

APPENDIX A

STAKEHOLDER INTERVIEW GUIDE AND SURVEY INSTRUMENT

Appendix A. Stakeholder Interview Guide & Survey Instrument

Interview Guide

Interview objectives:

Please Record:

Interviewer/Team Name: _____

Interviewee: _____

Agency/Organization: _____

Date: _____

1. Existing Interagency Planning and Coordination

Questions where agency/organization has recent HST plan (*Assumes interviewer has reviewed RTA 2007 plan*)

- Has your plan been effective at supporting coordination? If yes, how? And if not, why not? Please be as specific as possible.

- Are you still working with the stakeholders who helped you draft the plan? If yes, in what capacity?

- Has your organization implemented any of the recommendations set out in the plan or moved forward with identified action items? Please describe any progress or challenges?

- If your plan includes performance measures, have you begun the process of collecting data and measuring progress? Has this been a useful exercise? Why

or why not – can you provide specific examples?

- Do you have any other ways to measure success or progress towards the plan?

Needs and Gaps

- Given your knowledge of the existing services, what do you consider the major gaps or needs for transportation services? Do you know about any services that are under-used or over-provided? Please describe these gaps/needs/under-utilized services in terms of population, service area, time of day/week.

- Have you documented specific transportation needs of various target populations that aren't met? How have did you document these needs? Do you use this information? Could you provide examples of existing needs by population?

- Do you have any tools that help you identify potential service duplications, available or underused assets, and/or gaps in existing services? If yes, what are these tools? How were they developed and how are they currently used?

- Do you have any technology or other tools available to you that can be used to track spending on transportation or coordination efforts? If yes, what are they? Do you know of any tools that you wish you had?

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- Do you collect data on performance issues, such as cost per trip, ridership, on-time performance, etc? How do you collect/store this information? How, if at all, do you use the information?

3. Customer amenities and service policies

- Do your local transportation service providers offer user-friendly and accessible information? How is it distributed and made available to target populations?

- Does an organization in your community provide travel training and consumer education programs available on an ongoing basis? Who sponsors these programs? How is the travel training organized?

- Is there a formal or informal process for customers to provide feedback about the services? What is this process? Do you collect customer satisfaction information on a regular basis? What do you do with this information?

- Have you ever sponsored a project or service that was designed directly or indirectly to support persons with disabilities, older adults or low-income individuals that was not successful? Could you please describe the project, talk a bit about how it came about and some of the challenges it faced in succeeding? What could have been differently that might have resulted in a more successful project?

- What sorts of marketing and communication programs are available to users? How is the information distributed? Are there other efforts to build awareness and promote use of the services?

4. Funding and billing policies

- Do you have any tools in place to track financial data across transportation programs or providers? What are they? How do you use them?

5. Internal practices and practices than enhance transit efficiency

- Do you have any arrangements or procedures that help facilitate access to a broad range of transportation providers, for example letting clients ride with different operators based on trip type or time of day? How effective are these arrangements? If so, how do these arrangements work in terms of funding, customer preferences and service availability?

- Do you have any support services coordinated (i.e. vehicle procurement, training, etc.) that help to lower costs and ease management burdens of individual agencies?

6. Perceived Opportunities for Coordination

- How would you characterize the interest/momentum for coordination? What is the primary source of this interest/momentum?

- Would you say there is sustained support for coordination from elected officials, agency administrators and other community leaders? Why or why not?

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- What is your vision for coordination? How do you think it could help transportation in Will County? What are some of the projects you would like to see happen?

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- Do you have any specific strategy recommendations on how to approach coordination in Will County? Who are the key parties to these strategies?

**Will County Coordinated Paratransit Study
Telephone Survey Update of Community Transportation Provider Profile**

Instructions to Staff – Starting with the inventory Nelson\Nygaard and RLS & Associates conducted for the RTA in 2007, update the inventory to include new providers and new information for “existing” providers. Use this survey to expand each provider’s profile to include a more detailed description of the services, and institutional framework under which the organization operates.

“Pre-fill” the telephone survey with existing information we collected two year ago. As we telephone each provider, e-mail their pre-filled questionnaire to them (so that we are both looking at the same information). The task will be to confirm or change old information and add in new information by the end of the telephone call.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: _____
- b. CEO (Name & Title) _____
- c. CEO Telephone _____ CEO E-Mail: _____
- d. Address: _____
- e. City: _____ State: _____ Zip: _____
- f. Telephone: _____ Fax: _____
- g. Name of Individual Responding to Survey: _____
- h. E-mail of Respondent Contact: _____
- i. Title of Respondent Contact: _____
- j. Agency Website: _____

Please check the box that **best** describes your organization. (*Check only one.*)

- | | |
|---|--|
| <input type="checkbox"/> a. Publicly Sponsored Transit Agency | <input type="checkbox"/> l. Private School |
| <input type="checkbox"/> b. Social Service Agency – Public | <input type="checkbox"/> m. Neighborhood Center |
| <input type="checkbox"/> c. Social Service Agency – Nonprofit | <input type="checkbox"/> n. Taxi/Wheelchair/Stretcher Service |
| <input type="checkbox"/> d. Medical Center/Health Clinic | <input type="checkbox"/> o. Public Housing |
| <input type="checkbox"/> e. Nursing Home | <input type="checkbox"/> p. Shelter or Transitional Housing Agency |
| <input type="checkbox"/> f. Adult Day Care | <input type="checkbox"/> q. Job Developer |
| <input type="checkbox"/> g. Municipal Office on Aging | <input type="checkbox"/> r. One-Stop Agency |
| <input type="checkbox"/> h. Nonprofit Senior Center | <input type="checkbox"/> s. Other _____ |
| <input type="checkbox"/> i. Faith Based Organization | |
| <input type="checkbox"/> j. YMCA/YWCA | |
| <input type="checkbox"/> k. Red Cross | |

2. What are the major functions/services of your organization? (*Check all that apply.*)

- | | |
|---|--|
| <input type="checkbox"/> a. Transportation | <input type="checkbox"/> k. Job Placement |
| <input type="checkbox"/> b. Health Care | <input type="checkbox"/> l. Residential Facilities |
| <input type="checkbox"/> c. Social Services | <input type="checkbox"/> m. Income Assistance |
| <input type="checkbox"/> d. Nutrition | <input type="checkbox"/> n. Screening |
| <input type="checkbox"/> e. Counseling | <input type="checkbox"/> o. Information/Referral |
| <input type="checkbox"/> f. Day Treatment | <input type="checkbox"/> p. Recreation/Social |
| <input type="checkbox"/> g. Job Training | <input type="checkbox"/> q. Homemaker/Chore |
| <input type="checkbox"/> h. Employment | <input type="checkbox"/> r. Housing |
| <input type="checkbox"/> i. Rehabilitation Services | <input type="checkbox"/> s. Other _____ |
| <input type="checkbox"/> j. Diagnosis/Evaluation | |

3. Under what legal authority does your organization operate?

- | |
|--|
| <input type="checkbox"/> a. Local government department or unit (city or county) |
| <input type="checkbox"/> b. Private nonprofit organization |
| <input type="checkbox"/> c. Transportation authority |
| <input type="checkbox"/> d. Private, for-profit |
| <input type="checkbox"/> e. Other (Specify) _____ |

4. What is the geographic service area for the organization?

- | |
|---|
| <input type="checkbox"/> Countywide (Specify County or Counties): _____ |
| <input type="checkbox"/> Specific Municipalities (Specify): _____ |
| <input type="checkbox"/> Other (Specify): _____ |

5. Does your organization impose eligibility requirements on those persons who are provided transportation? (Check one.)

Yes No

If yes, please define those basic requirements below (e.g., Medicaid only, low-income only, etc).

6. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients? (Check one.)

Yes No

7. Does your organization purchase transportation on behalf of clients or the general public from other service providers? (Check one.)

Yes No

If the answer to Question 7 is “No,” and the answer to Question 8 is “Yes,” Skip to Question 28 and continue the survey.

If the answer to both questions is “No,” Skip to Question 30 and continue the survey.

II. TRANSPORTATION SERVICES PROVIDED

Service Providers Only. In this section, explain the various methods by which your organization delivers public transit or human service agency transportation. Exclude meal deliveries or other non-passenger transportation services that may be provided.

8. Which mode of transit service delivery best describes your methods of service delivery? (Check all that apply.)

- a. Fixed route (fixed path, fixed schedule, with designated stops)
 - b. Demand response (includes casual appointments and regular clients attending daily program activities)
 - c. Route deviation
 - d. Other (Specify) _____
-

9. In what manner does your organization directly provide, purchase, operate, or arrange transportation? (Check all that apply.)

| Mode of Transportation | Services for the General Public | Client Only Services |
|--|---------------------------------|----------------------|
| | <i>(Check All That Apply)</i> | |
| a) Personal vehicles of agency staff | | |
| b) Agency employees using agency owned fleet vehicles | | |
| c) Pre-purchased tickets, tokens, passes for other modes of paratransit/transit | | |
| d) Reimbursement of mileage or auto expenses paid to clients, families, or friends | | |
| e) Volunteers | | |
| f) Information and referral about other community transportation resources | | |
| g) Operate own transportation program using agency owned vehicles and staff | | |
| h) Other (Describe in space provided below) | | |

Please describe any other methods in which your organization delivers transportation services not previously checked in Question 10a through 10h.

10. Please provide the following information regarding the vehicle fleet used in the provision of transportation services provided directly by your agency. The vehicle type(s) used include the following:

| Vehicle Type | Number of Vehicles | | | | |
|---|--------------------|-----------|------------|----------------------------------|--------------------|
| | Total Number | No. Owned | No. Leased | No. Owned/Leased: W/C Accessible | Volunteer Vehicles |
| a) Sedans | | | | | |
| b) Station wagons | | | | | |
| c) Minivans | | | | | |
| d) Standard 15-passenger vans | | | | | |
| e) Converted 15-passenger vans (e.g., raised roof, wheelchair lift) | | | | | |
| f) Light-duty bus (body-on-chassis type construction seating between 16-24 passengers) | | | | | |
| g) Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle) | | | | | |
| h) School bus (yellow school bus seating between 25 and 60 students) | | | | | |
| i) Medium or heavy duty transit bus | | | | | |
| j) Other (Describe): | | | | | |

Note: "Number Owned" and "Number Leased" should add to equal "Total Number."

11. Are the vehicles equipped with two-way radio communications or do the drivers carry any type of communication device? (Check one.)

- Yes No

If “Yes,” what type of communications device/system is used? (Check all that apply.)

- Cellular phones
- Two-way mobile radios requiring FCC license
- Pagers
- Mobile data terminals
- Other (describe): _____

12. Define the level of passenger assistance provided for users of your transportation service. (Check all that apply.)

- Curb-to-curb (*i.e.*, drivers will assist passengers in and out of vehicle only).
- Door-to-door (*i.e.*, drivers will assist passengers to the entrance of their origin or destination).
- Drivers are permitted to assist passengers with a limited number of packages.
- Drivers are permitted to assist passengers with an unlimited number of packages.
- We provide personal care attendants or escorts to those passengers who require such services.
- Passengers are permitted to travel with their own personal care attendants or escorts.

13. What are the daily hours and days of operation for your transportation services? Check days and list hours of operation in the space provided.

| | Mon | Tues | Wed | Thu | Fri | Sat | Sun |
|--------------------------------|-------|-------|-------|-------|-------|-------|-------|
| Transportation service begins: | _____ | _____ | _____ | _____ | _____ | _____ | _____ |
| Transportation service ends: | _____ | _____ | _____ | _____ | _____ | _____ | _____ |

14. How do clients/customers access your transportation services?

- There are no advance reservation requirements.
- Clients/customers must make an advance reservation (*e.g.*, by telephone, facsimile internet, arrangement through a third party, etc).

15. If advance reservations are required, what notice must be provided?

- We use a real-time reservation policy.
- Customers/clients must call for a reservation the day before travel.
- Customers/clients must call for a reservation 24 hours before travel.
- Customers/clients must call for a reservation two days before travel.
- Customers/clients must call for a reservation three days before travel.
- Customers/clients must call for a reservation four days before travel.
- Customers/clients must call for a reservation five days before travel.
- Customers/clients must call for a reservation one week before travel.
- Other (Define): _____

16. Will you accommodate late reservations if space is available?

- Yes No

Explain _____

17. Will you accommodate same day reservations if space is available?

- Yes No

Explain _____

III. RIDERSHIP

The following questions have to do with client/patron caseload and/or client ridership.

**18. Must individuals be certified or pre-qualified in order to access your transit services?
(Check one.)**

- Yes No

If yes, what are the eligibility/qualification standards?

19. Please provide your organization’s annual passenger statistics. If possible, use data for the most recently completed 12-month period for which data is available. Complete questions (a) through (d).

| Unduplicated Persons/Passenger Trips | Services for the General Public | Client Only Services | Estimate | Actual |
|--|--|-----------------------------|-----------------|---------------|
| a) Total number of persons ¹ provided transportation | | | | |
| b) Total number of passenger trips ² (most recent fiscal year) | | | | |
| c) Estimated number of trips ² which the riders use a wheelchair | | | | |

In the above table, use the following definitions:

¹ A "person" is an unduplicated count of individuals receiving service (a person riding the vehicle 200 trips per year is counted as one person).

² A "trip" equals one person getting on a vehicle one time. Most riders make two or more trips a day since they get on once to go somewhere and then get on again to return.

Answer the following questions about figures provided in the table above:

d) Time period for counts: _____

IV. ANNUAL EXPENDITURES AND REVENUES

The following questions concern your **transportation** funding sources and annual revenues and expenditures.

