

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

May 3, 2016

MAG Office Building, Chaparral Room
Phoenix, Arizona

MEMBERS ATTENDING

Ron Brooks, Valley Metro
Mercedes McPherson, City of Scottsdale
Matt Dudley, City of Glendale,
Janeen Gaskins, City of Surprise, Vice Chair
Ed Jones, City of Mesa
Wendy Miller, City of Phoenix
Martin Lucero, City of Surprise

Kristin Myers, Town of Gilbert
Christina Plante, City of Goodyear
Ann Marie Riley, City of Chandler, Chair
Kristen Taylor, 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

Brande Mead, MAG
DeDe Gaisthea, MAG
Teri Kennedy, MAG

Teri Kennedy, MAG
Vincent Gallegos, Central Yavapai
Metropolitan Planning Organization

1. Welcome and Introductions

Chair Ann Marie Riley, City of Chandler, called the meeting to order at 9:07 a.m. She began by thanking the Committee for their efforts on the application process and welcomed the new MAG Administrative Assistant in the Human Services Division, Maria Pina. 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. No comments from the audience.

3. Approval of the FTA Elderly and Persons with Disabilities Transportation Ad Hoc Committee March 30, 2016 Meeting Minutes

Chair Riley requested a motion to approve the March 30, 2016 meeting minutes. Wendy Miller, City of Phoenix, made a motion to approve the meeting minutes. Mr. Yabes seconded the motion. The motion passed unanimously.

4. FY 2016 Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program Application Update

Chair Riley introduced DeDe Gaisthea, MAG, who provide an update on the FY 2016 Section 5310 application process. Ms. Gaisthea began by thanking the Committee for their time and expertise in evaluating applications submitted this year. She provided an overview of the applicant presentations and evaluation process. Ms. Gaisthea noted 34 applications from 28 agencies were submitted for 5310 funding this year with overall funding requests at approximately \$4 million. She advised 33 applications will be evaluated due to one agency not meeting FTA eligibility requirements. Ms. Gaisthea advised FTA apportioned amount was approximately \$2.9 million for the Phoenix-Mesa Urbanized Area (UZA). She added, the City of Phoenix advised there was an \$184,000 carryover from traditional portion of the 2015 application process. She also advised due to an accounting error the New Freedom portion is less \$3,000. Ms. Gaisthea indicated that about \$3.1 million was available for the 2016 Section 5310 grant program.

Ms. Gaisthea provided a brief overview of the review process. She noted the Committee would hear presentations from all agencies who submitted an application over two days. The interviews would be scored with up to five points. 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 at the conclusion of the applicant's presentation the Committee will have an opportunity for discussion and to prioritize the listing of applicants for recommendation of awarding. No further comments were offered. Chair Riley requested for the first agency to present.

5. Agency Presentations-Traditional Capital Projects

Hacienda Healthcare: Ed Roggenstein

Hacienda Healthcare (HH) is a nonprofit agency that has been in business since 1967. HH provides services for disabled individuals and elderly clientele. HH has three standing facilities including day programs, a skilled nursing facility for pediatrics, and a nursing facility for adults. HH has two subacute hospitals and seven group homes, two are medical group homes and one a group home for individuals with autism. HH also provides transportation for day training for adults were individuals are picked up from their place of residence or group homes to programs. Mr. Roggenstein noted HH has experienced growth in the last three to four years.

Mr. Roggenstein noted vehicles with high mileage have been kept in service out of necessity. Some of HH's vehicles have in excess of 200,000 miles. He noted, if HH were awarded the requested five vehicles they would remove additional older vehicles. The Committee inquired if all requested vehicles were for replacements. Mr. Roggenstein indicated that HH had requested five vehicles, but that the initial first three were for replacement. Mr. Roggenstein added that HH was not expanding and the two additional vehicles would be used when other vehicles reached high mileage. He noted HH's primary goal is to retire older vehicles. Ms. Miller clarified that if HH is requesting replacement vehicles, additional information would be requested as to which vehicles were being replaced including the mileage of those vehicles.

Vice Chair Janeen Gaskins, City of Surprise, inquired about HH's threshold on replacing vehicles. She noted a 2012 vehicle with 88,000 miles was requested to be replaced. Mr. Roggenstein indicated that usually vehicles are in use until it is cost prohibitive to keep a vehicle in good repair

to continue to use. He noted that number was a mistake on his part. Ms. Gaisthea asked about the consequence on the agency's program if it was not funded. Mr. Roggenstein noted the vehicles could be used for another one to two years, if necessary. He added the vehicles are getting to the point where they should be replaced. This concluded the interview.

The Centers for Habilitation: Jesus Daniel Diaz and Dawn Hocking

The Centers for Habilitation (TCH) is a non-profit founded in 1967 with 13 group homes within the Tempe, Mesa, and Phoenix areas. Services are provided throughout Maricopa County including Tucson and Yuma. TCH's clients range in varying levels of developmental abilities, and are some of the most vulnerable individuals in the community. Ms. Hocking added, some clients have multiply severe handicap issues. She noted the range of ability in the employment program is much higher with some clients being placed independently in the community and provided with job coaches. Transportation services ranges from various activities that allow clients in group homes to be able to fully participate in the community such as shopping or going to the movies. Another transportation program is where medical appointment coordinators transport clients to medical and follow up appointments. Ms. Hocking noted some individuals have up to 10 medical specialists. TCH also transports for other employment needs, such as helping clients get proper identification, to get food handlers card, or other job requirements.

Ms. Hocking noted, TCH's project request is primarily to replace aging vehicles and to buy new vehicles that accommodate wheelchairs. She advised accessible vehicles is a big issue for TCH due to the clients and modifying existing vans after they age out. TCH wants to replace vans that are very expensive to maintain, preferring not to spend three to four thousand dollars when the vehicle has over 100,000 miles. Even under 100,000 miles, it's not cost effective for the agency. TCH's options are to either pass the vehicle to another agency or to sell it when the depreciation is less than 5,000 dollars. Ms. Hocking indicated that lifts are critical with TCH due to 58 percent of the consumers in the day program having mobility issues. She added that individuals TCH serves don't have the ability to use public transportation as they don't have verbal communication or decision making abilities.

Matt Dudley, City of Glendale, inquired about TCH's coordination efforts over the years. Ms. Hocking indicated that TCH has participated in coordination efforts where vehicles have been loaned out. She noted the biggest challenge is issues with insurance and liability. TCH has been in conversation with their insurance company to figure out premiums, which can be very high due to the liability issue of working with another agency. Ms. Hocking noted they have also contacted Chandler/Gilbert ARC to discuss their vehicle sharing process. Ms. Hocking indicated that TCH does not have the funds to pay for the additional premiums, and that another consideration such as damage to vehicles when loaned out need to be addressed. TCH is willing to coordinate with other agencies, but it's a matter of figuring out legalities and liability issues, such as driver training.

Ed Jones, City of Mesa, requested clarification on the vehicles aging out and modifications. Mr. Diaz indicated that the majority of group homes have more than four wheelchairs. Previously, when vehicles aged out, ADOT allowed them to be modified to be able to seat four individuals in wheelchairs. Ms. Hocking indicated that those types of vehicles don't have high repair costs, so they are continued to be used. Ms. Miller thanked TCH for the clarification. She noted that when ADOT took the vehicles off lien they were then modified. Ms. Miller indicated it was preferable

those vehicles not be modified because of safety issues. Ms. Miller added that the ability for TCH to purchase vehicle with multiple wheelchair securements is important going into the next procurement process. Ms. Miller clarified that TCH was looking to replace aging vehicles with vehicles with the capacity to hold multiple wheelchairs. Ms. Hocking concurred. This concluded the interview.

CHEEERS: Kim Craig and Cindy Krawczyk

CHEEERS is a nonprofit community agency that's been in the Valley for 26 years serving individuals with Serious Mental Illness (SMI). CHEEERS' is located on 19th Avenue in Phoenix and provides day treatment to individuals with SMI and disabilities. Referrals come from Regional Behavioral Health Authority (RBHA), where individuals who are seeking help with mental health issues can develop life skills, get help with job placement, or GED training. CHEEERS also has a food handlers program, a kitchen, and meals are provided to residents. The agency's goal is to help individuals develop the skills necessary to live independently. Through early intervention and prevention, individuals can be prevented entering the crisis system or emergency rooms to manage their illness.

Ms. Craig noted the proposal for vehicle is for CHEEERS' Out and About program. The program encourages community involvement to connect individuals to support systems that exist through different organizations and events. The Out and About program helps individuals to engage, introducing individuals to activities in community that they had never previously experienced, engaging them in healthy activities, such as arts and cultural events. A big component of the program is giving back. CHEEERS transports residents to events such as graffiti removal in the City of Phoenix. Currently, CHEEERS does not have a lift equipped vehicle to transport individuals with mobility restrictions. As a result, the agency has about 24 individuals in the program that cannot be taken to events. Ms. Craig noted, being awarded an accessible vehicle would double the participation in such events. CHEEERS also has a program that teaches individuals to access public transportation. This is done as a group activity because fear of transportation or lack of comfort. Individuals are transported to central location and access the bus and learn the skills as a group.

