

Maricopa Association of Governments
Elderly Persons and Persons with Disabilities 5310 Transportation Program
Ad Hoc Committee Meeting Minutes
July 22-23, 2013, Cholla Room

MEMBERS ATTENDING

Matt Dudley, City of Glendale, Chair
*Julie Howard, City of Mesa
Deron Lozano, Valley Metro RPTA, Vice
Chair
Christine McMurdy, City of Goodyear
Wendy Miller, City of Phoenix
Ann Marie Riley, City of Chandler
Kristen Sexton, City of Avondale

OTHERS PRESENT

DeDe Gaisthea, MAG
Alice Chen, MAG
Amy St. Peter, MAG

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

1. Welcome and Introductions

Chair Matt Dudley, City of Glendale, called the meeting to order at 8:30 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 Program Committee June 12, 2013 Meeting Minutes

Chair Dudley requested a motion to approve the meeting minutes. Wendy Miller, City of Phoenix made a motion to approve the June 12, 2013 meeting minutes. Deron Lozano, Valley Metro, seconded the motion. The motion passed.

4. Application Discussion

Chair Dudley introduced DeDe Gaisthea, MAG, to discuss the FY 2013 application process. Ms. Gaisthea reviewed the evaluation process and provided an overview of the schedule for the day. She noted, as requested by the Committee, questions for the applicants were forwarded on July 12, 2013 with the Committee members receiving the responses on July 17, 2013. Ms. Gaisthea stated she had received the preliminary evaluation scores from the Committee and has entered them into a matrix. The Committee will hear applicant presentations on their project requests, which will be taken into consideration when deliberating the final priority rankings.

Ms. Gaisthea stated that applicant presentations will be conducted over two days. She noted applicants requesting 5310 mobility management projects and capital requests will present on the first day, July 22, 2013. Applicants requesting New Freedom and Job Access and Reverse Commute (JARC) projects will present on the second day, July 23, 2013. Ms. Gaisthea advised the Committee the applicant Nobody's Perfect, a New Freedom/JARC will present

on July 22nd and About Care, a 5310 applicant will present on July 23rd due to scheduling conflicts. Ms. Gaisthea stated each agency will have a total of 15 minutes to present with ten minutes for an overview of the agency and project request, and five minutes for any additional Committee questions. Hearing no further discussion, Chair Dudley requested proceeding with the presentations.

5. Agency Presentations
Section 5310 Mobility Management and Capital Requests.

Foothills Caring Corps., Debra Determan and Jayne Hubbard

Foothills Caring Corps. (FCC) provides volunteer services to residents in the Northwest Valley. Jayne Hubbard noted consumers are aged 65 to 95 years and noted the number of females they are serving has doubled. Within the past five years, consumers are growing older, increasingly frail, and have become very isolated, lonely, and are seeking assistance for multiple needs. An overview was given of the services provided including new services for a pet visitation program and a medical equipment loan program.

FCC holds quarterly meetings with nonprofits, civic organizations, churches, businesses and for profits to leverage resources and increase collaboration to better serve the Northeast Valley. FCC has also brought together many small groups of interested parties that have developed creative community systems for communication, services and resources. FCC recently began working with first responders on homeless issues and has developed a fall prevention coalition. Neighbors-in-Need is also a new on-line project used to match an individual's needs with available resources.

Ms. Determan provided an overview of the financial support from residents, municipalities, civic organizations, and churches, as well as grants, contracts and corporate funding. It was noted 75 percent of annual revenue is from individuals. In 2008, FCC received its first 5310 funding for vehicles. It was noted funding the mobility manager has been an asset for coordinating and collaborating in the community. The current funding request will allow FCC to continue to build community liaisons, assist with computers and mapping software, and to work more effectively. Ms. Determan acknowledged the team at FCC and introduced Jayne Hubbard to offer additional information.

Ms. Hubbard noted transportation continues to be the key to everything and rises to the top of every conversation. FCC has to focus on coordination efforts and search for partnerships because there is no public transportation available. Specific issues FCC is working on include efforts to increase volunteer drivers; working with the American Legion to train veterans and increase transportation for veterans; utilizing TAP meetings as a resource for new ideas, new partnerships and to connect others; and adding monthly mobility manager meetings. Ms. Hubbard added that FCC was also selected as a best success story and receives requests from other states about their volunteer services.

Ms. Hubbard advised that a mapping service is essential as the riders are frail and the average trip is 46 miles. The mapping service allows staff to plan more efficient trips and change the plans instantaneously if needed. Ms. Miller advised the procurement of any equipment will

be supervised and will need to follow all FTA guidelines. There were no further questions or comments.

Marc Community Resources, Rick Vaughan, Fleet Manager and Mark Tompert, Director of Facilities Mr. Vaughan shared the Marc Community Resources (MCR) mission statement and provided a history of its foundation and programs. Currently, 8,000 individuals are being served annually. This is an increase of more than 700 percent over the past 15 years. MCR provides behavioral health services; health and wellness; discovery program; the hope network; in-home support for adults; in-home support for children; level two residential services; community housing; transitional assistance; outpatient clinics; community day services; employment related services and programs; and home based and community based services.

Mr. Vaughan noted all programs are based on the successful recovery, habilitation, care and access to support services for the individuals served. Access to transportation is crucial as many consumers require transportation to and from day programs as well as to activities that allow opportunities for community integration. The request for eight vehicles is based on the replacement of six vehicles that are becoming costly to operate and maintain. The additional two vehicles will be dedicated to supporting expansion of services in the east valley. The community day service program expansion is expected to serve approximately 165 individuals annually. Mr. Vaughan advised that as of June 28, 2013, MCR is no longer providing subcontracted services to East Valley Dial-A-Ride (EVDAR). He added that during the time in which they did, MCR did not use any of the vehicles that were on lien from ADOT.

The mobility management project focuses on identifying internal transportation solutions that support maximizing the use of all available resources; coordination of transportation among multiple human services agencies; and connecting nonprofits and other human service agencies in an effort to share information and resources. Efforts specific to the East Valley are underway to create a community resources website where human service agencies and nonprofits can post a need or share an available resource. If awarded the requested vehicles, MCR will continue to serve the community with quality, safe, and reliable transportation and if awarded the request for mobility management funds, efforts to lead the valley in coordination transportation will move forward with the ability to also assist other human services agencies and nonprofits to identify available resources in the community.

The Committee requested further information on MCR's relationship with Chandler/Gilbert ARC. Mr. Vaughan advised there is a current working relationship and several meetings have been held. Both agencies are gathering data in order to continue to identify geographic overlaps in service areas and identify common routes. Mr. Vaughan advised a pilot program may be ready for implementation within six months. As the pilot comes to fruition, emails will be sent to other mobility managers as well as Ms. Gaisthea. Mr. Tompert added updates are also provided in quarterly reports for current funding.

The Committee asked for confirmation that the current mobility management funds are being used to fund a staff person. Mr. Tompert confirmed Mr. Vaughan as the mobility manager

staff person. Clarification was requested on the agency's preference for an accessible vehicle. Mr. Vaughan noted MCR is open to any accessible vehicle but would prefer a cut-away. There were no further questions or comments.

Terros, Wayne Davis, Fleet Information Analyst and Tina Craig, Financial Analyst

Terros is a nonprofit community based healthcare organization that has been helping people recover from substance abuse, mental illness and other behavioral problems since 1969. Terros provides services throughout Maricopa County including mobile crisis intervention, prevention of substance abuse, HIV and AIDs prevention, outpatient treatment and specialized services to assist people with serious mental illness. Most recently, Terros has added primary healthcare services.

Terros has been involved in mobility management and the county-wide effort to improve transportation for the elderly and people with disabilities for the past six years. Mobility management by definition is an approach for managing and delivering a network of coordinated transportation services. Therefore, Terros decided that in the spirit of collaboration, they would begin collaborating with other nonprofit behavioral health agencies.

