

Public Transit Human Services



Coordinated Transportation Plan
FY 2023-2026



Adopted January 27, 2022

PIMA ASSOCIATION OF GOVERNMENTS 2021 REGIONAL COUNCIL

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Pima Association of Governments wishes to acknowledge the efforts of all the participants involved in the planning process to develop the Public Transit-Human Services Coordinated Transportation Plan. Special thanks to members of the region's human service agencies, public and private transportation providers, and the public for providing valuable input on human services issues.

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Public Transit-Human Services Coordinated Transportation Plan

EXECUTIVE SUMMARY

Pima Association of Governments (PAG) has been working with human services transportation providers since 2006 to encourage the use and sharing of resources and increased travel options for those in the community who need them most: older adults, persons with disabilities, and individuals and families with low incomes. The 2021 update of the Public Transit-Human Services Coordinated Transportation Plan (Coordinated Plan) provides an assessment of transportation needs within the region, highlights successful coordination activities, and proposes strategies to address service gaps.

Transportation funding remains difficult for many nonprofit transportation providers to secure, and federal expenditures on human services transit programs have been reduced. Under these conditions, coordinating individual human services transportation programs is essential in making the best and most efficient use of available transit resources to ensure more people have access to a vital service. This remains a high priority locally, in Arizona and nationally.

INTRODUCTION

Transportation is a vital part of our lives, keeping us connected to our jobs, health services, shopping, families, friends, and so many other services and activities outside of our homes. By increasing the availability of reliable transportation options for individuals with physical, intellectual and/or financial limitations, even the most vulnerable members of our community can access employment, education and social activities.

PAG REGION OVERVIEW

Pima County is located in southern Arizona and covers an area of approximately 9,200 square miles. The majority of the region's population lives in and around the City of Tucson and its suburban neighbors, the Towns of Marana, Oro Valley and Sahuarita, and the City of South Tucson. The rural areas of the region are found in outlying unincorporated communities, such as Green Valley, Vail, Picture Rocks, Arivaca, and the two tribal jurisdictions, the Pascua Yaqui Tribe and the Tohono O'odham Nation.

THE PURPOSE OF THE COORDINATED PLAN

PAG's Public Transit-Human Services Coordinated Transportation Plan identifies the transportation needs of seniors and individuals with disabilities. This plan aims to better understand the needs for wheelchair, paratransit, and low-income transportation. In

addition, it aims to identify strategies to improve transportation services and coordination among the human services transportation providers in the region. The Coordinated Plan is the guiding document for implementation of the statewide Coordinated Mobility Program within the greater Tucson region.

This Coordinated Plan serves two specific purposes:

First, it serves as a framework to improve coordination among transportation service providers and human service agencies in the greater Tucson region to enhance transportation services for seniors and individuals with disabilities.

Second, the plan satisfies federal requirements for a “locally developed, Coordinated Human Services Transportation Plan” – or Coordinated Plan – that includes the following elements:

- An assessment of available services that identify current transportation providers (public, private, and non-profit)
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners, or on more sophisticated data collection efforts, and gaps in service
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery
- Priorities for implementation based on resources, time, and feasibility for implementing specific strategies and/or activities that have been identified

Furthermore, the Coordinated Plan is a prioritization of transportation services for funding and implementation through the available programs throughout the PAG region. It is instrumental in directing the activities of PAG’s Mobility Coordination Working Group to coordinate and better serve the rural and urbanized areas of the greater Tucson region

Information for this Coordinated Plan was gathered through various methods which include data collection sheets, emails, other correspondence and a collaborative meeting process with agencies throughout the PAG planning region. In addition, information from PAG’s short- and long-range transportation plans and other regionally focused plans from the City of Tucson and Sun Tran were used in the development of this plan. The agencies are invited to participate in various workshops, trainings and quarterly coordination meetings.

REGIONAL POPULATION(S) AND FORECASTED GROWTH

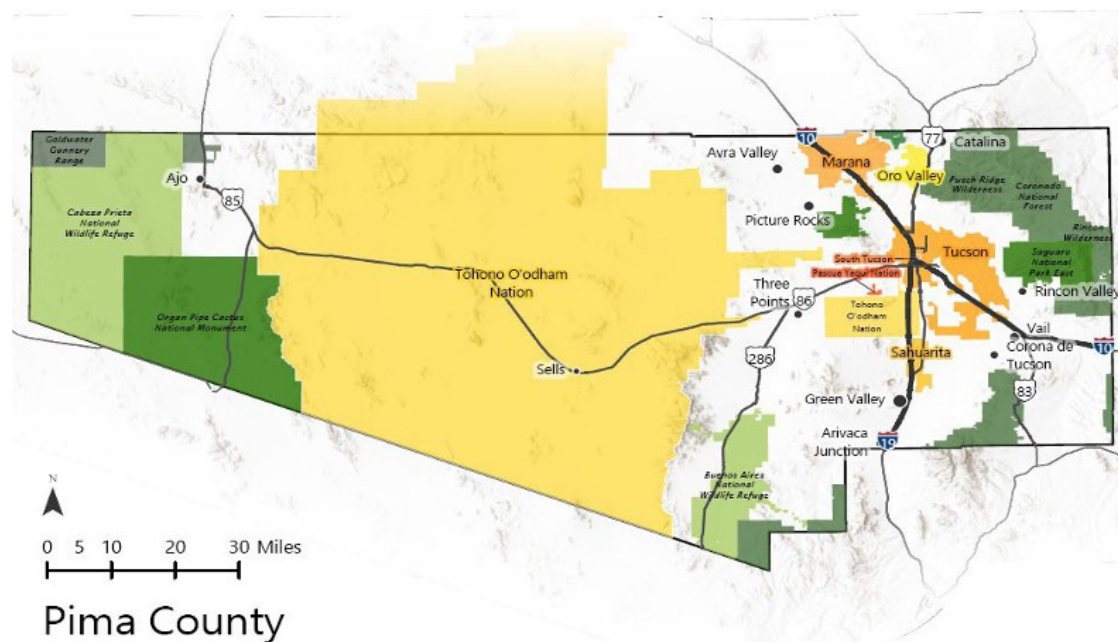
Pima County, Arizona

Pima County has long been a popular destination for retirees, students attending the University of Arizona, and individuals and families seeking a warmer, drier climate. Migration to the region has been the primary reason why the population of Pima County grew by 47% between 1990 and 2010. Since 2010, the region has grown from 981,620 to a projected 1,068,730 in 2021.

<https://worldpopulationreview.com/us-counties/az/pima-county-population>

POPULATION OF MEMBER JURISDICTIONS

Pima County is comprised of over 9,000 square miles with 114 people per square mile (Source: ACS 2019 1 year). It is important to understand how each of our member jurisdictions make up this great region.



Census 2020 - April 1	2020 Total Population**	Percent of the County**
Pima County, Arizona	1,043,433	100.00%
Pascua Pueblo Yaqui Reservation and Off-Reservation Trust Land, AZ*	3,466	0.33%
Tohono O'odham Nation Reservation and Off-Reservation Trust Land, AZ*	9,561	0.92%
Marana town, Arizona	51,908	4.97%
Oro Valley town, Arizona	47,070	4.51%
Sahuarita town, Arizona	34,134	3.27%
South Tucson city, Arizona	4,613	0.44%
Tucson city, Arizona	542,629	52.00%
Pima County Balance, Arizona	363,079	34.80%

* Indian reservation population is included in Pima County Balance, Arizona: Census 2020 (April 1, 2020)

** Census 2020 Population (April 1, 2020)

AOEO 2020 - July 1	2020 Total Population**	Percent of the County**
Pima County, Arizona	1,052,375	100.00%
Pascua Pueblo Yaqui Reservation and Off-Reservation Trust Land, AZ*	3,466	0.33%
Tohono O'odham Nation Reservation and Off-Reservation Trust Land, AZ*	9,561	0.91%
Marana town, Arizona	51,300	4.87%
Oro Valley town, Arizona	46,273	4.40%
Sahuarita town, Arizona	32,181	3.06%
South Tucson city, Arizona	5,701	0.54%
Tucson city, Arizona	549,016	52.17%
Pima County Balance, Arizona	367,904	34.96%

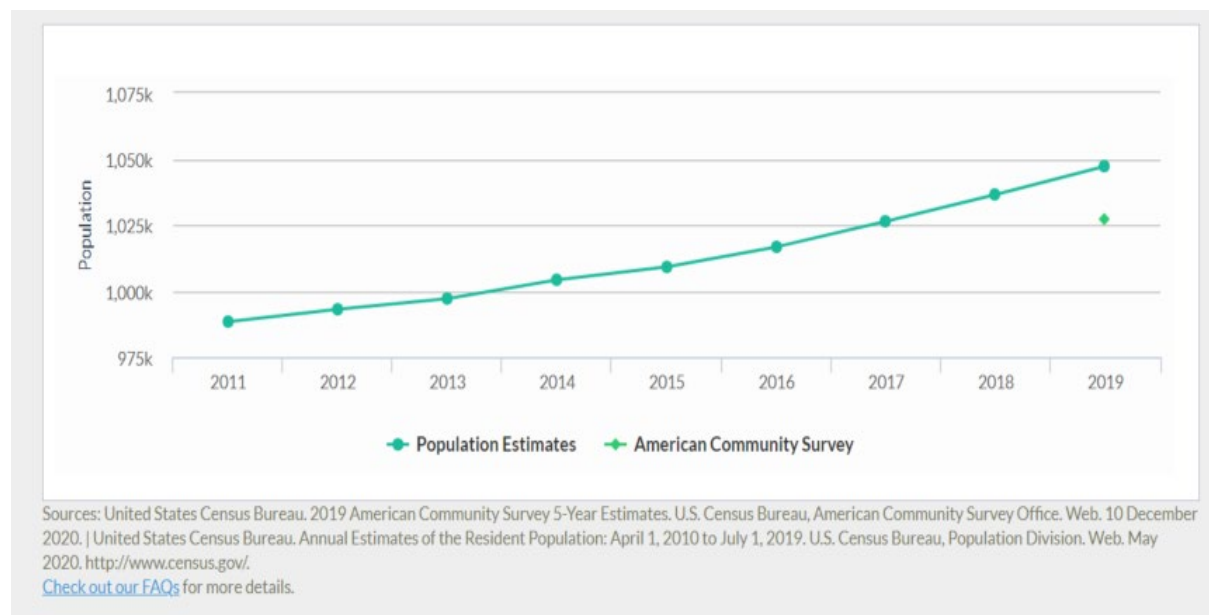
* Indian reservation population is included in Pima County Balance, Arizona: Census 2020 (April 1, 2020)

** Arizona Office of Economic Opportunity 2020 Population Estimates (July 1, 2020)

Regional Population Growth

With our population in 2021 estimated at 1,068,730, it's important to look at how much our region has grown since 2015. Understanding changes in population from year to year helps us forecast how our region's population could change in the future. Below are snapshots of the growth across our region from 2011 to 2019 and the changes in population from 2015 to 2020 in various jurisdictions and unincorporated areas.

Chart A Pima County Historical Population Growth



For more information regarding population in Pima County for the years 2011 to 2019, visit <https://www.census.gov/>

Source: <https://www.arizona-demographics.com/pima-county-demographics>

Chart B Historical Jurisdictional Population Changes by Year

Population - Tucson MSA (Pima Co.), AZ	2015	2016	2017	2018	2019	2020
<i>Employment and Population Statistics, Arizona Department of Administration</i>						
Total Population (July 1st Estimates)	1,009,371	1,013,103	1,026,099	1,034,201	1,044,675	1,052,375
% Chg from Year Ago	0.22%	0.37%	1.28%	0.79%	1.01%	0.74%
Marana	41,655	43,752	45,378	47,213	49,323	51,300
% Chg from Year Ago	3.25%	5.03%	3.72%	4.04%	4.47%	4.01%
Oro Valley	43,499	43,648	44,517	45,184	45,901	46,273
% Chg from Year Ago	3.10%	0.34%	1.99%	1.50%	1.59%	0.81%
Sahuarita	27,637	28,425	29,049	30,575	31,451	32,181
% Chg from Year Ago	0.59%	2.85%	2.20%	5.25%	2.87%	2.32%
South Tucson	5,712	5,635	5,664	5,677	5,705	5,701
% Chg from Year Ago	-0.68%	-1.35%	0.51%	0.23%	0.49%	-0.07%
City of Tucson	529,845	529,989	537,634	543,505	546,576	549,016
% Chg from Year Ago	0.10%	0.03%	1.44%	1.09%	0.57%	0.45%
Unincorporated	361,023	361,654	363,857	362,047	365,719	367,904
% Chg from Year Ago	-0.29%	0.17%	0.61%	-0.50%	1.01%	0.60%

Source: <https://www.azeconomy.org/data/pima-county/>

Special Needs Populations

General definitions of special needs populations include the following:

- **Person with Disability:** The restriction in participation that results from a lack of fit between the individual's functional limitations and the characteristics of the physical and social environment.
- **Senior:** People 65 years of age and over.
- **Low Income:** The official poverty measurement has two components – poverty threshold (income levels) and the person's income that is compared with these thresholds. If a person's total income is less than the threshold, the person is considered impoverished. The poverty thresholds are not adjusted for regional, state or local variation in the cost of living.

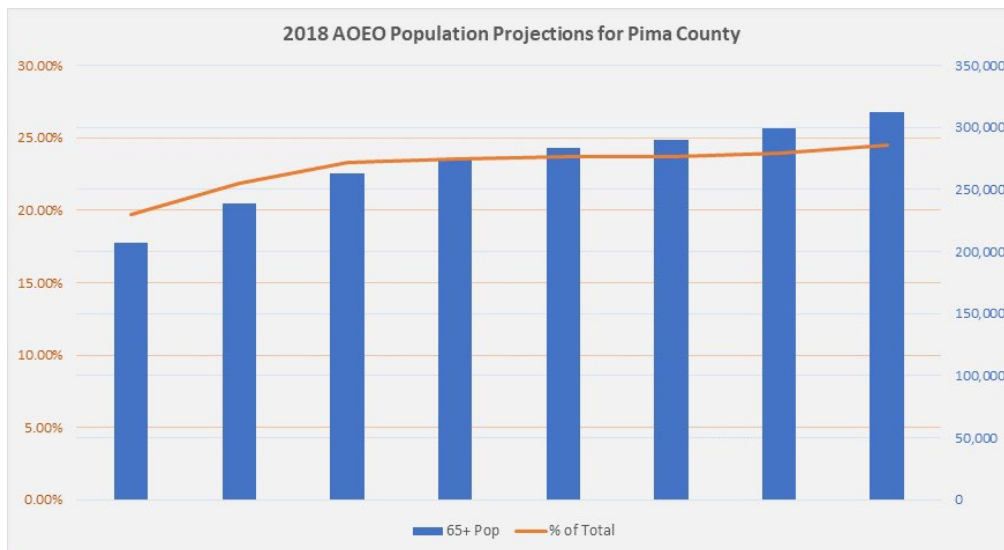
While 60% of the region’s nearly 1.1 million people fall into at least one category of people with special transportation needs, this does not mean every individual who falls into one or more of the categories has greater mobility challenges than others. For example, a 70-year-old adult, although counted as a senior, may still be able to transport him/herself without requiring special needs transportation.

Understanding changes in special needs populations brings new understanding of the need for transportation services. This need includes wheelchair, paratransit and low-income transportation, along with opportunities for coordination among transportation providers.

SENIORS

According to the 2019: American Community Survey (ACS) 5-Year Estimates, 19.2% of the region’s population is 65 years old or older. By 2040, the Arizona Department of Administration Office of Employment and Population Statistics projects that the number of seniors residing in the region will more than double and will account for roughly 24% of Pima County’s total population. Regional population growth and, in particular, the increase in the older population will bring a great demand for transportation services including a need for additional wheelchair and ADA services.

Chart C Senior Population Projections

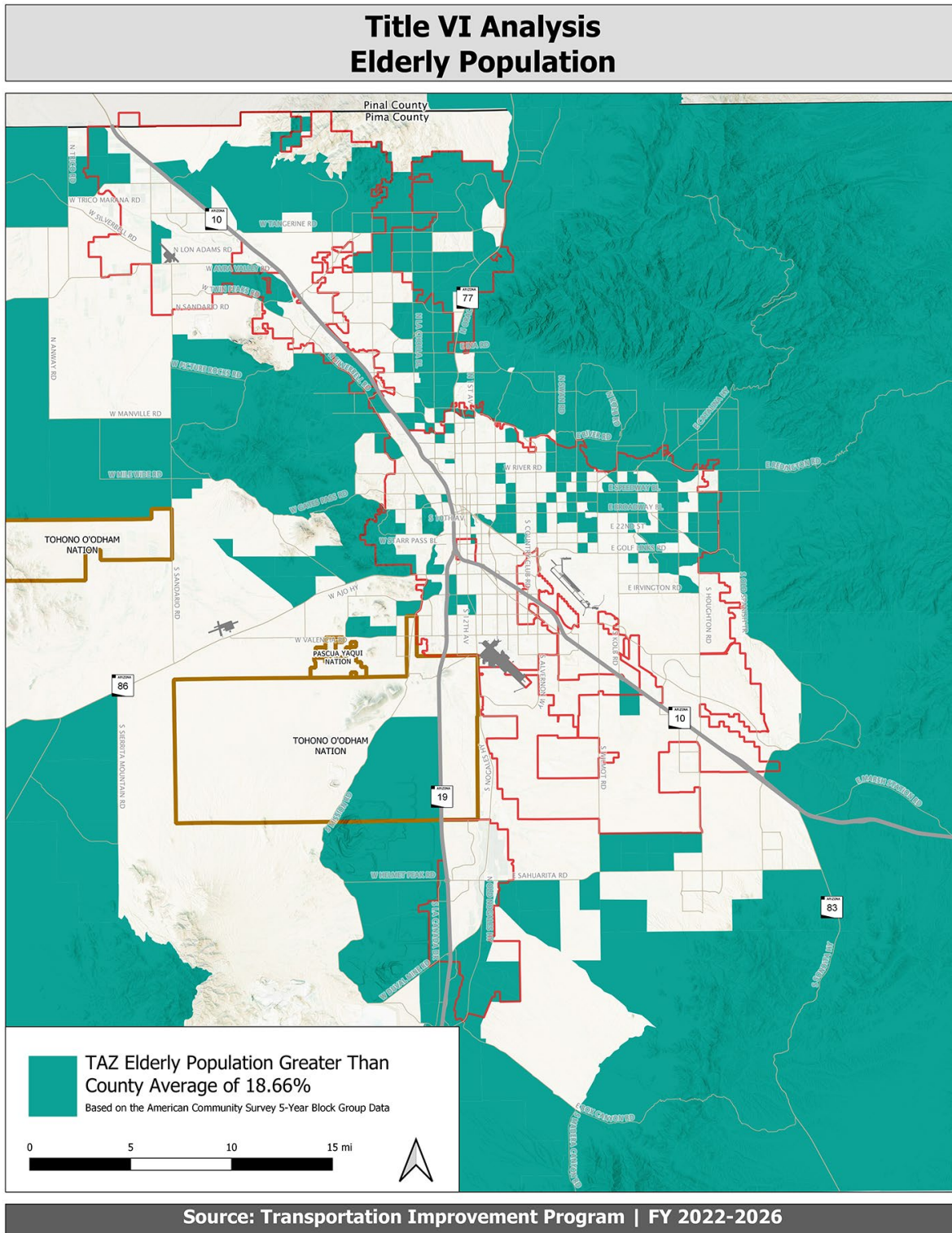


Source: [Data for years 2000-2010 provided by the U.S. Census Bureau](#)

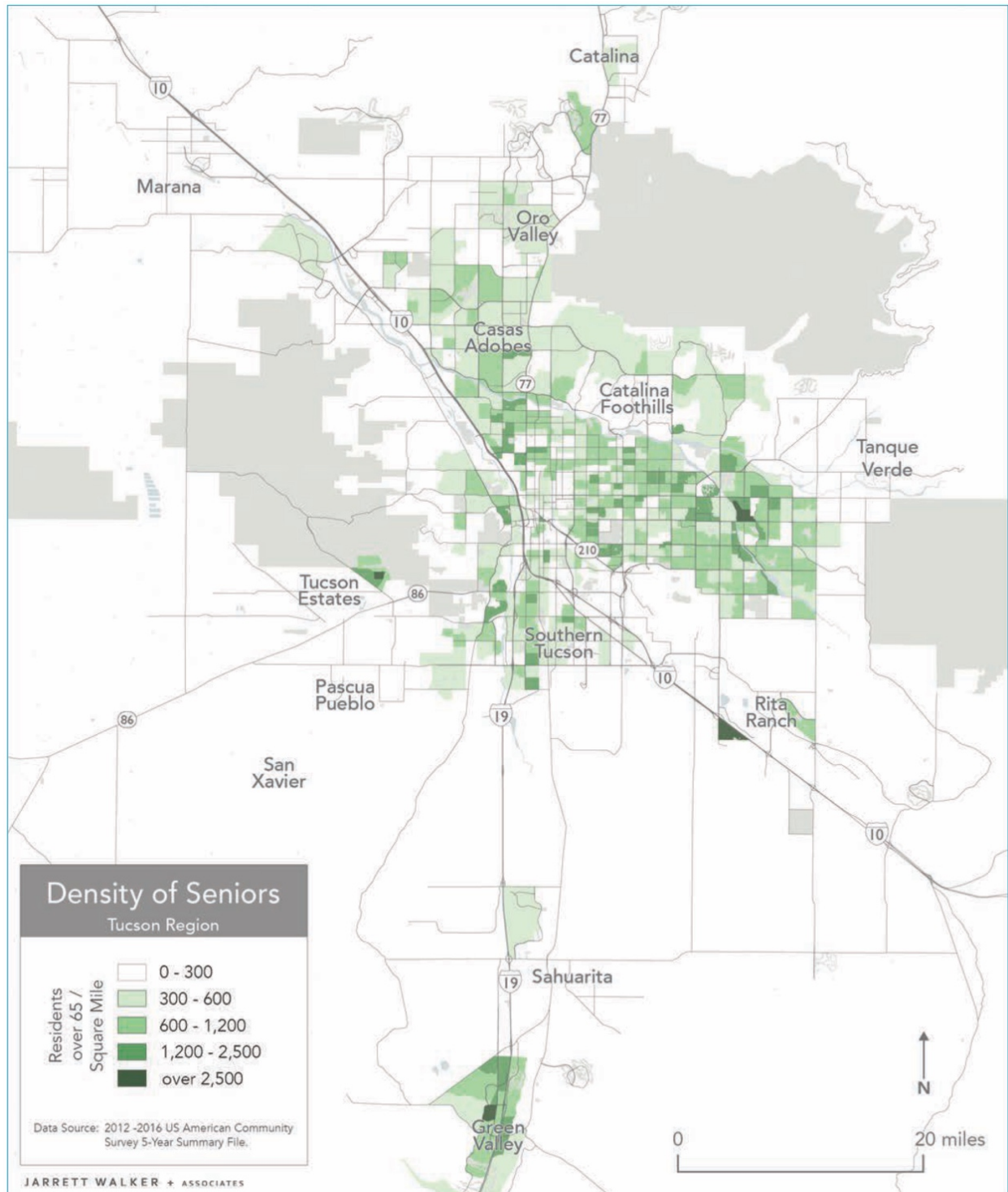
* Population projections for years 2020 to 2055 provided by Arizona Department of Administration, Office of Employment and Population Statistics.

The map below highlights areas where the senior population is higher than the regional average. A regional benchmark provides an objective point for measuring and comparing population data.

SENIOR POPULATION IN PIMA COUNTY



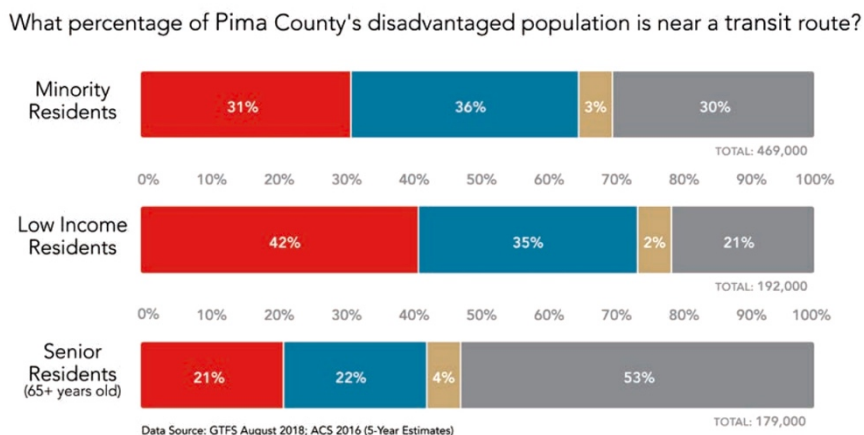
Density of Senior Residents (ages 65+) by Census Block Group in the Greater Tucson Region



Source: https://pagregion.com/wpcontent/docs/pag/2020/09/TucsonPAG_ChoicesReport_Web.pdf

Minority and Low-Income Residents

As noted in PAG's Pima Long-Range Regional Transit Plan Transit Choices Report: "Minority and low-income residents are more concentrated and better covered by the transit network; seniors are more dispersed and harder to reach. Seventy percent of minority residents and 79% of low-income residents live within a half-mile of transit service, compared to 59% of the general population. Low-



income residents are also significantly more likely than average to live near a frequent service, which is more likely to be useful. Even so, 42% of low-income residents in Pima County live within a half-mile of a frequent transit route. In contrast, because seniors live in much more dispersed communities, and many more live in far suburban and outlying areas, their access to transit is lower than average: fewer than half of seniors live within a half-mile of any transit service, and 21% live within a half-mile of frequent service.

https://pagregion.com/wp-content/docs/pag/2020/09/TucsonPAG_ChoicesReport_Web.pdf

INDIVIDUALS IDENTIFYING WITH A DISABILITY

More than 153,000 individuals in Pima County report having a disability (about 15.3% of the population), according to the 2019 American Community Survey five-year estimates. A disability is considered a long-lasting physical, mental or emotional condition that affects an individual's ability to perform major life functions. The Census Bureau designates six types of disabilities: hearing, vision, cognitive, ambulatory self-care and independent living.

- Approximately 15.3% of Pima County residents between the ages of 18 and 64 reported a disability on the American Community Survey. This contrasts with the almost 73% of the senior population indicating a disability.
- The most common type of disability in the senior population was an ambulatory difficulty (21.4%), followed by a hearing difficulty (16%).
- Many disabilities significantly increase an individual's need for special needs transportation provided by public and non-profit transportation providers.

Source: <https://data.census.gov/cedsci/table?q=pima%20county%20&tid=ACSST5Y2019.S0103>

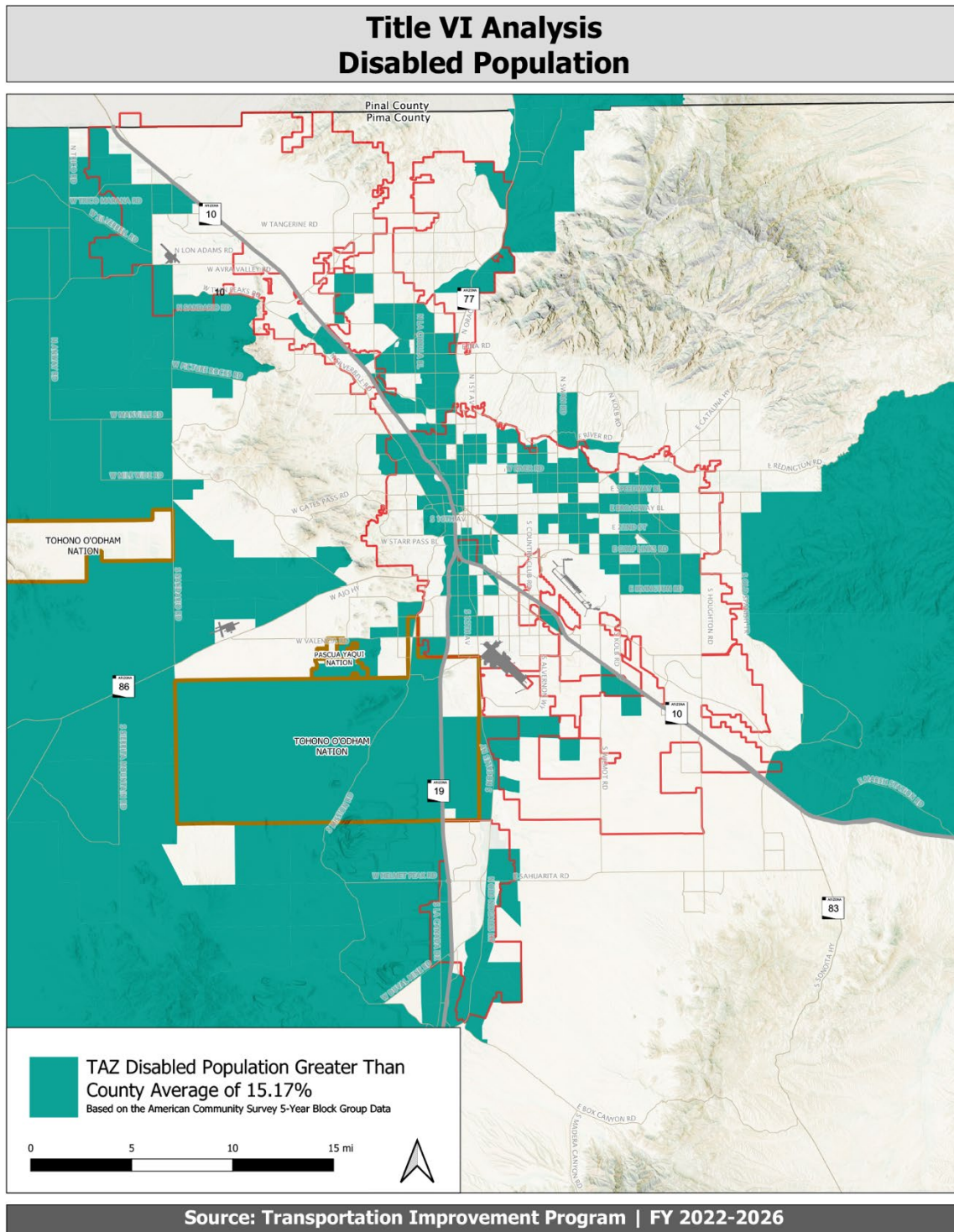
Below is a table showing the number of persons in our region with a disability. Populations are differentiated by type of disability and the age ranges.

Disability Type	Age	Population
Hearing Difficulty	All ages	47,032
Hearing Difficulty	18-64	14,493
Hearing Difficulty	65 and over	31,254
Vision Difficulty	All ages	27,558
Vision Difficulty	18-64	12,847
Vision Difficulty	65 and over	13,008
Cognitive Difficulty	All ages	60,168
Cognitive Difficulty	18-64	34,335
Cognitive Difficulty	65 and over	17,247
Ambulatory	All ages	76,922
Ambulatory	18-64	34,352
Ambulatory	65 and over	41,759
Self-Care difficulty	All ages	26,040
Self-Care difficulty	18-64	11,629
Self-Care difficulty	65 and over	12,977

Source: <https://data.census.gov/cedsci/table?q=pima%20county&tid=ACSST5Y2019.S1810&hidePreview=true>

The map below highlights areas where our region's population of persons with a disability is higher than the regional average. A regional benchmark provides an objective point for measuring and comparing population data.

DISABLED POPULATIONS IN PIMA COUNTY



LOW-INCOME POPULATIONS IN PIMA COUNTY

Knowing many low-income individuals rely on human services transportation, it is important to understand what percentage of our regional population is considered low-income. For awareness, Tucson and its surrounding communities were hit hard by the economic recession that began in 2007. Unemployment in the region reached a high of 9.2% in July 2010.

There have been signs of recovery. According to the 2019 American Community Survey five-year estimates, the unemployment rate dropped to 4.5% for those 16 and over. However, it is important to note that 14% of persons in Pima County are at or below the poverty line.

Source: <https://data.census.gov/cedsci/table?q=DP03&tid=ACSDP1Y2019.DP03>

Poverty

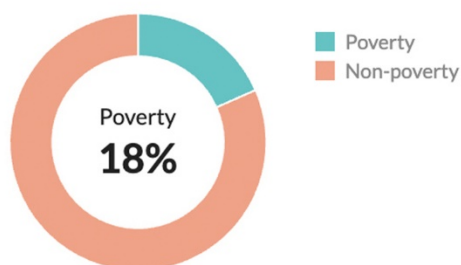
13.8%

Persons below poverty line

a little higher than the rate in Arizona: 13.5%

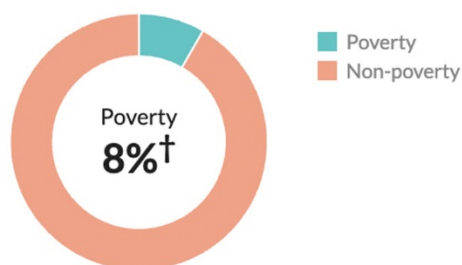
about 10 percent higher than the rate in United States: 12.3%

Children (Under 18)



[Show data / Embed](#)

Seniors (65 and over)



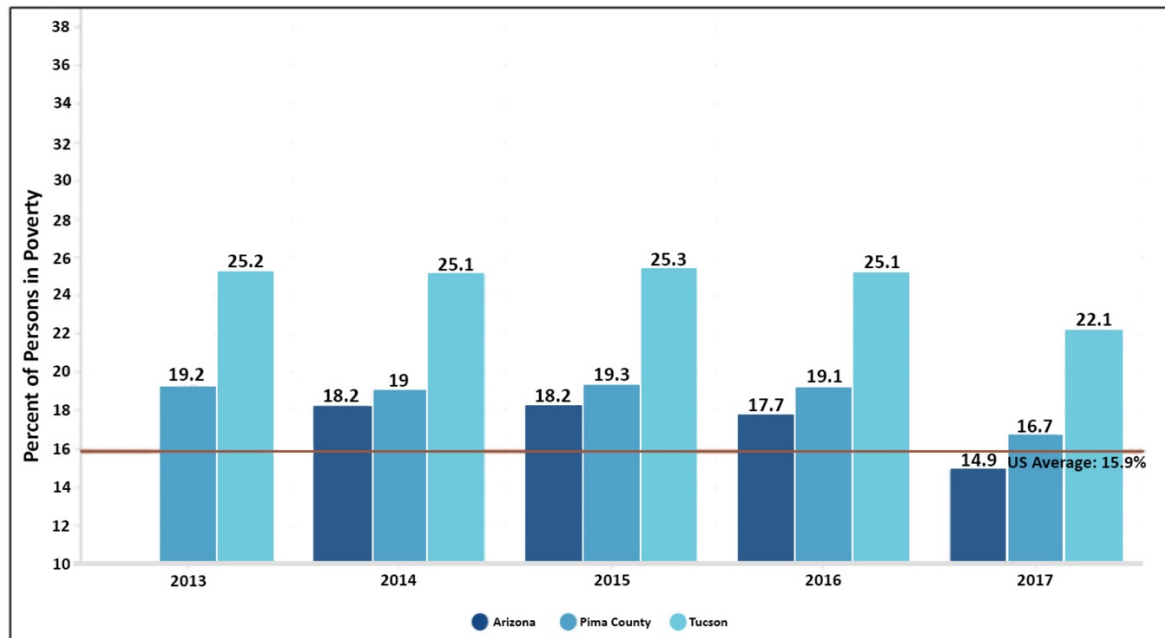
[Show data / Embed](#)

† Margin of error is at least 10% of the total value.

Source: <https://censusreporter.org/profiles/05000US04019-pima-county-az/>

For additional context regarding our region’s low-income population, the chart below indicates the poverty of Pima County compared to the State of Arizona and our largest jurisdiction, the City of Tucson. The chart uses poverty data from the 2018 U.S. Census Bureau American Community Survey one-year report for 2013 to 2017.

Chart E Poverty in Pima County



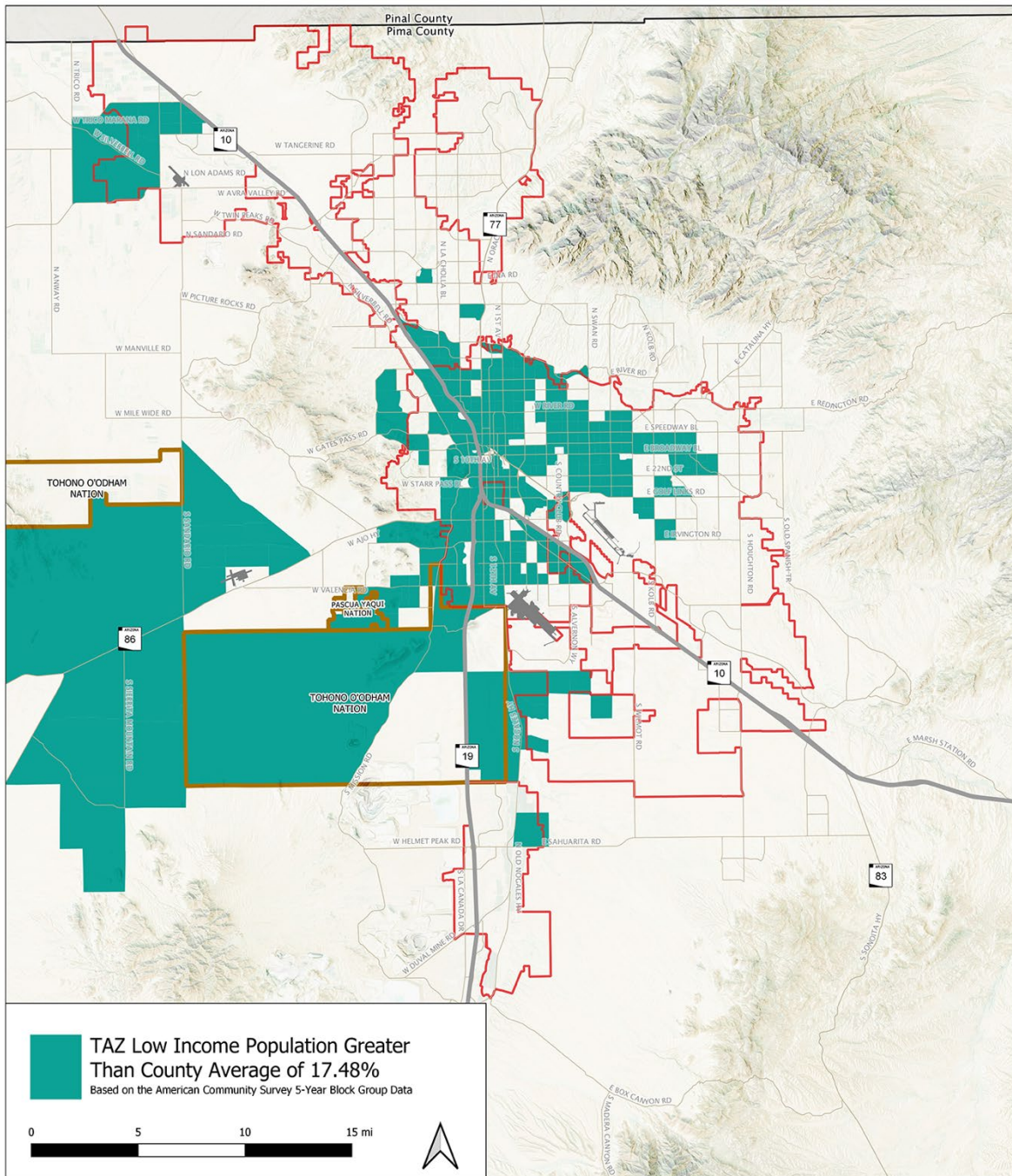
Source: <https://www.tucsonaz.gov/files/hcd/PovReport2020.pdf>

Current data, according to the 2019 ACS Five-Year Estimate, show the following details about those reporting incomes falling below 100% of the federal poverty line in the past 12 months.

- 13.4% of the population in Pima County
- 18.5% are under the age of 18
- 12.6% are ages 18 to 64
- 9.3% are ages 65 and over
- 3.4% reported working full time
- 18.2% of related children of householder under 18 years

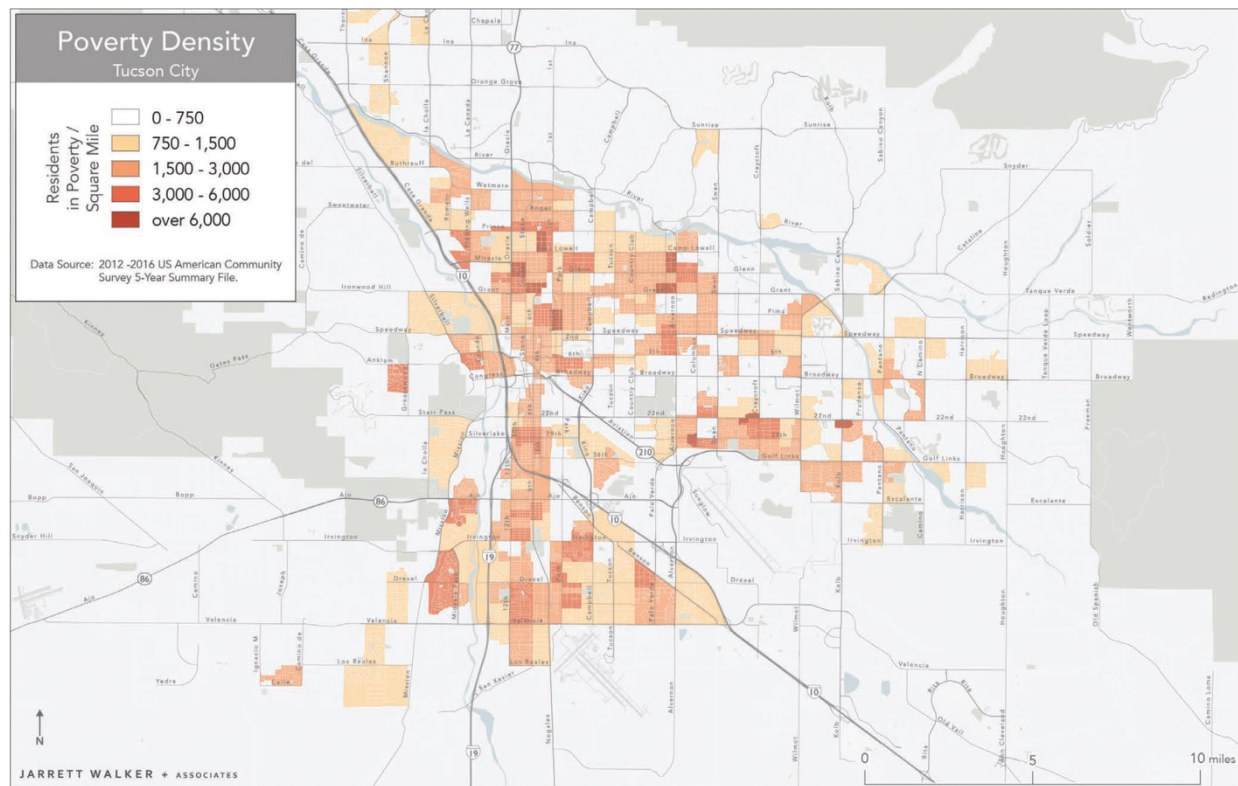
The map below highlights areas where the low-income population is higher than the regional average. A regional benchmark provides an objective point for measuring and comparing population data.

Title VI Analysis Low Income Population



Source: Transportation Improvement Program | FY 2022-2026

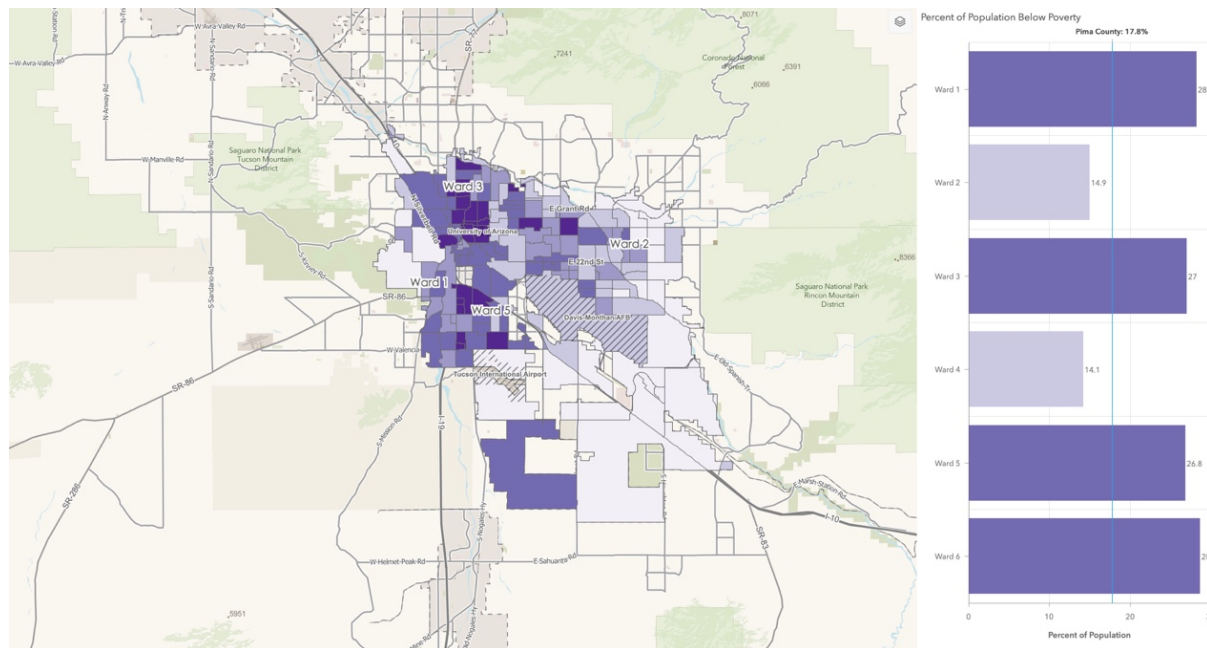
Density of residents in poverty by census block group in and near the City of Tucson



The majority of people in poverty in Tucson reside within a square bounded by Valencia Road to the south, Alvernon Way to the east, the Rillito River to the north, and Mission and Silverbell Roads to the west. In southeastern Tucson, significant numbers of people in poverty are living approximately between 22nd Avenue and Golf Links Road, between Alvernon Way and Wilmot Road. Within all these areas, though, there are few areas of highly concentrated poverty; except in the most affluent areas, most neighborhoods feature a mix of incomes. There are also people living in poverty in suburban and outlying areas, but they are generally more isolated in very small communities. As such, it is far more difficult for transit to reach them.

Source: https://pagregion.com/wp-content/docs/pag/2020/09/TucsonPAG_ChoicesReport_Web.pdf

With the City of Tucson having the largest population in our region, it is important to evaluate the percent of population below poverty. The map below illustrates the percent of population below poverty in the City of Tucson by city ward.



Source: <https://www.tucsonaz.gov/files/hcd/PovReport2020.pdf>

For more detailed information visit:

<https://cotgis.maps.arcgis.com/apps/MapSeries/index.html?appid=2a99303643f44ca883cd9416a58dc55d>

VETERAN POPULATIONS IN PIMA COUNTY

Pima County is home to more than 84,000 veterans (ages 18 and older). It is also home to Davis-Monthan Air Force Base and the Southern Arizona VA Health Care System. With this comes a unique opportunity to better understand the transportation needs of our region's veterans. The first step in understanding the needs of veterans in our region is to recognize the number of veterans in our region who are seniors, including those with a disability or living below the poverty line. Here are some key facts:

- 10.6% of the population has a veteran status.
- 22.3% of the senior population is a veteran (44,055).
- 35.1% of senior veterans identified as having a disability compared to 15.3% of the

total population.

- For senior veterans, 8.8% are below the poverty line compared to 16.8% of the total population in Pima County.

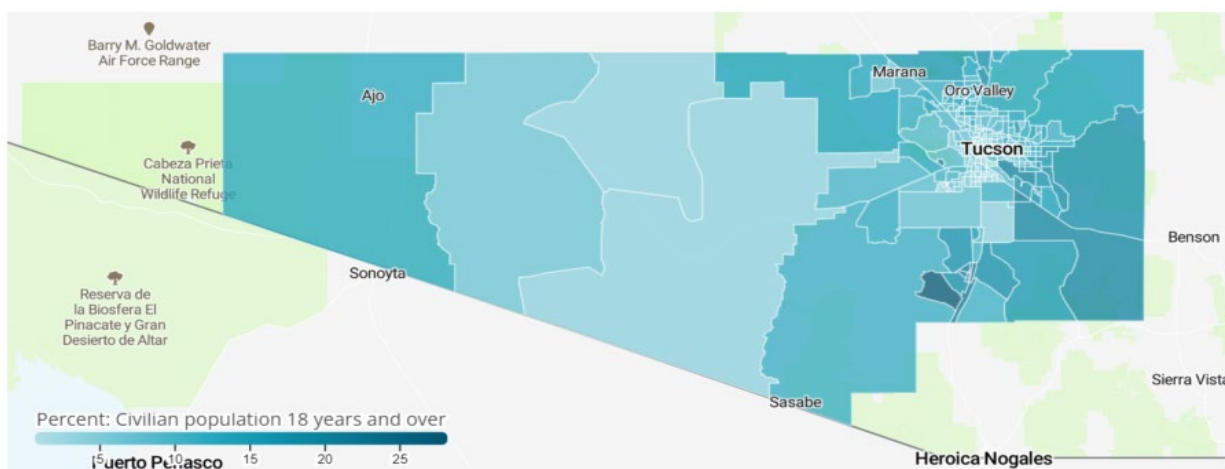
Sources: <https://data.census.gov/cedsci/table?q=pima%20county%20&tid=ACST5Y2019.S0103>
<https://worldpopulationreview.com/us-counties/az/pima-county-population>

With the recent winding down of the Iraq and Afghanistan wars, many military veterans across the country are returning home and integrating back into civilian life. Transitioning from military service to civilian life can be a difficult process for many returning veterans. At the same time, World War II veterans are well into their 80s and 90s and Korean and Vietnam War veterans are nearly 70 or older. For some veterans and their families, routine transportation is a challenge because of a disability or financial hardship. When compared to the general population, a disproportionately higher percentage of veterans have a disability.

