

# Maricopa Association of Governments Human Services Coordination Transportation Plan



**FY 2012 PLAN**



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





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## Executive Summary

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

Funding reductions on the state and local level have led to the elimination or significant reduction of transportation programs and services. Service providers are under stress to provide much-needed assistance on limited budgets. It is the goal of every plan to coordinate and collaborate on resources to help the most vulnerable in our population move throughout the region. The combined efforts of regional stakeholders will ensure this region can provide human services transportation assistance to older adults, individuals with disabilities, and individuals with low incomes. This goal will be achieved through the following strategies:

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

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



## Introduction

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

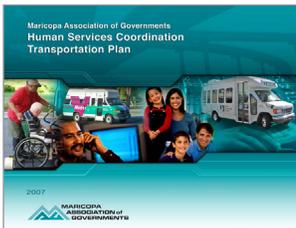
Since 2007, the Maricopa Association of Governments (MAG) has developed the Human Services Coordination Transportation Plans required through the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users. The plans are developed in response to this federal legislation requiring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

Stakeholders in this region are actively engaged in meeting the transportation needs of the community. Participation in the MAG Transportation Ambassador Program has grown to more than 300 stakeholders. They represent 124 agencies and community members throughout the region. During MAG’s recent federal certification review process by the Federal Transit Administration (FTA)

and the Federal Highway Administration (FHWA), the program was recognized for providing “better access to information about transit and transportation.” MAG was also recognized for taking the initiative to incorporate a Human Services Transportation Planner position allowing transportation planning activities to cater to the needs of the targeted populations.

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

This plan will report on the progress made on the strategies from the FY 2011 plan, offer an assessment of gaps within the region, highlight the positive impact of coordination efforts in the community, and propose strategies to best meet needs of the target population. The strategies continue to focus on making the most of the available resources in the region.





## Progress on the FY 2011 Plan

The strategies in the FY 2011 Plan promoted activities that would have the most positive impact on human services transportation needs in the region. The strategies incorporate the United We Ride goals of providing more rides for the targeted population(s) for the same or fewer resources; simplifying customer access to transportation; and increasing customer satisfaction. The FY 2011 plan introduced both short-term and long-term strategies to ensure the sustainability of coordination efforts. Progress made on the strategies is as follows:



### Short-Term Strategies

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

##### *Outcome measure:*

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

##### *Progress:*

MAG facilitates the federal funding process of the FTA Section 5310 Elderly Individuals and Individuals with Disabilities. Information regarding the availability of this



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

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

##### *Outcome measure:*

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

##### *Progress:*

The MAG Transportation Ambassador Program (TAP) quarterly meetings include transit updates presented by Valley Metro. A Valley Metro Transit Education representative provides public transit information along with travel training



***Making Connections***



opportunities. Providing travel training information at the TAP meetings expanded outreach to a wider audience that included six homeless and domestic violence shelters. The outcome is that more providers are aware of the travel training opportunities available to their clients. Valley Metro has also received funding to provide travel training for persons with disabilities.



### **Vanpools**

#### *Outcome measure:*

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

#### *Progress:*

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

### **Data quality standards**

#### *Outcome measure:*

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

#### *Progress:*

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

### **Long-Term Strategies**

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

#### *Outcome measure:*

This strategy focused on establishing more taxi cab and mileage reimbursement programs for consumers in areas with less transportation infrastructure. Focusing on



## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2012 Plan

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

### *Progress:*

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

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

### **Volunteer drivers program**

#### *Outcome measure:*

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

for services easy access to available programs and opportunities.

### *Progress:*

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

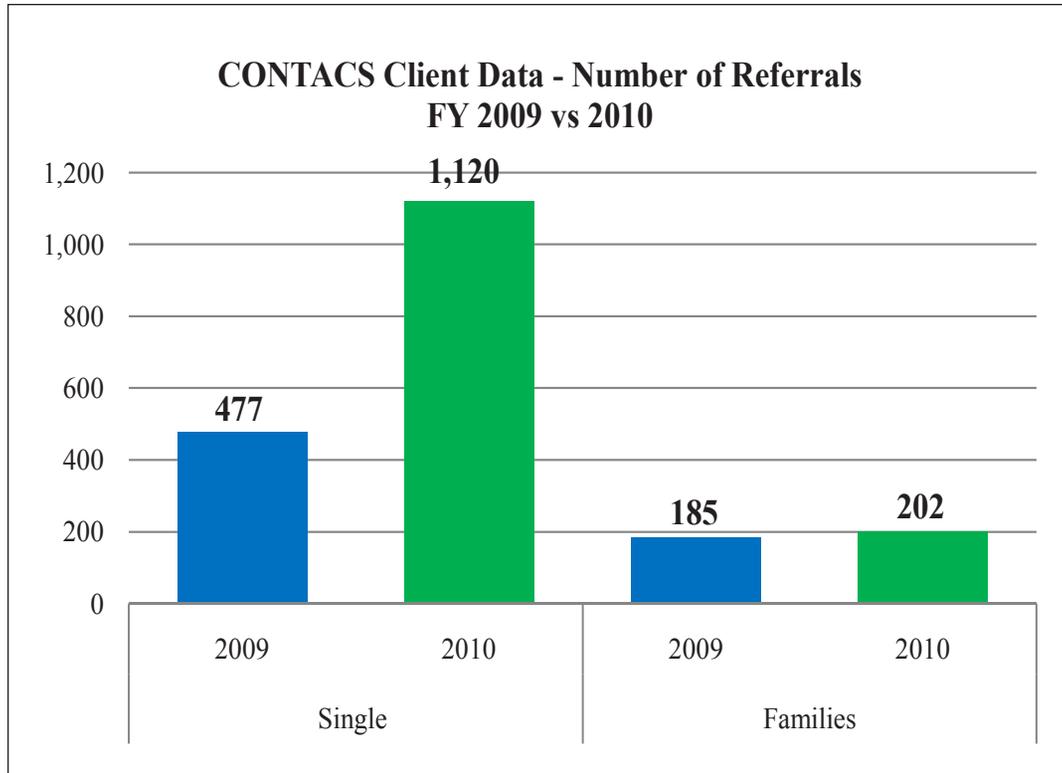




## Gaps Analysis

According to the U.S. Census Bureau, Maricopa County is now the fourth largest county in the United States. Population projections estimate Maricopa County will continue to grow to 6.1 million people in 2030. The region has endured two major funding reductions affecting transportation services for those most vulnerable. On March 18, 2010, a permanent repeal of the Local Transportation

Assistance Fund (LTAF) and LTAF II, which provided state lottery monies to local governments for public transportation, was signed into law. Arizona is now one of five states that do not provide funding for public transportation. Region-wide, the LTAF repeal represents approximately \$22.8 million of lost transit funding. Municipalities and nonprofits have made difficult decisions resulting in additional reductions to transit services.



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

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



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

### Foreclosures

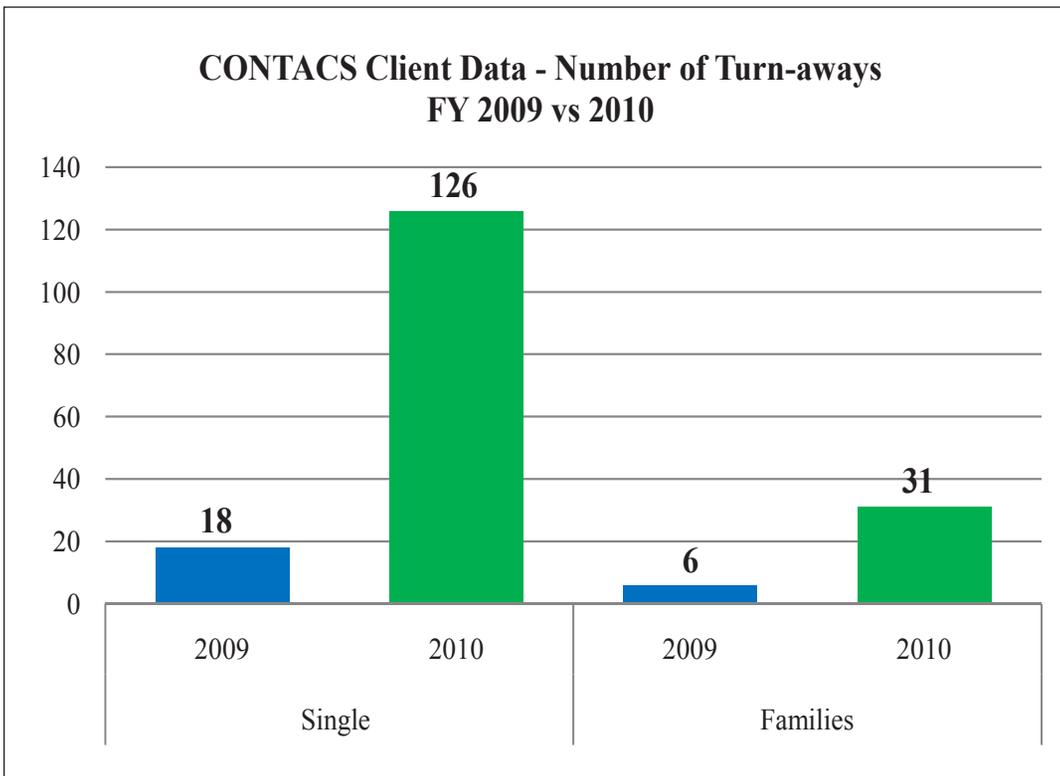
In relation to the increased demand for transportation services, our region has experienced a high number of foreclosures as compared to the rest of the nation. Arizona ranks second in the country in the number of foreclosures. Recent studies, such as the 2010 study done by the National Resources and Defense Council, suggest that



a lack of transportation options may contribute to a family losing their home due to foreclosure. Families are not only facing the difficult situation of accessing transportation to much needed services and jobs but also facing the difficulty of remaining in their homes. Foreclosure rates in the region have reached an all time high of 20,102 distressed homeowners. The foreclosure map on the next page illustrates all residential properties that have already been foreclosed but have not yet been purchased.

