

SECTION 5310: ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES FY22 APPLICATION

Application Due: August 19, 2022 by 5:00 PM – Submit to mariel.klein@durhamnc.gov

DATE: 7/25/2022

PROJECT TITLE: OC STEAMM, Orange County Senior Transportation Expansion, Assessment and Mobility Management Project

Section I: Applicant Information
Applicant Legal Name Orange County Department on Aging
Contact Person/Title Brandi Beeker, Transportation Specialist
Address 2551 Homestead Rd
City Chapel Hill
State NC
Zip Code 27516
Telephone # 919-717-1853
DUNS # 091575191

Request Type (Check all that apply)				
<input checked="" type="checkbox"/> Continuation of an Existing Project	<input type="checkbox"/> New Project	<input type="checkbox"/> Operating	<input type="checkbox"/> Capital	<input checked="" type="checkbox"/> Mobility Management*

**Application for mobility management funding is encouraged as this funding can be used to assist in program administration through funding staff responsible for administering the program and can be the main point of contact for DCHC staff.*

Organization Type (Check all that apply)			
<input checked="" type="checkbox"/>	Local Government Authority	<input type="checkbox"/>	Private Non-Profit Organization
<input type="checkbox"/>	Public Operator of Public Transportation Systems	<input type="checkbox"/>	Private Operator of Public Transportation Systems

Supplemental Information	
<input type="checkbox"/>	Copy of current IRS W-9 Taxpayer Identification Form (new applicants only)
<input checked="" type="checkbox"/>	Service Area/Route Map (if applicable)
<input checked="" type="checkbox"/>	Current Letters of Support for Project

Certifications – See Appendix A	
<input checked="" type="checkbox"/>	Drug and Alcohol Testing Policy or Drug-Free Workplace Policy
<input checked="" type="checkbox"/>	Local Share Certification
<input checked="" type="checkbox"/>	Title VI Plan Certification
<input checked="" type="checkbox"/>	EEO Certification
<input checked="" type="checkbox"/>	Lobbying Certification
<input checked="" type="checkbox"/>	Traditional Project Certification Eligibility – Units of Local Government (if applicable)
<input type="checkbox"/>	Private Non-Profit Organization Certification Eligibility (if applicable)

Section II: Project Understanding

NEEDS AND BENEFITS

The following questions should be answered for all projects, unless otherwise noted. If you need additional space, please attach as separate document.

1. Project Description (at least 500 words)

The Orange County Department on Aging (OCDOA) proposes to continue its STEAMM (Senior Transportation Expansion, Assessment and Mobility Management) project funded through the Section 5310 Grant for the Enhanced Mobility of Seniors and Individuals with Disabilities by the DCHC MPO (Durham-Chapel Hill-Carrboro Metropolitan Planning Organization). OCDOA's STEAMM project is uniquely designed to improve the mobility of and address the unmet transportation needs of older adults and individuals with disabilities that reside in the Towns of Chapel Hill, Carrboro, Hillsborough, and in rural Orange County. The specialized services offered by the STEAMM mobility management program are unduplicated by public and private transportation services in Orange County, providing tailored outreach, information, and services to individuals that otherwise would not be able to get where they need to go.

The Section 5310 grant supports a full-time aging-related mobility manager (currently working under the title of "Transportation Specialist") with offices in each of the two senior centers in Orange County, the Passmore Center in Hillsborough and the Seymour Center in Chapel Hill. The mobility manager is responsible for coordination of the OCDOA's senior adult transportation services program, the Volunteer Driving Program, operation of the One-Stop Transportation Call Center, leadership of the OCDOA's Transportation Workgroup as part of the 5-year Master Aging Plan (MAP), as well as outreach, education and marketing to promote awareness of these and related transportation services.

The mobility manager serves as an advocate for transportation policy at the local and state levels and maintains awareness of national resources that support senior transportation development. The mobility manager's day-to-day duties include providing assistance by assessing and prescreening for service eligibility, explaining available services and programs and coordination of services with the Aging Transitions Team to support the continued independence and mobility of older adults and people with disabilities in Orange County.

Additionally, the mobility manager also provides direct assistance to older adults and individuals with disabilities who face barriers in existing transportation services, providing travel training and trip planning activities to encourage efficient use of resources available, as well as serving as a liaison and meeting with community organizations, private individuals, agency administrators, and professional staff to gain cooperation in achieving program goals and ensure the needs of older adults are represented and met.

An estimated 10,000 older adults and people with disabilities have been helped by the OCDOA's STEAMM program since it began in 2014 through programming, public events, travel training, the volunteer driver program, and through the One-Stop Transportation Call Center. Notably, more than 1500 one-way trips have been driven by OCDOA volunteer drivers.

In the 2019 update of the DCHC MPO's Coordinated Public Transportation-Human Service Transportation Plan (CPT-HSTP), a summary of public transit-human services transportation needs and strategies included high-priority needs that should be addressed. Those needs and strategies align with OCDOA's STEAMM project in the following ways:

1. Coordination/Mobility Hub for Human Services and Public Transportation
 - *Strategy:* Create a mobility hub for the entire region, which would include a healthcare element.
 - **OCDOA's STEAMM program serves as a centralized source of transportation information tailored to older adults and individuals with disabilities in Orange County.**
2. Expanded Transportation Services
 - *Strategy:* Provide more opportunities for underutilized vehicles to offer non-healthcare related transit (e.g. grocery store routes) that would improve the quality of life of seniors and persons with disabilities.
 - **OCDOA's STEAMM program provides flexible transportation services using Volunteer Drivers and their personal vehicles to meet the needs of older adults and individuals with disabilities.**
 - *Strategy:* Increase senior social trips, which leads to better mental health of the recipient.
 - **OCDOA's STEAMM program provides information and flexible transportation services through the Volunteer Driving Program, helping to keep older adults engaged with their communities and reducing the negative impact of social isolation.**
 - *Strategy:* Coordinate ADA applications and provide gap funding while individuals wait for approval to use service.
 - **OCDOA's STEAMM program provides one-on-one help with completing ADA transportation service applications, as well as providing transportation through the Volunteer Driving Program while the application is processed, which can take up to 21 days to complete.**
 - *Strategy:* Allow for home pick-up and return trips for services in different areas, including crossing over county lines.

- **OCDOA's STEAMM program provides cross-county transportation and flexible pick-up and return trips through the Volunteer Driving Program.**
 - *Strategy:* Extend holiday operating hours to 10pm.
 - **OCDOA's STEAMM program provides transportation when a volunteer driver is available, there is no limit on operating hours other than the volunteer driver's availability**
 - *Strategy:* Expand paratransit service to neighboring cities and towns.
 - **OCDOA's STEAMM program provides cross-county transportation to those who are unable to access existing transit services but can get in and out of a volunteer's vehicle with minimal assistance. When the volunteer driving program isn't a good option, the Mobility Manager provides information about private non-emergency transportation providers that use wheelchair-accessible vehicles.**
 - *Strategy:* Provide additional door-to-door service (e.g. Uber, taxi, current public transit, etc.).
 - **OCDOA's STEAMM program provides transportation to those who are unable to access existing transit services but can get in and out of a vehicle with minimal assistance. The services offered by the Volunteer Driving Program are offered at no cost to the rider, which reduces economic barriers for low-income participants.**
- 3. Expanded Education Services
 - *Strategy:* Expand travel training for all transit agency staff.
 - **OCDOA'S STEAMM program provides travel training to Orange County staff and stakeholders.**
 - *Strategy:* Encourage hospitals to screen patients for transportation needs.
 - **OCDOA'S STEAMM program holds quarterly meetings of the Medical Transportation committee, connecting with area healthcare providers and facilities about issues related to access to healthcare, including screening patients for health-related transportation challenges.**
 - *Strategy:* Create a higher level of comfort among seniors while using public transportation.
 - **The OCDOA STEAMM project seeks to educate older adults in Orange County on best practices for travel, increasing the comfort and confidence of older adult riders, while also reducing the stigma associated with public transit.**
 - *Strategy:* Improve the transit service providers understanding of clients' needs.
 - **OCDOA'S STEAMM program's Mobility Manager acts as a liason between transportation providers, the OCDOA, older adults, and other stakeholders, ensuring that the needs of older adults and individuals with disabilities are known by transit providers and decision makers.**
 - *Strategy:* Present better information for trip planning to riders (e.g.. sheltered stations, stop location, etc.).
 - **OCDOA'S STEAMM program provides travel training and individualized instruction on how to use trip planners and other tools that are available for transit users.**
 - *Strategy:* Conduct policy workshops more frequently.

