

Maricopa Association of Governments  
Elderly Persons and Persons with Disabilities 5310 Transportation Program  
Ad Hoc Committee Meeting Minutes  
March 29, 2011, Agave Room

MEMBERS ATTENDING

Christine McMurdy for John Fischbach,  
City of Goodyear, Chair  
Becky Johnson, Valley Metro RPTA  
Loretta Crimi, Arizona Department of  
Transportation  
Matt Dudley, City of Glendale  
Julie Howard, City of Mesa, Vice Chair  
Ken-Ichi Maruyama, Town of Gilbert  
Wendy Miller, City of Phoenix  
Ann Marie Riley, City of Chandler  
Kristen Sexton, City of Avondale

OTHERS PRESENT

Nicole Patrick, Arizona Department of  
Transportation

Rachel Brito, MAG  
DeDe Gaisthea, MAG  
Amy St. Peter, MAG

\*Those members neither present nor  
represented by proxy.

+Those members present by audio or  
videoconference.

1. Welcome and Introductions

Vice Chair Julie Howard, City of Mesa, called the meeting to order at 9:04 a.m. Vice Chair Howard welcomed new member Becky Johnson, Valley Metro RPTA. Introductions ensued.

2. Call to the Audience

No comments were made at this time.

3. Approval of the FTA Ad hoc Elderly and Persons with Disabilities Transportation Program Committee March 31, 2010 Meeting Minutes

Vice Chair Julie Howard asked for a motion to approve the meeting minutes. Christine McMurdy, City of Goodyear, commented on the usefulness of having the minutes available to review during the current process. Ann Marie Riley, City of Chandler requested a change to the third sentence of item number eight (Evaluation of Application Process), paragraph number three, noting she did not make the recommendation to offer assistance as was indicated in the minutes. Wendy Miller, City of Phoenix, made a motion to approve the minutes of March 31, 2010 with the requested amendment. Kristen Sexton, City of Avondale, seconded the motion. The motion passed unanimously.

4. Section 5310 Application Discussion

Vice Chair Howard introduced DeDe Gaisthea, MAG, to discuss the Section 5310 application process. Ms. Gaisthea gave a brief overview of the instructions provided to applicants for the interview process noting 20 agencies applied for funding this year including three new applicants, Mosaic, Tempe Community Action Agency and Visions of Hope. Ms. Gaisthea advised each agency was forwarded the Committee's questions, notified of their status for coordination participation efforts and were provided a service area map. As requested by the Committee, applicants for mobility management were scheduled back to back. Those applicants include City of Avondale, Foothills Caring Corps and Terros, Inc.

Ms. Gaisthea briefly reviewed the revised interview schedule noting agencies were asked to provide hard copies of their response to the Committee questions. Those agencies that did not provide responses prior to the meeting were asked to bring copies to the meeting.

Ms. McMurdy requested an opportunity to ask Loretta Crimi, Arizona Department of Transportation, questions regarding the application prior to beginning the interviews. Ms. Gaisthea advised Ms. Crimi would arrive shortly and an opportunity would be given to ask questions. Ms. Gaisthea noted the interview process would begin at 9:20 a.m. The Committee briefly discussed the amount of space available on the applications for applicants to enter responses and use of the verbiage “see attached”. It was recommended applicants use the space available to give a brief response and indicate “see attached” if more space is required.

Ms. McMurdy asked for clarification regarding Disadvantaged Business Enterprise (DBE) and whether or not having a process in place is a mandatory requirement for agencies. Ms. Crimi advised ADOT is in the process of updating their DBE plan. She noted ADOT is the main recipient of funding however because the agencies are participants, they also have to comply with DBE requirements. Agencies without a DBE process will have the option of adopting ADOT’s DBE plan. Ms. McMurdy noted many agencies did not respond to the DBE question. Ms. Crimi advised the question is seeking a response indicative of agencies being inclusive of DBEs when requesting bids on products and/or services. She noted it does not require use of a DBE; only that they are included in the opportunity to bid.

Ms. McMurdy noted Gila River Indian Community (GRIC) is not held to Federal requirements and was therefore unable to respond to several of the questions. Ms. Crimi said GRIC would have to waive their sovereign immunity for the purpose of participating in the program. Kristen Sexton, City of Avondale, inquired if GRIC would only be able to provide transportation within Maricopa County if funds are awarded. Ms. Crimi noted GRIC is eligible to apply for funding in Maricopa County as well as other counties. However, funding awarded through this process should ensure the majority of service is provided within Maricopa County.

5. Agency Interviews

Vice Chair Howard requested the interview process begin. She advised each applicant would be asked to provide a brief overview of their agency and then respond to the Committee questions previously provided to them.

**City of Avondale, Frances McCoy, Recreation Coordinator, Senior Program**

There are currently four different divisions of the senior program. The program serves congregate meals, home delivered meals, operates a multi-center operation, and provides transportation. The program has between 50-60 seniors that attend the center daily; serves about 80-90 meals daily; and provide transportation to approximately 20-25 seniors every day.

1. *Page 9, Question #10 – Explain how ADA paratransit service (DAR) is used to supplement trips to the senior center? Are the senior centers in Avondale within the ADA service area?* The program currently has one bus route that provides service to the senior

center running every hour. Dial-A-Ride has service for individuals who are ADA certified. The program continues to educate and encourage seniors and persons with disabilities to take advantage of the Dial-A-Ride program. Many of the riders do not qualify and therefore use services provided by the City of Avondale senior program.

2. *The fleet of vans that is used to transport seniors to the senior centers – how many vans are there and how many of the vans are accessible.* The program currently has one 12-passenger ADA accessible bus that seats 12 passengers and two wheelchair clients. There is also a 15- passenger van used to transport 10 seniors, it is difficult to move to the back of the van therefore only the first three seats of the van are utilized. Two Ford Escapes are utilized for providing home delivered meal service which is not ADA compliant.
3. *Checklist-Question 5 - Please list the agencies, none were listed.* Agencies the program coordinates with include the Avondale CareFirst Resource Center and a partnership with Area Agency on Aging Region One providing 80 percent of funding for programs such as help with meal programs, center operations and transportation. Minimal funding is also received from the City of Goodyear and the City of Litchfield Park for services provided to their residents.
4. *Narrative-Question 10 - This question was not answered regarding available public transit services.* The program has one bus route that provides hourly service to the senior center. Currently, participants do not use the public transportation services. Patrons have challenges with communication and understanding the requirements therefore efforts to educate them continues.
5. *Narrative-Question 26 - Please elaborate on the vehicle with ADA "capacity", is it lift equipped or something else?* ADA capacity indicates there are tie downs and a lift for wheelchairs on the accessible vehicle.
6. *Safety/Training-Pg 34, Question 3 - Is this policy currently in place?* The program has a Safety/Training program in place which has been approved by the City Manager. It is also revised as needed by the City Manager.
7. *Safety/Training-Pg 35, Question 6 - Can you provide a copy of these policies/procedures and any other efforts made by the program if there are threats?* Packets provided contain the current transportation policies for seniors. Seniors are required to sign the policy ensuring they understand the policies and procedures in place when utilizing city vehicles.
8. *Budget-Pg 39 - Revenue - Please Clarify the \$5,000.00 - where does this come from, is it donations, fares, or from somewhere else. If this is donations or fares, please provide the one way trip amount.* The \$5,000 is donations from seniors as well as from the American Legion or VFW specifically for transporting seniors. If the program does not receive this source of funding from outside donations, the City of Avondale makes up the difference from the general fund.
9. *Please let us know of your agency's plans to expand coordination efforts?* The program has received approval from the City Council to start a City Circulator. It will arrive directly in front of the senior center every half hour. The current route is half a block away requiring seniors to walk. The City Circulator will help expand service availability and is dependent on JARC grant approval. The program is also working to publicize the service and Dial-A-Ride to further coordinate service in the region.

