

Form Name:	2025 Section 5310 Application
Submission Time:	April 22, 2025 12:32 pm
Browser:	Chrome 135.0.0.0 / Windows
IP Address:	165.225.57.2
Unique ID:	1337142020
Location:	41.8835, -87.6305

Description Area	FY2024-2025 Application Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program
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Description Area	Application instructions
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Description Area	Application Due: April 24, 2025 at NoonIf you have any questions, please contact Fluturi Demirovski at Fluturi.Demirovski@rtachicago.org or 312-913-3239 or Robert Morris at Robert.Morris@rtachicago.org or 312-913-3236Welcome to the FY2024-2025 Application for the Section 5310: Enhanced Mobility for Seniors and Individuals with Disabilities Program. Please follow the instructions and complete all information on the following pages to apply. If you need to take a break from your application, please click "Save and Resume Later." You will be provided with a link to copy or email to yourself where you can resume your application anytime within 30 days.The final step of this application includes several documents to be downloaded, signed, and re-uploaded as part of your application. Please complete this step before submitting your Section 5310 application.Learn more about the Section 5310 Program and view previously selected projects at https://www.rtachicago.org/region/section-5310 .
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Description Area	Applicant Information
Project Title	Real-Time Digital Station Customer Information Enhancements
Applicant's Legal Name	Chicago Transit Authority
Contact Person	Angela King-Ramsey
Address	567 W Lake Street Chicago, IL 60661
Telephone #	(312) 681-3486
Email	aking@transitchicago.com
Applicant Fiscal Year Begins	July
Applicant Fiscal Year Ends	June
SAM #	WGM2QPTUV877
Request Type (Check all that apply)	Capital
Organization type (Check all that apply)	Public Operator

Description Area	Section 1: Applicant questions
Description Area	The following questions should be answered for all projects, unless otherwise noted.1. Check what goal(s) from the Human Services Transportation Plan(HSTP) and strategies from the On To 2050 Plan this project is designed to address to meet the needs of seniors and individuals with disabilities (check all applicable boxes below):
Human Services Transportation Plan (HSTP)	Capital Project
On To 2050 Plan	Make Transit More Competitive Improve Access to Public Rights of Way for Pedestrians, Cyclists, Seniors, and People with Disabilities
Description Area	Details: Human Services Transportation Plan
Description Area	Details: On To 2050 Plan

2. Provide a detailed description of your project. Explain what you are requesting funding to provide; why the project is needed; and how the project will support strategies for goals selected in questions #1. Please be concise. (Project Description Narrative [+/- 500 words]):

The Chicago Transit Authority (CTA) is requesting funding through the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program to expand the installation of Real-Time Digital Station Customer Information Enhancements. This capital investment directly supports the Human Services Transportation Plan (HSTP) goal to enhance infrastructure that improves accessibility and aligns with two key strategies in CMAP's ON TO 2050 plan: making transit more competitive and improving access to public rights-of-way for pedestrians, cyclists, seniors, and people with disabilities.

This project will pilot Real-Time Digital Station Customer Information Displays (SCIDs) at up to eight CTA rail stations. Station selection will prioritize locations in areas of the city with the highest percentages of residents with disabilities, as well as proximity to major medical facilities, to ensure the signage reaches communities with the greatest need for accessible, real-time travel information. Each station will receive three dedicated screens that display real-time travel information, including systemwide 'L' line status, detailed service alerts with visual maps, and elevator outage notifications. The displays will be strategically placed throughout both unpaid and paid areas of the station, creating an evolving path of information that supports decision-making for customers.

To ensure accessibility, the displays will include audio functionality-such as audio buttons or similar tools-that provide audible descriptions of the visual content. While the design is still evolving, the goal is to ensure that customers who are blind, have low vision, or face difficulty accessing visual information can independently receive the same critical service updates. This also supports a wider user base, including those who benefit from redundant communication formats in complex or crowded station environments.

Today, CTA communicates vital service and elevator outage information manually-via whiteboards, phone chains, and temporary print signage-which can delay updates and require additional staff responsibilities. Where digital displays currently exist, they share space with advertisements, often forcing riders to wait through long content cycles to view relevant alerts. This project resolves those issues by dedicating separate, always-on digital screens to each content type, ensuring immediate visibility and clarity for all riders.

