

January 19, 2012

TO: Members of the MAG Human Services Coordinating Committee (HSCC)

FROM: Councilmember Michael Nowakowski, City of Phoenix, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Meeting - 10:00 a.m.  
Wednesday, January 25, 2012  
MAG Office, Suite 200 - Chaparral Room  
302 North 1<sup>st</sup> Avenue, Phoenix

The next HSCC meeting will be held at the MAG offices at the time and place noted above. Members of HSCC may attend either in person, by video conference or by telephone conference call. Supporting information is enclosed for your review.

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

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

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

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

If you have any questions, please call the MAG office.

c: MAG Human Services Technical Committee

**MAG HUMAN SERVICES COORDINATING COMMITTEE  
TENTATIVE AGENDA  
January 25, 2011**

**COMMITTEE ACTION REQUESTED**

1. Call to Order

2. Call to the Audience

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

3. Approval of October 26, 2011 Meeting Minutes

4. Social Services Block Grant (SSBG) Allocation Recommendations

The SSBG allocation recommendations developed by the MAG Human Services Technical Committee will be presented. The allocations were developed on the basis of the target group fact sheets, the service ranking exercise results, and the funding formula. The MAG Human Services Technical Committee met on January 12, 2012. The Committee recommended approval of the draft allocations developed using only the Committee member rankings. HSCC may make changes and/or take action on the proposed allocation recommendations. Please refer to the related materials provided with the agenda.

5. MAG FY 2013 Human Services Coordination Transportation (HSCT) Plan Update

DeDe Gaisthea, MAG, will offer an update of the Human Services Coordination Transportation

2. Information.

3. Approve the HSCC meeting minutes of October 26, 2011.

4. Recommend the draft Social Services Block Grant allocation recommendations for approval.

5. Recommend approval of the MAG FY 2013 Human Services Coordination Transportation Plan Update.

Plan. MAG has developed plans to coordinate human services transportation in response to federal legislation since 2007. The plan contains an inventory of services, an analysis of the gaps, and prioritized strategies to meet human services transportation needs through coordination. The FY 2013 Plan Update will be presented for action.

6. Committee Outcome Measurement Chart

The Committee will review the FY 2013 draft outcome measures for the MAG Unified Planning Work Program. Please refer to the outcome measure chart posted with the meeting materials. The MAG Human Services Technical Committee met on January 12, 2012. The Committee recommended approval of the FY2013 Outcome Measures to be included in the MAG Unified Planning Work Program.

6. Recommend approval of the FY 2013 outcomes measures to be included in the MAG Unified Planning Work Program.

7. CY 2012 Committee Meeting Calendar

A draft Committee meeting date calendar will be presented for the Committee's review and approval. Please refer to the calendar posted with the meeting materials.

7. Approve the CY 2012 MAG Human Services Coordinating Committee meeting calendar.

8. MAG Municipal Aging Services Model Project Update

The MAG Municipal Aging Services Project is developing an aging services model to be used by local governments. An update will be offered on the regional forum scheduled for February 15, 2012. The forum concludes the community engagement phase of the project. Next steps for the third phase and development of the model will be discussed.

8. Approve next steps for the MAG Municipal Aging Services Project.

9. Committee Updates

*MAG Regional Domestic Violence Council:* Renae Tenney, MAG, will offer an update on the new STOP Grant funding award and plans to continue the work of the MAG Protocol Evaluation Project.

9. Information and discussion.

*MAG Continuum of Care Regional Committee on Homelessness:* Brande Mead, MAG, will update the Committee on the plans for the 2012 Homeless Shelter Count and report on the work of the Homeless Street Count Working Group.

*MAG Elderly and Individuals with Disabilities Transportation Program Ad Hoc Committee:* DeDe Gaisthea, MAG, will offer an update on the FY 2012 Section 5310 Elderly Individuals and Individuals with Disabilities Transportation Program, Section 5316 Job Access Reverse Commute, and Section 5317 New Freedom funding application status.

10. Committee Member Human Services Updates

Committee members will be invited to share brief updates about human services-related items from their municipalities or agencies for information and discussion. Any proposed action will be requested as an item for a future meeting agenda.

10. Information and discussion.

11. Request for Future Agenda Items

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

11. Information.

MARICOPA ASSOCIATION OF GOVERNMENTS  
HUMAN SERVICES COORDINATING COMMITTEE  
MEETING MINUTES  
OCTOBER 26, 2011

<p style="text-align: center;"><u>MEMBERS ATTENDING</u></p> <p>Barbara Lloyd for Arleen Chin, Tempe  Community Council  Vice Mayor Trinity Donovan, Chandler,  Chair  *Councilmember Alex Finter, City of Mesa  *Mayor Marie Lopez Rogers, City of  Avondale  +Councilmember Manuel Martinez, City of  Glendale  Councilmember Michael Nowakowski, City  of Phoenix, Chair  JoAnne Osborne, Vice Mayor, City of  Goodyear, Vice Chair  +Councilmember Jordan Ray for  Councilmember John Sentz, Town of  Gilbert</p>	<p>*Supervisor Mary Rose Wilcox, Maricopa  County  *Councilmember Mike Woodard, City of  Surprise</p> <p style="text-align: center;"><u>OTHERS PRESENT</u></p> <p>Carol Ketcherside, Valley Metro  Parrish Spisz, City of Goodyear</p> <p>Rachel Brito, MAG  Leila Gamiz, MAG  Amy St. Peter, MAG</p> <p>+Those members present by  audio/videoconferencing.  *Those members neither present nor  represented by proxy.</p>
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1. Call to Order

Chair Michael Nowakowski, City of Phoenix, called the meeting to order at 10:04 a.m. Introductions ensued.

2. Call to the Audience

An opportunity was provided for members of the public to address the Committee. No public comments were made.

3. Committee Member Human Services Updates

An opportunity was provided for the Committee to share updates from their respective cities. Vice Mayor Trinity Donovan, City of Chandler, advised the due date for human services applications has been moved from January to November. She noted nonprofits' concern over other funding applications also being due in January. Additionally, she noted new HOME funding priorities include housing reconstruction and tenant-based rental assistance.

Vice Mayor Osborne advised Highway 303 construction will soon begin in Goodyear. She noted the City also received funding for a planned Park and Ride. She announced the City of Goodyear received an Emmy Award for their "Leading Edge" video. The video was created by the Goodyear Economic Development Department to highlight the City of Goodyear.

4. Approval of the April 27, 2011 Meeting Minutes

Chair Nowakowski called for a motion to approve the April 27, 2011, meeting minutes. Councilman Manuel Martinez, City of Glendale, motioned to approve the minutes. Councilman Jordan Ray, Town of Gilbert, seconded the motion. The motion passed.

5. Regional Paratransit Study Report

Chair Nowakowski introduced Carol Ketcherside, Valley Metro, to report on the Regional Dial-a-Ride Study Implementation Update. Ms. Ketcherside advised the 18-month study was finalized in February 2008. She noted the federal Americans with Disability Act (ADA) requires public transportation to be accessible. The region is required to provide paratransit services as a complement to fixed routes services for people not physically able to ride the bus or light rail. Many communities voluntarily provided paratransit to other populations in the past, but have since reduced their services to only those protected by the ADA due to budget limitations.

The Regional Paratransit Study findings were completed in 2007. Ms. Ketcherside provided an overview noting that in FY 2006, Regional Paratransit programs included nine Dial-A-Ride services, Special Transportation Service (STS) County Service; and seven scheduling systems. Barriers identified include difficulty of transfers, limited or no public transportation; awareness of available programs, and the need for more mobility training.

The study recommendations include development of a central call center with three to five sub-regional service operations. Ms. Ketcherside noted each operating facility would operate its own fleet of vehicles; however all would remain under control of the central dispatcher. She provided an overview of additional recommendations including an in-person eligibility determination for ADA certification; uniform regional service standards and policies, and expanded travel training programs among other recommendations.

Ms. Ketcherside advised a Regional Paratransit Technical Advisory Committee was formed to address recommendations. To date, items completed include the in-person ADA paratransit eligibility determination process and the ADA Platinum Pass, a subsidized fixed route program for ADA eligible riders. An overview was offered about additional items near completion, as well as items in place and requiring on-going effort. Ms. Ketcherside provided a detailed overview of the services available at the Valley Metro Mobility Center and of the ADA Platinum Pass Program.

Ms. Ketcherside advised Total Transit is Valley Metro's current mobility services provider. She provided an overview of their operation including training requirements, on-site vehicle maintenance, and ADA compliance monitoring as well as services offered. Ms. Ketcherside discussed efficiencies achieved to date including Dial-A-Ride demand management's in-person ADA eligibility program, the ADA Platinum Pass and travel training. Additionally noted were four methods of cost effective service delivery.

- The East Valley Dial-a-Ride (EVDAR) brokerage program anticipated by FY2013.
- Valley Metro Mobility Services in Sun Cities, Youngtown, El Mirage, Peoria and unincorporated Maricopa County.
- East Valley RideChoice and other paratransit alternative mobility programs.

- Electronic fare payment to be implemented on East Valley RideChoice, and on the future EVDAR brokerage.

Ms. Ketcherside addressed the changing economic environment noting a good economy when the Regional Paratransit Study began in Fall 2006 vs. the recent economic downturn. Ms. Ketcherside noted the decrease in revenues and rising costs resulted in the Maricopa County Special Transportation Services and Sun City Area Transit Systems closing operations. Additionally, jurisdictions are reducing paratransit services that go beyond the requirement of the ADA law. Ms. Ketcherside said there is an emerging paradigm that includes focus on ADA trips with the highest level of resources for the most dependent passengers and a blend of alternative mobility options to provide service to the less dependent customers.

Future plans include an East Valley Dial-a-Ride brokerage service that will offer a mixture of service delivery options. Ms. Ketcherside advised contractor procurement is underway. Additional activities will include continued cooperation with MAG and humans services transportation providers' programs and continued use of New Freedom funded programs. Parrish Spisz, City of Goodyear, noted the West Valley Human Services Alliance as a resource in the west valley.

Vice Chair Osborne noted the West Valley and Sun Cities do not have many services in place. Ms. Ketcherside advised ADA service is required when and where fixed route service exists. The West Valley does not have the same level of fixed route service. She noted the City of Phoenix has a city sales tax and some cities raise their own funding to enhance transportation options. The West Valley communities opted to use their portion of the Proposition 400 funding for highway construction as opposed to transit.

Amy St. Peter, MAG, advised the MAG Northwest Rural Transit Study will commence by the end of the year in partnership with ADOT. She said MAG is currently conducting a similar study in the Southwest Valley. Ms. Ketcherside advised there is almost no requirement for ADA paratransit in the Sun Cities area due to limited fixed route bus services. As previously mentioned, communities can elect to reduce services to cover the minimum ADA requirements, thereby resulting in fewer available transportation options for individuals.

Committee members inquired about the timeline for distribution of the Platinum Pass. Ms. Ketcherside advised some cities have already begun to mail out passes. The program is flexible and some cities want to participate while others do not. Cities can join the program when they so choose. Vice Mayor Donovan requested updates as the Platinum Pass program is implemented with a comparison of the costs savings as compared to regular paratransit services. Chair Nowakowski thanked Ms. Ketcherside for the report.

#### 6. Goodyear Youth Commission Report

Chair Nowakowski invited Parrish Spisz, City of Goodyear, to report on the Goodyear Youth Commission. Mr. Spisz advised the Commission formed three years ago. Their goal is to develop youth who are interested in leadership and city government. The Commission's first

community service project focused on homelessness. This year, their focus was to create something that could be a legacy campaign. The Commission worked to develop a public service campaign aimed at motivating youth ages 12 to 17 to be good citizens. Project Five was officially launched in February 2011 and includes the following key elements: Speak up; Lend a Hand; Show Respect; Be Courteous; and Lead by Example. This structure is modeled on the Peer Solutions program.

The project was funded by financial assistance received from a family in Goodyear who owns a McDonalds franchise. The program reaches audiences through social media including Facebook, Twitter and YouTube. Youth Commission participants were divided into committees to address the project's areas of work. Currently, the Commission is developing a pilot presentation to target junior high school students. They hope to have the pilot completed before Christmas.

Councilman Martinez, City of Glendale, offered to share information about Project Five with the liaison for the Mayor's Youth Advisory Commission. He commented the program sounds very good. He noted, at the suggestion of the Mayor's Youth Advisory Commission, the City of Glendale now has student representatives on the Parks and Recreation Committee. He said this has worked out quite well and the only requirement is that participants be in high school.

Vice Mayor Donovan asked if there are opportunities for Youth Commissions to interact with each other. Mr. Spisz advised the Arizona League of Cities has a one-day annual event however, timing of the event is challenging due to school being in session. Transportation also presents challenges as this year's event is scheduled to be held in Tucson. Mr. Spisz commented these types of programs often attract higher achieving students who are already involved with government activities. Their busy schedules also present challenges. The Committee viewed the Project Five video which is available at the following link: <http://www.youtube.com/myprojectfive>.

NOTE: The Committee lost quorum at 10:48 a.m. and according to MAG policy, the meeting ended.

**Recommended for Approval by MAG HSTC on January 12, 2012**

Committee Member Recommended Allocations

Service Rank	Service Title & Service Ranking Across Target Group	FY2012 Funding	\$ Amount of Change	FY2013 Funding	
A	AFC: Case Mgt: Homeless, Emergency Shltr	\$ 185,051.90	\$ 19,153.82	\$ 204,205.72	
	AFC: Case Mgt: Homeless, Transitional Housing	\$ 65,220.32	\$ 6,750.64	\$ 71,970.96	
	AFC: Shltr: Homeless Families and Individuals	\$ 88,473.30	\$ 9,157.44	\$ 97,630.74	
	ELD: Home Delivered Meals	\$ 425,498.06	\$ 44,041.23	\$ 469,539.29	
		<b>\$ 764,243.58</b>	<b>\$ 79,103.13</b>	<b>\$ 843,346.71</b>	
B	AFC: Case Mgt: Basic Needs	\$ 1,044,354.81	\$ 26,212.20	\$ 1,070,567.01	
	AFC: Crisis Shltr Svcs.: Children and Runaway Children	\$ 74,295.26	\$ 1,864.73	\$ 76,159.99	
	AFC: Crisis Shltr Svcs.: Domestic Violence	\$ 357,291.42	\$ 8,967.64	\$ 366,259.06	
	AFC: Shltr: Transitional housing for elderly homeless people who have disabilities	\$ 99,884.48	\$ 2,506.99	\$ 102,391.47	
		<b>\$ 1,575,825.97</b>	<b>\$ 39,551.56</b>	<b>\$ 1,615,377.53</b>	
C	AFC: Case Mgt: Pregnant/Parenting Youth	\$ 38,785.09		\$ 38,785.09	
	AFC: Transportation: Homeless/Unemployed	\$ -		\$ -	
	ELD: Adult Day Care/Adult Day Health Care: Homeless, Emergency Shltr	\$ 203,322.00		\$ 203,322.00	
	ELD: Home Care: HK/HM, Chore, Home Health Aid, Personal Care, Respite and Nursing Svcs.	\$ 354,510.22		\$ 354,510.22	
	ELD: Transportation	\$ -		\$ -	
	PwD: Home Delivered Meals	\$ 19,767.60		\$ 19,767.60	
		<b>\$ 616,384.91</b>		<b>\$ 616,384.91</b>	
D	AFC: Supportive Intervention/Guidance Counseling: High Risk Children	\$ 54,858.93	-5,485.89	\$ 49,373.04	
	AFC: Supportive Intervention/Guidance Counseling: Outpatient Domestic Violence Victims	\$ 40,332.00	-4,033.20	\$ 36,298.80	
	DD: Ext Supported Empl Svcs: Individuals with DD in need of work training opps.	\$ 329,405.18	-32,940.52	\$ 296,464.66	
	DD: Ext. Supported Empl. Svcs.: Individuals with DD who reside in the family home and are in need of work training \ opps.	\$ 64,402.85	-6,440.29	\$ 57,962.57	
	DD: Respite Service	\$ 34,237.09	-3,423.71	\$ 30,813.38	
	DD: Transportation Service	\$ -	0.00	\$ -	
	PwD: Adult Day Care/Adult Day Health Care	\$ 11,830.03	-1,183.00	\$ 10,647.03	
	PwD: Congregate Meals	\$ 12,849.96	-1,285.00	\$ 11,564.96	
	PwD: Home Care	\$ 33,785.25	-3,378.53	\$ 30,406.73	
			<b>\$ 581,701.29</b>		<b>\$ 523,531.16</b>
	E	DD: Attendant Care Svcs.	\$ 24,348.02	-4,869.60	\$ 19,478.42
		DD: Habilitation Svcs.	\$ 24,583.02	-4,916.60	\$ 19,666.42
ELD: Supportive Intervention/Guidance Counseling		\$ -	0.00	\$ -	
PwD: Adaptive Aids/Devices		\$ 12,339.54	-2,467.91	\$ 9,871.63	
PwD: Rehabilitation Instructional Svcs.		\$ 12,888.82	-2,577.76	\$ 10,311.06	
PwD: Supported Empl., Ext.		\$ 211,003.79	-42,200.76	\$ 168,803.03	
PwD: Supportive Intervention/Guidance Counseling		\$ 17,259.62	-3,451.92	\$ 13,807.70	
			<b>\$ 302,422.81</b>		<b>\$ 241,938.25</b>
			<b>\$ 3,840,578.56</b>	<b>\$ 118,654.69</b>	<b>\$ 3,840,578.56</b>

