



*Durham*  
ACCESS

# 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  $\frac{3}{4}$  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



# Selected History of GoDurham ACCESS

City of  
Durham  
assumes  
responsibility  
of Duke  
Power Transit



1991



# Selected History of GoDurham ACCESS



# Selected History of GoDurham ACCESS

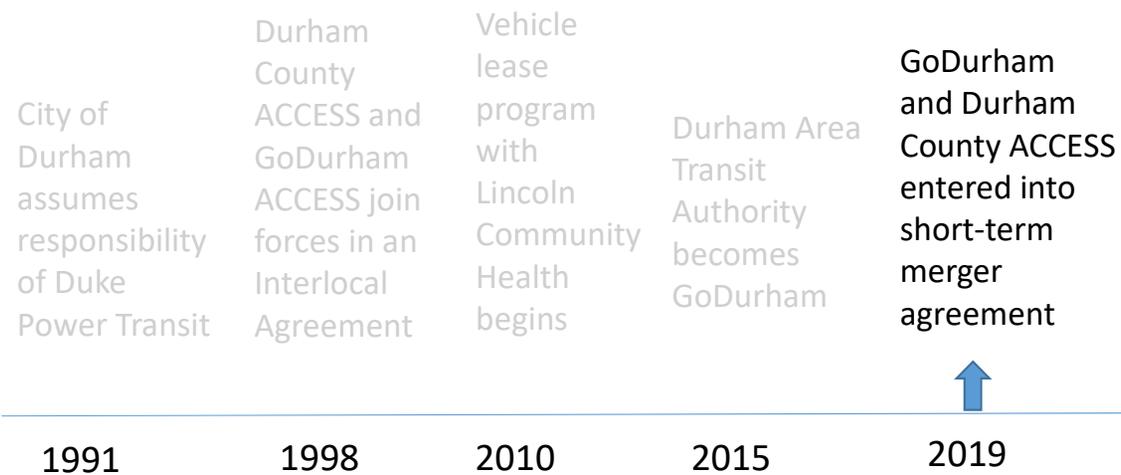
City of Durham assumes responsibility of Duke Power Transit	Durham County ACCESS and GoDurham ACCESS join forces in an Interlocal Agreement	Vehicle lease program with Lincoln Community Health begins
1991	1998	2010



