

January 23, 2013

TO: Members of the MAG Human Services Coordinating Committee (HSCC)

FROM: Councilmember Michael Nowakowski, City of Phoenix, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Meeting - 10:00 a.m.

Wednesday, January 30, 2013 \*Please note different day

MAG Office, Suite 200 - Cottonwood Room

302 North 1<sup>st</sup> Avenue, Phoenix

The next HSCC meeting will be held at the MAG offices at the time and place noted above. Members of HSCC may attend either in person, by video conference, or by telephone conference call. Supporting information is enclosed for your review.

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

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

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

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

If you have any questions, please call the MAG office.

c: MAG Human Services Technical Committee

MAG HUMAN SERVICES COORDINATING COMMITTEE  
TENTATIVE AGENDA  
January 30, 2013

COMMITTEE ACTION REQUESTED

1. Call to Order

2. Call to the Audience

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

3. Approval of the October 25, 2012 Meeting Minutes

The draft minutes for the October 25, 2012 meeting are posted with the meeting materials.

4. Legislative Update

A report will be offered on federal legislation that affects human services funding and programs.

5. Draft Social Services Block Grant Allocations

The SSBG allocation recommendations developed by the MAG Human Services Technical Committee will be presented. The allocations were developed on the basis of the target group fact sheets, the service ranking exercise results, and the funding formula. The MAG Human Services Technical Committee met on January 10, 2013. The Committee recommended approval of the draft allocations developed including redistribution of funds allocated for Supportive Intervention/Guidance Counseling for persons with disabilities. Please

2. Information.

3. Approve the HSCC meeting minutes of October 25, 2012.

4. Information and discussion.

5. Recommend approval of the draft Social Services Block Grant allocations.

refer to the related materials provided with the agenda.

6. MAG FY 2014 Human Services Coordination Transportation (HSCT) Plan Update

DeDe Gaisthea, MAG Human Services Transportation Planner, will present the draft FY 2014 MAG Human Services Transportation Coordination Plan for the Committee's action. The plan is required by SAFETEA-LU and MAP-21 for agencies applying for federal funding to support human services transportation. Please refer to the draft plan update posted with the meeting materials.

6. Recommend approval of the MAG FY 2014 Human Services Coordination Transportation Plan Update.

7. Assignment of Designated Recipient for Federal Transit Administration Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program in the MAG Region

DeDe Gaisthea, MAG, will offer an update on the Moving Ahead for Progress in the 21st Century Act (MAP-21) P.L. 112-141, signed into law by President Obama on July 6, 2012. Under MAP-21, Urbanized Areas more than 200,000 in population in coordination with the State, may determine which agency will be their Designated Recipient (DR) of FTA, Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program funding. Under MAP-21 two Federal Transit Administration programs have been combined and renamed, and several agencies are eligible to accept the responsibilities of the DR. MAG staff has requested comments and committee recommendations beginning on December 11, 2012 and concluding on January 2, 2013. This item was recommended for approval during December 2012 by the MAG Ad Hoc Elderly and Persons with Disability Transportation Committee and the MAG Transportation Review Committee, and in January 2013 by the MAG Human Services Technical Advisory Committee, the MAG Transit Committee and the MAG Management Committee. An update will be provided on action taken by the Committee. Please refer to the enclosed material.

7. Recommend approval that the City of Phoenix Transit Department assume the responsibility as the FTA Designated Recipient of Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program, beginning FFY 2013.

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| <p>8. <u>Regional Aging Services Planning Update</u></p> <p>Amy St. Peter, MAG Human Services and Special Projects manager, will provide report on the City Leaders institute on Aging in place and the Enhancing Age-Friendly Cities Initiative. This will include progress made on the pilot sites, website development, and the orientation in Washington, D.C.</p>   | <p>8. Approve the next steps to support regional aging services planning including the Enhancing Age-Friendly Cities Initiative Work Flow Draft, the Age-Friendly Initiative Greater Phoenix Region Communications Plan, the Greater Phoenix Aging in Place Initiative Inventory, and the Inventory of websites in Maricopa County with a Focus on Aging in Place.</p> |
| <p>9. <u>Committee Goals and Evaluation</u></p> <p>Each year, the MAG HSCC evaluates the performance of the committee and establishes goals to guide work in the next fiscal year. An opportunity will be provided to the committee to discuss priorities for FY 2014.</p>   | <p>9. Information, discussion, and input.</p>  |
| <p>10. <u>CY 2013 Committee Meeting Calendar</u></p> <p>A draft Committee meeting date calendar will be presented for the Committee's review and approval. Please refer to the calendar posted with the meeting materials.</p>   | <p>10. Approve the CY 2013 Committee Meeting Calendar.</p>   |
| <p>11. <u>Committee Updates</u></p> <p><i>MAG Regional Domestic Violence Council:</i><br/>Renaë Tenney, MAG Human Services Planner II, will provide a report on the work of the Protocol Evaluation Project to include development of a training video and resource materials to assist law enforcement in responding to domestic violence calls.</p> <p><i>MAG Continuum of Care Regional Committee on Homelessness:</i> Brande Mead, MAG, will provide an update on the FY 2012 Continuum of Care program funding application to the U.S. Department of Housing and Urban Development. Additionally, an update will be offered on the 2013 Point-in-Time Street and Shelter Count.</p> <p><i>MAG Elderly and Individuals with Disabilities Transportation Program Ad Hoc Committee:</i><br/>DeDe Gaisthea, MAG, will offer an update on the 2013 FTA Section 5310 Enhanced Mobility of</p> | <p>11. Information and discussion.</p>   |

Seniors and Individuals with Disabilities Program application process.

12. Committee Member Human Services Updates

Committee members will be invited to share brief updates about human services-related items from their municipalities or agencies for information and discussion. Any proposed action will be requested as an item for a future meeting agenda.

13. Request for Future Agenda Items

Topics or issues of interest that the Human Services Coordinating Committee would like to have considered for discussion at a future meeting will be requested.

12. Information and discussion.

13. Information.

MARICOPA ASSOCIATION OF GOVERNMENTS  
HUMAN SERVICES COORDINATING COMMITTEE  
MEETING MINUTES  
OCTOBER 25, 2012

<p style="text-align: center;"><u>MEMBERS ATTENDING</u></p> <p>+Councilmember Trinity Donovan, Chandler  *Councilmember Alex Finter, City of Mesa  Councilmember Diane Landis, City of Litchfield Park  +Barbara Lloyd, Tempe Community Council  +Councilmember Manuel Martinez, City of Glendale  *Councilmember Michael Nowakowski, City of Phoenix, Chair  *Vice Mayor JoAnne Osborne, City of Goodyear, Vice Chair  +Councilmember Jordan Ray Town of Gilbert  Councilmember Frank Scott, City of Avondale  *Supervisor Mary Rose Wilcox, Maricopa County</p>	<p>*Councilmember Mike Woodard, City of Surprise</p> <p style="text-align: center;"><u>OTHERS PRESENT</u></p> <p>Nancy Cantor, Scottsdale citizen  Cindy Ensign, City of Scottsdale  Tim Schmaltz, Protecting Arizona’s Families Coalition  Lorena Valle, Protecting Arizona’s Families Coalition</p> <p>Rachel Brito, MAG  Brandee Mead, MAG  Amy St. Peter, MAG</p> <p>+ Those members present by audio/videoconferencing.  * Those members neither present nor represented by proxy.</p>
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1. Call to Order  
Councilmember Trinity Donovan, City of Chandler, called the meeting to order at 10:04 a.m. Introductions ensued.
2. Call to the Audience  
An opportunity was provided for members of the public to address the Committee. No public comments were made.
3. Approval of the July 25, 2012 Meeting Minutes  
Councilmember Donovan called for a motion to approve the July 25, 2012 meeting minutes. Councilmember Manuel Martinez, City of Glendale, motioned to approve the minutes. Councilmember Frank Scott, City of Avondale, seconded the motion. The motion passed.
4. LIHEAP Funding Update  
Amy St. Peter, MAG, requested moving forward to the agenda items slated for action by the Committee due to time constraints on members’ schedules. The Committee proceeded with agenda item number six.
5. GOTV Efforts Report (Taken out of order; after agenda item number seven)  
Councilmember Donovan invited Tim Schmaltz, Protecting Arizona’s Family Coalition (PAFCO), to offer a brief presentation on Get out the Vote (GOTV) efforts. Mr. Schmaltz

advised nonpartisan groups have been holding a series of conferences, meetings, and trainings over the past year. Groups including Valley of the Sun United Way, Tucson Alliance of Nonprofits, and other groups related to PAFCO, prepared a year-long plan to encourage nonprofit agencies to participate in GOTV efforts.

Mr. Schmaltz shared statistics related to voter eligibility in Arizona noting that only 65 percent of people in Arizona who are eligible to vote are registered. Additionally, in the last presidential election, only 41 percent of people eligible to vote in Arizona actually voted. Mr. Schmaltz advised that among certain populations, including minorities and low income in general, the voter participation rate is 15 to 20 percent below other groups. PAFCO has worked to distribute information educating on what GOTV efforts are legal for nonprofit agencies, voter education, GOTV, and other educational material. Over the course of the year, hundreds of agencies attended four conferences and 600 people received intensive training.

Efforts have now shifted to GOTV. Mr. Schmaltz noted some agencies participated in on-site voter registration and education and that many groups are doing unique things around educational efforts. Mr. Schmaltz advised that fact sheets for voter education are available at: <http://www.pafcoalition.org/resources/voter-engagement/>. Fact sheets are available on aging, behavioral health, child care, domestic violence, hunger, homelessness, children's services, and transparency in the state legislature. These nonpartisan fact sheets are available for agencies to distribute as part of their GOTV efforts. The official ballot, League of Women Voters website; and major newspapers were referenced as locations where nonpartisan community information can be found.

Councilmember Diane Landis, City of Litchfield Park, inquired whether additional links to other resources are also included on the fact sheets. Mr. Schmaltz confirmed resources are included such as links to the Arizona Coalition to End Homelessness, the Arizona Coalition Against Domestic Violence, and others. Councilmember Donovan thanked Mr. Schmaltz for sharing information on GOTV efforts.

6. Social Services Block Grant Allocations *(This item was taken out of order after item three.)*  
Councilmember Donovan advised that the Committee develops funding allocation recommendations for the Social Services Block Grant each year. She invited Amy St. Peter to present the draft process for this year. Ms. St. Peter advised MAG has been assisting the Arizona Department of Economic Security for more than 40 years in developing draft funding allocation recommendations for the Social Services Block Grant. Recommendations are included for the four main target groups: older adults; people with disabilities; people with developmental disabilities; and adults, families and children. DES requested the Committee serve as an informal conduit for local input. As such, the Committee would develop a process for developing recommendations at the service level. It was noted recommendations are made at the service level and not at the agency level as DES issues a Request for Proposal (RFPs) from agencies to determine funding levels.

Ms. St. Peter advised that the MAG Human Services Technical Committee recommended approval of the process for this year during their meeting on October 10, 2012. The process is similar to previous years in which data is collected to update the target group fact sheets.

Ms. St. Peter noted the data is useful for other agencies as well as for members of the community who seek current fact sheet data. Ms. St. Peter provided an overview of the process timeline. The updated target group fact sheets will be presented to the HSTC in November and the service ranking exercise and public comment will be completed in December. The draft allocations and public comment will be presented to HSCC in January offering an opportunity to make any changes to the recommendations. The final steps will be to proceed through the MAG approval process with final recommendations provided to DES by March.

Councilmember Donovan requested input and/or questions from the Committee. Having none, a motion was requested. Councilmember Martinez made a motion to approve the process to develop the FY 2014 Social Services Block Grant allocation recommendations. Councilmember Scott seconded the motion. The motion passed unanimously. The Committee proceeded with agenda item number seven.

7. City Leaders Institute on Aging in Place Update

Councilmember Donovan advised the Committee's aging services work has already been recognized nationally. She invited Ms. St. Peter to offer an update on what has been done to move this work forward. Ms. St. Peter advised the Greater Phoenix Aging in Place Symposium was held on September 24, 2012. Seventy-five people attended the event. Great feedback was received from guest speakers from across the country including Laura Traynor, Center for Aging in Place, who commented in reference to having such inclusive discussion from the various sectors represented at the Symposium. Ms. St. Peter acknowledged everyone who has committed time and effort to this project.

Based on input received, directives for moving forward were identified. These include offering additional information to provide individuals with a thorough understanding of villages and scheduling sub-regional focus groups to discuss regional village models. It was also realized that there is a need to be very clear on how the work will be implemented. Ms. St. Peter noted that a number of agencies are already deeply engaged in this type of work, however, staff wants to be clear on how the project will further support their efforts, and identify unmet needs, primarily through implementation of villages. Ms. St. Peter advised the guiding principles and goals were developed and are available for the committee's review.

In reference to the goals, staff is researching opportunities to implement pilot projects in the City of Phoenix, the City of Tempe and in the Northwest Valley, in collaboration with Sun Health and Benevillia. Ms. St. Peter noted interest from other communities has also been received. Additionally, a grant announcement is expected to be released on October 30<sup>th</sup> offering additional funding for implementation of this work. Ms. St. Peter noted staff applied for a grant of \$150,000, but because of the support for this work from community partners, the amount has been matched and the project budget has increased to \$264,050. The work will focus on implementation of pilot projects for the village model and development of a website that is comprehensive and targeted to adults aged 55 to 70 years. It was noted individuals in this age category tend to be more tech-savvy, but tend to go to senior centers

less often. The goal is to engage them and connect them with agencies that are currently providing services and then to develop interventions to help fill any unmet needs.

The Planning for the Next 100 Years event was held in February. With the grant funding, staff will be planning for another aging conference as well as an outreach video to build more community support and awareness for this work. A press release is expected to be distributed in the following week. Ms. St. Peter referenced the guiding principles and noted the importance of not doing any harm nor detracting from efforts already in place. The guiding principles are to leverage, promote and enhance existing efforts by establish a regional aging in place network. The goal is that each community will be able to choose the intervention that best meets their need and capacity for resources.

Ms. St. Peter advised that while the project is starting with villages and development of a website, other potential interventions may be offered in the future. These include options such as Senior Centers without Walls. A brief overview of the program was offered. Barbara Lloyd, Tempe Community Council, requested further information on pilot projects planned for the City of Tempe. Ms. St. Peter advised Jayson Matthews, Tempe Community Council, is one of the project partners. Additionally, Tempe Community Council has provided match funding to move the work forward. Next steps will include focus groups with community leaders in neighborhoods under consideration for a pilot project. The neighborhoods under consideration are those where a senior center does not already exist. Different village model are being researched, including implementation of a time bank model that would utilize volunteer time in place of a membership fee.

Having no further discussion, Councilmember Donovan requested a motion. Councilmember Martinez made a motion to approve the goals and guiding principles for the Regional Aging in Place Network. Councilmember Jordan Ray, Town of Gilbert, seconded the motion. The motion passed.

8. Committee Goals and Evaluation  
*(This item was not heard)*

9. Committee updates *(Taken out of order; after agenda item number five)*

Councilmember Donovan invited MAG staff to offer updates on activities undertaken by the other MAG Committees that address human services.

*MAG Continuum of Care Regional Committee on Homelessness*

Ms. Mead advised the Continuum of Care (CoC) has been engaged in a process for the past six months to make enhancements for conducting the Point-In-Time (PIT) count. The PIT was not conduct last year as it was not required by the Department of Housing and Urban Development (HUD). As such, the CoC agreed to spend time and effort working on the methodology to further improve the process.

Ms. Mead provided a brief overview of the process, noting in the past, street count coordinators were identified in all cities and towns. Staff worked with them to implement the

PIT count within each municipality. Ms. Mead noted the manner in which the count was being conducted varied widely.

NOTE: The Committee lost quorum at 10:40 a.m. Councilmember Donovan thanked everyone for their input and attendance. The meeting adjourned at 10:40 a.m. The next MAG Human Services Coordinating Committee meeting is scheduled for January 30, 2013, at 10:00 a.m. in the Cottonwood Room at the MAG office.

*MAG Regional Domestic Violence Council  
(This item was not heard)*

*5310 Elderly Individuals and Individuals with Disability Transportation Program Committee  
(This item was not heard)*

10. Committee Member Human Services Updates

*(This agenda item was not heard)*

11. Request for Future Agenda Items

*(This agenda item was not heard)*

**Social Services Block Grant  
FY 2014 Funding Recommendations including Redistributed Funds (PwD: SI/GC)**

January 2, 2013

					Redistributed Funds: PwD: SI/GC			
Target Group	Service Title & Service Ranking Across Target Group	FY2013 Funding	FY2014 Funding Recommendations			% of target groups	\$ Amount of Change	FY2014 Funding Recommendations including Redistributed Funds (PwD: SI/GC)
1	AFC: Case Mgt: Basic Needs	\$1,031,644	\$1,060,411		<b>10,645</b>	58%	\$4,081	\$1,064,492
2	AFC: Case Mgt: Homeless, Emergency Shltr	\$196,781	\$202,269			11%	\$778	\$203,047
7	AFC: Shltr: Homeless Families and Individuals	\$94,081	\$96,705			5%	\$372	\$97,077
20	ELD: Home Delivered Meals	\$452,468	\$465,085			25%	\$1,790	\$466,875
27	PwD: Home Delivered Meals	\$19,049	\$19,580	2/3		1%	\$75	\$19,655
		<b>\$1,794,023</b>	<b>\$1,844,049</b>		<b>7,096</b>		<b>\$7,096</b>	<b>\$1,851,145</b>
3	AFC: Case Mgt: Homeless, Transitional Housing	\$69,354	\$72,273		<b>3,548</b>	12%	\$414	\$72,687
5	AFC: Crisis Shltr Svcs.: Children and Runaway Children	\$73,391	\$76,480			12%	\$438	\$76,918
6	AFC: Crisis Shltr Svcs.: Domestic Violence	\$352,943	\$367,796			59%	\$2,107	\$369,903
8	AFC: Shltr: Transitional housing for elderly homeless people who have disabilities	\$98,669	\$102,821			17%	\$589	\$103,410
22	ELD: Transportation	\$0	\$0	1/3		0%	\$0	\$0
		<b>\$594,357</b>	<b>\$619,370</b>			<b>3,548</b>	<b>\$3,548</b>	<b>\$622,918</b>
11	AFC: Transportation: Homeless/Unemployed	\$0	\$0					\$0
13	DD: Ext Supported Empl Svcs: Individuals with DD in need of work training opps.	\$285,686	\$285,686					\$285,686
18	ELD: Adult Day Care/Adult Day Health Care: Homeless, Emergency Shltr	\$195,930	\$195,930					\$195,930
19	ELD: Home Care: HK/HM, Chore, Home Health Aid, Personal Care, Respite and Nursing Svcs.	\$341,621	\$341,621					\$341,621
25	PwD: Congregate Meals	\$11,144	\$11,144					\$11,144
		<b>\$834,381</b>	<b>\$834,381</b>					<b>\$834,381</b>
4	AFC: Case Mgt: Pregnant/Parenting Youth	\$37,375	\$33,637					\$33,637
10	AFC: Supportive Intervention/Guidance Counseling: Outpatient Domestic Violence Victims	\$34,979	\$31,481					\$31,481
12	DD: Attendant Care Svcs.	\$18,770	\$16,893					\$16,893
14	DD: Ext. Supported Empl. Svcs.: Individuals with DD who reside in the family home and are in need of work training \ opps.	\$55,855	\$50,270					\$50,270
16	DD: Respite Service	\$29,693	\$26,724					\$26,724
17	DD: Transportation Service	\$0	\$0					\$0
21	ELD: Supportive Intervention/Guidance Counseling	\$0	\$0					\$0
26	PwD: Home Care	\$29,301	\$26,371					\$26,371
		<b>\$205,974</b>	<b>\$185,376</b>					<b>\$185,376</b>
9	AFC: Supportive Intervention/Guidance Counseling: High Risk Children	\$47,578	\$38,062					\$38,062
15	DD: Habilitation Svcs.	\$18,951	\$15,161					\$15,161
23	PwD: Adaptive Aids/Devices	\$9,513	\$7,610					\$7,610
24	PwD: Adult Day Care/Adult Day Health Care	\$10,260	\$8,208					\$8,208
28	PwD: Rehabilitation Instructional Svcs.	\$9,936	\$7,949					\$7,949
29	PwD: Supported Empl., Ext.	\$162,666	\$130,133					\$130,133
30	PwD: Supportive Intervention/Guidance Counseling	\$13,306	\$0					
		<b>\$272,210</b>	<b>\$207,123</b>				<b>\$10,645</b>	<b>\$207,123</b>
		<b>\$3,700,944</b>	<b>\$3,690,300</b>					<b>\$3,700,944</b>

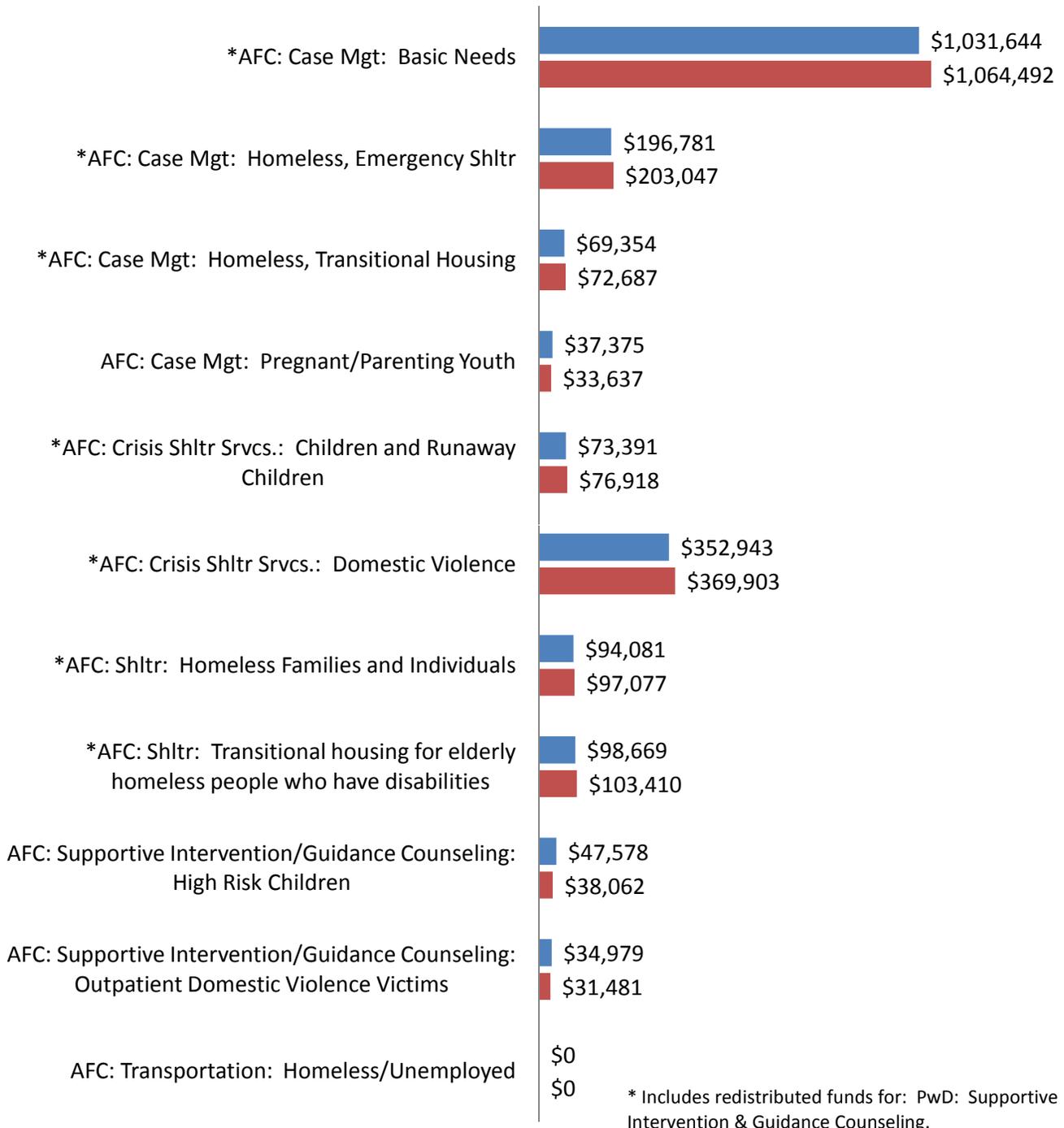
**Additional Recommended Services**

- \* Other: Violence & Harm Prevention (recommended by 2 people)
- \* Other: Volunteer Management
- \* Other: Grandparents Raising Grandchildren
- \* Other: DD Adult/Child Day Care Services
- \* Other: AFC: Financial Literacy Education

- \* Other: Day Care Services
- \* Other: Permanent Supportive Housing
- \* Other: Parent Aide Services/Parenting Skills
- \* Other: Preventative and educational services for toddler and children; mentoring and

