

# **MARICOPA ASSOCIATION OF GOVERNMENTS**

## **INFORMATION SUMMARY... for your review**

**DATE:**

February 1, 2011

**SUBJECT:**

FY 2012 MAG Human Services Coordination Transportation Plan

**SUMMARY:**

The federal Safe and Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU) requires the establishment of a locally developed, coordinated public transit-human services transportation plan for all Federal Transit Administration (FTA) programs for underserved populations: the Elderly Individuals and Individuals with Disabilities Program (Section 5310); the Job Access and Reverse Commute (JARC) Program (Section 5316); and the New Freedom Program (Section 5317). MAG has developed this coordination plan each year in compliance with this requirement since 2007. The fiscal year (FY) 2012 MAG Human Services Coordination Transportation Plan was recommended for approval by the MAG Human Services Coordinating Committee on January 26, 2011 and the MAG Human Services Technical Committee on January 12, 2011.

**PUBLIC INPUT:**

The plan was created by engaging human services transportation stakeholders. A public meeting was held on December 7, 2010. Feedback from stakeholders was incorporated into the plan. An opportunity for public input at the committee level was offered at the MAG Human Service Coordination meeting on January 26, 2011 and the MAG Human Services Technical Committee meeting on January 12, 2011. No input was offered at the meetings.

**PROS & CONS:**

**PROS:** Coordinating human services transportation will make programs more efficient and will serve more people. Lack of coordination results in wasted resources, inefficient use of time and vulnerable people receiving poor quality service, or in the worst case, being left in dangerous circumstances.

**CONS:** There are no anticipated negative effects.

**TECHNICAL & POLICY IMPLICATIONS:**

**TECHNICAL:** According to SAFETEA-LU regulations, a coordinated human services transportation plan must be in place so that JARC, New Freedom and 5310 funds may be drawn down. This plan has been developed by a diverse group as mandated by federal regulations. Setting forth clear expectations will help to build a strong foundation for more intensive coordination in the future.

According to FTA guidance, the plans specifically include the following: an assessment of available services that identifies current providers (public, private, and nonprofit); an assessment of transportation needs for individuals with disabilities and older adults; strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery; and relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

POLICY: Lack of coordination can result in lower productivity, wasted resources and lower quality services for a very vulnerable population. Elderly and people with disabilities are significantly affected by human services transportation. Ultimately, this service is not about buses, vans or cars but the quality of life people experience when they have access to medical care, employment and a good support system. Improving human services transportation coordination will result in better access to these opportunities and better utilization of existing resources. The first plan developed in 2007 helped to improve coordination through strategies focused on open communication with human services transportation stakeholders. The FY 2012 plan continues to focus on coordination efforts and utilizing the available resources in the community.

**ACTION NEEDED:**

Recommend approval of the FY 2012 MAG Human Services Coordination Transportation Plan.

**PRIOR COMMITTEE ACTIONS:**

The MAG Human Services Coordinating Committee recommended the plan update for approval on January 26, 2011.

COMMITTEE MEMBERS

- Councilmember Trinity Donovan, Chandler, Chair
- Vice Mayor Michael Nowakowski, Phoenix, Vice Chair
- \* Arleen Chin, Tempe Community Council
- \* Councilmember Dennis Kavanaugh, Mesa

- Mayor Marie Lopez Rogers, Avondale
- # Councilmember Manuel Martinez, Glendale
- \* Councilmember JoAnne Osborne, Goodyear
- Councilmember John Sentz, Town of Gilbert
- \* Supervisory Mary Rose Wilcox, Maricopa Co.
- Councilmember Mike Woodard, Surprise

#Those members present by audio/videoconferencing.  
\*Those members neither present nor represented by proxy.

The MAG Human Services Technical Committee recommended the plan update for approval on January 12, 2011.

COMMITTEE MEMBERS

- Sylvia Sheffield, City of Avondale, Chair
- Keith Burke, City of Tempe
- \* Kyle Bogdon, DES/ACYF
- Laura Guild, DES
- Brande Howard, City of Mesa
- Jeffery Jamison, City of Phoenix
- \* Deanna Jonovich, City of Phoenix
- Jim Knaut, Area Agency on Aging

- # Margarita Leyvas, Maricopa County
- \* Joyce Lopez-Powell, Valley of the Sun United Way
- Steven MacFarlane, City of Phoenix
- # Jayson Matthews, Tempe Community Council
- \* Joy McClain, City of Tolleson
- # Leah Powell, City of Chandler
- Carol Sherer, DES/DDD

#Those members present by audio/videoconferencing.  
\*Those members neither present nor represented by proxy.

**CONTACT PERSON:**

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**DRAFT**  
FY 2012 Maricopa Association of Governments  
Human Services Coordination Transportation Plan  
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## Executive Summary

The Maricopa Association of Governments (MAG) Human Services Coordination Transportation plans are developed in response to the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) federal legislation requiring applicants who receive federal funding to comply with a locally derived plan. The region's plans are an invaluable resource for regional human services transportation coordination efforts. Each plan is federally required to contain an inventory of services, a gaps analysis, and prioritized strategies to meet the needs of the region.

Funding reductions on the state and local level have led to the elimination or significant reduction of transportation programs and services. Service providers are under stress to provide much-needed assistance on limited budgets. It is the goal of every plan to coordinate and collaborate on resources to help the most vulnerable in our population move throughout the region. 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. This goal will be achieved through the following strategies:

<b>Priority</b>	<b>Short-Term Strategies for FY 2012</b>	<b>Lead</b>
1.	Identify and implement additional opportunities to coordinate with Title VI stakeholders.	MAG
2.	Enhance the Transportation Ambassador Program to include additional private sector representatives, Native Communities, and coordination with communities adjacent to this region.	MAG
3.	Map domestic violence and homeless shelter clients' travel needs and organize collaborative services among the shelters to support employment and work-preparation activities. This builds on the strategy from the FY 2011 Plan Update to research the transportation needs of shelter clients.	MAG
4.	Research opportunities to resolve insurance as a barrier to volunteer opportunities and the use of agency vehicles for collaboration.	MAG, ADOT
5.	Inventory agencies with vehicle downtime to include times and days when agency vehicles are available. This activity builds on the agency matching strategy from the FY 2011 plan and enhances opportunities for collaboration.	MAG
<b>Priority</b>	<b>Long-Term Strategies</b>	<b>Lead</b>
1.	Research the development of a coordinated volunteer drivers program on a regional basis. Inventory volunteer programs, research partnerships with faith-based communities, provide training for volunteer drivers and	MAG

	the agencies that work with them and centralize information about programs and opportunities online.	
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To become involved in these efforts, please contact DeDe Gaisthea at [dgaiisthea@azmag.gov](mailto:dgaiisthea@azmag.gov) or by calling (602) 254-6300. All materials may be accessed at [www.azmag.gov](http://www.azmag.gov).

## **Introduction**

Transportation can be as simple as starting a car, or catching the bus or light rail to reach a destination. However, there are a number of people who are unable to get to work, run errands, or access medical care because they do not have reliable transportation. Many older adults or those with disabilities or low incomes may be considered “transportation disadvantaged.” This population consists of individuals who cannot operate a vehicle because of medical conditions, are unable to afford a vehicle, or live in areas without adequate public transportation.

Since 2007, the Maricopa Association of Governments (MAG) has developed the Human Services Coordination Transportation Plans required through the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users. The plans are developed in response to this federal legislation requiring applicants who receive federal funding to comply with a locally derived plan. Currently, assistance for transportation and available services have been reduced or eliminated due to budget reductions on the state and local level. The plans maintain transportation coordination efforts to meet the needs of those most vulnerable in the community such as older adults, people with disabilities, and people with low incomes.

Stakeholders in this region are actively engaged in meeting the transportation needs of the community. Participation in the MAG Transportation Ambassador Program has grown to more than 300 stakeholders. They represent 124 agencies and community members throughout the region. During MAG’s recent federal certification review process by the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA), the program was recognized for providing “better access to information about transit and transportation.” MAG was also recognized for taking the initiative to incorporate a Human Services Transportation Planner position allowing transportation planning activities to cater to the needs of the targeted populations.

The accomplishments of these plans are aided by strong support from partners such as the Arizona Department of Transportation, the City of Phoenix, and the Virginia G. Piper Charitable Trust. Stakeholders on the front lines from nonprofit agencies, municipalities, senior and faith-based communities, and active consumers have significantly aided the sustainability of these planning efforts. The combined voices of the community will ensure the continued success of this plan and future plans to meet the transportation needs of the most vulnerable in this region.

This plan will report on the progress made on the strategies from the FY 2011 plan, offer an assessment of gaps within the region, highlight the positive impact of coordination efforts in the community, and propose 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 2011 Plan**

The strategies in the FY 2011 Plan promoted activities that would have the most positive impact on human services transportation needs in the region. The strategies incorporate the United We Ride goals of providing more rides for the targeted population(s) for the same or fewer resources; simplifying customer access to transportation; and increasing customer satisfaction. The FY 2011 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**

#### ***Implement more service programs***

##### Outcome measure:

The Federal Transportation Administration initiates capital awards programs to meet the transportation needs of consumers when transportation services are unavailable and/or insufficient. Providing information to agencies regarding available grants increases transportation resource opportunities to agencies that provide services particularly in outlying areas such as the West and East Valleys. This strategy focused on increasing more programs using the available federal funding program already in place, addressing the United We Ride goal of providing more rides for targeted population(s) for the same or fewer resources.

##### Progress:

MAG facilitates the federal funding process of the FTA Section 5310 Elderly Individuals and Individuals with Disabilities. Information regarding the availability of this federal funding program was presented to all of MAG's Human Services Committees and other community partners. This resulted in an increase from 13 agencies to 19 agencies applying during the 2010 application process. Grantees include one agency providing services in the Northeast Valley, three agencies providing services in the East Valley, and five agencies providing services in the West Valley. Agencies servicing the outlying areas of the region where public transit has been reduced or eliminated can now provide transportation services to their clients due to these efforts.

#### ***Target travel training to clients of non-profit agencies***

##### Outcome measure:

This strategy targets travel training to clients of nonprofit agencies including homeless and domestic violence shelters. Providing basic information such as how to ride the bus or light rail offers service providers and their clients with viable options to alternative transportation options. Travel training enables the targeted population access to their community, services, social and recreational activities, and to necessary medical appointments. Simplifying customer access to transportation is a United We Ride goal.

##### Progress:

The MAG Transportation Ambassador Program (TAP) quarterly meetings include transit updates presented by Valley Metro. A Valley Metro Transit Education representative provides public transit information along with travel training opportunities. Providing travel training information at the TAP meetings expanded outreach to a wider audience that included six homeless and domestic violence shelters. The outcome is that more providers are aware of the travel training opportunities available to their clients. Valley Metro has also received funding to provide travel training for persons with disabilities.

### ***Vanpools***

#### Outcome measure:

This strategy researched the possibility of implementing vanpools to bring domestic violence and homeless shelter clients to work and work-preparation activities. Providing transportation resources to employment opportunities and employment can lead to the self-sustainability of the clients. This strategy addresses the United We Ride goal of simplifying customer access to transportation by bringing options to the consumer in the shelters and integrating it into their service program.

