

MINUTES OF THE  
MAG ELDERLY PERSONS AND PERSONS WITH DISABILITIES  
5310 TRANSPORTATION AD HOC COMMITTEE

April 22-23, 2014

Mag Office Building, Cholla Room  
Phoenix, Arizona

MEMBERS ATTENDING

Matt Dudley, City of Glendale, Chair  
Julie Howard, City of Mesa  
Jorge Luna, Valley Metro  
Christina Plante for City of Goodyear

Wendy Miller, City of Phoenix  
Ann Marie Riley, City of Chandler

\*Neither present nor represented by proxy.

#Attended by telephone conference call.

+ Attended by videoconference

OTHERS PRESENT

DeDe Gaisthea, MAG  
Janeen Gaskin, City of Surprise

1. Welcome and Introductions

Chair Matt Dudley, City of Glendale, called the meeting to order at 9:04 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 March 26, 2014 Meeting Minutes

Chair Dudley requested a motion to approve the meeting minutes. Wendy Miller, City of Phoenix, made a motion to approve the March 26, 2014 meeting minutes. Ann Marie Riley, City of Chandler, Vice Chair, seconded the motion. The motion passed.

4. Section 5310 Application Discussion

Chair Dudley introduced DeDe Gaisthea, MAG, to offer an overview of the schedule for the Section 5310 applicant presentations. Ms. Gaisthea advised prior commitments require that some Committee members leave early. Additionally, Kristen Sexton, City of Avondale, is unable to attend the applicant interviews, but will submit applicant scores and be present for the priority ranking.

A brief review of the agenda and directions to the applicants was provided. Ms. Gaisthea reviewed updates from Gompers, Human Services Campus, and Northern Arizona University. Ms. Gaisthea noted in the past, applicants were asked to respond to one specific

question. This year, the question will be, “How will your agency measure success if funding is awarded.” Ms. Gaisthea concluded her overview. There was no further discussion. Chair Dudley stressed the importance of adhering to the schedule.

5. Agency Presentations

Section 5310 Mobility Management and Capital Requests

**Marc Community Resources: Mark Tompert, Director of Facilities; John Moore, CFO, and Rick Vaughan, Fleet Manager**

Mr. Moore provided a history of Marc Community Resources (CR) noting it was founded in 1957. In 1975, they opened their first group home in a residential community and expanded services into behavioral health in 1988. Today, behavioral health services represent more than 50 percent of total revenue. Marc CR serves 3,300 people with serious mental illness (SMI) and has one-third ownership of Partners in Recovery. Mr. Moore advised that Partners in Recovery operates five clinics throughout Maricopa County serving 5,000 individuals with SMI. Marc CR offers a full array of programs for people with developmental disabilities (DD) and SMI; clinics and outpatient clinics; mobile counselors; and a variety of day programs and residential programs. Marc RC is the largest employment program for individuals with disabilities in Arizona. Individuals served through Marc RC live 25-30 years less than general population partly due to lack of medical care and lack of preventative care in general. Mr. Moore noted transportation is a vital component to providing services.

Rick Vaughan offered an overview of coordination efforts in the east valley, Pinal County, and Phoenix. Marc RC has upwards of 90 vehicles utilized for a wide range of services. Management of these vehicles is done with GPS insight to ensure vehicles are used efficiently. Marc RC is coordinating with Chandler Gilbert Arc (CGA) on available resources. Last year, a ride share program was discussed; however a sustainable way to accomplish this was not identified. Instead of ride share, Marc RC is working with CGA to find ways to identify availability of vehicles on week-end. This offers opportunities for smaller agencies to provide group outings.

Marc RC is also working with Fellowship Square to help assisted living and semi-supported individuals with grocery shopping activities. Mr. Moore advised part of the goal is to give opportunities for people with disabilities to give back to the community encompassing all dimensions of wellness. He noted Fellowship Square does not have significant transportation resources therefore, this offered a perfect match to offer volunteer opportunities. Mr. Vaughan discussed efforts to create a website for agencies to post resources or needs. While in its early stages, the goal is to expand on organizing transportation and available resources.

The Committee inquired about future plans to sustain the mobility manager position. Mr. Moore advised Marc RC is a very large organization with close to \$50 million in revenue, including Partners in Recovery, however in terms of program revenue surplus, MARC RC breaks even. Over the last five years, Marc RC has responded to \$4 million in reductions by reducing administrative staff, eliminating merit increases, and eliminating the 401K match. He added Marc RC will do what they can to leverage resources in times of tough decisions.

Success would be measured through coordination efforts such as with Fellowship Square and by having other examples to share a year from now in terms of more volunteers, expanded programs, and providing transportation to more organizations. Another example is eliminating barriers regarding insurance and Marc RC's goal is to develop that model.

**Foothills Caring Corps.: Debra Determan, Executive Director, Jayne Hubbard, Mobility Manager, Maria Price and Ian Caldwell, Town of Cave Creek.**

Foothills Caring Corps (FCC) has provided service for 15 years to support older adults living independently. FCC has 565 volunteers offering 41,000 hours of service annually and eight full time and part time staff. The number one unmet need is transportation. In 2004, FCC purchased a van and then acquired five additional vehicles through the 5310 program. FCC began with volunteers using their own vehicles to provide services that included transportation to medical appointments, mobile meals; and grocery shopping. More than 140 volunteers are trained to drive agency vehicles. FCC's keys to success are strong recruitment; screening and training of volunteers; community support; and multiple collaborative efforts including business and corporate partnerships. Ms. Determan noted the financial request of \$135,158. The agency budget is \$700,000, but would be \$1.6 million if in-kind services from volunteers are included.

Ian Caldwell discussed coordination efforts between FCC and the towns of Cave Creek and Carefree. He discussed working on framework study with MAG to make the Towns walkable and bikeable. Mr. Caldwell noted FCC puts people in touch with services and are an integral part of study. Jayne Hubbard advised she is part of a three member mobility management team. Her role is assessing needs and speaking with towns, cities, and other agencies. Other efforts include conducting surveys to identify resources and sharing of information. Mobility management happens on a national level as well through webinars, and chats; and on a regional level by participating in the MAG Transportation Ambassador Program (TAP) programs and brown bag trainings. At the local level, FCC has become the network agency for those that have no other transportation. Quarterly meetings are held with nonprofits and for profits to discuss key transportation issues.

Maria Price is a member of the transportation team and facilitates the process of sharing FCC vehicles with organizations throughout northeast valley. Ms. Price provides the level one training to new drivers on FCC policies and procedures. Organizations are required to go through the FCC training to be able to use the vans. Ms. Price coordinates with level two certified trainers for those agencies that require wheel chair accessible vans. Ms. Price also maintains track of van trips and all information is entered into the care database.

Ms. Miller noted the request for mobility management includes administrative costs and for more than one position. She requested that FCC isolate the funding for the single position and then resubmit the budget for the mobility management project. The Committee inquired if there is a formal agreement with the Towns of Cave Creek and Carefree regarding LTAF funds. Mr. Caldwell advised the Towns are made aware of funding available every year and collaborate on the application. Ms. Determan noted that because there are no other public funds available, FCC is the only group eligible through both Carefree and Cave Creek. Ms. Howard noted the importance of a written agreement. Ms. Miller inquired about a grant pass

through. Ms. Caldwell advised it is included in Cave Creek's budget. Ms. Determan noted there is no formal legal funding agreement but offered to look into his further.