VETERAN POPULATION BY CENSUS TRACT

The image below shows the number of veterans per census tract in our region. This gives a unique perspective of how the veteran population varies within Pima County. Each census tract highlights the percent of veterans based on civilian population 18 years of age and over.

2014-2018 Census Tract Image



For more detailed information for each census tract, a time-slider is available to view data from different five-year periods.

Source: <https://www.livestories.com/statistics/arizona/pima-county-veteran-demographics>

VETERANS: BY SERVICE-CONNECTED DISABILITIES (2015-2019)

Understanding the potential service needs of our veteran population requires examining how many of our veterans have service-connected disabilities. Across our region, 21,553 veterans have a service-connected disability rating. Currently, 63,312 veterans have no service-connected disability rating. It is important to note service-connected disability ratings can change over time.

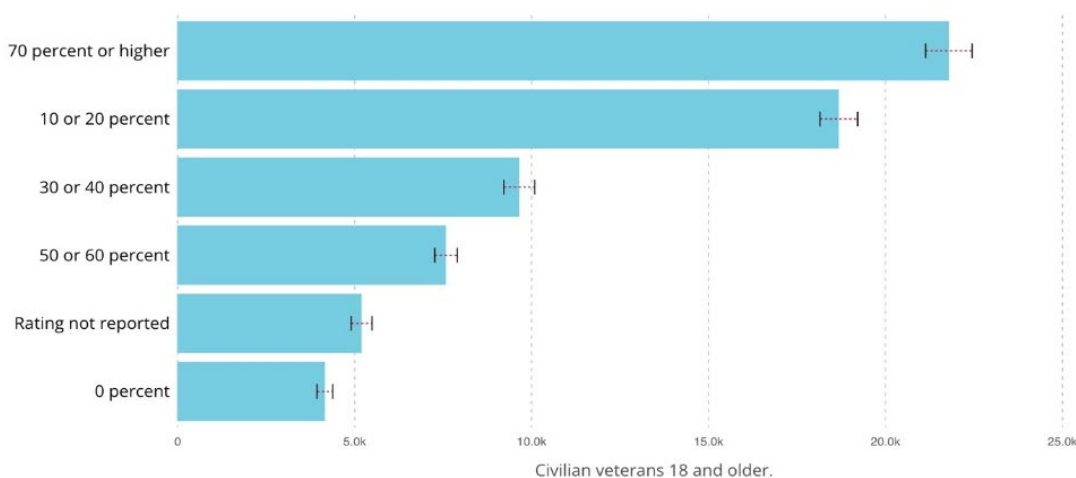
The graph below shows how the former population has changed over time, broken down by the severity ratings of veterans with service-connected disabilities. For context:

- 21,808 veterans have a service-connected disability rating of 70% or higher.
- 18,697 veterans have a service-connected disability rating of 10% or 20%.
- 9,669 veterans have a service-connected disability rating of 30% or 40%.
- 7,597 veterans have a service-connected disability rating of 50% or 60%.
- 5,214 veterans have a service-connected disability rating not reported.

Chart F Veterans by Service Connected Disabilities Rating (2015-2019)

Veterans: by Service-Connected Disabilities Rating (2015-2019)

Service-Connected Disability Status: Has a service-connected disability rating



Source: <https://www.livestories.com/statistics/arizona/pima-county-veteran-demographics>

MOBILITY COORDINATION WORKING GROUP

As noted in the ADOT Multimodal Planning Coordinated Mobility Program Section 5319 Grant Guidebook FY 2021: “The Coordinated Mobility Program, FTA Section 5310 is a grant program that provides funding to assist with costs for mobility management activities, the purchase of capital equipment, and operations to meet the mobility needs of seniors (65 years and over) and individuals with disabilities of any age. The goal of the Section 5310 Program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation and expanding transportation mobility options available.” As part of the requirements of this program, PAG coordinates quarterly meetings among 5310 subrecipients and other human services transportation providers. These meetings are open to the general public and are foundational for building relationships across providers and determining regional strengths. These meetings also assist in identifying key opportunities for growth through partnership, collaboration, resource sharing, training and analysis. Through meaningful discussion and analysis, best practices are identified and important benchmarks and milestones for advancing coordination across the region are established. Topics for the coordination meetings are based on regional needs and the associated needs of regional providers, ranging from fleet management including fleet life cycle analysis, determining vehicle utilization and costs of transportation, budget forecasting, reporting, driver training, trip data collection, safety considerations and local match. Provider profiles for participating transportation providers of the Mobility Coordination Working Group can be found in Appendix N of this plan.

Source: <https://azdot.gov/sites/default/files/media/2021/02/coordinated-mobility-program-guidebook-2021.pdf>

MOBILITY MANAGEMENT

The PAG Mobility Manager offers technical support to the subrecipients and actively pursues ways to streamline processes and ensure compliance. In addition, the mobility manager’s role is to encourage coordination, facilitate strong financial stewardship and support proactive fleet maintenance.

Recent strides have been made to begin evaluating the opportunity to standardize driver training practices, to include the incorporation of best practices regarding accident prevention. Other initiatives include the encouragement of self-directed pilots between agencies, mentorship of organizations and sharing resources and other best practices. In recent years, there has been a focus on ways to improve preventative maintenance and fleet life cycle across the region. These efforts are key to keeping vehicles well maintained, safe and available to serve senior and disabled populations. In addition, efforts have been made to better understand potential strategies for improving vehicle utilization. Increased vehicle

utilization translates into the ability to serve more people throughout the region.

PARTICIPATION AND COORDINATION EFFORTS

To make the most efficient use of federal funds, the Federal Transit Administration (FTA) and the Arizona Department of Transportation (ADOT) require that applicants and grantees of the 5310 programs actively participate in coordination activities in their community.

Coordination refers to the efficient and effective use of transportation resources for getting people where they need to go, from work to medical appointments to day programs.

Coordination activities can take many forms but always include two or more agencies agreeing to work together to achieve a common purpose. The range of coordination efforts include cooperation through occasional shared rides to fill sudden service gaps, administrative coordination through common billing, training, purchasing and data collection, and formal agreements to provide seamless transportation services under a single umbrella to clients from all participating agencies.

PAG hosts coordination meetings four times per year. Typically, these are held quarterly where 15 to 18 transportation providers gather to exchange information and work on implementing the coordination strategies in the Coordinated Plan. Each meeting is open to the public and includes an agenda of topics for discussion. These topics range from exploring opportunities to drive down operational costs and other fleet management issues to broadening coordination efforts and identifying opportunities for greater regional impact. In addition, transportation providers are afforded the opportunity to discuss common challenges, brainstorm solutions, learn from regional experts and share best practices. These coordination meetings lead to the exploration or undertaking of a variety of projects to include mapping exercises to review overlapping service areas, identification of opportunities for coordination, sharing of best practices for vehicle and lift maintenance, driver assessments and other related training. Other projects explored include understanding metrics used to determine vehicle replacement, tools to track transportation costs, as well as operational impacts due to COVID-19. Many of these have paved the way for the foundational elements of this plan.

PROCESS TO DEVELOP/UPDATE THE PLAN

Prior to the development of this plan, PAG reviewed the regional priorities for rural and urbanized areas, as well as the short, mid-term and long-range goals outlined in previous updates including the 2019 and 2020 PAG Public Transit-Human Services Coordinated Transportation Plans. The discussion points from the Mobility Coordination Working Group meetings held throughout 2020 and 2021 were also utilized to identify potential mobility management strategies and ensure alignment with the outlined regional goals. In creating a

solid foundational framework for the development of this plan, the following elements were evaluated, as these represent key aspects of essential “building blocks” for this plan. Each block represents an opportunity to identify or understand:

- overlaps and gaps in services by mapping service area boundaries provided by participating 5310 agencies, volunteer transportation services, Non-Emergency Medical Transportation providers (NEMT) and veteran transportation providers.
- populations served relative to agency programs.
- the footprint of transportation services provided relative to urban and rural areas to identify opportunities for coordination to include public paratransit.
- the percentage of programs offering transportation services in rural versus urbanized areas to help evaluate regional strengths and gaps.
- critical opportunities for volunteer transportation services.
- service coordination or contracting of services to allow for broader reach or expansion of services.
- driver training and associated resources.
- how to best support agencies with performance monitoring, preventive maintenance and the reduction of fleet maintenance and operational costs.
- emerging needs of specific special needs populations.

The foundational elements to this plan are divided into the following categories:

1. Service Area Boundary Mapping

In fiscal year 2020, PAG worked with participating 5310 sub-recipients, volunteer driver organizations, Pima Council on Aging (PCOA), Non-Emergency Medical Transportation (NEMT) providers, private transportation providers and the Disabled American Veteran (DAV) transportation services to develop service area boundary maps for each participating provider. By creating maps of service area boundary maps of each of these agencies, PAG was able to benefit from a new perspective of the scope of transportation services in rural and urbanized areas. In addition, by better understanding the boundaries of individual transportation providers, it is possible to identify where service boundaries overlap and where transportation service gaps exist among the 13 participating 5310 agencies, the 15 Neighbors Care Alliance programs through PCOA providing volunteer-based transportation services, eight NEMT providers, Veterans Administration Transportation Program (VTP) and DAV and six private transportation companies. Through phone calls and emails to over 50 organizations, PAG developed the service area boundary maps via ArcGis. These maps

will play a pivotal role in identifying core opportunities for advancing coordination between 5310 providers, volunteer-based transportation organizations and the integration of support for disabled veterans. In addition, it will help to identify key opportunities for the expansion of services and providing referrals.

2. 5310 Human Services Providers and Related Agency 2021 Survey

In 2021, 13 agencies participated in PAG's 5310 Human Services Providers and Related Agency Survey to better understand the scope and breadth of their programs relative to the transportation they provide in our region. The 13 agencies surveyed included those funded by FTA Section 5310 and other participating agencies such as the PCOA. PCOA is the administrator for 19 volunteer-based driver programs within their 20 Neighbors Care Alliance (NCA) programs. Among the 5310 agencies are the City of Tucson and the Town of Oro Valley. Through this survey, agencies were asked a variety of questions to help better understand the following:

- Percent of programs with a primary focus for a specific population.
- Number of agencies with programs serving specific geographic areas (urban, rural) according to program type.
- Percent of programs offering client-based transportation services to the specific populations.
- Opportunities for coordination with other 5310 agencies or public transit providers.
- Coordination of client-based and non-client riders. (The potential for client-based transportation providers to extend transportation services to senior and/or disabled populations from other social service agencies and/or general public/non-client riders. The priority would be for those who experience a transportation gap due to hours or location and are not eligible for paratransit or to be served by a volunteer-based transportation program.)
- Primary and secondary trip purposes.

Key Findings from the 5310 Human Services Providers and Related Agency 2021 Survey:

Training:

- 92% of respondents offer training to individuals on what options are available to help gain access to their services (options may include transportation), 11% of respondents are developing training initiatives.
- 46% of respondents stated they provide training on how to find/secure public or private transportation.

- Two agencies expressed interest in receiving help creating training/information materials regarding transportation services in the PAG region: Catholic Community Services and PCOA.

ADA Accessible Vehicles:

Based on the responses of 11 of the 13 participating 5310 agencies, there are:

- 35 vehicles equipped with a ramp.
- 150 vehicles equipped with a lift.

Drivers Assigned to 5310 Programs/Services in the PAG Region:

- 786 total drivers, including:
- 45 Town of Oro Valley – Sun Shuttle Dial-a-Ride
- 120 Sun Van
- 315 Pima Council on Aging – Neighbors Care Alliance Programs

Total does not include the 95% of support staff from Easterseals Blake Foundation.

- 22 drivers are PASS certified, and five drivers are certified to teach PASS Training (EBF, Town of Oro Valley and SAAVI).

Service Areas, Planning of Routes and Trip Scheduling:

- Service area is determined mainly based on member needs, state contracts and/or location of the facility.
- Planning and designing of routes appear to be driven based on need (where clients are located) and appointment times/locations of services or schools.
- Trip scheduling appears to be mainly done based on the needs of clients or on-demand and is done by staff members.
- Few agencies reported using a particular technology or software for scheduling trips, planning, or designing routes or determining service area.
- 69% (9/13 agencies) do not currently offer service area boundary maps.

The results and insights from the 5310 Human Services Providers and Related Agency 2021 Survey are documented throughout this plan. Below is a list of the top insights and findings from the survey. Charts outlining these findings and those of the service area boundary maps immediately follow this section of the plan.

- 5310 funded and participating agency programs and associated populations served.
- 5310 funded and participating agency programs serving rural and urbanized areas.
- 5310 funded and participating agencies providing client-based transportation services to specific populations.
- Coordination of client-based and non-client riders.

- Primary and secondary trip purpose by participating agency.

3. Network of Transportation Providers

To better understand the large network of transportation providers, it was important to identify each of the types of transportation providers which include a robust, fixed-route and paratransit system, many well-established private and non-profit transportation providers, as well as small private and nonprofit providers with only a few vehicles in their fleets. In addition, it was important to ensure adequate context for where and how each of the providers serve our region. For context, service area maps, route maps and transit system maps were included in this plan, including operating statistics and references to other internally developed plans such as PAG's Short Range Transit Program Implementation Plan, PAG's Long Range Regional Transit Plan and externally developed plans including the City of Tucson's five-year strategic transit plan for fiscal years 2020-2024, Sun Tran's FY 2018 Marketing Plan for Regional Transit and Sun Tran's 2019 Tucson On-board Transit Survey.

With more than 500 vehicles in the region providing human services transportation, it is important to better understand the make-up of this fleet to allow for better understanding how these vehicles play a critical role in meeting the unique needs of the general public, including special needs populations. The survey showed 150 of the vehicles used for the 5310 programs are lift-equipped. The lift-equipped vehicles are critical to serving persons in wheelchairs and come in a variety of sizes. For perspective, mini-buses can hold up to two wheelchairs and five additional ambulatory individuals, while mini-vans can hold a single wheelchair with an additional one or two ambulatory passengers. This network of transportation providers serves a wide variety of clients and many of those clients have multiple needs. Below is a list of the transportation systems reviewed and included in the network of transportation providers:

- Public transportation systems
- CAT Tran
- Private transportation systems
- Non-emergency medical transportation/Service Area Boundary Map
- Volunteer transportation services
- Neighbors Care Alliance Programs/service area boundary map
- Veterans' transportation services

4. Transportation resources and needs assessments

Assessments of the regional needs, gaps and opportunities for coordination were conducted. These assessments were broken into the following categories:

- Transit needs
- Special needs transportation
- Client based transportation
- Volunteer-based transportation
- Veteran transportation support

5. COVID-19 Impact and Recovery

It is important to recognize the impact of COVID-19 on our region. Recognizing older adults and people who have underlying medical conditions may be at higher risk for developing more serious complications from COVID-19 means the implications and demand for transportation services is an essential consideration. Shifts in the job market and the economy can create additional challenges for already disadvantaged populations. Navigating changes to day-to-day operations and fleet utilization across agencies allows for adaptations to meet the needs of those most reliant on transportation services. However, it is important to recognize how balancing the safety of drivers and riders creates additional constraints and costs. By gathering insights, we have an opportunity to seek appropriate funding to elevate the level of support and preparedness for agencies serving our most vulnerable populations. Operational insights related to COVID-19 among transportation providers included:

- Passengers per trip
- Service hours
- Staffing availability
- Health checks/screenings for front-line support staff and drivers
- Workplace hygiene and illness prevention

These areas further underscore the need for stability and coordination, improving accessibility, and tools for coordinating or referring transportation services across agencies.

6. Regional Opportunities for the Coordination of Transportation Services

One of the main priorities of this plan is to better understand where critical opportunities for coordination of transportation services exist within our region. To achieve this goal, efforts were made to examine rural and urbanized area FTA Section

5310-funded program comparisons and the programs aligned with the Neighbors Care Alliance, administered by the Pima Council on Aging (PCOA). In addition, the plan includes a closer look at transportation needs relative to medical appointments, counseling and case management and special needs populations. Opportunities for coordination were evaluated within the frameworks of:

- Volunteer-based transportation
- Expanding rural transportation and connections to transit/paratransit
- Client-based transportation services
- Addressing funding constraints

7. Regional Goals and Priorities

With the foundational framework of this plan in place, the next step required setting regional goals and priorities. Based on the results of the needs assessments referenced throughout this plan, PAG asked participants of the Mobility Coordination Working Group and the Transit Working Group to rank the priority for each of the strategies and associated coordination efforts aligned with the regional goals. The regional goals were categorized into the following:

- New or expanded services to meet identified gaps in rural areas.
- New or expanded services to meet identified gaps in urbanized areas.
- Support for transportation services.
- Cost containment practices.
- Better serve the needs of the general public (non-client riders: senior, disabled and/or low-income).
- Maintain assets in a state of good repair.
- Coordination of non-client rider groups.
- Information resources (including travel training) for transportation services.

After the Mobility Working Group and the Transit Working Group helped in establishing the priority for strategies and associated coordination efforts aligned with the regional goals, it was imperative for the funding priorities for FTA Section 5310 funded projects to be identified. The framework for these priorities included:

- Support of mobility management and accessibility initiatives.
- Maintaining existing fleets in a state of good repair.
- Addressing a regional need or gap.

- Recruitment, training, and retention of drivers.
- Transportation services coordination: public transit, non-profit, private, and volunteer-based.

8. Feedback and Approval

To offer additional opportunities for feedback for the development of this plan, the members of the Mobility Coordination Working Group and the Transit Working Group were provided a draft copy of the plan for review prior to ranking the priority for each of the strategies and associated coordination efforts. In addition, the plan was available for review and comment during a 30-day public comment period. To ensure a broad distribution throughout our region, PAG shared the plan draft and public comment opportunity directly with PAG stakeholders including human services stakeholders.

As part of the PAG approval process for the development of this plan, the PAG Management Committee and the PAG Regional Council reviewed and provided feedback prior to their approval and adoption of this plan.

SERVICE AREA BOUNDARY MAPS

In FY 2020, PAG worked with participating 5310 subrecipients, volunteer driver organizations, Pima Council on Aging, NEMT providers, private transportation providers and the DAV to develop service area boundary maps for each participating provider. As mentioned previously, one of the primary goals of the boundary maps was to better understand the scope of transportation services in rural and urbanized areas. By better understanding the boundaries of individual transportation providers, we can identify where service boundaries overlap and where service gaps exist. In addition, it paves the way for opportunities to expand services or provide referrals among providers. The maps will also serve as a cornerstone to a future update to the Pima Find a Ride website.

<https://apps.pagnet.org/hsinventory/default.aspx>

With a new visual representation of service area boundaries, days of service, hours of service, and contact information, the site will offer an elevated user experience. This richer user experience may also pave the way for a higher level of engagement with other regional partners working to serve senior and disabled populations.

Plans for future site updates will expand beyond the current 80 providers, to include a variety of local non-profits, private transportation companies, the DAV, NEMT providers and volunteer driver organizations.

The updates to the Pima Find a Ride website aim to better serve the region in two distinct ways: 1) allow for increased accessibility to information regarding transportation services, 2) allow transportation providers to recognize opportunities for coordination, expansion and referrals.

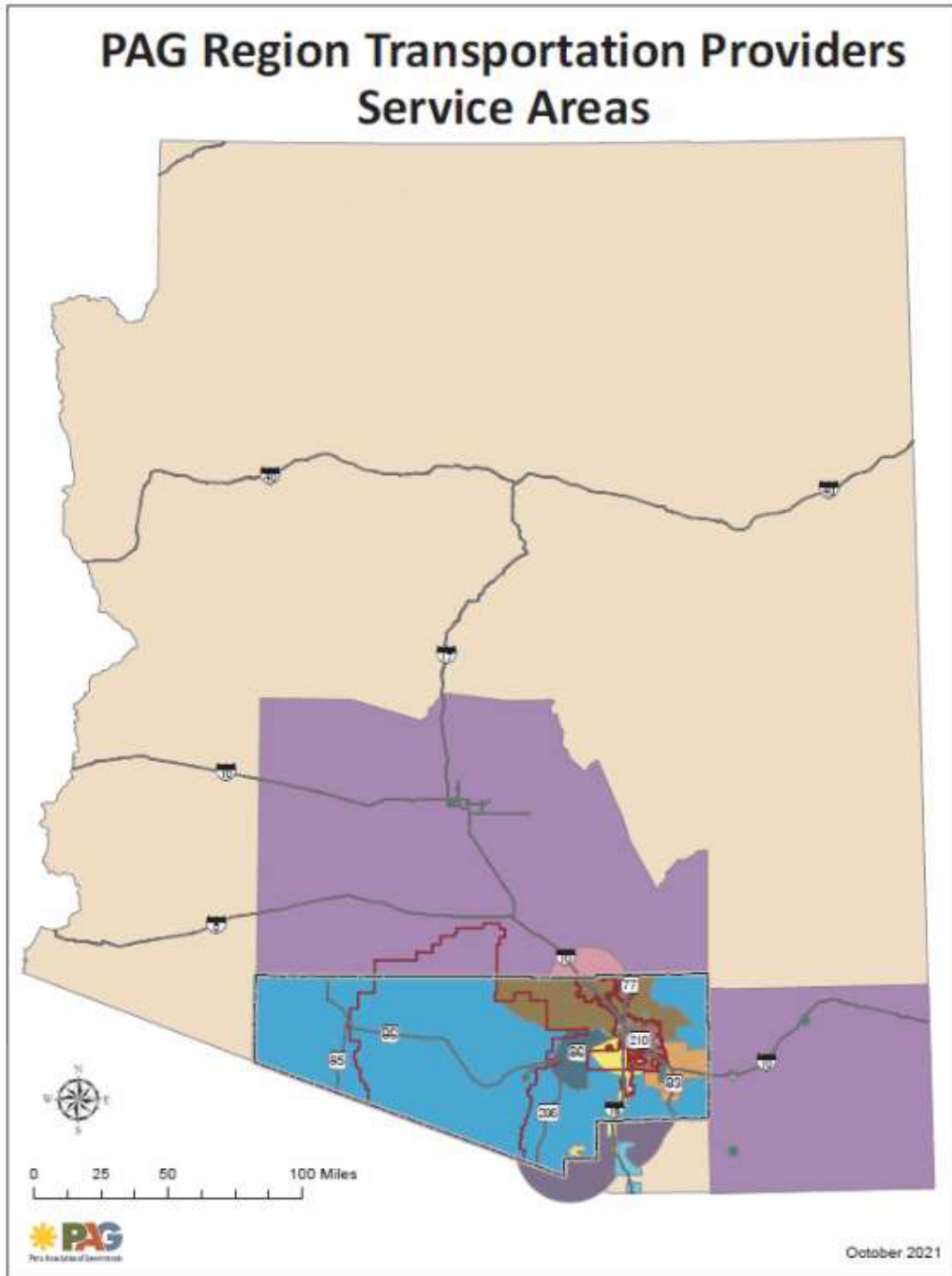
Mapping Boundaries: Opening Opportunities for Coordination

In addition to the updates to the Pima Find a Ride website, the service area boundary maps will play a key role in identifying distinct opportunities for coordination. This includes the coordination of rides for both client-only and open to the public organizations within the PAG region. It also helps pave the way to identifying inefficiencies, the implementation of strategies to serve more people, and sound stewardship of resources. Furthermore, it encourages agencies to coordinate services for vulnerable populations, such as the delivery of food from local food banks. The service area boundary maps for three food banks were also created. As COVID-19 increased the demand for local food banks and food delivery, we anticipate these maps could shed light on opportunities for bridging gaps in the accessibility and delivery of food to special needs populations.

PAG Region Service Area Boundary Map(s)

The map below illustrates the collective service area boundaries for 49 agencies in the PAG region. These agencies include:

- 13 human services transportation providers active in the 5310 program.
- Two public paratransit providers in the 5310 program.
- Eight non-emergency medical transportation (NEMT) providers.
- 15 PCOA/Neighbors Care Alliance – transportation via volunteer driver programs.
- Two PCOA/Neighbors Care Alliance – support services.
- Three food banks providing food delivery to eligible individuals.
- Six private transportation providers including: taxi, chauffeur and shuttle.



*The approximate boundary information is provided by the respective agency, and PAG is not responsible for any inaccuracies.

FTA Section 5310 - Transportation for Senior Persons and Persons with Disabilities

This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. At least 55% of program funds must be used on capital projects which are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate or unavailable. The remaining 45% may be used for public transportation projects that exceed the requirements of the ADA, public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit, and alternatives to public transportation that assist seniors and individuals with disabilities. Funding apportionment for the 5310 program changed under the MAP-21 federal surface transportation funding bill.

Funds under the 5310 program are now distributed to states for all small urban and rural areas under 200,000 in population and to designated recipients in large urbanized areas (UZAs) over 200,000 in population. Eligible sub-recipients include states or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient. Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities. The Arizona Department of Transportation (ADOT) has historically been the designated recipient for 5310 funding and coordinates with PAG to distribute funding awards in the region. The change in funding apportionment rules under MAP-21 required PAG to recommend a new designated recipient for the Tucson UZA.

After consultation with state and local entities, the local consensus was that ADOT remain the designated recipient on a transitional basis with PAG acting as the local 5310 program planning entity. Mobility management has been a central focus for the 5310 grant program and its recipients. PAG's objective in undertaking the development of a regional mobility management program is to maximize the effective use of 5310 funding. Specific goals for the program include:

- Supporting operational effectiveness of non-profit organizations in human services transit delivery.
- Assisting with improving program compliance among participant agencies.
- Identifying barriers and opportunities in improving service coordination.

- Expanding technical capacity for program participants.
- Improving regional understanding of different human-services transit models.
- Creating a needs assessment and short-range plan for establishing an effective mobility management program in the region.

FTA Section 5310 Funded Fleet Replacement

Many factors must be considered when making the decision to replace 5310 fleet vehicles. Most subrecipients of FTA Section 5310 funding make retirement decisions based on a determination of a vehicle's "useful life" or the amount of utilization after which a vehicle is deemed "no longer fit for use." Vehicle age is the simplest determinate of useful life and provides a baseline to evaluate other data. Mileage provides the second most important useful vehicle life data and usually must be combined with vehicle age to gauge an accurate picture of vehicle health. Other important factors in determining retirement age are perceived service quality and funding availability, the first because a vehicle may be seen as "unfit" by passengers before it becomes functionally inoperable, the second because some operators may be financially constrained and must operate vehicles longer than they might otherwise. For sub-recipient replacement vehicle planning purposes, ADOT has compiled an estimated useful life for the following vehicles:

Vehicle Useful Life Guidelines		
Vehicle Type	Minimum Years / Minimum Miles	Maximum Years / Maximum Miles
Minivan With Ramp	6 yrs and / or 150,000 mi.	10 yrs and / or 300,000 mi.
Minivan No Ramp	6 yrs and / or 150,000 mi.	10 yrs and / or 300,000 mi.
Maxivan With Lift	7 yrs and / or 150,000 mi.	10 yrs and / or 300,000 mi.
Maxivan No Lift	7 yrs and / or 150,000 mi.	10 yrs and / or 300,000 mi.
Cutaway with Lift	7 yrs and / or 250,000 mi.	12 yrs and / or 400,000 mi.
Sport Utility Vehicle (SUV)	7 yrs and / or 150,000 mi.	12 yrs and / or 400,000 mi.
Crew Cab Trucks	7 yrs and / or 150,000 mi.	12 yrs and / or 400,000 mi.

As noted in the ADOT Multimodal Planning Coordinated Mobility Program Section 5310 Grant Guidebook FY 2021: "Subrecipients use the above guidelines to estimate how long it will take each vehicle type to reach the appropriate mileage for replacement purposes. The minimum useful life is the point at which ADOT will consider disposal without justification for serious ongoing mechanical failure. The maximum useful life is the point at which serious consideration should be made as to whether the vehicle should be replaced for safety reasons. These useful life points are guidelines and agencies should take into consideration

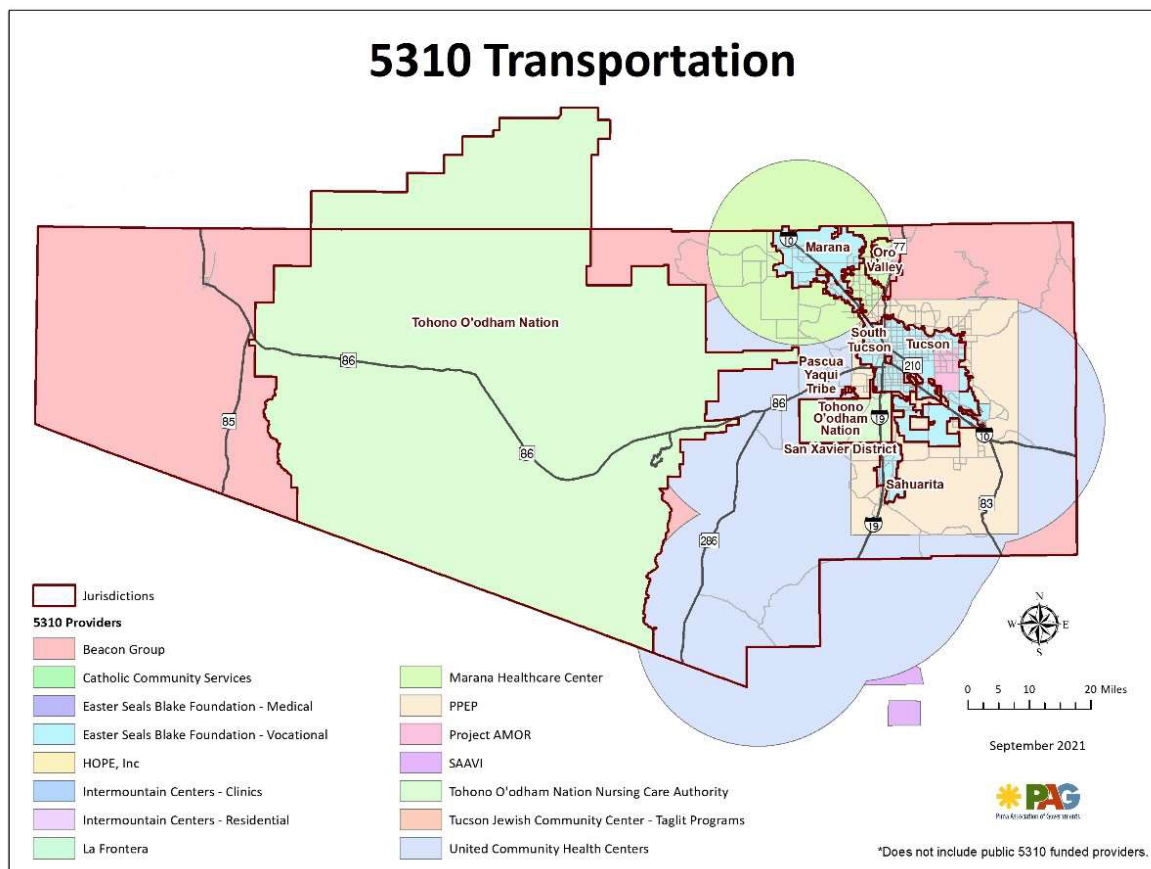
their own asset management lifecycles.”

Source: <https://azdot.gov/sites/default/files/media/2021/02/coordinated-mobility-program-guidebook-2021.pdf>

FTA SECTION 5310 FUNDED TRANSPORTATION

As mentioned previously, the Federal Transit Administration 5310 program “makes federal resources available to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.” The map below reflects the combined service areas of 13 of the participating 5310 agencies in the PAG region.

Participating 5310 Agencies Cumulative Service Area Boundary Map



*The approximate boundary information is provided by the respective agency, and PAG is not responsible for any inaccuracies.

FTA SECTION 5310 HUMAN SERVICES PROVIDERS AND RELATED AGENCY 2021 SURVEY

In 2021, 13 agencies participated in PAG's 5310 Human Services Providers and Related Agency Survey to provide information about the scope and breadth of their programs relative to the transportation they provide in our region. The agencies surveyed are funded by FTA Section 5310 and/or are part of the Pima Council on Aging's 15 volunteer-based driver programs in its Neighbors Care Alliance (NCA) programs. The 5310-related agencies include non-profit agencies, the City of Tucson, Tohono O'odham Nation Nursing Authority and the Town of Oro Valley. Agencies were asked a variety of questions to help better understand the following:

- Percent of programs with a primary focus for a specific population.
- Number of agencies with programs serving specific geographic areas (urban, rural) according to program type.
- Percent of programs offering client-based transportation services to the specific populations.
- Opportunities for coordination with other 5310 agencies or public transit.
- Coordination of client-based and non-client riders. (The potential for client-based transportation providers to extend transportation services to seniors and/or populations with disabilities from other social service agencies and/or general public riders. The priority would be for those who experience a transportation gap due to hours or location and are not eligible for paratransit or to be served by a volunteer-based transportation program.)
- Primary and secondary trip purposes.

Below are the primary findings from the 5310 Human Services Providers and Related Agency Survey. (Additional details regarding the survey are found in Appendix M.)

FTA SECTION 5310 FUNDED AGENCIES AND PCOA/NCA PROGRAMS: ASSOCIATED POPULATIONS SERVED

Percentages of programs with a primary focus for specific populations in the PAG region by participating agencies.

Chart G

	Adults with a disability	Seniors 65+	ADA Eligible	Under 18 with a disability	Seniors 65+ and disabled
AMOR	0	0	50	100	0
Beacon Group	100	10	70	10	10
Catholic Community Services	100	25	100	10	35
Easterseals Blake Foundation	53	1	85	44	2
Intermountain	0	0	100	70	0
HOPE, Inc.	0	0	0	0	0
Tucson JCC	100	0	100	0	0
La Frontera	100	50	100	50	50
Marana Healthcare Center	70	25	30	40	0
PCOA	0	90	0	0	0
SAAVI	100	15	45	25	15
Sun Van	0	0	100	0	0
Town of Oro Valley	39	11	1	5	15
Average percentage across all agencies	50.9	17.46	60.07	27.23	9.76
Percentage of the 13 agencies whose programs with a primary focus of	61.5	61.5	84.6	69.2	46.1
Number of agencies with 100% of programs having a primary focus of	5	0	6	1	0
Number of agencies with 90% of programs having a primary focus of	0	1	0	0	0
Number of agencies with 85% of programs having a primary focus of	0	0	1	0	0
Number of agencies with 70% of programs with a primary focus of	1	0	1	1	0
Number of agencies with 50% of programs with a primary focus of	1	1	1	1	1
Number of agencies with 40% of programs with a primary focus of	0	0	1	2	0

**Based on 13 respondents to the 2021 5310 and Related Agency Survey*

FTA SECTION 5310 AND PARTICIPATING AGENCY PROGRAMS SERVING RURAL AND URBANIZED AREAS

This chart illustrates the total number of 5310-funded agencies and PCOA/NCA programs serving specific geographic areas (urban, rural) according to program type.

Chart H

Program/ Service	Total Urban	Total Rural	Total Urban & Rural	N/A
Job development/vocational training	5	2	3	3
Employment	6	1	2	4
Day programs	6	2	2	3
Medical, dental, pharmacy	4	1	3	5
Behavioral health	3	1	3	6
Resources and support	6	1	3	3
After school programs	6	0	0	7
Summer camps	6	0	1	6
Public transportation	6	1	0	6

**Based on 13 respondents to the 5310 Human Services Providers and Related Agency 2021 Survey*

FTA SECTION 5310 FUNDED AND PARTICIPATING AGENCIES PROVIDING CLIENT-BASED TRANSPORTATION SERVICES

Percent of programs offering client-based transportation services to the following populations in the PAG region by 5310 funded agencies and PCOA /NCA programs.

Chart I

	Seniors 65+	Disabled and Seniors (65+)	Disabled Adults	Disabled Youth/children (under 18)
AMOR	0	0	0	100
Beacon Group	0	0	100	0
Catholic Community Services	10	25	100	10
Easterseals Blake Foundation	2	15	48	35
Intermountain Centers for Human Development	0	0	100	100
HOPE, Inc.	0	0	100	0
Tucson JCC	100	0	100	0
La Frontera	16	16	50	16
Marana Healthcare Center	100	100	100	100
PCOA	85	85	85	0
SAAVI	0	15	60	40

**Based on 11 respondents to the 5310 Human Services Providers and Related Agency 2021 Survey*

Sun Van and Sun Shuttle/Dial-a-Ride provide para-transit services (not client-based).

COORDINATION OF CLIENT-BASED AND NON-CLIENT RIDERS

Most social service agencies provide specialized transportation for existing clients. To better identify opportunities for coordination, the potential for non-clients to attain rides via these

agencies was an important consideration. This meant asking sub-recipients of the 5310 program to identify non-client riders with the greatest potential for ridership with existing clients.

Based on the responses of 13 agencies including the 5310-funded programs and the PCOA/NCA, opportunities for coordination may include exploring ways to better serve non-client riders with autism spectrum disorder, adults with physical disabilities, and veterans with a mental health disability. Other potential non-client rider groups include youth with autism spectrum disorder, physical or mental health disabilities, developmental disabilities and seniors living with dementia. Chart J below reflects the number of participating agencies reflecting potential for non-client riders based on rider group.

Chart J

Rider Group	Number of participating agencies with the potential for this non-client rider group
Autism/ASD- adult only	5
Disabled physical – adult only	5
Veterans disabled – mental health/PTSD	5
Seniors	4
Disabled physical – youth only	4
Mental health related disability/PTSD – adult only	4
Autism/ASD – youth only	4
Mental health related disability – youth only	4
Developmental disability – adult only	4
Veterans disabled – physical	4
Seniors with dementia	3
Developmental disability – youth only	2
Senior veterans	1
Other	1
None of the Above	6

***Based on 13 respondents to the 5310 Human Services Providers and Related Agency 2021 Survey: Beacon, JCC, La Frontera, PCOA, Sun Van, and Sun Shuttle/Dial-a-Ride are referenced in none of the above for potential non-client rider groups.*

PRIMARY TRIP PURPOSE BY PARTICIPATING AGENCY

Percentage of trips related to the following primary trip purpose by participating agency.

Chart K

Trip Purpose	AMOR	Beacon Group	Catholic Community Services	Easterseals Blake Foundation	Inter-mountain Centers	HOPE, Inc.	Tucson JCC	La Frontera	Marana Health Care	PCOA	SAAVI	Sun Van	Town of Oro Valley
Dialysis	N/A	N/A	1	N/A	N/A	1	N/A	1	0	0	0	5	5
Pharmacy	N/A	N/A	10	2	N/A	10	N/A	10	40	10	0	N/A	4
Medical Appointments	N/A	N/A	30	5	30	10	N/A	10	50	60	0	N/A	10
Mental Health Appointments	N/A	N/A	30	4	40	10	N/A	50	60	0	0	N/A	
Grocery	N/A	2	10	5	N/A	10	N/A	10	0	25	15	N/A	10
Employment Centers	N/A	85	10	5	N/A	5	N/A	10	30	0	10	12	20
Food Bank	N/A	N/A	N/A	3	N/A	14	N/A	10	N/A	5	N/A	1	
Job Development/ Vocational Training	N/A	5	10	4	N/A	5	60	10	20	0	15	N/A	
Recreational	N/A	4	20	9	N/A	5	20	5	0	0	0	1	3
Social Activities	60	2	20	6	N/A	10	20	5	0	0	30	N/A	1
Worship Services	N/A	N/A	5	5	N/A	0	N/A	1	0	0	0	2	1
Education (School/ University)	N/A	N/A	N/A	2	N/A	5	0	10	0	0	0	N/A	1
Government Services: Courts DES/ DDD, Vocational Rehab, etc.	x	2	20	3	N/A	15	0	10	0	0	10	N/A	1

**Percentages provided by respondents in the 5310 Human Services Providers and Related Agency 2021 Survey*

Number of agencies with 85% of trips related to a primary trip purpose of Employment Centers	1	Number of agencies with 60% of trips related to a primary trip purpose	3
Number of agencies with 60% of trips related to a primary trip purpose of Job Development	1	Number of agencies with 50% of trips related to a primary trip purpose	1
Number of agencies with 60% of trips related to a primary trip purpose of Social Activities	1	Number of agencies with 100% of trips related to a primary trip purpose	0
Number of agencies with 60% of trips related to a primary trip purpose of Medical Appointments	1	Number of agencies with 85% of trips related to a primary trip purpose	1
Number of agencies with 60% of trips related to a primary trip purpose of Mental Health	1	Number of agencies with 40% of trips related to a primary trip purpose	1
Number of agencies with 50% of trips related to a primary trip purpose of Mental Health appts.	1		
Number of agencies with 50% of trips related to a primary trip purpose of medical appointments.	1		
Number of agencies with 40% of trips related to a primary trip purpose of mental health appointments	1		

**Numbers based on answers from respondents in the 5310 Human Services Providers and Related Agency 2021 Survey*

SECONDARY TRIP PURPOSE BY PARTICIPATING AGENCY

Percentage of trips related to the following secondary trip purpose by participating agency.

Chart L

Trip Purpose	AMOR	Beacon Group	Catholic Community Services	Easterseals Blake Foundation	Inter-mountain	HOPE	Tucson JCC	La Frontera	Marana Healthcare Agency	Pima Council On Aging	SAAVI	Sun Van	Town of Oro Valley
Dialysis													5
Pharmacy			5	3					25	25			4
Medical Appointments			20	4					50				10
Mental Health Appointments			20						60				
Grocery			20	10	10								10
Employment Centers			10						20				20
Food Bank				4						10			
Job Development/ Vocational Training			20										
Recreational	40		20	5	5						10		3
Social Activities			15	10	5								1
Worship Services			10										1
Education (School/ University)					10								1
Government Services: Courts/ DES/DDD, Vocational Rehab, etc.			10	5									1

Number of agencies with 25% of trips related to a secondary trip purpose	2
Number of agencies with 20% of trips related to a secondary trip purpose	2
Number of agencies with 10% of trips related to a secondary trip purpose	5

Number of agencies with 60% of trips related to a secondary trip purpose of mental health appts	1
Number of agencies with 50% of trips related to a secondary trip purpose of medical appts.	1
Number of agencies with 40% of trips related to a secondary trip purpose of recreational.	1

**Percentages provided by respondents in a 5310 Provider and Related Agencies survey in 2021*

**No secondary trip purpose provided for Beacon, HOPE, JCC, La Frontera, Tohono O'odham Nursing Authority and Sun Van.*

**Numbers based on answers from respondents in the 5310 Provider and Related Agencies survey in 2021*

REGIONAL PARTNERSHIPS

In 2011, The town of Oro Valley and the Regional Transportation Authority (RTA) which manages a 20-year regional transportation plan began a partnership that has evolved into a premier example of coordinated regional transit. This new service concept replaced three separate transit services with varied policies and service standards. In a selected service area, Coyote Run, Handicar (now Total Transit) and Sun Shuttle combined to form Sun Shuttle Dial-a-Ride. This service provides ADA, senior, and general public origin-to-destination transportation in and adjacent to Oro Valley under a regional brand and policy standards. (See map in Appendix D in the following source document for service area details.)

Source <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

During the first year of the partnership, ridership increased 123% from 14,373 to 32,061 passenger trips. The combined service now operates over 175,000 more miles and 22,000 more service hours than in the past. Both Oro Valley and the RTA have benefited from the collaboration, recognizing operational savings based on increased efficiency. The RTA also partners with the PCOA in the provision of the Neighbors Care Alliance (NCA) program. Since 2007, the NCA supports volunteer drivers providing transportation to seniors and others. Funding under the RTA plan provides mileage reimbursement and insurance coverage by PCOA through the NCA to attract and retain volunteer drivers. In addition to providing a valuable service to the community, the NCA program helps local governments meet the growing transportation needs of seniors and others.

Between July 2015 and June 2016, NCA programs provided 100,934 rides to 2,178 seniors at a cost of \$1.72 per trip. This service was provided by 950 volunteer drivers who donated over \$2.1 million in labor.

Regional Trip Options

The funding partnership between the City of Tucson and the RTA for Sun Tran and Sun Van services has extensively broadened transit options throughout the region. Extended night and weekend service hours on the Sun Tran system provides critical connections to customers who work or require access to services outside of standard business hours. In addition, the introduction of Sun Shuttle and Sun Express, both implemented with regional RTA funding, has provided customers in towns and communities surrounding the City of Tucson with inexpensive and reliable transportation options connecting them to the broader metropolitan area with access to Sun Tran, the city's mass transit system.

Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

Seamless Regional System

The seamless regional transit concept integrates both the look and functionality of the Sun Tran system with the RTA Transit Services system, providing users with a more convenient and accessible single system. Sun Tran, Sun Express, Sun Van, Sun Shuttle, and Sun Shuttle Dial-a-Ride vehicles are branded with similar logos and paint schemes, unifying the fleets while still allowing enough differentiation for customers to tell which service they are using. Integrated fare payments using the regional smartcard fare payment system make it convenient for customers to transfer between Sun Tran and Sun Shuttle without the need to purchase additional full fare passes in most cases. The ability to transfer between Sun Tran and Sun Shuttle services provides an important link connecting the Tucson metropolitan area and the surrounding rural and suburban communities.

Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

TRANSPORTATION RESOURCE ASSESSMENT

ACS data suggest that nearly one in 10 people in the Tucson region live in zero-vehicle households. Meanwhile, 24% of all households have at least two more people than vehicles. As a result, many people rely on friends, neighbors, and family for transportation when they cannot use public transit.

Household transportation costs are high. According to the Center for Neighborhood Technology (CNT), the average household in Pima County drives nearly 20,000 miles per year and spends over \$12,000 per year doing so. That amounts to 26% of the average annual household income. The cost of owning, maintaining, and driving a vehicle is in many cases

higher than the cost of housing. Household incomes are low.

According to the CNT, the median household income in the Tucson area is about \$46,000, which is 15% below the national average. In the City of Tucson, the median household income was \$40,000. High transportation costs impact low-income populations disproportionately.

Source: https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/PAG_LR RTP_FinalPlan_Jan2020.pdf

SUPPORTING PEOPLE THROUGH TRANSPORTATION SERVICES

Human services transportation providers and public paratransit services provide over 1 million rides annually in the greater Tucson region to help individuals get to medical and counseling appointments, work, job training opportunities and other critical services. In addition to providing rides in their own vehicles, human services agencies help their clients by distributing over 77,000 bus passes and 3,300 gas vouchers each year, according to past PAG surveys.

For example, the chart below summarizes the 2019 fleet and operating information; historical detailed transportation provider data are available in Appendix F (PAG Region Vehicle Inventory List) and Appendix E (2021 PAG Regional Vehicle Inventory List). All combined, the region's providers of public, non-profit, and private transportation provide more than 21 million one-way passenger trips each year, and over 17 million miles of passenger services.

PAG REGIONAL OPERATING STATISTICS*

Number of vehicles	693
Annual passenger trips	21,131,496
Annual vehicle operating hours	1,258,971
Annual vehicle operating miles	17,212,408

*2019 data

NETWORK OF TRANSPORTATION PROVIDERS

The PAG region has a large network of transportation providers that includes a robust, fixed-route and paratransit system, many well-established private and nonprofit transportation providers, as well as small private and nonprofit providers with only a few vehicles in their fleets.

More than 500 vehicles in the region provide human services transportation, and 150 of the vehicles associated with the 5310 programs are lift-equipped. The lift-equipped vehicles are critical to serving persons in wheelchairs and come in a variety of sizes, from mini-buses that can hold up to two wheelchairs and five additional ambulatory individuals, down to minivans that can hold a single wheelchair with an additional one or two ambulatory passengers.

The existing human service agencies in the region serve a wide variety of clients, and many of those clients have multiple needs. Persons with physical disabilities receive the most transportation service in the region, followed by seniors, low income and individuals with cognitive disabilities (see Transportation Needs Assessment: Chart M).

The sections below provide an overview of the public, private and nonprofit transportation systems throughout the PAG region.

Public Transportation Systems

Public transit services in the PAG region range from a major urbanized fixed-route public transit system to a circulator service operating in outlying jurisdictions. In recent years, regional coordination of services has made it easier for the residents of southern Arizona to choose transit as a preferred mode of transportation with coordinated stops and connections between the various services and service providers.

Public Transit in the Tucson Region

The City of Tucson, with support from the RTA, Pima County, the Town of Marana and regional transit funding through the FTA, offers the following public transit services:

- Sun Tran, which provides all-day bus service on 29 routes serving Tucson, South Tucson, Flowing Wells, Casas Adobes, Drexel Heights and Valencia.
- Sun Express, consisting of 12 peak-hour express routes operated by Sun Tran, connects suburban locations to Downtown Tucson, the University of Arizona and the Aero Park.
- Sun Link, the streetcar line, with frequent all-day service between Downtown Tucson and the University of Arizona.
- Sun Van, the paratransit service, provides rides to passengers who live within Sun Tran's service area but are unable to use transit due to a disability.