#### Progress:

Through Arizona State University's Community Action Research Experiences (CARE) Program, MAG acquired an intern to begin research on the possibility of van pools for domestic violence and homeless shelters. Focus group discussions and supplemental survey questions have been conducted collaborating with domestic violence and homeless shelters in the region. Analysis has begun to collaboratively meet the transportation needs of these consumers. This strategy is recommended for continuation with next steps to include mapping shelter clients' travel needs and organizing collaborative services among the shelters.

### ***Data quality standards***

#### Outcome measure:

Develop and offer training on data quality standards for reporting as well as a common set of definitions. Providing a common set of definitions on training and data quality standards will result in streamlined reporting. The outcome will enable agencies to spend less time on paperwork and more time on providing services to consumers. This will result in an increase of customer satisfaction which is a component of the United We Ride goal.

#### Progress:

During the June 2010 MAG Transportation Ambassador Program regional meeting, small group discussion focused on streamlining the reporting requirements for federal grant programs. Information received from the stakeholders will support ADOT in developing a webinar. The webinar will provide training and address federal standard reporting requirements. MAG is collaborating with ADOT and the City of Phoenix to develop a set of definitions for transportation terminology to further assist agencies with reporting.

MAG has partnered with the City of Phoenix to compile a frequently asked questions fact sheet. Once completed, the fact sheet will be posted on the MAG website.

## **Long-Term Strategies**

### ***Taxi cab and mileage reimbursement programs***

#### Outcome measure:

This strategy focused on establishing more taxi cab and mileage reimbursement programs for consumers in areas with less transportation infrastructure. Focusing on areas with less transportation infrastructure benefits the consumer who once relied on public transit which has been reduced or is no longer available. Introducing the taxi cab and mileage reimbursement programs will provide consumers in the outlying areas with alternative transportation options.

#### Progress:

Several cities have initiated new services. The City of Avondale established a taxi subsidy program for dialysis and other recurring medical treatments and the City of Phoenix began a new Senior Cab program. Valley Metro was approved to receive a New Freedom grant to off-set operating expenses for taxi subsidy services for recurring medical trips in El Mirage, Peoria, Surprise, and other cities in the Southwest Valley.

Valley Metro is preparing a regional Dial-A-Ride and publicly-funded taxi subsidy and mileage reimbursement passenger survey in early 2011. The purpose of the survey is to gather information on trip making, demographics, customer satisfaction with existing services, and accessing unmet transportation needs of the programs.

### ***Volunteer drivers program***

#### Outcome measure:

Develop a coordinated volunteer drivers program on a regional basis. Include training for volunteer drivers and the agencies that work with them and centralize information about programs and opportunities online. Cohesive driver trainings benefit volunteers and agencies in meeting necessary requirements for offering services. Providing volunteer drivers program information online enables individuals who want to volunteer or individuals looking for services easy access to available programs and opportunities.

#### Progress:

At the June 2010 regional TAP meeting, small group discussions focused on components of volunteer drivers programs. Wheel Help, a faith based community program, offered information on the recruitment of volunteers. Duet, a nonprofit agency serving older adults, presented information on its volunteer driver program and a representative from the Arizona Department of Economic Security provided information on new requirements for volunteer drivers. The volunteer drivers strategy is recommended for continuation. Next steps will be to research stakeholder suggestions such as establishing additional partnerships with the faith-based communities, conducting an inventory of

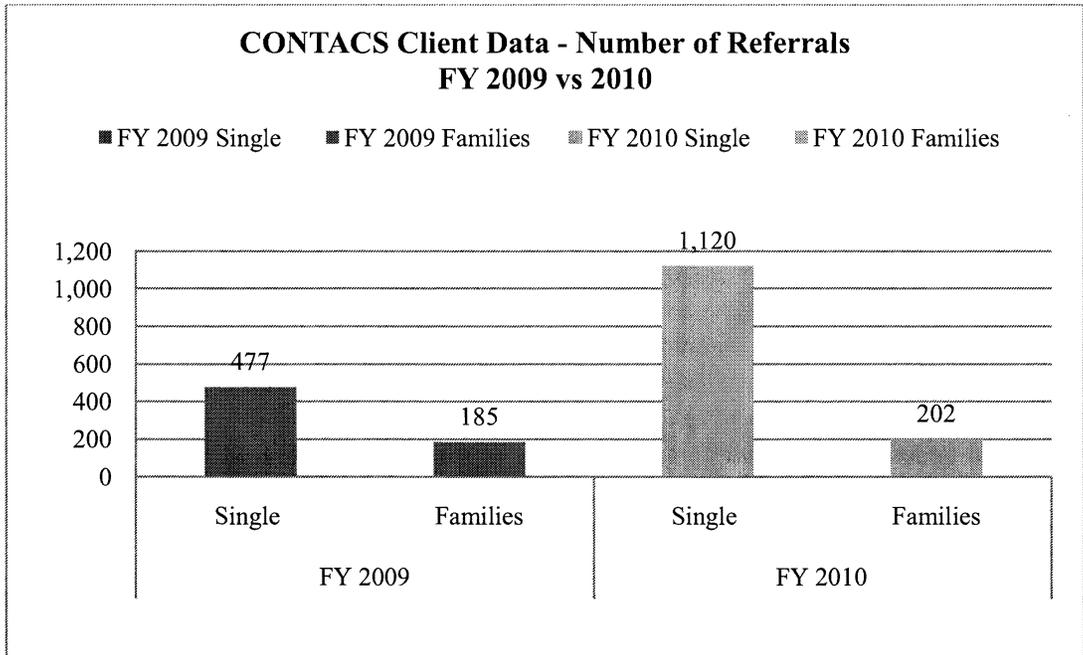
volunteer programs in the region, and developing a list of volunteer requirements to support implementation of this strategy.

### **Gaps Analysis**

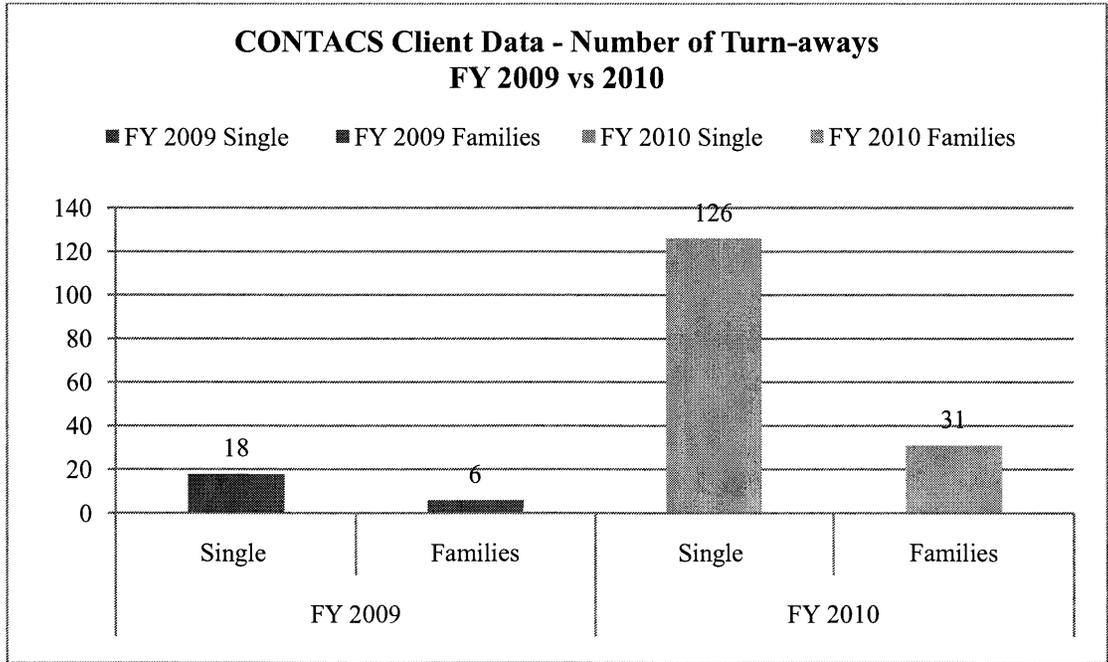
According to the U.S. Census Bureau, Maricopa County is now the fourth largest county in the United States. Population projections estimate Maricopa County will continue to grow to 6.1 million people in 2030. The region has endured two major funding reductions affecting transportation services for those most vulnerable. On March 18, 2010, a permanent repeal of the Local Transportation Assistance Fund (LTAF) and LTAF II, which provided state lottery monies to local governments for public transportation, was signed into law. Arizona is now one of five states that do not provide funding for public transportation. Region-wide, the LTAF repeal represents approximately \$22.8 million of loss transit funding. Municipalities and nonprofits have made difficult decisions resulting in additional reductions to transit services.

The second major funding reduction followed a decline in sales tax revenue as a result of the downturn in the economy. The loss of sales tax revenues has led to a 25 percent reduction in regional transit dollars throughout the region. Transit wait times have extended to 30-minutes on weekdays during off-peak hours and Saturday services have been eliminated on certain routes. The new light rail running through the cities of Mesa Phoenix, and Tempe has also extended its wait times from 10 to 12 minutes on weekdays, and 20 minutes on weekends due to funding reductions. As a result of ongoing declines in sales tax collections and the permanent loss of the Local Transportation Assistance Funds, Valley Metro likely will experience cutbacks in service on bus and light rail in the coming year.

While funding for transportation services has been reduced, the need for services has not. According to the FY 2010 Community Information and Referral CONTACTS report, requests for transportation assistance for this population more than doubled from the previous year resulting in 1,120 calls from individuals and 202 calls from families.

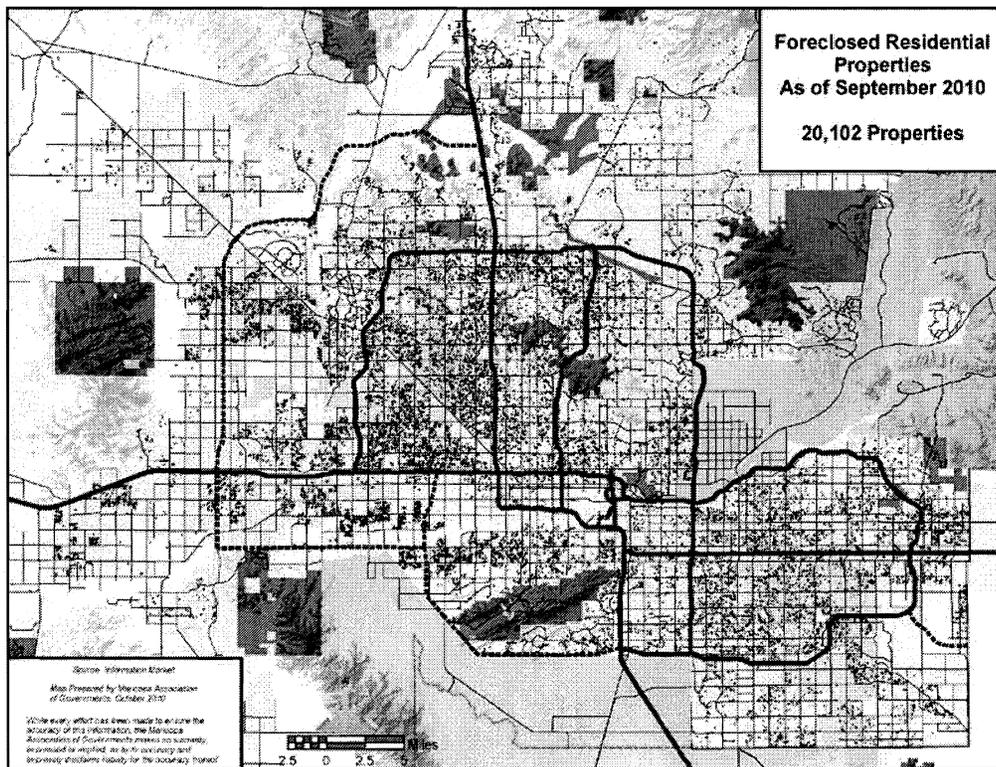


Unfortunately, not all calls end in a referral for assistance. CONTACS reported the number of calls that could not be referred for assistance, or turn-aways, also increased from the previous year from 18 to 126 calls for individuals and from six to 31 calls for families. Providers, now faced with a second year of funding reductions, are finding it more difficult to fulfill the transportation needs of the community.

