

# Maricopa Association of Governments Human Services Coordination Transportation Plan



**FY 2013 PLAN UPDATE**



National winner of the  
2008 United We Ride  
Leadership Award for  
major urbanized areas





## Table of Contents

<ul style="list-style-type: none"> <li>1. Executive Summary ..... 1</li> <li>2. Introduction ..... 2</li> <li>3. Progress on FY 2012 Plan ..... 3               <ul style="list-style-type: none"> <li>Short-Term Strategies ..... 3</li> <li>Long-Term Strategies ..... 5</li> </ul> </li> <li>4. Gaps Analysis ..... 6               <ul style="list-style-type: none"> <li>Demographics..... 6</li> <li>Domestic Violence and Homeless Clients..... 9</li> <li>Human Services Transportation Provider Inventory..... 13</li> <li>Vehicle Inventory..... 14</li> </ul> </li> <li>5. Highlight on Useful Coordination Practices ..... 16               <ul style="list-style-type: none"> <li>2011 Regional Excellence in Coordination Award Winners ..... 16</li> <li>Voices in the Community ..... 17</li> </ul> </li> <li>6. Strategies to Address Gaps ..... 19</li> <li>7. Conclusion ..... 20</li> </ul>	<ul style="list-style-type: none"> <li>8. Attachments ..... 20               <ul style="list-style-type: none"> <li>• Participant List..... 21</li> <li>• Resource Inventory ..... 22                   <ul style="list-style-type: none"> <li>Phoenix Service Area..... 22</li> <li>East Valley Service Area ..... 26</li> <li>West Valley Service Area ..... 37</li> <li>Regional Service ..... 35</li> <li>State-wide Service ..... 39</li> <li>Tribal Service..... 42</li> </ul> </li> <li>• Background..... 43                   <ul style="list-style-type: none"> <li>Executive Order/United We Ride ..... 43</li> <li>Explanation of Affected Funding Sources ..... 43                       <ul style="list-style-type: none"> <li>i. SAFETEA-LU ..... 43</li> <li>ii. Section 5310..... 43</li> <li>iii. Section 5316..... 44</li> <li>iv. Section 5317 ..... 44</li> </ul> </li> </ul> </li> <li>Roles ..... 45                   <ul style="list-style-type: none"> <li>i. Maricopa Association of Governments..... 45</li> <li>ii. Arizona Department of Transportation ..... 45</li> <li>iii. City of Phoenix..... 45</li> </ul> </li> </ul> </li> </ul>
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## Executive Summary

Since 2007, the Maricopa Association of Governments (MAG) Human Services Coordination Transportation plans have been developed in response to the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) federal legislation. The legislation requires applicants who receive federal funding to comply with a locally derived plan. The region’s plans are an invaluable resource for regional human services transportation coordination efforts. Each plan is federally required to include the following:

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

As the nation and state strives toward recovery from the economic downturn, many municipalities and nonprofits are still facing funding reductions to their transportation programs. Strategies in the FY 2012 Plan focused on enhancing regional collaborative efforts and strengthening coordination efforts already in place. The FY 2013 strategies will continue to 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 combined efforts of regional stakeholders will ensure this region can provide human services transportation assistance to older adults, individuals with disabilities, and individuals with low-incomes.

As federally required, a prioritized list of strategies is developed to improve efficiencies in service delivery. It is the goal of every plan to coordinate and collaborate on resources to help the most vulnerable in our region move throughout the community. This goal will be achieved through the following strategies:

Priority	Description of Short-Term Strategies	Lead
1	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.	MAG, ADOT, RPTA
2	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.	MAG, ADOT
3	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.	MAG
4	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.	MAG
Priority	Description of Long-Term Strategies	Lead
1	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.	MAG, ADOT

To become involved in these efforts, please contact DeDe Gaisthea 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 vital to get people to the places they need to go such as employment, medical appointments and to the grocery store. Accessing reliable transportation can be difficult if a person has mobility restrictions and/or budget constraints. In recent years the region has faced deep funding reductions for transportation resulting in municipalities cutting back on services or eliminating public transportation routes. Nonprofit agencies have also had to make difficult decisions to reduce services. 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 the ones who need it most our community. As the region continues to move forward toward economic recovery, it is essential that those who are most dependent on transportation are not left behind.

Since 2007, the Maricopa Association of Governments (MAG) has developed the Human Services Coordination Transportation Plans in response the national requirement set forth by the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users. This federal legislation requires applicants who receive federal funding to comply and coordinate with a locally derived human services transportation plan. The coordination plans identify strategies for addressing regional human services transportation issues. Each plan builds on previous plans. Partnerships with key stakeholders such as the Arizona Department of Transportation (ADOT), the City of Phoenix, and the Virginia G. Piper Charitable Trust, have been crucial to support regional coordination efforts. Coordination efforts have also

benefited from stakeholders throughout the region made up of nonprofit agencies, municipalities, Native Communities, senior communities and faith-based communities, and consumers who have offered feedback on the development of the plan and sustain the planning efforts.

As federally required, this plan is developed with the input of many voices such as public, private, nonprofit and community representatives. One effective resource in bringing stakeholders together in the region is the MAG Transportation Ambassador Program (TAP). TAP has brought together more than 360 community stakeholders with the goal of sharing resources, discussing human services transportation issues and finding solutions. More than 100 stakeholders attended the 2011 TAP regional meeting where keynote speaker Mary Leary, Ph.D., Senior Director Easter Seals Project ACTION, National Center on Senior Transportation, presented on national accessible transportation best practices. Dr. Leary later went on to testify before the Senate Subcommittee on Housing, Transportation and Community Development noting MAG TAP as a community best practice that could be replicated in other communities. While the region has made great strides in moving forward, stakeholders are continuing to explore opportunities for improving human services transportation for the disadvantaged population.

This plan will report on the progress made on the strategies from the FY 2012 plan, offer an assessment of gaps within the region, highlight the positive impact of coordination efforts in the community, and provide strategies to best meet needs of the target population. The strategies continue to focus on making the most of the available resources in the region.





## Progress on the FY 2012 Plan

Strategies in the FY 2012 Plan focused on the enhancing regional collaborative efforts and researching transportation resources to strengthen coordination efforts already in place. These 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 2012 plan introduced both short-term and long-term strategies to ensure the sustainability of coordination efforts. Progress made on the strategies is as follows:



### Short-Term Strategies

#### **Coordination with Title VI Stakeholders**

##### *Outcome measure:*

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.

##### *Progress:*

In 2011, the MAG Regional Council approved the *MAG Environmental Justice and Title VI Plan*. Activities listed in the plan respond directly to the guidance provided by the Federal Transit Administration (FTA) including identifying the locations of Title VI and Environmental Justice groups,

and identifying the transportation needs of people with low incomes and minority populations. MAG is actively engaging in Title VI and Environmental Justice activities by attending community-based stakeholder meetings such as the Sun City Transportation Stakeholders Group. MAG will continue to hold quarterly TAP meetings in the East, West, and Central Valley to provide stakeholders throughout the region an opportunity to participate in human services transportation coordination efforts.

#### **Outreach to Private Sector and Native Communities**

##### *Outcome measure:*

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.

##### *Progress:*

Efforts to engage new partners in TAP resulted in an 11 percent increase in the number of participants, to 365 people, and a four percent increase in the total number of agencies represented, to 164 agencies. Newly engaged stakeholders include two private sector transportation providers, the Arizona Developmental



*Native American Senior Center*



Disabilities Planning Council and a representative from the Mesa Public School District. Outreach efforts to engage Native Communities resulted in the Gila River Indian Community successfully being awarded a FY 2011 Section 5310 Elderly and Individuals with Disabilities Transportation Program grant. The MAG Human Services Transportation Planner and the MAG Intergovernmental Policy Coordinator will continue to coordinate efforts to outreach to other Native Communities.

information about the survey and encouraged participation in the survey. Maps were developed indicating shelter proximity to public transit lines, Community Action Program offices, and employment centers. The maps were distributed to shelters to assist staff in identifying transportation opportunities. MAG and Valley Metro have met to further discuss collaboration opportunities through the utilization of a vanpool program. Additional results of the shelter transportation survey are provided in the gaps analysis section.



### ***Domestic Violence and Homeless Shelter Clients' Travel Needs***

#### *Outcome measure:*

This strategy is to identify and map domestic violence and homeless shelter clients' travel needs. This builds on the strategy from the *FY 2011 MAG Human Services Coordination Transportation Plan Update* 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.

### ***Insurance as a Barrier***

#### *Outcome measure:*

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.



**Continuum of Care  
Regional Committee  
on Homelessness**

#### *Progress:*

MAG completed a survey among clients at homeless and domestic violence shelters to identify their transportation needs. The survey included questions regarding the demographics and needs of agencies' clients, the cost agencies spend annually on transportation services, and information on any underutilized vehicles. Presentations to the MAG Continuum of Care Regional Committee on Homelessness, the MAG Regional Domestic Violence Council, and other related stakeholder groups provided

#### *Progress:*

Feedback from nonprofit agencies and insurance companies indicated they have found ways to successfully address insurance issues regarding volunteer drivers. Both groups have reported barriers with having paid drivers from other agencies use their vehicles to transport clients. Evaluation results of TAP participants indicate 94 percent found the information informative and would share the information with their respective agencies/communities. This strategy was suggested for continuation.



### **Agencies Vehicle Inventory**

*Outcome measure:*

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.

*Progress:*

An analysis was completed of the 15 agencies awarded from the FY 2011 Section 5310 Elderly and Individuals with Disabilities Transportation Program of vehicle usage and operating costs. Results indicated that 76 percent of agency vehicles are in use during peak operating times. Cost analysis indicated of the 24 percent of vehicles not in use, agencies are spending approximately \$190,000 in insurance cost and more than \$2,000,000 in total operating costs. Results of the agency vehicle inventory have been presented to human services transportation stakeholders. Further results of vehicle usage are provided in the gaps analysis section.

### **Long-Term Strategies**

#### **Volunteer Drivers Program**

*Outcome measure:*

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.

*Progress:*

MAG and Valley Metro collaborated on an assessment of the volunteer drivers programs in the region. A matrix was developed that identified nine volunteer driver programs, program descriptions, area of service and contact information. Differences were identified between volunteer programs that recruit and oversee the volunteers who provide the services, and reimbursement programs, where participants recruit friends or neighbors to drive them and the volunteer is reimbursed for the miles driven. MAG and Valley Metro will continue to coordinate with the Arizona Bridge to Independent Living on opportunities to collaborate on providing a host web site for the volunteer drivers' program inventory.



## Gaps Analysis



To address the federal requirement for coordination plans, the following section provides an assessment of the transportation needs for the targeted population. Populations such as older adults, persons with disabilities, and persons with low-incomes may face additional challenges in securing transportation due to limited physical ability and personal budget constraints. Many use public transportation services, not as an alternative but as their only mode of transportation, to reach critical life-sustaining destinations such as employment and medical appointments. As a result of funding reductions to public transit, consumers are facing longer transit wait times, limited routes to outlying areas in the MAG region, and limited weekend services. Dial-A-Ride services, while available, also have limited coverage. While funding reductions continue, opportunities are being explored to offer solutions to provide transportation to the region's most vulnerable populations. The next section will provide an overview of population demographics, gaps in services and opportunities for possible collaborative efforts.

### Demographics

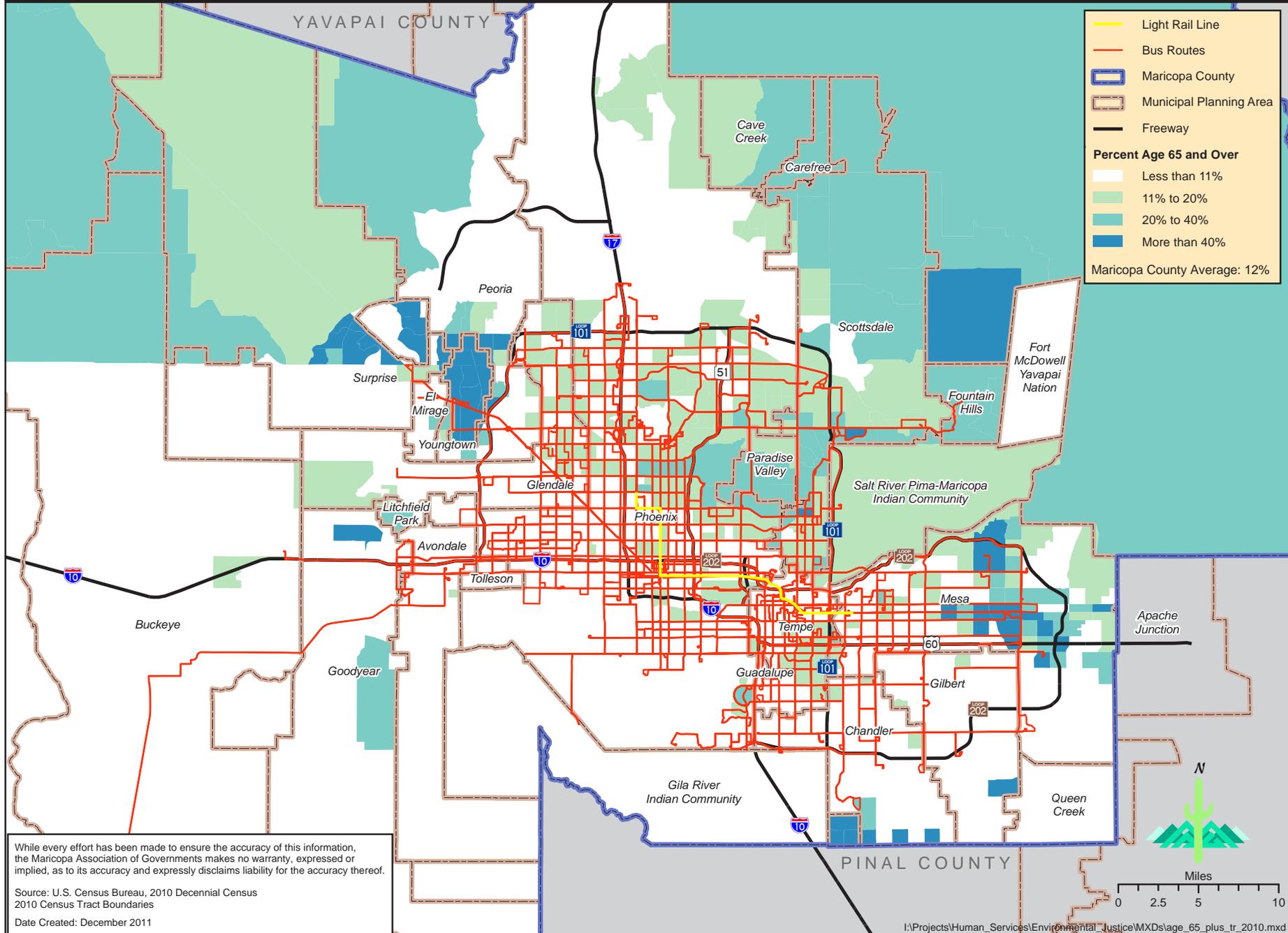
According to the 2010 US Census Bureau, Maricopa County has a population of more than 3.8 million people throughout the region. The population of persons aged 65 and over was reported at more than 460,000 people representing approximately 12 percent of the total population. The following map indicates 20 to 40 percent of the populations in the Northwest and Northeast areas of the region are individuals aged 65 and over with additional smaller pockets of this population in the East and West

of the region. The map on page seven indicates the area of residents for people aged 65 years overlaid with public transit and light rail routes. The map also shows that transit services to the outlying areas are limited.

