

**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.

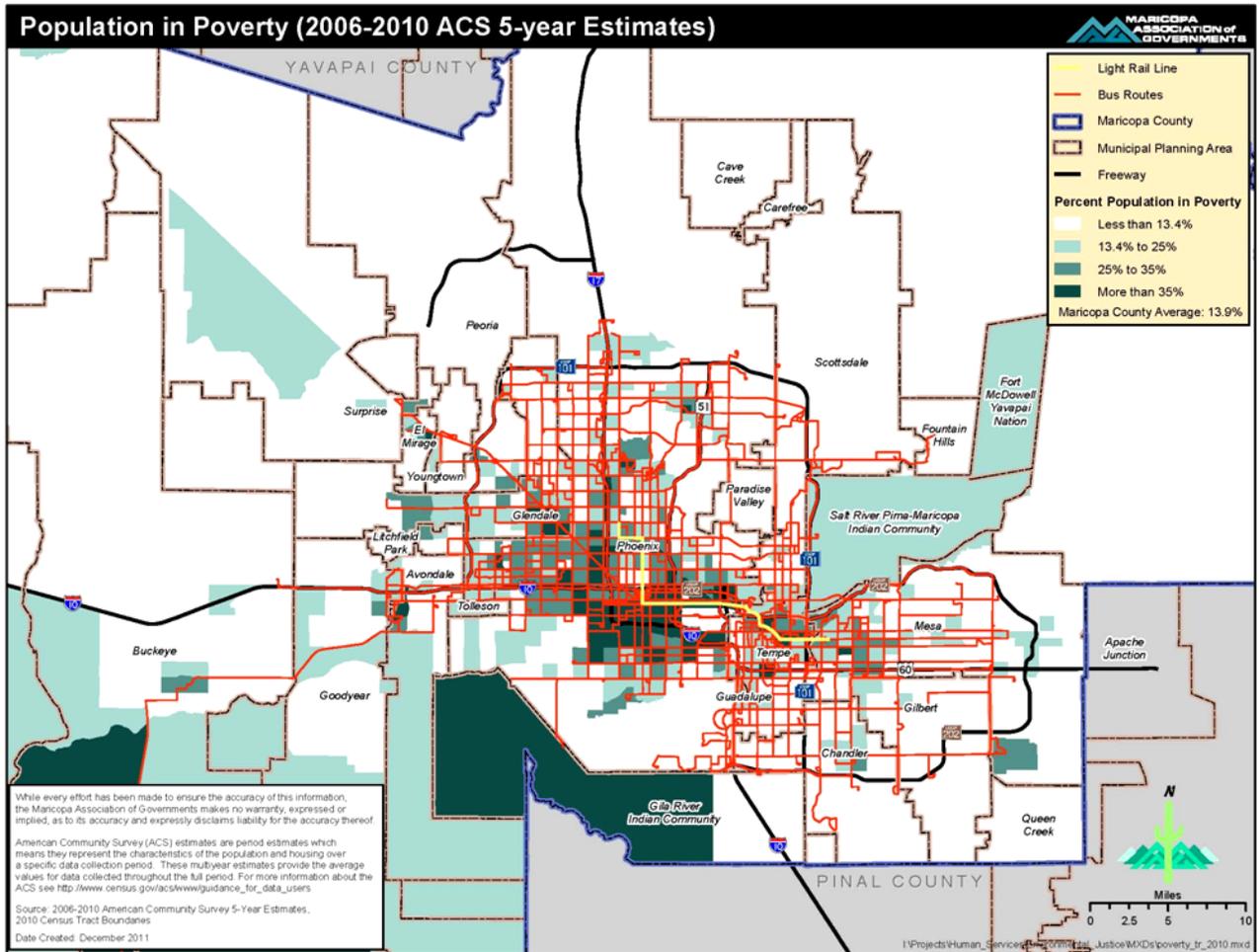
**Gaps Analysis**

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.





