

Form Name:	2025 Section 5310 Application
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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	Access Will County Dial-a-Ride
Applicant's Legal Name	County of Will
Contact Person	Colin Phillips
Address	302 N. Chicago Street Joliet, IL 60432
Telephone #	(815) 774-6346
Email	colinphillips@willcounty.gov
Applicant Fiscal Year Begins	December
Applicant Fiscal Year Ends	November
SAM #	RBJAKXVDNY65
Request Type (Check all that apply)	Operating Mobility Management Existing Project
Organization type (Check all that apply)	Local Govt.

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 #1 - Establish Mobility Mgmt and Travel Training Network (pg 71) Goal #2 - Expand Service Areas and Hours (pg 74) Goal #3 - Coordinate Fare Media and Implement Capped Fares (pg 75) Goal #7 - Explore Collaboration/ Consolidation of Similar Services (pg 81)
On To 2050 Plan	Facilitate Partnerships for Service Sharing and Consolidation Make Transit More Competitive Ensure Equitable Transit Access Improve Access to Public Rights of Way for Pedestrians, Cyclists, Seniors, and People with Disabilities Improve the effectiveness and accessibility of demand response services 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]):

The County of Will manages Access Will County Dial-a-Ride, formerly called Will-Ride, to provide transportation for Will County's seniors and individuals living with disabilities through Pace Suburban Bus. The program was previously available to residents to the following seven townships in eastern Will County: Crete, Frankfort, Green Garden, Monee, Peotone, Washington, and Will. In June 2023, VIA Strategies completed Access Will County: Will County Paratransit Integration and Efficiency Study (PIES). Consistent with its findings, Will County has worked to establish a consolidated, countywide dial-a-ride service to eliminate service gaps, expand coverage, and improve the cost efficiency of the multiple, township based dial-a-ride services in Will County through consolidation. The service currently operates Monday-Friday, 8am-5pm with \$2 fares for trips within a resident's township and \$4 fares for trips outside the township. Riders can pay with cash and through the Ventra card or app. Changes to the program are advertised through the county website, brochures, flyers, and news coverage in traditional and new media. Will County intends to follow the Access Will County study's recommendations of expanded service hours following the establishment of Access Will County Dial-a-Ride as a countywide service available to all Will County residents aged 60+ or living with disabilities.

In July 2024, Access Will County Dial-a-Ride rebranded from Will-Ride and expanded eligibility to the following six townships in southwestern Will County that had no public transportation: Custer, Florence, Reed, Wesley, Wilmington, and Wilton. The service area for transportation also increased to allow trips for any purpose to anywhere in Will County, within one mile of the county border, and part of southern Cook County. The current service area allows Will County residents to access other forms of public transportation and includes travel to limited areas in Indiana as well as DuPage, Grundy, Kane, Kankakee, and Kendall Counties. Will County is currently working to expand coverage in May 2025 by adding Plainfield Township and consolidating with Southwest Will Dial-a-Ride to incorporate Channahon and Manhattan Townships. The county's future goals include consolidating with Central Will Dial-a-Ride to add Homer, Jackson, Joliet, Lockport, and Troy Townships the following year, consolidating with DuPage Township Dial-a-Ride, and adding the remaining townships in the next two to three years. Ridership has recovered since the pandemic, with 2024 having the second highest annual ridership in the program's history and 2025 on track to surpass pre-pandemic levels of ridership.

Will County has continuously engaged with Pace regarding the collaboration and consolidation of the multiple dial-a-ride services in the county transportation services along with the coordination

of several different funding sources, from RTA funding to Older Americans Act funding, legacy funding, and Title XX funding received by these transportation services. Human health agencies in Will County have participated as well, whether related to partnerships or referrals. Since the program's inception, Will County has had the Mobility Manager position and has utilized RTA and Pace Suburban Bus travel training programs to help educate residents of Will County on the advantages of transportation services.

