

Operating Assistance Request Fact Sheet

Applicant

Years Providing Service

Staff Positions

Has Recieved Federal Funds

Current Services

2015	\$140,900
2014	\$72,185
2013	\$52,824

FCC is the regional go to for all services for seniors and persons with disabilities. We receive calls and referrals from many state, local, private and public agencies such Area Agency on Aging, SAIL, Senior Help Line, healthcare facilities and food banks looking for assistance for their clients. If they are in our service area we are almost always able to help them. If they live in another area we are able to refer them to our partner agencies in other parts of the county. Our transportation services connect these Neighbors to local libraries, healthcare facilities, specialty stores and pharmacies. We work with our local fire department and police to assist in non-emergency situations and have worked out a plan to use our vans as back up transport if there is ever a need for emergency evacuation. Much of our area is a "gap" in ADA transportation services. We continue to stretch to the outer geographical reaches of our sub region because they have so few services. The need it great. We have met with residents of Anthem and worked with their non-profit Network of Anthem Area Assistance Providers to share volunteers, assist with their questions and point them towards resources. We have become a provider for Scottsdale City's Cab Connection and have just opened up a discussion about the possibility of assisting the City of Phoenix District 1 with their transportation needs for the elderly and persons with disabilities who are in need of ADA service. We have attended many Valley Metro meetings on Para transit and assisted with feedback and will continue to share needs as we look forward to the day when our sub region will begin to see these services.

Has Unused Fed Funds

Accepts Partial Funding

The minimum we could accept is 90%

Description of Continuing Services

Our project represents a continuous service in our area that began 17 years ago by dedicated community members and a local pastor and their congregation. It began with one staff member, one ride, one car and one transportation. Today we continue to work to meet the growing needs of the 5310 population in our area. Last year we operated with 2 FTE staff, provided 14,574 rides, and utilized 200 volunteers and their individual cars and 6 vans. To carry out this project these statistics represent a 12% increase over last year.

Local	\$53,743
Federal	\$53,743
Total	\$107,486

How the Service Differs

There are very few current ADA services other then the FCC transportation in our region. The southernmost portion of our region from Thompson Peak Road and south do have minimal Dial-a-Ride that connects with the one Valley Metro fixed route we have. This route comes North on Scottsdale Road to the Hospital on Thompson Peak. Some residents may have resources through ACCESS and the Cancer Society. FCC offers rides for all elderly and persons with disabilities regardless of their income and in most case, their disabling conditions or illness if they reside in our service area. If they are able to access a volunteers cars or our vans with the lift in their chair and have the assistance they need with a caregiver, we can transport them. We are not equipped to transport those who need gurneys. All our trips are taken with a driver and an assistant for safety which is above and beyond typical ADA services. We are also able to provide our trips for no fare however we do accept donations.

Clients And Services

Service Area

Number Of Trips Persons

Joint Use

Applicant History

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<p>Transportation for the Elderly and Persopns with Disabling Conditions</p>	<p>NE Quadrant of Maricopa County Cave Creek Carefree Far North Scottsdale North Central Phoenix 440 square miles</p>	<p>Operational Funds for insurance fuel & Maintenance office supplies volunteer recruitment & training volunteer fingerprinting and mileage</p> <p>reimbursements Administrative salaries to overss ptograms</p>	<p>667 persons 14,579 rides</p>	<p>2015 MMNF/Operational</p> <p>Vehicles Mini Van Cutaway w/lift 2014 MM 2013 MM 2012 MM 2011 MM Maxi-Van without a lift 2010 MM Minivan with ramp 2009 Cutaway w/ lift & Minivan no lift 2008 Maxivan w/ lift</p>
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Description of Agency Participation in the Regional (MAG) Human Services Coordination Transportation Planning Process

FCC attends, presents and networks with other stakeholders at all TAP meetings, attends all sub regional Mobility Manager Meetings and consults with other agencies who request assistance in their transportation programs. We communicate with MAG on issues, articles & webinars that pertain to ADA transportation. FCC attends MAG Human Service meetings that affect the elderly and persons with disabilities such as the Technical Committee, EPDT Committee and Age Friendly Network. We continue to participate in Scottsdale Age Friendly Planning Group .We attended the conference on Communities for All Ages in May of 2015. FCC supports the municipalities in our area by consulting on any MAG transportation projects in our region as well as bring back any ideas we learn about in TAP meetings that might benefit the cities in our region. We have attended all the public meetings that were offered by Valley Metro’s study and new Para Transit Plan this year. We offered feedback in person and in writing. FCC wrote our Title VI plan with the help of Kristy Ruiz and the City of Phoenix attending two meetings she provided on the “how to”.