The RTA also funds regional service through a countywide excise sales tax and additional funding from Pima County, the Town of Oro Valley, and the Town of Marana. The service

includes:

- Sun Shuttle, which provides all-day routes, connects outlying communities such as Marana, Oro Valley, Sahuarita, Green Valley and others to the Sun Tran network.
- Sun Shuttle Dial-A-Ride, which provides a reservation-based demand-responsive service to the general public in Oro Valley, Sahuarita, and Green Valley, as well as a paratransit service for eligible passengers with disabilities that serves outlying areas not covered by Sun Van.

Sun Tran and Sun Link together account for 66% of total service provided in the region and 96% of ridership. Sun Shuttle accounts for 5% of total service and under 1% of ridership.

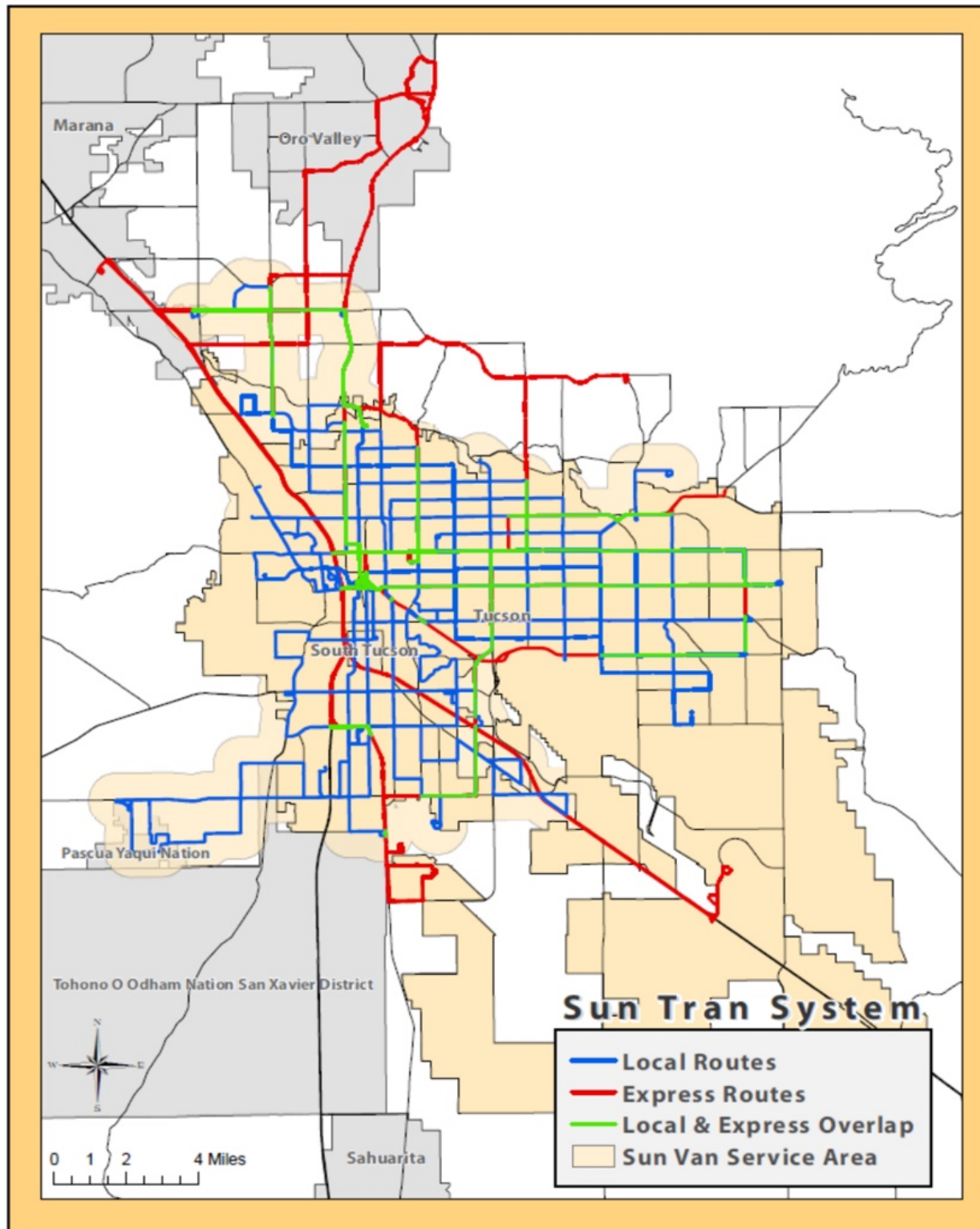
Source: https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/PAG_LRTP_FinalPlan_Jan2020.pdf

Sun Tran

The Sun Tran fixed-route system consists of 29 local routes and 12 express routes serving the majority of the City of Tucson as well as South Tucson, Marana, Oro Valley and unincorporated Pima County. Sun Tran's 239-bus fleet runs 365 days a year to meet the transportation needs of customers. All vehicles are 40 feet in length, seat between 36 to 40 passengers, are equipped with bike racks and with hydraulic lifts to accommodate wheelchairs and passengers with ambulatory difficulty.

The systems' local routes and express routes provided nearly 14.3 million passenger trips to area residents and visitors in FY 2019. The 2006 voter-approved RTA plan enabled Sun Tran to provide additional service in the form of more frequent service, expanded evening and weekend service, and new express routes. Sun Tran provides most of the public transportation trips in the region.

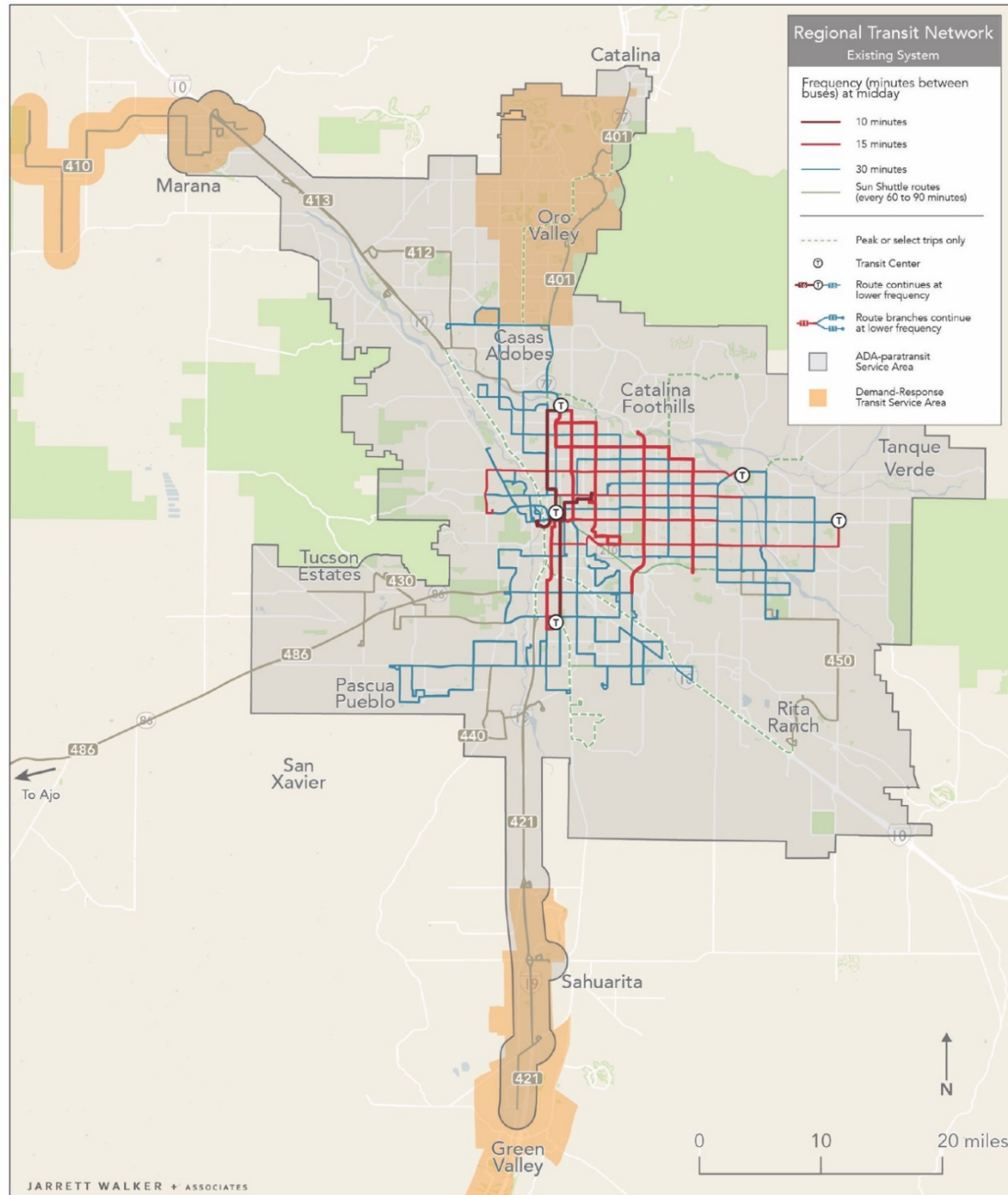
Sun Tran System Map



Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

The Complete Regional Network of Public Transit Services

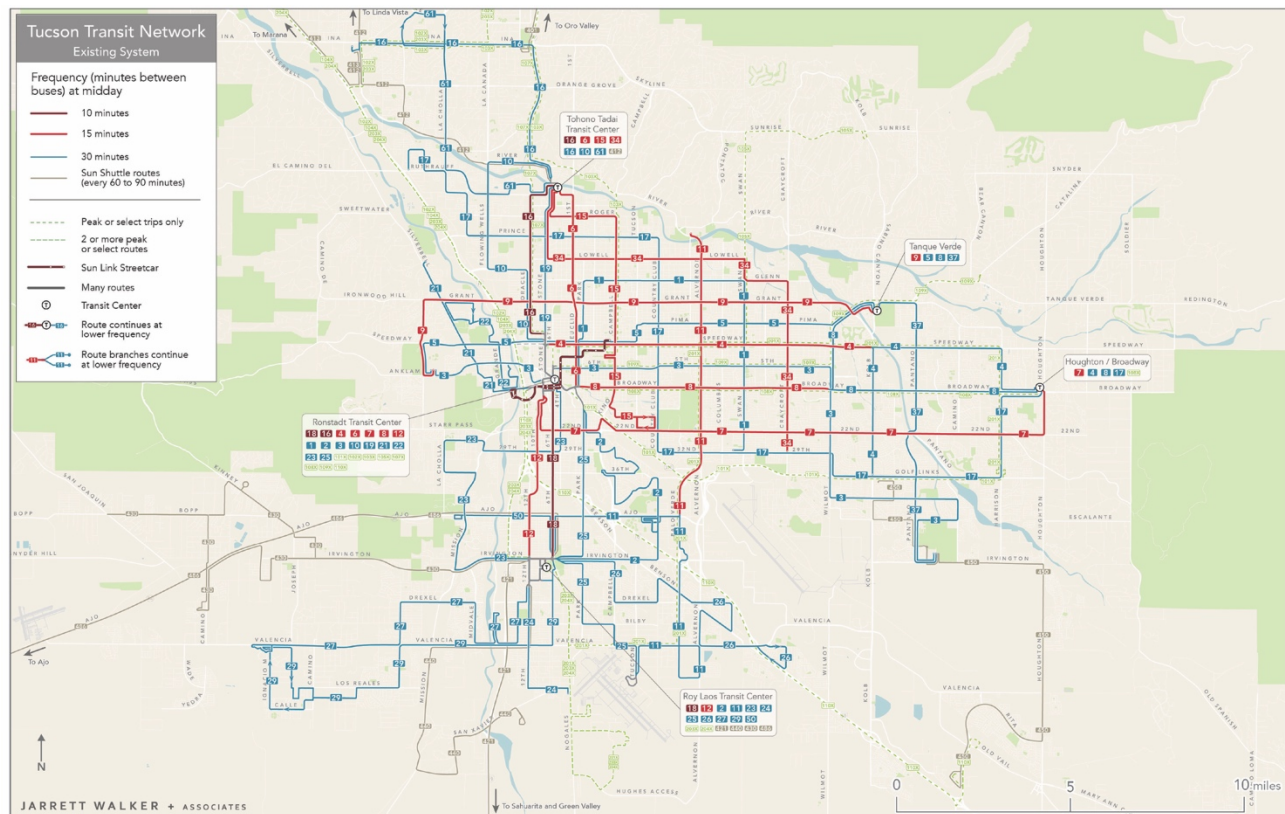
Map of public transit services and their weekday midday frequencies in the greater Tucson region.



Source: https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/PAG_LRTP_FinalPlan_Jan2020.pdf

Existing Network: Detailed Map

Detailed map of the existing transit network in Tucson and its immediate surroundings. This map shows transit lines organized by their frequency on weekdays, in the middle of the day.



Source: https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/PAG_LRTP_FinalPlan_Jan2020.pdf

2019 Tucson On-board Transit Survey

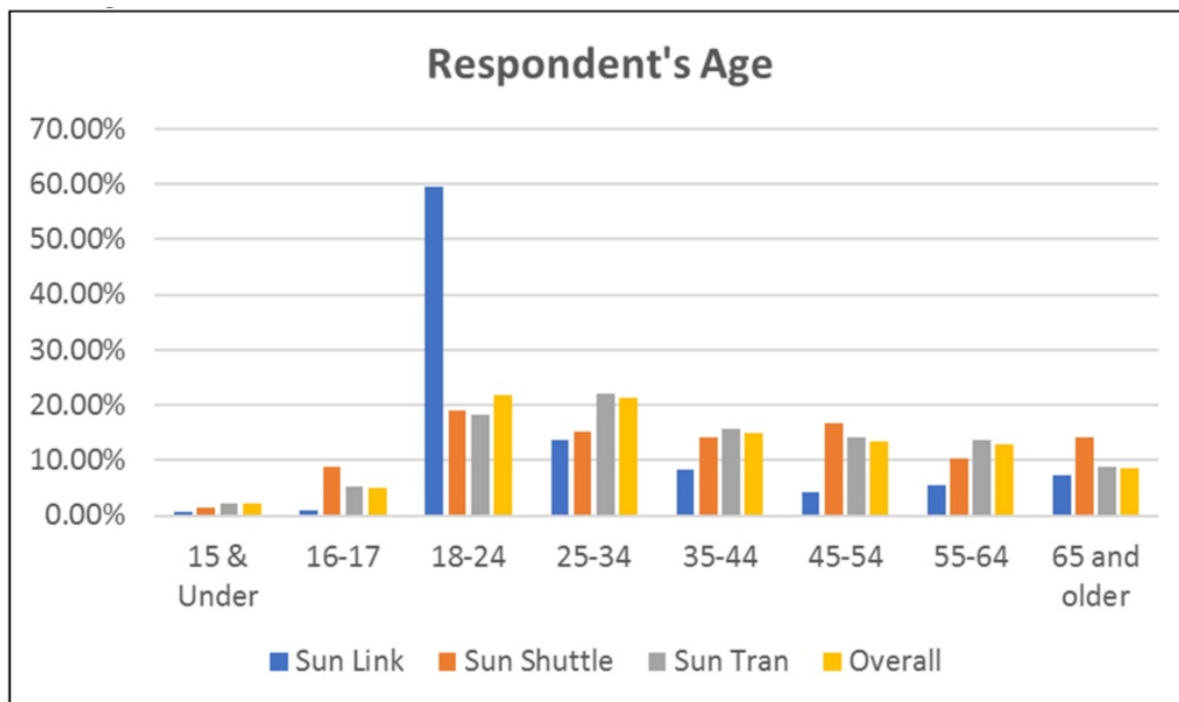
As noted in the 2019 City of Tucson On-Board Survey: The City of Tucson conducted a transit on-board survey from January of 2019 to February of 2019. It was prepared for the City of Tucson and Pima Association of Governments for the Sun Tran, Sun Shuttle, and Sun Link Services. The purpose of this project was to gather and update travel behavior data from transit users that encompasses all streetcar and fixed bus route services in the City of Tucson.

The goal was to obtain at least 6,200 Origin-Destination (OD) completed surveys. Of those, 5,400 were to be completed with Sun Tran and Sun Shuttle passengers, and 700 were to be completed with Sun Link passengers. The actual number of completed OD surveys was 7,118. Of these, 6,096 were completed with Sun Tran and Sun Shuttle passengers, and 1,022 were

completed with Sun Link passengers. The survey objectives were to examine the demographics and the travel behavior characteristics of Sun Tran, Sun Shuttle, and Sun Link transit service riders. The survey data used for this analysis was appropriately weighted and expanded to represent the linked trips made by Sun Tran, Sun Shuttle, and Sun Link transit service riders.

Below is a chart from the 2019 On-Board Survey. It reflects percentage of riders for the following age groups of Sun Link, Sun Shuttle and Sun Tran.

Source: <https://www.suntran.com/wp-content/uploads/2021/07/507.00-2019-On-Board-Survey-Tucson-FINAL.pdf>



The 2019 On-board Survey also examined the percentage of riders who indicated they have a disability that hindered their mobility. The table below reflects the associated percentages for Sun Link, Sun Shuttle and Sun Tran riders. Nearly 89% of all riders (Sun Tran, Sun Shuttle and Sun Link combined) indicated they did not have a disability that hindered their mobility. (In 2016, the percent of riders who did not have a disability that hindered their mobility was 91.8%.)

Disability				
Based on Linked Weight Factor Excluding Visitors				
	Sun Link	Sun Shuttle	Sun Tran	Overall
No	96.79%	87.60%	87.94%	88.70%
Yes	3.21%	12.40%	12.06%	11.30%
Total	100.00%	100.00%	100.00%	100.00%

Source: <https://www.suntran.com/wp-content/uploads/2021/07/507.00-2019-On-Board-Survey-Tucson-FINAL.pdf>

Sun Shuttle

The Sun Shuttle fixed-route system consists of 10 routes connecting the Tucson urbanized area to rural neighborhoods in Marana, Oro Valley, Catalina, Sahuarita, Green Valley, San Xavier, Tucson Estates, Civano, Rita Ranch, plus Ajo and other communities in western Pima County. All routes either connect directly to one of three transit centers or are coordinated with Sun Tran routes providing seamless regional transportation. Schedules vary widely by route. However, all routes run Monday through Friday with morning, evening and peak period service. Saturday service is generally provided for most routes during morning and afternoon hours with some routes operating into the evening. The system does not operate on Sundays. Sun Shuttle provides deviated service on Route 410. Passengers can schedule a pick-up or drop-off within three quarters of a mile of the route. Deviated service trips require prior scheduling. Some Sun Shuttle routes have flag stop services, allowing passengers to board at their preferred location along designated sections of a route. Passengers wishing to use the flag stop service simply wait a safe distance from the street and wave to a driver to indicate they would like a ride.

Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

Sun Shuttle is made possible through the RTA and FTA funding. In February of 2012, the partnership between Oro Valley's Coyote Run system and Sun Shuttle continued to evolve toward a coordinated regional system. This new service concept replaced separate transit services with varied policies and service standards. In a selected service area, Coyote Run and Sun Shuttle have combined to form Sun Shuttle Dial-a-Ride, providing ADA, senior and general public transportation services under a regional brand and with regional policy standards.

Although Sun Shuttle routes regularly experienced ridership growth after the service launched in FY 2010, ridership decreased in FY 2017 by 14.6% when compared to FY 2016. In FY 2017, Sun Shuttle ridership recorded 233,439 passenger trips. Four Sun Shuttle routes

experienced an increase in ridership in FY 2017 compared to FY 2016: Routes 411 in Marana, 450 in Rita Ranch, 486 to Ajo, and Oro Valley Dial-a-Ride. Route 410 in Marana experienced the most significant decrease of 31.1%, while Green Valley Dial-a-Ride had the smallest decrease at 1.5%.

Source: https://www.tucsonaz.gov/files/transportation/Marketing_Strategic_Plan_FY2018_FINAL_0.pdf

Northern Service Area

Sun Shuttle provides five routes and one Dial-a-Ride area serving northern portions of the City of Tucson, Marana, and Oro Valley.

Northern Service Area (Marana Routes 410, 411, 412 and 413) The service area is designed to provide access to shopping, medical, government and other activities within the Town of Marana and surrounding unincorporated areas. In addition to deviated fixed-route service on Route 410, “optional” ADA paratransit service is also available along the Marana routes in the RTA Sun Shuttle Dial-a-Ride service area.

Northern Service Area (Oro Valley Sun Shuttle Dial-a-Ride and Route 401)

Sun Shuttle Route 401 provides service to Oro Valley primarily along State Route 77/Oracle Road. Beginning at West Ina Road and North Oracle Road, the route services 10 primary stops that include Canyon del Oro High School, Oro Valley Marketplace, Oro Valley Hospital and Ventana Medical Systems, and ends at the Golder Ranch Commercial Center. Customers can access the Sun Tran system at stops 1 and 9 and access the Rancho Vistoso/Innovation Park Park-and-Ride lot.

The route offers approximately 11 round trips on average during the week. Sun Shuttle Dial-a-Ride in Oro Valley is divided into three operational service areas serving the general public, ADA qualified passengers, and seniors.

In the general public service area, everyone qualifies to ride, and the fare is \$3.20. Qualified senior and passengers with disabilities can travel outside this area, but round-trips must originate in this zone. For ADA-certified passengers, their trip must originate in the general public zone and travel to the ADA service area. The regular fare is \$3.20 or \$1.60 for low-income riders.

For seniors, trips must originate in the general public zone and travel to the senior service area. For seniors traveling within the public service area, the fare is \$3.20. For seniors traveling from the general public area to the smaller senior system service area, and vice versa, the fare

is \$6. For seniors traveling from the general public area to the larger senior service area, and vice versa, the fare is \$9. Fares vary depending on which zone the passenger ends their trip. Average annual ridership in the general public service area is 15,100.

Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

Southern Service Area

Sun Shuttle provides four routes and one Dial-a-Ride area serving southern areas of the City of Tucson, the San Xavier District of the Tohono O’odham Nation, Tucson Estates, Rita Ranch and Civano, the Town of Sahuarita, and the community of Green Valley.

San Xavier Service Area (Route 440)

The route provides service to the San Xavier District of the Tohono O’odham Nation including the San Xavier Mission complex south of Tucson. The route provides fixed-route public transit service between the San Xavier District and the Laos Transit Center in Tucson. The service operates on weekdays and Saturdays, providing 10 round trips per day on weekdays and nine round trips on Saturdays. Riders can access the Sun Tran routes for connectivity throughout the Tucson metropolitan area.

Tucson Estates Service Area (Route 430)

The Tucson Estates route consists of a collector loop that operates as local service along the Kinney Road corridor, the Tucson Estates community, and the rural areas to the south, including the Branding Iron Park subdivision. The feeder route to the metropolitan Tucson area runs along Irvington Road and into the Laos Transit Center. From Laos Transit Center and other points along the route, riders can access the Sun Tran routes for connectivity throughout the Tucson region. The service operates on weekdays, providing eight round trips a day. Round trip distance on the route is approximately 24 miles and takes one hour, seven minutes.

Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

Green Valley/Sahuarita Regional Connector (Route 421 and Green Valley Dial-a-Ride)

This route was begun as an ADOT-funded Regional Transit Connector Project route. When the three-year funding ended in 2009, the route was funded by the RTA. The connector service provides regional connections between Green Valley, Sahuarita and Tucson for work, medical and shopping trips. The connector service provides five trips per day and serves the Ronstadt Transit Center. Deviated service is available on this route.

A Dial-a-Ride service is also provided by the RTA. Service coverage includes the large majority of the developed Sahuarita and Green Valley area. The service area was expanded in September 2015 due to the fact the service had been underutilized with ridership hovering around 900 to 1,000 passengers monthly. This resulted in gaps in demand where vehicles sat idle while still accumulating revenue hours.

The recent opening of the Green Valley Hospital, along with steady requests for service south of the current service area boundary, provided an opportunity to expand service to fill the existing capacity in the service. The service area has been expanded south from Mission-Twin Buttes to Calle Tres, including the new Green Valley Hospital, and expansion has been implemented with existing vehicles and service hours at no additional cost. Average annual ridership in the general public service area is 10,200.

Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

Western Service Area

The RTA contracts with Ajo Transportation Co. to provide both branded Sun Shuttle service to the unincorporated communities of Ajo and Why in western Pima County and non-branded Dial-a-Ride and fixed-route service within Ajo and between Ajo and Gila Bend.

Ajo/Why/Tucson Service (Route 486)

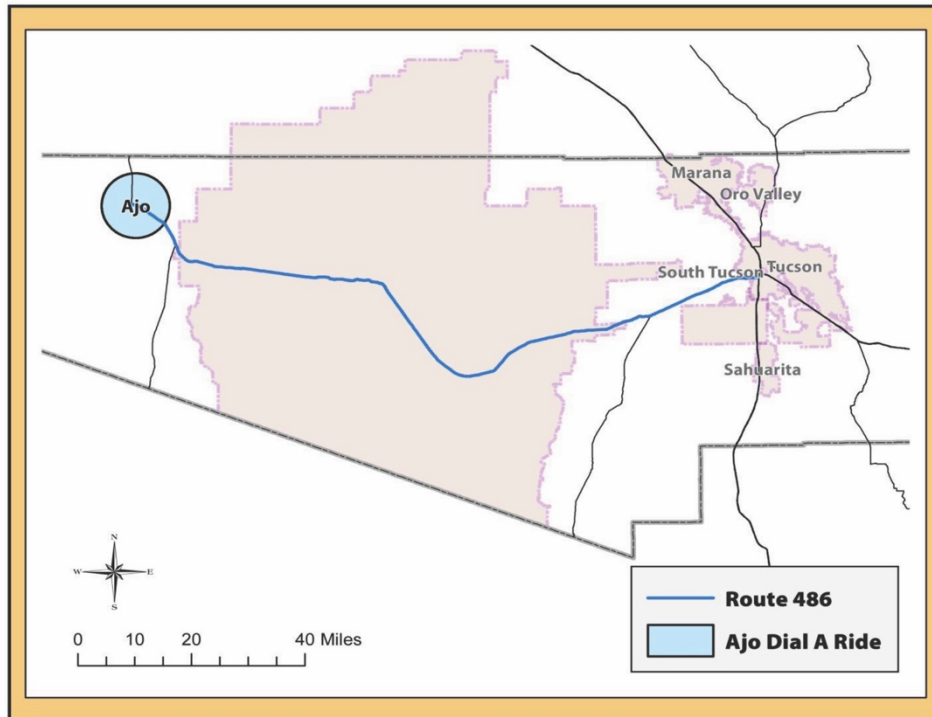
The community of Ajo is approximately 130 miles west of Tucson. The RTA provides Ajo-to-Tucson intercity service and fixed-route service between Ajo and Why. This route is designed to provide people with a way to get to shopping, medical, government, and other activities and services not available in the community of Ajo. The route traverses the entire length of the Tohono O'odham Nation Reservation and provides residents of the Nation access to Tucson, Ajo, Sells and all points in between.

The route operates daily Monday through Friday, departing from Ajo at 6 a.m. and arriving in Laos Transit Center in Tucson at 9:05 a.m. Once at the transit center, passengers can use the City of Tucson's Sun Tran bus system, or Ajo Transportation Company offers continuation service to various destinations in the metropolitan area for an additional fee. The return trip departs the Laos Transit Center at 3:30 p.m. and arrives back in Ajo at about 6:15 p.m. The Ajo to Tucson fare is \$7.50, with lower fares for connecting trips between the outlying communities such as Why, Sells, and Robles Junction. In 2017, a stop was added for passengers to make connections at the Greyhound Terminal in Downtown Tucson.

Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

Ajo to Why

In October 1998, service to Why was implemented with three trips per day. The service has been well received by the community and ridership has slowly increased since implementation. This route has been integrated into the Ajo-to-Tucson Route 486.



Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

Ajo Transportation Contracted Services

With funding from the RTA, Ajo Transportation offers two additional services to the Ajo community. The first is an intra-community Dial-a-Ride in Ajo, the second is an Ajo-to-Gila Bend intercity fixed route funded through a partnership with Valley Metro/RPTA in Phoenix.

Ajo Dial-a-Ride

The intra-community service operates Monday through Saturday from 8 a.m. to 5 p.m., on a demand-response basis. Ajo Transportation Co. provides the service using a 12-passenger wheelchair accessible van. The current Dial-a-Ride fare is \$0.75 per one-way trip within a 6-mile radius of the Ajo Plaza. The Dial-a-Ride service is general public transportation and people are encouraged to use it as an alternative to driving a personal vehicle. During special community events, which usually occur during weekends or on holidays, Ajo Transportation

Co. is authorized to provide public transit service using a contractor-owned bus.

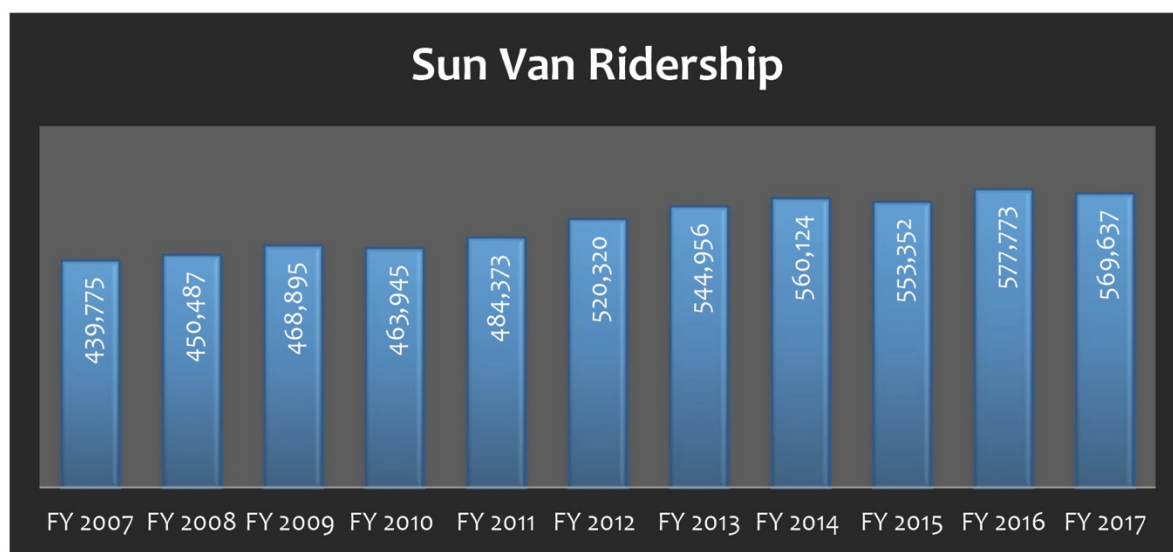
Ajo to Gila Bend

The RTA provides partial funding for the Route 685 Ajo-to-Phoenix service through Gila Bend. More details about this route can be found by contacting Valley Metro/RPTA, the administrator and manager of the service. The one-way fare between Ajo and the Desert Sky Mall in Phoenix is \$7. Passengers can transfer for free into the Valley Metro system in the Phoenix area.

Sun Van

Sun Van is the complementary ADA paratransit service for Sun Tran serving the Tucson metropolitan area and portions of Pima County. Sun Van meets the standards set under the ADA to provide service to and from points within three-quarters of a mile along each Sun Tran fixed route, excluding express routes, during the days and times that Sun Tran operates for those individuals who, because of their disability, are unable to ride Sun Tran. In addition to: ADA required, three-quarters of a mile service area, Sun Van also provides an optional ADA service within the remainder of the City of Tucson.

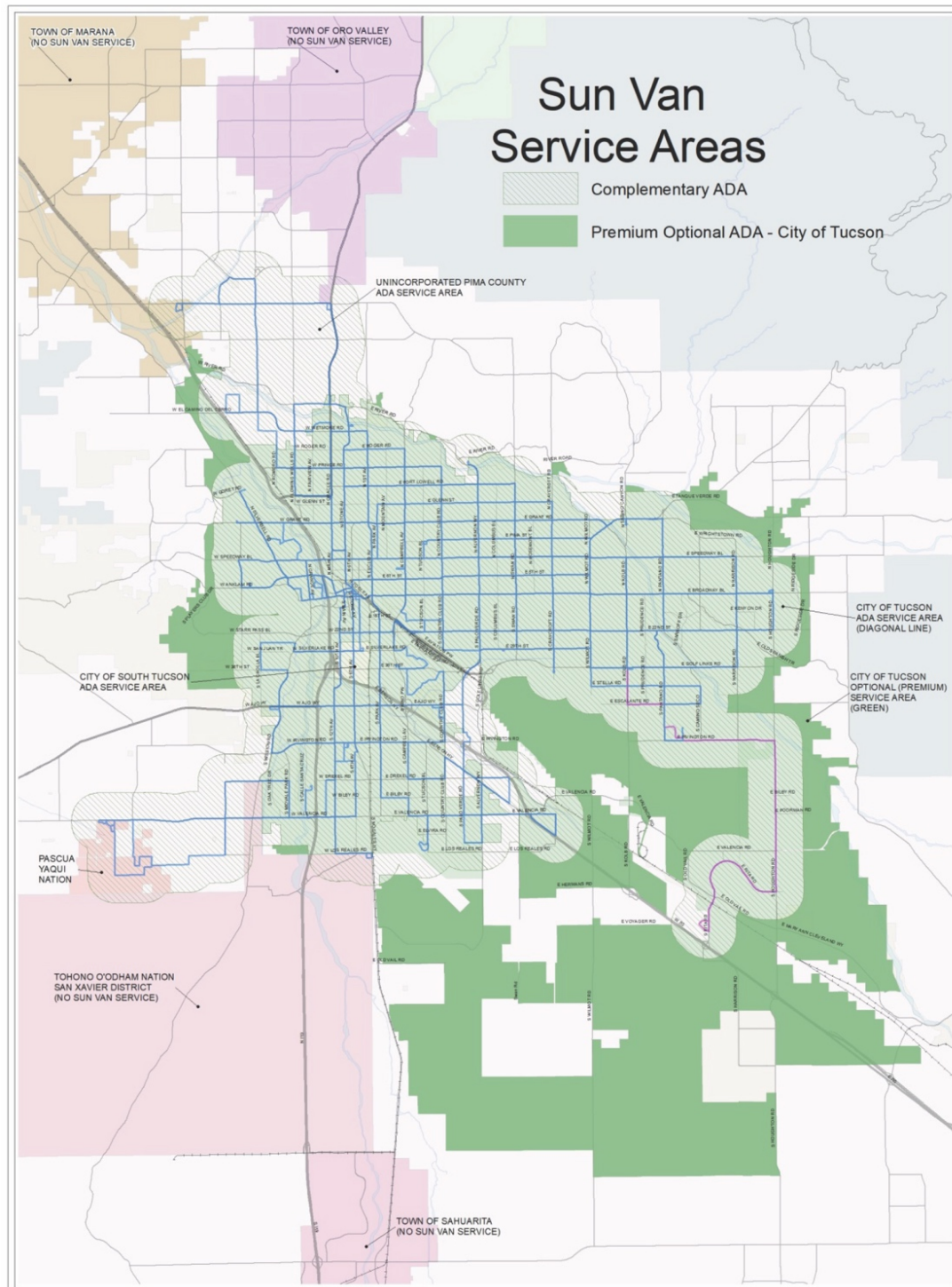
To qualify to ride Sun Van, individuals must be determined to be ADA-paratransit eligible through the City of Tucson's Regional Eligibility Program and have a current ADA Eligibility Card. All Sun Van vehicles seat between three and 12 passengers, are equipped with hydraulic lifts, and all but 11 can accommodate wheelchairs and passengers with ambulatory difficulty. With a fleet of 138 medium-duty buses, sedans and wheelchair accessible minivans, Sun Van provided 506,281 one-way passenger trips (543,246 total passengers) in FY 2019.



As noted in the FY 2018 Regional Transit Marketing Plan: “Based on ridership data for Sun Van, ridership grew by nearly 27% between FY 2007 and FY 2014, with FY 2014 ridership at 560,124 passenger trips. Although ridership decreased slightly in FY 2015, it increased FY 2016 by 4.4% to 577,773 passenger trips and then decreased by 4.1% in FY 2017. FY 2017 ridership was 569,637. Sun Tran/Sun Van encourages paratransit passengers to utilize fixed-route service, which is ADA accessible. However, it is unclear how many have made that transition, even if only for select trips.”

Source: https://www.tucsonaz.gov/files/transportation/Marketing_Strategic_Plan_FY2018_FINAL_0.pdf

Sun Van Service Areas

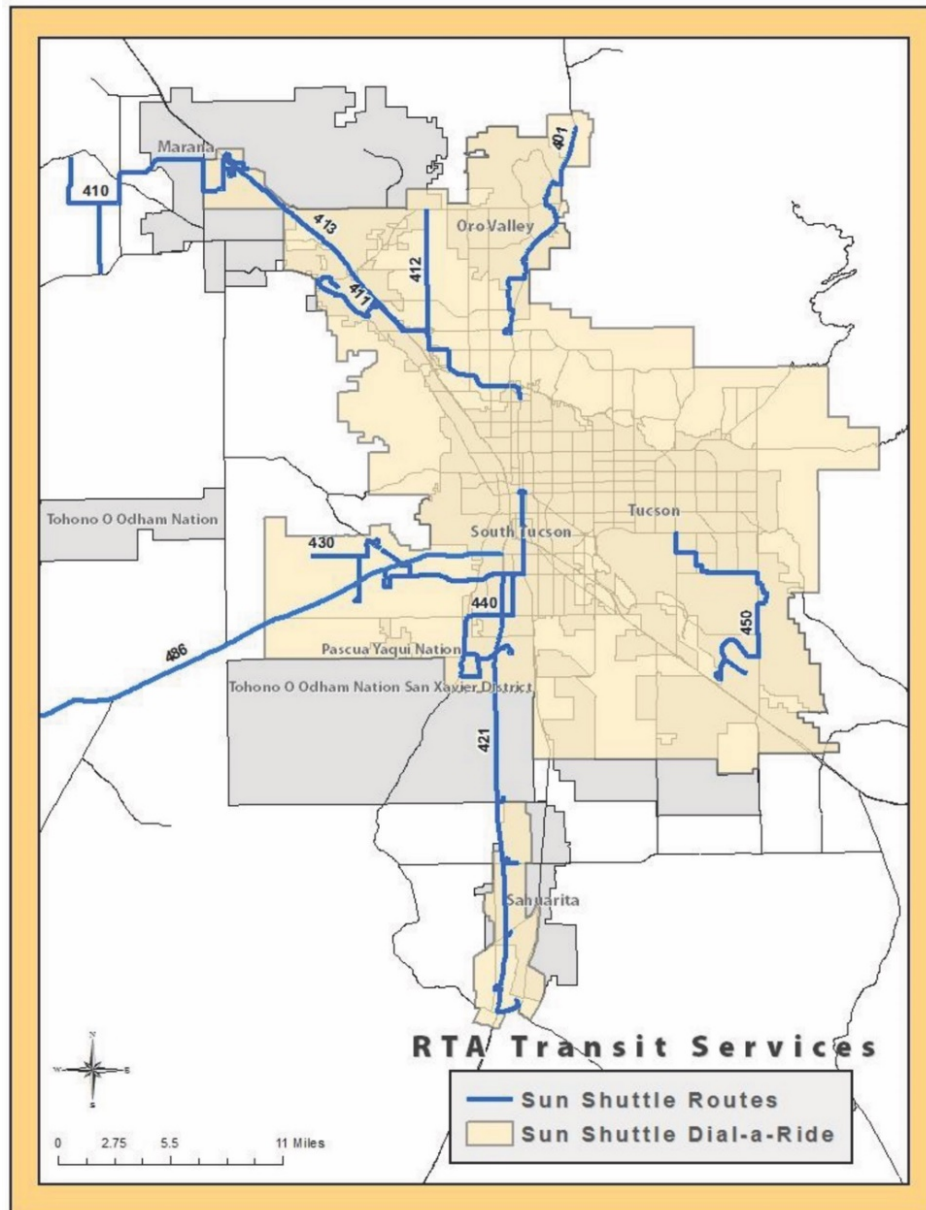


Source: https://www.tucsonaz.gov/files/transit/Transit_Five_Year_Strategic_Plan_December_2018.pdf

Sun Shuttle ADA Dial-a-Ride

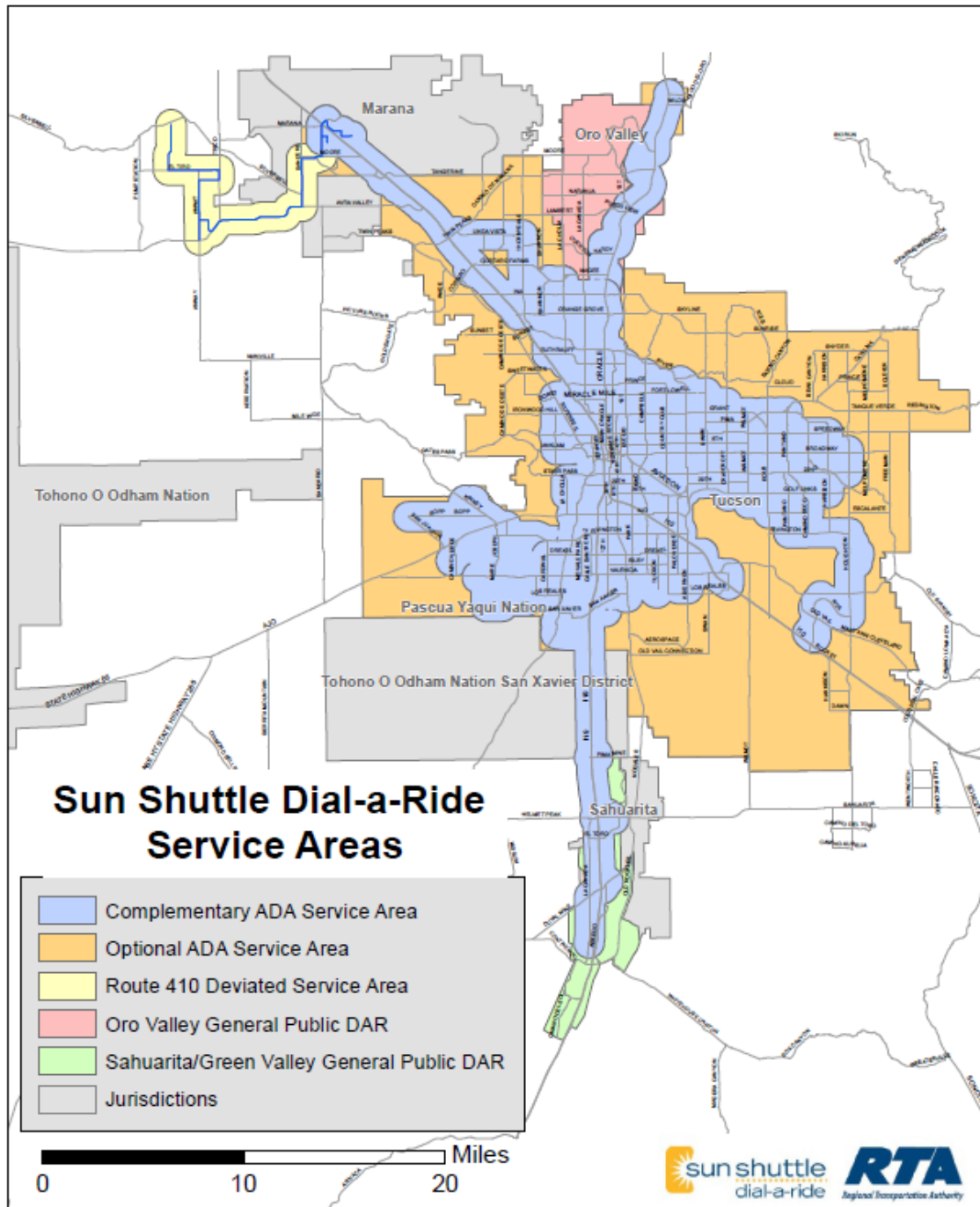
The Sun Shuttle ADA Dial-a-Ride Program goes above and beyond federal ADA mandates by providing door-to-door transit service to individuals with disabilities who live outside the Sun Van service area but within the greater Tucson metro area. Eligible riders include people six years of age or older who live in the service area and are ADA eligible. Service is provided by Total Ride under contract to the RTA. In FY 2019, Sun Shuttle Dial-a-Ride provided 114,113 passenger trips.

RTA Transit Services: Sun Shuttle and Sun Shuttle Dial-a-Ride



Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

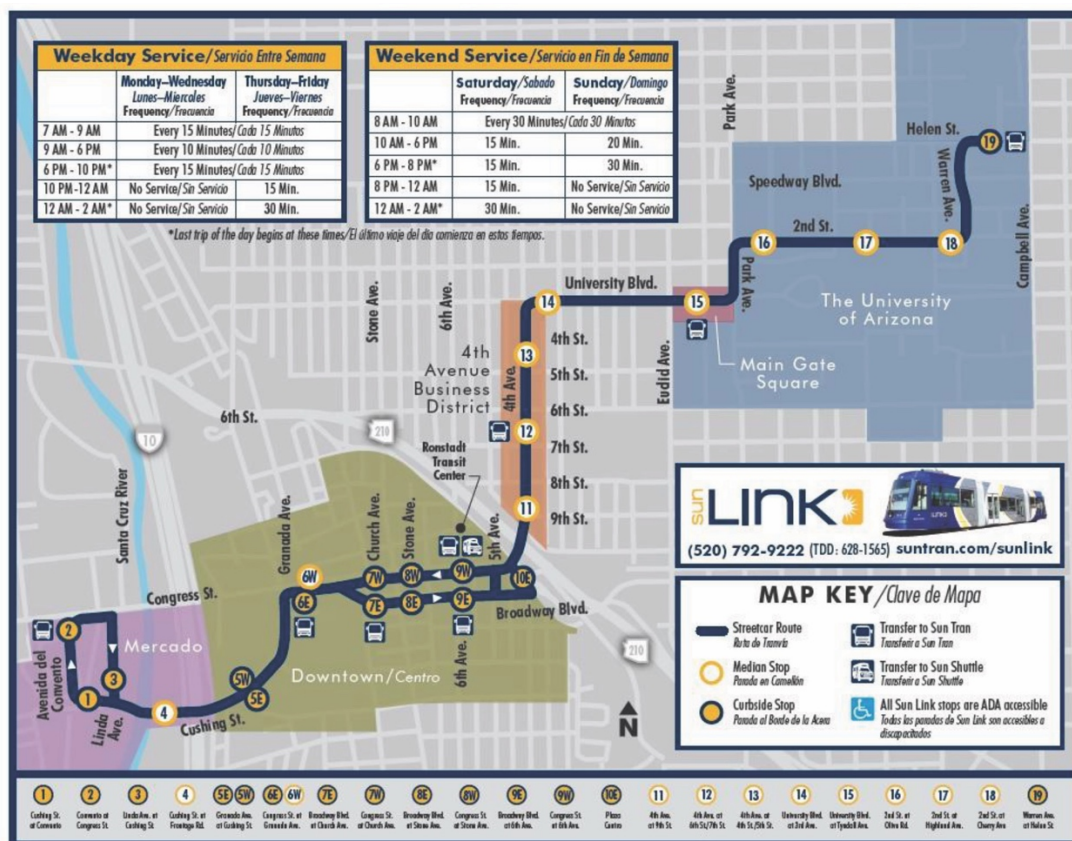
Sun Shuttle Dial-a-Ride Service Areas



Sun Link Tucson Modern Streetcar

The Sun Link modern streetcar is a 3.9-mile, fixed-rail streetcar system which connects neighborhoods and new development on the west end of Downtown Tucson, Downtown Tucson, the 4th Fourth Avenue shopping district, the University of Arizona, and the Banner-University of Arizona Medical Center. The streetcar was funded through a mix of RTA funds, federal grants, and local sources, and has already stimulated significant economic activity in over \$1 billion in public and private sector investment along the streetcar corridor. In FY 2020, Sun Link provided its 5 millionth passenger trip.

The Sun Link modern streetcar provides fully accessible ADA-compliant service within the region's urban core, connecting affordable and senior housing developments with regional activity centers, transit centers and public services.

