

# FY 2022 UPDATE



## HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

The purpose of this plan is to identify the transportation needs of individuals with disabilities, older adults, and people with low incomes; provide strategies for meeting these needs; and prioritizing transportation services for funding and implementations.



[www.cagaz.org](http://www.cagaz.org)

[www.scmpo.org](http://www.scmpo.org)



## **Central Arizona Governments**

### **Planning Agency**

Gila and Pinal County make up the 10,170 square mile Central Arizona Governments (CAG) Region. In addition to the two (2) County Governments, CAG serves the seventeen (17) Municipalities and four (4) Native American Communities that lie within its borders. Figures from the most recent 2015-2019 American Community Survey 5-year estimate notes the CAG Region's population at 486,339 people.

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## **Sun Corridor Metropolitan Planning Organization**

### **Planning Agency**

The Sun Corridor Metropolitan Planning Organization (SCMPO) serves a region of 1,155 square miles and provides transportation planning services to the communities of Casa Grande, Coolidge, Eloy, and rural portions of Pinal County. The most recent 2015-2019 American Community Survey 5-year estimate notes the SCMPO Region's population at 125,021 people.

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# 1. INTRODUCTION

## 1.1 PURPOSE OF THE PLAN

Federal Transit Law requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities (Section 5310) programs begin with a locally developed coordinated public transit human services transportation plan. The purpose of this type of plan is to identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies from meeting these needs and prioritize transportation services for funding and implementation.

The Central Arizona Governments (CAG) and the Sun Corridor Metropolitan Planning Organization (SCMPO) recognize that the transit environment is dynamic and dependent on stakeholder involvement. As a result, CAG and the SCMPO reviews and updates their Human Services Transportation Coordination Plan (the “Plan”) every year, to capture annual adjustments. This Plan is for Arizona State Fiscal Year 2022 and includes updated regional demographic information as well as the status of new and existing transportation providers serving the transportation dependent and disadvantaged populations in the region.

CAG and the SCMPO utilize a process that includes representatives of public, private, and nonprofit transportation and human service providers, elected officials and public participation to identify transit needs/service gaps and to establish priorities to make informative funding decisions for specialized transportation services.

## 1.2 REGION

The CAG and SCMPO Region includes two Counties, Gila and Pinal. However, Pinal County is split into three primary transportation planning authorities – Central Arizona Governments (CAG), Maricopa Association of Governments (MAG) and the Sun Corridor Municipal Planning Organization (SCMPO). Refer to Figure 1: Planning Area Map.

Incorporated in 1975, CAG is one of six regional planning districts, or Councils of Governments (COGs), established by Arizona Governor Jack Williams through Executive Order 70-2, in response to President Lyndon B. Johnson’s call for procedures that would encourage: *“State and local planning agencies to work together in using common or consistent planning bases and in sharing planning facilities and resources, and utilization of common boundaries for planning and development districts or regions assisted by the Federal Government and consistency of such districts with established state planning and development districts and regions.”*

Executive Order 70-2 established and delineated a system of planning and development districts to provide: *“...a consistent geographic base for the coordination of federal, state and local development programs”* while complying with federal planning requirements and addressing the concerns of local government officials.

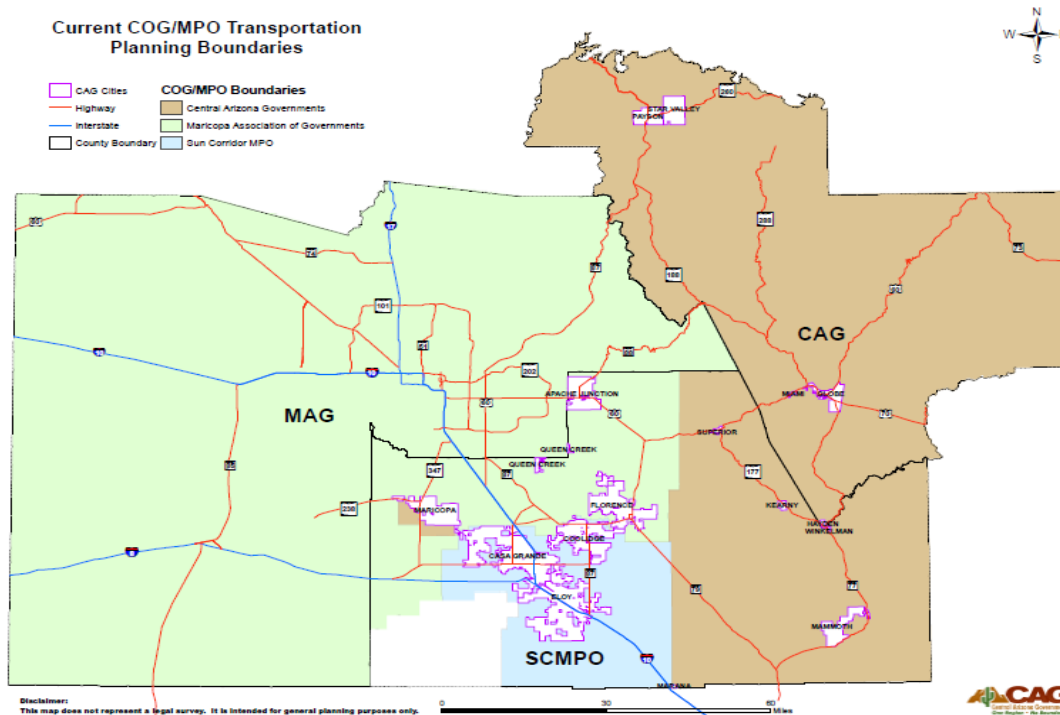


The CAG Region is comprised of Gila and Pinal Counties and includes the seventeen (17) incorporated communities of Apache Junction, Casa Grande, Coolidge, Eloy, Florence, Globe, Hayden, Kearny, Mammoth, Marana, Maricopa, Miami, Payson, Queen Creek, Star Valley, Superior and Winkelman. The Ak-Chin Indian Community, Gila River Indian Community, San Carlos Apache Tribe and White Mountain Apache Tribe are also members of the Region. The 2010 Census determined that the City of Casa Grande, and its environs, had reached a population over 50,000. As a result, federal law required formation of a Metropolitan Planning Organization to provide transportation planning within designated boundaries. The Sun Corridor MPO now provides transportation planning services to the communities of Casa Grande, Coolidge, Eloy, and rural portions of Pinal County, covering 1,155 square miles, with a current estimated population of 125,021 people.



Nestled between two Transportation Management Areas; MAG and Pima Association of Governments (PAG), along with three Native American Tribes; the Sun Corridor MPO is in a unique position to develop relationships that will enhance the corridor's ability to provide goods, services, economic development strategies, improve local regionally significant roads, regional and local transit systems, work with the Region's railroads, and identify transportation needs and improvements along Interstate 8, Interstate 10, and the potential future of Interstate 11.

**Figure 1: Planning Area Map**



## 1.3 LAWS & REGULATIONS GUIDING THE PLAN

### Federal Initiatives and Legislation

#### 2003 GAO Report

A June 2003 report from the Government Accountability Office (GAO), entitled “*Transportation Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist*,” identified 62 Federal programs that provide funding for transportation services for transportation-disadvantaged populations, and found significant variation in the extent to which the programs coordinated their efforts.

#### Coordinating Council on Access and Mobility

In response to the GAO Report, President George W. Bush signed an Executive Order on February 24, 2004, “to enhance access to transportation to improve mobility, employment opportunities, and access to community services for persons who are transportation-disadvantaged.” The Executive Order also established the Interagency Transportation Coordinating Council on Access and Mobility (CCAM) to:

- Promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of Federal programs and services so that transportation-disadvantaged persons have access to more transportation services.
- Facilitate access to the most appropriate, cost-effective transportation services within existing resources.
- Encourage enhanced customer access to a variety of transportation and available resources.
- Formulate and implement administrative, policy and procedural mechanisms that enhance transportation services at all levels.
- Develop and implement a method for monitoring progress on achieving the goals of the Order.

#### United We Ride

The CCAM developed *United We Ride*, a Federal interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities and individuals with lower incomes. Three overarching UWR goals focus on putting the customer first. They are:

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

For more information about UWR initiatives visit their Web site at <https://www.transit.dot.gov/ccam/about> or contact the National Center for Mobility Management at 1-866-846-6400.

The Gila-Pinal Rides Transportation Coordination Committee (Gila-Pinal Rides Committee) comes from the United We Ride and Arizona Rides program with the same focus of improving transportation options for the residents of the CAG and SCMPO Region.

### **Federal Funding Sources**

On November 15, 2021, the “Infrastructure Investment and Jobs Act” (IIJA) was signed into law. At its core, this legislation reauthorizes federal surface transportation programs (transit, highways, rail, transportation planning, transportation safety and transportation research) through 2026. However, as of this plan was written, the “Fixing America’s Surface Transportation” (FAST Act) remains as the current federal surface transportation program in which federal transportation funds are currently being appropriated under as continuing resolution until December 3, 2021. Although the IIJA funds have been authorized, the funding is not available until annual appropriations are signed into law, in which case additional a continuing resolution(s) of the FAST Act maybe initiated as a stopgap measure.

The FAST ACT, signed into law in December 2015, repealed the “Moving Ahead for Progress” (MAP-21) surface transportation legislation that contained “Section 5316-Job Access and Reverse Commute” (JARC) program, and “Section 5317-New Freedom Transit Program.” The two programs were dissolved and absorbed under the “Section 5310-Enhance Mobility for Seniors and Persons with Disabilities” program, and “Section 5311-Rural Transportation Formula Transit Grant” program, contributing to a more focused approach to transit needs than in the previous legislation. The FAST ACT also strengthened the requirement for coordination, funding limits and asset management that required that all funded projects are included in a coordinated human services transportation plan. The IIJA continues these requirements with additional funding over the next five years.

### **Enhanced Mobility for Seniors and Persons with Disabilities (FTA Section 5310)**

The Federal Transit Administration (FTA) Section 5310 program enhances mobility for seniors and persons with disabilities by providing funds to programs that serve the unique needs of transit-dependent populations. These services are in addition to those found under traditional public transportation services and the Americans with Disabilities Act (ADA) complementary para-transit services. The 5310 Program originally under the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was a “*capital only*” program with a funding rate of 80 percent Federal and 20 percent Local (80/20). However, under the FAST Act operational costs became eligible for up to 45 percent of the allocated funds. Projects previously funded through Section 5317 may be a source for operating assistance under Section 5310.

In Arizona, the Section 5310 Program also receives an infusion of Surface Transportation Block Grant Program (STBGP) funds (approximately \$1.5 million annually) that can be used for capital projects in rural areas.

The Federal government allocates funds to each state and large urban areas based on the population of elderly and residents who are disabled. The Arizona Department of Transportation (ADOT) is



responsible for distributing funds to the rural and small urban areas of the state. With the corresponding funding changes that will now be under the IIJA, Arizona will be continuously evaluating how to distribute these funds to its rural regions.

### **Rural Areas (FTA Section 5311)**

FTA Section 5311 is a formula grant program for transportation services throughout rural areas (population under 50,000). The 5311 Program provides a source of funding to assist in the design and implementation of support services intended to meet the needs of transit operators in non-urbanized areas. The FTA specifically cites the use of coordination in an effort to make the best use of Federal funds. The match continues to be set at 80/20 for capital projects and 50/50 for operating expenses. ADOT is the designated recipient for Program 5311 funds and distributes them with a sliding scale.

(see link <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/formula-grants-rural-areas-program-guidance-and-application>).

### **ADOT Coordinated Mobility Program**

In rural portions of Arizona, ADOT manages the Section 5310 grant program. In response to the Federal United We Ride initiative and IIJA requirements, ADOT began its coordinated mobility program to administer the grant programs and provide assistance and oversight for locally coordinated efforts.

Beginning in 2007, all Metropolitan Planning Organizations (MPOs) and Councils of Governments (COGs) in Arizona were required to adopt and annually update a coordination plan that inventories existing transportation services for elderly individuals, individuals with disabilities and low-income individuals; identifies unmet transportation needs and provides strategies for improving coordination to meet those needs. Each COG receives funding to carry out these responsibilities.

The coordination plan must be developed and approved through a process that includes seniors, people with disabilities and transportation providers, among others. The plan must also be coordinated, to the maximum extent possible, with the transportation programs of other Federal departments and agencies. All MPOs and COGs in Arizona must have a coordination plan in place for programs in their respective areas to be eligible for funding through the Section 5310 Program.

### **Eligible Recipients:**

Formula funds from FTA are apportioned to ADOT, as the direct recipient, then awarded to:

- States for rural and small urban areas (small Urbanized Areas or UZAs) and designated recipients chosen by the Governor of the State for large urban areas (large Urbanized Areas or UZAs).
- State or local governmental entities that operate a public transportation service.

Direct recipients have flexibility in how they select sub-recipient projects for funding, but their decision process must be clearly noted in a state/program management plan.

The selection process may be Formula-based, Competitive or Discretionary and sub-recipients include States or local governmental authorities, private non-profit organizations, or operators of public transportation. *For more information, refer to Chapter 8 Priorities: Project Evaluation and Selection.*

### **Eligible Activities:**

At least 55 percent of program funds must be used for capital or “traditional” 5310 projects. Examples include:

- Buses and vans; wheelchair lifts, ramps, and securement devices; transit-related information technology systems including scheduling/routing/one-call systems, and mobility management programs.
- Acquisition of transportation services under a contract, lease, or other arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses. User subsidies are considered one form of eligible arrangement. Funds may be requested for contracted services covering a period of more than one year. The capital eligibility of acquisition of services as authorized in 49 U.S.C. 5310(b)(4) is limited to the Section 5310 program.

The remaining 45 percent is for other “nontraditional” projects. Under MAP-21, the program was modified to include projects eligible under the former 5317 New Freedom Transit Program, described as *“Capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors.”*

Examples include travel training; volunteer driver programs; building an accessible path to a bus stop including curb-cuts, sidewalks, accessible pedestrian signals, or other accessible features; improving signage, or way-finding technology; incremental cost of providing same day service or door-to-door service; purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs, and mobility management.

## **1.4 PLANNING PERIOD**

Updates to the Plan take place annually. This Plan for the CAG and Sun Corridor MPO is for Fiscal Year 2022. Given the number of jurisdictions that are affected by the development of transit within the region, multiple committees have been established to allow a complete and thorough review process. The activities in this Plan’s development took place as follows:

Gila-Pinal Rides Committee Draft Review	12/03/21
CAG TTAC Approval	12/16/21
SCMPO TAC Approval	12/16/21
SCMPO Executive Board Approval	01/11/22
CAG Management Approval	01/12/22
CAG Regional Council Approval	01/26/22
Submit Final Document to ADOT	01/27/22

## 1.5 DEVELOPMENT PROCESS

This Plan was developed in coordination with CAG, SCMPO, the Gila-Pinal Rides Committee, area transit providers, human services agencies, area transportation committees, system users and other interested stakeholders. Surveys were conducted by using email lists and directly calling interested stakeholders. Surveys will be reevaluated and resent based on the Committee's progress of current goals and/or strategies. *A copy of the survey questionnaire, that was last given during Fiscal Year 2021, can be found in Appendix 2 of this document.*

The Plan review process included input and comments from the Gila-Pinal Rides Committee, the CAG Transportation Technical Advisory Committee (TTAC), Management Committee and Regional Council, the SCMPO Technical Advisory Committee (TAC) and Executive Board, as well as regional human service agencies whose clients reside and travel in, to and through Gila and/or Pinal Counties.

## 1.6 ELEMENTS OF THE PLAN

ADOT requires that each coordination plan, at a minimum, consist of:

- An assessment of available services that identify current transportation providers (public, private, and nonprofit)
- An assessment of transportation needs for individuals with disabilities and older adults
- Strategies, activities and/or projects to address the identified gaps between current service and needs as well as opportunities to achieve efficiencies in service delivery
- Priorities for implementation are based on resources, time, and feasibility.

FTA requires that projects applying for 5310 program funds must be identified in a coordination plan. As such, the following chapters of the Plan are organized to present these required elements and other information that supports the overall planning process.

- Chapter 1:** Introduces the Section 5310 program and purpose, the region, law, and regulations guiding the Plan, the planning period, the process and the elements of the Plan.
- Chapter 2:** Discusses current conditions in the region including organizational infrastructure, demographics, geographical information and the backgrounds for the Central Arizona Governments, Sun Corridor MPO and regional transit providers.
- Chapter 3:** Provides vehicle inventories and identifies unmet transit needs of the Region.
- Chapter 4:** Includes conditions assessment, provider feedback, performance data, gaps in service and service redundancies, organizational capacities, partnerships, coordination activities and infrastructure.
- Chapter 5:** Identifies trip generators for regional transit.
- Chapter 6:** Identifies barriers, opportunities, and strategies in community transportation.
- Chapter 7:** Identifies performance priorities.
- Chapter 8:** Project evaluation and selection for federal funding
- Chapter 9:** Outlines the public input process for the Plan.

## 2. CURRENT CONDITIONS

### 2.1 ORGANIZATIONAL INFRASTRUCTURE

#### *Central Arizona Governments*

CAG is a quasi-governmental entity serving as a forum for public officials, citizens and other interest groups within Gila and Pinal Counties to adopt policies and plans that address various transportation issues. The role of CAG is to coordinate the activities of Federal, State, and Local agencies, provide assistance and encourage public participation in the long-term development of the area.

Although CAG serves Gila and Pinal Counties, the transportation coordination planning processes for rural and urbanized areas are split among three different agencies. Table 1: Population by Transportation Boundary within Gila & Pinal Counties breaks down the estimated populations by the transportation boundaries each agency serves. These estimates originate from the American Community Survey 5-year estimates from 2015-2019.

**Table 1: Population by Transportation Boundary within Gila & Pinal Counties**

<b>CAG</b>	
<b>Community</b>	<b>Population</b>
Ak-Chin Indian Community	1,439
Gila County – (Remainder of unincorporated County)	17,972
City of Globe	7,348
Town of Hayden	525
Town of Kearny	2,250
Town of Mammoth	1,653
Town of Marana (Pinal County Portion)	0
Town of Miami	2,094
Town of Payson	15,545
Pinal County – (Remainder of unincorporated County within CAG Transportation Boundary)	23,995
San Carlos Apache Tribe – (Gila County portion)	5,905
Town of Star Valley	1,603
Town of Superior	3,071
White Mountain Apache Tribe – (Gila County portion)	2,261
Town of Winkelman	293
<b>CAG Population Total:</b>	<b>85,954</b>

<b>SUN CORRIDOR MPO</b>	
<b>Community</b>	<b>Population</b>
City of Casa Grande	55,653
City of Coolidge	12,685
City of Eloy	18,666
Pinal County – (Remainder of unincorporated County within Sun Corridor MPO)	38,017
<b>Sun Corridor MPO Population Total:</b>	<b>125,021</b>

<b>MAG</b>	
<b>Community</b>	<b>Population</b>
City of Apache Junction – (Pinal County portion)	40,252
Town of Florence	26,420
Gila River Indian Community – (Pinal County portion)	7,663
City of Maricopa	48,629
Town of Queen Creek – (Pinal County portion)	4,477
Pinal County – (Remainder of unincorporated County within MAG Transportation Boundary)	148,513
<b>MAG Population Total:</b>	<b>275,954</b>
<b>Total CAG, Sun Corridor MPO, and MAG Population:</b>	<b>486,339</b>
<i>Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates; Table B01003: Total Population</i>	

### **CAG Transportation Technical Advisory Committee (TTAC)**

The CAG Transportation Technical Advisory Committee (TTAC) is the advisory committee on all transportation issues within the CAG transportation boundary. All major transit issues from the Gila-Pinal Rides Committee are presented to the TTAC for information purposes. The TTAC does not make decisions on transit-coordinated issues; however, the TTAC ultimately does make recommendations to the CAG Regional Council.