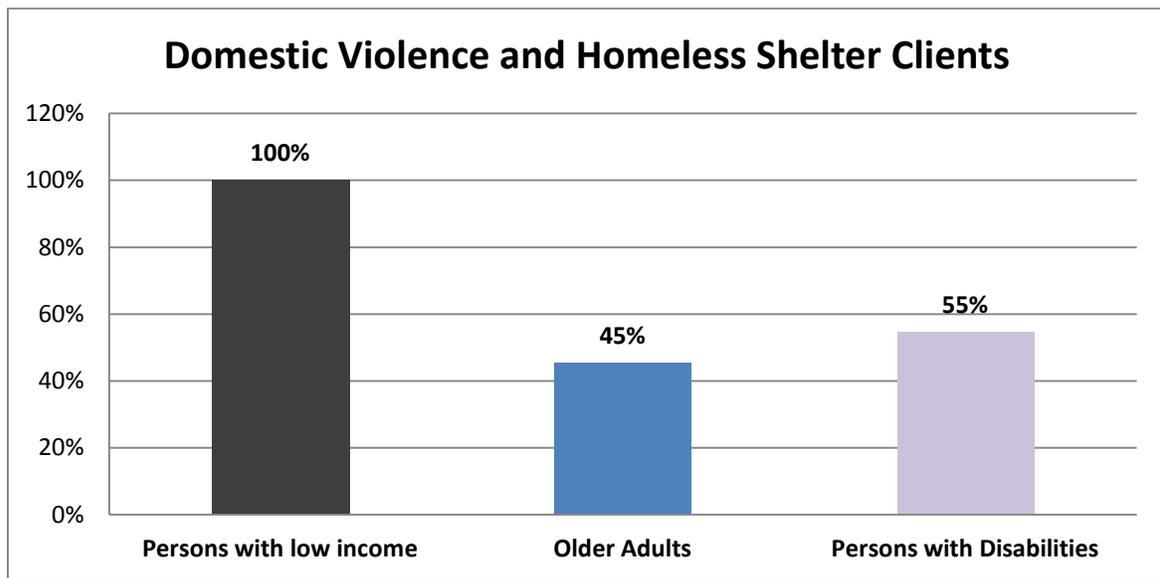
### *Domestic Violence and Homeless Clients*

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.

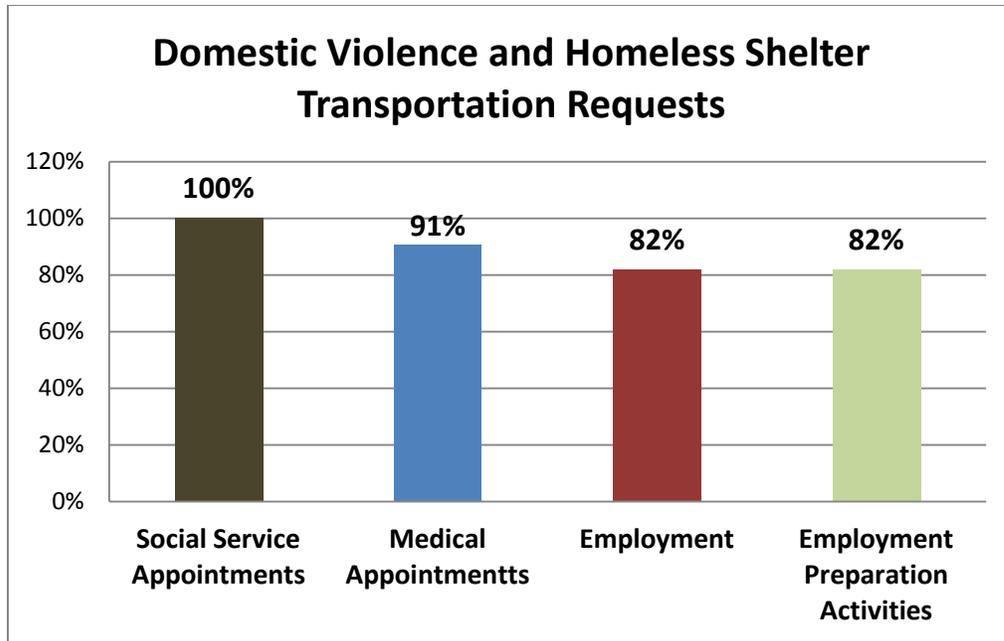
The transportation coordination agency survey, conducted in 2011, aimed to follow up on the work done in 2010 to gather more information and help in determining the level of agency interest in partnering on transportation coordination efforts. The survey included questions regarding the demographics 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.

