

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.

FY 2024 Update
Year 2

DRAFT



Table of Contents

1	FTA
1	Title VI
2	Introduction
2	CAG/SCMPO Staff
5	Population by Transportation Boundary within Gila and Pinal Counties CAG
7	Gila-Pinal Rides Committee
8	5307/5310/5311 Providers
9	Planning Period
9	Development Process
10	Elements of the Plan
10	Laws and Regulations Guiding the Plan
13	Demographics
19	Trip Generators
23	Unmet Needs/Gaps in Services
25	Project Evaluation and Selection
27	Identification of Barriers, Opportunities and Strategies
28	Regional Capacity
29	Conditions Assessments
31	Studies- In Progress and Recently Completed
32	Priorities, Goals and Objectives
36	Attachment A- Provider Profiles, Commercial Transportation Providers
53	Attachment B- Vehicle Inventory
54	Survey Questionnaire

FTA

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 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 prioritize transportation services for funding and implementation.

The Central Arizona Governments (CAG) and 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 2024 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 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.

"This report was funded in part through grant[s] from the Federal Highway Administration and/or Federal Transit Administration, U.S. Department of Transportation. The contents of this report reflect the views and opinions of the author(s) who is responsible for the facts and accuracy of the data presented herein. The contents do not necessarily state or reflect the official views or policies of the U.S. Department of Transportation, the Arizona Department of Transportation, or any other State or Federal Agency. This report does not constitute a standard, specification or regulation. Trade or manufacturer's names that may appear herein because they are considered essential to the objectives of the report."

Title VI

CAG and SCMPO are committed to ensuring that no person is discriminated against on the grounds of race, color, national origin, sex, age, disability, limited English proficiency, or low- income status as provided by Title VI of the Civil Rights Act of 1964, The Civil Rights Restoration Act of 1987, Section 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act of 1990 (ADA), Executive Order 12898 (Environmental Justice), Executive Order 13166 (Limited Proficiency), Code of Federal Regulations 49 Part 21, Code of Federal Regulations 23 part 200, and Code of Federal Regulations Part 303.

CAG AND SCMPO strive to ensure nondiscrimination in all its programs and activities, whether those programs and activities are federally funded or not. As a sub-recipient of federal funding, CAG and SCMPO are responsible for initiating and monitoring Title VI activities, preparing required reports, technical assistance and training.

CAG and SCMPO's Title VI Public Participation and Implementation Plan can be found at:

<https://cagaz.org/Departments/tpt/TitleVI/TitleVI.html>
<https://www.scmpo.org/title-vi/>

INTRODUCTION

The CAG and SCMPO Region includes two Counties, Gila and Pinal. The CAG and SCMPO Region encompasses 10,170 square miles of central Arizona and is comprised of two (2) counties, seventeen (17) incorporated municipalities, and four (4) Tribal Governments. However, Pinal County is split into three primary transportation planning authorities – Central Arizona Governments (CAG), the Sun Corridor Metropolitan Planning Organization (SCMPO) and Maricopa Association of Governments (MAG). Using regular coordination meeting, participating providers identified funding, training, reporting and asset management major challenges for services in both rural and urban areas. The total population served within the CAG and SCMPO region is 473,836.

Central Arizona Governments (CAG)

CAG is a 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. 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.

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 most recent 2017-2021 American Community Survey 5-year estimate the CAG Transportation Planning Boundary population at 84,108 people.

Sun Corridor Metropolitan Planning Organization (SCMPO)

The 2010 Census determined that the City of Casa Grande had reached a population over 50,000. As a result, federal law requires that a Metropolitan Planning Organization be formed to provide transportation planning within designated boundaries. The Sun Corridor Metropolitan Planning Organization (SCMPO) was designated by Governor Jan Brewer in 2013 and incorporated in 2014. The SCMPO provides transportation planning services to the communities of Casa Grande, Coolidge, Eloy and rural portions of Pinal County, and covers 1,155 square miles, with an estimated population of nearly 113,000. Nestled between two Transportation Management Areas; Maricopa Association of Governments (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. The most recent 2017-2021 American Community Survey 5-year estimate notes the SCMPO Region’s population at 112,807 people.

Maricopa Association of Governments

The Maricopa Association of Governments (MAG) is one of six regional planning districts, or Councils of Governments (COGs), that provides a forum for local governments working together on issues that affect the lives of everyone in the greater Phoenix region. Member Agencies include 27 cities and towns, 3 Tribal Governments, Maricopa County, portions of Pinal County including Apache Junction, Florence, Maricopa, Queen Creek and the Gila River Indian Community, and the Arizona Department of Transportation. Their planning area encompasses about 10,600 square miles. MAG serves a total population of 276,921 within Pinal County.

CAG AND SCMPO TRANSPORTATION PROGRAM STAFFING

Central Arizona Governments

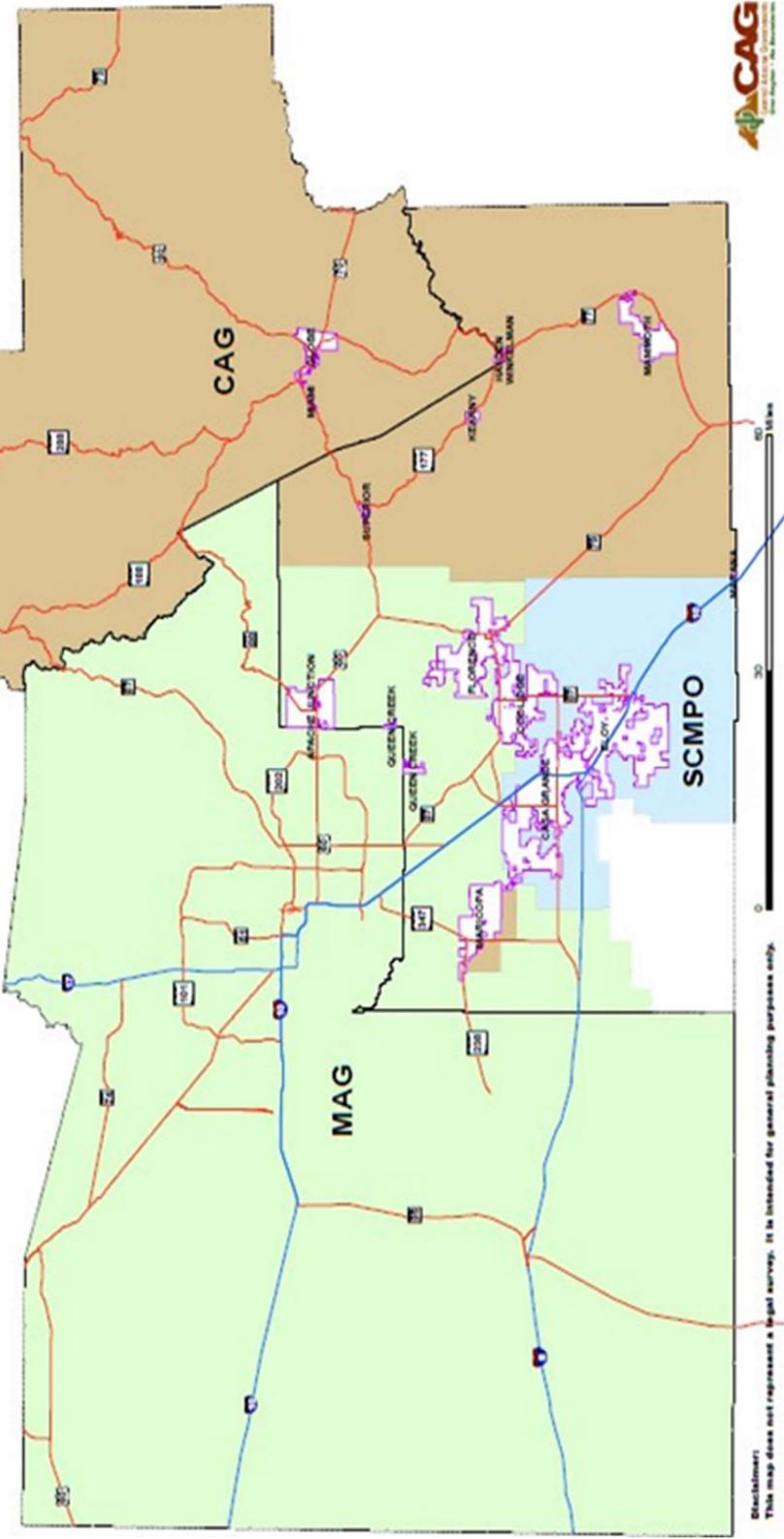
Andrea Robles Executive Director Contact Email: arobles@cagaz.org Tel: 800-782-1445	Travis Ashbaugh Transportation Planning Director Contact Email: tashbaugh@cagaz.org Tel: 800-782-1445	Zeena Gagnon Mobility Management Coordinator Contact Email: zgagnon@cagaz.org Tel: 800-782-1445
--	--	---

