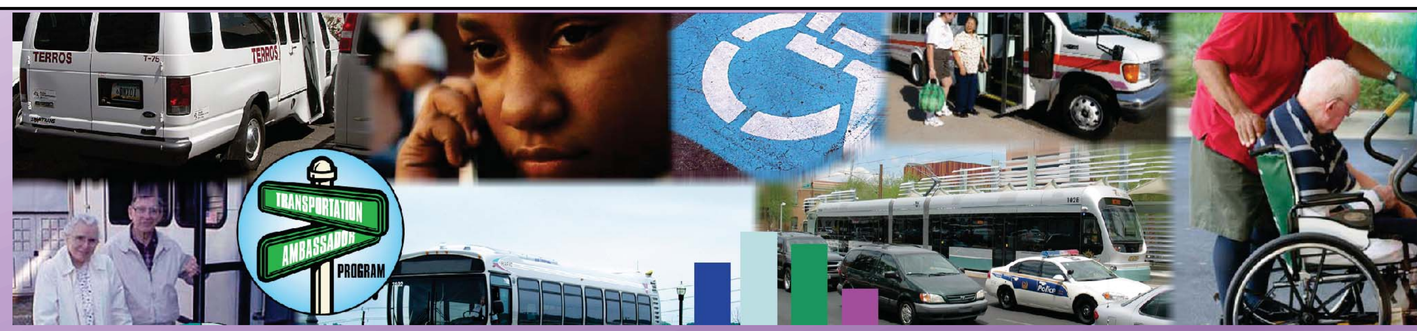
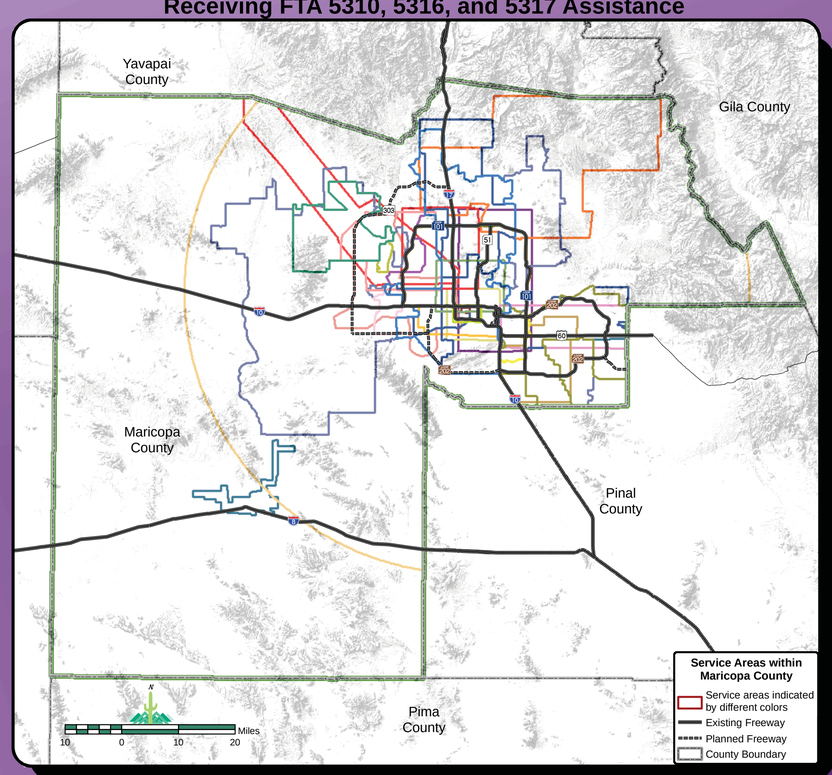


MAG Human Services Transportation Coordination:
Identifying Service Areas that Overlap in Maricopa County