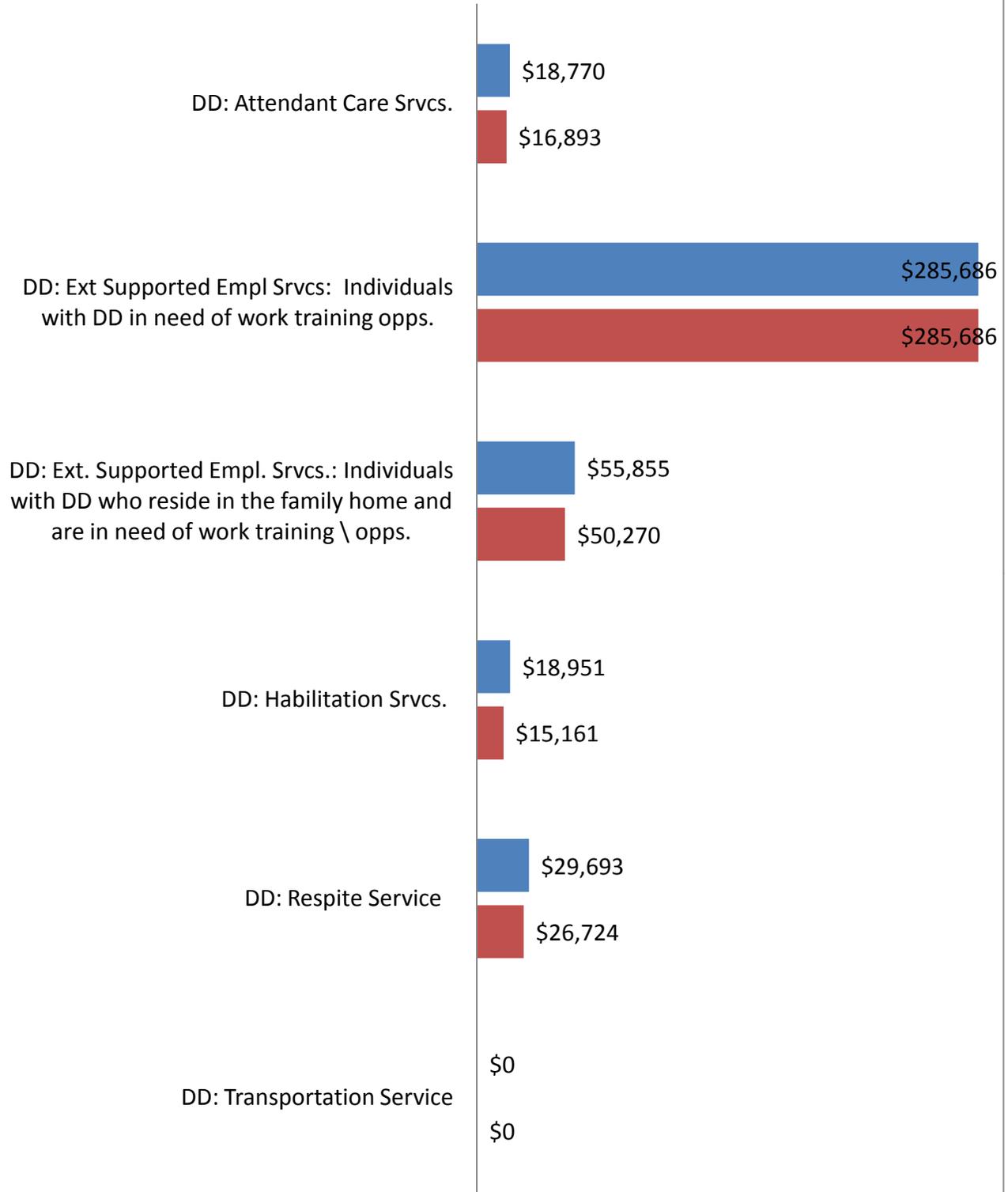
## SSBG Funding Allocations Adults, Families & Children January 2, 2013

■ FY2013 Funding      ■ \*FY2014 Funding Recommendations



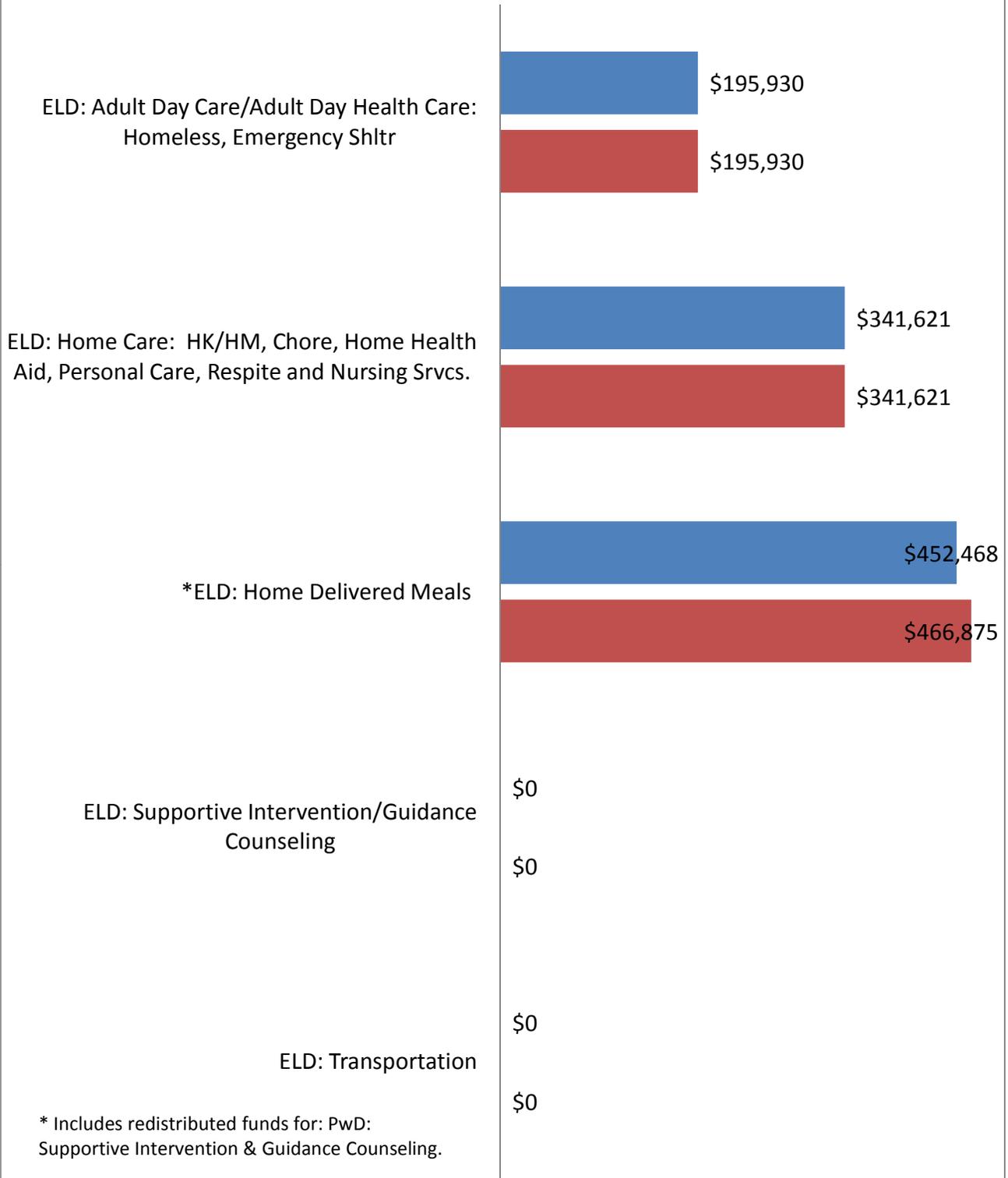
**SSBG Funding Allocations  
Developmental Disabilities  
January 2, 2013**

■ FY2013 Funding      ■ \*FY2014 Funding Recommendations



**SSBG Funding Allocations  
Elderly  
January 2, 2013**

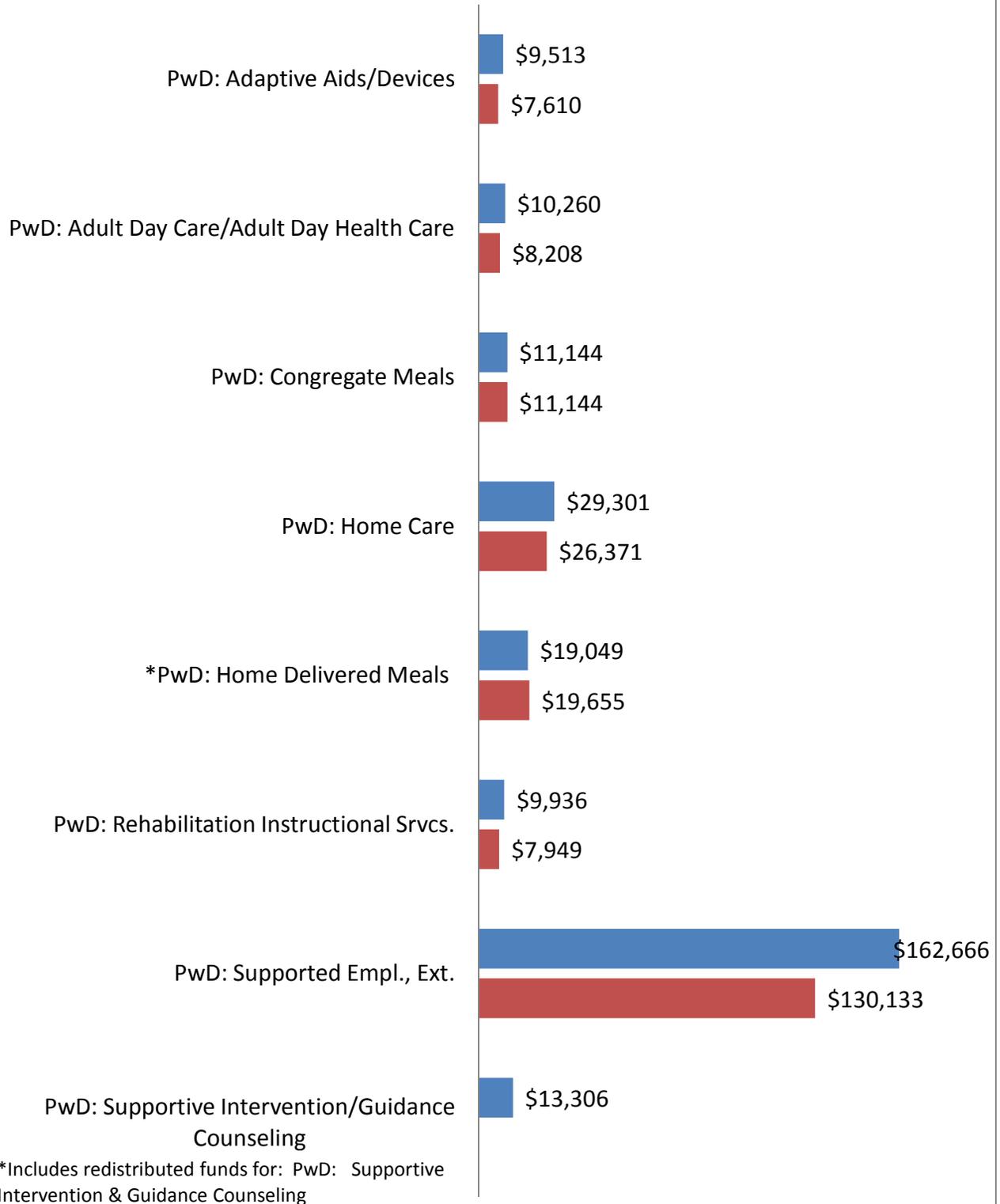
■ FY2013 Funding     ■ \*FY2014 Funding Recommendations



\* Includes redistributed funds for: PwD: Supportive Intervention & Guidance Counseling.

**SSBG Funding Allocations  
Persons with Disabilities  
January 2, 2013**

■ FY2013 Funding      ■ \*FY2014 Funding Recommendations





**Age-Friendly Cities Initiative**  
**Greater Phoenix Region Communication Plan**

Grant Application Outcome Measure: Develop a communication plan to promote the work and impact of the age-friendly network and to raise support for similar efforts in the future. The plan will include community outreach, periodic presentations to city councils and regional committees, and virtual communication through social media and the project's website. The website proposed within this grant will dramatically increase the ability to communicate these results of this project and to engage the general public. The regional committees at MAG offer unparalleled access to elected officials throughout the region, as well as a forum to reach elected officials throughout the state and the country. (December 2012)

Mission: To communicate the need, opportunities, and benefits of engaging the significantly increasing number of people aged 65 years and more in the region through the development of a Regional Aging in Place Network. The end result will be people can live independently in their homes safely and with dignity.

Internal Stakeholders:

- Members of the Leadership Team

Audiences:

- Older adults in the region
- Residents in the pilot site areas
- Local governments and nonprofit agencies serving the pilot site areas

Objectives:

1. MAG will develop three press releases to communicate milestones to the public and raise public support for the project. This will include the following milestones:
  - a. Launch of the project website in August 2013. Coverage from at least two media outlets will increase traffic to the site by 20 percent.
  - b. Launch of the outreach video in May 2013. At least three municipal cable stations will play the video, resulting in a 10 percent increase in traffic to the MAG and/or project website.
  - c. Launch of the aging in place pilot projects by October 2013. This will result in coverage by at least four media outlets, resulting in a 25 percent increase of contacts made to the pilot sites.
2. MAG and partners will jointly promote the aging in place conference planned for May 2013.
  - a. Develop and distribute promotional materials to at least 600 people by email.

- b. Develop and distribute 100 flyers.
  - c. At least 150 people attending the conference.
  - d. At least two new sites will be identified for the next round of pilot projects.
3. MAG and partners will maintain a presence in the community.
  - a. Give at least one presentation each quarter.
  - b. This will result in a five percent increase in the project's stakeholder list each quarter.
4. MAG will coordinate communication among the pilot sites and leadership team members.
  - a. Staff monthly meetings of the leadership team and emailing weekly updates.
  - b. Progress will be reflected through ongoing feedback from the sites.
5. The pilot sites will cultivate grass roots community leadership in order to better understand the neighborhood's assets and needs, build community support, and nurture the long-term sustainability of the pilot project.
  - a. Chicanos por la Causa will facilitate two full day leadership trainings for older adults in January 2013. Attendees representing the pilot site areas will attend and report satisfaction with the event.
  - b. Each site will convene a community advisory council with representatives specific to the pilot site. The councils will meet at least twice a year to provide feedback on the project. At least 70 percent of council members will indicate their viewpoints are addressed and used constructively in the process to develop the pilot projects.
  - c. Reports on each neighborhood's assets and needs will be developed for each site based on focus group and survey findings. At least 75 percent of neighborhood representatives will indicate the reports adequately reflect the needs and assets of their communities.
6. Awareness and support will be developed among the region's residents and leaders.
  - a. Older adults will increasingly see themselves as the experts and an important part of the solution as evidenced by a survey of people submitting stories for and viewing the outreach video. At least 30 percent will indicate they are more aware of aging in place issues and the role they personally play in successful aging in place.
  - b. Community leaders will become increasingly involved with the project as evidenced by at least two new pilot sites being identified for future iterations of the project by October 2013.

Activities:

1. Coordinate activity among the internal stakeholders to create a unified, clear, and consistent message.
  - MAG will review promotional pieces to ensure consistency with guiding principles and mission.

- MAG will be responsible for promotional material regarding the Regional Aging in Place Network. The pilot sites will be responsible for promotional material related to their site. MAG and the pilot sites will share promotional pieces for review prior to publication.
  - Internal stakeholders will notify MAG when they have been contacted by the media. MAG will lend technical assistance as needed. MAG will also track contacts made with media and resulting coverage on behalf of the project.
2. Leverage the networks and capacity of the internal stakeholders to reach a broader, greater audience.
    - Internal stakeholders will disseminate approved final promotional materials on each other's behalf as they are able.
  3. Increase community engagement and political support for the project through effective and frequent messaging about the project.
    - MAG will maintain a distribution list of stakeholders and media contacts.
    - Internal stakeholders will develop promotional materials with the assistance of public relations professionals at MAG and at the pilot sites as available.
    - Internal stakeholders will publish press releases and other communications with updates on the project's progress on the basis of important milestones.
  4. Create a feedback loop to utilize insights from community engagement to influence how the project is designed, implemented, and evaluated.
    - Internal stakeholders will conduct, document, and share results from focus groups, community leader briefings, interviews, and surveys among internal stakeholders.
    - MAG will share reports and major findings from community engagement with the public, especially those in neighborhoods with pilot sites. MAG will collect feedback on the materials and distribute among the internal stakeholders.
  5. Promote the success and lessons learned from the project in order to stimulate and inform other aging in place efforts in the state and the country.
    - MAG will develop and distribute reports and promotional pieces to internal stakeholders, local media, and national contacts such as Grantmakers in Aging and the Pfizer Foundation.
    - Internal stakeholders will participate in and promote national events and forums that address aging in place with a focus on the outcome of this project.
    - MAG will maintain a dialogue with the other regions participating in the Enhancing Age-Friendly Cities Initiative to learn from the other sites and to share the insights gleaned from this project.
  6. Engage leadership from local government.
    - MAG will present updates on the project to the related MAG committees on at least a quarterly basis.

- MAG will collect feedback from the related MAG committees. This feedback will be shared with the internal stakeholders and used to help shape the project.
7. Provide virtual outreach to older adults and adult children of aging parents.
- MAG will develop a local inventory of websites related to aging in place.
  - Internal stakeholders will conduct focus groups with older adults and service providers to determine optimal functionality of a website designed for people aged 55 years and more.
  - MAG will develop a user group of older adults and professionals to help refine the scope of the website and what functionality it will include.
  - MAG will develop a website with extensive feedback from internal stakeholders and the user group that will help connect older adults and adult children of aging parents with resources for aging in place.
  - Internal stakeholders will promote the website with the intended population.

## Greater Phoenix Aging in Place Initiative Inventory

### Project-Specific Initiatives

Initiative Name	Host Agency	Funding	Funder	Timeline	Main Focus
Municipal Aging Services Project	Maricopa Association of Governments (MAG)	\$110,800	Virginia G. Piper Charitable Trust	2/2011-6/2012	Local governments and aging
City Leaders Institute on Aging In Place I	MAG	\$6,000	MetLife Foundation/ Partners for Livable Communities	5/2012-5/2013	Social participation
Enhancing Age-Friendly Cities Initiative	MAG	\$150,000 grant \$114,050 match	Pfizer Foundation/ Grantmakers in Aging	11/2012-7/2013	Regional Aging in Place Network
City Leaders Institute on Aging In Place II	MAG	?	MetLife Foundation/ Partners for Livable Communities	2013?	Transportation and Mobility
Age-Friendly Communities	Chicanos por la Causa	\$450,000	Atlantic Philanthropies	9/2011-9/2014	Older adults in Phoenix

### Coordinates a wide variety of services, including in-home services such as home delivered meals, housekeeping, and personal care

Name	Geographic Area
Area Agency on Aging, Region One	Maricopa County

### Nonprofits offering volunteer assistance to homebound adults (not able to drive); some serve additional populations.

Name	Geographic Area
Duet	Phoenix, Fountain Hills, Glendale, Paradise Valley, Peoria, Scottsdale
Benevilla	NW Valley (Sun City, Sun City West, Surprise)
About Care	Chandler, Gilbert
Neighbors Who Care	Sun Lakes
Y-OPUS	Ahwatukee
Foothills Caring Corp	Carefree and Cave Creek
East Valley Adult Resources	Mesa, and parts of Apache Junction, Gilbert, and Chandler

### Promotes meaningful volunteer opportunities for older adults

Name	Geographic Area
Experience Matters	Maricopa County

Websites in Maricopa County with a Focus on Aging in Place

Website Name	Host Agency	URL	Calendar-Events	Volunteers	Benefits Assistance	Social Activities	Home and Community Based Services	Medical Services	Senior Centers Multi-gen ctrs	Info and Referral- Help Line	Care-Givers	Domestic Violence- Abuse	Elder Rights	Training	Research	Font Options	Map	Online Support Groups/ Blog
Area Agency on Aging	Area Agency on Aging	<a href="http://www.aaaphx.org/">http://www.aaaphx.org/</a>	X	X	X		X			X	X	X	X					
PAS Center for Personal Assistance Services	University of California- San Francisco	<a href="http://www.pascenter.org/state_based_stats/adrc.php?state=arizona">http://www.pascenter.org/state_based_stats/adrc.php?state=arizona</a>								X				X				
Division of Aging and Adult Services	AZ Department of Economic Security	<a href="https://www.azdes.gov/daas/">https://www.azdes.gov/daas/</a>			X			ALTCs		X	X	X			X	X		
Boomerang	Chandler Public Library	<a href="http://www.myboomerang.org/">http://www.myboomerang.org/</a>	can't access															
Boomerz	Scottsdale Library	<a href="http://www.boomerzAz.com">http://www.boomerzAz.com</a>	can't access															
I Will Prevent Elder Abuse	Area Agency on Aging	<a href="http://www.iwillpreventelderabuse.org/index.html">http://www.iwillpreventelderabuse.org/index.html</a>								X		X						
Virginia G. Piper Charitable Trust	Virginia G. Piper Charitable Trust	<a href="http://www.pipertrust.org/our-grants/older-adults/older-adults-info-publications/">http://www.pipertrust.org/our-grants/older-adults/older-adults-info-publications/</a>													X			
Duet	Duet	<a href="http://www.duetaz.org/">http://www.duetaz.org/</a>	X	X		X	X	X		X	X						X	X
Benevilla	Benevilla	<a href="http://www.benevilla.org/">http://www.benevilla.org/</a>	X	X		X	X			X	X			X				
East Valley Adult Resource Center	East Valley Adult Resource Center	<a href="http://www.evadultresources.org/">http://www.evadultresources.org/</a>	X	X			X		X	X	X			X				
Foothills Caring Corp	Foothills Caring Corp	<a href="http://www.foothillscaringcorps.com/">http://www.foothillscaringcorps.com/</a>	X	X		X	X				X							
Arizona Senior Center Association	Arizona Senior Center Association	<a href="http://www.arizonaseniors.net/">http://www.arizonaseniors.net/</a>							X	X				X				
Foundation for Senior Living Maricopa	Foundation for Senior Living Maricopa	<a href="http://www.fsl.org/">http://www.fsl.org/</a>					X	X	X	X				X		X		
Association of Governments	Association of Governments	<a href="http://www.azmag.gov">www.azmag.gov</a>										X			X		X	
Sun Health	Sun Health	<a href="https://www.sunhealth.org/">https://www.sunhealth.org/</a>	X	X				X						X				

Website Name	Host Agency	URL	Calendar- Events	Volunteers	Benefits Assistance	Social Activities	Home and Community Based Services	Medical Services	Senior Centers	Info and Referral- Help Line	Care- Givers	Domestic Violence- Abuse	Elder Rights	Training	Research	Font Options	Map	Online Support Groups
Senior Services Scottsdale Senior Services	City of Phoenix  City of Scottsdale	<a href="http://www.phoenix.gov/residents/seniors/index.html">http://www.phoenix.gov/residents/seniors/index.html</a> <a href="http://www.scottsdaleaz.gov/seniors">http://www.scottsdaleaz.gov/seniors</a>	X	X			X		X			X						
Elderly Programs and Services	Chicanos por la Causa Tempe	<a href="http://www.cplc.org/social-services/elderly-programs-services.aspx">http://www.cplc.org/social-services/elderly-programs-services.aspx</a>	X	X			X		X									
Tempe Community Council	Community Council	<a href="http://www.tempecommunitycouncil.org/">http://www.tempecommunitycouncil.org/</a>								X				X				
Aging and Disability Services	Lutheran Social Services of the Southwest	<a href="http://www.lss-sw.org/aging-disability-services.aspx">http://www.lss-sw.org/aging-disability-services.aspx</a> <a href="https://www.azdes.gov/main.aspx?menu=8&amp;ID=3318">https://www.azdes.gov/main.aspx?menu=8&amp;ID=3318</a>		X			X											
Benefits Check Up	DES	<a href="https://www.azdes.gov/main.aspx?menu=8&amp;ID=3318">https://www.azdes.gov/main.aspx?menu=8&amp;ID=3318</a>			X													X
Senior Programs	City of Mesa	<a href="http://www.mesaaz.gov/parksrec/seniors.aspx">http://www.mesaaz.gov/parksrec/seniors.aspx</a>							X									X
Senior Adult Programs	City of Peoria	<a href="http://www.peoriaaz.gov/NewSecondary.aspx?id=54027">http://www.peoriaaz.gov/NewSecondary.aspx?id=54027</a>	X				X		X									X
About Care	About Care Neighbors Who Care	<a href="http://www.aboutcare.org/">http://www.aboutcare.org/</a> <a href="http://www.neighborswhocare.com/">http://www.neighborswhocare.com/</a>		X			X			X	X			X				
Neighbors Who Care	Care	<a href="http://www.neighborswhocare.com/">http://www.neighborswhocare.com/</a>		X	X		X			X	X							
Senior Companion Program	Northern Arizona University	<a href="http://nau.edu/SBS/CSI/Programs/Senior-Companion/">http://nau.edu/SBS/CSI/Programs/Senior-Companion/</a>		X										X				
Tempe Connections	Tempe Public Library	<a href="http://www.tempeconnections.org/">http://www.tempeconnections.org/</a>	X	X		X								X				X
Senior Programs and Services	City of Glendale	<a href="http://www.ci.glendale.ca.us/parks/senior_programs_services.aspx">http://www.ci.glendale.ca.us/parks/senior_programs_services.aspx</a>	X				X	X	X	X								
Experience Matters	Experience Matters	<a href="http://experiencemattersaz.org/">http://experiencemattersaz.org/</a>	X	X										X				

**Tempe Community Council (TCC) Board of Directors Meeting and Aging Services Focus Group  
Tempe Hatton Hall - December 5, 2012**

Attendees:

<ul style="list-style-type: none"><li>• Kate Hanley, TCC Staff</li><li>• Caterina Mena, TCC Staff</li><li>• Cindy Kominska</li><li>• Woody Wilson, TCC Board</li><li>• Nancy Puffer, TCC Board</li></ul>	<ul style="list-style-type: none"><li>• Barbara Lloyd, TCC Board</li><li>• Kris Scharlau, Care 7</li><li>• Bob and Marquetta White</li><li>• Lisa Elena (?)</li></ul>	<ul style="list-style-type: none"><li>• Amy St. Peter, MAG</li><li>• Rachel Brito, MAG</li></ul>
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An overview was provided of the work undertaken to respond to the needs of those age 65 years and more. Funding to support these efforts has been received from Virginia G. Piper Charitable Trust; MetLife Foundation and Partners for Livable Communities; Pfizer Foundation and Grant Makers in Aging. Some outcomes of the work thus far include the Planning for the Next 100 Years toolkit and event; the City Leaders Institute; and attendance at the White House Forum on Urban Innovation.