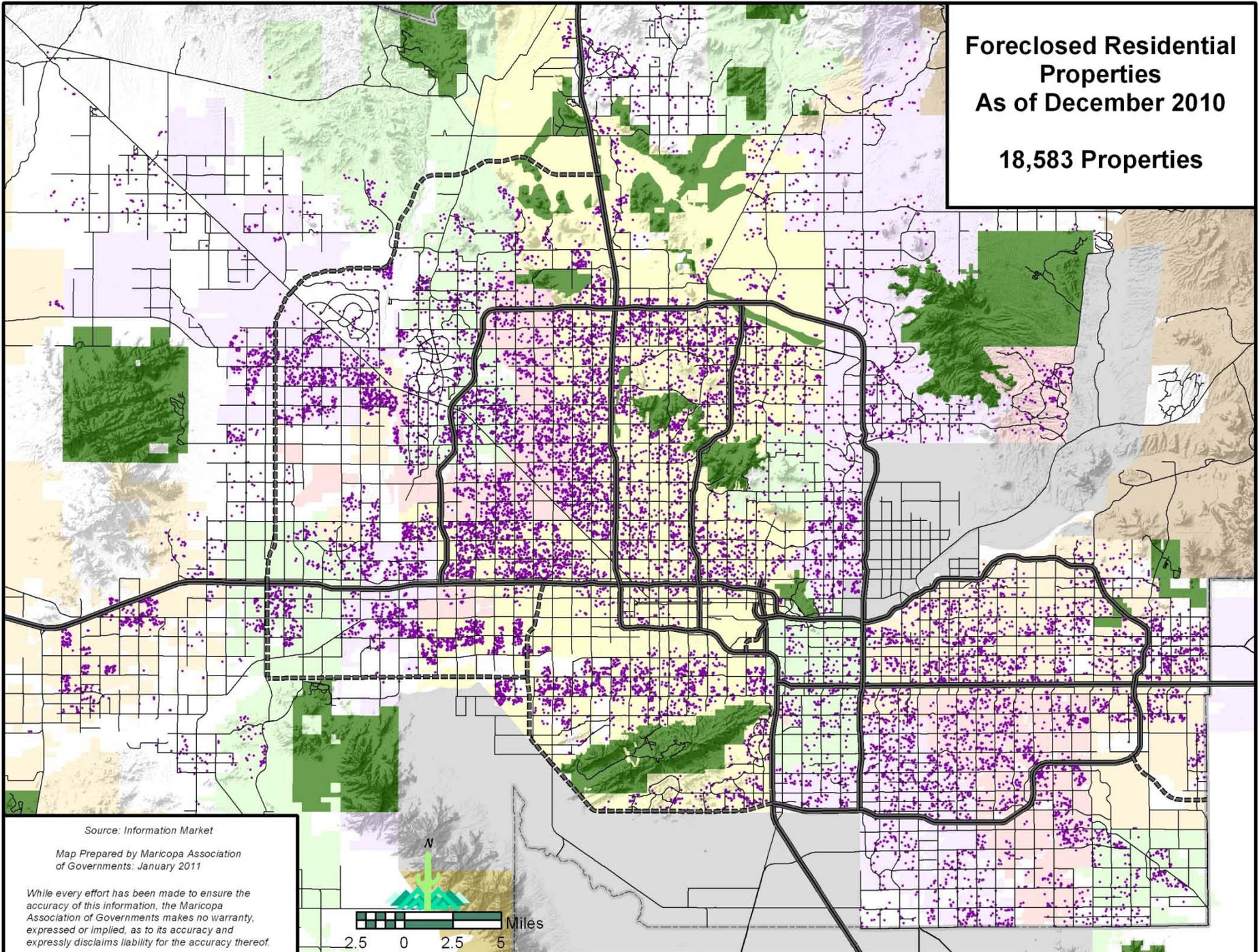
The following map (page 9) shows pending foreclosures on all residential properties that have received a letter stating the property will be foreclosed on in the future. These are families who potentially could lose their homes and thereby be in need of assistance of overburdened service programs. The third map (page 10) combines both foreclosed and impending foreclosure homes into a “distressed residential properties” map. As of December 2010, the number of residential properties in distress totals to 57,731 homes across the region.

**CONTACS Client Data - Number of Turn-aways  
 FY 2009 vs 2010**



**Foreclosed Residential  
Properties  
As of December 2010**

**18,583 Properties**



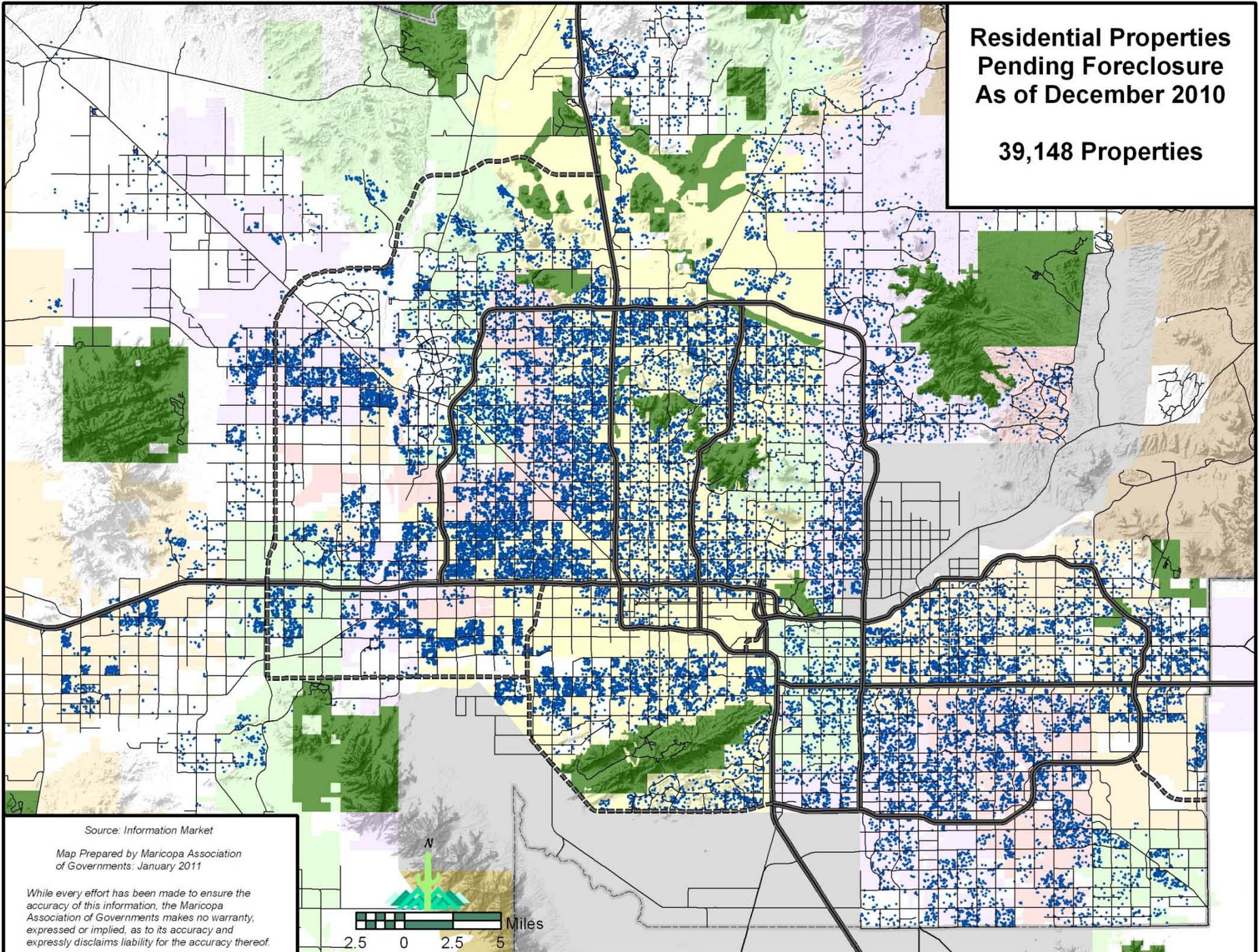
Source: Information Market

Map Prepared by Maricopa Association  
of Governments: January 2011

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accuracy of this information, the Maricopa  
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# Residential Properties Pending Foreclosure As of December 2010