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

Will County has an Intergovernmental Agreement with Pace Suburban Bus to provide the transportation service for Access Will County Dial-a-Ride. Will County has had an Intergovernmental Agreement with Pace Suburban Bus to deliver transportation service since 2013 that has been annually updated and renewed. Pace manages trip scheduling through its call center, provides transportation through its paratransit vehicles, and submits monthly invoices to Will County for its operating service costs. Will County will continue to work with Pace as it seeks to expand and consolidate local, township-based dial-a-ride services in Will County. Consolidation will reduce redundancies by combining services, eliminate service gaps, and provide a larger, consistent service area to every eligible Will County resident. The goal of Will County is to establish and maintain a consolidated, countywide dial-a-ride service for its senior and disabled residents.

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

The majority of the currently participating townships in Access Will County Dial-a-Ride, especially those in the more rural area of the county, do not have meaningful access to other forms of public transportation such as fixed bus routes. Access Will County's service area includes the entirety of Will County plus one mile outside the county border and parts of southern Cook County. This extended service area allows riders, who would not otherwise be able to, to connect to other public transportation services inside and outside of Will County. Access Will County Dial-a-Ride seeks to eliminate current service gaps by continuing to expand and become a consolidated, countywide dial-a-ride service.

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

Access Will County Dial-a-Ride is limited to seniors and individuals living with disabilities who reside in one of its participating townships. The registration process is designed to be accessible to residents with limited technical proficiency, visual impairment, auditory impairment, and Limited English Proficiency. The program's goal is to expand its eligibility to every Will County resident who is a senior or individual living with a disability.

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.

Will County's website features two web pages related to public transportation. The first includes detailed information about Access Will County Dial-a-Ride, while the second covers public transportation services throughout Will County, including fixed bus routes, trains, schedules, and transportation to airports. Brochures for the recently, and soon to be, expanded Access Will County service are available in English and Spanish. These are routinely made available to residents at community engagement events. Additionally, every resident eligible for Access Will County that contacts the Will County Mobility Manager is mailed a copy of the brochure. In the event that a resident has a visual impairment, auditory impairment, or Limited English Proficiency, the mobility manager works to accommodate their needs, often in coordination with the resident's family, friends, or caretakers. In addition to the Mobility Manager's limited Spanish proficiency, bilingual Will County staff members are available to provide assistance upon request. Pace, the transportation service provider, utilizes a call center to schedule rides with multilingual support. Public awareness of the program is spread through community engagement events, such as town halls, senior luncheons, and information sessions, by the mobility manager and other county staff. With each new expansion, Will County also coordinates to publish news about its service through traditional and new media.

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.

Will County has always educated residents on how to use its transportation service for their benefit. Will County has encouraged residents to use dial-a-ride services, whether Access Will County or a township's program, as a connection to other forms of public transportation services. Pace Suburban Bus has presented several travel training sessions throughout Will County to help educate residents on how to utilize and navigate the transportation systems presently available. Will County is involved in continuous discussions with Pace and human service agencies regarding partnering together to provide more coordinated and collaborative transportation service throughout Will County. The mobility manager responsible for Access Will County Dial-a-Ride regularly engages with other human service agencies through community outreach and senior and disabled events to ensure they have the necessary information to provide to their clients.

The Will County mobility manager also chairs the Will County Paratransit Coordination Council. In addition to providing regular updates on the dial-a-ride program to the public and local municipal partners, these meetings serve as opportunities to discuss other human service agencies' efforts in the community to address accessibility and explore possibilities for collaboration. Will County Board Members, as representatives of the elected body, serve as public advocates for the program in their communities.

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.

Will County has successfully managed many federal grants throughout the organization over multiple years and utilizes their finance department staff to efficiently manage federal grant funds. Will County has the financial capacity within their budget processes to successfully manage all federal grants within the organization. With the large scope of federal and state grant awards, Will County has implemented grant staff to assist with compliance, reimbursements, management, grant seeking, grant applying, grant writing, and grant assistance. Will County's Finance Department is conducting an internal controls audit to optimize their compliance and minimize risks during grant management to reflect D365's current best practices. In addition to the support from Will County Grants Coordinator and finance department, the Will County Mobility Manager's sole responsibility is to manage Access Will County Dial-a-Ride and its associated grants, meaning approximately 100% of their time will be spent managing this grant.