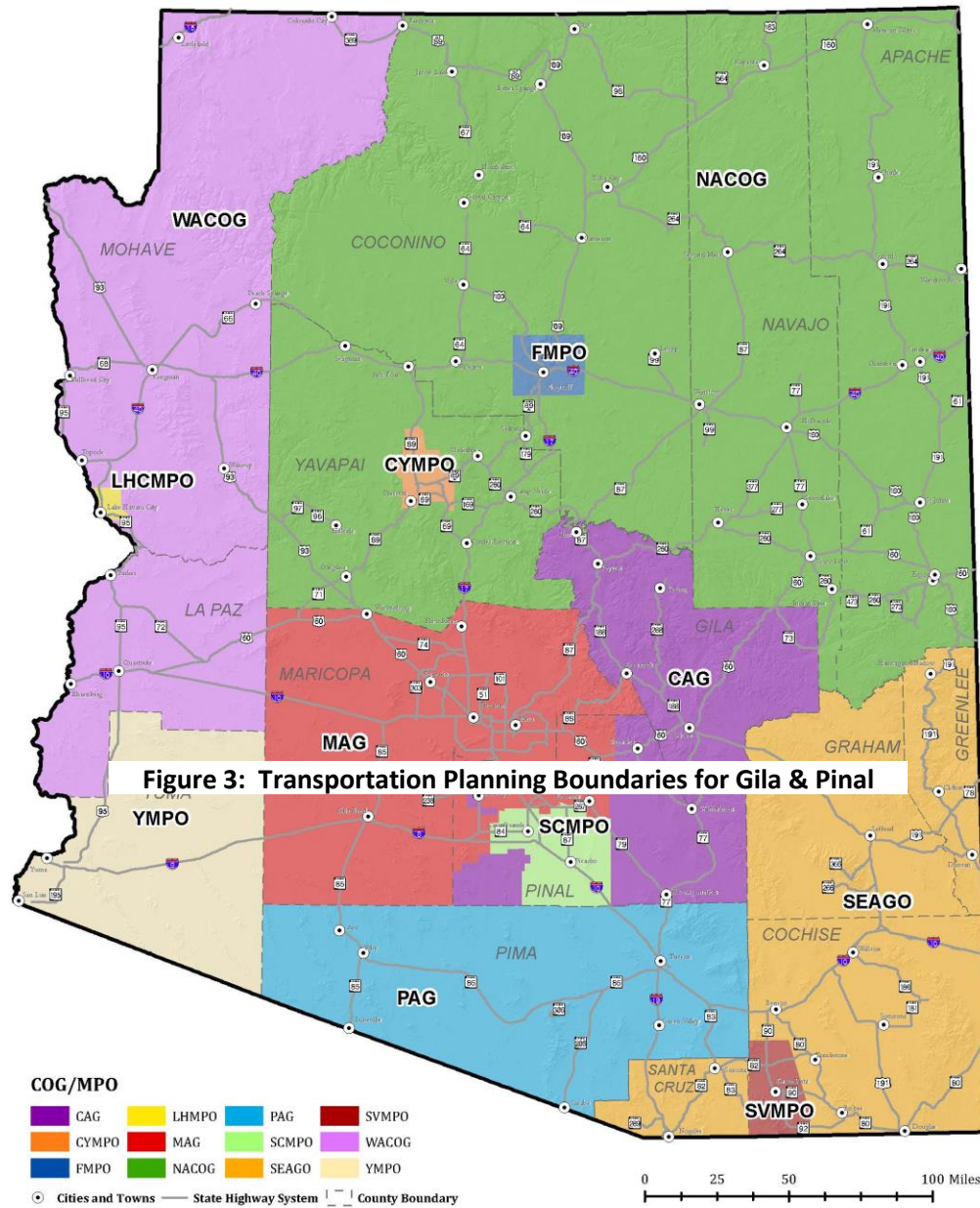
### **Sun Corridor Metropolitan Planning Organization**

The Sun Corridor MPO is responsible for Transportation Planning within its boundaries, including coordination planning. The SCMPO was formed in 2013 in Pinal County. The CAG transportation boundary primarily borders SCMPO on the east side. SCMPO is also bordered to the south by the Pima Association of Governments (PAG) Region while the Maricopa Association of Governments (MAG) primarily borders the north and west sides. MAG's transportation planning boundary encompasses some cities and unincorporated areas within Pinal County. Facilitating trips across COG and MPO boundaries will be an important focus of coordination efforts. *Refer to Figure 2 for boundaries of Arizona COGs and MPOs and Figure 3 for the transportation planning boundaries for Gila and Pinal Counties.*

### **SCMPO Technical Advisory Committee**

The SCMPO Technical Advisory Committee (TAC) is the advisory committee on all planning and transportation issues within the SCMPO transportation boundary. The TAC provides insight into the planning needs of the region and provides recommendation to the Executive Board.

**Figure 2: Metropolitan Planning Organizations and Councils of Government**



**ADOT**

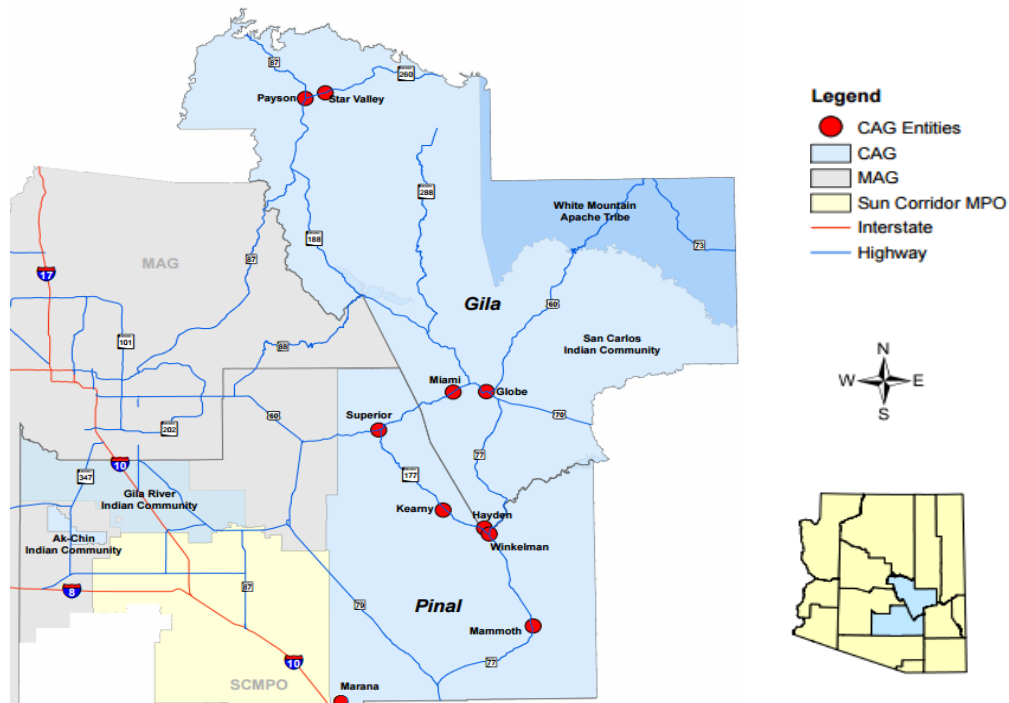
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Note:  
The State of Arizona makes no claims concerning  
the accuracy of this map nor assumes any liability  
resulting from the use of the information herein.

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## Gila-Pinal Rides Committee

The Gila-Pinal Rides Committee is the steering committee for transit coordination issues within the CAG and the SCMPO Region. The committee is comprised of transit providers and stakeholders from both Gila and Pinal Counties and rotates meeting time and locations. Presently, the Regional Mobility Manager brings together all the 5310 and 5311 providers, as well as interested stakeholders, to help coordinate transit, and to forward innovative ideas for the CAG and SCMPO Region as a whole. The Gila-Pinal Rides Committee holds bi-monthly meetings with attendees from various agencies interested in public transportation. These attendees are identified in the CAG and SCMPO Regional Transit Providers table shown on page 28. The meetings act as a forum to determine where the greatest needs are, to identify gaps in service, look for opportunities to coordinate services, provide collaboration among providers and help overcome the challenges faced throughout the Region.

## Regional Context

### The CAG and SCMPO Region

The CAG and SCMPO Region covers 10,170 square miles of central Arizona and is comprised of two (2) counties, seventeen (17) incorporated municipalities, and four (4) Native American Communities.

The CAG and SCMPO Region is served by several major surface transportation corridors. Interstate 8 traverses the region from west to east and Interstate 10 traverses from north to south. U.S. Highway 60 extends east through the State of New Mexico. U.S Highway 60 connects with State Route 188 just west of Globe and continues past Roosevelt Lake to State Route 87. State Route 87 provides travel between Payson and Metropolitan Phoenix.

Gila and Pinal Counties reflect very different transportation challenges. Gila is primarily rural in nature, while Pinal includes more urbanized areas. This rural-urban split has resulted in difficult funding decisions. Funding awarded to rural providers cannot be spent in urban areas. Conversely, funding awarded to urban providers cannot be spent in rural areas. The biggest challenge is identifying potential opportunities to coordinate services and resources to meet the needs of our varied client populations, while not violating these over-arching programmatic rules. Medical needs can also prohibit the mixing of clients on an otherwise mutually convenient trip. Using regular coordination meetings, participating providers identified funding, training, reporting and asset management as major challenges for services in both rural and urban areas.

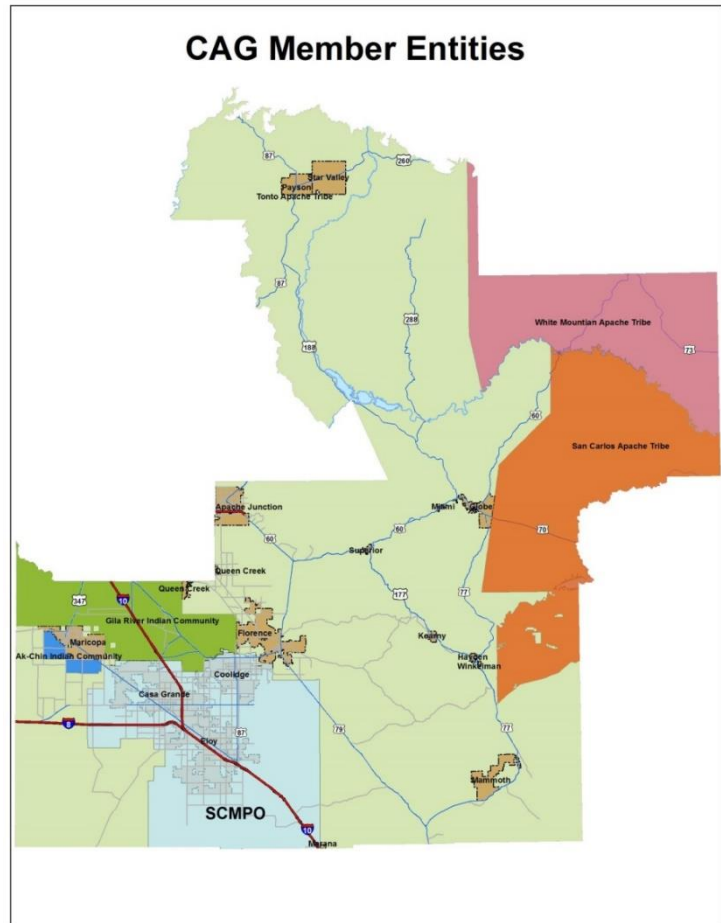
Greyhound, in partnership with ADOT and Arizona's rural communities, launched an "Intercity Connector" service between El Paso, Texas and Phoenix, at the end of calendar year 2015. This connector brings service to Duncan, Safford, Thatcher, Bylas, Peridot, Globe-Miami, Superior, and Apache Junction and ties these smaller communities in with the national intercity bus network.

Amtrak also serves the region with a train station in the City of Maricopa.

**Figure 4** depicts the boundaries of the CAG and SCMPO Region in relation to one another and its members.

**Gila County** includes the incorporated communities of Globe, Miami, Payson, Star Valley, Hayden, and Winkelman. The unincorporated communities of Pine, Roosevelt, Strawberry, Tonto Basin and Young are also within the limits of the County boundary. Gila County covers land area of 4,796 square miles and serves a population of 53,546 according to the 2015-2019 American Community Survey 5-year estimate.

**Pinal County** includes the incorporated communities of Apache Junction, Casa Grande, Coolidge, Eloy, Florence, Kearny, Mammoth, Maricopa, Superior and portions of Queen Creek and Marana. The unincorporated communities of Arizona City, Gold Canyon, Oracle, Saddlebrooke, San Tan Valley and Queen Valley are also within the limits of the County boundary. Several communities, such as Casa Grande, Coolidge and Eloy have dual membership with CAG and SCMPO. Apache Junction, Florence, Maricopa and Queen Creek also have dual membership with CAG and MAG. Pinal County covers a land area of 5,374 square miles and serves a population of approximately 432,793 according to the 2015-2019 American Community Survey 5-year estimate.



**Figure 4: CAG Member Entities**

## 2.2 DEMOGRAPHICS

Demographic information is presented in this Plan to help provide a better understanding and more complete picture of the population in the CAG and SCMPO Region, and in particular persons with disabilities, older adults and low-income individuals and households.

### Census Geography

The Census information provided is available through the 2015-2019 American Community Survey (ACS) 5-year estimates. For comparative purposes, demographic information for Arizona and the United States are also included where stated.

## Population

The total populations for Gila and Pinal Counties are listed in Table 2: Gila & Pinal County Populations by Place. Table 3: Population, Land Area, & Density, illustrates the population growth by density by year. As the American Community Survey 1-year estimates are not provided for small communities, the Arizona Office of Economic Opportunities population estimates were used for single year estimates in Table 3 instead. All other estimates are based on the latest 5-year ACS data. While the population growth in Gila County has been minimal, approximately 7.7 percent since 2000, Pinal County's population growth has been significant, increasing over 160 percent over the same period.

**Table 2: Gila & Pinal County Populations by Place**

<b>Gila County Communities</b>	<b>Population</b>
City of Globe	7,348
Town of Hayden	525
Town of Miami	2,094
Town of Payson	15,545
San Carlos Apache Tribe – (Gila County portion)	5,905
Town of Star Valley	1,603
White Mountain Apache Tribe – (Gila County portion)	2,261
Town of Winkelman	293
Gila County – (Remainder of unincorporated County)	17,972
<b><u>Gila County Total Population</u></b>	<b><u>53,546</u></b>
<b>Pinal County Communities</b>	<b>Population</b>
Ak-Chin Indian Community	1,439
City of Apache Junction – (Pinal County Portion)	40,252
City of Casa Grande	55,653
City of Coolidge	12,685
City of Eloy	18,666
Town of Florence	26,420
Gila River Indian Community – (Pinal County portion)	7,663
Town of Kearny	2,250
Town of Mammoth	1,653
Town of Marana – (Pinal County portion)	0
City of Maricopa	48,629
Town of Queen Creek – (Pinal County portion)	4,477
Town of Superior	3,071
Pinal County – (Remainder of unincorporated County)	209,935
<b><u>Pinal County Total Population</u></b>	<b><u>432,793</u></b>
<i>Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates; Table B01003: Total Population</i>	

**Table 3: Population, Land Area & Density**

	<i>Pinal County – (5,374 Square Miles)</i>		<i>Gila County – (4,796 Square Miles)</i>	
	<i>Population</i>	<i>Persons/Square Mile</i>	<i>Population</i>	<i>Persons/Square Mile</i>
AZ State 2020 (Estimates)	467,932	87.1	55,293	11.5
AZ State 2019 (Estimates)	455,210	84.7	55,159	11.5
AZ State 2018 (Estimates)	440,591	82.0	54,946	11.5
AZ State 2017 (Estimates)	427,603	79.6	54,947	11.5
AZ State 2016 (Estimates)	413,312	76.9	54,333	11.3
AZ State 2015 (Estimates)	406,468	75.6	54,406	11.3
AZ State 2014 (Estimates)	396,237	73.7	54,219	11.3
AZ State 2013 (Estimates)	393,813	72.4	53,670	11.2
AZ State 2012 (Estimates)	389,192	72.4	53,526	11.2
AZ State 2011 (Estimates)	384,231	71.5	53,577	11.2
Census 2010	375,770	69.9	53,597	11.2
Census 2000	179,727	33.4	51,335	10.7
Census 1990	116,379	21.7	40,216	8.4

Source: U.S. Census Bureau, Arizona Department of Administration – Office of Employment & Population Statistics (now Office of Economic Opportunity)

### Vehicle Availability and Travel Time

In Pinal County, 4.2 percent of housing units that have no vehicles available, whereas Gila County has 5.9 percent of occupied housing units with no vehicles available. The percentage of occupied housing units with no vehicles available is lower in the Region than in the entire country. However, when compared to the State of Arizona, Pinal County's average is lower, while Gila County is close to the same. Refer to Table 4: *Occupied Housing Units with No Vehicles Available, Travel Time to Work*.

**Table 4: Occupied Housing Units with No Vehicles Available, Travel Time to Work**

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Occupied housing units	141,300	21,945	2,571,268	120,756,048
No vehicles available	5,883	1,292	158,539	10,395,713
Percent	4.2%	5.9%	6.2%	8.6%
Median travel time to work (minutes)	31.8	20.4	25.7	26.9

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates; Table DP04: Selected Housing Characteristics; Table DP03: Selected Economic Characteristics

Although most clients/residents using services provided by 5310 funded providers are not typically members of the commuting public, travel to and from work affects travel conditions for all residents. Median travel time to work in Pinal County is higher than the average for Arizona and the United States, while travel time in Gila County is below. Table 5: Comparisons of Time Leaving Work indicates timeframes when commuters are leaving for work, throughout the day.

**Table 5: Comparisons of Time Leaving for Work**

	<i>Pinal County</i>	<i>% of Commuters</i>	<i>Gila County</i>	<i>% of Commuters</i>
Total Commuters	144,677	-	17,268	-
12:00AM - 5:59AM	40,308	27.9%	3,860	22.4%
6:00AM - 8:59AM	70,099	48.5%	9,636	55.8%
9:00AM - 11:59AM	9,884	6.8%	1,579	9.1%
12:00PM - 3:59PM	11,508	8.0%	1,238	7.2%
4:00PM - 11:59PM	12,878	8.9%	955	5.5%

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates; Table B08302: Time Leaving Home to Go to Work

## Poverty Status

Gila County's poverty rate is 21.6 percent, which is significantly higher than both the Arizona and National rates. Pinal County's poverty rate, at 13.2 percent, is slightly lower than the Arizona rate and virtually the same as the national rate. *Refer to Table 6: Poverty Status in the Past 12 Months.*

**Table 6: Poverty Status in the Past 12 Months**

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Population base*	405,131	52,641	6,891,244	316,715,051
Population below poverty level	53,276	11,367	1,043,764	42,510,843
Percent	13.2%	21.6%	15.1%	13.4%
Population age 65+	85,253	14,940	1,195,080	49,488,799
Population below poverty level age 65+	6,860	1,400	106,823	4,587,432
Percent of people age 65+	8.0%	9.4%	8.9%	9.3%

\*The population base for which poverty status is determined does not include unrelated individuals under 15 years of age, people living in college dormitories, or individuals living in institutional group quarters.

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates; Table S1701: Poverty Status in the Past 12 Months; Table B17001: Poverty Status in the Past 12 Months by Sex and Age.

## Income and Unemployment

Household income for Gila County is significantly less than the Arizona, national and Pinal County averages. Pinal County has a median household income is lower than the national average but is only slightly lower than the Arizona average.

Average unemployment rates for both Gila and Pinal Counties are higher than those of Arizona and the United States but have gone down since the previous year. *Refer to Table 7: Income & Unemployment.*

**Table 7: Income & Unemployment**

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Median household income	\$58,174	\$43,524	\$58,945	\$62,843
Percent of civilian labor force unemployed	7.1%	8.8%	5.9%	5.3%

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates; Table S1903: Median Income in the Past 12 Months (in 2019 Inflation-adjusted Dollars); Table S2301: Employment Status



## Age

The Region is composed of a largely diverse age population. In Pinal County, the largest populations are within the 25 to 44 years of age range, with the lowest within the 18 to 24 age range. For Gila County, the largest populations are in the 45 years of age and above. These differences in ages of the populations maybe one indication of the different transportation needs for each County. Refer to Table 8: Populations by Age Group.

