Table of Contents

I. INTRODUCTION 3
   A. Coordination Planning Goals 3
   B. Federal Mandate Discussion 3
   C. FTA Funding Programs 3
   D. Regional Coordination Requirements for Grant Funding 4
   E. Regional Transportation Coordination Plan Update Sections 4

II. YUMA REGION PLANNING AREA OVERVIEW 6
   A. The Yuma Region 6
   B. Existing Transportation Providers 8

III. THE 2011 REGIONAL TRANSPORTATION COORDINATION PLAN UPDATE PROCESS AND FINDINGS 11
   A. Creation of the YMPO Regional Mobility Committee (RMC) 11
   B. Regional Planning Workshop and Mobility Support 11
   C. Regional Community Mobility Inventory Summary 11
   D. Coordination Goals and Objectives 12
   E. Regional Mobility Coordination Mission Statement 12
   F. The Region’s Unmet Needs and Challenges 13
   G. Additional Considerations and Needs 13

IV. APPROACH AND STRATEGIES FOR IMPROVING REGIONAL COORDINATION 14
   A. Identifying ongoing (and new) sources of transportation funding 14
   B. Maximizing the use of existing transportation resources 14
   C. Meeting the region’s demand for “after hours” transportation services 14
   D. Effectively referring users to appropriate transportation services 15
   E. Serving remote rural areas 15
   F. Identifying/creating low-cost transportation options 15

V. FEDERAL FUNDING PRIORITIES AND EVALUATION CRITERIA 16
   A. Service Priorities 16
   B. Evaluation Criteria 16

VI. PROJECTS SEEKING FEDERAL FUNDING 18
   A. FTA Section 5310 – E & D Capital 18
   B. FTA Section 5316 – Job Access/Reverse Commute 18
   C. FTA Section 5317 – New Freedom 18
   D. FTA Section 5311 – Rural General Public 18
   E. FTA Section 5307 – Urban General Public 18

VII. REGIONAL TRANSPORTATION PROVIDER DESCRIPTIONS, PERFORMANCE STATISTICS AND VEHICLE INVENTORIES 19
   A. Yuma Region Transportation Providers 19

APPENDIX 24

APPENDIX A: STAKEHOLDER MEETING SUMMARY 24
APPENDIX B: COMPLETED COMMUNITY MOBILITY INVENTORY SURVEYS 29
APPENDIX C: SAGUARO FOUNDATION VEHICLE INVENTORY 51
I. INTRODUCTION
The purpose of this planning document is to identify local and regional transportation and mobility coordination gaps and barriers that exist in the Yuma Metropolitan Planning Organization (YMPO) planning area. YMPO and participating agencies have found it necessary to develop a regional process for identifying local and regional gaps in transportation services, as well as any barriers that may be prohibiting potential users from accessing existing transportation services.

A. Coordination Planning Goals
It is YMPO’s goal to improve regional coordination of existing transportation services (public, private and non-profit/human services) by:

1. Updating its inventory of existing transportation providers,
2. Improving the process for notifying the public of such services, and
3. Identifying unmet transportation needs and using this information in the future planning and coordination of transportation and mobility services.

B. Federal Mandate Discussion
This document also addresses the planning requirements for a Coordinated Public Transit-Human Services Transportation Plan. These “Transportation Coordination Plans” are specifically mandated in SAFETEA-LU legislation and subsequent guidance from the Federal Transit Administration (FTA). Beginning in 2007, in order to receive funding under FTA’s Section 5310, Section 5316 and Section 5317 programs, locally derived Transportation Coordination Plans must be developed. The FTA also expects Section 5311 and 5307 projects to be included in these Plans.

C. FTA Funding Programs
A summary of these FTA programs is provided below.

1. **Section 5307 - Urban Formula Program**
   Provides operating, administrative and capital funding for public transit projects in Urbanized Areas.

2. **Section 5310 - Elderly Individuals and Individuals with Disabilities**
   Provides capital funding for transportation projects that serve the elderly and individuals with disabilities.

3. **Section 5311 - Rural Public Transit**
   Provides operating, administrative and capital funding for public transit projects in Non-Urbanized Areas.

4. **Section 5316 - Job Access and Reverse Commute (JARC)**
Provides operating, administrative and capital funding for transportation projects that serve low-income individuals who need transportation to work or to work-related activities.

5. **Section 5317 - New Freedom**
   For new programs which provide transportation services which are above the requirements of the Americans with Disabilities Act (ADA). In Arizona, the 5310, 5316, 5317 and 5311 programs are managed by the Arizona Department of Transportation (ADOT). Section 5307 programs in small Urbanized Areas (UZAs) also have some, though much less, state involvement.

D. **Regional Coordination Requirements for Grant Funding**
   In order to assist local areas in developing the required Transportation Coordination Plans, ADOT has taken a regional approach. Organizations interested in applying for FTA funding were informed that, in order to receive funding, they would need to be included in the Regional Transportation Coordination Plan that was being developed in their area. The rural Councils of Governments (COG) and the small Metropolitan Planning Organizations (MPOs) were asked to serve as facilitators in the development of the Regional Transportation Coordination Plans. An annual update of this document is required in order to ensure that coordination is a priority for communities throughout Arizona, as well as to ensure that each region is evaluating their community’s needs and developing strategies to meet those needs.

E. **Regional Transportation Coordination Plan Update Sections**
   This Yuma Regional Transportation Coordination Plan Update has been prepared for the area included in the Yuma Metropolitan Planning Organization (YMPO) planning area. It includes seven (7) sections:

1. **Section I: Introduction**
   Section I provides a context for the regional planning process.

2. **Section II: Yuma Region Planning Area Overview**
   Section II presents a summary of the YMPO region as a whole, as well as transportation providers in the area.

3. **Section III: 2011 Regional Transportation Coordination Plan Update Planning Process and Findings**
   Section III details the regional planning process followed during the creation of the 2011 Regional Transportation Coordination Plan Update. In particular, information detailing the creation of the Regional Mobility Committee (RMC), a draft Mission Statement for the group, Coordination goals and objectives, and Unmet Needs of the region.
4. **Section IV: Approach and Strategies for Improving Regional Coordination**
   Section IV details the strategies identified by the newly-formed Regional Mobility Committee to address the unmet needs that have been identified.

5. **Section V: Federal Funding Priorities and Evaluation Criteria**
   Section V details the Federal funding priorities that were created for the funding of FTA grants 5310, 5311, 5316 and 5317.

6. **Section VI: Projects Seeking Federal Funding**
   Section VI provides details on the region’s projects requesting Federal funding through the FTA grants.

7. **Section VII: Regional Transportation Provider Performance Statistics and Vehicle Inventory**
   Section VII provides operating statistics and vehicle fleet information for the transportation operators participating in this planning process.
II. YUMA REGION PLANNING AREA OVERVIEW

A. The Yuma Region

Yuma County comprises the southernmost part of the Colorado River Valley. Yuma, the county seat, is located just below the confluence of the Colorado and Gila Rivers. The Yuma Metropolitan Planning Organization (YMPO) is the region’s MPO. The participating jurisdictions include the cities of Yuma, Somerton and San Luis, the Town of Wellton, the Cocopah Indian Tribe, Yuma County, and the Winterhaven, California urbanized area (non-voting member). Since YMPO’s boundaries extend into California, it is considered a bi-state MPO within the ADOT Yuma District.

YMPO has continued to expand transportation opportunities for residents in its planning area by expanding the service area for the fixed route public transit system, Yuma County Area Transit (YCAT). Since YCAT began service in February 2004, the ridership has increased from an average of 9,100 passengers per month to over 30,000 passengers per month. In 2010, two routes were suspended due to budget constraints.

