

January 6, 2016

TO: Members of the MAG Elderly and Persons with Disabilities Transportation Program Ad Hoc Committee

FROM: Ann Marie Riley, City of Chandler, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Meeting - 10:00 a.m.

Thursday, January 14, 2016

MAG Office, Suite 200 - Chaparral Room

302 North 1st Avenue, Phoenix

The MAG EPDT Ad Hoc Committee meeting will be held at the MAG offices at the time and place noted above. Members of the Committee may attend either in person, by videoconference or by telephone conference call.

The meeting agenda and resource materials are also available on the MAG website at www.azmag.gov. In addition to the existing website location, the agenda packet will be available via the File Transfer Protocol (FTP) site at: <ftp://ftp.azmag.gov/ElderlyandPersonswithDisabilitiesTransportationCommittee>. This location is publicly accessible and does not require a password.

Please park in the garage underneath the building. Bring your ticket to the meeting, parking will be validated. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the Ad Hoc Elderly and Persons with Disabilities Transportation Committee does not meet the quorum requirement, members who have arrived at the meeting will be instructed a legal meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

Pursuant to Title II of the Americans with Disabilities Act (ADA), MAG does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation.

If you have any questions, please call the MAG office at (602) 254-6300.

MAG Elderly and Persons with Disabilities Transportation Program Ad Hoc Committee
TENTATIVE AGENDA
January 14, 2016

COMMITTEE ACTION REQUESTED

1. Call to Order

2. Call to the Audience

An opportunity will be provided to members of the public to address the Elderly and Persons with Disabilities Transportation (EPDT) Ad Hoc Committee on items not scheduled on the agenda that fall under the jurisdiction of MAG, or on items on the agenda for discussion but not for action. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the Ad Hoc Committee requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.

3. Approval of the Ad Hoc EPDT Committee April 21-22, 2015 Meeting Minutes

4. Sub-regional Mobility Managers Presentation

The Section 5310 Enhanced Mobility of Seniors and Individual with Disabilities Program sub-recipients of mobility management grant awards for the Phoenix-Mesa Urbanized Area (UZA) will offer presentations on regional coordination activities. It is a federal requirement that recipients of federal grant awards to participate in regional coordination efforts. As noted in the MAG Human Services Transportation Coordination Plan, the utilization of sub-regional mobility managers is a strategy that offers greater community outreach for regional coordination efforts.

2. Information.

3. Approve the Ad Hoc EPDT Committee April 21-22, 2015 meeting minutes.

4. Information and discussion.

5. Overview and Legislative Update of the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program

DeDe Gaisthea, MAG, will provide an overview of the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program. On December 4, 2015, the Federal Transit Administration (FTA) signed into law the Fixing America's Surface Transformation Act, (FAST Act). An update of the legislative act and any changes resulting from the FAST Act regarding the Section 5310 program will be offered.

6. Review and Approval of the FY 2016 Application Process and Time Line

An overview of the FY 2015 Section 5310 Application evaluation work group comments will be provided. Evaluation materials developed as a result from the work group discussions, objectives for the application process, and the FY 2016 Section 5310 application time line for the Phoenix-Mesa UZA application process will be presented. The EPDT Ad Hoc Committee members will have an opportunity to review, discuss, and approve the FY 2016 Section 5310 application process and time line for the Phoenix-Mesa UZA.

7. Request for Future Agenda Items

Topics or issues of interest that the EPDT Ad Hoc Committee would like to have considered for discussion at a future meeting will be requested.

8. Comments from the Committee

An opportunity will be provided for EPDT Ad Hoc Committee members to present a brief summary of current events. The EPDT Ad Hoc Committee is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

Adjourn

5. Information and discussion.

6. Approval of the FY 2016 Section 5310 Enhance Mobility of Seniors and Individuals with Disabilities Program application objectives, process, and time line for the Phoenix-Mesa Urbanized Area .

7. Information and discussion.

8. Information.

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

April 21, 2015

MAG Office Building, Cholla Room
Phoenix, Arizona

MEMBERS ATTENDING

Abhishek Dayal, Valley Metro
Cydney DeModica, ADOT MVD, Ex-
Officio Member
Matt Dudley, City of Glendale, Chair
Janeen Gaskins, City of Surprise
Ed Jones, City of Mesa
Wendy Miller, City of Phoenix

Kristin Myers, Town of Gilbert
Christina Plante, City of Goodyear
Ann Marie Riley, City of Chandler, Vice
Chair
Kristen Sexton, City of Avondale
Jeff Tourdot, Maricopa County Human
Services Department
Robert Yabes, City of Tempe

*Neither present nor represented by proxy.

#Attended by telephone conference call.

+ Attended by videoconference

OTHERS PRESENT

DeDe Gaisthea, MAG
Teri Kennedy, MAG
Amy St. Peter, MAG

1. Welcome and Introductions

Chair Matt Dudley, City of Glendale, called the meeting to order at 9:07 a.m. Chair Dudley thanked the Committee for their efforts on the application process and welcomed new member Ed Jones, City of Mesa. Introductions ensued.

2. Call to the Audience

Audience members were given an opportunity to address the Committee on items not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only.

Howard May, a member of the public, addressed the Committee regarding issues affecting individuals with visually impairment. Mr. May stated, as a blind person who rides public transit he is aware of some of the issues that affect individuals with visual impairments and who have physical disabilities. He noted one of his goals is to advocate for the understanding of the need for a more accessible ADA transit system. He noted that bus stops that do not have sidewalk access to nearby shopping centers or businesses are an issue. He added an example was at 95th Avenue and Camelback where individuals have to walk through a

driveway to access the shopping center which is difficult if you have a visual or physical disability. Mr. May concluded his statement.

3. Approval of the FTA Elderly and Persons with Disabilities Transportation (EPDT) Ad Hoc Committee March 25, 2015 Meeting Minutes

Chair Dudley requested a motion to approve the March 25, 2015 meeting minutes. Robert Yabes, City of Tempe, made a motion to approve the meeting minutes. Wendy Miller, City of Phoenix, seconded the motion. The motion passed.

4. FY 2015 Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program Application Update

Chair Dudley invited DeDe Gaisthea, MAG, to provide an update on the FY 2015 Section 5310 application process. Ms. Gaisthea thanked the Committee for their time and expertise in evaluating applications submitted this year. She noted 41 applications from 28 agencies were received with overall funding requests at approximately \$4.9 million. She advised while staff is still awaiting full apportionment from Congress, estimated funding is \$2.9 million. Ms. Gaisthea provided a brief overview of the review process. The Committee will hear presentations from all agencies who have submitted an application over two days. At the Committee's request, Mobility Management (MM) projects and those with multiple projects have been grouped together and allotted additional time to present their projects. The Committee was forwarded a matrix of applicant's participation in coordination efforts and a matrix of unspent funding from previous awarded projects to assist with the review process.

Ms. Gaisthea noted the Committee had expressed concern regarding the diversity in the type of requests and salaries for mobility management projects during this application cycle. The Committee had requested staff to research national best practices for salaries of mobility managers. Based on the Community Transportation Association of America (CTAA), the average salary for a full-time mobility management position is \$45,000 with the highest pay at \$60,000. Information researched for a full-time position indicates mobility managers also coordinate planning outside of their own agencies. Findings for those at the higher pay scale of \$60,000, requested a Bachelor's degrees in Public Programs, experience in coordinated planning on a regional or statewide basis, with some managing a one-click call center.

The Committee discussed the consideration of setting parameters on awarding mobility managers salaries based on information derived from the national best practices. Information included CTAA's national averages for salaries, mobility management criteria noted from other regions, and the limited amount of federal funding available. Ms. Gaisthea noted MM application requests were very diverse ranging from full-time to part-time positions, some included indirect costs, and others were only for salaries. She also noted the MAG region was unique with the utilization of sub-regional mobility managers.

Amy St. Peter MAG, acknowledged the Committee for their time, efforts, and expertise. She advised staff reviewed all of the applications from the perspective of whether or not the applicants were requesting appropriate salaries for the level of work being offered. Ms. St. Peter noted it was difficult to defend some request particularly as they relate to the critical

role of mobility management. Ms. St. Peter noted including fringe and overhead expenses as an appropriate request. Ms. St. Peter stated because of the evolving role and the availability of additional information including national average compensation, it is important to review the compensation closely. The Committee also noted that Arizona's cost of living is below the national average. The Committee continued discussion on requests that would not be considered defensible given the amount of salary requested

The Committee's consensus was to set salary parameters of \$45,000 for a fulltime position, \$22,500 for a part-time position, with a maximum amount of \$60,000. The Committee requested MAG staff to offer the parameters to MM applicants and request a revised budget. Ms. St. Peter expressed support for the Committee's effort in setting reasonable parameters for mobility management applications and the request for applicants to submit a revised budget. She added the parameters offers appropriate guidance and assistance in funding projects given that this year's funding requests outweighed the available funding.

Chair Dudley thanked the Committee members for their input. He noted the importance of the work of the Committee in ensuring federal funds are awarded appropriately. Chair Dudley advised based on research of national best practices on salary averages and the consensus of the Committee it would be appropriate to set salary parameters of \$45,000 for MM requests based on a full-time position with a maximum of \$60,000. Chair Dudley requested MAG staff to inform MM applicants of the parameters and to forward a revised budget.

5. Agency Presentations

Traditional 5310

The Centers for Habilitation: Jesus Daniel Diaz and Dawn Hocking

The Centers for Habilitation (TCH) is a non-profit founded in 1967 that provide services for individuals with disabilities, offers group homes, day programs, employment services, and medical appointment coordinators. Services are provided throughout Maricopa County, along with some programs offered in Tucson and Yuma.

TCH is requesting replacement vehicles for the current fleet. Mr. Diaz addressed the Committee advising one of the requests was due to an accident that occurred earlier in the year. TCH replaced the van noting vehicles are recycled either by being donated or sold every year that new vans are received. The vehicle involved in the accident, and a few other vehicles were replaced. Ms. Hocking stated the consequences of not receiving replacement vehicles would cause both a financial and direct program impact. The financial impact would be based on the cost and upkeep of older vehicles not replaced. Clients' programs would be impacted as the number of outings would be reduced due to not having the same amount of vans. Ms. Miller requested clarification on the three vehicle requests. Mr. Diaz advised the requests are for the 22 foot cutaway. Ms. Miller inquired about interest in the Ford Transit. Mr. Diaz confirmed interest noting preference for the four passenger wheelchair vehicle.

The Committee inquired on the percentage of elderly and disables individuals TCH serves. Ms. Hocking advised most consumers are adults with developmental and physical

disabilities, many of the clients are in their late 50s early 60s. She added the clientele is aging and they are seeing an increase in medical appointments due to Alzheimer's and dementia. Chair Dudley inquired whether the vehicle will be used for one particular home or a variety of group homes. Mr. Diaz advised it will be used for one home in particular, but staff will take advantage of each vehicle, such as for outings.

Ms. Miller inquired on the deductible from the vehicle involved in the accident and if any money from the settlement from the accident is being applied towards the replacement vehicle. Ms. Hocking advised the settlement received was around \$7,000. The funds were put back into the fleet budget to cover wear and tear and general fleet maintenance. Foundation funds provided the matching dollars for the cost of vans received. Ms. Miller advised the FTA requires that when a vehicle that has been in an accident is replaced, funding received goes back towards that particular vehicle. Ms. Hocking advised she was unaware of the requirement. Ms. Miller offered to follow-up with TCH to discuss further.

The Committee inquired on TCH driver trainings. Mr. Diaz advised a 25 point, three hour training is offered on Tuesdays. Training is conducted for no more than four persons at a time. Drivers receive wheelchair training and drive time in residential areas with the largest vehicle. Classroom time includes a video. A question was raised on whether "aging out" of vehicles refers to a time restraint, mileage or both. Ms. Hocking advised it is a combination of both. Mr. Diaz advised over 100,000 miles results in a lot of maintenance adding that a vehicle can have five years, but less than 100,000 miles therefore aging is mostly due to high mileage. This concluded the interview.

Gompers: Kim Antoniou, Diane Powell and Kristy Grisham

Gompers is a nonprofit that serves approximately 350 individuals on a weekly basis. Three different programs are offered including a private school, day training for adults program, and employment services center. Gompers provides both individual and group supported employment coaching along with support in a workplace setting. Gompers serves people with developmental disabilities covering a wide spectrum and is one of the few organizations that provide transportation to individuals who are non-ambulatory.

Ms. Miller inquired about interest in the Ford Transit. Ms. Grisham advised she had not seen the demonstration of the Ford Transit and as such could not confirm preference. Ms. Antoniou addressed the consequences of not receiving vehicles stating that it has been a challenge to operate even with no increases in funding. She stated the ability to apply for the grant and receive vans at a reduced cost makes it easier to focus dollars directly on programs. Gompers is looking at other opportunities to expand so they can add 70 additional people to the day program. The ability to rely on the Section 5310 program to help fund the vans helps existing programs and provides the possibility of looking toward expansion.

Janeen Gaskins, City of Surprise, inquired about the impact on Gompers should they only receive funding for two vehicles. Ms. Antoniou advised having two vehicles funded for the organization is better than having none funded. She expressed appreciation for everything the Committee has done and invited anyone to tour the facility noting anything is helpful and appreciated. Ms. Gaskins inquired of the other vehicles acquired within the last year from City of Surprise. Ms. Antoniou noted the City of Surprise had unused vans that were made

available to One Step Beyond and Gompers. Gompers purchased four vans from the City of Surprise. The vehicles were used to replace older vehicles with high mileage. Ms. Grisham discussed the needs that can be accommodated through the older vehicles in comparison to the dial-a-ride vans acquired. She noted the addition of vehicles allows them to spread out wheel-chair clients, transport more ambulatory clients, and be more efficient.

Ms. Miller advised the City of Surprise had vehicles that were not being utilized. Therefore, the City of Phoenix, as the designated recipient (DR) helped broker the redistribution of six available vehicles throughout the region. A noncompetitive process was held to determine which of the 5310 agencies could utilize the vehicles. Gompers and One Step Beyond were the two agencies selected to receive vehicles.