Description of Additional Coordination Activities the Agency has recently Initiated or Experienced

Developing Partnerships: Please describe any additional coordination activities your agency has recently initiated or experienced.

Description of Agency's Plan for New Coordination Activities in the Comming Year

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- District 1, City of Phoenix- to continue to work with them in any way we can to increase their transportation programs with the ADA population.
- Be a resource for ADA transportation to help Anthem and other County Islands in North Phoenix to assess, find resources that can provide rides for their residents.
- Coordinate more often on a state wide Mobility Manager level in sharing the progress we have made in region wide coordination.\ projects.
- Explore opportunities to coordinate with Health Care agencies in non-emergency transportation and support the transportation needs of our FCC Health Advocate ProgramMeet and Work with Valley Metro Para Transit services to plan and implement any ADA services they can extend to our sub region.

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Applicant Years Providing Service Staff Positions

<input checked="" type="checkbox"/> Has Recieved Federal Funds
2015 <input type="text" value="\$1,727,062"/>
2014 <input type="text" value="\$1,920,378"/>
2013 <input type="text" value="\$1,946,061"/>

Current Services

CSI@NAU's SCP has provided ongoing, no charge, demand response type transportation services in Northern Arizona since 1985 and in Maricopa County since 2008. SCP increases transportation opportunities for older adults and individuals with disabilities beyond the requirements of the ADA by providing door through door service and more. Through Memorandum of Understanding agreements, SCP partners with more than 30 agencies which identify clients who would benefit from and be appropriate for a volunteer. Clients in Chandler, Fountain Hills, Gilbert, Glendale, Mesa, Paradise Valley, Peoria, Phoenix, Scottsdale, and Tempe are matched with a Senior Companion. The clients and volunteers form trusting, long-term relationships which allow the clients to plan appointments and outings on the days they are scheduled to be together and have confidence that their volunteer will arrive on time, provide safe and comfortable transportation, stay with them throughout their appointment, and get them home without delay. SCP structure is designed for community collaboration and we have taken special care not to duplicate existing services. SCP focuses on volunteer engagement (recruiting, training, supervising, retaining, and recognizing volunteers) and partners with agencies that rely on volunteers to meet their missions. These relationships naturally tend toward cooperation and mutual benefit rather than duplication of services. For example, we have established a partnership with Area Agency on Aging to help address the SAIL Program wait list. Beyond simply helping to alleviate the wait list, Senior Companion volunteers are most often assigned to clients with the highest level of need because the volunteers are both consistent in their schedule and committed to serving at least 15 hours per week. Similarly, the Senior Companion Program partners with East Valley Adult Resources' AIL Program. The consistency and commitment of Senior Companions make them excellent volunteers.

- Has Unused Fed Funds
- Accepts Partial Funding

CSI@NAU will accept partial funding for SCP; staff would evaluate the most effective way to continue to provide high quality services and minimize the impact to the

Description of Continuing Services

Senior Companion volunteers have been serving in Arizona through CSI@NAU for more than 30 years and specifically in Phoenix since 2008. The demand for the service is high; in every community SCP serves, partner agencies have wait list of clients who want and need a Senior Companion to assist them. The stability of the program give volunteers, clients, and partners confidence in being part of SCP. As a federal program, SCP is highly structured and has policies and procedures in place to operate with consistency and at the highest level. SCP is funded through and supported by the Corporation for National and Community Service which provides resources and guidance. In addition, having NAU as a sponsor provides an additional level of support and resources from the University's many departments. Carole Mandino, Director of CSI@NAU, was a long-time SCP Director and has tremendous experience in successfully managing the program. In addition, she is regarded as a thought leader when it comes to working with older adults, volunteerism and civic engagement, and Senior Corps Programs. Erin Kruse, SCP Program Director, serves on the National Senior Corps Association Board of Directors and represents the Southwest Cluster of Senior Companion Programs. Through this service she has access to and works closely with other directors around the country to share best practices and resources which benefit the program and its overall effectiveness. Emily Litchfield, Program Coordinator, Senior, excels in all aspects of her job but particularly with recruiting successful Senior Companions, training and facilitation, networking, and program implementation.

