Date	Apr 20, 2023
Project Title	Mobility as a Service (MaaS) Project
Applicant's Legal Name	Pace, the Suburban Bus Division of the Regional Transportation Authority
Contact Person	Gary Scott
Address	547 W. Jackson Blvd. 8th Floor Chicago, IL 60661
Telephone #	(312) 341-8067
Email	gary.scott@pacebus.com
Applicant Fiscal Year	Calendar Year
Request Type (Check all that apply)	Mobility Management New Project
Organization type (Check all that apply)	Local Govt. Public Operator
Human Services Transportation Plan (HSTP)	Goal #1 - Establish Mobility Mgmt and Travel Training Network (pg 71) Goal #8 - Explore Regional 1-Call/1-Click Service (pg 83)
On To 2050 Plan	Facilitate Partnerships for Service Sharing and Consolidation Ensure Equitable Transit Access 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

2. Provide a detailed description of your 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]):

Mobility as a Service (MaaS) is a two-year pilot project designed to support project. Explain what you are requesting customer access to one click real-time trip planning throughout Pace's six-county service area for Pace's Fixed Route, On-Demand and Paratransit family of services. Starting in November 2022, Pace partnered with "Transit App "a readily available transit information app to launch a two-year MaaS Pilot project. "Transit App" provides and maps real-time public transit data and crowd-sources user data using the latest and best practices of General Transit Feed Specification (GTFS) on all modes that have integrations, including fixed-route, micro-transit, inter-city bus and subways, commuter rail, taxi, ride hail, rideshare, scooter, bikeshare and carshare. Pace's partnership with "Transit App," marks Pace's first steps towards creating a MaaS platform with existing Pace vendors for Fixed Route, On-Demand, Paratransit, and Last-mile/first-mile connections.

> Pace contracts with "Transit App" for development of MaaS project software. The MaaS software will allow Pace to test new advances in passenger-facing transit technology to facilitate better trip planning, easier booking and payment, and better partnerships between the public and private sector with the goal of providing the traveling public improved transit options that reflect the changes in the mobility landscape. There will be three phases during the Pilot:

> Phase 1 integrates Fixed Route information, including real-time departures, multi-modal trip planning, route cancellations and service alerts. Phase 2 integrates On-Demand information with real-time trip availability, in-app information, and real-time departures. Phase 3 integrates Paratransit information including service parameters, in-app information, and trip status.

> The Pace MaaS application will be available to all Pace customers, including all Pace local partners, including coordinated projects and Dial-A-Ride services. People with disabilities and older adults will be able to access all transportation options in one mobile-based application.

The Pilot will support the following HSTP Goals:

HSTP Goal 1: Establish Mobility Management and Travel Training Networks - provide a network of full-time mobility managers at the county and regional levels and build on travel training. Transportation options coordinated through the mobility management network should provide the riders equity and facilitate complete integration in the community.

HSTP Goal 8: Regional 1-Call/1-Click Service - The system provides service discovery with up-to-date information, trip planning services, booking assistance, link sot trip booking service, and event payment services, where available. In short, this type of system, which is available in scores of metropolitan regions all across the US, assists transportation users in finding transportation services that will best meet their current travel needs, offering improvements over local staff knowledge and static

directors of service. These systems can also be used to identify trips for which there are no solutions, helping regional planners to quantify unmet needs.

Pace will expand and build off the Pilot to incorporate integration of other Pace Vendor applications, increasing outreach and training of the application to all potential users, integrating faring within the application, and integrating transport network companies (TNCs). 3. What entity is currently or will operate N/A the service? Does your agency enter into agreements with service providers? (Operating Projects Only)

4. How does this project improve access to other transportation services that go beyond the project's geographic boundary?	Pace's MaaS mobile-based application builds accessibility and closes the information gap for people with disabilities, low-income populations, and older adults. Within the application, users can see Pace's family of services and work to create travel plans across Pace's six- county region using multiple modes of public transportation. This application strives to provide up-to-date information, extensive trip planning services, and potentially provide fare payment services in a one-stop shop for all users to find transportation services. The application also promotes efficiencies for people with disabilities and older adults to better understand and coordinate trip planning. This customer-focused approach will result in the individuals being able to understand their transportation options and provide better and more accurate information for all application users.
5. How will the target population be given priority on all project activities, if the service is not restricted to the target population?	Pace will implement a dynamic and creative marketing plan using an advertising agency to provide outreach and information to current and potential individuals with disabilities, older adults, and other Pace riders. The target population will also be able to utilize Pace's Mobility Management Call Centers to reach to all Pace's riders. Additional training and outreach will be utilized to assure that the target population can fully use Pace's MaaS services.
6. Describe how the project be marketed to serve the target population 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.	Pace's marketing plan will include paper and digital means to provide outreach to the target population with links to Pace's website and relevant social media pages. All marketing materials will be in compliance with Limited English Proficiency (LEP) requirements.
7. How will this project utilize or coordinate with public transportation providers and /or other human service agencies? If the project will not include coordination, provide detailed explanation.	The MaaS Pilot incorporates Pace's family of services, which includes a variety of public transportation modes and types, including Fixed Route, On-Demand, Paratransit, and user-side and Transportation Network Company partners. This will support riders' ability to plan multi-modal trips to see what is the right fit for each individual's transportation needs to travel across the region.

