Maricopa Association of Governments

Human Services Coordination Transportation Plan

FY 2014 PLAN UPDATE

MARICOPA ASSOCIATION of GOVERNMENTS

National winner of the 2008 United We Ride Leadership Award for major urbanized areas

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Executive Summary

The Maricopa Association of Governments (MAG) human services coordination transportation plans are developed in response to the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) federal legislation requiring applicants who receive federal funding to comply with a locally derived plan. On July 6, 2012, President Obama signed into law the Federal Transit Administration (FTA) Moving Ahead for Progress in the 21st Century Act (MAP-21), which also requires applicants to comply with coordination plans efforts. Each plan is federally required under 49 U.S.C. 5310 to include the following:

- Inventory of services.
- Gaps analysis.
- Prioritized strategies to meet the needs of the region.

The region's plans are an invaluable resource for regional human services transportation coordination efforts. Through the partnership of dedicated regional stakeholders, this region will continue to work together to provide human services transportation assistance to older adults, individuals with disabilities, and individuals with low incomes. It is the goal of every plan to coordinate and collaborate on resources to help the most vulnerable in the population move throughout the region. This goal will be achieved through the following strategies:

Priority	Short-Term Strategies for FY 2014	Lead
1	Develop solutions to maximize the use of the current vehicle inventory by eliminating insurance restrictions as a barrier. • Coordinate a work group focused on providing solutions on the insurance concerns identified from the workshop at the MAG Transportation Ambassador Program (TAP) June 2012 regional meeting. • Collaborative efforts will include engaging Arizona Department of Transportation (ADOT), insurance companies, and behavioral health stakeholders to work on solutions to address the costs of insurance and identify policy restrictions that inhibit the collaborative use of agencies' vehicles. • The workgroup will meet quarterly to develop strategies to address the insurance concerns. • Implement at least one of the strategies by the fourth quarter of FY 2014. • Progress will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders on a quarterly basis.	MAG, Arizona Department of Transportation (ADOT)
2	Ensure that requirements and standards are universally met for providers transporting older adults and people with disabilities through the delivery of training. • Develop brown bag trainings for human services provider agencies receiving federal awards and interested others. • Conduct at least four brown bag trainings on topics such as Passenger Safety and Securement, driver sensitivity training, Disadvantage Business Enterprise and civil rights requirements.	MAG, ADOT, City of Phoenix, Valley Metro
3	Address regional concerns and engage providers in coordination planning efforts through mobility managers. • Maintain the utilization of sub-regional mobility managers. This will include strengthening sub-regional collaborative efforts by identifying a sub-regional mobility manager for the West Valley in the second quarter. • Sub-regional mobility managers will participate in designated workgroups, provide feedback on the brown bag trainings, and report on their agency's coordination efforts at the quarterly TAP meetings.	MAG
Priority	**Long-Term Strategies for FY 2014**	**Lead**
1	Develop a one-call center to coordinate transportation services for older adults and people with disabilities. • Support the ADOT/Transit Plus plan to implement a one-call center. • Identify a partner organization to develop an internal system to develop a one-call service. This will include analysis of purchasing needed services, software, and identifying a host site. • Progress on this strategy will be reported at TAP meetings.	MAG, ADOT, City of Phoenix, Valley Metro

To become involved in these efforts, please contact DeDe Gaisthea at dgaisthea@azmag.gov or by calling (602) 254-6300. All materials may be accessed at www.azmag.gov.

Introduction

Transportation is more than just streets and freeways; it involves the movement of people to critical employment opportunities, healthcare and social activities. For some people in the community, accessing transportation can be difficult when mobility restrictions or funding limitations are a concern. Meeting the transportation needs of a growing region on limited funding and resources is a challenge. The region is continuing to emerge from the economic downturn. One funding source that had been previously eliminated has been reinstated is the Local Transportation Assistant Funding (LTAF). LTAF will provide much needed support for transportation programs. Many agencies that experienced a funding decrease did not experience a decrease in the demand for service. Those on the front lines have worked hard to ensure that those who are most dependent on human services transportation are not left behind. Those affected by limited transportation options are those vulnerable members of the population such as older adults, persons with disabilities, and persons with low-incomes. This plan will report on the needs within the region and identify assets already in place to provide a solid foundation upon which to move forward in providing transportation to those most vulnerable in our community.

The Maricopa Association of Governments (MAG) has developed the human services coordination transportation plans since 2007, as required under the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The federal legislation required applicants who receive federal funding to comply and coordinate with a locally derived human services transportation plan. On July 6, 2012, President Obama signed into law the Federal Transit Administration (FTA) Moving Ahead for Progress in the 21st Century Act (MAP-21). Under MAP-21 locally coordinated human service-public transportation plans that are consistent with the policy established under SAFETEA-LU are still required for projects selected for funding under Section 5310.

Nationally, the plans have been an invaluable resource to help meet the needs of those most vulnerable in the community, such as older adults, people with disabilities, and people with low incomes. Regionally, the accomplishments of these plans can be seen by the strong support from partners such as the Arizona Department of Transportation, the City of Phoenix, Valley Metro and committed stakeholders on the front lines who have significantly aided the sustainability of these planning efforts.

As federally required, this plan update is developed through a process that includes representatives of nonprofit and for profit agencies, transit providers, municipalities, faith-based and senior community representatives, and members of the general public. The MAG Transportation Ambassador Program (TAP) is a strategy from the *FY 2008 Coordination Plan* providing a venue to receive public input into regional coordination efforts. The Virginia G. Piper Charitable Trust has provided support for this program and laid the foundation for the work of TAP to continue.

Making Connections

TAP participants have been key stakeholders in the development of the plans providing feedback on the needs in the region and discussing strategies to assist in meeting the needs. TAP participants from nonprofit agencies, municipalities, senior and faith-based communities, and active consumers provide public input into the gaps analysis and strategies included in each plan. Once the plans are developed they are offered to the MAG Human Services Technical Committee, the MAG Management Committee, and MAG Human Services Coordinating Committee for review and recommendation for approval. This process ensures feedback opportunities are available throughout the process. The MAG Regional Council has demonstrated its support by approving the MAG Human Services Coordination Transportation plans every year since 2007.

Under the FTA statutory program guidelines 49 U.S.C. 5310, this plan update includes an inventory of services, gaps analysis, and prioritized strategies to meet the needs of the region. The FY 2014 plan update will report on the progress made on the strategies from the FY 2013 plan and highlight the positive impact of coordination efforts in the community. The strategies continue to focus on making the most of the available resources in the region.

The first MAG Human Services Coordination Transportation Plan was approved in 2007.

Progress on the FY 2013 Plan

Strategies in the FY 2013 plan focused on enhancing regional collaborative efforts and strengthening coordination efforts already in place. The strategies incorporate the United We Ride goals of providing more rides for the targeted population(s) for the same or fewer resources; simplifying customer access to transportation; and increasing customer satisfaction. The FY 2013 plan included both short-term and long-term strategies to ensure the sustainability of coordination efforts. Progress made on the strategies is as follows:

Short-Term Strategies

Human Services Transportation Resource Webpage

Outcome measure:
To design a webpage to accommodate the MAG Human Services Provider Inventory with search capabilities to make it more user friendly. This addresses the United We Ride goal of simplifying consumer's access to transportation by providing information regarding human services transportation resources that are available in the region. MAG, the Arizona Department of Transportation (ADOT), and Valley Metro will collaborate on elements necessary for an interactive inventory. Progress will be reported at TAP meetings.

Progress:
MAG collaborated with ADOT, Valley Metro, and other members of a workgroup to design a webpage to accommodate the MAG Human Services Provider Inventory. The workgroup includes MAG, Valley Metro, ADOT, City of Phoenix, subregional mobility managers and members of the MAG FTA Section 5310 Ad Hoc Committee. The workgroup attended the Arizona Institute for Transportation Coordination training sponsored by the Community Transportation Association of America in partnership with ADOT. The workgroup provided a framework for the development of a user friendly website, identified design elements, and requested including a link to the AZ 211 website for additional resources. The MAG Human Services Provider Inventory will be located on the MAG website by the first quarter of the fiscal year.

Address the Issue of Insurance

Outcome measure:
Continue to address insurance as a barrier for agencies to coordinate services. This addresses the United We Ride goal of streamlining regulations that impede the coordinated delivery of services. This will include researching policies involving using drivers from other agencies to transport consumers with varying abilities. In collaboration with ADOT, insurance companies, and behavioral health stakeholders, identify the gaps and possible solutions. Progress made will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders.

Progress:
At the June 25, 2012 TAP regional meeting a workshop on insurance was hosted by a representative from the Arizona Insurance Council. Participants in the workshop discussed the insurance liability of driving another agency's vehicles and identified additional concerns, including the cost of insurance, policy restrictions of transporting consumers with various mobility restrictions, and policy restrictions on using volunteer drivers. Stakeholders recommended the continuation of addressing insurance issues by engaging smaller focus groups to help identify possible strategies, and to engage insurance representatives, ADOT and the state insurance representative to support collaborative efforts. Progress has been reported to the MAG Human Services Technical Committee and MAG Human Services Coordinating Committee; it continues to be a topic of discussion with TAP stakeholders.

Engage Small and Rural Communities

Outcome measure:
Outreach to community members enriches the coordination activities for the region. This will be accomplished by engaging at least 10 new stakeholders in small and outlying communities to participate in TAP meetings, attending five human services community meetings and developing a TAP information flyer to disperse at community events. Increasing the number of additional stakeholders will provide additional resources for human services transportation and coordination activities to support the United We Ride initiative to simplify customer access to transportation.

Progress:
Outreach at community meetings resulted in seven new participants that include representatives from the Veteran Administration and VetTrans (a veteran's volunteer drivers program), Care 1st Health Plan, Living Solutions for Seniors in the West Valley, two for-profit providers, and the Scottsdale Transportation Commission. The MAG Human Services Transportation Planner attended four community meetings throughout the region. The meetings included the West Valley Human Services Alliance, the Sun City West Rotary Club, West Valley Transportation Stakeholders Group, and City of Phoenix Disability Commissioners. MAG will continue to reach out and offer presentations to any interested group. A TAP flyer was drafted and presented to the TAP participants for their feedback; once it has been finalized it will be distributed at community events.

Utilization of Sub-Regional Mobility Managers

Outcome measure:
Due to the size of the region, it has been determined that four sub-regional mobility managers would provide a network of coverage for regional coordination efforts. Three sub-regional mobility managers have been identified, in Central Phoenix,

the Northwest Valley and the East Valley, with a fourth yet to be determined in the West Valley. Increasing communication and the utilization of mobility managers offer the opportunity for collaborating on human services transportation efforts and support across the region. The impact will provide an opportunity for more nonprofit agencies to participate in collaborative effort. This supports the United We Ride initiative of improving the efficiency of services by using existing resources to provide more rides for the same or fewer resources.

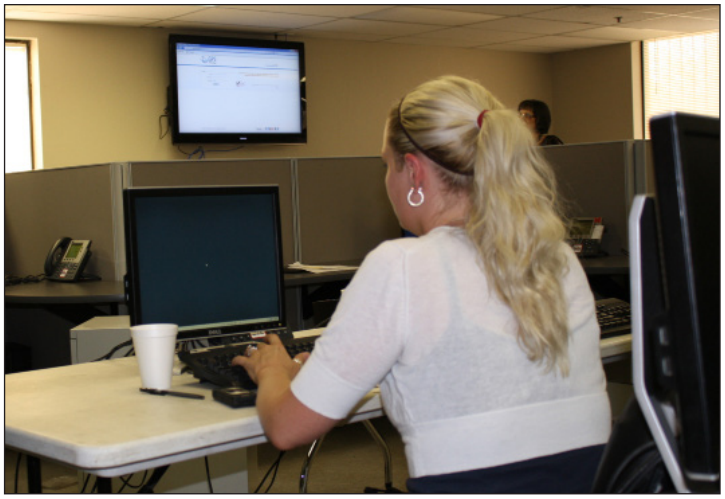
Progress:
Monthly meetings were conducted with the sub-regional mobility managers from Foothills Caring Corps, TERROS, and the Marc Center for updates on projects and discussion on opportunities for further collaborative efforts. The mobility manager at the Foothills Caring Corps in the Northeast Valley reached out to various veteran associations and Verde Cares, Inc., as possible collaborative partners. TERROS in the Central Valley has engaged Lifewell, a newly merged nonprofit agency providing services in Central Phoenix and the West Valley, to participate in TAP meetings and workgroups. The Marc Center recently was awarded a mobility management project and has collaborated with MAG and the other mobility managers in the monthly meetings.

Long-Term Strategies

Facilitate One-Call Center Dialogue

Outcome measure:
Facilitate regional dialogue about establishing a one-call center to coordinate the schedule and dispatch of paratransit services for older adults and people with disabilities to benefit consumers in the region. Providing at least two presentations on national best practices at local events will aid with the discussion of a one-call center. This is consistent with the goal of the United We Ride initiative to reduce duplication of transportation services and improve the efficiency of services.

Progress:
Research was conducted on national best practices of one-call centers such as RidePlus, CT Ridenet in Minnesota, and Access Services Inc. in California. Research on these programs indicated that coordination efforts involve public transit agencies programs and referenced nonprofit information. Feedback from stakeholders suggests continuation of research on best practices or pilot programs that include public transit agencies transportation programs and non-profit agencies programs. During the Arizona Institute for Transportation training ADOT offered the use of a consultant as a resource to assist with the project. Through ADOT, a consultant from TransitPlus drafted a scope of service for the development of a one-call service. The first phase outlined in the scope, to identify an inventory of service providers, was accomplished by the MAG Human Services Transportation Resource Webpage strategy previous noted. The second phase of the scope is to identify or work with a partner organization to develop an internal system to develop a one-call service. This includes the purchasing of needed services, software. Progress on this strategy has been reported to TAP.



Gaps Analysis

The following section addresses the federal requirement for coordination plans to provide an assessment of the transportation needs for the targeted population. While funding reductions continue, opportunities are being explored to provide transportation to the region's most vulnerable populations. It is estimated our region will grow to 4.5 million people by 2020 and to 5.4 million by 2030. The 2010 U.S. Census reports 12.5 percent of residents in Maricopa County are age 65 and over. By the year 2020, approximately 15 percent of the residents in the region will be age 65 or older. Of this number, approximately forty percent will be 75 years or older. The 2011 American Community Survey one year estimates reports 9.9 percent of people in the region live with a disability of any kind. The human services transportation solutions identified for people with disabilities often benefit all people by making transportation more accessible for everyone. The 2011 American Community Survey one year estimates reports 17.4 percent of people in the region live below the poverty level. Income affects access to a variety of resources, including transportation. People with low incomes are more likely to utilize transit services. This population growth will increase the strain on services already at capacity.

As the region experiences population growth it has also seen growth in transportation. In the West Valley, the Zoom circulator in the City of Avondale has been so successful they are partnering with the City of Tolleson to expand the route. In the East Valley, the City of Mesa and Valley Metro developed the East Mesa Circulator Pilot Program Bus Route 277, which will run east of the Superstition Springs Transit Center. Ridership on the light rail has exceeded expectations with extensions scheduled to expand the lines in Mesa and West Phoenix. In October 2012, Valley Metro started the Northwest Valley Dial-A-Ride that includes the City of El Mirage, City of Surprise, Town of Youngtown, Sun City and Sun City West, with portions of the City of Peoria and portions of unincorporated Maricopa County. Exploring alternative transportation options is a resource that is available to help meet the needs of the community. Also, utilizing the sub-regional mobility managers in creating a network for sharing human services resources, identifying additional community partners, and disseminating transportation information can benefit the consumer.

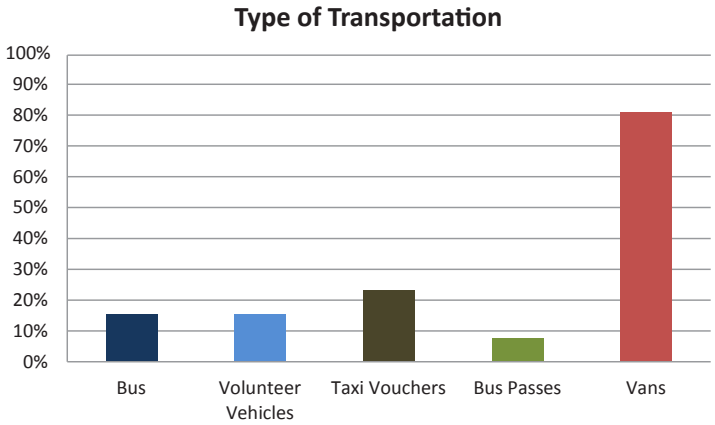
The next section will provide an overview of population demographics, gaps in services, and opportunities for possible collaborative efforts. The deep funding reductions for transportation have resulted in municipalities cutting back on services or eliminating routes. Nonprofits have also had to make difficult decisions to reduce funding for services they provide, resulting in additional reductions to transportation services. Those affected most by limited services have been the most vulnerable in the population such as older adults, persons with disabilities and persons with low-incomes.

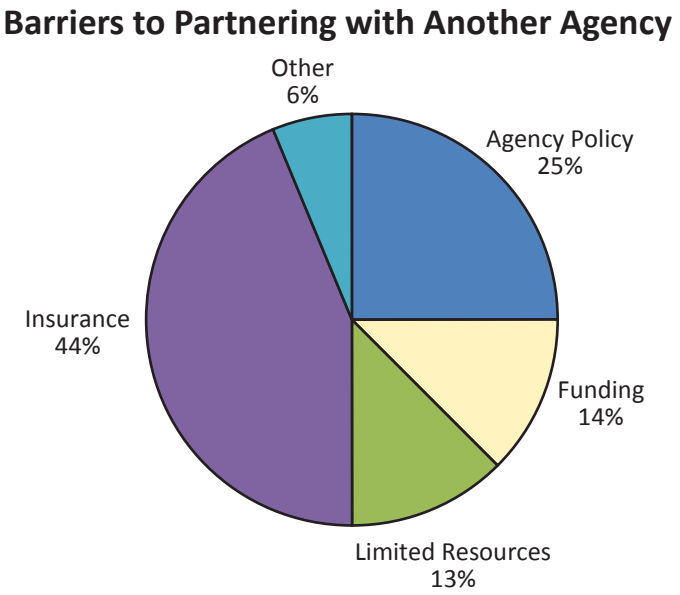
MAG Human Service Transportation Provider Survey

The *MAG Human Services Transportation Provider Survey* received 82 responses from human services transportation providers of transportation services or resource information. Respondents included nonprofits and for profit agencies, volunteer drivers programs, municipalities, and community organizations. This is an increase of six additional agencies from the previous year. Of the agencies that responded to the survey, 67 provide transportation to consumers in the region; these included both nonprofit and public agencies. Survey results on eligibility for services indicated 84 percent of the agencies provided services to their clients only. The category of Older Adults and People with Physical Disabilities received the most transportation services. Agencies

provided various types of transportation options to the consumer; the use of an agency's vans was the most often cited form of providing transportation services.