Service Areas of Agencies Receiving FTA 5310, 5316, and 5317 Assistance



A Need for GIS, Maps, & Analysis

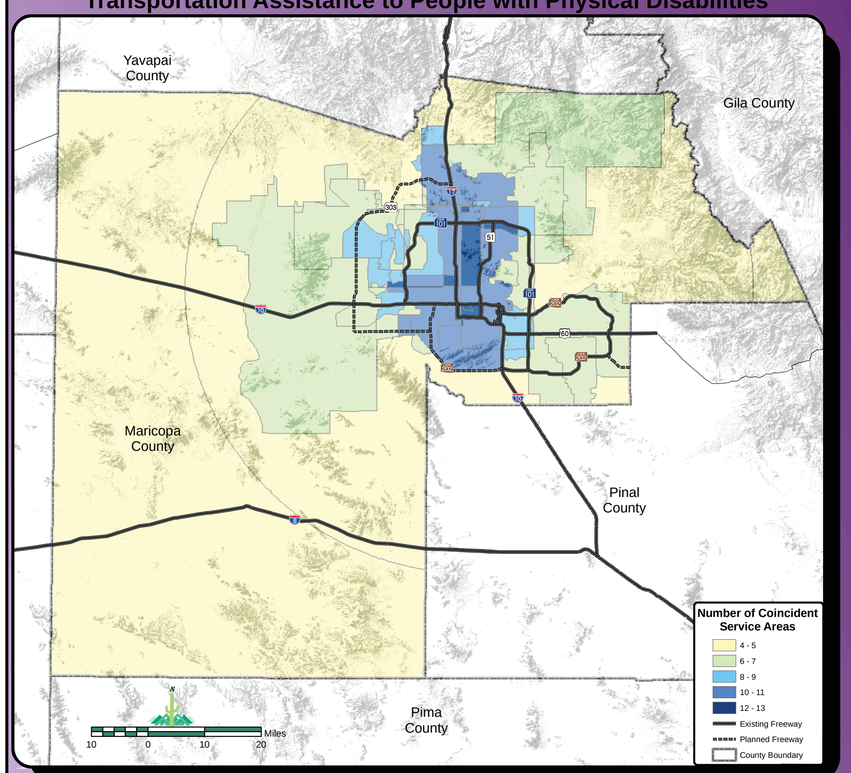
The Safe Accountable Flexible Efficient Transportation Equity Act (SAFETEA-LU) requires grantees of Federal Transit Administration (FTA) Sections 5310, 5316, and 5317 awards to participate in coordination efforts. During this year's grant process, agencies noted a lack of viable partners. To gain a better understanding of this issue, the committee reviewing the grant process requested maps showing where agencies receiving Sections 5310, 5316, and 5317 funding are located and their service delivery areas.

The maps provide agencies and MAG committees a visual and analytical tool to identify overlapping service areas and to identify opportunities for collaboration. The maps also provide information where service areas are located so that agencies can offer, where appropriate, alternate transportation services to their clients. The maps will be a helpful tool to committee members when determining recommendations for grant awards.

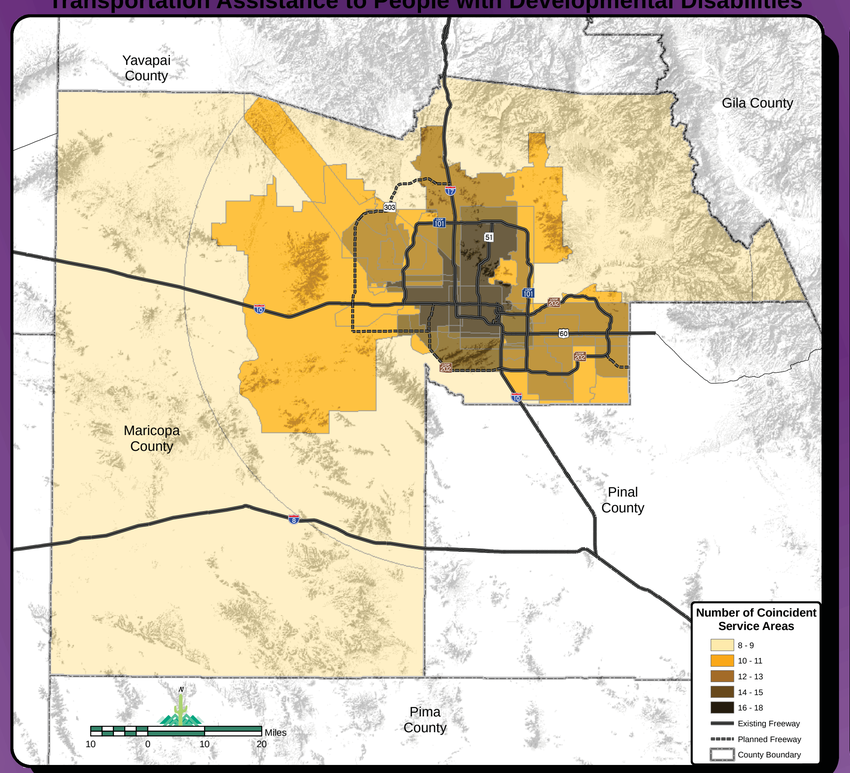
The map to the left shows all current service areas of agencies receiving 5310, 5316, and 5317 funds. The map shows that many areas are covered by the agencies, it also shows the benefits of using a GIS to evaluate service area boundary overlaps.