8. Describe your organization's experience, knowledge, technical and administrative ability, and financial capacity to successfully and efficiently manage federal grants? Specifically, how will your organization manage this project?	As a direct recipient of Federal Transit Administration (FTA) and U.S. Department of Transportation (DOT) grants, Pace has extensive experience in federal grant management including administration of Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities, Section 5307 Urbanized Area Formula Program, Section 5309 Bus and Bus Facilities grant, and Congestion Mitigation/Air Quality (CMAQ). Most recently, Pace worked with the RTA and its sister transit agencies to receive and administer funds from the Coronavirus Aid, Relief, and Economic Security (CARES) Act and the Coronavirus Response and Relief Supplemental Appropriations Act (CRSSA).
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.	<ul> <li>The project will build customer access to real-time trip planning throughout Pace's six-county region using Pace's Fixed Route, On-Demand and Paratransit family of services. Through Pace's partnership with "Transit App," Pace will be implementing in three phases with Phase 1: Fixed Route, Phase 2: On-Demand and Phase 3: Paratransit to improve customer accessibility to rider's destinations.</li> <li>Pace has established the following performance measures to monitor and assess the MaaS project's effectiveness for improving access to transportation options for older adults and people with disabilities.</li> <li>1) Pace will work with Pace's ADA Advisory Committees to test the effectiveness of the mobile-based application used with Pace's Mobility as a Service (MaaS) Pilot program. Results from each meeting will be used to enhance the experience with Pace's MaaS Pilot.</li> <li>2) Pace will use customized push customer surveys within the "Transit App" to assess users experience with trip planning. Results will be used to improve mobility management, including helping customers identify and</li> </ul>
Existing 2022	access mobility options and provide a customer-focused approach.         N/A
Projected in 2023	N/A

Projected in 2024	N/A
Please explain how you will gather and	N/A
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 at your projections	
(explain how you will extend service	
boundaries, hours of operation, and	
increase ridership).	

2021: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2022: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2023: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2024: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2021: Individuals with Disabilities	N/A
2022: Individuals with Disabilities	N/A
2023: Individuals with Disabilities	N/A
2024: Individuals with Disabilities	N/A
2021: General Public	N/A
2022: General Public	N/A
2023: General Public	N/A
2024: General Public	N/A
2021: Total	0
2022: Total	0
2023: Total	0
2024: Total	0
Existing operating hours (2022)	N/A
Projected expansion hours (2023)	N/A
Projected Expansion Hours (2024)	N/A
Number of New riders expansion hours	N/A
Existing 2022	N/A
Projected 2023	N/A
Projected 2024	N/A
Existing 2022	N/A
Projected 2023	N/A

Projected 2024	N/A
List of Partners	N/A
Interagency Agreement	N/A
County(s)	N/A
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.	N/A
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.	N/A
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.	N/A
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.	<ul> <li>Through the partnership with "Transit App," Pace has a one stop shop for users to trip plan through the Pace six-county region and can effectively monitor the mobile application's usage using a web-based dashboard.</li> <li>Pace has established the following performance measure to monitor and assess the MaaS project's effectiveness for improving access to transportation options for older adults and people with disabilities.</li> <li>1) Pace will monitor the number of downloads, users, sessions, and sessions per user can be monitored from the previous day, within the last week and during the last month. As Pace builds additional services into the "Transit App," Pace will be able to monitor usage and frequency by different modes to determine outreach's effectiveness to the target audience of people with disabilities and older adults.</li> </ul>
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.	N/A

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

Federal 80%	1736800
Local 20%	434200
Federal 80%	1760800
Local 20% Match	440300
Federal 80%	1736800
Local 20%	434200
Federal 80%	1760800
Local 20% Match	880600

# Describe the methodology used to develop the above budgets.

The total projected Mobility as a Service (MaaS) budget costs for Year 1 and Year 2 is projected to be \$4,372,000.00. In developing the projected budget, different components of the Pilot, were reviewed including:

• Recurring monthly costs of the "Transit App" platform, including API, software interfaces for Fixed Route, On-Demand, Paratransit and First-Mile/Last-Mile Connections.