The survey results indicated agencies were able to meet the transportation requests of their clients. This could be a result of agencies implementing changes such as reducing/eliminating services, stricter eligibility requirements, and an increase of agencies offering services only to their clients. Survey responses also indicated 62 percent of agencies would now consider partnering with another agency to

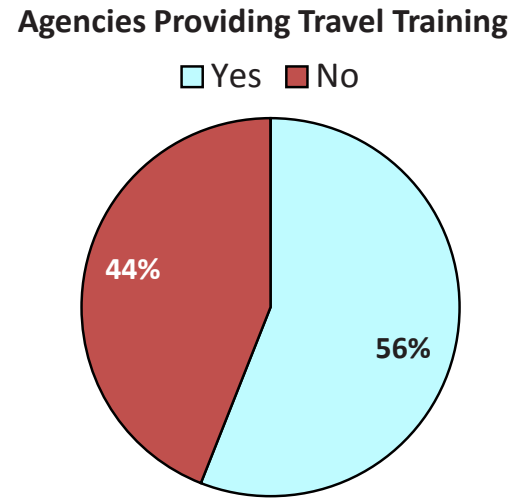


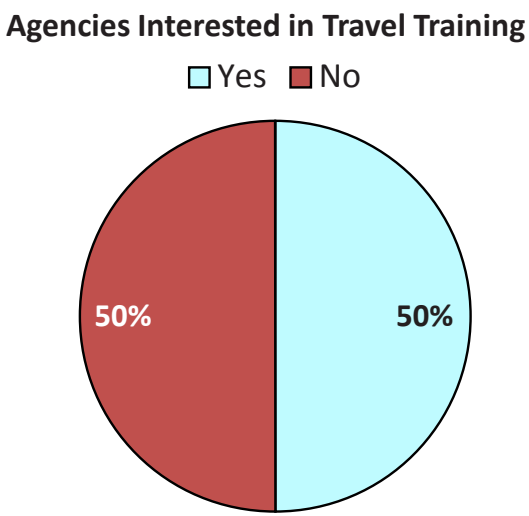


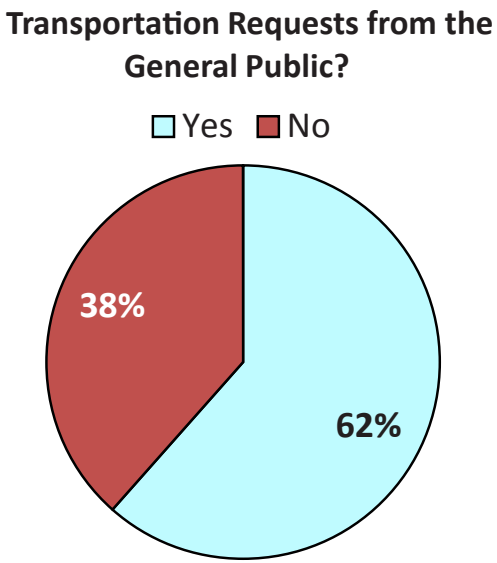
provide transportation services. This is an increase from the previous year survey when 41 percent of agencies considered partnering with another agency. Agencies also were questioned on what barriers, if any, would prevent them from partnering with another agency. The following chart illustrates reported barriers to partnering. The top response indicates insurance as a barrier to limiting agencies from partnering with another agency. The second most reported barrier to partnering was agency policy, followed by limited resources, such as lack of drivers, and funding restrictions.

Inventory of 5310 Agencies

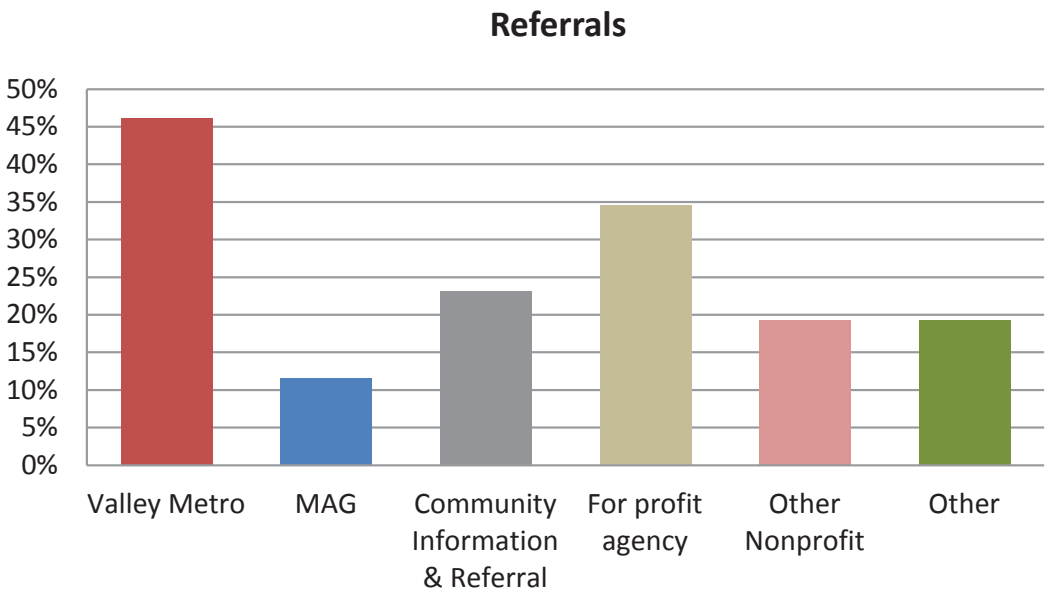
To support agencies providing human services transportation to the most vulnerable in the communities, it is imperative to explore alternative modes of transportation. Agencies receiving federal funds through Section 5310 were surveyed if they provided travel training on alternative modes of transportation. Survey results indicated that 56 percent of the agencies that responded provided some type of travel training to their clients. A follow up question for agencies that did not provide travel training inquired if the agency would be interested in receiving information. Of those that responded, five of the agencies indicated they would be interested in travel training information.







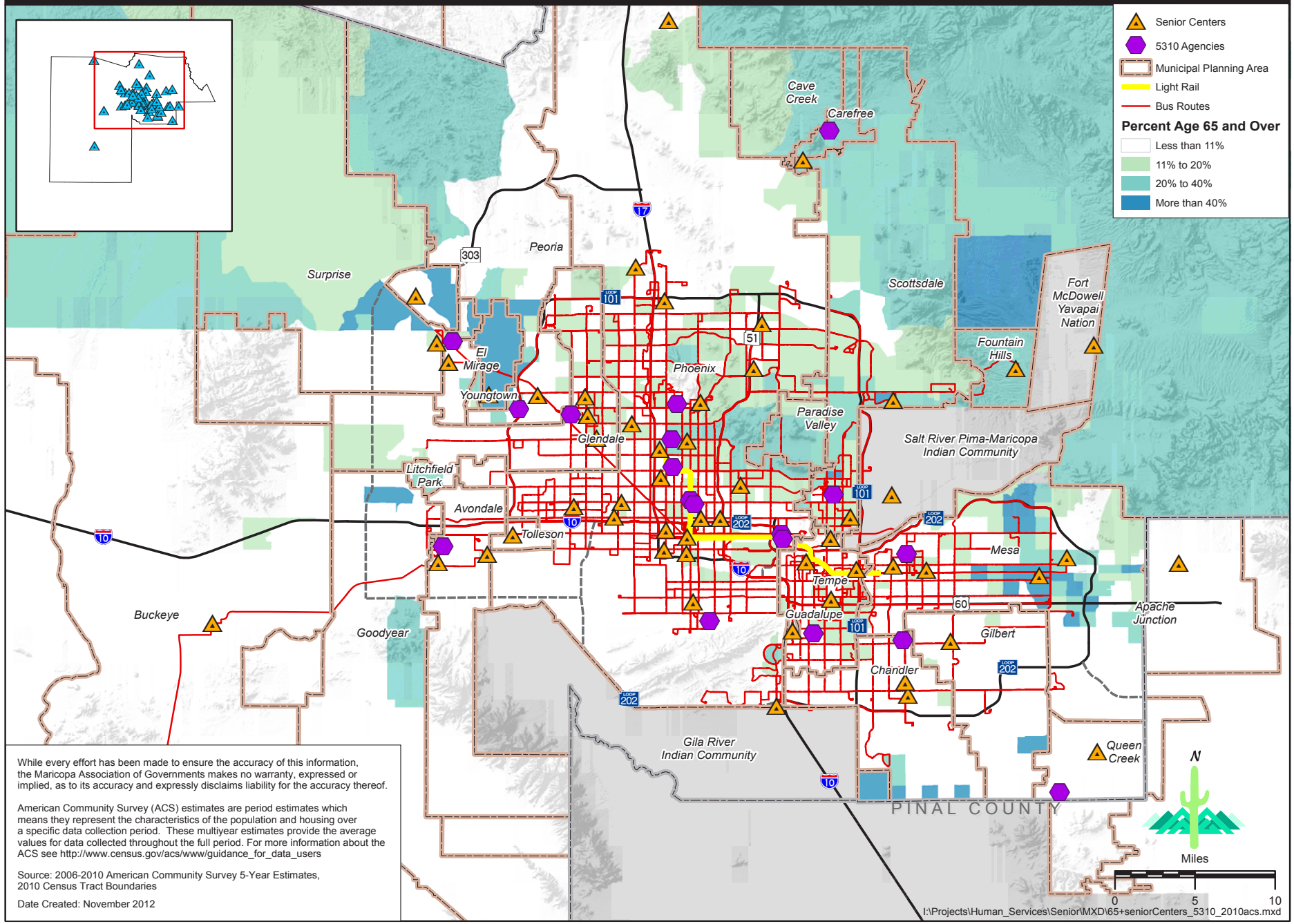
Feedback from respondents who were not interested in receiving travel training included having no public transit available or near their agency. Respondents also noted the extent of their client's disability limited them from taking an alternative mode of transportation without proper supervision.



A survey question inquired if agencies received calls from the general public regarding transportation. Survey responses indicated more than half of the agencies did receive transportation requests from the general public. A follow up question for the agencies that received public requests inquired if the agency referred the transportation request call and to what agency. Survey responses indicated Valley Metro was the top referral choice with for profit agencies as the second most referred. Calls were also referred to other nonprofit agencies or to "Other" agencies such as a volunteer driver programs or community centers.

The following maps were developed to explore other opportunities to coordinate on providing transportation alternatives to the underserved. One map provides an overview of agencies that have received Section 5310 awards along with senior center locations overlaid with public transit and light rail routes for the population aged 65 years and more. The next map provides an overview of agencies that have received Section 5310 awards along with senior centers overlaid with public transit and light rail routes for the population living below the poverty level.

Population 65+ with Senior Centers & 2012 Additional 5310 Agencies



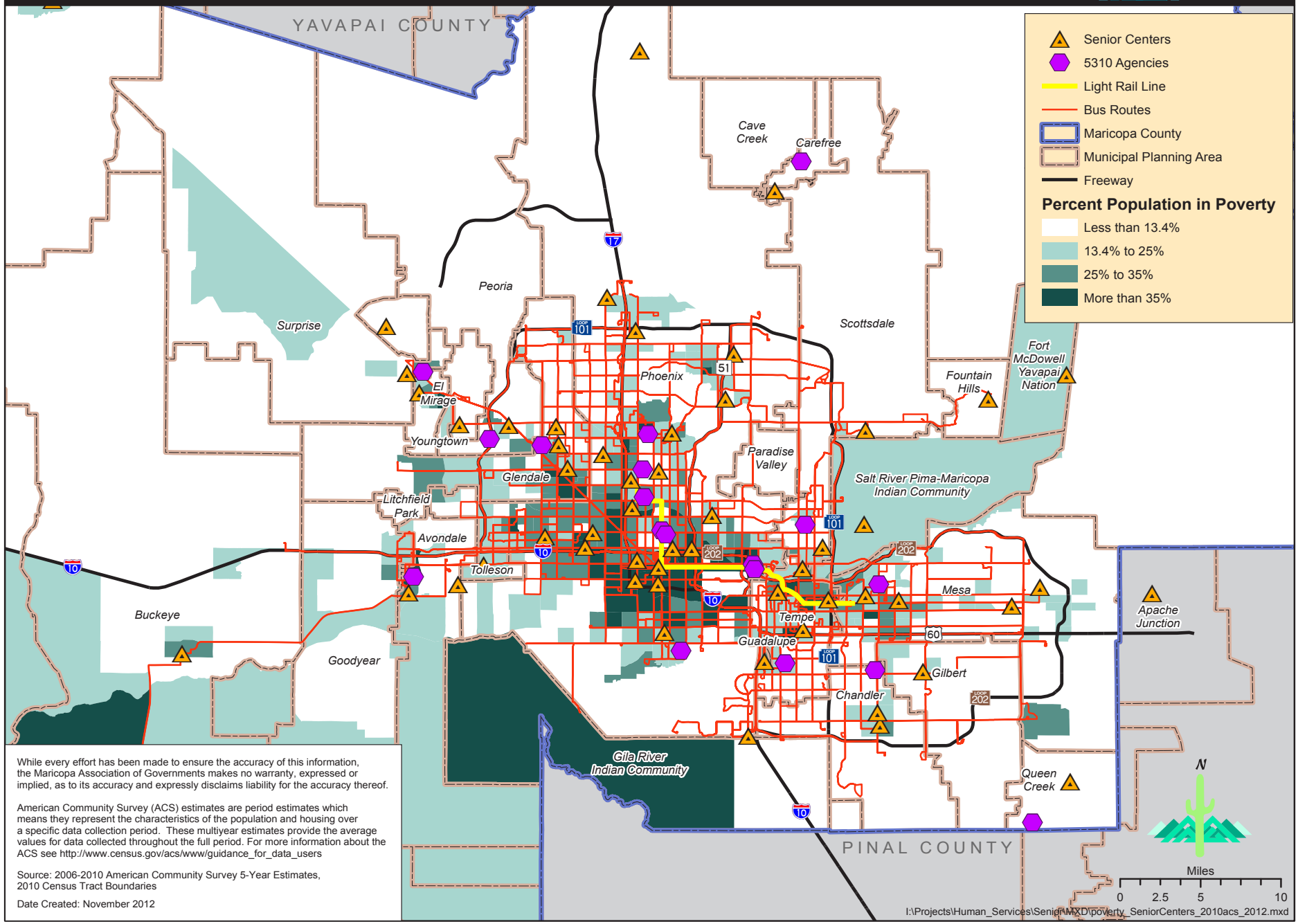
While every effort has been made to ensure the accuracy of this information, the Maricopa Association of Governments makes no warranty, expressed or implied, as to its accuracy and expressly disclaims liability for the accuracy thereof.

American Community Survey (ACS) estimates are period estimates which means they represent the characteristics of the population and housing over a specific data collection period. These multiyear estimates provide the average values for data collected throughout the full period. For more information about the ACS see http://www.census.gov/acs/www/guidance_for_data_users

Source: 2006-2010 American Community Survey 5-Year Estimates, 2010 Census Tract Boundaries

Date Created: November 2012

5310 Agencies with Senior Centers and Percent Population in Poverty



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Source: 2006-2010 American Community Survey 5-Year Estimates, 2010 Census Tract Boundaries

Date Created: November 2012

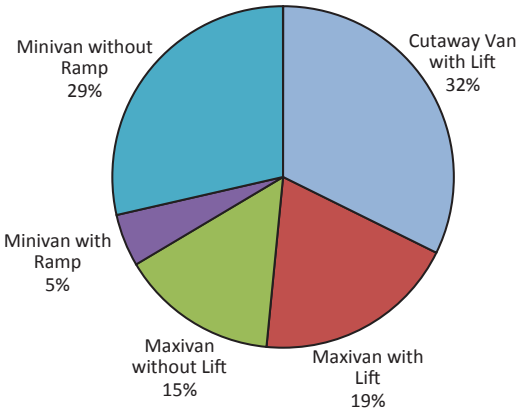
Vehicle Inventory

A Vehicle Inventory Survey of agencies that are recipients of federal funds awarded through the FY 2012 Section 5310 Elderly and Individuals with Disabilities Transportation Program was developed to examine the types of vehicle and the time of day they were most in use. Data analysis indicated 46 percent of the vehicles in agency's fleets were under ADOT lien. This signifies that a vehicle has not yet reached four years or 100,000 miles of service. The following charts indicate the vehicle type and condition. The cutaway van at 32 percent was the most reported type of vehicles in an agency's fleet followed by the minivan without a ramp at 29 percent. The condition of the majority of vehicles was reported in the excellent to good range, meaning vehicles were relatively new or well-maintained with no ongoing mechanical problems. Agencies reported some vehicles being in fair condition meaning they were near the midpoint of useful life, showing signs of wear but with regular maintenance the vehicle would be safe and operable. A few also reported vehicles in the poor condition meaning they were becoming unsafe and unreliable to operate with frequent breakdowns and excessive repair costs.

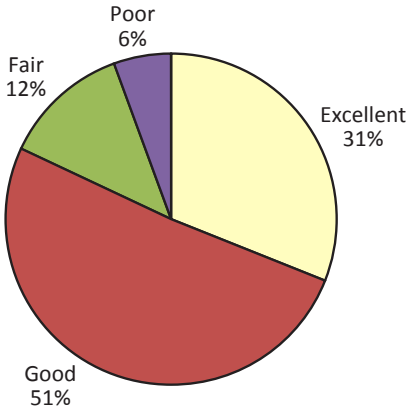
The Vehicle Inventory Survey indicated vehicles were primarily in use five days a week Monday through Friday, with Saturday usage less than 43 percent, and Sunday less than 30 percent of the time. Agencies also reported a few vehicles were in use occasionally and were needed as back-up in case of emergencies, while other vehicles are rotated out of service due to high mileage.

Survey results indicated agencies' vehicles were in use to some extent throughout the day. Usage of agency's vehicles outside of the peak hours accounted for less that 80 percent of a vehicle's time. The highest percent of an agency's peak vehicle usage time occurs between the hours of 7:00 a.m. through 8:00 a.m. and 3:00 p.m. through 4:00 p.m. Analysis of vehicle usage along with continuing to research insurance issues on the collaboration of vehicles will assist in exploring opportunities to utilize available vehicles.

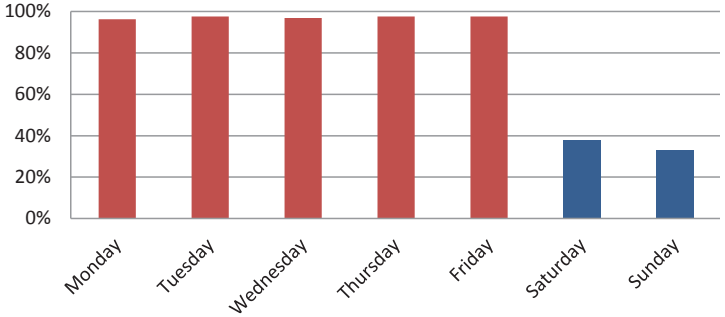
Types of Vehicles in Fleet



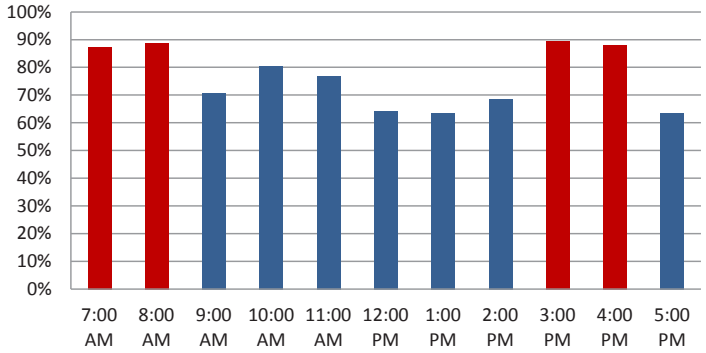
Condition of Vehicles in Fleet



Days Vehicles are in Use



Time of Day Vehicles are in Use



FOOTHILLS Caring CORPS

Foothills Caring Corps Award Receipient

Highlight on Useful Coordination Practices

The MAG Transportation Ambassador Program presented the third annual Regional Excellence in Coordination awards on June 13, 2012. The awards recognize champions in the region who have displayed tireless commitment through their work in human services transportation coordination efforts. The categories included nonprofit, public entities, and individual. Judges for the awards included Dave Cyra, United We Ride Region IX Ambassador; Ellen Solowey, Virginia G. Piper Charitable Trust; and Jamie Bennett from Governor Brewer's Office. Those awarded have increased access to transportation for older adults, persons with disabilities, and people with low incomes in their community.