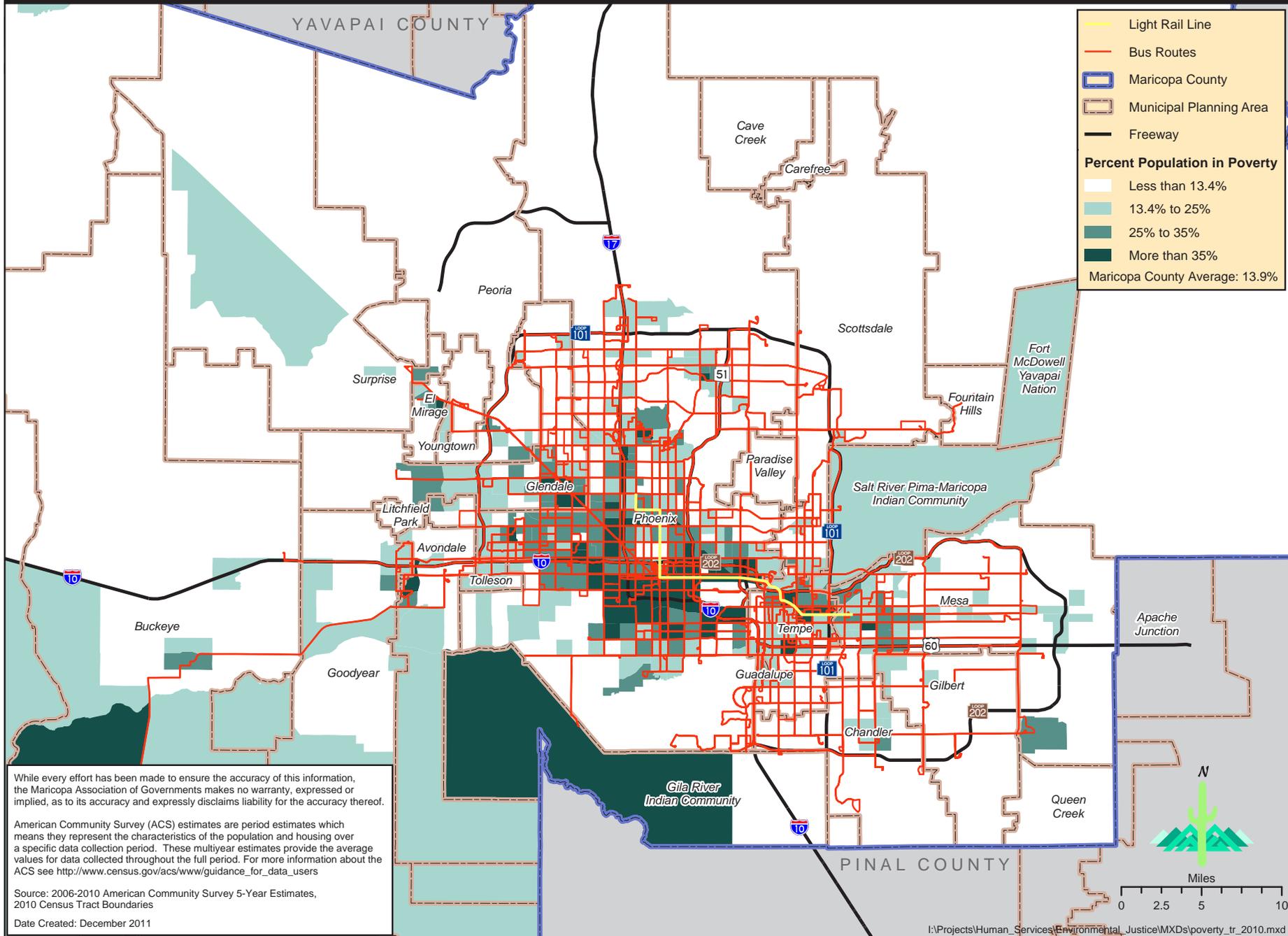
While the 2010 US Census survey did not include demographics for the disabled population, the 2010 American Community Survey indicated more than 370,000 people or approximately nine percent of the total population in Maricopa County reported having a disability. The percentage is expected to increase in the future because as people age, the probability for individuals to experience a disability becomes greater. The 2011 Annual Disability Statistics Compendium reported 27 percent of individuals over the age of 18 with a disability were more likely to live in poverty compared to 15 percent of individuals without a disability.

The map on page eight illustrates the residents of people living below the poverty level. The map indicates more than 13 percent of the population in the Southwest area of the region is living below the poverty level. Areas in West and South-Central Phoenix show more than 25 percent of the population living below the poverty level. This information was overlaid with transit and light rail routes. Limited public transit services are available to those individuals living below the poverty level outside of the metropolitan area.

# Population Age 65 and Over (2010 Census)



# Population in Poverty (2006-2010 ACS 5-year Estimates)





### Domestic Violence and Homeless Clients

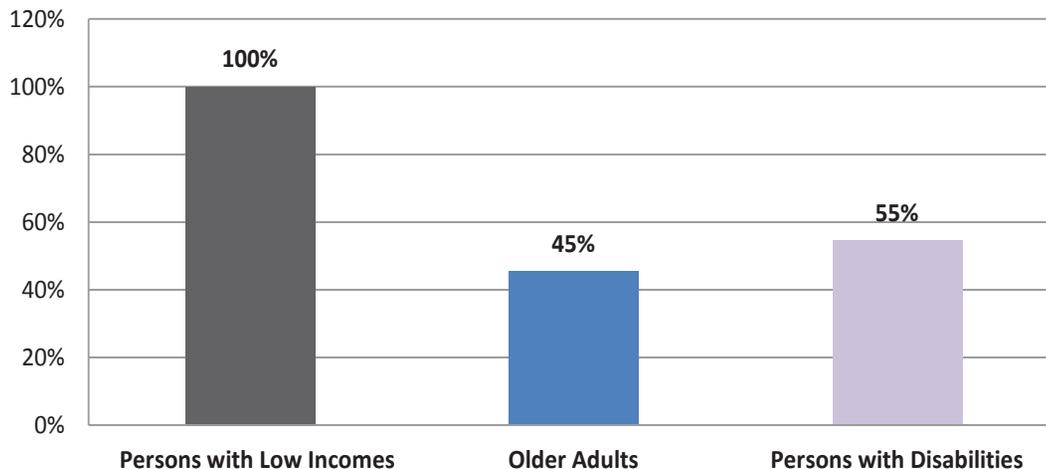
In an effort to expand coordination efforts, a transportation coordination agency survey was conducted with homeless and domestic violence shelters. This survey followed up on an in-depth study conducted in 2010 in partnership with Arizona State University's Community Action Research Experiences (CARE) Program. Results from the transportation needs study confirmed that a lack of transportation options is perceived as a barrier toward clients work in achieving self-sufficiency. This is true of clients seeking services at Community Action Programs (CAP) as well. It was discussed that there may be an opportunity to address transportation needs of clients of shelters and CAP's through improved coordination.

The transportation coordination agency survey, conducted in 2011, aimed to follow up on the work done in

2010 to gather more information and help in determining the level of agency interest in partnering on transportation coordination efforts. The survey included questions regarding the demographics and needs of agencies clients, designation points for transportation requests, and the annual cost agencies are spending on transportation services for their clients. Presentations to the MAG Regional Continuum of Care Committee on Homelessness, the MAG Regional Domestic Violence Council and other related stakeholder groups provided information and encouraged participation in the survey.

An analysis was completed of the responses to the transportation coordination agency survey. Of the 12 agencies that participated in the survey, results indicated 55 percent of the clients were persons with disabilities and 45 percent were older adults. (See chart, left.) It was noted that all clients were considered to have low incomes as demonstrated by their need to seek shelter.

### Domestic Violence and Homeless Shelter Clients



Agencies reported receiving 6,349 transportation requests from clients and spent more than \$600,000 annually in transportation costs. The most frequent transportation resources offered by shelters included reduced public transit vouchers. One agency provided transportation with a vehicle received through the Section 5310 program and another agency reported offering an affordable, reliable car ownership program for their clients. Survey results indicated transportation to social service and medical appointments as generating the most requests, along with employment and preparation for employment activities as indicated by the following chart (page 10).