**Table 8: Population by Age Group**

	<i>Pinal County</i>	<i>Gila County</i>
Under 18 years of age	99,388	10,732
Age 18 to 24 years	34,052	3,484
Age 25 to 44	113,993	9,809
Age 45 to 64	99,386	14,322
Age 65 years and older	85,974	15,199
<b>TOTAL:</b>	<b>432,793</b>	<b>53,546</b>

*Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates; Table B01001: Sex by Age*

## Disability Status

Approximately 15.4 percent of the civilian, non-institutionalized population in Pinal County has a disability. This is higher than the percentage for Arizona and that of the United States. For Gila County, the percentage of the population with a disability rises to 21.5 percent and is significantly higher than that of Arizona and the National rates. *Tables 9 thru 11 breaks down the populations by disability status, type, and age group respectively.*

**Table 9: Disability Status**

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Population with a disability*	62,764	11,355	903,268	40,335,099
Percent	15.4%	21.5%	13.0%	12.6%

*\*Population is based off of civilian non-institutionalized population.*

*Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates; Table S1810: Disability Characteristics*

**Table 10: Disability Status by Type**

	<i>Pinal County</i>		<i>Gila County</i>	
	<i>Population</i>	<i>Percent (%)</i>	<i>Population</i>	<i>Percent (%)</i>
Civilian non-institutional population	406,677	-	52,797	-
With a disability	62,764	15.4%	11,355	21.5%
With a hearing difficulty	20,847	5.1%	4,376	8.3%
With a vision difficulty	10,757	2.6%	2,386	4.5%
With a cognitive difficulty	21,712	5.7%	3,554	7.1%
With an ambulatory difficulty	31,592	8.3%	6,678	13.4%
With a self-care difficulty	10,923	2.9%	1,734	3.5%
With independent living difficulty	21,047	6.8%	4,109	9.8%

*NOTE: Percentages (%) are calculated from total civilian non-institutional population. Any given person may have more than one disability and therefore the "disability difficulties" shall not be summarized for final total calculation purposes.*

*Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates; Table S1810: Disability Characteristics*

**Table 11: Disability Status by Age Group**

	<i>Pinal County</i>		<i>Gila County</i>	
	<i>Population</i>	<i>Percent (%)</i>	<i>Population</i>	<i>Percent (%)</i>
Under 5 years of age	111	0.4%	30	1.0%
Age 5 to 17 years	4,587	6.2%	498	6.4%
Age 18 to 64 years	29,322	13.2%	4,400	16.2%
Age 65 years and over	28,744	33.7%	6,427	43.0%

*NOTE: Percentages (%) calculated from total civilian non-institutional population of the particular age group.*

*Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates; Table S1810: Disability Characteristics*

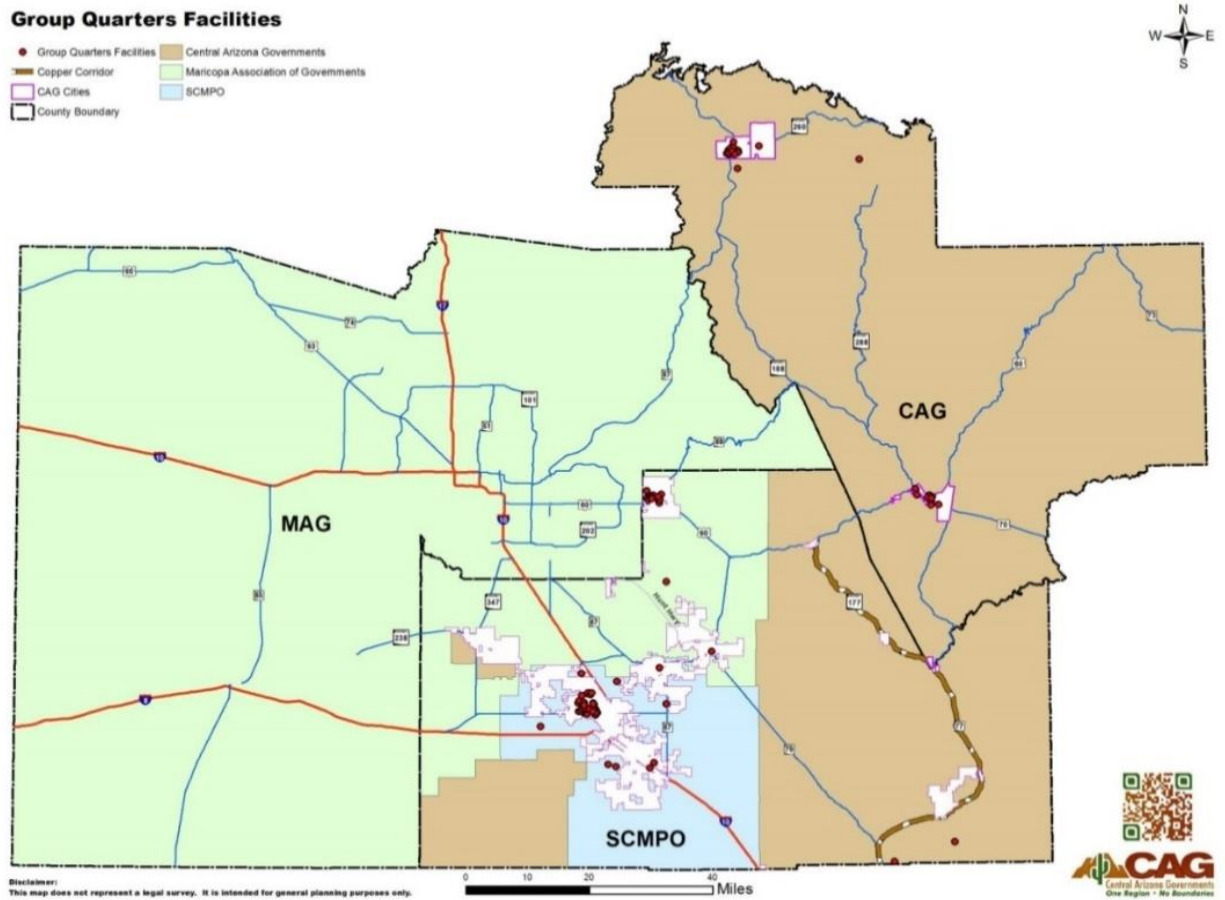
## Origins and Destinations

This section documents significant travel origins and destinations in the CAG and Sun Corridor MPO Region for special needs transportation services.

### Origins

Travel often originates in residential areas, including low-income rental housing, assisted living facilities or nursing homes, low-income apartments and those classified by the U.S. Census as Group Quarters. CAG collects this data annually from the communities in the region and reports it to the Arizona Office of Economic Opportunities. There are approximately 109 Group Quarter facilities identified within the Region. *See Figure 5: Group Quarter Facilities for general locations of identified Group Quarters. However, for confidentiality and safety reasons, Domestic Violence shelters are not shown.*

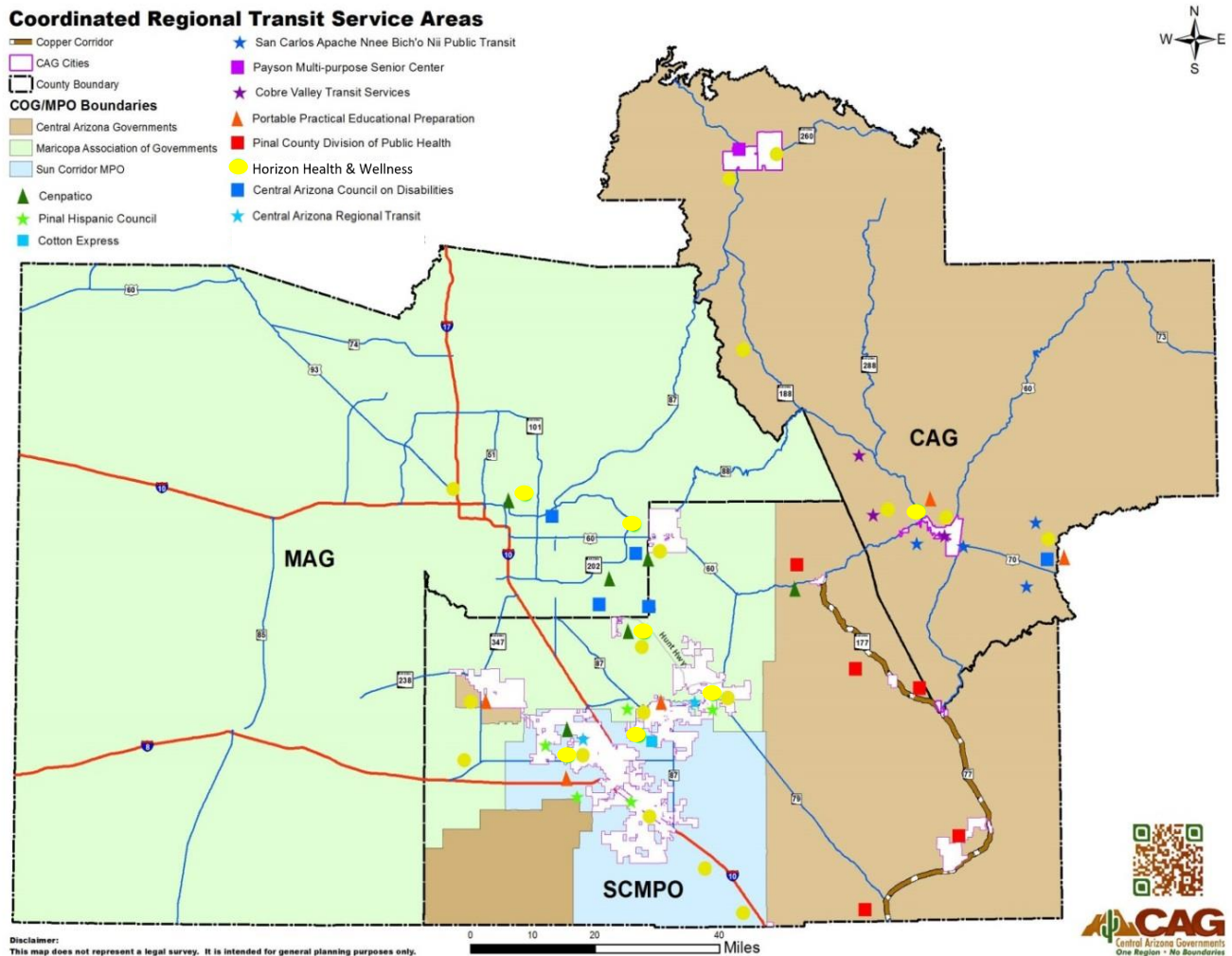
**Figure 5: Group Quarter Facilities  
Current COG/MPO Transportation Planning Boundaries**



## Travel Destinations

Travel destinations for special needs populations include large employers, commercial areas, medical facilities, clinics, and human service agencies. Pinal County has a high employment sector within the State Prisons due to the location of fourteen adult prisons and two juvenile detention centers within the County boundary. *Destinations of significance are listed by category in Figure 6: Regional Transit Service Map.*

**Figure 6: Regional Transit Service Map**



## Colleges

Colleges that serve the Region include Central Arizona College, Gila Community College, Rio Salado College, and Mesa Community College.

## Medical Facilities

There are many major medical facilities important to residents of Gila and Pinal Counties. Many residents also travel to the adjoining Maricopa County area for medical services. *Refer to Table 12: Major Medical Facilities Serving the CAG & SCMPO Region.*

<b>Table 12: Major Medical Facilities Serving the CAG &amp; SCMPO Region</b>	
<b>Facility</b>	<b>Location</b>
Apache Junction Dialysis Center	Apache Junction – Pinal County
Banner Baywood Medical Center	Mesa – Maricopa County
Banner Casa Grande Medical Center	Casa Grande – Pinal County
Banner Gateway Medical Center	Gilbert – Maricopa County
Banner Goldfield Medical Center	Apache Junction – Pinal County
Banner Health Center	Maricopa – Pinal County
Banner Heart Hospital	Mesa – Maricopa County
Banner Ironwood Medical Center	San Tan Valley – Pinal County
Banner Payson Medical Center	Payson – Gila County
Casa Grande Dialysis	Casa Grande – Pinal County
Cobre Valley Regional Medical Center	Globe – Gila County
Dignity Health Medical Group	Maricopa – Pinal County
Exceptional Healthcare	Maricopa – Pinal County
Florence Hospital at Anthem	Florence – Pinal County
Fresenius Kidney Care Ak-Chin	Maricopa – Pinal County
Fresenius Kidney Care & Globe Dialysis	Globe – Gila County
Fresenius Kidney Care & Mammoth Dialysis	Mammoth – Pinal County
Fresenius Kidney Care & San Carlos Dialysis	San Carlos – Gila County
Fresenius Kidney Care & San Tan Dialysis	San Tan Valley – Pinal County
Gila River Dialysis	Sacaton – Pinal County
Gila River Health Care	Sacaton – Pinal County
Mayo Clinic	Scottsdale – Maricopa County
San Carlos Apache Health Care	Peridot – Graham County
Veteran’s Medical Center	Phoenix – Maricopa County
Western Skies Dialysis	Casa Grande – Pinal County

## Employers

Major employers in the Pinal portion of the CAG and SCMPO Region are in the public administration and retail trade industry. In Gila County, copper mining is the top industry, but the largest employment sector is public administration. *Refer to Table 13: Top Ten Employers, for the ten (10) largest job producers within Gila and Pinal Counties.*

<b>Table 13: Top Ten Employers</b>			
<b>Top Pinal County Employers</b>		<b>Top Gila County Employers</b>	
	<b>Jobs</b>		<b>Jobs</b>
State of Arizona	2,500	Gila County	760
Corecivic, Inc.	1,980	BHP Copper	650
Walmart	1,750	Banner Health	610
Casa Grande Union High School District No 82	970	Walmart	570
Harrah's Ak-Chin Hotel and Casino	800	Apache Gold Casino Resort	450
Gila River Indian Community	790	Globe Unified School District	420
Banner Health	730	Payson Unified School District	350
Fry's Food Stores	680	United States Postal Service	310
Maricopa Unified School District	670	Matazal Hotel and Casino	290
Florence Unified School District	650	Life Care Centers of America	230

*Source: 2019/2020 Arizona COG/MPO Employer Database, Employers with 5 or more employees.*

## Target Populations

Certain segments of the population tend to use transit services more often than the “choice rider” or a rider who is not dependent on public transportation to get from place to place. Riders who do not own their own vehicle or are “transit dependent” are more likely to use public transportation systems than those who own or have convenient access to a personal vehicle. By coordinating services and developing this Plan, regional transportation providers hope to improve transportation services for all residents, but specifically for segments of the population that most-frequently become transit dependent, such as persons with a disability, low-income individuals and those 65 and older.

During the development of this Plan, demographic and travel information were collected to help determine where the focus of transit services should be. Each segment of the population was compared to the total population to determine the percentage of population type represented, with the understanding that many individuals fall into more than one category or a combination of all considered categories.

In addition to demographic and travel information, geographic and boundary issues that affect coordination activities were also taken into account.

## Persons with Disabilities

For the general population, the ability to drive helps define personal mobility. For people with disabilities, the concept of personal mobility is much more complex. The disabled population is one of the least likely groups to own a car or have the ability to drive. As such, they must rely on family, friends, public transportation systems or private transportation providers.

According to the FTA, a disability is defined as/by:

- A physical or mental impairment that substantially limits one or more major life activities of such individual
- A record of such impairment
- Being regarded as having such impairment



However, the U.S. Census defines disability as a long-lasting physical, mental, or emotional condition that is self-reported. Therefore, some discrepancies exist between the two measurements. According to the latest U.S. Census figures, 15.4 percent or 62,764 people in Pinal County have a disability and 22.5 percent or 11,355 people in Gila County have a disability. *Refer to Table 9: Disability Status*

In addition to transportation (mobility), employment can be a significant contributor to the social well-being within the disabled population. As a large percentage of the disabled population also represent zero vehicle households, transit dependency can have a compounding effect on employment making public transportation and other modes of transit very important for these individuals.

### **Low Income**

Limited or no public transportation service to employment centers pose a significant barrier to overcoming poverty, as many individuals & families with low incomes have limited or no convenient access to a personal vehicle.

The FTA defines low income or limited income individuals as individuals whose income falls below 150 percent of the federal poverty level. According to the latest U.S. Census figures, 13.2 percent or 53,276 people in Pinal County, and 21.6 percent or 11,367 people in Gila County, live below the poverty level. In Pinal County, 6,860 (8.0% of the total County population) of those living below the poverty level are over age 65 years of age. In Gila County, 1,400 (9.4% of the total County population) of those living below the poverty level are over 65 years of age. *Refer to Table 6: Poverty Status in the Past 12 Months, for more information.*

### **Job Location**

The Pinal County Transit Feasibility Study, completed in 2011, demonstrated that long distances between developed areas created long & costly job commutes. Individuals and families with lower incomes are particularly sensitive to these commuting costs and represent a strong potential transit market. To be most effective, a public transportation system must connect workers with principal employers.

Governmental Land Use Laws have always, and will continue to, influence the location and development of commercial and residential uses. The consolidation of similar business types, such as industrial and heavy industrial, and their placement along interstate, rail corridors and the fringes of communities are the result of government efforts to make communities more attractive to industrial businesses and improve the “city-scape” for residents.

The majority of industrial sector growth in Pinal County is occurring along the interstate and rail corridors. Conversely, residential areas are continuously expanding in San Tan Valley, the City of Maricopa and the northern fringes of the City of Casa Grande. As a result, longer commute distances between residential areas and employment centers are creating larger transportation coverage areas. Without integrated transportation planning, this continued residential-employment center disconnect will make the growth and development of an effective and efficient public transit system more and more difficult going forward.

## Location of Support Services

While it is beneficial to provide public transportation access to residential areas and employment centers, providing connections to support services is a vital component of an effective public transportation system, especially for the target population identified herein. In many rural areas, it is difficult for the transit dependent community to travel between these support & social services and their residential areas. Rural transit helps bridge the spatial divide between people and these services. In many instances, human service agencies serve as the provider of public transportation to clients and their families. The role of these entities varies, with some agencies purchasing vehicles and enlisting drivers, while others contract with existing transit/transportation providers.

## 2.3 ENVIRONMENT

The physical landscape of the CAG and SCMPPO Region is distinctively unique, ranging from the low-lying desert terrain of southern Pinal County to the rugged hills and mountains characteristic of Northern Gila County. The State of Arizona encompasses three geologic physiographic provinces: The Colorado Plateau to the North; the Basin and Range Province to the South; and the intervening Central Heights (Transition Zone) which runs through the central interior region of the state. Refer to Figure 7: Arizona Geologic Provinces



**Figure 7: Arizona Geologic Provinces**

### Pinal County

The topography of Pinal County, located in the southern part of the Region, ranges from level and gently sloping foothills located on the valley slopes and floodplains, to more distinctively sloped hills and mountains, which are located throughout the county. Elevations in Pinal County range from approximately 1,000 feet above mean sea level in the lower lying desert areas, to a high point of approximately 6,158 feet in the mountains located in the far eastern portion of the county, which are adjacent to Graham County. Figure 7: Arizona Geologic Province reflects the physiographic features and characteristics, which are indicative of the particular zone.

The Basin and Range Province is characterized by extremely dry desert lowlands with annual precipitation ranging from 4 to 12 inches. The Basin and Range Province is comprised of a series of north to northwest trending, fault-block mountain ranges flanked by broad gravel fans, which slope from the foot of the mountains down into the basins. These regional mountain ranges incorporate a diversity of Proterozoic to Cenozoic rock formations, which display very complex structural and metamorphic histories.

## **Gila County**

The topography of Gila County located in the northern part of the CAG Region ranges from moderately to intensely steep hills and mountains, interspersed with gently to strong sloping valley plains and stream floodplains. Elevations in Gila County range from approximately 1,950 feet above mean sea level near the lower lying desert terrain regions located along the Gila River in the southern area of the County, to a height of 7,915 feet of Promontory Butte, located in the extremely mountainous, northern area of the County along the Mogollon Rim. In direct correlation with topographical elevation, Gila County contains heavily forested areas and numerous grassland meadows in the northern highlands, and mountainous desert regions in the southern part of the County that are covered with various desert cacti, flora and fauna.

The southern part of Gila County contains desert terrain and is located within the Basin and Range Province. However, the majority of Gila County is located within the Central Highlands zone, geographically situated in between the Colorado Plateau to the north, and the Basin and range Province to the south.