A brief overview of two models being considered for possible implementation was provided. They include the Village Model and Senior Centers without Walls. Discussion is underway with the Tempe Community Council, the City of Phoenix, the City of Scottsdale, Benevilla, and Sun Health to implement aging in place pilot projects.

Discussion ensued to seek input on Tempe's assets, needs, and steps for moving forward.

**ASSETS**

- Tempe Neighbors Helping Neighbors (TNHN)
  - Volunteers help residents keep up the maintenance of their home such as yard work.
  - Persons are referred to TCC when in need of assistance.
  - Residents are able to maintain compliance with code enforcement.
  - The program alerts safety personnel to potential hazards when responding to a call. (ex: hording).
    - TCC does not have authority to impose regulations on hording. They can advise and inform on safety issues.
- Tempe Care 7 Program
  - Will be starting a hording support group and task force.
  - Program is linked to City of Tempe Police and Fire.
- Multi-Generational Centers
  - Pyle Adult Center (among others).
- Experience Corps
  - Literacy program that engages volunteers aged 55 years and more.

- Arizona State University (ASU)
  - Educational classes for older adults.
  - Law school clinics and pro-bono work.
- Tempe Connections Program
  - Programs focused on persons aged 50years and more.
  - Offers ASU lifelong learning classes.
- Neighborhood Associations and Homeowner Associations

## **NEEDS/CONCERNS**

- Tempe Neighbors Helping Neighbors
  - Need more volunteers. Difficulty building a consistent group of volunteers due to lack of consistent volunteer opportunities.
  - Need vendors such as AC/heat companies willing to donate time and resources to address needs of residents.
  - Need greater outreach.
  - Need more counseling for hoarding.
- More services for residents living south of the freeway (US 60)
  - Also focus on program availability and what people are looking for; people do not necessarily choose activities based on destination/location.
- A unified/consistent message.
- Need an assessment to determine when remaining in the home (living in place) becomes unsafe and how to address the issue of making the transition.
  - Discussion on Village assessment– helps individuals make the transition.
  - Care 7 discussion on forming relationships with the older adults, contacting places of worship and relatives.
- Tempe Connections Program
  - Difficulty attracting and increasing number of participants.
- Need to increase communication about programs.
- Persons aged 55 years are still employed; not in a stage of life where they would necessarily utilize senior centers. Services they seek may be during nights and/or week-ends. Many senior centers are closed during these same time periods.
- Transportation
  - Need more transportation options for residents south of the freeway.
  - Need curb-to-curb or door-to-door services for people living north of US 60 to help them utilize existing transportation services.
- Reducing calls to 911 for non-emergency assistance
  - Example of older adults that need assistance transferring their elderly parent(s) from a wheelchair to a bed or vice versa.

## **FUTURE CONSIDERATIONS**

- Increase interaction between older adults and youth
  - Leverage schools to host programs during weekday nights and weekends, site volunteers to help children, etc.
- Address healthcare concerns identified in survey
  - Utilize school facilities to offer healthcare classes such as how to take medications.
  - Engage volunteer healthcare providers to offer classes.
  - Initiate local programs within the community that are less intimidating and more easily accessible.
- Multi-generational Centers
  - Take activities “on the road” to attract interest (using Senior Centers without Walls as model).
- Leverage Neighbors Helping Neighbors
  - Implement more NHN programs on smaller levels.
  - Use as a tool to inform residents about larger programs.
- Engage those aged 50 years and more to utilize their skills and offer services at senior centers
  - This would engage those older adults who are still employed and increase communication to their peers about services/programs offered.
  - This would offer an opportunity to keep senior centers open later.
- Increase communication and community engagement
  - Public Service Announcements on topics such as hoarding; families taking care of families.
  - Utilize NAs and HOAs to increase communication.
  - Offer more meaningful interaction; talking face-to-face.
  - Provide assistance during life’s transition periods. Example: retirement, loss of friend/family, loss of ability to drive.
- Identify a specific target population
  - This facilitates more successful implementation.

## **NEXT STEPS**

- Conduct focus groups with first responders to gain a deeper understanding of the needs people experience when they are socially isolated.
- Present at the senior centers open house during the last week of January 2013.
- TCC will invite the senior centers to present information about their open house at the “mission moment” during the TCC board meeting earlier that month.
- Present at the Neighborhood Leadership workshop in the Spring of 2013.
- Explore siting pilot project south of the US 60 in Tempe as an area that is underserved.

## **DRAFT**

### Fiscal Year 2014 Maricopa Association of Governments Human Services Coordination Transportation Plan Update Table of Contents

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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. On July 6, 2012, President Obama signed into law the Federal Transit Administration (FTA) Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21), which also requires applicants to comply with coordination plans efforts. Each plan is federally required under 49 U.S.C. 5310 to include the following:

- Inventory of services.
- Gaps analysis.
- Prioritized strategies to meet the needs of the region.

The region’s plans are an invaluable resource for regional human services transportation coordination efforts. Through the partnership of dedicated regional stakeholders, this region will continue to work together to provide human services transportation assistance to older adults, individuals with disabilities, and individuals with low incomes. It is the goal of every plan to coordinate and collaborate on resources to help the most vulnerable in the population move throughout the region. This goal will be achieved through the following strategies:

Priority	Short-Term Strategies for FY 2014	Lead
1.	<p>Develop solutions to maximize the use of the current vehicle inventory by eliminating insurance restrictions as a barrier.</p> <ul style="list-style-type: none"> <li>• Coordinate a work group focused on providing solutions on the insurance concerns identified from the workshop at the MAG Transportation Ambassador Program (TAP) June 2012 regional meeting.</li> <li>• Collaborative efforts will include engaging Arizona Department of Transportation (ADOT), insurance companies, and behavioral health stakeholders to work on solutions to address the costs of insurance and identify policy restrictions that inhibit the collaborative use of agencies’ vehicles.</li> <li>• The workgroup will meet quarterly to develop strategies to address the insurance concerns.</li> <li>• Implement at least one of the strategies by the fourth quarter of FY 2014.</li> <li>• Progress will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders on a quarterly basis.</li> </ul>	MAG, ADOT
2.	Ensure that requirements and standards are universally met	MAG,

	<p>for providers transporting older adults and people with disabilities through the delivery of training.</p> <ul style="list-style-type: none"> <li>• Develop brown bag trainings for human services provider agencies receiving federal awards and interested others.</li> <li>• Conduct at least four brown bag trainings on topics such as Passenger Safety and Securement, driver sensitivity training, Disadvantage Business Enterprise and civil rights requirements.</li> </ul>	ADOT, CITY OF PHOENIX, VALLEY METRO
3.	<p>Address regional concerns and engage providers in coordination planning efforts through mobility managers.</p> <ul style="list-style-type: none"> <li>• Maintain the utilization of sub-regional mobility managers. This will include strengthening sub-regional collaborative efforts by identifying a sub-regional mobility manager for the West Valley in the second quarter.</li> <li>• Sub-regional mobility managers will participate in designated workgroups, provide feedback on the brown bag trainings, and report on their agency’s coordination efforts at the quarterly TAP meetings.</li> </ul>	MAG
<b>Priority</b>	<b>Long-Term Strategies</b>	<b>Lead</b>
1.	<p>Develop a one-call center to coordinate transportation services for older adults and people with disabilities.</p> <ul style="list-style-type: none"> <li>• Support the ADOT/Transit Plus plan to implement a one-call center.</li> <li>• Identify a partner organization to develop an internal system to develop a one-call service. This will include analysis of purchasing needed services, software, and identifying a host site.</li> <li>• Progress on this strategy will be reported at TAP meetings.</li> </ul>	MAG, ADOT, CITY OF PHOENIX, VALLEY METRO

To become involved in these efforts, please contact DeDe Gaisthea, Human Services Transportation Planner I, at [dgaisthea@azmag.gov](mailto:dgaisthea@azmag.gov) or by calling (602) 254-6300. All materials may be accessed at [www.azmag.gov](http://www.azmag.gov).

## **Introduction**

Transportation is more than just streets and freeways; it involves the movement of people to critical employment opportunities, healthcare and social activities. For some people in the community, accessing transportation can be difficult when mobility restrictions or funding limitations are a concern. Meeting the transportation needs of a growing region on limited funding and resources is a challenge. The region is continuing to emerge from the economic downturn. One funding source that had been previously eliminated has been reinstated is the Local Transportation Assistant Funding (LTAF). LTAF will provide much needed support for transportation programs. Many agencies that experienced a funding decrease did not experience a decrease in the demand for service. Those on the front lines have worked hard to ensure that those who are most dependent on human services transportation are not left behind. Those affected by limited transportation options are those vulnerable members of the population such as older adults, persons with disabilities, and persons with low-incomes. This plan will report on the needs within the region and identify assets already in place to provide a solid foundation upon which to move forward in providing transportation to those most vulnerable in our community.

The Maricopa Association of Governments (MAG) has developed the human services coordination transportation plans since 2007, as required under the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The federal legislation required applicants who receive federal funding to comply and coordinate with a locally derived human services transportation plan. On July 6, 2012, President Obama signed into law the Federal Transit Administration (FTA) Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21). Under MAP-21 locally coordinated human service-public transportation plans that are consistent with the policy established under SAFETEA-LU are still required for projects selected for funding under Section 5310. Nationally, the plans have been an invaluable resource to help meet the needs of those most vulnerable in the community, such as older adults, people with disabilities, and people with low incomes. Regionally, the accomplishments of these plans can be seen by the strong support from partners such as the Arizona Department of Transportation, the City of Phoenix, Valley Metro and committed stakeholders on the front lines who have significantly aided the sustainability of these planning efforts.

As federally required, this plan update is developed through a process that includes representatives of nonprofit and for profit agencies, transit providers, municipalities, faith-based and senior community representatives, and members of the general public. The MAG Transportation Ambassador Program (TAP) is a strategy from the FY 2008 Coordination Plan providing a venue to receive public input into regional coordination efforts. The Virginia G. Piper Charitable Trust has provided immense support for this program and laid the foundation for the work of TAP to continue. TAP participants have been key stakeholders in the development of the plans providing feedback on the needs in the region and discussing strategies to assist in meeting the needs. TAP participants from nonprofit agencies, municipalities, senior and faith-based communities, and active consumers provide public input into the gaps analysis and strategies included in each

plan. Once the plans are developed they are offered to the MAG Human Services Technical Committee, the MAG Management Committee, and MAG Human Services Coordinating Committee for review and recommendation for approval. This process ensures feedback opportunities are available throughout the process. The MAG Regional Council has demonstrated its support by approving the MAG Human Services Coordination Transportation plans every year since 2007.

Under the FTA statutory program guidelines 49 U.S.C. 5310, this plan update includes an inventory of services, gaps analysis, and prioritized strategies to meet the needs of the region. The FY 2014 plan update will report on the progress made on the strategies from the FY 2013 plan and highlight the positive impact of coordination efforts in the community. The strategies continue to focus on making the most of the available resources in the region.

### **Progress on the FY 2013 Plan**

Strategies in the FY 2013 plan focused on enhancing regional collaborative efforts and strengthening coordination efforts already in place. 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 2013 plan included 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**

##### **Human Services Transportation Resource Webpage**

###### Outcome measure:

To design a web page to accommodate the MAG Human Services Provider Inventory with search capabilities to make it more user friendly. This addresses the United We Ride goal of simplifying consumer's access to transportation by providing information regarding human services transportation resources that are available in the region. MAG, the Arizona Department of Transportation (ADOT), and Valley Metro will collaborate on elements necessary for an interactive inventory. Progress will be reported at TAP meetings.

###### Progress:

MAG collaborated with ADOT, Valley Metro, and other members of a workgroup to design a webpage to accommodate the MAG Human Services Provider Inventory. The workgroup includes MAG, Valley Metro, ADOT, City of Phoenix, sub-regional mobility managers and members of the MAG FTA Section 5310 Ad Hoc Committee. The workgroup attended the Arizona Institute for Transportation Coordination training sponsored by the Community Transportation Association of America in partnership with ADOT. The workgroup provided a framework for the development of a user friendly website, identified design elements, and requested including a link to the AZ 211 website

for additional resources. The MAG Human Services Provider Inventory will be located on the MAG website by the first quarter of the fiscal year.

### **Address the Issue of Insurance**

#### Outcome measure:

Continue to address insurance as a barrier for agencies to coordinate services. This addresses the United We Ride goal of streamlining regulations that impede the coordinated delivery of services. This will include researching policies involving using drivers from other agencies to transport consumers with varying abilities. In collaboration with ADOT, insurance companies, and behavioral health stakeholders, identify the gaps and possible solutions. Progress made will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders.

#### Progress:

At the June 25, 2012 TAP regional meeting a workshop on insurance was hosted by a representative from the Arizona Insurance Council. Participants in the workshop discussed the insurance liability of driving another agency's vehicles and identified additional concerns, including the cost of insurance, policy restrictions of transporting consumers with various mobility restrictions, and policy restrictions on using volunteer drivers. Stakeholders recommended the continuation of addressing insurance issues by engaging smaller focus groups to help identify possible strategies, and to engage insurance representatives, ADOT and the state insurance representative to support collaborative efforts. Progress has been reported to the MAG Human Services Technical Committee and MAG Human Services Coordinating Committee; it continues to be a topic of discussion with TAP stakeholders.

### **Engage Small and Rural Communities**

#### Outcome measure:

Outreach to community members enriches the coordination activities for the region. This will be accomplished by engaging at least 10 new stakeholders in small and outlying communities to participate in TAP meetings, attending five human services community meetings and developing a TAP information flyer to disperse at community events. Increasing the number of additional stakeholders will provide additional resources for human services transportation and coordination activities to support the United We Ride initiative to simplify customer access to transportation.

#### Progress:

Outreach at community meetings resulted in seven new participants that include representatives from the Veteran Administration and VetTrans (a veteran's volunteer drivers program), Care 1st Health Plan, Living Solutions for Seniors in the West Valley, two for-profit providers, and the Scottsdale Transportation Commission. The MAG Human Services Transportation Planner attended four community meetings throughout the region. The meetings included the West Valley Human Services Alliance, the Sun City West Rotary Club, West Valley Transportation Stakeholders Group, and City of

Phoenix Disability Commissioners. MAG will continue to reach out and offer presentations to any interested group. A TAP flyer was drafted and presented to the TAP participants for their feedback; once it has been finalized it will be distributed at community events.

### **Utilization of Sub-Regional Mobility Managers**

#### Outcome measure:

Due to the size of the region, it has been determined that four sub-regional mobility managers would provide a network of coverage for regional coordination efforts. Three sub-regional mobility managers have been identified, in Central Phoenix, the Northwest Valley and the East Valley, with a fourth yet to be determined in the West Valley. Increasing communication and the utilization of mobility managers offer the opportunity for collaborating on human services transportation efforts and support across the region. The impact will provide an opportunity for more nonprofit agencies to participate in collaborative effort. This supports the United We Ride initiative of improving the efficiency of services by using existing resources to provide more rides for the same or fewer resources.

#### Progress:

Monthly meetings were conducted with the sub-regional mobility managers from Foothills Caring Corps, TERROS, and the Marc Center for updates on projects and discussion on opportunities for further collaborative efforts. The mobility manager at the Foothills Caring Corps in the Northeast Valley reached out to various veteran associations and Verde Cares, Inc., as possible collaborative partners. TERROS in the Central Valley has engaged Lifewell, a newly merged nonprofit agency providing services in Central Phoenix and the West Valley, to participate in TAP meetings and workgroups. The Marc Center recently was awarded a mobility management project and has collaborated with MAG and the other mobility managers in the monthly meetings.

### **Long-Term Strategies**

#### **Facilitate One-Call Center Dialogue**

#### Outcome measure:

Facilitate regional dialogue about establishing a one-call center to coordinate the schedule and dispatch of paratransit services for older adults and people with disabilities to benefit consumers in the region. Providing at least two presentations on national best practices at local events will aid with the discussion of a one-call center. This is consistent with the goal of the United We Ride initiative to reduce duplication of transportation services and improve the efficiency of services.

#### Progress:

Research was conducted on national best practices of one-call centers such as RidePlus, CT Ridenet in Minnesota, and Access Services Inc. in California. Research on these programs indicated that coordination efforts involve public transit agencies programs and

referenced nonprofit information. Feedback from stakeholders suggests continuation of research on best practices or pilot programs that include public transit agencies transportation programs and nonprofit agencies programs. During the Arizona Institute for Transportation training ADOT offered the use of a consultant as a resource to assist with the project. Through ADOT, a consultant from TransitPlus drafted a scope of service for the development of a one-call service. The first phase outlined in the scope, to identify an inventory of service providers, was accomplished by the MAG Human Services Transportation Resource Webpage strategy previously noted. The second phase of the scope is to identify or work with a partner organization to develop an internal system to develop a one-call service. This includes the purchasing of needed services, software. Progress on this strategy has been reported to TAP.

## **Gaps Analysis**

The following section addresses the federal requirement for coordination plans to provide an assessment of the transportation needs for the targeted population. While funding reductions continue, opportunities are being explored to provide transportation to the region's most vulnerable populations. It is estimated our region will grow to 4.5 million people by 2020 and to 5.4 million by 2030. The 2010 U.S. Census reports 12.5 percent of residents in Maricopa County are age 65 and over. By the year 2020, approximately 15 percent of the residents in the region will be age 65 or older. Of this number, approximately forty percent will be 75 years or older. The 2011 American Community Survey one year estimates reports 9.9 percent of people in the region live with a disability of any kind. The human services transportation solutions identified for people with disabilities often benefit all people by making transportation more accessible for everyone. The 2011 American Community Survey one year estimates reports 17.4 percent of people in the region live below the poverty level. Income affects access to a variety of resources, including transportation. People with low incomes are more likely to utilize transit services. This population growth will increase the strain on services already at capacity.

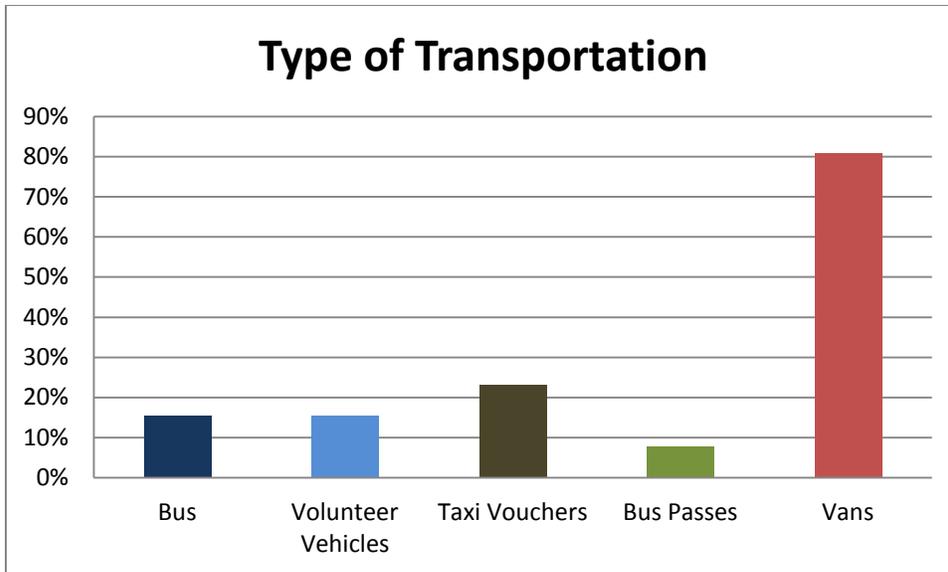
As the region experiences population growth it has also seen growth in transportation. In the West Valley, the Zoom circulator in the City of Avondale has been so successful they are partnering with the City of Tolleson to expand the route. In the East Valley, the City of Mesa and Valley Metro developed the East Mesa Circulator Pilot Program Bus Route 277, which will run east of the Superstition Springs Transit Center. Ridership on the light rail has exceeded expectations with extensions scheduled to expand the lines in Mesa and West Phoenix. In October 2012, Valley Metro started the Northwest Valley Dial-A-Ride that includes the City of El Mirage, City of Surprise, Town of Youngtown, Sun City and Sun City West, with portions of the City of Peoria and portions of unincorporated Maricopa County. Exploring alternative transportation options is a resource that is available to help meet the needs of the community. Also, utilizing the sub-regional mobility managers in creating a network for sharing human services resources, identifying additional community partners, and disseminating transportation information can benefit the consumer.

The next section will provide an overview of population demographics, gaps in services, and opportunities for possible collaborative efforts. The deep funding reductions for transportation have resulted in municipalities cutting back on services or eliminating routes. Nonprofits have also had to make difficult decisions to reduce funding for services they provide, resulting in additional reductions to transportation services. Those affected most by limited services have been the most vulnerable in the population such as older adults, persons with disabilities and persons with low-incomes.

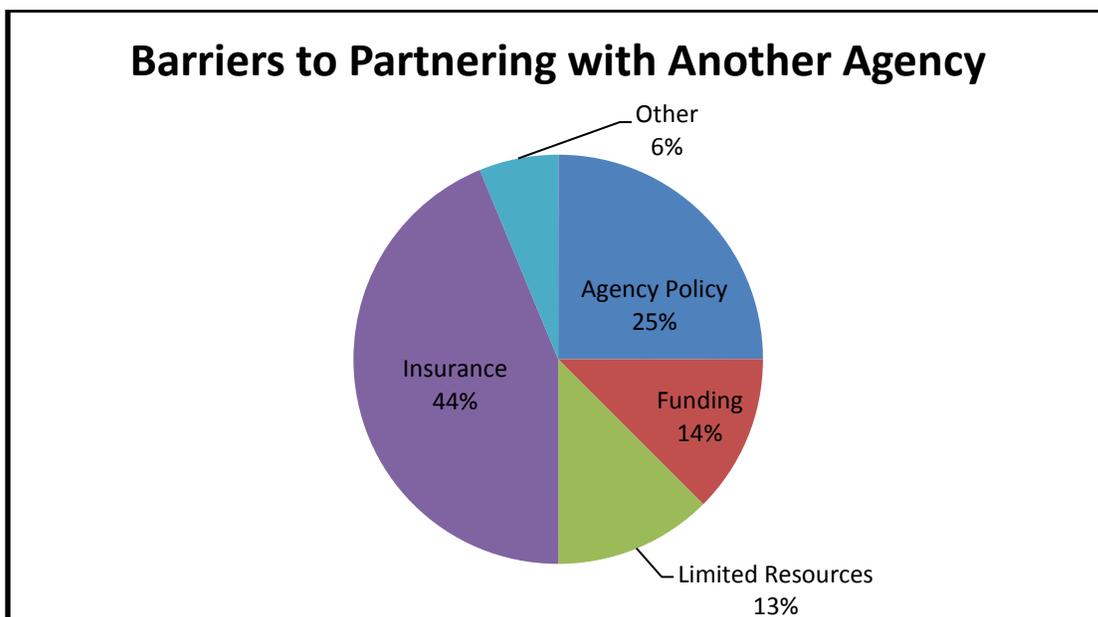
### **MAG Human Service Transportation Provider Survey**

The *MAG Human Services Transportation Provider Survey* received 82 responses from human services transportation providers of transportation services or resource information. Respondents included nonprofits and for profit agencies, volunteer drivers programs, municipalities, and community organizations. This is an increase of six additional agencies from the previous year. Of the agencies that responded to the survey, 67 provide transportation to consumers in the region; these included both nonprofit and public agencies. Survey results on eligibility for services indicated 84 percent of the agencies provided services to their clients only. The category of Older Adults and People with Physical Disabilities received the most transportation services. Agencies provided various types of transportation options to the consumer; the use of an agency’s vans was the most often cited form of providing transportation services.



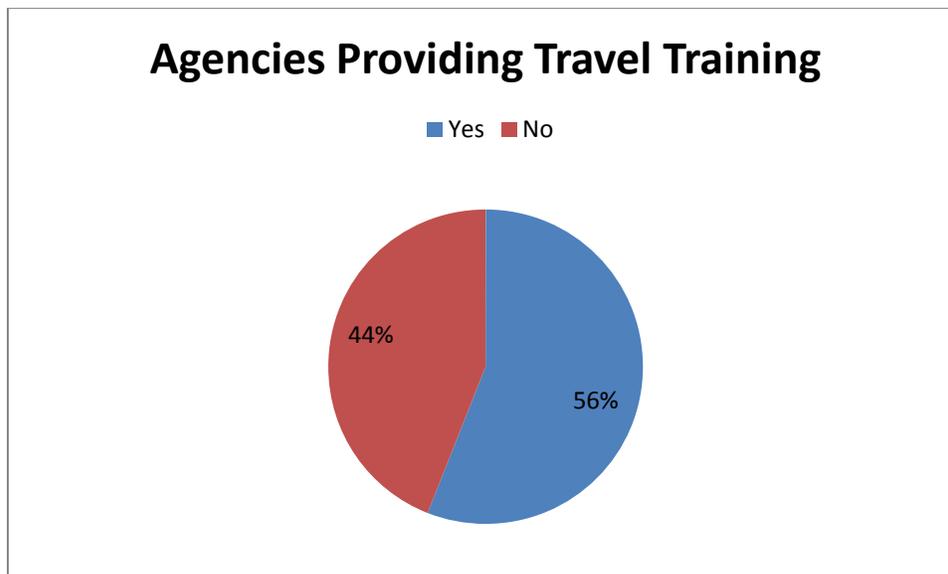


The survey results indicated agencies were able to meet the transportation requests of their clients. This could be a result of agencies implementing changes such as reducing/eliminating services, stricter eligibility requirements, and an increase of agencies offering services only to their clients. Survey responses also indicated 62 percent of agencies would now consider partnering with another agency to provide transportation services. This is an increase from the previous year survey when 41 percent of agencies considered partnering with another agency. Agencies also were questioned on what barriers, if any, would prevent them from partnering with another agency. The following chart illustrates reported barriers to partnering. The top response indicates insurance as a barrier to limiting agencies from partnering with another agency. The second most reported barrier to partnering was agency policy, followed by limited resources, such as lack of drivers, and funding restrictions.

