	1.4%	307	2.2%	49	0.6%	81	1.4%	29	1.0%
205	Woodbine	259	423	1.6%	<b>709</b>	<b>5.1%</b>	<b>549</b>	<b>6.7%</b>	107	1.8%	52	1.9%
206	Dennisville, Belleplain	52	423	1.6%	275	2.0%	90	1.1%	107	1.8%	14	0.5%
207	Ocean View, South Dennis	164	1,034	3.8%	355	2.5%	146	1.8%	<b>326</b>	<b>5.6%</b>	16	0.6%
208	Sea Isle City	498	1,052	3.9%	297	2.1%	98	1.2%	145	2.5%	56	2.0%
209.01	Stone Harbor	258	439	1.6%	75	0.5%	43	0.5%	34	0.6%	27	1.0%
209.02	Avalon	219	748	2.7%	163	1.2%	54	0.7%	132	2.3%	9	0.3%
210.01	Swainton	66	609	2.2%	259	1.8%	173	2.1%	62	1.1%	47	1.7%
210.02	Middle, Goshen	137	619	2.3%	299	2.1%	196	2.4%	156	2.7%	0	0.0%
211	Cape May Courthouse	558	<b>1,819</b>	<b>6.7%</b>	<b>891</b>	<b>6.4%</b>	<b>818</b>	<b>10.0%</b>	161	2.8%	<b>281</b>	<b>10.0%</b>
213	North Wildwood	1,206	<b>1,651</b>	<b>6.1%</b>	<b>700</b>	<b>5.0%</b>	<b>358</b>	<b>4.4%</b>	<b>315</b>	<b>5.4%</b>	77	2.7%
214	Wildwood, West Wildwood	2,414	817	3.0%	<b>779</b>	<b>5.6%</b>	<b>521</b>	<b>6.4%</b>	<b>234</b>	<b>4.0%</b>	<b>514</b>	<b>18.3%</b>
215	Wildwood (Bayside)	3,116	334	1.2%	374	2.7%	<b>429</b>	<b>5.3%</b>	67	1.2%	<b>186</b>	<b>6.6%</b>
216	Wildwood Crest	1,661	<b>1,230</b>	<b>4.5%</b>	<b>775</b>	<b>5.5%</b>	264	3.2%	<b>281</b>	<b>4.8%</b>	<b>136</b>	<b>4.8%</b>
217.01	Rio Grande, Erma	679	772	2.8%	422	3.0%	240	2.9%	76	1.3%	<b>124</b>	<b>4.4%</b>
217.02	Diamond Beach, Erma	196	953	3.5%	183	1.3%	66	0.8%	144	2.5%	36	1.3%
218.03	Villas, North Highlands Beach	2,319	<b>1,091</b>	<b>4.0%</b>	<b>602</b>	<b>4.3%</b>	<b>376</b>	<b>4.6%</b>	198	3.4%	57	2.0%
218.04	Lower, Miami Beach	1,166	<b>1,194</b>	<b>4.4%</b>	<b>1,216</b>	<b>8.7%</b>	<b>1,283</b>	<b>15.7%</b>	<b>595</b>	<b>10.3%</b>	54	1.9%
218.05	Kimseytown, Town Bank	1,905	1,070	3.9%	526	3.8%	218	2.7%	<b>362</b>	<b>6.2%</b>	40	1.4%



Census Tract	Area Description	Pop. Density	Seniors (65+)		People with a Disability		Persons Below Poverty Level		Veterans		Zero-Vehicle Households	
		#/ sq. mi.	#	%	#	%	#	%	#	%	#	%
218.06	North Cape May	1,065	705	2.6%	550	3.9%	66	0.8%	106	1.8%	101	3.6%
219	West Cape May	221	657	2.4%	258	1.8%	78	1.0%	117	2.0%	21	0.7%
220	Cape May	722	888	3.3%	194	1.4%	196	2.4%	79	1.4%	110	3.9%
221.01	Del Haven, Green Creek	569	243	0.9%	156	1.1%	74	0.9%	75	1.3%	0	0.0%
221.02	Rio Grande, Whitesboro	653	<b>1,421</b>	<b>5.2%</b>	<b>1,375</b>	<b>9.8%</b>	<b>656</b>	<b>8.0%</b>	<b>429</b>	<b>7.4%</b>	<b>150</b>	<b>5.3%</b>
	<i>Cape May County Total</i>	<i>153</i>	<i>27,232</i>	<i>29%</i>	<i>14,010</i>	<i>15%</i>	<i>8,169</i>	<i>9%</i>	<i>5,794</i>	<i>6%</i>	<i>2,809</i>	<i>7%</i>