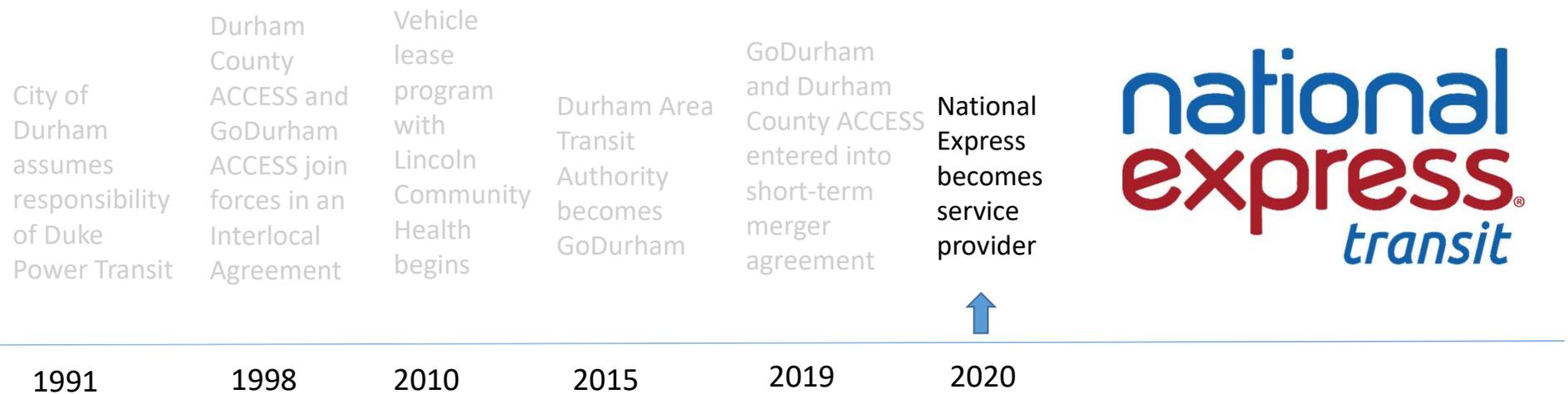
# Selected History of GoDurham ACCESS



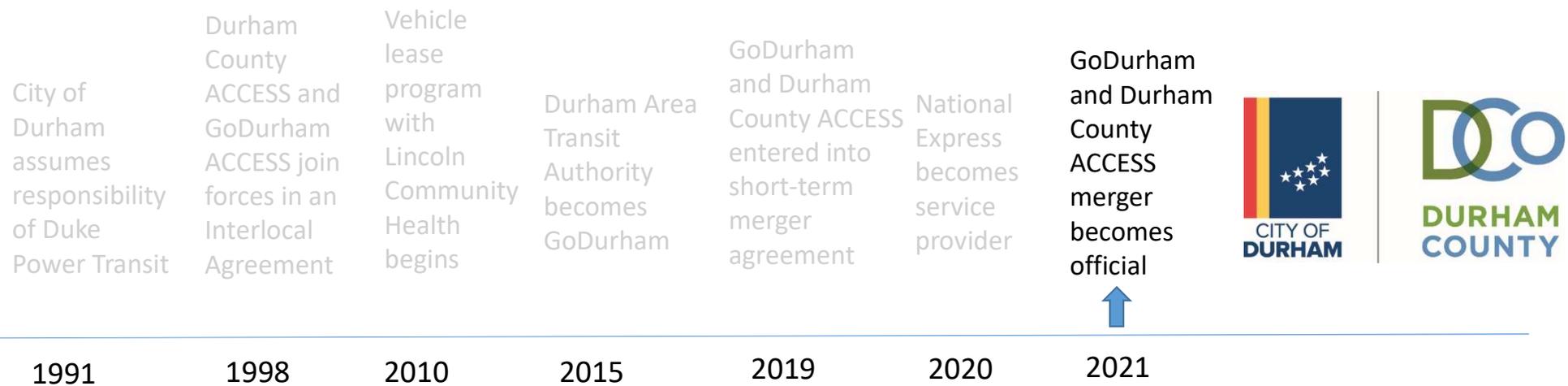
# Selected History of GoDurham ACCESS



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# Selected History of GoDurham ACCESS