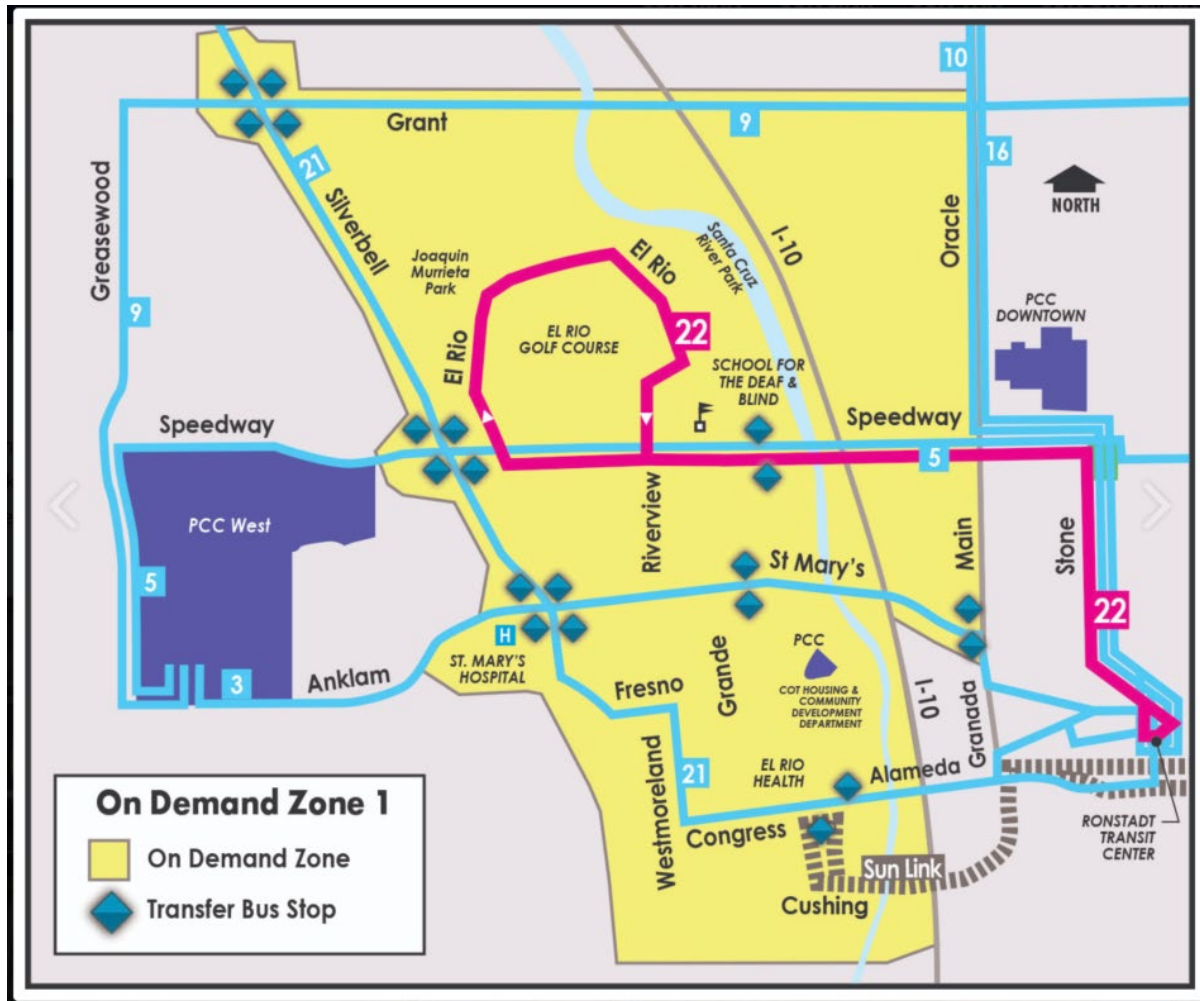


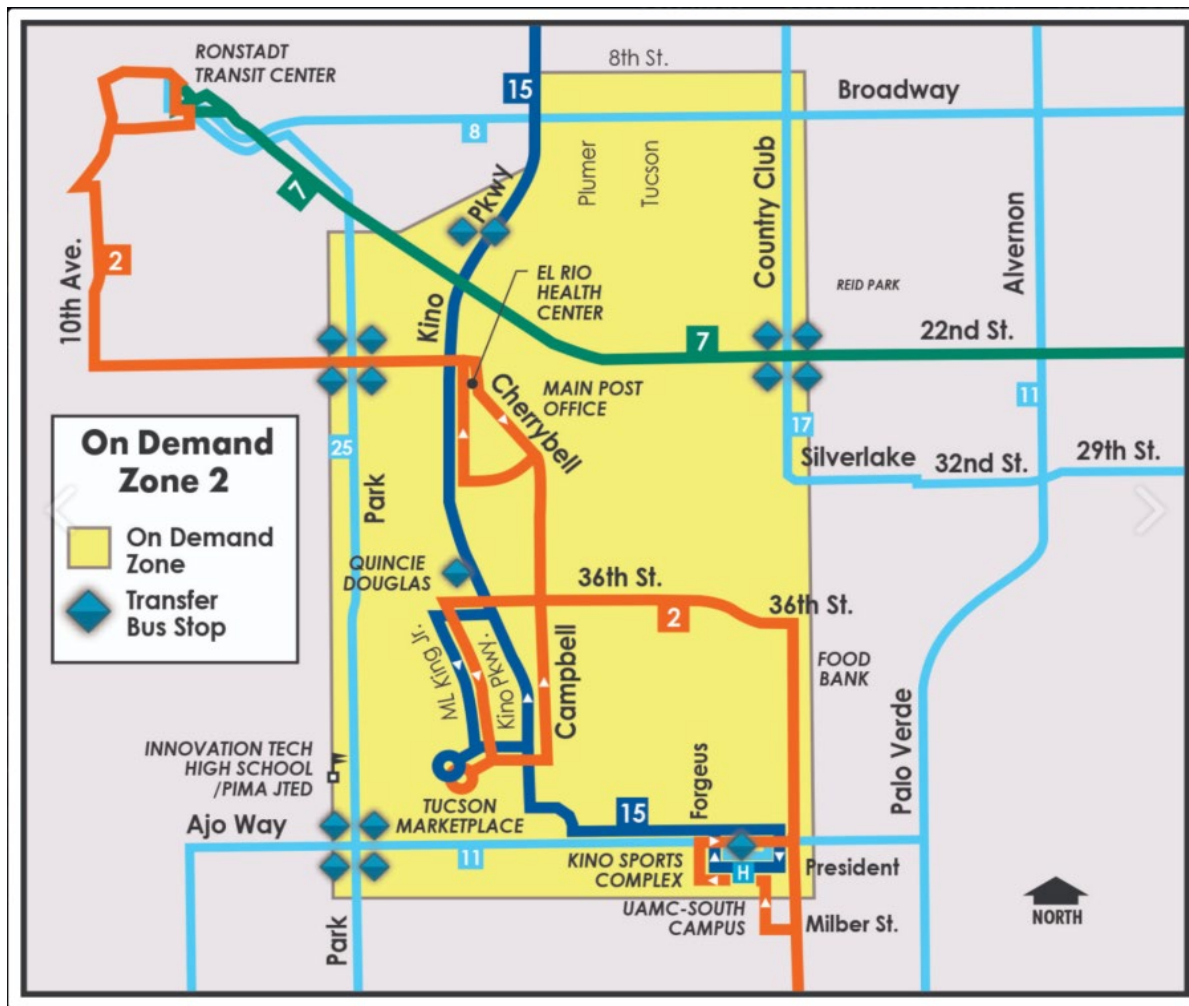
Source: <https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>

Sun Tran On-Demand

Sun On Demand is a shared curb-to-curb micro transit service that operates within designated zones. The service is open to the public and does not require riders to prequalify to ride. Sun On Demand uses a smaller shuttle-style van instead of the standard 40-foot bus for increased mobility on residential streets. It combines the convenience of a taxi with the accessibility of public transportation. Riders can make reservations on the same day or one to seven days in advance. Services are provided on a first-come, first-served basis. The service hours for Sun On-Demand are Monday through Friday 6 a.m. to 8 p.m., Saturday 8 a.m. to 7 p.m. and Sunday 9 a.m. to 5 p.m.

Source: <https://www.suntran.com/on-demand/>





Source: <https://www.suntran.com/on-demand/>

Cat Tran

The University of Arizona (UA) operates a campus circulator shuttle known as Cat Tran. It is a fixed-route system consisting of seven routes (six during the daytime and one in the evening) and nine-to-10 shuttles operating on headways of approximately 13-to-14 minutes. In FY 2019, Cat Tran served 332,108 riders. The Cat Tran service area includes 53 stops concentrated at the Main Campus, park-and-ride lots, and the Arizona Health Sciences Center. Two stops in the downtown area provide a direct link to the University from downtown housing, government offices and for university staff traveling to UA facilities downtown. Cat Tran plans to expand services to surrounding neighborhoods, continue to improve connections with Sun Tran, and extend routes to university housing clusters. For a more detailed look at the Cat Tran map: <https://parking.arizona.edu/pdf/Cat-Tran-Map.pdf>

Another key component of the university transportation system is the Disabled Cart Service. The Disabled Cart Service is the primary source of transportation for university students, faculty, employees, and public participants in university programs who have a temporary or permanent impairment that creates a need for special transportation services. The cart service fleet consists of 10 ambulatory passenger electric golf cart vehicles, two of which are wheelchair accessible. The Disabled Cart Service provided 16,789 passenger trips in FY 2019. Due to COVID-19, Disabled Cart Service was closed for five months in FY 2020, as classes were conducted virtually. The total number of trips conducted in FY 2020 was 5,731. By contrast in 2021, when in-person classes resumed, the number of rides from August through mid-October was nearly 4,600.

For more information about the Disabled Cart Service: <https://parking.arizona.edu/campus-services/disability-cart-service/>

PRIVATE TRANSPORTATION SYSTEMS

PAG operates the regional rideshare program, called Sun Rideshare, which promotes alternative modes to commuters in the region. One program option is a regional vanpool program. PAG contracts with Commute with Enterprise to provide vehicles and related operational services. PAG may provide eligible vanpool subsidies to reduce the overall cost of a vanpool lease. PAG offers subsidies based on monthly mileage for each vehicle. Participating employers include the Tohono O’odham Nation, Indian Health Services and Raytheon Missile Systems.

Vanpools

A vanpool is a group of commuters with at least one driver and a minimum of six passengers. A commuter vehicle is defined by the IRS code <https://www.irs.gov/pub/irs-pdf/p15b.pdf>. Each passenger pays a monthly fare to cover a portion of the lease cost and riders in the vanpool share the gas expense. Vanpools are an effective option or best choice when a rider’s one-way commute is at least 15 miles or commute time is greater than 30 minutes. Vanpools also generate a regional benefit based on the data collection of expenses and vehicle miles traveled. Annually, PAG submits a report for all vanpool data and operational expenses to the FTA. The transportation data is evaluated and reviewed and results in FTA funding being returned to the region. The City of Tucson is the federally designated recipient for the FTA funds.

Other Private Transportation

The region has many large and small private transportation fleets. The following lists include the service providers that have participated in PAG's coordination efforts and others known to PAG.

- Arizona Senior Transport offers door-to-door transportation services for seniors. Rates depend on distance and gasoline prices.
- The Red Rose is a private company providing personalized services to seniors and individuals with disabilities. Services include grocery shopping, errands, meal preparation, companion care and a variety of transportation services
- Taxi service is available by contacting a private service and typically requires private payment; however, there are vouchers available through a few non-profit agencies. Approximately 25 private taxi-cab companies serve the greater Tucson area. A few of these private companies include VIP Taxi, Shuttle Arizona and Roadrunner Transportation.
- Private service vans operated by resorts, hotels, and casinos.
- Charter transportation service providers, airport and hotel service transportation providers, black car and limousine service providers, and other non-motor vehicle providers (e.g., air flight services) are other types of private transportation services available in the region.
- Uber and Lyft connect customers to transportation via their mobile applications.
- A variety of NEMT providers serve in the PAG region (see below).

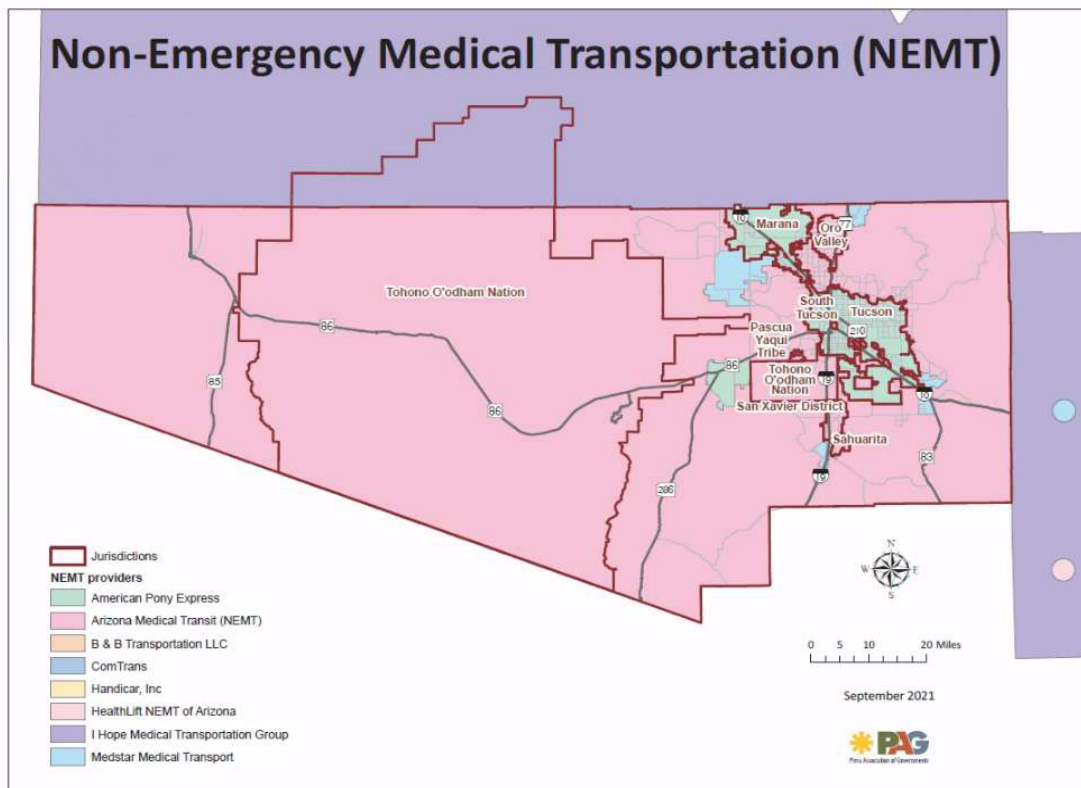
Non-Emergency Medical Transportation

Non-Emergency Medical Transportation (NEMT) is an important transportation resource for people who need assistance getting to and from medical appointments. NEMT providers serve in the PAG region. Below is a map depicting the collective service area boundary of eight NEMT providers in the PAG region. Medicaid covers the cost of emergency medical transportation for eligible individuals. NEMT services are also available to private pay individuals.

- B&B Transportation
- ComTrans

- I HOPE Medical Transportation Group
- Handicar
- Healthlift of Arizona
- Medstar Medical Transport
- American Pony Express
- Arizona Medical Transit

THE COLLECTIVE SERVICE AREA BOUNDARY MAP OF EIGHT NEMT PROVIDERS IN THE PAG REGION



*The approximate boundary information is provided by the respective agency, and PAG is not responsible for any inaccuracies.

Volunteer Transportation Services

Volunteer transportation services offer no and low-cost transportation options for many residents and are becoming an increasingly integral part of the overall transportation system. More than just a transportation service, volunteer drivers also can aid residents by providing more hands-on care. This includes support services such as helping with loading and unloading groceries, waiting at medical appointments, offering shopping assistance, and by being a familiar face in a comfortable environment.

The Neighbors Care Alliance (NCA) is a network of neighborhood volunteer programs with a shared mission of helping older adults thrive safely in their homes for as long as possible. The programs serve specific geographic areas, and each is independently organized. Pima Council on Aging (PCOA) serves as the program administrator and provides tools to build infrastructure, volunteer training, opportunities for networking, access to community resources, and mileage reimbursement. Volunteers support older adults through a variety of services which can include, transportation to medical appointments and shopping, running errands, meal delivery, phone calls and visits, light house and yard work, and caregiver respite. Neighbors connecting to neighbors reduces the social isolation many older adults face while helping to meet everyday needs.

Source: <https://www.pcoa.org/ways-we-help/nca.html/>

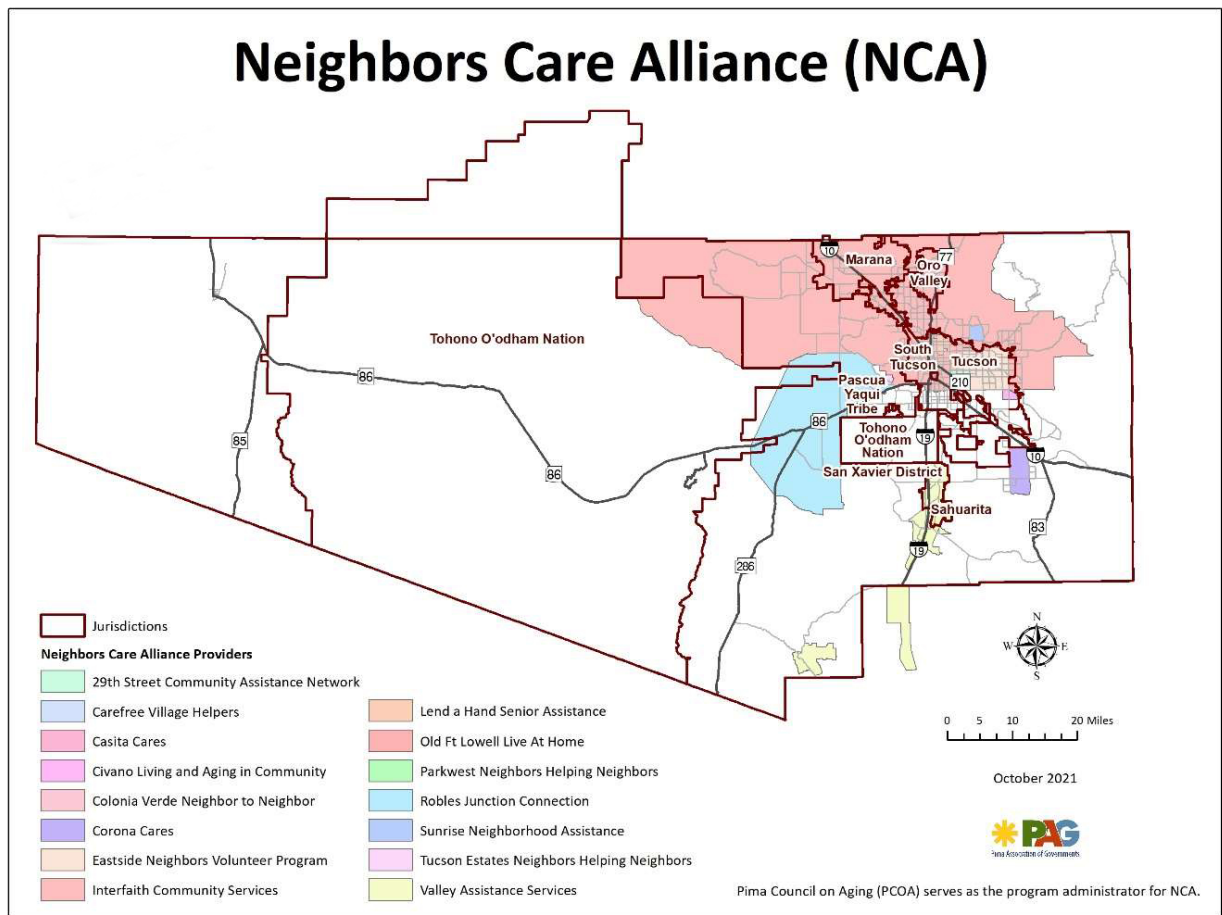
NCA is perhaps the largest and most widespread of the volunteer networks with 20 volunteer programs. It consists of an estimated 532 volunteer drivers per month, and 854 total drivers reported out of 1,141 total volunteers, providing 83,146 one-way trips and 460,859 miles in FY 2018. Below is the annual service data for July 1, 2018, through June 30, 2019. In addition, a breakdown of the types of volunteer services, the frequency and associated mileage are noted.

- 1,998 recipients
- 93,320 services reported
- Volunteers reported over 120,574 hours of service, approximately a \$3 million contribution to Pima County communities

	Frequency	Miles
Volunteer Services:		
Transportation: Grocery, medical, meals or errands	83,146	460,859
Social: friendly visits, phone calls, relief for care givers, grief support, dog walking, etc.	9,674	19,509
Home Help: light housekeeping, home maintenance, yard work	486	5,860

Neighbors Care Alliance Service Area Boundary Map

NCA volunteer programs via PCOA provide a wide variety of services to older adults in the PAG region. Many of these programs offer transportation services. Below is a map depicting the collective service area boundary of 15 NCA programs providing transportation services for qualifying individuals in the PAG region.



*The approximate boundary information is provided by the respective agency, and PAG is not responsible for any inaccuracies.

Veterans Transportation

Veterans Administration (VA): Veterans Transportation Program

The VA's Veterans Transportation Program (VTP) offers Veterans many travel solutions to and from their VA healthcare facilities. The program offers these services at little or no costs to eligible Veterans.

Source: <https://www.va.gov/healthbenefits/vtp/>

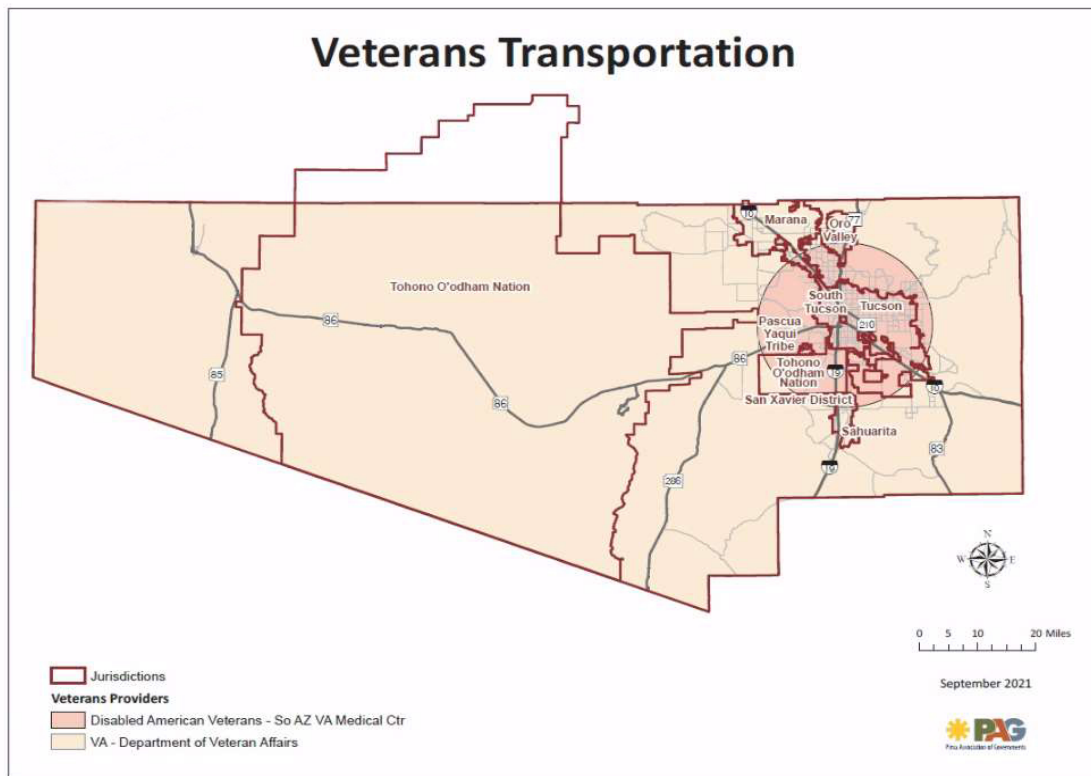
Disabled American Veterans Transportation

Disabled American Veterans (DAV) is a non-profit charity providing a lifetime of support for veterans of all generations and their families. The DAV operates a fleet of vehicles around the country to provide free transportation to Veterans Administration (VA) medical facilities for injured and ill veterans. The vans are driven by volunteers and the rides are coordinated by Hospital Service Coordinators. The organization offers these rides at no cost to eligible veterans.

Source: <https://www.dav.org/veterans/i-need-a-ride/>

Below is a map depicting the collective service area boundaries for the transportation services offered via the VA and the DAV in the PAG region. It is important to note the DAV Service Area is a 15-mile radius from the Southern Arizona VA Medical Center at 3601 S. Sixth Ave., Tucson, AZ 85723. The VA serves all areas. However, it is typically reserved for veterans with a 30% or higher service-connected disability.

VETERANS TRANSPORTATION: COMBINED SERVICE AREA BOUNDARY MAP



*The approximate boundary information is provided by the respective agency, and PAG is not responsible for any inaccuracies.

COVID 19 IMPACT AND RECOVERY

COVID-19 is caused by a coronavirus called SARS-CoV-2. Older adults and people who have severe underlying medical conditions may be at higher risk for developing more serious complications from COVID-19. As a result, COVID-19 has impacted our region with over 139,000 cases and more than 2,600 deaths. As the ongoing impact of COVID-19 continues to unfold throughout the region, there are lessons to be learned and considerations to be made for future planning. Transportation provider decisions in 2020 and 2021 provide perspective and insights on the impact the COVID-19 pandemic has had on our region and the day-to-day operations across agencies, including protocols for the driver and rider safety. Many of the protocols have an impact on vehicle utilization, trip efficiency and overall operating costs. Ongoing driver shortages impact the ability to provide service, creating additional challenges to ensure accessibility and reliability of transportation services, especially for vulnerable populations. These insights and perspectives can be strong catalysts in the development of plans, the implementation strategies and the effort to secure funding required to elevate the

level of support and readiness for human services transportation providers throughout our region.

Source: <https://www.azdhs.gov/covid19/data/index.php>

Opportunities to lift up our 5310 agencies, public transportation providers and volunteer driver programs are evident in the following areas, as these were among the top five significant changes to day-to-day operations due to COVID-19.

- Reduced passengers per trip.
- Reduced service hours.
- Reduced staffing availability.
- New or additional health screenings for front-line support staff and drivers.
- New or additional workplace hygiene and illness prevention protocols.

These changes further underscore the need for stability and coordination across services. The pandemic also highlighted the need for improved accessibility of transportation services information and tools for sharing such information across agencies.

Planning for Emergencies (including COVID-19) for Vulnerable Populations

Severe weather in our region can result in flash floods, forest fires and high winds. These and other events can have the potential to cause power outages and transportation disruptions. Severe weather encourages us to take heed of the need to ensure the safety of all individuals. Storms can come through quickly and leave a path of destruction in their wake, leaving restoration of power, clean-up, and new transportation challenges among the complexities of returning to normal.

COVID-19 has revealed another aspect of emergency planning. It has caused us to navigate transportation solutions and define and address safety in new ways. It has forced us to reevaluate how we meet the needs of individuals, especially the most vulnerable. This experience sets the expectation to make plans for not only how to evacuate quickly but how to do it safely during a pandemic. The top five significant changes to day-to-day operations for transportation providers due to COVID-19 (listed above) are also critical factors in our ability to evacuate people safely and quickly.

This renewed recognition of the needs of vulnerable populations applies to the many people in our region with mobility issues who are reliant on transportation services. It is important to remember mobility issues can be due to age, income, disability, or mental or physical health

diagnoses.

While day-to-day transportation services for those with mobility issues in the PAG region are provided by public transportation systems, human service organizations and volunteer drivers during emergencies, transportation is coordinated through local and county-level emergency management agencies. It is done in partnership with the state and other partners.

This level of coordination is critical, as individuals with a disability, or Limited English Proficiency (LEP), often require additional assistance. This includes communication before, during and after an emergency event, as well as access to important support resources.

Federal Emergency Management Agency (FEMA)

U.S. Department of Homeland Security

500 C Street SW

Washington, D.C. 20472

(202) 646-2500

<https://www.usa.gov/federal-agencies/federal-emergency-management-agency>

<https://www.fema.gov/>

"FEMA's mission is to help people before, during and after disasters."

Emergency Management at the State Level

Division of Emergency Management

5636 E. McDowell Road Bldg. M5101

Phoenix, AZ 85008

<https://dema.az.gov/emergency-management>

Phone: (602) 244-0504

"The Department of Emergency and Military Affairs (DEMA) consists of the Arizona National Guard (Air, Army, Joint Task Force), the Division of Emergency Management and the Division of Administrative Services. DEMA provides unique capabilities and services to the citizens of Arizona in three distinct roles: community, state and federal."

Arizona Department of Homeland Security

1700 W. Washington Street, Suite #210

Phoenix, AZ 85007

(602) 542 -7013

<https://azdohs.gov/contact>

"The Arizona Department of Homeland Security was established in 2006 by the Arizona State Legislature to support the mission of providing strategic direction and access to federal homeland

security grant program resources that will further enable the stakeholders' collective goals to prevent, protect, mitigate, respond to and recover from terrorist attacks and other critical hazards that affect the safety, well-being and economic security of Arizona."

Emergency Management at the County Level

Pima County Office of Emergency Management
3434 E. 22nd St.
Tucson, AZ 85713
(520) 724-9300
<https://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=18529>

Emergency Alerts

News alerts, preparedness information from the National Weather Service and links reporting hazards, power outages and other information are found via the Pima County Emergency Alerts website. <https://Emergencyalerts.pima.gov>

In addition, a mass notification system is available for quick and reliable push emergency messages to many electronic devices. Individuals in our region may sign up to receive emergency notifications at <https://MyAlerts.pima.gov>

"OEM works to prevent the loss of life and reduce property damage due to man-made, technological and natural disasters. We also assist municipalities and local governments with developing plans to ensure the highest level of preparedness."

Regional Coordination Accomplishments

Since the completion and adoption of the previous Public Transit-Human Services Coordinated Transportation Plan, PAG has worked closely with stakeholders including participating human service transit providers to pave the way for completion of the short-term goals established in the adopted 2019 Public Transit Human Services Coordinated Transportation Plan. The three short-term goals identified were to:

- 1) Create a system to gather fleet prioritization data.
- 2) Identify and facilitate opportunities for cost containment.
- 3) Monitor and improve Pima Find-a-Ride.

The efforts made toward achieving these short-term goals are an important step in improving overall coordination in the region. Future strategies to advance regional coordination between public transit and human services transportation providers can be built upon and

expanded from this important foundation. A vision for inter-regional coordination is embedded in this framework.

By partnering with other regions, we can begin to unlock opportunities to connect people between regions. For those who live in rural areas arguably nestled at the boundary of two regions, this is a critical consideration. This is one reason PAG contributed to inter-regional coordination efforts by providing transportation provider information for the AZRideInfo.com website, a website designed to help individuals connect with transportation resources across the state of Arizona.

Coordination Efforts

Advancing coordination in the PAG region is one of the priorities at the heart of this plan with its primary goal to achieve enhanced mobility for seniors, individuals with disabilities and the general public. With this comes the recognition of the need for focused efforts on removing barriers to coordination. Through the 5310 Human Services Providers and Related Agency 2021 Survey and Mobility Coordination Working Group meetings, the following six areas have been identified and are considered foundational to removing barriers to coordination.

- Standardization of practices regarding driver training and accident prevention.
- Sharing of best practices for passenger safety and advocacy.
- Tools or software to assist agencies with fleet forecasting (maintenance & repair, depreciation, residual value, replacement year).
- Vehicle utilization calculation tools (percent in service, occupancy rates, trip counts).
- Tools/software to assist in fleet management cost calculations (general maintenance and preventative, operational costs relative to service hours).
- Support regarding maintenance procurement to include options for lift repair.
- Identify opportunities to coordinate with paratransit agencies and volunteer-based transportation services such as Neighbors Care Alliance programs through PCOA and/or other private transportation companies to expand or bridge gaps in service.

Coordination efforts in the PAG region will further serve to:

- Bridge service gaps in the region. For example: Rural Areas Pascua Yaqui Tribe and Tohono O'odham Nation.
- Expand service or bridge service gaps in or to census-designated places such as:

Arivaca, Arivaca Junction, Corona de Tucson, Drexel Heights, Nelson, Picture Rocks, Summerhaven, Tanque Verde, Rillito, Rincon Valley, Santa Rosa, San Xavier, Sells, Three Points, Tucson Estates, Vail, Valencia West, Ventana, Why and Willow Canyon.

- Drive down operational costs allowing for stronger financial stewardship.
- Create a strong foundation for potential for inter-regional coordination with SEAGO, Sun Corridor and MAG.

A closer look at transportation costs, identified barriers, emerging needs, regional gaps and opportunities for coordination and support is referenced in the ***advancing regional coordination section*** of this plan (page 112). In addition, Appendix F offers context for operational costs for transportation providers in our region based on previous surveys referenced in the 2017 Public Transit Human Services Coordinated Transportation Plan.

TRANSPORTATION NEEDS ASSESSMENT

As noted in the 2045 Regional Mobility and Accessibility Plan: “Pima Association of Governments conducts the Long-Range Regional Transit Planning process in partnership with the City of Tucson Department of Transportation, Sun Tran, Sun Link and Sun Shuttle. Plan objectives include a long-term strategic vision for the regional transit systems, estimate future transit demand, identify service gaps, understand long-term finances and system improvement costs, identify opportunities and optimal conditions for private partnerships and investment, and building on the existing Frequent Transit Network. The planning process has public involvement woven throughout the process as it establishes a vision for the system 20 or more years into the future.

The name of Pima Association of Governments’ long-range transportation plan was changed to the Regional Mobility and Accessibility Plan, or RMAP, to help clarify the difference between PAG’s long-range transportation plan and the Regional Transportation Authority’s 20- year multimodal plan approved by Pima County voters in May 2006. PAG manages the Regional Transportation Authority and the projects in the RTA plan are listed in the 2045 RMAP. Major efforts to solicit public input for the RMAP occurred in three phases: Phase 1: Goal Setting and Priority Identification; Phase 2: Project Selection; Phase 3: Open Houses and Public Comment. Opportunities for participation in both Spanish and English were available for all public involvement activities.

One of the factors the RMAP’s strategies and projects address is increasing accessibility for people and freight. Several of the projects include high-capacity transit, and bus frequency improvements. The associated investments are to improve reliability and increase access to

destinations throughout the metropolitan region.

The RMAP also addresses the region's aging population and changing transportation needs. As noted, by 2045, the number of people living in the region who are 65 or older is projected to double. Increasing age frequently results in higher levels of varied disabilities, which have multiple effects on a community, the individual, and his or her immediate family.

Transportation is crucial to keeping older adults independent, healthy, and connected to friends, family and health providers. However, older residents' transportation needs differ based on their health, income, marital status, age, race and whether they live in an urban area or in low density suburbs outside the urban area.

We will need to plan for increased demand for public transportation services, including special needs and wheelchair accessible rides currently provided by the City of Tucson (Sun Van), Pima County and Oro Valley (RTA paratransit) and nonprofit organizations. The Tucson region is expected to add roughly a half million new residents by 2045. The distribution of the population will be as important as the total amount of growth in helping to determine transportation demand. Based on current projections, the Towns of Marana and Sahuarita are expected to more than double in population, while the Town of Oro Valley, the City of Tucson and unincorporated Pima County may grow by around 40%."

Source: <https://pagregion.com/wp-content/docs/pag/2020/08/2045RMAP.pdf>

Projected Population growth by jurisdiction

Year	Marana	Oro Valley	Sahuarita	South Tucson	Tucson	Unincorporated Pima County
2010	34,961	41,011	25,259	5,652	520,116	353,264
2015	41,019	42,259	28,483	5,670	537,129	367,519
2020	48,324	44,811	34,529	5,637	572,636	394,085
2025	55,287	47,405	41,276	5,585	610,374	412,587
2030	61,988	49,784	45,403	5,550	647,118	433,256
2035	68,859	52,072	48,527	5,544	683,038	454,061
2040	75,741	54,271	51,637	5,601	718,187	474,185
2045	82,714	56,453	54,729	5,727	753,472	494,309
Total Projected Population Growth	47,753	15,442	29,470	75	233,356	141,045
Percent Growth	137%	38%	117%	1%	45%	40%

Source: ADA 2012-2050 medium series population projections

Special Transportation Needs Assessment

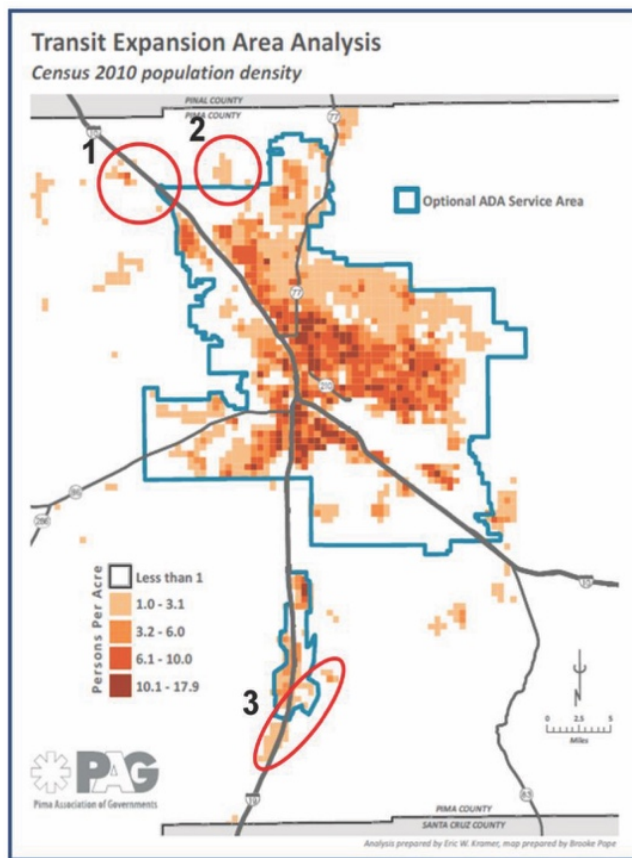
As noted in the Short-Range Transit Program Implementation Plan – FY2017-2021: “The TWG has outlined four policies for expansion of the Special Needs Paratransit Service Area:

- 1) Expansion should only occur into areas that have demand for service
- 2) Expansion must be within two miles of the existing service area
- 3) Consideration must be given to the impact of expansion on existing service
- 4) Long-term budget capacity for expanded service must be ensured

Based on the expansion policies, five areas were selected for ADA travel demand estimation.

In 2012, RTA staff conducted a demand estimation to determine the potential ADA-eligible riders in each expansion area by calculating a ratio of ADA-qualified individuals registered with the City of Tucson ADA Eligibility Office to the population of individuals in the region over 65 years of age, then applying that ratio to the specific populations in the areas selected for analysis. Based on the results, three areas were chosen for cost evaluation. The map below reflects the Transit Expansion Area Analysis. Additional information regarding this analysis can be found in Appendix I of the Short-Range Transit Program Implementation Plan.”

Source: <https://pagregion.com/wp-content/docs/pag/2020/09/SRTP-FY2017-2021.pdf>



Regional Challenge: Funding Transit Operations

According to the 2045 Regional Mobility and Accessibility Plan: “Transit operations and maintenance are funded from a variety of sources, including fares paid by riders, FTA grant programs, the RTA, advertising revenue, contributions from regional jurisdictions, and the City of Tucson general fund. A major challenge facing the region is that costs for providing transit services are increasing faster than some sources of revenue. The shortfall is often made up through Tucson general fund contributions, already the largest single source of transit funding in the region. For the region to continue to maintain and improve service in the future, it may be necessary to explore additional revenue sources. This would

reduce the burden on the general fund, where transit competes with other essential city services.”

Source: <https://pagregion.com/wp-content/docs/pag/2020/08/2045RMAP.pdf>

Financial Impacts and Constraints

As noted in the 2019 Public Transit-Human Services Coordinated Transportation Plan: “The region’s public transit providers have been able to maintain their levels of service even during an economic recession. Transportation providers throughout our region, public, private, volunteer-based and other human service transportation providers, feel the effects of budget cuts and other economic impacts. In turn, those pressures impact the transportation services they provide. This domino-effect results in a significant impact to those who rely on these services the most.

One example of budget cuts and the cascading effects is a State of Arizona decision to reduce funding for the Arizona Health Care Cost Containment System (AHCCCS). This cut in funding led to reduced provider reimbursement rates, stricter eligibility requirements and resulting in thousands of families losing benefits, increased co-pays and the elimination of services such

as Kids Care, physical therapy and transportation services. These changes to AHCCCS led to a decrease in the number of individuals seeking health care and other services while increasing the human services provider agencies' financial responsibility in covering those services."

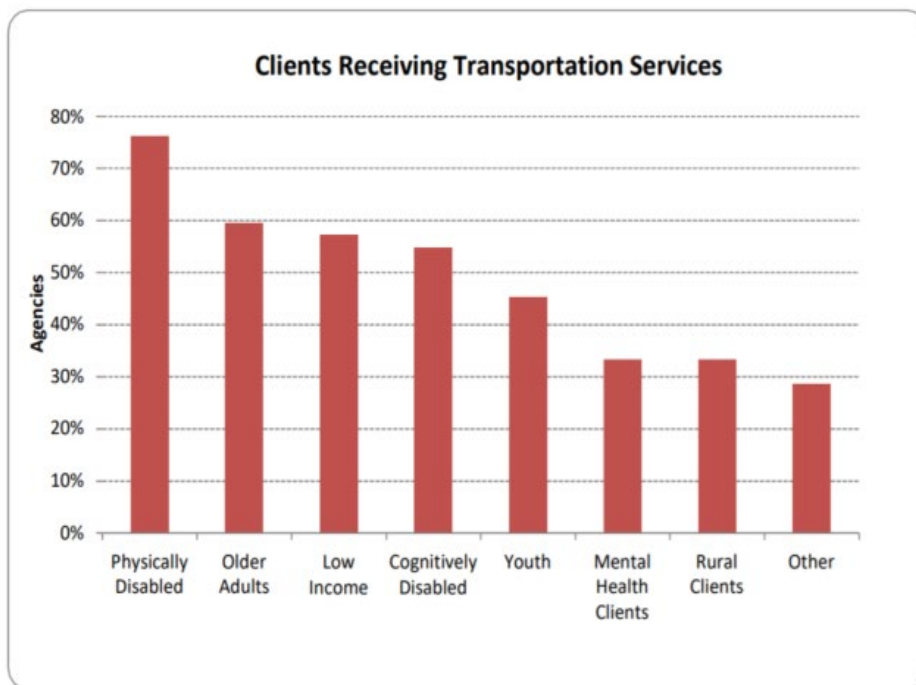
Adding to already strained budgets, transportation providers in 2020 made significant efforts to address COVID-19 and the safety of special needs populations. Transportation providers had to quickly implement various strategies to try and maintain levels of service. The financial impact of COVID-19 on both public transportation providers and human services transportation providers is ongoing. While additional funding through the Coronavirus Aid, Relief and Economic Security (CARES) Act and the American Rescue Plan Act have offered some support to eligible providers, the long-term impact on the ability to adequately fund transportation services to meet the regional transportation needs remains to be determined.

For context regarding regional transportation needs, PAG surveyed transportation providers in 2010 and 2011 to develop a better understanding of the types of transportation services provided in the region. The survey also shed light on the transportation needs that frequently go unmet. As noted in the 2019 Public Transit-Human Services Coordinated Transportation Plan: "Over 60 nonprofit, public and private transportation providers participated in the combined 2010 and 2011 transportation surveys.

The first survey, conducted in August 2010 was sent to 45 participants in the FTA Section 5310 program, 10 public and private transportation providers. The second survey, conducted in February 2011, was distributed to over 60 human services agencies in the region, most of which do not participate in the 5310 program. Together, these surveys have provided a well-rounded assessment of transportation needs in the PAG region. An updated community needs assessment survey was conducted in 2015-2016. Some of the results of these surveys are reflected in Charts M, N, and O.

The existing human services agencies in the region serve a wide variety of clients and many of those clients have multiple needs. Persons with physical disabilities receive the most transportation service in the region, followed by seniors, low income and individuals with cognitive disabilities.

Chart M Clients Receiving Transportation Services



Survey respondents were asked to indicate the types of clients they provide transportation to in the region; 75% reported providing transportation to persons with physical disabilities and 58% reported they serve older adults.

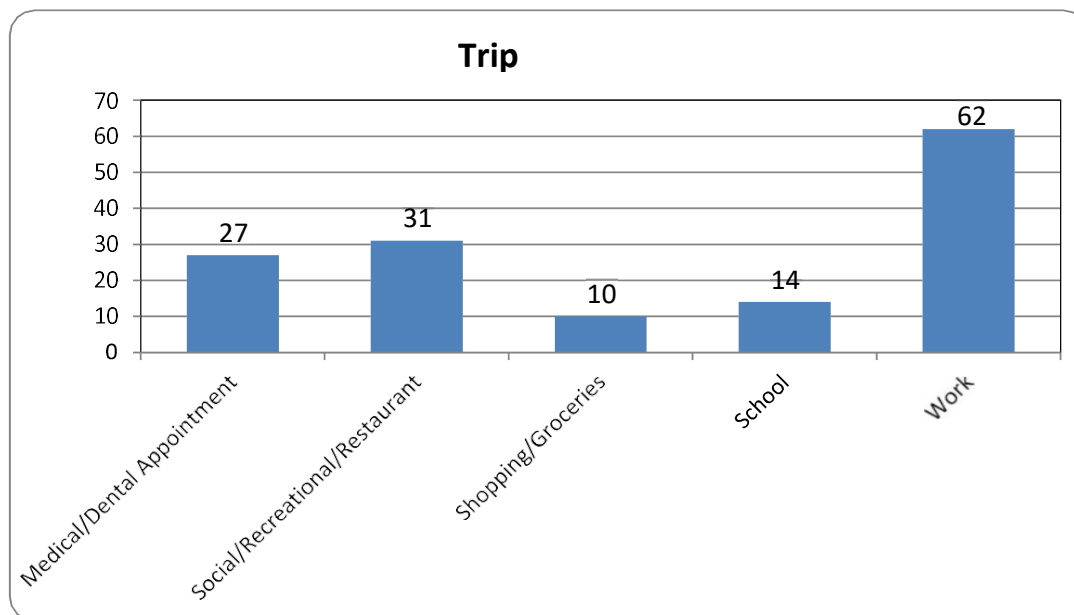
The largest requests for transportation services come from individuals needing transportation to medical appointments. The region has many hospitals, doctors' offices, dialysis centers and health clinics for low-income individuals and families, and 78% of the region's human service transportation providers are providing trips to these facilities. Over 60% of transportation providers are also providing rides to counseling and case management appointments.

Transportation to medical and counseling/case management appointments is often the key to independent living for older adults, persons with physical and mental health disabilities. Without these services, older adults lack regular medical care and mental health clients lose the support they need from counselors and case managers, all of which are critical to health and independent living. Other common destinations for human services transportation are recreation and entertainment facilities, shopping and banking, and employment. These trips are commonly made by group homes where both youth and adults with behavioral and mental health needs live. The staff at the group homes will regularly take the residents to shopping destinations in their neighborhood, as well as job sites, community centers and parks for daily and weekly activities. Many of the group

homes are located beyond walking distance of public transit routes or the residents' behavior puts themselves or others at risk, which restricts the residents from using the transit system.

In the PAG 2012 Rider Survey, users of public paratransit services and transportation provided by human service agencies were asked the purpose of their most recent trip. Just over half of the 120 respondents indicated they used the transportation service to get to work, as shown in Chart N. In addition, riders were asked "How frequently do you use this service to make this trip?" Sixty-five riders responded that they use the service four-to-five times per week, and an additional 23 riders reported using the service more than five days per week, indicating a high rate of recurring trips for users. Riders also were asked their reason for using this transportation service and were allowed to select multiple reasons. The survey results show that 74% of the riders don't drive, while 25% reported that there was no car in the household, and 9% stated that the ride was cheaper than owning a car.

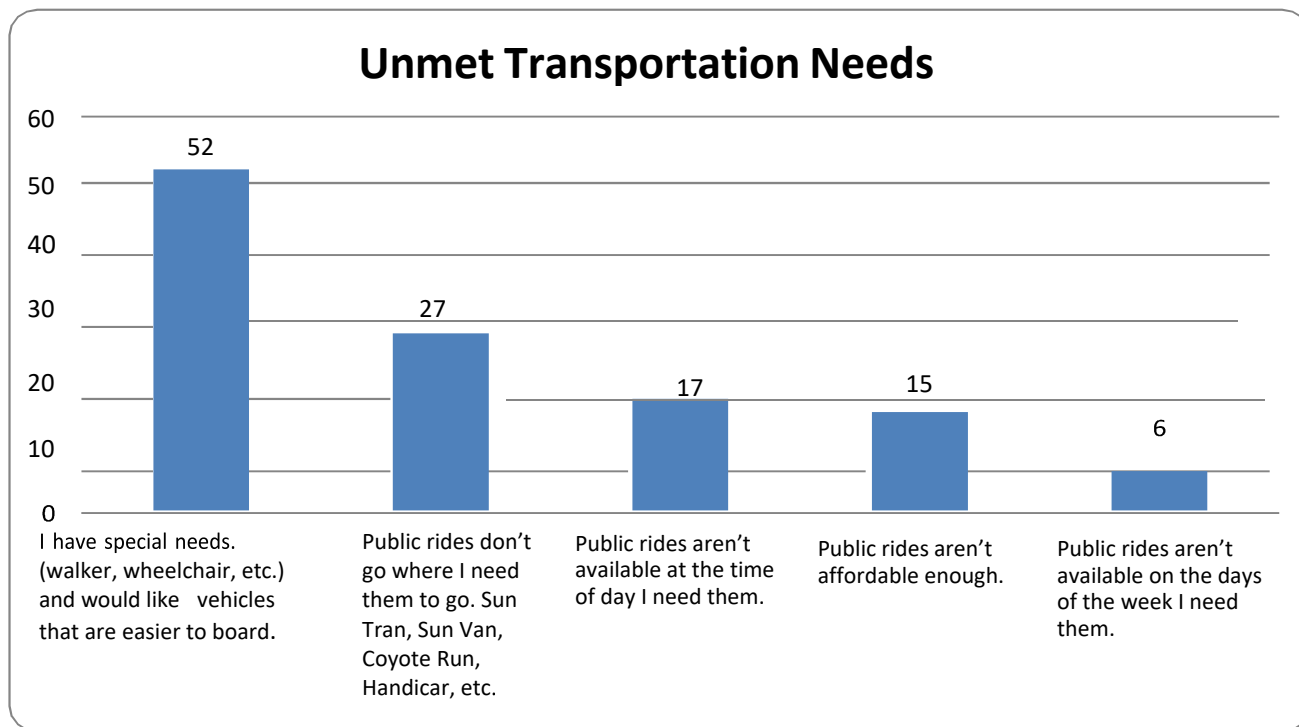
Chart N PAG 2012 Rider Survey Responses



Survey respondents of the PAG 2012 Rider Survey were asked to identify the purpose of their most recent trip. One hundred-twenty riders responded to this question, with over half of them indicating they used the transportation service to get to work.

