

September 21, 2016

TO: Members of the MAG Elderly and Persons with Disabilities Transportation Program Ad Hoc Committee

FROM: Ann Marie Riley, City of Chandler, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Meeting - 9:30 a.m. - 12:30 p.m.
Thursday, September 29, 2016
MAG Office, Suite 200 - Cholla Room
302 North 1st Avenue, Second Floor, Phoenix
(Please note the change in meeting time)

The MAG Elderly and Persons with Disabilities Transportation Program Ad Hoc Committee meeting will be held at the MAG offices at the time and place noted above. Members of the Committee may attend either in person, by videoconference or by telephone conference call.

The meeting agenda and resource materials are also available on the MAG website at www.azmag.gov. In addition to the existing website location, the agenda packet will be available via the File Transfer Protocol (FTP) site at: <ftp://ftp.azmag.gov/ElderlyandPersonswithDisabilitiesTransportationCommittee>. This location is publicly accessible and does not require a password.

Please park in the garage underneath the building. Bring your ticket to the meeting, parking will be validated. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the Elderly and Persons with Disabilities Transportation Ad Hoc Committee does not meet the quorum requirement, members who have arrived at the meeting will be instructed a legal meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

Pursuant to Title II of the Americans with Disabilities Act (ADA), MAG does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation.

If you have any questions, please call the MAG office at (602) 254-6300.

MAG Elderly and Persons with Disabilities Transportation Program Committee
TENTATIVE AGENDA
September 29, 2016

COMMITTEE ACTION REQUESTED

1. Call to Order

2. Call to the Audience

An opportunity will be provided to members of the public to address the MAG Elderly and Person with Disabilities Ad Hoc Committee on items not scheduled on the agenda that fall under the jurisdiction of MAG, or on items on the agenda for discussion but not for action. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the Committee requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.

3. Approval of the FTA Elderly and Persons with Disabilities Transportation (EPDT) Ad Hoc Committee August 4, 2016 Meeting Minutes

4. Review of the FY 2016 Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program Supplemental Mobility Management Application Process

DeDe Gaisthea, MAG, will provide a review of the FY 2016 Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program Supplemental Mobility Management Application Process for the Phoenix-Mesa Urbanized Area (UZA). Applicant presentations and evaluation process will be provided. Committee members will have an opportunity to discuss the Section 5310 applications, the preliminary scores, and to clarify questions for the agency presentations.

5. Agency Presentations

2. Information.

3. Approve the FTA Elderly and Persons with Disabilities Transportation Ad Hoc Committee August 4, 2016 meeting minutes.

4. Information and discussion.

5. Information and discussion.

All applicants of eligible projects for the FY 2016 Section 5310 Mobility Management Supplemental application for the Central Valley in the Phoenix-Mesa UZA will have the opportunity to present to the Committee for 15 minutes. All presentations will be verbal in nature only and will not include any handouts or power point presentations.

6. Development of the Priority Listing for the FY 2016 Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program Mobility Management Project for the Central Valley

At the conclusion of the FY Section 2016 Section 5310 applicant presentations. The Committee will develop a priority listing of project for the FY 2016 Section 5310 Enhanced Mobility of Seniors and Person with Disabilities Transportation Program Mobility Management for the Central Valley in the Phoenix-Mesa UZA. Evaluation components in developing the priority listing will include Committee's preliminary scores, applicant presentations, and Committee discussion. The 2016 Section 5310 Mobility Management for the Central Valley in the Phoenix-Mesa UZA priority listing will be offered through the MAG Committee process for recommendation of approval to the MAG Regional Council. Upon approval the priority listing will be forwarded to the City of Phoenix Public Transit Department.

7. Request for Future Agenda Items

Topics or issues of interest that Committee members would like to have considered for discussion at a future meeting will be requested.

8. Comments from the Committee

An opportunity will be provided for Committee members to present a brief summary of current events. The Committee is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

Adjournment

6. Recommend the priority project for the FY 2016 Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program Mobility Management Central Valley for the Phoenix-Mesa Urbanized Area for recommendation of approval by the MAG Regional Council to be forwarded to the City of Phoenix Public Transit Department.