- **OCDOA’S STEAMM program holds quarterly meetings with the Master Aging Plan Transportation workgroup, as well as quarterly meetings of the Medical Transportation committee, in addition to regular meetings with public transit providers and stakeholders**
 - *Strategy:* Provide better information to clients.
 - **OCDOA’S STEAMM program, through the Transportation Call Center Helpline, provides a “one-stop shop” for information related to transportation options available in Orange County..**
- 4. *Need:* Application Process Improvements
 - *Strategy:* Transit service to expand assistance to persons who are in need, but are not eligible for ADA paratransit service and are not covered by other services.
 - *Strategy:* Provide gap funding to passengers while waiting for ADA qualification results.
 - *Strategy:* Develop receiving of ADA applications in the region.
 - *Strategy:* Establish person-centered eligibility and certification rather than rigid criteria.
 - *Strategy:* Shorten the interview and application process for ADA approval.
 - **OCDOA’S STEAMM program uses the volunteer driving program to provide transportation to riders who don’t qualify for other options and also to those who are waiting for an ADA application to be processed. The OCDOA Mobility Manager is also a resource for providing one-on-one assistance in helping ADA applicants complete the required documentation.**
- 5. *Need:* Bus Stop Access Improvements
 - *Strategy:* Bus stops are too far apart and often without ADA improvements, and riders are unaware of transit alternatives.
 - *Strategy:* Increase the number of accessible bus stops.
 - **OCDOA’S Mobility Manager can provide detailed information about bus stops, as well as travel training, and trip planning to help riders find stops that are accessible.**

The STEAMM program, as evidenced by the various ways it addresses the needs outlined in the CPT-HSTP, is a vital service that can meet the needs of older adults in ways that public transportation systems, designed for maximum efficiency, cannot. The program is flexible and takes an individualized approach to meeting the needs of a diverse community of older adults and individuals with disabilities.

Building on the success of the volunteer driving program, the proposed STEAMM project hopes to expand the volunteer driving program’s range of services through the use of GoGoGrandparent (GoGo), an innovative “digital caregiver” that allows users to access concierge-level service for Uber, DoorDash, Instacart, and more just by calling a single number, no smartphone needed. GoGo offers screened and monitored services that enable hundreds of thousands of people throughout the United States to live independently at home.

When a rider calls to request a ride from GoGo, they can talk to an operator 24/7 and will be matched with a driver and vehicle from a transportation networking company like Uber and Lyft. GoGo offers vetted drivers and unparalleled customer service to create positive trip experiences for riders with visual, ambulatory, cognitive and dexterity impairments.

As proposed, GoGo's services will be used as a backup when the mobility manager is unable to match a volunteer driver with an appropriate ride request. Registered riders in the volunteer driving program will be approved on a trip-by-trip basis by the mobility manager and will be able to call GoGo with their request.

Currently, registered riders can request a volunteer driver in advance (usually 5-7 days before the appointment) and are notified 2 days before the scheduled appointment if no volunteer drivers are available. When this happens, most riders will reschedule their appointment and submit another request for the future appointment, ultimately delaying their access to care for an additional 6-8 weeks.

During the ongoing COVID-19 health crisis, the volunteer driving program lost two-thirds of its drivers due to health concerns and availability for the program. From a high of fifteen drivers in 2019, there are currently only five volunteers actively receiving ride requests. To deal with the shortage, the mobility manager started temporarily acting as backup driver in March 2020. As demand for rides has increased due to changes in frequency and availability of public transit, the discontinuation of local services like A Helping Hand, and the perceived risk of exposure for vulnerable populations (though unfounded as current research suggests), the mobility manager is increasingly unable to meet the needs of registered riders. To increase the number of ride requests completed and to allow the mobility manager more time to develop campaigns to recruit drivers and regain the pre-COVID momentum of the program, the STEAMM project's budget request allows for 416 one-way trips annually at a cost of \$8000.

By pairing GoGo with the volunteer driving program, OCDOA's STEAMM project aims to dramatically improve the reliability and usability of services like grocery delivery and transportation that are currently inaccessible to people without the budget and access to smartphone technology. Furthermore, this addition to the STEAMM project will give the mobility manager first-hand experience with the service so that it can be promoted as a vetted transportation service.

As in previous years, the STEAMM project's work is guided by the County's Master Aging Plan (MAP), a five-year plan that provides comprehensive and coordinated delivery of community services and supports to foster lifelong community engagement and well-being for older adults in Orange County. The 2022-27 Master Aging Plan (MAP) is based on the AARP Framework for an Age-Friendly Community (AFC). This framework identifies eight domains of livability that influence the quality of life for older adults: outdoor spaces and buildings, **transportation**, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community and health services.

The services outlined in this proposal are designed to fill a major void in available public transit options, thus allowing seniors and individuals with disabilities more options for making life-essential trips and for accessing a variety of nutritional, health and wellness, and community and social engagement services and activities.

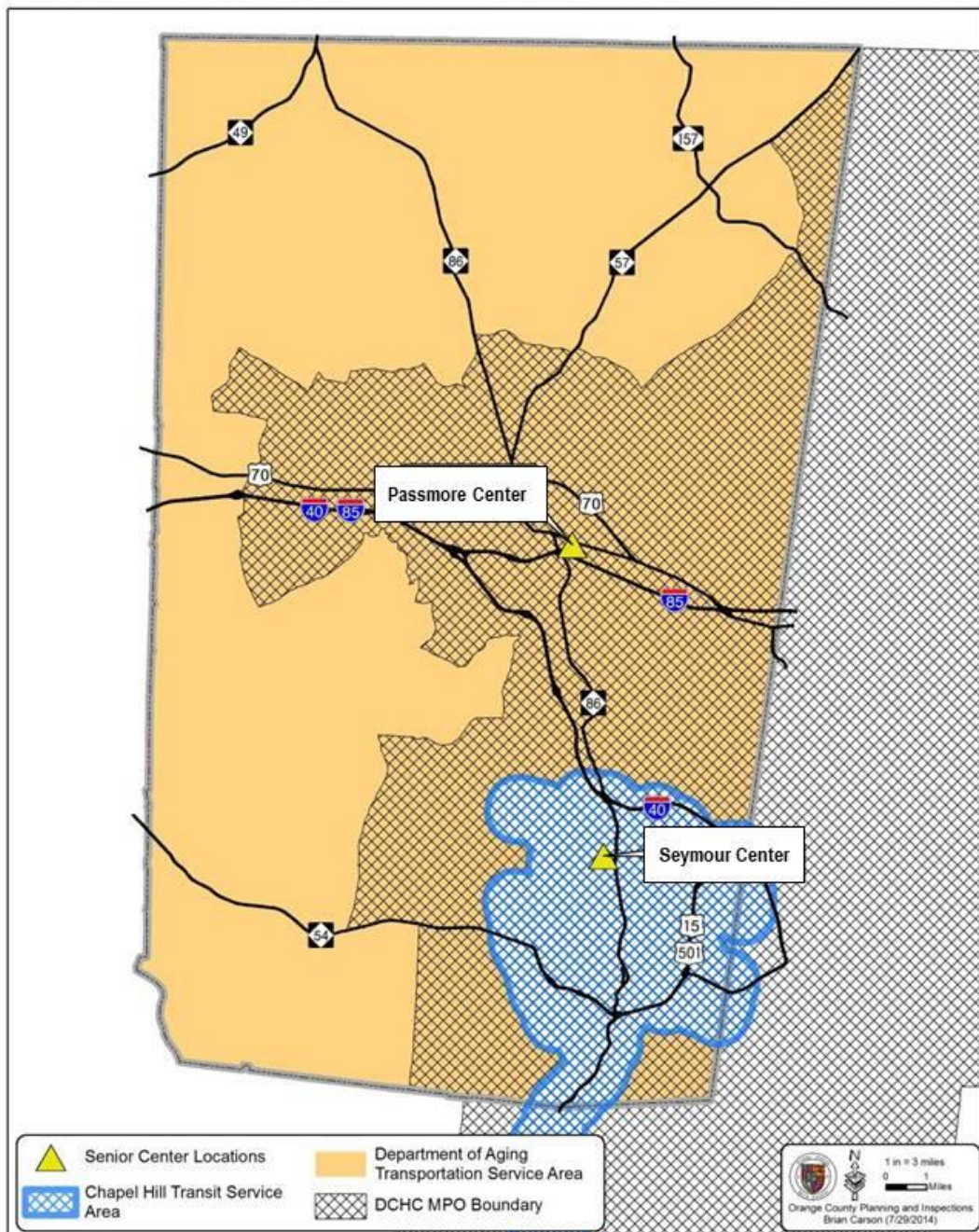
2. Estimated number of individuals to be served annually by your project