39,148 Properties



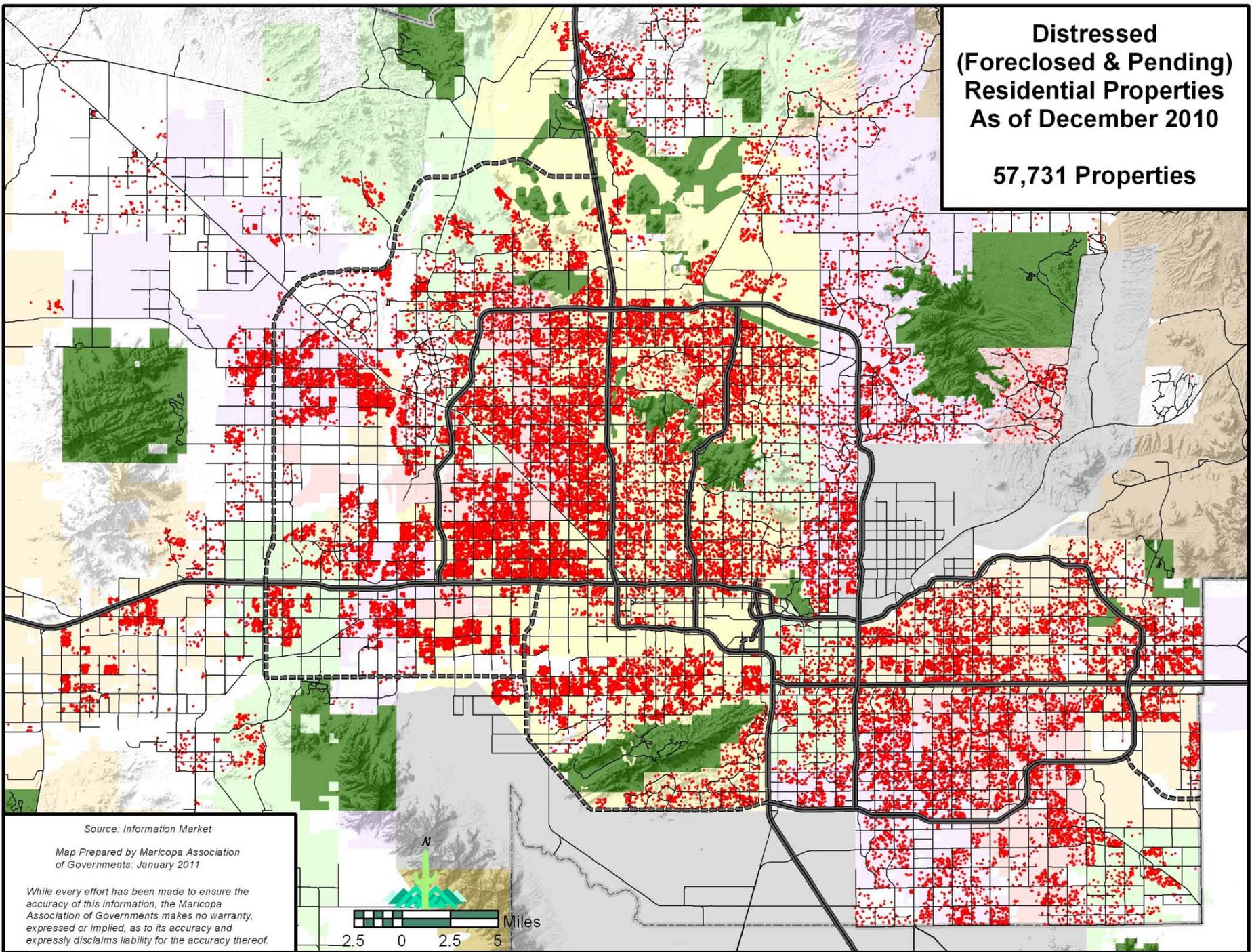
Source: Information Market

Map Prepared by Maricopa Association  
of Governments: January 2011

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**Distressed  
(Foreclosed & Pending)  
Residential Properties  
As of December 2010**

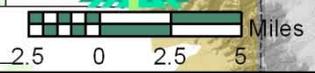
**57,731 Properties**



Source: Information Market

Map Prepared by Maricopa Association  
of Governments: January 2011

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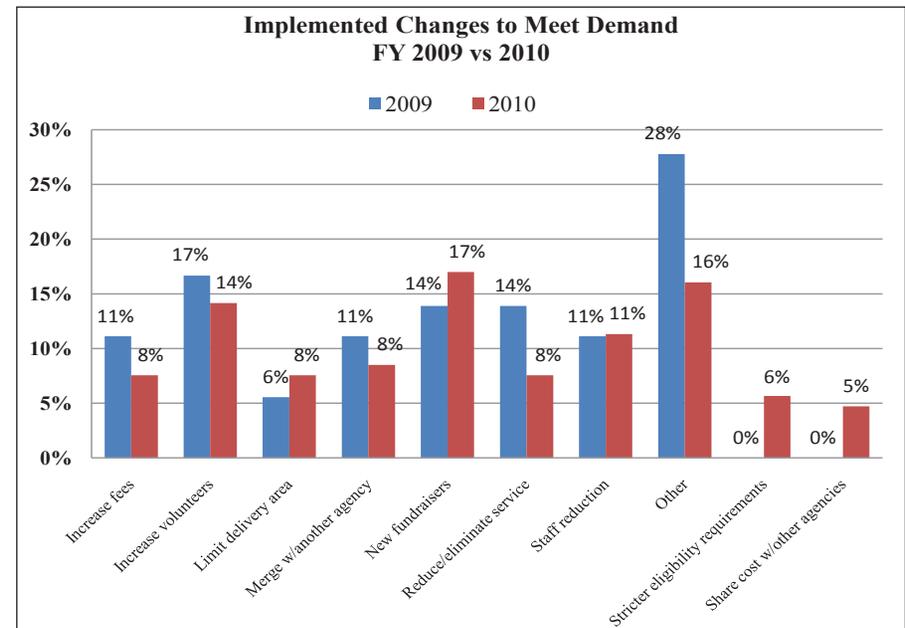
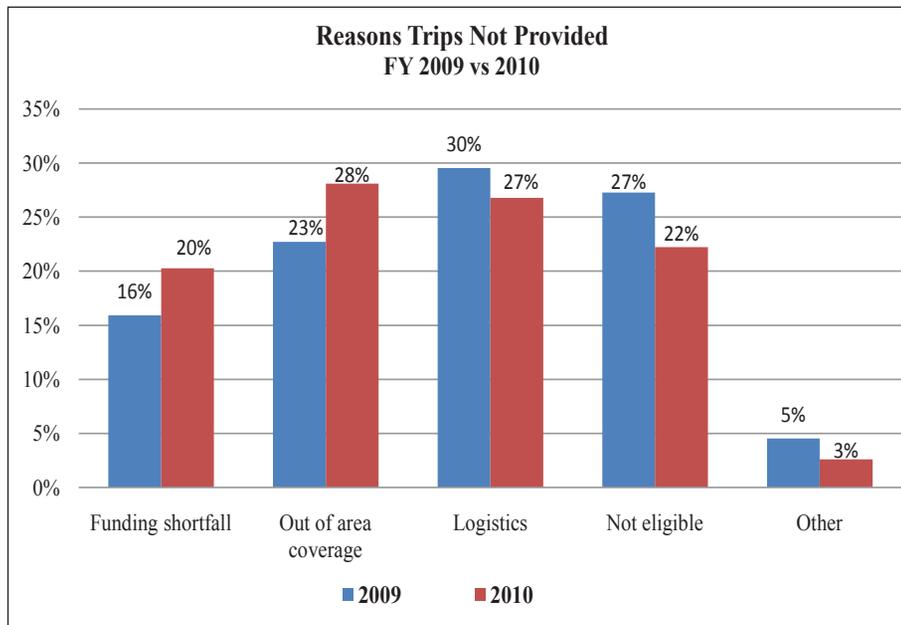
### MAG Human Service Transportation Provider Inventory

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

The FY 2010 survey results indicated requests from consumers not within the service provider's boundaries as the number one response for reasons trips were not provided.

This reflects a three percent increase from the previous year. Funding reductions also increased by four percent from the previous year. Decreases were reported in the *Logistics* category such as not enough vans or drivers, and in the requests *Not Eligible* category. One agency noted they had merged its senior transportation program with another agency and no longer reported providing that service. The decrease in the *Eligibility* category is reflective of agencies implementing stricter eligibility requirements.

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





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

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

### **Mapping Coordination Opportunities**

Regional coordination efforts are needed now more than ever to overcome the difficult economic challenges facing the region. The MAG Human Services and Information Services Divisions collaborated on a mapping project suggested by the MAG FTA Elderly and Persons with Disabilities Transportation Program Ad Hoc Committee. The maps show the overlapping service areas of agencies receiving Section 5310, 5316 and 5317 federal funds in the categories of persons with disabilities, person with developmental disabilities, and older adults. The following maps (*pages 13, 14, 16, 18*) identify each service delivery area and indicate how much the service delivery areas overlap.

