

# Maricopa Association of Governments Human Services Coordination Transportation Plan



**FY 2011 PLAN**



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





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## Executive Summary

In June 2006, the Maricopa Association of Governments (MAG) Regional Council approved taking on the responsibility for developing plans to coordinate human services transportation. Since then, the region's plans have earned national recognition including the 2008 United We Ride National Leadership Award. Per federal requirement as outlined in SAFETEA-LU, each plan contains an inventory of services, a gaps analysis, and prioritized strategies to meet the needs of the region. The goal of every plan is to help people move more easily throughout the region.

The recession has had a dramatic effect on the region's human services transportation programs. Three programs have been eliminated in the past year. Forty percent of remaining programs report funding reductions while demand continues to increase. As agencies strive to remain sustainable, this plan seeks to maximize the services available through coordination. This is proposed through the following strategies:

Priority	Description of Short-Term Strategies for FY 2011	Lead
1	Implement more programs to serve people with low incomes, particularly in the Southwest Valley.	Section 5310, 5316 and 5317 Agencies
2	Target travel training to clients of non-profit agencies, including homeless and domestic violence shelters.	Valley Metro
3	Research and implement van pools to bring domestic violence and homeless shelter clients to work and work preparation activities.	MAG
4	Develop and offer training on data quality standards for reporting as well as a common set of definitions.	MAG
Priority	Description of Long-Term Strategies	Lead
1	Establish more taxi cab and mileage reimbursement programs, focusing on areas with less transportation infrastructure.	MAG
2	Develop a coordinated volunteer drivers program on a regional basis. This will include training for volunteer drivers and the agencies that work with them; and centralizing the information about programs and opportunities online.	MAG

To become involved in these efforts, please contact DeDe Gaisthea at [dgaisthea@mag.maricopa.gov](mailto:dgaisthea@mag.maricopa.gov) or by calling (602) 254-6300.

All materials may be accessed at [www.mag.maricopa.gov](http://www.mag.maricopa.gov).



## Introduction

The Maricopa Association of Governments (MAG) Human Services Coordination Transportation Plans are developed to help people move more easily throughout the region. People have a broader array of employment and educational opportunities, more efficient access to medical care, and a better quality of life when they have reliable transportation. Through coordination, transportation can be accessed more effectively for those most vulnerable in the region, including older adults, people with disabilities, and people with low incomes.

Securing transportation can be a difficult experience if a person has to overcome limitations caused by age, mobility and/or limited financial resources. In addition, the downturn in the economy has forced the closure of some transportation services while making other programs less available. Now more than ever, people are finding it harder to get to the jobs that will sustain their families.

Regional coordination plans are developed in response to SAFETEA-LU federal legislation requiring applicants of three federal funding sources to comply with a locally derived plan. This region has achieved great success through the MAG coordination plans. In March 2009, the Maricopa Association of Governments (MAG) Human Services Transportation Planning Program won the 2008

United We Ride Leadership Award in the category of major urbanized areas. The award was bestowed for successfully implementing plans to coordinate human services transportation.



DeDe Gaisthea, MAG; Amy St. Peter, MAG;  
Dale Marisco, Executive Director, Community  
Transportation Association of America.

Partnerships with the Arizona Department of Transportation, the City of Phoenix, and the Virginia G. Piper Charitable Trust have contributed to the success of the plans. The coordination plans benefit greatly by the many stakeholders throughout the region who have been essential in the development and implementation of the goals in each plan.

This plan will report on the progress made on the strategies from the FY 2010 plan, offer an assessment of gaps within the region, provide a highlight of successful coordination efforts in the community, and propose new strategies to address the gaps. These strategies will focus on the maximization of available resources in the community. Offering short-term and long-term strategies will help to ensure the sustainability of coordination efforts for years to come.



## Progress on the FY 2010 Plan Update



The strategies developed in the FY 2010 Plan Update focused on promoting the United We Ride goals of providing more rides for the targeted populations for the same or fewer resources by maximizing the capacity of the current system. The four strategies strived to promote the activities that would have the most positive impact on human services transportation in the region. Progress made on the goals is as follows:



### Shared Vehicles

#### *Outcome measure:*

To continue the implementation of the United We Ride goals, this strategy focused on maximizing resources and reducing unused capacity by rewarding Section 5310 applicants who request shared vehicles. A coordinated effort among agencies is essential to meet the demands of an increasing population. Recognizing partnerships between agencies for shared vehicles provides an incentive to put into action further collaborative efforts. MAG, along with Arizona Department of Transportation and the City of Phoenix, monitored requests of agencies that partner their efforts through the application processes for Section 5310, 5316 and 5317.

#### *Progress:*

During the application process, all review panels took into

consideration requests of agencies for shared vehicles during the scoring process by rewarding agencies who requested shared vehicles. No impact has been seen this year since no agencies have requested shared vehicles. Recognizing partnerships between agencies for shared vehicles will continue to be taken into consideration in the application process. Insurance has been identified as a critical barrier. Solutions are being researched.

### Travel Training Inventory

#### *Outcome measure:*

The goal of this strategy was to complete an inventory of agency travel training programs in the region. The inventory will lead to a better understanding of the availability of programs, better coordination, and development of new programs to fill gaps in service. The inventory will provide information on agencies that can offer, or would be willing to offer travel training to others outside of their agency.

#### *Progress:*

MAG and Valley Metro developed a travel training inventory survey that has been forwarded and distributed to human services transportation providers. Survey results have been received and forwarded to Valley Metro. Valley Metro is in the process of identifying additional means to collect information, continue to collect results, and analyzing the data for gaps in travel training programs in the region.



### **Match Mechanism**

#### *Outcome measure:*

Develop a mechanism for matching agencies with the capacity to offer more trips with agencies needing transportation for their clients as well as people in need from the community. This strategy helped to maximize available resources to meet the increasing demand for services. Determining capacity meets the United We Ride goal of providing more rides for the same or fewer resources.

#### *Progress:*

MAG surveyed human services transportation providers inquiring if they are currently, or would consider, transporting people who are not their clients. The information received indicated a number of the agencies would consider transporting people outside their clientele. The data was provided to Community Information and Referral, a twenty-four hour hotline that provides human services information to the public. The information is currently being used as an additional resource given to people calling for assistance.

### **United We Ride Goal Consistency**

#### *Outcome measure:*

This strategy encouraged and awarded applicants that have supported the development and implementation of the coordination plans. This is evident by an agency's inclusion in the plan update Participant List. Agencies listed

participated in projects that promote the United We Ride goals to improve efficiency, effectiveness and quality. By participating in the implementation of the plans, agencies strengthen human services transportation coordination efforts in the region. MAG, along with Arizona Department of Transportation and the City of Phoenix, monitors applicant's participation and implementation efforts through the application processes for Sections 5310, 5316 and 5317.

#### *Progress:*

MAG has tracked grantee participation of activities associated with the planning process such as meeting attendance and compliance with data requests. The information of agencies' participation has been forwarded to ADOT and the City of Phoenix for use with their application review process. Grantees and potential grantees have added to the success of implementation strategies in the region such as the MAG Transportation Ambassador Program while providing valuable feedback on the development of future coordination plan.

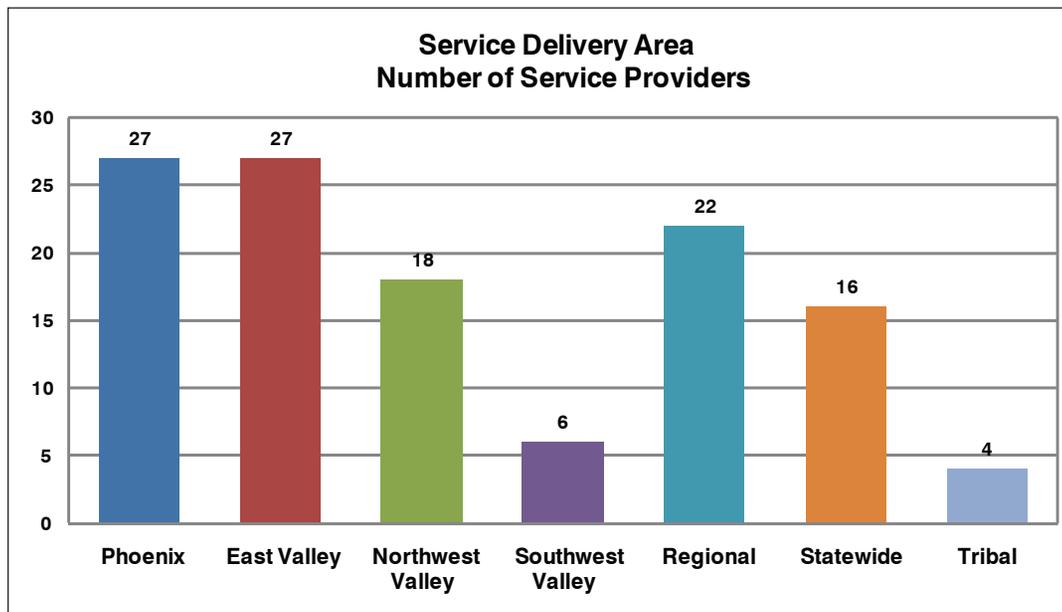




## Gaps Analysis

Human services transportation services are under considerable stress due to budget reductions, increased demand, and cost shifting. As agencies close or services cease, people turn to existing resources and the strain on services multiplies. The impact of the recession in the region cannot be overstated. These times are unprecedented and the affect on human services transportation have been dramatic. Last year’s gaps analysis indicated the area of largest need was people with low incomes in the Southwest Valley. While this remains true, the recession has put all programs for all populations at risk.

Population variances are seen throughout the region. It is estimated 9 percent of the population is living below the poverty level, 16 percent are persons with a disability and 15 percent are older adults. The City of Phoenix has the highest percentage of persons living below the poverty level at 10 percent. They also have the largest number of service providers as indicated in the chart. The Southwest Valley is estimated at 8 percent for persons living below the poverty level with the fewest services provided. Other areas of the region indicate a high percentage of the targeted population. In the Northwest Valley the population of persons with disabilities is higher than the regional average at 18 percent and older adults are reported higher in the Northeast Valley at 23 percent.



While a majority of the vulnerable population is reported in the outlying areas of the region, transportation options servicing those areas are often limited. Limitations such as few transit routes servicing outlying areas, service wait time of an hour or more and limited weekend services often make seeking alternate transportation options difficult at best. Dial-A-Ride services, while available, also have limited coverage in the East and West Valley. For example, the Southwest Valley Dial-A-Ride service area covers most of Litchfield Park and Tolleson but a little more than half of Avondale and a small portion of Goodyear. The East Valley Dial-A-Ride covers areas in Gilbert, Mesa and Tempe, with limited services in Chandler and Scottsdale.



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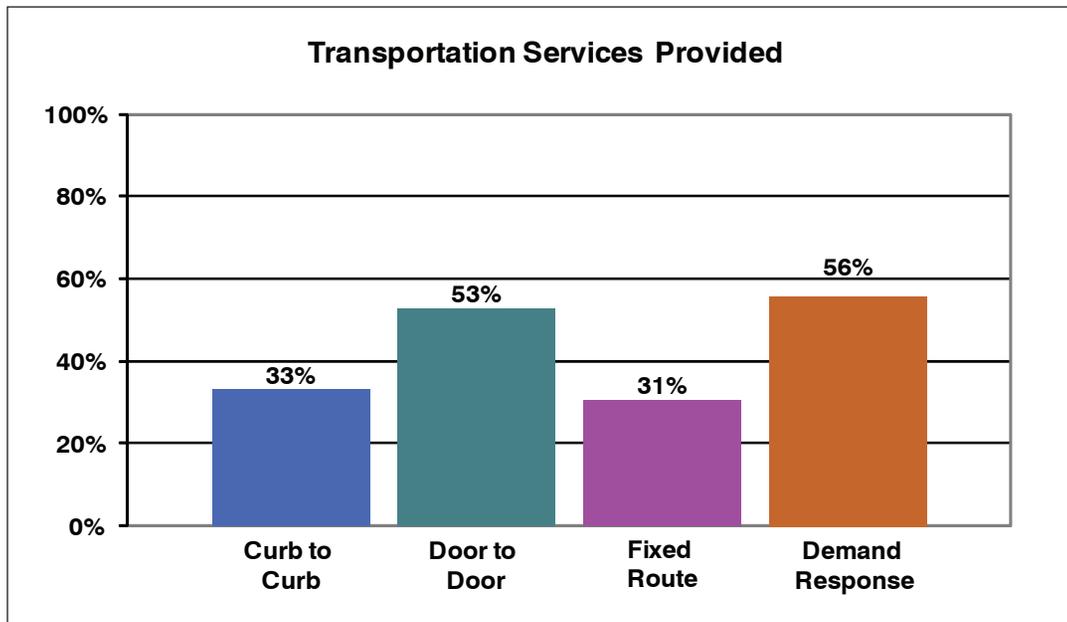
The biggest change to human services transportation in the region is the closure of the only free regional system. In July 2009, the Maricopa County Special Transportation Services (STS) terminated services due to lack of funding. At its peak, the service provided 30,000 trips a year of the most vulnerable in the population, including older adults, people with disabilities, and low-income workers. Some of the people hardest hit by the closure of STS are in unincorporated areas such as the Sun Lakes retirement community south of Chandler, Fountain Hills and the West Valley.

The closure of STS has highlighted the impact each service provider has on the region. In August 2009, MAG

conducted a Human Services Transportation Provider Inventory survey. The survey was forwarded to 120 human services transportation providers that included nonprofits, public agencies, municipalities and senior communities. Analysis of the results provided information on the types of the services agencies bring to the region, how services are affected by the economy, and what changes are being implemented to meet the demand.

The types of services and modes of transportation vary from agency to agency with most offering a combination of services. Agencies reported the most frequent types of services offered were demand response and door-to-door at 56 and 53 percent respectively. Curb-to-curb was next at 33 percent, followed by fixed route services at 31 percent. Vans were most often cited as the mode of transportation provided by agencies at 64 percent. Eighty-eight percent of the vans reported were ADA accessible. Other types of transportation provided were a combination of transit vouchers, mileage reimbursements, personal vehicles and trolley services. Trolley services offer a free and accessible transportation option that often includes stops by senior and community centers making it a viable alternative for transportation disadvantaged populations such as older adults and low-income people.