• Potential software enhancements for "Transit App" for Paratransit (demand-response) Integration.

• A comprehensive marketing budget, including creative development and promotional costs with an advertising agency (print and digital outreach).

• Costs associated with integration of other Pace vendor applications, such as Vanpool and/or Rideshare.

• Costs associated with the project management costs for the agency.

• Costs associated with outreach and training of the MaaS Platform to the public, including the target population, individuals with disabilities and older adults.

• Costs for utilizing call center services to assist riders with the "Transit App."

• Costs associated with integrating faring within the "Transit App."

• Costs associated with integrating other Transport Network Companies (TNC) into the "Transit App."

The Section 5310 grant will fund the overall Human Services Transportation Plan (HST) project goals:

Goal 1: Establish Mobility Management and Travel Training Networks. A network of full-time mobility managers at the regional and county level will build on travel training education, improve rider equity, and close the information gap between agencies service people with disabilities, low-income populations, and seniors.

Goal 8: Establish a Regional 1 Call/1-Click Service. Creating a system with up-to-date information, trip planning services, booking assistance, links to trip booking services, and even payment services will provide a one-stop shop for all residents to find transportation services that will best meet their travel needs.

File	https://www.formstack.com/admin/download/file/14517032128
Please provide an explanation for any certificates that are not completed and uploaded with the application	Attached signature pages. EEO will need to be emailed or provided via Dropbox. File too large to attach. Error message received.



# **CERTIFICATIONS AND BOARD RESOLUTION**



# **CERTIFYING AUTHORITY**

I am duly authorized to make the following certification on behalf of the Applicant Organization and based on my position, knowledge and experience with the Applicant Organization:

- 1) the information contained in the Application, including attachments, is true and correct;
- 2) the Applicant has the requisite fiscal, managerial, and legal capabilities to carry out the operations and maintenance of the Project in accordance with 49 U.S.C. Section 5310; and
- 3) the Applicant shall adhere to the federal, state and local requirements related to the Project.

Note: Authorized Official should be that of the official named in the Governing Board Resolution unless other documentation is provided.

Mill & Mth

Signature of Authorized Official

04/20/2023

Date

**Executive Director** 



# LOCAL SHARE CERTIFICATION FORM

I, the undersigned representing

Pace, The Suburban Bus Division of the Regional Transportation Authority Melinda J. Metzger

(Insert Legal Name of Applicant)

(Insert Name of Authorized Official)

do hereby certify to the Regional Transportation Authority, that the required are available and that the source of the funds are from

(be specific) Pace operating funds (non-fare); and comply with local share requirements in FTA Circular 9030.1E, which are:

- a. Cash from non-governmental sources other than revenues from providing public transportation services;
- Non-farebox revenues from the operation of public transportation service, such as the sale of advertising and concession revenues. A voluntary or mandatory fee that a college, university, or similar institution imposes on all its students for free or discounted transit service is not farebox revenue;
- c. Amounts received under a service agreement with a State or local social service agency or private social service organization;
- d. Undistributed cash surpluses, replacement or depreciation cash funds, reserves available in cash, or new capital;
- e. Amounts appropriated or otherwise made available to a department or agency of the Government (other than the Department of Transportation); and
- f. In-kind contribution such as the market value of in-kind contributions integral to the project may be counted as a contribution toward local share.

Note: Authorized Official should be that of the official named in the Governing Board Resolution unless other documentation is provided.

Mill & My

Signature of Authorized Official
Executive Director

04/20/2023

Date



# TITLE VI PLAN CERTIFICATION FORM

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance.

The program receiving such funds, shall abide by, and is committed to ensuring that no person is excluded from participation in or denied the benefits of, its activities or services on the basis of race, color, or national origin.

