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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	Ray Graham Association's Comprehensive Transportation Program
Applicant's Legal Name	Ray Graham Association for People with Disabilities
Contact Person	Barbara Cerny
Address	901 Warrenville Road Suite 500 Lisle, IL 60532
Telephone #	(630) 628-7185
Email	bcerny@raygraham.org
Applicant Fiscal Year Begins	July
Applicant Fiscal Year Ends	June
SAM #	F9TUEG36864
Request Type (Check all that apply)	Operating
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 Ensure Equitable Transit Access 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
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]):

Ray Graham Association's (RGA's) Comprehensive Transportation Program (CTP) provides safe, efficient and cost-effective transportation to people with disabilities who participate in a variety of RGA services to take advantage of life in the community. With a well-maintained fleet of 75 vehicles, people with disabilities are transported from their homes to Community Learning Services (CLSs or Day Programming) and throughout the community for activities including grocery shopping, medical appointments, employment, volunteering and recreational activities. We are requesting funding for the reimbursement of mileage tracked by our Geotab technology through RGA's fleet of vehicles.

Public transportation options for people with I/DD in DuPage County are extremely limited. RGA's Community Learning Services and most CILA or "group homes" are not located near public transportation routes. Many of the people supported have physical disabilities that require wheelchair accessible vehicles and need assistance for all aspects of travel. People supported are active members of the community; they volunteer, work, attend day programs, attend worship services and participate in other civic activities. Safe, reliable transportation and trained support staff to ensure safe navigation are critical components of their lives. RGA drivers have specialized training to handle the highly complex needs and situations that may arise due to people's support needs. The organization has mobility management services that assist people in finding the most appropriate and affordable transportation options internally and externally to RGA. Our specific transportation goals include the following:

Goal #2 Expand Service Areas and Hours.

We partner with other human service organizations providing transportation options in the community when possible. We are partnering with Alden Village and Gateway Special Recreation for our transportation services. Ten people who live in Alden Village attend RGA day programs, and RGA transportation is provided for trips to and from this site. RGA has a formal contract with Gateway Special Recreation Association where we provide services to the people we support within their programs, and we provide transportation to many of the people from RGA participating in Gateway programs. RGA Assists Gateway to maintain their vehicle fleet.

We will be expanding our service areas with the opening of six new homes, and four will be outside DuPage County. We recently opened a new home on April 15. There will be two more homes opening around the fall of 2025 and another three homes will be

opening in late fall or winter of 2025. Our transportation services run for twenty-four hours a day every day of the year.

Goal #7 Explore Collaboration/Consolidation of Similar Services

Data received from the 2023 grant which researched collaboration among similar agencies determined that RGA transportation services have two routes that could be consolidated to provide greater agency efficiency. We are consolidating these routes and researching similar efficiencies. Further, the collaboration from the research grant has resulted in the participants forming a group to discuss transportation services best practices for people with disabilities that met once and will meet quarterly. It is our intention to continue collaborating with partners from the mobility management grant project.

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

RGA provides services and supports to nearly 2,000 people with intellectual and other types of disabilities annually. It is our mission to empower people with disabilities to reach, grow and achieve. We endeavor to provide supports that promote the development of independent living skills through five primary areas: Employment, Life Skills Development, Recreation, Family Support and Residential Services. In 2022 RGA opened its behavioral health clinic named Emerge to provide behavioral health services specifically designed for people with I/DD. Safe, affordable, reliable and accessible transportation is central to the health, wellness and quality of life for the people the organization provides with services. In the fall of 2023 RGA was reaccredited With Distinction by the Council on Quality and Leadership, an honor given to only a few of the organizations accredited by CQL. This year marks 75 years RGA has been providing quality services to people with disabilities.