Also influencing trade, commerce, and transportation within the region is Yuma County’s proximity to northern Mexico. The City of San Luis, Rio Colorado, Sonora, Mexico is immediately south of Yuma County and San Luis, Arizona. YMPO will continue cross-border transportation planning to maximize mobility, economic, and lifestyle improvements. YMPO will continue to support the rehabilitation of San Luis I in San Luis, Arizona and the designation of U.S. 95 as the CANAMEX Western Passage.
B. Existing Transportation Providers

There is one public transit provider serving the Yuma Region, as well as several specialized transportation providers (non-profit and private). Each of these is summarized below. More detail on each provider is presented in Chapter III.

1. Public Transit

Yuma County Area Transit (YCAT) – YCAT is the public transit service operating in and around the City of Yuma. The fixed route service began operations in 1999 as Valley Transit. In 2004, the name of the service was changed to YCAT.

Greater Yuma Area Dial-A-Ride (A.D.A. Complementary Paratransit): YMPO also provides the A.D.A.-mandated complementary paratransit services for the region.

YMPO’s contractor, First Transit, Inc., operates the YCAT and Dial-A-Ride services.

2. Specialized Transportation Programs for the Older Adult and Disabled Communities

Several non-profit agencies provide specialized, client-oriented, transportation services in the Yuma area. Many of these agencies are currently participating in coordination efforts and/or seeking grant funding. These agencies are listed below.

a. Saguaro Foundation/Saguaro Transportation Service (STS)
Saguaro Foundation is a nonprofit human services organization serving elderly and disabled clients in Yuma County.

b. Horizon Human Services
Horizon Human Services provides transportation for its clients to and from day treatment programs, therapy sessions, and doctor appointments.

c. The ACHIEVE Human Services, Inc.
The ACHIEVE Human Services, Inc. provides transportation based on medical necessity for the elderly and disabled adult customers who are diagnosed as Seriously Mentally Ill (SMI), and/or have physical disability and are eligible for Title XIX services under the Arizona Health Care Cost Containment System (AHCCCS). They provide this service for all SMI consumers in Yuma and La Paz County, Monday – Friday 5:00 am to 7:00 pm and Saturdays from 5:00 am to 9:00 pm.
The ACHIEVE Human Services, Inc. is a nonprofit 501(c) 3 agency that has been servicing the needs of individuals with disabilities within the Yuma Community since 1973. They provide employment and work training opportunities such as custodial contracts, bulk mailing services, and confidential document destruction. These services enhance an individual’s self-esteem and increase their ability to achieve a higher quality of life.

d. Crossroads Mission
Crossroads Mission is a faith-based organization dedicated to helping individuals who find themselves at a “crossroads” in their lives. They offer a variety of services that include: emergency shelters for men, women and families, free meals, food travel packs, shower facilities, drug and alcohol treatment and recovery program, case management, transitional housing for men and women, G.E.D. preparation and adult education, and a thrift store that provides free clothes for the homeless and low- or no-cost items and furniture to the needy. The Mission provides transportation to those housed in their facilities, from one location of the mission to another location within the mission.

e. City of Somerton (not applying for Grant funding)
The City of Somerton Parks & Recreation Department provides transportation to the elderly population to the Senior Center, 3 hours per day, and 5 days per week.

More detailed information on each of these providers is presented in Section VII.

The following transportation providers are not participating in YMPO’s coordination efforts, at this time; nor are they applying for grant funding:

a. Catholic Community Services in Western Arizona (CCSWA)
CCSWA has provided Yuma County with a variety of transportation services over the last forty years. Included are services to adult day care, the Safe House domestic violence shelter, child abuse/neglect prevention, Senior nutrition program – home delivered meals and congregate centers, counseling, case management, and in-home services for older adults.

b. AAA Med Ex
AAA Med Ex is a division of AAA Yellow Cab Company – Full Transportation based out of Phoenix, AZ. They are a state-wide AHCCCS provider for non-emergency medical transportation and contract with Arizona Physicians IPA, Mercy Care Plan, Health
Choice of Arizona, and Phoenix Health Plan. The company is a for-profit provider and has over 100 vehicles in Arizona, with approximately 20 vehicles in the Yuma area.

c. **Saferide Services Inc.**
Saferide is a for-profit provider which has over 100 vehicles in Arizona, with approximately 22 in the Yuma area. Statewide is an AHCCCS provider for non-emergency transportation.

d. **Cocopah Tribe**
The Cocopah Tribe currently does not provide transportation service directly, but participated in an agreement in which they fund YCAT bus services that are provided to their community.
III. THE 2011 REGIONAL TRANSPORTATION COORDINATION PLAN UPDATE PROCESS AND FINDINGS

A. Creation of the YMPO Regional Mobility Committee (RMC)
YMPO believes that a meaningful Regional Transportation Coordination Plan Update must include the active involvement of transportation providers and funding agencies. As such, YMPO created the Regional Mobility Committee (RMC) in order to ensure that the Plan Update reflect the needs of its many diverse communities. The RMC is comprised of agencies that provide transportation services in the region, as well as those agencies that provide transportation funding and/or represent transportation users. RMC Member Agencies include:

1. YMPO
2. Horizon Human Services
3. The ACHIEVE Human Services, Inc.
4. Saguaro Foundation/Saguaro Transportation Service
5. Crossroads Mission
6. City of Somerton

B. Regional Planning Workshop and Mobility Support
This Plan Update was developed through a comprehensive and collaborative process that included securing the services of a Mobility Management Consultant (Jess Segovia, Navigator Mobility Consulting) and holding a meeting of the newly created RMC.

Prior to the January 2011 regional planning workshop, RMC members were asked to complete a Community Mobility Inventory developed by YMPO’s consultant (Appendix B). The survey asked each member to:

1. List the types of services provided,
2. Identify three mobility and coordination outcomes they would like to accomplish,
3. Identify the three biggest challenges they are currently facing,
4. Identify short-term challenges they will be faced with (1-2 years),
5. Identify long-term challenges they will be faced with (3-5 years), and
6. Share their perception of the region’s transportation service accessibility.

C. Regional Community Mobility Inventory Summary
The results of the survey showed that the community is in need of expanded mobility options that are more reasonably priced, have expanded hours (evenings and weekends), and service remote areas of the region.
When the agencies were asked to share their goals for improving mobility in the Yuma region, there was consensus that the following issues be addressed:

1. Improve mobility for residents,
2. Increase accessibility of transportation services, and
3. Create a balanced Coordinated Mobility program.

Respondents also shared their perspectives on the biggest challenges facing the region. They are:

1. Need for increased understanding of the community’s transportation needs,
2. The need for coordination with other transportation providers, and
3. Need for balanced Coordinated Mobility planning.

Other comments included concerns over growing paratransit costs, negative perceptions by elected officials and agencies, and the increase of the older adult population. In addition, five (5) of the respondents stated that existing transportation services are only accessible to some of the region’s population.

This information was used by Navigator Mobility Consulting in the facilitation of the January 2011, RMC meeting.

D. Coordination Goals and Objectives
YMPO’s consultant, upon the review of the Community Mobility Inventory and completion of a thorough review of possible mobility management strategies appropriate for the YMPO planning area, created the following workshop agenda:

1. Create a Mission Statement for future mobility and coordination efforts,
2. Identify unmet needs and possible solutions,
3. Update the region’s transportation service inventory,
4. Develop effective information distribution processes, and
5. Develop realistic timelines for improving regional mobility and coordination.

E. Regional Mobility Coordination Mission Statement
At the January 21, 2011 RMC meeting, members discussed the need for a mission statement that would create a shared vision for improving mobility and coordination in the region. The following mission statement was approved by the RMC:

“The YMPO Regional Mobility Committee will meet quarterly to identify unmet mobility needs, coordinate existing transportation resources, and identify opportunities for continued mobility funding and program expansion”.
This mission statement will be the language that drives the shared commitment to improving regional mobility coordination and planning in the Yuma region.

