



# FY 2027-2030

## COORDINATED PUBLIC TRANSIT

### Human Services Transportation Plan

---

Adopted January 29, 2026

# PIMA ASSOCIATION OF GOVERNMENTS 2025 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 FY 2027-FY 2030 Coordinated Public Transit - Human Services 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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# PAG COORDINATED PUBLIC TRANSIT - HUMAN SERVICES 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 2025 update of the FY 2027-FY 2030 Coordinated Public Transit - Human Services 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, healthcare, 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 and Arivaca, and the two tribal jurisdictions, the Pascua Yaqui Tribe and the Tohono O'odham Nation.

# THE PURPOSE OF THE COORDINATED PLAN



PAG's Coordinated Public Transit Human Services Transportation Plan identifies the transportation needs of seniors and individuals with disabilities. This plan aims to better understand the needs for wheelchair accessible, 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 Public Transit - 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 of specific strategies and/or activities that have been identified based on resources, time and feasibility

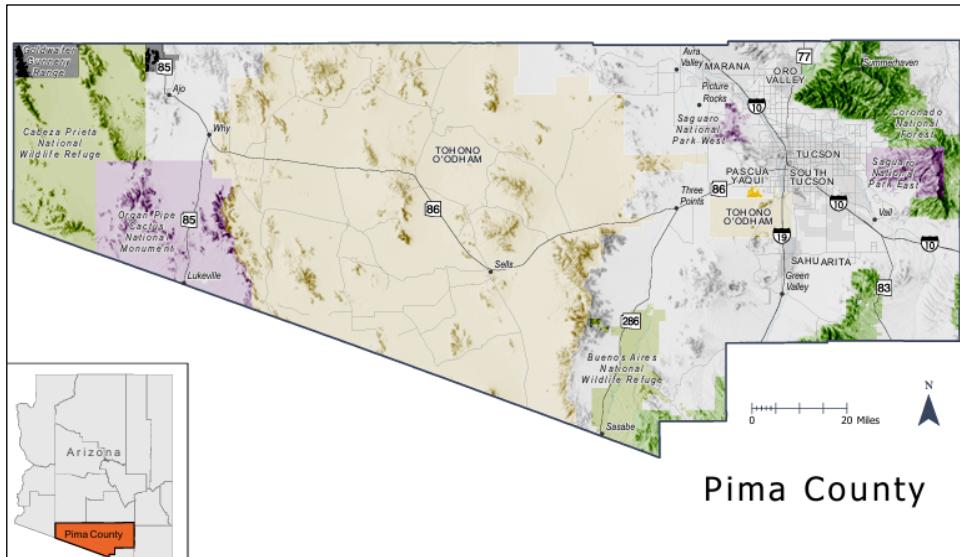
Furthermore, the Coordinated Plan is a prioritization of transportation services for funding and implementation through the available programs throughout the greater Tucson region. It is instrumental in directing the activities of PAG's Mobility Coordination Working Group to coordinate and better serve the rural and urbanized areas of the 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 area. In addition, information from PAG's short- and long-range transportation plans, the 2055 Regional Mobility and Accessibility Plan, a Dial-a-Ride Microtransit Service Area Analysis 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, training and quarterly coordination meetings.

# PIMA COUNTY



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 a primary reason why the population of Pima County has grown. Since 2010, the region has grown from 981,015 to an estimated 1,086,634 in 2024. This represents a growth rate of 10.76% since that time.



## Population of Member Jurisdictions

Pima County is comprised of over 9,000 square miles with approximately 116 people per square mile (Source: ACS 2023 1 year). It is important to understand how each of our member jurisdictions make up this great region, as well as the forecasted growth for member jurisdictions and census-designated places.

**Source:** [Pima County, Arizona - Census Bureau Search](#)

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 2024 - July 1	2024 Total Population**	Percent of the County**
Pima County, Arizona	1,086,634	100.00%
Pascua Pueblo Yaqui Reservation and Off-Reservation Trust Land, AZ*	3,266	0.0030%
Tohono O'odham Nation Reservation and Off- Reservation Trust Land, AZ*	9,497	0.0087%
Marana town, Arizona	62,780	.0577%
Oro Valley town, Arizona	49,159	.0452%
Sahuarita town, Arizona	37,713	.0347%
South Tucson city, Arizona	4,565	0.004%
Tucson city, Arizona	557,219	.512%
Unincorporated	375,198	.345%
Pima County Balance, Arizona	13,027	.012%

\*Indian reservation populations are based on census data: ACS 2023 5-year

\*\* Arizona Office of Economic Opportunity 2024 Population Estimates (July 1, 2024)

## Regional Population(s) and Forecasted Growth

	Census 2020	2020**	2025	2026	2027	2028	2029	2030
Pima County	1,043,433	1,045,589	1,095,834	1,102,227	1,108,795	1,115,523	1,122,384	1,129,414
Incorporated Places								
Marana	51,908	52,643	61,896	63,500	65,111	66,736	68,374	70,024
Oro Valley	47,070	47,208	50,809	51,352	51,901	52,454	53,010	53,573
Sahuarita	34,134	34,378	38,435	39,131	39,822	40,506	41,176	41,837
South Tucson	4,613	4,615	4,599	4,599	4,599	4,599	4,599	4,599
Tucson	542,629	543,136	561,548	563,427	565,401	567,464	569,600	571,827
Unincorporated Balance of Pima County	363,079	363,609	378,548	380,219	381,961	383,764	385,626	387,554
Census Designated Places (Census 2020 population >=500)	Census 2020	2020**	2025	2026	2027	2028	2029	2030
Ajo	3,039	3,039	3,039	3,039	3,039	3,039	3,039	3,039
Arivaca	623	623	627	627	628	629	630	630
Arivaca Junction	970	970	971	971	972	972	972	973
Avra Valley	5,569	5,576	5,686	5,708	5,729	5,751	5,773	5,794
Casas Adobes	70,973	69,351	71,579	72,008	72,428	72,839	73,241	73,633
Catalina	7,551	7,555	7,745	7,782	7,819	7,856	7,893	7,930
Catalina Foothills	52,401	51,872	52,188	52,188	52,188	52,188	52,188	52,188
Corona de Tucson	9,240	9,289	10,293	10,513	10,734	10,955	11,176	11,397
Drexel Heights	27,523	27,565	28,360	28,527	28,695	28,862	29,030	29,197

	Census 2020	2020**	2025	2026	2027	2028	2029	2030
Elephant Head	588	589	612	616	621	625	630	634
Flowing Wells	15,657	15,662	15,662	15,662	15,662	15,662	15,662	15,662
Green Valley	22,616	22,368	22,701	22,774	22,846	22,919	22,991	23,064
J-Six Ranchettes	647	648	666	669	672	676	679	682
Picture Rocks	9,551	9,554	9,773	9,818	9,862	9,906	9,950	9,995
Rincon Valley	5,612	5,694	6,937	7,159	7,381	7,603	7,825	8,047
Sells	2,121	2,121	2,121	2,121	2,121	2,121	2,121	2,121
Summit	4,724	4,730	4,829	4,847	4,866	4,885	4,903	4,922
Tanque Verde	16,250	16,156	16,358	16,399	16,439	16,479	16,517	16,555
Three Points	5,184	5,187	5,243	5,254	5,265	5,276	5,288	5,299
Tucson Estates	12,069	12,065	12,364	12,425	12,486	12,546	12,607	12,668
Tucson Mountains	10,862	10,794	11,006	11,045	11,084	11,122	11,159	11,196
Vail	13,604	13,686	15,212	15,528	15,844	16,160	16,476	16,792
Valencia West	14,101	14,277	17,301	17,888	18,476	19,063	19,650	20,238

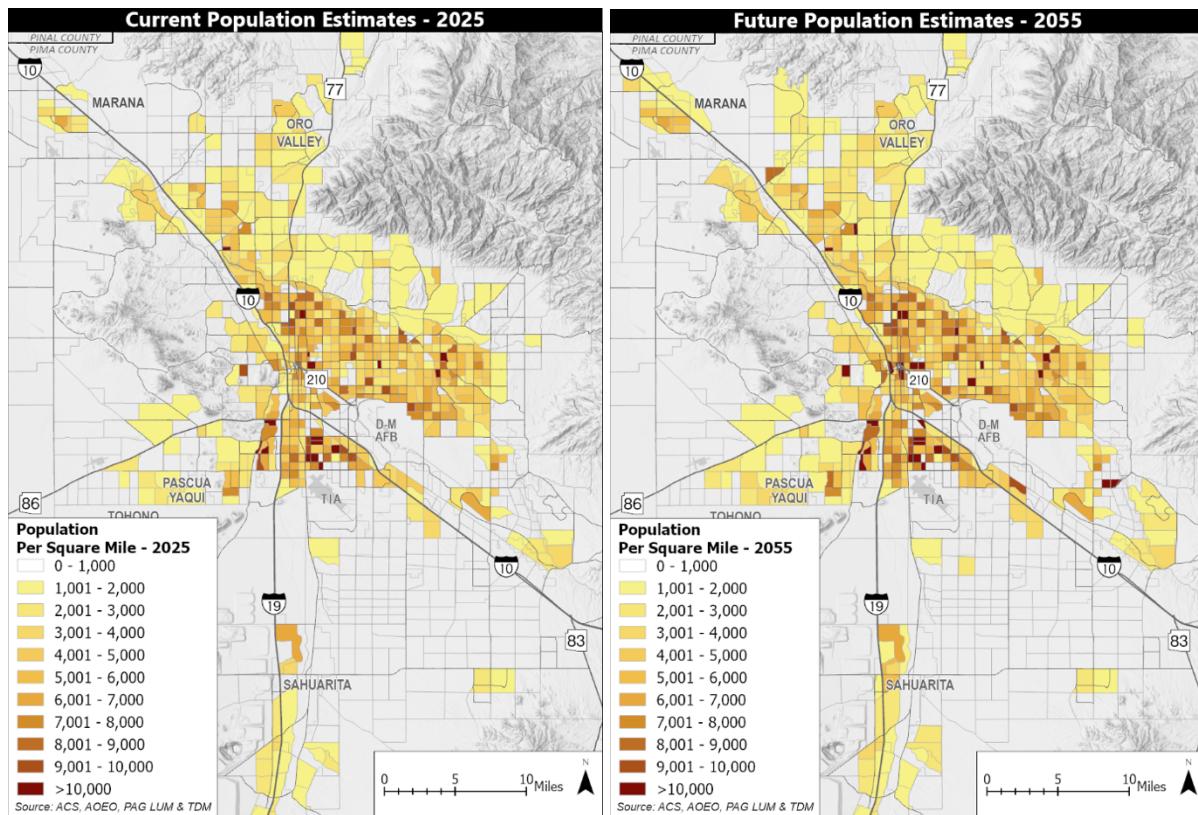
Source: [pima-medium-series.xlsx](#)

\*\*For incorporated places, these are previously published estimates for July 1 of each year; for CDPs, these are estimates produced in the projection process.

†Projections for 2023 and beyond refer to July 1 of each year.

## Population Per Square Mile Estimates

As the greater Tucson region grows, the demands on the transportation network change. The PAG planning area currently has 1.08 million residents and is expected to have 1.27 million residents by 2055, approximately an 18% increase. As illustrated in the 2055 Regional Mobility and Accessibility Plan (RMAP), the maps below illustrate the current and projected population and population density.



Source: [2055-RMAP.pdf](#)

## Pima County, AZ Population by Age

The median age in Pima County, AZ is 39.7, as per 2019-2023 ACS 5-Year Estimates. Of the total population, 16.31% were under the age of 15, 21.87% aged 15 to 29, 40.66% aged 30 to 64, 18.77% aged 65 to 84, and 2.39% were 85 years of age and older.

## Pima County, AZ Population by Age Group

While the largest age group is 20 to 24 years of age, with a population of 88,847 (8.46% of the total population), it is important to recognize the population ages 65 and older represent 21.16% of the population; slightly lower than those ages 15-29. The graphic below depicts the Pima County population by different age groups.

## Key stats

**329,547**

Population under 25 years

**257,838**

Population aged 25-44

**240,488**

Population aged 45-64

**222,074**

Population aged 65+

Sources: U.S. Census Bureau, American Community Survey (ACS) 2019-2023

**Source:** [Pima County, AZ Population by Age - 2025 Update | Neilsberg](https://pima-county.azpopulationbyage-2025update-neilsberg)

\*U.S. Census Bureau American Community Survey (ACS) 2019-2023 5-Year Estimates.

## Demographic Characteristics

When looking at demographic characteristics from a regional perspective, it's important to notice what changes have occurred. As noted by the Economic and Business Research Center (EBRC), current trends show the share of older people in Pima County and Tucson reversed, since the median age and the percentage of those 65 and older are now higher in the county than in the city. The median age in Pima County for 2023 was 40.1 years. While the median age for Tucson was 35.6 years.

**Sources:** <https://azeconomy.org/2024/11/demographics-census/tucson-then-and-now-what-has-changed-over-75-years>  
<https://mapazdashboard.arizona.edu>

# POPULATIONS WITH ACCESSIBILITY NEEDS



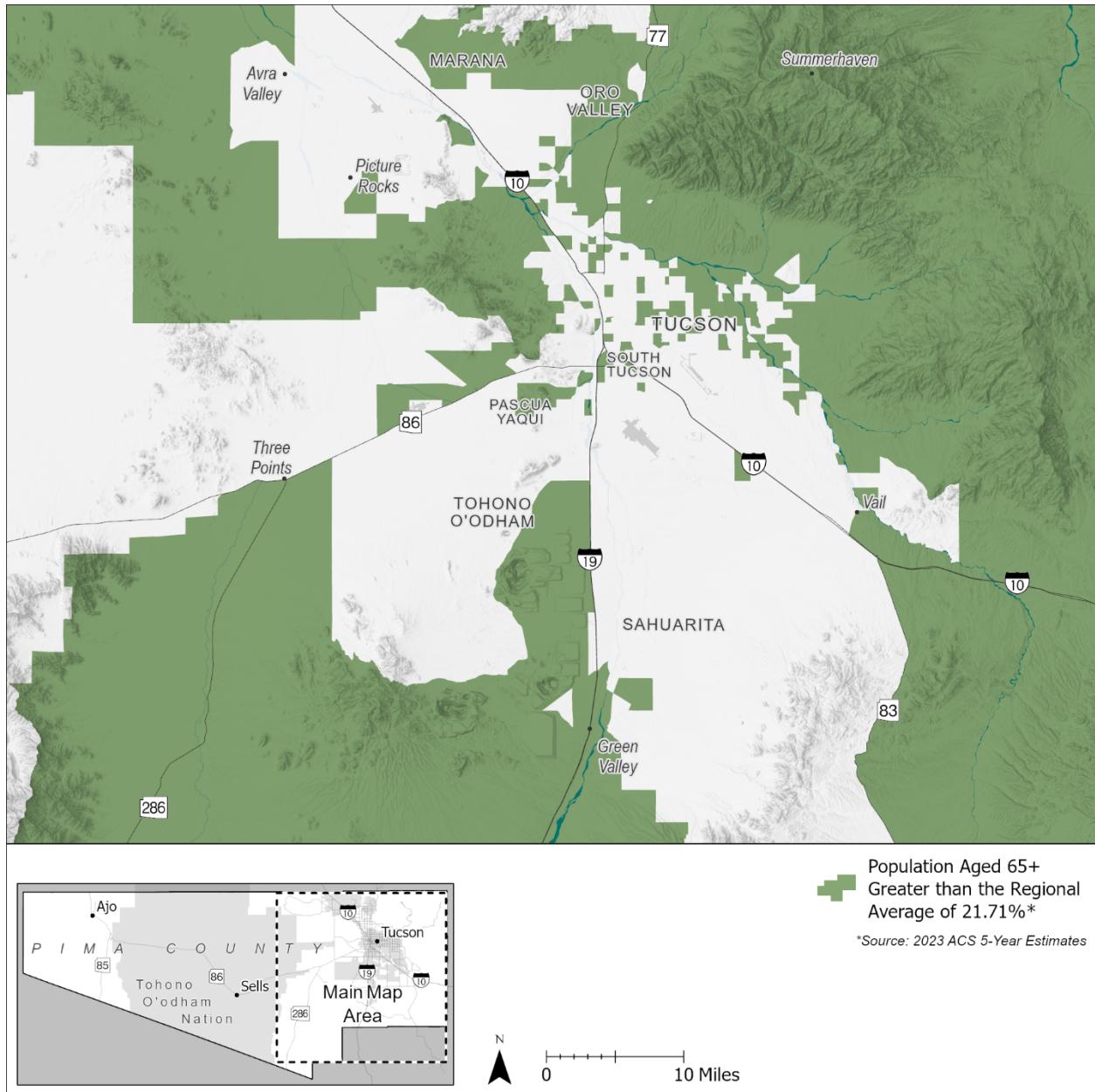
Additional perspectives pertinent to our region include populations with accessibility needs pertinent to transportation. General definitions of populations with accessibility needs include the following:

- Seniors: People 65 years of age and over.
- Persons with Disability: The restriction in participation resulting from a lack of fit between the individual's functional limitations and the characteristics of the physical and social environment.
- 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.

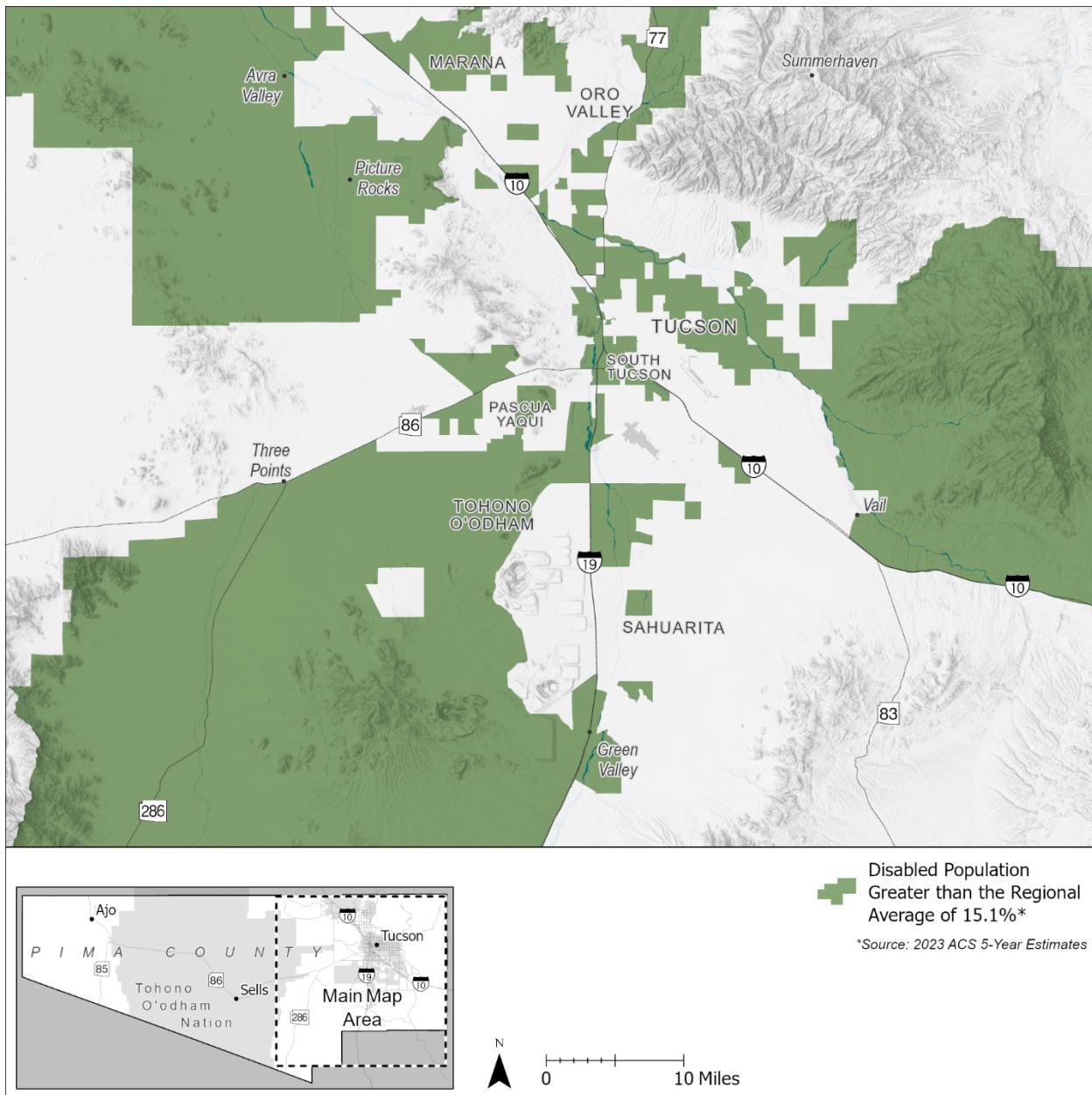
While 60% of the region's nearly 1.1 million people fall into at least one category of people with special transportation needs, this does not mean every individual who falls into one or more of the categories has greater mobility challenges than others. For example, a 70-year-old adult, although counted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

Understanding changes in populations with special needs allows for a new understanding of the needs related to transportation services. These needs include wheelchair-accessible transportation, ADA paratransit services, and low-income transportation, along with opportunities for coordination among transportation providers.

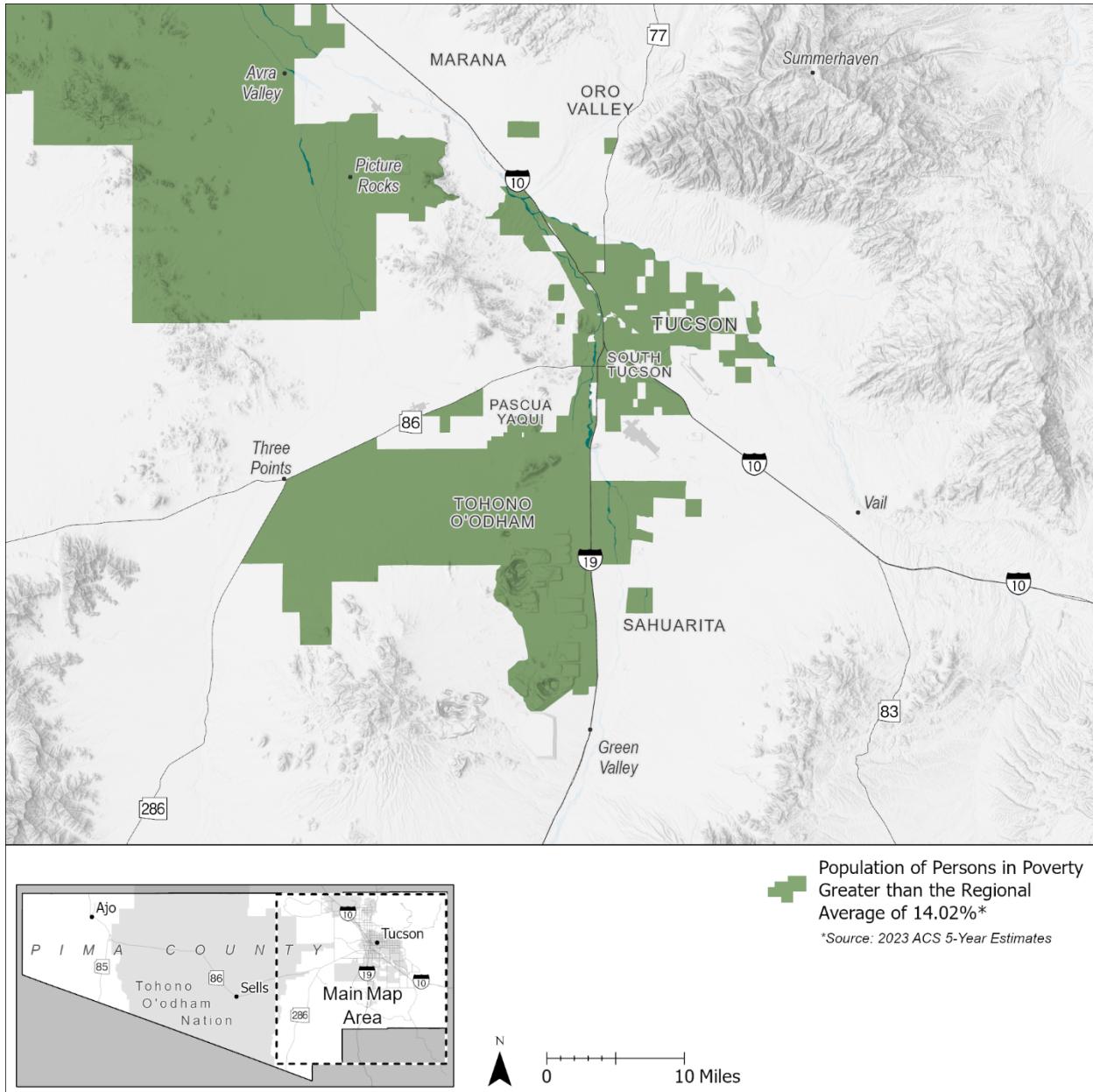
The map below highlights areas where persons aged 65+ are higher than the regional average. A regional benchmark provides an objective point for measuring and comparing population data.



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



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

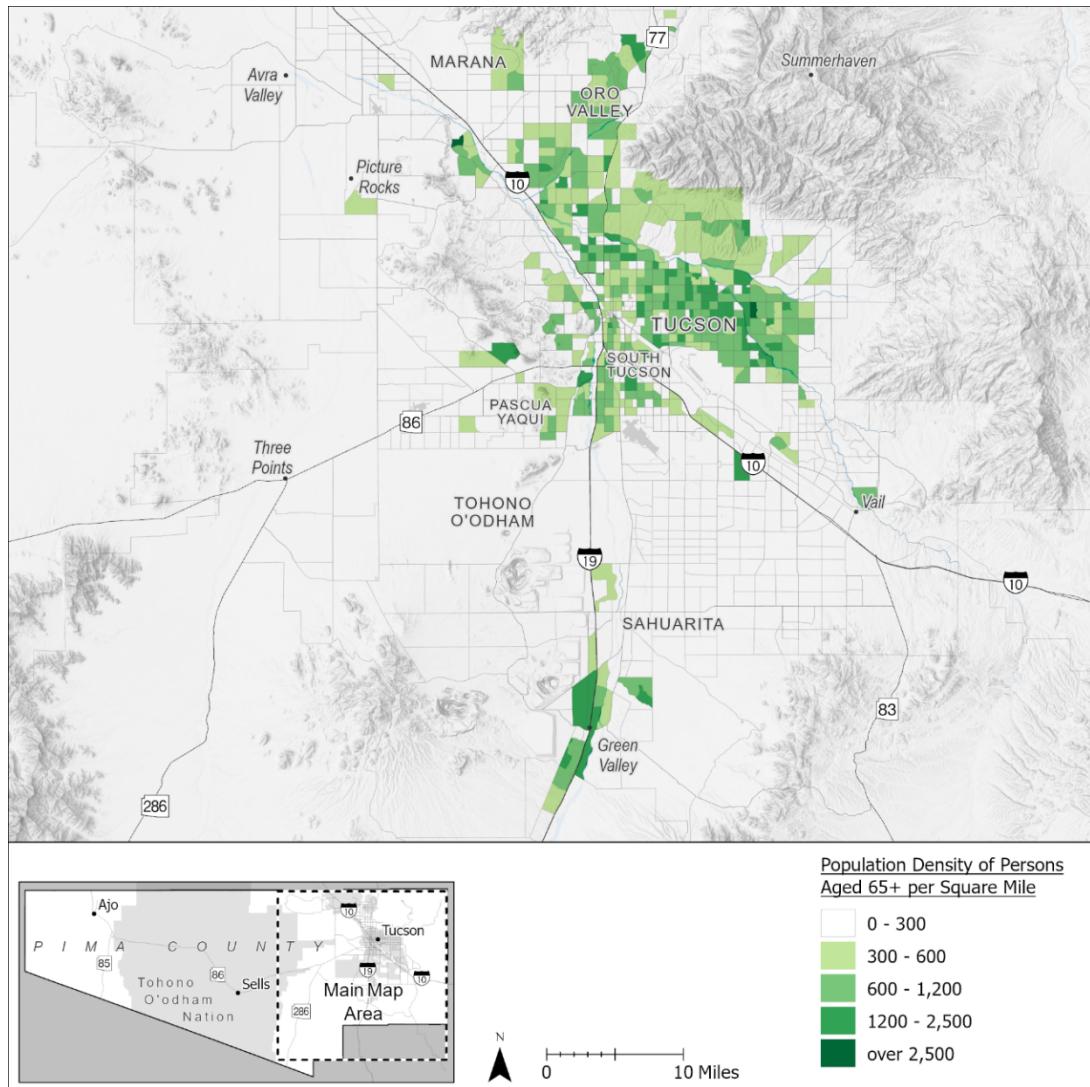


## Seniors

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. The map below shows the ranges of density for the demographic of individuals aged 65+.

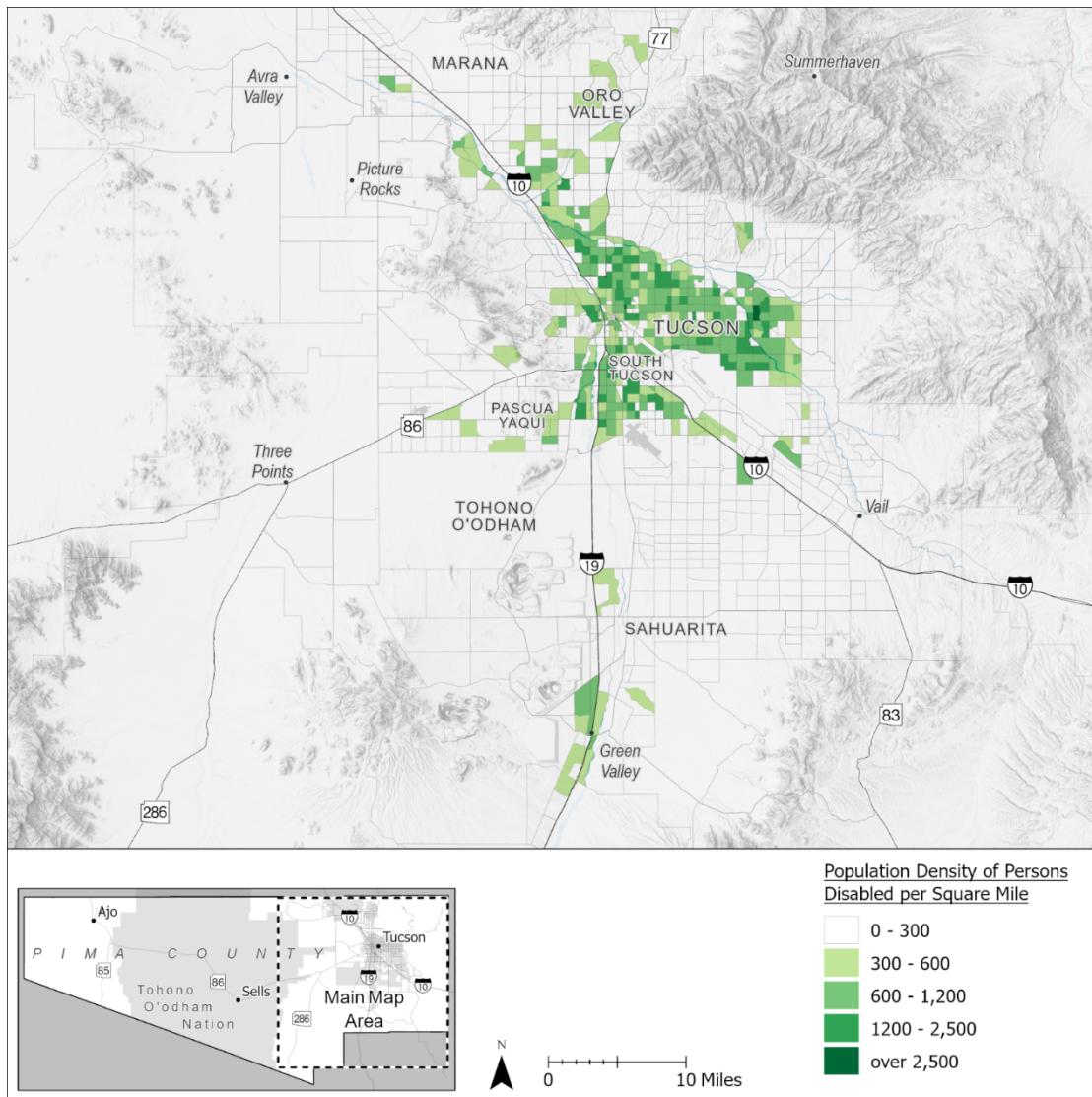
### **Density of Senior Residents (ages 65+) per Square Mile in the Greater Tucson Region**



## Population of Persons with a Disability

Understanding our region's population with respect to those individuals with a disability underscores our region's need for wheelchair-accessible transportation and ADA-paratransit services. To that end, the map below shows the ranges of density for the demographic of individuals with a disability.

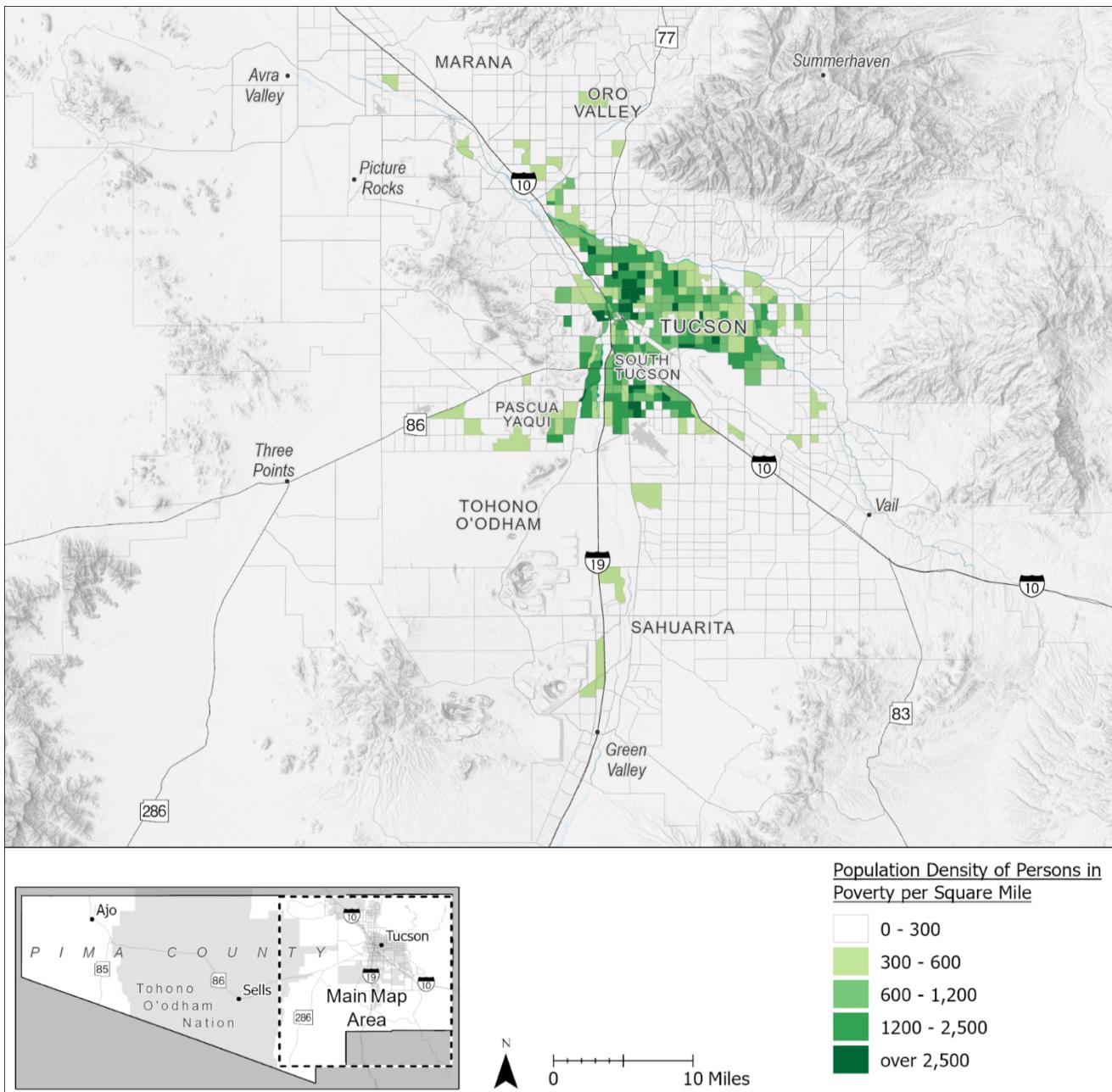
### Density of Individuals with a Disability per Square Mile in the Greater Tucson Region



## Populations of Persons in Poverty

In understanding the region's needs pertinent to transportation for low-income populations, the map below shows the ranges of density for the demographic of individuals in poverty.

### Density of Persons in Poverty per Square Mile in the Greater Tucson Region



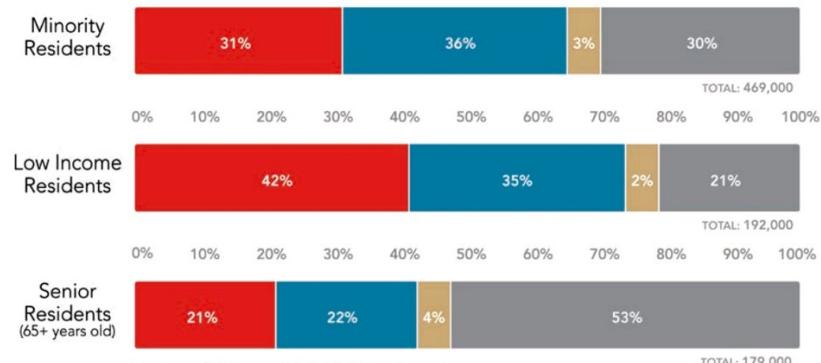
# MINORITY AND LOW-INCOME RESIDENTS IN RELATIONSHIP TO THE TRANSIT NETWORK



As noted in PAG's 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.

What percentage of Pima County's disadvantaged population is near a transit route?

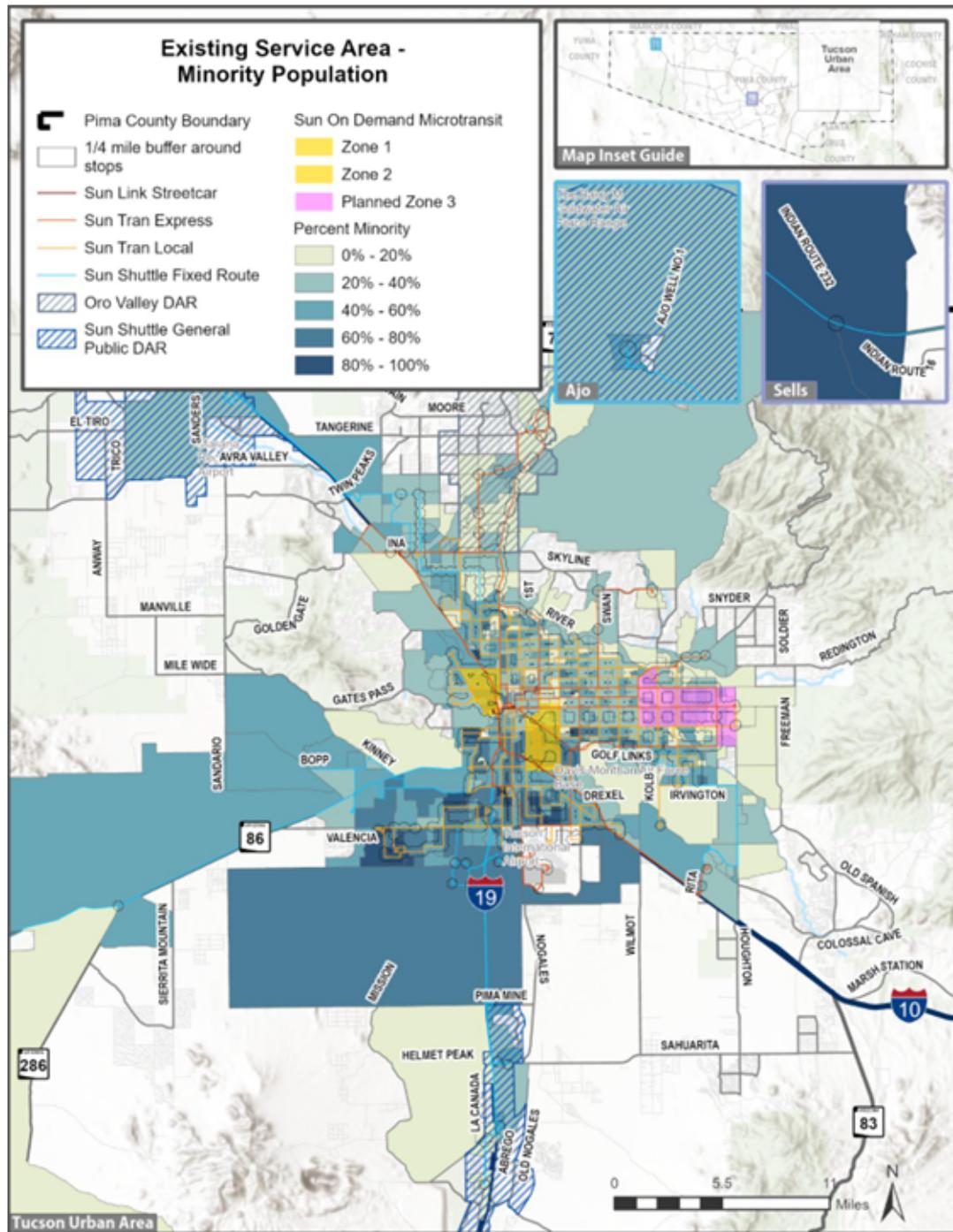


Data Source: GTFS August 2018; ACS 2016 (5-Year Estimates)

**Source:** [https://pagregion.com/wp-content/docs/pag/2020/09/TucsonPAG\\_ChoicesReport\\_Web.pdf](https://pagregion.com/wp-content/docs/pag/2020/09/TucsonPAG_ChoicesReport_Web.pdf)

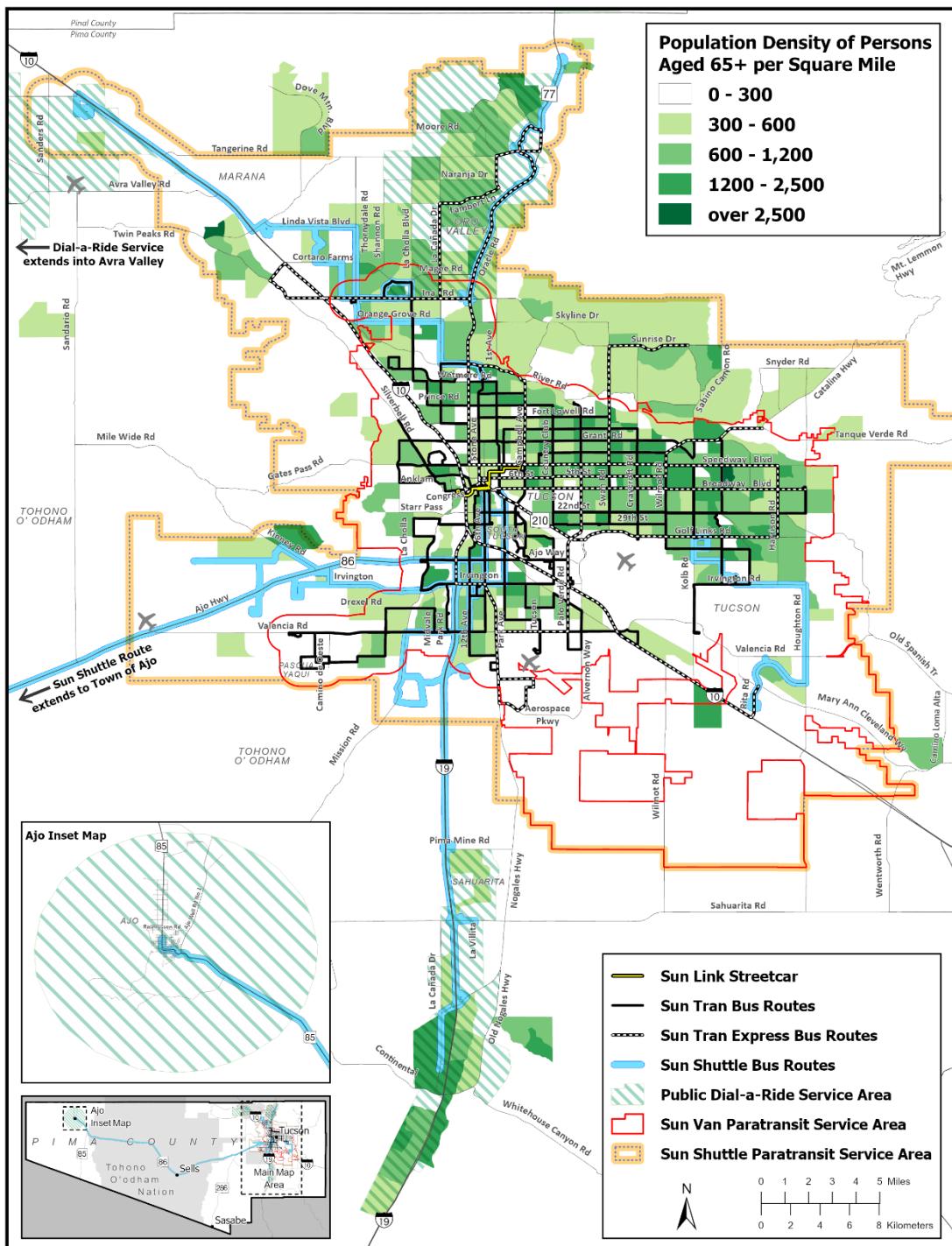
With these populations in mind, it is important to take a closer look at the respective population density per square mile in relationship to the current transit network in our region.