Providing this information before fare payment helps riders make informed decisions, avoid inaccessible routes, and reduce travel time, frustration, and unnecessary transfers. The inclusion of an audio component would help deliver critical service updates in a format that accommodates a wider range of sensory needs,

supporting more equitable access to information. While feedback from CTA's All Stations Accessibility Program (ASAP) and ADA Advisory Committee has and will reinforce the importance of real-time information, the need for this project has also been emphasized through broader outreach, customer surveys, and engagement with disability advocacy organizations and regional transit partners.

Ultimately, this initiative will improve the reliability, clarity, and reach of CTA's customer communication system. It empowers all riders-especially older adults and individuals with disabilities-to navigate the transit network with greater confidence and independence, while reinforcing CTA's broader commitment to equitable and inclusive mobility across the region.

3. What entity is currently or will operate the service? Does your agency enter into agreements with service providers? (Operating Projects Only)

N/A

4. How does this project improve access to other transportation services that go beyond the project's geographic boundary?

The installation of the new real-time digital signage at select stations across the CTA system will build on those that will initially be deployed and funded through the Red Purple Modernization (RPM) Phase One project. For this application CTA is prioritizing stations on the South and West Sides-areas with historically lower investment in customer-facing digital infrastructure-this project promotes greater equity in access to timely, accessible transit information around the system.

Customers want to rely on connections beyond the rail station such as up-to-date information on service disruptions and elevator outages. Real-time digital signage that displays accurate information about CTA service status, elevator outages, and route disruptions enables riders to make more informed decisions about connecting services, especially when determining whether to board, reroute, or reschedule their journey. These signs help customers avoid inaccessible stations or delays that could impact timely transfers to regional transportation providers.

Although this signage focuses on CTA services, the project improves access beyond CTA's geographic boundary by helping riders coordinate first- and last-mile segments of their travel. For example, a customer taking the CTA to a Metra station in order to reach the suburbs or transferring to a Pace bus for a suburban destination, will benefit from clearer, earlier access to service alerts that may influence their travel decisions. This type of real-time, pre-entry information empowers a more seamless experience across the region's interconnected public transit network-supporting not just CTA riders, but all regional travelers who depend on multi-agency transfers to reach their destination.

5. How will seniors and individuals with disabilities be given priority on all project activities, if the service is not limited to those individuals?

This project prioritizes seniors and individuals with disabilities by expanding access to real-time travel information that supports informed trip planning across the CTA system and the greater region. Providing dynamic information to customers at their travel point of entry enables riders with diverse mobility needs to navigate CTA's system-and the broader Chicagoland transportation network-with greater clarity and confidence.

A major component of this project is the introduction of dedicated digital screens that display elevator status updates in real time, significantly improving upon CTA's current practice of using dry-erase whiteboards manually updated by station staff. While the new digital elevator signs will benefit all riders, they are especially critical for individuals who use mobility devices or are unable to take stairs, providing reliable information that can help avoid inaccessible stations, minimize travel time, and reduce uncertainty. To further enhance accessibility, the displays would include an audio feature that provides audible descriptions of status updates for customers who are blind, have low vision, or prefer auditory information.

The methodology for selecting pilot stations heavily prioritized locations with the highest concentrations of people with disabilities and proximity to major medical facilities, ensuring this investment supports the communities and customers who will benefit most from improved, accessible communication.

6. Describe how the project will be marketed to serve seniors and individuals with disabilities and promote public awareness? Include information on how populations with Limited English Proficiency will be apprised of the project and whether marketing materials will be available in other languages.

CTA will market the project through the following means:

- Provide information on the accessibility page on CTA's website

(http://www.transitchicago.com/travel_information/accessibility_status.aspx)

- Provide information to the leading disability-related organizations including: The Chicago Lighthouse, Second Sense, National

Federation of the Blind, Friedman Place, Equip for Equality, the Mayor's Office for People with Disabilities (MOPD), American Association of the Deaf & Blind, Second Sense, Illinois Council of the Blind, the State of Illinois Bureau of Blind Services, and

the Blind Service Association;

- Provide updates at CTA's ADA Advisory Committee Meeting and Wayfinding Subcommittee;

- CTA will send emails to the disability community through CTA's ADA mailing list, which includes organizations and individuals

with disabilities;

- Publish press releases and promotional graphics and posts on CTA social media channels to raise public awareness broadly.