The inventory indicates older adults receive the most service at 78 percent. The age requirement for consumers

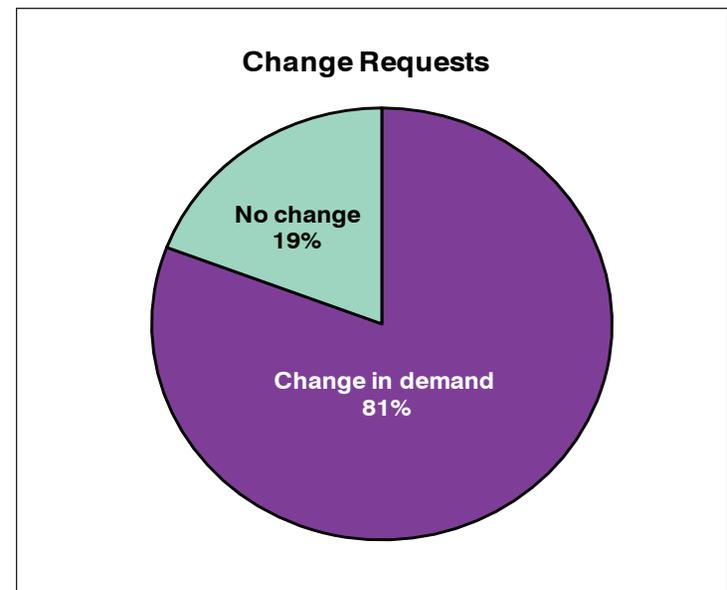
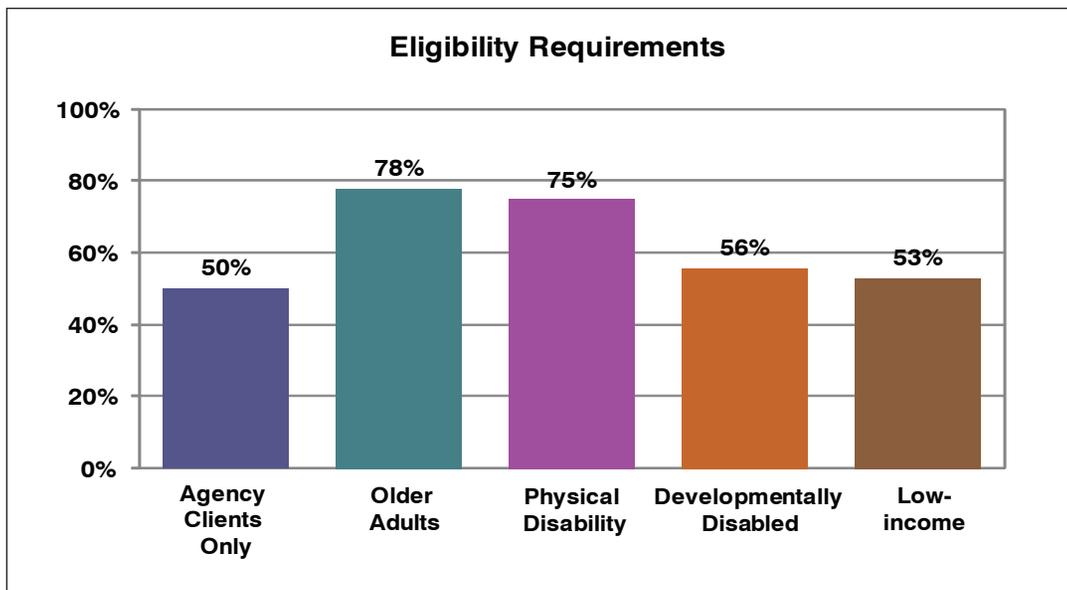
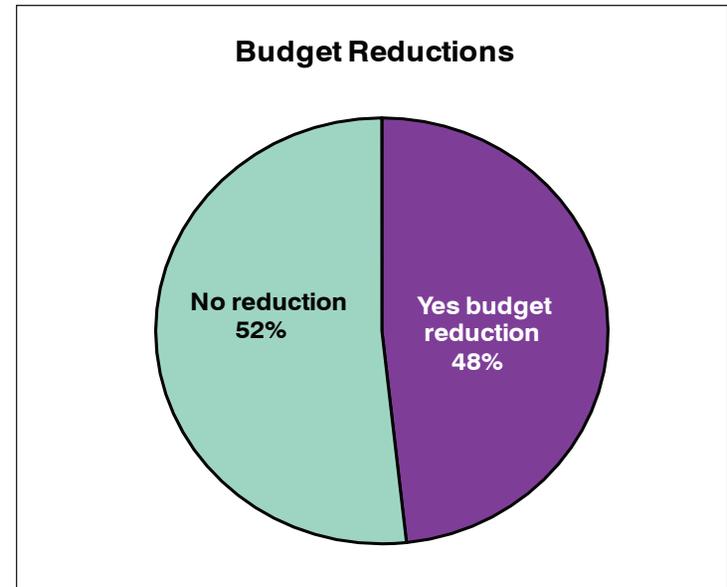




varied from agency to agency ranging between the ages of 55 to 65 years. Seventy-five percent of the agencies surveyed assist persons with disabilities. People with low incomes receive the least service at 53 percent.

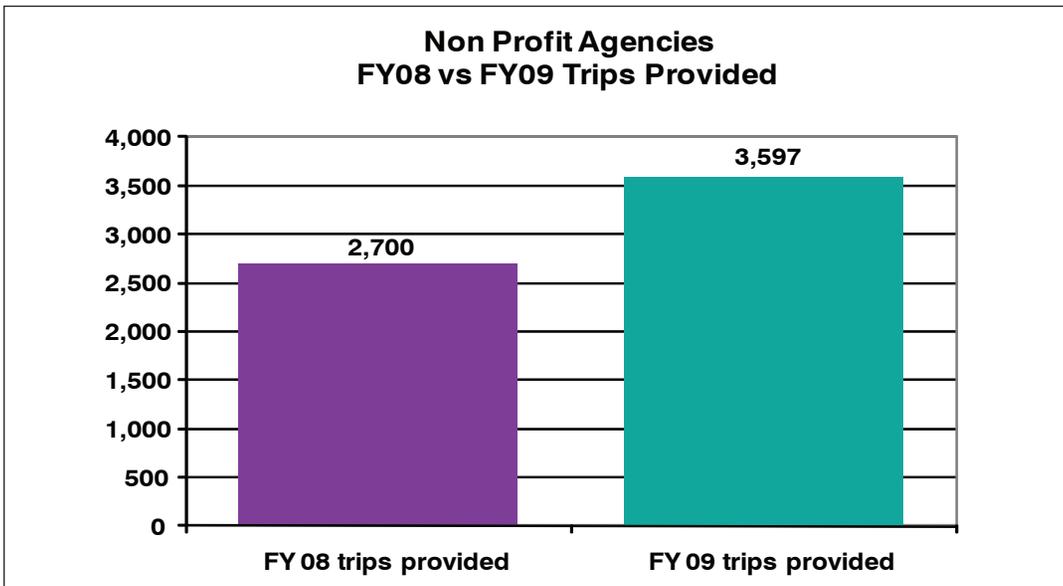
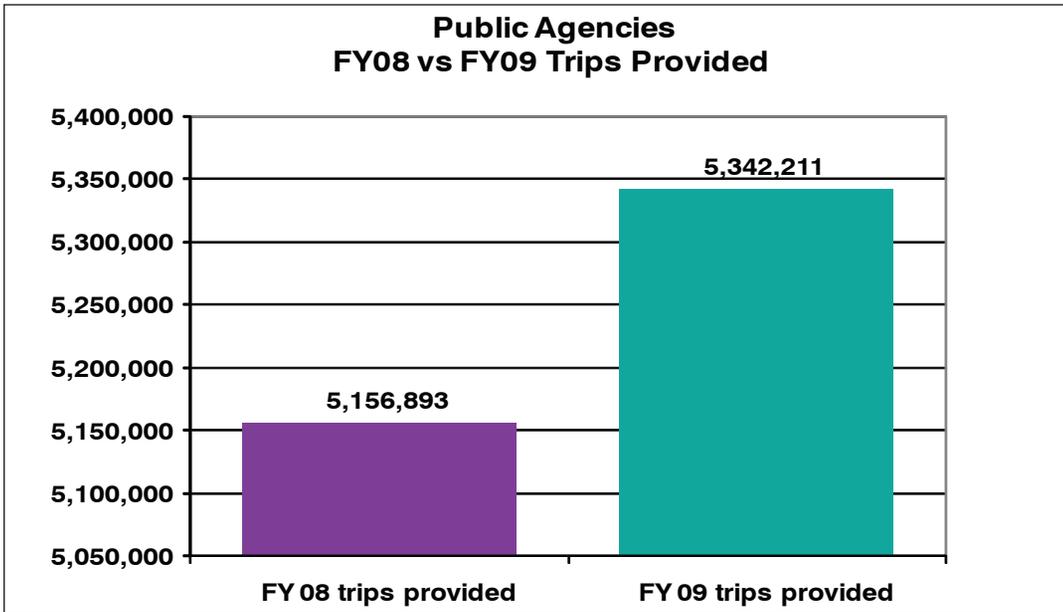
Inventory results indicated 48 percent of surveyed agencies experienced some reduction of funding for FY 09. With additional budget cuts projected at the state level, more agencies will likely experience funding reductions in the near future.

While agency funding is decreasing, the demand for services is not. Respondents indicated an 81 percent increase





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in demand for all services provided in FY 09. Increases for services ranged from five percent to a 50 percent increase.

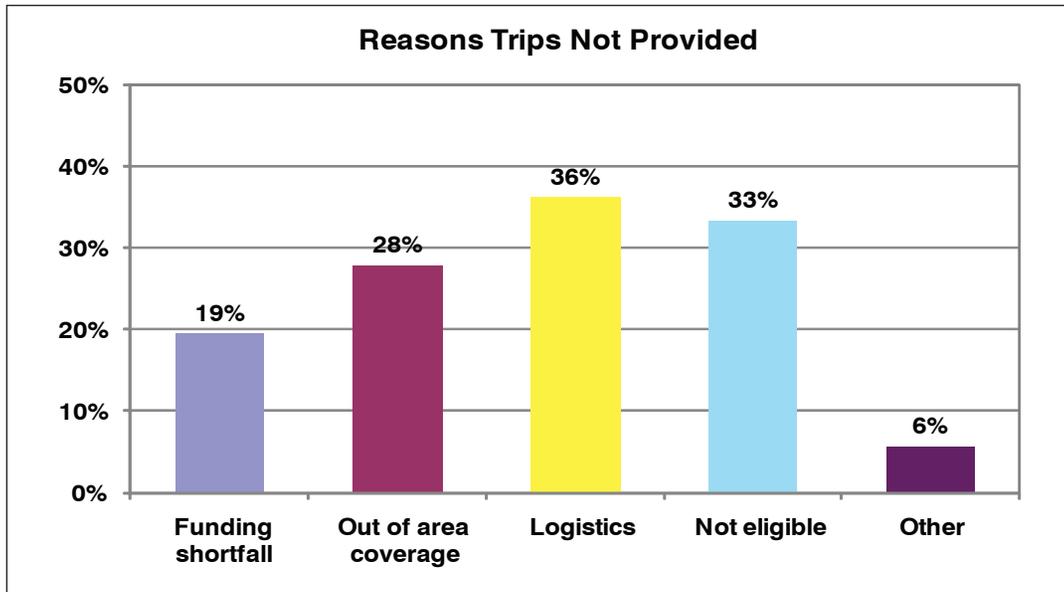
Inventory results show the number of trips provided by public transit agencies increased by an additional 200,000 trips from FY 08 to FY 09. Nonprofit agencies indicated an increase of 14,346 more trips provided during the same time period.

Despite these increases, not all requests for service could be fulfilled. The number one response at 36 percent was logistics, such as not having enough drivers or vans available. The next two highest responses reported were consumers were not eligible for services or requests were out of the service delivery area.

Agencies are finding alternative ways to adjust to budget reductions in an effort to sustain their programs. Increasing volunteers was ranked second with developing new fundraisers and reducing or eliminating services tied at third highest response. The number one response indicated looking at other options. Items included in the “Other” category included increasing service fees, eliminating services, and staff reductions. Agencies indicated searching for grants for taxi service and exploring alternative options such as taxi voucher and mileage reimbursement programs. Others were furloughing staffing hours by ten percent, looking for ways to reduce overall expenses,



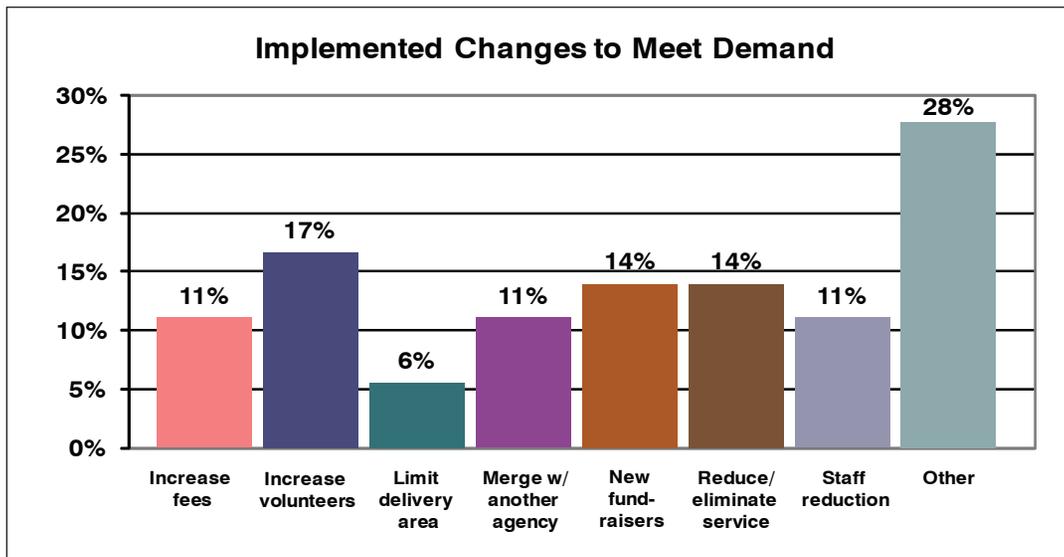
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and adjusting staff salary scale. Agencies are also having their clients utilize more public transit services.

While many agencies rely on federal funding, others find the application terminology and data collection a challenge to understand and collect. Reporting can be an issue for agencies who are concentrating on multiple issues due to limited funding and immediate requests from their clients.