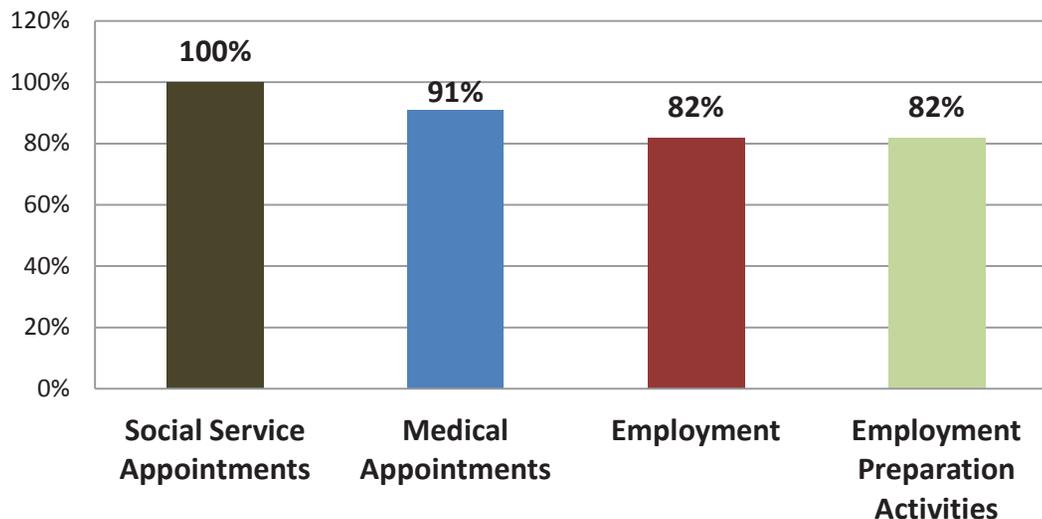


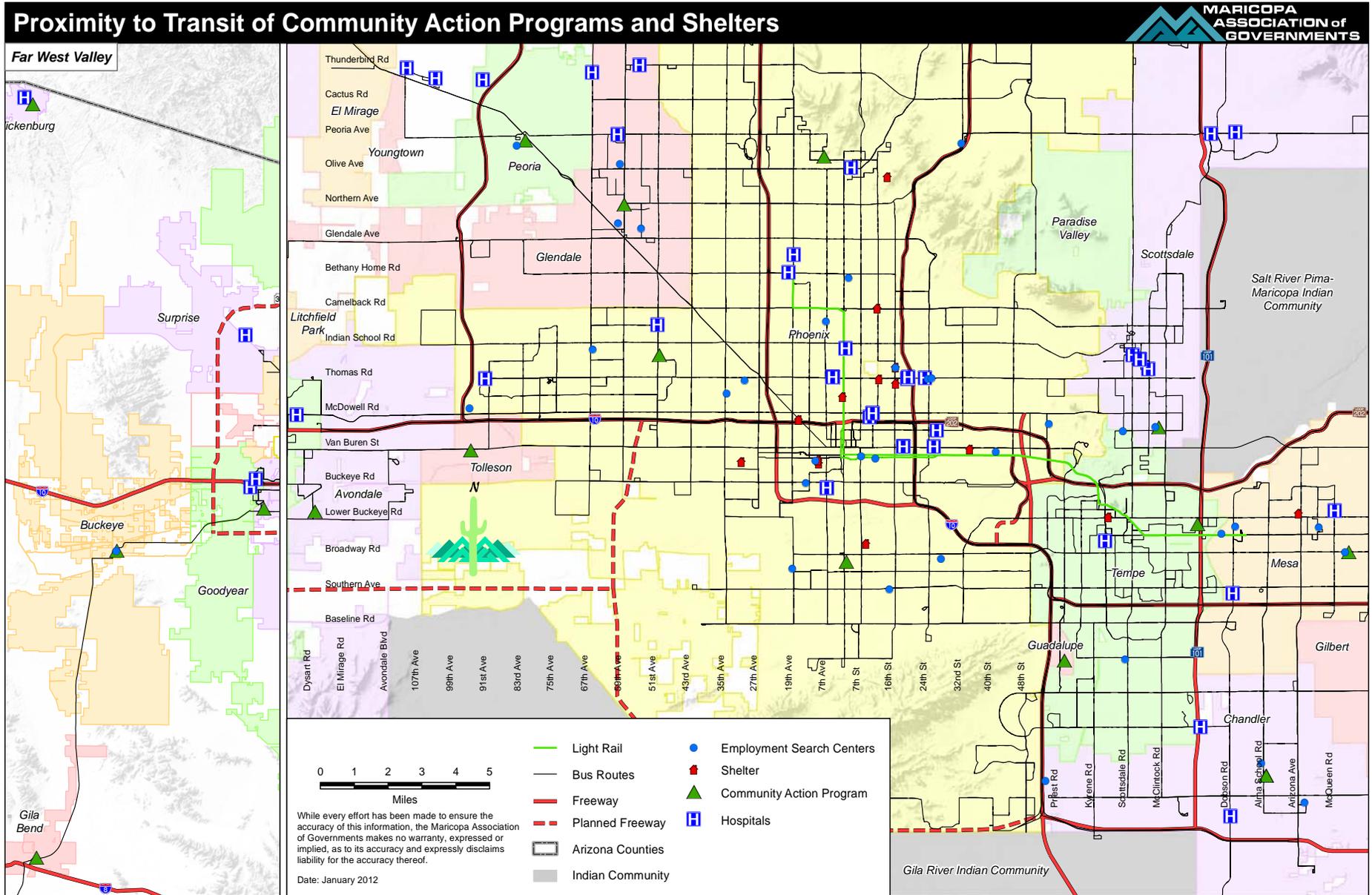
Transportation requested designation points for clients in shelters were mapped. To ensure the confidentiality of the locations of the shelters, for mapping purposes, the locations of confidential domestic violence shelters were estimated by using the center point of the zip codes provided by each agency. Homeless shelters were mapped according to their actual address. The map on page 11 indicates the general location of the shelters surveyed along with the locations of CAP offices, employment search centers, and hospitals. The locations were overlaid with public transit and light rail routes.

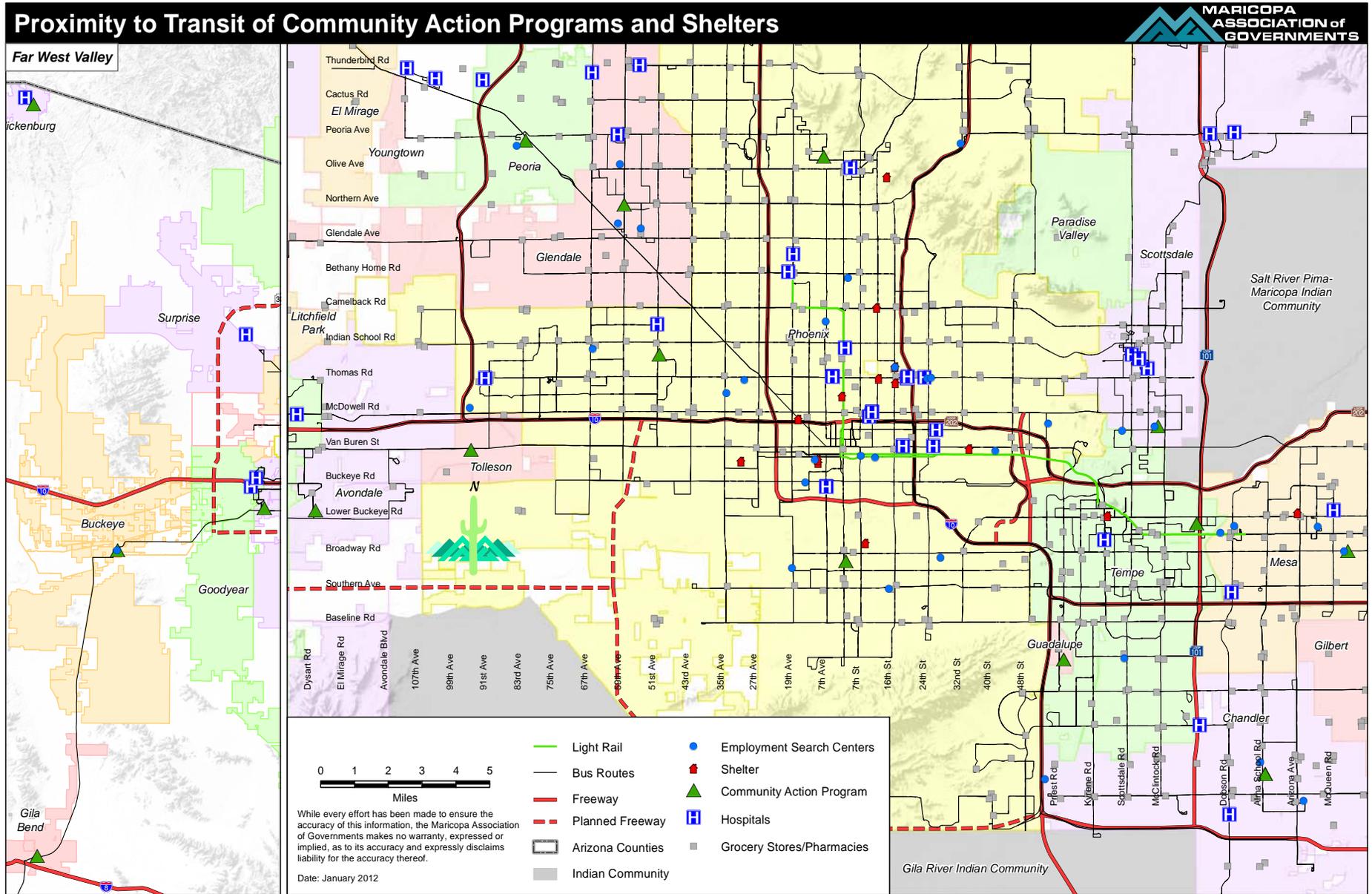
Employment and employment activities were indicated as the third and fourth highest transportation requests by shelter clients. Employment opportunities at entry level

positions provide opportunities for those in shelter to become self-sufficient. Study results indicate that clients at shelters often seek entry level positions with second and third shifts so that they are able to keep social services appointment during the day. While a number of entry level positions may be located on transit lines, many potential job opportunities in outlying areas are difficult to obtain if transportation to those areas are a barriers. Due to limited transit hours of operation, job opportunities for late evening and early morning shifts are limited to transit hours of operation. Identifying employment locations in relation to transit lines for shelter clients which includes people with low-income, persons with disabilities, and older adults, provides an opportunity to take an active role in maintaining and sustaining their quality of life. In addition to employment opportunities, the ability for clients to access grocery stores for day-to-day necessities and to fill needed prescriptions stood out in the findings. The map on page 12 illustrates the locations of shelters, employment centers, transit routes, and includes the locations of grocery stores.

## Domestic Violence and Homeless Shelter Transportation Request









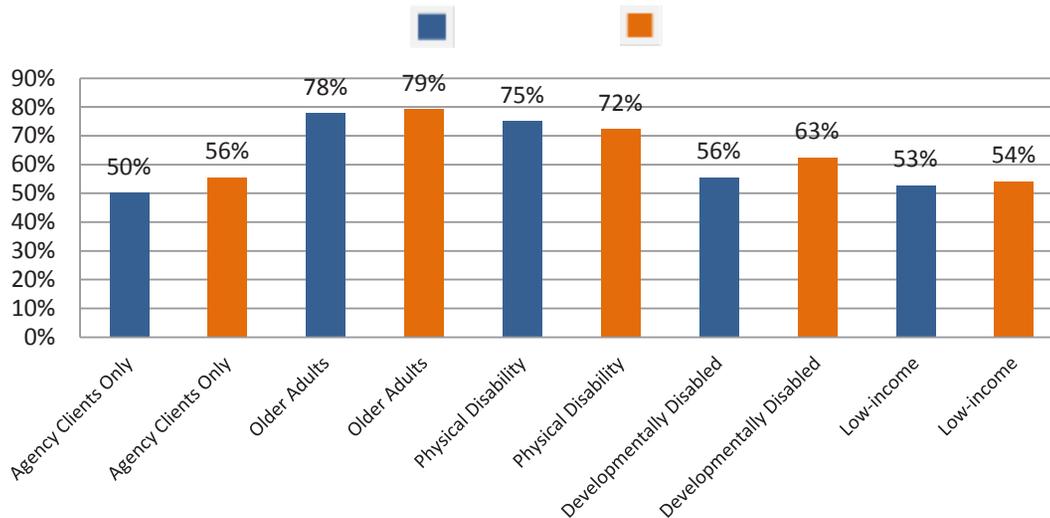
### MAG Human Service Transportation Provider Inventory

The FY 2012 MAG Human Services Transportation Provider Inventory Survey received 72 responses from human services transportation providers that included nonprofits and for profit agencies, municipalities and community organizations. This is an increase of seven additional agencies from the previous year providing information on changes in the environment of human services transportation providers. The Provider Inventory Survey was first introduced in FY 2010 as a tool to track trends in gaps for services. The following chart compares FY 2010 and FY 2012 implementation strategies agencies would take to meet demand. While the “Other” category was indicated as the top response for FY 2010 and FY 2012, implementation strategies differ

from each year. In FY 2010 the “Other” category included increasing service fees, eliminating services, and staff reductions. The FY 2012 “Other” category now includes securing additional funding revenue, reducing staff salaries and referring clients to public transit options. Increasing volunteers was ranked the second highest response for both years.

Top Four Implemented Changes to Meet Demand FY 2010 vs. FY 2012	
FY 2010	FY 2012
1 Other; increase services fees, eliminate services and staff reductions	1 Other; secure additional funding, reduce staff salaries and refer to public transit
2 Increase volunteers	2 Increase volunteers
3 New fundraisers	3 Staff reduction
4 Reduce/eliminate service	4 New fundraisers

### Eligibility Requirements FY 2010 vs FY 2012



The chart (left) reflects changes in eligibility requirements for agencies providing human services transportation services. Comparison of the FY 2010 and FY 2012 eligibility requirements indicate a six percent increase in the number of agencies that provide transportation resources for their clients only. Older adults still received the most services with a one percent increase. Results also indicate a six percent increase for services in the developmental disabled category and a one percent increase in services for people with low incomes. FY 2010 and FY 2012 comparisons indicated services for persons with disabilities showed a decrease of agencies providing service by three percent.

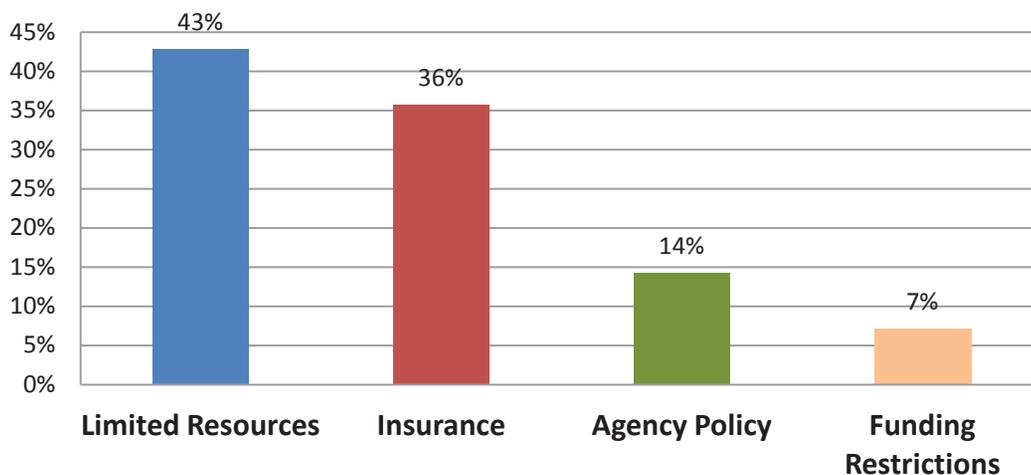


Results from the FY 2011 survey indicated zero agencies reported being unable to fulfill requests for transportation services. This could be a result of agencies implementing changes such as reducing/eliminating services, stricter eligibility requirements, and an increase of agencies offering services only to their clients. Survey response also indicated 41 percent of agencies would consider partnering with another agency to provide transportation services. Agencies also were questioned on what barriers, if any, would prevent them from partnering with another agency. The following chart shows agencies reported barriers to partnering. The top response shows limited resources such as funding and lack of drivers was the most reported barrier that would prevent agencies from partnering with another agency. The second most reported barrier to partnering was insurance policy followed by agency policy and funding restrictions.

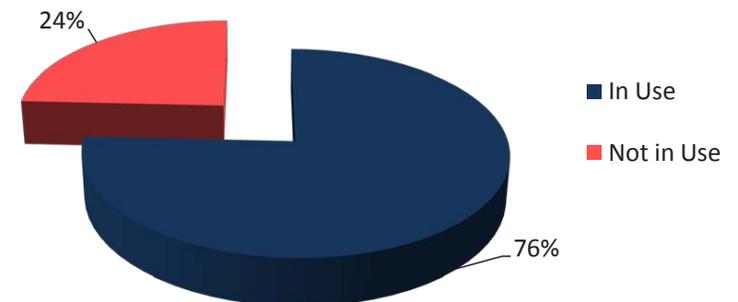
### Vehicle Inventory

Agencies across the nation are looking for coordination opportunities to provide services to the most vulnerable in their community. An analysis of the 15 agencies that are recipients of federal funds awarded through the FY 2011 Section 5310 Elderly and Individuals with Disabilities Transportation Program was developed examining vehicle usage and cost. Data analysis indicated on average vehicles were in use six days a week, primarily in the morning to pick up clients for service programs, and late afternoons to return clients to their place of residents, designated as peak hours. On average, an agency vehicle covered 55 service miles per day. Results indicated 334 vehicles were available for service, 253 of the vehicles are required for peak hour service, leaving 81 vehicles available for passenger service. As the following chart indicates, 76 percent of agency vehicles are in use during peak operating hours with 24 percent of agency vehicles available but in use during peak hours.

