

Maricopa Association of Governments Human Services Coordination Transportation Plan



2009 Update



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





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Executive Summary

The successful coordination of human services transportation results in people moving more easily throughout the region. This means more people are connected to critical life supports like employment, education, and medical care. This is particularly important for older adults, people with disabilities, and people with low incomes who may not be able to access the same transportation options as others in the region. While these three groups are the focus of this coordination plan, the strategies presented will benefit all groups.



This region has been particularly successful in coordinating human services transportation. In March 2009, the Federal Transit Administration bestowed the United We Ride Leadership Award for major urbanized areas to the Maricopa Association of Governments Human Services Coordination Transportation

Planning Program. The award was given on the basis of the 2007 MAG Human Services Coordination Transportation Plan and the 2008 Update. This honors the leadership and innovation shown by this region as an example for the rest of the country.

The impetus to develop a coordinated human services transportation plan comes from federal legislation that funds transportation programs, or Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Through this requirement, any applicant of three federal funding sources must demonstrate compliance with a locally derived coordination plan. The three affected funding sources are Section 5310, or the Elderly Individuals and Individuals with Disabilities Transportation Program; Section 5316, or Job Access and Reverse Commute; and Section 5317, or New Freedom.

In this region, the Maricopa Association of Governments (MAG) is responsible for developing the coordination plan. The City of Phoenix and the Arizona Department of Transportation both support this planning process financially and as active partners. Special thanks are also extended to the Virginia G. Piper Charitable Trust for its support of the Transportation Ambassador Program. A number of stakeholders representing public, private and nonprofit organizations

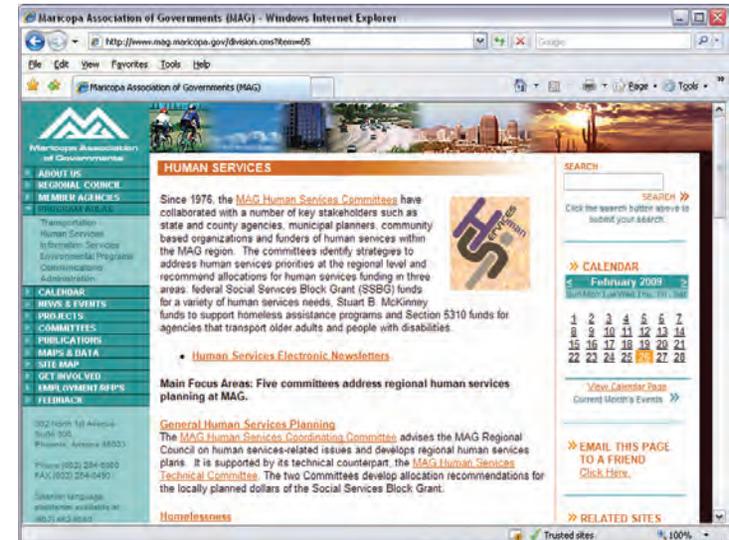


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contribute their time and expertise to ensure the MAG coordination plans are responsive to current needs and poised for impact. A list of participants is included at the end of this plan.

As required by SAFETEA-LU, this plan provides an inventory of current services, an assessment of the gaps that exist, and a prioritized listing of strategies to address needs. Demographics on the three target populations are also presented. An effective coordination practice has been highlighted in order to promote replication of successes. There are four strategies offered for implementation in this plan. They are as follows:

- Maximize resources and reduce unused capacity by rewarding Section 5310 applicants who request shared vehicles.
- Complete an inventory of travel training programs in the region.
- Develop a mechanism for matching agencies that have capacity to offer more trips with agencies needing transportation for their clients, as well as other people in need.
- Encourage and award applicants that have participated in the development and implementation of



the MAG Human Services Coordination Transportation Plans as evidenced by their inclusion in the plans' participant lists, as well as those projects that promote the United We Ride goals to improve efficiency, effectiveness and quality.

For more information on this coordination planning process, please contact DeDe Gaisthea at (602) 254-6300 or by e-mail at dgaisthea@mag.maricopa.gov.

Previous plans and other regional human services activities may be accessed at the MAG Web site by visiting the following link:

<http://www.mag.maricopa.gov/division.cms?item=65>.



Introduction

The purpose of coordinating human services transportation is to make equitable transportation solutions available to all people in the region. Older adults, people with disabilities, and people with low incomes are a particular focus because these groups historically have been transportation disadvantaged. To this end, the Maricopa Association of Governments (MAG), in partnership with the Arizona Department of Transportation (ADOT) and the City of Phoenix, develops annual plans to coordinate human services transportation. Many stakeholders assist with their development and implementation. These plans will only move from paper to practice with broad community support and dedication to ensure that all residents may move more easily throughout the region.

The coordination plans are developed in response to federal legislation requiring that applicants of federal funding sources comply with a locally derived plan. MAG was one of the first areas in the country to publish a plan in 2007. Since that first plan, this region has been considered a model with membership on the steering committee for the National Resource Center for Human Services Transportation and requests to present across the country. This document will offer a detailed explanation of the previous plans, the enabling

legislation, the funding sources affected, and the roles of those involved with this work. Next, progress on the 2008 plan will be offered to ensure accountability.

Every coordination plan is required to contain the following elements: an inventory of resources and services available, an assessment of the gaps in care that exist in the region, the presentation of strategies to address these gaps, and the prioritization of activities to be supported during implementation of the plan. This plan offers these same elements. In addition, useful coordination practices will be highlighted in an effort to encourage their replication. A list of participants who supported the development and implementation of the plan is included in the attachments. Please refer to the inventory of all human services transportation programs in the region attached at the end of the report.

Through these partners and programs, the lives of this region's most vulnerable residents may be sustained and improved. This planning process is indebted to many people and organizations. In particular, the City of Phoenix and the Arizona Department of Transportation should be recognized for their generous financial support of this effort. Appreciation is also extended to the Virginia G. Piper Charitable Trust for its investment in the success of the Transportation Ambassador Program.

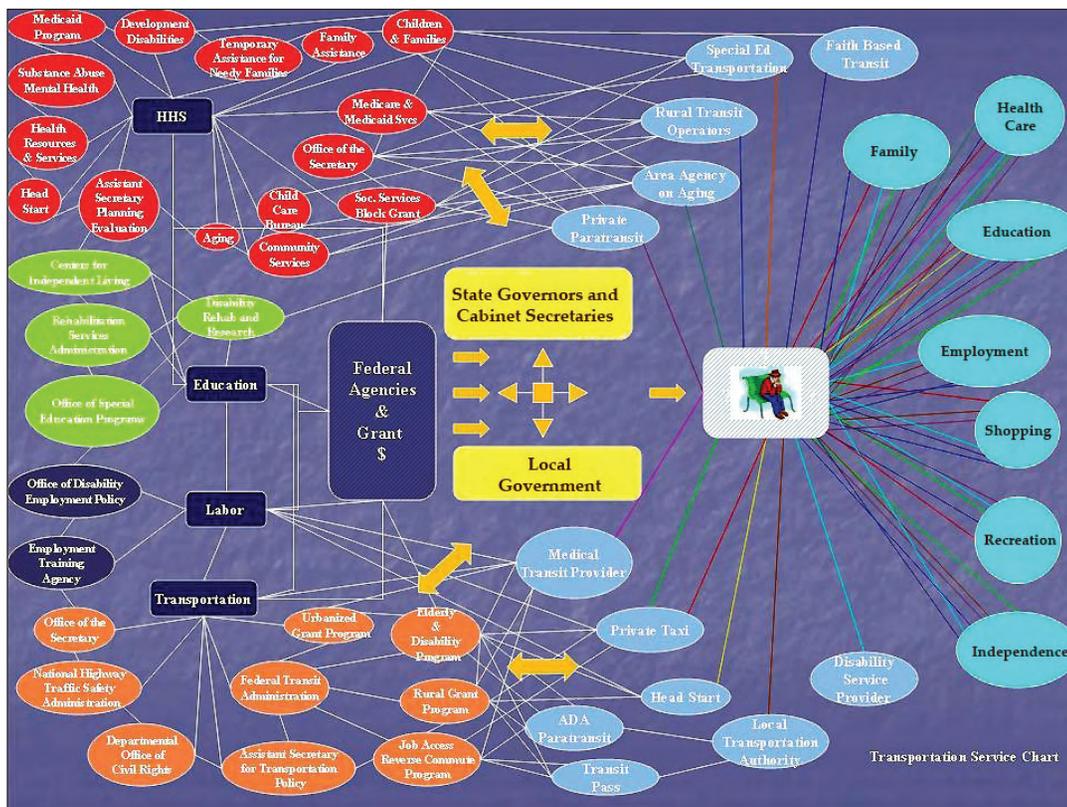


Background

The Initiating Executive Order

The need for the coordination of human services transportation is not new. Veterans in the field will heartily attest to the inefficiencies and gaps wrought when programs overlap and funding and regulations confuse rather than support these programs. The

catalyst for recent efforts came when President Bush signed Executive Order 13330 in 2004 creating the Interagency Transportation Coordinating Council on Access and Mobility (CCAM). He tasked the council with coordinating the 62 different federal funding sources that provided human services transportation funding across nine departments. To this end, the council required these nine departments to report back with information about the most useful coordination practices, recommendations for reducing redundancy, and to demonstrate progress made in simplifying access and improving the effectiveness of human services transportation. This task was no small endeavor, as the chart to the left illustrates the maze of funding confronting the council.



Explanation of Affected Funding Sources

Four funding sources are particularly relevant to this coordination plan. In the quest to sort out the maze of funding shown above, federal legislation firmly connected the impetus to coordinate with the ability to draw down federal dollars to support local programs. The following is a description of this federal legislation followed by the grant programs affected by it.

SAFETEA-LU

One year after President Bush initiated coordination activities through the launch of CCAM, he signed the



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reauthorization of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This bill provided \$286.4 billion to support federal surface transportation programs for five years through FY 2009. The bill is scheduled to be reauthorized by October 1, 2009. The last reauthorization included a 46 percent increase for transit programs. This expanded support resulted in several new measures, including a focus on mobility management, the transition of the Job Access and Reverse Commute (JARC) grant to a formula program, the creation of the New Freedom program, and the introduction of a coordination requirement in order to receive funding. JARC and New Freedom will be explained in more detail later in the plan.

The requirement to develop coordination plans launched the country into action. Everywhere, regions started developing plans for the purpose of attaining federal dollars. While each plan reflects the nuances of the region, every plan conducts an inventory of existing resources, an assessment of the gaps, and the prioritization of strategies to meet these needs. This region was one of the first to release a plan in 2007. This supported the region in also being one of the first areas to receive a mobility management award through Section 5310. The 2007 plan was met with national acclaim and facilitated the appointment of a regional representative

on the steering committee of the National Resource Center for Human Services Transportation.

At the federal level, the coordination effort crystallized into the United We Ride initiative. The Federal Transit Administration (FTA) in collaboration with other federal agencies such as the Departments of Health and Human Services, Education, and Labor, has outlined three goals to coordinate human services transportation:

1. Provide more rides for the targeted population(s) with the same or fewer resources
2. Simplify customer access to transportation
3. Increase customer satisfaction

Statewide efforts were reflected through the Arizona Rides Executive Order signed by Governor Janet Napolitano in 2005.



The order created the Arizona Rides Council which worked on coordination activities until its sunset at the end of 2008. The council and related activities were hosted by the Arizona Department of Transportation (ADOT). ADOT's continuing coordination activities will be discussed in more detail later in the plan.

Section 5310

Started in 1975, the Elderly Individuals and Individuals



Federal programs are designed to support the transportation needs of older adults, people with disabilities and those with low income.

with Disabilities Transportation Program, or Section 5310, is a capital award program offering vans, related equipment and limited mobility management funds. The goal is to improve mobility for older adults and people with disabilities. Nonprofit agencies, public organizations in the absence of nonprofit agencies, and tribal governments or related agencies are eligible to apply. In this region, roughly 20 agencies receive awards in the sum of \$1 million each year. More than \$3 million comes into the state annually.

The awards may support a wide range of trips, including medical appointments, education, training, and nutrition, and other activities such as shopping. The vehicles' primary use, or the majority of the trips, must be to transport people and not deliver items such as meals. The target population is anyone over the age of 60 or people of any age with a disability. Recent changes to the program include the award of mobility management grants as noted earlier, the requirement to comply with local coordination plans, and the decrease of the agency match required. The federal match rate has been increased from 80 percent to 90 percent to make the program more affordable in difficult financial times. Participating agencies now pay 10 percent match in addition to the administrative fees. Section 5311 offers a similar program in the rural areas of the state.

Section 5316

Job Access and Reverse Commute (JARC), or Section 5316, strives to meet the transportation needs of low-income workers, or improving access to jobs. Many entry level jobs offer differential pay for working a second or third shift which may not coincide with transit schedules. This increase in pay, combined with transportation, can be a powerful tool in ending poverty. The reverse commute goal of the program is fulfilled by transporting low-income workers from more affordable housing in the central core to new employment opportunities in suburban areas. All individuals served must be at 150 percent of the federal poverty level or less. For a family of four, this means earning \$21,200 a year or less.

JARC, like Section 5310, is a competitive grant program. In the past, JARC was awarded on a discretionary basis. The last reauthorization of SAFETEA-LU changed this grant into a formula program with 60 percent of funds allocated to areas with populations of 200,000 or more. Twenty percent is allocated to areas with fewer than 200,000 people with the balance going to non-urbanized areas. Under this formula, the MAG region receives more than \$1.4 million each year. This funding supports a variety of programs such as transit voucher programs, late-night and weekend service, and shuttles to work. All projects must demonstrate compliance with the regional coordination plan.



Section 5317

New Freedom, or Section 5317, is the newest of the three grant programs affected by the coordination requirement. Created in 2005, this program spurs agencies to go beyond the Americans with Disabilities Act of 1990. This includes travel training programs for people with disabilities, and innovative programs like utilizing volunteers to transport the target population. While this is the newest program, it is also the smallest of the three programs with just more than \$800,000 coming into the region. The funds are allocated according to the same formula distribution as JARC funds.



Roles

Many diverse stakeholders are vital to the success of these coordination efforts. The participant list identifies the organizations that have helped to implement the previous plans and to develop this plan update. In addition, new partners like the Virginia G. Piper Charitable Trust have helped launch initiatives like the Transportation Ambassador Program. Other agencies like the Arizona Department of Economic Security (DES) and programs like the Arizona Health Care Cost Containment System (AHCCCS) are encouraged participants at the federal level and valuable resources at the regional level.

The coordination activities center around three primary partners. These include the Maricopa Association of

Governments (MAG), the Arizona Department of Transportation (ADOT), and the City of Phoenix. The following is a description of the partners' roles and related responsibilities.

MAG

In June 2006, the MAG Regional Council approved MAG to develop the coordination plans in response to the new SAFETEA-LU regulations. This new focus reinforced feedback gathered from local focus groups in 2005 that residents wanted more coordination among agencies in order to enhance service delivery. Efforts were already underway to survey regional human services transportation providers. This effort analyzed elements like the type of service provided, eligibility requirements, geographic area served, and financing. The survey indicated that more than nine million vehicle miles are provided each year by non-profit, public and for-profit organizations.

Since this initial work, MAG has developed and supported the implementation of two plans prior to the current update. The first plan in 2007 focused on establishing a good communication foundation to augment more intensive strategies to come in the future.

The plan may be accessed here:

<http://www.mag.maricopa.gov/detail.cms?item=7467>.



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The second plan, released in 2008, promoted strategies to help standardize operations, thus putting agencies in a better position to coordinate with each other. Progress will be reported on each of the strategies later in this document. The full plan may be accessed here: <http://www.mag.maricopa.gov/detail.cms?item=8111>.

Partners, the public, and the people affected by the planning process are actively engaged at each step. Hundreds of people have shared their experiences and insights. This feedback carries significant weight as all projects competing for funding from Section 5310, 5316 and 5317 must be in compliance with these plans.

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 evaluates the applicants and develops a priority listing of projects. Once the MAG Regional Council has taken action, the list is forwarded to ADOT.



ADOT
ADOT coordinates statewide coordination activities and supports regional efforts. The latter is achieved in part by providing funding to MAG for coordination planning activities. ADOT is also responsible for apply-

ing for Section 5310 and 5311 funding from the Federal Transit Administration. MAG's priority listing of applicants is part of this application. Per federal regulation, any projects included in ADOT's application to the FTA must be in compliance with MAG's coordination plans. Once the awards are received, they contract with the agencies awarded through these funding sources and monitor their compliance throughout the term of the grant or the life of the vehicle.

In addition, the Governor appointed ADOT as the designated recipient for the rural Section 5316 and 5317 applicants within this region and in the rest of the state. The application process for the areas considered to be rural in this region used to be administered separately from the urban area applications. Now, the City of Phoenix coordinates with ADOT to administer the two applications together. Training for applicants is offered with the Section 5310 training offered by MAG. The same panel evaluates both rural and urban 5316 and 5317 applications.

City of Phoenix

The City of Phoenix is a critical partner in the coordination planning process. Historically, it has been the designated recipient for JARC funding for the urban areas in the region. When New Freedom





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funding became available, Governor Napolitano appointed the City to become the designated recipient for this new funding source as well. The City has combined their 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 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. Such partners facilitated a successful implementation of the 2008 Plan as the next section will illustrate.