Ms. Miller noted the accessible vehicle CHEEERS is requesting, addresses the FTA equivalent service requirement. Ms. Miller observed that equivalent service requires FTA subrecipients to provide the same level of service to individuals with mobility restrictions. Ms. Miller inquired whether the agency would be opposed to making the first vehicle a minivan with a ramp, and the second the passenger van so if the agency was only funded for one, it would be the one with the ramp, thereby providing equivalent service. Ms. Craig agreed the van with the lift was the priority. Mr. Dudley asked how the agency had heard about the 5310 program. Ms. Krawczyk stated agencies CHEEERS closely collaborates with such as STAR and Marc Center put the Section 5310 program on their radar. Ms. Craig added that she saw at least two other agencies with whom CHEEERS does considerable collaboration, such as the large kickball event where individuals are transported to the event. This concluded the interview.

Southern Arizona Association for Visually Impaired: Sandra Stirnweis

Southern Arizona Association for Visually Impaired (SAVVI), started as TAB (Tucson Association for the Blind) where individuals in Tucson could share experiences on how to succeed

and enjoy life with vision loss, including tips and techniques on how to cope with vision loss. When TAB became SAVVI and changed its model to more of a direct skills teaching approach, the agency discovered a larger visually impaired community that was not just in Tucson. Many clients were on a waiting list for longer than a year for services to become vocationally viable. The group grew to include a variety of services, mainly focusing on getting individuals into or back to work. SAAVI provides daily living skills for those over age 55 and a summer program for children in day and residential programming. Today in the comprehensive day program, about 40 clients are seen on weekly basis. Transporting individuals where they need to go is an important core skills that are taught.

Ms. Stirnweis noted Maricopa is a very large county that is not all accessible through mass transit or paratransit. SAAVI is committed to providing transportation for individuals for duration of their program, a service that is unique from other service programs throughout the state. SAAVI understands that the participants' ability to get to work is a big barrier, and the agency wants to minimize that barrier. Participants are brought in every day, regardless of location. Ms. Stirnweis noted however, it's logistically impossible to pick up three students across the valley. It's also unfair to ask individuals to be in a car for up to three hours with paratransit services. Vehicles are extremely important in giving participants skills by allowing more students to come in on timely manner and spending less time in transit. The program also teaches participant's skills to access their own transportation. With the addition of the two requested vans, SAAVI will be able to expand the number of students served.

Ms. Miller thanked SAAVI for training on public transit and inquired whether the agency had any students who were non-ambulatory. Ms. Stirnweis stated SAAVI currently does not have anyone in wheelchairs, but has had in the past. SAAVI recently received a modified minivan with a ramp through another grant and is therefore not requesting such a vehicle. Ms. Miller pointed out that the minivan was not in the vehicle inventory. Ms. Stirnweis stated she would advise their grant writer that she had not included the vehicle with a wheelchair ramp in the vehicle inventory. Ron Brooks, Valley Metro, inquired on how SAAVI is coordinating with fixed route. Ms. Stirnweis stated students are transported by Valley Metro Dial-a-Ride services while being trained on using mass transit. Unfortunately, there are challenges that prevent students from using fixed route such as busses not running early enough to make it to class on time, or medications prohibit students from being in the sun for prolonged periods. This concluded the interview.

ValleyLife: Mary Brannoch

ValleyLife is a nonprofit organization that provides premier services to individuals with disabilities to enhance their quality of life. ValleyLife has been in existence for 69 years, and it was rebranded as ValleyLife in 2009. The agency has four different programs, including a residential program with 25 group homes throughout the Valley. It also has 11 day program, which focus on recreation, life and social skills. Additionally, ValleyLife has a vocational department which works with members to help them find employment and become more independent. The agency has a home and community based services, providing service to members who live at home. The Committee inquired on the number served. Ms. Brannoch commented the number of occupants depended on each individuals' skill sets, but typically about 4-6 members resides in each home.

Ms. Brannoch commented ValleyLife is requesting two cutaway vehicles. She noted the agency wanted a transit vehicle that could hold ambulatory and non-ambulatory members. Currently, the agency has vehicles at each group home, and picks up members in the community. Two of the vans are in good working conditions, but it won't be long before they wear out. Ms. Brannoch stated that every one of the 25 group homes has a vehicle, which is used to transport members to the day program or vocational department. Additionally, vehicles are used to transport to different classes or to go shopping, etc. Vehicles are used often throughout the day. Ms. Gaisthea inquired about the impact to the agency if not funded. Ms. Brannoch stated that the agency still has obligations to meet the need of its members, and it will still continue serve even if not funded. This concluded the interview.

Goldensun: Diane Yoder

Goldensun was established 11 years ago for adults with high needs developmental disabilities to become more independent and become part of the community. The agency has four homes with three members in each home. Goldensun's goal is to provide a homelike environment that would be a comfortable living situation. Transportation coordination to various services is important due to living in a community like environment. Currently, the agency has an older 12 passenger van that allows clients to go out to social activities on the weekend. The challenge is when a client living at home with parents wants to be picked up. Because the agency is growing, it has been approved for expansion home. Goldensun won't soon be able to meet all of the transportation needs with one van. Currently, the agency can make do, but it can't extend and be part of a bigger mission and vision for the community.

Mr. Dudley inquired on the agency's coordination efforts. Ms. Yoder noted, two years ago Goldensun only had five clients. Because the agency started out small, and the process is new, it hasn't done much with coordination. Challenges for the agency include not being able to meet the needs for individuals who need to go to their medical appointments and not being able to accommodate a wheelchair in the van for transportation. If granted, Goldensun would have to purchase a used vehicle. Ms. Yoder indicated the vehicle would be in a locked, gated area in a traditional neighborhood. Mr. Dudley inquired how Goldensun become aware of 5310 program. Ms. Yoder indicated that she was alerted by an employee regarding ADOT grants. This concluded the interview.

Horizon Health and Wellness: Marsha Ashcroft

Horizon Health and Wellness (HHW) was established in September, 2015, when Horizon Human Services and Mountain Health and Wellness companies merged. Both organizations have been in business for about 30 years. Both organizations were very similar in the behavior health services provided. The reorganization integrates provided primary medical services, psychiatric care, group and individual counseling for children and adults. Other services include inpatient acute care psychiatric unit, 24 hour residential care for individuals with SMI. HHW has vocational services and a wide array of behavioral health services including group homes and a day treatment for persons with developmental disabilities.

Ms. Ashcroft noted HHW is requesting two mini vans and a 12 passenger van for the Apache Junction facility. The vans will serve individuals with SMI, most of whom are low income and are without transportation. Apache Junction has no public transportation which leaves HHW to transport individuals to access services. HHW is also requesting an ADA lift vehicle, a minivan

for group home for day program for individuals with SMI. A lot of SMI population is not conducive to public transportation; they exhibit high anxiety in public setting, requiring a high staff ratio. All requested vehicles are replacement for high mileage vehicles. HHW anticipates that that by time vehicles are delivered, current vehicles will be close to replaced, especially minivans because once they hit 100,000 miles, the maintenance costs are high. HHW prefers to replace those vehicles within four years or 100,000 miles.

Ms. Miller inquired whether HHW has listed the requested vehicles in rank order of funding in the event that not all five vehicles are awarded. Ms. Ashcroft confirmed the vehicles are listed based on their priority. Martin Lucero, City of Surprise, inquired whether HHW had another vehicle in Apache Junction that has the ability to service individuals needing wheelchairs or with mobility restrictions. Ms. Ashcroft confirmed that HHW had picked up two lift equipped vehicles additional equipment with the merger. She added the vehicles were older with high mileage and in need of replacement, making it a challenge to get HHS' fleet updated through the merger.

Mr. Dudley inquired on HHW coordination efforts and what has been helpful. Ms. Ashcroft indicated that the quarterly TAP meetings had been very helpful with lots of information and resources for networking. Additionally, the training component has been very helpful for drivers, as well as the Train the Trainer program. HHW's goal is to work toward sharing vehicles with other agencies on the weekend, when vehicles sit unused. HHW finds that the funding sources put up barriers for agencies to coordinate, even within agencies because of set guidelines. This concluded the interview.

Central Arizona Council on Development Disabilities: Kimberly Abeyta

Central Arizona Council on Development Disabilities (CACDD) has services program in Queen Creek, two locations in Apache Junction, and one in Globe. CACDD provides transportation for individuals with disabilities and elderly. CACDD is requesting the replacement of a 12 passenger van and two wheelchair accessible vans, as they are over 150,000 miles and are costly to maintain. CACDD offers transportation services for its own agency as well as another agency, taking clients to and from their day and work program. CACDD does a lot of work in community, such as garbage pickup and in return parks and recreation services allows CACDD to use their facilities and multigenerational center.