Foothills Caring Corps was recognized for the *Regional Excellence in Coordination Nonprofit Organization* award. Foothills Caring Corps provides transportation to residents in Carefree and the surrounding communities in the North Phoenix area. They have coordinated an innovative approach with the use of volunteers to provide door-to-door, one-on-one medical transportation. More than 500 volunteers and 650 "neighbors" provide outreach to community members. Foothills Caring Corps is dedicated to promoting independence and enhancing the quality of life for older residents throughout the community.

Over the last four years, Foothill Caring Corps has expanded its transportation fleet from one van to five vans. These vans provide trips for homebound citizens to community centers, hospitals, churches, local municipalities, shopping, and social opportunities for residents who lack access to appropriate transportation. Foothill Caring Corps works with the local fire departments to plan evacuation for homebound and people with disabilities in the community and works with veterans associations to provide transportation to VA hospitals. Homebound citizens would not have the transportation options they have without the Foothills Caring Corps.

The agency has continually been a stakeholder with human services transportation coordination efforts.

The City of Scottsdale, Transit Division, was recognized for the *Regional Excellence in Coordination for Public Entity.* The City of Scottsdale Transit Services works collaboratively to connect members of Scottsdale's community and visitors with transportation resources. City staff personalizes services with a family of transportation options to meet the transportation and life needs of the community particularly for older adults, persons with disabilities, and persons with low-incomes. They work with the City's Human Services team to provide day-to-day coordination and outreach to community members from neighborhoods, senior living centers, low income housing, and dialysis centers.

City of Scottsdale, Transit Division, Award Winners

The City of Scottsdale Transit Services coordinates with Valley Metro to provide two Reduced Fare ID application intake locations, with the City of Tempe for the Trolley to Orbit transfer point, and with the Salt River Pima-Maricopa Indian Community and the Town of Paradise Valley to coordinate the Hospitality Route transfer points amongst the three seasonal circulator routes. Scottsdale has also been involved in a long standing partnership with four other East Valley cities, including Chandler, Gilbert, Mesa, and Tempe, to provide the East Valley Dial-A-Ride service. Most recently they have worked with Arizona State University students to translate the Trolley Circulator brochure into languages represented in the City's population: Spanish, Chinese, Russian, and French.

Michelle Dionisio was recognized for the *Regional Excellence in Coordination Overall Champion*. Ms. Dionisio is the President/CEO of Benevilla, a non-profit human services organization serving the far Northwest Valley since 1981. Ms. Dionisio has been with Benevilla since 1989 and was named President/CEO in 2000. In December 2010, the Sun Cities Area Transit service also known as SCAT, discontinued their services due to lack of funding. Upon hearing of the elimination of this vital transportation service, Ms. Dionisio invited representatives from various Sun City groups to meet at Benevilla in hopes of reaching some short-term resolutions to the transportation challenges facing Sun City residents.

Michelle Dionisio accepting the Regional Excellence in Coordination Overall Champion Award

The group has evolved into the Transportation Stakeholders of the Northwest Valley meeting monthly to discuss and problem-solve short-term and longer term solutions, not just for the Sun City area, but for the entire Northwest Region. Those now attending the meetings include representatives from the Cities of El Mirage, Glendale, Peoria, and Surprise, the Town of Youngtown, Area Agency on Aging, Maricopa Association of Governments, Sun City West Foundation, Total Transit, Valley Metro, and concerned citizens from Northwest Valley communities. Ms. Dionisio has consistently worked toward bringing people to the table, identifying existing services, educating and informing the public about services to ensure that those who need transportation services have a voice for affordable and accessible transit. Ms. Dionisio is a believer and advocate for partnerships and collaboration to achieve the best solutions possible.

Strategies to Address Gaps

As required under federal guideline 49 U.S.C. 5310, the strategies identified for this year focus on continuing coordination efforts and utilizing the available resources in this community. The plan's strategies are consistent with the goals of the United We Ride initiative to simplify customer access to transportation, reduce duplication of transportation services, and streamline federal rules and regulations that may impede the coordinated delivery of services, and improve the efficiency of services using existing resources of providing more rides for the same or fewer resources.

Following these guidelines, the Human Services Coordination Transportation plans have provided a continuum of efforts to ensure the transportation needs of the vulnerable population that includes older adults, people with disabilities and people with low-income are met. This plan update offers short-term and long-term strategies to ensure the sustainability of the region. The new strategies proposed for the FY 2014 Plan include the following:

Priority	Short-Term Strategies for FY 2014	Lead
1	Develop solutions to maximize the use of the current vehicle inventory by eliminating insurance restrictions as a barrier. • Coordinate a work group focused on providing solutions on the insurance concerns identified from the workshop at the MAG Transportation Ambassador Program (TAP) June 2012 regional meeting. • Collaborative efforts will include engaging Arizona Department of Transportation (ADOT), insurance companies, and behavioral health stakeholders to work on solutions to address the costs of insurance and identify policy restrictions that inhibit the collaborative use of agencies' vehicles. • The workgroup will meet quarterly to develop strategies to address the insurance concerns. • Implement at least one of the strategies by the fourth quarter of FY 2014. • Progress will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders on a quarterly basis.	MAG, ADOT
2	Ensure that requirements and standards are universally met for providers transporting older adults and people with disabilities through the delivery of training. • Develop brown bag trainings for human services provider agencies receiving federal awards and interested others. • Conduct at least four brown bag trainings on topics such as Passenger Safety and Securement, driver sensitivity training, Disadvantage Business Enterprise and civil rights requirements.	MAG, ADOT, City of Phoenix, Valley Metro
3	Address regional concerns and engage providers in coordination planning efforts through mobility managers. • Maintain the utilization of sub-regional mobility managers. This will include strengthening sub-regional collaborative efforts by identifying a sub-regional mobility manager for the West Valley in the second quarter. • Sub-regional mobility managers will participate in designated workgroups, provide feedback on the brown bag trainings, and report on their agency's coordination efforts at the quarterly TAP meetings.	MAG
Priority	**Long-Term Strategies for FY 2014**	**Lead**
1	Develop a one-call center to coordinate transportation services for older adults and people with disabilities. • Support the ADOT/Transit Plus plan to implement a one-call center. • Identify a partner organization to develop an internal system to develop a one-call service. This will include analysis of purchasing needed services, software, and identifying a host site. • Progress on this strategy will be reported at TAP meetings.	MAG, ADOT, City of Phoenix, Valley Metro

To become involved in these efforts, please contact DeDe Gaisthea at dgaisthea@azmag.gov or by calling (602) 254-6300. All materials may be accessed at www.azmag.gov.

Conclusion

The region continues to make great strides in meeting the transportation needs of older adults, people with disabilities and people with low-income. Some funding streams have been reinstated, community partners from the private sector and outlying communities are being engaged, and regional support of the coordination plans continue to keep the region moving forward. Stakeholders not only identify gaps in services for the underserved in their communities, they are also part of the dialogue in developing strategies to overcome those gaps. Strategies in each of the coordination plans build upon each other to provide attainable outcomes for stakeholders to employ in meeting the needs for the vulnerable in our region. Strategies from previous plans can be found in the Attachments section. Transportation is more than just getting from one destination to another, for some it's a lifeline to much needed services for a quality of life. With the support of the dedicated partners, the region will continue to keep moving forward in meeting the needs for the most vulnerable in our communities.

To become involved in these efforts, please contact DeDe Gaisthea, Human Services Transportation Planner I, at dgaisthea@azmag.gov or by calling (602) 254-6300. All materials may be accessed at www.azmag.gov.

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Participant List
See the following page for the Human Services Coordination Transportation Plan Participant List.

Resource Inventory
As federally required, the table beginning on page 22 is a list of public, private and nonprofit agencies that provide human services transportation.

Please contact DeDe Gaisthea, MAG Human Services Transportation Planner, at dgaisthea@azmag.gov with any questions or changes.

Participant List

Human Services Coordination Transporation Plan Participant List

About Care
Alliance of Arizona Nonprofits
Area Agency on Aging, Region One
Arizona Bridge to Independent Living
Arizona Center for Disabilities Law
Arizona Community Action Alliance
Arizona Council of the Blind, Inc.
Arizona Department of Economic Security
Arizona Department of Transportation
Arizona Developmental Disabilities Planning Council
Arizona Recreation Center for the Handicapped
Arizona Spinal Cord Injury Association
Arizona Transit Association
Beatitudes Campus
Benevilla / The New Face of Interfaith
Community Care
Blessings! For Seniors
Care 1st Health Care
Central Arizona Shelter Services (CASS)
Chandler Gilbert Arc
Citizens
City of Avondale
City of Chandler
City of El Mirage
City of Glendale
City of Goodyear
City of Litchfield Park
City of Mesa
City of Peoria
City of Phoenix
City of Scottsdale
City of Surprise
City of Tempe
City of Tolleson
Civitan Foundation
Clean Air Cab
D Team Education Fund
Davita
Davita, Scottsdale Dialysis Center
Department of Veterans Affairs
Desert Dialysis
Disability Empowerment Center
Duet
Foothills Caring Corps
Foundation for Senior Living
Fresh Start Community Service
Friendship Village of Tempe
Friendship Foundation
Foundation for Senior Living
Gila River Indian Community
Golden Gate Community
Good Shepherd East
Gompers Rehabilitation Services
Hacienda Healthcare
Horizon Human Services
J & T Transportation
Lifewell Behavioral Health
Living Solutions for Seniors
Lutheran Social Service of the Southwest
Magellan Behavioral Health
Manistee Manor
Marc Community Resources
Maricopa County
Mosaic of Arizona
MTBA - Medical Transportation
MV Transportation, Inc.
NAU Senior Companion Program
National Federation of the Blind of Arizona
National Kidney Foundation of Arizona
Native American Connections
Native Health
Navigator Mobility Consulting
Neighbors Who Care
Netcor Transports
Nobody's Perfect, Inc.
One Step Beyond
Phoenix Mayor's Commission on Disability Issues
Phoenix Revitalization Corp
Phoenix VA Health Care System
Phoenix VA Medical Center
PPEP Encompass, Inc
Quality Transport Services of Arizona
Scottsdale Training and Rehabilitation Services
Scottsdale Transportation Commission
Senior Elite
Southern Arizona Association for the Visually Impaired (SAAVI)
Southwest Behavioral Network
SRI/Davita
STAR-Stand Together and Recover
Statewide Independent Living Council
Sun City West Foundation
Sunnyslope Village Alliance
Tempe Community Action Agency
Tempe Union High School District
TERROS, Inc.
The Centers for Habilitation (TCH)
The Salvation Army
Total Transit
Town of Buckeye
Town of Guadalupe
Town of Youngtown
Triple R Behavioral Health
UMOM, Inc.
United Cerebral Palsy of Central Arizona
Valley Center of the Deaf
Valley of the Sun United Way
Valley Metro
ValleyLife
Veolia Transportation Services Inc.
Verde Cares, Inc.
VetTrans, Inc.
Virginia G. Piper Charitable Trust
Wheel Help, Palo Cristi Presbyterian Church