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

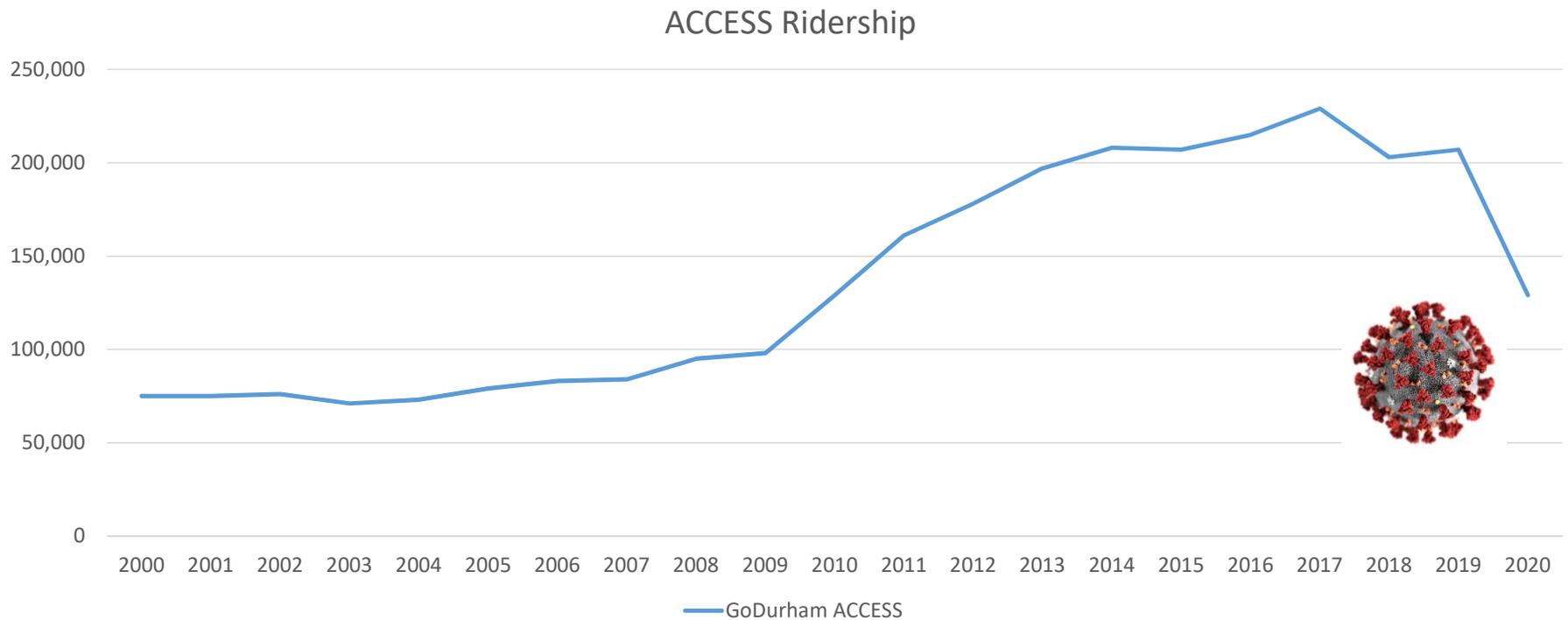


# national express<sup>®</sup> transit

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