A Geographic Information System was used to overlay each service area to properly identify overlapping service delivery areas of agencies. The maps below accompanied with the area charts show the amount of overlap between agencies, and they identify each service delivery area that overlaps with one another.

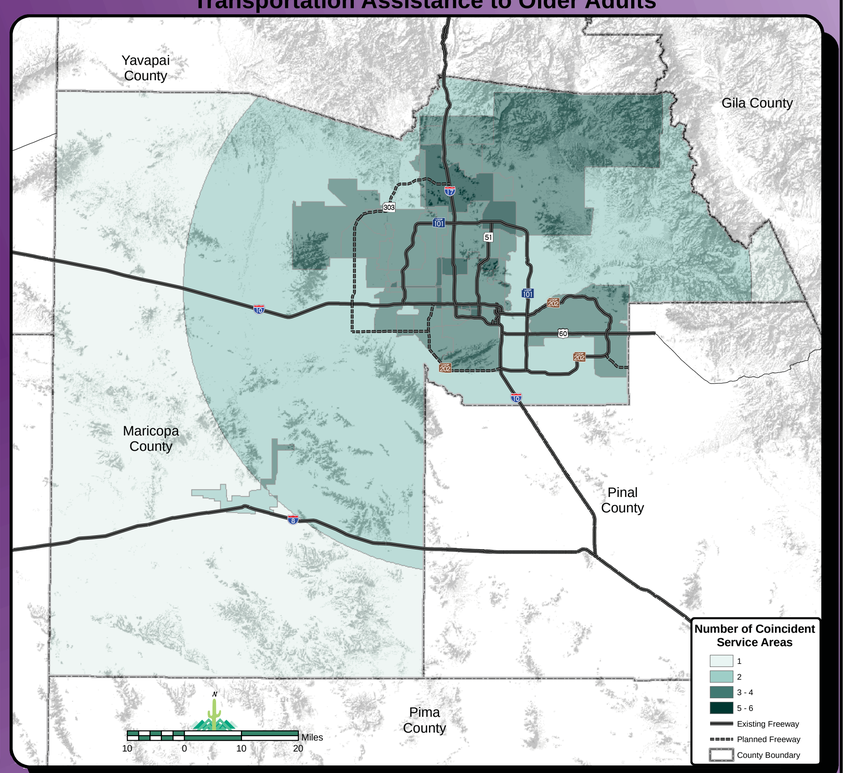
Overlapping Service Delivery Areas of Agencies Providing Transportation Assistance to People with Physical Disabilities



Overlapping Service Delivery Areas of Agencies Providing Transportation Assistance to People with Developmental Disabilities



Overlapping Service Delivery Areas of Agencies Providing Transportation Assistance to Older Adults



Overlapping Agencies Providing Transportation Assistance to People with Physical Disabilities (Square Miles) See Map Above