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
PHOENIX SERVICE AREA									
AIRES 2140 W. Greenway Road Ste, 140 Phoenix, AZ 85023	Ph: (602) 995-3591 aires@aires.org www.aires.org	Contact agency.	Agency operated vehicles only.	•			•		Nonprofit. Contact agency.
American Cancer Society 4550 E. Bell Road Ste, 126 Phoenix, AZ 85032	Marianne Blanchard Ph: (602) 778-7681 www.cancer.org	8:30 a.m. - 5:00 p.m. Mon through Fri	Transportation for patient education, summer camp for children with cancer and their siblings. Must be ambulatory and getting treatment for cancer.		•	•		•	Nonprofit. No fee.
Arizona Bridge to Independent Living 5025 E. Washington Street Suite 200, Phoenix, AZ 85034	Ann Pasco Ph: (602) 256-2245 annp@abil.org www.abil.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only.			•	•	•	Nonprofit. Contact agency.
Arizona Center for Disability Law 5025 E. Washington Street #202, Phoenix, AZ 85034	Kathy Roberts or Donna Powers, Ph: (602) 274-6287 kroberts@azdisabilitylaw.org dpowers@azdisabilitylaw.org www.azdisabilitylaw.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Advocacy, technical assistance regarding disability law and disability awareness training.			•	•		Nonprofit. Contact agency.
Arizona Foundation for the Handicapped 3146 E. Windsor Avenue Phoenix, AZ 85008	Ph: (602) 956-0400 www.azafh.com	Contact agency.	Agency operated vehicles only.			•	•		Nonprofit. Contact agency.
Arizona Housing Inc. 1735 NW. Grand Avenue Phoenix, AZ 85007	John Wall Ph: (602) 258-3876 ext 4002 jwall@cass-az.org	24 hours a day, 7 days a week.	Provides transit passes to AHI resident only.	•					Nonprofit. Contact agency.
Beatitudes Campus 1610 W. Glendale Avenue Phoenix, AZ 85021	Christie Munson, Comm./Grant Manager Ph: (602) 995-6139 cmunson@beatitudescampus.org www.beatitudescampus.org	7:30 a.m. - 4:00 p.m. Mon through Fri	Agency operated vehicles only.	•	•	•	•	•	Nonprofit, faith-based organization. Varies, depending on distance, first two miles free.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
PHOENIX SERVICE AREA									
Carl T. Hayden Veterans Affairs Medical Center 650 E. Indian School Road Phoenix, AZ 85012	Ph: (602) 277-5551 (800) 554-7174	Call for schedule.	Agency vehicles and service provided by contract providers.	•					Nonprofit. Contact agency.
Fresh Start Community Resources 7206 N. 55th Avenue, #101 Glendale, AZ 85301	Bruce Relf, Ph: (623) 931-2801 connect@fresh-start.org www.fresh-start.org	9:00 a.m. - 4:00 p.m. Mon through Fri	Transportation to food banks, job interviews and clothing stores.	•					Nonprofit, no fee.
Gompers Habilitation Center, Inc 6601 N. 27th Avenue Phoenix, AZ 85017	Mark Jacoby Ph: (602) 336-0061 mjacoby@gomperscenter.org www.gomperscenter.org	7:30 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only. Agency clients only.	•	•	•	•	•	Nonprofit. Contact agency.
MV Transportation Project Senior Cab 1001 S. 4th Street Phoenix, AZ 85004	Ph: (602) 801-1163	9:00 a.m. - 5:00 p.m. Mon through Fri	Senior cab voucher program.		•				Books of 20- $1.00 Taxi Coupons cost $6.00 and two books are allowed per month.
NATIVE HEALTH Native American Community Health Care Center Inc. NHW Community Health Center 2423 W. Dunlap, Suite 140 Phoenix AZ 85021	Kim Yarbrough, Program Manager Ph: (602) 279-5351 www.nativehealthphoenix.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Free medical transportation to and from NHW for NHW patients. Patients may be transported to medical appointments referred by the NHW physician.	•	•	•	•	•	Nonprofit. No fee.
Perry Rehabilitation Center 3146 E. Windsor Avenue Phoenix, AZ 85008	Ph: (602) 956-0400 perrycenter@qwest.net www.azafh.com	Contact agency.	Agency operated vehicles only.			•	•		Nonprofit. Contact agency.
Phoenix (City of) Human Services Department Sunnyslope Family Services Center 914 W. Hatcher Road Phoenix, AZ 85021-2453	Ph: (602) 495-5229	Contact agency.	Bus tickets for local transit system, for medical or work for low income individuals.		•			•	Public agency. Contact agency for more information.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
PHOENIX SERVICE AREA									
Phoenix (City of) Human Services Department (HSD) Travis L Williams Family Services Center 4732 S. Central Avenue Phoenix, AZ 85040-2150	Ph: (602) 534-4732 jennifer.turk@phoenix.gov	Contact agency.	Limited bus tickets for local transit system, for medical or work for low income individuals.		•	•		•	Public agency. Contact agency for more information.
Phoenix Dial-a-Ride 302 N. 1st Avenue, Suite 900 Phoenix, AZ 85003	Ph: (602) 253-4000 1 (800) 775-7295 www.cityofphoenix.gov/PUBTRANS/dialride.html	5:00 a.m. - 10:00 p.m. 7 days a week.	Agency operated vehicles operated by contractors. Seniors and ADA certified individuals.		•	•	•		Paratransit service. Contact agency.
Phoenix Indian Medical Center 4212 N. 16th Street Phoenix, AZ 85016	Anne Silversmith Ph: (602) 263-1500 anne.silversmith@ihs.gov	8:00 a.m. - 4:30 p.m. business office / Hospital hours 24/7, Mon through Fri	Agency operated vehicles supplemented by contract services. Agency clients only - AHCCCS IHS eligibility required.		•	•	•	•	Nonprofit Hospital - Federal. No fee.
Phoenix Revitalization Corp. 1310 W. Hadley Street Building B Phoenix, AZ 85007	Wendoly Abrego Ph: (602) 253-6895 wendoly@phxrevitalization.org www.phxrevitalization.org	7 a.m. - 6:00 p.m. Mon through Thurs	Community revitalization including, community gardens, leadership academies, resource center. No agency operated vehicles.		•	•	•	•	Nonprofit. Contact agency.
Phoenix Van Services PO Box 7756 Chandler, AZ 85246-7756	Myriam Ph: (480) 857-8260 1 (866) PHX-VANS reservations@phxvans.com www.phxvans.com	5:00 a.m. - 12:00 a.m. 7 days per week.	Private for-hire carrier.		•	•			Nonprofit. Flat rates, call for rates.
South Mountain Community Center 212 E. Alta Vista Road Phoenix, AZ 85040-4219	Ph: (602) 262-4093 culshoef@phoenix.gov	Contact agency for more information.	Members discount transportation tickets for shopping and other errands. Seniors age 60 and over and persons with Title XX or physician certified disabilities.	•	•	•			Nonprofit. Contact agency.
Stand Together and Recover Centers, Inc. (STAR) 2144 E Roosevelt St., Phoenix, AZ 85006	Suzy Lyons Ph: (602) 685-1295 recovery@thestarcenter.org www.thestarcenters.org	7:30 a.m. - 3:30 p.m. Mon through Fri	Day recovery center for adults with mental illness	•	•	•	•	•	None. Nonprofit, billed through Magellan Health services.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
PHOENIX SERVICE AREA									
Sunnyslope Village Alliance 755 E. Hatcher Road Phoenix, AZ 85020	Shelley MacDonald Ph: (602) 674-5063	8:00 a.m.- 2:00 p.m. Mon through Fri	Provide community resource information. No agency operated vehicles or contract services available.		•	•	•	•	Nonprofit. Contact agency.
The Salvation Army Project HOPE 2702 E. Washington Street Phoenix, AZ 85034 MAILING: PO Box 52177 Phoenix, AZ 85072	John Landrum Ph: (602) 267-4196 John.Landrum@ usw.Salvationarmy.org	8:00 a.m. - 3:30 p.m. Mon through Fri	Agency operated vehicles only.					•	Nonprofit. Contact agency.
U.S. Vets - Phoenix Site 804 E. Jones Avenue Phoenix, AZ 85040	Teresa Livingston Ph: (602) 305-8585 tlivingston@usvetsinc.org www.usvetsinc.org	24 hours a day, 7 days a week.	Reconnect Vets with VA hospital-medical, VA Regional-benefits; Workforce residential program.					•	Nonprofit. No fee.
UMOM New Day Centers 3320 E. Van Buren Street Phoenix, AZ 85008	LaShawn Thompson Ph: (602) 527-5895 lthompson@umom.org www.umom.org	24 hours a day, 7 days a week.	Agency operated vehicles and bus passes through case management.	•	•	•		•	Nonprofit, faith-based organization. No fee.
UMOM New Day Centers, Watkins Overflow Shelter 1120 W. Watkins Street Phoenix, AZ 85007	LaShawn Thompson Ph: (602) 527-5895 lthompson@umom.org www.umom.org	24 hours a day, 7 days a week.	Transport of Overflow Shelter clients to/from shelter and pickup/drop-off points. Bus passes for work, appointments for family homeless and domestic violence shelter clients.	•					Nonprofit, faith-based organization. No fee.
United Cerebral Palsy (UCP) of Central Arizona, Inc. 1802 W. Parkside Lane Phoenix, AZ 85027-1322	Marilyn Zepeda Ph: (602) 943-5492 mzepeda@ucpofaz.org www.ucpofcentralaz.org	8:00 a.m. - 6:00 p.m. Mon through Fri	Transportation to and from UCP services for physically and/or developmentally disabled adults and children.	•		•	•		Nonprofit. No fee.
Valley Life 1142 W. Hatcher Road Phoenix, AZ 85021	Mary E. Brannoch Ph: (602) 331-2415 mbrannoch@vsshc.org www.valleyofthesunschool.org	24 hours a day, 7 days a week.	Agency vehicles. Physically and developmentally disabled, visually impaired, older adults.		•	•	•		Nonprofit. No fee.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
EAST VALLEY SERVICE AREA									
About Care, Inc. 600 W. Ray Road, Suite B5 Chandler, AZ 85225-7264	Ann Marie McArthur Ph: (480) 802-2331 information@aboutcare.org www.aboutcare.org	9:00 a.m. - 3:00 p.m. Mon through Fri, 7 days a week, anytime a volunteer can fill the service.	Client transportation to and from medical or social service appointments and pharmacy if needed.		•	•	•	•	Nonprofit. No fee.
Chandler/Gilbert ARC 3250 N. San Marcos Place Chandler, AZ 85225	William Parker Ph: (480) 892-9422 wparker@cgarc.org www.cgarc.org	7 days a week, 24 hours per day.	Housing, Life Skill Training and Employment. Agency operated vehicles only.	•			•		Nonprofit. No fee.
Disability Development Resources LLC 1356 E. McKellips Road Suite 104 Mesa, AZ 85203	Deborah Lamoree, Owner/ Director Ph: (480) 844-5265 dlamoree@ddresources.com www.ddresources.com	**9:00 a.m. -** 5:00 p.m. - Mon through Fri by phone appointment only. Please call to schedule.	Home and Community Based Services and independent Living.		•	•	•		Private, for-profit. Contact agency.
East Valley Adult Resources Inc./Apache Junction Active Adult Center 45 W. University Drive, Suite B Mesa, AZ 85201	Dan Taylor Ph: (480) 964-9014 dantaylor@evadultresources.org www.evadultresources.org	8:00 a.m. - 4:00 p.m. Mon through Fri	Transports AIL agency clients to shopping or medical trips within East Valley (Mesa, Apache Junction, Chandler, Gilbert and Tempe)		•	•			Nonprofit. $1.00 donation suggested to East Valley Adult Resources Inc.
East Valley Adult Resources Inc./Red Mountain Active Adult Center 7550 E. Adobe Street Mesa, AZ 85207	Peg Reed Ph: (480) 218-2221 preed@evadultresources.org www.evadultresources.org	8:00 am. - 3:00 p.m. Mon through Fri	Van transportation provided to and from the senior centers for persons who are age 60 and over.		•				Nonprofit. Donation requested.
East Valley Family Care Center 2204 S. Dobson Road Ste 101 Mesa, AZ 85202-6457	Ph: (480) 491-6235 admin@evseniorservices.org	Contact agency.	Limited medical transportation.		•				Nonprofit. Contact agency.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
EAST VALLEY SERVICE AREA									
East Valley Ride Choice 3320 N. Greenfield Road Mesa, AZ 85215	Arleen Schenck Ph: (480) 962-RIDE (7433) www.ValleyMetro.org	Please contact agency for further information.	This program allows customers to travel wherever they want using taxi's. The program includes Coupons for Cabs, Dialysis Vouchers and Mileage reimbursement.		•	•	•		Public/Private. Fees varies depending on the city of residence.
East Valley Senior Services Inc./Mesa Active Adult Center 247 N. MacDonald Street Mesa, AZ 85201	Ph: (480) 962-5612 dejongmsc@evseniorservices.org www.evadultresources.org	Contact agency.	Purchase of subsidized Dial-a-Ride tickets.	•	•				Nonprofit. Contact agency.
East Valley Senior Services, Inc./Apache Junction Active Adult Center 1035 N. Idaho Road Apache Junction, AZ 85219	Ph: (480) 474-5260 www.evseniorservices.org tcrawford@evseniorservices.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Van transportation provided to and from the senior centers for persons who are age 60 and over.	•	•				Nonprofit. Donations requested.
Foothills Caring Corps PO Box 5892 Carefree, AZ 85377	Jayne Hubbard, Maggie Palmer Ph: (480) 488-1105 Services@FoothillsCaring-Corps.com www.FoothillsCaringCorps.com	8:30 a.m. - 4:30 p.m. Mon through Fri	Serving homebound elderly.		•	•	•	•	Nonprofit. Donations Accepted.
Fountain Hills Taxi & Shuttle 7222 E. Northridge Street Mesa, AZ 85207	Ph: (480) 837-7500	Contact agency.	Private for-hire carrier.						Private. Contact agency.
Friendship Village 2645 E. Southern Avenue Tempe, AZ 85282	Brian Scott Ph: (480) 831-3155 scottbrian@friendshipvillageaz.com www.friendshipvillageaz.com	7 days per week, depending on service.	For residents: bus, van or limo. Ride-share van for commuting employees.	•	•	•			Nonprofit / retirement community. From $1.50-$3.50 depending on service and vehicle.
Good Samaritan Society - Mesa Good Shepherd 5848 E. University Drive Mesa, AZ 85205	Jason L. Wright Ph: (480) 981-0098 jwright@good-sam.com www.good-sam.com	8:00 a.m. - 4:00 p.m. every day except Sat	Senior housing, assisted living, skilled nursing/rehab.	•	•	•			Faith-based. Fees included in client's monthly rent.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
EAST VALLEY SERVICE AREA									
Good Shepherd Villa 5848 E. University Drive Mesa, AZ 85205-7443	Ph: (480) 981-0098	Contact agency.	Agency operated vehicles only. Agency clients only.	•	•				Nonprofit. Contact agency.
Guadalupe Senior Services 9401 S. Avenida Del Yaqui Guadalupe, AZ 85283	Theresa Rodriguez, Director Ph: (480) 505-5393 trodriguez@guadalupeaz.org www.guadalupeaz.org	7:00 a.m. - 4:00 p.m. Mon through Thurs	Agency operated vehicles only.		•	•			Local government - public agency. Contribution requested or donation. Funded in part by the Area Agency on Aging.
Horizon Human Services 210 E. Cottonwood Lane Casa Grande, AZ 85222	Marsha Ashcroft Ph: (520) 836-1688 mashcroft@horizonhumanservices.org www.horizonhumanservices.org	**Group Homes:** 24 hrs per day, 7 days per week, **Office:** 8 a.m. - 5 p.m. Mon through Fri	Agency operated vehicles only.	•					Nonprofit. No fee.
MARC Center of Mesa 924 N. Country Club Drive Mesa, AZ 85201	Mark Tompert Ph: (480) 797-8466 mark.tompert@marccenter.com www.marccenter.com	Seven days per week.	Agency operated vehicles only. Agency clients only	•			•		Nonprofit. Contact agency.
Mesa (City of) PO Box 1466 (300 E 6th St.) Mesa, AZ 85211	Julie Howard Ph: (480) 644-4131 Julie.Howard@mesaaz.gov	Varies / Transportation: 7:00 a.m. - 6:00 p.m.	Contact agency for more information.		•	•	•	•	Public agency. Varies contact agency.
Neighbors Who Care, Inc 10450 E. Riggs Road Suite 113 Sun Lakes, AZ 85248-7760	Chris Stage, Executive Director Ph: (480) 895-7133 nwcsunlakes@aol.com www.neighborswhocare.com	8:30 a.m. - 4:30 p.m. Mon through Fri	Volunteers provide medical transportation, shopping, respite, friendly visiting, reassurance calls, business assistance, dinner delivery.	•	•				Nonprofit. No fee.
Nobody's Perfect Inc. 18911 E. San Tan Boulevard Queen Creek, AZ 85142	Philip M. Pajak Ph: (480) 840-9351 admin@nobodysperfectinc.org www.nobodysperfectinc.org	7:00 a.m. - 5:00 p.m. Mon through Fri	Providing transportation to clients in day programs and work programs.	•			•		Nonprofit. No fee.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
EAST VALLEY SERVICE AREA									
Paradise Valley Senior Center 17402 N. 40th Street Phoenix, AZ 85032-2200	Ph: (602) 495-3785 paradise.valley.cc.hsd@phoenix.gov www.phoenix.gov/SRCNTRS/cntrpara.html	8:00 a.m. - 5:00 p.m. Mon through Fri	Contract service providers. ADA certified individuals only.		•	•			Nonprofit. Contact agency.
Scottsdale (City of) - Trolley 7447 E. Indian School Road Suite 205 Scottsdale, AZ 85251	John Kelley Ph: (480) 312-7626 Jkelley@scottsdaleAZ.gov www.ScottsdaleAZ.gov	**Downtown Trolley** 11:00 a.m. - 6:00 p.m. except Thurs **Artwalk** 11:00 a.m. – 9:00 p.m. **Neighborhood Trolley** 7:00 a.m. - 9:00 p.m.	Downtown Trolley, bus, taxi vouchers and transit passes. *Hours of Operation (cont.)* **Miller Road Trolley** (formerly Route 76) 5:15 a.m.-11:15 p.m. Mon - Fri 5:45 a.m.- 7:20 p.m. Sun and holidays.		•	•	•	•	Public agency. Trolley no fare, DAR $3.50, please call agency for more information.
Scottsdale (City of) Transportation Department Cab Connection Program 7447 E. Indian School Road Suite 205 Scottsdale, AZ 85251-3915	Ed Jones Ph: (480) 312-7519 ejonesIII@scottsdaleaz.gov www.scottsdaleaz.gov/traffic/alttransmethod/specialservices.asp	8:00 a.m. - 3:00 p.m. Mon through Fri	Subsidized taxi voucher program for residents who are disabled or are age 65 and over. May request up to 16 subsidized taxi vouchers per month.	•	•	•			Public agency. City pays 80% of cab fare up to a $10.00 maximum.
Scottsdale Training and Rehabilitation Services (STARS) 7507 E. Osborn Road Scottsdale, AZ 85251	Debbie Kattelman Ph: (480) 994-5704 www.starsaz.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Agency operated vehicles only. Agency clients only.	•			•		Nonprofit. Contact agency.
Stand Together and Recover Centers, Inc. (STAR East) STAR East 1310 W. University Dr; Mesa AZ 85201	Jeni Serrano Ph: (480) 649-3642 recovery@thestarcenter.org www.thestarcenters.org	7:30 a.m. - 3:30 p.m. Mon through Fri	Day recovery center for adults with mental illness.	•			•		Nonprofit. None, billed through Magellan Health services.
Tempe (City of) - Pyle Adult Recreation Center 655 E. Southern Avenue Tempe, AZ 85282	Lyn Cahill-Ramirez, Senior Rec. Coord. Ph: (480) 350-5211	8:00 a.m. - 5:00 p.m. Mon through Fri	Contact agency for more information.	•		•			Public agency recreation center. Contact agency.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
EAST VALLEY SERVICE AREA									
The Arc of Tempe 501 E. Broadway Road Tempe, AZ 85282	Mike Mayhew, Executive Director Ph: (480) 966-8536 community@tempearc.org www.tempearc.org	4:00 p.m. - 8:00 p.m. Mon through Fri. 9:00 a.m. - 4:00 p.m. Sat	Life Skills & Recreation program for adults with developmental disabilities. Transportation to community activities.	•			•		Nonprofit. There are no fees for this transportation, however, participants pay a monthly fee for the program.
The Centers for Habilitation 215 W. Lodge Drive Tempe, AZ 85283	Jesus Daniel Diaz Ph: (480) 838-8111 jesusdiaz@tch-az.com www.tch-az.com	8:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only. Agency clients only.	•					Nonprofit. Contact agency.
The Salvation Army-Apache Junction 605 E. Broadway Avenue Apache Junction, AZ 85219-5214	Richard Ph: (480) 982-4110 lindaraymond@uswsalvationarmy.org www.salvationarmy.org	7:00 a.m. - 4:00 p.m. Tues through Thurs	Transportation for seniors and individuals with disabilities.		•	•		•	Nonprofit. Contact agency.
Valley Metro East Valley RideChoice 3320 N. Greenfield Road Mesa, AZ 85215	Arleen Schenck Ph: (480) 962-RIDE (7433) aschenck@valleymetro.org www.valleymetro.org	Contact agency.	East Valley only, programs vary, contact agency for more information.		•	•	•		Public/Private. Fees vary based on services used.
Valley Metro East Valley Dial-A-Ride 101 N. 1st Avenue, Ste 1100 Phoenix, AZ 85003	Ph: (480) 633-0101 Reservation: Valley Metro Customer Service www.valleymetro.org	3:00 a.m. - 2:00 a.m. Mon through Sun, Scottsdale/Tempe, 4:00 a.m. - 12:00 a.m. Mon through Sun, Chandler/Gilbert/Mesa.	Agency operated vehicles and contracted services. East Valley Dial-a-Ride serves Chandler, Gilbert, Mesa, Tempe, Scottsdale and Maricopa County Islands.		•	•	•	•	Public transit agency.
Y OPAS Outreach Programs for Ahwatukee Seniors 1030 E. Liberty Lane Phoenix, AZ 85048-8461	Judy Lewisohn, Program Manager Ph: (602) 212-6088 opas@vosymca.org http://www.valleyymca.org/ahwatukee/news.cfm	8:30 a.m. - 4:00 p.m. Mon-Sun, **Office** 9 a.m. - 12 p.m. 1 p.m. – 4 p.m. Mon to Fri	Volunteer drivers for persons 62 years of age or older who resides in Ahwatukee.		•				Nonprofit. Contact agency.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
WEST VALLEY SERVICE AREA									
Arizona Center for the Blind & Visually Impaired 3100 E. Roosevelt Street Phoenix, AZ 85008-5036	Sharon Gibbs Ph: (602) 273-7411 Sgibbs@ACBVI.org www.acbvi.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Agency operated vehicles only.	•		•			Nonprofit. Membership fee based on ability to pay; charges for some special events.
Avondale (City of) 11465 W. Civic Center Drive, Avondale, AZ 85323	Kristen Sexton Ph: (623) 333-1030 ksexton@avondale.org www.avondale.org	7:00 a.m. - 6:00 p.m. Mon through Thurs	Provides taxi cab vouchers.						Public Agency. 25% of the fare – Avondale pays 75% up to $15.00.
Benevilla, The New Face of Interfaith Community Care 16752 N. Greasewood Street Surprise, AZ 85374	Darlene Turner Ph: (623) 979-7126 dturner@benevilla.org www.benevilla.org	**Office:** 8:00 a.m.-4:30 p.m. Mon through Fri **Day Centers:** 7:30 a.m. - 5:30 p.m. Mon through Fri	Agency vehicles supplemented by volunteers and purchased transportation.						Nonprofit. Contact agency.
Buckeye Family Care Center 306 E. Monroe Street Buckeye, AZ 85326	Pam Kurczynski Ph: (623) 386-4814 pkurczynski@caichc.com	Mon, Tues, Thur, Fri: 8:00 a.m. - 5 p.m. Wed: 11:00 a.m. - 8:00 p.m.	Limited medical transportation.		•			•	Nonprofit. Contact agency.
Duet 555 W. Glendale Avenue Phoenix, AZ 85021-8799	Ricardo Samano Ph: (602) 274-5022 Samano@duetaz.org www.centerdoar.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Transportation to medical and social service appointments 9 a.m.-3 p.m. Mon-Fri (rides scheduled 3-5 working days in advance and service limited to 1 ride/week and within 10-12 miles of home and no electric wheelchairs or carts.)	•	•	•			Nonprofit. Faith Based. No fee.
El Mirage Dial-a-Ride 12145 NW. Grand Avenue El Mirage, AZ	Ph: (623) 876-2977 www.cityofelmirage.org	8:00 a.m. - 4:00 p.m. Mon through Fri	Transportation services for ADA eligible residents to medical appointments, work, and social service needs.		•	•		•	Municipality. $2.00 each way.
Gila Bend Primary Care Center 100 N. Gila Boulevard Gila Bend, AZ 85337	Ph: (928) 683-2269	Contact agency.	Limited medical transportation.						Public agency. Contact agency for more information.

Resource Inventory

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WEST VALLEY SERVICE AREA									
Glencroft Retirement Community 8611 N. 67th Avenue Glendale, AZ 85302	Ph: (623) 939-9475 info@glencroft.com www.glencroft.com	8:00 a.m. - 4:30 p.m. Sun through Sat	Agency operated vehicles only.	•	•				Contact agency.
Glendale (City of) Glendale Adult Center 5970 W. Brown Street Glendale, AZ 85302	Anthony Garcia Ph: (623) 930-4335 agarcia@glendaleaz.com www.glendaleaz.com	8:00 a.m. - 8:00 p.m. Mon through Fri	Contact agency for more information.	•	•				Public agency. $2.00 regular $1.00 seniors each way.
Glendale (City of) Taxi Subsidy Program 6210 W. Myrtle Avenue Building S Glendale, AZ 85301-1700	John Bullen Ph: (623) 930-3501 jbullen@glendaleaz.com www.livinginmotionaz.net	7 days per week.	Subsidized taxi rides for Glendale residents to and from on-going medical treatment facilities within the City of Glendale.	•	•	•		•	Nonprofit. Vouchers issued for 75% of one way fare plus tip. Max value $15.00+tip. Passengers are responsible for remaining amount.
Glendale (City of) Transit 6210 W. Myrtle Avenue Building S Glendale, AZ 85301-1700	Kevin Link Ph: (623) 930-3501 klink@glendaleaz.com www.glendaleaz.com/transit	7:00 a.m. - 6:00 p.m., Mon through Sun. ADA paratransit as requested.	Dial-A-Ride, circulator services (GUS) ADA paratransit service, taxi subsidy program within the City of Glendale.		•	•	•	•	$2.00 general public and ADA, $1.00 for seniors and disabled. Contact agency for further information.
John C. Lincoln Health Network 303 Eva Street Phoenix, AZ 85020	Ph: (602) 320-9656	7:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only. Clients participating in adult day care, Head Start, living in senior apartments or transport to/from hospital.	•	•	•		•	Health organization. No fee.
Manistee Manor 7987 N 53rd Avenue Glendale, AZ 85301	Debi Windahl Ph: (623) 915-5039 office@manisteemanor.phxcoxmail.com www.manisteemanor.com	7:00 a.m. - 5:30 p.m. Mon through Thurs	Transportation for clients within a 2 to 5 mile radius.	•	•			•	Nonprofit. $1.00
One Step Beyond, Inc 9299 W. Olive Avenue Suite 311 Peoria, AZ 85345	Jerry Ketelhut Ph: (623) 215-2449 www.osbi.org	6:30 a.m. - 6:00 p.m. Mon through Fri	Service provider for individuals with developmental disabilities, life skills and vocational training.	•		•	•	•	Nonprofit. $2.50 each trip.