Community Partner Recommended Allocations

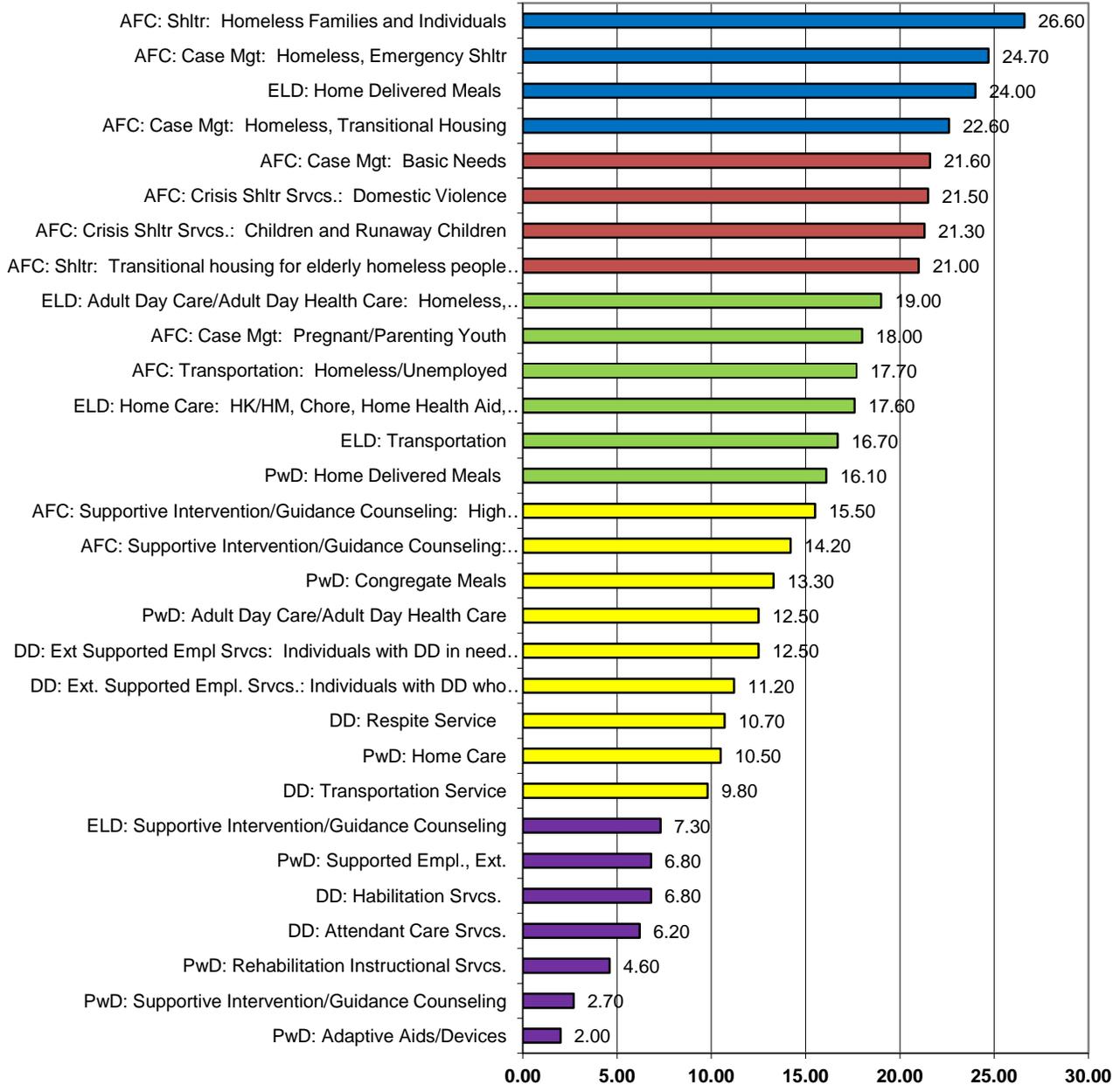
Service Rank	Service Title & Service Ranking Across Target Group	FY2012 Funding	\$ Amount of Change	FY2013 Funding	
A	AFC: Crisis Shltr Svcs.: Domestic Violence	\$ 357,291.42	\$ 12,000.34	\$ 369,291.76	
	ELD: Adult Day Care/Adult Day Health Care: Homeless, Emergency Shltr	\$ 203,322.00	\$ 6,828.97	\$ 210,150.97	
	ELD: Home Care: HK/HM, Chore, Home Health Aid, Personal Care, Respite and Nursing Svcs.	\$ 354,510.22	\$ 11,906.92	\$ 366,417.14	
	ELD: Home Delivered Meals	\$ 425,498.06	\$ 14,291.19	\$ 439,789.25	
		\$ -	\$ -	\$ -	
		<b>\$ 1,340,621.70</b>		<b>\$ 1,385,649.12</b>	
B	AFC: Case Mgt: Basic Needs	\$ 1,044,354.81	\$ 15,431.49	\$ 1,059,786.30	
	AFC: Case Mgt: Homeless, Emergency Shltr	\$ 185,051.90	\$ 2,734.34	\$ 187,786.24	
	AFC: Crisis Shltr Svcs.: Children and Runaway Children	\$ 74,295.26	\$ 1,097.79	\$ 75,393.05	
	AFC: Shltr: Homeless Families and Individuals	\$ 88,473.30	\$ 1,307.29	\$ 89,780.59	
	AFC: Shltr: Transitional housing for elderly homeless people who have disabilities	\$ 99,884.48	\$ 1,475.90	\$ 101,360.38	
	PwD: Adult Day Care/Adult Day Health Care	\$ 11,830.03	\$ 174.80	\$ 12,004.83	
	PwD: Home Delivered Meals	\$ 19,767.60	\$ 292.09	\$ 20,059.69	
			<b>\$ 1,523,657.38</b>		<b>\$ 1,546,171.09</b>
	C	AFC: Case Mgt: Homeless, Transitional Housing	\$ 65,220.32		\$ 65,220.32
		AFC: Case Mgt: Pregnant/Parenting Youth	\$ 38,785.09		\$ 38,785.09
AFC: Supportive Intervention/Guidance Counseling: Outpatient Domestic Violence Victims		\$ 40,332.00		\$ 40,332.00	
DD: Attendant Care Svcs.		\$ 24,348.02		\$ 24,348.02	
DD: Ext Supported Empl Svcs: Individuals with DD in need of work training opps.		\$ 329,405.18		\$ 329,405.18	
DD: Respite Service		\$ 34,237.09		\$ 34,237.09	
DD: Transportation Service		\$ -		\$ -	
ELD: Supportive Intervention/Guidance Counseling		\$ -		\$ -	
PwD: Congregate Meals		\$ 12,849.96		\$ 12,849.96	
PwD: Home Care		\$ 33,785.25		\$ 33,785.25	
			<b>\$ 578,962.91</b>		<b>\$ 578,962.91</b>
D		AFC: Supportive Intervention/Guidance Counseling: High Risk Children	\$ 54,858.93	-5485.89	\$ 49,373.04
	AFC: Transportation: Homeless/Unemployed	\$ -	0.00	\$ -	
	DD: Ext. Supported Empl. Svcs.: Individuals with DD who reside in the family home and are in need of work training \ opps.	\$ 64,402.85	-6440.29	\$ 57,962.57	
			<b>\$ 119,261.78</b>		<b>\$ 107,335.60</b>
E	DD: Habilitation Svcs.	\$ 24,583.02	-4916.60	\$ 19,666.42	
	PwD: Adaptive Aids/Devices	\$ 12,339.54	-2467.91	\$ 9,871.63	
	PwD: Rehabilitation Instructional Svcs.	\$ 12,888.82	-2577.76	\$ 10,311.06	
	PwD: Supported Empl., Ext.	\$ 211,003.79	-42200.76	\$ 168,803.03	
	PwD: Supportive Intervention/Guidance Counseling	\$ 17,259.62	-3451.92	\$ 13,807.70	
			<b>\$ 278,074.79</b>		<b>\$ 222,459.83</b>
		<b>\$ 3,840,578.56</b>	<b>\$ 67,541.13</b>	<b>\$ 3,840,578.56</b>	

Combined Committee and Community Partner Recommended Allocations

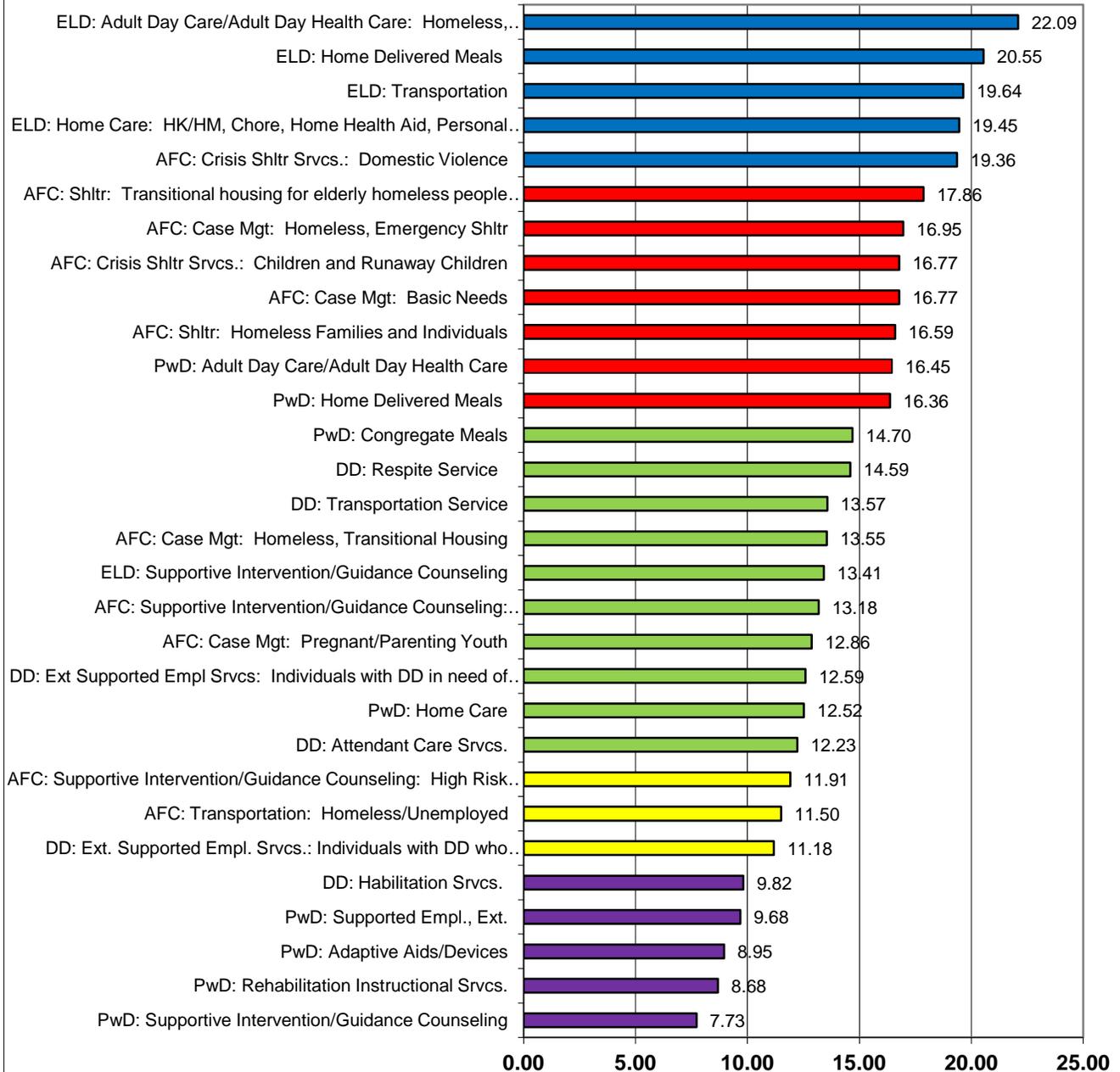
Service Rank	Service Title & Service Ranking Across Target Group	FY2012 Funding	\$ Amount of Change	FY2013 Funding
A	AFC: Case Mgt: Homeless, Emergency Shltr	\$185,051.90	\$11,140.78	\$196,192.68
A	AFC: Crisis Shltr Svcs.: Domestic Violence	\$357,291.42	\$21,510.21	\$378,801.63
A	AFC: Shltr: Homeless Families and Individuals	\$88,473.30	\$5,326.41	\$93,799.71
A	Homeless, Emergency Shltr	\$203,322.00	\$12,240.71	\$215,562.71
A	<b>ELD: Home Delivered Meals</b>	<b>\$425,498.06</b>	<b>\$25,616.49</b>	<b>\$451,114.55</b>
		<b>\$1,259,636.68</b>		<b>\$1,335,471.27</b>
B	AFC: Case Mgt: Basic Needs	\$1,044,354.81	\$25,173.54	\$1,069,528.35
B	Runaway Children	\$74,295.26	\$1,790.84	\$76,086.10
B	AFC: Shltr: Transitional housing for elderly homeless people who have disabilities	\$99,884.48	\$2,407.66	\$102,292.14
B	<b>Health Aid, Personal Care, Respite and</b>	<b>\$354,510.22</b>	<b>\$8,545.26</b>	<b>\$363,055.48</b>
B	ELD: Transportation	\$-	\$0.00	\$0.00
		<b>\$1,573,044.77</b>		<b>\$1,610,962.07</b>
C	AFC: Case Mgt: Homeless, Transitional Housing	\$65,220.32		\$65,220.32
C	AFC: Case Mgt: Pregnant/Parenting Youth	\$38,785.09		\$38,785.09
C	PwD: Adult Day Care/Adult Day Health Care	\$11,830.03		\$11,830.03
C	PwD: Congregate Meals	\$12,849.96		\$12,849.96
C	<b>PwD: Home Delivered Meals</b>	<b>\$19,767.60</b>		<b>\$19,767.60</b>
		<b>\$148,453.00</b>		<b>\$148,453.00</b>
D	AFC: Supportive Intervention/Guidance Counseling: High Risk Children	\$54,858.93	(\$5,485.89)	\$49,373.04
D	Counseling: Outpatient Domestic Violence Victims	\$40,332.00	(\$4,033.20)	\$36,298.80
D	AFC: Transportation: Homeless/Unemployed	\$-	\$0.00	\$0.00
D	DD: Attendant Care Svcs.	\$24,348.02	(\$2,434.80)	\$21,913.22
D	with DD in need of work training opps.	\$329,405.18	(\$32,940.52)	\$296,464.66
D	with DD who reside in the family home and are	\$64,402.85	(\$6,440.29)	\$57,962.57
D	DD: Respite Service	\$34,237.09	(\$3,423.71)	\$30,813.38
D	DD: Transportation Service	\$-	\$0.00	\$0.00
D	<b>Counseling</b>	<b>\$-</b>	<b>\$0.00</b>	<b>\$0.00</b>
D	PwD: Home Care	\$33,785.25	(\$3,378.53)	\$30,406.73
		<b>\$581,369.32</b>		<b>\$523,232.39</b>
E	DD: Habilitation Svcs.	\$24,583.02	(\$4,916.60)	\$19,666.42
E	PwD: Adaptive Aids/Devices	\$12,339.54	(\$2,467.91)	\$9,871.63
E	PwD: Rehabilitation Instructional Svcs.	\$12,888.82	(\$2,577.76)	\$10,311.06
E	PwD: Supported Empl., Ext.	\$211,003.79	(\$42,200.76)	\$168,803.03
E	PwD: Supportive Intervention/Guidance Counseling	\$17,259.62	(\$3,451.92)	\$13,807.70
		<b>\$278,074.79</b>		<b>\$222,459.83</b>
		<b>\$3,840,578.56</b>	<b>\$113,751.89</b>	<b>\$3,840,578.56</b>

**Recommended for Approval by MAG HSTC on January 12, 2012**

**Social Services Block Group  
Ranking by Committee Members  
(1= least important)**

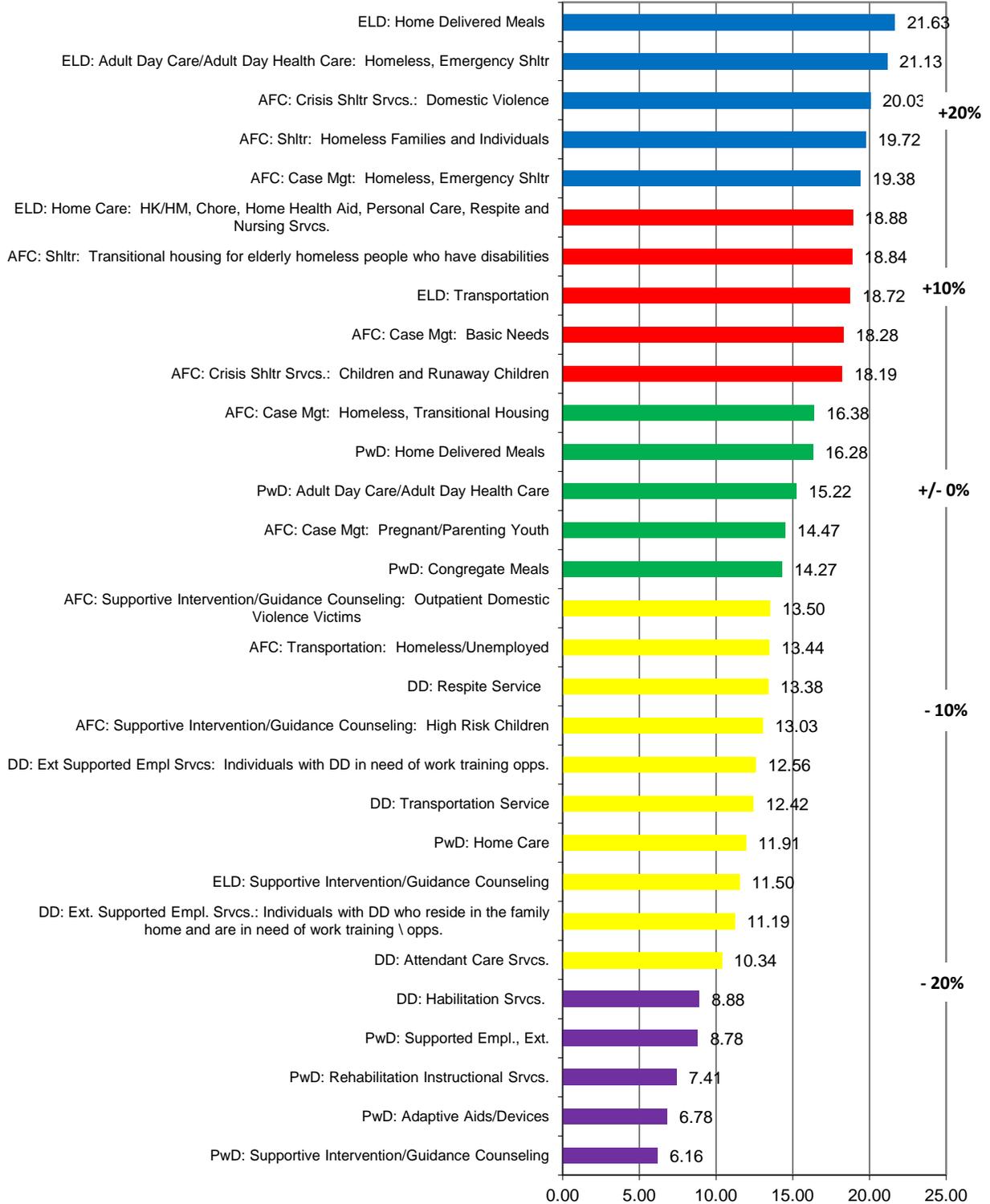


## Social Service Block Group Rankings by Community Partners (1= least important)



# SSBG Ranking: Committee Members and Community Partners January 2012

(1= least important)



**SSBG Ranking Exercise**  
***Forms Submitted***

HSTC Committee	9
Child Services	1
Citizen	3
Disability	1
Municipality	3
Older adults	11
Social Services	4
<b>Completed</b>	<b>32</b>

***Participating Agencies***

ADHS  
Area Agency on Aging  
Attentive Home Health  
Catholic Charities  
Chicanos Por la Causa - Casa de Primavera Senior Center  
Citizen  
City of Avondale  
City of Chandler  
City of Phoenix  
City of Tempe  
Community Services of Arizona, Inc.  
Department of Economic Security  
East Valley Adult Resources (EVAR)  
Foundation for Senior Living  
Home Instead Senior Care  
Jewish Family & Children Services  
John C. Lincoln Adult Day Health Center  
Lutheran Social Services of the Southwest  
Mesa Active Adult Center, EVAR  
STARS  
Tempe Community Council  
Town of Gilbert

**DRAFT**

FY 2013 Maricopa Association of Governments  
Human Services Coordination Transportation Plan  
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**Executive Summary**

Since 2007, the Maricopa Association of Governments (MAG) Human Services Coordination Transportation plans have been developed in response to the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) federal legislation. The legislation requires applicants who receive federal funding to comply with a locally derived plan. The region’s plans are an invaluable resource for regional human services transportation coordination efforts. Each plan is federally required to include the following:

- An inventory of services,
- Gaps analysis and,
- Prioritized strategies to meet the needs of the region.

As the nation and state strives toward recovery from the economic downturn, many municipalities and nonprofits are still facing funding reductions to their transportation programs. Strategies in the FY 2012 Plan focused on enhancing regional collaborative efforts and strengthening coordination efforts already in place. The FY 2013 strategies will continue to 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 combined efforts of regional stakeholders will ensure this region can provide human services transportation assistance to older adults, individuals with disabilities, and individuals with low-incomes.

