

Form Name:	RTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program - GRAY
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Date	Apr 12, 2023
Project Title	Tactile Signage at CTA Bus Stops
Applicant's Legal Name	Chicago Transit Authority (CTA)
Contact Person	Angela King
Address	567 W Lake Street Chicago, IL 60661-1465
Telephone #	(312) 681-3486
Email	aking@transitchicago.com
Applicant Fiscal Year	2024
SAM #	WGM2QPTUV877
DUNS #	005532205
Request Type (Check all that apply)	Capital Existing Project
Organization type (Check all that apply)	Public Operator
Human Services Transportation Plan (HSTP)	Goal #2 - Expand Service Areas and Hours (pg 74) Goal #7 - Explore Collaboration/ Consolidation of Similar Services (pg 81) Capital Project
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

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 Chicago Transit Authority's (CTA) mission is to deliver quality, affordable transit services that link people, jobs, and communities-and providing transit that is accessible to everyone is an important part of our commitment to do so. Therefore, CTA is requesting \$1,357,600 in Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program funds for expansion of a pilot project previously funded by this program.

This project, Tactile Signage at CTA Bus Stops, will install tactile signs at all bus stop poles where CTA public information signs are currently posted to provide information about the exact bus stop location to customers who are blind or have visual or even cognitive disabilities. While there are printed public information signs at bus stops throughout CTA's system, they are too high to allow someone with low vision to get close enough to read and are not usable by anyone who is blind. Tactile signage at bus stops, a transformational improvement enhancing equitable transit access for its target customers, is not required by the American with Disabilities Act (ADA) and this project exceeds the ADA requirement.

There are 10,768 total CTA bus stops of which 10,712 have public information posted. 1,920 bus stops have already been upgraded with tactile signage from a pilot project funded by a previous Section 5310 award, leaving 8,792 stops proposed for upgrade to complete the system. These signs will benefit blind and visually impaired CTA customers who contributed to the 10,465,007 CTA rides recorded from disability-designated fare products in 2022, as CTA continued its post-pandemic ridership recovery. In 2019, there were 20,778,817 such rides. The true count of rides from individuals with disabilities is expected to be higher than this as many such individuals are using standard or other CTA fare products, such as those for seniors or students. It is not possible to differentiate these rides by disability type.

In early 2023, CTA conducted a customer survey to evaluate effectiveness of the pilot tactile signage installation at 1,920 bus stops. The survey was targeted to customers who reported having a disability and to participant organizations from a focus group conducted for the pilot project. 94% of respondents who reported using or assisting use of the tactile signs agreed that tactile signs make it easier to use CTA buses. 91% indicated that tactile signs on more bus routes would encourage them to ride CTA buses more.

Another benefit of Tactile Signage at CTA Bus Stops is that it encourages individuals who currently rely on paratransit services, due to the fact that they feel uncomfortable in figuring out the bus stop location, to use fixed-route transit, even for trips where fixed-route service may have been available and at greater service span, frequency, and lower cost to operate than paratransit service. The capability of tactile signage to "unlock" fixed-route transit service for the blind and visually impaired community may thus improve the effectiveness of demand response paratransit

service by opening paratransit capacity.

A Section 5310 funding award in this cycle may allow CTA to utilize the active manufacturing contract established in the pilot project to order additional signs at quicker speed and lower cost, however CTA would need to evaluate if separate procurement is needed. If a reduced level of funding is received from this grant, CTA will scale the project accordingly and prioritize locations for installation based on criteria that reflects the target population's use of bus service. However, reducing the size of the signage order could raise the per-sign cost and result in an incomplete network of accessible signage for target users. The existing sign manufacturing contract, for reference, prescribes unit costs that decrease as the size of the order increases.

- Installation activities would consist of:
 - o Place order for additional signs inclusive of spares.
 - o Perform and oversee the installation.

3. What entity is currently or will operate 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?

The tactile signage project would provide accessible signage at CTA bus stops for riders transferring from and to CTA and Metra rail stations thereby enhancing their connection. The project aligns with CTA's All Stations Accessibility Program (ASAP), which is CTA's commitment to make all 145 rail stations accessible by 2038.

Some CTA bus stops to be upgraded with tactile signage are also served by Pace routes, thus enhancing the connection to Pace which goes far beyond CTA's service area. Installation of additional tactile signs will complement those previously installed in the pilot project which, in coordination with ASAP, dramatically increases geographic coverage of tactile-accessible CTA service.

5. How will the target population be given priority on all project activities, if the service is not restricted to the target population?

