



APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: July 1, 2020.** Please include this application form with electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

PROGRAM INFORMATION

County: _____

Program Title: _____

Program Category: _____

CONTACT INFORMATION

Name: _____

Title: _____

Department: _____

Telephone: _____ Website: _____

Email: _____

SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: _____

Title: _____

Signature: _____

Statement of Problem or Challenge

For nearly 15 years, Chesterfield County has had a curb-to-curb transportation service, called Access Chesterfield, that serves county residents who either have a disability, live in a low-income household, or who are age 60+. Access Chesterfield requires riders to book trips by 2 p.m. the day before and is a shared-ride service with multiple stops.

Riders must purchase books of six vouchers for \$36.00 and use one voucher to pay for each trip. If someone only needs one or two trips, they still need to purchase a book.

Many people were unable to use the service as they needed assistance from their door to the vehicle and from the vehicle to their destination. Citizens only needing one or two trips didn't want to have to purchase a book of six vouchers or just couldn't afford to pay \$36.00 in advance. In addition, Access Chesterfield service is limited to Chesterfield County, except for medical appointments. Chesterfield is the largest County within the Richmond Metropolitan Statistical Area and many of our residents work outside of the county and need transportation getting to those jobs. Until March 16, 2020, there was no public transportation in Chesterfield County at that time, one bus line was added that covers 7.5 miles of Chesterfield County's Jefferson Davis Highway. This corridor is an area of low income in the County.

Description of the Program

In October of 2017, Chesterfield County hired a Mobility Manager to investigate alternative transportation options for its citizen with disabilities, or over 60, or living in low-income households.

In February of 2018, Chesterfield County partnered with Goodwill of Central and Coastal Virginia for the Goodwill-Uber Pilot which was to provide transportation coordination services. Goodwill was to coordinate transportation through a third party (Uber for Business), for authorized participants to travel to and from opioid treatment programs. Authorized participants would call a designated number at Goodwill to schedule their trips. Goodwill, using the Uber for Business app, would schedule the trips and monitor progress. Goodwill would receive a bill from Uber, add their administrative fee and bill Chesterfield County. All trips were funded through an opioid grant received by Chesterfield Community Services Board (Chesterfield County Mental Health Support Services). Service began in March 2018.

During March and April 2018, one hundred seventy-four (174) trips were booked with one hundred sixty-three (163) trips completed at a cost of \$25.81 per trip. With staff retirements pending, Chesterfield County Mental Health Support Services did some cost comparisons and determined it could save roughly 50% by using the Goodwill-Uber service vs providing the service themselves. Beginning in May 2018, Chesterfield County Mental Health Support Service Substance Abuse Services began to offer the service to those attending Substance Abuse Services at their location on Lori Road.

This pilot program was set up to determine if a service of this type was viable in Chesterfield County, even as Goodwill never intended to enter the transportation business. After seeing the success of the program, Chesterfield County issued a request for proposal (RFP) for point-to-point transportation in September 2018. The purpose of the RFP was to seek proposals from qualified companies with experience in providing point-to-point transportation services for Access Chesterfield's new On-

Demand service and included Chesterfield\Colonial Heights Department of Social Services. We reserved the right to award the contract to multiple services.

The Access On Demand program is a Pilot Program for transportation services for eligible Chesterfield County residents who are elderly, have a physical, cognitive, emotional, visual or other disability, either permanent or temporary, or live on a low-income. The program is intended to serve Access Chesterfield riders of all types, including all types of disabilities with a wide range of special needs. These disabilities include but are not limited to visual impairment; wheelchair users (motorized and non-motorized); frail, slow moving elderly, or persons with cognitive and development disabilities. It also includes a diverse, multi-cultural population with English as a second language. Varying needs include, but are not limited to, door-to-door assistance, waiting for slow moving customers, pushing wheelchairs, folding wheelchairs and placing them in the vehicle, driving slowly and cautiously.

The Access On Demand service will provide alternative transportation options to prequalified users of Access Chesterfield. For the initial pilot program, Access On Demand services were to be provided to all addresses within Access Chesterfield's service area for medical, employment and any trips for people with disabilities. All other trips may be provided within Chesterfield County. The service area may be expanded or reduced as services are evaluated.

In early March 2019, four vendors were selected to provide the service.