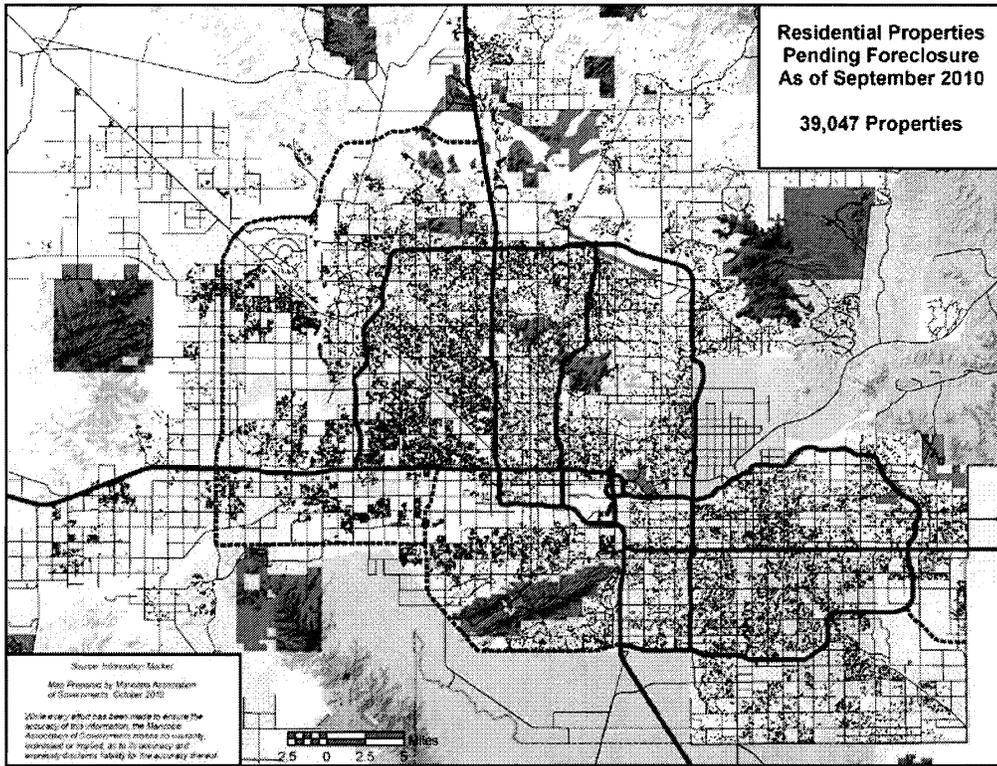


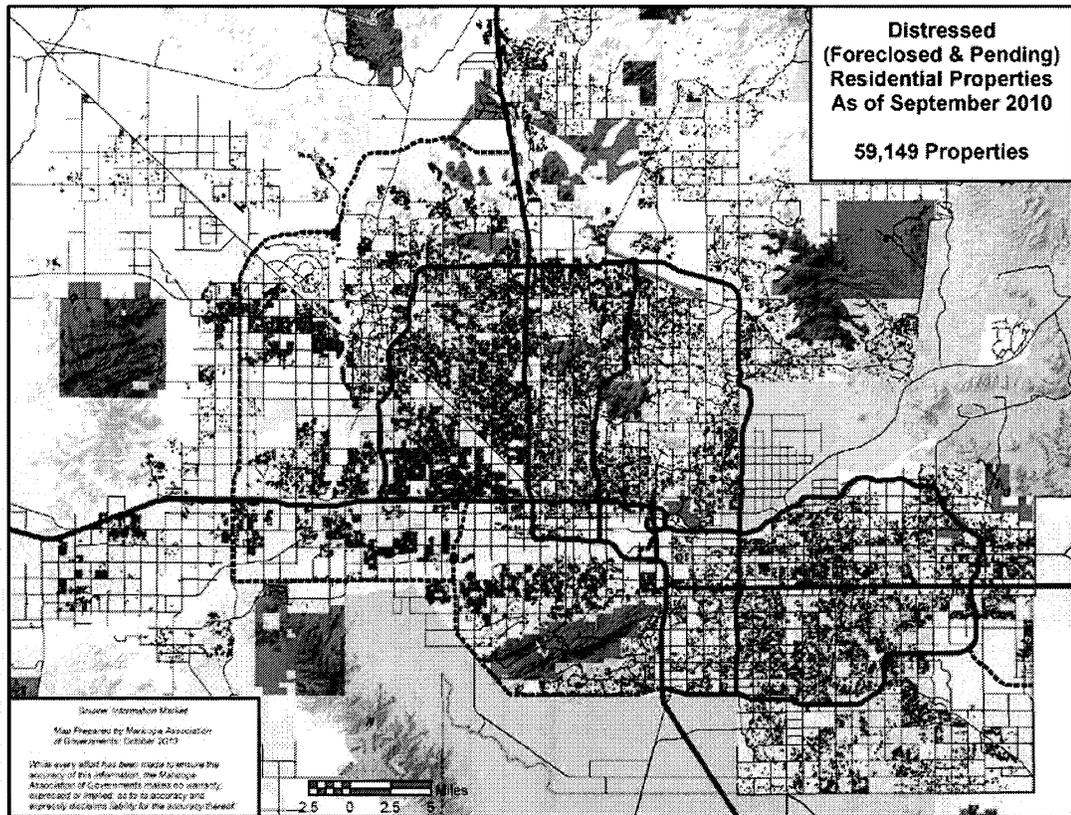
## Foreclosures

In relation to the increased demand for transportation services, our region has experienced a high number of foreclosures as compared to the rest of the nation. Arizona ranks second in the country in the number of foreclosures. Recent studies, such as the 2010 study done by the National Resources and Defense Council, suggest that a lack of transportation options may contribute to a family losing their home due to foreclosure. Families are not only facing the difficult situation of accessing transportation to much needed services and jobs but also facing the difficulty of remaining in their homes. Foreclosure rates in the region have reached an all time high of 20,102 distressed homeowners. The foreclosure map below illustrates all residential properties that have already been foreclosed but have not yet been purchased.



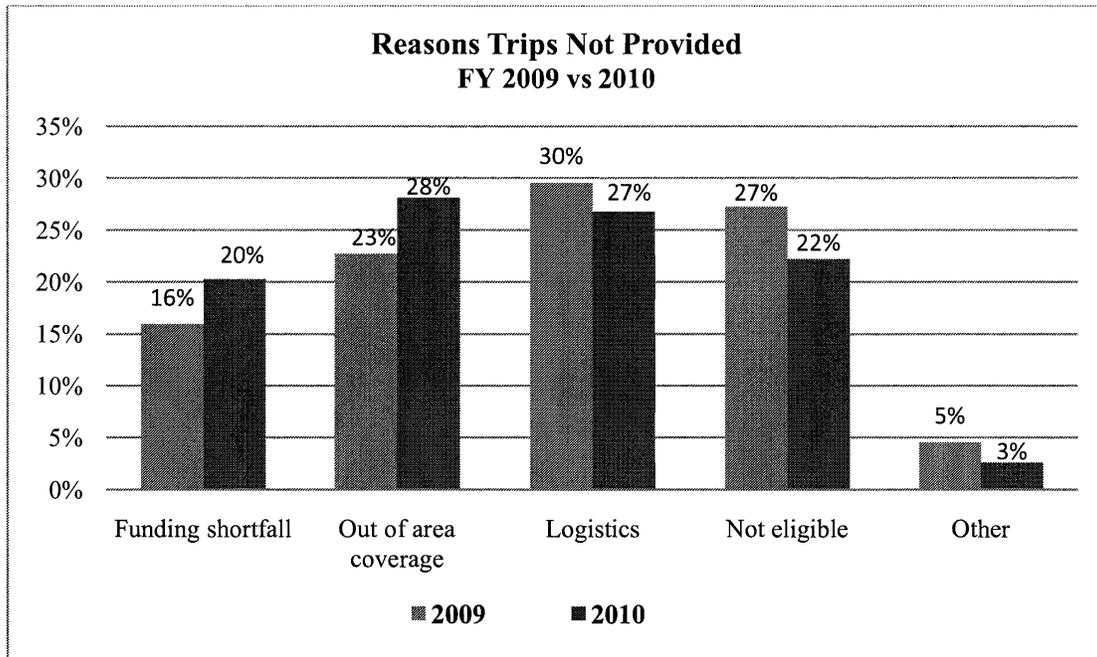
The next map shows pending foreclosures on all residential properties that have received a letter stating the property will be foreclosed on in the future. These are families who potentially could lose their homes and thereby be in need of assistance of overburdened service programs. The third map combines both foreclosed and impending foreclosure homes into a “distressed residential properties” map. As of September 2010, the number of residential properties in distress totals to 59,149 homes across the region.





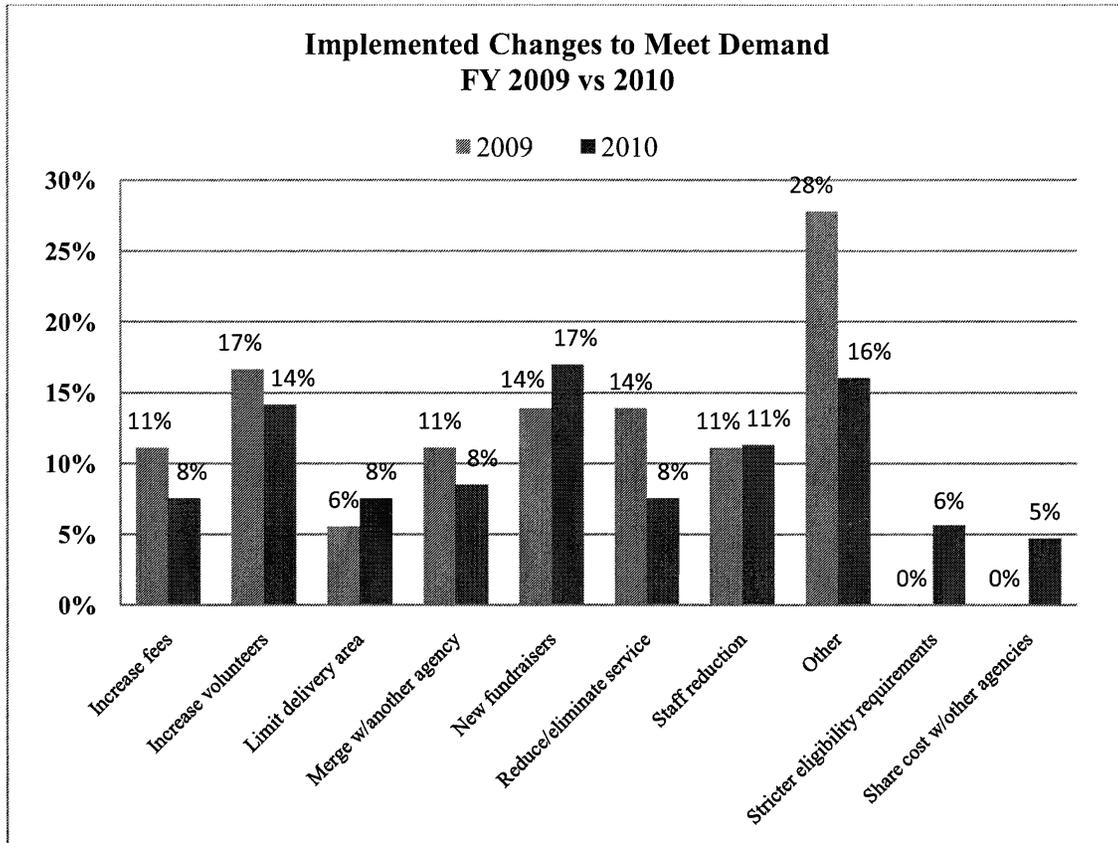
## **MAG Human Service Transportation Provider Inventory**

The MAG Human Services Transportation Provider Inventory survey received 65 responses from human services transportation providers that included nonprofits and for profit agencies, municipalities and community organizations. The Inventory reflects the changes in the environment of human services transportation providers. Agencies cited the reasons when they could not fulfill requests for transportation service. Responses are provided in the charts below.