20. Does your organization charge a fare or fee for providing transportation services?

Yes No

If yes, what is the fare structure? _____

21. Does the organization provide any discounts for the elderly or persons with disabilities?

Yes No

If yes, what is the discount? _____

22. Does your organization accept any donations from seniors to offset the cost of providing transportation services?

Yes No

If yes, what is the suggested donation amount? _____

23. What are the beginning and ending dates of your organization's fiscal year?

Beginning: _____ Ending: _____

24. What are your transportation operating revenues?

| Category | Actual, FY 2009 |
|---|-----------------|
| Transportation Operating Revenues – List Individually | |
| a) Fares Collected from Passengers Through Cash, or Tickets/Tokens Purchased by Passengers (Include Client Fees and/or General Public Fares Here) | |
| b) Revenues Collected From Cash or Ticket/Tokens Purchased by Third Parties on Behalf of Passengers | |
| c) Reimbursements for Services Obtained from Third Parties (e.g., Medicaid Reimbursements) | |
| d) City Government Appropriations | |
| e) County Government Appropriate | |
| f) State Government Appropriation | |
| g) Grants Directly Received by the Organization | |
| 1) FTA Section 5307 | |
| 2) FTA JARC | |
| 3) Title III (Older Americans Act) | |
| 4) Medicaid | |
| 5) Other (List) | |
| 6) Other (List) | |
| h) United Way: | |
| i) Passenger Donations | |
| j) Fundraising | |
| k) Contributions from Charitable Foundations, etc. | |
| l) Other, not listed above (Explain) | |
| Total Transportation Revenues – Total | |

Other comments on organization revenues?

25. Did you receive any capital revenues during FY 2009 for transportation (e.g., facilities, vehicles, technology, etc.)?

| Category | Actual, FY 2009 |
|--|-----------------|
| Transportation Capital Revenues – List Individually | |
| a) FTA | |
| 1) FTA Section 5307 | |
| 2) FTA Section 5309 | |
| 3) FTA Section 5310 | |
| 4) FTA Other (list) | |
| b) Governmental Revenues | |
| c) Passenger Donations | |
| 1) State | |
| 2) County (list county) | |
| 3) City (list city) | |
| d) Fundraising | |
| e) Contributions from Charitable Foundations, etc. | |
| f) Other, not listed above (Explain) | |
| Total Transportation Capital Revenues – Total | |

Other comments on organization capital revenues?

26. What are your transportation operating and capital expenses?

| Category | Actual, FY 2009 |
|--|-----------------|
| Transportation Operating Expenses – List Individually | |
| a) Transit Operation Expenses | |
| 1) Transportation administration | |
| 2) Transportation operations | |
| 3) Transportation maintenance (facilities and equipment) | |
| Total Operating Expenses | |
| b) Transportation Capital Expenses | |
| Total Transportation Operating and Capital Expenses | |

Other comments on organization expenses?

27. Does your agency make any payments to third parties to pay for transportation of the general public or for clients of your agency?

Yes No

If No, Go to Question 30.

28. If your agency purchases client transportation services from third parties, please complete the following table. If the third party or parties are private individuals, do not list individual names; sum all such entries in one line labeled as “private individuals.”

| Transportation Payments Made to Third Parties for the Purchase of Transportation Services | | | |
|--|--|---|--|
| Name of Third Party | Total Number of Trips Purchased | Rate and Basis of Payment (e.g., Per Mile, Per Trip, etc.) | Total Amounts Paid Last Fiscal Year |
| | | | |
| | | | |
| | | | |
| | | | |

Note: If different rates apply to different types of trips (e.g., ambulatory trips vs. non-ambulatory trips), please specify each rate and ridership separately). Also, if rate structure incorporates more than one structure (e.g., a base rate plus a mileage-based rate), please specify accordingly.

V. ASSESSMENT OF NEEDS/COORDINATION

29. What are the top five trip demand generators for your customers or clients, that is, to which five destinations do your customers or clients travel most often?

| Destination | Address | City | Zip Code | Weekday Ridership | | | | | Sat Ridership | Sun Ridership |
|-------------|---------|------|----------|-------------------|--------|---------|---------|-----------|---------------|---------------|
| | | | | Am Peak | Midday | Pm Peak | Evening | Overnight | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |

30. What do you see as the greatest barrier to mobility in your service area (select one)?

- Lack of public transportation service in our area.
- The cost of transportation services.
- The hours and days of existing services do not meet our needs.
- Eligibility restrictions imposed by various human service agencies.
- Funding to support transportation.
- Lack of private sector transportation services in our area.
- Turf/jurisdictional issues among communities in the service area.
- Other (Define): _____

31. What elements of the existing transportation network provide the most useful mobility options in your service area (select one)?

- Public transit.
- ADA complementary paratransit services.
- Taxis and other private providers.
- Human service transportation programs.
- Families, friends, and neighbors.
- Volunteers.
- Other (Define): _____

32. In what type of transportation coordination activities do you currently participate?

- Information and referral.
- Joint procurement.
- Joint training.
- Joint dispatch.
- Shared backup vehicles.
- Shared maintenance.
- Joint use of vehicles.
- Trip sharing.
- Service consolidation.
- Service brokerage.
- Joint grant applications funding.
- Driver sharing.
- Other (Define): _____

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

33. In your assessment, what enhancements are most needed to improve mobility in your service area (select one)?

- Greater coordination among providers.
- More funding.
- Longer hours and/or more days of service.
- Loosening of eligibility restrictions.
- Lower fares on existing services.
- Other (Define): _____

34. What issues, if any, have your coordination efforts encountered (check all that apply)?

- Statutory barriers to pooling funds
- Restrictions placed on the use of vehicles
- Liability/insurance concerns
- Turf issues among providers
- Billing/accounting issues
- Unique characteristics of client populations
- Other (Define): _____

35. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area (check only one)?

- Statutory barriers to pooling funds
- Restrictions placed on the use of vehicles
- Liability/insurance concerns
- Turf issues among providers
- Funding
- Unique client characteristics/inability to mix clients on-board vehicles
- Other (Define): _____

40. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below.

41. Contact name and information for further information:

Thank you for your cooperation.

APPENDIX B

OVERVIEW OF TRANSPORTATION FUNDING PROGRAMS

Appendix B. Overview of Transportation Funding Programs

The coordination of paratransit programs in any community can be a daunting task. Aside from the logistical issues associated with paratransit and program eligibility, advance reservations, scheduling, and dispatching vehicles to hundreds of disparate destinations on a daily basis, perhaps a more formidable task is attempting to coordinate the myriad of existing funding sources used to support existing paratransit, community transit, and human services transportation funding.

Communities throughout the United States have sought to coordinate these services for decades. Despite longstanding (and sometimes successful efforts) to achieve services and funding coordination, many obstacles exist. Indeed, this problem has been recognized at several levels of government (Federal and State), resulting in a wide range of policy and technical assistance efforts. At the Federal level, the Coordinating Council on Access and Mobility oversees a Federal initiative known as “United We Ride.” This task force seeks to break down barriers associated with the use of various Federal funding programs used to support, in part, local coordination efforts. At the state level, an Interagency Coordinating Committee on Transportation (ICCT) operates the ICCT Clearinghouse (as part of IDOT’s Rural Technical Assistance Program (RTAP)) to help downstate counties better coordinate public transit and human service agency transit services.

Most of the problems associated with coordination focus on the fact that there are no less than 62 federal programs – most of which are administered by the Departments of Health and Human Services, Labor, Education, and Transportation – that are used to fund transportation services for what is commonly referred to as the “transportation disadvantaged” population (the elderly, persons with low income, and persons with disabilities).¹ Generally, each of these programs has its own eligibility criteria for program participation and may set stringent standards for how transportation may be provided as an eligible program service.

In addition to Federal programs, there are a variety of state funded programs, particularly in the public transit area, that also may be available to support coordinated paratransit operations.

One issue for local coordination committees is trying to grasp the various funding streams used to support passenger transportation. In this Appendix, we provide a narrative regarding the major programs of interest and provide summary information, in tabular format, about major programs. Information regarding key major programs – The RTA, Medicaid, and Older American Act funds are discussed; tabular data on other major programs follow.

¹ U.S. General Accounting Office, *Transportation Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, But Obstacles Persist*, GAO-03-697 (Washington, D.C. June 2003).

Public Transportation Funding administered by the Regional Transportation Authority (RTA)

Overview of the RTA²

The RTA provides financial oversight and regional planning for regional public transportation operators (“service boards”) in Northeastern Illinois. These entities include: Chicago Transit Authority (CTA), Metra, and Pace. Together, the service boards provide a combined 600 million transit rides per year. The RTA’s service area includes Cook, DuPage, Kane, Lake, McHenry, and Will Counties. The RTA Board of Directors approved a \$2.4 billion budget in December 2008. In July 2009, Governor Quinn approved \$2.7 billion in capital funding for Northeastern Illinois.

The RTA is the second largest public transportation system in North America as measured by unlinked passenger trips and provides more than two million rides daily. The combined assets of the RTA are valued at more than \$34 billion and include 5,100 bus and rail cars plus 600 vanpool vehicles. The system covers 7,200 route miles in the six-county region that currently has a population of approximately eight million people.

As the transportation funding body for the region, the RTA has also been heavily involved in overseeing the ADA paratransit services in the region, including Will County. Since 1993, the RTA has also directly provided the ADA eligibility certification function for the region. In conjunction with this role, the RTA purchases paratransit trips from Pace for ADA paratransit applicants.

RTA Involvement in Coordination Services/Funding Programs

RTA is heavily invested in coordinated planning and service implantation throughout the northeastern Illinois service area. To meet long-range planning goals, the RTA administers multiple planning and coordinated service funding programs:

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom Initiative (Section 5317) grant programs must meet certain requirements in order to receive funding for fiscal 2009 (October 1, 2006) and beyond. The JARC and New Freedom programs are administered by the RTA while the Section 5310 program is administered by the Illinois Department of Transportation, Division of Public and Intermodal Transportation. Section 5307, the Urbanized Area Formula Program, is also administered by the RTA.

Job Access Reverse Commute (JARC) and New Freedom Funding Programs

In response to the SAFETEA-LU requirement, the Regional Transportation Authority (RTA) embarked on a thorough human service/public transportation planning process, called Connecting Communities through Coordination, to identify strategies that encourage more efficient use of available service providers that bring enhanced mobility to the region’s older adults, persons with disabilities and individuals with lower incomes.

² RTA website www.rtachicago.com

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The completion of the HSTP allows the northeastern Illinois region to access nearly \$7 million in federal funding available from the JARC and NF programs. The HSTP's goal is to maximize these two programs' collective coverage by minimizing the duplication of services and ensure the provision of efficient transportation services for the Northeastern Illinois region.

The JARC/NF programs advance the RTA's Strategic Plan goal of providing attractive, high-quality; innovative transit choices that link people to jobs and facilitate the use of transit for other trips. In addition, these programs will support the Strategic Plan objectives to increase the amount of transit service provided and serve more of the region's travel markets using innovative approaches as appropriate and increase the ease of connection between different transit providers by coordinating service, fares, information and physical connections. Selected projects will support the RTA's Regional Transit Coordination Program Goal of providing customers with a seamless regional transit system that most effectively takes people where they need to go by transit.

The RTA established four selection criteria to be used in recommending a program of projects. Projects are reviewed and ranked based on their consistency and support of the following goals:

- Provide transportation options
- Enhance financial viability
- Enhance livability and economic vitality
- Demonstrate value

Twelve (12) applications were received in response to the Federal Fiscal Year (FFY) 2009 Call for Projects. Washington Township submitted a New Freedom application for funds to expand available service for seniors and disabled riders from two days a week to five days a week.

In FY 2007 Pace was granted New Freedom funding to begin the first phase of a three-part plan to implement one of three regional call centers. Funding from this program will support mobility management and dispatching functions for the estimated 10,000 disabled individuals expected to utilize the call center annually. The center will promote, enhance and facilitate access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults and those individuals with low income. Completion of the regional call centers will greatly enhance access to transportation services for the residents of Will County.

Innovation, Coordination and Enhancement (ICE) Program

The RTA administers a competitive funding program established as part of the Mass Transit Funding and Reform legislative package (P.A. 95-0708) enacted in January 2008 by the State of Illinois. The purpose of the program is to enhance the coordination and integration of public transportation, and to develop and implement innovations to improve the quality and delivery of public transportation.

The intent of the ICE program is to advance the RTA's Strategic Plan goal of providing attractive, high-quality, innovative transit choices that link people to jobs and facilitate the use of transit for other trips. In addition, the ICE Program will support the Strategic Plan objectives to increase the amount of transit service provided and serve more of the region's travel markets using innovative approaches as appropriate and increase the ease of connection between different transit providers by coordinating service, fares, information and physical connections. To accomplish these goals and objectives, the RTA will select (through a competitive selection process) cost-effective capital and operating projects that promote innovation, coordination and enhancement of

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the regional public transportation system. Selected projects will support the RTA's Regional Transit Coordination Program Goal of providing customers with a seamless regional transit system that most effectively takes people where they need to go by transit.

Several projects were awarded FFY 2009 ICE³ funding that will have a noticeable impact in Will County:

- Metra sponsored SouthWest Service Saturday Service - Addition of three round trips on Saturdays to Metra's SouthWest Service, which currently serves New Lenox and Manhattan. Currently there is no Saturday service on this line.
- Rich Township sponsored Dispatching with Mobile Computers and In-Vehicle Technology – Scheduling software and Global Positioning System (GPS) for Rich Township paratransit services which will compliment software currently used by Pace.
- Pace sponsored I-355 Corridor Development Project - First phase of north-south transit service utilizing I-355 between Will, DuPage and Cook County. New limited stop express service from Bolingbrook to Schaumburg.

Community Planning

The RTA also administers the Community Planning program, which provides funding and planning assistance to communities at the local level for planning projects that benefit both the local communities and the RTA transit system. Launched in 1999 under the name Regional Technical Assistance Program (RTAP), the program was renamed and launched as Community Planning in 2008 to better reflect the program's focus on planning assistance for local communities.

