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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 21st Century Act (MAP-21) requiring 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 current vehicle inventory by eliminating insurance restrictions as a barrier.</p> <ul style="list-style-type: none"> • 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. • 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. • The workgroup will meet quarterly to develop strategies to address the insurance concerns. • Implement at least one of the strategies by the fourth quarter of FY 2014. • Progress will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders on a quarterly basis. 	MAG, ADOT
2.	Ensure that requirements and standards are universally met for providers transporting older adults and people with	MAG, ADOT,

	<p>disabilities through the delivery of training.</p> <ul style="list-style-type: none"> • Develop brown bag trainings for human services provider agencies receiving federal awards and interested others. • 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. 	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"> • 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. • 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. 	MAG
Priority	Long-Term Strategies	Lead
1.	<p>Develop a one-call center to coordinate services for older adults and people with disabilities.</p> <ul style="list-style-type: none"> • Support the ADOT/Transit Plus plan to implement a one-call center. • 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. • Progress on this strategy will be reported at TAP meetings. 	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 or by calling (602) 254-6300. All materials may be accessed at 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. Funding sources that had been eliminated previously have been reinstated such as Local Transportation Assistant Funding; 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 requires 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 21st 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 plan providing feedback on the needs in the region and discussion of 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 identified design elements provided a framework for the development of a user friendly MAG Human Services Provider Inventory to 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.

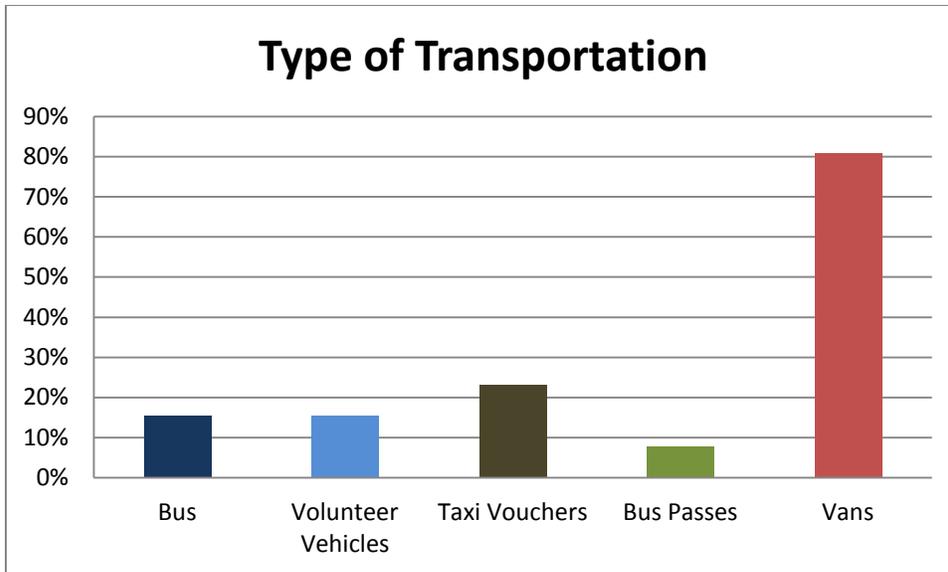
The next section will provide an overview of population demographics, gaps in services, and opportunities for possible collaborative efforts. The deep funding reductions for

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.

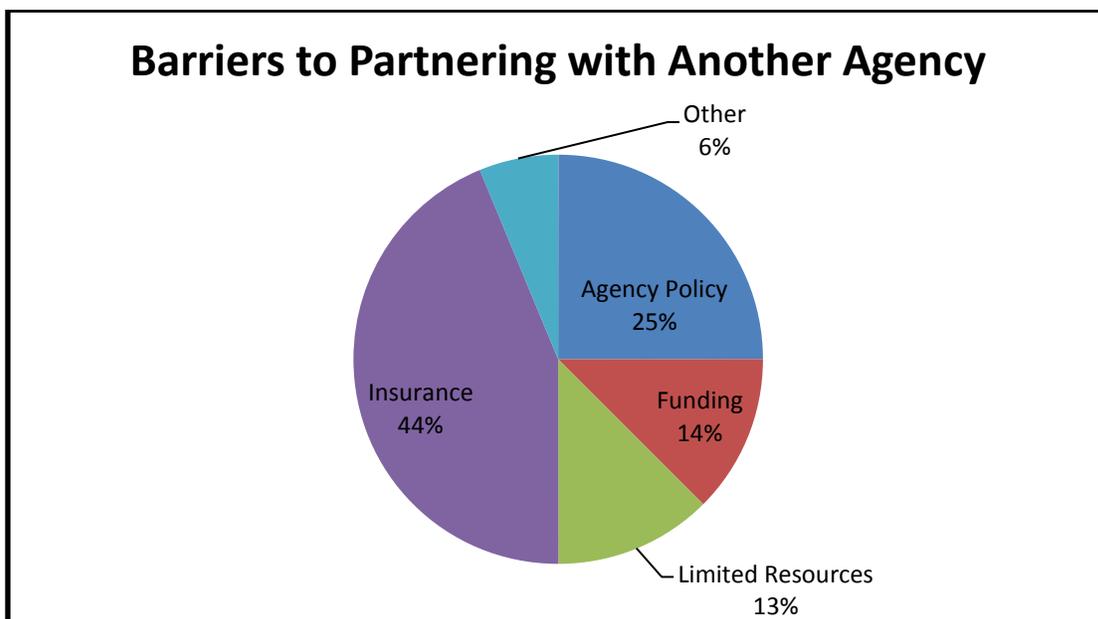
MAG Human Service Transportation Provider Survey

