

DRAFT

FY 2012 Maricopa Association of Governments
Human Services Coordination Transportation Plan
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Executive Summary

The Maricopa Association of Governments (MAG) Human Services Coordination Transportation plans are developed in response to the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) federal legislation requiring applicants who receive federal funding to comply with a locally derived plan. The region's plans are an invaluable resource for regional human services transportation coordination efforts. Each plan is federally required to contain an inventory of services, a gaps analysis, and prioritized strategies to meet the needs of the region.

Funding reductions on the state and local level have led to the elimination or significant reduction of transportation programs and services. Service providers are under stress to provide much-needed assistance on limited budgets. It is the goal of every plan to coordinate and collaborate on resources to help the most vulnerable in our population move throughout the region. The combined efforts of regional stakeholders will ensure this region can provide human services transportation assistance to older adults, individuals with disabilities, and individuals with low incomes. This goal will be achieved through the following strategies:

Priority	Short-Term Strategies for FY 2012	Lead
1.	Identify and implement additional opportunities to coordinate with Title VI stakeholders.	MAG
2.	Enhance the Transportation Ambassador Program to include additional private sector representatives, Native Communities, and coordination with communities adjacent to this region.	MAG
3.	Map domestic violence and homeless shelter clients' travel needs and organize collaborative services among the shelters to support employment and work-preparation activities. This builds on the strategy from the FY 2011 Plan Update to research the transportation needs of shelter clients.	MAG
4.	Research opportunities to resolve insurance as a barrier to volunteer opportunities and the use of agency vehicles for collaboration.	MAG, ADOT
5.	Inventory agencies with vehicle downtime to include times and days when agency vehicles are available. This activity builds on the agency matching strategy from the FY 2011 plan and enhances opportunities for collaboration.	MAG
Priority	Long-Term Strategies	Lead
1.	Research the development of a coordinated volunteer drivers program on a regional basis. Inventory volunteer programs, research partnerships with faith-based communities, provide training for volunteer drivers and	MAG

	the agencies that work with them and centralize information about programs and opportunities online.	
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To become involved in these efforts, please contact DeDe Gaisthea at dgaisthea@azmag.gov or by calling (602) 254-6300. All materials may be accessed at www.azmag.gov.

Introduction

Transportation can be as simple as starting a car, or catching the bus or light rail to reach a destination. However, there are a number of people who are unable to get to work, run errands, or access medical care because they do not have reliable transportation. Many older adults or those with disabilities or low incomes may be considered “transportation disadvantaged.” This population consists of individuals who cannot operate a vehicle because of medical conditions, are unable to afford a vehicle, or live in areas without adequate public transportation.

Since 2007, the Maricopa Association of Governments (MAG) has developed the Human Services Coordination Transportation Plans required through the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users. The plans are developed in response to this federal legislation requiring applicants who receive federal funding to comply with a locally derived plan. Currently, assistance for transportation and available services have been reduced or eliminated due to budget reductions on the state and local level. The plans maintain transportation coordination efforts to meet the needs of those most vulnerable in the community such as older adults, people with disabilities, and people with low incomes.

Stakeholders in this region are actively engaged in meeting the transportation needs of the community. Participation in the MAG Transportation Ambassador Program has grown to more than 300 stakeholders. They represent 124 agencies and community members throughout the region. During MAG’s recent federal certification review process by the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA), the program was recognized for providing “better access to information about transit and transportation.” MAG was also recognized for taking the initiative to incorporate a Human Services Transportation Planner position allowing transportation planning activities to cater to the needs of the targeted populations.

The accomplishments of these plans are aided by strong support from partners such as the Arizona Department of Transportation, the City of Phoenix, and the Virginia G. Piper Charitable Trust. Stakeholders on the front lines from nonprofit agencies, municipalities, senior and faith-based communities, and active consumers have significantly aided the sustainability of these planning efforts. The combined voices of the community will ensure the continued success of this plan and future plans to meet the transportation needs of the most vulnerable in this region.

This plan will report on the progress made on the strategies from the FY 2011 plan, offer an assessment of gaps within the region, highlight the positive impact of coordination efforts in the community, and propose strategies to best meet needs of the target population. The strategies continue to focus on making the most of the available resources in the region.

Progress on the FY 2011 Plan

The strategies in the FY 2011 Plan promoted activities that would have the most positive impact on human services transportation needs in the region. The strategies incorporate the United We Ride goals of providing more rides for the targeted population(s) for the same or fewer resources; simplifying customer access to transportation; and increasing customer satisfaction. The FY 2011 plan introduced both short-term and long-term strategies to ensure the sustainability of coordination efforts. Progress made on the strategies is as follows:

Short-Term Strategies

Implement more service programs

Outcome measure:

The Federal Transportation Administration initiates capital awards programs to meet the transportation needs of consumers when transportation services are unavailable and/or insufficient. Providing information to agencies regarding available grants increases transportation resource opportunities to agencies that provide services particularly in outlying areas such as the West and East Valleys. This strategy focused on increasing more programs using the available federal funding program already in place, addressing the United We Ride goal of providing more rides for targeted population(s) for the same or fewer resources.

Progress:

MAG facilitates the federal funding process of the FTA Section 5310 Elderly Individuals and Individuals with Disabilities. Information regarding the availability of this federal funding program was presented to all of MAG's Human Services Committees and other community partners. This resulted in an increase from 13 agencies to 19 agencies applying during the 2010 application process. Grantees include one agency providing services in the Northeast Valley, three agencies providing services in the East Valley, and five agencies providing services in the West Valley. Agencies servicing the outlying areas of the region where public transit has been reduced or eliminated can now provide transportation services to their clients due to these efforts.

Target travel training to clients of non-profit agencies

Outcome measure:

This strategy targets travel training to clients of nonprofit agencies including homeless and domestic violence shelters. Providing basic information such as how to ride the bus or light rail offers service providers and their clients with viable options to alternative transportation options. Travel training enables the targeted population access to their community, services, social and recreational activities, and to necessary medical appointments. Simplifying customer access to transportation is a United We Ride goal.

Progress:

The MAG Transportation Ambassador Program (TAP) quarterly meetings include transit updates presented by Valley Metro. A Valley Metro Transit Education representative provides public transit information along with travel training opportunities. Providing travel training information at the TAP meetings expanded outreach to a wider audience that included six homeless and domestic violence shelters. The outcome is that more providers are aware of the travel training opportunities available to their clients. Valley Metro has also received funding to provide travel training for persons with disabilities.

Vanpools

Outcome measure:

This strategy researched the possibility of implementing vanpools to bring domestic violence and homeless shelter clients to work and work-preparation activities. Providing transportation resources to employment opportunities and employment can lead to the self-sustainability of the clients. This strategy addresses the United We Ride goal of simplifying customer access to transportation by bringing options to the consumer in the shelters and integrating it into their service program.

Progress:

Through Arizona State University's Community Action Research Experiences (CARE) Program, MAG acquired an intern to begin research on the possibility of van pools for domestic violence and homeless shelters. Focus group discussions and supplemental survey questions have been conducted collaborating with domestic violence and homeless shelters in the region. Analysis has begun to collaboratively meet the transportation needs of these consumers. This strategy is recommended for continuation with next steps to include mapping shelter clients' travel needs and organizing collaborative services among the shelters.

Data quality standards

Outcome measure:

Develop and offer training on data quality standards for reporting as well as a common set of definitions. Providing a common set of definitions on training and data quality standards will result in streamlined reporting. The outcome will enable agencies to spend less time on paperwork and more time on providing services to consumers. This will result in an increase of customer satisfaction which is a component of the United We Ride goal.

Progress:

During the June 2010 MAG Transportation Ambassador Program regional meeting, small group discussion focused on streamlining the reporting requirements for federal grant programs. Information received from the stakeholders will support ADOT in developing a webinar. The webinar will provide training and address federal standard reporting requirements. MAG is collaborating with ADOT and the City of Phoenix to develop a set of definitions for transportation terminology to further assist agencies with reporting.

MAG has partnered with the City of Phoenix to compile a frequently asked questions fact sheet. Once completed, the fact sheet will be posted on the MAG website.

Long-Term Strategies

Taxi cab and mileage reimbursement programs

Outcome measure:

This strategy focused on establishing more taxi cab and mileage reimbursement programs for consumers in areas with less transportation infrastructure. Focusing on areas with less transportation infrastructure benefits the consumer who once relied on public transit which has been reduced or is no longer available. Introducing the taxi cab and mileage reimbursement programs will provide consumers in the outlying areas with alternative transportation options.

