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| Form Name:       | 2025 Section 5310 Application |
| Submission Time: | April 22, 2025 1:03 pm        |
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| Description Area | FY2024-2025 Application Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program |
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| Description Area |  |
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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 <a href="mailto:Fluturi.Demirovski@rtachicago.org">Fluturi.Demirovski@rtachicago.org</a> or 312-913-3239 or Robert Morris at <a href="mailto:Robert.Morris@rtachicago.org">Robert.Morris@rtachicago.org</a> 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 <a href="https://www.rtachicago.org/region/section-5310">https://www.rtachicago.org/region/section-5310</a> . |
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|-------------------------------------------------|-----------------------------------------------------|
| <b>Description Area</b>                         | Applicant Information                               |
| <b>Project Title</b>                            | Phase X - Regional Call Centers Project             |
| <b>Applicant's Legal Name</b>                   | Pace Suburban Bus                                   |
| <b>Contact Person</b>                           | Victor Ortiz                                        |
| <b>Address</b>                                  | 547 W. Jackson Blvd. 8th Floor<br>Chicago, IL 60661 |
| <b>Telephone #</b>                              | (312) 341-8070                                      |
| <b>Email</b>                                    | victor.ortiz@pacebus.com                            |
| <b>Applicant Fiscal Year Begins</b>             | January                                             |
| <b>Applicant Fiscal Year Ends</b>               | December                                            |
| <b>SAM #</b>                                    | CQNQCKLJ8AN8                                        |
| <b>Request Type (Check all that apply)</b>      | Mobility Management<br>Existing Project             |
| <b>Organization type (Check all that apply)</b> | Local Govt.<br>Public Operator                      |

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|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description Area</b>                          | Section 1: Applicant questions                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Description Area</b>                          | 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):                                                                                                            |
| <b>Human Services Transportation Plan (HSTP)</b> | Goal #1 - Establish Mobility Mgmt and Travel Training Network (pg 71)                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>On To 2050 Plan</b>                           | Facilitate Partnerships for Service Sharing and Consolidation<br>Make Transit More Competitive<br>Ensure Equitable Transit Access<br>Improve the effectiveness and accessibility of demand response services<br>Transit providers, local governments, and the private sector should work together to explore new ways to provide targeted, flexible and/or on-demand service in EDAs, low density areas, and for seniors and people with disabilities |
| <b>Description Area</b>                          | Details: Human Services Transportation Plan                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Description Area</b>                          | 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]):**

This application for 5310 funding is to support Phase X, the continuation of the Mobility Management Call Center services provided by Pace through the Regional Mobility Management Call Center (RMMCC), serving South Cook, DuPage, Kane and Will counties, and the Northern Mobility Management Call Center (NMMCC) serving North Cook, Lake, and McHenry counties. Mobility management covers many different activities. The main objectives are to offer a variety of transportation services to meet the region's diverse needs and connect people with the best options for their travel.

Specifically, these requested funds will be used to support and enhance the regional call center services. The call center provides contracted service for Paratransit trip reservations; trip scheduling; trip eligibility for ADA and Dial-a-Ride (DAR) services as designated by Pace; client registration for DAR services; maintenance of client registration information; management of subscription service requests; tracking trip information by funding source; updating the database to maintain current trip, client and funding source information; assignment of trips to the most cost effective service provider according to Pace guidelines; communicating with providers and assisting with service issues; same-day customer issues (no-shows, cancellations, where's my ride); assisting customers with travel plans between service areas; and facilitating / dispatching functions to monitor and achieve service performance as required by Pace.

Through the RMMCC and NMMCC, Pace provides ADA and demand response paratransit services to local government agencies, health and human services providers, job access agencies, and other advocate groups access to paratransit and other vital transportation services to support people with disabilities, older adults and other individuals who are transportation disadvantaged. Costs for ADA Paratransit call center services are not included in this application.

Other operating funded projects are dependent on the delivery of services through the RMMCC and NMMCC call centers. These collaborative partnerships are the framework necessary to meet the diverse travel needs in the local areas Pace serves. The implementation of the Human Services Transportation Plan (HSTP) is contingent upon sustainment of the mobility management call centers.

The primary goal that this project supports is Goal #1 - Establish Mobility Management and Travel Training Network.

HSTP Goal 1: Helps reduce the cost of data storage and facility expenses, data management is simplified using one system. The Trapeze software platform is utilized for booking trips at the

RMMCC and NMMCC, when enhancing software new solutions and technologies are easier to apply.