	Existing – Current Operations	Projected
Seniors 60 years of age and over (Projects Serving Seniors)	425	1500
Individuals with Disabilities	10	300
General Public	1000	2500
Total	1435	4300

3. Unmet Need

Describe the unmet transportation need that the proposed project seeks to address and the relevant planning effort required. Include the specific community served by this project, and provide relevant demographic data and/or maps.

Orange County Department on Aging Transportation Service Area



There is a huge disparity in the level of public transportation services available to older adults and individuals with disabilities living throughout Orange County. Those that live within the limits of the Chapel Hill Transit Service Area (shown in blue in the above map) are served by a robust fare-free system that offers fixed-route bus service on 31 weekday and weekend routes and EZ Rider demand-response (ADA) service for eligible riders. While those residents have excellent access to in-town medical appointments and all that the Towns of Chapel Hill and Carrboro have to offer, they have limited access to amenities and services that are in adjacent areas that are easily travelled by those who aren't transit dependent. The Orange County Courthouse and other public offices, Soltys Place, the Passmore Center, and the Sportsplex in Hillsborough, the VA Medical Center, the Streets at Southpoint, medical offices, Duke, NCCU, DPAC, and RDU in Durham/RTP—these are some of the places within the DCHC boundary that can't be accessed easily and without multiple transit vehicle transfers by residents of Chapel Hill and Carrboro that depend on demand-response transportation. Additionally, there are older adults and people with disabilities in CH/Carrboro that can't use Chapel Hill Transit and EZ Rider even in town due to limitations. For example, a Chapel Hill resident living 8 minutes by car (~3 miles) from the Seymour Center but unable to use EZ Rider because of incontinence issues and not being comfortable with the longer and variable ride times on the bus.

Orange County residents living outside of Chapel Hill Transit's service area are served by Orange County Public Transportation (OCPT). OCPT operates three fixed-routes, the MOD (Mobility On Demand) service, demand-response services, and complementary paratransit and fare-free service for ADA-eligible residents that live within $\frac{3}{4}$ of a mile from any of its fixed-routes. OCPT charges a fare for some demand-response services and for two of their fixed-routes, the Orange-Chapel Hill Connector (often referred to as the "Hill to Hill") and the Orange-Alamance Express. OCPT's MOD service is \$5 one-way and only operates on Fridays from 5pm to 9pm and on Saturdays from 9am to 5pm. Demand-response service rates depend on where the resident lives in the County. Orange County residents that are 60+ and live within the town limits of Hillsborough and in some parts of Efland and Mebane, are eligible for \$3 one-way EDTAP service for medical appointments, shopping, public hearings, human service agency appointments and more. OCPT offers the Rural General Public demand-response service to anyone living within rural Orange County, but the \$12.75 one-way fare/\$25.50 round-trip is often cost prohibitive for older adults and individuals with disabilities living on limited means.

As mentioned in the project description, the works of the STEAMM project is guided by the OCDOA's Master Aging Plan. Now in its fifth cycle of strategic planning, OCDOA's 2022-27 MAP includes racial equity as a cross-cutting theme for each of the eight domains. In partnership with the other county initiatives, such as One Orange and the Government Alliance for Race & Equity, the focus on racial equity provides an intentionality and builds off of important discussions both locally and nationally to identify and explore how race impacts the experience of aging. This is a critical part of a larger effort to ensure the Master Aging Plan is inclusive of ALL older adults in Orange County. It is critical that EVERY older adult (regardless of race, ethnicity, income, location, language, sexual orientation, health status, etc.) see themselves reflected in some way in the MAP.

The target population for this proposed project is older adults (60 years and older) who live in Orange County and travel within and to the Chapel Hill/Carrboro/Hillsborough portions of the Durham Urbanized Area (UZA) and DCHC MPO planning area. Per the 2020 County Aging Profiles from NC Division of Aging and Adult Services, there are approximately 29,200 adults who

are aged 60 or older who live in Orange County. Within the DCHC MPO planning area, the percentage of the total population that is 65 years of age or older grew from 8.1% in 2000 to 9.4% in 2011 (CPT- HSTP, pg. 28), and much of this growth has occurred in lower density settings on the fringes of the of the county's urban areas that are removed from areas served by fixed-route transit options (CPT-HSTP, pgs. 30-31). An estimated 32.3% of adults 65 years old or older are disabled, and 7.8% live at 100% of poverty or below. Approximately 57% of this group lives in Chapel Hill Township.

Implementation Plan

- a. Describe key personnel assigned to this project and your agency's ability to manage the project.

This two-year (STEAMM project will continue to employ a full-time mobility manager at the OCDOA. The mobility manager educates older adults about on how to use existing transportation services, advocates on behalf of the needs of older adults and persons with disabilities across systems, help coordinate services to benefit older adults, expand the Volunteer Driver Program, and continue to facilitate the Orange County Master Aging Plan Transportation Workgroup, which supports collaboration with providers and other stakeholders to expand the transportation system available to older adults in Orange County. The mobility manager is supervised by the Director of the Orange County Department on Aging or their designee.

Please see attachments:

- Master Aging Plan_Transportation (Attachment A)
- MAP Transportation Workgroup Members (Attachment B)

- b. Provide an operational plan for delivering service. Include routes and service maps, if applicable, as well as key milestones and estimated completion date (for capital projects).

Operational Plan		
Project Objective: Increase access to and awareness of affordable, safe, and equitable mobility options for older adults in all parts of Orange County.		
Goal #1 - Educate older adults about existing public and private transportation systems		
Task	Milestones Completed	Anticipated Completion Date
Maintain Transportation Call Center	Call Center continues operation after June 30, 2025	June 2025
Update marketing materials for Call Center	Updated and new call center marketing materials created and distributed	December 2023
Provide outreach to older adult population through community events and educational materials	8 outreach events quarterly, 32 annually	July-Sept 2023, FY24 Q1 Oct-Dec 2023, FY24 Q2 Jan-March 2024, FY24 Q3 April-June 2024, FY24 Q4 July-Sept 2024, FY25 Q1 Oct-Dec 2024, FY25 Q2