The corresponding charts (*pages 15, 17, 19*) indicate the number of miles shared among the agencies' service delivery areas. The purpose of the mapping project is to provide a visual and analytical tool to identify overlapping service areas and to identify opportunities for collaboration. The maps can be a helpful tool in providing information on where service areas are located so that agencies can maximize limited resources and offer, where appropriate, alternative transportation services to their clients.

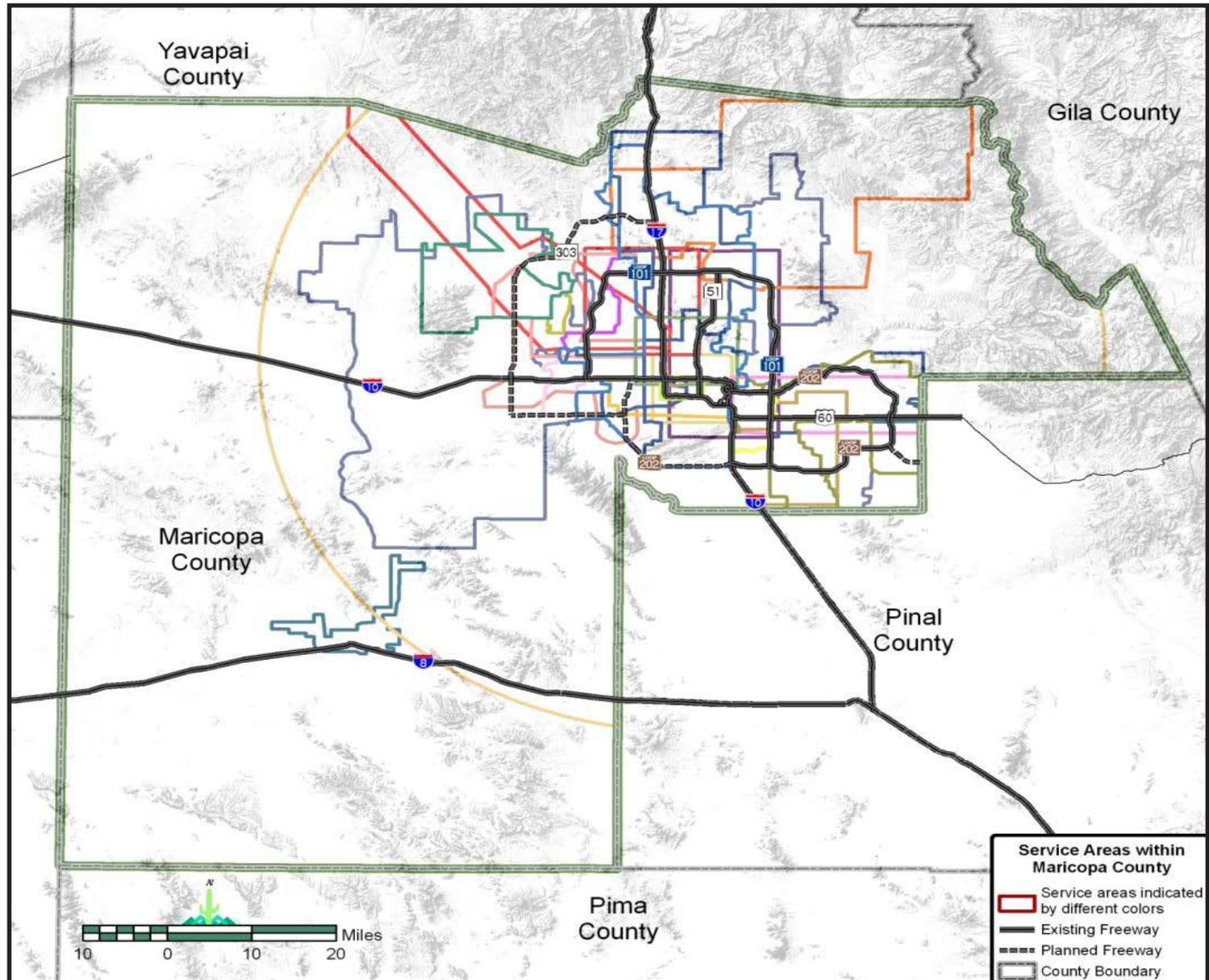
As the maps illustrate, the majority of service providers are located in central Phoenix. The majority of the target population also resides in central Phoenix. The July 1, 2010 provisional population estimate for Maricopa County is estimated at 3.851 million people. The 2009 American Community Survey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

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



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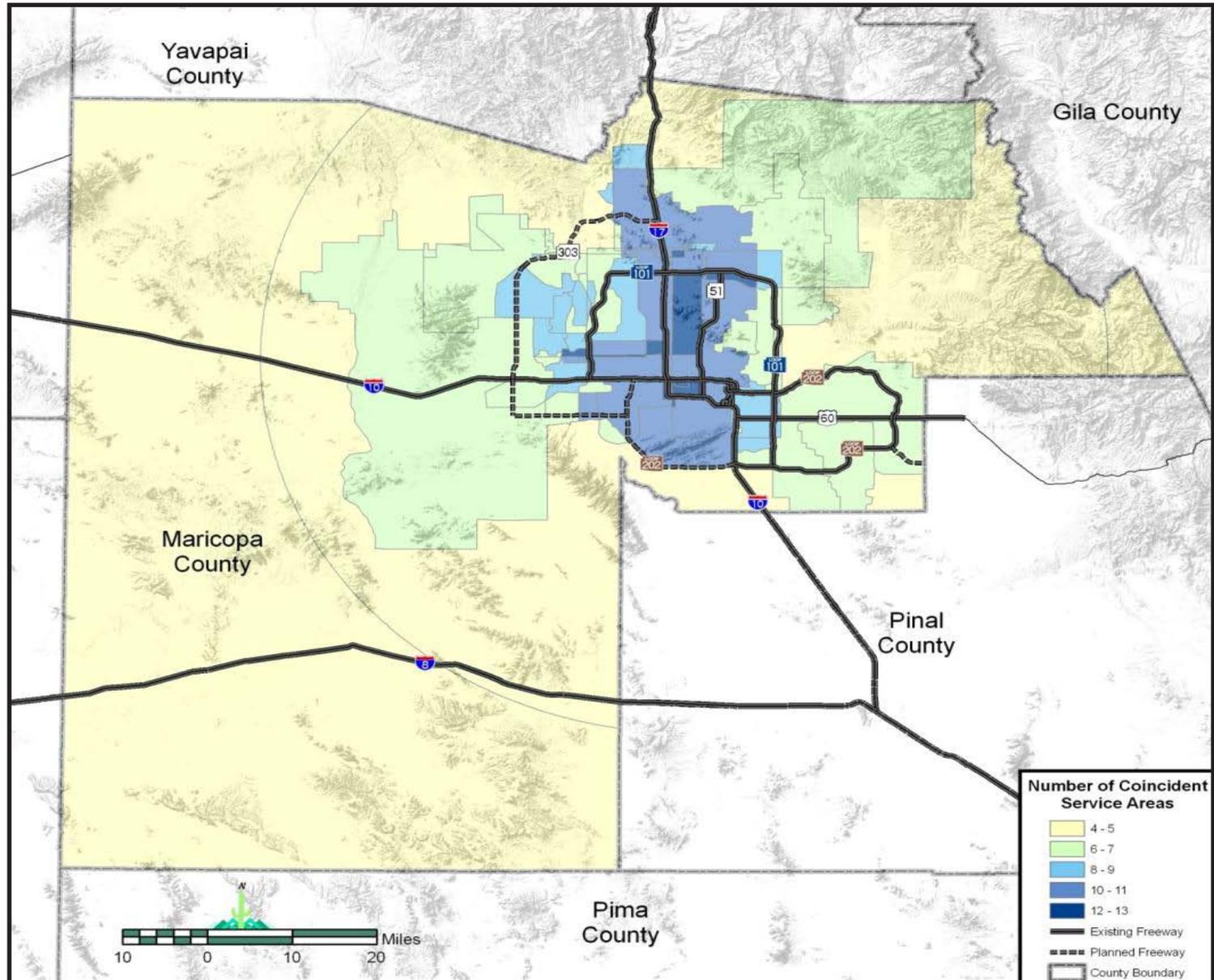
**Service Areas of  
Agencies Receiving  
FTA 5310, 5316 and  
5317 Assistance**





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





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 Transportation Plan – FY 2012 Plan**