Additional HSTP goals supported by the operation of the centralized mobility management call centers include:

HSTP Goal 2: Efficiently expands the service area and service hours. Through mobility management transit providers, local governments, and other private sector work together to explore new ways to provide targeted, flexible/demand response services through coordination in low density areas, to improve access to suburban jobs for residents with low incomes, and for seniors and people with disabilities.

HTSP Goal 3: As the software technologies improve, standardizing the process of paying for transit across providers will automate fare collection and will reduce customer confusion, the project is directly responsible for the coordination of mobility management services throughout the six-county RTA service area.

HSTP Goal 5: The mobility management call centers indirectly improve Access to Suburban Jobs for residents with low incomes again coordinating efforts with the stakeholders in the region to provide trips connecting low -income residents to jobs throughout the region.

HSTP Goal 6: Continued improvement of routing efficiencies by expanding consolidated vehicle procurement types.

HTSP Goal 7: Stakeholders work directly with Pace to eliminate the duplication of services. Mobility management encourages innovation and flexibility to reach the "right fit" solution for customers, plans for sustainability, strives for easy information and referral to assist customers in learning about and using services, continually incorporates customer feedback as services are evaluated and adjusted.

The mobility management supportive strategies outlined in this application are designed to work in tandem to improve overall transportation options, mobility, and connectivity throughout 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 RMMCC and NMMCC have the infrastructure and technology to maximize resources and commingle passengers, to help reduce the cost per trip for the sponsoring agencies and funding partners. A specific benefit is that the RMMCC and NMMCC can more effectively manage transfer trips between service areas, such as transfers between North Cook County and Kane County or Lake County and McHenry County. Some sponsoring agencies fund services outside their base service area to medical facilities or regional shopping centers. The RMMCC and NMMCC have the capability to assist with trip planning between paratransit service and Pace or CTA bus and L service, as well as Metra Commuter Rail, further improving access for long distance trips.

The Call Centers also book service to locations in a small portion of Lake County in Indiana and Kendall County in Illinois, which are beyond the RTA core service area. In 2023, 127 trips and in 2024, 166 trips were provided to/from Lake County, Indiana. In Qtr. 1, 2025, 74 trips were provided.

**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 RMMCC and NMMCC assign trips based on eligible riders, as defined by the program sponsor agreements for their respective service areas. Some agreements include service for the general public; however, the majority of transportation is provided for people with disabilities and older adults as defined by the project sponsor.

**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.**

The project's public participation and marketing are a collaborative effort between Pace and its partner sponsors. Local communities promote the call center to their constituencies, including seniors and individuals with disabilities (e.g., on-line, telephone or printed materials); they also provide direct feedback to Pace at sponsor meetings.

Suburban and Chicago Paratransit Service Directories are provided on Pace's website, including Dial-a-Ride (DAR), county wide demand response programs and ADA paratransit service information (e.g., eligibility, days/hours of service, service area, fares, and other useful information), as well as for Pace On Demand service. The Pace Suburban and Chicago ADA Paratransit Advisory Committees also provide feedback and opportunities for presentations and an on-line newsletter. Both committees are composed of appointed individuals representing riders in their respective areas. A procedure is in place to ensure that translation services are available to riders with Limited English Proficiency (LEP) through call center employees and a third-party phone translation service, as needed. The 711 State Relay system is used to communicate with individuals who are deaf, hard of hearing or have difficulty speaking. Materials are also available in alternative formats such as Braille, large print, TXT files, Word, and audio formats. Materials are available in Spanish and Polish.

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**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.**

Pace partners with local municipalities, townships, counties, and advocate agencies throughout the region to provide paratransit services beyond ADA. Local contracts, sponsor agreements or Intergovernmental Agreements (IGAs) are in place with each of the partners where Pace funds are blended with local funds to optimize resources (e.g., call-taking, mobility management, technologies, service delivery, marketing etc.). Pace will continue to collaborate with the local sponsors to achieve efficiency in service delivery. Grouping trips from multiple programs fosters cost-sharing for participating sponsors. Pace has worked with local coordinating councils to expand participation by potential sponsors. In collaboration with participating sponsors, Pace has developed a cost allocation process to equitably share the cost of providing services among sponsors and programs. Pace continues to coordinate with local stakeholders to efficiently and effectively utilize transportation resources with emphasis on historically under-served or unserved areas. By coordinating service delivery, the two regional call centers will be able to provide efficient and accurate information regarding available and appropriate local transportation services based on specific eligibility requirements and service parameter information in one call. Trip requests will be assigned according to the least cost (to the customer) service provider based on the caller's eligibility status and transportation needs and availability. A list of Unduplicated Partners/Municipality Served is included in "Attachment Q7 2025."