Progress:

Several cities have initiated new services. The City of Avondale established a taxi subsidy program for dialysis and other recurring medical treatments and the City of Phoenix began a new Senior Cab program. Valley Metro was approved to receive a New Freedom grant to off-set operating expenses for taxi subsidy services for recurring medical trips in El Mirage, Peoria, Surprise, and other cities in the Southwest Valley.

Valley Metro is preparing a regional Dial-A-Ride and publicly-funded taxi subsidy and mileage reimbursement passenger survey in early 2011. The purpose of the survey is to gather information on trip making, demographics, customer satisfaction with existing services, and accessing unmet transportation needs of the programs.

Volunteer drivers program

Outcome measure:

Develop a coordinated volunteer drivers program on a regional basis. Include training for volunteer drivers and the agencies that work with them and centralize information about programs and opportunities online. Cohesive driver trainings benefit volunteers and agencies in meeting necessary requirements for offering services. Providing volunteer drivers program information online enables individuals who want to volunteer or individuals looking for services easy access to available programs and opportunities.

Progress:

At the June 2010 regional TAP meeting, small group discussions focused on components of volunteer drivers programs. Wheel Help, a faith based community program, offered information on the recruitment of volunteers. Duet, a nonprofit agency serving older adults, presented information on its volunteer driver program and a representative from the Arizona Department of Economic Security provided information on new requirements for volunteer drivers. The volunteer drivers strategy is recommended for continuation. Next steps will be to research stakeholder suggestions such as establishing additional partnerships with the faith-based communities, conducting an inventory of

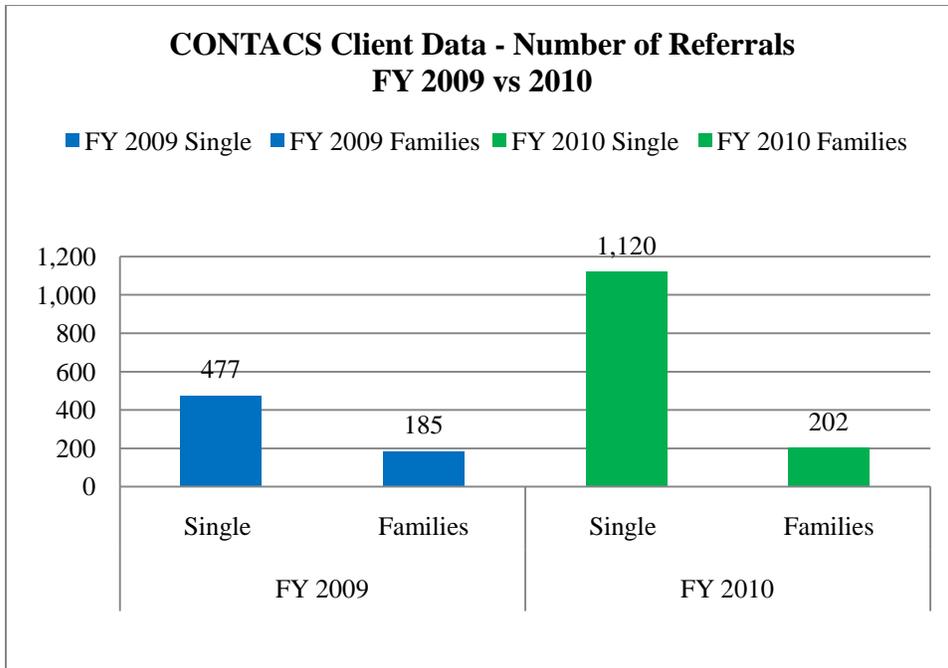
volunteer programs in the region, and developing a list of volunteer requirements to support implementation of this strategy.

Gaps Analysis

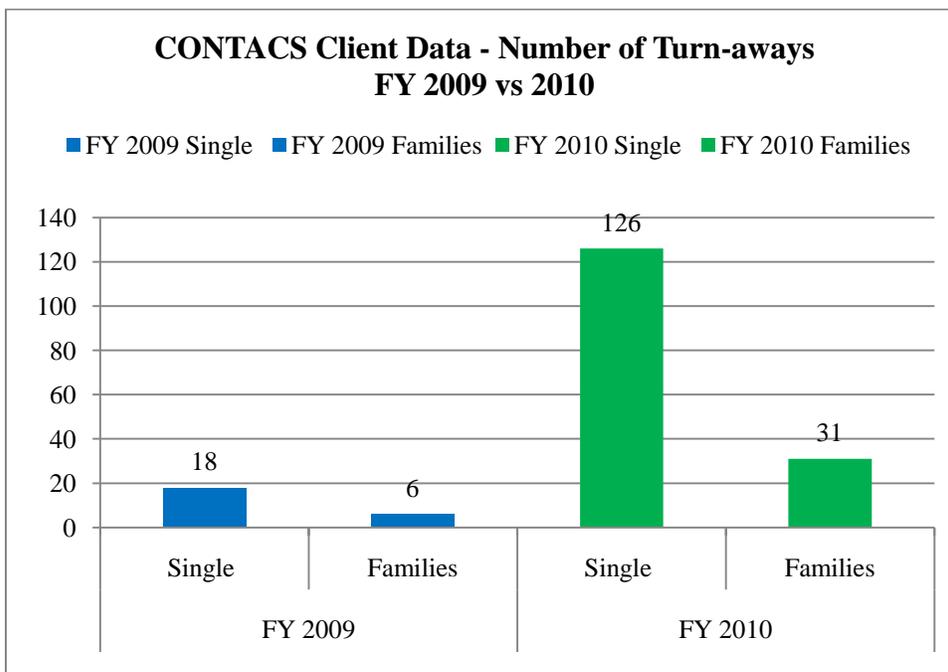
According to the U.S. Census Bureau, Maricopa County is now the fourth largest county in the United States. Population projections estimate Maricopa County will continue to grow to 6.1 million people in 2030. The region has endured two major funding reductions affecting transportation services for those most vulnerable. On March 18, 2010, a permanent repeal of the Local Transportation Assistance Fund (LTAF) and LTAF II, which provided state lottery monies to local governments for public transportation, was signed into law. Arizona is now one of five states that do not provide funding for public transportation. Region-wide, the LTAF repeal represents approximately \$22.8 million of loss transit funding. Municipalities and nonprofits have made difficult decisions resulting in additional reductions to transit services.

The second major funding reduction followed a decline in sales tax revenue as a result of the downturn in the economy. The loss of sales tax revenues has led to a 25 percent reduction in regional transit dollars throughout the region. Transit wait times have extended to 30-minutes on weekdays during off-peak hours and Saturday services have been eliminated on certain routes. The new light rail running through the cities of Mesa Phoenix, and Tempe has also extended its wait times from 10 to 12 minutes on weekdays, and 20 minutes on weekends due to funding reductions. As a result of ongoing declines in sales tax collections and the permanent loss of the Local Transportation Assistance Funds, Valley Metro likely will experience cutbacks in service on bus and light rail in the coming year.

While funding for transportation services has been reduced, the need for services has not. According to the FY 2010 Community Information and Referral CONTACTS report, requests for transportation assistance for this population more than doubled from the previous year resulting in 1,120 calls from individuals and 202 calls from families.

