

CITY OF DURHAM

FY21-5310 CARES-ACT GRANT APPLICATION



PART I- Applicant Data

Legal Name: GoDurham Transit (City of Durham)

Contact Person: Pierre Osei-Owusu (Transit Administrator)

Address: 1907 Fay Street

City, State, Zip: Durham, North Carolina, 27704

Telephone: 919-560-1535 ex. 36214

Fax: 919-560-1534

Email: pierre.osei-owusu@durhamnc.gov

Agency Type:

Operator of Public Transit

Project Description

Title: On-Demand Transportation Service: Enhanced Mobility Service for Seniors and Individuals with Disabilities by the City and County of Durham (ACCESS)

Brief Description: GoDurham Transit is pleased to submit this application to the MPO for funding consideration to undertake a pilot program that seeks to improve accessibility for certified patrons of our Demand Response (County and City ACCESS) service. The proposed program would offer our clients alternative transportation option to non-emergency medical and work trips in and around the City and County of Durham. The pilot program would primarily involve the use of purchased transportation service from a third party provider that would operate expedited On-Demand service dedicated mainly to our dialysis clients for their return trip home after their dialysis appointments, and clients traveling from remote areas of Durham County. The service would be available Monday-Friday only during peak hours as a way to reduce demand on the core paratransit system during peak hours. These vehicles would operate similar to most TNC or Microtransit systems to take patients home immediately after their dialysis appointments hence significantly reducing post-dialysis wait times at the hospitals and clinics which will contribute to improving their overall wellness. The program would track and measure accessibility improvements attained by this category of ADA patrons during the piloting phase and compare the outcome with known accessibility indicators of the trips in the entire cohort prior to the inception of the program. The thrust of this program therefore is to offer improved transportation as well as cost effective travel option to our patrons and in so doing positively impact their individual health outcomes.

The grant funds would cover payments for approved On-Demand trips provided by a third party provider through text or app-based client interface; similar to what Uber and Lyft are currently doing. The vehicles used may be strategically located within 2-miles radius of the highly visited health care destinations in Durham including Duke University Hospital, Durham Regional Hospital and four other dialysis centers (Fresenius Kidney Care Freedom Lake, DaVita Durham Regional Dialysis, Fresenius Kidney Care West Pettigrew and DaVita Bull City Dialysis).

Funding Program: 5310 CARES-ACT GRANT

Project Type: Operating

New or continuing project? New

Duration of project: 1 year

Service (days/hours): Monday through Friday (Peak Hours only)

Estimated operating cost per one-way trip: \$33.78

Estimated daily riders: 10 trips each day

PART II- Narrative

Project Need/Goals and Objectives

Describe the unmet transportation need that the proposed project seeks to address and the relevant planning effort that documents the need. Describe how the project will mitigate the transportation need.

Estimate the number of people served and/or the number of service units that will be provided. Describe the specific community this project will serve, and provide pertinent demographic data and/or maps.

What are the project's goals and objectives?

The project's goals and objectives are to purchase On-Demand transportation service from our current service provider to transport eligible ACCESS clients living in the City and County of Durham. The service looks to improve overall transportation service provided by the ACCESS system for persons with dialysis and employment needs who rely on the service. The service is anticipated to reduce the wait time for our dialysis clients and hence improve their health and economic outcome. Currently, our Demand Response system experiences very high demand during peak hours resulting in longer wait times for some of our customers, including our dialysis patrons who have always complained about the longer wait time for their return service during those peak hours.

Implementation Plan

1. Describe key personnel assigned to this project, and your agency’s ability to manage the project.

The Transit Administrator, Pierre Osei-Owusu, will serve as the Project Manager for this project. GoTriangle and Tara Caldwell (General Manager of ACCESS) will serve as Project Supervisors.

2. Provide an operational plan for delivering service. Include route or service map area, if applicable. OR provide an implementation plan for completing a capital project, including key milestones and estimated completion date.

The timeline for the implementation of the project will depend on the award of the funds, but this will be a 12-month program. Immediately following the award of the grant, an implementation date will be planned. GoDurham will use the funds to expand ACCESS’ current service, targeting those eligible riders.

Explain how this project relates to other services or facilities provided by your agency or firm and demonstrate how it can be achieved within your technical capacity.

This project will simply serve as part of the current service that GoDurham ACCESS provide. The service provider already has the vehicles, while ACCESS has the software program as well as the setup to accommodate the proposed service.