Local

How the Service Differs

SCP provides no-fee, demand response type transportation to elderly/disabled homebound individuals beyond the ADA requirements and has since its inception. Volunteers are matched with clients through a partner agency already associated with the client and his/her needs. Volunteers meet with the client once or twice per week for 4-6 hours. The Senior Companion provides transportation based upon the needs and schedule of the client. The service is highly customized and the clients can make appointments with confidence knowing their transportation service is reliable and trusted. The transportation provided is much more than a ride; for the homebound elder, the trip in their volunteer's vehicle is a link to the outside world and social and emotional support throughout the experience. Senior Companions are much more than drivers; they are trusted friends who can participate in a doctor's appointment to take notes, ask questions, and be an advocate. During trips to the grocery store, the Senior Companion can remind a client of items they are out of at home, ensure they buy everything on the list, and help put the groceries away at back at home. SCP policy states that when they are serving a client, volunteers are to be with that client at all times. For instance, they must assist the client in shopping, not just wait outside the grocery store; they must assist

Federal
 Total

Operating Assistance Request Fact Sheet

the client into a medical facility and wait within that facility for the client's appointment to be over. They provide assistance with walking, getting in and out of the vehicle, and assistance beyond the vehicle (getting groceries from the shelf to the cart and putting groceries away once back at the client's home).

Clients And Services	Service Area	Number Of Trips Persons	Joint Use	Applicant History
<p>Seniors and disabled individuals age 65 and older will receive door-through-door transportation services at no cost by provided by a Senior Companion. Volunteers meet with their clients 1-2 times per week for 4-6 hours. Clients schedule trips based on their own needs. Volunteers escort their clients into appointments and stores to provide extra support and assistance.</p>	<p>Maricopa County including: Chandler, Fountain Hills, Gilbert, Glendale, Mesa, Paradise Valley, Phoenix, Scottsdale, and Tempe.</p>	<p>Volunteer Mileage Reimbursement55 Senior Companions will drive approximately 110,000 miles and be reimbursed \$.445/mile.</p>	<p>425 clients will be served. 12,000 trips provided.</p>	<p>2015 – 5310\$43,710 2013 – 5310\$50,825 2012 – 5317\$68,715 2011 – 5317\$27,746</p>

Description of Agency Participation in the Regional (MAG) Human Services Coordination Transportation Planning Process

CSI@NAU participates in the planning process by attending each of the MAG TAP meetings and fully participating in the discussions. The resources that are provided at the meetings are shared with all of the volunteers at the following In-Service Trainings with the expectation that they will pass along the information to their clients and utilize those resources for the clients benefit. One of the goals that is still in development is a One-Call Center to coordinate transportation. Ms. Emily Litchfield, SCP Coordinator for Maricopa County, is assisting people who call her by always providing resources and helping connect them with other agencies who may be able to better assist them if she cannot. Having all the resources discussed at the MAG TAP meetings available to use as referrals is extremely helpful. Another goal has been to increase training opportunities as well as making the training more universally applicable. Ms. Litchfield has spoken with several mobility managers about the need for PASS training specific to volunteer drivers who utilize their personal vehicles to provide transportation. She is willing to assist with the adaptation of the current PASS training or the creation of new training for this specific purpose. We have enhanced the CSI@NAU Senior Companion Driver Handbook to include information and training on working with clients with a variety of disabilities, including visual and hearing impairments and clients who use mobility aids. We also do training on our Title VI Policies and we collaborated with the Foster Grandparent Program and provided the training to approximately 60 volunteers.

Description of Additional Coordination Activities the Agency has recently Initiated or Experienced

Developing Partnerships: Please describe any additional coordination activities your agency has recently initiated or experienced.

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Description of Agency's Plan for New Coordination Activities in the Comming Year

We are in the process of fingerprinting and training 10 new volunteers, most of whom will be matched with the Area Agency on Aging to help alleviate SAIL waitlists which can be as long as two years. Ms. Litchfield will continue to attend and participate in the MAG TAP meetings. CSI@NAU will support and be involved in efforts to modify the PASS training or create new training that is applicable to volunteer drivers. We will continue to strengthen relationships with our current partners and if new agencies that align with our mission and focus of serving older adults we will explore opportunities for expanded and new partnerships.

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Applicant

Years Providing Service

Staff Positions

Has Received Federal Funds

Current Services

2015	\$122,822
2014	
2013	

NVC will provide coordination of existing transportation options for seniors and persons with disabilities in the West Valley while also creating new options that help to fill existing gaps in transportation service. NVC provided transportation information from our database that has 82 providers in and options for 1457 callers in 2015 and provided rides with volunteer drivers for 462 trips. NVC reached about 3500 people at events and meeting presentations with public transportation education and transportation options. NVC facilitates the Northwest Transportation Stakeholders meetings with the intent of furthering the coordination and information that MAG's TAP meetings share and more. NVC's Mobility Manager is the west valley connection for coordination and will attend and facilitate meetings that educate and further public transportation in the west valley. NVC does not duplicate service but acts as the safety net to provide trips to those who have no other option.