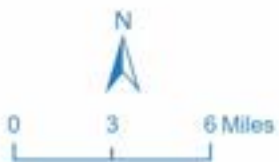
Source: US Census Bureau American Community Survey 2023 5-Year Estimates.

Note: **Bolded** values indicate census tracts home to 4% or more of the total demographic group

Figure D-1: Population Density by Census Tract



Date: 11/10/2025



**Legend**

Population Density per Sq. Mile	Census Tract
< 500	Municipality
500 - 1,000	
1,000 - 2,000	
2,000 - 3,000	
> 3,000	

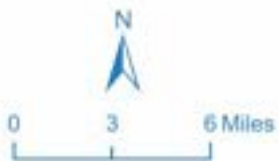
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Figure D-2: Senior Population (65+)

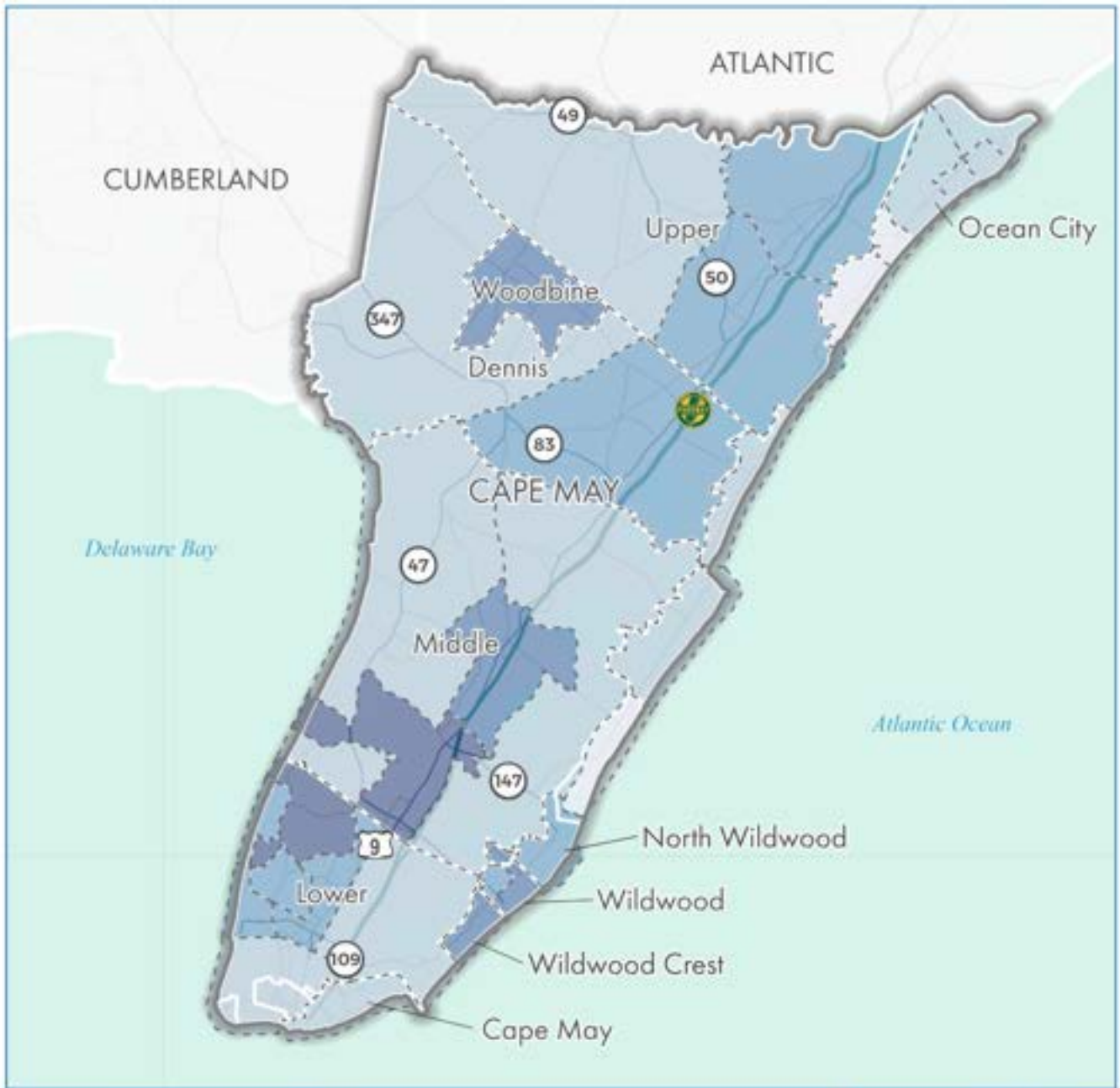


Date: 11/10/2025



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South Jersey Transportation Planning Organization

Figure D-3: Disabled Population



Date: 11/10/2025



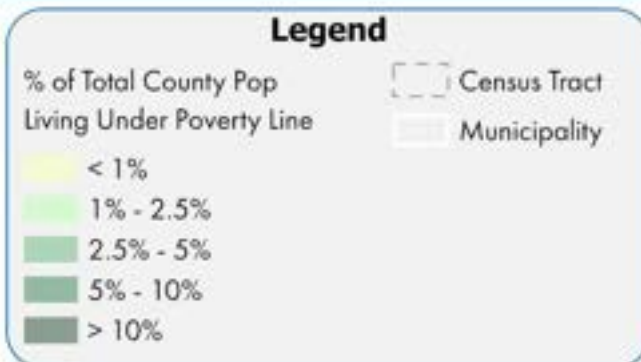
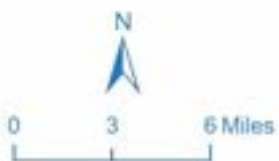
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Figure D-4: Population Living Below the Poverty Level

