

Maricopa Association of Governments  
Elderly Persons and Persons with Disabilities 5310 Transportation Program  
Ad Hoc Committee Meeting Minutes  
February 22, 2012, Chaparral Room

MEMBERS ATTENDING

Markus Coleman, City of Phoenix  
Matt Dudley, City of Glendale, Vice Chair  
Mark Hannah, Town of Youngtown  
Julie Howard, City of Mesa, Chair  
Becky Johnson, Valley Metro RPTA  
+Ken-Ichi Maruyama, Town of Gilbert  
Christine McMurdy, City of Goodyear  
Ann Marie Riley, City of Chandler  
Kristen Sexton, City of Avondale

OTHERS PRESENT

Alice Chen, MAG  
Dan Harrigan, ADOT  
Joanne McLaughlin, City of Phoenix

Rachel Brito, MAG  
DeDe Gaisthea, MAG

\*Those members neither present nor represented by proxy.  
+Those members present by audio or videoconference.

1. Welcome and Introductions

Julie Howard, City of Mesa, Chair, called the meeting to order at 10:05 a.m. Introductions ensued.

2. Call to the Audience

No comments were made at this time.

3. Approval of the FTA Ad Hoc Elderly and Persons with Disabilities Transportation Committee November 11, 2011 Meeting Minutes

Chair Howard asked for a motion to approve the November 11, 2011 meeting minutes. Christine McMurdy, City of Goodyear, made a motion to approve the minutes of November 11, 2011. Matt Dudley, City of Glendale, Vice Chair, seconded the motion. The motion passed unanimously.

4. FY 2011 Program Overview And Application Process

Chair Howard introduced DeDe Gaisthea, MAG, to offer an overview of the application process. Ms. Gaisthea began by stating the Section 5310 applications for the MAG region were due on February 17, 2012. She noted 19 applications were received which included four applications requesting mobility management funding. Applicant interviews will be held on March 21, 2012 from 9:00 a.m. – 4:00 p.m. in the Cholla room at MAG.

Ms. Gaisthea advised applications are available on CD. She advised ADOT had been revising the applications during this process. She noted revisions to the application, received from ADOT, were distributed to applicants as they became available. Ms. Gaisthea noted some agencies may have submitted a revised application. She advised Committee members to review the most recently dated application. Ms. Gaisthea noted the applications for ADOT have the original signature on the assurances and will review applications to ensure all

required signatures are included. She noted signatures for The City of Surprise and About Care are still in process and will be submitted after their respective council and board meets.

Ms. Gaisthea reviewed the agenda for the March 21<sup>st</sup> applicant interviews. The Committee will meet briefly from 9:00 – 9:15 a.m. prior to beginning the applicant interviews. Interviews will begin at 9:20 a.m. with the mobility management applications interviewing first. She continued the Committee will meet at 3:00 after the review process to evaluate the application. Applicant interviews will be at ten minute intervals..

Dan Harrigan, Arizona Department of Transportation (ADOT), noted the application and ranking process has been simplified making the process much easier. Chair Howard expressed concern over the tight schedule. She recommended allowing applicants to submit responses to the Committee's questions in writing, prior to the interviews. This would allow time for the Committee to review responses and applicants to present any additional information during the scheduled interview time. Committee members discussed starting the meeting earlier and adding an additional five minutes for each interview.

Ms. Gaisthea summarized the Committee's request to change the meeting start time to 8:00 a.m.; add five minutes to the interviews; and keep the scheduled breaks. She advised due to the Committee's request to have applicants respond to the questions in writing before the interviews, Committee members would be need to submit their questions to Ms. Gaisthea prior to March 19.

Ms. Gaisthea provided a brief update of the FY 2013 MAG Human Services Coordination Transportation Plan update. She acknowledged the EPDT Committee, stakeholders and the City of Phoenix for their support for regional coordination efforts. She advised the MAG Human Services Technical Committee and Human Services Coordination Committee have taken action recommending approval of the Human Services Transportation Coordination Plan. The plan is moving through the MAG Management Committee and Regional Council for approval. She advised the plan meets the Federal Transportation Administration's requirements for an inventory, strategies and gaps analysis.