With funding becoming more limited, many agencies are now finding it more difficult to provide a match for grants. The number of Section 5310 grant applications has declined from 22 applicants in FY 2006 to 13 applicants in FY 2009. The number of human services transportation programs has declined from 120 in the FY 2010 Plan to 117 agencies in the current inventory. The closure of nonprofit programs can lead to a strain on municipalities as they attempt to provide the services needed by their residents.



Municipalities are also reporting on the effect of limited funding for human services transportation programs. Public transit services across the region are being reduced due to limited funding. The use of alternative transportation options is being discussed such as developing mileage reimbursement programs and cab voucher programs. These options are also being promoted nationally. The Easter Seals Project ACTION (Accessible Community



Transportation In Our Nation) Survey on the Use of Taxis in Paratransit Programs is one example.

Seeking new opportunities such as partnerships with homeless and domestic violence shelter would reach a population who are in need of transportation services. The need can be seen in the numbers of calls received in the 2009 Community Information and Referral CONTACTS monthly report under the category “Transportation for Endangered People”. Sixty-five single individuals and 21 families called CONTACTS for transportation assistance in one month.

## Highlight on Useful Coordination Practice

On June 7, 2009 the MAG Transportation Ambassador Program presented the 2009 Regional Excellence in Coordination awards. The awards recognized the organization and overall champion who displayed tireless commitment through their work in human services transportation coordination efforts. Judges for the awards were Dave Cyra, National Resource Center for Human Service Transportation Coordination; Ellen Solowey, Virginia G. Piper Charitable Trust; and Page Gonzales, Governor Brewer’s Office. The awardees have increased access to transportation for older adults, persons with disabilities, and people with low incomes in their community.



### **Regional Excellence in Coordination Nonprofit**

#### **Organization: Neighbors Who Care, Inc.**

Neighbors Who Care, Inc (NWC) serves the needs of the homebound elderly in Sun Lakes and south Chandler by providing a menu of nine support services to 700 seniors in a 32 square mile service area. The most popular services provided are transportation services. Ninety percent of people served use transportation services for rides to medical appointments, necessary shopping/errands, and trips for groceries. Services are provided by a core group of 600 community volunteers who have provided more than 2,950 rides to medical appointments and 460 rides for shopping/errands in their personal vehicles during FY 2008-2009. Volunteers also drive the Neighborhoods Who Care grocery van which provides another 730 rides during this same timeframe.

NWC has implemented changes to improve services for clients such as adding an access ramp for the van. They sought investments from local foundations and service clubs to launch a mileage reimbursement program for volunteers providing transportation using their private vehicles. NWC adjusted the duties of staffing and office volunteers to aid families and clients in verifying and managing appointments for those with dementia and/or hearing and vision loss. NWC has an impressive record of volunteer coordination to provide transportation services to the community.



### **Regional Excellence in Coordination Overall**

#### **Champion: Gary Bretz, Valley Metro**

Gary Bretz, Valley Metro, has effectively managed the East Valley Dial-a-Ride services for the past 11 years. In this role, Mr. Bretz identifies ways to improve transportation alternatives for seniors and persons with disabilities. Mr. Bretz played a significant role in combining the two East Valley dial-a-rides, Tempe/Scottsdale and the Mesa/Chandler Dial-a-Rides. He is also one of the key leaders in expanding the East Valley Ride Choice program into the West Valley.

Mr. Bretz has been instrumental in providing direct service from the East Valley to the Center for the Blind. Mr. Bretz's vast knowledge regarding ADA services makes him an invaluable resource.

## **Strategies to Address Gaps**

Human service transportation is a critical service that includes a broad range of transportation service options. The services are designed to meet the needs of transportation disadvantaged populations. Individuals have different needs and may require different sets of services depending on their abilities, their environment, and options available in their community. Examples may include paratransit or dial-a-ride (responding to individual door-

to-door transportation requests), transit passes for fixed route scheduled services, accessing taxi vouchers; and mileage reimbursement to volunteers or program participants. Challenges facing the region are how to continue providing transportation services with less funding available while demand is steadily increasing.

Crisis provides opportunities to explore. Throughout the region, people are developing innovative solutions to resolve these gaps and make transportation accessible to all. Champions in the community have taken up the cause of providing transportation options to the most vulnerable. Agencies are discussing innovative opportunities for the collaboration of services. To overcome the challenges of a growing population increasing demands on programs already at their limit, it is crucial to identify and coordinate the resources that are already in place.

The following strategies strive to promote the activities that will have the most positive impact on human services transportation in this region. The new strategies identified for the plan this year focuses on the coordination of available resources in our community. Offering short-term and long-term strategies will help to ensure the sustainability of coordination efforts in the region. The new strategies proposed for the FY 2011 Plan include the following:



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1	Implement more programs to serve people with low incomes, particularly in the Southwest Valley.	Section 5310, 5316 and 5317 Agencies
2	Target travel training to clients of non-profit agencies, including homeless and domestic violence shelters.	Valley Metro
3	Research and implement van pools to bring domestic violence and homeless shelter clients to work and work preparation activities.	MAG
4	Develop and offer training on data quality standards for reporting as well as a common set of definitions.	MAG
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1	Establish more taxi cab and mileage reimbursement programs, focusing on areas with less transportation infrastructure.	MAG
2	Develop a coordinated volunteer drivers program on a regional basis. This will include training for volunteer drivers and the agencies that work with them; and centralizing the information about programs and opportunities online.	MAG

## Conclusion

This region is among those most affected by the recession, yet this region has also been recognized nationally for the most success in coordinating human services transportation. While funding may be uncertain, the commitment to help people move more easily throughout the region is steadfast. By implementing the new strategies and cultivating new partnerships, the region can see significant benefits from coordination.

To become involved in these efforts, please contact DeDe Gaisthea at [dgaisthea@mag.maricopa.gov](mailto:dgaisthea@mag.maricopa.gov) or by calling (602) 254-6300.

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### **Participant List**

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

### **Resource Inventory**

Beginning on page 15 is a list of agencies that provide human services transportation.

Please contact DeDe Gaisthea, MAG Human Services Transportation Planner, at [dgaisthea@mag.maricopa.gov](mailto:dgaisthea@mag.maricopa.gov) with any questions.



## Participant List

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2011 Plan

### Human Services Coordination Transportation Plan Participant List

AAA Cab  
 About Care  
 Alliance of Arizona Nonprofits  
 Arizona Bridge to Independent Living  
 Arizona Council of the Blind, Inc.  
 Arizona Department of Economic Security  
 Arizona Kidney Foundation  
 Arizona Recreation Center for the Handicapped (ARCH)  
 Arizona Spinal Cord Injury Association  
 Arizona State Hospital  
 Arizona Statewide Independent Living Council  
 Beatitudes Campus  
 Blessings! For Seniors  
 Chandler Gilbert ARC  
 Chicanos Por La Causa  
 City of Avondale  
 City of Chandler  
 City of Glendale  
 City of Goodyear  
 City of Mesa  
 City of Peoria  
 City of Phoenix  
 City of Phoenix Reserve-A-Ride  
 City of Scottsdale  
 City of Surprise  
 City of Tempe  
 Clean Air Cabs  
 Coalition of Arizona Bicyclists  
 Comtrans  
 Creative Communications  
 D Team Education Fund  
 Desert Dialysis  
 Duet  
 Empowerment Systems, Inc  
 Foothills Branch Library  
 Foothills Caring Corps  
 Foundation for Senior Living  
 Fresenius Dialysis  
 Fresenius Medical Care  
 Friendship Village of Tempe  
 Gila River Indian Community  
 Hacienda Healthcare  
 Horizon Human Services  
 House of Refuge East  
 Lodestar Day Resource Center  
 Marc Center  
 Maricopa County  
 Maricopa Family Health Center Advisory Council  
 Maricopa Integrated Health System-Avondale FHC  
 Mercy Housing Mercy Services  
 MTBA - Medical Transportation  
 MV Transportation, Inc.  
 National Federation of the Blind of Arizona  
 Native Health  
 Neighbors Who Care  
 Nobody's Perfect, Inc.  
 NSB International Lions  
 Parsons Brinckerhoff  
 Phoenix Mayor's Commission On Disability Issues  
 Pima Association of Governments  
 PPEP Encompass, Inc  
 Salvation Army  
 San Lucy District  
 Scat Dial-A-Ride  
 Scottsdale Training and Rehabilitation Services  
 Southwest Behavioral Health Services, Inc.  
 St. Joseph the Worker  
 STAR-Stand Together And Recover  
 Sun City West Foundation  
 Sunnyslope Village Alliance  
 Tanner Terrace  
 Tempe Pyle  
 TERROS, Inc.  
 The Arc of Tempe  
 The Centers for Habilitation (TCH)  
 The Salvation Army  
 Tohono O'odham Nation Planning Department  
 Town of Buckeye  
 Town of Gilbert  
 Triple R Behavioral Health  
 UMOM, Inc.  
 United Cerebral Palsy of Central Arizona  
 US Vets - Phoenix Site  
 Valley Life  
 Valley Metro/RPTA  
 Veolia Transportation Services Inc  
 Village Mesa  
 Virginia G. Piper Charitable Trust  
 Wheel Help