Additional Questions:

*Will the program offer defensive driving training in the future?* The program offered defensive driving a couple of years ago and is now working with the Risk Manager to see if this can be offered in the future. *Is the mobility management software requested for use by only one person?* Yes, however, it will be available on two different computers. *Will you be the mobility manager for the agency?* Currently, the program receives requests from the Area Agency for home meals to be delivered. Staff creates routes and adds new people to the route. The software will add a person to an existing route freeing up approximately 30 percent of staff time used to figure where on the route a person should be added. *Will the program work outside of its boundaries to coordinate transportation?* Currently, the program has limited boundaries as the City Council has elected this due to a budget shortage. However, it is an option that can be looked at in the future. The Committee recommended to ensure expenses and revenue balance as a discrepancy was noted on page 39.

**Terros, Inc., Kristie Chung and Ben Baxter, Director of Finance**

Terros, Inc. is a behavioral health, nonprofit organization in Maricopa County. It has been in existence for 40 years. Terros provides numerous services such as outpatient counseling, prevention services for adult and youth; HIV prevention and various crisis services. Terros also works with substance abuse and serious mental illness and has an expansive role in the behavioral health community.

1. *Please articulate question 10 regarding available public transit services in your service area. Also, clarify that often your clients meet with buses not equipped with a lift?* For many of the services, either with SMI or within crisis area, at time of need, there are not a lot of transportation options available. Services such as buses or cabs do not fall in place with crisis. There is also a barrier to services for people needing lift equipped services within the day treatment programs.
2. *Please elaborate on your working agreement with Total Transit. (pg. 22 & 23).* The agreement is currently in a state of flux. Terros continues to strive for efficiencies and ways to be creative about transportation and is working with Total Transit to look for ways to reduce expense yet provide valuable service to people in need. A ride-share program is being considered with much of the leg-work to be done by Total Transit for utilizing what would be the best transportation for Terros' regular counseling services.
3. *Please let us know of your agency's plans to expand coordination efforts?* Over the years Terros has been fortunate enough to be awarded this grant and every year has been able to bring on additional agencies to collaborate with. Terros plans to continue these efforts. Potential areas include municipalities and other areas that may benefit from this program.

**Foothills Caring Corps, Debra Determan, Executive Director**

Foothills Caring Corps is 11 years old. It provides services to help maintain people in their homes for as long as possible and provides multiple services to maintain their independence. There are 425 volunteers providing approximately 39,000 hours per year, and four full-time staff members. Geographic boundaries include North to TontoNational Forrest, the tip of Maricopa County; South to Bell Rd.; West to I-17; and East to Rio Verde.

1. *Please let us know of your agency's plans to expand coordination efforts?* Foothills Caring Corps regularly works on coordination and cooperation and has partnered with the Town of Carefree, Town of Cave Creek, the library, food bank, and Kiwanis and works cooperatively with these agencies regarding use of vehicles. There are plans for an assessment to gather information on needs, research resources, and develop an assessment team that will move towards becoming an implementation team to determine how best to serve the community. The tip of North Phoenix, North Scottsdale and Carefree and Cavecreek are included within the geographic area. A fair amount of work remains to be done with Phoenix and Scottsdale to ensure their participation.

#### Additional Questions

*Does the vehicle being replaced have mechanical problems?* The vehicle is aging and the agency would like to be proactive and replace before serious mechanical problems occur. *What will happen to the vehicle if a new one is awarded?* The vehicle will be used as a backup for larger trips. The vehicle will be serviced as much as possible without putting a lot of money into it and will probably need more work within two years. *Is there a core group of drivers?* Foothills Caring Corps has about 100 drivers and assistants who work on the van program. Additionally, there are about 45 drivers that provide medical transportation with their own vehicles. *Are there plans for defensive driver training?* Foothills Caring Corps generally uses AARP. Training was done about 1 ½ years ago. AARP has not been back for about one year. Ms. Crimi recommended contacting Dan Harrigan for additional resources.

*Please explain why DBE does not apply to your agency as indicated on the application.* It was assumed the question was referring about equipment for the transportation program. As such, Foothills Caring Corps has very limited supplies that are purchased and there are few of the DBE agencies in the area. Foothills Caring Corp will comply and request information about various resources in close proximity. Ms. Crimi noted ADOT is seeking a response that indicates a willingness to include DBEs. She noted the DBE is not just for transportation, but anything that goes out for bids. She said ADOT's Civil Rights Administration can provide a list of DBE's. Foothills Caring Corps may adopt ADOT's updated DBE plan once it has been completed.

*Foothills Caring Corps charges donations. Is it mandatory?* No, it is a suggested donation. *On the budget is the \$46,886 for the Mobility Manager position or what else does it include?* It includes the cost for the total staff who works on transportation including medical transportation and scheduling. *Does this include a Mobility Manager?* The Mobility Management program has not been implemented as funding has not been received. It is not currently included in the \$46,866. Ms. Crimi advised contracts are being worked on.

#### **Tempe Community Action Agency, Stephen Sparks, Director of Operations**

Tempe Community Action Agency program is the only emergency shelter program for homeless individuals in Tempe providing shelter, meals, and case management support for 30-35 homeless individuals, seven nights per week. The program started as an experiment with six faith congregations donating space at their own facilities for 6-10 individuals. Another congregation would provide the meal. Seventy-five clients obtained employment last year and sixty clients obtained housing. Staff and participants meet at a central intake site each afternoon to conduct screening. Transportation is needed to transport homeless individuals selected for the evening to

the shelter. Mr. Sparks offered letters of support from a Tempe Community Councilmember and the Pastor of Grace Community Church. He noted TCH is also providing a letter of support.

1. *When your clients are transported via Dial-A-Ride or cab coupons, does staff always accompany and supervise on these public transportation trips?* Accompanying clients depends on current circumstance. The program has four trained homeless monitors thereby empowering homeless individuals to take ownership. They are responsible for overall safety and security when staff is not available. Monitors sign a contract receiving a stipend for their leadership role, are entrusted as an extension of staff and are also participants of the program. Monitors may also accompany a disabled individual during transportation to a host site.
2. *Transportation Program Description- Question 6 - please indicate the number of vehicles available for passenger service.* The program has a 2002 Ford van on loan from East Valley Adult Resources which has been a temporary solution to providing needed transportation.
3. *Need for Service- Pg 17-Question 4 - You show 422 total passengers serviced by your overall transportation program, however you show only 4 service hours and one vehicle. Can you please clarify this?* The total number of unduplicated clients served in 2009-2010 is 422. The program runs 365 days per year, and requires approximately four hours each day for transportation. Thirty to thirty-five individuals are served daily. The program tracks unduplicated individuals. Mr. Sparks noted some individuals are there for several months.
4. *Safety & Training- Pg 34-Question 4 - Please elaborate if property damage or injuries occurred as well, was this preventable.* Another van that was utilized for transportation was involved in an accident which required borrowing a vehicle. At the time of the accident, staff was transporting mats to the host shelter; no clients were involved in the accident. Unfortunately the vehicle was damaged beyond repair.
5. *Transp. Budget current request- Pg 39 - you indicate no estimated expenses with this replacement vehicle. Please explain.* The question was misunderstood and thought to be for agencies currently receiving funding. A transportation budget for the interfaith emergency lodging program was provided factoring in half of the part-time staff person and a portion of the manger position, operations, vehicle insurance, fuel and such items. The budget for the program is approximately \$28,000; it also has approximately \$515,000 in-kind.
6. *Please let us know of your agency's plans to expand coordination efforts?* The program is in the process of expanding coordination efforts with the Center for Rehabilitation. Discussion has been underway with regard to a vehicle sharing model. This was put on hold as another vehicle became available, but is still under consideration.