Terros worked to improve the safety and efficiency of their fleet through implementation of a web-based tracking system. This GPS system and hardware were funded through Section 5310. Terros, Lifewell Behavioral Wellness, and Empact Suicide Prevention Center, all collaborate on use of this equipment. The Crisis Response Network is the acting dispatcher for mobile crisis calls. The system also helps track mileage and assists in monitoring maintenance and scheduling. Terros and its collaborators have found value in the GPS system and would like to see it continue to be funded.

Terros' primary mission is providing services for its transportation-limited clients, not transportation. However, while they do provide transportation services with Terros' fleet, they also purchase or subsidize other services such as light rail, bus or taxi service for clients more capable of using more public forms of transportation. Terros believes it is vital for nonprofit behavioral health companies to have a voice in the discussion to improve transportation for the elderly and disables. Most of Terros' clients fit into one or both of these categories, thus Terros wishes to continue in the role of mobility management. Mr. Davis noted Terros wants to remain involved and engaged in the process by helping to strategize and find solutions while voicing the concerns of unique clientele.

A request was made by the Committee to clarify in terms of the equipment what is being replaced. Mr. Davis advised the equipment is cell phones that have been placed in about 100 plus vehicles. Terros is applying for funding to replace about one-fourth of the aging equipment. This will not increase functionality, however, new phones are upgraded and work better. A question was raised about who procured the previous equipment. Mr. Davis advised Terros purchased the equipment through TSO Mobile who runs the website for tracking vehicles. An inquiry was made on whether Terros would need to purchase the equipment again through TSO Mobile if awarded funds. Mr. Davis advised he was uncertain, but added Terros has a working relationship with TSO Mobile and staff. Ms.

Miller advised should funding be awarded, the agency would do a self-procurement with oversight by the City of Phoenix procurement staff to ensure FTA requirements are met.

The Committee asked if all of the collaborating agencies have vehicles dispatched through Crisis Response. Mr. Davis advised only Terrors and Empact vehicles are dispatched as they are the only agency to respond to mobile crisis events. The equipment request will help dispatchers choose a team in a specific geographic area when determining which vehicle to send. The Committee inquired if other vehicles are able to be dispatched. Mr. Davis advised approximately one-third of the vehicles are used in that function. The remaining vehicles are not dispatched. Two of the benefits are to be able to track mileage on vehicles to ensure they get serviced on time and the safety aspect of being able to watch for drivers speeding.

The Committee inquired about the remaining \$45,000 balance on previous grants. Mr. Davis advised Terros did not spend some of the funding as it was not necessary noting the difficulty in anticipating how much would be needed. Ms. Miller stated she would verify with Dan Harrigan, ADOT, on the remaining balance of funds. The Committee discussed the equipment requests of I-Pads, cell phones, and GPS which is all new technology being managed by a nonprofit with partner agreements. The Committee questioned whether there are guidelines for the life cycle of this type of equipment since Terros has previously been awarded GPS equipment. The Committee also noted how to justify the need for additional funding when the agency has a balance remaining. The Committee briefly discussed the need for a DBE policy. Ms. Miller noted DBE is not required by the FTA. There were no further questions or comments.

Lifewell, Jim Rogers, Miranda Jilek

Lifewell merged with New Arizona Family and Triple R two years ago and collectively, they have provided approximately 78 years of behavioral health services in the valley. As a result of the merger, Lifewell is presently serving approximately 3,500 to 5,000 Serious Mental Illness (SMI) and mental health service recipients. There are 50 service sites that comprise housing, outpatient clients, and residential behavioral health services. The most impactful development of the merger has been the effort to centralize transportation services and the consumer in-take procedures. Lifewell has had 46 vehicles that are serving clients across the valley being driven by clinicians. Through centralized transportation, there are now 12 dedicated drivers thereby removing the responsibility from clinicians. The goal is to have 100 percent of the transportation being done by dedicated drivers.

Jim Rogers, Transportation Manager, discussed efforts to establish sites in the East, West and Central Valley to house and dispatch vehicles. Lifewell is researching options for dedicated parking areas to coordinate dispatch of vehicles and driving teams from three different hubs. Miranda Jilek, Housing and Compliance Manager, spoke about developing a mobility management position in the West Valley. The Committee inquired if Lifewell contacted any West Valley agencies to collaborate on the mobility management project. Ms. Jilek advised they have not contacted any agencies. The Committee inquired how many potential new clients are being served in total and how Lifewell will fund the mobility management position past the first year if funding is awarded. It was noted Lifewell serves approximately

4,500 to 5,000 clients. Maintaining the mobility management position past the first year would depend on the availability of funding.

The Committee advised the request for vehicle shelters is new and if funding is awarded, additional research will need to be done to determine the implications of property acquisition and to ensure compliance with FTA requirements. Lifewell advised they have done some preliminary research on site locations and have located a premium lot of interest. Ms. Miller advised further review is needed to ensure eligibility of all items being requested.

The Committee noted there is no current mobility manager in the west valley. Ms. Miller asked for clarification on the vehicles requested. Lifewell advised the request is for five minivans and three maxi vans, with a preference for the maxi vans. If those are not available, they request vehicles with the largest number of seating. There were no further questions or comments.

Nobody's Perfect, D. Williamson, Phillip Pajak (New Freedom/JARC applicant, as previously noted, switched presentation time due to a scheduling conflict)

Nobody's Perfect started in 2006 as a nonprofit providing service to persons with developmental disabilities. In 2008, they contracted with the State of Arizona to provide services for people with disabilities. Located in Queen Creek, Nobody's Perfect operates a day center for adults, a thrift store, and provides transportation for clients. In 2010, Nobody's Perfect applied for JARC, New Freedom and 5310 funding. They were awarded and received a wheelchair van and a minivan. The following year they applied for and were awarded operational funds. In 2011, due to continued growth, they applied for two more vans. Individuals are transported from Mesa, Gilbert, Chandler and Florence to the program in Queen Creek. Nobody's Perfect serves 35 individuals. Of those individuals, 33 have jobs in Queen Creek, resulting in the bulk of transportation services.

Funding will help support the program's projected cost of \$60,000 in transportation expenses due to mileage, gas, and reimbursement of drivers. Maintenance fees are lower due to having newer vehicles. JARC funding is for the transporting of individuals who work at the thrift store. At full capacity, the thrift store has eight people working. Of those, six receive transportation. The day program accommodates 16 people and individuals are also taken on outings, shopping, cooking classes, and to participate in the county fair.

The Committee inquired whether the thrift store is the only other source of revenue. Mr. Pajak advised Nobody's Perfect is licensed with the state to provide services, and thereby receives Title XIX funding. The Thrift store provides a little funding, as do other work situations off-site. The Committee inquired about coordination efforts being limited to working with churches. Mr. Pajak noted churches were the first groups with which they coordinated efforts. Ms. McMurdy inquired if there were other agencies with which Nobody's Perfect may want to collaborate. Mr. Pajak noted Rise, previously known as Independent Life Services, and Odyssey are two agencies in the area where there could be some benefit to collaborating.

Ms. Williamson advised they currently subcontract their wheelchair van to Guthrie six days per week. Nobody's Perfect currently does not have clients who require use of the wheelchair van. Additionally, they provide transportation to adult developmental homes. Ms. Williamson further discussed the working relationship and trust between the two agencies in sharing vehicles and providing insurance for those shared vehicles on each agency's policies. She added that each agency has a strict policy on who can drive their vehicle when it is being loaned to the opposite agency. This includes providing training for the drivers as well. She noted both agencies work together to resolve issues and provide service to those in need.

Clarification was requested in regard to the funding minimum requested of \$13,100. The Committee inquired if the agency would accept if only partial funding is awarded. Mr. Pajak advised \$2,400 was allocated to cover administration costs so as not to affect the service program and could accept partial funding. Ms. Miller advised 80 percent of the application fit New Freedom requirements rather than JARC. She noted this request can be funded entirely through New Freedom. There were no further questions or comments.