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.



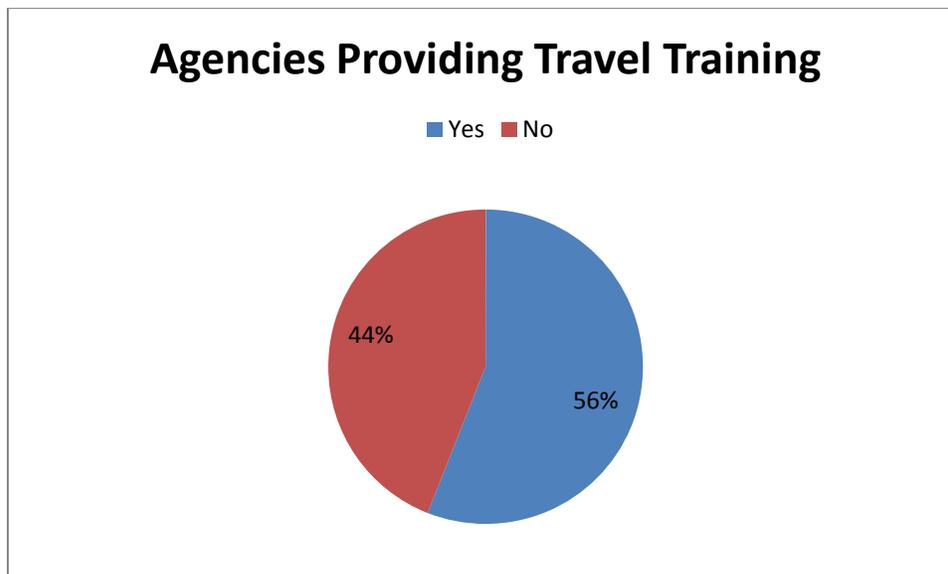


The survey results indicated agencies were able to meet the transportation requests of their clients. This could be a result of agencies implementing changes such as reducing/eliminating services, stricter eligibility requirements, and an increase of agencies offering services only to their clients. 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.

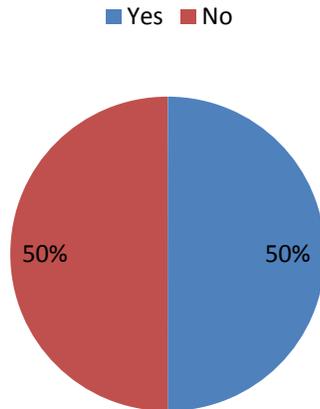


Mapping 5310 Agencies

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 or noted the extent of their client's disability limited them from taking an alternative mode of transportation without proper supervision.