To better understand the needs of human services transportation users, the PAG 2012 Rider Survey asked riders about their transportation needs that go unmet. The most common responses from riders were that they would like to go shopping, visit friends and family, and go to a doctor's office, clinic or pharmacy. When asked about the most common limitations of the current transportation network, riders reported their special transportation needs make it difficult for them to use existing transportation services, as shown in Chart O. In addition, they reported transportation services do not always go to the destinations they need to reach."

Chart O This chart shows the responses to the survey question, “What other transportation needs do you have that aren’t met?”



Coordination of Special Needs Transportation Services

For many people in our region, transportation presents unique challenges requiring specialized services or accessibility. These services are offered via public transportation options such as Sun Van or Sun Shuttle Dial-a-Ride, social service agencies, NEMT (Non-Emergency Medical Transportation), volunteer driver programs, rideshare programs and private transportation providers. These types of specialized transportation may include services ranging from door-to-door service, door-through-door service and/or on-demand.

The coordination of special needs transportation aims for the reduction of duplicated efforts and the expansion or improvement of service. In addition, there is a commitment to greater stewardship of resources and the cultivation of ideas to better address the transportation needs of vulnerable populations in our region. These efforts require understanding and recognizing opportunities for multiple organizations to work together. The results from mapping the service area boundaries for 13 participating 5310 agencies, 15 Neighbors Care Alliance Programs, eight NEMT providers and six private transportation organizations illustrate where opportunities exist to bridge gaps in service and reduce duplication of efforts.

It is important to recognize coordination of transportation services for many special needs populations goes beyond logistics. Such coordination can require a specific standard of care

and continuity of care. This means for efforts to be successful, safe, and sustainable there needs to be a conscious and intentional effort to work with other service providers such as doctors, patient advocates and social workers. Their knowledge and insights can prove to be instrumental in understanding both the quantitative and qualitative components of special transportation needs. With their help, we can develop plans to better serve diverse groups of people.

Cost of Transportation Services for Human Service Organizations

The cost for human services agencies to provide transportation is high. Sixty-five percent of providers for client-based transportation listed operating costs as a major concern. Operating costs include drivers' wages and the cost of fuel.

Although operating assistance is an eligible expense for 5310 funds under MAP-21, operating costs will likely remain an overall regional concern. Other concerns followed closely behind including vehicle maintenance, the cost to purchase vehicles and maintaining the necessary staffing levels, i.e., balancing the needs of clients in tandem with transportation services.

Through coordination meetings and conversations in the community, PAG has found that many human services providers who aren't currently recipients of federal coordinated mobility grants would like to be able to provide transportation to their clients, especially youth, young adults and parents with young children who need transportation to job training and employment. These providers find this type of transportation service to be cost prohibitive, resulting in their clients' needs remaining unmet.

Efforts to Assess Regional Needs and Opportunities for Coordination of Services

PAG works with regional stakeholders in the process of determining and documenting regional needs and current capabilities. Several approaches allow for the identification of new or expanded service needs. PAG incorporates the key findings from the PAG Long Range Transit Plan, Sun Tran On-Board Surveys, the 5310 Human Services Providers and Related Agency 2021 Survey (which also included Neighbors Care Alliance programs via Pima Council on Aging), the development of service area boundary maps, and ongoing feedback via the quarterly Mobility Coordination Working Group meetings.

Mapping the service area boundaries of 5310-funded transportation providers, public and private transportation services allow for an initial assessment of transportation gaps in rural and urbanized areas. The map creates a unique opportunity to better understand the overall transportation footprint of the 5310 participating agencies, Neighbors Care Alliance programs, NEMT providers, the Veterans Administration Transportation Program (VTP),

Disabled American Veterans (DAV), and several private transportation providers in the PAG region.

The 5310 Human Services Providers and Related Agency Survey 2021 allows for key insights regarding the percent of transportation programs offering services to specific special needs populations. These insights and initial assessments are combined with additional data from the FY 2021 grant application cycle.

These efforts deepen our understanding of the many ways these providers serve people in our region, to include general public, seniors and persons with disabilities, the homeless, those with substance abuse challenges, mental health or medical challenges, i.e., dialysis. The survey offered additional perspective regarding trip type percentages for specific transportation needs such as: workforce/employment, medical, education, senior programs, social/recreational, etc. When these findings are combined with days of week and associated service hours of transportation services, opportunities for coordination to create efficiencies, expand or improve service begin to emerge.

Client-Based Transportation Assessment

Most of the agencies participating in the FTA Section 5310 program provide only client-based transportation. These types of transportation services are not open to the general public. To better understand and support coordination efforts among client-based transportation providers and paratransit providers, identifying similar population groups, program types and geographic area are an important first step. In addition, thought and consideration must be given to the unique needs of various developmental disabilities: a group of conditions due to an impairment in physical, learning, language or behavior areas. These may include disabilities such as, intellectual, visual or hearing impairment and autism spectrum disorder. When combined, these efforts can point to key opportunities for coordination of special needs transportation. In addition, they may help to identify ways to reduce duplication of efforts and strategies for the expansion or improvement of service.

The results of the 5310 and related agency 2021 survey allowed for unique insights regarding programs serving special needs populations, the specific populations served, geographic footprint (rural or urban) and coordination opportunities for improving or expanding service. These insights were combined with the development of service area boundary maps for each of the participating 5310 transportation providers, NCA programs, NEMT providers, and veteran transportation through the Veterans Administration Transportation Program (VTP) and the DAV.

The results of these efforts suggest key starting points for coordination efforts in both urban and rural areas include:

Programs currently focused on the following population groups:

- Adults with a disability.
- Youth and children under 18 years of age with a disability.
- Persons 65 and over.
- Those who are ADA eligible.

Program or service type(s):

- Medical appointments including dental and pharmacy.
- Resources and support.
- Behavioral health.

Potential non-client rider groups for adults with a disability:

- Physical disability.
- Developmental disability.
- Mental health related disability.
- Mental health related disability/PTSD (veterans).
- Physical disability (veterans).

Potential non-client rider groups for persons under the age of 18 with a:

- Mental health related disability.
- Developmental disability.
- Physical disability.

When evaluating the potential for client-based transportation providers to extend transportation services to senior and/or disabled populations from other social service agencies and/or general public (non-client riders), the priority would be for those who experience a transportation gap due to hours or location and are not eligible for paratransit or

to be served by a volunteer-based transportation program.

Assessment of Transportation for Senior and Disabled Populations

The increasing and changing needs of the population older 65 and older bring to light other important considerations. While volunteer driver transportation programs play a key role in providing transportation services to seniors, these privately owned vehicles are not ADA accessible. This places a heavy reliance on paratransit, client-based transportation services, or private transportation services such as NEMT.

When taking a closer look at client-based transportation services across FTA Section 5310 funded agencies in the PAG region, eight agencies have programs with a primary focus on serving the population 65 and over and six agencies have programs with a primary focus on serving those who are both senior and have disabilities. However, of those with programs focused on these specific populations, the percentage of programs is commonly 50% or less.

Veteran Transportation Support Assessment

Further assessment of needs for those 65 and over is rooted in the potential to serve more senior and/or disabled veterans. As previously mentioned, 35% of veterans 65 and older have a disability compared to 15.3% of the total population. Service-connected disability ratings play a key role in the transportation options available to disabled veterans. Currently, there are 18,697 veterans with a service-connected disability rating of 10-20%; making them ineligible for transportation services through the VA. An additional, 5,214 have a service-connected disability rating not reported. The transportation needs of the veterans also place reliance on paratransit or private transportation services, to include NEMT services. All needs underscore the importance of advancing coordination within the PAG region.

REGIONAL OPPORTUNITIES FOR COORDINATION OF TRANSPORTATION SERVICES

The assessments throughout this plan, and the acknowledgement of the impacts of COVID-19, propel us to advance regional coordination among public and private transportation providers.

The following is an overview of the identified regional coordination opportunities derived from the cumulative efforts noted in this plan. These opportunities are formed with the understanding that successful transportation coordination requires a commitment and resolve to being good stewards with a willingness to share talents, time, and resources.

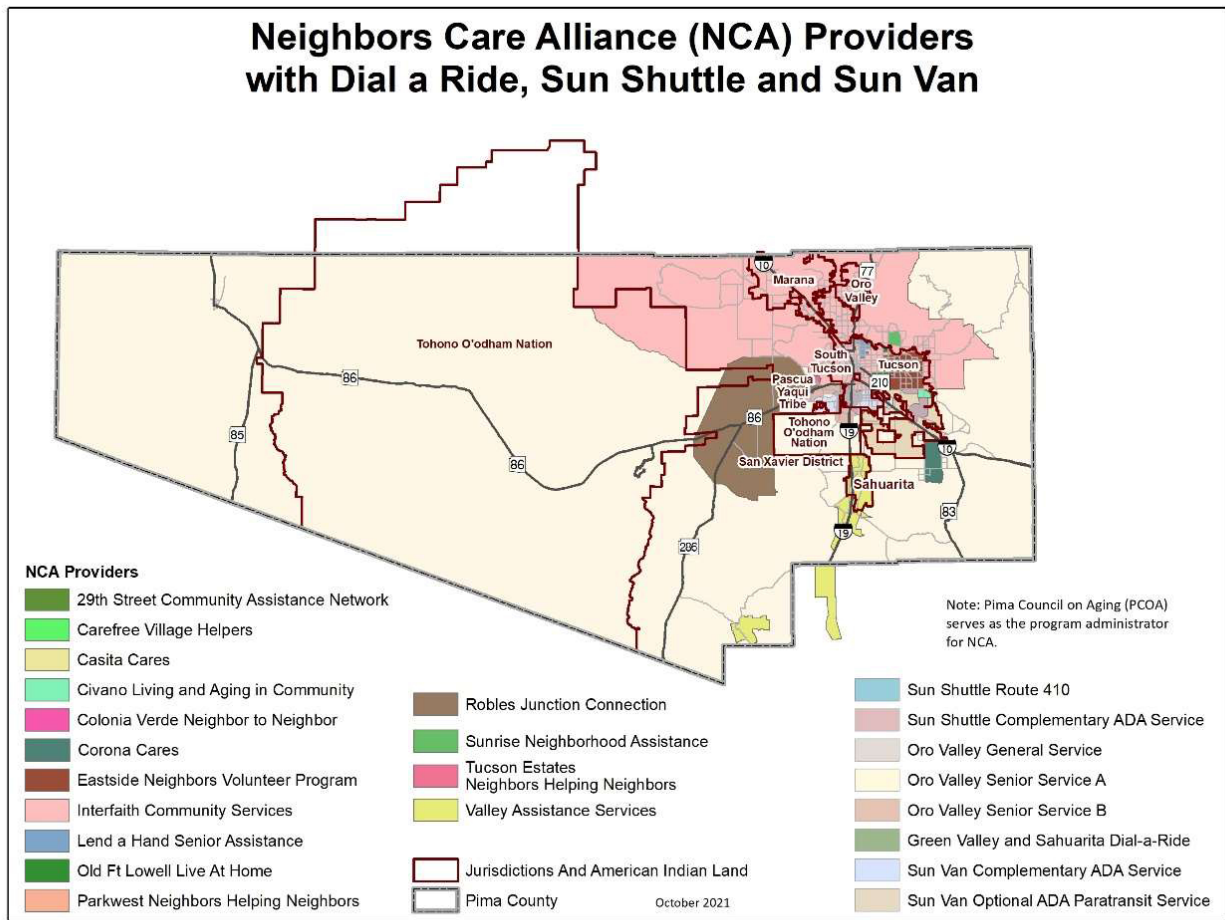
PAG acknowledges and appreciates the investment of time and coordination efforts from PAG staff, regional transportation providers, PCOA and other regional stakeholders including City of Tucson/Sun Tran.

Rural and Urbanized Areas: Program Comparisons

Among participating 5310 agencies and NCA programs, the programs offering transportation services are more prevalent in urbanized areas than rural. The starkest contrast between urban and rural areas served by these agency programs is related to after-school programs, summer camps and those connecting with public transportation. These program types are followed in prevalence in urbanized areas by day programs, employment, and job development related programs. This awareness emphasizes the need to identify strategies for coordination with other agencies, including those not currently funded via FTA Section 5310.

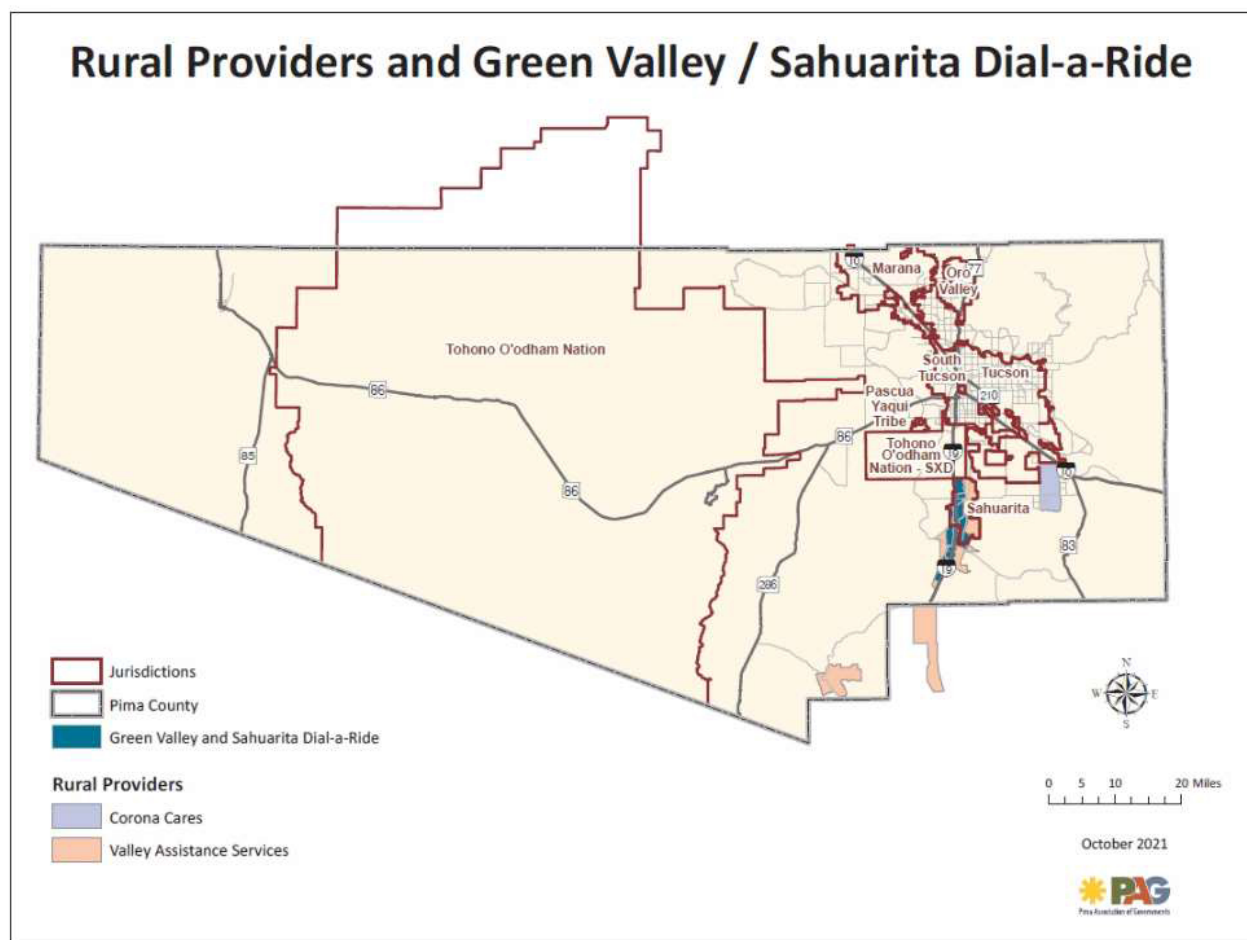
Other critical comparisons between transportation services offered in rural versus urbanized areas is within volunteer transportation providers. For example, only two of the 15 NCA programs through PCOA provide transportation services in rural areas.

Since the majority of the current 5310-funded transportation providers are client-based, it is important to assess the number of transportation providers serving the general public with or without eligibility restrictions. For example, a look at the footprint of transportation services in rural versus urban among 15 NCA volunteer driver-based programs, Sun Shuttle, Sun Shuttle Dial-a-Ride, and Sun Van gives us some perspective. The map below helps to characterize this footprint.



*The approximate boundary information is provided by the respective agency, and PAG is not responsible for any inaccuracies.

In rural areas of our region, the opportunities to access public transit can be limited or nonexistent. For those living in areas where access to public transit options is unavailable, volunteer driver organizations play a significant role in assisting special needs populations. The map below helps to illustrate availability of transportation services in rural areas based on the 15 NCA volunteer driver programs and the Green Valley/Sahuarita Dial-a-Ride service.



*The approximate boundary information is provided by the respective agency, and PAG is not responsible for any inaccuracies.

While the majority of NCA programs serve urbanized areas, it is important to remember the critical role they serve in our region. These programs offer many seniors transportation services to medical, dental pharmacy, and other forms of support. Support can be in a variety of forms, such as connecting to food banks, grocery stores, and other errands. For context, PCOA is one of two agencies whose programs focus on seniors (65 and over) based on the 5310 Human Services and Related Agency 2021 survey. *(Several NCA programs offer support services. However, they are not transportation focused. These offerings of support include meal delivery, phone calls, social support, light house and yard work and caregiver respite.)*

These perspectives help to illustrate the need to find ways to coordinate transportation services to bridge gaps in rural areas and better serve seniors. As mentioned previously, by 2040 the number of seniors residing in the region will more than double and will account for roughly 24% of Pima County's total population. Providers of medical, dental pharmacy,

resources, and support may play a pivotal role in advancing coordination within our region. This includes working with local hospitals, social service agencies, local area food banks and meal delivery programs and other transportation providers including volunteer based. Key opportunities for the growth of volunteer-based transportation programs are rooted in areas such as Pascua Yaqui Tribe, San Xavier, Sells/Tohono O'odham, Robles Junction, Three Points, Nelson, Arivaca, Picture Rocks and Avra Valley.

These combined efforts could help to broaden transportation options for special needs populations, especially for those living in the most rural areas of the PAG region.

Transportation to Medical Appointments, Counseling and Case Management

The largest requests for transportation services come from individuals needing transportation to medical appointments. This includes transportation to hospitals, doctor's offices, dialysis centers, and health clinics for low-income families. Among 5310 providers in the FFY 2021 5310 grant cycle and serving urbanized areas, all agencies provided transportation services to persons with disabilities. However, only three agencies served those with mental health challenges. For the FFY 2021 5310 grant cycle there were no applicants serving in rural areas. However, based on the 5310 Human Services and Related Agency 2021 survey, six agencies provide transportation services to mental health appointments and eight agencies provide transportation services to medical appointments.

Over 60% of providers are also providing rides to counseling and case management appointments, highlighting the magnitude of this need in our region. Other areas include transportation to shopping, recreational activities or employment destinations for those living in group homes or independent living centers. For paratransit, transportation to work, recreation, medical or dental appointments are the strongest needs.

Special Needs Populations

To better serve special needs populations, it is important to also evaluate the number of providers assisting specific populations such as low-income and homeless. While many social service organizations, public transit, the DAV and other volunteer-based transportation providers offer transportation services to low-income populations, few organizations serve the unique needs of the homeless population. This represents an opportunity to advance coordination efforts to better support low-income populations, to include the homeless.

As previously mentioned, the demand is growing for seniors and those both senior and

with disabilities. With this demand comes changing needs. This growing demand includes those who are also represented as our region's veterans. Based on previously conducted surveys including the Community Needs Assessment in 2015-2016, the highest percentage of persons receiving transportation support are those with physical disabilities, followed by older adults, low income and cognitively disabled. For context, over 76,000 individuals in our region have an ambulatory disability and over 60,000 have a cognitive difficulty, according to ACS 2019 five-year estimates. For context, this means roughly 21% of our population has ambulatory difficulty and 16% experience a hearing difficulty. This data supports the prioritization of coordination strategies for meeting the needs of:

- Those with physical disabilities.
- Those with a cognitive disability.
- Those with a hearing disability.

Other coordination efforts may include:

- Transportation services to employment for youth, young adults, and parents with young children.
- Serving those with self-care difficulty.

Over 26,000 people in our region have a self-care difficulty, which shows the importance of the many social service agencies providing critical services through independent living and community living or group home programs. It also highlights coordination opportunities with other agencies serving the unique needs of this population. This may include other residential settings such as assisted living facilities and nursing homes and other agencies partnering with PCOA.

Source: <https://data.census.gov/cedsci/table?q=pima%20county&tid=ACST5Y2019.S1810&hidePreview=true>

Coordination with Volunteer-Based Transportation Providers

Based on the service area boundary maps of NCA programs, the opportunity exists to coordinate with volunteer-based transportation providers serving in rural areas. These efforts may help to bridge gaps or expand service in rural areas for seniors, including those with dementia, low-income populations, and those with a cognitive disability.

Expanding Rural Transportation and Connections to Transit/ Paratransit

To better meet the needs of those with a physical disability, one opportunity is for FTA Section 5310-funded agencies to identify under-utilized vehicles during specific days or hours. Through memorandums of understanding with other agencies, or independently, there is an opportunity to increase paratransit services in rural areas.

Other opportunities include human services transportation providers to contract with private transportation companies or volunteer driver-based organizations to create coordinated connections to Sun Shuttle Dial-A-Ride or Sun Tran service areas. These efforts could seek to supplement paratransit services in rural areas outside of the paratransit service area.

These types of coordination efforts will also require strategies to address driver and staffing shortages because of COVID-19. Staffing levels were a challenge for many public and private transportation service agencies in 2020 and 2021. With COVID-19 public health protocols in place throughout our region, strategies for supporting staffing levels for drivers and other roles will continue to be a regional need.

Client-based Transportation Services Coordination

The results of the 5310 and related agency 2021 survey allowed for unique insights regarding:

- Programs serving special needs populations.
- The specific populations served.
- Geographic footprint (rural or urban).
- Coordination opportunities for improving or expanding service.

These insights were combined with the development of service area boundary maps for each of the participating 5310 transportation providers, NCA programs, NEMT providers, and transportation for veterans through the Veterans Administration Transportation Program (VTP) and the DAV. The results of these efforts suggest key starting points for coordination efforts in both urban and rural areas via:

Programs currently focused on the following population groups:

- Adults with a disability.
- Youth and children under 18 years of age with a disability.

- Persons 65 and over.
- Those who are ADA eligible.

Program or service type(s):

- Medical appointments including dental and pharmacy.
- Resources and support.
- Behavioral health.

Potential non-client rider groups include:

- Physical disability.
- Developmental disability.
- Mental health related disability.
- Veterans with a physical or mental health disability.
- Seniors.
- Seniors with dementia.

Transportation services offering accessibility and mobility for the region’s most vulnerable populations is a present and growing need in the PAG region. The risk for fluctuations in funding resources further emphasize the need for coordination of transportation services and resources. These types of efforts include collaborating with organizations serving similar populations and areas of our region. This includes both public and private transportation providers, such as NEMT providers or volunteer-based transportation providers.

Coordinated Strategies for Addressing Funding Constraints:

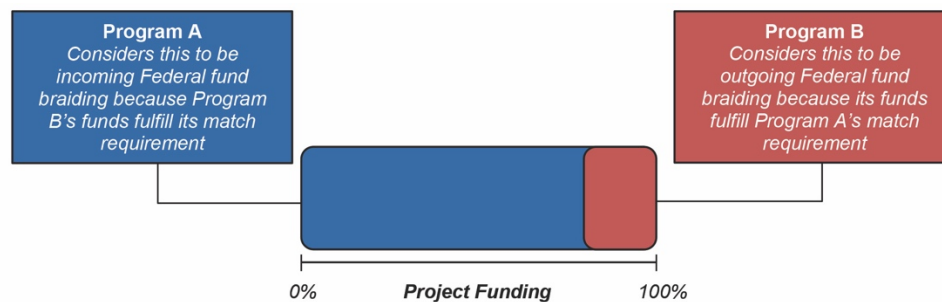
Federal Fund Braiding

To address concerns around fluctuations in funding resources as well as meeting local match requirements for federal grants, options for federal braiding were evaluated. The Coordinating Council on Access and Mobility (CCAM) Federal Fund Braiding guide served as a resource for better understanding these types of coordination opportunities.

According to the Coordinated Council on Access and Mobility (CCAM) Federal Braiding Guide, June 2020: “Federal fund braiding for local match, also referred to as Federal fund braiding, is

when funds from one Federal program are used to meet the match requirements of another. The term “braiding” describes multiple independent funding streams coming together to fund a single project. These Federal funding “strands” never lose their identity and grantees report to both participating agencies regarding how specific funds are spent. Though the phrase “Federal fund braiding” sometimes refers to other arrangements, this guide uses the phrase exclusively in the context of Federal fund braiding for local match. Funds eligible for Federal fund braiding can be categorized into two types: incoming and outgoing. A program considers a federal fund braiding arrangement to be incoming when another Federal program’s funds fulfill its match requirement in order to fund a single transportation project. A program considers a federal fund braiding arrangement to be outgoing when its funds fulfill the match requirements of another Federal program to fund a single transportation project.”

Federal Braiding Example



Source: <https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-04/ccam-federal-fund-braiding-guide-june-2020.pdf>

According to the Federal Transit Administration: “The CCAM Program Inventory was published in October 2019 and identifies 130 Federal programs able to provide funding for human services transportation for people with disabilities, older adults, and/or individuals of low income. A project that receives funds from multiple Federal programs must meet all requirements of the participating Federal agencies, including eligibility requirements, reporting requirements, regulatory requirements, statutory requirements, and program guidance.

Source: <https://www.transit.dot.gov/regulations-and-guidance/ccam/about/ccam-program-inventory>

Based on program-by-program determinations on Federal fund braiding eligibility, as documented in the 2018 and 2019 Program Analysis Working Sessions referenced in the CCAM Federal fund braiding guide (June 2020), there may be several key opportunities for federal braiding based on the program types of the current participating agencies of the FTA Section 5310 grant program. Additional considerations regarding potential braiding

opportunities were based on agency type: non-profit, local government or tribal government and service area rural or urbanized. The table below reflects a few of these potential federal braiding opportunities. This list was further narrowed by focusing almost exclusively on the programs allowing both incoming federal funds and outgoing federal funds. A more complete list without this type of narrowing can be found in Appendix N.

Program	Responsible Agency	Program Objective	Program References	Recipients and Beneficiaries				
			CFDA Number	Primary Direct Recipients	Primary CCAM Target Population	Is mobility management eligible?	Are transit fares/vouchers eligible?	Is vehicle purchase eligible?
Section 5307 Urbanized Area Formula Program	DOT	To make Federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning.	20.507	States	All	Yes	Yes	Yes
Pilot Program for Innovative Coordinated Access and Mobility Grants	DOT	To find and test promising, replicable public transportation health care access solutions that support the goals of increased access to care, development of coordination technology, and reduced health care costs.	20.513	States	All	Yes	No	Yes
Section 5312 Public Transportation Innovation Program	DOT	To fund research projects that have the <u>ultimate goal</u> to develop and deploy new and innovative ideas, practices, and approaches. Innovation and development projects that improve public transportation systems nationwide to provide more efficient and effective delivery of public transportation services. As well as - demonstration, deployment, and evaluation projects that should build on successful research and innovation, in the hopes of implementing these innovation approaches to public transportation nationwide.	20.530	Local entities	All	Yes	Yes	Yes
Section 5339 Bus and Bus Facilities Program	DOT	To provide capital funding to replace, rehabilitate and purchase buses and bus-related equipment. In addition, provide capital funding to the construction of bus-related facilities, and implementation of low or no emissions bus projects.	20.526	States	All	Yes	Yes	Yes

Section 5311 Formula Grants for Rural Areas	DOT	To provide funding to States for the purpose of supporting public transportation in rural areas, with a population of less than 50,000.	20.509	States	Individuals of low income	Yes	Yes	Yes
Promoting Safe and Stable Families	HHS	To enable States, Territories and Tribes to develop and operate coordinated programs of community-based family support, family preservation, family reunification. In addition, adoption promotion and support services to prevent child maltreatment and preserve and support families, including foster and adoptive families.	93.556	States, territories, and Tribes	Individuals of low income	No	Yes	Yes
Community Services Block Grant Discretionary Awards	HHS	To support program activities to alleviate the causes of poverty in distressed communities.	93.570	Local entities	Individuals of low income	Yes	Yes	Yes
Refugee and Entrant Assistance - Voluntary Agency Programs (Matching Grants Only)	HHS	To assist refugees in becoming self-supporting and independent members of American society by providing grant funds to private nonprofit organizations to support case management, transitional assistance, and social services for new arrivals.	93.567	Nonprofit organizations	Individuals of low income	Yes	Yes	Yes
Refugee and Entrant Assistance State/Replacement Designee Administered Programs (Transitional and Medical Services and Social Services Formula Grants Only)	HHS	To reimburse States and State replacement designees for the cost of cash and medical assistance provided to refugees - certain Amerasians from Viet Nam, Cuban and Haitian entrants, asylees, victims of a severe form of trafficking, and Iraqi and Afghan Special Immigrants. Reimbursement is also provided for care of unaccompanied refugee minors and grantee administrative costs. Social Services formula funding may be used for employment and other social services for the same population for five years after their date of arrival or grant of asylum.	93.566	States, nonprofit organizations	Individuals of low income	Yes	Yes	Yes
Transitional Living Program for Homeless Youth	HHS	To help runaway and homeless youth between the ages of 16 to 22 establish sustainable living and well-being for themselves and if applicable, their dependent child(ren).	93.550	Local entities	Individuals with disabilities	Yes	Yes	Yes

Advancing Regional Coordination

The high-level overview of the regional needs described in this plan allows for a general framework or context for the goals, objectives, strategies, and priorities to advance regional coordination. In the table below (Chart P), the regional focus, associated challenges, and coordination opportunities are outlined in relationship to a variety of categories including transportation services, accessibility and rider support, transportation costs, fleet management, emerging and forecasted needs, training, and regional transportation gaps.

Chart P *An overview of regional challenges with the aim of advancing regional and inter-regional coordination.*

	Regional Focus	Challenges	Coordination Opportunity
Transportation Services	Maintaining existing service	Employment rates, vehicle utilization, fleet capacity, ADA-accessible vehicles, maintenance costs, operational costs, lack of funding.	MOUs for shared drivers, vehicles, or maintenance. Sharing or leasing of vehicles with other agencies during scheduled down times.
		Software and technology gaps or differences for coordination of trip scheduling and/or route planning,	Joint funding applications with one applicant acting as lead agency to purchase integrative technology that's scalable and sustainable.
		Additional resources and support needed to develop MOUs, navigate insurance, plan routes, negotiate the expansion of service area boundaries, schedule coordinated trips across agencies, etc.	Partner volunteer-based and other private organizations with 5310 agencies to optimize the use of resources and talents.
		Driver shortages: (paid and volunteer) Maintaining staffing levels. Vehicle shortages associated with potential supply chain delays or lack of funding.	Growth of volunteer-based transportation programs. Coordinated driver recruitment, training, and retention. Contracting services to address driver and/or vehicle shortages.
		Increased costs associated with the development of	Leverage costs with exchange of services/equipment for in-kind donation

		MOUs, insurance premiums, planning of routes, service area expansion – fuel costs, vehicle maintenance, salaries, etc.	and other local match strategies.
Accessibility and Rider Support	Increased accessibility for senior, disabled, low income or limited English proficiency	Concerns around standard of care and ensuring continuity of care.	Coordination with healthcare agencies and social service agencies to establish standardized best practices.
		Unique rider needs such as special assistance or equipment. Tools or databases for resource sharing across agencies allowing for stronger coordination of services or the referral of transportation services.	Coordination with public transit/paratransit. Explore funding and partnerships to meet the unique needs of vulnerable populations. Partner with other organizations to develop tools allowing for resource sharing across agencies or the referral of transportation services.
		Lack of transportation providers operating during non-traditional work hours.	Coordination of client and non-client riders across agencies.
		Gaps in accessibility to public transit based on location, hours, and mobility needs/challenges.	Coordination with volunteer-based transportation programs. Grow volunteer-based driver programs in disadvantaged areas. Coordination with faith-based organizations and assisted living facilities.
		Supportive frameworks for better accessibility to information and resources regarding transportation options. Identification of gaps in agency provided transportation service materials.	Adaptive technology and supportive tools to better meet the individual needs of those with a disability, lack of access to technology or a language barrier. Coordinated efforts for supporting agency information sharing and improvements to the Pima Find a Ride website
		Paratransit and other specialized transportation services strive for accessibility and reliability. Increased accessibility and/or reliability requires more capital (ADA-accessible vehicles) and	Coordination of volunteer-based transportation with private agencies and non-profit organizations to further balance accessibility and reliability of specialized services in the PAG region, especially in areas where existing specialized transportation services such as paratransit

		operational expenses.	are insufficient or unavailable.
		Varied understanding of the true costs of transportation relative to operating expenses, maintenance, vehicles, staffing, training, safety, and ADA equipment.	Partner with other organizations to develop tools allowing for the forecasting and tracking of costs, individually and regionally allowing for greater transparency and financial stewardship.
Transportation Costs	Financial stewardship	Increased costs associated with the development of MOUs, insurance premiums, planning of routes, service area expansion – fuel costs, vehicle maintenance, salaries, etc.	Explore additional revenue sources to offset the costs of operations and maintenance. Coordination to facilitate the implementation of alternative-fueled vehicles to reduce fuel costs.
		Varied degrees of understanding about the variety of funding sources federal and non-federal available to regional transportation providers.	CCAM Federal Fund Braiding.
		Cost of services and required resources can be exhaustive for agencies based on size and breadth of programs/services.	Establishing MOUs for equitable exchanges of services or resources. Coordination of vehicles.
		Paratransit and other specialized transportation services strive for accessibility and reliability. To do this, these services result in higher costs per trip.	Matching providers for coordination of client-based trips, collaborating with public transit/paratransit and/or volunteer-based driver programs to develop greater efficiency and leverage costs.
		Capital equipment costs (vehicles, safety equipment, etc.) continue to rise. Procurement options vary.	Joint purchasing and cost containment via economies of scale.
		Tools and support needed for evaluating fleet maintenance, vehicle utilization (percent in service, occupancy rates, trip counts), fleet	Partner with other organizations to develop/purchase forecasting and planning tools for operational costs, fleet maintenance, vehicle utilization and fleet life cycle. Forecasting and planning tools can help to ensure assets are maintained

Fleet Management	Improving asset management and fleet maintenance	forecasting, (M&R) depreciation, residual value, and replacement year, lift maintenance and operational costs relative to service hours.	in a state of good repair and plan for appropriate funding.
		Increased fleet maintenance for the sustainment of regional fleets.	Fleet maintenance agreements/MOUs and supportive frameworks for maintenance procurement, to include lift repair.
		Associated costs of implementing regional best practices for asset management, to include vehicle maintenance and cost containment.	Establishing memoranda of understanding (MOUs) for equitable exchanges of services or resources related to asset management and vehicle maintenance. Sharing and mentoring other agencies on fleet management or cost containment best practices.
		Underutilized vehicles can negatively impact sound fleet management practices and the ability to serve more people in the region.	Sharing or leasing vehicles with other agencies during normal down times. Contracting transportation services with other agencies in lieu of keeping underutilized vehicles in a fleet. Coordination with paratransit agencies and private transportation companies to expand or bridge gaps in service with underutilized vehicles.
		Increased need for stronger driver recruitment, training, and retention strategies to address driver shortages and address regional priorities.	Coordinate driver training practices, accident prevention training and driver assessments across agencies.
		Driver assessments/on-boarding tools to include driver training/assessment and accident prevention. Standardize driver training: Defensive driving, boarding and exiting (including use of the lift or ramp), seizure training, pre-trip and post-trip inspections, vehicle	Partner with other agencies including those part of other COG/MPOs and other organizations such as AzTA, CTAA and RTAP to advance training across the region/state. Use paratransit organizations and other support agency curriculum as regional benchmarks for standardized training across agencies.

Training	Elevating education and support for transportation services	handling and care, Passenger Assistance Safety and Sensitivity (PASS) Training, communication practices and service area orientation/map reading.	
		Travel Training for individuals, groups and human service transportation providers including their staff and rider advocates. Passenger safety and advocacy training beyond PASS Training.	Coordination with Sun Tran in the enhancements being made to regional Travel Training. Partner with other agencies and regional advocates to advance passenger safety and advocacy training. (Example: Pima Council on Aging, United Way: Elder Alliance, DIRECT, Advocacy and Resource Center, Commission on Disability Issues (CODI), etc.)
		A need for course management and/or curriculum design tools to elevate training practices and develop standardization and consistency of training practices for drivers and support staff.	Explore joint funding opportunities for the development or purchase of integrative software for course management/curriculum design.
		A need for training tools and adaptive technology to meet the needs of seniors and those with a disability. For example: hearing and vision loss.	Explore joint funding and coordination opportunities for the purchase or use of adaptive technology, tools, or resources to meet the unique needs of seniors and those with a disability.
Transportation	New or	Transportation to meet the needs of the projected growth for the towns of Marana, and Sahuarita, the Town of Oro Valley, the City of Tucson, and unincorporated Pima County.	Partner with other agencies in the PAG region and collaborate with the SEAGO and Sun Corridor MPOs to increase transportation options in rural areas between the two regions. Coordination of client and non-client riders across agencies to include faith-based organizations and assisted living and memory care facilities. Sharing or leasing of vehicles with other agencies during normal down times to expand service areas, days, or times.
		Transportation options in	Coordination with paratransit agencies,

Gaps (Urban and Rural)	expanded service	some rural areas are limited by either service area or service hours: San Xavier and Sells districts of Tohono O'odham Nation, Pascua Yaqui Tribe, Robles, Junction, Three Points, Nelson, Amado, Arivaca, Picture Rocks, Avra Valley.	private transportation companies, faith-based organizations and/or PCOA volunteer-based transportation organizations to expand or bridge gaps in service.
		Veteran transportation for veterans living beyond 15-mile radius of the Southern Arizona VA Medical Center with service-connected disability ratings under 30% (urban and rural)	Coordination with paratransit agencies, private transportation companies and/or PCOA volunteer-based transportation organizations and faith-based organizations to expand or bridge gaps in service.
		Need for transportation services for young adults, youth, and parents with young children to job training and employment	Coordination of client and non-client riders across agencies. Sharing or leasing vehicles with other agencies during normal down times to expand service areas, days, or times.
		Transit: expanded night and weekend service hours (urban and rural).	Shared resources/technology for pilot programs to expand service hours.
		Need for transportation services to better meet the unique needs of elderly 65+/ Elderly 65+seniors and disabled seniors to medical, social activities, and resources and support services.	Coordination of client and non-client riders. Sharing or leasing vehicles with other agencies during normal down times to expand service areas, days, or times.

Coordinated Transportation: Vision and Coordination Strategies

VISION

Our region envisions coordinated and client-centered transportation services which provide safe, accessible, affordable and convenient choices to meet diverse mobility needs within Pima County.

MISSION

To develop a network of transportation services able to meet the evolving needs of individuals and the region by:

- Providing a continuum of transportation services for all residents.
- Identifying issues and opportunities as they emerge.
- Developing strategic partnerships.
- Advocating for and supporting service coordination among transportation providers.
- Maximizing the efficient use of transportation assets.

The following goals were selected as a means of realizing this vision and because they build upon past accomplishments and current resources within the community. In addition, they can be actively implemented by PAG and the local agencies over the next five or more years. The human services transportation providers hope these strategies will improve transportation services for their clients and thousands of others in the region needing transportation to medical appointments, work, shopping and recreation activities.

SHORT- AND LONG-TERM COORDINATION

Human services transportation providers work hard to meet the daily transportation needs of the region's most vulnerable residents through a wide variety of services. However, the gap between the transportation needs of the region and the services available may continue to grow. In response to increasing transportation needs, the region's human services transportation providers and public transportation providers are actively working to develop and implement strategies to improve coordination in an effort to serve the transportation needs of more people throughout our region.

During the region's quarterly coordination meetings, human services transportation providers and public transportation providers have discussed a broad range of strategies to improve transportation. The strategies discussed include sharing information on transportation services and maintenance best practices, increasing volunteer driver opportunities, overcoming barriers to providing rides to other providers' clients, efforts to improve procurement practices and take advantage of economies of scale, lowering maintenance and operating costs, organizing regional driver training and assessment classes, the potential for coordinating rides to common destinations, the needs inherent of trip scheduling across multiple agencies and how travel training can benefit those the participating 5310 agencies serve.

While there are many potential strategies, it was important to identify the strategies that were most likely to succeed in the region while meeting transportation needs. In addition, it was essential to determine the regional goals and associated priorities. These priorities provide the framework for the funding priorities of FTA Section 5310 projects in the PAG region.

Determination of Regional Goals and Associated Priorities

Based on the results of the needs assessments referenced throughout this plan, PAG asked participants of the Mobility Coordination Working Group and the Transit Working Group to rank the priorities for the strategies and associated coordination efforts for the regional goals.

Regional Goals and Associated Priorities

Priority	Regional Goals and Strategy Descriptions
Priority	New or Expanded Services to Meet Identified Gaps in Rural Areas
2	Expand service hours and/or days.
3	Coordination with other non-profit agencies that are funded via FTA Section 5310.
1	Coordination with public paratransit services.
4	Coordination with volunteer-based driver programs.
5	Contracting out transportation services.
Priority	New or Expanded Services to Meet Identified Gaps in Urbanized Areas
1	Expand service hours and/or service days.
3	Coordination with other non-profit agencies who are funded via FTA Section 5310.
2	Coordination with public paratransit services.
5	Coordination with volunteer-based driver programs.
4	Contracting out transportation services.

Priority	Support for Transportation Services
1	Quality of services training.
3	Broader vehicle selections.
5	Mobile vehicle maintenance options.
4	Directory of resources and providers for referrals.
2	Driver training: accident prevention, substance abuse awareness, Passenger Assistance Safety and Sensitivity (PASS), pedestrian awareness, pre-trip inspections.
Priority	Cost Containment Practices
1	Mobile Maintenance or after-hour maintenance options.
4	Joint lift maintenance agreements.
3	Joint preventative maintenance agreements.
2	Increased procurement options.
5	Joint/group insurance.
Priority	Better Serve the Needs of the General Public (non-client riders): (senior, disabled and/or low-income)
2	Increase access to community services such as food banks.
1	Increase access to healthcare/ mental health.
5	Coordinated efforts to support meal/food delivery or access to grocery stores.
3	Improved coordination with public paratransit services.
4	Increased access to social activities.
Priority	Maintain Assets in State Good Repair
3	Replace vehicles that have exceeded their minimum useful life.
1	Funding for preventative maintenance.
2	Funding for general maintenance.
4	Funding specifically for lift maintenance.
Priority	Regional Coordination of Non-client Rider Groups
1	Individuals with a physical disability.
2	Individuals with a developmental disability.
3	Individuals with a vision or hearing related disability.
4	Individuals with a mental health related disability.
5	Individuals with memory issues because of a traumatic brain injury, dementia and/or Alzheimer's.
Priority	Strategy Prioritization for Coordination of Transportation for Non-client Riders (General public)
1	Gaps in transportation services due to hours or location (example: Non-traditional work schedules).
2	Bridging first mile/last mile gaps to connect with public transit.

3*	Ineligibility for paratransit services or volunteer driver transportation programs.
5	Being 65 years or older.
3*	Low Income.
Priority	Information/Resources (Including Travel Training) for Transportation Services
2	Efforts to better meet the needs of those deaf or hearing impaired.
4	Efforts to better meet the needs of those with a visual impairment or blindness.
1	Efforts to better meet the needs of those 65 and older.
3	Efforts to better meet the needs of those with a physical disability.
5	Efforts to better meet the needs of those with developmental disabilities.

* Denotes a tied priority ranking. Each had a weighted score of 2.60 out of 5.

Funding Priorities for FTA Section 5310 Projects

With the regional goals defined and the associated priorities determined, the priority for projects funded via FTA Section 5310 are those aligned with:

1. Maintaining existing fleets in a state of good repair.
2. Recruitment, training, and retention of drivers.
3. Addressing a regional need or gap.
4. Support of mobility management and accessibility initiatives.
5. Transportation services coordination: public transit, non-profit, private, and volunteer-based.

FTA Section 5310 applications require applicants to describe procedures that support transportation coordination. Applicants are asked to describe their coordination efforts. Examples include training, vehicle maintenance, agreements with other agencies, dispatch services, rides, etc. This is one of several criteria involved in the scoring of the applications and plays a role in the determination of projects to be recommended to ADOT for funding. Successful coordination efforts are shared and promoted through quarterly coordination meetings.

SHORT- AND LONG-TERM GOALS FOR ADVANCING REGIONAL COORDINATION

Short-Term Goals (1-3 years)

CREATE A SYSTEM FOR GATHERING FLEET PRIORITIZATION DATA

For the fleets servicing our region, understanding replacement cycling, maintenance costs, associated downtime, and pace for reaching useful life thresholds are key in helping organizations maintain a sufficient and sustainable fleet. These metrics allow organizations key insights into securing appropriate budgets while optimizing spending and making informed procurement decisions. In addition, it allows for a better understanding of inventory distributions beyond vehicle type, year, mileage, and condition. PAG will work with coordinated transportation providers and partnering organizations to coordinate and/or develop user-friendly data gathering tools and train interested providers on how to track, measure and evaluate these metrics. This type of performance monitoring can be useful for organizations in developing service agreements, long-term planning and reporting to stakeholders and ADOT. Having regional fleet inventory metrics will also strengthen PAG's position for regional decision-making related to support efforts for emergency evacuation services, bridging gaps in general service through coordinated efforts, fleet expansion and/or stronger utilization. In summary, the potential strategies to support the short-term goals include but are not limited to:

- Working with agencies to determine appropriate metrics for understanding transportation costs, inventory distribution, fleet life cycle and preventative maintenance trends.
- Partnering with agencies to collect meaningful data in a user-friendly manner.
- Educating agencies on how to track, measure and evaluate metrics.
- Support agencies with performance monitoring and standardization of preventative maintenance schedules.
- Explore regional trends and identify opportunities to add value to the region through reduction of operational costs, optimized budgets, and sustainable regional fleets.

IDENTIFY AND FACILITATE OPPORTUNITIES FOR COST CONTAINMENT

Cost containment is vital to the sustainability of transportation services throughout our region. Identifying opportunities to take advantage of economies of scale and reduce overall

costs is an integral part to coordination efforts and strengthening financial stewardship in our region. PAG will work with participating and partnering agencies to identify opportunities to reduce costs.

Potential cost reduction opportunities include but are not limited to:

- Joint lift maintenance or preventative vehicle maintenance agreements.
- Contracting services or establishing memorandums of understanding (MOUs) for vehicles cleaning.
- Exploring alternative fuel purchase options.
- Mobile maintenance or after-hour maintenance options.
- Functional requirements beyond traditional procurement.

EXPAND PIMA FIND A RIDE

PAG launched the Pima Find a Ride transportation directory in March 2013. PAG staff continue to update and monitor use of the website. The mapping of service area boundaries plays an integral role in allowing origination and destination information to facilitate refinement of search results. This value-added initiative combined with accessibility considerations and key information such as hours of service, general eligibility and contact information will elevate the user experience. With ongoing feedback, the opportunity to increase the breadth of information offered via Pima Find a Ride will be evaluated. PAG will also seek to expand the number of providers included in the directory and explore alternative platforms. Strategies to be explored include but are not limited to:

- Fostering relationships with non-profits, foundations, hospitals and private companies to expand the directory and address a full range of specialized needs.
- Evaluate various technical options for creating a more user-friendly interface for all users.
- Explore improved accessibility options for visually impaired users.
- Educate case managers and other health service and emergency services providers on Pima Find a Ride to increase utilization and gain feedback on areas for improvement for the directory related to disabled and senior populations
- Identify and implement options for fully integrating Veterans Administration (VA) and Disabled American Veterans (DAV) services more broadly within the directory.

- Expand specialized transportation services within the directory to include private transportation providers such as Non-Emergency Medical Transportation Providers, and ADA accessible taxi or shuttle services and volunteer-based driver programs.

Mid-Term Goals (3-5 years)

EXPAND THE SCOPE OF INTER-AGENCY COORDINATION AND SUPPORT

Inter-agency coordination remains a priority in the region. With the FTA and ADOT's continued emphasis on coordination and the efficient use of 5310-funded vehicles (including now requiring mileage minimums), these types of efforts are expected to continue.