ValleyLife, Mary Brannoch, Sr. Program Manager, Marsha Ngiruchelbad, Supervisor

The agency has been in existence for 67 years providing services to individuals with disabilities through residential services, day programs, and vocational programs. Valley Life serves approximately 155 members. Ms. Brannoch noted most of their group homes are primarily in the West Valley. They do have a vehicle providing service in Scottsdale and have received calls from individuals seeking service. Valley Life requires a larger vehicle to provide the services requested. Ms. Brannoch advised Valley Life has more than 400 employees.

The Committee inquired about coordination efforts. Ms. Brannoch advised Valley Life has coordinated with home providers who have previously provided the transportation themselves. She noted insurance liability remains a huge factor. Ms. McMurdy noted insurance is a common issue, but added some agencies are moving forward and strongly encouraged Valley Life to continue discussion with other agencies. She stressed the need for Valley Life to show in their application that they are taking steps to further these efforts.

An inquiry was made about the fundraising efforts to establish matching funds. Ms. Brannoch advised Valley Life has a department that works primary with fund raising on events such as golf tournaments, a gala, and with individual contributors. Fundraising has not been an issue. Clarification was requested on the vehicle request. There were no further questions or comments.

Chandler/Gilbert Arc, William Parker, Executive Director

Chandler/Gilbert Arc has served people with developmental and other disabilities since 1975. They currently serve approximately 250 people through employment, community living, and adult day services. They are expanding on a fourth program for independent living that is funded by Valley of the Sun United Way. The program serves people faced with homelessness that have any identifiable disability.

Individuals receive transportation to programs, community transportation, jobs and more. CGA has a strong belief in incidental learning and being part of the community. Mr. Parker provided a brief overview of the transportation services and community activities individuals participate in. The request for transportation funding enables individuals to get out into the community and be contributing members. CGA wants growth in coordination, transportation and the number of people served.

CGA is working on transportation coordination efforts with the Marc Center to identify overlap areas to coordinate maintenance, training, and transportation efforts. An overview was provided on coordination opportunities with the City of Chandler. He noted challenges in terms of insurance and steps underway to continue the discussion and collaboration with the City of Chandler's therapeutic recreation summer camp and senior programs. He added transportation to their consumers is extremely specialized and staff is trained to handle unique challenges that occur. Mr. Parker expressed gratitude noting all of the fleet has been obtained through the 5310 program.

Ms. Miller acknowledged CGA's coordination efforts with a local municipality. Mr. Parker noted there were challenges to coordinate transportation services with the city and he had various discussions with the insurance broker to be able to move efforts forward. He advised the broker recommended any non-employee drivers be brought into the agency as a volunteer so they fall under the insurance umbrella. While there were some challenges, they ultimately resolved the issue.

The Committee inquired about CGA's interest in mobility management. Mr. Parker responded that mobility management is not part of their mission in that they provide teaching and training and community support services to people with disabilities of which transportation is a component. CGA is not as involved in transportation in and of itself. Ms. Miller noted CGA has been very successful in working through some of the transportation issues. She inquired if CGA would have an interest in having a funded position for mobility management. CGA would be willing to consider that option or be involved with a committee charged with addressing the insurance issue. There were no further questions or comments.

Gompers, Janelle Tassert, Development Communications Manager

Gompers has provided services in Phoenix since 1947 with the mission of developing innovative opportunities for people with disabilities. An overview of services and number of volunteer hours was provided. Through employment service, Gompers offers on-site job training, and participates in job fairs to bring people into the community.

Gompers currently has 41 vans to transfer clients to/from Gompers. On a daily basis, they transport over 200 people. All staff are Division of Developmental Disabilities (DDD) certified and are very well trained. Last year, Gompers transported individuals more than 846 miles. Ms. Tassert provided an overview of their process for ensuring vehicles is properly maintained. Gompers is requesting two vans that will be dedicated solely to employment services. Gompers is working on growing their employment program and increasing group supported employment opportunities that involve having four to six clients attend off-site training with a Gompers job coach. Full capacity of the current fleet provides

challenges in limited availability and flexibility. On days when there are no group activities, the vans would be utilized for other services to integrate clients into the community.

Ms. Miller inquired if the vehicle is an expansion to add more clients. Ms. Tassert noted the vehicles would allow Gompers to transfer more clients to the employment program. The van would be utilized to transport clients to the job sites on days when off-site training opportunities are scheduled, and it would be utilized for other services on remaining days. Clarification was requested on why the vehicle cannot be brought back to Gompers on off-site training days. Ms. Tassert advised the job-coach drives clients to the off-site training and remains with them during the training period.

The Committee discussed the method for tracking daily service hours and passenger trips. It was noted Gompers may be undercounting. An inquiry was made on whether Gompers has enough ramp accessible vans. Ms. Tassert confirmed they are able to accommodate the need for ramp accessibility transportation services. There were no further questions or comments.

Hacienda HealthCare, Ed Roggenstein and Dani Aalfs

Hacienda Health Care's goals are to transport clients and residents as safely as possible with updated vehicles. Mr. Roggenstein discussed the substantial wear and tear on vehicles as well as the increase in clientele. Hacienda offers transportation to programs, medical appointments, and for high school and college students. He noted the vans continue to be used after the initial five years to transport people from group homes to day activities at the facility, as well as on outings. Hacienda Healthcare continues to research coordination efforts and is looking into a training program with The Habilitation Centers. He noted the possibility of offering vehicles to other agencies on the week-end but noted insurance as a barrier and the need to have control over use of their vehicles during the week for the medical transportation needs of clients.

The Committee requested an explanation of what is considered medically fragile. Mr. Roggenstein advised clientele consists of children born with cerebral palsy to people injured in vehicle accidents, near drowning, or child abuse. He noted some individuals are not able to communicate on their own. Many of their clients typically will require a respiratory therapist (RT) when being transported. The Committee inquired if trips that involve a RT transport one or more clients per trip. Mr. Roggenstein advised transportation includes the driver and an RT, depending on the need of the client however; multiple clients are transported in one trip depending on where they are being transported.

Ms. Aalfs noted Hacienda is now under a new management and requested information from the Committee on the goal and vision for coordination. She noted there is a desire to participate in these efforts, but noted missed opportunities to do so in the past. The Committee provided an overview and examples of coordination efforts. Information was shared by the Committee about the use of software to track and schedule services noting equipment is eligible for funding. The Committee strongly encouraged attendance at the MAG Transportation Ambassador Program (TAP) meetings. There were no further questions or comments.

The Centers for Habilitation (TCH), Danny Diaz, Fleet Manager, Dawn Hawking, Director of Development

TCH is a local nonprofit that provides services for individuals with significant disabilities. Programs include group homes, a day program, employment services and transportation. Service is primarily offered in the East Valley. There are 13 group homes within a five mile radius of TCH's main office and there are 150 individuals in the employment program. An overview of the employment program was provided. TCH also participates in Project Search, a new Maricopa County program that provides internships to young adults to gain job skills.

Ms. Hawking advised vehicles are available for 15 hours per day during the week but that could change depending on the schedule. Weekends are less structured due to the outings planned. The Committee inquired about TCH's partnership with Tempe Community Council and the Village-to-Village Network. Ms. Hawking advised this partnership is in its very early stages. TCH was contacted by TCC to be a partner and, thus far, they have had one meeting to discuss the program.

Clarification was requested on TCH's response to the Committee's previous question about vehicle mileage. TCH has been using two particular vehicles less than the others due to mileage of more than 100,000. It was noted on one outing, one of the vans broke down during the trip. These vehicles are utilized for transportation closer to the group homes and main facility rather than for outings. If awarded two new vans, they would be utilized not only locally, but for outings as well.