The Committee requested clarification on whether the request for five vehicles was for replacement or addition. Ms. Antoniou confirmed the request is for replacement vehicles. Ms. Grisham advised Gompers travels 600,000-700,000 miles per year and therefore will be replacing vehicles with high mileage. Ms. Antoniou advised the oldest vehicles are 2008 and 2009 adding that one vehicle has 130,618 miles. This concluded the interview.

Development Enrichment Center: Michael Noyes

Development Enrichment Center (DEC) is a faith-based 501 c3 that provides services to the developmentally disabled population in the Northwest valley. DEC was founded in 2009 by DEC founder and CEO Nancy Younger due to her first-hand experience with autism and multiple health challenges with her son David. DEC, specializes in serving medically fragile adults and children. DEC offers a daytime treatment program that includes afterschool and summer program, as well as home based services that include respite, rehabilitation, and attendant care. DEC also transports adults and children to/from various program locations.

Mr. Noyes noted this was DEC's first time applying for the Section 5310 grant. He noted DEC has acquired its current fleet without the assistance of grant funding. DEC is at a pivotal point and must seek assistance to augment the current fleet of aged of vehicles. Mr. Noyes provided a brief overview of the vehicle and equipment replacement requests. The current fleet inventory consists of five vans with 160,000 average mileage, the highest mileage van has more than 300,000 miles. The oldest vehicle is a 2002 dodge cutaway with an inoperable lift. DEC currently has seven wheelchair clients that require transportation assistance. Mr. Noyes noted the vehicle maintenance costs of an aging fleet has had a negative impact on DEC's operating budget.

Mr. Noyes noted if DEC were not to be funded the result would put the agency in a stagnant status of providing transportation services. DEC has liens on two of their existing five vehicles. He noted the vans are inadequate to serve the current client base and to meet the needs of clients with disabilities. He added existing clients have limited opportunities to participate in direct excursions to the community due to a troubled fleet of aging vehicles and existing exorbitant maintenance costs. DEC has had strong interest from new clients but has turned away clients due to its existing five-mile radius operating policy. Mr. Noyes noted the original thought process was to acquire four new vehicles through the 5310 grant application process. However, given the competitiveness of the grant program DEC is requesting funding for two vehicles.

Ms. Miller requested clarification on the request for vehicles and whether they are for replacement or expansion. Mr. Noyes advised the two vehicles being requested are primarily for expansion. He clarified the request is for one cutaway, one minivan with lift, and funding for a lift replacement. He noted DEC is in need for the wheelchair accessible vehicle and the cutaway is the first choice. Ms. Miller inquired about DEC's current coordination and vehicle sharing efforts. Mr. Noyes advised DEC shares vehicles with a couple of faith based organizations located in the Northwest Valley. He noted it is very difficult to do so during the week due to operational needs. Though DEC is limited, due to their current vehicle situation, they do make their vehicles available as-needed on the weekends. Transportation is available to group homes, churches, and other social events.

Jeff Tourdot, Maricopa County, inquired about the total number of clients served by DEC and the frequency of the individuals who will be receiving transportation. Mr. Noyes advised the total clients served was 130 with 32 unduplicated clients receiving transportation services. Mr. Tourdot requested clarification on whether DEC will be serving 32 more individuals based on expansion. Mr. Noyes confirmed DEC will be adding and not replacing vehicles. He noted the vehicles will be supplementing transportation services that are offered daily. This concluded the interview.

One Step Beyond: John Roach

One Step Beyond, a nonprofit agency, has been operating day programs for cognitively disabled adults for 11 years. Clients range from 18 to 66 years older, with 230 members, and 90 employees on three different campuses located in the cities of Glendale, Surprise, and Peoria. Mr. Roach provided an overview of the service area with changes to existing and new locations. He noted the agency has included additional programs due to the increase in membership with 55 members in Union Hills relocating to Glendale. Membership is expected to increase to 300 by end of year leading to the request for three additional vans, two wheelchair accessible minivans and one minivan without ramp. One Step Beyond provides life skills, development employment skills and recreational activities.

The Committee requested clarification on the need for 12 additional vehicles over the next year. Mr. Roach replied the 12 vehicles include the three vehicles being requested through this grant program. One Step Beyond currently has a fleet of 45 vehicles. He added that the agency will normally purchase a new van and/or lease one as needed noting that every five new members usually triggers the need for a new van. Mr. Roach confirmed the request is for expansion vehicles. Ms. Gaisthea requested clarification on the type of vehicles being requested. Mr. Roach stated the request was for two minivans with ramp and one without a ramp in no particular priority.

Mr. Roach noted One Step Beyond connects with the local high schools regarding their program. He added information is passed through word of mouth and through current members and families. A question was raised on the impact of not receiving funding. Mr. Roach noted the vans are for expansion and not being able to obtain one or all three of the vehicles will impact future members. He advised members requiring ambulatory care will be required to have personal transportation. For many parents, guardians, and members, this will be the difference between whether or not members will be able to attend service

programs. He noted not having funding for the seven passenger van will impact the 2015 budget in that a vehicle would have to be leased. This concluded the interview.

United Cerebral Palsy of Central Arizona: Dora Vasquez and Teri Wideman

United Cerebral Palsy of Central Arizona (UCP) has provided comprehensive services to individuals with disabilities for more than 60 years. Under the leadership of Armando Contreras, approximately 4,000 adult and children with various disabilities receive services through UCP. An overview of services was provided. UCP is located in North Phoenix with an approximate 75 mile service area. The project request is for \$221,000 in funding for acquisition of replacement vans. UCP is one of the largest providers in the county for summer programs serving approximately 80 children. UCP partners with communities in Phoenix, Glendale, Peoria, Paradise Valley, and six school districts. Current vehicles scheduled for replacement have more than 100,000 miles and/or are in dire need of repair. UCP partnered with MAG to offer the UCP campus as a PASS training site.

Ms. Miller inquired about interest in the Ford Transit vehicle. Ms. Vasquez confirmed interest, noting priority for the minivan with ramp is due to more families residing in apartments. She added cutaways are harder to navigate through apartment complexes. The vehicles are replacements and UCP anticipates no further need for vehicles for the next five years. A question was raised on the impact of not receiving funding. Ms. Vasquez stated the availability of transportation for children and young adults with disabilities would be impacted. The current vehicles that need replacement would not be adequate to serve additional clients. New vehicles afford the opportunity to increase participation. This concluded the interview.

ValleyLife: Mary Brannoch and Marcia Ngruchelbad

ValleyLife is a nonprofit organization that has been in existence for 68 years that works with developmentally disabled individuals. ValleyLife has 25 group homes with 11 day programs and vocational department. ValleyLife is requesting two 12-passenger vans for two group homes as the existing vans have more than 175,000 miles each. Ms. Brannoch noted the consequences of not receiving funding are that ValleyLife would have to purchase vehicles for members to have available transportation.

The Committee inquired about driver training. Ms. Brannoch advised the agency has a one-week long new employee orientation class for all our new employees that includes defensive driving. Once completed, employees are required to have one-on-one driver training with a supervisor at which time they are familiarized with where to find the insurance, who to contact, and how to work with members. Employees are also paired up with another staff until they are comfortable.

The Committee inquired on coordination efforts. Ms. Brannoch advised ValleyLife has tried to do coordinated with shared vehicles but noted the difficulty due to the vehicle insurance liability factor. She noted the insurance liability issue has been discussed with other stakeholders. The Committee requested further explanation on the vehicle liability issue. Ms. Brannoch noted the issue of responsibility should ValleyLife borrow vans or use another agency's staff to provide transportation is an insurance liability issue. She added that ValleyLife has contracts with the Arizona Department of Developmental Disabilities to

provide transportation to consumers. She noted the State's contracts have to be taken into consideration when providing transportation services.

Ms. Gaisthea noted other options to coordinate aside from vehicle sharing and inquired about other efforts. Ms. Brannoch responded that Valley Life considers Gompers a sister agency. Gompers has had members assist with contracts, and the production center at Valley Life. Additionally, staff has gone to different events such as at ARCH for their members to participate. Ms. Brannoch noted Department heads also meet with different agencies on opportunities to coordinate. Additional coordination efforts include volunteering at the food banks or animal shelter.

The Committee inquired on whether or not public transportation is an option for clients. Ms. Brannoch advised it is an option for the vocational department. ValleyLife supplies bus passes at half cost in addition to providing bus training. A question was raised on membership recruitment efforts. Valley Life does not recruit as they are not allowed to, but are listed as a nonprofit agency. Information is also provided to parents, family, and guardians by support coordinators. This concluded the interview.

Valley Center of the Deaf: Cindy Walsh

Valley Center of the Deaf (VCD) is a community based organization under the umbrella of Catholic Community Services (CCS) of Southern Arizona serving deaf, deaf-blind, and hard of hearing individuals. VCD provides services not available elsewhere and is the only agency of CCS in Maricopa County. Services are free to the community.

Ms. Walsh noted VCD was awarded a minivan in 2013 to be used with VCDs deaf-blind program. In 2014, VCD entered into collaboration with Tempe Neighbors Helping Neighbors (TNHN) to provide transportation for shared clientele living at the Apache Trails Adult Senior Living Apartments. The program, along with the deaf blind program has maximized use of the minivan which does not provide ADA accessible transportation. The program serves a unique population of deaf, deaf-blind, and hard of hearing individuals. Ms. Walsh provided an overview of the clientele, cost per trip, savings, and the services offered to clientele. She noted the addition of a vehicle would not only improve the efficiency of providing equivalent service but increased the capacity for the number of trips.

Ms. Walsh noted without the award of an ADA accessible van, VCD will continue to struggle to cost-effectively provide equivalent service for individuals with additional mobility challenges. The cost of daily van rentals would continue to burden the program. Ms. Walsh noted VCD has been working with MAG Transportation Ambassadors Program participates to enhance their ability to provide equivalent service. She noted demand continues to rise and when scheduling conflicts go unresolved, VCD must rent vehicles to accommodate the need. Being awarded an ADA accessible vehicle will improve efficiency, save costs spent on renting a vehicle, and increase capacity.

The Committee requested clarification on the number of vehicles VCD has available. Ms. Walsh stated there is one vehicle that is being utilized greatly. Ms. Walsh advised that VCD had asked for a lift equipped van, however they would accept a lesser vehicle that can accommodate a wheelchair such as minivan with ramp. Clarification was requested the

request is for replacement or expansion. Ms. Walsh confirmed expansion. The Committee inquired on the partnership with TNHN. Ms. Walsh advised VCD has an official agreement with TNHN to provide transportation services for residents. The challenge faced by VCD is that they are unable to allow non-employees to drive and funding is needed to pay a driver. VCD helps secure membership fees for the organization and TNHN pays for a driver.

Abhishek Dayal, Valley Metro, noted the Apache Trails development is close to light rail. He inquired why light rail was not an option for VCD clients. Ms. Walsh advised the facility was built with the knowledge that seniors in the deaf community wanted to live together as they aged. It was a movement in the deaf community to get the facility built working with various groups and the City of Tempe. Ms. Walsh added that the actual demographics of the group could not have been predicted as the average age is more than 80. People who want to live in a community where they can communicate are coming from around the country. She advised that Apache Trails has a 100 person waiting list. Ms. Walsh noted the population is of persons older than expected, who are deaf and medically fragile. Ms. Walsh noted that when a rider is able to use light rail, VCD has sent an attendant to accompany the rider. This concluded the interview. .

Horizon Human Services: Marsha Ashcroft

Horizon Human Services (HHS) has been in business since 1975. They provide behavioral health and developmental disabilities services for individuals in six counties. HHS has eight group homes in Maricopa County plus a day program and assisted living facility. HHS serves individuals with severe behavioral issues whose behavior can be very volatile. Each group home has a vehicle however it is difficult to combine clients from group homes for transportation purposes. Ms. Ashcroft provided further details on the client/staff ratio and accommodations taken to transport individuals.

Ms. Ashcroft noted HHS request is for two 12-passenger vans to replace current vehicles and a lift equipped van. Two of the vehicles will replace current vehicles in group homes and the other will be for the day treatment program. She noted the population being served is not conducive to public transportation adding that a change in staff or schedule can trigger behavior issues in clients. Ms. Ashcroft noted staff takes into consideration the environment and the type of vehicle when transporting clients. Ms. Miller requested clarification on the vehicle priority and interest in the Ford Transit. Ms. Ashcroft confirmed the passenger vans are priority and confirmed interest in the Ford Transit in lieu of the cutaway.

The Committee inquired on how HHS would maintain its programs if not awarded a vehicle. Ms. Ashcroft noted the requested vehicles are replacement vehicles for those nearing 100,000 miles. She added these vehicles require more repairs due to the heavy use resulting in having to pull them out of service. The more frequently this occurs, the more often staff has to combine vehicles with another group home. As previously noted, changes to the schedule and environment trigger behavior issues in clients. The Committee inquired on the benefit and cost savings of working with Mountain Health for drivers training. Ms. Ashcroft advised HHS has been working with Mountain Health and Wellness for the past year and are looking into merging. The HHS transportation supervisor was PASS certified and began offering training to Mountain Health and Wellness twice monthly.

Chair Dudley inquired on the size of each agency. Ms. Ashcroft noted Mountain Health is also a behavioral health agency a little smaller than HHS and both are in different locations. She added Mountain Health has also moved towards integrated care providing medical services. This will benefit both companies as they merge. Ms. Miller requested clarification on the current status of the merge. Ms. Ashcroft advised both agencies have worked together for one year. Mountain Health was facing some financial issues therefore they are in the process of combining the leadership and reviewing the process to merge current policies. The merge is expected to be complete by September however, they are currently two separate companies with shared leadership. Ms. Miller confirmed there are two separate budgets and funding sources. Once the merge has been completed, all locations and services will remain unchanged. This concluded the interview.

Mountain Health and Wellness: Marsha Ashcroft and Richard Parker

Mountain Health and Wellness (MHW) serves a population of individuals for psychiatric and medical services. Mr. Parker provided a brief overview of the service area noting that the Regional Behavioral System has extended their service area and clients are now being served in the Maricopa system. MHW provides transportation for elderly and disabled in the East Valley. The service areas include most of Maricopa and Pinal County. A majority of transportation, up to 60 percent, is provided in Maricopa County. Mr. Parker noted MHW is in the process of merging with Horizon Health and Wellness. MHW is requesting three minivan replacement vehicles.