RGA's Comprehensive Transportation Program is operational through a support team headed by leadership which is comprised of the Chief Services Officer, the Transportation Coordinator, and Program Directors. Direct Support Professionals are required to complete specific training courses and graduate before they can become approved drivers. Support team members in direct support roles drive vehicles as well as work in all other job capacities related to supporting people with disabilities. The drivers of the vehicles are responsible for following schedules, safely storing the mobility equipment inside the vehicle, and maintaining records. The drivers are familiar with the adaptive equipment within the vehicle itself and note any needed repairs. The drivers of RGA vehicles are familiar with the people they transport, understand their unique challenges and know how to effectively communicate with each individual. RGA strives for person-centered quality supports and services in all our programs including transportation.

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

RGA's CTP provides seamless transportation services without boundaries, which makes this service unique and addresses vital, necessary and life-fulfilling services for people supported by our programs. Transportation to routine and specialty health care throughout the Chicago metropolitan area and beyond is absolutely necessary. In FY 2024 there were 2,415 medical appointments which resulted in about seven appointments a day. Pace vans and paratransit vehicles are being used to transport individuals to the Milestone Dental Office in Rockford. This office is available to people supported who require sedation for dental procedures. Some CILA residents are transported to the Lutheran General Hospital in Park Ridge for specialty Down syndrome- and dementia-related medical services. Vehicles have also transported people outside of the project's geographic boundaries for recreational outings that promote health and wellness. Occasionally, there have been out-of-state recreational trips. RGA vehicles are used to transport Special Olympics athletes to tournaments outside DuPage County. Further, people supported are transported to volunteer with Meals on Wheels delivering meals to the community's senior population and annually volunteer through various programs nearly 4,000 hours per year.

People with intellectual and other types of disabilities tend to live an isolated life. Socialization and recreation are critical for quality of life and RGA supports people to attend sporting events, festivals, concerts at Millennium Park and Grant Park and visits to Great America, Brookfield Zoo and Lincoln Park Zoo as well as trips to Wisconsin Dells and others outside of our normal routes. Travel outside of the county is challenging because occasionally these trips may need to be coordinated. RGA staff routinely link people to the Ride DuPage program when possible. Rides may originate in DuPage County and end at their home or work address, which may be outside of DuPage County. Without the assistance of our staff that serve as mobility navigators, people are unlikely to be successful with a reliable transportation plan. When needed, depending on the capability of the person supported, Pace fixed bus routes, Metra and taxi services that go beyond DuPage County have been used and will be used for work trips and/or CLS community-based activities.□

RGA's Employment Team works diligently with all service seekers to ensure that transportation does not become a barrier to employment. Currently, over 20 job seekers with open cases are being supported to connect to fixed routes, and on going supports provided on connecting to PACE, Ride DuPage, Subsidized Cabs and Uber to others. Annually, this team coordinates transportation services for up to 100 people total.

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

RGA provides services to people with disabilities and approximately ten percent of the people we support are seniors, and almost exclusively low income. Our services are designed to meet the needs of the people supported within our agency and certification of disability and income are requirements to enter services. All transportation options and changes to transportation/mobility management services (including new capabilities) are communicated to the people supported through their Direct Support Professional and caseworkers. People with disabilities RGA supports are given priority in all activities related to the transportation services at RGA. We are currently tightening the policies and procedures related to our transportation program, consolidating some routes, and improving our agency-wide training and communication related to transportation services. We have implemented program-wide monthly meetings solely related to safety, transportation services, and improved data consolidation processes.

RGA addresses equitable transit through our current service model providing kitchen-to-kitchen services, meaning the people supported require assistance all the way into the building and even to the room they are accessing. RGA offers ADA accessible transportation options and trained drivers for people with severe disabilities in DuPage County who would otherwise be homebound. These services are offered on-demand 24/7 and 365 days per year through an intricate dispatching system.

Through RGA's CTP, the transportation needs of people with developmental and physical disabilities are met, including many people who are also senior citizens. RGA's Employment Services team may receive referrals from the Division of Rehabilitation Services to assist people with mental illness and military veterans returning from service. In these cases, people may receive assistance and guidance in accessing Ride DuPage services or receive support from RGA's employment team in accessing public transportation.

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.