Ms. Gaisthea provided an overview of the plan update which includes short-term and long-term strategies. She noted the goal of the new strategies is to continue coordination efforts and utilize the available resources in the community.

#### Description of Short-Term Strategies for FY 2013

- Design a web page to accommodate the MAG Human Services Provider Inventory with searching capabilities. MAG, ADOT, and RPTA will collaborate on elements necessary for an interactive inventory.
- Continue to address the issue of insurance as a barrier by coordinating unused vehicles. Such as researching policies involving using drivers from other agencies to transport consumers with varying abilities.
- Engage new stakeholders in small and outlying communities to participate in Transportation Ambassador Program meetings.

- Increase communication with and utilization of mobility managers in the region.  
Description of Long-Term Strategies
- To continue the dialogue on one-call center that would coordinate the scheduling and dispatch of paratransit services for older adults and people with disabilities.

Ms. McMurdy noted the short-term strategy regarding insurance as a barrier appears to be a very legitimate reason for agencies not to coordinate. It was noted government guidelines for coordination do not consider everything that is involved such as insurance, fuel cost, and maintenance. Mr. Harrigan said these are items to be addressed with the insurance commissioner. Vice Chair Dudley suggested representation from the Department of Developmental Disabilities (DDD) on the EPDT Committee. He noted agencies often reference specific contract requirements with DDD and having a representation on the Committee would be beneficial.

Chair Howard invited Mr. Harrigan, ADOT, to discuss key changes in the application process. Mr. Harrigan stated ADOT is reviewing all processes and procedures and the Governor's office is currently reviewing the overall system and management grant software. He discussed the need for agencies to be realistic about their requests thereby eliminating a "B" list. Currently, unexpended funding from 2007, 2008, and 2009 is being used to fund most of the 2011 B-list. Mr. Harrigan commented ADOT is in the process of getting out the 2011 contracts. He noted the new life cycle for the grant programs may change Section 5310, 5316 and 5317 rolling all three grant programs into one. It is anticipated the use of funds operating could be allowed. Mr. Harrigan discussed the revised and simplified evaluation form for 5310. An evaluation form will also be provided for mobility management projects. Mr. Harrigan stated staff training is not yet mandatory referenced the on-line training for defensive driving and CPR for a low fee.

Mr. Harrigan commented regional coordination plans are due May 4, 2012. He, along with three consultants will be reviewing the plans. New plans are due every three years with amendments due in the interim. The review will verify an agency's participation in the plan, if they are actively coordinating with other agencies and if vehicles are being run to capacity. Mr. Harrigan advised ADOT would like to see regional level mobility managers and that mobility managers need to be actively coordinating with other agencies. He noted many of the projects for mobility managers that derived from the coordination institute are happening. Technical assistance is also available for all regions.

Vice Chair Dudley questioned the process for evaluating first-time applicants. Chair Howard noted discussion from last year to include additional information that would be helpful during evaluations. She said it is difficult to evaluate an applicant if their history is unknown and suggested having the Committee's input in developing the application would be helpful. Mr. Harrigan advised the Committee to determine how the applicant fits into the coordination plan. New applicants should be asked if they are willing to coordinate and what steps have been taken towards coordination efforts.

Chair Howard noted the Committee works with the largest amount of people in one of the most populated regions in the state. She noted the lack of input from this region into the

application process. Chair Howard requested MAG staff be included in ADOT's application review committee so they may provide input into the application process. Mr. Harrigan advised the application review committee has been disbanded and that consultants are now revising the application process. Mr. Harrigan stated the Committee's request would be taken under advisement.

The Committee continued discussion on this issue and requested clarification on whether or not the two new agencies in question are currently included in the Coordination plan being presented to the MAG Regional Council. Ms. Gaisthea advised she has received Provider Inventory information from all applicants. She noted the Provider inventory is one of the requirements of the Coordination Plan and added the plan meets the Federal Transportation Administration requirements. Mr. Harrigan advised agencies not in the coordination plan will not be funded and advised the application should indicate on what page of the plan the agency can be found.