Success would be measured through increased ridership. FCC has been able to increase 10 percent every year and sometimes more. Additionally, increasing partners in collaboration; FCC has been able to add three to four new partners. This year, FCC is considering launching an adult day care center. Ms. Determan added seeing vans on the road as much as possible would also be a measure success.

**Terros: Wayne Davis, Fleet Information Analyst and Karen Tepper, Chief Administrative Officer**

For the past seven years Terros, a non-profit, community based health care organization, has been involved with Mobility Management and the Section 5310 grant-program and currently serves as the sub-regional mobility manager for Central Phoenix. Terros has assisted in efforts to coordinate services with other grant recipients, as well as other agencies interested in serving some of the most vulnerable citizens of the county.

Many of the clients at Terros are considered to be seriously mentally ill (SMI). Therefore, Terros is committed to supporting this population and the organizations that serve them in addition to eliminating gaps in transportation for the targeted groups within Maricopa County. Terros' newer programs and services include: Bridging the Gap; Military System Navigator; Advancing Heroes (Intensive Outpatient); Safe Haven; Mobile Crisis. A brief overview of each program was provided.

Terros is best known for its participation in crisis intervention. Along with Crisis Response Network, and EMPACT- Suicide Prevention Center, Terros provides seamless crisis services to Maricopa County, and assists police and fire departments, schools, and citizens in need by providing the expertise to deal with situations in times of personal crisis. Many of the programs involve transportation and collaboration of one type or another. The efforts of Terros' 500 plus employees have made Terros a very well respected company in the behavioral health field. Collaborators include, but are not limited to the ASU Center for Applied Behavioral Health Policy, Grand Canyon University, Chamberlain School of Nursing, and Phoenix Children's Hospital.

The need for transportation coordination is more apparent. Through the mobility management program, there will be an opportunity to look at existing programs with an eye towards the need to transport clients and other agencies can begin to share their problems and successes tied to transportation. In addition to simply having a presence alongside other agencies, Terros provides transportation expertise and is well positioned to support partner agencies and other mobility management collaborators in a number of transportation related endeavors.

The mobility manager at Terros will have the backing of the entire company. With the changes experienced by moving from SAFETEA-LU to MAP-21, and from the Arizona Department of Transportation to the City of Phoenix as the designated recipient of grant

funding for Section 5310, Terros believes they can take the lead in transportation coordination efforts and are positions to move forward.

Ms. Miller requested clarification regarding whether the request for the fleet information analyst position is funding more than one position. Ms. Tepper advised the funding requested is for one fulltime position but noted the reality is that Terros we will need to engage a lot of people in organization that are not funded. It is estimated it will take 2.5 FTE to run the program. Ms. Miller clarified the request is for one position but Terros will be putting more resources toward it.

Success would be measured by engaging more agencies or bringing more people into the program. Terros anticipates that things will be different within a year of this program and is expecting this opportunity to redefine the direction of mobility management. Formalized milestones and deliverables would be a huge indicator of success and allow Terros to measure future success based on milestones.

**Chandler/Gilbert Arc.: William Parker, Executive Director**

Chandler/Gilbert Arc (CGA) has been in business since 1975 offering intellectual and developmental disabled programs for mostly adults and at times has offered summer programs for students. CGA also partners with Valley of the Sun United Way and works with people with any identifiable disability that is faced with homelessness. CGA serves 500 people per year through community living, employment, and adult day treatment programs. Mr. Parker provided a brief history of his tenure with CGA and the agencies funding sources. As the new executive director, Mr. Parker noted his intention to continue working on the grant applications as well as focusing efforts on community outreach. He noted much time is spent out of office building business relationships and community outreach.

Mr. Parker noted in terms of the request for vehicles, CGA has been gearing the agency towards small groups located discreetly in the community. None of the group homes have more than four people. Mr. Parker discussed the need to replace wheel-chair accessible vehicles due to mileage. CGA is about community integration and self-determination and has been involved with the TAP since it launched. A brief overview was shared on the active vehicle sharing agreement with Chandler; and potential use of vehicles for a summer program and senior program. CGA is reviewing availability, current usage and need.

Ms. Miller inquired how CGA's mobility management role would differ from that of Marc Community Resources. Mr. Parker advised Marc RC is working to develop a website however his focus is on meeting people and building partnership. Working together offers opportunities that do not repeat themselves. Creating a partnership with other developmental disabilities programs is essential because they often do not communicate as much as they should. Mr. Parker noted will work towards breaking down those barriers to create more relationships.

Success would be measured in the amount of miles driven and usage. CGA is engaged in active coordination strategies. CGA has been recording the number of miles driven for each vehicle and how many clients are transported for measurement. From the mobility

management standpoint success would be measuring success in terms of breaking down insurance barriers. Also, researching and coming up with information and sharing. An inquiry was made regarding a lack of funding in the future to continue mobility management. Mr. Parker advised if funding continues, more outreach will be done, if it were not available CGA would continue to do what they are currently doing.

**Hacienda HealthCare: Ed Roggenstein, Director of Transportation**

Mr. Roggenstein advised Hacienda Healthcare provides services to clients with various medical necessities. They expanded from their main facility and have opened several group homes and a day program, much of it within the last 18 months. Mr. Roggenstein advised the request for vehicles is to cover the expansion. Hacienda Health care has approximately 18 or 19 vehicles spread throughout the organization not only at the main campus but at group homes. Vehicles are used to transport clients to appointments, excursion, shopping, and more. Hacienda attempts to treat everybody on an equal basis regardless of ability.

Chair Dudley inquired about coordination efforts. Mr. Roggenstein advised Hacienda is primarily a transportation program that was created as a service Monday through Friday for medical appointments. For years, this has been their focus. Hacienda has been researching options and has been in contact with Philadelphia Insurance Agency in the valley. Questions remain on what can and cannot be done and Hacienda does not want to jeopardize their primary purpose. Mr. Roggenstein confirmed his understanding of the direction of the program and the need to give back to community.

Success would be measured by the ability to meet the needs of clients. One reason for expanding was because of the requests from clients for more home visits and personal activities. Success is getting them out and into the community.

**Arizona Spinal Cord Injury Association: Tiffany Wilkinson, Development and Public Relations Specialist**

Ms. Wilkinson advised Arizona Spinal Cord Injury Association has been in business for 15 years. The transportation program started 10 years ago and has a transportation supervisor and several drivers. The Association has a contract with the Governor's Council on Spinal and Head Injuries to provide all of their programs. Funding covers the costs to transport individuals and their families or caregivers to programs or events. Another program in place is the renting or leasing of vehicles to other agencies for large events if they do not want to pay for the agency's driver time. Vehicles are also used for doctor appointment, rehab, the grocery store and more. The agency serves anyone in the disability community and has many contracts and partnerships in place.

The Committee inquired about coordination efforts and specific vehicle usage. The agency currently has cutaway vans that have been obtained through Arizona Department of Transportation. They allow transportation of large groups of people. Over past ten years, transportation supervisor, Michal Brunning has cultivated and grown relationships with agencies and partnerships in community across the state. The agency is open to growing and creating more relationships. This year's request is for two minivans with ramps to help improve and cut down cost on the transportation program as use of a minivan would be more

economical than a larger van. The fleet needs to expand and lately has received a lot of requests and has not had enough vehicles or drivers to meet needs and demands.

