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Description Area	FY2024-2025 Application Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program
Description Area	
Description Area	Application instructions
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.

Description Area	Applicant Information
Project Title	Creating Accessible Transportation for People With Disabilities
Applicant's Legal Name	CTF Illinois
Contact Person	Mary Pat Ambrosino
Address	18230 Orland Pkwy Orland Park, IL 60467
Telephone #	(708) 429-1260
Email	mambrosino@ctfillinois.org
Applicant Fiscal Year Begins	July
Applicant Fiscal Year Ends	June
SAM #	61E62
Request Type (Check all that apply)	Operating Mobility Management Existing Project
Organization type (Check all that apply)	Private Non Profit

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)	Goal #2 - Expand Service Areas and Hours (pg 74) Goal #7 - Explore Collaboration/ Consolidation of Similar Services (pg 81)
On To 2050 Plan	Facilitate Partnerships for Service Sharing and Consolidation
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]):

CTF Illinois (CTF) has navigated an ever-evolving landscape of service provision to people with I/DD since 1971. We have seen many changes during the years, however, the population of adults with I/DD remains consistently underserved. In an effort to serve as many people as possible, we provide person-centered services, utilizing smaller facilities with more personalized offerings rather than large programs with generalized care. Our six facilities each have their own niche of supports, including vocational training and community employment, fine arts, community day programming, advocacy, and more. Enrollment in these facilities ranges from approximately 15 to 100 individuals. Additionally, our CILAs take a similar person-centered approach, giving residents the option of living with three housemates as opposed to the historical average of seven. In addition to many of our residents participating in our community day programming supports, they also have lifestyle options such as community employment, choice of medical care, volunteerism, and social/recreational activities.

Without a doubt, these supports act as a lifeline to the people we serve, and for many, are the only way they can engage with their community on a meaningful level. As we continue finding new ways to provide person-centered services, we face a steadily rising need for reliable transportation services. Expanding options for community engagement puts stress on an already fragile transportation system, with barriers including rising gas prices, employee retention, and limited routes due to a lack of resources. Community day services alone require transportation to six facilities and 12 job sites, and our residential services span 15 CILA homes. Ridership numbers are also rising, causing further strain on what we are able to offer, and we are beginning to see negative effects like individuals unable to attend appointments at their chosen care provider, individuals unable to participate in community day programming, and even individuals losing their jobs due to unreliable transportation.

According to a 15-month study conducted by the FTA, CTF is not the only provider facing these demands. By studying transportation efforts in eight organizations, including CTF, approximately 700,000 trips were made, with 92,716 trips made by CTF alone. These include program-related transportation, community outings, community employment trips, and healthcare-related trips.

These numbers demonstrate the vitality of reliable point-to-point transportation services for people with I/DD, and funding from the RTA would help us maintain what we are currently able to provide. That said, as an organization that always aims to provide individuals with I/DD the most independent lifestyle possible, we also want to expand these services, increasing flexibility, reliability, and ridership numbers. In addition to requesting funding to help with this goal, we also intend to collaborate with other providers to share the resources available-such as vehicles, routes, data collection tools, and best practices-in an effort to not only use RTA funding to maintain and improve transportation options provided by CTF, but to help develop a collaborative transportation network with the potential to include more providers and riders across Chicagoland, providing the individuals we serve with the freedom and independence they deserve.

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

CTF Illinois currently operates the transportation service through its internal fleet consisting of vehicles from IDOT and private dealerships and trained staff drivers, as well as fleet vehicles supplied through our ongoing partnership with PACE. Our Director of Feet Maintenance is responsible for collaborating with staff to coordinate daily routes to and from our day program facilities, CILA homes, community employment sites, healthcare appointments, recreational activities, and more as needed. Duties also include scheduling, vehicle maintenance, and ensuring compliance with safety and accessibility standards, as well as compliance with PACE regulations.

To strengthen and expand our services, CTF Illinois has formal partnerships with Sertoma Star, DD Homes, and Ludeman - an Illinois state operated developmental center. These agreements support the development of a shared transportation network, allowing us to pool resources such as vehicles, staff, and routes to increase efficiency and expand access across organizational and geographical areas of service.