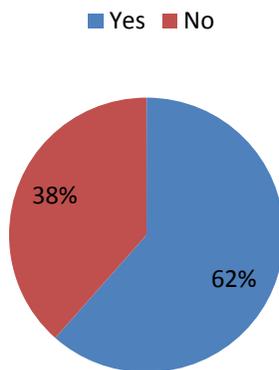


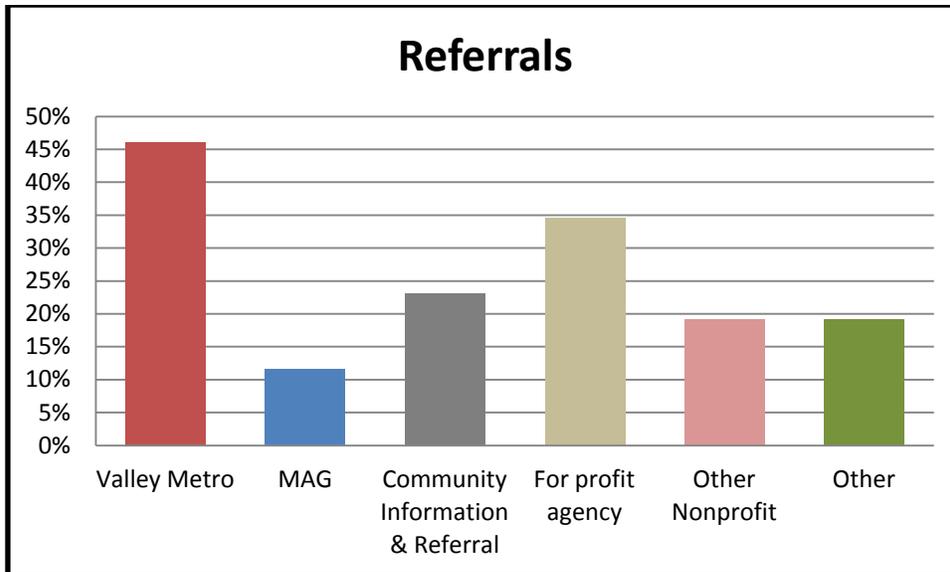
Agencies Interested in Travel Training



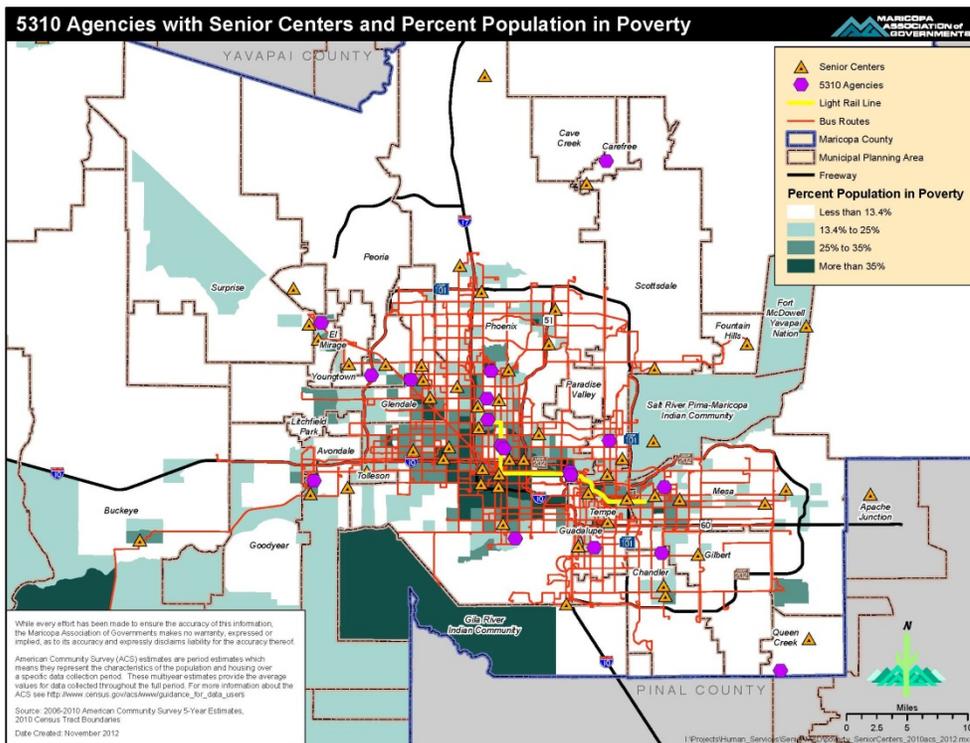
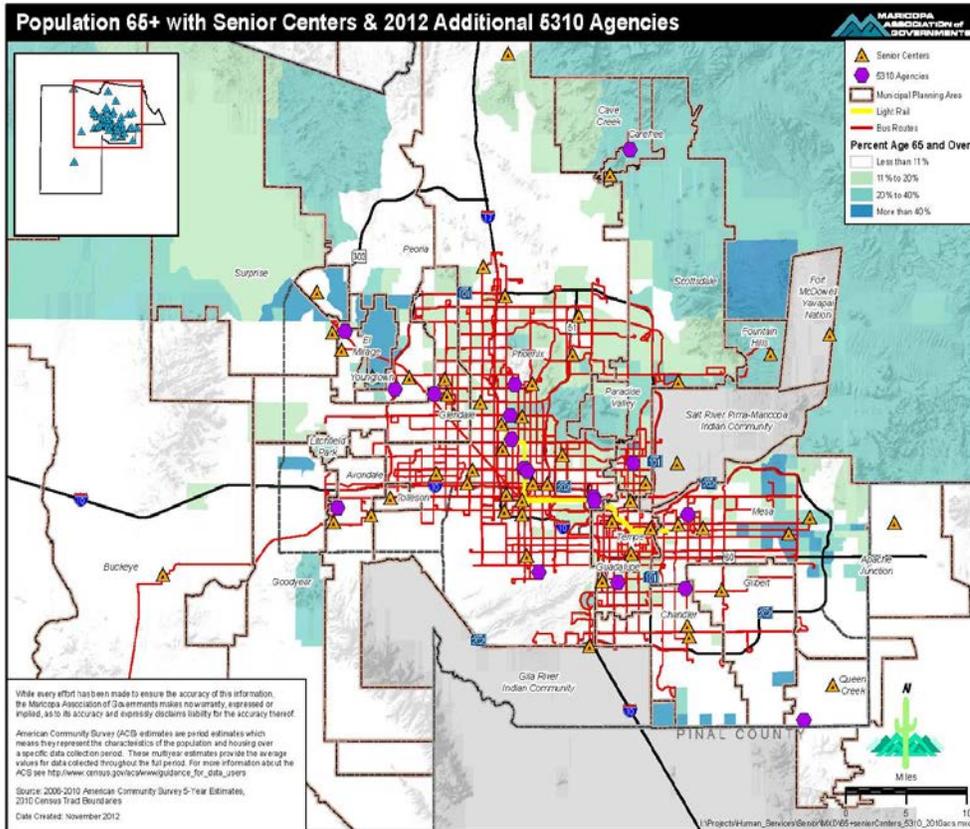
A survey question inquired if agencies received calls from the general public regarding transportation. Survey responses indicated more than half of the agencies did receive transportation requests from the general public. A follow up question for the agencies that received public requests inquired if 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?