Riders with good vision will continue to use the public information signs at bus stops as they provide detailed information, although the tactile signs could provide another visual reference for all riders. The tactile signs will primarily benefit customers who are blind, have visual or even cognitive disabilities and their use as a visual reference by others will not affect the use by the target population.

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.

CTA will market the project through the following means:

- Provide information on the accessibility page on CTA's website (http://www.transitchicago.com/travel_information/accessibility_status.aspx)
- Provide information to the leading disability-related organizations including: The Chicago Lighthouse, Second Sense, Friedman Place, Equip for Equality, the Mayor's Office for People with Disabilities (MOPD), American Association of the DeafBlind, Second Sense, Illinois Council of the Blind, the State of Illinois Bureau of Blind Services, and the Blind Service Association.
- Provide updates at CTA's ADA Advisory Committee Meeting.
- CTA will send emails to the disability community through CTA's ADA mailing list, which includes organizations and individuals with disabilities.
- Publish press releases and promotional graphics and posts on CTA social media channels to raise public awareness broadly.

CTA's website (<http://www.transitchicago.com/guide/>) has a feature that translates the information on webpages into Spanish, Polish, and Chinese and so information about the project can be accessed from CTA's website in these other languages. Additionally, based on the above coordination and any feedback received; CTA would translate the information into other languages if need is identified.

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 Tactile Signage at CTA Bus Stops project would provide accessible signage at CTA bus stops for riders transferring from and to Metra rail stations thereby enhancing their connection. The signage would also be installed at bus stops that are shared by CTA and Pace and would therefore enhance the connection to Pace, which goes far beyond CTA's service area.

CTA plans to continue to consult with several social service organizations and agencies that focus on disability-related issues including those that support this application and those that were engaged during planning and design of the pilot project, such as The Chicago Lighthouse, Friedman Place, American Association of the DeafBlind, Second Sense, Illinois Council of the Blind, State of Illinois Bureau of Blind Services, and Mayor's Office for People with Disabilities

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?

CTA staff has substantial technical knowledge and expertise in Federal regulations and procedures including procurement, financing, engineering, and construction. As a recipient of Sections 5307, 5337, and 5339 funds and two Section 5309 New Starts Full Funding Grant Agreements, CTA has the technical capacity needed to carry out this project in accordance with the requirements of the grant agreement and with all applicable laws and regulations. CTA has demonstrated experience in managing projects while continuing to operate its ongoing bus and rail operations.

CTA has a long history of funding and carrying out major transportation projects and is familiar with all Federal regulations including financial accounting, fund disbursements, financial management and audit documentation. CTA also has a long history of managing FTA grant funds including using FTA's electronic grant application system, TrAMS. CTA is required by FTA to meet the reporting requirements within FTA's Circular 5010.1E, Grants Management Requirements Circular. Once a grant is active, CTA is required to report to FTA on the project's progress each quarter. FTA monitors grant activities to ensure proper grantee stewardship of Federal funds are in compliance with the laws and regulations that govern its grant programs.

CTA certifies that it has the legal capacity to receive and dispense Federal funds for public transit purposes under the provisions of the Civil Administrative Code of Illinois (Part 8.5), 20 ILCS 2705/2705-01 and submit project applications to the FTA, State of Illinois, and other public and private funding agencies. CTA follows guidelines for grant administration and management, as described in FTA's Master Agreement and Circular 5010.1E. CTA may submit public transit projects for inclusion in the Transportation Improvement Program. CTA is a regular recipient of FTA grant funds and complies fully with the terms and conditions of individual grants received directly from FTA or via pass-through agreements. There are no outstanding or high-risk issues associated with this project.

CTA has adequate financial systems in place to implement and manage this proposed project while operating and maintaining its system at present levels of service. Audited financial statements and other financial documents provide evidence of our capability. CTA's financial condition is reflected in working capital levels, cash balances, capital reserves, the presence and status of depreciation accounts, debt levels, trends in transit costs as compared to available revenues, and trends in other relevant economic indicators. There are no outstanding or high-risk issues associated with this project.