Sun Corridor Metropolitan Planning Organization

Irene Higgs Executive Director Contact Email: ihiggs@scmpo.org	Jason Bottjen Deputy Director Contact Email: jbottjen@scmpo.org
---	--

Current COG/MPO Transportation Planning Boundaries

- CAG Cities
- Highway
- Interstate
- County Boundary
- COG/MPO Boundaries
 - Central Arizona Governments
 - Maricopa Association of Governments
 - Sun Corridor MPO



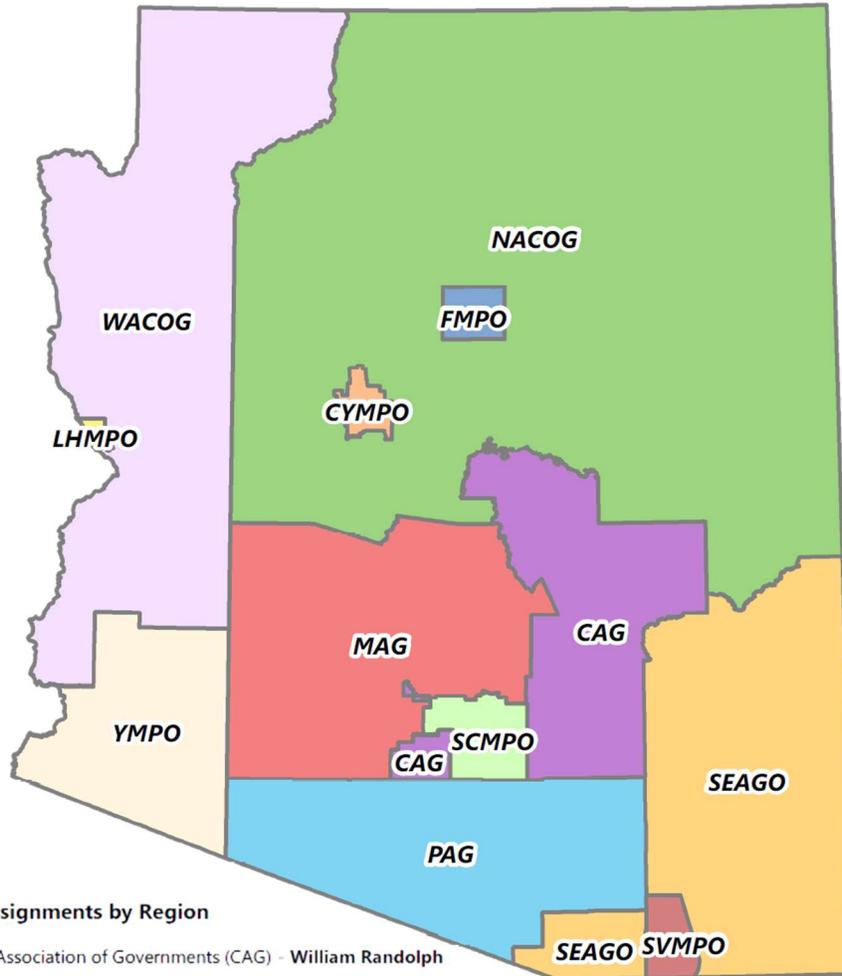
Disclaimer:
This map does not represent a legal survey. It is intended for general planning purposes only.

Table 1: Population by Transportation Boundary within Gila and Pinal Counties CAG

CAG	
Community	Population
Ak-Chin Indian Community	1,241
Gila County – (Remainder of unincorporated County)	16,814
City of Globe	7,185
Town of Hayden	374
Town of Kearny	2,198
Town of Mammoth	1,219
Town of Marana (Pinal County Portion)	0
Town of Miami	1,490
Town of Payson	16,229
Pinal County – (Remainder of unincorporated County within CAG Transportation Boundary)	23,560
San Carlos Apache Tribe – (Gila County portion)	5,938
Town of Star Valley	2,474
Town of Superior	2,679
White Mountain Apache Tribe – (Gila County portion)	2,415
Town of Winkelman	292
CAG Population Total:	84,108
SUN CORRIDOR MPO	
Community	Population
City of Casa Grande	53,488
City of Coolidge	13,347
City of Eloy	15,171
Pinal County – (Remainder of unincorporated County within Sun Corridor MPO)	30,801
Sun Corridor MPO Population Total:	112,807
MAG	
Community	Population
City of Apache Junction – (Pinal County portion)	37,743
Town of Florence	25,356
Gila River Indian Community – (Pinal County portion)	8,966
City of Maricopa	57,075
Town of Queen Creek	8,576
Pinal County – (Remainder of unincorporated County within MAG Transportation Boundary)	139,205
MAG Population Total:	276,921

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-year Estimates; Table B01003: Total Population

ADOT Regional Transportation Assignments



Assignments by Region

- Central Arizona Association of Governments (CAG) - William Randolph
- Central Yavapai Metropolitan Planning Organization (CYMPO) - Myrna Bondoc
- Flagstaff Metropolitan Planning Organization (FMPO) - Myrna Bondoc
- Lake Havasu Metropolitan Planning Organization (LHMPO) - William Randolph
- Maricopa Association of Governments (MAG) - Clem Ligocki
- Northern Arizona Council of Governments (NACOG) - Myrna Bondoc
- Pima Association of Governments (PAG) - Mark Hoffman
- Sierra Vista Metropolitan Planning Organization (SVMPO) - Mark Hoffman
- South Eastern Arizona Governments Organization (SEAGO) - Mark Hoffman
- Sun Corridor Metropolitan Planning Organization (SCMPO) - William Randolph
- Western Arizona Association of Governments (WACOG) - William Randolph
- Yuma Metropolitan Planning Organization (YMPO) - Mark Hoffman

Prepared by:
 Arizona Department of Transportation Multimodal Planning Division
 Transportation Analysis GIS Section 602.712.8591
 April 2021 (updated July 2023)

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.

GILA-PINAL RIDES COORDINATION COMMITTEE

The Gila-Pinal Rides Committee is the oversight committee for transit coordination issues within the CAG and the SCMPO Region. The committee is comprised of transit providers (5310 and 5311) and stakeholders from both Gila and Pinal Counties. The Gila-Pinal Rides Committee holds a minimum of six (6) meetings per year. The meetings function 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. Meetings are scheduled to allow time for discussions on everyday transit needs, barriers, and coordination opportunities. 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 see *Priorities, Goals and Objectives* section.

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.

Meeting times and locations also vary throughout the year. Meeting information is available on the CAG website, www.cagaz.org, and SCMPO website, www.scmppo.org. The attendees are identified in the CAG and SCMPO Regional Transit Providers shown on page 8

Gila-Pinal Rides Transportation Coordination Committee 2024 Proposed Meeting Schedule

Wednesday - January 24, 2024	10:00 AM	Virtual Meeting / TBD
Wednesday - March 20, 2024	10:00 AM	Virtual Meeting / TBD
Wednesday - May 22, 2024	10:00 AM	Virtual Meeting / TBD
Wednesday - July 24, 2024	10:00 AM	Virtual Meeting / TBD
Wednesday - September 25, 2024	10:00 AM	Virtual Meeting / TBD
Wednesday - November 13, 2024	10:00 AM	Virtual Meeting / TBD

CAG and SCMPO Region Transit Providers

CAG and the SCMPO coordinate with 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 the elderly and people with disabilities. Profiles of each of these participating providers are included at the end of this section.

5310 Providers



5311 Providers



5307 Providers



PLANNING PERIOD

Updates to the Plan take place annually. This Plan for the CAG and Sun Corridor MPO is for Fiscal Year 2024. The process to review and approve this Plan's FY2024 update included input from the following committees and local stakeholders, beginning in November of 2023 and concluding in March of 2024. The following meeting dates are set by their respective organizations and subject to change. The activities in this Plan's development were scheduled as follows:

Gila-Pinal Rides Committee Draft Review	11/15/2023
CAG TTAC Approval	2/8/2024
SCMPO TAC Approval	2/22/2024
SCMPO Executive Board Approval	3/12/2024
CAG Management Approval	3/12/2024
CAG Regional Council Approval	3/27/2024
Submit Final Document to ADOT	4/1/2024

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 re-sent 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 the appendix of this document.

PLAN UPDATE INPUT PROCESS

The Plan review process includes 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.