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**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.**

As a direct recipient of Federal Transit Administration (FTA) and U.S. Department of Transportation (DOT) grants, Pace has extensive experience in federal grant management including administration of Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities, Section 5307 Urbanized Area Formula Program, Section 5309 Bus and Bus Facilities grant, and Congestion Mitigation/Air Quality (CMAQ). In the past, Pace worked with the RTA and its sister transit agencies to receive and administer funds from the Coronavirus Aid, Relief, and Economic Security (CARES) Act and the Coronavirus Response and Relief Supplemental Appropriations Act (CRSSA). Pace has been a designated recipient of federal grants for nearly 40 years. During that period, Pace has successfully administered hundreds of millions of dollars in federal grant money and complied with all applicable federal rules. Pace is currently administering over 40 grants awarded in the last five years totaling more than \$750 million in funds and has the internal staff resources to administer this proposed grant funding. With a dedicated team focused on grants administration, Pace is well positioned to manage FTA grant funds and oversee timely and successful completion of the Project.

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**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.&nbsp;

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**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.**

Through collaboration with our local sponsors, Pace utilizes our transit expertise and innovative approach of managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and individuals of low income. Pace uses a wide range of transportation options and service providers to focus on individual customer needs. Pace has developed the network and technology for real-time service delivery information among all carriers. Pace enhanced the database for direct sponsor access that facilitates their reporting requirements. In addition, Pace provides customer-facing technology like the MaaS project integrating different mobility modes into a single platform and TripCheck allowing customers to access real-time trip information.

Pace is responsible for the procurement of contracts for service, technologies and oversight of contractors/call centers to provide demand response services in the six-county region. Customer satisfaction surveys are distributed by our local sponsors periodically, these surveys gather feedback on service reliability, comfort, and customer experience. This proven partnership encourages innovation and flexibility to reach the "right fit" solution for customers. Pace's planning efforts focus on sustainability, easy information and referral to assist customers in learning about and using services, and continued incorporation of customer feedback as services are evaluated and adjusted. With participation in the development and implementation of coordination plans, Pace provides services that reflect the needs of their community through service design and program parameters.

As part of its mobility management function the call centers evaluate its options of providers and choose the lowest cost or most appropriate provider, while balancing other factors such as distance, bus productivity and the client's ability to access auxiliary fleet such as a taxicab or TNC. These activities point toward one goal - connecting customers to the transportation options that are most responsive to their needs. Through transportation coordination barriers are lifted allowing seniors, people with disabilities, veterans and low-income household riders the ability to traverse their communities. Across the region Pace has aided with the expansion of countywide coordination projects and the consolidation of standalone dial-a-rides.

Examples of local collaboration throughout the region include Ride DuPage, Ride in Kane, Ride Lake County, MCRide, and the Access Will Program. These programs utilize Pace's robust database through the activities at the regional call centers. Our first coordination project, Ride DuPage began in 2004. Ride DuPage relies on Pace's Regional Mobility Management Call

Center (RMMCC) to work with its providers, to determine the most cost-efficient mode of transportation, whether that be bus or taxi, providing 24/7 365 travel options across the region for its riders. Ride in Kane is also partners with Pace, and local municipalities, townships, and social service agencies operating as local sponsors to provide coordination, through various program parameters, including a mileage-based fare system. Both the Ride DuPage and Ride in Kane programs assist low-income riders with access to medical facilities and employment. These public transportation programs are more sustainable than stand-alone transportation options and eliminate duplication of services. In 2021, MCRide consolidated their traditional programs into one coordinated countywide paratransit system to provide better coordination of quality service. In 2022, Ride Lake County followed McHenry's lead and fully consolidated several traditional dial-a-ride programs into one coordinated, paratransit, origin to destination system to provide better coordination of services and cost effectiveness. Through consolidation, rider service has improved with additional hours of service and a unified fare structure made it more simplified and user friendly for riders to travel across these two areas of the region. In 2024, the Access Will program began to expand its projects beyond the original seven townships and added the residents of six additional townships in the underserved area of the southwest Will County corridor. Along with expanding service to additional residents, the Access Will project also expanded their boundaries to make travel possible to participants throughout all of Will County, southern Cook County and medical point destinations outside the county border. The result of these coordination efforts are the adaptation of transportation strategies and mobility options that empower people to live independently, and advance health, economic vitality, self-sufficiency, and community.