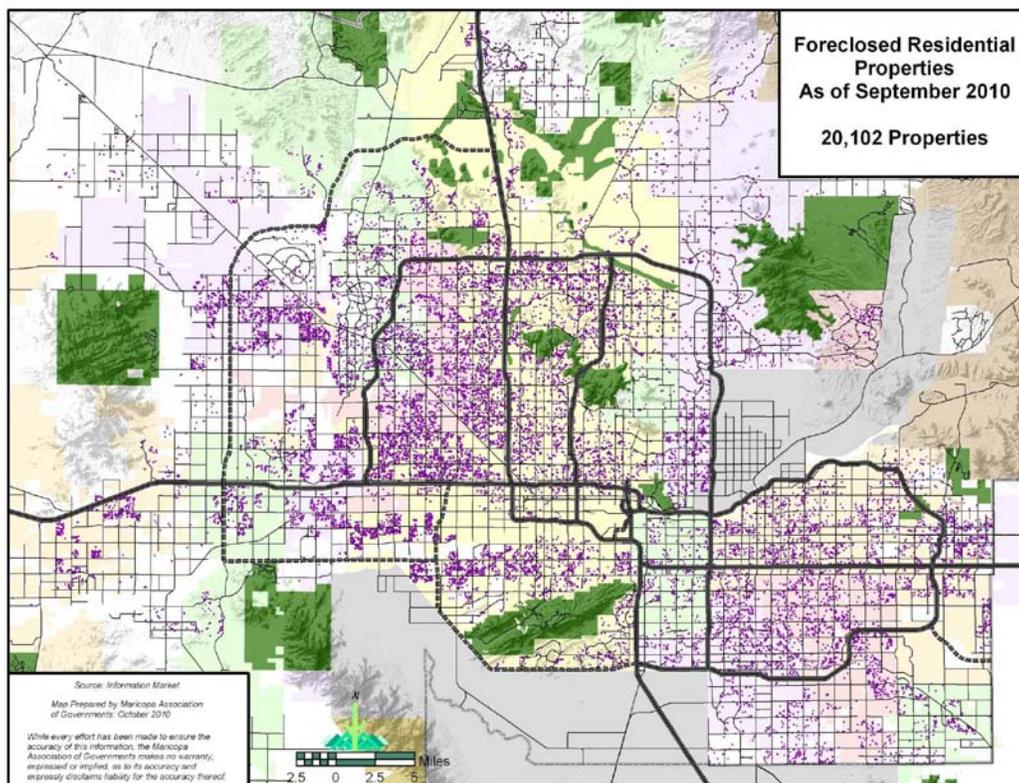


Unfortunately, not all calls end in a referral for assistance. CONTACS reported the number of calls that could not be referred for assistance, or turn-aways, also increased from the previous year from 18 to 126 calls for individuals and from six to 31 calls for families. Providers, now faced with a second year of funding reductions, are finding it more difficult to fulfill the transportation needs of the community.

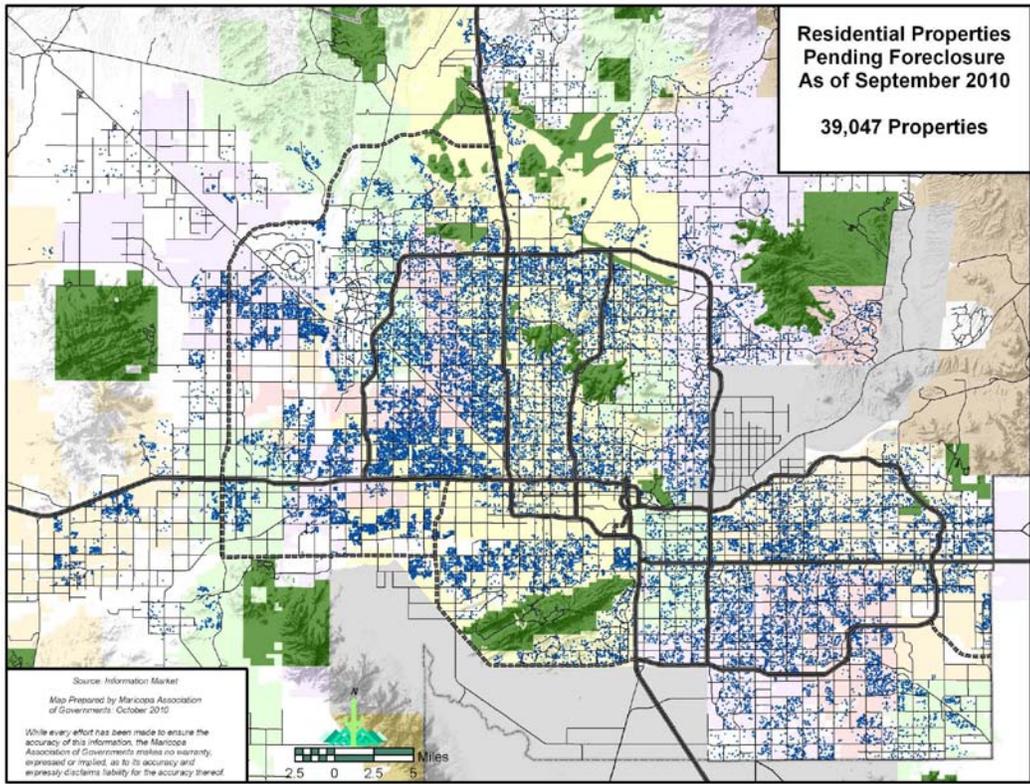


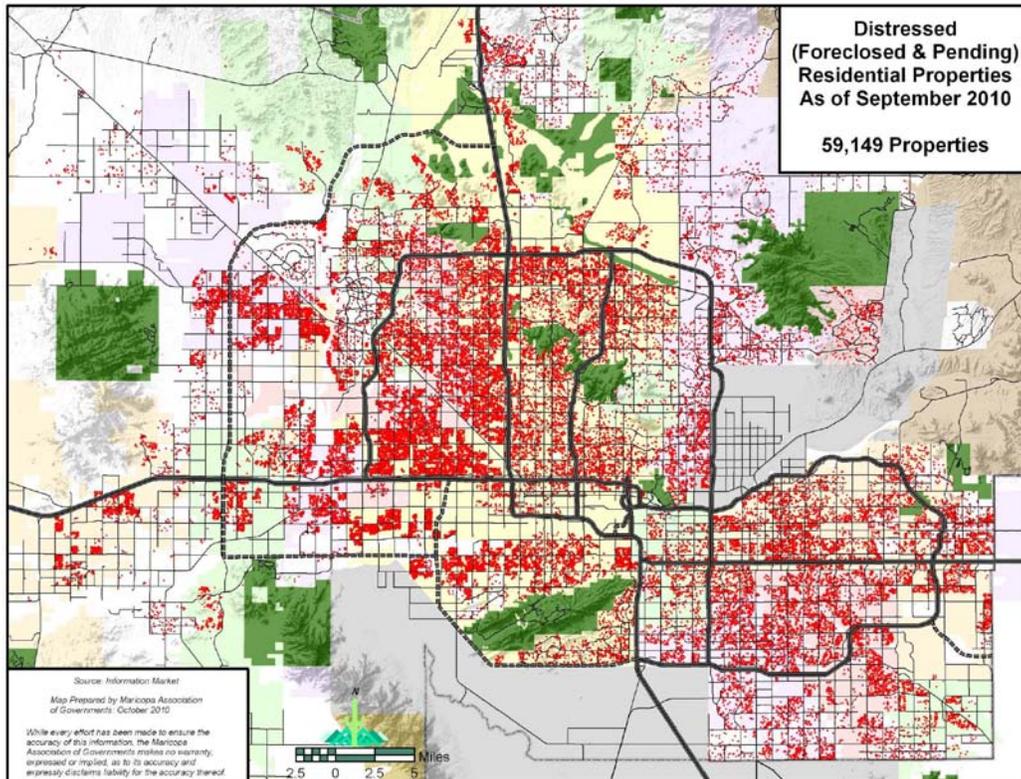
Foreclosures

In relation to the increased demand for transportation services, our region has experienced a high number of foreclosures as compared to the rest of the nation. Arizona ranks second in the country in the number of foreclosures. Recent studies, such as the 2010 study done by the National Resources and Defense Council, suggest that a lack of transportation options may contribute to a family losing their home due to foreclosure. Families are not only facing the difficult situation of accessing transportation to much needed services and jobs but also facing the difficulty of remaining in their homes. Foreclosure rates in the region have reached an all time high of 20,102 distressed homeowners. The foreclosure map below illustrates all residential properties that have already been foreclosed but have not yet been purchased.