Markus Coleman, City of Phoenix, expressed concern over ranking new applications. Mr. Harrigan said agencies not in the plan are put on the B-list which will include those applications that are either missing information or have incorrect information. Ms. McMurdy expressed concern over sending the wrong message. She noted the best applications are ranked high and those that are ranked low are because they are lacking coordination efforts, however, they still receive funding. She inquired on how to evaluate applications when they otherwise rank high except for coordination efforts. She said the only legitimate excuse is the issue of insurance. Mr. Harrigan said there are other ways to coordinate such as providing resource information or talking with other agencies that would meet coordination efforts. Mr. Harrigan noted ADOT is still in the process of strengthening the criteria of coordination. He advised the Committee has done a great job in using their expertise in evaluating the applications.

Chair Howard advised TAP meetings have been taking place for numerous years. She expressed her belief that attending a meeting is not coordination. While it is a great step, applicants may attend the meetings but still do nothing. She expressed concern that the Committee reviews the applications and reads information provided by the applicants on their uniqueness and special needs. However, the Committee does not have a good tool to see what efforts are actually being made for a category that is ranked so high. Ms. McMurdy suggested more information is needed from MAG regarding an applicant's coordination efforts. She recommended maintaining a database would be helpful. Ms. Sexton agreed the TAP meetings should be given a lower number of points.

Mr. Coleman referenced the TAP meeting attendance matrix. He suggested adding a category for applicants to provide details pertaining to additional meetings they have attended. Mr. Harrigan advised a section is also available on the application for applicants to add a narrative about their coordination efforts. Mr. Coleman suggested the matrix can be used as a justifiable system to assign points. Mr. Harrigan noted consultants are working on defining coordination efforts for next year's process. He noted the current system has been simplified although there are some areas that require further clarification. Chair Howard expressed appreciation for taking the Committee's requests under consideration. Mr.

Harrigan offered to have Suzanne O'Neill contact Ms. Gaisthea for follow-up. Ms. McMurdy recommended having a consultant attend the next Committee meeting to gain better understanding of the process and requests made by the Committee.

Mr. Harrigan suggested having dialogue with the grantees about their understanding of the coordination plan. Ms. Gaisthea noted during the application review process new applicants are made aware of the requirement to participate in regional coordination efforts. Chair Howard noted she participated in the application training webinar. She said there were many questions regarding the Disadvantage Business Enterprise (DBE) noting some applicants did not have an understanding of DBE nor knowledge that ADOT had information available. Mr. Harrigan suggested referring applicants to Lucy Schraeder in the Civil Rights Department and also noted information is available in the handbook.

Ms. McMurdy inquired how far in advance applicants are notified of the open application process. Ms. Gaisthea informed the Committee notification is made at the TAP meetings once information has been received from ADOT. Ms. McMurdy noted many applicants are repeat applicants. She inquired whether staff is aware of the due date as early as December or January. Mr. Harrigan advised applications are due on March 26, 2012. Job Access Reverse Commute (JARC) and New Freedom applications are due to the City of Phoenix by March 16, 2012.

The Committee reviewed the financial section. Mr. Harrigan advised applicants need to have an accounting system to be in compliance. Ms. Sexton inquired whether the source of funding is addressed in the application. Mr. Harrigan noted agencies could explain their funding source in the narrative of the application. Chair Howard noted that ADOT advised applicants with unspent funding will not be considered for funding the Committee will not know if funding has been expended. Mr. Harrigan noted in ADOT's review process they will Mr. Harrigan stressed the need for applicants who are requesting mobility management funding to have a realistic plan of the amount they are requesting so monies are not left unexpended.

Chair Howard recalled the Committees request for a map identifying each provider and their service area. The map, developed by MAG, helped identify areas where there was an overlap of service. She said it is difficult to award an agency when vehicles are not being used to full capacity. Mr. Harrigan said identifying areas with multiple vehicles are where coordination efforts need to be enhanced. Chair Howard said the Committee wants to express to applicants that better use of resources is needed. Mr. Harrigan completed a review of the evaluation form. Ms. Gaisthea noted she will forward the service provider map used last year to Committee members.