PAG will continue working with 5310 grantees and other transit agencies to identify and remove barriers to coordination by developing specific strategies to increase program efficiency, effectiveness and expand service availability. Strategies to support the mid-term goals include but are not limited to:

- Joint purchasing and cost containment via economies of scale.
- Sharing or leasing vehicles with other agencies during normal down times.
- Coordination among agencies to facilitate the implementation of alternative-fueled vehicles to reduce fuel costs.
- Contracting services to coordinating agencies to free-up vehicles for bridging gaps inservice or expanding service areas.
- "Trading" passengers among agencies in cases where services overlap.
- Referring individuals to other agencies in the service area.
- Coordinating on a 5310 application with one agency acting as lead.
- Sharing and mentoring other agencies on fleet management or cost containment best practices.
- Establishing memoranda of understanding (MOUs) or agreements for equitable exchanges of services or resources such as facility, software or vehicle use, maintenance facilities, alternative fuel infrastructure or vehicle maintenance, training efforts or cleaning services.
- Some strategies that will be explored include but are not limited to: Facilitating

conversations around the development of service agreements and other collaborative initiatives such as memorandums of understanding or joint purchase agreements with other agencies.

- Implementing a scalable approach to engagement and coordination, providing opportunities for agencies of all sizes, budgets and resource availability.

EXPAND AND COORDINATE VOLUNTEER TRANSPORTATION SERVICES

Many senior and residents with disabilities in Pima County prefer to use a volunteer transportation service where that option is available. Volunteer drivers can deliver a host of services to riders that other providers are unable to offer. They can help riders in and out of their houses, assist with shopping, wait on site during doctor's appointments, and give other personalized care and attention.

Volunteer transportation services are often organized at a neighborhood level with neighbors taking care of neighbors. However, for volunteer services to thrive and expand, they need to demonstrate strong internal coordination as well as advanced coordination efforts with other regional transportation services and the agencies/organizations they frequently visit.

Efforts such as these help to ensure residents are familiar with the availability of different services, and the services are provided at the highest possible level. This is for both the ease and the convenience of passengers. Ultimately, expanding volunteer transportation provides a low-cost alternative to residents and may serve to make the region's transportation system a more efficient and sustainable service, even with the region's ever-changing landscape.

An example of these types of efforts would be volunteer driver organizations partnering with non-profit organizations such as the United Way and/or the PCOA. Other potential partners include DIRECT Advocacy and Resource Center and the Commission on Disability Issues (CODI), assisted living facilities, independent living centers, faith-based organizations, health centers, hospitals, food banks, community services agencies such as Interfaith Community Services or other organizations committed to the needs of those most vulnerable in our region. Through a shared vision and coordinated efforts including time, talent and resources, volunteer driver organizations can help to remove regional silos, bolster regional accessibility and mobility while driving down costs and growing their volunteer base.

Some strategies to be explored include but are not limited to:

- Identifying overlap and gaps in services.
- Exploring opportunities for service coordination or contracting of services to allow for broader reach or expansion of services.
- Facilitating awareness of volunteer opportunities for transportation services.
- Partnering volunteer organizations with 5310 organizations to optimize the use of resources and talents.

Long-Term Goal (5-7 years)

IMPLEMENTATION OF SUPPORTIVE FRAMEWORKS FOR REGIONAL DISASTER PREPAREDNESS OR EMERGENCY EVACUATION FOR SENIOR OR DISABLED RESIDENTS IN PIMA COUNTY

Work with the Pima County Office of Emergency Management to better understand how regional hospitals, fire districts, support services, transportation providers and the faith community can play a role in the strategies for the evacuation of senior and disabled populations during a regional emergency. These agencies may include:

- Tucson Collaborative Community Care Program (TC-3).
- Non-Emergency Medical Transportation (NEMT) providers.
- Emergency Medical Transportation Providers.
- Fire districts, police departments and emergency medical services.
- Hospitals.
- Schools.
- Disabled American Veterans.
- Veterans Administration.
- Faith communities.
- Assisted living and memory care facilities.
- Support services, such as PCOA, Community Food Bank of Southern Arizona and the United Way.
- Other counties and COG/MPOs within the state or outside the state of Arizona for

established best practices or benchmarks.

Strategies to support the long-term goals include but are not limited to:

- Working with fire districts, police departments, hospitals, schools and EMS/NEMT to better understand specific standards of care and the guidelines and infrastructure required to meet or exceed the standards.
- Establishing critical points of contact and standardized procedures for all agencies for regional emergency evacuations under coordinated guidelines.
- Identifying hubs for effective dispatch of vehicles and support personnel.
- Identifying concentrations of specialized needs in various wards another specified areas throughout the region.
- Determining appropriate lead times for notification and coordination for rural and urbanized areas.
- Determining multiple evacuation routes and destination options to support the unique needs of seniors and disabled populations.
- Developing plans to build and sustain the necessary infrastructure for the effective coordination of transportation services.
- Working with assisted living facilities and memory care facilities to better understand the specialized needs of their residents and others throughout the region with similar needs.
- Supporting best practices of the State of Arizona and nationally for disaster preparedness or evacuation strategies for senior and disabled populations.
- Understanding the scope of resources and infrastructure available to meet the specialized needs in the event of a regional disaster/emergency requiring evacuation.

FEDERAL PLANNING MANDATES AND THE GRANT PROCESS

Federal transit law requires that to be eligible for federal funding for Coordinated Mobility projects, the administering agency must create a locally developed, coordinated public transit-human services transportation plan (Coordinated Plan). The plan may be developed at a local, regional, or statewide level depending on the needs of the state, and decisions are made in collaboration between local and state agencies. Within the PAG region, ADOT

administers the overall Coordinated Mobility Program, while PAG acts as lead agency on the Coordinated Plan and project selection recommendations. The plan itself must include an inventory of the community's transportation resources; an assessment of transportation needs for older adults and people with disabilities; strategies and/or activities to address identified gaps; prioritization of implementation strategies and actions and it must be developed with the participation of stakeholders. Also, all projects receiving federal funding for Coordinated Mobility projects must be "included in" or "derived from" the Coordinated Plan and any individual organization seeking funding through the FTA grant program is required to participate in coordination activities.

FTA Section 5310: Enhanced Mobility for Seniors and Individuals with Disabilities

The Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program provides formula funding to assist in the transport of seniors (65 years and over) and individuals with disabilities of any age. The 5310 funds are awarded to nonprofit human service agencies to assist with operating assistance, vehicle purchase and other capital costs. It's important to note, 55% of the PAG region's 5310 funds must be used for capital or mobility management projects, while up to 45% may be used for operating assistance.

FTA Section 5310 Funding Distribution Formula and Urban/Rural Service Boundary

Federal 5310 funds are apportioned on a formula basis with 60% of funding dedicated to large, urbanized areas (UZAs) of over 200,000 people, and the other 40% going to the state to be divided among smaller urban and rural areas. As a result, agencies with projects within the Tucson urban area applying for funding compete for the direct urban area apportionment. Through the competitive grant process, PAG utilizes a 5310 Application Review Committee comprised of at least three members, a minimum of one being an external member. Members of the committee may not be representatives of organizations who are applying for funding. The panel members score the projects using a set rubric and make recommendations for all urbanized area project awards to ADOT. ADOT makes all final decisions on projects for both urban and rural. Rural project awards are determined via a statewide panel review. Like the urbanized area projects, the 5310 Application Review committee reviews and scores the projects based on a set rubric. However, these scores are submitted to a statewide panel for review and award determination.

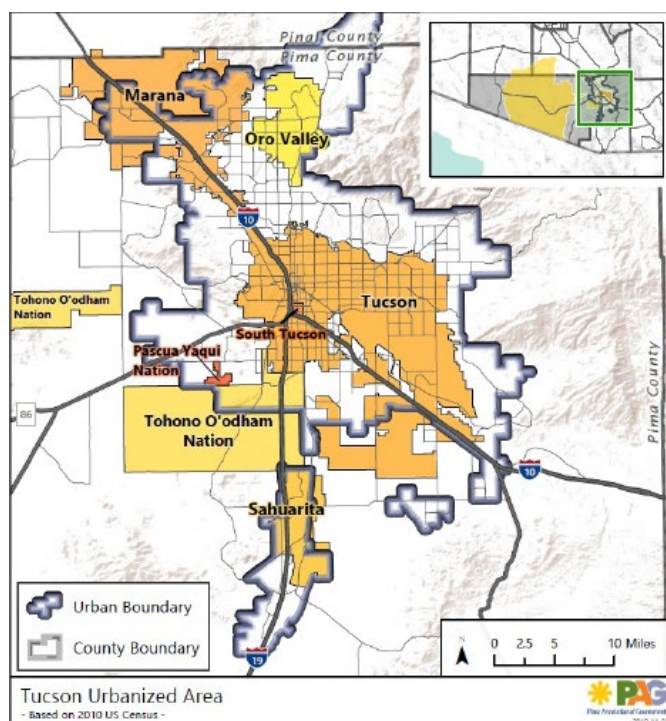
Based on stakeholder recommendations, ADOT serves as the designated recipient to administer 5310 funds for the Tucson urban area. PAG, the City of Tucson and ADOT were all considered as potential Designated Recipients. The region decided it would be in the best interest of the program, grantees and beneficiaries to retain ADOT as the Designated Recipient with PAG acting as the local planning body.

5310 URBAN AREA FUNDS DESIGNATED RECIPIENT STATUS

As described previously, the FTA asked that PAG, as MPO for the Tucson urbanized area, initiate a process to recommend a Designated Recipient to administer 5310 urban area funds for the region. Following a process that involved stakeholders and jurisdictional representatives, PAG recommended that ADOT remain Designated Recipient for the Tucson UZA on a transitional basis. PAG made this recommendation to not disrupt or delay the delivery of coordinated mobility services in the region. This is because it was believed no local entity was currently in a position to take over administrative responsibilities for the program without causing a significant disruption for sub-recipients and their clients.

Tucson Urbanized Area Map

ADOT will continue to administer both urban area and rural funds for the PAG region, with Tucson urban area funds allocated exclusively to projects falling within the urban area boundary. Agencies within the PAG region will apply for either urban or rural funding based on where the majority of the trips are located, not on agency address. That is, if an agency provides 51% or more of its trips outside of the Tucson urban area, it will apply for statewide rural funds. If 51% or more of trips are within the urbanized area, the agency will apply for urban area formula funds.



Grant Application and Review Process

Each year, PAG facilitates the grant application process for the FTA Section 5310 program on behalf of ADOT. PAG advertises the availability of the grants, assists nonprofit organizations in complying with the grant application and program requirements, and organizes a 5310 Application Review Committee to interview applicants and review and rank the grant applications. The Review Committee closely studies each application and rates it according to ADOT's statewide criteria with consideration of locally developed regional criteria. ADOT's criteria focus on project management, coordination and project specific concerns which vary

among mobility management, capital and operating projects. These align closely with the PAG region's own priorities.

In 2014, ADOT moved the 5310 application process into an online grants management system known as E-Grants; this allows ADOT to standardize the administration of all aspects of the 5310 grant program. Although there has been a transition period as grantees, PAG and ADOT have become accustomed to the system. E-Grants has ultimately simplified the grant process for all involved. The change to the way in which the grants are managed has not greatly affected PAG's role in the project ranking process. In fact, PAG's Review Committee has had a strengthened role in project selection for the Tucson area. Since urban area projects are no longer selected through a statewide process, the committee ultimately determines how urban area funds are used based on the project ranking process.

Vehicles Commonly Procured by ADOT Via the Section 5310 Grant Program Include:

- Maxivan With Lift: Raised-roof van with wheelchair lift, seats up to eight ambulatory passengers and has two wheelchair (w/c) positions, (less ambulatory capacity with wheelchair occupancy)
- Cutaway With Lift: Raised-roof "body-on-chassis cutaway" with wheelchair lift, seats up to nine ambulatory passengers and has two wheelchair positions (less ambulatory capacity with wheelchair occupancy)
- Minivan With Ramp: Minivan with one wheelchair position and manual accessibility ramp, seats up to five ambulatory passengers (less or no ambulatory capacity with wheelchair occupancy). Since this has limited seating, requests for this type of vehicle will be reviewed on a case-by-case basis
- Maxivan No Lift: A 12-passenger (including driver) standard van without a wheelchair lift
- Minivan No Ramp: A seven-passenger (including driver) minivan without a wheelchair lift

A list of previous grant awards for 5310 (2006 - 2018), 5316 and 5317 (1995 - 2012) can be found in Appendix A.

FY 2021 GRANT CYCLE AND RECOMMENDATIONS

The FY 2021 grant application cycle for the FTA Section 5310 program kicked off in the PAG region in February 2021 with an email announcement of the application release on ADOT's

website and a notice sent to potential applicants. Applications had to be submitted electronically in March 2021. PAG and ADOT staff were available throughout the application process to assist agencies in meeting the application requirements and provide feedback on draft applications.

Following the submission of all applications, PAG staff reviewed application completeness with each applicant. ADOT conducted a threshold review and notified applicants if there were items that needed to be addressed. In April 2021, the Review Committee completed a preliminary ranking of applications and held brief interviews with applicants. After the interviews, committee members made a final ranking and submitted these award recommendations to ADOT. The list of 2021 applications for the FTA Section 5310 program can be found in Appendixes H & I.

CONCLUSION

As the greater Tucson region continues to adjust to an economy impacted by COVID-19, many human service agencies and their clients may continue to feel the lingering effects on budgets and service availability. However, with a steadfast commitment to coordination of transportation services, and making the most efficient use of vehicle fleets, the region will be able to continue providing high-quality transportation and even expand services to those who need it most.

The coordination activities outlined in this Coordinated Plan provide a starting point for improving transportation services for individuals throughout the region. Most importantly, the relationships formed through these coordination efforts will last years into the future and set the stage for new areas of service coordination to benefit older adults, persons with disabilities, and others that have a critical need for these services.

Memos on the following pages serve as an update to regional coordination needs, activities, goals and strategies.

Public Transit - Human Services Coordinated Transportation Plan

Appendix A.

5310 Grant Awards (for 2006-2019) and 5316 and 5317 Grant Awards (for 2006-2012)

The Coordinated Plan tracks the 5310 FTA grant awards and identifies potential projects for the region to pursue in future grant application cycles. The plan historically tracked the 5316/5317 grant awards in past application cycles. The 5310 Award table is updated as new grants are awarded through regular and supplemental application cycles.

1. Historical Awards

- a. 5316 Project Awards for 2006-2012
- b. 5317 Project Awards for 2006 -2012

2. 5310 Agency Awards for 2006 -2018

Approved and Pending Awards for 5310 Capital, Operating and Mobility Management Projects

1a. Approved JARC (5316) Grants: 2006-2012

YEAR APPLIED	GRANT TYPE	PROJECT	APPLICANT	JURISDICTION SPONSOR
2012	Rural 5316	Increase trips in Vail and other rural to provide daily employment trips for clients with disabilities	Easter Seals Blake Foundation: SAGE	ADOT
2012	Rural 5316	Continued funding of transportation services for job training program for youth and low income in state parklands	Southwest Conservation Corp	ADOT
2011	Rural 5316	Vanpool program for Tucson-based employees working in Sells	Tohono O'odham Nation	ADOT
2011	Rural 5316	Transportation for youth job training program at Community Food Bank Marana Heritage Farm	Community Food Bank	ADOT
2011	Rural 5316	Continued funding of transportation services for job training program for youth and low income in state parklands	Southwest Conservation Corp	ADOT

2010	Rural 5316	Transportation for youth job training program at Community Food Bank Marana Heritage Farm	Community Food Bank	ADOT
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2010	Rural 5316	Expansion of door-to-door Transportation service in Vail to provide daily employment trips	Easterseals Blake Foundation: SAGE	ADOT
2010	Rural 5316	Expansion of transportation services for job training program for youth and low income in state parklands	Southwest Conservation Corp	ADOT
2010	Urban5316	Expansion of Sun Shuttle services providing frequent access to jobs and the larger Sun Tran transit system. (Route 413)	Town of Marana	Town of Marana
2010	Urban5316	Expansion of Sun Shuttle services providing frequent access to jobs and the larger Sun Tran transit system. (Route 401)	RTA of Pima County	RTA of Pima County
2010	Urban5316	Expansion of Sun Shuttle services providing frequent access to jobs and the larger Sun Tran transit system. (New Route in Rita Ranch)	RTA of Pima County	RTA of Pima County
2009	Urban5316	Expansion of Sun Shuttle services providing frequent access to jobs and the larger Sun Tran transit system. (Route 413)	Town of Marana	Town of Marana
2009	Urban 5316	Expansion of Sun Tran route 27 providing access to Casino del Sol, a large employer in the region	City of Tucson	City of Tucson
2008	Rural 5316	Continued funding for 5 days of service expansion of Sells-Ajo- Tucson route	Pima County Transit	ADOT
2008	Urban 5316	Implementation of the Commerce Park/Downtown Loop Shuttle service	City of Tucson	City of Tucson
2008	Urban 5316	Marana Commuter Express service providing 8 stops with access to commercial and governmental centers and connecting to the Sun Tran systems.	Town of Marana	Town of Marana
2007	Rural5316	Expansion of the Sells-Ajo- Tucson Rural route from 3 days to 5 days of service.	Pima County Transit	ADOT

2006	Urban 5316	Sun Tran Passes and IDs for Chronic Homeless Employment Program: Coordinating personal and voucher program to provide passes and IDs connecting low- income and potential workers to employment sites and/or training.	Hope for Glory	City of Tucson
2006	Urban 5316	Westside Neighborhood Fixed Route Service providing access to employment and social services in the downtown area.	City of Tucson DOT	City of Tucson

1b. Approved New Freedom (5317) Grants: 2006-2011

	TYPE			SPONSOR
2012	Rural 5317	Increase door-to-door transportation services for clients with disabilities in rural areas for shopping, banking, recreation, medical appointments, volunteer jobs, etc.	Easterseals Blake Foundation: SAGE	ADOT
2012	Rural 5317	Provide transportation services to physically and emotionally disabled children and adult patients	United Community Health Center	ADOT
2012	Rural 5317	Increase transportation services for seriously emotionally disabled children, seriously mentally ill adults and developmentally disabled individuals	Inter-mountain Centers for Human Development	ADOT
2011	Rural 5317	Provide transportation services to physically and emotionally disabled children and adult patients	United Community Health Center	ADOT
2011	Rural 5317	Increase transportation services for seriously emotionally disabled children, seriously mentally ill adults and developmentally disabled individuals	Inter-mountain Centers for Human Development	ADOT
2010	Rural 5317	Expansion of door-to-door transportation service in Vail to provide daily employment trips for clients with disabilities	Easterseals Blake Foundation: SAGE	ADOT
2010	Rural 5317	Begin transportation service for persons with disabilities to health clinic for appointments	United Community Health Center	ADOT

2010	Rural 5317	Increase transportation services for seriously emotionally disabled children, seriously mentally ill adults and developmentally disabled individuals	Inter-mountain Centers for Human Development	ADOT
2010	Urban 5317	Go above and beyond ADA requirements by expanding the paratransit service area boundary	RTA of Pima County	RTA of Pima County
2009	Rural 5317	Rural Fleet Maintenance, Driver Salaries and Volunteer Reimbursement: Critical support for rural fleet providing medical trips for rural senior and disabled residents.	Arivaca Coordinating Council	ADOT
2009	Rural 5317	Increase transportation services for seriously emotionally disabled children, seriously mentally ill adults and developmentally disabled individuals	Inter-mountain Centers for Human Development	ADOT
2009	Urban 5317	Go above and beyond ADA requirements by expanding the paratransit service area boundary	RTA of Pima County	RTA of Pima County
2008	Rural 5317	Increase transportation services for seriously emotionally disabled children, seriously mentally ill adults and developmentally disabled individuals	Inter-mountain Centers for Human Development	ADOT
2008	Rural 5317	Rural Fleet Maintenance and Volunteer Reimbursement: Critical support for rural fleet providing medical trips for rural Elderly and disabled residents.	Arivaca Coordinating Council	ADOT
2008	Urban 5317	Mobility Travel Training Program: Training for elderly and disabled residents on how to ride fixed- route transit system.	City of Tucson Transit Division	City of Tucson in cooperation with Sun Tran
2007	Rural 5317	Mobile Market Modifications for Accessibility: increased access by those with disabilities to rural mobile markets providing healthy foods and medical services to isolated rural and tribal communities	Community Food Bank	ADOT
2007	Rural 5317	Rural Fleet Maintenance and Volunteer Reimbursement: Critical safety upgrades and maintenance needs for rural fleet providing medical trips for rural Elderly and disabled residents.	Arivaca Coordinating Council	ADOT

2. 5310 Agency Awards for 2006 -2018

YEAR APPLIED		AGENCY
06/07	5310	AIRES
2018	5310	Arizona Board of Regents - NAU
2006	5310	Arts for All
2019	5310	Asociacion Mutua De Orientacion Y Rehabilitacion (AMOR)
06/07/08/12/13/14/15/16/ 17/18/19	5310	Beacon Group
15/16/17/18	5310	Easterseals Blake Foundation
06/07/08/09/10/11/12	5310	Blake Foundation: Community Living Services
06/07/09/10/12	5310	Blake Foundation: SAGE Employment & Community Services
13/14/15/16/17/18/19	5310	City of Tucson
06/07/09/10	5310	Centers for Habilitation
06/07/09/12	5310	CODAC Behavioral Health Services
2012	5310	Comin' Home
06/07/08/09/10/11/18/19	5310	Community Living Program: Catholic Community Services
06/08/09/12/19	5310	Community Outreach Program for the Deaf: Catholic Community Services
2016	5310	Community Partners, Inc.
06/07/11/12	5310	Compass Behavioral Health Center
06/07	5310	El Rio Health Center
11/14/16/19	5310	HOPE Inc.
06/07/08/09/10/11/12/13/ 14/17	5310	Intermountain Centers/Adult SMI/Children SMI/Tohono O'odham SMI

YEAR APPLIED		AGENCY
06/07/08/09/10/11/12	5310	La Frontera Center
08/09/10/11/12/13/14/16/17/18/19	5310	Marana Health Center
13/16	5310	Pasadera Behavioral Health Network
16/17/18/19	5310	Pima Association of Governments
2006	5310	Posada Del Sol
06/07/08/09/10/11/12/13/14/15/16	5310	PPEP, Inc & EMCOMPASS
2014	5310	Saguaro Foundation
13/14/15/16/19	5310	Southern Arizona Association for the Visually Impaired
2009	5310	Tohono O'odham Nation – San Xavier District
2009	5310	Tohono O'odham Nation – San Lucy District
2009	5310	Tohono O'odham Nation – Sells District
2009	5310	Tohono O'odham Nation – Schuk Toak District
2009	5310	Tohono O'odham Nation – Gu Vo District
2010	5310	Tohono O'odham Nursing Care Authority
09/11/14/15/17/19	5310	Tucson Jewish Community Center
10/12/13/14/15/16/17/18/19	5310	Town of Oro Valley
10/11/12/13/14/18/19	5310	United Community Health Center - Maria Auxiliadora, Inc.
07/08/09/11/14/18/19	5310	University of Arizona Parking and Transportation Services
2006	5310	University of Arizona Disability Center

Appendix B

PAG Region List of 5310 Applications

The federal Section 5310 Program assists non-profit agencies in acquiring vehicles to transport senior and clients with disabilities. The list below provides the names of agencies that applied for 5310 vehicles; many agencies requested more than one vehicle and, therefore, their name appears multiple times on the list. Projects are divided into urban and rural projects due to the way in which 5310 projects are funded.

Urban projects are funded through a direct federal apportionment to the Tucson urban area, while rural projects compete statewide for small urban or rural funding. In 2019, the Arizona Department of Transportation (ADOT) transitioned to a two-year grant cycle for FTA Section 5310.

2019 5310 Tucson Urban Area Grant Requests (Forecasted Projects)

Applicant/ Agency Name	Project Type	Project Name
City of Tucson	Operating	Operating Funds for OptionalADA Paratransit - Year One
Helping Ourselves Pursue Enrichment Incorporated	Operating	Pima Operating - Year 1
Beacon Group	Capital	Maxi-Van No Lift 12 PassengerNew Vehicle for New Service - year 1
Arizona Board of Regents for and on Behalf of theUniversity of Arizona	Capital	5 passenger electric golf cart toreplace 2639405
Arizona Board of Regents for and on Behalf of theUniversity of Arizona	Capital	5 passenger electric golf cart toreplace 2675046
Arizona Board of Regents for and on Behalf of theUniversity of Arizona	Capital	5 passenger electric golf cart toreplace 2675052 - year 1
Asociacion Mutua De Orientation Y Rehabilitacion	Capital	14 passenger van with wheelchair lift – year 1
Easter Seals Blake Foundation	Capital	Preventative Maintenance
Easter Seals Blake Foundation	Capital	Supported Living Van Yr1 VIN6937
Easter Seals Blake Foundation	Operating	EBF Pima Operating – Year 1
Town of Oro Valley	Capital	Vehicle Lift PreventativeMaintenance Year 1
Tucson Jewish Community Center	Capital	Tucson Jewish Community Center Vehicle Request - year 1
Catholic Community Services of Southern Arizona	Capital	CLP Mini with Ramp - year 1
Catholic Community Services of Southern Arizona	Capital	COPD D/B van - year 1

2019 5310 Tucson Rural Area Grant Requests (Forecasted Projects)

Applicant/ Agency Name	Project Type	Project Name
Marana Health Center	CAP- PM	Manufacturer Scheduled Preventative Maintenance
Marana Health Center	OPS/ Preventative Maintenance	Maintenance, Salaries, Benefits,Fuel, Insurance, Registration, Expenses
Marana Health Center	CAP – ITS	Field Logic GPS and dispatch Equipment as a Service
Southern Arizona Association for the Visually Impaired	Capital	Minivan No Ramp – Replacement Vehicle – year 1Vehicle - year 1
Southern Arizona Association for the Visually Impaired	Capital	Minivan No Ramp – Replacement Vehicle – year 1
Pima Association of Governments	Mobility ManagementStaffing	Mobility Manager for Pima County – year 1– Year 1
United Community Health Center – Maria Auxilliadora,Inc.	Capital	New Vehicle

Appendix C - PAG Participating Agencies

Providers of human service and transportation services were invited to participate in the process to develop this plan. The following agencies and member jurisdiction departments participated in one or more activities related to the Coordinated Plan development or in PAG's quarterly coordination meetings via the Mobility Coordination Working Group meetings.

- AZ Department of Transportation
- Asociación Mutua de Orientación y Rehabilitación (Project AMOR)
- Beacon Group
- Easter Seals Blake Foundation
- Catholic Community Services
- Civic Service Institute at NAU
- City of Tucson Transit Services Div.
- CODAC Behavioral Health Services
- Compass Behavioral Health Center
- Community Partners, Inc.
- Direct Center for Independence
- Easter Seals Blake Foundation
- El Rio Health Center
- HOPE Inc.
- Intermountain Center for Human Development
- Jewish Family & Children's Services
- La Frontera Center
- Marana Health Center
- Pasadera Behavioral Health Network
- Pima Council on Aging
- Interfaith Community Services
- United Cerebral Palsy of Southern Arizona
- PPEP
- RISE Services, Inc.
- Southern Arizona Association for the Visually Impaired (SAAVI)
- Sun Tran
- Sun Van
- Sun Shuttle/ Regional Transportation Authority
- TMM Family Services
- Tohono O'odham Nation Planning Department
- Tohono O'odham Nursing Care Authority
- Town of Oro Valley Transit
- Town of Marana
- Tucson Jewish Community Center
- United Community Health Center –Maria Auxiliadora, Inc.
- United Cerebral Palsy of Southern Arizona
- United Way
- University of Arizona (UA)/ Parking & Transportation Services

APPENDIX D: Demographic Profile Data	Tucson	Oro Valley	Marana	Sahuarita	South Tucson	Green Valley	Pima County
Total Population	548,082 ACS 2019 1 year	44,630 ACS 2019 5 year	45,279 ACS 2019 5 year	29,905 ACS 2019 5 year	5667 ACS 2019 5 year	20,902 ACS 2019 1 year	1,005,471 ACS 2019 5 year
Unemployed in Labor Force	20,669 4.7%	1043 2.7%	890 2.5%	428 1.9%	318 7.4%	247 1.25%	33,377 4%
Residents with any disability	83,856	6,426	5607	3581	1,054	5,664	153,521
Percentage of Residents with any Disability	15.3%	14.4%	12.6%	11.4%	18.7%	27.1%	15.3%
Persons under 18, percent	21.2% 116,191	17.4%	24.1%	26.6%	.???%	1.15%	20.6%
Persons 65+	14.3% 78,374	33.9% 15,608	20.3% 9,953	22.1% 6605	11.7% 667	79.7% 16,676	20.3% 204,110
Veterans (2015- 2019)	37,826 34,171	4,855	4,607	3,189	116	4509	84,865
Commuting to Work: Using public transportation (excluding taxi)	8,311	.7%	.4%	-	6.2%	-	10,109
Total Households (2015-2019)	212,491 217,993	19,522	16,539	10,746	1840	12,722	404,739
Persons in Poverty, percent	22.5%	6.1	6.3%	4%	43.7%		14% 13.8%
Below 100% of the poverty level	19.1	6.1	6.3%	4%	43.7%	5.9%	9.2%

Appendix E: 2023 PAG Region Vehicle Inventory List

Make	Model	Year	Agency	Ramp/Lift
Chevrolet	Express	2012	Beacon Group	
Chevrolet	Express	2015	Beacon Group	
Chevrolet	Express	2020	Beacon Group	
Chevrolet	Suburban	2011	Beacon Group	
Chevrolet	Suburban	2011	Beacon Group	
Chevrolet	Suburban	2012	Beacon Group	
Chevrolet	Suburban	2018	Beacon Group	
Dodge	Grand Caravan	2019	Beacon Group	
Dodge	Grand Caravan	2019	Beacon Group	
Ford	E-350	2004	Beacon Group	
Ford	E-350	2005	Beacon Group	
Ford	E-350	2009	Beacon Group	
Ford	E-350	2017	Beacon Group	
Ford	E-450	2016	Beacon Group	
Ford	E-450	2016	Beacon Group	
Ford	Transit	2017	Beacon Group	
Ford	Transit	2018	Beacon Group	
Plymouth	Grand Voyager	2022	Beacon Group	
Braun	Entervan	2019	Catholic Community Services	
Braun	Entervan	2019	Catholic Community Services	
Braun	Van	2019	Catholic Community Services	
Chevrolet	Uplander	2008	Catholic Community Services	
Dodge	Caravan	2013	Catholic Community Services	
Dodge	Caravan	2013	Catholic Community Services	
Dodge	Grand Caravan	2019	Catholic Community Services	
Eldorado	Amerivan	2015	Catholic Community Services	
Ford	E-350	2012	Catholic Community Services	
Ford	Maxi Van	2005	Catholic Community Services	

Ford	Supreme	2006	Catholic Community Services	
Ford	Supreme	2009	Catholic Community Services	
Ford	Supreme	2010	Catholic Community Services	
Ford	Transit Work	2016	Catholic Community Services	
Ford	Van	2004	Catholic Community Services	
Ford	Van	2004	Catholic Community Services	
Toyota	Sienna	2010	Catholic Community Services	
Chrysler	Minivan	2022	Easterseals Blake Foundation	
Dodge	Amerivan	2010	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2010	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2010	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2010	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2010	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2010	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2011	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2011	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2011	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2011	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2011	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2011	Easterseals Blake Foundation	
Dodge	Amerivan	2012	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2012	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2012	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2012	Easterseals Blake Foundation	Ramp
Dodge	Amerivan	2012	Easterseals Blake Foundation	Ramp
Dodge	Caravan	2012	Easterseals Blake Foundation	N/A
Dodge	Caravan	2012	Easterseals Blake Foundation	Ramp
Dodge	Caravan	2013	Easterseals Blake Foundation	N/A
Dodge	Caravan	2013	Easterseals Blake Foundation	N/A
Dodge	Caravan	2014	Easterseals Blake Foundation	N/A
Dodge	Caravan	2014	Easterseals Blake Foundation	
Dodge	Caravan	2015	Easterseals Blake Foundation	N/A
Dodge	Caravan	2016	Easterseals Blake Foundation	N/A

Dodge	Caravan	2016	Easterseals Blake Foundation	N/A
Dodge	Caravan	2016	Easterseals Blake Foundation	N/A
Dodge	Caravan	2016	Easterseals Blake Foundation	Ramp
Dodge	Caravan	2016	Easterseals Blake Foundation	Ramp
Dodge	Caravan	2016	Easterseals Blake Foundation	Ramp
Dodge	Caravan	2016	Easterseals Blake Foundation	Ramp
Dodge	Caravan	2016	Easterseals Blake Foundation	
Dodge	Caravan	2016	Easterseals Blake Foundation	
Dodge	Caravan	2016	Easterseals Blake Foundation	
Dodge	Caravan	2018	Easterseals Blake Foundation	Lift
Dodge	Caravan	2018	Easterseals Blake Foundation	
Dodge	Caravan	2018	Easterseals Blake Foundation	
Dodge	Caravan	2018	Easterseals Blake Foundation	
Dodge	Caravan	2019	Easterseals Blake Foundation	
Dodge	Caravan	2019	Easterseals Blake Foundation	
Dodge	Caravan	2019	Easterseals Blake Foundation	
Dodge	Caravan	2019	Easterseals Blake Foundation	
Dodge	Caravan	2020	Easterseals Blake Foundation	
Dodge	Entervan	2016	Easterseals Blake Foundation	
Dodge	Entravan	2016	Easterseals Blake Foundation	Ramp
Dodge	Grand Caravan	2017	Easterseals Blake Foundation	
Dodge	Grand Caravan	2018	Easterseals Blake Foundation	Ramp
Dodge	Grand Caravan	2019	Easterseals Blake Foundation	
Dodge	Grand Caravan	2019	Easterseals Blake Foundation	
Dodge	Grand Caravan	2020	Easterseals Blake Foundation	Ramp
Dodge	Grand Caravan	2020	Easterseals Blake Foundation	N/A
Dodge	Grand Caravan	2020	Easterseals Blake Foundation	Ramp
Dodge	Grand Caravan	2020	Easterseals Blake Foundation	N/A
Dodge	Grand Caravan	2020	Easterseals Blake Foundation	
Dodge	Ram	2019	Easterseals Blake Foundation	
Dodge	Caravan	2017	Easterseals Blake Foundation	N/A
Dodge	Grand Caravan	2017	Easterseals Blake Foundation	N/A

Dodge	Grand Caravan	2019	Easterseals Blake Foundation	N/A
Dodge	Grand Caravan	2019	Easterseals Blake Foundation	N/A
Dodge	Grand Caravan	2019	Easterseals Blake Foundation	N/A
Dodge	Grand Caravan	2019	Easterseals Blake Foundation	N/A
Dodge	Grand Caravan	2019	Easterseals Blake Foundation	N/A
Dodge	Grand Caravan	2020	Easterseals Blake Foundation	Ramp
Dodge	Grand Caravan	2020	Easterseals Blake Foundation	N/A
Ford	Cutaway	2011	Easterseals Blake Foundation	Lift
Ford	Cutaway	2013	Easterseals Blake Foundation	Lift
Ford	E-150	1998	Easterseals Blake Foundation	
Ford	Maxi Van	2007	Easterseals Blake Foundation	Lift
Ford	Maxi Van	2007	Easterseals Blake Foundation	Lift
Ford	Maxi Van	2007	Easterseals Blake Foundation	Lift
Ford	Maxi Van	2007	Easterseals Blake Foundation	Lift
Ford	Maxi Van	2007	Easterseals Blake Foundation	
Ford	Maxi Van	2007	Easterseals Blake Foundation	
Ford	Maxi Van	2008	Easterseals Blake Foundation	Lift
Ford	Maxi Van	2009	Easterseals Blake Foundation	Lift
Ford	Maxi Van	2009	Easterseals Blake Foundation	Lift
Ford	Maxi Van	2009	Easterseals Blake Foundation	Lift
Ford	Maxi Van	2009	Easterseals Blake Foundation	
Ford	Maxi Van	2009	Easterseals Blake Foundation	
Ford	Maxi Van	2009	Easterseals Blake Foundation	
Ford	Maxi Van	2011	Easterseals Blake Foundation	Lift
Ford	Maxi Van	2011	Easterseals Blake Foundation	Lift
Ford	Maxi Van	2011	Easterseals Blake Foundation	
Ford	Maxi Van	2012	Easterseals Blake Foundation	
Ford	Maxi Van	2013	Easterseals Blake Foundation	
Ford	Transit 350	2018	Easterseals Blake Foundation	
Hyundai	Elantra	2019	Easterseals Blake Foundation	
Hyundai	Elantra	2019	Easterseals Blake Foundation	
Hyundai	Elantra	2019	Easterseals Blake Foundation	

Hyundai	Elantra	2019	Easterseals Blake Foundation	
Hyundai	Elantra	2020	Easterseals Blake Foundation	
Hyundai	Elantra	2021	Easterseals Blake Foundation	
Hyundai	Elantra	2021	Easterseals Blake Foundation	
Hyundai	Sonata	2019	Easterseals Blake Foundation	
Hyundai	Sonata	2019	Easterseals Blake Foundation	
Hyundai	Elantra	2019	Easterseals Blake Foundation	N/A
Hyundai	Elantra	2019	Easterseals Blake Foundation	N/A
Hyundai	Elantra	2019	Easterseals Blake Foundation	N/A
Hyundai	Elantra	2019	Easterseals Blake Foundation	N/A
Hyundai	Elantra	2019	Easterseals Blake Foundation	N/A
Hyundai	Elantra	2020	Easterseals Blake Foundation	N/A
Hyundai	Elantra	2021	Easterseals Blake Foundation	N/A
Hyundai	Sonata	2017	Easterseals Blake Foundation	N/A
Hyundai	Sonata	2019	Easterseals Blake Foundation	N/A
Kia	Sedona	2021	Easterseals Blake Foundation	
Kia	Sedona	2021	Easterseals Blake Foundation	N/A
Nissan	Quest	2014	Easterseals Blake Foundation	N/A
Nissan	sentra	2017	Easterseals Blake Foundation	
Nissan	Sentra	2017	Easterseals Blake Foundation	
Nissan	Sentra	2017	Easterseals Blake Foundation	
Nissan	Sentra	2017	Easterseals Blake Foundation	
Nissan	Sentra	2017	Easterseals Blake Foundation	N/A
Nissan	Sentra	2019	Easterseals Blake Foundation	N/A
Ram	Pro Master City	2019	Easterseals Blake Foundation	
Ram	Pro Master City	2019	Easterseals Blake Foundation	Ramp
Ram	Pro Master City	2019	Easterseals Blake Foundation	Ramp
Toyota	Sienna	2010	Easterseals Blake Foundation	N/A
Toyota	Sienna	2012	Easterseals Blake Foundation	N/A
Toyota	Sienna	2012	Easterseals Blake Foundation	
Toyota	Sienna	2015	Easterseals Blake Foundation	
Toyota	Sienna	2015	Easterseals Blake Foundation	N/A

Chevrolet	3500 Express	2012	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Chevrolet	3500 Express	2020	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Chevrolet	3500 Express	2020	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Chevrolet	3500 Express	2021	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Chevrolet	Impala	2013	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Chevrolet	Silverado HD2500	2013	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Chevrolet	Suburban	2018	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Dodge	Avenger	2012	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Dodge	Caravan	2015	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Dodge	Caravan	2015	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Dodge	Caravan	2015	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Dodge	Caravan	2016	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Dodge	Caravan Braun Van/ramp	2017	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	Ramp
Dodge	Caravan Braun Van/ramp	2017	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	Ramp
Dodge	Caravan Braun Van/ramp	2021	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	Ramp
Dodge	Grand Caravan	2005	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Dodge	Grand Caravan	2014	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Dodge	Grand Caravan	2016	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Dodge	Grand Entervan	2018	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	Ramp
Ford	E-350	2014	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	Lift
Ford	E-450 cutaway w/lift	2016	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	Lift
Ford	E-450 cutaway w/lift	2017	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	Lift
Ford	Econoline Club Wagon	2009	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Ford	Transit	2022	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Ford	Transit	2022	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Ford	Transit 350 XL	2021	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Ford	Transit 350 XL	2022	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Honda	Civic	2012	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Kia	Forte	2021	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Kia	Forte	2021	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Kia	Forte	2021	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Kia	Forte	2021	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Kia	Forte	2021	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A

Kia	Forte	2022	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Nissan	Altima	2019	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Toyota	Sienna	2014	Helping Ourselves Pursue Enrichment Inc. (dba HOPE Inc.)	N/A
Braun	Van	2017	HOPE	
Chevrolet	Impala	2012	HOPE	
Dodge	Avenger	2010	HOPE	
Dodge	Caravan	2015	HOPE	
Dodge	Caravan	2015	HOPE	
Dodge	Grand Caravan	2014	HOPE	
Ford	Econoline Club Wagon	2009	HOPE	
Ford	Transit 350 XL	2022	HOPE	
Ford	Van E-350 XLT	2012	HOPE	
Honda	Odyssey	2023	HOPE	
Kia	Forte	2021	HOPE	
Kia	Forte	2021	HOPE	
Kia	Forte	2021	HOPE	
Kia	Forte	2021	HOPE	
Nissan	Altima	2019	HOPE	
Toyota	Sienna	2011	HOPE	
Chevrolet	1 Ton Van	2010	Intermountain Centers For Human Development	
Chevrolet	Suburban	2013	Intermountain Centers For Human Development	
Chevrolet	Suburban	2013	Intermountain Centers For Human Development	
Dodge	Caravan	2013	Intermountain Centers For Human Development	
Dodge	Caravan	2013	Intermountain Centers For Human Development	
Dodge	Caravan	2014	Intermountain Centers For Human Development	
Dodge	Grand Caravan	2012	Intermountain Centers For Human Development	
Dodge	Grand Caravan	2012	Intermountain Centers For Human Development	
Dodge	Grand Caravan	2012	Intermountain Centers For Human Development	
Dodge	Grand Caravan	2012	Intermountain Centers For Human Development	
Dodge	Grand Caravan	2012	Intermountain Centers For Human Development	
Dodge	Van w/Lift	2010	Intermountain Centers For Human Development	

Dodge	Van w/Lift	2010	Intermountain Centers For Human Development	
Eldorado	Amerivan	2012	Intermountain Centers For Human Development	
Eldorado	Amerivan	2015	Intermountain Centers For Human Development	
Toyota	Sienna	2010	Intermountain Centers For Human Development	
Toyota	Sienna	2010	Intermountain Centers For Human Development	
Toyota	Sienna	2010	Intermountain Centers For Human Development	
Toyota	Sienna	2011	Intermountain Centers For Human Development	
Toyota	Sienna	2011	Intermountain Centers For Human Development	
Toyota	Sienna	2012	Intermountain Centers For Human Development	
Toyota	Sienna	2012	Intermountain Centers For Human Development	
Toyota	Sienna	2012	Intermountain Centers For Human Development	
Toyota	Sienna	2012	Intermountain Centers For Human Development	
Toyota	Sienna	2012	Intermountain Centers For Human Development	
Toyota	Sienna	2012	Intermountain Centers For Human Development	
Chevrolet	Express	2013	Marana Health Care	
Dodge	Caravan	2014	Marana Health Care	
Dodge	Caravan	2015	Marana Health Care	
Dodge	Caravan	2015	Marana Health Care	
Dodge	Caravan	2019	Marana Health Care	
Ford	Transit	2018	Marana Health Care	
Toyota	Sienna	2012	Marana Health Care	
Chevrolet	3500 Express	2015	Portable Practical Education Prep	
Dodge	Caravan SXT	2015	Portable Practical Education Prep	
Ford	Cutaway with Lift	2008	Portable Practical Education Prep	
Ford	Cutaway with Lift	2008	Portable Practical Education Prep	
Ford	Cutaway with Lift	2010	Portable Practical Education Prep	
Ford	E-350 El Dorado, 210 Aerolite, with Lift	2007	Portable Practical Education Prep	
Ford	E-350 El Dorado, 210 Aerolite, with Lift	2007	Portable Practical Education Prep	
Ford	Starcraft Bus	2017	Portable Practical Education Prep	
Ford	Supreme Sentinel (Hi-Top With Lift)	2012	Portable Practical Education Prep	

Ford Supreme	Sentinel	2013	Portable Practical Education Prep	
Econoline	Cutaway with Lift	2011	Tohono O’Odham Nursing Care Authority	
Econoline	Maxi Van W/Lift	2011	Tohono O’Odham Nursing Care Authority	
Dodge	El Dorado Entervan	2017	Town Of Oro Valley	
Dodge	El Dorado Entervan	2017	Town Of Oro Valley	
Dodge	El Dorado Entervan	2017	Town Of Oro Valley	
Dodge	El Dorado Entervan	2019	Town Of Oro Valley	
Dodge	El Dorado Entervan	2019	Town Of Oro Valley	
Dodge	El Dorado Entervan	2019	Town Of Oro Valley	
Ford	Transit 350	2018	Town Of Oro Valley	
Ford E-350	Elkhart Ciag	2016	Town Of Oro Valley	
Ford E-350	Elkhart Ciag	2016	Town Of Oro Valley	
Ford E-350	Elkhart Ciag	2016	Town Of Oro Valley	
Ford E-350	Elkhart Ciag	2016	Town Of Oro Valley	
Ford E-350	Elkhart Ciag	2016	Town Of Oro Valley	
Ford E-350	StarCraft AllStar 22	2017	Town Of Oro Valley	
Ford E-350	Starcraft Supreme	2015	Town Of Oro Valley	
Ford E-350	Starcraft Supreme	2015	Town Of Oro Valley	
Ford E-350	Starcraft Supreme	2015	Town Of Oro Valley	
Ford E-350	Starcraft Supreme	2018	Town Of Oro Valley	
Ford E-350	Starcraft Supreme	2018	Town Of Oro Valley	
Ford E-350	Starcraft Supreme	2018	Town Of Oro Valley	
Ford E-350	Starcraft Supreme	2019	Town Of Oro Valley	
Ford E-350	Starcraft Supreme	2019	Town Of Oro Valley	
Ford E-350	Starcraft Supreme	2019	Town Of Oro Valley	
Ford E-350	Starcraft Supreme	2019	Town Of Oro Valley	
Ford E-450	Starcraft Supreme	2016	Town Of Oro Valley	
Ford E-450	Starcraft Supreme	2016	Town Of Oro Valley	
Ford E-450	Starcraft Supreme	2016	Town Of Oro Valley	
Ford E-450	Starcraft Supreme	2022	Town Of Oro Valley	
Ford E-450	Starcraft Supreme	2022	Town Of Oro Valley	

Ford E-450	Starcraft Supreme	2022	Town Of Oro Valley	
Ford E-450	Starcraft Supreme	2022	Town Of Oro Valley	
Ford E-450	Starcraft Supreme	2022	Town Of Oro Valley	
Chevrolet	Express	2007	Tucson Jewish Community Center	
Chevrolet	Uplander	2007	Tucson Jewish Community Center	
Ford	Cutaway	2010	Tucson Jewish Community Center	
Ford	E-350	1999	Tucson Jewish Community Center	
Ford	E-350 Cutaway with lift	2018	Tucson Jewish Community Center	
Ford	E-350 Starcraft Allstar	2014	Tucson Jewish Community Center	
Ford	E-450	2016	Tucson Jewish Community Center	
Ford	Econoline	2007	Tucson Jewish Community Center	
Ford	Econoline Super Duty	2003	Tucson Jewish Community Center	
Ford	Econoline Super Duty	2004	Tucson Jewish Community Center	
Ford	Eldorado Cutaway Handicap Van	2003	Tucson Jewish Community Center	
Ford	F-350 Cutaway with lift	2014	Tucson Jewish Community Center	
Ford	Windstar	2002	Tucson Jewish Community Center	
Ford		2012	Tucson Jewish Community Center	
Chevrolet	Silverado	2018	United Community Health Center	
Dodge	Thor Sequence	2021	United Community Health Center	
Dodge	Caravan	2012	United Community Health Center	
Dodge	Pro Master	2016	United Community Health Center	
Ford	Econoline	2008	United Community Health Center	
Ford	F-250	2015	United Community Health Center	
Ford	Mobile Home	2013	United Community Health Center	
Ford	Mobile Home	2014	United Community Health Center	
Ford	Starcraft Starlite	2019	United Community Health Center	
Ford	Transit Passenger	2018	United Community Health Center	
Ford	Transit TW150	2020	United Community Health Center	
Hyundai	Elantra	2013	United Community Health Center	
Look Element	Trailer	2021	United Community Health Center	

Appendix F - Historical Transportation Provider Operating Statistics¹

Service/ Provider	Annual One-Way Passenger Trips	Annual Vehicle Hours	Annual Vehicle Miles	Vehicles	Total Annual Operating Cost
Ajo General Public Dial-a-Ride	41,480	9,038	166,423	6	\$210,717
Beacon Group	11,520	N/A	N/A	39	\$286,000
Catholic Community Services	N/A	N/A	N/A	12	\$3,475,713
Easter Seals Blake Foundation	102,785	N/A	N/A	45	\$110,000
ENCOMPASS	58,281	9,833	250,000	50	N/A
HOPE Inc.	3,822	N/A	N/A	10	N/A
Intermountain Centers for Human Development	168,000	5,840	1,157,648	62	\$1,616,000
ITN Greater Tucson 2	2,787	N/A	34,863	N/A	N/A
Marana Health Center	4,497	8,640	85,950	13	\$297,388
Neighbors Care Alliance 3	105,030	51,703	516,846	N/A	\$83,194
Oro Valley Transit	39,196	27,164	346,437	26	\$1,246,377
Pasadera Behavioral Health Network ⁵	14,000	8,280	28,320	8	\$335,125
SAAVI	10,472	N/A	N/A	20	\$330,352
Sun Shuttle ADA Dial-A-Ride	157,015	144,877	1,798,209	Discount Cabfleet ⁴	\$5,130,353
Sun Shuttle General Public Dial-a-Ride	233,436	45,720	909,294	17	\$242,099
Sun Tran	19,657,931	665,370	8,189,813	252	\$57,487,242
Sun Van	516,444	280,586	3,699,805	127	\$14,770,449
Tucson Jewish Community Center	N/A	N/A	N/A	5	\$151,821
United Community Health Center	4,800	1,920	28,800	1	\$31,358
Total	21,131,496	1,258,971	17,212,408	693	\$85,804,188

¹Data is from FY 2014.