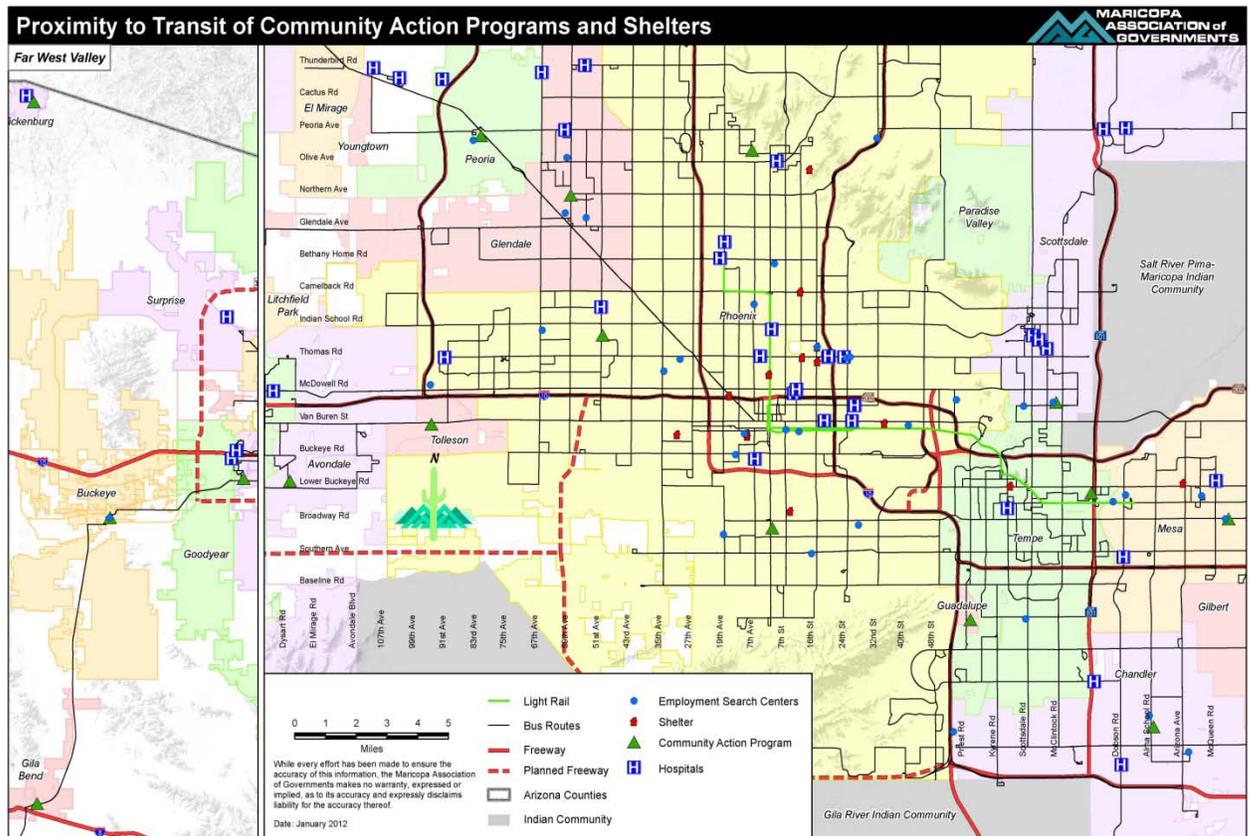
An analysis was completed of the responses to the transportation coordination agency survey. Of the 12 agencies that participated in the survey, results indicated 55 percent of the clients were persons with disabilities and 45 percent were older adults. It was noted that all clients were considered to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