#### Additional Questions

Ms. Crimi noted the request for a non-accessible vehicle. She asked how the program would serve individuals utilizing a wheelchair. Mr. Sparks said the program has not experienced a demand for a lift vehicle. The program offers cab vouchers or Dial-A-Ride as alternate methods for transportation. However, if the program were to experience a higher demand for lift equipped vehicles, those options would be further researched. Currently, based on the demand, it is more cost effective to provide cab vouchers than to maintain a lift vehicle. Ms. Crimi advised that if a vehicle is awarded and a cab voucher system is in place, the program should be able to provide equivalent service. However, if the program is not able to provide accessible transportation, they will be required to have either a contract or memorandum of understanding

with an agency that can provide accessible transportation to ensure equivalent service. Mr. Sparks noted this may be resolved through a partnership with TCH.

### **Mosaic - Carla Landwerth**

Mosaic is a faithbased organization that provides services to individuals with disabilities. Mosaic has four group homes, developmental homes, and provides community based services, early intervention services, and advocacy for clients.

1. *Civil Rights - Title IV and EEO - Pg 27, Question 8 - Please elaborate what the civil rights complaint was.* Approximately four years ago, Mosaic had an employee who served a family member. The employee was unable to get a fingerprint clearance card therefore Mosaic worked with the state and was able to obtain an exception for them since they were serving a family member. They were asked to go through the process to clear up the fingerprint clearance issue. However, the issue was not cleared and Mosaic could not hire this person to work with other clients. The employee filed an EOC claim stating they had been terminated because of ethnicity and age. A hearing resolved the issue in Mosaic's favor.
2. *Please let us know of your agency's plans to expand coordination efforts?* Mosaic has developed relationship with United Cerebral Palsy for ride shares to same locations, or major events, or when Mosaic's vans are unavailable. Staff would like to expand relationships with other organizations. Mosaic is required by statute to have vans at locations for group homes. Mosaic continues working on these efforts with other agencies including the Arizona Association of Providers for Persons with Disabilities.

Additional questions:

*One of the vehicle Mosaic is requesting be replaced has 67,000 miles. What will be done with that vehicle?* The vehicle will be replaced. It is not a high mileage vehicle, but is often being serviced for repairs on the lift. It is believed to present a safety hazard.

### **Chandler/Gilbert ARC - Billy Parker, Director of Program Services**

Chandler/Gilbert ARC provides services to people with developmental disabilities. The main office is in Chandler. Approximately 350 people are served per year. Chandler/Gilbert ARC provides housing services, apartment programs, and services to some individuals within family homes and people living independently. Also offered is an employment services programs that provides shelter for supportive or competitive employment options. The mission is to provide self-determination for people and to assist individuals in becoming independent within the community. Chandler/Gilbert ARC serves individuals with physical disabilities, serious mental illness, and developmental disabilities. Much of the transportation provided is for people in wheelchairs.

1. *Civil Rights ADA - Pg. 30 Question 20 - Please clarify who has/how often requests for transportation have been denied (why?)* There were four people in the past year for which transportation was not provided due to distance. The distance made it difficult to get there and still get people to the other programs on time. All of those individuals were participating in the work program. When situations such as this occur, staff attempts to familiarize the families with other transportation options. Three out of the four were able to find alternative transportation.

2. *Safety & Training - Pg 33, G-question 1 - Please indicate if classes were provided within the last year, this question was left unanswered.* All categories should have been checked. Chandler/Gilbert ARC has a two week cycle of all core training and also provides defensive driving training at least monthly, more often if needed, in addition to special training on new topics.
3. *What are your two largest fund raisers each year? On the average, how many dollars are raised from each of these yearly events?* The agency participates in the Arizona Charitable Tax Donor Campaign and partners with local and national charitable foundations such as Piper Trust, Knights of Columbus, the Rotary Club, and Wal-Mart Foundation. Chandler/Gilbert ARC also has a sign- making business that employs individuals served by the program. Many of the services that organizations use from outside vendors, such as landscaping, or janitorial services, are also done by Chandler/Gilbert ARC.
4. *Please let us know of your agency's plans to expand coordination efforts?* Efforts include working with the City of Chandler's Therapeutic Recreation Program; a summer program for children. Chandler/Gilbert ARC was approached regarding transportation support for the entire program. Staff recently attended the Arizona Partners and Preparedness Conference regarding emergency plans for people with disabilities. A follow-up meeting has been scheduled to collaborate on emergency or non emergency support; and/or the provision of shelter at Chandler/Gilbert ARC facilities in the event of an emergency. Collaboration also continues with the Gilbert School District for transition students.

**STAR (Stand), Suzanne Legander, CEO**

STAR is a peer-run behavioral health program throughout Maricopa County with locations in Mesa, central Phoenix and Avondale. STAR serves adults with mental illness, substance abuse and the indigent under federal poverty level and veterans. STAR helps with independent living skills, re-introduction to the community, keeping families united and employment skills, Over 92 percent of staff are peers themselves. STAR helps individuals learn job skills and find employment within the community. The ticket-to-work program provides transportation to attend program and community events.

1. *About a ¼ of your clientele is elderly & disabled. How many accessible vans do you have available in your organization? Are all vans kept in a central location?* Ms. Legander clarified 100 percent of the clients are disabled. She advised there are two vehicles at each of the locations. One vehicle is a wheel chair accessible bus. She noted although all clients are disabled, they do not all need a wheel chair lift.
2. *Please let us know of your agency's plans to expand coordination efforts?* Ms. Legander advised STAR provides transportation for six agencies including Triple R, Magellan, and the Department of Behavioral Health Services. In addition, STAR provides transportation to job fairs, and Veterans' Administration. STAR utilizes their own drivers when coordinating efforts with other agencies due to insurance requirements.

**Additional Questions:**

Ms. McMurdy asked for clarification regarding clients' use of Valley Metro and the rationale for needing a van. Ms. Legander advised clients remain as independent as possible and at times use Valley Metro for transportation. She noted many times, this only occurs five months out of the year. In the cool months, 50-60 percent of clients attempt to use Valley Metro wherein the hot

months, the percentage drops to five percent. Ms. McMurdy asked for clarification regarding responding “N/A” to whether the agency had participated with a municipal planning organization. Ms. Legander advised she attempted to get clarification of the question as it was unclear. Ms. Gaisthea agreed the question was unclear noting the social agency refers to the EPDT Committee. She noted MAG committee members are designated by appointment only.

*Clarification was requested on the number of vehicles being requested for STAR east.* Ms. Legander advised one vehicle is requested for each of the three locations. The east STAR location would receive a new vehicle; the central and west locations would be replacement vehicles. Mr. Maruyama asked how the vehicles would be prioritized if only one vehicle is awarded. Ms. Legander said the vehicle would be assigned to the location with highest need based on numbers and also lack of availability for other public transportation. It will be housed at that location but can be utilized for special events at all locations. Ms. Legander noted STAR has been able to serve many clients over the last couple of years due to receiving the ADOT grant. She expressed appreciations as these are clients which they would otherwise not have been able to serve.

Ms. Crimi requested STAR insert a page clarifying the number of vehicles. She noted FTA places emphasis on replacement vehicles rather than expansion. Therefore she suggested prioritizing the vehicles as STAR west, followed by STAR east, and STAR central. Ms. Miller recommended applicants complete one application and one budget that enumerates each vehicle along with separate cover letters for each vehicles requested. Ms. Crimi commented on the difficulty of sorting through a combined application and budget to identify each vehicle.

### **Foundation For Senior Living, Annette Iniguez, Executive Assistant and Dan Ball, Fleet Manager**

The foundation provides services to seniors, adults with disabilities, their families and caregivers. Services include home and community based services, personal care to clients in home, home health, home improvement, and home repair for safety and emergency repairs. There are four adult day centers and 19 assisted group living homes; a care by design program and 12 apartment complexes throughout Arizona. More than 400 homes are provided for elders. The Foundation has been in existence for more than 37 years and employs approximately 500 individuals. The Foundation also offers catering service and food pantries in Wickenburg, Peoria and Kingman.