Has Unused Fed Funds

Accepts Partial Funding

17980

Description of Continuing Services

This project is a continuous current service.

Local	\$15,000
Federal	\$15,000
Total	\$30,000

How the Service Differs

NVC offers trips that are for gaps in service only. NVC's drivers provide the level of service the client needs which is in some cases help through the door and staying with a client who needs them to.

Clients And Services	Service Area	Number Of Trips Persons	Joint Use	Applicant History
NVC's clients are the seniors and the persons with disabilities in the west valley who need a ride from our volunteer drivers. The service we offer is above ADA trips as the safety net for the most frail without duplicating service.	West Valley of the Metro Phoenix area- Surprise, Peoria, Sun City, Sun City West, El Mirage, Youngtown, Goodyear, Litchfield and Avondale	NVC will continue to provide trips to those who we cannot find another solution for with the Ride Connect volunteer driver program. NVC provides above ADA service as the volunteers provide the level of service the client needs including going door through door in an area that is mostly beyond Valley Metro's ADA coverage area.	NVC will communicate to 4957 clients at presentations, meetings, fairs and expos in order to help people find the transportation they need. NVC will provide further assistance to 2500 callers. NVC will provide 5000 trips with the Ride Connect volunteer driver program and Group trips.	NVC was awarded a minivan with lift that should arrive anytime now. NVC was awarded a grant for Routing software: we have reviewed three software products with four partner agencies in order to choose the best product. We will choose and work with City of Phoenix to procure with their policies and will have this routing software in place in June 2016. NVC was

Description of Agency Participation in the Regional (MAG) Human Services Coordination Transportation Planning Process

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Northwest Valley Connect (NVC) holds the sub-regional Mobility Manager position and coordinates the Northwest Valley Transportation Stakeholders Group meetings where we hear from transportation providers (for profit, public, nonprofit) and share ideas on how to work together. These meetings have led to many agencies working together. I would describe this group as an extended TAP group from the northwest valley as we take the message from the TAP meetings and coordination ideas to share with the northwest valley transportation providers. NVC participates in the regional Transportation Ambassador Program meetings and the Sub-Regional Mobility Managers meetings. NVC's Executive Director/ Mobility Manager is on the PORA (Property Owners Residents Association) in Sun City West's Transportation Committee to work on Transit in the area. She is also working with the Sun City Transportation Committee to do the same. There have been a number of meetings with elected officials and more in order to move the MAG / ADOT Transit Study from 2013 forward working as a region to find funding sources for public transit in the northwest valley. NVC has a PASS Trainer and participates in the regional training program.

Description of Additional Coordination Activities the Agency has recently Initiated or Experienced

Developing Partnerships: Please describe any additional coordination activities your agency has recently initiated or experienced.

Description of Agency's Plan for New Coordination Activities in the Coming Year

NVC will be expanding the area covered by our volunteer driver program and with transportation providers that serve in the area south of our current area. NVC will continue to include more stakeholders in our Transportation Stakeholders Group. We will investigate and include more providers and stakeholders in the Goodyear, Litchfield, Avondale and Buckeye and will continue to bring these stakeholders the TAP message. NVC will continue to work with Sun City and Sun City West citizens who are working to bring public transit to their areas to communicate with all stakeholders in the municipalities in the region and the public agencies such as MAG and Valley Metro as they move their grass roots efforts forward. NVC will continue to grow its Ride Connect volunteer driver program as needed to fill the gaps in service. NVC will continue to coordinate all group trips in the area and increase the area of coordination of group trips south.

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Applicant Years Providing Service Staff Positions

Has Recieved Federal Funds

Current Services

2015	\$33,358,992
2014	\$17,724,641
2013	\$21,417,059

Much of the east valley has limited or no fixed route public transit service. The East Valley RideChoice program provides service beyond the required ADA service boundries for fixed route to fill in gaps for paratransit service that would otherwise exist if only ADA required service where utilized. Also, the service is open to seniors (with or without a disability) and is not limited by agecny clientele or membership. Again, 116 square miles of additinoal coverage beyond ADA minimums is included in the service area.

Has Unused Fed Funds

Accepts Partial Funding

There are no minimums, limits, or thresholds, but any federal funds received we will match equally at 50%.

Description of Continuing Services

This project is a continuation of of a current service.