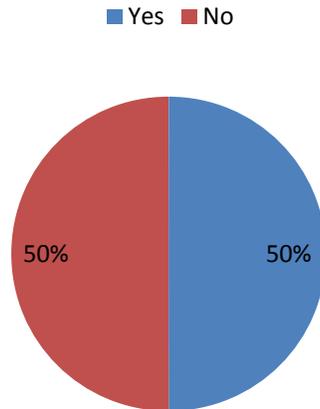


## Mapping 5310 Agencies

To support agencies providing human services transportation to the most vulnerable in the communities, it is imperative to explore alternative modes of transportation. Agencies receiving federal funds through Section 5310 were surveyed if they provided travel training on alternative modes of transportation. Survey results indicated that 56 percent of the agencies that responded provided some type of travel training to their clients. A follow up question for agencies that did not provide travel training inquired if the agency would be interested in receiving information. Of those that responded, five of the agencies indicated they would be interested in travel training information. Feedback from respondents who were not interested in receiving travel training included having no public transit available or near their agency. Respondents also noted the extent of their client's disability limited them from taking an alternative mode of transportation without proper supervision.

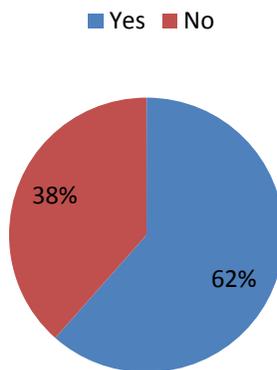


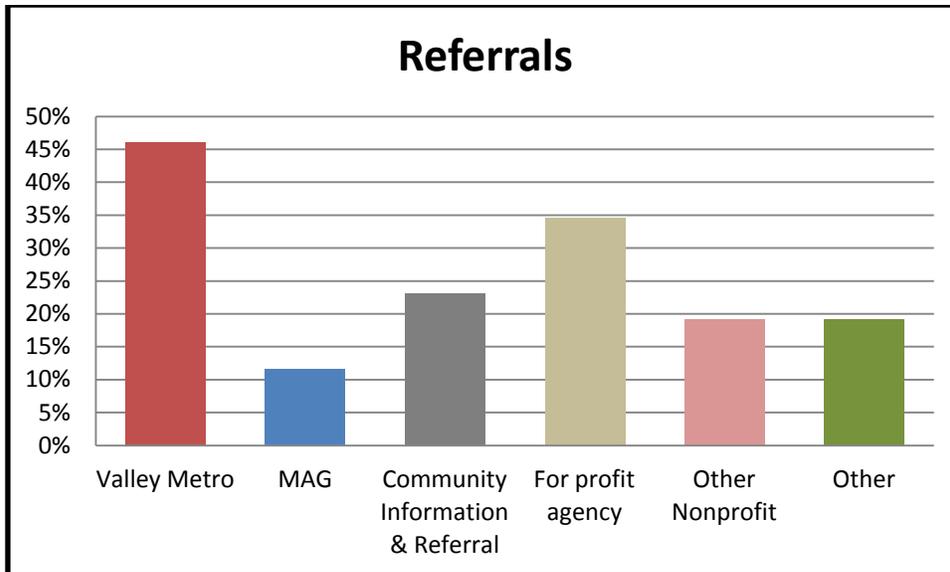
## Agencies Interested in Travel Training



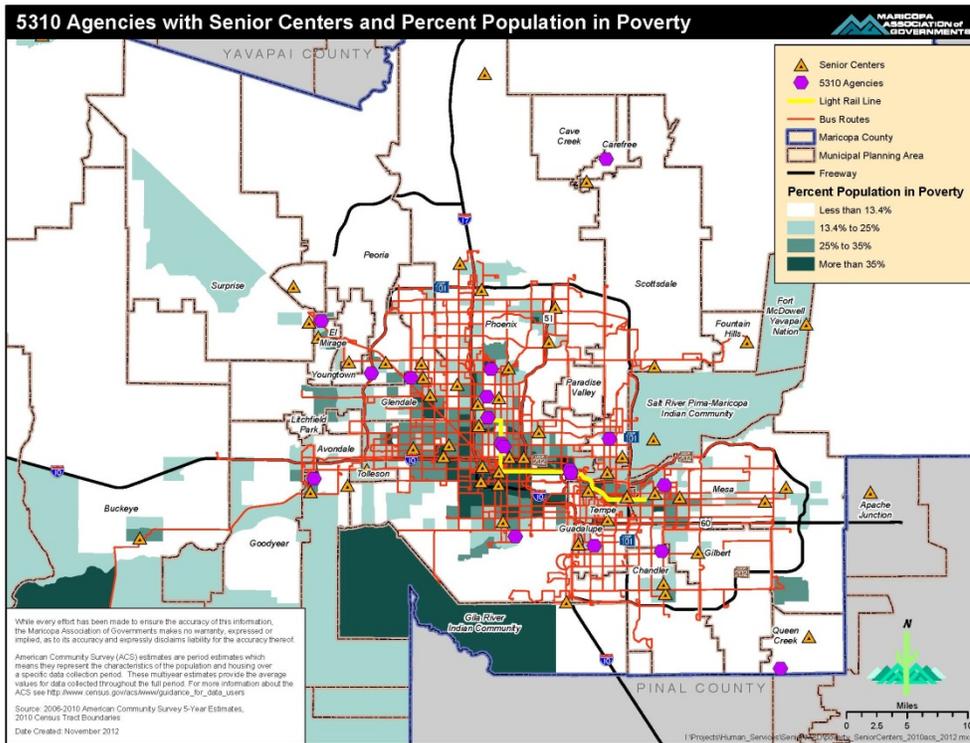
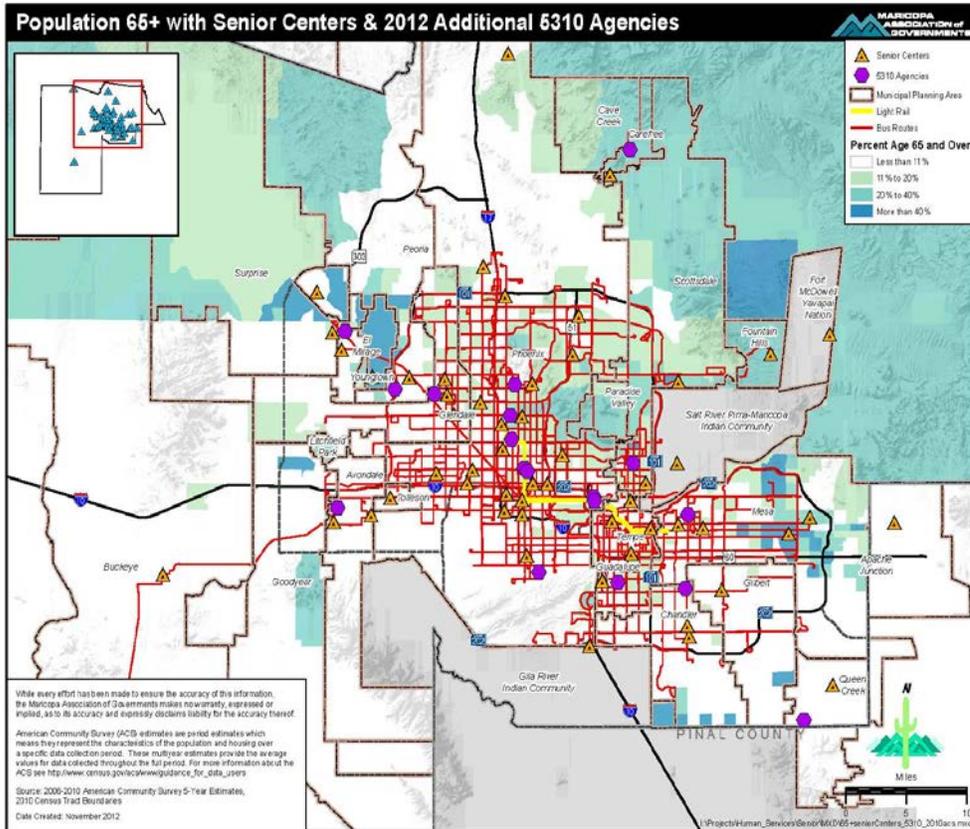
A survey question inquired if agencies received calls from the general public regarding transportation. Survey responses indicated more than half of the agencies did receive transportation requests from the general public. A follow up question for the agencies that received public requests inquired if the agency referred the transportation request call and to what agency. Survey responses indicated Valley Metro was the top referral choice with for profit agencies as the second most referred. Calls were also referred to other nonprofit agencies or to “Other” agencies such as a volunteer driver programs or community centers.

## Transportation Requests from the General Public?



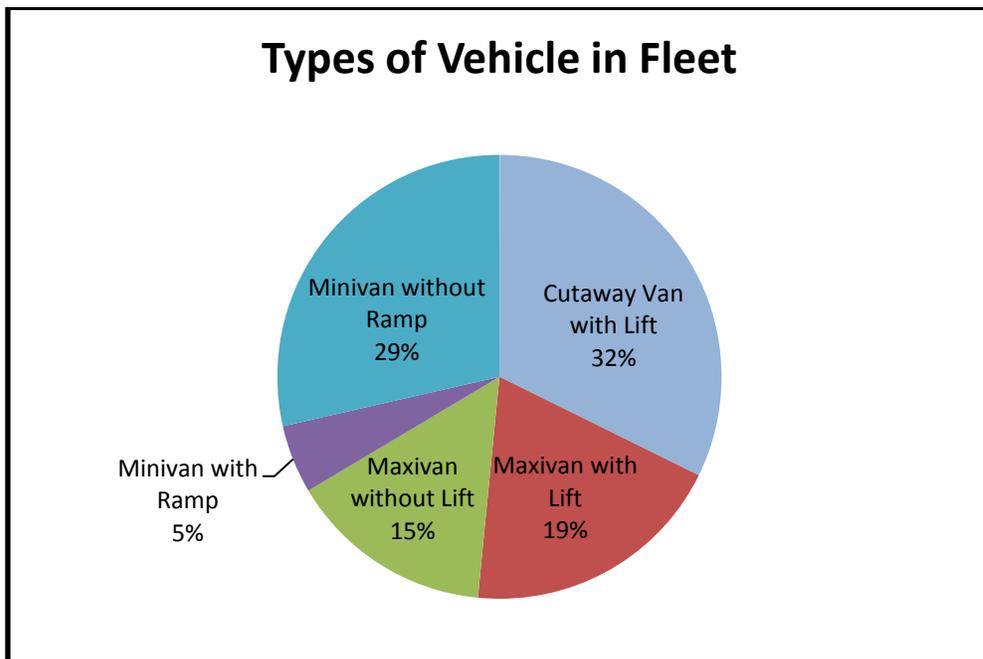


The following maps were developed to explore other opportunities to coordinate on providing transportation alternatives to the underserved. One map provides an overview of agencies that have received Section 5310 awards along with senior center locations overlaid with public transit and light rail routes for the population aged 65 years and more. The next map provides an overview of agencies that have received Section 5310 awards along with senior centers overlaid with public transit and light rail routes for the population living below the poverty level.

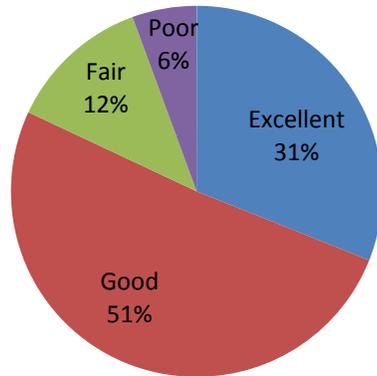


## Vehicle Inventory

A Vehicle Inventory Survey of agencies that are recipients of federal funds awarded through the FY 2012 Section 5310 Elderly and Individuals with Disabilities Transportation Program was developed to examine the types of vehicle and the time of day they were most in use. Data analysis indicated 46 percent of the vehicles in agency's fleets were under ADOT lien. This signifies that a vehicle has not yet reached four years or 100,000 miles of service. The following charts indicate the vehicle type and condition. The cutaway van at 32 percent was the most reported type of vehicles in an agency's fleet followed by the minivan without a ramp at 29 percent. The condition of the majority of vehicles was reported in the excellent to good range, meaning vehicles were relatively new or well-maintained with no ongoing mechanical problems. Agencies reported some vehicles being in fair condition meaning they were near the midpoint of useful life, showing signs of wear but with regular maintenance the vehicle would be safe and operable. A few also reported vehicles in the poor condition meaning they were becoming unsafe and unreliable to operate with frequent breakdowns and excessive repair costs.

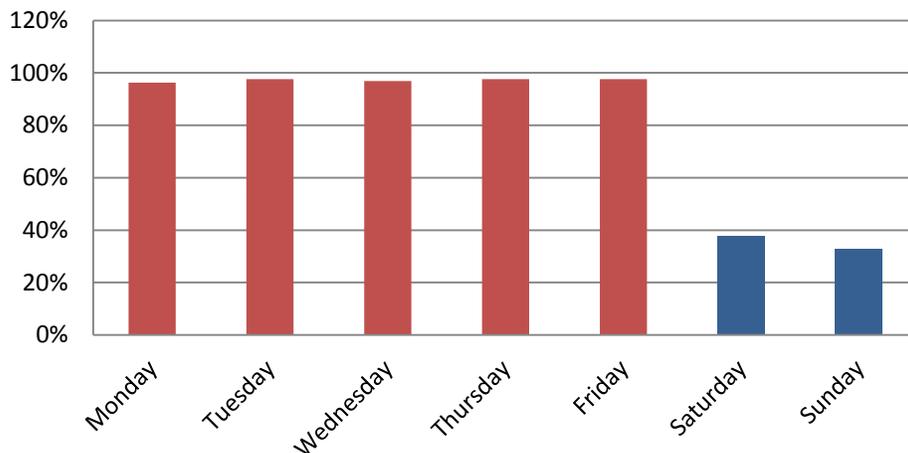


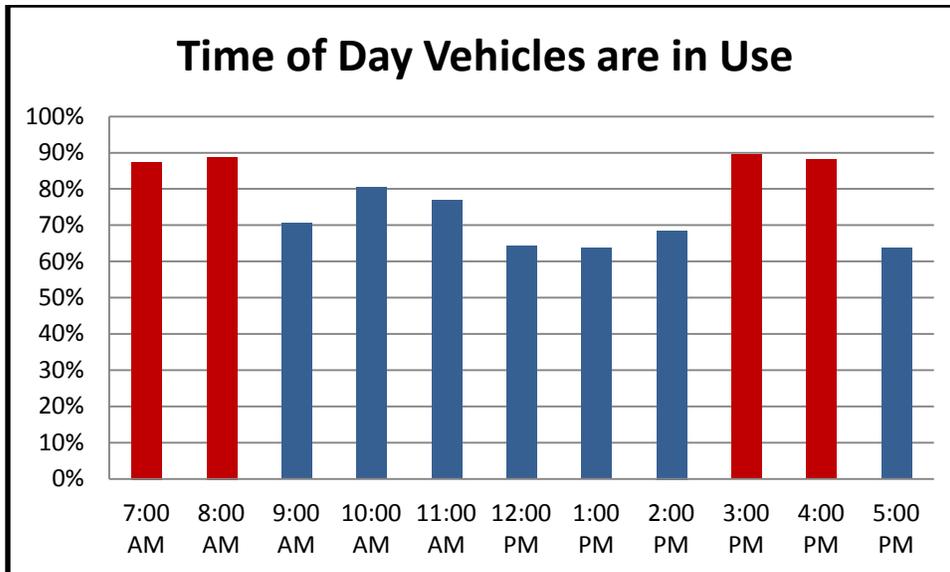
## Condition of Vehicles in Fleet



The Vehicle Inventory Survey indicated vehicles were primarily in use five days a week Monday through Friday, with Saturday usage less than 43 percent, and Sunday less than 30 percent of the time. Agencies also reported a few vehicles were in use occasionally and were needed as back-up in case of emergencies, while other vehicles are rotated out of service due to high mileage. Survey results indicated agencies' vehicles were in use to some extent throughout the day. Usage of agency's vehicles outside of the peak hours accounted for less than 80 percent of a vehicle's time. The highest percent of an agency's peak vehicle usage time occurs between the hours of 7:00 a.m. through 8:00 a.m. and 3:00 p.m. through 4:00 p.m. Analysis of vehicle usage along with continuing to research insurance issues on the collaboration of vehicles will assist in exploring opportunities to utilize available vehicles.

## Days Vehicles are in Use





### Highlight on Useful Coordination Practices

The MAG Transportation Ambassador Program presented the third annual Regional Excellence in Coordination awards on June 13, 2012. The awards recognize champions in the region who have displayed tireless commitment through their work in human services transportation coordination efforts. The categories included nonprofit, public entities, and individual. Judges for the awards included Dave Cyra, United We Ride Region IX Ambassador; Ellen Solowey, Virginia G. Piper Charitable Trust; and Jamie Bennett from Governor Brewer’s Office. Those awarded have increased access to transportation for older adults, persons with disabilities, and people with low incomes in their community.

Foothills Caring Corps was recognized for the *Regional Excellence in Coordination Nonprofit Organization* award. Foothills Caring Corps provides transportation to residents in Carefree and the surrounding communities in the North Phoenix area. They have coordinated an innovative approach with the use of volunteers to provide door-to-door, one-on-one medical transportation. More than 500 volunteers and 650 “neighbors” provide outreach to community members. Foothills Caring Corps is dedicated to promoting independence and enhancing the quality of life for older residents throughout the community.

Over the last four years, Foothill Caring Corps has expanded its transportation fleet from one van to five vans. These vans provide trips for homebound citizens to community centers, hospitals, churches, local municipalities, shopping, and social opportunities for residents who lack access to appropriate transportation. Foothill Caring Corps works with the local fire departments to plan evacuation for homebound and people with disabilities in the community and works with veterans associations to provide transportation to VA hospitals. Homebound citizens would not have the transportation options they have without the Foothills Caring Corps. The agency has continually been a stakeholder with human services transportation coordination efforts.

The City of Scottsdale, Transit Division, was recognized for the *Regional Excellence in Coordination for Public Entity*. The City of Scottsdale Transit Services works collaboratively to connect members of Scottsdale's community and visitors with transportation resources. City staff personalizes services with a family of transportation options to meet the transportation and life needs of the community particularly for older adults, persons with disabilities, and persons with low-incomes. They work with the City's Human Services team to provide day-to-day coordination and outreach to community members from neighborhoods, senior living centers, low income housing, and dialysis centers.

The City of Scottsdale Transit Services coordinates with Valley Metro to provide two Reduced Fare ID application intake locations, with the City of Tempe for the Trolley to Orbit transfer point, and with the Salt River Pima-Maricopa Indian Community and the Town of Paradise Valley to coordinate the Hospitality Route transfer points amongst the three seasonal circulator routes. Scottsdale has also been involved in a long standing partnership with four other East Valley cities, including Chandler, Gilbert, Mesa, and Tempe, to provide the East Valley Dial-A-Ride service. Most recently they have worked with Arizona State University students to translate the Trolley Circulator brochure into languages represented in the City's population: Spanish, Chinese, Russian, and French.

Michelle Dionisio was recognized for the *Regional Excellence in Coordination Overall Champion*. Ms. Dionisio is the President/CEO of Benevilla, a non-profit human services organization serving the far Northwest Valley since 1981. Ms. Dionisio has been with Benevilla since 1989 and was named President/CEO in 2000. In December 2010, the Sun Cities Area Transit service also known as SCAT, discontinued their services due to lack of funding. Upon hearing of the elimination of this vital transportation service, Ms. Dionisio invited representatives from various Sun City groups to meet at Benevilla in hopes of reaching some short-term resolutions to the transportation challenges facing Sun City residents.

The group has evolved into the Transportation Stakeholders of the Northwest Valley meeting monthly to discuss and problem-solve short-term and longer term solutions, not just for the Sun City area, but for the entire Northwest Region. Those now attending the meetings include representatives from the Cities of El Mirage, Glendale, Peoria, and Surprise, the Town of Youngtown, Area Agency on Aging, Maricopa Association of Governments, Sun City West Foundation, Total Transit, Valley Metro, and concerned citizens from Northwest Valley communities. Ms. Dionisio has consistently worked toward bringing people to the table, identifying existing services, educating and informing the public about services to ensure that those who need transportation services have a voice for affordable and accessible transit. Ms. Dionisio is a believer and advocate for partnerships and collaboration to achieve the best solutions possible.

### **Strategies to Address Gaps**

As required under federal guideline 49 U.S.C. 5310, the strategies identified for this year focus on continuing coordination efforts and utilizing the available resources in this

community. The plan’s strategies are consistent with the goals of the United We Ride initiative to simplify customer access to transportation, reduce duplication of transportation services, and streamline federal rules and regulations that may impede the coordinated delivery of services, and improve the efficiency of services using existing resources of providing more rides for the same or fewer resources.

Following these guidelines, the Human Services Coordination Transportation plans have provided a continuum of efforts to ensure the transportation needs of the vulnerable population that includes older adults, people with disabilities and people with low-income are met. This plan update offers short-term and long-term strategies to ensure the sustainability of the region. The new strategies proposed for the FY 2014 Plan include the following:

<b>Priority</b>	<b>Short-Term Strategies for FY 2014</b>	<b>Lead</b>
1.	<p>Develop solutions to maximize the use of the current vehicle inventory by eliminating insurance restrictions as a barrier.</p> <ul style="list-style-type: none"> <li>• Coordinate a work group focused on providing solutions on the insurance concerns identified from the workshop at the MAG Transportation Ambassador Program (TAP) June 2012 regional meeting.</li> <li>• Collaborative efforts will include engaging Arizona Department of Transportation (ADOT), insurance companies, and behavioral health stakeholders to work on solutions to address the costs of insurance and identify policy restrictions that inhibit the collaborative use of agencies’ vehicles.</li> <li>• The workgroup will meet quarterly to develop strategies to address the insurance concerns.</li> <li>• Implement at least one of the strategies by the fourth quarter of FY 2014.</li> <li>• Progress will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders on a quarterly basis.</li> </ul>	MAG, ADOT
2.	<p>Ensure that requirements and standards are universally met for providers transporting older adults and people with disabilities through the delivery of training.</p> <ul style="list-style-type: none"> <li>• Develop brown bag trainings for human services provider agencies receiving federal awards and interested others.</li> <li>• Conduct at least four brown bag trainings on topics such as Passenger Safety and Securement,</li> </ul>	MAG, CITY OF PHOENIX

	driver sensitivity training, Disadvantage Business Enterprise and civil rights requirements.	
3.	Address regional concerns and engage providers in coordination planning efforts through mobility managers. <ul style="list-style-type: none"> <li>• Maintain the utilization of sub-regional mobility managers. This will include strengthening sub-regional collaborative efforts by identifying a sub-regional mobility manager for the West Valley in the second quarter.</li> <li>• Sub-regional mobility managers will participate in designated workgroups, provide feedback on the brown bag trainings, and report on their agency’s coordination efforts at the quarterly TAP meetings.</li> </ul>	MAG
<b>Priority</b>	<b>Long-Term Strategies</b>	<b>Lead</b>
1.	Develop a one-call center to coordinate services for older adults and people with disabilities. <ul style="list-style-type: none"> <li>• Support the ADOT/Transit Plus plan to implement a one-call center.</li> <li>• Identify a partner organization to develop an internal system to develop a one-call service. This will include analysis of purchasing needed services, software, and identifying a host site.</li> <li>• Progress on this strategy will be reported at TAP meetings.</li> </ul>	MAG, ADOT, CITY OF PHOENIX

**Conclusion**

The region continues to make great strides in meeting the transportation needs of older adults, people with disabilities and people with low-income. Some funding streams have been reinstated, community partners from the private sector and outlying communities are being engaged, and regional support of the coordination plans continue to keep the region moving forward. Stakeholders not only identify gaps in services for the underserved in their communities, they are also part of the dialogue in developing strategies to overcome those gaps. Strategies in each of the coordination plans build upon each other to provide attainable outcomes for stakeholders to employ in meeting the needs for the vulnerable in our region. Strategies from previous plans can be found in the Attachments section. Transportation is more than just getting from one destination to another, for some it’s a lifeline to much needed services for a quality of life. With the support of the dedicated partners, the region will continue to keep moving forward in meeting the needs for the most vulnerable in our communities.

To become involved in these efforts, please contact DeDe Gaisthea, Human Services Transportation Planner I, at [dgaisthea@azmag.gov](mailto:dgaisthea@azmag.gov) or by calling (602) 254-6300. All materials may be accessed at [www.azmag.gov](http://www.azmag.gov).