1. *What other agencies do you coordinate with to purchase rides for your clients on their services and what agencies do you sell rides to on your vehicles?* The foundation does not use other agencies for transportation because most clients are behavioral health clients with specific needs. Magellan may provide a taxi ride, or they may send Comtrans; otherwise, staff transport clients themselves. The Foundation does not sell rides as the vehicles are strictly for its clients.
2. *What specific training is done in the areas of passenger sensitivity and understanding people with cognitive, emotional & mental health disabilities? How often is re-training done with staff?* Staff goes through several classes when they come on board. They then go through classes on an annual basis. Classes include cultural competency, code of ethics, sexual harassment, and violence in work place, med-assistance, first aide, CPR crisis prevention

intervention, competency skills and health and safety knowledge. Mr. Ball discussed transportation training they have developed.

3. *If each house only has 5 residents, why are so many vehicles needed?* Each house has five clients and each client has up to two appointments, if not more, per week. All clients' appointments have to be scheduled so there is no overlap. Some appointments take up to three hours, including driving time. Time must also be scheduled for shopping, outings, day treatments, and personal trips.
4. *Please let us know of your agency's plans to expand coordination efforts?* The Foundation has had informal discussion regarding coordination, but not formalized due the difficulty of schedules and appointments that differ week to week. The Foundation does not coordinate with outside agencies, but does coordinate internal programs such as adult day services, the corporate office, or one of the housing units.

#### Additional Questions:

*Please clarify 12-hour per day service hours and discrepancy with service miles.* Clients' appointments start at 7 a.m. and they may attend other activities that may run until 10 p.m. Drivers try to control the amount of travel time by accumulating clients being transported. *What cities are the other houses located in? We have 20 applicants that do the same thing and also have to consider distance, mileage, and efficiencies.* The houses are set up as pods therefore if a vehicle is inoperable; other vehicles are rotated to continue operating. There was brief discussion on location of houses noting three are located in Glendale, but not within the same pod.

*With regard to DBE regarding good faith efforts, please clarify your response.* With the maintenance program, vehicles are purchase from the most appropriate vendor within budget constraints and including Disadvantage Business is also taken into consideration. Ms. Crimi asked for the response to be reworded to indicate the Foundation does not exclude anyone when they seek services or goods. Additionally, cover letters need to reflect the need for each location. The vehicle form is printed in portrait making it difficult to see the VIN and should be provided in landscape. The form for affirmation of applicant requires an attorney signature.

#### **PPEP, Inc. - Jackie Johnson**

PPEP has group homes and day programs for developmentally disabled adults. Programs are community based to allow individuals to enjoy life experiences and enable them to move towards social self sufficiency. The programs are located all over the state however in MAG region, it is located in Avondale. This year, a request was made to provide an area map outlining daily transportation routes. The map shows pick-up and drop off locations but does not show trips for daily outings. PPEP has five lift vehicles in Avondale area. PPEP also has a 1997 cutaway that was received new but is now being donated to another entity. Within the Encompass division of PPEP, there are nine 15-passenger vans. As new vans are received, the old vehicles will be brought to areas where they can be utilized and slowly phased out. Safety with these vehicles is a primary concern.

1. *Your vehicle sheet shows that you have a history of always purchasing lift equipped vehicles. What are the advantages of purchasing a no-lift vehicle over a lift equipped vehicle?*

There are generally 30 people in the day program that are divided into the vans. It would be helpful to have 12- passenger vans with more seats rather than cutaways. The vans are then utilized more efficiently while cutting down on costs, fuel, and maintenance

2. *What specific training is done in the areas of passenger sensitivity and understanding people with cognitive, emotional & mental health disabilities? How often is re-training done?*

Individuals are trained a total of 52.5 hours a training calendar is maintained as employees are work in the program until training has been completed. Modules include sensitivity adaptive equipment, client interaction, transporting clients, and confidentiality. There are seven modules, most of which are on-line. Additionally, PPEP trains on policies and procedures, medication administration, first aide, CPR, and driver training.

3. *Please let us know of your agency's plans to expand coordination efforts?* PPEP attends coordination meetings in the MAG region, but due to specialized needs, and time constraints, coordination effort have not been pursued. In the CAAG the agency coordinates with Horizon for training and we provide Casa Grande transportation. Three individuals were recently sent to driver instructor training. The agency now has three trainers and is going to try to implement drivers training and open that up to other agencies that may not have that opportunity.

*Please clarify the in-house vs. outside maintenance.* The agency maintains a checklist that is then transferred to a spreadsheet. Vehicles are serviced every three months or 3,000 miles, or when something comes up on the checklist. Vehicles are not serviced in-house. PPEP utilizes Arizona Bus Sales and a number of different agencies. *Please explain the response to the question on page 22 "Could any other trans services meet needs of your clients?"* The contract with the Department of Developmental Disabilities requires that a vehicle be available on site for emergency situations. Clients are unable to take public transportation. Ms. Sexton suggested the City of Avondale letter of support be updated as the letter lists outdated mayor and council information.

### **Horizon Human Services - Marsha Ashcroft**

Horizon Human Services began providing Behavioral Health Services in Pinal county in 1975 and in Maricopa County it began providing services for individuals with Developmental Disabilities in 2004. It consists of nine group homes, a day treatment program. Within the next 60 days, Horizon Human Services will open an assisted living program for the elderly.

1. *Pg 32 Question 24 - Please clarify "as needed basis".* The first question asks for clarification on whether or not maintenance service is provided in-house. Maintenance services are not provided in-house, however, outside vendors are used on an as needed basis for preventative maintenance. A set schedule is maintained for preventative maintenance.
2. *Civil Rights-ADA-Pg 31 Question 22 - please give estimated time frame from time deficiency is found, to time vehicle is taken out of service for service appointments.* All inspections are forwarded to fleet manager for review. There is a time period of 24-48 hours from the time of review and when the vehicle is taken out of service. However, if there is a safety issue, those are immediately reported and the vehicle is immediately taken out of service until the service appointment has been scheduled. Back-up vehicles are used to provide services until the vehicle is back in service.

3. *What specific training is done in the areas of passenger sensitivity and understanding people with cognitive, emotional & mental health disabilities? How often is re-training done with staff?* There is a trainer on staff; all drivers receive training which is renewed every three years. All employees receive training in cognitive and mental health issues.
4. *Please let us know of your agency's plans to expand coordination efforts?* Horizon Human Services participates in TAP. The agency is working with the insurance company, as it is a member of SKIP, to make arrangements to be able to provide services to other agencies. Much of the transportation is taking individuals from group homes to day treatment services and is based on geographic areas to see if trips can be coordinated.

Additional questions:

*With regard to the new facility, how will transportation be handled in the mean time?* Horizon Human Services has an older lift-equipped vehicle that is off lien. It will be utilized until a replacement vehicle is received. *Please elaborate why there was no outcome on the special coordination meetings sponsored by the Pinal Rides Advisory Committee. These meetings were mentioned in last year's application as well.* The meeting last year was in the planning process. It was the first meeting wherein all of the Mobility Managers met to identify what is being done differently throughout the state. One of the barriers identified has been insurance. There is hope of resolving this issue so coordination with other agencies can begin.

*With regard to last year's application, accidents were discussed. Since then, there have been one or two more accidents. Has this resulted in any changes to the training program?* The agency has shown improvement. Last year, services were provided in six counties with 90 vehicles and there were six accidents. This year, there have been three. Last year, in working with the insurance broker a safety first program was started. Through that program, a lot of additional training is received and sent out agency-wide through PowerPoint presentations. This is done on a monthly basis. *Is the training mandatory for drivers and how is evidence of their participation obtained?* Information is logged in a training database. *The agency does not have contracts for vehicle maintenance. Is there any discussion to establish a maintenance contract?* The agency is excited to hear of the ADOT program. There is a contract in SEAGO with the City of Sierra Vista. Additionally, efforts are being considered with Saguaro Transportation in Yuma. The agency works with certain vendors so as to not have to find someone different each time. *Please clarify total transportation services serves 39 – is that 39 at each location?* In Maricopa, there are nine group homes and one day program. A small number of people are served in this area. The day program has two vehicles, each group home has one vehicle; 39 individuals are served by those vehicles. Ms. Ashcroft concluded the interview.