		Jan-Mar 2025, FY25 Q3 Apr-June 2025, FY25 Q4
Continue to offer a travel training program for older adults who are reluctant to use existing public transportation options	40 older adults are travel trained annually	June 2024 June 2025
Goal #2 - Coordinate transportation service options		
Task	Milestones Completed	Anticipated Completion Date
Meet with transportation providers to facilitate knowledge exchange and collaboration	Facilitation of Orange County Master Aging Plan Transportation Workgroup continues with quarterly meetings and ongoing Workgroup projects to implement the 2022-2027 Master Aging Plan.	July-Sept 2023, FY24 Q1 Oct-Dec 2023, FY24 Q2 Jan-March 2024, FY24 Q3 April-June 2024, FY24 Q4 July-Sept 2024, FY25 Q1 Oct-Dec 2024, FY25 Q2 Jan-Mar 2025, FY25 Q3 Apr-June 2025, FY25 Q4
Meet with healthcare facilities and advocates as well as citizens and transportation providers in Orange County to address health-related transportation challenges	The Medical Transportation committee (a sub group of the Orange County Master Aging Plan Transportation Workgroup) meets quarterly.	July-Sept 2023, FY24 Q1 Oct-Dec 2023, FY24 Q2 Jan-March 2024, FY24 Q3 April-June 2024, FY24 Q4 July-Sept 2024, FY25 Q1 Oct-Dec 2024, FY25 Q2 Jan-Mar 2025, FY25 Q3 Apr-June 2025, FY25 Q4
Goal #3 - Collaborate with current providers and other stakeholders to expand the transportation system throughout Orange County		
Task	Milestones Completed	Anticipated Completion Date
Expand the volunteer driver program	More volunteers recruited and screened through the Volunteer Connect 55+program and Volunteer Driver Program recruitment.	June 2025

Meet with local faith-based and private organization leaders, and transportation entrepreneurs to explore interest in providing supplemental transportation resources to older adults	Partnerships formed to develop additional supplemental transportation services with faith-based groups and private organizations	July 2023 –June 2025
Meet with group of senior leaders to help advocate for needed transportation expansion and to help educate older adults on how to use current system	Expand members of Transportation Senior Resource Team	September 2023
Share information on project successes and problems with general public, county officials, and non-profit organizations	Information is shared at Transportation OUTBoard (advisory board to Orange County Commissioners) meetings, Chapel Hill Transit Partners meetings and Orange County Master Aging Plan steering committee meetings.	July 2023 –June 2025
Develop plan for expansion or improvement of STEAMM project	Continue to apply for 5310 while identifying other funding opportunities, sponsorships	June 2025

Partners, Collaboration, and Outreach

Describe how the project will be coordinate with public and/or private transportation and social service agencies. Include information specific to low-income populations and populations with Limited English Proficiency.

The STEAMM project is proposed as a collaborative venture between the Orange County Department on Aging, Orange County Public Transportation Department and Chapel Hill Transit

public transit systems, and various other for-profit, non-profit, volunteer, and faith- based organizations within the county that provide supplemental driving services to older adults.

The STEAMM mobility manager will collaborate with three local transit providers: Chapel Hill Transit, Orange County Public Transportation and Go Triangle. The goal is to connect eligible seniors to both fixed-route and para-transit services and to provide senior-specific training to transit operators. The Orange County Department on Aging has had longstanding relationships with all three transportation entities for several decades.

Through collaboration with nonprofit organizations like The Center for Volunteer Caregiving (in Cary, NC), Durham Center for Senior Living (in Durham, NC), and The Independent Transportation Network of America (INTAmerica), we plan to continue developing a model for a volunteer driver program for Orange County. As the population ages and transportation demand increases, it is likely that more communities will experiment with supplemental transportation programs. Collaboration with Orange County healthcare facilities will assist us in addressing health-related transportation challenges and educate Orange County area businesses on the benefits of being located near public transit routes.

A key component of the STEAMM project will be the identification of additional senior support providers with whom collaboration would result in expanded service to seniors in Orange County, such as; Healthy Carolinians of Orange County Access Committee, NC DHHS Services for the Blind, Healthy Carolinians, UNC Partnerships in Aging Program, UNC Health and UNC City & Regional Planning.

The role of the mobility manager will be to build these collaborative relationships by holding quarterly Master Aging Plan (MAP) meetings with transportation providers and stakeholders. The 2022-27 MAP uses the Government Alliance on Race and Equity (GARE) framework to ensure the transportation needs of low-income and populations with Limited-English Proficiency are known and addressed. Those strategies include advocating and creating informational pieces that are accessible to community members with low vision, low literacy, and ensuring those materials are available in Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible.

Additionally, the mobility manager will leverage OCDOA's well-established marketing and communication outlets to increase outreach and improve awareness of available services and opportunities for the community to engage with transportation issues. *Endless Possibilities* is a quarterly printed publication that serves as a compendium of programs, services, and resources offered by OCDOA. 13000 copies of *Endless Possibilities* are distributed quarterly throughout Orange County at senior centers, government offices, grocery stores, and other locations frequented by older adults, individuals with disabilities, and the general public. Additional outlets available for promotion of the mobility management program include the *Endless Possibilities* e-newsletter (3200 subscribers), the *Community News for Caregivers* e-newsletter (900 current subscribers), as well as OCDOA's social media pages, Facebook (835 followers) and YouTube (95 subscribers). The STEAMM project's mobility manager will also partner with OCDOA staff at public events.

What is your plan for assessing project performance?

Both process and outcomes evaluation will be conducted for the STEAMM project. The milestones from the table in the previous section are repeated here and connected with the anticipated outcomes and method of measuring success.

OUTPUTS	OUTCOMES	METHOD OF EVALUATION
GOAL #1 Call Center responds to customer needs Travel training services provided to older adults who are reluctant to use public transportation options	By the end of one year, 450 seniors, family advocates and professionals will have been assisted with transportation information through the call center At the 2 year project mark, over 800 seniors will have been assisted with transportation information through the call center By the end of Year 1, at least 30 older adults are provided travel training services By the end of Year 2, at least 60 older adults are provided travel training services	Management of call database Random sampling survey of annual callers Program attendance and evaluations conducted from participants in travel training services
GOAL #2 Continue partnerships established with existing transportation providers	4 Orange County Master Aging Plan Transportation workgroup meetings held annually	Meeting minutes and email communications

Collaborate with healthcare facilities in Orange County to address health-related transportation challenges	Improved access to transportation for medical appointments	Fewer calls to Transportation Call Center requesting medical transportation
GOAL # 3 Implement/expand Volunteer Driver Program through the OCDOA Meet with local faith-based and private organization leaders to explore interest in providing supplemental transportation resources to older adults	By the end of Year 1, 40 older adults have received assistance through the OCDOA volunteer driver program By the end of Year 2, 80 older adults have received assistance through the OCDOA Volunteer Driver program By the end of Year 2, there are at least 5 new organizations providing supplemental transportation services to older adults in Orange County	Data information system Data information system Number of new organizations providing supplemental transport

Identify some major milestones this project expects to accomplish and the anticipated timeframes

Milestone	Anticipated Date of Accomplishment
90% of ride requests are matched with a volunteer driver	6/1/2024
The number of volunteer drivers is increased across all county zip codes.	6/1/2024
Annual campaign is held to increase participation and	July 2023, July 2024

awareness of the STEAMM program.	
Workgroup meetings are held 4 times per year.	By June 2024, June 2025
Orange County Transportation Guide for Older Adults is updated every 2 years	6/1/2024
Quarterly classes (Bus Riding 101, bus safety, Uber/Lyft, mobile ticketing, and transit apps, etc. are held at Senior Centers, libraries and community centers, apartment complexes with a large number of older adults, faith-based communities, etc. with supportive services (e.g., an interpreter) to ensure access and participation for people from diverse backgrounds and with differing abilities	64 events held in 2024 and 2025

Section III: Budget Request

OPERATING BUDGET REQUEST

The project operating budget estimate should be based on actual annual expenditures for existing services. Budgets for new services without an operating history should detail the sources of their estimated budgets. Applicants who are operating their own services should fill out Items A-D in the Budget Details. Applicants who are contracting for services should only fill out Item E.