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
Existing 2022	N/A
Projected in 2023	N/A
Projected in 2024	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. Please provide details on how you derived at your projections (explain how you will extend service boundaries, hours of operation, and increase ridership).	<p>Transit service areas or hours overall are not anticipated to change as a result of the Tactile Signage project. However, for the blind and visually impaired community, pilot project survey feedback has suggested that installation of tactile signage at CTA bus stops can be a transformative enhancement that unlocks the ability to confidently use fixed-route transit over paratransit or other transportation alternatives. While this Goal is focused on operating projects, CTA's existing service area and hours will be made much more accessible to the target population, blind and visually impaired customers by the Tactile Signage project.</p> <p>While ridership data for this group and all CTA customers varies due to numerous factors unrelated to this project, customer surveying of the target group to evaluate effectiveness of the pilot installation provided strong indication of potentially increased transit usage from the target population in the event of additional signage installations. 94% of survey respondents who reported using or assisting use of the tactile signs agreed that tactile signs make it easier to use CTA buses. 91% indicated that tactile signs on more bus routes would encourage them to ride CTA buses more.</p> <p>CTA will continue to collect feedback from customers who reported having a disability and from leading organizations representing the target group of customers to evaluate success of the program including increased fixed-route transit usage. CTA will also continue to monitor ridership data among customers who reported having a disability.</p>
2021: Seniors 65 years of Age and Over (Projects Serving Seniors)	11,920,342 bus rides
2022: Seniors 65 years of Age and Over (Projects Serving Seniors)	12,127,797 bus rides
2023: Seniors 65 years of Age and Over (Projects Serving Seniors)	see explanation above
2024: Seniors 65 years of Age and Over (Projects Serving Seniors)	see explanation above

2021: Individuals with Disabilities	11,788,688 bus rides
2022: Individuals with Disabilities	10,465,007 bus rides
2023: Individuals with Disabilities	see explanation above
2024: Individuals with Disabilities	see explanation above
2021: General Public	95 million
2022: General Public	118 million
2023: General Public	see explanation above
2024: General Public	see explanation above
2021: Total	117
2022: Total	140
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	CTA's statutory service area is defined in the Metropolitan Transit Authority Act of 1945 (70 ILCS 3605) as being, "All territory in the County of Cook, State of Illinois, lying east of the east line of Range Eleven, East of the Third Principal Meridian of the United States Government Survey...." A map of the CTA statutory service area is available at https://www.transitchicago.com/assets/1/6/CTA_Statutory_Service_Area_and_Map.pdf .
Projected 2023	CTA's statutory service area is defined in the Metropolitan Transit Authority Act of 1945 (70 ILCS 3605) as being, "All territory in the County of Cook, State of Illinois, lying east of the east line of Range Eleven, East of the Third Principal Meridian of the United States Government Survey...." A map of the CTA statutory service area is available at https://www.transitchicago.com/assets/1/6/CTA_Statutory_Service_Area_and_Map.pdf .

Projected 2024	CTA's statutory service area is defined in the Metropolitan Transit Authority Act of 1945 (70 ILCS 3605) as being, "All territory in the County of Cook, State of Illinois, lying east of the east line of Range Eleven, East of the Third Principal Meridian of the United States Government Survey...." A map of the CTA statutory service area is available at https://www.transitchicago.com/assets/1/6/CTA_Statutory_Service_Area_and_Map.pdf .
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
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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.	While this Goal is oriented towards planning or mobility manager projects, Tactile Signage at CTA Bus Stops promotes regional coordination and collaboration. As part of upgrading all CTA bus stops with posted public information with tactile signage, approximately 175 bus stops that also serve Pace routes will be upgraded. This improvement will benefit riders who use both CTA and Pace as well as some riders who use only Pace. If Pace were to pursue tactile signage for their network of bus stops, Pace would benefit from a cost savings from already having this number of Pace bus stops outfitted at no cost or effort to the agency.
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

<p>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.</p>	<p>N/A</p>
<p>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.</p>	<p>Number of riders impacted</p> <ul style="list-style-type: none"> • In 2022, CTA saw 10,465,007 bus rides from disability-designated fare products as CTA continued its post-pandemic ridership recovery. In 2019, there were 20,778,817 such rides. The true count of rides from individuals with disabilities is expected to be higher than this as many such individuals are using standard or other CTA fare products, such as those for seniors or students. It is not possible to differentiate these rides by disability type. <p>Number of stations or bus stop facilities improved</p> <ul style="list-style-type: none"> • 8,792 CTA bus stops will be upgraded, covering 100% of 10,712 stops across the CTA network that feature posted public information and 99% of all 10,768 CTA bus stops. 1,920 CTA bus stops were previously upgraded in the pilot installation. <p>Dollars spent on improvements</p> <ul style="list-style-type: none"> • \$1,697,000 project budget <p>Additionally, during the implementation phase, CTA will report the project status and the number of bus stops with signs installed. After the implementation phase, CTA will continue to measure project performance by seeking user feedback and will include it in status reports to RTA. Surveying conducted after the pilot project, which will be continued, targeted customers who reported having a disability and leading organizations representing the target group of blind and visually impaired customers to evaluate success of the program including increased fixed-route transit usage.</p> <p>CTA will also report the number of trips taken by seniors and individuals with disabilities on the bus system after project implementation to indicate the number of rides potentially benefitting from the project. CTA would not be assessing the change in the number of trips by the target population before and after implementation as a number of other factors influence ridership, so this comparison would not reflect the impact of tactile signage.</p>
<p>Federal 50%</p>	<p>0</p>
<p>Local 50%</p>	<p>0</p>
<p>Federal 50%</p>	<p>0</p>
<p>Local 50% Match</p>	<p>0</p>
<p>Federal 80%</p>	<p>0</p>