Ms. Gaisthea requested clarification on the total of six vehicles being requested should the merge proceed. Ms. Ashcroft replied at this time MHW is requesting three minivans and HHW is requesting two passenger vans and one cutaway. Ms. Ashcroft advised that at the time of the application submittal the merge was not complete. Mr. Parker inquired, if awarded, would the agency would ensure that the vehicles are utilized in the service site locations outlined in each of the applications. Ms. Ashcroft confirmed, if awarded, the vehicles would be located at the services site as noted on each of the application request when the merge has been completed. Ms. Miller inquired on what would be the top five vehicles requested. Ms. Ashcroft advised three minivans for Mountain Health and two 12-passenger vans for HHS. This concluded the interview.

Southern Arizona Association for the Visually Impaired: Joel Peck

Southern Arizona Association for the Visually Impaired (SAAVI) has operated in Maricopa County for three years providing vocational rehabilitation services for the blind and visually impaired. Mr. Peck noted services include rehabilitation teaching, assisted technology orientation ability, and job readiness activities. Activities are offered through a comprehensive day program in which clients are transported to the facility if they do not have access to other transportation. SAAVI is requesting a 12-passenger van to replace an aging high-mileage vehicle. SAAVI is also increasing service levels and has quadrupled in service size from three years ago.

The Committee requested clarification on whether the request is for expansion or replacement. Mr. Peck confirmed it is for replacement. He noted the consequence of not receiving funding is that clients will remain on a wait list indefinitely until transportation becomes available. Mr. Peck noted that SAAVI provides transportation services to clients for

programs five days a week. He added at this time some clients are on waiting list due to transportation limitations. The Committee inquired on SAAVI's coordination outreach efforts. Mr. Peck advised SAAVI connects with the disability resource centers in local colleges and universities in Maricopa County. Mr. Peck noted SAAVI wants to ensure coordination efforts with other agencies so that vehicles are in full use outside of the hours during which they are being used by SAAVI. This concluded the interview.

Arizona Recreation Center for the Handicapped: Vera Martinez

ARCH is a nonprofit that was founded in 1975 with the purpose of addressing the needs of disabled individuals in the community. Several organizations including the Easter Seals, Arthritis Foundation, and Valley of the Sun created ARCH as a separate entity to offer a place for disabled adults to go once they got out of school. ARCH is one of three unique agencies in the country that offer drop-in programs for people who do not receive services anywhere else. Attendees pay a \$2 per day fee to participate in activities though payment is not a requirement. The first after school and summer day programs for the youth was started in 1983. ARCH is expanding onto the existing facility for dedicated space to separate youth 17 and under from the adult population.

Ms. Martinez noted the vehicle requested is an addition for the children programs which can be utilized for adult and elderly programs given program scheduling. Ms. Miller clarified that children who have disabilities are eligible for funding therefore there is no designation difference. The Committee inquired on ARCH's the acceptance of partial funding. Ms. Martinez advised ARCH may be able to add to the match to accommodate partial funding. Clarification was requested on whether or not the vehicle would be utilized on week-ends. Ms. Martinez advised there are no set programs regularly scheduled on week-ends. However, ARCH does have special events, trips, or week-end outings, whereby vehicles are utilized on evenings or week-ends.

The Committee inquired on how ARCH would maintain its programs if not awarded a vehicle. Ms. Martinez advised while programs have been sustained for 40 years agency vans are currently at capacity and the affect would be not to offer as much transportation to the consumer. Chair Dudley inquired on coordination efforts. Ms. Martinez advised ARCH coordinates with ValleyLife, Gompers, and other private group homes with efforts to meet and discuss clients' needs. She noted one issue is to how best to meet those needs of getting individuals to the drop in programs until a family member can pick them up. Ms. Miller acknowledged that ARCH is the number one agency that comes up when coordination is discussed with other agencies. This concluded the interview.

Hacienda Healthcare: Ed Roggenstein

Hacienda Healthcare (HH) is a nonprofit agency that provides services for disabled individuals and elderly clientele. The first vans received through the Section 5310 grant were received in 1997. HH has since expanded to four group homes, two medical group homes and an autistic group home. HH has also established the first independent locally owned and operated pediatric hospital in Arizona and is currently opening a second hospital in Mesa. HH has also opened a skilled nursing facility and receives clientele not only from Arizona but from other states as well. HH has a day training activity program for which individuals are transported from group homes and residents to the facility. The primary

purpose of the vehicle request is to retire older vehicles. Vehicles received last year replaced vehicles from 1998 and 1999. If funded, the current cutaway vehicle request would replace vehicles from 2000, 2002, 2004.

Chair Dudley inquired about HH coordination efforts. Mr. Roggenstein noted prior to his employment HH was very limited to the vehicle sharing discussion primarily out of concern about insurance barriers. He noted HH has increased attendance in TAP meetings and participated in workgroup discussion on ways agencies can coordinate on sharing vehicle. Mr. Roggenstein noted through discussion one way to address the insurance barrier is a standardized training program such as PASS. He added 5310 recipients pursuing the standardized trainings would help to overcome insurance issues.

Ms. Miller inquired if the three cutaways are replacements and two minivans with ramp are expansion vehicles. Mr. Roggenstein confirmed the three cutaways are replacement not expansion. Ms. Miller requested clarification on the preference for the Ford Transit over the cutaways. Mr. Roggenstein confirmed noting the priority would be three cutaway or transits. If the caravans are not available, the second choice would be the cutaway or transit. Ms. Gaisthea inquired about the impact to HH if the vehicles requested are not awarded. Mr. Roggenstein noted they would be unable to replace vehicles with high mileage. He noted several have over 200,000 miles. This concluded the interview.

TERROS: Wayne Davis, Karen Hoffman and Todd Stingley

Terros is a nonprofit community based healthcare organization. Terros provides medical care and supportive services to individuals struggling with mental health and substance abuse disorders. As a nonprofit behavioral health company it is important for Terros to be part of the discussion to improve transportation for the elderly, people with disabilities, and people with serious mental illness. Mr. Davis stated Terros has been involved with MM and the Section 5310 grant process for the past eight years. He noted he was one of four sub-regional mobility managers in the region.

Mr. Davis noted the issue of insurance has been brought up as a barrier for agencies in sharing vehicles. One strategy to assist with the dialogue is to work on standardizing driver training such as the Passenger Service and Safety (PASS). PASS certification is a nationally accepted standard training course. PASS training would improve services for other agencies and the end recipient user. Agencies that choose to have their drivers certified can then work with insurance agencies open the dialogue of sharing vehicles. Terros and other sub-regional mobility managers have made progress to certify drivers in PASS training to improve insurance access to share vehicles. Mr. Davis advised Terros' goal is to provide several opportunities to have more people PASS certified. Mr. Davis noting that without funding, standardized training will be delayed and overlooked. He added standardized training is the first step in vehicle sharing.

Jeff Tourdot, Maricopa County, noted the limited funding and requested input on what Terros can bring to the table that would expand opportunities to bring additional resources in the future. Mr. Davis noted his involvement with MM for several years and how things have evolved and work has been done to identify and close gaps in the system. He advised Terros has delivered with PASS training. He noted one gaps mentioned by agencies in sharing their

fleet are problems related to insurance and liability issues. The mobility managers believe standardized training is key to moving past this issue. Terros has conducted a class and this is a tangible example. Mr. Davis expressed that he was very excited about the opportunity to become a PASS trainer and help other agencies meet this requirement.

Ms. Gaisthea noted given the diversity of the MM application requests this year the Committee had requested information regarding national MM's funding amounts. She provided an overview of the research conducted on national average of salaries for MM obtained through CTAA. Ms. Gaisthea stated the Committee has considered only awarding salaries based on the national averages for a full-time position of \$45,000 based on time spent on MM activities. Ms. Stingley noted Terros is also experiencing restricted funding adding that Terros has a fleet of 61 vans which requires somebody to manage them. He noted this grant does not totally cover the cost of Mr. Davis activities with this program. Brief discussion ensued to clarify the total cost of Terros' MM. Ms. Miller noted the robust discussion about MM and the diversity in the requests adding that Terros spends 30 percent on MM and 70 percent on fleet management. Mr. Stingley added Terros would look at what other costs might be affected.

Ms. Miller inquired on how many of the 36,000 people Terros listed are direct participants served under MM. Mr. Davis advised all of agencies within Central Phoenix have the potential of having clients served through MM through PASS training. Terros serves 45,000 per year clients in which half receive transportation by Terros or other transportation options. He noted the numbers provided are relate to transportation as a whole. Those served by the MM piece would be other agencies combined with Terros. Ms. Plante noted agencies cited in coordination efforts that they have volunteered a PASS trainer which seems to be in-kind, non-funded. She inquired how that differs from what Mr. Davis would be doing. Mr. Davis advised four pass trainers were identified in the TAP meeting poll that were willing to train. One person has since left. Mr. Davis noted the hope is to train 175-200 drivers in a year however it would be very difficult for one or two volunteer trainers to do this. The idea was to broaden the number of trainers.

Ms. Miller clarified that Terros had noted they would accept partial funding. She inquired if there is a threshold that would make it unable for Terros to fund the position. Mr. Stingley responded that it would then become a management decision of Terros and the priority put on being able to transport clients. He noted that the cost of Mr. Davis and MM exceed what is being requested. Terros covers more cost than the 20 percent match contributed. Ms. Miller inquired if there is any room for adjustments in the request. Mr. Davis advised Terros is willing to increase the amount of time spent on MM activities adding that it's about coming up with the actual work to be done. Ms. Gaisthea noted in consideration of these parameters, requested Terros to submit a revised budget for MM.

Chair Dudley inquired about the expected merger with another agency. Mr. Davis noted Terros merged with Nova and Phoenix Interfaith in the past year with another merger anticipated by end of June with Choices Network of Arizona. Terros will be combining forces and taking financial responsibility of three of the six locations. He noted Terros' staff will increase from 660 to almost 1000 employees. Chair Dudley inquired how this will affect the MM role. Ms. Davis noted MM isn't so much a company position as it is a community

position supported by Terros. Mr. Davis note the companies involved in the merge do not have additional vehicles. He added as the MM needs increase and as ideas are brought to the table, the MM position can always grow.

The Committee inquired on Terros vehicle request. Mr. Davis noted Terros is growing and expanding services by combining with three different agencies. Terros is requesting an ADA compliant vehicle, the only such vehicle in their fleet, and four other vehicles be used to transport SMI clients. Ms. Hoffman noted if not for Terro's programs SMI individuals would be in state hospital. Chair Dudley requested a revised estimate of the average daily hourly use of vehicles be provided to Ms. Gaisthea. Discussion ensued on the average trips per day and it was estimated vehicles are used 20-25 hours per week. Mr. Davis clarified that Terros received a van in 2007, and is now requesting a minivan with ramp. The vehicle would be much more utilized and would be made available agency wide. Ms. Miller noted it appears as though it would be required for equivalent service. Ms. Miller reconfirmed the request for the revised MM budget within the given parameters. This concluded the interview.

Chandler Gilbert Arc (CGA) - Billy Parker

Chandler Gilbert Arc is nonprofit agency located in the East Valley providing services for people with intellectual and developmental disabilities since 1975. CGA serves 200 clients per day with services that include community living and adult day programs. Mr. Parker stated 90 percent of the agency's primary budget funding is received through the Arizona Department of Economic Security (DES). He noted CGA supports the initiatives of service coordination and MM. Mr. Parker stated the agency recently entered into a new partnership with the Arizona Department of Child Safety (DCS). Through this new partnership CGA has opened a group home this year and purchased a second facility that will open in the fall. Mr. Parker provided an overview the agency's strategic plan and his employment since 1994.

Mr. Parker noted he has provided outreach to East Valley residents and coordinates with other MM's on exploring strategies that would enable agency to agency van sharing. He noted CGA has experience with vehicle sharing with the City of Chandler. He noted insurance liability was a barrier they had to work through. Mr. Parker was able to share his experience with the process with the other sub-regional mobility managers and invited their insurance broker to discuss liability issues. He added standardized operating procedures and trainings were noted as a strategy that insurance programs may accept to address the liability for van sharing. Mr. Parker noted CGA has reached out to other agencies such as the Valley Center for the Deaf and YOPAS to discussion transportation coordination. Mr. Parker discussed MM collaboration efforts such as volunteer driver programs and a resource webpage with other MM's from Foothills Caring Corps and the Marc Community Resources.

Ms. Gaisthea reviewed information regarding the national average salary for MM and inquired if CGA would be able to submit a revised budget. Mr. Parker noted as the Executive Director of CGA he does not do MM on a full-time basis. He added CGA has ten different people involved in the process, but he represents the mobility manager. Mr. Parker advised he would revise the budget accordingly and review how projects can be managed. Ms. Miller advised the Committee has given direction to another agency utilizing multiple people on the work of MM coordination activities. She inquired if CGA has at least one full-time

equivalent person working on MM. Mr. Parker confirmed CGA has one full-time equivalent, but not one full-time person.

Mr. Tourdot inquired what CGA brings to table that is different from the other mobility managers. Mr. Parker stated that he brings a common sense approach. Mr. Parker noted that in the last year, the expectation and performance of MM has increased. He has worked in the intellectual developmental disabilities community for several years which offers him a perspective on specialized transportation and how to manage an agency while offering services to other agencies. He noted CGA has worked on coordination efforts before receiving funding and was able the insurance companies to the table. Mr. Yabes inquired about the expectation and responsibilities for agencies to borrow vehicles from GCA. Mr. Parker advised agencies responsibilities is to have a Department of Motor Vehicle check, have training that meets expectation, and clear communication of when they need vehicles to ensure proper scheduling. Mr. Parker noted agencies pay for use of vehicles, but that really only covers GCAs costs. He added CGA thought is about sharing vehicles when needed.

The Committee inquired on CGA vehicle requests. Mr. Parker noted the two new receiving homes that serve up to six children per home with intellectual disabilities. Case management is conducted through DES and DCS. He provided an overview of the services offered adding that all have different needs for transportation among other things. One of GCAs requirements is to have an ADA vehicle available for both sites at all times. GCA is requesting two vehicles; one for each site. Mr. Parker noted the request does not mean the actual vehicle will go to that site as it could go to a site where it will be used more. Ms. Miller confirmed it is an expansion request and inquired about the interest in the Ford Transit. Mr. Parker advised he would have to look at the vehicle again.