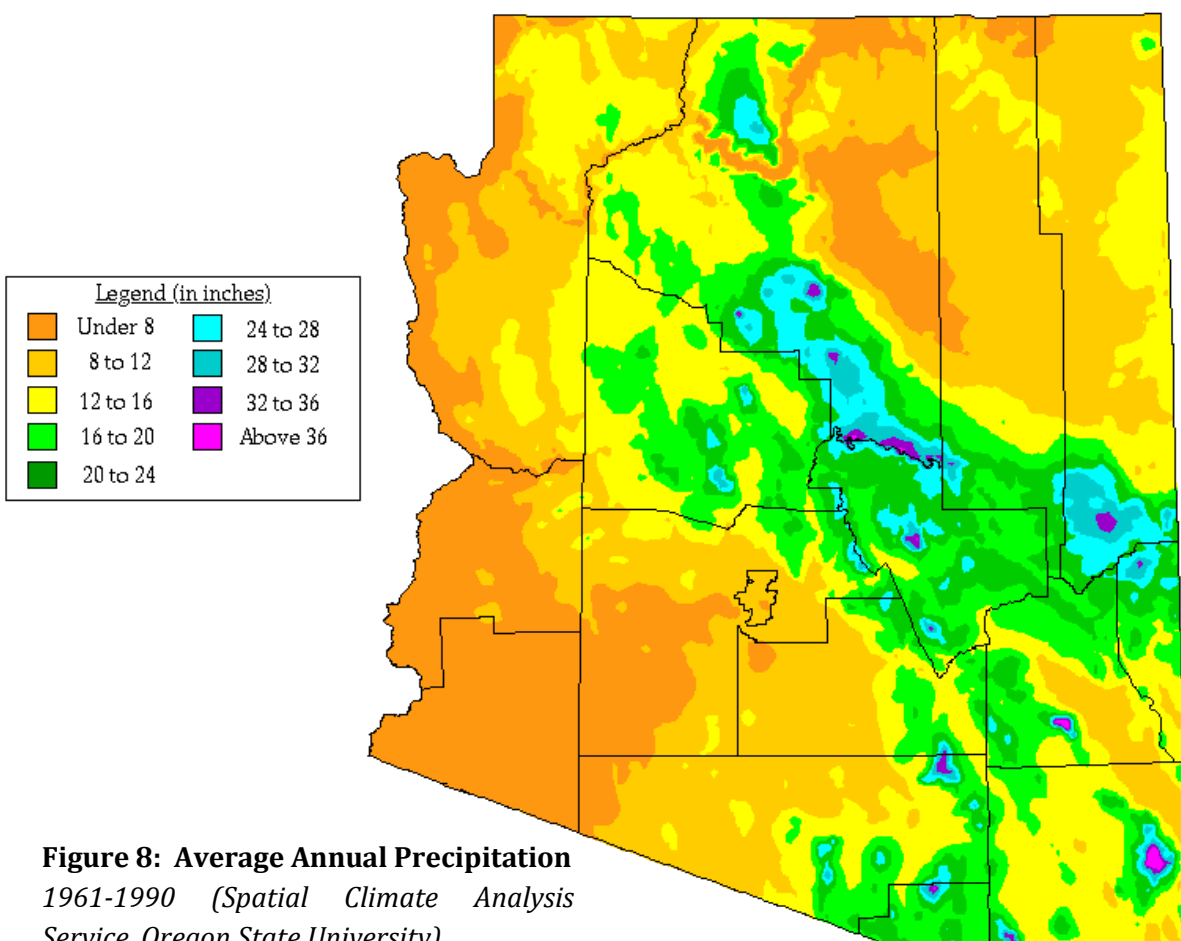
The Central Highlands zone is characterized as being a topographically diverse region, featuring deep canyons, high peaks and contains a number of interspersed mesas, valleys and small mountains. Because this transition zone contains physiographic aspects, which are relevant to both the Colorado Plateau and the Basin and Range Province, it conveys little resemblance to either geologic zone. The geological structure of this zone is extremely diverse, and the numerous types of rock formations have exerted a strong influence upon both the landforms located throughout Gila County and the development of various soil types. The Central Highlands Province also stimulates precipitation by forcing prevailing northerly flows of warm, moist air to the higher and much cooler elevations of the Region.

## **Climate & Precipitation**

The climate of the CAG and Sun Corridor MPO Region is extremely diverse and contains various climatic zones ranging from the high altitude, coniferous forests of northern Gila County, to the warm and dry Sonoran Desert located in the southern part of Pinal County. The average annual precipitation ranges from approximately 2 to 9.5 inches in the lower desert regions, to a range of approximately 14 to 25 inches in the mountains and areas of higher elevation. The variability in climate results from vast differences in elevation, regional distribution of topographical features and variations in rainfall. Such variability contributes to the noticeable differences in fauna and flora dispersed throughout both Gila and Pinal Counties.

The CAG and Sun Corridor MPO Region is characterized by two distinctive rainy seasons. The winter rain season generally lasts from December to March, and results from precipitation that originates over the Pacific Ocean and the Gulf of Alaska and moves eastward across California into Arizona. The winter rainy season usually accounts for the majority of the overall percentage of Pinal and southern Gila County's annual average precipitation. In the northern highlands of the CAG Region, this precipitation generally results in several inches of snowfall. The other rainy season, commonly referred to as the monsoon season, occurs between the months of July and September. This particular rainfall is the result of relatively moist, warm air from a seasonal Bermuda high-pressure system

geographically situated over the Gulf of Mexico. This established, incoming northwestern airflow from the Gulf of Mexico causes the hot and unstable air located throughout the lower lying desert regions to rise by processes of convection, and typically generates severe thunderstorms and heavy rainfalls within a short duration of time. *Refer to Figure 8: Average Annual Precipitation, for a graphic representation of the average precipitation throughout the State of Arizona over the period of 1961-1990. (Spatial Climate Analysis Service – Oregon State University)*



The climate in southern Gila County and Pinal County is characterized by mild winters and hot summers. The climate within northern Gila County is relatively mild throughout both the summer and winter seasons. Average temperatures range from a January minimum of 23.7 degrees in Payson to a July maximum of 107.0 degrees in Coolidge. Although the CAG and Sun Corridor MPO Region is topographically and climatically diverse, most of the precipitation within the Region occurs during the two rainy seasons of winter and summer, with dryer periods of weather occurring during the spring and fall.

## 2.4 SERVICE INVENTORY & TRANSIT AGENCY PROFILES

### Human Services Transportation Level of Service

Many human services agencies provide some form of transportation service to their clients. The level of service provided can vary significantly from agency to agency, depending on the clients' needs and the agencies' resources. Transportation services provided by human service agencies can be placed in one of the four categories listed below – in descending order of involvement and complexity.

1. Provide transportation by operating vehicles to transport their clients.
2. Through formal arrangements, contract with other transportation providers for clients' transportation needs.
3. Subsidize transportation by providing clients with bus fare, taxi vouchers, mileage reimbursement, or cash.
4. Arrange for transportation by assisting clients with trip planning and information on transportation options.

Coordination, and participation in the coordination planning process, is a potential benefit to all agencies regardless of the level of service provided.

### CAG & SCMPO Region Transit Providers

CAG and the SCMPO reach out to local stakeholders to form partnerships to participate within the Gila-Pinal Rides Transportation Coordination Committee in an effort to provide the most comprehensive, effective transportation coordination for the CAG and SCMPO Region.

Participating Mobility Providers are involved in the Gila-Pinal Rides Transportation Coordination Committee and engaged in community cooperation and collaboration to improve travel opportunities for elders and people with disabilities. *For a list of these participating providers Refer to Table 14: Participating Mobility Providers (5310 & 5311).* Profiles of each of these participating providers are included at the end of this section.

Other Mobility Providers are not currently participating in the Gila-Pinal Rides Transportation Coordination Committee or coordinating services but do offer various transportation services to their community or clients. *Refer to Table 15: Other Mobility Providers.* Profiles are unavailable for these providers.

<i>Providers</i>	<i>Main Office Location</i>
Central Arizona Regional Transit (CART) – City of Coolidge, Pinal County, Town of Florence and Central AZ College	Coolidge
Coolidge – Cotton Express	Coolidge
Copper Mountain Transit (formerly CVCT) – Town of Miami, City of Globe and Gila County	Miami
Florence – Dorothy Nolan Senior Center/Give-a-Lift	Florence
Horizon Health & Wellness	Casa Grande
Payson - Multipurpose Senior Center / Beeline Bus	Payson
Pinal County – On The Go Express	Florence
Pinal-Gila Council for Senior Citizens	Casa Grande
Pinal Hispanic Council	Eloy
San Carlos Apache Tribe – Nnee Bich’ o Nii Transit	Peridot
The Opportunity Tree	Casa Grande
White Mountain Apache Tribe – Fort Apache Connection	Whiteriver

**Table 15: Other Mobility Providers (5310)**

<i>Providers</i>	<i>Main Office Location</i>
Ak-Chin Indian Community	Maricopa
Arizona Complete Health	Casa Grande
Banner Casa Grande	Casa Grande
Catholic Community Services	Tucson
Community Alliance Against Family Abuse	Apache Junction
DES/DDD – Coolidge	Coolidge
Dorothy Powell Senior Adult Center	Casa Grande
Eloy Adult Center	Eloy
Gila County GEST	Globe
Gila River Transit	Sacaton
Globe Active Adult Center	Globe
Hayden Senior Center	Hayden
Lutheran Social Services of the Southwest	Tucson
Miami Senior Center	Miami
Portable Practical Education Preparation (PPEP)	Tucson
Superior Senior Center	Superior
Town of Kearny	Kearny



As part of the coordination among 5310 & 5311 transit providers, various training, webinar and workshop opportunities are organized, conducted or coordinated by CAG, SCMPPO, AzTA, ADOT and various other organizations annually. Dates & locations will be announced, when scheduled.

Training opportunities include, but are not limited to:

Provider Roundtables	Federal Transportation Regs. & Guidelines
5310 and 5311 Applications	Vehicle & Asset Management
5310 and 5311 Program Implementation	Best Practices for Public Health & Safety
Grant Writing, Management & Compliance	Best Practices for Transit Management
Operation & Data Collection	PASS Training for Drivers

### **Provider Profiles**

The following pages are the individual profiles of Section 5310 and 5311 providers in Gila and Pinal Counties. This information is self-reported, and updates are requested annually.



## BeeLine Bus

Serving Payson/Star Valley – Gila County

Contact: Joanne Conlin | joanneconlin@gmail.com | 928-474-4876

### Service Description:

Beeline Bus is a deviated flex route service that began service in November 2018. Operated by the Payson Senior Center, the Beeline Bus is a general public service with two routes: the Blue Route serving Payson north and south and the Red Route serving East Payson and Star Valley. A fleet of three vehicles provide service. Each route operates with one vehicle, with the third as a backup. The buses provide service to major destinations along both routes, such as Banner Hospital, Mazatzal Casino, post office, library, Walmart, Bashas, Safeway, Senior Center, public parks, schools and numerous job sites. Deviated service is available up to ¼ mile and requires a 24-hour notice. There is an extra charge for this service. Cost is \$1 per ride for the general public. Seniors and Youth can ride for \$0.50/ride. Hours of operation are Monday through Friday, 6:30 am to 5:30 pm.

New in 2020 is the Beeline Connections. It is a first mile – last mile service that provides assistance to riders who have difficulty making it to the nearest bus stop.

For more information: Visit Beeline Bus at [www.BeelineBuse.info](http://www.BeelineBuse.info)

### Overview of Program

<b>Service Type:</b>	Public Deviated Flex Route and First Mile/Last Mile Services
<b>Service Area:</b>	Payson/Star Valley
<b>Applicant Status:</b>	Non-Profit
<b>Major Funding Source:</b>	5311 Funding
<b>Annual Date Year:</b>	2020/2021
<b>Annual Trips:</b>	4,500
<b>Annual Miles:</b>	25,000
<b>Annual Hours:</b>	3,302
<b>Vehicle Inventory:</b>	3

### Current Coordination/Needs:

The Payson Senior Center (PSC) is operating the Beeline bus as a “pilot system” for the Payson/Star Valley areas. It is the goal of PSC to operate for at least two (2) years and then turn the system over to another entity for permanent administration. The Payson Senior Center is participating with other Gila County agencies in the Gila County Transit Governance Study, which is currently underway.

### Unmet Needs:

Payson Senior Center will be requesting funding for administrative needs and preventative maintenance in the next grant cycle.



# Central Arizona Regional Transit (CART)

City of Coolidge - Pinal County

Contact: Erik Heet | eheet@coolidgeaz.com | 520-723-6085

The Central Arizona Regional Transit (CART) is operated by the City of Coolidge and its partners include Florence, Central Arizona College, and Pinal County. CART is a fixed route connector service connecting Coolidge, Florence, Central Arizona College, Casa Grande and the Greyhound Terminal in Eloy. CART also utilizes a commuter route in the early mornings from 5:05 am – 7:07 am and in the later afternoon from 4:40 pm – 7:00 pm. Two vehicles are used daily. Three serve daily as backup. CART's intercity route hours of operation are from 6:35 am – 8:20 pm Monday through Friday.

CART fares are \$2.00 for a one-way pass or \$4.00 for a daily pass. College students with school ID are \$1.00 each way or \$2.00 for a daily pass. The highest trip purpose is education, followed by commuters, and health/medical. CART has a large volume of student riders. Most other rides are for employment, shopping and medical services.

In addition to fare revenue, CART is funded by the City of Coolidge, Town of Florence, Central Arizona College, Pinal County, and by the Federal Transit Administration (FTA) 5311 Program, managed by the Arizona Department of Transportation (ADOT).

**For more information:** Visit Central Arizona Regional Transit (CART) at [www.ridethecart.com](http://www.ridethecart.com)

## Overview of Program

<b>Service Type:</b>	Fixed Intercity Connector
<b>Service Area:</b>	Florence to Casa Grande
<b>Applicant Status:</b>	Local Government
<b>Major Funding Source:</b>	5311 Funding
<b>Annual Date Year:</b>	2021
<b>Annual Trips:</b>	5,901
<b>Annual Miles:</b>	128,491
<b>Annual Hours:</b>	4,788
<b>Vehicle Inventory:</b>	5

## Current Coordination/Needs:

Central Arizona Regional Transit (CART) coordinates daily with Greyhound at Love's Travel Stop in Eloy, AZ. Passengers from Coolidge, Florence, and Casa Grande may utilize CART's services for intercity travel via Greyhound, which stops at Love's five times per weekday. Maricopa Express Transit (MET) riders can access CART services at Banner Medical Center in Casa Grande, where the MET stops every Thursday.

## Unmet Needs:

Central Arizona Regional Transit's fixed route and scheduled hampers the ability for passengers to travel around the communities where CART stops. Ridership visiting Casa Grande and Florence have no other transit methods available, providing mobility for passengers in each of these communities is a critical component to the region's future transit successes.

# Copper Mountain Transit

Town of Miami/City of Globe – Gila County

**Contact:** Katie Dwoznik | [transit@miamiaz.gov](mailto:transit@miamiaz.gov) or [kdwoznik@miamiaz.gov](mailto:kdwoznik@miamiaz.gov) | 928-473-8222

<p>Copper Mountain Transit (CMT), formerly Cobre Valley Community Transit (CVCT), is a collaborative effort to provide public transit services to the greater Globe-Miami area of Gila County. Copper Mountain Transit currently operates a Dial-a-Ride and a Fixed Route with deviation services. Operating Monday through Friday, excluding all major holidays, Copper Mountain Transit fulfills the transportation needs of the residents in the community.</p> <p>Dial-a-Ride provides transportation service in areas the buses cannot navigate and is available to the general public, however it is mainly utilized by Seniors and Individuals with Disabilities who have a difficult time reaching the bus stops.</p> <p>The Fixed Route, with deviation service, has 24 stops throughout the Globe-Miami area located near or at business centers, banking, shopping, dialysis, and medical centers, as well as governmental and municipal buildings. Deviation is available <math>\frac{3}{4}</math> of a mile off the regular route for an additional fee.</p> <p>Copper Mountain Transit has two vans and four buses (one spare van) that provide transportation for the Dial-a-Ride and Fixed Route services. All are wheelchair accessible.</p> <p><b>For more information:</b> visit <a href="http://www.miamiaz.gov/transit/transit-bus-routes">www.miamiaz.gov/transit/transit-bus-routes</a> or <a href="https://www.facebook.com/CopperMountainTransit">www.facebook.com/CopperMountainTransit</a></p>	<p><b><u>Overview of Program</u></b></p> <table><tr><td><b>Service Type:</b></td><td>Public Transportation</td></tr><tr><td><b>Service Area:</b></td><td>Greater Globe-Miami</td></tr><tr><td><b>Applicant Status:</b></td><td>Local Government</td></tr><tr><td><b>Major Funding Source:</b></td><td>5311 Funding</td></tr><tr><td><b>Annual Date Year:</b></td><td>FY 2020</td></tr><tr><td><b>Annual Trips:</b></td><td>9,961</td></tr><tr><td><b>Annual Miles:</b></td><td>89,842</td></tr><tr><td><b>Annual Hours:</b></td><td>7,550</td></tr><tr><td><b>Vehicle Inventory:</b></td><td>7</td></tr></table>	<b>Service Type:</b>	Public Transportation	<b>Service Area:</b>	Greater Globe-Miami	<b>Applicant Status:</b>	Local Government	<b>Major Funding Source:</b>	5311 Funding	<b>Annual Date Year:</b>	FY 2020	<b>Annual Trips:</b>	9,961	<b>Annual Miles:</b>	89,842	<b>Annual Hours:</b>	7,550	<b>Vehicle Inventory:</b>	7
<b>Service Type:</b>	Public Transportation																		
<b>Service Area:</b>	Greater Globe-Miami																		
<b>Applicant Status:</b>	Local Government																		
<b>Major Funding Source:</b>	5311 Funding																		
<b>Annual Date Year:</b>	FY 2020																		
<b>Annual Trips:</b>	9,961																		
<b>Annual Miles:</b>	89,842																		
<b>Annual Hours:</b>	7,550																		
<b>Vehicle Inventory:</b>	7																		
<p><b><u>Current Coordination/Needs:</u></b></p> <p>A 2009 Ford High-Top van, owned by the Miami Senior Center, is used by Copper Mountain Transit only when absolutely needed. Working on better coordination efforts with San Carlos to improve transportation services in southern Gila County.</p>																			
<p><b><u>Unmet Needs:</u></b></p> <p>Copper Mountain Transit needs to replace older, high mileage vehicles. This will be completed once the two 5339 buses that are to be built by the end of 2021 are received.</p>																			



## Coolidge – Cotton Express

City of Coolidge - Pinal County

**Contact:** Erik Heet | [heet@coolidgeaz.com](mailto:heet@coolidgeaz.com) | 520-723-6085

The Cotton Express is operated by the City of Coolidge with a fleet of five 19-passenger, wheelchair accessible buses. Four vehicles operate route services daily. One vehicle is a backup. One vehicle is used for On-Demand service daily. The Coolidge Cotton Express route hours of operation are from 7:00 am – 8:00 pm Monday through Friday.

Two types of services are provided in the City of Coolidge; a deviated-flex route and a demand-response service that utilizes a 24-hour advanced reservation system. The Cotton Express fare for the fixed route service is \$1.00 for adults and \$0.50 for children. A fare of \$1.50 is charged for the demand-response service and route deviations, regardless of age.

In addition to fare revenue, the Coolidge Cotton Express is funded by the City of Coolidge and the Federal Transit Administration (FTA) 5311 program, managed by the Arizona Department of Transportation (ADOT).

**For more information:** Visit the Cotton Express at [www.coolidgeaz.com](http://www.coolidgeaz.com)

### Overview of Program

<b>Service Type:</b>	Public Transit Service
<b>Service Area:</b>	Coolidge
<b>Applicant Status:</b>	Local Government
<b>Major Funding Source:</b>	5311 Funding
<b>Annual Date Year:</b>	2021
<b>Annual Trips:</b>	13,648
<b>Annual Miles:</b>	77,068
<b>Annual Hours:</b>	9,801
<b>Vehicle Inventory:</b>	7

### Current Coordination/Needs:

The Cotton Express has been an active participant in the Pinal Transportation Coordination Demonstration projects, as part of Arizona Rides. Cotton Express works closely with the Senior Center concerning transportation issues and provides transportation to the Family Resource Center in Coolidge. In addition, bus stops are located at the DES and Pinal County Health Department offices. In the future, specific coordination opportunities with Horizon Health & Wellness are being discussed.

### Unmet Needs:



## Dorothy Nolan Senior Center

Town of Florence - Pinal County

**Contact:** Carolyn Ballard | [carolyn.ballard@florenceaz.gov](mailto:carolyn.ballard@florenceaz.gov) | 520-868-7648

The mission of the Town of Florence Dorothy Nolan Senior Center is to provide fulfilling social, recreational, cultural, and educational programs and activities for the senior community of Florence.

The transportation program serves the Town of Florence and the incorporated limits of Florence. There are three distinct residential areas served by the program – the historic Town Core area, Anthem at Merrill Ranch, and the Four Parks area.