8. Information and discussion.

9. Information.

MINUTES OF THE
MAG ELDERLY PERSONS AND PERSONS WITH DISABILITIES
5310 TRANSPORTATION AD HOC COMMITTEE

August 4, 2016

MAG Office Building, Cholla Room
Phoenix, Arizona

MEMBERS ATTENDING

Ron Brooks, Valley Metro
Mercedes McPherson, City of Scottsdale
Matt Dudley, City of Glendale,
Janeen Gaskins, City of El Mirage, Vice
Chair
Ed Jones, City of Mesa
Wendy Miller, City of Phoenix
#Martin Lucero, City of Surprise

*Kristin Myers, Town of Gilbert
Christina Plante, City of Goodyear
Ann Marie Riley, City of Chandler, Chair
Kristen Taylor, City of Avondale
Jeff Tourdot, Maricopa County Human
Services Department
#Robert Yabes, City of Tempe

*Neither present nor represented by proxy.
#Attended by telephone conference call.
+ Attended by videoconference

OTHERS PRESENT

Kathy Chandler, Northwest Valley Connect
DeDe Gaisthea, MAG

Teri Kennedy, MAG
Brandee Mead, MAG

1. Welcome and Introductions
Chair Ann Marie Riley, City of Chandler, called the meeting to order at 10:05 a.m.
2. Call to the Audience
Audience members were given an opportunity to address the Committee on items not on the agenda for discussion or information only. No comments from the audience.
3. Approval of the FTA Elderly and Persons with Disabilities Transportation Ad Hoc Committee March 30, 2016 Meeting Minutes

Chair Riley requested a motion to approve the March 30, 2016 meeting minutes. Janeen Gaskins, City of El Mirage, Vice Chair, noted her representation to reflect the City of El Mirage. Ron Brooks, Valley Metro, made a motion to approve the meeting minutes. Kristen Taylor, City of Avondale, seconded the motion. The motion passed unanimously.

4. Subregional Mobility Manager Presentation
Chair Riley invited Kathy Chandler, Northwest Valley Connect (NVC), to present an update on mobility management. Ms. Chandler expressed that NVC received 1,009 calls in the

second quarter at the call center. She noted 34 percent were received from Sun City, 17 percent from Sun City West, 15 percent from Peoria, and 14 percent from Surprise. Ms. Chandler noted that the “unknown” category were for callers who are perhaps out of state, or those are looking for information but didn’t want to provide additional details. There were 413 unduplicated calls, indicating that the caller received the necessary information or referral they sought, and have not called back. The total calls for 2016 are 1,909.

Ms. Chandler noted when the call center started in September, 2014, there were 288 calls. In 2015, the call center received 1,457. She indicated that the growth in 2016 is astounding with over 1,900 calls so far. The volunteer driver program Ride Connect received its insurance policy in May, 2015, and 462 trips were provided in June, 2016, 1,370 rides have been provided. Ride Connect trips are, 73 percent medical, 17 percent social, seven percent to shopping, and three percent to the pharmacy. The last two categories were split into two categories due to either requiring a trip to the pharmacy or prescriptions being picked up after medical appointments, which would be considered a medical trip. Ms. Chandler indicated that the first and second quarter of 2016, there were 1,370 trips with 15 drivers.

Ms. Chandler noted there 240 were group trips provided. While NVC only has a five-passenger van, sometimes there is a waiting list for passengers. She noted NVC has a memo of understanding (MOU) with Benevilla to provide trips. She noted it is cost prohibitive to lease Benevilla’s vans and pay their drivers. NVC attempts to refer trips to other providers such as the Peoria Community Center or to the Surprise Senior Center. NVC charges five dollars for short trips, such as going to the mall. Ms. Chandler indicated that the mobility center’s focus is to ensure people know their options utilizing Valley Metro’s program as public transportation and other services in the area. NVC signed an MOU with Northern Arizona University’s (NAU) Senior Companion Program, which is seeking volunteers in the Goodyear area, as there is a need for services. Ms. Chandler noted another source of volunteer drivers is Benevilla, which has expanded, resulting in NVC receiving lots of calls regarding the volunteer driver program.