Community Planning offers municipalities an opportunity to participate in the planning of local transit and transit-related opportunities. Services offered include the creation of station area / transit-oriented development plans, transit-oriented development guidelines, local transit improvement plans for bus and rail, coordinated paratransit plans and detailed implementation studies.

Through this program, the RTA seeks projects that are consistent with the vision and four primary goals of its Strategic Plan: provide transportation options and mobility, ensure financial viability, enhance livability and economic vitality, and demonstrate value. Prospective projects will also support the RTA's Regional Transit Coordination Program Goal of providing customers with a seamless regional transit system that most effectively takes people where they need to go by transit. This Goal will be supported specifically by planning projects that improve information, physical and service coordination. Additionally, the program looks to fund projects that incorporate the following Community Planning principles:

- Plan for increased transit usage
- Plan for access and circulation improvements in and around transit facilities
- Plan for multi-modal improvements
- Develop transit-oriented development plans or principles
- Plan for improved job access

³ Source: RTA, 2009 ICE Program of Projects

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- Plan for improved mobility for seniors and people with disabilities
- Plan for enhanced or expanded transit service
- Plan for improved mobility by synchronizing connections between existing transit services
- Plan for improved physical connections between trains and buses at interagency locations
- Plan for a seamless and coordinated transit system

Several projects were awarded FFY 2009 Community Planning⁴ funds that will have a noticeable impact in Will County:

- South Suburban Mayors and Managers Association sponsored Chicago Southland Transit Corridor Development - This study will encompass the communities within the service area of the South Suburban Mayors and Managers Association and that are located along either the Metra Electric Line, Rock Island Line, or Southwest Service, or the proposed SouthEast Service Line. This study will create transit-oriented development plans for all communities along each of the rail lines that do not already have one in place.
- Village of Manhattan sponsored Manhattan Village Center - This study will create a transit-oriented development plan for an approximate ½ mile radius of the existing Metra station within the Village.
- City of Joliet sponsored Joliet Intermodal Transportation Center Feasibility Study - This study will examine the feasibility of creating a new intermodal transportation center in the City Center, adjacent to the existing Union Station. The study will also provide recommendations to create intermodal connectivity, improve public transportation and passenger efficiencies and identify potential opportunities for adaptive reuse of the existing Union Station.

Subregional Planning

The Subregional Planning program, formerly housed under the Regional Technical Assistance Program (RTAP), provides funding and planning assistance to counties, townships, Councils of Government/Municipal Associations and groups of two or more municipalities located in the RTA six-county service area, the City of Chicago and the RTA Service Boards (Chicago Transit Authority, Metra and Pace) to complete transit and land use focused planning studies. Eligible projects include service development studies for an existing, underserved or emerging market, the transit component of a county or subregional transportation plan, corridor or subregional level integrated transit and land use improvement studies, and transit-oriented development and coordinated paratransit studies at the county, subregional or corridor level.

The Subregional Planning program was expanded in 2008 to address recommendations from the RTA's Strategic Plan, which calls for the regional transit system to be "enhanced and expanded to respond to the changes in local work-trip patterns that have resulted from, and in anticipation of, the growth in jobs and residences in the suburban area." Studies completed through this program may also develop strategies for serving the traditional suburb-to-city and intra-urban markets as well as the non-traditional city-to-suburb market identified in the Strategic Plan. The Strategic Plan also states that Subregional Planning studies will generally provide useful data and analysis to support informed transportation investment decisions; ensure that regional and local governments understand mobility needs, transportation system deficiencies, and existing and

⁴ Source: RTA, 2009 Community Planning Program of Projects

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emerging travel markets within the subregion; explore and assess a range of corridor transportation options and their impacts; and identify alternatives that offer the best net advantage to corridor communities and the region.

Through this program, the RTA also seeks projects that support the Strategic Plan and are consistent with the vision and four primary goals of that plan: provide transportation options and mobility, ensure financial viability, enhance livability and economic vitality, and demonstrate value. Prospective projects will also support the RTA's Regional Transit Coordination Program Goal of providing customers with a seamless regional transit system that most effectively takes people where they need to go by transit. This Goal will be supported specifically by planning projects that improve information, physical and service coordination. Additionally, the program looks to fund projects that incorporate the following Subregional Planning principles:

- Plan for increased transit usage
- Plan for transit service to new or underserved markets
- Plan for improved mobility options
- Plan for reduced highway congestion through expanded transit ridership
- Plan for multi-modal improvements
- Develop transit-oriented development plans or principles at the county or subregional level
- Plan for improved job access
- Plan for improved mobility for seniors and people with disabilities
- Plan for enhanced or expanded transit service
- Plan for improved mobility by synchronizing connections between existing transit services
- Plan for improved physical connections between trains and buses at interagency locations
- Plan for a seamless and coordinated transit system

Several projects were awarded FFY 2009 Subregional Planning⁵ funds that will have a noticeable impact in Will County:

- Pace sponsored I-355 Express Bus – This study seeks to develop a fully integrated sustainable corridor through the development of an express bus service on the I-355 corridor between New Lenox and Lake-Cook Road. This study will examine ways of improving transit as well as transit support facilities within the entire corridor.
- Joliet Arsenal Development Authority (JADA) sponsored Southwest Will TMA Study – The purpose of this study is to identify the transportation infrastructure and transit services required for the area in and around the former Joliet Arsenal. The study will also seek to create the structure for a Transportation Management Association to be the advocate for project implementation at all levels of government.

⁵ Source: RTA, Subregional Planning Program of Projects.

Public Transportation Funding administered by the Illinois Department of Transportation (IDOT)

Capital Assistance Program for Elderly Persons and Persons with Disabilities (Section 5310)

This program provides formula funding to states for capital projects to assist in meeting the transportation needs of the elderly and persons with disabilities. This funding, available to public entities and private, not-for-profit entities involved in transporting seniors and persons with disabilities, has historically been used for the purchase of accessible vehicles used for such services.

The goal of the Section 5310 Program is to improve mobility and independence for the elderly and persons with disabilities. In most states, funds are used to support capital programs and are provided according to an 80% federal/20% local match requirement. The most recent federal transportation bill, Safe Accountable Flexible Efficient Transportation Act (SAFETEA-LU) (2005) includes a coordination element to 5310 funding that requires all states and metropolitan areas receiving funds to have a coordinated public transit-human services plan in place.

Major Human Service Agency Programs

While the GOA report identified 62 total programs (9 of which were FTA funded), the remaining 53 programs administered by seven different Federal programs vary widely in the level of financial resources committed to client transportation. Indeed, subsequent research has shown that the top seven among these 53 programs account for more than 85 percent of the estimated expenditures. Medicaid is by far and away the largest of the non-FTA funded programs, with estimated expenditures in excess of \$1.5 billion nationally.

Title XIX (Medicaid) Funding for Non-Emergency Medical Transportation administered by the Illinois Department of Healthcare and Family Services

Authorized under the Social Security Act, as amended (42 U.S.C. § 396a, 1396n(e)(1)(A)), Medicaid is administered by the Centers for Medicare and Medicaid Services (CMS). In existence for more 40 years, Medicaid is a means-tested entitlement program that finances the delivery of primary and acute medical services as well as long-term care to more than 57 million people at an estimated cost to the federal and state governments of roughly \$300 billion. The federal Medicaid statute (Title XIX of the Social Security Act) defines more than 50 distinct population groups as being potentially eligible. To qualify for Medicaid coverage, applicants' income (e.g., wages, Social Security benefits) and often their resources or assets (e.g., value of a car, savings accounts) must meet program financial requirements. These requirements vary considerably among states, and different rules apply to different population groups within a state. Medicaid eligibility is also subject to categorical restrictions – generally, it is available only to the elderly, persons with disabilities (as generally defined under the federal Supplemental Security Income Program, or SSI²), members of families with dependent children, and certain other pregnant women and children. In recent years, Medicaid has been extended to additional groups

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with specific characteristics, including certain women with breast or cervical cancer and uninsured individuals with tuberculosis.⁶

In Illinois, the Department of Healthcare and Family Services (HFS) is one of the largest providers of transportation in Illinois. Included in its responsibilities is Medicaid (Title XIX) funding and in particular, non-emergency medical transportation (NEMT) services.

In June 2001, DHS implemented the Non-Emergency Transportation Service Prior Approval Program (NETSPAP) in Cook County and gradually expanded this brokerage demonstration statewide. This is a brokerage type concept made possible through recent rulemaking promulgated by CMS. As noted in Chapter 4, the brokerage program is managed by First Transit.

Head Start administered by the US Department of Health and Human Services

The Head Start program, funded through the U.S. Department of Health and Human Services, Administration for Children & Families, provides grants to local public and private non-profit and for-profit agencies to provide comprehensive child development services to economically disadvantaged children and families, with a special focus on helping preschoolers develop the early reading and math skills they need to be successful in school. In FY 1995, the Early Head Start program was established to serve children from birth to three years of age in recognition of the mounting evidence that the earliest years matter a great deal to children's growth and development.

Head Start, while often viewed as a school program, is typically treated as human services transportation by most states. However, Head Start is one of the few agencies that has issues specific transportation operations and safety regulations. These regulations, issued in 2001, provide limited opportunity for coordination of services, particularly among seniors and persons with disabilities, due to the adoption of school bus type vehicle specifications.

Veterans Medical Care Benefits Program administered by the US Department of Veterans Affairs

Administered by the U.S. Department of Veterans Affairs, Veterans Health Administration, the Veterans Medical Care Benefits program is estimated by the GAO to be fourth largest funder of client transportation in the U.S. Under this program, certain veterans may be provided special mode travel (e.g. wheelchair van, ambulance) or reimbursed for travel costs when traveling for approved VA medical care. Reimbursement is paid at 41.5 cents per mile and is subject to a deductible of \$3 for each one-way trip and \$6 for a round trip; with a maximum deductible of \$18 or the amount after six one-way trips (whichever occurs first) per calendar month. Two exceptions to the deductible are travel in relation to a VA compensation or pension examination and travel requiring a special mode of transportation. The deductibles may be waived when their imposition would cause a severe financial hardship.

Eligibility for VA sponsored travel is as follows:

- Veterans whose service-connected disabilities are rated 30 percent or more.

⁶ Herz, Elisa J., *Medicaid: A Primer*, prepared for the Congressional Research Service, Library of Congress, Washington, D.C. (December 19, 2005).

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- Veterans traveling for treatment of service-connected conditions.
- Veterans who receive a VA pension.
- Veterans traveling for scheduled compensation or pension examinations.
- Maximum annual VA pension rate.
- Certain veterans in certain emergency situations.
- Veterans whose medical condition requires a special mode of transportation, if they are unable to defray the costs and travel is pre-authorized. Advance authorization is not required in an emergency if a delay would be hazardous to life or health.
- Certain non-veterans when related to care of a veteran (attendants & donors).

Temporary Assistance for Needy Families administered by the Illinois Department of Human Services

TANF is designed to help needy families achieve self-sufficiency. To carry out its mission, the TANF Bureau: (1) develops legislative, regulatory, and budgetary proposals; (2) presents operational planning objectives and initiatives related to welfare reform to the Director; (3) oversees the progress of approved activities; (4) provides leadership and coordination for welfare reform within ACF; and (5) provides leadership and linkages with other agencies on welfare reform issues, including agencies within DHHS, relevant agencies across the Federal, State, local, and Tribal governments, and non-governmental organizations at the Federal, State, and local levels.

In Illinois, this program is administered by the Department of Human Services, Division of Human Capital Development.

Title IIIB Funding administered by the Northeastern Illinois Area Agency on Aging⁷

Title III of the Older Americans Act of 1965 is divided into four programs: Supportive Services, Nutrition and Meals Services, Disease Prevention and Health Promotion, and the National Family Caregiver Support Program. Title III-B, Supportive Services, is a major funder of transportation for persons 60 years of age or greater. Under the Act, certain priority services must be funded on an annual basis, including:

- Legal assistance;
- Access to services (transportation, outreach, information and assistance, and case management services); and
- In-home services (homemaker and home health aides, visiting and telephone reassurance, chore maintenance).

In Illinois, Title III-B funding is distributed by the Illinois Department of Aging to 13 Area Agencies on Aging (AAAs) around the state. Each AAA is responsible for delivery of services to seniors in its area, including transportation services. Each AAA develops an Area Plan which details these

⁷ Source: Interviews with CDOA, Suburban AAA, and NIAAA staff.

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services, noting that each Area Plan must be approved by the Illinois Department of Aging. Each AAA makes the decisions about what to fund and how to deliver the services.

Federal Title IIIB funding requires a local match. In Illinois, this local match is provided partially by the state at about 5%, which is used for both administration match (at 65%) and service match (at 35%). The greater portion of the local match that is required to deliver services is generated by local communities. By statute, rider donations cannot be used as part of the local match; instead, they are to be used for service expansion.

In Will County, that AAA is the Northeastern Illinois AAA, which serves DuPage, Lake, Kane, Kendall, McHenry and Will counties. For over twenty-five years, NIAAA has developed and coordinated services such as home-delivered meals, case management, transportation, legal services, information and assistance, etc. to assist older persons. These services enable older persons to live independently in their own homes. The agency also serves as an advocate for the needs and interests of older persons to legislators and others.

NIAAA is not a direct service provider; rather, it contracts with community-based service providers for service delivery. The community-based agencies normally receive local funding in addition to the funds they receive from the Illinois Department on Aging and NIAAA. NIAAA works in partnership with local service providers to assure that the needs of older people are being met.

In an effort to decrease isolation and maintain independence, transportation services are provided that allow access to other services that older adults would be unable to use unless they were able to drive themselves or had other means of transport. Rides are provided to congregate meal centers, medical offices and essential local facilities.