Success would be measured through an annual evaluation of the transportation program by asking partner agencies for feedback on what changes can be implemented. Agency would also ask individuals to evaluate program including drivers. Consumer input is valuable to helping grow the program. Throughout year we do a good job of keeping track of driver logs and as year progresses can see success and any issues that come up are addressed quickly.

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

TCH provides services for people with developmental disabilities in Tempe. They have 13 group homes in the Tempe/Mesa area, a day program, and employment services with programs located in Tucson, Yuma, and Glendale, and home based services in Maricopa County. TCH has been in business since 1967. For employment services, TCH has Ability One contracts where individuals are placed in jobs at military bases doing a variety of tasks such as custodial work, food services or grounds maintenance. These jobs are set aside for people with disabilities.

This year's request is for three vehicles as three current vehicles will be aging out of service. The vehicles will serve two group homes and one day program. The day program has a variety of individuals that attend daily ranging from those who utilize wheel chairs, to individuals who are ambulatory, or have cognitive and/or physical delays. The group homes each have four to five individuals in wheelchairs. The majority of individuals cannot use public transportation because of a disability ranging from a medical condition, to being nonverbal or behavioral issues. Transportation is offered for medical appointments, interviews, shopping, or to Valley Metro for Americans with Disabilities Act (ADA) assessment.

Ms. Miller inquired about TCH's second choice for a vehicle and if they would want a minivan with ramp if their first choice were not available. Mr. Diaz confirmed. The need for vehicles with multiple wheelchair positions was briefly discussed along with the needs and challenges of only being able to transport four individuals at a time. Ms. Miller noted the vehicles capable of transporting five wheelchairs require a commercial driver's license (CDL) and inquired how this would be addressed. Ms. Hawking advised this would have to be researched further if the vehicle were available. He noted one possibility would be to have certain staff obtain a CDL for the purpose of driving those specific vehicles.

Success would be measured based on the number of people served and the number of outings per year. A lot of the measurement would be about how does TCH providing quality of life that individuals deserve. An inquiry was made regarding coordination effort related to insurance and liability. Ms. Hawking advised that TCH's insurance will not cover long-term coordination. Liability becomes an issue for TCH, but staff continues to research options to work around this issue.

**Horizon Human Services: Marsha Ashcroft Risk Management Director, and Denise Grimwell, Program Coordinator**

Horizon serves individuals with developmental disabilities through eight group homes and a day treatment program. The service areas are mainly in the Phoenix and Tempe/Mesa area. Funding requires that individuals be transported to and from day programs, in addition to medical appointments, social activities, and shopping. The majority of individuals served are high needs; several require one-on-one staff to client ratio. In transporting clients, also have to consider enough space to transport staff that accompanies individuals. Also need to coordinate space in vehicle to minimize behavioral issues.

Horizon Human Services has identified that the 12-passenger vans serve the need much better than the mini vans allowing for more space in-between clients. On occasion, staff has had to pull off to the side of the road to address behavioral issues due to safety concerns. This is one reason why public transportation is not feasible for clients. Another issue is any changes in schedule, the driver, or other riders that clients are not familiar with can exacerbate behaviors. Consistency with staff and drivers helps to maintain a calmer environment for the clients. The request is for two 12-passenger vans to replace one 12-passenger van and a minivan that will reach its useful life.

The Committee requested clarification on the agency's response related to coordination efforts. Ms. Grimwell noting sharing of rides with other consumers is not done because they are not conducive to the individuals served. She advised that Horizon Human Services has two programs with highly autistic individuals. Any change with three of the five people in one home will cause behaviors that could be of danger to the community. In the group homes, the ratio is two-to-one and one-to-one. These individuals could not be put in a situation where they could be safely transported with other individuals. Coordinating rides with other agencies would be difficult to manage for staff and the consumer. The Committee noted coordination goes beyond sharing rides such as training and recommended finding opportunities to coordinate that do not include sharing rides. Ms. Ashcroft noted the option of working with Marc CR to coordinate on maintenance issues to lower costs through contracts has been discussed.

Chair Dudley noted that vehicle utilization is 1.5 daily hours of use. He inquired if this is due to the condition of the vehicle and if the replacement vehicle would have more usage. Ms. Ashcroft confirmed noting increased hours for the north and Tempe locations. Chair Dudley noted the goal of maximum utilization per vehicle is about 25 hours per week. He suggested working toward this base amount.

Success would be measured by reaching the goal of integrating residents into the community as much as possible and not having incidents when taking clients to activities or shopping. Horizon Health Care's mission goes in line with developmental disabled and integrating individuals into community. Additionally, being able to provide progress reports reporting they are more active in community is a measure of success.

**City of Tolleson: Chris Hagen, City Clerk**

The City of Tolleson is a small community of six square miles with approximately 6,500 residents. The poverty level is 38 percent and there is a significant strong aging population and low overall socioeconomic status. The City is seeking a vehicle to reduce the workload of the community services department and senior center. The City currently has one driver and one bus from the Special Transportation Service program that disbanded. The City is also seeking a second vehicle and in the future a second driver to help meet the demands of the aging population.

Ms. Miller noted the original request had a driver and vehicle with the driver request having been withdrawn. She inquired if the requested vehicle is an expansion or replacement. Ms. Hagen confirmed the vehicle is an expansion and the City would advertise for a driver. A question was raised in regard to the Zoom transportation services and whether the City is providing ADA three quarter mile service. Ms. Hagen advised the City does not have a full dispatch service, but does offer ADA service if requested by someone in the community. Clarification was requested on whether the City provides trips for individuals who are ADA certified within a three-quarter mile of the zoom. Mr. Luna advised the ADA services is ADA Southwest Valley and is administered by the City of Phoenix. The service is federally required therefore services are provided within the three-quarter mile of the Zoom route. Ms. Hagen clarified the City of Tolleson has about \$21,000 for ADA services.

An inquiry was made on the number of elderly residents in Tolleson. Ms. Hagen advised more than 50 residents are transported to/from the senior center per day. She noted about 25 percent are elderly; the young adult population in the age range of 25-55 years is less than the percentage of elderly and children. A question was raised on whether the budget to hire a new staff person has been approved by the Council. Ms. Hagen advised the budget will be presented to the Council on April 21. The request is for \$500,000 doubling the transportation budget.

Success would be measured by an increase in activities and trips, servicing more people and furthering the ability to meet their needs. Services met by ADA and elderly population would be the successful measurement.

**Lura Turner Homes: Max McQueen, Executive Director; Deborah Mattox, President of the Board, and Angelica Gonzalez, Administrative Assistant**

Mr. McQueen provided a brief history of Lura Turner Homes which will celebrate its 50<sup>th</sup> anniversary next year. They first began offering services in small community settings in central Phoenix in 1965. Mr. McQueen spoke of the founders' passion for helping individuals who were being released from the "colony" in Coolidge and released to the street. Ms. Turner came up with community settings that offered active programs such as the Civitan program, church, scouts, aerobics, etc.