The Committee inquired about testing of drivers for alcohol and/or use of controlled substance. Ms. Hawking advised employees go through a background check and drug screening at time of hire and again should an accident occur. Ms. Miller advised substance abuse testing is a requirement for only JARC funding. TCH was reminded to read all documentation carefully as signature requirements relate to FTA guidelines. There were no further questions or comments.

AZ Spinal Cord Injury Association, Paul Mortensen, Executive Director, Tiffany Wilkinson, Development & Public Relations Specialist

The Arizona Spinal Cord Injury Association, founded in 1999, is a nonprofit organization dedicated to enhancing the lives of individuals with spinal cord injuries. The goal is to promote physical, intellectual, spiritual, emotional and social recovery. Mr. Mortensen noted there are just over 25,000 people with spinal cord injuries in Arizona and more than 100,000 individuals who have paralysis. He noted focus groups are conducted throughout the state continuously to identify the need for transportation. Arizona Spinal Cord Injury Association provides transportation programs for individuals with disabilities throughout Arizona in addition to working with many sports teams. Mr. Mortensen shared their motto is "Wheels for a Dream" because transportation not only affects the individual with the disability but other populations as well.

AZ Spinal Cord Injury Association currently has four vans. It was noted that their transportation program has grown especially since the Arizona Bridge in Independent Living

Sports and Fitness center opened two years ago and they now have more sports teams and nonprofits to provide transportation services for. An overview was provided on the types of transportation provided such as for retreats, special sporting events, consumer participation in programs, as well as medical appointments. Transportation is offered free to those who are unable to afford the service with the goals of not turning anyone away and being able to provide a better quality of life.

The Committee inquired about the intent to replace a van that is in good condition. AZ Spinal Cord Injury noted the smaller vehicle was originally obtained for its better gas mileage. However, they have decided to keep the vehicle and utilize it for other purposes. A cutaway is preferred due to the ease of transporting multiple people with this type of vehicle. Ms. Miller advised any vehicles funded through FTA have a useful life period that consists of four to five years. She noted FTAs expectation is that the vehicle will be used throughout the useful life period for its intended purpose.

The Committee discussed the agency's participation at TAP meetings and stressed the importance of participation in the program. The Committee inquired about formal coordination agreements with other agencies. Clarification was requested on whether cooperation efforts are for utilization or to market and build services. Ms. Wilkinson advised AZ Spinal Cord Injury Association has contracts with ALS Association, Arizona Disabled Sports, and Brandon Tree Alliance Center. There were no other questions or comments.

STARS, Tim Semtana and Toby Fox

STARS started in Scottsdale in 1973 based on a need from parents whose children had aged out of high school and had nowhere to go. STARS serves 200 people and partners with Scottsdale Unified High School. STARS provides day programs, sheltered work centers, community enclaves and job coaching. Transportation is always a huge issue as many people find it difficult to get to the facility. For clients in the STARS programs, it becomes a choice of coming to the facility to do something meaningful or staying at home and doing nothing.

STARS noted ninety-eight percent of the consumers served are state funded through DDD. A new van would enable STARS to serve 40 participants through the day program and an additional 70 people participating in community based programs. The van will receive much dual usage from the various groups within STARS. STARS is also in the process of expanding through a joint business venture with Gompers called Tandem which is a document scanning program. The vehicle will be used for this work program as transportation will become even more critical for individuals involved in the business. The website for the business is being finalized with promotion of the program underway. There were no further questions or comments.

Beatitudes, Christie Munson, Communications and Grants Manager

The Beatitudes Campus, located in north central Phoenix, has been serving seniors and families for almost 50 years. Services included independent, assisted, skilled nursing, memory support and services for non-medical companion care and medical home health. Transportation services span full continuum of care. In addition to new services, Beatitudes is expanding to specialized dementia care web-based education program. Beatitudes has 650

residents with an average age of 83 years. They serve clients in Peoria, Youngtown, Sun City, and Sun City West.

A brief overview of transportation services was provided. It was noted many residents are dependent on a power chair or wheel chair. Five full-time drivers provide transportation to medical appointments, off-campus trips, and more. There is a need for vehicles that can transport wheel chairs and power chairs to enable people to maintain a social aspect in their lives. The van requested will offer more opportunity to provide transportation to residents across the continuum of services.

The focus for the vehicle received five year ago was for medical appointments and socialization. The focus for the new vehicle is for medical appointments as the use of wheel chairs and power chairs spans across all services. Ms. Munson noted there are, on average, four medical appointments after a stay in the hospital. Beatitudes wants to be able to provide continuity of service by ensuring none of those appointments are missed.

Ms. Miller noted TAP participation and coordination efforts scored very low. She recommended Beatitudes participate in all of the activities to raise the score and learn valuable coordination information from other agencies. Ms. Munson requested more information on the meetings missed and noted the intent to participate and better understand coordinated transportation. Ms. Gaisthea provided information on the agencies meeting attendance from June 2013 through current. It was noted coordination is 25 percent of the overall score. Ms. McMurdy noted the requirement to participate in coordination efforts and TAP meeting attendance is a measure to see if agencies participate. There were no further questions or comments.

United Cerebral Palsy of Arizona (UCP) of Arizona, Tiffany Wideman

UCP has been around since 1952, serving over 7,000 kids and adults in preschool, therapy, early intervention, afterschool and day programs. UCP requested replacement for three cut-away vans. The three vehicles being replaced are either 10 years old or over 100,000 and have cost repair issues. The vans are needed to assist children dependent on transportation to come to the programs. UCP has approximately more than 74 children in the summer program and 50 in the afterschool program. All have different needs. They are also transported out into the community. The adult program has 30 individuals. The program is an eight hour program with a focus on being out in the community for various activities. Replacement of vehicles will allow UCP to continue offering the same level of service.

Ms. McMurdy questioned on the DDD restrictions related to coordination. Ms. Wideman advised the restriction does not allow transporting children and adults at the same time in the same vehicle. The Committee inquired about revenue for the match. Ms. Wideman stated UCP receives donations from other companies noting one of the larger contributions is from Circle K. Ms. Wideman provided additional information on the day program verses the afterschool program and the services for which the vans will be utilized. There were no further questions or comments.

One Step Beyond, Jerry Ketelhut, Executive Director, and Coley Schaan

One Step Beyond was founded by Mimi Rogers 10 years ago. Its vision is a world where people with disabilities can be fully included in society and the mission is to provide progressive, dynamic programs. An overview of programs offered was provided. They include vocational job skill training, culinary training program, life skills training, and a cultural arts program.

The need for vans is due to growth of 24 participants per year on average. Participants are picked up and taken home, as well as to job sites and different activities throughout the day. One Step Beyond has determined there are 12 participants in close proximity to one another. Therefore one of the vans requested is a 12-passenger van that will allow for combining the two routes to accommodate all participants. The second van would be used for future growth.

Mr. Ketelhut spoke of the importance of coordinating among programs and having a good understanding of the needs of community and what is available in the West Valley. He is focusing on developing a roundtable of various providers to discuss collaboration. Some thoughts under consideration are reaching out to cities to have vehicles available for use during emergency situations, and utilizing their culinary service to provide meals on wheels program. One Step Beyond wants to work on integrating participants into public transportation.

Ms. Miller advised delivery of meals is not considered a primary use of 5310 funding. Mr. Ketelhut clarified the primary use is picking up individuals and taking them home from programs; the meal delivery would be additional use of vehicles during down time. Ms. McMurdy advised the agency has consistently exhibited intent to coordinate. She strongly urged them to move past the intent and execute agreements as coordination is a scored category.

Mr. Ketelhut advised the Board is developing a five year strategic plan and has established an inventory of all programs in the West Valley to better understand their primary focus and enable collaborative efforts. Additionally, they are obtaining additional information from DDD to determine strategic growth and where the need exists. The Committee discussed the importance of TAP meeting attendance. There were no further questions or comments.