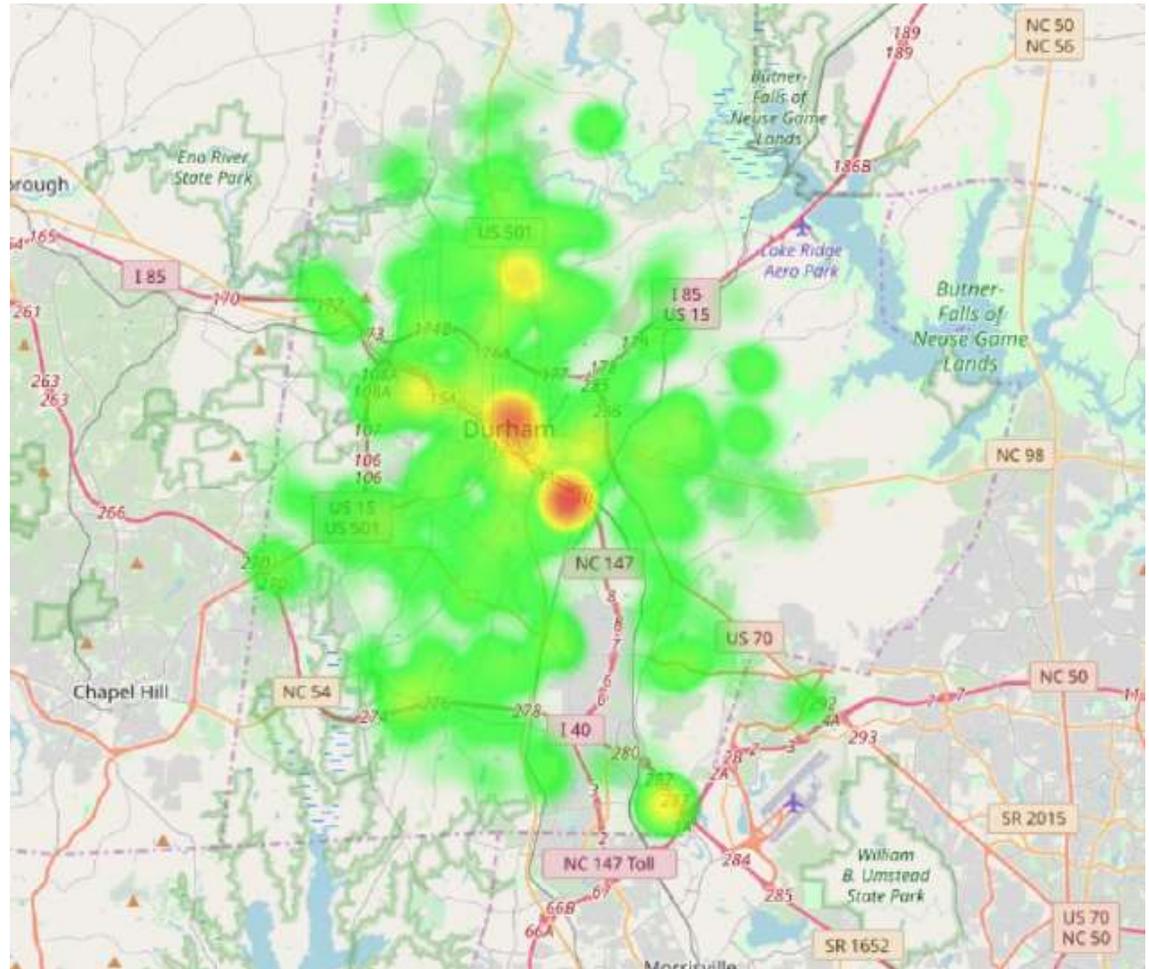


# Access Customers - Demographics



# Origin/Destination

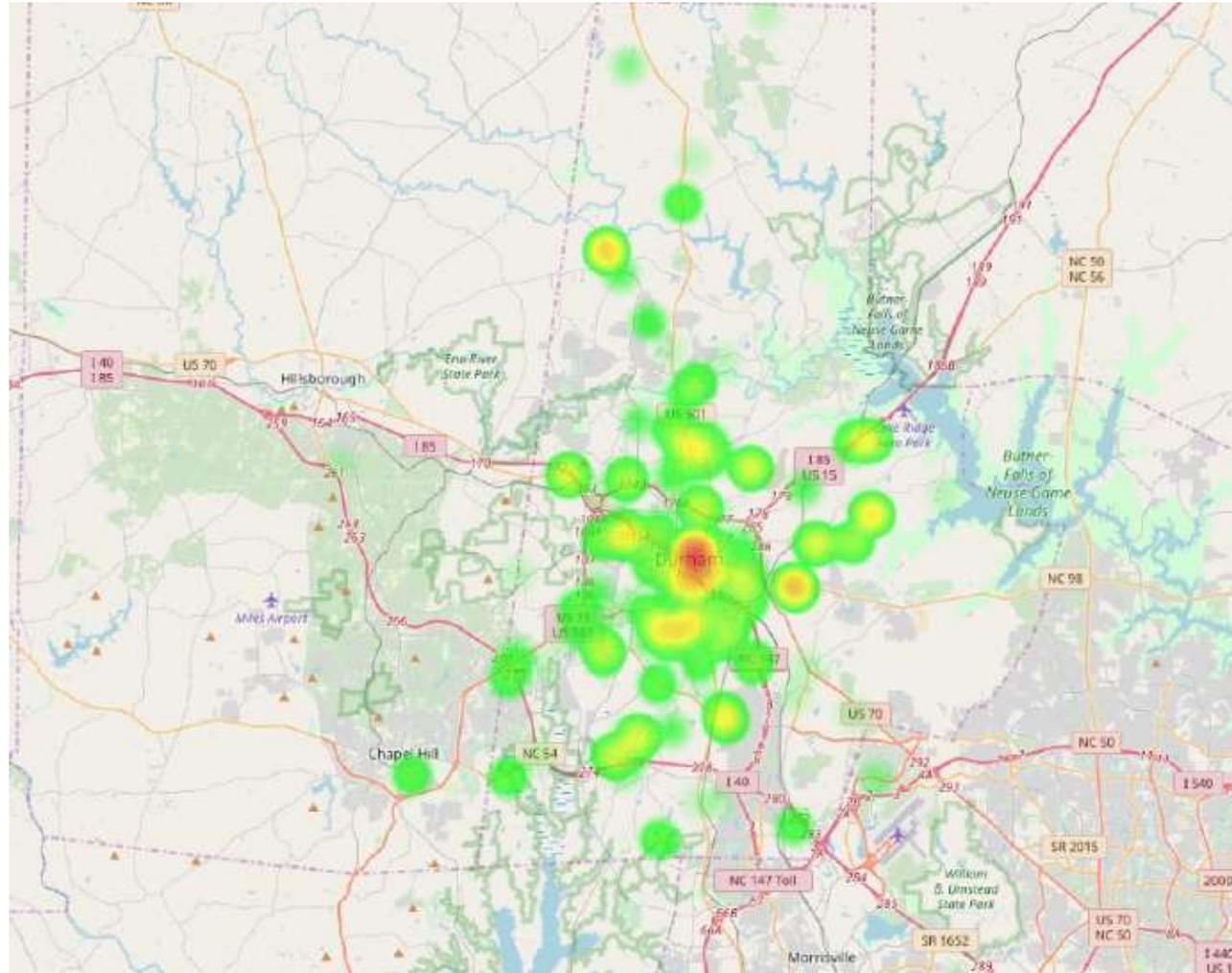
69,500 ADA Paratransit trips  
January - August 2021  
Vast majority are round trips