As federally required, a prioritized list of strategies is developed to improve efficiencies in service delivery. It is the goal of every plan to coordinate and collaborate on resources to help the most vulnerable in our region move throughout the community. This goal will be achieved through the following strategies:

<b>Priority</b>	<b>Description of Short-Term Strategies for FY 2013</b>	<b>Lead</b>
1.	Design a web page to accommodate the MAG Human Services Provider Inventory with searching capabilities. MAG, ADOT, and RPTA will collaborate on elements necessary for an interactive inventory. Progress will be reported at TAP meetings.	MAG, ADOT, RPTA
2.	Continue to address the issue of insurance as a barrier by coordinating unused vehicles. Research policies involving using drivers from other agencies to transport consumers with varying abilities. In collaboration with ADOT, insurance companies, and behavioral health stakeholders, identify solutions. Progress made will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders.	MAG, ADOT
3.	Engage at least 10 new stakeholders in small and outlying communities to participate in TAP meetings. Attend five human services community meetings and	MAG

	develop a TAP flyer dispersing information at community events. This will increase the numbers of agencies that provide additional resources for human services transportation.	
4.	Increase communication with and utilization of mobility managers in the region. This will be measured by each of the three agencies adding at least one partner throughout FY 2012. The impact will provide an opportunity for more nonprofit agencies to participate in collaborative efforts.	MAG
<b>Priority</b>	<b>Long-Term Strategies</b>	<b>Lead</b>
1.	Continue to facilitate regional dialogue about the feasibility of establishing a one-call center that would coordinate the scheduling and dispatch of paratransit services for older adults and people with disabilities. This will include hosting at least two presentations by best practices at local events.	MAG, ADOT

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

## **Introduction**

Transportation is vital to get people to the places they need to go such as employment, medical appointments and to the grocery store. Accessing reliable transportation can be difficult if a person has mobility restrictions and/or budget constraints. In recent years the region has faced deep funding reductions for transportation resulting in municipalities cutting back on services or eliminating public transportation routes. Nonprofit agencies have also had to make difficult decisions to reduce services. Those affected by limited transportation options are those vulnerable members of the population such as older adults, persons with disabilities, and persons with low-income. 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 the ones who need it most our community. As the region continues to move forward toward economic recovery, it is essential that those who are most dependent on transportation are not left behind.

Since 2007, the Maricopa Association of Governments (MAG) has developed the Human Services Coordination Transportation Plans in response the national requirement set forth by the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users. This federal legislation requires applicants who receive federal funding to comply and coordinate with a locally derived human services transportation plan. The coordination plans identify strategies for addressing regional human services transportation issues. Each plan builds on previous plans. Partnerships with key stakeholders such as the Arizona Department of Transportation (ADOT), the City of Phoenix, and the Virginia G. Piper Charitable Trust have been crucial to support regional coordination efforts. Coordination efforts have also benefited from stakeholders throughout the region made up of nonprofit agencies, municipalities, Native Communities, senior communities and faith-based communities, and consumers who have offered feedback on the development of the plan and sustain the planning efforts.

As federally required, this plan is developed with the input of many voices such as public, private, nonprofit and community representatives. One effective resource in bringing stakeholders together in the region is the MAG Transportation Ambassador Program (TAP). TAP has brought together more than 360 community stakeholders with the goal of sharing resources, discussing human services transportation issues and finding solutions. More than 100 stakeholders attended the 2011 TAP regional meeting where keynote speaker Mary Leary, Ph.D., Senior Director Easter Seals Project ACTION, National Center on Senior Transportation, presented on national accessible transportation best practices. Dr. Leary later went on to testify before the Senate Subcommittee on Housing, Transportation and Community Development noting MAG TAP as a community best practice that could be replicated in other communities. While the region has made great strides in moving forward, stakeholders are continuing to explore opportunities for improving human services transportation for the disadvantaged population.

This plan will report on the progress made on the strategies from the FY 2012 plan, offer an assessment of gaps within the region, highlight the positive impact of coordination efforts in the community, and provide strategies to best meet needs of the target population. The strategies continue to focus on making the most of the available resources in the region.

### **Progress on the FY 2012 Plan**

Strategies in the FY 2012 Plan focused on the enhancing regional collaborative efforts and researching transportation resources to strengthen coordination efforts already in place. These focuses 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 2012 plan introduced 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**

#### ***Coordination with Title VI Stakeholders***

##### Outcome measure:

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.

##### Progress:

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 Federal Transit Administration (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 such as the Sun City Transportation Stakeholders Group. MAG 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***

##### Outcome measure:

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.

Progress:

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***

Outcome measure:

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.

Progress:

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 further discuss collaboration opportunities through the utilization of a vanpool program. Additional results of the shelter transportation survey are provided in the gaps analysis section.

## ***Insurance as a Barrier***

### Outcome measure:

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.

### Progress:

Feedback from nonprofit agencies and insurance companies indicated they have found ways to successfully 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 94 percent found the information informative and would share the information with their respective agencies/communities. This strategy was suggested for continuation.

## ***Agencies Vehicle Inventory***

### Outcome measure:

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.

### Progress:

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 two million dollars in total operating costs. Results of the agency vehicle inventory have been presented to human services transportation stakeholders. Further results of vehicle usage are provided in the gaps analysis section.

## **Long-Term Strategies**

### ***Volunteer Drivers program***

### Outcome measure:

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 driver 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.

Progress:

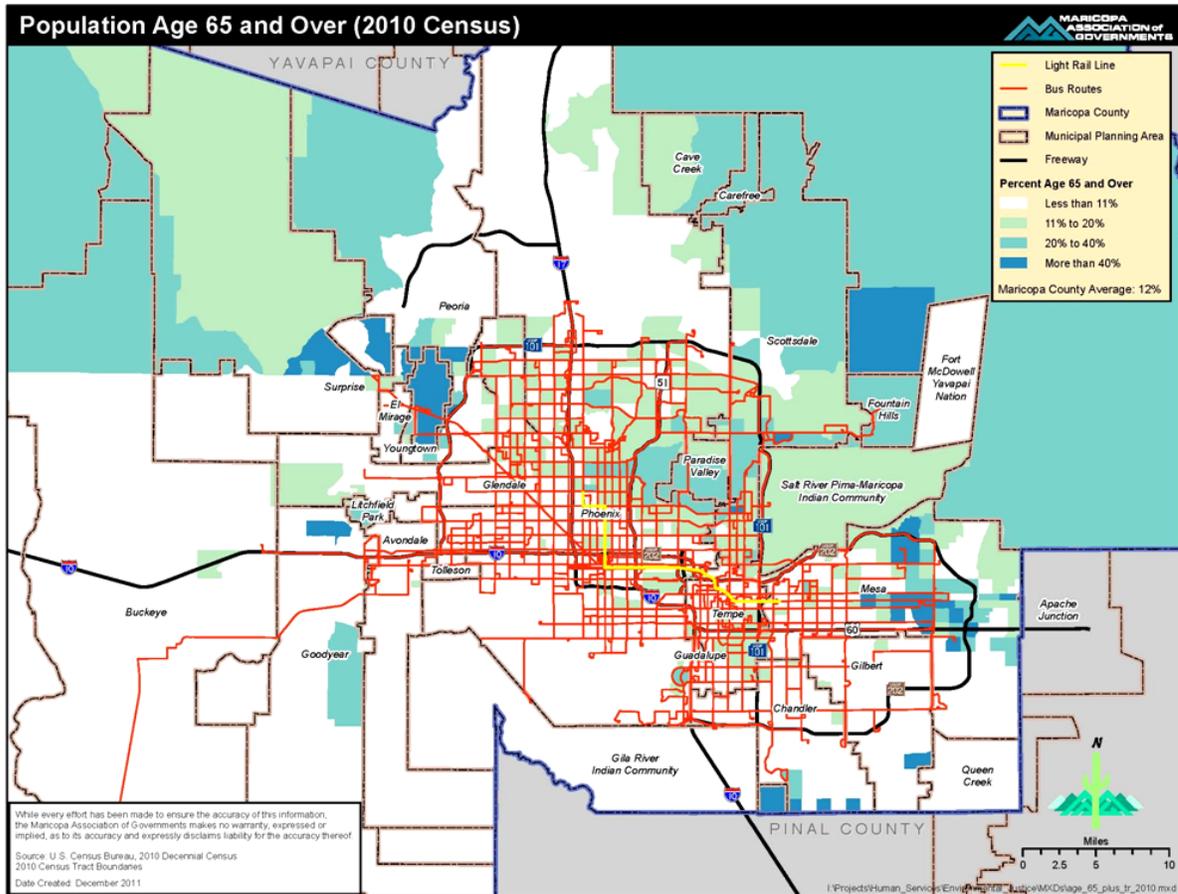
MAG and Valley Metro collaborated on an assessment of the volunteer drivers programs in the region. A matrix was developed that identified nine volunteer driver programs, program descriptions, area of service and contact information. Differences were identified between volunteer programs that recruit 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. MAG and Valley Metro will continue to coordinate with the Arizona Bridge to Independent Living on opportunities to collaborate on providing a host web site for the volunteer drivers' program inventory.

**Gaps Analysis**

To address the federal requirement for coordination plans, the following section provides an assessment of the transportation needs for the targeted population. Populations such as older adults, persons with disabilities, and persons with low-income may face additional challenges in securing transportation due to limited physical ability and personal budget constraints. Many use public transportation services, not as an alternative but as their only mode of transportation, to reach critical life-sustaining destinations such as employment and medical appointments. As a result of funding reductions to public transit, consumers are facing longer transit wait times, limited routes to outlying areas in the MAG region, and limited weekend services. Dial-A-Ride services, while available, also have limited coverage. While funding reductions continue, opportunities are being explored to offer solutions to provide transportation to the region's most vulnerable populations. The next section will provide an overview of population demographics, gaps in services and opportunities for possible collaborative efforts.

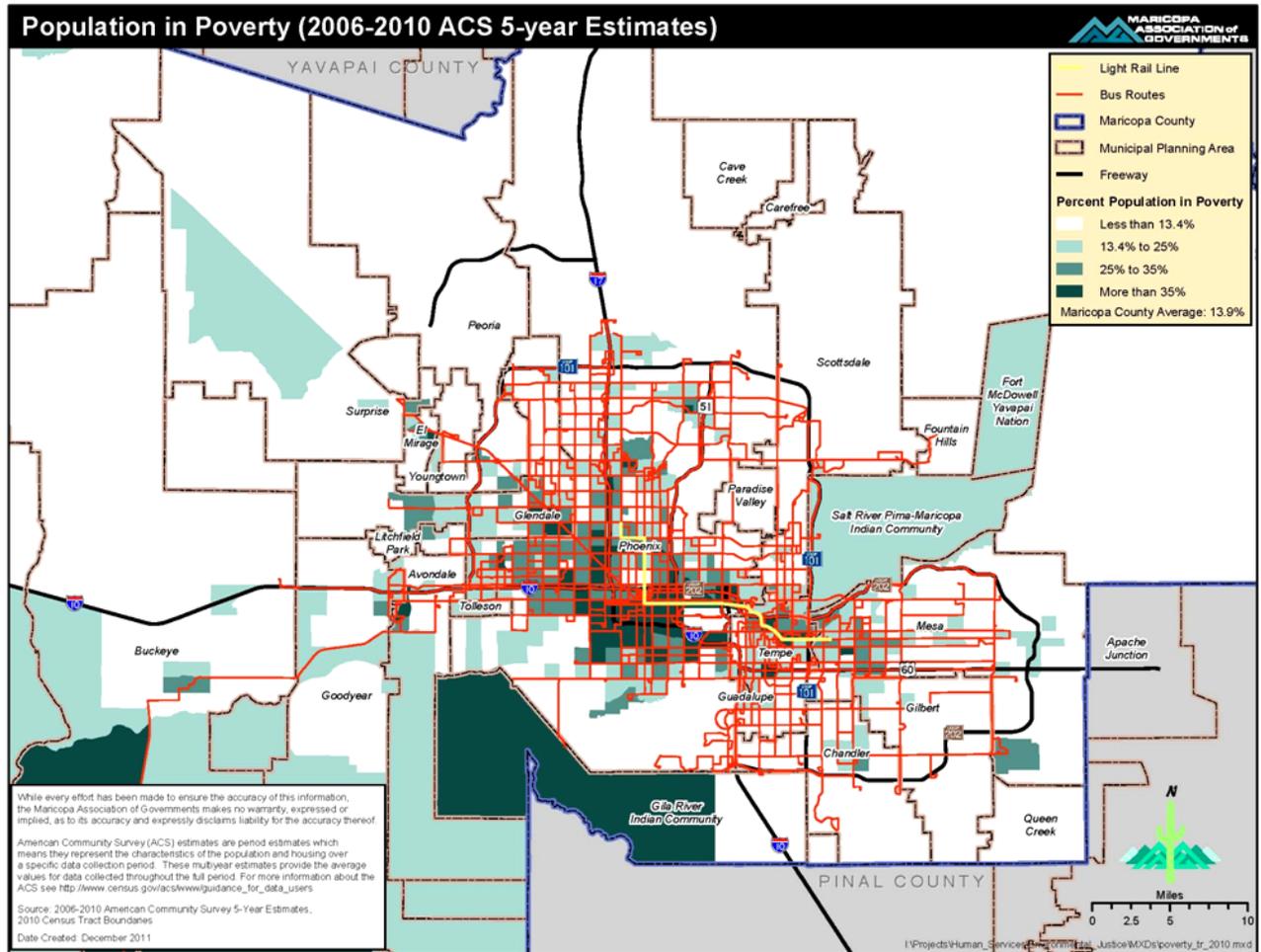
***Demographics***

According to the 2010 US Census Bureau, Maricopa County now has a population of more than 3.8 million people throughout the region. The population of persons aged 65 and over was reported at more than 460,000 people representing approximately 12 percent of the total population. The following map indicates 20 to 40 percent of the populations in the Northwest and Northeast region are individuals aged 65 and over with additional smaller pockets of this population in the East and West of the region. The map indicates the area of residents for people aged 65 years overlaid with public transit and light rail routes. The map also shows that transit services to the outlying areas are limited.



While the 2010 US Census survey did not include demographics for the disabled population, the 2010 American Community Survey indicated more than 370,000 people or approximately nine percent of the total population in Maricopa County reported having a disability. The percentage is expected to increase in the future because as people age, the probability for individuals to experience a disability becomes greater. The 2011 Annual Disability Statistics Compendium reported 27 percent of individuals over the age of 18 with a disability were more likely to live in poverty compared to 15 percent of individuals without a disability.

The following map illustrates the residents of people living below the poverty level. The map indicates more than 13 percent of the population in the Southwest region is living below the poverty level. Areas in West and South-central Phoenix show more than 25 percent of the population living below the poverty level. This information was overlaid with transit and light rail routes. Limited public transit services are available to those individuals living below the poverty level outside of the metropolitan area.



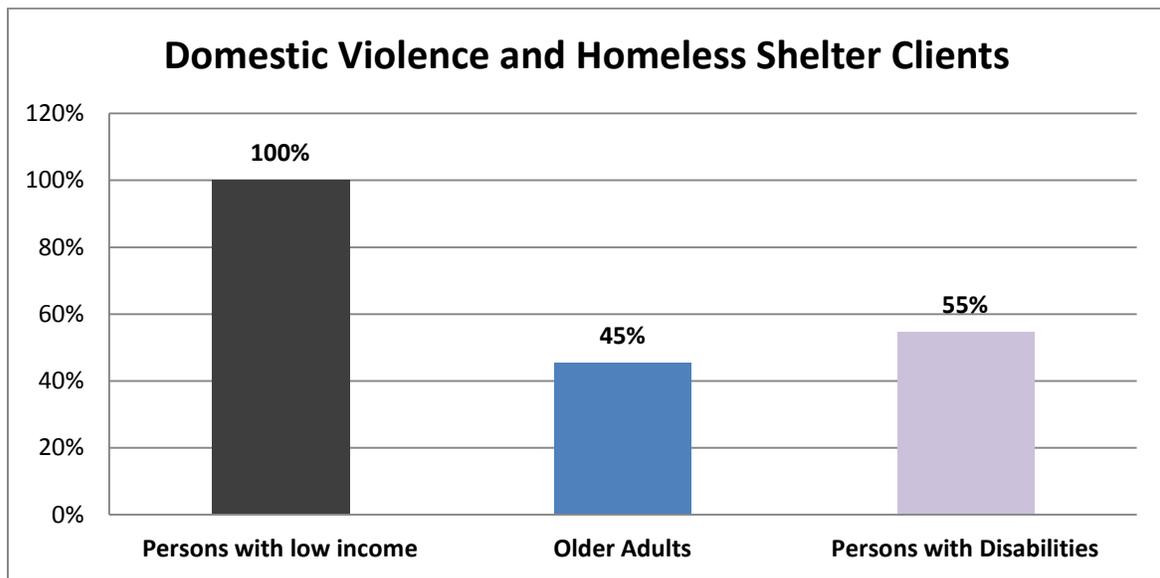
### *Domestic Violence and Homeless Clients*

In an effort to expand coordination efforts, a transportation coordination agency survey was conducted with homeless and domestic violence shelters. This survey followed up on an in-depth study conducted in 2010 in partnership with Arizona State University’s Community Action Research Experiences (CARE) Program. Results from the transportation needs study confirmed that a lack of transportation options is perceived as a barrier toward clients work in achieving self-sufficiency. This is true of clients seeking services at Community Action Programs (CAP) as well. It was discussed that there may be an opportunity to address transportation needs of clients of shelters and CAP’s through improved coordination.

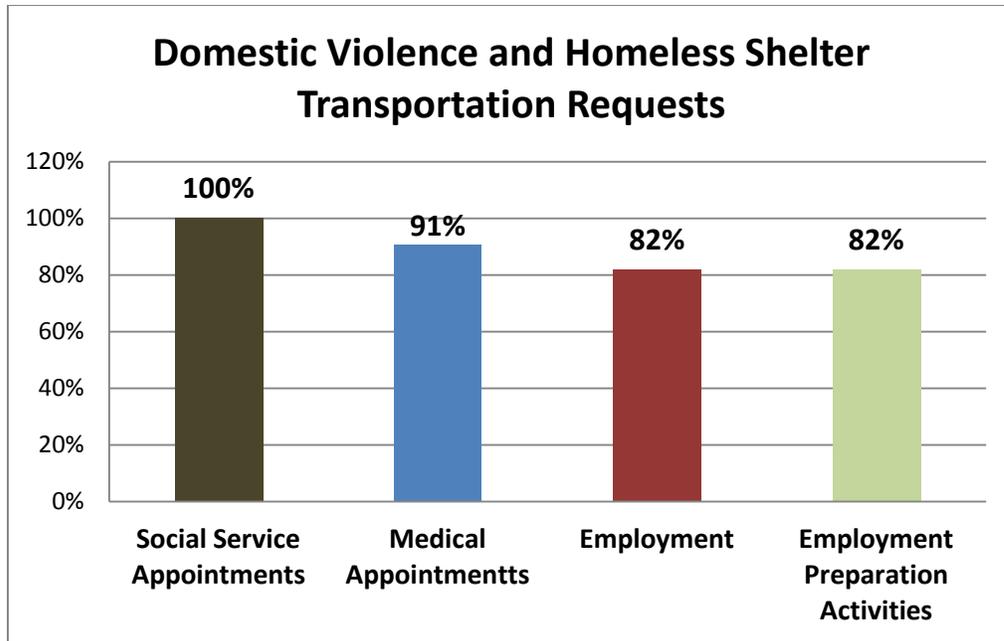
The transportation coordination agency survey, conducted in 2011, aimed to follow up on the work done in 2010 to gather more information and help in determining the level of agency interest in partnering on transportation coordination efforts. The survey included questions regarding the demographics and needs of agencies clients, designation points for transportation requests, and the cost agencies are spending on transportation services

for their clients. Presentations to the MAG Regional Continuum of Care Committee on Homelessness, the MAG Regional Domestic Violence Council and other related stakeholder groups provided information and encouraged participation in the survey.