### **One Step Beyond, Mimi Rogers, Founder and CEO**

One Step Beyond provides programs for people with disabilities; vocational, life skills, recreation, supportive residences, and advocacy for families. One Step Beyond is a primary vendor with DES/Division of Developmental Disability, and a primary partner with United Way. Clients are transported to vocational day programs. There is also an afterschool teen program which picks up teens for a location near their schools. Peoria district students get bussed directly to our location and taken home at 5:00 p.m. Vehicles are utilized during the day to take young people to work sites, community based activities and volunteer service, life skills shopping trips, Special Olympics

and recreational activities. The fleet of 12-13 vehicles is used most of the day. One Step Beyond serves people requiring wheelchair mobility.

1. *What specific training is done, as part of the Article 9 training, in areas of passenger sensitivity and understanding people with cognitive, emotional & mental health disabilities? How often is in-service training held with staff?* All staff, including clerical help, is trained in Article 9. Employees retake training every three years. Weekly staff meetings are held for staff that works directly with clients to discuss concerns. Article 9 is always a part of the discussion to ensure staff has the right attitude and right tools when working with clients. Frequently One Step Beyond will utilize training other than its own; such as training offered by Gompers. In-house trainers were recently certified to provide training as well.
2. *One part of app fares are \$2.00/other part \$2.50....clarify.* There was a typographical error. The fee is \$2.50 or \$5.00 roundtrip. Most participants receive transportation reimbursement through DDD so there is no charge. Some of the young people in foster care have parents that prefer not to transport them. Some clients are not eligible for DDD service; those are considered private pay participants.
3. *Please let us know of your agency's plans to expand coordination efforts?* This had not been considered in the past as vehicles were being fully utilized for program participants. However, through the TAP meetings, and having seen an existing need, One Step Beyond would like to explore providing mid-day transportation, as a volunteer service for young folks, as part of the business plan. One of the ways vocational skills are taught is through partnerships and collaboration with non profits in the general area such as Habitat for Humanity and Sun Valley Thrift Stores. Taking care of transportation services for elderly in the Sun City area would be another type of vocational training that could be offered. These are options One Step Beyond needs to review as it considers what the model might look like.

Additional questions:

*The application indicates volunteers drive infrequently. Please define.* Generally only people that drive the vans have to be on the insurance. Therefore, volunteers never drive the program vans. However, for special events, volunteers participate using their own vehicle. In most cases, they are close members of the One Step Beyond family, in which case they may transport a sibling of someone who is in the program. The Committee requested the DBE question to be specific to include your agency seek DBE agencies when seeking services or goods.

### **ValleyLife - Mary Brannoch**

Valley Life changed names two years ago. The name used to be Valley of the Sun School and Habilitation Center. Valley Life has been in existence for 64 years and has 25 different group homes, 11 different DTAs, a vocational department and HCVS. Ms. Brannoch noted Valley Life did not receive any committee questions.

1. *Civil Rights - Title IV and EEO- Pg 27, Question 8 - What was the nature of the complaint and how was this situation resolved?* This was an employee that claimed they was let go due to pregnancy. The claim was investigated and found not to be true. *Was the claim reported to ADOT Civil Rights?* It was reported to the necessary entities, but uncertain whether or not it

was reported to ADOT. Ms. Brannoch offered to follow-up with the person responsible for handling these situations.

2. *Civil Rights - Title IV and EEO- Pg 28, Question 16 - Please explain.* A DBE program has not been approved. There has been some discrepancy on what is supposed to be done and how to make it happen because there are certain businesses that qualify and others that do not and. It is an administrative decision at this point. Ms. Crimi advised that because the agency receives federal funds through ADOT, they are required to adhere to the DBE requirement. She further advised that ADOT is currently updating their DBE plan noting Valley Life can adopt the plan and notify the civil rights division when that has been done.
3. *Civil Rights – ADA - Pg 31, Question 22 - Please elaborate on "handled on a priority basis".* Each element is reviewed and addressed based on priority. For example, a broken door handle or weather stripping that needs to be replaced is not as crucial as a lift that does not work, or breaks that are going out.
4. *Transp. Budget current request - pg 39 - expenses and revenue should equal. Please explain.* This portion of the application was completed by the CFO. Ms. Brannoch will clarify and provide an update. Ms. Crimi noted the affirmation of application and affirmation of attorney signatures are required.
5. *What are your two largest fund raisers each year? On the average, how many dollars are raised from each of these yearly events?* A golf tournament and Legacy of Love are the two largest fundraisers. Information on how much is raised and whether or not these are the primary fundraisers to raise money for the required match will be provided.
6. *Please let us know of your agency's plans to expand coordination efforts?* With the economy and budget cuts, it has been difficult however, the agency continues researching opportunities to expand by bringing in more members to the group homes, day programs, and vocation. *Please elaborate on coordination with other agencies.* Coordination efforts are in progress as the agency is in contact with Gompers. Ms. McMurdy asked to further information as this was the same response provided the prior year. Ms. Brannoch advised the agency is researching the practicality of managing staff as they are not hiring additional employees. Ms. McMurdy offered another perspective noting coordination efforts will at times solve the problem. She noted agencies are scored based on coordination efforts.

Additional questions:

*Please explain why the Dodge two-seater with high miles is not being replaced.* The Dodge is used for limited ambulatory services and is used a lot less frequently than the one being replaced. *Does the agency have a written contingency plan in case of insufficient vehicles or drivers? If a driver is not available, one is found from within the agency.* The same applies to vehicles as the agency has not been in a situation of not being able to provide transportation. *Please describe your answer to the security policies and procedures question on page 35.* The agency picks up member clients. Staff goes through training and certification to learn how to work with members according to the situation at hand. Ms. McMurdy noted the importance of having policies and procedures in place to know how to handle a situation where a client may be unstable.

Ms. Miller advised the program offers Mobility Management funding which funds staff. She recommended reviewing this as an option to coordinate with another agency. A list of agencies is provided in the plan. Ms. Brannoch concluded her interview.

### **Hacienda - Robert Miller, Chief Operating Officer**

Hacienda provides long-term and short-term care, group home services, medical and early intervention, skilled nursing for medically involved individuals, teens, adolescents and individuals up to age 45.

1. *Clarification was requested on the response given to the “need for service”, on page 17. The response indicates “156 other”. Other is in reference to individuals in the group homes who are not necessarily disabled. They may be patients and clients in the skilled nursing facility that do not fit into any of the categories. They are not elderly; they may be wheelchair bound, but that is not necessarily considered a disability.*
2. *Please let us know of your agency’s plans to expand coordination efforts? All coordination meetings will be attended this year.*

#### Additional Questions:

Ms. Sexton recommended more detail be provided in the cover letter as the current letter does not provide detailed information. Ms. Crimi requested a more detailed cover letter be submitted to Ms. Gaisthea. She noted cover letters are reviewed by committee members and should provide an overview of what is being requested. Ms. Crimi advised for the purposes of this program, persons in a wheelchair is considered a disability. Mr. Miller said the agency would take that under account, but for the agencies purposes, they do not consider it a disability.

### **Triple R - Dan Pontius, Director of Operations and Wayne Hostraster, CEO**

Triple R is an Arizona Corporation, incorporated in 1974. Since 1984, Triple R has been contracted by the Arizona Department of Health Services specifically the division of behavioral health as well as rehabilitation services administration. Triple R provides residential, vocational and educational services to people age 18 and over whose primary disability is SMI as defined by the State of Arizona. Triple R has 235 employees and provides services to approximately 1200 unduplicated clients with 22 residential sites and five non-residential sites. Sites extend from Apache Junction in the east valley to 99<sup>th</sup> avenue in the West Valley and Beardsley on the North to Baseline on the South.