Benevilla, Jane Bruzzese, Sr. Director of Programs, and Joanne Thompson, Senior Director of Day Services.

Benevilla has been providing service in the Northwest Valley almost 32 years. Ms. Bruzzese oversees the volunteer services, intake, support groups, home delivered meals, family resource center, and lifeline personal response system. She noted the request for vouchers is for the volunteer drivers. There are at least 60 drivers in the winter months who transport lower to moderate income individuals primarily to medical appointments but also to human service appointments. Volunteers generously donate time, gas and vehicles to provide transportation.

Ms. Bruzzese provided an overview of the service area noting the far Northwest Valley has very limited transit services. Additionally, Dial-a-Ride has just started offering service in the area. It was noted a few clients use the service, however, some individuals prefer to have escorts go to appointments with them. Ms. Thompson advised there are six adult day centers. She provided an overview of their location, focus, and services offered at each center. Two are specific to people with dementia, one in early to moderate stages, and another for moderate to later stages.

Ms. Miller inquired about different alternatives for the maxi-van with lift. Ms. Thompson advised a 12-passenger van without lift would be preferred. The committee inquired further about the gas vouchers. Ms. Bruzzese advised volunteer drivers have not been offered anything in past. There have been donors who have given funds that have been used in part toward gift cards. However they have not been able to reimburse or offset the cost for volunteers. Ms. Bruzzese noted it has become more challenging to find volunteer drivers. Benevilla is recruiting additional volunteers to expand their service area through articles in newspaper, speaking engagements, and limited advertising for volunteer based services.

The Committee inquired about volunteer driver liability. Ms. Bruzzese advised their insurance carrier requires the volunteer to have a current driver's license and insurance card. Benevilla has liability insurance that covers volunteer drivers under their umbrella. However, in an accident, the volunteer's insurance would cover the accident first. A question was raised regarding GPS requested for nine vehicles. It was noted Benevilla currently does not have any GPS systems. These would be added into routes to make trips more efficient. A question was raised about services on the weekend. Ms. Thompson advised the day centers are open Monday through Friday. Survey results indicate not many people were interested in week-end service.

The Committee requested further clarification on the \$10 fare. An overview of the fee schedule was provided noting the fee depends on the contract. Some trips are reimbursed while others are not. No further questions or comments. There was brief discussion on the procurement of GPS equipment should the request be funded. There were no further questions or comments.

Agency Interviews

New Freedom applicants

NAU, Marlene Nebitsi, Emily Taylor, and Aaron Cruz (on conference call)

The NAU Senior Program provides older adult volunteers in-homes services to older adult clients. When the NAU Senior Program first started in 2010, the program inherited almost 70 volunteers from the City of Phoenix who were working inside the Phoenix's boundaries. Since then, they have decreased the number of City of Phoenix volunteers to 52 and expanded services to Glendale, Peoria, Mesa, and Scottsdale. She noted, however, the number of volunteers is limited by the program's budget. Previously, NAU had 36 volunteers serving in-home clients and 30 serving at an adult center, senior center, or skilled nursing facility. NAU is shifting to provide 51 volunteers who serve seniors in their own home and 15 in the centers to be able to make a greater impact through whom they serve.

Ms. Taylor advised when providing transportation, volunteers do not just provide door-to-door service, they are also providing companionship. She shared quotes from clients regarding volunteer services. It was noted NAU is not necessarily expanding volunteers but considering increasing services for homebound individuals. With grant money from the previous year, NAU has been able to provide more trips and services for current clients. Funding has helped to expand the amount of services to current clients and will offer the ability to provide additional services. Aaron Cruz addressed the Committee advising she oversees the senior companion program from a statewide perspective. Ms. Cruz shared results of a satisfaction survey noting results were extremely positive. She discussed the value of one-on-one relationships between the clients and volunteers.

Ms. Miller noted under MAP-21 revisions, seniors are defined as individuals aged 65 years of age and older. She inquired how NAU would address the utilization of services by individuals between the ages of 55-65 who are not disabled. Ms. Cruz advised individuals between the ages of 55-65 years would have to be disabled to be a client in the program. There were no further questions or comments.

About Care, Ann Marie McArthur (Section 5310 applicant, as previously noted, switched presentation time due to a scheduling conflict)

About Care serves the homebound, elderly and people with disabilities in the Chandler area. Currently, the agency has more than 370 clients and 150 volunteers. Transportation to medical appointments is the majority of the services provided which also includes shopping and errands for clients. Additional services include minor home repairs, business help, and computer assistance. The majority of clients are 80 years and older.

Ms. McArthur noted the Board of Directors for About Care not only serves as management for the organization, but also serves as volunteers. About Care is working to enhance driver education, recruit volunteers, and provide mobility management throughout Southeast Valley. About Care works closely with Neighbors Who care and Y-OPAS to address issues of intake and ensuring clients are safe and healthy post hospital stays. They also work closely with Chandler and Gilbert senior centers to engage people in social activities. Ms. McArthur discussed a service map on the Duet website noting that About Care would like to replicate this with their services and volunteer opportunities in an effort to automate services and better coordinate within the valley.

The Committee inquired about sources of revenue. Ms. McArthur noted most funding is grant based with occasional donations. Ms. Miller discussed concerns regarding having an executive director serve as the mobility manager and the need to be 100 percent focused on mobility management efforts. Clarification was requested on whether the position is a new position or not. Ms. McArthur advised she would be serving as the Mobility Manager. Ms. Miller brought up a concern about funding the executive director as the mobility manager due to requirements. Ms. McArthur advised there are other individuals who handle the scheduling, intake and other activities, allowing her to attend other meetings.

Ms. McMurdy inquired if the intent of the Board of Directors is to put the executive director funds back into the organization if mobility management funds are awarded. The Committee expressed concern about what the organization would do the following year to fund the executive director position as it is a key role in the organization. Ms. McArthur noted funding for the executive director position is not an issue as the position is grant funded through small grants. She expressed her commitment to remaining with the organization. Ms. Miller inquired about the strategies for the mobility management position and an understanding on what is required to serve the region. Ms. McArthur advised About Care is trying to expand coordination throughout the valley and noted the Board is working on developing a strategic plan which would include mobility management.

The Committee discussed the lack of attendance and importance of attending the TAP meetings. Ms. McArthur noted Board Members Sheila Barberini and Ron Barnes have attended the TAP meetings. Ms. Miller noted there is a mobility manager that is now currently serving the East Valley. She noted attending TAP could provide insight into regional human services transportation activities. The Committee discussed the importance of attending TAP meetings and working with the Committee to better understand the role of a mobility manager as there is concern with how the position is structured. There were no further questions or comments.

City of Phoenix, Kini Knudson

Ms. Miller advised due to conflict of interest she will not be commenting or voting.

Mr. Knudson provided a brief overview on Public Transit services throughout the valley and noted partnerships with MAG, Valley Metro, and other regional cities. The grant request is to fund a feeder service to provide additional mobility options and remove transportation barriers for passengers with disabilities wanting to get to the Disability Empowerment Center (DEC). Information was provided on the location of the DEC and two additional service stops along the light rail corridor that are located on either side of the facility. He advised location of the DEC creates a hardship for individuals wanting to get to the center on light rail.

One option under consideration is a long-term solution to add a light rail station closer to the DEC. A short-term solution to improve service through local bus service was implemented on July 22, 2013, which involved increasing the frequency of bus routes one and three from 45 minutes to 30 minutes. It was noted light rail runs on a 12-minute frequency. Mr. Knudson advised Reserve-a-Ride has been changed and now serves seniors going to and from senior centers.

The proposed short-term solution involves using one of the City's surplus vehicles to transport passengers needing to get to the DEC from the two stations on either side. The New Freedom operating request would help fund the short-term solution by providing maintenance and fuel. The shuttle service would provide transportation for passengers needing to get to the DEC from the two stations located on either side. There are different contracting options under consideration for running the service which include a new contract for alternative transportation programs, or partnering with DEC to run the service.