## Percent of Minority Populations Relative to the Existing Transit Service Area



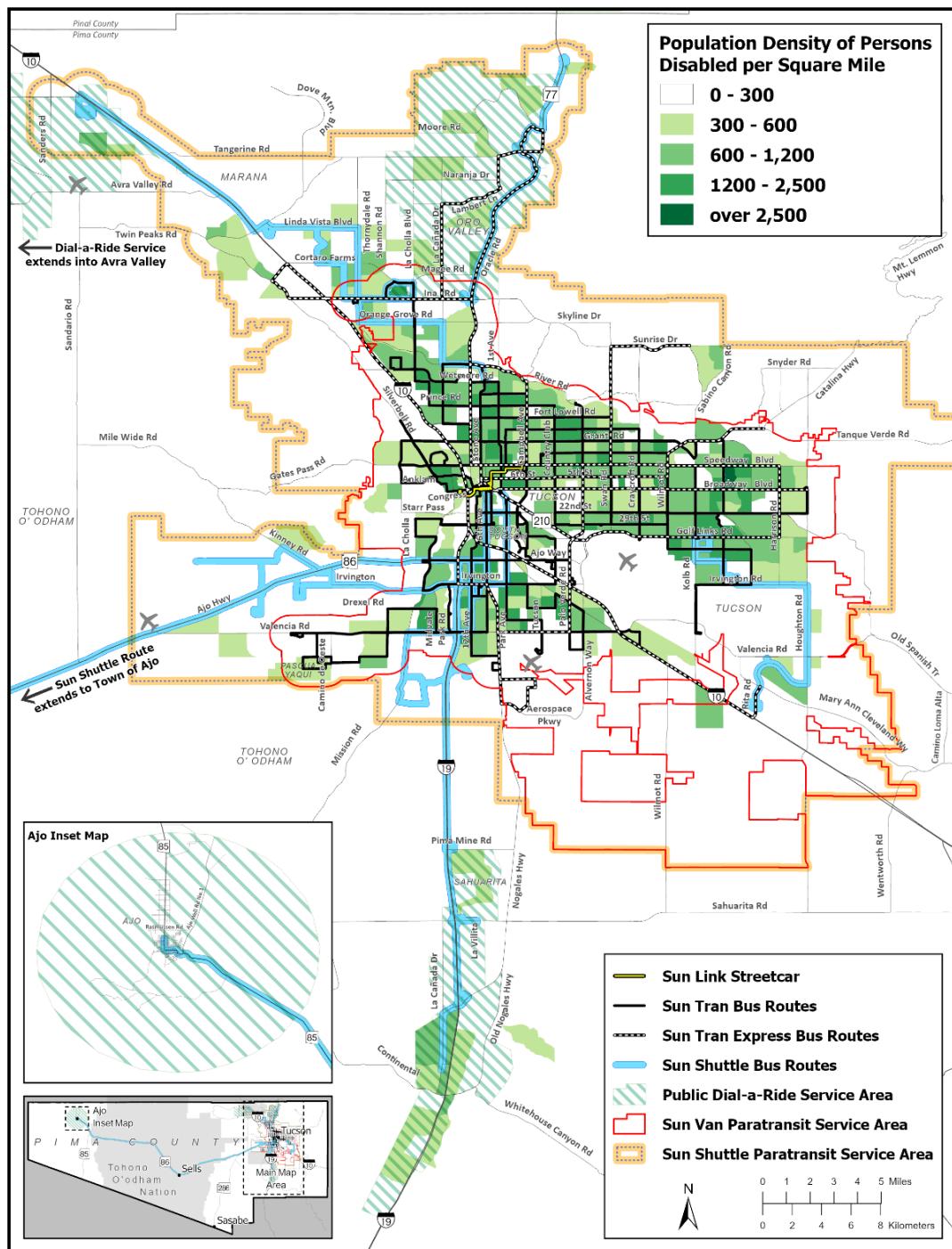
**Source:** [Dial-a-Ride and Microtransit Service Area Analysis](#)

## Population Density for Persons 65+ Per Square Mile in Relation to the Current Transit Network



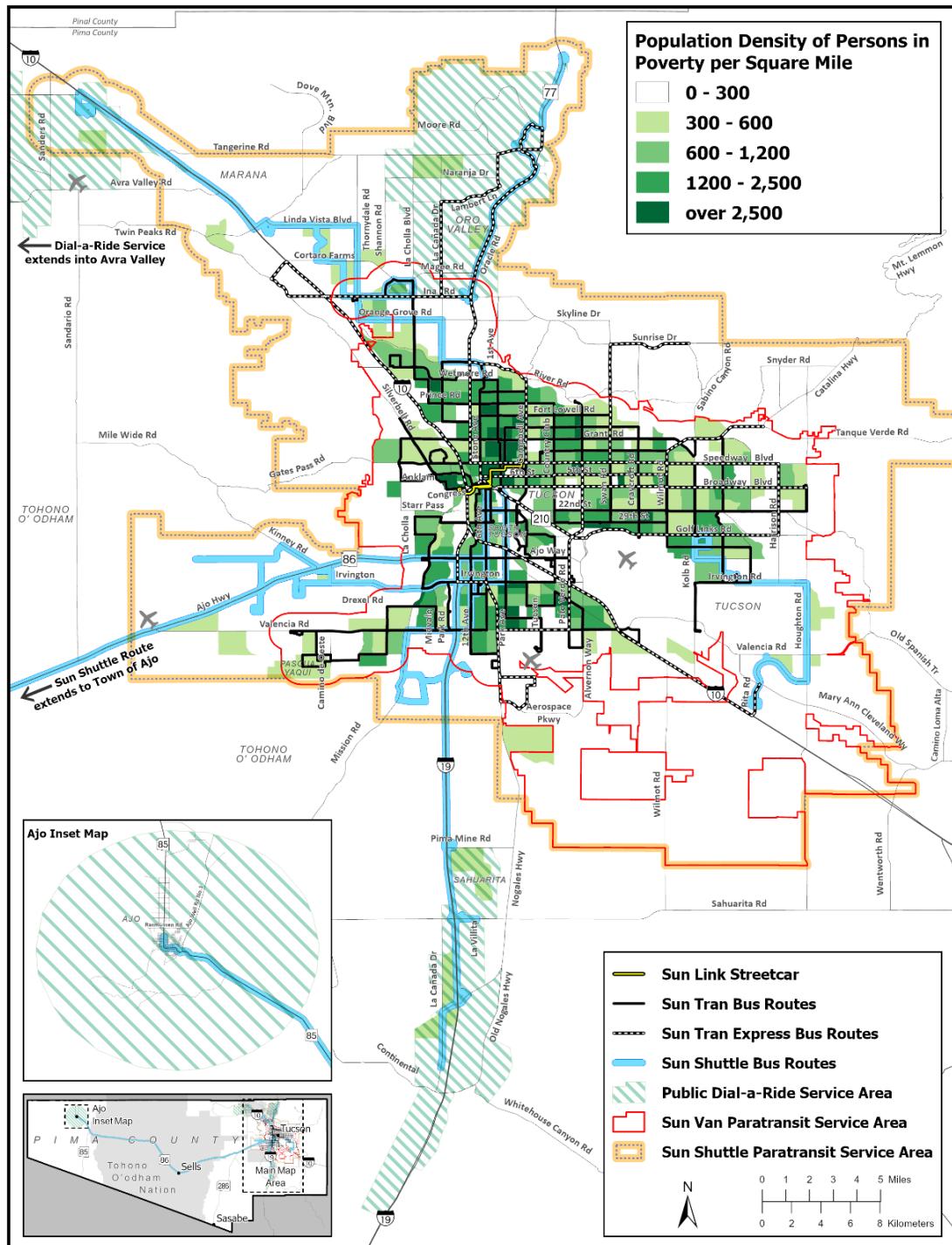
## Population Density for Persons with a Disability Per Square Mile in Relation to the Current Transit Network

The map below illustrates the population density of persons with a disability per square mile in relationship to the current transit network.



# Population Density for Persons in Poverty Per Square Mile in Relation to the Current Transit Network

The map below illustrates the population density of persons in poverty per square mile in relationship to the current transit network.

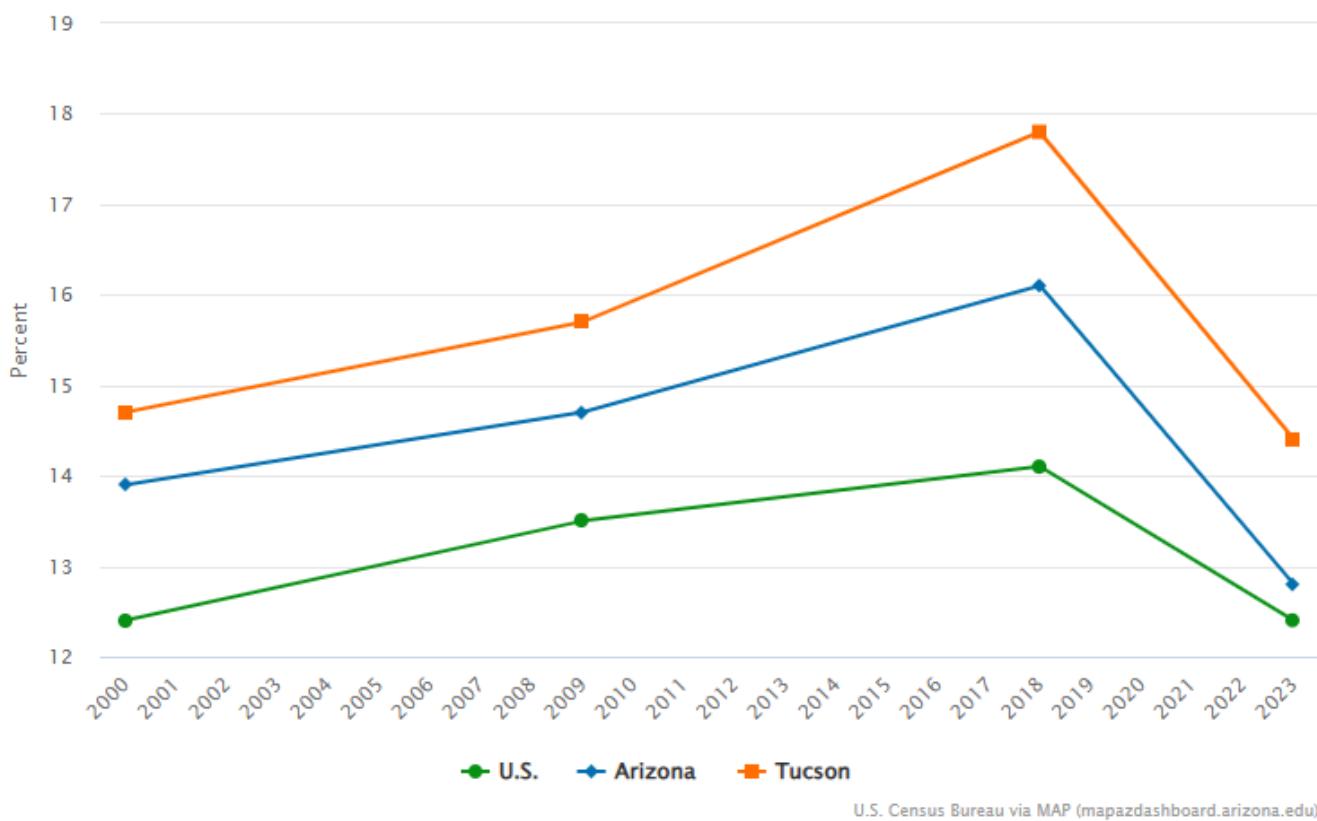


## Poverty Trends in Pima County

As per Map AZ Dashboard's comparative data on poverty rates, the poverty rates in 2000 in Tucson, the state of Arizona, and the United States were 14.7%, 13.9%, and 12.4%, respectively. Stagnant wages combined with increased costs for housing and transportation contributed to rising poverty rates between 2000 and 2018. The Great Recession also played a large role in the high poverty rates posted during and preceding that period. The poverty rate has declined significantly since, in part due to the stimulus packages provided by the government during the COVID-19 pandemic.

However, the poverty rate in 2023 dropped to 14.4% in Tucson. That was a 25-year low and below Tucson's rate of 14.7% in 2000. Similarly, Arizona posted a lower poverty rate in 2023 than in 2000, while nationally the poverty rate fell back to its 2000 rate. The chart below illustrates the poverty rate by year from the year 2000 to 2023 for the United States, Arizona and Tucson.

### Poverty Rate in Tucson



Source: [Comparative Data on Poverty rate | MAP Dashboard](#)

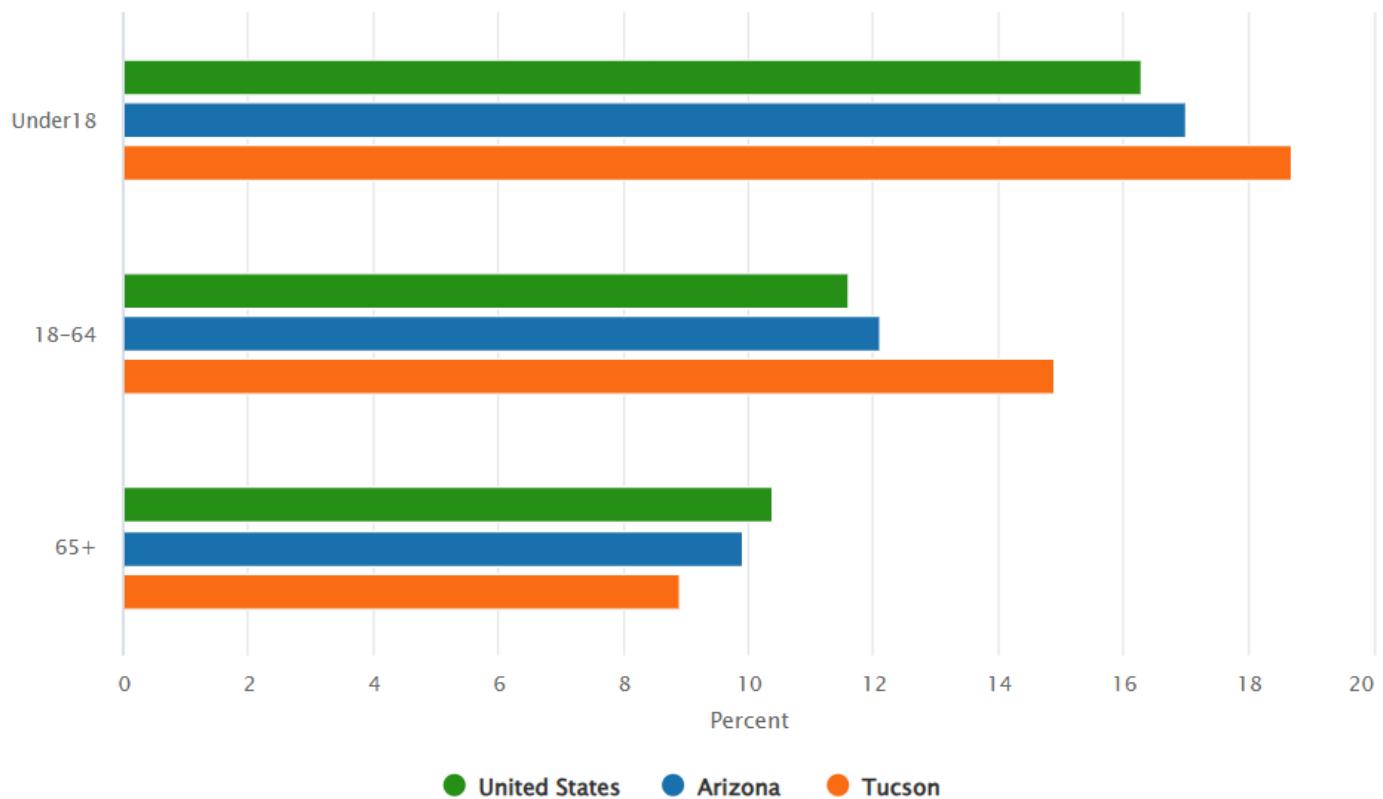
## Poverty Rates by Age

When looking at poverty rates by age breakdown (under 18 years; 18-64 years; 65 years or more), the highest poverty rates occurred among those under 18 years, while the lowest rates were among those 65 years and older. Poverty rates also varied by family type, with the highest rates found among female-headed households with children under 5.

Young populations experienced higher poverty rates in Tucson (18.7%) and Arizona (17.0%), in comparison to the United States (16.3%). The working-age population (18–64 years) also had higher poverty rates in Tucson at 14.9%, and Arizona at 12.1%, than the United States at 11.6%. Only those 65 years and older had lower poverty levels in Tucson at 8.9%, in comparison to 10.4% for the United States.

*Source: [Poverty Rate in Tucson, AZ | MAP Dashboard](#)*

## Poverty Rate by Age (2023)

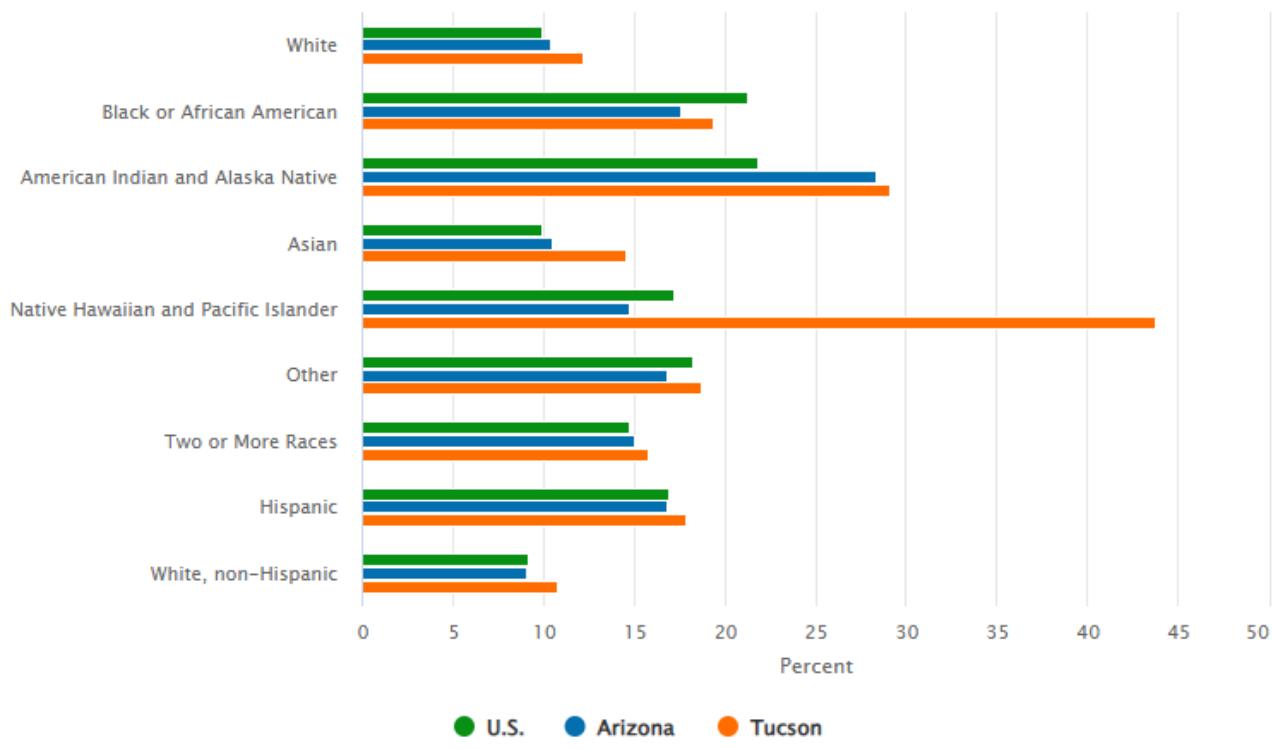


*Source: [Poverty Rate in Tucson, AZ | MAP Dashboard](#)*

## Comparisons to the State of Arizona and the U.S.

In 2023, all individuals in Tucson experienced higher poverty rates than national rates, except for the Black or African American population. Native Hawaiian and Pacific Islanders experienced the largest gap with a poverty rate that was more than 26 percentage points higher. The poverty rate for the American Indian and Alaska Native population in Tucson also exceeded the national rate by a significant amount. The white, non-Hispanic population posted the lowest poverty rate in Tucson at 10.8%.

### Poverty Rate by Race and Ethnicity (2023)



Source: [Poverty Rate in Tucson, AZ | MAP Dashboard](#)

### Poverty Rate Measurement

Poverty rates are from [U.S. Census Bureau American Community Survey](#) (ACS) five-year estimates. Note that the ACS five-year estimates are produced over a five-year time period and can only be compared to non-overlapping five-year estimates (for example: 2006-2010 and 2011-2015). Rates reported by the U.S. Census Bureau are derived from answers to ACS questions regarding household income, age and family composition. Income includes "before-tax earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, and other miscellaneous sources." According to the U.S. Census Bureau, a family is considered below the poverty level if their annual household income falls below a threshold

that is based on annual income, age and family size. For example, the poverty threshold for a family of five with three related children under 18 years in 2023 was \$35,140.

**Source:** [Poverty Rate in Tucson, AZ | MAP Dashboard](#)

For further comparison, the U.S. Census Bureau (2023) - American Community Survey 1-year estimates show 13.7% of the persons in Pima County are below the poverty line. This is about 10% higher than the rate in Arizona: 12.5% and about 10% higher than the rate in the United States: 12.5% For children under the age of 18 in Pima County, the poverty rate is 17% and for seniors aged 65 and over, the poverty rate in Pima County is 11%. This data is illustrated in the charts below.

#### Poverty

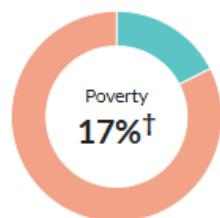
**13.7%**

Persons below poverty line

about 10 percent higher than the rate in Arizona: 12.5%

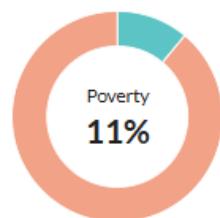
about 10 percent higher than the rate in United States: 12.5%

#### Children (Under 18)



Poverty  
Non-poverty

#### Seniors (65 and over)



Poverty  
Non-poverty

Show data / Embed

Hide data / Embed

#### Seniors (65 and over) (Table B17001) [View table](#)

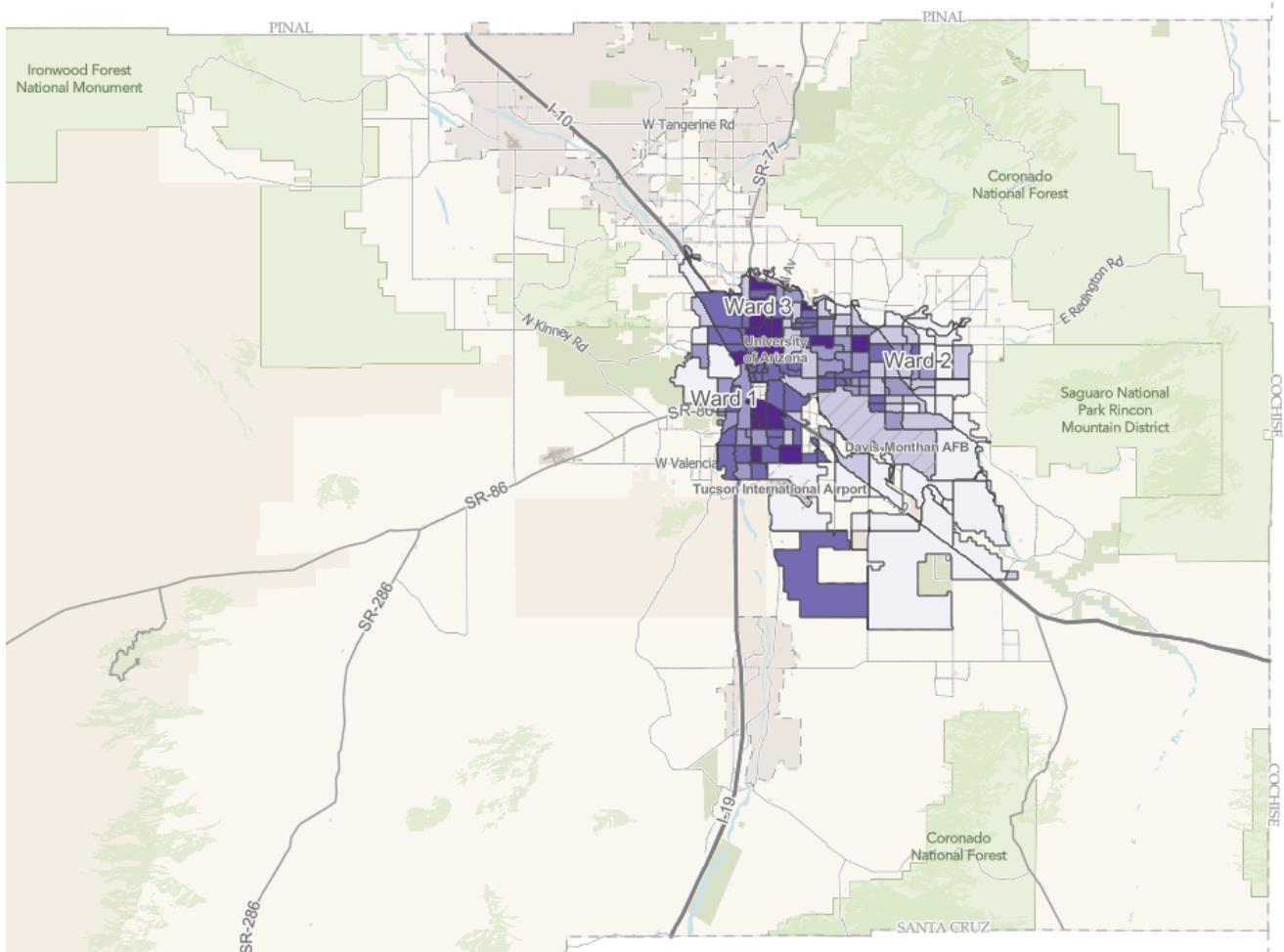
Column	Pima County		Arizona		United States	
Poverty	11.1%	±1.1%	25,482	±2,462.4	11.4%	±0.5%
Non-poverty	89%	±1.8%	205,110	±2,608.1	88.6%	±0.8%

**Source:** [Pima County, AZ - Profile data - Census Reporter](#)

**Citation:** U.S. Census Bureau (2023). American Community Survey 1-year estimates. Retrieved from Census Reporter Profile page for Pima County, AZ <<http://censusreporter.org/profiles/05000US04019-pima-county-az/>>

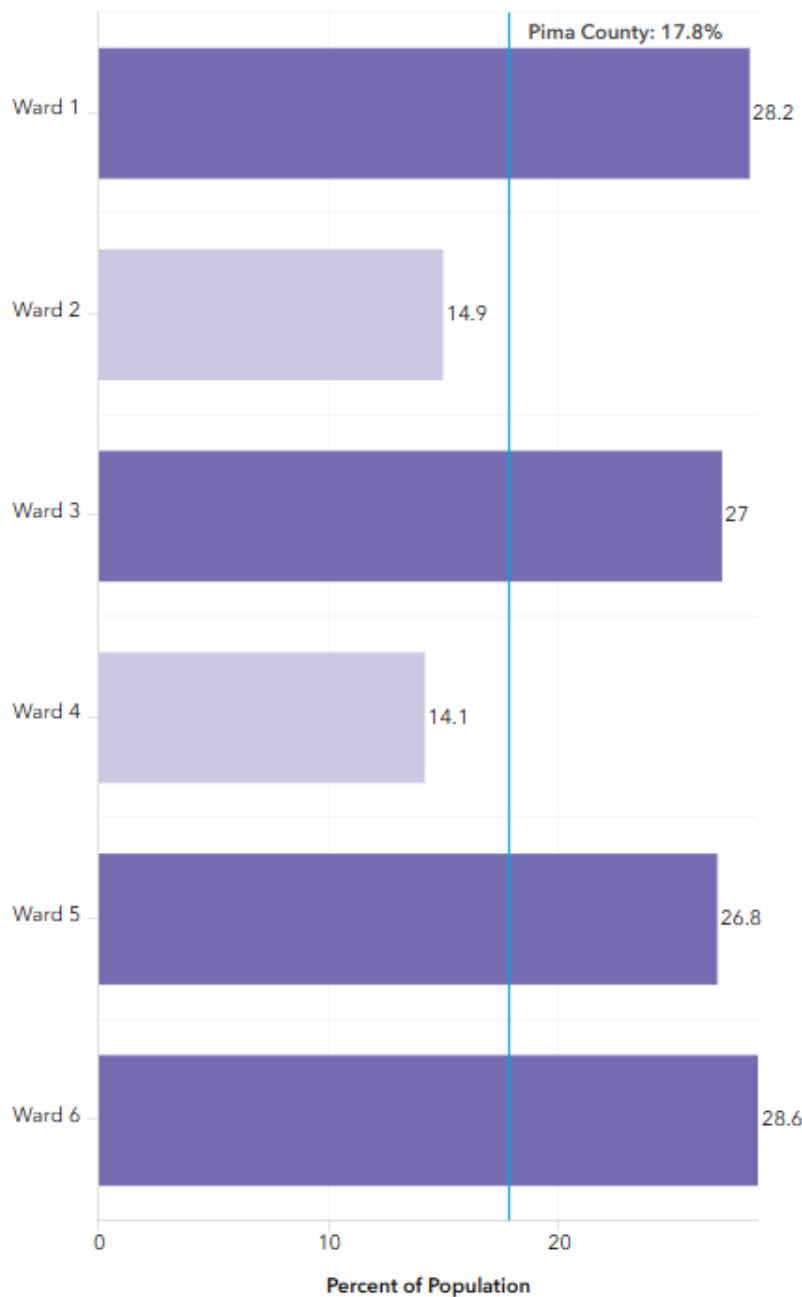
With the City of Tucson having the largest population in our region, it is important to evaluate the percent of population below poverty. The map and chart below serves to illustrate the percent of population below poverty in the City of Tucson by ward.

## Population Below Poverty in the City of Tucson by Ward



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

## Percent of Population in Poverty in the City of Tucson by Ward



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

For more detailed information regarding income and poverty for the City of Tucson by ward visit:  
[Tucson Poverty, Income, and Growth by Ward](#)

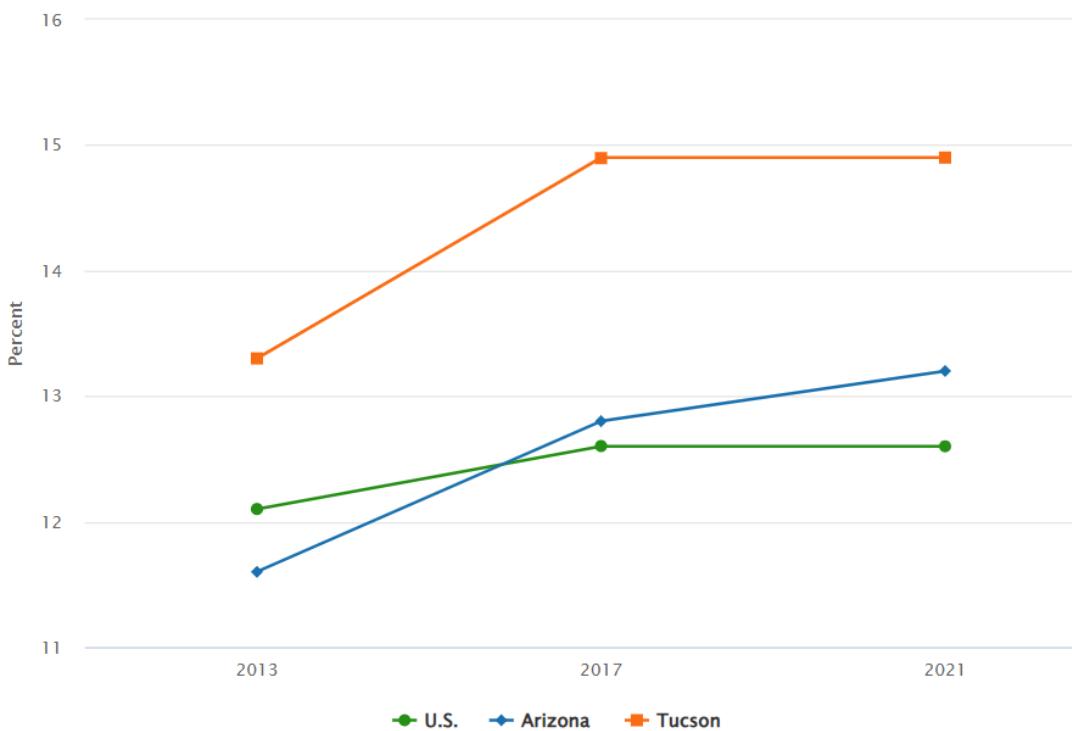
# INDIVIDUALS LIVING WITH A DISABILITY



As per Map AZ Dashboard, the U.S. Census Bureau defines disability as a long-lasting physical, mental or emotional condition. This condition can make it difficult for a person to do activities such as walking, climbing stairs, dressing, bathing, learning, or remembering. This condition can also impede a person from being able to go outside the home alone or to work at a job or business. In 2021, approximately 13.2% of Arizonans reported having a disability. That was 0.6 percentage points higher than the national rate. Tucson had a higher percentage of people with disabilities compared to the nation and the state. Specifically, 14.9% of the population in Tucson had disabilities. Arizona had a lower rate of Black or African Americans and Native Hawaiians with a disability compared to the nation (See Table 1 below which provides population characteristics for individuals with a disability in Arizona and the U.S.). The percentage of the population with disabilities in Arizona and the Tucson MSA increased by 1.6 percentage points between 2013 and 2021, exceeding the U.S. percentage point increase over the same period (0.5) (See graph below.)

**Source:** [Population, Prevalence, and Education for disabled people in Tucson, Arizona MSA | MAP Dashboard](#)

## Percentage of People with Disabilities from 2013-2021 in the U.S., Arizona and Tucson MSA



**Source:** [Population, Prevalence, and Education for disabled people in Tucson, Arizona MSA | MAP Dashboard](#)

## Disability Characteristics

DISABILITY CHARACTERISTICS	U.S.	ARIZONA	TUCSON
Population with a Disability	12.9%	13.4%	15.0%
<b>GENDER</b>			
Male	12.7%	13.5%	15.1%
Female	13.0%	13.2%	14.9%
<b>AGE</b>			
75 years of age and over	46.9%	44.4%	43.8%
<b>RACE &amp; ETHNICITY</b>			
White	13.6%	14.5%	16.2%
Black or African American	14.2%	12.1%	14.8%
American Indian and Alaska Native	16.0%	14.9%	16.4%
Asian	7.6%	7.7%	8.1%
Native Hawaiian/Pacific Islander	11.9%	9.0%	3.8%
Some Other Race	9.7%	10.5%	12.8%
Two or More Races	10.7%	10.8%	12.1%
White, not Hispanic or Latino	14.1%	15.8%	17.8%
Hispanic or Latino	9.6%	10.1%	12.0%

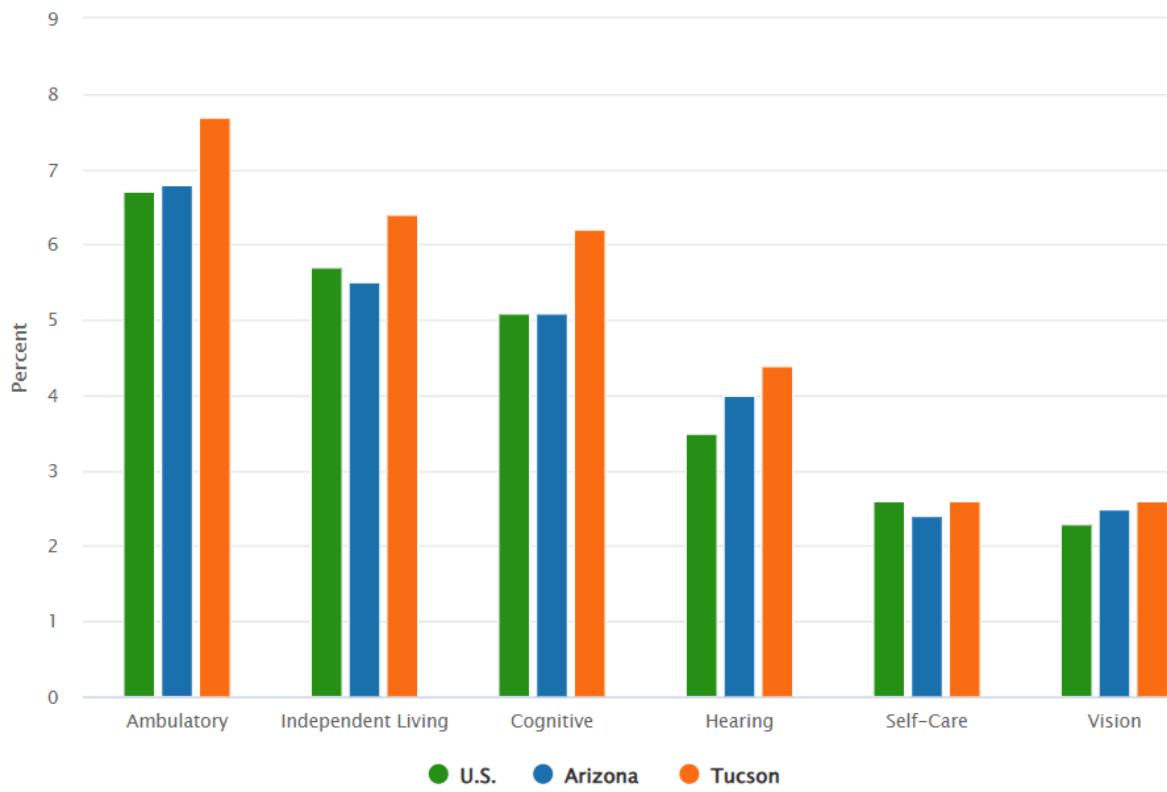
*Source: [Population, Prevalence, and Education for disabled people in Tucson, Arizona MSA | MAP Dashboard](#)*

## Type of Disability (2021)

The Census Bureau designates disabilities into six categories. These include hearing, vision, cognitive, ambulatory, self-care and independent living. An individual who reports one of the six distinctive types is considered to have a disability. It is important to clarify what is meant by various disabilities. For example, an ambulatory disability is defined as having difficulty climbing stairs or walking. Independent living involves having difficulty doing errands because of physical, mental or emotional problems. Individuals with cognitive disabilities have difficulty remembering, concentrating, or making decisions because of physical, mental or emotional concerns. Self-care disabilities include difficulty bathing or dressing. The graph below illustrates the percent of population with a disability by type of disability (2022).