I, the undersigned representing	
N/A	N/A
(Insert Legal Name of Applicant)	(Insert Name of Authorized Official)
do hereby certify to the Regional Trans	portation Authority,
that the attached Title VI Plan, appr Or	roved on is in effect.
that a Title VI Plan will be developed	d should an award be made pursuant to this application
Legal Name of Appli	will adopt the RTA's Title VI Plan.
N1/A	N1/A
N/A	N/A
Signature of Authorized Official	Date
N/A	
Title	



# Equal Employment Opportunity (EEO) Certification Form

I, the undersigned representing	
Pace, The Suburban Bus Division of the Regional Transportation Auth	nority Melinda J. Metzger
(Insert Legal Name of Applicant)	(Insert Name of Authorized Official)
do hereby certify to the Regional Transport	tation Authority,
This organization will not have 50 or m project.	ore transit-related employees even if awarded this
This organization has 50 or more trans Program.	it-related employees and attached is our EEO
This organization will develop and sub project and have more than 50 transit-	mit an EEO Program should we be awarded a 5310 related employees.
Mill & Mfr Signature of Authorized Official	04/20/2023 Date
Signataro of Admon204 Official	Bato
Executive Director	
Title	

Agencies that have 50 or more transit-related employees are required to prepare and maintain an EEO Program. Transitrelated employees are defined as all part-time employees and employees with collateral duties that support the transit program. For example, anyone who processes payments for a 5310-funded project would be considered a transit-related employee.



# Single Agency Audit Certification Form

In accordance with CFR, Title 2-Subtitle A, Chapter II, Part 200, Subpart F, *Audit Requirements*, a Grantee that expends \$750,000 or more of federal funds from all sources during its fiscal year is required to have a single audit performed in accordance with CFR, Title 2, Part 200.

#### Please check the appropriate box:

- I certify our agency did not expend \$750,000 or more in federal awards during our most recent fiscal year ending on \_\_\_\_\_(mm/dd/yy).
- $\times$  I certify our agency expended or will expend \$750,000 or more in federal awards during our most recent fiscal year ending on <u>12/31/2022</u> (mm/dd/yy) and has fulfilled or will fulfil the audit requirement under CFR, Title 2, Part 200.
- In the event the my agency does receive \$750,000 or more in total from all federal sources during the current fiscal year, my agency will comply with the Single Audit Act and submit to the RTA a copy of its most recent audit conducted in compliance with the Act.

Mill & Mth

04/20/2023

Signature of Authorized Official

Date

**Executive Director** 



# **Traditional Project Certification Eligibility Units of Local Government**

(New Applicants Only)

Public agencies must certify that no non-profit agencies are readily available in order to be eligible for traditional 5310 project funding.

- As a unit of local government, (insert name of unit of local government) certifies that no non-profit agency is readily available in the area. The RTA will contact you to assist with the certification process.
  - As a unit of local government, (insert name of unit of local government) does not wish to become a certified agency.

# N/A

 $\square$ 

 $\square$ 

N/A Date

Signature of Authorized Official N/A



# Private Non-Profit Organization Certification Eligibility

### Private Non-Profit Organization

As a private non-profit organization, (insert name of private non-profit organization) have attached to this application is our IRS 501(c)(3) letter establishing our eligibility for Section 5310 funding.

N/A

Signature of Authorized Official

N/A Date

N/A



## **Governing Board Resolution**

This or a similar resolution is required of all applicants.

#### **Resolution No.**

#### Project Title

Resolution authorizing applications for and execution of a FY2022 and FY2023 Section 5310 grant agreement under the Regional Transportation Authority's general authority to make such Grants.

**Whereas,** the Regional Transportation Authority (the "Authority"), is authorized make such grants as the designated recipient of the FY2022 and FY2023 Section 5310 program for Northeastern Illinois; and

**Whereas,** the Authority has the power to expend funds for use in connection with FY2022 and FY2023 Section 5310 projects, and

Whereas, the Authority has the power to make and execute all contracts and other instruments necessary or convenient to the exercise of its powers, and

Whereas, approval for said funds will impose certain financial and reporting obligations upon the recipient.

#### NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BOARD OF THE [Insert Name of Applicant]:

**Section 1**. That the [*Insert Authorized Official*], {*Authorized Official Title*} and *his/her successor* is authorized to execute and file applications on behalf of [*Insert Name of Applicant*] with the Regional Transportation Authority for a FY2022 and FY2023 Section 5310 grant for [*Insert Project Title*].

**Section 2**. That the [*Insert Authorized Official*], {*Authorized Official Title*} and *his/her successor* is authorized to furnish such additional information, assurances, certifications and amendments as the Regional Transportation Authority may require in connection with this FFY2022 and FY2023 Section 5310 grant agreement application.

**Section 3**. That the [Insert Authorized Official], {Authorized Official Title} and his/her successor certify that {Insert Name of Applicant} will provide the required local match from {Insert Source of Funds for Local Match} funds.