RGA's CTP is a component of the array of services offered to potential service recipients. Efforts are made to ensure that people with disabilities and their family members or legal representatives have all the information they need to make informed decisions about the care and support provided by RGA programs and professional staff members, and particularly about the transportation services available.

During meetings with high school transition students (job preparedness training), staff members describe the importance of person-centered activities based on the individual goals of each day for the services participant, with the focus of building interpersonal relationships. From September through May of each school year, RGA team members participate in school district resource fairs, parent panels, Town Hall meetings, legislator meetings, individual family meetings, and presentations. During these outreach activities, RGA's service offerings, which include transportation services, are marketed to these families. As families indicate interest, they are invited to bi-monthly RGA site tours to learn more about programs and determine if there is a good fit for their loved one. A screening/evaluation is completed as a "dry run" (2-3 days) to determine if there is a fit. Finally, RGA executive leaders and senior staff members present at conferences and other public forums and provide consulting services.

Adults are often referred to RGA after first connecting with independent Service Coordination Agencies (ISC) like Service, Inc., which is a case management and referral source, as well as the Division of Rehabilitation Services, and are assigned an interpreter if necessary. Spanish, Polish, and Hindi are languages that have been encountered in the past. Internally, RGA has Polish, Spanish, Hindi, and American sign-language interpreters. RGA also contracts with an external interpretation service when the need arises for languages not normally encountered. Nonverbal participants are evaluated, and a support team works to create a solution which includes appropriate communication formats, including audio, large font, photos, or other means to allow the person supported to be able to communicate to the best of their ability. RGA's Cultural and Linguistic Competency Plan is routinely updated to ensure interpreters, languages available and training for staff members remains current. Marketing materials and/or presentations can be made available in other languages based on the needs of potential program participants.

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.

Coordination and collaboration are necessary components of the programs and services we offer. Given the wide range of individuals served by the organization, our staff must coordinate with other public transportation providers. RGA supports people with disabilities to travel by coordinating services with Ride DuPage, Ride Will, Ride Kane, Pace Dial-a-Ride, fixed bus routes, Metra, and various other municipal paratransit providers.

RGA participates in the Pace Van Pool and has done so for quite some time. RGA's Human Resources department and the Transportation Coordinator work closely with Pace to ensure that all Pace certified drivers are drug tested and attend Pace certification training. Pace drivers must also complete a physical examination annually. Buses have required lift equipment to safely transport people with developmental, and in many cases, physical disabilities.

RGA has a long-standing partnership with the Illinois Department of Transportation. This partnership supports the organization to routinely replace and maintain accessible vehicles that are critical to meet the high-level needs of much of the population. IDOT five-year reviews are conducted. Annually, the Section 5310 Annual Certification of Use of Project Equipment report is completed for IDOT. There have been no findings in past reviews. RGA must certify the use of IDOT granted equipment and provide data on vehicle mileage and condition, number of trips and riders with/without disabilities, elderly, and non-elderly. The Transportation Coordinator creates new routes, as required, and trains drivers as routes are implemented. Daily, weekly, monthly, annual and five-year reporting is conducted internally (Executive Leadership Team) and externally (IDOT, Pace) to review issue resolution, process improvement needs, vehicle inspections/maintenance processes, etc. RGA's support team will continue to ensure all required tracking mechanisms are maintained to ensure timely and accurate data capture. RGA has been awarded four new vehicles through a successful grant to IDOT which we are scheduled to receive soon.

RGA's Transportation Safety Training Program is offered annually and involves accessing Pace fixed bus routes and Metra train routes; participants also learn how to protect their money and identification and respond to emergency situations.

RGA utilizes the support and assistance of public transportation providers. Currently we have 30 Pace certified drivers who are RGA staff. RGA's Human Resources department and Transportation Coordinator work closely with PACE to ensure that all PACE certified drivers are drug tested and attend PACE certification training. PACE drivers must also have an annual

physical examination. Pace reports are created and submitted monthly for Pace vehicles using data collected daily as vehicles are driven. Pre/post trip inspection reports are created daily for all non-Pace vehicles. Randomly, Pace requires a vehicle specific usage summary to ensure vehicles are utilized according to Pace requirements including how many miles the vehicles are driven with passengers, without passengers (dead miles), the number of passengers, time of day and addresses of starting and ending points for each trip.