At the NIAAA, transportation services are subsidized for people 60 years of age and older in limited geographically designated service areas. Prioritized destinations include trips to nutrition sites, medical appointments, banking, pharmacies, employment, and shopping. NIAAA is working in collaboration with social service agencies, Case Coordination Units (CCUs), and local units of government to provide transportation services to seniors in their service area. Specialized services are necessary for seniors who are not able to walk to bus stops, or live in rural or otherwise isolated areas. Therefore, door-to-door service has been initiated when possible.

Transportation is a high-demand, specialized service. Many older citizens have sold their vehicles and no longer drive because of the physical changes that occur in the aging process. Eye sight, judgment and physical response all change as people age. The expense of insurance and maintenance of a vehicle are often more than seniors on limited incomes can handle. Eventually older persons depend on family, friends and public transportation to maintain their independence. Shopping for food, personal business, medical appointments and attending meal sites are vital for living independently. Socializing is also necessary for maintaining good mental health. Transportation services help get people together.

In Will County the transportation funds go to Southland Senior Services (SSS) to subsidize their transportation program. SSS operates the program with 2 minivans, 4 light-duty 16- to 24-passenger buses, and 1 medium duty transit bus. In FY 2008 they served 535 persons and provided 25,300 trips. SSS received \$100,622 from NIAAA for service provision in Will County.

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Figure B-1 Funding Sources for Human Service and Public Transportation Programs

| Program Fund Source | Funding Purpose | Use of Funds | Estimated Fund Amount | Eligible Recipients | Matching Requirements | Comments |
|--|---|---------------------------------|--|---|---|--|
| Federal Sources | | | | | | |
| Transportation Funding – Federal Transit Administration | | | | | | |
| Federal Transit Administration (FTA) Section 5307 - Urbanized Area Formula Program | Funding to urban areas for transit capital and operating | Capital projects and operations | Varies annually | Public agencies | 20% for capital projects | |
| Federal Transit Administration (FTA) Section 5309 Funds (Congressional Earmark) | Capital Projects for bus and bus-related facilities. | Capital projects only | Discretionary, varies annually | Public transit operators | 20% for capital projects | Obtaining a Congressional earmark is in part dependent upon the "clout" of the local delegation and the funding amount can vary tremendously. |
| FTA Section 5310 Elderly and Disabled Specialized Transportation Program | Capital projects (vehicles only in Illinois) that providing services to elderly persons and persons with disabilities.. | Capital projects only | \$5,359,583 – Statewide for FY 2009 | Nonprofit agencies, public agencies | 20% match | Typically vans or small buses are available to support nonprofit transportation providers. Annual grant cycle. Program administered by IDOT, Department of Public and Intermodal Transportation. Grants awarded through statewide competitive process. |
| FTA Section 5316 Job Access and Reverse Commute (JARC) Program | Local programs that offer job access services for low-income individuals. | Capital projects and operations | \$4,742,079 available through RTA service area for FY 2009 | Public transit operators, nonprofit corporations, tribal governments. | 50% for operating costs, 80% for capital costs. Can match with other federal funds. | Annual grant cycle. Competitive award process administered by the RTA. |

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| Program Fund Source | Funding Purpose | Use of Funds | Estimated Fund Amount | Eligible Recipients | Matching Requirements | Comments |
|--|---|--|--|---|---|--|
| FTA Section 5317 New Freedom Program | Supports <i>new</i> services and alternatives, beyond ADA that are designed to assist individuals with disabilities access transportation services, including transportation to and from jobs and employment support services. | Capital projects and operations | \$2,841,074 available through RTA service area for FY 2009 | Public transit operators, nonprofit corporations, tribal governments. | 50% for operating costs, 80% for capital costs. Can match with other federal funds. | Annual grant cycle. Competitive award process administered by the RTA. |
| Health and Human Services Funding – Major Programs that Support Client Transportation | | | | | | |
| IL DHS - Division of Alcoholism and Substance Abuse | Delivery of a coordinated community-based and culturally and gender-appropriate array of services throughout the state for the prevention, intervention, treatment and rehabilitation of alcohol and other drug abuse and dependency. | CTA passes for customers who also receive Medicaid or TANF are provided by local HCD or HCP offices. Contracted providers of programs and services may utilize public transportation providers' services to help customers get to treatment | Unknown | Individuals with a diagnosis of addiction disorder or compulsive gambling disorder and income of no more than 200% of federal poverty guidelines (or a family member of such an individual) | | Federal and state Medicaid, other state funds, federal Substance Abuse Prevention and Treatment block grant |
| IL DHS - Division of Developmental Disabilities | Services and supports for individuals with developmental disabilities are provided to help individuals with developmental disabilities to achieve as much independence as possible and to live in their home communities with family and friends. Emphasis is placed on enabling individuals to stay in their own homes, in family homes, or in small-group settings. | Community residential programs -service providers (for-profit and not for-profit organizations) are paid a daily rate that covers the cost of operating a vehicle (for a certain number of miles based on number of residents) and replacing it after 5 years. Trips to promote integration into community life; medical trips excluded. Trips between home and day program, or home/day program and work site | \$11.4 million for CILA program transportation | Individuals with developmental disabilities | | DHS funds over 640 community-based agencies that serve individuals with developmental disabilities and administers 11 state-operated developmental centers and programs. Services funded by the State of Illinois are delivered in the least restrictive setting appropriate for the individual. |

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| Program Fund Source | Funding Purpose | Use of Funds | Estimated Fund Amount | Eligible Recipients | Matching Requirements | Comments |
|--|--|--|---|--|-----------------------|--|
| IL DHS - Division of Mental Health | Fund and coordinate mental health treatment and support services for people with serious mental illness and limited resources. State-funded services target those whose needs are complex, such as homeless persons, persons with frequent hospital admissions and those whose mental illness is complicated by substance abuse. | One contractor provides specialized service to transport Individuals between courts and state hospitals or psychiatric units | \$845,000 | Individuals with severe mental illness undergoing court ordered treatment | | One contractor provides specialized service to transport Individuals between courts and state hospitals or psychiatric units |
| IL DHS - Division of Human Capital Development (TANF) | Provides temporary financial assistance for pregnant women and families with one or more dependent children. TANF provides financial assistance to help pay for food, shelter, utilities, and expenses other than medical. | Trips to assessment interviews, training or education, counseling, child care, and work | \$291,350 for transit cards; other transportation expenses unknown | TANF Job Placement with Retention Program: TANF recipients -- income at or below 200% of federal poverty guidelines participating in Job Placement program | | CTA passes and transit cards are purchased for customers in the Chicago area |
| IL DHS - Division of Human Capital Development (Food Stamps Employment and Job Training Retention Program) | Provides assistance Able-bodied adults without dependents and non-custodial parents receiving food stamps | CTA transit cards, bus fare, and reimbursement for driving expenses; other customer-specific transportation expenses | \$655,000 for transit cards; \$695,350 for other customer-specific transportation | Able-bodied adults without dependents and non-custodial parents receiving food stamps | | |
| IL DHS - Division of Rehabilitation Services | Provides assistance to persons with disabilities find and keep jobs. Goal: help customers find quality employment that pays a living wage and offers a chance for advancement. | Purchase of bus passes or demand response trips, reimbursement of customer for driving expenses or cost of a driver | Purchase of public transportation services - \$679,940; other transportation expenses unknown | Persons with disabilities receiving vocational rehabilitation services | | Trips to diagnostic services, job related training or education, any other treatment or service identified in individual employment plan |

APPENDIX C

DIRECTORY OF COMMUNITY TRANSPORTATION
PROGRAMS IN WILL COUNTY



Will County Community Transportation Services Directory



DRAFT

October 2009

Will County Directory of Community Transportation Services

This directory is a comprehensive listing of all community transportation services in Will County.

Services included in this directory are:

- All publicly-funded Dial-A-Ride services
- ADA paratransit service
- Medical transportation services
- Client transportation programs of agencies which serve persons with developmental disabilities
- Client transportation programs of other human service agencies
- Transportation operated by nursing homes for their residents
- Taxis
- Other Private, For-Hire Car Services

How to Use this Directory

Matrix of Publicly-Funded Transportation Services Page 1

This matrix enables you to find publicly-funded community transportation services (Dial-A-Ride services and ADA Paratransit services) that are right for you by looking at what's available in your township or village. More details about hours, fares, and eligibility can be found on the Summary Table on page 4, as well as in the detailed listing for each service in the last section of this directory.

Summary of All Transportation Services Page 4

This table displays basic information about all of the available transportation services in Will County that are listed in the first two sections. It includes service area, service hours, eligibility requirements, and contact information for learning more about each service.

Matrix of Client-Only Transportation Services..... Page 3

This matrix lists non-profit or government agencies that operate transportation programs or provide subsidies or bus passes for their clients. Depending on your circumstances, you may qualify for their services or programs. All of these programs are available throughout Will County.

Detailed Listings of Services..... Page 15

This last section describes each service in more detail. Here, you can find more information about who qualifies for the service, fare information, and more specifics on what type of trip you can take on the service (i.e., medical appointments or grocery shopping trips).

Matrix of Publicly-Funded Transportation Services

| Trip Origin | General Public* | Older Adults | Persons With Disabilities |
|------------------------------|--|--|---|
| Channahon Township | Southwest Will DAR <i>(see page 23)</i> | | |
| Crete Township | | Southland Senior Services DAR <i>(see page 22)</i> | |
| DuPage Township | | DuPage Township DAR <i>(see page 16)</i> | |
| | | | Will County ADA Paratransit <i>(see page 26)</i> |
| Frankfort Township | Frankfort Township DAR <i>(see page 17)</i> | | |
| Green Garden Township | | Southland Senior Services DAR <i>(see page 22)</i> | |
| Homer Township | | Central Will DAR <i>(see page 15)</i> | |
| | | | Will County ADA Paratransit <i>(see page 26)</i> |
| Jackson Township | | Central Will DAR <i>(see page 15)</i> | |
| Joliet, City of | Southwest Will DAR <i>(see page 23)</i> | Central Will DAR <i>(see page 15)</i> | |
| | | | Will County ADA Paratransit <i>(see page 26)</i> |
| Joliet Township | | Central Will DAR <i>(see page 15)</i> | |

* Includes services for Older Adults and Persons with Disabilities

Matrix of Publicly-Funded Transportation Services

| Trip Origin | General Public* | Older Adults | Persons With Disabilities |
|-----------------------------|---------------------------------------|---|---|
| Lockport Township | | Central Will DAR (see page 15) | |
| | | Lockport Township Senior Shuttle(see page 18) | Will County ADA Paratransit (see page 26) |
| Manhattan Township | Southwest Will DAR (see page 23) | | |
| Monee Township | | Southland Senior Services DAR(see page 22) | |
| New Lenox Township | New Lenox Township DAR (see page 19) | | Will County ADA Paratransit (see page 26) |
| Peotone Township | | Southland Senior Services DAR(see page 22) | |
| Plainfield Township | | Central Will DAR (see page 15) | |
| | | Plainfield Township Senior Shuttle(see page 21) | Will County ADA Paratransit (see page 26) |
| Troy Township | | Central Will DAR (see page 15) | |
| Park Forest, Village of | Park Forest DAR (see page 20) | | |
| University Park, Village of | | University Park DAR(see page 24) | |
| Washington Township | Washington Township DAR (see page 25) | Southland Senior Services DAR(see page 22) | |
| Will Township | | Southland Senior Services DAR(see page 22) | |
| Wilmington Township | Southwest Will DAR (see page 23) | | |

* Includes services for Older Adults and Persons with Disabilities

Client-only Human Service Agency Transportation

| Provider | See Page No. | Client Eligibility | | | |
|---|--------------|--------------------|---|-------------------------|----------|
| | | Older Adults | Persons with Developmental Disabilities | Persons with Low Income | Veterans |
| Beecher Manor Nursing and Rehabilitation Center | 44 | * | | | |
| Catholic Charities, Diocese of Joliet | 36 | * | | * | |
| Cornerstone Services | 32 | | * | | |
| Guardian Angel Community Services | 37 | | | * | |
| Helping Hand Rehabilitation Center | 38 | | * | | |
| Illinois Department of Healthcare and Family Services | 27 | | | * | |
| Illinois Department of Human Services | 39 | | | * | |
| Individual Advocacy Group | 33 | | * | | |
| Medicaid Non-Emergency Medical Transportation | 28 | | | * | |
| Provena Saint Joseph Medical Center | 29 | | | * | |
| Silver Cross Hospital | 30 | | | * | |
| South Suburban Recreation Association | 40 | | * | | |
| SouthSTAR Services | 34 | | * | | |
| Sunny Hill Nursing Home of Will County | 45 | * | | | |
| Trinity Services | 35 | | * | | |
| United Cerebral Palsy of Will County | 42 | | * | | |
| Veterans Assistance Commission of Will County | 31 | | | | * |
| Workforce Investment Board of Will County | 43 | | | * | |

Summary of All Community Transportation Services

| Name | Pg # | Eligibility | Service Area | Service Hours | Contact Information |
|---|-------------|---|--|---------------------------|--|
| Dial-A-Ride | | | | | |
| Central Will DAR | See page 15 | Persons with Disabilities & Older Adults; Must be a resident of sponsoring jurisdictions | City of Joliet, Homer, Jackson, Joliet, Lockport, Plainfield, and Troy townships | M-F 6:00 AM to 5:00 PM | (800) 244-4410, TTY: (800) 393-4232 Website: www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will |
| DuPage Township DAR | See page 16 | Persons with Disabilities & Older Adults; Must be a resident of DuPage Township | DuPage Township | M-F 8:00AM to 5:00 PM | (800) 952-7511, TTY: (800) 393-4232 Website: www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will |
| Frankfort Township DAR | See page 17 | General Public; Must be a resident of Frankfort Township | Frankfort Township, up to 5 miles outside Township borders to destinations in New Lenox Township | M-F 8:00 AM to 3:30 PM | (815) 469-4907 Website: www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will |
| Lockport Township Senior Shuttle | See page 18 | Older Adults; Must be a resident of Lockport Township | Lockport Township | M-F 7:30 AM to 4:00 PM | (800) 409-9032 Website: www.lockporttownship.com/html/senior_transportation.html |
| New Lenox Township DAR | See page 19 | General Public | New Lenox Township | M-F 7:30 AM to 4:00 PM | (815) 485-6431 http://www.newlenox.org/township.php?township=pages/paratransit |