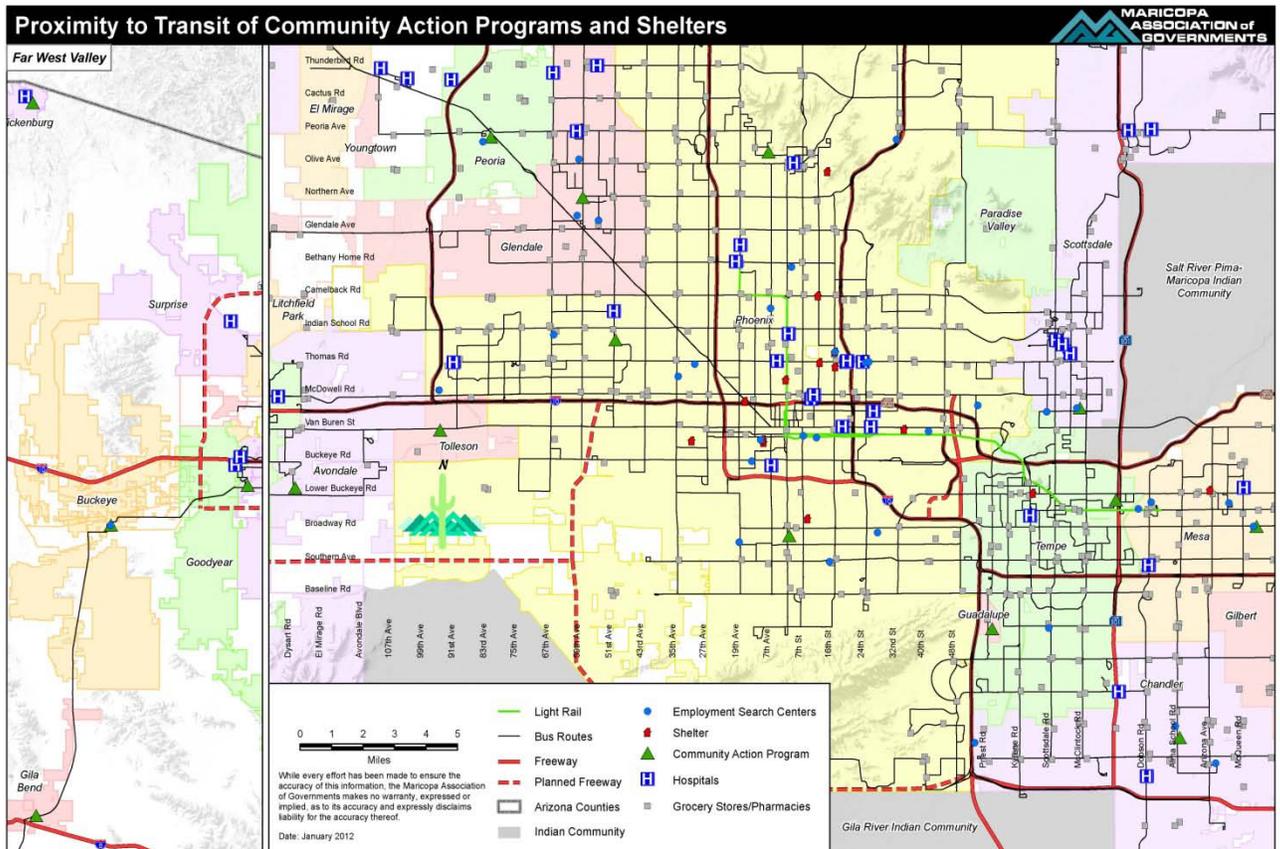
Agencies reported receiving 6,349 transportation requests from clients and spent more than \$600,000 annually in transportation costs. The most frequent transportation resources offered by shelters included reduced public transit vouchers. One agency provided transportation with a vehicle received through 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.