4. How does this project improve access to other transportation services that go beyond the project's geographic boundary?	In addition to sustaining our current transportation services, this project involves identifying and addressing the limitations of our existing partnerships and resources, particularly those tied to PACE, which make travel restrictive. For example, CTF's Orland Park, IL art/music therapy day training program, RITA, is located less than a mile from a PACE stop, however, PACE cannot extend their route beyond that stop to reach the building. Additionally, in many instances, PACE vehicles are unable to cross county lines, forcing us to stay within certain geographical boundaries, and have fixed schedules, which can interfere with individuals' abilities to have a reliable source of transportation to job sites. Currently, our fleet is made of 44 vehicles with seven being PACE vehicles. These vehicles hold an average of 12 individuals, and typically operate during day programming hours. This means at least 84 individuals of our 222 enrolled in day programming activities face restrictions in being able to join peers on social outings, attend the workplace of their choice, or even attend the day program of their choice. Our priority is utilizing funding to sustain what transportation services we currently offer, however, another goal is to secure more vehicles not bound by PACE's restrictions. Not only would this allow us to expand our geographical area of service, but we could also increase ridership and ensure individuals have more consistent access to essential services, employment sites, and social outings. Furthermore, these vehicles would be easier to share across organizations, helping to create a more connected travel network that bridges service gaps.
5. How will seniors and individuals with disabilities be given priority on all project activities, if the service is not limited to those individuals?	The target population is given priority because the program is derived 100% for people with disabilities. The priority is met through our population served.

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.	CTF utilizes multiple forms of marketing to connect with the public and the people we support. We participate in community fairs highlighting transition and support services for individuals with disabilities, chamber events, and more. We also have developed training videos played for new staff upon orientation to inform them of transportation needs and the importance of safe and accessible transportation options. We receive referrals from multiple sources including the DHS, doctors, families, and schools. All marketing and events include information about every program, including CTF's transportation services. Following outreach events, distribution of brochures, fliers, newsletters, and/or promotion on social media, interested individuals are offered tours of all facilities, including homes. As a person-centered organization, we thoroughly discuss the unique needs and goals, including transportation, prior to intake. Common language barriers we face often involve needing to adapt to accommodate people who communicate in alternate ways due to their disability. To do so, we use language boards, tablets, and other devices to ensure we can communicate with everyone in the ways they are most comfortable. If we require alternate forms of communication with someone without access to a smart phone, or if we need any print materials converted to another language, we utilize proven-effective AI translation tools.

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.

This project will actively coordinate with both public transportation providers and a variety of human service agencies to ensure individuals with I/DD can access the services, resources, and community experiences they deserve. CTF will continue its ongoing relationship with public transportation services like PACE, which has served as the core of many of the services provided, as well as continue collaborating with other human service agencies such as Sertoma, DD Homes Network, and other local agencies by sharing resources to provide flexible options to visit desired locations. Additionally, we will work to engage and share resources with new agencies, identified based on their participation in the FTA's Mobile Management Study of Northeastern Illinois during the 2023 - 2024 grant cycle. These providers include Clearbrook, Little City Foundation, and Ray Graham Association. In order to establish a solid network of collaboration, these organizations have opted to stay in close communication on a regular basis during the upcoming grant cycle to discuss progress and develop a collaborative network of transportation to help utilize resources to their fullest. These partnerships strengthen our ability to offer support to individuals by creating opportunities for improved transportation services through consolidating routes to streamline services.

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.

CTF has been awarded a number of Federal, State, and agency level grants. As a statewide agency, we have programs all across Illinois that benefit from Federal grants. CTF has a proven track record of consistently meeting reporting requirements, submitting reports in a timely manner, and meeting metric requirements for goal and objectives. We have policies and procedures in place to ensure reports are completed and submitted on time. We also have policies guiding program delivery on topics of: quality assurance, outcome tracking, reporting mechanisms, documentation of services and goods delivered, staff performance management, complaint resolution policies, governing body policies, and more where applicable. Our CFO oversees all financial aspects of grant reporting and spending requirements. Our CEO manages general oversight. Finally, our Director of Fleet Maintenance oversees all data tracking and reporting necessary for the project.

Some Federal level grants we have benefitted from include:

TAP (2007 - 2024)
IDOT (2017)
DHS Employment First (2017)
IDOT (2018)
DMH Capitated Community Care (2018)
Respite (2019/20)
IDOT (2019)
SWTCIE IL (2023)

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.