**F. The Region’s Unmet Needs and Challenges**

Committee members shared the many successes, and challenges, of providing transportation services in the Yuma region. This discussion included the identification of several unmet needs and issues that the RMC would like to address over the next 1-2 years. They are:

1. Identifying ongoing (and new) sources of transportation funding,
2. Maximizing the use of existing transportation resources,
3. Meeting the region’s demand for “after hours” transportation services,
4. Effectively referring users to other (or more appropriate) transportation services,
5. Serving remote rural areas, and
6. Identifying/creating low-cost transportation options

**G. Additional Considerations and Needs**

Several consideration and opportunities for coordination had been identified in previous Plan Updates. Below is a list of issues that the transportation providers have identified as opportunities for coordination:

1. **Transportation Brokerage**
   Saguaro Transportation uses scheduling software that has the capabilities for expansion and use by different agencies. YMPO and the RMC will evaluate the region’s needs to determine the most effective tools and organization in order to develop a regional, comprehensive coordinated transportation program.

2. **Bulk Purchasing**
   The region’s transportation providers share many operating processes and needs for services and supplies. There exists an opportunity to coordinate the purchasing of insurance, vehicle maintenance services and supplies, and many other required items/services in order to realize a cost savings. This issue will continue to be addressed by the RMC during its quarterly meetings.
IV. APPROACH AND STRATEGIES FOR IMPROVING REGIONAL COORDINATION

As identified in the previous section, a list of Unmet Needs was created by the Regional Mobility Committee. This section will detail the efforts that are planned to address the region’s unmet needs. They are:

A. Identifying ongoing (and new) sources of transportation funding

The Regional Mobility Committee and YMPO believe that identifying ongoing and new sources of coordination funding is important in order to help improve existing coordination and in order to create future services that meet the needs of the region. In support of these efforts, YMPO will do the following:

1. Work to identify potential funding sources,
2. Present funding updates quarterly to the Regional Mobility Committee, and
3. Act as the lead agency (when appropriate) in the development and management of coordination funding,

This strategy will be successful if the RMC identifies at least one (1) new funding source and receives a funding award.

B. Maximizing the use of existing transportation resources

YMPO and the Regional Mobility Committee will create opportunities for the coordination of transportation resources by motivating such a discussion at the quarterly RMC meetings. In addition, discussions will be held between agencies when a new service is made by a community member that cannot be satisfied by existing transportation services.

A successful coordination program will have created at least one (1) instance of two (2) or more agencies coordinating their services together for the benefit of a rider or their internal operations.

C. Meeting the region’s demand for “after hours” transportation services

There are currently no agencies participating in these coordination efforts that operate in the late evenings or on Sundays. There are, however, several services operating on Saturdays. YMPO and the RMC will continue to discuss ways to increase the availability of transportation options on late evenings and on Sundays. This may include, but will not be limited to, the use of taxis to provide service.

A successful coordination effort will have identified a transportation provider to offer such services to the region. YMPO and the RMC will, however, also work to secure funding to pay for “after hours” service.
D. Effectively referring users to appropriate transportation services

Perhaps the most important effort to be undertaken by the YMPO and RMC is regarding the collection of transportation service information (service information such as fare, hours of operation, contact information, etc.) and the distribution of such information throughout the region.

YMPO will begin an inventory exercise that will collect the previously described service information and design a Regional Mobility Guide to be distributed throughout the region. The Guide will be primarily distributed to community referral staff such as social workers, hospital staff, municipal staff, so that they may use the information to help refer a community member to the most appropriate service. This referral information will also be put on various website in order for the community to access this information directly.

A successful referral program will have completed the transportation service information collection process, published and distributed the Guides, and placed the service information on appropriate websites.

E. Serving remote rural areas

The Yuma region is very large and the community has found it difficult to develop and provide cost-effective transportation services that reach every corner of the county. While there are several services that reach the more remote rural areas of the Yuma region, they are often too expensive for many in the community. YMPO will lead the efforts to identify funding in order to assist rural residents in accessing dependable and low-cost transportation services.

A successful program will have submitted at least one (1) grant application for funding specifically for servicing remote areas of the region.

F. Identifying/creating low-cost transportation options

There are many approaches to identifying and creating low-cost transportation options. Through the completion of the transportation service inventory, YMPO and the RMC will have identified any existing services offering any type of low-cost transportation services. In addition, partnering with taxi companies may also prove to assist in addressing this issue.

A successful program will have identified a list of low-cost alternatives. This information will be included in the Regional Mobility Guide and distributed throughout the region.
V. FEDERAL FUNDING PRIORITIES AND EVALUATION CRITERIA

A. Service Priorities

The following preliminary priorities were established for funding the FTA 5310, 5311, 5316 and 5317 programs. These will be refined in future years.

1. Need
   Projects that address a demonstrated need.

2. Effective use of funds
   Projects that provide (or facilitate) a high volume of trips given the resources expended.

3. Collaborative process
   Projects developed through a collaborative planning (project development) process.

4. On-street coordination
   Projects that demonstrate the sharing of resources. For example, projects showing multiple client use of vehicles will have a higher priority than single-agency services.

5. Operational capability
   Projects that are operationally feasible and demonstrate accessibility, safety/training and effective maintenance.

6. Management capability
   Grantee agencies that demonstrate strong management capability.

B. Evaluation Criteria

Regional evaluation teams assembled by COGs and MPOs will provide initial review of applications for FTA projects (excluding 5307). This review process was initially established to assess and rank FTA 5310 applications each year (5311 projects are evaluated though a separate process). After the regional review, the COGs and MPOs forward their prioritized award recommendations to ADOT for its review of overall program compliance and budget impact, prior to the Department’s statewide grant submittal to the FTA.

Beginning in 2007, this same process has been used for the 5316 and 5317 programs in all regions except Maricopa and Pima counties, which have their own 5316 and 5317 review schedules. The evaluation criteria that ADOT uses to evaluate projects are included in each grant application packet. The regional reviewers are encouraged to use the same criteria.
Given changes included in SAFETEA-LU legislation and subsequent FTA guidance, a new “mobility management” function is now included as an allowable expense under the 5307, 5310, 5311 and 5316 programs.
VI. PROJECTS SEEKING FEDERAL FUNDING

The list below reflects actual grant requests for this year. For future Plan Updates, YMPO will assist agencies in planning for future capital needs. Multi-year capital needs will be identified in future Plan Updates.

A. FTA Section 5310 – E & D Capital
   1. Horizon Human Services – 1 minivan replacement
   2. Saguaro Foundation – 1 cutaway replacement and 2 minivans with ramps for expansion
   3. ACHIEVE Human Services, Inc. – 2 minivans for replacement
   4. Crossroads Mission – maxi van with lift for expansion

B. FTA Section 5316 – Job Access/Reverse Commute
   1. Saguaro Foundation – New Mobility Management and continued Job Tran Program funding

C. FTA Section 5317 – New Freedom
   1. Saguaro Foundation – New Mobility Management funds

D. FTA Section 5311 – Rural General Public
   (No applicants)

E. FTA Section 5307 – Urban General Public
   1. YCAT – Continued fixed-route and Dial-A-Ride capital and operating funding
VII. REGIONAL TRANSPORTATION PROVIDER DESCRIPTIONS, PERFORMANCE STATISTICS AND VEHICLE INVENTORIES

The Yuma Region includes all of Yuma County and a portion of Imperial County, California. This chapter provides additional information on the existing public transit service in the area as well as additional information on specialized transportation providers. It also addresses unmet needs and potential coordination strategies.

A. Yuma Region Transportation Providers

1. Public Transit

   a. Yuma County Area Transit (YCAT)

   YCAT is the fixed route public transit service operating in Yuma and Dial-A-ride is the complementary ADA paratransit service. The system has been in operation since 1999. The Yuma Metropolitan Planning Organization (YMPO) contracts with First Transit to operate both services.

   The fixed route system includes five routes: a city connector route (Green Route); two long distance routes - Yuma-San Luis (Yellow Route) and Yuma-Wellton (Orange Route); and 2 short-distance routes serving the Cocopah Indian Tribe (Grey and Purple Routes). A shuttle service is also available to the local colleges from the Yuma Palms Regional Shopping Center.

