

MINUTES OF THE  
MAG ELDERLY PERSONS AND PERSONS WITH DISABILITIES  
5310 TRANSPORTATION AD HOC COMMITTEE

April 10, 2017

MAG Office Building, Chaparral Room  
Phoenix, Arizona

MEMBERS ATTENDING

Ron Brooks, Valley Metro

Greg Davies, City of Scottsdale

Matt Dudley, City of Glendale

Ed Jones, City of Mesa

\*Martin Lucero, City of Surprise

Wendy Miller, City of Phoenix

\*Kristin Myers, Town of Gilbert

Christina Plante, City of Goodyear

Ann Marie Riley, City of Chandler, Chair

Janice Simpson, City of Avondale

Jeff Tourdot, Maricopa County Human

Services Department

Robert Yabes, City of Tempe

\*Neither present nor represented by proxy.

#Attended by telephone conference call.

+ Attended by videoconference

OTHERS PRESENT

Terranique Nuness, MAG

Maria Piña, MAG

Anne Scott, MAG

1. Welcome and Introductions

Chair Ann Marie Riley, City of Chandler, called the meeting to order at 9:02 a.m. She began by thanking the Committee for their efforts on the application process. She noted that DeDe Gaisthea, MAG, would not be present at today's meeting, and introduced Anne Scott as alternate MAG staff.

2. Call to the Audience

Audience members were given an opportunity to address the Committee on items not on the agenda for discussion or information only. No comments from the audience.

3. Approval of the MAG Ad Hoc EPDT March 9 2017 Meeting Minutes

Chair Riley requested a motion to approve the March 9, 2017 meeting minutes. Wendy Miller, City of Phoenix, noted some formatting issues on agenda item 6 that did not affect the content. Chair Riley noted the formatting would be revised. Ms. Miller motioned to approve the minutes. Robert Yabes, City of Tempe, seconded the motion. The motion passed unanimously.

4. FY 2017 Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program Application Update

Ms. Scott acknowledged the Committee's work in evaluating the applications. She provided an overview of the application evaluation process. She noted the Committee had an opportunity submit questions to the applicants on March 29, 2017. On April 3, 2017, the Committee received

the applicant's responses. Ms. Scott noted that today's portion of the process was to interview 15 agencies, which includes Traditional Capital and Mobility Management (MM), and Preventative Maintenance (PM) requests. For Traditional Capital and MM projects, interviews will run in ten minute intervals. She noted four agencies with MM positions requests will interview at 15 minutes intervals. Ms. Scott expressed MAG staff would ask a standard question, "Please describe any impact to your agency if you are not awarded," to all applicants if time permits.

Ms. Scott stated that the full federal apportionment has not yet been received at this time, and all funding amounts are approximate. She noted the process of developing the priority listing before the full federal apportionment was announced has been used in the past. Based federal partial apportionments, MAG and the City of Phoenix have determined the estimated funding amount to be approximately \$2.9 million. She expressed that this amount might be enough to fill all requests. Ms. Scott stated the priority listing will go before the MAG Human Services and Community Initiatives Committee for recommendation on Thursday and MAG Management Committee in May. The priority listing will go before the MAG Regional Council for approval in May.

Wendy Miller, City of Phoenix, advised the Committee after further review, two agencies funding requests were revised based on federal eligibility. She noted Benevilla requested first aid and personal protection equipment, which is considered supplies, and is not eligible under the Capital request. Benevilla's request has been lowered from \$1,058 to \$828 federal dollars. She added that North Valley Connect requested funds to remodel their building, which is considered construction. This request is not eligible, and the \$11,540 request was reduced to \$10,100 federal dollars under MM.

Ms. Scott noted at the conclusion of the applicant's presentation the Committee will have an opportunity for discussion and to prioritize the listing of applicants for recommendation of awarding. No further comments were offered. Chair Riley requested for the first agency to present.

##### 5. Agency Presentations

**Independence Plus**-Dr. Greg Triandafilou, Associate Director, and David Renos

Dr. Triandafilou stated that Independence Plus has been in existence for about 19 years, providing transportation to developmentally disable individuals in the West Valley to take them to day programs. Two aging vehicles with around 180,000 miles need to be replaced, as repairing it constantly is getting expensive. Repairing the vehicles would cost between \$5,000 and \$10,000. Dr. Triandafilou noted if Independent Plus is awarded, it plans keeping one of the vans as a backup vehicle and sell the other one.

The Committee inquired on the impact to the agency if they were not awarded. Dr. Triandafilou responded, if not awarded, it would present a financial burden to them, and the agency would have to request a bank loan. He added the agency may consider purchasing a used vehicle, but it would run into the same risk of more repairs. Regarding coordination efforts, Dr. Triandafilou indicated he attended two of the vehicle sharing workshops held by Billy Parker of Chandler Gilbert Arc, (CGA). He noted he has received templates of documents to facilitate the sharing

of vehicles. Dr. Triandafilou added that Independence Plus is trying to work with other agencies on sharing vehicles, and if it is unable to get approval to share vehicles from its insurance agency, it would have to start working on community vehicle sharing.

This concluded the presentation for Independence Plus.

**Hacienda Health**-Ed Roggenstein, Transportation Director

Mr. Roggenstein thanked the Committee for the opportunity to participate. Hacienda Health is an organizational umbrella that provides services for adults and children, with skilled nursing facilities, step-down subacute facilities, eight group homes, and a training program. The agency provides transportation to its clients from their homes to its facilities, as well as to medical appointments and social activities. Hacienda Health would like to replace one vehicle and one small van, one of which is a 2001 model.

Mr. Roggenstein noted Hacienda's has contributed to regional coordination efforts by providing driver training. Mr. Roggenstein indicated he is a certified Passenger Service and Safety (PASS) instructor. He has offered his time to offer PASS training to other subrecipients and Hacienda has sponsored several classes at their agency. He expressed he has reached out to Gompers, who is now handling the PASS program, to offer his expertise and the facilities in which to hold training.

The Committee inquired on the impact to the agency if they were not awarded. Mr. Roggenstein noted if Hacienda Health was not funded, the agency faces having to use the two vehicles with excessive miles that need to be replaced soon. He noted the two vehicles are older models and it's been harder to find replacement parts. The agency would have to find a way to meet its clients' needs.

This concluded the presentation for Hacienda Health.

**The Centers for Habilitation (TCH)**-Danny Diaz

Mr. Diaz indicated that TCH is celebrating 50 years of changing lives. The agency provides services for individuals with disabilities to live independently or with their families, as well as the opportunity to gain skills, and participate in their community. Clients include people with Down Syndrome, cerebral palsy, cognitive delays, autism, and over 58 percent of clients have mobility issues, and must use walker or wheelchairs to get around safely. All face difficult challenges every day, including communication issues, mobility, hearing, restricted ability, problem solve, and the inability to adapt to situations. Mr. Diaz noted without support, many clients would be isolated and unable to participate in a quality of life.

Mr. Diaz noted TCH provides employment services and the opportunity for social interaction through onsite, small group settings. It is an interactive place for those who cannot work. Transportation is provided to community activities, medical appointments, and social activities. The agency is requesting three vehicles that would transport clients to and from employment, medical appointment, and social and community events. Mr. Diaz noted the vehicles would help improve services where public transportation is insufficient, unavailable, or inappropriate for their clients.