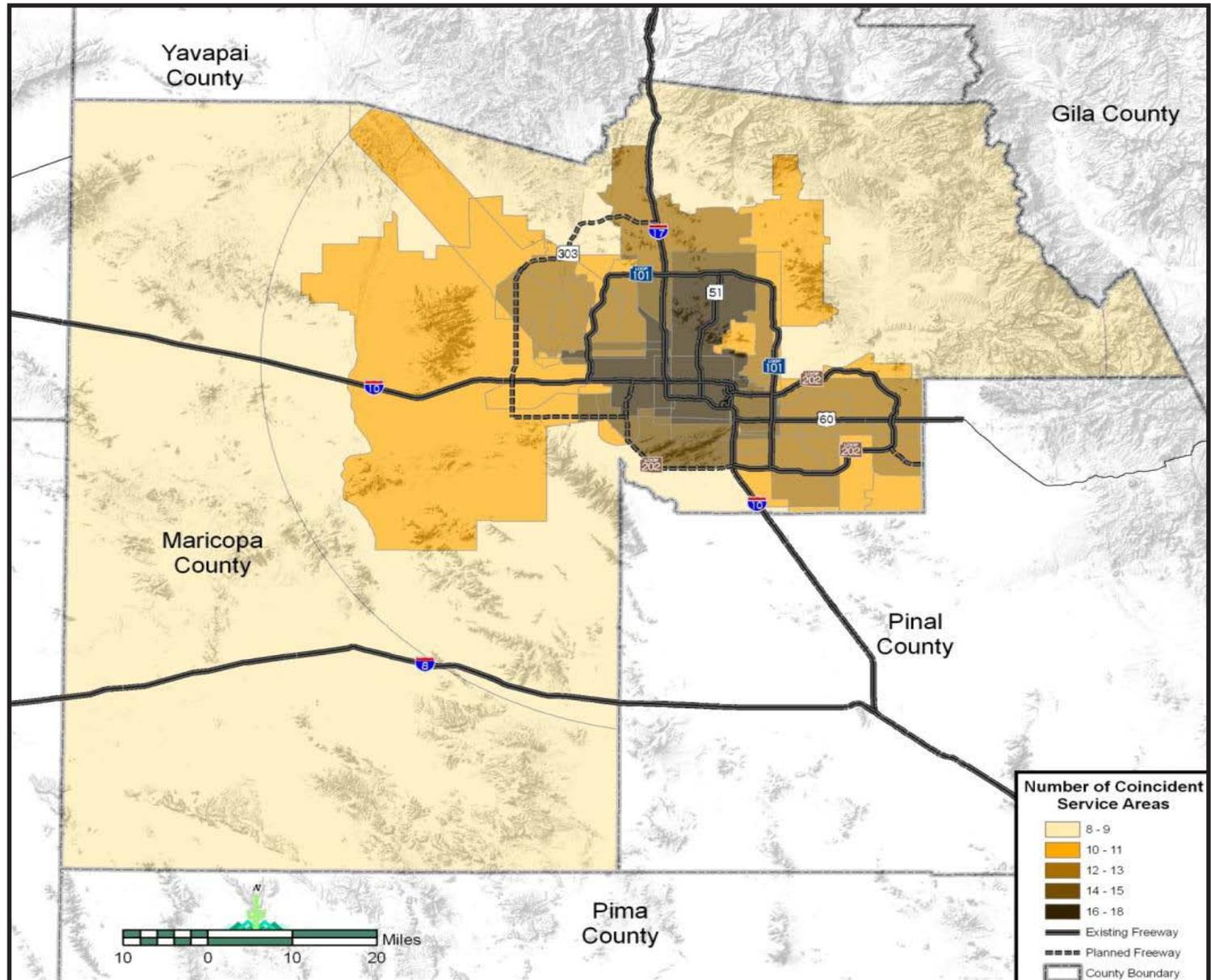
**Overlapping  
 Agencies Providing  
 Transportation  
 Assistance to  
 People with Physical  
 Disabilities  
 (Square Miles)**

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



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





**Maricopa Association of Governments  
Human Services Coordination  
Transportation Plan – FY 2012 Plan**

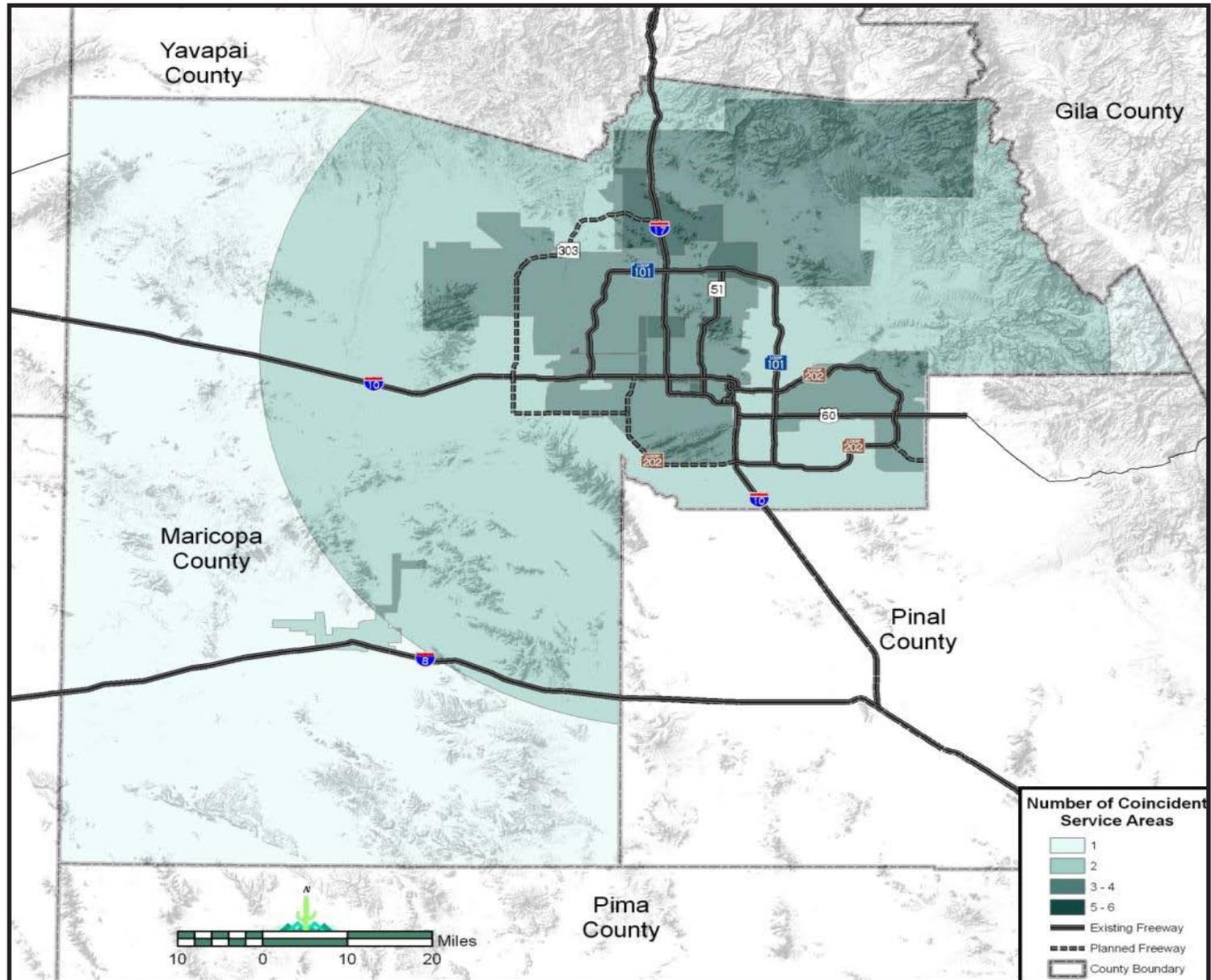
**Overlapping  
Agencies Providing  
Transportation  
Assistance to People  
with Developmental  
Disabilities  
(Square Miles)**

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



Maricopa Association of Governments  
**Human Services Coordination  
 Transportation Plan – FY 2012 Plan**

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





**Maricopa Association of Governments  
Human Services Coordination  
Transportation Plan – FY 2012 Plan**

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

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



## Highlight on Useful Coordination Practice

The MAG Transportation Ambassador Program presented the second annual Regional Excellence in Coordination awards on June 29, 2010. The awards recognize champions that display tireless commitment through their work in human services transportation coordination efforts in the categories of nonprofit and for-profit organization and individual. Judges for the awards included Dave Cyra, United We Ride Region IV Ambassador; Ellen Solowey, Virginia G. Piper Charitable Trust; and Page Gonzales and Christina Estes-Werther, Office of the Governor. The awardees have increased access to transportation for older adults, persons with disabilities, and people with low incomes in their community.



TERROS was awarded the Regional Excellence in Coordination Nonprofit Organization award. TERROS is a behavioral health organization serving the needs of adults with serious mental illness who may also have co-occurring substance abuse issues. TERROS has been a pioneer in the Mobility Management initiative. It was the first agency in the region to apply for and receive mobility management funds under the Section 5310 program. TERROS collaborates with community partners including Triple R Behavioral Health, Arizona Health Care, New Arizona Family, Inc., EMPACT-SPC, and Crisis Recovery Network.

AAA-Medical Transportation Brokerage of Arizona (MTBA) was recognized for the Regional Excellence in Coordination For-profit Organization. MTBA serves the needs of Arizona using safe, courteous, and reliable transportation services while also offering alternative modes of transpor-

tation. Other accessible modes of transportation include Greyhound bus service when and where applicable; shuttle services and the Bus Pass Program for Arizona Health Care Cost Containment System (AHCCCS) members living in Maricopa and Pima County, and the Family and Friends Reimbursement Program which pays a fixed amount for mileage to a family member or friend who provides transportation to and from medical appointments.