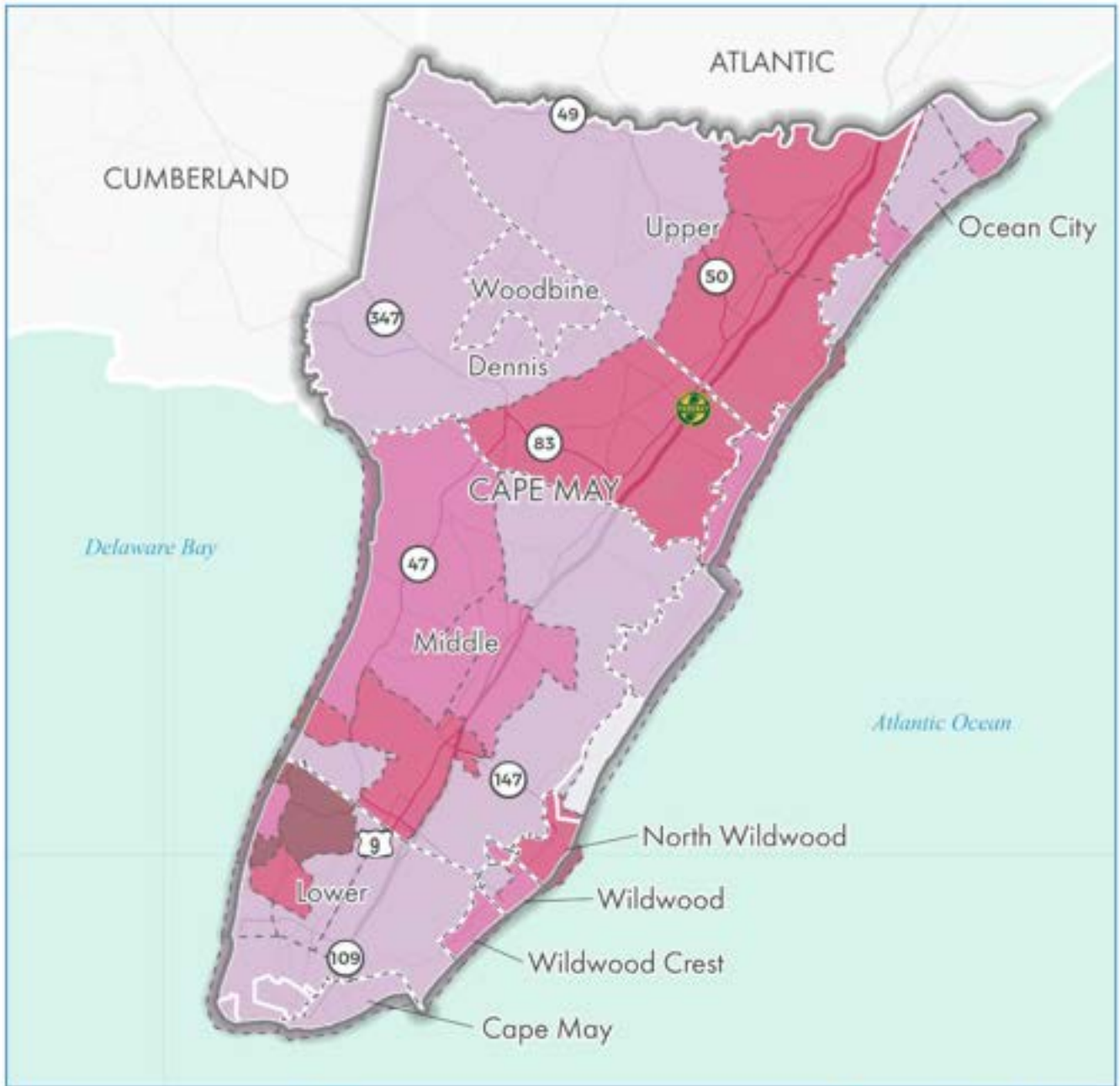


Date: 11/10/2025

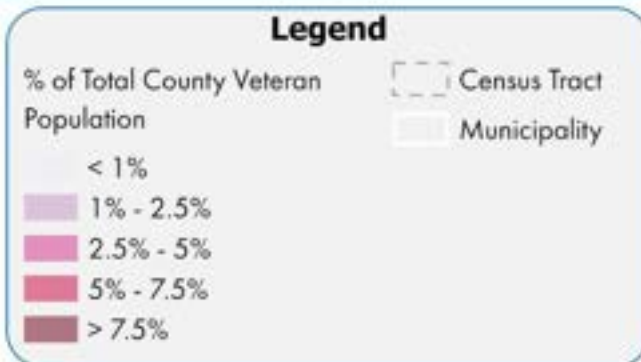
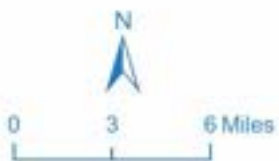


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Figure D-5: Veteran Population



Date: 11/10/2025



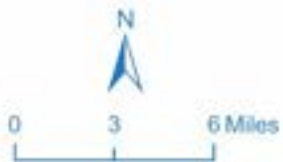
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Figure D-6: Zero-Vehicle Households



Date: 11/10/2025



**Legend**

% of Total County Zero Vehicle Households

- < 1%
- 1% - 2.5%
- 2.5% - 5%
- 5% - 10%
- > 10%

Census Tract  
 Municipality

Cape May County Access for All Transit Plan  
 South Jersey Transportation Planning Organization

# APPENDIX E: MAJOR HUMAN SERVICES DESTINATIONS

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This Appendix inventories major human services destinations in Cape May County (*Table E-1*). Destinations were identified through desktop research and stakeholder feedback. The destinations represent essential services and activity centers that support daily needs, healthcare access, social engagement, and community wellbeing, particularly for the populations targeted by the Access for All Transit Plan: senior adults, people with disabilities, and people with low incomes. *It should be noted that the list shown is not exhaustive of all facilities used by the target populations, but it does reflect many key destinations.* The major human services destinations were previously mapped in *Figure 4* of Chapter 5 of this Access for All Transit Plan.