The transportation program was initiated for seniors who are at least fifty-five (55) years old and persons who are disabled. Transportation is provided to the Senior Center, medical appointments, shopping, and various social/recreation events. The Town has operated the Dorothy Nolan Senior Center for nearly twenty-nine (29) years. Numerous activities are provided daily including a nutritious meal program. The Senior Center currently operates four (4) vehicles, two with wheelchair lifts. The other two vans are used when clients are not in need of a lift. The transportation program vans typically operate Monday through Friday, from 8:00 AM – 4:00 PM.

**For more information:** visit [www.florenceaz.gov/senior-center/](http://www.florenceaz.gov/senior-center/)

### Overview of Program

<b>Service Type:</b>	Seniors & people with disabilities
<b>Service Area:</b>	Town of Florence
<b>Applicant Status:</b>	Local Government
<b>Major Funding Source:</b>	5310 Funding
<b>Annual Date Year:</b>	2021
<b>Annual Trips:</b>	6,350
<b>Annual Miles:</b>	4,874
<b>Annual Hours:</b>	1,500
<b>Vehicle Inventory:</b>	4

### Current Coordination/Needs:

The Dorothy Nolan Senior Center was closed from March 13, 2020 to May 2021 due to the COVID-19 pandemic. During the closure, Senior Center staff provided transportation services that included meal deliveries, shopping trips and prescription deliveries. Since May 2021, services and activities have been resumed.

### Unmet Needs:

Funding for ongoing and expanded operations for staff, volunteers, training and other ancillary services.





The mission of the Town of Florence Give-A-Lift program is to promote independence and enhance the quality of life for senior and disabled residents by providing a no cost means of transportation to medical appointments.

The Give-A-Lift program is a volunteer driver program that was initiated for seniors who are at least fifty-five (55) years old and persons who are disabled. The volunteer drivers have agreed to utilize their personal vehicles to provide door through door transportation to and from medical appointments. These trips, at times, include additional stops for the clients' shopping needs.

The Town of Florence has operated the Dorothy Nolan Senior Center for nearly twenty-nine (20) years. The senior center currently operates four (4) vehicles, two of which are ADA accessible vehicles with wheelchair lifts. The volunteer drivers can utilize these vehicles as needed to transport residents to medical appointments.

**For more information:** visit [www.florenceaz.gov/senior-center/](http://www.florenceaz.gov/senior-center/)

### Overview of Program

<b>Service Type:</b>	Seniors & people with disabilities
<b>Service Area:</b>	Town of Florence
<b>Applicant Status:</b>	Local Government
<b>Major Funding Source:</b>	5310 Funding
<b>Annual Date Year:</b>	2021
<b>Annual Trips:</b>	639
<b>Annual Miles:</b>	6,289
<b>Annual Hours:</b>	417
<b>Vehicle Inventory:</b>	4

### Current Coordination/Needs:

Due to the COVID-19 pandemic, the Town of Florence closed/restricted services to programming which included no use of volunteers, effective March 13, 2020. Staff only were permitted to provide transportation with proper PPE and safety precautions. Due to limited number of staff, priority only transports for medical and shopping trips are being provided. Staffing/Coordination efforts to continuously seek and obtain additional volunteers, volunteer retention, expand services to include transportation to other services (shopping, recreational/social events, etc.)

### Unmet Needs:

Funding for ongoing and expanded operations for staff, volunteers, training and other ancillary services.



## Horizon Health & Wellness

Gila & Pinal County

**Contact:** Marsha Ashcroft | [marsha.ashcroft@hhwaz.org](mailto:marsha.ashcroft@hhwaz.org) | 520-836-1688

Horizon Health and Wellness is a private, non-profit integrated healthcare agency that provides quality psychiatric and medical services and mental health programming to individuals and families in Pinal and Gila Counties. Participants are enrolled in many diverse services, which include primary care, psychiatric evaluations, medication monitoring, residential treatment services, substance abuse treatment, individual and group therapy, crisis stabilization and observation, inpatient services and court ordered treatment coordination. The agency also provides day treatment programs and group homes for individuals with developmental disabilities.

Horizon Health and Wellness provides transportation services to eligible registered participants. No fare is charged. Individuals are transported to and from psychiatric and medical appointments, day treatment programs, therapy sessions, case management services and other miscellaneous purposes that meet medical necessity criteria. Transportation services are provided Monday through Friday 8:00 AM to 6:00 PM. In addition, transportation services are provided 24 hours a day, seven days a week, to individuals residing in agency group homes.

Horizon has a fleet of vehicles based at various facilities in Pinal and Gila Counties. The service area includes a 45-mile radius from Casa Grande, Apache Junction, Florence, Queen Creek, Oracle, Globe, Miami, and Payson. Primary destinations include Horizon facilities, medical appointments, social services, and social activities.

Pinal County: Trips – 7,293 | Miles – 124,739 | Hours – 7,661

Gila County: Trips – 11,283 | Miles – 74,706 | Hours – 5,822

**For more information:** [www.hhwaz.org](http://www.hhwaz.org)

### Overview of Program

**Service Type:** Client Transportation Services

**Service Area:** Gila & Pinal County

**Applicant Status:** Non-Profit

**Major Funding Source:** 5310 Funding / AHCCCS

**Annual Date Year:** 2021

**Annual Trips:** 18,576

**Annual Miles:** 199,445

**Annual Hours:** 13,483

**Vehicle Inventory:** 30

### Current Coordination/Needs:

Horizon Health and Wellness actively participates in the Gila-Pinal Rides Coordination Committee and participates in coordinated training in the region.

### Unmet Needs:

The Agency currently has no unmet needs.



# The Opportunity Tree

Casa Grande – Pinal County

**Contact:** Neal Hallihan / [nhallihan@theopportunitytree.org](mailto:nhallihan@theopportunitytree.org) / 602-956-0400 ext. 206

## **Mission:**

To provide quality, individualized support to people with intellectual or developmental disabilities in dynamic and innovative environments.

## **Vision:**

The Opportunity tree is committed to promoting the development of a society that fully embraces individuals with intellectual and development disabilities through inclusion, advocacy and opportunities.

## **Services:**

The Opportunity tree is a nonprofit, 501c3 organization that offers a continuum of care/lifetime supports to individuals with intellectual and developmental disabilities and their families. Our primary supports include Day Treatment programs, Employment Services, Youth Transitions programs, Community-based residential services, and In-Home habilitation supports. The Opportunity Tree serves over 300 members with intellectual and developmental disabilities each year, across all program areas.

**For more information:** visit [www.theopportunitytree.org](http://www.theopportunitytree.org)

## **Overview of Program**

<b>Service Type:</b>	Member/Client programs, supports, and transportation services
<b>Service Area:</b>	Casa Grande & Maricopa
<b>Applicant Status:</b>	501-c3/Non-Profit
<b>Major Funding Source:</b>	5310 Funding
<b>Annual Date Year:</b>	2021
<b>Annual Trips:</b>	19,000
<b>Annual Miles:</b>	190,000
<b>Annual Hours:</b>	3,640
<b>Vehicle Inventory:</b>	17

## **Current Coordination/Needs:**

Includes active participation in coordination meetings with Gila-Pinal Rides Transportation Coordination Committee and attending training sessions, as well as providing transportation for people with intellectual disabilities to community wide events, essential services (programs & services, medical appointments, grocery shopping, etc.) and group supported employment opportunities. Continued exploration of ride sharing process is also taking place.

## **Unmet Needs:**

Agency is awaiting delivery of Ford Starcraft cutaway to replace non-accessible vehicles and Maxivan with lift/ramp to expand transportation services, both of which were awarded during the years 1 & 2 of the 5310 2019-2020 grant cycle.



# Payson Senior Center

Gila County

Contact: Joanne Conlin | joanneconlin@gmail.com | 928-474-4876

The Payson Senior Center provides transportation for the seniors and disabled in the Payson area and provides homebound meals. Transportation is for any person ages 60 and over and for disabled people under 60. They provide transportation Monday through Thursday.

The Center has two buses supporting this service and it averages 12 hours a day between the two drivers. Their routes cover the Payson area and one day a week they have a bus dedicated to the Star Valley area. Riders include seniors and persons with disabilities.

Their homebound service provides meals to those who are approved by Pinal-Gila Area for Aging. They currently have four meal routes that cover the Payson, Star Valley, and south to Tonto Basin and they provide meals Monday through Friday. Their drivers normally leave by 9:30 am and are done by noon.

The Center recently partnered with the Towns of Payson and Star Valley, as well as Gila County to begin a 5311 Public Transit Service (See profile for Beeline Bus).

For more information: visit [www.paysonseniorcenter.org/transportation.html](http://www.paysonseniorcenter.org/transportation.html)

## Overview of Program

<b>Service Type:</b>	Seniors and people with disabilities
<b>Service Area:</b>	Payson/Star Valley
<b>Applicant Status:</b>	Non-Profit
<b>Major Funding Source:</b>	5310 funding
<b>Annual Date Year:</b>	2021
<b>Annual Trips:</b>	4,000
<b>Annual Miles:</b>	12,000
<b>Annual Hours:</b>	2,280
<b>Vehicle Inventory:</b>	9

## Current Coordination/Needs:

The Meals on Wheels program that services the Town of Payson and Star Valley, as well as south to Tonto Basin is almost at its maximum. There are four routes that deliver about 150 meals a day.

## Unmet Needs:

The Payson Senior Center will be requesting funding for preventative maintenance in the next grant cycle.

## Pinal County – On The Go Express

Public Health Department – Pinal County

**Contact:** Mary Clements | mary.clements@pinalcountyaz.gov | 520-866-7312

Pinal County Public Health Services District, On the Go Express Transportation, is a non-profit, grant funded transportation program, designed to ensure mobility through the provision of transportation to the elderly and persons with disabilities in rural Eastern Pinal County. This is a shared service ride that offers door-to-door service and serves our passengers with a professional and courteous ride. On the Go Express Transportation serves Eastern Pinal County, encompassing the areas of Oracle, Oracle Junction, San Manuel, Mammoth, Aravaipa, Dudleyville, Kearny, Hayden, Winkelman, Saddlebrooke, Riverside/Kelvin and Superior.

Services provided by On the Go Express Transportation include transportation to medical appointments, dental appointments, vision appointments, physical therapy, grocery shopping and prescription pick up. Clients are also transported to medical appointments as far as the Veteran's hospitals in Tucson. On the Go Express Transportation collaborates with the Pinal County Nutrition and Wellness program for delivery of food boxes to the elderly on a monthly basis. A fleet of seven (7) vehicles is used to provide client transportation services. Four of these vehicles are wheelchair accessible.

On the Go Express Transportation operates 8:00 am to 3:00 pm, Monday through Friday with the exception of county observed holidays. The suggested donation for services is \$2.00 per day with no charge to any aide assisting with a passenger. Transportation is by appointment only and with a minimum of a 72-hour notice. Appointments are subject to denial if schedule is full. To schedule a ride please call 1-800-208-6897 extension 4508.

**For more information:** call 1-800-208-6897 extension 4508

### Overview of Program

<b>Service Type:</b>	Seniors and people with disabilities
<b>Service Area:</b>	Eastern Pinal County
<b>Applicant Status:</b>	Local Government
<b>Major Funding Source:</b>	Pinal County Public Health Services Dist.
<b>Annual Date Year:</b>	2020
<b>Annual Trips:</b>	5,327
<b>Annual Miles:</b>	95,386
<b>Annual Hours:</b>	2,758
<b>Vehicle Inventory:</b>	7

### Current Coordination/Needs:

Specific coordination interests include active participation in coordination meetings with the Gila-Pinal Rides Transportation Coordination Committee at CAG and coordinating activities such as training, vehicle maintenance and public information. Expanded coordination efforts include reaching out to the Public Health Nutrition and Wellness Department for delivery of food boxes for the elderly on a monthly basis.

### Unmet Needs:



## Pinal-Gila Council for Senior Citizens

Gila & Pinal County

**Contact:** Victor Gomez | victorg@pgcsc.org | 520-836-2758

Pinal-Gila Council for Senior Citizens (PGCSC) provides a variety of services to seniors in the geographic area of Pinal and Gila Counties. As the Area Agency on Aging for Region V, PGCSC provides funds to local Senior Centers, who in turn provide direct service transportation, including services to meet basic needs such as nutrition, medical appointments, personal business and shopping. Senior Centers operating transportation programs under contract with PGCSC are Apache Junction, Casa Grande, Coolidge, Eloy, Globe, Florence, Hayden, Miami, Superior, and Payson.

PGCSC continues to work with community senior centers in providing local transportation services meeting nutritional, social, and medical needs.

**For more information:** visit [www.pgcsc.org](http://www.pgcsc.org)

### Overview of Program

<b>Service Type:</b>	Supports      Transit Services for Elderly
<b>Service Area:</b>	Pinal & Gila Counties
<b>Applicant Status:</b>	Non-Profit
<b>Major Funding Source:</b>	Not Available
<b>Annual Date Year:</b>	2018
<b>Annual Trips:</b>	Not Available
<b>Annual Miles:</b>	Not Available
<b>Annual Hours:</b>	Not Available
<b>Vehicle Inventory:</b>	3

### Current Coordination/Needs:

One of the ongoing needs for coordination continues to be access to training for defensive driving and PASS. Another need is for connector services that would connect the existing transportation services available through the senior centers, with the Central Arizona Regional Transit (CART).

### Unmet Needs:



## *Pinal Hispanic Council*

*Pinal County*

**Contact:** Tanya Cruz | [tcruz@pinalhispaniccouncil.org](mailto:tcruz@pinalhispaniccouncil.org) | 520-560-2391

Pinal Hispanic Council (PHC) is a non-profit 501 (c)(3) behavior health agency licensed by the State of Arizona to provide an array of outpatient services in Pinal, Santa Cruz and Cochise Counties. Pinal Hispanic Council has been in operation for over twenty years. Pinal Hispanic Council's Mission: Empowering diverse communities to become healthy.

PHC serves mentally ill individuals and families, children, adults and senior citizens receiving various types of outpatient services in Eloy, Coolidge, Casa Grande, Arizona City, San Tan Valley, Florence and Picacho areas.

PHC provides transportation services to its members to maximize the treatment services we offer by allowing members to keep vital appointments for their wellbeing. By assisting them with daily, weekly, bi-weekly or monthly transportation, the agency assures their mental well-being is secure. PHC's hours of operation are Monday-Friday from 8:00 am – 5:00 pm. PHC also provides transportation on Saturdays as needed.

**For more information:** visit [www.pinalhispaniccouncil.org/](http://www.pinalhispaniccouncil.org/)

### **Overview of Program**

<b>Service Type:</b>	Client transportation services
<b>Service Area:</b>	Pinal County
<b>Applicant Status:</b>	Non-Profit
<b>Major Funding Source:</b>	5310 & Cenpatico
<b>Annual Date Year:</b>	2020
<b>Annual Trips:</b>	3,900
<b>Annual Miles:</b>	23,177
<b>Annual Hours:</b>	1,820
<b>Vehicle Inventory:</b>	22

### **Current Coordination/Needs:**

Pinal Hispanic Council utilizes AHCCCS transportation services to provide services for members to medical appointments outside of Pinal County if available. In addition, PHC assists the members in the Coolidge Area to utilize Cotton Express by regularly distributing the Cotton Express brochures and making arrangements or providing guidance if needed. Due to COVID-19 transportation was provided on a very limited basis.

### **Unmet Needs:**

PHC is also seeking \$12,800 (\$6,400 each year) in preventative maintenance for eleven vehicles at the 80/20 match with PHC providing \$3,200 (\$1,600 each year) in Local Match.





# San Carlos Apache Tribe – Nnee Bich’o Nii Transit

Gila, Pinal, Graham, Greenlee, and Maricopa Counties

**Contact:** Bernadette Kniffin | [bkniffin@tanf.scatsn.gov](mailto:bkniffin@tanf.scatsn.gov) | 928-475-5011 EXT 228

San Carlos Apache Nnee Bich’o Nii Services operates ten scheduled routes, with an increased variety of fixed route, commuter routes, contract services, intercity, and intercity feeder routes. We provide fixed route services with deviation for all community members. Currently, as per our TAM Plan many of fleet will be replaced due to excessive mileage within the next two to four years.

Currently, Nnee Bich’o Nii provides reliable and timely services for individuals who are working, attending school, doctor visits, shopping, attending activities for entertainment or any other activities that support individuals or families. Transit services are used to modernize and expand transit bus services specifically for the purpose of connecting disadvantaged and low-income individuals, veterans, seniors, youths, and others who are transit-disadvantaged to the local workforce training, employment opportunities, health care, and other vital services and family related activities.

**For more information:** visit <http://www.nneebichionee.com>

## Overview of Program

<b>Service Type:</b>	Intercity & Intercity Feeder Public Transit
<b>Service Area:</b>	Gila, Pinal, Graham, Greenlee, & Maricopa Counties
<b>Applicant Status:</b>	Tribal Public Transit
<b>Major Funding Source:</b>	5311(c) & (f) Funding
<b>Annual Date Year:</b>	2018
<b>Annual Trips:</b>	68,573
<b>Annual Miles:</b>	646,393.7
<b>Annual Hours:</b>	22,537.50
<b>Vehicle Inventory:</b>	32

## Current Coordination/Needs:

Nnee Bich’o Nii was involved in the Greater Gila County Feasibility Study with ridership surveys to ensure that services are current and meeting the needs of the riders for Gila & Pinal Counties. During multiple surveys, riders identified that there was a need and desire for the Nnee Bich’o Nii to provide expanded services to the White Mountain Apache Tribe. Another is the establishment of a Safford Circular Route to begin in the Fall of 2020. Currently, we have continued our efforts to work on our coordinated runs with Copper Mountain Transit (CMT) from Globe to Miami and later to Apache Sky and Tucson, Arizona, to connect with Sun Tran Transit.

## Unmet Needs:



# White Mountain Fort Apache Connection

White Mountain Apache Tribe – Gila County

**Contact:** Tara Chief | [tarachief@wmat.us](mailto:tarachief@wmat.us) | 928-338-5155

<p>The White Mountain Apache Division of Transportation Fort Apache Connection began in June 2017. We operate a Fixed Route service from Monday through Friday on the Fort Apache Indian Reservation.</p> <p>The Fort Apache Connection currently operates three routes. Services extend from the west end of the reservation to the east end, servicing the major communities of Carrizo, Cedar Creek, Canyon Day, Whiteriver, North Fork, Hon-Dah and McNary. Future services will extend to the communities of East Fork, Seven Mile, and Fort Apache.</p> <p>Hours of operation are 6:00 AM to 1:45 PM, Monday through Friday. No transit services are available on the third (3<sup>rd</sup>) Friday of each month. The fare for a one-way trip is \$1.00 for riders 59 years and under, and \$.50 for senior riders 60 years and older. Daily, weekly and monthly passes are also available.</p> <p><b>For more information:</b> visit <a href="http://www.wmatdot.com">www.wmatdot.com</a></p>	<p><b><u>Overview of Program</u></b></p> <table><tr><td><b>Service Type:</b></td><td>Public Transportation</td></tr><tr><td><b>Service Area:</b></td><td>Fort Apache Indian Reservation</td></tr><tr><td><b>Applicant Status:</b></td><td>Tribal Government</td></tr><tr><td><b>Major Funding Source:</b></td><td>5311 Funding</td></tr><tr><td><b>Annual Date Year:</b></td><td>Data Not Available</td></tr><tr><td><b>Annual Trips:</b></td><td></td></tr><tr><td><b>Annual Miles:</b></td><td></td></tr><tr><td><b>Annual Hours:</b></td><td></td></tr><tr><td><b>Vehicle Inventory:</b></td><td>2</td></tr></table>	<b>Service Type:</b>	Public Transportation	<b>Service Area:</b>	Fort Apache Indian Reservation	<b>Applicant Status:</b>	Tribal Government	<b>Major Funding Source:</b>	5311 Funding	<b>Annual Date Year:</b>	Data Not Available	<b>Annual Trips:</b>		<b>Annual Miles:</b>		<b>Annual Hours:</b>		<b>Vehicle Inventory:</b>	2
<b>Service Type:</b>	Public Transportation																		
<b>Service Area:</b>	Fort Apache Indian Reservation																		
<b>Applicant Status:</b>	Tribal Government																		
<b>Major Funding Source:</b>	5311 Funding																		
<b>Annual Date Year:</b>	Data Not Available																		
<b>Annual Trips:</b>																			
<b>Annual Miles:</b>																			
<b>Annual Hours:</b>																			
<b>Vehicle Inventory:</b>	2																		
<p><b><u>Current Coordination/Needs:</u></b></p> <p>The Fort Apache Connection is always working to identify ways of improving the transit service on the Fort Apache Indian Reservation. Rider surveys identify the current transit needs for the Fort Apache Connection. In the future, the White Mountain Apache Tribe Fort Apache Connection and the San Carlos Apache Tribe Nnee Bich'o Nii plan to connect at the Salt River Canyon to expand services for passengers who would like to visit family members or travel for work related purposes.</p>																			
<p><b><u>Unmet Needs:</u></b></p>																			

## ***Commercial Transportation Providers***

### **Taxi, Shuttle and Specialty Transportation Providers**

There are several commercial providers that provide airport shuttle, local taxi and other specialty transportation services in Gila and Pinal Counties. More specific information can be obtained by contacting the individual providers listed below. This list is not all inclusive, other providers may exist in addition to those identified below.