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

## Voices in the Community

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

Carol Ketcherside is the Deputy Executive Director of Planning for the Valley Metro Regional Public Transportation Authority (RPTA). Ms. Ketcherside noted in addition



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



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

community. That is one of the reasons Glendale provides comprehensive travel training programs, to break down the transportation barriers in our community.”

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

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





high-functioning individuals are given the tools of travel training to take public transit to off site employment.”



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



Louise Pelissier is a member of the Palo Cristi Presbyterian Church and runs the volunteer drivers program, Wheel Help. Ms. Pelissier stated “Transportation is an important issue. As a faith-based community, it is one way we show we care about each other.” Wheel Help’s mission is to provide members of their congregation an opportunity to continue attending church even if they have no means of transportation. Members of the congregation offer coordinated rides to church services. The church is exploring coordination with other faith communities and working with government entities. The congregation offers communion to homebound members once a month, but it is not the same as worshipping as a community. Ms. Pelissier stated, “The need for transportation for medical appointments and grocery shopping is important but to some people their faith is just as important and feeding the spiritual side is just as nourishing.”

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





## Strategies to Address Gaps

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

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

## Conclusion

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

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

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



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### **Participant List**

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

### **Resource Inventory**

Beginning on page 26 is a list of agencies that provide human services transportation.

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



## Participant List

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2012 Plan

### Human Services Coordination Transportation Plan Participant List

Alliance of Arizona Nonprofits  
Arizona Bridge to Independent Living  
Arizona Center for Disabilities Law  
Arizona Community Action Alliance  
Arizona Council of the Blind, Inc.  
Arizona Department of Economic Security  
Arizona Department of Transportation  
Arizona Grantmakers Forum  
Arizona Recreation Center for the Handicapped (ARCH)  
Arizona Transit Association  
Benevilla / The New Face of Interfaith Community Care  
Blessings! For Seniors  
Chandler Gilbert Arc  
City of Avondale  
City of Chandler  
City of Glendale  
City of Goodyear  
City of Mesa  
City of Peoria  
City of Phoenix  
City of Scottsdale  
City of Surprise  
City of Tolleson  
Clean Air Cab  
Creative Communications  
D Team Education Fund  
Davita  
Davita, Scottsdale Dialysis Center  
Desert Dialysis  
Developmental Disabilities Planning Council  
Duet  
Foothills Caring Corps  
Foundation for Senior Living  
Fresh Start Community Service  
Friendship Village of Tempe  
Gila River Indian Community  
Golden Gate Community  
Goodman Schwartz Public Affairs  
Hacienda Healthcare  
Horizon Human Services  
Indian Health Service  
Lutheran Social Service of the Southwest  
Magellan Behavioral Health  
Marc Center of Mesa  
MTBA - Medical Transportation  
MV Transportation, Inc.  
National Federation of the Blind of Arizona  
National Kidney Foundation of Arizona  
Native American Connections  
Native Health  
Navigator Mobility Consulting  
Neighbors Who Care  
Netcor Transports  
Nobody's Perfect Inc.  
One Step Beyond  
Phoenix Mayor's Commission On Disability Issues  
Phoenix Revitalization Corp  
Phoenix VA Health Care System  
Phoenix VA Medical Center  
PPEP Encompass, Inc  
Scottsdale Training and Rehabilitation Services (STARS)  
Senior Elite  
Southwest Behavioral Network  
SRI/Davita  
STAR-Stand Together And Recover  
Statewide Independent Living Council  
Sunnyslope Village Alliance  
Tempe Union High School District  
TERROS, Inc.  
The Centers for Habilitation (TCH)  
The Salvation Army  
Total Transit  
Town of Buckeye  
Triple R Behavioral Health  
UMOM, Inc.  
United Cerebral Palsy of Central Arizona  
Valley of the Sun United Way  
ValleyLife  
Veolia Transportation Services Inc  
Virginia G. Piper Charitable Trust  
Wheel Help, Palo Cristi Presbyterian Church



## Resource Inventory

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>AIRES</b> 2140 W Greenway Road Suite 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>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 Street Suite 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 Avenue 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 W 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 Avenue Phoenix, AZ 85021	Christie Munson, Comm./Grant Manager Ph: 602-995-6139 cmunson@beatitudescampus.org www.beatitudescampus.org	7:30 a.m. - 4:00 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.



## 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>Fresh Start Community Resources</b> 7206 N 55th Avenue, #101 Glendale, AZ 85301	Bruce Relf, Ph: 623-931-2801 connect@fresh-start.org www.fresh-start.org	9:00 a.m. - 4:00 p.m. Mon through Fri.	Transportation to food banks, job interviews and clothing stores.	•					Non-profit, no fee.
<b>Gompers Habilitation Center, Inc</b> 6601 N 27th Avenue Phoenix, AZ 85017	Elaine Starks Ph: 602-336-0061 estarks@gomperscenter.org		Agency operated vehicles only. Agency clients only.						Contact agency.
<b>MV Transportation Project</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.	Two taxi subsidy programs-one for dialysis and one for employment for people with disabilities.			•			Fees 25% of taxi fare up to a cap of \$15.00 per one way trip plus a 15% gratuity.
<b>MV Transportation Project Senior Cab</b> 1001 S 4th Street Phoenix, AZ 85004	Ph: 602-801-1163	9:00 a.m. - 5:00 p.m. Mon through Fri.	Senior cab voucher program.		•				Books of 20- \$1.00 Taxi Coupons cost \$6.00 and two books are allowed per month.
<b>NATIVE HEALTH</b> Native American Community Health Care Center Inc. 4520 N Central Avenue, Suite 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>NATIVE HEALTH</b> Native American Community Health Care Center Inc. NHW Community Health Center 2423 West Dunlap, Suite 140 Phoenix AZ 85021	Kim Yarbrough, Program Manager Ph: 602-279-5351 www.nativehealthphoenix.org	8:00 a.m. - 5:00 p.m. Mon through Fri.	Free medical transportation to and from NHW for NHW patients. Patients may be transported to medical appointments referred by the NHW physician.	•	•	•	•	•	Non-profit, no fee.
<b>Perry Rehabilitation Center</b> 3146 E Windsor Avenue Phoenix, AZ 85008	Ph: 602-956-0400 perrycenter@qwest.net 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) Reserve-a-Ride</b> 156 E Mohave Street Phoenix, AZ 85004	Jimmy Rubino, Transportation Supervisor. Ph: 602-262-4501 jimmy.rubino@phoenix.gov <a href="http://phoenix.gov/PUBTRANS/reserve.html">http://phoenix.gov/PUBTRANS/reserve.html</a>	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.
<b>Phoenix (City of) Human Services Department Sunnyslope Family Services Center</b> 914 W Hatcher Road 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 (City of) Human Services Department (HSD) Travis L Williams Family Services Center</b> 4732 S Central Avenue 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 Dial-a-Ride</b> 302 N 1st Avenue, Suite 900 Phoenix, AZ 85003	Gabriel Peiz Ph: 602-253-4000 1-800-775-7295 <a href="http://www.cityofphoenix.gov/PUBTRANS/dialride.html">www.cityofphoenix.gov/PUBTRANS/dialride.html</a>	5:00 a.m. - 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 Revitalization Corporation</b> 1310 W Hadley Street Building B Phoenix, AZ 85007	Wendoly Abrego Ph: 602-253-6895 wendoly@phxrevitalization.org <a href="http://www.phxrevitalization.org">www.phxrevitalization.org</a>	7 a.m. - 6:00 p.m. Mon through Thurs.	Community revitalization including, community gardens, leadership academies, resource center. No agency operated vehicles.		•	•	•	•	Non-Profit. Contact agency.



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<b>PHOENIX SERVICE AREA</b>									
<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.
<b>South Mountain Community Center</b> 212 E Alta Vista Road 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>Sunnyslope Village Alliance</b> 755 E Hatcher Road Phoenix, AZ 85020	Shelley MacDonald Ph: 602-674-5063	8:00 a.m.- 2:00 p.m. Mon through Fri.	Provide community resource information. No agency operated vehicles or contract services available.		.	.	.	.	Non-Profit. 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 Street Phoenix, AZ 85008	LaShawn Thompson Ph: 602-527-5895 lthompson@umom.org www.umom.org	7 days per week. 24 hrs per day.	Agency operated vehicles and bus passes through case management.	.	.	.		.	Non-Profit, faith-based organization. None.
<b>UMOM New Day Centers, Watkins Overflow Shelter</b> 1120 W Watkins Street Phoenix, AZ 85007	LaShawn Thompson Ph: 602-527-5895 lthompson@umom.org www.umom.org	7 days per week. 24 hrs per day.	Transport of Overflow Shelter clients to/from shelter and pickup/drop-off points. Bus passes for work, appointments for family homeless and domestic violence shelter clients.	.					Non-Profit, faith-based organization. None.



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<b>PHOENIX SERVICE AREA</b>									
<b>United Cerebral Palsy (UCP) of Central Arizona, Inc.</b> 1802 W Parkside Lane Phoenix, AZ 85027-1322	Marilyn Zepeda Ph: 602-943-5492 mzepeda@ucpofaz.org www.ucpofcentralaz.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, no fee.
<b>Valley Life</b> 1142 W Hatcher Road Phoenix, AZ 85021	Mary E. Brannoch Ph: 602-331-2415 mbrannoch@vsshc.org www.valleyofthesunschool.org	7 days per week. 24 hrs per day.	Agency vehicles. Physically and developmentally disabled, visually impaired, older adults.		•	•	•		Non-profit, no fee.