*Source: [Population, Prevalence, and Education for disabled people in Tucson, Arizona MSA | MAP Dashboard](#)*

## Percent of Population with a Disability by Type (2022)



Source: [Population, Prevalence, and Education for disabled people in Tucson, Arizona MSA | MAP Dashboard](https://populationprevalence.education/tucson-azmsa-map-dashboards)

With this understanding, it is important to recognize 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=ACSS5Y2019.S0103>

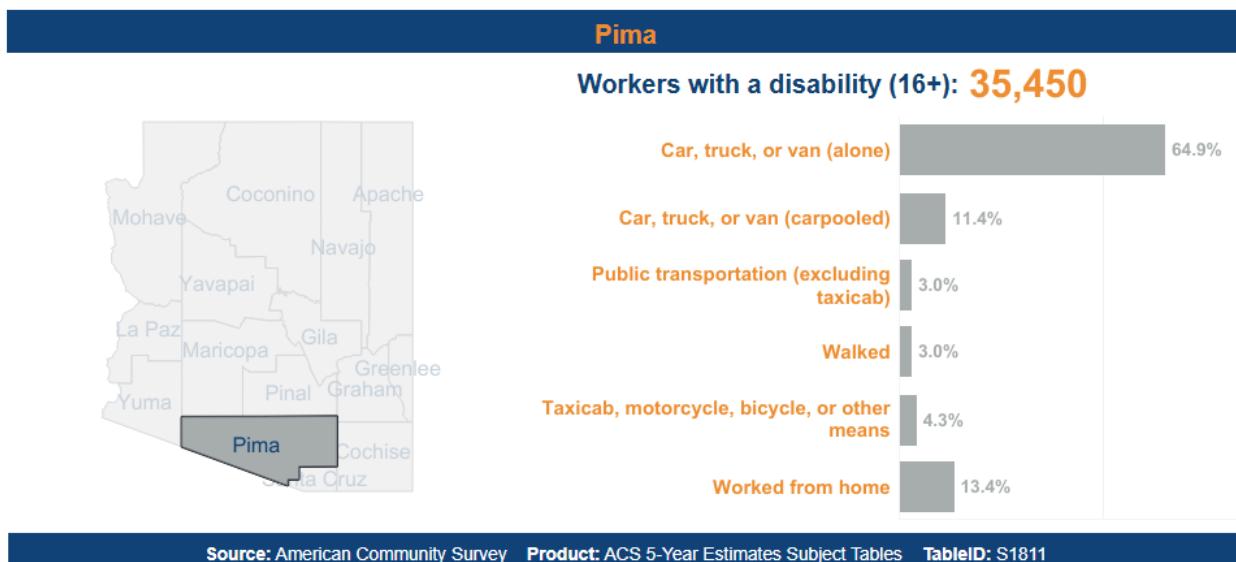
Below is a table showing the number of persons in our region with a disability. Populations are differentiated by type of disability and the age ranges.

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>

## Transportation Data

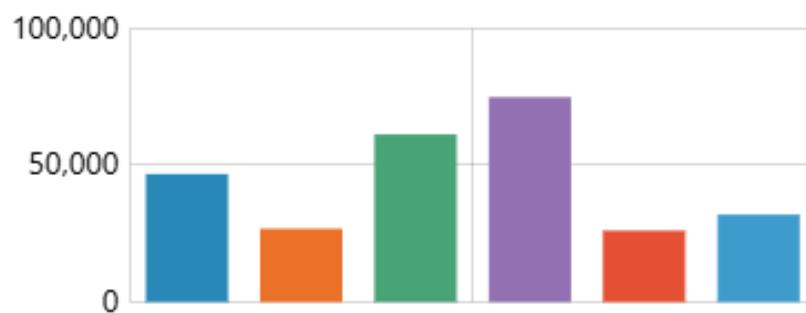
The dashboard below represents the number and percentage of individuals with disabilities age 16 and over commuting to work in Pima County.



**Source:** [Disability Data for Arizona | https://addpc.az.gov/disability-data-arizonaADDPC](https://addpc.az.gov/disability-data-arizonaADDPC)

Additional insights related to populations with specific types of disabilities are included in the tables and charts below.

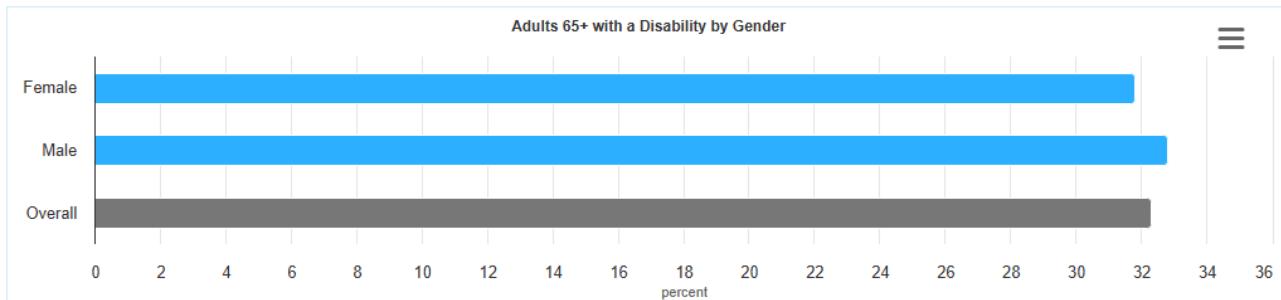
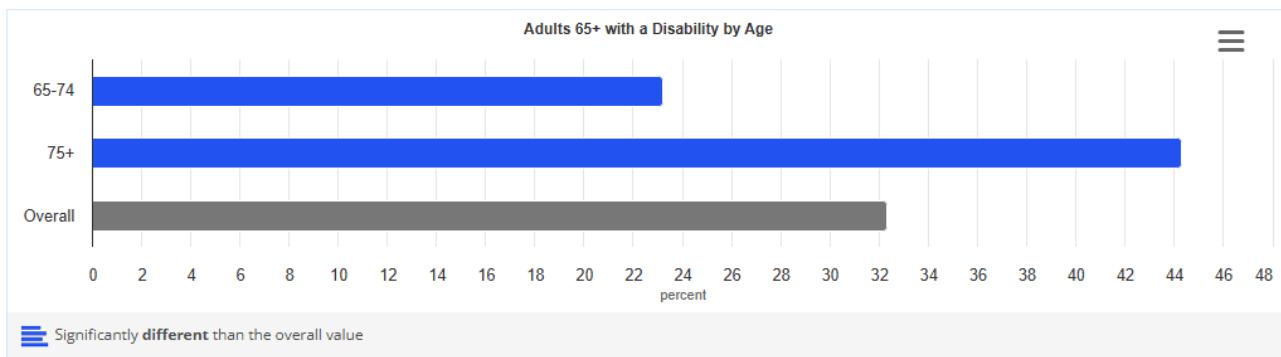
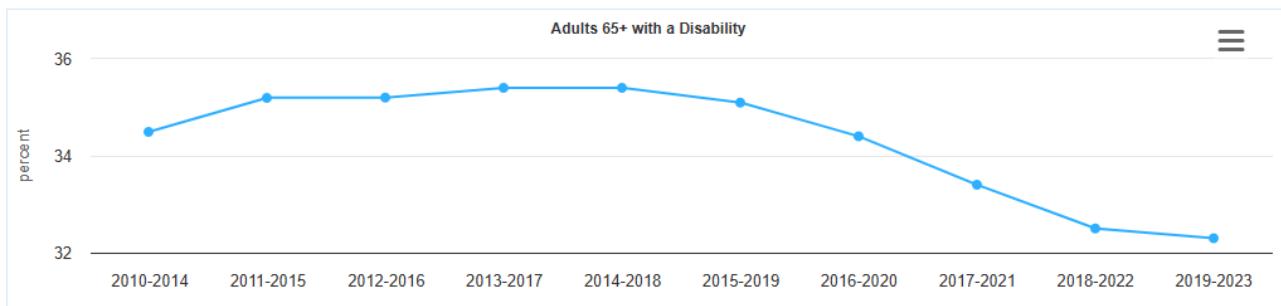
## Populations with a Disability by Type



- Population with hearing difficulty: 46,017
- Population with vision difficulty: 26,016
- Population 5 years and over with a cognitive difficulty: 60,482
- Population 5 years and over with an ambulatory difficulty: 74,095
- Population 5 years and over with self-care difficulty: 25,289
- Population 18 years and over with an independent living difficulty: 31,137

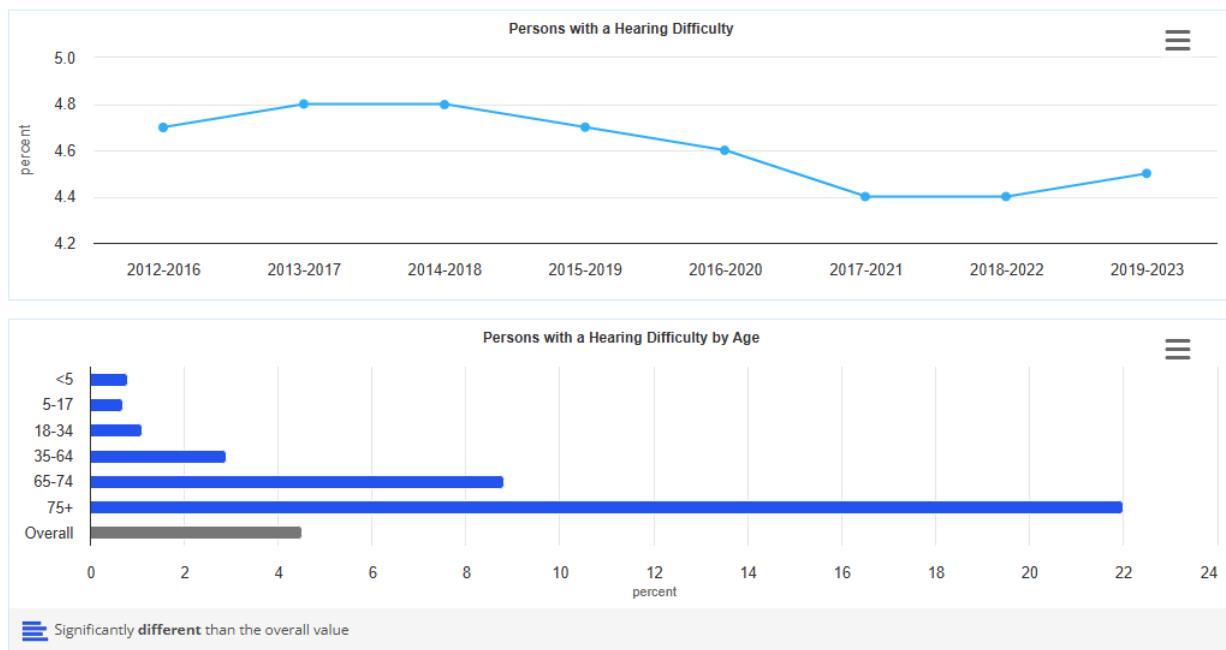
**Source:** <https://www.arcgis.com/apps/mapviewer/index.html?layers=83d5769516624206abb28eb6629f03ca>  
U.S. Census Bureau's American Community Survey (ACS) 2019-2023 5-year estimates

## Adults 65+ with a Disability in Pima County



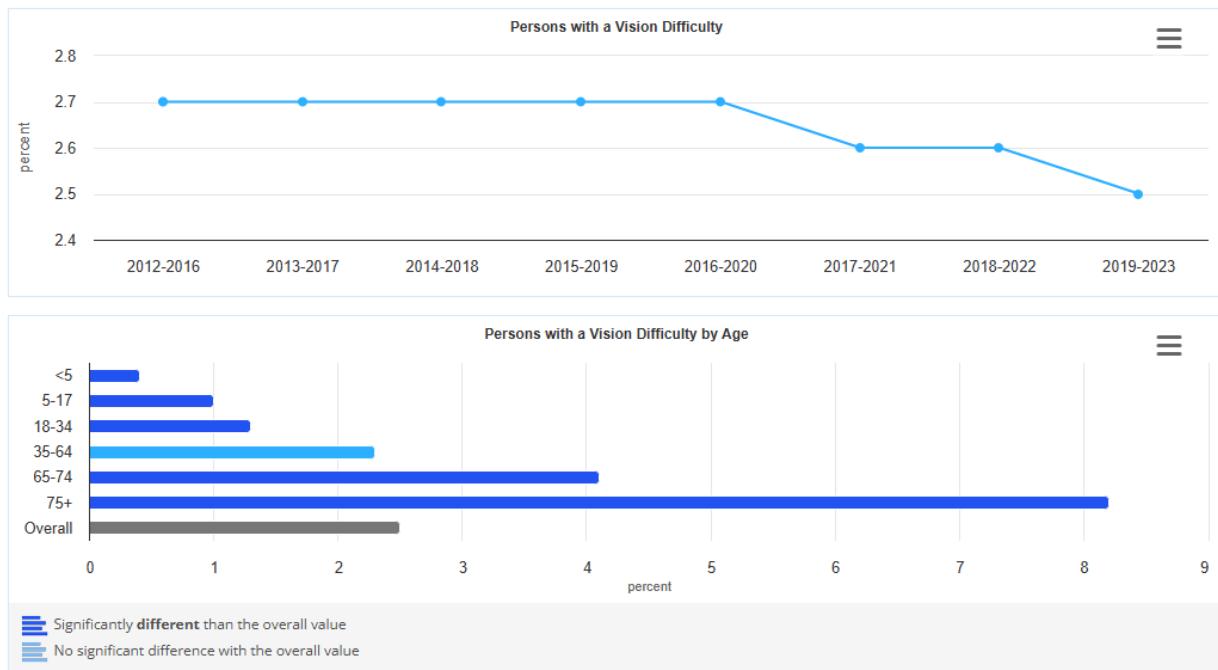
Source: [Pima Health Data Portal :: Indicators :: Adults 65+ with a Disability :: County : Pima](#)

## Persons with a Hearing Difficulty in Pima County



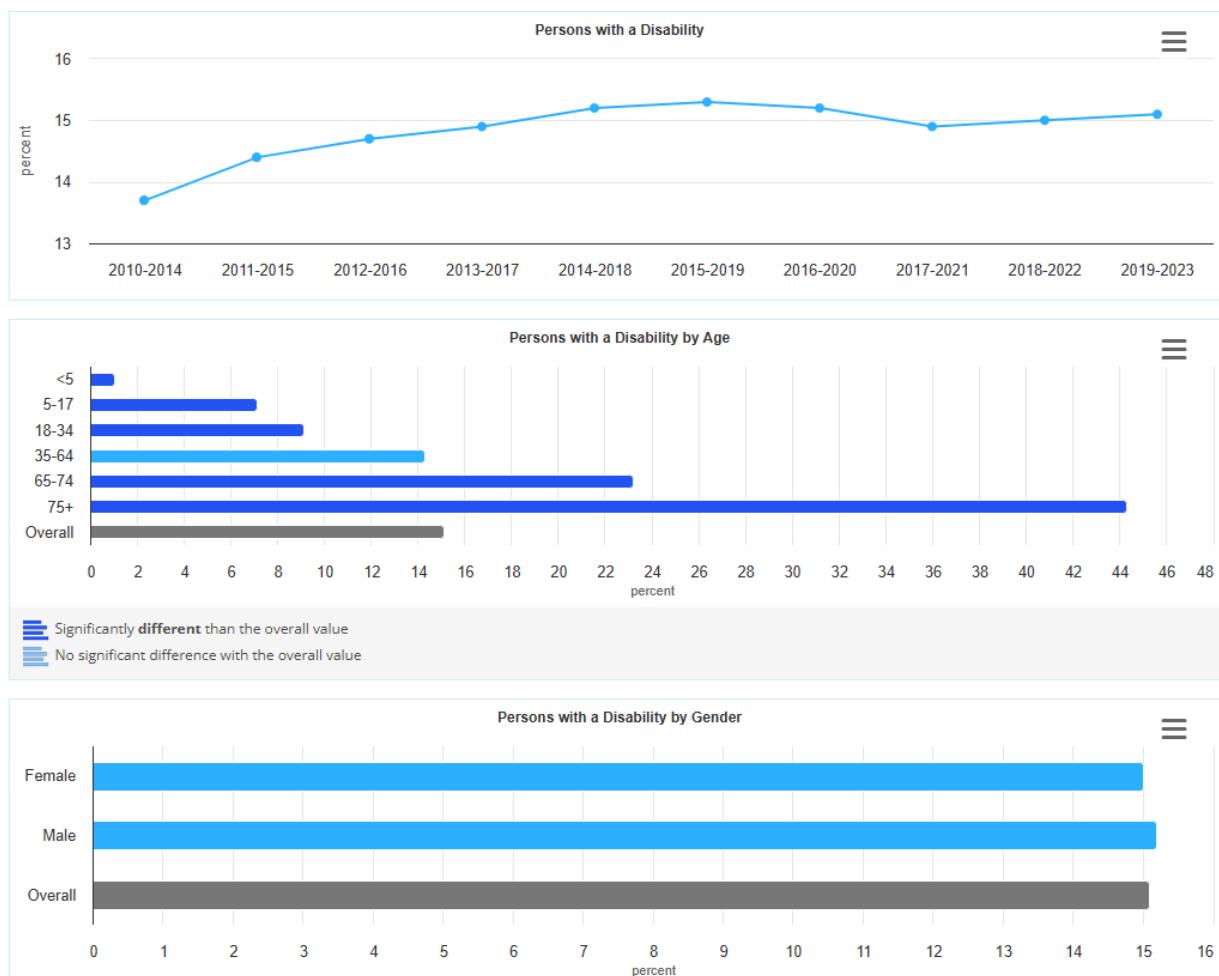
Source: [Pima Health Data Portal :: Indicators :: Persons with a Hearing Difficulty :: County : Pima](#)

## Persons with a Vision Difficulty in Pima County



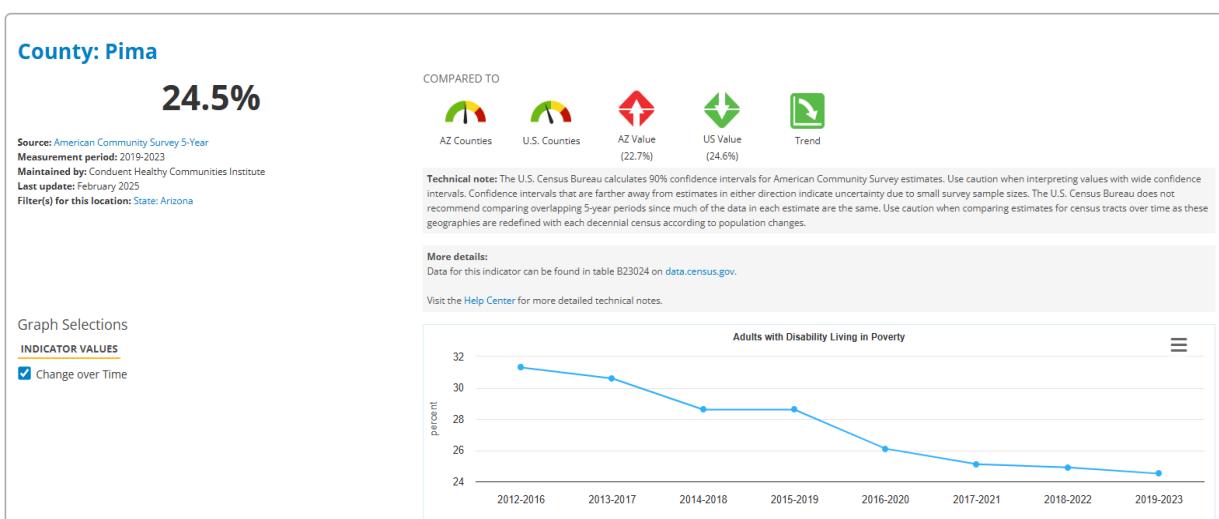
**Source:** [Pima Health Data Portal :: Indicators :: Persons with a Vision Difficulty :: County : Pima](#)  
ACS Survey 5-year 2019-2023

## Persons with a Disability in Pima County



Source: [Pima Health Data Portal :: Indicators :: Persons with a Disability :: County : Pima](#)

## Adults with a Disability Living in Poverty in Pima County



Source: [Pima Health Data Portal :: Indicators :: Adults with Disability Living in Poverty :: County : Pima](#)

# VETERAN POPULATIONS IN PIMA COUNTY



Pima County is home to more than 79,000 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:

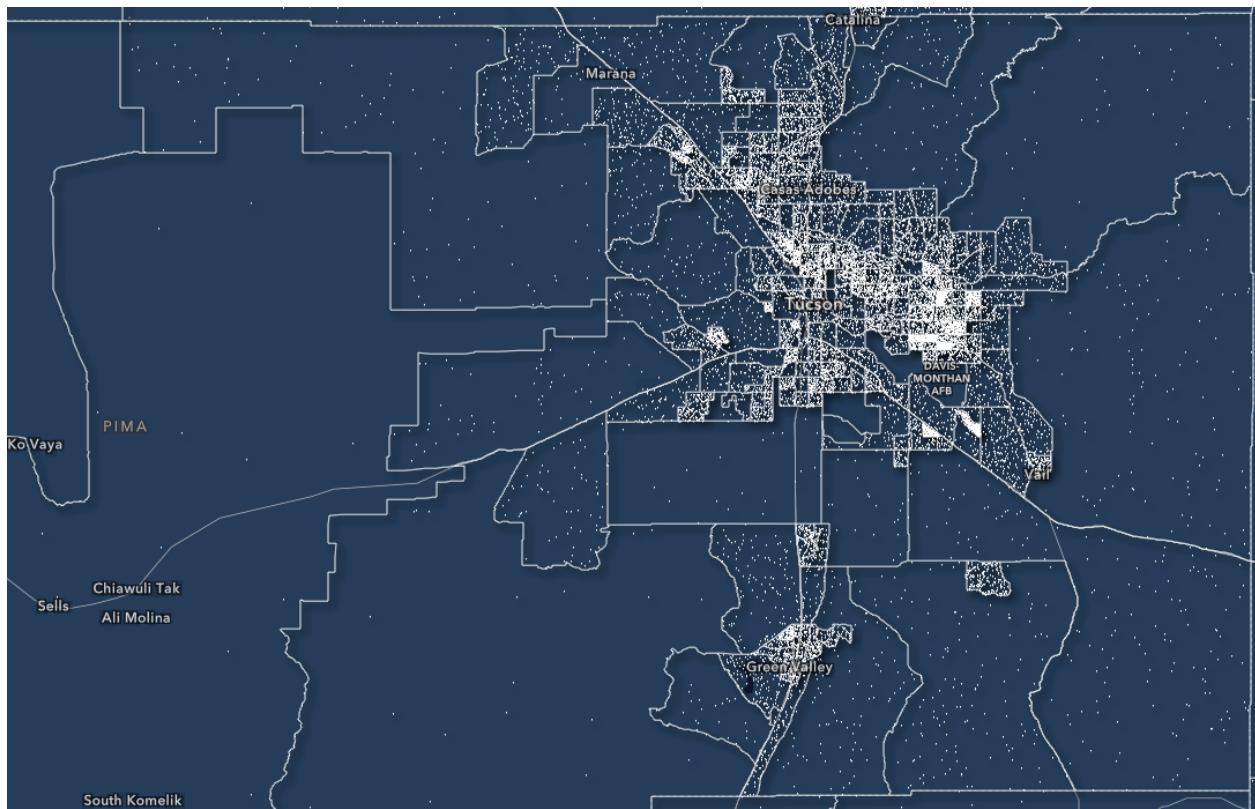
- 9.6% of the population has veteran status.
- 22.3% of the senior population is a veteran (44,055).
- 35.1% of senior veterans identified as having a disability compared to 15.3% of the total population.

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=ACSST5Y2019.S0103>  
<https://worldpopulationreview.com/us-counties/az/pima-county-population>

With the U.S. Armed Forces completing their withdrawal from [Afghanistan](#) on Aug. 30, 2021, marking the end of the 2001-2021 war, many military veterans across the country have returned home and integrated back into civilian life. Transitioning from military service to civilian life can be a difficult process for many returning veterans. 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. The image below illustrates 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.

## Number of Veterans Per Census Tract in our Region



To view additional details such as number of veterans per individual census tract in our region visit:

**Source:** <https://arcg.is/0H159b3>

As referenced in the Pima Health Data Portal, every year military personnel leave active duty and return to civilian jobs. Recent veterans report high rates of service-connected disabilities. People with a disability have difficulties performing activities due to a physical, mental and/or emotional condition. Understanding the potential service needs of our veteran population requires examining how many of our veterans have service-connected disabilities.

**Source:** [Pima Health Data Portal :: Indicators :: Veterans with a Disability](#)

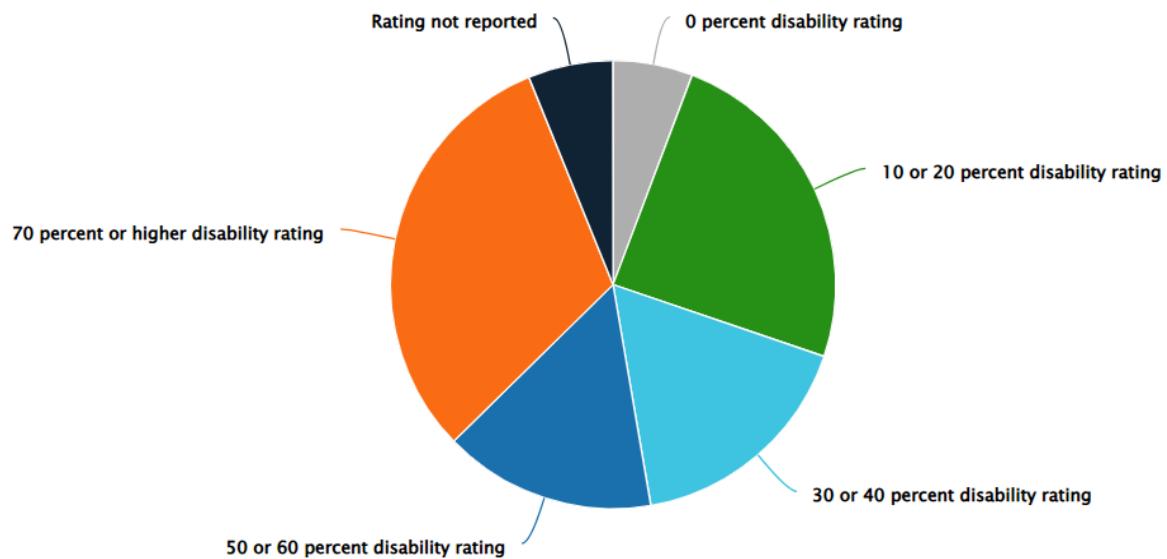
## Veterans with Service-Connected Disabilities

As noted in Map AZ Dashboard, the number of veterans with disabilities since 2013 has risen by approximately 960,000, a 27.5% increase, underscoring the need to allocate special care and support for this group. Based on the frequency, duration and severity of symptoms, the [Department of Veterans Affairs](#) (VA) assigns a disability rating to service-connected conditions. Overall, [VA disability ratings](#) are intended to compensate veterans for average impairments in earning capacity resulting

from their service-connected condition(s). Those who qualify for VA monthly compensation must have a combined disability rating of at least 10%.

In 2021, approximately 1.6 million veterans (37.1%) had a service-connected disability rating of 70 percent or higher in the United States. Tucson and Arizona had 31.1% and 33.1% shares, respectively. It is important to note Tucson in comparison to Arizona and the United States, reported a higher percentage of veterans in the 30% or 40% (17.1%), and 50% or 60% (15.4%) ranges in 2021. The chart below illustrates the share of veterans in Tucson with a service-connected disability.

## Percent of Veterans by Service-Connected Disability Status (2021)

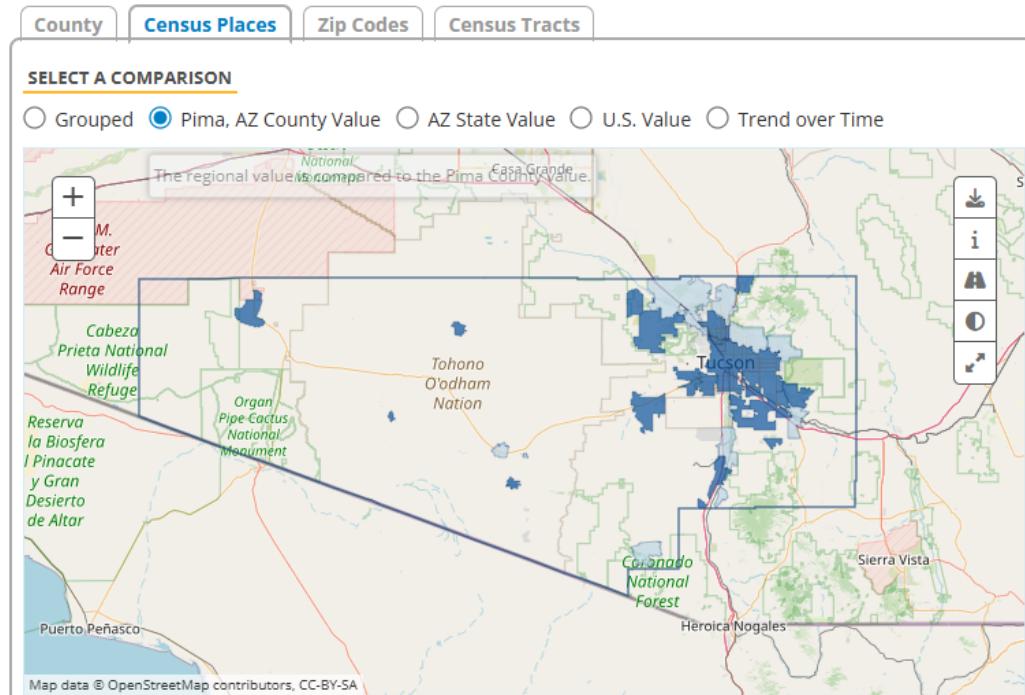


U.S. Census Bureau via MAP (mapazdashboard.arizona.edu)

**Source:** [Population, Prevalence, and Education for disabled people in Tucson, Arizona MSA | MAP Dashboard](#)

## Veterans with a Disability by Census Place in Pima County

The map below illustrates the percent of veterans with a disability by census place for the measurement period 2019-2023.



- Picture Rocks 35.9%
- Avra Valley 32.5%
- Catalina 33.8%
- Oro Valley 27.9%
- Casas Adobes 31.3%
- Flowing Wells 45.2%
- Tucson 32.4%
- Rincon Valley 34.7%
- Corona de Tucson 34.2%
- Vail 12.5%
- Catalina Foothills 23.7%
- Marana 24.0%
- Sahuarita 26.1%
- Tanque Verde 27.8%
- Oro Valley 27.9%
- South Tucson 35.2%
- Picture Rocks 35.9%
- Drexel Heights 37.8%
- Tucson Estates 37.8%
- Green Valley 38.6%
- Valencia West 39.6%
- Ajo 46.4%
- Arivaca Junction 57.1%
- Pisinemo 100%
- Topowa 78.6%
- Santa Rosa 35.7%
- Three Points 37.3%

**Source:** [Pima Health Data Portal :: Indicators :: Veterans with a Disability](#)

## Mobility Coordination Working Group

As noted in the FY2025 ADOT Multimodal Planning Coordinated Mobility Program Section 5310 Grant Guidebook: "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 lifecycle 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 P of this plan.

**Source:** [ADOT FY 2025 Coordinated Mobility Program Guidebook](#)

## 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 evaluate opportunities to standardize driver training practices. This has paved the way for efforts to incorporate best practices pertinent to supporting individuals who are blind or have low vision and those with developmental disabilities. 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 forecasting fleet lifecycle 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 16 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 meeting the needs of individuals with varying disabilities, vehicle and lift maintenance, driver assessments and other related training. Other projects explored include understanding metrics used to determine vehicle replacement, tools to track operational costs and proactive measures for preventive maintenance to reduce costs. Many of these have paved the way for the foundational elements of this plan.

## Process to Develop 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 FY 2023-FY 2026 PAG Public Transit-Human Services Coordinated Transportation Plan. The discussion points from the Mobility Coordination Working Group meetings held FY 2023 through FY 2025 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.

Additional service area boundary maps were created in 2025 to reflect the growth of the Coordinated Mobility Program. These updates include two new participating 5310 agencies, and several new Neighbors Care Alliance programs that provide volunteer-based transportation services. 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 2025 Survey

In 2025, 14 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 services they provide in our region. The 14 agencies surveyed included those funded by FTA Section 5310 and other participating agencies such as NCA programs through PCOA and the City of Tucson ADA eligibility office. PCOA is the administrator for 19 volunteer-based driver programs within their Neighbors Care Alliance (NCA) programs. Among the respondents are thirteen 5310 funded agencies, including a volunteer-based driver program and the City of Tucson ADA Eligibility Office. 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.

Below are a few of the key findings from the above-referenced 2025 survey:

### Communication Methods:

- 42.8% of the respondents use social media to communicate with the client and/or their advocate regarding transportation.
- 35.7% of the respondents use mailers to communicate with the client and/or their advocate regarding transportation.
- 64% of the respondents meet with the client and/or advocate regarding transportation.
- 85.7% of the respondents make phone calls to communicate with the client and/or their advocate regarding transportation.
- 8 of the 12 respondents use brochures to communicate transportation options, schedules and/or routes.
- 6 of the 12 respondents provide information regarding eligibility requirements and/or

restrictions and other information.

Training:

- 42% of respondents offer training to individuals outside of their organization on what options are available to help gain access to their services (options may include transportation),
- 14% of respondents are developing training initiatives.
- 35.7% of the respondents stated they could benefit from support or collaborative opportunities in this area.
- Five agencies expressed interest in receiving help creating training/information materials regarding transportation services in the greater Tucson region: Catholic Community Services and PCOA.

ADA-Accessible Vehicles:

Based on the responses of 12 of the 13 participating 5310 agencies, there are:

- 33 vehicles equipped with a ramp.
- 65 vehicles equipped with a lift.

The results and insights from the 5310 Human Services Providers and Related Agency 2025 Survey are included in this plan. These results are combined with the findings from the developed service area boundary maps. The charts from the survey results include the following:

- 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, the 2045 Regional Mobility and Accessibility Plan, and the 2055 Regional Mobility and Accessibility Plan. In addition, externally developed plans including the draft Dial-A-Ride and Microtransit Service Area Analysis, the City of Tucson's five-year strategic transit plan for fiscal years 2020-2024, Sun Tran's Transit Comprehensive Operational Analysis Final Report 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 of how these vehicles play a critical role in meeting the unique needs of the general public, including special needs populations. The results from the 5310 Human Services Providers and Related Agency 2021 Survey (Appendix O) 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
- Accessible transportation needs
- 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 viruses, such as COVID-19 or RSV (Respiratory Syncytial Virus), 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 the impact of 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, as well as the programs aligned with the Neighbors Care Alliance, administered by the Pima Council on Aging (PCOA). Furthermore, the plan includes a closer look at transportation needs relative to medical appointments including mental health, 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 strategy priorities 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 and to provide feedback, including feedback specific to the ranking 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 draft plan 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. Additional service area boundary maps were developed in 2025 to further support efforts to better understand the boundaries of individual transportation providers, including the growth of NCA programs in the region. In doing this, 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 also will 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 future updates to the Pima Find a Ride website, the service area boundary maps will continue to 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 greater Tucson 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. COVID-19 in our region revealed an increased demand for local food banks and food delivery. As a result, we anticipate these maps could shed light on opportunities for bridging gaps in the accessibility and delivery of

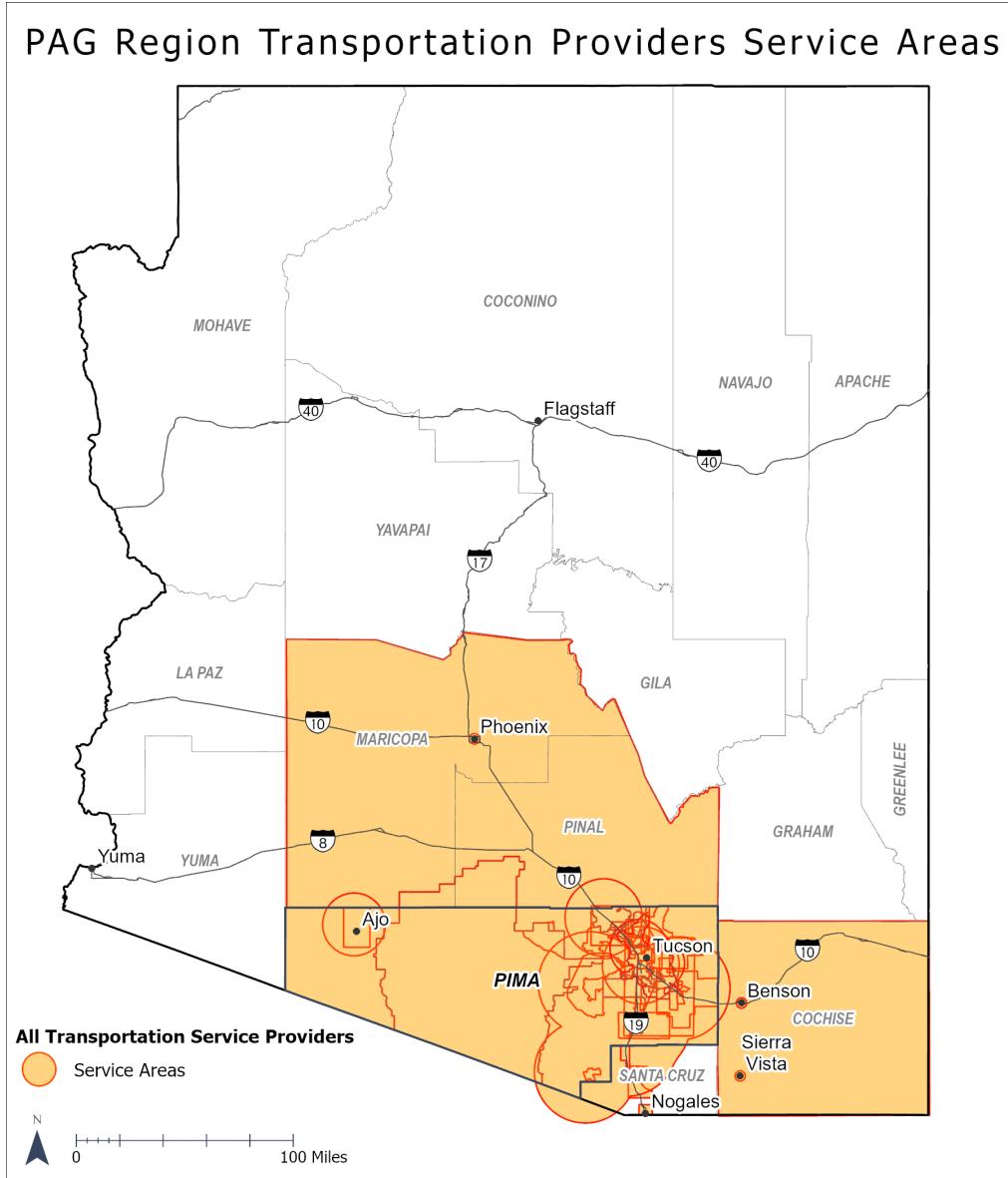
food to special needs populations.

## PAG Region Service Area Boundary Map(s)

The map below illustrates the collective service area boundaries for over 56 agencies in the greater Tucson region. These agencies include:

- 16 human services transportation providers active in the 5310 program
- Two public paratransit providers active in the 5310 program
- 15 non-emergency medical transportation (NEMT) providers
- 17 PCOA/Neighbors Care Alliance – transportation via volunteer driver programs

- Six private transportation providers including taxi, chauffeur and shuttle services



\*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 and public transportation projects that improve access to fixed-route service. It may also be used for projects that 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 Minimum Useful Life Guidelines**

Vehicle Type	Minimum Years	and / or	Minimum Miles
Minivan With Ramp	6 years	and / or	100,000 mi.
Minivan No Ramp	6 years	and / or	100,000 mi.
Maxivan With Lift	6 years	and / or	100,000 mi.
Maxivan No Lift	6 years	and / or	100,000 mi.
Cutaway with Lift	7 years	and / or	200,000 mi.
Sport Utility Vehicle (SUV)	7 years	and / or	150,000 mi.
Crew Cab Trucks	7 years	and / or	150,000 mi.
Buses over 30 ft	7 years	and / or	300,000 mi.
Heavy duty buses 35+ ft	10 years	and / or	350,000 mi.
Trolleys	14 years	and / or	500,000 mi.
Automobile	4 years	and / or	100,000 mi.

**Source:** [ADOT FY 2025 Coordinated Mobility Program Guidebook](#)

## Transit Asset Management (TAM) Useful Life Benchmarks

Asset Category/Class	Total Number	Average Age	Average Mileage	ADOT Useful Life Benchmark	ADOT Useful Life Benchmark
Revenue Vehicles	477	5.99	140,720	Years	Mileage
AO - Automobile	23	3.22	35,113	8	100,000
BR - Over-the-road-Bus	0	0	0	14	500,000
BU - Bus	12	6.17	136,710	14	500,000
CU - Cutaway Bus	255	5.72	126,951	10	400,000
FB - Ferryboat	0	0-	0-		
MV - Minivan	114	6.63	217,460	8	100,000
SV - Sport Utility Vehicle	10	6	109,070	8	100,000
Trucks and other Rubber Tire Vehicles	1	9	150,148	8	100,000
TB - Trolleybus	0	0	0	7	200,000
VN - Van	62	6.94	101,157	8	100,000

ADOT is utilizing Useful Life Benchmarks for vehicles based upon years or mileage whichever occurs first.