   Transit service is operated Monday through Saturday from 6:00 a.m. to 6:00 p.m., with routes on one hour frequencies. Routes originate from the Yuma Palms Regional Shopping Center (Yuma Palms) and from San Luis, and transfers are timed only at Yuma Palms.

   Fares for the fixed route system are $1.50 for the in-town route and $2.50 to $3.50 for the long-distance routes. The operating cost for the fixed route system was just over $1,740,000 in FY 2010. Ridership on the fixed route system averaged 28,169 per month in 2010.

   The complementary paratransit service (Dial-A-Ride) is available Monday through Saturday from 6:00 a.m. to 6:00 p.m. It serves seniors and persons with disabilities. A 24-hour advanced reservation is requested. Service is provided throughout Yuma
County, San Luis, Somerton, Gadsden, Foothills and Wellton. A limited service area is available within the City of Yuma.

Fares for Dial-A-Ride service vary according to the zone - within the City area is $4 and outlying areas ranges from $4 - $15. Ridership ranges from 1,900-2,600 rides per month. The operating cost for the service was $1,200,000 in FY 2010.

The total fleet for the fixed route system is 17 vehicles, which includes three back-up vehicles.

Dial-A-Ride operates 13 vehicles, including two spares. YMPO owns all vehicles for both services and leases an operations/maintenance facility on 14th Street.

Projected annual service data for FY 2010 include the following.

<table>
<thead>
<tr>
<th></th>
<th>Fixed Route</th>
<th>Dial-A-Ride</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual passenger trips:</td>
<td>334,536</td>
<td>66,072</td>
<td>400,608</td>
</tr>
<tr>
<td>Annual vehicle hours:</td>
<td>37,223</td>
<td>57,783</td>
<td>95,006</td>
</tr>
<tr>
<td>Annual vehicle miles:</td>
<td>901,092</td>
<td>378,421</td>
<td>1,279,513</td>
</tr>
<tr>
<td>Total oper./admin. budget:</td>
<td>$2,447,194</td>
<td>$1,424,457</td>
<td>$3,871,651</td>
</tr>
</tbody>
</table>

2. Specialized Transportation Programs for the Elderly and Persons with Disabilities

Several nonprofit agencies provide specialized client-oriented services in the Yuma area. These agencies are listed below.

a. Saguaro Foundation/Saguaro Transportation Service (STS)*

Saguaro Foundation is a nonprofit human services organization serving elderly and disabled clients in Yuma County. Saguaro Transportation Services is the transportation division of the Foundation.

* A vehicle inventory is presented in Appendix C.

Annual service data for the transportation function in 2010 are shown below.

Annual passenger trips: 20,336
Annual vehicle hours: 3,096
Annual vehicle miles: 125,000
Total operating and administrative budget: $360,000
b. **Horizon Human Services**

Horizon Human Services provides transportation to its own clients, to and from day treatment programs, therapy sessions, and doctors’ appointments. Individuals must be registered with Horizon Human Services and receive specialized behavioral health treatment. Transportation is provided Monday through Friday, from 8:00 a.m. to 5:00 p.m., within a 20-mile radius.

A vehicle inventory is provided below.

<table>
<thead>
<tr>
<th>Vehicle Make</th>
<th>Vehicle Model</th>
<th>Year/Mileage</th>
<th># of Seats</th>
<th># W/C Tie-Downs</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ford Supreme Van</td>
<td>2004/70,197</td>
<td>0</td>
<td>8</td>
<td>Fair</td>
<td></td>
</tr>
<tr>
<td>Ford Taurus</td>
<td>2007/41,949</td>
<td>5</td>
<td>N/A</td>
<td>Good</td>
<td></td>
</tr>
<tr>
<td>Ford E150 Van</td>
<td>2008/48,544</td>
<td>7</td>
<td>0</td>
<td>Good</td>
<td></td>
</tr>
<tr>
<td>Ford E250 Van</td>
<td>2008/30,436</td>
<td>12</td>
<td>0</td>
<td>Good</td>
<td></td>
</tr>
<tr>
<td>Ford Fusion</td>
<td>2008/43,657</td>
<td>5</td>
<td>N/A</td>
<td>Good</td>
<td></td>
</tr>
<tr>
<td>Ford Econoline</td>
<td>2009/37,900</td>
<td>12</td>
<td>0</td>
<td>New</td>
<td></td>
</tr>
<tr>
<td>Ford Taurus</td>
<td>2005-74,311</td>
<td>5</td>
<td>N/A</td>
<td>Fair</td>
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<tr>
<td>Ford Fusion</td>
<td>2008/50,782</td>
<td>5</td>
<td>N/A</td>
<td>Good</td>
<td></td>
</tr>
</tbody>
</table>

Annual service data for 2010 includes the following:

- Annual passenger trips: 2,794
- Annual vehicle hours: 3,164
- Annual vehicle miles: 65,172
- Total Operating & Administrative Budget: $5,046,856

c. **The ACHIEVE Human Services, Inc.**

The ACHIEVE Human Services, Inc. provides transportation to disabled adult customers, including elderly, who are diagnosed as Seriously Mentally Ill (SMI) and/or have physical disability, and are eligible for Title XIX services under the Arizona Health Care Cost Containment System (AHCCCS). They provide this service for all SMI consumers in Yuma and La Paz County, Monday – Friday 5:00 am to 7:00 pm and Saturdays from 5:00 am to 9:00 pm.

A vehicle inventory is provided below.

<table>
<thead>
<tr>
<th>Vehicle Make</th>
<th>Vehicle Model</th>
<th>Year/Mileage</th>
<th># of Seats</th>
<th># W/C Tie-Downs</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toyota Sienna</td>
<td>2010/5,362</td>
<td>7</td>
<td>0</td>
<td>Good</td>
<td></td>
</tr>
</tbody>
</table>
Annual service data for 2010 include the following.

- Annual passenger trips: 15,600
- Annual vehicle hours: 37,440
- Annual vehicle miles: 156,000
- Total operating and administrative budget: $240,294

### Crossroads Mission

Crossroads Mission provides transportation for homeless men and women, the elderly and the disabled. Services include transportation to medical appointments, social service facilities, rehabilitation services, employment searches, shopping, recreation, and social activities in both Yuma and La Paz Counties. Services are offered 8 hours per day, 7 days per week.

A vehicle inventory is shown below.

<table>
<thead>
<tr>
<th>Vehicle Make</th>
<th>Vehicle Model</th>
<th>Year/Mileage</th>
<th># of Seats</th>
<th># W/C Tie-Downs</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kia</td>
<td>Van</td>
<td>2008/8,700</td>
<td>5</td>
<td>0</td>
<td>Good</td>
</tr>
<tr>
<td>Hyundai</td>
<td>Van</td>
<td>2007-12,180</td>
<td>5</td>
<td>0</td>
<td>Good</td>
</tr>
<tr>
<td>Chevy</td>
<td>Truck</td>
<td>2002/17,400</td>
<td>2</td>
<td>0</td>
<td>Fair</td>
</tr>
<tr>
<td>Dodge</td>
<td>Van</td>
<td>2001/17,400</td>
<td>6</td>
<td>6</td>
<td>Fair</td>
</tr>
<tr>
<td>Chevy</td>
<td>Van</td>
<td>1997/13,920</td>
<td>7</td>
<td>0</td>
<td>Fair</td>
</tr>
<tr>
<td>Ford</td>
<td>Truck</td>
<td>1994/13,920</td>
<td>2</td>
<td>0</td>
<td>Fair</td>
</tr>
<tr>
<td>Ford</td>
<td>Van</td>
<td>2004/12,180</td>
<td>4</td>
<td>0</td>
<td>Fair</td>
</tr>
<tr>
<td>Ford</td>
<td>Van</td>
<td>2004/12,180</td>
<td>4</td>
<td>0</td>
<td>Fair</td>
</tr>
<tr>
<td>Dodge</td>
<td>Truck</td>
<td>2002/12,180</td>
<td>2</td>
<td>0</td>
<td>Fair</td>
</tr>
<tr>
<td>Chevy</td>
<td>Minivan</td>
<td>2004/12,180</td>
<td>4</td>
<td>0</td>
<td>Fair</td>
</tr>
<tr>
<td>Chevy</td>
<td>Minivan</td>
<td>2004/12,180</td>
<td>4</td>
<td>0</td>
<td>Fair</td>
</tr>
</tbody>
</table>
e. **City of Somerton Parks & Recreation Department**

The Parks & Recreation Department in the City of Somerton provides limited transportation to the elderly population. Services include daily transportation to the Senior Center 3 hours per day, 5 days per week, monthly trips, and transportation to an annual retreat.