The inventory includes the following types of destinations:

- Adult day centers
- Assisted living facilities
- County and municipal government buildings
- Dialysis centers
- Food banks
- Hospitals and medical centers
- Public libraries
- Career and workforce development centers
- Senior centers
- Supermarkets and grocery stores
- Training facilities for people with disabilities
- Federally Qualified Health Centers

**Table E-1: Cape May County Major Human Services Destinations**

Name	Destination Type	Municipality
Active Day of Cape May	Adult Day Center	Cape May Court House
Golden Heart Adult Day Care	Adult Day Center	Somers Point
Brookdale Cape May	Assisted Living	Cape May Court House
Complete Care at Victoria Commons	Assisted Living	North Cape May
Pelican Pointe Post Acute Nursing & Rehabilitation	Assisted Living	North Cape May
United Methodist Communities at The Shores	Assisted Living	Ocean City
Autumn Lake Healthcare at Oceanview	Assisted Living	Ocean View
Cape May Division of Aging & Disability Services	County Government	Rio Grande
Cape May Division of Veterans Services	County Government	Rio Grande
Fresenius Kidney Care North Cape May	Dialysis	Cape May
Fresenius Kidney Care Cape May	Dialysis	Middle Township
Cape May County Special Services School	Food Bank/Nutrition Site	Cape May Court House
Caring for Kids	Food Bank/Nutrition Site	Cape May Court House
Holy Redeemer Jersey Shore Food Pantry	Food Bank/Nutrition Site	Cape May Court House
Our Lady of the Angels	Food Bank/Nutrition Site	Cape May Court House
Seashore Community Church	Food Bank/Nutrition Site	Cape May
Ocean City Community Food Cupboard	Food Bank/Nutrition Site	Ocean City
Catholic Social Services Cape May	Food Bank/Nutrition Site	Rio Grande
The Branches Outreach Center	Food Bank/Nutrition Site	Rio Grande
Holy Spirit Lutheran Church	Food Bank/Nutrition Site	Villas
St. Barnabas by-the-Bay	Food Bank/Nutrition Site	Villas
Bethel Commandment Church of the Living God of New Jersey	Food Bank/Nutrition Site	Whitesboro
Lazarus House	Food Bank/Nutrition Site	Wildwood
St Casimir's Catholic Church/St. Maximilian Kolbe Parish	Food Bank/Nutrition Site	Woodbine
Cooper University Hospital Cape Regional	Hospital	Cape May Court House



Name	Destination Type	Municipality
Cape May County Library - Cape May Court House Branch	Library	Cape May Court House
Cape May County Library - Cape May City Branch	Library	Cape May
Cape May County Library - Sea Isle City Branch	Library	Sea Isle City
Cape May County Library - Stone Harbor Branch	Library	Stone Harbor
Cape May County Library - Lower Township Branch	Library	Villas
Cape May County Library - Wildwood Crest Branch	Library	Wildwood Crest
Cape May County Library - Upper Township Branch	Library	Woodbine
Cape May County Library - Woodbine Branch	Library	Woodbine
OneStop Career center	NJ One Stop Career Center	Rio Grande
Samuel S Devico Senior Center	Senior Center	Cape May Court House
Howard Stainton Senior Center	Senior Center	Ocean City
Upper Township Senior Center	Senior Center	Ocean View
Cape May Senior Citizens Center	Senior Center	Rio Grande
Lower Cape Senior Center	Senior Center	Villas
ACME Markets	Supermarket	Cape May Court House
ACME Markets	Supermarket	Cape May Court House
ACME Markets	Supermarket	Cape May
ACME Markets	Supermarket	North Cape May
ACME Markets	Supermarket	North Wildwood
ACME Markets	Supermarket	Ocean View
ShopRite of Rio Grande	Supermarket	Rio Grande
ACME Markets	Supermarket	Sea Isle City
ACME Markets	Supermarket	Wildwood
Jersey Cape Diagnostic, Training, and Opportunity Center, Inc. (Employment Services Network)	Training Facilities for Persons with Disabilities	Rio Grande
CompleteCare Health Network - CompleteCare Medical & Dental Professionals	Federally Qualified Health Center	Wildwood Crest

# APPENDIX F: ANALYSIS METHODOLOGIES

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This Appendix provides details on the methodologies used to calculate the Transit Needs Index (TNI) and the number of mobility gaps by census tract. All census tract data is from the 2020 U.S. Census. The findings of the TNI and mobility gaps calculations are discussed in Chapter 7 (Transportation Needs & Gaps) of the Access for All Transit Plan. **This appendix focuses solely on the analysis methodologies.**

## Transit Needs Index Methodology

The TNI identifies areas of Cape May County with the greatest comparative need for transit services based on the number and density of the focus subpopulations: older adults, people with disabilities, people with low incomes, veterans, and zero vehicle households. The TNI is based on data presented in Chapter 5 and *Appendix D*.