	Arizona Bridge to Independent Living	Arizona Center for the Blind and Visually Impaired	Arizona Recreation Center for the Handicapped (ARC)	Arizona Spinal Cord Injury Association	Benevilla	City of Avondale	City of El Mirage	City of Glendale	City of Phoenix	City of Surprise Senior Center	Foothills Caring Corp	Native American Community Health Center Inc	Paralyzed Veterans of America	PPEP ENCOMPASS	Scottsdale Training and Rehabilitation Services	The Arc of Tempe	The Centers for Habilitation	The Salvation Army Senior Activity Center	Triple R Behavioral Health	UMOM Inc	United Cerebral Palsy of Central Arizona	Valley Metro RPTA
Arizona Bridge to Independent Living		544.2	544.2	544.2	5.9				544.2		139.8	544.2	544.2	86.6	209.0		368.6	1.3	544.2	14.7	104.5	544.2
Arizona Center for the Blind and Visually Impaired	544.2		544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9	9,224.1	272.2	323.9	40.5	650.9	1.3	9,224.1	14.7	192.9	9,224.1
Arizona Recreation Center for the Handicapped (ARC)	544.2	544.2		544.2	5.9				544.2		139.8	544.2	544.2	86.6	209.0		368.6	1.3	544.2	14.7	104.5	544.2
Arizona Spinal Cord Injury Association	544.2	2,168.4	544.2		133.3	28.4		55.3	544.2	174.5	259.9	2,168.4	2,168.4	223.2	298.1	40.5	650.9	1.3	2,168.4	14.7	157.9	2,168.4
Benevilla	5.9	203.7	5.9	133.3			10.0	55.3	5.9	42.6		203.7	203.7	110.9			4.9		203.7		86.4	203.7
City of Avondale		28.4		28.4								28.4	28.4	17.0					28.4			28.4
City of El Mirage		10.0			10.0							10.0	10.0	10.0					10.0			10.0
City of Glendale		55.3		55.3	55.3							55.3	55.3	18.2					55.3		49.9	55.3
City of Phoenix	544.2	544.2	544.2	544.2	5.9						139.8	544.2	544.2	86.6	209.0		368.6	1.3	544.2	14.7	104.5	544.2
City of Surprise Senior Center		180.1		174.5	42.6							180.1	180.1	29.4					180.1			180.1
Foothills Caring Corp	139.8	727.8	139.8	259.9					139.8			727.8	727.8		41.1		6.7		727.8		6.1	727.8
Native American Community Health Center Inc	544.2	5,296.9	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8		5,296.9	272.2	323.9	40.5	650.9	1.3	5,296.9	14.7	192.9	5,296.9
Paralyzed Veterans of America	544.2	9,224.1	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9		272.2	323.9	40.5	650.9	1.3	9,224.1	14.7	192.9	9,224.1
PPEP ENCOMPASS	86.6	272.2	86.6	223.2	110.9	17.0	10.0	18.2	86.6	29.4		272.2	272.2		0.7		86.6		272.2	2.8	19.1	272.2
Scottsdale Training and Rehabilitation Services	209.0	323.9	209.0	298.1					209.0		41.1	323.9	323.9	0.7		33.0	215.9	1.3	323.9	11.6	48.8	323.9
The Arc of Tempe		40.5		40.5								40.5	40.5		33.0		40.5		40.5			40.5
The Centers for Habilitation	368.6	650.9	368.6	650.9	4.9				368.6		6.7	650.9	650.9	86.6	215.9	40.5		1.3	650.9	14.7	77.6	650.9
The Salvation Army Senior Activity Center	1.3	1.3	1.3	1.3					1.3			1.3	1.3		1.3		1.3		1.3	1.3		1.3
Triple R Behavioral Health	544.2	9,224.1	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9	9,224.1	272.2	323.9	40.5	650.9	1.3		14.7	192.9	9,224.1
UMOM Inc	14.7	14.7	14.7	14.7					14.7			14.7	14.7	2.8	11.6		14.7	1.3	14.7			14.7
United Cerebral Palsy of Central Arizona	104.5	192.9	104.5	157.9	86.4			49.9	104.5		6.1	192.9	192.9	19.1	48.8		77.6		192.9			192.9
Valley Metro RPTA	544.2	9,224.1	544.2	2,168.4	203.7	28.4	10.0	55.3	544.2	180.1	727.8	5,296.9	9,224.1	272.2	323.9	40.5	650.9	1.3	9,224.1	14.7	192.9	

Overlapping Agencies Providing Transportation Assistance to People with Developmental Disabilities (Square Miles) See Map Above