A vehicle inventory is shown below.

<table>
<thead>
<tr>
<th>Vehicle Make</th>
<th>Vehicle Model</th>
<th>Year/Mileage</th>
<th># of Seats</th>
<th># W/C Tie-Downs</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chevrolet</td>
<td>Van</td>
<td>2007/24,048</td>
<td>12</td>
<td>0</td>
<td>Fair</td>
</tr>
<tr>
<td>Ford</td>
<td>F-450 Bus</td>
<td>2001/52,250</td>
<td>20</td>
<td>2</td>
<td>Fair</td>
</tr>
</tbody>
</table>

Annual service data for 2010 include the following.

- Annual passenger trips: 4160
- Annual vehicle hours: 780
- Annual vehicle miles: 13,821
- Total operating and administrative budget: $15,000

f. **Catholic Community Services in Western Arizona (CCSWA)**

CCSWA has provided Yuma County with a variety of transportation services over the last forty years. No information was provided by CCSWA.

g. **Cocopah Tribe**

The Cocopah Tribe has an agreement with YMPO, who provides YCAT bus service to their community. The tribe was a recipient of FTA 5311 Tribal Transit funds in 2007. The Cocopah Tribe did not submit information relative to this plan.

h. **Statewide Express**

Statewide is a for-profit provider that has over 100 vehicles in Arizona, with approximately twenty-two in the Yuma area. Statewide is an AHCCCS provider for Medicaid non-emergent transportation but also has other clients, including EXCEL. No additional information was provided by the agency.
APPENDIX

APPENDIX A: STAKEHOLDER MEETING SUMMARY

YMPO
REGIONAL MOBILITY COMMITTEE (RMC) MEETING
REGIONAL TRANSPORTATION COORDINATION PLAN UPDATE
DISCUSSION

January 21, 2011
Yuma Palms Regional Conference Room

Meeting Summary

Present: Sharon Williams, City of San Luis
Adrianna Arellano, Saguaro Foundation
Edwardo Castro, Saguaro Transportation
Michael Van Guilder, Saguaro Foundation
Deena Fetzer, ACHIEVE Human Services, Inc./Yuma WORC Center
Marsha Ashcroft, Horizon Human Services
Ines Pampara, Regional Center for Border Health
Oscar Franco, Regional Center for Border Health
Judy Arnold, Helping Hands
Rodney Rinehart, Town of Wellton
Loretta Crimi, ADOT
Teri Kennedy, ADOT
Jess Segovia, Navigator Mobility Consulting
Charlene FitzGerald, YMPO
Norma Lekan, YMPO

Norma Lekan of the YMPO introduced herself as the Mobility Manager for YMPO and thanked everyone for participating. She also introduced Jess Segovia of Navigator Mobility Consulting; YMPO’s transit and Mobility Management consultant.

Each participant introduced themselves and the role that they service in their agency regarding transportation. Participants were also asked to express their expectations with regards to the workshop and coordination in their community. Many comments reflected a general sentiment
that the region can benefit from coordination efforts and regular meetings. A full list of comments is below:

1. How YMPO area coordinates transportation services.
2. See how kick-off of first transportation coordination meeting goes.
3. Working with City of Somerton on safety issues regarding bicycle riding/bicycle paths.
4. Work with other agencies to coordinate transportation and training.
5. Collaboration with other agencies; 60 difference agencies that are transportation-related and half of the capacity is not used.
6. Break down the barriers to create collaboration efforts.
7. Interested in coordinating with other agencies to help those in the community needing services.
8. Grant writing resources.
9. Transportation needs within the City of San Luis.
11. Collaborating and discovering new strategies/ideas regarding transportation.

Loretta Crimi of ADOT also shared that coordination meetings like these are mandatory if applying for any type of grant administered by ADOT.

Mr. Segovia began facilitating a discussion that focused on creating an approach to improving the Yuma Region’s mobility (PowerPoint presentation attached in Appendix). The discussion began with a brief review of the coordination efforts identified in the last RTC Plan Update. Comments included:

1. AHCCCS bidding procedure has changed. Now goes according to capacity and availability.
2. Unmet needs results in higher cost of services. E.g., taxi can be up to $60 for a 1-way trip for 2 people.
   a. Need to offer more choices.
   b. Need to offer more cost-effective services.
3. Coordination
   a. Database of providers and services.
   b. Maximize vehicles.
4. Other contracts are not allowing provider to pick up riders that are not qualified under program requirements. E.g., no child is allowed to ride with adult riders.
5. Billing and insurance issues in regards to coordinating with other agencies.
6. Tucson has CHIT program - taxi vouchers; DES/DDD/RSA also has taxi voucher program.
7. Focuses on low income and elderly. However, there are others that need to be considered:
a. Students  
b. Blue-collar workers, YPG  
c. School bus services have been cut  
d. Current transit routes and hours have been cut  
   I. Possible shuttle service

All of these issues/concerns affect Economic Development in our community.

Mr. Segovia then led the group through an evaluation of services in order to identify any unmet needs in the community. A list of unmet needs was identified by the group:

1. Groups and populations affected:  
   a. Workers  
   b. Students  
   c. Tribes/Reservations  
      I. Quechan Tribe currently doing a transit study  
      II. Cocopah is considering a shuttle service

2. Creating new service(s)  
   a. Need is out there but not everyone knows about the need (public, other providers/agencies, etc.)  
   b. No monies available for advertising

All past unmet needs are still applicable:  
1. Overflow capacity and certain times of the day  
2. Population growth  
3. Serving remote areas, i.e., Quechan Reservation

Question: Is rider population or community lacking service?  
1. Border crossing at San Luis  
   a. There’s been a significant increase in number of pedestrian crossing the border – approximately 4,000/per day, 600 to 1,500 on bicycle. Employers are picking up laborers (AG business) a ½ mile from border and taking them to ride on company bus to work site (fields).

2. Cab/taxi system.  
   a. There are currently over 150 different taxi companies, which make the competition unreal. There are no rules or regulations regarding licensing. City officials need to look at rules, regulations, safety standards and costs involved with operating taxis/cabs.

3. Look at possibility of major employers to sponsor/fund transportation to/from work and/or job sites

4. Improve marketing
5. Identify missed transportation-related funding opportunities
   Lack of service in the community:
   a. Library
   b. Schools
   c. After-hours
   d. Insurance issues
   e. Training
   f. Maintenance costs
      I. In future, can ADOT or another company or agency provide maintenance services at a lower cost?
      II. STS has certified mechanics to service wheelchair lifts.
      III. Can Arizona Bus Sales rep come to Yuma one time a month to perform repairs instead of sending vehicle to Phoenix for repairs?
      IV. Maintain what is currently obtained at a reasonable cost.
   g. Funding
      I. Grant opportunities and applications.