The FY 2010 survey results indicated requests from consumers not within the service provider’s boundaries as the number one response for reasons trips were not provided. This reflects a five percent increase from the previous year. Funding reductions also increased by four percent from the previous year. Decreases were reported in the Logistics category such as not enough vans or drivers, and in the requests Not Eligible category. One agency noted they had merged its senior transportation program with another agency and no longer reported providing that service. The decrease in the Eligibility category is reflective of agencies implementing stricter eligibility requirements as indicated in the following chart.

Agencies across the region are implementing organizational changes to meet the demand for services. This was evident in the responses received about changes agencies implemented to meet the demand for services. The results are shown in the charts below.



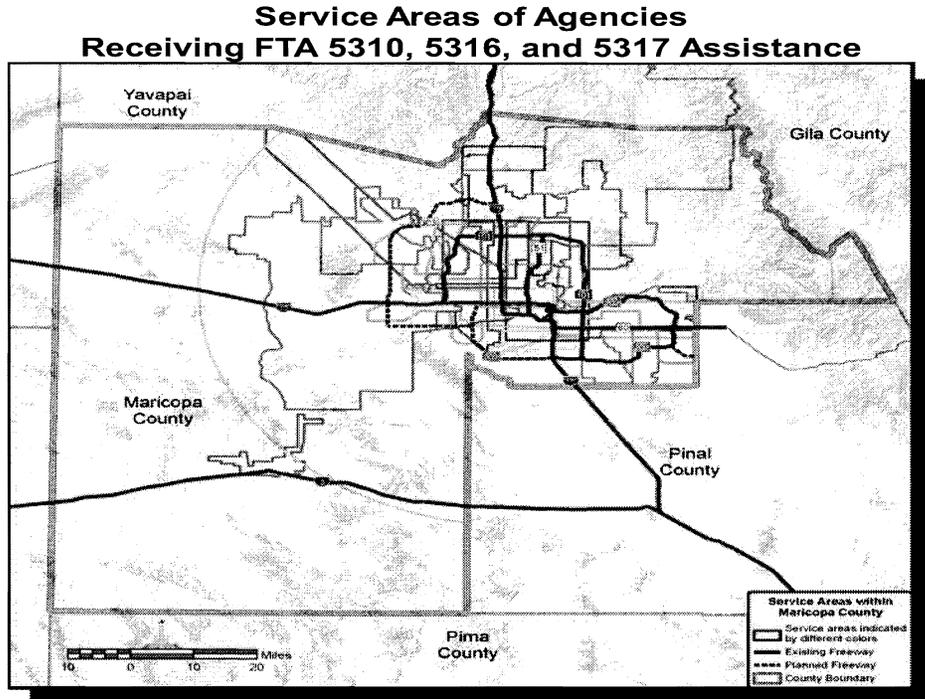
FY 2010 results indicated agencies expanded the number of changes they would consider to meet the demand for services. Seven percent of agencies surveyed would now consider or have implemented stricter eligibility requirements, and five percent would now consider sharing costs with another agency. Both of these categories reported a zero response from agencies surveyed the previous year. This year, new fundraisers was reported as the number one implementation technique agencies would most consider. The category of other, which includes refining services, no staff raises, and not accepting new clients, followed as the second highest response. This answer decreased by 12 percent from FY 2009.

The following section will provide information on the collaborative efforts to assist in addressing the gaps within the region.

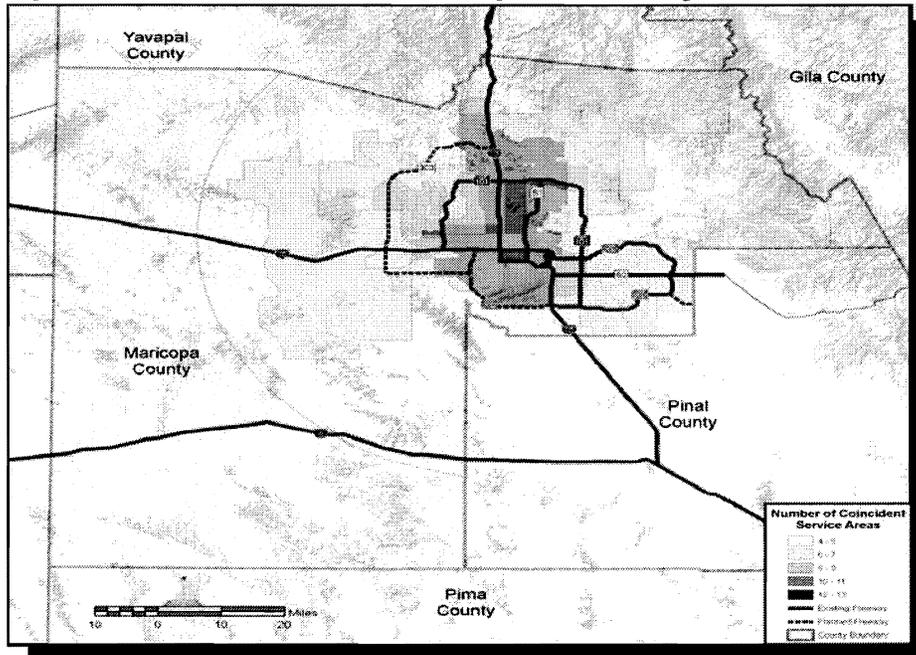
### **Mapping Coordination Opportunities**

Regional coordination efforts are needed now more than ever to overcome the difficult economic challenges facing the region. The MAG Human Services and Information Services Divisions collaborated on a mapping project suggested by the MAG FTA Elderly and Persons with Disabilities Transportation Program Ad Hoc Committee. The maps show the overlapping service areas of agencies receiving Section 5310, 5316 and

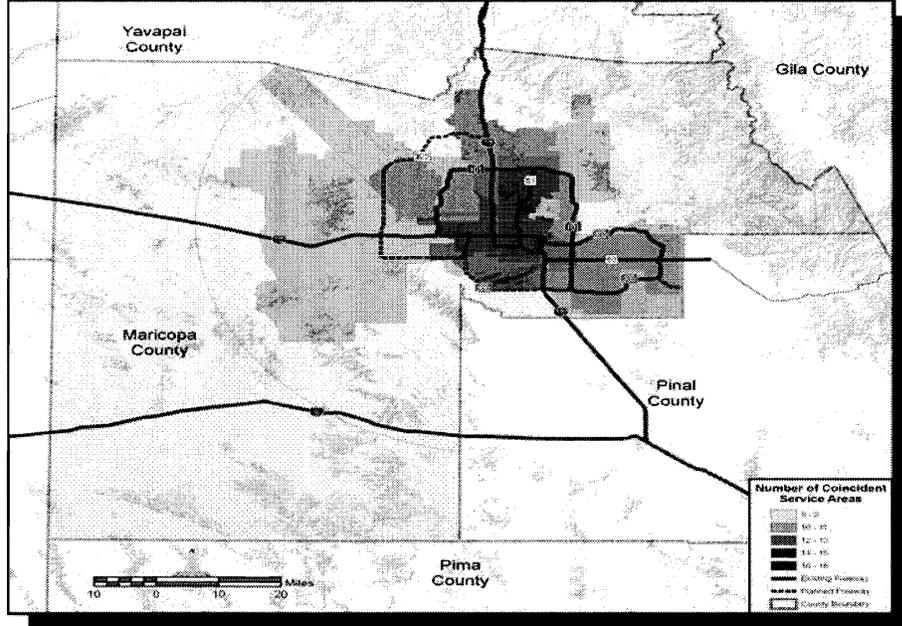
5317 federal funds in the categories of person with disabilities, person with developmental disabilities, and older adult. The following maps identify each service delivery area and indicate how much the service delivery areas overlap.



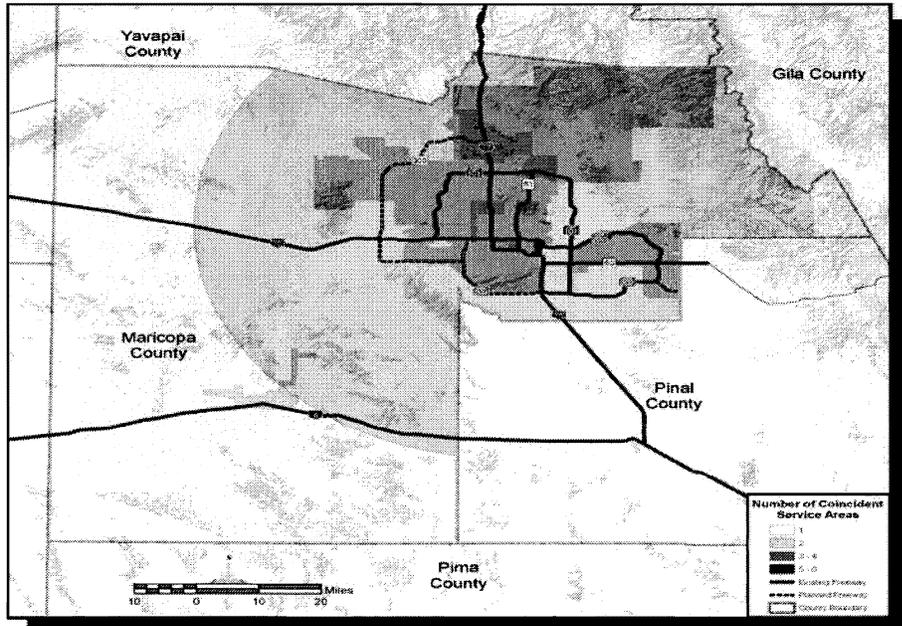
### Overlapping Service Delivery Areas of Agencies Providing Transportation Assistance to People with Physical Disabilities



## Overlapping Service Delivery Areas of Agencies Providing Transportation Assistance to People with Developmental Disabilities



## Overlapping Service Delivery Areas of Agencies Providing Transportation Assistance to Older Adults



The corresponding charts indicate the number of miles shared among the agencies' service delivery areas. The purpose of the mapping project is to provide a visual and analytical tool to identify overlapping service areas and to identify opportunities for collaboration. The maps can be a helpful tool in providing information on where service areas are located so that agencies can maximize limited resources and offer, where appropriate, alternative transportation services to their clients.

