



Maricopa Association of Governments 2008 Regional Conference:

Housing & Transportation

Human Services Coordination

Human Services Transportation

April 8, 2008





Human Service Transportation

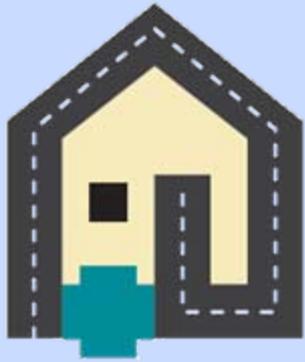
- In '70s & '80s, Phoenix & Maricopa County identified mobility as an critical need to the most transit needy populations in the county.
- Today, STS operates a fleet of up to 70 vans and Phoenix has 38 vans
 - Serve 29 regional Senior Centers
 - Providing transportation for 29 cities, towns & unincorporated areas
- More than 70 other agencies



Residents Served

- **Provide transportation to the following populations**
 - Low-income residents
 - Disabled individuals
 - Elderly (60+ yrs)



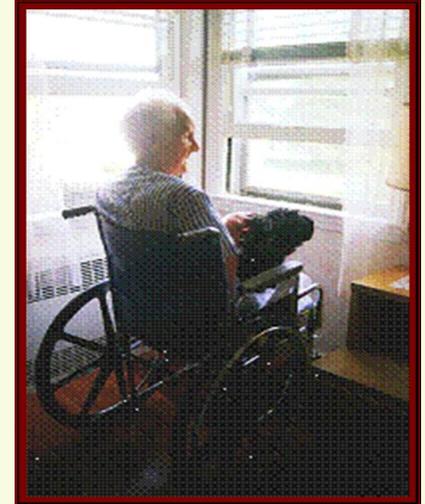


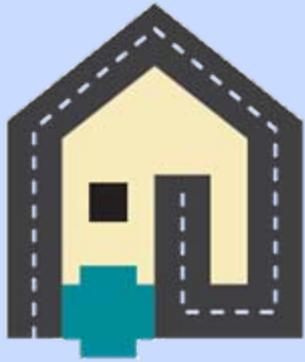
Prime Objectives

- **To assist residents with:**
 - Mobility
 - Independence
 - Socialization
 - Nutrition & Health
- **Senior Center Transportation**
- **Home Delivered Meals***
- **Work Links***
- **Special Needs Transportation for cities, towns & unincorporated areas**

Medical, Dialysis, Adult Day Care, Social Services, Shopping/Personal/Recreation, Education & Employment

*Maricopa County Only





Pros & Cons

Pros

- Passengers pay reduced or no fare*
- Unincorporated and incorporated areas
- Door-to-door assistance
- All vans are fully accessible
- STS can cross city & town borders
- Reservations – call 7 days to same day* @ 602-372-4280

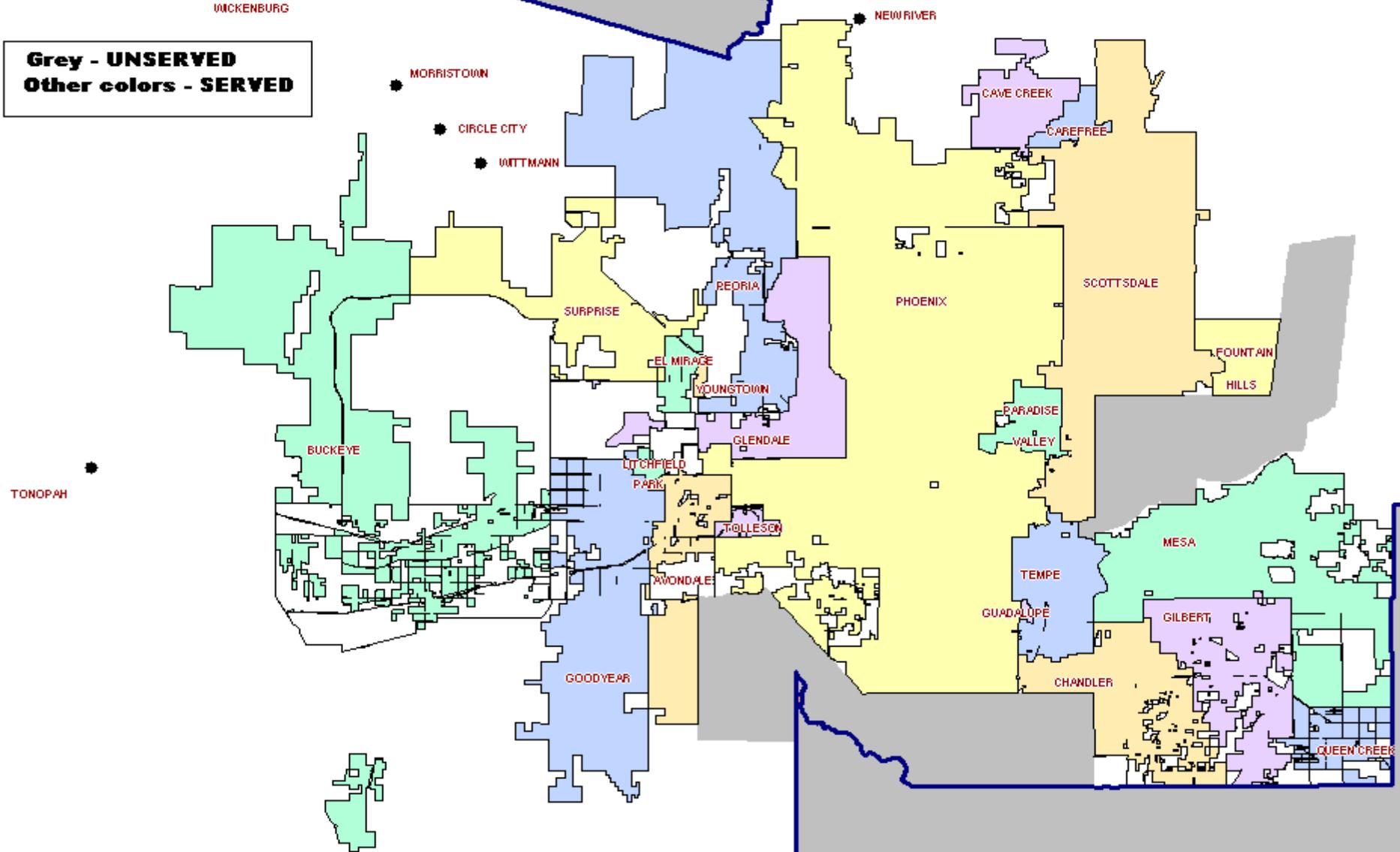
(*Reserve-A-Ride fare is contribution based, recommended \$1.00 per trip and reservations are made 48-hours in advance of the trip)

