



Why ACCESS Service?

- Americans with Disabilities Act (ADA) enacted in July 1990.
 - Modeled after Civil Rights Act of 1964 "Equal Opportunity" law for people with disabilities.
 - Requires fixed route providers to provide accommodations.
 - Includes paratransit service within ¾ mile of a bus stop.





How to Get ACCESS

Qualifications

- 60 years of age or older
- Have a disability
- Need work-related, medical, human services, government, or personal care trips
- Reside in Rural Areas of Durham County





How to Get ACCESS

- In-person Assessment for all ADA clients
- No Accessibility = Full Eligibility
 - \$48 per trip





City of Durham assumes responsibility of Duke Power Transit







Durham
County
City of ACCESS and
Durham
assumes ACCESS join
responsibility forces in an
Interlocal
Power Transit Agreement







1991



919-956-4000

City of Durham assumes responsibility of Duke Power Transit Durham
County
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GoDurham
ACCESS join
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Interlocal
Agreement

Vehicle
lease
program
with
Lincoln
Community
Health
begins



1991

1998



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Durham Area Transit Authority becomes GoDurham



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1998

2010







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Vehicle lease program with Lincoln Community Health begins

Durham Area Transit Authority becomes GoDurham GoDurham and Durham County ACCESS entered into short-term merger agreement





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2015



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National Express becomes service provider





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1998

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2015

2019



Vehicle County GoDurham and Durham City of ACCESS and and Durham Durham Area National County ACCESS with County Transit Express entered into Lincoln ACCESS join **ACCESS** Authority becomes short-term Community responsibility forces in an merger DURHAM Health of Duke Interlocal CITY OF **DURHAM** becomes COUNTY agreement begins **Power Transit** Agreement official 2021 2019 2020 1998 2010 2015 1991





- Current vendor since October 2020
- Based in England. US Headquarters in Lisle, Illinois
- Operate 3,700 vehicles, 5,000 employees in US.