1. *Section B- Question 6 - You show 40 vehicles available for passenger service and only 16 required during peak service. Please provide the ration of vehicles by location (i.e. number of vehicles used at each of your locations) you show that there is currently a lien on a 2004 Chevy (VIN1GNDX03E34D245806), is this correct? Triple R has 22 residential sites and typically has a van located at each one of those residential sites. Other vehicles are at non-residential sites. The non-residential sites usually use those vehicles on daily basis as opposed to residential sites which may be used for a crisis, shopping, doctor appointment, school, or volunteer work. It is less regimented than the non-residential sites that are why we designated the 16 at peak times. Non residential vehicles typically go out every morning and are back every evening. With regard to the lien, Triple R has submitted the paperwork requesting release of the lien, but has not yet received a response.*
2. *Program Management- Question 5 - you show none anticipated. Do you wish to include this request? No. Triple R collaborates with five other organizations where fleet is managed under a Mobility Management grant. The application was submitted along with Terros, and*

four other agencies to expand to seven agencies. As part of the mobility grant, we partially fund a Transportation Coordinator, housed at Terros, the lead agency.

3. *Program Management- Question 6 - Please Elaborate.* The response to question two partially answers this. In terms of eligibility criteria, we provide services to individuals who are indigent and enrolled in the AHCCCS program. That represents primarily the individuals that we provide transportation to.
4. *Civil Right-DBE - Question 16-18 - Please provide an answer to these questions, or at least an explanation.* The Director of Quality Improvement provided the following answer: Per 49CFR, Part 26, Section 26.3. A3D Triple R Behavioral Health does not participate in sub-contracts related to DOT funding resources. MAG resources provide Triple R with vans which are allocated for transporting individuals who are socioeconomically challenged and diagnosed with serious mental illness. Transportation of clients is completed by Triple R employees, therefore the agency is not required to develop or maintain a DBE program related to the MAG grant.
5. *Civil Rights – ADA - Page 30, Question 18 – Unclear on your answer, please explain.* Triple R does have vans that have lift capability. When those are down, contracts and agreements are in place with Comtrans which contracts primarily with Areba in Maricopa County. Triple R also contracts with discount cab taxi service and also factor into budget public transportation system.
6. *Civil Rights – ADA - Page 35, Question 6 - please clarify what security policies or procedures you have to minimize threats.* Triple R provides training to staff. This is required contractually and by licensure, by the State of Arizona, to receive at least 24 hours of training each year with a 48 in the first year as well as four hours per month of supervisory contact. We have that in addition to training provided by our training department.
7. *Budget- Page 39, Revenue (this is blank on each sheet. Instructions indicate this should equal expenses.* Triple R Behavioral Health experiences positive financial ratios and has general unrestricted revenue in terms of its resources to provide the approximately \$52,000 it takes to operate and maintain the vans requested.

#### Additional Questions:

*In your fleet of 40 vehicles there are only have two accessible vehicle, how will equivalent services be provide for persons needing a ramp/lift to access a vehicle.* Triple R has approximately five people in its residential programs that use walkers; three in non-residential program using wheelchairs and another five that use some type of assistance. Out of the 1200 to 1300 clients served, about 15 or less than one percent would require that type of capability. As mentioned earlier, we have contacts with Comtrans, discount cab and the public transit system. If our lift vans are down, we do use those alternate resources.

*A question was asked regarding volunteer services.* There is a program that's funded by Arizona Department of Health Services volunteer corps. Clients who are not job ready can volunteer and receive guidance, assistance and intervention. Most of clients have been on receiving end of public assistance, so this great opportunity for them to give back. *Please explain the variance in service hours.* Triple R has different types of residential programs based on acuity of individual living there, can go to property management function up to 24/7 on-site supervision in the residential. The non-residential programs are not 24/7. They operate between 7:30 to 5:30 depending upon the day.

**Gila River Indian Community, Jose Solarez, Community Services Director**

Our program delivers meals and transportation service to medical appointments throughout the Gila River Indian Community to the elderly.

1. *Describe in detail your plans to implement scheduling software?* We have a large area within our community to cover and limited vehicles. Scheduling software will enable us to coordinate our vehicles and make trips that could cut down on travel time.
2. *What agencies do you coordinate with in sharing your back up vehicles?* We are the only social service agency in our area.
3. *Do you coordinate with the Gila Healthcare Corporation to provide services to your clients for medical appointments?* We do coordinate with the Gila Healthcare Corporation but many times our clients have appointments in the metropolitan area.
4. *Please let us know of your agency's plans to expand coordination efforts?* With help of software, our goal is to expand. Our plans are basically to continue coordination and share those vehicles. Some of the vehicles are fairly old and one vehicle was not designed to be out in the desert.

**Additional Questions:**

*Services to district four are on the cover sheet, but it is not included in other pages. Please clarify.* District four is divided within Maricopa County and Pinal County. Most of our population is in Pinal, South of Hunt highway. There are a few families that live by the (inaudible) off of 202. They will be served by these services therefore those numbers are calculated in there. Most of district four will be in our application to CAAG.

*On Page 28, on the Civil Rights limited English Proficiency, regarding obligations to comply with limited English proficiency requirements. Please clarify your response to number 13 regarding your organization having a limited proficiency plan.* There is not a plan but a process in place to cover this issue. We face different challenges than urban cities in Arizona, and challenges with the legislature putting limitations on local government. Many of our clients are trilingual with English, Spanish and our native language; we try to utilize our own staff. Most of our elderly services staff, there is a priority to know how to speak the native language.

*Do you advertise in different languages?* We advertise in English, the predominant language. There is a challenge within our tribes; we are trying to keep our language. *For people that do not speak English, a large percentage of people are more comfortable in native language?* No. It is a unique situation and hard to understand. We are trying to survive, bring back our language, then legislature trying to put an end to bilingual education. *Please clarify where revenue comes from; is it tribal general funds?* Yes, our general funds pay for the whole operation. We are only asking for vehicles.

*Please elaborate on the number of drivers.* In district six, there are three drivers, with three back-up drivers; six in district six, and 1 in district seven with two back-up drivers. We are going through reorganization. *On need for service regarding the number and types of individuals, please clarify the 275 other.* Other is the dialysis support group; there are 275 patients. This tribe carries high percentage of diabetes that leads to dialysis. *Do they leave the*

*reservation for dialysis?* No, it is provided on the reservation. Health Corp provides transportation. *Is the group under 60 and not disabled?* Not duplicating, but both. Be aware, under Federal law, tribes have different age limit. Ours is actually 55. Now looking at moving it back to 60, but we recognize 55 as elderly population.

**The Centers for Habilitation – Eduardo Galindo, Fleet Supervisor; Andy Salazar, Director of Fleet; Dawn Hocking**

The Center for Habilitation is a nonprofit. It provides services for significant disabilities primarily in Temp, with sites in Yuma. TCH provides transportation to medical and recreational activities. Many individuals rely on staff for every need of every day.

1. *On the total fleet inventory, it indicates that four (4) vehicles are being replaced? Are you requesting 5310 monies to replace the 2003 Dodge Gran Caravan also? What monies are being used to replace that vehicle?* That is an error. Originally asked for four then decided on three instead.
2. *What specific training is done in the areas of passenger sensitivity and understanding people with cognitive, emotional & mental health disabilities? How often is re-training done with staff?* Staff goes through training when initially hired. Those topics all touch on different ways to interact and be able to meet the needs of people with disabilities, not just in transportation but overlaps.
3. *Please let us know of your agency's plans to expand coordination efforts?* Our agency has begun talks with TCAA regarding homeless. Discussion is in its early stages regarding insurance, drivers, etc. We do partner with many other organizations.