Ms. Gaskins noted the vehicle inventory list includes three new vehicles. She requested further information on how those vehicles tie into the request for additional vehicles. Mr. Parker noted most homes need an ADA vehicle and at times, more than one. GCA had a several minivans that were getting very old. Last year, they requested and received three minivans that were received this year. As such, GCA has not yet gotten rid of the three old vehicles and are waiting to see the outcome of the current request. The vehicles, due to mileage are also not fit for transportation but more of utility vehicles. He noted what drives the vehicle usage is what type of transportation is needed and at what facility. Chair Dudley inquired about the proudest coordination effort aside from MM role. Mr. Parker noted the van sharing program and being able to navigate the insurance issues, presenting information, and connecting the insurance with other sub-regional mobility mangers service providers. This concluded the interview.

Marc Community Resources: Mark Tompert, John Moore and Rick Vaughn

The Marc Community Resources (Marc) serves 9,000 individuals primarily in Maricopa County with 600 employees and eight locations. Mr. Moore noted medical technology continues to impact the service industry and there is not enough funding for disability services. Medicaid funding continues to be reduced. Marc is financially strong due to its size and diversified funding streams, but it has never been more important to be really smart about how to set up and fund programs. Transportation has always been required and a

significant part of services as Marc continues to grow. Mr. Moore noted the 5310 grant opportunity has never more important.

Rick Vaughn noted MM is placed on working with other agencies to fill service gaps. There four different areas of focus including an internal focus to identify ways to use resources as efficiently as possible to further share resources; using GPS insight, data tracking, and a vehicle rotation plan. He noted huge cost savings to working with other agencies such as Chandler Gilbert Arc. Other projects such as removing insurance as a barrier to coordination has been a slow moving process. Work is underway to build a team to help find strategies to coordinate with other agencies. Marc is working with CGA to identify redundancies not only with transportation but with training. The other project is the Human Services website. It will be available to the entire valley once launched. The goal is to post information on needs, resources, events, or questions.

Ms. Gaisthea reviewed information regarding the national average salary for MM and inquired if Marc would be able to submit a revised budget. Ms. Miller noted Marc is only requesting salary. She added if the Committee made decisions to move forward with funding, \$45,000 would be the maximum for a full-time MM. Mr. Tompert advised Marc would be grateful for a grant that falls into those parameters. The Committee requested clarification on the role Mr. Vaughan has with the Marc regarding MM. Mr. Vaughan indicated he has many titles including Transportation Director, and fleet manager, noting he does many different things and wears many different hats. He noted he is also owner of the Break Shop. Chair Dudley inquired if the total hours spent on MM is equal to one full-time equivalent. Mr. Vaughn advised the split is 60/40, 60 percent on outside coordination; 40 internal efforts, fleet management and coordination. Ms. Miller requested clarification on whether the responsibilities are shared. Mr. Tompert noted Mr. Vaughn and Mr. Moore share the MM position.

Mr. Tourdot inquired on what sets Marc apart from other MM's. Mr. Vaughn responded that the resource webpage provides a resource to the community. He added it will be easy to use and made available for all agencies in the area. Mr. Tourdot commented Marc is an agency that provides serves to a specific population. He inquired on how Marc will engage other agencies and share resources while adhering to Marc's mission statement. Mr. Vaughn noted that by opening up the communication among agencies, will help to get a lot more done with less effort. He expressed understanding and appreciation for Committee members in trying to determine what exactly is being done by the MM s.

Mr. Tourdot requested clarification on safeguards Marc will put into place to share equal representation. Mr. Vaughn stated that everybody else benefitting from their effort is also going to benefit them. He added that as federally funded position, Marc will make sure they are responsible and are sharing time and resources. Mr. Tompert noted Marc's focus is on capacity and bringing in other agencies to see how they can help meet their needs. Ms. Gaisthea noted fleet management and using GPS are agency focused projects. She inquired on how Marc will address MM on a wider community scale. Mr. Vaughn clarified that the GPS and fleet tracking is not tied into MM, it is only a portion of what they do. He added that the biggest portion is to remove insurance as a barrier and the website.

The Committee inquired on the Marc's vehicle request. Mr. Vaughn noted vehicles are used to transport individuals from home to/from programs and outings. He noted added the vehicles get a lot of use from a large number of clients. Additionally, the cost is extremely expensive for programs such as Dial-a-Ride to transport the number of people Marc transports. Mr. Vaughn discussed social enterprise activities contract with Valley Metro and the joint maintenance programs with Fellowship Square and Partners in Recovery and March Community Resources. Mr. Vaughn commented by the number of trips provided and the number of clients served the utilization of 5310 vehicles are a good use of federal funds.

Ms. Miller inquired on interest in the Ford Transit if it became available. Mr. Vaughn noted Marc would be interested. The Committee inquired on the impact to the agency should the request not be funded. Mr. Tompert stated that the 5310 vehicles provide a real economic value. Being a large company with many programs and many people to serve, they are also at risk for downsizing. He discussed the agency's financial statements and the need to take a look internally to determine how to accomplish doing the things they have outlined. Mr. Tompert noted this may mean slowing down on expansion plans, closing the front doors to new referrals, or looking at cuts to wages and/or benefits. This concluded the interview.

Foothills Caring Corp. - Debra Determan and Jayne Hubbard

Foothills Caring Corp (FCC) is a nonprofit agency that started in 2000 through a small grant. FCC provides services to help the elderly and disabled remain in their homes. Ms. Determan provided an overview of FCC's 15 years of service and geographical area served. FCC started with one on one medical transport. In 2004 they purchased a van through a fundraiser. In 2006, FCC received their first grant money from 5310 and currently have six vehicles. Ms. Determan provided an overview of the number of full-time staff and volunteers. She noted FCC serves 750 neighbors on a budget up to \$900,000. Growth is based on demand for service in the FCC geographic area. Ms. Determan noted FCC provides services for the elderly and are known for collaboration.

Jayne Hubbard stated MM is to assess the needs, find the resources, and to communicate with the community. She noted the advantage of utilizing sub-regional MM's is that some project can be done locally but may be more difficult to do regionally. She noted FCC on a local level shared vehicles with 12 different agencies which includes transportation for libraries, schools, hospitals, and day care centers. FCC also works with the towns and cities to provide transportation for special events. On a regional level, the focus is more on "how to" than actual services such as through teaching, brown bags, modeling, and networking. Ms. Hubbard stated the benefit is that sub-regional MM's bring their local experiences to help develop tools with the regional MM that can be shared on a larger regional scale. She noted one such example is the PASS training program.

Mr. Tourdot inquired on what sets FCC apart from other MM's. Ms. Hubbard advised FCC and CGA are working on a teaching seminar module for sharing vehicles. Ms. Hubbard stated what she brings is a willingness to speak at public meetings on regional MM projects moving forward. Ms. Hubbard noted her specialty is good leadership skills, being an encourager, and provide input on strategies to meet the gaps in the region. She added one of the challenges locally and regionally is how to show measurements. FCC has done a good job of writing software to show their measurements but the challenge is to figure out how to

show at a regional level. Ms. Hubbard acknowledge the need for measurements of productivity and efficiency. She concluded by thanking the Committee and reminding them of the importance and value of nonprofits.

Ms. Gaisthea reviewed information regarding the national average salary for MM and inquired if FCC would be able to submit a revised budget. Ms. Determan confirmed that a revised budget will be submitted. Ms. Miller requested a percentage breakdown of MM activities versus supporting the agency. She also inquired how the number of people working on MM. Ms. Determan noted four staff work on MM with Ms. Hubbard providing the majority of outside community time. Ms. Plante inquired if the matching funds are committed. Ms. Determan noted FCC receives, on an annual basis, ALTAP funds from two municipalities and as well as grant money. FCC then allocates funding for matching dollars. Clarification was requested on trip subsidies. Ms. Determan advised as part of the van program, FCC takes people to social recreational and utilitarian places. FCC does not want people not to be able to attend because of related fees. FCC would like to subsidize those trips so everyone can go to some events or activities in the area.

Mr. Yabes inquired about the partnership with the City of Scottsdale. Ms. Determan advised the city is looking for assistance to provide more transportation services to North Scottsdale residents. She noted Scottsdale would publicizing transport services available through Foothills Caring Corp. Participants would need to be eligible under Scottsdale Cab Connection Program. FCC would then conduct intake and the person would become an FCC "neighbor". FCC hopes Scottsdale would be able to contribute funding to help support the increase in services from North Scottsdale. Ms. Hubbard advised at this time 30 percent of the FCC transports are from North Scottsdale. Clarification was requested on whether receiving funding from the City is a parameter for the program. Ms. Determan confirmed FCC would not want the program marketed if the increase in services was not funded. Ms. Miller inquired whether the agreement was completed. Ms. Determan stated she was unaware at this time that the deal is complete.

The Committee inquired on FCC request for vehicles. Ms. Hubbard noted FCC has six vehicles with a vehicle purchased in 2005 needing to be replaced. FCC would like a vehicle that can be scheduled for medical transportation for up to three people going into same area on same day. FCC has many requests for medical transportation that at times they are unable to fulfill. She noted it would be an addition to the program and an efficient way of being able to provide medical transportation. Ms. Hubbard noted FCC travels a great distance including 20 mile one way trips. Ms. Miller inquired if FCC would be interested in the Ford Transit if was available. Ms. Hubbard responded they would be interested.

Chair Dudley commended FCC staff on the number of volunteer drivers they had and inquired about training. Ms. Determan advised FCC has a very extensive training and provided an overview of the level one and two process including orientation, driving, PASS training and refresher courses. Chair Dudley inquired about joint maintenance agreement. Ms. Hubbard noted the agreement is with Tobias Auto, located in Cave Creek. Basic oil changes are done in turn for FCC having the garage's logo on their vans. Vehicles are shared with 11 other organizations. FCC wants to ensure enough funding for expansion noting every week they receive at least 10-12 new people asking for services.

Ms. Gaisthea requested clarification on the minimum threshold FCC would accept for New Freedom. Ms. Detterman confirmed they would accept partial funding but it would depend on which categories. FCC receives 65 percent of funding from individuals and has some flexibility given their donors, but is unable to state that they can make up the whole or a great percentage of the amount. This concluded the interview.

Northwest Valley Connect: Jennifer Drago and Kathy Chandler

Northwest Valley Connect (NWC) is a new 501c3 that was formed in response to longstanding transportation issues in the West Valley. Ms. Drago stated the Northwest Valley experienced a lack of transportation services when the Sun City's area transit closed for business. Benevilla, a nonprofit agency, started the North West Transportation Stakeholder group which coincided with MAG's Aging in Place Initiative with Grantmakers in Aging. Due to Benevilla's participation in the City Leaders Institute, and as a result of subsequent funding, they were able to conduct a community needs assessment. Sun Health and Benevilla lead the research and community needs process with six focus groups, two community leader briefings and 20,000 household surveys.

Ms. Drago stated as a result of the study, transportation, social connectedness and general information and referral were identified as the greatest needs. She noted the Sun Cities have a lot of services, but the issue is a lack of awareness of what is available has been an issue. With transportation being such a need, Benevilla and Sun Health created NWV Connect with grant funding available through MAG and GIA. Ms. Drago stated the development of NWC serves two of those three needs. She noted the third need is being served through Our Neighbor Network. The board of NWV Connect comprises representatives from Sun Health, Benevilla and the community. Ms. Drago noted Kathy Chandler is the Executive Director for NWC. She advised that in September the One Click One Call center opened. In less than six months, the center has received 415 calls from all over the state, but mostly from Sun City, Surprise, Peoria, and Sun City West. Ms. Chandler reviewed demographics and efforts to offer provider resources.

The Committee inquired on the NWC MM request. Ms. Chandler stated that it was an expectation that when the Executive Director was hired, they would also provide coordination transportation in the area. Ms. Chandler stated she has experience as a MM in Flagstaff and in 2007 developed a committee to review and look at a paratransit program. She developed a committee of citizens and agencies that would look at processes. Ms. Chandler noted she began applying for and receiving 5310 funds during that process. Ms. Chandler proceeded with an overview of partnerships with agencies including Benevilla, the Olive Branch Senior Center, Peoria Community Center, Surprise Center and NW Valley. Additionally, she shared information on a calendar of agency group trips that is shared with partner agencies

Ms. Gaisthea reviewed information regarding the national average salary for MM and inquired if FCC would be able to submit a revised budget. Ms. Drago confirmed NWC would submit a revised budget. Ms. Miller inquired on the percentage of time spent on MM and time spent on the executive director duties. Ms. Drago stated that as Board Chairs they struggle with that every week in developing priorities for work and agreed that much of what

Ms. Chandler does is in both roles. However, if having to provide a percentage breakout, it would be 20 percent as the executive director and 80 percent on service coordination efforts. She noted Ms. Chandler will be able to spend more time on the executive director duties as more staff is hired.

Mr. Dyal inquired about the performance metrics Ms. Chandler hopes to achieve. Ms. Chandler noted some of those standard metrics were how many people you meet with, and a plan that includes MM attending meetings, providing travel training, filling gaps, and working with other agencies. Chair Dudley inquired if NWV Connect views themselves more as a MM organization or a transportation provider. Ms. Chandler responded more as a MM organization. Chair Dudley inquired on the goals NWC would like to achieve in one year. Ms. Drago responded that from the MM side, they are still building the name of NWC. She noted it is a huge task and part of the service is to direct residents in the community to the available transportation. Their goals is to never duplicate services but to try to fill gaps that exist specifically as they relate to the community. Ms. Drago discussed the needs in the community and the importance of always having the most up to date information available adding that whatever is needed today may differ tomorrow.

Chair Dudley requested clarification on the routing software request. Ms. Chandler shared her experience with different software programs while working for Pendergast School District and the City of Flagstaff. She advised Benevilla had invited her to attend presentations from different software providers and noted Benevilla has three different programs where they would utilize the routing software including day programs, transportation programs, and group trips along with other trips that are scheduled to fill gaps. Ms. Chandler advised she has some experience with different software and with the Request for Proposal process and is excited about working on this project.