Mr. Diaz stated TCH uses programs called Fuelman and Computer Maintenance Management System (CMMS) to track fuel costs and repairs. Mr. Diaz indicated that numbers are input for one trip, not the number of people taking the trip. He added that the requested vehicles would save the money for the medical appointment coordinators, who will coordinate trips using smaller vehicles rather than big vans.

Mr. Diaz noted that coordination has been an issue for the last three years because of the insurance company. TCH is now working with a new insurance company that may result in new concepts. TCH is working with other agencies, and it wants to participate, but it needs to ensure it's not paying out general funds. Mr. Diaz has been in conversation with Mr. Parker, but the TCH first needs approval from its insurance company and board. He added that the agency works with other businesses that are willing to interact with its population. Because of that, the agency needs those vans, especially for the West Phoenix. Mr. Diaz expressed that fixing a lift on a van will continue costing the agency money, and noted that repairs on some of the lifts outweigh the cost of the vehicle itself.

This concluded the presentation for The Centers for Habilitation.

**Arizona Recreation Center for the Handicapped (ARCH)**-Vera Martinez, Program Director  
Ms. Martinez stated that ARCH serves about 5,000 people annually since 1975. The agency is located in Central Phoenix, and it serves people with all disabilities. ARCH is funded by state and non-state agencies. ARCH has a drop-in program that is unique and affordable, at \$2 per day. She noted the program has expanded to include a children's program, and it also has a satellite campus in the north valley. ARCH would like to increase the number of vans for those programs, its regular daily program, and for social outing. The agency takes pride on maintaining its vehicles, but understands they would need to get replaced older vehicles if they are not performing well.

Ms. Martinez expressed that ARCH heavily coordinates with other agencies. She noted other group homes in the area use its vehicle to pick up their clients. ARCH also coordinates with Valley Life, the Laura Turner Group Home, Gompers, and other neighboring agencies, as well as charter schools. Additionally, ARCH offers its vehicles for special events or weekends. She noted that the agency has reached out to senior centers, and has participated in vehicle sharing with others.

Ms. Martinez noted that many developmentally disabled persons may not be able to use public transportation for a variety of reasons, and she added that the agency does use light rail, while some use Dial-A-Ride.

This concluded the presentation for Arizona Recreation Center for the Handicapped.

**Horizon Health and Wellness (HHWAZ)**-Marsha Ashcroft

Ms. Ashcroft indicated that HHWAZ provides a variety of services for children and adults with disabilities, serious mental illness, and behavioral health issues, and is located in Apache Junction and Queen Creek. It has a residential group home, inpatient service, as well as primary

care. She indicated that Apache Junction and Queen Creek do not have public transportation, and clients often use HHWAZ transportation services to come into the valley for medical appointments or other specialty services.

Ms. Ashcroft stated HHWAZ is requesting to replace six vehicles. Three 12 passenger vans will be used by behavioral health service, and the other three will be used by the group home for people with developmental disabilities. She noted that some clients are not conducive to taking public transportation due to the disability, and must be escorted by staff. Ms. Ashcroft added that because of behavioral issues, some clients require sufficient space to minimize excessive behavioral issues, such as jumping or hitting others. She noted for this reason, larger vans are used to control behavior. She expressed that HHWAZ has the need for a wheelchair van, but its priority is to replace the aforementioned vehicles first.

Ms. Ashcroft noted that the regional coordination meetings are good networking tools, and that Subregional Mobility Managers (MM) have great coordinating training for drivers, which has been helpful. She added that the vehicle sharing program is a great opportunity. She noted the agency is looking into the sharing program, however, having clients with developmental disabilities makes it difficult to share vehicles. The agency may be able to share the behavioral van, and it may have found an opportunity in Apache Junction and with East Valley Resources. Ms. Ashcroft stated while HHWAZ has not been able to get the partnership, it is open to establishing partnerships or seeking opportunities with others.

The Committee inquired on the impact to the agency if they were not awarded. Ms. Ashcroft expressed that if the agency is not funded, it will have to find a way to provide transportation to its clients. She stated this would put a strain on the agency's resources as it would have to pull resources from other areas, or cut services. She indicated that funding HHWAZ benefits the agency, as well as clients, as many clients would not be able to get the medical care they desperately need.

This concluded the presentation for Horizon Health and Wellness.

#### **ValleyLife-Mary Brannoch**

Ms. Brannoch expressed that ValleyLife is a nonprofit organization providing premier services to enhance the quality of life for people who have physical, behavioral, and other health problems. ValleyLife has a caring and dedicated staff providing special programs and advocacy. Other services include a full service printing company, a production company, and a restaurant and retail shop. Valley Life's mission is to enhance the quality of life for people with disabilities.

Ms. Brannoch noted ValleyLife was founded in 1947, and was rebranded in 2009. It is a 501(c)3 organization serving about 500 members with its 11 day programs. Valley Life also provides vocations and job service, as well as customized home care. Ms. Brannoch stated the agency is requesting a high top vehicle for two group homes. She noted the current vans they are replacing are in need of repair and maintenance, as they have high mileage. The agency would benefit from new vehicles.

Ms. Brannoch expressed that ValleyLife coordinates with other agencies, but at this point do not share vehicles, as they are needed at the same time as the other agencies. ValleyLife participates in roundtable discussions, including on the Arizona Association of Providers for People with Disabilities (AAPPD), and with different agencies. She indicated that ValleyLife always meets with other agencies, such as Laura Turner homes, Second Chance, TCH, and Gompers. She noted the agencies meet to discuss trending events in their respective agencies, and to establish connections.

The Committee inquired on the impact to the agency if they were not awarded. Ms. Brannoch stated that if the vehicles were not replaced, the agency will have to decide how to replace the older vehicles. She noted that parts on the vehicles have already been replaced, and it will be difficult financially to keep maintaining the vehicles. She added that Valley Life wants the best for its members.

This concluded the presentation for ValleyLife.

**Goldensun-Diane Yoder, Executive Director**

Ms. Yoder stated that Goldensun provides homes for people with disabilities, and clients choose where to live where they want to live. She noted Goldensun has 19 homes which creates a sense of community and independence. Living in close proximity allows clients to be transported together in one van. Goldensun currently has a 14-passenger van with a lift, which has been a huge blessing. She noted this is also an aging vehicles that they will continue to use. Ms. Yoder stated having a second vehicle may allow Goldensun to open another home. She noted if funded, they could be doing 15,000 trips per year, allowing the agency to provide its clients with all its transportation needs. Ms. Yoder added this would allow the agency to be more efficient.

The Committee inquired on the impact to the agency if they were not awarded. Ms. Yoder stated if Goldensun was not funded, it will need to find a used vehicle. She noted the challenge to using an older vehicle is finding replacement parts, and the liability is huge. The agency would have to fundraise or ask private funders. Ms. Yoder noted Goldensun has been in discussion of sharing vehicles with other agencies. She noted due to timing, drivers, or issues with insurance, it has not been able to fully collaborate with other agencies. Goldensun has been trying to put paperwork in place so it can be successful in its effort. The challenge in sharing vehicles is that agencies need vehicles at the same time during the week.