Ms. Chandler announced she was appointed to Valley Metro’s Accessible Advisory Group. Additionally, she was asked by Sun City West Homeowners Association Property Owners and Residents Association (PORA) to be on their transportation committee. The group developed a transit subcommittee to focus on bringing public transportation to the area. One of the suggestions of PORA is to approach senior centers requesting them to donate half a day for a circular in the area, which is in the works. Ms. Chandler is also one of three trainers for the Passenger Service and Safety program. One trainer, a volunteer who works for Foothills Caring Corps, specializes in moving and securing wheelchairs; Ms. Chandler is the Americans with Disability Act specialist, helping to provide a clear understanding what the ADA law requires, and the other trainer focuses on communication and how to be a professional driver.

Ms. Chandler indicated that by next week NVC will be moving into their new facility providing much needed space to expand on its volunteer base, which allows it to provide low cost transportation to many people in the community. She noted many volunteers are waiting to serve in different capacities and NVC will be happy to place those volunteers. The call center has been very busy answering calls and many times staying late to ensure that callers

requesting rides or information were called back within 24 hours. Ms. Chandler anticipates that the volunteer driver program, which will include Goodyear in the next few months, to move more in the southwest area to Litchfield, Buckeye, and Avondale. She noted NVC is receiving more calls from all over the valley with volunteers calling transportation services across Maricopa County. To ensure the information in the database is current and correct NVC has researched routing software. She noted Shaw routing software, is expected to be in by the end of September. NVC is in discussion with Benevilla to do all of their dispatching, with the hopes that NVC can dispatch for other providers.

Ms. Chandler noted NVC's taxi voucher program is still underway. NVC is in discussion with Banner Hospital to partner and help with the match to alleviate the need for patients needing rides from the emergency room. Mr. Brooks, Valley Metro (VM), expressed concern that taxi voucher program for hospitals might be duplicating efforts. Ms. Chandler indicated the same sentiment and stated that the program was not yet implemented, but that criteria from different programs was in place so as to not duplicate efforts. She expressed interest in speaking with Mr. Brooks further to discuss details. Vice Chair Gaskins suggested developing a spreadsheet outlining NVC's services and programs to assist the Committee on understanding the many services provided.

Ms. Chandler envisions NVC becoming a "safety net" for providers, filling in gaps where service is not available. NVC foresees the relationship with Benevilla as beneficial in that the drivers and trips would still be theirs. She noted NVC would be assisting in handling trips more efficiently through a routing software or by suggesting different transportation systems that would prevent duplication of service. Mr. Brooks indicated that VM would provide NVC with training and brochures on service area, enforcement hours and hospital and same-day trips that are specific to certain communities to prevent confusion or misinformation. He also suggested that as NVC share information as it begins to develop data so as to look for route share opportunities and prevent trips from being duplicated.

5. Update of Federal Transit Administration (FTA) Section 5310 Program

Chair Riley invited DeDe Gaisthea, MAG, to present an update on the Section 5310 applications and grant program. Ms. Gaisthea noted the Sections 5310 Enhanced Mobility of Seniors and Individuals with Disabilities grant program will be entering the second year of the program under the Fixing America's Surface Transportation (FAST) act. She noted while FAST Act guidelines have not yet been released, the program continues to follow guidelines established under the previous MAP-21. Ms. Gaisthea noted the National Transit Institute hosted webinars regarding Section 5310 and the FAST Act. Clarification indicated that 5310 projects could take the form of strategies, activities, or specific projects in the coordination plan. Also, the Department of Transportation will be tasked with gathering information on successful programs funded through Section 5310 from community member's to offer as best practices on a national level.

Ms. Gaisthea stated the MAG region was invited to be part of a focus group regarding the Section 5310 program during the Community Transportation Association of America (CTAA) conference in May 2016. She noted that federal representatives acknowledged the performance measure of "the number of rides provided" maybe counterintuitive to the goals

of the 5310 programs of providing transportation services to the most vulnerable in community. Participants in the focus group represented various regions from across the nation. She noted one topic of discussion in the focus group was the issue of mobility management (MM). Discussion points were what is MM and what are the projects they are working on are doing. Ms. Gaisthea shared how the MAG region is utilizing sub-regional MM are utilized and shared the various projects being worked. Ms. Gaisthea also noted that the MAG Human Services (HS) provider inventory is on the CTAA as a best practice. She acknowledge the work of the Committee for supporting these projects.