Mr. McQueen advised discussion was underway to start expanding five years ago but were halted due to the downturn in the economy. Lura Turner Homes is now eager to start expanding in baby steps. Additionally, agencies who dropped their programs are asking to

participate in Lura Turner programs bringing additional challenges in terms of transportation. He shared a situation in which a resident who required a wheel chair had to be relocated to a different group home that has access to a wheel chair lift van. Mr. McQueen noted even one new van, although more are being requested, would help serve the clientele better. Lura Turner Homes is a small agency and did receive a major gift a couple of years ago that helped stabilize finances. Additionally, for past three months, finances have been trending upward for the first time in five years.

The Committee inquired about coordination efforts. Mr. McQueen advised their sister agencies offer vocational or residential services and some do not have the extracurricular activities that have been a vital part of their program. Lura Turner Homes works with the Arizona Foundation for the Handicapped and Arizona Recreation Center for Handicapped to serve their residents. He discussed coordination efforts with other agencies to take residents to camp and noted challenges with the requirement by the facility to have enough vehicles to transport all clients out of camp in case of an emergency. Clarification was requested on whether the 2005 Ford is being replaced due to mileage or capacity. Mr. McQueen confirmed it is due to capacity. Ms. Gonzalez noted the replacement is also due to accessibility as it is a larger van that seats fewer people and difficult to access by residents with walkers.

Success would be measured by the ability to fully participate in events that residents look forward to; having the ability to transport them safely and on time; coordinating vehicles instead of using passenger cars; and working closer with other agencies. An inquiry was made about the primary use of the vehicles. Mr. McQueen advised the primary use is Day Treatment and Training Adult programs and medical appointments.

**Gompers Habilitation Center: Kim Antoniou, Development/Communications Manager and Steve Tolle, Facilities Director**

Ms. Antoniou advised Gompers services approximately 350 individuals with developmental disabilities of all ages. Gompers offers a day training program, private school, employment services and a senior center. Gompers is requesting five cutaway vans with lifts to help transport individuals. Approximately 230 individuals are transported to/from home to Gompers programs on a daily basis. The vans get plenty of miles on them and a lot of wear and tear. Gompers wants to continue to serve clients in the best and most reliable option available.

The Committee inquired about coordination efforts. Ms. Antoniou advised Dial-a-Ride does not transport clients from Phoenix to Glendale, such as to the employment services center. Gompers then has to provide the transportation. Gompers currently partners with Beatitudes' Duet program. Seniors from Gompers are transported to help home bound seniors grocery shop. Gompers attempts to partner when possible, however insurance, availability and timing become issues. It was noted that Gompers has been in discussion with the City of Phoenix regarding ride sharing for seniors during the hours that Gompers vans are not being utilized.

Success would be measured by the ability to provide reliable transportation for participants. Many individuals come from indigent populations and do not have vans to transport their loved ones in wheelchairs.

**United Cerebral Palsy of Arizona (UCP) of Arizona, Tiffany Wideman, Director of Afterschool and Summer Programs**

UCP has more than 50 years in the valley, and is one of largest providers to individuals with disabilities, serving more than 7,000 people annually. UCP serves children and adults with various disabilities including cerebral palsy, autism, Down syndrome and developmental delays. Funding is requested for five cut-away vans that provide transportation services to programs that include day treatment for adults with disabilities and afterschool and summer programs for children and young adults. The request is consistent with past and present coordination strategies in the MAG Regional Coordination Plan as it provides individuals with disabilities transportation services when transportation services are insufficient, inappropriate or unavailable.

UCP's proactive approach to improving coordination efforts in 2014 includes developing partnerships with new agencies such as Bethnesda Assisted Living, that are partnering with UCP to develop intergenerational programs and activities. In addition, UCP participates in the Maricopa Family Support Alliance whose mission is to coordinate and expand the network of support agencies working to provide the resources and aid necessary for families in need to be successful and independent. Through a contract with First Things First, UCP partners with seven agencies to deliver a Family Support Coordination Program that provides resources to underserved families with children under the age of six. This partnership includes UCP, Phoenix Children's Hospital, and Terros, Arizona Partnership for Children, Southwest Human Development, Crisis Nursery and the International Rescue Committee.

UCP also coordinates daily with Dial-a-Ride and provides transportation for clients who wish to participate in other special events. In anticipation of the 2015 school year, UCP is collaborating with the Laveen Elementary School district in a creative approach to providing afterschool activities for children with disabilities. The new opportunities are exciting and the goal in the next few months is to resolve insurance/liability issues. Once resolved, UCP will train volunteers as drivers to encourage true community collaboration and offer transportation possibilities for individuals with disabilities.

The total number anticipated to be served in 2015 is 120. Daily passenger trips total 144 and includes five vans with eight passengers daily traveling round trip for a total of 80 trips; and two vans providing eight passengers with transportation to at least two activities, excursions etc. daily for an additional 64 trips. The need is significant due to insufficient programs to fill the demand, some after school programs have had to close their doors for lack of funding, and few programs serve individuals with all disabilities. The program is unique in that it is year round and offers rich programs that promote confidence, skill development, and socialization. UCP believes in supporting all individuals to achieve their potential.

Success would be measured through a survey system used at the end of each program in

which respondents rate transportation services on measure of extremely satisfied to extremely unsatisfied. Questions relate to transportation services and staff in various categories.

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

One Step Beyond is a ten year organization that provides day training, vocational, employment, and recreational services in addition to transportation and some residential services. Day training services also provides life skills training that applies itself to vocational and employment - all services flow together.

The request for vans is to assist with expanding operations in Surprise to provide services to an underserved population of people with cognitive disabilities in the northwest valley. One Step Beyond has been exploring the possibility of opening an office in the City of Surprise. This has been met with overwhelming response from the community, officials and different agencies interested in partnering. Grants that assist with addressing transportation needs are heavily relied upon.

The program currently serves 176 participants across the valley from Anthem to the north valley, Sunnyslope to the east, Wickenburg and Morristown to the west and as far south as Avondale and Litchfield Park. These programs assist to ensure clients are not isolated and are able to participate in fulfilling social activities and have access to employment and vocational opportunities. The program also hopes to fulfill a project to serve seniors through meal delivery from the culinary program to light shopping for basic needs.

Success would be measured not only by individuals whose transportation needs are served, but also through the pilot programs mentioned and programs with seniors.

**Beatitudes Campus, Jack Marks Vice President of Development and Jeff Mathison, Director of Transportation**

Beatitudes, founded 50 years ago, is a senior living facility that offers independent living, assisted living, and skilled nursing. The campus has 650 residents; the majority of whom live in independent living. Beatitudes has a robust transportation program including five drivers; six buses and vans, and a couple of cars. The vehicles run all day, five days per week; on week-ends vehicles support off-campus activities and church. Group activities primarily occur in the valley, with some trips to Flagstaff. Most of the transportation is at no cost to residents; however there is a fee for doctor visits depending on the zone. There are nominal charges for trips to casinos or outlets.

This year's request is for a van that will replace a high-mileage vehicle with more than 120,000 miles. The new vehicle may provide additional capacity to offer transportation for other clients to participate in all campus activities. The average age of clients is 83 to 84 years old and it is a very robust program.

Success would be measured on the frequency of use of vehicles and additionally by the number of residents transported and the number of people who need wheel-chair equipped vehicles. The Committee inquired about the travel training goal discussed in the application.

Mr. Marks clarified he thought the question was in reference to driver training. He noted training is provided to drivers as required by the insurance.