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>PHOENIX SERVICE AREA</b>									
<b>American Cancer Society</b> 4550 E Bell Road Ste 126 Phoenix, AZ 85032	Marianne Blanchard Ph: 602-778-7681 www.cancer.org	8:30 a.m. - 5:00 p.m. Mon through Fri.	Transportation for patient education, summer camp for children with cancer and their siblings. Must be ambulatory and getting treatment for cancer.		•	•		•	Non-profit, no fee.
<b>Arizona Bridge to Independent Living</b> 5025 E Washington St. Ste.200 Phoenix, AZ 85034	Ann Pasco Ph: 602-256-2245 annp@abil.org www.abil.org	8:00 a.m. - 5:00 p.m. Mon through Fri.	Agency operated vehicles only.			•	•	•	Non-Profit
<b>Arizona Foundation for the Handicapped</b> 3146 E Windsor Ave. Phoenix, AZ 85008	Ph: 602-956-0400 www.azafh.com	Contact agency.	Agency operated vehicles only.			•	•		Non-profit. Contact agency.
<b>Arizona Recreation Center for the Handicapped (ARCH)</b> 1550 West Colter Street Phoenix, AZ 85015	Vera Martinez Ph: 602-230-2226 Vera_Martinez@archaz.org www.archaz.org	7:00 a.m. - 10:00 p.m. Mon through Fri.	Agency operated vehicles only.	•		•			Non-Profit. Minimal charge for drop in and special interest programs. Up to \$5.00 per trip for non-agency users (round-trip).
<b>Beatitudes Campus</b> 1610 W Glendale Ave Phoenix, AZ 85021	Christie Munson, Comm./Grant Manager Ph: 602-995-6139 cmunson@beatitudescampus.org www.beatitudescampus.org	7:00 a.m. - 5:00 p.m. Mon through Fri.	Agency operated vehicles only.	•	•	•	•	•	Non-Profit / Faith-based organization. Varies, depending on distance, first two miles free.
<b>Carl T. Hayden Veterans Affairs Medical Center</b> 650 E Indian School Road Phoenix, AZ 85012	Ph: 602-277-5551 800-554-7174	Call for schedule.	Agency vehicles and service provided by contract providers.	•					Contact agency.
<b>City of Phoenix Reserve-a-Ride</b> 200 W Washington St. Phoenix, AZ 85003	Jack E. Lujan Ph: 602-262-4400, 602-262-4501 Reservations jack.lujan@phoenix.gov http://phoenix.gov/PUBTRANS/reserve.html	8:00 a.m. - 5:00 p.m. Mon through Fri.	Agency operated vehicles. All vehicles are wheelchair accessible.		•				Public Agency. None. Contribution \$1.25 per one way trip.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>PHOENIX SERVICE AREA</b>									
<b>Clean Air Cab</b> 1600 W Main St. Mesa, AZ 85201	Jorn P. Bates Ph: 480-268-6721 jorn.bates@cleanaircab.com www.cleanaircab.com	7 days per week.	Taxi cab service.		•	•	•	•	For-Profit. 2.50 initial fee, 1.90 per mile.
<b>Foothills Caring Corps</b> PO Box 5892 Carefree, AZ 85377	Debbra Determan Ph: 480-488-1105 Services@FoothillsCaring-Corps.com www.FoothillsCaringCorps.com	8:30 a.m. - 4:30 p.m. Tues through Fri.	Medical Transportation, Grocery Shopping, Friendly visiting and phoning, Caregiver Relief, Business Help.		•	•			Non-Profit. Donations Accepted.
<b>Foundation for Senior Living</b> 1201 E. Thomas Rd. Phoenix, AZ 85014	Dan Ball Ph: 602-285-1800 www.fsl.org	8:00 a.m. - 5:00 p.m. Mon through Fri.	Agency operated vehicles only.		•				Non-Profit. Varies by program, contact agency.
<b>Gompers Habilitation Center, Inc</b> 6601 N 27th Ave Phoenix, AZ 85017	Elaine Starks Ph: 602-336-0061 estarks@gomperscenter.org		Agency operated vehicles only. Agency clients only.						Contact agency.
<b>Horizon Human Services</b> 210 E. Cottonwood Lane Casa Grande, AZ 85222	Marsha Ashcroft Ph: 520-836-1688 mashcroft@horizonhumanservices.org www.horizonhumanservices.org	Group Homes: 24 hrs per day, 7 days per week, Office: 8 a.m.- 5 p.m. Mon through Fri.	Agency operated vehicles only.	•					Non-profit, no fee.
<b>MV Transportation</b> 1001 S 4th Street Phoenix, AZ 85004	Ph: 602-801-1163 betsy.buxer@mvtransit.com	9:00 a.m. - 5:00 p.m. Mon through Fri	Taxi Subsidy.		•				Contact agency for more information.
<b>NATIVE HEALTH - Native American Community Health Care Center Inc</b> 4520 N Central Ave, Ste 620 Phoenix, AZ 85012	Susan Levy Ph: 602-279-5262 x3302 slevy@nachci.com www.nativehealthphoenix.org	8:00 a.m. - 5:00 p.m. Mon through Fri.	Non emergency medical and dental transportation for patients. To Phoenix Indian Medical Center by physician referral. Wheelchair accessible.	•	•	•	•	•	Non-profit, no fee.
<b>Perry Rehabilitation Center</b> 3146 E Windsor Ave Phoenix, AZ 85008	Ph: 602-956-0400 www.azafh.com	Contact agency.	Agency operated vehicles only.			•	•		Contact agency for more information.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>PHOENIX SERVICE AREA</b>									
<b>Phoenix (City of) Human Services Department (HSD) Reserve-A-Ride</b> 3045 S 22nd Ave Phoenix, AZ 85009-6981	Ph: 602-262-4501 maxine.anderson@phoenix.gov	Contact agency for more information.	To senior/adult centers, medical appointments, social service agencies and shopping. Reserve 2 working days in advance. Wheelchair accessible.		•	•			Contact agency.
<b>Phoenix (City of) Human Services Department (HSD) Travis L Williams Family Services Center</b> 4732 S Central Ave Phoenix, AZ 85040-2150	Ph: 602-534-4732 jennifer.turk@phoenix.gov	Contact agency.	Limited bus tickets for local transit system, for medical or work for low income individuals.		•	•		•	Contact agency.
<b>Phoenix (City of) Human Services Department Sunnyslope Family Services Center</b> 914 W Hatcher Rd Phoenix, AZ 85021-2453	Ph: 602-495-5229	Contact agency.	Bus tickets for local transit system, for medical or work for low income individuals.		•			•	Contact agency.
<b>Phoenix Dial-a-Ride</b> 302 N 1st Ave, Suite 900 Phoenix, AZ 85003	Gabriel Peiz Ph: 602-253-4000 1-800-775-7295 www.cityofphoenix.gov/ PUBTRANS/dialride.html	5:00 a.m. - 12:00 a.m. Mon-Fri, 5:00 a.m. - 10:00 p.m. Sat and Sun.	Agency operated vehicles operated by contractors. Seniors and ADA certified individuals.		•	•	•		Paratransit service. Contact agency.
<b>Phoenix Indian Medical Center</b> 4212 North 16th Street Phoenix, AZ 85016	Anne Silversmith Ph: 602-263-1500 anne.silversmith@ihs.gov	8:00 a.m. - 4:30 p.m. business office / Hospital hours 24/7, Mon through Fri.	Agency operated vehicles supplemented by contract services. Agency clients only - AHCCCS IHS eligibility required.		•	•	•	•	Non-Profit Hospital - Federal. None.
<b>Phoenix Van Services</b> PO Box 7756 Chandler, AZ 85246-7756	Myriam Ph: 480-857-8260 1-866-PHX-VANS reservations@phxvans.com www.phxvans.com	5:00 a.m. - 12:00 a.m. 7 days per week.	Private for-hire carrier.		•	•			For-Profit. Flat Rates, callfor rates.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>PHOENIX SERVICE AREA</b>									
<b>South Mountain Community Center</b> 212 E Alta Vista Rd. Phoenix, AZ 85040-4219	Ph: 602-262-4093 culshoef@phoenix.gov	Contact agency for more information.	Members discount transportation tickets for shopping and other errands. Seniors age 60 and over and persons with Title XX or physician certified disabilities.	•	•	•			Contact agency.
<b>The Salvation Army Project HOPE</b> 2702 E Washington Street Phoenix, AZ 85034 MAILING: PO Box 52177 Phoenix, AZ 85072	John Landrum Ph: 602-267-4196 John.Landrum@usw.Salvationarmy.org	8:00 a.m. - 3:30 p.m. Mon through Fri.	Agency operated vehicles only.					•	Contact agency.
<b>U.S. Vets - Phoenix Site</b> 804 E. Jones Avenue Phoenix, AZ 85040	Teresa Livingston Ph: 602-305-8585 tlivingston@usvetsinc.org www.usvetsinc.org	7 days per week / 24 hrs per day.	Reconnect Vets with VA hospital-medical, VA Regional-benefits; Workforce residential program.					•	Non-profit, no fee.
<b>UMOM New Day Centers</b> 3320 E Van Buren Phoenix, AZ 85008	Gary Zeck Ph: 602-889-0671 gzeck@umom.org www.umom@umom.org	5:00 a.m. - 8:00 p.m. Mon through Sun.	Bus passes for work, appointments for family homeless and domestic violence shelter clients.	•				•	Non-Profit, faith-based organization. None.
<b>United Cerebral Palsy (UCP) of Central Arizona, Inc.</b> 1802 W Parkside Ln Phoenix, AZ 85027-1322	Marilyn Zepeda Ph: 602-943-5492 mzededa@upcofaz.org www.upcofcentralaz.org	8:00 a.m. - 6:00 p.m. Mon through Fri.	Transportation to and from UCP services for physically and/or developmentally disabled adults and children.	•		•	•		Non-Profit. Contact agency.
<b>Valley Life</b> 1142 West Hatcher Road Phoenix, AZ 85021	Mary E. Brannoch Ph: 602-331-2415 mbrannoch@vsshc.org www.valleyofthesunschool.org	8:00 a.m. - 3:00 p.m. Mon through Fri.	Agency vehicles. Physically and developmentally disabled, visually impaired, older adults.		•	•	•		Non-profit, no fee.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>EAST VALLEY SERVICE AREA</b>									
<b>About Care, Inc.</b> 600 W Ray Rd Ste B5, Chandler, AZ 85225-7264	Ann Marie McArthur Ph: 480-802-2331 information@aboutcare.org www.aboutcare.org	9:00 a.m. - 3:00 p.m. Mon through Fri.	Client transportation to and from medical or social service appointments and pharmacy if needed.			•			Non-profit, no fee.
<b>Apache Junction Senior Center (East Valley Senior Services, Inc.)</b> 1035 N Idaho Apache Junction, AZ 85219	Ph: 480-474-5260 webmaster@evseniorservices.org	Contact agency.	Agency operated vehicles only.		•			•	Contact agency.
<b>Chandler/Gilbert ARC</b> 3250 N San Marcos Place Chandler, AZ 85225	William Parker Ph: 480-892-9422 wparker@cgarc.org www.cgarc.org	7 days per week / 14 hrs per day.	Housing, Life Skill Training and Employment. Agency operated vehicles only.	•			•		Non-profit, no fee.
<b>City of Mesa</b> PO Box 1466 (300 E 6th St), Mesa, AZ 85211	Julie Howard Ph: 480-644-4131 Julie.Howard@mesaaz.gov	Varies / Transportation: 7:00 a.m. - 6:00 p.m.	Contact agency for more information.		•	•	•	•	Public Agency. Varies contact agency.
<b>City of Scottsdale - Trolley</b> 7447 East Indian School Road, Suite 205 Scottsdale, AZ 85251	John Kelley Ph: 480- 312-7626 Jkelley@scottsdaleAZ.gov www.ScottsdaleAZ.gov	7 days per week. Downtown Trolley 11:00 a.m. - 9:00 p.m. / Neighborhood Trolley 7:00 a.m. - 9:00 p.m.	Agency operated vehicles only.		•	•	•	•	Public Agency. Free.
<b>City of Tempe - Pyle Adult Recreation Center</b> 655 E. Southern Ave. Tempe, AZ 85282	Lyn Cahill-Ramirez, Senior Rec. Coord. Ph: 480-350-5211	8:00 a.m. - 5:00 p.m. Mon through Fri.	Contact agency for more information.	•		•			Public Agency - Recreation Center. Contact agency.
<b>Coolidge Cotton Express</b> 131 W. Pinkley Avenue Coolidge, AZ 85228	Marcus Hoffman Ph: 520-723-6085 mhoffman@coolidgeaz.com www.coolidgeaz.com	7:00 a.m. - 5:00 p.m. Mon through Fri.	Agency operated vehicles only.		•	•	•	•	Public Agency. Route: \$1.25 / Children: \$.75 / Dial-a-Ride \$1.50.
<b>Disability Development Resources LLC</b> 607 N Edison Circle Mesa, AZ 85203	Deborah Lamoree, Owner/ Director Ph: 480-529-6844 dlamoree@ddresources.com www.ddresources.com	9:00 a.m. - 5:00 p.m. Mon through Fri.	Home and Community Based Services and independent Living.		•	•	•		Private, For-Profit. Contact agency.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>EAST VALLEY SERVICE AREA</b>									
<b>East Valley Adult Resources Inc./Assistance for Independent Living</b> 45 W University Dr., Suite B Mesa, AZ 85201	Ellen Granillo, Director Ph:480-996-9704 egrainillo@evadultresources.org www.evadultresources.org	8:00 a.m. - 4:30 p.m. Mon through Fri.	Transports clients to shopping or medical trips within East Valley. (Mesa, Apache Junction, Chandler, Gilbert and Tempe)	•	•			•	Non-Profit. Suggested Donation to East Valley Adult Resources Inc.
<b>East Valley Adult Resources, Inc./Red Mountain Active Adult Center</b> 45 W University Dr. Mesa, AZ 85201-5831	Dan Taylor Ph:480-964-9014 dantaylor@evadultresources.org www.evadultresources.org	8:00 am. - 3:00 p.m. Mon through Fri.	Van transportation provided to and from the senior centers for persons who are age 60 and over.		•				Non-Profit. Donation requested.
<b>East Valley Family Care Center</b> 2204 S Dobson Rd Ste 101 Mesa, AZ 85202-6457	Ph: 480-491-6235 admin@evseniorservices.org	Contact agency.	Limited medical transportation		•				Contact agency.
<b>East Valley Ride Choice</b> 3320 N Greenfield Rd. Mesa, AZ 85215	Gary Bretz Ph: 480-962-RIDE (7433) gbretz@valleymetro.org www.ValleyMetro.org	Contact agency.	Programs vary, contact agency for more information.		•	•	•		Public/Private. Fees varies on services used.
<b>East Valley Senior Services Inc./Mesa Active Adult Center</b> 247 N MacDonald St. Mesa, AZ 85201	Lorelei Geiser Ph: 480-962-5612 dejongmsc@evseniorservices.org www.evseniorservices.org	Contact agency.	Purchase of subsidized Dial-a-Ride tickets.	•	•				Contact agency.
<b>East Valley Senior Services, Inc./Apache Junction Active Adult Center</b> 1035 N Idaho Apache Junction, AZ 85219	Ph: 480-474-5260 www.evseniorservices.org tcrawford@evseniorservices.org	8:00 a.m. - 4:30 p.m. Mon through Fri.	Van transportation provided to and from the senior centers for persons who are age 60 and over.	•	•				Non-Profit. Donations requested.
<b>Friendship Village</b> 2645 E Southern Ave. Tempe, AZ 85282	Brian Scott Ph: 480-831-3155 scottbrian@friendshipvillageaz.com www.friendshipvillageaz.com	7 days per week, depending on service.	For residents: bus, van or limo. Ride-share van for commuting employees.	•	•	•			Non-Profit / retirement community. From \$1.50-\$3.50 depending on service and vehicle.