Local 20%	0
Federal 80%	0
Local 20% Match	0
Federal 80%	1357600
Local 20%	339400
Federal 80%	0
Local 20% Match	0
Federal 80%	1357600
Local 20%	339400
Federal 80%	0
Local 20% Match	0
Federal 80%	0
Local 20%	0
Federal 80%	0
Local 20% Match	0

Describe the methodology used to develop the above budgets.

The budget for the expansion of the Tactile Signage at CTA Bus Stops project is rooted in the CTA's current experience managing and implementing the funds awarded for the pilot project. A Section 5310 funding award in this cycle may allow CTA to utilize the active sign manufacturing contract to order additional signs at quicker speed and lower cost, however CTA would need to evaluate if separate procurement is needed.

Material cost estimates for the manufacture of the tactile signs and other components needed for signage implementation on bus stop poles, such as brackets, bands, and bolts, are based directly from recent purchases and vendor quotes for these items. Adjustments for potential inflation were made where necessary.

The cost of labor for installation is also based on observed and quantified cost from implementation of the pilot project, scaled for the increase in sign installations. A 10 percent spare ratio of signs is included for future replacement of damaged, vandalized, or missing signs. A 30 percent project contingency is included to ensure sufficient funds for full project completion in the face of rising costs of labor and materials.

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

N/A

CERTIFICATIONS AND BOARD RESOLUTION

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**




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.

DocuSigned by:

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Signature of Authorized Official

4/13/2023

Date

President

Title

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**



LOCAL SHARE CERTIFICATION FORM

I, the undersigned representing

The Chicago Transit Authority (CTA)

Dorval R. Carter, Jr.

(Insert Legal Name of Applicant)

(Insert Name of Authorized Official)

do hereby certify to the Regional Transportation Authority, that the required \$ 339,400.00
in local match funds are available and that the source of the funds are from

CTA's Bonds; 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;
- b. 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.

DocuSigned by:

Dorval Carter

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4/13/2023

Signature of Authorized Official

Date

President

Title

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**



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

The Chicago Transit Authority

Theresa Fletcher-Brown

(Insert Legal Name of Applicant)

(Insert Name of Authorized Official)

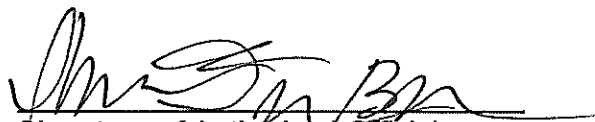
do hereby certify to the Regional Transportation Authority,

☒ that the attached Title VI Plan, approved on 3/11/2022 is in effect.

Or See following link for CTA's Title VI Program: <https://www.transitchicago.com/title6/>

☐ that a Title VI Plan will be developed should an award be made pursuant to this application.

☐ that _____ will adopt the RTA's Title VI Plan.
(Insert Legal Name of Applicant)


Signature of Authorized Official

April 14, 2023
Date

Director, EEO and Compliance Programs
Title

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**



Equal Employment Opportunity (EEO) Certification Form

I, the undersigned representing

The Chicago Transit Authority (CTA)

Theresa Fletcher-Brown

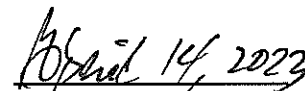
(Insert Legal Name of Applicant)

(Insert Name of Authorized Official)

do hereby certify to the Regional Transportation Authority,

- ☐ This organization will not have 50 or more transit-related employees even if awarded this project.
- ☒ This organization has 50 or more transit-related employees and attached is our EEO Program.
- ☐ This organization will develop and submit an EEO Program should we be awarded a 5310 project and have more than 50 transit-related employees.


Signature of Authorized Official


Date

Director, EEO and Compliance Programs
Title

Agencies that have 50 or more transit-related employees are required to prepare and maintain an EEO Program. Transit-related 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.

EQUAL OPPORTUNITY POLICY

Non-Discrimination & Equal Employment Opportunity

Policy Statement

The Equal Opportunity Program (EOP) is the Chicago Transit Authority's (CTA) written commitment of CTA's efforts to comply with applicable federal, state and local anti-discrimination laws with respect to employment, procurement practices, and delivery of transit services.