### Barriers to Partnering with Other Agencies



### Vehicle Usage-Peak Hours



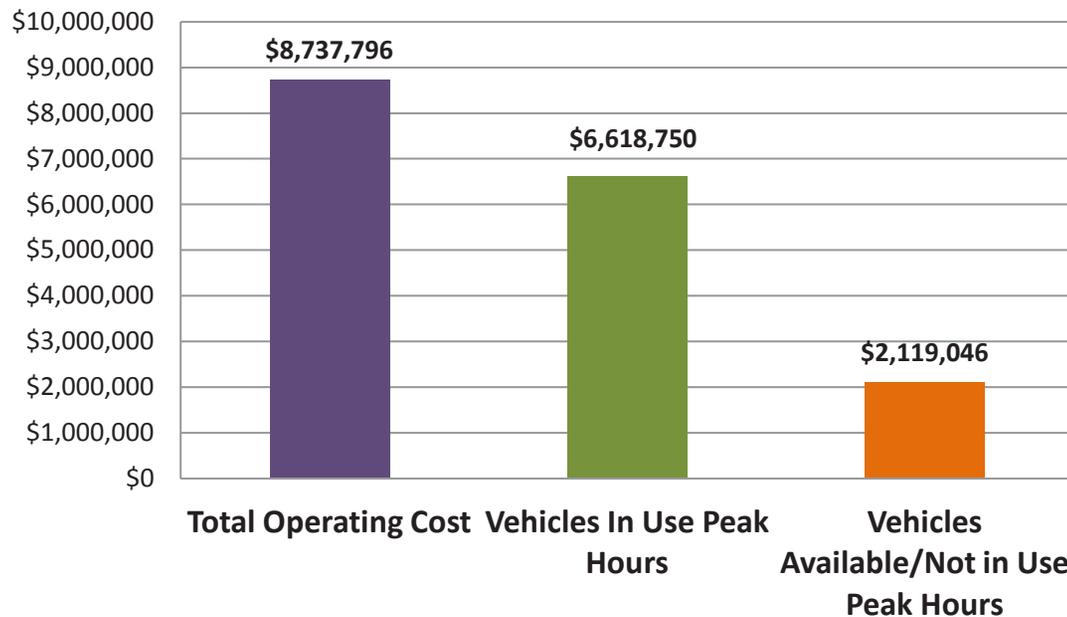


Analysis of annual operating costs for agencies is provided in two categories, insurance cost for agencies vehicles and overall operating cost of maintaining an agency's fleet. Results for insurance costs indicated agencies are spending over \$799,000 annually for all vehicles in their fleet, an average more than \$2,300 per vehicle. Further analysis indicate agencies are spending over \$193,000 annually on insurance for the 24 percent of vehicles that are in their fleet and not in use during peak service hours.

The next chart indicates the total operating cost for all agencies' vehicles including vehicle maintenance costs, driver salaries and other administrative costs. Results indicate more than \$8,000,000 was reported for total



### FY 2010 Operating Costs



operating cost for all agencies vehicles. Cost analysis of the 24 percent of vehicles not required during peak service hours indicate agencies are spending more than \$2,000,000 in operating cost for vehicles that are in fleet and not in use. Of the agencies surveyed, it is estimated one out of every four dollars of total operating costs is spent on vehicles available but not in service during peak hours. Agencies noted some vehicles are needed for back-up in case of emergencies, while other vehicles are rotated out of service due to high mileage. Agencies also reported not having enough drivers. The cost analysis of vehicle usage along with continuing to researching insurance issues on the collaboration of vehicles will assist in exploring opportunities to utilize available vehicles.



## Highlight on Useful Coordination Practices



The MAG Transportation Ambassador Program presented the third annual Regional Excellence in Coordination awards on June 13, 2011. The awards recognize champions in the region who have displayed tireless commitment through their work in human services transportation coordination efforts. The award categories included nonprofit and for-profit organizations and individuals. Judges for the awards included Dave Cyra, United We Ride Region IX Ambassador; Ellen Solowey, Virginia G. Piper Charitable Trust; and Page Gonzales and Christina Estes-Werther, Office of the Governor. Those awarded have increased access to transportation for older adults, persons with disabilities, and people with low incomes in their community.

communities. Rather than discontinue the remaining portion of the Route 76, the City of Scottsdale sought a bold and innovative solution. The city made the route part of the Scottsdale Trolley system by vinyl wrapping the existing buses to look like the existing trolleys. The City of Scottsdale not only preserved the route but expanded services, in addition to saving more than \$500,000 per year. Success can also be measured in ridership. Monthly boardings in July 2010 totaled 4,147, for April 2011 the new routing system totaled 23,954 boardings. This is a successful coordination of government services, delivering efficient and effective serves to seniors, persons with disability and low income populations of the community.

**TERROS** was awarded the *Regional Excellence in Coordination for Nonprofit Organization Award*. TERROS has been leading the way in the Mobility Management initiative since it was first offered as an applicable grant item through the Section 5310 Elderly Individuals and Individuals with Disabilities Transportation Program in 2007. TERROS, Inc., a behavioral health and substance abuse agency is partnering with four nonprofit agencies and continues to reach out to other agencies. TERROS researched data and technology sharing, and participates in cross-agency training opportunities. TERROS has also provided insight on how software awarded through the mobility management project is supporting collaborative efforts initiatives to eliminate redundancies and increase efficiency.

**Kristie Chung** was recognized for the *Regional Excellence in Coordination Overall Champion*. Ms. Chung is the Fleet Information Analyst for TERROS and has managed the mobility management transportation program. Managing one of the first mobility management projects in the MAG region, she has continually reached out to other behavioral health agencies to expand the list of collaborators, and works with a combined fleet of more than 150 vehicles, serving 45,848 individuals with approximately 400,000 trips. Ms. Chung has been an invaluable resource who is always willing to share her knowledge most recently she was one of the five mobility managers nominated by the Arizona Department of Transportation to attend the Community Transportation Association of American Expo in Indianapolis. Ms. Chung's concern for the consumers she serves encouraged her to become certified in the Passenger Service and Safety and Defensive Driving trainer programs.

**The City of Scottsdale, Transit Division**, was recognized for the *Regional Excellence in Coordination for Public Entity*. During budget reductions, portions of the Miller Road Corridor, Route 76 route had to be eliminated by other





### Voices in the Community

The importance of providing transportation to those underserved in the community cannot be overstated. Representatives from a state agency, municipality, regional public transportation authority, nonprofit agency, and general public were asked about the impact of providing transportation to their respective communities. Their responses are as follows:

**Larry Clausen** is the Executive Director of the Arizona Developmental Disabilities Planning Council (ADDPC). Mr. Clausen noted state-wide, accessing transportation in rural Maricopa County is a continuing problem. The consequences of inadequate transportation are critical for persons with developmental disabilities in rural areas where resources are limited. To address the needs ADDPC is focusing on enhancing existing transportation, and other related resources in communities with populations less than 80,000 people. Mr. Clausen states having transportation means, “Being able to access education, work, health care and even visiting friends are essential in helping persons become and stay included in their communities.”

**Arleen Schenck** is the Mobility Services Program Supervisor for Valley Metro RPTA. Ms. Schenck notes the new Valley Metro Mobility Center provides one-on-one onsite ADA Eligibility certification for individuals with disabilities region-wide. The certification process identifies transportation options that best meet the needs of each individual so they can access employment and education opportunities, medical services, shopping, and social activities. Ms. Schenck noted offering travel training during the certification process has been beneficial to consumers in that it enables them to reach the destinations of their choice while enhancing independent living.

**Julie Howard** is the Transit Planner for the City of Mesa. Ms. Howard noted alternative transportation programs are critical resources for residents who are unable to use the public bus system or are more comfortable having a friend or family member provide their trips. Ms. Howard states, “This would leave some residents homebound, unable to get to doctor appointments, go grocery shopping, or be able to engage in community activities.” Exploring lower cost alternatives allows residents more mobility freedom as compared to traditional services that requires advanced reservation and scheduling. Ms. Howard noted that a recent survey of consumers who use paratransit services indicated that using alternative programs are lifesaving and without them many would be left without any viable means of transportation.



**Michelle Dionisio** is the Director of Benevilla. Ms. Dionisio notes Benevilla is a community based volunteer transportation program providing transportation for individuals diagnosed with developmental disabilities, dementia and other chronic illnesses. Ms. Dionisio noted that the volunteer program “has been a godsend for individuals who live alone or have no family to provide this assistance. In many instances, we are seen





as ‘surrogate family’ for many elderly and disabled residents in our community!”



**Jean Moriki** is a Commissioner for the Phoenix Mayor’s Commission on Disability Issues and a consumer of transportation services. Ms. Moriki notes that public transportation is crucial for anyone who is physically challenged and does not drive or simply cannot afford to drive. Public transportation provides the independence most individuals seek and helps them remain active within the community without having to depend on others which might not always be reliable.

Ms. Moriki noted, “The mode of public transportation I personally find the most liberating is light rail. No one has to wait until you get tied down. You are free to get on/off the train when you feel like. I hope the light rail will soon be expanded to cover more of the state.” Ms. Moriki also noted that public transportation not only helps an individual obtain independence, it also helps a city, state, country become greener.



## Strategies to Address Gaps

Coordination opportunities are essential to successfully provide human services transportation to help the most vulnerable in our communities. Stakeholders throughout the Valley are working to effectively and efficiently overcome human services transportation barriers.

The strategies identified for this year focus on utilizing resources and programs available in the community while exploring opportunities to enhance coordination efforts with additional regional stakeholders. The plan offers short-term and long-term strategies to ensure the sustainability of the region. The new strategies proposed for the FY 2013 Plan include the following: *(see table, right)*

Priority	Description of Short-Term Strategies	Lead
1	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.	MAG, ADOT, RPTA
2	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.	MAG, ADOT
3	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.	MAG
4	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.	MAG
Priority	Description of Long-Term Strategies	Lead
1	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.	MAG, ADOT

To become involved in these efforts, please contact DeDe Gaisthea 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).



## Conclusion

Despite the challenges facing the region, coordinated efforts are underway to offer solutions to meet the transportation needs of older adults, persons with disabilities and persons with low-income. Continued support from community stakeholders is the driving force in moving this region forward out of these difficult economic times. Their dedication provides a voice to the plan and is the foundation towards building solutions of providing much needed transportation services to the underserved.

To become involved in these efforts, please contact DeDe Gaisthea 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.....21
- Resource Inventory .....22
  - Phoenix Service Area.....22
  - East Valley Service Area .....26
  - West Valley Service Area .....31
  - Regional Service .....35
  - State-wide Service .....39
  - Tribal Service.....42
- Background.....43
  - Executive Order/United We Ride .....43
  - Explanation of Affected Funding Sources .....43
    - i. SAFETEA-LU .....43
    - ii. Section 5310.....43
    - iii. Section 5316.....44
    - iv. Section 5317 .....44
  - Roles .....45
    - i. Maricopa Association of Governments.....45
    - ii. Arizona Department of Transportation .....45
    - iii. City of Phoenix.....45

### Participant List

See the following page for the Human Services Coordination Transportation Plan Participant List.

### Resource Inventory

As federally required, the table beginning on page 22 is a list of public, private and nonprofit agencies that provide human services transportation.

Please contact DeDe Gaisthea, MAG Human Services Transportation Planner, at [dgaisthea@azmag.gov](mailto:dgaisthea@azmag.gov) with any questions or changes.