6. Next survey to applicants needs to measure
   a. Capacity
   b. Number of staff involved
   c. Budget

7. Provide clear definition of Mobility Management

8. Create more effective messages

After the group identified the region’s unmet needs and other issues requiring improvement, Mr. Segovia lead the group in a discussion focusing on identifying solutions to these unmet needs. These strategies included:
   1. Create RMC
   2. Create Regional Mobility Guide
      a. Distribute to appropriate agencies/individuals, etc.
   3. Track “missed” opportunities regarding services and coordination
      a. Form consisting of the need and why it wasn’t met
   4. New and greater resources
   5. Identify “lead” mobility coordination agency/staff
   6. Others
      a. Check with local library to see what courses they offer
      b. Providing food, lodging, etc. are too costly and this is why there usually is no participation.
   7. Information sharing process
      a. There are no regional efforts.
b. Once RMC is created, create a regional 800 telephone number for mobility information; possibly put the number on agency vehicles  
c. Detailed inventory of existing services and gatekeepers  
d. Need printed and online materials (RM Guide)  
e. Tracking of “missed” opportunities  
f. Standing RMC meetings  
g. Participating in community events  
h. Possible advertising inside the YCAT buses – can this be done?

Mr. Segovia then identified specific characteristics of a successful Regional Mobility Committee, which the participants agreed would be created. Those characteristics included:
1. Defining membership criteria  
2. Issues to address (i.e., can this group help support with the taxes for transit?)  
3. Development of a Mission Statement: “The YMPO Regional Mobility Committee will meet quarterly to identify unmet mobility needs, coordinate existing transportation resources, and identify opportunities for continued mobility funding and program improvement and expansion”.
4. Timeline for implementing strategies

The participants then discussed next steps, which included:  
1. Completing a provider/agency inventory  
2. Obtaining Operating information for plan update  
3. Reviewing Draft RTC Plan Update (estimated to be available on February 8, 2011)  
4. RTC Plan Update to YMPO Executive Board for approval in March, 2011.

Issues to be discussed at the next Regional Mobility Committee meeting include:  
1. Next meeting will be in April and agencies will be notified.  
2. Discussions will include:  
   a. Identify list of projects seeking funding  
   b. Continue identifying unmet needs  
   c. Create timelines for Plan update strategies  
   d. Identify and include vital community gatekeepers  
   e. Finalize Mission Statement
APPENDIX B: COMPLETED COMMUNITY MOBILITY INVENTORY SURVEYS
COMMUNITY MOBILITY INVENTORY
For the Greater Yuma Region Transportation Coordination Meeting

Please take a few minutes to complete this survey. Your responses will help Navigator Mobility Consulting (NMC) understand your existing services; as well as help us understand where opportunities for improvements may be. Thank you!

1. Please identify the public transportation services/programs that are provided in your community. (mark all that apply)
   - Bus
   - ADA Paratransit
   - non-ADA Paratransit
   - Light Rail
   - Commuter Rail
   - Taxi Vouchers
   - Free Fixed Route for Disabled
   - Volunteer Drivers
   - Carpool
   - Vanpool
   - Travel Training
   - Human Services Transportation
   - Program/s with other Agencies
   Others: 586 5817

2. What 3 outcomes would you like to see accomplished?
   - Improve mobility for the residents of your community
   - Create a balanced Coordinated Mobility program
   - Identify short and long term objectives for improving mobility
   - Increase accessibility of transportation services
   - Improve the mobility skills of your current/future users
   - Reduce demand on ADA (and non-ADA) Paratransit services
   - Provide alternatives to Paratransit services
   - Others: Determine best bus routes that the region can afford at a cost-effective level.

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3. What are the 3 biggest challenges that you are currently facing?

- Managing Paratransit demand
- Lack of mobility options for residents
- Need for effective Coordinated Mobility planning
- Need for increased understanding of the community’s transportation needs
- Unable to create successful mobility programs
- Bad perception of transportation services/options
- Need for coordination with other transportation providers
- Others: 

4. Please share your opinions regarding how accessible your community is to Older Adults and People with Disabilities.

- Accessible to all
- Accessible some
- Accessible to few
- Very poor accessibility

5. What challenges are you faced with in the near term (1-2 years)?

- Increasing Paratransit costs
- Increasing older adult/disabled populations
- Expanding fixed route services (requiring additional Paratransit)
- Staffing level challenges (not enough staff)
- Need for Coordinated Mobility options
- Negative perception by Boards, Agencies, Elected Officials
- Others _Huge cost for YCAT/DAR that cannot be sustained._

6. What challenges are you faced with in the long term (3-5 years)?

- Increasing Paratransit costs
- Increasing older adult/disabled populations
- Expanding fixed route services (requiring additional Paratransit)
- Staffing level challenges (not enough staff)
- Need for Coordinated Mobility options
- Negative perception by Boards, Agencies, Elected Officials
- Others _Getting an authority established that will take Navigator Mobility Consulting over operations of YCAT/DAR._
7. Please share the names of agencies and/or individuals whose input you believe would be helpful during this discussion. (if applicable)
   a. WACOG
   b. EXCEL Group
   c. Other local entities needing similar health care transportation.
   d. GYORC
   e. Chamber of Commerce
   f.

FOR TRANSIT & PARATRANSIT OPERATORS / STAFF

8. Regarding your current transit marketing efforts...

   Do your marketing messages encourage older adult and people with disabilities to ride fixed route services? Yes (No)
   Do your marketing messages imply that older adults and people with disabilities should only (or mostly) use Paratransit services; not your fixed route services? Yes No (Don't Know)
   Have you created a distinct marketing message that encourages older adults and people with disabilities to use all services that are available to them? Yes No (Don't Know)

   Please rate the effectiveness of your public transportation marketing efforts:
   _ Very effective
   _ Moderately effective
   _ Improvement is needed
   _ Ineffective
   X Don't Know

9. How would you rate the amount of fixed route services and their effectiveness?

   Amount of Service
   _ High
   _ Moderate
   X Poor

   Effectiveness of Service
   _ High
   _ Moderate
   X Poor

   If poor, why? Because the routes are not structured to provide 30 minute headways. The San Luis to Yuma route seems effective because of its rural service. The buses are too big for the route capacities needed locally.
10. Please identify which ADA Paratransit policies you have in place at this time.

   __ Service area is ADA minimum requirement
   __ Hours of service are beyond those of fixed route services
   __ Fares are less than double fixed route fares (or have Paratransit monthly pass)
   __ You have an in-person eligibility process
   __ You enforce trip-by-trip and/or conditional eligibility
   __ Your eligibility process provides other mobility options to applicants

   \[\checkmark\text{ Don't know exactly.}\]
COMMUNITY MOBILITY INVENTORY
For the Greater Yuma Region Transportation Coordination Meeting

Please take a few minutes to complete this survey. Your responses will help Navigator Mobility Consulting (NMC) understand your existing services; as well as help us understand where opportunities for improvements may be. Thank you!

1. Please identify the public transportation services/programs that are provided in your community. (mark all that apply)
   - [X] Bus (YMTA)
   - ADA Paratransit
   - non-ADA Paratransit
   - Light Rail
   - Commuter Rail
   - Taxi Vouchers
   - Free Fixed Route for Disabled
   - Volunteer Drivers
   - Carpool
   - Vanpool
   - Travel Training
   - Human Services Transportation
   - Program/s with other Agencies
   - Others: YPIC does not provide transportation services. We purchase tickets on YMTA for students and participants in our program.

2. What 3 outcomes would you like to see accomplished?
   - [X] Improve mobility for the residents of your community
   - Create a balanced Coordinated Mobility program
   - [X] Identify short and long term objectives for improving mobility
   - [X] Increase accessibility of transportation services
   - Improve the mobility skills of your current/future users
   - Reduce demand on ADA (and non-ADA) Paratransit services
   - Provide alternatives to Paratransit services
   - Others:

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3. What are the 3 biggest challenges that you are currently facing?