Public participation is welcomed and encouraged by CAG and SCMPO. There are numerous and varied techniques/activities utilized to provide the opportunity for public stakeholders' involvement. CAG and 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. A public notice for the Fiscal Year 2024 update will be placed in the following newspapers and websites throughout the Region:

- Casa Grande Dispatch
- Coolidge Examiner
- Eloy Enterprise
- Florence Reminder
- San Manuel Miner
- Copper Basin News
- Superior Sun
- Arizona Silverbelt

- Maricopa Monitor
- Payson Roundup
- www.cagaz.org
- www.scmpo.org

ELEMENTS OF THE PLAN

FTA requires that any entities applying for 5310 program funds must be identified in a coordination 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.

LAWS AND 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 in achieving the goals of the Order.

United We Ride

The CCAM developed United We Ride (UWR), 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 and has replaced the “Fixing America’s Surface Transportation (FAST) Act”.

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 be 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 IJA, 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 coordination efforts 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 on 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 IJA 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 and MPO 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.

DEMOGRAPHICS

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

Census Geography

The Census information provided is available through the 2017-2021 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 and Pinal County Populations by Location. All other estimates are based on the latest 5-year ACS data. While the population growth in Gila County has been minimal, approximately 4.3 percent since 2000, Pinal County’s population growth has been significant, increasing over 144 percent in the same timeframe.

Table 2: Gila and Pinal County Populations by Location

Gila County Communities	Population
City of Globe	7,185
Town of Hayden	374
Town of Miami	1,490
Town of Payson	16,229
San Carlos Apache Tribe – (Gila County portion)	5,938
Town of Star Valley	2,474
White Mountain Apache Tribe – (Gila County portion)	2,415
Town of Winkelman	292
Gila County – (Remainder of unincorporated County)	16,814
<u>Gila County Total Population</u>	<u>53,211</u>
Pinal County Communities	Population
Ak-Chin Indian Community	1,241
City of Apache Junction – (Pinal County Portion)	37,743
City of Casa Grande	53,488
City of Coolidge	13,347
City of Eloy	15,171
Town of Florence	25,356
Gila River Indian Community – (Pinal County portion)	8,966
Town of Kearny	2,198
Town of Mammoth	1,219
Town of Marana – (Pinal County portion)	0
City of Maricopa	57,075
Town of Queen Creek – (Pinal County portion)	8,576
Town of Superior	2,679
Pinal County – (Remainder of unincorporated County)	193,566
<u>Pinal County Total Population</u>	<u>420,625</u>

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-year Estimates; Table B01003: Total Population

Table 3: Population, Land Area & Density

	Pinal County – (5,374 Square Miles)		Gila County – (4,796 Square Miles)	
	Population	Persons/Square Mile	Population	Persons/Square Mile
AZ State 2022 (Estimates)	453,924	84.5	53,838	11.2
AZ State 2021 (Estimates)	439,128	81.7	53,525	11.2
Census 2020	425,264	79.1	53,272	11.1
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, 3.1 percent of housing units have no vehicles available, whereas Gila County has 6.4 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 higher.

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	164,281	22,306	2,850,377	129,870,928
No vehicles available	5,020	1,430	145,918	10,740,582
Percent	3.1%	6.4%	5.1%	8.3%
Median travel time to work (minutes)	31.8	20.2	24.9	26.4

Source: U.S. Census Bureau, 2017-2021 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 for 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	141,291	-	17,229	-
12:00AM - 5:59AM	41,602	29.4%	4,297	24.9%
6:00AM - 8:59AM	68,153	48.2%	9,236	53.6%
9:00AM - 11:59AM	10,319	7.3%	1,797	10.4%
12:00PM - 3:59PM	10,366	7.3%	1,148	6.7%
4:00PM - 11:59PM	10,851	7.8%	751	4.4%

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates; Table B08302: Time Leaving Home to Go to Work

Poverty Status

Gila County’s poverty rate is 19.8 percent, which is significantly higher than both the Arizona and National rates. Pinal County’s poverty rate, at 11.4 percent, is slightly lower than the Arizona and National rates.

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*	397,347	52,130	6,926,281	321,897,703
Population below poverty level	45,280	10,329	934,911	40,661,636
Percent	11.4%	19.8%	13.5%	12.6%
Population age 65+	85,050	15,082	1,232,461	51,705,664
Population below poverty level age 65+	6,662	1,372	110,992	4,938,116
Percent of people age 65+ below poverty level	7.8%	9.1%	9.0%	9.6%

**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, 2017-2021 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 lower than the national average but is only slightly lower than the Arizona average. The average unemployment rates for both Gila and Pinal Counties are higher than those of Arizona and the United States but have decreased since the previous year.

Low Income

Limited or no public transportation service to employment centers poses a significant barrier to overcoming poverty, as many individuals and 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, 12.1 percent or 51,092 people in Pinal County, and 20.0 percent or 10,573 people in Gila County, live below the poverty level. In Pinal County, 6,563 (7.2% of the total County population) of those living below the poverty level are over age 65 years of age. In Gila County, 1,194 (7.8% of the total County population) of those living below the poverty level are over the age of 65 years of age.

Table 7: Income and Unemployment

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Median household income	\$65,488	\$51,406	\$65,913	\$69,021
Percent of civilian labor force unemployed	6.4%	7.3%	5.6%	5.5%

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates; Table S1903: Median Income in the Past 12 Months (in 2021 Inflation-adjusted Dollars); Table S2301: Employment Status

Age

The Region is composed of a 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. In Gila County, the largest populations are within the 65 years of age and above. These differences in the ages of the populations are possible indications of the different transportation needs for each county within the CAG/SCMPO region.

Table 8: Population by Age Group

	<i>Pinal County</i>	<i>Gila County</i>
Under 18 years of age	94,901	10,623
Age 18 to 24 years	32,708	3,296
Age 25 to 44	110,266	10,058
Age 45 to 64	96,847	13,899
Age 65 years and older	85,903	15,335
TOTAL:	420,625	53,211

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates; Table B01001: Sex by Age

Target Populations

During the development of this Plan, demographic and travel information was collected to help determine where the focus of transit services should be. By coordinating services and developing this Plan, regional transportation providers work to improve transportation services for all residents, but specifically for special needs population that most frequently become transit-dependent, such as persons with a disability, low-income individuals and the elderly. 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 travel information were also considered.

Persons with Disabilities

For the general population, the ability to drive helps define personal mobility. For individuals with disabilities, the concept of personal mobility is much more complex. Individuals with disabilities may rely on family, friends, public transportation systems or private transportation providers.

According to the FTA, a disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment. According to the latest U.S. Census figures, 15.9 percent or 63,335 people in Pinal County have a disability and 20.6 percent or 10,760 people in Gila County have a disability. 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.

Table 9: Disability Status

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Population with a disability*	63,335	10,760	917,555	41,055,492
Percent	15.9%	20.6%	13.2%	12.6%

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

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates; Table S1810: Disability Characteristics

Disability Status

Approximately 15.9 percent of the civilian, non-institutionalized population in Pinal County has a disability. This is a slight decrease from the previous year but is still higher than the Arizona and National average. The percentage of the population with a disability in Gila County has decreased slightly from the previous year to 20.6 percent but remains higher than that of Arizona and the National rates. Table 1 breaks down the populations by disability status, type, and age group respectively.

Table 10: 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	344	1.5%	29	1.1%
Age 5 to 17 years	5,106	7.1%	388	4.9%
Age 18 to 64 years	28,906	24.4%	4,585	30.2%
Age 65 years and over	28,979	72.6%	5,758	80.2%

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

TRIP GENERATORS

Similar to schools, utilities, libraries, roads and parks, transit is a public service. 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 their 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.

See agency profiles in Attachment A to identify the top service locations, passenger origins and destinations and trip purposes for those currently generated for each Section 5310 and 5311 service providers. 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 targeted 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.

Location of Support Services

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 and Pima County areas for medical services. Transportation to and from the very rural communities of the region can be a challenge, due to transportation barriers such as distance, lack of volunteers, drivers, time and availability of services. **Table 11** describes the major medical centers in the region. These destinations are trip generators for the CAG and SCMPO region.