**Lifewell, Jim Rogers, Transportation Manager and Miranda Jilek, Housing and Compliance Manager**

Lifewell provides transport for various clients from three locations throughout the valley. Clients are transported to various appointments; and supportive education. There are 18 drivers, three supervisors, and IT staff. The grant has been utilized for several years. Lifewell serves predominately behavioral health patients. Funding is primarily received through the Regional Behavioral Health Authority. Lifewell offers housing, clinical, and medication services which all tie into the transportation program. Lifewell has several outpatient services throughout the region. Some clients have co-occurring disabilities. Lifewell was formed in 2011 through a merge between New Arizona Family and Triple R Behavioral Health.

The Committee requested further information about the new centralized transportation program and advantage to Lifewell. Mr. Rogers advised Lifewell previously had vehicles spread throughout the valley with which the clinical team would take clients to appointments. This removed team members from the sites causing duties to be neglected. Additionally, there was difficulty determining the number of staff needed at each site. Presently, Lifewell has three different locations spread throughout the valley that cater to major sites and allow drivers to be dispatched to the site closer to the needs. Lifewell continues to work on the software for this program and is currently testing in in the west valley and is anticipated to be rolled out for the entire valley within the next few months. IT staff developed the software to fit the need.

The Committee inquired about discussions with Marc CR for shared driver training and inquired if there is ongoing collaboration on a centralized computer software system to help agencies coordinate training or availability of vehicles. Mr. Rogers advised Lifewell coordination efforts have been discussed but noted the issue of insurance. A question was raised on whether the insurance has outlined what training is needed. Mr. Rogers advised Lifewell is working with Marc CR and Terros to determine what is currently offered and will then move forward based on the insurance companies guidelines.

Success would be measured by maintaining current program and to see an increase in the number of trips provided.

**ARCH, Vera Martinez, Program Director**

Arizona Recreation Center for the Handicap (ARCH) began in 1975 with a focus on recreational activities for the disabled geared toward older teens and adults. Community leaders met to determine the needs which included transportation, recreation and socialization. Programs offer year-round services to 3,000 individuals annually and has expanded to include afterschool programs and summer day camps for children.

ARCH received one of the first vans in 1981 and offers fixed routes for adult day programs, and transportation for afterschool programs. Ms. Martinez outlined the school boundaries

served by ARCH. ARCH is requesting to add one van and replace one van. These vans are used from 7:00 a.m. to 6:00 p.m. with transportation for other activities during the day. ARCH has had requests to transport adults in outlying areas. This would be an opportunity to expand fixed route service to include additional areas.

The committee inquired about coordination efforts with other agencies. Ms. Martinez advised ARCH receives funding from the DES Division of Developmental Disabilities for transportation services. This creates some difficulty in sorting the billing. ARCH has worked cooperatively with Valley Life and Gompers to deliver clients to ARCH. Discussions have been held with Valley Life to coordinate fixed route services. ARCH is also working with private group homes to offer services to individuals for participation in day programs.

ARCH coordinates with Dial-A-Ride to coordinate client transportation. The committee requested clarification on the vehicle replacement and expansion. Ms. Martinez advised ARCH will be replacing a vehicle and expanding services. Ms. Miller advised vehicle identification numbers will be requested for vehicles that are replaced; further information will be provided should the vehicle be awarded. She noted success would be measured by the number of daily trips and increase from the past if another route is added.

**Native American Connections: Jennifer Dangremond, Grants Manager**

Native American Connections (NAC) is a 42 year old nonprofit agency that provides service for Native Americans needing assistance for various issues. NAC rapidly became a provider of behavioral health services and also branched out into housing. NAC continues to serve everyone that come to their doors while maintaining focus on cultural practice and tradition. NAC's budget serves 10,000 people per year between housing and behavioral health services. NAC was approached by the City of Phoenix and Valley of the Sun United Way and asked to establish projects to specifically house chronically homeless individuals. In 2013, Encanto Point and Stepping Stone were opened serving some of the most vulnerable individuals.

NAC is working with case managers to provide an array of wrap around services. Some clients do not have the ability to use public transit and NAC determined the need for accessible transportation. NAC utilizes Dial-A-Ride (DAR) and other transit services but are still in need of additional transportation services. Ms. Dangremond briefly discussed NAC's youth services and client needs. She noted NAC is also working with other providers to coordinate services where possible but do not have a formalized process.

Success would be measured through benchmarks that are tied to Department of Housing and Urban Development and behavioral health funding. When working with the chronically homeless, the biggest measure of success is to keep them housed. NAC wants to maintain 90 percent housing stability rate and be able to provide the required services to keep clients stable. This includes getting clients to the medical providers, Veterans Administration, and social services. Ms. Miller noted a low coordination score due to low participation in the past. Ms. Dangremond responded that NAC is a 40 year agency that has done amazing work but noted the need to be at the table with all of the ongoing efforts.

**Scottsdale Training and Rehabilitation Services (STARS), Toby Fox, Director of Development, and Tim Sementes , Day Program Manager**

Ms. Fox shared the mission and vision for STARS noting the agency has been in Scottsdale more than 40 years. Services are offered for teens and adults through three programs areas that include a day program for adults, vocational and employment service programs, and an administrative enclave. STARS' newest program is a transitions program that works with disabled teens and their families to successfully transition from school into the general public. He noted the challenge is that teens receive services through school, however parents and caregivers are concerned with what will happen with these teens after school. The transition program offers a variety of programs and life skills and training to help identify tools to move them forward.

Transportation is a critical part of these programs. STARS serves more than 200 adults and teens with disabilities annually. On any given week, STARS provides services to 80 adults per week. The request is for two vans with ramps to serve a combination of disabled and elderly consumers. An overview of the transportation runs per site was provided and issues with the interlock system on lift vans were briefly discussed. The committee requested clarification of the issues with the interlock system and noted input will be requested from agencies to determine vehicle needs. Further discussion ensued on the geographic boundaries served by STARS and efforts to serve areas where gaps exist.

Success would be measured by the use of vans and number of trips allowing participants to get out into the community and engage with others.

**Southern Arizona Association for the Visually Impaired (SAAVI): Carol Lopez, Finance Director, and Joe Peck, Operations Manager**

SAAVI's main office has been in Tucson since 1966 providing services to blind and visually impaired individuals. The contract expanded to include services in the Tucson area for residential services and supportive education for students who would like to return to college. SAAVI also has a summer program in Tucson for teenagers from throughout the state and offers a day treatment program. In 2012, Phoenix RSA asked SAAVI to provide service in Phoenix. After researching options, SAAVI began offering services in June 2012 in Phoenix and has greatly expanded. Four years ago SAAVI recognized the need for transportation for health and other services including school. The supportive education program was launched in Phoenix within the past year which leads to this submission of the application for funding. Last year, SAAVI applied for funding to the Pima Association of Governments and was awarded two vehicles.

Mr. Peck advised for the comprehensive day services, students come into the SAAVI office. SAAVI is the only agency among other agencies that provide services to the blind that offers transportation and they are able to provide services to areas not serviced by other agencies. He noted with the supportive education program, students attend schools throughout Maricopa County and as a result of the wide service area covered; there are individuals on a waiting list unable to be served based on a lack of vehicles.

SAAVI is relatively new to the county and has not had a lot of opportunity to coordinate with other agencies but there are options that exist and a willingness to do so. SAAVI has coordinated with other agencies for different events. The request for a wheelchair accessible van allows an opportunity to provide service to individuals with other disabilities. Orientation and mobility services are one aspect of the program, not only in outlying areas but within close proximity of the office. Mobility services are a key factor in the program.