The Committee commended the approach to resolving the situation using a shuttle service and inquired if the service will run on a fixed schedule. Mr. Knudson said they envision the vehicle will be stationed at the DEC and riders would call a specific number to schedule pick-up from either of the two closest light rail stations. He noted the details still need to be worked through but the vehicle would be permanently stationed at the DEC. A question was raised about the DEC's commitment to the solution. Mr. Knudson advised the DEC was informed of the grant application and asked to apply as a co-applicant. While they appreciate the short-term solution, the DEC is more interested in a long-term solution. It is also difficult for them to serve as a co-applicant as they are looking at cutting back on other programs and cannot commit funding at this time. The Committee inquired on whether there is an operational plan in place. Mr. Knudson noted while the process would be similar to paratransit service; the details would still need to be worked out. There were no further questions or comments.

City of Scottsdale, Ed Jones, Senior Transportation Representative

Mr. Jones provided an overview and history of the City of Scottsdale's transportation department and services offered. The department consists of four staff members. Transportation includes paratransit and fixed route services for approximately 220,000 residents within a 190 square mile area. The transportation program has worked with many grants and managed several contracts. The operation runs 24 hours per day, 365 days per year. The request for the Wheels to Meals program was developed to address the financial barriers that may be impacting low-income senior and residents with disabilities from attending a lunch program. The program is a collaborative effort with the Grandview Senior Center and human services staff to address the potential loss of participation in the lunch program due to fare increases for Dial-a-Ride slated for September 2013 and again in 2014.

Mr. Jones stated the program will ensure access to the lunch program for low-income seniors and residents through a subsidized city program using the cab-connection platform as a mechanism to deliver the vouchers and track the actual performance of the program. He noted the program began in May 2013 and, as of June 2013, the first nine participants enrolled with service provided to them; there is capacity for 15 low-income residents. The City's human services department will establish requirements for the program using criteria described in Department of Housing and Urban Development (HUD) low income housing. The program will provide taxi vouchers specifically for transportation from a person's home to senior centers and back, at no cost to the consumer. The program is 100 percent subsidized through the city.

Mr. Jones noted this program supports the City of Scottsdale's long-term support of the community lunch programs which is provided by the Tempe Community Action Agency Senior Action Program, funded by the Area Agency on Aging, Region One. Initial estimates indicate a savings of \$480 to upward of \$1,200 per year. This will also decrease the demand on the more expensive Dial-a-Ride services and create a cost savings to the tax payer.

Ms. McMurdy inquired about the number of participant being limited to 15 individuals. Mr. Jones advised they had initially identified ten participants through analysis with the human

services department. He noted the initial pilot will be for 15 but it is anticipated to be a successful program with the number of participants increasing after the one year pilot. Ms. McMurdy inquired if the city would be willing to increase from 15 if there is greater demand. Mr. Jones advised this would require going back to the Commission as the initial number proposed was 15. He noted additional data will determine the need to address the number of clients being served. Mr. Jones noted the comparison of the grant request \$150,000 to the cost of Dial-A-Ride usage indicate the cost is three times higher. He provided a brief estimate of cost savings noting the potential for growth and sustainability moving forward.

The Committee requested further information on the use of the vouchers. Mr. Jones advised there have been no restrictions set on the time of day for which the vouchers can be used. However, to ensure vouchers are being used for their intended purpose, logs will be kept by the senior center to track participation in the lunch program and cross referencing them with voucher usage. He added another key component is the socialization opportunity presented with this program.

The Committee inquired on the option of using fixed route service. Mr. Jones advised this option was considered in their analysis; however the relative location to the senior center creates some issues in getting from the bus stop to the senior center. He noted the Trolley also operates in this area and stops at the senior center. However, folks typically do not use the Trolley and rely rather heavily on the Dial-a-Ride. He noted utilizing the trolley was considered but noted inconsistencies in use and advised consumers would be better served through a demand service. The Committee suggested providing a free bus pass to the senior center and shuttle service for the return home as a more economical option. Mr. Jones advised within paratransit organization options to integrate the platinum pass are being considered to mitigate some of the costs associated with Dial-A-Ride. There were no further questions or comments.

Agency Interviews

JARC applicants

City of Scottsdale, Madeline Clemann, Transit Manager

Ms. Clemann provided an overview of Scottsdale's geography, size and width, noting income levels in the southern end of Scottsdale are low and the number of disabilities is high. The primary expenditure and route connections are on the south end of Scottsdale. The Miller Road route starts at the north headed south and connects to the City College and ASU technology center. The route's ridership went from 3,000 per month to more than 20,000 per month, and periodically reaches 30,000.

Ms. Clemann noted with previous JARC funding, Scottsdale has promoted the route through marketing and outreach and changed the route to provide better service. A change was made to connect the Miller Road route to Express Route 514 in the morning and evening. The focus is to expand the express route to three peak trips and reduce the frequency on Miller Road from 30 to 20 minutes, particularly in peak hours. Ms. Clemann discussed the ridership along Miller Road noting it runs along the largest concentration of the city's multi-family housing, includes employees coming into Scottsdale and persons connecting with the

514 route headed to Phoenix for employment. Miller Road also reaches the Tempe Orbit System allowing for great connections between both cities.

Ms. Clemann noted several routes within the city connect with the Miller Road route and future routes will also interface with Miller Road noting the importance of this particular route and its connectivity. She noted the weekend service provides a mix of riders and the capacity per vehicle is 22 passengers. The fleet will be replaced within the next two years. Ms. Clemann advised the City does receive complaints about congestion and having to stand on the busses. She noted seven 35-foot vehicles have been ordered to assist with the congestion. There were no further questions or comments.

City of Glendale, Kevin Link

Chair Dudley advised due to conflict of interest, he would not be commenting nor voting.

The Glendale Taxi Voucher program provides rides for repetitive medical trips and offers clients an effective alternative for those whose needs are not met through paratransit. There is also one dialysis center in Glendale that is not located in an American with Disabilities Act (ADA) area for which this route provides service. Last year the program provided more than 7,000 trips; a 25 percent increase over the previous year with continuous growth since inception. Currently, there are approximately 53 people enrolled in the program that is overseen by Voucher Ride. Coordination with the contractor, the dialysis center, caregivers, and distributing questionnaires ensure the needs of the clients are being met.

Mr. Link noted GUS III is one of three circulator routes in Glendale and was originally created to meet the needs of senior and persons with disabilities to access different quality of life facilities in north central Glendale. The route serves four different senior living complexes and two independent living facilities for disabled persons, as well as several other facilities such as the college and YMCA. GUS III runs 14,000 trips per year, five days per week. He noted the routes are coordinated to align with other circulator routes as well as fixed route services. Mr. Link added this route is also utilized for travel training programs to introduce seniors to the fixed route system. The Committee inquired on the percentage of seniors utilizing Gus III. It was noted approximately 80-85 percent are seniors or individuals with disabilities.

Mr. Link stated Route 60 has a strong ridership offering 75,000 annual trips. The route provides access to hundreds of job opportunities and is the only route in Glendale that has direct access to the light rail at 19th avenue and Bethany Home Road. The route serves a large amount of low income residential areas in the southern portion of Glendale. An overview of the major employment areas and businesses along the route was provided. He noted funding will ensure that local expenditures are offset resulting in less possibility of service reduction. Mr. Link noted grant funds for Route 60 have been received over the past few years have been very beneficial. Ms. Miller noted the two previous years of funding have not been expended. She asked for clarification on when this funding would start. Mr. Link replied the new funding would go into effect July 2014.

Mr. Link commented that Route 59 experiences a ridership of more than 140,000 passengers. He added this is the most productive route servicing over two passengers per mile. The route was extended in 2012 to allow access to job centers in north Glendale and it also provides access to job centers in Phoenix, and destinations in the west such as Luke Air Force Base. Mr. Link noted this also serves an express route that offers access to downtown Phoenix. He added the route provides good access for a large amount of low income areas in Glendale. There were no further questions or comments.