Summary of All Community Transportation Services

| Name | Pg # | Eligibility | Service Area | Service Hours | Contact Information |
|---|-------------|---|--|---|--|
| <i>Dial-A-Ride (continued)</i> | | | | | |
| Park Forest DAR | See page 20 | General Public; Must be a resident of the Village of Park Forest | Village of Park Forest | M-F 9:00 AM to 3:30 PM Saturday May-Oct. only | (708) 748-4433 Website: www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Cook |
| Plainfield Township Senior Shuttle | See page 21 | Older Adults; Must be a resident of Plainfield Township | Plainfield Township | M-F 9:00 AM to 3:00 PM | (815) 436-1112 Website: www.villageprofile.com/illinois/plainfield/09/topic.html |
| Southland Senior Services DAR | See page 22 | Persons with Disabilities & Older Adults 60+ | Crete, Green Garden, Monee, Peotone, Washington, and Will townships and select destinations in Cook County | M-F 8:00 AM to 4:30 PM | (708) 534-2323 www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will |
| Southwest Will DAR | See page 23 | General Public; Must be a resident of the sponsoring jurisdictions | Channahon, Manhattan, and Wilmington townships and select destinations in Joliet | Tu & F 9:00 AM to 3:00 PM | (800) 244-4410, TTY: (800) 393-4232 Website: www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will |

Summary of All Community Transportation Services

| Name | Pg # | Eligibility | Service Area | Service Hours | Contact Information |
|--------------------------------|-------------|--|--|------------------------------|--|
| Dial-A-Ride (continued) | | | | | |
| University Park DAR | See page 24 | Persons with Disabilities & Older Adults; Must be a resident of University Park | Village of University Park | M-F 7:45 AM to 4:00 PM | (708) 748-6727 |
| Washington Township DAR | See page 25 | General Public with priority given to persons with disabilities and older adults | Washington Township and Village of Beecher | M-F 9:00 AM to 3:00 PM | (708) 946-2026 Website: www.washingtontownshipil.com/SeniorTransportation.htm |

Summary of All Community Transportation Services

| Name | Pg # | Eligibility | Service Area | Service Hours | Contact Information |
|------------------------------------|-------------|---|--|--|--|
| ADA Paratransit | | | | | |
| Will County ADA Paratransit | See page 26 | Persons with Disabilities; Must be ADA Paratransit-eligible | Portions of DuPage, Homer, Joliet, Lockport, New Lenox, and Plainfield | M-F 5:00 AM to 8:00 PM Sat 7:15 AM to 7:30 PM | (800) 244-4410 Website: www.pacebus.com/sub/paratransit/sd_ada_paratransit.asp#Will |

Summary of All Community Transportation Services

| Name | Pg # | Eligibility | Service Area | Service Hours | Contact Information |
|--|-------------|---|--|------------------------------|--|
| Medical Transportation | | | | | |
| Illinois Department of Healthcare and Family Services | See page 27 | Persons with Low Income | Will County and beyond | 24/7 | (217) 782-1200 Website: www.hfs.illinois.gov |
| Medicaid Non-Emergency Medical Transportation | See page 28 | Medicaid recipients; Service to covered medical appointments. | Will County and beyond | 24/7 | (217) 782-1200 |
| Provena Saint Joseph Medical Center | See page 29 | Persons with Low Income | Will County and beyond | 24/7 | (815) 725-7133 Website: www.provena.org/stjoes |
| Silver Cross Hospital | See page 30 | Persons with Low Income | Will County and beyond | 24/7 | (815) 740-1100 Website: www.silvercross.org |
| Veterans Assistance Commission of Will County | See page 31 | Veterans; Must be residents of Will County | Will County and to the Hines VA Medical Center | M-F 8:00 AM to 3:30 PM | (815) 740-8389 Website: www.willcountyillinois.com/DepartmentDirectory/VeteransAssistance/tabid/193/Default.aspx |

Summary of All Community Transportation Services

| Name | Pg # | Eligibility | Service Area | Service Hours | Contact Information |
|--|-------------|---|--|---|--|
| Transportation Services for Persons with Developmental Disabilities | | | | | |
| Cornerstone Services | See page 32 | Clients of Cornerstone Services, Inc. to program, work, and training sites | Will County | 24/7 | (815) 741-6743 Website: www.cornerstoneservices.org/ |
| Individual Advocacy Group | See page 33 | Persons with Disabilities Resident transportation and client transportation to day programs | N/A | Residential program: 24/7 Other programs: M-F 8:00 AM to 3:00 PM | (630) 759-0201 Website: www.individualadvocacygroup.com/main.htm |
| SouthSTAR Services | See page 34 | Clients of SouthSTAR Services | South Suburban Cook County and Eastern Will County | M-F 7:00 AM to 5:00 PM | (708) 755-8030 Website: www.southstarservices.org |
| Trinity Services | See page 35 | Clients of Trinity Services | Will County | M-F 9:00AM to 5:00PM | (815) 485-6197 Website: www.trinity-services.org/ |

Summary of All Community Transportation Services

| Name | Pg # | Eligibility | Service Area | Service Hours | Contact Information |
|--|-------------|--|---|---|---|
| Other Human Service Agency Client Transportation Programs | | | | | |
| Catholic Charities, Diocese of Joliet | See page 36 | Older Adults Persons with Low Income | Will County | N/A | (815) 723-3405 Website: www.cc-doj.org/ |
| Guardian Angel Community Services | See page 37 | Persons with Low Income | Will County | | (815) 729-0930 Website: www.guardianangelhome.org/ |
| Helping Hand Rehabilitation Center | See page 38 | Persons with Disabilities | Will County | | (708) 352-3580 Website: www.hhrehab.org/default.php |
| Illinois Department of Human Services | See page 39 | Persons with Low Income | Will County | N/A | |
| South Suburban Recreation Association | See page 40 | Persons with Disabilities that are enrolled in the program | Country Club Hills Park District, Frankfort Square Park District, Hazel Crest Park District, Homewood-Flossmoor Park District, Lan-Oak Park District, Matteson Parks and Recreation Department, Oak Forest Park District, <i>continued</i> | As needed; Office Hours: M-F 9:00 AM to 5:00 PM | (815) 806-0384 Website: www.sssra.org |

Summary of All Community Transportation Services

| Name | Pg # | Eligibility | Service Area | Service Hours | Contact Information |
|--|-------------|--|--|---|--|
| <i>Other Human Service Agency Client Transportation Programs (continued)</i> | | | | | |
| South Suburban Recreation Association (continued) | See page 40 | Persons with Disabilities that are enrolled in the program | Olympia Fields Park District, Park Forest Recreation and Parks Department, Richton Park Parks and Recreation Department, and Tinley Park - Park District | As needed; Office Hours: M-F 9:00 AM to 5:00 PM | (815) 806-0384 Website: www.sssra.org |
| United Cerebral Palsy of Will County | See page 42 | Persons with Disabilities | | | (815) 744-3500 Website: www.ucp.org/ucp_local.cfm/74 |
| Workforce Investment Board of Will County | See page 43 | Persons with Low Income | Will County | N/A | (815) 727-5670 Website: www.willcountyworkforceboard.com/default.asp?contentID=1 |

Summary of All Community Transportation Services

| Name | Pg # | Eligibility | Service Area | Service Hours | Contact Information |
|--|-------------|--|--------------|---------------|--|
| Nursing Homes | | | | | |
| Beecher Manor Nursing and Rehabilitation Center | See page 44 | Persons with Disabilities Older Adults; Must be Beecher Manor residents | Will County | As needed | (708) 946-2600 Website: www.beechermanornursingandrehab.com/ |
| Sunny Hill Nursing Home of Will County | See page 45 | Older Adults; Must be Sunny Hill residents | Will County | As needed | (815) 727-8710 Website: www.willcountyillinois.com/DepartmentDirectory/SunnyHillNursingHome/AboutSunnyHillNursingHome/tabid/173/Default.aspx |

Summary of All Community Transportation Services

| Taxis | | |
|--|-----------------|----------------|
| Firm | Location | Phone |
| A & L Express | Joliet | (815) 740-1730 |
| A Donde Taxi | Joliet | (815) 727-5601 |
| AAA Americab | Park Forest | (708) 283-0222 |
| AAA Plainfield Naper Taxi | Plainfield | (815) 609-7533 |
| AAA Suburban Taxi | Lemont | (630) 427-1407 |
| Ace Suburban Taxi and Limo | Bolingbrook | (630) 783-9577 |
| Air Born Taxi | Bolingbrook | (630) 378-4389 |
| All Chicago Cars and Limousine Service | Frankfort | (815) 806-0594 |
| Bolingbrook Taxi | Bolingbrook | (630) 771-1010 |
| Bolingbrook Taxi and Limo | Bolingbrook | (630) 771-1010 |
| Braidwood Cab Service | Joliet | (815) 726-7964 |
| Joliet Area Taxi | Romeoville | (815) 886-7007 |
| Luxury Taxi | Plainfield | (630) 853-1163 |
| Napier Express Taxi & Livery Service | Plainfield | |
| Plainfield Taxi | Plainfield | (815) 254-1992 |
| Small World Transportation | Joliet | (815) 423-5605 |
| Southern Star Cab Co. Inc. | Monee | (708) 534-1440 |
| Stable Livery | University Park | (708) 534-1133 |
| Telecab Inc. | Joliet | (815) 726-8294 |

| Taxi Rate Category | Amount |
|--|---------|
| First one-tenth mile or fraction thereof "FLAG DROP" | \$3.00 |
| Per mile | \$2.00 |
| Per hour for waiting time | \$25.00 |
| Flat fee for the first additional passenger | \$1.00 |
| Flat fee for each additional passenger after the first initial passenger | \$0.50 |

Summary of All Community Transportation Services

| Other Private For-Hire Car Services | | |
|--|-----------|----------------|
| Firm | Location | Phone |
| All Chicago Cars and Limousine Service | Frankfort | (815) 806-0594 |
| Orland Hills Limousine | New Lenox | (708) 534-1440 |
| Southwest Limousine Inc. | Mokena | (708) 479-9666 |
| Road America Livery Service | Joliet | (815) 823-5757 |
| A Carriage Awaits, Ltd. | Joliet | (815) 254-2350 |
| Joliet Limo Service, Ltd. | Joliet | |
| Joliet Limousine, Inc. | Joliet | (815) 846-0387 |
| Cox Livery Service | Joliet | (815) 741-0583 |

General Public Dial-A-Ride Services

| Central Will Dial-A-Ride Service | | | |
|----------------------------------|--|-------------------------------|---|
| Service Sponsor | City of Joliet, Homer, Jackson, Joliet, Lockport, Plainfield, and Troy townships, and Pace | Service Days and Hours | M–F 6:00 AM to 5:00 PM |
| Service Operator | Pace/First Transit | Schedule in Advance | Next day |
| Service Area | City of Joliet; Homer, Jackson, Joliet, Lockport, Plainfield, and Troy townships | Fare Structure | \$1.25 in Township \$2.00 out of Township |
| Service Type | Dial-A-Ride | Contact Information | (800) 244-4410 TTY: (800) 393-4232 www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will |
| Eligible Riders | Older Adults, Persons with Disabilities who are residents of the sponsoring jurisdictions | Eligible Trip Purposes | All |

General Public Dial-A-Ride Services

| DuPage Township Dial-A-Ride Service | | | |
|-------------------------------------|--|-------------------------------|---|
| Service Sponsor | DuPage Township and Pace | Service Days and Hours | M–F 8:00 AM to 5:00 PM |
| Service Operator | Pace/ First Transit | Schedule in Advance | Next day |
| Service Area | DuPage Township | Fare Structure | \$1.00 |
| Service Type | Dial-A-Ride | Contact Information | (800) 952-7511 TTY: (800) 393-4232 www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will |
| Eligible Riders | Older Adults, Persons with Disabilities who are residents of DuPage Township | Eligible Trip Purposes | All |

General Public Dial-A-Ride Services

| Frankfort Township Dial-A-Ride Service | | | |
|--|---|-------------------------------|--|
| Service Sponsor | Frankfort Township and Pace | Service Days and Hours | M–F 8:00 AM to 3:30 PM |
| Service Operator | Frankfort Township | Schedule in Advance | Next day |
| Service Area | Frankfort Township, up to five miles outside Township borders to destinations in New Lenox Township | Fare Structure | Older Adults, Persons with Disabilities, Students \$2.00; Others \$4.00; Fare doubles for rides outside Township |
| Service Type | Dial-A-Ride | Contact Information | (815) 469-4907 www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will |
| Eligible Riders | General public residents of Frankfort Township | Eligible Trip Purposes | All |
| Frankfort’s DAR service also takes residents to medical appointments up to 35-minute drive away. | | | |

General Public Dial-A-Ride Services

| Lockport Senior Shuttle | | | |
|---|---|-------------------------------|--|
| Service Sponsor | Lockport Township | Service Days and Hours | M–F 7:30 AM to 4:00 PM |
| Service Operator | Lockport Township | Schedule in Advance | Next day |
| Service Area | Lockport Township | Fare Structure | |
| Service Type | Senior Shuttle | Contact Information | (800) 409-9032 www.lockporttownship.com/html/senior_transportation.html |
| Eligible Riders | Older Adults who are residents of Lockport Township | Eligible Trip Purposes | All |
| <p>Lockport’s Senior Transit System operates two shuttles for older adults who are residents of Lockport Township. All shuttles are wheelchair-accessible. Shuttles provide service anywhere in Lockport Township as well as to area healthcare centers. Advance notice of 24 hours is preferred.</p> | | | |