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.

Will County receives monthly cost share summary invoices from Pace Suburban Bus that provide performance metrics. The Will County Mobility Manager has access to Pace's real time database to track registered riders, verify unique ridership, and review detailed monthly ridership reports. This allows Will County to verify the monthly ridership and expense reports received from Pace. Completed in June 2023, Will County hired the consultant firm VIA Strategies to produce the Access Will County: Will County Paratransit Integration and Efficiency Study (PIES). Its findings demonstrated the need for and value of a consolidated, countywide dial-a-ride transportation service. Consistent with the study's results, Access Will County Dial-a-Ride (formerly Will-Ride) expanded from seven to thirteen townships in July 2024 to incorporate six townships located in southwestern Will County where no public transportation service was previously available. Will County continues its goal of creating a countywide service by working to add three additional townships in 2025, with plans to consolidate with additional township services in 2026 and beyond.

Description Area

Section 2: Performance measures

Description Area

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

Description Area

Goal #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.

Pace Suburban Bus, the transportation service provider, provides Will County with monthly ridership reports and cost share summaries that contain performance measures. Moreover, the Will County Mobility Manager has access to Pace's database for this program, allowing real time assessment of registered riders and detailed ridership reports. Will County has prioritized expanding the service area and extending eligibility to every township within the county. Once a consolidated, countywide dial-a-ride service is established and available to every Will County resident aged 60+ or living with a disability, the county will focus on expanding the hours of operation. New partners in 2024 include the six townships located in southwestern Will County in July: Custer, Florence, Reed, Wesley, Wilmington, and Wilton. In May 2025, Will County will add three additional township partners: Channahon, Manhattan, and Plainfield. Channahon and Manhattan will be added to Access Will County as it consolidates with the Southwest Will Dial-a-Ride service. A similar approach is intended for 2026 and 2027. In the following year, Will County plans to prioritize consolidating with Central Will Dial-a-Ride and DuPage Township Dial-a-Ride, both services that use Pace Suburban Bus to provide transportation. While these areas are already covered under the program's service area, partnering with these townships will increase Access Will County's eligibility area and extend service to their residents.

Description Area	Number of partners
Existing 2024	Seven Townships in eastern Will County, thirteen townships in eastern and southwestern Will County as of July 2024
Projected in 2025	Sixteen Townships, including three townships to be added in May 2025
Projected in 2026	Twenty-one or all twenty-four townships with the consolidation of Central Will and DuPage Township Dial-a-Ride and the inclusion of remaining townships

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).

Pace Suburban Bus, the transportation service provider, provides Will County with monthly ridership reports and cost share summaries that contain performance measures. Moreover, the Will County Mobility Manager has access to Pace's database for this program, allowing real time assessment of registered riders and detailed ridership reports.

Access Will County Dial-a-Ride has continued its post-pandemic recovery in ridership. At its lowest ridership, the service delivered 4,192 rides in 2020 at the start of the pandemic. Those numbers continually grew, with 5,001 rides in 2021, 6,146 rides in 2022, and 8,631 rides in 2023. In 2024, Access Will County Dial-a-Ride delivered 10,915 rides, the second highest ridership in the program's history. Based on current ridership in the first quarter of 2025, the service expects to deliver between 12,000 to 13,000 rides. When considering the impact of the May 2025 expansion to three additional townships, that projection exceeds 13,000 rides.

If Access Will County Dial-a-Ride is able to consolidate with Central Will Dial-a-Ride and incorporate the remaining townships in 2026 and 2027, ridership is expected to double. This is due to two reasons. First, Central Will Dial-a-Ride already has comparable ridership to Access Will County, delivering between 10,000 to 11,000 rides the previous year. Second, the population density for the townships not currently included in Access Will County Dial-a-Ride is much greater. In part, this is why Central Will has comparable ridership despite the significantly smaller coverage and service area.