Ms. Gaisthea noted in coordination efforts with the City of Phoenix the 2016 Section 5310 award notification for the Phoenix-Mesa Urbanized Area (UZA) was in the process of being mailed out. Ms. Wendy Miller, City of Phoenix, added Phoenix was also in the process of developing the contracts for the 2016 subrecipients for the Phoenix-Mesa UZA. Ms. Gaisthea stated the 5310 application process for the rural area, overseen by the Arizona Department of Transportation (ADOT), had concluded. ADOT received one application from PEPP Inc., a former sub-recipient, who will receive cutaway vehicle. Ms. Gaisthea acknowledged that the Committee had requested a presentation from ADOT for updates on the 5310 application process for the rural areas. She noted ADOT was unable to attend and will reschedule.

Ms. Kennedy, MAG Transportation Improvement Manager, commented that she has reached out to MAG's Assistant Director for a request to communicate with ADOT Multimodal Planning Division. She noted the importance of MAG and ADOT staff communication to share best practices and avoid duplication of services. She noted that while ADOT has experienced some staffing changes, it is hoped the coordination efforts can be revisited in the future. Ms. Miller added, a discussion with ADOT would be helpful to hear about their process on vehicle modifications and vehicle liens. Vice Chair Gaskins acknowledged there are still some agencies in the Phoenix-Mesa UZA with contracts under ADOT. Vice Chair Gaskins noted the benefits sharing information due to the fact there we are following learning about new regulations under the FAST Act and to be consistent with requirements.

6. Review of the 2016 FTA Section 5310 Application Process

Chair Riley invited Ms. Gaisthea to offer an overview of the 2016 FTA Section 5310 application process. Ms. Gaisthea began by thanking Committee members for their time and expertise for this very important application process that provides needed transportation resources for our community. She noted every year the application process continues to improve due to the work of the Committee. The outcome of reviewing each application process has resulted in the evaluation time for developing the priority listing being condensed each year. Ms. Gaisthea noted the five years of funding apportionment under the FAST Act will offer the Committee more direction of how best to meet the requirements funding of projects.

Ms. Gaisthea provided comments received from Jeff Tourdot, Maricopa County Human Services Department, who was unable to attend the interview process. Mr. Tourdot received positive feedback from applicants, who felt they had been treated well through the application process. He added that applicants expressed this year's process as having improved, and he

commended the Committee for their actions. Ms. Gaisthea reviewed Committee member's application process comments and updates on outcomes. Comments made were,

- *Provide feedback to sub-recipients after the selection notice* – Matt Dudley, City of Glendale, noted that due to the number of new applicants and the new legislative act, it would be a good idea to follow up with all sub-recipients. Ms. Gaisthea commented the City of Phoenix provides an orientation to all applicants to discuss program measures and offer technical support. Ms. Gaisthea added the City of Phoenix coordinates with MAG to be part of the orientation. She noted last year, MAG followed up with sub-recipients who scored low during the evaluation which will be done again this year.

Ms. Gaisthea referred to the MAG Prioritization Process document, which was handed out to Committee members. She expressed this would be used as a tool for sub-recipients and new applicants. The document outlines the process and program measures for the program. Ms. Gaisthea noted the sub-regional MM's offered to mentor newer agencies. This strategy was addressed at the CTAA Conference. Another state offer a mentorship program to link agencies that previously received funds with newer agencies, or those that needed help. Ms. Gaisthea noted an update on the development of this strategy at the next meeting.

- *Rubric to include more specific coordination participation* - Christina Plante, City of Goodyear, commented that scoring for coordination participation seemed weighted toward those who were previously funded participating in regular meetings. Therefore, those who were previously funded have an edge in getting funded again. Martin Lucero, City of Surprise, pointed out that there is a lot of expansion in the Pinal County area. He expressed the Committee should inquire how agencies are interfacing with ADOT, Central Arizona Governments (CAG), and the Sun City Corridor to ensure there is no duplication of funding projects. Mr. Lucero added that while some agencies expressed coordination activities during the interview process, they did not include on their application.