City of Tolleson, Chris Hagen

The City of Tolleson partnered with the City of Avondale to add service in Tolleson on July 23, 2013. Ms. Hagen noted there are 20 stops in Tolleson that connect with the Zoom and a total of 17 mile connectivity from Tolleson to Thomas and Litchfield roads. The number of riders is steadily increasing with an average of 100 per day. The City of Tolleson is renovating the downtown area and wants to expand service. She added the city is also considering a separate circulator for the downtown area that could connect to the Zoom.

Ms. Miller inquired about the certification assurances page in the application that was not completed. Ms. Hagen replied the pages will be corrected and submitted to staff. The Committee discussed the low participation score for TAP meetings and stressed the importance of attending. Ms. Hagen will take this under consideration and with the Community Services division to ensure attendance. Ms. Gaisthea advised coordination is not a requirement for JARC funding. She also noted MAG staff has met with the City of Tolleson regarding human services transportation concerns. There were no further questions or comments.

City of Phoenix, Albert Crespo, Jesus Sapien

Ms. Miller advised due to conflict of interest, she would not be commenting nor voting.

Mr. Crespo provided a brief overview of the agency including a variety of transit services the City of Phoenix provides. He noted funding will help maintain critical bus routes that exhibit high ridership and are heavily traveled. In past years JARC funding has been requested to help sustain important routes. Phoenix currently operates 47 of the 100 routes in the valley and has more than 37 million annual passengers. He noted routes three, 17, and 29 are very critical with ridership of more than six million total annual passengers that also meet specific criteria of the JARC grant.

Mr. Crespo noted the City of Phoenix prides itself on operating some of the most productive routes in the region specifically including routes three, 17, and 29. The City is exploring expanding the transit center at the Desert Sky Mall which is a starting point for the three routes. He noted the information submitted in the application shows the demographic information, ridership, and points of interest indicate services meet the requirement of the JARC program. Funding for these routes has been requested for several years now and shows these routes can continue to provide key service to increased ridership year after year reflecting regional cooperation.

The Committee inquired about increased frequency or length of the routes. Mr. Crespo noted this would need to be a regional decision in collaboration with Scottsdale on the east end to match the frequency that Phoenix is supporting. The Committee inquired about whether the grant would fund just the Phoenix portion. Mr. Crespo replied historically the Phoenix portion has been funded as it is the core area and the most productive area for these routes. The Committee noted JARC funding is limited and inquired if there was any emphasis on a particular service route. It was noted Route 29 is the most productive of all routes and also operates in multi-jurisdictions. Ridership among routes three and 17 would determine the second and third priorities. The routes are operated by a west facility operator under a contract that is very cost productive with one of the lowest rates in the region. Mr. Crespo advised funding detailed information was not provided on the specific routes, as in the past, funding was split among three routes. There were no further questions or comments.

Valley Metro, Jeff Dolfini, Bob Antilla and Arleen Schenck

Vice Chair Lozano advised due to conflict of interest, he would not be commenting nor voting.

Mr. Dolfini provided an overview of how Valley Metro coordinates services to provide regional transportation services. Ms. Schenck advised continuing funding is being requested for contract services in El Mirage, Sun City, Sun City West, and Surprise for the taxi subsidy program and the Scottsdale trolley. The Northwest Valley (NWV) Dial-A-Ride program provides service to areas that do not have any other means of transportation prior to Valley Metro taking over areas in NWV. She noted almost 3,000 trips per month are provided in the NWV with approximately 570 users who average nine trips per month per person, many of whom are seniors or individuals with disabilities.

Ms. Schenck stated the Ride Choice program in the Southeast Valley currently offers services to more than 90 consumers. She noted a Valley Metro ride choice card is used to pre-load trips onto a card for consumers use. Ms. Schenck noted the Coupon for Cabs program is subsidized 70 or 75 percent, depending on the city in which the consumer resides. She added there are approximately 388 users and 68,000 trips through those programs on an annual basis. Ms. Miller inquired about the priority if only partial funding is awarded. Ms. Schenck advised an analysis would be done to determine how to split the funding among the programs. The Committee inquired if this was a joint project with the Scottsdale trolley. Ms. Schenck confirmed this is a partnership with the City of Scottsdale as they are providing match funding.

Mr. Antilla commented Next Ride is a request for continuation of operation for the program. He noted the project was launched in August 2010, and involving labeling bus stops with an identifying number people can utilize to request bus stop information. Valley Metro has installed and developed several applications where customers can use a variety of methods to obtain Next Ride information. He noted funding is for the ongoing maintenance of signs due to damaged, new routes, extensions, and changes. Installation is included in the 50/50 operating expenses.

Mr. Antilla noted Short Message Service (SMS) unit texting fees are also included in the funding request. He noted when the program started Valley Metro had 1.7 million text messaging units and as an agency they have to pay for those units to offer the service to customers. Mr. Antilla added they have now grown to almost five million units which is a huge increase in the number of people using SMS features and expect to receive about six million text units this next year. He noted the automated responses have reduced the need for customer service agents by four and provided services to over five million customers. Mr. Antilla commented the program serves a wide audience of people including low-income individuals dependent on public transit services.

The Committee noted the project serves low-income individuals however the use of smartphones was noted. Mr. Antilla clarified texting is available on any cell phone and smart phones are not necessarily needed. Next Ride is available on any text message or landline service. Ms. Riley noted the intent of JARC is to enable people to get to work. She added if the sign was not there, people could still get to work. Mr. Antilla agreed people will use the bus regardless of the signs. He added this will benefit those transit dependent riders who need to be able to make connections for critical appointments. Next Ride enables riders to get information quickly. The Committee inquired if the program provides real-time data. Mr. Antilla responded work is underway for City of Phoenix to make data available in real-time.

The Committee inquired on how the project is currently funded. Mr. Antilla noted a grant was received in 2010 which was an 80/20 technology grant that paid for the implementation of the entire system. Since then they have received grant funds for ongoing SMS and signs. He noted if this project were not funded it would be funded locally through public transportation and/or customer service funds. Mr. Antilla notes Valley Metro anticipates usage will keep expanding but will level off with continued usage. Ms. McMurdy noted if an increase in usage continues there should be some consideration from marketing on whether the bus book needs to continue. No further questions or comments.

Mr. Antilla commented the Route 571 request for JARC funds is for operating costs for two trips on the Express 571 commuter trips from Surprise and El Mirage to downtown Phoenix. He noted all three areas have sizeable low-income pockets and there have been issues with overcrowding on buses. He added some riders have had to stand for an hour or more. Public transportation options in both areas are limited only to 571 Express and City of Surprise DAR for seniors and person with disabilities. Route 571 is the general population's only transit option. He noted the request is for continued funding. Funding received last year recently went into effect. Mr. Antilla commented Cities of Surprise, Phoenix and El Mirage have collaborated on this project. There were no further questions or comments.

Mr. Antilla commented the Route 70 JARC request is to fund trips within the City of Glendale. An overview of the service area was provided. He noted this route provides consumer's access to major employers within the corridor. Mr. Antilla noted two express routes link to Route 70 providing direct nonstop trips into downtown Phoenix. He noted in the past they have received partial funding. Mr. Antilla advised services were provided showing the low-income areas of this route. It was noted that without funding of this project

the City of Glendale would have some tough decisions to make on this route. There were no further questions or comments.

Mr. Antilla stated the Route 72 Scottsdale road project JARC request is for the northern most portion of the route. The route provides employee's access to major employers along the corridor. Mr. Antilla noted before the route was extended with JARC funds a couple years ago, people had to walk over a mile to the place of employment along the route. He added Route 72 runs the entire length of Scottsdale road. Mr. Antilla commented in North Scottsdale there are residents who are considered low-income. He provided an overview of the area serviced by Route 72. The Committee inquired if circulators travel on Scottsdale Road. Mr. Antilla responded the funding requested is for stops north of Bell Road. He added forecast based on data over the past year anticipated ridership increasing to more than 79,000 trips. There were no further questions or comments.