Progress on the 2008 Plan

The first plan published in 2007 laid the foundation for successful coordination activity by improving communication among the nonprofit agencies, transportation agencies and the general public. This success also fueled the effective implementation of the second plan published in 2008. Progress was made on the five goals as follows:



1. Transportation Ambassador Program

Outcome measure: This program will connect people from the community with standardized travel training, sensitivity training, and information about human services transportation resources. Ambassadors will be kept current through monthly e-mails, quarterly sub-regional meetings and an annual regional meeting to celebrate the efforts of the ambassadors. Pending the acquisition of funding, incentives such as free bus passes will be given to the volunteers as incentives for participation in the program.

Progress: This program has been made possible through the generous sponsorship of the Virginia G. Piper Charitable Trust. Funding from the Federal Transit Administration has assisted with the implementation of this project as well. To date, two of the quarterly meetings have been held. Although the program year is only

half over, 75 out of the projected 100 participants have attended the meetings. Thanks to a survey administered to stakeholders as the program was launching, the meetings have offered trainings and information relevant to human services transportation stakeholders. Such topics have included how to create sustainable programs, sensitivity training, and transit updates. A monthly newsletter keeps all participants connected and informed about changes that impact them.

2. Standardized Driver Training

Outcome measure: Drivers from nonprofit and for-profit agencies, whether volunteers or paid staff, will have the opportunity to complete free online trainings for a certificate of completion. The training will address key areas that will enhance the quality of service people receive. This will include client transfer and handling, especially in wheel chairs.

Progress: The Arizona Department of Transportation (ADOT) has expanded their training program to include free online driver training. The new training will launch in Spring 2009. All stakeholders will be able to access the training at no charge. Trainings that require more hands-on-instruction like client transfers in wheelchairs will be addressed more effectively by increasing the number of in-person trainings throughout the year. ADOT has arranged for this increase to be available statewide.



3. Standardized Coordination Policies

Outcome measure: Templates for standardized policies about coordination will be developed and made available to agencies providing human services transportation programs. Different requirements from funders will be taken into account when developing the templates. Feedback from the agencies affected, ADOT, and community partners will be used to develop the templates. Agencies receiving funding Sections 5310, 5316 or 5317 will be required to have a coordination policy using the templates as a guide.



Progress: The coordination policy template has been completed and distributed. It was developed with feedback from stakeholders and addresses the fundamental elements that will facilitate better coordination among agencies. The Sections 5310, 5316 and 5317 applications and/or evaluation panels will all address the implementation of the coordination policies with the applicants in 2009. In 2010, the applicants will be evaluated on the success of the implementation. The sample human services coordination policy is included as an attachment at the end of this report.

4. Need and Demographic Tracking

Outcome measure: The online directory for human services transportation resources is being implemented by AZ211. In order to offer the most appropriate

information about resources, the system will also inquire about a person's demographics such as age, income, level of assistance needed, disability status and residence. Instruction on how to use the directory will be provided on the Web site, to all ambassadors, and to the general public through AZ211's outreach efforts. In addition, the system will track the unmet needs of the user by asking if the resources presented met the user's needs. If the resources are not appropriate, the system will track reasons such as lack of availability or outside the service delivery area and ineligible. The data gleaned will be tracked, reported and used to assess gaps and to develop new programs. As AZ211 expands its service to include a call center, there will be additional support available. The system will be marketed through mainstream venues such as community cable stations, the network of human services and transportation providers and MAG member agencies.



Progress: State funding for AZ211 has been completely eliminated. This goal is not attainable as planned. MAG will continue to keep an accurate inventory of services available in the region and to make this available to the public.



Valley Metro provided training about transit and paratransit services.

5. Travel Training for Older Adults and People with Disabilities

Outcome measure: Free, standardized travel training will be provided to assist people in using public transit options. Training is currently available to older adults through a variety of sources, including, but not limited to, regional entities like Valley Metro/RPTA, statewide agencies such as the Arizona Department of Economic Security's Rehabilitation Services Administration, and municipalities like the City of Glendale. This strategy supports the expansion of Valley Metro's new travel training program for people with disabilities, including people with visual impairments, as supported by a Section 5317 grant. As available, the training will be given by certified orientation mobility instructors. People with disabilities may be used to mentor those receiving the travel training, but will not serve as instructors unless they are certified. Emphasis in the training will be placed on helping people use the bus, or the fixed route system. Awareness will also be raised about alternative options such as deviated fixed route services which are buses that deviate their route to pick up people at their residence within a limited geographic area from the fixed route service. If these options do not meet the needs of people receiving the training, then paratransit options will be presented. If the person is Americans with Disability Act eligible, then they will be assisted to apply for services and benefits.

Progress: Valley Metro/RPTA has expanded its travel training program for older adults and added a program for people with disabilities. These programs were made available with section 5317 grants. Trainings are offered by instructors with peer mentors as available. Training participants receive information about transit and paratransit services. People who may be eligible for the Americans with Disabilities Act are given information to apply for appropriate benefits. To date, 44 presentations to 630 older adults and 26 field trips with 116 older adults have been offered.



The next section will offer demographics of the people impacted by the implementation of these goals.



Demographics

Demographics play an important role in determining the strategies with the most potential to make an impact. A good analysis of the data can result in goals being better informed and more responsive to the nuances of the region. For example, many consider Arizona to be a retiree state. The data indicate that the average age of residents in this region is actually younger than the national average at 33.7 years. The 2007 American Community Survey also reports the region's households to be slightly larger and more affluent than the national average. That being said, there are many older adults, people with disabilities and people with low incomes in this region who need better access to human services transportation.

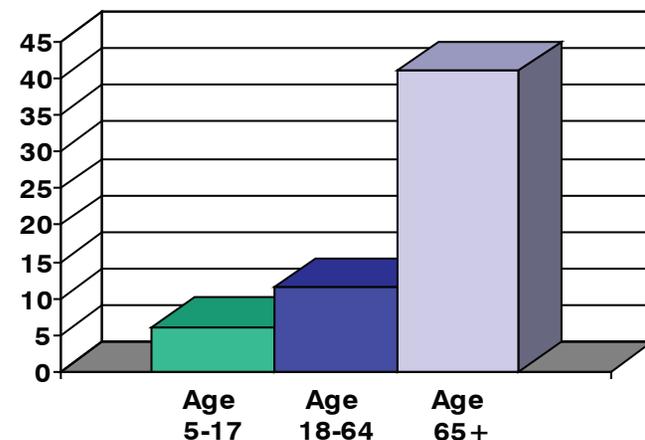
Overall, there are 3.7 million people in this region according to the 2007 American Community Survey. This figure has burgeoned after years of rapid population growth. MAG socioeconomic projections indicate that the population will continue to increase, and by the year 2020, there will be five million people living here. By 2030, that figure is estimated to increase to more than six million people. Everything happens according to scale, so these projected population increases dramatically affect coordination planning. As numbers increase, the diversity of need and the complexity of ser-

vice delivery increase as well. The following represents a glimpse of the demographics shared by older adults, people with disabilities and people with low incomes.

Older Adults

Of the region's population, 15 percent are age 60 and older. This number is estimated to increase to 26 percent by the year 2020. While today's older adults are healthier and can expect to live longer, challenges remain. Given the current economic climate, many are seeing their savings vanish, and as a result, will need to work longer than expected. This may increase needs for transportation as their need to work outlasts their ability to drive safely. The chart below indicates the percentage of people who experience disabilities in three distinct age ranges. As illustrated, the rate

Rate of Disabilities by Age in the MAG region



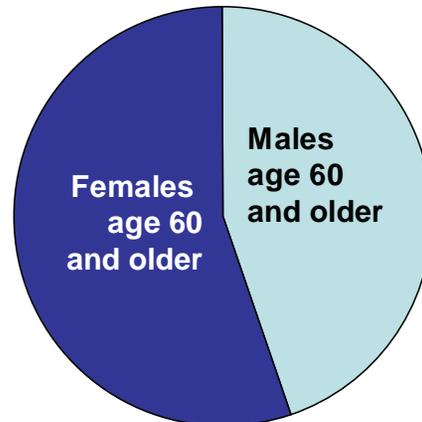


of disabilities increases steadily as people age. Five percent of youth under the age of 17 years old experience disabilities, compared to more than 40 percent of people age 65 and more.

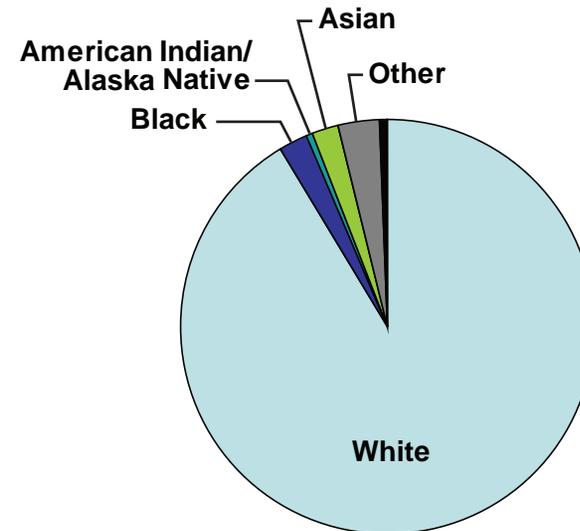
Longer life expectancy, increasing disability rates, and the need for income all affect transportation. In addition, the time after retirement is increasingly viewed as time for a second career even when income is not an issue. Older adults are demanding more from their golden years. Mobility is one essential tool to ensure they can maintain an active lifestyle. The following charts report basic demographics data as reported by the 2007 American Community Survey on people in this region age 60 and older. To view the complete demographic table, please refer to **Attachment C**.



Gender of people age 60 and older in the MAG region



Race of people age 60 and older in the MAG region



People with Disabilities

While older adults represent the majority of those with a disability, people of any age may be born with or incur a disability. A disability may be defined both within the context of the person’s level of ability, as well as by society’s ability to accommodate their needs. Sociologist Irving Zola defined disability as representing a set of characteristics everyone at various ages shares to varying degrees. The human services transportation solutions identified for people with disabilities often benefit all people by making transportation more accessible for everyone.



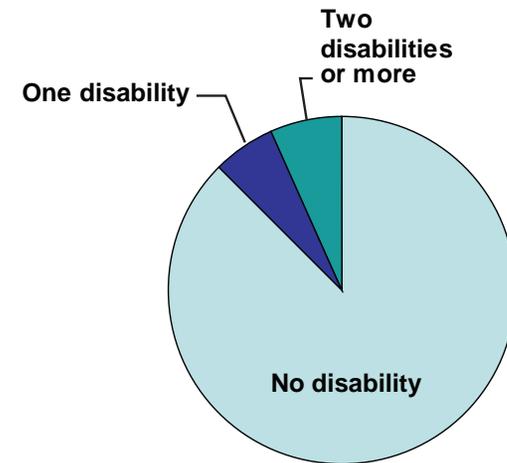
Disabilities include physical limitations, cognitive impairments, and visual impairments. A developmental disability is defined in the State of Arizona as a severe chronic disability; attributable to mental retardation, cerebral palsy, epilepsy or autism; manifests before the age of 18; is likely to continue indefinitely; and results in substantial functional limitations. Any kind of disability has the potential to limit access to transportation depending upon the level of support available through the community. Travel training, for example, is meant to increase access by increasing knowledge and confidence.

Having access to transportation is not just a mobility issue. It is an economic issue. The longer people can maintain their mobility, the more self-sufficient they will be. This makes it more likely that people can remain in their homes. Out-of-home care such as nursing homes is extremely expensive and may cost as much as \$47,200 a year per person. This cost is often transferred to society when the individual cannot afford the care. This is especially problematic for people with disabilities who are overrepresented in the low-income population as shown in the second chart to the right. Keeping people mobile not only maintains their lifestyle, it is more cost effective for the region.

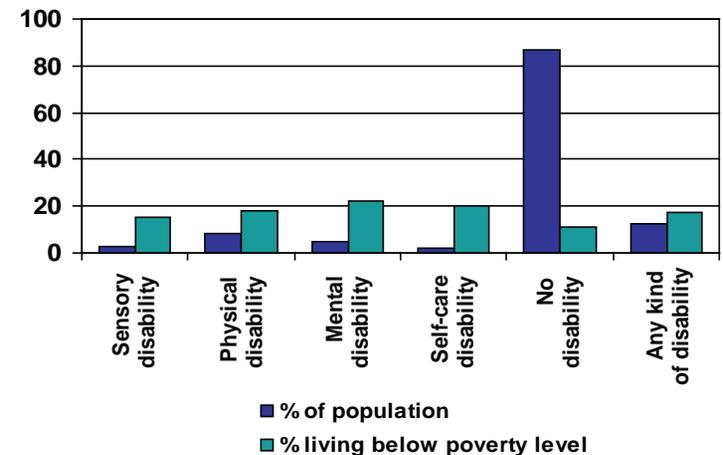
The following charts offer basic demographic data for people with disabilities as reported by the 2007

American Community Survey. To view the full demographic table, please refer to **Attachment D**.

Percentage of people with no disability, one disability, and two or more disabilities in the MAG region



Percentage of people with disabilities living in poverty





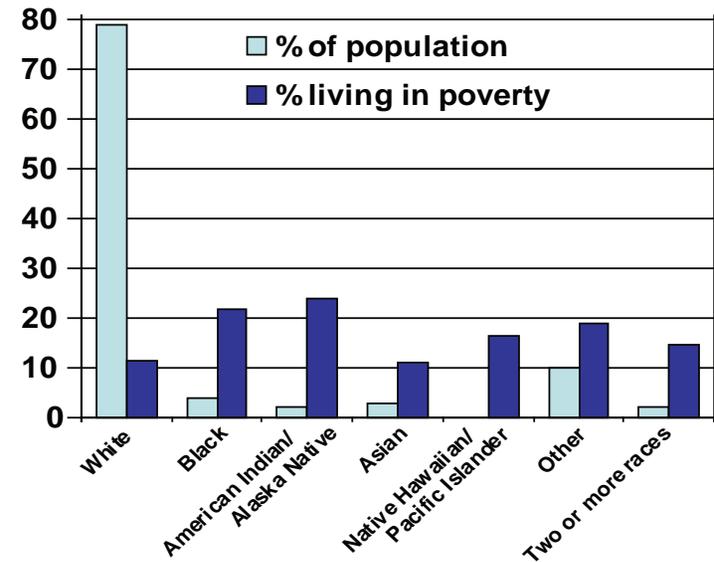
People with Low Incomes

Income affects access to a variety of resources, including transportation. Low-income people are more likely to utilize transit services. They are also more likely to work second or third shifts when transit services are not available. Low-income people out of necessity will live in more affordable housing that may not be located near employment centers. Federal grants like Job Access and Reverse Commute (JARC) were developed specifically to address these needs. As with people who have disabilities, it is more cost effective to offer people with low incomes access to transportation so they may maintain their self-sufficiency instead of resorting to state sponsored health care and financial assistance.

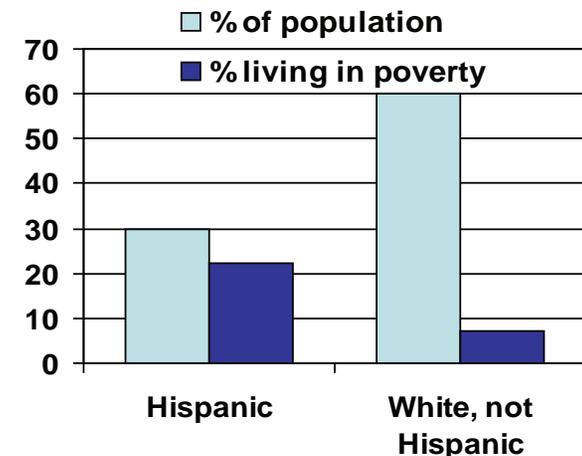
The 2007 American Community Survey reports 12.8 percent of people in the region live below the poverty level. The charts to the right illustrate the overrepresentation of minorities in the percentage of low income people in this region. To view the complete demographic table, please refer to **Attachment E**. Please note for the first chart that Hispanic origin is an ethnicity that may be included with any race.

The human services transportation solutions developed for these target populations will be universally beneficial for everyone. The region will be stronger as a result. The next section will examine the gaps that impair access to transportation.

Percentage of Race and Population Living in Poverty



Percentage of Hispanic or White Origin Living in Poverty





Gaps Analysis

There are 120 nonprofit, profit and public programs that provide human services transportation in this region. The issue is not coverage necessarily, but capacity and coordination. Lack of capacity occurs when services are insufficient to meet the needs. Lack of coordination exists when one agency has vans but no one to drive them and another has drivers, but no vans. These are not uncommon occurrences in the region. The strategies outlined in the next section will maximize the current capacity of the system in order to increase effectiveness and provide more rides for more people at less cost.

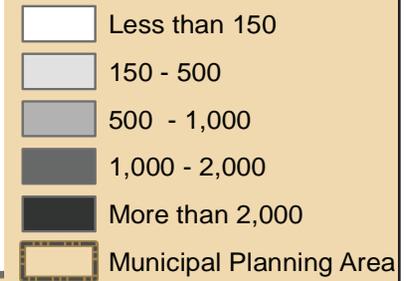
This section will reflect the gaps that exist in the region by demographic, geographic area, and service. The following maps indicate the concentrations of these target groups with the bus routes overlaid. The data for the maps were derived from the 2000 Census. There has been considerable growth since that time, especially in the outlying areas. The maps offer a perspective on the trends, but do not reflect the current scale.