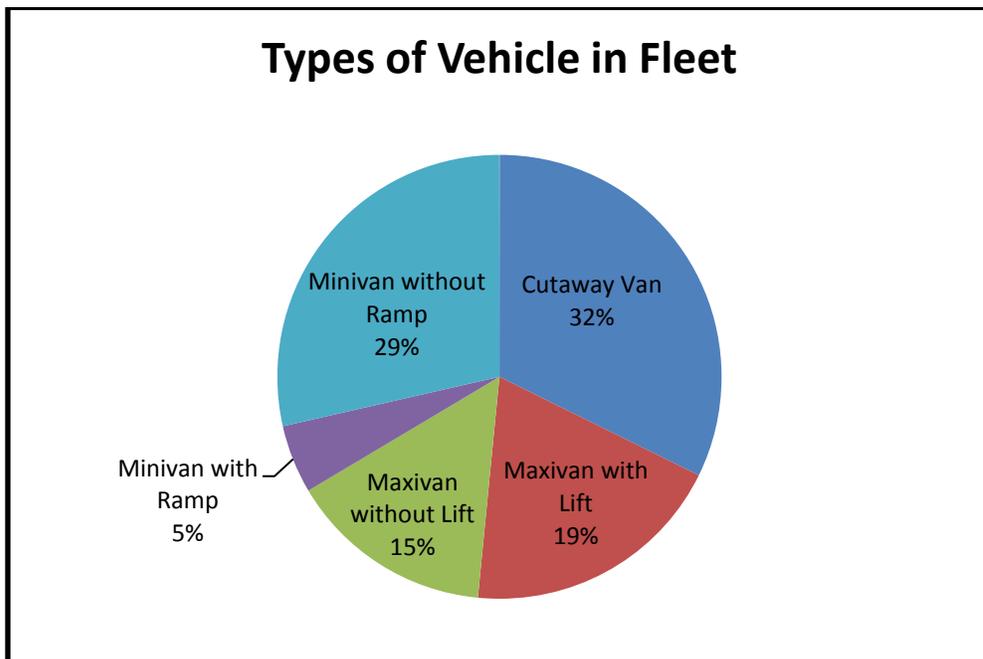


The following maps were developed to explore other opportunities to coordinate on providing transportation alternatives to the underserved. One map provides an overview of agencies that have received Section 5310 awards along with senior center locations overlaid with public transit and light rail routes 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.