## **ATTACHMENTS**

### **Participant List**

About Care  
Alliance of Arizona Nonprofits  
Area Agency on Aging, Region One  
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 Developmental Disabilities Planning Council  
Arizona Recreation Center for the Handicapped (ARCH)  
Arizona Spinal Cord Injury Association  
Arizona Transit Association  
Beatitudes Campus  
Benevilla / The New Face of Interfaith Community Care  
Blessings! For Seniors  
Care 1<sup>st</sup> Health Care  
Central Arizona Shelter Services (CASS)  
Chandler Gilbert Arc  
Citizens  
City of Avondale  
City of Chandler  
City of El Mirage  
City of Glendale  
City of Goodyear  
City of Litchfield Park  
City of Mesa  
City of Peoria  
City of Phoenix  
City of Scottsdale  
City of Surprise  
City of Tolleson  
Civitan Foundation  
Clean Air Cab  
D Team Education Fund  
Davita  
Davita, Scottsdale Dialysis Center  
Department of Veterans Affairs  
Desert Dialysis  
Developmental Disabilities Planning Council  
Duet  
Foothills Caring Corps

Foundation for Senior Living  
Fresh Start Community Service  
Friendship Village of Tempe  
Friendship Foundation  
Foundation for Senior Living  
Gila River Indian Community  
Golden Gate Community  
Gompers Rehabilitation Services  
Hacienda Healthcare  
Horizon Human Services  
J & T Transportation  
Lifewell Behavioral Health  
Living Solutions for Seniors  
Lutheran Social Service of the Southwest  
Magellan Behavioral Health  
Manistee Manor  
Marc Center of Mesa  
Maricopa County  
Mosaic of Arizona  
MTBA - Medical Transportation  
MV Transportation, Inc.  
NAU Senior Companion Program  
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  
Quality Transport Services of Arizona  
Scottsdale Training and Rehabilitation Services (STARS)  
Scottsdale Transportation Commission  
Senior Elite  
Southwest Behavioral Network  
SRI/Davita  
STAR-Stand Together and Recover  
Statewide Independent Living Council  
Sun City West Foundation  
Sunnyslope Village Alliance

Tempe Union High School District  
TERROS, Inc.  
The Centers for Habilitation (TCH)  
The Salvation Army  
Total Transit  
Town of Buckeye  
Town of Guadalupe  
Town of Youngtown  
Triple R Behavioral Health  
UMOM, Inc.  
United Cerebral Palsy of Central Arizona  
Valley Center of the Deaf  
Valley of the Sun United Way  
Valley Metro  
ValleyLife  
Veolia Transportation Services Inc.  
Verde Cares, Inc.  
VetTrans, Inc.  
Virginia G. Piper Charitable Trust  
Wheel Help, Palo Cristi Presbyterian Church

*Resource Inventory*

The following is a list of agencies that either provides human services transportation or resource information. Please contact DeDe Gaisthea, MAG Human Services Transportation Planner I, at [dgaisthea@azmag.gov](mailto: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. For more information please go to this link, <http://www.fhwa.dot.gov/safetealu/>.

#### *Moving Ahead to Progress in the 21<sup>st</sup> Century*

On July 6, 2012, President Obama signed into law the Moving Ahead to Progress in the 21<sup>st</sup> Century (MAP-21). The program went into full effect October 1, 2012, authorizing programs through 2014 providing steady and predictable funding, and consolidates certain transit programs to improve efficiency. New Freedom 5317 has been repealed and is now consolidated as an eligible program under Section 5310 renamed to Enhanced Mobility of Seniors and Individuals with Disabilities (5310). MAP-21 authorized levels of \$10.6 billion in FY 2013 and \$10.7 billion in FY 2014 FTA is operating under a continuing resolution until March 27, 2013. Under MAP-21 locally coordinated human service-public transit plans that are consistent with the policy established under SAFETEA-LU are still required for projects selected for funding under Section 5310. 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.

In urbanized areas over 200,000 in population, the recipient charged with administering the Section 5310 Program must be officially designated through a process consistent with FTA sections 5303 and 5304 prior to grant award. The Metropolitan Planning Organization (MPO), State, or another public agency may be a preferred choice based on local circumstances. The designation of a recipient shall be made by the governor in consultation with responsible local officials and publicly owned operators of public transportation, as required in sections 5303 and 5304. As such, FTA asks that in the large urbanized areas, the MPO initiate the process for designating a 5310 Designated Recipient (DR) as soon as possible. Funds cannot be awarded until this designation is on file with the FTA Regional office. A State agency could be designated as the recipient of section 5310 funds for a large urbanized area. However, if the State is selected as the designated recipient in a large urbanized area, the apportioned funds for the large urbanized area must be allocated to agencies within the urbanized area. Current Section 5310 designations remain in effect until changed by the Governor of a State by officially notifying the appropriate FTA regional administrator of designation. The designated DR preference for the region must be on file with the FTA regional office. For more information please go to, <http://www.fta.dot.gov/map21/>.

#### *Section 5310*

Under MAP-21, the Elderly and Persons with Disabilities Transportation Program Section 5310 has been renamed the Enhanced Mobility of Seniors and Individuals with Disabilities Program, Section 5310. This program provides formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of seniors and individuals with disabilities when the transportation service provided is insufficient, inappropriate, or unavailable, typically carried out by non-profit agencies. Revision to the program includes the consolidation of eligible projects from the former New Freedom Program, Section 5317 into Section 5310.

MAP-21 expands the eligibility of the funds to be used for operating, in addition to capital, for transportation services that address the needs of seniors and individuals with disabilities. The acquisition of public transportation services remains an eligible capital expense under this section. At least 55 percent of the program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.

Remaining funds may be used for public transportation projects that exceed the requirements of the ADA, which improves access to fixed-route service and decreases reliance by individuals with disabilities on complementary paratransit and are alternatives to public transportation that assist seniors and individuals with disabilities. Eligible sub-recipients include states or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient. For more information please go to this link,

<http://www.fta.dot.gov/map21/>.

#### *Section 5316*

The Job Access and Reverse Commute (JARC) program was established through SAFETEA-LU to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. Under MAP-21 the JARC Section 5316 program was repealed, however, job access and reverse commute projects are now eligible under Sections 5307 and 5311 programs. Eligible activities include projects that support the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs, and activities related to their employment, including transportation projects that facilitate the provision of public transportation services from urbanized areas and rural areas to suburban employment locations. For more information please go to, <http://www.fta.dot.gov/map21/>.

#### *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 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. Under MAP-21 the New Freedom Section 5317 program was repealed with eligible activities consolidated under Section 5310. For more information please go to, <http://www.fta.dot.gov/map21/>.

### **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. MAG has developed and supported the implementation of the regional human services coordination plans since 2007. All of the plans integrate 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. Under MAP-21 locally coordinated human service-public transit plans that are consistent with the policy established under SAFETEA-LU are still required for projects selected for funding under Section 5310. The plans may be accessed at the following link, [http://www.azmag.gov/Human\\_Services/default.asp](http://www.azmag.gov/Human_Services/default.asp).

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

*Arizona Department of Transportation*

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. The role of ADOT's Transit Programs & Grants within the Multimodal Planning Division is to ensure a multi-modal approach to mobility, congestion and air quality issues throughout the State. The Transit Programs & Grants staff administers several FTA grant programs including Section 5310 for urbanized areas less than 200,000 and in rural areas. They provide technical assistance and expertise to local transit agencies and decision makers, coordinates and funds state transit planning efforts. The ADOT Multimodal Planning Division continues its support of regional coordination planning efforts as a key program cross-cutting element to reflect the federal emphasis. For further information please go to this link, [http://www.azdot.gov/mpd/Transit\\_Programs\\_Grants/](http://www.azdot.gov/mpd/Transit_Programs_Grants/).

*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 and the New Freedom funding program. Under MAP-21 JARC eligible projects have been consolidated under Section 5307 and New Freedom eligible project have been consolidated under Section 5310. The City of Phoenix is eligible to be the designated recipient for Section 5310 funding allocations for the MAG region under MAP-21. A Phoenix representative also serves on the MAG committee that evaluates the Section 5310 applications. 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>.

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AIRES	2140 W Greenway Rd., Ste 140, Phoenix, AZ 85023		(602) 995-3591		<a href="http://www.aires.org">www.aires.org</a>		Agency operated vehicles only.	1			1		Nonprofit	Call agency for more information.
American Cancer Society	4550 E Bell Rd. Ste 126, Phoenix, AZ 85032	Marianne Blanchard	(602) 778-7681		<a href="http://www.cancer.org">www.cancer.org</a>	8:30 a.m. - 5:00 p.m. Mon through Friday	Provide transportation, patient education, summer camp for children with cancer and their siblings. Must be ambulatory and getting treatment for cancer.		1	1		1	Nonprofit	None
Arizona Center for Disability Law	5025 E Washington St. 202, Phoenix, AZ 85034	Kathy Roberts or Donna Powers	(602) 274-6287	kroberts@azdisabilitylaw.org; dpowers@azdisabilitylaw.org	<a href="http://www.azdisabilitylaw.org">www.azdisabilitylaw.org</a>	8:00 a.m. - 4:30 p.m. Mon-Fri	Advocacy, technical assistance regarding disability law and disability awareness training			1	1		Nonprofit, contact agency for more information.	
Arizona Foundation for the Handicapped	3146 E Windsor Ave., Phoenix, AZ 85008		(602) 956-0400	perrycenter@qwest.net	<a href="http://www.azafh.com">www.azafh.com</a>								Agency operated vehicles only.	
Arizona Housing Inc.	1735 NW Grand Ave., Phoenix, AZ 85007	John Wall	(602)-258-3876 ext 4002	jwall@cass-az.org		7 days a week, 24 hours per day.	Provides transit passes to AHI resident only.	1					Nonprofit	Please call agency for more information

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Beatitudes Campus	1610 W Glendale Ave., Phoenix AZ 85021	Christie Munson, Comm./Grant Manager	(602) 995-6139	<a href="mailto:cmunson@beatitudescampus.org">cmunson@beatitudescampus.org</a>	<a href="http://www.beatitudescampus.org">www.beatitudescampus.org</a>	7:30 a.m. - 4:00 p.m. Mon through Friday	Agency operated vehicles only.	1	1	1	1	1	Nonprofit / Faith-based organization	Varies, depending on distance, first two miles free
Carl T. Hayden Veterans Affairs Medical Center			(602) 277-5551 / (800) 554-7174				Agency vehicles and service provided by contract providers.							
Fresh Start Community Resources	7206 N 55th Ave. 101, Glendale, AZ 85301	Bruce Relf	(623) 931-2801	<a href="mailto:connect@freshstart.org">connect@freshstart.org</a>	<a href="http://www.freshstart.org">www.freshstart.org</a>	9:00 a.m. - 4:00 p.m. Monday through Friday	Transportation to food banks, job interviews and clothing stores.	1					Nonprofit	Call agency for more information.
Gompers Habilitation Center, Inc.	6601 N 27th Ave., Phoenix AZ 85017	Mark Jacoby	(602) 336-0061	<a href="mailto:mjacoby@gomperscenter.org">mjacoby@gomperscenter.org</a>	<a href="http://www.gomperscenter.org">www.gomperscenter.org</a>	7:30 a.m. - 5:00 p.m. Monday through Friday	Agency operated vehicles only. Agency clients only	1	1	1	1	1	Nonprofit	Call agency for more information.
MV Transportation Project-Senior Cab	1001 S 4th St., Phoenix, AZ 85004		(602) 801-1163	<a href="mailto:betsy.buxer@mvtansit.com">betsy.buxer@mvtansit.com</a>		9:00 a.m. - 5:00 p.m. Monday through Friday	Senior cab voucher program.	1	1				For profit	Books of 20-\$100 Taxi Coupons cost \$6.00, tow Books are allowed per month.

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NATIVE HEALTH - Native American Community Health Care Center Inc.- NHW Community Health Center	2423 West Dunlap, Suite 140, Phoenix, AZ 85021	Kim Yarbrough, Program Manager	(602) 279-5351		<a href="http://www.nativehealthphoenix.org">www.nativehealthphoenix.org</a>	8:00 a.m. - 5:00 p.m. Monday through Friday	Free medical transportation to and from NHW for NHW patients. Patients may be transported to medical appointments referred by the NHW physician.	1	1	1	1	1	Nonprofit	None
Perry Rehabilitation Center	3146 E Windsor Ave., Phoenix, AZ 85008		(602) 956-0400	<a href="mailto:perrycenter@qwest.net">perrycenter@qwest.net</a>	<a href="http://www.azafh.com">www.azafh.com</a>		Agency operated vehicles only.						Nonprofit	Call agency for more information.
Phoenix (City of) Human Services Department (HSD) Sunnyslope Family Services Center	914 W Hatcher Rd., Phoenix, AZ 85021-2453		(602) 495-5229				Bus tickets for local transit system, for medical or work for low income individuals.						Public agency.	Call agency for more information.
Phoenix (City of) Human Services Department (HSD) Travis L Williams Family Services Center	4732 S Central Ave., Phoenix, AZ 85040-2150		(602) 534-4732	<a href="mailto:jennifer.turk@phoenix.gov">jennifer.turk@phoenix.gov</a>			Limited bus tickets for local transit system, for medical or work for low income individuals.						Public agency.	Call agency for more information.

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Phoenix Dial-a-Ride	302 N 1st Ave. Suite 900, Phoenix, AZ 85003	Gabriel Peiz	(602) 253-4000 / 1-(800) 775-7295	<a href="mailto:gabriel.peiz@phoenix.gov">gabriel.peiz@phoenix.gov</a>	<a href="http://www.cityofphoenix.gov/PUBTRANS/dialride.html">www.cityofphoenix.gov/PUBTRANS/dialride.html</a>	5:00 a.m. - 12:00 a.m. Mon through Fri: 5:00 a.m. - 10:00 p.m. sat and sun.	Agency operated vehicles operated by contractors. Seniors and ADA certified individuals		1	1	1		Paratransit service	Contact agency for more information.
Phoenix Indian Medical Center	4212 North 16th St., Phoenix, AZ 85016	Anne Silversmith	(602) 263-1500	<a href="mailto:anne.silversmith@ihs.gov">anne.silversmith@ihs.gov</a>		8:00 a.m. - 4:30 p.m. business office / Hospital hours 24/7, Mon through Friday	Agency operated vehicles supplemented by contract services. Agency clients only - AHCCCS IHS eligibility required	1	1	1	1	1	Nonprofit Hospital Department of Health and Human Services, Public Health Service, Indian Health Service	No fee.
Phoenix Revitalization Corporation	1310 W Hadley St. Bldg B, Phoenix, AZ 85007	Wendoly Abrego	(602) 253-6895	<a href="mailto:wendoly@phxrevitalization.org">wendoly@phxrevitalization.org</a>	<a href="http://www.phxrevitalization.org">www.phxrevitalization.org</a>	7 a.m. - 6:00 p.m. Monday through Thurs	Community revitalization including, community gardens, leadership academies, resource center. No agency operated vehicles.		1	1	1	1	Nonprofit	Contact agency for more information.
Phoenix Van Services	PO Box 7756, Chandler, AZ 85246-7756	Myriam	(480) 857-8260 / 1-(866) PHX-VANS	<a href="mailto:reservations@phxvans.com">reservations@phxvans.com</a>	<a href="http://www.phxvans.com">www.phxvans.com</a>	5:00 a.m. - 12:00 a.m. 7 days per week	Private for-hire carrier						For profit	Flat rates, call for rates

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South Mountain Community Center	212 E Alta Vista Rd., Phoenix AZ 85040-4219		(602) 262-4093	<a href="mailto:culshoef@phoenix.gov">culshoef@phoenix.gov</a>			Transportation available for shopping and other errands for seniors age 60 and over and persons with Title XX or physician certified disabilities. Discount transportation tickets available for members.						Nonprofit	Contact agency for more information.
Stand Together and Recover Centers, Inc. (STAR)	2144 E Roosevelt St., Phoenix, AZ 85006	Suzy Lyons	(602) 685-1295	<a href="mailto:recovery@thestarcenter.org">recovery@thestarcenter.org</a>	<a href="http://www.thestarcenters.org">www.thestarcenters.org</a>	7:30 a.m.-3:30 p.m. Mon through Fri.	Day recovery center for adults with mental illness	1	1	1	1	1	Nonprofit	None, billed through Magellan Health services.
Sunnyslope Village Alliance	755 E Hatcher Road, Phoenix, AZ 85020	Shelley MacDonald	(602) 674-5063			8:00 a.m.-2:00 p.m. Monday through Friday	Provide community resource information. No agency operated vehicles or contract services available.		1	1	1	1	Nonprofit	Contact agency for more information.
The Salvation Army Project HOPE	2702 E. Washington St., Phoenix, AZ 85034 / MAILING: PO Box 52177 Phoenix, AZ 85072	John Landrum	(602) 267-4196	<a href="mailto:John.Landrum@usw.Salvationarmy.org">John.Landrum@usw.Salvationarmy.org</a>		8:00 a.m. - 3:30 p.m. Monday through Friday	Agency operated vehicles only.						Nonprofit	Contact agency for more information.

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U.S. Vets - Phoenix Site	804 E Jones Ave., Phoenix, AZ 85040	Teresa Livingston	(602) 305-8585	<a href="mailto:tlivingston@usvetsinc.org">tlivingston@usvetsinc.org</a>	<a href="http://www.usvetsinc.org">www.usvetsinc.org</a>	7 days per week / 24 hrs per day.	Reconnect Vets with VA hospital - medical, VA Regional-benefits; Workforce residential program.						Nonprofit	No fee.
UMOM New Day Centers	1120 W Watkins St., Phoenix, AZ 85007	LaShawn Thompson	(602) 527-5895	<a href="mailto:ltompson@umom.org">ltompson@umom.org</a>	<a href="http://www.umom.org">www.umom.org</a>	7 days per week / 24 hrs per day.	Transport of Overflow Shelter clients to/from shelter and pickup/drop-off points. Bus passes for work, appointments for family homeless and domestic violence shelter clients.	1	1	1		1	Nonprofit, faith-based organization	No fee.
UMOM New Day Centers, Watkins Overflow Shelter	3335 E Van Buren, Phoenix, AZ 85008	LaShawn Thompson	(602) 527-5895	<a href="mailto:ltompson@umom.org">ltompson@umom.org</a>	<a href="http://umom.org">umom.org</a>	24 hours a day, 7 days a week.	Agency operated vehicles and bus passes through case management	1					Nonprofit, faith-based organization	None

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United Cerebral Palsy (UCP) of Central Arizona, Inc	1802 W Parkside Ln., Phoenix AZ 85027-1322	Marilyn Zepeda	(602) 943-5492	<a href="mailto:mzepeda@ucpofaz.org">mzepeda@ucpofaz.org</a>	<a href="http://upcofcentralaz.org">upcofcentralaz.org</a>	8 a.m. - 6 p.m. Monday through Friday	Transportation to and from UCP services for physically and/or developmentally disabled adults and children.	1		1	1		Nonprofit	No fee.
ValleyLife	1142 West Hatcher Rd., Phoenix, AZ 85021	Mary E. Brannoch	(602) 331-2415	<a href="mailto:mbrannock@valleylifeaz.org">mbrannock@valleylifeaz.org</a>	<a href="http://www.valleylifeaz.org">www.valleylifeaz.org</a>	7 days per week / 24 hrs per day.	Agency operated vehicles, cab vouchers, transit passes; physically disabled, visually impaired, older adults, developmentally disabled. Age restriction: Adults 21 and over.	1	1	1	1		Nonprofit	No fee.

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About Care, Inc	600 W Ray Rd., Ste B5, Chandler, AZ 85225-7264	Ann Marie McArthur, Executive Director	(480) 802-2331	<a href="mailto:amcarthur@aboutcare.org">amcarthur@aboutcare.org</a>	<a href="http://www.aboutcare.org">www.aboutcare.org</a>	9:00 a.m. - 3:00 p.m. Mon through Friday, service hours 7 days a week, anytime a volunteer can fill the service.	Client transportation to and from medical or social service appointments and pharmacy if needed.		1	1	1	1	Nonprofit	No fee
Chandler/Gilbert ARC, The	3250 N San Marcos Place, Chandler, AZ 85225	William Parker	(480) 892-9422	<a href="mailto:wparker@cgarc.org">wparker@cgarc.org</a>	<a href="http://www.cgarc.org">www.cgarc.org</a>	7 days a week, 24 hours per day.	Housing, Life Skill Training and Employment. Agency operated vehicles only.	1		1	1	1	Nonprofit	No fee.
Disability Development Resources LLC	1356 E McKellips Rd, Suite 104, Mesa, AZ 85203	Deborah Lamoree, Owner/Director	(480) 844-5265	<a href="mailto:dlamoree@ddresources.com">dlamoree@ddresources.com</a>	<a href="http://www.ddresources.com">www.ddresources.com</a>	Office 9:00 a.m. - 5:00 p.m. Monday through Friday by appointment only please call to schedule	Home and Community Based Services and independent Living		1	1	1	1	Private, For profit	Contact agency for more information.
East Valley Adult Resources Inc./Apache Junction Active Adult Center	45 W University Dr., Suite B, Mesa, AZ 85201	Dan Taylor	(480) 964-9014	<a href="mailto:dantaylor@evadultresources.org">dantaylor@evadultresources.org</a>	<a href="http://www.evadultresources.org">www.evadultresources.org</a>	8:00 a.m. - 4:00 p.m. Monday through Friday	Transports AIL agency clients to shopping or medical trips within East Valley (Mesa, Apache Junction, Chandler, Gilbert and Tempe)	1	1	1			Nonprofit.	\$1.00 donation suggested to East Valley Adult Resources Inc.

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East Valley Adult Resources, Inc. / Red Mountain Active Adult Center	7550 E Adobe St., Mesa, AZ 85207	Peggy Reed	(480) 218-2221	<a href="mailto:preed@evadultresources.org">preed@evadultresources.org</a>	<a href="http://www.evadultresources.org">www.evadultresources.org</a>	8:00 am. - 3:00 p.m. Monday through Friday	Van transportation provided to and from the senior centers for persons who are age 60 and over.	1	1	1			Nonprofit.	Donation requested.
East Valley Family Care Center	2204 S Dobson Rd. Ste 101, Mesa, AZ 85202-6457		(480) 491-6235	<a href="mailto:admin@evseniorservices.org">admin@evseniorservices.org</a>			Limited medical transportation						Nonprofit.	Contact agency for more information.
East Valley Ride Choice	3320 N Greenfield Rd., Mesa, AZ 85215	Arleen Schenck	(480) 962-RIDE (7433)	<a href="mailto:rlynch@valleymetro.org">rlynch@valleymetro.org</a>	<a href="http://www.ValleyMetro.org">www.ValleyMetro.org</a>	Please contact agency for further information	This program allows customers to travel wherever they want using taxi's. The program includes Coupons for Cabs, Dialysis Vouchers and Mileage reimbursement.	1	1	1	1		Public/Private	Fees varies depending on the city of residence.
East Valley Senior Services Inc. / Mesa Active Adult Center	247 N MacDonald St., Mesa, AZ 85201	Lorelei Geiser	(480) 962-5612	<a href="mailto:dejongmsc@evseniorservices.org">dejongmsc@evseniorservices.org</a>	<a href="http://www.evseniorservices.org">www.evseniorservices.org</a>		Purchase of subsidized Dial-A-Ride tickets.						Nonprofit.	Contact agency for more information.
Foothills Caring Corps	PO Box 831, Carefree, AZ 85377	Jayne Hubbard, Maggie Palmer	(480) 488-1105	<a href="mailto:Services@FoothillsCaringCorps.com">Services@FoothillsCaringCorps.com</a>	<a href="http://www.FoothillsCaringCorps.com">www.FoothillsCaringCorps.com</a>	8:30 a.m. - 4:30 p.m. Monday through Friday	Serving homebound elderly		1	1	1	1	Nonprofit.	Donations Accepted

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Fountain Hills Taxi & Shuttle	7222 E Northridge St., Mesa, AZ 85207		(480) 837-7500				Private for-hire carrier						Private, For profit.	Contact agency for more information.
Friendship Village	2645 E Southern Ave., Tempe, AZ 85282	Brian Scott	(480) 831-3171	<a href="mailto:scottbrian@friendshipvillageaz.com">scottbrian@friendshipvillageaz.com</a>	<a href="http://www.friendshipvillageaz.com">www.friendshipvillageaz.com</a>	7 days per week, depending on service.	For residents: bus, van or limo; for commuting employees: Ride-share van	1	1	1			Nonprofit / Retirement Community.	From \$1.50-\$3.50 depending on the service and vehicle.
Good Samaritan Society - Mesa Good Shepherd	5848 E University Dr., Mesa, AZ 85205	Jason L. Wright	(480) 981-0098 / (480) 854-3263 (office)	<a href="mailto:jwright@good-sam.com">jwright@good-sam.com</a>	<a href="http://www.good-sam.com">www.good-sam.com</a>	8 a.m. - 4 p.m. everyday except Saturday	Senior housing, assisted living, skilled nursing/rehab.	1	1	1			Faith-based.	Fees included in client's monthly rent.
Good Shepherd Villa	5848 E University Dr., Mesa, AZ 85205-7443		(480) 981-0098				Agency operated vehicles only. Agency clients only						Nonprofit.	Contact agency for more information.
Guadalupe Senior Services	9401 S Avenida Del Yaqui, Guadalupe, AZ 85283	Theresa Rodriguez, Director	(480) 505-5393	<a href="mailto:trodriquez@guadalupeaz.org">trodriquez@guadalupeaz.org</a>	<a href="http://www.guadalupeaz.org">www.guadalupeaz.org</a>	7:00 a.m. - 4:00 p.m. Monday through Thursday	Agency operated vehicles only.	1	1			1	Local government - public agency	Contribution requested or donation. Funded in part by the Area Agency on Aging.
Horizon Human Services	160 W University Dr., Mesa, AZ 85201	Marsha Ashcroft	(520) 836-1688	<a href="mailto:mashcroft@horizonhumanservices.org">mashcroft@horizonhumanservices.org</a>	<a href="http://www.horizonhumanservices.org">www.horizonhumanservices.org</a>	Group Homes: 24 hrs per day, 7 days per week, Office 8 a.m.-5 p.m. Monday through Friday	Agency operated vehicles only, demand response.	1			1		Nonprofit	No fee.