²ITN is no longer operating in the Tucson area as of February 2016.

³Neighbors Care Alliance provides a network of volunteer driver services managed by Pima Council on Aging. They do not receive 5310 funding.

⁴Sun Shuttle ADA Dial-a-Ride's contractor has 23 wheelchair-accessible vans in its fleet.

⁵Pasadera Behavioral Health Network is no longer operating as of 2017.

¹Depending on the agency, data is from either FY 2011 or FY 2012.

Appendix G: RECOMMENDED REGIONAL PROJECTS TO FUND BY TYPE FY 2019 - FY 2020		
REGION: Urban Area Projects – Year 1		
List top funded projects, by type, from top to bottom. Funding amounts and projects are subject to change based on final ADOT determination.		
Operating Requests		
Applicant/Agency Name	Project Request Title	Recommended FTA Award
City of Tucson	Operating Funds for Optional ADA Paratransit - Year One	\$279,069.00
Easter Seals Blake Foundation	EBF Pima Operating - year 1	\$50,000.00
Helping Ourselves Pursue Enrichment Incorporated	Pima Operating - year 1	\$27,737.00
Capital Requests		
Applicant/Agency Name	Project Request Title	Recommended FTA Award
Beacon Group	Maxi-Van No Lift 12-Passenger New Vehicle for New Service - year 1	\$25,200.00
Arizona Board of Regents for and on Behalf of the University of Arizona	5-passenger electric golf cart to replace 2639405	\$10,897.00
Arizona Board of Regents for and on Behalf of the University of Arizona	5 passenger electric golf cart to replace 2675046	\$10,897.00
Arizona Board of Regents for and on Behalf of the University of Arizona	5-passenger electric golf cart to replace 2675052 - year 1	\$10,897.00
Easter Seals Blake Foundation	Preventative Maintenance	\$28,000.00
Easter Seals Blake Foundation	Supported Living Van – year 1 VIN 6937	\$37,200.00
Town of Oro Valley	Vehicle Lift Preventative Maintenance - year 1	\$5,824.00
Tucson Jewish Community Center	Tucson Jewish Community Center Vehicle Request - year 1	\$56,833.00
Catholic Community Services of Southern Arizona	CLP Mini with Ramp - year 1	\$37,200.00
Catholic Community Services of Southern Arizona	COPD D/B van - year 1	\$37,200.00
Southern Arizona Association for the Visually Impaired	Minivan No Ramp - Replacement Vehicle - year 1	\$20,960.00
Southern Arizona Association for the Visually Impaired	Minivan No Ramp - Replacement Vehicle - year 1	\$20,960.00

Appendix G Continued: RECOMMENDED REGIONAL PROJECTS TO FUND BY TYPE		
	Mobility Management Request	
Applicant/Agency Name	Project Request Title	Recommended FTA Award
Pima Association of Governments	Mobility Manager for Pima County	\$71,000.00

PAG Selection Committee 5310 Project Ranking

REGION: Rural Area Projects – Year 1		
List top funded projects, by type, from top to bottom. Rural projects were scored via a rubric with 100 points possible by PAG, but final award determination is made by ADOT.		
5310 Grant Requests		
Applicant/Agency Name	Project Request Title	Project Priority Rank
United Community Health Center-Maria Auxiliadora, Inc.	New vehicle – year 1	80
Marana Health Center	FieldLogic GPS and dispatch Equipment and Service - year 1	55
Marana Health Center	Maint, Salaries, Benefits, Fuel, Insurance, Registration Exp - year 1	55
Marana Health Center	Maint, Salaries, Benefits, Fuel, Insurance, Registration Exp - year 1	55

REGION: Urban Area Projects – Year 2

List top funded projects, by type, from top to bottom. Funding amounts and projects are subject to change based on final ADOT determination.

Operating Requests

Applicant/Agency Name	Project Request Title	Recommended FTA Award
Easterseals Blake Foundation	EBF Pima Operating - year 2	\$50,000.00
City of Tucson	Operating Funds for Optional ADA Paratransit – year 2	\$279,069.00

Capital Requests

Applicant/Agency Name	Project Request Title	Recommended FTA Award
Beacon Group	Minivan with ramp to replace VIN 7502 – year 2	\$37,200.00
Easterseals Blake Foundation	EBF Pima Maintenance – year 2	\$28,000.00
Easterseals Blake Foundation	DTA Tucson Community Van VIN 2626 – year 2	\$52,147.00
Easterseals Blake Foundation	Supported Living Van – year 2	\$37,200.00
Town of Oro Valley	In-vehicle cameras – year 2	\$10,000.00
Town of Oro Valley	Vehicle Lift Preventative Maintenance – year 2	\$6,000.00
Town of Oro Valley	Cutaway with Lift to replace VIN 5415	\$56,833.00
Town of Oro Valley	Cutaway with Lift to replace VIN 5416	\$56,833.00
Town of Oro Valley	Cutaway with Lift to replace VIN 5417	\$56,833.00
Town of Oro Valley	Cutaway with Lift to replace VIN 5419	\$56,833.00
Town of Oro Valley	Cutaway with Lift to replace VIN 5422	\$56,833.00
Helping Ourselves Pursue Enrichment Incorporated	Pima 12 Pass van to replace VIN 4526	\$25,200.00
Arizona Board of Regents for and on behalf of the University of Arizona	5-passenger electric golf cart to replace 2789128 – year 2	\$10,897.00
Arizona Board of Regents for and on behalf of the University of Arizona	5-passenger electric golf cart to replace 2789139 – year 2	\$10,897.00
Southern Arizona Association for the Visually Impaired	Minivan no ramp – replacement vehicle - year 2	\$20,960.00
Southern Arizona Association for the Visually Impaired	Minivan no ramp – replacement vehicle – year 2	\$20,960.00

PAG Selection Committee 5310 Project Ranking

REGION: Rural Area Projects – Year 2		
List top funded projects, by type, from top to bottom. Rural projects were scored via a rubric with 100 points possible by PAG, but final award determination is made by ADOT.		
5310 Grant Requests		
Applicant/Agency Name	Project Request Title	Project Priority Rank
United Community Health Center-Maria Auxiliadora Inc.	New vehicle – year 2	1
United Community Health Center-Maria Auxiliadora Inc.	Operating Funding – year 2	2
Marana Health Center	FieldLogic GPS and dispatch Equipment and Service - year 2	3
Marana Health Center	Maint, Salaries, Benefits, Fuel, Insurance, Registration Exp - year 2	4
Marana Health Center	Manufacture Scheduled Preventative Maintenance – year 2	5

Appendix H - 5310 PRELIMINARY AWARDS 2020

Pima Association of Governments									
COG/MPO Region	Subrecipient	Fund Type	Project Title	Match Ratio	Federal Award	Total Award	Local Match	Serv. Area	TIP ID
PAG	Arizona Board of Regents for and on behalf of the University of Arizona	VehicleCapital	5 passenger electric golf cart to replace 2789128	80%	\$13,000	\$16,250	\$3,250	Urban	15.18
PAG	Arizona Board of Regents for and on behalf of the University of Arizona	VehicleCapital	5 passenger electric golf cart to replace 2789139	80%	\$13,000	\$16,250	\$3,250	Urban	15.18
PAG	Arizona Board of Regents for and on behalf of the University of Arizona	Capital	Preventive Maintenance	80%	\$8,000	\$10,000	\$2,000	Urban	15.18
PAG	Asociacion Mutua (AMOR)	Capital	Preventive Maintenance	80%	\$1,180	\$1,475	\$295	Urban	10.20
PAG	Asociacion Mutua (AMOR)	Capital	Preventive Maintenance	80%	\$3,500	\$4,375	\$875	Urban	10.20
PAG	Beacon Group	VehicleCapital	Minivan with Ramp to Replace VIN 7502	85%	\$49,300	\$58,000	\$8,700	Urban	53.16
PAG	Beacon Group	VehicleCapital	Minivan with Ramp to Replace VIN 9179	85%	\$49,300	\$58,000	\$8,700	Rural	53.16
PAG	Beacon Group	VehicleCapital	Minivan with Ramp to Replace VIN 9389 Year 2	85%	\$49,300	\$58,000	\$8,700	Rural	53.16
PAG	Beacon Group	Capital	Preventive Maintenance	80%	\$9,365	\$11,707	\$2,341	Rural	53.16
PAG	Beacon Group	Capital	Preventive Maintenance	80%	\$6,450	\$8,063	\$1,613	Rural	53.16
PAG	Beacon Group	Capital	Preventive Maintenance	80%	3964	\$4,955	\$991	Urban	53.16
PAG	Catholic Community	Capital	Preventive Maintenance	80%	\$10,000	\$12,500	\$2,500	Urban	13.18
PAG	Catholic Community	Capital	Preventive Maintenance	80%	\$15,000	\$18,750	\$3,750	Urban	13.18
PAG	City of Tucson	Operating	Operating Funds for Optional ADA Paratransit - Year Two	50%	\$319,826	\$639,652	\$319,826	Urban	56.16
PAG	Easter Seals Blake Foundation	Capital	EBF Pima Maintenance Yr2	80%	\$28,000	\$35,000	\$7,000	Urban	51.16
PAG	Easter Seals Blake Foundation	Operating	EBF Pima Operating Yr2	50%	\$50,000	\$100,000	\$50,000	Urban	51.16
PAG	Easter Seals Blake Foundation	VehicleCapital	Replacement DTA Tucson Community Van Yr2 (Ford Transit Works)	85%	\$52,314	\$61,546	\$9,232	Rural	51.16
PAG	Easter Seals Blake Foundation	VehicleCapital	Replacement Supported Living Van Yr2 (minivan)	85%	\$49,300	\$58,000	\$8,700	Urban	51.16

			with ramp)						
PAG	Easter Seals Blake Foundation PAG	Capital	Cleaning Equipment Hardware	80%	\$3,452	\$4,315	\$863	Urban	51.16
PAG	Easter Seals Blake Foundation PAG	Capital	Preventive Maintenance	80%	\$15,200	\$19,000	\$3,800	Rural	51.16
PAG	Easter Seals Blake Foundation PAG	Capital	Preventive Maintenance	80%	\$7,800	\$9,750	\$1,950	Urban	51.16
PAG	Helping Ourselves Pursue Enrichment Incorporated	VehicleCapital	Pima 12 Pass Van to Replace VIN4526	80%	\$27,021	\$33,776	\$6,755	Urban	11.20
PAG	Helping Ourselves Pursue Enrichment Incorporated	Capital	Preventive Maintenance	80%	\$17,980	\$22,475	\$4,495	Urban	11.20
PAG	Marana Health Center, Inc.	Capital	FieldLogic GPS and dispatch Service	80%	\$1,981	\$2,476	\$495	Urban	8.20
PAG	Marana Health Center, Inc.	Operating	Maint, Salaries, Benefits, Fuel, Insurance, Registration Exp	50%	\$15,000	\$30,000	\$15,000	Rural	8.20
PAG	Marana Health Center, Inc.	Capital	Manufacture Scheduled Prev. Maint.	80%	\$27,500	\$34,375	\$6,875	Rural	8.20
PAG	Marana Health Center, Inc.	Capital	Preventive Maintenance	80%	\$45,000	\$56,250	\$11,250	Rural	8.20
PAG	Pima Association of Governments	5310 Mobility Management	Mobility Management and Mapping Tucson	80%	\$40,000	\$50,000	\$10,000	Urban	55.16
PAG	Pima Association of Governments	5310 Mobility Management	Regional Mobility Management	80%	\$53,583	\$66,979	\$13,396	Urban	55.16
PAG	Pima Association of Governments	CARES Act Mobility Management	CARES Act Emergency Relief Funding	100%	\$66,978	\$66,978	\$0	Urban	55.16
PAG	Southern Arizona Association for the Visually Impaired	VehicleCapital	Minivan No Ramp - Replacement Vehicle	80%	\$24,070	\$30,088	\$6,018	Urban	12.20
PAG	Southern Arizona Association for the Visually Impaired	VehicleCapital	Minivan No Ramp - Replacement Vehicle	80%	\$24,070	\$30,088	\$6,018	Urban	12.20
PAG	Southern Arizona Association for the Visually Impaired	Capital	Preventive Maintenance	80%	\$10,000	\$12,500	\$2,500	Urban	12.20
PAG	Southern Arizona Association for the Visually Impaired	Capital	Preventive Maintenance	80%	\$10,000	\$12,500	\$2,500	Urban	12.20
PAG	Town of Oro Valley	VehicleCapital	Cutaway with Lift to Replace VIN 5415	85%	\$68,000	\$80,000	\$12,000	Urban	52.16
PAG	Town of Oro Valley	VehicleCapital	Cutaway with Lift to Replace VIN 5416	85%	\$68,000	\$80,000	\$12,000	Urban	52.16
PAG	Town of Oro Valley	VehicleCapital	Cutaway with Lift to Replace VIN 5417	85%	\$68,000	\$80,000	\$12,000	Urban	52.16
PAG	Town of Oro Valley	VehicleCapital	Cutaway with Lift to Replace VIN 5419	85%	\$68,000	\$80,000	\$12,000	Urban	52.16

PAG	Town of Oro Valley	VehicleCapital	Cutaway with Lift to Replace VIN 5422	85%	\$68,000	\$80,000	\$12,000	Urban	52.16
PAG	Town of Oro Valley	Capital	In-Vehicle Cameras	80%	\$10,000	\$12,500	\$2,500	Urban	52.16
PAG	Town of Oro Valley	Capital	Preventive Maintenance	80%	\$10,000	\$12,500	\$2,500	Urban	52.16
PAG	Town of Oro Valley	Capital	Preventive Maintenance	80%	\$13,000	\$16,250	\$3,250	Urban	52.16
PAG	Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance Year 2	80%	\$6,003	\$7,504	\$1,501	Urban	52.16
PAG	Tucson Jewish Community Center	Capital	Preventive Maintenance	80%	\$2,726	\$3,408	\$682	Urban	54.16
PAG	Tucson Jewish Community Center	Capital	Preventive Maintenance	80%	\$5,000	\$6,250	\$1,250	Urban	54.16
PAG	United Community Health Center-Maria Auxiliadora Inc	VehicleCapital	Expansion ADA Accessible (FordTransit Works)	85%	\$52,314	\$61,546	\$9,232	Rural	9.20
PAG	United Community Health Center-Maria Auxiliadora Inc	Operating	Operating Funding	50%	\$5,000	\$10,000	\$5,000	Rural	9.20
PAG Total					\$1,564,477	\$2,184,028	\$619,551		

Appendix H.1 - 5310 PRELIMINARY AWARDS 2021

Pima Association of Governments							
COG/MPO Region	Subrecipient	FundType	Project Title	Match Ratio	Federal Award	Total Award	Local Match
PAG	Beacon Group	Vehicle Capital	4x4 SUV-Customized Work Program – Landscaping / Debris Pick-Up Progr	80%	\$49,437	\$38,774	Urban
PAG	Beacon Group	Vehicle Capital	Minivan with Ramp-Customized Work Program – Landscaping – Raytheon Site	80%	\$57,209	\$44,870	Urban
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Cutaway with Lift 9 passengers-Community Living Program, Arcadia Gardens Van 1	80%	\$86,799	\$68,078	Urban
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Cutaway with Lift 9 passengers-Community Outreach Program for the Deaf, Day Services Van	80%	\$86,799	\$68,078	Urban
PAG	City of Tucson	Operating	Operating Funds for Optional ADA Paratransit Yr 2	50%	\$119,489	\$59,745	Urban
PAG	City of Tucson	Operating	Operating American Rescue Plan	100%	\$85,058	\$85,058	Urban
PAG	City of Tucson	Other Mobility Management	Mobility Management – Travel Training Program Yr 1	80%	\$156,250	\$125,000	Urban
PAG	Easterseals Blake Foundation	Capital	Maintenance & Repairs PAG Region Year 1	80%	\$35,000	\$28,000	Urban
PAG	Easterseals Blake Foundation	Operating	Operating Funds PAG Region Year 1	50%	\$41,260	\$20,630	Urban
PAG	Easterseals Blake Foundation	Operating	Operating American Rescue Plan	100%	\$29,370	\$29,370	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Group Home 4 Year 1	0%	\$0	\$0	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Group Home 5 Year 1	0%	\$0	\$0	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Group Home 6 Year 1	0%	\$0	\$0	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Group Home 7 Year 1	0%	\$0	\$0	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Group Home 8 Year 1	0%	\$0	\$0	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Minivan No Ramp-Supported Living 1 Year 1	80%	\$31,620	\$24,800	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Minivan no Ramp-Behavioral Health Program Year 1	80%	\$31,620	\$24,800	Urban
PAG	Helping Ourselves Pursue Enrichment Incorporated	Capital	PAG Preventive Maintenance 2021-2022	80%	\$11,500	\$9,200	Urban
PAG	Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating 2021-2022	50%	\$42,674	\$21,337	Urban
PAG	Helping Ourselves Pursue Enrichment Incorporated	Operating	Operating American Rescue Plan	100%	\$30,377	\$30,377	Urban
PAG	Helping Ourselves Pursue Enrichment Incorporated	Vehicle Capital	PAG Mini-Van no Ramp to replace vin 6624	80%	\$31,620	\$24,800	Urban
PAG	Helping Ourselves Pursue Enrichment Incorporated	Vehicle Capital	PAG Mini-Van no Ramp to replace vin 6662	80%	\$31,620	\$24,800	Urban
PAG	Pima Association of Governments	Reg MM	Mobility Manager - Year 2	80%	\$137,313	\$109,850	Urban
PAG	Southern Arizona Association for the Visually Impaired	Vehicle Capital	#1 Express Van No Lift 12-Passenger - Replacement Vehicle	80%	\$41,608	\$32,634	Urban
PAG	Southern Arizona Association for the Visually Impaired	Vehicle Capital	#2 Express Van No Lift 12-Passenger - Replacement Vehicle	80%	\$41,608	\$32,634	Urban
PAG	Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance Year 1	80%	\$8,234	\$6,587	Urban
PAG	Town of Oro Valley	Capital	Vehicle Safety Preventative Maintenance Year 1	80%	\$24,845	\$19,876	Urban
PAG	Town of Oro Valley	Capital	In-Vehicle Cameras Year 1	90%	\$1,086	\$1,207	Urban
PAG	Town of Oro Valley	Other Mobility Management	Tripspark Passenger Portal	80%	\$76,309	\$61,047	Urban
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 1FDEE3FL0GDC12437	0%	\$0	\$0	Urban
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 1FDEE3FL2GDC12438	0%	\$0	\$0	Urban
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 1FDEE3FL7GDC12435	0%	\$0	\$0	Urban
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift 14 PASS to replace VIN 1FDEE3FL7GDC12435	80%	\$71,379	\$91,008	Urban
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 1FDEE3FL5GDC12434	0%	\$0	\$0	Urban
PAG	Town of Oro Valley	Vehicle Capital	Capital In-Vehicle Cameras Year 1	90%	\$1,086	\$1,207	Urban
PAG	Tucson Jewish Community Center	Capital	Preventative Maintenance for Vehicles - Year 1	80%	\$5,000	\$4,000	Urban
PAG	Tucson Jewish Community Center	Vehicle Capital	Tucson JCC Vehicle Request - replacement VIN0892 Cutaway with Lift 14 Pass	0%	\$0	\$0	Urban
PAG	Beacon Group	Vehicle Capital	4x4 SUV-Customized Work Program – Landscaping / Debris Pick-Up Progr	80%	\$49,437	\$38,774	Urban

*Amended: Sept 2021

Appendix H.1 - 5310 PRELIMINARY AWARDS 2021

Pima Association of Governments

COG/MPO Region	Subrecipient	FundType	Project Title	Match Ratio	Federal Award	Total Award	Local Match
PAG	Beacon Group	Vehicle Capital	Minivan with Ramp-Customized Work Program – Landscaping – Raytheon Site	80%	\$57,209	\$44,870	Urban
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Cutaway with Lift 9 passengers-Community Living Program, Arcadia Gardens Van 1	80%	\$86,799	\$68,078	Urban
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Cutaway with Lift 9 passengers-Community Outreach Program for the Deaf, Day Services Van	80%	\$86,799	\$68,078	Urban
PAG	City of Tucson	Other Mobility Management	Mobility Management – Travel Training Program Yr 1	80%	\$156,250	\$125,000	Urban
PAG	City of Tucson	Operating	Operating American Rescue Plan	100%	\$85,058	\$85,058	Urban
PAG	City of Tucson	Operating	Operating Funds for Optional ADA Paratransit Yr 2	50%	\$119,489	\$59,745	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Group Home 4 Year 1	0%	\$0	\$0	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Group Home 5 Year 1	0%	\$0	\$0	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Group Home 6 Year 1	0%	\$0	\$0	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Group Home 7 Year 1	0%	\$0	\$0	Urban
PAG	Easterseals Blake Foundation	Vehicle Capital	Group Home 8 Year 1	0%	\$0	\$0	Urban
PAG Total					\$2,656,617	\$2,079,698	

*Amended: Sept 2021

Appendix I – FFY2024 FTA SECTION 5310 FORECASTED PROJECTS (Year 1: Oct 2023 – Sept 2024)

Pima Association of Governments						
Agency Project Priority	Subrecipient	Fund Type	Project Title	Federal Request	Total Request	Service Area
3	Marana Health Center, Inc.	Capital	Maintenance on vehicles	\$9,600	\$12,000	Rural
1	Marana Health Center, Inc.	Operating	Transportation Salaries,Fuel and Insurance and Registration	\$183,100	\$366,200	Rural
4	Marana Health Center, Inc.	Vehicle Capital	Minivan with ramp to expand fleet	\$71,666	\$91,374	Rural
2	Marana Health Center, Inc.	Vehicle Capital	Minivan with ramp to replace VIN 5175	\$71,666	\$91,374	Rural
1	Beacon Group	Vehicle Capital	Employment Transportation 1	\$73,486	\$93,695	Urban
2	Beacon Group	Vehicle Capital	Employment Transportation 2	\$73,486	\$93,695	Urban
2	Helping Ourselves Pursue Enrichment Incorporated	Capital	PAG Preventive Maintenance 2023-2024	\$18,176	\$22,720	Urban
1	Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating 2023-2024	\$95,308	\$190,616	Urban
3	Helping Ourselves Pursue Enrichment Incorporated	Vehicle Capital	PAG Vehicles request minivan to replace Vin 6215	\$71,666	\$91,374	Urban
8	Town of Oro Valley	Capital	In Vehicle Cameras for Vehicles Awarded in 2021.2022 Grant	\$9,000	\$11,250	Urban
9	Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance Year 1	\$7,600	\$9,500	Urban
10	Town of Oro Valley	Capital	Vehicle Safety Preventative Maintenance Year 1	\$13,600	\$17,000	Urban
1	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Expand Fleet	\$105,774	\$134,862	Urban
2	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Expand Fleet	\$105,774	\$134,862	Urban
3	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2228	\$105,774	\$134,862	Urban
4	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2229	\$105,774	\$134,862	Urban
5	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2230	\$105,774	\$134,862	Urban
7	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 4228	\$105,774	\$134,862	Urban
6	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 6977	\$105,774	\$134,862	Urban
2	Tucson Jewish Community Center	Capital	Tucson JCC Preventative Maintenance for Vehicles Year 1	\$20,000	\$25,000	Urban
1	Tucson Jewish Community Center	Vehicle Capital	Tucson JCC Vehicle Request - Replacement VIN 5843	\$105,774	\$134,862	Urban
6	Catholic Community Services of Southern Arizona, Inc.	Capital	Maintenance on fleet year 1: Existing and Requested Vehicles	\$57,500	\$71,875	Urban
9	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Expansion of Services to DHOH seniors/disabled adults	\$71,666	\$91,374	Urban
2	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Maxivan with lift to replace VIN ending 48660	\$73,486	\$93,695	Urban
3	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expanding Services to Medical Respite	\$71,666	\$91,374	Urban
4	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expanding Services to new Group Home	\$71,666	\$91,374	Urban

5	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expansion to youth with disabilities	\$71,666	\$91,374	Urban
7	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp to replace VIN 32358	\$71,666	\$91,374	Urban
8	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp to replace VIN 39495	\$71,666	\$91,374	Urban
1	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp to replace VIN ending 75424	\$71,666	\$91,374	Urban
2	Easterseals Blake Foundation	Capital	PAG Maintenance & Repairs, Year 1	\$30,000	\$37,500	Urban
1	Easterseals Blake Foundation	Operating	PAG Operating Funds, Year 1	\$50,000	\$100,000	Urban
3	Easterseals Blake Foundation	Vehicle Capital	PAG Community Day Program	\$73,486	\$93,695	Urban
6	Easterseals Blake Foundation	Vehicle Capital	PAG Group Home 2	\$71,666	\$91,374	Urban
7	Easterseals Blake Foundation	Vehicle Capital	PAG Group Home 3	\$71,666	\$91,374	Urban
4	Easterseals Blake Foundation	Vehicle Capital	PAG Supported Living Van	\$71,666	\$91,374	Urban
5	Easterseals Blake Foundation	Vehicle Capital	PAG Supported Living Van	\$71,666	\$91,374	Urban
3	Southern Arizona Association for the Visually Impaired	Capital	# 3 Capital Preventative Maintenance	\$10,000	\$12,500	Urban
1	Southern Arizona Association for the Visually Impaired	Vehicle Capital	# 1 12 Passenger - Maxivan No Lift - Replacement Vehicle	\$73,486	\$93,695	Urban
2	Southern Arizona Association for the Visually Impaired	Vehicle Capital	#2 12 Passenger - Maxivan No Lift - Replacement Vehicle	\$73,486	\$93,695	Urban
1	Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	Cutaway with Lift to replace VIN#1FDXE45P55HA12713	\$105,774	\$134,862	Rural
2	Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	E350 Super Duty to replace VIN# 1FDWE35L86DB32551	\$73,486	\$93,695	Rural
unknown	Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	Econoline 250 to replace VIN# 1FTNS4L46DB03844	\$73,486	\$93,695	Rural
3	Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	Econoline250 to replace VIN# 1FTNE24WO4HB27324	\$73,486	\$93,695	Rural
unknown	Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	New Vehicle	\$71,666	\$91,374	Rural
PAG Total				\$3,192,215	\$4,303,783	

Appendix J – FFY2025 FTA SECTION 5310 FORECASTED PROJECTS (Year 2: Oct 2024 – Sept 2025)

Pima Association of Governments						
Agency Project Priority	Subrecipient	Fund Type	Project Title	Federal Request	Total Request	Service Area
3	Marana Health Center, Inc.	Capital	Maintenance on vehicles 2024	\$9,650	\$12,063	Rural
1	Marana Health Center, Inc.	Operating	Trans Salaries, Fuel, Insurance Reg 2024	\$187,400	\$374,800	Rural
2	Marana Health Center, Inc.	Vehicle Capital	Minivan to replace VIN 9508	\$85,987	\$109,634	Urban
3	Beacon Group	Vehicle Capital	Employment Transportation 3	\$88,240	\$112,506	Urban
4	Beacon Group	Vehicle Capital	Employment Transportation 4	\$88,240	\$112,506	Urban
2	Helping Ourselves Pursue Enrichment Incorporated	Capital	PAG Preventive Maintenance 2024-2025	\$19,925	\$24,906	Urban
1	Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating 2024-2025	\$105,705	\$211,410	Urban
3	Helping Ourselves Pursue Enrichment Incorporated	Vehicle Capital	PAG Vehicles Request 2024-2025	\$85,987	\$109,634	Urban
7	Town of Oro Valley	Capital	In Vehicle Cameras for Vehicles Awarded in 2023.2024 Y1	\$15,525	\$19,406	Urban
8	Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance, Year 2	\$7,600	\$9,500	Urban
9	Town of Oro Valley	Capital	Vehicle Safety Preventative Maintenance, Year 2	\$14,000	\$17,500	Urban
3	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2371	\$126,930	\$161,835	Urban
4	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2374	\$126,930	\$161,835	Urban
5	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2378	\$126,930	\$161,835	Urban
6	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Replace VIN 7559	\$126,930	\$161,835	Urban
1	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 7997	\$126,930	\$161,835	Urban
2	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 8011	\$126,930	\$161,835	Urban
3	Tucson Jewish Community Center	Capital	Tucson JCC Preventative Maintenance for Vehicles, Year 2	\$20,000	\$25,000	Urban
3	Catholic Community Services of Southern Arizona, Inc.	Capital	Maintenance on 5310 Fleet - Existing and Requested	\$60,375	\$75,469	Urban
6	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expanding services for Arcadia Gardens	\$85,987	\$109,634	Urban
7	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expanding Services to DHOH Seniors	\$85,987	\$109,634	Urban
5	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expanding services to disabled youth	\$85,987	\$109,634	Urban
4	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expansion of Medical Respite	\$85,987	\$109,634	Urban
1	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp to replace VIN 39497	\$85,987	\$109,634	Urban
2	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp to replace VIN 50462	\$85,987	\$109,634	Urban
2	Easterseals Blake Foundation	Capital	PAG Maintenance & Repairs, Year 2	\$30,000	\$37,500	Urban

1	Easterseals Blake Foundation	Operating	PAG Operating Funds Year 2	\$50,000	\$100,000	Urban
6	Easterseals Blake Foundation	Vehicle Capital	PAG Group Home 1	\$85,987	\$109,634	Urban
7	Easterseals Blake Foundation	Vehicle Capital	PAG Group Home 4	\$85,987	\$109,634	Urban
5	Easterseals Blake Foundation	Vehicle Capital	PAG Supported Employment/Supported Living Van	\$85,987	\$109,634	Urban
4	Easterseals Blake Foundation	Vehicle Capital	PAG Supported Living	\$85,987	\$109,634	Urban
4	Southern Arizona Association for the Visually Impaired	Capital	#4 Capital Preventative Maintenance	\$10,000	\$12,500	Urban
PAG Total				\$2,500,084	\$2,500,084	

Appendix J.1 – FFY 2025-FFY 2026 FTA SECTION 5310 FORECASTED PROJECTS

FFY 2025 FTA SECTION 5310 FORECASTED PROJECTS (Year 1 Oct 2024 – Sept 2025)						
Agency Project Priority	Subrecipient	Fund Type	Project Title	Federal Request	Total Request	Service Area
1	Pima Association of Governments	Mobility Management	Mobility Manager	\$172,936	\$216,170	Rural/Urban
FFY 2026 FTA SECTION 5310 FORECASTED PROJECTS (Year 2 Oct 2025 – Sept 2026)						
2	Pima Association of Governments	Mobility Management	Mobility Manager	\$179,945	\$224,931	Rural/Urban

Appendix J.2 – FFY 2025-FFY 2026 FTA SECTION 5311 FORECASTED PROJECTS

FFY 2025 FTA SECTION 5311 FORECASTED PROJECTS (Year 1 Oct 2024 – Sept 2025)					
Agency Project Priority	Subrecipient	Project Title	Federal Request	Total Request	Service Area
2	Pima Association of Governments	Administration	\$378,300	\$472,875	Rural
1	Pima Association of Governments	Operating	\$1,479,260	\$2,550,448	Rural
4	Pima Association of Governments	Preventative Maintenance	\$80,000	\$100,000	Rural
3	Pima Association of Governments	Intercity	\$229,819	\$396,240	Rural
FFY 2026 FTA SECTION 5311 FORECASTED PROJECTS (Year 2 Oct 2025 – Sept 2026)					
2	Pima Association of Governments	Administration	\$397,358	\$496,698	Rural
1	Pima Association of Governments	Operating	\$1,542,206	\$2,658,975	Rural
4	Pima Association of Governments	Preventative Maintenance	\$80,000	\$100,000	Rural
3	Pima Association of Governments	Intercity	\$229,819	\$396,240	Rural

Appendix J.3 – FFY 2025 FTA SECTION 5305 PRELIMINARY AWARDS

FFY 2025 FTA SECTION 5305 PRELIMINARY AWARDS (Year 1 Oct 2024 – Sept 2025)					
Agency Project Priority	Subrecipient	Project Title	Federal Request	Total Award	Service Area
1	Pima Association of Governments	Transit Feasibility Study	\$235,750	\$250,000	Urban/Rural

APPENDIX K.

RECOMMENDED REGIONAL PROJECTS TO FUND BY TYPE FOR FY2021 FTA SECTION 5310 GRANT CYCLE

CAPITAL		Recommended FTA Award
Applicant	Project	5310
Beacon Group	Customized Work Program – Landscaping – Raytheon Site - year 1	44,870
Beacon Group	Landscaping Debris - year 1	38,774
Catholic Community Services of Southern Arizona, Inc.	Community Living Program, Arcadia Gardens Van 1 - year 1	68,078
Catholic Community Services of Southern Arizona, Inc.	Community Outreach Program for the Deaf, Day Services Van - year 1	68,078
City of Tucson	Mobility Management – Travel Training Program - year 1	125,000
Easterseals Blake Foundation	Maintenance & Repairs PAG Region Year 1	28,000
Easterseals Blake Foundation	Behavioral Health Program Year 1 - expansion	24,800
Easterseals Blake Foundation	Supported Living 1 Year 1 VN 8764	24,800
Helping Ourselves Pursue Enrichment Incorporated	PAG Preventive Maintenance 2021-2022 - year 1	9,200
Helping Ourselves Pursue Enrichment Incorporated	PAG Mini-Van no Ramp to replace vin 6624 - year 1	24,800
Helping Ourselves Pursue Enrichment Incorporated	PAG Mini-Van no Ramp to replace vin 6662 - year 1	24,800
Southern Arizona Association for the Visually Impaired	#1 Express Van No Lift 12-Passenger - Replacement Vehicle	32,634
Southern Arizona Association for the Visually Impaired	#2 Express Van No Lift 12-Passenger - Replacement Vehicle	41,608
Town of Oro Valley	Vehicle Lift Preventative Maintenance Year 1	6,587
Town of Oro Valley	Vehicle Safety Preventative Maintenance Year 1	19,876
Town of Oro Valley	Tripspark Passenger Portal - year 1	61,047
Tucson Jewish Community Center	Preventative Maintenance for Vehicles - Year 1	4,000
OPERATING		Recommended FTA Award
Applicant	Project	5310
City of Tucson	Operating Funds for Optional ADA Paratransit -year 1	\$144,803
Easterseals Blake Foundation	Operating Funds PAG Region Year 1	\$50,000
Helping Ourselves Pursue Enrichment Incorporated	PAG Operating 2021-2022 - year 1	\$51,714

Appendix L – 5310 Preliminary Awards 2022

Pima Association of Governments

Region	Subrecipient	Fund Type	Project Title	Federal Ratio	Total Award	Federal Award	Serv. Area	TIP ID
PAG	Beacon Group	Vehicle Capital	Pre-Employment Transition Program Cutaway With Lift – 14 Passenger Expansion	85%	\$154,000	\$130,900	Urban	53.16
PAG	Beacon Group	Vehicle Capital	4x4 SUV Expansion Customized Work Program – Custodial	80%	\$54,500	\$43,600	Urban	53.16
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with ramp Community Outreach Program for the Deaf	85%	\$73,700	\$62,645	Urban	13.18
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Cutaway with lift 9 passenger Community Living Program, Casa Damas Van	85%	\$137,500	\$116,875	Urban	13.18
PAG	City of Tucson	CRSSA Operating	CRSSA Operating Funds for Optional ADA Paratransit Yr 2	100%	\$87,175	\$87,175	Urban	56.16
PAG	City of Tucson	Mobility Management	Mobility Management – Travel Training Program YR 2	80%	\$125,000	\$100,000	Urban	33.21
PAG	City of Tucson	Operating	Operating Funds for Optional ADA Paratransit Yr 2	50%	\$125,650	\$62,825	Urban	56.16
PAG	Easterseals Blake Foundation	Capital	Maintenance and Repairs PAG Region Year 2	80%	\$35,000	\$28,000	Urban	51.16
PAG	Easterseals Blake Foundation	CRSSA Operating	CRSSA Operating Funds PAG Region Year 2	100%	\$26,152	\$26,152	Urban	18.2
PAG	Easterseals Blake Foundation	Operating	Operating Funds PAG Region Year 2	50%	\$37,696	\$18,848	Urban	18.2
PAG	Easterseals Blake Foundation	Vehicle Capital	Broadway 1 GH Y2 Maxivan with lift	85%	\$106,700	\$90,695	Rural	17.2
PAG	Easterseals Blake Foundation	Vehicle Capital	GH 3 Y2 Maxivan with Lift	85%	\$106,700	\$90,695	Urban	17.2
PAG	Easterseals Blake Foundation	Vehicle Capital	GH 2 Year 2 Maxivan with lift	85%	\$106,700	\$90,695	Urban	17.2
PAG	Easterseals Blake Foundation	Vehicle Capital	Community Day Program Maxivan With lift Y2	80%	\$0	\$0	Urban	0
PAG	Easterseals Blake Foundation	Vehicle Capital	Minivan With Ramp GH 4 Replacement 2612	85%	\$73,700	\$62,645	Urban	17.2
PAG	Easterseals Blake Foundation	Vehicle Capital	Minivan With Ramp GH 5 Replacement 2622	85%	\$73,700	\$62,645	Urban	17.2
PAG	Easterseals Blake Foundation	Vehicle Capital	Minivan With Ramp GH 6 Replacement 8544	80%	\$0	\$0	Urban	0
PAG	Easterseals Blake Foundation	Vehicle Capital	Minivan With Ramp GH 7 Replacement 2613	80%	\$0	\$0	Urban	0
PAG	Easterseals Blake Foundation	Vehicle Capital	Minivan With Ramp GH8 Replacement 8967	80%	\$0	\$0	Urban	0

PAG	Helping Ourselves Pursue Enrichment Incorporated	Capital	PAG Preventive Maintenance 2022-2023	80%	\$12,900	\$10,320	Urban	11.2
PAG	Helping Ourselves Pursue Enrichment Incorporated	CRSSA Operating	CRSSA PAG Operating 2022-2023	100%	\$31,476	\$31,476	Urban	11.2
PAG	Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating 2022-2023	50%	\$45,370	\$22,685	Urban	11.2
PAG	Pima Association of Governments	Mobility Management	PAG Mobility Manager Year 1	80%	\$205,325	\$164,260	Urban	55.16
PAG	Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance Year 2	80%	\$8,950	\$7,160	Urban	52.16
PAG	Town of Oro Valley	Capital	Vehicle Safety Preventative Maintenance Year 2	80%	\$23,500	\$18,800	Urban	52.16
PAG	Town of Oro Valley	Capital	In-Vehicle Cameras Year 2	80%	\$0	\$0	Urban	0
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 7997	85%	\$154,000	\$130,900	Rural	52.16
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 8011	85%	\$154,000	\$130,900	Rural	52.16
PAG	Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 6977	85%	\$154,000	\$130,900	Rural	52.16
PAG	Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 4228	85%	\$154,000	\$130,900	Rural	52.16
PAG	Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 2437	80%	\$0	\$0	Urban	0
PAG	Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 2438	80%	\$0	\$0	Urban	0
PAG	Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 2435	80%	\$0	\$0	Urban	0
PAG	Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 2436	80%	\$0	\$0	Urban	0
PAG	Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 2434	80%	\$0	\$0	Urban	0
PAG	Tucson Jewish Community Center	Capital	Preventative Maintenance for Vehicles - Year 2	80%	\$5,000	\$4,000	Urban	54.16
PAG	Tucson Jewish Community Center	Vehicle Capital	14 Pass Cutaway with lift VIN 0892 - Year 1	85%	\$154,000	\$130,900	Urban	54.16
PAG Total					\$2,426,394	\$1,987,596		

*5310 Projects which were unfunded in Year 1 were considered for Year 2 award and so are listed here and show whether they were funded in year 2 or not.

*Awards are preliminary until a signed exhibit A and an executed contract are in effect.

*All vehicle awards are subject to manufacturer availability.

Appendix L.1 - 5310 PRELIMINARY AWARDS 2023

Pima Association of Governments								
COG/ MPO Region	Subrecipient	Fund Type	Project Title	Match Ratio	Total Award	Federal Award	Service Area	TIP ID
PAG	Beacon Group	Vehicle Capital	Van No Lift - 12 Passenger Replacement 1926	80%	\$0	\$0	Urban	
PAG	Beacon Group	Vehicle Capital	Van No Lift - 12 Passenger Replacement 8313	80%	\$91,858	\$73,486	Urban	53.16
PAG	Catholic Community Services of Southern Arizona, Inc.	Capital	Maintenance on fleet year 1: Existing and Requested Vehicles	80%	\$0	\$0	Urban	
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Maxivan with lift to replace VIN ending 8660	80%	\$91,858	\$73,486	Urban	13.18
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expanding Services to Medical Respite	80%	\$89,582	\$71,666	Urban	13.18
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expanding Services to new Group Home	80%	\$89,582	\$71,666	Urban	13.18
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expansion to youth with disabilities	80%	\$0	\$0	Urban	
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with ramp Expansion of Services to DHOH seniors/disabled adults	80%	\$0	\$0	Urban	
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp to replace VIN 2358	80%	\$0	\$0	Urban	
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp to replace VIN 9495	80%	\$0	\$0	Urban	
PAG	Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp to replace VIN ending 5424	80%	\$89,582	\$71,666	Urban	13.18
PAG	Easterseals Blake Foundation	Capital	PAG Maintenance & Repairs Year 1	80%	\$37,500	\$30,000	Urban	51.16
PAG	Easterseals Blake Foundation	Operating	PAG Operating Funds Year 1	50%	\$100,000	\$50,000	Urban	17.2
PAG	Easterseals Blake Foundation	Vehicle Capital	PAG Community Day Program expansion	80%	\$91,858	\$73,486	Urban	17.2
PAG	Easterseals Blake Foundation	Vehicle Capital	PAG Group Home 2	80%	\$0	\$0	Urban	
PAG	Easterseals Blake Foundation	Vehicle Capital	PAG Group Home 3	80%	\$0	\$0	Urban	
PAG	Easterseals Blake Foundation	Vehicle Capital	PAG Supported Living Van	80%	\$0	\$0	Urban	
PAG	Easterseals Blake Foundation	Vehicle Capital	PAG Supported Living Van expansion	80%	\$89,582	\$71,666	Urban	17.2
PAG	Helping Ourselves Pursue Enrichment Incorporated	Capital	PAG Preventive Maintenance 2023-2024	80%	\$20,748	\$16,598	Urban	11.2
PAG	Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating 2023-2024	50%	\$180,000	\$90,000	Urban	11.2
PAG	Helping Ourselves Pursue Enrichment Incorporated	Vehicle Capital	PAG Vehicles request minivan to replace Vin 6215	80%	\$0	\$0	Urban	
PAG	Marana Health Center, Inc.	Capital	Maintenance on vehicles	80%	\$12,000	\$9,600	Rural	8.2
PAG	Marana Health Center, Inc.	Operating	Transportation Salaries, Fuel and Insurance and Registration	50%	\$0	\$0	Rural	
PAG	Marana Health Center, Inc.	Vehicle Capital	Minivan with ramp to expand fleet	80%	\$0	\$0	Rural	
PAG	Marana Health Center, Inc.	Vehicle Capital	Minivan with ramp to replace VIN 5175	80%	\$89,582	\$71,666	Rural	8.2
PAG	Pima Association of Governments	Mobility Management	Mobility Management 2nd year	80%	\$210,481	\$168,385	Urban	55.16
PAG	Southern Arizona	Capital	# 3 Capital Preventative	80%	\$12,500	\$10,000	Urban	12.2

	Association for the Visually Impaired		Maintenance					
PAG	Southern Arizona Association for the Visually Impaired	Vehicle Capital	# 1 12 Passenger - Maxivan No Lift - Replacement Vehicle 5175	80%	\$91,858	\$73,486	Urban	12.2
PAG	Southern Arizona Association for the Visually Impaired	Vehicle Capital	#2 12 Passenger - Maxivan No Lift - Replacement Vehicle	80%	\$0	\$0	Urban	
PAG	Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	Cutaway with Lift to replace VIN#2713	80%	\$132,218	\$105,774	Rural	29.23
PAG	Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	E350 Super Duty to replace VIN#2551	80%	\$91,858	\$73,486	Rural	29.23
PAG	Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	Econoline 250 to replace VIN# 1FTNS4L46DB03844	80%	\$0	\$0	Rural	
PAG	Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	Econoline250 to replace VIN# 1FTNE24WO4HB27324	80%	\$0	\$0	Rural	
PAG	Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	Minivan With Ramp Expansion	80%	\$0	\$0	Rural	
PAG	Town of Oro Valley	Capital	In Vehicle Cameras for Vehicles Awarded in 2021.2022 Grant	80%	\$11,250	\$9,000	Urban	52.16
PAG	Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance, Year 1	80%	\$9,500	\$7,600	Urban	52.16
PAG	Town of Oro Valley	Capital	Vehicle Safety Preventative Maintenance, Year 1	80%	\$17,000	\$13,600	Urban	52.16
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Expand Fleet	80%	\$132,218	\$105,774	Urban	52.16
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Expand Fleet	80%	\$132,218	\$105,774	Urban	52.16
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2228	80%	\$0	\$0	Urban	
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2229	80%	\$0	\$0	Urban	
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2230	80%	\$0	\$0	Urban	
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 4228	80%	\$0	\$0	Urban	
PAG	Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 6977	80%	\$0	\$0	Urban	
PAG	Tucson Jewish Community Center	Capital	Tucson JCC Preventative Maintenance for Vehicles Year 1	80%	\$18,750	\$15,000	Urban	54.16
PAG	Tucson Jewish Community Center	Vehicle Capital	Tucson JCC Vehicle Request - Replacement VIN 5843	80%	\$132,218	\$105,774	Urban	54.16
PAG Total					\$2,065,801	\$1,568,639		

*5310 Projects which were unfunded in Year 1 will be considered for Year 2 award.

*Awards are preliminary until a signed exhibit A and an executed contract are in effect.

*All vehicle awards are subject to manufacturer availability.