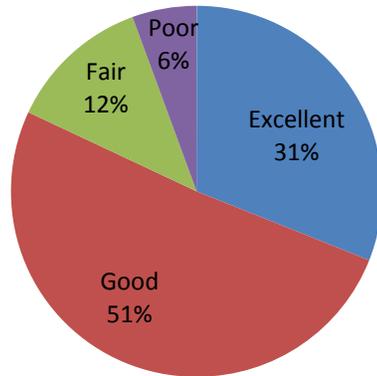


Vehicle Inventory

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 an agency's fleet 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 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.

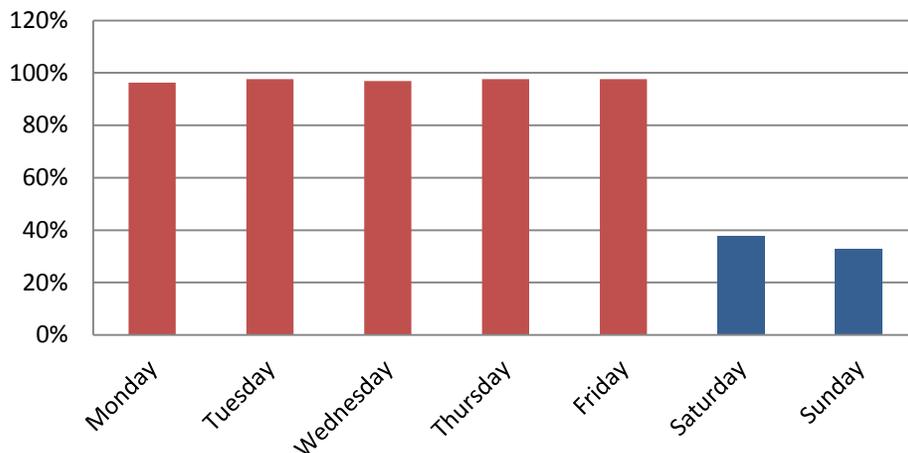


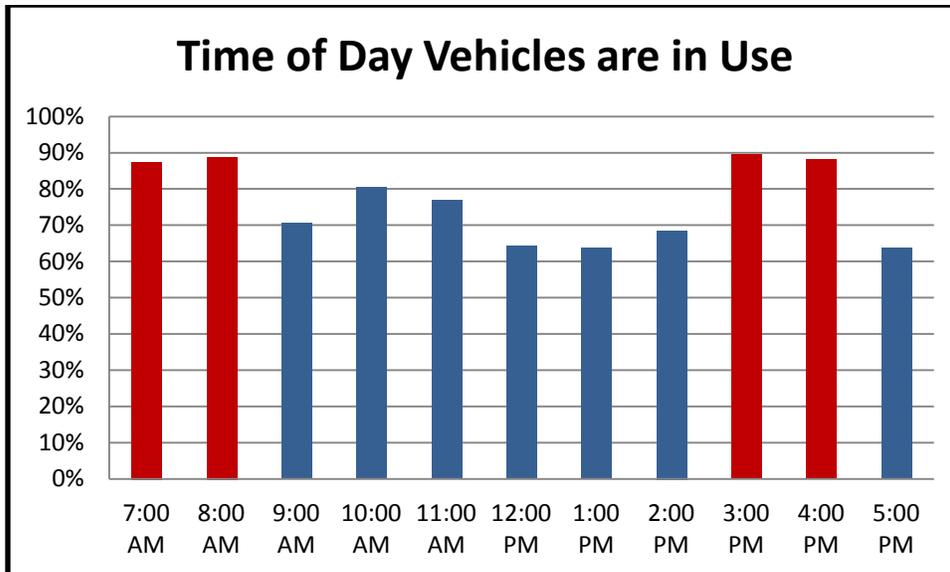
Condition of Vehicles in Fleet



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:

Priority	Short-Term Strategies for FY 2014	Lead
1.	<p>Develop solutions to maximize the current vehicle inventory by eliminating insurance restrictions as a barrier.</p> <ul style="list-style-type: none"> • 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. • 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. • The workgroup will meet quarterly to develop strategies to address the insurance concerns. • Implement at least one of the strategies by the fourth quarter of FY 2014. • Progress will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders on a quarterly basis. 	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"> • Develop brown bag trainings for human services provider agencies receiving federal awards and interested others. • Conduct at least four brown bag trainings on topics such as Passenger Safety and Securement, 	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"> • 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. • 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. 	MAG
Priority	Long-Term Strategies	Lead
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Conclusion

The region continues to make great strides in meeting the transportation needs of older adults, people with disabilities and people with low-income. 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. Past 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 or by calling (602) 254-6300. All materials may be accessed at 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 1st 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 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 21st Century

On July 6, 2012, President Obama signed into law the Moving Ahead to Progress in the 21st 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.

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/.

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>.