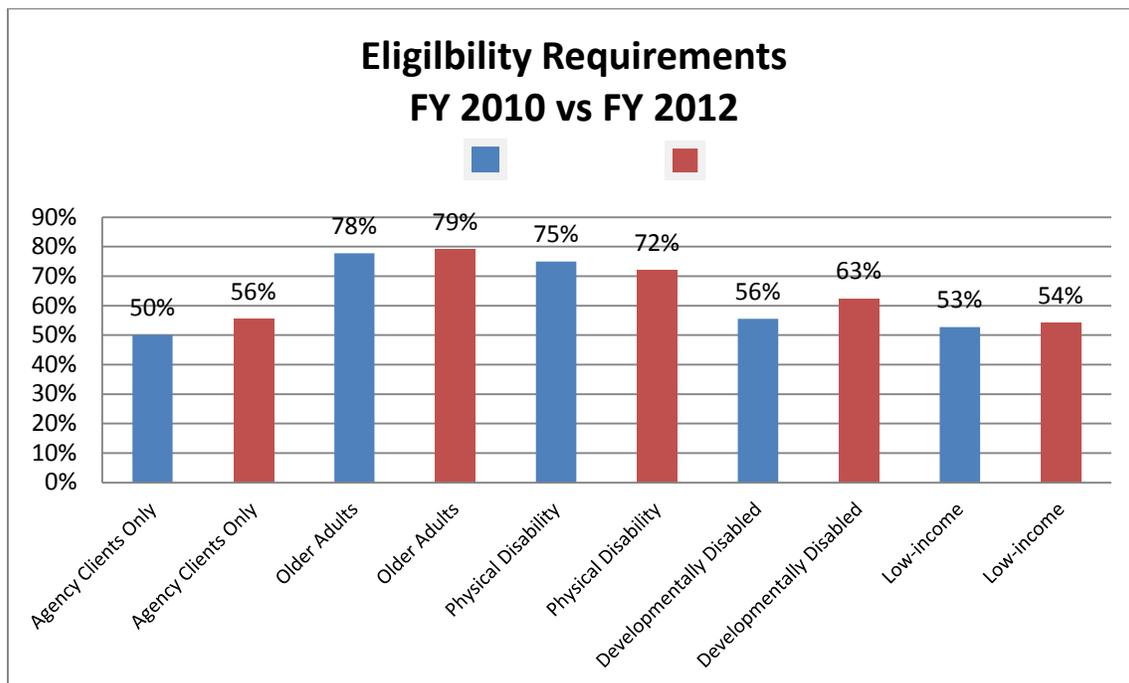
### ***MAG Human Service Transportation Provider Inventory***

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.

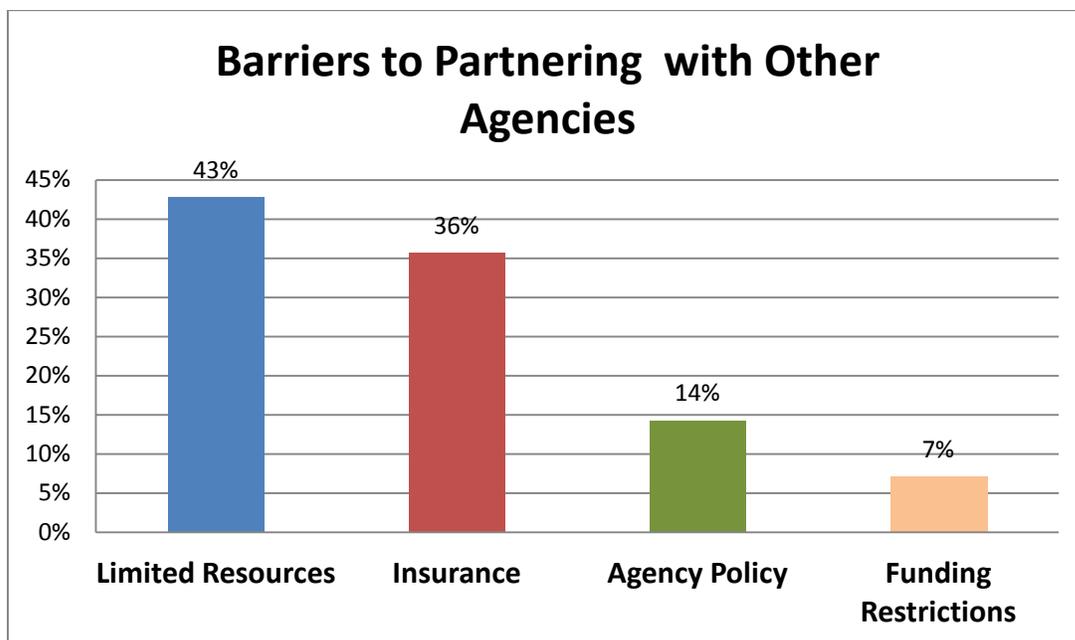
## Top Four Implemented Changes to Meet Demand FY 2010 vs. FY 2012

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.