Mobility Management Request (Capital)

Major Activities	Federal Request	
	Year 1	Year 2
Mobility Management Personnel Total	\$66,500	\$66,500
Volunteer Driving Program (Background check, insurance, mileage, training)	\$13,500	\$13,500
Volunteer Driving Program /Intelligent Transportation Tech Coordination partnership (GoGoGrandparent)	\$13,000	\$13,000
Call Center Equipment - Phone	\$700	\$700
Meetings and supplies	\$3,300	\$3,300
Marketing	\$3,000	\$3,000
Total Mobility Management Request	\$100,000	\$100,000
Local Share (20%)	\$20,000	\$20,000

1. Describe how you intend to maintain your project after grant funding ends.

Portions of private endowment funds can be continued as long as source remains. Every attempt will be made to secure other sources of funding to keep the project in place.

DETAILED BUDGET OCDOA STEAMM Project					
5310	STEAMM (Mobility Management)	FTE	FY24	FY25	TOTAL
1150	HUMAN SERVICES COORDINATOR 1	1	66,500	66,500	133,000
	Mobility Manager PERSONNEL TOTAL	1	66,500	66,500	133,000
Mobility Management					
VDP	VOLUNTEER BACKGROUND CHECK		1,000	1,000	2,000
VDP	VOLUNTEER TRAINING & ORIENTATION		2,000	2,000	4,000
VDP	VOLUNTEER DRIVER INSURANCE		500	500	1,000
VDP	VOLUNTEER MILEAGE REIMBURSEMENT		10,000	10,000	20,000
VDP		Total:	13,500	13,500	
	INTELLIGENT TRANSPORTATION TECH COORDINATION, GOGOGRANDPARENT		13,000	13,000	26,000
	CALL CENTER TELEPHONE		700	700	1,400
	MEETINGS		800	800	1,600
	SUPPLIES		2,500	2,500	5,000
	MARKETING		3,000	3,000	6,000
	MOBILITY MANAGEMENT (CAPITAL)		\$33,500	\$33,500	67,000
	TOTAL BUDGET		100,000	100,000	\$200,000
	TOTAL GRANT FUND 80%		80,000	80,000	\$160,000
	TOTAL LOCAL MATCH 20%		20,000	20,000	\$40,000
Local Match By Source					
	AT Administrator (OC) 2.5 hr/week x \$35.75 (hourly rate)		4648	4648	\$9,296
	Business Officer (OC) 1hr/week x \$35.75 (hourly rate)		1859	1859	\$3,718
	VC55+ Administrator (OC) 2hr/week x \$35.75 (hourly rate)		3718	3718	\$7,436
	Staff Mileage (OC)		1600	1,600	\$3,200
	OC Master Aging Plan		8,175	8,175	\$16,350
			20000	20000	\$40,000

PART I - GENERAL ORDINANCES

Chapter 28 - PERSONNEL

ARTICLE III. CONDITIONS OF EMPLOYMENT

ARTICLE III. CONDITIONS OF EMPLOYMENTSec. 28-19. The work week.Sec. 28-20. Attendance record.Sec. 28-21. Overtime and the time-off plan.Sec. 28-22. Leave without pay.Sec. 28-23. Outside/dual employment and solicitations.Sec. 28-24. Political activity.Sec. 28-25. Gifts and gratuities.Sec. 28-26. Safety, conduct and performance.Sec. 28-27. Workplace violence prevention.Sec. 28-28. Drug-free workplace.Sec. 28-29. Drug and alcohol testing.**Sec. 28-28. Drug-free workplace.***(a) Purpose.*

- (1) Its employees are Orange County Government's most valuable resource and, therefore, their health and safety are a serious concern. Orange County will not tolerate substance abuse which imperils the health and well-being of its employees or threatens its service to the public.
- (2) The use of illegal drugs and abuse of alcohol or other controlled substances, on or off duty, is inconsistent with law abiding behavior expected of all citizens. Employees who use illegal drugs or abuse alcohol or other controlled substances on or off duty, tend to be less productive, less reliable, and prone to greater absenteeism resulting in the potential for increased cost, delay and risk in providing services. Ultimately, they threaten the County's ability to serve the public.
- (3) Furthermore, employees have the right to work in a drug and alcohol free environment and to work with persons free from the effects of drug or alcohol abuse. Employees who abuse drugs or alcohol are a danger to themselves, other employees and the public. In addition, substance abuse inflicts a terrible toll on the County's productive resources and the health and well-being of Orange County workers and their families.
- (4) Orange County is therefore committed to maintaining a safe and healthy workforce free from the influence of substance abuse. In addition, Orange County will vigorously comply with the requirements of the federal Drug-Free Workplace Act of 1988 and implement rules promulgated by the United States Office of Management and Budget that will affect all employees in general and federal grant funds administrative employees, in specific.

(b) Policy. It shall be the policy of the Orange County to maintain a workforce free of substance abuse.

- (c)* Reporting to work or performing work for the County while impaired by or under the influence of any intoxicant, drug or chemical which interferes with the employee's work performance or which might adversely affect safety is prohibited.

PART I - GENERAL ORDINANCES

Chapter 28 - PERSONNEL

ARTICLE III. CONDITIONS OF EMPLOYMENT

- (d) The illegal use, possession, dispensation, distribution, manufacture or sale of controlled substances by employees at the worksite, during work hours, or while the employee is on duty, official County business, or stand-by duty is prohibited.
- (e) Violation of such prohibitions by County employees is considered conduct detrimental to county service and will result in disciplinary action in accordance with Article IX, Section 28-92(f) of this Ordinance.
- (f) Employees are required to notify the employing department head or designee within five days of any criminal drug statute conviction where such conviction was due to an occurrence at the worksite, during work hours, or while on duty, official business, or stand-by duty.
- (g) An employee who is convicted of violating any criminal drug statute in such workplace situations as stated above will be subject to disciplinary action.
- (h) A conviction means a finding of guilt or the imposition of a sentence by a judge or jury, or both, in any federal, state, or local court.
- (i) Departments that receive federal grants must, in turn, report any such criminal drug statute convictions as stated above of their employees, covered by federal grants to federal agencies from which grants are received within ten days after receiving notice from the employee or otherwise receive actual notice of such conviction.
- (j) All County employees will be given a copy of the Drug-Free Workplace Policy. Employees will be informed that they must abide by the terms of the policy as a condition of employment and of the consequences of any violation of such policy. Drug-Free Workplace Affirmation Form is optional for current employees to read and sign. Affirmation Forms may be used as a means to notify current employees and provide them with a copy of the policy.
 - (1) The Drug-Free Workplace Affirmation Form is required for all new employees appointed on or after the effective date of this policy.
- (k) *Awareness Resources/Referral Program.*
 - (1) The County will strive to educate employees about the dangers of substance abuse.
 - (2) The County will establish an awareness program to assist employees to understand and avoid the perils of drug and alcohol abuse. The County will use that program in an ongoing educational effort to prevent and eliminate substance abuse that may affect the County's workforce.
 - (3) The awareness program will contain provisions to inform employees about the: (1) dangers of alcohol and drug abuse; (2) Orange County Drug-Free Workplace; (3) availability of treatment and counseling for employees who voluntarily seek such assistance; and (4) sanctions the County will impose for violations of its Drug-Free Workplace Policy.
- (l) *Applicability.* The Drug-Free Workplace Policy applies to employees in all departments. More stringent requirements may be required in some departments.

(Ord. of 06-07-1976, eff. 08-01-1976; Amend. of 01-21-1992, Art. III § 10.0, eff. 02-01-1992)

Sec. 28-29. Drug and alcohol testing.