Mr. Antilla stated the Route 251 request is for continued JARC funds to service the Gila River Indian Community. Mr. Antilla noted there are no other public transportation services provided in the area and fares for private taxi can be economically prohibitive for consumers on a daily basis. He added monthly ridership for this route in April 2012 was more than 4,000 and in April 2013, the numbers nearly doubled to more than 7,200. Route 251 operates hourly from 5 a.m. to 11 p.m. seven days per week. The Committee inquired if the tribe could apply for funding. Ms. Miller noted tribal funding is limited to capital and does not include operating. The Committee noted there are free shuttle services to the casino. Mr. Antilla commented the route provides reverse commute work trips as well as opportunities for residents to get to the Baseline park and ride to connect to the regional transit system. Mr. Antilla noted the Native community supports this request but lack of additional funding would inhibit any growth and continued expansion of the route.

The Committee inquired if Valley Metro had a preference or ranking for any of these projects to consider. Mr. Antilla replied the requested amounts could be reduced but noted Route's 70, 72, and 571 would be impacted to a certain extent. It was noted due to the limited funding for this program the Committee is tasked with a difficult decision in balancing the request versus the availability of JARC funding. The Committee inquired if there was a threshold that would prohibit moving forward on any of the routes. Mr. Antilla responded that any funding awarded would be of assistance in supporting these transit routes. There were no further questions or comments.

6. Development of Priority Listing

Ms. Gaisthea provided an overview of the priority listing process. She referred the Committee to the ranking order that includes any revisions by the Committee after the presentation of applicants. Ms. Gaisthea noted three revisions regarding the development of this year's priority listing. New this year is the inclusion of JARC eligible applications. JARC has a dedicated funding source, the applicants are mostly municipalities, and projects are operation-based programs. Section 5310 comprises two elements. New Freedom projects are now eligible and funding is required to be split with 55 percent to traditional capital request and 45 percent to New Freedom eligible projects.

Ms. Gaisthea noted Ms. Miller has provided a matrix with all funding requests for both Section 5310 and 5307 JARC. Ms. Miller noted the matrix included the breakout of Section 5310 traditional requests of mobility management projects and vehicle requests. She added New Freedom projects and JARC eligible project were also broken out with the listed available amounts for each program listed. The Committee noted how useful the breakout of the programs and funding amounts in developing the priority listing. The Committee agreed to develop the priority ranking for the JARC eligible projects first.

The committee reviewed the JARC funding requests noting the amount available is \$1.8 million. Ms. Chen asked for clarification on the purpose for the applications and interviews. It was noted the priority listing for JARC has been difficult to determine due to requests from cities running current service for low-income areas. The Committee discussed the projects, funding requests, and other forms of funding available. Options were reviewed based on percentages awarded to reach the funding amount. Ms. Chen suggested using a normalizing formula in determining the funding amount. The final funding amount is calculated utilizing the ranking score, out of 100 points, multiplied by the requested amounts and then normalized to reach the full expenditure of funds. She noted the formula will utilize the Committee priority ranking of the projects.

The Committee acknowledged the importance of the JARC requests, noting the importance of the services to the most transit-dependent in the community. Many of these consumers would not have any other transportation option if it were not for public transit. The Committee agreed to utilize the normalizing formula in determining the JARC award amounts. The Committee determined the utilization of the evaluation process, ranking scores, and normalization formula as the most appropriate process for the JARC applications this year.

Ms. St. Peter noted possibly minimum and maximum thresholds could be used for next year's process. She added an example of a threshold to be used would be to set funding request limits keeping in mind the limited funding available for this program. Another technique could be to fund the highest ranked projects or to use a combination of the two. Ms. Sexton agreed that for the next process it would be mindful to consider developing thresholds for JARC projects. There were no further questions or comments from the Committee.

The Committee next developed the priority ranking for the Section 5310 applicants. The Committee discussed the process for ranking the applicant requests to meet the 55 percent requirement for Section 5310 projects. Ms. Riley noted the importance of mobility management requests and requested they be prioritized at the top. The Committee agreed mobility management projects provided more regional support and is an efficient and effective use of available funding. The Committee determined the mobility management requests of About Care and Lifewell did not meet regional eligibility requirements. The Committee noted the lack of a defined plan for the requested position and the lack of coordinating local community support on their application. Ms. Miller also noted About Care's lack of acknowledgement of a current mobility manager in the same service area. The

Committee advised MAG staff to provide further support to these agencies and any other interested potential application to support a successful mobility management request.

The Committee determined that technology requests related to mobility management projects to be awarded. The Committee requested staff to obtain further guidance on eligible technology equipment requests from the FTA. Ms. McMurdy noted some applicants had been previously awarded GPS equipment the previous year and other requests were for use by unspecified drivers use. The Committee agreed and inquired if the FTA is developing guidelines on the useful life of technology equipment similar to the useful life of vehicles and to what capacity federally funded equipment is to be installed.

Ms. Gaisthea stated the remaining traditional capital requests left to be determined were applicant vehicle requests. The Committee suggested awarding capital requested up to the first three vehicles. This fulfills all but two agencies vehicles requests, Lifewell and Marc Community Resources with requests of eight or more vehicles. The Committee noted awarding the first three vehicle requests insures agencies can meet the needs of their consumers. Limiting the number of vehicles encourages agencies to explore coordination efforts. Ms. McMurdy requested the City of Phoenix as the Designated Recipient (DR) for Section 5310 to contact the FTA to inquiry if it is allowable to underfund the 55 percent traditional requests. The underfunded amount can be used to engage a mobility management project for the West Valley and can cover costs if vehicles are determined to be more than the approximated amount listed in the handbook.

The Committee next prioritized the 45 percent of available funding for New Freedom requests. The Committee agreed utilizing the normalization formula for the New Freedom projects was an appropriate use of the Committee's priority ranking. The Committee determined two projects did not meet the intent of the program. The Benevilla request of gas vouchers was not supported in their application. It was determined gas gift cards were to be utilized as reimbursements for volunteer drivers which was not based on actual miles of services. The City of Scottsdale Wheels to Meals request did not meet the criteria of providing services that would benefit the community as a whole. Committee members also noted the funding amount requested was second highest while only providing services to a maximum of 15 consumers. The Committee commented consumers are currently receiving Dial-A-Ride (DAR) services and the request did not go above and beyond ADA services. The Committee agreed the priority listing developed was the most efficient and effective use of the limited funding available for the process this year. The Committee offered no further questions or comments.

Chair Dudley called for a motion to recommend approval of the priority ranking. Ms. Sexton moved to recommend approval of the FY 2013 Section 5310 and Section 5307 JARC priority ranking. Ms. McMurdy seconded the motion. The motion passed unanimously.

7. Committee Review of the FY 2013 Application Process

Ms. Gaisthea thanked the Committee for their time. She provided a summary of items to follow-up on based on the interviews. These include some site visits, additional information,

and clarification from Terros on unspent funds. Contacting the Chandler/Gilbert Arc regarding insurance and Hacienda Healthcare, TCH.

Chair Dudley stated the evaluation process this year was complex due to evaluating both the Section 5310 and Section 5307 JARC applications. He added the process this year had three different aspects of the evaluation process, those applying for Section 5310 traditional capital and mobility management projects, 5310 New Freedom projects, and Section 5307 JARC applicants. The Committee requested this agenda item to be included for the next meeting for further discussion.

8. Request for Future Agenda Items

The Committee requested further discussion on reviewing the FY 2013 process to prepare for the FY 2014 application evaluation process.

9. Comments from the Committee

No comments were made.

10. Adjourn

The meeting adjourned at 4:30 p.m.