- Explore the addition of multilingual functionality over time to better serve riders with limited English proficiency.

CTA's website (<http://www.transitchicago.com/guide/>) has a feature that translates the information on webpages into Spanish, Polish, and Chinese and so information about the project can be accessed from CTA's website in these other languages.

Additionally, based on the coordination efforts outlined above and any feedback received, CTA will translate display content into other languages as needed to ensure accessibility for limited English proficient riders.

7. How will this project coordinate with public transportation providers and /or other human service agencies? If the project will not include coordination, provide a detailed explanation.

The Real-Time Digital Station Customer Information Enhancements project will improve coordination with regional transit providers by helping riders plan multi-agency trips. Real-Time updates on CTA rail service-including delays, disruptions, and elevator outages-will enable riders to make better-informed decisions when transferring to other providers such as Pace and Metra.

The signage will include an audio-equivalent feature to ensure accessibility for individuals who are blind, low vision, or have difficulty receiving visual information. This audio component is currently in development and will be implemented as part of this project. CTA is actively engaging with disability-focused organizations-including The Chicago Lighthouse, the American Association of the Deaf & Blind, and the Mayor's Office for People with Disabilities-to support the development and deployment of this feature.

8. Describe your organization's experience, technical ability, and capacity to successfully and efficiently manage federal grants? Identify which staff will be administering this grant and what experience they have managing federal grants. Please include the percentage of time the person(s) will spend managing this grant.

CTA has extensive experience and capacity to successfully manage federal grants in compliance with all applicable regulations. As a regular recipient of FTA funding-including Sections 5307, 5337, 5339, and 5309 New Starts grants-CTA has demonstrated its technical and administrative ability to manage projects involving procurement, engineering, construction, and financial oversight. CTA complies with FTA grant requirements as outlined in Circular 5010.1E and the Master Agreement and regularly utilizes the TrAMS system for grant applications and reporting.

The project will be implemented by CTA's Infrastructure department, which has a strong record of managing capital projects of similar or greater scope. CTA has sound financial systems and audited financial statements that demonstrate its readiness to implement and monitor this project while maintaining day-to-day transit operations.

Project delivery will follow CTA's established process, including a two-step qualifications-based procurement, followed by design, construction, and close-out. Locations for signage will be evaluated at each station to maximize visibility and coordination with other planned improvements. CTA anticipates obligating funds within 12 months of grant award and completing installation within 24 months.

Description Area

Mobility management consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a government entity, under 49 U.S.C. Chapter 53 (other than Section 5309). Mobility management does not include operating public transportation services. Mobility Management used for staff position is intended to build coordination among existing public transportation provider and other transportation service providers with the result of expanding the availability of service.

9. Detail your Mobility Management efforts for your operating or capital project. This questions applies to all applicants, regardless of use of Section 5310 funding for Mobility Management.

This project advances mobility management by empowering individuals-especially those with disabilities-to make informed, independent travel decisions. By providing real-time service status, elevator outages, and system alerts at key decision points, the digital signage enhances coordination between CTA and regional providers like Metra and Pace, supporting seamless transfers and trip planning.

The inclusion of an audio feature ensures accessibility for riders who are blind or have low vision, allowing all users to access critical information equally. These enhancements directly support greater autonomy, reduce travel uncertainty, and build rider confidence-core goals of effective mobility management.

Description Area

Section 2: Performance measures

Description Area

This section details performance measures associated with each project type and Human Services Transportation Plan goal area. Performance measures will be used to monitor and assess each project’s progress, improvements and overall effectiveness towards improving transportation options for older adults and people with disabilities. Each applicant is required to provide baseline data and projections (where applicable) for each Human Services Transportation Plan goal area associated with the project application. Successful applicants will be required to report quarterly on each associated performance measure. Data will also be used to evaluate future Section 5310 project applications (for ongoing operating projects).

Description Area

Goal #1Establish Mobility Management and Travel Training NetworksDescriptionProjects that support this goal are largely tied to operating projects. Because of this, performance measures are tied to progress made with operating projects.Potential Performance Measures:New partners added to Section 5310-funded operating projects.Increase in hours and geographic coverage of operating projects.

Please explain how you will collect and report on identified performance measures for this project and identify any additional performance measures that will be used.