As the service area for Access Will County Dial-a-Ride currently includes all of Will County plus one mile beyond the county border and parts of southern Cook County, the main focus of the program is consolidation to increase the eligibility coverage area. Once the consolidated, countywide dial-a-ride service is established, every Will County resident aged 60+ or living with a disability will be able to access any location in the county. This is critically important to ensure accessibility across diverse mobility needs, the ability to live independently, and to achieve better health outcomes through access to medical services and maintaining social connection in the community. Once the countywide service is established, Will County's next priority for Access Will County will be to extend the hours of operation to evenings, early mornings, and the weekend.

The Access Will County: Will County Paratransit Integration and Efficiency Study (PIES) found that service hours expansion to evenings and weekends will also increase ridership. Phase 1 of Will County's expansion is on establishing a consolidated, county-wide dial-a-ride service that offers eligibility to every

resident aged 60+ or living with a disability. Phase 2 of Will County's expansion will focus on extending service hours to evenings and weekends. Following the completion of Phase 1 and its resultant increased ridership, the county will prioritize Phase 2 and expects to see increased ridership due to the additional service availability, consistent with the Access Will County study's findings.

Shortly after assuming the role in November 2023, the current Will County mobility manager observed that the necessary ridership data was collected, but its category assignments related to eligibility for age, disability status, funding source, and residency were inconsistent. Previous staff responsible for managing the program were not available to provide clarity. Therefore, the current mobility manager implemented an extensive internal audit in early 2024 to verify the complete database of registered riders' eligibility related to these categories. The ridership figures in 2024, and the projections for 2025, are more precise than the information provided for previous years. The Projected 2025 figures below are based solely on first quarter 2025 ridership data currently available and do not consider the traditional seasonal increases in ridership during spring and summer or the impact of expansion to three additional townships, including the more population dense Plainfield Township.

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)	1735
2024: Seniors 65 years of Age and Over (Projects Serving Seniors)	3095
2025: Seniors 65 years of Age and Over (Projects Serving Seniors)	5747
2026: Seniors 65 years of Age and Over (Projects Serving Seniors)	11494
2023: Individuals with Disabilities	6896
2024: Individuals with Disabilities	7820
Projected 2025: Individuals with Disabilities	7253
Projected 2026: Individuals with Disabilities	14506
2023 Total	8631
2024: Total	10915
Projected 2025: Total	13000
Projected 2026: Total	26000
Description Area	Provide the days and hours of operation
Existing operating hours (2024)	Monday - Friday, 8 am - 5 pm
Projected expansion hours (2025)	Monday - Friday, 8 am - 5 pm
Projected Expansion Hours (2026)	Monday - Friday, 8 am - 5 pm
Number of projected new riders with expanded hours	0. Priority is expansion and consolidation before extending service hours.
Description Area	Core service area: Specify municipal and county areas covered

Existing 2024	July 2024 Eligibility: 13 Townships Crete, Custer, Florence, Frankfort, Green Garden, Monee, Peotone, Reed, Washington, Wesley, Will, Wilmington, Wilton Service Area: Will County 1 Mile outside county border Part of southern Cook County
Projected 2025	May 2025 Eligibility: 16 Townships Crete, Custer, Florence, Frankfort, Green Garden, Monee, Peotone, Reed, Washington, Wesley, Will, Wilmington, Wilton plus Channahon, Manhattan, Plainfield Service Area: Will County 1 Mile outside county border Part of southern Cook County
Projected 2026	2026 Eligibility: 21 Townships Crete, Custer, Florence, Frankfort, Green Garden, Monee, Peotone, Reed, Washington, Wesley, Will, Wilmington, Wilton, Channahon, Manhattan, Plainfield plus Central Will Dial-a-Ride's Townships of Homer, Jackson, Joliet, Lockport, Troy Service Area: Will County 1 Mile outside county border Part of southern Cook County
Description Area	Special destination: Trips outside of core service area (if applicable)(Please list locations)
Existing 2024	None