A Better Cab Service	Apache Junction, AZ	480-982-7433	A1 Airport Shuttle	Casa Grande, AZ	520-705-0465
Away Better Cab Service	Apache Junction, AZ	480-646-1688	Family Car Services	Payson, AZ	928-474-1910
Globe Taxi Company	Globe, AZ	928-402-8294	Pinal Connections	Casa Grande, AZ	800-427-1271
Union Cab Company	Mesa, AZ	480-303-9999	Yellow Cab	Queen Creek, AZ	480-888-8888
Wheelie W.A.V.	Eloy, AZ	480-442-1774			

### **Non-Emergency Medical Transportation**

Multiple providers (or brokers) exist to provide or facilitate Non-Emergency Medical Transportation (NEMT) for AHCCCS (Medicaid) patients. These providers are certified through the Arizona Health Care Cost Containment System (AHCCCS) and are selected for use, as needed, by health care providers serving Gila and Pinal AHCCCS Patients. More information can be obtained through the following website ([www.azahcccs.gov](http://www.azahcccs.gov)) and phone number (602-417-7670).

### **Greyhound Intercity Bus Service**

Greyhound Bus Lines maintains several stops and stations within Gila and Pinal Counties. Many are coordinated with local transit services to allow better access to local resources. More information can be obtained by calling the numbers listed below or visiting their website at [www.greyhound.com](http://www.greyhound.com).

#### **Current stops include:**

Apache Junction, AZ	Chevron Station	3940 S Ironwood Dr.	800-231-2222
Coolidge, AZ	Coolidge Transit Terminal	395 W Palo Verde Ave.	800-231-2222/520-723-7195
Coolidge, AZ	Central Arizona College	8470 N Overfield Rd.	800-231-2222
Eloy, AZ	Love's Travel Stop	5000 N Sunland Gin Rd.	800-231-2222
Florence, AZ	Pinal County Courthouse	135 S Pinal Pkwy.	800-231-2222
Globe/Miami, AZ	Arco AM/PM Convenience Store	2398 E US Hwy. 60	928-425-8307
Superior, AZ	Southwest 24 Hour Towing	804 W US Hwy. 60	520-689-1965

## **AMTRAK**

AMTRAK's "Texas Eagle" is a passenger train/rail service that serves South/Central Arizona with stops five days per week in Benson, Tucson, Maricopa and Yuma on the route between Chicago, Illinois and Los Angeles, California. The "Southwest Chief" is a passenger train/rail service that serves Northern Arizona, with daily stops in Winslow, Flagstaff and Kingman on the route between Chicago, Illinois and Los Angeles, California. Refer to the AMTRAK website at [www.amtrak.com](http://www.amtrak.com) or call 800-872-7245 for information on schedules, rates and traveling details.

## **3. VEHICLE INVENTORY**

The following is a vehicle inventory for the CAG and SCMPO, as reported by providers in 2021 (*unless otherwise noted*). An asterisk (\*) is placed for each vehicle that was *reported* to have been acquired from DOT, ADOT, or MAG.

### ***BeeLine Bus***

Submitted by: Kelly Brooks – Last Updated 2021 <a href="#">(Back to Profile)</a>											
		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
Vehicle	1	2014	1FDEE3FL3EDA72848	Chevrolet	Starcraft	Bus	11	2	N	Active	120,916 / Good
Vehicle	2	2015	1FDEE3FS8FDA35223	Chevrolet	Starcraft	Bus	11	2	Y	Active	109,987 / Good
Vehicle*	3	2020	1HA6GUBB6LN005671	Chevrolet	ARBOC	Bus	14	2	Y	Active	54,343 / Good

### ***Central Arizona Regional Transit (CART)***

Submitted by: Erik Heet – Last Updated 2021 <a href="#">(Back to Profile)</a>											
		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
Vehicle*	1	2014	5WEASAAN2EH787070	Int.	Max Force	Bus	32	2	Y	Active	358,219 / Adequate
Vehicle*	2	2014	5WEASAAN4EH787071	Int.	Max Force	Bus	32	2	Y	Spare	436,747 / Excellent
Vehicle*	3	2018	4UZADRFD5JCKF0901	Freight	StarTrans	Bus	24	2	Y	Active	121,193 / Excellent
Vehicle*	4	2021	4UZADRFD0MCM3353	Freight	StarTrans	Bus	22	2	Y	Active	22,733 / Excellent
Vehicle*	5	2021	4UZADRFD2MCMU8649	Freight	StarTrans	Bus	22	2	Y	Active	13,393 / Excellent

## Copper Mountain Transit (formerly Cobre Valley Community Transit)

Submitted by: Katie Dwoznik – Last Updated 2021

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		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
Vehicle*	1	2006	1FDXE45S16DB15656	Ford	E450	Bus	15	1	Y	Active	168,022 / Fair
Vehicle	2	2009	1FTDS34L39DA59714	Ford	(High-Top)	Van	8	1	Y	Spare	81,287 / Fair
Vehicle*	3	2010	2D4RN4DE7AR282556	Dodge	Grand Caravan	Van (DAR)	6	1	Ramp	Spare	181,094 / Good
Vehicle*	4	2010	2D4RN4DE5AR282510	Dodge	Grand Caravan	Van (DAR)	6	1	Ramp	Spare	163,895 / Good
Vehicle*	5	2013	1GB6G5BG3D1146085	Chevy	Express 4500	Bus	14	2	Ramp	Active	179,380 / Fair
Vehicle*	6	2019	2C7WDGBG5KR801102	Dodge	Grand Caravan	Van (DAR)	6	1	Ramp	Active	21,720 / Excellent
Vehicle*	7	2019	HA6GUBB4LN005572	Chevy	ARBOC SOF	Bus	14	2	Ramp	Active	25,017 / Excellent
Vehicle*	8	2019	2C7WDGBG9KR801152	Dodge	Grand Caravan	Van (DAR)	6	1	Ramp	Active	14,738 / Excellent
<b>DISPOSING</b>											
		2010	AGB9G5AG9A1136199	Chevy	Arboc Spirit	Bus	14	2	Y	Retired	207,035 / Poor
		2010	1GB9G5AG3A1103909	Chevy	Arboc Spirit	Bus	14	2	Y	Retired	235,912 / Poor
		2013	1GB6G5BG1D146067	Chevy	Express 4500	Bus	15	2	Ramp	Retired	178,213 / Dead

## Cotton Express

Submitted by: Erik Heet – Last Updated 2021

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		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
Vehicle*	1	2009	1GBK6316X91133448	Chevy	G450	Bus	19	2	Y	Active	262,845 / Adequate
Vehicle*	2	2009	1GBKG316591133129	Chevy	G450	Bus	19	2	Y	Active	236,351 / Adequate
Vehicle*	3	2009	1GBKG316491133543	Chevy	G450	Bus	19	2	Y	Active	243,518 / Adequate
Vehicle*	5	2014	1GB6G5BGXE1107379	Chevy	G450	Bus	19	2	Y	Active	150,901 / Excellent
Vehicle*	6	2014	1GB6G5BGXE1107057	Chevy	G450	Bus	19	2	Y	Active	145,873 / Excellent
Vehicle*	7	2018	1GB9G5AG0A1108890	Chevy	G450	Bus	14	2	Y	Active	53,517 / Excellent
Vehicle*	8	2019	2C7WDGBG4KR683639	Braun	Entervan	Van	6	2	Y	Active	17,189 / Excellent

## ***Dorothy Nolan Senior Center / Give-a-Lift - Town of Florence***

Submitted by: Carolyn Ballard – Last Updated 2021

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		<i>Vehicle Year</i>	<i>VIN #</i>	<i>Make</i>	<i>Model</i>	<i>Type of Vehicle</i>	<i>Pass Capacity</i>	<i>W/C seat #</i>	<i>Lift-Y-N</i>	<i>Active or Spare</i>	<i>Miles &amp; Condition</i>
Vehicle	1	2003	1FBSS31S63HB32422	Ford	Maxi Van	Maxi Van	12	0	N	Active	72,528 / Fair
Vehicle	2	2011	1FDEE3FS2BDB21413	Ford	El Dorado	Cutaway	10	2	Y	Active	56,800 / Fair
Vehicle	3	2018	1FDEE3F60JDC27912	Ford Starc	E-350 Allstar	Cutaway	15	2	Y	Active	9,461 / Good
Vehicle	4	2020	1GAZGLFP5L1276013	Chevy	Express	Maxi Van	12	0	N	Active	2,721 / Excellent

## ***Gila River Transit***

Submitted by: Deborah Brunner – Last Updated 2019

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		<i>Vehicle Year</i>	<i>VIN #</i>	<i>Make</i>	<i>Model</i>	<i>Type of Vehicle</i>	<i>Pass Capacity</i>	<i>W/C seat #</i>	<i>Lift-Y-N</i>	<i>Active or Spare</i>	<i>Miles &amp; Condition</i>
Vehicle	1	2007	1FDWE35S07DA99151	Ford	Aerolite	Bus	15	1	Y	Spare	80,063 / Good
Vehicle	2	2015	1GB6G5BG7F1121340	Chevy ARBOC	Spirit of Mobility	Bus	28	2	Ramp	Active	58,553 / Good
Vehicle	3	2015	1GB6G5BG0F1121065	Chevy ARBOC	Spirit of Mobility	Bus	28	2	Ramp	Active	52,065 / Good
Vehicle	4	2015	1GB6G5BG6F1122446	Chevy ARBOC	Spirit of Mobility	Bus	28	2	Ramp	Active	47,836 / Good
Vehicle	5	2018	1HA6GUBB8JN007211	Chevy ARBOC	Spirit of Mobility	Bus	28	2	Ramp	Active	16,751 / Very Good
Vehicle	6	2018	1HA6GUBB7JN007135	Chevy ARBOC	Spirit of Mobility	Bus	28	2	Ramp	Active	17,835 / Very Good

## Horizon Health & Wellness

Submitted by: Marsha Ashcroft – Last Updated 2021

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		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
Vehicle	1	2009	1FTDS34L19DA59713	Ford	Supreme	Off Lien	8	2	Y	Active	120,059 / Fair
Vehicle*	2	2010	1FTDS3EL2ADB00790	Ford	Supreme	5310	8	2	Y	Active	89,309 / Fair
Vehicle	3	2010	1FTDS3EL1ADA90267	Ford	Supreme	Off Lien	8	2	Y	Active	113,364 / Fair
Vehicle	4	2011	1FDEE3FS9BDB21411	Ford	E350	Off Lien	8	2	Y	Inoperable	139,003 / Poor
Vehicle*	5	2011	1FTDS3ELXBDB28550	Ford	E350	5310	8	2	Y	Active	73,969 / Fair
Vehicle*	6	2012	1FDDS3EL9CDA67530	Ford	Supreme	5310	8	2	Y	Active	104,908 / Fair
Vehicle*	7	2012	2C4RDGCG1CR353693	Dodge	Caravan	5310	7	NA	NA	Active	110,257 / Fair
Vehicle*	8	2013	1GAZG1FG1D1153945	Chevy	Express	5310	12	NA	NA	Active	126,681 / Fair
Vehicle*	9	2013	1GAZG1FGXD1153832	Chevy	Express	5310	12	NA	NA	Active	113,833 / Fair
Vehicle*	10	2013	1GAZG1FG1D1154819	Chevy	Express	5310	12	NA	NA	Active	96,960 / Good
Vehicle	11	2014	1FBNE3BL5EDA10799	Ford	E350	Agency	15	NA	NA	Active	74,726 / Good
Vehicle	12	2014	2FMGK5B83EBD42469	Ford	Flex	Agency	7	NA	NA	Active	121,274 / Fair
Vehicle*	13	2015	1GAZG1FG8F1102056	Chevy	Express	5310	12	NA	NA	Active	110,038 / Good
Vehicle*	14	2015	1GAZG1FG7F1103134	Chevy	Express	5310	12	NA	NA	Active	112,932 / Good
Vehicle*	15	2015	1GAZG1FG8F1103773	Chevy	Express	5310	12	NA	NA	Active	82,725 / Good
Vehicle*	16	2015	1GAZG1FG1F1157996	Chevy	Express	5310	12	NA	NA	Active	90,877 / Good
Vehicle*	17	2015	1GAZG1FG6F1157248	Chevy	Express	5310	12	NA	NA	Active	79,695 / Good
Vehicle*	18	2015	1FBZX2CM3FKA53189	Ford	Transit	5310	12	NA	NA	Active	63,476 / Good
Vehicle*	19	2015	2C4RDGCG5FR719501	Dodge	Caravan	5310	7	NA	NA	Active	109,001 / Good
Vehicle	20	2015	2FMGK5B80FBA23175	Ford	Flex	Agency	7	NA	NA	Active	102,418 / Good
Vehicle*	21	2016	1GAZGPFG6G1331680	Chevy	Express	5310	12	NA	NA	Active	96,024 / Good
Vehicle*	22	2016	1GAZGPFG5G1330570	Chevy	Express	5310	12	NA	NA	Active	111,743 / Good
Vehicle	23	2016	AGAZGPFG7G1333003	Chevy	Express	5310	12	NA	NA	Active	68,570 / Good



Vehicle*	24	2016	1GAZGPGF3G1333256	Chevy	Express	5310	12	NA	NA	Active	53,210 / Good
Vehicle*	25	2016	1GAZGPGF0G1333196	Chevy	Express	5310	12	NA	NA	Active	57,622 / Good
Vehicle*	26	2016	2C4RDGCG6GR378059	Dodge	Caravan	5310	7	NA	NA	Active	90,450 / Good
Vehicle*	27	2017	1GAZGPGF5H1227649	Chevy	Express	5310	12	NA	NA	Active	62,982 / Good
Vehicle*	28	2017	1FMZK1YM1HKA90642	Ford	E150	5310	7	NA	NA	Active	37,932 / Good
Vehicle*	29	2017	1FBZX2CM9HKA91030	Ford	Transit	5310	8	2	Y	Active	83,670 / Good
Vehicle*	30	2018	1GAZGPGF5J1343794	Chevy	Express	5310	12	NA	NA	Active	60,453 / Good

## The Opportunity Tree

Submitted by: Neal Hallihan – Last Updated 2021

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		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift- Y- N	Active or Spare	Miles & Condition
Casa Grande Fleet											
Vehicle	1	2015	2C4RDGBG1FR625052	Dodge	Caravan	Van	6	0	N	Active	67,646 / Fair
Vehicle	2	2016	2C4RDGBGXGR278709	Dodge	Caravan	Van	6	0	N	Active	69,819 / Fair
Vehicle	3	2017	5TDKZ3DC5HS898950	Toyota	Sienna	Van	8	0	N	Active	80,873 / Fair
Vehicle	4	2017	2C4RDGBG9HR548790	Dodge	Caravan	Van	6	0	N	Active	45,069 / Excellent
Vehicle	5	2017	1FBZX2CM5HKB08809	Ford	Transit 350	Van	12	4	Y	Active	61,009 / Good
		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift- Y- N	Active or Spare	Miles & Condition
Casa Grande Fleet (Continued)											
Vehicle	6	2017	5TDKZ3DCXHS880654	Toyota	Sienna	Van	8	0	N	Active	50,407 / Excellent
Vehicle	7	2017	1FBZX2CM4HKB08798	Ford	Transit 350	Van	12	4	Y	Active	46,036 / Excellent
Vehicle	8	2018	5TDKZ3DC9JS907705	Toyota	Sienna	Van	8	0	N	Active	53,175 / Excellent
Vehicle	9	2018	1FBZX2CM2JKA17907	Ford	Transit 350	Van	12	4	Y	Active	53,937 / Excellent
Vehicle	10	2018	5TDZZ3DC7JS950020	Toyota	Sienna	Van	7	1	Y	Active	44,673 / Excellent
Vehicle	11	2019	3N1AB7AP6KY227370	Nissan	Sentra	Car	4	0	N	Active	26,971 / Excellent

Vehicle*	12	2019	2C6WDGBGXJR802956	Dodge	Entervan	Van	6	2	Y	Active	7,215 / Excellent
<b>Maricopa Fleet</b>											
Vehicle	13	2016	NM0GS9E71G1245796	Ford	Transit Connect	Van	6	0	N	Active	87,921 / Fair
Vehicle	14	2017	2C4RDGBG01HR564294	Dodge	Grand Caravan	Van	7	0	N	Active	58,874 / Good
Vehicle	15	2017	1FDZX2CM6HKA31729	Ford	Transit 350	Van	12	4	Y	Active	31,881 / Excellent
Vehicle	16	2017	2C4RDGBG2HR563096	Dodge	Caravan	Van	7	0	N	Active	65,122 / Fair
Vehicle	17	2017	2C4RDGBG1HR640556	Dodge	Caravan	Van	7	0	N	Active	39,824 / Good

## ***Payson Senior Center***

Submitted by: Kelly Brooks – **Last Updated 2021**

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		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
Vehicle*	1	2008	1GNDV23W98D206735	Chevrolet	DLS	Van	7	0	N	Spare	47,461 / Poor
Vehicle*	2	2010	5TDKK4CC2AS301206	Toyota	SCL	Van	7	0	N	Active	49,335 / Good
Vehicle*	3	2011	1GAZG1FG6B1190597	Chevrolet	Express	Van	12	0	N	Spare	54,420 / Good
Vehicle*	4	2012	2C4RDGCG4CR353705	Dodge	Grand Caravan	Van	7	0	N	Active	51,680 / Good
Vehicle*	5	2012	2C4RDGBG3CR281333	Dodge	AmeriVan	Van	5	1	N	Active	49,506 / Good
Vehicle*	6	2017	1GNKVGKD4HJ265875	Chevrolet	Traverse	SUV	6	0	N	Active	55,527 / Good
Vehicle*	7	2017	2GNALCEK6H1509508	Chevrolet	Equinox	SUV	5	0	N	Active	36,386 / Good
Vehicle*	8	2018	1FMCU0GD1JUC60374	Ford	Escape	SUV	4	0	N	Active	29,933 / Good
Vehicle*	9	2019	1FBZX2CM4KKA99110	Ford	Transit350	Van	6	2	Y	Active	14,446 / Good

## Pinal County On the Go Express

Submitted by: Mary Clements – **Last Updated 2021**

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		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
Vehicle*	1	2012	1FDEE3FS3CDA62910	Ford	Supreme	Transit	8	2	Y	Spare	125,723 / Poor
Vehicle	2	2014	1FDWE3FL6EDB17821	Ford	Starcraft	Transit	8	2	Y	Active	65,220 / Good
Vehicle	3	2016	KNDMC5C17G6127748	Kia	Sedona	Van	6	0	N	Active	128,338 / Good
Vehicle	4	2017	FDVU4XG7HKA62625	Ford	E350	Transit	8	2	Y	Active	48,517 / Good
Vehicle	5	2018	1FDVU4XG4JKB30384	Ford	E350	Transit	8	2	Y	Active	34,487 / Excellent
Vehicle	6	2020	2C4RC1FGOLR183385	Chrysler	Pacifica	Van	6	0	N	Active	15,104 / Excellent
Vehicle	7	2021	2C4RC1FG7MR521849	Chrysler	Pacifica	Van	6	0	N	Active	5,007 / Excellent