## Overlapping Agencies Providing Transportation Assistance to People with Physical Disabilities (Square Miles)

	Arizona Bridge to Independent Living	Arizona Center for the Blind and Visually Impaired	Arizona Recreation Center for the Handicapped (ARC)	Arizona Spinal Cord Injury Association	Benevlla	City of Avondale	City of El Mirage	City of Glendale	City of Phoenix	City of Surprise Senior Center	Foothills Caring Corp	Native American Community Health Center Inc	Paralyzed Veterans of America	PPEP ENCOMPASS	Scottsdale Training and Rehabilitation Services	The Arc of Tempe	The Centers for Habilitation	The Salvation Army Senior Activity Center	Triple R Behavioral Health	UMOM Inc	United Cerebral Palsy of Central Arizona	Valley Metro RPTA
Arizona Bridge to Independent Living		544.2	544.2	544.2	5.9				544.2		139.8	544.2	544.2	86.6	209.0		368.6	1.3	544.2	14.7	104.5	544.2
Arizona Center for the Blind and Visually Impaired	544.2		544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9	9,224.1	272.2	323.9	40.5	650.9	1.3	9,224.1	14.7	192.9	9,224.1
Arizona Recreation Center for the Handicapped (ARC)	544.2	544.2		544.2	5.9				544.2		139.8	544.2	544.2	86.6	209.0		368.6	1.3	544.2	14.7	104.5	544.2
Arizona Spinal Cord Injury Association	544.2	2,168.4	544.2		133.3	28.4		55.3	544.2	174.5	259.9	2,168.4	2,168.4	223.2	298.1	40.5	650.9	1.3	2,168.4	14.7	157.9	2,168.4
Benevlla	5.9	203.7	5.9	133.3			10.0	55.3	5.9	42.6		203.7	203.7	110.9			4.9		203.7		86.4	203.7
City of Avondale		28.4		28.4								28.4	28.4	17.0					28.4			28.4
City of El Mirage		10.0			10.0							10.0	10.0	10.0					10.0			10.0
City of Glendale		55.3		55.3	55.3							55.3	55.3	18.2					55.3		49.9	55.3
City of Phoenix	544.2	544.2	544.2	544.2	5.9						139.8	544.2	544.2	86.6	209.0		368.6	1.3	544.2	14.7	104.5	544.2
City of Surprise Senior Center		180.1		174.5	42.6							180.1	180.1	29.4					180.1			180.1
Foothills Caring Corp	139.8	727.8	139.8	259.9					139.8			727.8	727.8		41.1		6.7		727.8		6.1	727.8
Native American Community Health Center Inc	544.2	5,296.9	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8		5,296.9	272.2	323.9	40.5	650.9	1.3	5,296.9	14.7	192.9	5,296.9
Paralyzed Veterans of America	544.2	9,224.1	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9		272.2	323.9	40.5	650.9	1.3	9,224.1	14.7	192.9	9,224.1
PPEP ENCOMPASS	86.6	272.2	86.6	223.2	110.9	17.0	10.0	18.2	86.6	29.4		272.2	272.2		0.7		86.6		272.2	2.8	19.1	272.2
Scottsdale Training and Rehabilitation Services	209.0	323.9	209.0	298.1					209.0		41.1	323.9	323.9	0.7		33.0	215.9	1.3	323.9	11.6	48.8	323.9
The Arc of Tempe		40.5		40.5								40.5	40.5		33.0		40.5		40.5			40.5
The Centers for Habilitation	368.6	650.9	368.6	650.9	4.9				368.6		6.7	650.9	650.9	86.6	215.9	40.5		1.3	650.9	14.7	77.6	650.9
The Salvation Army Senior Activity Center		1.3	1.3	1.3	1.3				1.3			1.3	1.3		1.3				1.3	1.3		1.3
Triple R Behavioral Health	544.2	9,224.1	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9	9,224.1	272.2	323.9	40.5	650.9	1.3		14.7	192.9	9,224.1
UMOM Inc	14.7	14.7	14.7	14.7					14.7			14.7	14.7	2.8	11.6		14.7	1.3	14.7			14.7
United Cerebral Palsy of Central Arizona	104.5	192.9	104.5	157.9	86.4			49.9	104.5		6.1	192.9	192.9	19.1	48.8		77.6		192.9			192.9
Valley Metro RPTA	544.2	9,224.1	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9	9,224.1	272.2	323.9	40.5	650.9	1.3	9,224.1	14.7	192.9	

## Overlapping Agencies Providing Transportation Assistance to People with Developmental Disabilities (Square Miles)

	Arizona Bridge to Independent Living	Arizona Spinal Cord Injury Association	Benevlla	Chandler Gilbert ARC	City of Phoenix	Civitan Foundation Inc	Hacienda Healthcare	Horizon Human Services	Marc Center of Mesa Inc	Native American Community Health Center Inc	Nobody's Perfect Inc.	One Step Beyond	Paralyzed Veterans of America	PPEP ENCOMPASS	Scottsdale Training and Rehabilitation Services	Southwest Behavioral Health	Stand Together and Recover Centers (Mesa location)	Stand Together and Recover Centers (Phx location)	Terros Behavioral Health Services	The Centers for Habilitation	Triple R Behavioral Health	Valley Life	Valley Metro RPTA
Arizona Bridge to Independent Living		544.2	5.9		544.2	544.2	544.2	544.2	544.2	544.2		12.3	544.2	86.6	209.0	544.2	3.0	83.8	544.2	368.6	544.2	262.1	544.2
Arizona Spinal Cord Injury Association	544.2		133.3	139.8	544.2	2,168.4	2,168.4	584.8	2,168.4	2,168.4	113.9	171.2	2,168.4	223.2	298.1	2,168.4	164.3	85.2	2,168.4	650.9	2,168.4	360.7	2,168.4
Benevlla	5.9	133.3			5.9	203.7	203.7	5.9	203.7	203.7		158.4	203.7	110.9		203.7			203.7	4.9	203.7	61.0	203.7
Chandler Gilbert ARC						157.5	157.5	12.4	157.5	157.5	26.4		157.5		8.5	157.5	45.0		157.5	113.4	157.5		157.5
City of Phoenix	544.2	544.2	5.9			544.2	544.2	544.2	544.2	544.2		12.3	544.2	86.6	209.0	544.2	3.0	83.8	544.2	368.6	544.2	262.1	544.2
Civitan Foundation Inc	544.2	2,168.4	203.7	157.5	544.2		9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Hacienda Healthcare	544.2	2,168.4	203.7	157.5	544.2	9,224.1		584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Horizon Human Services	544.2	584.8	5.9	12.4	544.2	584.8	584.8		584.8	584.8		12.3	584.8	86.6	242.0	584.8	32.0	85.2	584.8	409.1	584.8	282.8	584.8
Marc Center of Mesa Inc	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8		5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Native American Community Health Center Inc	544.2	2,168.4	203.7	157.5	544.2	5,296.9	5,296.9	584.8	5,296.9		146.3	348.7	5,296.9	272.2	323.9	5,296.9	169.7	85.2	5,296.9	650.9	5,296.9	395.3	5,296.9
Nobody's Perfect Inc.			113.9	26.4		146.3	146.3		146.3	146.3			146.3			146.3	22.9		146.3	41.2	146.3		146.3
One Step Beyond	12.3	171.2	158.4		12.3	354.2	354.2	12.3	354.2	348.7			354.2	101.6		354.2			354.2	12.3	354.2	55.7	354.2
Paralyzed Veterans of America	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2		272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
PPEP ENCOMPASS	86.6	223.2	110.9		86.6	272.2	272.2	86.6	272.2	272.2		101.6		272.2		272.2			272.2	86.6	272.2	76.6	272.2
Scottsdale Training and Rehabilitation Services	209.0	298.1		8.5	209.0	323.9	323.9	242.0	323.9	323.9			323.9	0.7		323.9	41.6	66.9	323.9	215.9	323.9	233.0	323.9
Southwest Behavioral Health	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9		169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Stand Together and Recover Centers (Mesa location)	3.0	164.3		45.0	3.0	169.7	169.7	32.0	169.7	169.7	22.9		169.7		41.6	169.7			169.7	148.2	169.7	25.7	169.7
Stand Together and Recover Centers (Phx location)	83.8	85.2			83.8	85.2	85.2	85.2	85.2	85.2			85.2	12.8	66.9	85.2			85.2	85.2	85.2	77.3	85.2
Terros Behavioral Health Services	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2		650.9	9,224.1	395.3	9,224.1
The Centers for Habilitation	368.6	650.9	4.9	113.4	368.6	650.9	650.9	409.1	650.9	650.9	41.2	12.3	650.9	86.6	215.9	650.9	148.2	85.2	650.9		650.9	282.0	650.9
Triple R Behavioral Health	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9		395.3	9,224.1
Valley Life	262.1	360.7	61.0		262.1	395.3	395.3	282.8	395.3	395.3		55.7	395.3	76.6	233.0	395.3	25.7	77.3	395.3	282.0	395.3		395.3
Valley Metro RPTA	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	

**Overlapping Agencies Providing Transportation Assistance to Older Adults  
(Square Miles)**

	Benevilla	City of Avondale	City of El Mirage	City of Glendale	City of Phoenix	City of Surprise Senior Center	East Valley Senior Services	Foothills Caring Corp	Foundation for Senior Living	Native American Community Health Center Inc	The Salvation Army Senior Activity Center	Town of Gila Bend CAP Office and Senior Center	UMOM Inc	Valley Metro RPTA
<b>Benevilla</b>			10.0	55.3	5.9	42.6	3.0		5.3	203.7				203.7
<b>City of Avondale</b>										28.4				28.4
<b>City of El Mirage</b>	10.0									10.0				10.0
<b>City of Glendale</b>	55.3								5.0	55.3				55.3
<b>City of Phoenix</b>	5.9						365.6	139.8	96.0	544.2	1.3		14.7	544.2
<b>City of Surprise Senior Center</b>	42.6									180.1				180.1
<b>East Valley Senior Services</b>	3.0				365.6			150.8	24.4	631.0			3.7	631.0
<b>Foothills Caring Corp</b>					139.8		150.8			727.8				727.8
<b>Foundation for Senior Living</b>	5.3			5.0	96.0		24.4			109.0	1.1		5.3	109.0
<b>Native American Community Health Center Inc</b>	203.7	28.4	10.0	55.3	544.2	180.1	631.0	727.8	109.0		1.3	12.7	14.7	5,296.9
<b>The Salvation Army Senior Activity Center</b>					1.3				1.1	1.3			1.3	1.3
<b>Town of Gila Bend CAP Office and Senior Center</b>										12.7				52.7
<b>UMOM Inc</b>					14.7		3.7		5.3	14.7	1.3			14.7
<b>Valley Metro RPTA</b>	203.7	28.4	10.0	55.3	544.2	180.1	631.0	727.8	109.0	5,296.9	1.3	52.7	14.7	

As the maps illustrate, the majority of service providers are located in central Phoenix. The majority of the target population also resides in central Phoenix. The July 1, 2010 provisional population estimate for Maricopa County is estimated at 3.851 million people. The 2009 American Community Survey (ACS) estimates that 15.2 percent of the region is living below the poverty level, 17.7 percent of persons with a disability and 6.9 percent of older adults, age 65 and over, have income below the poverty level. Population variances and economic distress can be felt throughout the region as indicated by the reduction of transportation services and seen in the foreclosure maps.