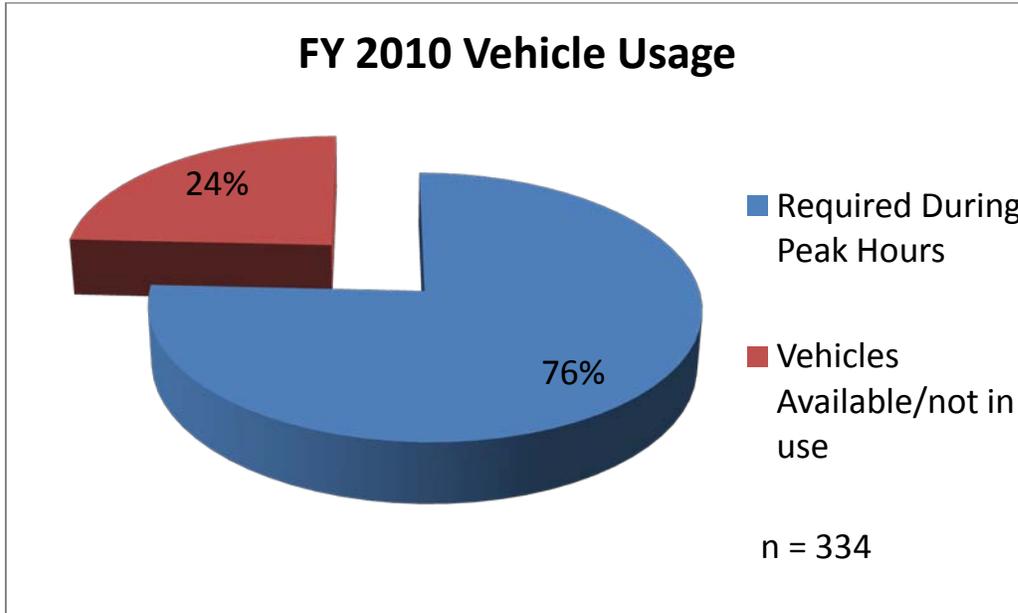
Results from the FY 2011 survey indicated zero agencies reported being unable to fulfill requests for transportation services. This could be a result of agencies implementing changes such as reducing/eliminating services, stricter eligibility requirements, and an increase of agencies offering services 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.