Ms. Miller requested confirmation that 12 drivers and 350 clients would be served by the software program. Ms. Chandler advised the 10-12 drivers are for the day program and NWC and does not include meal delivery volunteer drivers. She noted the number of clients served is around 300. Ms. Drago added that when referring to clients in the adult day health or home delivered meals, they are the same clients every day. She offered to provide information in terms of the number of trips. Ms. Miller advised one of the measures used to make determination of funding is the benefit of federal funds and how many individuals are served. Ms. Chandler noted the 300 clients and 2,060 trips annually is for NWC. Benevilla's trips last year was more than 27,000.

Mr. Yabes requested clarification on the relationship between Benevilla and NWC. Ms. Chandler advised she and another person from Benevilla would be responsible for routing Benevilla's drivers. She added that Benevilla is researching software because of the efficiencies it would bring. Mr. Yabes inquired why Benevilla is not submitting the request for software. Ms. Chandler advised it is a joint project and based on her software knowledge, she was asked to submit the application. Benevilla will be paying a portion of the match. Ms. Gaisthea inquired what percentage of services is for meal delivery. Ms. Chandler estimated 15 to 20 percent. Chair Dudley requested clarification on how information will be transferred from the routing software to the drivers. Ms. Chandler advised they will be researching the use of tablets in the future. Discussion ensued on how the duties would

change for the individual currently preparing google maps for Benevilla drivers. Ms. Chandler advised this has not yet been determined. Ms. Chandler discussed her vision for the future coordinating with Dial-A-Ride.

Chair Dudley requested input on the vehicle request. Ms. Chandler advised the request is for an accessible minivan. She discussed her research for insurance and the ability to transport individuals at a lower cost than if they had to lease a vehicle. The Committee requested information was on driver training. Ms. Chandler advised the training program is taken from the NAIPTA training program. Drivers are provided the paratransit handbooks which include pre-trips, safety measures and more information. A ride-along is conducted with drivers once a year before drivers are able to begin transporting clients. Ms. Chandler also participated in the PASS training and offers that training to Benevilla drivers. Chair Dudley inquired if the vehicle would serve NWC 100 percent of the time or if it would be shared with Benevilla. Ms. Chandler advised Benevilla does not need the vehicle and had not considered interchangeability with others but noted her willingness to share.

Chair Dudley inquired about the New Freedom operating request. Ms. Chandler advised volunteers are all background checked and have a level one fingerprint card. Three references are contacted and drivers have to have certain level of insurance. Drivers insurance is considered the primary for coverage and NWC will have the non-owned policy that covers after the primary. Ms. Chandler noted the request is to maintain the vehicle, pay for the insurance, training materials and driver mileage reimbursements. She noted the budget provided is not for the extra vehicle, but is a budget developed last year for a vehicle not received. The Committee inquired on whether driver insurance is covered under the umbrella of NWV Connect. Ms. Chandler advised the insurance is separate as Benevilla's insurance did not want the liability of adding a new organization.

Ms. Chandler advised New Freedom Taxi Voucher would be a subsidized taxi ride. She provided a brief overview of her research of other programs in Sun City, Sun City West, Glendale, Avondale, and in the East Valley. Ms. Chandler noted she had launched a similar taxi voucher program in Flagstaff in 2007 and in Cottonwood. Ms. Chandler advised the best program for the area is "On the Go" based out of San Diego. She provided an overview of the voucher program and why it was selected noting the vouchers would allow for emergency rides. Banner Olive Branch has agreed to do the eligibility program. The Committee inquired on whether there is a plan to ensure people are using the vouchers appropriately and as intended for emergency services. Ms. Chandler advised she had not received any input from On the Go, but that she has spoken with other taxi companies and in some cases, they have cards that can be set up for a specific type of use.

The Committee inquired on the potential liability of having vouchers with no expiration date and how NWC would overcome a financial liability. Ms. Chandler noted reconsidering having an expiration date as a solution. Ms. Miller noted there would have to be something in place to establish a timeframe in which the grant would be spent. Brief discussion ensued on reconciliation being a key factor. Ms. Miller inquired if NWC anticipates any issues with only two cab agencies willing to participate. Ms. Chandler noted she has currently reached out to two providers but anticipates more will participate. The call center would be a

mechanism for outreach. Ms. Drago noted new brochures reflect the new taxi program subject to grant availability.

Ms. Gaisthea inquired about the priority of requests. Ms. Chandler advised the priority order would be the MM, routing software, the vehicle, the operations and then the taxi service. Ms. Gaisthea inquired if there is a plan in place to increase staff. Ms. Chandler advised they have several volunteers and have plans in the budget this year for a project manager and dispatcher for next year. Ms. Chandler advised they have 12 volunteers with an equivalent of five fulltime staff. This concluded the interview.

Chair Dudley adjourned the meeting at 4:03 p.m.

DRAFT

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

April 22, 2015

MAG Office Building, Cholla Room
Phoenix, Arizona

MEMBERS ATTENDING

Abhishek Dayal, Valley Metro
Cydny DeModica, ADOT MVD, Ex-
Officio Member
Matt Dudley, City of Glendale, Chair
Janeen Gaskins, City of Surprise
Ed Jones, City of Mesa
Wendy Miller, City of Phoenix

Kristin Myers, Town of Gilbert
Christina Plante, City of Goodyear
Ann Marie Riley, City of Chandler, Vice
Chair
Kristen Sexton, City of Avondale
Jeff Tourdot, Maricopa County Human
Services Department
Robert Yabes, City of Tempe

*Neither present nor represented by proxy.

#Attended by telephone conference call.

+ Attended by videoconference

OTHERS PRESENT

Alice Chen, MAG
Amy St. Peter, MAG

DeDe Gaisthea, MAG
Teri Kennedy, MAG

The following is a continuation of the April 21, 2015 meeting.

Chair Dudley called the meeting to order at 9:05 a.m. and provided an overview of the agenda. Ms. Gaisthea shared a brief update noting the presentations being heard are to assist the Committee in the development of the priority listing. She advised Mobility Management (MM) applicants were contacted and requested to submit a revised budget based on the new funding parameters. Ms. Gaisthea provided an overview of the primary use of funding for New Freedom projects and shared a matrix of unspent funding to assist with project evaluation. Ms. Miller noted projects are split out with the exception of the City of Phoenix's three projects which reflect a combined total. She further noted \$96,000 in funding has been redistributed to Valley Metro.

Ms. Plante noted the amount of unspent funds and anticipated date of expenditure was requested in the application and inquired about the fairness of making a decision based on unspent funds given that applicants were awaiting invoices. Amy St. Peter, MAG, noted Committee members may want to take into consideration whether an agency has a history of carrying funds forward and their capacity to spend down funds requested. Discussion ensued on the need to follow programming guidelines and redirecting funds to the next highest project on the priority listing. Ms. St. Peter noted the information is provided for the Committee's consideration but suggested they may wish to outline some parameters and expectations for the next process.

Ms. Miller noted the Committee's prior request for applicants to separate their project requests to better assist the Committee when making their funding determinations. Ms. Plante stressed the importance of applicants having the opportunity to defend their status. Ms. St. Peter agreed noting scores should be based upon the applications and interviews. She added that other considerations include requests for funding that will be expended in future years; considering other viable sources of funding; and considering the primary population to be served when projects are open to the general public. Ms. St. Peter noted the difficulty in making funding decisions based on need, but encouraged the Committee to also consider performance and eligibility.

The Committee inquired on local match commitment and how it affects an agency's ability to spend down the funds. Ms. St. Peter advised local match is a requirement and speaks to the agencies capacity to meet the requirement. However, agencies should not be penalized for having successful fundraising capacity. She encouraged taking into consideration other potential available funding sources. Brief discussion ensued on awarding bonus points for over-matching funds. Mr. Yabes expressed concern over awarding funds based on ability to meet the match requirements versus the need. He suggested a grace period to allow agencies the ability to meet the match. Ms. St. Peter noted matching funds is only one consideration along with need and capacity.

Ms. Miller advised most agencies have been performing service over time and from a Designated Recipient perspective, there is need to look at newer agencies to ensure they, too, can produce match funding. Ms. St. Peter noted the importance of looking critically at veteran agencies to ensure they continue to fulfill their needs and responsibilities and are not falling behind. She noted in terms of MM, there is no guaranteed that funding will be awarded from one year to the next. As such, mobility managers have to continue to evolve so as not to fall behind. In concluding, Ms. St. Peter noted the high number of applications and requested the Committee's input on how best to divide the applications among the Committee. Chair Dudley proceeded to the remaining interviews.

5. Agency Presentation

5310 New Freedom Eligible

Lifewell: Jim Rogers and Miranda Jilek

Lifewell is a behavioral health organization serving residents in Maricopa County. The majority of funding is received from Mercy Maricopa Integrated Care. Services include outpatient, residential, and housing programs. Mr. Rogers advised the transportation department is set up in three different regions including Central, East, and West valley. Lifewell has 14 drivers; the majority of transports include bringing clients into Lifewell for rehab services, grocery shopping, and volunteer activities. Clients are also transported to job fairs and other similar events. The vehicle request will help continue as well as expand current services to an additional 2,500 clients that will be served through Lifewell as of July due to an acquisition with Choices. The effective date of the acquisition is July 1, 2015. Lifewell will assume operational responsibility for the Arcadia, South Central and Midtown clinics. Terros will assume operational responsibility for the remaining three clinics.

The Committee inquired on the impact and consequences of not being funded. Mr. Rogers noted the impact, given the merger, is yet to be determined however Lifewell has 2,500 clients for which Lifewell would like to assist with transportation needs. Lifewell has vehicles to serve the existing clients, however, additional vehicles are needed given the increase in clients. Ms. Miller confirmed the priority being the passenger vans followed by the mini vans with ramp. The Committee inquired whether the acquisition of Choices includes any vehicles. Mr. Rogers advised Choices does not have any vehicles being acquired by Lifewell. The Committee inquired on acceptance of partial funding and the minimum acceptable funding. Mr. Rogers advised any award would be beneficial. This concluded the interview.

Civitan: Dawn Trapp and Karen Dobric

Civitan Foundation began in 1968 with a recreational summer camp in Williams Arizona. In the past 12 years Civitan has been a qualified vendor with DES/DDD providing services for individuals with disabilities. Civitan, at that time began a small day program. Two years ago, Civitan opened an employment specialty training center with two micro-businesses included a catering business and media center along with other programming for employment training. Civitan has 75 individuals attending programs on a daily basis. Of those, 35 are employed with the caterer, janitorial, van detailing, shredding company, and media department. Civitan was approached by an agency that recently closed and is now working to open a program in Anthem to provide similar services. Civitan recently opened a four bedroom respite house that is provided primarily for the families. The respite house is fun, entertaining, enriching and educational for those coming to the respite house.

Ms. Miller acknowledged Civitan for their continued participation in coordination meetings. She inquired about interest in the Ford Transit vehicle. Civitan expressed interest and discussed issues experienced with some of the current vans received through the program.. The Committee inquired on consequences and impact of not receiving funding. Ms. Trapp advised the consequences would be a slower intake of new clients. She advised there are clients on a wait list and unfortunately, there would be individuals who would be denied services at this time. Civitan is well equipped for the existing clients, but is seeking to replace some of the older high mileage vehicles. The Committee inquired on the nonprofit closing in Anthem and whether there is an opportunity to obtain vehicles from that agency. Ms. Trapp advised the agency does not have any vehicles.

The Committee inquired on the service area and the anticipated mileage on a current vehicle with 78,000 existing miles. Ms. Trapp noted Civitan has operated as a summer camp for years and shares clients with many different agencies. Clients come to Civitan for summer camp for which a charter bus is utilized to provide transportation. Ms. Trapp noted clients come to Civitan from all over the valley and some routes run more than 100 miles each way, each day. The Committee requested information on the agency's coordination efforts given that many of the coordination questions in the application had a "no" response. Ms. Trapp noted as Civitan grows, they may be able to do more. Civitan has its own in-house driving and is very involved in a large coordination preparedness program through the Arizona Disabilities Council. Civitan vehicles will be in the pool for the prepared emergency program. This concluded the interview.

UMOM – Karen Fletcher

UMOM is the largest shelter for homeless individuals in Arizona and one of two shelters for homeless women. UMOM has four affordable housing units and is building another unit in Sunny Slope. For 51 years, UMOM's focus has been on stabilizing the family experiencing homelessness and identifying the most successful housing intervention. UMOM partners with 47 nonprofits in the community to leverage resources. An overview of the existing partnership was provided. Ms. Fletcher noted the project request is for the Watkins shelter. The shelter has been in operation for 25 years in partnership with the City of Phoenix. A history of the shelter's establishment was provided. The business community allows UMOM to be at the shelter, but does not want homeless individuals there during the day.

UMOM is responsible for transporting 120 women to/from the shelter to the Human Services Campus on a daily basis. The shelter is overflow for homeless families noting an average of 75 to 100 homeless families in the community each week. Up to seventeen families are housed. The transportation needs are to replace three current vehicles with up to 140,000 miles to transport clients each day. The average age of women is 44; 200 are over the age of 50; and 22 over the age of 62 and one-third of the women are disabled including mobility disabilities and visual impairment. Ms. Fletcher discussed a program with Barrows Neurological Institute to help assess the women noting that many women who have experienced homelessness have experienced some type of violence. Clients are also transported to Barrows and other facilities for healthcare needs.

Ms. Fletcher noted funding was received from Valley of the Sun United Way to begin to provide housing case management for the women with 125 women have been housed in the last five months. She added there are many women who are unable to drive for various reasons; clients are transported to an apartment community to assist with housing. Ms. Fletcher noted that should funding not be awarded, UMOM would have to find funding as the vehicles are breaking down regularly. UMOM is required to transport clients to/from the shelter every day Monday through Saturday. She noted transportation is also provided on Saturdays. Ms. Fletcher expressed concern for the heat and issues with the lift breaking on one of the vehicles hindering the ability to transport wheelchair bound clients. She noted if funding is not received, UMOM will continue to look for other funding options or how to redirect funding from other program areas to ensure the needed transportation.