Table 11: Major Medical Facilities Serving the CAG and SCMPO Region

Facility	Location	
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
Chandler Regional Medical Center	Chandler	Maricopa
Cobre Valley Regional Medical Center	Globe	Gila County
Dialysis Center East	Sacaton	Pinal County
Dignity Health Medical Group	Maricopa	Pinal County
Exceptional Healthcare	Maricopa	Pinal County
Florence Hospital at Anthem	Florence	Pinal County
Fresenius Kidney Care Apache Junction	Apache Junction	Pinal County
Fresenius Kidney Care Casa Grande	Casa Grande	Pinal County
Fresenius Kidney Care Globe	Globe	Gila County
Fresenius Kidney Care Mammoth	Mammoth	Pinal County
Fresenius Kidney Care San Carlos	San Carlos	Gila County
Fresenius Kidney Care San Tan	San Tan Valley	Pinal County
Fresenius Kidney Care Western Skies	Casa Grande	Pinal County
Heart and Vascular Center of Arizona	Globe	Gila County
Hu Hu Kam Memorial Hospital	Sacaton	Pinal County
Mayo Clinic	Scottsdale	Maricopa County

Mountain Vista Medical Center	Mesa	Maricopa County
San Carlos Apache Health Care	Peridot	Graham County
Veteran’s Medical Center	Phoenix	Maricopa 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.

Table 12: Top Ten Employers			
Top Pinal County Employers		Top Gila County Employers	
	Jobs		Jobs
Pinal County	2,910	Asarco	1,370
State of Arizona	2,060	Gila County	760
Walmart	2,010	BHP Copper	650
Corecivic	1,980	Banner Health	610
Casa Grande Union High School District No 82	1,080	Walmart	570
Gila River Indian Community	810	Apache Gold Casino Resort	450
Harrahs Ak-chin Hotel and Casino	800	Globe Unified School District	420
Banner Health	770	Payson Unified School District 10	350
Fry’s Food Stores	680	United States Postal Service	310
Maricopa Unified School District	670	Matazal Hotel and Casino	290

Source: 2017 - 2021 Arizona COG/MPO Employer Database, employers with 5 or more employees

Colleges

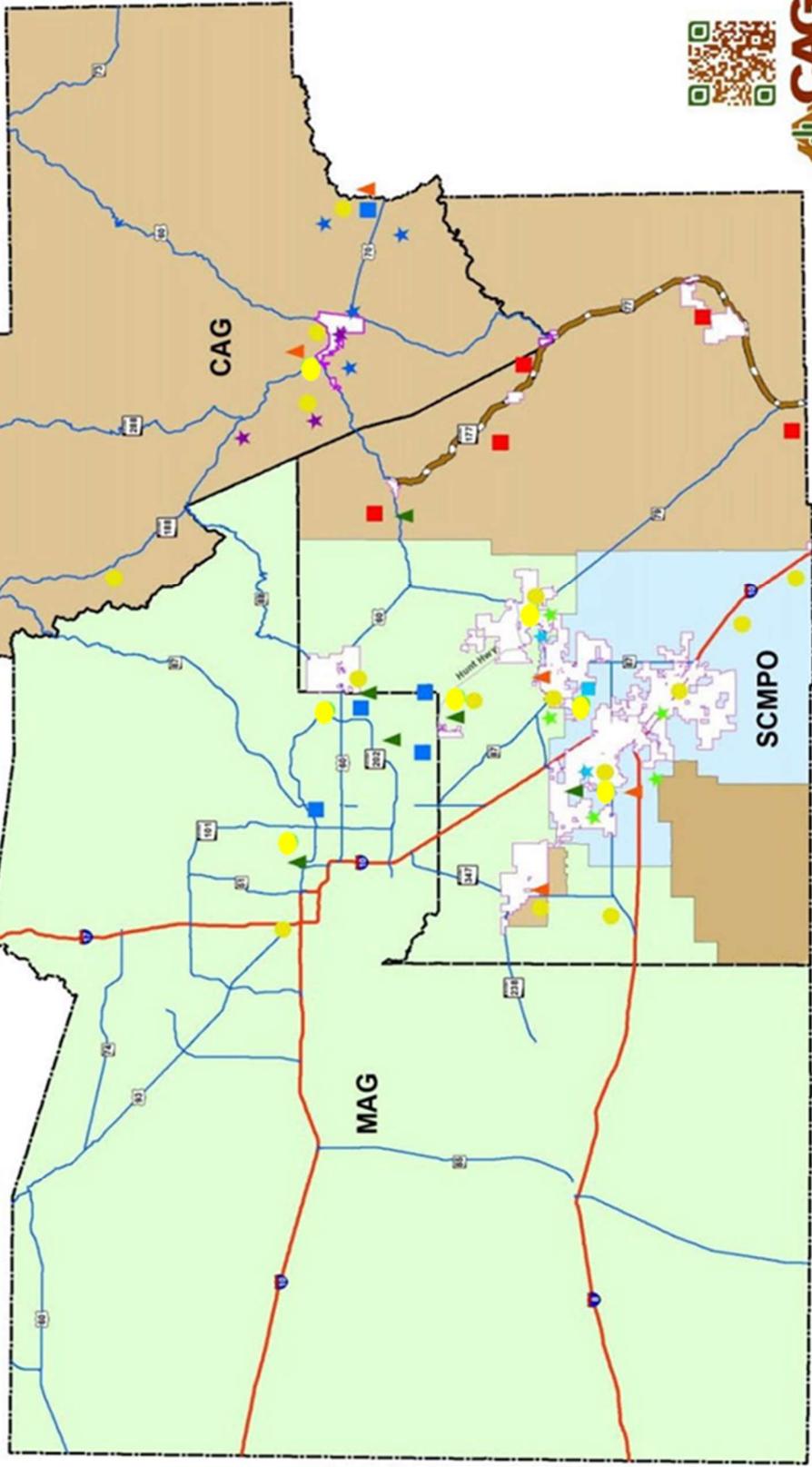
Colleges that serve the region include Central Arizona College, Gila Community College, Rio Salado College, Chandler-Gilbert Community College, Mesa Community College, Arizona State University, University of Arizona and Northern Arizona University.





Coordinated Regional Transit Service Areas

- Copper Corridor
- San Carlos Apache Nnee Bich'ó Nii Public Transit
- CAG Cities
- Payson Multi-purpose Senior Center
- County Boundary
- Cobre Valley Transit Services
- COG/MPO Boundaries
- Portable Practical Educational Preparation
- Pinal County Division of Public Health
- Horizon Health & Wellness
- Central Arizona Governments
- Maricopa Association of Governments
- Sun Corridor MPO
- Cempatico
- Central Arizona Council on Disabilities
- Pinal Hispanic Council
- Cotton Express
- Central Arizona Regional Transit



Disclaimer: This map does not represent a legal survey. It is intended for general planning purposes only.

UNMET NEEDS/GAPS IN SERVICES

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, eighty percent (80%) of the clients and riders of the local transit providers were estimated to be transit dependent. The American Community Survey five-year estimates for 2017-2021, noted in table 4, report that three-point one percent (3.1%) of households in Pinal County and five-point one percent (5.1%) of occupied households in Gila County have no vehicle available. In addition, it is also reported that fifteen percent (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 **Tables 9 and 10**, which indicated 15.9% of residents in Pinal County and 20.6% of residents had some an identified 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.

Gaps in Services

Recent studies in both CAG and the Sun Corridor MPO region 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.

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 of the lack of knowledge of this subject matter, AZRideInfo (www.azrideinfo.com) was created as a collaborative effort to bring 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 access for older adults' needs and to allow the opportunity for them to engage in their communities fully and meaningfully.

Agencies that have expressed an interest and need funding to either replace a vehicle, expand current fleet, for preventative maintenance, or any other eligible activity within the 5310 programs, 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	FY24	\$110,000	\$27,500	\$137,500
	Regional Mobility Management	FY25	\$110,000	\$27,500	\$137,500
Payson Senior Center	Replacement – 6-Pass Van w/Ramp	FY24	\$70,400	\$17,600	\$88,000
	Preventative Maintenance	FY24	\$12,000	\$2,000	\$10,000
	Preventative Maintenance	FY24	\$12,000	\$2,000	\$10,000
	Operations	FY24	\$15,000	\$15,000	\$30,000
	Operations	FY24	\$15,000	\$15,000	\$30,000
	Plus Ride Management Software	FY24	\$20,000	\$5,000	\$25,000
	Plus Ride Management Software	FY24	\$20,000	\$5,000	\$25,000
Pinal Hispanic Council	Replacement – 7-Pass Van w/ramp	FY24	\$27,826	\$6,956	\$34,782
	Replacement – 7-Pass Van (no ramp)	FY24	\$30,608	\$7,652	\$38,260
	Preventative Maintenance	FY24	\$6,400	\$1,600	\$8,000
	Preventative Maintenance	FY24	\$6,400	\$1,600	\$8,000
GRAND TOTAL:		FY24	\$147,626	\$48,156	\$195,782
		FY24	\$190,008	\$58,752	\$248,760
		FY25	\$110,000	\$27,500	\$137,500

PROJECT EVALUATION AND 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 on to 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.
- The 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 when combined makes 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

IDENTIFICATION OF BARRIER AND OPPORTUNITIES

- 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 and 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)
- Pinal County Transit Governance Study
- Gila County Transit Governance Study
- Regional Transportation Authority – 20-year revenue source
- Youth are more interested in 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 pertains to transportation and 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 bus 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)

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.