General Public Dial-A-Ride Services

| New Lenox Township Dial-A-Ride Service | | | |
|---|--|-------------------------------|---|
| Service Sponsor | New Lenox Township | Service Days and Hours | M–F 7:30 AM to 4:00 PM |
| Service Operator | New Lenox Township | Schedule in Advance | 24 hours advance scheduling for guaranteed ride |
| Service Area | New Lenox Township (all trips), Mokena, Joliet, and Frankfort townships (medical trips only) | Fare Structure | Children (6 and under) Free, Children (7-13) \$1.25, Adults (14-64) \$2.50, Seniors (65 and up) \$1.25, outside of New Lenox Township double fare. |
| Service Type | Dial-A-Ride | Contact Information | (815) 485-6431 http://www.newlenox.org/township.php?township=pages/paratransit |
| Eligible Riders | General Public Elderly receive a reduced fare | Eligible Trip Purposes | All (in New Lenox) Medical only in Mokena, Joliet, and Frankfort |
| <p>New Lenox Township is located in the South Chicago suburbs east of Joliet, in Will County. The New Lenox Township Dial-A-Ride serves roughly 35 to 45 passengers per day or about 8,928 passengers per year. The majority of the service is within the township for all members of the general public. However, the Dial-A-Ride will travel into Mokena, Joliet, and Frankfort townships for medical trips only.</p> <p>New Lenox Township operates two minivans and two thirteen passenger vans, one with a wheel chair lift. They are in the process of securing a new minivan with a wheelchair ramp.</p> | | | |

General Public Dial-A-Ride Services

Village of Park Forest Dial-A-Ride Services

| | | | |
|-------------------------|--|-------------------------------|--|
| Service Sponsor | Village of Park Forest and Pace | Service Days and Hours | M–F 9:00 AM to 3:30 PM |
| Service Operator | Rich Township | Schedule in Advance | Same day call-in |
| Service Area | Village of Park Forest | Fare Structure | Adults \$3.00 Older Adults, Persons with Disabilities, and Students \$1.50 |
| Service Type | Dial-A-Ride | Contact Information | (708) 748-4433 www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Cook |
| Eligible Riders | General public residents of the Village of Park Forest | Eligible Trip Purposes | All |

Service is available to select destinations outside the Village boundaries. Saturday service provided between the months of May and October when the Farmers Market is operating.

General Public Dial-A-Ride Services

| Plainfield Township Senior Shuttle | | | |
|--|---|-------------------------------|---|
| Service Sponsor | Plainfield Township | Service Days and Hours | M–F 9:00 AM to 3:00 PM |
| Service Operator | | Schedule in Advance | Next day |
| Service Area | Plainfield Township | Fare Structure | \$2.00 per one-way trip |
| Service Type | Senior Shuttle | Contact Information | (815)436-1112 www.villageprofile.com/illinois/plainfield/09/topic.html |
| Eligible Riders | Older Adults who are residents of Plainfield Township | Eligible Trip Purposes | All |
| Plainfield operates one shuttle for its older adult residents. | | | |

General Public Dial-A-Ride Services

Southland Senior Services (Peotone) Dial-A-Ride

| | | | |
|-------------------------|---|-------------------------------|--|
| Service Sponsor | Southland Senior Services, Pace, United Way, Northeastern Illinois Area Agency on Aging, the Village of Peotone, Crete, Monee, and Will townships | Service Days and Hours | M–F 8:00 AM to 4:30 PM |
| Service Operator | Southland Senior Services | Schedule in Advance | Next day |
| Service Area | Eastern Will County and selected destinations in Cook County | Fare Structure | \$2.00 in Will, \$4.00 outside |
| Service Type | Dial-A-Ride | Contact Information | (708) 534-2323 www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will |
| Eligible Riders | Older Adults 60+, Persons with Disabilities | Eligible Trip Purposes | All |

The Village of Peotone provides eight to ten vehicles for the Dial-A-Ride service. Some are supplied through the 5310 program from the Illinois Department of Transportation and the rest are supplied through Pace’s vanpool program.

General Public Dial-A-Ride Services

| Southwest Will Dial-A-Ride Services | | | | | | | | | | | | | | | |
|---|--|-------------------------------|---|----------------------|--------|--------------------|--------|---------------------|--------|--|--------|--|--------|--|------|
| Service Sponsor | Channahon, Manhattan, and Wilmington townships and Pace | Service Days and Hours | Pickup Tu & F 9:00 AM, Drop off 3:00 PM | | | | | | | | | | | | |
| Service Operator | Pace/ First Transit | Schedule in Advance | Next day | | | | | | | | | | | | |
| Service Area | Channahon, Manhattan, Wilmington townships to and from select destinations in Joliet | Fare Structure | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Adults (Within Twp.)</td> <td style="text-align: right;">\$1.30</td> </tr> <tr> <td>Adults (To Joliet)</td> <td style="text-align: right;">\$1.50</td> </tr> <tr> <td>Adults (Mall Trips)</td> <td style="text-align: right;">\$2.00</td> </tr> <tr> <td>Older Adults, Persons with Disabilities (<i>Within Twp.</i>)</td> <td style="text-align: right;">\$0.65</td> </tr> <tr> <td>Older Adults, Persons with Disabilities (<i>To Joliet</i>)</td> <td style="text-align: right;">\$0.75</td> </tr> <tr> <td>Children 7 & Under (<i>Accompanied by fare paying adult</i>)</td> <td style="text-align: right;">Free</td> </tr> </table> | Adults (Within Twp.) | \$1.30 | Adults (To Joliet) | \$1.50 | Adults (Mall Trips) | \$2.00 | Older Adults, Persons with Disabilities (<i>Within Twp.</i>) | \$0.65 | Older Adults, Persons with Disabilities (<i>To Joliet</i>) | \$0.75 | Children 7 & Under (<i>Accompanied by fare paying adult</i>) | Free |
| Adults (Within Twp.) | \$1.30 | | | | | | | | | | | | | | |
| Adults (To Joliet) | \$1.50 | | | | | | | | | | | | | | |
| Adults (Mall Trips) | \$2.00 | | | | | | | | | | | | | | |
| Older Adults, Persons with Disabilities (<i>Within Twp.</i>) | \$0.65 | | | | | | | | | | | | | | |
| Older Adults, Persons with Disabilities (<i>To Joliet</i>) | \$0.75 | | | | | | | | | | | | | | |
| Children 7 & Under (<i>Accompanied by fare paying adult</i>) | Free | | | | | | | | | | | | | | |
| Service Type | Dial-A-Ride | Contact Information | (800) 244-4410 TTY: (800) 393-4232 www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will | | | | | | | | | | | | |
| Eligible Riders | General public residents of sponsoring jurisdictions | Eligible Trip Purposes | All | | | | | | | | | | | | |
| <p>Service to and from Channahon, Manhattan, and Wilmington is provided to Joliet on Tuesdays and Fridays. Pick-ups from the communities are scheduled at approximately 9:00 to 9:30 AM. Return trips are scheduled to be picked-up at approximately 2:00 PM. Transportation is also provided to and from either the Fox Valley Mall in Aurora or the Orland Square Mall in Orland Park on the first and third Wednesday of each month. Mall destinations will be determined by the first trip request.</p> | | | | | | | | | | | | | | | |

General Public Dial-A-Ride Services

| Village of University Park Dial-A-Ride Service | | | |
|---|--|-------------------------------|---|
| Service Sponsor | Village of University Park | Service Days and Hours | M–F 7:45 AM to 4:00 PM |
| Service Operator | Southland Senior Services/Rich Township | Schedule in Advance | Next day |
| Service Area | Village of University Park | Fare Structure | Requested donation of \$6.00 in County, \$12.00 out of County |
| Service Type | Dial-A-Ride | Contact Information | (708) 748-6727 |
| Eligible Riders | Older Adults, Persons with Disabilities who are residents of University Park | Eligible Trip Purposes | All |
| <p>Southland Senior Services operates this Dial-A-Ride in the Will County portion of University Park, and Rich Township operates it in the Cook County portion.</p> | | | |

General Public Dial-A-Ride Services

| Washington Township Dial-A-Ride | | | |
|--|---|-------------------------------|--|
| Service Sponsor | Washington Township and Village of Beecher | Service Days and Hours | M–F 9:00 AM to 3:00 PM |
| Service Operator | Washington Township | Schedule in Advance | Next day |
| Service Area | Washington Township and to select destinations beyond Township boundary | Fare Structure | \$1.00 in Township, \$2.00 beyond Township boundary |
| Service Type | Dial-A-Ride | Contact Information | (708) 946-2026 www.washingtontownshipil.com/SeniorTransportation.htm |
| Eligible Riders | Available to general public residents of Washington Township; Older adults and persons with disabilities receive priority | Eligible Trip Purposes | All |
| <p>Washington Township operates two vehicles through the Township and to select destinations in the area. It also owns a van which it uses to transport its older adults to special events in the region.</p> <p>In addition to DAR service, Washington Township serves trips to after-hours appointment with their volunteer drivers.</p> | | | |

ADA Paratransit Operation Services

Will County ADA Paratransit Operation

| | | | |
|-------------------------|--|-------------------------------|---|
| Service Sponsor | Pace | Service Days and Hours | M–F 5:00 AM to 8:00 PM Sat 7:15 AM to 7:30 PM |
| Service Operator | First Transit | Schedule in Advance | Next day |
| Service Area | Portions of DuPage, Homer, Joliet, Lockport, New Lenox, Plainfield townships | Fare Structure | \$2.50 per one way trip |
| Service Type | ADA paratransit | Contact Information | (800) 244-4410 TTY: (800) 393-4232 www.pacebus.com/sub/paratransit/sd_ada_paratransit.asp#Will |
| Eligible Riders | ADA paratransit-eligible customers | Eligible Trip Purposes | All |

To qualify for ADA Paratransit Services, customers must apply for a determination of eligibility with the Regional Transportation Authority (RTA). The RTA determines eligibility based upon functional considerations. This application process helps determine which individuals can most benefit from ADA Paratransit Service and which individuals can be best served by accessible fixed-route bus and rail systems when combined with support services, such as online trip planning (visit www.PaceBus.com) and Travel Training.

For information about the categories of eligibility or to apply for ADA Paratransit Services, please call the RTA:
Voice: 312-663-HELP (4357) TTY: 312-913-3122

Please note that some individuals may be found to be “conditionally eligible,” depending on the circumstances of the particular trip.

Medical Transportation Services

| Illinois Department Healthcare and Family Services | | | |
|--|---|-------------------------------|---|
| Service Sponsor | Illinois Department of Healthcare and Family Services | Service Days and Hours | Approved medical trips |
| Service Operator | TeleCab | Schedule in Advance | N/A |
| Service Area | Will County | Fare Structure | Voucher |
| Service Type | Medical transportation | Contact Information | (217) 782-1200 TTY: (800) 526-5812 www.hfs.illinois.gov |
| Eligible Riders | Persons with Low Income | Eligible Trip Purposes | Approved medical trips |
| <p>The Department of Healthcare and Family Services (HFS) provides vouchers to cover the cost of transportation with TeleCab to medical appointments for those who are unable to pay their own way. The Department negotiated a discount rate with TeleCab, which is \$1.80 per flag drop (instead of \$3.00) and \$1.60 per mile (instead of \$2.00).</p> | | | |

Medical Transportation Services

Medicaid Non-Emergency Medical Transportation

| | | | |
|-------------------------|---|-------------------------------|------------------------|
| Service Sponsor | Illinois Department of Healthcare and Family Services | Service Days and Hours | 24/7 |
| Service Operator | Medical transportation providers | Schedule in Advance | None |
| Service Area | Will County and beyond | Fare Structure | None |
| Service Type | Medicaid-sponsored non-emergency medical transportation | Contact Information | (217) 782-1200 |
| Eligible Riders | Medicaid recipients | Eligible Trip Purposes | Approved medical trips |

The Department of Healthcare and Family Services (HFS) is responsible for providing Medicaid-sponsored non-emergency medical transportation (NEMT) services. Requests for transportation are arranged through the NETSPAP contractor, First Transit, which manages the state-wide call center. Once approved, Medicaid recipients are free to choose their own “approved” transportation provider.