**Nobody's Perfect - Phil Pajak**

Nobody's perfect offers services in East Mesa and Queen Creek area. The agency provides services for developmental disabilities adults that include supportive employment programs and day training programs.

1. *To reach your requirement of having matching funds available, how much money does agency need to raise this year to complement the savings you already have in your checking account?* Nobody's Perfect has matching funds available. There are plans to raise more in the coming year, over and above what is currently available.
2. *What are your two largest fund raisers each year? On the average, how many dollars are raised from each of these yearly events?* Nobody's Perfect partners with Guthrie mainstream services for the fundraising. We also partner with them to do training on our vehicles and do some collaboration on events such as a golf tournament which raises an average of \$25,000 year.
3. *Please let us know of your agency's plans to expand coordination efforts?* TCH coordinates with Guthrie Mainstream to provide help when a vehicle is down, or for trip coordination. Plans are to partner with other organizations in Queen Creek. TCH has been approached by a church for coordination on use of vehicles.

**Additional Questions:**

Ms. McMurdy noted concern over the absence of civil policies. TCH was encouraged to have a written policy in place and to contact Dan Harrigan for examples of policies and procedures.

### **Visions of Hope - James M. Russo, CEO**

Mr. Russo noted Committee questions were not received. Visions of Hope is a community service agency in the Sunny Slope area with contracts with Magellan, serving 700 mentally ill (SMI) members from age 18 and older with youth programs to promote wellness, recovery, and mental health classes. Normally 80 members per week receive services from Visions of Hope. Visions of Hope is working with other community service agencies and skill building agencies such as Marc Center, John C. Lincoln, and St. Mary's food bank.

1. *Transportation Program Description - Question number 6 - Even though you do not provide your own vehicles, we will need to know how many vehicles are required during your peak times.* We know exactly our peak times. We usually know a week in advance where people need to do and where their appt is and if they going to transportation to another facility. Usually from 11:00 a.m. – 2:00 p.m. We do share with Jewish family services – we share vans would be used to pick up their people 5-7. Various peak times through the day. Friday's low key days.
2. *Transportation Program Description - Page 17 - Please complete (this helps to develop the actual need for the vehicle).* Not sure what referring to.
3. *Transportation Program Description - Page 18 - Question 8 - same as above.*  
Our average trips in morning average 4-6 trips in a.m. and afternoon 6-8 back and forth. People live within an 8-12 miles radius.

*Please clarify 156 out of 7800 are non-elderly disabled. Is that Comtrans as a whole and then Vision of Hope.* Yes, Visions of Hope uses use Comtrans and has a contract with them for use of service.

*Please verify your agency's 501 c.3 status.* The 501c name change was submitted to the Federal Government. Vision of Hope is awaiting a response. *Was MAG staff informed?* Yes, it was discussed as the name changed in the midst of the application.

4. *Civil Rights - Title IV and EEO - Pg 27, Question 8 - What was the nature of the complaint and how was this situation resolved?* An employee had complaint about several other employees in the company. A private attorney that was brought in determined no charges as everything was unfounded. The investigation report was sent to EEOC on December 17th and on January 18, 2001, agency received letter from EEOC indicating that there was no substantiation to the charge.
5. *Why are they not asking for a lift van?* Comtrans has one. Very few people that receive service need a wheelchair. Comtrans takes care of their transportation and it is totally paid for. May ask for in future as Visions of Hope expand.
6. *Please let us know of your agency's plans to expand coordination efforts?* Vision of Hope is expanding as of April 1, opening another facility in Scottsdale. Visions of Hope is

considering a possible merge with another community service agency that offers services for children.

**Additional Questions:**

*Does Visions of Hope have any accessible vehicles:* Wheelchair recipients have access to Comtrans. Ms. Crimi requested proof be provided to MAG Staff. Ms. McMurdy encouraged contact with Dan Harrigan to develop policies regardless of whether a grant is awarded. Mr. Russo advised policies have been developed since the application was submitted.

**Marc Center - Mark Tompert**

Mr. Tompert distributed information from web pages. The Corporation was founded in 1957. The program provides services to people with developmental disabilities as well as operates a behavioral health services program. Marc Center operates a fleet of 70 vehicles. The number of people served is also available in the handout.

1. *Are you replacing any accessible vehicles with non-accessible vehicles? If so, what are the advantages?* Marc Center is replacing two cutaways with two cutaways. The other vehicles asked for are new vehicles to the fleet, replacing old vehicles. None are equipped for handicap transportation.
2. *What specific training is done in the areas of passenger sensitivity and understanding people with cognitive, emotional & mental health disabilities? How often is re-training done with staff?* Marc Center currently does not offer any retraining, or demand any retraining, but does offer for those individuals who need it from time to time with regard to use of vehicles and wheel chair lifts.
3. *Please let us know of your agency's plans to expand coordination efforts?* Have been working with a consulting firm to come up with a coordinated plan for east valley, Mesa Tempe, Gilbert, Chandler, Queen Creek and Scottsdale. There is a lot of unutilized capacity during the day. Marc Center believes there is a way to put these vehicles to use and is interested in pursuing this endeavor.

Ms. McMurdy recommended implementing a Limited English Policy. She advised ADOT can provide information.

**STARS (Scottsdale) - Jennifer Dangremond**

STARS is a Scottsdale based nonprofit that has provided services to adults with developmental disabilities for 40 years. STARS in partnership with the Scottsdale Unified School District and has gained additional space in Scottsdale near Frank Lloyd Wright and via Linda to expand service. Part of expanding includes going into high school setting earlier to help parents and guardians transition students for after high school. STARS is now working with seniors, next year, they are considering working with middle school. STARS is developing vocational training opportunities to put kids in their senior years into a Fry's food store to do an initial job assessment and allow for increased opportunities in the community.

1. *Please let us know of your agency's plans to expand coordination efforts?* STARS is open to discussing options. The largest barrier faced last year was closing the residential program. As such, several participants wound up in group homes. A number of consumers wound up

in group homes close to Scottsdale, but not close enough Dial-a-ride would not transport. Options are being researched are carpool options in collaboration with Fountain Hills.

**Additional Questions:**

*Does the agency charge a fee?* The majority of individuals are covered through funding through either vocational rehabilitation or Department of Disability, anyone who is not covered is charged. It is a constant discussion. In the last year, this has become a barrier as other transportation opportunities are disappearing, or something is happening in the home that results in transportation not provided. With more parents working, transportation is difficult as kids right out of high school have been dependent on school transportation. The Committee inquired what good faith has the agency made to purchase from DBE Vendors, to please clarify to include a statement reflective of the agency being inclusive of DBEs. The Committee requested the information be resubmitted to Ms. Gaisthea along with an update on the ADA/operations manual question and affirmation of the applicant's attorney signature

**6. Development of Priority Listing**

Ms. Gaisthea presented the priority listing advising Committee member's the priority listing was based on each initial evaluation scores. The scores were revised based on the Committee's changes, interviews and discussion. The developed priority list will move through the MAG Management and Regional Council Committee for recommendation and be submitted to the Arizona Department of Transportation. Ms. Gaisthea presented the revised ranking order noting some scores were missing. Ms. McMurdy did not score Avondale and Vice Chair Howard did not score the Marc Center. The Committee discussed whether or not averages included the blank scores. Vice Chair Howard noted STAR's priority ranking should be West, then East and Central. Committee members asked if there any reason to not impose a limit. Ms. Crimi responded on the importance of agencies listing their first priority and providing a break out by vehicle. She advised the Committee does not have to award the total number of vehicles requested by an agency. The Committee elected to rank Mobility Management and then vehicles and software.

Ms. Crimi said Committee members may choose to split the ranking by placing a vehicle high on the list and if necessary, placing the remaining vehicles as a low priority. She noted the Committee may place the vehicles anywhere on the ranking adding if there is a lack of funding; the first vehicles cut will be pulled from the bottom of the list unless someone is found that is not eligible at all regardless of where they ranked. She stressed the importance of ranking highest needs at the top of the list. Ms. Gaisthea reviewed the scores to ensure they were averaged correctly.