Local	\$395,000
Federal	\$395,000
Total	\$790,000

How the Service Differs

Much of the east valley has limited or no public transit fixed toure service. The East Valley RideChoice program is not limited to the required ADA coverage area for the few fixed route transit routes in the area. The service is designed to fill in gaps in ADA boundry service and extend well boyond required ADA service providing tips to individuals that are not near a fixed route bus. Additionally, some fixed route service does not operate on Sunday and some only offer service once an hour. This project provides service 24 hours a day, 7 days a week.

Clients And Services	Service Area	Number Of Trips Persons	Joint Use	Applicant History
Seniors and persons with disabilities. Open to public. Not limited to agency specific clientele. Only requirement is city/town residency.	East Valley communities of communities of Chandler, Fountian Hills, Gilbert, Mesa, and Tempe.	Operations	115,000 (15,000 disabled/not elderly, 76,000 elderly/disabled, 24,000 eldery/not disabled)	2015 EV RideChoice2015 NW Valley Dial-A-Ride2015 Travel Training2011 Elec. Payment SystemAlternatives2014 Alternative Transportation2013 Alternative Transportation2012 Wheelchair Straps, Taxi Vouchers,Travel Training2011 Elec. Payment SystemAlternatives2010 East Valley Mob. Mgt. & Travel TrainingNorth West Dial-a-Ride

Operating Assistance Request Fact Sheet

Valley Metro employees attend and participate in all MAG Transportation Ambassador meetings. The Valley Metro Transit Education Supervisor provides a transit services update at Ambassador Meetings. The Valley Metro Mobility Program Supervisor provides transit training at human services agencies for their clients and staff and participates in the MAG City Leaders Institute on Aging in Place. The Mobility Program Supervisor is also a member of the Community Transportation Stakeholders Group and the Transportation Communications Planning Group at Benevilla in the NW valley. We began a series of discussions with participating West Valley communities with the goal of increasing coordination, promoting more consistency regarding operational policies and procedures and of erasing barriers. We are included in MAG's Human Services Transportation Resource Inventory and have posted a link to the MAG's Resource Inventory on our website to help guide individuals that are unable to use our transportation resources to other potential services.

Description of Additional Coordination Activities the Agency has recently Initiated or Experienced

Developing Partnerships: Please describe any additional coordination activities your agency has recently initiated or experienced.

Description of Agency's Plan for New Coordination Activities in the Coming Year

We hope to finalize standardization of polices and practices and elimination of transfers between city/town borders to provide a one trip ride across regional boundries. We will continue to work with non-profits to provide shared rides on our system for their clinets whenever possible/practical.

Operating Assistance Request Fact Sheet

Applicant Years Providing Service Staff Positions

Has Recieved Federal Funds

Current Services

2015	\$33,358,992
2014	\$17,724,641
2013	\$21,417,059

The project provides service for seniors and persons with disabilities beyond what is required by the ADA. In the NW valley, the service provides transportation for many as a lifeline to/from medical and life sustaining destinations as they are without bus service or dial-a-ride as only one local bus and one express bus currently operate in a small section of the southeast portion the service area. The Northwest Valley Dial-a-Ride contract includes a per-trip boarding fee and set mileage rate for actual revenue miles. There is no charge for deadhead miles. The contractor provides facilities and fleet therefore those costs are not allocated back to the program. Northwest Valley Dial-a-Ride provides, at a minimum, door-to-door service with assistance at a cost much lower than traditional DAR.

Has Unused Fed Funds

Accepts Partial Funding

There are no minimums, limits, or thresholds, but any federal funds received we will match equally at 50%.

Description of Continuing Services

This project is a continuation of of a current service.

Local	\$480,000
Federal	\$480,000
Total	\$960,000

How the Service Differs

Much of the northwest valley has limited or no public transit fixed toure service. The Northwest Valley Dial-A-Ride program is not limited to the required ADA coverage area for the few fixed route transit routes in the area. The service is designed to fill in gaps in ADA boundry service and extend well boyond required ADA service providing tips to individuals that are not near a fixed route bus by providing service to residents that live within the city/town boundaries.