Resource Inventory

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WEST VALLEY SERVICE AREA									
Peoria (City of) Transit 8850 N. 79th Avenue Peoria, AZ 85345-7965 Mailing: 8401 W Monroe Street Peoria, AZ 85345	Bill Mattingly Ph: (623) 773-5151 bill.mattingly@peoriaaz.gov www.peoriaaz.com	6:00 a.m. - 6:00 p.m. Monday through Friday. Reservations 8:00 a.m. - 5:00 p.m. Mon through Fri	Transportation for any individual anywhere within the City of Peoria.	•	•	•	•	•	Public Agency. Yes, contact agency for more information.
PPEP, Inc. 901 E. 46th Street Tucson, AZ 85713	Jaclyn Johnson Ph: (520) 594-6499 jjohnson@ppep.org www.ppep.org	8:00 a.m. - 3:00 p.m. Mon through Fri 24 hours/ 7 days a week for residential.	Agency vans, from Avondale, Ajo, Sells, Globe, Casa Grande, Tucson and Green Valley.	•	•	•	•		Nonprofit. No fee.
Property Owners & Residents Association (PORA) 18229 N. 130th Avenue Sun City West, AZ 85375	Ph: (623) 584-7802 www.porascw.org	9:00 a.m. - 3:00 p.m. Mon through Fri	Local and state governmental representation to our residents.	•					Nonprofit, Neighborhood Association. Contact agency.
R & R Respite Care 246 N. Washington Street Wickenburg, AZ 85390-4414	Rachel Minton Ph: (928) 684-3480 minton@aaaphx.org www.wickenburgrespite.com	7:30 a.m. - 5:30 p.m. Mon through Fri	Personal services. Food service including snacks and hot lunches, personal care, health monitoring, transportation, and pet therapy for individuals with Alzheimer's Disease, Parkinson's Disease, related dementia or stroke, social isolation, depression and anyone who needs daytime supervision.		•	•			Nonprofit. $7.00 round trip for non-clients living within Wickenburg. Sliding scale fees, scholarships available based upon financial need.
Stand Together and Recover Centers, Inc. (STAR West) 605 N. Central Avenue Avondale AZ 85323	Debbie Tisino Ph: (623) 882-8463 recovery@thestarcenter.org www.thestarcenters.org	7:30 a.m. - 3:30 p.m. Mon through Fri	Day recovery center for adults with mental illness.	•			•		Nonprofit. None, billed through Magellan Health services.
Sun City West Foundation 14465 W. RH Johnson Sun City West, AZ 85375	Ph: (623) 544-3020 www.scwfoundation.org	7:30 a.m. - 3:30 p.m. Mon through Fri	Transportation for Sun City West.	•	•	•	•	•	Nonprofit. $3.00 each way or 10 tickets for $25.00.

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WEST VALLEY SERVICE AREA									
Surprise (City of) Senior Center 15832 N. Hollyhock Street Surprise, AZ 85374	Leslie Rudders Ph: (623) 222-1500 leslie.rudders@surpriseaz.com www.surpriseaz.com	8:00 a.m. - 4:00 p.m. Mon through Fri	Agency operated vehicles only	•	•	•			Public Agency. $1.
Surprise Dial-a-Ride 16000 N. Civic Center Plaza Surprise, AZ 85374-4175	Ph: (623) 222-1622 www.surprizeaz.com/index.asp?NID=1353	7:00 a.m. - 5:00 p.m. Mon through Fri	Transportation Services. Contact agency for more information.		•	•	•	•	Municipal Government. $1.00 within Surprise / $1.25 outside Surprise.
The Salvation Army Glendale Corps 6010 W. Northern Avenue Glendale, AZ 85312	Ph: (623) 934-0469 christina.arnold@usw.salvationarmy.org	Contact agency for more information.	Provide bus tokens for medical appointments for people in need.					•	Contact agency.
Tidwell Family Care Center 16560 N. Dysart Road Surprise, AZ 85374-3747	Ph: (623) 546-2294	Contact agency for more information.	Limited medical transportation.						Contact agency.
Tolleson (City of) 9555 W. Van Buren Street Tolleson, AZ 85353	Michael White Ph: (623) 936-2751 mwhite@tollesonaz.org www.tollesonaz.org	8:00 a.m.- 4:00 p.m. Mon through Fri	Dial-a-Ride.	•	•	•		•	Public Agency. No fees.
Town of Buckeye Community Services 201 E. Central Avenue Buckeye, AZ 85326	Ph: (623) 349-6600 (623) 349-6616 www.buckeyeaz.gov	8:00 a.m. - 5:00 p.m. Mon through Fri	Door to door transportation to medical, dialysis, shopping, social services.		•	•	•	•	Municipality. No Fee - Contribution Encouraged: $2.00
Valley Metro Mobility Service 3320 N. Greenfield Road Mesa, AZ 85215	Susan Tierney Ph: (602) 266-8723 reservations stierney@valleymetro.org www.valleymetro.org	7:00 am - 5:00 p.m., Mon-Fri, El Mirage/Sun City portions of Maricopa County.	Contracted services through Total Transit (Discount Cab).		•	•	•		Public transit agency. Call agency for more information.
Wickenburg Family Care Center 811 N. Tegner Street, #113 Wickenburg, AZ 85390	Ph: (928) 684-9555	Mon-Wed & Fri: 8:00 a.m. - 5:00 p.m. /Thurs: 11:00 a.m. - 3:00 p.m. & 4:00 p.m. - 8:00 p.m.	Limited medical transportation.					•	Nonprofit. Contact agency.

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REGIONAL SERVICES									
Arizona Bridge to Independent Living 5025 E Washington Street Ste. 200, Phoenix, AZ	Ann Pasco Ph: (602) 296-0514 annp@abil.org www.abil.org	8:00 a.m. - 5:00 p.m. Mon through Fri, occasionally Sat	Agency operated vehicles only.	•		•	•	•	Nonprofit. $2.00 one way – this fee can be waived.
Arizona Recreation Center for the Handicapped (ARCH) 1550 W. Colter Street Phoenix, AZ 85015	Vera Martinez Ph: (602) 230-2226 Vera_Martinez@archaz.org www.archaz.org	7:00 a.m. - 10:00 p.m. Mon through Fri	Agency operated vehicles only.	•		•			Nonprofit. Minimal charge for drop in and special interest programs. Up to $5.00 per trip for non-agency users (round-trip).
Central Arizona Shelter Services (CASS) 230 S. 12th Avenue Phoenix, AZ 85007	Ph: (602) 256-6945 lsnidecor@cass-az.org www.cassaz.org	7:00 a.m. - 4:00 p.m. Mon through Fri	Job-related transportation for the homeless.	•				•	Nonprofit. No fee.
Civitan Foundation, Inc. 3509 E. Shea Boulevard #117 Phoenix, AZ 85028	Dawn Trapp Ph: (602) 953-2944 dtrapp@campcivitan.org www.campcivitan.org	7 days per week.	Provide respite, habilitation, attendant care and transportation to clients. To and from Civitan programs and events.	•		•	•		Nonprofit. No fee.
Clean Air Cab 1600 W. Main Street Mesa, AZ 85201	Steve Lopez Ph: (480) 268-6721 steve.lopez@cleanaircab.com www.cleanaircab.com	7 days per week.	Taxi cab service.		•	•	•	•	For-profit. 2.50 initial fee, 1.90 per mile.
Coolidge Cotton Express 131 W. Pinkley Avenue Coolidge, AZ 85228	Cotton Express Ph: (520) 723-6085 mhoffman@coolidgeaz.com www.coolidgeaz.com	6:45 a.m. - 10:00 p.m. Mon through Fri	Agency operated vehicles only. Central Pinal County and City of Coolidge.		•	•	•	•	Public Agency. Route: $1.25 Children: $.75 Dial-A-Ride: $1.50 Regional Child: $1 Regional Adult: $2
Express Transportation, Inc. (d/b/a Affiliated Transportation) 44991 W. Jack Rabbit Trail Maricopa, AZ 85239	Ph: (480) 994-1616	Contact agency.	Private for-hire carrier.		•	•	•	•	Private. Contact agency.

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REGIONAL SERVICES									
Foundation for Blind Children 1235 E. Harmont Drive Phoenix, AZ 85020	Ann Greig Ph: (602) 331-1470 x114 (800) 322-4870 Agreig@seeitourway.org www.seeitourway.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only.			•			Nonprofit. No fee.
Hacienda Healthcare, Inc. 1402 E. South Mountain Avenue Phoenix, AZ 85042	Ed Roggenstein Ph:(602) 243-4231 Transport@haciendainc.org www.haciendahealthcare.org	Please contact agency for further information.	Agency operated vehicles only, agency clients residing in our facilities.	•		•	•		Nonprofit. Contact agency.
Horizon Human Services 160 W. University Dr. Mesa, AZ 85201	Marsha Ashcroft Ph: (520) 836-1688 mashcroft@horizonhumanservices.org www.horizonhumanservices.org	**Group Homes:** 24 hrs per day, 7 days per week, **Office:** 8 a.m.-5 p.m. Mon through Fri	Agency operated vehicles only, demand response.	•			•		Nonprofit. No fee.
Interfaith Cooperative Ministries 501 S. 9th Avenue Phoenix, AZ 85007 PO Box 2225 Phoenix, AZ 85002	Renae Gentry Ph: (602) 254-7450 renea@icmaz.org www.icmaz.org	9:00 a.m. - 11:00 a.m. Mon through Sat	Bus tickets for local transit system for job interviews for low income individuals.		•	•	•	•	Nonprofit food and clothing bank. No fee.
Just for You Transportation Service 917 E. Buckeye Road Phoenix, AZ 85034	Willie E. Gray Ph: (602) 477-8256 willie.gray@justforyoutransportation.com www.justforyoutransportation.com	8:00 a.m. - 6:00 p.m. Mon through Sat	Private for-hire carrier.		•	•	•	•	Private. Contact agency for more information.
Kora's Radio Taxi Corp. 1205 S. 25th Avenue Phoenix, AZ 85009	Ph: (602) 233-2031	Contact agency for more information.	Private for-hire carrier.		•	•	•	•	For-profit. Call for rates, based on service requested and distance.
Lifewell 202 E Earl Drive Phoenix, AZ 85012	Jim Rogers Ph:(602) 599-5459 jrogers@lifewell.us www.lifewell.us		Agency operated vehicles only. Agency clients only - indigent adults with serious mental illness.	•			•		Nonprofit. None, please call agency for more information.

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REGIONAL SERVICES									
Maricopa Transportation System Inc. 19428 N. John Wayne Parkway, Suite D, Maricopa, AZ 85139	Udoamaka Obiekea (Mr. Peace) Ph: (520) 413-7911 peace@maricopatrans.org www.maricopatrans.org	5:00 a.m. - 7:30 p.m. Mon through Fri	Provide bus and accessible van services for City of Maricopa and Casa Grande residents.		•	•	•	•	Nonprofit. General public $1, free for seniors and qualified disabled.
Medi-Trans 4600 W. Camelback Glendale, AZ 85301	Ph: (602) 200-2010	Contact agency for more information.	Nonemergency medical transportation.						Private. Contact agency.
Mehari Transportation PO Box 97628 Phoenix, AZ 85060	Ph: (602) 577-4419	Contact agency for more information.	Taxi service		•	•	•	•	Priviate. Contact agency.
National Kidney Foundation of Arizona 4203 E. Indian School Road Suite 140 Phoenix AZ 85018-5341	Lisa Romero or James Ivie Ph: (602) 840-1644 lisar@azkidney.org or jive@azkidney.org www.azkidney.org	8:30 a.m. - 4:30 p.m. Mon through Fri	Provide transportation to and from dialysis treatments. Maricopa County (including rural areas). Patients use public transportation provided by NKF AZ. Must have vouchers stamped and approved by NKF AZ for the approval of 25%; must meet mileage requirements. Vouchers/tickets used for Phoenix and East Valley DAR, 31-day City Bus pass, Taxi.	•					Nonprofit. No fee, see *Service* column for more detailed information.
NATIVE HEALTH Native American Community Health Care Center Inc. 4520 N. Central Avenue, Suite 620, Phoenix, AZ 85012	Susan Levy Ph: (602) 279-5262 x3302 slevy@nachci.com www.nativehealthphoenix.org	7:00 a.m. - 6:00 p.m. Mon through Fri	Non emergency medical and dental transportation for NATIVE HEALTH patients only. To Phoenix Indian Medical Center by physician referral for NATIVE HEALTH patients. Wheelchair accessible.	•	•	•	•	•	Nonprofit. No fee.
Phoenix EI Transportation 2730 W. Agua Fria Fwy # 286 Phoenix, AZ 85027	Jeff S. Say Ph: (602) 230-1414 info@phoenixeitransportation.com www.phoenixei.com	7:00 a.m. - 7 p.m. Mon-Fri; 7:00 a.m. - 3:00 p.m. Sat.	Private for-hire carrier		•	•	•	•	Private. Varies Contact agency.

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REGIONAL SERVICES									
Phoenix Fire Department Night Rescue 150 S. 12th Street Phoenix, AZ 85034-2301	Ray Temple Ph: (602) 495-5555 ray.c.temple@phoenix.gov	24 hours a day, 7 days a week.	Contract services. Persons with disabilities who use wheelchairs who are stranded.		•	•	•		Municipality. $14.73
Senior Companion Program NAU Civic Service Institute 7550 E Adobe Street Mesa, AZ 85208	Emily P. Taylor Ph: (480) 352-2314 emily.p.taylor@nau.edu www.nau.edu/sbs/cis www.seniorcorps.gov	8:00 am. - 5:00 p.m. Mon through Fri	Friendly visiting, shopping/errands, medical appointment transportation, home management, respite care, referral services.		•				Nonprofit. No fees.
Southwest Behavioral Health 3450 N. 3rd Street Phoenix, AZ 85012	Ph: (602) 265-8338 geoffd@sbhservices.org www.sbhservices.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only. Agency clients only						No fee.
Stand Together and Recover Centers, Inc. (STAR) 1014 N. 24th Street, #11 Phoenix, AZ 85008	Suzanne Legander Ph: (602) 717-5049 suzannel@thestarcenters.org www.thestarcenters.org	7:00 a.m.-4:00 p.m. Mon through Fri, Sat, and Sun various hours.	Day recovery center for adults with mental illness.	•	•	•	•	•	Nonprofit. No fee.
TERROS Inc. 3003 N. Central Avenue Suite 200 Phoenix, AZ 85012	Barbara Garden / Ben Baxter Ph: (602) 685-6105 (602) 512-2960 barbg@terros.org www.terros.org	8:00 a.m. - 5:00 p.m. Mon thru Fri. Mobile crisis services 7 days a week/24 hours a day	Behavioral Health Services.	•		•	•		Nonprofit. Contact agency.
Valley Metro Bus 302 N. 1st Avenue Suite 700 Phoenix, AZ 85003	Customer Service: Ph: (602) 523-5000 Valley Metro Customer Service (480) 633-0101, East Valley Dial-a-Ride Reservation csr@valleymetro.org www.valleymetro.org	Varies depending on city. Please call for information.	Agency operated vehicles and contract services. East Valley Dial-a-Ride.		•	•	•	•	Public transit agency. Please call for more information.

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STATE-WIDE SERVICES									
AAA Cab (includes: TLC Taxi, Fiesta Taxi, Neils, Courier, Checker, AAA Sedans), 4525 E. University Drive Phoenix, AZ 85034	Joe Dibazar Ph: (602) 252-525 joe@aaayellowaz.com www.aaayellowaz.com	24 hours a day, 7 days a week.	Full Transportation services, including taxicab, wheelchair and stretcher.		•	•		•	Private, for-profit. Taxi Street Rates: $2.50 drop, $2 each mile, $28 per hour. Airport Taxi Rates: $16 min, $5 first mile, $2 each additional mile, $20 per hour traffic delay time, $1 Phoenix Airport Tax.
All Valley Transportation PO Box 68023 Phoenix, AZ 85052	Anthony Ph: (602) 302-6868 (888) 399-1300 info@allvalleytransportation.com www.allvalleytransportation.com	24 hours a day, 7 days a week.	Private for-hire carrier.		•	•	•	•	Private, for-profit. $55 per hour, two hour minimum.
American Handicapped Transport Services HTS 1401 E. Washington Street Phoenix, AZ 85034	Ph: (602) 253-0911	Contact agency for more information.	Nonemergency medical transportation.		•	•		•	Private. Contact agency.
Angel Flight West 3161 Donald Douglas Loop South Santa Monica, CA 90405-3210	Josh Olson Ph: (310) 390-2958 (888) 426-2643 info@angelflightwest.org www.angelflightwest.org	8:30 a.m. - 4:30 p.m. Mon through Fri. Pacific time. 24 hour on call for emergency purposes.	Air transportation to and from medical treatment or other compelling human need, must be able to walk and sit up.		•	•	•	•	Nonprofit, 501c3. No cost to requesting agency or to passengers. All cost provided by volunteer pilots. Must have financial or other compelling reason for needing assistance.
Arizona Chapter Paralyzed Veterans of America, Inc. 5015 N 7th Avenue, Ste 2, Phoenix, AZ 85013	Peter Quinn Ph: (602) 244-9168 azpva@azpva.org www.azpva.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Resources.			•			Nonprofit Veteran Service Organization. $125/day. Volunteer Drivers.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
STATE-WIDE SERVICES									
Arizona Recreation Center for the Handicapped (ARCH) 1550 West Colter Street Phoenix, AZ 85015	Vera Martinez Ph: (602) 230-2226 Vera_Martinez@archaz.org www.archaz.org	7:00 a.m. - 10:00 p.m. Mon through Fri	Agency operated vehicles only.	•	•	•	•		Nonprofit. Transportation fees are built in to program/outing fees.
Arizona Spinal Cord Injury Association 5025 E. Washington Street Suite 110 Phoenix, AZ 85034-2005	Ashleigh Turner Ph: (602) 507-4209 or (888) 889-2185 ashleigh@azspinal.org www.azspinal.org	9:00 a.m. - 5:00 p.m. Mon through Fri	Transportation Service. Local day and overnight trips for individuals in wheelchairs. Social support service for individuals with SCI and their families including peer mentoring, social and recreational activities, discussion groups I&R, etc.			•			Nonprofit. TBA (rates will be increased / rates to be determined).
Arizona State Hospital 2500 E. Van Buren Street Phoenix, AZ 85008	Anthony Johnson Ph: (602) 220-6175 johnsona@azdhs.gov www.AZDHS.gov	24 hours a day, 7 days a week.	Transportation.	•			•		State public agency. No fee.
CD Transport, LLC 4933 E. Halifax, Mesa, AZ 85205. Mailing: PO Box 321 Mesa, AZ 85211	Ph: (602) 989-5115	Call for schedule.	Private for-hire carrier.		•	•	•		Private. Contact agency.
Civitan Foundation, Inc 3509 E. Shea Blvd. # 117, Phoenix, AZ 85028	Dawn Trapp Ph: (602) 953-2944 dtrapp@campcivitan.org www.campcivitan.org	6:00 a.m. - 7:00 p.m. Mon through Fri, hours vary on weekend.	Provides respite, habilitation, attendant care and transportation of our clients to and from Civitan programs and events.	•	•	•	•	•	Nonprofit. Contact agency.
ComTrans 2336 E. Magnolia Phoenix, AZ 85034	Neal Thomas Ph: (602) 231-0102 neal@gocomtrans.com	5 a.m. - 10 p.m. Sun 7:00 a.m. - 9:00 p.m. / Sat 6:00 a.m. - 9:00 p.m. / 7 days per week	Private for-hire carrier. Depends on requirements of contracting agencies		•	•			Private. Contact agency.
Dependable Medical Transport Services (DMTS) 2237 N. 36th Street Phoenix, AZ 85008	Richard Ganley Ph: (602) 235-2255 info@dmtstransport.com www.DMTStransport.com	24 hrs a day, 7 days a week.	Nonemergency medical transportation. (Specialize in Wheelchair, stretcher, and Oxygen transports.)		•	•		•	Private. Call for rate info.