Mr. Lucero inquired whether CACDD still coordinated with Miami and where the requested vehicles would be stationed. Ms. Abeyta confirmed coordination with Miami and stated that the requested vans would be stationed in the Pinal area. Mr. Lucero inquired whether vans would be used to travel to the Globe/Payson. Ms. Abeyta noted CACDD tries to switch out the vehicles to get the most mileage, and that the requested vans were needed specifically for Tungalnd and Marc Center. Mr. Lucero inquired whether the requested vans would rotate and end up in different region. Mr. Lucero pointed out that it made sense to help balance fleet and even out wear, but that the requested vehicles were MAG region funds. Ms. Abeyta indicated that the vehicles were solely needed for the Apache Junction area, and that if vehicles couldn't be transferred, they would not do that. Ms. Miller indicated whether CACDD clients were using Tungalnd's and Marc Center's services. Ms. Abeyta clarified that Tungalnd and Marc Center consumers are considered CACDD consumers because they are transported from CACDD and receive services at the two agencies.

Mr. Dudley inquired about the arrangement that CACDD has with other agencies. Ms. Abeyta indicated that CACDD works with the state. Most of consumers receive referrals for services through the State of Arizona. She stated they provide transportation to day treatment programs and group supported employment programs. Ms. Abeyta indicated the Marc Center doesn't provide transportation for their clients. She noted the same arrangement with Tunland. CACDD has two vans (one wheelchair, one passenger) that are tied down for the Marc Center from 6-8am and 3-6pm every day. Mr. Dudley inquired how CACDD has heard about the program and Ms. Abeyta indicated that CACDD had been attending CAG meetings in the Globe area after doing transportation for 16 years. This concluded the interview.

One Step Beyond: Coley Schaan and Karen Ewing.

One Step Beyond (OSB) has been providing essential needs and enhancing the quality of life for intellectually individuals in the Northwest Valley for 14 years. OSB currently has 290 participants in four locations in the West Valley with two main campuses in Surprise and Glendale, providing life skills training, which is funded by the State of Arizona. There are two satellite locations in Peoria, where there is vocational and life skills training, a culinary training program, as well as a prevocational training program. The Peoria location houses prevocational programming, and clients are transported to work and volunteer commitments. All clients are intellectually impaired, and the majority of funding comes from the state as a vendor with DES through DDD. That funding pays for all of overhead, basic transportation needs and salaries.

Ms. Schaan noted all enrichment programs, such as recreational, social and cultural programs are done through fundraising. OSB transport clients every day except for Sunday. After drop off, vans are used to provide outreach. Program is setup like a college; clients decide on their daily schedule, along with their guardian and staff. Although it is a logistically challenging, OSB has 290 individuals moving all over the region six days a week. OSB is requesting five additional vehicles for their fleet. The organization is anticipating to grow to 350 clients by the end of the fiscal year and would not like to cut transportation service to individuals who need it. Ms. Schaan noted only two members have a driver's license. Every additional vehicle allows OSB to bring in additional members to the program.

Mr. Dudley inquired whether OSB worked with other agencies in the Northwest Valley. Ms. Schaan indicated that OSB has partnerships with other agencies, and reaches out to other similar agencies during monthly executive roundtable meetings. Ms. Schaan indicated that OSB meets with other agencies monthly, to find out how to better enhance their programs. Currently, OSB is working with Gompers and ValleyLife and other agencies on software implantation for scheduling. Because the software company is based in Minnesota, it is hard to collaborate with developers. OSB hopes that by integrating software, it would get greater efficiency with fleet. Currently, the most vital need is the scheduling component to ensure that members are accurately scheduled for classes and transportation. Scheduling software is expensive, which OSB didn't budget for 2016. OSB hopes to raise funds in the next couple of years to purchase software. Ms. Miller recommended that OSB coordinate with Northwest Valley Connect on scheduling software as they received funding through the 5310 grant. This concluded the interview.

Scottsdale Training and Rehabilitation Services: Tim Smetana and Anne Gray.

Scottsdale Training and Rehabilitation Services (STARS) began 43 years ago providing high quality integrated service to hundreds of youth and adults with disabilities in the metro Phoenix area. Three program areas are offered which include daily and social skill living, transition, and employment services. The day program includes personalized instruction in daily living, social outings and cultural events. The vocational and employment service offers training and vocational activities such as job related skills. The transition service helps teens and their families' transition between high school and post school life. Mr. Smetana noted providing transportation services for 40 individuals to and from their home on a daily basis. Another 60 are transported to activities that foster community inclusion and reinforcement of life skills training. Mr. Smetana commented few other public transportation options exist for STARS clients, as it is insufficient, unavailable and inappropriate for the vulnerable population.

Mr. Smetana noted STARS is submitting an application for two new vehicles an ADA compatible lift vans and passenger. Ms. Miller inquired about STARS' philosophy regarding replacing vehicles. She noted the requested replacement vehicle has low miles, yet one of the vehicle in their inventory has almost 200,000 miles and is not scheduled to be replaced until 2024. Mr. Smetana advised that STARS initially utilized the older "pop top" vehicles. He noted the newer cutaway vehicles are a better mobility option for instructors and clients which explains why the older vehicles have low miles. He noted the "pop top" vehicles need additional maintenance, and the practical decision was to phase out the 2004 vehicle and replace it with a bigger, more accessible vehicle that fit more participants. Mr. Brooks inquired about coordination efforts with other agencies, and how STARS chooses to use its own resources or public transit. Mr. Smetana indicated that East Valley Dial-a-Ride transported lots of their participant, however when sharing vehicles, the challenge is the insurance agency used. This concluded the interview.

Independence Plus: Gregory Triandafilou, Sharyl Torres and David Brieno

Independence Plus (IP) is a nonprofit organization located in West Phoenix, providing support to disabled adults in a day program for the past 18 years. Transportation is provided to and from outings, including on weekends for special events. Mr. Triandafilou commented that even though IP is new to the process they have contact MAG staff on the required coordination efforts. He noted appreciation on the consideration of applying for 5310 funding.

Mr. Triandafilou commented IP request is for the replacement of a 2005 wheelchair van with over 190,000 miles. He noted expenses for maintenance are high, but that is currently the only vehicle that needs replacement. Next year, two vans may need to be replaced. IP has attended a TAP heard information on the concept of the shared vehicle program. Mr. Triandafilou has connected with Goldensun on coordination that may work for both agencies schedule and interests. He noted details and logistics have yet to be determined with the agency and the insurance company. The vehicle would be used by IP during the week. This concluded the interview.

Friendship Village: Kelly Belford-Peck

Friendship Village (FVT), is a not for profit continuing care retirement community that has been in business for 35 years. FVT provides independent living, assisted living, and skilled nursing to residents and the public on as-needed basis. One critical service provided is transportation for residents to enhance the ability to remain independent and active since many residents no longer drive. Residents are driven to medical, social, shopping activities.

Ms. Belford-Peck noted FVT is requesting three vehicles, one of which will add to the current fleet of eight. The other two will replace two aging vehicles that are not cost effective to keep in fleet. FVT has traveled roughly 58,000 miles in past year. One vehicle is not wheelchair accessible, but FVT is committed to maintaining ADA-compliant vehicles for residents, as they use assisted devices like walkers, wheelchairs. Last year FVT spent about \$98,000 last year on maintenance, almost two-thirds of which was on the aforementioned vehicles. If FVT can get two smaller vehicles replaced through the grant, they are willing to replace one of the vehicles on their own, a 30 passenger van. Ms. Belford-Peck commented FVT is willing to donate vehicles to another organization that will need them on a lesser demand noting the lift has failed. Ms. Miller inquired if FVT had considered replacing the lift. Ms. Belford-Peck noted FVT had discussed replacing the lift on one of the aging vehicles, but with a quote of \$12,000, FVT did not think it was cost effective. Ms. Belford-Peck noted if awarded, FVT is willing to have the lift replaced through grant. This concluded the interview.

Beatitudes Campus: Barbara Wood, John Schilling and Ken Fomby

Beatitudes Campus (BC) is a not for profit retiring community located in north central Phoenix. For 51 years, it has served older adults with continuum of care services. BC is committed to wellness, and its model of care is comfort-focused and person-directed servicing 650 elderly individuals with an average age of 84. BC provides transportation services to medical appointments and social activities. Currently, only two wheelchair or scooter bound residents can only be accommodated at a time. BC has to frequently use more than one vehicle to accommodate its disabled residents, or it must rely on purchasing a third-party transportation, such as Uber or taxis. In the future, BC would like to reach out to other nonprofits to coordinate on sharing vehicles or driver training.

Mr. Schilling noted BC is requesting is a cutaway van with a ramp for 15 ambulatory passengers with four wheelchair positions. He noted BC's current fleet includes two vans with one wheelchair accommodation each and manual ramp and one bus with wheelchair accommodation for two with a lift. A cutaway van for four wheelchair positions will integrate ambulatory and non-ambulatory residents, doubling the participation of non-ambulatory residents. Mr. Schilling noted BC provides information on the services provided by the City of Phoenix to its residents so they may use discount vouchers for bus and Dial-A-Ride service. This concluded the interview.