Clients And Services	Service Area	Number Of Trips Persons	Joint Use	Applicant History
Seniors and persons with disabilities. Open to public. Not limited to agency specific clientele. Only requirement is city/town residency.	Northwest Valley communities of Surprise, El Mirage, Youngtown and unincorporated areas of Maricopa County including Sun City and Sun City West	Operations	90,000 (9,000 disabled/not elderly, 47,250 elderly/disabled, 33,750 eldery/not disabled)	2015 EV RideChoice2015 NW Valley Dial-A-Ride2015 Travel Training2011 Elec. Payment SystemAlternatives2014 Alternative Transportation2013 Alternative Transportation2012 Wheelchair Straps, Taxi Vouchers,Travel Training2011 Elec. Payment SystemAlternatives2010 East Valley Mob. Mgt. & Travel TrainingNorth West Dial-a-Ride

Operating Assistance Request Fact Sheet

Valley Metro employees attend and participate in all MAG Transportation Ambassador meetings. The Valley Metro Transit Education Supervisor provides a transit services update at Ambassador Meetings. The Valley Metro Mobility Program Supervisor provides transit training at human services agencies for their clients and staff and participates in the MAG City Leaders Institute on Aging in Place. The Mobility Program Supervisor is also a member of the Community Transportation Stakeholders Group and the Transportation Communications Planning Group at Benevilla in the NW valley. We began a series of discussions with participating West Valley communities with the goal of increasing coordination, promoting more consistency regarding operational policies and procedures and of erasing barriers. We are included in MAG's Human Services Transportation Resource Inventory and have posted a link to the MAG's Resource Inventory on our website to help guide individuals that are unable to use our transportation resources to other potential services.

Description of Additional Coordination Activities the Agency has recently Initiated or Experienced

Developing Partnerships: Please describe any additional coordination activities your agency has recently initiated or experienced.

Description of Agency's Plan for New Coordination Activities in the Coming Year

We hope to finalize standardization of polices and practices and elimination of transfers between city/town borders to provide a one trip ride across regional boundries. We will continue to work with non-profits to provide shared rides on our system for their clinets whenever possible/practical.

Operating Assistance Request Fact Sheet

Applicant Years Providing Service Staff Positions

- Has Recieved Federal Funds
- Has Unused Fed Funds
- Accepts Partial Funding

Current Services

2015	\$207,744
2014	\$131,768
2013	\$158,587

The City of Apache Junction and its surrounding rural areas do not have regional public transit service options available, limiting mobility to grocery stores and doctor appointments as well as opportunities for social interaction for individuals unable to drive. The focus of the Apache Junction Van transportation is to maintain and enhance the well-being of older and disabled adults, allowing the clients to remain independent. According to the Census 2013 estimates, there were 20,628 households in the community of Apache Junction and 27% of the individuals were 65+. The AJVT is a bridge, somewhat relieving regional transit obstacles, meeting basic living needs and offering additional value to the client's lives through the opportunity for social contact and interaction. These factors are powerful tools helping ensure "at risk" adults maintain independence and a sense of dignity.

Description of Continuing Services

Yes, EVAR has been running Apache Junction Van Transportation since 1998.

Partial funding would significantly decrease EVAR's ability to serve the seniors in Apache Junction where there is not public transportation available.

Local	\$30,000
Federal	\$30,000
Total	\$60,000

How the Service Differs

There is no other agency offering transportation services to seniors in the Apache Junction area, and there are no major transit services for the general public for the seniors to use. Without EVAR's AJVT, many seniors would stay isolated at home, or not get the medical attention they need, or be institutionalized prematurely.

Clients And Services	Service Area	Number Of Trips Persons	Joint Use	Applicant History
elderly persons	Apache Junction with transportation to Gilbert and inside Maricopa County for medical appointments	Provide transportation to Active Adult Center in AJ, grocery stores, medical appointments	77 people (unduplicated)/ 9,318 trips	ADOT Operating Funding \$25,000 FY2015, \$25,000 FY2014, \$20,000 FY2013, \$10,000 FY2011, \$22,500 FY2010, \$22,500 FY2009 ADOT Capital Funding \$29,302.40 FY2014

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As EVAR has been funded through CAG until this year, an EVAR representative attends "Pinal Rides" meeting sponsored by CAG. Apache Junction transit providers do not offer extensive human service transportation to older and disabled adults. Area providers include: -Central Arizona Council on Developmentally Disabled: provides transportation for their clients -Triple R Behavioral Health, Inc.: transport clients with cranial injuries -Mountain Mental Health and Wellness: transport clients to behavioral health and SMI services. EVAR maintains strong working relationships and partnerships with providers who do not provide extensive transit options. Sample forms and policies are often exchanged to strengthen programs. Since EVAR will be receiving MAG funds, EVAR will start sending a representative to the MAG Transportation Ambassador Program.

Description of Additional Coordination Activities the Agency has recently Initiated or Experienced

Developing Partnerships: Please describe any additional coordination activities your agency has recently initiated or experienced.

Description of Agency's Plan for New Coordination Activities in the Coming Year

Since it is EVAR's first year to be included with the MAG funding, EVAR is excited to attend the MAG Transportation Ambassador Program and learn from the other providers.