Partnerships, Collaboration, and Outreach

1. Describe how the project will be coordinated with public and/or private transportation and social service agencies serving low-income populations, seniors, and individuals with disabilities. Is the project co-sponsored with other partners?

The operation of this program will involve GoDurham ACCESS which is now merged with the County Demand Response service. We will conduct outreach in partnership with the County in order to determine the number Durham residents who may benefit from the program. We intend to coordinate the operation service with the highly visited health care and dialysis destinations including the possibility of placing the vehicles within 2-miles radius of the highly visited health care destinations in Durham. In addition, the service will provide more expedient service for County residents who live in remote areas and are traveling to work or health appointments.

2. Describe efforts to market the project, and ways to promote public awareness of the program. Letters of support should be obtained from key stakeholders and attached to the grant application.

This program will be advertised in community centers around the city, as well as in the offices and healthcare facilities that ACCESS clients regularly have appointments.

Program Effectiveness and Performance Indicators

Project application should demonstrate that the proposed project is the most appropriate match of service delivery to the need. Identify performance measures to track the effectiveness of the service in meeting the identified goals. For

capital-related projects, project sponsor is responsible to establish milestones and report on the status of project delivery.

On a monthly basis we will determine the number of trips provided for all riders participating in the program. That number would serve as our performance indicator.

PART III- Project Budget

Total Project Budget: \$85,332 (10 trips/day x 5 days’ x 52 weeks’ x \$33.78/trip). Based on the total amount of grant funds currently available for the program, GoDurham is asking for approximately 54% of the total grant fund in the amount of \$47,435 for this project.

MPO (Grant funds) approx.35%	\$47,435
Local Match (City & County) approx.65%	\$40,393
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Total	\$87,828

A. Duration of Project: 1 Year

B. Will there be a commitment of funds beyond the grant period?

Yes. Funding would be provided for this service as part of the system’s annual budget allocation for the entire transit program.

PART IV- Required Certifications & Policies: Attachments 1- 5

1. Local Match Certification letter
2. Title VI Non- Discrimination Policy Statement
3. Equal Employment Opportunity Certification
4. Map of service area
5. Durham County Letter of Support

ATTACHMENT 1



CITY OF DURHAM
Transportation Department
 101 CITY HALL PLAZA | DURHAM, NC 27701
 919.560.4366 | F 919.560.4561 www.durhamnc.gov

Local Match Certification Letter

Monday, May 10, 2021

Felix Nwoko

DCHC MPO

101 City Hall Plaza

Transportation Department

Durham, NC 27701

Re: FY 2021- 5310 CARES-ACT Grant Application

Dear Felix:

GoDurham ACCESS is submitting an application for the Enhanced Mobility for Seniors and Individuals with Disabilities funds for On-Demand (Purchased) Transportation Service for GoDurham Dialysis clients.

The purpose of this letter is to serve as the official assurance of the 50 percent local match required for the application will be available through the City Transit Fund budget should the grant be approved. This letter serves to certify the total project cost of \$87,828 (\$47,435) and required local match funds in the amount of \$40,393.

Sincerely,

Sean C. Egan

Date 5/14/21

Sean Egan, Director of Transportation,

Transportation Department

City of Durham, 101 City Hall Plaza

ATTACHMENT 2

DURHAM



CITY OF DURHAM

Transportation Department

101 CITY HALL PLAZA | DURHAM, NC 27701

919.560.4366 | F 919.560.4561 www.durhamnc.gov

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CITY OF MEDICINE

Title VI Non-Discrimination Policy Statement

It is the policy of GoDurham ACCESS to ensure that no person shall, on the ground of race, color, sex, age, national origin, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program of activity as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and any other related non-discrimination Civil Rights laws and authorities.

Sean C. Egan

Date 5/14/21

Sean Egan, Director of Transportation,
Transportation Department, City of Durham
1010 City Hall Plaza, Durham, NC 27701

ATTACHMENT 3



CITY OF DURHAM

Transportation Department

101 CITY HALL PLAZA | DURHAM, NC 27701

919.560.4366 | F 919.560.4561 www.durhamnc.gov

Equal Employment Opportunity Certification

GoDurham ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, GoDurham ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.

GoDurham ACCESS expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of GoDurham ACCESS employees to perform their job duties may result in discipline up to and including discharge.