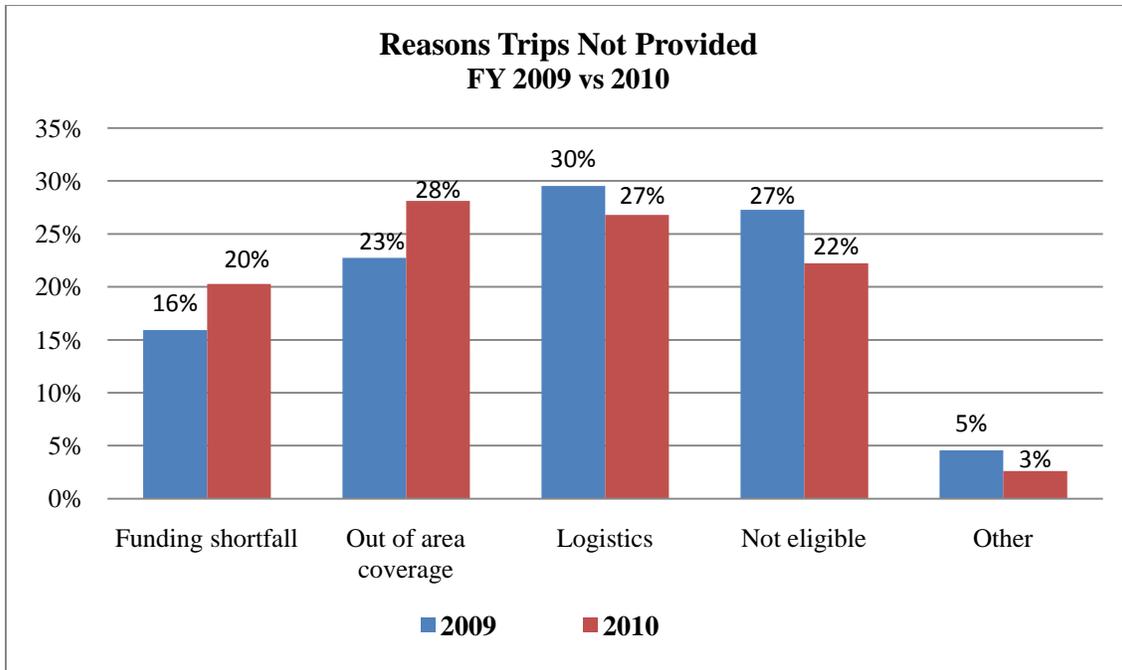
The next map shows pending foreclosures on all residential properties that have received a letter stating the property will be foreclosed on in the future. These are families who potentially could lose their homes and thereby be in need of assistance of overburdened service programs. The third map combines both foreclosed and impending foreclosure homes into a “distressed residential properties” map. As of September 2010, the number of residential properties in distress totals to 59,149 homes across the region.





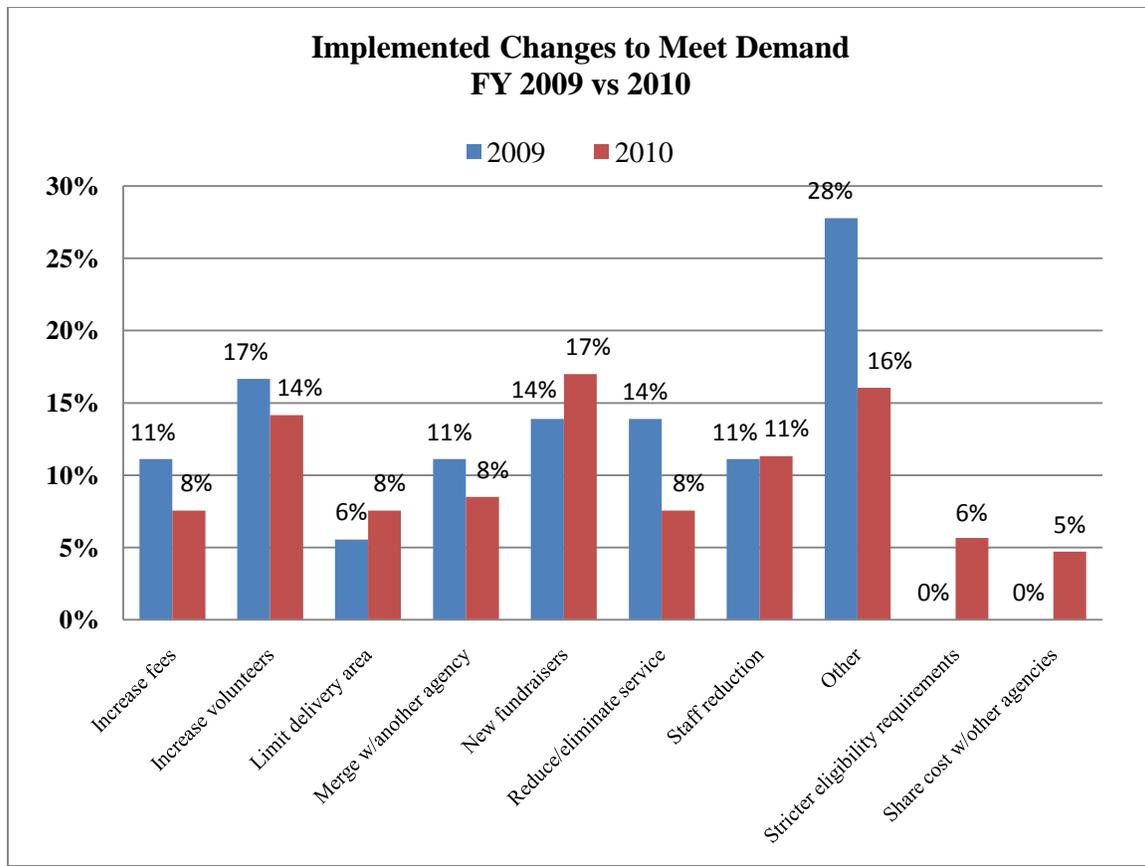
MAG Human Service Transportation Provider Inventory

The MAG Human Services Transportation Provider Inventory survey received 65 responses from human services transportation providers that included nonprofits and for profit agencies, municipalities and community organizations. The Inventory reflects the changes in the environment of human services transportation providers. Agencies cited the reasons when they could not fulfill requests for transportation service. Responses are provided in the charts below.



The FY 2010 survey results indicated requests from consumers not within the service provider’s boundaries as the number one response for reasons trips were not provided. This reflects a five percent increase from the previous year. Funding reductions also increased by four percent from the previous year. Decreases were reported in the Logistics category such as not enough vans or drivers, and in the requests Not Eligible category. One agency noted they had merged its senior transportation program with another agency and no longer reported providing that service. The decrease in the Eligibility category is reflective of agencies implementing stricter eligibility requirements as indicated in the following chart.

Agencies across the region are implementing organizational changes to meet the demand for services. This was evident in the responses received about changes agencies implemented to meet the demand for services. The results are shown in the charts below.



FY 2010 results indicated agencies expanded the number of changes they would consider to meet the demand for services. Seven percent of agencies surveyed would now consider or have implemented stricter eligibility requirements, and five percent would now consider sharing costs with another agency. Both of these categories reported a zero response from agencies surveyed the previous year. This year, new fundraisers was reported as the number one implementation technique agencies would most consider. The category of other, which includes refining services, no staff raises, and not accepting new clients, followed as the second highest response. This answer decreased by 12 percent from FY 2009.

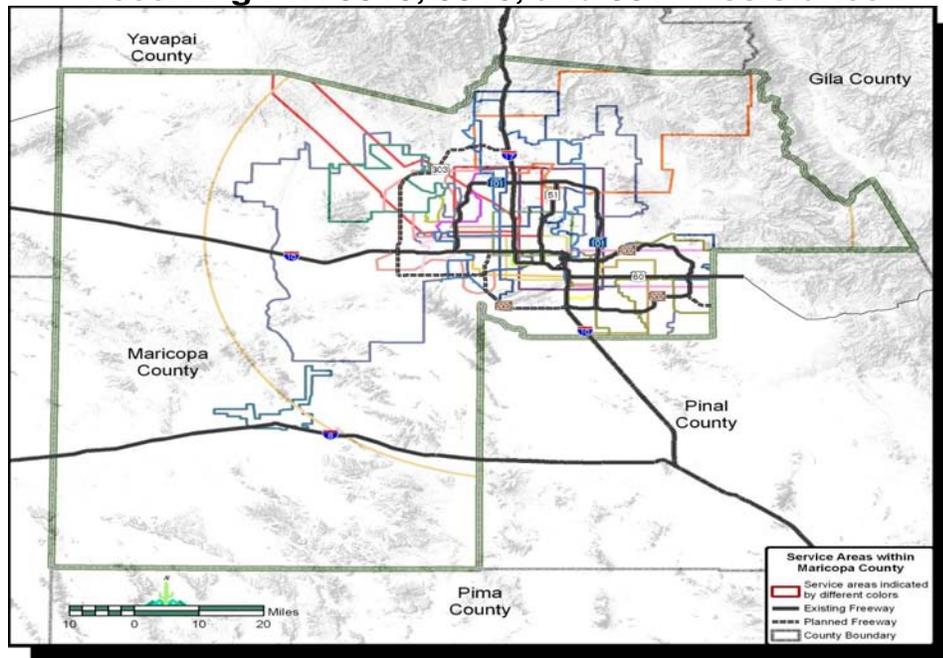
The following section will provide information on the collaborative efforts to assist in addressing the gaps within the region.