**Description Area**Section 2: Performance measures

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**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).

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**Description Area**

Goal #1 Establish Mobility Management and Travel Training Networks  
Description Projects 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.

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**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.**

This project is requesting Mobility Management continuation funding to support the continued expansion of the Regional Mobility Management Call Center (RMMCC) and North Mobility Management Call Center (NMMCC). Pace is uniquely positioned to provide Mobility Management services throughout the region. Because the RTA has an established Travel Training Program, that function is not included in the Mobility Management services provided by Pace, although Pace will refer potential trainees to the RTA. The mobility management call centers assist with travel within the region, to develop a travel plan with multiple transfers incorporating all modes of transportation.

Currently, Pace contracts with the RMMCC and NMMCC to manage coordinated mobility management services for 177 unduplicated partners/municipalities, as well as for ADA Paratransit service provided throughout the CTA and Pace ADA service areas. A total of 12 contract carriers, 1 contracted TNC and 6 taxi contractors, provide transportation services under contract to Pace, and the RMMCC and NMMCC are responsible for reservations and mobility management functions for all but one of the contract carriers (West Cook County).

Pace also continues to implement the Nelson\Nygard Call Center Study, which recommended incorporating consolidated call centers, rather than basing call centers in individual service provider sites. Only the West Cook County service operator currently provides call center services as part of the service contract. We are currently planning to integrate the West Cook call center into the regional Mobility Management Call Center model.

#### Performance Measures:

The Mobility Management Call Centers are evaluated based on their adherence to Pace contract requirements including, staffing levels, call duration and call hold times, accuracy of trip booking and proactive management of resources. Pace's PASS and Trip Broker Systems track reservation information and trip assignments, accuracy of funding source assignment, trip details including on-time performance, and distance traveled, etc. Detailed phone reports are also generated by the RMMCC and NMMCC allowing Pace to monitor average hold times, talk times and other factors outlined in their respective contracts.

Pace's performance is measured by ensuring compliance with local sponsor agreements for registration eligibility and adherence to service parameters, including service area and expanded overnight and weekend hours, as well as processing local share billing to sponsors. In addition, Pace will continue to support our

sponsors' expansion initiatives as noted throughout this application. Pace maintains a customized database managing multiple funding sources for all partners to access service data to assess service utilization.

#### Summary

Pace plays a significant role in assisting local communities with developing coordinated transportation approaches. For example, Pace has provided ongoing support to the Will County Office of the Executive as it continues the conversation of consolidating services to expand to a more countywide program. Pace and the RMMCC are ready for the potential changes that may occur.

For reference, the chart below provides a baseline of the level of service provided by the two regional call centers including the number of unduplicated individual users and the total number of trips managed for the 177 partners active during CY 2025.

| Description Area  | Number of partners |
|-------------------|--------------------|
| Existing 2024     | 176                |
| Projected in 2025 | 177                |
| Projected in 2026 | 178                |

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| <b>Description Area</b>                                                                                                                                                                                                                                                                                                                | Section 2(Cont'd): Performance measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Description Area</b>                                                                                                                                                                                                                                                                                                                | 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. |
| <b>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).</b> | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Description Area</b>                                                                                                                                                                                                                                                                                                                | Number of individuals to be served by your project annually                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Description Area</b>                                                                                                                                                                                                                                                                                                                | Annual Ridership(All projects)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>2023 Total</b>                                                                                                                                                                                                                                                                                                                      | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>2024: Total</b>                                                                                                                                                                                                                                                                                                                     | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Projected 2025: Total</b>                                                                                                                                                                                                                                                                                                           | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Projected 2026: Total</b>                                                                                                                                                                                                                                                                                                           | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Description Area</b>                                                                                                                                                                                                                                                                                                                | Provide the days and hours of operation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Description Area</b>                                                                                                                                                                                                                                                                                                                | Core service area:&nbsp;  Specify municipal and county areas covered                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Description Area</b>                                                                                                                                                                                                                                                                                                                | Special destination:&nbsp;  Trips outside of core service area (if applicable)(Please list locations)                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Description Area</b>                                                                                                                                                                                                                                                                                                                | 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.