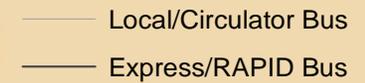
Concentration of Population Over Age 60

(Year 2000 Census)
Maricopa Region, Arizona

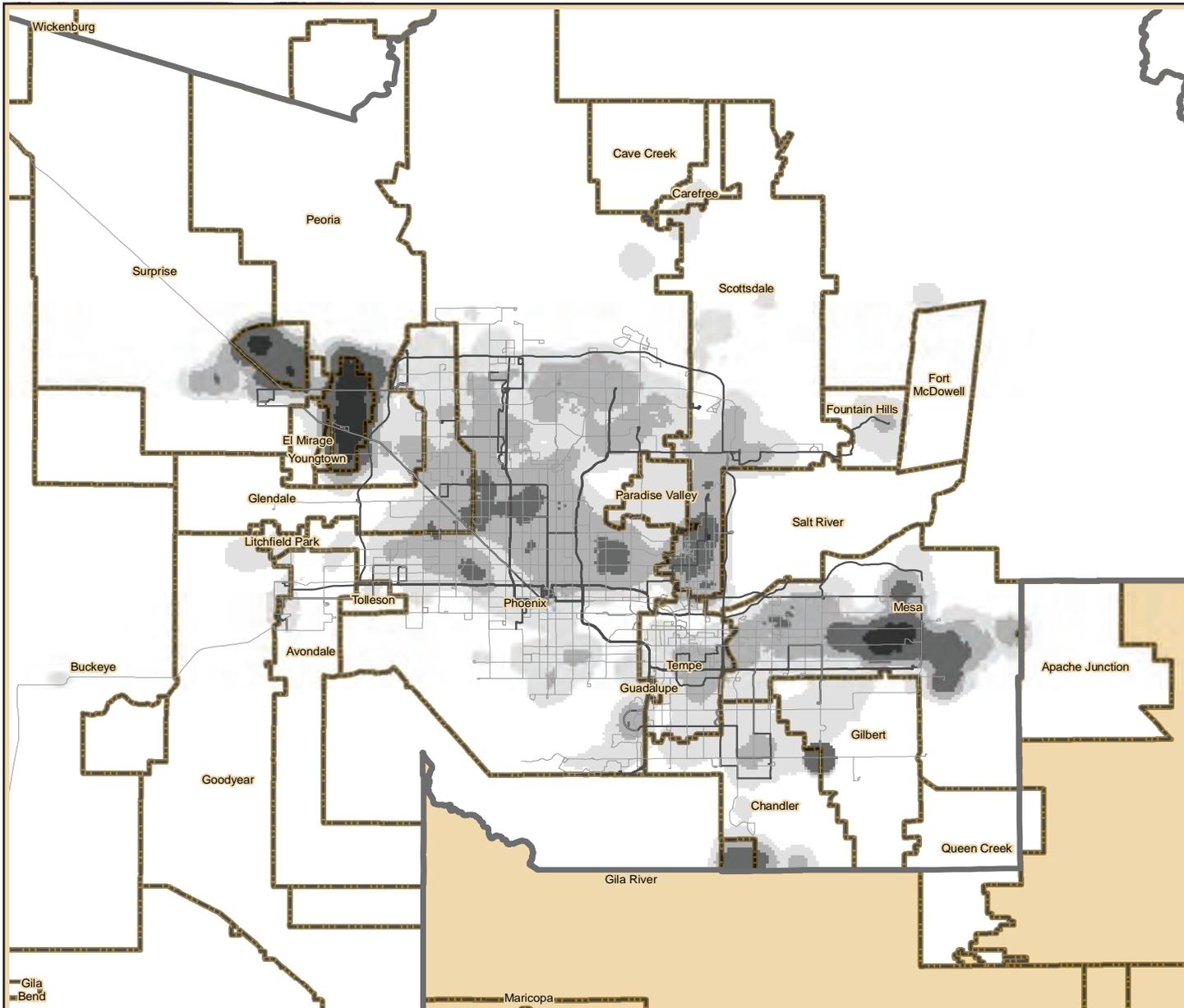
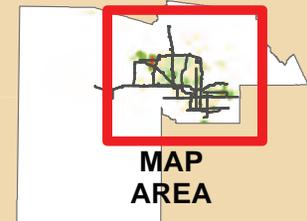
Population Age 60+ Per Square Mile*



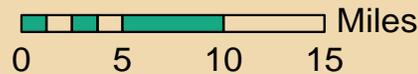
Bus Routes



**Number of persons age 60 and over per square mile, averaged across a one mile radius.*



Source: 2000 Census
Map Prepared by Maricopa Association of Governments



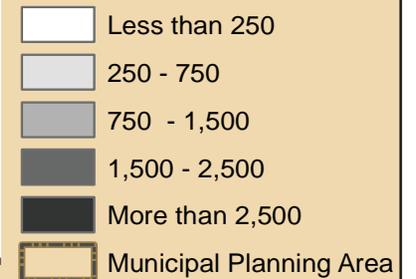
January 2009

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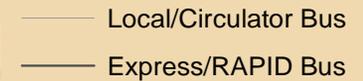
Concentration of Population Age 5 and Over With Disability

(Year 2000 Census)
Maricopa Region, Arizona

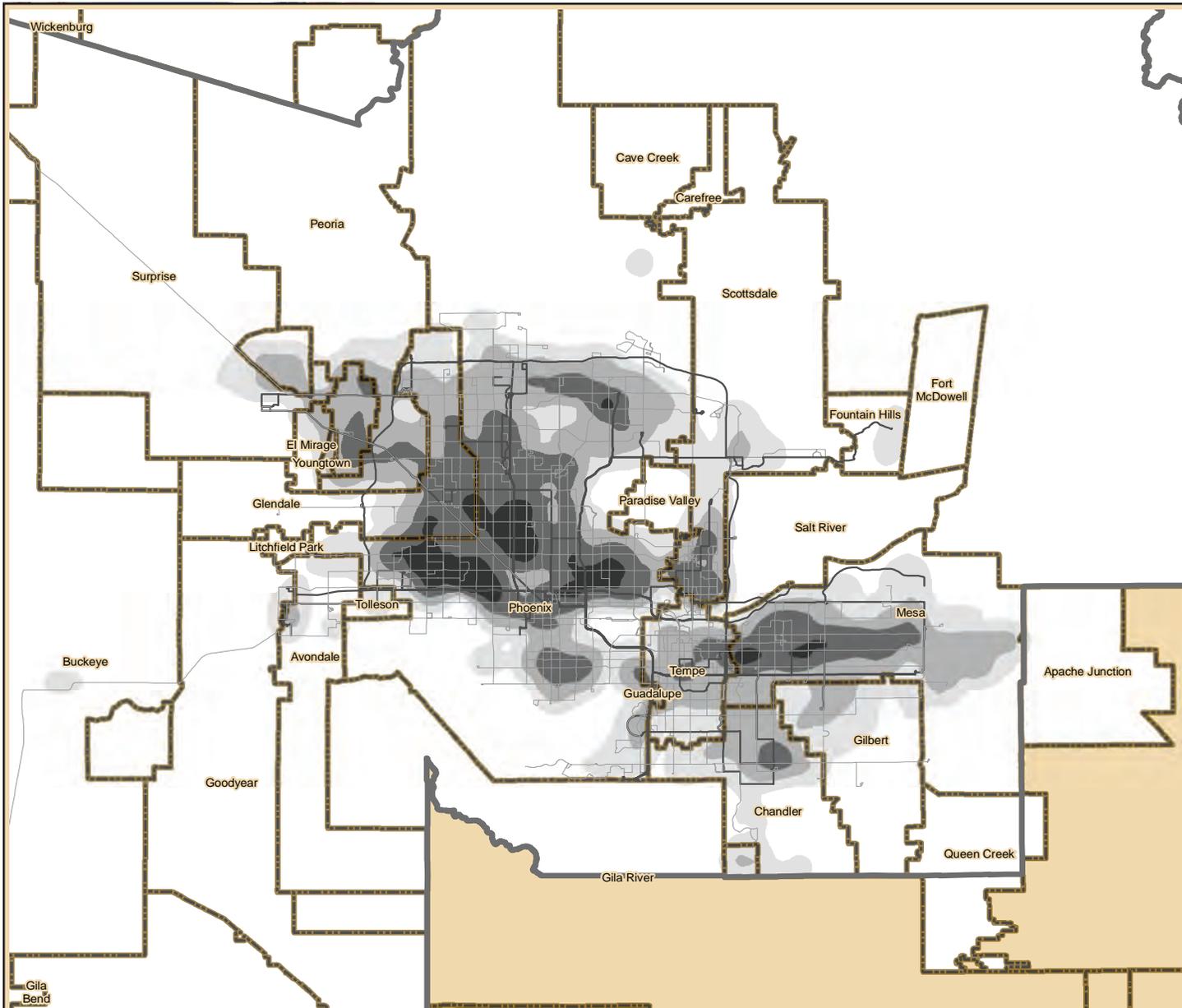
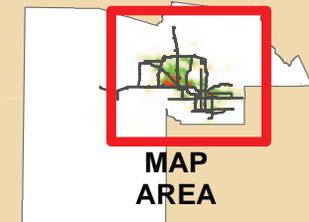
Population Age 5+ With Disability Per Square Mile*



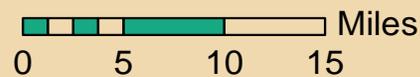
Bus Routes



**Number of persons (age 5 and over with disability) per square mile, averaged across a one mile radius.*



Source: 2000 Census
Map Prepared by Maricopa Association of Governments
January 2009

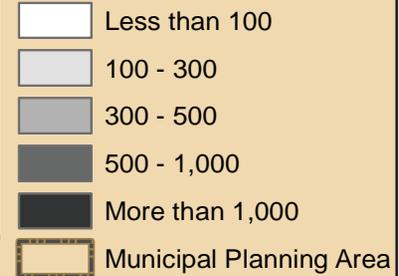


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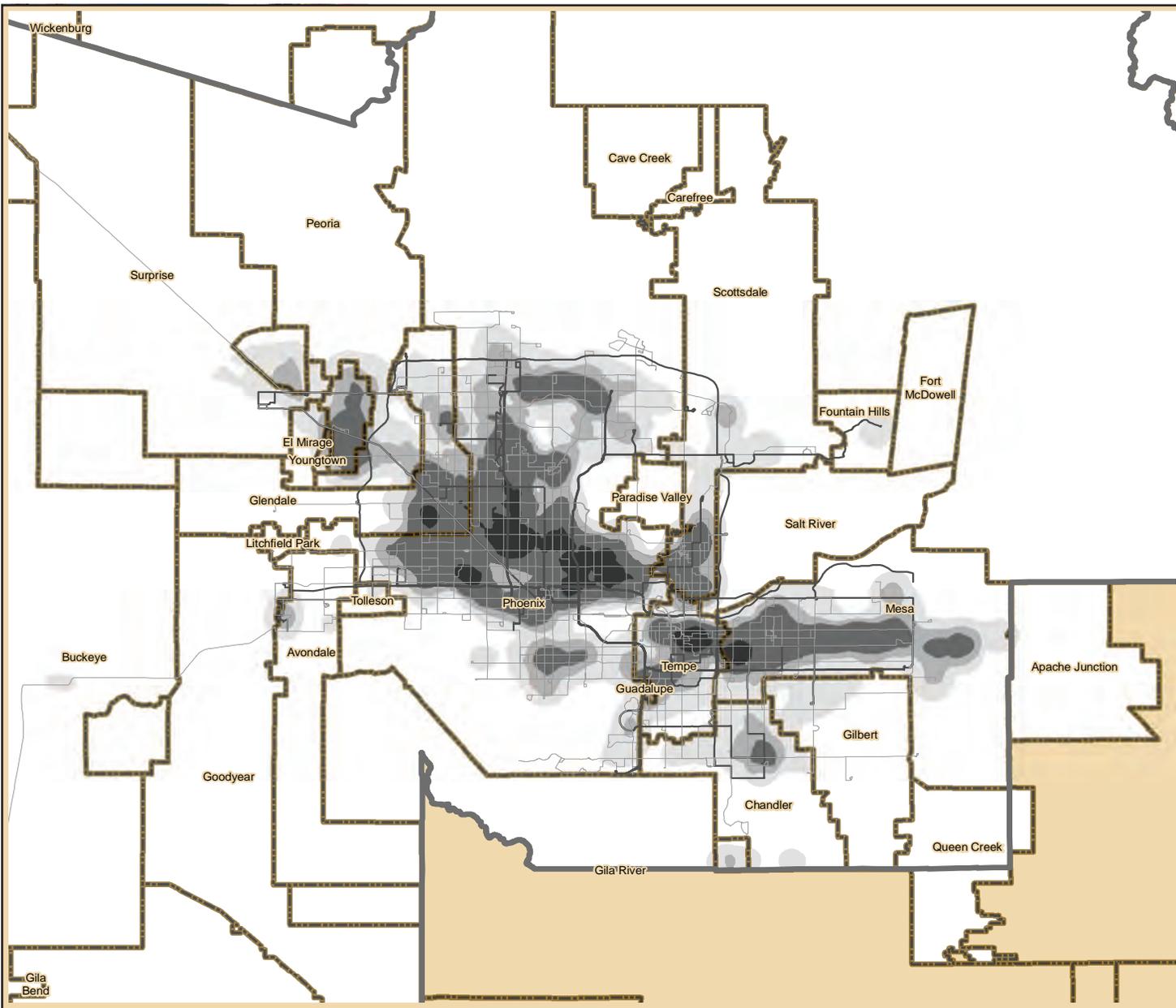
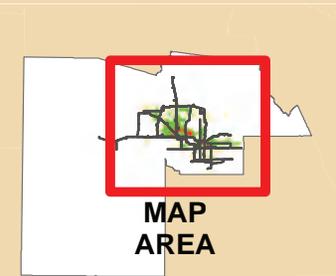
Concentration of Households With Income Less than \$25,000

(Year 2000 Census)
Maricopa Region, Arizona

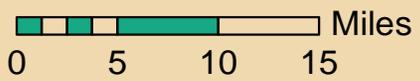
Households with Income < 25K Per Square Mile*



**Number of households (with income less than \$25,000) per square mile, averaged across a one mile radius.*



Source: 2000 Census
Map Prepared by Maricopa Association of Governments



January 2009

G:\Dev\Maps\Census2000\January_2009\PovertyConc.mxd



Gaps by Demographic Status

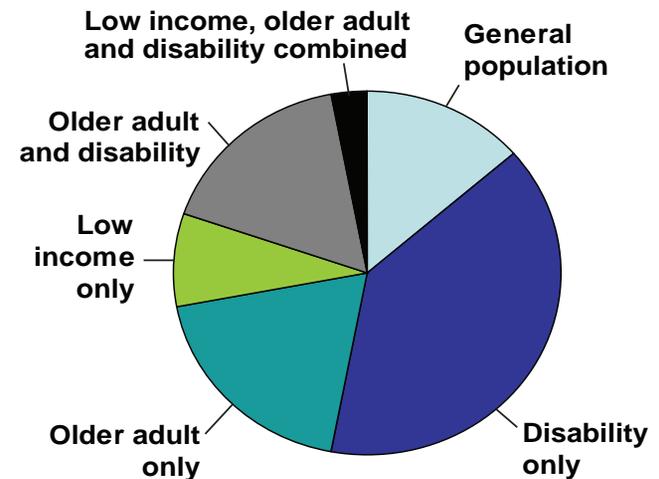
Stakeholders report gaps for all three target populations of older adults, people with disabilities, and people with low incomes. Thirteen percent of the human services transportation agencies reporting a target population indicate that they serve the general population. The remaining agencies restrict eligibility per the agency’s mission or in deference to funding requirements. The majority serves people with disabilities exclusively (38 percent). Programs serving older adults total 18 percent. Agencies transporting low-income people, including those homeless or runaways, come to a mere eight percent. An additional three percent serve all three populations concurrently. Sixteen percent serve both older adults and people with disabilities combined.

These figures, however, do not take into account the capacity of the agencies providing the service. Maricopa County Work Links program, for example, exclusively transports low-income workers. In FY 2007, it provided more than 83,000 rides to more than 1,240 people. This is a substantial and important service. Limited funding jeopardizes the sustainability of this program. If this service is discontinued, low-income people will lose an important part of their support system.

Even if this service can be maintained, more transportation is needed for low-income workers. This

will be more critical as the economy continues to lag and more people fall into the low-income category. Proposed increases to the bus fare may make public transit less of an option for those struggling to survive.

The chart below depicts the populations served with human services transportation programs in this region.



Gaps by Geographic Area

Of the agencies providing human services transportation, nearly 40 percent serve the entire region if not the state. Thirteen percent serve the City of Phoenix exclusively. Roughly equal proportions serve the East Valley (21 percent) and West Valley (20 percent). When delving further into the West Valley programs however, disparities surface. Of the 20 percent that serve the



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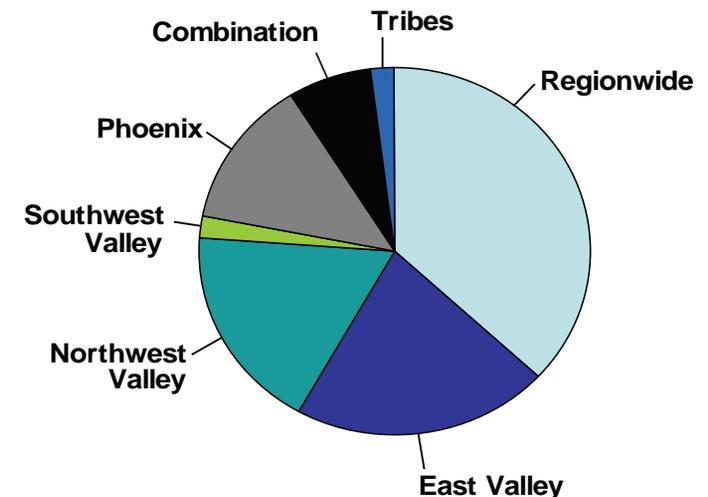
West Valley, only two percent work in the Southwest Valley while 18 percent serve the Northwest Valley. Programs serving tribes exclusively total two percent. The balance of the programs (seven percent) serve a combination of sub-regions, usually including Phoenix and either West Valley or East Valley communities.