Employment

CTA is committed to Equal Employment Opportunity (EEO) for its employees and applicants for employment. CTA prohibits discrimination, harassment or retaliation based on race, sex, sexual orientation, gender identity, religion, creed, age, national origin, disability status, military status and any other status protected by federal, state or local law. CTA is committed to recruiting, selecting, promoting, compensating, transferring, training, disciplining, terminating, and providing benefits and other terms of employment in accordance with all applicable laws.

Any employee or applicant for employment who believes he/she has been subjected to unlawful discrimination, harassment or retaliation should file a signed complaint with the EEO unit and/or contact the EEO unit at 312-681-2610 to obtain a complaint form. Please see Administrative Procedure #1601 "Discrimination/Harassment Complaints" for a detailed explanation of how to file a complaint with CTA's EEO unit. Retaliation against an employee or applicant who has filed a complaint, or interference with an employee or applicant's right to file a complaint concerning such matters, is prohibited.

Procurement

In the area of contracting for goods and services, CTA requires language in its agreements with all contractors, vendors and suppliers requiring them to comply with various anti-discrimination laws.

Transit Services

Consistent with the provisions of federal (including Titles VI and VII of the Civil Rights Act of 1964), state and local laws, no person shall be excluded from participation in, be denied benefits, or otherwise be subjected to discrimination from CTA transit service and related activities on the grounds of race, sex, sexual orientation, gender identity, religion, creed, age, national origin, disability status, military status and any other status protected by federal, state or local law. Any customer who believes he/she has been subjected to unlawful discrimination, harassment or retaliation should register a complaint with CTA Customer Service at 888-968-7282.

The CTA's President and the Chairman of the Chicago Transit Board both require that Executive Vice Presidents, General Managers, and their management staff share in the responsibility for CTA's EOP success. Management performance is evaluated, in part, by adherence to this policy.

CTA is a leader among urban mass transit agencies in aggressively pursuing and fostering an effective equal opportunity program. We are proud of our efforts on behalf of our employees, customers and business partners.

A handwritten signature in black ink, appearing to read "Forrest Claypool", written over a horizontal line.

Forrest Claypool
President – Chicago Transit Authority
August 30, 2013

ADMINISTRATIVE PROCEDURE # 1602

Title VI Complaint Procedure

Effective Date:	03/03/2017
Initiating Department:	EEO Unit (Administration)
Supersedes:	AP 1602 (05/27/16)
Number of Pages:	Page 1 of 6



Chicago Transit Authority

1. PURPOSE AND SUMMARY

To communicate CTA's policy and procedures for processing complaints from any Customer (see definition) who believes that he or she has been subjected to discrimination on the basis of race, color, or national origin in violation of Title VI of the Civil Rights Act of 1964, 42 U.S.C § 2000d et. seq. ("Title VI").

Please note: If a Customer files a Title VI complaint with the CTA's Equal Employment Opportunity (EEO) Unit and also files a complaint regarding the same subject matter with an external agency or court, the EEO Unit will cease its investigation into the matter.

2. SUPPORTS THE FOLLOWING POLICY

It is the policy of the CTA to ensure that no Customer is excluded from participation in, denied the benefits of, or subjected to discrimination under any of CTA's programs or activities on the ground of race, color, or national origin.

3. DEFINITIONS

- 3.1 Acknowledgment Letter:** A letter sent to a Customer in response to the Customer's submission of a Title VI complaint. This letter informs the individual of the results of the EEO Unit's initial complaint review.
- 3.2 Administrative Closure:** A complaint that is closed without an investigation.
- 3.3 Customer:** An individual using or potentially using the CTA's programs or activities (including bus and rail service).
- 3.4 Department Head:** The top-level manager who is responsible for the direction and oversight of the department in which the alleged Title VI violation occurred or which is the basis of a Title VI complaint.
- 3.5 Determination Letter:** A letter sent to the Customer and Respondent at the conclusion of the EEO Unit's investigation into the potential violation described in a Title VI complaint. This letter indicates the EEO Unit's determination regarding whether a Title VI violation occurred.
- 3.6 Respondent:** An individual against whom the complaint is filed.
- 3.7 Title VI Appeals Committee:** CTA committee that reviews Customers' internal appeals of the EEO Unit's findings regarding Title VI complaint investigations.

4. PROVISIONS AND ELIGIBILITY

4.1 Eligibility

Any Customer who believes that he or she has been subject to discrimination in violation of Title VI on the basis of his or her race, color, or national origin may file a Title VI complaint with the CTA in accordance with the process and procedures described below.