Mapping Coordination Opportunities

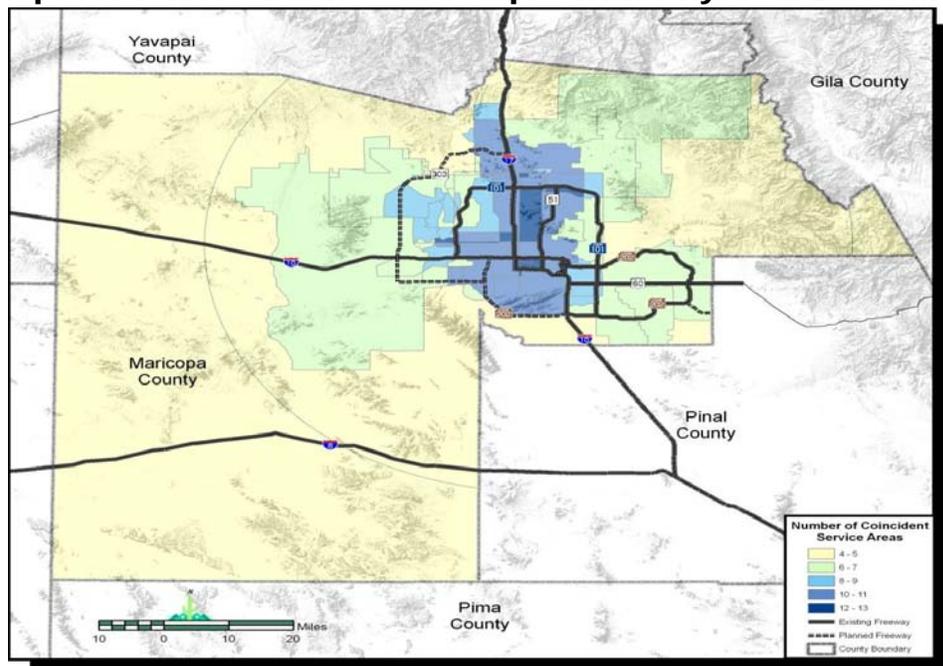
Regional coordination efforts are needed now more than ever to overcome the difficult economic challenges facing the region. The MAG Human Services and Information Services Divisions collaborated on a mapping project suggested by the MAG FTA Elderly and Persons with Disabilities Transportation Program Ad Hoc Committee. The maps show the overlapping service areas of agencies receiving Section 5310, 5316 and

5317 federal funds in the categories of persons with disabilities, person with developmental disabilities, and older adults. The following maps identify each service delivery area and indicate how much the service delivery areas overlap.

**Service Areas of Agencies
Receiving FTA 5310, 5316, and 5317 Assistance**



**Overlapping Service Delivery Areas of Agencies Providing
Transportation Assistance to People with Physical Disabilities**



collaboration. The maps can be a helpful tool in providing information on where service areas are located so that agencies can maximize limited resources and offer, where appropriate, alternative transportation services to their clients.

Overlapping Agencies Providing Transportation Assistance to People with Physical Disabilities (Square Miles)

	<i>Arizona Bridge to Independent Living</i>	<i>Arizona Center for the Blind and Visually Impaired</i>	<i>Arizona Recreation Center for the Handicapped (ARC)</i>	<i>Arizona Spinal Cord Injury Association</i>	<i>Benevolla</i>	<i>City of Avondale</i>	<i>City of El Mirage</i>	<i>City of Glendale</i>	<i>City of Phoenix</i>	<i>City of Surprise Senior Center</i>	<i>Foothills Caring Corp</i>	<i>Native American Community Health Center Inc</i>	<i>Paralyzed Veterans of America</i>	<i>PPEP ENCOMPASS</i>	<i>Scottsdale Training and Rehabilitation Services</i>	<i>The Arc of Tempe</i>	<i>The Centers for Habilitation</i>	<i>The Salvation Army Senior Activity Center</i>	<i>Triple R Behavioral Health</i>	<i>UMOM Inc</i>	<i>United Cerebral Palsy of Central Arizona</i>	<i>Valley Metro RPTA</i>		
Arizona Bridge to Independent Living	544.2	544.2	544.2	5.9					544.2	139.8	544.2	544.2	86.6	209.0		368.6	1.3	544.2	14.7	104.5	544.2			
Arizona Center for the Blind and Visually Impaired	544.2	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9	9,224.1	272.2	323.9	40.5	650.9	1.3	9,224.1	14.7	192.9	9,224.1			
Arizona Recreation Center for the Handicapped (ARC)	544.2	544.2	544.2	5.9				544.2	139.8	544.2	544.2	86.6	209.0		368.6	1.3	544.2	14.7	104.5	544.2				
Arizona Spinal Cord Injury Association	544.2	2,168.4	544.2		133.3	28.4		55.3	544.2	174.5	259.9	2,168.4	2,168.4	223.2	298.1	40.5	650.9	1.3	2,168.4	14.7	157.9	2,168.4		
Benevolla	5.9	203.7	5.9	133.3			10.0	55.3	5.9	42.6		203.7	203.7	110.9		4.9		203.7			86.4	203.7		
City of Avondale		28.4		28.4								28.4	28.4	17.0				28.4				28.4		
City of El Mirage		10.0			10.0							10.0	10.0	10.0					10.0			10.0		
City of Glendale		55.3		55.3	55.3							55.3	55.3	18.2					55.3		49.9	55.3		
City of Phoenix	544.2	544.2	544.2	5.9						139.8	544.2	544.2	86.6	209.0		368.6	1.3	544.2	14.7	104.5	544.2			
City of Surprise Senior Center		180.1		174.5	42.6							180.1	180.1	29.4					180.1			180.1		
Foothills Caring Corp	139.8	727.8	139.8	259.9				139.8			727.8	727.8		41.1		6.7		727.8			6.1	727.8		
Native American Community Health Center Inc	544.2	5,296.9	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8		5,296.9	272.2	323.9	40.5	650.9	1.3	5,296.9	14.7	192.9	5,296.9		
Paralyzed Veterans of America	544.2	9,224.1	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9		272.2	323.9	40.5	650.9	1.3	9,224.1	14.7	192.9	9,224.1		
PPEP ENCOMPASS	86.6	272.2	86.6	223.2	110.9	17.0	10.0	18.2	86.6	29.4		272.2	272.2		0.7			86.6			272.2	2.8	19.1	272.2
Scottsdale Training and Rehabilitation Services	209.0	323.9	209.0	298.1					209.0		41.1	323.9	323.9	0.7		33.0	215.9	1.3	323.9	11.6	48.8	323.9		
The Arc of Tempe		40.5		40.5								40.5	40.5		33.0		40.5		40.5			40.5		
The Centers for Habilitation	368.6	650.9	368.6	650.9	4.9				368.6		6.7	650.9	650.9	86.6	215.9	40.5		1.3	650.9	14.7	77.6	650.9		
The Salvation Army Senior Activity Center	1.3	1.3	1.3	1.3					1.3			1.3	1.3		1.3		1.3		1.3		1.3	1.3		
Triple R Behavioral Health	544.2	9,224.1	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9	9,224.1	272.2	323.9	40.5	650.9	1.3			14.7	192.9	9,224.1	
UMOM Inc	14.7	14.7	14.7	14.7					14.7			14.7	14.7	2.8	11.6		14.7	1.3	14.7			14.7		
United Cerebral Palsy of Central Arizona	104.5	192.9	104.5	157.9	86.4			49.9	104.5		6.1	192.9	192.9	19.1	48.8		77.6		192.9			192.9		
Valley Metro RPTA	544.2	9,224.1	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9	9,224.1	272.2	323.9	40.5	650.9	1.3	9,224.1	14.7	192.9			

Overlapping Agencies Providing Transportation Assistance to People with Developmental Disabilities (Square Miles)