It is important to note the environment in different parts of the region. Transit may not always be as available in the West Valley as it is in the East Valley and in Phoenix. As a result, some communities in this area have attempted other solutions like taxi voucher programs. This seemed promising until one West Valley city could not find any taxi companies willing to send cabs out to the West Valley due to the downtime spent traveling from Phoenix or the East Valley.

This leaves a portion of the population in need without adequate access to resources. Nearly half of all new residents expected to move to this region, about 600,000 people, are projected to live west of Phoenix. Some West Valley communities have much higher proportions of people deeply affected by human services transportation. In Youngtown, for example, more than 50 percent are age 65 or older and 40 percent of residents have a disability. This is much higher than the regional average of 15 percent and 12.5 percent respectively.

County islands exist throughout the region. These are unincorporated areas embedded within other municipalities. Stakeholders have indicated it can be difficult to obtain services within these islands. Coordination among the incorporated areas can be difficult as well, especially with paratransit programs. Americans with Disabilities (ADA) paratransit programs, or demand response transportation usually provided with vans, are required within three quarters of a mile from a fixed public transit route, such as bus or light rail. Transfers between paratransit programs become even more complex with other counties and communities contiguous to this region.

The chart below illustrates where agencies provide service throughout the region.





Gaps by Service

Budget constraints have recently necessitated hours of public transit service to become more limited. The decision to eliminate some runs before 5:00 a.m. and after 10:00 p.m. was made because only two percent of riders would be affected. Many public and nonprofit agencies do not operate late night service. Some for-profit agencies may offer this service, but their fees are usually more expensive. Opportunities have been identified to make improvements that would entice more people to use the bus. Stakeholders report that some shade structures and benches at bus stops have been removed in response to safety concerns. It may be believed that shade and benches encourage undesirable people not using the bus to linger at the stop. Without the shade and benches though, potential riders may be less likely to use the bus. This is a serious issue for those whose medication makes them more prone to serious sunburn, or for those weakened by medical treatments like dialysis. Well-maintained sidewalks will also encourage bicycle and pedestrian traffic to bus stops. The ability to leave vehicles overnight in park-and-ride lots would also help people working a third shift to take the bus.

Stakeholders have indicated a need for more door-to-door services, especially in the outlying areas of the region. People will often wait in their homes until

their ride arrives. If the driver does not come to the door, the person misses their ride and the agency is less likely to return to the house. This is especially a concern in the outlying areas. Some people may also need more assistance and may not be able to get to the curb by themselves.

This gaps analysis indicates support for all human services transportation programs throughout the region, while people with low incomes in the Southwest Valley represent a particular gap. Expanded bus routes and late night transportation may help to meet this need when possible.





Model of Useful Coordination Practice: Wickenburg

Gaps in transportation services do exist, as illustrated by the previous section. Throughout the region however, people are developing innovative solutions to resolve these gaps and make transportation accessible to all. The Wickenburg coordination project is one example of the useful coordination practices that have been implemented. The following article appeared in the MAG agency newsletter.

Quality of life maintained for Wickenburg residents

It has been said that through crisis situations new opportunities can arise. This has been proven true by the coordination effort taken on by the Town of Wickenburg. When a group of dialysis patients in their mid-eighties from Wickenburg suddenly found themselves without transportation to their dialysis treatment, something had to be done. The Town of Wickenburg currently has no dialysis center and the patients, who need dialysis three days a week, had been transported regularly to their treatments in Sun City. Funding shortfalls forced the agency that had been providing their transportation to discontinue the service. This left the Wickenburg residents without transportation to their lifeline.

“If you don’t get your dialysis you don’t live. It’s that

simple,” said Pauline Hipp, one of the patients left without transportation when the original van service ended. Pauline says her husband used to take her on the 80-mile round trip from Wickenburg to the Desert Dialysis Center in Sun City, but he passed away. When the transportation service suddenly ended, Pauline said it became a monumental struggle.

Another Wickenburg resident Russ Greene said he was forced to use his Social Security checks to pay for private transportation twice a week. The third day his son-in-law makes the trip. “We’ve made it, but it’s still hard. My son-in-law has to take off once a week and loses \$120 by doing that, because he’s still working,” said Greene. “So that’s hard on his part. Each one of us tries to get a ride, and it’s quite a hardship on us,” he said.

The six older adults in Wickenburg have peace of mind now that they have reliable transportation to their dialysis appointments, thanks to a new collaboration among the public and private sector that provides a new van service for the patients.

“All of the older adults were very concerned, but no one had a solution,” said Wickenburg Town Manager Gary Edwards. “For a short time, they were able to arrange their own transportation, but these were not long-term, consistent solutions. Fortunately, that’s



Maricopa Association of Governments Human Services Coordination Transportation Plan – 2009 Update

when MAG stepped in to help find a solution,” he said.

When the Arizona Kidney Foundation and the dialysis center serving the Wickenburg residents called MAG with news of the situation, MAG began looking for alternatives. After weeks of brainstorming and numerous phone calls, a workable plan finally evolved. Valley Metro donated a van and free driver training for volunteers. The Town of Wickenburg committed to subsidize the service by paying for the gas, insurance and maintenance within a budget. The Area Agency on Aging agreed to be the host agency for the van. Pat Campbell, the social worker at the Desert Dialysis Center, a for-profit company, recruited and organized volunteers.

The Desert Dialysis Center’s agreed upon responsibility will be to recruit and schedule training for the volunteers. Organize a schedule for the volunteers that are responsive to the needs of all Wickenburg residents needing transportation to their dialysis appointments. Schedule follow-up training as needed and ensure the volunteers keep the van clean, full of fuel and in good working order. Notify the Area Agency on Aging when the van needs maintenance.

Town Manager Gary Edwards was astounded and gratified by the partnerships that made the coordination possible. “This innovative arrangement helps to

meet a critical need. Not one of the partners could have done this alone. This is a great example of how the combined resources and ingenuity of many can outperform the talents of a few.”

Cooperative Efforts Save Dialysis Patients

Six older adults in Wickenburg have peace of mind now that they have reliable transportation to their dialysis appointments, thanks to a new collaboration among the public and private sectors that will soon provide a new van service for the patients.

The residents, all of whom are in their mid-eighties, live in Wickenburg, where currently there is no dialysis center. The patients, who need dialysis three days a week, had been transported regularly to their treatments in Sun City, until funding shortfalls forced the agency that had been providing their transportation to discontinue the service. This left the Wickenburg residents without transportation to their lifeline.

“If you don’t get your dialysis you don’t live. It’s that simple,” said Pauline Hipp, one of the patients left without transportation three months ago when the original van service ended. Pauline says her husband used to take her on the 80-mile round trip from Wickenburg to the Desert Dialysis Center in Sun City, but he passed away in December. When the transportation service suddenly ended in April, Pauline said it became a monumental struggle.

“You only have so many friends that are willing to take a day off and come down. We need the bus. The best solution would

be a center there (in Wickenburg), but until that happens, which may be never, we need to have transportation.”

Wickenburg resident Russ Greene said he has been forced to use his Social Security checks to pay for private transportation twice a week. The third day his son-in-law makes the trip.

“We’ve made it, but it’s still hard. My son-in-law has to take off once a week and loses \$120 by doing that, because he’s still working,” said Greene. “So that’s hard on his part. Each one of us tries to get a ride, and it’s quite a hardship on us,” he said.

“It used to be easier for us to come over here,” added Eva Sierra, another Wickenburg patient. “I’m 85 years old already—and I’m looking to live a little bit longer. We had a van before, and we knew for sure we were going to be here with the van. Now that we don’t have it, we are always having to look for volunteers to take us or get help from someone else, because we can’t get here by ourselves,” she said.

“All of the older adults were very concerned, but no one had a solution,” said Wickenburg Town Manager Gary Edwards. “For a short time, they were able to arrange their own transportation, but these were not long-term, consistent options. Fortunately, that’s when MAG stepped in to help find a solution,” he said.

When the Arizona Kidney Foundation and the dialysis center serving the Wickenburg residents called MAG with news of the situation, MAG began looking for alternatives. After weeks of brainstorming and numerous phone calls, a workable plan finally evolved. Valley Metro donated a van and free driver training for volunteers. The Town of Wickenburg committed to subsidizing the service by paying for the gas, insurance and maintenance within a budget. The Area Agency on Aging agreed to be the host agency for the van. Pat Campbell, the social worker at the Desert Dialysis Center, a for-profit company, recruited and organized volunteers.

“We needed to find a solution, because there are no options,” said Campbell. “This is a matter of life and death—if they did not come here, they would be dead within a matter of days. It is very difficult to find transportation solutions. You’re talking about not only getting them here three times a week but getting them back. I talked to some of the public transportation agencies in town and they didn’t even want to put in a bid. They’re thinking about the wear and tear on their vehicles and the amount of time involved. So fortunately, a solution was found, thanks to MAG and the other partners.”

Town Manager Edwards was gratified by the partnership that made it possible.

“This innovative arrangement helps to meet a critical need. Not one of the partners could have done this alone. This is a great example of how the combined resources and ingenuity of many can outperform the talents of a few.”

August 2008 Page 5

A story about the cooperative transportation coordination efforts in Wickenburg to help elderly dialysis patients was featured in the August 2008 MAG newsletter.



Prioritized Strategies to Address Gaps

The region may benefit from replicating the ingenuity of useful practices like the one described above. The following strategies strive to promote the activities that will have the most positive impact on human services

transportation in this region. Previous plans have focused on communication and standardizing operations. These strategies promote the United We Ride (UWR) goal of providing more rides for the targeted populations for the same or fewer resources (efficiency) by maximizing the capacity of the current system.

Strategy	Description	Lead	Timeline
Shared Vehicles	Maximize resources and reduce unused capacity by rewarding Section 5310 applicants who request shared vehicles.	MAG	FY 2010
Travel Training Inventory	Complete an inventory of travel training programs in the region. The inventory will lead to a better understanding of the availability of programs, better coordination, and the development of new programs to fill gaps in service.	Valley Metro	FY 2010 First Quarter
Match Mechanism	Develop a mechanism for matching agencies with the capacity to offer more trips with agencies needing transportation for their clients as well as people in need from the community.	MAG	FY 2010
Project and UWR Goal Consistency	Encourage and award applicants that have supported the development and implementation of the coordination plans as evidenced by their inclusion in the participant list, as well as those projects that promote the United We Ride goals.	MAG, City of Phoenix and ADOT	FY 2009 & FY 2010 Third Quarters



Conclusion

Even amidst the poor economy, the region's population and diversity will likely increase. The following changes are projected:

- More than one out of four people will be age 60 or older by the year 2020.
- By 2050, nearly half of the total population in this region will be Hispanic.
- From the year 2000 to 2050, the state's population will increase from five million people to 15 million. The majority will live in this region.
- A new megapolitan is forming now connecting the Tucson area, this region, and the Flagstaff area. This region is one of 20 megapolitan areas under study across the country.

These changes in demographics, density and diversity will drive the need to coordinate human services transportation unlike anything that exists now. The region has an opportunity to be proactive and produce solutions before crises. Plans can be developed and practices can be initiated now that will reap dramatic results for years to come. The region is bound only

by the limits of its creativity and conviction to ensure a high quality of life for older adults, people with disabilities, and people with low incomes through coordinated human services transportation.

When stakeholders were first surveyed in 2005 about their willingness to coordinate, many expressed reluctance and even resistance. Now, agencies are coming forward to transport people who are not their clients, to share staff with other agencies, and to establish new partnerships. This region is indebted to the human services transportation providers for their commitment to serving others. Their work keeps people alive, connected and healthy. In the future, the region will continue to honor the providers and the people they serve by making sure no effort, no matter how small, is wasted. Coordination can be the key that unlocks that potential.



Attachment A

Human Services Transportation Coordination Policy

SAMPLE **HUMAN SERVICES TRANSPORTATION** **COORDINATION POLICY**

Definition:

The definition of human services transportation coordination is the sharing of resources to minimize redundancy and gaps; increase the quality and accessibility of services; and to assist agencies in fulfilling their mission.

Background:

Federal transportation SAFETEA-LU legislation requires the creation of locally developed coordination plans as an eligibility requirement for three Federal Transit Administration funding programs. This requirement affects the Elderly Individuals and Individuals with Disabilities Transportation Program, or Section 5310; Job Access and Reverse Commute, or Section 5316; and New Freedom, or Section 5317.

This region has responded to this federal requirement through coordination plans developed by the Maricopa Association of Governments (MAG). The 2008 MAG Human Services Coordination Transportation Plan identified the development of a coordination policy template to assist agencies in working together better. The plan may be accessed at <http://www.mag.maricopa.gov/detail.cms?item=8111>.

Purpose:

The purpose of this policy is to establish a basic

framework for collaboration, cooperation and coordination in the delivery of human services transportation. Through this policy, agencies express their intent to coordinate by sharing resources such as vans, drivers and related equipment. Potential partners for coordination include other agencies or businesses with similar missions; private sector, faith-based or community groups; volunteers; and people from the community in need of human services transportation. Seamless and effective coordination will maximize the resources currently available and provide more rides for the transportation disadvantaged.

Goals:

1. To incorporate the three goals of United We Ride into all coordination efforts. The goals are as follows: to provide more rides for target populations for the same or fewer assets, to simplify access and to increase customer satisfaction.
2. To provide mechanisms for the integration of services provided by community providers to ensure a comprehensive coordinated service delivery system.
3. To maintain the integrity of each human service provider's mission while enhancing specialized support services contributing to that mission.
4. To explore methods that will insure maximum feasible coordination between and among human services agencies receiving federal transportation dollars.



Activities:

1. Actively identify barriers to coordination. Barriers may be found in a range of areas including but not limited to insurance, funding, capacity, and mission. Explore and implement resolutions to barriers as possible.
2. Actively explore opportunities for coordination. This includes a fleet management analysis to identify deadhead, or downtime, of their vehicles and/or drivers. Priority will be given to transporting the agency's own clients and to activities that support the agency's mission. If underutilized capacity is found within the fleet, then actively seek agencies and/or people needing transportation that fit within the geographic, financial, and target population capacity of the agency.
3. Support the development of regionally responsive solutions for successful coordination by sharing barriers and opportunities with MAG for consideration in future Human Services Coordination Transportation Plans. This information will be reflected in the gaps analysis and resources sections of the plans. Strategies to address the barriers and promote the opportunities will be developed and included in the plans. Assistance in matching partners for coordination will be provided by MAG as needed by the agencies.
4. Consider coordination a priority. This includes but is not limited to sharing vehicles, drivers, equipment, and training. The mission of the agency will be held in primary importance with coordination used as an effective tool to support the mission.

The undersigned people agree to implement this policy within relevant programs of the following agency:

_____ Agency

_____ Printed Name Title

_____ Signature Date



Attachment B

Participant List

Many thanks to the following organizations that helped to develop this plan.

Arizona Bridge to Independent Living

Alliance of Arizona Nonprofits

Area Agency on Aging, Region One, Inc.

Arizona Department of Economic Security

Arizona Department of Transportation

Arizona Foundation for the Blind and Visually Impaired

Arizona Government University

Arizona Kidney Foundation

Arizona Recreation Center for the Handicapped (ARCH)

Arizona Spinal Cord Injury Association

Arizona State Hospital

AZ 211

Chandler Gilbert Arc

Child Protective Services

City of Avondale

City of Glendale

City of Goodyear

City of Peoria

City of Phoenix

City of Surprise

City of Tempe

City of Tempe-Pyle Adult Center

D Team Education Fund

DaVita Southwest Kidney Tempe Dialysis

Foothills Caring Corp.

Foundation for Senior Living

Friendship Village

Gila River Indian Community

Granite Valley Dialysis

Hacienda Healthcare

Horizon Human Services

Marc Center of Mesa, Inc.

Maricopa County

Maricopa County Special Transportation Services

Mercy Housing Southwest

Metro Valley

Mountain Vista Dialysis

Native American Community Health Center (Native Health)

Paralyzed Veterans of America

Parsons Brinckerhoff

PPEP Encompass Inc.

San Lucy District

Scottsdale Training and Rehabilitation Services, Inc

Southwest Behavioral Health Services

STAR-Stand Together And Recover

TERROS, Inc

The Arc of Tempe

The Center for Habilitation

Town of Buckeye

Triple R Behavioral Health, Inc.

UMOM - Watkins Overflow Shelter

UMOM New Day Centers

United Cerebral Palsy (UPC) of Central Arizona, Inc.