## Participant List

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2013 Plan Update

### Human Services Coordination Transportation Plan 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 Developmental Disabilities Planning Council  
Arizona Department of Transportation  
Arizona Recreation Center for the Handicapped (ARCH)  
Arizona Transit Association  
Beatitudes Campus  
Benevilla / The New Face of Interfaith Community Care  
Biltmore Properties/Good Shepherd East  
Biltmore Properties/Hacienda De Los Arcos  
Blessings! For Seniors  
Care 1st Health Plan Arizona  
Catholic Charities  
Chandler Gilbert Arc  
Chicanos Por La Casa, Inc.  
City of Avondale  
City of Chandler  
City of Glendale  
City of Goodyear  
City of El Mirage  
City of Mesa  
City of Peoria  
City of Phoenix  
City of Scottsdale  
City of Surprise  
City of Tolleson  
Clean Air Cab  
Creative Communications  
D Team Education Fund

Davita  
Desert Dialysis  
Dubisik, Shannon  
Duet  
Foothills Caring Corps  
Foundation for Senior Living  
Fresh Start Community Service  
Friendship Village of Tempe  
Gila River Indian Community  
Golden Gate Community  
Hacienda Healthcare  
Horizon Human Services  
Indian Health Service  
J & T Transportation  
Lifewell, Inc.  
Lutheran Social Service of the Southwest  
Magellan Behavioral Health  
Marc Center of Mesa  
Maricopa County  
Maricopa Transportation System Inc.  
Mesa Public Schools  
Mosaic, Inc.  
MTBA - Medical Transportation  
MV Transportation, Inc.  
National Federation of the Blind of Arizona  
National Kidney Foundation of Arizona  
Native American Connections  
Native Health  
Navigator Mobility Consulting  
Neighbors Who Care  
Netcor Transports  
Nobody's Perfect, Inc.  
Northern Arizona University, Senior Companion Program  
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  
Rochelle, Marvin  
Scottsdale Dialysis Center  
Scottsdale Training and Rehabilitation Services (STARS)  
Senior Elite  
Southwest Behavioral Network  
STAR-Stand Together and Recover  
Statewide Independent Living Council  
Sun City West Foundation  
Sunnyslope Village Alliance  
Tempe Community Action Agency  
Tempe Union High School District  
TERROS, Inc.  
The Brake Shop  
The Centers for Habilitation (TCH)  
The Salvation Army  
Total Transit  
Town of Buckeye  
Town of Guadalupe  
Triple R Behavioral Health  
UMOM, Inc.  
United Cerebral Palsy of Central Arizona  
Valley Center for the Deaf  
Valley of the Sun United Way  
ValleyLife  
Valley Metro Regional Public Transportation Authority  
Veolia Transportation Services Inc  
Virginia G. Piper Charitable Trust  
Wheel Help, Palo Cristi Presbyterian Church



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>PHOENIX SERVICE AREA</b>									
<b>AIRES</b> 2140 W. Greenway Road Ste, 140 Phoenix, AZ 85023	Ph: (602) 995-3591 aires@aires.org www.aires.org	Contact agency.	Agency operated vehicles only.	•			•		Non-profit. Contact agency.
<b>American Cancer Society</b> 4550 E. Bell Road Ste, 126 Phoenix, AZ 85032	Marianne Blanchard Ph: (602) 778-7681 www.cancer.org	8:30 a.m. - 5:00 p.m. Mon through Fri	Transportation for patient education, summer camp for children with cancer and their siblings. Must be ambulatory and getting treatment for cancer.		•	•		•	Non-profit. No fee.
<b>Arizona Bridge to Independent Living</b> 5025 E. Washington Street Suite 200, Phoenix, AZ 85034	Ann Pasco Ph: (602) 256-2245 annp@abil.org www.abil.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only.			•	•	•	Non-profit. Contact agency.
<b>Arizona Center for Disability Law</b> 5025 E. Washington Street #202, Phoenix, AZ 85034	Kathy Roberts or Donna Powers, Ph: (602) 274-6287 kroberts@azdisabilitylaw.org dpowers@azdisabilitylaw.org www.azdisabilitylaw.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Advocacy, technical assistance regarding disability law and disability awareness training.			•	•		Non-profit. Contact agency.
<b>Arizona Foundation for the Handicapped</b> 3146 E. Windsor Avenue Phoenix, AZ 85008	Ph: (602) 956-0400 www.azafh.com	Contact agency.	Agency operated vehicles only.			•	•		Non-profit. Contact agency.
<b>Arizona Housing Inc.</b> 1735 NW. Grand Avenue Phoenix, AZ 85007	John Wall (602) 258-3876 ext 4002 jwall@cass-az.org	24 hours a day, 7 days a week.	Provides transit passes to AHI resident only.	•					Non-profit. Contact agency.
<b>Arizona Recreation Center for the Handicapped (ARCH)</b> 1550 W. Colter Street Phoenix, AZ 85015	Vera Martinez Ph: (602) 230-2226 Vera_Martinez@archaz.org www.archaz.org	7:00 a.m. - 10:00 p.m. Mon through Fri	Agency operated vehicles only.	•		•			Non-profit. Minimal charge for drop in and special interest programs. Up to \$5.00 per trip for non-agency users (round-trip).



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<b>PHOENIX SERVICE AREA</b>									
<b>Beatitudes Campus</b> 1610 W. Glendale Avenue Phoenix, AZ 85021	Christie Munson, Comm./Grant Manager Ph: (602) 995-6139 cmunson@beatitudescampus.org www.beatitudescampus.org	7:30 a.m. - 4:00 p.m. Mon through Fri	Agency operated vehicles only.	•	•	•	•	•	Non-profit, faith-based organization. Varies, depending on distance, first two miles free.
<b>Carl T. Hayden Veterans Affairs Medical Center</b> 650 E. Indian School Road Phoenix, AZ 85012	Ph: (602) 277-5551 (800) 554-7174	Call for schedule.	Agency vehicles and service provided by contract providers.	•					Non-profit. Contact agency.
<b>Fresh Start Community Resources</b> 7206 N. 55th Avenue, #101 Glendale, AZ 85301	Bruce Relf, Ph: (623) 931-2801 connect@fresh-start.org www.fresh-start.org	9:00 a.m. - 4:00 p.m. Mon through Fri	Transportation to food banks, job interviews and clothing stores.	•					Non-profit, no fee.
<b>Gompers Habilitation Center, Inc</b> 6601 N. 27th Avenue Phoenix, AZ 85017	Elaine Starks Ph: (602) 336-0061 estarks@gomperscenter.org	Contact agency.	Agency operated vehicles only. Agency clients only.						Non-profit. Contact agency.
<b>MV Transportation Project Senior Cab</b> 1001 S. 4th Street Phoenix, AZ 85004	Ph: (602) 801-1163	9:00 a.m. - 5:00 p.m. Mon through Fri	Senior cab voucher program.		•				Books of 20- \$1.00 Taxi Coupons cost \$6.00 and two books are allowed per month.
<b>NATIVE HEALTH</b> Native American Community Health Care Center Inc. NHW Community Health Center 2423 W. Dunlap, Suite 140 Phoenix AZ 85021	Kim Yarbrough, Program Manager Ph: (602) 279-5351 www.nativehealthphoenix.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Free medical transportation to and from NHW for NHW patients. Patients may be transported to medical appointments referred by the NHW physician.	•	•	•	•	•	Non-profit. No fee.
<b>Perry Rehabilitation Center</b> 3146 E. Windsor Avenue Phoenix, AZ 85008	Ph: (602) 956-0400 perrycenter@qwest.net www.azafh.com	Contact agency.	Agency operated vehicles only.			•	•		Non-profit. Contact agency.



## Resource Inventory

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2013 Plan Update

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<b>PHOENIX SERVICE AREA</b>									
<b>Phoenix (City of) Human Services Department Sunnyslope Family Services Center</b> 914 W. Hatcher Road Phoenix, AZ 85021-2453	Ph: (602) 495-5229	Contact agency.	Bus tickets for local transit system, for medical or work for low income individuals.		•			•	Public agency. Contact agency for more information.
<b>Phoenix (City of) Human Services Department (HSD) Travis L Williams Family Services Center</b> 4732 S. Central Avenue Phoenix, AZ 85040-2150	Ph: (602) 534-4732 jennifer.turk@phoenix.gov	Contact agency.	Limited bus tickets for local transit system, for medical or work for low income individuals.		•	•		•	Public agency. Contact agency for more information.
<b>Phoenix Dial-a-Ride</b> 302 N. 1st Avenue, Suite 900 Phoenix, AZ 85003	Ph: (602) 253-4000 1 (800) 775-7295 www.cityofphoenix.gov/ PUBTRANS/dialride.html	5:00 a.m. - 10:00 p.m. 7 days a week.	Agency operated vehicles operated by contractors. Seniors and ADA certified individuals.		•	•	•		Paratransit service. Contact agency.
<b>Phoenix Indian Medical Center</b> 4212 N. 16th Street Phoenix, AZ 85016	Anne Silversmith Ph: (602) 263-1500 anne.silversmith@ihs.gov	8:00 a.m. - 4:30 p.m. business office / Hospital hours 24/7, Mon through Fri.	Agency operated vehicles supplemented by contract services. Agency clients only - AHCCCS IHS eligibility required.		•	•	•	•	Non-profit Hospital - Federal. No fee.
<b>Phoenix Revitalization Corp.</b> 1310 W. Hadley Street Building B Phoenix, AZ 85007	Wendoly Abrego Ph: (602) 253-6895 wendoly@phxrevitalization.org www.phxrevitalization.org	7 a.m. - 6:00 p.m. Mon through Thurs	Community revitalization including, community gardens, leadership academies, resource center. No agency operated vehicles.		•	•	•	•	Non-profit. Contact agency.
<b>Phoenix Van Services</b> PO Box 7756 Chandler, AZ 85246-7756	Myriam Ph: (480) 857-8260 1 (866) PHX-VANS reservations@phxvans.com www.phxvans.com	5:00 a.m. - 12:00 a.m. 7 days per week.	Private for-hire carrier.		•	•			Non-profit. Flat rates, call for rates.
<b>South Mountain Community Center</b> 212 E. Alta Vista Road Phoenix, AZ 85040-4219	Ph: (602) 262-4093 culshoef@phoenix.gov	Contact agency for more information.	Members discount transportation tickets for shopping and other errands. Seniors age 60 and over and persons with Title XX or physician certified disabilities.	•	•	•			Non-profit. Contact agency.



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<b>PHOENIX SERVICE AREA</b>									
<b>Sunnyslope Village Alliance</b> 755 E. Hatcher Road Phoenix, AZ 85020	Shelley MacDonald Ph: (602) 674-5063	8:00 a.m.- 2:00 p.m. Mon through Fri	Provide community resource information. No agency operated vehicles or contract services available.		•	•	•	•	Non-profit. Contact agency.
<b>The Salvation Army Project HOPE</b> 2702 E. Washington Street Phoenix, AZ 85034 MAILING: PO Box 52177 Phoenix, AZ 85072	John Landrum Ph: (602) 267-4196 John.Landrum@ usw.Salvationarmy.org	8:00 a.m. - 3:30 p.m. Mon through Fri	Agency operated vehicles only.					•	Non-profit. Contact agency.
<b>U.S. Vets - Phoenix Site</b> 804 E. Jones Avenue Phoenix, AZ 85040	Teresa Livingston Ph: (602) 305-8585 tlivingston@usvetsinc.org www.usvetsinc.org	24 hours a day, 7 days a week.	Reconnect Vets with VA hospital-medical, VA Regional-benefits; Workforce residential program.					•	Non-profit. No fee.
<b>UMOM New Day Centers</b> 3320 E. Van Buren Street Phoenix, AZ 85008	LaShawn Thompson Ph: (602) 527-5895 lthompson@umom.org www.umom.org	24 hours a day, 7 days a week.	Agency operated vehicles and bus passes through case management.	•	•	•		•	Non-profit, faith-based organization. No fee.
<b>UMOM New Day Centers, Watkins Overflow Shelter</b> 1120 W. Watkins Street Phoenix, AZ 85007	LaShawn Thompson Ph: (602) 527-5895 lthompson@umom.org www.umom.org	24 hours a day, 7 days a week.	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.	•					Non-profit, faith-based organization. No fee.
<b>United Cerebral Palsy (UCP) of Central Arizona, Inc.</b> 1802 W. Parkside Lane Phoenix, AZ 85027-1322	Marilyn Zepeda Ph: (602) 943-5492 mzepeda@ucpofaz.org www.ucpofcentralaz.org	8:00 a.m. - 6:00 p.m. Mon through Fri	Transportation to and from UCP services for physically and/or developmentally disabled adults and children.	•		•	•		Non-profit. No fee.
<b>Valley Life</b> 1142 W. Hatcher Road Phoenix, AZ 85021	Mary E. Brannoch Ph: (602) 331-2415 mbrannoch@vsshc.org www.valleyofthesunschool.org	24 hours a day, 7 days a week.	Agency vehicles. Physically and developmentally disabled, visually impaired, older adults.		•	•	•		Non-profit. No fee.



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<b>EAST VALLEY SERVICE AREA</b>									
<b>About Care, Inc.</b> 600 W. Ray Road, Suite B5 Chandler, AZ 85225-7264	Ann Marie McArthur Ph: (480) 802-2331 information@aboutcare.org www.aboutcare.org	9:00 a.m. - 3:00 p.m. Mon through Fri, 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.		•	•	•	•	Non-profit. No fee.
<b>Chandler/Gilbert ARC</b> 3250 N. San Marcos Place Chandler, AZ 85225	William Parker Ph: (480) 892-9422 wparker@cgarc.org www.cgarc.org	6:00 a.m. - 10:00 p.m. Mon through Sun	Housing, Life Skill Training and Employment. Agency operated vehicles only.	•			•		Non-profit. No fee.
<b>Disability Development Resources LLC</b> 1356 E. McKellips Road Suite 104 Mesa, AZ 85203	Deborah Lamoree, Owner/ Director Ph: (480) 844-5265 dlamoree@ddresources.com www.ddresources.com	<b>9:00 a.m. - 5:00 p.m. -</b> Mon through Fri by phone appointment only. Please call to schedule.	Home and Community Based Services and independent Living.		•	•	•		Private, for-profit. Contact agency.
<b>East Valley Adult Resources Inc./Apache Junction Active Adult Center</b> 45 W. University Drive, Suite B Mesa, AZ 85201	Dan Taylor Ph: (480) 964-9014 dantaylor@evadultresources.org www.evadultresources.org	8:00 a.m. - 4:00 p.m. Mon through Fri	Transports ALL agency clients to shopping or medical trips within East Valley (Mesa, Apache Junction, Chandler, Gilbert and Tempe)		•	•			Non-profit. \$1.00 donation suggested to East Valley Adult Resources Inc.
<b>East Valley Adult Resources Inc./Red Mountain Active Adult Center</b> 7550 E. Adobe Street Mesa, AZ 85207	Peg Reed Ph: (480) 218-2221 preed@evadultresources.org www.evadultresources.org	8:00 am. - 3:00 p.m. Mon through Fri	Van transportation provided to and from the senior centers for persons who are age 60 and over.		•				Non-profit. Donation requested.
<b>East Valley Family Care Center</b> 2204 S. Dobson Road Ste 101 Mesa, AZ 85202-6457	Ph: (480) 491-6235 admin@evseniorservices.org	Contact agency.	Limited medical transportation		•				Non-profit. Contact agency.