Gompers: Keeley Forrestel, Steve Tolle, Diane Jezek-Powell and Kristi Grisham

Gompers has been serving individuals with moderate to severe disabilities for almost 70 years, with an average of 250 people at any given time. Services include a private school, day/social training for adults program, and employment services center. Transportation is key component for the ability to provide services. About 65 percent of individuals served use transportation service, and 20 percent of those are dependent on wheelchair accessibility. Gompers hopes to grow the transportation program and to make it more efficient to clients. The request is for three minivans with no ramps and two passenger vans, which would replace high mileage vans that are no longer efficient. The replacement vans would reduce maintenance and repair costs, and ensure safe transportation for its members.

Ms. Grisham noted Gompers coordinates with other agencies to help provide transportation when those organizations don't have vehicles to do so. She noted they are currently working with Upward Foundation and Duets to take members to social outings. Gompers has agreements with ValleyLife and Hacienda to provide transportation when their vehicles are down. Ms. Grisham commented Gompers also transports its members to various volunteer organizations, allowing members the chance to have social interaction and practice life skills. The Committee inquired if Gompers shared vehicles with other agencies. Ms. Grisham noted Gompers' insurance policy does not allow other agency to drive their vehicle. Driver training, follow up can only happen with very consistent training program. Mr. Lucero advised Gompers to connect with Northwest Valley Connect for coordination and mobility managers. This concluded the interview.

Stand Together and Recover: Suzanne Legander and Deborah Menke

Stand Together and Recover (STAR): is a nonprofit peer recovery agency founded in 1988. STAR provides behavioral health services, support groups, job training, education, advocacy and transportation. It also serves adults with SMI and veterans with post traumatic brain injury (PTSD), anxiety, mental issues and substance abuse. STAR provides services throughout Maricopa County and helps the Surprise and Buckeye area with transportation into the Phoenix general area. STAR also provide transportation in the Chandler/far Mesa/ Apache Junction area, when transportation may not be accessible in early morning or late evening. Ms. Legander noted in the more metro area public transportation is used. She noted because many members are on social security benefits or live in poor areas, in the last 30 days about five percent of members have been victims of crime. STAR provides door to door transportation for members with SMI, paranoia or PTSD, such as of vets with brain concussion. STAR help with trauma, anxiety, help family reintegrate back into community.

Ms. Legander note transportation is not provided by VA to individuals. The 5310 grant helps to provide service without reimbursement so client can afford to participate in services. Although the agency does not have many clients who are strictly wheelchair users, many clients have significant weight issues due to the side effect of medications and have difficulty getting in and out of vehicles. Ms. Legander stated STARS is requesting three wheelchair vans to accommodate client's needs. STARS partners with about 15 different agencies, helping with their transportation needs. For the past five years, STARS has been using ASU's Center for Applied Behavioral Health to ensure accountability and to focus money and resources on best outcomes. STARS coordinates with the VA, attending meetings and speaking to national representatives on coordination and collaboration. In Mesa, the agency is receiving more people with walkers and wheelchairs, and needs vehicles with that capacity. STARS receives about 180 new members per year, and members stay until they feel their needs are met. Two of three vehicles are replacement and one is expansion. This concluded the interview.

Marc Community Resources: Mark Tompert and Rick Vaughan

Marc Community Resources (MCR) was founded in 1957 providing services to individuals with developmental disabilities and behavioral health in their East and West Villages. MCR has several programs, including Level II recovery homes and community living. MCR has found it beneficial to internally coordinate within departments and programs for the use of vehicles. Mr. Vaughan noted this year, as in the past, Marc is requesting for mobility management funding. Funding is

not being requested for vehicles. Mr. Vaughan noted the primary focus of the request is for the community day service side.

Mr. Vaughan noted, MCR has requested funds for a mobility management (MM) position in the past. This year, the request is for funding a MM project based on the Human Services Resource website, which is dedicated to sharing information between human service agencies. The website has been developed so that human service agencies can easily communicate a need with other agencies, assist with requests, and provide available resources. The website was not developed to connect individuals with agencies directly but more for agency to agency use. Funding would be used for the overall management of the website, data tracking, and assistance in requests. He noted MCR is not hiring subcontractors but will use a portion of the funds to pay for his and Mr. Tompert's salary. Mr. Vaughan indicated that the domain is purchased for one year, and as the Marc Center gets awarded, the website will be renewed. He noted if it was not awarded they would have no problem setting the website up at no charge, as it was paid for with federal funds. However, Marc does not plan on maintaining website if not awarded. Mr. Vaughan noted MCR has not received a lot of direct feedback as a mobility manager in the community, but is working with Chandler/Gilbert ARC to get vehicle sharing templates on the website.

Mr. Dudley inquired how MAG could maximize information on its website for Connect 360 to the MCR website. Mr. Vaughan indicated there are some overlaps, but reiterated that MCR's focus is on agency to agency, quick communication of needs, trainings, and available resources. The goal is to maximize available content, make it as easy to use, allow the website to grow and for it to become sustainable. Mr. Dudley requested clarification on MCR position if the project was not funded. Mr. Vaughan indicated that if it was not funded for a mobility management there would be nobody available to maintain the site. He noted MCR would have to hand it off to another mobility manager to maintain. Ms. Vaughan stated in order for someone at MCR to maintain the site, that person would have to be compensated. MCR maintains that the website is an extra task that cannot be plugged into the daily schedule without being funded separately.

Mr. Vaughan noted MCR hopes that in the next three to five years, the website will grow organically, as content begins to develop more with more agencies involved. While MCR feels it's a great idea to have a five-year plan, it does not know how the project will end up, and is therefore building the website to what it can be and involving as many individuals as possible. As trends develop with how the website is used, perhaps at that point the direction of the website can be changed to make it more useful. He noted the payoff for MCR is that it has the ability to share resources and to find ways for smaller companies to access those resources for everyone to work together. MCR's goal is to serve consumers with high quality service, and allow consumers to have access to transportation even if they are not within Marc. This concluded the interview.

Chandler Gilbert Arc - Billy Parker

Chandler Gilbert Arc (CGA) has been providing services for individuals with intellectual and developmental disabilities since 1975. CGA's mission is to facilitate growth for individuals with disabilities with choice, guidance and respect by providing adult-based services, employment and transportation. Mr. Parker indicated the agency was very grateful for the grant program, which has allowed CGA to grow its transportation infrastructure. A large part of transportation provided by CGA is through incidental learning and spending time in community. CGA is very visible in the

community. Many of CGA's clients have such a need for transportation that the agency drives all over valley, putting many miles on all vehicles. Mr. Parker noted CGA would like to replace vehicles that have 112,000 and 135,000 miles each. He noted if awarded, upon recipient of the vehicles CGA expects the replacement vehicles will reach 140,000 and 170,000 miles respectively. As the program grows, so does the transportation needs. Mr. Parker noted when possibly, CGA teaches clients to take public transportation, but due to social, behavioral and medical needs, most clients rely on trained staff to provide supportive transportation social/educational outings, medical appointments, employment needs. He added individuals who live in group homes are completely depend on transportation.

Mr. Parker stated CGA's second request is funding for a mobility management position which would be the third year of being a regional mobility manager. He added CGA feels that being able to share vehicles and having learned ways of navigating challenges such as insurance barriers has created paradigm shift in van sharing and coordinated mobility. Mr. Parker noted CGA has taken on two partners for van sharing, and is outreaching to others. CGA has conducted three training session with van sharing with 5310 recipients. CGA provides in conjunction with Jane Hubbard of Foothill Caring Corp, (FCC) sub-regional mobility manager, provide van sharing training. Both organizations share vehicles with different approaches due to differences in clientele and drivers. Mr. Parker noted they have combined strategies of providing vehicle sharing training to other providers from two different angles. He noted FCC is well versed in working with volunteers while CGA has enlisted their help in building a volunteer transportation program.

Mr. Parker noted other coordination activities include a partnership with the Arc of Arizona to put on a film festival for actors and producers with disabilities. CGA has also built goodwill with the City of Chandler and Chandler's Mayor's Committee for People with Disabilities through van sharing and have participated in coordinated events. Mr. Parker noted CGA has a partnership with Valley Center for the Deaf assisting them with the process of the 5310 program to acquire vans. He added CGA also works with MCR on coordinated transportation and have discussed a coordinated proposal for a shared vehicle between both agencies as a future possibility. CGA has agreed to put van sharing forms, data and information on MRC's website when it is ready to go live and make that information available for partners.

Mr. Dudley inquired how nonprofits received information on vehicle sharing procedures and whether they had adopted them as their own. Mr. Parker indicated that training has been excellent with more than ten agencies attending. He noted the trainings have been an open forum for discussion. Some agencies have noted concerns about vehicles returning intact after lending out or drivers getting moving violations. Mr. Parker indicated that documents begin with an inquiry on mobility management, an agreement for mobility management, and standard operating procedures that guide on all those processes. Individuals have left training feeling that coordination could be a possibility. Mr. Parker noted three or four agencies have returned for subsequent training additional information gathering and discuss their status. Mr. Parker noted at this time he was unaware of any agencies adopting the process. This concluded the interview.