Ms. Miller noted the project would serve 2,378 clients and inquired what percentage are elderly and persons with disabilities. Ms. Fletcher advised 2,115 women were housed last year and of those, more than one-third were disabled. Additionally she noted there are 25 to 30 clients over the age of 65 at any given time. The eldest client is 88. Ms. Miller inquired if the vehicles would serve all clients. Ms. Fletcher clarified the vehicles would serve clients from the Watkins Shelter noting families are also located at the shelter. Families are not required to leave the shelter. Ms. Fletcher clarified the prior statistics pertain to clients in the shelter restating that on-third of the clients are disabled. Ms. Miller advised of the possible option for the Ford Transit and confirmed the priority listing as listed in the application.

Mr. Dayal inquired about UMOM's coordination levels. Ms. Fletcher advised the shelter location and location where clients are being transported to be unique. She noted due to

vehicle usage from 6:00 a.m. – 9:00 p.m. six days per week, UMOM has not found a mechanism for sharing vehicles nor found anyone willing to transport homeless clients round trip from the warehouse district to the Human Services Campus. Ms. Fletcher noted no available bus services in the area. Chair Dudley advised of alternate coordination efforts such as driver training and recommended attending the TAP meetings to learn of additional resources.

Ms. Gaisthea inquired how the project serves elderly and persons with disabilities. Ms. Fletcher advised one-third of the 120 women served in the program has a disability. Vehicles are used to transport clients to the services needed; back and forth between the shelter and the Human Services Campus, and older adults. Ms. Fletcher noted the shelter has more disabled women given the age range, that are homeless, but also have older adults in that population. Further discussion ensued on the population served and interest of the committee for programs that serve older adults and persons with disabilities. Ms. Fletcher noted the purpose of the project is to have vehicles that will be safe that will allow staff to move persons with disabilities and older adults. Ms. Miller inquired of other agencies at the Human Services Campus that UMOM may partner with for the purpose of providing transportation for persons with disabilities or older adults. Ms. Fletcher advised UMOM transports clients to the Campus. She discussed the transportation schedule and offered to explore opportunities for coordination. Ms. Miller advised requesting a new lift is an eligible request. This concluded the interview.

Benevilla: Joann Thompson and Jane Bruzzese

Benevilla is a nonprofit agency with six life enrichment programs licensed under adult day health care. Services include intergenerational programs, family resources, support groups, and home services. The home services program has 900 volunteers who assist with doctor appointments, shopping, home delivered meals, emergency errands. Transportation for the life enrichment programs is provided to/from programs. Benevilla contracts with Area Agency on Aging, DDD, ALTCS, and Veterans Administration. Others pay privately to attend the life enrichment programs. Benevilla has seven different transportation routes that are operated morning and afternoon. Transportation is also provided for participants of the group supported employment program.

The Committee inquired on consequences and impact of not receiving funding. Ms. Thompson advised the passenger van is being requested to assist in the expansion of the group supported employment program in Surprise. If the vehicle is not awarded, another vehicle may be pulled from an alternate program affecting those services. Ms. Miller inquired if equivalent service would be provided in Surprise for persons with disabilities. Ms. Thompson advised staff would incorporate use of a vehicle with wheel chair ramp currently utilized for another program in Surprise. The New Freedom mileage reimbursement program request is for operating costs and for vehicles in the life enrichment program. Volunteer reimbursement is for volunteers in the home services programs and volunteers would be reimbursed at the IRS rate on a quarterly basis.

The Committee inquired on why gas cards were not purchased as planned. Ms. Thompson noted that the gas cards from the 2012 grant was written to give \$20 vouchers to volunteers. Staff attempted to find an equitable way to implement the program given that some drivers

drive a minimum distance versus greater distances. Staff will now be able to implement a program where volunteers will be reimbursed based on mileage at the IRS rate on a quarterly basis. The Committee inquired on the volunteer driver training. Ms. Bruzzese offered an overview of the training was provided including PASS training. Transportation is provided door-to-door with drivers trained on simple assist; they are not allowed to transfer people from wheelchairs or permitted to lift. Volunteers are trained on the best way to position the wheel-chair, evacuate a vehicle; and simple assistance.

The Committee inquired on the partnership with Northwest Valley Connect. Ms. Bruzzese advised noted Benevilla has a MOU with NWC so they are also able to utilize their vehicles on the week-end to transport a community group to different events. They offer group trips and have also applied for 5310 for a taxi voucher. The Committee inquired on the different business hours for use of vehicles. Ms. Thompson advised Benevilla's vehicles are busy week days from 6:00 a.m. to 6 p.m. because they do outings in between routes. Vehicles are utilized by NWC or different churches on the weekends. This concluded the interview.

NAU-CSI: Erin Kruse (Audio call) and Emily Litchfield

The NAU-Civic Service Institute (CSI) senior core programs are national federally funded programs that are operated and sponsored by NAU. Service is provided through the senior core program, AmeriCorps program, and student run volunteer program. The senior companion program has four years of history nationally, and 30 years in Arizona throughout the Civic Service Institute. Services are provided to homebound, elderly and disabled individuals. The largest portion of the program is in Maricopa County; however volunteers serve in multiple Counties throughout Arizona.

Ms. Kruse stated Senior Companion volunteers provide friendly visits to help with chores in the home, and transportation to senior clients to maintain their independent. Ms. Kruse noted that volunteers and clients are matched with the intention of developing long-term trust, confidence, and friendship between the clients and volunteer. Volunteers spend several hours with their client on a weekly basis providing support and accompanying them to their appointments. She noted there are no fees charged to the clients and the program does not gather income data on clients.

Ms. Litchfield noted they are seeking funding for mileage reimbursement for volunteers so they may continue to provide transportation to clients. She noted the mileage reimbursement accounts for 65 percent of the requests and is the most important need in the program. The additional 25 percent includes federally approved and direct rate which is beneficial because the program does not pay for facility costs. She added the program has access to human resources, affirmative action, attorney, and other key management offices within the university. The remaining 10 percent covers a small percentage of staff time.

Ms. Miller requested clarification on the volunteer mileage reimbursement rate. Ms. Kruse advised the goal of the program is to reimburse volunteers at the full state rate. Ms. Miller inquired about the number of volunteers that make up the 33,000 hours at \$2.65 per hour. Ms. Litchfield advised there are 55 volunteers in Maricopa County. She added in terms of the stipend, there is funding for six additional volunteers. Ms. Miller noted volunteers cannot receive more than \$500 per year otherwise they would be consider an employee. Ms. Kruse

advised she is aware of the regulation but noted the program has been in existence for many years and this issue has not been raised. She offered to contact the federal agency for further direction and report back to the Committee.

Ms. Plante noted no existing security policy and raised a question on how volunteers are protected. Ms. Kruse advised the program does not have a security policy but they do have a policy that outlines appropriate client behavior. She offered to review a security policy that may be in place with another agency to verify against their existing hand book. Ms. Miller inquired whether background checks are conducted on volunteers. Ms. Kruse confirmed volunteer are screened and provided a brief overview of the process. She confirmed the program has an in-depth and highly regulated background screening process for volunteers. Chair Dudley requested a copy of the policy be provided to MAG staff.

Ms. Litchfield noted this item is covered in the driver training policy. Ms. Gaisthea inquired whether there are any parameters around accepting partial funding. Ms. Kruse noted the program received partial funding in 2013 and provided information on the adjustments made at that time to allow the program to give volunteers the maximum amount of reimbursement. She noted the program would again maximize the benefit for volunteers using the same process of adjustment. This concluded the interview.

City of Phoenix: E.J. Hynick, Bernard Venegas, and Jesus Sapien

Mr. Hynick advised the City of Phoenix's grant request is to improve ADA accessibility for 50 bus stops. He added this will include providing clearance at the stops for people in mobile devices to utilize ramps for on-boarding and off-boarding. Mr. Venegas noted the additional funds would help proceed with the work at the 50 bus stops noting the City has right-of-way and the sites are ready for construction. The remaining existing funds in the department are for maintenance of the existing bus stops including maintenance due to car crashes and theft.

Mr. Sapien noted that although the City of Phoenix only operates 55 percent of transit the revenue miles they have more than 65 percent of boarding's in the region. He noted in terms of ridership this project fits well with the efficiency of routes. Funding is crucial to helping improve the stops that need it most. He added Phoenix will be moving forward with a potential tax initiative later in the year focusing on long-term planning and improving service. Mr. Sapien stated efforts would be prioritized based on need and ridership

Ms. Riley inquired about other sources of available funding. Mr. Sapien noted the City has funding planned to help accelerate and augment needed improvements. Additionally, the tax initiative has a component in terms of long-term planning for established and bus stops. The Committee requested clarification on the bus stops noted for improvement and if they were installed to ADA compliancy standards. Mr. Sapien noted that bus stops were installed in 1988 prior to the ADA law. Over the years, the city has improved bus stops. He noted the current stops being discussed have had increased ridership and need to be updated to meet ADA requirements.

The Committee requested clarification on whether shade structures were included in the grant request. Mr. Sapien noted that shade structures are not a requirement under ADA, but are covered under Title VI depending on disparity. Mr. Hynick advised the request is for bus

stop ADA improvements and shade structures are not included. Mr. Jones noted in non-compliant stops there may be spacing issues between amenities and access points on the ramp. Mr. Hynick confirmed that the work to be done is not to add new amenities but to reconfigure the stop to gain ADA access.

Mr. Tourdot inquired on the City's plans for the additional 1,200 bus stops that are non-compliant. Mr. Sopian responded that some of the additional bus stops not ADA compliant have right of way restrictions and additional funds will be needed to purchase right-of-way. He added the City is currently prioritizing bus stop for improvement based on ridership. Mr. Sopian noted the City is utilizing the ridership data analysis such as automated passenger count and fare collections. He noted they will use the data to select current stops to improve. The Committee inquired on the number of mobility restricted boarding's at the proposed bus stops. Mr. Sopian noted data was not currently available but passenger boarding's are utilized to track ridership. This concluded the interview.

City of Glendale: Kevin Link

Mr. Link advised the City of Glendale's transit department is part of public works and directly operates a paratransit and circulator service that encompasses three routes. He noted fixed route services are contracted to City of Phoenix and RPTA. Mr. Link added Glendale offers other alternative transportation programs for clients. Mr. Link advised the grant request is for \$62,500 for support of the taxi voucher program that provides rides for repetitive medical appointments for clients. Currently, the program budget is \$125,000 per year. Mr. Link noted the current open grant of \$4,000 will close out in April/May. Another grant awarded last year in the amount of \$62,500 will close out by end of next fiscal year. The current grant would be for Fiscal Year 2017 expenses.

Mr. Link noted the program provided 7,300 trips last year. The program popular with clients giving them the option to contact the cab service directly. Glendale coordinates with their current contractor to distribute vouchers to clients in dialysis centers in Glendale and provide them with information on the program. Glendale also coordinates with American Kidney Foundation who have provided subsidies for clients' rides. Mr. Link stated coordination efforts include working with different case workers as well as MAG's TAP program to share information on available options for clients and residents. The program was initiated in November 2005 offering 875 trips in its first year.

The Committee inquired on the request of funds for use in FY 2017. Mr. Link advised the current grant funding will soon be exhausted and if awarded, the funds would be available beginning July 2016. The Committee inquired if Glendale participated in Valley Metro's collaborative efforts for paratransit. Mr. Link advised the City is a part of it, but in terms of the taxi voucher program, it is something that the City did on their own to implement the project. At the time, in 2005, taxis weren't being used in the region, however they have continued the project since it launched in 2005.

The Committee requested clarification was on the types of trips provided to consumers. Mr. Link advised trips were mainly requested for medical trips. He noted as part of the application and determination process on whether residents are eligible is that it has to be a repetitive medical trip such as dialysis or therapy. The Committee inquired on whether there

are other options to reimburse clients. Mr. Link advised they can research reimbursement options. He added the intent of the program is to streamline the use of clients on Dial-A-Ride. Changing the program would likely require increasing the budget. The Committee noted changing the program may require an ADA certification process as well. Mr. Link advised they would not have to make that requirement for their clients. The intent was for repetitive use.

The Committee requested clarification on the applicant's request for funding to cover program expenses. Mr. Link advised reimbursement would not be requested for city staff or expenses. It is strictly the fees billed to the City of Glendale from the contractor. A brief overview of the charges was provided. This concluded the interview.

City of Peoria: Mary Schmidt

The City of Peoria Dial-A-Ride has been in service since 1989 with a client base of 850 participants, providing 35,000 rides. They utilize seven buses, five drivers and two dispatchers. The request is for mobile data terminals for current dial-a-ride vehicles helping to eliminate a lot of manual paperwork. Peoria has approved the project and is willing to fund it in anticipation of receiving grant money for reimbursement.

The Committee inquired on whether Peoria has plans for implementation the program in lieu of the grant funding. Ms. Schmidt confirmed the city would move ahead with the program. She noted program was approved in the general fund. The Committee requested clarification on the unexpended Section 5317 funds requested. Ms. Schmidt advised Peoria had previously filed for the grant money and received an award. She noted at that time it was the first 5317 grant Peoria had applied for. Ms. Schmidt noted Peoria did not realize the request was approved. After being notified of the unspent, Peoria starting spending it down in January and it should expended by end of year.

The Committee inquired how this request will overall benefit with Dial-A-Ride services. Ms. Schmidt provided an overview of the improved efficiencies dispatching, pick-up and drop-off times, odometer readings, fares, provided. The Committee inquired on the benefits for the end user. Ms. Schmidt noted efficiency overall will allow service to more customers and help with no-shows or cancellations. The Committee inquired on the percentage of elderly and disabled served. Ms. Schmidt noted 70 percent of the clients are disabled and 20 percent elderly. The Committee inquired on the number of clients served being 40,000. Ms. Schmidt clarified those are the number of trips; the client base is 850. This concluded the interview.

City of Tolleson: Chris Hagen

The City of Tolleson is a small municipality west of Phoenix with six square miles and 6,500 residents with a large industrial and small commercial retail residential base. Ms. Hagen advised the Tolleson received a new cutaway vehicle from last year's process. She noted this year's request is to fund a driver for the community center that serves seniors and disabled patrons. The City is seeking to expand beyond current week-day service hours and requests for week-end service have also been received. She noted if funding was not received Tolleson may use funding from the transportation fund, which covers local Zoom, and Route

3 transportation. She noted with the award the position would be a full time position with benefits without the award the impact for the position would be contingent.