As the population continues to grow and age, the need for services also increases. Agencies are continuing to seek innovative options to implement changes within their organizations in order to meet the needs of their communities. Agencies report the need for more diverse partners throughout the MAG region, such as additional outreach into the private sector, Native American communities, and communities adjacent to this region. Exploring available community and faith-based volunteers will help offset limited staffing of agencies affected by budget constraints.

### **Highlight on Useful Coordination Practices**

The MAG Transportation Ambassador Program presented the second annual Regional Excellence in Coordination awards on June 29, 2010. The awards recognize champions that display tireless commitment through their work in human services transportation coordination efforts in the categories of nonprofit and for-profit organization and individual. Judges for the awards included Dave Cyra, United We Ride Region IV Ambassador; Ellen Solowey, Virginia G. Piper Charitable Trust; and Page Gonzales and Christina Estes-Werther, Office of the Governor. The awardees 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 is a behavioral health organization serving the needs of adults with serious mental illness who may also have co-occurring substance abuse issues. TERROS has been a pioneer in the Mobility Management initiative. It was the first agency in the region to apply for and receive mobility management funds under the Section 5310 program. TERROS collaborates with community partners including Triple R Behavioral Health, Arizona Health Care, New Arizona Family, Inc., EMPACT-SPC, and Crisis Recovery Network.

AAA-Medical Transportation Brokerage of Arizona (MTBA) was recognized for the *Regional Excellence in Coordination For-profit Organization*. MTBA serves the needs of Arizona using safe, courteous, and reliable transportation services while also offering alternative modes of transportation. Other accessible modes of transportation include Greyhound bus service when and where applicable; shuttle services and the Bus Pass

Program for Arizona Health Care Cost Containment System (AHCCCS) members living in Maricopa and Pima County, and the Family and Friends Reimbursement Program which pays a fixed amount for mileage to a family member or friend who provides transportation to and from medical appointments.

Pat Campbell was recognized for the *Regional Excellence in Coordination Overall Champion*. Ms. Campbell works at the Desert Dialysis Clinic in Wickenburg. In 2008, the Maricopa Special Transportation Services (STS) was eliminated due to funding reductions. Residents in the Wickenburg area no longer had transportation to the West Valley for their dialysis treatments. Ms. Campbell initiated a new program to transport dialysis patients to their appointments in the West Valley. She was instrumental in recruiting volunteer van drivers to transport the dialysis patients to their life-sustaining appointments.

### **Voices in the community**

As the region recovers from this economic recession, voices on the front lines testify to the importance of providing transportation. Representatives from the local regional public transportation authority, municipalities, nonprofit agencies, faith-based organizations, and general public were asked about the impact of providing transportation to their respective communities. Their responses are as follows:

Carol Ketcherside is the Deputy Executive Director of Planning for the Valley Metro Regional Public Transportation Authority (RPTA). Ms. Ketcherside noted in addition to fixed route bus service, Valley Metro RPTA provides dial-a-ride service in the East Valley and a portion of the dial-a-ride services region-wide. Ms. Ketcherside states, “Recognizing that there are a variety of different needs, we also provide fixed route travel training and work with individual cities to offer cab coupon and voucher programs, as well as a volunteer driver mileage reimbursement program.” Ms. Ketcherside noted the new Valley Metro Mobility Center, opening in March 2011, will provide another tool useful in matching individual needs to available resources. Ms. Ketcherside states that, “For every customer that we can match with a service we provide, that is one more individual who can access employment and education opportunities, medical services, shopping, social activities; in short—a higher degree of independent living. Activity centers or destinations that are made accessible to individuals through transportation services strengthens communities and can enhance the Valley’s economy.”

Cathy Colbath is the Transit Administrator for the City of Glendale. Ms. Colbath noted Glendale provides transportation options for Glendale citizens and visitors including fixed-route bus service, Dial-A-Ride, Glendale Urban Shuttle (GUS) circulator service, ADA service and a taxi-subsidy program. In addition, Glendale offers general public and senior travel training through its Bus Buddies and BAG-IT program to help residents learn how to use the different services. Public transportation needs vary, and in recognition of that, Glendale offers different services to serve both transit-dependent riders and those choosing to use transit while having access to a car. Most riders use the fixed-route system but those who cannot do so use Dial-A-Ride. Others use the GUS

circulator to travel in the central corridor. Many dialysis patients find the taxi program best suits their needs. Ms. Colbath stated, "A good transportation service helps to support an active, mobile community. That is one of the reasons Glendale provides comprehensive travel training programs, to break down the transportation barriers in our community."

Ms. Colbath noted positive impacts for community members can be seen in Glendale's comprehensive transit services providing access to health care, education, work, shopping and social activities, allowing residents and visitors the ability to travel within Glendale and to areas throughout the Valley. Ms. Colbath stated, "A good transit network can provide transportation cost savings to residents. In addition, transit helps to reduce both pollution and traffic congestion. Transit is also one of the safest modes of travel. Each of these contributes to a vibrant community."

William Parker is the Director of Program Services at Chandler/Gilbert Arc. This program provides training and support such as day treatment programs to individuals with developmental disabilities. Mr. Parker noted providing transportation to his clients is absolutely vital to this organization. Programs and trainings would be greatly compromised without a vehicle to transport consumers. He stated, "The impact of transportation is crucial, many of our clients are aged 50, and if they live with parents many of their caregivers are aged 70 and over. Many of our older consumers would not have the opportunity to get out into the community making their quality of life stagnate." He noted having transportation also provides for an opportunity to give back to the community. Consumers at Chandler/Gilbert Arc participate in an adopt-a-park program. Without transportation, the opportunity to give back to the community would be limited. Mr. Parker added that, "Not only are agency vehicles utilized, but high-functioning individuals are given the tools of travel training to take public transit to offsite employment."

Joe Solarez is the Director of Community Services for the Gila River Indian Community. Mr. Solarez noted transportation is an important tool for economic development to the Gila River Indian Community. Transportation brings consumers into the community to generate revenue needed to build infrastructure. Community programs such as Meals on Wheels provide homebound older adults much-needed services in a rural area. It is also important for their senior community members to access additional services located in the Phoenix metropolitan area. He noted collaborating on trips not only benefits community members but has an impact on the environment. Mr. Solarez stated, "Coordinating transportation is beneficial to the environment by eliminating one-person vehicles off the road and cutting down on pollution."

Louise Pelissier is a member of the Palo Cristi Presbyterian Church and runs the volunteer drivers program, Wheel Help. Ms. Pelissier stated "Transportation is an important issue. As a faith-based community, it is one way we show we care about each other." Wheel Help's mission is to provide members of their congregation an opportunity to continue attending church even if they have no means of transportation. Members of the congregation offer coordinated rides to church services. The church is exploring

coordination with other faith communities and working with government entities. The congregation offers communion to homebound members once a month, but it is not the same as worshipping as a community. Ms. Pelissier stated, “The need for transportation for medical appointments and grocery shopping is important but to some people their faith is just as important and feeding the spiritual side is just as nourishing.”

Marvin Rochelle is a private citizen who relies on public transit for everyday living. Mr. Rochelle states, “I depend on public transportation every day to get to my medical appointments, to stay active in the community and to get to rehabilitation appointments three days a week. Transportation is critical for people like me who have a visual impairment and disabilities that greatly affect my mobility.” He notes that even though Dial-A-Ride wait time can be up to an hour and half, without it he would have to be dependent on other people. Mr. Rochelle states, “The impact of having transportation is independence, and as long as I have my independence, I will continue to speak out on the need for transportation services.”

**Strategies to Address Gaps**

Stakeholders throughout the Valley are working to effectively and efficiently overcome human services transportation barriers. Coordination opportunities are essential to continue providing human services transportation to help the most vulnerable.

The strategies identified for this year focus on continuing coordination efforts and utilizing the available resources in this community. The plan offers short-term and long-term strategies to ensure the sustainability of the region. The new strategies proposed for the FY 2012 Plan include the following:

<b>Priority</b>	<b>Description of Short-Term Strategies for FY 2012</b>	<b>Lead</b>
1.	Identify and implement additional opportunities to coordinate with Title VI stakeholders.	MAG
2.	Expand the Transportation Ambassador Program coordination efforts to include the private sector, Native Communities, and neighboring communities.	MAG
3.	Map domestic violence and homeless shelter clients’ travel needs and organize collaborative services among the shelters to support employment and work-preparation activities. This builds on the strategy from the FY 2011 Plan Update to research the transportation needs of shelter clients.	MAG
4.	Research the issue of insurance as a barrier to volunteer opportunities and the use of agency vehicles for collaboration.	MAG, ADOT

5.	Inventory agencies with vehicle downtime to include times and days when agency vehicles are available. This activity builds on the agency matching strategy from the FY 2011 plan and enhances opportunities for collaboration.	MAG
<b>Priority</b>	<b>Description of Long-Term Strategies</b>	<b>Lead</b>
1.	Research the development of a coordinated volunteer drivers program on a regional basis. Inventory volunteer programs, research partnerships with faith-based communities, provide training for volunteer drivers and the agencies that work with them and centralize information about programs and opportunities online.	MAG

## Conclusion

Community stakeholders are coming together to address the issues facing the most vulnerable in the population. Progress has been made in bringing together like-minded individuals dedicated to providing much needed transportation services to the underserved. Their dedication will ensure the region moves forward during this economic downturn.

To become involved in these 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*

Alliance of Arizona Nonprofits  
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 Grantmakers Forum  
Arizona Recreation Center for the Handicapped (ARCH)  
Arizona Transit Association  
Benevilla / The New Face of Interfaith Community Care  
Blessings! For Seniors  
Chandler Gilbert Arc  
Citizen  
City of Avondale  
City of Chandler

City of Glendale  
City of Goodyear  
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  
Davita, Scottsdale Dialysis Center  
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  
Lutheran Social Service of the Southwest  
Magellan Behavioral Health  
Marc Center of Mesa  
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  
Scottsdale Training and Rehabilitation Services (STARS)

Senior Elite  
Southwest Behavioral Network  
SRI/Davita  
STAR-Stand Together And Recover  
Statewide Independent Living Council  
Sunnyslope Village Alliance  
Tempe Union High School District  
TERROS, Inc.  
The Centers for Habilitation (TCH)  
The Salvation Army  
Total Transit  
Town of Buckeye  
Triple R Behavioral Health  
UMOM, Inc.  
United Cerebral Palsy of Central Arizona  
Valley of the Sun United Way  
ValleyLife  
Veolia Transportation Services Inc  
Virginia G. Piper Charitable Trust  
Wheel Help, Palo Cristi Presbyterian Church

*Resource Inventory*

The following is a list of 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 was approved for continuing resolution authorized until December 2009. Most recently, 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. 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. Since this initial work, MAG has developed and supported the implementation of three plans prior to the current update. The first plan in 2007 focused on establishing a good communication foundation to augment more intensive strategies to come in the future. The second plan, released in 2008, promoted strategies to help standardize operations, thus putting agencies in a better position to coordinate with each other. The third plan 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 evaluates 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. 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 grant application process please go to this link, <http://phoenix.gov/publictransit/grants.html>.