Foothill Carping Corp - Debra Determan and Jayne Hubbard

Foothill Carping Corp. (FCC) has been in operation for 17 years. Its mission is to keep older adults in their home as long as possible. The geographic area it serves is Carefree, Cave Creek, North

Scottsdale and North Phoenix. One of FCC's challenges is that it doesn't have public transportation in its area. Its workaround is having a one-on-one medical transportation program where a volunteer uses their own vehicle to transport individuals to appointments. FCC also has transportation program for recreational and educational purposes, as well as shopping. FCC currently has six vehicles now and by the end of year will have seven. Ms. Determan noted these programs offer a networking opportunity to promote mobility and independence for lonely and isolated individuals. About 550 FCC volunteers provide all transportation services for FCC, contributing 42,000 hours annually.

Ms. Determan stated FCC is requesting funding for mobility management position and \$53,743 in New Freedom eligible funds, which will assist with operational fund for the van program, as well as with the volunteer medical transportation program. She noted FCC has ongoing projects, which have partnership with other subregional mobility managers. FCC has also been working on the van sharing project with CGA, with the possibility of presenting in Denver this summer. Ms. Hubbard noted working with other mobility managers on a safe driving pilot training in the fall. Other projects include incorporating volunteers into the programs. FCC has received requests from other agencies on using volunteers on how to recruit them, how to train them, and how to retain them.

Ms. Miller acknowledge the great work Ms. Hubbard has had as a subregional mobility manager working on regional coordination efforts. Ms. Miller inquired on the differences between the van and volunteer program and whether volunteers drove the vans. Ms. Determan stated the van and volunteer program are both volunteer based, they are separate programs with different trainings. She noted drivers participate in either the van or volunteer program, but there can be some crossover. In the volunteer program the drivers use their own vehicles to transport people. Ms. Determan noted FCC provides vouchers to North Scottsdale residents who want to use a taxi program. Residents have choices on the type of program or transportation they'd like to use. Those using the program report liking being able to "pay" using a voucher. Ms. Determan noted FCC would like to work more closely with county islands and has worked with Anthem better understand the county island issues.

Mr. Lucero inquired about FCC's mobility coordination and how it's helped other organizations implement best practices. Ms. Hubbard stated that FCC is always accessing, finding resources, and communicating with other agencies. She added especially since FCC cannot help individuals in the far west valley. FCC has quarterly meetings where information is shared with sub-regional mobility managers, as well as quarterly meetings with agencies that provide services to older adults. FCC also holds trainings and seminars, which have been successful. Additionally, FCC meets with similar agencies in Maricopa County every other month to share information regarding volunteer drivers and vans. This concluded the interview.

Northwest Valley Connect: Kathy Chandler

Northwest Valley Connect (NWC) was formed in 2014, with the volunteer program forming in 2015. NWC received a total of 1,457 calls in 2015 for transportation assistance and information. Statistics for trips provided by volunteer drivers totaled 462 from May to December 2015. Ms. Chandler noted they have seen an increase calls for assistance with over 900 calls in first quarter of January 1 to March 31. Ms. Chandler noted NVC anticipated call to total 2,500 for the year and has revised anticipated call to 3,000 for the upcoming year. She noted NVC provided 126 group

trips with the ride connect program providing 665 trips. NWC believes the increase in trips is due to the need, referrals from other agencies, and program outreach. Ms. Chandler noted NWC may experience a big shift in the kind of trips it will provide when Valley Metro unrolls its new DAR program on July 1, but still believes there will still be a big need to provide transportation.

Ms. Chandler noted NWC received a grant from BHHS Legacy to hire an encore fellow from Experience Matters. The fellow is a fundraising strategist who will help with capacity and sustainability. In April, NWC was approved for \$10,000 through MAG's Arizona Age Friendly Leadership Program. She added NWC has also received a grant from the City of Surprise for the last two years to help with operations and a NWC board member donated an accessible van. Ms. Chandler stated NWC has outgrown the space it had at Benevilla and will be moving into its own building in Sun City. NWC has been presenting the idea of a call center, the volunteer driver program, and the mobility management program at various conferences. Ms. Chandler belongs to a professional's roundtable that meets on a monthly basis to help build partnerships for transportation with other providers to the same service demographics.

Mr. Books inquired how NWC envisions collaboration with Valley Metro. Ms. Chandler stated that she envisions NWC helping with the public process, detailing how beneficial it would be for NWC to work with Valley Metro on establishing routes and helping individuals by determining their needs. Ms. Chandler reiterated that NWC serves individuals in Goodyear, adding that she recently spoke to Emily at NAU's program for help on finding volunteer drivers in that area. NWC has connected sight impaired groups with volunteer drivers that teach them about public transportation.

Ms. Chandler stated NWC is requesting \$60,000 in funds for a mobility management position. The organization is considering hiring either a fulltime dispatcher or two part time dispatchers. The dispatcher will also serve as part time mobility manager. Ms. Chandler noted plans on sharing responsibilities by serving as part time mobility manager. Mr. Lucero inquired the amount of requests for transportation and how moving into its own facilities would affect NWC's abilities to coordinate with other agencies. Ms. Chandler responded that NWC has had more requests for transportation than it can handle, specifically medical trips for dialysis that are cross boundary. Other types of calls are from outside of city area to be transported to the VA clinic. She noted NWC receives on demand calls for emergency trips and Valley Metro will take between 21-30 days for the non ADA Dial-A-Ride certification.

Ms. Chandler note the original business plan called for having paid drivers. She noted the organization is not yet moving forward with that idea because the volunteer program is going very well. In the next five years, NWC envisions hiring in-office paid staff that will provide the continuity and dedication to the program, such as a paid fundraiser, a fulltime dispatcher and volunteer manager. She noted NWC is very excited about the Shah scheduling software it has decided to purchase which will be beneficial for Benevilla and other agencies they will help with dispatching. NWC envisions its database and call center being a tool that Maricopa County can use. This concluded the interview.

Chair Riley adjourned the first day of presentations at 4:30 p.m.

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

May 4, 2016

MAG Office Building, Chaparral Room
Phoenix, Arizona

MEMBERS ATTENDING

Ron Brooks, Valley Metro
Matt Dudley, City of Glendale
Janeen Gaskins, City of Surprise
Ed Jones, City of Mesa
Martin Lucero, City of Surprise
Mercedes McPherson, City of Scottsdale
Wendy Miller, City of Phoenix

Kristin Myers, Town of Gilbert
Christina Plante, City of Goodyear
Ann Marie Riley, City of Chandler, Chair
Kristen Taylor, 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

Brande Mead, MAG
DeDe Gaisthea, MAG
Teri Kennedy, MAG

The following is a continuation of the May 4, 2016 meeting.

Chair Riley called the meeting to order at 9:05 a.m. and provided an overview of the agenda. Ms. Gaisthea noted that the forthcoming presentations were a continuation of the 5310 interviews. Ms. Gaisthea provided an overview of the 2016 Section 5310 Phoenix-Mesa Urbanized Area applicant presentations and evaluation process. She noted agencies presenting will include two vehicle requests and New Freedom (NF) eligible project requests. She commented the East Valley Adult Resources was not eligible for NF but would be interviewing for vehicle request. Ms. Gaisthea provided a map indicating the Phoenix-Mesa UZA boundaries. Ms. Gaisthea noted agencies providing services more than 51 percent of services within the Avondale/Goodyear area or outside of Phoenix-Mesa UZA area will go through ADOT application process. The Committee inquired of agencies who provide services across the designated boundaries. Ms. Gaisthea noted the area an applicant is providing more than 51 percent of services is where they would apply for funding.

Ms. Miller suggested providing a map indicating cities to boundaries for future reference. She noted the difficulty to distinguish where county lines lay. Teri Kennedy, MAG, indicated that the map was created for visual purposes only with smooth, approved regional council borders of the 2010 census accepted by ADOT for general purposes only. Ms. Kennedy noted moving forward it would show each applicants' operating service overlaid on the map to clearly distinguish borders. Chair Riley proceeded to the remaining interviews.

5. Agency Presentations

East Valley Adult Resources: Jacquelin Ahrenberg and Kim Brooks

East Valley Adult Resources (EVAR) is a nonprofit organization providing opportunities for older adults to connect, contribute, and care for each other. EVAR has been serving the East Valley community for the past 36 years. EVAR provides an array of programs and services, such as a three multigenerational centers, senior housing, outreach, nutritional service, health and wellness, intergenerational activities, volunteer support, and home and volunteer based services. Locations are in Mesa, Apache Junction, Tempe, Fountain Hills, Chandler, Gilbert, Queen Creek and Gold Canyon. Transportation has been the number one issue for many older adults for over 20 years, especially in Arizona, which has few metro areas and many rural areas. For example, the City of Apache Junction has no formal transportation system, despite having a population where one quarter of residents is over age of 65.