Ms. Miller noted SAVVI qualified for funding in Pima County and inquired about travel training offered. Mr. Peck advised travel training is provided by SAAVI coordinating with Valley Metro. SAAVI also utilizes dial-a-ride services to meet the need of our consumers. Ms. Miller advised travel training expenses are eligible under the New Freedom. The Committee inquired about the unmet need and individuals on the wait list. Mr. Peck advised SAAVI can have up to 50 percent on the list because they offer a comprehensive program. As required by state contract, SAAVI provides services on a first come first serve basis.

Success would be measured by the amount of additional people served. This would be broken down into number of trips; increase in college enrollment; and clients getting to needed services.

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

Valley Life has been in existence for 67 years providing services to individuals with disabilities through residential services, day programs, and vocational programs. There are currently approximately 375 to 400 clients served. Programs include vocational programs that provide job skill; home and community based services; and residential services in 25 different group homes. An overview was provided of vehicle need and usage at day programs. 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

Success would be measured by showing usage of vans for their intended purpose; utilized on regular basis; and are maintained.

**Friendship Village: Cole Marvin, Executive Director, and Brian Scott, Assistant Director**

Friendship Village is a not for profit continuing care retirement community for older adult facility that offers three primary levels of care; independent living; assisted living and skilled nursing. Services are provided to 850 individuals ranging in age from 75 to 105. Friendship

Village has been in business for 35 years with transportation a very big part of service. Many individuals decide to stop driving but want to remain active in their community. Friendship Village has a fleet of vehicles but is seeking to diversify the fleet and looking to reduce their carbon foot print. Friendship Village has won awards from the Maricopa County trip reduction program. Mr. Scott has been actively researching an efficient and effective way of providing services.

Mr. Scott provided an overview of transportation services noting the focus has shifted from activities to medical appointments. Transportation is offered on 24 and 32 passenger busses. Friendship village is seeking smaller vehicles to provide these services. He noted the amount of trips made to date is nearly 20,000. He noted there are six activities coordinators and the transportation department makes the appointments for clients.

Success would be measured through resident satisfaction. Individuals are using Amigos that offers transportation for one to two individuals, but people have been turned away for these services. Another measurement is reducing the carbon footprint. The committee inquired about travel training for clients. Mr. Scott advised a new resident orientation provides an overview of services. The committee informed Friendship Village of Valley Metro's travel training program.

### **Stand Together and Recover: Suzanne Legander, CEO**

Stand Together and Recover (STAR) is a peer run behavioral health organization serving adults with SMI. It was noted SMI adults die on average 27 years earlier than the average public. Ages served range from 34 to 58 years. STARs helps individuals reintegrate into the community through peer behavioral health services. All but four employees are former clients. A majority of the clients are below the federal poverty level. Individuals receive approximately \$907 in social security disability. Clients utilize this to pay for co-pays, housing, medications, and living costs. As such, most individuals do not have personal transportation and are dependent on public transit. Another factor is low income housing. Many of the low income housing areas in the metropolitan area have been torn down and rebuilt with newer more expensive housing.

Ms. Legander noted low income housing is usually on the edges of the community and rarely offer good public transportation options. STAR provides services in all of Maricopa County. Areas lacking consistent public transportation and rural areas were noted. She added some neighborhoods where clients reside have higher gang populations and higher crime areas resulting in clients being targeted. Many clients also have environmental sensitivity due to medications prone to dehydration. General public transportation is not always the best use of transporting clients with SMI. STAR goes well above ADA requirements. Clients also need more one-on-one assistance and are hesitant to using DAR.

Ms. Legander discussed balance issues and difficulty utilizing the step in vans thereby causing injuries. Accidents have decreased when pull up bars and steps have been in use. Ms. Legander also discussed the need for larger walkways in the vehicles due to weight issues related to medications. Ms. Legander advised the vehicles requested are for the

Phoenix and Mesa locations and provided a brief overview of the Avondale location and Wickenburg corridor.

The Committee requested clarification on the request for operating assistance. Ms. Legander advised STARS runs a lean operation where they hire their own clientele as drivers which results in having many part time staff. The operating assistance is to be able to provide the above and beyond services such as waiting at door, assisting going to doctor appointments, and providing more client one on one personal assistance.

Success would be measured through a survey tool which has been utilized for three years. ASU Center for Applied Behavioral Health monitors and oversees the survey. It is a recovery tool where the employee responds to several categories, therefore the measure of success is that clients are getting better and more individuals are receiving services.

**City of Glendale: Kevin Link, Interim Transit Administrator**

Glendale submitted a request for two projects. The first is the taxi program currently operated in Glendale. This program provides rides for individuals whose medical needs may or may not be met through the Dial-A-Ride program and provides service to one dialysis center in Glendale that is not in the ADA area. Last year, 7,500 trips were provided. There has been a ten percent increase this year as the program continues to grow and has ranged in growth from five to 41 percent each year. The City contracts out the administration of the program and is working with the contractor to improve the level of service to customers along with researching options to implement a debit card payment system. Services are coordinated with the dialysis center and American Kidney Foundation. Since 2005, the program has grown almost 500 percent.

The second program is the GUS 3 circulator service. This route was developed with a focus on elderly and disabled population to service as many assisted living facilities, unassisted living facilities and destinations that serve older adults. This service keeps individuals from having to wait on DAR and runs approximately 13,000 passenger trips per year, five days per week, nine hours per day. Ridership continues to increase yearly. Routes are coordinated with fixed routes to make easier connections. This route is utilized for travel training programs and eventually to help individuals learn how to use fixed routes and light rail.

Mr. Link provided a brief summary noting Glendale has received New Freedom funding for the past six years; has a new taxi grant and Gus 3 grant that will be closed out by end of year; has dedicated funding source for match portions; managing a couple of additional grants to improve some of the non-compliant bus stops in Glendale.

Success would be measured by ridership although this service is a bit different. Efforts are underway to increase participation by clients who live in areas of town farthest from the dialysis center to participate in the program. He noted the City has received a request from an assisted living facility to expand service and is researching that option. A question was raised on the number of wheelchair areas on GUS vehicles. Mr. Link advised no less than two however, the newer busses are 27 feet which can accommodate four wheelchairs.

**City of Scottsdale: Mercedes McPherson, Mobility Coordinator**

Ms. McPherson provided an overview of the City of Scottsdale's population of more than 200,000 noting they have the highest percentage of seniors in the region. In 2010, ten percent of the population reported a disability. The majority of senior low-income and disabled citizens live in Southern Scottsdale. She noted there is a five-tier approach to transit in Scottsdale includes Valley Metro, the Trolley, Dial-A-Ride, Cab Connection, and pedestrian and bicycle paths. DAR is administered by Valley Metro of which Scottsdale is a part of the coordination effort for East Valley Dial-A-Ride (EVDAR).

Ms. McPherson discussed the requirements for paratransit services. Out of 184 square miles, 135 are covered by fixed route and DAR service. This leaves approximately 50 square miles unserved. Ms. McPherson noted the Cab Connection program works well for individuals within the unserved areas. Cab Connection is a taxi-subsidized program offered by the City of Scottsdale, the program is in its 13<sup>th</sup> year and serves more than 1,000 active participants serving the entire city boundaries. The use of Cab Connection does not require transferring taxi's when crossing city boundaries.