*Source: [ADOT FY 2025 Coordinated Mobility Program Guidebook](#)*

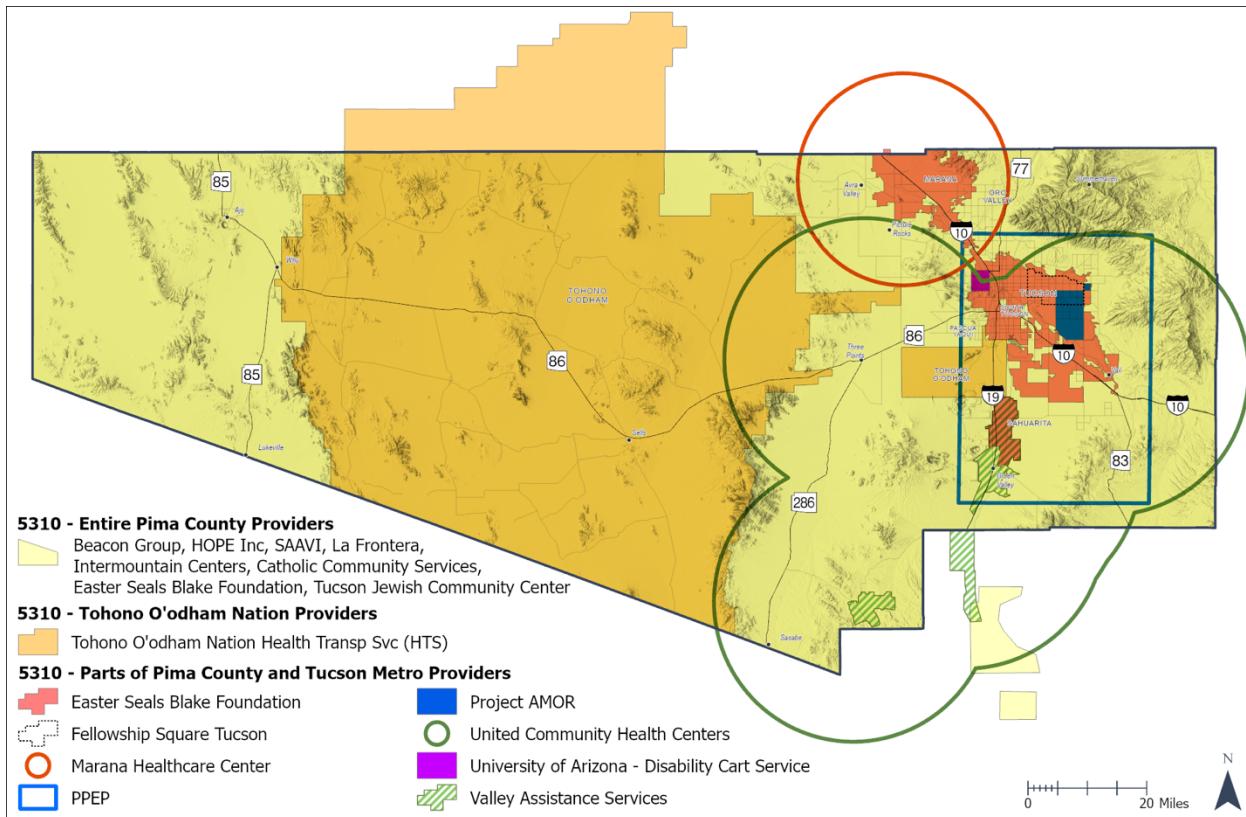
As noted in the ADOT Multimodal Planning Coordinated Mobility Program Section 5310 Grant Guidebook FY 2025: "Subrecipients use the above guidelines to estimate how long it will take each vehicle type to reach the appropriate mileage for replacement purposes. The minimum useful life is the point at which ADOT will consider disposal without justification for serious ongoing mechanical failure. The TAM Useful Life Benchmarks are 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 and the condition of the vehicle. Vehicles in good working order are encouraged to be used as long as they can be safely operated and do not need to be replaced because they have met a certain age or mileage."

*Source: [ADOT FY 2025 Coordinated Mobility Program Guidebook](#)*

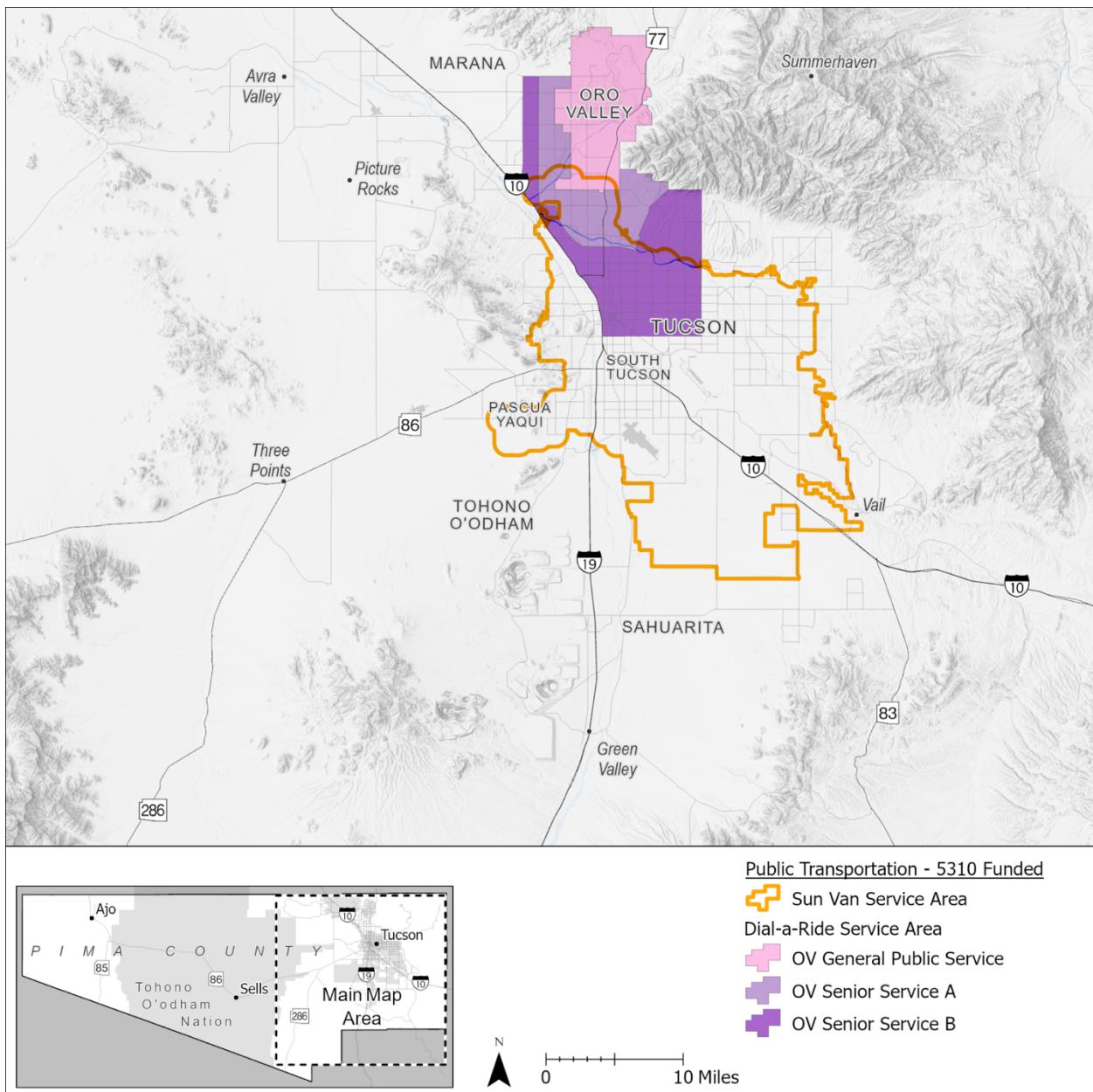
## FTA Section 5310 Funded Transportation

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 greater Tucson region.

## Participating 5310 Agencies Cumulative Service Area Boundary Map



## FTA Section 5310 Funded Public Transportation



\*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 2025 Survey**

In 2025, 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 services 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 19 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 FTA Section 5310-funded agencies and/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 2025 Survey. (Additional details regarding the survey are found in Appendix O)

## FTA Section 5310 and Participating Agency Programs Serving Rural and Urbanized Areas

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

Program/ Service	Total Urban	Total Rural	Total Urban & Rural	N/A
Job development/vocational training	5		5	2
Employment	3		4	3
Day programs	6	1	2	3
Medical/dental appointments (Not dialysis)	6		5	1
Dialysis	2		1	8
Pharmacy	5	1	4	2
Behavioral health	4		4	3
Resources and support	6	1	4	1
Home visits	4		4	4
Meal delivery	2	1	1	8
Shopping/errands/food bank	7	1	3	2
Social activities	8		3	2
Summer camps for children or adults with disabilities	7		1	5
Public transportation	3		2	6
Other				7

*\*Based on 13 respondents to this question in the 5310 Human Services Providers and Related Agency 2025 Survey*

## Primary Trip Purpose

Number of agencies with trips related to the following primary-trip purpose by percentage interval.

Program/Service	1-10%	11-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-80%	81-90%	91-100%	N/A
Grocery Shopping/Errands/ Food Bank	3	3				1			1	1	2
Pharmacy	4	4					1		1		1
Medical/Dental Appointments (Not Dialysis)	1	1	1		1	3	2			1	1
Dialysis	1						1				9
Employment	2	1	1	1							6
Job Development	3	1	1								6
Mental Health	3	1							1	3	2
Recreational	3	1	1	1	2					2	1
Pharmacy	3	1				1			1		4
Worship Services		1	1								8
Social Activities	3	1			2				1	1	4
Home Visits	1	3	1					1			5
Meal Delivery	2		1								9
Other											5

\*Based on 12 respondents to this question in the 5310 Human Services Providers and Related Agency 2025 Survey

## Secondary Trip Purpose

Number of agencies with trips related to the following secondary-trip purpose by percentage interval.

Program/Service	1-10%	11-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-80%	81-90%	91-100%	N/A
Grocery Shopping/Errands/ Food Bank	2	2								1	4
Pharmacy	3	1							1		4
Medical/Dental Appointments (Not Dialysis)	1	1			1	1				1	4
Dialysis											9
Employment	1		1								7
Job Development	1		1								7
Mental Health	1	1							2		5
Recreational	1	1			1					1	5
Pharmacy	1								1		6
Worship Services			1								8
Social Activities	1				1				1		7
Home Visits	1	1	1								6
Meal Delivery	1		1								7
Other											6

\*Based on 11 respondents to this question in the 5310 Human Services Providers and Related Agency 2025 Survey

## FTA Section 5310-Funded and Participating Agencies: Program/Services Primary Focus

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

Name of Organization	Adults with a Disability	Individuals aged 65+	ADA Eligible in Pima County	Youth and Children (under 18) with a disability	Individuals aged 65+ and disabled	Seniors and other transportation dependent individuals
Catholic Community Services	91-100%	51-60%	91-100%	1-10%	51-60%	51-60%
Fellowship Square	0%	91-100%	0%	0%	81-90%	0%
Tucson JCC	91-100%	0%	0%	1-10%	0%	0%
Project AMOR	0%	0%	0%	91-100%	0%	0%
HOPE Inc.	81-90%	21-30%	11-20%	0%	21-30%	21-30%
Interfaith Community Services	41-50%	61-70%	0%	0%	81-90%	81-90%
Town of Oro Valley	71-80%	11-20%	71-80%	0%	0%	0%
Valley Assistance Services	1-10%	81-90%	91-100%	1-10%	91-100%	91-100%
Intermountain Centers	11-20%	0%	0%	51-60%	0%	0%
Easterseals Blake Foundation	91-100%	0%	0%	0%	1-10%	0%
SAAVI	81-90%	31-40%	91-100%	1-10%	11-20%	91-100%
La Frontera	81-90%	1-10%	1-10%	1-10%	1-10%	1-10%
Marana Healthcare	11-20%	1-10%	21-30%	1-10%	21-30%	1-10%
City of Tucson: ADA Eligibility Office			91-100%			

\*\*Percentages provided by the 14 respondents of the 5310 Provider and Related Agencies survey in 2025.

## FTA Section 5310-Funded and Participating Agencies Offering Client-based/Member-based Transportation Services

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

Name of Organization	Adults with a Disability	Individuals aged 65+	ADA Eligible in Pima County	Youth and Children (under 18) with a disability	Individuals aged 65+ and disabled	Seniors and other transportation dependent individuals
Catholic Community Services	91-100%	61-70%	91-100%	1-10%	91-100%	61-70%
Fellowship Square	0%	91-100%	0%	0%	81-90%	0%
Tucson JCC	91-100%	0%	0%	1-10%	0%	0%
Project AMOR	0%	0%	1-10%	81-90%	0%	0%
HOPE Inc.	81-90%	21-30%	11-20%	0%	21-30%	21-30%
Interfaith Community Services	21-30%	21-30%	21-30%	0%	81-90%	71-80%
Valley Assistance Services	81-90%	81-90%	81-90%	11-20%	81-90%	0%
Intermountain	31-40%	0%	0%	51-60%	0%	0%
Easterseals Blake Foundation	91-100%	0%	0%	0%	1-10%	0%
SAAVI	91-100%	91-100%	91-100%	91-100%	91-100%	91-100%
La Frontera	81-90%	1-10%	81-90%	1-10%	1-10%	1-10%
Marana Healthcare	21-30%	11-20%	21-30%	11-20%	21-30%	1-10%
City of Tucson: ADA Eligibility Office	0%	0%	91-100%	0%	0%	0%

\*Sun Van and Sun Shuttle/Dial-a-Ride provide paratransit services (not client-based).

\*Percentages provided by the 14 respondents of the 5310 Provider and Related Agencies survey in 2025

## 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 subrecipients of the 5310 program to identify non-client riders with the greatest potential for ridership with existing clients.

Based on the responses of 14 agencies including 5310-funded transportation providers and providers affiliated with the Pima Council on Aging (PCOA)/Neighbors Care Alliance (NCA) programs, opportunities for coordination may include exploring ways to better serve non-client riders who are veterans with a disability, adults with a developmental disability and individuals aged 65 and over. Other potential non-client rider groups include adults with autism spectrum disorder, and those who are deaf, deaf-blind or hard of hearing.

The chart below reflects the number of participating agencies reflecting potential for non-client riders based on rider group.

Rider Group	Number of participating agencies with the potential for this non-client rider group
Elderly	6
Disabled Developmental - youth only	3
Developmental physical – youth only	2
Mental health related disability/PTSD – Adult only	2
Autism/ ASD – Youth only	2
Elderly 65+ with dementia	4
Autism/ASD – adult only	2
Mental health related disability- youth	1
Physical disability – adult only	3
Developmental disability – adult only	6
Veterans 65 and over	6
Veterans with a physical disability	6
Veterans with mental health related disability	4
Other:	
Deaf, Deaf-Blind or Hard of Hearing	1
None of the above	
*Provide transportation only to members unless via their outreach programs	4

\*Sun Van and Sun Shuttle/Dial-a-Ride provide paratransit services (not client-based).

\*Based on 14 respondents to the 5310 Human Services Providers and Related Agency 2025 Survey

# REGIONAL PARTNERSHIPS



In 2011, the Town of Oro Valley and the Regional Transportation Authority (RTA) which manages a 20-year regional transportation plan and sales-tax revenues to fund it, began a partnership that has evolved into a premier example of coordinated regional transit. This concept replaced three separate transit services with varied policies and service standards. In a selected service area, Coyote Run, Handicar (later WeDriveU) and Sun Shuttle combined to form Sun Shuttle Dial-a-Ride. However, as of 2025, the contracted service provider is MTM Transit LLC. MTM Transit provides dial-a-ride paratransit service within the Town of Oro Valley for trips that either begin or end within the jurisdiction. The Town of Oro Valley provides their own dial-a-ride service when a trip both begins and ends within their own service area. Oro Valley's service provides ADA, senior and general public origin to destination transportation in and adjacent to Oro Valley under a regional brand and policy.

During FY 2024-FY 2025, the combined passenger trips totaled 192,030. This is a stark comparison to the first year of the partnership when ridership was 32,061 passenger trips. 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.

For example, for FY 2022 through FY 2025, NCA programs averaged over 404 drivers per year and served an average of 1,110 recipients per month. These NCA program services translate to 1,946,876 miles and volunteer contribution of \$9,777,183.68 to our local communities

## 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 provide 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. While fares are currently free across the entire transit network, integrated fare payment capabilities using a regional smartcard fare payment system make it possible for customers to conveniently transfer between Sun Tran and Sun Shuttle. If and when fares resume, this system makes transfers possible 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/PAG\\_LRRTP\\_FinalPlan\\_Jan2020.pdf](https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/PAG_LRRTP_FinalPlan_Jan2020.pdf)

## Transportation Resource Assessment

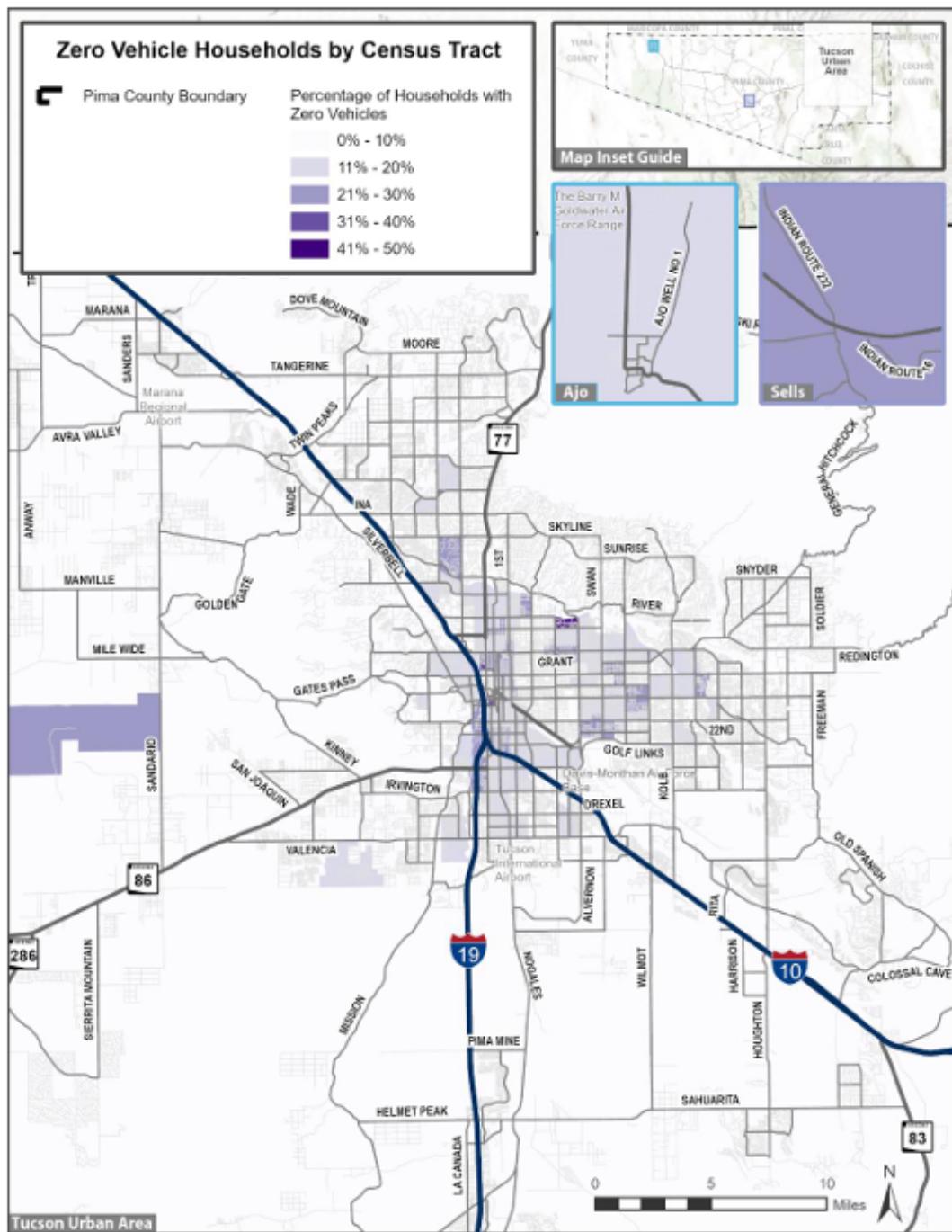
ACS data suggests that nearly one in 10 people in the Tucson region live in zero-vehicle households. Meanwhile, 24% of all households have at least two more people than vehicles. As a result, many people rely on friends, neighbors and family for transportation when they cannot use public transit.

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, as 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\\_LRRTP\\_FinalPlan\\_Jan2020.pdf](https://mk0pagrtahost21swg12.kinstacdn.com/wp-content/docs/pag/2020/09/PAG_LRRTP_FinalPlan_Jan2020.pdf)

Furthermore, as mentioned in the Dial-a-Ride and Microtransit Service Area Analysis, people living in zero-car households are more likely to rely on public transit for their mobility needs. The map below illustrates the percentage of households with zero vehicles in the Tucson area by census tract. The highest percentages of zero-car households are found in the Kleindale neighborhood and near the University of Arizona Campus (likely due to the student population). The Tohono O'odham Nation also has a higher density of zero-car households.

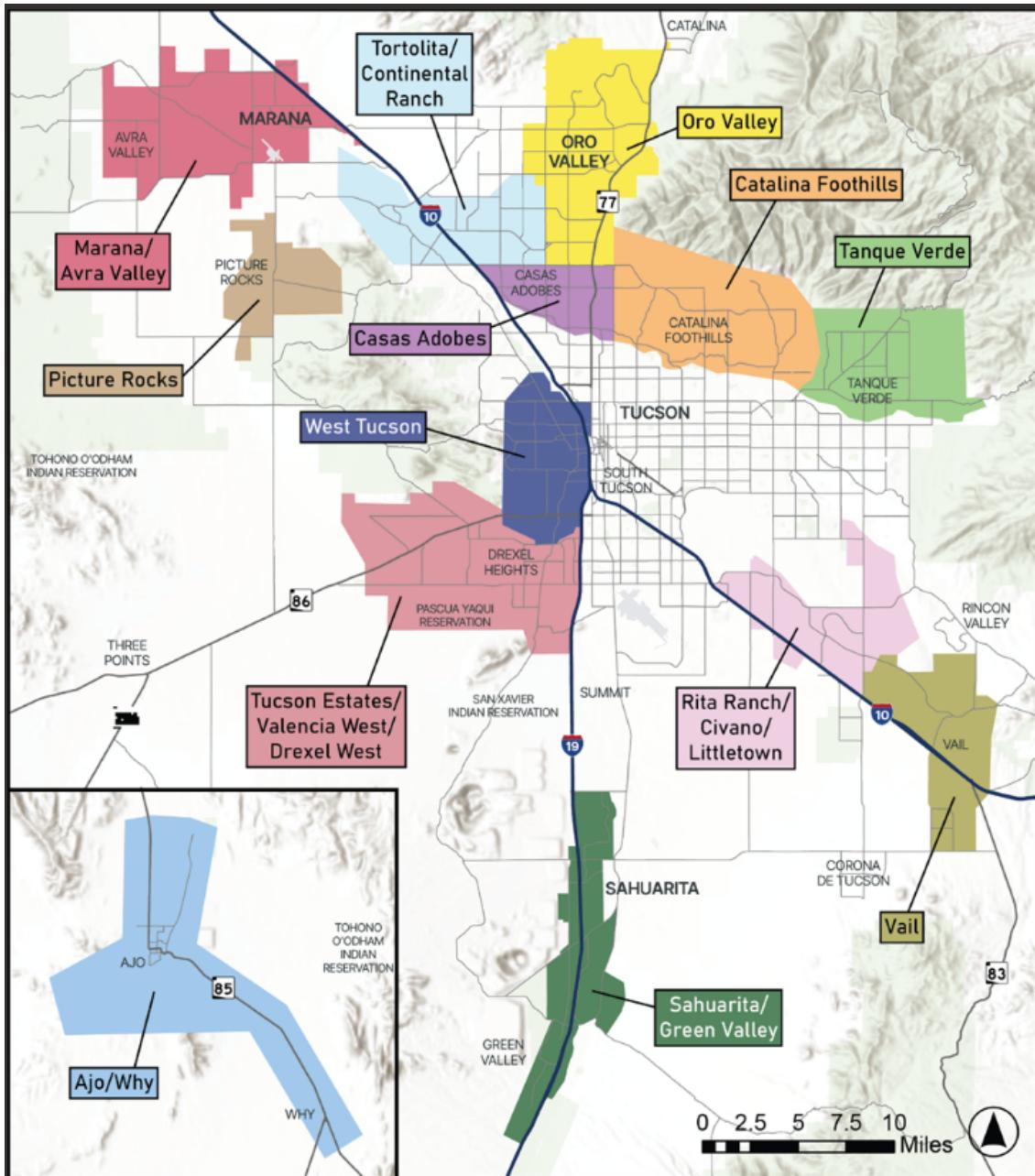
## Zero Vehicle Households by Census Tract



# SUPPORTING PEOPLE THROUGH TRANSPORTATION SERVICES



## Dial-A-Ride and Microtransit Service Area Analysis



Source: [Dial-a-Ride and Microtransit Service Area Analysis](#)

PAG/RTA conducted a study to evaluate the feasibility of introducing microtransit services into the greater Tucson region while also evaluating existing Sun Shuttle dial-a-ride services. Microtransit is an on-demand, shared-ride transit model that uses technology to match riders with similar trip requests and assign them to the same vehicle when possible. The goal of the study was to determine how microtransit could improve mobility in underserved areas, provide more efficient alternatives to low-performing fixed routes, and enhance rider convenience compared to current dial-a-ride services that often require riders to book a trip 24 hours in advance.

The study focuses primarily on the periphery of the urban core, where demand for transit exists but is too low to justify traditional fixed-route service. The analysis has three main components: (1) evaluating existing Sun Shuttle dial-a-ride services and determining the feasibility of converting these to microtransit to improve rider experience, (2) replacing inefficient fixed routes with microtransit, and (3) expanding service to areas with unmet transit needs. Using these criteria, along with a robust public engagement process and an assessment of existing conditions and needs, thirteen opportunity zones were identified as viable areas where microtransit could be implemented in the future. For two of those zones, Vail and Pictured Rocks, a combination of microtransit and dial-a-ride services was considered as part of an additional transit feasibility study. For each opportunity zone, the study evaluated projected ridership, fleet size, capital and operational costs, and air quality impacts. Considerations for implementation were also included should any of the recommendations be enacted in the future.

Microtransit service can be tailored to community needs and provides a straightforward rider experience. Trips can be booked 10 to 60 minutes in advance through a smartphone app, website, or call center, with real-time updates on vehicle arrival and trip progress. Riders may share trips with others to improve efficiency, and the system can integrate with taxis or rideshare services (Uber, Lyft, etc.) if capacity is exceeded. Although public transit is currently fare free, microtransit has the flexibility to accept app-based payments, cash, or passes in the future.

The analysis found that replacing underperforming Sun Shuttle fixed routes with microtransit would not exceed Title VI's threshold for requiring PAG/RTA to develop alternative route options. Notably, the changes are expected to improve service for seniors, increasing coverage from 65% to 89% of the county's senior population. Similarly, microtransit complements ADA-required paratransit services (Sun Van and Sun Shuttle ADA Dial-a-Ride) by offering more flexible trip options within service areas, freeing paratransit capacity for riders who need it most, and expanding accessible transportation to new areas. If implemented in the future, integrating microtransit into the transit network could enable our region to expand mobility, improve service efficiency, and better meet the needs of underserved communities in the greater Tucson region. For a complete look at this study, click on the source link below.

**Source:** [Dial-a-Ride and Microtransit Service Area Analysis](#)

# NETWORK OF TRANSPORTATION PROVIDERS



The greater Tucson 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 services in the region, followed by seniors, low income and individuals with cognitive disabilities.

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

## **Public Transportation Systems**

Public transit services in the 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 currently provides all-day bus service on 27 routes serving Tucson, South Tucson, Flowing Wells, Casas Adobes, Drexel Heights and Valencia.
- Sun Express, consisting of 11 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 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 seven all-day routes, connects outlying communities such as Marana, Oro Valley, Sahuarita, Green Valley and others to the Sun Tran network, as well as a daily inter-city route that travels between Ajo and Tucson.
- Sun Shuttle Dial-A-Ride, which provides a reservation-based demand-responsive service to the general public in Oro Valley, Sahuarita and Green Valley, and Ajo as well as a paratransit service for eligible passengers with disabilities that serves outlying areas not covered by Sun Van.

Sun Tran, Sun Van and Sun Link together account for 92% of total service costs provided in the region and 98% of ridership. Sun Shuttle and Dial-a-Ride accounts for 8% of total service costs and 2% of ridership.

**Source:** Calculations from Sun Tran Operating Reports and PAG internal data.

## Sun Tran System Background

The Tucson metropolitan area is served by several public transportation services that are managed by the City of Tucson (City) and Pima Association of Governments (PAG)/Regional Transportation Authority (RTA). These services operate throughout the urban area of Tucson with rural services also provided and funded by RTA in some of the outlying areas. A list of these transportation services is presented below.

**Sun Tran:** The City of Tucson provides 29 local fixed-route buses, with daily service to the City of Tucson, City of South Tucson, Town of Marana, Town of Oro Valley, the Tohono O'odham Nation, the Pascua Yaqui Tribe, and unincorporated Pima County.

**Sun Express:** There are 12 express routes that provide quick access to major destinations. These routes operate during peak weekday commuting hours with limited stops along the route, meaning riders can get to their destinations quicker. Some key workplace destinations include the University of Arizona, Banner-University Medical Center, downtown Tucson, the Aero Park Complex, UA Science & Tech Park, and multiple locations in Oro Valley. In downtown Tucson, the offices for City of Tucson, Pima County, State of Arizona, U.S. federal courts and agencies, and many downtown businesses are served. The Aero Park Complex includes aerospace industry employers such as Raytheon, FlightSafety International and Bombardier.

**Sun Link:** Sun Link is a streetcar that operates along a 3.9-mile loop with 23 stops that serve the Mercado District, Downtown Tucson, 4th Avenue, Main Gate Square, and the University of Arizona. Sun Link shares a travel lane with other vehicles and allows on-street parking. The streetcars accommodate bicycles and have easy roll-on access for mobility devices and strollers.

**Sun On Demand:** In November 2020, Sun Van launched a micro transit pilot program in two zones. This service provides curb-to-curb access to and from any address within the zones. Riders can make reservations one to seven days in advance, and same day when possible. Reservations are accepted on a first-come, first-serve basis. If a rider's trip extends outside of the zone, they can be dropped off at one of the transfer bus stops inside the zone to make their trip elsewhere.

**Sun Shuttle:** The Sun Shuttle is a neighborhood connector serving suburban and more rural communities. Sun Shuttle connects North Oracle and Catalina, Thornydale and Dove Mountain, Marana, Green Valley and Town of Sahuarita, Tucson Estates, San Xavier District of Tohono O'odham Nation, and Southeast Tucson and Rita Ranch to Sun Tran routes. Sun Shuttle is a service that is managed and funded by PAG/RTA.

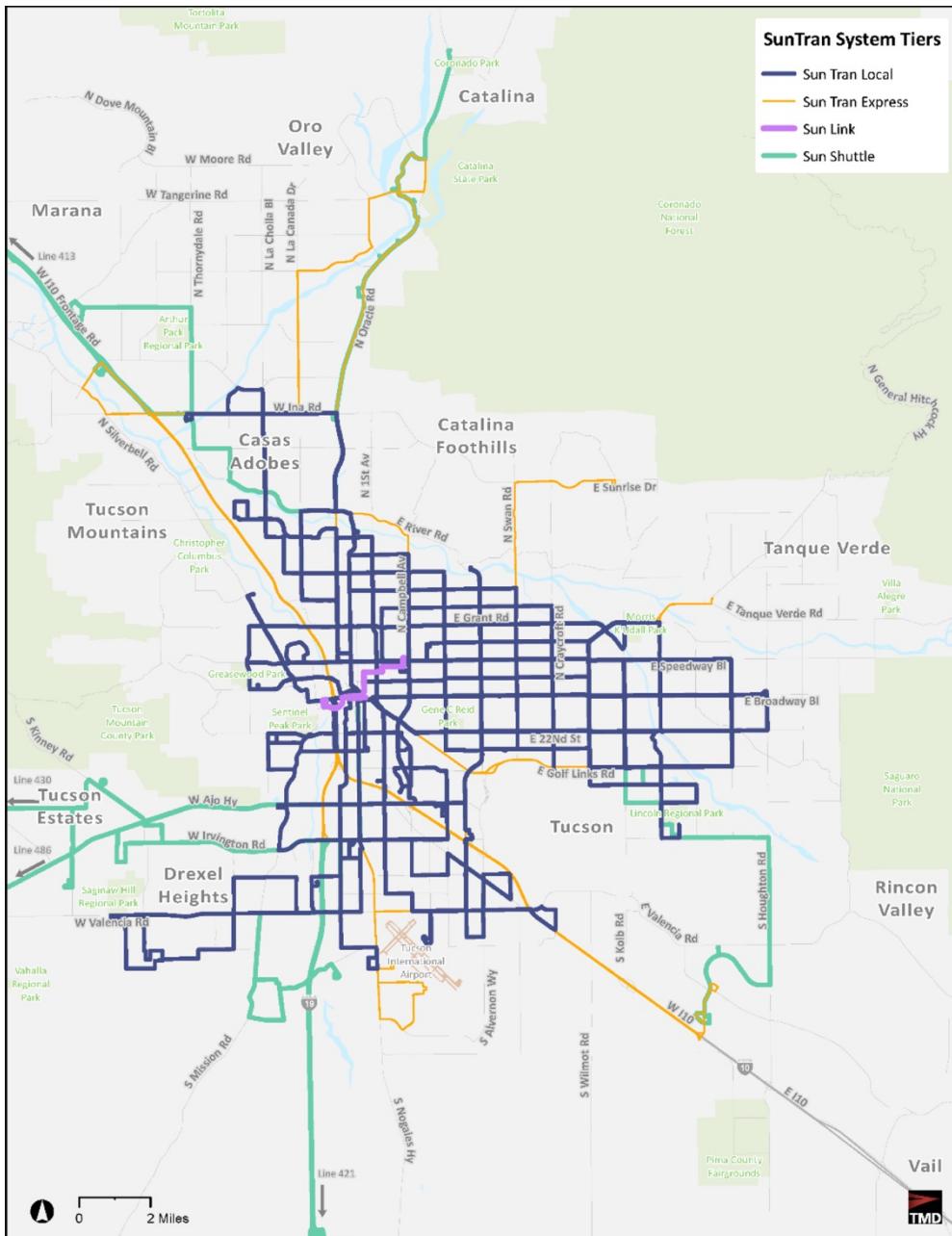
**Sun Shuttle DAR:** Provides transportation to persons with disabilities with special needs eligibility in parts of unincorporated Pima County, Central Tucson, and portions of Marana, Sahuarita and Oro Valley on an on-demand basis.

**Sun Van:** Provides ADA-compliant paratransit services to eligible residents in Tucson, Tohono O'odham Nation, Pascua Yaqui Tribe, South Tucson, and parts of unincorporated Pima County. Unlike the Sun On-Demand, Sun Van service is only available to persons with disabilities that have been certified as eligible based on their ability to use the Sun Tran fixed-route service. Individuals are determined to be ADA-paratransit eligible with a current ADA-eligibility letter from the City of Tucson ADA Paratransit Eligibility Office.

**Source:** [B\\_Transit-COA\\_Milestone-One\\_Final\\_2024.pdf](#)

The map below from the Sun Systems Comprehensive Operational Analysis (COA) (2024) illustrates the Sun Tran System Tiers: Sun Tran Local, Sun Tran Express, Sun Link and Sun Shuttle.

## Sun Tran System Tiers

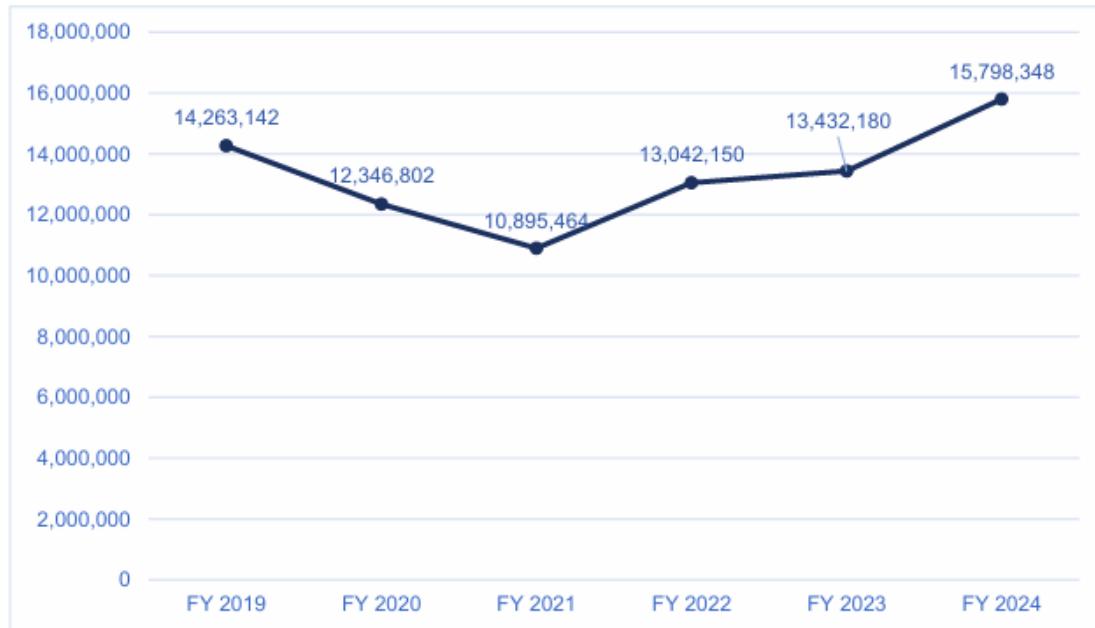


Source: [B. Transit-COA Milestone-One Final 2024.pdf](#)

## Sun Tran Ridership by Fiscal Year

As illustrated in the Draft Dial a Ride and Microtransit Service Area Analysis, the map below shows Sun Tran ridership by fiscal year from FY 2019 to FY 2024.

### SUN TRAN RIDERSHIP BY YEAR

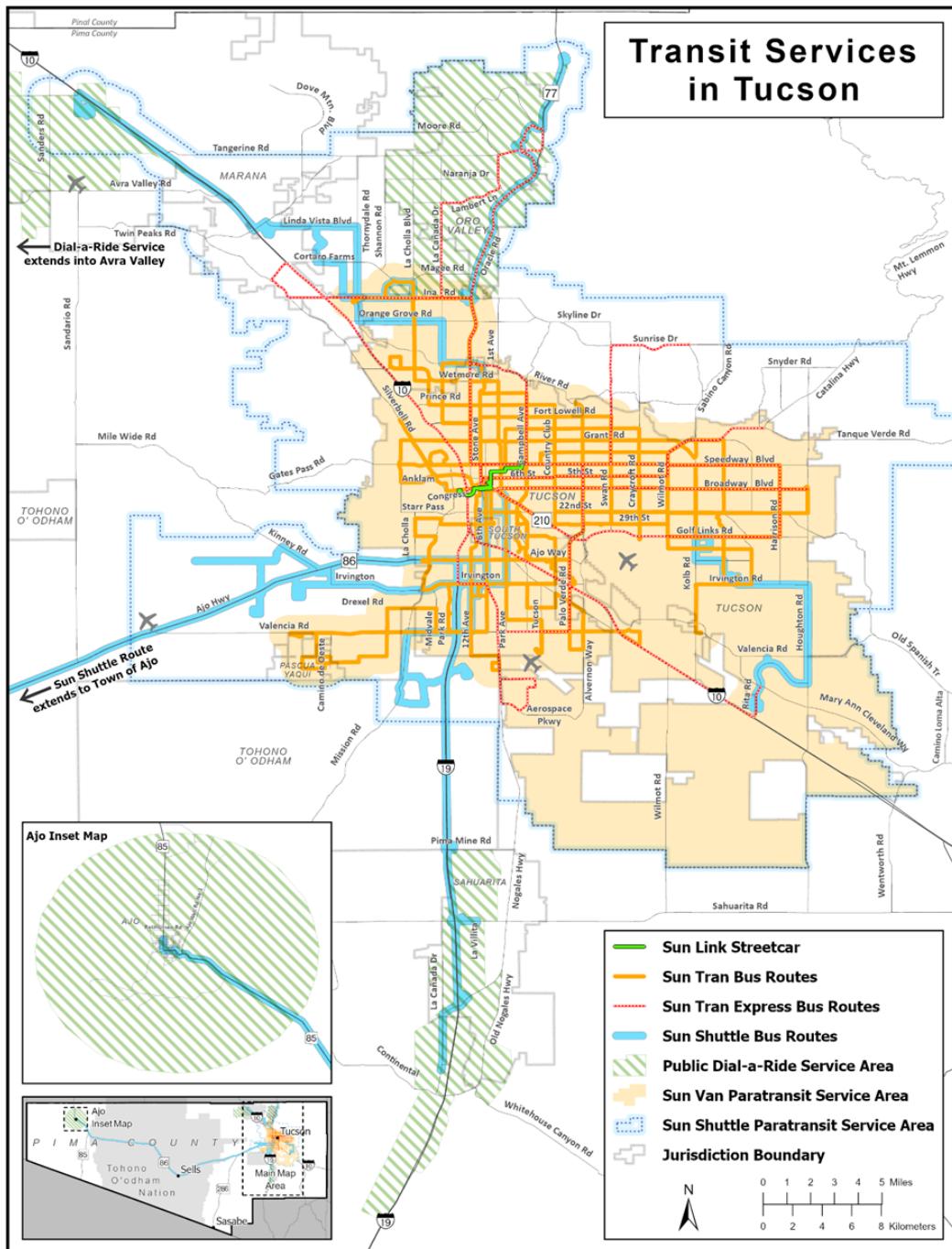


Broadly, Sun Express routes have seen the least recovery out of Tucson area transit services since the pandemic, with only the 201X and 204X exceeding FY 2019 ridership. Routes 201X and 204X are two express services that have seen increases over FY 2021. These express services serve Aero Park, connecting to the eastside and northwest, respectively. It is important to note, Route 203X, connecting Aero Park to Oro Valley, did not see similar success.