- (a) In accordance with the provisions of the federal and state statutes, and their implementing regulations, Orange County will maintain a workforce free of alcohol and drug abuse to protect the safety of County employees and the public in compliance with the Drug-Free Workplace Act of 1988 and the Omnibus Transportation Employee Testing Act of 1991. An employee who refuses or fails to comply with this section of the Personnel Ordinance may be subject to discipline up to, and including

PART I - GENERAL ORDINANCES

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dismissal. The County Manager will promulgate Administrative Rules and Regulations necessary to carry out the provisions of this section of the Personnel Ordinance consistent with all applicable state and federal laws and regulations governing workplace anti-drug and alcohol programs including, but not limited to:

1. The Federal Transit Administration (FTA) of the U.S. Department of Transportation 49 CFR Part 655 as amended, that mandates urine drug testing and breath alcohol testing for safety-sensitive positions and prohibits performance of safety-sensitive functions when there is a positive test result.
2. The U.S. Department of Transportation (DOT) 49 CFR Part 40, as amended, that sets standards for the collection and testing of urine and breath specimens; and
3. The Federal government 49 CFR Part 29, "The Drug-Free Workplace Act of 1988," which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA. This policy incorporates those requirements for safety-sensitive employees and others when so noted.
4. North Carolina General Statutes § 95-230 et al. Controlled Substance Examination Regulations. (Ord. of 06-07-1976, eff. 08-01-1976; Amend. of 10-20-2009, Art. III § 11.0, eff. 10-23-2009)



FINANCE *and* ADMINISTRATIVE SERVICES

Gary Donaldson, CTP, Chief Financial Officer | gdonaldson@orangecountync.gov | 200 S. Cameron Street, Hillsborough, NC 27278 | 919.245.2151

August 18, 2022

Mariel Klein, Grants Administrator
DCHC MPO
101 City Hall Plaza
Transportation Dept.
Durham, NC 27701

RE: 5310 Application

Dear Ms. Klein,
Orange County, North Carolina is submitting an application for the Enhanced Mobility for Senior and Individuals with Disabilities funds for the Department on Aging's Senior Transportation Expansion, Assessment and Mobility Management (STEAMM) service.

The purpose of this letter is to serve as the official assurance of the 20% local match required for the project. The local match has been pre-audited and sufficient funds are allocated in the budget to provide the County's 20% share should the grant be approved.

This letter serves to certify the \$38,000 local match as the County share for the total project cost of \$190,000.

Sincerely,

Gary Donaldson, CTP
Chief Financial Officer



Title VI Non-Discrimination Policy Statement

It is the policy of Orange County Government and its departments to ensure that no person shall, on the grounds 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.

Janice L. Tyler
Signature

7-29-22
Date

Janice L. Tyler
Janice Tyler
Department on Aging Director



Equal Employment Opportunity Certification

Orange County Government 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, Orange County Government 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.

Orange County Government 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 Orange County Government's employees to perform their job duties may result in discipline up to and including discharge.

Janice L. Tyler
Signature

7-29-22
Date

Janice L. Tyler
Janice Tyler
Department on Aging Director

Lobbying Certification

You must submit the following certifications if you apply on behalf of your applicant for a Federal grant or cooperative agreement exceeding \$100,000, or a loan (including a line of credit), loan guarantee, or loan insurance exceeding \$150,000, except if you are applying on behalf of an Indian tribe, tribal organization, or other Indian organization or if we determine otherwise in writing.

As required by 31 U.S.C. 1352 and U.S. DOT regulations, "New Restriction on Lobbying," specifically 49 CFR 20.110, you and your Applicant understand that:

- a. The lobbying restrictions of your certification apply your Applicant's request for:
 - (1) \$100,000 or more in Federal funding for a grant or cooperative agreement, and
 - (2) \$150,000 or more in Federal funding for a loan, line of credit, or loan guarantee,
- b. Its certification covers the lobbying activities of:
 - (1) It,
 - (2) Its principals, and
 - (3) Its first tier subrecipients

Therefore, on behalf of your Applicant, you certify to the best of your knowledge and belief, that:

1. No Federal appropriated funds have been or will be paid by or on its behalf to any person:
 - a. To influence or attempt to influence:
 - (1) An officer or employee of any Federal agency,
 - (2) A Member of Congress, an employee of a member of Congress, or an officer or employee of Congress,
 - b. Regarding the award of a:
 - (1) Federal grant or cooperative agreement, or
 - (2) Federal loan, line of credit, loan guarantee, or loan insurance
2. It will submit a complete OMB Standard Form-LLL, "Disclosure of Lobbying Activities (Rev. 7-97)," in accordance with its instructions, if any funds other than Federal appropriated funds have been or will be paid to any person:
 - a. To influence or attempt to influence:
 - (1) An office or employee of any Federal agency,
 - (2) A Member of Congress, an employee of a Member of Congress, or an officer or employee of Congress, or
 - b. Regarding any application for a:
 - (1) Federal grant or cooperative agreement,
 - (2) Federal loan, line of credit, loan guarantee, or loan insurance, and
3. It will include the language of this certification in the award documents for all sub-awards at all tiers including, but not limited to subcontracts, sub-grants, sub-agreements, and third party contracts under a Federal grant or cooperative agreement, or Federal loan, line of credit, loan guarantee, or loan insurance, and
4. It understands that:
 - a. This certification is a material representation of fact that the Federal Government relies on, and
 - b. It must submit this certification before the Federal Government may award funding for a transaction covered by 31 U.S.C. 1352, including a:
 - (1) Federal grant or cooperative agreement, or
 - (2) Federal loan, line of credit, loan guarantee, or loan insurance, and
5. It also understands that any person who does not file a required certification will be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Janice J. Tyler
Name/Position (printed)

Janice J. Tyler
Name (signed)

7-29-22
Date



Local Government Authority Certification

For governmental entities to be eligible for the “Traditional – Capital” 5310 funding, the state or local government authority needs to be approved by the State to coordinate services for seniors and individuals with disabilities or certify that there are no non-profit organizations readily available in the area to provide the service. See 49 U.S.C. 5310(b)(1) and (b)(2).

As the authorized representative of the Orange County Department on Aging, I certify that:

Our agency is approved by the State to coordinate services for seniors and individuals with disabilities

OR

There are no nonprofit organizations readily available in the area to provide the service as described in the 5310 application

Janice L. Tyler
Signature

7-29-22
Date

Janice L. Tyler
Janice Tyler
Department on Aging Director



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

CHRIS EGAN, MSW, LCSW • Asst. Secretary for Employment & Inclusion

CYNTHIA SPEIGHT, MS • Director

8-10-22

Ms. Janice Tyler
Director, Orange County Department on Aging
2551 Homestead Rd.
Chapel Hill, NC. 27516

Dear Ms. Tyler,

I am writing this letter to express my support and recommendation of the Mobility Manager or Transportation Specialist position within the Orange County Dept. on Aging in receiving the 5310 STEAMM grant. I have been aware of the work accomplished through this position for several years. It is my observation that it has been beneficial and appreciated throughout the aging community of Orange County and beyond. The knowledge of resources, coordination of transportation providers and advocacy on behalf of those challenged to access transportation has been vital, and the lack of such would be detrimental.

Individuals who are blind and visually impaired are constantly faced with finding viable options for transportation. Among the aging community who face general challenges in accessing transportation, vision loss is a common and growing concern. Orange County is home to an increasingly large number of older individuals who are, or may likely, face vision loss at some point in the future. There is a persistent and expected growing need for viable transportation options within our community. The Mobility Manager has provided and initiated strides to successfully meet these needs. Continued work to offer resources and coordination of efforts among those community partners who provide transportation services is among the important work that is being accomplished through this position. In my work with the citizens of Orange County, many of whom are both elderly and visually impaired, I have encountered the mobility specialist engaged in numerous endeavors to plan for, provide or create access to transportation. These efforts include the MAP Transportation work group, EZRider Advisory Committee, coordination of the Volunteer Driver Program, presenting information to support groups, facilitating communication between interagency transportation services, and most importantly working with individuals to find, implement and execute plans for transportation according to their unique needs. This latter service is invaluable to Orange County citizens.

Transportation concerns are never just a need to get from one point to another. Transportation needs are about the health and wellbeing of individuals. This is true for medical care, personal needs for food, banking, accessing social services, and to counteract the damaging effects of social isolation. Please accept this recommendation in the spirit of promoting the well-being of those challenged with transportation.