## Resource Inventory

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2011 Plan

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>EAST VALLEY SERVICE AREA</b>									
Good Samaritan Society - Mesa Good Shepherd 5848 E University Dr. Mesa, AZ 85205	Jason L. Wright Ph: 480-981-0098 jwright@good-sam.com www.good-sam.com	8:00 a.m. - 4:00 p.m. everyday except Saturday.	Senior housing, assisted living, skilled nursing/rehab.	.	.	.			Faith-based. Fees included in client's monthly rent.
<b>Good Shepherd Villa</b> 5848 E University Drive Mesa, AZ 85205-7443	Ph: 480-981-0098	Contact agency	Agency operated vehicles only. Agency clients only.	.	.				Contact agency.
<b>Guadalupe Special Services</b> 9401 S Avenida Del Yaqui Guadalupe, AZ 85283	Sandra Jere Ph: 480-505-5393 sjerez@guadalupeaz.org www.guadalupeaz.org	8:00 a.m. - 4:00 p.m. Mon through Fri.	Agency operated vehicles only.		.	.			Local government - public agency. Contribution requested.
<b>Neighbors Who Care</b> 10450 E Riggs Rd Ste 113 Sun Lakes, AZ 85248-7760	Chris Stage, Executive Director Ph: 480-895-7133 nwcsunlakes@aol.com www.neighborswhocare.com	9:00 a.m. - 4:00 p.m. Mon through Fri.	Volunteers provide medical transportation, shopping, respite, friendly visiting, reassurance calls, business assistance, dinner delivery.	.	.				Non-profit, no fee.
<b>Outreach Programs for Ahwatukee Seniors (Y OPAS)</b> 1030 E Liberty Ln Phoenix, AZ 85048-8461	Judy Lewisohn, Program Manager Ph: 602-212-6088 opas@vosymca.org	9:00 a.m. - 4:00 p.m. 7 days per week.	No agency operated vehicles or contract services available. Any person 62 years of age or older who resides in Ahwatukee.		.				Contact agency.
<b>Paradise Valley Senior Center</b> 17402 N 40th St Phoenix, AZ 85032-2200	Ph: 602-495-3785 paradise.valley.cc.hsd@phoenix.gov www.phoenix.gov/SRCNTRS/cntrpara.html	Contact agency for more information.	Contract service providers. ADA certified individuals only.		.	.			Contact agency.
<b>Scottsdale (City of) Transportation Department Cab Connection Program</b> 7447 E Indian School Rd Ste 205 Scottsdale, AZ 85251-3915	Pat Venisnik Ph: 480-312-8747 pvenisnik@scottsdaleaz.gov	24 hrs, 7 days per week.	Subsidized taxi voucher program for residents who are disabled or are age 65 and over. Up to 20 subsidized taxi vouchers per month.	.	.	.			Public Agency. City pays 80% of cab fare up to a \$10.00 maximum.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>EAST VALLEY SERVICE AREA</b>									
<b>Scottsdale Training and Rehabilitation Services (STARS)</b> 7507 E. Osborn Rd. Scottsdale, AZ 85251	Sue Smith Ph: 480-994-5704 ssmith@starsaz.org www.starsaz.org www.scottsdaleaz.gov/traffic/altransmethod/specialservices.asp	8:00 a.m. - 4:30 p.m. Mon through Fri.	Agency operated vehicles only. Agency clients only.	•			•		Non-Profit. Contact agency.
<b>The Arc of Tempe</b> 501 E. Broadway Rd. Tempe, AZ 85282	Brenda Fox, Community Liaison Ph: 480-966-8536 community@tempearc.org www.tempearc.org	4:00 p.m. - 8:00 p.m. Mon through Fri. 9:00 a.m. - 4:00 p.m. Sat.	Life Skills & Recreation program for adults with developmental disabilities. Transportation to community activities.	•			•		Non-Profit. There are no fees for this transportation, however, participants pay a monthly fee for the program.
<b>The Centers for Habilitation</b> 215 W Lodge Drive Tempe, AZ 85283	Eduardo Galindo Ph: 480-838-8111 EduardoGalindo@TCH-AZ.com www.tch-az.com		Agency operated vehicles only. Agency clients only.	•					Non-Profit. Contact agency.
<b>The Salvation Army- Apache Junction</b> 605 E Broadway Ave Apache Junction, AZ 85219-5214	Richard Ph: 480-982-4110 lindaraymond@usw salvationarmy.org	7:00 a.m. - 4:00 p.m. Tues through Thurs.	Transportation for seniors and individuals with disabilities.		•	•		•	Non-profit. Contact agency.
<b>Valley Metro East Valley Dial-A-Ride</b> 302 N. 1st Ave. Ste 700 Phoenix, AZ 85003	Susan Tierney Ph: 480-633-0101 Reservation: Valley Metro Customer Service stierney@valleymetro.org www.valleymetro.org	3:00 a.m. - 2:00 a.m. Mon through Sun, Scottsdale/ Tempe, 4:00 a.m. - 12:00 a.m. Mon through Sun, Chandler/ Gilbert/Mesa.	Agency operated vehicles and contract services. East Valley Dial-a-Ride.		•	•	•	•	Public transit agency.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>WEST VALLEY SERVICE AREA</b>									
<b>Arizona Center for the Blind &amp; Visually Impaired</b> 3100 E. Roosevelt St. Phoenix, AZ 85008-5036	Sharon Gibbs Ph: 602-273-7411 Sgibbs@ACBVI.org www.acbvi.org	8:00 a.m. - 4:30 p.m. Mon through Fri.	Agency operated vehicles only.			•			Non-Profit. Membership fee based on ability to pay; charges for some special events.
<b>Buckeye Family Care</b> Center 306 E Monroe Buckeye, AZ 85326	Pam Kurczynski Ph: 623-386-4814 pkurczynski@caichc.com	Mon, Tues, Thur, Fri: 8:00 a.m. - 5 p.m. Wed: 11:00 a.m. - 8:00 p.m.	Limited medical transportation.		•			•	Non-Profit. Contact agency.
<b>City of El Mirage</b> PO Box 26 El Mirage, AZ 85335-0026	Lorenzo Aguirre Ph: 623-937-0500 laguirre@cityofelmirage.org	Contact agency.	Contact agency for more information.						Municipality. Contact agency.
<b>City of Glendale, Glendale Adult Center</b> 5970 W Brown St. Glendale, AZ 85302	Anthony Garcia Ph: 623-930-4335 agarcia@glendaleaz.com www.glendaleaz.com	8:00 a.m. - 8:00 p.m. Mon through Fri.	Contact agency for more information.		•				Public Agency. \$2.00 regular \$1.00 seniors each way.
<b>City of Peoria</b> 8401 W Monroe Street Peoria, AZ 85345	Randy Roberts Ph: 623-773-7461 randy.roberts@peoriaaz.gov	6:00 a.m. - 6:00 p.m. Mon through Fri.	Contact agency for more information.		•	•			Public Agency. Contact agency.
<b>City of Surprise, Senior Center</b> 15832 N. Hollyhock St. Surprise, AZ 85374	Leslie Rudders Ph: 623-222-1500 leslie.rudders@surpriseaz.com www.surpriseaz.com	8:00 a.m. - 4:00 p.m. Mon through Fri.	Agency operated vehicles only	•	•	•			Public Agency. \$1.
<b>Beatitudes Center DOAR VICAP Faith in Action</b> 555 W Glendale Ave Phoenix, AZ 85021-8799	Ricardo Samano Ph: 602-274-5022 Samano@centerdoar.org www.centerdoar.org	8:00 a.m. - 4:30 p.m. Mon through Fri.	To medical and social service appointments, scheduled 3-5 working days in advance, limited to 1 ride/week and within 10-12 miles of home. No electric wheelchairs or carts.	•	•	•			Non-profit, no fee.
<b>El Mirage Dial-a-Ride/ Senior Center</b> 14010 N El Mirage Rd. El Mirage, AZ 85335-3101	Ph: 623-937-0500 x108 www.cityofelmirage.org	8:30 a.m. - 3:30 p.m. Mon through Fri.	Transportation for residents to senior center and for minimal prescriptions, limited medical and social services.	•	•	•			Municipality. For one way trips, contact agency.



## Resource Inventory

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2011 Plan

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>WEST VALLEY SERVICE AREA</b>									
<b>Gila Bend Primary Care Center</b> 100 N Gila Blvd. Gila Bend, AZ 85337	Ph: 928-683-2269	Contact agency.	Limited medical transportation.						Contact agency.
<b>Glencroft Retirement Community</b> 8611 N 67th Ave. Glendale, AZ 85302	Ph: 623-939-9475 info@glencroft.com www.glencroft.com	8:00 a.m. - 4:30 p.m.	Agency operated vehicles only.	•	•				Contact agency.
<b>Glendale Dial-a-Ride</b> 6210 W Myrtle Ave #S Glendale, AZ 85301	Kevin Link Ph: 623-930-3501 klink@glendaleaz.com www.glendaleaz.com/ transportation/busandtransit.cfm	Mon through Fri: 4:36 a.m. - 11:13 p.m. Sat: 4:40 a.m. - 10:01 p.m. Sun: 5:37 a.m. - 9:31 p.m.	ADA service for general public, seniors, and disabled passengers in accordance with established policies and guidelines. Wheelchair accessible.		•	•	•	•	Municipal Government. Regular \$2.00, Seniors, riders with disabilities, juniors \$1.00. Children 5 and younger free.
<b>Glendale Taxi Subsidy Program</b> 6210 W Myrtle Ave Bldg S Glendale, AZ 85301-1700	John Bullen Ph: 623-930-3501 jbullen@glendaleaz.com www.livinginmotionaz.net	7 days per week.	Subsidized taxi rides for Glendale residents to and from on-going medical treatment facilities within the City of Glendale.	•					Non-Profit. Vouchers issued for 75% of one way fare plus tip. Maximum value \$15.00 + tip. Passengers are responsible for remaining amount.
<b>Glendale Transit</b> 6210 W Myrtle Ave Bldg S Glendale, AZ 85301-1700	Kevin Link Ph: 623-930-3501 klink@glendaleaz.com www.glendaleaz.com/transit	7:00 a.m. - 5:30 p.m., Mon through Sat.	Agency operated vehicles supplemented by contract services.		•	•	•	•	Municipality. \$.25 / \$.10 reduced fare for seniors and persons with disabilities. ADA Service \$2.00. Dial-A-Ride \$2.00, seniors, persons with disabilities, juniors \$1.00.
<b>Glendale Transit-GUS, Glendale Urban Shuttle</b> 6210 W Myrtle Ave Bldg S Glendale, AZ 85301-1700	Kevin Link Ph: 623-930-3501 klink@glendaleaz.com www.glendaleaz.com/ transportation/busandtransit.cfm	7:00 a.m. - 6:30 p.m., Mon through Sat. 8:00 a.m. - 6:00 p.m. Sun.	Service to Maricopa County Primary Care Center, Justice Court, Probation Office, and other city offices including CAP. Wheelchair accessible bus service.		•	•	•	•	Municipal Government. \$.25 / Reduced fare (\$.25) for seniors and persons with disabilities.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>WEST VALLEY SERVICE AREA</b>									
<b>Interfaith Community Care</b> 17749 N El Mirage Rd Surprise, AZ 85374	Pam Grigsby Jones Ph: 623-815-1100 pjonas@InterfaithCommunityCare.com www.interfaithcommunitycare.org	8:00 a.m.-4:30 p.m. Mon-Fri office; 7:30 a.m. - 5:30 p.m. Mon through Fri day centers.	Agency vehicles supplemented by volunteers and purchased transportation.		•				Non-Profit. Contact agency.
<b>John C. Lincoln Health Network</b> 303 Eva Street Phoenix, AZ 85020	Ph: 602-320-9656	7:00 a.m. - 5:00 p.m. Mon through Fri.	Agency operated vehicles only. Clients participating in adult day care, Head Start, living in senior apartments or transport to/from hospital.	•	•	•		•	Health organization. None.
<b>Peoria (City of) Transit</b> 8850 N 79th Ave Peoria AZ 85345-7965 Mailing: 8401 W Monroe St. Peoria, AZ 85345	Randy Roberts Ph: 623-773-7435 randy.roberts@peoriaaz.gov www.peoriaaz.com	6:00 a.m. - 6:00 p.m. Mon through Fri.	Transportation for any individual anywhere within the City of Peoria. Must reserve transportation 1 day in advance.		•	•		•	Public Agency.\$1.00 youth, senior, and disabled, \$2.00 ADA, \$3.00 General Public.
<b>PPEP, Inc.</b> 901 E. 46th Street Tucson, AZ 85713	Jaclyn Johnson Ph: 520-594-6499 jjohnson@ppep.org www.ppep.org	8:00 a.m. - 3:00 p.m. Mon through Fri.	Agency vans.	•	•	•	•		Non-profit, no fee.
<b>Property Owners &amp; Residents Association (PORA)</b> 18229 N 130th Ave Sun City West, AZ 85375	Pat Leopard Ph: 623-584-7802 1019@cox.net www.porasw.org	9:00 a.m. - 3:00 p.m. Mon through Fri.	Local and state governmental representation to our residents.	•					Non-Profit, Neighborhood Association. Contact agency.
<b>R &amp; R Respite Care</b> 246 N Washington St Wickenburg, AZ 85390-4414	Rachel Minton Ph: 928-684-3480 minton@aaaphx.org www.wickenburgrespite.com	7:30 a.m. - 5:30 p.m. Mon through Fri.	Personal care services for individuals with Alzheimer's Disease, Parkinson's Disease, related dementia or stroke.		•	•			Non-Profit. \$7.00 round trip for non-clients living within Wickenburg. Sliding scale fees, scholarships available based upon financial need.



## Resource Inventory

Maricopa Association of Governments  
**Human Services Coordination  
 Transportation Plan – FY 2011 Plan**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>WEST VALLEY SERVICE AREA</b>									
<b>SCAT Dial-A-Ride</b> 9945 N 99th Ave Peoria, AZ 85345 MAILING: PO Box 1972 Sun City, AZ 85372-1972	Michael King Ph: 623-298-4575 MikeKATSCAT@yahoo.com www.scatdialaride.net	7:00 a.m. - 6:00 p.m. Mon through Sat.	Door-to-door paratransit service.		•	•		•	Not-for-Profit. \$2.00 ADA ride; \$4.00 non ADA ride within Sun City and Youngtown; \$10.00 between the two Sun Cities.
<b>Sun City West Foundation</b> 14465 RH Johnson Sun City West, AZ 85375	Patti Rowan Ph: 623-544-3020 www.scwfoundation.org	7:30 a.m. - 4:00 p.m. Mon through Fri.	Transportation for Sun City West.	•	•	•	•	•	Non-Profit. \$3.00 each way or 10 tickets for \$25.00.
<b>Surprise (City of) Community Initiatives</b> 15832 N Hollyhock St. Surprise, AZ 85374-4175	Ph: 623-222-1500	Contact agency for more information.	Taxi Coupon Program. Subsidized taxi coupons from MED LINK. Non-emergency transportation for those undergoing chronic dialysis treatment.	•		•		•	Free to residents. Contact agency.
<b>Surprise Dial-a-Ride</b> 15832 N Hollyhock St. Surprise, AZ 85374-4175	Ph: 623-222-1622 www.surprizeaz.com/index.asp?NID=1853	7:00 a.m. - 5:00 p.m. Mon through Fri.	Transportation Services. Curbside service for residents 16 years of age or older.		•	•	•	•	Municipal Government. \$1.00 within Surprise / \$1.25 outside Surprise.
<b>The Salvation Army Glendale Corps</b> 6010 W. Northern Ave Glendale, AZ 85312	Ph: 623-934-0469 christina.arnold@usw.salvationarmy.org	Contact agency for more information.	Provide bus tokens for medical appointments for people in need.					•	Contact agency.
<b>Town of Buckeye Community Services</b> 201 E. Central Avenue Buckeye, AZ 85326	Sam Jeppsen Ph: 623-349-6600 623-349-6616 www.buckeyeaz.gov	8:00 a.m. - 5:00 p.m. Mon through Fri.	Door to door transportation to medical, dialysis, shopping, social services.		•	•	•	•	Municipality. No Fee - Contribution Encouraged: \$2.00
<b>Wickenburg Family Care Center</b> 811 N Tegner St., #113 Wickenburg, AZ 85390	Ph: 928-684-9555	Mon-Wed & Fri: 8:00 a.m. - 5:00 p.m. / Thurs: 11:00 a.m. - 3:00 p.m. & 4:00 p.m. - 8:00 p.m.	Limited medical transportation.					•	Contact agency.