Mr. Yabes inquired how the driver will be funded beyond the year being requested. Ms. Hagen advised it will be covered out of transportation or contingency. The Committee inquired on coordination efforts with Avondale and Goodyear. Ms. Hagen advised the only coordination is that they are a small partner on the Zoom with Avondale and federal funding for Route 3 for Phoenix. She noted efforts for a cab ADA service program in the West Valley have not materialized. The Committee inquired about the week-end appointment hours and week-ends. Ms. Hagen advised they would be primarily for medial appointments and help with homebound.

The Committee requested clarification in terms of the operating revenue and if a fare is being charged through the program. Ms. Hagen advised there are no fares. She was uncertain of how the operating revenue is generated but advised she would follow-up with staff. The Committee inquired raised about driver training and background checks. Ms. Hagen advised drivers go through the regular full-time employment hiring process that includes a standard application, interview panel, standard background and drug testing. Employees are also subject to random testing. This concluded the interview.

City of Scottsdale: Mercedes McPherson

The City of Scottsdale's has population of more than 200,000 with 20 percent being seniors and 10 percent reporting a disability in 2010. Ms. McPherson provided a brief overview of the Dial-A-Ride (DAR) and paratransit service in Scottsdale noting DAR is administered through Valley Metro. She noted a common misperception regarding Scottsdale is that it is affluent and without need of assistance. Ms. McPherson advised 135 square foot miles of Scottsdale are covered by fixed transit and DAR. She noted this leaves 50 miles unserved by fixed route or paratransit service in northern Scottsdale where many of the houses are on large lots and isolated from amenities and services.

Ms. McPherson noted Scottsdale offers Cab Connection a taxi subsidy program that has been in operation for 14 years with more than 1,100 active participants. The program is flexible, convenient and affordable offering residents over age 65 twelve vouchers per month. People under the age 65 can participate in the program if they are ADA certified through Valley Metro's paratransit certification. Seven taxi companies participate in the program. Ms. McPherson noted the majority of participants are in the southern part of city, because of higher density and more amenities and services. Residents in Scottsdale also use the taxi voucher, but not as often do to an average high cost of \$30-\$50 without the \$10 taxi subsidy.

Ms. McPherson advised that Foothills Caring Corps (FCC) is a nonprofit that provides service in Cave Creek, Carefree, and North Scottsdale. FCC provide numerous services to Scottsdale residences, of specific interest are the transportation services that are medical and grocery related. She noted as part of the Aging in Place initiative Scottsdale has partnered with FCC to provide financial assistance for transportation in Scottsdale. The program will begin in July 1, 2015. Scottsdale is seeking additional funding to help offset the cost associated with the partnership and to avoid putting a cap on the program, reducing vouchers, or reducing funding for other transit programs. Ms. McPherson noted the projected budget is

\$375,000. The partnership will impact vulnerable populations isolated in Scottsdale where few options are available and will ensure participants are able to receive 16 travel vouchers per month for their travel needs.

The Committee requested clarification was on how the funding will be used in terms of the partnership with FCC and whether funds requested will be pass through funds. Ms. McPherson advised FCC is providing trips to Scottsdale residents and does not receive any funding through the City of Scottsdale. The grant will help with the Scottsdale portion so they can provide more affordable trips. Ms. McPherson noted FCC and Cab Connection participants would join the Scottsdale program increasing the number of participants by 300. Cab Connection would become a vendor for Scottsdale. The Committee inquired on whether Cab Connection is open to the general public and what percentage is covered by persons with disabilities and seniors. Ms. McPherson advised Cab Connection is open to Scottsdale residents over 65 or ADA certified.

The Committee requested clarification was about the percentage of elderly and disabled served through the program. Ms. McPherson advised the majority of participants are over 65 and are not disabled. Ms. Gaskins inquired whether the city participates in Valley Metro's DAR program and coordinate with the FCC. Ms. McPherson confirmed noting Scottsdale is part of East Valley's DAR service, and Cab Connection is run by Scottsdale. Ms. McPherson noted a decrease in vouchers from 20 to 16 during the economic downturn. The Committee inquired on plans to increase the number of vouchers to 20. Ms. McPherson advised there are no plans to increase the number however she noted discussion underway to potentially decrease the number of vouchers.

The Committee inquired on the consequences of FCC not receiving vehicles through the grant. Ms. McPherson advised FCC is getting close to the cycle of needing new vehicles, and while they would still be able to provide the service, some of the vehicles are difficult to get participants in and out of. Ms. McPherson clarified Scottsdale was not applying on behalf of FCC and could not speak to what would happen if they did not receive vehicles. The Committee inquired on how the applicant's request would affect the Cab Connection program. Ms. McPherson advised they still have vehicles for the program and can function as they are, but not ideal. The Committee inquired on the year for the funding request. Ms. McPherson advised it is for July 2016 to June 2017. The Committee inquired on the breakdown on transportation provided. Ms. McPherson advised they have 1100 participants in the program, 30 participants in dialysis, and 20 in wheels to meals senior center travel. She noted the two programs are special and limited in who is eligible, the rest of the Cab Connection is over 65 or ADA certified. Ms. Miller noted funding most likely will not be available until after the time period for which it is being requested. She inquired if this would pose any issues for the City. Ms. McPherson advised the Scottsdale has funds to costs.

Chair Dudley requested clarification on the City of Scottsdale's trolley service request. John Kelly, City of Scottsdale, advised Scottsdale receives service through Valley Metro, City of Phoenix, Dial-A-Ride, Cab Connection, and their own Trolley program. The neighborhood is part of a three route trolley system that operates throughout Scottsdale with no fare. The neighborhood trolley was originally established to connect the senior center in downtown

Phoenix with the senior center on Granite Reef and McDowell. He noted with the closure of the downtown senior center and opening of the new Visa del Camino senior center, the route was expanded to connect Granite Reef and Visa del Camino. He noted the request is to help offset the cost between the community centers. He added the entire route will connect three community centers together and go downtown to hospital and medical facilities. The trolley system is enormously successful and efficient as far as cost for boarding and linking people. Ms. Miller requested clarification on whether the route was originally designed to travel from senior center to senior center. Mr. Kelly provided a brief review of the trolley routes and connections.

Ms. Gaisthea clarified the purpose of the New Freedom is for projects that are planned designed and carried out to meet the needs of older adults and disabilities. Mr. Tourdot inquired about the percentage of older adults and persons with disabilities using the trolley and how information is obtained. Mr. Kelly advised there is no fare box, therefore data is not collected in that manner, however when the route was designed they used census data. He added the service area has twice as many seniors living in the corridor along with disabled and low income. Mr. Tourdot inquired on what percentage of the seniors who live in the corridor are walking to the Trolley. Mr. Kelly advised most are within one to two blocks of the route. Ms. Gaisthea inquired whether the Trolleys are wheelchair accessible. Mr. Kelly advised the eight older Trolleys have a wheelchair lift and 13 have ramps. He noted the Trolleys are also open to the public. Mr. Kelly advised funding is being requested for July 2016 to June 2017. The interview concluded.

Valley Metro: Bob Antila, Ron Brooks and Arlene Schenck

The East Valley Ride Choice program is a subsidized taxi program for qualified seniors with disabilities servicing Chandler, Fountain Hills, Gilbert, Mesa and Tempe. Mr. Brooks stated the program supplements the DAR program offering additional options, provides service on a real-time basis, and offers wheelchair accessible service at the same cost. He added another benefit of the program is that it is tied to the smart card that offers good data on usage, cost and where people travel. Mr. Brooks noted the East Valley Ride choice program served 2,211 customers, of those, 699 people have traveled a total 35,066 trips. He noted the total program cost year to date is \$517,650. Mr. Brooks provided an estimate of \$494,000 based on the availability of the program and people using the service. Mr. Ron Brooks stated the goal of the program is to provide services that empower seniors and persons with disabilities to travel throughout the region and take part in this civic and shared community.

Ms. Gaskins requested clarification on training that is provided. Mr. Brooks clarified Ride Choice is a subsidized taxi service in which Valley Metro contracts with a company who oversees the service. He noted the company does require that drivers receive basic training on customer service and for meeting the needs of customers with disabilities. Mr. Brooks noted several of the companies are small non-emergency medical transportation companies who specialize in serving customers that this program is intended to serve. He noted the Ride Choice program is a different service model than East Valley DAR but a basic training component exists.

The Committee inquired on unexpended funding for 2013 and 2014. Mr. Antila noted the East Valley DAR alternative programs expected dates of total expenditure are June 30, 2015

and September 30 2015. Mr. Antila advised there is a balance they are carrying forward and any new funds will be expended by June 30, 2016 of next year. He noted that current grants exist that will not be expended until September 2015. Discussion ensued regarding the program expenditures and the availability of other federal funding. Mr. Antila noted the request is for partial funding to account for cost savings. The Committee inquired on the breakdown of trips provided by East Valley Ride Choice. Mr. Brooks noted he did not have breakdown information available on trips but noted dialysis trips represents a smaller portion as the communities move away from this program.

Ms. Schenck provided an overview of the Northwest Valley DAR. She noted services are offer in El Mirage, Sun City, Sun City West, Surprise, Youngtown and portions of Maricopa County. Ms. Schenck stated customers go through an eligibility process for services. She added the benefits of the program are reliable transportation service in areas lacking transit services. The programs helps people with disabilities and senior with disabilities connect with community resources, employment, schools, and to also connect with other DARs and fixed route services. Ms. Schenck noted the program serves more than 1,000 separate individuals every month. So far from July through February, 57,866 trips were provided at cost of \$1,374,229. She added since 2014 service has increased 72 percent with largest contributor from the County in terms of volume, overall the county has increased 95.6 percent. Ms. Schenck noted smaller communities with large growth are impacted by budgets and lack of funding.

Chair Dudley inquired if this program only has one contractor. Ms. Schenck confirmed the provider is Total Transit. Discussion ensued regarding the 72 percent increase and importance of meeting the need as well as identifying strategies to manage demand. Ms. Schenck stated Valley Metro is researching tighter eligibility to serve those people who are in real need of the program. She noted as fixed route bus service increases in the area, the program will seek to move some users to the bus. Ms. Miller inquired about the platinum passes and how it works and if it is part of the request. Mr. Brooks advised the cost of the platinum pass is not part of the request. The program is funded with public transit revenues. An overview of coordination efforts with local organizations including NWV Connect, Benevilla, the Disability Empowerment Center, MAG, and Arizona Age-Friendly Network were discussed. It was noted collaboration with other agencies increases consistency of services, policies and procedures across the region.

Mr. Brooks discussed the importance of fixed route transit training in which Valley Metro is very committed in providing. He noted the purpose of travel training is to empower individuals with disabilities to use the fixed route public transit system and expand their travel options. The two to four week program offers one-on-one training with curriculum customized based on the customers disability and travel needs. Mr. Brooks noted at end of the training participants are provided with platinum passes. He added follow-up is provided at staged intervals and available to customers who request it or want to learn new trips. Since launching in 2011, 198 people have been trained. An overview of the estimated cost savings was provided. Ms. Miller noted applicants are referred to Valley Metro for their travel training programs as it provides an opportunity for coordination efforts. Ms. Miller inquired if travel training is provided to any of the other 5310 recipients. Mr. Brooks advised they

reach out to individuals who may be clients of a 5310 agency. He noted however that they are not providing training on behalf of the organization.

Ms. Gaisthea inquired about unspent travel training funds from 2010 and 2012. She inquired about the expected date of expenditure. Mr. Brooks advised the budget for travel training for FY16 is over \$100,000. He noted a new source of funding will need to be identified as they will be at zero in terms of prior fund balances. Mr. Brooks advised within the last day, an order of \$7,000 was placed to purchase securement straps to expand the program. Ms. Miller advised the application does not match what the Committee received from Phoenix in terms of unspent funds. Mr. Antila advised he would confirm the amounts. He noted all funds will be expended and clarified the request is for a fourth of cost. The remaining balance is covered under existing grants. This concluded the interview.

6. Development of the Priority Listing for the FY 2015 Section 5310 Enhanced Mobility of Seniors and Persons with Disabilities Program for the Phoenix -Mesa Urbanized Area

Ms. Gaisthea acknowledged the Committee for their time and expertise in the application process. Ms. Gaisthea advised 55 percent of the apportioned funding are required to go towards traditional capital which includes MM, vehicles, and equipment requests. She added 35 percent of apportionment are for New Freedom eligible projects and ten percent for administration. Ms. Gaisthea noted the Committee's consensus for MM salary parameters of \$45,000 for a fulltime position, \$22,500 for a part-time position, with a maximum amount of \$60,000. Funding to be awarded based on the percentage of time spent working on MM activities. Ms. Gaisthea advised the Committee suggested focusing on awarding replacement vehicles and then expansion or new vehicles. Ms. Gaisthea reviewed the intent for New Freedom eligible projects are for programs that are planned and designed to meet the needs of seniors and individuals with disabilities. She noted in the past the priority listing for capital projects was developed by MM requests, then vehicles, and then equipment requests. New Freedom eligible project was prioritized as a separate item.

Chair Dudley opened the floor for discussion noting in terms of vehicles request the breakdown of new, expansion, and replacement vehicle request. Ms. Miller advised there was a total of 63 vehicle requests. She noted the application included a question pertaining to the type of vehicle requested adding that the majority asked for replacement vehicles first followed by expansion vehicles. A question was raised on whether there has been prior discussion about giving preference to applicants who share vehicles with other entities. Chair Dudley advised applicants are scored on coordination efforts, but noted this can be taken into consideration. Ms. Miller noted changes to the scoring mechanism would require revising the criteria to reflect the same.

Chair Dudley opened discussion on MM applications noting new the applicant Northwest Valley Connect. He inquired on the Committees thoughts on whether it would be appropriate funding MM salaries at a level of \$45,000 across the board or if there were other options to consider. Ms. Miller expressed concern over agency requests for mileage and indirect costs. A question was raised on whether agencies have to be approved for indirect costs. Ms. Miller confirmed indirect costs are an eligible expense noting however, that it increases the agency budget. She noted Terrors is the only agency that has an approved rate.

Ms. Miller also discussed standardization of benefits for all agencies and questioned whether to fund the individual or in some cases multiple people staffing the equivalent of one full-time MM. The Committee noted due to the differing amounts of MM request the consensus was to award based on salary.