Dependacare Transportation - a privately owned/minority owned transportation provider

- Company owned vehicles
- Employed drivers
- Marked vehicles
- Ambulatory and wheelchair service
- Online reservations
- Accepts cash

Owl Inc. Transportation – a privately owned/minority owned transportation provider

- Company owned vehicles
- Employed drivers
- Marked vehicles
- Ambulatory and wheelchair service

UZURV Holding, Inc. – an adaptive transportation network company (TNC)

- Contracted drivers – some with UZURV logo
- UZURV360 – additional training for qualified Lyft drivers
- Ambulatory service
- Anonymity for riders

Roundtrip - a reservation network company (RNC)

- Contracted drivers – Lyft
- Ambulatory service
- Longer call center hours (outside of contract requirements)
- Shorter pickup times – within as little as 15 minutes
- Anonymity for riders

On March 28, 2019, four meet and greet sessions were held for all citizens already enrolled with Mobility Service. Vendors had 15 minutes at each session to present information about their services, then attendees had time to visit each vendor's table to make direct contact and ask questions.

On April 1, 2019 a soft launch was held. Those currently enrolled with Mobility Services were able to start using the Access On Demand services. On May 1, 2019, there was a full launch and eligible citizen were able to register for Mobility Services and begin using the service.

The Cost of the Program

Chesterfield County is currently funding 100% of the program. The projected trips for Access On Demand for FY20 (period from July 1, 2019 to June 30,2020) is 31,800 at an average cost per trip paid to vendors is \$24.00. The number of trips provided by the Access Chesterfield program, which costs the county \$27.15 per trip (amount paid to vendor), has decreased with people changing over to the new service. The saving is \$3.15 per trip. Below would be the cost to just provide Access On Demand Services for the estimated 31,800 trips.

Fiscal Year 20	Budget Projections
SALARIES AND WAGES REGULAR	42,500.00
SALARIES AND WAGES PT	50,300.00
FICA EXPENSE	7,100.00
VRS RETIREMENT	3,900.00
ANTHEM INS ACTIVE	8,100.00
DENTAL INS ACTIVE	0.00
VRS GROUP LIFE INSURANCE	500.00
EMPLOYEE ASSIST PROGRAM	0.00
TOTAL PERS SERV AND FRINGE BENEFITS	112,400.00
OTHER CONTRACTUAL SVCS	763,200
INCTY PC REFRESH CHGS	900.00
INCTY FLEET MOTOR POOL	450.00
INCTY PRINT SHOP CHGS	1,700.00
INCTY TELEPHONE CHGS	1,790.00
POSTAL SVCS	1,250.00
OTHER LOCAL TELEPHONE SERVICE	230.00
MILEAGE	325.00
MISC TRAVEL EXP	400.00
OFFICE SUPPLIES	80.00
FOOD AND FOOD SRV SUPPLIES	70.00
OTHER OPERATING SUPPLIES	80.00
OTHER MATERIALS AND SUPPLIES	20.00
EXP COMPUTER EQUIP ADD	70.00
TOTAL OPERATING	770,565.00
TOTAL EXPENDITURES	882,965.00

Staffing currently consist to three employees to include a part-time Mobility Manager who oversees all of Mobility Services, including Access Chesterfield, Access On Demand, as well as maintaining information on the new GRTC bus

route/connections and alternative transportation options; a full-time Mobility Services Coordinator who does direct contract oversight and customer service; and an Administrative Secretary utilized for clerical support as needed.

The Program Results

From April 1, through June 30, 2019 Access On Demand provided 3,559 direct to destination trips. From July 1, 2019 thru May 3, 2020 we have provided 613 people with 24,062 one-way trips.

The projected increase in trips (decrease in Access Chesterfield and increase in Access On Demand) is expected to be 25% over FY19 trips with only an increase of 5% in costs. This is because the Access On Demand cost per trip is lower than the cost per trip for Access Chesterfield.

Since the inception of this service, Mobility Services registrations are up from 2018 by 24% with as many as 71 individuals registering in one month (May 2019).

Following the success of this program, Hanover County, VA used the model to create and start Hanover DASH in December 2019. We continue to provide support to them, usually in the form of data, as requested.

Fulfillment of Awards Criteria

Access On Demand was created to fill gaps in the existing transportation options available in Chesterfield County. Citizens in wheelchairs or seniors living alone need assistance from their door to the door of their destination. People need to be notified when their ride arrives, so they are not left behind. People work shifts other than 9 to 5,

providing 24/7 service for work allows individuals to work that second or third shift.