# Origin/Destination

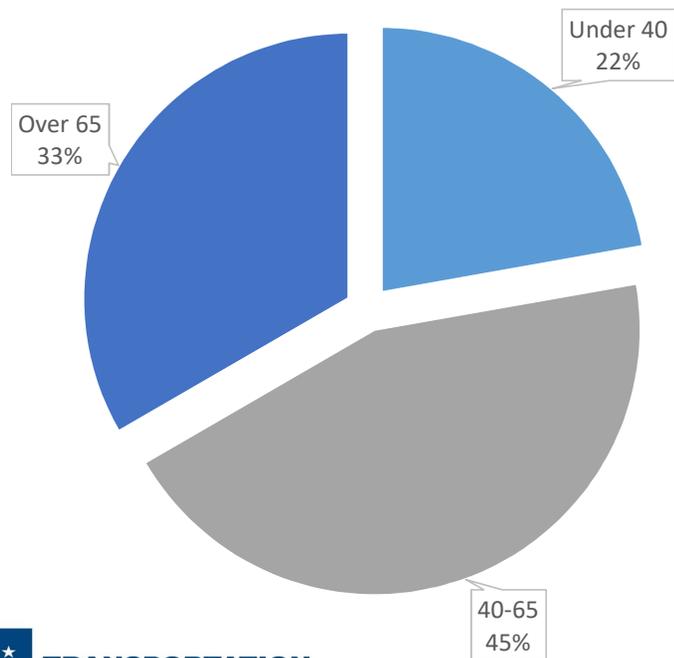
8,500 non-ADA "County" Trips  
January – August 2021

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



# Who uses ACCESS?

## Age



- 67% have physical or mental disability



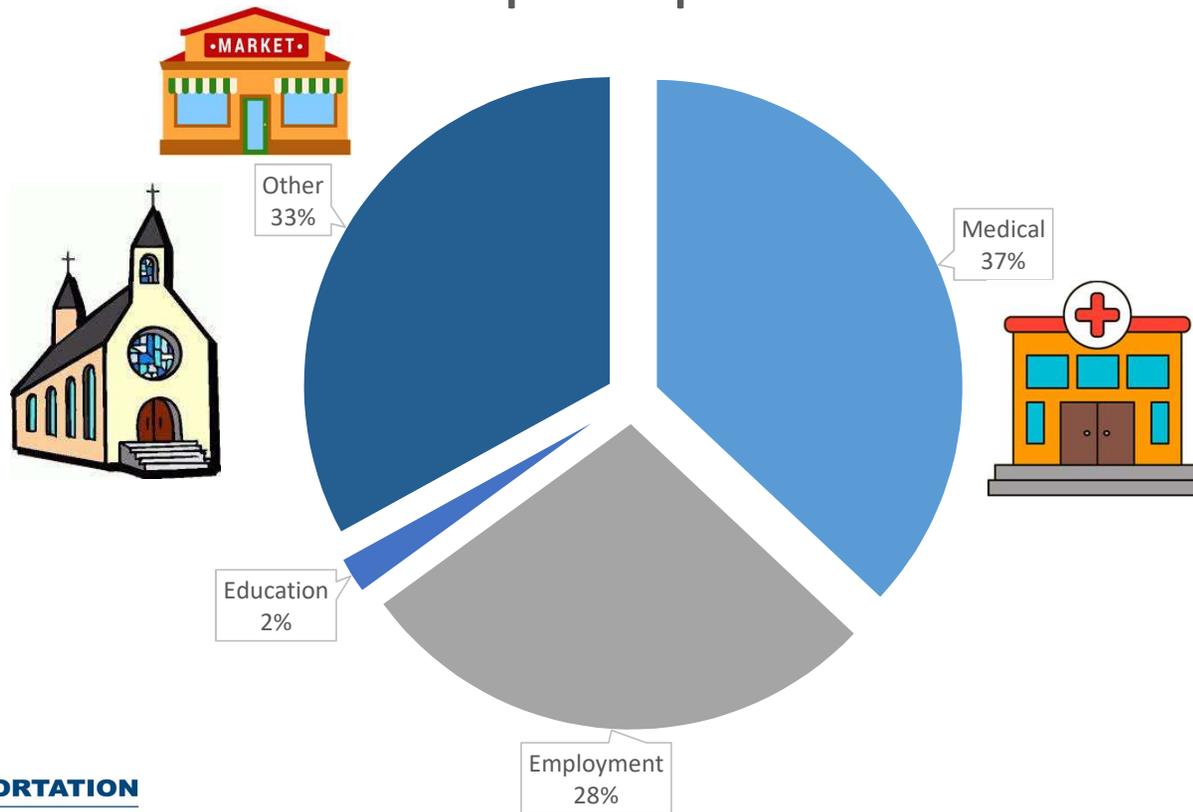
- 24% use a wheelchair



- 12% utilize everyday

# Why ride ACCESS?

## Trip Purpose



# 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 3<sup>rd</sup> 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 same-day trips starting in September 2022.





On-Demand Scheduling



Food For Seniors



Beyond  
ACCESS



Free County-wide trips  
to vaccination sites



Microtransit