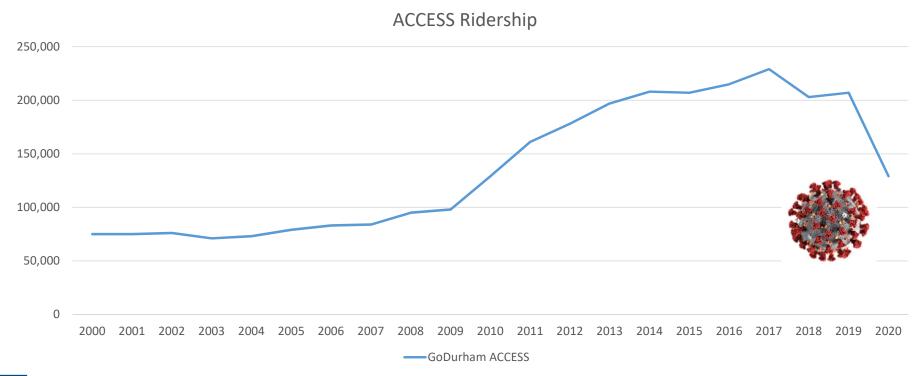


- 62 local employees
- 52 vehicles
- \$16.25 Average operator hourly rate





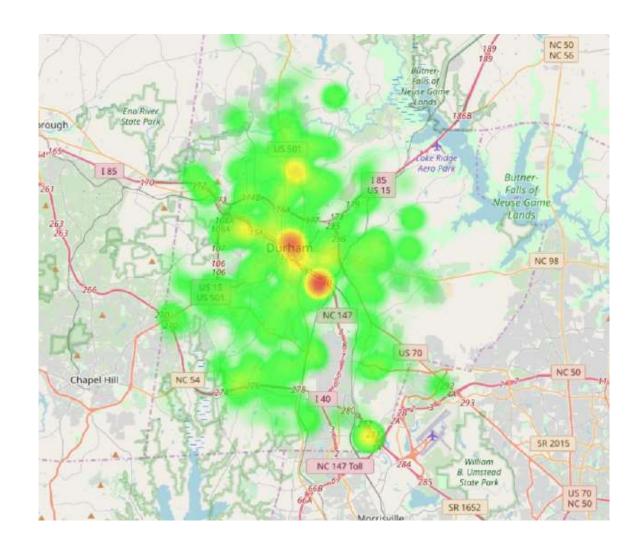
Access Customers - Demographics





Origin/Destination

69,500 ADA Paratransit trips January - August 2021 Vast majority are round trips

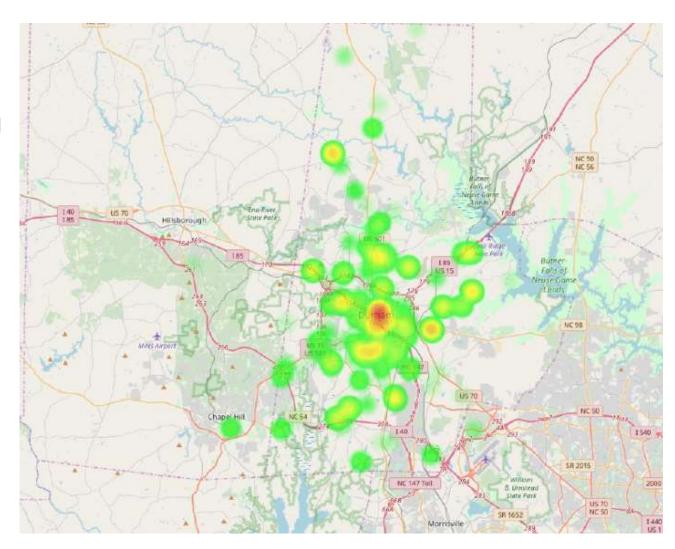




Origin/Destination

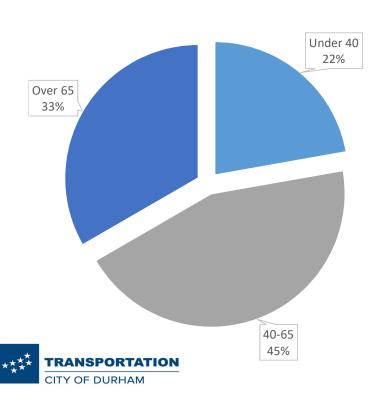
8,500 non-ADA "County" Trips January – August 2021

- * Rural Durham County
- * Work First Program
- * Non-ADA individuals without human service agency assistance

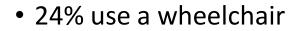




Who uses ACCESS? Age



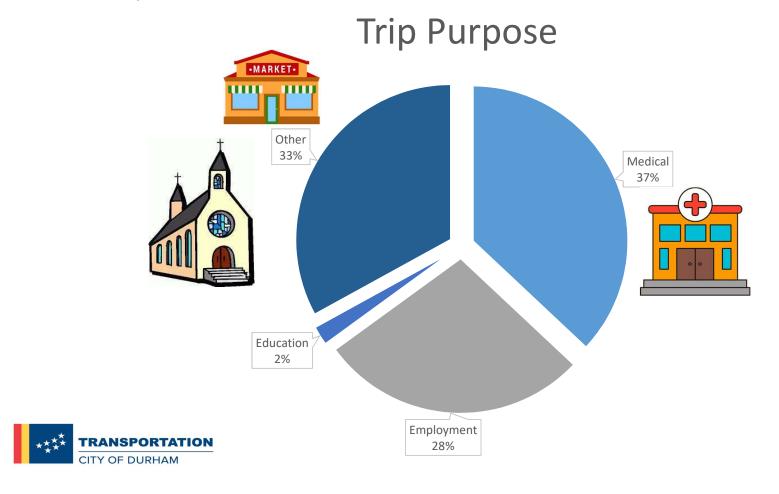
• 67% have physical or mental disability





• 12% utilize everyday

Why ride ACCESS?



How is ACCESS Funded?

- \$5.4 million annual budget
 - Transit Fund
 - Federal Grants
 - Durham County
 - Durham County Transit Plan (Reimbursed)
 - North Carolina DOT (Reimbursed)
 - Durham County Social Services
 - Medicaid





ACCESS Feedback

My driver is often late to take me to - or pick me up from - my appointments.



- NEXT hiring more drivers.
- Received grant funding for pilot to use 3rd party vendors for dialysis appointments.



ACCESS Feedback

I do not have the ability to take same day trips.

- All ACCESS Trips must be booked the day before.
- Pilot with UZURV to provide sameday trips starting in September 2022.







On-Demand Scheduling



Food For Seniors
TRANSPORTATION
CITY OF DURHAM





Free County-wide trips to vaccination sites



Microtransit