RGA also works closely with Ride DuPage to improve services, increase on-time arrivals and ensure there is follow-up when services are not delivered optimally. For example, RGA staff may intervene to ensure an on-time taxi pick-up so an individual is not stranded at his workplace. For people with more profound disabilities, there may be difficulties with interpersonal communication between the passenger and the driver, fees may be mis-quoted, incorrect change may be given, a form may not be signed correctly or a person may be dropped off at the wrong location. RGA intervenes in these situations to ensure the smooth provision of services.

With Monarch Academy, staff supports participants to access PACE community routes in Naperville while Metra is utilized for train trips and transportation training. Participants are assisted in obtaining discount cards for PACE bus routes and Metra trains. PACE vehicles allow some participants to volunteer for Meals on Wheels weekly and access many other community services.

RGA staff members support people to create trip trackers using possible routes on Metra and PACE with the hope of finding feasible options for routes to and from their place of employment.

Daily, Monday through Friday, ten people with profound disabilities are transported from Alden Village to attend RGA CLS programming. The relationship between RGA and Alden Village creates a seamless process for these individuals to participate in CLS activities. In addition, Gateway Special Recreation Association supports many RGA clients in activities and RGA vehicles transport them back and forth.

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.

The Chief Services Officer and the Chief Financial Officer are two key agency leaders who collaborate with key department heads to ensure proper training, execution of daily functions, and quality standards meet or exceed expectations for the best possible grant outcomes. The President and CEO oversees all grant activity. Transportation services are a priority for RGA, and as a result the Transportation Coordinator reports directly to the Chief Services Officer. The CSO and Transportation Coordinator work directly with the Chief Financial Officer and the finance team to ensure seamless grant operations.

Kimberly Zoeller, President & Chief Executive Officer
kimz@raygraham.org 630.628.7255

Kim holds a BS in Psychology and a master's degree in public administration. With more than twenty-five years of experience, Kim has worked to create positive change with a focus on innovation. Her scope of work includes, but is not limited to, transitioning a large, sheltered workshop into a community-based model of services, advancing employment opportunities, and evolving supported housing options for people with intellectual disabilities, including the downsize and closure of a large ICFDD. For fifteen years, Kim has also worked as a Quality Enhancement Specialist for the Council on Quality and Leadership. She also is the managing Board member for Life's Plan, a pooled trust option for people with disabilities. Presently, Kim is a past Chair and Executive Committee member of the Institute on Public Policy for People with Disabilities, Vice Chair for the Illinois Association of Rehabilitation Facilities, past President of the ARC of Illinois Executive Forum and Vice Chair of The ARC Board of Directors, and former Chair of the Statewide DHS Division of Developmental Disabilities Quality Committee. She has overseen and supervised grant activity at the organization for 14 years including all federal funding.

Caren Musembi, Chief Services Officer
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With over 25 years of firsthand experience, Caren has held various positions within the organization that include Direct Support Professional (DSP), Qualified Intellectual Disabilities Professional (QIDP), Administrator of Residential Services, Director of Community Living Resources and Director of Community and Family Support Services. Caren is responsible for all RGA programs, services and supports that impact the lives of people the organization serves and attends to multidimensional issues affecting all levels of service delivery. She is also responsible for ensuring that person-centered practices are fully integrated in the day-to-day activities of the organization and leads efforts to

enhance quality services while nurturing a positive and productive culture for all stakeholders.

Caren presently chairs the Advocacy Committee at RGA and serves in the Human Services Advisory Committee at College of DuPage. Caren holds a BA in Human Services Administration, and a master's degree in organizational leadership. Caren has successfully overseen the program activities for all grants at RGA including federal grants for over 10 years including CDBGs, FEMA grants, and RTA grants.

