

## FY26 URBAN ADVANCED TECHNOLOGY APPLICATION

SUBMIT AN APPLICATION FOR EACH PROJECT

## 1. GENERAL INFORMATION

SYSTEM LEGAL NAME:

City of Burlington

MAILING ADDRESS:

234 East Summit Avenue

*PO Box or Street Address*

Burlington, NC 27215

*City, State Zip*

PHYSICAL ADDRESS:

234 East Summit Avenue

*Street Address*

Burlington, NC

*City, State*

CONTACT PERSON:

John Andoh

PHONE NUMBER:

336-222-7351

*Area Code & Phone Number*

EMAIL ADDRESS:

Jandoh@rabaride.com

## 2. TYPE OF APPLICATION (circle)

 Single Agency  or Regional

IF REGIONAL, NAME PARTNERS

Link Transit Enhanced Paratransit and Microtransit  
Scheduling Software and App

## 3. PROJECT NAME

## 4. PROJECT FISCAL YEAR

FY26

## 5. PERIOD OF PERFORMANCE

July 1, 2025 to June 30, 2026

*July 1, 2025 – June 30, 2026*

## 6. SUBMISSIONS

See Application Check List

*Read checklist now and begin to prepare submissions*

## 7. PROJECT OVERVIEW

New Project  Supplemental Funding  Continuation Funding

*Summarize project, including anticipated number of requested units/licenses and other details*

Purchase a enhanced scheduling software that can combine and comingle paratransit, microtransit and non-emergency medical transportation services. The scheduling software will allow for real time, on demand scheduling with an app and website for self booking by customer and allow for same day trips.

Reduce the number of calls to Link Paratransit  
Increase access to passengers for same day service  
Improve customer convenience

This data will be tracked via reports generated from the scheduling software and the phone system tracked by our contractor.

## 8a. PROJECT GOALS

### *Measures of Success*

*Describe what data will be collected and Analyzed to show success*

The project will increase the availability of access to our riders whom intend to use our paratransit and demand response programs whom may not want to always have to call in advance for a trip.

The project will reduce the calls, allow for same day trips, group rides for more passengers carried on a per hour basis and reduce the cost to provide transit services.

Expected savings in cost by having a scheduling software is \$35,000 due to reduced telephone lines and not needing to fill a scheduling position.

This program will improve customer service by making it easy for passengers to schedule trips without making a call and when needed, as part of on demand, ASAP service. This provides increased mobility for those using demand response programs offered by Link Transit.

## 8b. DESCRIPTION OF HOW PROJECT ADDRESSES:

*Define how project will reach new riders:*

*Define how the project will improve operational efficiency:*

*Expected monetary savings from staff reduction, insurance savings:*

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*Define how will improve customer service or image:*

*Define other benefits:*

**9. PROJECT LOCATION**

ORGANIZATION

MAILING ADDRESS:

PHYSICAL ADDRESS:

PHONE NUMBER:

EMAIL ADDRESS  
URBAN AREA TECHNOLOGY  
PROJECT MANAGER FOR  
SYSTEM:

STATEMENT OF QUALIFICATION

City of Burlington  
*Name*

Link Transit

234 East Summit Avenue  
*PO Box or Street Address*Burlington, NC 27215  
*City, State, Zip*234 East Summit Avenue  
*Street Address*Burlington, NC 27215  
*City, State, Zip*336-222-7351  
*Area Code & Phone Number*[Jandoh@burlingtonnc.gov](mailto:Jandoh@burlingtonnc.gov)  
John Andoh

The City's Transit Manager has 24 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 300 plus transit contracts across the United States and has extensive experience in operating and maintaining demand response programs. Both the Transit Manager and Contractor have experience launching, operating and managing new scheduling software programs.

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## 10. PROJECT TIMELINE

*Add Task Numbers as needed*

#	Task Description	Estimated Completion Date
1	Release RFQ	July 1, 2024
2	Review RFQ responses	October 1, 2024
3	Recommend Selected Vendor	November 1, 2024
4	Issue PO	December 1, 2024
5	Issue Notice to Proceed	Upon Grant Award
6	Start Project	July 1, 2025
7	Launch Project	August 1, 2025
8		

## RESOURCES

### Federal Transit Administration's Triennial Review checklist

<https://www.transit.dot.gov/funding/grantee-resources/triennial-reviews/triennial-reviews>