## Resource Inventory

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2011 Plan

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>REGIONAL SERVICES</b>									
<b>AIRES</b> 2140 W Greenway Rd, Ste 140 Phoenix, AZ 85023	Ph: 602-995-3591 aires@aires.org www.aires.org	Contact agency for more information.	Agency operated vehicles only.	•			•		Non-profit. Contact agency.
<b>Arizona Kidney Foundation-Affiliate of National Kidney Foundation, Inc.</b> 4203 E Indian School Rd Ste 140 Phoenix, AZ 85018-5341	Lisa Romero Ph: 602-840-1644 lisar@azkidney.org www.azkidney.org	8:30 a.m. - 4:30 p.m. Mon through Thurs.	Provide transportation to and from dialysis treatments.			•			Non-Profit. No fee; patients use Phoenix and East Valley DAR. Approved vouchers for 25%; must meet mileage requirements.
<b>Arizona State Hospital</b> 2500 E. Van Buren Street, Phoenix, AZ 85008	Anthony Johnson Ph: 602-220-6175 johnsona@azdhs.gov www.AZDHS.gov	7 days per week / 24 hrs per day.	Transportation.	•			•		State Public Agency. No fees.
<b>Central Arizona Shelter Services (CASS)</b> 230 S 12th Ave Phoenix, AZ 85007	Ph: 602-256-6945 www.cass-az.org	12:00 a.m. - 12:00 p.m. 7 days per week.	Agency operated vehicles only.					•	Non-profit, no fee.
<b>Civitan Foundation, Inc.</b> 3509 E Shea Blvd. #117 Phoenix, AZ 85028	Dawn Trapp Ph: 602-953-2944 dtrapp@campcivitan.org www.campcivitan.org	7 days per week.	Provide respite, habilitation, attendant care and transportation to clients. To and from Civitan programs and events.	•		•	•		Non-profit, no fee.
<b>Express Transportation, Inc. (d/b/a Affiliated Transportation)</b> 44991 W Jack Rabbit Trail Maricopa, AZ 85239	Ph: 480-994-1616	Contact agency.	Private for-hire carrier.		•	•	•	•	Contact agency.
<b>Foundation for Blind Children</b> 1235 E Harmont Drive Phoenix, AZ 85020	Ann Greig Ph: 602-331-1470 x114 800-322-4870 Agreig@seeitourway.org www.seeitourway.org	8:00 a.m. - 5:00 p.m. Mon through Fri.	Agency operated vehicles only.			•			Non-profit, no fee.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>REGIONAL SERVICES</b>									
<b>Hacienda Healthcare, Inc.</b> 1402 E South Mountain Ave Phoenix, AZ 85042	Susanna Hesser Transport@haciendainc.org	8:00 a.m. - 5:00 p.m. Mon through Fri.	Agency operated vehicles only.	•		•			Contact agency.
<b>Interfaith Cooperative Ministries</b> 501 S 9th Ave Phoenix, AZ 85007 PO Box 2225 Phoenix, AZ 85002	Renae Gentry Ph: 602-254-7450 renea@icmaz.org www.icmaz.org	9:00 a.m. - 11:00 a.m. Mon through Sat.	Bus tickets for local transit system for job interviews for low income individuals.		•	•	•	•	Non-profit, no fee.
<b>Just for You Transportation Service</b> 917 E Buckeye Road Phoenix, AZ 85034	Willie E. Gray Ph: 602-477-8256 willie.gray@justforyoutransportation.com www.justforyoutransportation.com	8:00 a.m. - 6:00 p.m. Mon through Sat.	Private for-hire carrier.		•	•	•	•	Contact agency.
<b>Kora's Radio Taxi Corp.</b> 1205 S 25th Avenue Phoenix, AZ 85009	Ph: 602-233-1544	Contact agency for more information.	Private for-hire carrier.		•	•	•	•	Contact agency.
<b>MARC Center of Mesa</b> 924 N Country Club Dr. Mesa, AZ 85201	Mark Tompert Ph: 480-797-8466 mark.tompert@marccenter.com www.marccenter.com	Seven days per week.	Agency operated vehicles only. Agency clients only	•			•		Non-Profit.
<b>Medi-Trans</b> 4600 W Camelback Glendale, AZ 85301	Ph: 602-200-2010	Contact agency for more information.	Nonemergency medical transportation.						Contact agency.
<b>Mehari Transportation</b> PO Box 97628 Phoenix, AZ 85060	Ph: 602-577-4419	Contact agency for more information.	Taxi service		•	•	•	•	Contact agency.
<b>Phoenix EI Transportation</b> 2730 W Agua Fria Fwy # 286 Phoenix, AZ 85027	Jeff S Say Ph: 602-230-1414 info@phoenixeitransportation.com www.phoenixeitransportation.com	7:00 a.m. - 7 p.m. Mon-Fri; 7:00 a.m. - 3:00 p.m. Sat.	Private for-hire carrier		•	•	•	•	Private. Varies contact agency.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>REGIONAL SERVICES</b>									
<b>Phoenix Fire Department Night Rescue</b> 150 S 12th St. Phoenix, AZ 85034-2301	Ray Temple Ph: 602-495-5555 ray.c.temple@phoenix.gov	7 days a week, 24 hours per day.	Contract services. Persons with disabilities who use wheelchairs who are stranded.		•	•	•		Municipality. \$14.73
<b>Southwest Behavioral Health</b> 3450 N 3rd St. Phoenix, AZ 85012	Geoff Davis Ph: 602-265-8338 geoffd@sbhservices.org www.sbhservices.org	8:00 a.m. - 5:00 p.m. Mon through Fri.	Agency operated vehicles only. Agency clients only.	•			•		Non-profit, no fee.
<b>TERROS Inc.</b> 3003 N Central Ave Ste 200 Phoenix, AZ 85012	Barbara Garden / Ben Baxter Ph: 602-685-6105 602-512-2960 barbg@terros.org www.terros.org	Mon through Thurs 8:00 a.m. - 6:00 p.m. / Fri to 5:00 p.m.	Behavioral Health Services.	•		•	•		Non-Profit. Contact agency.
<b>Total Transit, Inc. d/b/a Discount Cab &amp; Meditrans</b> 4600 W Camelback Road Glendale, AZ 85301-7609	Craig Hughes, CEO Ph: 602-200-2000 Chughes@ttiaz.com www.totaltransitinc.com	12:00 a.m. to 11:59 p.m. 7 days per week.	Private for-hire carrier.		•	•	•	•	Private, For-Profit. Depends on services and distance.
<b>Triple R Behavioral Health Inc.</b> 40 E. Mitchell Dr, Ste 100 Phoenix, AZ 85012-2330	Dan Pontius Ph: 602-995-7474 dpontius@trbh.org www.trbh.org	Contact agency for more information.	Agency operated vehicles only, clients only. Indigent adults with serious mental illness.	•			•	•	Non-Profit. Contact agency.
<b>UMOM New Day Centers, Watkins Overflow Shelter</b> 3335 E Van Buren Phoenix, AZ 85008	LaShawn Thompson Ph: 602-527-5895 lthompson@umom.org www.umom.org	Contact agency for more information.	Transport Overflow Shelter clients to/from shelter. Bus passes for work, appointments for family homeless and domestic violence shelter clients.	•				•	Non-Profit, faith-based organization. Contact agency.
<b>Valley Metro Bus</b> 302 N. 1st Ave. Ste 700 Phoenix, AZ 85003	Susan Tierney Ph: 602-523-5000 Valley Metro Customer Service stierney@valleymetro.org www.valleymetro.org	Varies depending on city—please call for information.	Agency operated vehicles and contract services. East Valley Dial- a-Ride.		•	•	•	•	Public transit agency.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>STATE-WIDE SERVICES</b>									
<b>AAA Cab (includes: TLC Taxi, Fiesta Taxi, Neils, Courier, Checker, AAA Sedans),</b> 4525 E University Phoenix, AZ 85034	Joe Dibazar Ph: 602-252-525 joe@aaayellowaz.com www.aaayellowaz.com	24 hrs, 365 days per year.	Full Transportation services, including taxicab, wheelchair and stretcher.		•	•	•	•	Depends on type and distance of service. Contact agency.
<b>Aguila's Taxi</b> 3145 N 33rd Avenue Phoenix, AZ 85017	Ph: 602-455-4500	24 hrs, 365 days per year.	Private for-hire carrier		•	•	•	•	Contact agency.
<b>All Valley Transportation</b> PO Box 68023 Phoenix, AZ 85052	Anthony Ph: 602-302-6868 1-888-399-1300 info@allvalleytransportation.com www.allvalleytransportation.com	24 hrs a day seven days a week.	Private for-hire carrier		•	•	•	•	Private, For-Profit. \$55 per hour, two hour minimum.
<b>American's HTS</b> 1401 E Washington Street Phoenix, AZ 85034	Ph: 602-253-0911	Contact agency for more information.	Nonemergency medical transportation		•	•		•	Contact agency.
<b>Angel Flight West</b> 3161 Donald Douglas Loop South Santa Monica, CA 90405-3210	Erin Olson Ph: 310-390-2958 888-426-2643 info@angelflightwest.org www.angelflightwest.org	8:30 a.m. - 4:30 p.m. Mon through Fri.	Air transportation to and from medical treatment or other compelling human need.		•	•		•	Non-Profit. No fees, all cost provided by volunteer pilots. Must have financial need.
<b>Arizona Chapter Paralyzed Veterans of America, Inc.</b> 8126 N 23rd Ave, Suite J Phoenix, AZ 85021	Peter Quinn Ph: 602-244-9168 azpva@azpva.org www.azpva.org	By appointment: Mon - Thurs: 7:30 a.m. to 3:30 p.m. / Fri: 7:30 a.m. - 1:30 p.m.	Contact agency for more information.			•			Non-Profit Veteran Service Organization. \$125/day Volunteer Drivers.
<b>Arizona Spinal Cord Injury Association</b> 5025 E Washington St, Suite 110 Phoenix, AZ 85034-2005	Ashleigh Turner Ph: 602-507-4209 888-889-2185 ashleigh@azspinal.org www.azspinal.org	9:00 a.m. - 5:00 p.m. Mon through Fri.	Transportation Service. Local day and overnight trips for individuals in wheelchairs. See web site for additional information.			•			Non-Profit. TBA (rates will be increased / rates to be determined).
<b>CD Transport, LLC</b> 4933 E Halifax, Mesa, AZ 85205, mail: PO Box 321 Mesa, AZ 85211	Ph: 602-989-5115	Call for schedule.	Private for-hire carrier.		•	•	•		Contact agency.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>STATE-WIDE SERVICES</b>									
<b>ComTrans</b> 2336 E Magnolia Phoenix, AZ 85034	Neal Thomas Ph: 602-231-0102 neal@gocomtrans.com	6:00 a.m. - 9:00 p.m., 7 days per week. 5:00 a.m. - 10:00 p.m. / Sun 7:00 a.m. - 9:00 p.m. / Sat.	Private for-hire carrier. Depends on requirements of contracting agencies		•	•			Contact agency.
<b>Dependable Medical Transport Services (DMTS)</b> 2237 N 36th St. Phoenix, AZ 85008	Scott Trener, VP Business Development Ph: 602-235-2255 info@dmsttransport.com	24 hrs, 7 days per week.	Nonemergency medical transportation (Specialize in Wheelchair, stretcher, and Oxygen transports)		•	•		•	Custom; call for rate info.
<b>Flights for Life, Inc.</b> Confidential location Mailing: PO Box 26485, Phoenix, AZ 85068-6485	Mcllvoy Ph: 602-992-4327 president@flightsforlife.org www.FlightsForLife.org	24 hours, 7 days per week.	Non-emergency round-trip air transportation for ambulatory individuals in financial need who must travel for medical treatment.		•			•	Private/Non-Profit. None.
<b>Fountain Hills Taxi &amp; Shuttle</b> 7222 E Northridge St. Mesa, AZ 85207	Ph: 480-837-7500	Contact agency.	Private for-hire carrier.		•	•	•	•	Contact agency.
<b>Lifestar Ambulette</b> 1501 W. Fountainhead Parkway Tempe, AZ 85282	Ph: 602-957-2800	Contact agency for more information.	Nonemergency medical transportation.		•	•	•	•	Contact agency.
<b>Medical Transportation Broker of Arizona (MTBA)</b> 3401 E Elwood St. Phoenix, AZ 85040-1610	Van Means, Director Ph: 888-700-6822 van@mtbofarizona.com	24 hrs, 7 days per week.	Transportation administrator.		•	•	•	•	Transportation brokerage. Contact agency for administrative services provided.
<b>Safe Ride Services, Inc.</b> 2001 W Camelback Rd., Phoenix, AZ 85015	Scott Rogers, Area General Mgr Ph: 800-797-7433 voice: 602-627-6700 talktous@saferideservices.com www.saferideservices.com	24 hrs, 7 days per week.	Ambulatory, Wheelchair and Stretcher, non-emergency medical and specialized transportation.		•	•	•	•	Contract with various Medicaid health insurance plans at no cost to the member
<b>Yellow Cab</b> 4525 E University Drive Phoenix, AZ 85034	Ph: 480-888-8888	24 hrs, 7 days per week.	Private for-hire carrier.		•	•	•	•	Contact agency.



## Resource Inventory

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>TRIBAL SERVICES</b>									
<b>Salt River Pima-Maricopa Indian Community</b> 10005 E Osborn Rd Scottsdale, AZ 85256	Melvina Ray Ph: 480-362-7312 melvina.ray@srpmic-nsn.gov	Contact agency for more information.	Agency operated vehicles only.		•				Tribal. Contact agency.
<b>San Lucy District of the Tohono O'odham Nation</b> PO Box GG Phoenix, AZ 85337	Albert Manuel Jr. Ph: 928-683-2913 amanuel@toua.net	Contact agency for more information.	Agency operated vehicles only. Tribal members only.	•	•				Sub-Tribal Government. Contact agency.
<b>San Lucy District of the Tohono O'odham Nation, Elderly Program</b> PO Box GG Phoenix, AZ 85337	Eva Celaya Ph: 928-683-6315 egcelaya@yahoo.com	Contact agency for more information.	Contact agency.	•	•				Non-Profit. Contact agency.
<b>Tohono O'odham Nation</b> PO Box 837 Sells, AZ 85634	Fred Stevens Jr. Ph:520-383-5546 fredwhatgis@yahoo.com	8:00 a.m. - 5:00 p.m. Mon through Fri.	Contact agency.	•					Tribal. Contact agency.



## Background

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2011 Plan

### 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. President Obama on October 1, 2009, signed legislation that provided a one month extension for the continuation of SAFETEA-LU. Before the one month extension expired, Congress passed a continuing resolution for continuation until December 18, 2009. The next step is for lawmakers to reach an agreement on a comprehensive reauthorization or to have further continuing resolutions for SAFETEA-LU. For more information please go to this link, <http://www.fhwa.dot.gov/safetealu/>.

#### *Section 5310*

The Transportation for Elderly Persons and Persons with Disabilities or Section 5310 program 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 un-





## Background

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2011 Plan

available, 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 FTA approves the application, funds are available for state administration of its program and for allocation to individual subrecipients within the state.

The Federal Transit Administration provides ADOT 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 over 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



## Background

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).

## *Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2011 Plan*

### **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 four 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.mag.maricopa.gov/detail.cms?item=8111>.



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



## Background

### *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 service professionals. The 5310 Program utilizes the assistance of Council of Government (COG) and Metropolitan Planning Organization (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 coordination of human service 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/>.

## *Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2011 Plan*

### *City of Phoenix*

The City of Phoenix is a critical partner in the coordination planning process. Historically, it has been the designated recipient for JARC funding for the urban areas in the region. When New Freedom funding became available, Governor Napolitano appointed the City to become the designated recipient for this new funding source as well. The City has combined their 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.



