

5310 OPERATING APPLICATION

PART 1: Applicant Information

Legal Name of Applicant: City of Burlington

Applicant's Congressional District: 6
If Applicant's city is included in more than one district, enter primary district only

Applicant's County: Alamance
If Applicant has offices in more than one county, list county where main office is located

Address: 234 East Summit Avenue

City: Burlington

State: NC

Zip Code: 27215

Federal Taxpayer ID Number: 56-6001189

Doing Business As (DBA) Name: Link Transit
If applicable (normally the transit system name, if different than applicant)

Applicant's Unique Entity ID(UEI): ZGXNMR3B1S37
Register your Entity or get a Unique Entity ID at: <https://sam.gov/content/duns-uei>

Parent Agency UEI:
Required only if different than Applicant

Applicant's Service Area's Congressional District: 6
If Service Area is included in more than one district, enter primary district only

Project's Service Area: Alamance
List the county or counties that will be served by the proposed project.

Project Manager and Title: John Andoh, Transit Manager

Telephone: Area Code: 336 Phone Number: 222 - 7351

Fax: Area Code: Phone Number: -

E-mail Address: jandoh@burlingtonnc.gov

Website Address: www.linktransit.org

Current Vehicle Inventory: 5 Vans _____ Vans/Lifts _____ Sedans or Minivans
Enter Number in Fleet

_____ LTVs _____ LTVs/Lifts 7 Buses _____ N/A

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Federal Financial Assistance Transparency Act (FFATA) mandates the disclosure of the names and total compensation of the five most highly compensated officers of an entity if:

- The Applicant received 80% or more of its annual gross revenues in the preceding fiscal year from the federal government (all federal sources, not just FTA); and
- Those revenues were greater than \$25M; and
- The public does not have access to the information through Securities and Exchange Commission or Internal Revenue Service filings as specified in FFATA.

Applicant should select “Yes” if they are subject to the reporting requirements of FFATA and “No” if they are not subject to Executive Compensation Reporting.

YES No

Executive Compensation Reporting: If "Yes" is selected above, enter the Names and Compensation amounts for the top five officers of the Applicant.

<u>Full Name</u>	<u>Total Compensation</u>
1 _____	\$ _____
2 _____	\$ _____
3 _____	\$ _____
4 _____	\$ _____
5 _____	\$ _____

Section 5310 – Elderly Individuals and Individuals with Disabilities Program

The goal of the Section 5310 program is to improve mobility for seniors and individuals with disabilities throughout the country, by removing barriers to transportation services and expanding the transportation mobility options available. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas. A senior is an individual who is 65 years of age or older and the term ‘disability’ is defined in section 3(1) of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102). All 5310 projects (Operating, Capital Purchase of Service, and Mobility Manager) are competitive and will be scored based on a set of criteria aligning with IMD’s mission and goals. Funding for any given project is not guaranteed.

PART 2: Project Information

IMPORTANT: Applicants will be allowed to submit an unlimited number of applications for funding for their small urban and/or rural service area. Duplicate projects within service areas will not be funded. Applicants can apply for one year of 5310 funding only. If a project is selected, funding for subsequent years is not guaranteed. It will be necessary to reapply and go through another competitive process for subsequent funding.

***** All Community Transportation (CT) capital projects must be applied for on the Combined Capital application.**

A. PROGRAM APPLICATION

Funding Source	Federal Section 5310
Project Type	Other 5310 Project
Riders or Consumers will live in:	<input type="checkbox"/> Rural area <input checked="" type="checkbox"/> Small Urban area
Total Project Cost by Budget Type:	Operating \$ 594,182
Total Federal Request Match(es) not included	Total Federal Request \$ 297,091

A. SCOPE OF PROPOSED SERVICES

Instructions: Complete this table for the targeted population group/groups you plan on serving in the project. Put N/A if the population is not a target in this project. Definitions of each of these populations is included in Appendix A of the 5310 Overview.

	Elderly	Disabled
How many of the targeted population live in the area you propose to serve?	10,252	14,268
Of the number listed above, how many have the unmet transit need your project addresses?	10,252	14,268

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How many people with the unmet transit need will you serve through this project?	10,252	14,268
What is the source(s) of the information provided in the questions above?	US Census Profile 2020	US Census Profile 2020
Is another agency or provider arranging transportation services for the populations identified above?	No	No

(1) Estimate the annual number of unduplicated passengers who will be served or the number of one-way trips that will be provided from the proposed project.