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 extreme heat or cold in some areas, 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 for all segments of the population – including the elderly and people with disabilities.

REGIONAL CAPACITY

One hundred and nineteen (119) reported or known vehicles served the 473,836 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 attachment A, 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 50 vehicles were identified capable of transporting someone in a wheelchair, the remaining 69 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 69
- Vehicles with 1 Tie Down for a Wheelchair 6
- Vehicles with 2 Tie Downs for Wheelchairs 44

Human Services Transportation Level of Service

Many human services agencies provide various forms of transportation service to their clients. The level of service provided can vary significantly from agency to agency, depending on the clients' needs, as well as 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.

CONDITIONS ASSESSMENT

GENERAL ASSESSMENT OF CURRENT CONDITIONS

The lack of public transit systems in the CAG and 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 and 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 mental 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. Many public and private providers are left to deal with their own transportation issues in the most-costly ways possible and 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.

PERFORMANCE DATA

The 5310 human service transit agencies reporting have made approximately 59,983 one-way trips during the last year to transport elderly (60 years and older) and/or people who have a disability. That same group traveled approximately 578,248 in-service miles with the average trip at 9.64 miles.

As difficult as it was to provide transportation services in Gila and Pinal Counties during the COVID-19 pandemic, ridership levels have been steadily increasing and are nearly back to the pre-pandemic levels. Due to the pandemic, there was also an increase in reviewing and updating operational policies, safety policies and maintenance schedules.

STUDIES – IN PROGRESS AND RECENTLY COMPLETED

Regional Studies in Progress

Pinal County Mobility Gap Analysis

CAG was recently awarded transit planning funds to begin conducting the Pinal County Coordinated Mobility Gap Analysis. The primary purpose of the Analysis is to increase the understanding of the transportation needs of the elderly and disabled populations in Pinal County by reassessing current 5310 and similar transportation providers, identifying the gaps between current services and needs, and prioritize strategies to address those identified gaps at a sub-regional level using a data driven approach. The Analysis will not only look at gaps in need, but the financial gap that exists as well. By breaking down Pinal County into smaller sub-regions or zones, attention can be given on a more focused level that has little or no transportation alternatives.

The Analysis will inform agencies and organizations of Pinal County where alternative transportation services are lacking for the disabled and/or elderly populations. The “Financial Gap” task within the proposed Scope of Work is to also identify the funding needed that would close the identified gaps in services. The intended results of the Analysis will:

1. Assist current program providers where they may be able to help mitigate the lack of services,
2. Encourage the establishment of new providers, as well as understand the financial responsibilities it would take in order to provide the needed services,
3. Provide Pinal County the tools to make financial decisions to potentially help fund existing programs to expand in areas lacking services and or establish a new program, and
4. Help identify existing providers currently unknown to be revealed through Pinal County.

The Analysis is expected to be complete in the Fall of 2024.

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 provided 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 evaluated transit governance models and recommended a framework to guide future governance, management, and implementation of public transportation services in Gila County. The analysis includes 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. On May 9, 2023, the Gila County Board of Supervisors voted and formed the Gila County Intergovernmental Public Transportation Authority (GCIPTA). Throughout the next several

months, the GCIPTA will be working diligently on the transitional activities needed to execute the intended institutional structure the Gila County Transit Governance Study recommended.

Completed Regional Studies

Central Arizona Regional Transit (CART) Route Optimization Study

The CART Route Optimization Study kicked-off in December of 2021 with the goal of developing recommendations to improve the efficiency and ridership of CART while decreasing the cost of the system. As part of the Study, recommendations are being established to increase the efficiency of the routes, decrease the administrative burden, and increase public awareness and ridership via the creation of marketing materials.

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 provides 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 evaluated transit governance models and recommended a framework to guide future governance, management, and implementation of public transportation services in Pinal County. The analysis includes 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 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.

Phase II – Implementation Plan:

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/.

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/

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.

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.

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.

Goals and Objectives

For the FY24 update, the Gila-Pinal Rides Transportation Coordination Committee decided to maintain the FY23 goals and objectives.

- Goal #1** Develop joint or shared services to address local and regional service gaps through new technologies, ride sharing, and/or data collection management efforts.
- Goal #2** Identify and/or develop new alternative funding methods to increase operations.
- Goal #3** Create and maintain an active digital footprint to promote public transit information and marketing campaigns.

2023 Goal Accomplishments

The purpose of this section is an attempt to begin logging the success of how the goals and objectives are being met from the previous year. Since the FY24 goals are a continuation of the FY23 goals, the following accomplishments have been reported thus far to show how the previous year's goals are meeting or not meeting expectations. By doing so, future updates to this plan can determine if goals should remain, be adjusted, be added, or be deleted, pending annual reviews.

Goal #1 Develop Joint or Shared Services to Address Local and Regional Service Gaps through New Technologies, Ride Sharing, and/or Data Collection Management Efforts.

- A) Work with Federal, State and Local Transit Organizations to assemble, develop and maintain technologies to assist with transit programs.

ACCOMPLISHMENT

- Payson Senior Center applied for 5310 Grant funding for scheduling software.

- B) Encourage local providers to share best practice and promotional activities.

ACCOMPLISHMENT

- Payson Senior Center and senior centers within Miami/Globe to share rides to activities.

Goal #2 Identify and/or Develop New Alternative Funding Methods to Increase Operations.

- A) Encourage local providers to adopt and implement alternative funding methods to assist with operation cost.

ACCOMPLISHMENT

- Payson Senior Center working towards specifically targeted fundraiser activities for their senior program.

Goal #3 Create and Maintain an Active Digital Footprint to Promote Public Transit Information and Marketing Campaigns.

- A) Continue funding of existing programs to develop a digital footprint through various marketing campaigns.

ACCOMPLISHMENT

- Payson Senior Center has an ongoing campaign passing out flyers solicitating the community regarding their Senior Express program to doctor offices, etc.
- Copper Mountain Transit has an ongoing 60 second ad campaign on 105.1 during the weather report sponsorships or professional sports game time announcements.
- Beeline Bus attended job fairs and community events to bring awareness to the community of the transit program. They are actively posting on social apps such as NextDoor and Facebook, while coordinating with the Parks and Recreation Department during special events within the area. Staff continues to distribute new brochure to increase public awareness that the program is now under the Town of Payson and not with the Payson Senior Center.
- Social Media Marketing training offered through CAG Economic Development Department. Trainings are in the process of being offered in each of the CAG communities. The training is 2-3 hours long and is a free service.

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



Attachment A

- 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.
- Other Mobility Providers are not currently participating in the Gila-Pinal Rides Transportation Coordination Committee
- Commercial providers that provide airport shuttle, local taxi and other specialty transportation services in Gila and Pinal Counties



Beeline Bus

Serving Payson/Star Valley- Gila County

Service Description:

Beeline Bus is a deviated flex route service that began service in November 2018. Operated by the Town of Payson, 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, Bashes, 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.

Moved January 2, 2023 Beeline Public Transit. It is a first mile – last mile service for riders.

Continuing the Blue and Red route for the Town of Payson

For more information: Visit Beeline Bus at www.BeelineBus.info

Current Coordination/Needs:

The Town of Payson took over on 01/02/2023 with the operations ending on December 31, 2022 at the Payson Senior Center and Beeline Bus continuing to participate with other Gila County agencies in the Gila County Transit Governance Study, which is currently underway.

Unmet needs:

5339 Grant for the bus

Overview of Program

Service Type: Public Deviated Flex Route and First Mile/Last Mile Services

Service Area: Payson/Star Valley

Applicant Status: Government Non-Profit

Major Funding Source: 5311 Funding

Annual Date Year: 2023

Annual Trips: 3,947

Annual Miles: 86,988

Annual Hours: 6,200

Vehicle Inventory: 3

Contact:

Juanita Coghill
jcoghill@paysonaz.gov

(928)889-6563

Lisa Lopinski
llipinski@paysonaz.gov

(928) 472-5061



Central Arizona Regional Transit (CART)

Overview of Program

Service Type: Fixed Intercity Connector

Service Area: Florence to Casa Grande

Applicant Status: Local Government

Major Funding Source: 5311 Funding

Annual Date Year: 2022

Annual Trips: 7,677

Annual Miles: 124,859

Annual Hours: 4,769

Vehicle Inventory: 5

Contact:

Erik Heet

heet@coolidgeaz.com

(520) 723-6085

City of Coolidge

Service Description:

The Central Arizona Regional Transit (CART) is operated by the City of Coolidge. 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.