Ms. Brooks commented EVAR is requesting for a van to provide transportation to 15 residents for daily service trips. She noted Apache Junction has no public transportation or Dial-A-Ride services. Ms. Brooks noted the van will provide a lifeline to those in need and allow residents to remain in their own home. EVAR has been providing transportation for older adults in Apache Junction since 1996. Last year, the number of one way trips totaled 9,318. Five handicapped accessible vans were used to complete this task. Ms. Brooks noted the vehicle request is for transportation for medical trips which have grown in the last few years. Another unique component is they now provide direct transportation for veterans to the Southeast Veteran's Clinic.

Ms. Brooks noted the requested van will replace an older van with high mileage. She noted most of the trips are not on freeways but on roads with poor conditions and lots of start and stop have contributed to the vehicle needing replacement. The Committee inquired on vehicle sharing opportunities. Ms. Brooks note vehicle is housed at the Apache Junction Active Adult Center and is in use Monday through Friday from 8 a.m. to 4 p.m. for medical appointments, grocery shopping. It is only unavailable in the evenings and weekends. EVAR attends CAG meetings, and it provides service in the Gold Canyon area, but also tries to be cost efficient with trips. The Committee inquired on the reliability of funding. Ms. Brooks stated EVAR receives general funding from individuals twice a year for general operating expenses ranging between \$50,000 to \$60,000 every year. This concluded the interview.

Benevilla: Joann Thompson and Courtney Allen

Benevilla is a nonprofit in the West Valley providing a huge umbrella of services, including six life enrichment programs. Benevilla serves individuals with dementia, stroke survivors and Parkinson's disease. Two of its programs are specific for individuals with intellectual and developmental disabilities. Within that, there is group supported employment program for individuals who need job skills and professional skills. Participants go on to be employed through Benevilla's other programs. Benevilla has a home service department for the home bound and elderly who can no longer drive to doctor's appointments and the pharmacy. Benevilla's volunteer base is between 800-900 volunteers who can grocery shop or provide meals through the home delivery meal program. About 90 meals from Burt's Bistro, Benevilla's social enterprise, are delivered to the senior center every day for those who are unable to cook for themselves. Benevilla has a child care facility for an intergenerational program, as well as a family resource center which is funded through First Things First.

Ms. Thompson noted Benevilla is applying for two vehicles for transportation to and from its life enrichment programs. She noted the program is vital to the community, including caregivers, since they need respite from stress and around-the-clock care. Benevilla is also requesting NF funds for the maintenance and operation of its vehicles, as vehicles are costly to maintain and support for its volunteer reimbursement program. Benevilla reimburses volunteers who wish to be reimbursed at 14 cents per mile per IRS regulations. The Committee inquired on the agency's home delivery meal program. Ms. Thompson noted Benevilla's home delivery meal is a small component of the program, with only one site and about seven routes going out per day. The home service is larger and has more trips and requires several coordinators in different areas, such as the Sun City West/Surprise area, the Youngtown/Peoria area and Peoria/El Mirage area. Benevilla lists its operating expenses at \$14,400 for volunteer reimbursement and home delivery meals. The split is about 70 percent for the home service and 30 percent for the home delivery meals.

The Committee inquired if services were provided on the weekend. Ms. Thompson noted Benevilla does not see the need to expand its services to the weekend because not enough individuals are requesting service during that time. As a nonprofit, Benevilla needs to remain cost efficient. For the home delivery meal program, meals are delivered on Friday for the weekend, as well as for holidays. She noted one vehicle will be a replacement for a 2006 vehicle, which will be mainly for the life enrichment program. Lifts would be used for those in the program who are wheelchair bound or use walkers and have mobility issues. Benevilla partners with To My Surprise providing accessible vehicles that provide trips to different events in the community. Ms. Thompson noted Benevilla contracts with the Area Agency on Aging for its adult day services and some of the caregiver support groups, it does not receive money for operations from the organization. Instead, the Area Agency on Aging pays Benevilla for hours of service. This concluded the interview.

NAU-Civic Service Institute: Erin Kruse and Emily Litchfield

NAU-Civic Service Institute (NAU-CSI) has been sponsor of the senior companion program for more than 20 years. NAU-CSI has a senior companion program, which is a volunteer program for low income seniors to serve their community and continue being engaged. Volunteers are matched with home bound seniors or individuals with disabilities to help them maintain the highest level of independence. NAU has been the sponsor of the Senior Companion Program since 1985 with programs in the Yavapai, Coconino, Mohave, Navajo and Maricopa Counties. NAU is specifically responsible for recruiting and training volunteers and placing them with existing community agencies that have a waitlist of clients. Every year, about 89 to 95 percent of residents report that they are able to do more of what they want and need to do; they are eating better, feeling healthier. The program is considered holistic, and it is also beneficial to the volunteers, some of whom get aged into the program.

Ms. Kruse stated the request for funding is for primarily for mileage reimbursement for low-income volunteers who must be 200 percent below federal poverty level. She noted many are well below that. Ms. Kruse noted mileage reimbursement is critical for volunteers using their own vehicle for client needing to go to medical and social appointments. Ms. Kruse noted of the \$78,000 request, \$10,800 is for salaries of two staff persons, the program coordinator and the administrative assistant, who processes invoices for reimbursement. She noted NAU-CSI has about 60 volunteers in Maricopa who drive at different given times throughout the year. NAU has

budgeted 110,000 for service in the coming year. NAU works with the City of Phoenix Housing Department with some volunteers stationed at the low income housing throughout Phoenix, Glendale, and Mesa. Ms. Kruse noted NAU-CSI is working with other agencies and recently sent a memo of understanding (MOU) to NWC. They also plan on meeting with Benevilla to start expanding services in northwest and southwest valley, where transportation is a priority.

Mr. Lucero commended NAU-CSI for the services they provide to the community. He suggested they should have provided the aforementioned information in its application because it appears the agency is doing a good job of coordinating with other agencies. Ms. Kruse noted about one-third of the senior companion volunteers use the bus or light rail to travel to an individual's home to travel to appointments. She noted after using transit a few times with volunteers clients use public transportation on their own. She added it can be difficult for an older adult who's never used it. NAU-CSI works with volunteers to normalize the process. Mr. Kruse noted NAU-CSI helps translate knowledge to clients by organizing monthly in service meetings with community providers to provide an array of services so clients can be their own advocates.

The Committee inquired on utilizing resources with public transit. Ms. Kruse indicated it had been about 18 months since Valley Metro presented to the organization about mobility training and how to access those services. She noted they have had experience volunteer turnover would look into another training. Ms. Kruse stated the Corporation for National and Community Service has funded the Senior Companion Program through appropriation for the last 45 years and hopes it continues to remain sustainable. It is a cyclical issue, but if NAU were to lose that level of funding, the organization would turn to the community. NAU does not currently receive state funding. Ms. Gaisthea inquired on the impact if funding were not awarded. Mr. Kruse stated other federal funding does not allow organizations to reimburse volunteers for mileage. She added they depend on local support and 5310 funding. Ms. Kruse noted currently there is no charge to partner agency to receive volunteers, but agencies are welcome to contribute to mileage. NAU covers volunteer insurance, contracts, fingerprint, and anything that prohibit agencies from participating. This concluded the interview.

City of Glendale: Kevin Link and Martina Longoria

The City of Glendale has been providing ADA para transit for over 24 years and Dial-A-Ride for almost 40 years. In addition, low cost transportation services such as fixed route service, local service, ADA service, and taxi vouchers. Glendale is always looking for ways to improve its services and make them more accessible, including implementing electrical outlets, bus pull outs, free WIFI, shaded areas and landscaping. Glendale also has a Park and Ride on 99th Avenue and Glendale is in the process of building a regional Park and Ride in North Glendale.

Mr. Link stated the request is for project enhancements for 16 bus stops within Glendale for more accessibility for the elderly and disabled. He noted for example, some bus stops out to Luke Air Force Base are not compliant and require accessibility. Glendale recently completed a similar project on nine bus stops, making them accessible by putting in pads, extending sidewalks and connecting the sidewalk on corners. Lighting on 70 bus shelters was improved through funding from the 5310 program. The Committee inquired on the number of the designated population the proposed stops will effect. Mr. Link noted ridership on Route 50 totaled 133,955 in 2015 and of that, almost 109,000 was reduced fare. He noted while numbers cannot be broken down between

elderly, disabled, and students, Glendale is aware that disabled persons are using the service because of comments and complaints received through the CAF system. Mr. Link commented within a three mile radius of Camelback Road from 75th Avenue to 99th Avenue, there are about 4,137 individuals who are over the age of 65, with or without a disability who use the bus service. On Route 70, there were almost 400,000 boardings within Glendale where 183,000 were reduced fares and over 2,100 were wheelchairs.

Mr. Link noted, if awarded, Glendale plans on putting two of 16 bus stops on hold because they are in areas where the developer may be responsible for putting them in, as well as the pull outs. He noted Glendale has made nine bus stops accessible and plans on working on 16 other bus stops. Mr. Link noted Glendale does not have any metrics on whether bus stops improvements have impacted paratransit or wheelchair boardings. He noted they have not received any comments or complain. If Glendale does not receive funding, the city would have to figure out a way to make up the difference, perhaps going in for a capital project for 2018 to get bus stops completed. As developments come in along Glendale, they city hopes to work with developers to get them to connect to sidewalks. Mr. Link noted the city is willing to look at other funding sources.