Through the program, the City issues 16 vouchers per month to residents 65 years or older and/or who are disabled. Transportation services are not limited and can be used for a variety of transportation needs. Cab service is provided 24-hours per day by eight to nine different providers. Participants have to register one hour in advance and the cost is more affordable. Ms. McPherson noted the DAR fare structure will increase in July. She noted participation in the Cab Connection is expected to increase by 31 new participants per month. Ms. McPherson discussed the need to be proactive in identifying funding sources so as not to have to turn clients away or put a cap on the program. The City also does not want to restrict the allotment of vouchers. Additionally, the City of Scottsdale is part of the Age Friendly Network of which the Cab Connection program fits hand-in-hand allowing people to age in the homes and have their transportation needs met.

The Committee inquired how the City will continue the program in anticipation of a temporary funding source, the increasing number of participants and higher costs. Ms. McPherson responded advising there are no current plans for alternative options in terms of eliminating the program. Funding is set aside from sales tax that can be tapped into. The city is also looking at other funding sources and researching ADA literature in terms of restructuring the program. The funding requested would supplement current funding. Cab Connection was implemented in 2001 and this is the first year the program would be eligible for New Freedom funding. Ms. McPherson provided a comparison of trips for DAR versus Cab Connection noting the program is slightly more popular. A clarification was noted that the Cab Connection program only pays 100 percent of the ride for dialysis. Success would be measured by the ability to serve more people and not have to place a cap on the program.

**Northern Arizona University (NAU) Civic Services Institute: Erin Kruse, Senior Corps Programs Project Director, and Emily Litchfield, Program Coordinator**

Northern Arizona University (NAU) Civic Services Institute's mission is to mobilize volunteers of all ages to strengthen communities through service in the following focus areas: Healthy Futures (Senior Companion Program), Education, Environment, Capacity Building,

and Emergency Preparedness, Response and Recovery. Last year, NAU engaged more than 2,000 volunteers throughout the state of Arizona. Some programs are statewide and others are focused on northern Arizona. The Senior Companion Program is in Maricopa, Mohave, Yavapai, Coconino, Navajo and Apache Counties. Maricopa County has 46 percent of the volunteers with great deal of resources directed to Maricopa County for support. Maricopa County has 46 percent of volunteers and they also serve 63 percent of the clients.

Ms. Litchfield provided a brief overview of client statistics and services provided to clients. NAU partners and establishes Memorandum of Understanding with many organizations and serves the broader community. The grant request is for \$85,915. A breakdown was provided on usage of funds which include volunteer mileage reimbursement, staff salaries and indirect expenses. NAU anticipates volunteers will provide 131,000 miles in service to clients next year and have requested support for those trips to be reimbursed at .445 cents per mile. NAU believes the value of this program cannot be replaced in the community; volunteers are paired with the clients and help to build strong and trusting relationships.

Information was provided on the ADA Platinum Pass program that allows personal assistants to utilize services along with the client. The committee inquired about travel training. It was noted travel training has been provided. Success would be measured through the satisfaction of clients and the number of people served. NAU is also adding a new question to the survey that inquires if services are allowing individuals to remain in their home. The additional question will be a major indicator of success.

**Valley Metro: Bob Antila, Senior Management Analyst, Ron Brooks, Accessible Transit Services Manager, and Arleen Schenck, Mobility Services Program Supervisor**

Valley Metro is a government agency originally formed in 1986 to provide and plan regional transportation services in Maricopa County. Valley Metro has grown to more than 250 employees with the addition of the region's transit customer service and ADA certification programs and merging with Metro Rail. Valley Metro operates 48 bus routes including local and regional bus, express bus, LINK services, several local circulators, and one rural route, as well as the planning, development, construction, and operation of the light rail system. Valley Metro manages more than 400 vans in the region's vanpool program, and the regional rideshare and commute solutions programs.

Valley Metro operates the region's transit customer service center and ADA certification program, conducts transit education through schools and community outreach, and performs extensive planning for future regional bus and light rail transit, as well as assisting local municipalities in planning and implementing local transit services. The general population served includes the greater public in the entire region, but also specialty populations including low-income, seniors, and persons with disabilities through specific services and routing. Fixed route operations operate in 15 different communities in the region as well as providing rural bus service to Gila Bend and Ajo. Last year, 32.8 million individuals boarded light rail and the fixed route buses operated by Valley Metro.

Mr. Antila noted Valley Metro also operates a multi-jurisdictional sub-regional paratransit service and alternative transportation programs that provide seniors and individuals with

disabilities with mobility and the ability to travel locally as well as region-wide. These services operate in the North West and East Valleys, and in the unincorporated areas or county islands of Maricopa County, and in partnership with the City of Scottsdale in the establishment and operation of their neighborhood circulator.

Ron Brooks discussed Northwest Valley Alternative Transit program operating in El Mirage, Sun City, Sun City West, Surprise Youngtown and unincorporated areas of Maricopa County. This is a taxi based paratransit system. It's a fairly inexpensive business model that allows Valley Metro to use the service when needed. Trips are provided throughout the Northwest Valley. Mr. Brooks provided an overview of the population in these areas and the numbers of individuals served through the program. He noted the funding for these services is at a critical level due to growth which is the basis for requesting funding. Valley Metro is working to coordinate trips and to coordinate with Northwest Valley Connection to develop mobility management in the region.

Mr. Brooks noted the East Valley Ride choice operates in Chandler, Gilbert, Mesa and Tempe. This is a taxi based program for seniors and people with disabilities who become eligible based on an application. The program allows use of taxi service to supplement other programs that cost more. He noted as of March, there were 3,900 people enrolled in the program and continues to grow. The Scottsdale Trolley was set up to serve elderly and disabled individuals in neighborhoods that are unserved. The Trolley is a link between those neighborhoods and areas that offer transit and rail. The Trolley is a lower cost model and promotes a quality of life. The Committee inquired on the extent of the City of Scottsdale's participation in funding the program. It was noted the Trolley was part of a packaged service available to the East Valley.

Success would be measured through the number of people served, in addition to service quality metrics, and people's reaction to the programs. The committee inquired further information about coordinating with Northwest Valley Connect. Mr. Brooks noted discussion is in the early stages to determine how to support each other's efforts to create an opportunity in the Northwest Valley. Valley Metro has also submitted an application for training to operate a One Click One Call center with the Northwest Valley Connect. The Committee requested clarification on funding limitations. It was noted \$100,000 would go to the Scottsdale Trolley with the remaining funds split between the other programs.

#### 6. Development of Priority Listing

Ms. Gaisthea provided an overview of the priority listing process. Ms. Gaisthea noted Section 5310 comprises of traditional capital requests including mobility management projects, and New Freedom projects. The Federal Transit Administration (FTA) requires that traditional 5310 project be awarded 55 percent of the apportioned funds with 45 percent to New Freedom eligible projects. Ms. Gaisthea received the preliminary scores from the Committee and integrated them into the final scoring matrix which includes revisions made by the Committee after the two day interview process. She noted the Committee had previously ranked the applications based on the type of projects with mobility management projects first, followed by equipment requests, vehicle request and then New Freedom eligible projects.