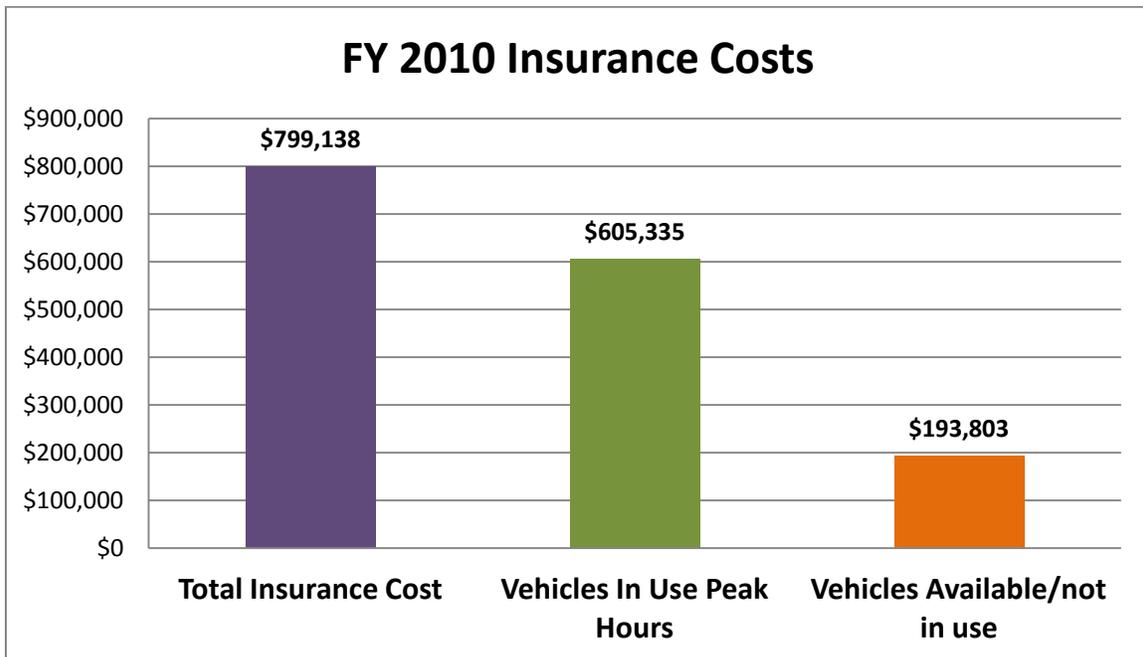
### ***Vehicle Inventory***

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

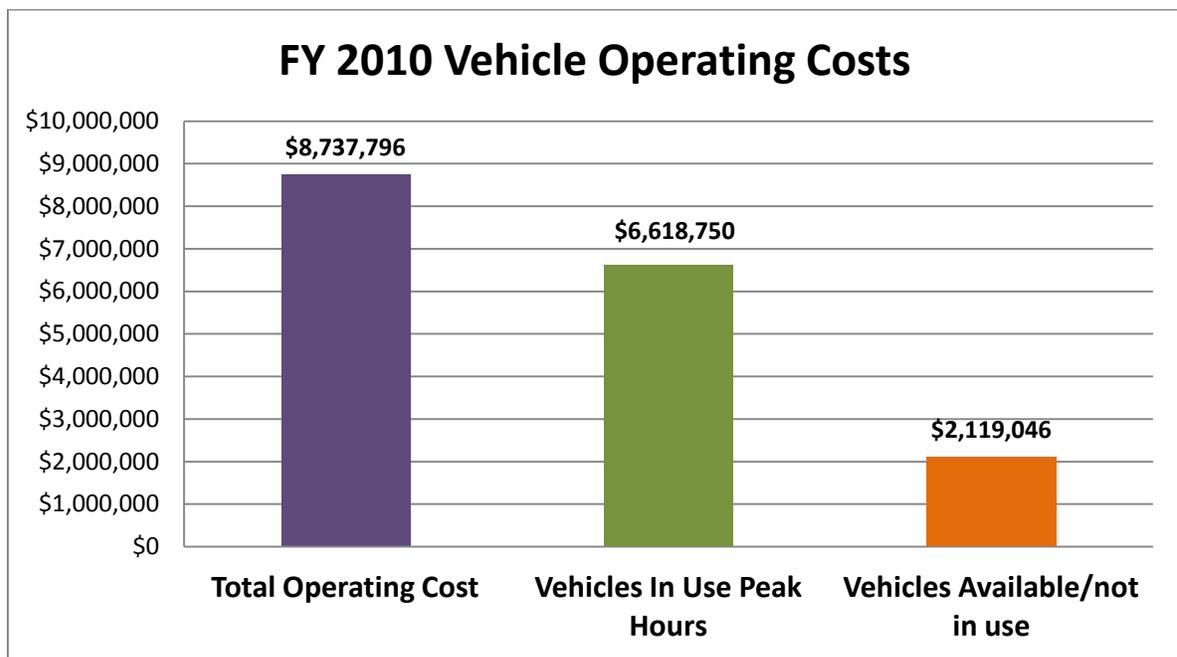
vehicles are in use during peak operating hours with 24 percent of agency vehicles available but in use during peak hours.



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
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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 Department of Transportation
- Arizona Recreation Center for the Handicapped (ARCH)
- Arizona Transit Association
- Benevilla / The New Face of Interfaith Community Care
- Biltmore Properties/Good Shepherd East
- Biltmore Properties/Hacienda De Los Arcos
- Blessings! For Seniors
- Chandler Gilbert Arc
- 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  
Developmental Disabilities Planning Council  
Duet  
Foothills Caring Corps  
Foundation for Senior Living  
Fresh Start Community Service  
Friendship Village of Tempe  
Gila River Indian Community  
Golden Gate Community  
Goodman Schwartz Public Affairs  
Hacienda Healthcare  
Horizon Human Services  
Indian Health Service  
J& T Transportation  
Lutheran Social Service of the Southwest  
Magellan Behavioral Health  
Marc Center of Mesa  
Maricopa Transportation System 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.  
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  
Sunnyslope Village Alliance  
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  
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/>.