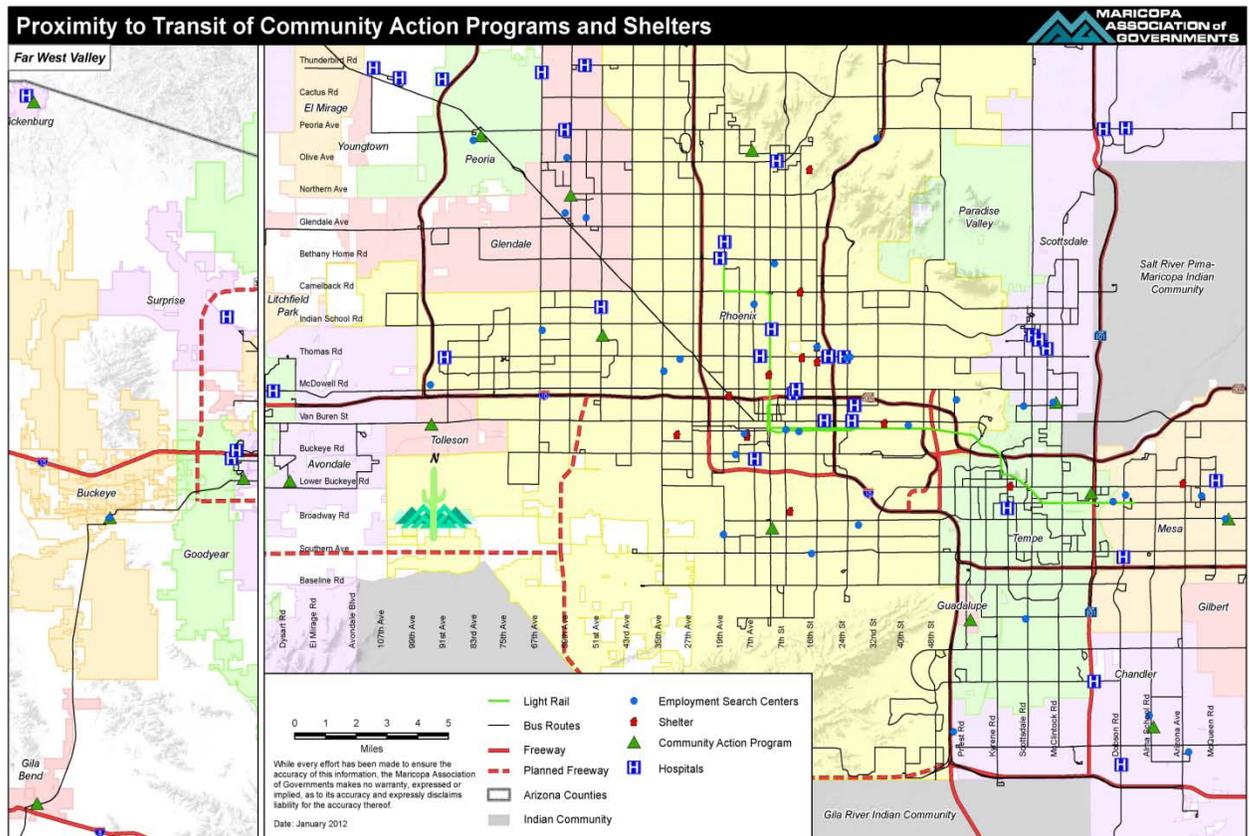
An analysis was completed of the responses to the transportation coordination agency survey. Of the 12 agencies that participated in the survey, results indicated 55 percent of the clients were persons with disabilities and 45 percent were older adults. It was noted that all clients were considered to have low incomes as demonstrated by their need to seek shelter.



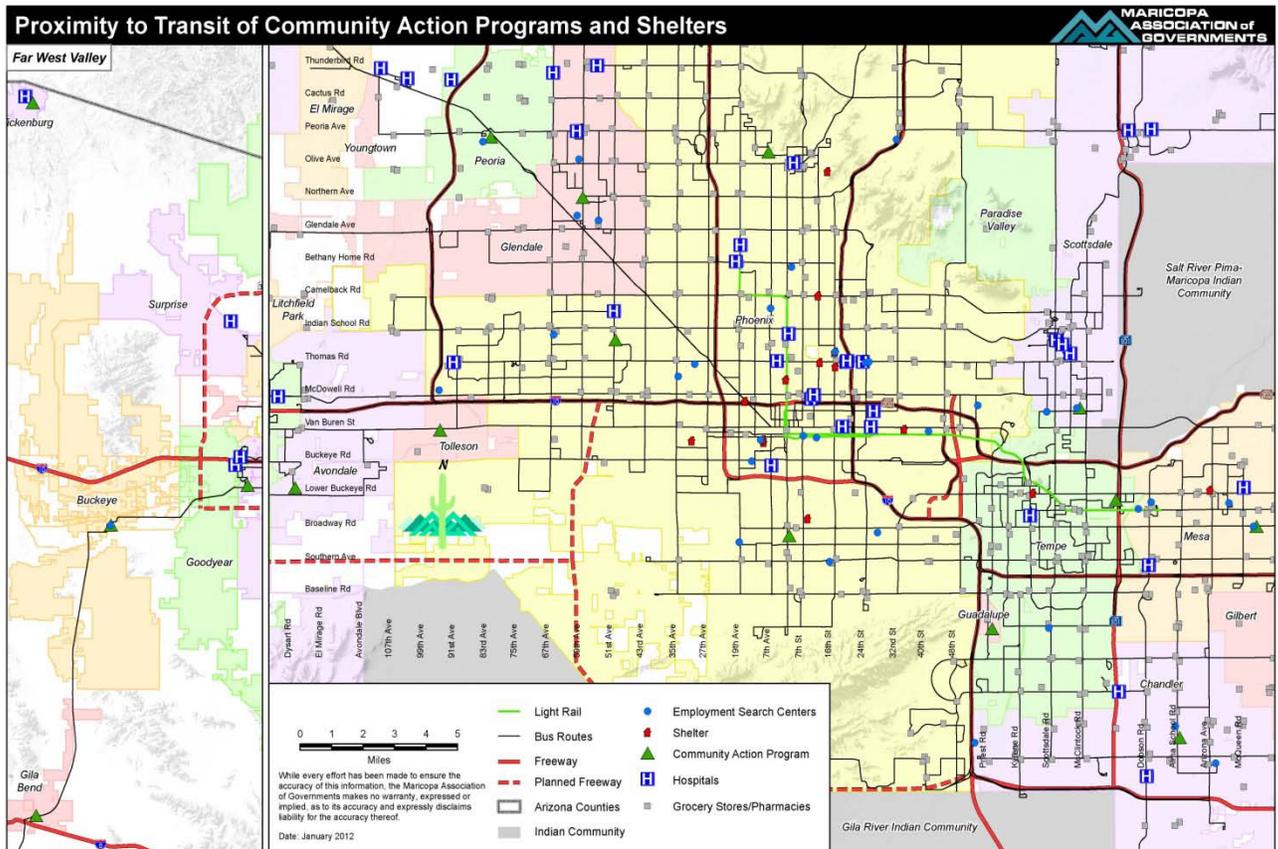
Agencies reported receiving 6,349 transportation requests from clients and spent more than \$600,000 annually in transportation costs. The most frequent transportation resources offered by shelters included reduced public transit vouchers. One agency provided transportation with a vehicle received through the Section 5310 program and another agency reported offering an affordable, reliable car ownership program for their clients. Survey results indicated transportation to social service and medical appointments as generating the most requests, along with employment and preparation for employment activities as indicated by the following chart.



Transportation requested designation points for clients in shelters were mapped. To ensure the confidentiality of the locations of the shelters, for mapping purposes, the locations of confidential domestic violence shelters were estimated by using the center point of the zip codes provided by each agency. Homeless shelters were mapped according to their actual address. The following map indicates the general location of the shelters surveyed along with the locations of CAP offices, employment search centers, and hospitals. The locations were overlaid with public transit and light rail routes.



Employment and employment activities were indicated as the third and fourth highest transportation requests by shelter clients. Employment opportunities at entry level positions provide opportunities for those in shelter to become self-sufficient. Study results indicate that clients at shelters often seek entry level positions with second and third shifts so that they are able to keep social services appointment during the day. While a number of entry level positions may be located on transit lines, many potential job opportunities in outlying areas are difficult to obtain if transportation to those areas are a barriers. Due to limited transit hours of operation, job opportunities for late evening and early morning shifts are limited to transit hours of operation. Identifying employment locations in relation to transit lines for shelter clients which includes people with low-income, persons with disabilities and older adults provides an opportunity to take an active role in maintaining and sustaining their quality of life. In addition to employment opportunities, the ability for clients to access grocery stores for day-to-day necessities and to fill needed prescriptions stood out in the findings. The following map illustrates the locations of shelters, employment centers, transit routes, and includes the location of grocery stores.



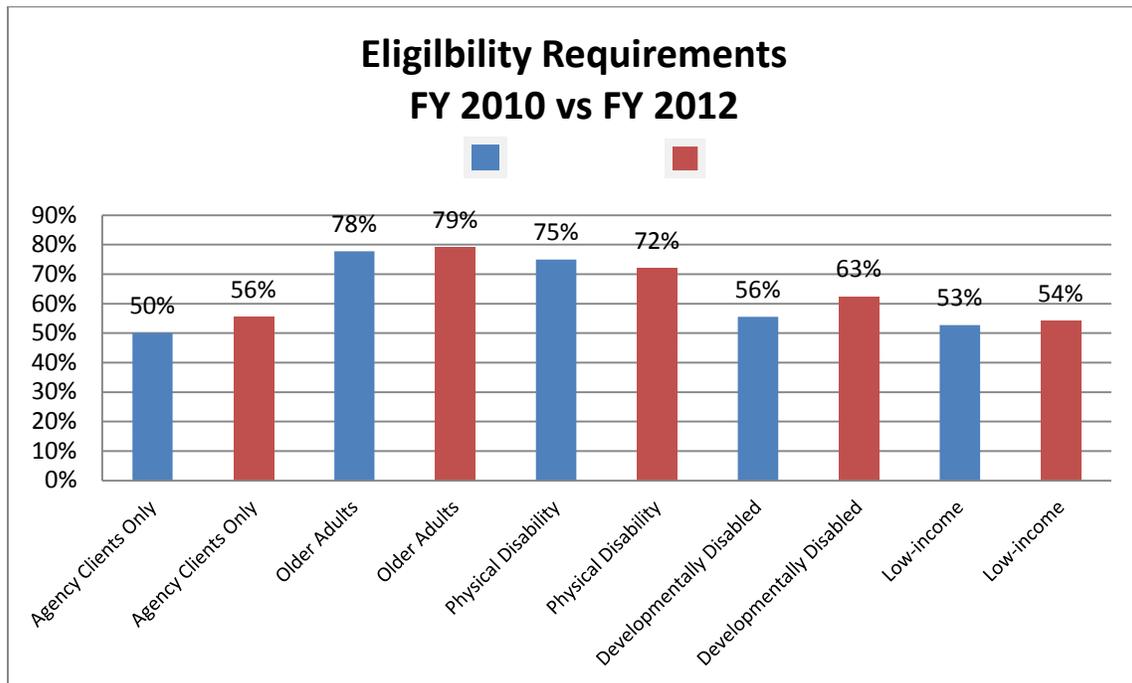
### ***MAG Human Service Transportation Provider Inventory***

The FY 2012 MAG Human Services Transportation Provider Inventory Survey received 72 responses from human services transportation providers that included nonprofits and for profit agencies, municipalities and community organizations. This is an increase of seven additional agencies from the previous year providing information on changes in the environment of human services transportation providers. The Provider Inventory Survey was first introduced in FY 2010 as a tool to track trends in gaps for services. The following chart compares FY 2010 and FY 2012 implementation strategies agencies would take to meet demand. While the “Other” category was indicated as the top response for FY 2010 and FY 2012, implementation strategies differ from each year. In FY 2010 the “Other” category included increasing service fees, eliminating services, and staff reductions. The FY 2012 “Other” category now include securing addition funding revenue, reducing staff salaries and referring clients to public transit options. Increasing volunteers was ranked the second highest response for both years.

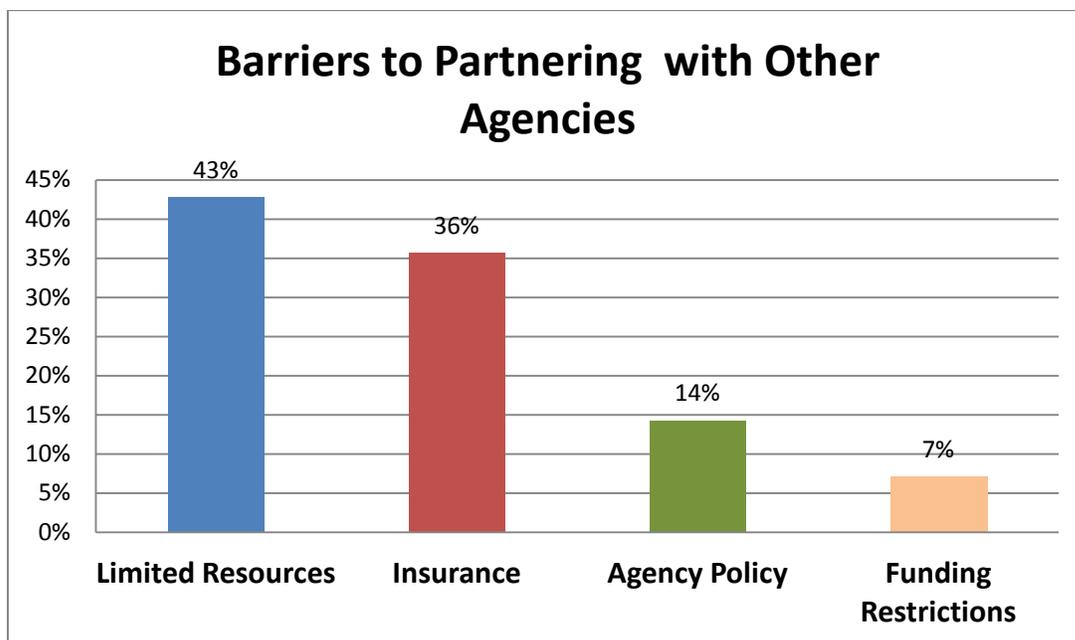
## Top Four Implemented Changes to Meet Demand FY 2010 vs. FY 2012

FY 2010		FY 2012	
1	Other; increase services fees, eliminate services and staff reductions	1	Other; secure additional funding, reduce staff salaries and refer to public transit
2	Increase volunteers	2	Increase volunteers
3	New fundraisers	3	Staff reduction
4	Reduce/eliminate service	4	New fundraisers

The following chart reflects changes in eligibility requirements for agencies providing human services transportation services. Comparison of the FY 2010 and FY 2012 eligibility requirements indicate a six percent increase in the number of agencies that provide transportation resources for their clients only. Older adults still received the most services with a one percent increase. Results also indicate increases for services in the categories for developmental disabilities with a six percent increase, and services for people with low-incomes with a one percent increase. FY 2010 and FY 2012 comparisons indicated services for persons with disabilities showed a decrease of agencies providing service by three percent.



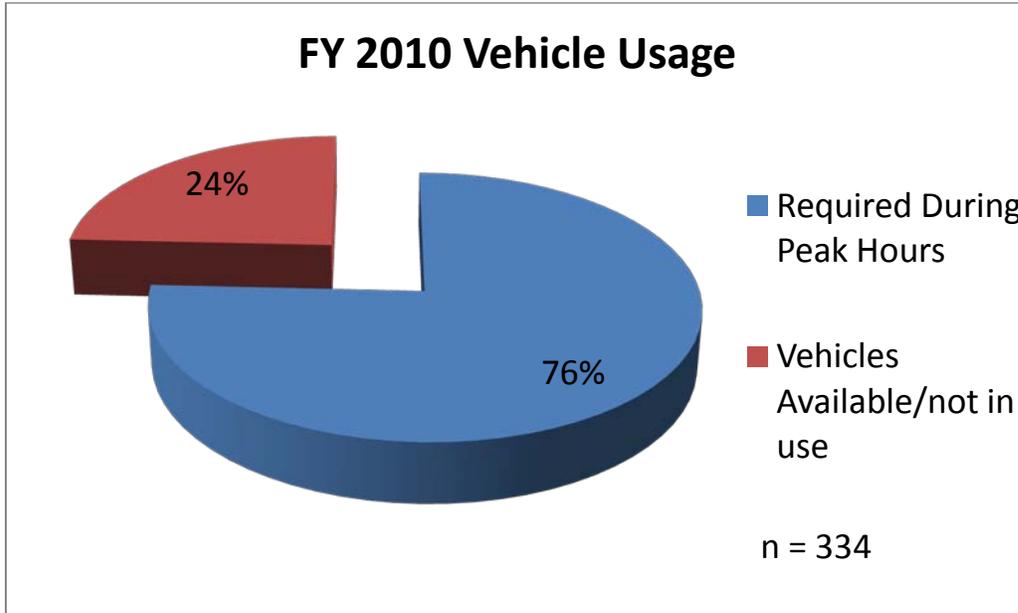
Results from the FY 2011 survey indicated zero agencies reported being unable to fulfill requests for transportation services. This could be a result of agencies implementing changes such as reducing/eliminating services, stricter eligibility requirements, and an increase of agencies offering services only to their clients. Survey response also indicated 41 percent of agencies would consider partnering with another agency to provide transportation services. Agencies were also questioned on what barriers, if any, would prevent them from partnering with another agency. The following chart shows agencies reported barriers to partnering. The top response shows limited resources such as funding and lack of drivers was the most reported barrier that would prevent agencies from partnering with another agency. The second most reported barrier to partnering was insurance policy followed by agency policy and funding restrictions.