**City of  
Phoenix**

The City of Phoenix also provides funding to support staffing for the 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>.



## 2008 American Community Survey People Age 60 and Older In Maricopa County

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2011 Plan

### S0102: Population 60 Years and Over in the United States

Data Set:  
2008 American Community  
Survey 1-Year Estimates

Survey:  
American Community  
Survey

Geographic Area:  
Maricopa County, Arizona

“NOTE. Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau’s Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

For more information on confidentiality protection, sampling error, nonsampling error, and definitions, see Survey Methodology.

Subject	Total	Margin of Error (+/-)	60 years and over	Margin of Error (+/-)
Total population	3,954,598	*****	629,986	5,157
<b>SEX AND AGE</b>				
Male	50.4%	0.1	44.7%	0.4
Female	49.6%	0.1	55.3%	0.4
Median age (years)	34.1	0.1	70.2	0.3
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>				
One race	97.6%	0.2	99.3%	0.1
White	82.2%	0.5	91.6%	0.4
Black or African American	4.3%	0.1	2.6%	0.2
American Indian and Alaska Native	1.9%	0.1	0.8%	0.2
Asian	2.9%	0.1	2.1%	0.1
Native Hawaiian and Other Pacific Islander	0.2%	0.1	0.1%	0.1
Some other race	6.1%	0.5	2.1%	0.4
Two or more races	2.4%	0.2	0.7%	0.1
Hispanic or Latino origin (of any race)	31.0%	*****	9.9%	0.3
White alone, not Hispanic or Latino	58.7%	0.1	84.0%	0.4
<b>RELATIONSHIP</b>				
Population in households	3,915,990	6,304	624,539	5,599
Householder or spouse	51.1%	0.4	85.0%	0.9
Parent	1.8%	0.1	6.5%	0.6
Other relatives	39.7%	0.4	4.8%	0.6
Nonrelatives	7.5%	0.3	3.7%	0.5
Unmarried partner	2.2%	0.1	1.1%	0.2

Subject	Total	Margin of Error (+/-)	60 years and over	Margin of Error (+/-)
<b>HOUSEHOLDS BY TYPE</b>				
Households	1,344,597	8,226	364,451	5,102
Family households	65.4%	0.6	57.5%	1
Married-couple family	48.8%	0.7	49.9%	0.9
Female householder, no husband present, family	11.1%	0.4	6.0%	0.6
Nonfamily households	34.6%	0.6	42.5%	1
Householder living alone	27.5%	0.5	39.5%	1
<b>MARITAL STATUS</b>				
Population 15 years and over	3,038,155	210	629,986	5,157
Now married, except separated	48.2%	0.6	59.7%	1
Widowed	5.3%	0.2	21.4%	0.9
Divorced	12.3%	0.4	14.6%	0.8
Separated	1.8%	0.2	0.9%	0.2
Never married	32.5%	0.5	3.4%	0.4
<b>EDUCATIONAL ATTAINMENT</b>				
Population 25 years and over	2,524,283	446	629,986	5,157
Less than high school graduate	16.3%	0.4	14.8%	0.7
High school graduate, GED, or alternative	23.8%	0.5	28.0%	0.9
Some college or associate’s degree	32.7%	0.5	31.0%	0.9
Bachelor’s degree or higher	27.2%	0.4	26.2%	0.8



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Subject	Total	Margin of Error (+/-)	60 years and over	Margin of Error (+/-)
<b>RESPONSIBILITY FOR GRANDCHILDREN UNDER 18 YEARS</b>				
Population 30 years and over	2,221,641	289	629,986	5,157
Living with grandchild(ren)	4.0%	0.3	5.4%	0.6
Responsible for grandchild(ren)	1.4%	0.2	1.4%	0.3
<b>VETERAN STATUS</b>				
Civilian population 18 years and over	2,864,852	2,071	629,986	5,157
Civilian veteran	10.2%	0.3	25.6%	0.7
<b>DISABILITY STATUS</b>				
Civilian noninstitutionalized population	3,929,175	3,625	626,483	5,148
With any disability	10.6%	0.3	30.1%	1
No disability	89.4%	0.3	69.9%	1
<b>RESIDENCE 1 YEAR AGO</b>				
Population 1 year and over	3,888,140	4,779	629,986	5,157
Same house	81.5%	0.6	90.5%	0.6
Different house in the United States	17.9%	0.6	8.9%	0.6
Same county	13.5%	0.6	5.6%	0.6
Different county	4.4%	0.3	3.3%	0.4
Same state	1.1%	0.2	0.5%	0.2
Different state	3.3%	0.3	2.8%	0.4
Abroad	0.6%	0.1	0.6%	0.2
<b>PLACE OF BIRTH, CITIZENSHIP STATUS AND YEAR OF ENTRY</b>				
Total population	3,954,598	*****	629,986	5,157
Native	3,303,527	15,972	553,604	5,891

Subject	Total	Margin of Error (+/-)	60 years and over	Margin of Error (+/-)
Foreign born	651,071	15,972	76,382	4,488
Entered 2000 or later	35.3%	1.9	14.9%	3.3
Entered 1990 to 1999	32.0%	1.7	16.8%	3.4
Entered before 1990	32.7%	1.4	68.3%	4.1
Naturalized U.S. citizen	27.4%	1.3	58.8%	3.9
Not a U.S. citizen	72.6%	1.3	41.2%	3.9
<b>LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH</b>				
Population 5 years and over	3,622,282	*****	629,986	5,157
English only	72.5%	0.4	85.4%	0.6
Language other than English	27.5%	0.4	14.6%	0.6
Speak English less than "very well"	13.1%	0.4	7.7%	0.5
<b>EMPLOYMENT STATUS</b>				
Population 16 years and over	2,978,977	3,298	629,986	5,157
In labor force	67.1%	0.4	26.1%	0.9
Civilian labor force	66.9%	0.4	26.1%	0.9
Employed	63.3%	0.4	25.0%	0.9
Unemployed	3.6%	0.2	1.1%	0.2
Percent of civilian labor force	5.3%	0.3	4.3%	0.8
Armed forces	0.2%	0.1	0.0%	0.1
Not in labor force	32.9%	0.4	73.9%	0.9



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Subject	Total	Margin of Error (+/-)	60 years and over	Margin of Error (+/-)
<b>INCOME IN THE PAST 12 MONTHS (IN 2008 INFLATION-ADJUSTED DOLLARS)</b>				
Households	1,344,597	8,226	364,451	5,102
With earnings	81.6%	0.4	45.1%	1.2
Mean earnings (dollars)	75,474	1,173	56,421	2,657
With Social Security income	24.8%	0.4	76.6%	1
Mean Social Security income (dollars)	15,936	203	16,899	220
With Supplemental Security Income	2.2%	0.2	3.4%	0.5
Mean Supplemental Security Income (dollars)	8,587	427	8,860	722
With cash public assistance income	1.9%	0.2	1.0%	0.2
Mean cash public assistance income (dollars)	3,036	404	4,881	1,461
With retirement income	16.3%	0.4	46.0%	1.2
Mean retirement income (dollars)	22,055	667	23,138	849
With Food Stamp benefits	6.6%	0.3	3.4%	0.5
<b>POVERTY STATUS IN THE PAST 12 MONTHS</b>				
Population for whom poverty status is determined	3,915,041	4,668	626,483	5,148
Below 100 percent of the poverty level	13.4%	0.6	7.8%	0.7

Subject	Total	Margin of Error (+/-)	60 years and over	Margin of Error (+/-)
100 to 149 percent of the poverty level	8.5%	0.5	8.2%	0.7
At or above 150 percent of the poverty level	78.1%	0.7	84.0%	0.9
<b>HOUSING</b>				
Occupied housing units	1,344,597	8,226	364,451	5,102
<b>HOUSING TENURE</b>				
Owner-occupied housing units	68.0%	0.7	82.9%	1.1
Renter-occupied housing units	32.0%	0.7	17.1%	1.1
Average household size of owner-occupied unit	2.89	0.03	2.03	0.03
Average household size of renter-occupied unit	2.95	0.06	1.63	0.07
<b>SELECTED CHARACTERISTICS</b>				
No telephone service available	3.1%	0.3	1.0%	0.3
1.01 or more occupants per room	3.9%	0.3	0.8%	0.3
Owner-occupied housing units	914,774	9,913	301,979	5,899
<b>SELECTED MONTHLY OWNER COSTS AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS</b>				
Less than 30 percent	65.2%	0.7	71.5%	1.1
30 percent or more	34.8%	0.7	28.5%	1.1



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Subject	Total	Margin of Error (+/-)	60 years and over	Margin of Error (+/-)
<b>OWNER CHARACTERISTICS</b>				
Median value (dollars)	250,800	2,569	234,400	3,288
Median selected monthly owner costs with a mortgage (dollars)	1,640	14	1,326	32
Median selected monthly owner costs without a mortgage (dollars)	394	6	382	7
Renter-occupied housing units	429,823	9,443	62,472	3,956
<b>GROSS RENT AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS</b>				
Less than 30 percent	53.1%	1.4	41.3%	2.7
30 percent or more	46.9%	1.4	58.7%	2.7
<b>GROSS RENT</b>				
Median gross rent (dollars)	940	13	892	35

Source: U.S. Census Bureau, 2008 American Community Survey

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

### Notes:

·The 60 years and over column of data refers to the age of the householder for the estimates of households, occupied housing units, owner-occupied housing units, and renter-occupied housing units lines.

·The age specified on the population 15 years and over, population 25 years and over, population 30 years and over, civilian population 18 years and over, civilian population 5 years and over, population 1 years and over, population 5 years and over, and population 16 years and over lines refer to the data shown in the "Total" column while the second column is limited to the population 60 years and over.

·The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended. For more information on these questions and their evaluation in the 2006 ACS Content Test, see the Evaluation Report Covering Disability.

·The Census Bureau introduced an improved sequence of labor force questions in the 2008 ACS questionnaire. Accordingly, we recommend using caution when making labor force data comparisons from 2008 or later with data from prior years. For more information on these questions and their evaluation in the 2006 ACS Content Test, see the "Evaluation Report Covering Employment Status" at [http://www.census.gov/acs/www/AdvMeth/content\\_test/P6a\\_Employment\\_Status.pdf](http://www.census.gov/acs/www/AdvMeth/content_test/P6a_Employment_Status.pdf), and the "Evaluation Report Covering Weeks Worked" at [http://www.census.gov/acs/www/AdvMeth/content\\_test/P6b\\_Weeks\\_Worked\\_Final\\_Report.pdf](http://www.census.gov/acs/www/AdvMeth/content_test/P6b_Weeks_Worked_Final_Report.pdf). Additional information can also be found at <http://www.census.gov/hhes/www/laborfor/laborforce.html>.

·Caution should be used when comparing data for Occupants per Room between 2007 and 2008. Changes made to the Rooms question involving the wording as well as the response option resulted in an inconsistency in the data. It is most noticeable as an increase in "1 room" category and as a decrease in the "2 rooms" to "6 rooms" categories. For more detailed information about these changes, see the Rooms section of the Subject



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Definitions at: [http://www.census.gov/acs/www/Downloads/2008/usedata/Subject\\_Definitions.pdf#page=21](http://www.census.gov/acs/www/Downloads/2008/usedata/Subject_Definitions.pdf#page=21).

·Caution should be used when comparing data for Telephone Service Availability between 2007 and 2008. Changes made to the Telephone Service Availability question involving the structure of the question as well as including an instruction to include cell phones resulted in an inconsistency in the data. It is most noticeable as an increase in respondents answering “yes” to the question. For more detailed information about these changes, see the Telephone Service Available section of the Subject Definitions at: [http://www.census.gov/acs/www/Downloads/2008/usedata/Subject\\_Definitions.pdf#page=24](http://www.census.gov/acs/www/Downloads/2008/usedata/Subject_Definitions.pdf#page=24).

·While the 2008 American Community Survey (ACS) data generally reflect the November 2007 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities. The 2008 Puerto Rico Community Survey (PRCS) data generally reflect the November 2007 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in PRCS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

·Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

### Explanation of Symbols:

1. An ‘\*\*’ entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An ‘-’ entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An ‘-’ following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An ‘+’ following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An ‘\*\*\*’ entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An ‘\*\*\*\*\*’ entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An ‘N’ entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An ‘(X)’ means that the estimate is not applicable or not available.