## Resource Inventory

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<b>EAST VALLEY SERVICE AREA</b>									
<b>About Care, Inc.</b> 600 W Ray Road, Suite 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., 7 days a week, anytime a volunteer can fill the service.	Client transportation to and from medical or social service appointments and pharmacy if needed.	.	.	.	.	.	Non-profit, no fee.
<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>Disability Development Resources LLC</b> 1356 E McKellips Road Suite 104 Mesa, AZ 85203	Deborah Lamoree, Owner/ Director Ph: 480-844-5265 dlamoree@ddresources.com www.ddresources.com	Office 9:00 a.m. - 5:00 p.m. Monday through Friday by appointment only please call to schedule.	Home and Community Based Services and independent Living.		.	.	.		Private, For-Profit. Contact agency.
<b>East Valley Adult Resources Inc./Assistance for Independent Living</b> 45 W University Drive, Suite B Mesa, AZ 85201	Leslie DeJong Ph: 480-996-9704 dejongmsc@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> 7550 E Adobe Street Mesa, AZ 85207	Peg Reed Ph: 480-218-2221 preed@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 Road Ste 101 Mesa, AZ 85202-6457	Ph: 480-491-6235 admin@evseniorservices.org	Contact agency.	Limited medical transportation		.				Contact agency.



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<b>EAST VALLEY SERVICE AREA</b>									
<b>East Valley Ride Choice</b> 3320 N Greenfield Road Mesa, AZ 85215	Ph: 480-962-RIDE (7433) 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 Street Mesa, AZ 85201	Ph: 480-962-5612 dejongmsc@evseniorservices.org www.evadultresources.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 Road 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>Foothills Caring Corps</b> PO Box 5892 Carefree, AZ 85377	Jayne Hubbard, Maggie Palmer Ph: 480-488-1105, Services@FoothillsCaringCorps.com www.FoothillsCaringCorps.com	8:30 a.m. - 4:30 p.m. Mon through Fri.	Serving homebound elderly.		•	•	•	•	Non-Profit. Donations Accepted.
<b>Fountain Hills Taxi &amp; Shuttle</b> 7222 E Northridge Street Mesa, AZ 85207	Ph: 480-837-7500	Contact agency.	Private for-hire carrier.						Contact agency.
<b>Friendship Village</b> 2645 E Southern Avenue 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.
<b>Good Samaritan Society - Mesa Good Shepherd</b> 5848 E University Drive 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.



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<b>EAST VALLEY SERVICE AREA</b>									
<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 Senior Services</b> 9401 S Avenida Del Yaqui Guadalupe, AZ 85283	Theresa Rodriguez, Director Ph: 480-505-5393 trodriguez@guadalupeaz.org www.guadalupeaz.org	9:00 a.m. - 4:00 p.m. Mon through Fri.	Agency operated vehicles only.		•	•			Local government - public agency. Contribution requested or donation. Funded in part by the Area Agency on Aging.
<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>MARC Center of Mesa</b> 924 N Country Club Drive 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>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>Neighbors Who Care</b> 10450 E Riggs Road Suite 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>Nobody's Perfect Inc.</b> 18911 E San Tan Boulevard Queen Creek, AZ 85142	Philip M. Pajak Ph: 480-840-9351 philippajak@nobodysperfectinc.org www.nobodysperfectinc.org	6:30 a.m.- 4:30 p.m. Mon through Fri.	Providing transportation to clients in day programs and work programs.	•			•		Non-profit, no fee.



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<b>EAST VALLEY SERVICE AREA</b>									
<b>Paradise Valley Senior Center</b> 17402 N 40th Street Phoenix, AZ 85032-2200	Ph: 602-495-3785 paradise.valley.cc.hsd@phoenix.gov www.phoenix.gov/SRCNTRS/cntrpara.html	Services available 7 days a week.	Contract service providers. ADA certified individuals only.	.	.	.			Contact agency.
<b>Scottsdale (City of) - Trolley</b> 7447 E Indian School Road Suite 205 Scottsdale, AZ 85251	John Kelley Ph: 480- 312-7626 Jkelley@scottsdaleAZ.gov www.ScottsdaleAZ.gov	Trolley operates 11:00 a.m. - 9:00 p.m. The Neighborhood Trolley operates 7:00 a.m. - 9:00 p.m. Route 76 operates Mon through Friday 5:15 a.m.-11:15 p.m., Sunday and holidays 5:45 a.m.- 7:20 p.m.	Agency operated vehicles only.		.	.	.	.	Public Agency. Free.
<b>Scottsdale (City of) Transportation Department Cab Connection Program</b> 7447 E Indian School Road Suite 205 Scottsdale, AZ 85251-3915	Ed Jones, Ph: 480-312-7519 ejonesIII@scottsdaleaz.gov www.scottsdaleaz.gov/traffic/altransmethod/specialservices.asp	24 hrs, 7 days per week.	Subsidized taxi voucher program for residents who are disabled or are age 65 and over. May request up to 16 subsidized taxi vouchers per month.	.	.	.			Public Agency. City pays 80% of cab fare up to a \$10.00 maximum.
<b>Scottsdale Training and Rehabilitation Services (STARS)</b> 7507 E Osborn Road 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>Tempe (City of) - Pyle Adult Recreation Center</b> 655 E Southern Avenue 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.



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<b>EAST VALLEY SERVICE AREA</b>									
<b>The Arc of Tempe</b> 501 E Broadway Road Tempe, AZ 85282	Mike Mayhew, Executive Director 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 Avenue Apache Junction, AZ 85219-5214	Richard Ph: 480-982-4110 lindaraymond@uswsalvationarmy.org www.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 Avenue, Ste. 700 Phoenix, AZ 85003	Ph: 480-633-0101 Reservation: Valley Metro Customer Service 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.
<b>Y OPAS Outreach Programs for Ahwatukee Seniors</b> 1030 E Liberty Lane Phoenix, AZ 85048-8461	Judy Lewisohn, Program Manager Ph: 602-212-6088 opas@vosymca.org http://www.valleymca.org/ahwatukee/news.cfm	Office 9:00 a.m. - 12:00 p.m. 1:00 p.m. - 4:00 p.m. Mon through Fri.	No agency operated vehicles or contract services available. Any person 62 years of age or older who resides in Ahwatukee.		•				Contact agency.



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<b>WEST VALLEY SERVICE AREA</b>									
<b>Arizona Center for the Blind &amp; Visually Impaired</b> 3100 E Roosevelt Street 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>Benevilla, The New Face of Interfaith Community Care</b> 16752 N Greasewood Street Surprise, AZ 85374	Darlene Turner Ph: 623-979-7126 dtturner@benevilla.org www.benevilla.org	8:00 a.m.-4:30 p.m. Mon through Friday office; 7:30 a.m. - 5:30 p.m. Mon through Friday day centers.	Agency vehicles supplemented by volunteers and purchased transportation.						Non-Profit. Contact agency.
<b>Buckeye Family Care Center</b> 306 E Monroe Street 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>Duet</b> 555 W Glendale Avenue Phoenix, AZ 85021-8799	Ricardo Samano Ph: 602-274-5022 Samano@duetaz.org www.centerdoar.org	9:00 a.m. - 4:30 p.m. Mon through Fri.	Transportation to medical and social service appointments 9:00 a.m. - 3:00 p.m. Mon-Fri (rides scheduled 3-5 working days in advance and service limited to 1 ride/week and within 10-12 miles of home and no electric wheelchairs or carts.)	•	•	•			Non-Profit. No fee.
<b>El Mirage Dial-a-Ride</b> 12145 NW Grand Avenue El Mirage, AZ	Doug Strong Ph: 623-876-2951 dststrong@cityofelmirage.org www.cityofelmirage.org	9:00 a.m. - 4:30 p.m. Mon through Fri.	Door-to-door transportation for residents to senior center and for minimal prescriptions, limited medical and social services.		•	•		•	Municipality. \$2.00 each way.
<b>Gila Bend Primary Care Center</b> 100 N Gila Boulevard Gila Bend, AZ 85337	Ph: 928-683-2269	Contact agency.	Limited medical transportation.						Contact agency.



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<b>WEST VALLEY SERVICE AREA</b>									
<b>Glencroft Retirement Community</b> 8611 N 67th Avenue 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 (City of) Glendale Adult Center</b> 5970 W Brown Street 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>Glendale (City of) Taxi Subsidy Program</b> 6210 W Myrtle Avenue Building 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. Max value \$15.00+tip. Passengers are responsible for remaining amount.
<b>Glendale (City of) Transit</b> 6210 W Myrtle Avenue Building 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>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>One Step Beyond, Inc</b> 9299 W Olive Avenue Suite 311 Peoria, AZ 85345	Mimi Rogers Ph: 623-215-2449 mimirogers@osbi.org www.osbi.org	6:30 a.m. - 6:00 p.m. Mon through Fri.	Service provider for individuals with developmental disabilities, life skills and vocational training.						Non-Profit. Contact agency.