Amber Norman, Chief Financial Services Officer
anorman@raygraham.org 630.628.7258

With a Master of Business Administration from Northern Illinois University and over 20 years of accounting and audit experience in public and private industries, Amber oversees and directs all finance and business planning activities at RGA, including the annual budget, operating and capital planning. She currently administers the financials for RGA, including all grants. She fosters the financial integrity and fiscal health of the organization. Amber has overseen the financials for all grants including federal funding which includes CDBGs, FEMA grants, and the RTA grants for RGA since 2021.

Both the Chief Services Officer and the Chief Financial Officer will spend approximately 15% of their time managing this grant, while the Transportation Coordinator spends 95% of her time dedicated to the transportation services at RGA.

We manage this project by tracking mileage with Geotab tracking devices and using this data for reporting to RTA. These devices are installed in each vehicle. Once a team member completes the requirements, including the Defensive Driving course, they will receive a Geotab fob. Any time the vehicle is driven, the Team Member must swipe their fob against the Geotab tracker to initiate the electronic tracking via GPS for mileage reporting. The IT Administrator pulls the monthly Geotab data, reviews and verifies the data for accuracy. IT provides the monthly file to Finance for review and billing. The CFO will repull the Geotab source data to verify accuracy of mileage, then submits billing and details to RTA to request the matching reimbursement on a monthly basis.

On Sept. 10, 2024, the Federal Transit Administration did an audit of RGA's entire transportation services process including inspecting vehicles, policies and procedures, reporting related to mileage, safety training, HR procedures related to driver training and many others. In their final report there were no findings.

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.

For RGA's mobility management efforts the Transportation Coordinator seeks to collaborate with various transportation providers as well as with our in-house transportation services to ensure seamless service delivery for people with disabilities. We engage the people supported in the planning process to facilitate person-centered care. We coordinate training sessions with various staff members to ensure consistent and high-quality transportation. We provide a thorough maintenance schedule overseen by the Transportation Coordinator that allows for safe and reliable transportation. These processes allow for efficient transportation services that address the specific needs of people with disabilities supported at RGA, enhancing their mobility and independence. Many factors are used to assess the performance and success of RGA's CTP. The Transportation Coordinator position is overseen by the Chief Services Officer who is involved in the details of the program side of RGA's transportation services as well as the financial details of the program, and will function as the agency Mobility Manager.

The overview of RGA's Mobility Management efforts include:

Increasing access to the community: Most critical are the ways in which the program allows people served to access their communities and meet their person-centered goals. Smooth service delivery is an important factor in mobility management. Many reporting processes are in place to determine the goals of each person served as they relate to community integration and the program-level goals related to community access. For program leaders it is critical that vehicles are in good condition and available, and that the support team can coordinate multiple activities concurrently to meet the needs of people served. The Transportation Coordinator works to coordinate public transportation when necessary. A well-run transportation program is one of the highest priorities of RGA's support team. It would be difficult to support people in a manner that promotes their health and well-being without the availability of RGA's vehicle fleet of currently 75 vehicles. RGA is already a 24 hour/365 day per year on-demand service with no specifically defined geographic barriers.

Maintaining a reliable and quality fleet of vehicles: To have a well-functioning transportation program, vehicle maintenance and safety are among the highest priorities. Out-of-service vehicles can create scheduling hardships and require shifting vehicles between programs. This can cause service delays and staffing issues. The right vehicle must be available to transport a particular number of people and accommodate the required number of wheelchair accessible positions. RGA's Vehicle Capital Improvement Plan is maintained on an ongoing basis and

captures the following vehicle data: the number and type of vehicles required in total and by program, the expected vehicles to be retired, vehicle safety data, data related to vehicle maintenance, vehicle condition criteria and whether vehicles are being driven optimally and/or whether vehicles should be moved between programs.