Sincerely,

Kim S. Tyler MSW
Social Worker for the Blind (Orange and Durham Counties)
*Current Chair of the EZRider Advisory Committee (OPT paratransit)
414 E. Main St. Room 224-J
Durham NC 27701
Office 919-560-8633: Fax 919-560-8120: Email: Kim.Tyler@dhhs.nc.gov

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SERVICES FOR THE BLIND

LOCATION: 309 Ashe Avenue, Fisher Building, Raleigh, NC 27606
MAILING ADDRESS: 2601 Mail Service Center Raleigh, NC 27699-2601
<https://www.ncdhhs.gov/dsb> • TEL: 919-527-6700 • FAX: 919-733-9769

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER



**ORANGE COUNTY GOVERNMENT
TRANSPORTATION SERVICES DEPARTMENT**



Janice Tyler, Director,
Orange County Department on Aging
2551 Homestead Road
Chapel Hill, NC 27516

Dear Ms. Tyler,

OCTS is in full support of the Orange County Department on Aging's (OCDOA) application to the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO) for the continuation and expansion of the Senior Transportation Expansion, Access and Mobility Management (STEAMM) program in Orange County.

Over the years, the demand for transportation support for the County's elderly population has grown beyond expectations. Within the past year, Orange County Transportation Services (OCTS) has received well over 100 applications per month, requesting services in both the rural and urban areas. Your Mobility Manager is a great resource for educating the aging population and providing the public with transportation options. She is very keen at explaining the different transportation services provided by OCTS, along with assisting applicants in completing the appropriate certification forms for their specific travel needs.

As always OCTS looks forward to the continued partnership in working with the Mobility Manager.

Sincerely,

A handwritten signature in blue ink, appearing to read "Nishith Trivedi", is written over the printed name.

Nishith Trivedi

Interim Director

Orange County Transportation Services

**DIVISION OF COMMUNITY HEALTH**

August 5, 2022

Ms. Janice Tyler, Director
Orange County Department on Aging
2551 Homestead Road
Chapel Hill, NC 27516

Dear Ms. Tyler:

I am writing to support the Department for Aging's application for a 5310 STEAMM grant. The mobility manager supported by the grant is a critical resource for our area. The manager facilitates travel to critical services and activities for older adults by providing ride assistance and training on public transit usage. These activities improve the health and welfare of seniors in our community. The manager also serves as a hub for improving transportation in the area through their role as facilitator of the Master Aging Plan Transportation Workgroup. In my work across the country, I have found few organized groups that draw together social service, transit, and health organizations for regular meetings to improve transit. This is a model that improves access for seniors but also has wider benefits for all residents of the area.

I am in full support of the MPO application requesting renewal funding for STEAMM program and look forward to continued collaboration.

Sincerely

A handwritten signature in blue ink, appearing to read 'Fred Johnson', written over a horizontal line.

Frederick S Johnson MBA (f.johnson@duke.edu – 919-681-4220)
Assistant Professor & Vice Chief, Division of Community Health



August 10, 2022

Connecting all points of the Triangle

Janice Tyler, Director
Orange County Department on Aging
2551 Homestead Road
Chapel Hill, NC 27516

Dear Ms. Tyler,

I am writing this letter to support the Orange County Department on Aging's proposal to continue funding the Senior Transportation Expansion, Access and Mobility Management (STEAM) Project.

GoTriangle is a regional transportation service that provides both fixed bus route and ADA paratransit services in addition to transportation planning for Wake, Durham, and Orange counties. The number of people over the age of 65 is growing and with it the need to educate and plan for the needs of the older adult transit dependent population.

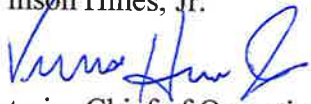
The mobility manager at the Orange County Department on Aging, supported by the 5310 grant, has proven to be an excellent source of education for the older adult population. She introduces older adults to the Regional Call Center and GoTriangle bus routes that connect Orange County to the rest of the Triangle. With three transit agencies serving Orange County (CHT, OCPT and GoTriangle), the public often needs help sorting out the various mobility options offered in their community. Through her Transportation Helpline, she answers the questions of hundreds of citizens and professionals each year.

In addition, the mobility manager serves as the facilitator for the Master Aging Plan Transportation Workgroup. This workgroup helps ensure collaboration and problem solving and plays a key role in bringing decision makers and stakeholders together to focus on improving mobility for all older adults.

GoTriangle is in full support of the application to the Durham, Chapel Hill, Carrboro MPO for renewed funding of the STEAM program and looks forward to continued partnership with the Orange County Department on Aging and the mobility manager.

Respectfully,

Vinson Hines, Jr.



Interim Chief of Operations
GoTriangle/GoTriangle ACCESS



PO Box 13787
Research Triangle Park, NC 27709
P: 919.485.7510 | F: 919.485.7547

www.gotriangle.org

604 Eden Lane
Chapel Hill, NC 27517

Orange County Department on Aging
2551 Homestead Rd.
Chapel Hill, NC 27516

I am writing to thank your organization and, in particular, your Aging Transportation Specialist, Brandi Becker.

Today, I was scheduled for a medically necessary procedure, a colonoscopy.

I could never have travelled for the procedure without the assistance of Ms. Becker, who picked me up promptly in the morning, drove me to my appointment, waited for me during the procedure, and then drove me home.

I very much appreciate Ms. Becker's professionalism and pleasant demeanor. She provided me with a very valuable service.

Thank you.

Steven. Zupker, MD, PhD
Clinical Professor Emeritus of Psychiatry
Duke University Medical Center

DOMAIN 2:

Transportation

Transportation is important in communities because it links all residents to services, programming, employment, and engagement opportunities. Communities should have transportation options that allow individuals to get from place to place easily and affordably. An age-friendly community will have:

- Affordable rates for public and private transportation options;
- Frequent and reliable service;
- Service to high priority destinations (e.g., hospitals, parks, shopping);
- Accessible vehicles;
- Specialized services for people with disabilities;
- Priority seating for older adults;
- Courteous transit workers and competent drivers;
- Safe and comfortable vehicles;
- Convenient stops and stations;
- Easy to understand information about public transportation;
- Volunteer drivers;
- Well-maintained roads and regulated traffic; and
- Plentiful parking.



Goal 2: Increase access to and awareness of affordable, safe, and equitable mobility options for older adults in all parts of Orange County.

OBJECTIVE 2.1		Increase access to transportation information and travel training.
STRATEGY 2.1.1		Educate older adults on how to access transit information.
INDICATORS		RESPONSIBLE AGENCIES
2.1.1a	Orange County Transportation Guide for Older Adults is updated every 2 years.	OCDOA, with support from Orange County Public Transit (OCPT), Chapel Hill Transit (CHT), GoTriangle
2.1.1b	Easy to read user guides are published and regularly updated and made available in formats that are accessible to community members with low vision, low literacy, and Spanish, Mandarin, Karen, Burmese, and other emerging priority languages as feasible.	OCDOA, with support from OCPT, CHT, GoTriangle
2.1.1c	Distribution locations that are accessible to racially diverse communities are identified and regularly replenished with printed schedules and other transportation information.	OCDOA, with support from OCPT, CHT, GoTriangle, OC Public Library, CH Public Library
2.1.1d	Regularly scheduled classes on subjects such as Bus Riding 101, bus safety, Uber/Lyft, mobile ticketing, and transit apps are held at Senior Centers, libraries and community centers, apartment complexes with a large number of older adults, faith-based communities, etc. with supportive services (e.g., an interpreter) to ensure access and participation for people from diverse backgrounds and with differing abilities.	OCDOA, with support from OCPT, CHT, GoTriangle, OC Public Library, CH Public Library
2.1.1e	The Department on Aging's Transportation Helpline is able to provide multilingual information to callers.	OCDOA

Goal 2: Increase access to and awareness of affordable, safe, and equitable mobility options for older adults in all parts of Orange County, continued