Ms. McMurdy thanked Mr. Harrigan for the changes made. She stated coordination efforts are worth 25 points and noted the two new applicants would receive zero points for this category. She asked if new applicants are aware of the significance of coordination and inquired if the Coordination Plan is available on the CDs. Ms. Gaisthea advised the two new agencies will be in the plan. Ms. McMurdy requested along with inviting the consultant to the next Committee meeting she requested minutes from previous meetings to be forwarded

to the consultant to provided an overview of the concerns of the Committee members. Mr. Mr. Harrigan advised the plan is due May 4, 2012 leaving plenty of time to add new applicants.

#### 5. Evaluation Process

Ms. Gaisthea reviewed the participation coordination matrix. She noted the coordination matrix provides information on the number of MAG Transportation Ambassador Program meetings each applicant has attended. She provided an overview of information provided to applications regarding coordination requirements and the service inventory. Chair Howard requested adding a category that identifies an applicant's past coordination efforts and/or what they have stated they would be willing to do. She noted this would help the Committee identify progress made. Christine McMurdy, City of Goodyear, recalled the Committee's request last year for a matrix and inquired about the status. Ms. Gaisthea noted she would forward the past two years of coordination efforts for agencies who have applied in the past.

The Committee inquired about the dates and locations of TAP meetings. Ms. Gaisthea advised meetings were held in Chandler, Avondale and Phoenix. The regional meeting was held in June. Ms. Sexton suggested participation at TAP meetings could be worth five of the 25 coordination points. She asked for input on what alternate rankings could be used for the remaining 20 points. Mr. Coleman said clarification is needed regarding what type of coordination efforts the committee is seeking. Chair Howard agreed that identifying and defining the various methods of coordination is important in educating applicants on opportunities available. Mr. Coleman suggested it would be beneficial to have a list of activities that satisfy coordination requirements that can be used to evaluate applications. Mr. Harrigan offered to provide coordination criteria information for the next meeting.

Ms. McMurdy made a motion to approve the evaluation process for applicants with the addition of receiving previous coordination efforts from applicants. Ms. Sexton seconded the motion. The motion passed.

#### 6. MAG Designing Transit Accessible Communities Study

Chair Howard invited Alice Chen, MAG, to offer an update on the Designing Transit Accessible Communities Studies and workshop. Ms. Chen noted the intent of the study is to improve access from neighborhoods to bus stops. She noted the workshop took place on February 7 to discuss the challenges in this region with industry advocates and professionals. Ms. Chen thanked those from the Committee who participated in the focus study. She noted the Committee's participation provided a dimension that focused on human services issues to the Accessible Communities Study.

Ms. Chen offered a PowerPoint presentation highlighting issues and concerns related to the following topics: ADA, Bike, Sidewalk/Walkability, Street Crossing, Funding, Policy, Environment, Stops and information System. For each topics, the study identified concerns in the following categories: Facilities, Human Services, Special Needs, and Transportation. Ms. Chen noted she will keep the Committee updated as the study progresses. Chair Howard thanked Ms. Chen for the report.

7. Request for Future Agenda Items

Vice Chair Howard requested input on items to be addressed at future meetings. The following suggested were made:

- Continue discussion on specific coordination efforts, Mr. Harrigan will research the possibility of conducting an ADOT webinar.
- Discussion to add representation from Arizona Department of Developmental Disabled Council to the Committee.
- Information on training opportunities available for nonprofits.
- Presentation on best practice regarding transportation brokerage programs.

8. Comments from the Committee

Chair Howard noted agencies coordinate with each other however coordination with services outside of human services agencies is a missing component. The gap is in communicating with agencies that other options for coordination exist. She suggested this be the topic for a future TAP meeting. Mr. Colman inquired how organizations are categorized. Ms. Gaisthea advised the service provider inventory has columns for agencies to identify their client base. Chair Howard noted the inventory is limited to 5310 agencies.

Ms. McMurdy inquired on funding not spent in the process during an application cycle. Mr. Harrigan advised funding not programmed will be utilized to fund eligible application projects until there is no longer any remaining funds. FTA funds will no longer be drawn down as long as there is funding available.

No other comments were made.

9. Adjourn

The meeting adjourned at 12:02 p.m.