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MARC Center of Mesa	924 N Country Club Dr., Mesa, AZ 85201	Mark Tompert	(480) 797-8466	<a href="mailto:mark.tompert@marccenter.com">mark.tompert@marccenter.com</a>	<a href="http://www.marccenter.com">www.marccenter.com</a>	Seven days per week/24 hours a day.	Agency operated vehicles only.		1	1	1		Nonprofit	Contact agency for more information.
Mesa (City of)	PO Box 1466, Mesa, AZ 85211	Julie Howard	(480) 644-4131	<a href="mailto:Julie.Howard@mesaaz.gov">Julie.Howard@mesaaz.gov</a>		Varies / Transportation : 7:00 a.m. - 6:00 p.m.							Public Agency.	Varies, contact agency.
Neighbors Who Care, Inc	10450 E Riggs Rd. Ste 113, Sun Lakes, AZ 85248-7760	Eric Ehst	(480) 895-7133	<a href="mailto:nwcsunlakes@aol.com">nwcsunlakes@aol.com</a>	<a href="http://www.neighborswhocare.com">www.neighborswhocare.com</a>	8:30 a.m. - 4:30 p.m. Monday through Friday	Volunteers provide medical transportation, shopping, respite, friendly visiting, reassurance calls, business assistance, dinner delivery. Agency clients only.	1	1	1	1	1	Nonprofit	No fee.
Nobody's Perfect Inc.	18911 E San Tan Boulevard, Queen Creek, AZ 85142	Philip M. Pajak	(480) 840-9351	<a href="mailto:admin@nobodysperfectinc.org">admin@nobodysperfectinc.org</a>	<a href="http://www.nobodysperfectinc.org">www.nobodysperfectinc.org</a>	7:00 a.m.-5:00 p.m. Monday through Friday	Providing transportation to clients in day programs and work programs.	1		1	1	1	Nonprofit	No fee.
Paradise Valley Senior Center	17402 N 40th St. Phoenix, AZ 85032-2200	Deborah Ellison	(602) 495-3785	<a href="mailto:paradise.valley.cc.hsd@phoenix.gov">paradise.valley.cc.hsd@phoenix.gov</a>	<a href="http://www.phoenix.gov/SRCNTRS/cnrpara.html">www.phoenix.gov/SRCNTRS/cnrpara.html</a>	8:00 a.m. - 5:00 p.m. Monday through Friday	Use of Dial-a-Ride and volunteer services.	1	1				Nonprofit	Call agency for more information.

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Scottsdale (City of) - Trolley	7447 East Indian School Rd. Suite 205, Scottsdale, AZ 85251	John Kelley	(480) 312-7626	<a href="mailto:jkelly@scottsdaleaz.gov">jkelly@scottsdaleaz.gov</a>	<a href="http://www.ScottsdaleAZ.gov">www.ScottsdaleAZ.gov</a>	Downtown Trolley 11:00 a.m. - 6:00 p.m. except Thurs Artwalk 11:00 a.m. – 9:00 p.m. neighborhood Trolley 7:00 a.m. - 9:00 p.m. Miller Road Trolley (formerly Route 76) 5:15 a.m.-11:15 p.m. Mon - Fri 5:45 a.m.- 7:20 p.m. Sun and holidays.	Agency operated vehicles, cab voucher and transit passes for Scottsdale residents.	1	1	1	1	1	Public Agency	Trolley no fare, DAR \$3.50, please call agency for more information.
Scottsdale (City of) - Transportation Department Cab Connection Program	7447 E Indian School Rd. Ste 205, Scottsdale AZ 85251-3915	Ed Jones	(480) 312-8747	<a href="mailto:ejonesIII@scottsdaleaz.gov">ejonesIII@scottsdaleaz.gov</a>	<a href="http://www.scottsdaleaz.gov/traffic/alternmethod/specialservices.asp">www.scottsdaleaz.gov/traffic/alternmethod/specialservices.asp</a>	8:00 a.m. - 3:00 p.m. Monday through Friday	Subsidized taxi voucher program for Scottsdale enrolled participants only, who are disabled or are age 65 and over. May request up to 16 subsidized taxi vouchers per month.	1	1	1	1		Public Agency	Contact agency for more information.

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**EAST VALLEY SERVICE AREA**

Agency	Physical Address	Program Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Scottsdale Training and Rehabilitation Services (STARS)	7507 E Osborn Rd., Scottsdale, AZ 85251	Debbie Kattelmann	(480) 994-5704		<a href="http://www.starsaz.org">www.starsaz.org</a>	8:00 a.m. - 4:30 p.m. Monday through Friday	Agency operated vehicles only. Agency clients only	1		1			Nonprofit	Contact agency for more information.
Stand Together and Recover Centers, Inc. (STAR East)	1310 W University Dr, Mesa AZ 85201	Jeni Serrano	(480) 649-3642	<a href="mailto:recovery@thestarcenter.org">recovery@thestarcenter.org</a>	<a href="http://www.thestarcenters.org">www.thestarcenters.org</a>	7:30 a.m.-3:30 p.m. Mon through Fri.	Day recovery center for adults with mental illness	1			1		Nonprofit	None, billed through Magellan Health services.
Tempe (City of) Pyle Adult Recreation Center	655 E Southern Ave., Tempe, AZ 85282	Lyn Cahill-Ramirez, Senior Rec. Coord.	(480) 350-5211			8:00 a.m. - 5:00 p.m. Monday through Friday							Public Agency - Recreation Center	Contact agency for more information.
The Arc of Tempe	501 E Broadway Rd., Tempe, AZ 85282	Mike Mayhew, Executive Director	(480) 966-8536	<a href="mailto:community@tempearc.org">community@tempearc.org</a>	<a href="http://www.tempearc.org">www.tempearc.org</a>	4:00 p.m. - 8:00 p.m. Mon through Fri / 9:00 a.m. - 4:00 p.m. Sat	Life Skills & Recreation program for adults with developmental disabilities. Transportation to community activities, not pick-up and drop off to homes.	1			1		Nonprofit	There are no fees for this transportation, however, participants pay a monthly fee for the program
The Centers for Habilitation (TCH)	215 W Lodge Dr., Tempe, AZ 85283	Jesus Daniel Diaz	(480) 838-8111	<a href="mailto:jesusdiaz@tch-az.com">jesusdiaz@tch-az.com</a>	<a href="http://www.tch-az.com">www.tch-az.com</a>	8:00 a.m. - 5:00 p.m. Mon through Friday.	Agency operated vehicles only. Agency clients only			1	1		Nonprofit	Contact agency for more information.

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The Salvation Army - Apache Junction	605 E Broadway Ave., Apache Junction, AZ 85219-5214	Richard	(480) 982-4110	<a href="mailto:lindaraymond@uswsalvationarmy.org">lindaraymond@uswsalvationarmy.org</a>		7:00 a.m. - 4:00 p.m. Tues through Thurs	Transportation . Provide transportation for seniors and individuals with disabilities.	1	1	1		1	Nonprofit	Contact agency for more information.
Valley Metro East Valley RideChoice	3320 N. Greenfield Rd., Mesa, AZ 85215	Arleen Schenck	480-962-RIDE (7433)	<a href="mailto:aschenck@valleymetro.org">aschenck@valleymetro.org</a>	<a href="http://www.valleymetro.org">www.valleymetro.org</a>	Contact agency	East Valley only, programs vary, contact agency for more information.	1	1	1	1		Public/Private	Fees vary based on services used.
Valley Metro East Valley Dial-A-Ride	101 N 1st Ave. Ste 1100, Phoenix, AZ 85003	Arleen Schenck	(480) 633-0101 East Valley Dial-A-Ride Reservation	<a href="mailto:stierney@valleymetro.org">stierney@valleymetro.org</a>	<a href="http://www.valleymetro.org">www.valleymetro.org</a>	ADA, 3:00 a.m. - 2 a.m. Mon through Sun, Scottsdale/Tempe, 4:00 a.m. - 12:00 a.m. mon through sun, Chandler/Gilbert/Mesa NON-ADA 7:00 a.m. - 7:00 p.m. Mon through Sun Chandler/Mesa	Agency operated vehicles and contracted services. East Valley Dial-a-Ride serves Chandler, Gilbert, Mesa, Tempe, Scottsdale and Maricopa County Islands		1	1	1	1	Public transit agency	Contact agency for more information.
Y OPAS (YMCA Outreach Programs for Ahwatukee Seniors)	1030 E Liberty Ln., Phoenix, AZ 85048-8461	Judy Lewisohn, Program Manager	(602) 212-6088	<a href="mailto:opas@vosymca.org">opas@vosymca.org</a>	<a href="http://www.valleymca.org/ahwatukee/news.cfm">http://www.valleymca.org/ahwatukee/news.cfm</a>	8:30 a.m. - 4:00 p.m. Mon Sun, office 9:00 a.m. - 12:00 p.m. 1pm – 4pm Mon to Fri.	Volunteer drivers for persons 62 years of age or older who resides in Ahwatukee	1	1				Nonprofit	Contact agency for more information.

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Agency	Physical Address	Program Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Arizona Center for the Blind & Visually Impaired	3100 E Roosevelt St., Phoenix, AZ 85008-5036	Sharon Gibbs	(602) 273-7411	<a href="mailto:Sgibbs@ACBVI.org">Sgibbs@ACBVI.org</a>	<a href="http://www.acbvi.org">www.acbvi.org</a>	8:00 a.m. - 4:30 p.m. Mon through Fri.	Agency operated vehicles only.	1					Nonprofit.	Membership fee based on ability to pay; charges for some special events.
Avondale, City of	11465 W Civic Center Dr., Avondale, AZ 85323	Kristen Sexton	(623) 333-1030	<a href="mailto:ksexton@avondale.org">ksexton@avondale.org</a>	<a href="http://www.avondale.org">www.avondale.org</a>	7:00 a.m. - 6:00 p.m., Mon through Thurs.	Provides taxi cab vouchers.						Public Agency.	25% of the fare – Avondale pays 75% up to \$15.00.
Benevilla	16752 N Greasewood St., Surprise, AZ 85374	Darlene Turner	(623) 979-7126	<a href="mailto:dturner@benevilla.org">dturner@benevilla.org</a>	<a href="http://www.benevilla.org">www.benevilla.org</a>	8:00 a.m.-4:30 p.m. Mon through Fri, office; 7:30 a.m. - 5:30 p.m. Mon through Fri.	Agency vehicles supplemented by volunteers and purchased transportation.						Nonprofit.	Contact agency for more information.
Buckeye Family Care Center		Pam Kurczynski	(623) 386-4814	<a href="mailto:pkurczynski@caichc.com">pkurczynski@caichc.com</a>		Mon, Tues, Thur, Fri: 8:00 a.m. - 5 p.m. / Wed: 11:00 a.m. - 8:00 p.m.	Limited medical transportation	1					Nonprofit.	Contact agency for more information.

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Duet	555 W Glendale Ave., Phoenix AZ 85021-8799	Ricardo Samano	(602) 274-5022	<a href="mailto:Samano@duetaz.org">Samano@duetaz.org</a>	<a href="http://www.duetaz.org">www.duetaz.org</a>	8:00 a.m. through 4:30 p.m. Mon through Fri.	Transportation to medical and social service appointments 9am-3pm Mon-Fri (rides scheduled 3-5 working days in advance and service limited to 1 ride/week and within 10-12 miles of home and no electric wheelchairs or carts.	1	1	1			NonProfit, Faith-based	No fee.
El Mirage Dial A-Ride	12145 NW Grand Ave., El Mirage, AZ		(602) 266-8723		<a href="http://www.cityofelmirage.org">www.cityofelmirage.org</a>	9:00 a.m. - 5:00 p.m. Mon through Fri.	Transportation services for ADA eligible residents to medical appointments, work, and social service needs.	1	1	1		1	Public agency.	\$2.00 each way
Gila Bend Primary Care Center	100 N Gila Blvd., Gila Bend AZ 85337		(928) 683-2269				Limited medical transportation						Public agency.	Contact agency for more information.
Glencroft Retirement Community	8611 N 67th Ave., Glendale AZ 85302		(623) 939-9475	<a href="mailto:info@glencroft.com">info@glencroft.com</a>	<a href="http://www.glencroft.com">www.glencroft.com</a>	8:00 a.m. - 4:30 p.m.	Agency operated vehicles only.							Contact agency for more information.

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Glendale (City of) Taxi Subsidy Program	6210 W Myrtle Ave. Bldg S, Glendale AZ 85301-1700	John Bullen	(623) 930-3501		<a href="http://www.glendaleaz.com/transit">www.glendaleaz.com/transit</a>	7 days per week.	Subsidized taxi rides for Glendale residents undergoing repetitive medical therapies within the City of Glendale.	1	1	1		1	Public Agency	Vouchers issued for 75% of a one-way taxi trip, capped at \$15.00/trip. The participant is responsible for the remaining 25%, plus any amount in excess of \$15.00.
Glendale (City of) -Transit	6210 W Myrtle Ave. Bldg S, Glendale, AZ 85301-1700	Kevin Link	(623) 930-3501		<a href="http://www.glendaleaz.com/transit">www.glendaleaz.com/transit</a>	7:00 a.m. - 6:00 p.m., Mon through Sun. ADA paratransit as requested.	Dial-A-Ride, circulator services (GUS) ADA paratransit service, taxi subsidy program within the City of Glendale.		1	1	1	1	Public Agency	\$2.00 general public and ADA, \$1.00 for seniors and disabled. Contact agency for further information.
Glendale (City of)-Glendale Adult Center	5970 W Brown St., Glendale, AZ 85302	Anthony Garcia	(623) 930-4335	<a href="mailto:agarcia@glendaleaz.com">agarcia@glendaleaz.com</a>	<a href="http://www.glendaleaz.com">www.glendaleaz.com</a>	8:00 a.m. - 8:00 p.m. Mon through Fri							Public Agency	\$2.00 regular \$1.00 seniors each way
John C. Lincoln Health Network	303 Eva St., Phoenix, AZ 85020		(602) 320-9656			7:00 a.m. - 5:00 p.m. Mon through Fri.	Agency operated vehicles only. Network clients participating in adult day care, Head Start, living in senior apartments or transport to/from hospital.	1	1	1		1	Health organization.	No fee.

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Manistee Manor	7987 N 53rd Ave., Glendale, AZ 85301	Debi Windahl	(623) 915-5039	<a href="mailto:office@manistee Manor.phxcoxmail.com">office@manistee Manor.phxcoxmail.com</a>	<a href="http://www.manistee Manor.com">www.manistee Manor.com</a>	7:00 a.m. - 5:30 p.m. Mon through Thurs.	Transportation for clients within a 2 to 5 mile radius.	1	1			1	Nonprofit	\$1.00
One Step Beyond, Inc	9299 W Olive Ave., Ste 311 Peoria, AZ 85345	Jerry Ketelhut	(623) 215-2449		<a href="http://www.oswbi.org">www.oswbi.org</a>	6:30 a.m. - 6:00 p.m. Mon through Fri	Service provider for individuals with developmental disabilities, life skills and vocational training.	1		1	1	1	Nonprofit.	\$2.50 each trip
Peoria, (City of) - Transit	8401 W Monroe St., Peoria, AZ	Bill Mattingly	(623) 773-5151	<a href="mailto:bill.mattingly@peoriaaz.gov">bill.mattingly@peoriaaz.gov</a>		6:00 a.m. - 6:00 p.m. Mon through Fri. Reservations 8:00 a.m. - 5:00 p.m. Mon through Fri.	Peoria city limits	1	1	1	1	1	Public Agency.	Contact agency for more information.
PPEP, Inc.	901 E. 46th Street, Tucson, AZ 85713	Jaclyn Johnson	(520) 594-6499	<a href="mailto:gjudy@ppep.org">gjudy@ppep.org</a> ; <a href="mailto:jjohnson@ppep.org">jjohnson@ppep.org</a>	<a href="http://www.ppep.org">www.ppep.org</a>	8:00 a.m. - 3:00 p.m. Mon through Fri. 24 hours/7 days a week for residential.	Agency vans, from Avondale, Ajo, Sells, Globe, Casa Grande, Tucson and Green Valley.	1	1		1		Nonprofit.	No fee.
Property Owners & Residents Association (PORA)	18229 N 130th Ave., Sun City West, AZ 85375	Pat Leopard	(623) 584-7802	<a href="mailto:1019@cox.net">1019@cox.net</a>	<a href="http://www.porascw.org">www.porascw.org</a>	9:00 a.m. - 3:00 p.m. Mon through Fri	Local and state governmental representation to our residents						Nonprofit, Neighborhood Association	Contact agency for more information.

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R & R Respite Care	246 N Washington St., Wickenburg, AZ 85390-4414	Rachel Minton	(928) 684-3480	<a href="mailto:minton@aaaphx.org">minton@aaaphx.org</a>	<a href="http://www.wickenburgrespite.com">www.wickenburgrespite.com</a>	7:30 a.m. - 5:30 p.m. Mon through Fri	Personal services. Food service including snacks and hot lunches, personal care, health monitoring, transportation, and pet therapy for individuals with Alzheimer's Disease, Parkinson's Disease, related dementia or stroke, social isolation, depression and anyone who needs daytime supervision.		1		1			Nonprofit.	Transportation rates for non-clients living within Wickenburg is \$7.00 per round trip. Sliding scale fees and scholarships are available based upon financial need.	
Stand Together and Recover Centers, Inc. (STAR West)	605 N Central Ave., Avondale AZ 85323	Debbie Tisino	(623) 882-8463	<a href="mailto:recovery@thestarcenter.org">recovery@thestarcenter.org</a>	<a href="http://www.thestarcenters.org">www.thestarcenters.org</a>	7:30 a.m.-3:30 p.m. Mon through Fri.	Day recovery center for adults with mental illness		1			1		Nonprofit	None, billed through Magellan Health services.	
Sun City West Foundation	14465 RH Johnson, Sun City West, AZ 85375	Patti Rowan	(623) 544-3020		<a href="http://www.scwfoundation.org">www.scwfoundation.org</a>	7:30 a.m.-3:30 p.m. Mon through Fri.	Transportation for Sun City West		1	1		1		1	Nonprofit.	\$3.00 each way or 10 tickets for \$25.00.
Surprise (City of) - Senior Center	15832 N Hollyhock St., Surprise, AZ 85374	Leslie Rudders	(623) 222-1500	<a href="mailto:leslie.rudders@surpriseaz.com">leslie.rudders@surpriseaz.com</a>	<a href="http://www.surpriseaz.com">www.surpriseaz.com</a>	8:00 a.m. - 4:00 p.m. Mon through Fri	Agency operated vehicles only to Surprise Senior Center.		1		1			Public agency.	Contact agency for more information.	

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Surprise (City of) - Dail-A-Ride	16000 N Civic Center Plaza, Surprise AZ 85374		(623) 222-1622		<a href="http://www.surpriseaz.com/index.asp?NID=13">www.surpriseaz.com/index.asp?NID=13</a>	7:00 a.m. - 5:00 p.m. Mon through Fri	Transportation services for Surprise residents	1	1	1			Public agency.	Contact agency for more information.
The Salvation Army Glendale Corps	6010 W Northern Ave., Glendale, AZ 85301-1254		(623) 934-0469	<a href="mailto:christina.arnold@usw.salvationarmy.org">christina.arnold@usw.salvationarmy.org</a>			Provide bus tokens for medical appointments for people in need						Nonprofit.	Contact agency for more information.
Tidwell Family Care Center	16560 N Dysart Rd., Surprise, AZ 85374-3747		(623) 546-2294				Limited medical transportation.							Contact agency for more information.
Tolleson (City of)	9555 W Van Buren, Tolleson, AZ 85353	Joy McClain	(623) 936-2751	<a href="mailto:jmcclain@tollesonaz.org">jmcclain@tollesonaz.org</a>	<a href="http://www.tollesonaz.org">www.tollesonaz.org</a>	8:00 a.m.-4:00 p.m. Mon through Fri	Dial-A-Ride		1	1		1	Public Agency	No fee. Contact agency for more information.
Town of Buckeye Community Services	201 E Central Ave., Buckeye, AZ 85326		(623) 349-6600 / (623) 349-6616		<a href="http://www.buckeyeaz.gov">www.buckeyeaz.gov</a>	8:00 a.m. - 5:00 p.m. Mon through Fri	Door to door transportation to medical, dialysis, shopping, social services						Municipality	No Fee. Contribution encouraged \$2.00.
Valley Metro Valley Metro Mobility Service	3320 N. Greenfield Rd, Mesa, AZ 85215	Susan Tierney	(602) 266-8723 reservations	<a href="mailto:stierney@valleymetro.org">stierney@valleymetro.org</a>	<a href="http://www.valleymetro.org">www.valleymetro.org</a>	7:00 am - 5:00 pm Mon through Fri, El Mirage/Sun City portions of Maricopa County	Contracted services through Total Transit (Discount Cab)		1	1		1	Public transit ag	Call agency for more information.
Wickenburg Family Care Center	811 N Tegner St., #113, Wickenburg, AZ 85390		(928) 684-9555			Mon-Wed & Fri: 8:00 a.m. - 5:00 p.m. / Thurs: 11:00 a.m. - 3:00 p.m. & 4:00 p.m. - 8:00 p.m.	Limited medical transportation						Nonprofit.	Contact agency for more information.

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Arizona Bridge to Independent Living	5025 E Washington St. Ste.200, Phoenix, AZ 85034	Ann Pasco	(602) 296-0514	<a href="mailto:annp@abil.org">annp@abil.org</a>	<a href="http://www.abil.org">www.abil.org</a>	8:00 a.m. - 5:00 p.m. Mon through Friday, occasionally Sat.	Agency operated vehicles only.	1		1	1	1	Nonprofit	\$2.00 one way – this fee can be waived.
Central Arizona Shelter Services (CASS)	230 S 12th Ave., Phoenix, AZ 85007		(602) 256-6945	<a href="mailto:lsnidecor@cassaz.org">lsnidecor@cassaz.org</a>	<a href="http://www.cassaz.org">www.cassaz.org</a>	7:00 a.m.-4:00 p.m. Mon through Fri.	Job-related transportation for the homeless.	1					Nonprofit	
Clean Air Cab	1600 W Main St., Mesa, AZ 85201	Steve Lopez	(480) 268-6721	<a href="mailto:steve.lopez@cleanaircab.com">steve.lopez@cleanaircab.com</a>	<a href="http://www.cleanaircab.com">www.cleanaircab.com</a>	7 days per week	Taxi cab service		1	1	1	1	For profit	2.50 initial fee, 1.90 per mile
Coolidge Cotton Express	395 W Palo Verde Ave., Coolidge, AZ 85128	Cotton Express	(520) 723-6085	<a href="mailto:mhoffman@coolidgeaz.com">mhoffman@coolidgeaz.com</a>	<a href="http://www.coolidgeaz.com">www.coolidgeaz.com</a>	6:45 a.m. - 10:00 p.m. Monday through Friday	Agency operated vehicles only. Central Pinal County and City of Coolidge		1	1	1	1	Public Agency	Route: \$1.25 / Children: \$.75 / Dial-A-Ride \$1.50/ Regional Child \$1.00 / Regional Adult \$2.00
Express Transportation, Inc. (d/b/a Affiliated Transportation)	44991 W Jack Rabbit Trail, Maricopa, AZ 85239		(480) 994-1616				Private for-hire carrier						Private, for profit.	Contact agency for more information.
Foundation for Blind Children	1235 E Harmont Dr., Phoenix, AZ 85020	Ann Greig	(602) 331-1470 x114 / (800) 322-4870	<a href="mailto:Agreig@seeitourway.org">Agreig@seeitourway.org</a>	<a href="http://www.seeitourway.org">www.seeitourway.org</a>	8:00 a.m. - 5:00 p.m. Monday through Friday	Agency operated vehicles only.						Nonprofit	No fee.

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Hacienda, Inc.	1402 E South Mountain Ave., Phoenix, AZ 85042	Ed Roggenstein	(602) 243-4231	<a href="mailto:Transport@haciendainc.org">Transport@haciendainc.org</a>	<a href="http://www.haciendahealthcare.org">www.haciendahealthcare.org</a>	Please contact agency for further information	Agency operated vehicles only, agency clients residing in our facilities.	1		1	1		Nonprofit.	Contact agency for more information.
Interfaith Cooperative Ministries	501 S 9th Ave., Phoenix, AZ 85007 / PO Box 2225 Phoenix, AZ 85002	Rena Gentry	(602) 254-7450	<a href="mailto:renea@icmaz.org">renea@icmaz.org</a>	<a href="http://www.icmaz.org">www.icmaz.org</a>	9:00 a.m. - 11:00 a.m. Monday through Saturday	Bus tickets for local transit system for job interviews for low income individuals.		1	1	1	1	Nonprofit Food and Clothing Bank	No fee.
Just for You Transportation Service	917 E Buckeye Rd., Phoenix, AZ 85034	Willie E. Gray	(602) 477-8256	<a href="mailto:willie.gray@justforyoutransportation.com">willie.gray@justforyoutransportation.com</a>	<a href="http://www.justforyoutransportation.com">www.justforyoutransportation.com</a>	8:00 a.m. - 6:00 p.m. Monday through Sat	Private for-hire carrier						Private, for profit.	Call for rates, based on service requested and distance.
Kora's Radio Taxi Corp.	1745 N 28th Ave., Phoenix, AZ 85009		(602) 233-2031			Call for more information	Private for-hire carrier						For profit	Call for rates, based on service requested and distance.
Lifewell	202 E Earl Drive, Phoenix, AZ 85012	Jim Rogers	(602) 599-5459	<a href="mailto:jrogers@lifewell.us">jrogers@lifewell.us</a>	<a href="http://www.lifewell.us">www.lifewell.us</a>	Seven days per week/24 hours a day.	Agency operated vehicles only. Agency clients only - indigent adults with serious mental illness	1	1	1	1	1	Nonprofit	None, please call agency for more information.