Answer (unduplicated passengers): **1,208** **Answer** (additional trips): **9,500**

(2) How do the numbers of passengers and trips relate to the amount of grant funding requested? How is the cost of the trip determined? What factors were used?

Answer: The fully allocated cost to provide that passenger with a trip which includes operations, maintenance, dispatching and eligibility. The method is dividing the cost to provide the paratransit service by the projected passengers within the City of Burlington.

PART 3: Project Description

IMPORTANT - *The FTA requires that projects receiving funds from the Section 5310 Program (Enhanced Mobility of Seniors and Individuals with Disabilities) be included in the locally developed, Coordinated Public Transit-Human Service Transportation Plan.*

INSTRUCTIONS – This application is for a “Section 5310 Other” project, line item **G-313, Transportation of Client/Others and G-621 Volunteer Reimbursement**. The project must fit into one of the three (3) criteria from the Section 5310 circular below to be a Section 5310 Other project:

Other Section 5310 Projects

Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities.

- ▶ Public transportation projects that exceed the requirements of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101 et seq.);

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- ▶ Public transportation projects that improve access to fixed route service and decrease reliance on complementary paratransit; and

 - ▶ Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.
- (1) Increases or enhancements related to geographic coverage, service quality, and/or service times that impact availability of transportation services for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.

 - (2) Additions or changes to physical infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.

 - (3) Actual or estimated number of rides (as measured by one-way trips) provided for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.

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Instructions: Complete this table below regarding three eligibility criteria. The first column shows questions – do not change the first column. Type each answer in the second column. The table may wrap to the next page if necessary. Applicants should provide detailed answers. NCDOT will determine eligibility based on these answers.

Section 5310 Projects (Other than the Traditional 5310 Projects) - based on Three Eligibility Criteria

Project Name	Seniors and Persons With Disabilities Riding Link Paratransit
<p>Describe Operating project to be funded. How will this project align with the goals of IMD listed below?</p> <p>Increase Access – eliminate transportation barriers and ensure all North Carolinians have equal access to opportunities and services</p> <p>Enhance Quality of Life – offer a convenient network of multi-modal choices to enhance the quality of life for North Carolinians</p> <p>Ensure Safety – ensure all road users can travel safely by building complete streets and proactively correcting areas susceptible to crashes involving vulnerable road users</p> <p>How will mobility options for residents</p>	<p>All seniors and persons with disabilities will have access to a door to door demand response service within the City limits of Burlington that is no longer served by Alamance County Transportation Authority by Burlington City Council resolution restricting intra-city trips for this population segment group.</p> <p>This service will increase access for seniors and persons with disabilities within the City limits and provide connectivity to shopping, recreation, medical appointments, educational opportunities, social services and other quality of life opportunities.</p> <p>The service will allow for same day trips, during the service hours of the fixed route transit system.</p> <p>The service will provide mobility in areas that is lacking sidewalk infrastructure for seniors or those with disabilities unable to access the fixed route transit system due to lack of safety.</p> <p>Seniors and persons with disabilities within the City limits who are outside the ¾ mile radius of Link Transit fixed routes or not eligible for</p>

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be improved with the Operating program?	Link Paratransit will now have access to this service for all trips within the City limits.
What activities will the grant funds be used for?	Payment to the operations contractor for operations, maintenance, dispatching, fuel and eligibility processing.
	<i>FY 2027</i>
<i>Federal Amount Requested =</i>	\$297,091
<i>State Amount Requested =</i>	\$0
<i>Local match amount =</i>	\$297,091
<i>Total project cost =</i>	\$ 594,182

The application questions below must be answered based on one or more of the project scenarios listed above. Click on the **gray rectangle** and type each answer. If needed, the text will automatically wrap to the next row. The answer may wrap to the next page if necessary. NCDOT will use the answers the applicant provides to determine whether the project is worthy of funding. The details are important and applicants should provide detailed answers to these questions.

1. Provide a detailed description of your proposed project or service.

Answer: Provide same day door to door transportation for seniors and persons with disabilities within the City limits of Burlington.

2. What is the applicant's organizational mission? Explain how this project fits in with the other services the applicant already provides.

Answer: To allow passengers to ride, connect and enjoying getting to quality of life opportunities within the Burlington Graham Urbanized Area.