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
STATE-WIDE SERVICES									
Flights for Life, Inc. Confidential location Mailing: PO Box 26485, Phoenix, AZ 85068-6485	McIlvoy Ph: (602) 992-4327 president@flightsforlife.org www.FlightsForLife.org	24 hours a day, 7 days a week.	Non-emergency round-trip air transportation for ambulatory individuals in financial need who must travel for medical treatment.		•			•	Private, nonprofit. No fee.
Foundation for Senior Living 1201 E. Thomas Road Phoenix, AZ 85014	Dan Ball Ph: (602) 285-1800 ainiguez@fsl.org dball@fsl.org www.fsl.org	7:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only.	•	•				Nonprofit. No fee.
J & T Transportation, LLC 14851 N. 25th Drive #12, Phoenix AZ	Jany Deng Ph: (602) 759-8096 jttransports@jttransports.com www.Dengenterprises.com	24 hours a day, 7 days a week.	Private for hire carrier including wheelchair, stretcher and ambulatory transport. Non-emergency and non-medical transportation.		•	•			For-profit. Please call for more information.
Lifestar Ambulette 1501 W. Fountainhead Parkway, Tempe, AZ 85282	Ph: (602) 957-2800	Contact agency for more information.	Nonemergency medical transportation.		•	•	•	•	Private. Contact agency.
Medical Transportation Broker of Arizona (MTBA) 3401 E. Elwood Street Phoenix, AZ 85040-1610	Van Means, Director Ph: (888) 700-6822 van@mtbofarizona.com	24 hours a day, 7 days a week.	Transportation administrator.		•	•	•	•	Transportation brokerage. Contact agency for administrative services provided.
Phoenix EI Transportation 2730 W. Agua Fria Fwy # 206, Phoenix AZ 85027	(602) 230-1414 info@phoenixeitransportation.com www.phoenixeitransportation.com	24 hours a day, 7 days a week.	Private for-hire carrier.		•	•	•		For-profit. $35.00 dollars pick up and $3.50 per mile.
Quality Transport Services of Arizona 2323 E. Magnolia Street Suite 112, Phoenix AZ 85039	Andrew Beran Ph: (602) 371-1000 info@QTSaz.com www.qtsaz.com	24 hours a day, 7 days a week.	Call agency for more information		•	•			For-profit. Call for rates, based on service requested and distance. Discount for Veteran.
Safe Ride Services, Inc. 2001 W. Camelback Road Phoenix, AZ 85015	Scott Rogers, Area General Mgr Ph: (800) 797-7433 voice: (602) 627-6700 talktous@saferideservices.com www.saferideservices.com	24 hours a day, 7 days a week.	Ambulatory, Wheelchair and Stretcher, non-emergency medical and specialized transportation.		•	•	•	•	Contract with various Medicaid health insurance plans at no cost to the member

Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmen-tally Disabled	Low Income	Agency Description and Fees
STATE-WIDE SERVICES									
Total Transit, Inc. d/b/a Discount Cab & Meditrans 4600 W. Camelback Road Glendale, AZ 85301-7609	Bill Blair Ph: (602) 200-5500 bblair@totaltransit.com www.totaltransit.com	12:00 a.m. to 11:59 p.m. 7 days per week.	Private for-hire carrier, 24 hours a day seven days a week.		•	•	•	•	Private, for-profit. $2.95 drop/$2.10 mile ambulatory, $25.00 drop/$2.25 mile for wheelchair.
TRIBAL SERVICES									
Gila River Indian Community—Community Services Department 252 W. Giu U Ki, PO Box 2137, Sacaton, AZ 85147	Ph: (520) 562-9691 www.gilariver.org	8:00 a.m. - 5:00 p.m. Mon-Fri, as requested	Elderly Services: Accessible van, contact agency for more information.	•	•	•	•	•	Tribal entity. Contact agency.
Salt River Pima-Maricopa Indian Community 10005 E. Osborn Road Scottsdale, AZ 85256	Melvina Ray Ph: (480) 362-7312 melvina.ray@srpmic-nsn.gov	Contact agency for more information.	Agency operated vehicles only.		•				Tribal entity. Contact agency.
San Lucy District of the Tohono O'odham Nation PO Box GG Phoenix, AZ 85337	Albert Manuel Jr. Ph: (928) 683-2913 amanuel@toua.net	Contact agency for more information.	Agency operated vehicles only. Tribal members only.	•	•				Sub-Tribal Government. Contact agency.
San Lucy District of the Tohono O'odham Nation, Elderly Program PO Box GG Phoenix, AZ 85337	Eva Celaya Ph: (928) 683-6315 egcelaya@yahoo.com	Contact agency for more information.	Contact agency.	•	•				Nonprofit. Contact agency.
Tohono O'odham Nation PO Box 837 Sells, AZ 85634	Fred Stevens Jr. Ph: (520) 383-5546 fredwhatgis@yahoo.com	8:00 a.m. - 5:00 p.m. Mon through Fri	Contact agency.	•					Tribal entity. Contact agency.

Background

United We Ride – A National Initiative
United We Ride implements the Executive Order on Human Service Transportation Coordination (#13330) issued by President Bush in February 2004. United We Ride is a national initiative to enhance human service transportation for older adults, individuals with disabilities, children, and individuals with lower income. United We Ride offers state and local agencies support with technical assistance and other resources to aid with transportation coordination. The Executive Order requires eleven federal departments to work together to enhance transportation access, minimize duplication of federal services, and facilitate the most appropriate, cost-effective transportation for older adults, people with disabilities, and low-income populations. More information on United We Ride can be found at the following link, http://www.unitedweride.gov/.

Explanation of Affected Funding Sources

SAFETEA-LU
On August 10, 2005, President Bush signed into law the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The federal transit law requires projects selected for funding under the Section 5310 Elderly Persons and Persons with Disabilities program, as well as the Section 5316, Job Access and Reverse Commute program and Section 5317, New Freedom program, be derived from a locally developed, coordinated public transit-human services transportation plan. The coordination plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation. For more information please go to this link, http://www.fhwa.dot.gov/safetealu/.

Moving Ahead to Progress in the 21st Century
On July 6, 2012, President Obama signed into law the Moving Ahead to Progress in the 21st Century (MAP-21). The program went into full effect October 1, 2012, authorizing programs through 2014 providing steady and predictable funding, and consolidates certain transit programs to improve efficiency. New Freedom 5317 has been repealed and is now consolidated as an eligible program under Section 5310 renamed to Enhanced Mobility of Seniors and Individuals with Disabilities (5310). MAP-21 authorized levels of $10.6 billion in FY 2013 and $10.7 billion in FY 2014 FTA is operating under a continuing resolution until March 27, 2013. Under MAP-21 locally coordinated human service-public transit plans that are consistent with the policy established under SAFETEA-LU are still required for projects selected for funding under Section 5310. The federal transit law requires projects selected for funding under the Section 5310 Elderly Persons and Persons with Disabilities program, as well as the Section 5316, Job Access and Reverse Commute program and Section 5317, New Freedom program, be derived from a locally developed, coordinated public transit-human services transportation plan. The coordination plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

In urbanized areas over 200,000 in population, the recipient charged with administering the Section 5310 Program must be officially designated through a process consistent with FTA sections 5303 and 5304 prior to grant award. The Metropolitan Planning Organization (MPO), State, or another public agency may be a preferred choice based on local circumstances. The designation of a recipient shall be made by the governor in consultation with responsible local officials and publicly owned operators of public transportation, as required in sections 5303 and 5304. As such, FTA asks that in the large urbanized areas, the MPO initiate the process for

Background

designating a 5310 Designated Recipient (DR) as soon as possible. Funds cannot be awarded until this designation is on file with the FTA Regional office. A State agency could be designated as the recipient of section 5310 funds for a large urbanized area. However, if the State is selected as the designated recipient in a large urbanized area, the apportioned funds for the large urbanized area must be allocated to agencies within the urbanized area. Current Section 5310 designations remain in effect until changed by the Governor of a State by officially notifying the appropriate FTA regional administrator of designation. The designated DR preference for the region must be on file with the FTA regional office. For more information please go to, http://www.fta.dot.gov/map21/.

Section 5310
Under MAP-21, the Elderly and Persons with Disabilities Transportation Program Section 5310 has been renamed the Enhanced Mobility of Seniors and Individuals with Disabilities Program, Section 5310. This program provides formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of seniors and individuals with disabilities when the transportation service provided is insufficient, inappropriate, or unavailable, typically carried out by non-profit agencies. Revision to the program includes the consolidation of eligible projects from the former New Freedom Program, Section 5317 into Section 5310.

MAP-21 expands the eligibility of the funds to be used for operating, in addition to capital, for transportation services that address the needs of seniors and individuals with disabilities. The acquisition of public transportation services remains an eligible capital expense under this section. At least 55 percent of the program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.

Remaining funds may be used for public transportation projects that exceed the requirements of the ADA, which improves access to fixed-route service and decreases reliance by individuals with disabilities on complementary paratransit and are alternatives to public transportation that assist seniors and individuals with disabilities. Eligible sub-recipients include states or local government authorities, private nonprofit organizations, or operators of public transportation that receive a grant indirectly through a recipient. For more information please go to this link, http://www.fta.dot.gov/map21/.

Section 5316
The Job Access and Reverse Commute (JARC) program was established through SAFETEA-LU to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. Under MAP-21 the JARC Section 5316 program was repealed, however, job access and reverse commute projects are now eligible under Sections 5307 and 5311 programs. Eligible activities include projects that support the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs, and activities related to their employment, including transportation projects that facilitate the provision of public transportation services from urbanized areas and rural areas to suburban employment locations. For more information please go to, http://www.fta.dot.gov/map21/.

Section 5317
The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA)

of 1990. To encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. Under MAP-21 the New Freedom Section 5317 program was repealed with eligible activities consolidated under Section 5310. For more information please go to, http://www.fta.dot.gov/map21/.

Roles

Maricopa Association of Governments
In June 2006, the MAG Regional Council approved MAG to develop the coordination plans in response to the SAFETEA-LU regulations. MAG has developed and supported the implementation of the regional human services coordination plans since 2007. All of the plans integrate the United We Ride goals of providing more rides for the targeted populations for the same or fewer resources (efficiency) by maximizing the capacity of the current system. Under MAP-21 locally coordinated human service-public transit plans that are consistent with the policy established under SAFETEA-LU are still required for projects selected for funding under Section 5310. The plans may be accessed at the following link, http://www.azmag.gov/Human_Services/default.asp.

In addition to developing the coordination plans, MAG has facilitated the Section 5310 application process for the region. The MAG Elderly and Persons with Disabilities Transportation Program Committee evaluate potential applicants and develop a priority listing of projects. Once the MAG Regional Council has taken action, the list is forwarded to the official Designated Recipient for the MAG region.

Arizona Department of Transportation
ADOT has worked to promote the coordination of human services and public transportation statewide through the Governor's Arizona Rides initiative and Executive Order – itself an outgrowth of the federal United We Ride Executive Order and Program. The Governor's Executive Order formally ended in December 2008. The role of ADOT's Transit Programs & Grants within the Multimodal Planning Division is to ensure a multi-modal approach to mobility, congestion and air quality issues throughout the State. The Transit Programs & Grants staff administers several FTA grant programs including Section 5310 for urbanized areas less than 200,000 and in rural areas. They provide technical assistance and expertise to local transit agencies and decision makers, coordinates and funds state transit planning efforts. The ADOT Multimodal Planning Division continues its support of regional coordination planning efforts as a key program cross-cutting element to reflect the federal emphasis. For further information please go to this link, http://www.azdot.gov/mpd/Transit_Programs_Grants/.

City of Phoenix
The City of Phoenix is a critical partner in the coordination planning process. Historically, the City has been the designated recipient for JARC funding for the urban areas in the region and the New Freedom funding program. Under MAP-21 JARC eligible projects have been consolidated under Section 5307 and New Freedom eligible project have been consolidated under Section 5310. The City of Phoenix is eligible to be the designated recipient for Section 5310 funding allocations for the MAG region under MAP-21. A Phoenix representative also serves on the MAG committee that evaluates the Section 5310 applications. The City of Phoenix also provides funding to support staffing for the regional coordination planning process. In addition, Phoenix staff is an active partner to develop and implement the coordination plans. Their participation provides a staunch base of support that ensures the plans may be implemented quickly and effectively. For further information on the City of Phoenix grant application process please go to this link, http://phoenix.gov/publictransit/grants.html.

Past Strategies

FY 2012

- ***Coordination with Title VI Stakeholders***—This strategy is to identify and implement additional opportunities to coordinate with Title VI stakeholders. Results from this outcome include minimizing disproportionately high and adverse health and environmental effects, including social and economic effects, on minority populations and low-income populations. The impact will result in opportunities for public input for transportation planning activities in the MAG region. This will ensure full and fair participation by all potentially affected communities in the transportation decision-making process.
  Outcome—In 2011, the MAG Regional Council approved the MAG Environmental Justice and Title VI Plan. Activities listed in the plan respond directly to the guidance provided by the FTA including identifying the locations of Title VI and Environmental Justice groups, and identifying the transportation needs of people with low incomes and minority populations. MAG is actively engaging in Title VI and Environmental Justice activities by attending community-based stakeholder meetings and will continue to hold quarterly TAP meetings in the East, West, and Central Valley to provide stakeholders throughout the region an opportunity to participate in human services transportation coordination efforts.

- ***Outreach to Private Sector and Native Communities***—The purpose of this strategy is to enhance TAP by including additional private sector representatives, Native Communities, and with communities adjacent to this region. The impact will result in better coordination of existing resources and improve services for clients. Stakeholders will benefit in engaging other resources to provide valuable input to address transportation needs in the community.
  Outcome—Efforts to engage new partners in TAP resulted in an 11 percent increase in the number of participants, to 365 people, and a four percent increase in the total number of agencies represented, to 164 agencies. Newly engaged stakeholders include two private sector transportation providers, the Arizona Developmental Disabilities Planning Council and a representative from the Mesa Public School District. Outreach efforts to engage Native Communities resulted in the Gila River Indian Community successfully being awarded a FY 2011 Section 5310 Elderly and Individuals with Disabilities Transportation Program grant. The MAG Human Services Transportation Planner and the MAG Intergovernmental Policy Coordinator will continue to coordinate efforts to outreach to other Native Communities.

- ***Domestic Violence and Homeless Shelter Clients' Travel Needs*** — This strategy is to identify and map domestic violence and homeless shelter clients' travel needs. This builds on the strategy from the FY 2011 MAG Human Services Coordination Transportation Plan Update to research the transportation needs of shelter clients. The impact will be that homeless and domestic violence shelter clients have better access to transportation that supports their employment and work-preparation activities. This strategy incorporates the United We Ride goals of providing more rides for the targeted population(s) for the same or fewer resources.
  Outcome—MAG completed a survey among clients at homeless and domestic violence shelters to identify their transportation needs. The survey included questions regarding the demographics and needs of agencies' clients, the cost agencies spend annually on transportation services, and information on any underutilized vehicles. Presentations to the MAG Continuum of Care Regional Committee on Homelessness, the MAG Regional Domestic Violence Council, and other related stakeholder groups provided information about the survey and encouraged participation in the survey. Maps were developed indicating shelter proximity to public transit lines, Community Action Program offices, and employment centers. The maps were distributed to shelters to assist staff in identifying transportation opportunities. MAG and Valley Metro have met to discuss collaboration opportunities through the utilization of a vanpool program.

- ***Insurance as a Barrier***—The issue of barriers in insurance policies was explored to support collaborations among agencies. The purpose of this strategy is to research opportunities to reduce insurance as a barrier to volunteer opportunities and the use of agency vehicles for collaboration. Successful implementation will be documented by at least 20 percent of agencies attending the TAP meeting reporting that they will use this information to collaborate with other agencies. Progress made will be reported on a quarterly basis to the MAG Human Services and Technical Committees.
  Outcome—Feedback from nonprofit agencies and insurance companies indicated they have found ways to address insurance issues regarding volunteer drivers. Both groups have reported barriers with having paid drivers from other agencies use their vehicles to transport clients. Evaluation results of TAP participants indicate 64 percent found the information informative and would share the information with their respective agencies/communities. This strategy was suggested for continuation.

- ***Agencies Vehicle Inventory***—This strategy is to inventory human services transportation providers' vehicle downtime and times and days when agency vehicles are available. This activity builds on the agency matching strategy from the FY 2011 plan and to enhance opportunities for collaboration. The impact will be better utilization of existing resources and improved services for clients.

Past Strategies

Outcome—An analysis was completed of the 15 agencies awarded from the FY 2011 Section 5310 Elderly and Individuals with Disabilities Transportation Program of vehicle usage and operating costs. Results indicated that 76 percent of agency vehicles are in use during peak operating times. Cost analysis indicated of the 24 percent of vehicles not in use, agencies are spending approximately $190,000 in insurance cost and more than $2,000,000 in total operating costs. Results of the agency vehicle inventory have been presented to human services transportation stakeholders

Long-term Strategy

- ***Volunteer Drivers Program***—This strategy is to research the development of a coordinated volunteer drivers program on a regional basis. The results will include an inventory of volunteer drivers programs, identifying opportunities to partner with faith-based communities, and to centralize information regarding programs and opportunities online. Providing volunteer drivers program information online enables individuals who want to volunteer or individuals looking for services easy access to available programs and opportunities.
  Outcome—MAG and Valley Metro collaborated on an assessment of the volunteer drivers programs in the region. A matrix was developed that identified nine volunteer driver programs, program descriptions, area of service and contact information. Differences were identified between volunteer programs that recruit and oversee the volunteers who provide the services, and reimbursement programs, where participants recruit friends or neighbors to drive them and the volunteer is reimbursed for the miles driven.