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Maricopa Transportation System Inc.	19428 N. John Wayne Parkway, Suite D, Maricopa, AZ 85139	Udoamaka Obiekea (Mr. Peace)	(520) 413-7911	<a href="mailto:peace@maricopatrans.org">peace@maricopatrans.org</a>	<a href="http://www.maricopatrans.org">www.maricopatrans.org</a>	5:00 a.m. - 7:30 p.m. Mon through Friday	Provide bus and accessible van services for City of Maricopa and Casa Grande residents/		1	1	1	1	Nonprofit	General public \$1, free for seniors and qualified disabled.
Medi-Trans	4600 W Camelback, Glendale, AZ 85301		(602) 200-2010				Nonemergency medical transportation.						Private, for profit.	Call for rates, based on service requested and distance.
Mehari Transportation	PO Box 97628, Phoenix, AZ 85060		(602) 577-4419				Taxi service						Private, for profit.	Call for rates, based on service requested and distance.

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Agency	Physical Address	Program Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
National Kidney Foundation of Arizona	4203 E Indian School Rd Ste 140, Phoenix, AZ 85018-5341	Lisa Romero	(602) 840-1644	<a href="mailto:lisar@azkidney.org">lisar@azkidney.org</a>	<a href="http://www.azkidney.org">www.azkidney.org</a>	8:30 a.m. - 4:30 p.m. Mon through Fri.	Provide transportation to and from dialysis treatments. Maricopa County (including rural areas). patients use public transportation Valley DAR, 31-day City Bus pass, Taxi.provided by NKF AZ. Must have vouchers stamped and approved by NKF AZ for the approval of 25%; must meet mileage requirements. Vouchers/tickets used for Phoenix and East	1					Nonprofit	No fee, see service column for more information.

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Agency	Physical Address	Program Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
NATIVE HEALTH - Native American Community Health Care Center Inc.	4520 N Central Ave. Ste 620, Phoenix AZ 85012	Susan Levy	(602) 279-5262 x3302	<a href="mailto:slevy@nachci.com">slevy@nachci.com</a>	<a href="http://www.nativehealthphoenix.org">www.nativehealthphoenix.org</a>	7:00 a.m. - 6:00 p.m. Monday through Friday	Non emergency medical and dental transportation for NATIVE HEALTH patients only. To Phoenix Indian Medical Center by physician referral for NATIVE HEALTH patients. Wheelchair accessible.	1	1	1	1	1	Nonprofit	No fee.
Phoenix Fire Department Night Rescue	150 S 12th St., Phoenix, AZ 85034-2301	Ray Temple	(602) 495-5555	<a href="mailto:ray.c.temple@phoenix.gov">ray.c.temple@phoenix.gov</a>		7 days a week, 24 hours per day.	Contract services. Persons with disabilities who use wheelchairs who are stranded		1	1	1		Municipality	Contact agency for more information.
Senior companion Program-NAU Civic Service Institute	7550 E Adobe St., Mesa, AZ 85208	Emily P. Taylor	(480) 352-2314	<a href="mailto:emily.p.taylor@nau.edu">emily.p.taylor@nau.edu</a>	<a href="http://www.nau.edu/sbs/cis">www.nau.edu/sbs/cis</a> ; <a href="http://www.seniorcorps.gov">www.seniorcorps.gov</a>	8:00 am. - 5:00 p.m. Monday through Friday	Friendly visiting, shopping/errands, medical appointment transportation, home management, respite care, referral services.		1				Nonprofit	No fee.

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**REGIONAL SERVICE AREA**

Agency	Physical Address	Program Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Southwest Behavioral Health	3450 N 3rd St. Phoenix, AZ 85012	Geoff Davis	(602) 265-8338	<a href="mailto:geoffd@sbhservices.org">geoffd@sbhservices.org</a>	<a href="http://www.sbhservices.org">www.sbhservices.org</a>	8:00 a.m. - 5:00 p.m. Monday through Friday	Agency operated vehicles only. Agency clients only							No fee.
TERROS Inc.	3003 N Central Ave., Phoenix, AZ 85012	Barbara Garden	(602) 685-6105	<a href="mailto:barbg@terros.org">barbg@terros.org</a>	<a href="http://www.terros.org">www.terros.org</a>	8:00 a.m. - 5:00 p.m. Mon thru Fri. Mobile crisis services 7 days a week/24 hours a day	Behavioral Health Services, agency accessible vehicles, cab vouchers and transit passes.	1	1	1	1	1	Nonprofit	No fee.
Valley Metro Bus	101 N. 1st Ave, Ste 1100 Phoenix, AZ 85003	Susan Tierney	(602) 523-5000 Valley Metro Customer Service	<a href="mailto:csr@valleymetro.org">csr@valleymetro.org</a>	<a href="http://www.valleymetro.org">www.valleymetro.org</a>	Varies depending on city-please call for information	Agency operated vehicles and contract services.		1	1	1	1	Public Agency	Please call for more information.

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**STATE-WIDE SERVICE AREA**

Agency	Physical Address	Program Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
AAA Full Transportation (includes: Yellow Cab, TLC Taxi, Fiesta Taxi, Aguilas Taxi, Neils, Courier, Checker, AAA Sedans)	4525 E University Drive, Phoenix, AZ 85034-7405	Joe Dibazar	(602) 252-5252	joe@aaayellowaz.com	<a href="http://www.aaayellowaz.com">www.aaayellowaz.com</a>	24 hrs, 365 days per year	Taxi service		1	1		1	Private, For profit.	Taxi Street Rates \$2.50 drop, \$2.00 each mile, \$28 per hour. Airport Taxi Rates \$16.00 min, \$5.00 first mile, \$2.00 each additional mile, \$20 per hour traffic delay time, \$1.00 Phoenix Airport Tax.
All Valley Transportation	Phoenix, AZ 85034-7405	Anthony	(602) 302-6868 / 1-(888) 933-1300	<a href="mailto:info@allvalleytransportation.com">info@allvalleytransportation.com</a>	<a href="http://www.allvalleytransportation.com">www.allvalleytransportation.com</a>	24 hrs	Private for-hire carrier						Private, For profit.	Please call for rate information.
American Handicapped Transport Services HTS	1401 E Washington Street Phoenix, AZ 85034		(602) 253-0911				Nonemergency medical transportation						Private, For profit.	Call for rates, based on service requested and distance. Discount for Veteran.
Angel Flight West	3161 Donald Douglas Loop South Santa Monica CA 90405-3210	Josh Olson	(310) 390-2958 or (888) 426-2643	<a href="mailto:josh@angelflightwest.org">josh@angelflightwest.org</a>	<a href="http://www.angelflightwest.org">www.angelflightwest.org</a>	8:30 a.m. - 4:30 p.m. Mon through Friday Pacific time. 24 hour on call for emergency puposes.	Air transportation to and from medical treatment or other compelling human need, must be able to walk and sit up.		1	1	1	1	Nonprofit, 501c3.	No cost to requesting agency or to passengers. All cost provided by volunteer pilots. Must have financial or other compelling reason for needing assistance.

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**STATE-WIDE SERVICE AREA**

Agency	Physical Address	Program Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Arizona Chapter Paralyzed Veterans of America, Inc.	5015 N 7th Ave., Ste 2, Phoenix, AZ 85013	Peter Quinn	(602) 244-9168	azpva@azpva.org	www.azpva.org	8:00 a.m. - 4:30 p.m. Mon through Friday	Resources.	1					Nonprofit Veteran Service Organization.	\$125/day, volunteer drivers.
Arizona Recreation Center for the Handicapped (ARCH)	1550 West Colter Street Phoenix, AZ 85015	Vera Martinez	(602) 230-2226	Vera_Martinez@archaz.org	www.archaz.org	7:00 a.m. - 10:00 p.m. Mon through Friday	Agency operated vehicles only.	1	1	1	1		Nonprofit.	Transportation fees are built in to program/outing fees.
Arizona Spinal Cord Injury Association	5025 E Washington St #110, Phoenix, AZ 85034	Ashleigh Turner	(602) 507-4209 / (888) 889-2185	ashleigh@azspinal.org	www.azspinal.org	9:00 a.m. - 5:00 p.m. Mon - Friday	Local day and overnight trips for individuals in wheelchairs. Social support service for individuals with SCI and their families including peer mentoring, social and recreational activities, discussion groups I&R, etc. See web site for additional information.						Nonprofit.	Contact agency for more information.
Arizona State Hospital		Anthony Johnson	(602) 220-6175	johnsoa@azdhs.gov	www.AZDHS.gov	7 days per week / 24 hrs per day.	Transportation						State Public Agency.	No fee.
CD Transport, LLC	4933 E Halifax, Mesa AZ 85205		(602) 989-5115				Private for-hire carrier						Private, For profit.	Contact agency for more information.

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FY 2014 Resource Inventory

**STATE-WIDE SERVICE AREA**

Agency	Physical Address	Program Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Civitan Foundation, Inc	3509 E Shea Blvd. # 117, Phoenix AZ 85028	Dawn Trapp	(602) 953-2944	<a href="mailto:dtrapp@campcivitan.org">dtrapp@campcivitan.org</a>	<a href="http://www.campcivitan.org">www.campcivitan.org</a>	6:00 a.m. - 7:00 p.m. Monday through Friday, hours vary on weekend	Provides respite, habilitation, attendant care and transportation of our clients to and from Civitan programs and events.	1	1	1	1	1	Nonprofit.	Please call agency for more information
ComTrans	2336 E Magnolia, Phoenix, AZ 85034	Neal Thomas	(602) 231-0102	<a href="mailto:neal@gocomtrans.com">neal@gocomtrans.com</a>		5:00 a.m. - 10:00 p.m. / Sun 7:00 a.m. - 9:00 p.m. / Sat 6:00 a.m. - 9:00 p.m., 7 days per week	Private for-hire carrier. Depends on requirements of contracting agencies						Private, For profit.	Call for rates, based on service requested and distance. Discount for Veteran.
Dependable Medical Transport Services (DMTS)	2237 N 36th St. Phoenix, AZ 85008	Richard Ganley	(602) 235-2255	<a href="mailto:info@dmsttransport.com">info@dmsttransport.com</a>	<a href="http://www.DMTStransport.com">www.DMTStransport.com</a>	24 hrs, 7 days per week	Nonemergency medical transportation (Specialize in Wheelchair, stretcher, and Oxygen transports)						Private, For profit.	Custom; call for rate information

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FY 2014 Resource Inventory

**STATE-WIDE SERVICE AREA**

Agency	Physical Address	Program Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Flights for Life, Inc.	Confidential location - Phoenix AZ / Mailing: PO Box 26485, Phoenix, AZ 85068-6485	McIlvoy	(602) 992-4327	<a href="mailto:president@flightsforlife.org">president@flightsforlife.org</a>	<a href="http://www.FlightsForLife.org">www.FlightsForLife.org</a>	001 a.m. to 2400 p.m., 7 days per week	Non-emergency round-trip air transportation to ambulatory individuals in financial need who must travel for medical treatment. Transport human blood and platelets for United Blood Services.						Private.	Contact agency for more information.
Foundation for Senior Living	1201 E. Thomas Rd. Phoenix, AZ 85014	Dan Ball and Annette Iniguez	(602) 285-050, ext 181, 169	<a href="mailto:ainiguez@fsl.org">ainiguez@fsl.org</a> , <a href="mailto:dball@fsl.org">dball@fsl.org</a>	<a href="http://www.fsl.org">www.fsl.org</a>	7:00 a.m. - 5:00 p.m. Monday through Friday	Agency operated vehicles only.	1	1				Nonprofit	No fee.
J & T Transportaton, LLC	14851 N. 25th Dr. #12, Phoenix AZ	Jany Deng	(602) 759-8096	<a href="mailto:jttransports@jttransports.com">jttransports@jttransports.com</a>	<a href="http://www.Dengenterprises.com">www.Dengenterprises.com</a>	24 hours a day, 7 days a week.	Private for hire carrier including wheelchair, stretcher and ambulatory transport. Non-emergency and non-medical transportation.		1	1			Private for hire.	Please call for more information.
Lifestar Ambulette	5424 S 40th Street, Phoenix AZ 85040		(602) 957-2800				Nonemergency medical transportation						Private for hire.	Call for rates, based on service requested and distance. Discount for Veteran.

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FY 2014 Resource Inventory

**STATE-WIDE SERVICE AREA**

Agency	Physical Address	Program Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Medical Transportation Broker of Arizona (MTBA)	3401 E Elwood St Phoenix, AZ 85040-1610	Van Means, Director	(888) 700-6822	<a href="mailto:van@mtbofarizona.com">van@mtbofarizona.com</a>		24 hr, 7 days per week	Transportation administrator		1				Transportation brokerage.	Contact agency for administrative services provided.
Phoenix EI Transportation	2730 W Agua Fria Fwy # 206, Phoenix, AZ 85027	Jeff S Say	(602) 230-1414	<a href="mailto:info@phoenixeitransportation.com">info@phoenixeitransportation.com</a>	<a href="http://www.phoenixeitransportation.com">www.phoenixeitransportation.com</a>	7 days a week, 24 hours per day.	Private for-hire carrier		1	1	1		Private for hire.	\$35.00 dollars pick up and \$3.50 per mile
Quality Transport Services of Arizona	2323 E Magnolia St., Ste 112, Phoenix, AZ 85039	Andrew Beran	(602) 371-1000	<a href="mailto:info@QTSaz.com">info@QTSaz.com</a>	<a href="http://www.qtsaz.com">www.qtsaz.com</a>	7 days a week, 24 hours per day.	Non-emergency medical transportation. Ambulatory, wheelchair, stretcher, oxygen available.		1	1	1	1	For profit.	Call for rates, based on service requested and distance. Discount for Veteran.
Safe Ride Services, Inc.	1951 W Camelback Rd # 115, Phoenix, AZ 85015	Scott Rogers, Area General Mgr	(800) 797-7433 / voice: (602) 627-6700	<a href="mailto:talktous@saferideservices.com">talktous@saferideservices.com</a>	<a href="http://www.saferideservices.com">www.saferideservices.com</a>	24 hrs, 7 days per week	Ambulatory, Wheelchair and Stretcher, non-emergency medical and specialized transportation.		1	1	1	1	Private, contract.	Contract with various Medicaid health insurance plans at no cost to the member.
Total Transit, Inc.	4600 W Camelback Road Glendale, AZ 85301-7609	Bill Blair	(602) 200-5500	<a href="mailto:bblair@totaltransit.com">bblair@totaltransit.com</a>	<a href="http://www.totaltransit.com">www.totaltransit.com</a>	12:00 a.m. to 11:59 p.m. 7 days per week	Private for-hire carrier, 24 hours a day seven days a week.		1	1	1	1	Private, for profit.	\$2.95 drop/\$2.10 mile ambulatory, \$25.00 drop/\$2.25 mile for wheelchair.

Maricopa Association of Governments  
FY 2012 Resource Inventory

**TRIBAL SERVICE AREA**

Agency	Physical Address	Contact Name	Phone Number	Email	Web Site	Hours of Operation	Service	Agency Clients Only	Older Adults	Physical Disability	Developmentally Disabled	Low-income	Agency Description	Fee amount
Gila River Indian Community-Community	252 W. Giu U Ki, PO Box 2137, Sacaton, AZ 85147	Jose Solarez	(520) 562-9691	<a href="mailto:jose.solarez@gilric.nsn.us">jose.solarez@gilric.nsn.us</a>	<a href="http://www.gilariver.org">www.gilariver.org</a>	8:00 a.m. - 5:00 p.m. Mon-Fri, as requested	Accessible van for elderly community members.	1	1	1	1	1	Tribal Entity	Contact agency for more information.
Salt River Pima-Maricopa Indian Community	10005 E Osborn Rd. Scottsdale, AZ 85256	Melvina Ray	(480) 362-7312	<a href="mailto:melvina.ray@srpmic.nsn.gov">melvina.ray@srpmic.nsn.gov</a>			Agency operated vehicles only.	1						Contact agency for more information.
San Lucy District of the Tohono O'odham Nation	PO Box GG Phoenix, AZ 85337	Albert Manuel Jr.	(928) 683-2913	<a href="mailto:amanuel@tounet.net">amanuel@tounet.net</a>			Agency operated vehicles only. Tribal members only.	1					Sub-Tribal Government	Contact agency for more information.
San Lucy District of the Tohono O'odham Nation, Elderly Program	PO Box GG Phoenix, AZ 85337	Eva Celaya	(928) 683-6315	<a href="mailto:egcelaya@yahoo.com">egcelaya@yahoo.com</a>				1					Non-Profit	Contact agency for more information.
Tohono O'odham Nation	PO Box 837 Sells AZ 85634	Fred Stevens Jr.	(520) 383-5546	<a href="mailto:fredwhatgis@yahoo.com">fredwhatgis@yahoo.com</a>		8:00 a.m. - 5:00 p.m. Monday through Friday		1					Tribal	None

<b>Past Strategies</b>
<b>FY 2013</b>
<p><b>Human Services Transportation Resource Webpage</b> - Design a web page to accommodate the MAG Human Services Provider Inventory with searching capabilities. MAG, the Arizona Department of Transportation (ADOT), and the Regional Public Transportation Authority (RPTA) will collaborate on elements necessary for an interactive inventory. Progress will be reported at TAP meetings.</p>
<p><b>Continue to Address Insurance</b> - Continue to address the issue of insurance as a barrier by coordinating unused vehicles. Research policies involving using drivers from other agencies to transport consumers with varying abilities. In collaboration with ADOT, insurance companies, and behavioral health stakeholders, identify solutions. Progress made will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders.</p>
<p><b>Engage Small and Rural Communities</b> - Engage at least 10 new stakeholders in small and outlying communities to participate in TAP meetings. Attend five human services community meetings and develop a TAP flyer dispersing information at community events. This will increase the numbers of agencies that provide additional resources for human services transportation.</p>
<p><b>Utilization of Regional Mobility Managers</b> - Increase communication with and utilization of mobility managers in the region. This will be measured by each of the three agencies adding at least one partner throughout FY 2012. The impact will provide an opportunity for more nonprofit agencies to participate in collaborative efforts.</p>
<b>Long-term Strategy</b>
<p><b>Facilitate One-Call Center Dialogue</b> - Continue to facilitate regional dialogue about the feasibility of establishing a one-call center that would coordinate the scheduling and dispatch of paratransit services for older adults and people with disabilities. This will include hosting at least two presentations by best practices at local events.</p>
<b>FY 2012</b>
<p><b>Coordination with Title VI Stakeholders</b> - This strategy is to identify and implement additional opportunities to coordinate with Title VI stakeholders. Results from this outcome include minimizing disproportionately high and adverse health and environmental effects, including social and economic effects, on minority populations and low-income populations. The impact will result in opportunities for public input for transportation planning activities in the MAG region. This will ensure full and fair participation by all potentially affected communities in the transportation decision-making process.</p>
<p><b>Outreach to Private Sector and Native Communities</b> - The purpose of this strategy is to enhance TAP by including additional private sector representatives, Native Communities, and with communities adjacent to this region. The impact will result in better coordination of existing resources and improve services for clients. Stakeholders will benefit in engaging other resources to provide valuable input to address transportation needs in the community.</p>
<p><b>Domestic Violence and Homeless Shelter Clients' Travel Needs</b> - This strategy is to identify and map domestic violence and homeless shelter clients' travel needs. This builds on the strategy from the <i>FY 2011 MAG Human Services Coordination Transportation Plan Update</i> to research the transportation needs of shelter clients. The impact will be that homeless and domestic violence shelter clients have better access to transportation that supports their employment and work-preparation activities. This strategy incorporates the United We Ride goals of providing more rides for the targeted population(s) for the same or fewer resources.</p>

**Insurance as a Barrier** - The issue of barriers in insurance policies was explored to support collaborations among agencies. The purpose of this strategy is to research opportunities to reduce insurance as a barrier to volunteer opportunities and the use of agency vehicles for collaboration. Successful implementation will be documented by at least 20 percent of agencies attending the TAP meeting reporting that they will use this information to collaborate with other agencies. Progress made will be reported on a quarterly basis to the MAG Human Services and Technical Committees.

**Agencies Vehicle Inventory** - This strategy is to inventory human services transportation providers' vehicle downtime and times and days when agency vehicles are available. This activity builds on the agency matching strategy from the FY 2011 plan and to enhance opportunities for collaboration. The impact will be better utilization of existing resources and improved services for clients.

### **Long-term Strategy**

**Volunteer Drivers Program** - This strategy is to research the development of a coordinated volunteer drivers program on a regional basis. The results will include an inventory of volunteer drivers programs, identifying opportunities to partner with faith-based communities, and to centralize information regarding programs and opportunities online. Providing volunteer drivers program information online enables individuals who want to volunteer or individuals looking for services easy access to available programs and opportunities.

### **FY 2011**

**Implement more service programs** - 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.

**Target travel training to clients of non-profit agencies** - 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.

**Vanpools** - 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.

**Data quality standards** - 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 consumer resulting in an increase of customer satisfaction which is a component of the United We Ride goal.

**Long-term strategy**

**Taxi cab and mileage reimbursement programs** - 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

**Volunteer drivers program** - Coordinate volunteer drivers program to 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.

**FY 2010**

**Shared Vehicles** - To continue the implementation of the United We Ride goals, this strategy focused on maximizing resources and reducing unused capacity by rewarding Section 5310 applicants who request shared vehicles. A coordinated effort among agencies is essential to meet the demands of an increasing population. MAG, along with Arizona Department of Transportation and the City of Phoenix, monitored requests of agencies that partner their efforts through the application processes for Section 5310, 5316 and 5317.

**Travel Training Inventory** - The goal of this strategy was to complete an inventory of agency travel training programs in the region. The inventory will lead to a better understanding of the availability of programs, better coordination, and development of new programs to fill gaps in service. The inventory will provide information on agencies that can offer, or would be willing to offer travel training to others outside of their agency.

**Match Mechanism** - Develop a mechanism for matching agencies with the capacity to offer more trips with agencies needing transportation for their clients as well as people in need from the community. This strategy helped to maximize available resources to meet the increasing demand for services. Determining capacity meets the United We Ride goal of providing more rides for the same or fewer resources.

**United We Ride Goal Consistency** - This strategy encouraged and awarded applicants that have supported the development and implementation of the coordination plans. This is evident by an agency's inclusion in the plan update Participant List. Agencies listed participated in projects that promote the United We Ride goals to improve efficiency, effectiveness and quality. By participating in the implementation of the plans, agencies strengthen human services transportation coordination efforts in the region. MAG, along with Arizona Department of Transportation and the City of Phoenix, monitors applicant's participation and implementation efforts through the application processes for Sections 5310, 5316 and 5317.

**FY 2009**

**Ambassador Program**- This program will connect people from the community with standardized travel training, sensitivity training, and information about human services transportation resources. Ambassadors will be kept current through monthly e-mails, quarterly sub-regional meetings and an annual regional meeting to celebrate the efforts of the ambassadors. Pending the acquisition of funding, incentives such as free bus passes will be given to the volunteers as incentives for participation in the program. This activity will increase the capacity of the region to disseminate accurate information about human services

transportation. People will receive more individualized assistance. The burden on agencies to provide both this assistance and information will be lessened. This will allow them to focus more time and energy on transporting people.

**Standardized Driver Training** - Drivers from nonprofit and for profit agencies, whether volunteers or paid staff, will have the opportunity to complete free online trainings for a certificate of completion. The training will address key areas that will enhance the quality service people receive. This will include client transfer and handling, especially in wheel chairs. Standardized online training will improve the quality of drivers, assist the agencies in keeping staff trained and available to work, and benefit people because more services will be available.

**Standardized Coordination Policies** - Templates for standardized policies about coordination will be developed and made available to agencies providing human services transportation programs. Different requirements from funders will be taken into account when developing the templates. Feedback from the agencies affected, ADOT, and community partners will be used to develop the templates. Agencies receiving funding Sections 5310, 5316 or 5317 will be required to have a coordination policy using the templates as a guide. This initiative will set a standard for coordination throughout the region. This will facilitate greater coordination among the agencies involved with human services transportation. This will result in greater maximization of resources and reduction in duplication.

**Need and Demographic Tracking** - In order to offer the most appropriate information about resources instruction on how to use the directory will be provided on the Web site, to all ambassadors, and to the general public through AZ 211's outreach efforts. In addition, the system will track the unmet needs of the user by asking if the resources presented met the user's needs. If the resources are not appropriate, the system will track reasons such as lack of availability, outside the service delivery area and ineligible. The data gleaned will be tracked, reported and used to assess gaps and to develop new programs. As AZ211 expands their service to include a call center, there will be additional support available. The system will be marketed through mainstream venues such as community cable stations, the network of human services and transportation providers and MAG member agencies.

**Travel Training for Older Adults and People with Disabilities** - Free, standardized travel training will be provided to assist people in using public transit options. Training is currently available to older adults through a variety of sources including but not limited to regional entities like Valley Metro RPTA, statewide agencies such as the Arizona Department of Economic Security's Rehabilitation Services Administration and municipalities like the City of Glendale. This strategy supports the expansion of Valley Metro's new travel training program for people with disabilities, including people with visual impairments, as supported by a Section 5317 grant. Emphasis in the training will be placed on helping people use the bus, or the fixed route system. This improved mobility will enhance people's quality of life and increase the capacity of the system to serve more people who are not able to use buses due to advanced age or impairment. Travel training has been proven an efficient way to cost effectively empower people to fully use public transit options.

**FY 2008**

**Online Comprehensive Service Directory** - Both consumers and agencies need one comprehensive directory that offers information about all available services, whether publicly or privately provided. Such a directory currently does not exist. This resource will help streamline information about services and improve accessibility, which will ultimately

empower people as a result. A web-based comprehensive directory of both public and private providers will be made available to the general public. This will result in greater knowledge, access and coordination of human services transportation.

**Coordination of Sub-Regional and Regional Meetings** - A regional process will be formalized so that service providers will have a forum to discuss issues of common concern, explore opportunities for operational coordination, and discuss successful examples of coordination. At least three sub-regional groups (East Valley, West Valley and Central) of agencies providing human services transportation will meet at least quarterly to develop local solutions to human services transportation coordination. All groups will report on their activities and plans at a regional meetings.