STRATEGY 2.1.2	Improve door-to-door and fixed-route services to increase the comfort and confidence of older adult riders.	
INDICATORS		RESPONSIBLE AGENCIES
2.1.2a	Guided bus trips to popular destinations that are accessible by public transit are offered regularly by Senior Center.	CPT, CHT, OCDOA
2.1.2b	Strategies for matching confident transit users with potential riders and less experienced users are identified and promoted.	OCPT, CHT, OCDOA
2.1.2c	Universal symbols are used on all public buses, signs, and literature in Orange County to address language barriers and low literacy.	OCPT, CHT, GoTriangle, OCDOA
2.1.2d	Riders of door-to-door services are given real-time information about bus arrival times and new technology for the call back response system is employed.	OCPT, CHT, GoTriangle, OCDOA
2.1.2e	The Department on Aging's Transportation Helpline is able to provide multilingual information to callers.	OCPT, CHT, GoTriangle, OCDOA

OBJECTIVE 2.2	Expand availability and improve transportation options for older adults.	
STRATEGY 2.2.1	Pursue funding and planning solutions to increase transit service hours, frequency, and equitable access to more destinations.	
INDICATORS		RESPONSIBLE AGENCIES
2.2.1a	Fare-free transportation to Senior Centers is made available to older adults throughout the county.	OCDOA, OCPT, CHT, GoTriangle
2.2.1b	An analysis of fare policies is completed to understand the goals of fare collection.	OCDOA, OCPT, CHT, GoTriangle
2.2.1c	Surveys, public meetings, and other opportunities for public comment on transportation projects are promoted to the senior community to increase resident engagement.	OCDOA, OCPT, CHT, GoTriangle
2.2.1d	Results of transportation provider needs assessments, service changes, and major updates to services are published regularly in Senior Center publications.	OCDOA, OCPT, CHT, GoTriangle
2.2.1e	Overall service hours and destinations are increased by transportation providers.	OCDOA, OCPT, CHT, GoTriangle

STRATEGY 2.2.2

Raise awareness of issues related to aging and transportation throughout Orange County.

INDICATORS		RESPONSIBLE AGENCIES
2.2.2a	Driver education seminars are offered regularly to encourage conversations, decrease stigma, and raise awareness of resources that are in place to help older adults safely transition from driving alone to alternative modes of transportation.	OCDOA, CHT, OCPT, GoTriangle, OC Public Library, CH Public Library
2.2.2b	Strategies for improving access to areas with limited parking are identified and promoted to older adults and community leaders (e.g., reduced parking rates for seniors, event-specific parking guides, designated parking spaces for seniors, promotion of public transportation options, increased curb access, the number of accessible parking spaces).	OCDOA, CHT, OCPT, GoTriangle, Chapel Hill Downtown Partnership
2.2.2c	At least one summary of available services, known deficiencies, and developing programs are shared with key stakeholders, including government leaders and organizations that serve and represent communities of color.	OCDOA, CHT, OCPT, GoTriangle
2.2.2d	Increase membership of the transportation workgroup, making sure that users from racially and economically diverse backgrounds are represented.	OCDOA, CHT, OCPT, GoTriangle

STRATEGY 2.2.3

Increase the capacity of the Volunteer Driver Program (VDP) to bridge gaps in existing transportation services.

INDICATORS		RESPONSIBLE AGENCIES
2.2.3a	90% of ride requests are matched with a driver.	OCDOA
2.2.3b	The number of volunteer drivers is increased across all county zip codes.	OCDOA
2.2.3c	10 new riders are added to the program annually.	OCDOA
2.2.3d	Expanded range of services is made available, including same-day service, grocery delivery, and ride coordination for special events and programs.	OCDOA
2.2.3e	One annual campaign is held to increase participation and awareness of the program.	OCDOA
2.2.3f	Demographic data of riders and drivers are collected and reviewed to identify and address inequities in service.	OCDOA

OBJECTIVE 2.3

Improve collaboration among transportation and human service providers to overcome barriers to mobility.

STRATEGY 2.3.1

Reestablish a medical transportation workgroup of representatives from transit, health, and aging services to identify and improve coordination of medical transportation and other issues.

INDICATORS		RESPONSIBLE AGENCIES
2.3.1a	Workgroup meetings are held 4 times per year.	OCDOA, with support from CHT, OCPT, UNC Health Care, Piedmont Health, Duke Health, and Orange County Health Department (OCHD)
2.3.1b	Information regarding non-emergency medical transportation offered through insurance plans is made available.	OCDOA, with support from CHT, OCPT, UNC Health Care, Piedmont Health, Duke Health, and OCHD

STRATEGY 2.3.2

Advocate for streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/Carrboro.

INDICATORS		RESPONSIBLE AGENCIES
2.3.2a	Options for simplifying the process for a two-part ride for cross-county demand-response trips are explored.	OCDOA, OCPT, CHT, GoTriangle
2.3.2b	Department on Aging's Mobility Manager meets regularly with transportation providers, attends public meetings, and seeks out opportunities to engage with planners, providers, and users of public transportation.	OCDOA, OCPT, CHT, GoTriangle

Attachment B: Transportation Workgroup

Last Name	First Name	Organization	Title
Allison	Leo	Friends' Board of	Member
Beeker	Brandi	OCDoA	Transportation Specialist
Charles	Jeff	Community	Past Chapel Hill Transit Board Member
Dictus	Cass	PiAP	Workgroup Adminstrator
Elms	Elena	Community	Community Member - Chapel Hill
Fox	Dean	Charles House	Lead Program Director
Jackie	Stewart	GoTriangle	GoTriangle Access Supervisor
Lamon-Loperfido	Kim	OCDoA	OCDoA
Trivedi	Nish	OCPT	Director of Transportation
Manasseh	Rachael	OCDoA	Intern
Rodgers	Mark	CHT	Demand Response Manager
Rushing	Meghan	OCDoA	GARE Rep
Steele	Angie	CHT	Human Resources Technician
Tyler	Kim	DHHS	Social Worker for Services for the Blind
Van Hook	Brenda	Community	Community Member - Orange County
Wall	Katrina	OCPT	Transit Operations Supervisor
Wertman	Eleanor	UNC Health	Population Health Services Program Manager

August 18, 2022

Ms. Janice Tyler
Director
Orange County Department on Aging
2551 Homestead Road
Chapel Hill, N.C. 27516

Dear Ms. Tyler,

I am writing this letter to support the Orange County Department on Aging's proposal to continue funding of the Senior Transportation Expansion, Access, and Mobility Management (STEAMM) project in Orange County. Chapel Hill Transit (CHT), the second largest transit system in North Carolina, is the public transportation provider for the Town of Chapel Hill, the Town of Carrboro, and the University of North Carolina-Chapel Hill (UNC). CHT provides around seven million annual rides in a service area of 62 square miles. CHT provides fare-free, fixed-route bus service on 31 weekday and weekend routes and EZ Rider (ADA) service within our service area.

The proportion of older adults in the Chapel Hill/Carrboro area continues to grow, as is the demand for public transportation services. We are supportive of initiatives to help improve mobility throughout the region and more specifically within Orange County. We also look forward to working with you to potentially address access to challenges to locations outside the Chapel Hill/Carrboro urban area.

We support and applaud your efforts to help improve mobility for older adults in Orange County and look forward to our continued collaboration with your Department on this project.

Sincerely,

Brian M. Litchfield

Director



FINANCE *and* ADMINISTRATIVE SERVICES

Gary Donaldson, CTP, Chief Financial Officer | gdonaldson@orangecountync.gov | 200 S. Cameron Street, Hillsborough, NC 27278 | 919.245.2151

August 18, 2022

Mariel Klein, Grants Administrator
DCHC MPO
101 City Hall Plaza
Transportation Dept.
Durham, NC 27701

RE: 5310 Application

Dear Ms. Klein,
Orange County, North Carolina is submitting an application for the Enhanced Mobility for Senior and Individuals with Disabilities funds for the Department on Aging's Senior Transportation Expansion, Assessment and Mobility Management (STEAMM) service.

The purpose of this letter is to serve as the official assurance of the 20% local match required for the project. The local match has been pre-audited and sufficient funds are allocated in the budget to provide the County's 20% share should the grant be approved.

This letter serves to certify the \$38,000 local match as the County share for the total project cost of \$190,000.

Sincerely,

Gary Donaldson, CTP
Chief Financial Officer