3. Describe the intended service area that will benefit from your proposed project. Include pertinent demographic information about the service area in your answer. It should be clear from your description whether your project's targeted population lives in a small urban or rural area of North Carolina.

Answer: The City limits of the City of Burlington. The service will increase access to 10,252 seniors and 14,268 persons with disabilities within the City limits. The entire City limits within the Burlington Graham UZA which is a small urban area.

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4. Describe the mobility options the seniors and/or individuals with disabilities in this service area have now and discuss how these are insufficient and/or inappropriate. **It is not enough to simply say the current transportation available does not meet the need, provide examples of how the need is not met.** If public transportation is unavailable to the targeted populations, how are they getting to life-sustaining, social and recreational activities without it?

Answer: Link Transit provides services to the Cities of Burlington and Mebane, Town of Gibsonville, Town of Elon, Alamance Community College, Alamance County Building, Town of Haw River, Town of Green Level on five fixed routes and provides paratransit service within $\frac{3}{4}$ mile radius. Within the Link Transit service area service is also duplicated by Alamance County Transportation Authority except within the City limits of Burlington. The Burlington City Council took action to eliminate this duplication due to confusion in the community about who their transportation provider is. With this change, seniors and persons with disabilities within the City limits transitioned to Link Transit, however, those seniors or those with disabilities that do not meet the ADA definition were left without transportation services. This funding will allow access to all seniors and persons with disabilities within the City limits to connect to quality of life opportunities.

5. Provide information about the locally developed, Coordinated Public Transit - Human Services Transportation Plan (LCP) used to prepare this project application.

Answer:

1	Name of Plan/Title	2025-2029 Statewide Locally Coordinated Plan
2	Applicable Need, Strategy or Activity Included on Page Number(s)	Table 6-6: Strategy Expand Transit Service Area – Page 6-6.
3	Plan Date	July 2025

6. To be funded as an Other 5310 Project, the project must meet at least one of three qualifying criteria including:
- Does your project exceed ADA minimum requirements? **Answer: Yes**

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- b. Does your project improve access to fixed route service and decrease reliance by individuals with disabilities on ADA complementary paratransit service?

Answer: Yes

- c. Does your project provide alternatives to public transportation that assist seniors and/or individuals with disabilities with transportation? **Answer: Yes**

7. If you answered 'yes' to any of the questions in 6(a), 6(b) or 6(c) above, describe how your project meets this qualifying criteria.

Answer: The service continues the expansion of adding seniors and non-ADA persons with disabilities to Link Transit within the City of Burlington which is beyond the intent of the ADA. The service will also be available to all eligible passengers also within a $\frac{3}{4}$ mile radius of Link Transit routes. All other passengers outside the radius would be referred to the Alamance County Transportation Authority (ACTA).

8. Other 5310 Projects must be planned, designed, and carried out to meet the transportation needs of seniors and/or individuals with disabilities, although the service may also be used by the general public. Describe fully how seniors and/or individuals with disabilities will be targeted and how the general public will be part of the project.

Answer: This service will be marketed throughout the City limits through various mediums, including presentations to senior centers within the City limits. This service will complement the fixed route transit system which is available to the general public.

9. Describe how the project will be coordinated with human service agencies, nearby jurisdictions and/or public and private transportation providers. Identify any partnerships that will be involved in the implementation of the project. (i.e., vehicle sharing, scheduling & dispatching center, training, shared rides, shared costs)

Answer: Link Transit will work with ACTA to coordinate for transportation to other destinations outside of the City limits and the $\frac{3}{4}$ mile radius of Link Transit routes. Link Transit will also explore further coordination with ACTA provided that Link Transit's ADA paratransit obligations are met as defined in the BGMPO Regional Transit Study. This approach has been working since April 2023. ACTA services are also mentioned in Link Transit's marketing materials and on the Link Transit website.

10. Describe the project plan in detail and provide a timeline and milestones for the completion of the project. This description should completely describe what you want to do and how you are going to do it **if** you receive the requested funding. Although they are not required documents in some cases, the applicant may want to attach with the

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application maps, pictures, marketing plans, draft brochures, charts, or graphs and/or route schedules that support the request for funding, demonstrate the need or illustrate the applicant's preparation. If the applicant is working in partnership with or coordinating with other agencies or organizations, letters of support from these agencies or organizations may be attached with the application. Your detailed answer should be one half to a whole page long.