The TNI was calculated by first assigning ranks to each census tract based on the *size* and the *density* of the different focus populations compared to other census tracts. This methodology accounts for both the relative presence and concentration of vulnerable groups. The two scores (size and density ranks) were then summed to calculate total scores for each subpopulation, as shown in *Table F-1*. The subpopulation scores range from 2 (very low need) to 10 (very high need). All subpopulation scores were then summed to get the overall TNI scores listed in *Table F-1*. The overall TNI scores range from 10 (very low need across all groups)

to 50 (very high need across all groups). In the table, green indicates the lowest index score and red the highest.

## Mobility Gaps Methodology

The mobility gap analysis estimates how many additional trips would be needed to give households without a vehicle similar mobility to households with a vehicle. The methodology uses data from the National Household Travel Survey (NHTS), which provides information on typical number of daily trips that households take depending on whether the household is in an urban or rural setting, has access to a car, and other characteristics.

The total vehicle trips made by zero-vehicle households and by households with more than one vehicle were obtained from the 2022 NHTS. These totals were divided by the number of households in each category to obtain the average daily trips. The resulting figures were 1.26 for zero-vehicle households and 4.02 for households with more than one vehicle. This means that, on average, households with more than one car make 2.76 more trips per day than households without a car. This mobility gap rate was then multiplied by the number of zero-vehicle households to calculate how many additional trips need to be made to close the gap (*Table F-2*). For instance, in Census Tract 219, the 21 zero-vehicle households were multiplied by the mobility gap rate (2.76), to calculate the total mobility gap of 58 daily trips.

**Table F-1: Cape May County Transit Needs Index**



Census Tract	Area Description	Ranks					Overall Transit Needs Index
		Senior Adults	People w/ Disabilities	Low Income	Veterans	Zero Vehicle Households	
201.01	Ocean City (9th to North Sts.)	7	5	4	8	10	34
201.02	Ocean City (9th to 18th Sts.)	7	6	10	6	6	35
202.01	Ocean City (The Gardens)	5	4	3	4	3	19
202.03	Ocean City (18th to 32nd Sts.)	7	5	4	4	6	26
202.05	Ocean City (42nd to 59th Sts.)	5	4	4	4	4	21
202.06	Ocean City (32nd to 42nd Sts.)	6	3	3	9	3	24
203.01	Marmora, Beesley's Point	4	4	3	4	3	18
203.02	Palermo, Seaville, Upper	4	3	3	4	3	17
204	Tuckahoe, Middletown	3	3	3	3	3	15
205	Woodbine	3	6	6	4	4	23
206	Dennisville, Belleplain	3	4	4	4	3	18
207	Ocean View, South Dennis	4	3	3	5	2	17
208	Sea Isle City	7	4	4	4	4	23
209.01	Stone Harbor	6	3	4	3	4	20
209.02	Avalon	6	4	3	5	3	21
210.01	Swainton	4	4	4	3	4	19
210.02	Middle, Goshen	3	3	4	3	2	15
211	Cape May Courthouse	4	4	5	3	6	22
213	North Wildwood	7	6	4	7	3	27
214	Wildwood, West Wildwood	5	9	7	7	10	38
215	Wildwood (Bayside)	5	9	10	5	10	39
216	Wildwood Crest	8	9	5	8	5	35
217.01	Rio Grande, Erma	4	4	4	3	5	20
217.02	Diamond Beach, Erma	5	3	3	4	3	18
218.03	Villas, North Highlands Beach	7	6	5	6	3	27
218.04	Lower, Miami Beach	4	6	7	7	3	27
218.05	Kimseytown, Town Bank	6	6	4	8	3	27
218.06	North Cape May	5	8	3	5	5	26
219	West Cape May	5	4	4	4	3	20
220	Cape May	5	3	4	3	5	20
221.01	Del Haven, Green Creek	3	3	3	3	2	14
221.02	Rio Grande, Whitesboro	3	6	4	4	4	21