**Maricopa Association of Governments  
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**Phoenix Service Area**

Agency	Physical Address	Contact Information	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
AIRES	2140 W Greenway Rd., Ste 140 Phoenix AZ 85023	(602) 995-3591	<a href="mailto:aires@aires.org">aires@aires.org</a>	<a href="http://www.aires.org">www.aires.org</a>		Agency operated vehicles only.							
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 Friday	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 Friday	Agency operated vehicles only.						Non-Profit	
Arizona Foundation for the Handicapped	3146 E Windsor Ave Phoenix, AZ 85008	(602) 956-0400		<a href="http://www.azafh.com">www.azafh.com</a>								Agency operated vehicles only.	
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 Friday	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 Friday	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.							

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Agency	Physical Address	Contact Information	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Fresh Start Community Resources	7206 N 55th Avenue, # 101 Glendale, AZ 85301	Bruce Relf (623) 931-2801	<a href="mailto:connect@freshstart.org">connect@freshstart.org</a>	<a href="http://www.freshstart.org">www.freshstart.org</a>	9:00 a.m. - 4:00 p.m. Monday through Friday	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							
MV Transportation Project	1001 S 4th Street, Phoenix, AZ 85004	(602) 801-1163	<a href="mailto:betsy.buxer@mvtransit.com">betsy.buxer@mvtransit.com</a>		9:00 a.m. - 5:00 p.m. Monday through Friday	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			9:00 a.m. - 5:00 p.m. Monday through Friday	Senior cab voucher program.		1				For Profit	Books of 20-\$1.00 Taxi Coupons cost \$6.00 and two books are allowed per month.
NATIVE HEALTH - Native American Community Health Care Center Inc.	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>	8:00 a.m. - 5:00 p.m. Monday through Friday	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
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. Monday through Friday	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

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Agency	Physical Address	Contact Information	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
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.							
Phoenix (City of) - Reserve-a-Ride	156 East Mohave Street, Phoenix AZ 85004	Jimmy Rubino, Transportation Supervisor main (602) 262-4501	<a href="mailto:jimmy.rubino@phoenix.gov">jimmy.rubino@phoenix.gov</a>	<a href="http://phoenix.gov/PUBTRANS/reserve.html">http://phoenix.gov/PUBTRANS/reserve.html</a>	8:00 a.m. to 5:00 p.m. Monday through Friday	Agency operated vehicles. All vehicles are wheelchair accessible.	1	1				Public Agency	None. Contribution \$1.25 per one way trip.
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	Gabriel Peiz (602) 253-4000 / 1-(800) 775-7295	<a href="mailto:gabriel.peiz@phoenix.gov">gabriel.peiz@phoenix.gov</a>	<a href="http://www.cityofphoenix.gov/PUBTRANS/dialride.html">www.cityofphoenix.gov/PUBTRANS/dialride.html</a>	5:00 a.m. - 12:00 a.m. mon through fri: 5:00 a.m. - 10:00 p.m. sat and sun.	Agency operated vehicles operated by contractors. Seniors and ADA certified individuals		1	1	1		Paratransit service	N/A

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Agency	Physical Address	Contact Information	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Phoenix Indian Medical Center	4212 North 16th Street Phoenix, AZ 85016	Anne Silversmith (602) 263-1500	<a href="mailto:anne.silversmith@ihs.gov">anne.silversmith@ihs.gov</a>		8:00 a.m. - 4:30 p.m. business office / Hospital hours 24/7, Mon through Friday	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. Monday 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
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. Monday through Friday	Provide community resource information. No agency operated vehicles or contract services available.		1	1	1	1	Non-Profit	N/A

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Agency	Physical Address	Contact Information	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
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. Monday through Friday	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.
UMOM New Day Centers	3335 E. Van Buren, Phoenix, AZ 85008	LaShawn Thompson (602) 527-5895	<a href="mailto:ltompson@umom.org">ltompson@umom.org</a>	<a href="http://www.umom.org">www.umom.org</a>	7 days per week / 24 hrs per day.	Agency operated vehicles and bus passes through case management	1	1	1		1	Non-Profit, faith-based organization	None
UMOM New Day Centers, Watkins Overflow Shelter	1120 W Watkins St. Phoenix, AZ 85007	LaShawn Thompson (602) 527-5895	<a href="mailto:ltompson@umom.org">ltompson@umom.org</a>	<a href="http://umom.org">umom.org</a>	24 hours a day, 7 days a week.	Transport of Overflow Shelter clients to/from shelter and pickup/drop-off points. Bus passes for work, appointments for family homeless and domestic violence shelter clients.	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. Monday through Friday	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. Brannoch (602) 331-2415	<a href="mailto:mbrannoch@vsshc.org">mbrannoch@vsshc.org</a>	<a href="http://www.valleylifeaz.org">www.valleylifeaz.org</a>	7 days per week / 24 hrs per day.	Agency operated vehicles (at this time); physically disabled, visually impaired, older adults, developmentally disabled. Age restriction: Adults 21 and over.	1		1	1		Non-Profit	No fees.

East Valley Service

**Maricopa Association of Governments  
FY 2012 Resource Inventory**

Agency	Physical Address	Contact Information	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 Friday, 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	Free Service
Apache Junction Senior Center (East Valley Senior Services, Inc.)	1035 N Idaho, Apache Junction, AZ 85219	(480) 474-5260	<a href="mailto:webmaster@eastvalleyseniorservices.org">webmaster@eastvalleyseniorservices.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>	7 days per week / 14 hrs per day.	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. Monday through Friday 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.	45 W University Dr., Suite B, Mesa, AZ 85201	Leslie DeJong (480) 996-9704	<a href="mailto:dejongmsc@evadultresources.org">dejongmsc@evadultresources.org</a>	<a href="http://www.evadultresources.org">www.evadultresources.org</a>	8:00 a.m. - 4:30 p.m. Monday through Friday	Transports agency clients to shopping or medical trips within East Valley (Mesa, Apache Junction, Chandler, Gilbert and Tempe)	1	1				Non-Profit	Donation suggested to East Valley Adult Resources Inc.

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Agency	Physical Address	Contact Information	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
East Valley Adult Resources, Inc. / Red Mountain Active Adult Center	7550 E. Adobe Street, Mesa, AZ 85207	Peg 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. Monday through Friday	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="mailto:gbretz@valleymetro.org">gbretz@valleymetro.org</a>	<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 Adult Resources. / Apache Junction Active Adult Center	1035 N Idaho, Apache Junction, AZ 85119	Terry Crawford (480) 474-5260	<a href="mailto:tcrawford@evadultresources.org">tcrawford@evadultresources.org</a>	<a href="http://www.evseniorservices.org">www.evseniorservices.org</a>	8:00 a.m. - 4:30 p.m. Monday through Friday	Van transportation provided to and from the senior centers for persons who are age 60 and over.	1					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. Monday through Friday	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	1			Non-Profit / Retirement Community	From \$1.50-\$3.50 depending on the service and vehicle.

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Agency	Physical Address	Contact Information	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
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 Saturday	Senior housing, assisted living, skilled nursing/rehab.	1	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>	9:00 a.m. - 4:00 p.m. Monday through Friday	Agency operated vehicles only.	1	1			1	Local government - public agency	Contribution requested or donation. Funded in part by the Area Agency on Aging.
Horizon Human Services	210 E. Cottonwood Lane Casa Grande, AZ 85222	Marsha Ashcroft (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. Monday through Friday	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>	Seven days per week.	Agency operated vehicles only. Agency clients only	1					Non-Profit	
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
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.neighborshocare.com">www.neighborshocare.com</a>	9:00 a.m. - 4:00 p.m. Monday through Friday	Volunteers provide medical transportation, shopping, respite, friendly visiting, reassurance calls, business assistance, dinner delivery. Agency clients only.	1	1				Non-Profit	no charge

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Agency	Physical Address	Contact Information	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
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. Monday through Friday	Providing transportation to clients in day programs and work programs.	1			1		Non-Profit	None
Paradise Valley Senior Center	17402 N 40th St. Phoenix, AZ 85032-2200	(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/SRCNTRS/cntrpara.html">www.phoenix.gov/SRCNTRS/cntrpara.html</a>	Services available 7 days a week.	Contract service providers. ADA certified individuals only							
Scottsdale (City of) - Trolley	7447 East Indian School Road, Suite 205 Scottsdale, AZ 85251	John Kelley (480) 312-7626	<a href="mailto:Jkelley@scottsdaleAZ.gov">Jkelley@scottsdaleAZ.gov</a>	<a href="http://www.ScottsdaleAZ.gov">www.ScottsdaleAZ.gov</a>	Trolley operates 11:00 a.m. - 9:00 p.m. The Neighborhood Trolley operates 7:00 a.m. - 9:00 p.m. Route 76 operates Mon through Friday 5:15 a.m.- 11:15 p.m., Sunday and holidays 5:45 a.m.- 7:20 p.m.	Agency operated vehicles only - 21	1	1	1	1	1	Public Agency	None
Scottsdale (City of) - Transportation Department Cab Connection Program	7447 E Indian School Rd Ste 205 Scottsdale AZ 85251-3915	Ed Jones (480) 312-7519	<a href="mailto:ejonesIII@scottsdaleaz.gov">ejonesIII@scottsdaleaz.gov</a>	<a href="http://www.scottsdaleaz.gov/traffic/alltransmethod/specialservices.asp">www.scottsdaleaz.gov/traffic/alltransmethod/specialservices.asp</a>	24 hrs, 7 days per week	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	City pays 80% of cab fare up to a \$10.00 maximum
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. Monday through Friday	Agency operated vehicles only. Agency clients only						Non-Profit	

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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. Monday through Friday							Public Agency - Recreation Center	Depends
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			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 Dial-A-Ride*	302 N. 1st Ave. Ste 700 Phoenix, AZ 85003	Susan Tierney- (602) 523-5000 Valley Metro Customer Service / (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>	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	Agency operated vehicles and contract services. East Valley Dial-a-Ride.	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.valleymetro.org/ahwatukee/news.cfm">http://www.valleymetro.org/ahwatukee/news.cfm</a>	Office 9:00 a.m. - 12:00 p.m. 1pm - 4pm Monday to Friday	No agency operated vehicles or contract services available. Any person 62 years of age or older who resides in Ahwatukee		1				Non-Profit	No charge for services, donations are accepted.