Valley Metro/RPTA

Valley of the Sun Schools

Village Mesa

Virginia G. Piper Charitable Trust



Attachment C

**2007 American
 Community Survey
 Table on People Age
 60 and Older in
 Maricopa County**

Subject	Total	Margin of Error	60 years and over	Margin of Error
Total Population	3,768,123	*****	569,213	+/-4,153
SEX AND AGE				
Male	50.3%	+/-0.1	44.6%	+/-0.4
Female	49.7%	+/-0.1	55.4%	+/-0.4
Median age (years)	33.6	+/-0.1	70.8	+/-0.2
RACE AND HISPANIC OR LATINO ORIGIN				
One race	97.8%	+/-0.2	99.5%	+/-0.2
White	80.1%	+/-0.5	91.2%	+/-0.4
Black or African American	4.1%	+/-0.1	2.3%	+/-0.1
American Indian and Alaska Native	1.7%	+/-0.1	0.7%	+/-0.1
Asian	2.9%	+/-0.1	1.9%	+/-0.1
Native Hawaiian and Other Pacific Islander	0.2%	+/-0.1	0.0%	+/-0.1
Some other race	8.9%	+/-0.4	3.3%	+/-0.4
Two or more races	2.2%	+/-0.2	0.5%	+/-0.2
Hispanic or Latino origin (of any race)	30.0%	*****	9.5%	+/-0.3
White alone, not Hispanic or Latino	60.2%	+/-0.1	85.1%	+/-0.4
INCOME IN THE PAST 12 MONTHS (IN 2006 INFLATION-ADJUSTED DOLLARS)				
Households	1,322,104	+/-8,389	327,951	+/-4,244
With earnings	81.9%	+/-0.4	41.7%	+/-1.2
Mean earnings (dollars)	71,406	+/-991	53,972	+/-2,695
With Social Security income	24.7%	+/-0.4	80.8%	+/-1.0
Mean Social Security income (dollars)	14,873	+/-192	15,809	+/-191
With Supplemental Security Income	2.5%	+/-0.2	4.1%	+/-0.5
Mean Supplemental Security Income (dollars)	7,864	+/-375	7,436	+/-669
With cash public assistance income	1.5%	+/-0.2	1.0%	+/-0.2
Mean cash public assistance income (dollars)	3,086	+/-366	4,941	+/-1,521
With retirement income	16.1%	+/-0.4	47.7%	+/-1.1
Mean retirement income (dollars)	21,189	+/-777	21,862	+/-985
With Food Stamp benefits	5.2%	+/-0.3	3.0%	+/-0.4
POVERTY STATUS IN THE PAST 12 MONTHS				
Population for whom poverty status is determined	3,721,868	+/-4,904	561,550	+/-4,187



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2007 American
 Community Survey
 Table on People Age
 60 and Older in
 Maricopa County
 (continued)

Subject	Total	Margin of Error	60 years and over	Margin of Error
Below 100 percent of the poverty level	12.5%	+/-0.5	7.4%	+/-0.6
100 to 149 percent of the poverty level	9.1%	+/-0.4	8.0%	+/-0.6
At or above 150 percent of the poverty level	78.4%	+/-0.6	84.6%	+/-0.8
EMPLOYMENT STATUS				
Population 16 years and over	2,844,389	+/-2,964	569,213	+/-4,153
In labor force	66.3%	+/-0.4	22.7%	+/-0.9
Civilian labor force	66.1%	+/-0.4	22.7%	+/-0.9
Employed	63.3%	+/-0.4	22.1%	+/-0.9
Unemployed	2.8%	+/-0.2	0.5%	+/-0.1
Percent of civilian labor force	4.2%	+/-0.3	2.4%	+/-0.6
Armed forces	0.1%	+/-0.1	0.0%	+/-0.1
Not in labor force	33.7%	+/-0.4	77.3%	+/-0.9
DISABILITY STATUS				
Civilian population 5 years and over	3,431,163	+/-991	561,550	+/-4,187
With any disability	12.5%	+/-0.3	33.2%	+/-0.9
No disability	87.5%	+/-0.3	66.8%	+/-0.9
HOUSEHOLDS BY TYPE				
Households	1,322,104	+/-8,389	327,951	+/-4,244
Family households	66.2%	+/-0.6	58.0%	+/-1.0
Married-couple families	49.6%	+/-0.6	50.0%	+/-1.0
Female householder, no husband present	11.2%	+/-0.4	5.9%	+/-0.6
Nonfamily households	33.8%	+/-0.6	42.0%	+/-1.0
Householder living alone	26.6%	+/-0.6	38.6%	+/-1.1
MARITAL STATUS				
Population 15 years and over	2,899,712	+/-285	569,213	+/-4,153
Now married, except separated	49.8%	+/-0.7	59.3%	+/-1.1
Widowed	5.5%	+/-0.2	23.6%	+/-0.8
Divorced	11.9%	+/-0.4	12.6%	+/-0.7
Separated	2.1%	+/-0.2	1.0%	+/-0.3
Never married	30.7%	+/-0.5	3.5%	+/-0.5



Attachment D

**2007 American
 Community Survey
 Table on People with
 Disabilities in
 Maricopa County**

Subject	Total	Margin of Error	Male	Margin of Error	Female	Margin of Error
Population 5 years and over	3,431,163	+/-991	1,723,471	+/-1,311	1,707,692	+/-978
Without any disability	87.5%	+/-0.3	88.3%	+/-0.4	86.8%	+/-0.4
With one type of disability	5.8%	+/-0.2	5.9%	+/-0.3	5.7%	+/-0.3
With two or more types of disabilities	6.7%	+/-0.2	5.8%	+/-0.3	7.5%	+/-0.3
Population 5 to 15 years	611,139	+/-2,975	312,778	+/-2,225	298,361	+/-2,411
With any disability	5.2%	+/-0.5	7.0%	+/-0.8	3.4%	+/-0.5
With a sensory disability	1.2%	+/-0.2	1.7%	+/-0.4	0.8%	+/-0.3
With a physical disability	1.1%	+/-0.3	1.3%	+/-0.3	1.0%	+/-0.3
With a mental disability	4.2%	+/-0.4	5.8%	+/-0.7	2.6%	+/-0.4
With a self-care disability	0.9%	+/-0.2	0.9%	+/-0.3	0.8%	+/-0.3
Population 16 to 64 years	2,409,736	+/-3,180	1,230,703	+/-2,406	1,179,033	+/-2,296
With any disability	10.2%	+/-0.4	9.6%	+/-0.5	10.7%	+/-0.5
With a sensory disability	2.3%	+/-0.2	2.4%	+/-0.3	2.2%	+/-0.2
With a physical disability	6.0%	+/-0.3	5.3%	+/-0.4	6.8%	+/-0.4
With a mental disability	3.8%	+/-0.2	3.7%	+/-0.3	3.9%	+/-0.3
With a self-care disability	1.7%	+/-0.1	1.5%	+/-0.2	1.9%	+/-0.2
With a go-outside-home disability	2.7%	+/-0.2	2.3%	+/-0.2	3.1%	+/-0.2
With an employment disability	5.8%	+/-0.2	5.4%	+/-0.3	6.1%	+/-0.4
Population 65 years and over	410,288	+/-607	179,990	+/-566	230,298	+/-718
With any disability	37.0%	+/-1.0	34.8%	+/-1.5	38.7%	+/-1.6
With a sensory disability	15.4%	+/-0.9	16.4%	+/-1.2	14.7%	+/-1.2
With a physical disability	28.1%	+/-0.9	24.3%	+/-1.5	31.1%	+/-1.6
With a mental disability	10.4%	+/-0.8	9.1%	+/-1.0	11.4%	+/-1.1
With a self-care disability	8.3%	+/-0.8	6.1%	+/-1.1	10.0%	+/-1.1



*2007 American
 Community Survey
 Table on People with
 Disabilities in
 Maricopa County
 (continued)*

Subject	Total	Margin of Error	Male	Margin of Error	Female	Margin of Error
With a go-outside-home disability	15.3%	+/-0.8	10.5%	+/-1.0	19.1%	+/-1.4
EMPLOYMENT STATUS						
Population 16 to 64 years	2,409,736	+/-3,180	1,230,703	+/-2,406	1,179,033	+/-2,296
With any disability	244,595	+/-9,094	117,950	+/-5,902	126,645	+/-5,409
Employed	39.3%	+/-1.4	44.7%	+/-2.4	34.2%	+/-2.0
With a sensory disability	56,025	+/-4,554	30,007	+/-3,254	26,018	+/-2,883
Employed	49.0%	+/-3.8	57.4%	+/-4.8	39.2%	+/-5.2
With a physical disability	145,752	+/-6,951	65,188	+/-4,583	80,564	+/-4,370
Employed	32.5%	+/-1.8	35.7%	+/-3.2	29.9%	+/-2.6
With a mental disability	91,772	+/-5,342	45,702	+/-4,219	46,070	+/-3,039
Employed	29.8%	+/-2.2	34.3%	+/-3.5	25.3%	+/-2.7
With a self-care disability	40,964	+/-3,379	18,296	+/-2,377	22,668	+/-2,440
Employed	16.5%	+/-3.2	19.5%	+/-5.2	14.1%	+/-4.1
With a go-outside-home disability	63,967	+/-4,082	28,004	+/-2,607	35,963	+/-2,761
Employed	17.6%	+/-2.3	20.6%	+/-4.1	15.1%	+/-2.5
With an employment disability	138,720	+/-5,980	66,407	+/-3,928	72,313	+/-4,271
Employed	19.1%	+/-1.5	23.3%	+/-3.0	15.3%	+/-2.0
No disability	2,165,141	+/-9,665	1,112,753	+/-6,347	1,052,388	+/-5,805
Employed	76.3%	+/-0.5	83.8%	+/-0.6	68.3%	+/-0.9
POVERTY STATUS						
Population 5 years & over for whom a poverty status is determined	3,412,006	+/-5,120	1,712,717	+/-2,990	1,699,289	+/-2,949
With any disability	427,069	+/-11,221	201,520	+/-7,407	225,549	+/-6,714
Below poverty level	17.6%	+/-1.2	16.6%	+/-1.4	18.5%	+/-1.5
With a sensory disability	126,664	+/-5,742	64,564	+/-4,109	62,100	+/-3,695
Below poverty level	15.0%	+/-1.9	13.5%	+/-2.7	16.7%	+/-3.0



2007 American
 Community Survey
 Table on People with
 Disabilities in
 Maricopa County
 (continued)

Subject	Total	Margin of Error	Male	Margin of Error	Female	Margin of Error
With a physical disability	267,794	+/-8,603	112,760	+/-5,433	155,034	+/-6,104
Below poverty level	17.8%	+/-1.6	16.9%	+/-2.1	18.5%	+/-1.9
With a mental disability	158,915	+/-7,598	79,293	+/-5,582	79,622	+/-4,155
Below poverty level	22.0%	+/-2.1	21.0%	+/-2.4	23.1%	+/-2.9
With a self-care disability	80,060	+/-5,322	31,854	+/-3,132	48,206	+/-3,871
Below poverty level	20.2%	+/-2.6	20.7%	+/-4.5	19.8%	+/-3.6
No disability	2,984,937	+/-12,320	1,511,197	+/-7,905	1,473,740	+/-7,172
Below poverty level	11.0%	+/-0.5	10.0%	+/-0.6	12.1%	+/-0.6
Population 16 years and over for whom a poverty status is determined						
	2,811,363	+/-5,865	1,406,247	+/-3,736	1,405,116	+/-3,314
With a go-outside-home disability	126,782	+/-5,844	46,903	+/-3,379	79,879	+/-4,361
Below poverty level	18.4%	+/-2.1	18.2%	+/-3.2	18.4%	+/-2.5
Population 16 to 64 years for whom a poverty status is determined						
	2,401,075	+/-5,907	1,226,257	+/-3,690	1,174,818	+/-3,310
With an employment disability	138,661	+/-5,989	66,348	+/-3,918	72,313	+/-4,271
Below poverty level	25.9%	+/-2.3	22.9%	+/-3.0	28.7%	+/-2.7
PERCENT IMPUTED						
With any disability	4.0%	(X)	(X)			(X)
With a sensory disability	2.3%	(X)	(X)			(X)
With a physical disability	2.8%	(X)	(X)			(X)
With a mental disability	2.0%	(X)	(X)			(X)
With a self-care disability	2.1%	(X)	(X)			(X)
With a go-outside-home disability	2.2%	(X)	(X)			(X)
With an employment disability	2.2%	(X)	(X)			(X)



2007 American
 Community Survey
 Table on People with
 Disabilities in
 Maricopa County
 (continued)

Subject	Total	Margin of Error	Male	Margin of Error	Female	Margin of Error
EARNINGS IN PAST 12 MONTHS (IN 2006 INFLATION ADJUSTED DOLLARS)						
Population Age 16 and over with earnings	1,994,591	+/-11,829	132,316	+/-5,665	1,862,275	+/-13,728
\$1 to \$9,999 or less	17.0%	+/-0.4	30.1%	+/-2.3	16.0%	+/-0.4
\$10,000 to \$14,999	8.2%	+/-0.4	10.5%	+/-1.6	8.0%	+/-0.4
\$15,000 to \$24,999	16.8%	+/-0.5	17.3%	+/-2.0	16.7%	+/-0.5
\$25,000 to \$34,999	15.8%	+/-0.5	14.7%	+/-1.7	15.9%	+/-0.5
\$35,000 to \$49,999	16.6%	+/-0.5	13.2%	+/-1.4	16.8%	+/-0.5
\$50,000 to \$74,999	13.6%	+/-0.4	8.7%	+/-1.1	14.0%	+/-0.4
\$75,000 or more	12.1%	+/-0.4	5.6%	+/-0.9	12.5%	+/-0.4
Median Earnings	30,193	+/-250	5.6%	+/-1,192	20,586	+/-246



Attachment E

**2007 American
 Community Survey
 Table on People with
 Low Incomes in
 Maricopa County**

Subject	Total	Margin of Error	Below poverty level	Margin of Error	% below poverty level	Margin of Error
Population for whom poverty status is determined	3,721,758	+/-2,035	475,091	+/-14,022	12.8%	+/-0.4
AGE						
Under 18 years	1,013,081	+/-2,059	182,588	+/-7,562	18.0%	+/-0.7
Related children under 18 years	1,007,781	+/-2,237	177,934	+/-7,501	17.7%	+/-0.7
18 to 64 years	2,298,774	+/-582	262,169	+/-7,314	11.4%	+/-0.3
65 years and over	409,903	+/-521	30,334	+/-1,605	7.4%	+/-0.4
SEX						
Male	1,871,854	+/-1,234	218,748	+/-7,453	11.7%	+/-0.4
Female	1,849,904	+/-1,604	256,343	+/-8,318	13.9%	+/-0.4
RACE AND HISPANIC OR LATINO ORIGIN						
One race	3,639,311	+/-4,813	463,061	+/-14,000	12.7%	+/-0.4
White	2,946,498	+/-11,287	331,730	+/-11,476	11.3%	+/-0.4
Black or African American	152,751	+/-2,498	33,499	+/-3,258	21.9%	+/-2.0
American Indian and Alaska Native	64,297	+/-1,797	15,494	+/-1,889	24.1%	+/-2.8
Asian	106,080	+/-1,467	11,803	+/-2,023	11.1%	+/-1.9
Native Hawaiian and Other Pacific Islander	5,536	+/-636	906	+/-472	16.4%	+/-8.1
Some other race	364,149	+/-10,860	69,629	+/-5,891	19.1%	+/-1.4
Two or more races	82,447	+/-3,970	12,030	+/-1,698	14.6%	+/-2.0
Hispanic or Latino origin (of any race)	1,104,837	+/-1,842	244,040	+/-10,899	22.1%	+/-1.0
White alone, not Hispanic or Latino	2,250,546	+/-1,641	165,195	+/-5,924	7.3%	+/-0.3
EDUCATIONAL ATTAINMENT						
Population 25 years and over	2,376,269	+/-460	227,428	+/-6,853	9.6%	+/-0.3
Less than high school graduate	382,850	+/-7,446	84,897	+/-4,519	22.2%	+/-1.0



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*2007 American
 Community Survey
 Table on People with
 Low Incomes in
 Maricopa County
 (continued)*

Subject	Total	Margin of Error	Below poverty level	Margin of Error	% below poverty level	Margin of Error
High school graduate (includes equivalency)	596,683	+/-7,637	67,660	+/-3,307	11.3%	+/-0.5
Some college, associate's degree	746,731	+/-7,561	50,935	+/-2,296	6.8%	+/-0.3
Bachelor's degree or higher	650,005	+/-7,014	23,936	+/-1,915	3.7%	+/-0.3
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	1,868,290	+/-6,109	130,933	+/-4,677	7.0%	+/-0.2
Employed	1,773,832	+/-6,447	106,698	+/-4,025	6.0%	+/-0.2
Male	998,804	+/-5,048	59,148	+/-3,324	5.9%	+/-0.3
Female	775,028	+/-4,422	47,550	+/-2,047	6.1%	+/-0.3
Unemployed	94,458	+/-3,424	24,235	+/-1,945	25.7%	+/-1.8
Male	52,693	+/-2,639	11,849	+/-1,238	22.5%	+/-2.0
Female	41,765	+/-2,323	12,386	+/-1,337	29.7%	+/-2.5
WORK EXPERIENCE						
Population 16 years and over	2,812,069	+/-1,897	307,841	+/-8,071	10.9%	+/-0.3
Worked full-time, year-round in the past 12 months	1,233,772	+/-8,995	37,276	+/-2,193	3.0%	+/-0.2
Worked part-time or part-year in the past 12 months	750,362	+/-9,318	101,649	+/-3,673	13.5%	+/-0.5
Did not work	827,935	+/-6,379	168,916	+/-5,600	20.4%	+/-0.6
All Individuals below:						
50 percent of poverty level	215,526	+/-9,382	(X)	(X)	(X)	(X)
125 percent of poverty level	644,223	+/-15,456	(X)	(X)	(X)	(X)
150 percent of poverty level	820,058	+/-16,606	(X)	(X)	(X)	(X)
185 percent of poverty level	1,057,720	+/-16,466	(X)	(X)	(X)	(X)
200 percent of poverty level	1,171,648	+/-17,759	(X)	(X)	(X)	(X)
Unrelated individuals for whom poverty status is determined	714,066	+/-9,375	145,875	+/-4,411	20.4%	+/-0.6



*2007 American
 Community Survey
 Table on People with
 Low Incomes in
 Maricopa County
 (continued)*

Subject	Total	Margin of Error	Below poverty level	Margin of Error	% below poverty level	Margin of Error
Male	378,770	+/-5,623	69,638	+/-3,520	18.4%	+/-0.9
Female	335,296	+/-6,145	76,237	+/-3,072	22.7%	+/-0.8
Mean income deficit for unrelated individuals (dollars)	6,270	+/-106	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	340,662	+/-6,366	8,631	+/-1,193	2.5%	+/-0.4
Worked less than full-time, year-round in the past 12 months	186,182	+/-5,268	56,082	+/-2,712	30.1%	+/-1.1
Did not work	187,222	+/-4,190	81,162	+/-3,192	43.4%	+/-1.2
PERCENT IMPUTED						
Poverty status for individuals	26.0%	(X)	(X)	(X)	(X)	(X)

Attachment E

Resource Inventory

The following pages offer a list of agencies that provide human services transportation. Maintaining and updating the list is an ongoing effort. Please contact DeDe Gaisthea, MAG Human Services Transportation Planner, at dgaisthea@mag.maricopa.gov with any questions or changes. Thank you!