Medical Transportation Services

| Provena Saint Joseph Medical Center | | | |
|--|-------------------------------------|-------------------------------|--|
| Service Sponsor | Provena Saint Joseph Medical Center | Service Days and Hours | 24/7 |
| Service Operator | TeleCab | Schedule in Advance | N/A |
| Service Area | Will County and beyond | Fare Structure | Voucher |
| Service Type | Medical transportation | Contact Information | (815) 725-7133 www.provena.org/stjoes |
| Eligible Riders | Persons with Low Income | Eligible Trip Purposes | Transportation home for patients after treatment |
| <p>Provena Saint Joseph Medical Center in Joliet provides vouchers to patients for transportation by TeleCab home after treatment. The hospital pays the full meter rate for the cost of the ride.</p> | | | |

Medical Transportation Services

| Silver Cross Hospital | | | |
|---|-------------------------|-------------------------------|--|
| Service Sponsor | Silver Cross Hospital | Service Days and Hours | 24/7 |
| Service Operator | TeleCab | Schedule in Advance | N/A |
| Service Area | Will County and beyond | Fare Structure | Voucher |
| Service Type | Medical transportation | Contact Information | (815) 740-1100 www.silvercross.org |
| Eligible Riders | Persons with Low Income | Eligible Trip Purposes | Transportation home for patients after treatment |
| <p>Silver Cross Hospital in Joliet provides a voucher to patients for transportation with TeleCab to go home after treatment for those people who do not have any other means of travel. The Hospital pays the regular meter rate for the ride.</p> | | | |

Medical Transportation Services

| Veterans Assistance Commission of Will County | | | |
|---|---|-------------------------------|--|
| Service Sponsor | Veterans Assistance Commission of Will County | Service Days and Hours | M–F 8:00 AM to 3:30 PM |
| Service Operator | Veterans Assistance Commission of Will County | Schedule in Advance | Next Day for Dial-A-Ride |
| Service Area | Will County to the VA Hospital only | Fare Structure | Free |
| Service Type | Client transportation | Contact Information | (815) 740-8389 www.willcountyillinois.com/DepartmentDirectory/VeteransAssistance/tabid/193/Default.aspx |
| Eligible Riders | Veterans | Eligible Trip Purposes | Medical |
| | | | |

Transportation Services for Persons with Developmental Disabilities

Cornerstone Services

| | | | |
|-------------------------|---------------------------------------|-------------------------------|--|
| Service Sponsor | Cornerstone Services, Inc. | Service Days and Hours | 24/7 |
| Service Operator | Illinois Central Bus and Cornerstone | Schedule in Advance | N/A |
| Service Area | Will County | Fare Structure | None |
| Service Type | Client transportation | Contact Information | (815) 741-6743 www.cornerstoneservices.org/ |
| Eligible Riders | Clients of Cornerstone Services, Inc. | Eligible Trip Purposes | Agency programs; work, and training sites |

Cornerstone Services is a large multi-service provider that operates a 24-hour county-wide service with a 50-vehicle fleet for its clients only. Cornerstone also provides travel training to its clients, for Pace bus services and local taxis.

Mobility education programs are available for clients and their families – sponsored through Cornerstone on a case-by-case basis.

Transportation Services for Persons with Developmental Disabilities

| Individual Advocacy Group | | | |
|---|---|-------------------------------|--|
| Service Sponsor | Individual Advocacy Group | Service Days and Hours | For residential program: 24/7. Other programs: M-F 8:00 AM to 3:00 PM |
| Service Operator | Individual Advocacy Group | Schedule in Advance | N/A |
| Service Area | Will County | Fare Structure | None |
| Service Type | Resident transportation; client transportation to day programs | Contact Information | (630) 759-0201 www.individualadvocacygroup.com/main.htm |
| Eligible Riders | Residents of the Community Integrated Living Arrangement and participants in day programs | Eligible Trip Purposes | Agency activities and all resident trip purposes |
| <p>Based in Romeoville, this organization operates four vans, leased from Pace through its Advantage Vanpool Program. Its services are available for clients that participate in its day programs as well as residents of its integrated living arrangements.</p> | | | |

Transportation Services for Persons with Developmental Disabilities

| SouthSTAR Services | | | |
|---|--|-------------------------------|--|
| Service Sponsor | SouthSTAR Services | Service Days and Hours | M–F 7:00 AM to 5:00 PM |
| Service Operator | SouthSTAR Services | Schedule in Advance | Next day |
| Service Area | South Suburban Cook County and Eastern Will County | Fare Structure | None |
| Service Type | Client Transportation | Contact Information | (708) 755-8030 www.southstarservices.org |
| Eligible Riders | Persons with Developmental Disabilities | Eligible Trip Purposes | Agency activities |
| <p>SouthSTAR Services is a 501(c)(3) nonprofit located in Chicago Heights, Illinois. They provide developmental training; senior services, supported employment, community employment, community living services including community integrated living arrangement (CILA) and intermittent CILA services, home-based support services and advocacy to individuals with developmental disabilities</p> | | | |

Transportation Services for Persons with Developmental Disabilities

| Trinity Services | | | |
|---|---|-------------------------------|--|
| Service Sponsor | Trinity Services | Service Days and Hours | M–F 9:00 AM to 5:00 PM |
| Service Operator | Trinity Services | Schedule in Advance | N/A |
| Service Area | Will County | Fare Structure | Free to Program Members |
| Service Type | Client Transportation | Contact Information | (815) 485-6197 www.trinity-services.org/ |
| Eligible Riders | Persons with Disabilities who are Enrolled in the Program | Eligible Trip Purposes | All |
| <p>Trinity Services Inc. is a non-profit, non-sectarian organization committed to providing a wide range of programs and services for individuals with developmental disabilities and behavioral health needs. Trinity services provides community living programs, adult learning programs, a variety of vocational programs including supported employment, an autism center, respite services, in-home services, in home support, a drop in center, varied therapeutic rehabilitation programs, programs for the dually diagnosed, employment services, individual and group therapies, and offers services throughout Family Counseling Centers in Joliet.</p> <p>Trinity’s Community Living programs are community homes and apartments for 1-8 individuals who have developmental disabilities. These homes, or community-integrated living arrangements (CILA) are located in residential neighborhoods in Homewood, Park Forest, Frankfort, Matteson, Mokena, New Lenox, Peoria, Lockport, Elwood, Naperville, Crete, Crest Hill, Wilmington, Braidwood, Marion, and Joliet. These programs serve more than 400 people with disabilities.</p> | | | |

Other Human Service Agency Client Transportation Programs

| Catholic Charities, Diocese of Joliet | | | |
|---|---|-------------------------------|---|
| Service Sponsor | Catholic Charities, Diocese of Joliet | Service Days and Hours | N/A |
| Service Operator | American School Bus Company First Transit TeleCab | Schedule in Advance | Brokered through American School Bus Company, Laidlaw Transit, and Tele-Cab |
| Service Area | Will County | Fare Structure | None |
| Service Type | Client Transportation | Contact Information | (815) 723-3405 www.cc-doj.org/ |
| Eligible Riders | Older Adults Persons with Low Income | Eligible Trip Purposes | Agency activities |
| Catholic Charities offers services throughout Chicago and in Will, Grundy, DuPage, Kendall, Kankakee, Ford, and Iroquois counties. Services include counseling, senior programs, children's services, and transitional housing. | | | |

Other Human Service Agency Client Transportation Programs

| Guardian Angel Community Services | | | |
|---|-----------------------------------|-------------------------------|--|
| Service Sponsor | Guardian Angel Community Services | Service Days and Hours | |
| Service Operator | Guardian Angel Community Services | Schedule in Advance | When a worker is available |
| Service Area | Will County | Fare Structure | Free for individuals who qualify for the program |
| Service Type | Client Transportation | Contact Information | (815) 729-0930 www.guardianangelhome.org/ |
| Eligible Riders | Persons with Low Income | Eligible Trip Purposes | Agency activities |
| <p>Guardian Angel was founded by the Congregation of the Third Order of Saint Francis of Mary Immaculate of Joliet in 1897. Originally established as an orphanage, Guardian Angel currently serves over 4,000 children, individuals and families per year through a variety of different programs.</p> | | | |

Other Human Service Agency Client Transportation Programs

| Helping Hand Rehabilitation Center | | | |
|---|------------------------------------|-------------------------------|--|
| Service Sponsor | Helping Hand Rehabilitation Center | Service Days and Hours | |
| Service Operator | | Schedule in Advance | |
| Service Area | Will County | Fare Structure | |
| Service Type | Client Transportation | Contact Information | (708) 352-3580 www.hhrehab.org/default.php |
| Eligible Riders | Persons with Disabilities | Eligible Trip Purposes | Agency activities |
| <p>Helping Hand Rehabilitation Center is a not-for-profit community-based agency that serves approximately 400 children and adults with mild to severe disabilities. Programs include adult day services, housing, sheltered workshops, and educational services.</p> | | | |

Other Human Service Agency Client Transportation Programs

| Illinois Department of Human Services | | | |
|---|---------------------------------------|-------------------------------|--------------------|
| Service Sponsor | Illinois Department of Human Services | Service Days and Hours | Bus and taxi hours |
| Service Operator | None | Schedule in Advance | N/A |
| Service Area | Will County | Fare Structure | |
| Service Type | Pace Bus or taxi stipend | Contact Information | |
| Eligible Riders | Persons with Low Income | Eligible Trip Purposes | All |
| <p>The Illinois Department of Human Services (DHS) does not provide transportation services directly to consumers. A stipend is provided to qualified recipients for use in the purchase of Pace bus passes or taxi service.</p> <p>DHS administers the Temporary Assistance for Needy Families (TANF) program. TANF provides temporary financial assistance for pregnant women and families with one or more dependent children. The program also provides financial assistance to help pay for food, shelter, utilities, transportation, and expenses other than medical.</p> | | | |

Other Human Service Agency Client Transportation Programs

| South Suburban Recreation Association | | | |
|---------------------------------------|---|-------------------------------|--|
| Service Sponsor | South Suburban Recreation Association | Service Days and Hours | Office hours: M–F 9:00 AM to 5:00 PM Transportation operates whenever a client needs to go somewhere |
| Service Operator | South Suburban Recreation Association | Schedule in Advance | N/A |
| Service Area | Districts of: Country Club Hills Park, Frankfort Square Park, Hazel Crest Park, Homewood-Flossmoor Park, Lan-Oak Park, Matteson Parks and Recreation Department, Oak Forest Park, Olympia Fields Park, Park Forest Recreation and Parks Department, Richton Park Parks and Recreation Department, and Tinley Park | Fare Structure | Rolled into program fees |
| Service Type | Client Transportation | Contact Information | (815) 806-0384 http://www.sssra.org |
| Eligible Riders | Persons with Disabilities that are enrolled in the program | Eligible Trip Purposes | Agency activities |

Other Human Service Agency Client Transportation Programs

South Suburban Recreation Association

SSSRA is a therapeutic recreation program that is an extension of eight park districts and three recreation and parks departments. It is organized to provide individuals with disabilities or special needs, the opportunity to be involved in year-round recreation. SSSRA programs are for individuals from birth through adult who are in special education classes, sheltered workshops, or who have recreational needs not met by traditional park district programs. This could include individuals who have varying degrees of physical disabilities, mental handicaps, learning disabilities, emotional difficulties, hearing or visual impairments, and developmental delays.

Other Human Service Agency Client Transportation Programs

| United Cerebral Palsy of Will County | | | |
|--|--------------------------------------|-------------------------------|--|
| Service Sponsor | United Cerebral Palsy of Will County | Service Days and Hours | |
| Service Operator | United Cerebral Palsy of Will County | Schedule in Advance | |
| Service Area | | Fare Structure | |
| Service Type | Client Transportation | Contact Information | (815) 744-3500 www.ucp.org/ucp_local.cfm/74 |
| Eligible Riders | Persons with Disabilities | Eligible Trip Purposes | Agency activities |
| UCP of Will County provides developmental training, a sheltered workshop, and residential services to persons with severe cognitive and physical disabilities. | | | |

Other Human Service Agency Client Transportation Programs

| Workforce Investment Board of Will County | | | |
|--|---|-------------------------------|--|
| Service Sponsor | Workforce Investment Board of Will County | Service Days and Hours | N/A |
| Service Operator | None | Schedule in Advance | N/A |
| Service Area | Will County | Fare Structure | |
| Service Type | | Contact Information | (815) 727-5670 www.willcountyworkforceboard.com/default.asp?contentID=1 |
| Eligible Riders | Persons with Low Income | Eligible Trip Purposes | All |
| <p>The Workforce Investment Board does not provide transportation services directly to consumers. A stipend is provided to qualified customers for use in the purchase of Pace bus passes. The Workforce Investment Board of Will County provides employment, training, and educational services that support the development of a Will County’s workforce. The Board builds the workforce system to develop quality employees for employers and to develop quality opportunities for employees.</p> | | | |

Nursing Home Services

| Beecher Manor Nursing and Rehabilitation Center | | | |
|--|---|-------------------------------|--|
| Service Sponsor | Beecher Manor Nursing and Rehabilitation Center | Service Days and Hours | As needed |
| Service Operator | Various private ambulance and medical car companies | Schedule in Advance | Brokered through private ambulance and medical car companies |
| Service Area | Will and adjacent counties | Fare Structure | |
| Service Type | Client transportation | Contact Information | (708) 946-2600 www.beechermanornursingandrehab.com/ |
| Eligible Riders | Persons with Disabilities Older Adults | Eligible Trip Purposes | Medical |
| Beecher Manor participates in the Medicare and Medicaid programs and provides resident and family counseling services. | | | |

Nursing Home Services

| Sunny Hill Nursing Home of Will County | | | |
|--|---|-------------------------------|--|
| Service Sponsor | Sunny Hill Nursing Home of Will County | Service Days and Hours | As needed |
| Service Operator | Various private ambulance and medical car companies | Schedule in Advance | Brokered through private Medicare or ambulance service |
| Service Area | Will, Grundy, DuPage, and Cook counties | Fare Structure | |
| Service Type | Client transportation | Contact Information | (815) 727-8710 www.willcountyillinois.com/DepartmentDirectory/SunnyHillNursingHome/AboutSunnyHillNursingHome/tabid/173/Default.aspx |
| Eligible Riders | Older Adults | Eligible Trip Purposes | Medical |
| Sunny Hill Nursing Home is a skilled care facility, owned and operated by the government of Will County. | | | |

APPENDIX D

DRAFT MISSION STATEMENT AND MEMORANDUM
OF UNDERSTANDING FOR PARATRANSIT
COORDINATING COUNCIL

Appendix D. DRAFT MISSION STATEMENT AND MEMORANDUM OF UNDERSTANDING FOR PARATRANSIT COORDINATING COUNCIL

Paratransit Coordinating Council:

Potential Mission Statement

To foster regional and local coordination efforts that directly or indirectly improve access and mobility for Will County residents.

To foster the coordination of regional and local community transportation services in Will County with the goal of improving the mobility of all residents, but especially seniors, persons with disabilities, and persons with low income.