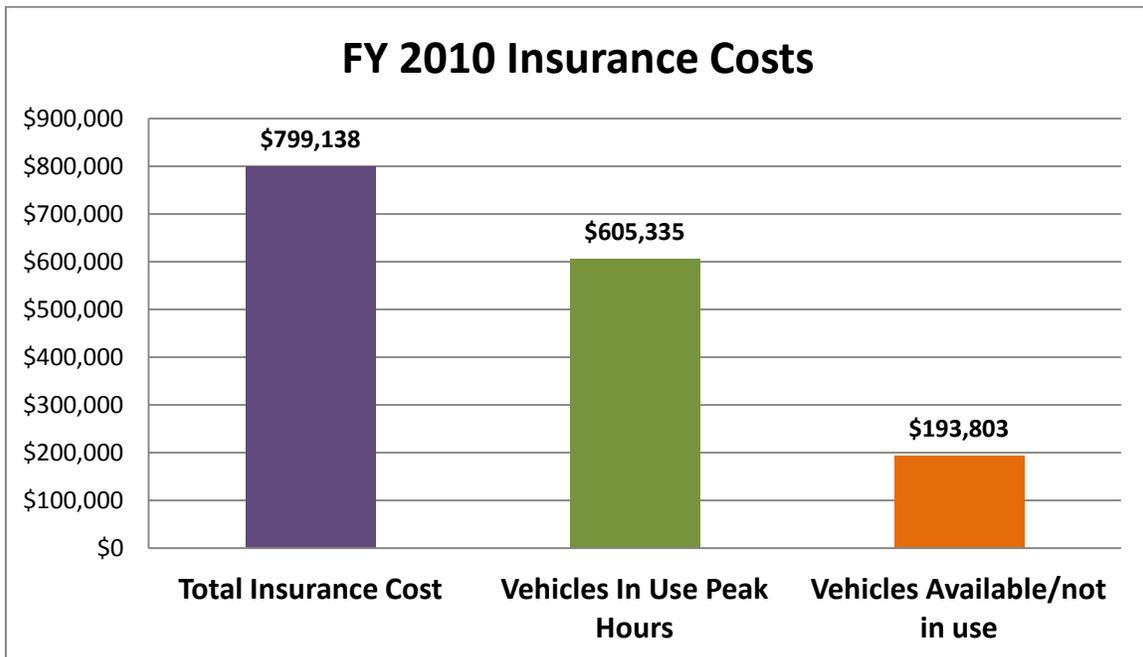
### ***Vehicle Inventory***

Agencies across the nation are looking for coordination opportunities to provide services to the most vulnerable in their community. An analysis of the 15 agencies that are recipients of federal funds awarded through the FY 2011 Section 5310 Elderly and Individuals with Disabilities Transportation Program was developed examining vehicle usage and cost. Data analysis indicated on average vehicles were in use six days a week primarily in the morning to pick up clients for service programs and late afternoons to return clients to their place of residents, designated as *peak hours*. On average, agencies vehicles covered 55 service miles per day. Results indicated 334 vehicles were available for service, 253 of the vehicles are required for peak hour service, leaving 81 vehicles available for passenger service. As the following chart indicates, 76 percent of agency

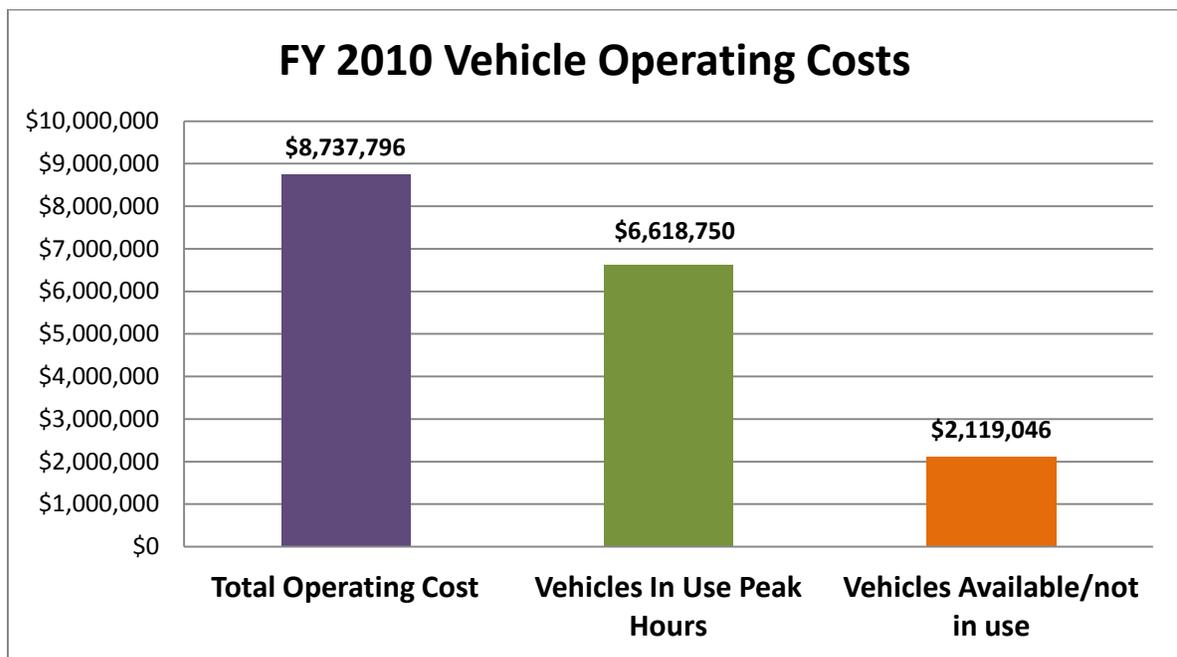
vehicles are in use during peak operating hours with 24 percent of agency vehicles available but in use during peak hours.



Analysis of operating costs for agencies is provided in two categories, insurance cost for agencies vehicles and overall operating cost of maintaining an agency's fleet. Results for insurance costs indicated agencies are spending over \$799,000 annually for all vehicles in their fleet, an average more than \$2,300 per vehicle. Further analysis indicate agencies are spending over \$193,000 annually on insurance for the 24 percent of vehicles that are in their fleet and not in use during peak service hours.



The next chart indicates the total operating cost for all agencies' vehicles including vehicles maintenance costs, driver salaries and other administrative costs. Results indicate more than eight million dollars was reported for total operating cost for all agencies vehicles. Cost analysis of the 24 percent of vehicles not required during peak service hours indicate agencies are spending over two million dollars in operating cost for vehicles that are in fleet and not in use. Of the agencies surveyed, it is estimated one out of every four dollars of total operating costs is spent on vehicles available but not in service during peak hours. Agencies noted some vehicles are needed for back-up in case of emergencies, or are rotated into service due to high mileage, and not enough drivers. The cost analysis of vehicle usage along with continuing to researching insurance issues on the collaboration of vehicles will assist in exploring opportunities to utilize available vehicles.



**Highlight on Useful Coordination Practices**

The MAG Transportation Ambassador Program presented the third annual Regional Excellence in Coordination awards on June 13, 2011. The awards recognize champions in the region who have display tireless commitment through their work in human services transportation coordination efforts. The categories included nonprofit and for-profit organization and individual. Judges for the awards included Dave Cyra, United We Ride Region IX Ambassador; Ellen Solowey, Virginia G. Piper Charitable Trust; and Page Gonzales and Christina Estes-Werther, Office of the Governor. Those awarded have increased access to transportation for older adults, persons with disabilities, and people with low incomes in their community.

TERROS was awarded the *Regional Excellence in Coordination Nonprofit Organization* award. TERROS has been leading the way in the Mobility Management initiative since it

was first offered as an applicable grant item through the Section 5310 Elderly Individuals and Individuals with Disabilities Transportation Program in 2007. TERROS, Inc., a behavioral health and substance abuse agency is partnering with four nonprofit agencies and continues to reach out to other agencies. TERROS researched data and technology sharing, and participates in cross-agency training opportunities. TERROS has also provided insight on how software awarded through the mobility management project is supporting collaborative efforts initiatives to eliminate redundancies and increase efficiency.

The City of Scottsdale, Transit Division, was recognized for the *Regional Excellence in Coordination for Public Entity*. During budget reductions, portions of the Miller Road Corridor, Route 76 route had to be eliminated by other communities. Rather than discontinue the remaining portion of the Route 76, the City of Scottsdale sought a bold and innovative solution. The city made the route part of the Scottsdale Trolley system by vinyl wrapping the existing buses to look like the existing trolleys. The City of Scottsdale not only preserved the route but expanded services, in addition to saving more than \$500,000 per year. Success can also be measured in ridership. Monthly boardings in July 2010 totaled 4,147, for April 2011 the new routing system totaled 23,954 boardings. This is a successful coordination of government services, delivering efficient and effective serves to seniors, persons with disability and low income populations of the community.

Kristie Chung was recognized for the *Regional Excellence in Coordination Overall Champion*. Ms. Chung is the Fleet Information Analyst for TERROS and has managed the mobility management transportation program. Managing one of the first mobility management projects in the MAG region, she has continually reached out to other behavioral health agencies to expand the list of collaborators, and works with a combined fleet of more than 150 vehicles, serving 45,848 individuals with approximately 400,000 trips. Ms. Chung has been an invaluable resource who is always willing to share her knowledge most recently she was one of the five mobility managers nominated by the Arizona Department of Transportation to attend the Community Transportation Association of American Expo in Indianapolis. Ms. Chung's concern for the consumers she serves encouraged her to become certified in the Passenger Service and Safety and Defensive Driving trainer programs.

### **Voices in the Community**

The importance of providing transportation to those underserved in the community cannot be overstated. Representatives from a state agency, municipality, regional public transportation authority, nonprofit agency, and general public were asked about the impact of providing transportation to their respective communities. Their responses are as follows:

**Larry Clausen** is the Executive Director of the Arizona Developmental Disabilities Planning Council (ADDPC). Mr. Clausen noted state-wide, accessing transportation in rural Maricopa County is a continuing problem. The consequences of inadequate transportation are critical for persons with developmental disabilities in rural areas where

resources are limited. To address the needs ADDPC is focusing on enhancing existing transportation, and other related resources in communities with populations less than 80,000 people. Mr. Clausen states having transportation means, “Being able to access education, work, health care and even visiting friends are essential in helping persons become and stay included in their communities.”

**Arleen Schenck** is the Mobility Services Program Supervisor for Valley Metro RPTA. Ms. Schenck notes the new Valley Metro Mobility Center provides one-on-one onsite ADA Eligibility certification for individuals with disabilities region-wide. The certification process identifies transportation options that best meet the needs of each individual so they can access employment and education opportunities, medical services, shopping, and social activities. Ms. Schenck noted offering travel training during the certification process has been beneficial to consumers in that it enables them to reach the destinations of their choice while enhancing independent living.

**Julie Howard** is the Transit Planner for the City of Mesa. Ms. Howard noted alternative transportation programs is a critical resource for residents who are unable to use the public bus system or are more comfortable having a friend or family member provide their trips. Ms. Howard states “This would leave some residents homebound, unable to get to doctor appointments, go grocery shopping, or be able to engage in community activities.” Exploring lower cost alternatives allow residents more mobility freedom as compared to traditional services that requires advanced reservation and scheduling. Ms. Howard noted a recent survey of consumers who use paratransit services indicated that using alternative programs are lifesaving and without them many would be left without any viable means of transportation.

**Michelle Dionisio** is the Director of Benevilla. Ms. Dionisio notes Benevilla is a volunteer community based transportation program providing transportation for individuals diagnosed with developmental disabilities, dementia and other chronic illnesses. Ms. Dionisio noted the volunteer program “has been a godsend for individuals who live alone or have no family to provide this assistance. In many instances, we are seen as ‘surrogate family’ for many elderly and disabled residents in our community!”

**Jean Moriki** is a Commissioner for the Phoenix Mayor's Commission on Disability Issues and a consumer of transportation services. Ms. Moriki notes that public transportation is crucial for anyone who is physically challenged and does not drive or simply cannot afford to drive. Public transportation provides the independence most individuals seek and helps them remain active within the community without having to depend on others which might not always be reliable.

Ms. Moriki noted, “The mode of public transportation I personally find the most liberating is light rail. No one has to wait until you get tied down. You are free to get on/off the train when you feel like. I hope the light rail will soon be expanded to cover more of the state.” Ms. Moriki also noted public transportation not only helps an individual obtain independence it helps a city, state, country become greener.

## Strategies to Address Gaps

Coordination opportunities are essential to successfully provide human services transportation to help the most vulnerable in our communities. Stakeholders throughout the Valley are working to effectively and efficiently overcome human services transportation barriers.

The strategies identified for this year focus on utilizing resources and programs available in the community while exploring opportunities to enhance coordination efforts with additional regional stakeholders. The plan offers short-term and long-term strategies to ensure the sustainability of the region. The new strategies proposed for the FY 2013 Plan include the following:

<b>Priority</b>	<b>Description of Short-Term Strategies for FY 2013</b>	<b>Lead</b>
1.	Design a web page to accommodate the MAG Human Services Provider Inventory with searching capabilities. MAG, ADOT, and RPTA will collaborate on elements necessary for an interactive inventory. Progress will be reported at TAP meetings.	MAG, ADOT, RPTA
2.	Continue to address the issue of insurance as a barrier by coordinating unused vehicles. Research policies involving using drivers from other agencies to transport consumers with varying abilities. In collaboration with ADOT, insurance companies, and behavioral health stakeholders, identify solutions. Progress made will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders.	MAG, ADOT
3.	Engage at least 10 new stakeholders in small and outlying communities to participate in TAP meetings. Attend five human services community meetings and develop a TAP flyer dispersing information at community events. This will increase the numbers of agencies that provide additional resources for human services transportation.	MAG
4.	Increase communication with and utilization of mobility managers in the region. This will be measured by each of the three agencies adding at least one partner throughout FY 2012. The impact will provide an opportunity for more nonprofit agencies to participate in collaborative efforts.	MAG
<b>Priority</b>	<b>Long-Term Strategies</b>	<b>Lead</b>
1.	Continue to facilitate regional dialogue about the	MAG,

	feasibility of establishing a one-call center that would coordinate the scheduling and dispatch of paratransit services for older adults and people with disabilities. This will include hosting at least two presentations by best practices at local events.	ADOT
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**Conclusion**

Despite the challenges facing the region, coordinated efforts are underway to offer solutions to meet the transportation needs of older adults, persons with disabilities and persons with low-income. Continued support from community stakeholders is the driving force in moving this region forward out of these difficult economic times. Their dedication provides a voice to the plan and is the foundation towards building solutions of providing much needed transportation services to the underserved.

To become involved in human services transportation coordination efforts, please contact DeDe Gaisthea at [dgaisthea@azmag.gov](mailto:dgaisthea@azmag.gov) or by calling (602) 254-6300. All materials may be accessed at [www.azmag.gov](http://www.azmag.gov).

**ATTACHMENTS**

*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 Developmental Disabilities Planning Council
- Arizona Department of Transportation
- Arizona Recreation Center for the Handicapped (ARCH)
- Arizona Transit Association
- Beatitudes Campus
- Benevilla / The New Face of Interfaith Community Care
- Biltmore Properties/Good Shepherd East
- Biltmore Properties/Hacienda De Los Arcos
- Blessings! For Seniors
- Care 1<sup>st</sup> Health Plan Arizona
- Catholic Charities
- Chandler Gilbert Arc
- Chicanos Por La Casa, Inc.
- City of Avondale
- City of Chandler

City of Glendale  
City of Goodyear  
City of El Mirage  
City of Mesa  
City of Peoria  
City of Phoenix  
City of Scottsdale  
City of Surprise  
City of Tolleson  
Clean Air Cab  
Creative Communications  
D Team Education Fund  
Davita  
Desert Dialysis  
Dubisik, Shannon  
Duet  
Foothills Caring Corps  
Foundation for Senior Living  
Fresh Start Community Service  
Friendship Village of Tempe  
Gila River Indian Community  
Golden Gate Community  
Hacienda Healthcare  
Horizon Human Services  
Indian Health Service  
J& T Transportation  
Lifewell, Inc.  
Lutheran Social Service of the Southwest  
Magellan Behavioral Health  
Marc Center of Mesa  
Maricopa County  
Maricopa Transportation System Inc.  
Mesa Public Schools  
Mosaic, Inc.  
MTBA - Medical Transportation  
MV Transportation, Inc.  
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.  
Northern Arizona University, Senior Companion Program  
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  
Rochelle, Marvin  
Scottsdale Dialysis Center  
Scottsdale Training and Rehabilitation Services (STARS)  
Senior Elite  
Southwest Behavioral Network  
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 Brake Shop  
The Centers for Habilitation (TCH)  
The Salvation Army  
Total Transit  
Town of Buckeye  
Town of Guadalupe  
Triple R Behavioral Health  
UMOM, Inc.  
United Cerebral Palsy of Central Arizona  
Valley Center for the Deaf  
Valley of the Sun United Way  
ValleyLife  
Valley Metro Regional Public Transportation Authority  
Veolia Transportation Services Inc  
Virginia G. Piper Charitable Trust  
Wheel Help, Palo Cristi Presbyterian Church

*Resource Inventory*

As federally required, the following 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](mailto:dgaisthea@azmag.gov) with any questions or changes.

## *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.

SAFETEA-LU federal legislation expired on September 30, 2009, and has been operating on a series of short term extensions. On March 18, 2010, President Obama signed the Hiring Incentives to Restore Employment Act (H.R. 2847) into law. The act includes an extension of surface transportation funding and Highway Trust Fund spending authority and extended SAFETEA-LU through December 31, 2010. This maintains the same maximum spending levels for surface transportation programs out of the Highway Trust Fund as were set in the FY 2010 Transportation Appropriations Act. As part of the legislation, \$19.6 billion in general funds were transferred to the Highway Trust Fund (HTF) to provide solvency through early to mid 2011. For more information please go to this link, <http://www.fhwa.dot.gov/safetealu/>.

### *Section 5310*

The Elderly Persons and Persons with Disabilities Transportation program or Section 5310 was established in 1975 as a discretionary capital assistance program. This program provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of population for these groups of people.

Funds are obligated based on the annual program of projects included in a statewide grant application. The state agency ensures that local applicants and project activities are eligible and in compliance with federal requirements, that private not-for-profit transportation providers have an opportunity to participate as feasible, and that the program provides for as much coordination of federally assisted transportation services, assisted by other federal sources. Once Federal Transit Administration approves the application, funds are available for state administration of its program and for allocation to individual subrecipients within the state.

The FTA provides the Arizona Department of Transportation in excess of \$3.9 million in formula FTA and Surface Transportation Program (STP) funds annually through the capital assistance program. While the standard matching rate historically has been 80 percent federal and 20 percent local, ADOT may use higher federal rates at its discretion. Program funds are used annually primarily for capital assistance, for the purchase of more than 120 van-type vehicles and related equipment statewide. In addition, a new federal class of grant called "mobility management" is available to assist agencies and communities with their coordination efforts.

Eligible recipients include private non-profit and public agencies that provide transportation to the elderly and disabled. The utilization of special transportation includes medical appointments, adult day care facilities, education and employment, training, nutrition and service appointments such as social services shopping trips. For more information please go to this link,

[http://www.fta.dot.gov/funding/grants/grants\\_financing\\_3556.html](http://www.fta.dot.gov/funding/grants/grants_financing_3556.html).

#### *Section 5316*

The Job Access and Reverse Commute (JARC) program was established to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. Many new entry-level jobs are located in suburban areas, and low-income individuals have difficulty accessing these jobs from their inner city, urban, or rural neighborhoods. In addition, many entry-level jobs require working late at night or on weekends when conventional transit services are either reduced or non-existent. Finally, many employment-related trips are complex and involve multiple destinations including reaching childcare facilities or other services.

The JARC program funds transportation projects designed to help low-income individuals access to employment and related activities where existing transit is unavailable, inappropriate, or insufficient. The JARC program also funds reverse commute transit services available to the general public. As designated by the Governor of the State of Arizona, ADOT administers JARC funds for rural and small urbanized areas of the state (population under 200,000), including rural Pima and Maricopa Counties, and the City of Avondale. Available funding is contingent upon Congressional resolutions regarding all programs' budgets. For more information on Section 5316 please go to, [http://www.fta.dot.gov/funding/grants/grants\\_financing\\_3550.html](http://www.fta.dot.gov/funding/grants/grants_financing_3550.html).

### *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 2000 Census showed that only 60 percent of people between the ages of 16 and 64 with disabilities were employed.

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. For more information please go to, [http://www.fta.dot.gov/funding/grants/grants\\_financing\\_3549.html](http://www.fta.dot.gov/funding/grants/grants_financing_3549.html).

### *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. The first plan in was developed in 2007 focusing on establishing a good communication foundation to augment more intensive strategies to come in the future. Since this initial work, MAG has developed and supported the implementation of four plans prior to the current update. All the plans integrated the goals of 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. The plans may be accessed at the following link, [http://www.azmag.gov/Human\\_Services/default.asp](http://www.azmag.gov/Human_Services/default.asp).

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

#### *Arizona Department of Transportation*

Successful applications for the grant program are initially forwarded through a regional application evaluation and screening process, which includes ADOT and non-ADOT transportation and human services professionals. The 5310 Program utilizes the assistance of Councils of Governments (COG) and Metropolitan Planning Organizations (MPO) planning offices to screen applicants within the state's nine planning regions. ADOT then makes the final decision regarding awards based on this input and available budget.