- Managing Paratransit demand
- Lack of mobility options for residents
- Need for effective Coordinated Mobility planning
- Need for increased understanding of the community's transportation needs
- Unable to create successful mobility programs
- Bad perception of transportation services/options
- Need for coordination with other transportation providers
- Others: Need more options at affordable price

4. Please share your opinions regarding how accessible your community is to Older Adults and People with Disabilities.

- Accessible to all
- Accessible to few
- Accessible some
- Very poor accessibility

5. What challenges are you faced with in the near term (1-2 years)?

- Increasing Paratransit costs
- Increasing older adult/disabled populations
- Expanding fixed route services (requiring additional Paratransit)
- Staffing level challenges (not enough staff)
- Need for Coordinated Mobility options
- Negative perception by Boards, Agencies, Elected Officials
- Others

6. What challenges are you faced with in the long term (3-5 years)?

- Increasing Paratransit costs
- Increasing older adult/disabled populations
- Expanding fixed route services (requiring additional Paratransit)
- Staffing level challenges (not enough staff)
- Need for Coordinated Mobility options
- Negative perception by Boards, Agencies, Elected Officials
- Others

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COMMUNITY MOBILITY INVENTORY
For the Greater Yuma Region Transportation Coordination Meeting

Please take a few minutes to complete this survey. Your responses will help Navigator Mobility Consulting (NMC) understand your existing services; as well as help us understand where opportunities for improvements may be. Thank you!

1. Please identify the public transportation services/programs that are provided in your community. (mark all that apply)
   - Bus
   - ADA Paratransit
   - non-ADA Paratransit
   - Light Rail
   - Commuter Rail
   - Taxi Vouchers
   - Free Fixed Route for Disabled
   - Volunteer Drivers
   - Carpool
   - Vanpool
   - Travel Training
   - Human Services Transportation
   - Program/s with other Agencies
   - Others: _______________________________

2. What 3 outcomes would you like to see accomplished?
   - Improve mobility for the residents of your community
   - Create a balanced Coordinated Mobility program
   - Identify short and long term objectives for improving mobility
   - Increase accessibility of transportation services
   - Improve the mobility skills of your current/future users
   - Reduce demand on ADA (and non-ADA) Paratransit services
   - Provide alternatives to Paratransit services
   - Others: _______________________________

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3. What are the 3 biggest challenges that you are currently facing?
   - Managing Paratransit demand
   - Lack of mobility options for residents
   - Need for effective Coordinated Mobility planning
   - Need for increased understanding of the community’s transportation needs
   - Unable to create successful mobility programs
   - Bad perception of transportation services/options
   - Need for coordination with other transportation providers
   - Others: _________________________________________________________________

4. Please share your opinions regarding how accessible your community is to Older Adults and People with Disabilities.
   - Accessible to all
   - Accessible to few
   - Accessible some
   - Very poor accessibility

5. What challenges are you faced with in the near term (1-2 years)?
   - Increasing Paratransit costs
   - Increasing older adult/disabled populations
   - Expanding fixed route services (requiring additional Paratransit)
   - Staffing level challenges (not enough staff)
   - Need for Coordinated Mobility options
   - Negative perception by Boards, Agencies, Elected Officials
   - Others: _______________________________________________________________

6. What challenges are you faced with in the long term (3-5 years)?
   - Increasing Paratransit costs
   - Increasing older adult/disabled populations
   - Expanding fixed route services (requiring additional Paratransit)
   - Staffing level challenges (not enough staff)
   - Need for Coordinated Mobility options
   - Negative perception by Boards, Agencies, Elected Officials
   - Others: _______________________________________________________________

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7. Please share the names of agencies and/or individuals whose input you believe
would be helpful during this discussion. (if applicable)

a. 

b. 

c. 

d. 

e. 

f. 

FOR TRANSIT & PARATRANSLIT OPERATORS / STAFF

8. Regarding your current transit marketing efforts...

Do your marketing messages encourage older adult and people with disabilities to ride fixed route
services? Yes No N/A

Do your marketing messages imply that older adults and people with disabilities should only (or
mostly) use Paratransit services; not your fixed route services?
Yes No N/A

Have you created a distinct marketing message that encourages older adults and people with
disabilities to use all services that are available to them?
Yes No N/A

Please rate the effectiveness of your public transportation marketing efforts?

___ Very effective ___ Improvement is needed

___ Moderately effective ___ Ineffective

N/A

9. How would you rate the amount of fixed route services and their effectiveness?

Amount of Service Effectiveness of Service

___ High ___ High

___ Moderate ___ Moderate

___ Poor ___ Poor

If poor, why? only small area of city/county are served

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10. Please identify which ADA Paratransit policies you have in place at this time.

- Service area is ADA minimum requirement
- Hours of service are beyond those of fixed route services
- Fares are less than double fixed route fares (or have Paratransit monthly pass)
- You have an in-person eligibility process
- You enforce trip-by-trip and/or conditional eligibility
- Your eligibility process provides other mobility options to applicants
COMMUNITY MOBILITY INVENTORY
For the Greater Yuma Region Transportation Coordination Meeting

Please take a few minutes to complete this survey. Your responses will help Navigator Mobility Consulting (NMC) understand your existing services; as well as help us understand where opportunities for improvements may be. Thank you!

1. Please identify the public transportation services/programs that are provided in your community. (mark all that apply)
   - Bus
   - ADA Paratransit
   - non-ADA Paratransit
   - Light Rail
   - Commuter Rail
   - Taxi Vouchers
   - Free Fixed Route for Disabled
   - Volunteer Drivers
   - Carpool
   - Vanpool
   - Travel Training
   - Human Services Transportation
   - Program’s with other Agencies
   - Others:

2. What 3 outcomes would you like to see accomplished?
   - Improve mobility for the residents of your community
   - Create a balanced Coordinated Mobility program
   - Identify short and long term objectives for improving mobility
   - Increase accessibility of transportation services
   - Improve the mobility skills of your current/future users
   - Reduce demand on ADA (and non-ADA) Paratransit services
   - Provide alternatives to Paratransit services
   - Others:

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3. What are the 3 biggest challenges that you are currently facing?

- Managing Paratransit demand
- Lack of mobility options for residents
- Need for effective Coordinated Mobility planning
- Need for increased understanding of the community's transportation needs
- Unable to create successful mobility programs
- Bad perception of transportation services/options
- Need for coordination with other transportation providers
- Others: ____________________________

4. Please share your opinions regarding how accessible your community is to Older Adults and People with Disabilities.

- Accessible to all
- Accessible to few
- Accessible some
- Very poor accessibility

5. What challenges are you faced with in the near term (1-2 years)?

- Increasing Paratransit costs
- Increasing older adult/disabled populations
- Expanding fixed route services (requiring additional Paratransit)
- Staffing level challenges (not enough staff)
- Need for Coordinated Mobility options
- Negative perception by Boards, Agencies, Elected Officials
- Others

6. What challenges are you faced with in the long term (3-5 years)?

- Increasing Paratransit costs
- Increasing older adult/disabled populations
- Expanding fixed route services (requiring additional Paratransit)
- Staffing level challenges (not enough staff)
- Need for Coordinated Mobility options
- Negative perception by Boards, Agencies, Elected Officials
- Others

Navigator Mobility Consulting

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7. Please share the names of agencies and/or individuals whose input you believe
would be helpful during this discussion. (if applicable)

   a. 
   b. 
   c. 
   d. 
   e. 
   f. 

FOR TRANSIT & PARATRANSIT OPERATORS / STAFF

8. Regarding your current transit marketing efforts...

   Do your marketing messages encourage older adult and people with disabilities to ride fixed route
   services? Yes No

   Do your marketing messages imply that older adults and people with disabilities should only (or
   mostly) use Paratransit services; not your fixed route services?
   Yes No

   Have you created a distinct marketing message that encourages older adults and people with
   disabilities to use all services that are available to them?
   Yes No

   Please rate the effectiveness of your public transportation marketing efforts?
   _ Very effective _ Improvement is needed
   _ Moderately effective _ Ineffective

9. How would you rate the amount of fixed route services and their effectiveness?

   Amount of Service Effectiveness of Service
   _ High _ High
   _ Moderate _ Moderate
   _ Poor _ Poor

   If poor, why? 

Navigator Mobility Consulting www.CoordinatedMobility.com
10. Please identify which ADA Paratransit policies you have in place at this time.