4.2 Timelines for Filing a Complaint

Customers are encouraged to file a Title VI complaint within 30 calendar days of the alleged discrimination. Failure to file within 180 days of the alleged discrimination may result in dismissal of the complaint.

ADMINISTRATIVE PROCEDURE # 1602

Title VI Complaint Procedure

Effective Date:	03/03/2017
Initiating Department:	EEO Unit (Administration)
Supersedes:	AP 1602 (05/27/16)
Number of Pages:	Page 2 of 6



Chicago Transit Authority

4.3 Filing a Complaint with the EEO Unit

A Customer may file a Title VI complaint with the EEO Unit by completing and submitting the Title VI Complaint Form located on CTA's website, <http://www.transitchicago.com/about/title6.aspx>. The completed Title VI Complaint Form should be emailed to EEODiversity@transitchicago.com or sent to:

Chicago Transit Authority
EEO Unit
567 West Lake Street, 4th Floor
Chicago, Illinois 60661

4.4 Reporting a Title VI Complaint to the EEO Unit

If a Customer makes a verbal complaint involving a Title VI violation to the CTA's Customer Service Department ("Customer Service"), Customer Service will refer the complaint to the EEO Unit for an initial complaint review within two (2) business days.

4.5 Initial Complaint Review

When the EEO Unit receives a Title VI Complaint Form submitted in accordance with the above process, it will determine whether the complaint identifies a potential Title VI violation and whether there is sufficient information to conduct an investigation. The EEO Unit will inform the Customer of this conclusion in writing.

If additional information is needed, the EEO Unit will contact the Customer and the Customer will be given a reasonable amount of time to provide the requested information. Failure to provide the requested information to the EEO Unit may result in Administrative Closure of the complaint. The EEO Unit also may administratively close the complaint if a Customer fails to cooperate with the investigation or indicates he or she no longer wishes to pursue the matter. The EEO Unit will inform the Customer in writing if it administratively closes the complaint.

If the EEO Unit deems that the complaint does not constitute a potential Title VI violation, it will send the Customer an Acknowledgment Letter stating that, because the complaint does not fall under the purview of the EEO Unit, the matter will be considered closed and the complaint will be referred to the appropriate department to handle as appropriate.

If the EEO Unit concludes that the complaint identifies a potential Title VI violation, and there is sufficient information to investigate, it will assign the complaint a case number, and send the Customer an Acknowledgement Letter stating that the complaint has been accepted for investigation, and notify the relevant Department Head, or other management as designated by the Senior Manager, EEO Programs, of the investigation. The EEO Unit also will advise the Customer of his or her right to file a complaint with the U.S. Department of Transportation, Federal Transit Administration's Office of Civil Rights. The main office is located at 1200 New Jersey Avenue SE, Washington, DC 20590. The regional office is located at 200 West Adams Street, Suite 320, Chicago, Illinois 60606.

The Customer also will be informed that the EEO Unit will not investigate complaints which also have been filed with any court, administrative agency, or external forum, and that the matter has been such complaints will be referred to CTA's Law Department.

4.6 Complaint Investigation

If the EEO Unit concludes that the complaint identifies a potential Title VI violation and there is sufficient information to investigate, the EEO Unit will conduct a thorough investigation of the complaint. The investigation may include interviewing the relevant parties involved and witnesses, compiling and analyzing data, reviewing

ADMINISTRATIVE PROCEDURE # 1602

Title VI Complaint Procedure

Effective Date:	03/03/2017
Initiating Department:	EEO Unit (Administration)
Supersedes:	AP 1602 (05/27/16)
Number of Pages:	Page 3 of 6



Chicago Transit Authority

relevant documents, preparing an investigation report on the findings from the investigation, and making recommendations.

The EEO Unit generally will complete the investigation within ninety (90) business days. The EEO Unit may extend this time period if complicating or unforeseen circumstances arise and will notify the Customer in writing of any extension.

When the investigation is completed, a final investigation report will be submitted to the Senior Manager, EEO Programs and the relevant Department Head or other management as designated by the Senior Manager, EEO Programs. The Customer and Respondent also will receive a Determination Letter indicating the findings of the investigation, and the relevant Department Head or other management will be informed of the results of the investigation.

If there is a finding of a Title VI violation, the Department Head or other management as designated by the Senior Manager, EEO Programs will review the final investigation report and determine the appropriate course of action. Within ten (10) business days of receiving the final investigation report, the Department Head or other management will notify the EEO Unit whether corrective action was taken. If corrective action was taken so, the Department Head or other management will notify the EEO Unit of the nature of the action taken and provide the EEO Unit with a copy of the relevant corrective action documentation (once it is implemented). If no corrective action was taken, the Department Head or other management will provide an explanation of the decision not to take corrective action to the Senior Manager, EEO Programs.