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**S1810:**  
**Disability Characteristics**

Data Set:  
 2008 American Community  
 Survey 1-Year Estimates

Survey:  
 American Community  
 Survey

Geographic Area:  
 Maricopa County, Arizona

Subject	Total	Margin of Error (+/-)	With a disability	Margin of Error (+/-)	Percent with a disability	Margin of Error (+/-)
Total civilian noninstitutionalized population	3,929,175	3,625	415,951	11,911	10.6%	0.3
<b>Population under 5 years</b>						
Population under 5 years	332,316	6	2,707	1,153	0.8%	0.3
With a hearing difficulty	(X)	(X)	1,769	878	0.5%	0.3
With a vision difficulty	(X)	(X)	1,463	906	0.4%	0.3
<b>Population 5 to 17 years</b>						
Population 5 to 17 years	749,850	681	36,047	3,506	4.8%	0.5
With a hearing difficulty	(X)	(X)	6,062	1,501	0.8%	0.2
With a vision difficulty	(X)	(X)	8,777	2,524	1.2%	0.3
With a cognitive difficulty	(X)	(X)	22,215	2,484	3.0%	0.3
With an ambulatory difficulty	(X)	(X)	5,015	1,311	0.7%	0.2
With a self-care difficulty	(X)	(X)	7,564	1,536	1.0%	0.2
<b>Population 18 to 64 years</b>						
Population 18 to 64 years	2,399,398	3,043	223,250	8,909	9.3%	0.4
With a hearing difficulty	(X)	(X)	44,645	4,190	1.9%	0.2
With a vision difficulty	(X)	(X)	52,433	4,850	2.2%	0.2
With a cognitive difficulty	(X)	(X)	80,834	5,867	3.4%	0.2
With an ambulatory difficulty	(X)	(X)	103,438	4,877	4.3%	0.2
With a self-care difficulty	(X)	(X)	39,055	3,879	1.6%	0.2
With an independent living difficulty	(X)	(X)	71,006	5,253	3.0%	0.2
<b>Population 65 years and over</b>						
Population 65 years and over	447,611	1,155	153,947	5,710	34.4%	1.3
With a hearing difficulty	(X)	(X)	69,582	4,005	15.5%	0.9
With a vision difficulty	(X)	(X)	34,363	3,134	7.7%	0.7
With a cognitive difficulty	(X)	(X)	38,277	3,777	8.6%	0.8
With an ambulatory difficulty	(X)	(X)	97,752	4,687	21.8%	1
With a self-care difficulty	(X)	(X)	34,070	3,358	7.6%	0.7
With an independent living difficulty	(X)	(X)	64,908	4,382	14.5%	1



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Subject	Total	Margin of Error (+/-)	With a disability	Margin of Error (+/-)	Percent with a disability	Margin of Error (+/-)
<b>SEX</b>						
Male	1,974,905	3,079	205,525	8,023	10.4%	0.4
Female	1,954,270	1,635	210,426	7,739	10.8%	0.4
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>						
One Race	3,835,029	8,911	406,861	11,831	10.6%	0.3
White alone	3,232,103	19,377	351,097	11,387	10.9%	0.4
Black or African American alone	167,790	4,772	19,968	2,342	11.9%	1.4
American Indian and Alaska Native alone	71,951	3,815	8,312	1,790	11.6%	2.4
Asian alone	114,225	3,685	7,858	1,376	6.9%	1.2
Native Hawaiian and Other Pacific Islander alone	7,114	1,003	650	368	9.1%	5.3
Some other race alone	241,846	18,395	18,976	3,181	7.8%	1.2
Two or more races	94,146	8,271	9,090	1,770	9.7%	1.7
White alone, not Hispanic or Latino	2,306,899	2,968	295,682	9,572	12.8%	0.4
Hispanic or Latino (of any race)	1,216,289	1,509	79,774	5,741	6.6%	0.5
<b>PERCENT IMPUTED</b>						
Disability status	6.3%	(X)	(X)	(X)	(X)	(X)
Heaving difficulty	4.7%	(X)	(X)	(X)	(X)	(X)
Vision difficulty	4.9%	(X)	(X)	(X)	(X)	(X)
Cognitive difficulty	5.3%	(X)	(X)	(X)	(X)	(X)
Ambulatory difficulty	5.4%	(X)	(X)	(X)	(X)	(X)
Self-care difficulty	5.3%	(X)	(X)	(X)	(X)	(X)
Independent living difficulty	5.3%	(X)	(X)	(X)	(X)	(X)

Source: U.S. Census Bureau, 2008 American Community Survey



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S1811:  
**Selected Economic Char-  
 acteristics for the Civil-  
 ian Noninstitutionalized  
 Population By Disability  
 Status**

Data Set:  
 2008 American Community  
 Survey 1-Year Estimates

Survey:  
 American Community Sur-  
 vey

Geographic Area:  
 Maricopa County, Arizona

Subject	Total Civilian Noninstitutional- ized Population	Margin of Error (+/-)	With a Disability	Margin of Error (+/-)	No Dis- ability	Margin of Error (+/-)
Population Age 16 and Over	2,954,279	5,024	382,775	10,888	2,571,504	11,210
<b>EMPLOYMENT STATUS</b>						
Employed	63.9%	0.4	28.8%	1.4	69.1%	0.4
Not in Labor Force	32.6%	0.4	67.9%	1.4	27.3%	0.4
Employed Population Age 16 and Over	1,886,532	12,888	110,410	6,221	1,776,122	13,951
<b>CLASS OF WORKER</b>						
Private for-profit wage and salary workers	77.0%	0.7	72.9%	2.3	77.2%	0.7
Employee of private company workers	73.0%	0.7	68.6%	2.2	73.3%	0.7
Self-employed in own incorporated business workers	4.0%	0.3	4.3%	1.2	4.0%	0.3
Private not-for-profit wage and salary workers	5.2%	0.3	6.6%	1.5	5.2%	0.3
Local government workers	6.6%	0.4	5.7%	1.2	6.7%	0.4
State government workers	3.7%	0.3	4.9%	1.3	3.6%	0.3
Federal government workers	1.5%	0.2	1.9%	0.9	1.5%	0.2
Self-employed in own not incorporated business workers	5.8%	0.4	7.8%	1.7	5.7%	0.4
Unpaid family workers	0.2%	0.1	0.2%	0.2	0.2%	0.1
<b>OCCUPATION</b>						
Management, professional, and related occupations	34.0%	0.7	29.3%	2.8	34.3%	0.7
Service occupations	17.8%	0.6	19.1%	2	17.7%	0.6
Sales and office occupations	27.7%	0.6	28.7%	2.4	27.6%	0.6
Farming, fishing, and forestry occupations	0.2%	0.1	0.1%	0.2	0.2%	0.1
Construction, extraction, maintenance, and repair occupations	11.3%	0.5	11.0%	1.9	11.4%	0.5
Production, transportation, and material moving occupations	9.1%	0.5	11.8%	2.1	8.9%	0.5
<b>INDUSTRY</b>						
Agriculture, forestry, fishing and hunting, and mining	0.6%	0.1	0.4%	0.3	0.6%	0.1
Construction	9.8%	0.5	8.0%	1.3	10.0%	0.5
Manufacturing	8.0%	0.4	7.0%	1.3	8.0%	0.4



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Subject	Total Civilian Noninstitutionalized Population	Margin of Error (+/-)	With a Disability	Margin of Error (+/-)	No Disability	Margin of Error (+/-)
Wholesale trade	2.9%	0.2	2.8%	1	2.9%	0.2
Retail trade	12.7%	0.4	14.5%	2.1	12.6%	0.4
Transportation and warehousing, and utilities	5.3%	0.4	5.4%	1.3	5.3%	0.4
Information	2.1%	0.2	2.0%	0.8	2.1%	0.2
Finance and insurance, and real estate and rental and leasing	9.7%	0.5	8.6%	1.5	9.7%	0.5
Professional, scientific, and management, and administrative and waste management services	12.1%	0.5	13.2%	2.2	12.0%	0.5
Educational services, and health care and social assistance	18.0%	0.5	20.3%	2.2	17.9%	0.5
Arts, entertainment, and recreation, and accommodation and food services	9.6%	0.5	8.2%	1.6	9.7%	0.5
Other services (except public administration)	5.2%	0.3	5.6%	1.4	5.1%	0.3
Public administration	4.1%	0.2	4.0%	1	4.1%	0.2
<b>COMMUTING TO WORK</b>						
Workers Age 16 and Over	1,843,623	13,744	105,072	6,480	1,738,551	14,667
Car, truck, or van - drove alone	75.4%	0.7	66.8%	2.5	76.0%	0.8
Car, truck, or van - carpooled	13.1%	0.6	12.3%	1.8	13.1%	0.6
Public transportation (excluding taxicab)	2.7%	0.3	6.2%	1.9	2.5%	0.3
Walked	1.5%	0.2	2.7%	0.9	1.4%	0.2
Taxicab, motorcycle, bicycle, or other means	2.4%	0.3	5.0%	1.4	2.2%	0.3
Worked at home	4.9%	0.3	7.0%	1.7	4.8%	0.3
<b>EDUCATIONAL ATTAINMENT</b>						
Population Age 25 and Over	2,504,414	3,212	357,536	10,387	2,146,878	10,747
Less than high school graduate	16.2%	0.5	21.6%	1.4	15.4%	0.5
High school graduate, GED, or alternative	23.7%	0.5	30.6%	1.6	22.6%	0.6
Some college or associate's degree	32.7%	0.5	31.1%	1.4	32.9%	0.6
Bachelor's degree or higher	27.4%	0.4	16.7%	1	29.1%	0.5



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Subject	Total Civilian Noninstitutionalized Population	Margin of Error (+/-)	With a Disability	Margin of Error (+/-)	No Disability	Margin of Error (+/-)
<b>EARNINGS IN PAST 12 MONTHS (IN 2008 INFLATION ADJUSTED DOLLARS)</b>						
Population Age 16 and over with earnings	2,060,301	12,878	131,546	7,134	1,928,755	14,388
\$1 to \$4,999 or loss	15.5%	0.5	25.7%	2.4	14.8%	0.5
\$5,000 to \$14,999	8.3%	0.4	9.2%	1.6	8.2%	0.4
\$15,000 to \$24,999	16.2%	0.5	16.4%	1.8	16.2%	0.6
\$25,000 to \$34,999	15.0%	0.6	13.4%	2.2	15.1%	0.6
\$35,000 to \$49,999	17.4%	0.5	15.6%	1.9	17.6%	0.6
\$50,000 to \$74,999	14.4%	0.4	11.3%	1.4	14.7%	0.5
\$75,000 or more	13.1%	0.4	8.5%	1.5	13.4%	0.4
Median Earnings	31,423	304	24,064	2,005	31,721	308
<b>POVERTY STATUS IN THE PAST 12 MONTHS</b>						
Population Age 16 and over for whom poverty status is determined	2,949,622	5,466	382,267	10,899	2,567,355	11,340
Below 100 percent of the poverty level	11.5%	0.5	16.9%	1.4	10.7%	0.5
100 to 149 percent of the poverty level	7.5%	0.4	10.8%	1.2	7.0%	0.4
At or above 150 percent of the poverty level	81.0%	0.6	72.2%	1.5	82.3%	0.5

Source: U.S. Census Bureau, 2008 American Community Survey



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**S1701:  
 Poverty Status in the Past  
 12 Months**

Data Set:  
 2008 American Community  
 Survey 1-Year Estimates

Survey:  
 American Community  
 Survey

Geographic Area: Maricopa  
 County, Arizona

Subject	Total	Margin of Error (+/-)	Below poverty level	Margin of Error (+/-)	Percent below poverty level	Margin of Error (+/-)
Population for whom poverty status is determined	3,915,041	4,668	524,460	21,886	13.4%	0.6
<b>AGE</b>						
Under 18 years	1,066,591	3,317	204,553	11,998	19.2%	1.1
Related children under 18 years	1,061,073	3,737	199,744	11,726	18.8%	1.1
18 to 64 years	2,400,839	3,102	286,550	12,339	11.9%	0.5
65 years and over	447,611	1,155	33,357	3,655	7.5%	0.8
<b>SEX</b>						
Male	1,968,993	3,382	244,932	12,224	12.4%	0.6
Female	1,946,048	2,451	279,528	12,450	14.4%	0.6
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>						
One race	3,821,953	9,521	511,427	21,569	13.4%	0.6
White	3,222,396	19,157	405,499	21,413	12.6%	0.7
Black or African American	166,395	4,920	33,195	6,285	19.9%	3.6
American Indian and Alaska Native	70,395	3,918	16,538	3,731	23.5%	5.1
Asian	113,533	3,652	12,290	3,442	10.8%	2.9
Native Hawaiian and Other Pacific Islander	7,073	1,001	1,426	1,079	20.2%	15
Some other race	242,161	18,323	42,479	7,827	17.5%	2.9
Two or more races	93,088	8,079	13,033	3,679	14.0%	3.5
Hispanic or Latino origin (of any race)	1,210,123	2,812	288,677	19,088	23.9%	1.6
White alone, not Hispanic or Latino	2,302,765	3,081	168,413	12,437	7.3%	0.5
<b>EDUCATIONAL ATTAINMENT</b>						
Population 25 years and over	2,509,096	2,565	254,572	11,663	10.1%	0.5
Less than high school graduate	406,851	11,301	97,734	6,491	24.0%	1.6
High school graduate (includes equivalency)	595,266	13,689	70,806	6,490	11.9%	1
Some college, associate's degree	820,951	13,205	59,341	4,597	7.2%	0.6
Bachelor's degree or higher	686,028	11,126	26,691	2,848	3.9%	0.4
<b>EMPLOYMENT STATUS</b>						
Civilian labor force 16 years and over	1,990,225	12,813	147,840	7,969	7.4%	0.4
Employed	1,884,984	12,901	118,981	7,534	6.3%	0.4



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Subject	Total	Margin of Error (+/-)	Below poverty level	Margin of Error (+/-)	Percent below poverty level	Margin of Error (+/-)
Male	1,048,391	8,773	62,927	5,800	6.0%	0.5
Female	836,593	10,445	56,054	4,953	6.7%	0.6
Unemployed	105,241	5,877	28,859	3,940	27.4%	3.1
Male	60,940	4,417	16,044	2,790	26.3%	3.7
Female	44,301	3,642	12,815	2,286	28.9%	4.3
<b>WORK EXPERIENCE</b>						
Population 16 years and over	2,955,658	4,956	339,483	14,129	11.5%	0.5
Worked full-time, year-round in the past 12 months	1,388,243	14,481	49,711	4,919	3.6%	0.4
Worked part-time or part-year in the past 12 months	674,536	14,797	100,730	6,662	14.9%	0.9
Did not work	892,879	12,600	189,042	10,317	21.2%	1
All Individuals below:						
50 percent of poverty level	244,510	16,340	(X)	(X)	(X)	(X)
125 percent of poverty level	690,682	23,194	(X)	(X)	(X)	(X)
150 percent of poverty level	858,827	26,267	(X)	(X)	(X)	(X)
185 percent of poverty level	1,107,437	24,521	(X)	(X)	(X)	(X)
200 percent of poverty level	1,211,214	28,224	(X)	(X)	(X)	(X)
Unrelated individuals for whom poverty status is determined	756,796	18,398	160,075	9,344	21.2%	1.1
Male	394,731	11,839	75,598	6,487	19.2%	1.5
Female	362,065	11,700	84,477	6,473	23.3%	1.5
Mean income deficit for unrelated individuals (dollars)	6,659	255	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	386,723	14,226	15,485	3,168	4.0%	0.8
Worked less than full-time, year-round in the past 12 months	170,390	8,809	56,429	5,528	33.1%	2.4
Did not work	199,683	8,265	88,161	7,052	44.2%	2.3
<b>PERCENT IMPUTED</b>						
Poverty status for individuals	30.1%	(X)	(X)	(X)	(X)	(X)

Source: U.S. Census Bureau, 2008 American Community Survey



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Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

### Notes:

·While the 2008 American Community Survey (ACS) data generally reflect the November 2007 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities. The 2008 Puerto Rico Community Survey (PRCS) data generally reflect the November 2007 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in PRCS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

·Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

### Explanation of Symbols:

1. An ‘\*\*’ entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An ‘-’ entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An ‘-’ following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An ‘+’ following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An ‘\*\*\*’ entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An ‘\*\*\*\*\*’ entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An ‘N’ entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An ‘(X)’ means that the estimate is not applicable or not available.

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