Letter(s) of Support from applicant's RPO/MPO are required documents for the application.

Answer: This program would provide funding for all seniors and persons with disabilities within the City limits of Burlington during the Link Transit service hours. In addition, the service would be expanded to cover the $\frac{3}{4}$ mile radius around Link Transit routes. A passenger would be able to make reservations via telephone or through an app and receive transportation to any destination within the City limits of Burlington. The service hours of this service would be Monday-Friday from 5:30 a.m. to 9:30 p.m., Saturday from 9:30 a.m. to 6:30 p.m. Same day and next day reservations up to 14 days in advance would be allowed. The City is projecting to operate 3-4 peak vehicles from a fleet of 5 paratransit vehicles. Attached to this application is the current Link Paratransit Brochure and Riders Guide which shows the current program perimeters and service area. For trips outside of the City limits, they would be eligible within a $\frac{3}{4}$ mile radius of Link Transit routes or referred to ACTA. Attached is a letter from the Burlington-Graham Metropolitan Planning Organization supporting this project.

11. Describe the method that will be used to monitor and evaluate the success of this project and methods for collecting this information. List the measurable indicators of success.

Answer: Passengers Per Hour – 2.5 or greater, Cost per trip - \$65.00 or less, trip travel time – 60 minutes or less, response time – 30 minutes or less and On time performance – 90%. Link Transit's contractor will be reporting on these metrics monthly.

12. Describe how the project relates to any federal or other programs that the applicant operates and, if applicable, how the applicant plans to use these resources to leverage this project.

Answer: Link Transit will use transit tax revenue to support local match as well as use FTA Section 5307 funding for costs that are not covered by this grant. Link Transit has a relationship with Modivcare and MTM to provide non-emergency transportation trips within the City limits of Burlington and within a $\frac{3}{4}$ mile radius of Link Transit routes.

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13. How will the applicant sustain the proposed service after the grant period or if funds are not available in subsequent years?

Answer: Link Transit will continue to pursue other funding sources and partnerships to help cover the costs to fund this service. Match revenues have been secured from the Towns of Gibsonville, Haw River, Green Level and Elon, as well as the Cities of Burlington and Mebane as well as Alamance County and Alamance Community College (ACC). ACC and Elon University also fund passengers whom are affiliates with those schools also ride paratransit.

14. Describe the applicant's preparedness to manage the project and/or the applicant's technical capacity to provide the proposed transportation service.

Answer: The City's Transit Manager has 25 years of experience in managing transit programs, launching innovative programs and managing federal and state grants. The City has done a very good job in its triannual reviews and has had no audit findings annually through the presentation of the ACFR. The contractor manages 15 plus transit contracts across the United States and has extensive experience in operating and maintaining demand response programs. The City already has a program and merely intends to enhance it. The City is prepared to implement this program as this program exists and has capacity to take on additional riders.

15. Describe the qualifications of the key personnel assigned to the project and the percentage of time each person will be involved in the project. Will the applicant need to hire additional personnel to support the project?

Answer: The City's Transit Manager has 25 years of experience in managing transit programs, launching innovative programs and managing federal and state grants. The City has done a very good job in its triannual reviews and has had no audit findings annually through the presentation of the ACFR. The contractor manages 15 plus transit contracts across the United States and has extensive experience in operating and maintaining demand response programs. The City already has a program and merely intends to enhance it. The City is prepared to implement this program as this program exists and has capacity to take on additional riders.

16. Describe how the applicant will manage risk and provide for the safe delivery of services.

Answer: The City of Burlington has quality assurance metrics and a quality control program to manage its contractor and ensure that services are delivered in a manner

expected by our passengers. The City also has a Public Transportation Agency Safety Plan to guide the safety principles of Link Transit.

17. Describe how the transit system intends to seek reimbursement for the services. If it is a trip-based reimbursement, service solely inside the urbanized area cannot be funded with 5310 funding through IMD. Monthly/quarterly document of trip origins and destination XY coordinates (truncated to 2 decimals points to protect privacy) will be required.

If it is a route-based reimbursement, the majority of miles and hours of the route must be outside the urbanized area. The typical route and deviation area must be submitted before service begins. Any changes in the route and deviation area need to receive pre-approval.

Answer: The City will invoice based on a per passenger trip cost for all passenger trips that are within the City limits of Burlington. The passenger trip cost is \$62.54. This includes the cost to operate and maintain the paratransit service.