	<i>Arizona Bridge to Independent Living</i>	<i>Arizona Spinal Cord Injury Association</i>	<i>Benevlla</i>	<i>Chandler Gilbert ARC</i>	<i>City of Phoenix</i>	<i>Civitan Foundation Inc</i>	<i>Hacienda Healthcare</i>	<i>Horizon Human Services</i>	<i>Marc Center of Mesa Inc</i>	<i>Native American Community Health Center Inc</i>	<i>Nobody's Perfect Inc.</i>	<i>One Step Beyond</i>	<i>Paralyzed Veterans of America</i>	<i>PPEP ENCOMPASS</i>	<i>Scottsdale Training and Rehabilitation Services</i>	<i>Southwest Behavioral Health</i>	<i>Stand Together and Recover Centers</i>	<i>Stand Together and Recover Centers (Mesa location)</i>	<i>Terros Behavioral Health Services (Phx location)</i>	<i>The Centers for Habilitation</i>	<i>Triple R Behavioral Health</i>	<i>Valley Life</i>	<i>Valley Metro RPTA</i>
Arizona Bridge to Independent Living	544.2	5.9		544.2	544.2	544.2	544.2	544.2	544.2	12.3	544.2	86.6	209.0	544.2	3.0	83.8	544.2	368.6	544.2	262.1	544.2		
Arizona Spinal Cord Injury Association	544.2		133.3	139.8	544.2	2,168.4	2,168.4	584.8	2,168.4	2,168.4	113.9	171.2	2,168.4	223.2	298.1	2,168.4	164.3	85.2	2,168.4	650.9	2,168.4	360.7	2,168.4
Benevlla	5.9	133.3			5.9	203.7	203.7	5.9	203.7	203.7		158.4	203.7	110.9		203.7		203.7	4.9	203.7	61.0	203.7	
Chandler Gilbert ARC						157.5	157.5	12.4	157.5	157.5	26.4				8.5	157.5	45.0						157.5
City of Phoenix	544.2	544.2	5.9			544.2	544.2	544.2	544.2	544.2		12.3	544.2	86.6	209.0	544.2	3.0	83.8	544.2	368.6	544.2	262.1	544.2
Civitan Foundation Inc	544.2	2,168.4	203.7	157.5	544.2		9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Hacienda Healthcare	544.2	2,168.4	203.7	157.5	544.2	9,224.1		584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Horizon Human Services	544.2	584.8	5.9	12.4	544.2	584.8	584.8		584.8	584.8		12.3	584.8	86.6	242.0	584.8	32.0	85.2	584.8	409.1	584.8	282.8	584.8
Marc Center of Mesa Inc	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8		5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Native American Community Health Center Inc	544.2	2,168.4	203.7	157.5	544.2	5,296.9	5,296.9	584.8	5,296.9		146.3	348.7	5,296.9	272.2	323.9	5,296.9	169.7	85.2	5,296.9	650.9	5,296.9	395.3	5,296.9
Nobody's Perfect Inc.		113.9		26.4		146.3	146.3		146.3	146.3			146.3		146.3	22.9		146.3	41.2	146.3		146.3	
One Step Beyond	12.3	171.2	158.4		12.3	354.2	354.2	12.3	354.2	348.7			354.2	101.6		354.2			354.2	12.3	354.2	55.7	354.2
Paralyzed Veterans of America	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2		272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
PPEP ENCOMPASS	86.6	223.2	110.9		86.6	272.2	272.2	86.6	272.2	272.2		101.6	272.2		0.7	272.2		12.8	272.2	86.6	272.2	76.6	272.2
Scottsdale Training and Rehabilitation Services	209.0	298.1		8.5	209.0	323.9	323.9	242.0	323.9	323.9			323.9	0.7		323.9	41.6	66.9	323.9	215.9	323.9	231.0	323.9
Southwest Behavioral Health	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9		169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Stand Together and Recover Centers (Mesa location)	3.0	164.3		45.0	3.0	169.7	169.7	32.0	169.7	169.7	22.9		169.7		41.6	169.7			169.7	148.2	169.7	25.7	169.7
Stand Together and Recover Centers (Phx location)	83.8	85.2			83.8	85.2	85.2	85.2	85.2	85.2			85.2	12.8	66.9	85.2			85.2	85.2	85.2	77.3	85.2
Terros Behavioral Health Services	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2		650.9	9,224.1	395.3	9,224.1
The Centers for Habilitation	368.6	650.9	4.9	113.4	368.6	650.9	650.9	409.1	650.9	650.9	41.2	12.3	650.9	86.6	215.9	650.9	148.2	85.2	650.9		650.9	282.0	650.9
Triple R Behavioral Health	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9		395.3	9,224.1
Valley Life	262.1	360.7	61.0		262.1	395.3	395.3	282.8	395.3	395.3		55.7	395.3	76.6	233.0	395.3	25.7	77.3	395.3	282.0	395.3		395.3
Valley Metro RPTA	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	

Overlapping Agencies Providing Transportation Assistance to Older Adults (Square Miles)

	<i>Benevlla</i>	<i>City of Avondale</i>	<i>City of El Mirage</i>	<i>City of Glendale</i>	<i>City of Phoenix</i>	<i>City of Surprise Senior Center</i>	<i>East Valley Senior Services</i>	<i>Foothills Caring Corp</i>	<i>Foundation for Senior Living</i>	<i>Native American Community Health Center Inc</i>	<i>The Salvation Army Senior Activity Center</i>	<i>Town of Gila Bend CAP Office and Senior Center</i>	<i>UMOM Inc</i>	<i>Valley Metro RPTA</i>
Benevlla			10.0	55.3	5.9	42.6	3.0		5.3	203.7				203.7
City of Avondale										28.4				28.4
City of El Mirage	10.0									10.0				10.0
City of Glendale	55.3								5.0	55.3				55.3
City of Phoenix	5.9						365.6	139.8	96.0	544.2	1.3		14.7	544.2
City of Surprise Senior Center	42.6									180.1				180.1
East Valley Senior Services	3.0				365.6			150.8	24.4	631.0			3.7	631.0
Foothills Caring Corp				139.8			150.8			727.8				727.8
Foundation for Senior Living	5.3			5.0	96.0		24.4			109.0	1.1		5.3	109.0
Native American Community Health Center Inc	203.7	28.4	10.0	55.3	544.2	180.1	631.0	727.8	109.0		1.3	12.7	14.7	5,296.9
The Salvation Army Senior Activity Center					1.3				1.1	1.3			1.3	1.3
Town of Gila Bend CAP Office and Senior Center										12.7				52.7
UMOM Inc					14.7		3.7		5.3	14.7	1.3			14.7
Valley Metro RPTA	203.7	28.4	10.0	55.3	544.2	180.1	631.0	727.8	109.0	5,296.9	1.3	52.7	14.7	

As the maps illustrate, the majority of service providers are located in central Phoenix. The majority of the target population also resides in central Phoenix. The July 1, 2010 provisional population estimate for Maricopa County is estimated at 3.851 million people. The 2009 American Community Survey (ACS) estimates that 15.2 percent of the region is living below the poverty level, 17.7 percent of persons with a disability and 6.9 percent of older adults, age 65 and over, have income below the poverty level. Population variances and economic distress can be felt throughout the region as indicated by the reduction of transportation services and seen in the foreclosure maps.

As the population continues to grow and age, the need for services also increases. Agencies are continuing to seek innovative options to implement changes within their organizations in order to meet the needs of their communities. Agencies report the need for more diverse partners throughout the MAG region, such as additional outreach into the private sector, Native American communities, and communities adjacent to this region. Exploring available community and faith-based volunteers will help offset limited staffing of agencies affected by budget constraints.

Highlight on Useful Coordination Practices

The MAG Transportation Ambassador Program presented the second annual Regional Excellence in Coordination awards on June 29, 2010. The awards recognize champions that display tireless commitment through their work in human services transportation coordination efforts in the categories of nonprofit and for-profit organization and individual. Judges for the awards included Dave Cyra, United We Ride Region IV Ambassador; Ellen Solowey, Virginia G. Piper Charitable Trust; and Page Gonzales and Christina Estes-Werther, Office of the Governor. The awardees have increased access to transportation for older adults, persons with disabilities, and people with low incomes in their community.

TERROS was awarded the *Regional Excellence in Coordination Nonprofit Organization* award. TERROS is a behavioral health organization serving the needs of adults with serious mental illness who may also have co-occurring substance abuse issues. TERROS has been a pioneer in the Mobility Management initiative. It was the first agency in the region to apply for and receive mobility management funds under the Section 5310 program. TERROS collaborates with community partners including Triple R Behavioral Health, Arizona Health Care, New Arizona Family, Inc., EMPACT-SPC, and Crisis Recovery Network.

AAA-Medical Transportation Brokerage of Arizona (MTBA) was recognized for the *Regional Excellence in Coordination For-profit Organization*. MTBA serves the needs of Arizona using safe, courteous, and reliable transportation services while also offering alternative modes of transportation. Other accessible modes of transportation include Greyhound bus service when and where applicable; shuttle services and the Bus Pass Program for Arizona Health Care Cost Containment System (AHCCCS) members living in Maricopa and Pima County, and the Family and Friends Reimbursement Program which pays a fixed amount for mileage to a family member or friend who provides transportation to and from medical appointments.