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, however, through

Section 5310 and its companion programs, the ADOT Multimodal Planning Division continues its support of coordination as a key program cross-cutting element to reflect the federal emphasis. In 2011 ADOT combined the Section 5310, Section 5316 JARC and Section 5317 New Freedom application programs to a coordinated mobility managed program. For further information please go to this link, <http://www.azdot.gov/>.

#### *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. When New Freedom funding became available, then Governor Napolitano appointed the City to become the designated recipient for this new funding source as well. The City has combined its evaluation process for urban Section 5316 and 5317 with the rural applications on behalf of ADOT. A Phoenix representative also serves on the MAG committee that evaluates the Section 5310 applications. This helps to ensure a seamless working relationship and good collaboration among all three funding sources and partners.

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 Public Transit Department please go to this link, <http://phoenix.gov/publictransit/>.

Maricopa Association of Governments  
FY 2013 Resource Inventory

**Phoenix Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Arizona Center for Disability Law	5025 E. Washington St. #202, Phoenix, AZ 85034	Kathy Roberts or Donna Powers	602-274-6287	kroberts@azdisabilitylaw.org; dpowers@azdisabilitylaw.org	www.azdisabilitylaw.org	8:00 a.m. - 4:30 p.m. Mon-Fri	Advocacy, technical assistance regarding disability law and disability awareness training			1	1		Nonprofit, contact agency for more information.	
AIRES	2140 W Greenway Rd., Ste 140 Phoenix AZ 85023		(602) 995-3591		<a href="http://www.aires.org">www.aires.org</a>		Agency operated vehicles only.	1			1		Non-profit	Call agency for more information
American Cancer Society	4550 E Bell Road Ste 126 Phoenix, AZ 85032	Marianne Blanchard	(602) 778-7681		<a href="http://www.cancer.org">www.cancer.org</a>	8:30 a.m. - 5:00 p.m. Mon through Fri	Provide transportation, patient education, summer camp for children with cancer and their siblings. Must be ambulatory and getting treatment for cancer.		1	1		1	non-profit	None
Arizona Bridge to Independent Living	5025 E Washington St. Ste.200	Ann Pasco	(602) 256-2245	<a href="mailto:annp@abil.org">annp@abil.org</a>	<a href="http://www.abil.org">www.abil.org</a>	8:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only.						Non-Profit	
Arizona Foundation for the Handicapped	3146 E Windsor Ave Phoenix, AZ 85008		(602) 956-0400	<a href="mailto:perrycenter@qwest.net">perrycenter@qwest.net</a>	<a href="http://www.azafh.com">www.azafh.com</a>								Agency operated vehicles only.	

Maricopa Association of Governments  
FY 2013 Resource Inventory

**Phoenix Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Arizona Recreation Center for the Handicapped (ARCH)	1550 West Colter Street Phoenix, AZ 85015	Vera Martinez	(602) 230-2226	<a href="mailto:Vera_Martinez@archaz.org">Vera_Martinez@archaz.org</a>	<a href="http://www.archaz.org">www.archaz.org</a>	7:00 a.m. - 10:00 p.m. Mon through Fri	Agency operated vehicles only.		1	1	1		Non-Profit	Minimal charge for drop in and special interest programs. Up to \$5.00 per trip for non-agency users (round-trip).
Beatitudes Campus	1610 W Glendale Ave Phoenix AZ 85021	Christie Munson, Comm./Grant Manager	(602) 995-6139	<a href="mailto:cmunson@beatitudescampus.org">cmunson@beatitudescampus.org</a>	<a href="http://www.beatitudescampus.org">www.beatitudescampus.org</a>	7:30 a.m. - 4:00 p.m. Mon through Fri	Agency operated vehicles only.	1	1	1	1	1	Non-Profit / Faith-based organization	Varies, depending on distance, first two miles free
Carl T. Hayden Veterans Affairs Medical Center			(602) 277-5551 / (800) 554-7174				Agency vehicles and service provided by contract providers.							
Fresh Start Community Resources	7206 N 55th Avenue, # 101 Glendale, AZ 85301	Bruce Relf	(623) 931-2801	<a href="mailto:connect@fresh-start.org">connect@fresh-start.org</a>	<a href="http://www.fresh-start.org">www.fresh-start.org</a>	9:00 a.m. - 4:00 p.m. Mon through Fri	Transportation to food banks, job interviews and clothing stores.	1					Non-Profit	No fees.
Gompers Habilitation Center, Inc.	6601 N 27th Ave	Elaine Starks	(602) 336-0061	<a href="mailto:estarks@gomperscenter.org">estarks@gomperscenter.org</a>			Agency operated vehicles only. Agency clients only							

Maricopa Association of Governments  
FY 2013 Resource Inventory

**Phoenix Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
MV Transportation Project	1001 S 4th Street, Phoenix, AZ 85004		(602) 801-1163	betsy.buxer@mvtransit.com		9:00 a.m. - 5:00 p.m. Mon through Fri	Two taxi subsidy programs-one for dialysis and one for employment for people with disabilities.			1			For Profit	Fees 25% of taxi fare up to a cap of \$15.00 per one way trip plus a 15% gratuity.
MV Transportation Project-Senior Cab	1001 S 4th Street, Phoenix, AZ 85004		(602) 801-1163	betsy.buxer@mvtransit.com		9:00 a.m. - 5:00 p.m. Mon through Fri	Senior cab voucher program.		1				For Profit	\$1.00 coupons are sold at a subsidy of 70% for the first 40 purchased and 50% for the next 40 coupons purchased
NATIVE HEALTH - Native American Community Health Care Center Inc.- NHW Community Health Center	2423 West Dunlap, Suite 140, Phoenix AZ 85021	Kim Yarbrough, Program Manager	(602) 279-5351		<a href="http://www.nativehealthphoenix.org">www.nativehealthphoenix.org</a>	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.	1	1	1	1	1	Non-Profit	None
Perry Rehabilitation Center	3146 E. Windsor Ave. Phoenix, AZ 85008		(602) 956-0400	<a href="mailto:perrycenter@qwest.net">perrycenter@qwest.net</a>	<a href="http://www.azafh.com">www.azafh.com</a>		Agency operated vehicles only.							

Maricopa Association of Governments  
FY 2013 Resource Inventory

**Phoenix Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Phoenix (City of) Human Services Department (HSD) Sunnyslope Family Services Center	914 W Hatcher Rd. Phoenix AZ 85021-2453		(602) 495-5229				Bus tickets for local transit system, for medical or work for low income individuals.							
Phoenix (City of) Human Services Department (HSD) Travis L Williams Family Services Center	4732 S Central Ave. Phoenix AZ 85040-2150		(602) 534-4732	<a href="mailto:jennifer.turk@phoenix.gov">jennifer.turk@phoenix.gov</a>			Limited bus tickets for local transit system, for medical or work for low income individuals.							
Phoenix Dial-a-Ride	302 N 1st Ave. Suite 900, Phoenix, AZ 85003		(602) 253-4000 / 1-(800) 775-7295		<a href="http://www.cityofphoenix.gov/PUBTRANS/dialride.html">www.cityofphoenix.gov/PUBTRANS/dialride.html</a>	5:00 a.m. - 1:00 p.m. 7 days a week.	Agency operated vehicles operated by contractors, ADA certified individuals		1	1	1		Public	N/A
Phoenix Indian Medical Center	4212 North 16th Street Phoenix, AZ 85016	Anne Silversmith	(602) 263-1500	<a href="mailto:anne.silversmith@ihhs.gov">anne.silversmith@ihhs.gov</a>		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	1	1	1	1	1	Non-Profit Hospital Department of Health and Human Services, Public Health Service, Indian Health Service	None
Phoenix Revitalization Corporation	1310 W Hadley St. Bldg B Phoenix, AZ 85007	Wendoly Abrego	(602) 253-6895	<a href="mailto:wendoly@phxrevitalization.org">wendoly@phxrevitalization.org</a>	<a href="http://www.phxrevitalization.org">www.phxrevitalization.org</a>	7 a.m. - 6:00 p.m. Mon through Thurs	Community revitalization including, community gardens, leadership academies, resource center. No agency operated vehicles.		1	1	1	1	Non-Profit	N/A
Phoenix Van Services	PO Box 7756 Chandler, AZ 85246-7756	Myriam	(480) 857-8260 / 1-(866) PHX-VANS	<a href="mailto:reservations@phxvans.com">reservations@phxvans.com</a>	<a href="http://www.phxvans.com">www.phxvans.com</a>	5:00 a.m. - 12:00 a.m. 7 days per week	Private for-hire carrier						For-Profit	Flat Rates

Maricopa Association of Governments  
FY 2013 Resource Inventory

**Phoenix Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
South Mountain Community Center	212 E Alta Vista Rd. Phoenix AZ 85040-4219		(602) 262-4093	<a href="mailto:culshoef@phoenix.gov">culshoef@phoenix.gov</a>			Transportation available for shopping and other errands for seniors age 60 and over and persons with Title XX or physician certified disabilities. Discount transportation tickets available for members.							
Sunnyslope Village Alliance	755 E Hatcher Road Phoenix, AZ 85020	Shelley MacDonald	(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.		1	1	1	1	Non-Profit	N/A
The Salvation Army Project HOPE	2702 E. Washington Street Phoenix, AZ 85034 / MAILING: PO Box 52177 Phoenix, AZ 85072	John Landrum	(602) 267-4196	<a href="mailto:John.Landrum@usw.Salvationarmy.org">John.Landrum@usw.Salvationarmy.org</a>		8:00 a.m. - 3:30 p.m. Mon through Fri	Agency operated vehicles only.							
U.S. Vets - Phoenix Site	804 E. Jones Avenue, Phoenix, AZ 85040	Teresa Livingston	(602) 305-8585	<a href="mailto:tlivingston@usvetsinc.org">tlivingston@usvetsinc.org</a>	<a href="http://www.usvetsinc.org">www.usvetsinc.org</a>	7 days per week / 24 hrs per day.	Reconnect Vets with VA hospital -medical, VA Regional-benefits; Workforce residential program.						Non-Profit	No fees.

Maricopa Association of Governments  
FY 2013 Resource Inventory

**Phoenix Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
UMOM New Day Centers	1120 W Watkins St. Phoenix, AZ 85007	LaShawn Thompson	(602) 527-5895	<a href="mailto:lthompson@umom.org">lthompson@umom.org</a>	<a href="http://www.umom.org">www.umom.org</a>	7 days per week / 24 hrs per day.	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.	1	1	1		1	Non-Profit, faith-based organization	None
UMOM New Day Centers, Watkins Overflow Shelter	3335 E. Van Buren, Phoenix, AZ 85008	LaShawn Thompson	(602) 527-5895	<a href="mailto:lthompson@umom.org">lthompson@umom.org</a>	<a href="http://umom.org">umom.org</a>	24 hours a day, 7 days a week.	Agency operated vehicles and bus passes through case management	1					Non-Profit, faith-based organization	None
United Cerebral Palsy (UCP) of Central Arizona, Inc	1802 W Parkside Ln. Phoenix AZ 85027-1322	Marilyn Zepeda	(602) 943-5492	<a href="mailto:mzepeda@ucpofaz.org">mzepeda@ucpofaz.org</a>	<a href="http://ucpofcentralaz.org">ucpofcentralaz.org</a>	8 a.m. - 6 p.m. Mon through Fri	Transportation to and from UCP services for physically and/or developmentally disabled adults and children.	1		1	1		Non-Profit	None
ValleyLife	1142 West Hatcher Road Phoenix, AZ 85021	Mary E. Brannock	(602) 331-2415	<a href="mailto:mbrannock@valleylifeaz.org">mbrannock@valleylifeaz.org</a>	<a href="http://www.valleylifeaz.org">www.valleylifeaz.org</a>	7 days per week / 24 hrs per day.	Agency operated vehicles, cab vouchers, transit passes; physically disabled, visually impaired, older adults, developmentally disabled. Age restriction: Adults 21 and over.	1			1		Non-Profit	No fees.
Arizona Housing Inc.	1735 NW Grand Ave, Phoenix AZ 85007	John Wall	602-258-3876 ext 4002	<a href="mailto:jwall@cass-az.org">jwall@cass-az.org</a>		7 days a week, 24 hours per day.	Provides transit passes to AHI resident only.	1					Non-Profit	Please call agency for more information

Maricopa Association of Governments  
FY 2013 Resource Inventory

**East Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
About Care, Inc	600 W Ray Rd Ste B5 Chandler AZ 85225-7264	Ann Marie McArthur, Executive Director	(480) 802- 2331	<a href="mailto:amcarthur@aboutcare.org">amcarthur@aboutcare.org</a>	<a href="http://www.aboutcare.org">www.aboutcare.org</a>	9:00 a.m. - 3:00 p.m. Mon through Fri, service hours 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.		1	1	1	1	Non-Profit	No fee
Apache Junction Senior Center (East Valley Senior Services, Inc.)	1035 N Idaho, Apache Junction, AZ 85219		(480) 474- 5260	<a href="mailto:webmaster@evseniorservices.org">webmaster@evseniorservices.org</a>			Agency operated vehicles only.							
Chandler/Gilbert ARC, The	3250 N San Marcos Place Chandler, AZ 85225	William Parker	(480) 892- 9422	<a href="mailto:wparker@cgarc.org">wparker@cgarc.org</a>	<a href="http://www.cgarc.org">www.cgarc.org</a>	6:00 a.m. - 10:00 p.m. Mon through Sunday.	Housing, Life Skill Training and Employment. Agency operated vehicles only.			1	1	1	Non-Profit	No fee.
Disability Development Resources LLC	1356 E McKellips Rd, Suite 104 Mesa, AZ 85203	Deborah Lamoree, Owner/Director	(480) 844- 5265	<a href="mailto:dlamoree@ddresources.com">dlamoree@ddresources.com</a>	<a href="http://www.ddresources.com">www.ddresources.com</a>	Office 9:00 a.m. - 5:00 p.m. Mon through Fri by appointment only please call to schedule	Home and Community Based Services and independent Living		1	1	1	1	Private, For-Profit	
East Valley Adult Resources Inc./Apache Junction Active Adult Center	45 W University Dr., Suite B, Mesa, AZ 85201	Dan Taylor	(480) 964- 9014	<a href="mailto:dantaylor@evadultresources.org">dantaylor@evadultresources.org</a>	<a href="http://www.evadultresources.org">www.evadultresources.org</a>	8:00 a.m. - 4:00 p.m. Mon through Fri	Transports ALL agency clients to shopping or medical trips within East Valley (Mesa, Apache Junction, Chandler, Gilbert and Tempe)		1	1			Non-Profit	\$1.00 donation suggested to East Valley Adult Resources Inc.

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East Valley Adult Resources, Inc. / Red Mountain Active Adult Center	7550 E. Adobe Street, Mesa, AZ 85207	Peggy Reed	(480) 218-2221	<a href="mailto:preed@evadultresources.org">preed@evadultresources.org</a>	<a href="http://www.evadultresources.org">www.evadultresources.org</a>	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.		1	1			Non-Profit, Public Agency	Donation requested
East Valley Family Care Center	2204 S Dobson Rd Ste 101 Mesa AZ 85202-6457		(480) 491-6235	<a href="mailto:admin@evseniorservices.org">admin@evseniorservices.org</a>			Limited medical transportation							
East Valley Ride Choice	3320 N Greenfield Rd. Mesa, AZ 85215	Gary Bretz	(480) 962-RIDE (7433)		<a href="http://www.ValleyMetro.org">www.ValleyMetro.org</a>								Public/Private	Fees varies on services used.
East Valley Senior Services Inc. / Mesa Active Adult Center	247 N MacDonald St. Mesa, AZ 85201	Lorelei Geiser	(480) 962-5612	<a href="mailto:dejongmsc@evseniorservices.org">dejongmsc@evseniorservices.org</a>	<a href="http://www.evseniorservices.org">www.evseniorservices.org</a>		Purchase of subsidized Dial-A-Ride tickets.							
East Valley Senior Services, Inc. / Apache Junction Active Adult Center	1035 N Idaho, Apache Junction, AZ 85219	Terry Crawford	(480) 474-5260	<a href="mailto:tcrawford@evseniorservices.org">tcrawford@evseniorservices.org</a>	<a href="http://www.evseniorservices.org">www.evseniorservices.org</a>	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.						Non-Profit	Donations requested
Foothills Caring Corps	PO Box 831 Carefree, AZ 85377	Jayne Hubbard, Maggie Palmer	(480) 488-1105	<a href="mailto:Services@FoothillsCaringCorps.com">Services@FoothillsCaringCorps.com</a>	<a href="http://www.FoothillsCaringCorps.com">www.FoothillsCaringCorps.com</a>	8:30 a.m. - 4:30 p.m. Mon through Fri	Serving homebound elderly		1	1	1	1	Non-Profit	Donations Accepted
Fountain Hills Taxi & Shuttle	7222 E Northridge St. Mesa, AZ 85207		(480) 837-7500				Private for-hire carrier							
Friendship Village	2645 E Southern Ave, Tempe, AZ 85282	Brian Scott	(480) 831-3171	<a href="mailto:scottbrian@friendshipvillageaz.com">scottbrian@friendshipvillageaz.com</a>	<a href="http://www.friendshipvillageaz.com">www.friendshipvillageaz.com</a>	7 days per week, depending on service.	For residents: bus, van or limo; for commuting employees: Ride-share van		1	1			Non-Profit / Retirement Community	From \$1.50-\$3.50 depending on the service and vehicle.

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Good Samaritan Society - Mesa Good Shepherd	5848 E. University Dr. Mesa, AZ 85205	Jason L. Wright	(480) 981-0098 / (480) 854-3263 (office)	<a href="mailto:jwright@good-sam.com">jwright@good-sam.com</a>	<a href="http://www.good-sam.com">www.good-sam.com</a>	8 a.m. - 4 p.m. everyday except Sat	Senior housing, assisted living, skilled nursing/rehab.		1	1			Faith-based	Fees included in client's monthly rent.
Good Shepherd Villa	5848 E University Drive Mesa, AZ 85205-7443		(480) 981-0098				Agency operated vehicles only. Agency clients only							
Guadalupe Senior Services	9401 S Avenida Del Yaqui Guadalupe, AZ 85283	Theresa Rodriguez, Director	(480) 505-5393	<a href="mailto:trodriguez@guadalupeaz.org">trodriguez@guadalupeaz.org</a>	<a href="http://www.guadalupeaz.org">www.guadalupeaz.org</a>	7:00 a.m. - 4:00 p.m. Mon through Thurs	Agency operated vehicles only.		1			1	Local government - public agency	Contribution requested or donation. Funded in part by the Area Agency on Aging.
Horizon Human Services	160 W University Dr. Mesa, AZ 85201	Marsha Ashcroft	(520) 836-1688	<a href="mailto:mashcroft@horizonhumanservices.org">mashcroft@horizonhumanservices.org</a>	<a href="http://www.horizonhumanservices.org">www.horizonhumanservices.org</a>	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.				1		Non-Profit	None
MARC Center of Mesa	924 N Country Club Dr. Mesa, AZ 85201	Mark Tompert	(480) 797-8466	<a href="mailto:mark.tompert@marccenter.com">mark.tompert@marccenter.com</a>	<a href="http://www.marccenter.com">www.marccenter.com</a>	7 days per week/24 hours a day.	Agency operated vehicles only.		1	1	1		Non-Profit	None, please call agency for more information.
Mesa (City of)	PO Box 1466 (300 E 6th St), Mesa, AZ 85211	Julie Howard	(480) 644-4131	<a href="mailto:Julie.Howard@mesaaz.gov">Julie.Howard@mesaaz.gov</a>		Varies / Transportation: 7:00 a.m. - 6:00 p.m.							Public Agency	Varies

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Neighbors Who Care	10450 E Riggs Rd Ste 113 Sun Lakes AZ 85248-7760	Chris Stage, Executive Director	(480) 895-7133	<a href="mailto:nwcsunlakes@aol.com">nwcsunlakes@aol.com</a>	<a href="http://www.neighborswhocare.com">www.neighborswhocare.com</a>	9:00 a.m. - 4:00 p.m. Mon through Fri	Volunteers provide medical transportation, shopping, respite, friendly visiting, reassurance calls, business assistance, dinner delivery. Agency clients only.		1				Non-Profit	no charge
Nobody's Perfect Inc.	18911 E San Tan Boulevard Queen Creek, AZ 85142	Philip M. Pajak	(480) 840-9351	<a href="mailto:philippajak@nobodysperfectinc.org">philippajak@nobodysperfectinc.org</a>	<a href="http://www.nobodysperfectinc.org">www.nobodysperfectinc.org</a>	6:30 a.m.-4:30 p.m. Mon through Fri	Providing transportation to clients in day programs and work programs.				1		Non-Profit	None
Paradise Valley Senior Center	17402 N 40th St. Phoenix, AZ 85032-2200	Deborah Ellison	(602) 495-3785	<a href="mailto:paradise.valley.cc.hsd@phoenix.gov">paradise.valley.cc.hsd@phoenix.gov</a>	<a href="http://www.phoenix.gov/SRCNTR/S/cntrpara.html">www.phoenix.gov/SRCNTR/S/cntrpara.html</a>	8:00 a.m. - 5:00 p.m. Mon through Fri	Use of Dial-a-Ride and volunteer services.		1				Non-Profit	Call agency for more information.