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

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 four times per weekday. CART connects with Cotton Express services in Coolidge daily.

Unmet Needs:

Central Arizona Regional Transit's fixed route service hampers the ability for passengers to travel around the communities that CART services. Ridership visiting Casa Grande and Florence currently have no other public transit options 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

Overview of Program

Service Type:

Public Transportation

Service Area:

Greater Globe-Miami

Applicant Status:

Local Government

Major Funding Source:

5311 Funding

Annual Date Year:

FY 2021/2022

Annual Trips: 12,484

Annual Miles: 92,689

Annual Hours: 7,730

Vehicle Inventory: 6

Contact:

Melinda Baeza

mbaeza@miamiaz.gov

(928) 473-8222

Service Description:

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.

Dial-a-Ride provides transportation service in areas the buses cannot navigate and is available to the public, however, it is mainly utilized by Seniors and Individuals with Disabilities who have a difficult time reaching the bus stops.

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 $\frac{3}{4}$ of a mile off the regular route for an additional fee.

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.

For more information: visit www.miamiaz.gov/transit/transit-bus-routes or www.facebook.com/CopperMountainTransit

Current Coordination/Needs:

Currently working with Cobre Valley Hospital for a possible ER pass for non-medical transport discharged patients that need a ride but don't have the funds to pay for their transportation.

Unmet Needs:

The agency currently has no unmet needs.



Coolidge- Cotton Express

City of Coolidge- Pinal County

Overview of Program

Service Type:

Public Transit Service

Service Area: Coolidge

Applicant Status:

Local Government

Major Funding Source:

5311 Funding

Annual Date Year: 2022

Annual Trips: 17,495

Annual Miles: 79,347

Annual Hours: 9,621

Vehicle Inventory: 7

Contact:

Erik Heet

eheet@coolidgeaz.com

(520) 723-6085

Service Description:

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. Two vehicles are 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/transit

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 and Wellness are being discussed.

Unmet Needs:

The agency currently has no unmet needs.

Dorothy Nolan Senior Center



Town of Florence- Pinal County

Overview of Program

Service Type:

Seniors and people with disabilities

Service Area:

Town of Florence

Applicant Status:

Local Government

Major Funding Source:

5310 Funding

Annual Date Year: 2022

Annual Trips: 3,386

Annual Miles: 8,190

Annual Hours: 3,960

Vehicle Inventory: 4

Contact:

Carolyn Ballard

carolyn.ballard@florenceaz.gov

(520) 868-7648

Service Description:

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 since 1997. Numerous activities are provided daily including a nutritious meal program. The Senior Center currently operates four (4) vehicles, two with wheelchair lifts. 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/

Current Coordination/Needs:

In the 2023, 5310 application process, The Town of Florence has been awarded a capital request for a minivan with ramp to aide in the transportation of clients to medical appointments, shopping trips, errands, etc.

Unmet Needs:

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



Give-A Lift

Town of Florence – Pinal County

Overview of Program

Service Type:

Seniors and people with disabilities

Service Area:

Town of Florence

Applicant Status:

Local Government

Major Funding Source:

5310 Funding

Annual Date Year: 2022

Annual Trips: 911

Annual Miles: 12,351

Annual Hours: 668

Vehicle Inventory: 4

Contact:

Carolyn Ballard

carolyn.ballard@florenceaz.gov

(520) 868-7648

Service Description:

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 and serves the Town of Florence and the incorporated limits of Florence. The volunteer drivers provide door to 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 since 1997. The senior center currently operates four (4) vehicles, two of which are ADA accessible vehicles with wheelchair lifts. The volunteer drivers utilize these vehicles to transport residents to medical appointments.

For more information: visit www.florenceaz.gov/senior-center/

Current Coordination/Needs:

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.) In the 2023 5310 application process, The Town of Florence has been awarded a capital request for a minivan with ramp to aide in the transportation of clients to medical appointments.

Unmet Needs:

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



Horizon Health and Wellness

Gila and Pinal County

Overview of Program

Service Type:

Client Transportation Services

Service Area:

Gila and Pinal County

Applicant Status:

Non-Profit

Major Funding Source:

5310 Funding/AHCCCS

Annual Date Year: 2022

Annual Trips: 26,481

Annual Miles: 199,522

Annual Hours: 21,323

Vehicle Inventory: 35

Contact:

Vera Salazar

vera.salazar@hwwaz.org

(520) 836-1688

Service Description:

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, mobile crisis services, and court ordered treatment coordination. The agency also provides day treatment programs and group homes for individuals with intellectual and 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 – 12,951 | Miles – 119,481 | Hours – 13,307
Gila County: Trips – 13,530 | Miles – 80,041 | Hours – 8,016

For more information: www.hwwaz.org

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.



Payson Senior Center

Gila County

Overview of Program

Service Type:

Seniors and people with disabilities

Service Area:

Payson/Star Valley

Applicant Status:

Non-Profit

Major Funding Source:

5310 funding

Annual Date Year:

2022-2023

Annual Trips: 4,344

Annual Miles: 17,233

Annual Hours: 2,091

Vehicle Inventory:

6 – ADOT owned

4 – Payson Senior Center owned

Contact:

Kelly Brooks

director@paysonseniorcenter.org

(928) 474-4876

Service Description:

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 7:00am to 3:00pm.

The Center has two buses supporting this service and it averages 12-14 hours a day between the two drivers. Their routes cover the Payson and Star Valley areas. 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 (Beeline Bus). This service has now successfully transferred to the Town of Payson's control as of 12/31/2022.

For more information: visit www.paysonseniorcenter.org/transportation.html

Current Coordination/Needs:

The Meals on Wheels program services the Town of Payson and Star Valley, and south to Tonto Basin. There are four routes that deliver about 150 meals a day. Transit vehicles are used when not needed for transportation.

Unmet Needs:

The Payson Senior Center has requested funding for operations, preventative maintenance, transportation software, and two new ADA-friendly vehicles to replace two ADOT owned vehicles in our fleet in the upcoming grant cycle.



Pinal County – On The Go Express

Public Health Department – Pinal County

Overview of Program

Service Type:

Seniors and people with disabilities

Service Area:

Eastern Pinal County

Applicant Status:

Local Government

Major Funding Source:

Pinal County Public Health Services District

Annual Date Year: 2022

Annual Trips: 3702

Annual Miles: 81,473

Annual Hours: 2429

Vehicle Inventory: 7

Contact:

Mary Clements

mary.clements@pinalcountyz.gov

(520) 866-7312

Service Description:

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. 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

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.

Unmet Needs:

The agency currently has no unmet needs.



Pinal Hispanic Council

Pinal County

Overview of Program

Service Type:

Client Transportation Services

Service Area: Pinal County

Applicant Status:

Non-Profit

Major Funding Source:

5310 Funding and Mercy Care

Annual Date Year: 2022

Annual Trips: 12,453

Annual Miles: 85,406

Annual Hours: 1,820

Vehicle Inventory:

16 (CAG Region)

Contact:

Ralph Varela

rvarela@pinalhispaniccouncil.org

(520) 466-7765

Service Description:

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 well-being. 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/

Current Coordination/Needs:

Pinal Hispanic Council utilizes AHCCC transportation services to provide services for members to medical appointments outside of Pinal County, if available. PHC staff assist members in service area to make transportation arrangements with AHCCCS transportation, if transportation cannot be provided. In addition, PHC assists the members in the Coolidge Area to utilize Cotton Express by regularly distributing the Cotton Express brochures and working with members to ensure they are comfortable and able to navigate the public transportation.

Unmet Needs:

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



The Opportunity Tree

Casa Grande- Pinal County

Overview of Program

Service Type:

Member/Client Programs, support and transportation services.

Service Area:

Casa Grande and Maricopa

Applicant Status:

501-C3/Non-Profit

Major Funding Source:

5310 Funding

Annual Date Year: 2022

Annual Trips: 22,190

Annual Miles: 230,759

Annual Hours: 7,396

Vehicle Inventory: 17

Contact:

Neal Hallihan

nhallihan@theopportunitytree.org

(602) 956-0400 ext. 206

Service Description:

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

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 and 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 and 2 of the 5310 2019-2020 grant cycle.