The Committee inquired if the city had a priority listing of bus stops to address. Mr. Link replied the improvements that Glendale is doing on bus stop varies. He noted some stops only require putting in pads and some require putting in pads and connectivity to a corner. Mr. Link noted others may require putting in asphalt. He added while some won't require a lot of work and some require complete reconstruction. Ms. Link noted that shade structures are not a part of the project. He added Glendale is working on a RFP for advertisements on bus stop to increase the number of shelters. This concluded the interview.

City of Scottsdale: Joanne Freeman

The City of Scottsdale cab connection program provides taxi vouchers for people 65 or older, or under 65 if certified through Valley Metro with the ADA office. Scottsdale resident can request and receive up to 16 monthly cab vouchers to travel to and from home to anywhere. Residents don't have to stay in Scottsdale and the program covers 80 percent of the cab costs. Ms. Freeman the voucher program is for Southern Scottsdale seniors who are low income. Scottsdale also has Meals to Wheels program which pays 100 percent of the cab fare for residents to travel to the senior center for a hot meal and socialization. The program has 26 participants and it is growing. Scottsdale also issues dialysis vouchers for City of Scottsdale residents. The program issues 26 vouchers which pays 100 percent of the cab fee plus 15 percent gratuity.

Ms. Freeman noted, in August, 2015, Scottsdale partnered with Foothills Caring Corp, for travel vouchers. She noted this helps Foothills with their van trips paying \$10 one way every time they take a van trip. Participants most can also receive regular travel vouchers at a maximum of 16 per month. The number of active participants is about 1,650, and most live in South Scottsdale. The program is a good transition for participants between the ages of 80-90 who no longer drive. Ms. Freeman noted there is no upfront cost, and nothing happens if vouchers are not used. There are lots of disabled participants who use the program who are not elderly. She added the voucher program gives individuals more freedom, and costs less than Dial-A-Ride. The service is an on-demand, door to door service, and participants don't call in advance. The majority of vouchers are

about \$2 per trip. Ms. Freeman noted more than half of the city doesn't have access to Dial-A-Ride and it would be struggle for elderly residents to walk to bus stops.

Ms. Miller inquired if Scottsdale had a working agreement or contact with FCC to provide trips. Ms. Freeman noted Scottsdale does not have a contract with FCC, but it partners with the organization to help them grow with the program and with the city. She noted residents contact FCC directly for services. The cost of vouchers has been \$10 maximum and Scottsdale is considering increasing the maximum that's allowed. Ms. Freeman noted residents needing a cab will call for one directly and use a travel voucher. She noted Scottsdale's goal is to service the community to get word out that there are other travel options. The Committee requested clarification on the program being funding through the grant. Ms. Freeman stated the funding requesting is not for FCC portion but for the Cab Connection Program overall.

The Committee inquired on the effects if the program were not awarded. Ms. Freeman commented if Scottsdale were to not be funded, funding would have to come from sales tax. She noted the number of participants that Scottsdale has from Foothills is 22, as compared to the regular cab connection, where there 1,650. The majority are in the South Scottsdale area. She noted the Cab Connection Program has had more impact than East Valley Dial-A-Ride. This concluded the interview.

Valley Metro: Bob Antila and Arleen Schenck

Valley Metro (VM) is a government agency founded in 1986 to plan and provide regional transportation in Maricopa County. The general public is served, including specialty service for low income seniors and disabled population. VM has a fixed route operation in 15 different communities in the region with a rural bus service to Gila Bend and Ajo. VM operates 47 bus routes and is responsible for the planning, development, construction and operation of light rail. VM operates the transit customer center and provides transit education, as well as planning for future regional bus. VM manages the van pool program and is responsible for ADA certification.

Mr. Brooks stated the first request is for \$70,000 for a fixed route travel training program, which is an alternative to Dial-A-Ride. VM request is not for agency overhead or administrative costs. VM currently has one fulltime and one part time employee dedicated to the travel training program, and would like to bring on more resources because there is a waitlist of individuals wanting to participate in the program. The fixed route travel training program is one-on-one training for individuals who are disabled and need repetitive training. This year 30 individuals have graduated and 14 are in training. The travel training is a regional service that is open to anyone and provides independence. VM is beginning to track travel usage on fixed route after travel training because individuals who go through the program are giving a free metro card for one year to quantify the Dial-A-Ride dollars that are saved. Because costs are different for each city, savings will depend on the city the customer lives in. The funding for the platinum passes come from PTF funding.

Mr. Brooks noted the other request is for \$395,000 for the East Valley Ride Choice program that currently serves Gilbert, Chandler and Tempe. The program is an alternative to mandated ADA service, giving customers more flexibility to come and go as they need, especially in emergency situations. He noted the service is available 24 hours a day, seven days per week. EVRD is on demand allowing ADA certified individuals to make immediate trip if needed. To be eligible, one

must live in the participating city, be a senior, be disabled or ADA certified. Mr. Brooks stated VM anticipates about 65,000 trips for fiscal year 2017. Depending on the city the customer lives in, they would pay 25 or 30 percent of the cost. The City of Mesa is largest user, followed by Tempe, Chandler and finally Gilbert. The program is a taxi based program and the customer can choose whomever they want transport them. The service is in East Valley beyond the ADA boundary, serving lots of areas that have no service or where there are lots of miles between services. Mr. Brooks noted currently, 2,600 individuals are enrolled in the program with 688 active users. The cost is low to the city; on average, it costs \$8.95 per trip with the average distant at 3.9 miles. VM would like to expand the program, as there has been interest in the Northwest Valley.

Mr. Brooks noted another request is for the Northwest Dial-A-Ride for \$480,000. The area it covers includes other unincorporated areas of Maricopa County, from Tonopah to Anthem as well out to El Mirage, where there is very limited fixed bus services. The service is mostly non mandated service. He noted but for most people it's the only bus system that gets them in the community for medical life sustaining appointments, work and shopping. The program is anticipating 80,000 trips for the next fiscal year. The program partners with dialysis centers so that clients can get treatment. Clients need to be ADA certified, but the program help them get bridged to eligibility so that clients can begin using service. The program has bridged gaps for some nonprofit agencies, such as Benevilla's Lucy Anne's Place, who cannot pick up everybody or the agency doesn't go to the county area. Customers are handed off to driver (hand to hand) so they don't wander. Service is taxi based and subcontracted to a provider. There are no facility, cars or need for maintenance. The northwest valley area is different than some of the Dial-A-Ride areas, as the average cost is fairly low, at about \$25 per one-way trip. The volume in the northwest valley is increasing immensely.

The Committee inquired of the effect of the program if VM were not awarded. Mr. Brooks noted if VM's program was not funded or sustainable, it would have to limit or reduce the number of trips, in some instances within a year. He added cities such as Chandler would have to make tough decisions on services. He noted there were some discussions on travel training last year that they would have to come off the top of PTF fund, limiting the number of trainings. VM is brokering program for everyone involved, trying to share resources to reduce costs. ADA trips cannot be capped so alternative programs help migrate people to less costly transit, saving the city money. Non ADA or mandated service can be restricted. This concluded the interview.

6. Development of the Priority Listing for the FY 2016 Section 5310 Enhanced Mobility of Seniors and Persons with Disabilities Program for the Phoenix -Mesa Urbanized Area

Chair Riley opened the discussion for the development of the priority listing for the FY 2016 Section 5310 Enhanced Mobility of Seniors and Person with Disabilities Program for the Phoenix-Mesa Urbanized Area. Chair Riley noted the evaluation components in developing the priority listing includes Committee's preliminary scores, applicant presentations, and Committee discussion. The 2016 Section 5310 Enhanced Mobility of Seniors and Person with Disabilities Program for the Phoenix-Mesa Urbanized Area priority listing will then be offered through the MAG Committee process for recommendation of approval to the MAG Regional Council. Upon approval, the priority listing will be forwarded to the City of Phoenix Public Transit Department to submit to the Federal Transit Administration.

Ms. Gaisthea thanked the committee for interviewing the agencies and for its time and effort in participating over the course of two days. Ms. Gaisthea indicated federal the goal of the program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options. The goals for eligible capital requests are for agencies that meet the needs of seniors and individuals with disabilities when transportation is insufficient, unavailable or inappropriate. For MM projects, the goals are to support the administrative costs of sharing services and coordinating usage of vehicles with other nonprofits but not the operating costs of service. For NF eligible projects the purpose is to provide public transportation projects, plan, design and carry out to meet the needs of seniors and individuals with disabilities when transportation is insufficient, unavailable or inappropriate. NF also includes public transportation projects that exceed of ADA; public transportation projects that improve access to fixed route service and decreases reliance on ADA complimentary paratransit service or alternative to public transportation that assist seniors or individuals with disabilities.