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Scottsdale (City of) - Trolley	7447 East Indian School Road, Suite 205 Scottsdale, AZ 85251	John Kelley	(480) 312-7626	<a href="mailto:jkelly@scottsdaleaz.gov">jkelly@scottsdaleaz.gov</a>	<a href="http://www.ScottsdaleAZ.gov">www.ScottsdaleAZ.gov</a>	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. 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.	Agency operated vehicles, cab voucher and transit passes for Scottsdale residents.		1	1	1	1	Public Agency/Non-Profit	None, please call agency for more information.
Scottsdale (City of) - Transportation Department Cab Connection Program	7447 E Indian School Rd Ste 205 Scottsdale AZ 85251-3915	Ed Jones	(480) 312-8747	<a href="mailto:ejonesIII@scottsdaleaz.gov">ejonesIII@scottsdaleaz.gov</a>	<a href="http://www.scottsdaleaz.gov/traffic/alttransmethod/specialservice.s.asp">www.scottsdaleaz.gov/traffic/alttransmethod/specialservice.s.asp</a>	8:00 a.m. - 3:00 p.m. Mon through Fri	Subsidized taxi voucher program for Scottsdale enrolled participants only, who are disabled or are age 65 and over. May request up to 16 subsidized taxi vouchers per month.		1	1	1	1	Public Agency	
Scottsdale Training and Rehabilitation Services (STARS)	7507 E. Osborn Rd. Scottsdale AZ 85251	Sue Smith	(480) 994-5704	<a href="mailto:ssmith@starsaz.org">ssmith@starsaz.org</a>	<a href="http://www.starsaz.org">www.starsaz.org</a>	8:00 a.m. - 4:30 p.m. Mon through Fri	Agency operated vehicles only. Agency clients only						Non-Profit	
Tempe (City of) - Pyle Adult Recreation Center	655 E. Southern Ave. Tempe, AZ 85282	Lyn Cahill-Ramirez, Senior Rec. Coord.	(480) 350-5211			8:00 a.m. - 5:00 p.m. Mon through Fri							Public Agency - Recreation Center	Depends

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The Arc of Tempe	501 E. Broadway Rd. Tempe, AZ 85282	Mike Mayhew, Executive Director	(480) 966-8536	<a href="mailto:community@tempearc.org">community@tempearc.org</a>	<a href="http://www.tempearc.org">www.tempearc.org</a>	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, not pick-up and drop off to homes.				1		Non-Profit	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	Eduardo Galindo	(480) 838-8111	<a href="mailto:EduardoGalindo@TCH-AZ.com">EduardoGalindo@TCH-AZ.com</a>	<a href="http://www.tch-az.com">www.tch-az.com</a>		Agency operated vehicles only. Agency clients only						Non-Profit	
The Salvation Army - Apache Junction	605 E Broadway Ave. Apache Junction AZ 85219-5214	Richard	(480) 982-4110	<a href="mailto:lindaraymond@uswsalvationarmy.org">lindaraymond@uswsalvationarmy.org</a>		7:00 a.m. - 4:00 p.m. Tues through Thurs	Transportation. Provide transportation for seniors and individuals with disabilities.		1	1		1	Non-profit	
Valley Metro East Valley RideChoice	3320 N. Greenfield Rd Mesa, AZ 85215	Arleen Schenck	480-962-RIDE (7433)	<a href="mailto:aschenck@valleymetro.org">aschenck@valleymetro.org</a>	<a href="http://www.valleymetro.org">www.valleymetro.org</a>	Contact agency	East Valley only, programs vary, contact agency for more information.		1	1	1		Public/Private	Fees vary based on services used.

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Valley Metro East Valley Dial-A-Ride	101 N. 1st Ave, Ste 1100 Phoenix, AZ 85003	Arleen Schenck	(480) 633-0101 East Valley Dial-A-Ride Reservation	<a href="mailto:stierney@valleymetro.org">stierney@valleymetro.org</a>	<a href="http://www.valleymetro.org">www.valleymetro.org</a>	ADA, 3:00 a.m. - 2 a.m. Mon through Sun, Scottsdale/Tempe , 4:00 a.m. - 12:00 a.m. mon through sun, Chandler/Gilbert/Mesa NON-ADA 7:00 a.m. - 7:00 p.m. Mon through Sun Chandler/Mesa	Agency operated vehicles and contracted services. East Valley Dial-a-Ride serves Chandler, Gilbert, Mesa, Tempe, Scottsdale and Maricopa County Islands		1	1	1	1	Public transit agency	n/a
Y OPAS (YMCA Outreach Programs for Ahwatukee Seniors)	1030 E Liberty Ln. Phoenix, AZ 85048-8461	Judy Lewisohn, Program Manager	(602) 212-6088	<a href="mailto:opas@vosymca.org">opas@vosymca.org</a>	<a href="http://www.valleymca.org/ahwatukee/news.cfm">http://www.valleymca.org/ahwatukee/news.cfm</a>	8:30 a.m. - 4:00 p.m. Mon-Sun, office 9:00 a.m. - 12:00 p.m. 1pm – 4pm Mon to Fri.	Volunteer drivers for persons 62 years of age or older who resides in Ahwatukee		1				Non-Profit	No charge for services, donations are accepted.

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Arizona Center for the Blind & Visually Impaired	3100 E. Roosevelt St. Phoenix, AZ 85008-5036	Sharon Gibbs	(602) 273-7411	<a href="mailto:Sgibbs@ACBVI.org">Sgibbs@ACBVI.org</a>	<a href="http://www.acbvi.org">www.acbvi.org</a>	8:00 a.m. - 4:30 p.m. Mon through Fri	Agency operated vehicles only.	1						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	623-333-1030	<a href="mailto:ksexton@avondale.org">ksexton@avondale.org</a>	<a href="http://www.avondale.org">www.avondale.org</a>	7:00 a.m. - 6:00 p.m., Mon through Thursday.	Provides taxi cab vouchers.						Public Agency	25% of the fare – Avondale pays 75% up to \$15.00.
Benevilla	16752 N Greasewood St., Surprise, AZ 85374	Darlene Turner	(623) 979-7126	<a href="mailto:dturner@benevilla.org">dturner@benevilla.org</a>	<a href="http://www.benevilla.org">www.benevilla.org</a>	8:00 a.m.-4:30 p.m. Mon through Fri office; 7:30 a.m. - 5:30 p.m. Mon through Fri day centers	Agency vehicles supplemented by volunteers and purchased transportation.		1				Non-Profit	
Buckeye Family Care Center			(623) 386-4814	<a href="mailto:pkurczynski@caichc.com">pkurczynski@caichc.com</a>		Mon, Tues, Thur, Fri: 8:00 a.m. - 5 p.m. / Wed: 11:00 a.m. - 8:00 p.m.	Limited medical transportation	1					Non-Profit	
Duet	555 W Glendale Ave Phoenix AZ 85021-8799		(602) 274-5022	<a href="mailto:Samano@duetaz.org">Samano@duetaz.org</a>	<a href="http://www.duetaz.org">www.duetaz.org</a>	8:00 a.m. through 4:30 p.m. Mon through Fri.	Transportation to medical and social service appointments 9am-3pm 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.	1	1	1			Non-Profit, Faith-based	No fee.

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El Mirage Community Action Program (CAP)	14010 N El Mirage Rd. El Mirage AZ 85335-3101		(623) 937-0500	<a href="mailto:laguirre@cityofelmirage.org">laguirre@cityofelmirage.org</a>	<a href="http://www.cityofelmirage.org">www.cityofelmirage.org</a>	8:00 a.m. - 5:00 p.m. Mon through Fri	El Mirage Dial-a-Ride. Door-to-door transportation for residents of El Mirage.							
El Mirage Dial-A-Ride	12145 NW Grand Ave., El Mirage, AZ		(623) 876-2951	<a href="mailto:dstrong@cityofelmirage.org">dstrong@cityofelmirage.org</a>	<a href="http://www.cityofelmirage.org">www.cityofelmirage.org</a>	9:00 a.m. - 4:30 p.m. Mon through Fri	Door-to-door transportation for residents to senior center and for minimal prescriptions, limited medical and social services.		1	1		1	Municipality	\$2.00 each way
Gila Bend Primary Care Center	100 N Gila Blvd. Gila Bend AZ 85337		(928) 683-2269				Limited medical transportation							
Glencroft Retirement Community	8611 N 67th Ave. Glendale AZ 85302		(623) 939-9475	<a href="mailto:info@glencroft.com">info@glencroft.com</a>	<a href="http://www.glencroft.com">www.glencroft.com</a>	8:00 a.m. - 4:30 p.m.	Agency operated vehicles only.							
Glendale (City of) Taxi Subsidy Program	6210 W Myrtle Ave Bldg S Glendale AZ 85301-1700		(623) 930-3501		<a href="http://www.glendaleaz.com/transit">www.glendaleaz.com/transit</a>	7 days per week.	Subsidized taxi rides for Glendale residents undergoing repetitive medical therapies within the City of Glendale.	1	1	1		1	Public Agency	The program provides a voucher equivalent to 75% of a one-way taxi trip, capped at \$15.00/trip. The participant is responsible for the remaining 25%, plus any amount in excess of \$15.00.

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Glendale (City of) - Transit	6210 W Myrtle Ave Bldg S Glendale, AZ 85301-1700	Kevin Link	(623) 930-3501		<a href="http://www.glendaleaz.com/transit">www.glendaleaz.com/transit</a>	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.		1	1	1	1	Public Agency	\$2.00 general public and ADA, \$1.00 for seniors and disabled. Contact agency for further information.
Glendale (City of)- Glendale Adult Center	5970 W Brown St. Glendale, AZ 85302		(623) 930-4335	<a href="mailto:agarcia@glendaleaz.com">agarcia@glendaleaz.com</a>	<a href="http://www.glendaleaz.com">www.glendaleaz.com</a>	8:00 a.m. - 8:00 p.m. Mon through Fri							Public Agency	\$2.00 regular \$1.00 seniors each way
Horizon Human Services	160 W University Dr. Mesa, AZ 85201	Marsha Ashcroft	(520) 836-1688	<a href="mailto:mashcroft@horizonhumanservices.org">mashcroft@horizonhumanservices.org</a>	<a href="http://www.horizonhumanservices.org">www.horizonhumanservices.org</a>	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.	1			1		Non-Profit	None
John C. Lincoln Health Network	303 Eva Street Phoenix, AZ 85020		(602) 320-9656			7:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only. Network clients participating in adult day care, Head Start, living in senior apartments or transport to/from hospital.	1	1	1		1	Health	none
One Step Beyond, Inc	9299 W Olive Ave., Ste 311 Peoria, AZ 85345	Mimi Rogers	(623) 215-2449	<a href="mailto:mimirogers@oswbi.org">mimirogers@oswbi.org</a>	<a href="http://www.oswbi.org">www.oswbi.org</a>	6:30 a.m. - 6:00 p.m. Mon through Fri	Service provider for individuals with developmental disabilities, life skills and vocational training.	1			1		Non-Profit	Contact agency for more information.

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Peoria, (City of) - Transit	8401 W Monroe Street Peoria, AZ		(623) 773-5151	<a href="mailto:bill.mattingly@peoriaaz.gov">bill.mattingly@peoriaaz.gov</a>		6:00 a.m. - 6:00 p.m. Mon through Fri. Reservations 8:00 a.m. - 5:00 p.m. Mon through Fri.	Peoria city limits	1	1	1	1	1	Public Agency	Yes, contact agency for more information.
PPEP, Inc.	901 E. 46th Street, Tucson, AZ 85713	Gina Judy or Jackie Johnson	(520) 594-6499	<a href="mailto:gjudy@ppep.org">gjudy@ppep.org</a> ; <a href="mailto:jjohnson@ppep.org">jjohnson@ppep.org</a>	<a href="http://www.ppep.org">www.ppep.org</a>	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.	1	1		1		Non-Profit	No fee.
Property Owners & Residents Association (PORA)	18229 N 130th Ave. Sun City West, AZ 85375		(623) 584-7802	<a href="mailto:1019@cox.net">1019@cox.net</a>	<a href="http://www.porascw.org">www.porascw.org</a>	9:00 a.m. - 3:00 p.m. Mon through Fri	Local and state governmental representation to our residents						Non-Profit, Neighborhood Association	

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R & R Respite Care	246 N Washington St Wickenburg AZ 85390-4414		(928) 684-3480	<a href="mailto:minton@aaap-hx.org">minton@aaap-hx.org</a>	<a href="http://www.wickenburgrespite.com">www.wickenburgrespite.com</a>	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.						Non-Profit	Transportation rates for non-clients living within Wickenburg is \$7.00 per round trip. Sliding scale fees and scholarships are available based upon financial need.
Sun City West Foundation	14465 RH Johnson, Sun City West, AZ 85375		(623) 544-3020		<a href="http://www.scwfoundation.org">www.scwfoundation.org</a>	7:30 a.m. - 4:00 p.m. Mon through Fri	Transportation for Sun City West	1	1	1	1	1	Non-Profit	\$3.00 each way or 10 tickets for \$25.00.
Surprise (City of) - Senior Center	16000 N. Civic Center Plaza, Surprise 85374	Leslie Rudders	(623) 222-1500		<a href="http://www.surpriseaz.com">www.surpriseaz.com</a>	8:00 a.m. - 4:00 p.m. Mon through Fri	Agency operated vehicles only to Surprise Senior Center.	1	1				Municipal Government	\$1

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West Service Area

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Surprise Dial-a-Ride	16002 N. Civic Center Plaza, Surprise 85374		(623) 222-1622		<a href="http://www.surpriseaz.com/index.asp?NID=1853">HTTP://www.surpriseaz.com/index.asp?NID=1853</a>	7:00 a.m. - 5:00 p.m. Mon through Fri	Transportation Services. Curbside service for Surprise residents only 16 years of age or older. Fee, for reservations call (623) 222-1622. Hours: 7am-5pm Mon-Fri.		1	1	1	1	Municipal Government	\$1.00 within Surprise / \$1.25 outside Surprise
The Salvation Army Glendale Corps	6010 W Northern Ave. Glendale AZ 85301-1254		(623) 934-0469	<a href="mailto:christina.arnold@usw.salvationarmy.org">christina.arnold@usw.salvationarmy.org</a>			Provide bus tokens for medical appointments for people in need							
Tidwell Family Care Center	16560 N Dysart Rd., Surprise, AZ 85374-3747		(623) 546-2294				Limited medical transportation							
Tolleson (City of)	9555 W Van Buren Tolleson, AZ 85353		(623) 936-2751	<a href="mailto:jmccain@tollesonaz.org">jmccain@tollesonaz.org</a>	<a href="http://www.tollesonaz.org">www.tollesonaz.org</a>	8:00 a.m.-4:00 p.m. Mon through Fri	Dial-A-Ride		1	1		1	Public Agency	No fees, contact agency for more information.
Town of Buckeye Community Services	201 E. Central Avenue Buckeye, AZ 85326		(623) 349-6600 / (623) 349-6616	<a href="mailto:sjeppsen@buckeyeaz.gov">sjeppsen@buckeyeaz.gov</a>	<a href="http://www.buckeyeaz.gov">www.buckeyeaz.gov</a>	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 Valley Metro Mobility Service	3320 N. Greenfield Rd Mesa, AZ 85215	Susan Tierney	602-266-8723 reservations	<a href="mailto:stierney@valleymetro.org">stierney@valleymetro.org</a>	<a href="http://www.valleymetro.org">www.valleymetro.org</a>	7:00 am - 5:00 pm Mon-Fri, El Mirage/Sun City portions of Maricopa County	Contracted services through Total Transit (Discount Cab)		1	1	1		Public transit	Call agency for more information.

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**West Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Wickenburg Family Care Center	811 N Tegner St., #113 Wickenburg, AZ 85390		(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							

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**Regional Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Central Arizona Shelter Services (CASS)230 S 12th Ave. Phoenix, AZ 85007		John Wall	(602) 256-6945	<a href="mailto:jwall@cass-az.org">jwall@cass-az.org</a>	<a href="http://www.cass-az.org">www.cass-az.org</a>	12:00 a.m. - 12:00 p.m. 7 days per week	Agency operated vehicles only.							None
Clean Air Cab	1600 W. Main St. Mesa, AZ 85201		(480) 268-6721	<a href="mailto:steve.lopez@cleanaircab.com">steve.lopez@cleanaircab.com</a>	<a href="http://www.cleanaircab.com">www.cleanaircab.com</a>	7 days per week	Taxi cab service		1	1	1	1	For-Profit	2.50 initial fee, 1.90 per mile
Coolidge Cotton Express	395 W. Palo Verde Ave. Coolidge, AZ 85128	Marcus Hoffman	(520) 723-6085	<a href="mailto:mhoffman@coolidgeaz.com">mhoffman@coolidgeaz.com</a>	<a href="http://www.coolidgeaz.com">www.coolidgeaz.com</a>	6:45 a.m. - 10:00 p.m. Mon through Fri	Agency operated vehicles only. Central Pinal County and City of Coolidge		1	1	1	1	Public Agency	Route: \$1.25 / Children: \$.75 / Dial-A-Ride \$1.50 / Regional Child \$1.00 / Regional Adult \$2.00
Express Transportation, Inc. (d/b/a Affiliated Transportation)	44991 W Jack Rabbit Trail, Maricopa, AZ 85239		(480) 994-1616				Private for-hire carrier							
Foundation for Blind Children	1235 E Harmont Drive Phoenix, AZ 85020		(602) 331-1470 x114 / (800) 322-4870	<a href="mailto:Agreig@seeitourway.org">Agreig@seeitourway.org</a>	<a href="http://www.seeitourway.org">www.seeitourway.org</a>	8:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only.						Non-Profit	N/A
Hacienda, Inc.	1402 East South Mountain Avenue, Phoenix, Arizona 85042		(602) 243-4231	<a href="mailto:Transport@haciendainc.org">Transport@haciendainc.org</a>	<a href="http://www.haciendahealthcare.org">www.haciendahealthcare.org</a>	Please contact agency for further information	Agency operated vehicles only, agency clients residing in our facilities.	1		1	1			

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Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Interfaith Cooperative Ministries	501 S 9th Ave Phoenix, AZ 85007 / PO Box 2225 Phoenix, AZ 85002		(602) 254-7450	<a href="mailto:renea@icmaz.org">renea@icmaz.org</a>	<a href="http://www.icmaz.org">www.icmaz.org</a>	9:00 a.m. - 11:00 a.m. Mon through Sat	Bus tickets for local transit system for job interviews for low income individuals.		1	1	1	1	Non-Profit Food and Clothing Bank	None
Just for You Transportation Service	917 E Buckeye Road Phoenix, AZ 85034		(602) 477-8256	<a href="mailto:willie.gray@justforyoutransportation.com">willie.gray@justforyoutransportation.com</a>	<a href="http://www.justforyoutransportation.com">www.justforyoutransportation.com</a>	8:00 a.m. - 6:00 p.m. Mon through Sat	Private for-hire carrier							
Kora's Radio Taxi Corp.	1745 N 28th Avenue Phoenix, AZ 85009		(602) 233-2031			Call for more information	Private for-hire carrier						For-profit	Call for rates, based on service requested and distance.
Lifewell	40 E. Mitchell Dr. Ste 100 Phoenix AZ 85012-2330		(602) 995-7474				Agency operated vehicles only. Agency clients only - indigent adults with serious mental illness	1			1		Non-Profit	
Maricopa Transportation System Inc.	19428 N. John Wayne Parkway, Suite D, Maricopa, AZ 85139	Udoamaka Obiekea (Mr. Peace)	(520) 413-7911	<a href="mailto:peace@maricopatrans.org">peace@maricopatrans.org</a>	<a href="http://www.maricopatrans.org">www.maricopatrans.org</a>	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/		1	1	1	1	Non-Profit	General public \$1, free for seniors and qualified disabled.
Medi-Trans	4600 W Camelback Glendale, AZ 85301		(602) 200-2010				Nonemergency medical transportation.							