N/A

Description Area

Number of partners

Existing 2024

0

Projected in 2025

0

Projected in 2026

0

Description Area	Section 2(Cont'd): Performance measures
Description Area	Goal #2Expand Service Areas and HoursDescriptionProjects that support this goal are operating projects, many of which are existing projects previously funded by Section 5310. Existing projects are expected to provide data (where available) for previous years as well as projections in each area. New project applications are required to provide projections only.Potential Performance Measures:Extend service area boundaries.Extend hours of operation for night/early morning.Current and projected ridership.
Please explain how you will collect and report on identified performance measures for this project and identify any additional performance measures that will be used. Please provide details on how you derived your projections (explain how you will extend service boundaries, hours of operation, and increase ridership).	N/A
Description Area	Number of individuals to be served by your project annually
Description Area	Annual Ridership(All projects)
2023: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2024: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2025: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2026: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2023: Individuals with Disabilities	N/A
2024: Individuals with Disabilities	N/A

Projected 2025: Individuals with Disabilities	N/A
Projected 2026: Individuals with Disabilities	N/A
2023: General Public	N/A
2024: General Public	N/A
Projected 2025: General Public	N/A
Projected 2026: General Public	N/A
2023 Total	0
2024: Total	0
Projected 2025: Total	0
Projected 2026: Total	0
Description Area	Provide the days and hours of operation
Existing operating hours (2024)	N/A
Projected expansion hours (2025)	N/A
Projected Expansion Hours (2026)	N/A
Number of projected new riders with expanded hours	N/A
Description Area	Core service area: Specify municipal and county areas covered
Existing 2024	N/A
Projected 2025	N/A
Projected 2026	N/A
Description Area	Special destination: Trips outside of core service area (if applicable)(Please list locations)
Existing 2024	N/A
Projected 2025	N/A
Projected 2026	N/A
Description Area	Inter-county transfers or services
List of Partners	N/A

Interagency Agreement	N/A
County(s)	N/A

Description Area

Section 2(Cont'd): Goals

Description Area

Goal #3Coordinate Fare Media and Implement Capped Fares for Certain TripsDescription:Projects that support this goal are largely policy changes related to operating projects.Potential Performance Measures:Longer distance trips are more affordable.Number of agencies that accept the common fare media.New funding sources identified to support the reduction in fare revenue for longer-distance trips that are provided for a capped fare rate.

Please explain how you will collect and report on identified performance measures for this project and identify any additional performance measures that will be used.

N/A

Description Area

Goal #4Coordinate Volunteer Driver Support ProgramsDescription:Projects that support this goal are new or existing operating projects.Potential Performance Measures:Trip calls are converted from undeliverable turndowns (outside area or hours) to be filled by a volunteer.Stability of or growth of screened and trained volunteer driver pool.Volunteer hours of service.

Please explain how you will collect and report on identified performance measures for this project and identify any additional performance measures that will be used.

N/A

Description Area

Goal #7Explore Collaboration / Consolidation of Similar ServicesDescription:Projects that support this goal are planning projects or activities carried out by a mobility manager.Potential Performance Measures:Feasibility of collaboration among human service agencies is exploredIf determined to be more cost effective, agency transportation program administration functions will be consolidated.If determined to be more cost effective while preserving quality of service, vehicles will be purchased by a single lead agency and all trips will be scheduled and dispatched from a central office.Cost savings achieved through collaboration.Quality of service is maintained or improved after collaboration.Agencies secure funding to replace or partially replace ongoing Section 5310 program awards.

Please explain how you will collect and report on identified performance measures for this project and identify any additional performance measures that will be used.

N/A

Description Area

Goal #8 Establish Regional One Call / One Click Service
Description: Projects that support this goal are planning projects to conduct feasibility studies or capital funding to implement software.
Potential Performance Measures: Total usage and frequency of usage by customers. Accuracy of transportation information. Types of trips planned. Customer satisfaction

Description Area

Goal #9 Create an Accessibility Infrastructure Database
Description: Projects that support this goal are planning projects to conduct data collection and or/ create a database.
Potential Performance Measures: Completion of database. Percentage of regional inventoried / number of communities inventoried. Usage of database

Please explain how you will collect and report on identified performance measures for this project and identify any additional performance measures that will be used.