Potential Memorandum of Understanding

WHEREAS there are several different transportation programs currently providing service within Will County to transportation-dependent individuals and groups including but not limited to seniors, persons with disabilities, and human service agency clients;

WHEREAS there are significant unmet needs for individuals requiring such transportation services;

WHEREAS this service gap is anticipated to grow significantly in the next twenty years due to demographic trends in this region;

WHEREAS coordination efforts have been shown to result in increased service through improved cost efficiency, elimination of duplication, and access to additional funding;

WHEREAS coordination efforts can decrease environmental impact and improve the health and social cohesion of Will County; and

WHEREAS there is a need – and an opportunity -- to create a balanced network of diverse transportation services and options by coordinating transportation in this region,

BE IT KNOWN THAT

_____ intends to participate in the establishment and functioning of the Will County Paratransit Coordinating Council (hereinafter called the Council). This Memorandum of Understanding documents this intent and the organization's commitment to the primary mission of the Council.

The Will County Paratransit Coordinating Council includes (List of participating governments, private, and nonprofit organizations).

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The primary mission of the Council is to:

- Help develop, implement, and provide guidance to the coordination of shared ride transportation options within Will County so that (1) seniors and persons with disabilities can access local and regional transportation services to get to locations within the regions and between regions; (2) municipalities, human service agencies and other organizations can purchase such shared ride coordinated transportation services for their citizens, clients, and customers; and (3) qualifying individuals, not working through an agency, would have the option to purchase/order transportation services.
- Select through competitive solicitation, guide, assist, monitor, and if necessary replace the Mobility Manager, a person who will be responsible for the day-to-day coordination of community transportation in the region.
- Educate the community, including elected officials at the federal, state, county, and local levels on the need for funding of these coordinated transportation services, as well as,
- Investigate additional funding sources via available resources, for example, federal funds such as New Freedom, JARC, various grants, and others.

In addition to actual service delivery options, the focus of the Council's mission will encompass transportation options such as mileage reimbursement, subsidy programs, volunteer driver programs, and vehicle sharing, as well as related functions such as travel training, information referral, call center functions, vehicle procurement, insurance and maintenance, training, and technological support.

In signifying this intention and commitment, (Name of organization seeking membership in Council) pledges to:

- Designate one representative (and/or up to two alternate representatives) to the Council.
- Ensure that the representative attends regularly scheduled meetings of the Council and is active in the functioning of the Council and any Committees the Council creates.
- Provide meeting space for the Council and/or Committees, as needed.

Signing this Memorandum of Understanding does not signify a commitment of funding at this time.

Either party may cancel this Memorandum of Understanding with 14 days written notice.

This Memorandum of Understanding will be reviewed/renewed annually.

IN WITNESS WHEREOF, indicates its support and intent:

Name: _____

Title: _____

Organization: _____

Signature: _____

Date: _____

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ACCEPTANCE BY:

Name: _____

Title: _____

Organization: _____

Signature: _____

Date: _____

APPENDIX E

DRAFT BY-LAWS OF PARATRANSIT COORDINATING COUNCIL

Appendix E. DRAFT BY-LAWS OF PARATRANSIT COORDINATING COUNCIL

Paratransit Coordinating Council:

Potential Bylaws

Article I: Name

The name of the Council shall be the Will County Paratransit Coordinating Council for Community Transportation (hereinafter called the Council or PCC). These bylaws shall provide the procedures for conduct of business of the Council.

Article II: Purpose

The region serves includes the entirety of Will County, Illinois.

Established by its founding members, the Council is organized to:

- Help develop, implement, and provide guidance to the coordination of shared ride transportation options within Will County so that (1) seniors and persons with disabilities can access local and regional transportation services to get to locations within the regions and between regions; (2) municipalities, human service agencies and other organizations can purchase such shared ride coordinated transportation services for their citizens, clients, and customers; and (3) qualifying individuals, not working through an agency, would have the option to purchase/order transportation services.
- Select through competitive solicitation, guide, assist, monitor, and if necessary replace the Mobility Manager, a person who will be responsible for the day-to-day coordination of community transportation in the region.
- Educate the community, including elected officials at the federal, state, county, and local levels on the need for funding of these coordinated transportation services, as well as,
- Investigate additional funding sources via available resources, for example, federal funds such as New Freedom, JARC, various grants, and others.

In addition to actual service delivery options, the focus of the Council's mission will encompass transportation options such as mileage reimbursement, subsidy programs, volunteer driver programs, and vehicle sharing, as well as related functions such as travel training, information referral, call center functions, vehicle procurement, insurance and maintenance, training, and technological support.

Article III: Membership of the Council

III.1 Membership Eligibility Criteria

The Council shall be composed of organizational and citizen members as follows:

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- **Organizational members** – Any of the following organizations are automatically a member of the Council upon formal adoption of the Council's Memorandum of Understanding by that governmental unit or organization, and formal acceptance by the Council:
 - Any public, private non-profit, or for-profit organization based in Will County which currently funds, arranges or provides such transportation services for its citizens, clients or customers;
 - Any regional public transportation agency or state/regional agency involved in the planning or provision of public/passenger transportation in Will County;
 - Organizations representing groups of consumers and constituents that would be positively affected by such mobility and access improvements in Will County;
 - Medical centers, hospitals and rural healthcare providers in Will County;
 - Organizations representing the needs of citizens with low income in Will County;
 - Institutions providing adult and post-secondary education in Will County; and
 - Employers in the public and private sectors in Will County.

Each organizational member shall designate one representative and up to two alternate representatives to the Council.

- **Citizen members** – Citizen members must be residents of Will County and take an active interest in improving mobility for seniors and persons with disabilities. There shall be at least 1 citizen member on the Council. The maximum number of citizen members on the Council shall equate to no more than 10% of the total organizational members. The term of each citizen member shall be two years. Citizen members may serve multiple terms, but must submit an application at the end of each term. Applications to be a citizen member must be submitted to the Secretary no later than the Council's regular _____ meeting. Appointed by the Chair, the Membership Committee will review the applications and recommend the appropriate number of citizen members, to be voted upon by the council at the Council's regular _____ meeting. Citizen members have voting rights but do not have the right to designate an alternate.

III.2 Rights and Responsibilities of Membership

Each member is afforded one full vote on any decision put to a vote. Each organizational member's vote can be cast by his/her representative or alternate representative. Citizen members must be present at meetings to vote; proxy votes for citizen members will be not be permitted.

To be in "good standing," a member (1) must attend at least 75% of the regular monthly meetings, and miss no more than two consecutive regular monthly meetings in a calendar year; and (2) must participate in some facet of the Council's work program. The Chair may determine if a missed meeting is excused; an excused miss shall not count as non-attendance.

III.3 Annual Membership Dues

There may be annual membership dues to cover the administrative costs and other business of the Council, the amount to be determined annually. Membership dues for any citizen member may be waived per the vote of the Council.

Article IV: Officers of the Council

IV.1 Officers and Terms of Office

The Officers of the Council shall be as follows:

- Chair
- Vice Chair
- Treasurer
- Secretary

The term of each officer shall be one year. Officers may serve multiple terms.

IV.2 Election of Officers and Operating Year

The Council's operating year shall begin at the regular _____ meeting.

Officers will be elected by majority vote on an annual basis at the Council's regular _____ meeting.

Nominations for officers must be given to the Secretary no later than at the Council's last regular meeting of the calendar year.

IV.3 Responsibilities of the Officers

The Chair, or in the event of his/her absence, the Vice Chair, shall preside at all meetings of the Council; but neither shall be deprived of his/her right to vote.

The Chair or Vice Chair shall have such other powers and perform such other duties as may from time to time be voted by the Council, including the establishment of committees and appointment of committee members as may be necessary or convenient for carrying out the business of the Council.

The Treasurer shall be responsible for advising the Council on policy matters pertaining to financial management and the collection of annual dues (if any) and disbursement of funds for the conduct of Council business.

The Secretary shall be responsible for disseminating information to Council members, writing Council correspondence, keeping meeting attendance records, and taking minutes of meetings.

Collectively, the Chair, Vice Chair, and Treasurer shall comprise the Executive Committee. The Chair, Vice Chair, and Treasurer must be members in good standing. It is not required that the Secretary be a member of the Council.

IV.4 Vacancies

If an officer vacates an office for any reason (non-attendance, resignation), the Chair (or Vice Chair if the vacancy is the Chair) shall declare the vacancy at the next regularly scheduled meeting. The Chair (or Vice Chair if the vacancy is the Chair) can wait until the next nomination/election period or may accept nominations from the floor at the meeting at which the vacancy has been declared. If nominations from the floor are accepted, voting will take place at the next scheduled meeting.

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IV.5 Removal of Officers

Members, by 2/3 vote of members present, may remove an officer. An officer under consideration for removal should have the opportunity to be advised and be able to speak to the concerns of the membership. Such matters and discussions should take place in an executive session. The officer under consideration for removal may be given a 30-day period to correct any deficiencies before the vote is taken.

Article V: Meetings of the Council

V.1 Regular Meetings

The Council shall meet monthly on _____ from ____ to ____ or on another date and/or at another time at the call of the Chair. The Council may vote at a prior meeting not to hold the next regular monthly meeting. The Chair may also cancel a regular monthly meeting.

At the regular meetings, the Council may take such actions, pass such resolutions, or conduct such other business as are on the agenda or may otherwise be properly brought before it.

V.2 Special Meetings

The Chair, or in the event of his/her absence, the Vice Chair may call a special meeting of the Council as required and shall call a special meeting at the request of one-third (1/3) of the members. Business at special meetings shall be limited to the subjects stated in the call for them.

V.3 Informational Meetings

The Chair may call an informational meeting as may be required for the presentation and dissemination of reports, analyses, or other data, and for the informal discussion thereof by the Council. No formal action by the Council shall be taken at such meetings. Resolutions may be introduced and discussed at such meetings, but formal debate and action on such resolutions may take place only at future regular or special meetings.

V.4 Meeting Notice and Agenda; Open Meetings

Not less than seven days advance notice in writing of regular or informational meetings shall be given to all members. Not less than three business days advance notice in writing of special meetings shall be given to all members. Such notices shall contain the time, place, proposed agenda, proposed resolutions on substantive matters, and the substance of any matter proposed to be voted on.

All meetings of the Council shall be subject to the Illinois Open Meetings Act.

All meetings of the Executive Committee shall be posted three business days in advance, and shall be open to all Council members in good standing.

V.5 Quorum

Fifty (50%) of the membership constitutes a quorum.

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V.6 Structure and Conduct of Meetings

Parliamentary discretion for the conduct of meetings shall be vested with the Chair. Council procedures shall provide an opportunity for all members to be heard on any given issue and for the efficient conduct of business.

V.7 Public Participation at Meetings

Any person is welcome to attend all regular and special meetings of the Council, excluding any legally exempt executive sessions, and be permitted to address the Council under direction from the Chair.

There shall be two separate opportunities for public comment in these meetings – the first shall be specific to agenda items, the second specific to other business. The Chair shall dictate when these opportunities shall occur in the agenda. Each public comment shall be limited to 3 minutes. This limit may be extended at the discretion of the Chair.

Prior to these meetings, any person wishing to comment at the meeting must first provide a written synopsis of the comment, along with his/her name, address, and contact information to the Secretary, who in turn will submit these written synopses to the Chair.

Article VI: Voting

No vote on a substantive matter shall be taken unless the issue to be voted on has been listed in the proposed agenda, and timely notice (see Article V.4) has been given to all members. Election of Officers and Citizen Members are considered to be substantive issues. Dues payments and contractual or financial commitments of Council members are also considered substantive issues. A quorum must exist before any formal vote is taken (see Article V.5).

Each member is afforded one vote on any decision put to a vote and must be present to vote. In the absence of a voting organizational member representative, a designated alternative may cast the vote if present at the meeting. Otherwise, no proxy voting is permitted.

All decisions put to a vote, with the following exceptions, require a majority vote of all members present to pass. The exceptions which require a 2/3 vote of all members present to pass include changes or amendments to these by-laws (see Article VIII) and officer removals (see Article IV.4).

Article VII: Committees of the Council

On an annual basis, Council shall establish or continue standing committees as may be necessary or convenient for carrying out the business of the Council. Standing committees will be chaired by members of the Council but can include non-Council members. Standing committees may include:

- Advocacy Committee
- Consumer Liaison Committee
- Design/Operations Committee
- Executive Committee
- Finance Committee
- Land Use/Transportation Planning Committee
- Marketing/Public Information Committee

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- Membership Committee
- Regulatory/Policy Committee

Additional standing committees can be established if deemed necessary or convenient to conduct the business of the Council. These committees can be established upon the affirmative vote of the majority of the Council members present at a regular or special meeting.

The Chair, or in his/her absence, the Vice Chair, shall establish ad-hoc committees and appoint committee members as may be necessary or convenient for carrying out the business of the Council. Non-members, because of their special expertise or association with particular issues, and at the discretion of the Chair, may be appointed to ad-hoc committees.

Article VIII: Compensation of Officers

The Officers of the Council shall serve without salary. Payment by the Council of reasonable expenses incurred by the Officers in the performance of their duties or reasonable compensation for special services rendered by any Council Member may be authorized by vote of the members.

Article IX: Discrimination

The Council shall not, in any of its activities, policies or programs, discriminate against any person on the basis of race, age, religion, national origin, sexual orientation, gender or any other status covered in the laws of the State of Illinois or the United States Code.

Article X: Amendments

These by-laws may be amended by the affirmative vote of 2/3 vote of the Council present at a regular meeting thereof, if the notice of such meeting has contained a copy of the proposed amendment. Amendments are considered a substantive issue.

Article XI: Effective Date

These by-laws will become effective upon adoption by 2/3 vote of the Council present.