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Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Mehari Transportation	PO Box 97628 Phoenix, AZ 85060		(602) 577-4419				Taxi service							
National Kidney Foundation of Arizona	4203 E Indian School Rd Ste 140 Phoenix AZ 85018-5341	Lisa Romero	(602) 840-1644	<a href="mailto:lisar@azkidney.org">lisar@azkidney.org</a>	<a href="http://www.azkidney.org">www.azkidney.org</a>	8:30 a.m. - 4:30 p.m. Mon through Fri.	Provide transportation to and from dialysis treatments. Maricopa County (including rural areas).	1					Non-Profit	No fee; 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.

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**Regional Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
NATIVE HEALTH - Native American Community Health Care Center Inc.	4520 N Central Ave, Ste 620 Phoenix AZ 85012	Susan Levy	(602) 279-5262 x3302	<a href="mailto:slevy@nachci.com">slevy@nachci.com</a>	<a href="http://www.nativehealthphoenix.org">www.nativehealthphoenix.org</a>	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.	1	1	1	1	1	Non-Profit	None
Phoenix Fire Department Night Rescue	150 S 12th St. Phoenix, AZ 85034-2301		(602) 495-5555	<a href="mailto:ray.c.temple@phoenix.gov">ray.c.temple@phoenix.gov</a>		7 days a week, 24 hours per day.	Contract services. Persons with disabilities who use wheelchairs who are stranded		1	1	1		Municipality	14.73
Southwest Behavioral Health	3450 N 3rd St. Phoenix, AZ 85012		(602) 265-8338	<a href="mailto:geoffd@sbhservices.org">geoffd@sbhservices.org</a>	<a href="http://www.sbhservices.org">www.sbhservices.org</a>	8:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only. Agency clients only							No fees.
Stand Together and Recover Centers, Inc. (STAR)	1014 N 24th Street #11, Phoenix AZ 85008		(602) 717-5049	<a href="mailto:suzannel@thestarcenters.org">suzannel@thestarcenters.org</a>	<a href="http://www.thestarcenters.org">www.thestarcenters.org</a>	7:00 a.m.-4:00 p.m. Mon through Fri, Sat and Sun various hours	Day recovery center for adults with mental illness	1	1	1	1	1	Non-Profit	None

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**Regional Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
TERROS Inc.	3003 N Central Ave Ste 200 Phoenix, AZ 85012	Barb Garden	(602) 685-6105	<a href="mailto:barbg@terros.org">barbg@terros.org</a>	<a href="http://www.terros.org">www.terros.org</a>	Mon through Thurs 8:00 a.m. - 6:00 p.m. / Fri to 5:00 p.m. Mobile Crisis Services 7 days a week/24 hours a day	Behavioral Health Services, agency accessible vehicles, cab vouchers and transit passes.	1	1	1	1	1	Non-Profit	None.
Valley Metro Bus	101 N. 1st Ave, Ste 1100 Phoenix, AZ 85003	Customer Service	(602) 523-5000 Valley Metro Customer Service	<a href="mailto:csr@valleymetro.org">csr@valleymetro.org</a>	<a href="http://www.valleymetro.org">www.valleymetro.org</a>	Varies depending on city-please call for information	Agency operated vehicles and contract services.		1	1	1	1	Public Agency	Please call for more information.

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**State-wide Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
AAA Full Transportation (includes: Yellow Cab, TLC Taxi, Fiesta Taxi, Aguilas Taxi, Neils, Courier, Checker, AAA Sedans)	Fax: 602-262-2310		(602) 252-5252	@aaayellowaz.com	<a href="http://www.aaayellowaz.com">www.aaayellowaz.com</a>	24 hrs, 365 days per year	Taxi service		1	1		1	Private, For-Profit	Taxi Street Rates \$2.50 drop, \$2.00 each mile, \$28 per hour. Airport Taxi Rates \$16.00 min, \$5.00 first mile, \$2.00 each additional mile, \$20 per hour traffic delay time, \$1.00 Phoenix Airport Tax.
All Valley Transportation	PO Box 68023 Phoenix, AZ 85052		(602) 302-6868 / 1-(888) 933-1300	<a href="mailto:info@allvalleytransportation.com">info@allvalleytransportation.com</a>	<a href="http://www.allvalleytransportation.com">www.allvalleytransportation.com</a>	24 hrs	Private for-hire carrier						Private, For-Profit	Please call for rate information.
American Handicapped Transport Services HTS	1401 E Washington Street Phoenix, AZ 85034		(602) 253-0911				Nonemergency medical transportation							

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**State-wide Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Angel Flight West	3161 Donald Douglas Loop South Santa Monica CA 90405-3210		(310) 390-2958 or (888) 426-2643	<a href="mailto:josho@angelflightwest.org">josho@angelflightwest.org</a>	<a href="http://www.angelflightwest.org">www.angelflightwest.org</a>	8:30 a.m. - 4:30 p.m. Mon through Fri Pacific time. 24 hour on call for emergency puposes.	Air transportation to and from medical treatment or other compelling human need, must be able to walk and sit up.		1	1	1	1	Non-Profit, 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.	8126 N 23rd Ave, Suite J Phoenix, AZ 85021		(602) 244-9168	<a href="mailto:azpva@azpva.org">azpva@azpva.org</a>	<a href="http://www.azpva.org">www.azpva.org</a>	By appointment: Mon through Thurs: 7:30 a.m. to 3:30 p.m. / Fri: 7:30 a.m. - 1:30 p.m.							Non-Profit Veteran Service Organization	\$125/day Volunteer Drivers

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**State-wide Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Arizona Spinal Cord Injury Association			(602) 507-4209 / (888) 889-2185	<a href="mailto:ashleigh@azspinal.org">ashleigh@azspinal.org</a>	<a href="http://www.azspinal.org">www.azspinal.org</a>	9:00 a.m. - 5:00 p.m. Mon - 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. See web site for additional information.						Non-Profit	TBA (rates will be increased / rates to be determined)
Arizona State Hospital			(602) 220-6175	<a href="mailto:johnsoa@azdhs.gov">johnsoa@azdhs.gov</a>	<a href="http://www.AZDHS.gov">www.AZDHS.gov</a>	7 days per week / 24 hrs per day.	Transportation						State Public Agency	No fees.
CD Transport, LLC	4933 E Halifax, Mesa AZ 85205		(602) 989-5115				Private for-hire carrier							
Civitan Foundation, Inc	3509 E Shea Blvd. # 117, Phoenix AZ 85028	Dawn Trapp	(602) 953-2944	<a href="mailto:dtrapp@campcivitan.org">dtrapp@campcivitan.org</a>	<a href="http://www.campcivitan.org">www.campcivitan.org</a>	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.	1	1	1	1	1	Non-Profit	Please call agency for more information

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Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
ComTrans	2336 E Magnolia, Phoenix, AZ 85034		(602) 231-0102	<a href="mailto:neal@gocomtrans.com">neal@gocomtrans.com</a>		5:00 a.m. - 10:00 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							
Dependable Medical Transport Services (DMTS)	2237 N 36th St. Phoenix, AZ 85008	Richard Ganley, CEO, (602) 432-8178	(602) 235-2255	<a href="mailto:info@dmtransport.com">info@dmtransport.com</a>	<a href="http://www.DMTStransport.com">www.DMTStransport.com</a>	24 hrs, 7 days per week	Nonemergency medical transportation (Specialize in Wheelchair, stretcher, and Oxygen transports)						For-Profit	Custom; call for rate info.
Flights for Life, Inc.	Confidential location - Phoenix AZ / Mailing: PO Box 26485, Phoenix, AZ 85068-6485		(602) 992-4327	<a href="mailto:president@flightsforlife.org">president@flightsforlife.org</a>	<a href="http://www.FlightsForLife.org">www.FlightsForLife.org</a>	001 a.m. to 2400 p.m., 7 days per week	Provide free non-emergency round-trip air transportation to ambulatory individuals in financial need who must travel for medical treatment. Transport human blood and platelets for United Blood Services.							None
Foundation for Senior Living	1201 E. Thomas Rd. Phoenix, AZ 85014		(602) 285-050, ext 181, 169	<a href="mailto:aniguez@fsl.org">aniguez@fsl.org</a> , <a href="mailto:dball@fsl.org">dball@fsl.org</a>	<a href="http://www.fsl.org">www.fsl.org</a>	7:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only.	1	1				Non-Profit	No fee.

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**State-wide Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
J & T Transportaton, LLC	14851 N. 25th Dr. #12, Phoenix AZ	Jany Deng	602-759-8096	<a href="mailto:jttransports@jttransports.com">jttransports@jttransports.com</a>	<a href="http://www.Dengenterprises.com">www.Dengenterprises.com</a>	24 hours a day, 7 days a week.	Private for hire carrier including wheelchair, stretcher and ambulatory transport. Non-emergency and non-medical transportation.		1	1			For Profit	Please call for more information.
Lifestar Ambulette	5424 S 40th Street, Phoenix AZ 85040		(602) 957-2800				Nonemergency medical transportation							
Medical Transportation Broker of Arizona (MTBA)	3401 E Elwood St Phoenix, AZ 85040-1610		(888) 700-6822	<a href="mailto:van@mtbofari.com">van@mtbofari.com</a>		24 hr, 7 days per week	Transportation administrator		1				Transportation brokerage. Contact agency for administrative services provided	
Phoenix EI Transportation	2730 W Agua Fria Fwy # 206, Phoenix Az 85027		(602) 230-1414	<a href="mailto:info@phoenixeitransportation.com">info@phoenixeitransportation.com</a>	<a href="http://www.phoenixeitransportation.com">www.phoenixeitransportation.com</a>	7 days a week, 24 hours per day.	Private for-hire carrier		1	1	1		For Profit	\$35.00 dollars pick up and \$3.50 per mile
Quality Transport Services of Arizona	2323 E Magnolia St., Ste 112, Phoenix AZ 85039		(602) 371-1007	<a href="mailto:aberan@QTSaz.com">aberan@QTSaz.com</a>	<a href="http://www.qtsaz.com">www.qtsaz.com</a>	7 days a week, 24 hours per day.	Non-emergency medical transportation. Ambulatory, wheelchair, stretcher, oxygen available.		1	1	1	1	For-Profit	Call for rates, based on service requested and distance.
Safe Ride Services, Inc.			(800) 797-7433 / voice: (602) 627-6700	<a href="mailto:talktous@saferideservices.com">talktous@saferideservices.com</a>	<a href="http://www.saferideservices.com">www.saferideservices.com</a>	24 hrs, 7 days per week	Ambulatory, Wheelchair and Stretcher, non-emergency medical and specialized transportation.		1	1	1	1		Costs vary, Call for a quote.

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**State-wide Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Total Transit, Inc.	4600 W Camelback Road Glendale, AZ 85301-7609	Bill Blair	(602) 200-5500	<a href="mailto:bblair@totaltransit.com">bblair@totaltransit.com</a>	<a href="http://www.totaltransit.com">www.totaltransit.com</a>	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.		1	1	1	1	Private, For-Profit	\$2.95 drop/\$2.10 mile ambulatory, \$25.00 drop/\$2.25 mile for wheelchair.

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**Tribal Service Area**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Indian Community-Community Services	252 W. Giu U Ki, PO Box 2137, Sacaton, AZ 85147	Jose Solarez	520-562-9691	<a href="mailto:jose.solarez@gric.nsn.us">jose.solarez@gric.nsn.us</a>	<a href="http://www.gilariver.org">www.gilariver.org</a>	8:00 a.m. - 5:00 p.m. Mon-Fri, as requested	Accessible van for elderly community members.	1	1	1	1	1	Tribal Entity	contact agency for more information.
Salt River Pima-Maricopa Indian Community	10005 E Osborn Rd. Scottsdale, AZ 85256	Melvina Ray	(480) 362-7312	<a href="mailto:melvina.ray@srpmic-nsn.gov">melvina.ray@srpmic-nsn.gov</a>			Agency operated vehicles only.	1						
San Lucy District of the Tohono O'odham Nation	PO Box GG Phoenix, AZ 85337	Albert Manuel Jr.	(928) 683-2913	<a href="mailto:amanuel@toa.net">amanuel@toa.net</a>			Agency operated vehicles only. Tribal members only.	1					Sub-Tribal Government	
San Lucy District of the Tohono O'odham Nation, Elderly Program	PO Box GG Phoenix, AZ 85337	Eva Celaya	(928) 683-6315	<a href="mailto:egcelaya@yahoo.com">egcelaya@yahoo.com</a>				1					Non-Profit	
Tohono O'odham Nation	PO Box 837 Sells AZ 85634	Fred Stevens Jr.	(520) 383-5546	<a href="mailto:fredwhatgis@yahoo.com">fredwhatgis@yahoo.com</a>		8:00 a.m. - 5:00 p.m. Monday through Friday		1					Tribal	None

**Maricopa Association of Governments Human Services Division \* DRAFT FY 2013 UPWP Outcome Measures**

Codes: *in progress*, **done**, **late**, not started/not due, \* Not in UPWP, but included in work flow.

<b>Planned activity</b>	<b>Progress</b>	<b>Lead staff</b>	<b>Planned date</b>	<b>Actual date</b>	<b>Planned evaluation</b>	<b>Eval results</b>
<b><i>Human Services Planning</i></b>						
Implement the Municipal Aging Services Project model for use by local governments.		Amy	FY13		Approval of model by MAG Human Services Coordinating Committee by the second quarter of FY 2013.	
Facilitate an event to promote understanding of regional human services issues; provide current assessment of critical challenges and opportunities.		Amy	FY13		70 % of respondents will indicate a deeper understanding of regional human services issues.	
<b><i>Human Services Transportation</i></b>						
Develop a Provider Inventory web page with searching capabilities.		DeDe	FY13		90 % of the inventory web page will be developed and possible host sites will be identified.	
Research and offer opportunities to resolve insurance as a barrier to increase agency collaboration regarding unused vehicles.		DeDe	FY13		75 % of stakeholders will indicate a better understanding of insurance policies regarding coordination of agency's vehicles.	
Increase participation from outlying communities to participate in TAP meetings.		DeDe	FY13		Ten new stakeholders from small and outlying communities will participate in TAP meetings.	
Increase communication with and utilization of mobility managers in the region.		DeDe	FY13		Mobility management projects will increase by at least one additional partnering agency.	
Continue facilitating regional dialogue about the feasibility of establishing a one-call center.		DeDe	FY13		75% of stakeholders will have a better understanding of one-call centers.	
Update HS Coordination Transportation Plan.		DeDe	3 <sup>rd</sup> quarter		Approval by MAG Regional Council.	
Facilitate the application review process for Section 5310.		DeDe	3 <sup>rd</sup> quarter		At least four new agencies will submit applications for the grant award program.	
<b><i>Domestic Violence</i></b>						
Implement next phase of Protocol Evaluation Project. Offer training, a training video and webinar.		Rena	2 <sup>nd</sup> Quarter		85% of respondents will show support for the project.	
Monitor implementation of the Regional Plan to End Domestic Violence.		Rena	Quarterly		Approval by DV Council.	
Coordinate activities with community partners to maximize the region's capacity to address domestic violence.		Rena	FY13		Approval by DV Council.	
<b><i>Homeless Issues</i></b>						
Implement priority action steps in the CoC Action plan in response to the HEARTH Act.		Brand	Quarterly		75 percent of the first priority action steps will be achieved or in process for achievement, as approved by the Continuum of Care Committee.	
Increase HUD award to region by \$1 million.		Brand	FY13		90 percent of 12-month goals will be achieved.	
Conduct training opportunities for staff at homeless and domestic violence shelters.		Brand	FY13		65 percent of people leaving transitional shelter will enter permanent housing and 77 percent of people in permanent housing will remain housed for longer than six months.	
<b><i>Public Involvement</i></b>						
Raise awareness about human services resources and needs through collaboration with the MAG Communications Division.		Amy	FY13		Distribution of materials, human services plans, inventories and public service announcement videos.	
Publish three press releases.		Amy	FY13		At least three articles or coverage related to press releases.	
Publish electronic HS newsletter.		Amy	Periodic		70 percent of recipients will confirm relevant and useful information.	
<b><i>Carry Forward From FY 2012</i></b>						

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Maricopa Association of Governments  
**Human Services Coordinating Committee**  
**2012 Meeting Dates and Tentative Agenda Items**

<b>1<sup>st</sup> Meeting Date</b>	<b>2<sup>nd</sup> Meeting Date</b>	<b>3<sup>rd</sup> Meeting Date</b>	<b>4<sup>th</sup> Meeting Date</b>
Wednesday, January 25 <sup>th</sup> at 10:00 a.m. Chaparral Room	Wednesday, April 25 <sup>th</sup> at 10:00 a.m. Chaparral Room	Wednesday, July 25 <sup>th</sup> at 10:00 a.m. Chaparral Room	Wednesday, October 24 <sup>th</sup> at 10:00 a.m. Chaparral Room

**Tentative Agenda Items for Meetings:**

First Meeting: Committee member update about human services in their jurisdictions; Human Services Technical Committee activity report; committee reports; recommend approval of FY 2013 Social Services Block Grant allocations; recommend approval of new goals; goal achievement update; future agenda items.

Second Meeting: Committee member update about human services in their jurisdictions; Human Services Technical Committee activity report; committee reports; Regional Heat Relief Network report; Chair/Vice Chair appointments- for info and discussion only, legislative update; future agenda items.

Third Meeting: Committee member update about human services in their jurisdictions; Human Services Technical Committee activity report; committee reports; committee outcome measures, future agenda items.

Fourth Meeting: Committee member update about human services in their jurisdictions; Human Services Technical Committee activity report; committee reports; approve CY2013 meeting calendar, evaluate committee's work, identify new goals for FY 2014, future agenda items.