APPEAL PROCESS

4.7 Process and Timeline for Internally Appealing the EEO Unit's Findings

If the Customer wants to appeal the EEO Unit's findings, the Customer may request an appeal to CTA's Title VI Appeal Committee ("Committee") by completing and submitting the Title VI Appeal Form (available on CTA's website) to the address or e-mail address listed on the document.

Title VI appeals must be filed within fifteen (15) business days from the date of the EEO Unit's Determination Letter. The appeal must state with specificity the reasons why the initial written response should be overturned. The Committee will not consider any new evidence or re-investigate a complaint. The Committee shall notify send the Respondent a letter indicating that the Customer has appealed the EEO Unit's findings and notify the relevant Department Head or other management of the appeal.

4.8 Appeal Review

The Title VI Appeals Committee will review the investigation and reach a conclusion about the findings within thirty (30) business days. The Committee can extend this time period if complicating or unforeseen circumstances arise. The Committee will notify the Customer in writing if it avails itself to an extension.

The appeal review will be limited to the record of the investigation conducted by the EEO Unit, and the EEO Unit's findings shall be overturned only when the Committee finds clear error or insufficient information in the record to support the EEO Unit's findings. If the Committee determines that there is insufficient information in the record, it may refer the matter back to the EEO Unit for further investigation.

The Committee will send the Customer and the Respondent letters that indicate the results of its review, and will provide copies of those letters to the Senior Manager, EEO Programs, and notify the relevant Department Head or other management of the results of the appeal review.

ADMINISTRATIVE PROCEDURE # 1602

Title VI Complaint Procedure



Chicago Transit Authority

Effective Date:	03/03/2017
Initiating Department:	EEO Unit (Administration)
Supersedes:	AP 1602 (05/27/16)
Number of Pages:	Page 4 of 6

COMPLAINT AND INVESTIGATION TRACKING

- 4.9** The EEO Unit maintains a log of Title VI complaints and Title VI Appeal Requests with a summary of the allegations; status of the investigation or review; the findings of the investigation or conclusion of the review; and the corrective action taken by the Department Head or other management or the explanation of the decision not to take corrective action, if applicable.

5A. PROCEDURES – COMPLAINT PROCESS

	Responsible Party	Action
1.	Customer	<p>Files a Title VI complaint with the EEO Unit within 180 days of the alleged discrimination.</p> <p>Contacts the EEO Unit at 312-681-2610 or EEOdiversity@transitchicago.com, if assistance is needed to complete the Title VI Complaint Form.</p> <p>If the EEO Unit requests additional information, responds to this request within a reasonable amount of time.</p>
2.	Customer Service	<p>If a complaint that may involve a potential Title VI violation is reported to Customer Service, it obtains information regarding the incident and refers the complaint to the EEO Unit for preliminary investigation within two (2) business days.</p>
3.	EEO Unit	<p>Reviews the Title VI Complaint Form or the information referred from Customer Service to determine whether the complaint identifies a potential Title VI violation, or whether there is sufficient information to conduct an investigation. Informs the Customer of this conclusion in writing.</p> <p>If insufficient information is provided, requests additional information from the Customer. If the Customer does not provide additional information within a reasonable amount of time, administratively closes the complaint. Informs the Customer in writing if his or her complaint is administratively closed.</p> <p>If sufficient information is provided, determines whether the complaint identifies a potential Title VI violation. If not, informs the Customer and refers the matter to the appropriate department to handle. If the complaint identifies a potential Title VI violation, notifies the relevant Department Head, or other management as designated by the Senior Manager, EEO Programs, informs the Customer, and initiates an investigation.</p> <p>Conducts an investigation of each Title VI complaint that has sufficient information and identifies a potential Title VI violation, generally within ninety (90) business days, and reaches a conclusion.</p> <p>Drafts a final investigation report, which summarizes its investigation, findings, and any applicable recommendations.</p> <p>Provides the final investigation report to the Senior Manager, EEO Programs.</p>

ADMINISTRATIVE PROCEDURE # 1602

Title VI Complaint Procedure

Effective Date:	03/03/2017
Initiating Department:	EEO Unit (Administration)
Supersedes:	AP 1602 (05/27/16)
Number of Pages:	Page 5 of 6