Pat Campbell was recognized for the *Regional Excellence in Coordination Overall Champion*. Ms. Campbell works at the Desert Dialysis Clinic in Wickenburg. In 2008, the Maricopa Special Transportation Services (STS) was eliminated due to funding reductions. Residents in the Wickenburg area no longer had transportation to the West Valley for their dialysis treatments. Ms. Campbell initiated a new program to transport dialysis patients to their appointments in the West Valley. She was instrumental in recruiting volunteer van drivers to transport the dialysis patients to their life-sustaining appointments.

Voices in the community

As the region recovers from this economic recession, voices on the front lines testify to the importance of providing transportation. Representatives from the local regional public transportation authority, municipalities, nonprofit agencies, faith-based organizations,

and general public were asked about the impact of providing transportation to their respective communities. Their responses are as follows:

Carol Ketcherside is the Deputy Executive Director of Planning for the Valley Metro Regional Public Transportation Authority (RPTA). Ms. Ketcherside noted in addition to fixed route bus service, Valley Metro RPTA provides dial-a-ride service in the East Valley and a portion of the dial-a-ride services region-wide. Ms. Ketcherside states, “Recognizing that there are a variety of different needs, we also provide fixed route travel training and work with individual cities to offer cab coupon and voucher programs, as well as a volunteer driver mileage reimbursement program.” Ms. Ketcherside noted the new Valley Metro Mobility Center, opening in March 2011, will provide another tool useful in matching individual needs to available resources. Ms. Ketcherside states that, “For every customer that we can match with a service we provide, that is one more individual who can access employment and education opportunities, medical services, shopping, social activities; in short—a higher degree of independent living. Activity centers or destinations that are made accessible to individuals through transportation services strengthens communities and can enhance the Valley’s economy.”

Cathy Colbath is the Transit Administrator for the City of Glendale. Ms. Colbath noted Glendale provides transportation options for Glendale citizens and visitors including fixed-route bus service, Dial-A-Ride, Glendale Urban Shuttle (GUS) circulator service, ADA service and a taxi-subsidy program. In addition, Glendale offers general public and senior travel training through its Bus Buddies and BAG-IT program to help residents learn how to use the different services. Public transportation needs vary, and in recognition of that, Glendale offers different services to serve both transit-dependent riders and those choosing to use transit while having access to a car. Most riders use the fixed-route system but those who cannot do so use Dial-A-Ride. Others use the GUS circulator to travel in the central corridor. Many dialysis patients find the taxi program best suits their needs. Ms. Colbath stated, “A good transportation service helps to support an active, mobile community. That is one of the reasons Glendale provides comprehensive travel training programs, to break down the transportation barriers in our community.”

Ms. Colbath noted positive impacts for community members can be seen in Glendale's comprehensive transit services providing access to health care, education, work, shopping and social activities, allowing residents and visitors the ability to travel within Glendale and to areas throughout the Valley. Ms. Colbath stated, “A good transit network can provide transportation cost savings to residents. In addition, transit helps to reduce both pollution and traffic congestion. Transit is also one of the safest modes of travel. Each of these contributes to a vibrant community.”

William Parker is the Director of Program Services at Chandler/Gilbert Arc. This program provides training and support such as day treatment programs to individuals with developmental disabilities. Mr. Parker noted providing transportation to his clients is absolutely vital to this organization. Programs and trainings would be greatly compromised without a vehicle to transport consumers. He stated, “The impact of

transportation is crucial, many of our clients are aged 50, and if they live with parents many of their caregivers are aged 70 and over. Many of our older consumers would not have the opportunity to get out into the community making their quality of life stagnate.” He noted having transportation also provides for an opportunity to give back to the community. Consumers at Chandler/Gilbert Arc participate in an adopt-a-park program. Without transportation, the opportunity to give back to the community would be limited. Mr. Parker added that, “Not only are agency vehicles utilized, but high-functioning individuals are given the tools of travel training to take public transit to offsite employment.”

Joe Solarez is the Director of Community Services for the Gila River Indian Community. Mr. Solarez noted transportation is an important tool for economic development to the Gila River Indian Community. Transportation brings consumers into the community to generate revenue needed to build infrastructure. Community programs such as Meals on Wheels provide homebound older adults much-needed services in a rural area. It is also important for their senior community members to access additional services located in the Phoenix metropolitan area. He noted collaborating on trips not only benefits community members but has an impact on the environment. Mr. Solarez stated, “Coordinating transportation is beneficial to the environment by eliminating one-person vehicles off the road and cutting down on pollution.”

Louise Pelissier is a member of the Palo Cristi Presbyterian Church and runs the volunteer drivers program, Wheel Help. Ms. Pelissier stated “Transportation is an important issue. As a faith-based community, it is one way we show we care about each other.” Wheel Help’s mission is to provide members of their congregation an opportunity to continue attending church even if they have no means of transportation. Members of the congregation offer coordinated rides to church services. The church is exploring coordination with other faith communities and working with government entities. The congregation offers communion to homebound members once a month, but it is not the same as worshipping as a community. Ms. Pelissier stated, “The need for transportation for medical appointments and grocery shopping is important but to some people their faith is just as important and feeding the spiritual side is just as nourishing.”

Marvin Rochelle is a private citizen who relies on public transit for everyday living. Mr. Rochelle states, “I depend on public transportation every day to get to my medical appointments, to stay active in the community and to get to rehabilitation appointments three days a week. Transportation is critical for people like me who have a visual impairment and disabilities that greatly affect my mobility.” He notes that even though Dial-A-Ride wait time can be up to an hour and half, without it he would have to be dependent on other people. Mr. Rochelle states, “The impact of having transportation is independence, and as long as I have my independence, I will continue to speak out on the need for transportation services.”

Strategies to Address Gaps

Stakeholders throughout the Valley are working to effectively and efficiently overcome human services transportation barriers. Coordination opportunities are essential to continue providing human services transportation to help the most vulnerable.

The strategies identified for this year focus on continuing coordination efforts and utilizing the available resources in this community. The plan offers short-term and long-term strategies to ensure the sustainability of the region. The new strategies proposed for the FY 2012 Plan include the following:

Priority	Description of Short-Term Strategies for FY 2012	Lead
1.	Identify and implement additional opportunities to coordinate with Title VI stakeholders.	MAG
2.	Expand the Transportation Ambassador Program coordination efforts to include the private sector, Native Communities, and neighboring communities.	MAG
3.	Map domestic violence and homeless shelter clients' travel needs and organize collaborative services among the shelters to support employment and work-preparation activities. This builds on the strategy from the FY 2011 Plan Update to research the transportation needs of shelter clients.	MAG
4.	Research the issue of insurance as a barrier to volunteer opportunities and the use of agency vehicles for collaboration.	MAG, ADOT
5.	Inventory agencies with vehicle downtime to include times and days when agency vehicles are available. This activity builds on the agency matching strategy from the FY 2011 plan and enhances opportunities for collaboration.	MAG
Priority	Description of Long-Term Strategies	Lead
1.	Research the development of a coordinated volunteer drivers program on a regional basis. Inventory volunteer programs, research partnerships with faith-based communities, provide training for volunteer drivers and the agencies that work with them and centralize information about programs and opportunities online.	MAG

Conclusion

Community stakeholders are coming together to address the issues facing the most vulnerable in the population. Progress has been made in bringing together like-minded individuals dedicated to providing much needed transportation services to the

underserved. Their dedication will ensure the region moves forward during this economic downturn.

To become involved in these efforts, please contact DeDe Gaisthea at dgaisthea@azmag.gov or by calling (602) 254-6300. All materials may be accessed at www.azmag.gov.