This concluded the presentation for Goldensun.

**One Step Beyond-Karen Ewing, grant writer/manager, and Colie Shawn Morrow, Director of Transportation**

Ms. Ewing noted One Step Beyond was founded in 2003, and has grown by about a third in the last year. She noted One Step Beyond would like to continue its strategic growth in Maricopa County offering services in the community. The agency has three locations providing services for about 300 people with intellectual disabilities.

Ms. Ewing stated that One Step Beyond has 42 routes that provide transportation services. They are currently in the process of implementing new transportation software through North Valley

Connect (NVC), and is working with Shaw Inc. She noted the goal is to implement the software by the summer of this year. She noted the anticipated hope is to streamline its transportation process. Ms. Ewing stated One Step Beyond is working with providers, and is staying involved in coordination efforts. She noted they are looking into ways it can partner with others agencies to use resources. Staff has been attending the MAG meetings.

The Committee inquired on the impact to the agency if they were not awarded. Ms. Ewing stated that if One Step Beyond was not funded, it will need to find a way to provide transportation for its clients. She added the financial burden might also lead to other enrichment activities to be cut.

This concluded the presentation for One Step Beyond.

**A-Making Changes (AMC)**-Carolynn Jeter, Chief Operating Officer, and Dr. Allen Jeter, Chief Operating Officer.

Dr. Jeter noted A-Making Changes is a nonprofit 501(c)3 organization that has been in operation since August, 2014. He added AMC provides a senior match program and has activities for seniors. Dr. Jeter noted the agency also provides medical transportation trips for patients. He added they would like to add trips to other places that are requested. AMC is filling a gap for seniors in Arizona that are unable to take public transportation because do to their physical condition.

Dr. Jeter stated AMC has been in collaboration with other agencies, such as The Salvation Army, the City of Phoenix, Eastlake, and Foothills Caring Corp (FCC). He noted they are currently in conversation with the MM from Chandler/Gilbert Arc (CGA) regarding coordination efforts. Dr. Jeter note in addition they have been in collaboration with the TANF Development Center. AMC also has attended the share vehicle program workgroup as well as the Transportation Ambassador Program (TAP) meetings.

This concluded the presentation for A-Making Changes.

**Civitan**-Dawn Trapp

Ms. Trapp indicated that Civitan was founded in 1968, providing programs for people with developmental disabilities. She noted Civitan has also opened up a vocational and culinary program, and has plans to continue to expand the program. Ms. Trapp stated during the day, Civitan provides transportation to and from its programs. She noted Civitan has a summer food program and provides the transportation in delivering the food. Civitan also has weekend and structured programs for those who don't have any other opportunities for social activities.

The Committee inquired on the impact to the agency if they were not awarded. Mr. Trapp stated if Civitan were not funded, it will present a challenge for the agency to grow and to provide services to those who don't have sufficient income, or the ability to get to its day program. Civitan has been attending TAP meetings, and also meets with other nonprofit organizations to offer services for people with disabilities and transportation. Ms. Trapp added Civitan has provided transportation for the Dads With Special Kids program when the agency needs transportation for events or during emergencies.

This concluded the presentation for Civitan.

**United Cerebral Palsy (UCP)-Terry Wideman, Director of Day Programs**

Ms. Wideman stated UCP was founded in 1952. UCP is a private nonprofit health and human services provider that serves more than 3,000 families and children with disabilities. The agency serves not only individuals with cerebral palsy, but also autism, sensory processing disorder, genetic disorders, orthopedic disabilities, birth defects, and other developmental delays. UCP offers programs and services such as an after school program for children; a day treatment for adults; early intervention for babies up to three years of age; an early learning center, and an occupational/speech/language program. Ms. Wideman noted UCP also provides in-home support for kids and adults.

Ms. Wideman stated the vehicle request would allow kids to live more independent lives and to develop social skills through its programs. The programs fills the gap for those who don't have access to transportation. The focus of the program is to develop social/cognitive/ and communication skills. Many individuals are isolated in their homes, and don't have access to the community, or families don't have vehicles that allow them to access UCP services. Ms. Wideman added other transportation services are inappropriate for level of their clients.

Ms. Wideman noted the vehicle request would replace a vehicle that has more than 100,000 miles, and will increase ridership to people who otherwise wouldn't have access to transportation. UCP plans on partnering with El Carro Housing, which provides housing for the elderly and people with disabilities. She noted UCP has had 5310 grants in the past, and has helped provide services to clients. Ms. Wideman stated that while some elderly clients could use the light rail but they need help and guidance. She noted depending on their level of independence light rail may not be a viable transportation option.

Ms. Wideman stated UCP coordinates in many different ways, and it has a new project coming up helping a new member agencies. UCP has also helped with coordination PASS training in, and has offered a trainer in the past and will continue when appropriate. She noted UCP shares its vehicle with a senior center so they can use it to take their clients to go shopping.

This concluded the presentation for United Cerebral Palsy.

**Tanner Community Development Corp. (TCDC)-Dr. Darlene Little**

Dr. Little stated TCDC has had a health integration project which started some time ago as an informative seminar for elderly persons to have outreach seminars. She noted many clients could not make it to the meetings. TCDC started talking to other senior living facilities. TCDC began a senior roundtable to discover how others agencies were handling the same issues, as well as to come up with best practices. As a result, TCDC noticed that many agencies provided transportation for their elderly clients. Dr. Little noted many of their clients live in subsidized housing, didn't have the opportunity to socialize, and lived in food desert. TCDC developed programs opportunities for their clients to give back to the community and socialize but many of the programs took place off campus. TCDC noted that public transportation was not an option

for many of the elderly who had mobility and health issues due to the heat and distance to the bus stops.

Dr. Little stated TCDC coordinates with others agencies working with the elderly population. She indicated TCDC works with other organizations for their clients to do community service. By providing transportation they can offer more support to their clients and partnering agencies. Dr. Little noted TCDC would like to also plan trips for their elderly clients but are not seeking to do on-call trips. TCDC and their partnering agencies develops a calendar of planned events. She noted there may be as many as three trips per organization. The requested vehicle would ensure that many of their clients would have the transportation opportunity to participate in social and volunteering events.

This concluded the presentation for Tanner Community Development Corp.

#### **Gompers-Scott Muller**

Mr. Muller stated Gompers serves as the sub-regional MM for Central Phoenix. Gompers has more than 118 clients in its employment program, and 21 in the school program. The agency transports over 20 percent of its clients to their facility and back to their residence. Gompers has 42 vehicles in use for their clients. He noted the vast majority of clients are wheelchair-bound, and need vehicles that are accessible. Gompers prides itself on being community-based, and strives to get members into the community as much as possible. Gompers encourages people to works on goals in a realistic setting outside, interspersed in the general population.

Mr. Muller stated Gompers has seven cutaways with lifts. Four of the vehicles have more than 135,000 miles on it, and others have more than 200,000. The fleet of cutaways are in need of replacement. Mr. Muller noted that all federal funds have been used up. Gompers became a MM to link with other like-minded organizations. He noted Gompers also reaches out to other organizations that work with the elderly or vulnerable populations. Additionally, Gompers has had the opportunity to assist with the Excel and Upward Foundation agencies with their transportation needs.

