

Frequently Asked Questions – Section 5310 Phoenix-Mesa UZA Subrecipients

Q: Do you know of any mechanics that can work on FTA 5310 acquired vehicle that are accessible and non-accessible?

A: Please note, before taking a FTA Section 5310 acquired vehicle in for repair, be sure to check if the vehicle is still under warranty and follow the manufactures recommendation for repair. Below are a few mechanics that have been used by subrecipients.

For the Central and West Valley:

Cool Cat – Phone: 602-354-7255

Does mechanical work with the exception of wheelchair lifts

Quality Vans – Phone: 480-464-7007, <http://www.qualityvans.com>

Does all wheelchair lift repairs

Creative Bus – Phone: 602-437-2255 ext. 524, <https://www.creativebussales.com>

Does all wheelchair lift repairs

For the South and East Valley

The Brake Shop – Phone: 480-969-4744, <http://www.brakeshopaz.com/>.

Does all wheelchair lift repairs

Q: Can you recommend a good program for route creation and van monitoring?

A: There are a number of programs that are available to do route creation and van monitoring. MAG staff brings in presentations on different resources at the MAG Transportation Ambassador Program meetings. Scott Muller, Subregional Mobility Manager, Gompers, has used the following software,

eSpatial – Has been used for route creation, the mapping software is used to keep tracks of members pickup and drop off locations. It is web based. The system allows you to create many maps and can send the route directions to a cell phone via google maps. www.eSpatial.com

Geotab – Has been used for van monitoring This GPS system tracks vehicles. Each member are set as a geofence and we are able to see exactly where the van is, the route it traveled, the MPH driven, amount of time spent at a stop, possible accident, harsh breaking, harsh cornering, and a variety of other options. www.gridline.com

Q: What is PASS training and when are they held?

A: The Passenger Service and Safety (PASS) Driver Certification Program ensures that community transportation drivers have current expertise in passenger assistance techniques and sensitivity skills appropriate for serving persons with disabilities. Some of the advantages of offering the PASS certification program is the ability to reduce organizational liability; comprehensive, up-to-date training on the assistance drivers should be providing to passengers with special needs; intensive emergency situation training; certification oversight provided by national leaders in the community transportation field; and

updates for all participants on relevant regulatory changes. PASS training is offered on a monthly basis from January till June and from October to January. Contact Shantel Wyke at SWyke@azmag.gov for the next available training.

Q: Why can't more than two people from my organization participate in PASS training?

A: MAG provides PASS training from funding through the Section 5310 grant program. PASS is offered to all Section 5310 subrecipients in the Phoenix-Mesa Urbanized Area. To ensure that all 5310 subrecipients have an opportunity to attend trainings, only two people from an organization can be trained per training. If more than two participants from the same organization would like to attend a training they can be added to a waiting list to be added when space becomes available.

Q: If I have other questions or need additional information on the resources from this page who can I contact?

A: There are four Subregional Mobility Managers in the region that assist you, their information is available at the following link,

www. <http://azmag.gov/Programs/Aging/Sub-Regional-Mobility-Managers>

Q: Who should I contact if I have questions on the Section 5310 application or compliancy?

A: For questions on the Section 5310 application process or coordination efforts, contact DeDe Gaisthea, MAG Human Services Transportation Planner, at dgaisthea@azmag.gov. For questions on Section 5310 eligibility or compliancy, contact Wendy Miller, City of Phoenix Management Assistant II, at wendy.miller@phoenix.gov.