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**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>EAST VALLEY SERVICE AREA</b>									
<b>East Valley Ride Choice</b> 3320 N. Greenfield Road Mesa, AZ 85215	Ph: (480) 962-RIDE (7433) www.ValleyMetro.org	Contact agency.	Programs vary, contact agency for more information.		•	•	•		Public/Private. Fees varies on services used.
<b>East Valley Senior Services Inc./Mesa Active Adult Center</b> 247 N. MacDonald Street Mesa, AZ 85201	Ph: (480) 962-5612 dejongmsc@evseniorservices.org www.evadultresources.org	Contact agency.	Purchase of subsidized Dial-a-Ride tickets.	•	•				Non-profit. Contact agency.
<b>East Valley Senior Services, Inc./Apache Junction Active Adult Center</b> 1035 N. Idaho Road Apache Junction, AZ 85219	Ph: (480) 474-5260 www.evseniorservices.org tcrawford@evseniorservices.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Van transportation provided to and from the senior centers for persons who are age 60 and over.	•	•				Non-profit. Donations requested.
<b>Foothills Caring Corps</b> PO Box 5892 Carefree, AZ 85377	Jayne Hubbard, Maggie Palmer Ph: (480) 488-1105 Services@FoothillsCaring-Corps.com www.FoothillsCaringCorps.com	8:30 a.m. - 4:30 p.m. Mon through Fri	Serving homebound elderly.		•	•	•	•	Non-profit. Donations Accepted.
<b>Fountain Hills Taxi &amp; Shuttle</b> 7222 E. Northridge Street Mesa, AZ 85207	Ph: (480) 837-7500	Contact agency.	Private for-hire carrier.						Private. Contact agency.
<b>Friendship Village</b> 2645 E. Southern Avenue Tempe, AZ 85282	Brian Scott Ph: (480) 831-3155 scottbrian@friendshipvillageaz.com www.friendshipvillageaz.com	7 days per week, depending on service.	For residents: bus, van or limo. Ride-share van for commuting employees.	•	•	•			Non-profit / retirement community. From \$1.50-\$3.50 depending on service and vehicle.
<b>Good Samaritan Society - Mesa Good Shepherd</b> 5848 E. University Drive Mesa, AZ 85205	Jason L. Wright Ph: (480) 981-0098 jwright@good-sam.com www.good-sam.com	8:00 a.m. - 4:00 p.m. every day except Sat	Senior housing, assisted living, skilled nursing/rehab.	•	•	•			Faith-based. Fees included in client's monthly rent.



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<b>EAST VALLEY SERVICE AREA</b>									
<b>Good Shepherd Villa</b> 5848 E. University Drive Mesa, AZ 85205-7443	Ph: (480) 981-0098	Contact agency.	Agency operated vehicles only. Agency clients only.	•	•				Non-profit. Contact agency.
<b>Guadalupe Senior Services</b> 9401 S. Avenida Del Yaqui Guadalupe, AZ 85283	Theresa Rodriguez, Director Ph: (480) 505-5393 trodriguez@guadalupeaz.org www.guadalupeaz.org	7:00 a.m. - 4:00 p.m. Mon through Thurs	Agency operated vehicles only.		•	•			Local government - public agency. Contribution re- quested or dona- tion. Funded in part by the Area Agency on Aging.
<b>Horizon Human Services</b> 210 E. Cottonwood Lane Casa Grande, AZ 85222	Marsha Ashcroft Ph: 520-836-1688 mashcroft@ horizonhumanservices.org www.horizonhumanservices.org	<b>Group Homes:</b> 24 hrs per day, 7 days per week, <b>Office:</b> 8 a.m. - 5 p.m. Mon through Fri	Agency operated vehicles only.	•					Non-profit. No fee.
<b>MARC Center of Mesa</b> 924 N. Country Club Drive Mesa, AZ 85201	Mark Tompert Ph: (480) 797-8466 mark.tompert@marccenter.com www.marccenter.com	Seven days per week.	Agency operated vehicles only. Agency clients only	•			•		Non-profit. Contact agency.
<b>Mesa (of Mesa)</b> PO Box 1466 (300 E 6th St.) Mesa, AZ 85211	Julie Howard Ph: (480) 644-4131 Julie.Howard@mesaaz.gov	Varies / Trans- portation: 7:00 a.m. - 6:00 p.m.	Contact agency for more information.		•	•	•	•	Public agency. Varies contact agency.
<b>Neighbors Who Care</b> 10450 E. Riggs Road Suite 113 Sun Lakes, AZ 85248-7760	Chris Stage, Executive Director Ph: (480) 895-7133 nwcsunlakes@aol.com www.neighborswhocare.com	9:00 a.m. - 4:00 p.m. Mon through Fri	Volunteers provide medical transportation, shopping, respite, friendly visiting, reassurance calls, business assistance, dinner delivery.	•	•				Non-profit. No fee.
<b>Nobody's Perfect Inc.</b> 18911 E. San Tan Boulevard Queen Creek, AZ 85142	Philip M. Pajak Ph: (480) 840-9351 philippajak@ nobodysperfectinc.org www.nobodysperfectinc.org	6:30 a.m. - 4:30 p.m. Mon through Fri	Providing transportation to clients in day programs and work programs.	•			•		Non-profit. No fee.