CTF's transportation services are overseen by a Director of Fleet Maintenance who collaborates with program staff and oversees our transportation department with responsibilities including assurance that all vehicles receive monthly maintenance and pass monthly Quality Assurance reviews. The Director is also assists in coordinating and scheduling routes as needed, modifying schedules according to need, and coordinating specified transportation, such as trips to the doctor, places of employment, and family homes for visits. The Director also investigates accidents, trains drivers, reviews driver motor vehicle reports, explores insurance options, and coordinates fleet needs with PACE and IDOT. Furthermore, the Director of Fleet Maintenance will act as a representative in collaborative meetings with other service providers, and has historically worked with RTA representatives in grant administration and reporting.

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.	
Description Area	Number of partners

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).

CTF Illinois offers transportation services on a 24/7 basis, making our biggest area of focus being to increase ridership and expand our areas of service. We will track several key factors that reflect both the usage and effectiveness of our transportation services. Just as we have in the past, we will continue monitoring the number of people utilizing transportation through attendance sheets completed by drivers and, when applicable, program staff. These records will allow us to track service usage and identify trends over time. We will also log information regarding trip quality, including factors such as if vehicles were on time, the number of individuals transported, destinations, and distance traveled. This will be tracked through logs as well as by utilizing a Geotab system installed in vehicles. With this data, we can evaluate our efficiency and geographic coverage. As with past projects, in order to expand our reach, we hope to grow our fleet with new vehicles outside of PACE that allow travel beyond boundaries like county lines and designated bus routes particularly for community day service social outings.

Another element crucial to expanding our geographical coverage is ensuring the individuals we support are familiar with how to use our transportation services, particularly in the case of community employment. As part of our efforts, we provide travel training for people participating in our vocational services who need to be able to navigate to job sites on their own. Trainings include learning how to use both our internal transportation services as well as public transit systems such as community buses. By building skills in using various transportation options, we can help increase independence and access to opportunities that exist beyond individuals' immediate surroundings. Employment outcomes are another critical measure, especially as we have seen several individuals already face negative impacts due to limited transportation, making job retention another key factor to success.

Additional data to be collected will be incident reports used to document behavioral issues that may arise from extended travel times due to possible route adjustments and/or consolidation, as well as tracking the rate of individuals reaching desired destinations outside of routine programming trips, such as outings, healthcare visits, trips to the store, and, as previously mentioned, job site trips. Finally, we are committed to exploring collaboration opportunities with other organizations to expand our geographical area of service and support more riders. While PACE is our current partner, we are open to new partnerships and will document new formal agreements as part of our performance metrics. All data collected will be compiled and analyzed regularly to assess progress and inform continuous improvement efforts. We will also actively collaborate with other local providers to share information about successes, advise one another of possible solutions to barriers faced, and share resources as much as possible.

Ridership projections are based on our programmatic capacity and average yearly growth of people served. CTF currently has 222 individuals enrolled in Community Day Services (CDS) and 66 in our CILA homes. We estimate seeing a 5% increase of individuals enrolled in CDS for an additional 11 people requiring transportation each year and a 5% increase in CILA residents for an additional 3 people requiring transportation services each year.

Description Area	Number of individuals to be served by your project annually
Description Area	Annual Ridership(All projects)
2023: Individuals with Disabilities	284
2024: Individuals with Disabilities	288
Projected 2025: Individuals with Disabilities	302
Projected 2026: Individuals with Disabilities	316
2023: General Public	0
2024: General Public	0
Projected 2025: General Public	0
Projected 2026: General Public	0
2023 Total	284
2024: Total	288
Projected 2025: Total	302
Projected 2026: Total	316
Description Area	Provide the days and hours of operation
Existing operating hours (2024)	Monday: 12 am - 11:59 pm Tuesday: 12 am - 11:59 pm Wednesday: 12 am - 11:59 pm Thursday: 12 am - 11:59 pm Friday: 12 am - 11:59 pm Saturday: 12 am - 11:59 pm Sunday: 12 am - 11:59 pm
Projected expansion hours (2025)	Monday: 12 am - 11:59 pm Tuesday: 12 am - 11:59 pm Wednesday: 12 am - 11:59 pm Thursday: 12 am - 11:59 pm Friday: 12 am - 11:59 pm Saturday: 12 am - 11:59 pm Sunday: 12 am - 11:59 pm