The Committee inquired on the impact to the agency if they were not awarded. Ms. Muller replied if they were not funded, Gompers would have to keep repairing its vans, or find another way to invest in new vehicles. He noted they currently have two vehicles out of service, and one is beyond repair. Repairing the high mileage vehicles or purchasing new vehicles would pull away from programs being offer to Gompers members.

This concluded the presentation for Gompers.

#### **Chandler-Gilbert Arc (CGA)-Billy Parker, Executive Director, and Michael Miller**

Mr. Parker stated CGA has been in existence since 1975, and has been at its current location since 1994. He noted CGA provides service for more than 200 people per year. Adults with developmental disabilities are the primary clients the center serves. CGA has an adult day program that serves more than 75 people. The employment program also has more than 75 people. Mr. Parker noted CGA also has a community living program with 12 group homes in

the East Valley and one group home located in Prescott. CGA has 25 vehicles that were funded with 5310 funds.

Mr. Parker noted CGA transports clients from all over the valley. CGA has done a lot of outreach, and has partnered with the Arc of Arizona for the last three years. Mr. Parker stated that CGA is requesting a van, as it is a challenge to have vehicles at different homes that are staffed around the clock. He noted vehicles need to be available at all times for clients, especially for emergencies. CGA has a high percentage of clients in wheelchairs, and vehicles need to be fully functioning. CGA attempts to make the most use of its vehicles, and will try to get the most miles by putting more than 180,000 miles on them.

Mr. Parker expressed that this is an exciting time to be a MM. Being a MM helps provide viable coordination activities to agencies to help them serve their clients better. CGA started a van sharing program using their partnership with the City of Chandler as an example. Additionally, CGA is working with other partners, as others are looking for viability. CGA is also helping others find transportation and other needs or services, which has been a positive experience for the agency. Mr. Parker indicated he has reached out to other organizations to advise them that CGA vans are available after 5 p.m. and on weekends. He noted that some people see the potential in sharing vehicles, while others have to find the right circumstance. He added that while sharing vehicles can be complicated, it can be done, and noted that A Makin' Changes has expressed desire to use CGA vehicles, as well as Valley Center for the Deaf, and others. He continued that CGA discovered many regulations when considering van sharing and/or transportation sharing, especially in the developmental disability community.

The Committee inquired on the impact to the agency if they were not awarded. Mr. Parker replied that if they were not funded, CGA would take a lesser role in MM, training, and providing resources. He noted they would continue to update forms and maintain relationships with other partnering agencies. He concluded that CGA has a few vehicles that need to be retired.

This concluded the presentation for Chandler Gilbert Arc.

**Foothills Caring Corp. (FCC)-Jayne Hubbard**

Ms. Hubbard stated FCC is a nonprofit organization that uses volunteers to provide transportation for seniors in the Cave Creek and North Scottsdale area. FCC has more than 150 volunteers, provided 40,000 hours of service last year, and has an average age of 88 years old. Ms. Hubbard noted in 2004, the organization has added a van transportation program. FCC has seven vehicles that were all obtained through Section 5310 funding. Ms. Hubbard stated FCC is requesting \$36,000 for MM; \$8,000 for vehicle maintenance, and \$28,353 for its volunteer driver program.

Ms. Hubbard expressed that service demands are growing. FCC is located in a semi-rural geographic area that has no public transportation, which has been their greatest demand. Being funded would help with demand for service, as well as with maintaining vehicles. She noted that drivers are the greatest need for FCC. Ms. Hubbard added that the issue is maintaining and growing the volunteer list. Many are boomers, and as they age, FCC needs to look for other

volunteers to provide services. FCC will continue to keep maintaining their vehicles for use, as well as for others to use. Ms. Hubbard noted an example of the cost of maintaining their vehicles in that a gas tank will soon be replaced at a cost of \$1,500-\$1,700.

Ms. Hubbard noted van sharing is an important issue to FCC. She noted more than 70 different agencies used FCC's van last year. Municipalities also use them once in a while. Additionally, FCC hosts quarterly human services meetings, which brings many agencies together to discuss transportation. This is helpful in connecting with others. Ms. Hubbard coordinates the meetings, and is also a presenter. On a regional level, FCC coordinates and participates in PASS training and other training workshops. Ms. Hubbard noted she partners with Mr. Parker at CGA on training workshops, and has received great feedback from other agencies. She added that FCC will start an Americans with Disabilities Act (ADA) sensitivity training, and it will also do a driver retention program.

Ms. Hubbard indicated that FCC receives more than 75 percent of its income from community events, including fundraising and individual contributions. She noted that while this funding source is not tied to a grant but are competing with other agencies. Ms. Hubbard noted if there were not funded, it would pose a significant problem for FCC to compete in additional funding. She expressed that the \$36,000 salary is for the staff person who does regional coordination, are temporary positions that are not part of the community funding requests.

This concluded the presentation for Foothill Caring Corp.

**Northwest Valley Connect (NVC)-Kathy Chandler, Executive Director**

Ms. Chandler stated NVC is a small nonprofit organization begun in 2014. NVC has an office in Sun City, but is available throughout the Valley. She noted the growth for NVC has been amazing. It started out using a cube at Benevilla. In 2016, NVC moved into an old building, and the request is to expand its call center. The calls NVC are receiving have been more than what two people can handle and are looking to expand space. Ms. Chandler noted clients get frustrated when calling, because they are unable to speak to someone, and must wait for a callback. NVC has a conference room that can be set up for six more stations. Two part time dispatchers would work in the front room. This shift in space would maximize the use of the facility.

Ms. Chandler noted NVC is hoping to share vehicles with agencies, and it has been able to recruit drivers, as well as getting partnerships by going to the Sun City Foundation. NVC also attends a community roundtable and partners with Surprise Honda dealership. Ms. Chandler noted that the general manager will promote the partnership by sending the article to Motor Magazine. Ms. Chandler noted that there is a huge need to have someone work with volunteers to keep them engaged, and to train them. She expressed she would like to continue being MM, as she enjoys finding opportunities, and working with people. Coordination for NVC means that it is trying to solve problems that come, and working with others. NVC is willing to have discussions with others who have ideas, or are providing solutions to transportation needs.

The Committee inquired on the impact to the agency if they were not awarded. Ms. Chandler note if NVC were not funded, they would not be able to provide services. Ms. Chandler noted NVC does not have to provide salary, but the space is vital.

This concluded the presentation for Northwest Valley Connect.

**AZ Spinal Cord Injury Association**

This agency did not present, as it was a no-show.

**Lifewell**

This agency did not present, as it was a no-show.

**Marc Resource Center**

This agency did not present, as it was a no-show.