Ms. Crimi noted Committee members are not required to print the complete application. She advised members may print only the cover pages if they so choose. Ms. Miller indicated JARC applicants were required to submit electronic copies. Ms. Crimi advised ADOT requires one original and one copy however Committee members may choose their own process. Committee members asked if the panel is required to have hard copy. Committee members confirmed their willingness to receive applications electronically as opposed to receiving multiple hard copy applications. The Committee recommended polling committee members prior to the beginning of next year's process to determine who wants an electronic

copy vs hard copy. Ms. St. Peter advised applications submitted electronically can be provided to the committee members on a DVD.

The Committee inquired if an agency such as the Marc Center applies for several vehicles in one application should the Committee follow past ranking procedures to generally award the first choice to each agency and then go down the ranking again. It was noted for agencies that have separate applications, they are receiving more vehicles. Ms. Crimi advised each vehicle has to be ranked. She advised the Committee they have the option of adjusting the ranking.

Clarification was requested on whether mobility management is ranked separately from the vehicles. Ms. Crimi advised when awarding mobility management awards statewide, ADOT is looking for agencies that take a lead in the region to pull the region together. These agencies should have a broader reach. Ms. Crimi noted ADOT is looking for agencies who are starting a mobility management program; not agencies that apply year after year.

The Committee discussed the risk of agencies not having data available to support their application or not having all of the necessary funding to ensure success. Ms. Crimi advised the Committee is not required to award every application; a weak application may be moved to the C-list indicating it is not eligible for funding. She noted records are kept of all applications in the region, including those not awarded for funding. Ms. Sexton inquired whether or not applicants can be scored for the interview. She noted some interviews were very good while others were not. Ms. Crimi advised there is a possibility to weight the questions. Ms. McMurdy noted agencies requesting more than one vehicle all scoring at top. Ms. St. Peter recommended in terms of low scoring applications, the Committee may choose to place anyone who scored 65 or below on the B-list.

Chair Howard noted the same agencies returning year after year discussing their efforts to coordinate, but not demonstrating coordination efforts. She recommended tracking coordination efforts so the Committee can identify what coordination efforts were implemented since the prior year. Ms. Crimi recommended rephrasing questions to ask what specifically was done in the past 12 months that had not been done before. A recommendation was made to reinforce coordination at the quarterly TAP meetings. It was noted some agencies view coordination as internal efforts as opposed to coordinating efforts with other agencies.

Chair Howard inquired whether or not agencies received a copy of the service area maps. Ms. Gaisthea confirmed service area maps were sent to the applicants. Ms. St. Peter offered to begin organizing smaller groups at the TAP meetings to allow agencies to discuss opportunities with potential partner agencies. Ms. St. Peter suggested the Committee may want to consider that every applicant who does not achieve a certain coordination score does not get funded. A recommendation was made to discuss the different components of coordination at a future TAP meeting. Ms. Crimi recommended agencies contact Dan Harrigan for information on conferences and trainings.

In terms of ranking, Ms. Sexton recommended funding one vehicle per agency and then revisiting the list. Ms. Crimi advised 22 vehicles were awarded in the MAG region last year.

Additionally, Terros was awarded Mobility Management. Ms. McMurdy stressed the importance of the Committee having an opportunity to meet and discuss the applications prior to the interviews. She suggested additional space for notes to be added to the applications; and a sample cover letter or template is provided to applicants.

Ms. McMurdy made a motion to cut off scores at 65. Ms. Crimi noted the Committee had not ranked each of the Marc Center's twelve vehicles. Ms. McMurdy amended her motion to put everything that scored lower than 65 on the B-list. Mr. Dudley noted every unique agency would get one award; the list would then start over with the second vehicle requests. Ms. St. Peter noted staff could sort through the rankings provided they are given the parameters. She noted each agency scoring above 65 to receive their first choice, then each subsequent request to follow in the order of their ranking. Agencies with a score below 65 would move to the B-List. Software and vehicles would be combined in the A list.

Vice Chair Howard called for a motion to recommend the priority list as discussed. Mr. Dudley made a motion to recommend approval of the revised priority listing. Mr. Maruyama seconded the motion. The motion passed unanimously.

#### 7. Committee Review of Application Process

Vice Chair Howard asked for discussion to evaluate the Section 5310 application process. The Committee discussed ADOT's requirement for separate applications per vehicle versus the Committee's desire to reduce the number of copies they are given to review. She noted multiple applications from one agency will differ on certain information such as vehicle usage. Ms. Miller suggested agencies requesting multiple vehicles submit one application itemizing each vehicle and for ADOT's purpose, multiple copies of the same application can be made with each application highlighting a separate vehicle. Ms. Crimi advised vehicles are tracked by base location. She noted the recommended format leaves much room for error and her preference would be not to have staff trying to sort the applications.

Committee members suggested they be provided with an electronic copy as opposed to hard copy applications. Ms. Crimi noted for ADOT's purposes, one original and one hard copy are still required by FTA. Ms. St. Peter offered to provide applications on a disc for those Committee members who prefer not receiving hard copies. Committee member discussed revising the evaluation sheet to include a section for notes and comments, also further training and clarification on what specific information should be included in the cover letter. Ms. Crimi offered to create a sample cover letter. Committee members recommended TAP meetings include further discussion on coordination efforts; perhaps incorporating small group discussions. They suggested adding a Pass/Fail score related to coordination efforts and improvements shown from prior year. Ms. Sexton recommended the Committee meet prior to next year's process to further discuss these recommendations and ongoing progress of coordination efforts. Committee member agreed that a meeting prior to the interviews is necessary.

Ms. Gaisthea recalled the Committee's request last year to provide applicants with additional training. She advised several meetings were conducted in coordination with ADOT and the City of Phoenix, to offer applicants an opportunity to have their application reviewed prior to

being submitted. The process continues to be refined. The Committee commented on the need for applicants to provide current information such as with letters of recommendation. Additionally, applicants should not include "N/A" on their application, but instead provide a brief response. Mr. Dudley inquired about Section 5310 best practices. Ms. Crimi advised Dan Harrigan has several resources and information on practice information.

Vice Chair Howard inquired about the priority list due date to ADOT. Ms. Gaisthea noted the priority ranking will proceed through the MAG approval process with a final due date of April 15, 2011 to ADOT. Ms. Johnson asked for clarification on how grants become available. Ms. Crimi responded noting the application process begins in January; proceeded by staggered panel interviews across the region. A summary of all applications is then submitted to FTA by June 30 with the grant becoming active in October. Mr. Maruyama recommended an added benefit for those agencies that are demonstrating coordination efforts. Ms. Crimi will include a question on the application for agencies to describe their specific coordination efforts.

8. Committee Officer Appointments

Vice Chair Howard advised per MAG Policy, MAG committee officers may serve one-year terms. At the end of the first year, officers may serve a second one-year term with appointment by the MAG Executive Committee. The Chair of the Committee has served two one-year terms. Therefore the Vice Chair will ascend to the Chair position. Letters of interest are being sought for a new Vice Chair. The letters of interest will be mailed to the Chair of the MAG Regional Council. Ms. Gaisthea advised the Chair or Vice Chair do not have to be elected officials. She thanked Chair John Fischbach, City of Goodyear, and Vice Chair Howard for their commitment to the Committee. She advised letters of interest are due by June 1, 2011.

9. Request for Future Agenda Items

Vice Chair Howard requested topics or issues of interest to consider for future agendas. No requests were submitted.

10. Comments from the Committee

Vice Chair Howard asked for comments from the Committee. Ms. Gaisthea expressed her appreciation to the Committee for volunteering their time and expertise to this process. She stressed the importance of researching all available funding options as the need for assistance continues to grow.

11. Adjourn

The meeting adjourned at 3:54 p.m.