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Applicant

Years Providing Service

Staff Positions

Has Recieved Federal Funds

Current Services

2015	\$717,656
2014	\$510,443
2013	\$525,431

Regarding Benevilla’s fleet of vehicles that support transportation to and from our Life Enrichment Centers, the population we serve are primarily physically and developmentally disabled. Using public transportation is most often not a safe or accessible option for them. We provide door through door service with regular drivers that have been vetted and trained through Benevilla. Our drivers have level one fingerprint cards, ADOT physicals, 10 panel drug tests, and specialized training in wheel chair tie downs, sensitivity issues, dementia-specific situations, and much more. This transportation helps to fill a gap in service to individuals who have dementia, Parkinson’s disease, or developmental disabilities, as well as stroke survivors. Without this service these people would have a challenging time in regards to transportation. Many of the public transportation options for this target population falls short in providing services and puts the person served at a high risk.Regarding the mileage reimbursement for our volunteer drivers, our volunteer drivers deliver hot, healthy meals to homebound seniors and individuals with disabilities. For many people in the West Valley, Benevilla’s Home Delivered Meals program is their only option for their only home delivered meal option. Through our Volunteer Home Services Program, our volunteers provide services for elderly and disabled adults who are no longer able to drive themselves. Services include grocery shopping and delivery for the homebound, assisted transportation to medical appointments, leisure companionship, handyman services, weekly errands, business assistance. These are not transportation services available through mass transportation programs.

Has Unused Fed Funds

Accepts Partial Funding

A gift of any size would be appreciated and to help cover the fixed costs associated with operating our transportation services program. This is a significant budget line item.

Description of Continuing Services

Yes, all three programs are well-established, on-going and operational year round.

Local	\$53,113
Federal	\$53,113
Total	\$106,226

How the Service Differs

Benevilla's transportation services offer services beyond those required by the ADA. Service is provided to many who live beyond 3/4 of a mile of a fixed bus route, where there are NO fixed bus routes, and/or no alternative service. Daily (M-F and occasional Saturdays) transportation brings clients to and from our six Life Enrichment Centers and to volunteer sites, training programs, group supported employment sites, and field trips. Volunteer-based escort transportation is also provided (for doctors appointments, grocery shopping, etc.). Other unique features include "door through door" service (escorting passengers from their front door to the van and then from the van into their designation).

Clients And Services

Service Area

Number Of Trips Persons

Joint Use

Applicant History

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Benevilla's Life Enrichment Centers provide enriching experiences, socialization opportunities, and daytime care to 450 elderly residents (many with medical conditions such as dementia, Alzheimer's disease, previous strokes, Parkinson's disease, and injuries from falls) and adults with developmental disabilities annually. Our Volunteer Home Services and

Benevilla serves residents in the Northwest Valley, including Surprise, Sun City, Sun City West, Peoria, El Mirage, Youngtown and Glendale.

Vehicles will be used to transport disabled and elderly individuals to and from Benevilla's six Life Enrichment Centers, and to volunteer sites, training programs and field trips. Mileage reimbursement funds will be used to reimburse volunteers for the driving they undertake to serve our clients.

1,454 individuals will be served over the course of one year. Based on our 2015 statistics, we anticipate there will be 27,000 one-way trips for our Life Enrichment Programs and 31,000 one-way trips for our Volunteer Home Services and Home Delivered Meals programs.

2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2012, 2013, 2015

Description of Agency Participation in the Regional (MAG) Human Services Coordination Transportation Planning Process

Benevilla staff participates in MAG surveys as requested, and plans on attending MAG Human Services Coordination Transportation meetings.

Description of Additional Coordination Activities the Agency has recently Initiated or Experienced

Developing Partnerships: Please describe any additional coordination activities your agency has recently initiated or experienced.

Description of Agency's Plan for New Coordination Activities in the Coming Year

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Benevilla plans to continue participating in the coordination activities in which we are currently active. We will invite drivers from other agencies providing transportation in the Northwest Valley to multiple trainings in the coming year, including a defensive driver training, a sensitivity training and a training on transporting individuals with various disabilities. Regarding new coordination activities, we are exploring a partnership with Northwest Valley Connect to purchase and use a new routing system to help improve our fleets' efficiency. Benevilla staff will also look to attend MAG transportation coordination meetings as they are able.