**Section 4**. That the [*Insert Authorized Official*], {*Authorized Official Title*} and *his/her successor* is authorized and directed on behalf of *the [Insert Name of Applicant*] to execute and deliver grant agreements and all subsequent amendments thereto between the [*Insert Name of Applicant*] and the Regional Transportation Authority for FY2022 and FY2023 Section 5310 grant, and the Secretary of the (Name of Applicant) is authorized and directed on behalf of the [*Insert Name of Applicant*] to attest said agreements and all subsequent amendments thereto.

**Section 5**. That the [*Insert Authorized Official*], {*Authorized Official Title*} and *his/her* is authorized and directed to take such action as is necessary or appropriate to implement, administer and enforce said agreements and all subsequent amendments thereto on behalf of the [*Insert Name of Applicant*].

PRESENTED and ADOPTED the <u>04/20/2023</u> day of \_\_\_\_\_\_, 20\_\_\_\_\_

Signature of Authorized Official

Signature of Attest

#### **ORDINANCE SBD #23-02**

ADOPTED by the Board of Directors of Pace, the Suburban Bus Division of the RTA, January 18, 2023.

DIRECTORS VOTING AYE:	13
DIRECTORS VOTING NAY:	0
DIRECTORS ABSTAINING:	0
DIRECTORS ABSENT:	0

(Seal)

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Richard Kwasneski, Chairman

Arfa, Canning, Carr, Guerin, Hastings, Marcucci, McLeod, Noak,

Schielke, Smith, Soto, Wells, and Chairman Kwasneski.

Attest:

Elissa Fedrot

Elissa Ledvort, Board Secretary

#### Ordinance

An Ordinance authorizing the filing of applications with the Federal Transit Administration, an operating administration of the United States Department of Transportation, for Federal transportation assistance authorized by 49 U.S.C. chapter 53, title 23 United States Code, and other Federal statutes administered by the Federal Transit Administration; with the Illinois Department of Transportation, for capital grants pursuant to State law; with the Regional Transportation Authority (RTA) pursuant to RTA Ordinance; and any other agencies with authority to grant financial assistance for transit.

**WHEREAS,** the Secretaries of the United States and the State of Illinois Departments of Transportation and the Executive Director of the Regional Transportation Authority are authorized to make grants for mass transportation projects; and

WHEREAS, the grant or cooperative agreement for Federal financial assistance will impose certain obligations upon the Applicant, and may require the Applicant to provide the local share of the project cost; and

**WHEREAS,** the Applicant has or will provide all annual certifications and assurances to the Federal Transit Administration required for the project.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of Pace, the Suburban Bus Division of the Regional Transportation Authority (Pace):

1. That the Executive Director of Pace or her designee is authorized to execute and file applications on behalf of Pace, the Suburban Bus Division of the Regional Transportation Authority with the U.S. Department of Transportation, the Illinois Department of Transportation, the Regional Transportation Authority, Federal Emergency Management Agency, Illinois Emergency Management Agency, Illinois Environmental Protection Agency, and any other agencies with authority to grant financial assistance to aid in the financing of planning, capital and/or operating assistance of projects. This includes funding available pursuant to Federal law or any other sources of funding which may become available.

2. That the Executive Director or her designee is authorized to execute and file with its applications the annual certifications and assurances and other documents the Federal Transportation Administration requires before awarding a Federal assistance grant or cooperative agreement.

3. That the Executive Director or her designee is authorized to furnish such additional information, assurances, certifications and amendments as the U.S. Department of Transportation, the Illinois Department of Transportation, the Regional Transportation Authority, Federal Emergency Management Agency, Illinois Emergency Management Agency, Illinois Environmental Protection Agency, and any other agencies with authority to grant financial assistance may require in connection with the applications of the projects.

4. That the Executive Director of Pace or her designee is authorized and directed on behalf of Pace to execute and deliver grant agreements and all subsequent amendments thereto between Pace, the Suburban Bus Division of the Regional Transportation Authority, the U.S. Department of Transportation, the Illinois Department of Transportation, the Regional Transportation Authority, Federal Emergency Management Agency, Illinois Emergency Management Agency, Illinois Environmental Protection Agency, and any other agencies with authority to grant financial assistance for aid in the financing of the planning, capital and/or operating assistance program of projects, and the Secretary is authorized and directed on behalf of Pace to attest said agreements and all subsequent amendments thereto.

5. That the Executive Director of Pace or her designee is authorized and directed to take such action as she deems necessary or appropriate to implement, administer, and enforce said agreements and all subsequent amendments thereto on behalf of Pace, the Suburban Bus Division of the Regional Transportation Authority.