Projected 2025

Schererville Dialysis Center, 1534 US-41 Schererville, IN 46375
Physical Therapy and Rehabilitation, 586 William R. Latham Senior Drive, Bourbonnais, IL 60914
Ivy Rehab Physical Therapy, 655 Main Street NW, Bourbonnais, IL 60914
Riverside Medical Group, 100 Riverside Drive, Bourbonnais, IL 60914
Lowe's, 1440 S. Route 59, Naperville, IL 60564
Riverside Healthcare Coal City Campus, 5775 E. Highway 113, Coal City, IL 60516
Riverside Medical Center, 375 N. Wall Street, Kankakee, IL 60901
Ascension Saint Mary Kankakee Orthopedic & Sports Medicine Care, 500 W. Court Street, Kankakee, IL 60901

Projected 2026

Schererville Dialysis Center, 1534 US-41 Schererville, IN 46375
Physical Therapy and Rehabilitation, 586 William R. Latham Senior Drive, Bourbonnais, IL 60914
Ivy Rehab Physical Therapy, 655 Main Street NW, Bourbonnais, IL 60914
Riverside Medical Group, 100 Riverside Drive, Bourbonnais, IL 60914
Lowe's, 1440 S. Route 59, Naperville, IL 60564
Riverside Healthcare Coal City Campus, 5775 E. Highway 113, Coal City, IL 60516
Riverside Medical Center, 375 N. Wall Street, Kankakee, IL 60901
Ascension Saint Mary Kankakee Orthopedic & Sports Medicine Care, 500 W. Court Street, Kankakee, IL 60901
Veterans Assistance Commission, 581 William R Latham Senior Dr, Bourbonnais, IL 60914

Description Area

Inter-county transfers or services

List of Partners

Pace Suburban Bus

Interagency Agreement

Y

County(s)

Will

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.

Access Will County Dial-a-Ride implements a flat fare for the entire transportation service of \$2 for one-way trips within a resident's township as well as a capped fare for longer distance trips at \$4 for one-way trips outside of a resident's township. The number of short distance trips, the number of long distance trips, and the average travel distance would be used to gather and identify performance measures. Pace Suburban Bus provides ridership and local share summary reports that demonstrate these performance measures.

Riders are able to pay fares using cash, a Ventra card, or the Ventra app.

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.

Consistent with the findings of Access Will County: Will County Paratransit Integration and Efficiency Study (PIES) completed in June 2023, Will County continues working to establish a consolidated, county-wide transportation service available to all senior and disabled residents of Will County. Significant progress has been achieved towards this goal. In July 2024, Access Will County (formerly Will-Ride), expanded its service area as well as its eligibility to six additional townships in southwestern Will County, bringing the total of townships participating in the program to thirteen. In May 2025, eligibility will be increased further as Channahon, Manhattan, and Plainfield Townships will be joining the program.

Pace Suburban Bus will continue to serve as the transportation service provider through ride delivery, ride scheduling, and its call center serving as the central dispatch office for dial-a-ride services in Will County.

The May 2025 expansion includes consolidating with Southwest Will Dial-a-Ride for Channahon and Manhattan. Future consolidation goals include DuPage Township Dial-a-Ride and Central Will Dial-a-Ride consisting of the City of Joliet and Homer, Jackson, Joliet, Lockport, and Troy Townships.

Consolidation will provide existing dial-a-ride users access to a larger service area, as well as yield greater cost efficiency through two key methods. First, Pace's call center staff will be trained to understand and serve the public regarding one dial-a-ride service instead of multiple dial-a-ride services with different service areas, eligibility requirements, service hours, and registration procedures. Secondly, Pace will be able to dedicate its Will County paratransit fleet to one comprehensive service traveling through all of Will County instead of sharing vehicles between multiple, smaller services.

The resulting collaboration is expected to result in reduced management costs and time in addition to more efficient route scheduling. Because of the resulting vehicle availability efficiency, quality of service, principally through reduced waiting and travel times for riders, can be expected to improve. The Will County mobility manager currently collaborates with local municipal partners and other human service agencies through community outreach, events for community seniors and residents with disabilities, and the Will County Paratransit Coordination Council. The PCC meets quarterly to provide updates on Access Will County Dial-a-Ride and explore opportunities for further collaboration with other human service agencies dedicated to improving the accessibility of Will County residents. These meetings also allow the mobility manager to ensure that these

agencies are able to provide their clients with correct and up to date information on the program to their clients.