Projected Expansion Hours (2026)	Monday: 12 am - 11:59 pm Tuesday: 12 am - 11:59 pm Wednesday: 12 am - 11:59 pm Thursday: 12 am - 11:59 pm Friday: 12 am - 11:59 pm Saturday: 12 am - 11:59 pm Sunday: 12 am - 11:59 pm
Number of projected new riders with expanded hours	N/A
Description Area	Core service area: Specify municipal and county areas covered
Existing 2024	Cook County Will County
Projected 2025	Cook County Will County
Projected 2026	Cook County Will County
Description Area	Special destination: Trips outside of core service area (if applicable)(Please list locations)
Existing 2024	Cook County Will County DuPage County Kane County Lake County
Projected 2025	Cook County Will County DuPage County Kane County Lake County
Projected 2026	Cook County Will County DuPage County Kane County Lake County
Description Area	Inter-county transfers or services

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.
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.
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.	Using the FTA study, CTF and the seven other participating organizations have already identified one another as partnering organizations. We have started putting processes in place for assessing logistical compatibility, identifying shared goals and barriers, and reporting outcomes. Providers will meet several times annually to review progress and discuss areas for improvement, including possible new partnerships. Areas of focus will be finding ways to serve a larger service area and population in a cost-effective way. We aim to consolidate our fleet of vehicles by identifying intersecting routes, with the goal of increasing the population served and expanding service areas by strategically using our resources to their full extent. Effectiveness of these changes will be measured through satisfaction surveys administered to individuals and staff, as well as collecting data regarding performance time indicators, numbers of missed trips, trips made outside of day programming hours (doctor's visits, group outings, work, etc.), maintenance costs, and more. While quantitative effectiveness indicators will be important for our collaborative entity, CTF will continue prioritizing the quality of services provided. If a scenario arises in which a solution improves quantitative factors but does not improve, or lessens, qualitative supports, we will find alternate methods that best empower the individuals we serve. Our final performance indicator in our exploration of collaboration/consolidation of services will be supporting the sustainability of any new collaborative policies and procedures. Participating agencies will consistently solicit additional funding opportunities, in an effort to replace or supplement Section 5310 program awards. If applicable, agencies will leverage current collaborative efforts to strengthen applications. All grant submissions and outcomes will be shared within the committee.
Description Area	Goal #8Establish Regional One Call / One Click ServiceDescription: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 #9Create an Accessibility Infrastructure DatabaseDescription:Projects that support this goal are planning projects to conduct data collection and or/ create a database.Potential Performance Measures:Completion of databasePercentage of regional inventoried / number of communities inventoriedUsage of database
Description Area	Capital Infrastructure ProjectsUndertake 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, orc) Provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation.Potential Performance Measures:Number of riders impactedNumber of stations or bus stop facilities improvedDollars spent on improvements

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%	626353
Operating Year 1 Local 50%	626353
Operating Year 2 Federal 50%	657207
Operating Year 2 Local 50%	657207
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%	0
Capital Year 1 Local 20%	0
Capital Year 1 Federal 80%	0
Capital Year 2 Local 20% Match	0
Description Area	Mobility management expense year 1 request
Description Area	Mobility management expense year 2 request
Mobility Year 1 Federal 80%	28320
Mobility Year 1 Local 20%	7080
Mobility Year 2 Federal 80%	28320
Mobility Year 2 Local 20%	7080

Provide the detailed methodology used to develop the above budgets. (applies to all applicants).	Operating expenses were calculated with this formula: (number of trips)(number of miles)(cost per mile). Additionally, mileage was calculated by using the average mileage for trip, which is 10 miles. At 31,323 trips in Year 1, CTF calculated (31,323)(10)(3.94) for a total of $1,233,506.39. Year 2 calculated was (32,890)(10)(3.94) for a total of $1,295,215.18. These numbers were derived from historical ridership numbers and miles traveled then to which we applied our projected 5% enrollment growth. Additionally, our transportation services include public transportation training, which is based on the formula: (number of individuals trained)(average number of hours needed to achieve independent ridership)(dollar per hours for cost of training). This comes to (16)(40)(30), which is $19,200 per year. Mobility Management expenses account for our Director of Fleet Maintenance, who oversees all of CTF's transportation throughout the state. Approximately 60% of his efforts will be dedicated to overseeing transportation for our Cook County and Will County programs. Applying this to his salary of $59,000 per year, the final cost of Mobility Management will come to $35,400, or 60% of his annual salary. Finally, for each year we added all of these expenses (trips) + (travel training) to derive the final operating expenses listed above.

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/17913182317