Chair Riley indicated that Lifewell, Marc Community Resources, and Arizona Spinal Cord Injury did not show up for their presentation. Lifewell reached out on the timing of their interview and were available to present the next day. Ron Brooks, Valley Metro, expressed that organizations should be given the benefit of the doubt when they are no-shows, since those are rare instances. He added that perhaps there should be a penalty if the Committee is in a position to fund them all. Ms. Miller indicated that there is sufficient money to fund all requests, with the exception of the fifth vehicle. The final amount may vary, depending on the final apportionment

Mr. Brooks indicated it would be fair to given the three organizations the benefit of the doubt, and he added that if they are no-shows tomorrow, they should be scored accordingly. He expressed that instead of drooping the fifth vehicle, no-show agencies should be put on the bottom of the list. Christina Plante, City of Goodyear, added that the Committee should decide whether interviews should be mandatory, and she suggested having that as a separate discussion. She noted that they should not be mandatory. Greg Davies, City of Scottsdale, expressed that interviews should be mandatory. Chair Riley added that oftentimes, more information is gleaned from interviews than from applications

Jeff Tourdot, Maricopa County Human Services Department, noted that the Committee should address the no-show situation after today's meeting. Mr. Tourdot expressed that the Committee should follow the process currently in place, then come back and address what has been learned in the process. He noted that there is no policy currently in place. Ms. Scott expressed that it would be noted that the Committee would give its recommendation to staff on its decision for agencies that were no-shows.

Chair Riley indicated that the Committee was recommending that MAG staff contact the three no-show agencies to schedule them in to present tomorrow.

Chair Riley adjourned the first day of presentations at 3:24 p.m.

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April 11, 2017  
MAG Office Building, Chaparral Room  
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Ann Marie Riley, City of Chandler, Chair  
Janice Simpson, City of Avondale  
Jeff Tourdot, Maricopa County Human  
Services Department  
Robert Yabes, City of Tempe

\*Neither present nor represented by proxy.

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OTHERS PRESENT

DeDe Gaisthea, MAG  
Terranique Nuness, MAG

Maria Piña, MAG  
Anne Scott, MAG

1. Welcome and Introductions

Chair Ann Marie Riley, City of Chandler, called the meeting to order at 9:05 a.m. She noted that DeDe Gaisthea, MAG, would not be present at the start of today's meeting, but would be joining the meeting later. She introduced Anne Scott as alternate MAG staff.

2. Call to the Audience

Audience members were given an opportunity to address the Committee on items not on the agenda for discussion or information only. No comments from the audience.

Chair Riley requested for the first agency to present.

3. Agency Presentations

**Lifewell**-Jim Rogers

Mr. Rogers stated Lifewell provides transportation to more than 12,000 clients who have a variety of mental health and substance abuse issues. They also serve the blind and visually impaired. Mr. Rogers noted Lifewell's goal is to get clients to achieve better well-being, as well

as better medical health, which includes affordable housing and self-value. He added the services programs they offer is a vital part in a clients' life but without the transportation they cannot take advantage of these programs.

Mr. Rogers stated Lifewell is requesting three cutaway vans. He noted Lifewell has not needed cutaway vans in the past, but the organization is involved in a new venture with St. Luke's Hospital, where clients use wheelchairs. Vans are vital in the Partial Hospital Program (PHP), where clients are released from the hospital but still need to participate in some program. Programs are usually between five or six days per week, where they receive counseling or other group services. The Intensive outpatient Program (IOP) works in a similar fashion, but for a shorter time span, between three and five days. If someone is impatient, it's hard for them to remain in the program, as they often revert to drugs or alcohol once they are released from the program. Lifewell is essential to their well-being, as they provide transportation to the program. The goal is that clients don't relapse and go right back to the hospital to be re-treated.

Mr. Rogers noted that Lifewell has begun coordinating with clinical services, and is coordinating different events and services with others in the community. He stated Lifewell has a vocational rehabilitation service that helps clients when they step down from the PHP to the IOP program. He added Lifewell schedules meetings with St. Luke's for the referral process to ensure an easier process. Lifewell provides transportation services for these programs.

The Committee inquired on the impact to the agency if they were not awarded. Mr. Rogers noted if Lifewell were not funded, the organization would have to buy vehicles on its own. It would also be difficult for it to help with five different programs that it has contracted with St. Luke's. Funding is crucial, not just for Lifewell, but also for Mercy Maricopa Integrated Care (MMIC), as current clients use cabs, and they don't get in for services they need, as taxi services don't have the training and skills that Lifewell provides.

This concluded the presentation for Lifewell.

#### **City of Glendale-Kevin Link.**

The City of Glendale has been in compliance with ADA since legislation passed. The transit department operates Dial-A-Ride, the Glendale Urban Shuttle (Gus), a taxi voucher program, and is always looking for ways to improve its transportation, or make accessible for all its passengers. The City of Glendale is requesting funding for the Gus 2 route, which began in 1999, and has had no modifications since then. Glendale has received several requests from living facilities in the area, and the new route will expand the Gus area for those who walk or rely on Dial-A-Ride. This request will greatly enhance mobility options for people to go shopping, and people have more options than just Dial-A-Ride (DAR). He noted DAR availability can be tied, and people can wait several hours before being able to get picked up to go home. This request will also help seniors, as there are fewer options if people are not disabled. Additionally, it will provide people with the opportunity to be able to go to other cities.

Mr. Link noted the City of Glendale views coordination as talking with neighbors and cities, as well as the entire region to work on the same goal of providing transportation options to residents. He stated Glendale works on how it can connect residents to service. Glendale is

undergoing an evaluation to determine whether it should continue to charge a quarter for Gus rides. Mr. Link noted fares may change, depending on public feedback.

The Committee inquired on the impact to the agency if they were not awarded. Mr. Link noted Glendale has a dedicated funding source, where it receives the majority of its funding. The City would have funding source availability. He noted the impact of not being funded is that it may have to shift funds from other project or delay another project.

This concluded the presentation for the City of Glendale.

**City of Phoenix**-Jennifer Lugo, Contract Manager for the Alternative Transportation Program  
Ms. Lugo indicated that the City of Phoenix manages the local bus program, rapid express, paratransit, the light rail system, the voucher for employment program, the dialysis program, and people with disabilities, where participants are issued vouchers. The request is to expand the transportation program to include other transportation needs. Participants have limited fare, and want to travel more frequently, but are unable to do that now. The approval of the request would allow that. The city would be able to increase the subsidy, or restructure to lower the cost to meet their needs.

The Committee inquired on the impact to the agency if they were not awarded. Ms. Lugo note if not funded, the City would be unable to provide opportunities, such as employment-related programs, education, and training, which allow the elderly population and people with disabilities to live sustainably and improve their quality of life. Ms. Lugo noted that the medical program is limited to dialysis, and many people are on a wait list. Additionally, there are limited funds for the job program, and the elderly program will not be able to afford travel.

Ms. Lugo stated the taxi voucher program has more than 20 people participating. The e-pay card is not accepted by all cabs, and currently seven companies participate in that program. The City of Phoenix coordinates with other sub-recipients, and is a member of various agencies to develop a comprehensive program. The city reaches out to other nonprofit organizations in an attempt to provide alternative transportation.

This concluded the presentation for the City of Phoenix.

**Northern Arizona University/Senior Companion Program (NAU)**-Emily Litchfield, Program Coordinator, and Erin Cruz, Director of Senior Companion Program

Ms. Litchfield stated the NAU Senior Companion Program oversees 60 volunteers who deliver service to about 300 clients per week, providing them with transportation. Volunteers are matched with clients, and relationships are built on the consistency of service. Some have been matched for 7-8 years. A wide variety of services are offered.