**Maricopa County
Special Transportation Services
Special Needs Service Area**



MCKENBURG

Grey - UNSERVED
Other colors - SERVED





Pros & Cons

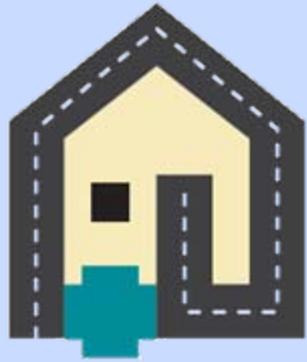
Cons

■ Hours of Service

- Only operate weekdays - not on holidays
- Reservations (Weekdays 7:00 AM – 2:00 PM)
- Service Hours (Weekdays 7:00 AM – 5:00 PM)

■ Limited city & town service budgets

- STS contracts with all cities except for Phoenix or Peoria
- Jurisdictions define service parameters

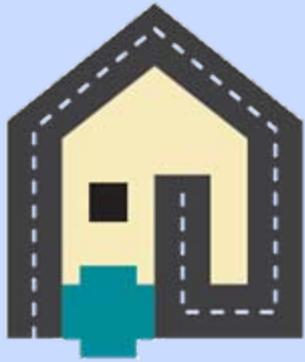


Service Statistics



Special Transportation Services	Period	Trips	%	Miles	%	Clients	%
Special Needs (city & town)	FY 07 Jul - Nov	9,407	44%	85,278	37%	416	50
	FY 08 Jul - Nov	13,532		116,434		626	
Senior Center Transportation	FY 07 Jul - Nov	22,513	-15%	83,436	-13%	286	-10
	FY 08 Jul - Nov	19,031		72,853		256	
Home Delivered Meals	FY 07 Jul - Nov	55,545	13%	74,134	-9%		
	FY 08 Jul - Nov	62,956		67,515			
Work Links Van	FY 07 Jul - Nov	3,630	166%	30,857	244%	80	101
	FY 08 Jul - Nov	9,666		106,279		161	

Reserve-A-Ride	Period	Trips	Miles	Clients
Senior Center & Special Needs	2006-07	156,000	567,000	3,200



AZ511



Zonies can get:

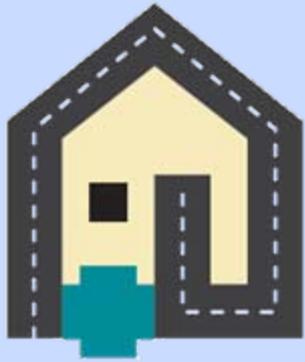
- **Current road conditions & metro area updates**
- **Information about transit, major airports and tourism**
- **Assistance with statewide Amber Alerts**
- **Phone: dial 511**
- **Web: AZ511.gov**



Regional Partnerships

- Valley Metro
- City of Phoenix (Transit Department)
- Regional & City Dial-A-Rides
- Non-Profit and Faith-Based





Improved Paratransit Services

- Community Transportation Association of America
- Easter Seals
- United We Ride – AZ Rides
- Human Services AZ211





Comments and Questions

Where do we go from here... Next Steps?



Maricopa Association of Governments 2008 Regional Conference:

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Sponsors





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**For more information
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