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<b>EAST VALLEY SERVICE AREA</b>									
<b>Paradise Valley Senior Center</b> 17402 N. 40th Street Phoenix, AZ 85032-2200	Ph: (602) 495-3785 paradise.valley.cc.hsd@phoenix.gov www.phoenix.gov/SRCNTRS/cnrpara.html	8:00 a.m. - 5:00 p.m. Mon through Fri	Contract service providers. ADA certified individuals only.		•	•			Non-profit. Contact agency.
<b>Scottsdale (City of) - Trolley</b> 7447 E. Indian School Road Suite 205 Scottsdale, AZ 85251	John Kelley Ph: (480) 312-7626 Jkelley@scottsdaleAZ.gov www.ScottsdaleAZ.gov	<b>Downtown Trolley</b> 11:00 a.m. - 6:00 p.m. except Thurs <b>Artwalk</b> 11:00 a.m. – 9:00 p.m. <b>Neighborhood Trolley</b> 7:00 a.m. - 9:00 p.m. <b>Miller Road Trolley</b> (formerly Route 76) 5:15 a.m.-11:15 p.m. Mon - Fri 5:45 a.m.- 7:20 p.m. Sun and holidays.	Downtown Trolley, bus, taxi vouchers and transit passes.		•	•	•	•	Public agency. No fee.
<b>Scottsdale (City of) Transportation Department Cab Connection Program</b> 7447 E. Indian School Road Suite 205 Scottsdale, AZ 85251-3915	Ed Jones, Ph: (480) 312-7519 ejonesIII@scottsdaleaz.gov www.scottsdaleaz.gov/traffic/alltransmethod/specialservices.asp	8:00 a.m. - 3:00 p.m. Mon through Fri	Subsidized taxi voucher program for residents who are disabled or are age 65 and over. May request up to 16 subsidized taxi vouchers per month.	•	•	•			Public agency. City pays 80% of cab fare up to a \$10.00 maximum.
<b>Scottsdale Training and Rehabilitation Services (STARS)</b> 7507 E. Osborn Road Scottsdale, AZ 85251	Sue Smith Ph: (480) 994-5704 ssmith@starsaz.org www.starsaz.org www.scottsdaleaz.gov/traffic/alltransmethod/specialservices.asp	8:00 a.m. - 4:30 p.m. Mon through Fri	Agency operated vehicles only. Agency clients only.	•			•		Non-profit. Contact agency.
<b>Tempe (City of) - Pyle Adult Recreation Center</b> 655 E. Southern Avenue Tempe, AZ 85282	Lyn Cahill-Ramirez, Senior Rec. Coord. Ph: (480) 350-5211	8:00 a.m. - 5:00 p.m. Mon through Fri	Contact agency for more information.	•		•			Public agency recreation center. Contact agency.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>EAST VALLEY SERVICE AREA</b>									
<b>The Arc of Tempe</b> 501 E. Broadway Road Tempe, AZ 85282	Mike Mayhew, Executive Director Ph: (480) 966-8536 community@tempearc.org www.tempearc.org	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.	•			•		Non-profit. There are no fees for this transportation, however, participants pay a monthly fee for the program.
<b>The Centers for Habilitation</b> 215 W. Lodge Drive Tempe, AZ 85283	Ph: (480) 838-8111 www.tch-az.com		Agency operated vehicles only. Agency clients only.	•					Non-profit. Contact agency.
<b>The Salvation Army- Apache Junction</b> 605 E. Broadway Avenue Apache Junction, AZ 85219-5214	Richard Ph: (480) 982-4110 lindaraymond@ uswsalvationarmy.org www.salvationarmy.org	7:00 a.m. - 4:00 p.m. Tues through Thurs	Transportation for seniors and individuals with disabilities.		•	•		•	Non-profit. Contact agency.
<b>Valley Metro East Valley RideChoice</b> 3320 N. Greenfield Road Mesa, AZ 85215	Arleen Schenck Ph: (480) 962-RIDE (7433) aschenck@valleymetro.org www.valleymetro.org	Contact agency.	East Valley only, programs vary, contact agency for more information.		•	•	•		Public/Private. Fees vary based on services used.
<b>Valley Metro East Valley Dial-A-Ride</b> 101 N. 1st Avenue, Ste 1100 Phoenix, AZ 85003	Ph: (480) 633-0101 Reservation: Valley Metro Customer Service www.valleymetro.org	3:00 a.m. - 2:00 a.m. Mon through Sun, Scottsdale/ Tempe, 4:00 a.m. - 12:00 a.m. Mon through Sun, Chandler/ Gilbert/Mesa.	Agency operated vehicles and contracted services. East Valley Dial-a-Ride serves Chandler, Gilbert, Mesa, Tempe, Scottsdale and Maricopa County Islands.		•	•	•	•	Public transit agency.
<b>Y OPAS Outreach Programs for Ahwatukee Seniors</b> 1030 E. Liberty Lane Phoenix, AZ 85048-8461	Judy Lewisohn, Program Manager Ph: (602) 212-6088 opas@vosymca.org http://www.valleymca.org/ ahwatukee/news.cfm	8:30 a.m. - 4:00 p.m. Mon-Sun, <b>Office</b> 9 a.m. - 12 p.m. 1 pm – 4 pm Mon to Fri	Volunteer drivers for persons 62 years of age or older who resides in Ahwatukee.		•				Non-profit. Contact agency.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>WEST VALLEY SERVICE AREA</b>									
<b>Arizona Center for the Blind &amp; Visually Impaired</b> 3100 E. Roosevelt Street Phoenix, AZ 85008-5036	Sharon Gibbs Ph: (602) 273-7411 Sgibbs@ACBVI.org www.acbvi.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Agency operated vehicles only.	•		•			Non-profit. Membership fee based on ability to pay; charges for some special events.
<b>Avondale (City of)</b> 11465 W. Civic Center Drive, Avondale, AZ 85323	Kristen Sexton Ph: (623) 333-1030 ksexton@avondale.org www.avondale.org	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.
<b>Benevilla, The New Face of Interfaith Community Care</b> 16752 N. Greasewood Street Surprise, AZ 85374	Darlene Turner Ph: (623) 979-7126 dturner@benevilla.org www.benevilla.org	<b>Office:</b> 8:00 a.m.-4:30 p.m. Mon through Fri <b>Day Centers:</b> 7:30 a.m. - 5:30 p.m. Mon through Fri	Agency vehicles supplemented by volunteers and purchased transportation.						Non-profit. Contact agency.
<b>Buckeye Family Care Center</b> 306 E. Monroe Street Buckeye, AZ 85326	Pam Kurczynski Ph: (623) 386-4814 pkurczynski@caichc.com	Mon, Tues, Thur, Fri: 8:00 a.m. - 5 p.m. Wed: 11:00 a.m. - 8:00 p.m.	Limited medical transportation.		•			•	Non-profit. Contact agency.
<b>Duet</b> 555 W. Glendale Avenue Phoenix, AZ 85021-8799	Ricardo Samano Ph: (602) 274-5022 Samano@duetaz.org www.centerdoar.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Transportation to medical and social service appointments 9 a.m.- 3 p.m. 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.)	•	•	•			Non-profit. Faith Based. No fee.
<b>El Mirage Dial-a-Ride</b> 12145 NW. Grand Avenue El Mirage, AZ	Lance Calvert Ph: (623) 876-2977 lcalvert@cityofelmirage.org www.cityofelmirage.org	8:00 a.m. - 4:00 p.m. Mon through Fri	Dial-A-Ride Transportation Services, ADA Paratransit Service, Taxi Subsidy Program.		•	•		•	Municipality. \$2.00 each way.
<b>Gila Bend Primary Care Center</b> 100 N. Gila Boulevard Gila Bend, AZ 85337	Ph: (928) 683-2269	Contact agency.	Limited medical transportation.						Public agency. Contact agency for more information.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>WEST VALLEY SERVICE AREA</b>									
<b>Glencroft Retirement Community</b> 8611 N. 67th Avenue Glendale, AZ 85302	Ph: (623) 939-9475 info@glencroft.com www.glencroft.com	8:00 a.m. - 4:30 p.m. Sun through Sat	Agency operated vehicles only.	•	•				Contact agency.
<b>Glendale (City of) Glendale Adult Center</b> 5970 W. Brown Street Glendale, AZ 85302	Anthony Garcia Ph: (623) 930-4335 agarcia@glendaleaz.com www.glendaleaz.com	8:00 a.m. - 8:00 p.m. Mon through Fri	Contact agency for more information.		•				Public agency. \$2.00 regular \$1.00 seniors each way.
<b>Glendale (City of) Taxi Subsidy Program</b> 6210 W. Myrtle Avenue Building S Glendale, AZ 85301-1700	John Bullen Ph: (623) 930-3501 jbullen@glendaleaz.com www.livinginmotionaz.net	7 days per week.	Subsidized taxi rides for Glendale residents to and from on-going medical treatment facilities within the City of Glendale.	•	•	•		•	Non-profit. Vouchers issued for 75% of one way fare plus tip. Max value \$15.00+tip. Passengers are responsible for remaining amount.
<b>Glendale (City of) Transit</b> 6210 W. Myrtle Avenue Building S Glendale, AZ 85301-1700	Kevin Link Ph: (623) 930-3501 klink@glendaleaz.com www.glendaleaz.com/transit	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.		•	•	•	•	\$2.00 general public and ADA, \$1.00 for seniors and disabled. Contact agency for further information.
<b>Horizon Human Services</b> 160 W. University Dr. Mesa, AZ 85201	Marsha Ashcroft Ph: (520) 836-1688 mashcroft@horizonhumanservices.org www.horizonhumanservices.org	<b>Group Homes:</b> 24 hrs per day, 7 days per week, <b>Office:</b> 8 a.m.-5 p.m. Mon through Fri	Agency operated vehicles only, demand response.	•			•		Non-profit. No fee.
<b>John C. Lincoln Health Network</b> 303 Eva Street Phoenix, AZ 85020	Ph: (602) 320-9656	7:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only. Clients participating in adult day care, Head Start, living in senior apartments or transport to/from hospital.	•	•	•		•	Health organization. No fee.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>WEST VALLEY SERVICE AREA</b>									
<b>One Step Beyond, Inc</b> 9299 W. Olive Avenue Suite 311 Peoria, AZ 85345	Mimi Rogers Ph: (623) 215-2449 mimirogers@osbi.org www.osbi.org	6:30 a.m. - 6:00 p.m. Mon through Fri	Service provider for individuals with developmental disabilities, life skills and vocational training.	•	•	•		•	Non-profit. Contact agency.
<b>Peoria (City of) Transit</b> 8850 N. 79th Avenue Peoria, AZ 85345-7965 Mailing: 8401 W Monroe Street Peoria, AZ 85345	Bill Mattingly Ph: (623) 773-5151 bill.mattingly@peoriaaz.gov www.peoriaaz.com	6:00 a.m. - 6:00 p.m. Monday through Friday. Reservations 8:00 a.m. - 5:00 p.m. Mon through Fri.	Transportation for any individual anywhere within the City of Peoria.	•	•	•	•	•	Public Agency. Yes, contact agency for more information.
<b>PPEP, Inc.</b> 901 E. 46th Street Tucson, AZ 85713	Jaclyn Johnson Ph: (520) 594-6499 jjohnson@ppep.org www.ppep.org	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.	•	•	•	•		Non-profit. No fee.
<b>Property Owners &amp; Residents Association (PORA)</b> 18229 N. 130th Avenue Sun City West, AZ 85375	Ph: (623) 584-7802 www.porasw.org	9:00 a.m. - 3:00 p.m. Mon through Fri	Local and state governmental representation to our residents.	•					Non-profit, Neighborhood Association. Contact agency.
<b>R &amp; R Respite Care</b> 246 N. Washington Street Wickenburg, AZ 85390-4414	Rachel Minton Ph: (928) 684-3480 minton@aaaphx.org www.wickenburgrespite.com	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.		•	•			Non-profit. \$7.00 round trip for non-clients living within Wickenburg. Sliding scale fees, scholarships available based upon financial need.
<b>Sun City West Foundation</b> 14465 W. RH Johnson Sun City West, AZ 85375	Ph: (623) 544-3020 www.scwfoundation.org	7:30 a.m. - 4:00 p.m. Mon through Fri	Transportation for Sun City West.	•	•	•	•	•	Non-profit. \$3.00 each way or 10 tickets for \$25.00.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>WEST VALLEY SERVICE AREA</b>									
<b>Surprise (City of) Senior Center</b> 15832 N. Hollyhock Street Surprise, AZ 85374	Leslie Rudders Ph: (623) 222-1500 leslie.rudders@surpriseaz.com www.surpriseaz.com	8:00 a.m. - 4:00 p.m. Mon through Fri	Agency operated vehicles only	•	•	•			Public Agency. \$1.
<b>Surprise Dial-a-Ride</b> 16000 N. Civic Center Plaza Surprise, AZ 85374-4175	Ph: (623) 222-1622 www.surpriseaz.com/ index.asp?NID=1353	7:00 a.m. - 5:00 p.m. Mon through Fri	Transportation Services. Contact agency for more information.		•	•	•	•	Municipal Government. \$1.00 within Surprise / \$1.25 outside Surprise.
<b>The Salvation Army Glendale Corps</b> 6010 W. Northern Avenue Glendale, AZ 85312	Ph: (623) 934-0469 christina.arnold@ usw.salvationarmy.org	Contact agency for more information.	Provide bus tokens for medical appointments for people in need.					•	Contact agency.
<b>Tidwell Family Care Center</b> 16560 N. Dysart Road Surprise, AZ 85374-3747	Ph: (623) 546-2294	Contact agency for more information.	Limited medical transportation.						Contact agency.
<b>Tolleson (City of)</b> 9555 W. Van Buren Street Tolleson, AZ 85353	Michael White (623) 936-2751 mwhite@tollesonaz.org www.tollesonaz.org	8:00 a.m.- 4:00 p.m. Mon through Fri	Dial-a-Ride.	•	•	•		•	Public Agency. No fees.
<b>Town of Buckeye Community Services</b> 201 E. Central Avenue Buckeye, AZ 85326	Ph: (623) 349-6600 (623) 349-6616 www.buckeyeaz.gov	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
<b>Valley Metro Mobility Service</b> 3320 N. Greenfield Road Mesa, AZ 85215	Susan Tierney Ph: (602) 266-8723 reservations stierney@valleymetro.org www.valleymetro.org	7:00 am - 5:00 p.m., Mon-Fri, El Mirage/Sun City portions of Maricopa County.	Contracted services through Total Transit (Discount Cab).		•	•	•		Public transit agency. Call agency for more information.
<b>Wickenburg Family Care Center</b> 811 N. Tegner Street, #113 Wickenburg, AZ 85390	Ph: (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.					•	Non-profit. Contact agency.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>REGIONAL SERVICES</b>									
<b>Central Arizona Shelter Services (CASS)</b> 230 S. 12th Avenue Phoenix, AZ 85007	John Wall Ph: (602) 256-6945 jwall@cass-az.org www.cass-az.org	12:00 a.m. - 12:00 p.m. 7 days per week.	Agency operated vehicles only.					•	Non-profit. No fee.
<b>Civitan Foundation, Inc.</b> 3509 E. Shea Boulevard #117 Phoenix, AZ 85028	Dawn Trapp Ph: (602) 953-2944 dtrapp@campcivitan.org www.campcivitan.org	7 days per week.	Provide respite, habilitation, attendant care and transportation to clients. To and from Civitan programs and events.	•		•	•		Non-profit. No fee.
<b>Clean Air Cab</b> 1600 W. Main Street Mesa, AZ 85201	Steve Lopez Ph: (480) 268-6721 steve.lopez@cleanaircab.com www.cleanaircab.com	7 days per week.	Taxi cab service.		•	•	•	•	For-profit. 2.50 initial fee, 1.90 per mile.
<b>Coolidge Cotton Express</b> 131 W. Pinkley Avenue Coolidge, AZ 85228	Cotton Express Ph: (520) 723-6085 mhoffman@coolidgeaz.com www.coolidgeaz.com	6:45 a.m. - 10:00 p.m. Mon through Fri	Agency operated vehicles only. Central Pinal County and City of Coolidge.		•	•	•	•	Public Agency. Route: \$1.25 Children: \$.75 Dial-A-Ride: \$1.50 Regional Child: \$1 Regional Adult: \$2
<b>Express Transportation, Inc. (d/b/a Affiliated Transportation)</b> 44991 W. Jack Rabbit Trail Maricopa, AZ 85239	Ph: (480) 994-1616	Contact agency.	Private for-hire carrier.		•	•	•	•	Private. Contact agency.
<b>Foundation for Blind Children</b> 1235 E. Harmont Drive Phoenix, AZ 85020	Ann Greig Ph: (602) 331-1470 x114 (800) 322-4870 Agreig@seeitourway.org www.seeitourway.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only.			•			Non-profit. No fee.
<b>Hacienda Healthcare, Inc.</b> 1402 E. South Mountain Avenue Phoenix, AZ 85042	Susanna Hesser Transport@haciendainc.org	Please contact agency for further information.	Agency operated vehicles only, agency clients residing in our facilities.	•		•	•		Non-profit. Contact agency.



## Resource Inventory

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2013 Plan Update

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>REGIONAL SERVICES</b>									
<b>Interfaith Cooperative Ministries</b> 501 S. 9th Avenue Phoenix, AZ 85007 PO Box 2225 Phoenix, AZ 85002	Renae Gentry Ph: (602) 254-7450 renea@icmaz.org www.icmaz.org	9:00 a.m. - 11:00 a.m. Mon through Sat	Bus tickets for local transit system for job interviews for low income individuals.		•	•	•	•	Non-profit food and clothing bank. No fee.
<b>Just for You Transportation Service</b> 917 E. Buckeye Road Phoenix, AZ 85034	Willie E. Gray Ph: (602) 477-8256 willie.gray@justforyoutransportation.com www.justforyoutransportation.com	8:00 a.m. - 6:00 p.m. Mon through Sat	Private for-hire carrier.		•	•	•	•	Private. Contact agency for more information.
<b>Kora's Radio Taxi Corp.</b> 1205 S. 25th Avenue Phoenix, AZ 85009	Ph: (602) 233-2031	Contact agency for more information.	Private for-hire carrier.		•	•	•	•	For-profit. Call for rates, based on service requested and distance.
<b>Lifewell</b> 40 E. Mitchell Drive Ste 100 Phoenix AZ 85012-2330	Ph: (602) 995-7474		Agency operated vehicles only. Agency clients only - indigent adults with serious mental illness.	•			•		Non-profit. Contact agency.
<b>Maricopa Transportation System Inc.</b> 19428 N. John Wayne Parkway, Suite D, Maricopa, AZ 85139	Udoamaka Obiekea (Mr. Peace) Ph: (520) 413-7911 peace@maricopatrans.org www.maricopatrans.org	5:00 a.m. - 7:30 p.m. Mon through Fri	Provide bus and accessible van services for City of Maricopa and Casa Grande residents.		•	•	•	•	Non-profit. General public \$1, free for seniors and qualified disabled.
<b>Medi-Trans</b> 4600 W. Camelback Glendale, AZ 85301	Ph: (602) 200-2010	Contact agency for more information.	Nonemergency medical transportation.						Private. Contact agency.
<b>Mehari Transportation</b> PO Box 97628 Phoenix, AZ 85060	Ph: (602) 577-4419	Contact agency for more information.	Taxi service		•	•	•	•	Private. Contact agency.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>REGIONAL SERVICES</b>									
<b>National Kidney Foundation of Arizona</b> 4203 E. Indian School Road Suite 140 Phoenix AZ 85018-5341	Lisa Romero or James Ivie Ph: (602) 840-1644 lisar@azkidney.org or jive@azkidney.org www.azkidney.org	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 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 Valley DAR, 31-day City Bus pass, Taxi.	•					Non-profit. No fee, see <i>Service</i> column for more detailed information.
<b>NATIVE HEALTH</b> Native American Community Health Care Center Inc. 4520 N. Central Avenue, Suite 620, Phoenix, AZ 85012	Susan Levy Ph: (602) 279-5262 x3302 slevy@nachci.com www.nativehealthphoenix.org	7:00 a.m. - 6:00 p.m. Mon through Fri	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.	•	•	•	•	•	Non-profit. No fee.
<b>Phoenix EI Transportation</b> 2730 W. Agua Fria Fwy # 286 Phoenix, AZ 85027	Jeff S Say Ph: (602) 230-1414 info@phoenixeitransportation.com www.phoenixei.com	7:00 a.m. - 7 p.m. Mon-Fri; 7:00 a.m. - 3:00 p.m. Sat.	Private for-hire carrier		•	•	•	•	Private. Varies Contact agency.
<b>Phoenix Fire Department Night Rescue</b> 150 S. 12th Street Phoenix, AZ 85034-2301	Ray Temple Ph: (602) 495-5555 ray.c.temple@phoenix.gov	24 hours a day, 7 days a week.	Contract services. Persons with disabilities who use wheelchairs who are stranded.		•	•	•		Municipality. \$14.73
<b>Southwest Behavioral Health</b> 3450 N. 3rd Street Phoenix, AZ 85012	Ph: (602) 265-8338 geoffd@sbhservices.org www.sbhservices.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only. Agency clients only						No fee.
<b>Stand Together and Recover Centers, Inc. (STAR)</b> 1014 N. 24th Street, #11 Phoenix, AZ 85008	Suzanne Legander Ph: (602) 717-5049 suzannel@thestarcenters.org www.thestarcenters.org	7:00 a.m.-4:00 p.m. Mon through Fri, Sat, and Sun various hours.	Day recovery center for adults with mental illness.	•	•	•	•	•	Non-profit. No fee.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>TERROS Inc.</b> 3003 N. Central Avenue Suite 200 Phoenix, AZ 85012	Barbara Garden / Ben Baxter Ph: (602) 685-6105 (602) 512-2960 barbg@terros.org www.terros.org	Mon through Thurs 8:00 a.m. - 6:00 p.m. / Fri to 5:00 p.m.	Behavioral Health Services.	•		•	•		Non-profit. Contact agency.
<b>Valley Metro Bus</b> 302 N. 1st Avenue Suite 700 Phoenix, AZ 85003	Customer Service: Ph: (602) 523-5000 Valley Metro Customer Service (480) 633-0101, East Valley Dial-a-Ride Reservation csr@valleymetro.org www.valleymetro.org	Varies depending on city. Please call for information.	Agency operated vehicles and contract services. East Valley Dial-a-Ride.		•	•	•	•	Public transit agency. Please call for more information.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>STATE-WIDE SERVICES</b>									
<b>AAA Cab (includes: TLC Taxi, Fiesta Taxi, Neils, Courier, Checker, AAA Sedans),</b> 4525 E. University Drive Phoenix, AZ 85034	Joe Dibazar Ph: (602) 252-525 joe@aaayellowaz.com www.aaayellowaz.com	24 hours a day, 7 days a week.	Full Transportation services, including taxicab, wheelchair and stretcher.		•	•		•	Private, for-profit. Taxi Street Rates: \$2.50 drop, \$2 each mile, \$28 per hour. Airport Taxi Rates: \$16 min, \$5 first mile, \$2 each additional mile, \$20 per hour traffic delay time, \$1 Phoenix Airport Tax.
<b>All Valley Transportation</b> PO Box 68023 Phoenix, AZ 85052	Anthony Ph: (602) 302-6868 1-888-399-1300 info@allvalleytransportation.com www.allvalleytransportation.com	24 hours a day, 7 days a week.	Private for-hire carrier.		•	•	•	•	Private, for-profit. \$55 per hour, two hour minimum.
<b>American Handicapped Transport Services HTS</b> 1401 E. Washington Street Phoenix, AZ 85034	Ph: (602) 253-0911	Contact agency for more information.	Nonemergency medical transportation.		•	•		•	Private. Contact agency.
<b>Angel Flight West</b> 3161 Donald Douglas Loop South Santa Monica, CA 90405-3210	Josh Olson Ph: 310-390-2958 888-426-2643 info@angelflightwest.org www.angelflightwest.org	8:30 a.m. - 4:30 p.m. Mon through Fri. Pacific time. 24 hour on call for emergency purposes.	Air transportation to and from medical treatment or other compelling human need, must be able to walk and sit up.		•	•	•	•	Non-profit, 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.
<b>Arizona Chapter Paralyzed Veterans of America, Inc.</b> 8126 N. 23rd Avenue, Suite J Phoenix, AZ 85021	Peter Quinn Ph: (602) 244-9168 azpva@azpva.org www.azpva.org	By appointment: Mon - Thurs: 7:30 a.m. to 3:30 p.m. / Fri: 7:30 a.m. - 1:30 p.m.	Contact agency for more information.			•			Non-profit Veteran Service Organization. \$125/day. Volunteer Drivers.