When work schedules change, people need to be able to change their transportation.

Access Chesterfield give you the ability to call up to two hours before to change the ride for people who need to work overtime or need to go home early. The 24/7 service for medical offer people a way home from a late release from the hospital or a necessary trip to an urgent care center in the evening. Though not required by contract, we have a vendor that goes the extra mile and offers to pick up within 15 minutes of calling, while another vendor accepts cash. The four providers offer our customers choices and options that best fit their individual needs.

Testimonials from our passengers

“A lot of the things that are a strength of this program are for those unplanned things....

There are things that I am able to do with this service that I just simply couldn't do before without using like Lyft or Uber, spending a lot of money.”

“My mother is in Brandermill Woods nursing home. She is wheelchair bound and we cannot transport her in our vehicle. Getting away from that place is her favorite thing.

Last Thanksgiving, we discovered Dependacare through the county. They were the first transportation company to show up ON TIME both ways. They were amazing – so nice and kind. And it only cost \$6! I thought this cannot be for real. We could not use them for Christmas because it was held at my brother's house in Henrico county. Then my son who attends William and Mary was home for break. I thought it would be fun for my mom to meet him for lunch at Olive Garden. We set up Dependacare to pick her up and take her to Olive Garden for about an hour and then pick her up. Again – it was AMAZING. They were EARLY both ways, communicated perfectly and it was only

\$6! My mom loved getting away from the nursing home (she is cognitively fine) and loved spending time with my son at lunch and she would not have been able to do this without this service. This service is GOLDEN, and I love it so much. I am going to use it every weekend I can to take my mother out of the nursing home. I pray you will continue the service and will see the value it is adding in the lives not just my mother but also her extended family. This is the best thing I have seen Chesterfield do for its citizens and I am very grateful. Dependacare, in particular, is better than Owl because it is very convenient to schedule, and you can pay easier without vouchers. Also, the people are very special and awesome. This is an awesome partnership. Whoever thought of this please send my forever thanks!!!”

“Mr. Smith said of all the different programs that county and state governments provide for seniors, this one is the best.... Thank you for providing this excellent service”.

Executive Summary

Access On Demand began May 1, 2019, offering same day, door-to-door, direct-to-destination service. Registered county residents who either have a disability, live in a low-income household, or who are age 60+ can travel anywhere in the county with just two hours' notice, Monday-Friday, 5:30 a.m.-7:30 p.m. or Saturdays, 7:30 a.m.-7:30 p.m.

For those who need a ride to work or a medical appointment, service is available 24 hours a day, 7 days a week. In addition to Chesterfield County, travel is available to Petersburg, Colonial Heights, Ft. Lee, Hopewell, Richmond and parts of Henrico County.

The cost is \$6 per car for a one-way trip. Fares are paid via debit/credit card as well as one vendor accepting cash. The remainder of the cost is covered by the county. The

county contracts with four qualified providers, offering different niches to meet the needs of our riders.

Access On Demand was created as an enhancement to a service that Chesterfield County was already providing, Access Chesterfield. Access Chesterfield is a shared ride service which requires riders to book service by 2 p.m. the day before their trip and serves the same riders who are eligible for Access On Demand.

Since its inception, the program has provided over 23,500 trips. Estimates for FY20 indicate a 25% increase in trips over FY19.

Brief Overview

Chesterfield County's Department of Citizen Information & Resources, Mobility Services Division, provides same day, door-to-door, direct-to-destination service. Access On Demand is Chesterfield County's new pilot program, which began May 1, 2019. Registered county residents who either have a disability, live in a low-income household, or who have reached age 60 can travel anywhere in the county with just two hours' notice, Monday-Friday, 5:30 a.m.-7:30 p.m. or Saturdays, 7:30 a.m.-7:30 p.m.

For those who need a ride to work or a medical appointment, service is available 24 hours a day, 7 days a week. In addition to Chesterfield County, travel is available to Petersburg, Colonial Heights, Ft. Lee, Hopewell, Richmond and parts of Henrico County. The cost of Access on Demand is \$6 per car for a one-way trip. The county covers the remainder of the cost and contracts with four qualified providers, offering different niches to meet the needs of our riders. The providers are Dependacare On Demand, Owl Inc.

Transportation, Roundtrip and UZURV. For more information about Access on Demand, Chesterfield residents can go to www.chesterfield.gov/AccessOnDemand.