**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

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**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

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**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

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**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

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**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

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**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

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|                                       |                                                                                                                                     |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description Area</b>               | Section 3: Budget requestIf a funding source is not applicable respond with "0."                                                    |
| <b>Description Area</b>               | Operating expense year 1 request                                                                                                    |
| <b>Description Area</b>               | Operating expense year 2 request                                                                                                    |
| <b>Operating Year 1 Federal 50%</b>   | 0                                                                                                                                   |
| <b>Operating Year 1 Local 50%</b>     | 0                                                                                                                                   |
| <b>Operating Year 2 Federal 50%</b>   | 0                                                                                                                                   |
| <b>Operating Year 2 Local 50%</b>     | 0                                                                                                                                   |
| <b>Description Area</b>               | Capital expense year 1 request(Infrastructure improvements computer software/hardware, cameras, tracking or routing software, etc.) |
| <b>Description Area</b>               | Capital expense year 2 request(Infrastructure improvements computer software/hardware, cameras, tracking or routing software, etc.) |
| <b>Capital Year 1 Federal 80%</b>     | 0                                                                                                                                   |
| <b>Capital Year 1 Local 20%</b>       | 0                                                                                                                                   |
| <b>Capital Year 1 Federal 80%</b>     | 0                                                                                                                                   |
| <b>Capital Year 2 Local 20% Match</b> | 0                                                                                                                                   |
| <b>Description Area</b>               | Mobility management expense year 1 request                                                                                          |
| <b>Description Area</b>               | Mobility management expense year 2 request                                                                                          |
| <b>Mobility Year 1 Federal 80%</b>    | 1542832                                                                                                                             |
| <b>Mobility Year 1 Local 20%</b>      | 385708                                                                                                                              |
| <b>Mobility Year 2 Federal 80%</b>    | 2058138                                                                                                                             |
| <b>Mobility Year 2 Local 20%</b>      | 514535                                                                                                                              |

**Provide the detailed methodology used to develop the above budgets. (applies to all applicants).**

The total projected Mobility Management cost for Year 1 and Year 2 is \$4,501,213, which includes only the Suburban share of the RMMCC and NMMCC (excluding Suburban ADA and Chicago ADA). The total cost of Mobility Management services for Year 1 and Year 2 provided by both the RMMCC and the NMMCC is projected to be \$39,075,733.

In concurrence with the HSTP Plan, this Section 5310 grant will fund the overall project Goal 1. This will include operating and personnel costs to expand mobility management services and coordination improvements; resulting in greater access and mobility for constituents of local municipalities, health and human service agencies, education, job training and other programs that provide services to our target population of people with disabilities and older adults throughout the six-county region and beyond.

These cost projections include projected ridership increase as well as the annual contractual increases for each call center and projected increases in staffing requirements during the grant period to meet demand. In Year 1 the contractual increase is 10%. Year 2 includes a new contract which is projected to increase by approximately 15%.

In developing the projected budget, we reviewed the 2023 ridership which has increased by 13% compared to 2022 and 2024 ridership which increased by 6% over 2023 as ridership stabilized. These projections are based on the actual 2023 and 2024 data for ridership using the Trapeze Pass system and the RMMCC and NMMCC Management Call Center 2024 cost.

The following data was also considered when calculating cost projections:

- Year 1: projected 6% increase in ridership from 2024. 2024 non-ADA ridership was 91% of pre-COVID ridership in 2019.
  - Year 2: projected ridership will recover to 104% of 2019 pre-COVID levels.
  - Year 3: projected ridership will increase by 8% from Year 2. This will be 112% of 2019 pre-COVID levels.
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| <b>Description Area</b>                                                                                            | Certifications & Board Resolutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Description Area</b>                                                                                            | 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) |
| <b>File</b>                                                                                                        | <a href="https://www.formstack.com/admin/download/file/17903639842">https://www.formstack.com/admin/download/file/17903639842</a>                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Please provide an explanation for any certificates that are not completed and uploaded with the application</b> | The following for "New Applicants Only" do not apply, Title VI, Traditional Project certification Eligibility- Units of Local Government and Pace in not a Private Non-Profit Organizations-Certification Eligibility.                                                                                                                                                                                                                                                                                                    |