### Sun Express Ridership Recovery Since 2019 (FY2024)

Routes	FY 2019	FY 2024	Percent of FY 2019 Ridership	% Change from FY 2019
61 – La Cholla	149,678	119,445	79.8%	-20.2%
101X- Golf Links-Downtown Express	17,879	10,902	61.0%	-39.0%
102X – Northwest-UA Express	17,473	5,733	32.8%	-67.2%
103X- Northwest – Downtown Express	5,621	3,690	65.6%	-34.4%
104X- Marana – Downtown Express	10,140	3,605	35.6%	-64.4%
105X- Foothills-Downtown Express	14,762	6,622	44.9%	-55.1%
107X- Oro Valley-Downtown Express	18,734	5,165	27.6%	-72.4%
108X- Broadway-Downtown Express	12,438	5,740	46.1%	-53.9%
109X- Catalina Hwy – Downtown Express	8,340	4,471	53.6%	-46.4%
110X- Rita Ranch – Downtown Express	17,278	7,075	40.9%	-59.1%
201X- Eastside-Aero Park Express	7,884	8,827	112.0%	12.0%
203X- Oro Valley-Aero Park Express	18,737	7,615	40.6%	-59.4%
204X- Northwest-Aero Park Express	9,260	14,342	154.9%	54.9%

## Existing Transit Services in Tucson and Surrounding Areas



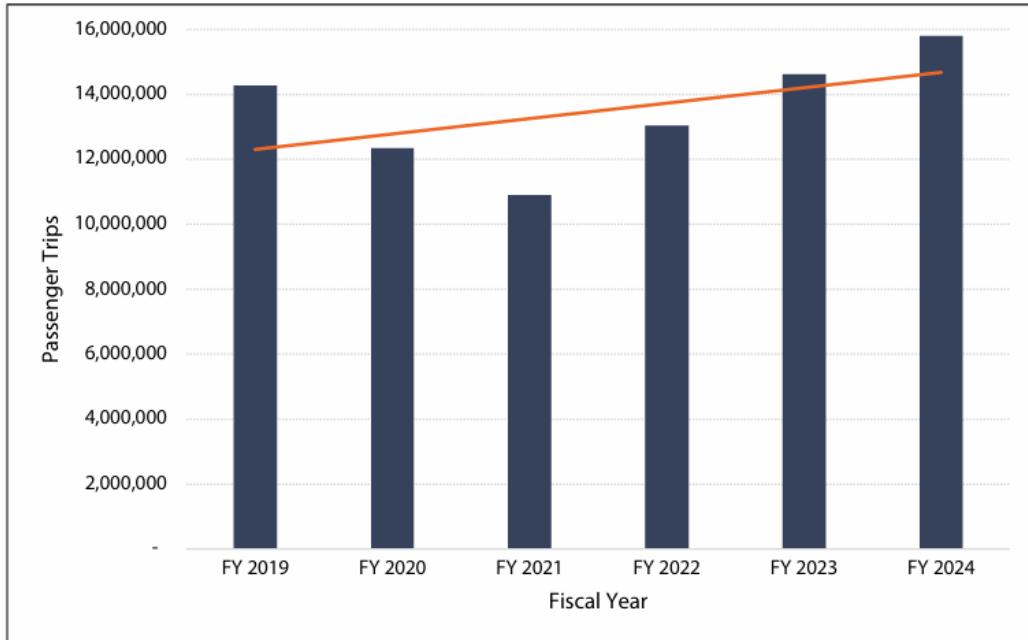
### Sun Tran

The Sun Tran fixed-route system consists of 27 local routes and 11 express routes serving the majority of the City of Tucson as well as South Tucson, Marana, Oro Valley and unincorporated Pima County. Sun Tran runs its operations 365 day 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 18.9 million passenger trips to area residents and visitors in FY 2025. 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.

In FY 2024, the Sun Tran system provided 15,793,573 passenger trips, an 8% increase from FY 2023 (14,615,275 passenger trips). See Figure 7.4 below showing a general increasing trend in ridership.

### Annual Sun Tran and Sun Express Ridership



\*The orange line represents the ridership trendline from FY 2019 to FY 2024.

Source: [2055-RMAP.pdf](#)

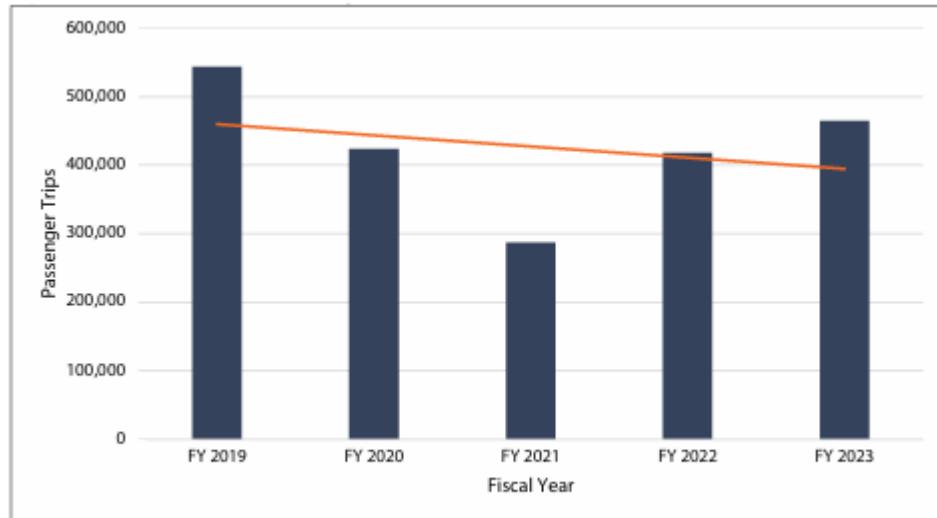
### Sun Van

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 for trips beyond the service area or beyond the hours of operation for nearby fixed-route service. As of January 2025, Sun Van operates with approximately 187 employees, providing service to the Tucson metropolitan area, portions of Pima County, and the City of South Tucson with a fleet of 136 vehicles.

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.

In FY 2024, Sun Van provided 506,164 passenger trips, a 9% increase from FY 2023 (464,538 passenger trips). While this is a decrease from FY 2019 ridership (543,246 passenger trips), ridership has been increasing following FY 2021, as shown the graph below. However, the trend overall has been a decline since FY 2019.

### Annual Sun Van Ridership



\*The orange line represents the ridership trendline from FY 2019 to FY 2024.

Source: [2055-RMAP.pdf](#)

### New Sun Van Vehicles

On Oct. 3, Sun Van rolled out five all-electric vans and 50 new vehicles, expanding their fleet with cleaner, more modern, and more accessible rides for the community.

#### Sun Van's Electric Van with a Lift



## **Sun Van's New Cutaway Vehicle**



**Source:** [Sun Van Introduces New Vehicles, Including First Electric Vans in Arizona - Sun Tran](#)

## **Sun Link Streetcar**

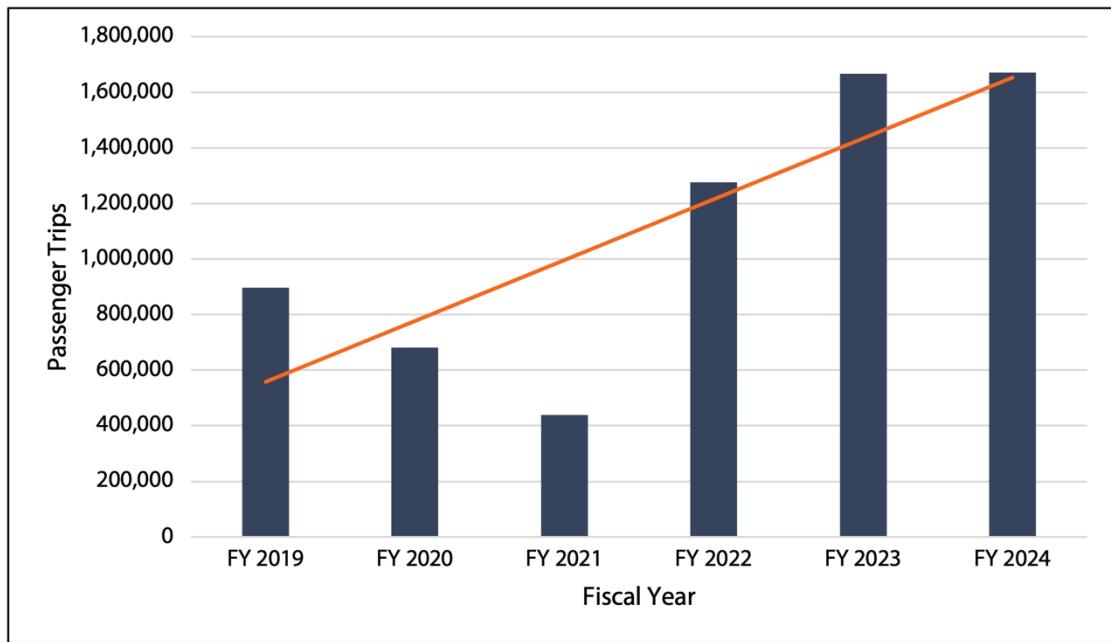
The Sun Link streetcar service began in 2014 and provides daily service to Tucson's key entertainment and commercial districts along a 3.9-mile route, including the Mercado District, Downtown Tucson, Fourth Avenue, Main Gate Square and the University of Arizona. The \$196 million project was part of the 20-year RTA plan approved by Pima County voters in 2006 and was funded by multiple sources, with the RTA being the single largest contributor. It is the region's first high-capacity transit line with a fleet of eight streetcars and 42 employees. Since 2014, ridership has exceeded pre-launch projections with an average daily ridership of approximately 4,000 passenger trips. In FY 2024, Sun Link ridership recorded 1,671,376 passenger trips, a slight increase from FY 2023 (1,667,159 passenger trips) and the highest recorded ridership in its 10-year history.

## **Sun Van's New Cutaway Vehicle**



**Source:** [Sun Van Introduces New Vehicles, Including First Electric Vans in Arizona - Sun Tran](#)

## Annual Sun Link Ridership

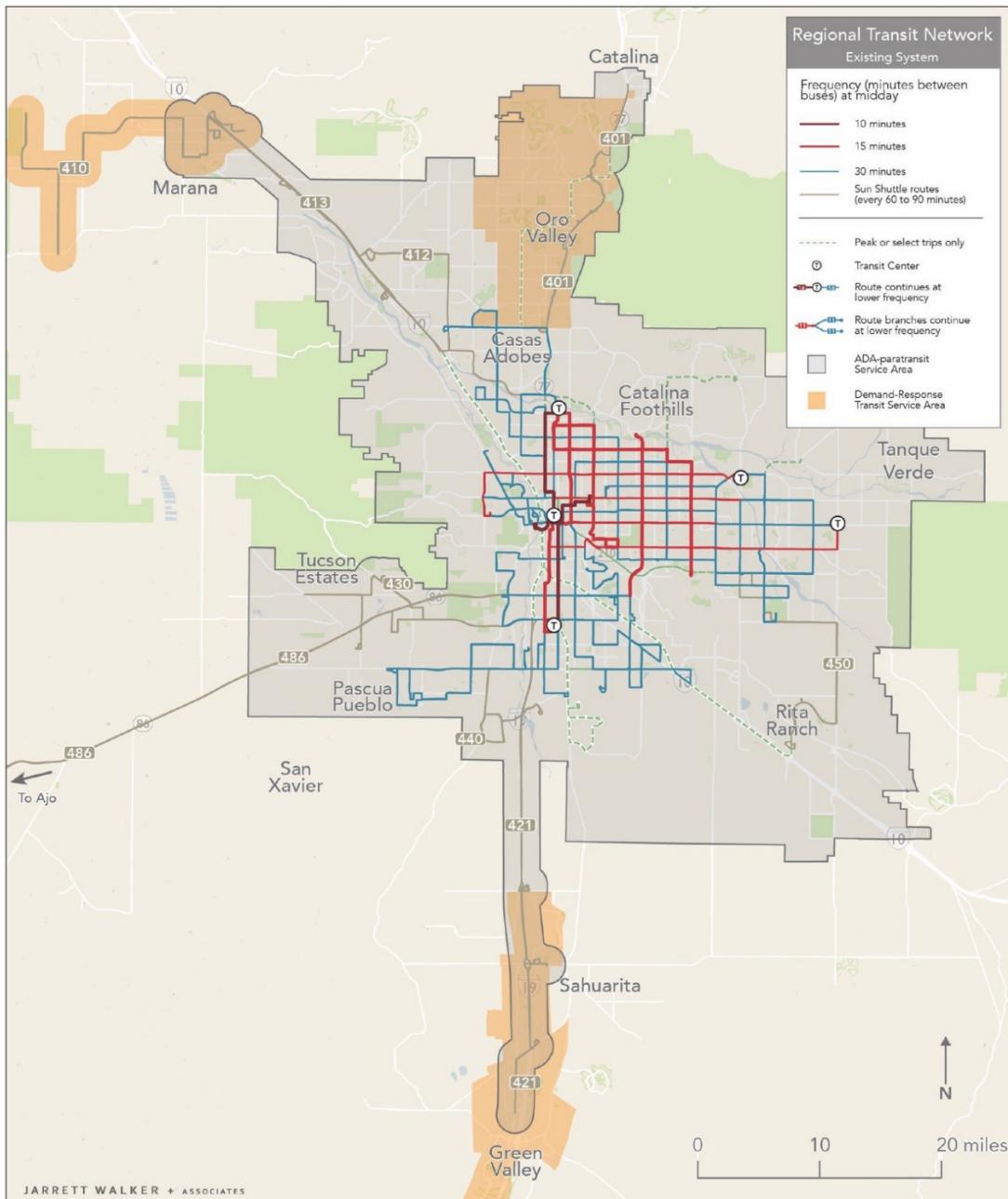


\*The orange line represents the ridership trendline from FY 2019 to FY 2024.

Source: [2055-RMAP.pdf](#)

## Regional Transit Network by Weekday Midday Frequency

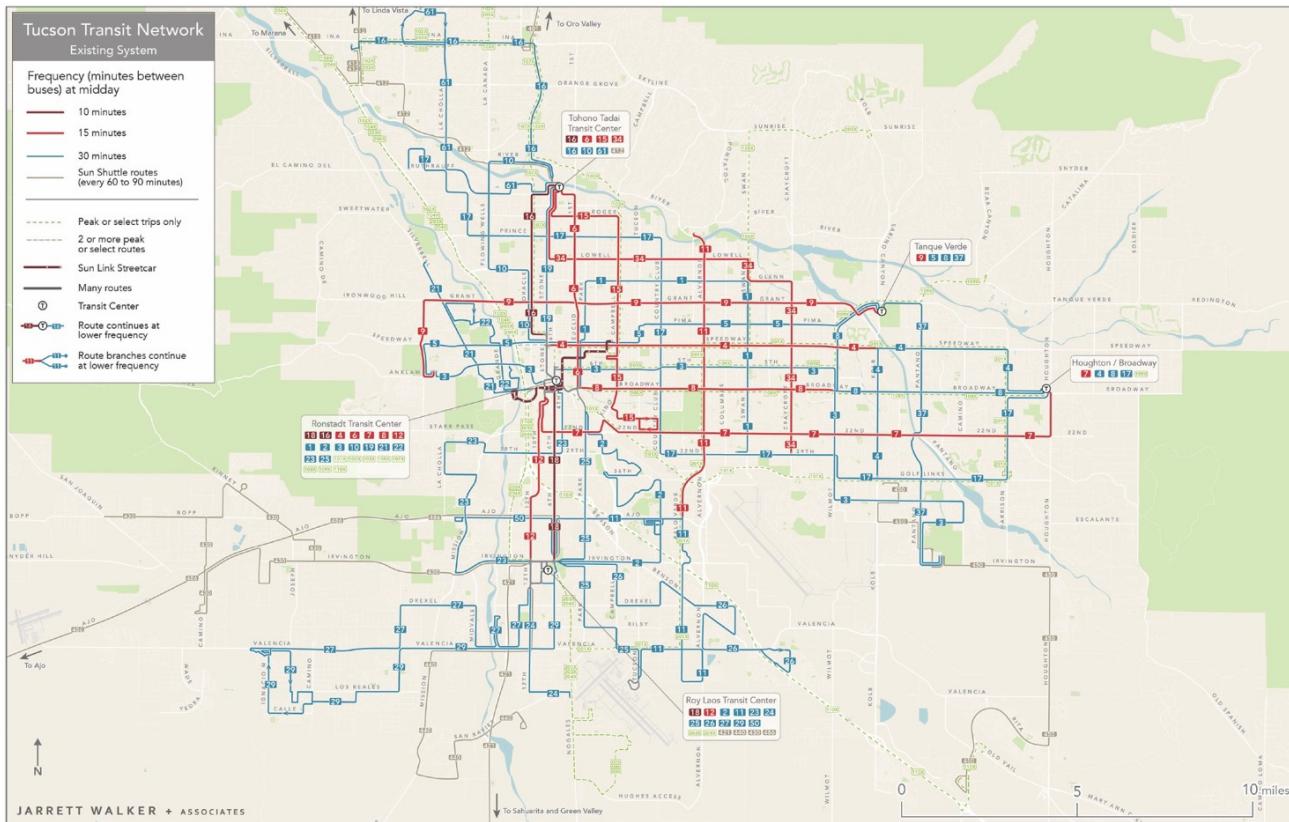
The map of public transit services and their weekday midday frequencies in the greater Tucson region is illustrated below.



Source: [https://mk0pagrtahost21swq12.kinstacdn.com/wp-content/docs/pag/2020/09/PAG\\_LRRTP\\_FinalPlan\\_Jan2020.pdf](https://mk0pagrtahost21swq12.kinstacdn.com/wp-content/docs/pag/2020/09/PAG_LRRTP_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.



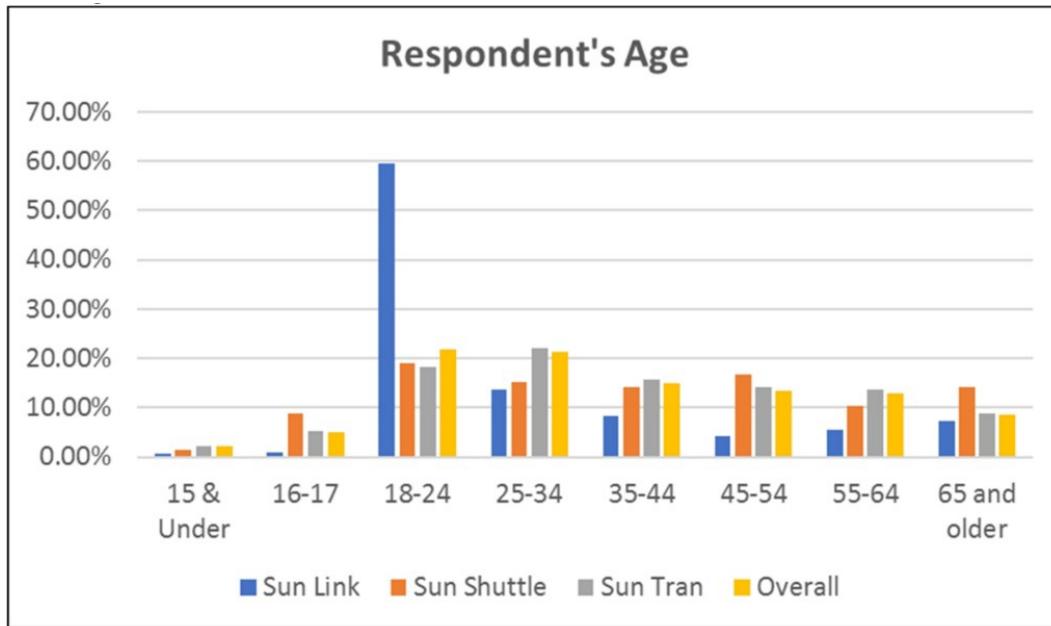
Source: [https://mk0pagrtahost21swq12.kinstacdn.com/wp-content/docs/pag/2020/09/PAG\\_LRRTP\\_FinalPlan\\_Jan2020.pdf](https://mk0pagrtahost21swq12.kinstacdn.com/wp-content/docs/pag/2020/09/PAG_LRRTP_FinalPlan_Jan2020.pdf)

## 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 2019 to February 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%
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

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

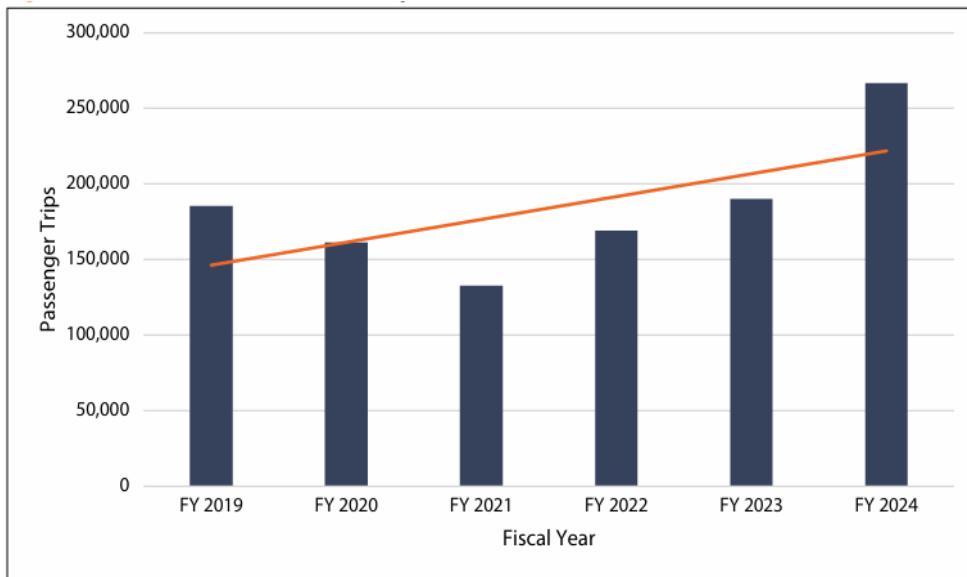
## Sun Shuttle

Sun Shuttle is a neighborhood fixed-route transit service in the Town of Marana, the Town of Oro Valley, Catalina, the Town of Sahuarita, Green Valley, and rural western Pima County that provides rides within neighborhoods. Funded by the RTA, it was launched in 2009 and connects passengers to other Sun Tran routes and destinations within their communities. Sun Shuttle also offers a public dial-a-ride service that offers a demand-response service more appropriate to the needs of customers in the Town of Oro Valley, Green Valley/Sahuarita, Marana/Avra Valley and Ajo/Why areas. Total ridership

on fixed-route and public dial-a-ride services for FY 2024 was 204,830 trips, an 8% increase from 190,075 trips in FY 2023. It is important to note the Sun Shuttle fixed and dial-a-ride system provided almost 400,000 trips in FY 2025.

**Source:** [2055-RMAP.pdf](#)

## Annual Sun Shuttle Ridership



\*The orange line represents the ridership trendline from FY 2019 to FY 2024 for fixed-route and public dial-a-ride service only.

**Source:** [2055-RMAP.pdf](#)

## Northern Service Area

Sun Shuttle provides three bus routes and two public dial-a-ride areas serving Marana/Avra Valley and Oro Valley.

### **Northern Service Area (Marana Routes 401, 412 and 413)**

These service areas are designed to provide access to shopping, medical, government and other activities within the Town of Marana, Casas Adobes and other surrounding unincorporated areas. Optional ADA paratransit service is also available along the Marana routes in the RTA Sun Shuttle Dial-a-Ride service area. 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 shuttle 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-and-ride lot. The route offers approximately 12 round trips on average during the week,

### **Northern Service Area (Marana/ Avra Valley and Oro Valley Sun Shuttle Dial-a-Ride)**

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 fares are currently free. Qualified senior and passengers with disabilities can travel outside this area, but round-trips must originate in the service area. For ADA-certified passengers, their trip must originate in the general public service area and travel to the ADA-service area. For seniors in Oro Valley, trips must originate in the general public zone and travel to the senior service area.

The Marana/Avra Valley public dial-a-ride service serves the portion of Marana that is located west of Highway I-10, as well as the unincorporated community of Avra Valley. There are also three additional locations outside the service area that public dial-a-ride users can travel to, which include the Tucson Premium Outlets, the Arizona Pavilions shopping center, and the Wheeler Taft Abbott Sr. Public Library. Annual ridership for these two general public service areas and the three fixed-route services was approximately 68,000 for FY 2025.

**Source:** Internal calculations.

## Southern Service Area

Sun Shuttle provides four fixed 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.

### **Rita Ranch Service Area (Route 450)**

The Rita Ranch route is the only Sun Shuttle service that is within the City of Tucson's jurisdictional limits. This route serves the community of Rita Ranch, and makes connections to the University Tech Park, multiple grocery stores, Mesquite Elementary School, Desert Sky Middle School, Mica Mountain High School, Pima Community College East, William Clements Recreation Center, and the Golf Links Park and Ride.

### **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 seven 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/S RTP-FY2017-2021.pdf>

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

This route began 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 10 trips per day and serves the Ronstadt Transit Center.

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. The 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 Dial-a-Ride service area is 8,576 for FY 2025. Ridership for all fixed-bus routes and public dial-a-ride services in the southern greater Tucson region for FY 2025 was approximately 100,000. This area is comprised of Sahuarita, San Xavier Mission area, Rita Ranch, Tucson Estates and Drexel Heights.

**Source:** internal numbers

### **Western Service Area**

The RTA contracts with MTM Transit Inc. 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)**

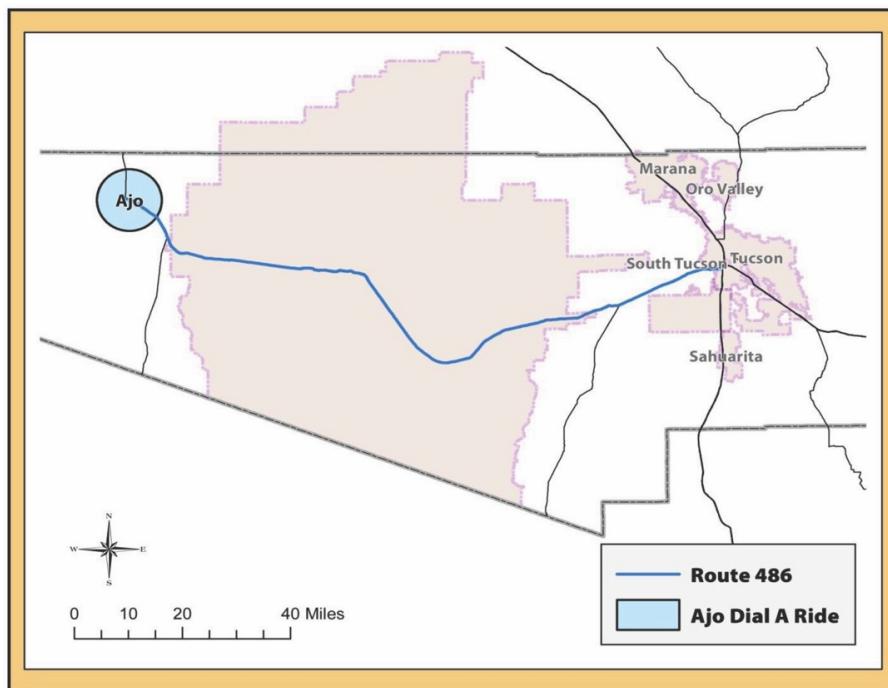
The community of Ajo is approximately 130 miles west of Tucson. The RTA provides Ajo-to-Tucson intercity service and fixed-route service between Ajo and Why. This route is designed to provide people with a way to get to shopping, medical, government and other activities and services not available in 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. The return trip departs the Laos Transit Center at 3:30 p.m. and arrives back in Ajo at about 6:15 p.m. In 2017, a stop was added for passengers to make connections at the Greyhound Terminal in Downtown Tucson. Fares are currently free for all Ajo transit services.

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

## Ajo to Why

In October 1998, service to Why was implemented with four 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. In FY 2025, ridership for these two services was approximately 15,000.



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

### Ajo Transportation Contracted Services

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

#### Ajo Dial-a-Ride

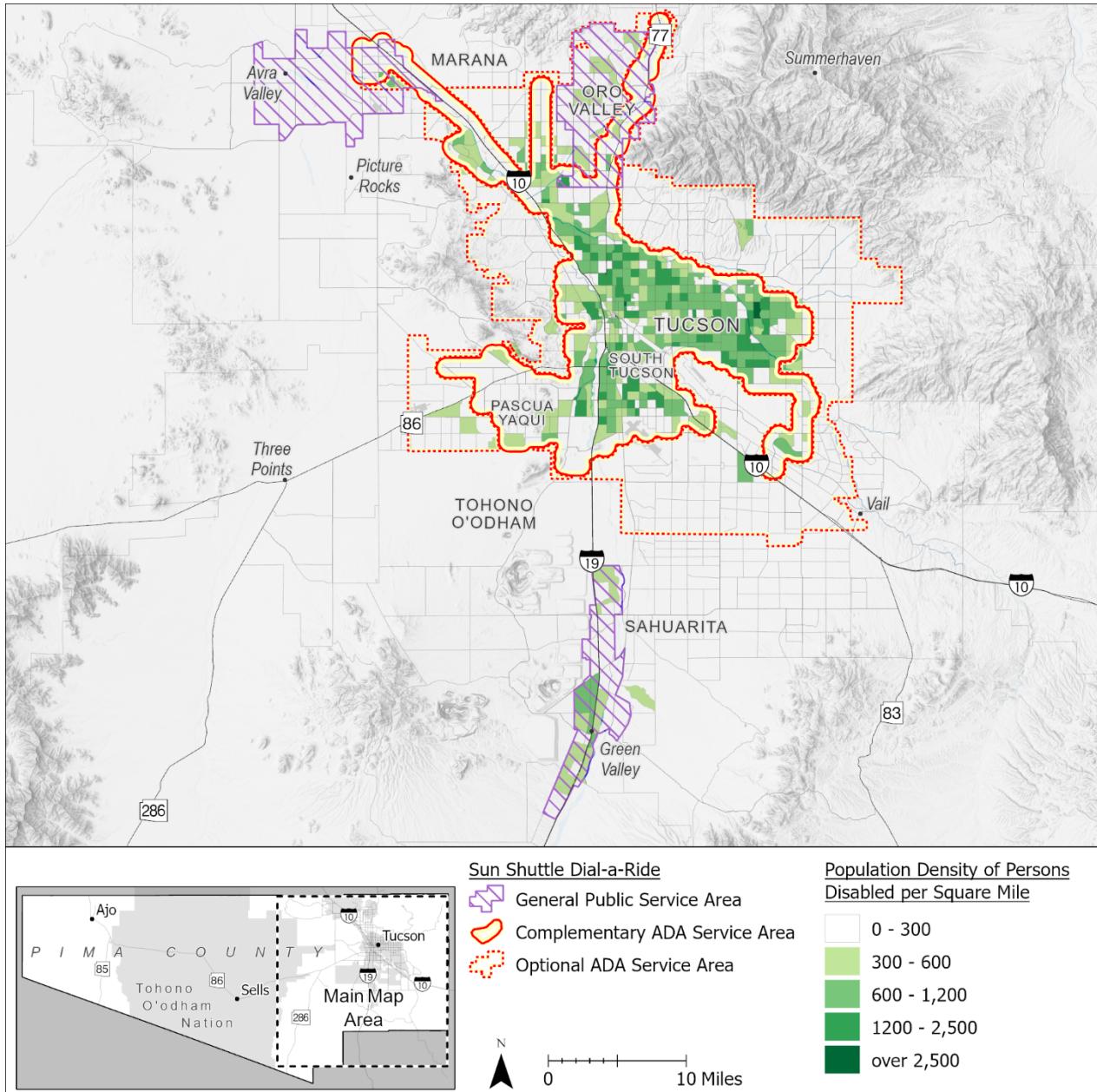
The intra-community service operates Monday through Saturday from 6 a.m. to 5 p.m., on a demand-response basis. MTM Transit provides the service using a 14-passenger wheelchair accessible van. The current dial-a-ride service area is within a 6-mile radius of the Ajo town plaza. The dial-a-ride service 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, MTM Transit is authorized to provide public transit using a contractor-owned bus.

#### Ajo to Gila Bend

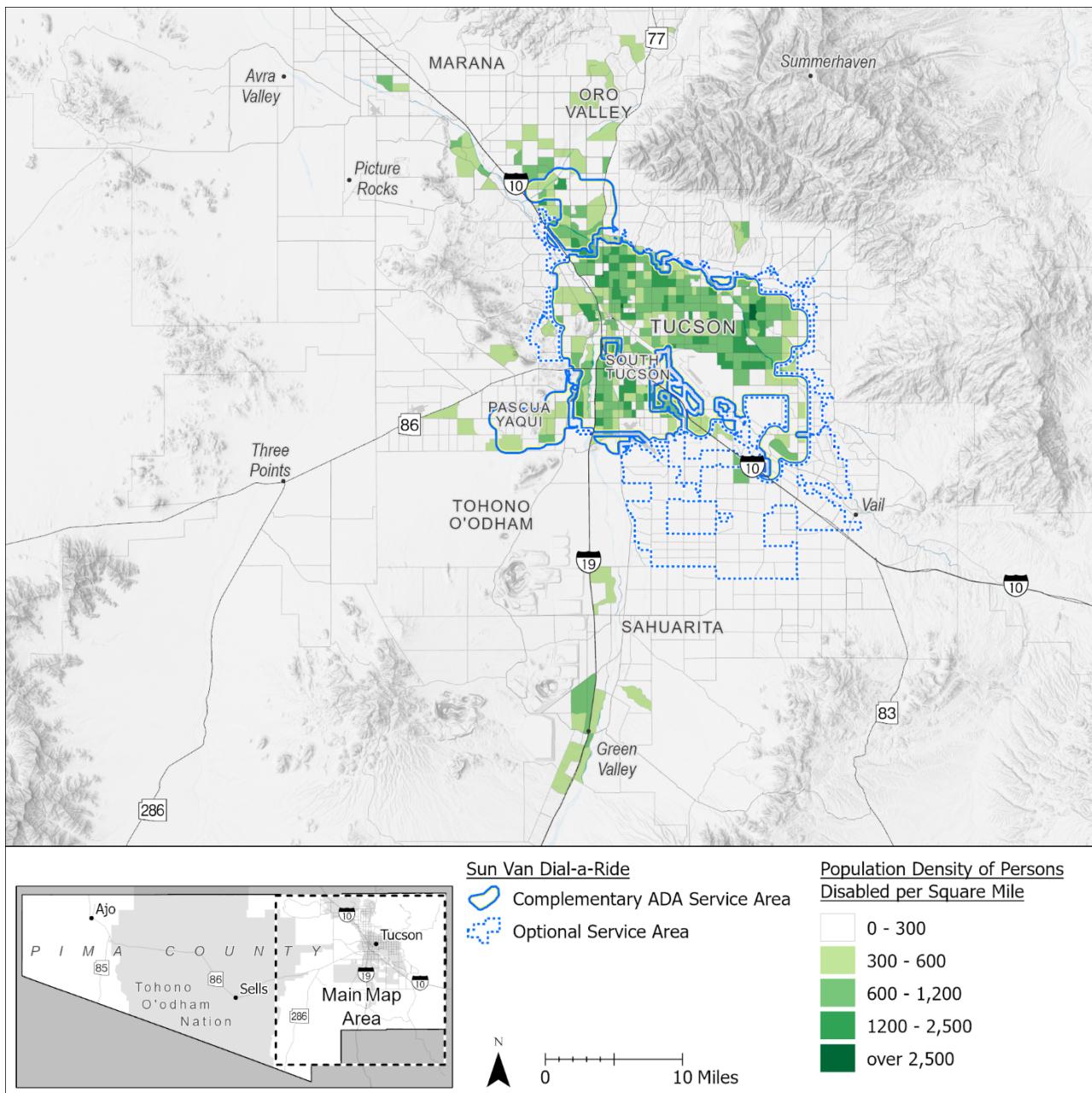
The RTA provides partial funding for the Route 685 Ajo-to-Phoenix service through Gila Bend. More

details about this route can be found by contacting Valley Metro/RPTA, who are the administrators of this service. Passengers can transfer for free into the Valley Metro system in the Phoenix area. Fares range between \$2-\$4 per trip.

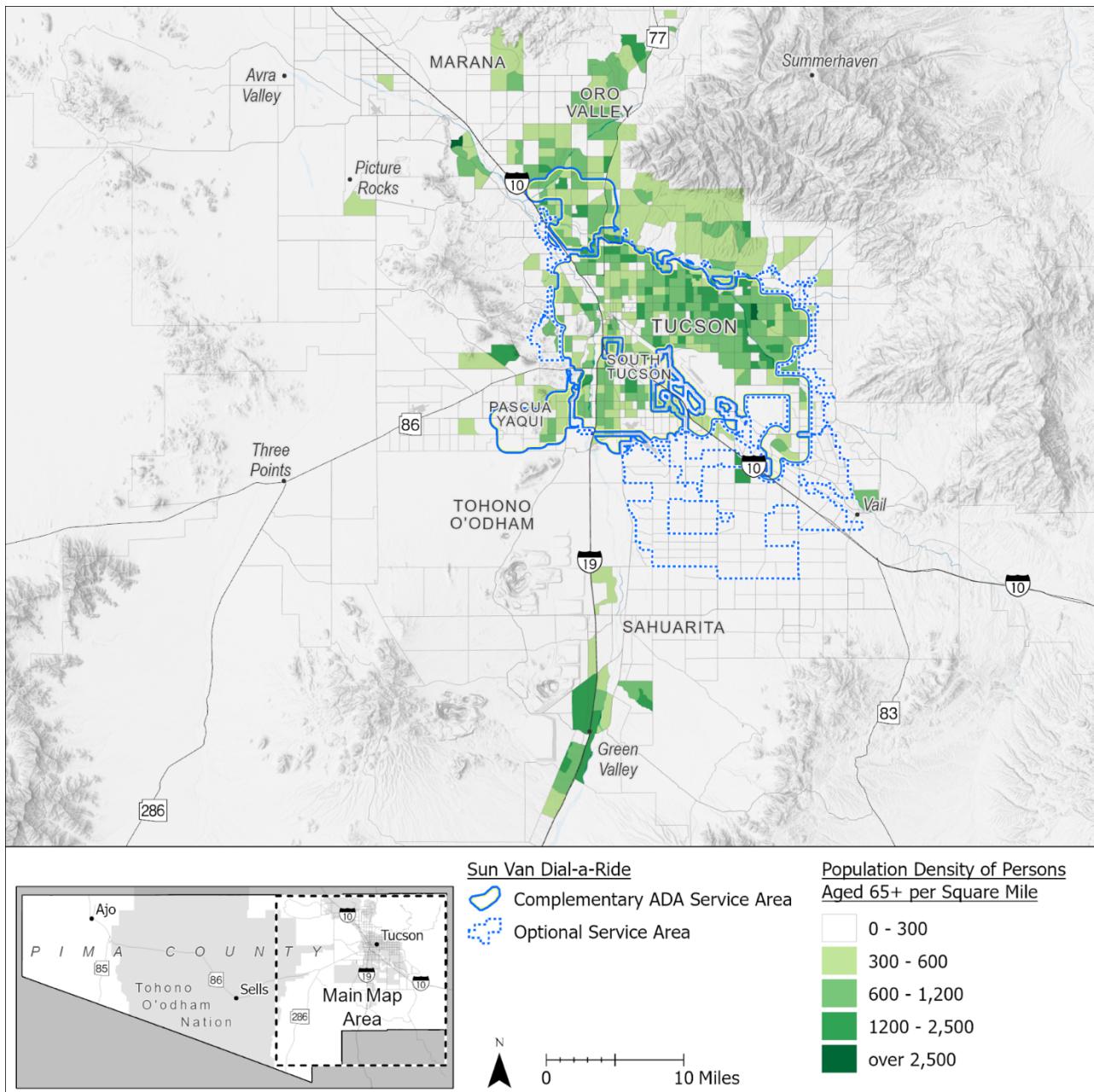
## Sun Shuttle Dial-A-Ride Service Area with Population Density of Persons Disable per Square Mile



## Sun Van Dial-A-Ride Service Area with Population Density of Persons Disabled per Square Mile



## Sun Van Service Area with Population Density of Persons Aged 65+ Per Square Mile



# SUN SHUTTLE ADA DIAL-A-RIDE



MTM Transit operates a robust fleet of 48 hybrid Toyota Sienna minivans, six Ram ProMasters, and 26 client-owned Americans with Disabilities Act (ADA)-accessible cutaway buses.



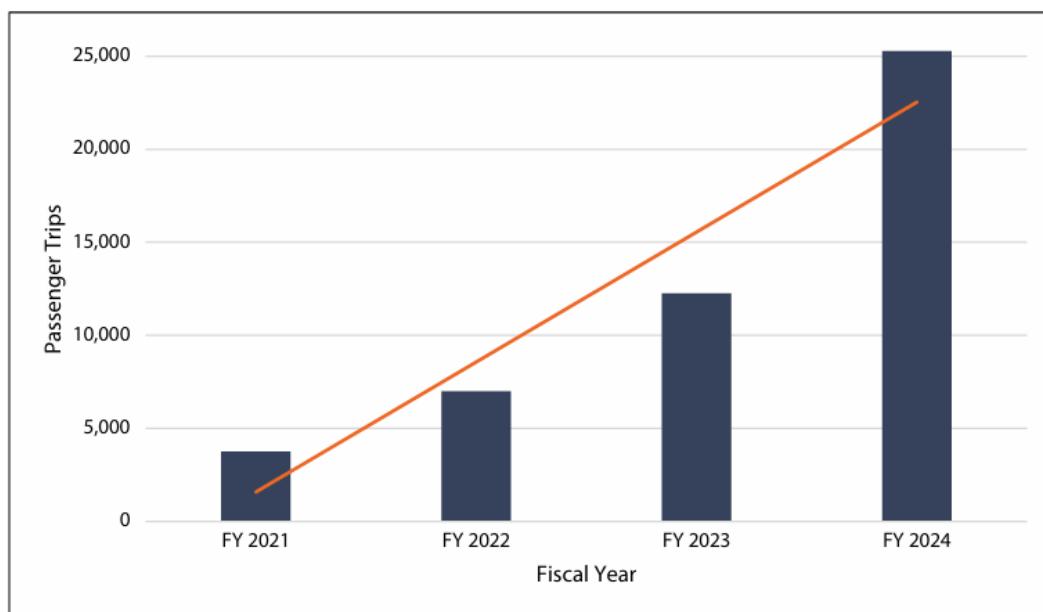
MTM is the first Sun Shuttle Dial-a-Ride provider to equip their fleet with braille placards and incorporate horizontal gold and blue striping to meet the accessibility needs of passengers who are blind or have low-vision. As a turnkey operation, MTM Transit provides full-service facilities in Tucson and Ajo, professional drivers, dispatch and call center support, comprehensive vehicle maintenance

and cleaning, and advanced scheduling and routing through **RideCo** for paratransit services and **TripShot** for fixed routes. The operation is supported by a dedicated team of more than 120 professionals, including operations leaders, customer service staff, maintenance and safety personnel, and vehicle operators.

### **Sun Tran On-Demand**

In November 2020, Sun Van launched a pilot program for a door-to-door transportation service that provides a more flexible way for riders to travel to nearby destinations within Tucson's Ward 1 or Ward 5 service areas. Sun On-Demand uses a smaller shuttle-style van instead of the standard 40-foot bus for increased mobility within residential streets. The Sun On-Demand service continues to expand to better meet the needs of riders in the City of Tucson service area and as of January 2025 operates with a fleet of six vehicles and nine employees. In FY 2024, the Sun On-Demand provided 25,257 passenger trips, a 105% increase from FY 2023 (12,270 passenger trips). Refer to the chart below illustrating ridership trends from FY 2021 through FY 2024.