ATTACHMENTS

Participant List

Alliance of Arizona Nonprofits
Arizona Bridge to Independent Living
Arizona Center for Disabilities Law
Arizona Community Action Alliance
Arizona Council of the Blind, Inc.
Arizona Department of Economic Security
Arizona Department of Transportation
Arizona Grantmakers Forum
Arizona Recreation Center for the Handicapped (ARCH)
Arizona Transit Association
Benevilla / The New Face of Interfaith Community Care
Blessings! For Seniors
Chandler Gilbert Arc
Citizen
City of Avondale
City of Chandler
City of Glendale
City of Goodyear
City of Mesa
City of Peoria
City of Phoenix
City of Scottsdale
City of Surprise
City of Tolleson
Clean Air Cab
Creative Communications
D Team Education Fund
Davita
Davita, Scottsdale Dialysis Center
Desert Dialysis
Developmental Disabilities Planning Council
Duet
Foothills Caring Corps
Foundation for Senior Living

Fresh Start Community Service
Friendship Village of Tempe
Gila River Indian Community
Golden Gate Community
Goodman Schwartz Public Affairs
Hacienda Healthcare
Horizon Human Services
Indian Health Service
Lutheran Social Service of the Southwest
Magellan Behavioral Health
Marc Center of Mesa
MTBA - Medical Transportation
MV Transportation, Inc.
National Federation of the Blind of Arizona
National Kidney Foundation of Arizona
Native American Connections
Native Health
Navigator Mobility Consulting
Neighbors Who Care
Netcor Transports
Nobody's Perfect Inc.
One Step Beyond
Phoenix Mayor's Commission On Disability Issues
Phoenix Revitalization Corp
Phoenix VA Health Care System
Phoenix VA Medical Center
PPEP Encompass, Inc
Scottsdale Training and Rehabilitation Services (STARS)
Senior Elite
Southwest Behavioral Network
SRI/Davita
STAR-Stand Together And Recover
Statewide Independent Living Council
Sunnyslope Village Alliance
Tempe Union High School District
TERROS, Inc.
The Centers for Habilitation (TCH)
The Salvation Army
Total Transit
Town of Buckeye
Triple R Behavioral Health
UMOM, Inc.
United Cerebral Palsy of Central Arizona
Valley of the Sun United Way
ValleyLife
Veolia Transportation Services Inc

Virginia G. Piper Charitable Trust
Wheel Help, Palo Cristi Presbyterian Church

Resource Inventory

The following is a list of agencies that provide human services transportation. Please contact DeDe Gaisthea, MAG Human Services Transportation Planner, at dgaisthea@azmag.gov with any questions or changes.

Background

United We Ride – A National Initiative

United We Ride implements the Executive Order on Human Service Transportation Coordination (#13330) issued by President Bush in February 2004. United We Ride is a national initiative to enhance human service transportation for older adults, individuals with disabilities, children, and individuals with lower income. United We Ride offers state and local agencies support with technical assistance and other resources to aid with transportation coordination. The Executive Order requires eleven federal departments to work together to enhance transportation access, minimize duplication of federal services, and facilitate the most appropriate, cost-effective transportation for older adults, people with disabilities, and low-income populations. More information on United We Ride can be found at the following link, <http://www.unitedweride.gov/>.

Explanation of Affected Funding Sources

SAFETEA-LU

On August 10, 2005, President Bush signed into law the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The federal transit law requires projects selected for funding under the Section 5310 Elderly Persons and Persons with Disabilities program, as well as the Section 5316, Job Access and Reverse Commute program and Section 5317, New Freedom program, be derived from a locally developed, coordinated public transit-human services transportation plan. The coordination plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

SAFETEA-LU federal legislation expired on September 30, 2009, and was approved for continuing resolution authorized until December 2009. Most recently, on March 18, 2010, President Obama signed the Hiring Incentives to Restore Employment Act (H.R. 2847) into law. The act includes an extension of surface transportation funding and Highway Trust Fund spending authority and extended SAFETEA-LU through December 31, 2010. This maintains the same maximum spending levels for surface transportation programs out of the Highway Trust Fund as were set in the FY 2010 Transportation Appropriations Act. For more information please go to this link, <http://www.fhwa.dot.gov/safetealu/>.

Section 5310

The Elderly Persons and Persons with Disabilities Transportation program or Section 5310 was established in 1975 as a discretionary capital assistance program. This program provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of population for these groups of people.

Funds are obligated based on the annual program of projects included in a statewide grant application. The state agency ensures that local applicants and project activities are eligible and in compliance with federal requirements, that private not-for-profit transportation providers have an opportunity to participate as feasible, and that the program provides for as much coordination of federally assisted transportation services, assisted by other federal sources. Once Federal Transit Administration approves the application, funds are available for state administration of its program and for allocation to individual subrecipients within the state.

The FTA provides the Arizona Department of Transportation in excess of \$3.9 million in formula FTA and Surface Transportation Program (STP) funds annually through the capital assistance program. While the standard matching rate historically has been 80 percent federal and 20 percent local, ADOT may use higher federal rates at its discretion. Program funds are used annually primarily for capital assistance, for the purchase of more than 120 van-type vehicles and related equipment statewide. In addition, a new federal class of grant called "mobility management" is available to assist agencies and communities with their coordination efforts.

Eligible recipients include private non-profit and public agencies that provide transportation to the elderly and disabled. The utilization of special transportation includes medical appointments, adult day care facilities, education and employment, training, nutrition and service appointments such as social services shopping trips. For more information please go to this link,

http://www.fta.dot.gov/funding/grants/grants_financing_3556.html.

Section 5316

The Job Access and Reverse Commute (JARC) program was established to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. Many new entry-level jobs are located in suburban areas, and low-income individuals have difficulty accessing these jobs from their inner city, urban, or rural neighborhoods. In addition, many entry-level jobs require working late at night or on weekends when conventional transit services are either reduced or non-existent. Finally, many employment-related trips are complex and involve multiple destinations including reaching childcare facilities or other services.

The JARC program funds transportation projects designed to help low-income individuals access to employment and related activities where existing transit is unavailable, inappropriate, or insufficient. The JARC program also funds reverse commute transit services available to the general public. As designated by the Governor of the State of Arizona, ADOT administers JARC funds for rural and small urbanized areas of the state (population under 200,000), including rural Pima and Maricopa Counties, and the City of Avondale. Available funding is contingent upon Congressional resolutions regarding all programs' budgets. For more information on Section 5316 please go to, http://www.fta.dot.gov/funding/grants/grants_financing_3550.html.

Section 5317

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 Census showed that only 60 percent of people between the ages of 16 and 64 with disabilities were employed.

The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA) of 1990. To encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. For more information please go to, http://www.fta.dot.gov/funding/grants/grants_financing_3549.html.

Roles

Maricopa Association of Governments

In June 2006, the MAG Regional Council approved MAG to develop the coordination plans in response to the SAFETEA-LU regulations. Since this initial work, MAG has developed and supported the implementation of three plans prior to the current update. The first plan in 2007 focused on establishing a good communication foundation to augment more intensive strategies to come in the future. The second plan, released in 2008, promoted strategies to help standardize operations, thus putting agencies in a better position to coordinate with each other. The third plan integrated the goals of the United We Ride goals of providing more rides for the targeted populations for the same or fewer resources (efficiency) by maximizing the capacity of the current system. The plans may be accessed at the following link, http://www.azmag.gov/Human_Services/default.asp.

In addition to developing the coordination plans, MAG facilitates the Section 5310 application process for the region. The MAG Elderly and Persons with Disabilities Transportation Program Committee evaluates the applicants and develop a priority listing of projects. Once the MAG Regional Council has taken action, the list is forwarded to ADOT.

Arizona Department of Transportation

Successful applications for the grant program are initially forwarded through a regional application evaluation and screening process, which includes ADOT and non-ADOT transportation and human services professionals. The 5310 Program utilizes the assistance of Councils of Governments (COG) and Metropolitan Planning Organizations (MPO) planning offices to screen applicants within the state's nine planning regions. ADOT then makes the final decision regarding awards based on this input and available budget.

ADOT has worked to promote the coordination of human services and public transportation statewide through the Governor's *Arizona Rides* initiative and Executive Order – itself an outgrowth of the federal United We Ride Executive Order and Program. The Governor's Executive Order formally ended in December 2008, however, through

Section 5310 and its companion programs, the ADOT Multimodal Planning Division continues its support of coordination as a key program cross-cutting element to reflect the federal emphasis. For further information please go to this link, <http://www.azdot.gov/>.

City of Phoenix

The City of Phoenix is a critical partner in the coordination planning process. Historically, the City has been the designated recipient for JARC funding for the urban areas in the region. When New Freedom funding became available, then Governor Napolitano appointed the City to become the designated recipient for this new funding source as well. The City has combined its evaluation process for urban Section 5316 and 5317 with the rural applications on behalf of ADOT. A Phoenix representative also serves on the MAG committee that evaluates the Section 5310 applications. This helps to ensure a seamless working relationship and good collaboration among all three funding sources and partners.

The City of Phoenix also provides funding to support staffing for the regional coordination planning process. In addition, Phoenix staff is an active partner to develop and implement the coordination plans. Their participation provides a staunch base of support that ensures the plans may be implemented quickly and effectively. For further information on the City of Phoenix grant application process please go to this link, <http://phoenix.gov/publictransit/grants.html>.