Vice Chair Gaskins suggested that the rubric should include a column that reflects coordination with different agencies, such as the City of Phoenix, TAP, CAG, MAG, and other agencies. Ms. Gaisthea agreed many agencies were coordinating, but not specifically on vehicle sharing. She noted MAG will provide more guidance on the application by creating a rubric to better reflect different coordination efforts. Ms. Gaisthea acknowledged that for some small cities or nonprofit agencies, driving across the valley for meetings may not be the best use of time. Vice Chair Gaskins requested flexibility on attendance, and added that the rubric should invite applicants to provide additional information they wished the Committee to know, such as why they were unable to attend meetings.

- *A brief online questionnaire for process improvement for next year* - Ms. Gaisthea requested feedback from the Committee on this item. Ms. Gaskins indicated it was a good idea, not just from the Committee members, but to also request feedback from interviewees on ways to improve the process and to clarify ambiguous issues. She added that the surveys coming from MAG were pretty short.

- *Information on the sustainable MM model for future agenda to determine the impact on the region* - Ms. Gaisthea indicated she is in the process of pulling information together, as this is a discussion on a national level, and that she will continue researching, such as it was done for the MM position.
- *Clarification on questions regarding Dial-A-Ride and Ride Choice* - Ms. Gaisthea noted there are differences between the two programs. She noted Valley Metro was previously invited to provide an update on public transit services. Ms. Gaisthea noted updates from Valley Metro would be beneficial going into the next application process.

The Committee requested MAG staff to research best practices and outline minimal criteria for mobility management projects. Mr. Lucero noted this information would assist the Committee in evaluating and rating the performance of current sub-regional MM's and new prospective applicants. He added that looking at nationwide best practices would be essential now due to the federal changes taking place. Mr. Lucero requested that a survey be sent out to the largest sister Metropolitan Planning Organizations (MPO) for best practices. Ms. Gaisthea noted the topic of MM was discussed at the CTAA conference on the national level. She offered to forward notes she took from the MM workshop. She indicated that compared to others MPO's the MAG region is on the cutting edge. Ms. Gaisthea noted the only item lacking was for a coordinated statewide MM meeting. She noted there had been a statewide MPO/COG MM meeting but the main focus was more on compliance and not the sharing of best practices. Ms. Gaisthea added she was recently elected the chair for the MPO/COG MM. She offered to share information on MM programs around state and any discussion of roles and responsibilities.

The Committee also requested the development for two different types of maps. One map that differentiated borders between each applicant, and another map that distinguished gaps in the region. Ms. Gaisthea indicated that she had been working with the MAG Geographic Information System (GIS) Division regarding some of the Committee's comments. She introduced Amanda Stanko, MAG GIS, to provide guidance on maps that could be developed. Ms. Plante indicated it might be helpful if MAG could create a service-area map. Vice Chair Gaskins expressed that it would be beneficial to have a map that demonstrate the division between the three different funders: ADOT's rural area, Avondale-Goodyear Urbanized Area UZA, and the Phoenix metro area. Ms. Stanko indicated a map could be created by census tract, which would demonstrate actual value, rather than outliers, which disappear on the maps. She added that she could provide data of the top ten tracts that have most need, as well as overlapping boundaries.

Mr. Brooks suggested that as part of the application process a map should be developed that shows the service area of recipients serve and color coded with the types of customers served (senior, disabled, and both). Ms. Kennedy noted MAG has the existing maps which can be made electronically, and are included in the programming guidebook. She noted that it would be helpful for ADOT and MAG to coordinate on the boundaries of funding sources for the mapping project. Ms. Gaisthea indicated that a basic map could be created with the current available information, and to later follow up with sub-recipients for detailed information that GIS would require. Ms. Stanko expressed that perhaps a survey could be conducted to

determine boundaries and types of service provided, along with basic questions that help identify gaps and determine where the greatest needs are.

7. Request for Future Agenda Items

Chair Riley requested agenda items to be discussed at the next meeting. Ms. Gaisthea suggested meeting in November or December instead of January, due to feedback received and the anticipated guidance from the federal government for the FAST Act. Mr. Lucero agreed and requested an update on federal funding. Ms. Plante requested progress update on the maps. Ms. Gaskins suggested meeting before Thanksgiving, as it was difficult to meet during the holidays.

8. Adjourn

Chair Riley adjourned the meeting at 11:28 a.m.