Amy St. Peter, MAG, advised that different programs may address the full-time positions (FTE) differently. She suggested a reasonable position, if accepted by the Committee, is to consider one FTE at \$45,000, and allowing agencies to portion together one FTE equivalent as necessary. Discussion ensued on funding the four currently funded MMs at \$45,000 and the need to further review the new MM application. Chair Dudley noted discussion for future consideration is what to do with MM in the region not only at provider level but at project level and how they will assist nonprofit providers. Ms. St. Peter noted the role of MMs have changed over the past year with the focus of providing more regional assistance.

Ms. Gaisthea discussed the roles of the sub-regional Mobility Managers serving as community liaisons and providing technical support for strategies outline in the MAG Human Services Coordination Transportation Plan. She noted additional efforts undertaken by MMs include conducting trainings on how to overcome insurance as a barrier to vehicle sharing, updating information the transportation provider inventory by contacting providers and, and providing additional information on available services. Ms. Miller advised MMs had been asked their assistance with the vehicle order process and noted assistance provided by Rick Vaughan from Marc with these efforts. She questioned whether setting parameters for MM funding would be a disincentive to continue the work of coordinating efforts.

Mr. Tourdot requested clarification on how the Committee would be making the final funding decision for MMs. He inquired if the Committee would be reviewing scores or fund the four existing MMs and reviewing the new application. He suggested the need to evaluate whether the applicants demonstrated moving forward with efforts discussed in their application, at what level, and whether their efforts benefitted the community or the agency. Ms. Gaisthea advised that historically and because of the regional support MMs provide on a community level, the Committee has elected to prioritize the MM requests first. Ms. St. Peter noted doing so also takes the scores into account even when the MM category is at the top of the priority listing. Chair Dudley requested the Committee's input on MMs and the overall process.

Ms. Myers expressed concerns regarding the Terros MM application. She noted her perspective on training is that it should be provided by agencies such as MAG or Valley Metro. She comment that some agencies who are requesting vehicles have donated staff time to provide PASS training. She noted concerns with funding for PASS training and how much benefit it offers. Mr. Tourdot agreed on the benefit of providing trainings noting the costs would be absorbed by an agency whether funded through the program or not. Ms. Myer stated how limited Marc and Chandler Gilbert Arc are in the East Valley. She noted their efforts with the website as being a more regional effort that could fall under the purview of MAG. She also noted the appearance of duplicative efforts in the Northwest and discussed Northwest Valley Connect's efforts to maximizing funds with vehicles on the road as being an asset.

Ms. Gaskins noted the Committee has promoted MMs in past and the intent of the program has evolved. She commented that the Committee has spent a lot of time ranking applications based on certain criteria. Ms. Gaskins suggested the Committee come to a consensus and rank applications from an agreed upon standpoint. She added that with grants, one thing to avoid is funding salaries and operating costs long term to avoid dependence on grant funding. Ms. Gaskins shared an example of Northwest Valley Connect's grant application to the City of Surprise and the benefit seen in coordination and services. She suggested the goal, over time, would be that the funding request is no longer needed as the service will become self-sufficient. Ms. Myers agreed with setting precedence with agencies' continued dependence on grant funding. Ms. Gaskins noted from a grant-based perspective to include clearer guidelines for MM projects.

Mr. Dayal noted MM's serve as a sub-regional representative who understands and knows where gaps in service exist and who serves as a conduit between MAG and communities. Given that, he suggested if federal funding is for on-going support, the Committee should then develop measurable performance metrics for the following year. Mr. Yabes expressed agreement noting the need to define the MM responsibilities in the next process and also decrease the amount of funding provided for MM's by basing funding on time spent. Mr. Tourdot noted the need to let the scores determine the outcome of the rankings. Chair Dudley commented this discussion only scratches the surface on what MM could be and agreed on the need to provide parameters.

Teri Kennedy, MAG, addressed the Committee stating one reason MM is placed in such high regard is that they have a direct benefit to reducing capital cost in the program and when you are very limited with funding, that is one of their primary tasks. They are considered a capital procurement item and not an operating or administration item. That is one of the very large parameters of MM. Another item to be cognizant of is that we have sub-regional MM and there could be some duplication of service areas and that is something that the Committee should look at closely. If there is duplication of services between MM that have applied, then the best MM should be chosen for the region, even if there is a rank, we need to pick the best ones to ensure the necessary coverage. Another item that has not yet been discussed is that getting that total coverage of the MAG region is very important. Staff will be working with ADOT to help cover some costs in the rural areas to ensure full coverage that is needed for the region.

Ms. Miller noted the Committee has struggled with this in the past year. She noted each MM have different specialties that they bring to the table that have benefitted the region. One MM has the focus of being a leader and collaborator while the other provides a technical leadership in the area of vehicles. A question was raised on whether the Committee would then consider a MM for East, Central and West Valley and North. Ms. Miller inquired if only funding one MM for the east valley is a consideration among the Committee. Chair Dudley suggested making a choice would depend on what the priority. Ms. Miller suggested looking at the number of nonprofits in the East Valley compared to the West Valley as a point of consideration. She noted both MM in question provide a benefit but questioned if there is duplication in what they are providing.

Vice Chair Riley noted some MM do a good job in certain areas, such as collaboration and working with insurance companies, and others are developing software and bringing a lot of resources. She suggested looking at those that offer something unique that can benefit a lot of people and perhaps in time, use those as a model to be developed in other parts of the region. Ms. Gaisthea advised utilizing MM's are outlined as a strategy in the MAG Human Services Coordination Transportation Plan to assist in regional coordination efforts. Ms. Gaisthea the Plan outlined the use of MM for the areas in the region to include the East and West Valley and the Central area. At this time there is no representation for the West Valley. Ms. Miller suggested geographic areas not necessarily the best option.

The Committee inquired on whether Valley Metro or MAG can apply for MM funds. Ms. Miller advised MAG receives funding to develop the coordination plan and MM funding is at the sub-regional level. Ms. Kennedy advised discussion on assigning MM to Council of Governments (COGs) and Metropolitan Planning Organization (MPOs) is underway at the state level. She noted that doing so would lose the connectivity with service providers. She also noted designated recipients conduct interview and spot checks and are much more connected with the nonprofits while coordinating efforts are left to the COGs and MPOs. Chair Dudley said there has to be a fine balance, between the MPOs being disconnected and sub-mobility managers.

Ms. Gaisthea thanked the Committee for their comments. She advised that the topic of MM is being discussed both at a national and state level. She noted MM is seen as a useful utilization of federal funds that provides support to the larger community rather than focusing on specific areas. Ms. Gaisthea noted ADOT is also going through the same process of defining MM. She noted to share information on discussion effort on the state and national level. Ms. St. Peter noted the Committee's discussion and concerns with MM. She suggested if the efforts are not as expected, there may be a need to consider shifting funds.

Ms. Miller recommended in the interest of time for the Committee to make a decision on how to move forward with the scoring. She suggested if the issue is not solved, then perhaps another Committee meeting or sub-committee is needed to help resolve the issues. Ms. Miller inquired from a regional MM perspective if there is concern on the service level of MM's. Ms. Gaisthea stated that based on the presentation, she recognizes the Committee's concern regarding Terros. She noted Terros' statement that only 30 percent of their time is dedicated to MM. She expressed agreement with funding CGA, Marc and Foothills Caring Corps at FTE. Ms. Miller inquired if the group would be in agreement with funding at the percentage that MMs demonstrated with \$45,000 for an equivalent FTE, or at a percentage of \$45,000 as indicated by the MMs. Chair Dudley noted based on discussion for MM CGA and Marc and Foothills Caring Corps would be funded at \$45,000 with Terros at 30 percent of \$45,000 and NWV Connect at 80 percent, based on that methodology.

The Committee noted the need to set parameters to base the percentage of how much time "30 percent of time" equates to. Ms. Myers note Marc's ability to demonstrate that their combined efforts added up to 100 percent of MM activities during the interview. The Committee noted setting up parameters would address the concerns regarding Marc having multiple positions whose combined efforts equate to one FTE. Chair Dudley summarized the Committee consensus for funding MM with Foothills Caring Corps, Marc Center, CGA at

100 percent, NWC at 80 percent, and Terros at 30 percent. Ms. Gaskins noted that she abstained from scoring some applications and requested confirmation that that was taken into consideration in the final scores. Ms. Gaisthea confirmed the scores of those who abstained from voting were calculated in the average.

Chair Dudley moved the discussion to the capital vehicle and equipment requests. Ms. Miller reviewed the totals for vehicles are \$1,467,000 in addition to the MM funding of \$1,615,000 totaling just over the traditional 55 percent. She noted the total estimated funding could decrease depending on the vehicle selection. Ms. Kennedy noted the Committee has gone through the ranking process before without the actual funding available known. Ms. Gaisthea advised that estimates suggest being able to fund the first and second requests for vehicles up to \$1.3 million. Ms. Kennedy suggested if a recommendation is made to fund the first two vehicles based on the priority ranking and the Mobility Mangers, based on the percentage that was presented to the committee, if additional funding becomes available to start funding based rank order from top to bottom on capital requests until the request or funding are exhausted. Ms. Kennedy noted her comments pertained to the traditional, non-new freedom portion of the grant. She added that if an agency withdraws, then the next unfunded request takes its place, is the recommendation she suggests the Committee make moving forward. There was consensus among the Committee to fund the first and second requests along with equipment based on rank order until the 55 percent threshold was met.

Chair Dudley focused discussion on New Freedom awards and requested the Committee's input on funding applications. Ms. Meyers noted the Scottsdale Trolley and the ADA stop application indicated they were serving the general public. She acknowledge the difficulty in showing data that indicated the senior and disabled population being served. Ms. Miller advised public transit service is an eligible activity in this grant and service to the general public does not exclude an application. The Committee note projects are intended for the elderly and people with disabilities. Ms. Sexton noted the request is for funding to support the trolley route between the senior centers, not the entire route. Therefore, it can be assumed that that is what they are targeting. Ms. Meyers requested guidance from MAG noting the circular language. Ms. Kennedy noted public transit is eligible however, it we need to be able to pull out the elderly and disabled population and beyond ADA. She noted the program would need to demonstrate the program is intended for the target population and how to quantify that. She added it is Committee's discretion to take the reasonable best estimate.

Ms. Plante expressed her comfort with the Scottsdale Trolley than the request for Scottsdale's vouchers program. The Trolley services an area that has a lot of elderly and economically disadvantaged residents in the south Scottsdale region. She noted the Voucher request is for funding to pay FCC, who the Committee is already funding to expand service to include that area. She inquired whether this would appear as though Foothills Caring Corps if being funded twice. Chair Dudley noted the need to take into consideration what was presented by the agency. Ms. Miller noted based on application information and what was expressed during the presentation, there is a concern of matching federal dollars with federal dollars which is ineligible. Mr. Jones noted his understanding of how the program was presented is that their relationship with Foothills caring Corps would be the same as their relationship with Total Transit, Apache Cab, Clean Air Cab, the city issue vouchers to participant; vouchers are turned back into city for reconciliation. Ms. Miller inquired if FCC

includes Scottsdale residents as part of their request than it is a crossover and that is not eligible. Requesting funding for same Scottsdale residents, they would be funded once through the Scottsdale program and then through another, is unallowable. Discussion ensued as the Committee reviewed requests from Foothills Caring Corps and City of Scottsdale. The Committee agreed that one application request was not eligible and the needs disallow one. Chair Dudley requested consensus on which program to remove from consideration. The Committee's consensus to remove City of Scottsdale from further consideration for funding.

The Committee reviewed the City of Phoenix's bus stops request. Discussion ensued on the request for 50 bus stops that have not been brought into compliance due to other requests and expansion. The Committee discussed NAUs mileage request. The Committee agreed awarding mileage reimbursement to coordination meeting would not be the best use of the limited funding available when other agencies are attending meetings and trainings. The Committee reviewed the average amount of funding requests with the portion of available funding and based on eligible projects determined to cap requests at \$125,000. The Committee's consensus on funding New Freedom eligible projects is based on ranking order up to \$125,000 until funding is expended. Ms. Miller shared her estimated based on the agreed upon funding for MMs; funding two vehicles each, eight percent administration from the City of Phoenix and capping projects at \$125,000 to reach the goal.

Chair Dudley reviewed the consensus of the Committee to prioritize MM as previously discussed; award up to two vehicles based on rank order up to the 55 percent; fund New Freedom eligible project up to \$125,000 based on rank order up to requested funds; the NAU New Freedom request would minus the mileage reimbursement. He noted the Scottsdale voucher application would not be awarded based on a duplication of project request. Chair Dudley added if any additional funding becomes available projects would be funded utilizing the on rank order up to the requested amount. Chair Dudley called for a motion.

Ms. Miller motioned to fund the mobility management at the percentage rates as discussed, to fund up to two vehicles in score order for each agency up to the 55 percent rate with future funding to start back in priority order; to fund the New Freedom program at a cap of \$125,000 minus the mileage reimbursement for NAU and to not award the Scottsdale Cab Connection Taxi Voucher Program project. Ms. Sexton seconded the motion. The motion passed.

7. Update of the Chair and Vice Chair Appointment Process

Chair Dudley advised his Chair position term will end in June 2015. He noted under MAG guidelines Vice Chair Riley will ascend to the Chair position with the Vice Chair position. He noted letters of interest for the Vice Chair position are being solicited and can be submitted to MAG by May 27, 2015. Officer appointments will be made in June 2015.

8. Request for Future Agenda Items

Chair Dudley requested future agenda items. Ms. Miller suggested further discussion on MMs and setting parameters for the region. Chair Dudley also recommended an opportunity to review the application process. Mr. Dayal stated that as a regional provider, he would like to see where the gaps in service exist and how to fill those gaps. He suggested discussing this at the debriefing.

Chair Dudley requested a workgroup to debrief on the application process to be held sooner rather than later. The committee discussed potential meeting dates. Chair Dudley noted the consensus is to meet on Wednesday, April 30, 2015, at 9:00 a.m. for the debriefing. He advised Committees to contact Ms. Gaisthea to participate. There were no further comments from the Committee.

9. Comments from the Committee

There were no further comments from the Committee.

10. Adjourn

Chair Dudley thanked the City of Phoenix and MAG for the efforts. The meeting adjourned at 4:14 p.m.

DRAFT