Resources

Maricopa Association of Governments Human Services Coordination Transportation Plan – 2009 Update

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
AAA Full Transportation 4525 E University Phoenix, AZ 85034 (includes Yellow Cab, TLC Taxi, Fiesta Taxi, Aguilas Taxi, Neils, Courier, Checker, AAA Sedans)	Joe Dibazar Ph: 602-437-4000 Fx: 602-254-6490 joe@aaayellowaz.com www.aaayellowaz.com	24 hrs, 365 days per year	Statewide: Taxi service	General Public, Medical Clients, Airport passengers	Sedans, Minivans, Medical Vans, 15 passenger Vans, Limos	Private, for profit: Taxi Street Rates \$2.50 drop, \$2.00 each mile, \$28 per hour. Airport Taxi Rates \$16.00 min, \$5.00 first mile, \$2.00 each additional mile, \$20 per hour traffic delay time, \$1.00 Phoenix Airport Tax.
About Care, Inc. 600 W Ray Rd Ste B5 Chandler AZ 85225-7264	Ann Marie McArthur Ph: 480-802-2331 Fx: 480-895-3562 information@aboutcare.org www.aboutcare.org	9:00 a.m. - 3:00 p.m. Mon through Fri	Chandler/Gilbert areas: Client transportation to and from medical or social service appointments and pharmacy if needed.	Older Adults; Homebound residents of Chandler and Gilbert	Volunteer drivers.	Nonprofit: Free Service
AIRES 2140 W Greenway Rd., Ste 140 Phoenix, AZ 85023	Ph: 602-995-3591 aires@aires.org www.aires.org		Maricopa County. Phoenix Metro Area.: Agency operated vehicles only.	Primarily developmentally disabled. Agency clients only.		
All Valley Transportation PO Box 68023 Phoenix, AZ 85052	Anthony Ph: 602-302-6868 or 1-888-399-1300 info@allvalleytransportation.com www.allvalleytransportation.com	24 hrs	Statewide: Private for-hire carrier	General public.	Taxi, limousine, van service.	Private, for profit: Varies
American Cancer Society 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	Phoenix metro: Patient service, information, guidance. Provide transportation, patient education, summer camp for children with cancer and their siblings.	Disability	Volunteer drivers in their cars. No wheelchairs. To cancer treatments only.	None
American's HTS 1401 E Washington Street Phoenix, AZ 85034	Ph: 602-253-0911		Arizona and California: Nonemergency medical transportation			
Angel Flight West 3161 Donald Douglas Loop South Santa Monica, CA 90405-3210	Erin Olson Ph: 310-390-2958 or 888-426-2643 Fx: 310-397-9636 info@angelflightwest.org www.angelflightwest.org	8:30 a.m. - 4:30 p.m. Mon through Fri	AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY: Air transportation to and from medical treatment or other compelling human need.		Small private aircraft for non-emergent medical treatment and other compelling need.	Nonprofit, 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.



Resources

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
Apache Junction Senior Center 1035 N Idaho Apache Junction, AZ 85219 (East Valley Senior Services, Inc.)	Ph: 480-474-5260 webmaster@ evseniorservices.org		Apache Junction and surrounding areas: Agency operated vehicles only.	Agency clients only. Older adults residing in Apache Junction.		
Arizona Bridge to Independent Living 5025 E Washington St. Ste.200 Phoenix, AZ 85034	Ann Pasco Ph: 602-254-6407 Fx: 602-256-2245 annp@abil.org www.abil.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Phoenix metro area: Agency operated vehicles only.	ABIL Consumers	Van	Non-Profit organization that offers and promotes advocacy and programs to empower persons with disabilities.
Arizona Center for the Blind & Visually Impaired 3100 E. Roosevelt St. Phoenix, AZ 85008-5036	Sharon Gibbs Ph: 602-273-7411 Fx: 602-273-7410 Sgibbs@ACBVI www.acbvi.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Northwest Valley: Agency operated vehicles only.	Disability; agency clients only.		Membership fee based on ability to pay; charges for some special events.
Arizona Chapter Paralyzed Veterans of America, Inc. 8126 N 23rd Ave, Suite J Phoenix, AZ 85021	Peter Quinn Ph: 602-244-9168 Fx: 602-244-0416 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.	Arizona	Disability	Wheelchair/motorized. As needed.	Nonprofit, Veteran Service Organization: \$125/day Volunteer Drivers
Arizona Foundation for the Handicapped 3146 E Windsor Ave Phoenix, AZ 85008	Ph: 602-956-0400 Fx: 602-957-3354 perrycenter@qwest.net www.azafh.com		Phoenix metro area: Agency operated vehicles only.	Disability; agency clients only.		
Arizona Kidney Foundation - Affiliate of National Kidney Foundation, Inc. 4203 E Indian School Rd Ste 140 Phoenix AZ 85018-5341	Lisa Romero Ph: 602-840-1644 lisar@azkidney.org www.azkidney.org	8:30 a.m. - 4:30 p.m. Mon through Thurs	Maricopa County (including rural areas): Provide transportation to and from dialysis treatments.	Must be dialysis/transplant patient with a disability. Must meet financial criteria/disability.	Phoenix & East Valley Dial A Ride, City Bus, Taxi Program (Living in Motion or MV Transportation)	Nonprofit: No fee; public transportation provided by AKF. Must have vouchers stamped and approved by AKF for approval of 25%; must meet mileage requirements. Vouchers/tickets used for Phoenix and East Valley DAR, 31-day City Bus pass.
Arizona Recreation Center for the Handicapped (ARCH) 1550 West Colter Street Phoenix, AZ 85015	Vera Martinez Ph: 602-230-2226 Fx: 602-230-0308 Vera_Martinez@archaz.org www.archaz.org	8:00 a.m. - 6:30 p.m. Mon through Fri	Phoenix metro area: Agency operated vehicles only.	Persons with disabilities participating in center programs.	Van, Bus passes	Nonprofit: Minimal charge for drop in and special interest programs



Resources

Maricopa Association of Governments Human Services Coordination Transportation Plan – 2009 Update

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
Arizona Spinal Cord Injury Association 5025 E Washington St, Suite 110 Phoenix, AZ 85034-2005	Ashleigh Turner Ph: 602-507-4209 / 888-889-2185 ashleigh@azspinal.org www.azspinal.org	9:00 a.m. - 4:00 p.m. Mon - Thurs	Arizona: Transportation Service. Local day/overnight trips for individuals in wheelchairs. Social support service for individuals with SCI and families including peer mentoring, social and recreational activities, discussion groups I&R, etc.	Individual with spinal cord injury and their families, professionals and caregivers who treat SCI.	Van	Nonprofit: TBA (rates will be increased / rates to be determined)
Arizona Spinal Cord Injury Association 901 E Willetta St Ste 2306 Phoenix, AZ 85006-2727	Michael J Bruning Ph: 602-239-5929 (office) 602-703-2199 (cell) Bruning4@msn.com		Arizona: Transportation Service. Local transportation and day and overnight trips for individuals in wheelchairs.	Spinal Cord, Brain injured, ALS, Stroke, other	Van	Nonprofit
Beatitudes Campus 1610 W Glendale Ave Phoenix, AZ 85021	Christie Munson, Comm./ Grant Manager Ph: 602-995-6139 cmunson@ beatitudescampus.org www.beatitudescampus.org	Mon through Fri	North-Central Phoenix: Agency operated vehicles only.	Older Adults/Campus residents	Van, Other	Nonprofit, faith-based organization: Varies depending on distance
Beatitudes Center DOAR (Developing Older Adult Resources) 555 W Glendale Ave Phoenix, AZ 85021-8799	Terri Wagner Ph: 602-285-0543 Fx: 602-274-6793 wagner@centerdoar.org www.centerdoar.org	9:00 a.m. through 3:00 p.m. Mon through Fri. Rides scheduled 3-5 working days in advance.	Only for Fountain Hills, Glendale, Litchfield Park, Paradise Valley, Peoria, Phoenix, Scottsdale area: Transportation to medical and social service appointments Limited to 1 ride.	Adults 18 years and who are homebound (cannot drive due to disability).	Volunteers use their personal vehicles.	Nonprofit
Buckeye Family Care Center 306 E Monroe 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.	SW Valley: Limited medical transportation			Nonprofit
Carl T. Hayden Veterans Affairs Medical Center 650 E. Indian School Road Phoenix, AZ 85012	Ph: 602-277-5551 / 800-554-7174		Phoenix metro area: Agency vehicles and service provided by contract providers.	Agency clients only. VA approved.	Contract providers.	
CD Transport, LLC 4933 E Halifax Mesa, AZ 85205 PO Box 321, Mesa, AZ	Ph: 602-989-5115		Arizona: Private for-hire carrier			



Resources

Maricopa Association of Governments Human Services Coordination Transportation Plan – 2009 Update

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
Central Arizona Shelter Services (CASS) 230 S 12th Ave. Phoenix, AZ 85007	John Wall Ph: 602-256-6945 Fx: 602-256-6401 jwall@cass-az.org www.cass-az.org	12:00 a.m. - 12:00 p.m. 7 days per week	Maricopa County: Agency operated vehicles only.	Homeless adults; agency clients only.	Vans and bus tickets	Nonprofit
Chandler/Gilbert ARC, The 3250 N San Marcos Place Chandler, AZ 85225	Billy Parker Ph: 480-892-9422 Fx: 480-497-0657 wparker@cgarc.org www.cgarc.org	7:00 a.m. - 4:00 p.m. 7 days per week	East Valley: Southern Avenue, South: Riggs Road, East: Ellsworth, West: 24th Street.: Community Living, Day, and Employment training services. Agency operated vehicles only.	People with Developmental Disabilities. Agency clients. Community partner agencies.	Van	Nonprofit: Transportation for eligible clientele is typically funded by representative funding source for individuals receiving services.
City of El Mirage PO Box 26 El Mirage, AZ 85335-0026	Lorenzo Aguirre Ph: 623-937-0500 laguirre@cityofelmirage.org		East to 99th Ave, South to Olive Ave, West to Litchfield Rd., North to Bell Rd.	Residents of El Mirage over the age 18.	Van	Municipality
City of Glendale, Glendale Adult Center 5970 W Brown St. 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	Glendale	Glendale residents	Van/DAR	Public agency: \$2.00 regular \$1.00 seniors each way
City of Peoria 8401 W Monroe Street Peoria, AZ 85345	Randy Roberts Ph: 623-773-7461 randy.roberts@peoriaaz.gov	6:00 a.m. - 6:00 p.m. Mon through Fri	Peoria city limits	Peoria residents and general public.	Large Van / bus	Public agency
City of Phoenix Reserve-a-Ride 200 W Washington St. Phoenix, AZ 85003	Jack E. Lujan Ph: 602-262-4400 Reservations 602-262-4501 jack.lujan@phoenix.gov www.phoenix.gov/PUB-TRANS/reserve.html	8:00 a.m. to 5:00 p.m. Mon through Fri	Within the Phoenix city limits: Agency operated vehicles. All vehicles are wheelchair accessible.	Older adults 60+ and persons with disabilities 18+. Disability eligibility certification required. Phoenix residents only.	Demand response, with paratransit availability.	Public agency: None. Contribution \$1.25 per one way trip.
City of Scottsdale - Trolley 7447 East Indian School Road, Suite 205 Scottsdale, AZ 85251	John Kelley Ph: 480- 312-7626 Jkelley@scottsdaleAZ.gov www.ScottsdaleAZ.gov	7 days/week. Downtown Trolley 11:00 a.m. - 9:00 p.m. Neighbor- hood Trolley 7:00 a.m. - 9:00 p.m.	Scottsdale downtown, Scottsdale Fashion Square, Drinkwater, 2nd Street, Goldwater, Downtown and southern Scottsdale: Agency operated vehicles only - 16.		Trolley	Free
City of Surprise, Senior Center 15832 N. Hollyhock St. Surprise, AZ	Leslie Rudders Ph: 623-222-1500 leslie.rudders@surpriseaz.com	8:00 a.m. - 5:00 p.m. Mon through Fri	Surprise: Agency operated vehicles only.	Senior, disabled residents	Vans; to Senior Center only.	Public agency: \$1.00



Resources

Maricopa Association of Governments Human Services Coordination Transportation Plan – 2009 Update

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
City of Tempe - Pyle Adult Recreation Center 655 E. Southern Ave. Tempe, AZ 85282	Lyn Cahill-Ramirez, Senior Rec. Coord. Ph: 480-350-5211 evelyn_cahill-ramirez@tempe.gov	8:00 a.m. - 5:00 p.m. Mon through Fri	Tempe, East Valley	Seniors 50+	None	Public agency, recreation center: Depends
Civitan Foundation, Inc 3509 E Shea Blvd. # 117, Phoenix AZ 85028	Dawn Trapp Ph: 602-953-2944 Fx: 602-953-2946 dtrapp@campcivitan.org www.campcivitan.org	5:00 a.m. - 11:00 p.m. 7 days per week	Maricopa and Williams Arizona: We provide respite, habilitation, attendant care and transportation of our clients to and from Civitan programs and events.	Individuals with disabilities.	Van	Non-Profit / other 5013c
ComTrans 2336 E Magnolia, Phoenix, AZ 85034	Neal Thomas Ph: 602-231-0102 neal@gocomtrans.com	5:00 a.m. - 10:00 p.m./ Sun 7:00 a.m. - 9:00 p.m./ Sat 6:00 a.m. - 9:00 p.m., 7 days/week	Arizona: Private for-hire carrier. Depends on requirements of contracting agencies			
Coolidge Cotton Express	Marcus Hoffman Ph: 520-723-6085 mhoffman@coolidgeaz.com www.coolidgeaz.com	7:00 a.m. - 5:00 p.m. Mon through Fri	City of Coolidge city limits: Agency operated vehicles only	General public.	Deviated Fixed Route & Dial-A-Ride Paratransit	Public agency: Route: \$1.25 / Children: \$.75 / Dial-A-Ride \$1.50
Dependable Medical Transport Services (DMTS) 2237 N 36th St. Phoenix, AZ 85008	Scott Trenter, VP Business Development Ph: 602-235-2255 Cell: 602-399-4917 info@dmstransport.com Scotttrenter@cox.net www.DMTStransport.com	24 hrs, 7 days per week	Phoenix/Tucson Metro, Pinal/Gila counties. Anywhere in AZ and most surrounding states: Nonemergency medical transportation (Specialize in Wheelchair, stretcher, and Oxygen transports).		Ambulatory, Wheelchair, Stretcher and Oxygen transports	Custom; call for rate info.
Disability Development Resources, LLC 607 N Edison Circle Mesa, AZ 85203	Deborah Lamoree, Owner/Director Ph: 480-529-6844 dlamoree@ddresources.com www.ddresources.com	9:00 a.m. - 5:00 p.m. Mon through Fri	East Valley: Home and Community Based Services and independent Living	DDD Consumers	Bus passes / other (car)	Private, for profit.
East Valley Family Care Center 2204 S Dobson Rd Ste 101 Mesa AZ 85202-6457	Ph: 480-491-6235 admin@evseniorservices.org		East Valley: Limited medical transportation.			