FY 2011

- ***Implement more service programs***—The Federal Transportation Administration initiates capital awards programs to meet the transportation needs of consumers when transportation services are unavailable and/or insufficient. Providing information to agencies regarding available grants increases transportation resource opportunities to agencies that provide services particularly in outlying areas such as the West and East Valleys. This strategy focused on increasing more programs using the available federal funding program already in place, addressing the United We Ride goal of providing more rides for targeted population(s) for the same or fewer resources.
  Outcome—MAG facilitates the federal funding process of the FTA Section 5310 Elderly Individuals and Individuals with Disabilities. Information regarding the availability of this federal funding program was presented to MAG's Human Services Committees and other community partners. This resulted in an increase from 13 agencies to 19 agencies applying during the 2010 application process. Grantees include one agency providing services in the Northeast Valley, three agencies providing services in the East Valley, and five agencies providing services in the West Valley. Agencies servicing the outlying areas of the region where public transit has been reduced or eliminated can now provide transportation services to their clients due to these efforts.

- ***Target travel training to clients of non-profit agencies***—This strategy targets travel training to clients of nonprofit agencies including homeless and domestic violence shelters. Providing basic information such as how to ride the bus or light rail offers service providers and their clients with viable options to alternative transportation options. Travel training enables the targeted population access to their community, services, social and recreational activities, and to necessary medical appointments. Simplifying customer access to transportation is a United We Ride goal.
  Outcome—A Valley Metro Transit Education representative provides public transit information along with travel training opportunities at TAP quarterly meetings. Providing travel training information at the TAP meetings expanded outreach to a wider audience that included six homeless and domestic violence shelters. The outcome is that more providers are aware of the travel training opportunities available to their clients. Valley Metro has also received funding to provide travel training for persons with disabilities.

- ***Vanpools***—This strategy researched the possibility of implementing vanpools to bring domestic violence and homeless shelter clients to work and work-preparation activities. Providing transportation resources to employment opportunities and employment can lead to the self-sustainability of the clients. This strategy addresses the United We Ride goal of simplifying customer access to transportation by bringing options to the consumer in the shelters and integrating it into their service program.
  Outcome—Through Arizona State University's Community Action Research Experiences (CARE) Program, MAG acquired an intern to begin research on the possibility of van pools for domestic violence and homeless shelters. Focus group discussions and supplemental survey questions have been conducted collaborating with domestic violence and homeless shelters in the region. This strategy is recommended for continuation with next steps to include mapping shelter clients' travel needs and organizing collaborative services among the shelters.

- ***Data quality standards***—Develop and offer training on data quality standards for reporting as well as a common set of definitions. Providing a common set of definitions on training and data quality standards will result in streamlined reporting. The outcome will enable agencies to spend less time on paperwork and more time on providing services to consumer resulting in an increase of customer satisfaction which is a component of the United We Ride goal.
  Outcome—During the June 2010 MAG Transportation Ambassador

Past Strategies

Program regional meeting, small group discussion focused on streamlining the reporting requirements for federal grant programs. Information received from the stakeholders will support ADOT in developing a webinar. The webinar will provide training and address federal standard reporting requirements. MAG is collaborating with ADOT and the City of Phoenix to develop a set of definitions for transportation terminology to further assist agencies with reporting.

Long-term strategy

- ***Taxi cab and mileage reimbursement programs***—This strategy focused on establishing more taxi cab and mileage reimbursement programs for consumers in areas with less transportation infrastructure. Focusing on areas with less transportation infrastructure benefits the consumer who once relied on public transit which has been reduced or is no longer available. Introducing the taxi cab and mileage reimbursement programs will provide consumers in the outlying areas with alternative transportation options.
  Outcome—The City of Avondale established a taxi subsidy program for dialysis and other recurring medical treatments and the City of Phoenix began a new Senior Cab program. Valley Metro was approved to receive a New Freedom grant to off-set operating expenses for taxi subsidy services for recurring medical trips in El Mirage, Peoria, Surprise, and other cities in the Southwest Valley. Valley Metro is preparing a regional Dial-a-Ride and publicly-funded taxi subsidy and mileage reimbursement passenger survey in early 2011. The purpose of the survey is to gather information on trip making, demographics, customer satisfaction with existing services, and accessing unmet transportation needs of the programs.

- ***Volunteer drivers program***—Coordinate volunteer drivers program to include training for volunteer drivers and the agencies that work with them and centralize information about programs and opportunities online. Cohesive driver trainings benefit volunteers and agencies in meeting necessary requirements for offering services. Providing volunteer drivers program information online enables individuals who want to volunteer or individuals looking for services easy access to available programs and opportunities.
  Outcome—At the June regional TAP meeting, small group discussions focused on components of volunteer drivers programs. Wheel Help, a faith based community program, offered information on the recruitment of volunteers. Duet, a nonprofit agency serving older adults, presented information on its volunteer driver program and a representative from the Arizona Department of Economic Security provided information on new requirements for volunteer drivers. This strategy is recommended for continuation. Next steps will be to research stakeholder suggestions such as establishing additional partnerships with the faith-based communities, conducting an inventory of volunteer programs in the region, and developing a list of volunteer requirements to support implementation of this strategy.

FY 2010

- ***Shared Vehicles***—To continue the implementation of the United We Ride goals, this strategy focused on maximizing resources and reducing unused capacity by rewarding Section 5310 applicants who request shared vehicles. A coordinated effort among agencies is essential to meet the demands of an increasing population. MAG, along with Arizona Department of Transportation and the City of Phoenix, monitored requests of agencies that partner their efforts through the application processes for Section 5310, 5316 and 5317.
  Outcome—During the Section 5310 application process the review panel took into consideration the requests of agencies for shared vehicles during the scoring process by rewarding agencies who requested shared vehicles. No impact has been seen this year since no agencies have requested shared vehicles. Recognizing partnerships between agencies for shared vehicles will continue to be taken into consideration in the application process. Insurance has been identified as a critical barrier. Solutions are being researched.

- ***Travel Training Inventory***—The goal of this strategy was to complete an inventory of agency travel training programs in the region. The inventory will lead to a better understanding of the availability of programs, better coordination, and development of new programs to fill gaps in service. The inventory will provide information on agencies that can offer, or would be willing to offer travel training to others outside of their agency.
  Outcome—MAG and Valley Metro developed a travel training inventory survey that has been forwarded and distributed to human services transportation providers. Survey results have been received and forwarded to Valley Metro. Valley Metro is in the process of identifying additional means to collect information, continue to collect results, and analyzing the data for gaps in travel training programs in the region.

- ***Match Mechanism***—Develop a mechanism for matching agencies with the capacity to offer more trips with agencies needing transportation for their clients as well as people in need from the community. This strategy helped to maximize available resources to meet the increasing demand for services. Determining capacity meets the United We Ride goal of providing more rides for the same or fewer resources.
  Outcome—MAG surveyed human services transportation providers inquiring if they are currently, or would consider, transporting people who are not their clients. The information received indicated a number of the agencies would consider transporting people outside their clientele. The data was provided to Community Information and Referral, a twenty-four hour hotline that provides human services information

Past Strategies

to the public. The information is currently being used as an additional resource given to people calling for assistance.

- ***United We Ride Goal Consistency***—This strategy encouraged and awarded applicants that have supported the development and implementation of the coordination plans. This is evident by an agency's inclusion in the plan update Participant List. Agencies listed participated in projects that promote the United We Ride goals to improve efficiency, effectiveness and quality. By participating in the implementation of the plans, agencies strengthen human services transportation coordination efforts in the region. MAG, along with Arizona Department of Transportation and the City of Phoenix, monitors applicant's participation and implementation efforts through the application processes for Sections 5310, 5316 and 5317.
  Outcome—MAG has tracked grantee participation of activities associated with the planning process such as meeting attendance and compliance with data requests. The information of agencies' participation has been forwarded to ADOT and the City of Phoenix for use with their application review process. Grantees and potential grantees have added to the success of implementation strategies in the region such as the MAG Transportation Ambassador Program while providing valuable feedback on the development of future coordination plan.

FY 2009

- ***Ambassador Program***—This program will connect people from the community with standardized travel training, sensitivity training, and information about human services transportation resources. Ambassadors will be kept current through monthly e-mails, quarterly subregional meetings and an annual regional meeting to celebrate the efforts of the ambassadors. Pending the acquisition of funding, incentives such as free bus passes will be given to the volunteers as incentives for participation in the program. This activity will increase the capacity of the region to disseminate accurate information about human services transportation. People will receive more individualized assistance. The burden on agencies to provide both this assistance and information will be lessened. This will allow them to focus more time and energy on transporting people.
  Outcome—The TAP program has been made possible through the generous sponsorship of the Virginia G. Piper Charitable Trust. Funding from the Federal Transit Administration has assisted with the implementation of this project as well. To date, two of the quarterly meetings have been held. Although the program year is only half over, 75 out of the projected 100 participants have attended the meetings. The meetings have offered trainings and information relevant to human services transportation stakeholders. Such topics have included how to create sustainable programs, sensitivity training, and transit updates.

- ***Standardized Driver Training***—Drivers from nonprofit and for profit agencies, whether volunteers or paid staff, will have the opportunity to complete free online trainings for a certificate of completion. The training will address key areas that will enhance the quality service people receive. This will include client transfer and handling, especially in wheel chairs. Standardized online training will improve the quality of drivers, assist the agencies in keeping staff trained and available to work, and benefit people because more services will be available.
  Outcome—ADOT expanded their training program to include free online driver training. The new training will launch in Spring 2009. All stakeholders will be able to access the training at no charge. Trainings that require more hands on instruction like client transfers in wheelchairs will be addressed more effectively by increasing the number of in-person trainings throughout the year. ADOT has arranged for this increase to be available statewide.

- ***Standardized Coordination Policies***—Templates for standardized policies about coordination will be developed and made available to agencies providing human services transportation programs. Different requirements from funders will be taken into account when developing the templates. Feedback from the agencies affected, ADOT, and community partners will be used to develop the templates. Agencies receiving funding Sections 5310, 5316 or 5317 will be required to have a coordination policy using the templates as a guide. This initiative will set a standard for coordination through¬out the region. This will facilitate greater coordination among the agencies involved with human services transportation. This will result in greater maximization of resources and reduction in duplication.
  Outcome—The template was developed with feedback from stakeholders and addresses the fundamental elements that will facilitate better coordination among agencies. The coordination policy template has been distributed. The Sections 5310, 5316 and 5317 applications and/or evaluation panels will address the implementation of the coordination policies with the applicants. Applicants will be evaluated on the success of the implementation.

- ***Need and Demographic Tracking***—In order to offer the most appropriate information about resources instruction on how to use the directory will be provided on the Web site, to all ambassadors, and to the general public through AZ 211's outreach efforts. In addition, the system will track the unmet needs of the user by asking if the resources presented met the user's needs. If the resources are not appropriate, the system will track reasons such as lack of availability, outside the service delivery area and ineligible. The data gleaned will be tracked, reported and used to assess gaps and to develop new programs. As AZ211 expands their service to include a call center, there will be additional support available. The system will be marketed through mainstream venues

Past Strategies

such as community cable stations, the network of human services and transportation providers and MAG member agencies.
Outcome—State funding for AZ211 had been completely eliminated. This goal is not attainable as planned. MAG will continue to keep an accurate inventory of services available in the region and to make this available to the public.

- ***Travel Training for Older Adults and People with Disabilities***—Free, standardized travel training will be provided to assist people in using public transit options. Training is currently available to older adults through a variety of sources including but not limited to regional entities like Valley Metro RPTA, statewide agencies such as the Arizona Department of Economic Security's Rehabilitation Services Administration and municipalities like the City of Glendale. This strategy supports the expansion of Valley Metro's new travel training program for people with disabilities, including people with visual impairments, as supported by a Section 5317 grant. Emphasis in the training will be placed on helping people use the bus, or the fixed route system. This improved mobility will enhance people's quality of life and increase the capacity of the system to serve more people who are not able to use buses due to advanced age or impairment. Travel training has been proven an efficient way to cost effectively empower people to fully use public transit options.
  Outcome—Valley Metro/RPTA has expanded its travel training program for older adults and added a program for people with disabilities. These programs were made available with section 5317 grants. Trainings are offered by instructors with peer mentors as available. Training participants receive information about transit and paratransit services. People who may be eligible for the Americans with Disabilities Act are given information to apply for appropriate benefits. To date, 44 presentations to 630 older adults and 26 field trips with 116 older adults have been offered.

FY 2008

- ***Online Comprehensive Service Directory***—Both consumers and agencies need one comprehensive directory that offers information about all available services, whether publicly or privately provided. Such a directory currently does not exist. This resource will help streamline information about services and improve accessibility, which will ultimately empower people as a result. A web-based comprehensive directory of both public and private providers will be made available to the general public. This will result in greater knowledge, access and coordination of human services transportation.
  Outcome—Sub-regional groups have been engaged in the West Valley, East Valley and Phoenix to promote relationships and communication. An impressive number of stakeholders have participated in three meetings in each of the sub-regions. A regional meeting for 250 people has been scheduled for April 8, 2008. This event will promote the most promising practices identified at the sub-regional level to be replicated at the regional level. Housing has been added to the conference in deference to the interdependence of the two issues. An informal group of primary partners and leadership from throughout the region has lent oversight to the implementation of this strategy.

- ***Coordination of Sub-Regional and Regional Meetings***—A regional process will be formalized so that service providers will have a forum to discuss issues of common concern, explore opportunities for operational coordination, and discuss successful examples of coordination. At least three sub-regional groups (East Valley, West Valley and Central) of agencies providing human services transportation will meet at least quarterly to develop local solutions to human services transportation coordination. All groups will report on their activities and plans at a regional meetings.
  Outcome—The City of Phoenix, the Arizona Department of Transportation and the Maricopa Association of Governments host the application processes for the Sections 5310, 5316 and 5317 grant programs. These agencies are tracking compliance with the plan through the applications. All applicants in 2007 signed commitment forms to support the implementation of the plan. The 2008 application process will include additional measures to monitor full compliance.

- ***Ongoing Assessment and Evaluation***—Existing human services agencies will report their current coordination activities in the applications for Section 5310, 5316 and 5317. These will be assessed throughout the year by the agencies coordinating the application processes. Local practices will be analyzed for regional relevance. The most promising practices will be offered for inclusion in the update to this plan next year. All agencies applying for Section 5310, 5316, and 5317 funds in 2007 will report their current coordination practices as part of the application process. These practices will be monitored and assessed for regional relevance. This will result in at least three of the most promising activities being included in the update of the plan.
  Outcome—The sub-regional groups have supplemented and refined the data currently available for human services transportation programs. This expanded database has been utilized by AZ211 to expand their information. Valley Metro is currently reviewing the database to ensure all the public transit information is included appropriately. MAG will work with AZ211 to make the search results more accurate and specifically appropriate to the needs expressed. With the inclusion of the public transit data and links between to ensure seamless searching, this goal as it was originally written will be completed.

Section 5310 Recepients: 2014

Year	Agency	Location	Work	Funding	Federal	Local	Total
2014	Arizona Rehabilitation Center for the Handicap (ARCH)	Regionwide	(1) Replacement Cutaway with Lift* (1) Replacement Minivan no ramp	5310	71,850	14,150	86,000
2014	Arizona Spinal Cord Injury Association	Regionwide	(2) Expansion Minivans with Ramp*	5310	64,600	11,400	76,000
2014	Beatitudes	Glendale, Paradise Valley, Phoenix	(1) Expansion Cutaway with Lift*	5310	51,850	9,150	61,000
2014	Chandler Gilbert Arc	Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(3) Replacement Minivans no ramp	5310	60,000	15,000	75,000
2014	Chandler Gilbert Arc	Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	Funds to support new Sub-regional Mobility Manager Position	5310	44,000	11,000	55,000
2014	City of Glendale	Regionwide	Taxi Voucher Program (NF)	5310	62,500	62,500	125,000
2014	City of Tolleson	Regionwide	(1) Expansion Cutaway with Lift*	5310	51,850	9,150	61,000
2014	Foothills Caring Corps	Foothills Caring Corps: Regionwide	Funds to support existing Sub-regional Mobility Manager Position	5310	71,352	17,838	89,190
2014	Foothills Caring Corps	Carefree, Cave Creek, North Phoenix	Add Vehicle Steps for support	5310	829	146	975
2014	Friendship Village	Phoenix, East Valley	(1) Expansion Cutaway with Lift* (1) Expansion Minivan with ramp*	5310	84,150	14,850	99,000
2014	Gompers	Avondale, Glendale, Goodyear, Litchfield Park, Peoria, Phoenix, Surprise, Sun City	(5) Replacement Cutaways with Lift*	5310	259,250	45,750	305,000
2014	Hacienda Healthcare	Regionwide	(5) Replacement Cutaways with Lift*	5310	259,250	45,750	305,000
2014	Horizon Human Services	Mesa, Phoenix, Tempe	(2) Replacement Passenger Maxivans no Lift	5310	44,800	11,200	56,000
2014	Lifewell	Regionwide	(5) Replacement Passenger Maxivans no Lift	5310	112,000	28,000	140,000
2014	Lura Turner Group Homes	Central Phoenix	(1) Replacement Passenger Maxivan (1) Replacement Minivan with Ramp* (1) Expansion Minivan with Ramp* (1) Replacement Minivan no Ramp	5310	107,000	22,000	129,000
2014	Marc Community Resources	Chandler, Gilbert, Mesa, Tempe, N. Phoenix, San Tan Valley	(3) Replacement Cutaways with Lift* (2) Expansion Cutaways with Lift*	5310	259,250	45,750	305,000
2014	Marc Community Resources	Chandler, Gilbert, Mesa, Tempe, N. Phoenix, San Tan Valley	Funds to support existing Sub-regional Mobility Manager Position	5310	44,000	11,000	55,000
2014	Native American Connections	Regionwide	(1) Expansion Minivan with Ramp*	5310	32,300	5,700	38,000
2014	One Step Beyond	Avondale, Glendale, Litchfield Park, Peoria, Phoenix, Surprise, Sun City, Anthem, Wickenburg, Morristown	(1) Expansion Passenger Maxivan no Lift (1) Expansion Minivan no Ramp	5310	42,400	10,600	53,000
2014	Scottsdale Training and Rehabilitation Services (STARS)	Chandler, Gilbert, Mesa, Tempe Apache Junction, Ahwatukee	(2) Replacement Minivans with Ramp*	5310	64,600	11,400	76,000
2014	Southern Arizona Association for the Visually Impaired (SAAVI)	Regionwide	(1) Expansion Minivan no Ramp (1) Expansion Minivan with Ramp*	5310	52,300	10,700	63,000
2014	Stand Together and Recover (S.T.A.R.)	Apache Junction, Chandler, Gilbert, Mesa, Tempe, Phoenix, North Gila River Indian Community	(1) Replacement Passenger Maxivan no Lift (1) Expansion Cutaway with Lift*	5310	74,250	14,750	89,000
2014	Stand Together and Recover S.T.A.R.	Apache Junction, Chandler, Gilbert, Mesa, Tempe, Phoenix, North Gila River Indian Community	Procure and Replace Vehicle Steps and install pull-up bar	5310	688	121	809
2014	Terros	Regionwide	Funds to support existing Sub-regional Mobility Manager Position	5310	66,058	16,515	82,573
2014	The Centers for Habilitation (TCH)	Chandler, Tempe, Mesa, Phoenix	(3) Replacement Cutaway with Lift*	5310	155,550	27,450	183,000
2014	United Cerebral Palsy (UCP)	North Central Phoenix, Paradise Valley, Glendale, Peoria	(5) Replacement Cutaways with Lift*	5310	259,250	45,750	305,000
2014	Valley Life	Regionwide	Procure: Minivan with Ramp	5310	32,300	5,700	38,000
2014	Valley Metro/RPTA	Regionwide	West Valley Dial-A-Ride project, East Valley Taxi Subsidy Program, Scottsdale Trolley (NF)	5310	657,050	657,050	1,314,100
2014	City of Phoenix: Regionwide	City of Phoenix: Regionwide	Program Administration Funds	5310	290,884	0	290,884
2014	Portable Practical Educational Preparation, Inc./Encompass	Avondale, Southwest Valley (Rural)	(1) Minivan no Ramp	5310	22,400	5,600	28,000
2014	Stand Together and Recover S.T.A.R.	Avondale, Southwest Valley (Rural)	(1) Passenger Maxivan with Lift	5310	50,400	12,600	63,000
	Total	***MAP-21 American with Disabilities Act compliance vehicles 85 federal/15 local share**			**3,448,961**	**1,198,570**	**4,647,531**