Pinal-Gila Council for Senior Citizens

Gila and Pinal County

Overview of Program

Service Type:

Supports Transit Services
for Elderly

Service Area:

Pinal and Gila Counties

Applicant Status:

5310/Non-Profit

Major Funding Source:

Not Available

Annual Date Year: 2018

Annual Trips: Not Available

Annual Miles: Not Available

Annual Hours: Not Available

Vehicle Inventory: 1

Contact:

Victor Gomez

victorg@pgcsc.org

(520) 836-2758

Service Description:

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

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:

The agency currently has no unmet needs.



San Carlos Apache Tribe

Nnee Bich'ō Nii Transit

Gila, Pinal, Graham, Greenlee, and Maricopa Counties

Service Description:

San Carlos Apache Nnee Bich'ō Nii Services operates ten scheduled routes with an increased variety of fixed route, commuter routes, contract services, and intercity and intercity feeder routes. We provide fixed route services with deviation for all community members.

Currently Nee Bich'ō Nii provides reliable and timely services for individuals who are working, attending school, doctor's visit, 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 low-income individuals, veterans, seniors, youth and others who are transit-disadvantaged to the local workforce training, employment opportunities, health care, and other vital services.

We were 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. Multiple surveys have concluded that there is a need/desire for us to provide expanded services to the White Mountain Apache Tribe in order for families to reunite and employment opportunities.

We are also working closely with Copper Mountain Transit to provide services from Globe to Miami.

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

Current Coordination/Needs:

Completed-Updated fleet by 2021 to include 5 new vehicles that will replace those with excessive mileage-TAM Plan.

Completed-Expand services to include the White Mountain Apache Tribe to assist those who are employed in that area and those without transportation to see family in that area.

Received two Four-Wheel Drive 14 and 24 passenger buses.

Unmet Needs:

FY2024-Expand the Safford Circular Route coordination of their elderly/disabled population.

FY2034-Oro Valley Connector route to Tucson.

Overview of Program

Service Type:

Our purpose is to provide Intercity and Intercity Feeder Public Transit to anyone in need of transportation.

Service Area:

Gila, Pinal, Graham

Applicant Status:

Local Government

Major Funding Source:

5310 Funding Tribal Transit Program (TTP)

Annual Date Year: 2022

Annual Trips: 68,579

Annual Miles: 646,393.7

Annual Hours: 22,537.50

Vehicle Inventory: 32

Contact:

Bernadette Kniffin

bkniffin@tanf.scot.nsn.gov

(928) 475-5011 EXT 228



White Mountain Fort Apache Connection

White Mountain Apache Tribe – Gila County

Overview of Program

Service Type:

Member/Client Programs, supports and transportation services.

Service Area:

White Mountain Apache Tribe-Gila County

Applicant Status:

501-C3/Non-Profit

Major Funding Source:

5310 Funding

Annual Date Year: 2022

Annual Trips: 22,190

Annual Miles: 230,759

Annual Hours: 7,396

Vehicle Inventory: 2

Contact:

Lareesa Sanchez

lareesasanchez@wmat.us

(928) 338-5155

Service Description:

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.

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.

Hours of operation are 6:00 AM to 1:45 PM, Monday through Friday. No transit services are available on the third (3rd) 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.

For more information: visit www.wmatdot.com

Current Coordination/Needs:

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.

Unmet Needs:

The agency currently has no unmet needs.

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.

Table 15: Other Mobility Providers Not Participating in the Gila Pinal Rides Transportation Coordination Committee (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
Miami Senior Center	Miami
Superior Senior Center	Superior
Town of Kearny	Kearny

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

Training opportunities include, but are not limited to:

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

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.

Prestige Cab Service	Apache Junction, AZ	480-646-1688
Union Cab Company	Mesa, AZ	480-303-9999
A1 Airport Shuttle	Casa Grande, AZ	520-705-0465
Friendly Transportation of Casa Grande	Casa Grande, AZ	520-553-6226
Yellow Cab	Phoenix, AZ	480-888-8888

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) 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.

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 or call 800-872-7245 for information on schedules, rates and travel details.



Attachment B

VEHICLE INVENTORY

The following is a vehicle inventory for the CAG and SCMPO Region, 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

Vehicle Year	VIN # Last 4	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
2014	2848	Ford	Starcraft	Bus	11	2	y	Spare	130,521/Good
2015	5223	Ford	Starcraft	Bus	11	2	Y	Active	160,708/Good
2020	5671	Chevrolet	ARBOC	Bus	14	2	Y	Active	83,578/Good

Central Arizona Regional Transit (CART)

Vehicle Year	VIN # Last 4	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
2014	7070	Int.	Max Force	Bus	32	2	Y	Active	393,003 / Poor
2018	0901	Freight	StarTrans	Bus	24	2	Y	Active	183,679 / Good
2021	3353	Freight	StarTrans	Bus	22	2	Y	Active	60,938 / Excellent
2021	8649	Freight	StarTrans	Bus	22	2	Y	Active	41,591 / Excellent

Copper Mountain Transit (formerly Cobre Valley Community Transit)

Vehicle Year	VIN # Last 4	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
2006	5656	Ford	E450	Bus	14	1	Y	Spare	187,229 / Fair
2010	2556	Dodge	Grand Caravan	Van (DAR)	6	1	Ramp	Approved to send to Auction	183,392 / Poor
2010	2510	Dodge	Grand Caravan	Van (DAR)	6	1	Ramp	Approved to send to Auction	167,223 / Poor
2013	6085	Chevy	Express 4500	Bus	14	2	Ramp	Approved to send to Auction	194,910 / Poor
2019	1102	Dodge	Grand Caravan	Van (DAR)	6	2	Ramp	Active	57,182 / Good
2019	1152	Dodge	Grand Caravan	Van (DAR)	6	2	Ramp	Active	44,267 / Good
2020	5572	Chevy	Express 4500/Arbo c SOF	Bus	14	2	Ramp	Active	54,649/ Good
2021	2859	Chevy	Express 4500/Arbo c SOF	Bus	14	2	Ramp	Active	25,726 /Good
2021	2963	Chevy	Express 4500/Arbo c SOF	Bus	14	2	Ramp	Active	27,001 /Good
2006	5656	Ford	E450	Bus	14	1	Y	Spare	187,229 / Fair
2010	2556	Dodge	Grand Caravan	Van (DAR)	6	1	Ramp	Approved to send to Auction	183,392 / Poor

2013	6085	Chevy	Express 4500	Bus	14	2	Ramp	Approved to send to Auction	194,910 / Poor
2019	1102	Dodge	Grand Caravan	Van (DAR)	6	2	Ramp	Active	57,182 / Good
2019	1152	Dodge	Grand Caravan	Van (DAR)	6	2	Ramp	Active	44,267 / Good
2020	5572	Chevy	Express 4500/Arbo c SOF	Bus	14	2	Ramp	Active	54,649/ Good
2021	2859	Chevy	Express 4500/Arbo c SOF	Bus	14	2	Ramp	Active	25,726 /Good
2021	2963	Chevy	Express 4500/Arbo c SOF	Bus	14	2	Ramp	Active	27,001 /Good

Cotton Express

Vehicle Year	VIN # Last 4	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift- Y-N	Active or Spare	Miles & Condition
2009	3448	Chevy	G450	Bus	19	2	Y	Active	278,288 / Adequate
2009	3129	Chevy	G450	Bus	19	2	Y	Active	254,102 / Adequate
2009	3543	Chevy	G450	Bus	19	2	Y	Active	254,517/ Adequate
2014	7379	Chevy	G450	Bus	19	2	Y	Active	158,586/ Good
2014	7057	Chevy	G450	Bus	19	2	Y	Active	169,819 / Good
2018	8890	Chevy	G450	Bus	14	2	Y	Active	64,717 / Excellent
2019	3639	Braun	Entervan	Van	6	2	Y	Active	31,318 / Excellent

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

Vehicle Year	VIN # Last 4	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift- Y-N	Active or Spare	Miles & Condition
2003	2422	Ford	Maxi Van	Maxi Van	12	0	N	Active	72,941 / Poor
2011	1413	Ford	El Dorado	Cutaway	10	2	Y	Active	59,935 / Fair
2018	7912	Ford Starc	E-350 Allstar	Cutaway	15	2	Y	Active	15,720 / Good
2020	6013	Chevy	Express	Maxi Van	12	0	N	Active	5,381 / Excellent

Horizon Health & Wellness

Vehicle	VIN #	Make	Model	Type of	Pass	W/C	Lift-	Active or	Miles &
----------------	--------------	-------------	--------------	----------------	-------------	------------	--------------	------------------	--------------------