	Arizona Bridge to Independent Living	Arizona Spinal Cord Injury Association	Benevilla	Chandler Gilbert ARC	City of Phoenix	Civitan Foundation Inc	Hacienda Healthcare	Herman Human Services	Marc Center of Mesa Inc	Native American Community Health Center Inc	Nobody's Perfect Inc.	One Step Beyond	Paralyzed Veterans of America	PPEP ENCOMPASS	Scottsdale Training and Rehabilitation Services	Southwest Behavioral Health	Stand Together and Recover Centers (Mesa location)	Stand Together and Recover Centers (Phx location)	Terros Behavioral Health Services	The Centers For Habilitation	Triple R Behavioral Health	Valley Life	Valley Metro RPTA
Arizona Bridge to Independent Living		544.2	5.9		544.2	544.2	544.2	544.2	544.2	544.2		12.3	544.2	86.6	209.0	544.2	3.0	83.8	544.2	368.6	544.2	262.1	544.2
Arizona Spinal Cord Injury Association	544.2		133.3	139.8	544.2	2,168.4	2,168.4	584.8	2,168.4	2,168.4	113.9	171.2	2,168.4	223.2	298.1	2,168.4	164.3	85.2	2,168.4	650.9	2,168.4	360.7	2,168.4
Benevilla	5.9	133.3			5.9	203.7	203.7	5.9	203.7	203.7		158.4	203.7	110.9		203.7			203.7	4.9	203.7	61.0	203.7
Chandler Gilbert ARC		139.8				157.5	157.5	12.4	157.5	157.5	26.4		157.5		8.5	157.5	45.0		157.5	113.4	157.5		157.5
City of Phoenix	544.2	544.2	5.9			544.2	544.2	544.2	544.2	544.2		12.3	544.2	86.6	209.0	544.2	3.0	83.8	544.2	368.6	544.2	262.1	544.2
Civitan Foundation Inc	544.2	2,168.4	203.7	157.5	544.2		9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Hacienda Healthcare	544.2	2,168.4	203.7	157.5	544.2	9,224.1		584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Horizon Human Services	544.2	584.8	5.9	12.4	544.2	584.8	584.8		584.8	584.8		12.3	584.8	86.6	242.0	584.8	32.0	85.2	584.8	409.1	584.8	282.8	584.8
Marc Center of Mesa Inc	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8		5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Native American Community Health Center Inc	544.2	2,168.4	203.7	157.5	544.2	5,296.9	5,296.9	584.8	5,296.9		146.3	348.7	5,296.9	272.2	323.9	5,296.9	169.7	85.2	5,296.9	650.9	5,296.9	395.3	5,296.9
Nobody's Perfect Inc.		113.9		26.4		146.3	146.3		146.3	146.3			146.3			146.3	22.9		146.3	41.2	146.3		146.3
One Step Beyond	12.3	171.2	158.4		12.3	354.2	354.2	12.3	354.2	348.7		354.2		354.2	101.6				354.2	12.3	354.2	55.7	354.2
Paralyzed Veterans of America	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2		272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
PPEP ENCOMPASS	86.6	223.2	110.9		86.6	272.2	272.2	86.6	272.2	272.2		101.6	272.2		0.7	272.2		12.8	272.2	86.6	272.2	76.6	272.2
Scottsdale Training and Rehabilitation Services	209.0	298.1		8.5	209.0	323.9	323.9	242.0	323.9	323.9			323.9	0.7		323.9	41.6	66.9	323.9	215.9	323.9	233.0	323.9
Southwest Behavioral Health	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9		169.7	85.2	9,224.1	650.9	9,224.1	395.3	9,224.1
Stand Together and Recover Centers (Mesa location)	3.0	164.3		45.0	3.0	169.7	169.7	32.0	169.7	169.7	22.9		169.7		41.6	169.7			169.7	148.2	169.7	25.7	169.7
Stand Together and Recover Centers (Phx location)	83.8	85.2			83.8	85.2	85.2	85.2	85.2	85.2			85.2	12.8	66.9	85.2			85.2	85.2	85.2	77.3	85.2
Terros Behavioral Health Services	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2		650.9	9,224.1	395.3	9,224.1
The Centers for Habilitation	368.6	650.9	4.9	113.4	368.6	650.9	650.9	409.1	650.9	650.9	41.2	12.3	650.9	86.6	215.9	650.9	148.2	85.2	650.9		650.9	282.0	650.9
Triple R Behavioral Health	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9		395.3	9,224.1
Valley Life	262.1	360.7	61.0		262.1	395.3	395.3	282.8	395.3	395.3		55.7	395.3	76.6	233.0	395.3	25.7	77.3	395.3	282.0	395.3		395.3
Valley Metro RPTA	544.2	2,168.4	203.7	157.5	544.2	9,224.1	9,224.1	584.8	9,224.1	5,296.9	146.3	354.2	9,224.1	272.2	323.9	9,224.1	169.7	85.2	9,224.1	650.9	9,224.1	395.3	