Maintaining the highest standards for safety and efficiency: Evaluations and improvements to performance measures are an important part of RGA's mobility management process. Geotab reports are maintained and reviewed by RGA's Human Resources team and benefit the organization in many ways. Motorist Observation Reports (aka "How's My Driving?" reports) help trainers and program leaders identify driver issues, allow for in-depth research to determine driving patterns and can be researched to determine vehicle locations. This may lead to safety discussions with drivers, driver retraining and/or safety reviews. Information collected from these activities is used to finalize the Motorist Observation Report process. Quarterly reports are generated for the benefit of supervisory teams and to assist program leaders as they conduct driver safety meetings and ensure all driving requirements are achieved. Safety Discussions using Geotab data also provide an opportunity to recognize drivers with the best driving history. Geotab tracks driver behaviors such as speeding, harsh braking, sharp cornering, and seat belt usage in real-time. This allows fleet managers to identify risky behaviors and intervene promptly.

Rewards for those with an exemplary driving history are considered. In the event of a vehicle accident, a hard stop or other situations, data collected is used to ensure accurate reports are documented; available data allows for the thorough investigation of accidents and vehicle damage.

RGA's Safety Task Force conducts formal reviews of all accidents both preventable and not preventable. The Task Force updates new driver training components including safety vests, accident reporting, safe driver techniques, managing route modifications, marking/flagging driveways to decrease driver errors/vehicle damage, proper use of lockdown equipment and defensive driving (annual recertification) and Behind the Wheel training. Drivers are given defensive driving training during their onboarding and orientation to RGA. The Safety Task Force is continually available to assist drivers in addressing any and all driving concerns. RGA's Transportation Coordinator through the Safety Task Review has revised transportation procedures to enhance safety and accountability and is in the process of overhauling Defensive Driving training and Behind the Wheel Training expectations.

Description AreaSection 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 #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.

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.

Not applicable

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).

For gathering and reporting for the purposes of this grant, Geotab data includes the date and time for each start- and end-point of every vehicle trip. Management can review the Geotab data to track extended hours and services areas. RGA's IT receives the information from Geotab and reports the trip information to finance and finance pulls the same data to verify the results. RGA submits invoices based on this information to RTA.

RGA uses the Council on Quality and Leadership (CQL) Personal Outcome Measures (POMs) to critically assess quality of life for people we support. POMs are true indicators that people with disabilities are focused on what is important and meaningful to them. As part of RGA's Basic Assurance Quality Monitoring process, the presence of POM outcomes and supports is monitored on a fiscal year basis. This data, coupled with Annual Satisfaction Surveys that people we support and their families complete allow RGA to make informed decisions about the quality of individualized supports to each person as well as organization-wide decision making. We will extend our annual comparisons of this data to determine how transportation supports affected people's outcomes and supports in the following areas. Through Personal Outcome Measure's interviews, RGA will measure and document data that ties into service boundaries, hours of operation and increase in ridership:

1. People are safe

Monthly, the Transportation Coordinator through the Safety Task Force will review agency data of transportation safety for all vehicles to ensure the vehicles are safely operated, and people with disabilities are receiving the best possible support to be safe and access their communities. RGA's goal is to increase safety and accountability and utilize current Geotab data for informed decision making. Annually, the Quality Enhancement Manager will ensure that POM interviewers establish whether and how the outcome, People are safe, was affected by their access to transportation.

2. People have the best possible health

RGA will conduct medical appointments for people in a well-coordinated process and consolidate trips as necessary. Because of the complex medical needs of the people we support in our residential program, there were 4,706 round trips for medical purposes in FY 2024 alone. These valuable services provided to the people we support through our grant from RTA greatly impact the health and quality of life for the people under our care. Using Therap, an advanced electronic record-keeping system, all appointments will be meticulously logged by the Medical Coordinator, providing the person's leadership team transparency to effectively organize and measure utilization of

transportation services in the most effective and efficient manner. Annually, the Quality Enhancement Manager will ensure that POM interviewers establish whether and how the outcome, People have the best possible health, was affected by their access to transportation.