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.	Currently, this program does not have a goal to create an accessibility infrastructure database for use by seniors and individuals living with disabilities. However, Access Will County Dial-a-Ride's page on the Will County website includes links to other dial-a-ride transportation resources available to residents of Will County, particularly for those residing in townships that are outside the eligible area for this program. The Will County mobility manager will refer residents living outside of Access Will County's eligibility area to these services and provide basic instructions on how to get started with registration. If residents need to verify their previous rides, incorrect fare charges, or delayed pick up times, the mobility manager is also able to assist them in their inquiries. This is because the Will County mobility manager has been granted access to Pace's Citrix Trapeze database for registered riders and ridership reports for Access Will County Dial-a-Ride. It is also used to verify the costs provided by Pace in their monthly local share summary and ridership reports, as well as for verifying pre-existing riders' eligibility for the program.
Description Area	Capital Infrastructure ProjectsUndertake a new Section 5310 related capital infrastructure project.Description:Projects that support this goal are capital projects that:a) Exceed the minimum ADA requirements,b) Improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service, orc) Provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation.Potential Performance Measures:Number of riders impactedNumber of stations or bus stop facilities improvedDollars spent on improvements

Description Area	Section 3: Budget requestIf a funding source is not applicable respond with "0."
Description Area	Operating expense year 1 request
Description Area	Operating expense year 2 request
Operating Year 1 Federal 50%	750000
Operating Year 1 Local 50%	750000
Operating Year 2 Federal 50%	750000
Operating Year 2 Local 50%	750000
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%	120000
Mobility Year 1 Local 20%	30000
Mobility Year 2 Federal 80%	120000
Mobility Year 2 Local 20%	30000

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

Will County used the average monthly cost that is invoiced to RTA from Will County and multiplied that amount by twelve for the operating costs. Once county-wide consolidation is completed, those annual figures are expected to at least double. Phase 1 of Access Will County's expansion prioritizes expanding the service area and eligibility of the program to all Will County residents that are aged 60+ or living with a disability. The expectation of at least doubled expenditures is derived from three factors. First, Central Will Dial-a-Ride operates in a smaller service area than Access Will County yet has historically had approximately the same level of annual ridership. Once Access Will County and Central Will are consolidated, ridership would be expected to double. It is also reasonable to conclude that ridership among residents living within Central Will's current eligibility area would also increase as residents will have access to a larger service area. Secondly, once the May 2025 expansion is completed, Access Will County will be accepting residents from approximately 2/3 of the total area of Will County. However, that eligibility area of 16 townships contains approximately 1/3 of the total senior population in the county. The areas Will County will be extending eligibility to in the next one to two years have a greater population density than its current eligibility base.

Phase 2 of Access Will County's expansion will prioritize extending service hours to evenings and weekends following the completion of Phase 1's service area and eligibility expansion. Consistent with the findings of Access Will County: Will County Paratransit Integration and Efficiency Study (PIES) completed in June 2023, extending service hours will create increased ridership due to the additional service availability.

The Mobility Manager costs are derived from the salary and fringe benefits provided for this position.

Description Area

Certifications & Board Resolutions

Description Area

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

File

<https://www.formstack.com/admin/download/file/17905045504>

Please provide an explanation for any certificates that are not completed and uploaded with the application

Due to "Maximum files uploaded" on this application page, the following additional documents will be emailed to Fluturi Demirovski at fluturi.demirovski@rtachicago.org on April 22, 2025, immediately after submitting the Call for Projects application: FY25 RTA Grant Certification Will County Executive - signed, Title VI Will County, and WC FY25 Approved Budget v2. These documents represent a letter from Will County Executive Jennifer Bertino-Tarrant certifying the County Executive's authority to expend Section 5310 funds and execute all grant agreements and amendment under the executive form of county government, Title VI notice approved by Will County, and Will County's FY25 Approved Budget with reference to the transportation program funds available to meet the County of Will's local match obligations for grant funds for Access Will County Dial-a-Ride.