Ms. Cruz noted NAU is based in Flagstaff, but it provides service in Maricopa County, and also in Mohave County, Navajo County, and Yavapai County. About 110 volunteers are registered throughout the state. The senior companion program is engaged in recruiting, and training for opportunities through the state. About 60 of the volunteers are low income. Clients are also

low income, and they can't afford private services to provide holistic services in helping them stay at home for as long as possible.

Ms. Litchfield note NAU is requesting \$88,000 for their Senior Companion Program. She noted last year, volunteers logged over 100,000 in miles, and this year, the organization anticipates over 300,000 logged miles. Most volunteers serve between 25-30 hours per week. Some volunteers are Chinese speaking, and have 7-8 clients who need the language support, assistance in navigating the city, or transportation to appointments. Volunteers provide lots of services, including way of engaging in cultural activities, and becoming part of the community in meaningful ways.

Ms. Litchfield noted NAU collaborates with other organization by making referrals to other agencies when volunteers don't meet program requirements, and other agencies have a waitlist for volunteers. Lots of other agencies have the need for volunteers. Additionally, NAU has partnered with Area Agency on Aging (AAA), Los Ancianos, East Valley Resource Center, Duet, City of Phoenix HUD properties, and has also piloted a new program working with agencies to better maximize volunteers. NAU will be doing training with agencies in Maricopa County to replicate what the agency is doing, and to expand services.

The Committee inquired on the impact to the agency if they were not awarded. Ms. Litchfield noted that NAU seeks 5310 funding for all regions served. Volunteers pay out of pocket for gas and wear and tear on their personal vehicles. Without reimbursement to the volunteers, clients would not be able to go to their appointments. She expressed that a handful of volunteers may be able to continue volunteering, but the majority wouldn't.

This concluded the presentation for NAU-Senior Companion Program.

**Benevilla-Ms. Thompson**

Benevilla is located in the northwest valley. It serves seniors, adults with disabilities, children, and their families. Benevilla has five enrichment programs, as well as home services, home delivered meals, and serves people with dementia or who are recovering from strokes. Benevilla is requesting funds for routine maintenance, repairs, and service on vehicles. Additionally, through the New Freedom program, it would like to request money for mile reimbursement for volunteers, since they use their own vehicles to transport clients. She noted the request does not include home delivery meals.

Ms. Thompson noted Benevilla has requested protective equipment kits, as well as a Global Positioning System (GPS) for vehicles. Benevilla wants to streamline and cut down on the cost of preventative maintenance, and allow routes to be more efficient. She added the GPS would help reduce the wear and tear of vehicles and overall cost of maintaining vehicles.

Ms. Thompson noted coordination is critical where Dial-A-Ride is not available. She added there are many homebound individuals who live in far Northwest Valley where public transit is not available. Ms. Thompson noted many senior do not want to reach out for help. Benevilla works with NVC, and together, the organizations are the main streams of volunteer rides. Losing

volunteers would be a huge loss to the area. Volunteers don't just drop off clients at medical appointments, they sit and wait for them.

The Committee inquired on the impact to the agency if they were not awarded. Ms. Thompson noted if there were not funded, the preventative maintenance would be a huge loss for Benevilla. Without the necessary funds, the program won't run successfully. The volunteer reimbursement is an incentive for volunteers, as many are committed to the program, and would be helpful for their morale.

This concluded the presentation for Benevilla.

**Valley Metro (VM)**-Ron Brooks, Manager of Accessible Transit, and Bob Antila, Senior Management Analyst

Mr. Brooks stated Valley Metro is a government agency formed in 1986 to plan and provide regional transportation services in Maricopa County. Specialty populations include low income seniors and persons with disabilities through specific programs. VM operates local, regional, express, local circulators, the light rail system, and a rural route. It is also responsible for the planning and development of the light rail. He noted VM manages over 400 vans for the vanpool program, the Rideshare program, the bicycling program, and the teleworking program. VM operates the region's transit customer service center, the ADA certification program, and conducts the transit education through schools and community outreach. VM also performs extensive planning for future bus and regional light rail transit services. In addition, VM operates multi-jurisdictional sub-regional transit-type programs and services, with alternative transportation for seniors and individuals with disabilities.

Mr. Brooks noted Valley Metro is making three New Freedom requests: support for the East Valley Ride Choice Program; support for Dial-A-Ride and Ride Choice in the Northwest Valley; and expansion for the travel training program.

The East Valley Ride Choice is a subsidized taxi program that operates accessible vehicles, allowing senior and individuals with disabilities in participating communities to have additional service that over and above ADA paratransit and Dial-A-Ride. Service is for non-emergencies with round the clock coverage, but it is a limited service, with \$100 as the limit. One of VM's goals is to help people have expanded travel access to increase the flexibility of service so customers can use the service and offset the cost of the program, as well as to provide more trips. The challenge is that the cost of Ride Choice is equal to or more expensive than Dial-A-Ride. Demand for service has also grown. There is no public transit in large parts of the area so East Valley Ride Choice is one of the only services to people have. There is no mandate to provide this service. Funding is needed to kind of help offset that growth

The proposal for the Dial-A-Ride and Ride Choice in the northwest valley this year is to help VM cover the cost, and to provide more service to customers. The request is for both Dial-A-Ride and Ride Choice. VM is working with the City of Surprise to help implement policies and make changes in the service that will help manage the increasing costs associated with increasing demand. The funding for this particular program is essential just in the sense of helping continue to support the increasing demand for service.

Mr. Brooks noted the other request is for travel training, which VM has been providing since 2012. Travel training program is one-on-one training done through VM's mobility center in Phoenix, and it supports the entire region by providing one-on-one training for individuals with disabilities to independently use Valley Metro bus or light rail service for particular trips. Training increases flexibility for the customer by encouraging them to use the public transit service, which is much more cost-effective than using ADA paratransit for the same trip. About 50 to 60 people per year are being trained on this program, and this year, about 75 people will be trained. The program is a pretty labor-intensive, and demand for service is greater than VM can meet. The average wait is about two months, with about 20 people on the waitlist. The goal is to identify people who are either been taking paratransit trips today, or who are likely to take them tomorrow, and to provide them with training so that they don't continue taking paratransit. The benefit is different from community to community.

Mr. Brooks noted the request would expand by adding a part time position so that the backlog of people on the waitlist can be shortened. This position would be an administrative position supporting the travel training program, which is a professional position. VM initially thought about making a larger request because the agency feels there's more demand. However, because VM is in the last year of its contract with Care Evaluators, it didn't seem like the right time to ask for another full-time travel instructor. Mr. Brooks noted VM would also hire an Orientation and Mobility Specialist certified in training people who are blind or visually impaired, which requires a different skillset, and carries a certain level of liability. The current travel instructor is not certified to do. VM envisions a program that would be run in concert with a couple of agencies in the service area, such as Arizona Center for the Blind and Visually Impaired, as well as other blind service agencies in the community who have orientation mobility specialists who would be available for hire on a contract basis at the state reimbursement rate. The goal is to train up to 50 individuals with visual impairments as these are some of the most frequent travelers on paratransit. Another goal is to help these individuals have more flexibility to use the fixed-route system, which is designed to be accessible. Additionally, the request would help offset some of our Paratransit costs.