<i>Year</i>	<i>Last 4</i>			<i>Vehicle</i>	<i>Capacity</i>	<i>seat #</i>	<i>Y-N</i>	<i>Spare</i>	<i>Condition</i>
2009	9713	Ford	Supreme	Off Lien	8	2	Y	Active	124173 / Fair
2010	0790	Ford	Supreme	5310	8	2	Y	Active	90180 / Fair
2010	0267	Ford	Supreme	Off Lien	8	2	Y	Active	119724 / Fair
2011	8550	Ford	E350	5310	8	2	Y	Active	77767 / Fair
2012	7530	Ford	Supreme	5310	8	2	Y	Active	112979 / Fair
2012	3693	Dodge	Caravan	5310	7	NA	NA	Active	128973 / Fair
2013	3945	Chevy	Express	5310	12	NA	NA	Active	136438 / Fair
2013	3457	Chevy	Express	5310	12	NA	NA	Active	71822 / Good
2013	3832	Chevy	Express	5310	12	NA	NA	Active	116255 / Fair
2013	4819	Chevy	Express	5310	12	NA	NA	Active	101337 / Fair
2014	0799	Ford	E350	Agency	15	NA	NA	Active	75823 / Good
2014	2469	Ford	Flex	Agency	7	NA	NA	SOLD	SOLD
2015	2056	Chevy	Express	5310	12	NA	NA	Active	126633 / Fair
2015	3134	Chevy	Express	5310	12	NA	NA	Active	125128 / Fair
2015	3773	Chevy	Express	5310	12	NA	NA	Active	89713 / Fair
2015	7996	Chevy	Express	5310	12	NA	NA	Active	105282 / Fair
2015	7248	Chevy	Express	5310	12	NA	NA	Active	97271 / Good
2015	3189	Ford	Transit	5310	12	NA	NA	Active	80401 / Good
2015	7152	Ford	Transit	Agency	12	NA	AN	Active	88500 / Fair
2015	7963	Chevy	Express	5310	12	NA	NA	Active	90447 / Fair
2015	9501	Dodge	Caravan	5310	7	NA	NA	Active	126413 / Fair
2015	3175	Ford	Flex	Agency	7	NA	NA	SOLD	SOLD
2016	2848	Ford	Transit	5310	8	2	Y	Active	69724 / Good
2016	1680	Chevy	Express	5310	12	NA	NA	Active	102377 / Good
2016	0570	Chevy	Express	5310	12	NA	NA	Active	134790 / Fair
2016	3003	Chevy	Express	5310	12	NA	NA	Active	89586 / Good
2016	3256	Chevy	Express	5310	12	NA	NA	Active	59396 / Good
2016	3196	Chevy	Express	5310	12	NA	NA	Active	72536 / Good
2016	8059	Dodge	Caravan	5310	7	NA	NA	Active	110760 / Fair
2017	7649	Chevy	Express	5310	12	NA	NA	Active	70515 / Good
2017	0642	Ford	E150	5310	7	NA	NA	Active	55988 / Good
2017	1030	Ford	Transit	5310	8	2	Y	Active	96610 / Good
2018	3794	Chevy	Express	5310	12	NA	NA	Active	86708 / Good
2022	4555	Chrysler	Voyager	Agency	3	2	NA	Active	12684 / New
2022	04581	Chrysler	Voyager	Agency	3	2	NA	Active	16165 / New

Payson Senior Center

<i>Vehicle Year</i>	<i>VIN # Last 4</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 & Condition</i>
2006	8217	Toyota	Tundra	Truck	4	0	N	Active	85,526/ Good
2008	6735	Chevrolet	DLS	Van	7	0	N	Active	49,320 / Fair
2010	1206	Toyota	SCL	Van	7	0	N	Active	56,207 / Good
2011	0597	Chevrolet	Express	Van	12	0	N	Spare	66,643 / Good
2012	3705	Dodge	Grand Caravan	Van	7	0	N	Active	56,291 / Good
2012	1333	Dodge	AmeriVan	Van	5	1	N	Active	65,210 / Good

2017	5875	Chevrolet	Traverse	SUV	6	0	N	Active	68,806 / Good
2017	9508	Chevrolet	Equinox	SUV	5	0	N	Active	42,268 / Good
2018	0374	Ford	Escape	SUV	4	0	N	Active	39,512 / Good
2019	9110	Ford	Transit350	Van	6	2	Y	Active	37,147 / Good

Pinal County On the Go Express

<i>Vehicle Year</i>	<i>VIN # Last 4</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>Vehicle Year</i>
2020	3385	CHRYSLER	Pacifica	Transit	6	0	n	Active	2020
2021	1849	CHRYSLER	Pacifica	Transit	6	0	n	Active	2021
2016	7748	KIA	Sedona	Van	6	0	N	Active	2016
2012	2910	SUPREME	BS	Transit	8	2	Y	Spare	2012
2014	7821	STARCRAFT	XPRESS 22	Transit	8	2	Y	Active	2014
2017	2625	FORD E350	TRANSIT VAN	Van	8	2	y	Active	2017
2018	0384	FORD E350	TRANSIT VAN	Van	8	2	y	Active	2018

Pinal Hispanic Council

<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 & Condition</i>
2010	2316	Toyota	Sienna	Van	7	N/A	N	Active	171,405 / Fair
2010	2017	Toyota	Sienna	Van	7	N/A	N	Active	176,899 / Fair
2012	3734	Dodge	Grand Caravan	Van	7	N/A	N	Active	136,583/ Fair
2012	3735	Dodge	Grand Caravan	Van	7	N/A	N	Active	97.944 / Fair
2013	4641	Dodge	Grand Caravan	Van	7	N/A	N	Active	129,376 / Fair
2014	8843	Ford/White	E-350 15 Passenger	Van	15	N/A	N	Active	98,538 / Good
2015	5570	Dodge	Grand Caravan	Van	7	N/A	N	Active	130,765 / Good
2015	2952	Dodge	Caravan	Van	7	2	Ramp	Active	65,892 / Good
2016	0379	Dodge	Grand Caravan	Van	7	N/A	N	Active	78,233 / Excellent
2016	8060	Dodge	Grand Caravan	Van	7	N/A	N	Active	95,610 / Excellent
2016	1220	Chevy	12 Passenger	Van	12	N/A	N	Active	67,441 / Excellent

2017	8446	Ford	Transit T-150	Van	8	N/A	N	Active	43,985 / Excellent
2017	8447	Ford	Transit T-150	Van	8	N/A	N	Active	57,183 / Excellent
2019	9969	Dodge	Grand Caravan	Van	7	N/A	N	Active	14,254 / Excellent
2019	9967	Dodge	Grand Caravan	Van	7	N/A	N	Active	37,903 / Excellent
2020	7269	Dodge	Grand Caravan	Van	7	N/A	N	Active	33,829 / Excellent

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

San Carlos Nnee Bich'o Nii Vehicles

Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition
2008	0208	Ford	350 Econo	Van	7	N/A	N	Active	422,621.9
2013	2866	Ford	E-350	Van	7	N/A	N	Active	38,870.3
2013	2867	Ford E-350	E-350	Van	7	N/A	N	Active	43,402.9
2017	3169	TRANSIT	WORKSTW 350	Van	7	N/A	N	Active	100,566.0
2017	3170	TRANSIT VAN	WORKSTW 350	Van	7	N/A	N	Active	137,062.0
	7409	White Truck		Van	15	N/A	N	Active	255,355.0
	9125	White Truck		Van	7	N/A	N	Active	180,287.0
2015	2277	STARC	Caravan	Van	7	2	Ramp	Active	247,334.0
2019	2056	Champion	Defender	Van	7	N/A	N	Active	290,808.0
2019	8215	Champion		Van	7	N/A	N	Active	84,306.4
2019	1136	Ford	F550	Van	12	N/A	N	Active	26,257.0
2019	56019	Ford	Econoline	Van	8	N/A	N	Active	201,642.0
2019	6020	Ford	Econoline	Van	8	N/A	N	Active	318,866.0
2019	6021	Ford	Econoline	Van	7	N/A	N	Active	216,931.0
2021	1875	Champion		Van	7	N/A	N	Active	82,003.0
2021	1876	Champion		Van	7	N/A	N	Active	77,048.0
2021	9212	Champion							59,315.0
2021	1877	Champion							49,568.0
2021	6782	Champion							88,960.9
2021	6781	Champion							59,108.8
2023	4956	Ford							4,642.0

2023	4954	Ford							2,664.0



Appendix

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 CAG/SCMPO

General Information:

Contact Name:

Mailing Address (if different):

Agency, Community, or Company Name:

City, State, Zip Code:

Street Address:

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 and mobility for residents and riders/clients/customers?

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