___ Service area is ADA minimum requirement
___ Hours of service are beyond those of fixed route services
___ Fares are less than double fixed route fares (or have Paratransit monthly pass)
___ You have an in-person eligibility process
___ You enforce trip-by-trip and/or conditional eligibility
___ Your eligibility process provides other mobility options to applicants
COMMUNITY MOBILITY INVENTORY
For the Greater Yuma Region Transportation Coordination Meeting

Please take a few minutes to complete this survey. Your responses will help Navigator Mobility Consulting (NMC) understand your existing services, as well as help us understand where opportunities for improvements may be. Thank you!

1. Please identify the public transportation services/programs that are provided in your community. (mark all that apply)

   x Bus
   x ADA Paratransit
   x non-ADA Paratransit
   _ Light Rail
   _ Commuter Rail
   _ Taxi Vouchers
   x Free Fixed Route for Disabled

   ___ Volunteer Drivers
   ___ Carpool
   ___ Vanpool
   ___ Travel Training
   ___ Human Services Transportation
   x ___ Program/s with other Agencies

2. What 3 outcomes would you like to see accomplished?

   x ___ Improve mobility for the residents of your community
   ___ Create a balanced Coordinated Mobility program
   ___ Identify short and long term objectives for improving mobility
   x ___ Increase accessibility of transportation services
   ___ Improve the mobility skills of your current/future users
   ___ Reduce demand on ADA (and non-ADA) Paratransit services
   x ___ Provide alternatives to Paratransit services

   ___ Others:

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3. What are the 3 biggest challenges that you are currently facing?

x__Managing Paratransit demand
x__Lack of mobility options for residents
   __Need for effective Coordinated Mobility planning
x__Need for increased understanding of the community's transportation needs
   __Unable to create successful mobility programs
   __Bad perception of transportation services/options
   __Need for coordination with other transportation providers
   __Others: ____________________________

4. Please share your opinions regarding how accessible your community is to Older Adults and People with Disabilities.

   __Accessible to all                   x__Accessible to few
   __Accessible some                   __Very poor accessibility

5. What challenges are you faced with in the near term (1-2 years)?

x__Increasing Paratransit costs
x__Increasing older adult/disabled populations
x__Expanding fixed route services (requiring additional Paratransit)
   __Staffing level challenges (not enough staff)
   __Need for Coordinated Mobility options
x__Negative perception by Boards, Agencies, Elected Officials
   __Others__________________________

6. What challenges are you faced with in the long term (3-5 years)?

   __Increasing Paratransit costs
x__Increasing older adult/disabled populations
x__Expanding fixed route services (requiring additional Paratransit)
x__Staffing level challenges (not enough staff)
   __Need for Coordinated Mobility options
   __Negative perception by Boards, Agencies, Elected Officials
   __Others__________________________

Navigator Mobility Consulting                                      www.CoordinatedMobility.com
7. Please share the names of agencies and/or individuals whose input you believe would be helpful during this discussion. (if applicable)
   a. Wacog
   b. Sauguarso Foundation
   c. 
   d. 
   e. 
   f. 

---

FOR TRANSIT & PARATRANSIT OPERATORS / STAFF

8. Regarding your current transit marketing efforts...

   Do your marketing messages encourage older adult and people with disabilities to ride fixed route services?  Yes  No  x

   Do your marketing messages imply that older adults and people with disabilities should only (or mostly) use Paratransit services; not your fixed route services?  Yes  No  x

   Have you created a distinct marketing message that encourages older adults and people with disabilities to use all services that are available to them?  Yes  No  x

   Please rate the effectiveness of your public transportation marketing efforts?
   ___ Very effective  ___ Improvement is needed
   x ___ Moderately effective  ___ Ineffective

9. How would you rate the amount of fixed route services and their effectiveness?

   Amount of Service  Effectiveness of Service
   ___ High  ___ High
   ___ Moderate  x ___ Moderate
   x ___ Poor  ___ Poor

   If poor, why? ____________________________

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10. Please identify which ADA Paratransit policies you have in place at this time.

x Service area is ADA minimum requirement
x Hours of service are beyond those of fixed route services
___ Fares are less than double fixed route fares (or have Paratransit monthly pass)
___ You have an in-person eligibility process
___ You enforce trip-by-trip and/or conditional eligibility
x Your eligibility process provides other mobility options to applicants
COMMUNITY MOBILITY INVENTORY

For the Greater Yuma Region Transportation Coordination Meeting

Please take a few minutes to complete this survey. Your responses will help Navigator Mobility Consulting (NMC) understand your existing services; as well as help us understand where opportunities for improvements may be. Thank you!

1. Please identify the public transportation services/programs that are provided in your community. (mark all that apply)
   - [X] Bus
   - [ ] ADA Paratransit
   - [ ] non-ADA Paratransit
   - [ ] Light Rail
   - [ ] Commuter Rail
   - [ ] Taxi Vouchers
   - [ ] Free Fixed Route for Disabled
   - [ ] Volunteer Drivers
   - [ ] Carpool
   - [ ] Vanpool
   - [ ] Travel Training
   - [ ] Human Services Transportation
   - [ ] Program/s with other Agencies
   - [ ] Others:

2. What 3 outcomes would you like to see accomplished?
   - [X] Improve mobility for the residents of your community
   - [X] Create a balanced Coordinated Mobility program
   - [X] Identify short and long term objectives for improving mobility
   - [ ] Increase accessibility of transportation services
   - [ ] Improve the mobility skills of your current/future users
   - [ ] Reduce demand on ADA (and non-ADA) Paratransit services
   - [ ] Provide alternatives to Paratransit services
   - [ ] Others:

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3. What are the 3 biggest challenges that you are currently facing?

- Managing Paratransit demand
- Lack of mobility options for residents
- Need for effective Coordinated Mobility planning
- Need for increased understanding of the community's transportation needs
- Unable to create successful mobility programs
- Bad perception of transportation services/options
- Need for coordination with other transportation providers
- Others: ____________________________

4. Please share your opinions regarding how accessible your community is to Older Adults and People with Disabilities.

- Accessible to all
- Accessible to few
- Accessible some
- Very poor accessibility

5. What challenges are you faced with in the near term (1-2 years)?

- Increasing Paratransit costs
- Increasing older adult/disabled populations
- Expanding fixed route services (requiring additional Paratransit)
- Staffing level challenges (not enough staff)
- Need for Coordinated Mobility options
- Negative perception by Boards, Agencies, Elected Officials
- Others: ____________________________

6. What challenges are you faced with in the long term (3-5 years)?

- Increasing Paratransit costs
- Increasing older adult/disabled populations
- Expanding fixed route services (requiring additional Paratransit)
- Staffing level challenges (not enough staff)
- Need for Coordinated Mobility options

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7. Please share the names of agencies and/or individuals whose input you believe would be helpful during this discussion. (if applicable)

a. 

b. 

c. 

d. 

e. 

f. 

8. Regarding your current transit marketing efforts...

Do your marketing messages encourage older adult and people with disabilities to ride fixed route services?  ☒ No

Do your marketing messages imply that older adults and people with disabilities should only (or mostly) use Paratransit services; not your fixed route services?

Yes ☐ No ☒

Have you created a distinct marketing message that encourages older adults and people with disabilities to use all services that are available to them?

Yes ☐ No ☒

Please rate the effectiveness of your public transportation marketing efforts?

☐ Very effective ☒ Improvement is needed ☐ Ineffective

9. How would you rate the amount of fixed route services and their effectiveness?

Amount of Service ☒ High ☐ Poor

☐ Moderate Effectiveness of Service ☒ High

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### APPENDIX C: SAGUARO FOUNDATION VEHICLE INVENTORY

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<tr>
<th>Vehicle Number</th>
<th>Make</th>
<th>Year</th>
<th>Miles</th>
<th>Current Condition</th>
<th>Missed Maintenance</th>
<th>Current Use</th>
<th>Inspection Due</th>
<th>Vehicle Use Code</th>
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<td>Ford</td>
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<td>Gas/LPG</td>
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<td>Gas/LPG</td>
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