Section 5310 Recepients: 2013

Year	Agency	Location	Work	Funding	Federal	Local	Total
2013	About Care	East Valley	Interactive service map	5310	$4,000	$1,000	$5,000
2013	Arizona Spinal Cord Injury Association	Region-wide	(1) Replacement Cutaway with Lift*	5310	$49,014	$8,649	$57,663
2013	Beatitudes	Glendale, Paradise Valley, Phoenix	(1) Expansion Minivan with Ramp*	5310	$30,374	$5,360	$35,734
2013	Benevilla	Northwest Phoenix, El Mirage, Glendale, Peoria, Sun City Youngtown	(1) Expansion Maxivan with Lift	5310	$46,400	$11,600	$58,000
2013	Chandler Gilbert Arc	Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(1) Replacement Cutaway with Lift*	5310	$49,014	$8,649	$57,663
2013	City of Glendale	City of Glendale - Citywide	Glendale Urban Shuttle 3	5310	$28,685	$28,685	$57,370
2013	City of Glendale	City of Glendale - Citywide	Taxi Voucher Program	5310	$38,512	$38,512	$77,024
2013	City of Phoenix	City of Phoenix - Citywide	Disability Empowerment Center Feeder Shuttle Service	5310	$28,366	$28,366	$56,732
2013	Foothills Caring Corps	Carefree, Cave Creek, North Phoenix	Funds to support existing Sub-regional Mobility Manager Position	5310	$51,536	$12,884	$64,420
2013	Foothills Caring Corps	Carefree, Cave Creek, North Phoenix	Computer, mapping software to support Sub-regional Mobility Manager	5310	$1,288	$322	$1,610
2013	Gompers	Region-wide	(2) Expansion Minivans No Ramp	5310	$40,000	$10,000	$50,000
2013	Hacienda Healthcare	Region-wide	(2) Replacement Cutaway with Lift (1) Replacement Minivan with Ramp*	5310	$128,402	$22,659	$151,061
2013	Lifewell	Region-wide	(3) Replacement Maxivan No Lift	5310	$62,400	$15,600	$78,000
2013	Marc Center	East Valley	Funds to support existing Sub-regional Mobility Manager Position	5310	$41,800	$10,450	$52,250
2013	Marc Center	Mesa	(2) Replacement Cutaways with Lift (1) Expansion Cutaways with Lift*	5310	$147,041	$25,948	$172,990
2013	NAU	Chandler, Fountain Hills, Gilbert Glendale, Mesa, Paradise Valley, Peoria, Phoenix, Scottsdale, Tempe	Senior Companion Program- volunteer mileage reimbursement, administration, and indirect costs	5310	$52,332	$52,332	$104,664
2013	Nobody's Perfect	Chandler, Queen Creek	Thrift store employment and recreational activities program	5310	$8,892	$8,892	$17,784
2013	One Step Beyond	Peoria, Glendale, Surprise, Sun Cities, Phoenix	(1) Expansion Maxivan No Lift (1) Expansion Minivan No Ramp	5310	$40,800	$10,200	$51,000
2013	RPTA/ Valley Metro	El Mirage, Peoria, Sun City, Sun City West, Surprise, Youngtown, Chandler, Gilbert, Mesa, Tempe, Scottsdale	Alternatives Project - West Valley Dial-A-Ride, East Valley Taxi Subsidy, Scottsdale Trolley	5310	$828,394	$828,394	$1,656,788
2013	"Scottsdale Training and Rehabilitation Services, Inc. (STARS)"	Chandler, Gilbert, Mesa, Tempe Apache Junction, Ahwatukee	(1) Replacement Cutaway with Lift*	5310	$49,014	$8,649	$57,663
2013	Terros	Region-wide	Funds to support existing Sub-regional Mobility Manager Position	5310	$64,512	$16,128	$80,640
2013	The Centers for Habilitation (TCH)	Chandler, Tempe, Mesa, Phoenix	(2) Replacement Cutaway with Lift*	5310	$98,028	$17,299	$115,327
2013	United Cerebral Palsy (UCP)	North Central Phoenix, Paradise Valley, Glendale, Peoria	(3) Replacement Cutaways with Lift*	5310	$147,041	$25,948	$172,990
2013	Valley Life	Avondale, Goodyear, Litchfield Park, Glendale, Phoenix, Tolleson,	(1) Expansion Maxivan No Lift	5310	$20,800	$5,200	$26,000
2013	Portable Practical Educational Preparation, Inc./Encompass	Southwest Valley, portion of Avondale, Litchfield Park, Tolleson, and Phoenix.	(1) Replacement Cutaway with Lift	5310-ADOT	$49,600	$12,400	$62,000
	Total				**$2,106,245**	**$1,214,126**	**$3,258,373**

*American with Disabilities Act compliance vehicles at federal share 85 percent and local share 15 percent

5310 Recepients

Section 5310 Recepients: 2012

Year	Agency	Location	Work	Funding	Federal	Local	Total
2012	Arizona Recreation Center for the Handicapped (ARCH)	Phoenix	(1) Expansion Maxivan No Lift	5310	20,565	2,285	22,850
2012	Benevilla	Northwest Phoenix, El Mirage, Glendale, Peoria, Sun City Youngtown	(1) Replacement Cutaway With Lift	5310	48,179	5,354	53,533
2012	Catholic Community Services/Valley Center of the Deaf	Region-wide	(1) Expansion Minivan No Lift	5310	20,222	2,247	22,469
2012	Chandler/Gilbert ARC	Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(2) Replacement Minivan No Lift	5310	40,445	4,494	44,939
2012	City of Surprise	Surprise	(1) Replacement Cutaway With Lift	5310	48,180	5,353	53,533
2012	Foothills Caring Corps	Carefree, Cave Creek, North Phoenix	Funds to support existing Mobility Management Project.	5310	24,300	2,700	27,000
2012	Friendship Foundation	Glendale, Peoria, Phoenix, Surprise	(1) Expansion Maxivan With Lift	5310	45,097	5,011	50,108
2012	Hacienda Healthcare Inc.	Region-wide	(2) Replacement Minivan With Ramp	5310	57,484	6,387	63,871
2012	Lifewell Behavioral Wellness	Region-wide	(2) Replacement Minivan No Lift	5310	40,444	4,494	44,938
2012	MARC Center	Mesa	Funds to support new Sub-Regional Mobility Manager Position.	5310	42,930	4,770	47,700
2012	MARC Center	Mesa	(4) Replacement Cutaway With Lift	5310	192,719	21,413	214,132
2012	One Step Beyond	Peoria, Glendale, Surprise, Sun Cities, Phoenix	(1) Expansion Minivan With Ramp	5310	28,742	3,194	31,936
2012	PPEP, Inc. - Encompass	Avondale, Goodyear, Tolleson, Litchfield Park, Phoenix, Glendale	(1) Replacement Maxivan With Lift	5310	45,097	5,011	50,108
2012	Scottsdale Training and Rehabilitation Services, Inc. (STARS)	Scottsdale, Northeast Valley	(1) Replacement Minivan No Lift	5310	20,222	2,247	22,469
2012	Stand Together and Recover (STAR)	Mesa, Chandler, Gilbert, Ahwatukee	(2) Expansion Maxivan No Lift	5310	41,131	4,570	45,701
2012	Stand Together and Recover (STAR)	Mesa, Chandler, Gilbert, Ahwatukee	(7) Vehicle Step and Pole - Step and Pole for 5 existing vehicles and the 2 expansion requested in FY 2012.	5310	3,005	334	3,339
2012	Terros, Inc.	Region-wide	Funds to support existing Mobility Management Project.	5310	60,750	6,750	67,500
2012	The Centers for Habilitation	Chandler, Tempe, Mesa, Phoenix	(2) Replacement Cutaway With Lift	5310	96,359	10,707	107,066
2012	United Cerebral Palsy of Central Arizona	North Central Phoenix, Paradise Valley, Glendale, Peoria	(1) Replacement Cutaway With Lift	5310	48,180	5,353	53,533
2012	Valley Life	Avondale, Goodyear, Litchfield Park, Glendale, Phoenix, Tolleson,	(1) Replacement Minivan No Lift	5310	20,222	2,247	22,469
	Total				**944,273**		**1,049,194**

5310 Recepients

Section 5310 Recepients: 2011

Year	Agency	Location	Work	Funding	Federal	Local	Total
2011	Chandler/Gilbert ARC	Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(1) Replacement Cutaway With Lift	5310	55,800	6,200	62,000
2011	City of Avondale	Avondale, Goodyear, Litchfield Park	Scheduling Hardware/Software	5310	7,200	800	8,000
2011	Foothills Caring Corps	Carefree, Cave Creek, North Phoenix	Funds to support existing Mobility Management Project, (1) Replacement Maxivan No Lift	5310	52,200	5,800	58,000
2011	Gila River Indian Community	Gila River Indian Community, District 6 and 7	(1) Replacement Cutaway With Lift	5310	55,800	6,200	62,000
2011	Hacienda Healthcare Inc.	Region-wide	(1) Replacement Cutaway With Lift	5310	55,800	6,200	62,000
2011	Horizon Human Services (Phoenix/Tempe)	Phoenix, Tempe	(1) Expansion Maxivan With Lift	5310	51,300	5,700	57,000
2011	Horizon Human Services (Assisted Living Program Tempe)	Tempe	(1) Replacement Maxivan With Lift	5310	51,300	5,700	57,000
2011	MARC Center	Region-wide	(1) Replacement Cutaway With Lift	5310	55,800	6,200	62,000
2011	Mosaic, Inc.	Phoenix	(1) Replacement Cutaway With Lift	5310	55,800	6,200	62,000
2011	Nobody's Perfect	Chandler, Gilbert, Mesa, Queen Creek	(1) Expansion Minivan No Ramp	5310	24,300	2,700	27,000
2011	One Step Beyond	Peoria, Glendale, Surprise, Sun Cities, Phoenix	(1) Expansion Minivan With Ramp	5310	34,200	3,800	38,000
2011	PPEP - Encompass	Avondale, Goodyear, Tolleson, Litchfield Park, Phoenix, Glendale	(1) Replacement Maxivan No Lift	5310	25,200	2,800	28,000
2011	Scottsdale Training & Rehabilitation Services (STARS)	Scottsdale, Northeast Valley	(1) Expansion Maxivan With Lift	5310	51,300	5,700	57,000
2011	Stand Together and Recover-East (STAR)	Chandler, Gilbert, Mesa, Tempe Apache Junction, Ahwatukee	(1) Expansion Maxivan No Lift	5310	25,200	2,800	28,000
2011	Stand Together and Recover-West (STAR)	Phoenix, Sunnyslope, East Glendale	(1) Replacement Maxivan No Lift	5310	25,200	2,800	28,000
2011	Tempe Community Action Program	Tempe	(1) Replacement Maxivan No Lift	5310	25,200	2,800	28,000
2011	Terros, Inc.	Region-wide	Mobility Mgmt, 10 tracking units, 10 GPS Navigational Devices (Garmin), Lifetime Updated Maps Software	5310	91,800	10,200	102,000
2011	The Centers for Habilitation	Chandler, Tempe, Mesa, Phoenix	(1) Replacement Cutaway With Lift	5310	55,800	6,200	62,000
2011	Triple R Behavioral Health	Region-wide	(1) Replacement Maxivan No Lift	5310	25,200	2,800	28,000
2011	Valley Life	Avondale, Goodyear, Litchfield Park, Glendale, Phoenix, Tolleson,	(1) Replacement Minivan No Ramp	5310	24,300	2,700	27,000
	Total				**848,700**	**94,300**	**943,000**

5310 Recepients

Section 5310 Recepients: 2010

Year	Agency	Location	Work	Funding	Federal	Local	Total
2010	Terros, Inc.	Region-wide	Mobility Management position	5310	45,000	5,000	50,000
2010	Terros, Inc.	Region-wide	28 tracking units	5310	30,240	3,360	33,600
2010	Terros, Inc.	Region-wide	6 computer screens	5310	1,080	120	1,200
2010	Foothills Caring Corps	Carefree, Cave Creek, North Phoenix	Mobility Management position	5310	27,252	3,028	30,280
2010	Chandler/Gilbert ARC	Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(1) Maxivan With Lift	5310	51,300	5,700	57,000
2010	The Centers for Habilitation #1	Chandler, Tempe, Mesa, Phoenix	(1) Maxivan No Lift	5310	24,300	2,700	27,000
2010	PPEP - Encompass	Avondale, Goodyear, Tolleson, Litchfield Park, Phoenix, Glendale	(1) Maxivan No Lift	5310	24,300	2,700	27,000
2010	Horizon Human Services	Phoenix, Tempe	(1) Minivan No Ramp	5310	23,400	2,600	26,000
2010	Valley Life	Avondale, Goodyear, Litchfield Park, Glendale, Phoenix, Tolleson,	(1) Maxivan No Lift	5310	24,300	2,700	27,000
2010	Hacienda Healthcare Inc.	Region-wide	(1) Cutaway With Lift	5310	55,800	6,200	62,000
2010	United Cerebral Palsy	North Central Phoenix, Paradise Valley, Glendale, Peoria	(1) Cutaway With Lift	5310	55,800	6,200	62,000
2010	Nobody's Perfect	Chandler, Gilbert, Mesa, Queen Creek	(1) Cutaway With Lift	5310	55,800	6,200	62,000
2010	Foothills Caring Corps	Carefree, Cave Creek, North Phoenix	(1) Minivan With Ramp	5310	34,200	3,800	38,000
2010	One Step Beyond #1	Peoria, Glendale, Surprise, Sun Cities, Phoenix	(1) Maxivan With Lift	5310	51,300	5,700	57,000
2010	Triple R Behavioral Health #1	Region-wide	(1) Maxivan With Lift	5310	51,300	5,700	57,000
2010	Civitan Foundation #1	Region-wide	(1) Minivan No Ramp	5310	23,400	2,600	26,000
2010	Interfaith Community Care	Northwest Phoenix, El Mirage, Glendale, Peoria, Sun City Youngtown	(1) Maxivan No Lift	5310	24,300	2,700	27,000
2010	Scottsdale Training & Rehabilitation Services (STARS)	Scottsdale, Northeast Valley	(1) Maxivan No Lift	5310	24,300	2,700	27,000
2010	Stand Together And Recover (STAR) Mesa #1	Chandler, Gilbert, Mesa, Tempe Apache Junction, Ahwatukee	(1) Maxivan No Lift	5310	24,300	2,700	27,000
2010	Stand Together And Recover (STAR) Phoenix	Phoenix	(1) Maxivan No Lift	5310	24,300	2,700	27,000
2010	Salvation Army #1	Phoenix	(1) Maxivan With Lift	5310	51,300	5,700	57,000
2010	The Centers for Habilitation	Region-wide	(1) Maxivan No Lift	5310	24,300	2,700	27,000
2010	One Step Beyond	Peoria, Glendale, Surprise, Sun Cities, Phoenix	(1) Minivan With Ramp	5310	34,200	3,800	38,000
2010	Triple R Behavioral Health	Region-wide	(1) Maxivan No Lift	5310	24,300	2,700	27,000
2010	Civitan Foundation	Region-wide	(1) Minivan No Ramp	5310	23,400	2,600	26,000
2010	Salvation Army	Phoenix	(1) Maxivan With Lift	5310	51,300	5,700	57,000
	Total				**98,308**	**884,772**	**983,080**

5310 Recepients

Section 5310 Recepients: 2009

Year	Agency	Location	Work	Funding	Federal	Local	Total
2009	Arizona Recreation Center for the Handicapped	Phoenix	(1) Cutaway With Lift	5310	48,600	5,400	54,000
2009	Chandler/Gilbert ARC	Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(1) Minivan No Lift	5310	22,500	2,500	25,000
2009	Chandler/Gilbert ARC	Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(1) Minivan No Ramp	5310	22,500	2,500	25,000
2009	City of Avondale	Avondale	(1) Cutaway With Lift	5310	48,600	5,400	54,000
2009	Foothills Community Foundation Foothills Caring Corp.	Carefree, Cave Creek, North Phoenix	(1) Maxi van with Lift Van	5310	44,550	4,950	49,500
2009	Hacienda Healthcare Inc.	Region-wide	(1) Cutaway	5310	48,600	5,400	54,000
2009	Horizon Human Services	Phoenix, Tempe	(1) Maxi van with Lift Van	5310	44,550	4,950	49,500
2009	PPEP/Encompass Inc.	Avondale, Goodyear, Tolleson, Litchfield Park, Phoenix, Glendale	(1) Cutaway With Lift	5310	48,600	5,400	54,000
2009	Scottsdale Training and Rehab (STARS)	Scottsdale, Northeast Valley	(1) Maxivan No Lift	5310	20,250	3,250	23,500
2009	Terros, Inc.	Region-wide	(1) Mobility Management position	5310	135,000	15,000	150,000
2009	The Centers for Habilitation	Region-wide	(1) Minivan No Ramp	5310	22,500	2,500	25,000
2009	Triple R Behavioral Health	Region-wide	(1) Maxivan No Lift	5310	21,150	2,350	23,500
2009	Triple R Behavioral Health	Region-wide	(1) Minivan No Ramp	5310	22,500	2,500	25,000
2009	United Cerebral Palsy	North Central Phoenix, Paradise Valley, Glendale, Peoria	(1) Cutaway With Lift	5310	48,600	5,400	54,000
2009	United Cerebral Palsy	North Central Phoenix, Paradise Valley, Glendale, Peoria	(1) Cutaway With Lift	5310	48,600	5,400	54,000
2009	Valley of the Sun Schools	Avondale, Goodyear, Litchfield Park, Glendale, Phoenix, Tolleson,	(1) Minivan with ramp	5310	34,020	3,780	37,800
	TOTAL				**681,120**	**76,680**	**757,800**

Maricopa Association of Governments

Human Services Coordination Transportation Plan – FY 2014 Plan Update

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