**Ongoing Assessment and Evaluation** - Existing human services agencies will report their current coordination activities in the applications for Section 5310, 5316 and 5317. These will be assessed throughout the year by the agencies coordinating the application processes. Local practices will be analyzed for regional relevance. The most promising practices will be offered for inclusion in the update to this plan next year. All agencies applying for Section 5310, 5316, and 5317 funds in 2007 will report their current coordination practices as part of the application process. These practices will be monitored and assessed for regional relevance. This will result in at least three of the most promising activities being included in the update of the plan.

FTA Section 5310 Recipients

TIP Section	Year	Agency	ID	Location	Work	Funding	Federal	Local	Regional	Total
	2012	Arizona Recreation Center for the Handicapped (ARCH)		Phoenix	(1) Expansion Maxivan No Lift	5310	20,565	2,285		22,850
	2012	Benevilla		Northwest Phoenix, El Mirage, Glendale, Peoria, Sun City Youngtown	(1) Replacement Cutaway With Lift	5310	48,179	5,354		53,533
	2012	Catholic Community Services/Valley Center of the Deaf		Region-wide	(1) Expansion Minivan No Lift	5310	20,222	2,247		22,469
	2012	Chandler/Gilbert ARC		Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(2) Replacement Minivan No Lift	5310	40,445	4,494		44,939
	2012	City of Surprise		Surprise	(1) Replacement Cutaway With Lift	5310	48,180	5,353		53,533
	2012	Foothills Caring Corps		Carefree, Cave Creek, North Phoenix	Funds to support existing Mobility Management Project.	5310	24,300	2,700		27,000
	2012	Friendship Foundation		Glendale, Peoria, Phoenix, Surprise	(1) Expansion Maxivan With Lift	5310	45,097	5,011		50,108
	2012	Hacienda Healthcare Inc.		Region-wide	(2) Replacement Minivan With Ramp	5310	57,484	6,387		63,871
	2012	Lifewell Behavioral Wellness		Region-wide	(2) Replacement Minivan No Lift	5310	40,444	4,494		44,938
	2012	MARC Center		Mesa	Funds to support new Sub-Regional Mobility Manager Position.	5310	42,930	4,770		47,700
	2012	MARC Center		Mesa	(4) Replacement Cutaway With Lift	5310	192,719	21,413		214,132
	2012	One Step Beyond		Peoria, Glendale, Surprise, Sun Cities, Phoenix	(1) Expansion Minivan With Ramp	5310	28,742	3,194		31,936
	2012	PPEP, Inc. - Encompass		Avondale, Goodyear, Tolleson, Litchfield Park, Phoenix, Glendale	(1) Replacement Maxivan With Lift	5310	45,097	5,011		50,108
	2012	Scottsdale Training and Rehabilitation Services, Inc. (STARS)		Scottsdale, Northeast Valley	(1) Replacement Minivan No Lift	5310	20,222	2,247		22,469
	2012	Stand Together and Recover (STAR)		Mesa, Chandler, Gilbert, Ahwatukee	(2) Expansion Maxivan No Lift	5310	41,131	4,570		45,701
	2012	Stand Together and Recover (STAR)		Mesa, Chandler, Gilbert, Ahwatukee	(7) Vehicle Step and Pole - Step and Pole for 5 existing vehicles and the 2 expansion requested in FY 2012.	5310	3,005	334		3,339
	2012	Terros, Inc.		Region-wide	Funds to support existing Mobility Management Project.	5310	60,750	6,750		67,500

FTA Section 5310 Recipients

TIP Section	Year	Agency	ID	Location	Work	Funding	Federal	Local	Regional	Total
	2012	The Centers for Habilitation		Chandler, Tempe, Mesa, Phoenix	(2) Replacement Cutaway With Lift	5310	96,359	10,707		107,066
	2012	United Cerebral Palsy of Central Arizona		North Central Phoenix, Paradise Valley, Glendale, Peoria	(1) Replacement Cutaway With Lift	5310	48,180	5,353		53,533
	2012	Valley Life		Avondale, Goodyear, Litchfield Park, Glendale, Phoenix, Tolleson,	(1) Replacement Minivan No Lift	5310	20,222	2,247		22,469
		Total					<b>944,273</b>			<b>1,049,194</b>
	2011	Chandler Gilbert ARC		Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(1) Replacement Cutaway With Lift	5310	55,800	6,200		62,000
	2011	City of Avondale		Avondale, Goodyear, Litchfield Park	Scheduling Hardware/Software	5310	7,200	800		8,000
	2011	Foothills Caring Corps		Carefree, Cave Creek, North Phoenix	Funds to support existing Mobility Management Project, (1) Replacement Maxivan No Lift	5310	52,200	5,800		58,000
	2011	Gila River Indian Community		Gila River Indian Community, District 6 and 7	(1) Replacement Cutaway With Lift	5310	55,800	6,200		62,000
	2011	Hacienda Healthcare Inc.		Region-wide	(1) Replacement Cutaway With Lift	5310	55,800	6,200		62,000
	2011	Horizon Human Services (Phoenix/Tempe)		Phoenix, Tempe	(1) Expansion Maxivan With Lift	5310	51,300	5,700		57,000
	2011	Horizon Human Services (Assisted Living Program Tempe)		Tempe	(1) Replacement Maxivan With Lift	5310	51,300	5,700		57,000
	2011	MARC Center		Region-wide	(1) Replacement Cutaway With Lift	5310	55,800	6,200		62,000
	2011	Mosaic, Inc.		Phoenix	(1) Replacement Cutaway With Lift	5310	55,800	6,200		62,000
	2011	Nobody's Perfect		Chandler, Gilbert, Mesa, Queen Creek	(1) Expansion Minivan No Ramp	5310	24,300	2,700		27,000
	2011	One Step Beyond		Peoria, Glendale, Surprise, Sun Cities, Phoenix	(1) Expansion Minivan With Ramp	5310	34,200	3,800		38,000
	2011	PPEP - Encompass		Avondale, Goodyear, Tolleson, Litchfield Park, Phoenix, Glendale	(1) Replacement Maxivan No Lift	5310	25,200	2,800		28,000
	2011	Scottsdale Training & Rehabilitation Services (STARS)		Scottsdale, Northeast Valley	(1) Expansion Maxivan With Lift	5310	51,300	5,700		57,000

FTA Section 5310 Recipients

TIP Section	Year	Agency	ID	Location	Work	Funding	Federal	Local	Regional	Total
	2011	Stand Together and Recover-East (STAR)		Chandler, Gilbert, Mesa, Tempe Apache Junction, Ahwatukee	(1) Expansion Maxivan No Lift	5310	25,200	2,800		28,000
	2011	Stand Together and Recover-West (STAR)		Phoenix, Sunnyslope, East Glendale	(1) Replacement Maxivan No Lift	5310	25,200	2,800		28,000
	2011	Tempe Community Action Program		Tempe	(1) Replacement Maxivan No Lift	5310	25,200	2,800		28,000
	2011	Terros, Inc.		Region-wide	Mobility Mgmt, 10 tracking units, 10 GPS Navigational Devices (Garmin), Lifetime Updated Maps Software	5310	91,800	10,200		102,000
	2011	The Centers for Habilitation		Chandler, Tempe, Mesa, Phoenix	(1) Replacement Cutaway With Lift	5310	55,800	6,200		62,000
	2011	Triple R Behavioral Health		Region-wide	(1) Replacement Maxivan No Lift	5310	25,200	2,800		28,000
	2011	Valley Life		Avondale, Goodyear, Litchfield Park, Glendale, Phoenix, Tolleson,	(1) Replacement Minivan No Ramp	5310	24,300	2,700		27,000
		<b>Total</b>					<b>848,700</b>	<b>94,300</b>		<b>943,000</b>
	2010	Terros, Inc.		Region-wide	Mobility Management position	5310	45,000	5,000		50,000
	2010	Terros, Inc.		Region-wide	28 tracking units	5310	30,240	3,360		33,600
	2010	Terros, Inc.		Region-wide	6 computer screens	5310	1,080	120		1,200
	2010	Foothills Caring Corps		Carefree, Cave Creek, North Phoenix	Mobility Management position	5310	27,252	3,028		30,280
	2010	Chandler Gilbert ARC		Chandler, Gilbert, Mesa, Tempe, Queen Creek,	(1) Maxivan With Lift	5310	51,300	5,700		57,000
	2010	The Centers for Habilitation #1		Chandler, Tempe, Mesa, Phoenix	(1) Maxivan No Lift	5310	24,300	2,700		27,000
	2010	PPEP - Encompass		Avondale, Goodyear, Tolleson, Litchfield Park, Phoenix, Glendale	(1) Maxivan No Lift	5310	24,300	2,700		27,000
	2010	Horizon Human Services		Phoenix, Tempe	(1) Minivan No Ramp	5310	23,400	2,600		26,000
	2010	Valley Life		Avondale, Goodyear, Litchfield Park, Glendale, Phoenix, Tolleson,	(1) Maxivan No Lift	5310	24,300	2,700		27,000
	2010	Hacienda Healthcare Inc.		Region-wide	(1) Cutaway With Lift	5310	55,800	6,200		62,000

FTA Section 5310 Recipients

TIP Section	Year	Agency	ID	Location	Work	Funding	Federal	Local	Regional	Total
	2010	United Cerebral Palsy		North Central Phoenix, Paradise Valley, Glendale, Peoria	(1) Cutaway With Lift	5310	55,800	6,200		62,000
	2010	Nobody's Perfect		Chandler, Gilbert, Mesa, Queen Creek	(1) Cutaway With Lift	5310	55,800	6,200		62,000
	2010	Foothills Caring Corps		Carefree, Cave Creek, North Phoenix	(1) Minivan With Ramp	5310	34,200	3,800		38,000
	2010	One Step Beyond #1		Peoria, Glendale, Surprise, Sun Cities, Phoenix	(1) Maxivan With Lift	5310	51,300	5,700		57,000
	2010	Triple R Behavioral Health #1		Region-wide	(1) Maxivan With Lift	5310	51,300	5,700		57,000
	2010	Civitan Foundation #1		Region-wide	(1) Minivan No Ramp	5310	23,400	2,600		26,000
	2010	Interfaith Community Care		Northwest Phoenix, El Mirage, Glendale, Peoria, Sun City Youngtown	(1) Maxivan No Lift	5310	24,300	2,700		27,000
	2010	Scottsdale Training & Rehabilitation Services (STARS)		Scottsdale, Northeast Valley	(1) Maxivan No Lift	5310	24,300	2,700		27,000
	2010	Stand Together And Recover (STAR) Mesa #1		Chandler, Gilbert, Mesa, Tempe Apache Junction, Ahwatukee	(1) Maxivan No Lift	5310	24,300	2,700		27,000
	2010	Stand Together And Recover (STAR) Phoenix		Phoenix	(1) Maxivan No Lift	5310	24,300	2,700		27,000
	2010	Salvation Army #1		Phoenix	(1) Maxivan With Lift	5310	51,300	5,700		57,000
	2010	The Centers for Habilitation		Region-wide	(1) Maxivan No Lift	5310	24,300	2,700		27,000
	2010	One Step Beyond		Peoria, Glendale, Surprise, Sun Cities, Phoenix	(1) Minivan With Ramp	5310	34,200	3,800		38,000
	2010	Triple R Behavioral Health		Region-wide	(1) Maxivan No Lift	5310	24,300	2,700		27,000
	2010	Civitan Foundation		Region-wide	(1) Minivan No Ramp	5310	23,400	2,600		26,000
	2010	Salvation Army		Phoenix	(1) Maxivan With Lift	5310	51,300	5,700		57,000
		<b>Total</b>					<b>98,308</b>	<b>884,772</b>		<b>983,080</b>
	2009	Arizona Rec Ctr f/t Handicapped		Phoenix	(1) Cutaway With Lift	5310	48,600	5,400		54,000

FTA Section 5310 Recipients

TIP Section	Year	Agency	ID	Location	Work	Funding	Federal	Local	Regional	Total
	2009	Chandler Gilbert ARC		Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(1) Minivan No Lift	5310	22,500	2,500		25,000
	2009	Chandler Gilbert ARC		Chandler, Gilbert, Mesa, Tempe, Queen Creek, Phoenix	(1) Minivan No Ramp	5310	22,500	2,500		25,000
	2009	City of Avondale		Avondale	(1) Cutaway With Lift	5310	48,600	5,400		54,000
	2009	Foothills Community Foundation Foothills Caring Corp.		Carefree, Cave Creek, North Phoenix	(1) Maxi van with Lift Van	5310	44,550	4,950		49,500
	2009	Hacienda Healthcare Inc.		Region-wide	(1) Cutaway	5310	48,600	5,400		54,000
	2009	Horizon Human Services		Phoenix, Tempe	(1) Maxi van with Lift Van	5310	44,550	4,950		49,500
	2009	PPEP/Encompass Inc.		Avondale, Goodyear, Tolleson, Litchfield Park, Phoenix, Glendale	(1) Cutaway With Lift	5310	48,600	5,400		54,000
	2009	Scottsdale Training and Rehab (STARS)		Scottsdale, Northeast Valley	(1) Maxivan No Lift	5310	20,250	3,250		23,500
	2009	Terros, Inc.		Region-wide	(1) Mobility Management position	5310	135,000	15,000		150,000
	2009	The Centers for Habilitation		Region-wide	(1) Minivan No Ramp	5310	22,500	2,500		25,000
	2009	Triple R Behavioral Health		Region-wide	(1) Maxivan No Lift	5310	21,150	2,350		23,500
	2009	Triple R Behavioral Health		Region-wide	(1) Minivan No Ramp	5310	22,500	2,500		25,000
	2009	United Cerebral Palsy		North Central Phoenix, Paradise Valley, Glendale, Peoria	(1) Cutaway With Lift	5310	48,600	5,400		54,000
	2009	United Cerebral Palsy		North Central Phoenix, Paradise Valley, Glendale, Peoria	(1) Cutaway With Lift	5310	48,600	5,400		54,000
	2009	Valley of the Sun Schools		Avondale, Goodyear, Litchfield Park, Glendale,	(1) Minivan with ramp	5310	34,020	3,780		37,800
		<b>TOTAL</b>					681,120	76,680		<b>757,800</b>



**Arizona Department of Transportation**  
**Multimodal Planning Division**

206 South Seventeenth Avenue Phoenix, Arizona 85007-3213

Janice K. Brewer  
Governor

John S. Halikowski  
Director

Scott Omer  
Division Director

December 12, 2012

Eric Anderson  
Transportation Director  
Maricopa Association of Governments  
302 North 1<sup>st</sup> Avenue  
Phoenix, AZ 85003

Dear Mr. Anderson,

The Federal transportation bill, Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21), requires the designation of a recipient for the urbanized area funds under the Federal Transit Administration (FTA) Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities grant program. This designation shall be made by the governor in consultation with responsible local officials and publicly owned operators of public transportation. After receiving FTA guidance, it is the understanding of the Arizona Department of Transportation (ADOT) that the current Section 5310 designation is in effect until such a time it is officially changed by the governor and FTA is notified.

Per the Federal Register, Vol. 77, No. 200, October 16, 2012,

*In urbanized areas over 200,000 in population, the recipient charged with administering the section 5310 Program must be officially designated through a process consistent with sections 5303 and 5304 prior to grant award. The MPO, State, or another public agency may be a preferred choice based on local circumstances. The designation of a recipient shall be made by the governor in consultation with responsible local officials and publicly owned operators of public transportation, as required in sections 5303 and 5304. As such, FTA asks that in the large urbanized areas, the MPO initiate the process for designating a 5310 Designated Recipient as soon as possible. Funds cannot be awarded until this designation is on file with the FTA Regional office. A State agency could be designated as the recipient of 5310 funds for a large urbanized area. However, if the State is selected as the designated recipient in a large urbanized area, the apportioned funds for the large urbanized area must be allocated to agencies within the urbanized area.*

*Designated recipients are responsible for administering the program. Responsibilities include: Notifying eligible local entities of funding availability; developing project selection processes; determining project eligibility; developing the program of projects; and ensuring that all sub recipients comply with Federal requirements.*

It is our recommendation that the State of Arizona, Department of Transportation, remain the designated recipient (DR) and continue to administer the urbanized area (Phoenix & Tucson) Section 5310 apportionment of funding for the duration of the MAP-21 legislation, which is currently set at two years, to include Federal Fiscal Years 2013 and 2014. At the end of this legislation, we encourage the process

to have the DR status re-evaluated. ADOT's recommendation comes after consultation with the Cities of Phoenix and Tucson, Maricopa Association of Governments (MAG), and Pima Association of Governments (PAG).

The State of Arizona (ADOT) is currently the DR for FTA Sections 5303, 5304, 5307, 5310, and 5311 programs. We believe that ADOT has the organizational infrastructure and capacity to provide the best customer service for the subrecipients in Arizona and to fulfill the FTA grant management requirements. FTA places a great emphasis on program management and requires the DR to have a management plan, as well as sufficient procedures for grant, financial, and asset management, in place. ADOT recently updated its State Management Plan and it is published on our website: [http://mpd.azdot.gov/transit\\_programs\\_grants/Section5310.asp](http://mpd.azdot.gov/transit_programs_grants/Section5310.asp)

Below are some of the highlights of ADOT's ongoing management efforts.

#### **Grant Management:**

- ADOT recently invested in a web based grant management system. The system is being developed by Intellegants and is currently being used in several other states, including DOT organizations managing FTA grant programs. There are many benefits to the system that include allowing ADOT to provide a systematic, streamlined, and user friendly approach for subrecipients to access and manage grant funding. Subrecipient profiles, applications, invoicing, progress reports, and vehicle information will be processed and maintained in the system. ADOT is preparing to call for Section 5310 applications for FFY 2013 funding in March through the new software.
- ADOT has taken more control over the application and grant award process. Previously much of the responsibility for evaluation of awards was left to the regions, and each region evaluated applications differently. ADOT will implement a process in FFY 2013 that will standardize evaluation processes across regions based on priorities of ADOT, which include efficient use of funds and vehicles, and coordination of services. A revised application was also introduced in FY 2012, and will be further refined based on MAP 21 requirements in FY 2013.
- ADOT is scheduled to conduct 50 compliance site visits to subrecipient agencies in FFY 2013. This oversight function is required by FTA. ADOT plans on hiring one FTE in 2013 dedicated to training and subrecipient compliance.

#### **Financial Management:**

- ADOT has dedicated staff and has a process in place to pay grant invoices from subrecipients in an expeditious manner. Invoices for grant payments are usually processed and paid in thirty days or less, with minimal extraneous requirements for the subrecipient. Financial Management will be further enhanced by the use of the Intelligrants software, which houses all the information needed for the monthly or quarterly reimbursement in one location and provides additional tools for managing grant balances, ensuring timely use of grant funds and closeout of grants, which FTA requires.

## **Vehicle Management:**

- ADOT Equipment Services currently performs both an initial inspection of all FTA funded vehicles and annual inspections throughout a FTA funded vehicle's useful life. This level of oversight is unmatched in comparison with other states.
- ADOT has introduced a strict new policy in regards to lien releases and federal interest. The first revised lien and federal interest policy bases useful life of vehicles on mileage, not age. This is in response to the growing number of vehicle awards released at a certain age that have been underutilized.

ADOT has the policies, procedures, staff, and experience to perform the administrative responsibilities as required by FTA and should remain the designated recipient for the FTA Section 5310 program in the urbanized areas. ADOT's goal is to provide continuity to current and future subrecipients, so that these agencies can focus on their primary goals and objectives, which is to provide needed transportation service to underserved areas in Arizona.

Thank you for consideration of our recommendation.

Sincerely,



Mike Normand  
Director, Transit Programs  
Arizona Department of Transportation

cc. Teri Kennedy  
Joanne McLaughlin  
Wendy Miller  
DeDe Gaisthea  
Eileen Yazzie  
Kenneth Kessler



**City of Phoenix**  
PUBLIC TRANSIT DEPARTMENT

December 13, 2012

Mr. Eric Anderson  
Transportation Director  
Maricopa Association of Governments  
301 N. First Avenue #200  
Phoenix, AZ 85003

Dear Mr. Anderson,

The City of Phoenix is formally requesting the designation by the Governor of Arizona to administer the Federal Transit Administration's (FTA) Section 5310 Enhanced Mobility for Seniors and Persons with Disabilities (5310) grant program under the Moving Ahead for Progress in the 21st Century (MAP-21) surface transportation legislation. This request follows discussions held with the Maricopa Association of Governments (MAG) and the Arizona Department of Transportation (ADOT) conducted subsequent to the October 16, 2012 publication in the Federal Register providing program guidance.

The City of Phoenix has been the designated recipient of all Federal Transit Administration funding allocated to the Phoenix Urbanized Area since 1975 without exception. Phoenix staff has years of experience with the 5310 program as a member of the MAG Ad Hoc Elderly and Persons with Disabilities Committee reviewing grant applications, making funding recommendations, and developing the Regional Coordinated Transportation Plan for FTA programs in concert with MAG, ADOT, and local transportation providers.

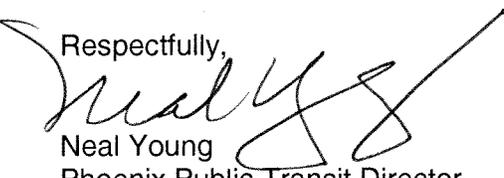
Additionally, the City of Phoenix has administered the 5310 'sister' grant programs, Section 5316 Job Access Reverse Commute and Section 5317 New Freedom under the former surface transportation legislation. The former Section 5317 program has been repealed and is now consolidated into the new Section 5310 under the MAP-21 legislation.

The City of Phoenix has the staffing, resources, and infrastructure in place to administer the program without significant delay or disruption to the subrecipients. Phoenix has two full-time staff to oversee the administration of the program with access to additional resources including, but not limited to procurement and delivery of vehicles; federal compliance and oversight; grant management; and contract administration support.

The City of Phoenix is supported by many Section 5310 stakeholders. At the Transportation Ambassador Program meeting on December 11, 2012, a number of agency representatives provided comments in favor of the City of Phoenix as the designated recipient.

Working with the program stakeholders, Phoenix offers a more localized and flexible approach to administration of these funds. The City of Phoenix has the necessary resources and is committed to providing excellent service to the region as the designated recipient of all Phoenix Urbanized Area funding. Thank you for your consideration of our request to continue in this role.

Respectfully,



Neal Young  
Phoenix Public Transit Director

c: Rick Naimark, Phoenix  
Thomas Remes, Phoenix  
Eileen Yazzie, MAG  
Teri Kennedy, MAG  
DeDe Gaisthea, MAG  
Ken Kessler, Phoenix  
Wendy Miller, Phoenix  
Joanne McLaughlin, Phoenix

The following public comments were received at the MAG Transportation Ambassador Program Meeting, December 11, 2012, regarding preference for the Designated Recipient for the MAG region.

#### Nonprofit Agencies

- There is good partnership with the City of Phoenix, MAG and other stakeholders in the region and would like to see that continue.
- Preference for the City of Phoenix staff to manage the 5310 program. Phoenix has presented at a previous MAG Transportation Ambassador Program (TAP) meeting they were very personable, provided contact phone numbers, and were very enthusiastic.
- Appreciate the possibility of a more regional approach by Phoenix, preference for the City of Phoenix to administer the 5310 program,
- A first time applicant noted interactions with Phoenix staff through the Section 5317 awards program was very encouraging.
- A concern was raised with the lack of responsiveness from the Arizona Department of Transportation (ADOT) staff regarding previous applications; commenting Phoenix would do a good job managing the 5310 program.

#### Municipalities/Transit Programs

- The City of Phoenix staff is excellent, always helpful, knowledgeable, and organized.
- Both ADOT and the City of Phoenix have done a good job managing projects but would like to recommend the City of Phoenix Public Transit Department since it is in the region and has been designated recipient of other federal programs for a numbers of years.
- Worked with the City of Phoenix in the past with other funding programs and they have always been responsive, preference would be for the City of Phoenix.

#### Consumers

- The City of Phoenix has attended the MAG Transportation Ambassador Program meetings and seems very approachable; they have had representatives at other stakeholder meetings regarding transportation.
- Preference for the City of Phoenix staff to manage the 5310 program due to their experience in managing other programs over the years.

**Maricopa Association of Governments  
Human Services Coordinating Committee  
2013 Meeting Dates and Tentative Agenda Items**

<b>1<sup>st</sup> Meeting Date</b>	<b>2<sup>nd</sup> Meeting Date</b>	<b>3<sup>rd</sup> Meeting Date</b>	<b>4<sup>th</sup> Meeting Date</b>
Wednesday, January 30 <sup>th</sup> at 10:00 a.m. Cottonwood Room  (date changed due to conflict)	Wednesday, April 24 <sup>th</sup> at 10:00 a.m. Cottonwood Room	Wednesday, July 24 <sup>th</sup> at 10:00 a.m. Cottonwood Room	Wednesday, October 23 <sup>rd</sup> at 10:00 a.m. Cottonwood Room

**Tentative Agenda Items for Meetings:**

First Meeting: Committee member update about human services in their jurisdictions; Human Services Technical Committee activity report; committee reports; recommend approval of FY 2014 Social Services Block Grant allocations; recommend approval of new goals; goal achievement update; future agenda items.

Second Meeting: Committee member update about human services in their jurisdictions; Human Services Technical Committee activity report; committee reports; Regional Heat Relief Network report; Chair/Vice Chair appointments- for info and discussion only, legislative update; future agenda items.

Third Meeting: Committee member update about human services in their jurisdictions; Human Services Technical Committee activity report; committee reports; committee outcome measures, future agenda items.

Fourth Meeting: Committee member update about human services in their jurisdictions; Human Services Technical Committee activity report; committee reports; approve CY2014 meeting calendar, evaluate committee's work, identify new goals for FY 2014, future agenda items.