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<b>West Valley Services</b>													
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 Friday	Agency operated vehicles only.							Membership fee based on ability to pay; charges for some special events.
Benevilla, The New Face of Interfaith Community Care	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 Friday office; 7:30 a.m. - 5:30 p.m. Mon through Friday day centers	Agency vehicles supplemented by volunteers and purchased transportation.						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						Non-Profit	
Duet	555 W Glendale Ave Phoenix AZ 85021-8799	Ricardo Samano (602) 274-5022	<a href="mailto:Samano@duetaz.org">Samano@duetaz.org</a>	<a href="http://www.centerdoar.org">www.centerdoar.org</a>	8:00 a.m. through 4:30 p.m. Monday through Friday.	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	No fee.
El Mirage Dial-A-Ride	12145 NW Grand Ave., El Mirage, AZ	Doug Strong (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. Monday through Friday	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

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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	John Bullen (623) 930-3501	<a href="mailto:jbullen@glendaleaz.com">jbullen@glendaleaz.com</a>	<a href="http://www.glendaleaz.com/transit">www.glendaleaz.com/transit</a>	7 days per week.	Subsidized taxi rides for Glendale residents to and from on-going medical treatment facilities within the City of Glendale.	1	1	1		1	Public Agency	Passengers are issued a voucher that covers 75% of the one way fare plus tip. The maximum voucher value is \$15.00 + tip. Passengers are responsible for remaining amount.
Glendale (City of) -Transit	6210 W Myrtle Ave Bldg S Glendale, AZ 85301-1700	Kevin Link (623) 930-3501	<a href="mailto:klink@glendaleaz.com">klink@glendaleaz.com</a>	<a href="http://www.glendaleaz.com/transit">www.glendaleaz.com/transit</a>	7:00 a.m. - 6:00 p.m., Monday through Sunday. 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	Anthony Garcia (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 Friday							Public Agency	\$2.00 regular \$1.00 seniors each way
John C. Lincoln Health Network	303 Eva Street Phoenix, AZ 85020	(602) 320-9656			7:00 a.m. - 5:00 p.m. Monday through Friday	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

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One Step Beyond, Inc	9299 W Olive Ave., Ste 311 Peoria, AZ 85345	Mimi Rogers (623) 215-2449	<a href="mailto:mimirogers@osbi.org">mimirogers@osbi.org</a>	<a href="http://www.oswbi.org">www.oswbi.org</a>	6:30 a.m. - 6:00 p.m. Monday through Friday	Service provider for individuals with developmental disabilities, life skills and vocational training.	1		1	1	1	Non-Profit	N/A
Peoria, (City of) - Transit	8401 W Monroe Street Peoria, AZ	Bill Mattingly (623) 773-5151	<a href="mailto:bill.mattingly@peoriaaz.gov">bill.mattingly@peoriaaz.gov</a>		6:00 a.m. - 6:00 p.m. Monday through Friday. Reservations 8:00 a.m. - 5:00 p.m. Monday through Friday.	Peoria city limits	1	1	1	1	1	Public Agency	Yes, contact agency for more information.
PPEP, Inc.	901 E. 46th Street.	Jaclyn Johnson (520) 594-6499	<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. Monday through Friday	Agency vans	1	1	1	1		Non-Profit	0
Property Owners & Residents Association (PORA)	18229 N 130th Ave. Sun City West, AZ 85375	<del>Pat Leopard</del> (623) 584-7802	<del>1019@cox.net</del>	<a href="http://www.porascw.org">www.porascw.org</a>	9:00 a.m. - 3:00 p.m. Monday through Friday	Local and state governmental representation to our residents						Non-Profit, Neighborhood Association	
R & R Respite Care	246 N Washington St Wickenburg AZ 85390-4414	Rachel Minton (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. Monday through Friday	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	Patti Rowan (623) 544-3020		<a href="http://www.scwfoundation.org">www.scwfoundation.org</a>	7:30 a.m. - 4:00 p.m. Monday through Friday	Transportation for Sun City West	1	1	1	1	1	Non-Profit	\$3.00 each way or 10 tickets for \$25.00.

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Surprise (City of) - Senior Center	15832 N. Hollyhock St. Surprise, AZ 85374-4175	Leslie Rudders (623) 222-1500	<a href="mailto:leslie.rudders@surpriseaz.com">leslie.rudders@surpriseaz.com</a>	<a href="http://www.surpriseaz.com">www.surpriseaz.com</a>	8:00 a.m. - 4:00 p.m. Monday through Friday	Agency operated vehicles only	1	1	1			Public Agency	\$1
Surprise (City of) Community Initiatives	15832 N Hollyhock St. Surprise AZ	(623) 222-1500				Free to residents							
Surprise Dial-a-Ride	15832 N Hollyhock St. Surprise AZ 85374-4175	(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. Monday through Friday	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.amold@usw.salvationarmy.org">christina.amold@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	Joy McClain (623) 936-2751	<a href="mailto:jmccclain@tollesonaz.org">jmccclain@tollesonaz.org</a>	<a href="http://www.tollesonaz.org">www.tollesonaz.org</a>	8:00 a.m.-4:00 p.m. Monday through Friday	Dial-A-Ride	1	1	1		1	Public Agency	No fees.
Town of Buckeye Community Services	201 E. Central Avenue Buckeye, AZ 85326	Sam Jeppsen (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. Monday through Friday	Door to door transportation to medical, dialysis, shopping, social services						Municipality	No Fee - Contribution Encouraged: \$2.00

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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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<b>Regional Services</b>													
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
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>	7 days per week	We provide respite, habilitation, attendant care and transportation of our clients to and from Civitan programs and events.	1		1	1		Non-Profit	N/A
Clean Air Cab	1600 W. Main St. Mesa, AZ 85201	Steve Lopez (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	Cotton Express (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. Monday through Friday	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	Ann Greig (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. Monday through Friday	Agency operated vehicles only.						Non-Profit	N/A
Foundation for Senior Living	1201 E. Thomas Rd. Phoenix, AZ 85014	Dan Ball (602) 285-1800	<a href="mailto:dball@fsl.org">dball@fsl.org</a>	<a href="http://www.fsl.org">www.fsl.org</a>	8:00 a.m. - 5:00 p.m. Monday through Friday	Agency operated vehicles only.	1	1				Non-Profit	Vary by program

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Hacienda, Inc.	1402 East South Mountain Avenue, Phoenix, Arizona 85042	Susanna Hesser (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			
Interfaith Cooperative Ministries	501 S 9th Ave Phoenix, AZ 85007 / PO Box 2225 Phoenix, AZ 85002	Renae Gentry (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. Monday through Saturday	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	Willie E. Gray (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. Monday 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.
Medi-Trans	4600 W Camelback Glendale, AZ 85301	(602) 200-2010				Nonemergency medical transportation.							
Mehari Transportation	PO Box 97628 Phoenix, AZ 85060	(602) 577-4419				Taxi service							

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National Kidney Foundation of Arizona	4203 E Indian School Rd Ste 140 Phoenix AZ 85018-5341	Lisa Romero or James Ivie (602) 840-1644	<a href="mailto:lisar@azkidney.org">lisar@azkidney.org</a> or <a href="mailto:jive@azkidney.org">jive@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.
Phoenix EI Transportation	2730 W Agua Fria Fwy # 286, Phoenix Az 85027	Jeff S Say (602) 230-1414	<a href="mailto:info@phoenixeitransportation.com">info@phoenixeitransportation.com</a>	<a href="http://www.phoenixeitransportation.com">www.phoenixeitransportation.com</a>	7:00 a.m. - 7 p.m. mon through Fri; 7:00 a.m. - 3:00 p.m. Sat	Private for-hire carrier		1	1	1	1	Private	Varies
Phoenix Fire Department Night Rescue	150 S 12th St. Phoenix, AZ 85034-2301	Ray Temple (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	Geoff Davis (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. Monday through Friday	Agency operated vehicles only. Agency clients only							No fees.
Stand Together and Recover Centers, Inc. (STAR)	1014 N 24th Street #11, Phoenix AZ 85008	Suzanne Legander (602) 717-5049	<a href="mailto:suzannel@thetarcenters.org">suzannel@thetarcenters.org</a>	<a href="http://www.thetarcenters.org">www.thetarcenters.org</a>	7:00 a.m.-4:00 p.m. Mon through Fri, Saturday and Sunday various hours	Day recovery center for adults with mental illness	1	1	1	1	1	Non-Profit	None

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TERROS Inc.	3003 N Central Ave Ste 200 Phoenix, AZ 85012	Barbara Garden / Ben Baxter (602) 685-6105 / (602) 512-2960	<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.	Behavioral Health Services						Non-Profit	
Triple R Behavioral Health Inc.	40 E. Mitchell Dr. Ste 100 Phoenix AZ 85012-2330	Dan Pontius, Director of Operations (602) 995-7474	<a href="mailto:dpontius@trbh.org">dpontius@trbh.org</a>	<a href="http://www.trbh.org">www.trbh.org</a>		Agency operated vehicles only. Agency clients only - indigent adults with serious mental illness	1			1		Non-Profit	
Valley Metro Bus *	302 N. 1st Ave. Ste 71100 Phoenix, AZ 85003	Customer Service (602) 523-5000 Valley Metro Customer Service / (480) 633-0101 East Valley Dial-A-Ride Reservation	<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. East Valley Dial-a-Ride.		1	1	1	1	Public Agency	Please call for more information.

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Agency	Physical Address	Contact Information	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
<b>State-wide Services</b>													
AAA Full Transportation (includes: Yellow Cab, TLC Taxi, Fiesta Taxi, Aguilas Taxi, Neils, Courier, Checker, AAA Sedans)	4525 E University Phoenix, AZ 85034	Joe Dibazar (602) 252-5252	<a href="mailto:aaayellowaz.com">aaayellowaz.com</a>	<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	Anthony (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							
Angel Flight West	3161 Donald Douglas Loop South Santa Monica CA 90405-3210	Josh Olson (310) 390-2958 or (888) 426-2643	<a href="mailto:info@angelflightwest.org">info@angelflightwest.org</a>	<a href="http://www.angelflightwest.org">www.angelflightwest.org</a>	8:30 a.m. - 4:30 p.m. Mon through Friday Pacific time	Air transportation to and from medical treatment or other compelling human need.					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.

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Arizona Chapter Paralyzed Veterans of America, Inc.	8126 N 23rd Ave, Suite J Phoenix, AZ 85021	Peter Quinn (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
Arizona Spinal Cord Injury Association		Ashleigh Turner (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 - Friday	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		Anthony Johnson (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							
ComTrans	2336 E Magnolia, Phoenix, AZ 85034	Neal Thomas (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 (602) 235-2255	<a href="mailto:info@dmtransport.com">info@dmtransport.com</a>	<a href="http://www.DMTStranport.com">www.DMTStranport.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.

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Flights for Life, Inc.	Confidential location - Phoenix AZ / Mailing: PO Box 26485, Phoenix, AZ 85068-6485	McIlvoy (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
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	Van Means, Director (888) 700-6822	<a href="mailto:van@mtbofArizona.com">van@mtbofArizona.com</a>		24 hr, 7 days per week	Transportation administrator		1				Transportation brokerage. Contact agency for administrative services provided	
Quality Transport Services of Arizona	2323 E Magnolia St., Ste 112, Phoenix AZ 85039	(602) 371-1007		<a href="http://www.qtsaz.com">www.qtsaz.com</a>	7 days a week, 24 hours per day.	Call agency for more information		1	1			For-Profit	Call for rates, based on service requested and distance.
Safe Ride Services, Inc.		Scott Rogers, Area General Mgr (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.
Total Transit, Inc. d/b/a Discount Cab & Meditrans	4600 W Camelback Road Glendale, AZ 85301-7609	Craig Hughes, CEO (602) 200-5500	<a href="mailto:chughes@totaltransit.com">chughes@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		1	1	1	1	Private, For-Profit	Call for rates, based on service requested and distance.

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<b>Tribal Services</b>													
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.							
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@toua.net">amanuel@toua.net</a>			Agency operated vehicles only. Tribal members only.						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>									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							Tribal	None