Operating Assistance Request Fact Sheet

Applicant Years Providing Service Staff Positions

<input checked="" type="checkbox"/> Has Recieved Federal Funds
2015 <input type="text" value="\$385,000"/>
2014 <input type="text" value="\$922,456"/>
2013 <input type="text" value="\$4,409,000"/>

Current Services

Two years ago Scottsdale staff completed a gap analysis for paratransit services. The analysis indicated that there were senior and disabled residents in the City outside the local and regional transit fixed route service area, and therefore they did not qualify for East Valley Dial-A-Ride service, particularly in the north areas of Scottsdale. Scottsdale is a part of East Valley Dial-A-Ride, a paratransit service provided by Valley Metro that provides transportation to individuals who are unable to use the regional fixed route system (buses, light rail, neighborhood circular services). Many of these residents are also low income. In August 2015 the Cab Connection program partnered with Foothills Caring Corps, a nonprofit. In the northern part of the City transportation service is not easily available at a reasonable cost; however, Scottsdale was able to partner with Foothills Caring Corp to provide the transportation service for the voucher program.

<input checked="" type="checkbox"/> Has Unused Fed Funds
<input checked="" type="checkbox"/> Accepts Partial Funding
<input type="text" value="0"/>

Description of Continuing Services

Yes, City of Scottsdale's Cab Connection is part of a continuous service and has been provided since 2001. The number of southern and central users has increased with the aging population (Scottsdale has the largest population of residents 55 and older compared to the six largest cities in the Phoenix metropolitan area). The program has partnered for the first time, with a nonprofit, Foothills Caring Corps, to provide enhanced service to the northern part of the City.

Local	<input type="text" value="\$182,500"/>
Federal	<input type="text" value="\$182,500"/>
Total	<input type="text" value="\$365,000"/>

How the Service Differs

Three reasons why the Cab Connection's program is above and beyond the ADA requirements:• The program is provided in addition to the ADA required East Valley Dial-A-Ride service which only serves individuals who begin and end their trip within ¼ mile of a fixed transit route. Scottsdale residents can take a trip from anywhere to anywhere with a voucher.• This program is a service that can be utilized 24 hours a day, 7 days a week, 365 days a year, and without pre-booking an appointment; or, having their trip booked using a third party call center as in the case of East Valley Dial-A-Ride. Participants call the cab company directly.• The voucher trips in many cases are less costly to the user than East Valley Dial-A-Ride. The average user pays \$2.00 per trip while an East Valley Dial-A-Ride trip is \$4.00 minimum.

Clients And Services	Service Area	Number Of Trips Persons	Joint Use	Applicant History
Elderly and disabled citizens are issued cab vouchers to assist them with reducing their cost travel needs.	Entire City of Scottsdale (184 square miles)	Cab Voucher program	Approximately 1650 Elderly and/or Disabled citizens. Approximately 55,025 trips.	FY15 - 5310 JARC/5317 New Freedom (50/50) Operating Scottsdale Neighborhood Trolley (NH Trolley)FY15 - 5317 New Freedom Express and Fixed rout transit service, East Valley Dial-A-RideFY15 - 5310 JARC Operating Routes 17 (McDowell) and 29 (Thomas)FY14 - 5307 Urbanized Areas, 5310 JARC, Transportation Alternatives ProgramFY13 - 5307 Urbanized Areas, 5317 New

Operating Assistance Request Fact Sheet

Scottsdale participates not only in the Human Services Coordination Transportation Planning Process by attending the Transportation Ambassador Program Quarterly meetings; we also participate in the Greater Phoenix Age-Friendly Network local and regional group meetings. Scottsdale staffs have made at least one presentation a year on projects or programs we provide to all these groups. We participate by sharing information and experiences during discussions. We glean a lot of helpful information from others who participate. The partnership with Foothills Caring Corps was formed a result of the participation by both agencies in the MAG Greater Phoenix Age-Friendly Network and Scottsdale Age-Friendly City Planning meetings over the past three years. In addition, Scottsdale participates in other MAG regional group meetings that ultimately relate in often unexpected ways to the Human Services Coordination Transportation Planning Process including: Transportation Program Ad Hoc Committee, Transit Committee, Bicycle and Pedestrian Committee, Street Committee, and ITS Committee.

Description of Additional Coordination Activities the Agency has recently Initiated or Experienced

Developing Partnerships: Please describe any additional coordination activities your agency has recently initiated or experienced.

Description of Agency's Plan for New Coordination Activities in the Comming Year

Scottsdale is developing a marketing program with Foothills Caring Corp to reach out to seniors and disabled City of Scottsdale citizens who have transportation needs that do not know of the program. The marketing program will include work with northern Scottsdale/Carefree/Cave Creek churches and senior centers to provide information and outreach to northern Scottsdale residents.