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<b>WEST VALLEY SERVICE AREA</b>									
<b>Peoria (City of) Transit</b> 8850 N 79th Avenue Peoria, AZ 85345-7965 Mailing: 8401 W Monroe Street Peoria, AZ 85345	Bill Mattingly Ph: 623-773-5151 bill.mattingly@peoriaaz.gov www.peoriaaz.com	6:00 a.m. - 6:00 p.m. Monday through Friday. Reservations 8:00 a.m. - 5:00 p.m. Monday through Friday.	Transportation for any individual anywhere within the City of Peoria.	•	•	•	•	•	Public Agency. Yes, contact agency for more information.
<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 Avenue Sun City West, AZ 85375	Ph: 623-584-7802 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 Street 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 services. Food service including snacks and hot lunches, personal care, health monitoring, transportation, and pet therapy for individuals with Alzheimer's Disease, Parkinson's Disease, related dementia or stroke, social isolation, depression and anyone who needs daytime supervision.		•	•			Non-Profit. \$7.00 round trip for non-clients living within Wickenburg. Sliding scale fees, scholarships available based upon financial need.
<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) Senior Center</b> 15832 N Hollyhock Street 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.



## 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>Surprise (City of) Community Initiatives</b> 15832 N Hollyhock Street 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 Street 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 Avenue 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>Tidwell Family Care Center</b> 16560 N Dysart Road Surprise, AZ 85374-3747	Ph: 623-546-2294	Contact agency for more information.	Limited medical transportation.						Contact agency.
<b>Tolleson (City of)</b> 9555 W Van Buren Street Tolleson, AZ 85353	Joy McClain (623) 936-2751 jmccclain@tollesonaz.org www.tollesonaz.org	8:00 a.m.- 4:00 p.m. Mon through Fri.	Dial-a-Ride.	•	•	•		•	Public Agency. No fees.
<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 Street, #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

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>Central Arizona Shelter Services (CASS)</b> 230 S 12th Avenue Phoenix, AZ 85007	John Wall Ph: 602-256-6945 jwall@cass-az.org 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 Boulevard #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>Clean Air Cab</b> 1600 W Main Street Mesa, AZ 85201	Steve Lopez Ph: 480-268-6721 steve.lopez@cleanaircab.com www.cleanaircab.com	7 days per week.	Taxi cab service.		•	•	•	•	For-Profit. 2.50 initial fee, 1.90 per mile.
<b>Coolidge Cotton Express</b> 131 W Pinkley Avenue Coolidge, AZ 85228	Cotton Express Ph: 520-723-6085 mhoffman@coolidgeaz.com www.coolidgeaz.com	6:45 a.m. - 10:00 p.m. Mon through Fri.	Agency operated vehicles only. Central Pinal County and City of Coolidge.		•	•	•	•	Public Agency. Route: \$1.25 Children: \$.75 Dial-A-Ride: \$1.50 Regional Child: \$1 Regional Adult: \$2
<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.
<b>Foundation for Senior Living</b> 1201 E Thomas Road 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.



## Resource Inventory

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<b>REGIONAL SERVICES</b>									
<b>Hacienda Healthcare, Inc.</b> 1402 E South Mountain Ave. Phoenix, AZ 85042	Susanna Hesser Transport@haciendainc.org	Please contact agency for further information.	Agency operated vehicles only, agency clients residing in our facilities.	•		•	•		Contact agency.
<b>Interfaith Cooperative Ministries</b> 501 S 9th Avenue 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 food and clothing bank. 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: 602-233-2031	Contact agency for more information.	Private for-hire carrier.		•	•	•	•	For-profit. Call for rates, based on service requested and distance.
<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>National Kidney Foundation of Arizona</b> 4203 E Indian School Road Suite 140 Phoenix AZ 85018-5341	Lisa Romero or James Ivie Ph: 602-840-1644 lisar@azkidney.org or jive@azkidney.org www.azkidney.org	8:30 a.m. - 4:30 p.m. Mon through Fri.	Provide transportation to and from dialysis treatments. Maricopa County (including rural areas). Patients use public transportation provided by NKF AZ. Must have vouchers stamped and approved by NKF AZ for the approval of 25%; must meet mileage requirements. Vouchers/tickets used for Phoenix and East Valley DAR, 31-day City Bus pass, Taxi.	•					Non-Profit. No fee, see Service column for more detailed information.



## Resource Inventory

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<b>REGIONAL SERVICES</b>									
<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.phoenixei.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.
<b>Phoenix Fire Department Night Rescue</b> 150 S 12th Street 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>Stand Together and Recover Centers, Inc. (STAR)</b> 1014 N 24th Street, #11 Phoenix, AZ 85008	Suzanne Legander Ph: 602-717-5049 suzannel@thestarcenters.org www.thestarcenters.org	7:00 a.m.-4:00 p.m. Mon through Fri, Saturday and Sunday various hours.	Day recovery center for adults with mental illness.	.	.	.	.	.	Non-profit, no fee.
<b>TERROS Inc.</b> 3003 N Central Avenue Suite 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>Triple R Behavioral Health Inc.</b> 40 E Mitchell Drive, 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>Valley Metro Bus</b> 302 N 1st Avenue Suite 700 Phoenix, AZ 85003	Customer Service: Ph: 602-523-5000 Valley Metro Customer Service 480-633-0101, East Valley Dial-a-Ride Reservation csr@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. Please call 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>STATE-WIDE SERVICES</b>									
<b>AAA Cab (includes: TLC Taxi, Fiesta Taxi, Neils, Courier, Checker, AAA Sedans),</b> 4525 E University Drive 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.		•	•		•	Private, For-Profit. Taxi Street Rates \$2.50 drop, \$2 each mile, \$28 per hour. Airport Taxi Rates \$16 min, \$5 first mile, \$2 each additional mile, \$20 per hour traffic delay time, \$1 Phoenix Airport Tax.
<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 Handicapped Transport Services 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	Josh Olson Ph: 310-390-2958 888-426-2643 info@angelflightwest.org www.angelflightwest.org	8:30 a.m. - 4:30 p.m. Mon through Friday Pacific time.	Air transportation to and from medical treatment or other compelling human need.		•	•		•	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 Avenue, 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 Street Suite 110 Phoenix, AZ 85034-2005	Ashleigh Turner Ph: 602-507-4209 or 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. Social support service for individuals with SCI and their families including peer mentoring, social and recreational activities, discussion groups I&R, etc.			•			Non-Profit. TBA (rates will be increased / rates to be determined).



## Resource Inventory

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<b>STATE-WIDE SERVICES</b>									
<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>CD Transport, LLC</b> 4933 E Halifax, Mesa, AZ 85205. Mailing: PO Box 321 Mesa, AZ 85211	Ph: 602-989-5115	Call for schedule.	Private for-hire carrier.		•	•	•		Contact agency.
<b>ComTrans</b> 2336 E Magnolia Phoenix, AZ 85034	Neal Thomas Ph: 602-231-0102 neal@gocomtrans.com	5 a.m. - 10 p.m. Sun 7:00 a.m. - 9:00 p.m. / Sat 6:00 a.m. - 9:00 p.m. / 7 days per week	Private for-hire carrier. Depends on requirements of contracting agencies		•	•			Contact agency.
<b>Dependable Medical Transport Services (DMTS)</b> 2237 N 36th Street Phoenix, AZ 85008	Richard Ganley Ph: 602-235-2255 info@dmtransport.com www.DMTstransport.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>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 Street 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>Quality Transport Services of Arizona</b> 2323 E Magnolia Street Suite112, Phoenix AZ 85039	(602) 371-1007 www.qtsaz.com	24 hours, 7 days per week.	Call agency for more information		•	•			For-Profit. Call for rates, based on service requested and distance.



## Resource Inventory

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<b>STATE-WIDE SERVICES</b>									
<b>Safe Ride Services, Inc.</b> 2001 W Camelback Road 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>Total Transit, Inc. d/b/a Discount Cab &amp; Meditrans</b> 4600 W Camelback Road Glendale, AZ 85301-7609	Craig Hughes, CEO Ph: 602-200-5500 chughes@totaltransit.com www.totaltransit.com	12:00 a.m. to 11:59 p.m. 7 days per week.	Private for-hire carrier.		•	•	•	•	For-Profit. Call for rates, based on service requested and distance.
<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 2012 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, and was approved for continuing resolution authorized until December 2009. Most recently, on March 18, 2010, President Obama signed the Hiring Incentives to Restore Employment Act (H.R. 2847) into law. The act includes an extension of surface transportation funding and Highway Trust Fund spending authority and extended SAFETEA-LU through December 31, 2010. This maintains the same maximum spending levels for surface transportation programs out of the Highway Trust Fund as were set in the FY 2010 Transportation Appropriations Act. For more information please go to this link, <http://www.fhwa.dot.gov/safetealu/>.

#### *Section 5310*

The 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 unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each State's share of population for these groups of people.

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





## Background

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2012 Plan

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 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).



## Background

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2012 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.

#### *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/>.

#### *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.

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>.





*Maricopa Association of Governments*  
**Human Services Coordination**  
**Transportation Plan – FY 2012 Plan**

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**Notes:**