Resources

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
East Valley Ride Choice 3320 N Greenfield Rd. Mesa, AZ 85215	Ph: 480-962-RIDE (7433) www.ValleyMetro.org		Chandler, Gilbert, Mesa, Scottsdale and Tempe	Persons 65+ years of age and individuals with disabilities	Public transit, cabs and shuttle services	Public/private; fees varies on services used
East Valley Senior Services Assistance for Independent Living 45 W University Dr., Suite B, Mesa, AZ 85201	Ellen Granillo, Program Manager Ph: 480-996-9704 Fx: 480-898-7306 egranillo@ evseniorservices.org www.evseniorservices.org	8:00 a.m. - 4:30 p.m. Mon through Fri	East Valley (Mesa, Apache Junction, Chandler, Gilbert and Tempe): Transports AIL agency clients to shopping or medical trips within East Valley (Mesa, Apache Junction, Chandler, Gilbert and Tempe).	Older Adults; Agency clients only.	AIL volunteers utilize their personal vehicles	Nonprofit: Suggested Donation to East Valley Senior Services, Inc.
East Valley Senior Services, Inc. Apache Junction Active Adult Center 1035 N Idaho, Apache Junction, AZ 85219	Ph: 480-474-5260 tcrawford@ evseniorservices.org www.evseniorservices.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Apache Junction: Van transportation provided to and from the senior centers for persons who are age 60 and over.	Persons 60 years and over.	Van	Nonprofit: Donations requested
East Valley Senior Services, Inc. Mesa Active Adult Center 247 N MacDonald St. Mesa, AZ 85201	Lorelei Geiser Ph: 480-962-5612 dejongmsc@ evseniorservices.org www.evseniorservices.org		Clients who live in Mesa: Purchase of subsidized Dial-A-Ride tickets.	Older adults 65+ years of age and disabled persons 18 - 64 years of age.	Public transit	
East Valley Senior Services, Inc. Red Mountain Active Adult Center 45 W University Dr. Mesa, AZ 85201-5831	Dan Taylor Ph: 480-964-9014 Fx: 480-898-7306 dantaylor@ evseniorservices.org www.evseniorservices.org	8:00 am. - 4:30 p.m. Mon through Fri	Mesa: Van transportation provided to and from the senior centers for persons who are age 60 and over.	Persons 60 years and over.	Van	Nonprofit: Donation requested
El Mirage Community Action Program (CAP) 14010 N El Mirage Rd. El Mirage, AZ 85335-3101	Ph: 623-937-0500 Fx: 623-583-2162 laguirre@cityofelmirage.org www.cityofelmirage.org	8:00 a.m. - 5:00 p.m. Mon through Fri	El Mirage and surrounding areas: El Mirage Dial-a-Ride. Door-to-door transportation for residents of El Mirage.			
El Mirage Senior Center 14010 N El Mirage Rd. El Mirage, AZ 85335-3101	Ph: 623-937-0500 x108 Fx: 623-815-2189 laguirre@cityofelmirage.org www.cityofelmirage.org	7:00 a.m. - 3:30 p.m. Mon through Fri	El Mirage and surrounding areas. Transportation to and from senior center and for minimal prescriptions, limited medical and social services.			



Resources

Maricopa Association of Governments Human Services Coordination Transportation Plan – 2009 Update

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
Express Transportation, Inc. 44991 W Jack Rabbit Trail, Maricopa, AZ 85239	Ph: 480-994-1616		Valley wide: Private for-hire carrier		d/b/a Affiliated Transportation	
Flights for Life, Inc. PO Box 26485, Phoenix, AZ 85068-6485	McIlvoy Ph: 602-992-4327 president@flightsforlife.org www.FlightsForLife.org	001 a.m. to 2400 p.m., 7 days per week	Arizona: Provide free non-emergency round-trip air transportation to ambulatory individuals in financial need who must travel for medical treatment. Transport human blood and platelets for United Blood Services.	Must demonstrate financial need and/or referral.	Private Aircraft	None
Foothills Caring Corps PO Box 5892 Carefree, AZ 85377	Debbrad Determan Ph: 480-488-1105 Services@FoothillsCaringCorps.com debbrad@foothillscaringcorps.com www.FoothillsCaringCorps.com	8:30 a.m. - 4:30 p.m. Tues through Fri	North Phoenix, North Scottsdale, Cave Creek and Carefree: Medical Transportation, Grocery Shopping, Friendly visiting and phoning, Caregiver Relief, Business Help.	Older Adults 60+ or persons with handicap conditions that reside in geographic area.	Van / Other	Nonprofit: Donations Accepted
Foundation for Blind Children 1235 E Harmont Drive Phoenix, AZ 85020	Ann Greig Ph: 602-331-1470 x114 / 800-322-4870 Fx: 602-678-4803 / 602-678-5819 Agreig@seeitourway.org www.seeitourway.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Maricopa County: Agency operated vehicles only.	Visually impaired clients attending our programs.	Van	Nonprofit: N/A
Foundation for Senior Living 1201 E. Thomas Rd. Phoenix, AZ 85014	Dan Ball Ph: 602-285-1800 Fx: 602-285-1838 dball@fsl.org www.fsl.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Phoenix Metro including Avondale, Buckeye, Tempe, Chandler and Mesa: Agency operated vehicles only.	Older adults and disabled (young or older adults). Agency clients only.	Bus passes / other	Nonprofit: Vary by program
Fountain Hills Taxi & Shuttle 7222 E Northridge St. Mesa, AZ 85207	Ph: 480-837-7500		Arizona: Private for-hire carrier			
Friendship Village 2645 E Southern Ave, Tempe, AZ 85282	Anne Ahland Ph: 480-831-3155 ahlandanne@friendshipvillageaz.com		2.5 mile radius / Tempe: For residents: bus, van or limo; for commuting employees: Ride-share van	800+ Senior citizen residents / 400+ employees	Van / Other	Nonprofit, retirement community.
Gila Bend Primary Care Center 100 N Gila Blvd. Gila Bend, AZ 85337	Ph: 928-683-2269 Fx: 623-932-5725		West Valley: Limited medical transportation			



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Maricopa Association of Governments Human Services Coordination Transportation Plan – 2009 Update

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
Glencroft Retirement Community 8611 N 67th Ave. Glendale, AZ 85302	Ph: 623-939-9475 Fx: 623-842-9588 info@glencroft.com www.glencroft.com	8:00 a.m. - 4:30 p.m.	Local area - Sun City, Peoria, Glendale, Phoenix: Agency operated vehicles only.	Agency clients only.		
Glendale Dial-a-Ride 6210 W Myrtle Ave #S Glendale, AZ 85301	Cathy Colbath Ph: 623-930-3500 ccolbath@glendaleaz.com www.glendaleaz.com/trans- portation/busandtransit.cfm	7:00 a.m. - 6:00 p.m. Mon-Fri / 7:00 a.m. - 5:00 p.m. Sat-Sun ADA hours vary according to fixed route schedule	Glendale with connections to Valley Metro, Phoenix and Peoria DAR: Wheelchair accessible, curb-to-curb bus service within the service area. Service provided for general public, seniors, and disabled passengers. ADA service provided in accordance with policies and guidelines.	Older Adults/Disability; General public (must be ADA eligible to use ADA service)	Curb to Curb Transit Service	Municipal Government: Regular \$2.00, Seniors, riders with disabilities, juniors \$1.00, Children (ages 5 and younger) free, Regular groups (4 or more) \$1.00, Senior, disabled, junior groups \$.50, ADA \$2.00
Glendale Taxi Subsidy Program 6210 W Myrtle Ave Bldg S Glendale, AZ 85301-1700	Cathy Colbath Ph: 623-930-3501 ccolbath@glendaleaz.com www.livinginmortionaz.net	As needed by customer, 7 days per week.	City of Glendale: Subsidized taxi rides for Glendale residents to and from ongoing medical treatment facilities within the City of Glendale.	Dialysis/Disability. Must be a Glendale resident.	Taxi Service	Contracted out to Nonprofit agency (Living in Motion): Passengers issued a voucher that covers 75% of one way fare plus tip. The maximum voucher value is \$15.00 + tip. Passengers responsible for remaining amount.
Glendale Transit 6210 W Myrtle Ave Bldg S Glendale, AZ 85301-1700	Cathy Colbath Ph: 623-930-3501 ccolbath@glendaleaz.com www.glendaleaz.com/trans- portation/busandtransit.cfm	7:00 a.m. - 6:00 p.m., 7 days per week	City of Glendale: Agency operated vehicles supplemented by contract services.	All transportation, with exception to ADA service are open to the general public. ADA service is open to persons with disabilities only.	Fixed route (contracted), fixed route circulator, ADA service, Dial-A-Ride (in-house and contracted), taxi services (contracted).	Fixed route circulator (GUS) \$.25 / \$.10 reduced fare for seniors; persons with disabilities. / ADA Service \$2.00 / Dial-A-Ride Regular \$2.00, Seniors, Riders with disabilities, juniors \$1.00, Children 5 and younger free. Regular Groups (4+) \$1.00, Senior, disabled, junior groups \$.50, Maricopa County STS - no charge., Taxi Service - 25% of fare up to \$15.00.
Glendale Transit-GUS Glendale Urban Shuttle 6210 W Myrtle Ave Bldg S Glendale AZ 85301-1700	Cathy Colbath Ph: 623-930-3500 ccolbath@glendaleaz.com www.glendaleaz.com/trans- portation/busandtransit.cfm	GUS1: 7:00 a.m. - 6:30 p.m. (Sun 8:00 a.m. - 6:00 p.m.) / GUS 2: 9:00 a.m. - 5:50 p.m. Mon through Fri / GUS 3: 8:00 a.m. - 5:00 p.m. Mon through Fri)	Glendale Route 1, 2 and 3: Wheelchair accessible bus service in central Glendale. Open to public. Provide service to Maricopa County Primary Care Center, Justice Court, Probation Office, and other city offices including CAP.	No eligibility requirements.	Fixed route circulator.	Municipal Government: \$.25 / Reduced fare (\$.25) for seniors and persons with disabilities.



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Maricopa Association of Governments Human Services Coordination Transportation Plan – 2009 Update

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
Gompers Habilitation Center, Inc. 6601 N 27th Ave Phoenix, AZ	Elaine Starks Ph: 602-336-0061 estarks@gomperscenter.org		Round-trip from home to Gompers Center - mainly Phoenix: Agency operated vehicles only. Agency clients only	Individuals with disabilities; program participants.	Van	
Good Samaritan Society Mesa Good Shepherd 5848 E. University Dr. Mesa, AZ 85205	Jason L. Wright Ph: 480-981-0098 / 480-854-3263 (office) Fx: 480-396-3023 jwright@good-sam.com www.good-sam.com	24 hrs, Mon through Sun	East valley / East Mesa: Senior housing, assisted living, skilled nursing/ rehab.	Older adult residents.	Van	Faith-based: No charges for transportation services with a 15 mile radius. \$16 per hour outside a 15 mile radius.
Good Shepherd Villa 5848 E University Drive Mesa, AZ 85205-7443	Ph: 480-981-0098		15 mile radius from Good Shepherd Villa: Agency operated vehicles only. Agency clients only	Older adults.		
Guadalupe Special Services 9401 S Avenida Del Yaqui Guadalupe, AZ 85283	Sandra Jerez Ph: 480-505-5393 sjerez@guadalupeaz.org www.guadalupeaz.org	8:00 a.m. - 4:00 p.m. Mon through Fri	Town of Guadalupe: Agency operated vehicles only.	Agency clients only - Seniors 60+ or disabled members of the community.	Transportation to and from senior center. Occasional trips to pharmacies, banks, grocery stores, etc.	Local government - public agency: Contribution requested. Funded in part by the Area Agency on Aging.
Hacienda, Inc.	Susanna Hesser Transport@haciendainc.org		Maricopa County, will transport outside of County, within Arizona if required by client.	Disability; agency clients residing in our facilities.	Agency operated vehicles.	
Horizon Human Services 210 E. Cottonwood Lane Casa Grande, AZ 85222	Marsha Ashcroft, Risk Mgt Director Ph: 520-836-1688 Fx: 520-421-2708 mashcroft@horizonhumanservices.org www.horizonhumanservices.org	Group Homes: 24 hrs per day, 7 days per week	The Phoenix/Tempe metropolitan area: Agency operated vehicles only.	Individuals with developmental disabilities. Agency clients only.	Van	Nonprofit
Interfaith Community Care 17749 N El Mirage Rd. Surprise AZ 85374	Pam Grigsby Jones Ph: 623-815-1100 Fx: 623-546-1589 pjones@interfaithcommunitycare.org www.interfaithcommunitycare.org	8:00 a.m.-4:30 p.m. Mon through Fri office; 7:30 a.m. - 5:30 p.m. Mon through Fri day centers	Peoria, El Mirage, Surprise, Youngtown, Sun City, Grand and West: Agency vehicles supplemented by volunteers and purchased transportation.	Seniors, families with children; relatives raising children. Older adults and persons with disabilities within service area.	Van	Nonprofit



Resources

Maricopa Association of Governments Human Services Coordination Transportation Plan – 2009 Update

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
Interfaith Cooperative Ministries 501 S 9th Ave Phoenix, AZ 85007 PO Box 2225 Phoenix, AZ 85002	Renea Gentry Ph: 602-254-7450 Fx: 602-257-1837 renea@icmaz.org www.icmaz.org	9:00 a.m. - 12:00 p.m. Mon through Sat	Entire valley: Bus tickets for local transit system for job interviews for low income individuals.	Client needs photo ID and proof of residence.	Local transit system.	Non-Profit Food and Clothing Bank: None
John C. Lincoln Health Network 303 Eva Street Phoenix, AZ 85020	Ph: 602-320-9656		Area bound Beardsley to north; Glendale to south; Tatum to east; and 43rd Ave. to west: Network clients in adult day care, Head Start, living in senior apartments or transport to/from home.		Agency operated vehicles only.	
Just for You Transportation Service 917 E Buckeye Road Phoenix, AZ 85034	Willie E. Gray Ph: 602-477-8256 Fx: 602-254-6490 willie.gray@justforyoutransportation.com www.justforyoutransportation.com	8:00 a.m. - 6:00 p.m. Mon through Sat	Maricopa County: Private for-hire carrier		Ambulatory and wheelchair.	
Kora's Radio Taxi Corp. 1205 S 25th Avenue Phoenix, AZ 85009	Ph: 602-233-1544		Maricopa County: Private for-hire carrier			
Lifestar Ambulette 1501 W. Fountainhead Parkway Tempe, AZ 85282	Ph: 602-957-2800		Statewide: Nonemergency medical transportation			
MARC Center of Mesa 924 N Country Club Dr. Mesa, AZ 85201	Mark Tompert Ph: 480-797-8466 mark.tompert@marccenter.com www.marccenter.com	8:00 a.m. - 5:00 p.m. Mon through Fri	Maricopa and Pinal Counties: Agency operated vehicles only. Agency clients only	OD and DHS funded / private pay.	Van	Nonprofit
Maricopa County Human Services Special Transportation Services (STS) 1840 N 95th Ave. Ste 160 Phoenix, AZ 85037	Arleen Schenck, Field Ops. Supervisor 602-372-4288 / Res: 602-372-4280 Toll free 1-866-550-2211 TDD 602-372-4261 Fx: 602-372-4297 SCHENCKA@mail.maricopa.gov	7:00 a.m. - 5:00 p.m. Mon through Fri	Maricopa County: Door-to-door transportation for seniors, individuals with disabilities, and low-income individuals.	Older adults, disabled and low income individuals.	Special Needs: medical, dialysis, social service, shopping, RX pickup, recreational, etc.	Clients currently do not pay a fee for service



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Maricopa Association of Governments Human Services Coordination Transportation Plan – 2009 Update

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
Maricopa County Human Services Special Transportation Services (STS) WORK LINKS 1840 N 95th Ave. Ste 160 Phoenix, AZ 85037	Arleen Schenck, Field Ops. Supervisor 602-372-4288 / Res: 602-372-4280 Toll free 1-866-550-2211 TDD 602-372-4261 Fx: 602-372-4297 SCHENCKA@ mail.maricopa.gov	7:00 a.m. - 5:00 p.m. Mon through Fri	Maricopa County: Transportation for eligible low-income individuals to work related activities.	Low income.	WORK LINKS: Work related activities; including day care stops	Clients currently do not pay a fee for service
Medi-Trans 4600 W Camelback Glendale, AZ 85301	Ph: 602-200-2010		Valley wide: Nonemergency medical transportation.			
Mehari Transportation PO Box 97628 Phoenix, AZ 85060	Ph: 602-577-4419		Maricopa County: Taxi service			
National Runaway Switchboard 3080 N Lincoln Ave. Chicago, IL 60657-4208	Ph: 800-RUNAWAY / 800-786-2929 Fx: 773-929-5150 lbechdol@1800runaway.org www.1800runaway.org		Valley wide: Administer Greyhound's Home Free program, gives free one-way bus tickets home for runaway and homeless youth age 12-20.	Runaway and homeless youth.	Greyhound Bus Transportation	
NATIVE HEALTH Native American Comm. Health Care 4520 N Central Ave, Ste 620 Phoenix, AZ 85012	Susan Levy Ph: 602-279-5262 x3302 slevy@nachci.com www.nachci.com		Within a 50 mile radius of NATIVE HEALTH / Maricopa county: Non emergency medical and dental transportation for patients only. To Phoenix Indian Medical Center by physician referral for patients.	Clients using medical/dental services at Native Health.	Van; wheelchair accessible.	Nonprofit
NATIVE HEALTH Native American Senior Center 1325 N 14th Street, Building A Phoenix AZ 85012	Susan Levy Ph: 602-279-5262 x3302 slevy@nachci.com www.nativehealthphoenix.org		10 mile radius of 14th Street and McDowell Road: Transportation to and from the Senior Center, medical, dental, social services, shopping and events for Senior Center participants only.		Wheelchair accessible.	
Neighbors Who Care 10450 E Riggs Rd Ste 113 Sun Lakes, AZ 85248-7760	Chris Stage, Executive Director Ph: 480-895-7133 Fx: 480-895-5508 nwcsunlakes@aol.com www.neighborswhocare.com	9:00 a.m. - 4:00 p.m. Mon through Fri	Must live between Queen Creek and Riggs; Price and Val Vista: Volunteers provide medical transportation, shopping, respite, friendly visiting, reassurance calls, business assistance, dinner delivery. Agency clients only.	Homebound Older Adults residing in Sun Lakes or South Chandler (Queen Creek Rd to Hunt Hwy, Price to Val Vista Roads).	Agency Van for grocery shopping and volunteer vehicle	Nonprofit