Appendix M. 5310 Human Services Providers and Related Agency 2021 Survey

Question Number	Question	Possible Answers
1	What is the name of your organization?	<i>Name of Organization</i>
2	When thinking about your organization's programs/services in the PAG region, what percentage of your programs primarily focus on	
		those considered elderly 65+
		those considered ADA eligible in Pima County
		those considered youth and children (under 18) with a disability
		those considered both elderly 65+ and disabled
		adults with a disability
3	What geographic area (rural or urban) do the following programs/services operate within? (Enter N/A if not applicable)	
		employment
		day programs
		medical, dental, pharmacy
		behavioral health
		resources and support
		afterschool programs
		summer camps
		public transportation
		job development/vocational training
4	Are any of your programs limited by geographic location (urban or rural) due to access to transportation? If yes, please explain in the "comments for context" line.	
		yes
		no
		comments for context:
5	Based on the transportation services you provide in the PAG region, what percentage of your trips are related to the following primary trip purposes? (N/A if not applicable)	
		Dialysis
		Pharmacy
		Medical Appointments

		Mental Health Appointments
		Grocery
		Employment Centers
		Food bank
		Job Development/ Vocational Training (off-site only)
		Recreational
		Social Activities
		Worship Services
6	Based on the transportation services you provide in the PAG region, what percentage of your trips are related to the following secondary trip purposes? (Enter N/A if not applicable.)	
		Dialysis
		Pharmacy
		Medical Appointments
		Mental Health Appointments
		Grocery
		Employment Centers
		Food bank
		Job Development/ Vocational Training (off-site only)
		Recreational
		Social Activities
		Worship Services
7	For each of the following trip types, please provide the most common trip destination. Please reference nearest cross streets in the "comments for context" column. (Example for Pharmacy: CVS on Ina and Thornydale)? (Enter N/A if not applicable.)	
		Dialysis
		Pharmacy
		Medical Appointments
		Mental Health Appointments
		Grocery
		Employment Centers
		Food bank
		Recreational
		Social Activities
		Worship Services

8	What percent of your programs offer client-based transportation services to the following populations in Pima County?	
		elderly population 65+
		disabled and elderly (65+)
		disabled adults
		disabled youth/children (under 18)
9	Of the following rider groups, which have the potential to be a good fit for your organization as a non-client rider?	
		elderly
		disabled developmental - youth only
		disabled physical - youth only
		mental health related disability/ PTSD - adult only
		Autism/ ASD - youth only
		elderly with dementia
		Autism/ ASD - adult only
		mental health related disability - youth only
		disabled physical - adult only
		developmental disability - adult only
		veterans 65 and over
		veterans disabled -physical
		veterans disabled - mental health - PTSD
		other
		none of the above
10	Which of the following methods or platforms to communicate with clients and/or their advocates regarding transportation options/services are you currently using?	
		social media
		mailers
		meetings with advocates or client
		email
		phone calls
		other
		none of the above

11	What materials regarding transportation options are currently provided to clients and/or advocates?	
		brochures: options, schedules, routes.
		pricing information
		service area maps
		requirements/restrictions/eligibility
		other
		none of the above
12a	Do you educate or offer training to individuals on what options are available to help them gain access to your services (options may include transportation)? If yes, please complete 12b.	
		Yes. We have a training program in place regarding this.
		Not currently. However, we are working on developing training initiatives.
		Not currently. We could definitely benefit from support in this area.
12b	What types of training do you currently provide regarding access to services?	
		how to become a client
		how to schedule an appointment
		how to find/secure public or private transportation
		other: please describe
		N/A: training of this type is not offered.
13	Would your agency be interested in receiving help creating materials for transportation services in the PAG region? Who would benefit from the materials?	
		Yes, for our clients.
		Yes, for our clients' advocates, caretakers, family members, direct support members.
		Yes, for other audiences.
		Not at this time.
14	In your current fleet for the PAG region, how many of the vehicles are equipped with a ramp? (Please include recently awarded or privately purchased vehicles)	

15	In your current fleet for the PAG region, how many of the vehicles are equipped with a lift? (Please include recently awarded or privately purchased vehicles)	
16	Regarding lift maintenance, what would best serve your organization?	
		prefer to have our own mechanics certified to repair our own organization's vehicles with lifts.
		prefer to have our organization be certified to repair our own organization's vehicles with lifts as well as those of other organizations.
		prefer to coordinate with another 5310 organization for lift repair
		prefer to have more options locally for lift repair
		prefer to have someone come to our location to perform lift preventive maintenance or repair
		Other
17	Regarding your drivers.....	
		How many drivers do you have assigned to 5310 related programs/services in the PAG Region?
		How many of those assigned to 5310 related programs/services in the PAG region are PASS certified?
		How many are certified to teach PASS Training?
18	Related to optional or best practice training for your drivers, which of the following types do you typically offer?	
		Defensive Driving
		Driver Assessment
		Accident Prevention
		Other
		No optional training offered.
19	Which of the following practices do you have in place for safety/incident prevention?	
		accident prevention or defensive driver training

		fleet policy
		cameras
		drug testing
		health screenings
		MVD records (accidents, tickets, (work/personal)
		Other
20	For calculating vehicle utilization, which of the following criteria do you currently use?	
		mileage
		trips/ hours logged
		passengers per trip
		passengers relative to capacity. (COVID-19 considerations and pre-COVID-19 conditions)
		other
21	Which of the following costs/expenses do you currently track regarding transportation costs for 5310 related programs?	
		fuel
		maintenance - preventative
		maintenance - unplanned, i.e., mechanical failure
		lift maintenance
		repeat mechanical issues (ex: transmission issues)
		vehicle downtime (due to repairs or maintenance)
		maintenance scheduling (time, software)
		trip scheduling (time, software)
		driver training/ certifications/ conferences
		accidents/incidents
		driver salaries and benefits
		general parts: tires, windshield wipers, headlights, air filters, etc.
22	Which of the following metrics do you use to determine vehicle replacement?	
		maintenance costs
		capacity (needs based driven)

		age and mileage (5310 useful life guidelines)
		overall condition/ safety
		other
23	What tool or approach do you use to track any of the transportation costs referenced in question #21?	
		excel
		general accounting software
		receipts
		other
24	If asked to run a report to calculate or show your transportation costs, how many hours would it take using the tools you currently have available?	
		1-3 hours
		3-5 hours
		5-7 hours
		8 or more hours
25	Of the following, what have been the (Top 5) most significant changes to your day-to-day operations due to COVID-19? Please rank 1-5. Assign a rank of "1" for the item representing the most significant change.	
		wheelchair securement practices
		health-checks/screening
		PPE (Personal Protection Equipment)
		ADA (Direct Support and/or Peer Support guidelines)
		driver/passenger training
		workplace hygiene and illness prevention
		passenger(s) per trip
		service hours
		service days
		staffing availability (reduced hours of availability)
		staffing shortages (temporary or long-term)
26	Regarding systems or methodology, please describe the system/ methodology you currently use for each.....	
		Scheduling trips
		Planning/Designing Routes

		Determining your service area
27	What type of reports would add the most value to your organization? <i>Reports could be used for general reporting purposes, forecasting budgets, managing financial resources/assets, planning for 5310 grant cycles and other funding sources and strengthening grant applications.</i>	
		Fleet forecasting (M&R, depreciation, residual value, replacement year)
		Vehicle utilization (percent in service, occupancy rates, trip counts)
		Fleet Management costs (general maintenance & preventative, operational costs relative to service hours)
		Driver Training/certifications
		Quarterly Reports for ADOT
		Vehicle Disposal /Transfer Request Tracking

Appendix N: Participating 5310 Transportation Provider Profiles

CITY OF TUCSON/SUN VAN

Sun Van's mission: To Work Together to Improve the Community's Quality of Life by Providing Safe, Efficient, and Reliable Customer-Focused Public Transportation.

Sun Van is the complementary Americans with Disabilities Act (ADA) paratransit service for Sun Tran serving the Pima Association of Governments (PAG) region. In 2019, Sun Van provided half a million passenger trips to those who do not have the functional ability to ride Sun Tran. In addition to ADA-mandated paratransit trips, Sun Van provides "optional" Americans with Disability Act (ADA) paratransit trips that exceed the service levels defined under the ADA.

OVERVIEW

Agency Overview

The City of Tucson (COT), via Sun Van, is the largest provider of ADA complementary and optional ADA paratransit trips in the PAG region. Sun Van does not prioritize trip requests by trip purpose, and riders may schedule as many trips per day as they would like, comparable to taking a fixed-route bus. For many individuals eligible for paratransit services, Sun Van's service is a lifeline that provides trips to and from medical appointments, shopping, and social services agencies.

Additionally, the optional ADA services provided by Sun Van afford ADA paratransit eligible riders the ability to request and take trips outside of the ADA-mandated regulations (expanded service area and expanded service hours).

PROGRAMS/SERVICES

Overview of Services and/or Policies

Sun Van service meets the standards set under the ADA to provide service to and from points within 3/4 of a mile along each Sun Tran fixed route, excluding express routes, during the days and times that Sun Tran operates for those individuals who, because of their disability, are unable to ride Sun Tran.

In addition to the ADA-required 3/4 of a mile service area, Sun Van also provides an optional ADA service providing expanded operating hours and service area beyond what is required under the ADA.

Personal Care Attendants:

A Personal Care Attendant (PCA) may travel with the rider if authorized by the ADA Paratransit Eligibility Office ahead of time. A PCA rides at no charge but must have the same origin and destination as the qualified rider.

Companions:

A companion, such as a friend or family member with the same ride origin and destination, is allowed to ride but a reservation is required. More than one companion can ride if space is available. A companion pays the same fare as the rider who booked the Sun Van trip. Children five or younger ride for free.

Mobility Devices:

Sun Van can transport all mobility devices regardless of size or weight if the lift and vehicle can physically accommodate them. The driver will fasten the mobility device in the securement bay. Drivers cannot

	<p>operate a mobility device on or off the lift or into position for securement.</p> <p>Service Animals: Service animals are welcome on Sun Van with their handlers. A service animal is a guide or service animal as defined by law, including a service animal in training, that has been specially trained to assist persons with disabilities. Please keep your service animal under control so it does not become injured or pose a threat to other riders. Pets other than service animals must be in carriers. The rider, PCA or companion is responsible for transporting the carrier.</p> <p>Bags: Sun Van allows up to four bags or packages per rider. The driver is not allowed to carry items into homes. A trip can be refused if a rider has more than four bags or if any individual bag or package weighs more than 40 pounds.</p> <p>Requests for Reasonable Modification: Per the Americans with Disabilities Act, regional transit providers who receive federal financial assistance are committed to respond to requests for reasonable modifications of their policies, practices or procedures.</p> <p>Cancellations and No-Shows: If a rider does not cancel their trip at least two hours in advance, a no-show will be recorded. No-shows for reasons beyond a customer's control or due to Sun Van error will not be counted against a rider.</p> <p>Title VI: The City of Tucson and Sun Van are committed to providing non-discriminatory service. Sun Van operates the program without regard to race, color and national origin.</p> <p>For more information on Title VI & ADA visit: https://www.suntran.com/titlevi-ada/</p>
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TRANSPORTATION SERVICES	
Sun Van: How to Ride Guide	https://www.suntran.com/wp-content/uploads/2021/09/SUN-VAN-6-panel-english-WEB.pdf
	<p>ADA Service: This is the paratransit service required by the ADA. Service is provided within 3/4-mile of Sun Tran regular routes, Sun Link streetcar route, and Sun Shuttle Route 450 in southeast Tucson.</p> <p>Optional Service Sun Van's optional service goes above and beyond what is required by the ADA. Trips beyond the 3/4-mile limit, outside the hours of operation for fixed-route services, same day requests and will-call scheduling will be booked as an optional service ride.</p>

	Hours of Operation: Sun Van offers rides during times that reflect the nearest fixed-route schedule. Generally, these could fall between 4:30 a.m. and midnight, with some exceptions. *Sun Van rides take no more than 10% longer than a similar trip on Sun Tran, Sun Link or Sun Shuttle Route 450.
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CONTACT INFORMATION

Sun Van phone number	(520) 798-1000 (520) 884-5100 TDD
City of Tucson, ADA Paratransit Eligibility Office phone number	(520) 791-5409 City of Tucson Eligibility Office TDD: (520) 891-2639
City of Tucson ADA Paratransit Eligibility Office	https://www.tucsonaz.gov/transit/ada-paratransit-eligibility-office
City of Tucson ADA Paratransit Eligibility Office Address	149 N. Stone Ave., 2 nd Floor
Reservations phone number	(520) 798-1000 TDD (520) 884-5100 Reservations are accepted by phone one to seven days in advance. Reservations can be made 7 days a week from 7 AM to 4 PM.
Sun Tran/ Sun Van website	https://www.suntran.com/routes-services/sunvan/
Sun Tran Customer Service phone number	(520) 792-9222 TDD (520) 628-1565
Special Services Phone Number	(520) 791-4100 TDD (520) 791-2639
Special Services Address	35 W. Alameda St., Tucson 85701

RIDER ELIGIBILITY

	All Sun Van clientele must be qualified by the City of Tucson's ADA Paratransit Eligibility Office (Office) as being functionally unable to ride the city's fixed-route bus system. Functional inability to ride the fixed-route bus system can be a single disability or multiple disabilities. However, per the ADA, the client must have at least one disability that prevents them from riding the fixed-route bus system. The applicant's evaluation includes assessing any cognitive and/or physical disabilities that the applicant mentions on his/her application. The office follows up with the physician(s) familiar with the applicant's disability. Also, the office may send the applicant to a third-party testing contractor to evaluate cognitive, physical, and/or orientation & mobility tests for a more comprehensive evaluation.
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UNITED COMMUNITY HEALTH CENTER (UCHC)

United Community Health Center (UCHC) – Maria Auxiliadora Inc. We deliver quality care that is accessible, comprehensive, innovative, compassionate and culturally sensitive in an atmosphere of trust and respect. UCHC transports patients that are disabled, don't have the means to travel and rural patients with no form of transportation to and from doctor's appointments.

OVERVIEW

Agency Overview

United Community Health Center (UCHC), a federally qualified health center (FQHC), is a medical home that provides primary and preventive health care to the population of southern Arizona and is open to all regardless of their ability to pay. Currently, 11 community health centers are under the umbrella of UCHC, collectively providing care to more than 14,132 patients and filling the critical gaps in health care serving the working poor, the uninsured, the medically underserved and many high-risk and vulnerable populations.

PROGRAMS/SERVICES

Programs or Services Provided

United Community Health Center's focus is to provide comprehensive primary healthcare services. We offer some specialty service in the areas of pediatrics, dental services for children and behavioral health. When a patient needs a specialist, referrals to qualified provider organizations are made.

TRANSPORTATION SERVICES

UCHC transports patients five days a week and have all our clinics on a schedule for each day of the week to be able to pre-plan trips for each month. UCHC serves the rural areas of Pima County.

United Community Health Center is pleased to offer door-to-door transportation services to and from your UCHC medical appointments at no charge.

Rides can be requested at the time of appointment scheduling at UCHC. Cancellations should be made at least 24 hours prior to the scheduled trip. ADA accommodations with a wheelchair lift are available.

CONTACT INFORMATION

Phone numbers

- Administrative Offices: (520) 407-5600
- Amado: (520) 507-5510

	<ul style="list-style-type: none"> • Arivaca: (520) 407-5500 • Continental Family Medical Center: (520) 407-5900 • Freeport: (520) 407-5400 • Green Valley Hospital Campus: (520) 407-5910 • La Canada Pediatrics: (520) 407-5800 • Sahuarita Heights: (520) 576-5770 • Three Points: (520) 407-5700 • Vail: (520) 762-5200 • Same Day Acute Care: (520) 407-5900 • Dental: (520) 407-5617 • Santa Cruz Valley Regional Hospital: (520) 407-5910 • Posada Health provided by UCHC: (520) 648-8900
Patient Advocate email	patientadvocate@uchcaz.org
Patient Advocate phone	(520) 407-5970
Website	https://uchcaz.org/
Address, linked to a map	

RIDER ELIGIBILITY

	Riders must have a scheduled appointment at any of the UCHC clinics in Pima County and be disabled, have no other means to travel, or live in rural areas with no form of transportation to and from appointments.
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EASTERSEALS BLAKE FOUNDATION

The mission of Easterseals Blake Foundation is to enable each individual served to discover and meet his or her maximum potential for independence, productive living and developmental growth. We provide opportunities, support and services to children and adults with disabilities and their families, with compassion and respect for them as valued members of their communities, involved and participating based on their own choices. Easterseals Blake Foundation provides services for individuals of all ages.

OVERVIEW

Agency Overview

Blake Foundation is a 501(c)3 social services provider that serves infants, toddlers, children, youth, adults and families with an array of educational, therapeutic, vocational, transportation, residential, prevention and intervention services across 10 southern Arizona counties. Easterseals Blake Foundation provides many programs that promote inclusion and serve individuals of all abilities. We are dedicated to a vision of southern Arizona where all people live healthy, productive and independent lives.

EBF is governed by an elected board of directors and CEO who meet monthly and has a history of providing innovative community services which enrich the lives of the individuals supported, working closely in conjunction with the Division of Developmental Disabilities, Rehabilitation Services Administration, Behavioral Health Provider Agencies and the Arizona State Department of Behavioral Health.

PROGRAMS/SERVICES

Easterseals Blake Foundation provides the following lines of service:

- Blake Employment and Community Services provides: community day services, residential supports, respite, for caregivers and military families, supported employment, senior services and transportation services in addition to autism (ADS) services & group homes; Blake Behavioral health services provides: outpatient care coordination, therapy for infants, children, families and adults, psychiatric and medication services, therapeutic residential treatment for youth and adults, semi-independent living for adults with SMI and family reunification therapy and support.
- Blake Children and Family Services provides family support and education, including preservation and reunification, inclusive early childhood education, and professional development for childcare professionals. Inclusive early childcare centers and parent education groups.
- EBF Transportation Program provides transportation services for individuals who are elderly or individuals with a wide range of disabilities - physical, emotional, intellectual, social and educational.

TRANSPORTATION SERVICES

Easterseals Blake Foundation provides transportation for individuals of all ages with physical and intellectual disabilities. This service enables those needing accessible door-through-door transportation to maintain consistent access to: community services, day programs, employment, medical and service appointments, education, recreational activities, and social engagements. Additionally, EBF provides transportation to elderly and low-income individuals who require accessible transportation. Our Transportation Program provides appropriate transportation to access an individual's community. All services are provided in a safe and appropriate manner. In Pima County, Easterseals Blake Foundation provides transportation services throughout the greater Tucson areas including Vail, Sahuarita, Corona de Tucson, Oro Valley & Marana.

CONTACT INFORMATION

Phone number	(520) 622-3933 Blake Employment & Community Living
Address	7750 E. Broadway Blvd., Tucson AZ 85710
Phone Number	(520) 327-1529 Transportation Services
Website	<p>Residential Services: https://www.easterseals.com/blakefoundation/our-programs/adult-services/residential-services.html</p> <p>Transportation Services: https://www.easterseals.com/blakefoundation/our-programs/adult-services/transportation-services.html</p> <p>Family Support Programs: https://www.easterseals.com/blakefoundation/our-programs/childrens-services/family-support-programs.html</p>

RIDER ELIGIBILITY

EBF provides transportation for individuals of all ages including seniors and individuals with a wide range of disabilities - physical, emotional, intellectual, social, and educational. Members/riders supported in various EBF programs - community day programs, community living programs, employment programs, Behavioral Health Services, and group homes are eligible for transportation. Riders are not required to be members of EBF. Additional rider eligibility includes low-income seniors, veterans, individuals with physical, intellectual, and emotional disabilities. Individuals living in areas where there is no public transportation can ride whenever there is an open seat. EBF coordinates with the Department of Disabilities, SEAGO, PAG, other social service agencies, and local community organizations to provide transportation.

PROJECT AMOR

Project AMOR currently serves families and children enrolled with the Department of Child Safety (DCS) and the Division of Developmental Disabilities (DDD). Project AMOR supports families with children in care including children with special needs.

OVERVIEW

Agency Overview

Project AMOR is a nonprofit, 501(c)3 organization that works with parents and families of children in care including children with special needs. Project AMOR supports children's growth, development and learning and encourages all families to socialize and interact with other parents, families and children within the community to facilitate sharing, learning and socialization.

MISSION: To provide a safe and supportive environment that fosters the development of infants, toddlers and children while assisting and supporting the family in their home and in the community.

PROGRAMS/SERVICES

Services you provide

Respite services: to provide short-term care to children eligible for supports and services through the Division of Developmental Disabilities. This service is intended to relieve family members by providing coverage/care when needed. Hours vary and can be coordinated with Project AMOR's Program Coordinator. Services are often provided in the home but can also be provided in one of our locations and/or in the community. Our services are mainly provided to members from birth to 21 years old.

Habilitation Services: learning opportunities for members/children to develop skills and independence in socializing, communicating, and understanding of health and safety skills and is intended to maximize members/children's potential to be independent and successful within their home and/or in the community. This service is for members/children eligible through the Division of Developmental Disabilities. Hours vary and are typically based around different routines in the home and/or in the community and can be coordinated with Project AMOR's Program Coordinator. Our services are mainly provided to members from birth to 21 years old.

Project AMOR Summer/ Seasonal Programs: Project AMOR has two sites in Tucson; one on the eastside and one on the southside. However, both sites join together on a daily basis in which they go on community outings, eat lunch, go swimming, run through sprinklers, do group art projects, etc. Our age

range is typically between 6 and 15 years old, and our program focuses on continued teaching and continued learning and typically focuses on communication and socialization skills in which members participate in community outings and a variety of other group activities which might include singing, reading, dancing, playing, sports, and arts and craft activities.

*Please note that Project AMOR's Summer Program does offer limited transportation services to and from the program for members authorized for Transportation Services and transportation to and from community outings is often offered during Summer Program Service hours with no additional costs.

OTHER SEASONAL PROGRAMS

Throughout the year, Project AMOR runs other programs while children are out of school which would include but not be limited to spring break, fall break and winter break. These programs usually only last one to two weeks and are somewhat mini versions of our summer program because we still encourage continued teaching and continued learning, primarily focusing on communication and socialization skills.

After-school program: typically offered "after school" Mondays through Fridays when schools are in session. Our after-school program intends to provide skill development in various developmental areas by tying in interactive activities aimed at improving the following skills: gross and fine motor, cognitive, social-emotional, sensory, communication, social interaction and behavioral. After school program routines would include but not be limited to playing with other children, snack time, story time, singing, arts and crafts, water play and homework support.

Attendant Care Services: specific for each member and are often specialized services and/or supervision services. Specialized services would include but not be limited to the following: Assisting member with eating/feeding, bathing, grooming, dressing, toileting, mobility. Specialized services could also entail basic housekeeping services for members that would include but not be limited to preparing meals, ensuring members follow specific diets, cleaning member's room/house, assisting with laundry, shopping and medication administration. Attendant Care service hours vary and can be coordinated with Project AMOR's Program Coordinator. Services are often provided in the home and to members from birth to 21 years old.

Supervised Visitation Services: Project AMOR works with the Department of Child Safety and facilitates visits between parents and their children to support the reunification process for families. Project AMOR Case Aides typically pick up children who are in "out of home" care and take them to a variety of visitation locations to spend time with their families. Some of Project Supervised Visitation Services:

	AMOR visitation locations may include but not be limited to one of Project AMOR's locations, parent's homes, and even places in the community. Some community locations might include but not be limited to parks, the zoo, the children's museum, the mall and Peter Piper Pizza. Project AMOR facilitates between 2,000 and 3,000 family visits annually and their main priority is to ensure positive experiences with all family members in hopes of contributing to a positive outcome for everyone.
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TRANSPORTATION SERVICES

	Project AMORs offers limited transportation services to and from its afterschool, summer and seasonal programs and often provides services to members at no additional cost. For all other programs, transportation services are not always included and may entail additional costs.
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CONTACT INFORMATION

Phone number	(520) 573-2927 Office 1-(800)-4548 On-Call
Email	projectamor@projectamor.org
Website	https://www.projectamor.org/
Address, linked to a map	AMOR East 710 S. Kolb Road Rooms 23 & 24 Tucson, AZ 85710 AMOR South 4130 South 5 th Ave. Tucson, AZ 85714

RIDER ELIGIBILITY

	Transportation services vary by program and are not always included. Transportation services may entail additional costs. For eligibility for transportation services, riders must contact Project AMOR to be considered due to strict requirements surrounding its members, and transportation services for persons not enrolled with Project AMOR will include additional costs.
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MHC Healthcare

MHC Healthcare is an innovative, patient-focused organization dedicated to providing quality healthcare to individuals of all ages regardless of insurance status or the ability to pay. At MHC, our healthcare professionals strive to provide quality, coordinated services for you and your family. We are available to you for scheduling future appointments or same-day health care during business hours, and to provide you with on-call medical providers after hours.

OVERVIEW

Agency Overview

MHC Healthcare is the oldest community health center, providing continuous health care since its incorporation in 1957. MHC began by providing medical care to migratory farm workers and other locals in Marana.

By 1964, we had the funds to build a clinic specifically for MHC Healthcare and doubled our staff. We then established our sliding fee scale, making it possible to deliver healthcare to a wider population, especially low income and medically underserved patients.

In 1972, Marana was declared a Critical Health Manpower Shortage area and MHC signed an agreement with the National Health Services Corps to provide healthcare for workers in our entire community. Just three years later in 1975, the University of Arizona Department of Family and Community Medicine awarded MHC Healthcare the Hill-Burton Grant, allowing us to substantially enlarge our clinic building. That was our main clinic for 36 years, until we moved into our current Marana Main Health Center in 2011.

MHC Healthcare has grown to a network of 17 Health Centers, employs over 500 staff, and serves over 50,000 patients. Our commitment and dedication to removing barriers toward healthcare services has allowed us to achieve and grow. We will be your healthcare provider for years to come.

PROGRAMS/SERVICES

Services you provide

- Counseling and Wellness
- Dental Care
- Family Practice
- Integrative Pediatrics
- Internal Medicine
- Laboratory and Radiology
- Outreach
- Pediatrics

	<ul style="list-style-type: none"> • Pharmacy Services • Quick and Urgent Care • WIC Program • Women's Health
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TRANSPORTATION SERVICES

<p>To schedule a ride, call : Marana Main Health Center (520) 682-4111 Between the hours of 8 a.m. and 5 p.m. Monday through Friday.</p>	<p>MHC Healthcare offers transportation services to Arizona Complete Health and Banner University Family Care clients. If these clients don't have other means of transportation (utilizing friends, family etc.). Public transportation would be considered. If clients cannot use public transportation due to health, emotional or other issues, then MHC Transportation can be requested for transport to their healthcare appointments.</p> <p>For behavioral health clients, a transportation assessment must be filled out by their recovery coach and, once that is approved, rides can be scheduled 96 hours in advance. Rides need to be scheduled with the client's recovery coach for behavioral health appointments. Recovery coaches will also help a client schedule transportation if the client has another insurance provider MHC does not accept.</p> <p>Both behavioral health and medical clients must live within 15 miles one way from the MHC Main campus. The earliest pickup time to MHC would be 9 a.m. The latest take home time from MHC would be 3 p.m.</p> <p>For medical appointments, clients need to call central scheduling at (520) 682-4111 between the hours of 8 a.m. and 5 p.m., Monday through Friday where a Decision Tree must be completed to ensure clients are eligible for MHC transportation.</p> <p>For changes or cancellation of transportation, please contact MHC at least 24 hours from scheduled appointment time if possible and no later than 1 hour before a scheduled appointment.</p>
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CONTACT INFORMATION

Phone number	(520) 682-4111
Website	https://mhchealthcare.org/
Address, linked to a map	13395 N. Marana Main St. Marana, AZ 85653

RIDER ELIGIBILITY

To determine if you are eligible for MHC transportation to or from your healthcare appointments, or if you are enrolled in Behavioral Health Services, please contact your Recovery Coach. For all other Medical Services, please call (520) 682-4111. Some of the information MHC will need includes:

- Name
- Address
- Telephone Number
- Date, Time, and location of the MHC Healthcare appointment
- What mobility aides are used, such as walker, cane, scooter, or wheelchair
- If a wheelchair lift is needed
- If the individual will travel with oxygen
- Who, if anyone, will be accompanying the patient to their healthcare appointment

BEACON GROUP

Beacon Group provides a variety of employment-related programs as well as the education and socialization necessary for their clients to lead meaningful, productive lives. Beacon Group enterprises offer local businesses high-quality, sub-contract services such as custodial and landscaping, contract manufacturing and packaging, cable assembly, fleet and facility services, paint recycling and confidential document shredding, among others.

OVERVIEW

Agency Overview

- Employment-related Trial Work Experience
- Transition to Employment
- Pre-Employment Transition Services
- Work Adjustment Training
- Center-Based Employment
- Group Supported Employment
- Individual Supported Employment
- Career Preparation
- Readiness Training
- Job Development
- Placement Services
- Adult Day Treatment and Training Services

Beacon Group is a community rehabilitation program that was originally established in 1952. Our mission is to create opportunities for people with disabilities. Our business philosophy is embodied within our vision and values described below: To be a national rehabilitation service leader in a society where people with disabilities live meaningful and fulfilling lives, accomplished by:

- Achieving EXCELLENCE in everything we do
- Promoting Growth and INNOVATION
- Encouraging ENGAGEMENT and employment CHOICES
- Demonstrating ACCOUNTABILITY and SUSTAINABILITY

Beacon Group provides both employment-related Trial Work Experience, Transition to Employment, Pre-Employment Transition Services, Work Adjustment Training, Center-Based Employment, Group Supported Employment, Individual Supported Employment, Career Preparation, and Readiness Training, and Job Development and Placement Services and Adult Day Treatment and Training Services.

These programs and services are provided to people with a wide variety of disabilities including physical disabilities, intellectual and other developmental disabilities, psychiatric disabilities, learning disabilities, deafness/hard of hearing, blindness/visual impairments, traumatic brain injuries, and substance users.

The largest percentage of individuals served by Beacon Group has a developmental disability which includes intellectual disability, cerebral palsy, epilepsy and autism. In addition, approximately 7% of the individuals with disabilities served daily by Beacon Group are also seniors.

PROGRAMS/SERVICES

- Beacon Works Job Placement
- Center-based employment
- Day Treatment for Adults (DTA)
- Skills Training
- Supported Employment (Individual/ Group)
- Ticket to Work
- Transition Services
- Warehouse Jobs

PROGRAM-BASED TRANSPORTATION SERVICES

Employment-related programs, services: Monday through Friday, 8 a.m. to 3 p.m. *

*Exceptions include worksites in Nogales, Benson and various custodial crews working at community worksites between 4 p.m. and midnight.

Adult Day Treatment and Training Programs: Monday through Friday, 8 a.m. to 3 p.m.

Beacon Group's transportation program is completely internally agency-based. It specifically serves the special needs of a transit-based dependent population beyond what is available through public transportation services, where public transportation is insufficient or unavailable, and by providing a viable alternative to public transportation.

Within Beacon Group's employment-related programs, services are typically provided between the hours of 8 a.m. and 3 p.m., Monday through Friday. Within the Tucson metropolitan area, transportation services are provided to and from the Beacon Group facility, or each individual's home, to over 40 community-based worksites during those hours of operation. There are a few exceptions, however, and those would include our worksites in Nogales, Benson, and various custodial crews that work at community worksites between the hours of 4:00 pm and midnight. In addition, we provide transition services (Transition to Employment, Career Preparation and Readiness Training, and Pre-Employment Transition Services) to and from a variety of career exploration activities as individuals determine whether they would like to transition to integrated, competitive employment. Furthermore, in our Adult Day Treatment and Training programs, through which we provide social and recreational services and community integration services, typical hours of operations are also from 8:00 a.m. to 3:00 p.m., Monday through Friday.

CONTACT INFORMATION

Phone number	(520) 622-4874
Email	
Website	https://www.beacongroun.org/
Address, linked to a map	308 W. Glenn St., Tucson, AZ 85705

RIDER ELIGIBILITY

The transportation services provided are only available to Beacon Group clients referred to us from one or more of the following referral sources: the Division of Developmental Disabilities, the Rehabilitation Services Administration, Vocational Rehabilitation, Arizona Complete Health, Mercy Care and UofA Banner Health. To be eligible for Beacon Group transportation services, the clients need to meet the eligibility criteria for Beacon Group services in general; as well as be eligible for the specific service(s) which they will be receiving.

CATHOLIC COMMUNITY SERVICES

Clients, staff, volunteers, donors: We are from many backgrounds and walks of life, but we are all part of the Catholic Community Services of southern Arizona family. Together, our work touches lives, every day, in great and small ways. While our services are many, one thread binds our work together: We help children, families and individuals live with independence and dignity.

OVERVIEW

Agency Overview

Catholic Community Services serves all adults, including seniors in the residential settings. Program settings include group homes, apartment settings and services to people living in their own homes. All are community based and integrated into regular neighborhoods. COPD provides services primarily to people who are Deaf, Hard of Hearing and Deaf/Blind, with an expansion into services for people with developmental disabilities. Transportation services support people who are participating in COPD's day services, providing them with daily integration into the community, as required by the State of Arizona. These individuals often have accompanying disabilities as well, such as medical, emotional and mental health related diagnoses. Direct Service Professionals (DSPs) assist the persons with disabilities with access to the community, going to volunteer opportunities, shopping, educational, vocational and social outings.

PROGRAMS/SERVICES

Community Living Program Community Outreach Program for the Deaf

The Community Living Program provides residential supports and services to individuals with developmental disabilities throughout the community of Tucson. Residential settings include small group homes, apartments and in-home support services. The CLP staff coordinates with the individual, their team, and the Department of Economic Security/Division of Development Disabilities (DES/DDD) system to arrange for a residential setting that best meets the person's needs and builds in the supports necessary to achieve success in their daily personal lives.

The Community Outreach Program for the Deaf (COPD) was established in 1973 as a place where deaf persons and persons with a hearing loss could go and where communication was easy. COPD maintains this mission today: to provide services to Deaf, Deaf/Blind and other people with a hearing loss where needed and in whatever communication is used by the person served. COPD seeks to "fill the gaps" in the community by providing services which are not available elsewhere.

COPD provides services throughout Arizona to persons with a hearing loss, providing a "one-stop" center with comprehensive services to meet all needs. Our staff members, most of whom are bilingual in English and American Sign Language (ASL), are well prepared to respond to the needs of our clients and are well informed about the assistance available within the community. Our services are free to Deaf, Deaf/Blind and Hard of Hearing individuals.

TRANSPORTATION SERVICES

The CCS/deaf and residential services program provides transportation services to clients served in a variety of purposes and routines.

Community Outreach Program for the Deaf (COPD) provides transportation to people who have developmental disabilities as well as people who are deaf or deaf/blind. Primarily, transportation is given to individuals who are unable to transport themselves due to the significance of their disability. Staff members known as Support Service Providers assist people who have needs to go into the community for shopping, doctor's appointments, community activities and social occasions. Support Service Providers are specifically trained to support individuals who are deaf/blind. Additionally, transportation is provided to our current and expanding day treatment services to help integrate participants who have developmental disabilities, into the community. Lastly, transportation is also provided to individuals who have disabilities and who have career exploration activities in an integrated classroom setting, through an activity called transition to employment. Transportation services are provided during days, evenings or weekends as requested and as staff are available to fill the request.

The **Community Living Program (CLP)** provides services to individuals living in residential programs that are supported by the CLP staff. The individuals served all have developmental disabilities and also may have additional sensory disabilities, including blindness, deafness or being deaf/blind. Staff working with these individuals are called Direct Support Professionals (DSPs). These Direct Support Professionals also help by providing the transportation services for clients living in the residential program. The transportation services are for supporting individuals in getting to and from day programs, work situations, to doctor and therapist appointments, shopping and personal services in the community, religious services, individual and group recreational outings and visits to family and friends.

CONTACT INFORMATION

Phone number	(520) 792-1906
Email	jessicaw@copdaz.org tomg@copdaz.org COPD karmenj@clpaz.org CLP
Website	https://www.ccs-soaz.org/

	https://www.ccs-soaz.org/services/detail/community-living-program https://www.ccs-soaz.org/services/detail/community-outreach-program-for-the-deaf
Address, linked to a map	

RIDER ELIGIBILITY

	<p>The CLP provides services to people who have developmental disabilities and are referred through DES/DDD. In the State of Arizona, a developmental disability is defined as having at least one of the following four conditions: epilepsy, cerebral palsy, intellectual disability (IQ below 70) and/or autism. The condition must have manifested prior to the age of 18 and have serious impact on the basic life functions and impact on the person's development. We serve all adults, including seniors in the residential settings. Program settings include group homes, apartment settings and services to people living in their own homes. All are community- based and integrated into regular neighborhoods. COPD provides services primarily to people who are deaf, hard of hearing and deaf/blind, with an expansion into services for people with developmental disabilities.</p>
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THE JCC

The mission of the Tucson Jewish Community Center is to cultivate and enrich Jewish identity, ensure Jewish continuity, foster wellness and broaden communal harmony.

We create a community based on Jewish values by providing the highest quality programs and services in a safe and secure environment for all people of all ages.

OVERVIEW

Agency Overview

The JCC is a 501(c)(3) nonprofit founded in 1955. Currently serving 1,500 families and over 5,000 members from the Tucson community, members represent all faiths, identities, abilities and walks of life.

PROGRAMS/SERVICES

Services you provide

The JCC offers a robust schedule of programming, including the following: Special Needs Services (year-round and seasonal programming for children and young adults with disabilities); Arts and Culture (Film Festival, classes, performances); Health & Wellness (fitness center/classes, sports leagues); Children Youth and Family Engagement (Camp J Summer Day Camp, J-Care Afterschool Care) and Early Childhood Education.

The JCC has a long history of programming developed around services for children and young adults with disabilities in the Tucson area.

Our Camp J has been inclusive of children with disabilities for over 15 years. Our Taglit Adult Day Program for young adults with disabilities was born from the need of a camp participant who aged-out of camp. What started as a program for one person in 2009 is now a robust department (Special Needs Services) that serves nearly 100 children and young adults with special needs.

Special Needs Services (SNS) serves individuals with a wide range of disabilities. Our participants may have a diagnosis of developmental delay, autism, Down Syndrome, cerebral palsy, etc.

SNS programming is grouped into:

- Taglit, a year-round day program for young adults (ages 18-39)
- Summer/Winter Taglit: Seasonal Programming for high-schoolers (ages 14-20)
- Camp J Inclusion (for campers ages 3-14 years)

TRANSPORTATION SERVICES

	<p>Transportation services are provided to all participants served through SNS. (Individuals must be diagnosed with a disability in order to qualify for services.)</p> <p>SNS programs include:</p> <ul style="list-style-type: none"> • Taglit, a year-round day program for young adults (ages 18-39) • Summer/Winter Taglit: Seasonal Programming for high-schoolers (ages 14-20) • Camp J Inclusion (for campers ages 3-14 years) <p>Transportation services are related to activities and associated needs of Taglit and Camp J Inclusion participants. Transportation service hours are most commonly between the hours of 8 a.m. and 3:30 p.m. Monday through Friday.</p>
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CONTACT INFORMATION

Tucson JCC phone	(520) 299-3000
Tucson JCC address	3800 E. River Road, Tucson 85718
Tucson JCC link to map	https://goo.gl/maps/JYDVe6BMS5PyBD9a7
Website	<p>Services for young adults with special needs: https://tucsonjcc.org/culture-community/equality-diversity-inclusion/ddd-program-for-those-with-disabilities/</p> <p>Inclusion Camp and Summer Taglit: https://tucsonjcc.org/children-families/education-care/day-camp-j/</p>
Inclusion Camp and Summer Taglit contact and email address:	Robin Kelley, Director of Camping Services at rkelley@tucsonjcc.org
Inclusion Camp and Summer Taglit phone number	(520) 299-3000 x175

RIDER ELIGIBILITY

	<p>All participants served through SNS must be diagnosed with a disability in order to qualify for services.</p> <p>Our current population includes multiple diagnoses, such as cerebral palsy, ML4, etc. We currently serve participants between the ages of 3-39.</p>
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TOWN OF ORO VALLEY/ SUN SHUTTLE DIAL-A-RIDE

Sun Shuttle provides Dial-a-Ride service for individuals traveling in Oro Valley. Service areas vary for seniors, persons with disabilities or the general public.

OVERVIEW

Agency Overview

Sun Shuttle provides Dial-a-Ride service for individuals traveling in Oro Valley. Service areas vary for seniors, persons with disabilities and the general public.

There are three types of Dial-a-Ride services available with varying qualifications. These include:

- General Public
- ADA-Certified Passengers
- Seniors 65 & Older

PROGRAMS/SERVICES

Transit Services Dial-a-Ride (DAR) is a division of the Town of Oro Valley Public Works Department. DAR is dedicated to bringing alternative modes of transportation to the Oro Valley community ensuring mobility for seniors aged 65 and older and disabled riders of all ages in northern Pima County. The division works with the Regional Transportation Authority (RTA) to ensure the demand response transit service known as the Sun Shuttle Dial-a-Ride functions with the main fixed-route Sun Tran system.

The Transit Services Division is responsible for directing and monitoring the transit services operated throughout the town to ensure effective and efficient use of resources. The division plans for the transit infrastructure to support the DAR service and enhance transportation for the community. In partnership with the RTA, Oro Valley continues to offer service to meet transportation demand and refusing to allow vehicle limitations to reduce the Sun Shuttle DAR service capacity.

This service addresses our growing population. Registration for the service continues to increase for new senior and disabled riders each year. Within operating constraints, the service carries on average 230 passengers per weekday to work, medical, school and other appointments.

TRANSPORTATION SERVICES

<p>Weekdays: 6 a.m. to 8 p.m.*</p> <p>Weekends/ Holidays: 9 a.m. to 6 p.m.**</p> <p>*Service to both ADA riders of all ages and seniors age 65 and older is provided Monday through Friday.</p> <p>**Weekend service is provided only to ADA certified clients of all ages.</p>	<p>Oro Valley Sun Shuttle Dial-a-Ride operates as far north as the Town of Catalina and to the southern boundaries of the City of Tucson, we cover a very large area.</p> <p>Our service hours are:</p> <ul style="list-style-type: none"> • Weekdays from 6 a.m. until 8 p.m., • Weekends/holidays from 9 a.m. until 6 p.m. <p>Weekend service is provided only to ADA-certified clients of all ages. Service to both ADA riders of all ages and seniors aged 65 and older is provided Monday through Friday.</p> <p>Oro Valley Dial-a-Ride is divided into three operational areas serving the general public, ADA qualified passengers of all ages, and seniors aged 65 and older. Passengers qualify for rides within various geographic boundaries based on these three service areas.</p>
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CONTACT INFORMATION

Phone number	<p>(520) 229-4990</p> <p>Customer Service Hours: 7 a.m. to 4 p.m.</p> <p>Reservations are required one to seven days in advance. Trip requests must be made no later than 4 p.m. the day before the trip.</p>
Website	<p>https://www.orovalleyaz.gov/</p> <p>Click on: Need a Ride?</p> <p>https://www.suntran.com/</p> <p>Click on: Sun Shuttle</p>
Brochure	<p>https://www.suntran.com/Oro-Valley-DAR-SS-Brochure-May2021.pdf</p>

RIDER ELIGIBILITY

	<p>General public riders: all persons are eligible for transportation within the designated Oro Valley service area. Senior riders: all persons who are age 65 or older based on state-issued identification.</p> <p>Disabled (ADA) riders: The Regional Disability Office determines all persons who are eligible for disabled transportation service. If applicants qualify for this service, the Disability Office notifies Oro Valley of the person qualified for this service.</p> <p>WHO IS ELIGIBLE FOR ADA SERVICE?</p> <p>Under the Americans with Disabilities Act (ADA), any individual who has a disability that prohibits riding fixed-route service, and has an ADA Eligibility letter from the City of Tucson's ADA Eligibility Office is eligible to ride Sun Shuttle in the ADA service area indicated by the map below. For details on ADA qualification, visit 149 N. Stone Ave., Tucson, or call (520) 791-5409.</p>
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SAAVI

Saavi Services for the Blind cultivates growth and opportunity for blind people through nonvisual skills training, demonstrating that all challenges have solutions, while fostering self-efficacy through empowerment and confidence.

OVERVIEW

Agency Overview

Founded in 1964 and with training centers throughout Arizona, SAAVI is an agency that promotes the following:

- SAAVI incorporates non-visual skills training for all ages based on high expectations in preparation for higher education, employment and everyday living.
- SAAVI utilizes a variety of approaches in tools, access technology and alternative low vision techniques.
- SAAVI partners with local and national consumer groups, such as the National Federation of the Blind, to advocate and influence legislative and lawful practices relevant to the blind community.
- SAAVI staff role model, in the belief that students are never asked to do something that our staff cannot do themselves.
- Ever-evolving approach to how and what we teach, regardless of culture or language.

SAAVI's Mission and Purpose are:

- To create an unduplicated, fearless and acknowledged approach to non-visual skills training in preparation for employment, higher education, and everyday living.
- To promote determination, accountability, commitment to success, and self-reliance for blind individuals in their communities.
- To ensure that expectations of our students and ourselves are maintained at a high level but are never stagnant.

PROGRAMS/SERVICES

Services you provide

Adults: Comprehensive Day Program involves Braille, Orientation & Mobility, Access Technology, Independent Living, and Job Readiness, so blind adults gain confidence and skills to return to the workforce, pursue post-secondary education, or begin a new career path.

Children: In the Reaching Empowerment and Achievement through Learning (REAL) Program, SAAVI's Life Coaches and blind mentors work with families and siblings to ensure that blind Arizona students ,

	<p>ages 5-18, are advocating for themselves to build confidence and take part in everyday activities that are expected from their peers. Intensive instruction occurs after school during the week, on Saturdays, and during the summer.</p> <p>Young Adults: SAAVI has <i>Ready Set Go! Summer Camp</i> and the <i>Steppin'Out Program</i> for students, ages 18-22, who have completed their senior year in high school and want to enter college or the workforce. These residential programs allow students to experience living independently first-hand.</p> <p>An Education Services Program assists blind young adults in obtaining a post-secondary education, vocational certification or GED.</p> <p>Seniors: For those age 55+, SAAVI's Independent Living Blind program provides basic skills training (cane skills, kitchen safety, home modifications, etc.) so that blind adults may stay independent in their own homes. There are also classes in Access Technology, Health & Wellness, Orientation and Mobility, and Braille.</p>
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TRANSPORTATION SERVICES


	<p>Transportation services are critical in enabling SAAVI to provide programs and services in which our clients participate. SAAVI's current transportation program consists of 20+ vehicles used throughout Tucson, Phoenix, and Yuma to transport blind and visually impaired clients. Some of SAAVI's clients have additional disabilities.</p> <p>SAAVI provides transportation:</p> <ul style="list-style-type: none"> • 5 days per week for adults who receive training and rehabilitative services (through our contract with the Department of Developmental Disabilities) • 7 days per week for our blind children and adults participating in our other programs.
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CONTACT INFORMATION

Phone number	(520) 795-1331
Website	http://saavi.us/
SAAVI Tucson Address	3767 E. Grant Road, Tucson 85716
SAAVI Tucson address map link:	https://goo.gl/maps/kiYfCzqKqUxyBALy6

RIDER ELIGIBILITY

	<p>SAAVI determines rider eligibility through intake forms when SAAVI clients start participating in our services and programs. The population this project will serve are blind clients of all ages (children, adults, and seniors). Many of our clients have other disabilities in addition to their blindness. The majority of clients live in low-income</p>
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families and are dependent on transportation to participate in our programming. Clients in our residential programs often need transportation services on-demand, and at times when public transportation is unavailable.

INTERMOUNTAIN CENTERS FOR HUMAN DEVELOPMENT

Intermountain Centers (Intermountain) provides the highest quality, evidence-based health and human services to facilitate self-sufficiency for individuals in their own communities and cultural contexts. Intermountain strives to be a model for health and human service organizations.

OVERVIEW

Agency Overview

Intermountain provides a variety of programs and support services to:

- Children diagnosed with autism and/or specialized educational needs
- Children and adolescents who are emotionally and/or behaviorally challenged.
- Children and adolescents transitioning from one care facility to another.
- Adolescents aging out of foster and group residential care to independent living
- Adults who have been diagnosed with a serious mental illness and/or developmental disabilities
- Adults transitioning to independent living
- Families of clients in need of parenting support and connection to community resources.

PROGRAMS/SERVICES

Services you provide

Intermountain provides a variety of services including:

- Community-Based Services
- Outpatient Network Services
- Outpatient Autism Services
- Behavior Intervention Services
- Substance Use Disorder Services
- Medical Services
- Residential Services
- Foster Care Services

TRANSPORTATION SERVICES

Intermountain can provide emergency and non-emergency transportation services. These services are for members with a condition or limitation through which they are unable to ride the bus or use another means of transportation. These members can utilize transportation services to receive their necessary medical and/or behavioral health care. The assigned Care Coordinator or Community Counselor can work with enrolled members to verify the need for transportation and makes referrals as appropriate. Members can also access transportation through their insurance plan.

CONTACT INFORMATION

Phone number	(520) 721-1887
Website	https://intermountaincenters.org/
Address, linked to a map	https://goo.gl/maps/tdMMuXtFL2FnHPnE7 401 N. Bonita Ave, Tucson, AZ 85709

TOHONO O'ODHAM NATION – NURSING CARE AUTHORITY

Guided by Tohono O'odham values and traditions, it shall be the mission of the Tohono O'odham Nursing Care Authority to take a leadership role in providing a continuum of care for elder members of the Tohono O'odham Nation and services designed to enhance the physical, spiritual, emotional, social, and intellectual qualities of life for aging O'odham and other members of the Nation in need of skilled nursing care, assisted living and hospice.

OVERVIEW

Agency Overview

In beautiful Sawkud Ke:k, near Santa Rosa, AZ, surrounded by spectacular views of the desert and mountains, you will find the elder care facilities of the Tohono O'odham Nursing Care Authority (TONCA). TONCA was founded for the express purpose of bringing our elders home to our Nation so that they aren't forced to go off-Nation for skilled nursing care or assisted living services. We believe our cherished elders are best served by being cared for within our community and our traditional Himdag. Here, we deliver culturally appropriate care aligned with our values and traditional lifestyle.

PROGRAMS / SERVICES

Services you provide

The Archie Hendricks Sr. Skilled Nursing Facility is not only a nursing home, but also provides short-term care, respite care, and hospice care to the elders of our Nation who suffer from illnesses, injuries, or disabilities. Archie Hendricks is the only facility on our Nation to provide such care to elders who need additional medical assistance following a hospital stay or after being diagnosed with a medical condition. Some of our medical services include the following:

- Wound care
- Traditional medicine
- Physical and occupational therapy
- IV therapy
- Behavioral healthcare
- Palliative care

	<p>While our elders are with us at Archie Hendricks, they have access to a full range of culturally oriented support services, including enriching activities, traditional foods, and social services.</p> <p>At the Tohono O’odham Elder Assisted Living Residence, our elders can live with dignity surrounded by our traditional Himdag and while receiving all the healthcare and personal care services they need. Our assisted living facility is a close-knit, home-like residence with spacious gathering areas that offer stunning views of the desert. Each resident has their own private bedroom and bathroom, and traditional foods are served daily.</p> <p>We encourage our elders to preserve their independence as much as possible and to make their own choices, such as by choosing which activities to participate in. Each resident’s care plan is designed to accommodate their individual needs and wishes.</p>
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TRANSPORTATION SERVICES

	We are currently providing services to our Residents and Elders of the Tohono O’Odham Nation.
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CONTACT INFORMATION

Phone number	(520) 585-5500 main phone number
Email	
Website	https://www.toltc.org/
Address, linked to a map	https://goo.gl/maps/fwpVemZXWK3ufcmi6?coh=178571&entry=tt Federal Route 15, Mile Post 9. Sells, AZ. 85634

RIDER ELIGIBILITY

	Once our Elders get approved for admission either at the Assisted Living or at Archie Hendricks Skilled Nursing Home, they become eligible for our services.
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