Chicago Transit Authority

4.	Senior Manager, EEO Programs	Reviews the final investigation report for approval to send to the Department Head or other management as appropriate.
5.	EEO Unit	Sends the Customer and Respondent Determination Letters indicating the findings of the investigation and notifies the Department Head or other management of the findings.
6.	Department Head or other management as designated by the Senior Manager, EEO Programs	If there is a finding of a Title VI violation, reviews the final investigation report and determines the appropriate course of action based on the findings. Within ten (10) business days of receiving the final investigation report, notifies the EEO Unit whether corrective action was taken. If so, notifies the EEO Unit of the nature of the action taken and provides the EEO Unit with a copy of the relevant corrective action documentation (once it is implemented). If not, provides the Senior Manager, EEO Programs with an explanation of the decision not to take corrective action.
7.	EEO Unit	In the Title VI tracking database, records a summary of the allegation; status of the investigation; the findings of the investigation or conclusion of the initial complaint review; and the corrective action taken by the Department Head or other management or the explanation for not taking corrective action, if applicable.

5B. PROCEDURES – APPEAL PROCESS

Responsible Party		Action
1.	Customer	Within fifteen (15) business days from the date the EEO Unit issues its investigation findings, requests an appeal to CTA's Title VI Appeal Committee by submitting the Title VI Appeal Form (available on CTA's website) to the address or e-mail address listed on the document.
2.	Title VI Appeal Committee	<p>Informs the Respondent and Department Head or other management that the Customer has appealed the EEO Unit's findings.</p> <p>Reviews the initial investigation and reaches a conclusion about the findings within thirty (30) business days.</p> <p>If necessary, refers the matter back to the EEO Unit for further investigation.</p> <p>Sends the Customer and the Respondent letters indicating the results of the review.</p> <p>Provides copies of those letters to the Senior Manager, EEO Programs and informs the Department Head or other management of the results of the review.</p>
3.	EEO Unit	In the Title VI tracking database, records the appeal request; the status of the review; the conclusion of the review; and the corrective action taken by the Department Head or other management or explanation for not taking corrective action, if applicable.

ADMINISTRATIVE PROCEDURE # 1602

Title VI Complaint Procedure

Effective Date:	03/03/2017
Initiating Department:	EEO Unit (Administration)
Supersedes:	AP 1602 (05/27/16)
Number of Pages:	Page 6 of 6



Chicago Transit Authority

Approved by:

Sylvia I. Garcia

Sylvia I. Garcia

Title:

Chief of Staff/Chief Operating Officer

Date Approved:

2/3/17

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**



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).
- ☒ I certify our agency expended or will expend \$750,000 or more in federal awards during our most recent fiscal year ending on 12/31/2022 (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.

DocuSigned by:

Donnal Carter

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4/13/2023

Signature of Authorized Official

Date

President

Title

FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities



Traditional Project Certification Eligibility Units of Local Government

(New Applicants Only)

N/A

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.

Signature of Authorized Official

Date

Title

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**



Private Non-Profit Organization Certification Eligibility

N/A

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.

Signature of Authorized Official

Date

Title

FY2022 & FY2023 Application

Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities



Governing Board Resolution

This or a similar resolution is required of all applicants.

Resolution No.

Project Title: Tactile Signage at CTA Bus Stops

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 *Chicago Transit Authority (CTA)*:

Section 1. That the **Dorval R. Carter, Jr., President**, and his/her successor is authorized to execute and file applications on behalf of the *Chicago Transit Authority* with the Regional Transportation Authority for a FY2022 and FY2023 Section 5310 grant for ***Tactile Signage at CTA Bus Stops***.

Section 2. That the **Dorval R. Carter, Jr., President**, 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 FY2022 and FY2023 Section 5310 grant agreement application.

Section 3. That the **Dorval R. Carter, Jr., President**, and his/her successor certify that the ***Chicago Transit Authority will provide the required local match from CTA's Bond funds.***

Section 4. That the **Dorval R. Carter, Jr., President** and his/her successor is authorized and directed on behalf of the ***Chicago Transit Authority*** to execute and deliver grant agreements and all subsequent amendments thereto between the ***Chicago Transit Authority*** and the Regional Transportation Authority for FY2022 and FY2023 Section 5310 grant, and the Secretary of the ***CTA*** is authorized and directed on behalf of ***Chicago Transit Authority*** to attest said agreements and all subsequent amendments thereto.

Section 5. That the **Dorval R. Carter, Jr., President** and his/she 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 ***Chicago Transit Authority***.

PRESENTED and ADOPTED the _____ day of _____, 20_____

DocuSigned by:

Dorval Carter

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Signature of Authorized Official

Georgette Greenlee

Signature of Attest

President

Title

Secretary of the Board

Title