Overlapping Agencies Providing Transportation Assistance to Older Adults (Square Miles) See Map Above

	Benevilla	City of Avondale	City of El Mirage	City of Glendale	City of Phoenix	City of Surprise Senior Center	East Valley Senior Services	Foothills Caring Corp	Foundation for Senior Living	Native American Community Health Center Inc	The Salvation Army Senior Activity Center	Town of Gila Bend CAP Office and Senior Center	UMOM Inc	Valley Metro RPTA
Benevilla			10.0	55.3	5.9	42.6	3.0		5.3	203.7				203.7
City of Avondale										28.4				28.4
City of El Mirage	10.0									10.0				10.0
City of Glendale	55.3								5.0	55.3				55.3
City of Phoenix	5.9						365.6	139.8	96.0	544.2	1.3		14.7	544.2
City of Surprise Senior Center	42.6									180.1				180.1
East Valley Senior Services	3.0			365.6				150.8	24.4	631.0			3.7	631.0
Foothills Caring Corp				139.8			150.8			727.8				727.8
Foundation for Senior Living	5.3		5.0	96.0			24.4			109.0	1.1		5.3	109.0
Native American Community Health Center Inc	203.7	28.4	10.0	55.3	544.2	180.1	631.0	727.8	109.0		1.3	12.7	14.7	5,296.9
The Salvation Army Senior Activity Center				1.3					1.1	1.3			1.3	1.3
Town of Gila Bend CAP Office and Senior Center										12.7				52.7
UMOM Inc					14.7		3.7		5.3	14.7	1.3			14.7
Valley Metro RPTA	203.7	28.4	10.0	55.3	544.2	180.1	631.0	727.8	109.0	5,296.9	1.3	52.7	14.7	

Extent of Maps

What is MAG?

The Maricopa Association of Governments (MAG) is a Council of Governments (COG) that serves as the regional agency for the metropolitan Phoenix area. MAG is the designated Metropolitan Planning Organization (MPO) for transportation planning in the Maricopa County region. MAG provides regional planning and policy decisions in areas of transportation, air quality, water quality, and human services.

What is Human Services Transportation?

Human services transportation is a critical service that includes a broad range of transportation service options to meet the needs of transportation disadvantaged populations such as older adults and persons with disabilities. Individuals have different needs and may require different services depending on their abilities, their environment, and options available in their community. Services of nonprofit agencies include programs for older adults and persons with disabilities in accessible vans most often fund by federal grants. Other services are Dial-A-Ride (responding to individual door-to-door transportation requests), the use of transit passes for fixed route scheduled services, taxi vouchers, and mileage reimbursement to volunteers or program participants providing rides.

A Need For a Human Services Transportation Plan

In June 2006, the MAG Regional Council approved taking on the responsibility for developing plans to coordinate human services transportation. Since then, the region's plans have earned national recognition including the 2008 United We Ride National Leadership Award. Per federal requirement as outlined in SAFETEA-LU, each plan contains an inventory of services, a gaps analysis, and prioritized strategies to meet the needs of the region. The goal of every plan is to help people move more easily throughout the region. As agencies strive to remain sustainable, this plan seeks to maximize the services available through coordination.

Map Created by Maricopa Association of Governments: June, 2010
Sources: MAG Human Services Division and the transportation agencies listed in the charts.

While every effort has been made to ensure the accuracy of this information, the Maricopa Association of Governments makes no warranty, expressed or implied, as to its accuracy and expressly disclaims liability for the accuracy thereof.

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