3. People choose with whom and where they live, and people choose services

RGA is expanding Residential Services outside of DuPage County, with a total of three new homes expected to open by Fall of 2025. New people will increase our census and ridership into new communities. With RGA's expansion of services through the Behavioral Health Clinic, we expect to serve more communities and increase behavioral health employment support for people outside our current geographic reach, and those previously not able to access these services.

The Transportation Coordinator will maintain a transportation management system that captures data on extension of service boundaries, increase in ridership and extension of service hours. This data will be shared with the larger team on a routine basis for decision making to maximize transportation services to those who need them most. Annually, the Quality Enhancement Manager will ensure that POM interviewers establish whether and how the outcomes, People choose with whom and where they live and people choose services, was affected by their access to transportation.

4. People participate in the life of the community

Daily, RGA drivers are supporting people with disabilities to be active members of their society. Monthly, data about trips taken will be reviewed to ensure that people have access to reliable transportation to perform the functions they deem important to them. RGA will measure increase in ridership, life satisfaction and active engagement in the community for people with disabilities. This data will be shared and reviewed quarterly during the Transportation Utilization Committee meeting.

Work trips, which include trips from the CILA to the day services for those supported, totaled 250,576 trips in FY 2024. Further, for social and recreational purposes, there were 74,390 trips. Data will be reviewed to ensure services are provided in the most efficient manner possible. Annually, the Quality Enhancement Manager will ensure that POM interviewers establish whether and how the outcome, People Participate in the Life of the Community, was affected by their access to transportation.

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)	65
2024: Seniors 65 years of Age and Over (Projects Serving Seniors)	69
2025: Seniors 65 years of Age and Over (Projects Serving Seniors)	75
2026: Seniors 65 years of Age and Over (Projects Serving Seniors)	80
2023: Individuals with Disabilities	566
2024: Individuals with Disabilities	651
Projected 2025: Individuals with Disabilities	697
Projected 2026: Individuals with Disabilities	737
2023 Total	631
2024: Total	720
Projected 2025: Total	772
Projected 2026: Total	817
Description Area	Provide the days and hours of operation
Existing operating hours (2024)	Monday12:00 am-11:59 pm Tuesday12:00 am-11:59 pm Wednesday12:00 am-11:59 pm Thursday 12:00 am-11:59 pm Friday 12:00 am-11:59 pm Saturday12:00 am-11:59 pm Sunday12:00 am-11:59 pm

Projected expansion hours (2025)	Monday12:00 am-11:59 pm Tuesday12:00 am-11:59 pm Wednesday12:00 am-11:59 pm Thursday 12:00 am-11:59 pm Friday 12:00 am-11:59 pm Saturday12:00 am-11:59 pm Sunday12:00 am-11:59 pm
Projected Expansion Hours (2026)	Monday12:00 am-11:59 pm Tuesday12:00 am-11:59 pm Wednesday12:00 am-11:59 pm Thursday 12:00 am-11:59 pm Friday 12:00 am-11:59 pm Saturday12:00 am-11:59 pm Sunday12:00 am-11:59 pm
Number of projected new riders with expanded hours	We expect to have 40 new riders in Fy 2026 with the opening of the new homes. Monday12:00 am-11:59 pm Tuesday12:00 am-11:59 pm Wednesday12:00 am-11:59 pm Thursday 12:00 am-11:59 pm Friday 12:00 am-11:59 pm Saturday12:00 am-11:59 pm Sunday12:00 am-11:59 pm
Description Area	Core service area: Specify municipal and county areas covered
Existing 2024	DuPage County
Projected 2025	DuPage County
Projected 2026	DuPage County
Description Area	Special destination: Trips outside of core service area (if applicable)(Please list locations)
Existing 2024	DeKalb Cook Kane Lake Kendall McHenry Columbia County/Rock County, WI Allen County, WI

Projected 2025	DeKalb Cook Kane Lake Kendall McHenry Columbia County/Rock County, WI Allen County, WI
Projected 2026	DeKalb Cook Kane Lake Kendall McHenry Columbia County/Rock County, WI Allen County, WI
Description Area	Inter-county transfers or services
List of Partners	(Gateway Recreation and Alden Village)
Interagency Agreement	(Yes)
County(s)	(Dupage)

Description AreaSection 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.