## Pinal Hispanic Council

Submitted by: Tanya Cruz – **Last Updated 2021**

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		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
Vehicle	1	2010	5TDKK4CC3AS302316	Toyota	Sienna	Van	7	N/A	N	Active	161,821 / Good
Vehicle	2	2010	5TDKK4CC4AS302017	Toyota	Sienna	Van	7	N/A	N	Active	169,458 / Fair
Vehicle <sup>1</sup>	3	2010	2D4RN3D13AR335678	Dodge	Grand Caravan	Van	7	N/A	N	Active	140,406 / Fair
Vehicle <sup>1</sup>	4	2010	2A4RR2D18AR405892	Chrysler	Town & Country	Van	7	N/A	N	Active	130,641 / Fair
Vehicle <sup>1</sup>	5	2010	2D4RN4DEXAR406318	Dodge	Grand Caravan	Van	7	N/A	N	Active	88,070 / Fair
Vehicle	6	2012	2C4RDGCG0CR353734	Dodge	Grand Caravan	Van	7	N/A	N	Active	137,257 / Good
Vehicle	7	2012	2C4RDGCG2CR353735	Dodge	Grand Caravan	Van	7	N/A	N	Active	94,201 / Good
Vehicle	8	2013	2C4RDGBG2DR735993	Dodge	Grand Caravan	Van	7	N/A	N	Active	127,150 / Good
Vehicle	9	2014	1FBSS3BL8EDA58843	Ford/ White	E-350 15 Passenger	Van	15	N/A	N	Active	89,522 / Good
Vehicle <sup>1</sup>	10	2014	1FBSS3BL9EDA36527	Ford/ Red	E-350 15 Passenger	Van	15	N/A	N	Active	84,891 / Good

Vehicle	11	2015	2C4RDGCG9FR635570	Dodge	Grand Caravan	Van	7	N/A	N	Active	120,529 / Good
Vehicle <sup>1</sup>	12	2015	2C4RDGCG0FR635571	Dodge	Grand Caravan	Van	7	N/A	N	Active	110,567 / Good
Vehicle	13	2015	2C7WDGBG9FR702952	Dodge	Caravan	Van	7	2	Ramp	Active	63,270 / Good
Vehicle <sup>1</sup>	14	2015	2C4RDGCG0FR722936	Dodge	Grand Caravan	Van	7	N/A	N	Active	63,194 / Good
Vehicle	15	2016	2C4RDGBG7GR250379	Dodge	Grand Caravan	Van	7	N/A	N	Active	72,833 / Excellent
Vehicle	16	2016	2C4RDGCG2GR378060	Dodge	Grand Caravan	Van	7	N/A	N	Active	80,687 / Excellent
Vehicle	17	2016	1GAZGPF5G1331220	Chevy	12 Passenger	Van	12	N/A	N	Active	66,309 / Excellent
Vehicle	18	2017	1FMZK1YM0HKB18446	Ford	Transit T-150	Van	8	N/A	N	Active	58,217 / Excellent
Vehicle	19	2017	1FMZK1YM2HKB18447	Ford	Transit T-150	Van	8	N/A	N	Active	49,178 / Excellent
Vehicle	20	2019	2C4RDGBG1KR729969	Dodge	Grand Caravan	Van	7	N/A	N	Active	6,911 / Excellent
Vehicle	21	2019	2C4RDGBG8KR729967	Dodge	Grand Caravan	Van	7	N/A	N	Active	20,155 / Excellent
Vehicle	22	2020	2C4RDGBG3LR227269	Dodge	Grand Caravan	Van	7	N/A	N	Active	14,301 / Excellent

<sup>1</sup> Vehicles are in the Southeastern Association of Governments Organization (SEAGO) Region – (Nogales and Douglas).

## ***San Carlos Apache Tribe - Nnee Bich'ó Nii Transit***

Submitted by: Bernadette Kniffin – Last Updated 2021

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		<i>Year</i>	<i>VIN</i>	<i>Make</i>	<i>Model</i>	<i>Type of Vehicle</i>	<i>Pass Capacity</i>	<i>W/C Seat#</i>	<i>Lift Y-N</i>	<i>Active or Spare</i>	<i>Miles &amp; Condition</i>
Vehicle	1	2008	1FBNE31L68DB40208	Ford	E-350 Econo	Van	11	0			417,388 / NA
Vehicle	2	2008	1FBSS31L58DA80496	Ford	Econo - LG	Van	14	0			372,914 / NA
Vehicle	3	2008	1FBNE31L44HA20572	Ford	Econo – SM	Van	11	0			315,835 / NA
Vehicle	4	2008	1FBSS31L95HB12760	Ford	Econo - LG	Van	11	0			318,126 / NA
Vehicle	5	2009	1FBSS31L69DA89421	Ford	BS Van	Van	9	0			49,432 / NA
Vehicle	6	2011	1GAZG1FA7C1184546	Chevy	Express	Van	11	0			510,633 / NA
Vehicle	7	2012	1GCIKVC7CF207409	Chevy	2500 HD	Truck	6	0			216,829 / NA
Vehicle	8	2012	1GCIKVG3GF209125	Chevy	2500 HD	Truck	6	0			153,852 / NA
Vehicle	9	2013	1FDD53EL9DDB22866	Ford	E-350	Van	8	2			34,736 / NA
Vehicle	10	2013	1FDD53EL0DDB22867	Ford	E-350	Van	8	2			35,625 / NA
Vehicle	11	2015	1FDFE4FS1FDA12277	Ford	Starcraft	Bus	24	4			246,450 / NA

Vehicle	12	2015	1FVACWDT1GHHD2056	Champion	Defender	Bus	32	4			253,153 / NA
Vehicle	13	2017	1FBZX2CM3HKA03170	Ford	Transit Work -350	Van	10	2			103,996 / NA
Vehicle	14	2017	1FBZX2CM7HKA03169	Ford	Transit Work – 350	Van	10	2			72,977 / NA
Vehicle	15	2018	1FTEX1CB2JKF16578	Ford	F-150	Truck	6	0			18,291 / NA
Vehicle	16	2018	1FM5K7B8XJGC74807	Ford	Explorer	SUV	5	0			40,778 / NA
Vehicle	17	2018	1FM5K788JGC74806	Ford	Explorer	SUB	5	0			29,703 / NA
Vehicle	18	2018	3FA6P0G78JR167741	Ford	Fusion	Car	5	0			24,611 / NA
Vehicle	19	2019	1FDFE4FS8KDC56020	Ford	Econoline	Bus	14	0			174,754 / NA
Vehicle	20	2019	1FDFE4FS1KDC56019	Ford	Econoline	Bus	14	0			109,850 / NA
Vehicle	21	2019	1FDFE4FSXKDC56021	Ford	Econoline	Bus	14	0			66,355 / NA
Vehicle	22	2019	4UZADRFC6LCLZ8215	Champion	Defender	Bus	32	0			35,292 / NA
Vehicle	23	2019	1FDAF5GY3KDA21136	Ford	F-550	Bus	24	0			9,912 / NA
Vehicle	24	2021	1FDAF5GY8KEF41875	Champion		Bus	NA	NA			31,278 / NA
Vehicle	25	2021	1FDAF5GY1KEF41877	Champion		Bus	NA	NA			20,053 / NA
Vehicle	26	2021	1FDAF5GYXKEF41876	Champion		Bus	NA	NA			14,549 / NA
Vehicle	27	2021	1FDAF5GY5KDA19212	Champion		Bus	NA	NA			13,825 / NA
Vehicle	28	2021	4UZADRFC0MCMX6781	Champion		Bus	NA	NA			4,678 / NA
Vehicle	29	2021	1FTEW1CP6LKF04029	Ford	F-150	Truck	6	0			4,150 / NA
Vehicle	30	2021	4UZADRFC2MCMX6782	Champion		Bus	NA	NA			3,809 / NA
Vehicle	31	2021	1FMSK7BH3MGA63018	Ford	Explorer	SUV	5	0			3,222 / NA
Vehicle	32	2021	1FMSK7BH5MGA63019	Ford	Explorer	SUV	5	0			3,201 / NA

## White Mountain Fort Apache Connection

Submitted by: Cassie Kenton-Garcia, Transit Manager – **Last Updated 2017**

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		Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift- Y- N	Active or Spare	Miles & Condition
Vehicle	1	2017	1FDFE4FS2HDC51422	Ford	Econoline	Cutaway	16	2	Y	Active	15,072 / GOOD
Vehicle	2	2017	1FDFE4FS0HDC51421	Ford	Econoline	Cutaway	16	2	Y	Active	3,245 / GOOD

### 3.1 UNMET NEEDS

To explore the unmet needs of the CAG and Sun Corridor MPO Regions, local transit providers were asked through a survey conducted by the Region, how many of their clients were unable to transport themselves and dependent upon some sort of public transportation.

On average, 80% of the clients & riders of the local transit providers were estimated to be transit dependent. The American Community Survey five-year estimates for 2015-2019 noted in section 2.2, table 4 report that 4.2% of households in Pinal County and 5.9% of occupied households in Gila County have no vehicle available. In addition, it is also reported that 15%, on average, required the daily use of a wheelchair or specially equipped van to fully utilize services in their communities. Collectively this average aligns very closely with the American Community Survey disability estimates discussed in section 2.2 and tables 9 & 11, which indicated 15.4% of residents in Pinal County and 21.5% of residents had some type of disability.

Providers also reported that unmet needs include; service gaps, lack of vehicular resources, and inadequate funding to meet the needs of the region. In response to the last survey conducted, every agency expressed a need for new vehicles within the next three (3) years. Plans to enhance or expand services often were limited due to financial constraints. When funding is reduced, agencies are forced to cut services or lessen their quality of service in order to continue operations.

Twenty-five percent (25%) of respondents reported issues with riders/clients/customers getting access to their service sites. Approximately eighty-eight percent (87.5%) of those responding to the survey stated that additional public transit options and/or transportation resources outside of their agency would be helpful to their clients and the communities they served.

Agencies that have expressed an interest and need of funding to either replace a vehicle, expand current fleet, for preventative maintenance, or any other eligible activity within the 5310 program, have been listed below for the upcoming fiscal years:

Agency	Description Request	Fiscal Year	Federal Share \$	Local Match \$	Estimated Amount \$
Central Arizona Governments	Regional Mobility Management	FY22	\$110,000	\$27,500	\$137,500
	Regional Mobility Management	FY23	\$110,000	\$27,500	\$137,500
Payson Senior Center	Preventative Maintenance	FY22	\$6,000	\$1,500	\$7,500
	Operations	FY22	\$25,000	\$25,000	\$50,000
GRAND TOTAL:			\$251,000	\$81,500	\$332,500

Updated 2021 awards for the region, including CARES Act Emergency Relief funds, is noted in the table below:

Agency	Description (For Vehicles – Replacement or Expansion)	Match Ratio	Federal Award \$	Local Match \$	Total Award \$
Central Arizona Governments	Regional Mobility Management – YR 2	80%	\$49,444	\$12,361	\$61,805
	CARES Act Emergency Relief	100%	\$35,556	\$0	\$35,556
Payson Senior Center	CARES Act – Operations	100%	\$4,553	\$0	\$4,553
	Operations – YR 1	80%	\$7,947	\$7,947	\$15,894
	Preventative Maintenance – YR 1	80%	\$6,000	\$1,500	\$7,500
Pinal Hispanic Council	Preventative Maintenance – YR 1	80%	\$10,000	\$2,500	\$12,500
<b>GRAND TOTAL:</b>			<b>\$113,500</b>	<b>\$24,308</b>	<b>\$137,808</b>

## 4. CONDITIONS ASSESSMENT

### 4.1 GENERAL ASSESSMENT OF CURRENT CONDITIONS

Personal and political preferences have long favored the independence and convenience of the personal automobile, with the exception of many first-time drivers, low-income residents, and those for whom driving is a challenge - due to age and/or ability. But, because developing and sustaining public transit programs is a difficult proposition outside the most densely populated areas, many residents of Gila and Pinal counties continue to rely heavily on privately-owned transportation.

The lack of public transit systems in the CAG & SCMPO Regions place a heavy burden on human service agencies trying to provide services to their clients in these areas. In response many, if not all of them, have established some form of supplemental transportation program to get their clients to and from medical appointments, education & work training programs, grocery stores and other necessary destinations. As the name implies, client-based transportation programs are designed to serve community members who meet one or more eligibility parameters defined by federal requirements or the agency providing the service. These parameters include developmental disabilities (DD), serious mentally illness (SMI), court-ordered treatment, a behavioral health diagnosis, low-income, age, and so forth. As helpful as these services are to their clients, they provide limited or no benefit to other members of the community.

This fractured approach to transportation services makes it difficult to develop economy-of-scale savings or program efficiencies like ridesharing and vehicle-sharing programs. This leaves many public and private providers to deal with their own transportation issues in the most-costly ways possible. It also puts many human service agencies in the position of operating a supplemental program that is outside the bounds of their area of expertise or the focus of their services. Despite these difficulties, many of these agencies choose to operate transportation programs for the good of their clients.



All public and private providers in the CAG/SCMPO regions are regularly encouraged to have drivers attend formal Passenger Assistance, Safety and Sensitivity (PASS) training. PASS training is the recognized industry standard when it comes to ensuring that passengers are transported in the safest, most sensitive and careful manner possible. Because many of the local providers rely on volunteers, and have a high driver turnover, the need for better access to training continues to be a priority. One of the goals established by the Gila-Pinal Rides Committee is to improve driver's training opportunities by sponsoring more regional training classes and emphasizing the need for more trainers to serve the CAG/SCMPO regions.

As difficult as it is to provide transportation services in Gila and Pinal counties, the world-wide impacts associated with the COVID-19 Pandemic have made it even more problematic. Since March of 2020, government restrictions, business closures and layoffs, supply chain shortages, health & safety concerns, travel restrictions, and many other factors have led to a sharp & sudden reduction in ridership and the need for changes to operational policies and increased vehicle maintenance to preserve the health & safety of staff and riders. It is impossible to determine what all the short and long-term effects will be as a result of this pandemic but it's safe to say providing transportation services for all that need the services will be even more difficult and more expensive in the near future.

## **4.2 PERFORMANCE DATA**

The 5310 human service transit agencies reporting have made approximately 57,800 one-way trips during the last year to transport elders (60 years and older) and/or people who have a disability. That same group traveled approximately 531,171 in-service miles with the average tip at 9.19 miles.

The impacts associated with the COVID-19 pandemic, resulted in a dramatic reduction in ridership and trips, however, have seen a slight increase throughout 2021, inching closer to normal levels.

## **4.3 GAPS IN SERVICE**

Recent studies in both Gila County and the Sun Corridor MPO helped to identify current gaps in service. The gaps in service include the following areas (in no particular order):

- Central Gila County
- Greater Payson area
- Greater Globe / Miami area
- Eastern Pinal County (Rural areas)
- Western Pinal County (Urban areas)
- Circulator systems in Casa Grande, Eloy, Arizona City, and Florence
- Commuter service to the Phoenix metro area

In addition, no agency responding to the survey stated that they currently contract with other agencies or organizations to transport clients. Encouragement to explore the viability of ride and vehicle sharing between agencies and commute programs for employers will continue to be offered.

Some agencies stated that they are experiencing problems with current methods of transporting clients/passengers to the requested site or service. The primary reasons are limited access to local flexed routes and the need for additional capital resources. Some respondents have waiting lists for individuals who have no way of getting to services.

Increased health and safety concerns have only intensified these problems.

#### **4.4 REDUNDANCIES IN SERVICE**

No respondents to the survey suggested that redundancies in services existed within the Region.

#### **4.5 ORGANIZATIONAL CAPACITY**

In 2021, 148 reported vehicles served the 486,339 residents living in an area of more than 10,000 square miles in and around the CAG and SCMPO Region. Transit providers in this Region have a wide range of clients and trip purposes, however transporting riders for short trips, in small communities and towns can make some vehicles appear less efficient. As noted in the Provider Profiles, in Section 2.4, the primary purpose for providing transportation is to assist residents with counseling, mental health appointments, congregate nutrition (mid-day group meals), home-delivered meals, job placement, residential care, trips to senior centers, supporting employment and volunteer opportunities. In the CAG and SCMPO Region, vehicles having the capacity to transport residents with wheelchairs are in the minority. While 62 vehicles were identified capable of transporting someone in a wheelchair, the remaining 91 vehicles in the regional fleet were not.

The breakout reported then for vehicles with wheelchair tie downs is as follows:

Vehicles with No Tie Downs for Wheelchairs	91
Vehicles with 1 Tie Down for a Wheelchair	9
Vehicles with 2 Tie Downs for Wheelchairs	47
Vehicles with 4 Tie Downs for Wheelchairs	6

#### **4.6 PARTNERSHIPS & COORDINATION ACTIVITIES**

The Gila-Pinal Rides Transportation Coordination Committee is the steering committee for transit coordination issues within the CAG and SCMPO Region. This steering committee is comprised of transit providers and stakeholders from Gila and Pinal Counties and meets six times a year (bi-monthly).

Each meeting focuses on provider updates to provide insight, harvest best practices, and determine where coordinated efforts can be enhanced among the active group within the region. The Committee, in turn, will measure their activities with the goals and future of coordination in the CAG and SCMPO Region. Primary goals were identified as well as recommendations to enhance regional training efforts and reach out to transportation stakeholders currently using, directly or indirectly,

5310 and 5311 transportation resources. Additional details regarding program goals are noted in Section 7 – Priorities, Goals & Objectives.

Public private partnerships are always being explored where feasible for special needs transportation with organizations such as Age Friendly Arizona, Waymo, Uber, Lyft and others. Private companies are having discussions around service to clients who have a wide variety of mobility challenges.

Technology companies are becoming extremely innovative in the development of computer and smart phone applications that streamline everything from the client intake process to the reporting of trips, miles, and service hours. In the future, area agencies hope to partner with the FTA, who is open to, and assists with, the funding of projects that bring efficiency to the mobility on-demand process. As part of the coordination among transit providers, Table 17 provides the proposed 2022 Gila-Pinal Rides Transportation Coordination Committee meeting schedule for the calendar year.

Meetings are scheduled to allow time for discussions on everyday transit needs, barriers, and opportunities. As has been the case for much since the COVID pandemic started, these meetings are scheduled to be held using virtual platforms. Meeting dates, times and formats are subject to change.

<b>Table 17: Gila-Pinal Rides Transportation Coordination Committee 2022 Proposed Meeting Schedule</b>		
<b>Date</b>	<b>Time</b>	<b>Location</b>
Wednesday - January 19, 2022	10:00 AM	Virtual Meeting / TBD
Wednesday - March 16, 2022	10:00 AM	Virtual Meeting / TBD
Wednesday - May 18, 2022	10:00 AM	Virtual Meeting / TBD
Wednesday - July 20, 2022	10:00 AM	Virtual Meeting / TBD
Wednesday - September 21, 2022	10:00 AM	Virtual Meeting / TBD
Wednesday - November 16, 2022	10:00 AM	Virtual Meeting / TBD

#### **4.7 STUDIES – IN PROGRESS AND RECENTLY COMPLETED**

##### **The Central Arizona Regional Transit (CART) Route Optimization Study**

Kicked-off in December 2021, the goal of the CART Route Optimization Study is to explore methods of increasing ridership while decreasing the cost of the system. As part of the Study, recommendations will be developed to increase the efficiency of the routes, decrease the administrative burden, and in the create and use of effective marketing materials. The study is expected to be completed in June of 2022 with the anticipation of summarizing the results for the FY2023 update of this plan.

##### **The Pinal County Transit Governance Study**

CAG, after consulting with Pinal County, the Pinal Regional Transportation Authority (PRTA) and local providers, commissioned Nelson/Nygaard Consulting Associates to conduct the Pinal County Transit Governance Study to identify an institutional structure that would improve coordination and connectivity of transit programs within Pinal County. The study will provide a comprehensive guide to enhance transit services and design investment strategies that make best use of available federal,

state, regional, and local resources. The study will evaluate transit governance models and recommend a framework to guide future governance, management, and implementation of public transportation services in Pinal County. The analysis will include recommendations on how existing and future public transportation services can coordinate and collaborate on service delivery as well as how the region should manage, structure, and oversee public transportation service development. For more information, please visit: <http://www.cagaz.org/Departments/tpt/pctransitstudy.html>

### **The Gila County Transit Governance Study**

CAG, in cooperation with Gila County and local providers, commissioned AECOM Consulting to conduct the Gila County Transit Governance Study to identify an institutional structure that will improve coordination and connectivity of transit programs within Gila County. The study will provide a comprehensive guide to enhance transit services and design investment strategies that make best use of available federal, state, regional, and local resources. The study will evaluate transit governance models and recommend a framework to guide future governance, management, and implementation of public transportation services in Gila County. The analysis will include recommendations on how existing and future public transportation services can coordinate and collaborate on service delivery as well as how the region should manage, structure, and oversee public transportation service development. For more information, please visit: <http://www.cagaz.org/Departments/tpt/transportation.html>

### **The Greater Gila County Transit Feasibility & Implementation Plan**

In January 2018, CAG completed the *Greater Gila County Transit Feasibility Study* that identified the need for expanding transit services within Gila County to allow residents to fulfill daily commuting needs that include medical, educational, shopping, recreational, and emergency travel commitments. As a second phase, the Implementation Plan proposed the execution of recommended transit improvements outlined in the Feasibility Study. For more information, please visit:

#### ***Phase I – Feasibility Study:***

[www.cagaz.org/Departments/tpt/plans/CAG\\_GilaCountyTransitFeasibilityStudy\\_FINAL.pdf](http://www.cagaz.org/Departments/tpt/plans/CAG_GilaCountyTransitFeasibilityStudy_FINAL.pdf).