Mr. Brooks noted VM views coordination as a method of identifying resources and needs, as well as matching needs with resources, allowing the agency to focus on other programs. Additionally, coordination creates an onus to look for more cost-effective ways to provide service so that resources can be spread to meet the customers' needs. The basis of the Ride Choice requests is a good way to address an important service need that is currently being done with Dial-A-Ride, which is more expensive. Mr. Brooks indicated that the same was true for travel training – if people are trained on using fix-route transit, it frees up funding for the agency to do other things, and it costs member agencies less. VM is committed to coordination, as well as to attending TAP meetings, and sharing training resources, as well as providing technical assistance. VM's coordination is different than other agencies, but it wishes to be more involved. VM hopes to be able to work more with agencies, which will help the agency help meet its needs better. Currently, VM is meeting with Dial-A-Ride. VM feels it's doing a good job, but could be doing better, as there is always room for improvement.

Ms. Plante inquired whether volunteer drivers are viewed as a complement or competition. Mr. Brooks indicated that VM had a mileage reimbursement program in the East Valley around 2011, but there were concerns that the program was not well managed. He expressed that mileage reimbursement programs are worthwhile, particularly in areas where public transit is very limited, and with populations that aren't well served with paratransit, as well as for people who have errands that aren't well suited for paratransit. He noted that people who use paratransit to go to the grocery store actually need help while they're shopping. Mr. Brooks expressed that there are a variety of concerns, such as: how regulations work; how the insurance works; what the liability is. He expressed it would be better for VM to partner with agencies that have more experience with mileage reimbursement, and that have a closer connection with volunteer pools. He added that VM should focus on providing transportation, paratransit, and on training programs, and to partner with agencies that are better other things.

Matt Dudley, City of Glendale, inquired how VM would fit the Dial-A-Ride model if Dial-A-Ride become successful. Mr. Brooks indicated that the reason Ride Choice was successful before the taxi model was because it operated in the way that that ADA was intended to operate. The difference between the Ride Choice program and the taxi base paratransit program at the customer level is cost on a longer trip, so the customer really had no incentive to use Ride Choice. He expressed that the effectiveness of Ride Choice is determined in part by how the paratransit system is designed. He expressed it will be successful at the expense and reduction in paratransit, which costs a lot more. VM may find out over the long term that it's funding Ride Choice expansion from paratransit. He expressed that the fear is that both will grow, saturating the market for people's need for transportation. He added that point VM would move to Ride Choice as much as possible.

Mr. Brooks noted VM looked at Denver and Orange County that have similar programs. Denver's customers get 80 one-way trips a month, and they are automatically enrolled in their version of Ride Choice. It works because paratransit is a shared ride, which costs a little bit less, so customers take transit on the longer trips they really need to take, and they use the cabs for as much of the other trips as they can. Customers with disabilities are just like everybody else - they would prefer to travel locally when it makes sense because their time is valuable too. Regional paratransit hasn't worked out that way but the business model and taxis has made it very attractive for customers. VM expects to see Regional Paratransit ride or shift change pretty significantly when people start to share those long rides.

The Committee inquired on the impact to the agency if they were not awarded. Mr. Brooks replied that VM receives funding primarily from its member agencies, as well as federal funds, and some passenger fares. If VM does not receive the requested funds for the travel training program, it would keep the program as it is today without increasing the number of trainers. VM would also go back to member cities to determine what to do, and to discuss whether to expand service. Mr. Brooks pointed out that the northwest valley is more dire need of services. He added that the East Valley Ride Share is not as critical in the northwest valley, but it is rapidly increasing. Not having the funds would hurt badly. VM would need to figure out to how fund those services, and it would need to discuss priorities with cities.

This concluded the presentation for Valley Metro.

**Marc Community Resource Center (Marc CR)-Rick Vaughan, Fleet Manager**

Mr. Vaughan stated Marc CR has been providing opportunities for people for last 60 years in determining where and how they live, learn, work, and play. He noted Marc CR has made significant strides, having started with nine clients and now serving more than 4,500 people annually with more than 100 vehicles in its fleet. Marc's request this year pertains to its community day services program, which is an adult day care services program but Marc also has behavioral services, which provides transportation, recovery rehabilitation services, residential living options, and community integration.

Mr. Vaughan noted Marc has a wellness program to integrate physical and behavioral health services, as well as a Discovery program that provides traditional opportunity for at-age youth. In addition, it has a Hope Network, and a home support for adults, as well as residential services for adults who have SMI who require supervision. Marc's therapeutic services help promote recovery as they transition into the community. Marc's focus is its community day program, which focuses on training adults with social skills, motor skills, sensory skills, daily living skills. Marc picks up and drops clients, and has daily outings or social activities in the community. Marc also visits other agencies in the area and also has an employment program.

Mr. Vaughan noted Marc is requesting two cutaway vehicles with lifts. One vehicle would be an expansion, and the other a replacement for an older vehicle. If awarded, the vehicles will provide 41 one-way trips daily per vehicle, and will be fitted with a GPS device to monitor the driver's habits, which has proven successful in other programs in maximizing the vehicle's maintenance. Marc continues to coordinate with CGA and Lifewell, and they have been successful in sharing vehicles when their vehicles were down for service. Marc has a rich history of providing safe and reliable transportation, and these vehicles will allow the agency to continue to do that.

Mr. Vaughan noted the first step in coordinating with others is to begin with in-house staff, as Marc has noticed that many agencies work in silos. Marc has about 100 vehicles on its fleet, and it's important to coordinate with itself. Additionally, Marc has reached out Fellowship Square to do activities with their clients or to visit with people in assisted living facilities, as well as pick them up and take them to the grocery store, the park, and the mall. Marc has also coordinated with the schools to get kids to after-school programs if their parents are unable to pick them up. Marc's view of coordination is to take the asset that it has, and see what uses it can find for vehicles when they're not being used. Mr. Vaughan noted one of the difficulties in coordination with similar organizations is that everyone needs vehicles during the same timeframe.

This concluded the presentation for Marc Community Resource Center.

**Arizona Spinal Cord (ASC)-Shannon Carter, Executive Director**

ASC is a local, nonprofit organization that has been providing services, such as education opportunities, social events, support groups, and transportation since 1999. ASC is requesting a cutaway van with a lift. Currently, ASC has three vans, one large cutaway with a lift, and

other vans, which were obtained through this program. This new cutaway van would be able to fill the gap of being able to provide additional transportation to others in the community.

On average, ASC provides 50 to 75 trips a week around the valley, transporting people with physical disabilities, including the elderly. Because ASC is located in the Ability 360 building, it coordinates with almost every organization in that building. Many don't have their own vehicle so ASC provides additional transportation to fill the gap for them. Additionally, ASC picks up sports teams for the fitness center, as they often have teams and their equipment needing to be picked up at the airport and hotels. As long as organizations call ASC ahead of time, it is willing to provide coordination around the clock. The goal is to allow people to remain active in their community. Many times, transportation is unaffordable, and ASC provides scholarship for those individuals. The cost is not a barrier for ASC to provide transportation.