N/A

Description Area

Capital Infrastructure Projects
Undertake a new Section 5310 related capital infrastructure project.
Description: Projects that support this goal are capital projects that:
a) Exceed the minimum ADA requirements,
b) Improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service, or
c) Provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation.
Potential Performance Measures: Number of riders impacted. Number of stations or bus stop facilities improved. Dollars spent on improvements

Please explain how you will collect and report on identified performance measures for this project and identify any additional performance measures that will be used.

During the implementation phase, CTA will report the project status and the number of rail stations that have seen the digital signage installation. Depending on the level of funding received, CTA will install digital signage at up to eight rail stations, prioritizing implementation at locations that serve high concentrations of individuals with disabilities, key regional destinations, Pace and Metra connections, and major medical facilities.

After the implementation phase, CTA will continue to measure project performance by seeking user feedback and will include it in status reports to RTA. While specific methodology is still under development, CTA will either utilize surveys, interviews, or a combination of said tools to effectively evaluate the project's impact on customer experience and whether signage has improved ease and certainty in trip planning. User feedback tools will be targeted to customers who reported having a disability and shared with leading organizations representing the target group of blind and visually impaired customers to assess the project's impact on retrieval of travel information. Those selected to participate will receive compensation for their time and input.

While CTA won't be assessing the change in number of trips by the target population before and after implementation - due to external factors that influence ridership - CTA will report the number of trips taken by seniors and individuals with disabilities on the rail system after project implementation as a contextual measure. Noting this metric helps indicate the number of rides potentially benefitting from the project, showcasing the project's reach and relevance.

For CTA, Metra, and Pace Applications Only - Please describe how you will incorporate regional rider needs and interagency collaboration into your proposed project. For example, digital signage showing information for all agency services at locations with interagency transfers.

CTA will incorporate regional rider needs and interagency collaboration into the proposed project by prioritizing digital signage implementation at locations that serve key regional destinations, such as major hospitals and airports.

Additionally, the digital signage will display system alerts, service disruptions, and elevator outages, information that is useful for customers planning multi-trip journeys that may begin or end outside of CTA's service area. While the signage will focus on CTA-specific information, the project supports seamless regional travel by improving trip planning for multi-agency journeys, as many users of CTA's system rely on a combination of transit services to complete their daily travel. CTA will continue coordinating with Metra, Pace, and regional partners to align on shared goals for accessibility and rider information.

Description Area	Section 3: Budget requestIf a funding source is not applicable respond with "0."
Description Area	Operating expense year 1 request
Description Area	Operating expense year 2 request
Operating Year 1 Federal 50%	0
Operating Year 1 Local 50%	0
Operating Year 2 Federal 50%	0
Operating Year 2 Local 50%	0
Description Area	Capital expense year 1 request(Infrastructure improvements computer software/hardware, cameras, tracking or routing software, etc.)
Description Area	Capital expense year 2 request(Infrastructure improvements computer software/hardware, cameras, tracking or routing software, etc.)
Capital Year 1 Federal 80%	563379
Capital Year 1 Local 20%	140845
Capital Year 1 Federal 80%	2864999
Capital Year 2 Local 20% Match	716250
Description Area	Mobility management expense year 1 request
Description Area	Mobility management expense year 2 request
Mobility Year 1 Federal 80%	0
Mobility Year 1 Local 20%	0
Mobility Year 2 Federal 80%	0
Mobility Year 2 Local 20%	0
Provide the detailed methodology used to develop the above budgets. (applies to all applicants).	The budget costs contained in this submission is an estimate prepared by the CTA program management staff experienced in this type of work using construction costs and CTA soft costs based on previously implemented projects and industry standards for contractor overhead and escalation. See attachment for detailed methodology for the above budgets.

Description Area

Certifications & Board Resolutions

Description Area

Please download and fill out the forms listed below. You can download the PDF versions of the listed forms here.Local Share Certification Certifying Authority Title VI Plan Certification (New Applicants Only) EEO CertificationSingle Agency Audit Certification Traditional Project Certification Eligibility-Units of Local Government (New Applicants Only)Private Non-Profit Organizations-Certification Eligibility Approved Board Resolution (authorizing application submittal and name of authorized official)

File

<https://www.formstack.com/admin/download/file/17903445650>