Resources

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
Outreach Programs for Ahwatukee Seniors - YOPAS 1030 E Liberty Ln. Phoenix, AZ 85048-8461	Judy Lewisohn, Program Manager Ph: 602-212-6088 Fx: 480-759-6010 opas@vosymca.org	9:00 a.m. - 4:00 p.m. 7 days per week	Clients need to be in zip code 85044, 85045, 85048: No agency operated vehicles or contract services available. Any person 62 years of age or older who resides in Ahwatukee	Ahwatukee seniors, 62 years and older, living at home.	Volunteers use their own cars to take seniors to medical appts and for shopping and errands.	No charge for services, donations are accepted.
Paradise Valley Senior Center 17402 N 40th St. Phoenix, AZ 85032-2200	Ph: 602-495-3785 paradise.valley.cc.hsd@phoenix.gov www.phoenix.gov/SRCNTRS/cntrpara.html		Paradise Valley and 3/4 mile of a local bus route: Contract service providers. ADA certified individuals only	Older Adults		
Peoria (City of) Transit 8850 N 79th Ave Peoria, AZ 85345-7965 8401 W Monroe St., Peoria, AZ 85345	Randy Roberts Ph: 623-773-7435 randy.roberts@peoriaaz.gov www.peoriaaz.com	6:00 a.m. - 6:00 p.m. Mon through Fri	City of Peoria: Transportation for any individual anywhere within the City of Peoria. Must reserve transportation 1 day in advance.	General public, Juniors, Seniors and disabled.	ADA and non-ADA Para-Transit	Public agency: \$1.00 Jr., Sr., and disabled, \$2.00 ADA, \$3.00 General Public
Perry Rehabilitation Center 3146 E. Windsor Ave. Phoenix, AZ 85008	Ph: 602-956-0400 perrycenter@qwest.net www.azafh.com		Phoenix, Tempe, Glendale: Agency operated vehicles only.	Agency clients only.		
Phoenix (City of) Human Services Department (HSD) Reserve-A-Ride 3045 S 22nd Ave Phoenix AZ 85009-6981	Maxine Anderson Ph: 602-262-4501 maxine.anderson@phoenix.gov		Phoenix: Transportation to senior centers, adult centers, medical appointments, social service agencies and shopping. Reservations 2 working days in advance. Wheelchair accessible.	Older Adults / Disability		
Phoenix (City of) Human Services Department (HSD) Sunnyslope Family Services Center 914 W Hatcher Rd. Phoenix AZ 85021-2453	Ph: 602-495-5229		Phoenix: Bus tickets for local transit system, for medical or work for low income individuals.	Older Adults / Disability		
Phoenix (City of) Human Services Department (HSD) Travis L Williams Family Services Center 4732 S Central Ave. Phoenix, AZ 85040-2150	Jennifer Turk Ph: 602-534-4732 jennifer.turk@phoenix.gov		Phoenix: Limited bus tickets for local transit system, for medical or work for low income individuals.	Older Adults / Disability		



Resources

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
Phoenix Dial-a-Ride 302 N 1st Ave. Suite 900, Phoenix, AZ 85003	Ph: 602-253-4000 / 1-800-775-7295 www.cityofphoenix.gov/ PUBTRANS/dialride.html		Seniors and ADA certified individuals: Agency operated vehicles operated by contractors. Seniors and ADA certified individuals	Older Adults / Disability		
Phoenix EI Transportation 2940 E Thomas Phoenix, AZ 85016	Isak Ph: 602-790-7513 info@phoenixeitransportation.com www.phoenixeitransportation.com	24 hrs, 7 days per week	Valley wide: Private for-hire carrier		W/C, Ambulatories	Private: Varies
Phoenix Fire Department Night Rescue 150 S 12th St. Phoenix, AZ 85034-2301	Ph: 602-495-5555		Maricopa County: Contract services. Persons with disabilities who use wheelchairs who are stranded			
Phoenix Indian Medical Center 4212 North 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	Phoenix metro area: Agency operated vehicles supplemented by contract ser- vices. Agency clients only - AHCCCS IHS eligibility required	Indian Health Service, Federal Agency	Ground ambulatory only	Non-Profit Hospital - Federal: None
Phoenix Shanti Group 2345 W Glendale Ave. Phoenix, AZ 85021	Keith Thompson, Executive Director/CEO Ph: 602-279-0008 Fx: 602-279-2004 KeithT@shantiaz.org www.ShantiAZ.org	7:30 a.m. - 4:30 p.m. Mon through Fri	Phoenix: No agency operated vehicles or contract services available. Agency clients only	Service HIV+ Adults via multiple contracts. Coord- inate our client transportation as needed.		Not for profit.
Phoenix Van Services PO Box 7756 Chandler, AZ 85246-7756	Myriam Ph: 480-857-8260 / 1-866-PHX-VANS Fx: 1-866-510-1637 reservations@phxvans.com www.phxvans.com	5:00 a.m. - 12:00 a.m. 7 days per week	East Valley and Phoenix metro area: Private for-hire carrier		Van Services - Charter Bus service	For profit: Flat rates
PPEP, Inc. 901 E. 46th Street.	Jacalyn Johnson Ph: 520-594-6499 jjohnson@ppep.org www.ppep.org	12:00 a.m. - 12:00 p.m. 7 days per week	Avondale, Globe, Ajo-Sells, Casa Grande, Tucson: Agency Vans	Clients with devel- opmental disabili- ties. Agency clients only.	Vans	Nonprofit
Property Owners & Resi- dents Association (PORA) 18229 N 130th Ave. Sun City West, AZ 85375	Pat Leopard Ph: 623-584-7802 1019@cox.net www.porascw.org	9:00 a.m. - 3:00 p.m. Mon through Fri	Sun City West: Local and state govern- mental representation to our residents	Sun City West resi- dents.	Vans	Nonprofit, Neighborhood Association



Resources

Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
R & R Respite Care 246 N Washington St 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	Wickenburg and surrounding areas of Morristown, Congress, Aguila and Witman: Personal services. Food service including snacks, hot lunches, personal care, health monitoring, transportation, and pet therapy for individuals with Alzheimer's Disease.	Individuals with Alzheimer's or dementia, those who are socially isolated and at risk for poor nutrition, depression or abuse; anyone who needs daytime supervision. Seniors or adults with disabilities with no other transportation.	Handicap-accessible transportation to and from center. Also provide transportation within Wickenburg to doctor appointments and local errands.	Nonprofit: \$7.00 per hour to attend the center. Sliding scale fees and scholarships are available based upon financial need. Transportation rates for non-clients living within Wickenburg is \$7.00 per round trip. Sliding scale fees and scholarships are available.
Safe Ride Services, Inc.	Scott Rogers, Area General Mgr Ph: 800-797-7433 Vc: 602-627-6734 C: 602-723-9200 Fx: 602-627-6751 talktous@saferideservices.com www.saferideservices.com	24 hrs, 7 days per week	Statewide, border to border in Arizona and New Mexico: Ambulatory, Wheelchair and Stretcher, non-emergency medical and specialized transportation.	Accept many forms of AHCCCS/Medicaid at no cost to member. Other insurances covered as well. Call your insurance provider to see if Safe Ride Services is in your provider network or call us directly for eligibility.		Costs vary, Call for a quote.
Salt River Pima-Maricopa Indian Community 10005 E Osborn Rd. Scottsdale, AZ 85256			Service area bound by Indian Bend Rd to the north; Baseline to the south; Lindsey to the east; and 68th Street to the west: Agency operated vehicles only.	Community residents.		
San Lucy District of the Tohono O'odham Nation PO Box GG Gila Bend, AZ 85337	Albert Manuel Jr. Ph: 928-683-2913 Fx: 928-683-2008 amanuel@tous.net		Phoenix, Tucson, Casa Grande, Buckeye, Ajo, Sells, Eloy, Coolidge, Payson, Prescott, Flagstaff: Agency operated vehicles only. Tribal members only.	Enrolled Tribal Members	Vans	Sub-Tribal Government
San Lucy District of the Tohono O'odham Nation, Elderly Program PO Box GG Gila Bend, AZ 85337	Eva Celaya Ph: 928-683-6315 egcelaya@yahoo.com		Within San Lucy District	Older adults, disabled.	Vans	Nonprofit



Resources

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Agency & Address	Contact Information	Hours of Operation	Area and Service	Target Population	Type of Transportation	Agency Description and Fees
SCAT Dial-A-Ride 9945 N 99th Ave Peoria, AZ 85345 PO Box 1972, Sun City, AZ 85372-1972	Pete Davis Ph: 623-298-4575 Fx: 623-298-1659 pdavis@scatdialaride.net www.scatdialaride.net	7:00 a.m. - 6:00 p.m. Mon through Sat	Sun City and Youngtown, Arizona with connection service to Sun City West, Arizona: Door-to-door paratransit service	Older adults	Reserve and ride and demand response shared service	Not for profit: \$2.00 actual ADA ride; \$4.00 non ADA ride within Sun City and Youngtown; \$10.00 between the two Sun Cities
Scottsdale (City of) Transportation Dept. Cab Connection Program 7447 E Indian School Rd Ste 205 Scottsdale, AZ 85251-3915	Pat Venisnik Ph: 480-312-8747 pvenisnik@scottsdaleaz.gov www.scottsdaleaz.gov/traffic/altransmethod/specialservices.asp	24 hrs, 7 days per week	Scottsdale. Subsidized taxi voucher program for Scottsdale residents who are disabled or are age 65 and over. Enrolled participants may request up to 20 subsidized taxi vouchers per month.	Scottsdale residents age 65 or with a certified disability	Taxi cabs	Public agency: City pays 80% of cab fare up to a \$10.00 maximum
Scottsdale Training and Rehabilitation Services (STARS) 7507 E. Osborn Rd. Scottsdale, AZ 85251	Virginia Korte, President/CEO Ph: 480-994-5704 vkorte@starsaz.org www.starsaz.org	8:00 a.m. - 4:30 p.m. Mon through Fri	Boundaries of Happy Valley Road to the north, Central Avenue to the West, Elliot Road to the South and Dobson Road to the East. Agency operated vehicles only. Agency clients only	Developmentally disabled. Agency clients only.	Vans	Nonprofit
South Mountain Community Center 212 E Alta Vista Rd. Phoenix, AZ 85040-4219	Ph: 602-262-4093 culshoef@phoenix.gov		Phoenix: Transportation available for shopping and other errands for seniors age 60 and over and persons with Title XX or physician certified disabilities. Discount transportation tickets available for members.			
Southwest Behavioral Health 3450 N 3rd St. Phoenix, AZ 85012	Geoff Davis Ph: 602-265-8338 geoffd@sbhservices.org www.sbhservices.org	8:00 a.m. - 5:00 p.m. Mon through Fri	Mostly throughout Maricopa County and Payson area: Agency operated vehicles only. Agency clients only	Individuals having a mental illness and living within our geographic service areas. Must be mobile and able to sit in a van with minimal physical assistance. Flexible schedule recommended	7 passenger Vans	0
Surprise (City of) Community Initiatives 15832 N Hollyhock St. Surprise, AZ 85374-4175	Ph: 623-222-1500		Northwest Valley: Provide Surprise residents with subsidized Taxi coupons from MED LINK Non-emergency Transportation for those that are undergoing chronic dialysis treatment.		Lift-equipped Van service	Free to residents



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Surprise Dial-a-Ride 15832 N Hollyhock St. Surprise, AZ 85374-4175	Ph: 623-222-1622 www.surprizeaz.com/index.asp?NID=1853	7:00 a.m. - 5:00 p.m. Mon through Fri	Surprise, Sun City, Sun City West, El Mirage, and Youngstown: Transportation Services. Curbside service for Surprise residents only 16 years of age or older.		Lift-equipped Van service	\$1.00 within Surprise / \$1.25 outside Surprise
TERROS Inc. 3003 N Central Ave Ste 200 Phoenix, AZ 85012	Barbara Garden Ph: 602-685-6105 barbg@terros.org Ben Baxter 602-512-2960 benb@terros.org Fx: 602-265-6973 www.terros.org	Mon through Thurs 8:00 a.m. - 6:00 p.m. / Fri to 5:00 p.m.	Maricopa County: Behavioral Health Services	Behavioral health clients. Qualified Title 19 or Maricopa County Families FIRST state requirements as well as eligible Mobile Service recipients	Van, Bus passes, taxi	Nonprofit
The Arc of Tempe 501 E. Broadway Rd. Tempe, AZ 85282	Brenda Fox, Community Liaison 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	Tempe and neighboring cities: Life Skills & Recreation program for adults with developmental disabilities. Transportation to community activities, not pick-up and drop off to homes.	Adults 18+ with developmental and intellectual disabilities. Program participants only. The wheelchair van is also available for the City of Tempe Adaptive Recreation program.	2 passenger Vans and one wheel-chair accessible Van	Nonprofit: There are no fees for this transportation, however, participants pay a monthly fee for the program
The Centers for Habilitation 215 W Lodge Drive Tempe, AZ 85283	Larry Keeler Ph: 480-838-8111 Fx: 480-730-5214 larrykeeler@tch-AZ.com www.tch-az.com		East Valley and portions of Phoenix metro area: Agency operated vehicles only. Agency clients only	Disabled individuals enrolled in TCH programs.	Vans	Nonprofit
The Salvation Army Apache Junction 605 E Broadway Ave. Apache Junction, AZ 85219-5214	Ph: 480-982-4110 Fx: 480-983-7513		Apache Junction: Transportation. Provide transportation for seniors and individuals with disabilities.			
The Salvation Army Glendale Corps 6010 W Northern Ave. Glendale, AZ 85301-1254	Ph: 623-934-0469 Fx: 623-934-8693 christina.arnold@usw.salvationarmy.org		Glendale: Provide bus tokens for medical appointments for people in need			



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The Salvation Army Project HOPE 2702 E. Washington Street Phoenix, AZ 85034 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	Phoenix city limits: Agency operated vehicles only.	Homeless individuals and families in Phoenix.	Two 15-passenger Vans, one mini-Van	
Tidwell Family Care Center 16560 N Dysart Rd. Surprise, AZ 85374-3747	Ph: 623-546-2294 Fx: 623-546-3514		Surprise: Limited medical transportation			
Tohono O'odham Nation 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	Tohono O'odham Nation	Older Adults, disabled tribal members.	Vans	Tribal: None
Total Transit, Inc. d/b/a Discount Cab & Meditrans 4600 W Camelback Road Glendale, AZ 85301-7609	Craig Hughes, CEO Ph: 602-200-2000 Chughes@ttiaz.com www.totaltransitinc.com	12:00 a.m. to 11:59 p.m. 7 days per week	Maricopa County, Tucson: Private for-hire carrier.	General public.	Taxi, Paratransit	Private, for profit
Town of Buckeye Community Services 201 E. Central Avenue Buckeye, AZ 85326	Philip Yabes 623-349-6600 pyabes@buckeyeaz.gov Debbie Driscol 623-349-6616 Ddriscol@buckeyeaz.gov www.buckeyeaz.gov	8:00 a.m. - 5:00 p.m. Mon through Fri	Buckeye: Door to door transportation to medical, dialysis, shopping, social services.	Older adults, disabled and low income residents.	Vans	Municipality: No Fee - Contribution Encouraged: \$2.00
Triple R Behavioral Health Inc. 40 E. Mitchell Dr. Ste 100 Phoenix, AZ 85012-2330	Dan Pontius Ph: 602-995-7474 Fx: 602-973-2993 dpontius@trbh.org www.trbh.org		Maricopa County and Apache Junction: Agency operated vehicles only. Agency clients only - indigent adults with serious mental illness.	SMI	Van, bus passes	Nonprofit
UMOM New Day Centers 3320 E. Van Buren Phoenix, AZ 85008	Gary Zeck Ph: 602-889-0671 gzeck@umom.org www.umom@umom.org	5:00 a.m. - 8:00 p.m. Mon through Sat	Central Phoenix: 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.	Homeless/low income and homeless older adults and disabled.	Van, bus passes	Nonprofit, faith-based organization: None



Resources

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UMOM New Day Centers Watkins Overflow Shelter 3320 E. Van Buren Phoenix, AZ 85008	Cathleen Phelan Ph: 602-252-3650 cphelan@umom.org		Maricopa County	Homeless families and single unaccompanied women. Shelter clients.	Van, bus passes through case management	Nonprofit
United Cerebral Palsy (UCP) of Central Arizona, Inc. 1802 W Parkside Ln. Phoenix, AZ 85027-1322	Carla Landwerth Ph: 602-943-5492 clandwerth@ucpofaz.org		Route 51 to the east and 75th Avenue to the west: Transportation to and from UCP services for physically and/or developmentally disabled adults and children.	Consumers who qualify for services through the Division of Developmental Disabilities; children needing physical, occupational, and speech therapy.	Van	Nonprofit
Valley Metro Bus and East Valley Dial-A-Ride 302 N. 1st Ave. Ste 700 Phoenix, AZ 85003	Susan Tierney 602-523-5000 Valley Metro Cust. Service 480-633-0101 East Valley Dial-A-Ride stierney@valleymetro.org www.valleymetro.org	Varies - call for information	Tempe, Scottsdale, Mesa, Chandler, Guadalupe and Town of Gilbert; some service provided to Paradise Valley and bordering areas of Phoenix. Guadalupe and Mesa are ADA service only: Agency operated vehicles and contract services. East Valley Dial-a-Ride.	Yes for ADA service.		Public transit agency
Valley of the Sun School and Habilitation Center 1142 West Hatcher Road Phoenix, AZ 85021	Mary Brannoch Ph: 602-331-2415 mbrannoch@vsshc.org	8:00 a.m. - 3:00 p.m. Mon through Fri	Depending on available space. Peoria, Glendale, Phoenix, Scottsdale, Sun City: Agency operated vehicles only.	Disability; agency clients only.		Nonprofit agency for adults with special needs.
Wickenburg Family Care Center 811 N Tegner St., #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.	Wickenburg: Limited medical transportation			



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