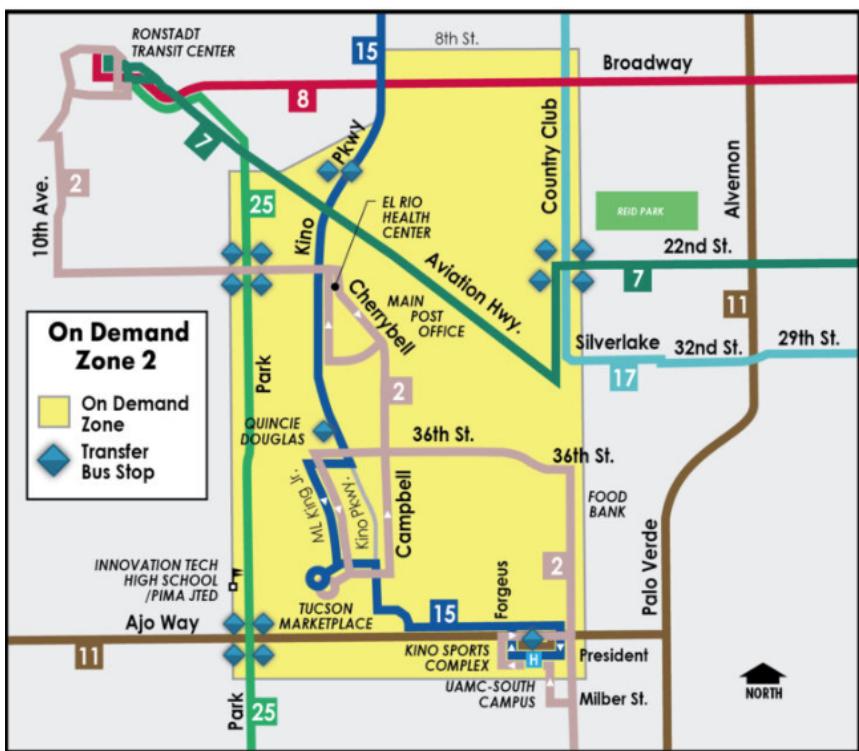
#### **Annual Sun On-Demand Ridership Trend**



*\*The orange line represents the ridership trendline from FY 2021 to FY 2024.*

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. 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.

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. For more information about the Disabled Cart Service: [Cat Tran: Campus Transit Services | Parking & Transportation Services](#)

# 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 NTD 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 FTA Section 5307 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.

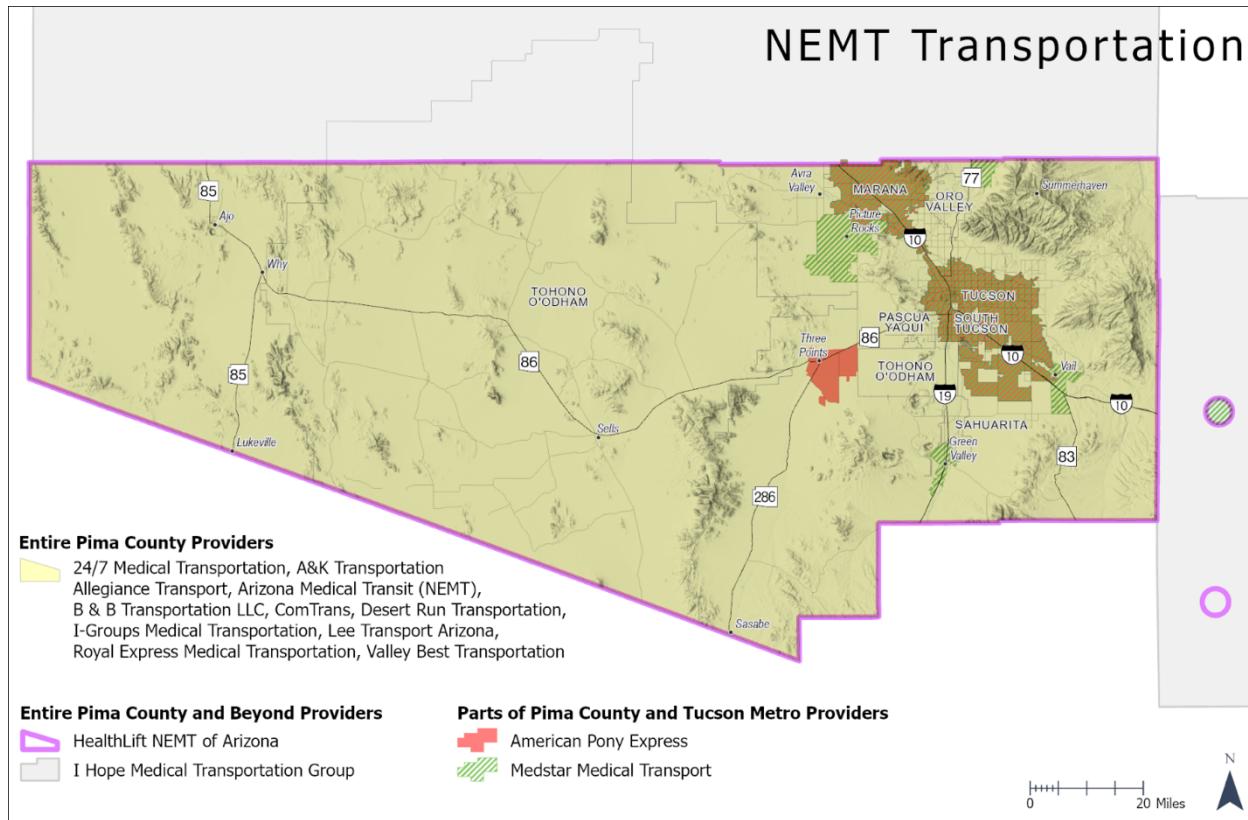
- Arizona Senior Transport offers door-to-door transportation services for seniors. Rates depend on distance and gasoline prices.
- The Red Rose is a private company providing personalized services to seniors and individuals with disabilities. Services include grocery shopping, errands, meal preparation, 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 greater Tucson 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 greater Tucson region. Below is a map depicting the collective service area boundary of 15 NEMT providers. Medicaid covers the cost of emergency medical transportation for eligible individuals. NEMT services are also available to private-pay individuals.



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

## Volunteer Transportation Services (H1)

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

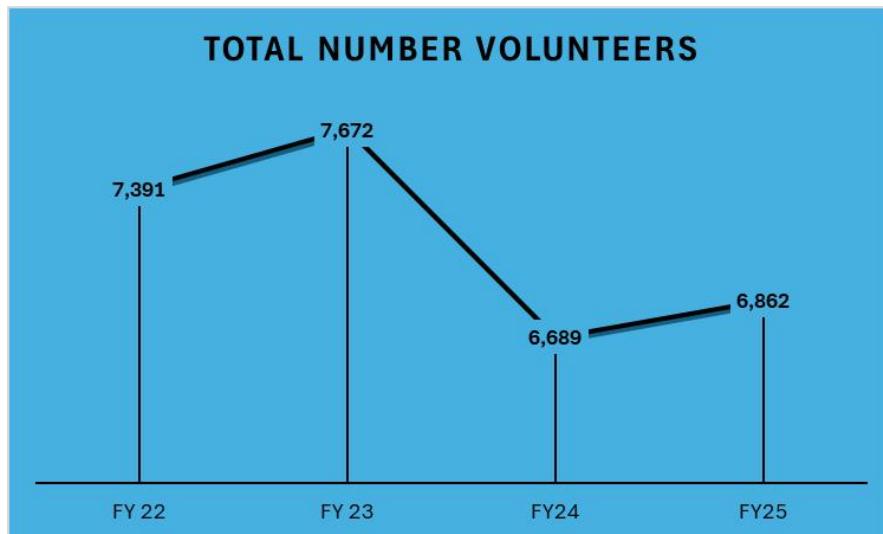
mission of helping older adults thrive safely in their homes for as long as possible. The programs serve specific geographic areas, and each is independently organized. Pima Council on Aging (PCOA) serves as the program administrator and provides tools to build infrastructure, volunteer training, opportunities 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.

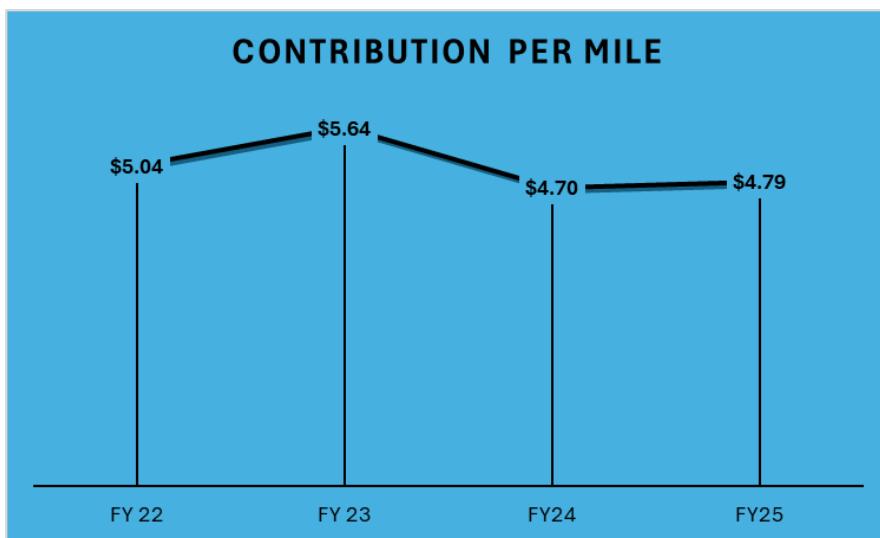
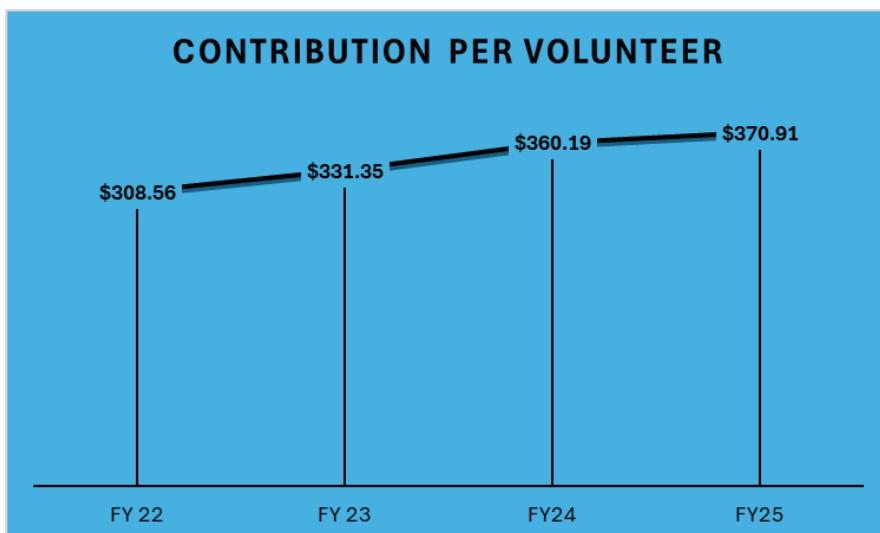
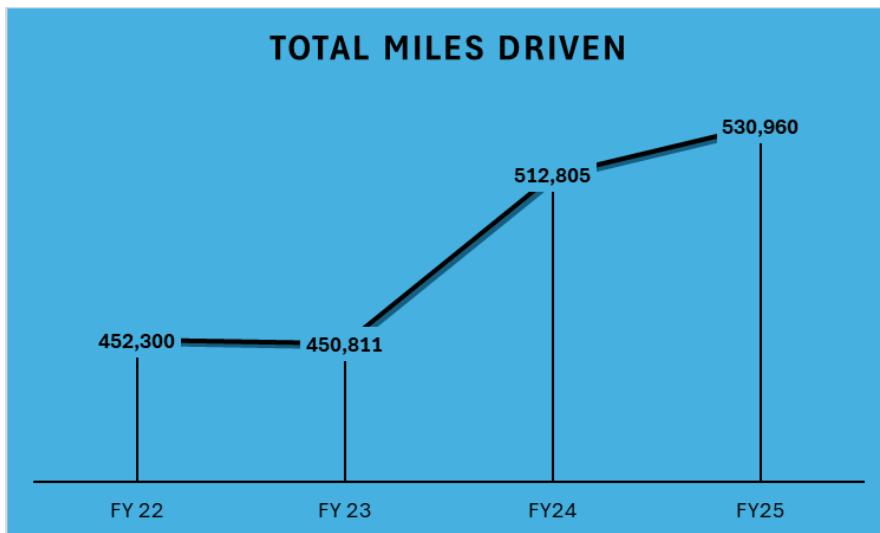
**Source:** <https://www.pcoa.org/ways-we-help/nca.html/>

As stated earlier, the RTA partners with the PCOA in the provision of the Neighbors Care Alliance (NCA) program. Since 2007, the NCA has supported 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.

To better understand the regional impact, it is important to note for FY 2022 through FY 2025, NCA programs averaged over 404 drivers per year and served an average of 1,110 recipients per month. These NCA program services translate to 1,946,876 miles and volunteer contribution of \$9,777,183.68 to our local communities. NCA is perhaps the largest and most widespread of the volunteer networks with 20 volunteer programs. Since 2022, the number of NCA programs serving in our region has increased by seven. It consists of an estimated 474 volunteer drivers per month. Out of their 5,689 volunteer drivers, there are 854 drivers serving in our region per month. These drivers served 12,878 recipients and traveled 530,960 miles in FY 2025.

The following charts serve to illustrate the efforts made by PCOA and the NCA programs and the associated impact these programs have had in our region from FY 2022 through FY 2025.





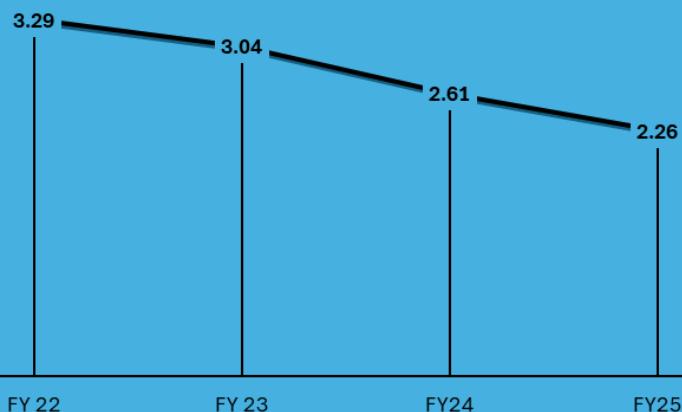
### TOTAL NUMBER RECIPIENTS

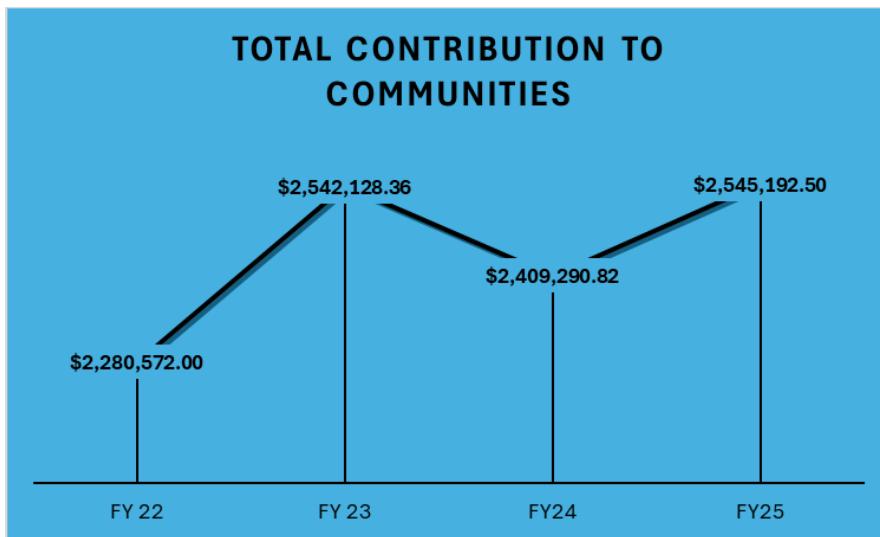


### CONTRIBUTION PER RECIPIENT



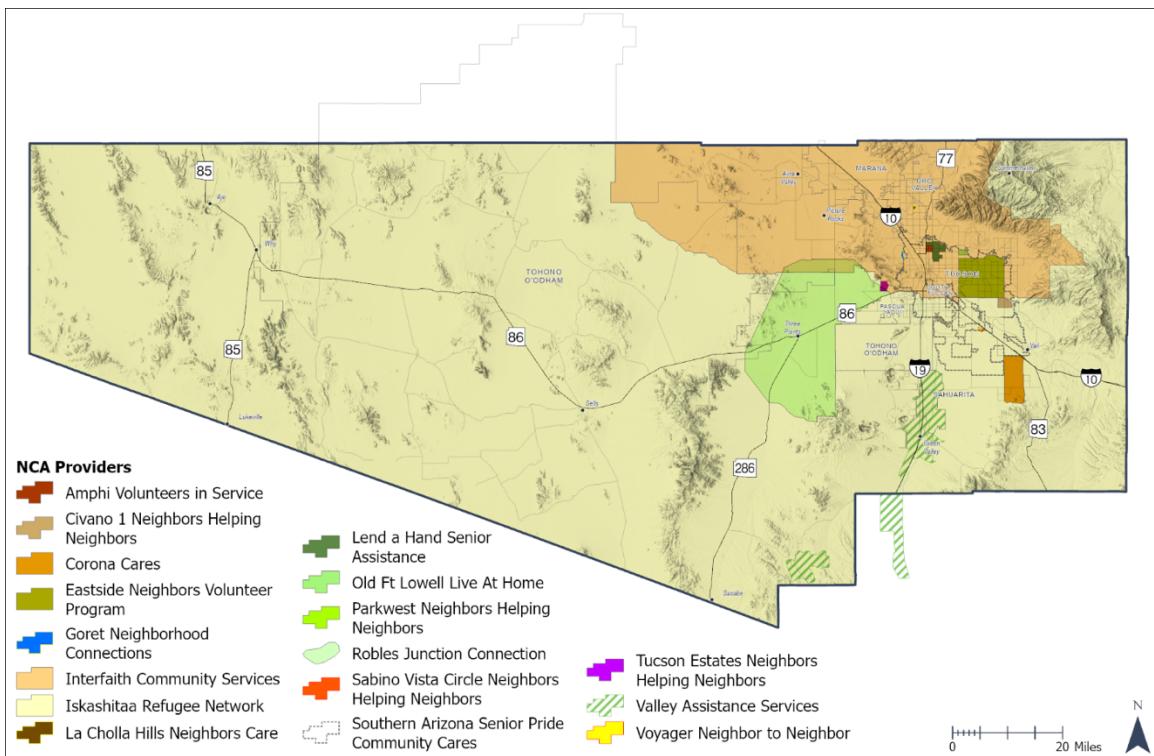
### NUMBER OF RECIPIENTS PER DRIVER





## Neighbors Care Alliance Programs Service Area Boundary Map

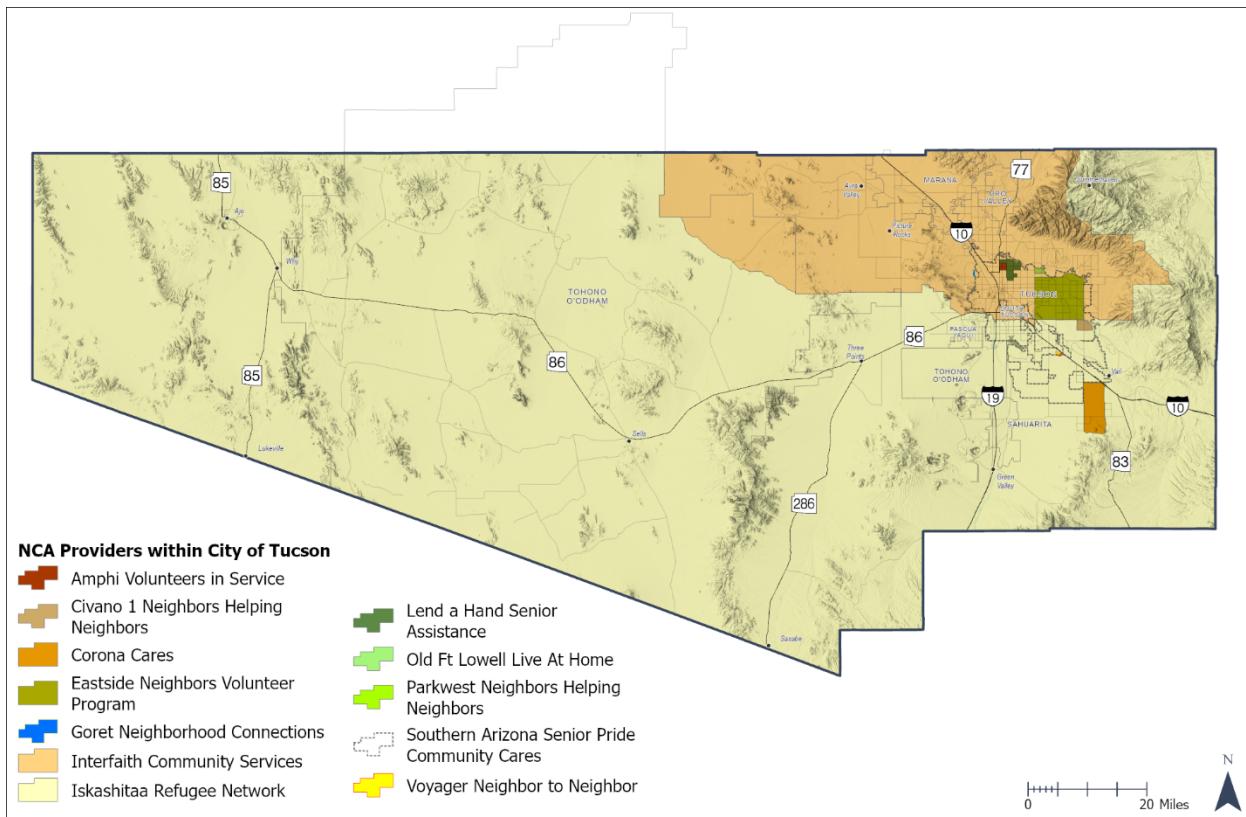
Neighbors Care Alliance (NCA) volunteer programs via PCOA provide a wide variety of services to older adults in the greater Tucson region. Many of these programs offer transportation services. Below is a map depicting the collective service area boundary of 17 NCA programs providing transportation services for qualifying individuals in the region.



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

For additional context, the map below illustrates how 12 of the 17 NCA transportation providers' service area boundaries either intersect with or are within the City of Tucson boundary.

## NCA Transportation Providers' Service Area boundaries in Relationship to the City of Tucson boundary.

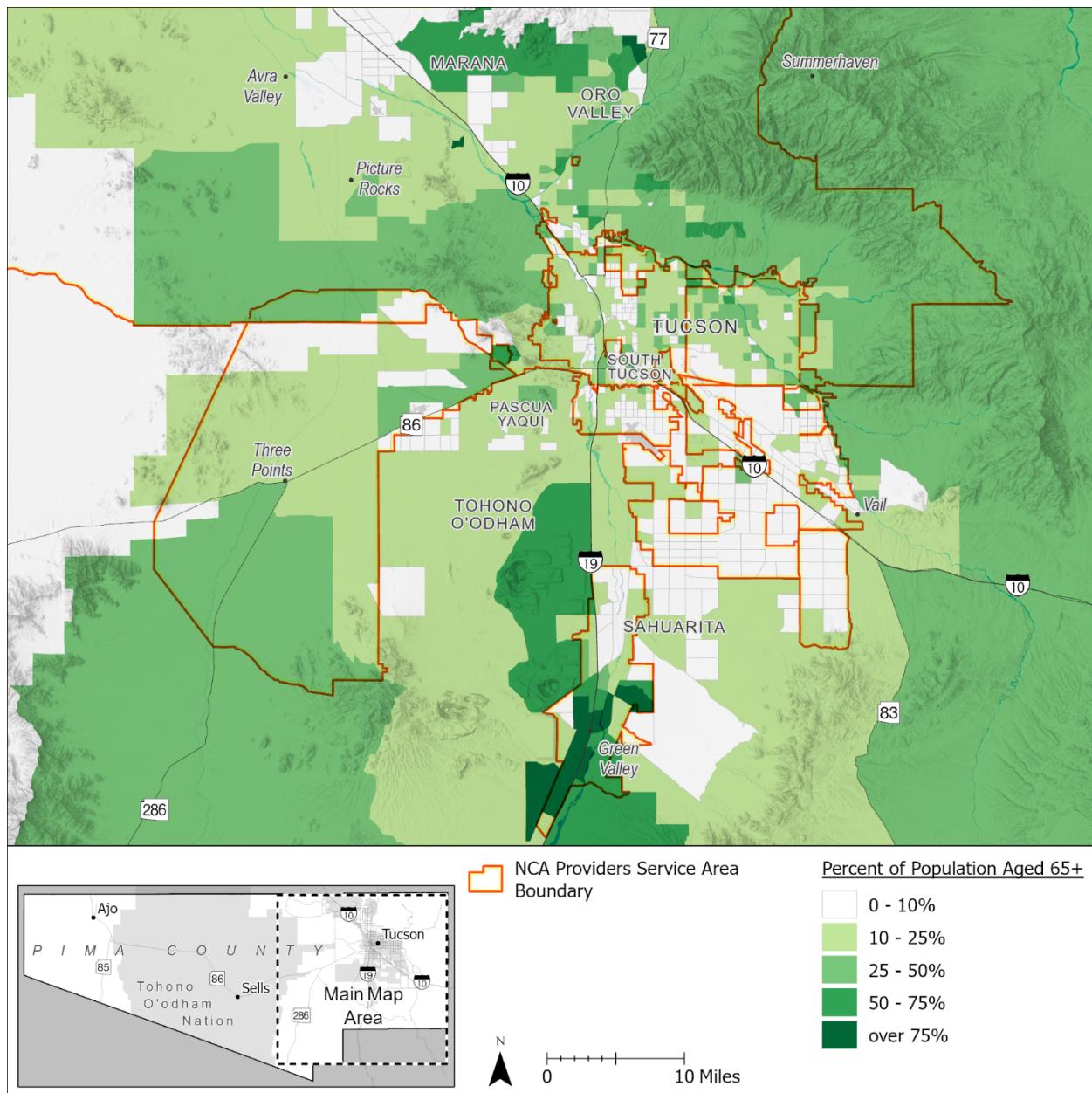


\*Note: 12 of the 17 NCA transportation providers' service area boundaries either intersect with or are within the City of Tucson boundary.

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

To further understand both the impact and the need for Neighbors Care Alliance volunteer driver programs, the map below shows the NCA Transportation provider service area boundary and the population density of those aged 65+ per square mile.

## NCA Transportation Provider Service Area Boundary and the Population Density of those Aged 65+ Per Square Mile



# 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 cost to eligible veterans.

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

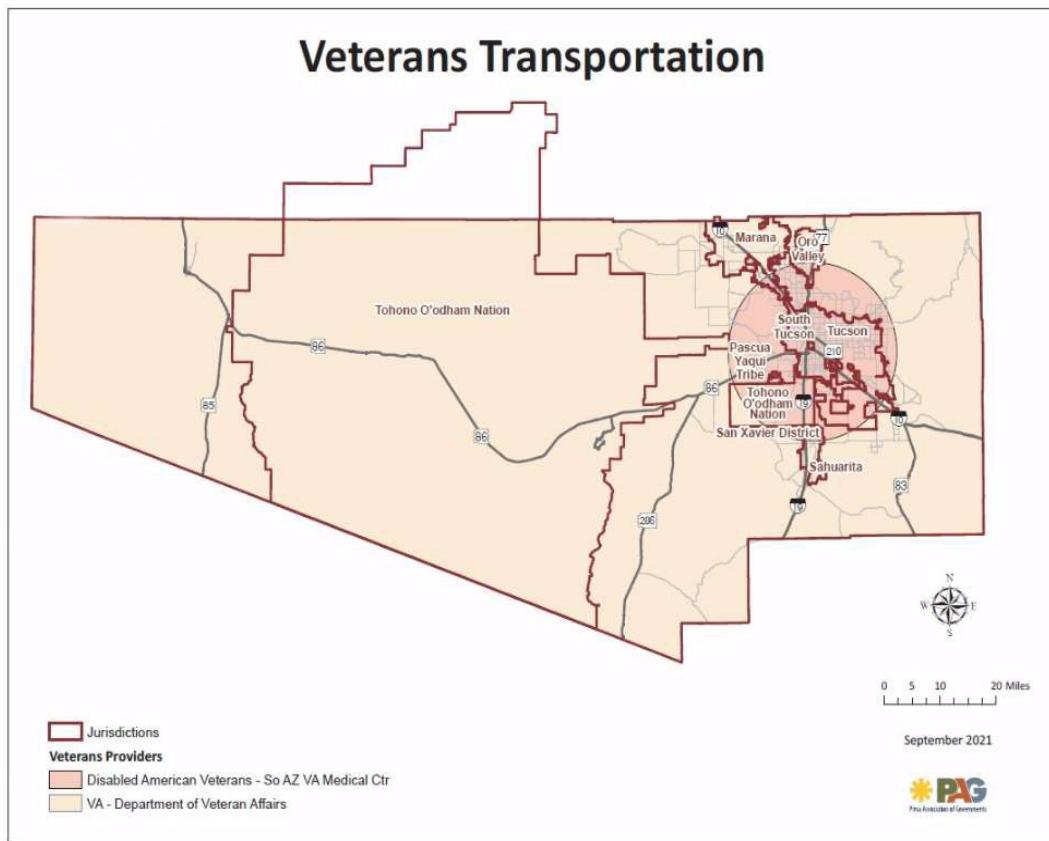
## Disabled American Veterans Transportation

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 greater Tucson 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 impacted our region with over 325,955 cases and more than 3,803 deaths (July 2023). As the impact of COVID-19 unfolded throughout the region, there were lessons learned and considerations made regarding future planning. The transportation provider decisions in 2020 and 2021 provided perspective and insights on the impact the COVID-19 pandemic had on our region and the day-to-day operations across agencies, including protocols for the driver

and rider safety. Many of the protocols had an impact on vehicle utilization, trip efficiency and overall operating costs.

Ongoing driver shortages impacted the ability to provide service, creating additional challenges to ensure accessibility and reliability of transportation services, especially for vulnerable populations. These insights and perspectives are able to serve as 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:** [Pima County, Arizona coronavirus cases and deaths | USAFacts](#)

Opportunities to lift up our 5310 agencies, public transportation providers and volunteer driver programs were 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 for Vulnerable Populations

In planning for emergencies, it is important to recognize how before, during and after an incident, members of vulnerable populations may have additional needs that go beyond transportation. These include functional areas such as maintaining independence, communication, supervision, and medical care.

Individuals in need of additional response assistance may include those who:

- have disabilities
- live in institutionalized settings
- are elderly
- are children
- are from diverse cultures
- have limited English proficiency or are non-English speaking
- are transportation disadvantaged

**Source:** [Slide 1 Avoiding Disasters for Special Needs Population](#)

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 greater region are provided by public transportation systems, human service organizations and volunteer drivers during emergencies, the transportation is coordinated through local and county-level emergency management agencies. It is done in partnership with the state and other partners.

All agencies involved work hard to take into consideration the following:

- The full range of medical, physical, developmental and sensory disabilities, and special needs.
- The potential harm or impact that the emergency or movement may cause.
- The capacity to provide safe, alternate shelter for individuals after the evacuation including medicine, durable medical equipment (DME), and service animals after the evacuation.
- The ability to move caregivers, who are essential to the care of special needs people.
- Without a disaster transportation plan for the medically vulnerable, these individuals could face tremendous risks during major disasters.

**Source:** [Overview and Defining Special Needs](#)

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

Phone: (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  
Phone: (602) 244-0504  
<https://dema.az.gov/emergency-management>

*"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  
Phone: (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  
Phone: (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 FY 2023-FY 2026 PAG 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. Expand 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 greater Tucson 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 2025 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 planning area will further serve to:**

- Bridge service gaps in the region. For example: Rural areas for 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 beginning on page 132.

# TRANSPORTATION NEEDS ASSESSMENT



As noted in PAG's 2045 Regional Mobility and Accessibility Plan (RMAP): "Pima Association of Governments conducts the long-range regional transit planning process in partnership with the City of Tucson Department of Transportation and Mobility, 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 regional transportation 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.

As mentioned earlier in this plan, the Tucson region is expected to grow to 1,108,795 by 2027 and to

1,129,414 by 2030. By 2055, the population projection is 1,276,988. This represents an additional 190,354 residents by 2055 from 2024. It is important to note the distribution of the population relative to the population growth in helping to determine transportation demand. Based on current projections, the Town of Marana is expected to more than double in population with a population change of 73% from 2024-2055. In addition, Sahuarita is expected to nearly double in population with a population change of 45%, while the Town of Oro Valley, the City of Tucson and unincorporated Pima County may grow by 15% or less.

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

## Accessible Transportation Needs Assessment

As noted in the Short-Range Transit Program Implementation Plan – FY 2017-FY 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.

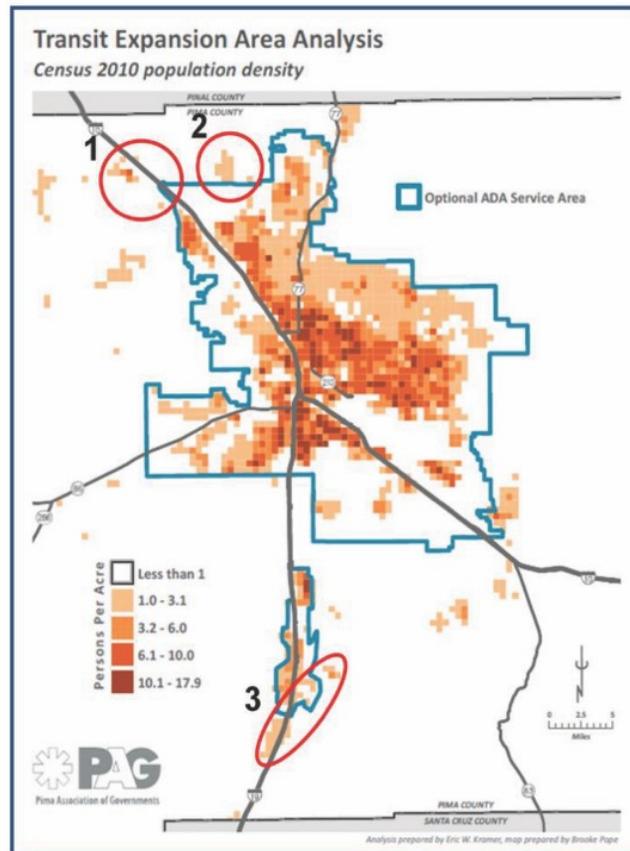
In 2012, RTA staff conducted a demand estimation to determine the potential ADA-eligible riders in each expansion area by calculating a ratio of ADA-qualified individuals registered with the City of Tucson ADA-Eligibility Office to the population of individuals in the region over 65 years of age, then 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:

"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.

# COORDINATION OF TRANSPORTATION SERVICES FOR INDIVIDUALS WITH ACCESSIBILITY NEEDS



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 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 recognition of opportunities for multiple organizations to work together. The results from mapping the service area boundaries for 16 participating 5310-funded agencies, 15 Neighbors Care Alliance Programs, 15 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 2025 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 greater Tucson region.

The 5310 Human Services Providers and Related Agency Survey 2025 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 2025 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 2025 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:

- Veterans with a disability
- Adults with a developmental disability
- Individuals aged 65+
- Individuals who are deaf, deaf-blind and hard of hearing
- Adults with Autism Spectrum Disorder

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

- Developmental 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 planning area, 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. As per the 2019 American Community Survey, there are 21,837 veterans in Pima County with a service-connected disability rating. Of these, 6,326 veterans have a service-connected disability rating of 0%-20%, making them ineligible for transportation services through the VA. 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 planning area.

*Source: Department of Veterans Affairs, Office of Enterprise Integration, United States Veterans Eligibility Trends & Statistics (USVETS) 2019 Prepared by National Center for Veterans Analysis & Statistics, January 2021  
[www.va.gov/vetdata](http://www.va.gov/vetdata)  
[C21100: SERVICE-CONNECTED ... - Census Bureau Table](http://www.census.gov/acs/www/tables.html?g=C21100)*

## Regional Opportunities for Coordination of Transportation Services

The assessments throughout this plan, and the acknowledgement of the impacts of COVID-19, continue to 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 the City of Tucson/Sun Tran.

### **Rural and Urbanized Areas: Program Comparisons**

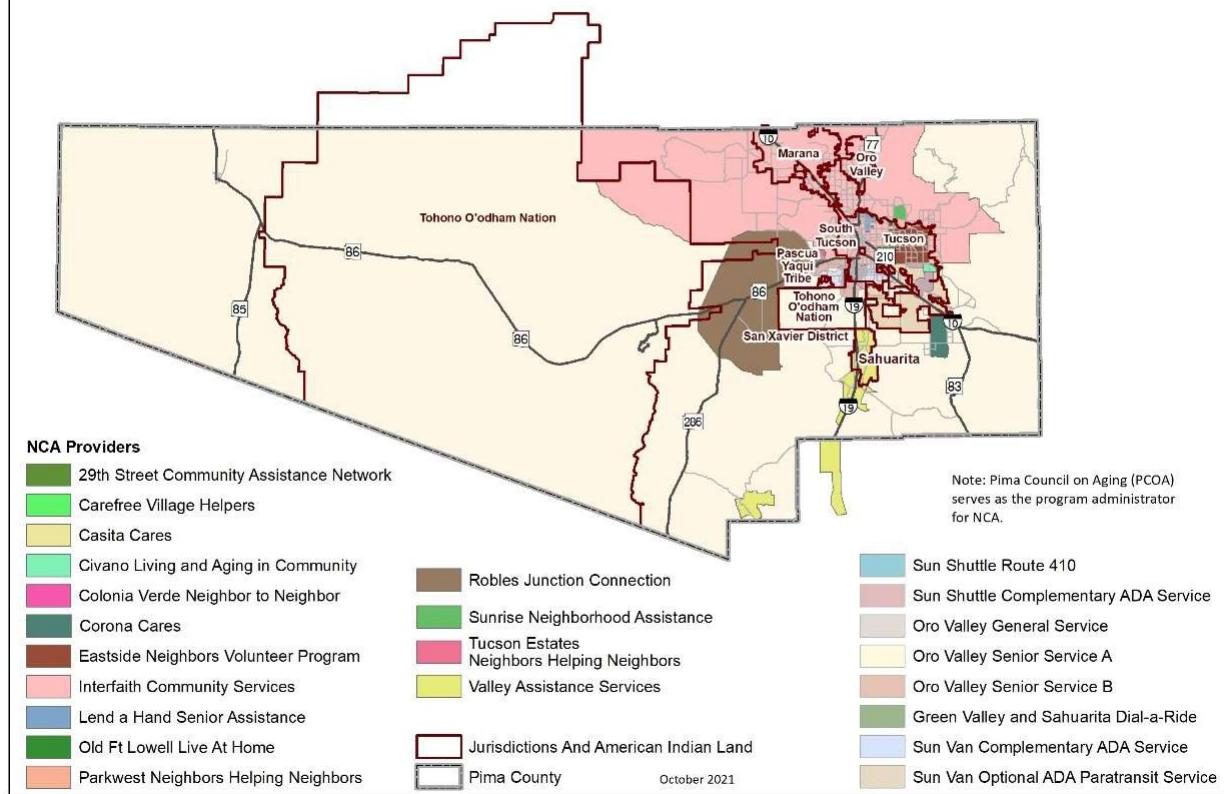
Among participating 5310 agencies and NCA programs, the programs offering transportation services are more prevalent in urbanized areas than rural. The starker contrast between urban and rural areas served by these agency programs is related to after-school programs, summer camps and those connecting 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 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 urbanized areas among 15 of the 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.

## Neighbors Care Alliance (NCA) Providers with Dial a Ride, Sun Shuttle and Sun Van

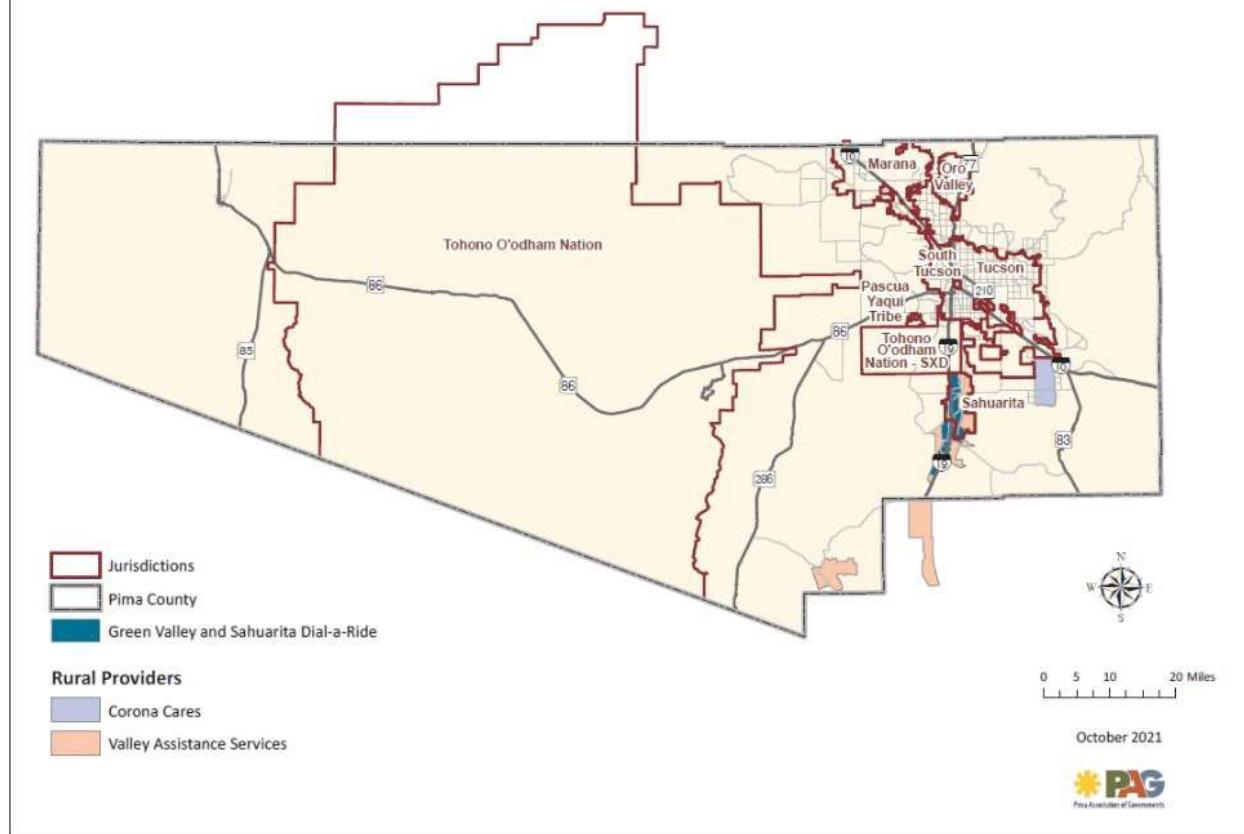


\*The approximate boundary information is provided by the respective agency, and PAG is not responsible for any inaccuracies.