Ms. Gaisthea stated the process this year will include developing the priority ranking with funding amounts. She noted including the funding amounts enables the Section 5310 Phoenix/Mesa UZA priority listing to be included in the Transportation Improvement Plan revisions. Ms. Gaisthea thanked the City of Phoenix Public Transportation staff for providing the requested funding amounts by each project requests. She noted the funding amounts information had also been provided last year as a reference. Ms. Miller noted the matrix included the breakout of the Section 5310 traditional and New Freedom requests 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.

Chair Dudley stated there were four mobility management requests through this year's applications process. They include the Foothills Caring Corps., in North Phoenix, Terros in Central Phoenix, and two requests for the East Valley, Marc Community Resources, and Chandler Gilbert Arc. Vice Chair Riley expressed appreciation for the uniqueness for each of the applicants. She noted each area has different demographics with different needs. Agencies that can address the differing needs of the communities are very important. The group noted how the Marc Community Resources and Chandler Gilbert Arc both brought different skill sets to mobility management. Marc CR is working on an inventory of services database and Chandler Gilbert Arc addresses the community aspect by getting out into the community. Ms. Plante expressed appreciation for CGA's commitment to sustain the program even if no additional funding is awarded.

The Committee noted the importance of mobility management request and requested they be prioritized higher. Ms. Miller noted the City of Phoenix is open to not limiting the sub-regional managers. She stated the East Valley's vast service area and would benefit in utilization of more than one mobility manager. Ms. Miller noted based on Marc RC and CGA participation in TAP meetings and workgroups they have demonstrated their willingness to coordinate with each other. She noted the City of Phoenix would support funding both request in the East Valley. Jorge Luna agreed that the mobility management projects requests fully support the differing in the needs of our region.

Ms. Miller stated the Foothills Caring Corp. (FCC) has provided needed services for the underserved in the North Valley. She noted FCC's funding amount is beyond the scope for a mobility management request. Historically mobility management projects had been awarded based on one position per agency. The FCC request is equal to two and half positions. Ms. Miller noted based on this year's applicants requests beyond the available funding, the City of Phoenix would not consider funding the full amount. Ms. Miller stated FCC had been contacted to offer a revised funding request. She noted based on FCC funding revisions and the amount requested from the previous year, the City of Phoenix is recommending funding the equivalent of one full time position of \$52,000 and \$29,000 for administration costs for a total of \$81,000.

The group came to the consensus to fund four mobility managers for the region with two in the east valley due to the size of the area, the different focuses of the agencies, and uniqueness of the communities. The Committee also agreed for mobility management project

requests to be equivalent to one full-time position. A question was raised on whether funding can be provided beyond a one-year time period requiring agencies to create and propose plans for working with other nonprofits. Ms. Miller noted on an administrative level there would be challenges with managing grant funding over a two year period.

The Committee determined that equipment requests to be awarded next. Julie Howard noted the equipment requests were for retrofitting vehicles already in place. She noted these requests indicate that there is a need reexamine the type of vehicles offered through this program. Ms. Miller noted the City of Phoenix will look into the type of equipment and vehicles to meet the needs of the communities. She noted agencies should not have to retrofit vehicles to meet the consumer's needs. The Committee noted equipment requests was an efficient use of funds to ensure vehicles in place meet the needs of the people they serve.

Chair Dudley noted the next set of priorities to be determined were the vehicles requests. Ms. Miller noted there were 55 vehicles requests this year. Vehicles are included in the required 55 percent of traditional requests to be awarded. Ms. Miller stated that there is a funding carryover from last year's traditional capital requests. She noted with the carryover there is available funding to cover all the vehicle requests. Ms. Miller noted FTA requires up to 55 percent for capital but New Freedom eligible requests could not go above 45 percent. Ms. Miller noted the Committee could award over the 55 threshold to avoid possibly funding portions of the vehicle requests.

Chair Dudley requested discussion from the committee on funding the vehicle requests. The committee noted all scores were close and the need was demonstrated. Ms. Miller noted the vehicle requests are very close to the funding amount. She noted it is eligible to fund all the vehicles with less under the New Freedom funding amount. The group discussed if funding all of the vehicle requests was the best use of the funds. Kristen Sexton noted the agencies requests were to either replace vehicles that were not longer reliable or to address the growing needs of the agency for more service. Ms. Miller noted funding all vehicles would reduce the New Freedom portion by approximately \$500,000. The Committee inquired on the funding about for New Freedom. Ms. Miller noted the largest funding request for New Freedom was the Valley Metro alternatives program.

The Committee noted limiting the vehicles awarded by rank would penalize the smaller agencies that only requested one vehicle. Ms. Miller noted by awarding all the vehicle requests and reducing the amount available would be able to fund the two largest New Freedom requests that provide regional transit services through several projects. Jorge Luna noted funding vehicles speaks to the intent of the program by offering alternative options for the most vulnerable in the population. He noted the City of Tolleson presented on going the extra mile to fund a position for their vehicle request to serve their community needs. The Committee noted agencies not funded through the New Freedom program could potential access other funding sources that nonprofits may not have access too.

The Committee came to a consensus funding agencies vehicles that are providing services to consumers who may not be able to take advantage of other transportation services is the best use of federal funds and addresses the intent of the program. Ms. Howard noted all agencies

show great needs and ranking should be taken into consideration she questioned funding all of the vehicles and noted other New Freedom projects from nonprofits may not be funded.

The Committee reviewed the rankings of agencies for New Freedom and discussed various methodologies to award the projects. The Committee noted the evaluation and ranking process was established to offer guidance for this process and all agencies went through all the same evaluation process. The Committee noted the difficulty of ranking municipalities and nonprofit projects. Committee members agreed in order to be consistent; the same methodology should be used for New Freedom eligible projects. The consensus from the Committee was to prioritize New Freedom requests based on the ranking order and expend available funds by ranking order. The Committee noted discussion for next year's process could be to limit the number of project requests and funding amounts per application in order to award more agencies with the funding available. The Section 5310 program through the years has seen an increase in agencies requests, it is important to discuss guidelines to meet the future demands. Chair Dudley noted the prioritized listing included mobility management, equipment, vehicle requests and New Freedom projects by ranking order.

Chair Dudley called for a motion to recommend the priority listing of applicants for the 2014 Section 5310 FTA Enhance Mobility of Seniors and Person with Disabilities for the Phoenix/Mesa UZA. Ms. Miller, City of Phoenix moved to recommend approval of the Section 5310 priority ranking. Ms. Sexton, City of Avondale, seconded the motion. The motion passed unanimously.

7. Committee Review of the FY 2014 Application Process

The Committee requested further time to discuss the review of the FY 2013 process. Chair Dudley called for a motion to move this agenda for the next meeting. Ms. Sexton made a motion to move this agenda for discussion at the next meeting. Ms. Plante seconded the motion. The motion passed unanimously.

8. Request for Future Agenda Items

The Committee requested to send requests for future items to DeDe Gaisthea.

9. Comments from the Committee

Chair Dudley thanked the Committee for their time and commitment for this important awards program. He also thanked MAG and the City of Phoenix for their coordination efforts on the application process. The Committee noted in the future it is hoped the federal government would provide larger funding amounts for this every important program that addresses the transportation the needs for older adults and people with disabilities.

Chair Dudley encouraged participation in the Age-Friendly Communities project and the TAP program as an opportunity to build coordination efforts in the region.

10. Adjourn

The meeting adjourned at 3:56 p.m.