**Table F-2: Cape May County Mobility Gaps**

Census Tract	Area Description	Zero-Vehicle Households	1+ Vehicle Households	Mobility Gap Factor	Transit Need (Trips/Day)
201.01	Ocean City (9th to North Sts.)	317	1,629	2.76	874
201.02	Ocean City (9th to 18th Sts.)	91	876	2.76	251
202.01	Ocean City (The Gardens)	9	609	2.76	25
202.03	Ocean City (18th to 32nd Sts.)	122	883	2.76	336
202.05	Ocean City (42nd to 59th Sts.)	41	542	2.76	113
202.06	Ocean City (32nd to 42nd Sts.)	10	490	2.76	28
203.01	Marmora, Beesley's Point	52	1,953	2.76	143
203.02	Palermo, Seaville, Upper	30	1,871	2.76	83
204	Tuckahoe, Middletown	29	1,260	2.76	80
205	Woodbine	52	737	2.76	143
206	Dennisville, Belleplain	14	762	2.76	39
207	Ocean View, South Dennis	16	1,626	2.76	44
208	Sea Isle City	56	1,069	2.76	154
209.01	Stone Harbor	27	451	2.76	74
209.02	Avalon	9	766	2.76	25
210.01	Swainton	47	806	2.76	130
210.02	Middle, Goshen	0	1,552	2.76	0
211	Cape May Courthouse	281	2,254	2.76	775
213	North Wildwood	77	1,824	2.76	212
214	Wildwood, West Wildwood	514	1,372	2.76	1,417
215	Wildwood (Bayside)	186	812	2.76	513
216	Wildwood Crest	136	1,768	2.76	375
217.01	Rio Grande, Erma	124	1,123	2.76	342
217.02	Diamond Beach, Erma	36	1,134	2.76	99
218.03	Villas, North Highlands Beach	57	1,846	2.76	157
218.04	Lower, Miami Beach	54	2,646	2.76	149
218.05	Kimseytown, Town Bank	40	1,871	2.76	110
218.06	North Cape May	101	1,169	2.76	278
219	West Cape May	21	847	2.76	58
220	Cape May	110	1,259	2.76	303
221.01	Del Haven, Green Creek	0	668	2.76	0
221.02	Rio Grande, Whitesboro	150	3,085	2.76	414

# APPENDIX G: NJ TRANSIT EQUIVALENT SERVICE OVERSIGHT ANALYSIS

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## **NJ TRANSIT SUBRECIPIENT ASSISTANCE AND OVERSIGHT PROCEDURES**

### **EQUIVALENT SERVICE OVERSIGHT ANALYSIS**

**Purpose:**

NJ TRANSIT is responsible for ensuring the service provided by the subrecipient is the same for all passengers, regardless of whether they need an accessible vehicle or not. This includes verifying that subrecipients meet FTA requirements for equivalent service. To guarantee that demand response systems provide the Americans with Disabilities Act [Part 37—Transportation Services for Individuals with Disabilities § 37.105](#) Equivalent Service, we must ensure the following requirements are met.

**Requirement:**

Equivalent Service Analysis will be conducted for all subrecipients that provide public transportation with non accessible vehicles. For purposes of the Americans with Disabilities Act [Part 37—Transportation Services for Individuals with Disabilities §§ 37.101](#) and [37.103 of this part](#), a fixed route system or demand responsive system, when viewed in its entirety, shall be deemed to provide equivalent service if the service available to individuals with disabilities, including individuals who use wheelchairs, is provided in the most integrated setting appropriate to the needs of the individual and is equivalent to the service provided other individuals with respect to the following service characteristics:

- (a) Response time
- (b) Fares;
- (c) Geographic area of service;
- (d) Hours and days of service;
- (e) Availability of information;
- (f) Reservations capability (if the system is demand responsive);
- (g) Any constraints on capacity or service availability;
- (h) Restrictions priorities based on trip purpose (if the system is demand responsive).