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 NCA volunteer driver programs and the Green Valley/Sahuarita Dial-a-Ride service.

## Rural Providers and Green Valley / Sahuarita Dial-a-Ride



\*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 destinations. For context, PCOA is one of three 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 the 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 planning area.

### **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 2025 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 2025 5310 grant cycle, there were no applicants serving in the rural areas. One applicant served in a sub-urban area of Pima County. With that said, the 5310 Human Services and Related Agency 2025 survey showed four agencies provide transportation services to mental health appointments, 10 agencies provide transportation services to medical appointments and only two provide transportation to dialysis centers.

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.

# COORDINATION TO SUPPORT INDIVIDUALS WITH ACCESSIBILITY NEEDS



## **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 2025 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:**

- Those who are ADA eligible.
- Adults with a disability

**Persons 65 and over. Persons 65 and over and disabled. Program or service type(s):**

- Medical appointments including dental and pharmacy
- Resources and support including shopping.
- Dialysis

**Potential non-client rider groups include:**

- Physical disability
- Developmental disability
- Veterans 65 and over.
- 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 greater Tucson 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.

# COORDINATION AND REGIONAL PARTNERSHIP OPPORTUNITIES



Through FTA Section 5310 funding, transit agencies may apply for operating funds. If awarded, these funds may be used to support the expenses related to voucher programs for transportation services offered by human service providers. This type of activity is intended to support and supplement existing transportation services by expanding the number of providers available to passengers receiving transportation services.

Vouchers can be provided to purchase rides for: a) mileage reimbursement as part of a volunteer driver program; b) taxi trips; or c) trips provided by a human service agency. However, transit passes or vouchers for use on existing fixed-route or ADA-complementary paratransit service are not eligible.

This presents a significant opportunity for ADA paratransit agencies such as Sun Shuttle Dial-a-Ride or Sun Van to coordinate with non-profit human service organizations or volunteer driver programs. This type of coordination can be used to provide "will call" trips\* or to provide more trips in an optional or complementary ADA-service area. Using this approach, the voucher system could be used to pay the non-profit for the trip or the volunteer driver program for mileage.

In addition, the voucher system could be used for a taxi or TNC (transportation network company) AKA rideshare company to support these types of coordination efforts. To that end, it is important to note that the use of TNCs or taxis is considered an alternative to public transportation and should be used only in the 5310 program when public transit is unavailable, insufficient or in general does not meet the needs for the region. Taxis and TNCs such as Uber, Lyft, SilverRide, UZURV, Onward, and Wanda must be in the coordinated plan, service the specific needs for seniors and persons with disabilities, and follow the additional federal requirements for eligibility and service type in the 5310 program.

*\*Note: A will call is a trip that does not have a time associated with it until the passenger calls and informs the dispatch office that they are ready to be picked up. For example, a return trip from a medical appointment such as dialysis.*

## Transit Feasibility Study Findings for Vail and Picture Rocks

Evidence to support the potential implementation of a voucher system is illustrated in the recent Dial-a-Ride and Microtransit Service Area Analysis completed in 2025.

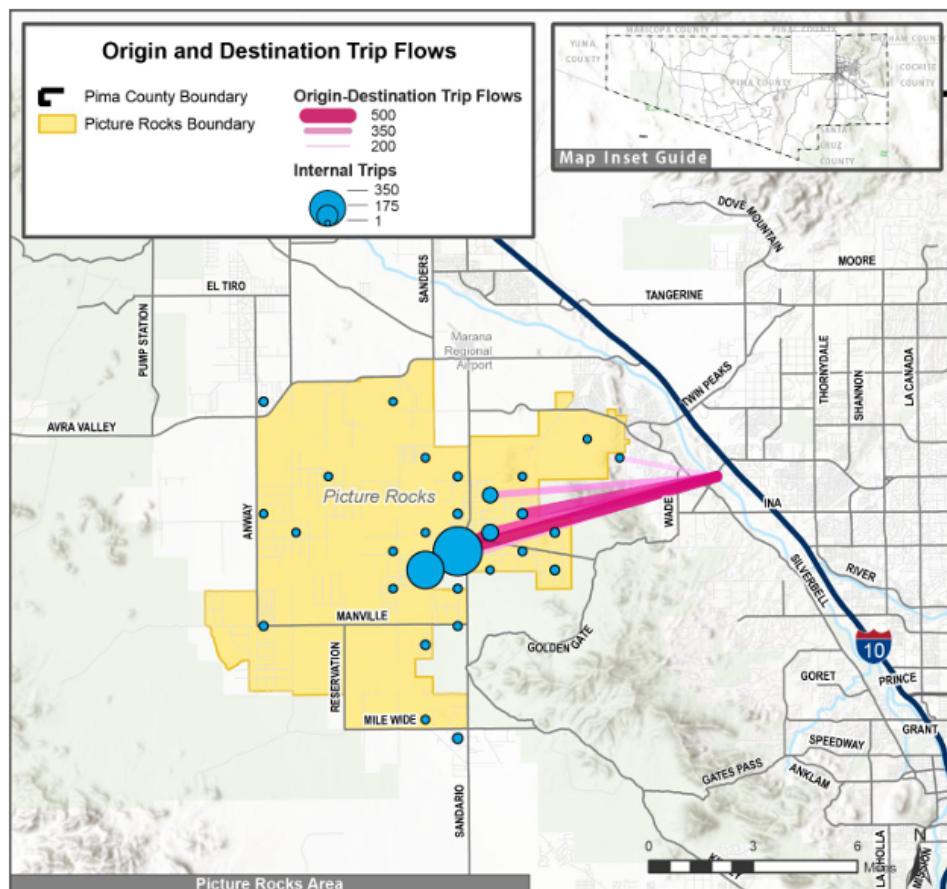
**Source:** <https://pagregion.com/wp-content/docs/pag/2025/11/PAG-Dial-a-Ride-and-Microtransit-Service-Area-Analysis-Final-Report.pdf>

In this analysis, one of the guiding principles used to identify where microtransit's feasibility would be analyzed further was in areas with an existing Sun Shuttle Dial-a-Ride service that is open to the general public and could transition to a microtransit model for increased rider convenience.

In addition, a more detailed transit feasibility study was conducted for Picture Rocks and Vail. The aim was to better reveal where travel demand hotspots are and whether they are able to successfully accommodate any form of public transit.

In this analysis, one of the guiding principles used to identify where microtransit's feasibility would be analyzed further was in areas with an existing Sun Shuttle Dial-a-Ride service that is open to the general public and could transition to a microtransit model for increased rider convenience.

In addition, a more detailed transit feasibility study was conducted for Picture Rocks and Vail. The aim was to better reveal where travel demand hotspots are and whether they are able to successfully accommodate any form of public transit.



For context, the microtransit study notes approximately 44,000 trips per day start or end within Picture Rocks. (mapped in the image below) Most trips made in this community are bound for the Arizona Pavilions Shopping Center, which contains many retail and dining destinations. Within Picture Rocks, the highest trip activity is observed near the intersection of West Picture Rocks Road and North Sandario Road, which is the residential core of the neighborhood.

Picture Rocks is a low-density residential community with low transit propensity and low trip activity, which are conditions not ideal for traditional fixed-route services. In the origin-destination analysis, most trips are traveling to the nearby Arizona Pavilions Shopping Center.

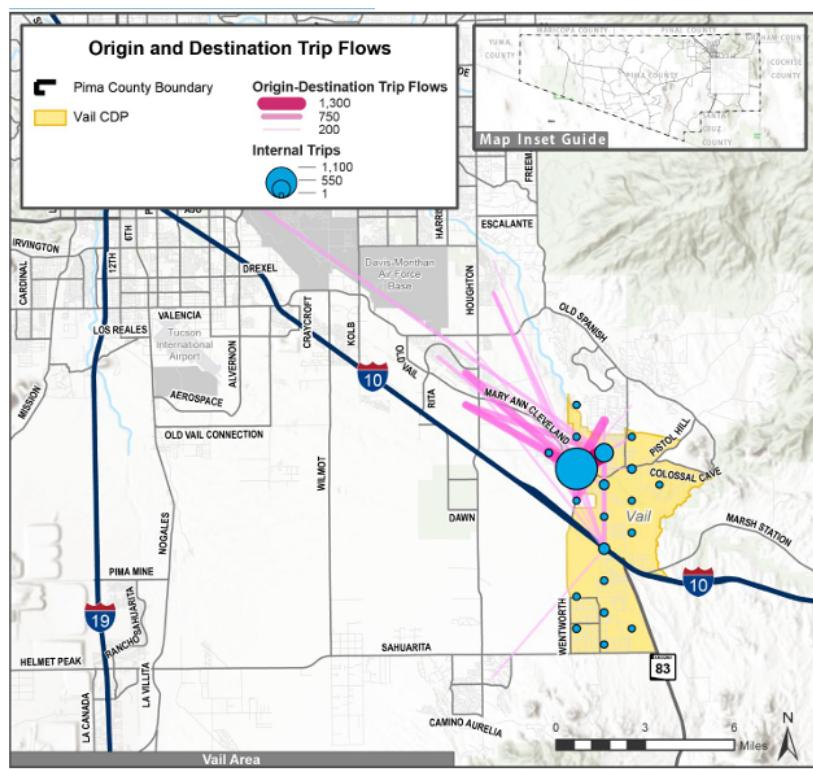
This suggests that a demand-responsive service that connects Picture Rocks with the shopping center may be most effective for this community; riders may also transfer to Sun Express services there to reach Downtown Tucson and Oro Valley. Additionally, a demand-responsive service should connect to essential services and civic centers, such as Northwest Medical Center, Wheeler Taft Abbott Sr. Library, Marana High School, and others.

## Origin-Destination Trip Flows In Picture Rocks

In addition, the analysis revealed that approximately 62,000 trips per day start or end within Vail. (mapped in the image below) The area north of I-10 is more densely populated and generates more trips. The location with the highest trip activity is near Cienega High School and Old Vail Middle School. Trips outside of Vail are generally bound for Houghton Town Center, the nearest large retail location in the Rita Ranch neighborhood. External trips headed elsewhere include Downtown Tucson, Civano, and Corona de Tucson.

Vail is a low-density residential community with low transit propensity and low trip activity, which are also conditions not ideal for traditional fixed-route services. Most external trips are bound for Rita Ranch, which contains large retail stores such as Walmart and Home Depot; there are also more trips bound for Downtown Tucson, suggesting that it serves as a bedroom community for the employment opportunities there. Some retail exists within Vail along East Colossal Cave Road, which attracts trips from residential communities such as Civano and Corona de Tucson. A demand-responsive service connecting Vail to Rita Ranch may be most effective; connections there through Sun Express and Sun Shuttle provides access to other destinations.

Based on this analysis and associated findings, Picture Rocks and Vail may be ideal opportunity areas for the implementation of the proposed voucher program in the PAG planning area.



# COORDINATED STRATEGIES FOR ADDRESSING FUNDING CONSTRAINTS

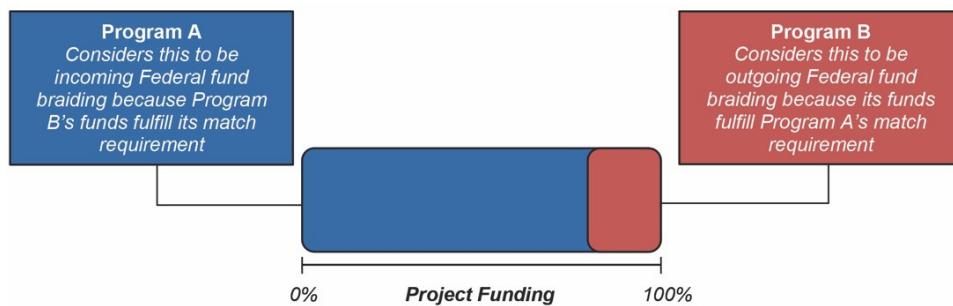


## Federal Fund Braiding

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



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.

Program	Responsible Agency	Program Objective	CFDA Number	Recipients and Beneficiaries				
				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 ultimate goal 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

## 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 A), 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.

An overview of regional challenges and coordination opportunities by focus category.

**Chart A**

	<b>Regional Focus</b>	<b>Challenges</b>	<b>Coordination Opportunity</b>
<b>Transportation Services</b>	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 MOUs, insurance premiums, planning of routes, service area expansion – fuel costs, vehicle maintenance, salaries, etc.	Leverage costs with exchange of services/equipment for in-kind donation and other local strategies.
<b>Accessibility and Rider Support</b>	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.	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.

Regional Focus	Challenges	Coordination Opportunity
	<p>Identification of gaps in agency provided transportation service materials.</p> <p>Paratransit and other specialized transportation services strive for accessibility and reliability. Increased accessibility and/or reliability requires more capital (ADA- accessible vehicles) and operational expenses</p>	<p>Coordinated efforts for supporting agency information sharing and improvements to the Pima Find a Ride website</p> <p>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 are insufficient or unavailable</p>
<b>Transportation Costs</b>	Financial stewardship	<p>Varied understanding of the true costs of transportation relative to operating expenses, maintenance, vehicles, staffing, training, safety, and ADA equipment.</p>
		<p>Increased costs associated with the development of MOUs, insurance premiums, planning of routes, service area expansion – fuel costs, vehicle maintenance, salaries, etc.</p>
		<p>Varied degrees of understanding about the variety of funding sources federal and non-federal available to regional transportation providers.</p>
		<p>Cost of services and required resources can be exhaustive for agencies based on size and breadth of programs/services.</p>
		<p>Paratransit and other specialized transportation services strive for accessibility and reliability. To do this, these services result in higher costs per trip.</p>
		<p>Capital equipment costs (vehicles, safety equipment, etc.) continue to rise. Procurement options vary.</p>
<b>Fleet Management</b>	Improving asset management and fleet maintenance	<p>Tools and support needed for evaluating fleet maintenance, vehicle utilization (percent in service, occupancy rates, trip counts), fleet forecasting, (M&amp;R) depreciation, residual value, and replacement year, lift maintenance and operational costs relative to service hours.</p>
		<p>Increased fleet maintenance for the sustainment of regional fleets.</p>
		<p>Associated costs of implementing regional best practices for asset management, to</p>
		<p>Establishing memoranda of understanding (MOUs) for equitable exchanges of services</p>

Regional Focus	Challenges	Coordination Opportunity
	include vehicle maintenance and cost containment.	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.
<b>Training</b>	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 handling and care, Passenger Assistance Safety and Sensitivity (PASS) Training, communication practices and service area orientation/map reading.	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.
	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.
<b>Transportation Gaps (Urban and Rural)</b>	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

Regional Focus	Challenges	Coordination Opportunity
		<p>organizations and assisted living and memory care facilities.</p> <p>Sharing or leasing of vehicles with other agencies during normal down times to expand service areas, days, or times.</p>
	<p>Transportation options in 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.</p>	<p>Coordination with paratransit agencies, private transportation companies, faith-based organizations and/or PCOA volunteer-based transportation organizations to expand or bridge gaps in service.</p>
	<p>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)</p>	<p>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.</p>
	<p>Need for transportation services for young adults, youth, and parents with young children to job training and employment</p>	<p>Coordination of client and non-client riders across agencies.</p> <p>Sharing or leasing vehicles with other agencies during normal down times to expand service areas, days, or times.</p>
	<p>Transit: expanded night and weekend service hours (urban and rural).</p>	<p>Shared resources/technology for pilot programs to expand service hours.</p>

# 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 planning area.

# 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 provide feedback on the priorities for the strategies and associated coordination efforts for the regional goals.

## Regional Goals and Associated Priorities

Priority	Regional Goals and Strategy Descriptions
<b>Priority</b>	<b>New or Expanded Services to Meet Identified Gaps in Rural Areas</b>
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 for transportation services.
<b>Priority</b>	<b>New or Expanded Services to Meet Identified Gaps in Urbanized Areas</b>
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 for transportation services.
<b>Priority</b>	<b>Support for Transportation Services</b>
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.
<b>Priority</b>	<b>Cost Containment Practices</b>

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.
<b>Priority</b>	<b>Better Serve the Needs of the General Public (non-client riders): (senior, disabled and/or low-income)</b>
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.
<b>Priority</b>	<b>Maintain Assets in State Good Repair</b>
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.
<b>Priority</b>	<b>Regional Coordination of Non-client Rider Groups</b>
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.
<b>Priority</b>	<b>Strategy Prioritization for Coordination of Transportation for Non-client Riders (General public)</b>
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.
4	Low Income

<b>Priority</b>	<b>Information/Resources (Including Travel Training) for Transportation Services</b>
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.

## 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)

### **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 include minimum mileage requirements), 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 downtimes.
- 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 in service or expanding service areas.
- Implementing voucher programs for trips provided by eligible human service organizations, mileage reimbursement for volunteer driver programs, or private transportation companies, such as taxis or TNCs (rideshare companies) provided specific FTA requirements are met.
- “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.

## **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)

### **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.

### **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 planning area, 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 planning area'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.

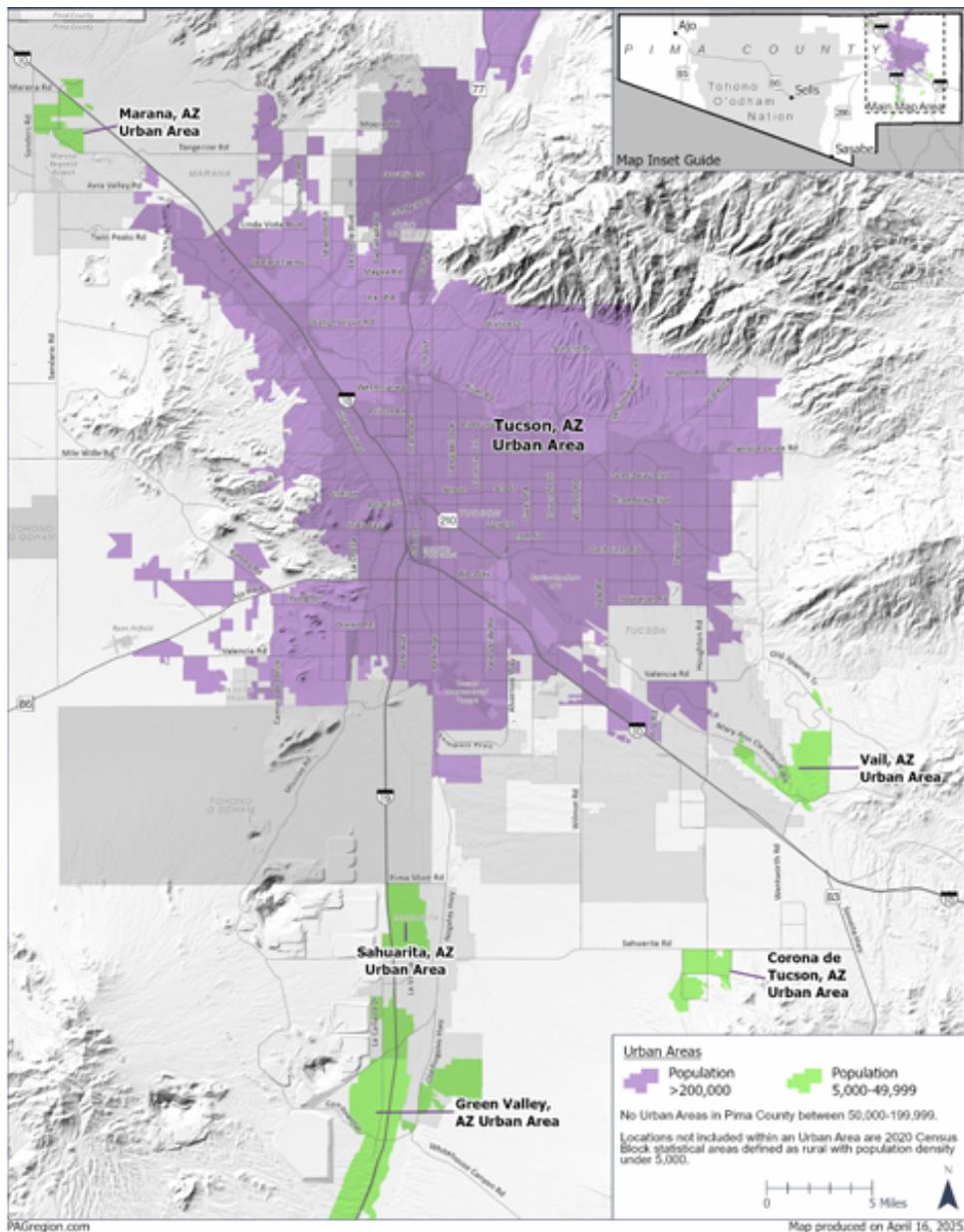
Based on stakeholder recommendations, ADOT serves as the designated recipient to administer 5310 funds for the Tucson urban area. PAG, the City of Tucson and ADOT were all considered as potential designated recipients. The region decided it would be in the best interest of the program, grantees and beneficiaries 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 subrecipients and their clients.

DOT will continue to administer both urban area and rural funds for the PAG planning area, 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.

## Tucson Urbanized Area Map



Source: [2055-RMAP.pdf](#)

### 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 planning area'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.

ADOT conducts the procurement for FTA Section 5310-funded vehicles. Therefore, vehicle types and sizes are pre-determined by ADOT at the time of application. ADOT utilizes the state's procurement contract for all vehicles; final vehicle pricing is determined by the state's contract.

### **Vehicles Commonly Procured by ADOT Via the Section 5310 Grant Program**

The vehicle procurement list typically includes:

- Maxi-van 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.
- Maxi-van 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.*

### **FY2025 Grant Cycle and Recommendations**

The FY 2025 grant application cycle for the FTA Section 5310 program kicked off in the PAG planning area in January 2025 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 2025. 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 any items needed to be addressed. In April 2021, the Review Committee completed a preliminary ranking of applications. Afterward, committee members made a final ranking and submitted these award recommendations to ADOT. Forecasted projects for 2025 are found in Appendix M.

# CONCLUSION



Changes in funding at the state and federal level is something many transportation providers, including human service organizations navigate. The effects of budget changes can have lingering effects on service availability. However, with a steadfast commitment to coordination of transportation services, and making the most efficient use of vehicle fleets, the region can 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 well

into the future and set the stage for new areas of service coordination to benefit older adults, people with disabilities, and others with a critical need for these services.

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

# 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
2. 5317 Project Awards for 2006 -2012
  - a. 5310 Agency Awards for 2006 -2018

**Table 1a. Approved and Pending Awards for 5310 Capital, Operating and Mobility Management Projects**

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
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

Year Applied	Grant Type	Project	Applicant	Jurisdiction Sponsor
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	Rural 5316	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

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

Year Applied	Grant Type	Project	Applicant	Jurisdiction 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

Year Applied	Grant Type	Project	Applicant	Jurisdiction Sponsor
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

Table 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	Associacion 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

# 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.

**Table 3. 2019 5310 Tucson Urban Area Grant Requests (Forecasted Projects)**

Applicant/Agency Name	Project Type	Project Name
City of Tucson	Operating	Operating Funds for Optional ADA Paratransit - Year 1
Helping Ourselves Pursue Enrichment Incorporated	Operating	Pima Operating - Year 1
Beacon Group	Capital	Maxi-Van No Lift 12 Passenger New Vehicle for New Service - Year 1
Arizona Board of Regents for and on Behalf of the University of Arizona	Capital	5 passenger electric golf cart to replace 2639405
Arizona Board of Regents for and on Behalf of the University of Arizona	Capital	5 passenger electric golf cart to replace 2675046
Arizona Board of Regents for and on Behalf of the University of Arizona	Capital	5 passenger electric golf cart to replace 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 Preventative Maintenance - 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

**Table 4. 2019 5310 Tucson Rural Area Grant Requests (Forecasted Projects)**

<b>Applicant/Agency Name</b>	<b>Project Type</b>	<b>Project Name</b>
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 1 Vehicle - Year 1
Southern Arizona Association for the Visually Impaired	Capital	Minivan No Ramp – Replacement Vehicle – Year 1
Pima Association of Governments	Mobility Management Staffing	Mobility Manager for Pima County – Year 1
United Community Health Center – Maria Auxiliadora 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
- Christian Care Tucson
- 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
- 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
- Valley Assistance Services

# APPENDIX D



## Demographic Profile Data

Table 5.

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	5,667 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

Table 6.

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	

Make	Model	Year	Agency	Ramp/Lift
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	Ramp
Dodge	Amerivan	2011	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

Make	Model	Year	Agency	Ramp/Lift
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

Make	Model	Year	Agency	Ramp/Lift
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	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	
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	

Make	Model	Year	Agency	Ramp/Lift
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	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	

Make	Model	Year	Agency	Ramp/Lift
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

Make	Model	Year	Agency	Ramp/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	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	

Make	Model	Year	Agency	Ramp/Lift
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	

Make	Model	Year	Agency	Ramp/Lift
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	
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	

Make	Model	Year	Agency	Ramp/Lift
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 Ciacg	2016	Town Of Oro Valley	
Ford E-350	Elkhart Ciacg	2016	Town Of Oro Valley	
Ford E-350	Elkhart Ciacg	2016	Town Of Oro Valley	
Ford E-350	Elkhart Ciacg	2016	Town Of Oro Valley	
Ford E-350	Elkhart Ciacg	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-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	

Make	Model	Year	Agency	Ramp/Lift
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	

Make	Model	Year	Agency	Ramp/Lift
Hyundai	Elantra	2013	United Community Health Center	
Look Element	Trailer	2021	United Community Health Center	

# APPENDIX F



## Historical Transportation Provider Operating Statistics 1

Table 7.

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 Network5	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 Cabfleet4	\$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

Service/ Provider	Annual One-Way Passenger Trips	Annual Vehicle Hours	Annual Vehicle Miles	Vehicles	Total Annual Operating Cost
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
<b>Total</b>	<b>21,131,496</b>	<b>1,258,971</b>	<b>17,212,408</b>	<b>693</b>	<b>\$85,804,188</b>

1. Data is from FY 2014.
2. ITN is no longer operating in the Tucson area as of February 2016.
3. Neighbors Care Alliance provides a network of volunteer driver services managed by Pima Council on Aging. They do not receive 5310 funding.
4. Sun Shuttle ADA Dial-a-Ride's contractor has 23 wheelchair-accessible vans in its fleet.
5. Pasadena Behavioral Health Network is no longer operating as of 2017.
6. Depending 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

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

**Table 8. REGION: Urban Area Projects – Year 1**

<b>Operating Requests</b>		
<b>Applicant/Agency Name</b>	<b>Project Request Title</b>	<b>Recommended FTA Award</b>
City of Tucson	Operating Funds for Optional ADA Paratransit – Year 1	\$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
<b>Capital Requests</b>		
<b>Applicant/Agency Name</b>	<b>Project Request Title</b>	<b>Recommended FTA Award</b>
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 BlakeFoundation	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

<b>Operating Requests</b>		
<b>Applicant/Agency Name</b>	<b>Project Request Title</b>	<b>Recommended FTA Award</b>
Southern Arizona Association for the Visually Impaired	Minivan No Ramp - Replacement Vehicle - year 1	\$20,960.00
	<b>Mobility Management Request</b>	
Pima Association of Governments	Mobility Manager for Pima County	\$71,000.00

## PAG Selection Committee 5310 Project Ranking

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.

**Table 9. REGION: Rural Area Projects – Year 1**

<b>5310 Grant Requests</b>		
<b>Applicant/Agency Name</b>	<b>Project Request Title</b>	<b>Project Priority Rank</b>
United Community Health Center-Maria Auxiliadora Inc.	New vehicle – year 1	80
Marana Health Center	Field Logic GPS and dispatch Equipment and Service - year 1	55
Marana Health Center	Salaries, Benefits, Fuel, Insurance, Registration Exp - year 1	55
Marana Health Center	Maint, Salaries, Benefits, Fuel, Insurance, Registration Exp - year 1	55

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.

**Table 10. REGION: Urban Area Projects – Year 2**

<b>Operating Requests</b>		
<b>Applicant/Agency Name</b>	<b>Project Request Title</b>	<b>Recommended Award</b>
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
<b>Capital Requests</b>		
<b>Applicant/Agency Name</b>	<b>Project Request Title</b>	<b>Project Priority Rank</b>
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	\$6,0003.00
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 – year2	\$10,897.00
Arizona Board of Regents for and on behalf of the University of Arizona	5-passenger electric golf cart to replace 2789139 – year2	\$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

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.

**Table 11. REGION: Rural Area Projects – Year 2**

<b>5310 Grant Requests</b>		
<b>Applicant/Agency Name</b>	<b>Project Request Title</b>	<b>Project Priority Rank</b>
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



## 5339 Preliminary Awards FY 2023

Table 12. FTA Section 5339 Preliminary Awards FY2023

Subrecipient	Fund Type	Project Title	Match Ratio	Total Award	Federal Award	Serv. Area	TIP ID
Regional Transportation Authority	5339 Capital	Internal Signage & Audio Systems	80/20	\$115,960.00	\$92,768.00	Urban	44.23
Regional Transportation Authority	5339 Capital	Driver Protection Shields	80/20	\$18,853.75	\$15,083.00	Urban	44.23
Regional Transportation Authority	5339 Capital	Security Cameras	80/20	\$95,707.50	\$76,566.00	Urban	44.23
<b>PAG Total</b>				<b>\$230,521.25</b>	<b>\$184,417.00</b>		

# APPENDIX I



## FFY2025-FFY 2026 FTA Section 5311 Forecasted Projects

Table 13. FFY 2025 FTA Section 5311 Forecasted Projects (Year 1 Oct 2024 – Sept 2025)

Agency Project Priority	Subrecipient	Project Title	Federal Request	Total Request	Serv. Area
2	Regional Transportation Authority	Administration	\$378,300	\$472,875	Rural
1	Regional Transportation Authority	Operating	\$1,479,260	\$2,550,448	Rural
4	Regional Transportation Authority	Preventative Maintenance	\$80,000	\$100,000	Rural
3	Regional Transportation Authority	Intercity	\$229,819	\$396,240	Rural

Table 14. FFY 2026 FTA Section 5311 Forecasted Projects (Year 2 Oct 2025 – Sept 2026)

Agency Project Priority	Subrecipient	Project Title	Federal Request	Total Request	Serv. Area
2	Regional Transportation Authority	Administration	\$397,358	\$496,698	Rural
1	Regional Transportation Authority	Operating	\$1,542,206	\$2,658,975	Rural
4	Regional Transportation Authority	Preventative Maintenance	\$80,000	\$100,000	Rural
3	Regional Transportation Authority	Intercity	\$229,819	\$396,240	Rural

# APPENDIX J



## 5311 Preliminary Awards FY2024-FY2026

Table 15. FTA Section 5311 Preliminary Awards FY2024-FY2026

Subrecipient	Fund Type	Project Title	Match Ratio	Total Award	Federal Award	Serv. Area	TIP ID
Regional Transportation Authority	5311 Admin	Program Administration YEAR 1 (10/01/24–09/30/26)	80/20	\$472,875.00	\$378,300.00	Urban	57.16
Regional Transportation Authority	5311 Admin	Program Administration YEAR 2 (10/01/25–09/30/26)	80/20	\$496,697.50	\$397,358.00	Urban	57.16
Regional Transportation Authority	5311 Capital	Preventive Maintenance YEAR 1 (10/01/24–09/30/26)	80/20	\$100,000.00	\$80,000.00	Urban	58.16
Regional Transportation Authority	5311 Capital	Preventive Maintenance YEAR 2 (10/01/25–09/30/26)	80/20	\$100,000.00	\$80,000.00	Urban	58.16
Regional Transportation Authority	5311 inner city	Intercity YEAR 1 (10/01/24–09/30/26)	58/42	\$261,000.00	\$151,380.00	Urban	59.16
Regional Transportation Authority	5311 inner city	Intercity YEAR 2 (10/01/25–09/30/26)	58/24	\$54,853.45	\$31,815.00	Urban	59.16
Regional Transportation Authority	5311 Intercity	Intercity YEAR 2 (10/01/25–09/30/26)	58/24	\$334,889.66	\$194,236.00	Urban	59.16
Regional Transportation Authority	5311 Intercity (CARES ACT)	Intercity YEAR2(10/01/25–09/30/26) (CARES ACT)	100	\$3,768.00	\$3,768.00	Urban	59.16
Regional Transportation Authority	5311	Operating Assistance (10/01/24–09/30/26)	58/42	\$1,740,000.00	\$1,009,200.00	Urban	60.16
Regional Transportation Authority	5311	Operating Assistance YEAR 2 (10/01/25–09/30/26)	100	\$46,985.00	\$46,985.00	Urban	60.16
Regional Transportation Authority	5311	Operating Assistance YEAR 2 (10/01/25–09/30/26)	58/42	\$1,649,175.86	\$956,522.00	Urban	60.16
Regional Transportation Authority	5311	Operating Assistance YEAR 2 (10/01/25–09/30/26)	58/42	\$529,988.00	\$529,988.00	Urban	60.16
<b>PAG Total</b>				<b>\$5,790,232.47</b>	<b>\$3,859,552.00</b>		

# APPENDIX K



## FFY2025 FTA Section 5305 Preliminary Awards

Table 16. FFY 2025 FTA Section 5305 Preliminary Awards FY2025-27

Agency Project Priority	Subrecipient	Fund Type	Project Title	Match Ratio	Total Award	Federal Award	Serv. Area
	Pima Association of Governments	Transit	Transit-New FY 2025-2026		\$250,000	\$250,000	Urban
1	Pima Association of Governments	Transit	FY2026 CPG 5303\5305d (Transit)	94.30%	\$664,633.09	\$626,749.00	Urban
2	Pima Association of Governments	Transit (Carry Forward)	Transit Feasibility Study for Picture Rock & Vail (2025-07-01 2027-06-30)	94.30%	\$95,564.07	\$90,116.92	Urban
3	Pima Association of Governments	CPG PL	FY2026 CPG PL 2025-07-01 2027-06-30	94.30%	\$1,396,128.31	\$1,316,549.00	Urban
4	Pima Association of Governments	CPG PL	FY2027 CPG PL 2025-07-01 2027-06-30	94.30%	\$1,396,128.31	\$1,316,549.00	Urban
5	Pima Association of Governments	CRP (Re-Obligation)	FY2024 CRP (Re-Obligation) 2025-07-01 2027-06-30	94.30%	\$1,221,672.11	\$1,152,036.80	Urban
6	Pima Association of Governments	PL-SATO Zero Match	FY2026 PL-SATO Zero Match 2025-07-01 2027-06-30	100%	\$33,757.00	\$33,757.00	Urban
7	Pima Association of Governments	PL-SATO Zero Match	FY2027 PL-SATO Zero Match 2025-07-01 2027-06-30	100%	\$34,432.00	\$34,432.00	Urban
8	Pima Association of Governments	SPR	FY2026 SPR	80%	\$437,500.00	\$350,000.00	Urban
9	Pima Association of Governments	STBG	FY2026 STBG	94.30%	\$7,910,950.63	\$7,460,026.44	Urban
<b>PAG Total</b>					<b>\$13,190,765.52</b>	<b>\$12,380,216.16</b>	

# APPENDIX L



## Recommended Regional Projects to Fund by Type for FY2021 FTA Section 5310 Grant Cycle

Table 18.

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 M



## FFY2024 FTA Section 5310 Forecasted Projects (Year 1: Oct 2023 – Sept 2024)

Table 19.

Agency Project Priority	Subrecipient	Fund Type	Project Title	Federal Request	Total Request	Serv. 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# 1FTNE24W04HB27324	\$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
<b>PAG Total</b>				<b>\$3,192,215</b>	<b>\$4,303,783</b>	

## FFY2025 FTA Section 5310 Forecasted Projects (Year 2: Oct 2024 – Sept 2025)

**Table 20.**

Agency Project Priority	Subrecipient	Fund Type	Project Title	Federal Request	Total Request	Serv. 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
<b>PAG Total</b>				<b>\$2,500,084</b>	<b>\$2,500,084</b>	

## FFY2025-FFY 2026 FTA Section 5310 Forecasted Projects (Year 1 Oct 2024 – Sept 2025)

Table 21. Pima Association of Governments

Agency Project Priority	Subrecipient	Fund Type	Project Title	Federal Request	Total Request	Serv. Area
1	Pima Association of Governments	Mobility Management	Mobility Manager	\$172,936	\$216,170	Rural/Urban

## FFY2025-FFY 2026 FTA Section 5310 Forecasted Projects (Year 1 Oct 2024 – Sept 2025)

Table 22. Pima Association of Governments

Agency Project Priority	Subrecipient	Fund Type	Project Title	Federal Request	Total Request	Serv. Area
2	Pima Association of Governments	Mobility Management	Mobility Manager	\$179,945	\$224,931	Rural/Urban

## FFY 2025 FTA Section 5310 Forecasted Projects 2024 (Year 1 Oct 2025 – Sept 2026)

Table 23.

Agency Project Priority	Subrecipient	Fund Type	Project Title	Federal Request	Total Request	Serv. Area
1	Christian Care Tucson, Inc.	Vehicles	Resident Transportation Need 1 - Cutaway w/ Lift	\$ 130,836.80	\$ 166,816.92	Urban
1	Green Valley Assistance Services Inc	Vehicles	PAG-Neighbors Helping Neighbors Transportation	\$ 85,987.20	\$ 109,633.68	Small-Urban
1	Catholic Community Services of Southern Arizona, Inc.	Vehicles	Minivan with Ramp- Expansion of CLP (Community Living Program)	\$ 85,987.20	\$ 109,633.68	Urban
1	Helping Ourselves Pursue Enrichment Incorporated	Other Capital	PAG Preventive Maintenance	\$ 17,254.00	\$ 21,567.50	Urban
2	Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating Funds	\$ 94,275.00	\$ 188,550.00	Urban
2	Town of Oro Valley	Other Capital	In Veh Cameras for Veh awarded in 2023/24 YR2 grant	\$ 13,798.00	\$ 17,247.50	Urban
2	Tucson Jewish Community Center	Other Capital	Preventative Maintenance	\$ 19,500.00	\$ 24,375.00	Urban
2	Christian Care Tucson, Inc.	Vehicles	Resident Transportation Need 2 - Cutaway w/ Lift	\$ 130,836.80	\$ 166,816.92	Urban
2	Easterseals Blake Foundation	Vehicles	Group Home Replacement van	\$ 88,240.00	\$ 112,506.00	Urban
2	Catholic Community Services of Southern Arizona, Inc.	Vehicles	Minivan with Ramp- Expansion of Medical Respite	\$ 85,987.20	\$ 109,633.68	Urban
3	Town of Oro Valley	Other Capital	Vehicle Preventative Maintenance (PM's) for 30 Vehicle Fleet	\$ 18,457.00	\$ 23,071.25	Urban
3	Christian Care Tucson, Inc.	Vehicles	Resident Transportation - Minivan With Ramp	\$ 85,987.20	\$ 109,633.68	Urban
3	Easterseals Blake Foundation	Vehicles	Supported Living minivan Replacement	\$ 85,987.20	\$ 109,633.68	Urban
4	Easterseals Blake Foundation	Vehicles	Day Service Replacement Minivan	\$ 85,987.20	\$ 109,633.68	Urban
4	Christian Care Tucson, Inc.	Other Capital	Preventive Maintenance	\$ 25,600.00	\$ 32,000.00	Urban
4	Catholic Community Services of Southern Arizona, Inc.	Vehicles	Minivan with Ramp- Expansion of Services to Disabled Youth	\$ 85,987.20	\$ 109,633.68	Urban
5	Town of Oro Valley	Other Capital	Vehicle Safety Preventative Maintenance	\$ 21,600.00	\$ 27,000.00	Urban

1	Town of Oro Valley	Vehicles	Cutaway w/ lift to replace VIN C02371	\$ 130,836.80	\$ 166,816.92	Urban
1	Easterseals Blake Foundation	Other Capital	Preventive Maintenance	\$ 40,000.00	\$ 50,000.00	Urban
1	City of Tucson	Operating	Operating Funds for Optional ADA Paratransit	\$ 444,788.00	\$ 889,576.00	Urban
1	Tucson Jewish Community Center	Vehicles	Tucson JCC Vehicle Request - Expansion	\$ 130,836.80	\$ 166,816.92	Urban
4	Town of Oro Valley	Other Capital	Vehicle Lift Preventative Maintenance	\$ 4,660.00	\$ 5,825.00	Urban
<b>PAG Total</b>				<b>\$1,913,429.60</b>	<b>\$2,826,421.69</b>	

## FFY 2026 FTA Section 5310 Forecasted Projects 2024 (Year 2 Oct 2026 – Sept 2027)

Table 24.