## Resource Inventory

## Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2013 Plan Update

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>STATE-WIDE SERVICES</b>									
<b>Arizona Spinal Cord Injury Association</b> 5025 E. Washington Street Suite 110 Phoenix, AZ 85034-2005	Ashleigh Turner Ph: (602) 507-4209 or (888) 889-2185 ashleigh@azspinal.org www.azspinal.org	9:00 a.m. - 5:00 p.m. Mon through Fri	Transportation Service. 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.			•			Non-profit. TBA (rates will be increased / rates to be determined).
<b>Arizona State Hospital</b> 2500 E. Van Buren Street Phoenix, AZ 85008	Anthony Johnson Ph: (602) 220-6175 johnsona@azdhs.gov www.AZDHS.gov	24 hours a day, 7 days a week.	Transportation.	•			•		State public agency. No fee.
<b>CD Transport, LLC</b> 4933 E. Halifax, Mesa, AZ 85205. Mailing: PO Box 321 Mesa, AZ 85211	Ph: (602) 989-5115	Call for schedule.	Private for-hire carrier.		•	•	•		Private. Contact agency.
<b>Civitan Foundation, Inc</b> 3509 E. Shea Blvd. # 117, Phoenix, AZ 85028	Dawn Trapp Ph: (602) 953-2944 dtrapp@campcivitan.org www.campcivitan.org	6:00 a.m. - 7:00 p.m. Mon through Fri, hours vary on weekend.	Provides respite, habilitation, attendant care and transportation of our clients to and from Civitan programs and events.	•	•	•	•	•	Non-profit. Contact agency.
<b>ComTrans</b> 2336 E. Magnolia Phoenix, AZ 85034	Neal Thomas Ph: (602) 231-0102 neal@gocomtrans.com	5 a.m. - 10 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. Contact agency.
<b>Dependable Medical Transport Services (DMTS)</b> 2237 N. 36th Street Phoenix, AZ 85008	Richard Ganley Ph: (602) 235-2255 info@dmtstransport.com www.DMTStransport.com	24 hrs a day, 7 days a week.	Nonemergency medical transportation. (Specialize in Wheelchair, stretcher, and Oxygen transports.)		•	•		•	Private. Call for rate info.
<b>Flights for Life, Inc.</b> Confidential location Mailing: PO Box 26485, Phoenix, AZ 85068-6485	Mcllvoy Ph: (602) 992-4327 president@flightsforlife.org www.FlightsForLife.org	24 hours a day, 7 days a week.	Non-emergency round-trip air transportation for ambulatory individuals in financial need who must travel for medical treatment.		•			•	Private, non-profit. No fee.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>STATE-WIDE SERVICES</b>									
<b>Foundation for Senior Living</b> 1201 E. Thomas Road Phoenix, AZ 85014	Dan Ball Ph: (602) 285-1800 www.fsl.org	7:00 a.m. - 5:00 p.m. Mon through Fri	Agency operated vehicles only.	•	•				Non-profit. No fee.
<b>J &amp; T Transportation, LLC</b> 14851 N. 25th Drive #12, Phoenix AZ	Jany Deng Ph: (602) 759-8096 jttransports@jttransports.com www.Dengenterprises.com	24 hours a day, 7 days a week.	Private for hire carrier including wheelchair, stretcher and ambulatory transport. Non-emergency and non-medical transportation.		•	•			For-profit. Please call for more information.
<b>Lifestar Ambulette</b> 1501 W. Fountainhead Parkway, Tempe, AZ 85282	Ph: (602) 957-2800	Contact agency for more information.	Nonemergency medical transportation.		•	•	•	•	Private. Contact agency.
<b>Medical Transportation Broker of Arizona (MTBA)</b> 3401 E. Elwood Street Phoenix, AZ 85040-1610	Van Means, Director Ph: (888) 700-6822 van@mtbofarizona.com	24 hours a day, 7 days a week.	Transportation administrator.		•	•	•	•	Transportation brokerage. Contact agency for administrative services provided.
<b>Phoenix EI Transportation</b> 2730 W. Agua Fria Fwy # 206, Phoenix AZ 85027	(602) 230-1414 info@phoenixeitransportation.com www.phoenixeitransportation.com	24 hours a day, 7 days a week.	Private for-hire carrier.		•	•	•		For-profit. \$35.00 dollars pick up and \$3.50 per mile.
<b>Quality Transport Services of Arizona</b> 2323 E. Magnolia Street Suite 112, Phoenix AZ 85039	(602) 371-1007 www.qtsaz.com	24 hours a day, 7 days a week.	Call agency for more information		•	•			For-profit. Call for rates, based on service requested and distance.
<b>Safe Ride Services, Inc.</b> 2001 W. Camelback Road Phoenix, AZ 85015	Scott Rogers, Area General Mgr Ph: (800) 797-7433 voice: (602) 627-6700 talktous@saferideservices.com www.saferideservices.com	24 hours a day, 7 days a week.	Ambulatory, Wheelchair and Stretcher, non-emergency medical and specialized transportation.		•	•	•	•	Contract with various Medicaid health insurance plans at no cost to the member
<b>Total Transit, Inc. d/b/a Discount Cab &amp; Meditrans</b> 4600 W. Camelback Road Glendale, AZ 85301-7609	Bill Blair Ph: (602) 200-5500 bblair@totaltransit.com www.totaltransit.com	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.		•	•	•	•	Private, for-profit. \$2.95 drop/\$2.10 mile ambulatory, \$25.00 drop/\$2.25 mile for wheelchair.



## Resource Inventory

**Maricopa Association of Governments**  
**Human Services Coordination**  
**Transportation Plan – FY 2013 Plan Update**

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
<b>TRIBAL SERVICES</b>									
<b>Gila River Indian Community—Community Services Department</b> 252 W. Giu U Ki, PO Box 2137, Sacaton, AZ 85147	Jose Solarez Ph: (520) 562-9691 jose.solarez@gric.nsn.us www.gilariver.org	8:00 a.m. - 5:00 p.m. Mon-Fri, as requested	Elderly Services: Accessible van, contact agency for more information.	•	•	•	•	•	Tribal entity. Contact agency.
<b>Salt River Pima-Maricopa Indian Community</b> 10005 E. Osborn Road Scottsdale, AZ 85256	Melvina Ray Ph: (480) 362-7312 melvina.ray@srbmic-nsn.gov	Contact agency for more information.	Agency operated vehicles only.		•				Tribal entity. Contact agency.
<b>San Lucy District of the Tohono O’odham Nation</b> PO Box GG Phoenix, AZ 85337	Albert Manuel Jr. Ph: (928) 683-2913 amanuel@tousa.net	Contact agency for more information.	Agency operated vehicles only. Tribal members only.	•	•				Sub-Tribal Government. Contact agency.
<b>San Lucy District of the Tohono O’odham Nation, Elderly Program</b> PO Box GG Phoenix, AZ 85337	Eva Celaya Ph: (928) 683-6315 egcelaya@yahoo.com	Contact agency for more information.	Contact agency.	•	•				Non-profit. Contact agency.
<b>Tohono O’odham Nation</b> PO Box 837 Sells, AZ 85634	Fred Stevens Jr. Ph: (520) 383-5546 fredwhatgis@yahoo.com	8:00 a.m. - 5:00 p.m. Mon through Fri	Contact agency.	•					Tribal entity. Contact agency.



## Background

### Background

#### *United We Ride – A National Initiative*

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

### Explanation of Affected Funding Sources

#### *SAFETEA-LU*

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

SAFETEA-LU federal legislation expired on September 30, 2009, and has been operating on a series of short term extensions. On March 18, 2010, President Obama signed the Hiring Incentives to Restore Employment Act (H.R. 2847) into law. The act includes an extension of surface transportation funding and Highway Trust Fund spending authority and extended SAFETEA-LU through December 31, 2010. This maintains the same maximum spending levels for surface transportation programs out of the Highway Trust Fund as were set in the FY 2010 Transportation Appropriations Act. As part of the legislation, \$19.6 billion in general funds were transferred to the Highway Trust Fund (HTF) to provide solvency through early to mid 2011. For more information please go to this link, <http://www.fhwa.dot.gov/safetealu/>.

#### *Section 5310*

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

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





## Background

# Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2013 Plan Update

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

Eligible recipients include private non-profit and public agencies that provide transportation to the elderly and disabled. The utilization of special transportation includes medical appointments, adult day care facilities, education and employment, training, nutrition and service appointments such as social services shopping trips. For more information please go to this link, [http://www.fta.dot.gov/funding/grants/grants\\_financing\\_3556.html](http://www.fta.dot.gov/funding/grants/grants_financing_3556.html).

### *Section 5316*

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

including reaching childcare facilities or other services.

The JARC program funds transportation projects designed to help low-income individuals access to employment and related activities where existing transit is unavailable, inappropriate, or insufficient. The JARC program also funds reverse commute transit services available to the general public. As designated by the Governor of the State of Arizona, ADOT administers JARC funds for rural and small urbanized areas of the state (population under 200,000), including rural Pima and Maricopa Counties, and the City of Avondale. Available funding is contingent upon Congressional resolutions regarding all programs’ budgets. For more information on Section 5316 please go to, [http://www.fta.dot.gov/funding/grants/grants\\_financing\\_3550.html](http://www.fta.dot.gov/funding/grants/grants_financing_3550.html).

### *Section 5317*

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

The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA) of 1990. To encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. For more information please go to, [http://www.fta.dot.gov/funding/grants/grants\\_financing\\_3549.html](http://www.fta.dot.gov/funding/grants/grants_financing_3549.html).



## Background

# Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2013 Plan Update

### Roles

#### *Maricopa Association of Governments*

In June 2006, the MAG Regional Council approved MAG to develop the coordination plans in response to the SAF-EATEA-LU regulations. The first plan in was developed in 2007 focusing on establishing a good communication foundation to augment more intensive strategies to come in the future. Since this initial work, MAG has developed and supported the implementation of four plans prior to the current update. All the plans integrated the goals of the United We Ride goals of providing more rides for the targeted populations for the same or fewer resources (efficiency) by maximizing the capacity of the current system. The plans may be accessed at the following link, [http://www.azmag.gov/Human\\_Services/default.asp](http://www.azmag.gov/Human_Services/default.asp).

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

#### *Arizona Department of Transportation*

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

ADOT has worked to promote the coordination of human

services and public transportation statewide through the Governor's Arizona Rides initiative and Executive Order – itself an outgrowth of the federal United We Ride Executive Order and Program. The Governor's Executive Order formally ended in December 2008, however, through Section 5310 and its companion programs, the ADOT Multimodal Planning Division continues its support of coordination as a key program cross-cutting element to reflect the federal emphasis. In 2011 ADOT combined the Section 5310, Section 5316 JARC and Section 5317 New Freedom application programs to a coordinated mobility managed program. For further information please go to this link, <http://www.azdot.gov/>.

#### *City of Phoenix*

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

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