Ms. Carter expressed there was a question in the application she may not have fully understood, and answered incorrectly as a result. She noted that ASC still uses the three vans previously awarded. Ms. Miller confirmed that ASC has no outstanding, unspent funds. Ms. Carter indicated that coordination and collaboration are important in the nonprofit world because no agency can do everything by itself. Coordination is part of ASC's daily routine, as well as in office and in the building where they are housed, filling in when somebody else can't, or asking for help.

The Committee inquired on the impact to the agency if they were not awarded. Ms. Carter noted if they were not funded, ASC would be unable to fulfill the needs of its target population. She noted vans are running all day long, every day, and a new van will help ASC hire a new driver so the organization won't have to turn to others who are in similar situations. Ms. Carter noted that unless a driver or vehicle is unavailable, ASC will provide transportation to others.

This concluded the presentation for Arizona Spinal Cord.

4. Development of the Priority Listing for the FY 2017 Section 5310 Enhanced Mobility of Senior and Persons with Disabilities Program for the Phoenix-Urbanized Area

Chair Riley expressed that the purpose for today's meeting was to guide the funding awards, which are estimates until final federal apportionment are announced. Additionally, the final vehicle amounts may need adjusting, based on the final procurement. DeDe Gaisthea, MAG, thanked the members for their commitment to interview applicants, and for their time and expertise in the validation process. She indicated that applicants provided helpful feedback in last year's process, and pointed out how valuable it is to have applicants provide additional information on the application. She noted that this was the final evaluation part of the process.

Ms. Gaisthea noted the three agencies had miscommunications on their appointment time they were able to interview today. She added that it is not a federal requirement to interview applicants the Committee has felt it was an important process to become more familiar with agencies and their requests. Ms. Gaisthea opened up the discussion by asking if there were any agencies that the Committee felt it should not award. Ms. Miller expressed that there were portions of two requests. The first is Foothills Caring Corps. The breakdown of their request puts to light that they had three positions in there: one is the supervisor over the volunteer program, of which

only five percent of their duties are related to the volunteer driver program. The second part of that position was the grant oversight position (part of the accounting staff), which is accomplished by allowing them to ask for the ten percent administrative funds. Ms. Miller's recommendation is to reduce the original request, which was \$28,300 in federal dollars, bringing it down to \$25,600.

Ms. Miller noted that upon review of the actual job description for FCC, she discovered that the request is not just for the volunteer driver coordinator position, but it is the volunteer coordinator, who is coordinating other positions. During yesterday's interview, Ms. Chandler expressed that \$10,000 of \$18,000 would just be apportioned to the volunteer driver position. Ms. Miller also recommended reducing the amount to only cover the \$10,000. Ms. Miller noted that the Committee had previously discussed the requests that were ineligible, which include NVW's request to expand their call center which is considered a remodel, and Benevilla's first aid and PPE. She noted no other concerns. The Committee was in consensus with Ms. Miller's comments.

Ms. Gaisthea provided historical reference of last year's ranking process and noted that the interview points are now worth 15 points. In the past the Committee has awarded the first three vehicles based on rank order, up to the fifth vehicle to reach the 55 percent requirement. Additionally, the Committee has ranked New Freedom based on rank order up to \$125,000, and to expend that funding, based on rank order. She noted that this year, there are two other categories to consider, which are in the Traditional portion of awarding the 50 percent. Those projects include a MM project, with a few preventative maintenance requests. She noted that this was not the ranking, but rather the funding portion amount. She expressed funding scenarios include MM projects, vehicles, and preventative maintenance up to the 55 percent of the funding amount, and then New Freedom eligible projects. Ms. Gaisthea then opened up the funding priority discussion.

Committee discussion ensued on the variety of ways to rank the projects. Ms. Miller noted that all projects would be able to get full funding, but the issue was deciding how many vehicles to award. She cited VM as an example, and pointed out the agency could receive the full funding, which would affect Valley Life, FCC, and AMC. She also noted that vehicles could not be partially funded. If ranked in score order, UCP, FCC with its volunteer program, AMC, and Valley Life would not be funded. She expressed that when the final amount is received, the Committee can decline to award the fifth vehicle.

Ed Jones, City of Mesa, expressed that the Committee had discussed ranking projects based on scoring, as well as in priority order. He pointed out that both have merit. Members commented on if it would be fair to have smaller agencies compete with organizations who have previously participated in this process, especially when they are attempting to fill transportation gaps in the community. Ms. Plante expressed for the Committee to have a well-thought out discussions on how it would fund projects. Members again discussed whether projects should be ranked according to ranking, or a hybrid. Another suggestion was to fund all MM requests, the preventative maintenance requests, and then the vehicles in score order, but not beyond the fourth vehicle until the 55 percent was reached, followed by the New Freedom requests.

The Committee noted the application process in place has taken in to account several evaluation criteria that have been developed for all agencies. The Committee consensus was to prioritize projects on the evaluation criteria based on rank order. Ms. Gaisthea clarified projects would be prioritized by rank order, taking into account the 55 percent threshold for traditional capital projects, would include up to the third vehicle agency request based on rank order. If the full federal appropriation is received, the next in the priority listing would receive their request. She noted that due to the approximate funding available, and their ranking, three agencies would not be recommended for funding. Ms. Miller added that projects were not guaranteed that they would be funded until the final apportionment was received, and that it would be in the Transportation Improvement Plan (TIP). The Committee was in agreement on priority listing process.

Chair Riley called for a motion to approve the 2017 Section 5310 Priority Listing for the Phoenix-Mesa Urbanized Area. Janice Simpson, City of Avondale, motioned to approve the priority listing in rank order based on funding available. Ms. Plante seconded the motion. The motion passed unanimously.

7. Update of the Chair and Vice Chair Appointment Process

Ms. Gaisthea announced that the Chair and Vice Chair positions would become vacant in June, with the Vice Chair ascending to the Chair position. However, the current Vice Chair has stepped down from the position, leaving the position open. Ms. Gaisthea requested that members interested in serving should send their letter of interest before May 3, 2017. Letters of interest will then be sent to the MAG Management Council for approval. She added that it would be preferable to have a representative from the east and west valley. Chair Riley thanked the Committee for its support during her tenure as Chair.

8. Request for Future Agenda Items

Ms. Plante expressed her interest in discussing the process for handling missed interviews, as well as how agencies respond to questions on coordination. Ms. Gaisthea noted that the interview was not a requirement, but that the Committee could discuss at its next meeting. She added that attending the application training is a requirement by ADOT. Mr. Dudley suggested printing a PDF, as some applications would not print. Ms. Plante added that having an option to print would be better for all. Mr. Davies noted that City of Scottsdale staff are not permitted to insert flash drives into their computers from other agencies, as they present a safety concern. He noted a minor issue with opening files. Ms. Plante agreed files wouldn't open on her work computer, but that they did open on her home Mac computer. Chair Riley thanked the Committee for their comments.

9. Comments from the Committee

Mr. Davies indicated that the City of Scottsdale has had many staff changes lately, and that it may be possible that another staff person replaces him as representative from Scottsdale. He noted it had been great experience working with members on these important issues. Chair Riley acknowledged members for their hard work and commitment.

Adjourn

The meeting adjourned at 3:24 p.m.