Agency Project Priority	Subrecipient	Fund Type	Project Title	Federal Request	Total Request	Serv. Area
1	City of Tucson	Operating	Operating Funds for Optional ADA Paratransit	\$ 444,788.00	\$ 889,576.00	Urban
1	Easterseals Blake Foundation	Other Capital	Preventive Maintenance	\$ 40,000.00	\$ 50,000.00	Urban
1	Christian Care Tucson, Inc.	Other Capital	Preventive Maintenance	\$ 12,800.00	\$ 16,000.00	Urban
2	Town of Oro Valley	Vehicles	Cutaway w/ lift to replace VIN 02378	\$ 143,920.00	\$ 183,498.00	Urban
2	Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating Funds	\$ 98,992.00	\$ 197,984.00	Urban
2	Easterseals Blake Foundation	Vehicles	Group Home Replacement Minivan	\$ 94,585.60	\$ 120,596.64	Urban
2	Catholic Community Services of Southern Arizona, Inc.	Other Capital	Maintenance on 5310 Fleet- Existing and Requested	\$ 60,000.00	\$ 75,000.00	Urban
3	Catholic Community Services of Southern Arizona, Inc.	Vehicles	Minivan with Ramp - Expansion of Services to Seniors	\$ 94,585.60	\$ 120,596.64	Urban
3	Town of Oro Valley	Vehicles	Cutaway w/ lift to replace VIN C36640	\$ 143,920.00	\$ 183,498.00	Urban
3	Easterseals Blake Foundation	Vehicles	Day Service Replacement Van w/ lift	\$ 97,280.00	\$ 124,032.00	Urban
1	Tucson Jewish Community Center	Other Capital	Preventative Maintenance	\$ 17,000.00	\$ 21,250.00	Urban
4	Town of Oro Valley	Vehicles	Cutaway w/ lift to replace VIN C39746	\$ 143,920.00	\$ 183,498.00	Urban
8	Town of Oro Valley	Other Capital	Vehicle Lift Preventative Maintenance	\$ 4,660.00	\$ 5,825.00	Urban

5	Town of Oro Valley	Vehicles	Cutaway w/ lift to replace VIN C37470	\$ 143,920.00	\$ 183,498.00	Urban
6	Town of Oro Valley	Other Capital	Vehicle Preventative Maintenance (PM's) for 30 Vehicle Fleet	\$ 19,380.00	\$ 24,225.00	Urban
7	Town of Oro Valley	Other Capital	In Veh Cameras for Veh awarded in 2025/26 YR1 grant	\$ 2,696.00	\$ 3,370.00	Urban
9	Town of Oro Valley	Other Capital	Vehicle Safety Preventative Maintenance	\$ 21,600.00	\$ 27,000.00	Urban
1	Town of Oro Valley	Vehicles	Cutaway w/ lift to replace VIN C02374	\$ 143,920.00	\$ 183,498.00	Urban
1	Helping Ourselves Pursue Enrichment Incorporated	Other Capital	PAG Preventive Maintenance	\$ 18,116.00	\$ 22,645.00	Urban
<b>PAG Total</b>				<b>\$1,746,083.20</b>	<b>\$2,615,590.28</b>	

# APPENDIX N



## 5310 Preliminary Awards 2020

Table 25. Pima Association of Governments 2020

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

Easter Seals Blake Foundation	Operating	EBF Pima Operating Yr2	50%	\$50,000	\$100,000	\$50,000	Urban	51.16
Easter Seals Blake Foundation	Vehicle Capital	Replacement DTA Tucson Community Van Yr2 (Ford Transit Works)	85%	\$52,314	\$61,546	\$9,232	Rural	51.16
Easter Seals Blake Foundation	Vehicle Capital	Replacement Supported Living Van Yr2 (minivan with ramp)	85%	\$49,300	\$58,000	\$8,700	Urban	51.16
Easter Seals Blake Foundation PAG	Capital	Cleaning Equipment Hardware	80%	\$3,452	\$4,315	\$863	Urban	51.16
Easter Seals Blake Foundation PAG	Capital	Preventive Maintenance	80%	\$15,200	\$19,000	\$3,800	Rural	51.16
Easter Seals Blake Foundation PAG	Capital	Preventive Maintenance	80%	\$7,800	\$9,750	\$1,950	Urban	51.16
Helping Ourselves Pursue Enrichment Incorporated	Vehicle Capital	Pima 12 Pass Van to Replace VIN4526	80%	\$27,021	\$33,776	\$6,755	Urban	11.20
Helping Ourselves Pursue Enrichment Incorporated	Capital	Preventive Maintenance	80%	\$17,980	\$22,475	\$4,495	Urban	11.20
Marana Health Center, Inc.	Capital	FieldLogic GPS and dispatch Service	80%	\$1,981	\$2,476	\$495	Urban	8.20
Marana Health Center, Inc.	Operating	Maint, Salaries, Benefits, Fuel, Insurance, Registration Exp	50%	\$15,000	\$30,000	\$15,000	Rural	8.20
Marana Health Center, Inc.	Capital	Manufacture Scheduled Prev. Maint.	80%	\$27,500	\$34,375	\$6,875	Rural	8.20
Marana Health Center, Inc.	Capital	Preventive Maintenance	80%	\$45,000	\$56,250	\$11,250	Rural	8.20
Pima Association of Governments	5310 Mobility Management	Mobility Management and Mapping Tucson	80%	\$40,000	\$50,000	\$10,000	Urban	55.16
Pima Association of Governments	5310 Mobility Management	Regional Mobility Management	80%	\$53,583	\$66,979	\$13,396	Urban	55.16
Pima Association of Governments	CARES Act Mobility Management	CARES Act Emergency Relief Funding	100%	\$66,978	\$66,978	\$0	Urban	55.16
Southern Arizona Association for the Visually Impaired	Vehicle Capital	Minivan No Ramp - Replacement Vehicle	80%	\$24,070	\$30,088	\$6,018	Urban	12.20
Southern Arizona Association for the Visually Impaired	Vehicle Capital	Minivan No Ramp - Replacement Vehicle	80%	\$24,070	\$30,088	\$6,018	Urban	12.20

Southern Arizona Association for the Visually Impaired	Capital	Preventive Maintenance	80%	\$10,000	\$12,500	\$2,500	Urban	12.20
Southern Arizona Association for the Visually Impaired	Capital	Preventive Maintenance	80%	\$10,000	\$12,500	\$2,500	Urban	12.20
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Replace VIN 5415	85%	\$68,000	\$80,000	\$12,000	Urban	52.16
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Replace VIN 5416	85%	\$68,000	\$80,000	\$12,000	Urban	52.16
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Replace VIN 5417	85%	\$68,000	\$80,000	\$12,000	Urban	52.16
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Replace VIN 5419	85%	\$68,000	\$80,000	\$12,000	Urban	52.16
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Replace VIN 5422	85%	\$68,000	\$80,000	\$12,000	Urban	52.16
Town of Oro Valley	Capital	In-Vehicle Cameras	80%	\$10,000	\$12,500	\$2,500	Urban	52.16
Town of Oro Valley	Capital	Preventive Maintenance	80%	\$10,000	\$12,500	\$2,500	Urban	52.16
Town of Oro Valley	Capital	Preventive Maintenance	80%	\$13,000	\$16,250	\$3,250	Urban	52.16
Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance Year 2	80%	\$6,003	\$7,504	\$1,501	Urban	52.16
Tucson Jewish Community Center	Capital	Preventive Maintenance	80%	\$2,726	\$3,408	\$682	Urban	54.16
Tucson Jewish Community Center	Capital	Preventive Maintenance	80%	\$5,000	\$6,250	\$1,250	Urban	54.16
United Community Health Center-Maria Auxiliadora Inc	Vehicle Capital	Expansion ADA Accessible (Ford Transit Works)	85%	\$52,314	\$61,546	\$9,232	Rural	9.20
United Community Health Center-Maria Auxiliadora Inc	Operating	Operating Funding	50%	\$5,000	\$10,000	\$5,000	Rural	9.20
<b>PAG Total</b>				<b>\$1,564,477</b>	<b>\$1,564,477</b>	<b>\$1,564,477</b>		

## 5310 Preliminary Awards 2021

Table 26. Pima Association of Governments 2021

Subrecipient	Fund Type	Project Title	Match Ratio	Federal Award	Total Award	Serv. Area
Beacon Group	Vehicle Capital	4x4 SUV-Customized Work Program – Landscaping / Debris Pick-Up Program	80%	\$49,437	\$38,774	Urban
Beacon Group	Vehicle Capital	Minivan with Ramp-Customized Work Program – Landscaping – Raytheon Site	80%	\$57,209	\$44,870	Urban
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
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
City of Tucson	Operating	Operating Funds for Optional ADA Paratransit Yr 2	50%	\$119,489	\$59,745	Urban
City of Tucson	Operating	Operating American Rescue Plan	100%	\$85,058	\$85,058	Urban
City of Tucson	Other Mobility Management	Mobility Management – Travel Training Program Yr 1	80%	\$156,250	\$125,000	Urban
Easterseals Blake Foundation	Capital	Maintenance & Repairs PAG Region Year 1	80%	\$35,000	\$28,000	Urban
Easterseals Blake Foundation	Operating	Operating Funds PAG Region Year 1	50%	\$41,260	\$20,630	Urban
Easterseals Blake Foundation	Operating	Operating American Rescue Plan	100%	\$29,370	\$29,370	Urban
Easterseals Blake Foundation	Vehicle Capital	Group Home 4 Year 1	0%	\$0	\$0	Urban
Easterseals Blake Foundation	Vehicle Capital	Group Home 5 Year 1	0%	\$0	\$0	Urban
Easterseals Blake Foundation	Vehicle Capital	Group Home 6 Year 1	0%	\$0	\$0	Urban
Easterseals Blake Foundation	Vehicle Capital	Group Home 7 Year 1	0%	\$0	\$0	Urban
Easterseals Blake Foundation	Vehicle Capital	Group Home 8 Year 1	0%	\$0	\$0	Urban
Easterseals Blake Foundation	Vehicle Capital	Minivan No Ramp-Supported Living 1 Year 1	80%	\$31,620	\$24,800	Urban

Easterseals Blake Foundation	Vehicle Capital	Minivan no Ramp-Behavioral Health Program Year 1	80%	\$31,620	\$24,800	Urban
Helping Ourselves Pursue Enrichment Incorporated	Capital	PAG Preventive Maintenance 2021-2022	80%	\$11,500	\$9,200	Urban
Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating 2021-2022	50%	\$42,674	\$21,337	Urban
Helping Ourselves Pursue Enrichment Incorporated	Operating	Operating American Rescue Plan	100%	\$30,377	\$30,377	Urban
Helping Ourselves Pursue Enrichment Incorporated	Vehicle Capital	PAG Mini-Van no Ramp to replace vin 6624	80%	\$31,620	\$24,800	Urban
Helping Ourselves Pursue Enrichment Incorporated	Vehicle Capital	PAG Mini-Van no Ramp to replace vin 6662	80%	\$31,620	\$24,800	Urban
Pima Association of Governments	Reg MM	Mobility Manager - Year 2	80%	\$137,313	\$109,850	Urban
Southern Arizona Association for the Visually Impaired	Vehicle Capital	#1 Express Van No Lift 12-Passenger - Replacement Vehicle	80%	\$41,608	\$32,634	Urban
Southern Arizona Association for the Visually Impaired	Vehicle Capital	#2 Express Van No Lift 12-Passenger - Replacement Vehicle	80%	\$41,608	\$32,634	Urban
Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance Year 1	80%	\$8,234	\$6,587	Urban
Town of Oro Valley	Capital	Vehicle Safety Preventative Maintenance Year 1	80%	\$24,845	\$19,876	Urban
Town of Oro Valley	Capital	In-Vehicle Cameras Year 1	90%	\$1,086	\$1,207	Urban
Town of Oro Valley	Other Mobility Management	Tripspark Passenger Portal	80%	\$76,309	\$61,047	Urban
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 1FDEE3FL0GDC12437	0%	\$0	\$0	Urban
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 1FDEE3FL2GDC12438	0%	\$0	\$0	Urban
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 1FDEE3FL7GDC12435	0%	\$0	\$0	Urban
Town of Oro Valley	Vehicle Capital	Cutaway with Lift 14 PASS to replace VIN 1FDEE3FL7GDC12435	80%	\$71,379	\$91,008	Urban
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 1FDEE3FL5GDC12434	0%	\$0	\$0	Urban
Town of Oro Valley	Vehicle Capital	Capital In-Vehicle Cameras Year 1	90%	\$1,086	\$1,207	Urban
Tucson Jewish Community Center	Capital	Preventative Maintenance for Vehicles - Year 1	80%	\$5,000	\$4,000	Urban

Tucson Jewish Community Center	Vehicle Capital	Tucson JCC Vehicle Request - replacement VIN0892 Cutaway with Lift 14 Pass	0%	\$0	\$0	Urban
Beacon Group	Vehicle Capital	4x4 SUV-Customized Work Program – Landscaping / Debris Pick-Up Program	80%	\$49,437	\$38,774	Urban
Beacon Group	Vehicle Capital	Minivan with Ramp-Customized Work Program – Landscaping – Raytheon Site	80%	\$57,209	\$44,870	Urban
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
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
City of Tucson	Other Mobility Management	Mobility Management – Travel Training Program Yr 1	80%	\$156,250	\$125,000	Urban
City of Tucson	Operating	Operating American Rescue Plan	100%	\$85,058	\$85,058	Urban
City of Tucson	Operating	Operating Funds for Optional ADA Paratransit Yr 2	50%	\$119,489	\$59,745	Urban
Easterseals Blake Foundation	Vehicle Capital	Group Home 4 Year 1	0%	\$0	\$0	Urban
Easterseals Blake Foundation	Vehicle Capital	Group Home 5 Year 1	0%	\$0	\$0	Urban
Easterseals Blake Foundation	Vehicle Capital	Group Home 6 Year 1	0%	\$0	\$0	Urban
Easterseals Blake Foundation	Vehicle Capital	Group Home 7 Year 1	0%	\$0	\$0	Urban
Easterseals Blake Foundation	Vehicle Capital	Group Home 8 Year 1	0%	\$0	\$0	Urban
<b>PAG Total</b>				<b>\$2,656,617</b>	<b>\$2,079,698</b>	

\*Amended: Sept 2021

## 5310 Preliminary Awards 2022

Table 27. Pima Association of Governments 2022

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

Easterseals Blake Foundation	Vehicle Capital	Minivan With Ramp GH 5 Replacement 2622	85%	\$73,700	\$62,645	Urban	17.2
Easterseals Blake Foundation	Vehicle Capital	Minivan With Ramp GH 6 Replacement 8544	80%	\$0	\$0	Urban	0
Easterseals Blake Foundation	Vehicle Capital	Minivan With Ramp GH 7 Replacement 2613	80%	\$0	\$0	Urban	0
Easterseals Blake Foundation	Vehicle Capital	Minivan With Ramp GH8 Replacement 8967	80%	\$0	\$0	Urban	0
Helping Ourselves Pursue Enrichment Incorporated	Capital	PAG Preventive Maintenance 2022-2023	80%	\$12,900	\$10,320	Urban	11.2
Helping Ourselves Pursue Enrichment Incorporated	CRSSA Operating	CRSSA PAG Operating 2022-2023	100%	\$31,476	\$31,476	Urban	11.2
Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating 2022-2023	50%	\$45,370	\$22,685	Urban	11.2
Pima Association of Governments	Mobility Management	PAG Mobility Manager Year 1	80%	\$205,325	\$164,260	Urban	55.16
Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance Year 2	80%	\$8,950	\$7,160	Urban	52.16
Town of Oro Valley	Capital	Vehicle Safety Preventative Maintenance Year 2	80%	\$23,500	\$18,800	Urban	52.16
Town of Oro Valley	Capital	In-Vehicle Cameras Year 2	80%	\$0	\$0	Urban	0
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 7997	85%	\$154,000	\$130,900	Rural	52.16
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 8011	85%	\$154,000	\$130,900	Rural	52.16
Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 6977	85%	\$154,000	\$130,900	Rural	52.16
Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 4228	85%	\$154,000	\$130,900	Rural	52.16
Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 2437	80%	\$0	\$0	Urban	0
Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 2438	80%	\$0	\$0	Urban	0
Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 2435	80%	\$0	\$0	Urban	0
Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 2436	80%	\$0	\$0	Urban	0
Town of Oro Valley	Vehicle Capital	14 Pass Cutaway with Lift VIN 2434	80%	\$0	\$0	Urban	0

Tucson Jewish Community Center	Capital	Preventative Maintenance for Vehicles - Year 2	80%	\$5,000	\$4,000	Urban	54.16
Tucson Jewish Community Center	Vehicle Capital	14 Pass Cutaway with lift VIN 0892 - Year 1	85%	\$154,000	\$130,900	Urban	54.16
<b>PAG Total</b>				<b>\$2,426,394</b>	<b>\$1,987,596</b>		

\*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.

## 5310 Preliminary Awards 2023

**Table 28. Pima Association of Governments 2023**

Subrecipient	Fund Type	Project Title	Match Ratio	Total Award	Federal Award	Serv. Area	TIP ID
Beacon Group	Vehicle Capital	Van No Lift - 12 Passenger Replacement 1926	80%	\$0	\$0	Urban	
Beacon Group	Vehicle Capital	Van No Lift - 12 Passenger Replacement 8313	80%	\$91,858	\$73,486	Urban	53.16
Catholic Community Services of Southern Arizona, Inc.	Capital	Maintenance on fleet year 1: Existing and Requested Vehicles	80%	\$0	\$0	Urban	
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
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
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
Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expansion to youth with disabilities	80%	\$0	\$0	Urban	
Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with ramp Expansion of Services to DHOH seniors/disabled adults	80%	\$0	\$0	Urban	
Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp to replace VIN 2358	80%	\$0	\$0	Urban	
Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp to replace VIN 9495	80%	\$0	\$0	Urban	

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
Easterseals Blake Foundation	Capital	PAG Maintenance & Repairs Year 1	80%	\$37,500	\$30,000	Urban	51.16
Easterseals Blake Foundation	Operating	PAG Operating Funds Year 1	50%	\$100,000	\$50,000	Urban	17.2
Easterseals Blake Foundation	Vehicle Capital	PAG Community Day Program expansion	80%	\$91,858	\$73,486	Urban	17.2
Easterseals Blake Foundation	Vehicle Capital	PAG Group Home 2	80%	\$0	\$0	Urban	
Easterseals Blake Foundation	Vehicle Capital	PAG Group Home 3	80%	\$0	\$0	Urban	
Easterseals Blake Foundation	Vehicle Capital	PAG Supported Living Van	80%	\$0	\$0	Urban	
Easterseals Blake Foundation	Vehicle Capital	PAG Supported Living Van expansion	80%	\$89,582	\$71,666	Urban	17.2
Helping Ourselves Pursue Enrichment Incorporated	Capital	PAG Preventive Maintenance 2023-2024	80%	\$20,748	\$16,598	Urban	11.2
Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating 2023-2024	50%	\$180,000	\$90,000	Urban	11.2
Helping Ourselves Pursue Enrichment Incorporated	Vehicle Capital	PAG Vehicles request minivan to replace Vin 6215	80%	\$0	\$0	Urban	
Marana Health Center, Inc.	Capital	Maintenance on vehicles	80%	\$12,000	\$9,600	Rural	8.2
Marana Health Center, Inc.	Operating	Transportation Salaries, Fuel and Insurance and Registration	50%	\$0	\$0	Rural	
Marana Health Center, Inc.	Vehicle Capital	Minivan with ramp to expand fleet	80%	\$0	\$0	Rural	
Marana Health Center, Inc.	Vehicle Capital	Minivan with ramp to replace VIN 5175	80%	\$89,582	\$71,666	Rural	8.2
Pima Association of Governments	Mobility Management	Mobility Management 2nd year	80%	\$210,481	\$168,385	Urban	55.16
Southern Arizona Association for the Visually Impaired	Capital	# 3 Capital Preventative Maintenance	80%	\$12,500	\$10,000	Urban	12.2
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

Southern Arizona Association for the Visually Impaired	Vehicle Capital	#2 12 Passenger - Maxivan No Lift - Replacement Vehicle	80%	\$0	\$0	Urban	
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
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
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	
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	
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	
Town of Oro Valley	Capital	In Vehicle Cameras for Vehicles Awarded in 2021.2022 Grant	80%	\$11,250	\$9,000	Urban	52.16
Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance, Year 1	80%	\$9,500	\$7,600	Urban	52.16
Town of Oro Valley	Capital	Vehicle Safety Preventative Maintenance, Year 1	80%	\$17,000	\$13,600	Urban	52.16
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Expand Fleet	80%	\$132,218	\$105,774	Urban	52.16
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to Expand Fleet	80%	\$132,218	\$105,774	Urban	52.16
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2228	80%	\$0	\$0	Urban	
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2229	80%	\$0	\$0	Urban	
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 2230	80%	\$0	\$0	Urban	
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 4228	80%	\$0	\$0	Urban	
Town of Oro Valley	Vehicle Capital	Cutaway with Lift to replace VIN 6977	80%	\$0	\$0	Urban	
Tucson Jewish Community Center	Capital	Tucson JCC Preventative Maintenance for Vehicles Year 1	80%	\$18,750	\$15,000	Urban	54.16

Tucson Jewish Community Center	Vehicle Capital	Tucson JCC Vehicle Request - Replacement VIN 5843	80%	\$132,218	\$105,774	Urban	54.16
<b>PAG Total</b>				<b>\$2,065,801</b>	<b>\$1,568,639</b>		

\*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.

## 5310 Preliminary Awards 2024 (FFY2025 Oct 1, 2024 – Sept 30, 2025)

**Table 29. Pima Association of Governments 2024**

Subrecipient	Fund Type	Project Title	Federal Ratio	Total Award	Federal Award	Serv. Area	TIP ID
Beacon Group	Vehicle Capital	Van No Lift - 12 Passenger Replacement 1926	80%	\$110,300.00	\$88,240.00	Urban	53.16
Beacon Group	Vehicle Capital	Van No Lift - 12 Passenger Replacement 9242	80%	\$110,300.00	\$88,240.00	Urban	53.16
Catholic Community Services of Southern Arizona, Inc.	Capital	Maintenance on 5310 Fleet - Existing and Requested	80%	\$50,000.00	\$40,000.00	Urban	13.18
Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan With Ramp Replacement 2358	80%	\$107,484.00	\$85,987.20	Urban	13.18
Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan With Ramp Replacement 0462	80%	\$107,484.00	\$85,987.20	Urban	13.18
Easterseals Blake Foundation	Capital	PAG Maintenance & Repairs Year 2	80%	\$37,500.00	\$30,000.00	Urban	17.20
Easterseals Blake Foundation	Operating	PAG Operating Funds Year 2	50%	\$14,000.00	\$7,000.00	Urban	17.20
Helping Ourselves Pursue Enrichment Incorporated	Capital	PAG Preventive Maintenance 2024-2025	80%	\$31,132.50	\$24,906.00	Urban	11.20
Helping Ourselves Pursue Enrichment Incorporated	Vehicle Capital	Minivan No Ramp Replacement 6215	80%	\$107,484.00	\$85,987.20	Urban	11.20
Marana Health Center, Inc.	Vehicle Capital	Minivan No Ramp Replacement 9508	80%	\$107,484.00	\$85,987.20	Urban	8.20
Pima Association of Governments	COG/MPO Mobility Man	Mobility Manager Year 1	80%	\$191,191.56	\$152,953.25	Urban	55.16
Southern Arizona Association for the Visually Impaired	Vehicle Capital	Van No Lift - 12 Passenger Replacement 7788	80%	\$110,300.00	\$88,240.00	Urban	12.20

Tohono O'odham Nursing Care Authority, a Tribal enterprise of the Tohono O'odham Nation	Vehicle Capital	Van With Lift - 12 Passenger Replacement 3844	80%	\$110,300.00	\$88,240.00	Urban	29.23
Town of Oro Valley	Vehicle Capital	Cutaway With Lift - 14 Passenger Replacement 2229	80%	\$158,662.00	\$126,929.60	Urban	52.16
Town of Oro Valley	Vehicle Capital	Cutaway With Lift - 14 Passenger Replacement 2230	80%	\$158,662.00	\$126,929.60	Urban	52.16
Town of Oro Valley	Vehicle Capital	Cutaway With Lift - 14 Passenger Replacement 7559	80%	\$158,662.00	\$126,929.60	Urban	52.16
Town of Oro Valley	Capital	In Vehicle Cameras for Vehicles Awarded in 2023.2024 Y1	80%	\$15,965.00	\$12,772.00	Urban	52.16
Town of Oro Valley	Capital	Vehicle Safety Preventative Maintenance Year 2	80%	\$17,500.00	\$14,000.00	Urban	52.16
<b>PAG Total</b>				<b>\$1,704,411.06</b>	<b>\$1,359,328.85</b>		

\*This table is a new addition to the document - July 10, 2024

## 5310 Preliminary Awards 2025 (FFY2025 Oct 1, 2025 – Sept 30, 2026)

Table 30. Pima Association of Governments 2025

Subrecipient	Fund Type	Project Title	Federal Ratio	Total Award	Federal Award	Serv. Area	TIP ID
Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp - Expansion of CLP (Community Living Program)	80%			Urban	13.18
Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp – Expansion of Medical Respite	80%			Urban	13.18
Catholic Community Services of Southern Arizona, Inc.	Vehicle Capital	Minivan with Ramp – Expansion of Services to Disabled Youth	80%			Urban	13.18
Christian Care Tucson, Inc.	Capital	Preventive Maintenance Year 1	80%	\$25,000.00	\$20,000.00	Urban	2.25
Christian Care Tucson, Inc.	Vehicle Capital	Resident Transportation – Minivan with Ramp	80%			Urban	2.25
Christian Care Tucson, Inc.	Vehicle Capital	Resident Transportation Need 1 - Cutaway w/ Lift	80%	\$176,126.92	\$137,379.00	Urban	2.25
Christian Care Tucson, Inc.	Vehicle Capital	Resident Transportation Need 2 - Cutaway w/ Lift	80%			Urban	2.25

City of Tucson	Operating	Operating Funds for Optional ADA Paratransit Year One	50%	\$533,600.00	\$266,800.00	Urban	56.16
Easterseals Blake Foundation	Capital	Preventive Maintenance Year 1 PAG	80%	\$50,000.00	\$40,000.00	Urban	17.20
Easterseals Blake Foundation	Vehicle Capital	Day Service Replacement Minivan – Year 1	80%	\$115,752.56	\$90,287.00	Urban	17.20
Easterseals Blake Foundation	Vehicle Capital	Group Home Replacement van Year 1 PAG	80%			Urban	17.20
Easterseals Blake Foundation	Vehicle Capital	Supported Living minivan Replacement Year 1	80%			Urban	17.20
Green Valley Assistance Services Inc	Vehicle Capital	PAG – Neighbors Helping Neighbors Transportation	80%	\$115,752.56	\$90,287.00	Urban	3.25
Helping Ourselves Pursue Enrichment Incorporated	Capital	PAG Preventive Maintenance Year 1	80%	\$18,750.00	\$15,000.00	Urban	11.20
Helping Ourselves Pursue Enrichment Incorporated	Operating	PAG Operating Funds Year 1	50%	\$170,000.00	\$85,000.00	Urban	11.20
Town of Oro Valley	Capital	In Veh Cameras for Veh awarded in 2025/26 YR1 grant	80%	\$3,370.00	\$2,696.00	Urban	52.16
Town of Oro Valley	Capital	Vehicle Lift Preventative Maintenance	80%	\$5,000.00	\$4,000.00	Urban	52.16
Town of Oro Valley	Capital	Vehicle Preventive Maintenance (PM's) for 30 Vehicle Fleet	80%	\$20,763.75	\$16,611.00	Urban	52.16
Town of Oro Valley	Capital	Vehicle Safety Preventative Maintenance	80%	\$24,300.00	\$19,440.00	Urban	52.16
Town of Oro Valley	Vehicle Capital	Cutaway w/ lift to replace VIN C02371	80%	\$176,126.92	\$137,379.00	Urban	52.16
Tucson Jewish Community Center	Capital	Preventive Maintenance Year 1	80%	\$18,750.00	\$15,000.00	Urban	54.16
Tucson Jewish Community Center	Vehicle Capital	Tucson JCC Vehicle Request-Expansion	80%	\$176,126.92	\$137,379.00	Urban	54.16
Pima Association of Governments	COG/MPO Mobility Management	Mobility Manager Year 2	80%	\$175,000.00	\$140,000.00	Urban	55.16
<b>PAG Total</b>				<b>\$1,804,419.63</b>	<b>\$1,217,258</b>		

# APPENDIX O



## 5310 Human Services Providers and Related Agency 2021 Survey

Table 31.

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 <b>PAG</b> region, what percentage of your programs primarily focus on ....	<ul style="list-style-type: none"> <li>those considered elderly 65+</li> <li>those considered ADA eligible in Pima County</li> <li>those considered youth and children (under 18) with a disability</li> <li>those considered both elderly 65+ and disabled</li> <li>adults with a disability</li> </ul>
3	What geographic area ( <b>rural or urban</b> ) do the following programs/services operate within? (Enter N/A if not applicable)	<ul style="list-style-type: none"> <li>employment</li> <li>day programs</li> <li>medical, dental, pharmacy</li> <li>behavioral health</li> <li>resources and support</li> <li>afterschool programs</li> <li>summer camps</li> <li>public transportation</li> <li>job development/vocational training</li> </ul>
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.	<ul style="list-style-type: none"> <li>Yes</li> <li>no</li> <li>comments for context</li> </ul>
5	Based on the transportation services you provide in the <b>PAG</b> region, what percentage of your trips are related to the following primary trip purposes? (N/A if not applicable)	<ul style="list-style-type: none"> <li>Dialysis</li> <li>Pharmacy</li> <li>Medical Appointments</li> <li>Mental Health Appointments</li> <li>Grocery</li> <li>Employment Centers</li> <li>Food bank</li> <li>Job Development/ Vocational Training (off-site only)</li> <li>Recreational</li> <li>Social Activities</li> <li>Worship Services</li> </ul>

6	<p>Based on the transportation services you provide in the <b>PAG</b> region, what percentage of your trips are related to the following secondary trip purposes? (Enter N/A if not applicable.)</p>	<ul style="list-style-type: none"> <li>• Dialysis</li> <li>• Pharmacy</li> <li>• Medical Appointments</li> <li>• Mental Health Appointments</li> <li>• Grocery</li> <li>• Employment Centers</li> <li>• Food bank</li> <li>• Job Development/ Vocational Training (off-site only)</li> <li>• Recreational</li> <li>• Social Activities</li> <li>• Worship Services</li> </ul>
7	<p>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.</p> <p><b>(Example for Pharmacy: CVS on Ina and Thornydale)?</b></p> <p>(Enter N/A if not applicable.)</p>	<ul style="list-style-type: none"> <li>• Dialysis</li> <li>• Pharmacy</li> <li>• Medical Appointments</li> <li>• Mental Health Appointments</li> <li>• Grocery</li> <li>• Employment Centers</li> <li>• Food bank</li> <li>• Recreational</li> <li>• Social Activities</li> <li>• Worship Services</li> </ul>
8	<p>What percent of your programs offer <b>client-based</b> transportation services to the following populations in Pima County?</p>	<ul style="list-style-type: none"> <li>• elderly population 65+</li> <li>• disabled and elderly (65+)</li> <li>• disabled adults</li> <li>• disabled youth/children (under 18)</li> </ul>
9	<p>Of the following rider groups, which have the <b>potential</b> to be a good fit for your organization as a non-client rider?</p>	<ul style="list-style-type: none"> <li>• elderly</li> <li>• disabled developmental - youth only</li> <li>• disabled physical - youth only</li> <li>• mental health related disability/ PTSD - adult only</li> <li>• Autism/ ASD - youth only</li> <li>• elderly with dementia</li> <li>• Autism/ ASD - adult only</li> <li>• mental health related disability - youth only</li> <li>• disabled physical - adult only</li> <li>• developmental disability - adult only</li> <li>• veterans 65 and over</li> <li>• veterans disabled -physical</li> <li>• veterans disabled - mental health - PTSD</li> <li>• other</li> <li>• none of the above</li> </ul>
10	<p>Which of the following methods or platforms to communicate with clients and/or their advocates regarding transportation options/services are you currently using?</p>	<ul style="list-style-type: none"> <li>• social media</li> <li>• mailers</li> <li>• meetings with advocates or client</li> <li>• email</li> <li>• phone calls</li> <li>• other</li> <li>• none of the above</li> </ul>
11	<p>What materials regarding transportation options are currently provided to clients and/or advocates?</p>	<ul style="list-style-type: none"> <li>• brochures: options, schedules, routes.</li> <li>• pricing information</li> <li>• service area maps</li> <li>• requirements/restrictions/eligibility</li> <li>• other</li> <li>• none of the above</li> </ul>

<b>12a</b>	<p>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)?</p> <p><b>If yes, please complete 12b.</b></p>	<ul style="list-style-type: none"> <li>Yes. We have a training program in place regarding this.</li> <li>Not currently. However, we are working on developing training initiatives.</li> <li>Not currently. We could definitely benefit from support in this area.</li> </ul>
<b>12b</b>	<p>What types of training do you currently provide regarding access to services?</p>	<ul style="list-style-type: none"> <li>how to become a client</li> <li>how to schedule an appointment</li> <li>how to find/secure public or private transportation</li> <li>other: please describe</li> <li>N/A: training of this type is not offered.</li> </ul>
<b>13</b>	<p>Would your agency be interested in receiving help creating materials for transportation services in the <b>PAG</b> region? Who would benefit from the materials?</p>	<ul style="list-style-type: none"> <li>Yes, for our clients.</li> <li>Yes, for our clients' advocates, caretakers, family members, direct support members.</li> <li>Yes, for other audiences.</li> <li>Not at this time.</li> </ul>
<b>14</b>	<p>In your current fleet for the <b>PAG</b> region, how many of the vehicles are equipped with a ramp? (Please include recently awarded or privately purchased vehicles)</p>	
<b>15</b>	<p>In your current fleet for the <b>PAG</b> region, how many of the vehicles are equipped with a lift? (Please include recently awarded or privately purchased vehicles)</p>	
<b>16</b>	<p>Regarding lift maintenance, what would best serve your organization?</p>	<ul style="list-style-type: none"> <li>prefer to have our own mechanics</li> <li>certified to repair our own organization's vehicles with lifts.</li> <li>prefer to have our organization be certified to repair our own organization's vehicles with lifts as well as those of other organizations.</li> <li>prefer to coordinate with another 5310 organization for lift repair</li> <li>prefer to have more options locally for lift repair</li> <li>prefer to have someone come to our location to perform lift preventive maintenance or repair</li> <li>Other</li> </ul>
<b>17</b>	<p>Regarding your drivers.....</p>	<ul style="list-style-type: none"> <li>How many drivers do you have assigned to 5310 related programs/services in the PAG Region?</li> <li>How many of those assigned to 5310 related programs/services in the PAG</li> <li>region are PASS certified?</li> <li>How many are certified to teach PASS</li> <li>Training?</li> </ul>

<b>18</b>	Related to optional or best practice training for your drivers, which of the following types do you typically offer?	<ul style="list-style-type: none"> <li>• Defensive Driving</li> <li>• Driver Assessment</li> <li>• Accident Prevention</li> <li>• Other</li> <li>• No optional training offered.</li> </ul>
<b>19</b>	Which of the following practices do you have in place for safety/incident prevention?	<ul style="list-style-type: none"> <li>• fleet policy</li> <li>• cameras</li> <li>• drug testing</li> <li>• health screenings</li> <li>• MVD records (accidents, tickets, (work/personal)</li> <li>• Other</li> </ul>
<b>20</b>	For calculating vehicle utilization, which of the following criteria do you currently use?	<ul style="list-style-type: none"> <li>• mileage</li> <li>• trips/ hours logged</li> <li>• passengers per trip</li> <li>• passengers relative to capacity. (COVID-19 considerations and pre-COVID-19 conditions)</li> <li>• other</li> </ul>
<b>21</b>	Which of the following costs/expenses do you currently track regarding transportation costs for 5310 related programs?	<ul style="list-style-type: none"> <li>• fuel</li> <li>• maintenance - preventative</li> <li>• maintenance - unplanned, i.e., mechanical failure</li> <li>• lift maintenance</li> <li>• repeat mechanical issues (ex: transmission issues)</li> <li>• vehicle downtime (due to repairs or maintenance)</li> <li>• maintenance scheduling (time, software)</li> <li>• trip scheduling (time, software)</li> <li>• driver training/ certifications/ conferences</li> <li>• accidents/incidents</li> <li>• driver salaries and benefits</li> <li>• general parts: tires, windshield wipers, headlights, air filters, etc.</li> </ul>
<b>22</b>	Which of the following metrics do you use to determine vehicle replacement?	<ul style="list-style-type: none"> <li>• maintenance costs</li> <li>• capacity (needs based driven)</li> <li>• age and mileage (5310 useful life guidelines)</li> <li>• overall condition/ safety</li> <li>• other</li> </ul>
<b>23</b>	What tool or approach do you use to track any of the transportation costs referenced in question #21?	<ul style="list-style-type: none"> <li>• excel</li> <li>• general accounting software</li> <li>• receipts</li> <li>• other</li> </ul>
<b>24</b>	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?	<ul style="list-style-type: none"> <li>• 1-3 hours</li> <li>• 3-5 hours</li> <li>• 5-7 hours</li> <li>• 8 or more hours</li> </ul>

25	<p>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.</p>	<ul style="list-style-type: none"> <li>• wheelchair securement practices</li> <li>• health-checks/screening</li> <li>• PPE (Personal Protection Equipment)</li> <li>• ADA (Direct Support and/or Peer Support guidelines)</li> <li>• driver/passenger training</li> <li>• workplace hygiene and illness prevention</li> <li>• passenger(s) per trip</li> <li>• service hours</li> <li>• service days</li> <li>• staffing availability (reduced hours of availability)</li> <li>• staffing shortages (temporary or long-term)</li> </ul>
26	<p>Regarding systems or methodology, please describe the system/ methodology you currently use for each...</p>	<ul style="list-style-type: none"> <li>• Scheduling trips</li> <li>• Planning/Designing Routes</li> <li>• Determining your service area</li> </ul>
27	<p>What type of reports would add the most value to your organization?</p> <p><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></p>	<ul style="list-style-type: none"> <li>• Fleet forecasting (M&amp;R, depreciation, residual value, replacement year)</li> <li>• Vehicle utilization (percent in service, occupancy rates, trip counts)</li> <li>• Fleet Management costs (general maintenance &amp; preventative, operational costs relative to service hours)</li> <li>• Driver Training/certifications</li> <li>• Quarterly Reports for ADOT</li> <li>• Vehicle Disposal /Transfer Request Tracking</li> </ul>

## 5310 Human Services Providers and Related Agency 2025 Survey

Thank you for your participation in this important survey for the update to the PAG Public Transit - Human Services Coordinated Transportation Plan.

The aim of this short, 12 question survey is to provide information about the scope and breadth of the various programs relative to the transportation your organization provides in our region. This survey is intended for agencies who have received funding via FTA Section 5310 and/or Pima Council on Aging's Neighbors Care Alliance (NCA) program

1. When thinking about your organization's programs/services in the PAG region, what percentage of your programs primarily focus on:

	0	1-10%	11-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-80%	81-90%	91-100%
Adults with a disability	<input type="radio"/>										
Those considered elderly 65+	<input type="radio"/>										
Those considered ADA eligible in Pima County	<input type="radio"/>										
Those considered youth and children (under 18 with a disability)	<input type="radio"/>										
Those considered both elderly 65+ and disabled	<input type="radio"/>										
Seniors and other transportation dependent individuals	<input type="radio"/>										

2. Of the following programs/services what geographic area (Rural or Urban) do they operate within (Enter N/A if not applicable)

	Rural	Urban	Both	N/A
Job development/ vocational training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Day Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical/Dental Appointments (Not Dialysis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dialysis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavioral health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resources and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meal delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping/Errands/Food bank	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer camps for children or adults with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you marked "Other" above please provide a title/description.

3. Based on the transportation services you provide in the PAG region, what percentage of your trips are related to the following primary trip purpose? (Please select N/A if not applicable)

	1-10%	11-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-80%	81-90%	91-100%	N/A
Grocery shopping/Errands/ Food bank	<input type="radio"/>										
Pharmacy	<input type="radio"/>										
Medical/Dental Appointments (Not Dialysis)	<input type="radio"/>										
Dialysis	<input type="radio"/>										
Employment	<input type="radio"/>										
Job Development	<input type="radio"/>										
Mental Health	<input type="radio"/>										
Recreational	<input type="radio"/>										
Pharmacy	<input type="radio"/>										
Worship Services	<input type="radio"/>										
Social Activities	<input type="radio"/>										
Home Visits	<input type="radio"/>										
Meal Delivery	<input type="radio"/>										
Other	<input type="radio"/>										

If you marked "other" please provide a title/description.

4. Based on the transportation services you provide in the PAG region, what percentage of your trips are related to the following secondary trip purpose? (Please select N/A if not applicable)

	1-10%	11-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-80%	81-90%	91-100%	N/A
Grocery shopping/Errands/ Food bank	<input type="radio"/>										
Pharmacy	<input type="radio"/>										
Medical/Dental Appointments (Not Dialysis)	<input type="radio"/>										
Dialysis	<input type="radio"/>										
Employment	<input type="radio"/>										
Job Development	<input type="radio"/>										
Mental Health	<input type="radio"/>										
Recreational	<input type="radio"/>										
Pharmacy	<input type="radio"/>										
Worship Services	<input type="radio"/>										
Social Activities	<input type="radio"/>										
Home Visits	<input type="radio"/>										
Meal Delivery	<input type="radio"/>										
Other	<input type="radio"/>										

If you marked "other" please provide a title/description.

5. What percentage of your programs offer client-based/member-based transportation services to the following populations in Pima County?

	0	1-10%	11-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-80%	81-90%	91-100%
Adults with a disability	<input type="radio"/>										
Those considered elderly 65+	<input type="radio"/>										
Those considered ADA eligible in Pima County	<input type="radio"/>										
Those considered youth and children (under 18 with a disability)	<input type="radio"/>										
Those considered both elderly 65+ and disabled	<input type="radio"/>										
Seniors and other transportation dependent individuals	<input type="radio"/>										

6. Of the following rider groups in Pima County, which have the potential to be a good fit for your organization as a non-client/ non-member rider for the purposes of coordination of services? (Select all that apply.)

- Elderly
- Disabled developmental - youth only
- Disabled physical- youth only
- Mental health related disability/PTSD - adult only
- Autism/ASD- youth only
- Elderly 65+ 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 (please specify)

7. Of the following methods or platforms to communicate with clients and/or their advocates regarding transportation, which are you currently using? (Select all that apply.)

- Social Media
- Mailers
- Meetings with advocates or the client/member
- Email
- Phone calls
- Mobile app

8. What materials regarding transportation options are currently provided to clients/members/riders and/or advocates?

- Brochures: options, schedules, routes
- Pricing information
- Service area maps
- Requirements/restrictions/eligibility
- Other

9. Do you educate or offer training to individuals outside your organization regarding what transportation options are available to help them gain access to your services?

- Yes. We have a training program in place regarding this.
- Yes. We also welcome support/suggestions in this area.
- Not currently. However, we are working on developing these types of training initiatives.
- Not currently. We could benefit from support or collaborative opportunities in this area.

10. In your current fleet for the PAG region, how many of the vehicles are equipped with a ramp? (Please include any recently awarded or privately purchased vehicles.)

11. In your current fleet for the PAG region, how many of the vehicles are equipped with a lift? (Please include any recently awarded or privately purchased vehicles.)

12. In the PAG region, when thinking of all your FTA section 5310 programs and/or Volunteer Driver programs (Volunteer Transit Service), how many of the vehicles providing transportation for individuals (not food delivery, visitations) are privately owned by volunteer drivers?

13. Please let us know which agency you are representing.

# APPENDIX P



## Participating 5310 Transportation Provider Profiles