Signed Sean C. Egan

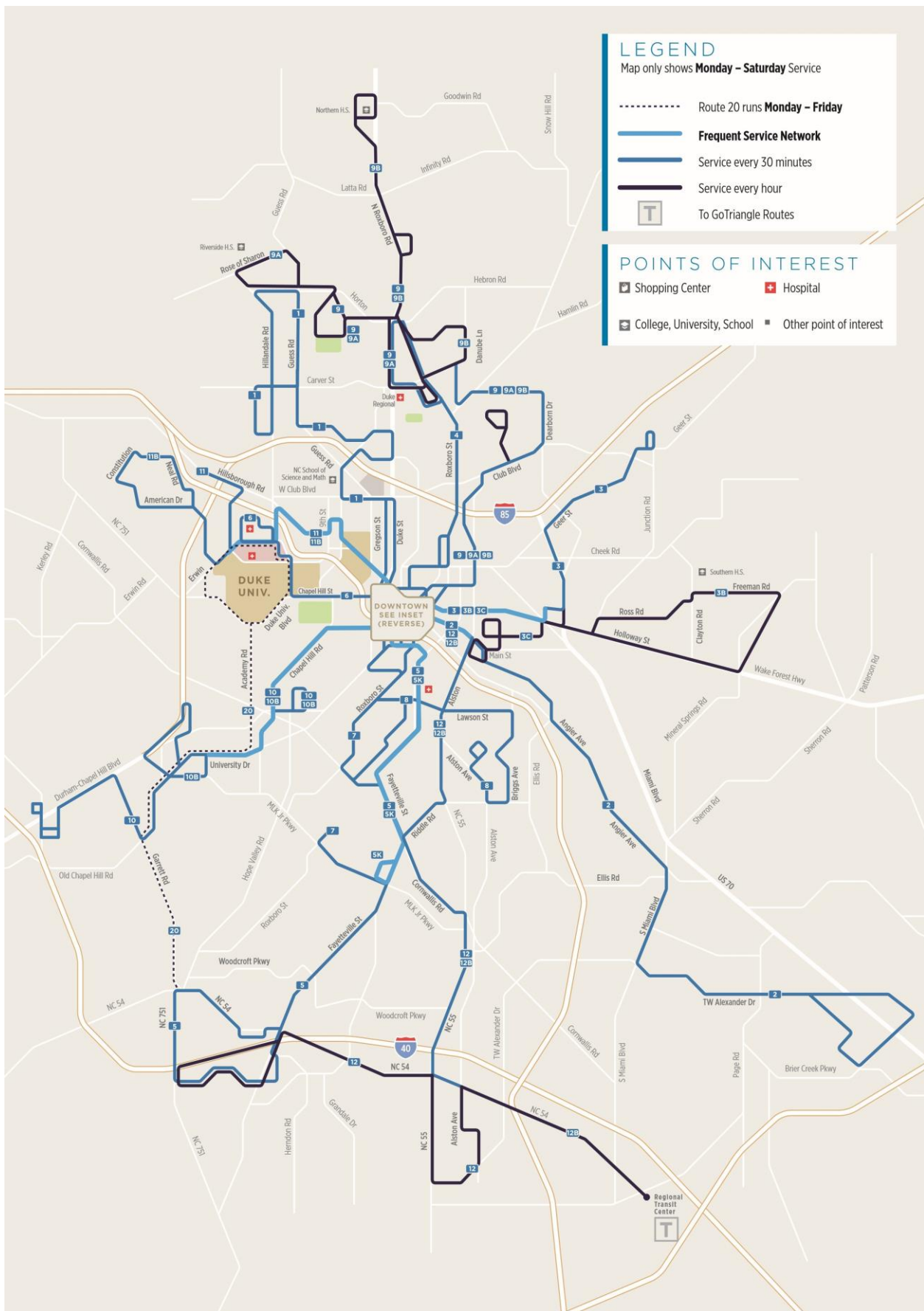
Date 5/14/21

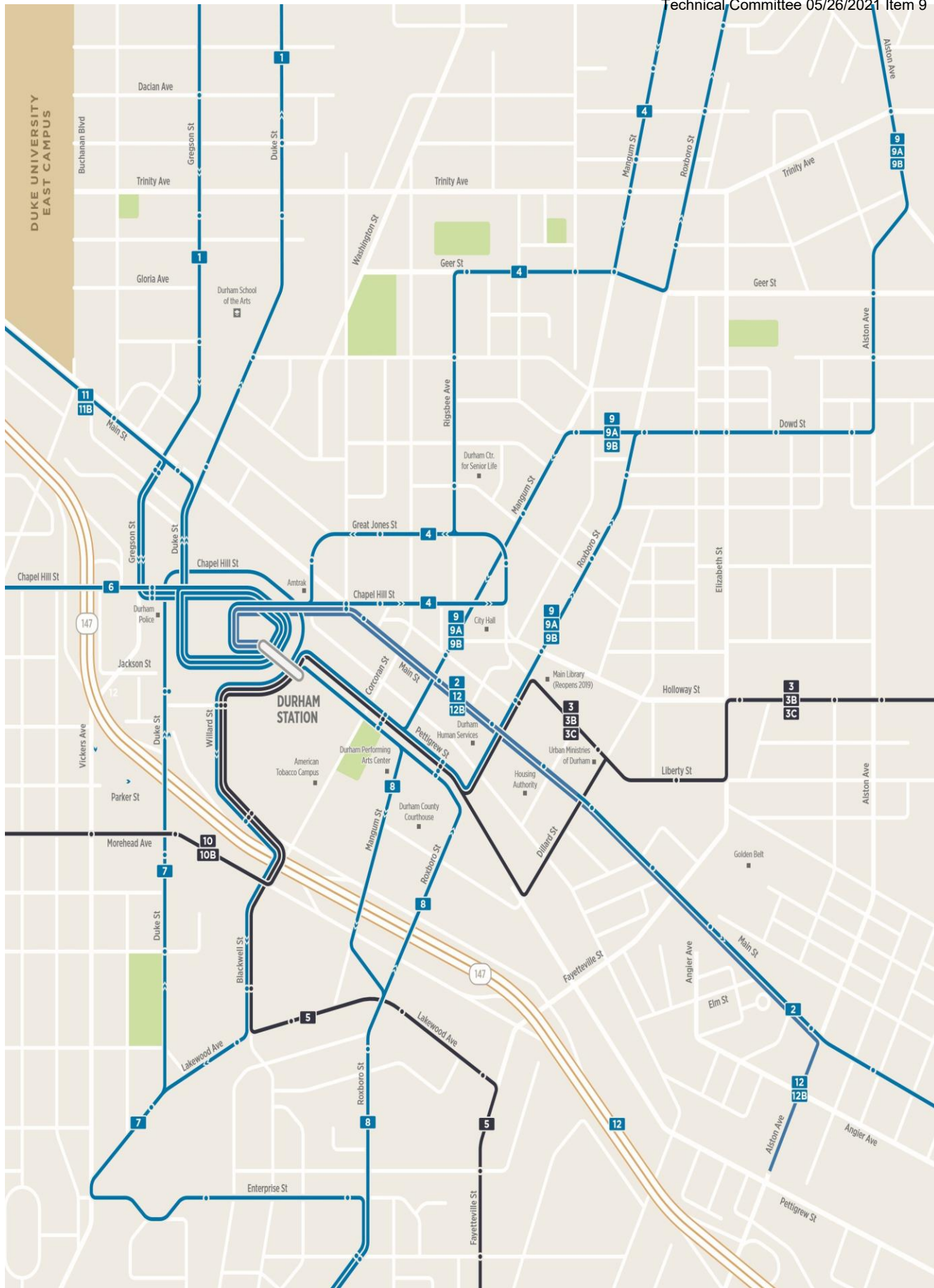
Sean Egan, Director of Transportation,

Transportation Department, City of Durham

1010 City Hall Plaza, Durham, NC 27701

ATTACHMENT 4





ATTACHMENT 5



Transportation

May 13, 2021

Felix Nwoko

DCHC MPO

101 City Hall Plaza

Transportation Department

Durham, NC 27701

Dear Felix,

Durham County is pleased to support the City of Durham's application for FY21 Section 5310

CARES Act funding from the Durham-Chapel Hill-Carrboro Metropolitan Planning

Organization (DCHC MPO) for GoDurham ACCESS services. GoDurham ACCESS provides critical demand response transit services to residents in the City and County of Durham. This application will support transportation services for our residents accessing dialysis medical appointments. The grant funds will help ensure that these residents receive better quality transportation services, improve health outcomes for these residents, and reduce wait times in the GoDurham ACCESS system during peak hours.

We appreciate your consideration of the City of Durham's grant application.

Sincerely,

Ellen Beckmann

Transportation Manager