Ms. Gaisthea reviewed the FTA 5310 federal requirements. She reiterated 55 percent of the portion funds are required to be allotted to traditional capital projects, which includes vehicles, MM and equipment requests. Additionally, 35 percent of the apportionments of the NF eligible projects and 10 percent were designed for administrative fees. Last year, the committee's consensus was for salary parameters on MM positions of \$45,000 for a fulltime position and \$22,500 for a part time position. Ms. Gaisthea indicated that funding could be awarded based on the percentage of time spend on MM activities. Sub regional MM is a strategy outlined in MAG's Human Service Coordination Transportation Plan. The Plan recommended subregional MM to be provided as community liaisons for the east and west valley as well as Central Phoenix. The Committee had previously suggested focusing on awarding replacement vehicles, then expansion and finally new vehicles.

Terri Kennedy, MAG TIP Manager, acknowledge the time, dedication and commitment of the Committee to the 5310 program. Ms. Kennedy noted basing the projects on merit and worthiness, noting that members should also discuss projects that they felt did not meet the general criteria for funding. Ms. Kennedy reminded the committee that the DR's responsibility was to ensure that projects met federal requirements. Ms. Kennedy recapped the three program areas: the traditional 5310 program (which typically includes capital projects), MM (which should meet the intent of the coordination plan) and the NF projects. Ms. Kennedy opened the floor for questions or additional information.

Ms. Miller indicated concern about the FCC and the City of Scottsdale cab connection program based on the interviews. Ms. Miller indicated that Foothill has received funds and is continuing to ask for funds for operating costs for vans and for volunteer reimbursements. FCC gets federal money but also operating more or less as a cab company. Ms. Miller indicated Scottsdale was giving FCC vouchers, which they got reimbursed for, so they get funding, but it's not listed in budget as program income. Ms. Miller indicated being unsure if that qualified as program income and raised concerns that a portion of FCC is a double match. She asked the committee to consider that when making a decision. Mr. Brooks supported that piece of the Foothills request being contingent on the DR's review of the rules to ensure it's not inappropriate. Ms. Taylor agreed with wanting to further evaluate FCC. Mr. Lucero expressed being okay with having stipulations until the agency was vetted and they answered the qualification question. He added that as long as the

stipulation did not cause problems with TIP, it would provide the committee with the opportunity for a final recommendation. This way, the rest of the applicants were not held up.

Ms. Kennedy noted the Committee's ranking will be based on final determination on whether projects are eligible or if there's a conflict of interest between FCC and Scottsdale. The DR would then vet that, and if some portion is not eligible, that would have to come back to the committee. Ms. Miller indicated that if the agency isn't funded, monies go to the next project or it gets rolled over for next year, adding that there must be projects on both sides that have eligible costs that are worthy of being funded. Ms. Miller pointed out that even though they don't have a contract in place, they are coordinating. Agencies need to be transparent so that federal dollars aren't being matched with federal dollars. Mr. Jones appreciated Ms. Miller's comments, adding that there must be a level playing field for all involved. Mr. Jones pointed out that moving forward, coordination could create more of these issues because there's so much demand and need for federal dollars.. Ms. Plante indicated that the funding levels for the program being applied through different agencies continue to direct resources toward their intended projects. Ms. Plante added that as the process becomes more competitive, the Committee may consider not awarding additional funds to the same type of program.

Vice Chair Gaskins indicated that a map would be very helpful for the Committee to see boundaries and ask appropriate questions. Ms. Kennedy agreed that a map would be helpful to see what gaps there are in the region. She added that if the committee came to a general concurrence to get a map for the next venture, MAG would be happy to provide it. Ms. Miller made the request for a map for next year's session and suggested that the committee. She added that after agencies are interviewed, the committee should provide them with feedback using maps that are provided to the committee, including how that agency overlaps with another. Ms. Kennedy recommended that after ranking and evaluation process has wrapped up, MAG can follow up with a brief online questionnaire for process improvement for next year. The questionnaire is helpful in keeping the committee and MAG on task.

Chair Riley requested to move forward in developing the priority listing. Discussion ensued regarding moving forward with the ranking process and allowing the DR to decide how this will be vetted out and to determine whether there is conflict of duplication of matching federal funds. Mr. Brooks indicated that DR should be very specific when asking questions regarding which programs between Dial-A-Ride and Ride Choice because they are different programs. Mr. Lucero recommended reviewing the Marc Community Resource Center first before moving onto vehicles. Ms. Gaisthea provided the breakdown for MM requests. Ms. Myers expressed concerns funding MCR. Ms. Miller indicated that the MCR requested the same funding two years prior, and the task for which they originally requested funds was not completed. Mr. Lucero expressed concerns with the MCR response when asked if project were not funded. Mr. Lucero indicated that under federal regulations, if an agency is awarded funds for a project type or a tangible project that includes data or a vehicle, the agency is responsible for maintaining it or disposing of it in a proper fashion. Mr. Lucero expressed that the Center's response in saying that the website would go away if not funded, indicates they are not willing to follow federal regulations. Chair Riley requested a motion due to the Committee's discussion to not fund the Marc Center for MM. Ms. Miller motioned to approve. Mr. Lucero seconded the motion. The motion passed unanimously.

Chair Riley moved to further discussion on MM. Ms. Miller noted differences in the range for requests for funds, from \$45,000 as the average to \$65,000 on the high end. Ms. Miller noted that last year the Committee worked with MAG to formalize the agency's requirements, which need to be met. The requirements were added to their agreements. Ms. Miller recommended to fund MM at the same level. Ms. Gaisthea provided background, expressing that the \$45,000 that Ms. Miller noted was for a fulltime employee (FTE) regional MM required a Bachelor's degree in Public Policy. Ms. Gaisthea noted the salary was in line with other statewide MM. Ms. Kennedy proposed for the Committee to evaluate applicants on their percentage of a fulltime employment (FTE) being proposed. To be consistent and equitable, the \$45,000 threshold should be set, and the award should be based on the applicant's commitment proportionate to a FTE. Ms. Miller expressed a desire to add a placeholder for the central region because without a central region MM, the whole project could be in jeopardy. Ms. Miller suggested that for consistency, MAG should work on the selection process to replace Terros as MM when their tenure expires at the end of September. Mr. Dudley stated being comfortable awarding \$45,000 to all three organizations, and expressed that parameters should be established for MM as minimum qualifications. The Committee's consensus was to award all mobility management position requests at \$45,000.

The Committee discussed the priority ranking of vehicles. Discussion ensued on agencies to fund. Ms. Miller indicated that every year the process is different because it depends on funding, quality of applications, as well as the number of applications. She added that the review of the applications and the scores are very important because the score order is how the DR uses the list if funds become available later. Vice Chair Gaskins requested Ms. Gaisthea to review the process of awarding for traditional requests. Ms. Gaisthea noted up to 55 percent of federal funding are to be awarded to traditional capital projects including mobility management. She noted previously the Committee had elected to award vehicles based on rank order until reaching the 55 threshold. Mr. Lucero pointed out that Hacienda indicated only needing three vehicles. Mr. Lucero recommended to funding applicants first three vehicles up to the fourth vehicle based on available funding. The Committee agreed upon prioritizing by rank order. Ms. Gaisthea reiterate the Committee priority listing is based on rank order to award the first three vehicles on priority listing, and depending on funding available up to the fourth vehicle.

Ms. Gaisthea reviewed the funding request of NF applicants and noted funding parameters were previously set at \$125,000. Discussion ensued on the ranking, the \$125,000 cap, and how requests for \$125,000 were handled. Ms. Gaisthea indicated that the cap was discussed during the last application process. Ms. Gaisthea noted that the cap was clearly noted in the training, in the application, as well as the application handbook. Ms. Miller indicated that agencies demonstrate their need by applying for projects that exceed the \$125,000 parameter because when there is not sufficient 5310 funding, some agencies could possibly default because they cannot make the match. Ms. Miller indicated that perhaps future applications should ask what the agency's need is, and extend that to nonprofits as well. The Committee agreed that based on a project, the funding needs may exceed the threshold amount. The Committee consensus was to rank NF requested based on rank order up to \$125,000 and to continue spending if funds are left over until 35 percent is reached.

Chair Riley called for a motion on the priority listing for the FY 2016 Section 5310 Enhanced Mobility of Seniors and Persons with Disabilities Program for the Phoenix -Mesa Urbanized Area.

Mr. Lucero moved to approve in the priority listing in rank order for mobility management position at \$45,000, to awarded the first three vehicles up to the fourth based on availability of funding, and for New Freedom eligible projects up to \$125,000 and to continue spending if funds are left over until 35 percent is reached, also in rank order. Ms. Myers seconded. The motion passed unanimously

7. Request for Future Agenda Items

Mr. Dudley requested additional information regarding mobility management to assist with the decision process. Ms. Plante requested for more frequent intervals feedback to agencies. Ms. Plante suggested that perhaps agencies could present on outcomes, challenges and progress. Ms. Taylor would like to discuss adding sustainability model question in the application.

8. Comments from the Committee

There were no further comments from the Committee.

9. Adjourn

Chair Riley thanked the City of Phoenix and MAG for their supportive efforts throughout the application process. The meeting adjourned at 3:02 p.m.