Not applicable

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.

Not Applicable

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.

RGA will be launching a new focused committee for the sole purpose of enhanced management of the RTA grant. Committee members will include the appropriate designee from the finance department, the grants administrator, our transportation coordinator, a representative from each major department and will be facilitated by the Chief Services Officer. The objectives of the committee will be centered around the goals of the RTA grant, efficiencies, and potential collaborations.

The Mobility Management Study from the previous grant cycle involved a group of eight human service agencies in suburban Chicagoland which provide services to people with I/DD. The agencies involved in the project were Blue Cap, Clearbrook, CTF Illinois, Little City Foundation, New Star, Park Lawn, Ray Graham Association, and Sertoma Centre. The study was funded by a Federal Transit Administration (FTA) Section 5310 grant administered by the Regional Transportation Authority (RTA) of Northeastern Illinois from the 2022-2023 grant cycle. The focal point of the services examined for the study was day programs, which are provided by each of the agencies at one or more of their facilities. The study explored the possibility of transportation consolidation and collaboration between agencies and explored intra agency trip consolidation and efficiency. The data from the study showed that the agencies involved would realize savings from inter and intra transportation consolidation of routes. RGA is using data from the study to implement trip consolidation for two routes and is exploring ways for further trip consolidation. Next steps were discussed for the study, but the decision has been made not to pursue further funding at this time. The partner agencies have met once and plan to meet quarterly on their own to continue the discussion and to address transportation best practices to support people with disabilities.

As an example of how we gather data and report on this data for transportation purposes, RGA's medical appointment process is a well-structured and highly efficient system that ensures seamless coordination of transportation through effective communication. Using Therap, an advanced electronic record-keeping system, all appointments are meticulously logged by the Medical Coordinator, providing real-time accessibility to everyone on the person's leadership team. This transparency allows members of leadership to effectively organize the necessary arrangements, such as designating a team member to offer support during the appointment and scheduling an appropriate vehicle, either the one assigned to their residence or one reserved through the central vehicle scheduling system. After the appointment, the Medical Coordinator promptly records the outcomes in Therap, drawing from the Electronic Health Record system or any paperwork brought back. Future appointments are then

communicated through Therap's internal email system, fostering streamlined collaboration and quality care. This system ensures every step of the process is handled with care and efficiency, and any appointment trips that can be consolidated are done in an effective and efficient manner.

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
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.	Not applicable
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
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.	Not applicable

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.

Not applicable

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%	634507
Operating Year 1 Local 50%	634507
Operating Year 2 Federal 50%	666233
Operating Year 2 Local 50%	666233
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%	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).

Wages are based on 12-months of Geotab data by Team Member driving time x hourly wage.

Wage rates increased on average 6% in calendar Q1 of 2025.
Average hourly rate of \$23.46
Fringe rate of 26%

Vehicle fuel based on 12-month invoices including WEX fuel charges. Slight decrease in gas rates over the last 12 months vs. prior years.

Vehicle Repairs and Maintenance based on 12-months of invoices including Enterprise invoices, Auto Body repair, etc. Expensive repairs include Wheelchair Lift repairs, HVAC, and Exhaust/Muffler replacements.

Vehicle Inspections based on 12-months of invoices including safety tests through Suburban Driveline, etc.

Geotab expenses based on 12-months of invoices for T-Mobile in order to use Geotab fob. This line item should have been included in prior years, consistently \$14k/year.

Insurance based on 12-months for Insurance invoices. Increase of 9% over prior years. (For future, our Brokers have warned us that we should be expecting large increases heading into next year).

Leases based on 12-months for Pace and Enterprise Lease invoices. Swapped out 6 vehicles in the last 12-months. (For future, expecting 4 new leases in near future)

Licenses based on 12-months of invoices for licenses for vehicle fleet.

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 Certification Single 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/17912425523>