#### ***Phase II – Implementation Plan:***

[www.cagaz.org/Departments/tpt/plans/CAG\\_GilaCountyTransitImplementationPlan\\_FINAL.pdf](http://www.cagaz.org/Departments/tpt/plans/CAG_GilaCountyTransitImplementationPlan_FINAL.pdf).

### **The Casa Grande Transit Development Plan**

Casa Grande is an urbanized area in Central Arizona located mid-way between the State's largest metropolitan areas of Phoenix and Tucson. Casa Grande has a long history of being the crossroads of population movements and commerce and has taken advantage of western connection via Interstate 8 (I-8) to Southern California. The Transit Development Plan (TDP) is an undertaking that prepared the City for expansive growth accompanying economic advantages associated with the Sun Corridor, an emerging megapolitan area arising from dynamic confluence of social and economic forces extending through the central portion of Arizona from Nogales on the Arizona-Mexico International Border to Prescott in Yavapai County. For more information, please visit: [www.casagrandeaz.gov/casa-grande-transit-study-development-plan-2/](http://www.casagrandeaz.gov/casa-grande-transit-study-development-plan-2/).

### **The Eloy Transit Feasibility Study**

Eloy's central location in the Sun Corridor Region places it in a prime position in the emerging transportation hub near the nexus of I-8, Interstate 10 (I-10), future North-South Corridor, Union Pacific rail line, and aviation facilities. Economists predict these facilities will stimulate significant growth in Eloy as a major employment center and continued growth in the residential population. Creating a transit system in the City of Eloy will help build on the numerous diverse opportunities that attract people to the area, enhance mobility within the City, improve quality of life for residents, and further develop multimodal regional connectivity. For more information, please visit: [www.scmpo.org/eloytransit/](http://www.scmpo.org/eloytransit/)

## **5. TRIP GENERATORS**

Transit is a public service. Similar to schools, utilities, libraries, roads, and parks, transit provides a life necessity – transportation. For those who cannot, or choose not to drive a car, transportation provided by public operators, non-profits, volunteers, or private companies gets them to work, school, doctors, grocery stores, and other necessary destinations. Everyone in America, no matter the age, ability, income, or race, deserves the opportunity to live somewhere affordable, convenient, beautiful, and safe. America's towns and cities deserve investment, stewardship, and a supportive, thriving population. Creating the places that make this possible is a "Smart Growth" approach to community development.

According to the Smart Growth America website, smart growth means: Reinvesting in America's downtowns and Main Streets, the economic engines of big cities and small towns alike; Creating homes for families of all income levels alongside one another; Diversifying our transportation system so Americans have a choice in how they get around; Building streets that are safe for people walking, bicycling or using a wheelchair, as well as driving; and Reimagining the places we have already built and protecting our open green spaces for generations to come. For more information on Smart Growth America, visit their website at [www.smartgrowthamerica.org](http://www.smartgrowthamerica.org).

See agency profiles in this Plan to identify the top service locations, passenger origins & destinations and trip purposes for those currently generated for each Section 5310 and 5311 service provider.

## **6. IDENTIFICATION OF BARRIERS, OPPORTUNITIES, & STRATEGIES**

The following is a list of barriers, opportunities, and strategies discussed in previous Gila-Pinal Rides Committee meetings to date:

- **Barriers:**
  - Geography (Distance, unpaved roads, and difficult weather)
  - Funding (lack of political will; technical needs & connectivity)
  - Education and marketing opportunities for Human Service agencies
  - Lack of mechanics and spare vehicles when breakdowns occur
  - Insufficient driver training opportunities
  - The current inability to coordinate rides with for-profit or for-hire transportation companies

- Disasters, hi-jacking threats, or emergency preparedness
- Safety of operations – (roads and driver training)
- Employers/Employment centers unwilling to assist riders and coordination

▪ **Opportunities:**

- AZRideInfo ([www.azrideinfo.com](http://www.azrideinfo.com))
- Pinal County Transit Governance Study
- Gila County Transit Governance Study
- Regional Transportation Authority – 20-year revenue source
- Youth are more interested public transportation
- Public Private Partnerships (P3s)
- Advertising as a revenue generation
- Driverless/autonomous vehicles
- Working closely with stakeholders and local governments
- Engage local elected officials as champions for building support
- Education and marketing as it pertain to transportation & transit
- Encourage more regionally connected transit systems
- Expand transit services in Payson, Casa Grande, Florence, and Eloy communities
- Growth in Pinal County
- Promote methods or opportunities in funding bust stops and facilities for transit
- Revisit the 2011 Pinal County Transit Feasibility Study
- Improve technology, connectivity, and communication among providers and riders
- Lessons learned from Age Friendly Arizona demonstration projects
- Improve driver training (to include emergency management)

**Strategies:**

- Refer to Section 7: Priorities for more information.

***Barriers to Public Transportation***

In the recent past, one of the greatest barriers to the development and operation of a fixed route system is the distance between the residential, employment and service centers. Through coordination of existing resources and programs, one of the Pinal County Transit Feasibility Study of 2011 goals was to create a transit system that is efficient and provides an attractive alternative means of transportation. It was recommended that this be done through the existing fixed route system, with support from smaller rural transit options such as senior center transportation and local dial-a-ride services.

***Information Gap***

One of the most common barriers identified for riding public transportation is the lack of highly publicized or marketed information. Often residents do not know the various transit programs within the region that may provide multiple options for their transit needs. This would include system routes, service areas, operating hours, and system access. Although respondents suggest no overlap of services, a lack of information and coordination could result in a duplication of services. As a result

in the lack of knowledge of this subject matter, AZRideInfo ([www.azrideinfo.com](http://www.azrideinfo.com)) was created as a collaborative effort in bringing together statewide resources from transportation providers, social service organizations, nonprofits and community groups. The goal is a one-stop shop for transportation resources to increase the access for older adults' needs and to allow the opportunity for them to fully and meaningfully engage in their communities.

### ***Accessibility to Routes***

ADA requires complementary Paratransit service for residents within a reasonable travel distance of a fixed bus route. However, origin and destination data for those rides is limited. Clear barriers to these fixed routes include the hot weather, low population densities, and lack of walkable streets in rural communities. In addition, current walking distances to bus stops (origins and/or destinations) may not be achievable by all segments of the population – including the elderly and people with disabilities.

## **7. PRIORITIES, GOALS AND OBJECTIVES**

The Gila-Pinal Rides Committee identified the following Priorities, Goals and Objectives for greater and more effective Coordination among Providers in Gila and Pinal Counties. These Priorities, Goals and Objectives will guide future Plans, Studies, Strategies and Projects.

### **7.1 Operational Priorities**

1. Encourage regional agencies to improve service to the elderly, persons with disabilities, individuals and families with low income, and the general public where possible and allowed by organizational policies.
2. Encourage and Promote “best practices” for public health and safety.
3. Support continued funding of existing programs that serve areas that have limited or no public or private transportation alternatives.
4. Develop, assist and encourage programs that fill identified gaps in transportation services.
5. Encourage programs and projects to “go beyond” minimum Americans with Disabilities (ADA) requirements.
6. Encourage and promote programs that improve services by coordinating trips or engage in “vehicle-sharing” with other organizations.

### **7.2 Capital Priorities**

1. Prioritize replacement of existing program vehicles that have exceeded the ADOT identified useful life and meet at least two of the operational priorities noted above.
2. Replace existing program vehicles that have exceeded the ADOT identified useful life and meet at least one of the operational priorities noted above.
3. Prioritize fleet expansions that provide increased access, or coordinate with another 5310



agency, and meet at least two of the operational priorities noted above.

4. Support fleet expansions that identify an unmet geographic or ridership need and meet at least two of the operational priorities noted above.

### **7.3 Goals and Objectives**

#### **Goal #1 Encourage and Promote Best Practices for Public Health & Safety**

- A. Work with Federal, State and Local Transit Organizations to assemble, develop and maintain public health and safety policies and procedures for transit programs.
- B. Encourage local providers to adopt and implement public health and safety policies and procedures for transit programs.

#### **Goal #2 Develop and Maintain Plans for Mitigating Disasters, Emergencies and Significant Events**

- A. Work with Federal, State and Local Transit Organizations to assemble, develop and maintain transit plans, policies and procedures that help mitigate the effects of disasters, emergencies and significant events.
- B. Encourage local providers to adopt and implement transit plans, policies and procedures that help mitigate disasters, emergencies and significant events.

#### **Goal #3 Strengthen Existing Transit Operations and Coordination Efforts**

- A. Continue funding of existing programs that lack public or private transportation alternatives.
- B. Encourage projects that go beyond minimum ADA requirements.
- C. Focus funding on programs that improve services by coordinating trips with other organizations.
- D. Encourage agencies to serve the elderly, individuals with disabilities and the general public where allowed by organizational policies.

#### **Goal #4 Expand Transit Services to address Local and Regional Service Gaps**

- A. Support studies to determine where transit service can be enhanced by coordination, and support expansion of these services.
- B. Develop and encourage programs that address regional service gaps.
- C. Encourage Providers to develop joint or shared services that will be competitive for Federal operating assistance. Look for methods to maximize coordination such as new technologies for scheduling, performing trips and managing data collection for all providers.

#### **Goal #5 Enhance and Increase Training Opportunities**

- A. Continue sharing educational opportunities with regional providers, and advertising available courses sponsored by SEAGO, AZTA, CTAA and others.

- B. Identify key classes and stakeholders for available workshops, set up locations, frequency, and facilitators and/or trainers. Special focus on driver training and development.
- C.

**Goal #6      Expand and Promote Public Transit Information**

- A. Improve and maintain a website that includes information on available providers for local and regional services for both the general public and clients of specific programs.

**Goal #7      Improve Fleet Management and Maintenance**

- A. Maintain an appropriate fleet size to meet the needs of regional transportation providers.
- B. Support shared use agreements for backup vehicles, use of accessible vehicles, or joint use.
- C. Replace existing program vehicles that have exceeded the ADOT identified useful life and meets at least two operational priorities.
- D. Replace program vehicles that have exceeded the ADOT identified useful life and meets at least one operational priority.
- E. Support fleet expansion that provides increased access or coordination with a 5310 agency and meets two operational priorities.
- F. Support fleet expansion that identifies an unmet geographic or ridership need and meets two operational priorities.

## **8. PROJECT EVALUATION & SELECTION**

Applications will be prioritized in the region based on the evaluation and selection criteria provided in this section. Specific criteria guide the development of the Coordinated Mobility Program and are related to the federal and state goals defined for the Section 5310 program. In order to ensure fair and equitable distribution of FTA funds, the criteria listed are used as the basis for review and selection of applications for program funding.

Please note that the information submitted in the application as well as information documented in this coordination plan, as well as the applicant's previous performance using prior year's grant funds for a project (as appropriate), will all be considered when reviewing and prioritizing a funding request. This approach includes placing additional emphasis on accountability and program management on the part of the applicant in the evaluation process.

The final decision on project selection and funding will be made by ADOT. ADOT retains sole discretion in determining which projects will be funded and the amount of funds awarded to any given project.

### **Project Threshold Criteria**

Applications are first reviewed to ensure that all basic eligibility requirements are met. If an application does not meet basic threshold requirements, it may not be forwarded onto the ADOT Evaluation Review Committee for further evaluation and scoring. The threshold criteria are as follows:

- Application materials were submitted on time.
- Applicant completed all questions and attached required documentation.
- Applicant answered all questions regarding Civil Rights and attached their plan.
- Applicant attended the ADOT Section 5310 program workshop or webinar (Requirement may be waived).
- Applicant certified and verified agency eligibility requirements.
- Project(s) applied for are eligible projects per FTA guidelines.
- Project(s) applied for are consistent with and listed in this Coordination Plan.

### **Project Evaluation Criteria**

The Section 5310 application is ranked according to three main project evaluation criteria categories, with multiple subcategories, to determine an overall score for a project application. This evaluation method combined with the regional prioritization decides the final award ranking. The three main project categories are:

- Project Management;
- Coordination; and
- Project Specific Criteria.

Under Project Specific Criteria, there are three subcategories for each project: Mobility Management, Capital Equipment, and Operating. Each main category holds a percentage weight and combined make up a total application project score (totaling 100%). Subcategories are also considered and make up a category score total.

In addition, some of the selection criteria include standards that must be met for continued funding. If these criteria categories are partially met (e.g. in one part of region but not others) and an applicant is showing reasonable progress, justification can be provided for why funding should be continued. This information will be considered on a case-by-case basis.

The following is a general list of the evaluation categories and subcategories:

### ***Project Management Criteria***

- Current program sub-recipients are on track to fulfill their ADOT Contractual Exhibit A scope requirements and submitting timely project progress reports.
- Current program sub-recipients are submitting timely, complete, and accurate project reimbursement requests and expending funds during the contract period.
- New applicants have the staff, resources, and accounting systems necessary to manage federal funds.
- Applicants properly document the availability, source, and commitment of local match.

### ***Coordination Criteria***

- Participation in regional coordination activities (e.g. Gila-Pinal Rides Transportation Coordination Committee).
- Integration of coordination into transportation program activities through policies, budget, and staffing authorizations.
- Applicant's level of involvement in coordinating services or resources with other agencies.

### ***Project Specific Criteria***

- Foundation for Mobility Management; demonstrated support for mobility management among stakeholders.
- Timely and Accessible Information and Referral.
- Capital Investment Decisions.
- Regional and Sub-Regional Prioritization process in place.

### ***Capital Equipment***

ADOT is transitioning to evaluation of vehicles based on regional management of resources with the ability to maintain the necessary fleet in a state of good repair. As mobility management efforts progress, the region's ability to operate services with a minimum fleet size will result in more funds being available for other activities. Funds for expansion vehicles are limited to regions showing expansions are necessary based on an evaluation of regional vehicle resources and that vehicle-sharing agreements are in place to maximize the use of existing vehicles.

***Replacement Vehicles or Equipment:***

- Age
- Mileage
- Need Based on Maintaining Regional Fleet in a State of Good Repair
- Local Vehicle Availability and Regional Resource Utilization

***New/Expansion Service Vehicles or Equipment:***

- New/Expansion Service Needs
- Existing Fleet Capacity
- Project Ability to Enhance Regional Coordination Efforts
- Project Useful Life Sustainability

***Operations:***

- Existing Service:
  - Documentation of Need and Project Benefits
  - Project Effectiveness and Performance Indicators
  - Financial Hardship, Project Budget, Project Sustainability
- New/Expansion Service:
  - Documentation of Need and Project Benefits
  - Service Implementation Plan
  - Project Effectiveness and Performance Indicators
  - Financial Hardship, Project Budget, Project Sustainability

## 9. PLAN UPDATE INPUT PROCESS

Public participation is welcomed and encouraged by CAG and the SCMPO. There are numerous and varied techniques/activities employed to provide the opportunity for public stakeholder involvement. CAG and the SCMPO obtain input directly from the providers who responded during the annual data request for program information. When the Arizona Department of Transportation (ADOT) releases the Notice of Funding Opportunity (NOFO) for the 5310 grant cycle for providers to apply for vehicles, preventative maintenance, operations, etc., public notices are primarily sent out via newspapers, email notifications, and meeting updates to try and connect with potential new providers seeking funding for their programs. The ADOT 5310 Grant Cycle is done once for a two-year period. Since the last two-year grant cycle started October 1, 2021, a public notice for the Fiscal Year 2022 update of this was not needed. However, the Fiscal Year 2023 update will be required to be publicly noticed and will be done so in the following newspapers:

- Arizona Republic
- Casa Grande Dispatch – (Thru Tri-Valley Dispatch)
- Coolidge Examiner – (Thru Tri-Valley Dispatch)
- Eloy Enterprise – (Thru Tri-Valley Dispatch)
- Florence Reminder
- San Manuel Miner
- Copper Basin News – (Kearny Dudleyville, etc.)
- Superior Sun
- Arizona Silverbelt – (also Apache Moccasin, Copper Country News)
- Maricopa Monitor
- Payson Roundup

### Committees:

The process to review and approve this Plan's FY2022 update included input from the following committees and local stakeholders, beginning in December of 2021 and concluding in January of 2022. *The following meeting dates are set by their respective organizations and subject to change.*

- **Gila-Pinal Rides Committee Review** – December 03, 2021
- **CAG Technical Transportation Advisory Committee** – Recommend Approval of Plan Update – December 16, 2021
- **Sun Corridor MPO Technical Advisory Committee** – Recommend Approval of Plan Update – December 16, 2021
- **Sun Corridor MPO Executive Board** – Approval of Plan Update – January 11, 2022
- **CAG Management Committee** – Recommend Approval of Plan Update – January 12, 2022
- **CAG Regional Council** – Approval of Plan Update – January 26, 2022

*Refer to Appendix 1 for a complete schedule of actions related to this Plan.*

# APPENDIX



## **APPENDIX 1     DOCUMENTATION OF PLAN ADOPTION**

The following schedule is an update to the Human Services Transportation Coordination Plan. Draft Review times are approximate due to unforeseeable circumstances.

<b>TASK</b>	<b>DATE</b>
<b>Gila Pinal Rides Transportation Coordination Committee - End of Draft Review</b>	12/03/21
<b>CAG TTAC – Recommend Approval of Final Plan to Regional Council</b>	12/16/21
<b>SCMPO TAC – Recommend Approval of Final Plan to Executive Board</b>	12/16/21
<b>SCMPO Executive Board – Requesting Approval of Final Plan</b>	01/11/22
<b>CAG Management Committee – Recommend Approval of Final Plan to Regional Council</b>	01/12/22
<b>CAG Regional Council – Requesting Approval of Final Plan</b>	01/26/22
<b>Submit Approved Plan to ADOT</b>	01/27/22

## APPENDIX 2 SURVEY QUESTIONNAIRE

In the development of this Plan, the following Survey Questionnaire was distributed to transit providers, human service agencies, public agencies, and various stakeholders within the CAG/SCMPO Regions to understand attitudes, perceptions, and needs of the general population.

### Survey Questionnaire – Last Conducted in 2020 CAG/SCMPO

#### General Information:

Contact Name:

Agency, Community, or Company Name:

Street Address:

Mailing Address (if different):

City, State, Zip Code:

Telephone #:

1. Approximately, how many of the riders/clients/customers you serve are unable to transport themselves and are dependent upon some sort of public transportation assistance?

\_\_\_\_\_.

What percent of your total ridership do they represent?

\_\_\_\_\_ %

2. Approximately, how many of the riders/clients/customers you serve require the use of a mobility device (*wheelchair, scooter, walker, etc.*) and need to be transported with a specially equipped vehicle (*i.e.: a lift-equipped van with wheelchair tie-downs*)?

\_\_\_\_\_.

Are you currently able to meet the needs of these riders/clients/customers?

\_\_\_\_\_ Yes \_\_\_\_\_ No

3. How many of your current transportation vehicles need replacement and how soon?

\_\_\_\_\_ as soon as Possible?

\_\_\_\_\_ within the next 12 months?

\_\_\_\_\_ within the next 24 months?

4. Are you having any issues with riders/clients/customers getting access to your service sites (*bus stops, etc.*)?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If Yes, what should be done to fix this/these issues?

\_\_\_\_\_

5. Do you feel that additional transportation services are needed in order for your riders/clients/customers to have full access to the services of your agency and community?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If YES, what should be done to provide these additional services?

\_\_\_\_\_

6. Does your Agency's current business plan allow trip coordination with vehicle and/or trip sharing?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If not, would your Agency be open to consider vehicle or trip sharing in the future?

\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Maybe

7. Other than expanded transportation services, what could be done in your community to improve access & mobility for residents and riders/clients/customers?

8. Please add any other comments you may have in the space below: