

Northern Arizona Council of Governments



2017-2021 Coordinated Mobility Plan

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Environmental Justice

In 1994, Executive Order (EO) 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, was issued. EO 12898 emphasizes the responsibility to make environmental justice a goal by identifying and addressing the effects of programs, policies and activities on minority and low-income populations. NACOG accomplishes this by considering these populations in its transportation planning process to ensure equitable and safe projects within its community.

NACOG considers environmental justice through planning activity according to Federal legislation noted above. Furthermore, in order to involve and assist the underrepresented and underserved, the COG adheres to Fixing America's Surface Transportation Act (FAST Act) within the transportation planning process. The COG makes every effort to hold public meetings in facilities that are ADA compliant; and, arranges for reasonable accessibility and accommodation to persons with disabilities. Further, to provide equally effective communication, NACOG ensures materials are made available for hearing or visually impaired, upon request.

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Partners

Arizona Department of Transportation
Central Yavapai MPO
Flagstaff MPO
Human Services Transportation Providers
Public Transit Agencies
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Northern Arizona Coordinated Mobility Plan

EXECUTIVE SUMMARY



Since the 1970's, the Federal Transit Administration (FTA) has required public involvement in the transportation planning process in order to ensure decisions are made in consideration of and to benefit public needs. This requirement continues today through Fixing America's Surface Transportation Act (FAST Act), signed into law December 5, 2015. The FAST Act authorizes transit programs for five years (FY16-FY20), providing consistent and predictable funding for the first time in decades.

The purpose of the regionally coordinated transportation plan is to provide a framework for more efficient and effective public transportation services, especially for priority populations including individuals with disabilities, seniors, people with low incomes, veterans and others. Access to transportation services is essential for citizens to fully participate in society and access human services, including medical care, food, water and housing as well as social and recreational services to maintain health and wellness.

The 2017-2021 Coordinated Mobility Plan (CMP) was prepared through a planning process that included surveys, public involvement forums and local coordination meetings occurring over the past four years. Outreach included stakeholders within NACOG's thirty-two member governments as well as transportation providers, passengers and advocates, human service agencies, and the general public with emphasis on priority populations.

The Plan assesses the transportation needs of the public (Chapter 2); determines the existing transportation resources (Chapter 3); identifies gaps and barriers to transportation (Chapter 5); develops strategies, projects and activities to rectify gaps; and determines priority areas for funding (Chapter 7). It should be noted that although the NACOG region submits funding recommendations based on regional priorities, the Arizona Department of Transportation (ADOT) ultimately determines grant awards.

Four priority areas were identified through the community-led planning process: Rider-Centered Improvements, Provider-Centered Improvements, Technology Improvements and Mobility Management Improvements (Chapter 4). Initiatives were identified for each priority area. Moving forward, the challenge is identifying partners to implement initiatives for public benefit.

Coordination strategies inherently require transportation stakeholders to think beyond individual agency needs by focusing on coordinating community mobility. Alternatively, the needs of individual agencies affect the viability of the transportation network. For example, the region has an aging fleet of vans and wheelchair-accessible vehicles in which they transport special needs populations. Without financial support from federal programs like the 5310 program administered by ADOT, it will be difficult for individual agencies to obtain the resources necessary to replace their fleet. In addition, some agencies have underutilized vehicles in their fleets and, when they begin to coordinate trips and sharing rides, more clients can be served using the existing resources.

The CMP will be reviewed annually and updated to monitor progress and effectiveness in meeting the priorities through the identified goals, objectives and outcomes (Chapter 8). Proposed 5310 grant projects addressing priority areas (Chapter 7) will be submitted to ADOT with a recommendation for funding based on adherence to this CMP.

In 2019, NACOG collaborated with CYMPO to conduct Mobility Management activities across Yavapai County. The Yavapai Passenger Transportation Study includes coordination items and goals for both the small urban and rural areas of the county.

Northern Arizona Coordinated Mobility Plan

Chapter 1: INTRODUCTION



The Northern Arizona region is a vast area covering 47,967 square miles with a population of 529,137. The region includes four counties, five tribes, 22 incorporated cities and towns, and two Metropolitan Planning Organizations (MPO's). The MPO's conduct transportation planning for the urbanized areas surrounding Flagstaff and the Central Yavapai Region, which includes Prescott, Prescott Valley, Chino Valley and Dewey-Humboldt (see [Figure 2](#)).

When it comes to meeting transportation needs of older adults, people with disabilities and people with low incomes, various transportation providers, organizations, and even family members face challenges such as long distances, poor roadway conditions, vehicles without sufficient accessibility for persons with disabilities, and limited funding. These issues have become a primary reason for NACOG to facilitate mobility opportunities since 2011 in order to improve and expand the coordination of existing services. "Coordination" in the world of transportation is therefore defined as the efficient and effective use of transportation resources for getting people to important destinations.

The Arizona Department of Transportation (ADOT) is the federally designated agency responsible for issuing guidance for Coordinated Mobility Plans in Arizona. NACOG is the regional planning agency responsible for facilitating transportation planning and mobility coordination activities in the non-urbanized (rural) areas of Apache, Coconino, Navajo and Yavapai Counties ("Region"). The NACOG region is comprised of the four counties - previous Plans referenced focal areas (referred to as "Sub-regions") within the counties. In 2016, NACOG transitioned to a macro planning structure by mirroring county geographies rather than community clusters.

Plan Purpose

The Northern Arizona CMP serves as a roadmap to achieve coordinated mobility through specific implementation strategies and activities. The CMP includes Regional Priorities involvement focusing on four categories: Rider-Centered Improvements, Provider-Centered Improvements, Technology Improvements, and Mobility Management Improvements. In addition, the CMP includes a list of targeted strategies to improve mobility services over the next five years.

The CMP was derived from public involvement including four public meetings (one per county) at locations accessible by public transportation and to persons with disabilities, as well as online surveying tools. Participation included members of the public (including seniors, persons with disabilities and those with low incomes), transit users, transportation providers, elected officials, and staff from agencies working closely with transportation-dependent populations.

Compliance & Assurances

This CMP meets the requirements identified in the latest federal transportation law, Fixing America's Surface Transportation (FAST) Act (December 2015) and ensures NACOG's compliance with the Federal Transit Administration's (FTA) Enhanced Mobility of Seniors & Individuals with Disabilities – Section 5310 program. Provisions of the FAST Act emphasize assistance in financing innovative projects to improve the coordination of transportation service, including the deployment of coordination technology and projects creating or increasing access to transportation services (i.e., one-call centers).

Per the ADOT guidelines, this CMP "identifies transportation needs of individuals with disabilities, older adults and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services for funding and implementation". In addition, this plan meets ADOT's requirement to "maximize the program's collective coverage by minimizing the duplication of services" through the Regional Priorities, and Goals and Objectives.

According to ADOT, "Coordination Plans meeting all standards will be approved for four years with an annual update that includes projects eligible and prioritized for funding for the upcoming Coordinated Mobility Program grant cycle."

NACOG certifies the projects selected for regional funding are derived from a Plan inclusive of representatives of public, private and nonprofit transportation and human service transportation providers, the public, representatives of older adults and individuals with disabilities as well as older adults, individuals with disabilities, and those with low incomes.

Managing Community Mobility

The purpose of *mobility management* is to improve coordination among providers in order to expand the availability of transportation options. The FTA supports mobility management through the National Center for Mobility Management (NCMM) and the National Aging and Disability Transportation Center (NACTC). Coordination and mobility management have become important priorities for the State in determining the projects meeting the most critical needs in the Region.

Northern Arizona Coordinated Mobility Plan

Chapter 2: NORTHERN ARIZONA REGION



This chapter describes the inter-relationship of transportation and planning services within northern Arizona. The chapter begins with a Planning Profile and description of Transportation Resources, then concludes with demographic trends influencing transportation needs.

2.1 Planning Profile

Arizona's regional transportation planning is performed by Council of Governments (COGs) and Metropolitan Planning Organizations (MPOs). [Figure 1](#) shows all COG and MPO planning boundaries.

Northern Arizona Council of Governments

NACOG is the designated transportation-planning agency for the non-urbanized (rural) areas of Yavapai, Coconino, Navajo, and Apache Counties. NACOG represents the largest planning area in the state (43%) of which 41% is federally designated tribal land (see [Figure 2](#)). The Region is bordered by the State of Utah to the north, the State of New Mexico to the east, and other COGs to the south and west.

In 2019, NACOG collaborated with CYMPO to conduct Mobility Management activities across Yavapai County. The Yavapai Passenger Transportation Study includes coordination items and goals for both the small urban and rural areas of the county.

NACOG's governing board (Regional Council) includes thirty-two governments and eight private sector members. [Figure 3](#) outlines NACOG's membership and governance structure.

Two transportation advisory bodies -- Transportation Policy Advisory Committee (10 members) and Transportation Technical Subcommittee (26 members) -- provide guidance and recommendations to Regional Council regarding transportation policy, funding, and implementation activities. Multiple ad-hoc work groups, task forces, and community consortiums offer local stakeholders the opportunity to further discuss, plan and engage in transportation-related dialogue relative to focalized geographies. It should be noted NACOG has yet to designate an advisory body specifically for transit and mobility.

Figure 1: Arizona Council of Governments and Metropolitan Planning Organizations

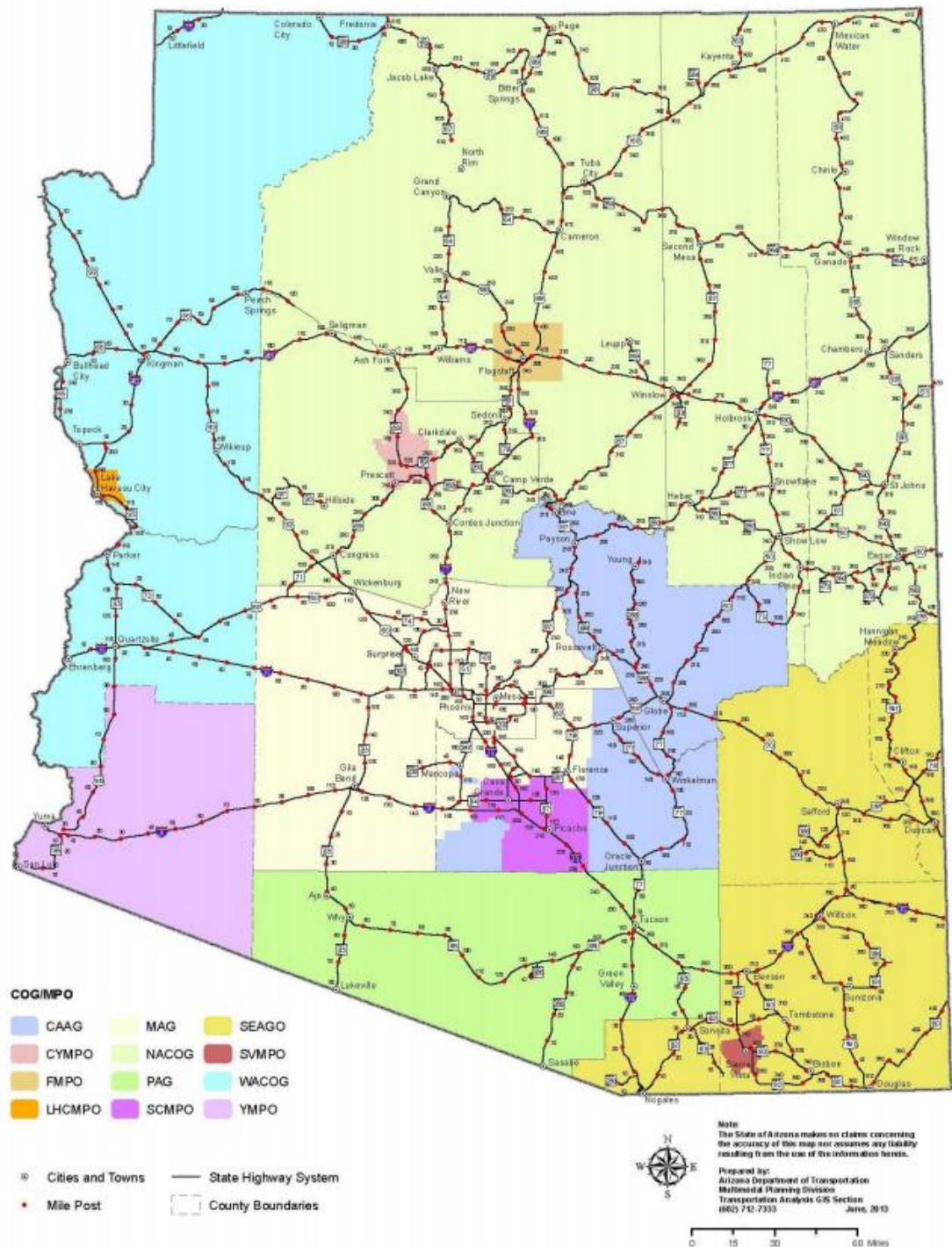


Figure 2: NACOG Planning Region

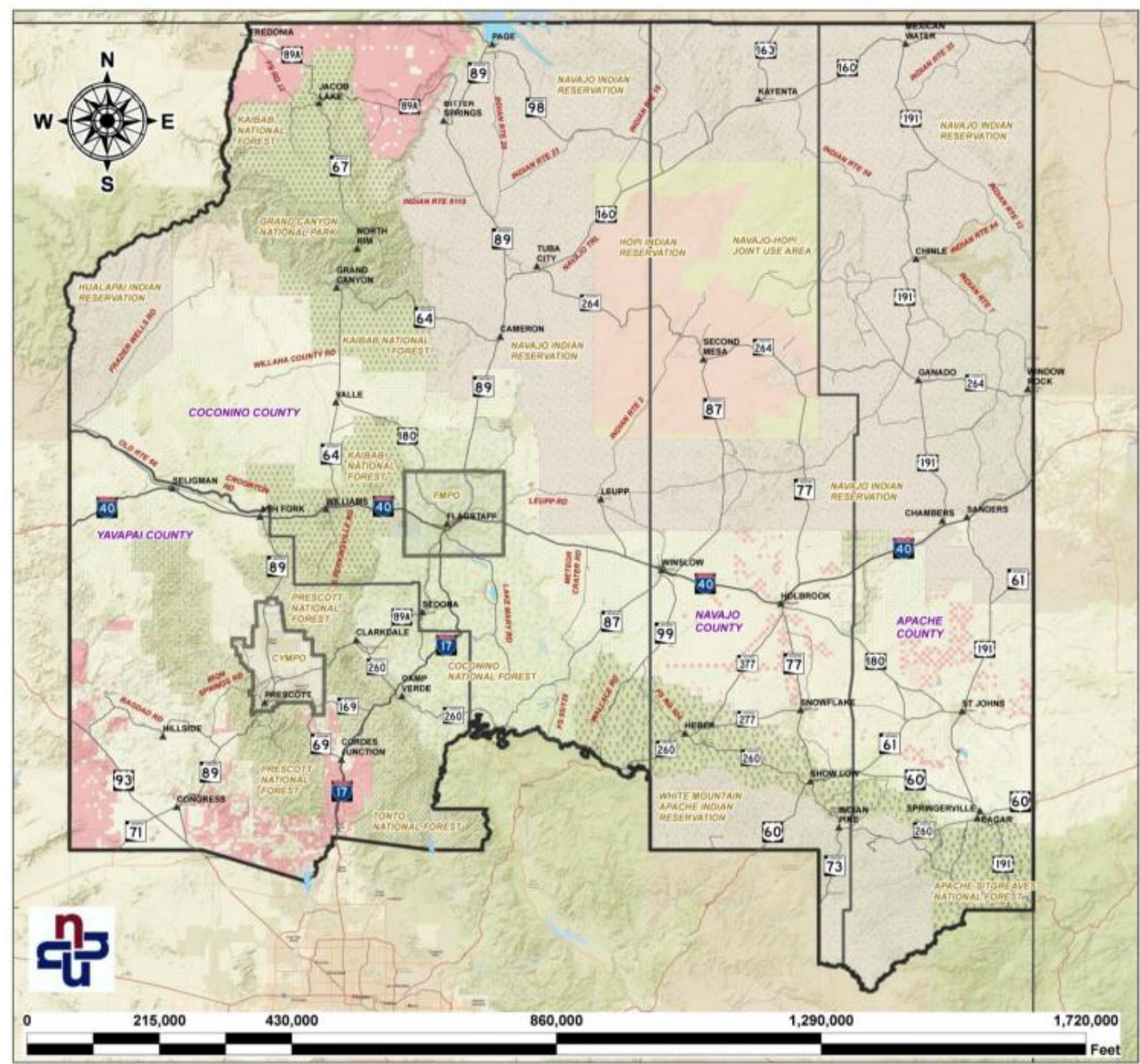
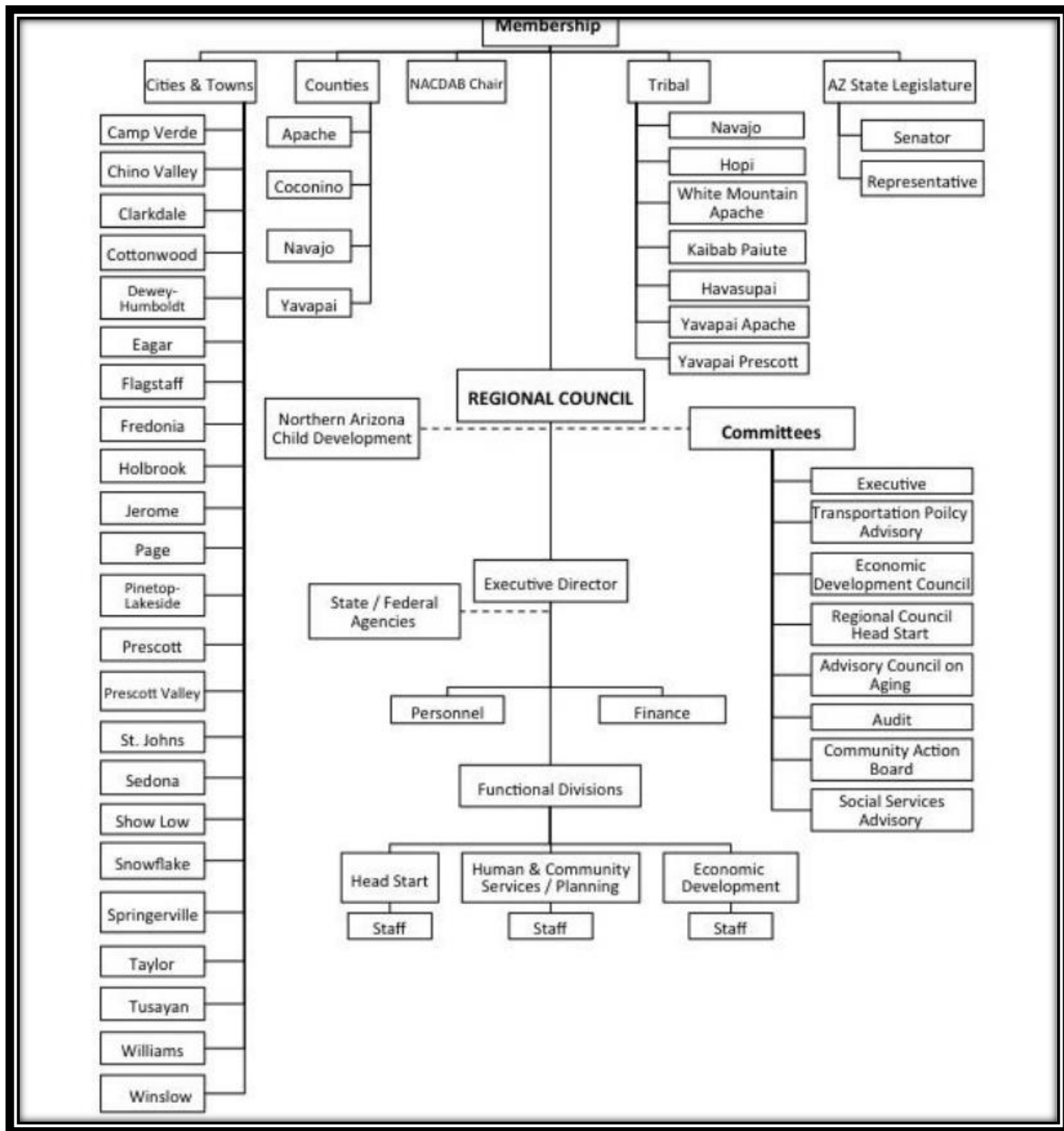


Figure 3: NACOG Membership & Governance Structure



2.2 Metropolitan Planning Organizations

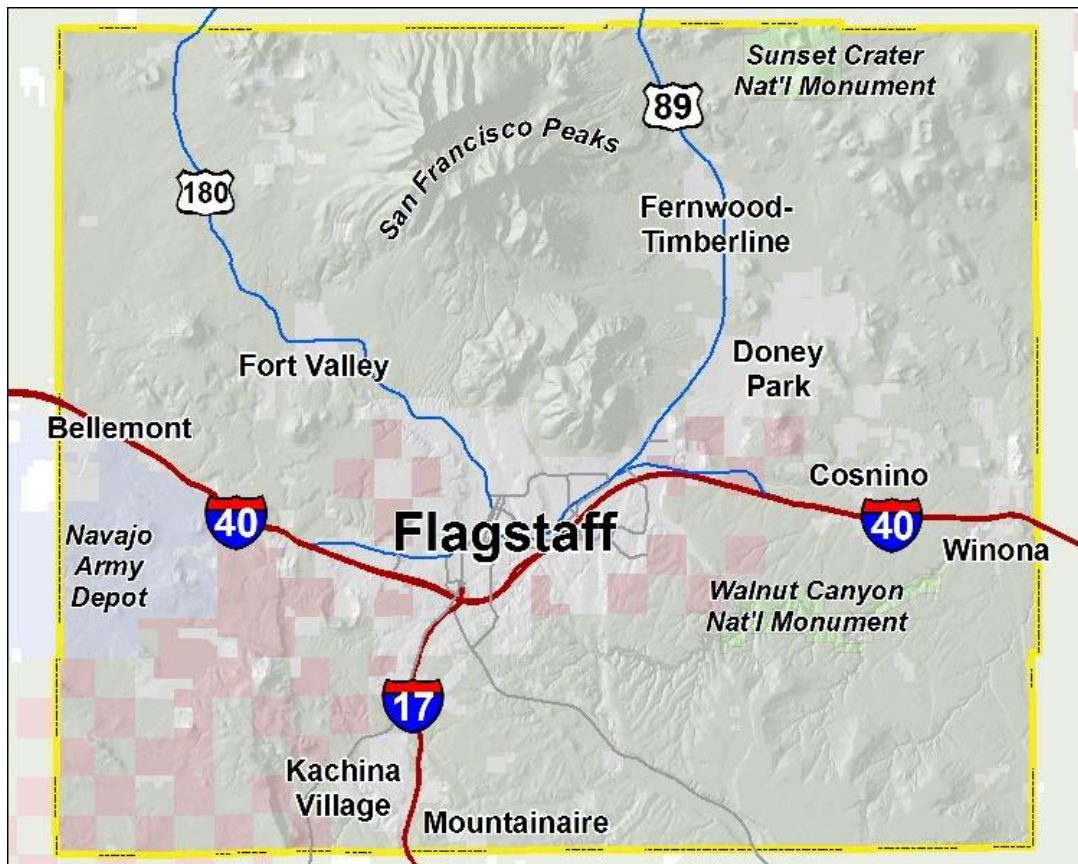
Since 1973, urbanized areas with populations in excess of 50,000 have been required by the Federal Transit Administration to establish Metropolitan Planning Organizations (MPOs). NACOG encompasses the Flagstaff Metropolitan Planning Organization (FMPO) and the Central Yavapai Planning Organization (CYMPO). See [Figure 2](#).

NACOG, FMPO and CYMPO are responsible for managing and implementing Coordination Plans within their respective planning areas. The paragraphs below and Section 2.3 address the relationship between the three planning agencies and their respective planning activities.

Flagstaff Metropolitan Planning Organization

The Flagstaff Metropolitan Planning Organization (FMPO) was established in 2006 to facilitate transportation and land use planning for the urbanized area consisting of two units of government – City of Flagstaff and Coconino County. The FMPO carries out planning, coordination, integration of activities necessary to maintain a comprehensive, cooperative, and continuing multi-agency transportation planning program within the metropolitan area, and to provide an effective public forum for identifying and resolving regional transportation issues. The City of Flagstaff, Coconino County and Arizona Department of Transportation (ADOT) govern the FMPO's planning program. Let it be noted that other NACOG programs (early childhood education, housing, aging services, economic development) also provide services to the greater Flagstaff community. See [Figure 4](#).

Figure 4: FMPO Planning Area



Source: <http://www.planning.dot.gov/documents/casestudy/flastaff3rmm/flagstaff3rmm>

In the Flagstaff area, the Coordinated Plan is jointly prepared by the FMPO and the Northern Arizona Intergovernmental Public Transit Authority (NAIPTA). NAIPTA was formed in 2001 to administer and operate public transit services within the greater Flagstaff area, including areas within Coconino County. NAIPTA programs include the fixed route Mountain Line and Mountain Link systems, as well as Mountain Lift (Para transit). In addition, services are coordinated with Northern Arizona University Campus Shuttle Service. The NAIPTA transportation system provides nearly 2 million passenger trips per year.

Central Yavapai Metropolitan Planning Organization

The Central Yavapai Metropolitan Planning Organization (CYMPO) was established in June 2003 as the designated transportation planning agency for the City of Prescott, Town of Prescott Valley, Town of Chino Valley, Town of Dewey-Humboldt, and portions of Yavapai County. CYMPO provides a forum for local elected officials and transportation experts to plan multimodal infrastructure within the region's 401 square mile service area. See **Figure 5**.

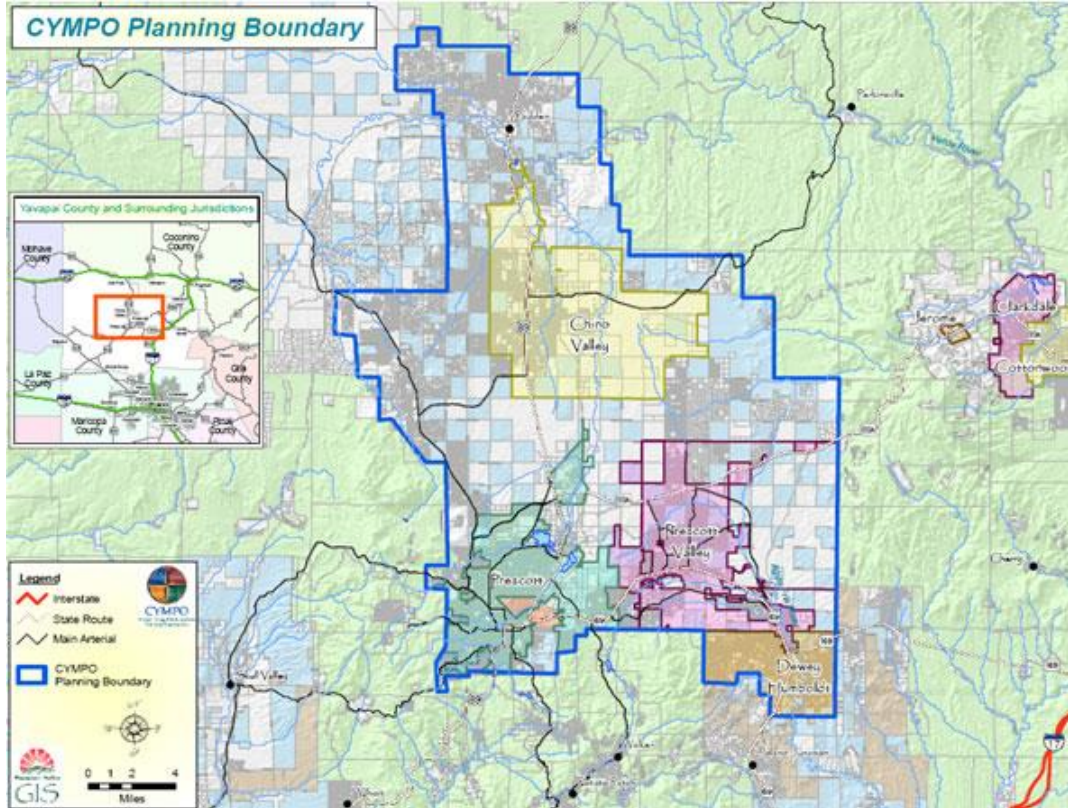
Like FMPO, the CYMPO planning area borders NACOG, CYMPO and NACOG therefore collaborate to share information, implement coordination actions (driver training), and address inter-regional mobility initiatives (long distance transportation). These issues should be addressed in strategic planning discussions involving both agencies.

In 2019, NACOG collaborated with CYMPO to conduct Mobility Management activities across Yavapai County. The Yavapai Passenger Transportation Study includes coordination items and goals for both the small urban and rural areas of the county.

In terms of public transit, Yavapai Regional Transit (YRT) operates an accessible regional public transit system connecting the tri-city area of Chino Valley, Prescott, and Prescott Valley. Specific information about the route times and destinations is available online at www.yavapairegionaltransit.com.

Additionally, Prescott Citibus operates a fixed, one-way loop to the general public within the City of Prescott. Citibus is owned and operated by Prescott Transit Authority, a privately owned company.

Figure 5: CYMPO Planning Area



Source: <http://www.cympo.com/>

2.3 Collaborating Regionally to Improve Mobility

Citizens' mobility needs and provider services extend beyond designated transportation planning boundaries. Given FMPO and CYMPO planning areas are, in reality, two additional community clusters within greater northern Arizona, there is significant coordination between all planning agencies. All parties provide information and technical support to each others' planning activities to ensure rural stakeholder needs are represented, and duplication is minimized.

In regards to mobility management, NACOG and the MPO's are investigating ongoing strategies to effectively manage mobility throughout the greater region, including the implementation of one-call centers (operations), management community mobility, and transit planning. It is imperative that each agency distinguish roles and responsibilities for future work activities.

While this CMP focuses on enhancing mobility opportunities in the four-county area, there are also opportunities to collaborate beyond Arizona state boundaries for the purpose of meeting transportation demands in the greater Four Corner Region. Collaboration may include information sharing, training opportunities, sharing organizational resources (i.e. staff, funding), or entering into joint-planning and management ventures. Likely partners include Northwest New Mexico Council of Governments (NWNMCOG), Southwest Colorado Council of Governments (SWCCOG), and Southeastern Utah Association of Local Governments (SEUALG).

2.4 Demographic Trends & Transportation Needs¹

According to a US Census report, the world is experiencing a demographic phenomenon never witnessed in history: population aging.² Northern Arizona exemplifies these trends which increase demand for transportation and other human services.

The NACOG region experienced significant population growth through the 1990's and early 2000's, particularly in Coconino and Yavapai Counties. This trend continues to this day in the larger population centers such as Flagstaff, Prescott Valley, Cottonwood, Camp Verde, and Show Low.

The overview of population trends and projections provided in **Graph 1** shows continued strong growth in Yavapai County, potentially reaching 337,870 by 2050 and a slower rate of growth in Navajo, Coconino and Apache Counties. Apache County could experience a reduction in population after reaching a high of 73,000 around 2020, according to state projections.

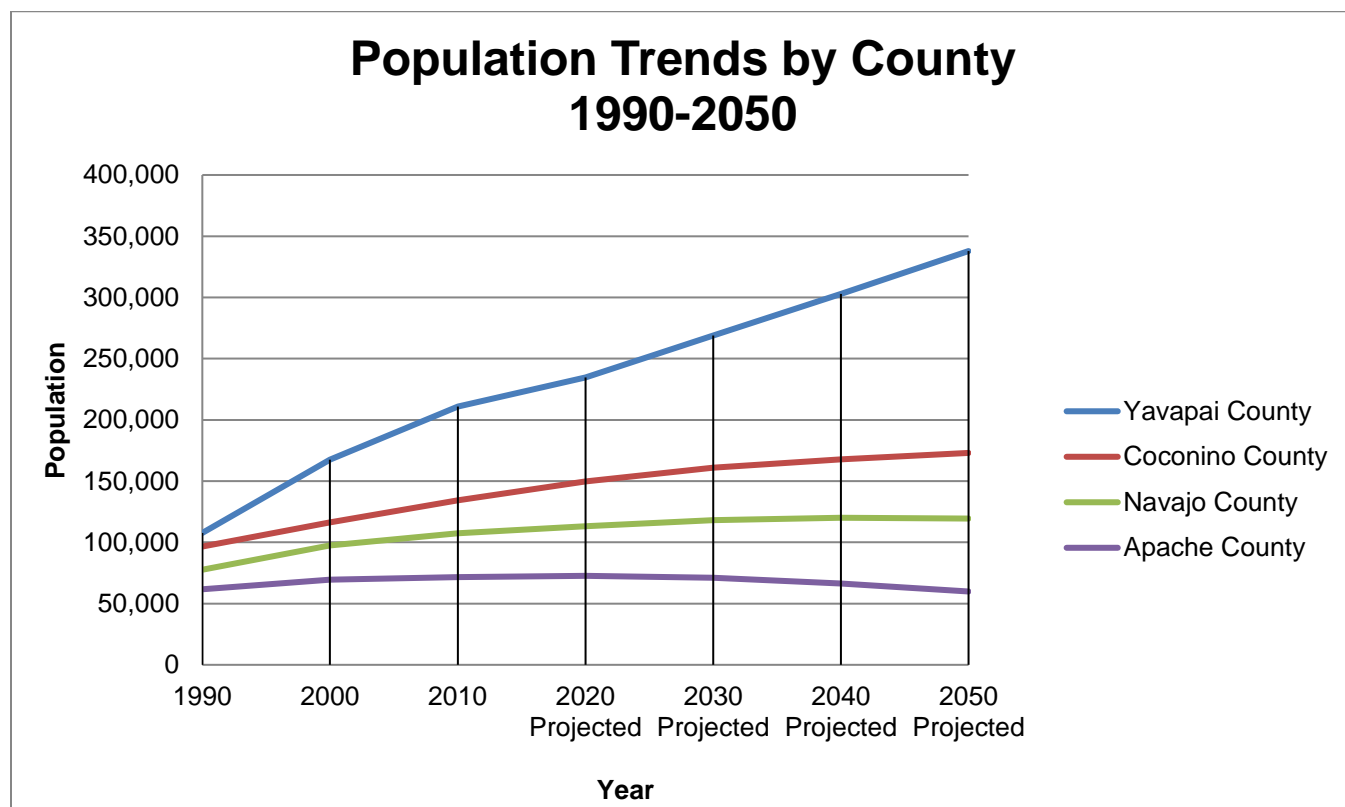
According to American Community Survey data, one in four citizens in the NACOG region is over the age of 60, with Yavapai County being home to the largest percent of older adults (35.4%). **Table 1** shows the percent of people aged 60 and over as well as the percent of citizens with disabilities by county. The City of Flagstaff's student and young adult population lowers the older adult population ratio for Coconino County, making it the region with the smallest percent of people 60 and older.

As shown in **Table 2**, NACOG region poverty levels are above average for the state in three of its counties (Apache, Coconino and Navajo), while also possessing higher than average unemployment in Apache and Navajo Counties (20.1% and 19.9% respectively). It is also important to note the high percentage of households without a vehicle in Apache and Navajo Counties (11.14% and 9.35% respectively). This is not only higher than the state average (6.87%) but also strikingly high given the limited availability of public transit in those counties.

¹ The CMP includes demographic data from two MPO's in order to provide comprehensive analysis of socio-economic trends and transportation needs. The Coconino County population drops from 135,817 to 49,895 when FMPO is excluded from the analysis. Likewise, the Yavapai County population drops from 213,689 to 90,974 when the CYMPO population is removed from the equation.

² "An Aging World: 2015 – International Population Reports" by Wan He, Daniel Goodkind, and Paul Kowal. Published by United States Census Bureau in partnership with US Department of Commerce Economic & Statistics Administration, and US Department of Health & Human Services National Institute of Health, National Institute of Aging. <http://www.census.gov/content/dam/Census/library/publications/2016/demo/p95-16-1.pdf>

Graph 1: Population Trends



Source: US Census Bureau; Arizona Department of Administration, Office of Employment & Population Statistics, 12/11/2015

Table 1: Regional Population Data					
Jurisdiction	Total Population ¹	% of state ¹	% aged 60+ ¹	% 18 yrs and older w/ disability ²	Persons per square mile ¹
Apache	72,142	1.1%	17.9%	19.9%	6.4
Coconino*	135,817	2.1%	15.16%	14.1%	7.4
Navajo	107,489	1.6%	20.2%	23.9%	11.0
Yavapai**	213,689	3.3%	35.4%	19.6%	27.0
Region	529,137	8.2%	24.7%	14.5%	11.3
State	6,561,516	100%	20.5%	10.28	57.0

Source: 1) American Community Survey 2014 (5-Year Estimates); 2) American Community Survey 2010 (3-Year Estimate)

* Includes FMPO population estimated to be 85,958 (which includes the City of Flagstaff population). Source: Buxton 2015 Population Estimate, 9/14/16 Flagstaff City Council Report.

** Includes CYMPO population estimated to be 122,715. Source: 2010 Census and CYMPO Regional Transportation Plan Update 2010 (April 2015).

Table 2: Socio-Economic Data

Jurisdiction	% Below Poverty Level	Median Household Income	% Unemployed	% Households w/ No Vehicle
Apache	35.9%	\$32,396	20.1%	11.1%
Coconino	23.8%	\$48,540	9.7%	6.4%
Navajo	30.7%	\$36,591	19.9%	9.4%
Yavapai	16.1%	\$44,000	10.9%	5.1%
Region	23.7%	\$42,306	13.5%	6.8%
State	18.2%	\$49,928	9.9%	6.9%

Source: American Community Survey 2014 (5-Year Estimates)

Note: The federal poverty level in 2014 for a single person was \$11,670, for a two person family was \$15,570, for a three person family was \$19,790 and for a four person family was \$23,850.

The NACOG 2016 Community Needs Assessment (CNA) provides additional information worthy of noting in this chapter.³ For example, the first CNA survey question asked participants to identify “existing unmet needs within their families” from a list of 23 categories, ranging from caregiving and healthcare to food and employment. Among respondents aged 60 and older, 18% of respondents indicated that transportation is “somewhat a need” and 31% is a “significant need”. The next highest rated “significant need” was Food/Nutrition, with 26% of respondents selecting that category.

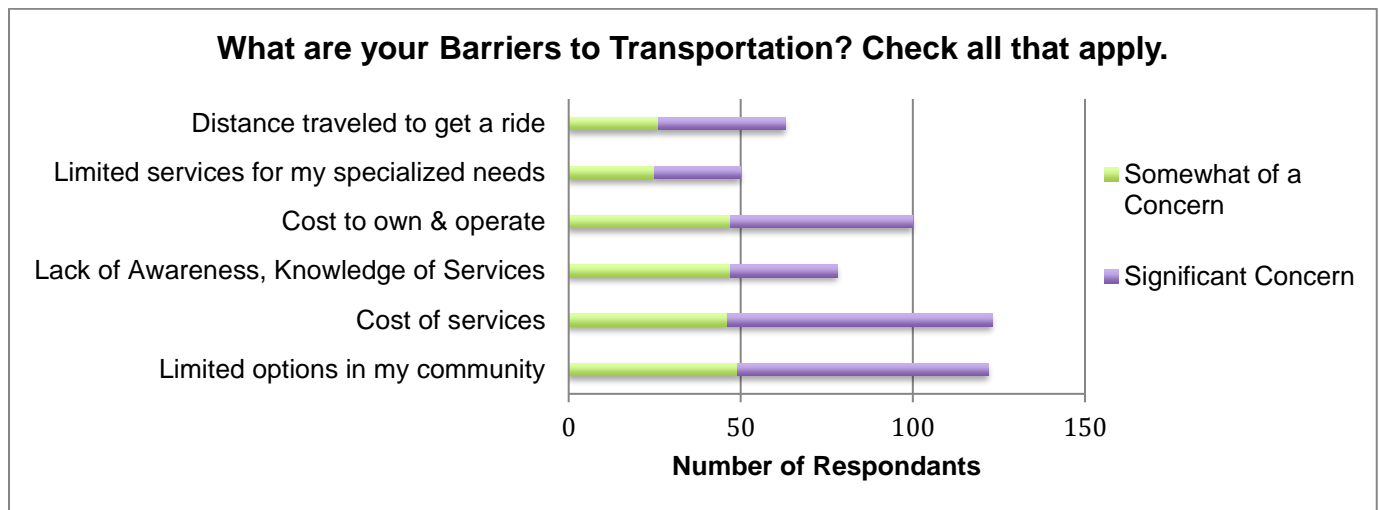
While anecdotal evidence highlighted the lack of transportation as a major problem in the region, the data gathered from the CNA validate the ongoing need for transportation services, and is consistent with input received during CMP public input. An example is lack of awareness of public transit, a common concern among CMP stakeholders. This is also consistent with ADOT’s 2016 Transit in Greater Arizona Study, where only 32% of the 446 survey participants in the NACOG region were aware of public transit and 38% were aware of existing intercity bus services (see Chapter 3 for details on the Transportation Resource Network).⁴ In addition, 47% of respondents said they would like to use regular bus service within their community and 51% said they would like to use intercity bus services.

The 2016 CNA specifically asked participants how they find services to fulfill their unmet needs. While 37% of respondents indicated that they “search the web”, 34% said they also research the telephone directory and 31% said they use the Area Agency on Aging’s Information and Referral Service. These results align with the input NACOG received during the public involvement period for the CMP, showing that residents still prefer using printed directories, call-in services and person-to-person contact to obtain information.

³ 2016 NACOG Community Needs Assessment. Conducted by NACOG to evaluate community conditions and services. <https://nacog.org/departments/Regional-Planning/page/community-needs-assessment.html>

⁴ 2016 Transit in Greater Arizona, Arizona Department of Transportation Research Center. Prepared by McClure Consulting & Behavior Research Center, Inc. <https://nacog.org/filelibrary/2016%20Transit%20in%20Greater%20AZ%20ADOT%20Study%20SPR7331.pdf>

Graph 2: Barriers to Transportation



Source: 2016 NACOG Community Needs Assessment

Regional Activity Centers

A majority of the NACOG region is uninhabited due to forest, state, park, and reservation lands. Low population density infers there are few activity centers serving as common destinations for retail, business, and medical services. Those few cities serving as hubs have been designated as “Regional Activity Centers” and highlighted them in [Figure 6](#) along with a table of travel times to/from those destinations:

- Cottonwood
- Flagstaff
- Page
- Central Yavapai Region (Prescott, Prescott Valley, Chino Valley, Dewey-Humboldt)
- Show Low
- Tuba City
- Window Rock
- Winslow

Two additional Activity Centers are located outside of the region:

- Phoenix
- Gallup, New Mexico

Per the 2016 CNA and public meetings, the primary transportation need of older adults and persons with disabilities is to reach medical services. Medical services are often unavailable in small, rural communities and, therefore, require long distance travel. Whether patients are medevac’d or plan ahead for trips to trauma centers or specialized medical facilities, some find themselves with no transportation options to return home once released from the medical center.

CMP public input suggests concern about the limited public, private and non-profit intercity transportation options (see Chapter 4). This creates difficulty for individuals without personal transportation (or are unable to drive) to travel to Regional Activity Centers for medical and retail needs.

Medical Trauma Centers

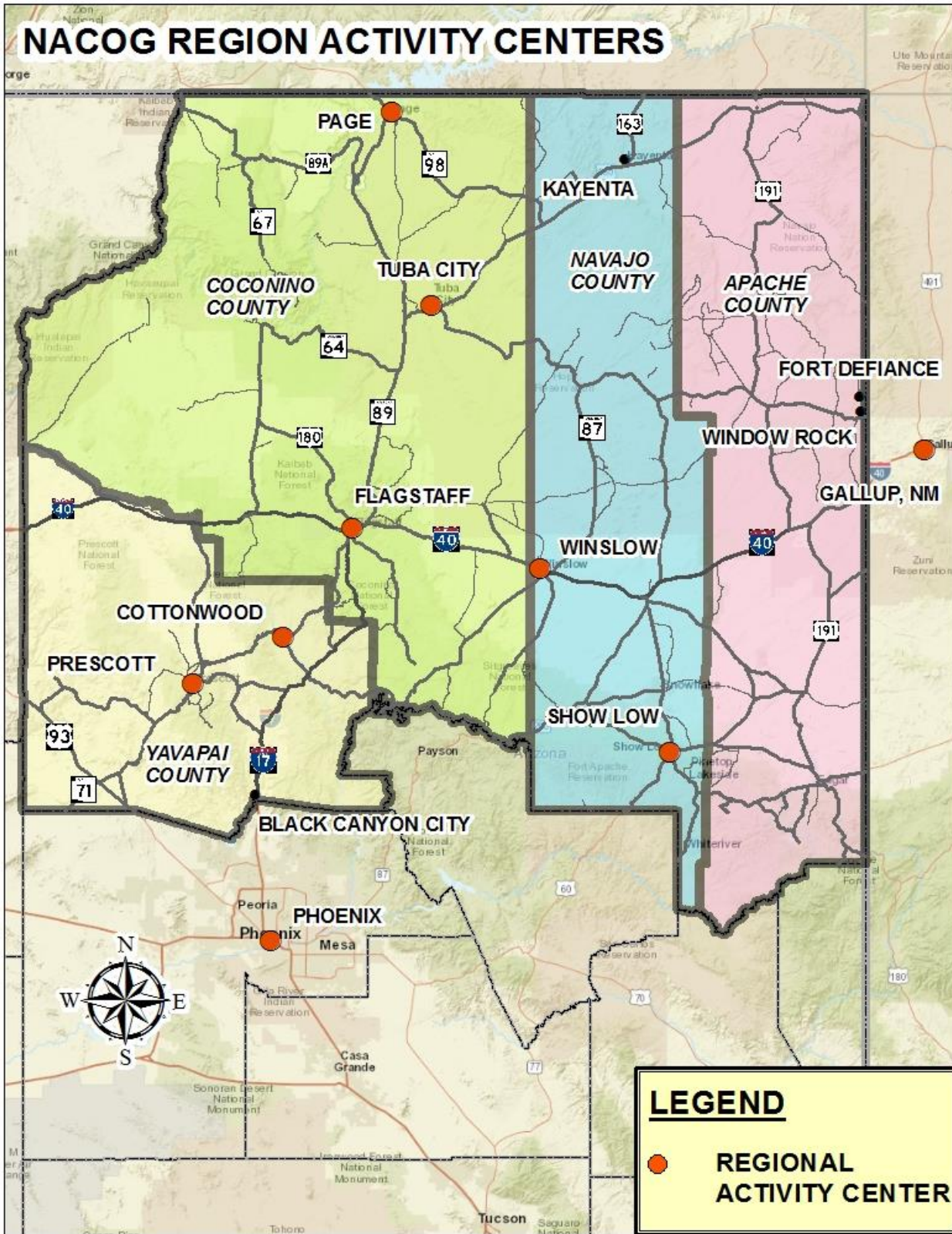
The following paragraphs describe the major trauma centers in the region and the services they offer. These destinations are trip generators for the region, and are an integral part of the Regional Activity Centers shown in [Figure 6](#).

The Arizona Department of Health Services Bureau of EMS and Trauma System has developed an assessment tool to evaluate the level of care for each Arizona State Designated Trauma Center. The goal of any trauma system is to get the right patient to the right place in the right amount of time. Level I and II Trauma Centers have the equipment, staff and training for caring for the most severely injured patients (about 14% of all injuries). The Phoenix Metropolitan area includes the next closest Level I Trauma Center outside Flagstaff.

Tuba City Regional Health Care Corporation is designated as a Level III Trauma Center and can care for moderately injured patients (about 22% of all injuries) and stabilize and transfer the more seriously injured.

Level IV Centers have the fewest resources and are able to care for minor injuries (about 64% of all injuries) and must stabilize and transfer the more seriously injured. The Region has five Level IV Trauma Centers in the communities of Winslow, Show Low, Cottonwood, Springerville, and Page. In addition, there are two Level IV Trauma Centers in the Central Yavapai Region, Prescott and Prescott Valley.

Figure 6: NACOG Region Activity Centers



Note: On this map, Prescott represents the Central Yavapai Region.

Table 3: Distances to Regional Activity Centers

Distance in Miles	Black Canyon City	Cottonwood	Flagstaff	Fort Defiance	Gallup, NM	Kayenta	Page	Phoenix	Prescott/CYMPO	Show Low	Tuba City	Window Rock	Winslow
Black Canyon City		58	99	289	284	249	227	46	54	190	177	285	155
Cottonwood	58		64	253	249	213	192	103	43	161	141	250	120
Flagstaff	99	64		192	187	150	129	144	95	139	78	188	58
Fort Defiance	289	253	192		31	138	234	287	285	149	160	7	134
Gallup, NM	284	249	187	31		158	254	281	279	143	180	26	128
Kayenta	249	213	150	138	158		100	294	244	220	75	134	148
Page	227	192	129	234	254	100		272	223	254	74	231	174
Phoenix	46	103	144	287	281	294	272		99	180	222	285	185
Prescott/CYMPO	54	43	95	285	279	244	223	99		186	173	282	152
Show Low	190	161	139	149	143	220	254	180	186		202	145	80
Tuba City	177	141	78	160	180	75	74	222	173	202		156	123
Window Rock	285	250	188	7	26	134	231	285	282	145	156		130
Winslow	155	120	58	134	128	148	174	185	152	80	123	130	

Note: Highlighted cells indicate Regional Activity Center

Northern Arizona Coordinated Mobility Plan

Chapter 3: TRANSPORTATION RESOURCES



The chapter includes descriptions of diverse public, private and non-profit transportation resources in northern Arizona.

3.1 Inter-regional Transportation Network

Passenger Air

Twenty airports provide commercial and limited passenger services in northern Arizona. Two of these airports operate within the urbanized areas of Flagstaff and Prescott, while eighteen others service rural communities.

Rail

Amtrak's Southwest Chief route travels between Chicago and Los Angeles with a daily stop in Flagstaff at 9:51 PM westbound and 5:31 AM eastbound. From a regional perspective, the Southwest Chief route also stops in Winslow, Williams, and Kingman. Flagstaff's historic Amtrak station is located on the southern end of downtown on Route 66 between Leroux Street and San Francisco Street, approximately two blocks from the Downtown Connection Center. Greyhound provides connections for Amtrak passengers from Flagstaff to Phoenix and other parts of the Southwest.

In addition, the Grand Canyon Railway provides daily service between Williams and the Grand Canyon National Park. Similarly, the Verde Canyon Railway based in Clarkdale provides service into the remote headwaters of the Verde River. These service markets, however, are focused on tourism rather than passenger service.

Bus

Greyhound is a private provider of intercity and interstate bus service throughout Canada, the United States and Mexico. The Greyhound Terminal in Flagstaff has daily departures between Flagstaff and Phoenix on Interstate 17 with a bus stop in the Middle Verde Valley, approximately half way to Phoenix and about 50 miles from Flagstaff.

Yavapai-Apache Transit provides bus connections from the Middle Verde through Camp Verde, Cottonwood and Clarkdale. The Cottonwood Library is the hub connection between Yavapai Apache Transit, Cottonwood Area Transit and the Lynx line serving Sedona.

In addition to the Greyhound bus terminal in Flagstaff, the City of Show Low has an interline agreement with Greyhound that enables residents in the communities of Pinetop-Lakeside, Taylor, Snowflake, Holbrook and Show Low to connect with Greyhound in Holbrook three times daily, Monday through Friday.

Greyhound Service To/From Flagstaff

Direction	Frequency	No. of Trips
Southbound (to Phoenix, AZ)	Daily	Five
Eastbound (to Holbrook, AZ, and Albuquerque, NM)	Daily	Three
Westbound (to Kingman, AZ and Las Vegas, NV)	Daily	Two

In 2018, an additional intercity bus service was made available in northern Arizona. Flixbus provides an affordable transportation option along Interstate 40 from the Nevada border to Flagstaff. This services also offers a North-South connection from Flagstaff to Phoenix via Interstate 17. Flixbus provides out of state connections into California and Nevada.

FlixBus Routes



Airport and Tourism Shuttles

Numerous private companies provide shuttle and taxi services to airports, community clusters, and national parks. For example, Flagstaff Shuttle and Charter provides service to the Grand Canyon, Flagstaff, Sedona, Phoenix and Las Vegas; and Arizona Shuttle travels between the Grand Canyon, Flagstaff, Prescott, Prescott Valley, Camp Verde, Sedona, Phoenix Metro Center and Phoenix Sky Harbor Airport. Private shuttles are limited in the eastern half of the region. These companies are optional methods for transportation, but are often cost prohibitive for transportation deficient populations.

Non-Emergency Medical Transportation

Non-Emergency Medical Transportation (NEMT) is transportation provided to and from medical appointments, and typically paid for through federal programs. Like shuttles, this provider network often travels long distances and can be used as inter-regional service. Some NEMT providers function like a taxi service with door-to-door service, while others provide higher levels of door-through-door transportation service.

Forty-two programs across six federal departments including Agriculture, Education, Health and Human Services (HHS), Housing and Urban Development, Transportation (DOT) and Veterans Affairs provide funding for non-emergency medical transportation service, although it is not their primary mission. The State of Arizona's Medicaid program, known as the Arizona Health Care Cost Containment System (AHCCCS), lists the NEMT providers here: <https://www.azahcccs.gov/PlansProviders/CurrentProviders/NEMTproviders.html>.

The Inter Tribal Council of Arizona, which addresses common issues of concern among the state's tribes, requires NEMT providers serving tribal lands to register for Tribal Business Licenses; the list of licensed providers is also available on the website listed above. In addition, some NEMT providers are listed in the NACOG Provider Directory.

3.2 Community-based Transportation Network

There are substantial transportation resources available within the rural portion of northern Arizona. These resources are comprised of public, not-for-profit, and for-profit enterprises, and categorized accordingly in this Plan in three sectors: **public, human service, and private.**

Public Sector

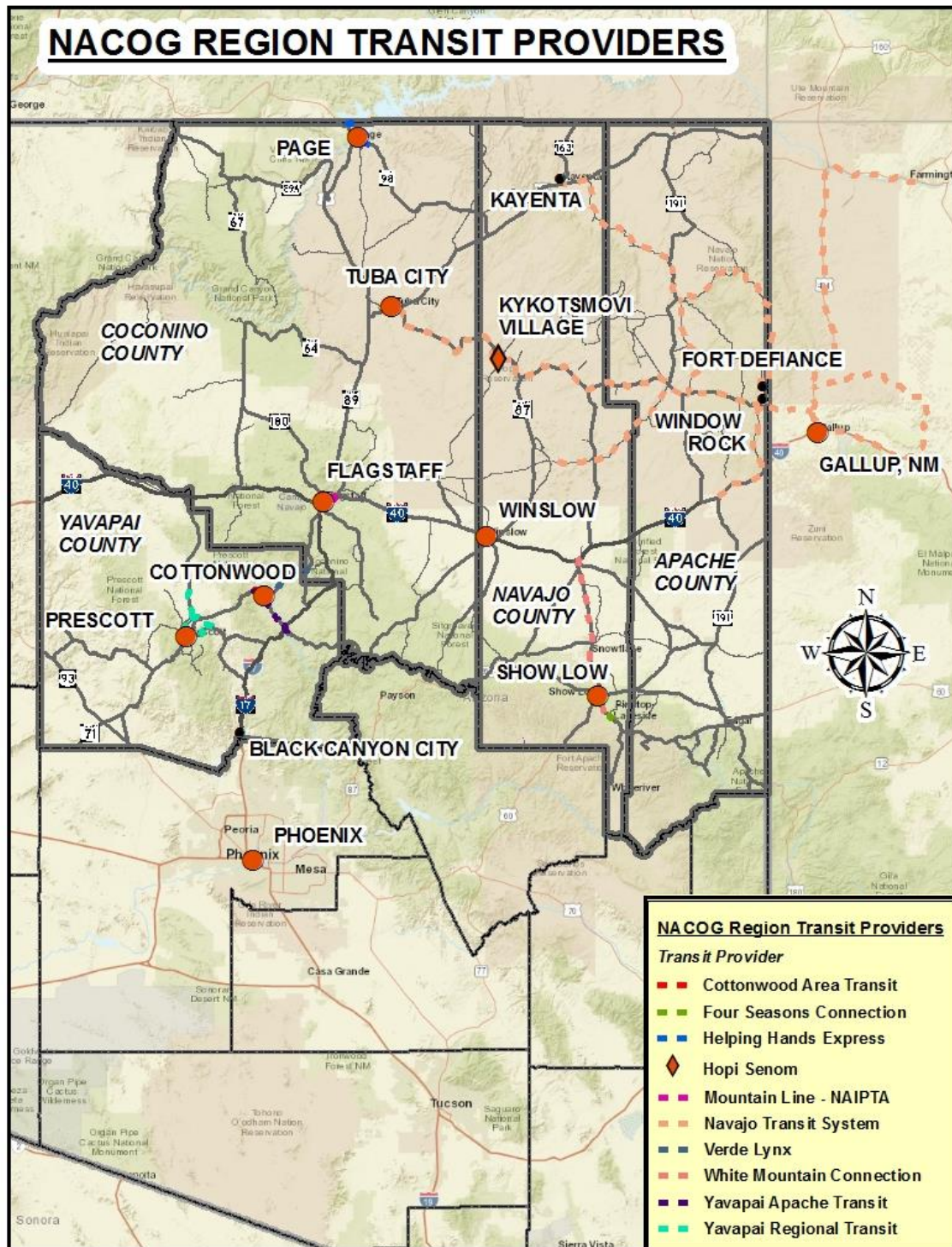
The Federal Transit Administration (FTA) subsidizes rural and small urban public transportation service including capital, operating and administrative assistance. Eligible organizations include public bodies, tribal governments, and nonprofit organizations.

The following public transit systems operate in northern Arizona:

1. Mountain Line in Flagstaff, operated by NAIPTA
2. Cottonwood Area Transit (CAT), operated by the City of Cottonwood
3. Yavapai Apache Transit (YAT), operated by Yavapai Apache Nation
4. Yavapai Regional Transit, operated by the non-profit corporation, Yavapai Regional Transit Inc.
5. Hopi-Senom Transit, operated by the Hopi Tribe
6. Navajo Transit, operated by the Navajo Nation
7. Page Express, operated by The Helping Hands Agency
8. White Mountain Connection/Four Seasons, operated by the City of Show Low

Figure 7 depicts transit systems locations. See **Appendix B** for details of each program.

Figure 7: Public Transit Providers



Note: This map provides a general overview of transit providers in the region; route and location markers are not intended for trip planning or technical use.

Human Service Sector

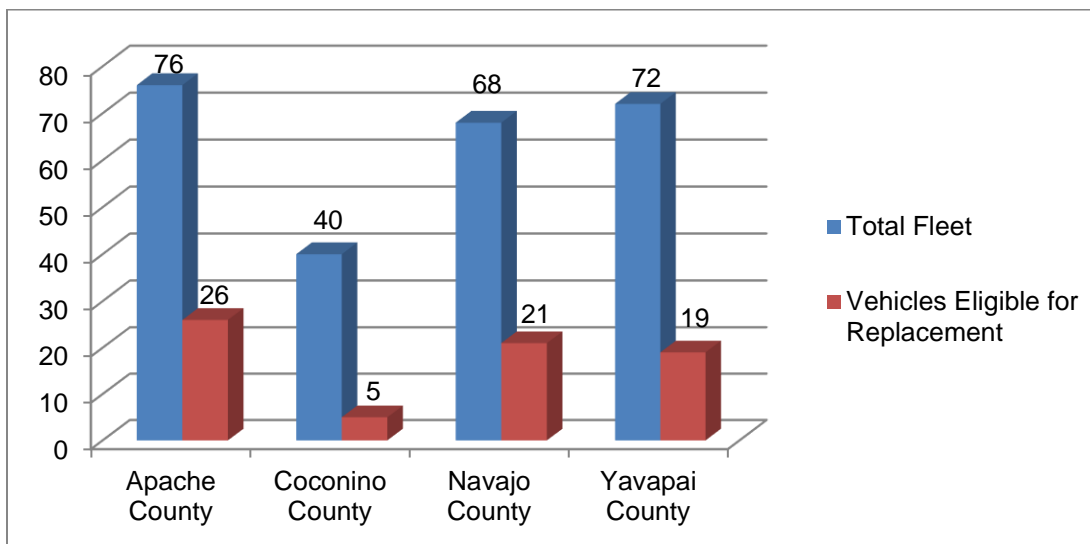
Human Service programs comprise the bulk of the community-based transportation network. This group of providers includes not-for-profit, for-profit, and volunteer programs. Most of these programs remain confined to community clusters due to the size of budget and passenger needs; moreover, most providers serve “client-only” populations (with minor exceptions).

With over 120 agencies listed in the NACOG Transportation Network Directory, the region has a wide variety of human services agencies that provide transportation services to their clients within the four counties. The providers serve independent living centers, veterans, tribal members, individuals with disabilities, and older adults.

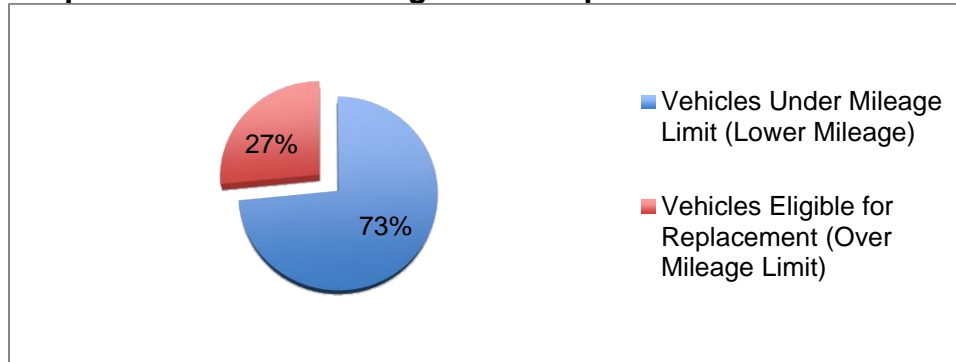
Through mobility management techniques, NACOG collaborates with various human service programs to develop partnerships (where feasible) in order to enhance service offerings and address service gaps.

Graph 3 shows the number passenger vehicles in the region qualifying for replacement because they have surpassed or are near 100,000 miles.

Graph 3: 2016 Human Services Passenger Fleet Replacement



Graph 4: 2016 Vehicles Eligible for Replacement Based on Mileage



Private Sector

Numerous for-profit sector transportation providers offer transportation services throughout the region akin to taxi service. These businesses typically do not have a role in coordination, except in circumstances when they are enlisted through contracts to provide services to specific populations (i.e. vouchers). Despite not being required to participate in coordination activities, the private sector is an important component of the transportation network and should be increasingly utilized to enhance mobility in communities where transportation resources are limited.

Public-private partnerships are encouraged under the FAST Act and thus serve as mutually beneficial measures. Through partnerships, the network may expand services to un-served or under-served target populations and geographical areas, reduce duplication of services, increase rider satisfaction, achieve efficiencies of scale, and maximize fleet utilization.

Northern Arizona Coordinated Mobility Plan

CHAPTER 4: METHODOLOGY & PROCESS



Since the 1970's, the Federal Transit Administration (FTA) has required public involvement in the transportation planning process in order to ensure decisions are made in consideration of and to benefit public needs. This requirement continues today through Fixing America's Surface Transportation (FAST) Act, signed into law December 5, 2015. This chapter summarizes the methodology used to create the CMP.

4.1 Public Involvement

The first step in NACOG's CMP planning process was to develop a detailed Public Participation Plan, which outlined public participation goals, stakeholders, activities and outreach methods.

NACOG then utilized distribution lists, public notices, and public service announcements to distribute notification of invitations to participate in the development of the CMP through public meetings, surveys and a public comment period. Targeted invitations were sent to over 200 stakeholders including older adults and persons with disabilities, public and private transportation providers, human services, disability advocates, and local government representatives.



Public Meetings

NACOG hosted four public meetings (one in each county) at locations accessible by public transportation and to persons with disabilities. One of these public meetings was located at an assisted living facility and another at a senior center.

Attendance averaged 8 participants per meeting and reflected diverse transportation interests ranging from members of the public.

County	City	Venue	Schedule
Coconino	Upper Moenkopi Village	Moenkopi Community Center	Tues, October 4, 10AM-12PM
Yavapai	Cottonwood	Cottonwood Village Assisted Living	Wed, October 5, 10AM-12PM
Navajo	Show Low	Show Low City Hall	Tues, October 11, 10AM-12PM
Apache	Springerville	Round Valley Senior Center	Wed, October 12, 10AM-12PM

The public meeting agenda was configured in three main sections:

- Overview of NACOG and Coordinated Mobility Planning at the federal and regional levels
- Group activities to seek input on “Gaps and Barriers to Coordinated Transportation”
- “Proposed Projects and Strategies” including a voting activity to prioritize the Projects and Strategies for implementation.

Meeting participants wrote down their feedback and comments on post-it notes, which were summarized and incorporated into the CMP. For the voting activity, each meeting participant was given five voting stickers to identify projects they deemed high priority per the following four categories:

- Rider-Centered Improvements
- Provider-Centered Improvements
- Technology Improvements
- Mobility Management Improvements

NACOG staff tallied the votes and used them to form the development of Coordination Priorities. The five highest rated projects and strategies from the public meetings were:

- 1) Call Center
- 2) Seek Funding for Additional Mobility Managers
- 3) Route Management Software and Hand Held Devices
- 4) Shared Driver Training
- 5) Joint Dispatch Software

Surveys

NACOG also conducted an online survey targeting transportation providers, government jurisdictions, tribal agencies and agencies serving special needs populations. While the survey was not intended to provide statistically reliable results, it allowed for additional participation in the planning process.

A total of 47 surveys responses were received reflecting 37% from Yavapai County, 26% percent from Navajo and Coconino Counties, respectively, and 9% from Apache County. Thirty-four percent of respondents worked for a municipality or government agency, and 42% worked for a non-profit agency serving older adults or persons with disabilities.

Similar to the public meetings, survey participants were asked to rate the Menu of Projects and Strategies within the four priority areas (Rider-Centered Improvements, Provider-Centered Improvements, Technology Improvements, and Mobility Management Improvements). There were 15 total projects and strategies listed within the survey, and respondents were asked to rate each one from one to five stars, with five stars indicating the greatest potential for the improvement to transportation services. The five projects and strategies with the highest rating average in rank order were:

- 1) Support New Transit Connections – 4.1/5
- 2) Map Services Areas and Identify Gaps, Overlaps and Duplication – 3.83/5
- 3) Acquire Route Management Software and Hand Held Devices – 3.74/5
- 4) Promote and Market Existing Services – 3.74/5
- 5) Replace Old Vehicles and Increase Wheelchair Accessible Vehicles – 3.71/5

It is important to note that “Support New Transit Connections” was not listed as a project or strategy on the Menu of Projects for the public meetings; however, it was brought up as a need multiple times during the meetings and therefore was added to the list of potential projects in the online survey.

At the end of the online survey, participants were asked which projects and strategies they would like to participate in, and what their organization could contribute to the efforts. NACOG received 14 proactive responses to this question with offers to host meetings, train staff, provide Information and Referral and joint dispatch services. NACOG staff will follow-up with all offers in order to continue facilitating coordination among transportation providers.

Public Review Period

It should be noted the Draft CMP was circulated to vested stakeholders and posted to the NACOG website for public review and comment. NACOG provided a 30 days public review period. Additionally, the Draft CMP was presented to the NACOG Technical Subcommittee (comprised of local government members) and Regional Council in February 2017.

4.2 Technical Analysis

Qualitative analysis included information gathered from public input, such as feedback on gaps and barriers, as well as historical dialogue derived from prior coordination meetings and a review of the transportation assets and resources.

Quantitative analysis focused on datasets provided through the US Census, Community Needs Assessment, Demographic data, Provider inventory, and Transit Study in Greater Arizona.

4.3 Challenges

Although Public Meetings were held in each of the counties and at sites with local transportation, due to the vast geographical area and limited long-distance options, attendance at the Public Meetings was limited. Fortunately, the public meeting participants were highly informed about human services transportation challenges and activities, and survey tools were implemented to supplement the public meetings. The results should be considered as valuable sources of input but not statistically reliable datasets.

4.4 Ongoing Outreach

As NACOG continues to provide Mobility Management services across the region, stakeholder involvement is an ongoing activity. Special initiatives such as NACOG’s Passenger Transportation Study, provided additional outlets for NACOG to capture the public’s perception of transportation issues and opportunities. Chapter 5 will provide a full overview of NACOG’s Passenger Transportation Study. Additionally, NACOG’s Mobility Manager has been active in a number of community based initiatives that are linked with improving transportation services.

Northern Arizona Coordinated Mobility Plan

Chapter 5: NACOG Passenger Transportation Study

This chapter summarizes the major findings from NACOG's Passenger Transportation Study conducted by KFH Consulting Group. NACOG conducted a Regional Passenger Transportation Study (PTS), for Apache, Coconino and Navajo Counties with the purpose of identifying priority corridors and communities that have high needs and little or no service at the current time. The PTS developed a set of regional scenarios designed to ensure regional connectivity and coordinate transit systems to work together to ensure timed connections and reduce duplication across the region so that residents and visitors can travel across the region using transit.

Provided below are the final strategies and projects listed in the study that include priority transportation corridors and localized projects based on the plan's findings and strategies to enhance existing services. See the map below for an overview of the services described in items A, B and C.

A. Priority Corridors –

Priority Corridors are proposed public transit routes that, if they receive new or improved service, would significantly enhance connectivity across the region, allowing people to reach major destinations for shopping, medical appointments, employment and other needs.

- I-40 from Holbrook to Williams
- US 89 – Page to Tuba City to Flagstaff
- State Route 264 – Tuba City to Window Rock
- State Route 64 – Williams to Tusayan/Grand Canyon

B. Local In-Town Service –

Local In-Town projects are recommended for communities with populations between 3,000 and 10,000 with high needs. These services can operate as local circulator service, dial-a-ride or fixed schedule service.

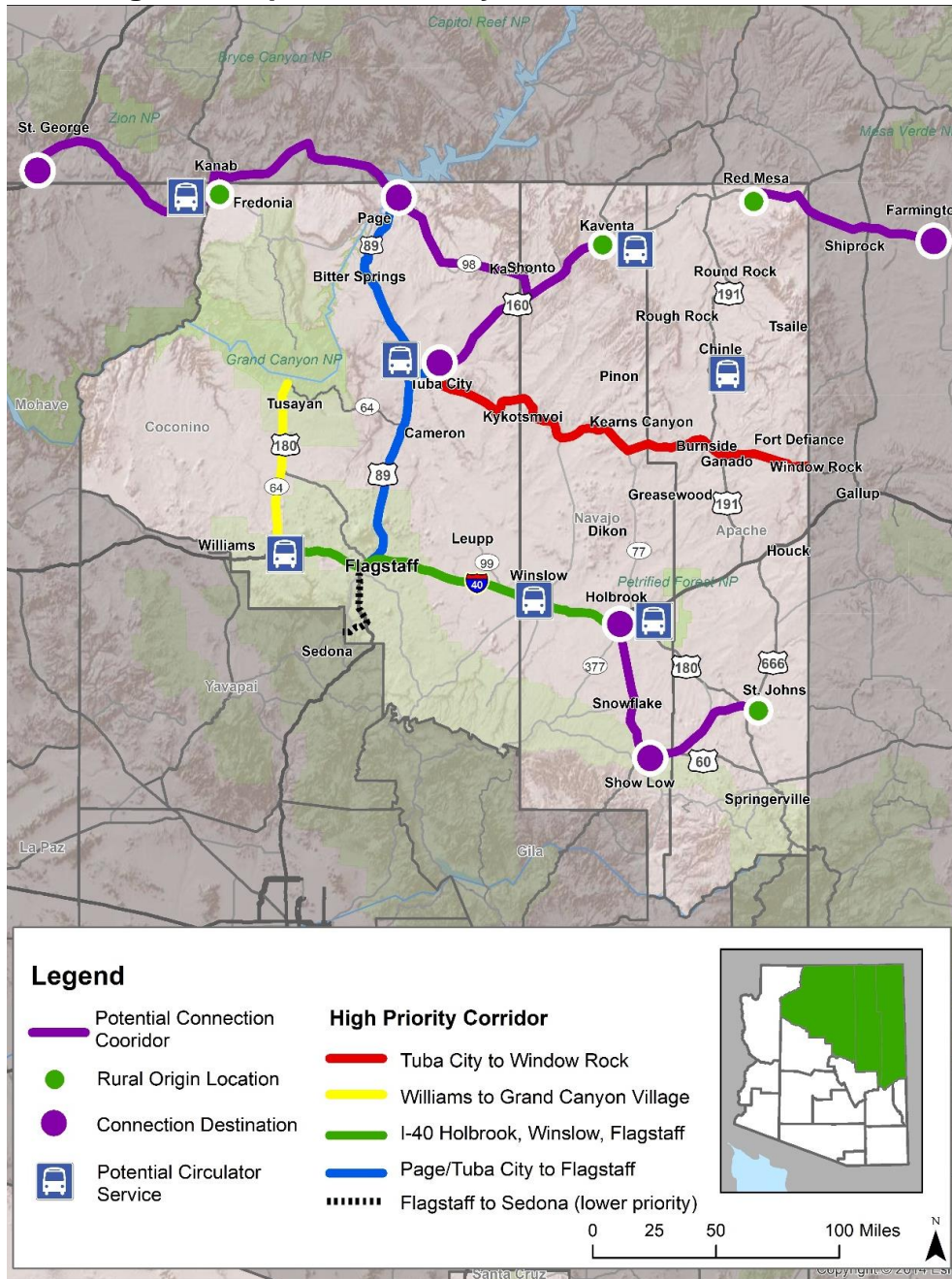
- Chinle
- Fredonia (in conjunction with Kanab)
- Holbrook
- Kayenta
- Tuba City
- Williams
- Winslow

C. Service Connecting Smaller Communities –

Connecting service addresses the needs of some of the smaller communities to secure transportation to a larger community for most needs. This could be multiple times daily to one day a week, depending on the community. Following are the communities recognized as having a need to connect for shopping, medical services or other needs.

- Fredonia to St. George or Page (possibly in conjunction with Kanab)
- Kayenta to Tuba City (connecting to Flagstaff)
- St. Johns to Show Low
- Red Mesa/Four Corners to Shiprock/Farmington
- Show Low to Holbrook – Expanding options for persons with disabilities and seniors

Passenger Transportation Study: Service Recommendations



The Passenger Transportation Study also identified Regional Strategies to bring new and improved transportation services to the region. These strategies will require many partners working together toward common regional strategies and goals. The partners will include public and private transportation providers, medical providers, human services providers, towns, cities, counties, tribes and NACOG.

The strategies include:

- Planning activities to connect existing routes that transit systems currently serve;
- A One Call/One Click center and website to educate the public about existing transportation options;
- Infrastructure improvements such as adding bus shelters, bus stop signage and accessible pathways for persons with special needs; and
- Adding technology to buses and vans to increase safety and security in the vehicle and allow dispatchers to track vehicle locations.

Northern Arizona Coordinated Mobility Plan

Chapter 6: COORDINATION GAPS, BARRIERS, AND NEEDS



This chapter summarizes the major barriers to coordination. It is important to note that the following gaps and barriers are grouped according to topic rather than ranked or prioritized. They also provide opportunity for creating potential methods of resolution in Chapter 7.

6.1 Access to Information

Limited knowledge of Information & Referral options

In general, there are multiple ways for citizens and agencies can reference information and referral services for transportation needs. For example, AZ 211 provides information and referral services statewide, and the NACOG Area Agency on Aging provides regional Information and Referral (excluding the tribal areas) for seniors and individuals with disabilities. While these two resources exist, there is limited public awareness of these access points in rural communities and they are not comprehensive in nature.

6.2 Fleet Management

Under-utilization of passenger vehicles

NACOG annually conducts a passenger utilization analysis by looking at the average passenger load each day of a typical week. The northern Arizona passenger vehicle capacity shows under utilization. According to the human service vehicle availability analysis:

- vehicles are unused on certain days, primarily Saturday and Sunday
- vehicles are idle and unused at various times of the day; after 5 PM and evenings
- ridership capacity is not achieved and seats are empty
- ADOT's mileage threshold of 20,000 miles per vehicle per year is not achieved

Human service providers often struggle to meet ADOT mileage thresholds and yet vehicles are under-utilized. Providers in small communities may be using their vehicles but unable to attain the ADOT annual mileage of 20,000 miles due to the small service area. Human service agencies providing long-distance service may reach the threshold in a few months.

It is common for agencies to have 8+ passenger vehicles being used to transport one or two individuals per hour. Another measure of under-utilization is the number of vehicles sitting idle while demand for transportation services is unmet. Combined, these measures show vehicle utilization remains an area of high concern. Strategies to address utilization, such as vehicle sharing and ride-sharing have been met with resistance.

Outdated Fleet & Lack of ADA Accessibility

Vehicle availability analysis shows the regional fleet is aging as witnessed by approximately 27 percent of the fleet exceeding useful life thresholds. Moreover, the type of vehicles in the fleet, generally speaking, may not be suited for service needs; smaller passenger vehicles are needed to accommodate smaller passenger loads and ADA accessible vehicles are needed for wheelchair, walker users and others needed mobility assistance. Providers experience difficulty proactively budgeting and planning for fleet replacement, which exacerbates the issue.

Costly Vehicle Maintenance

Maintaining a fleet in a state of good repair is challenging in northern Arizona. Driving conditions on rural roads exacerbates wear and tear and thus increases maintenance expenses. Rural roads also increase the need for appropriate vehicles such as 4-Wheeldrive or high clearance vehicles. Furthermore, providers located in rural areas must travel long-distance to service vehicles (i.e, there are no maintenance facility options on the Hopi Reservation).

6.3 Operational Gaps

Drivers Lack Specialized Training

All public transit and human service agencies struggle to provide ongoing, in-house training. This infers continued need for ongoing training around the region. There is state support for training as ADOT recommends drivers attain Passenger Safety and Sensitivity (PASS) Certification.

Cost of Insurance Prohibits Vehicle & Ride Sharing

One of the first questions transportation providers ask when they consider working together to cooperatively transport their mutual clients is, “how will coordinating trips or sharing vehicles affect my insurance coverage?” Transportation providers need guidance on how to navigate these insurance issues with their insurance providers and how to develop policies and procedures that cover cost sharing, service area, accident and emergency procedures, and driver training, among other issues. These technical insurance and policy matters can be overwhelming to providers and slow the progress of coordination efforts. Human services agencies that have attempted to initiate shared use and shared ride agreements have found insurance to be an obstacle as well. Other states have overcome this obstacle through legislation thereby implying the solution lies in developing policy supporting sharing of resources.

Limited use of Technology

Labor and fuel costs, along with increasing demand, often place pressure on transportation providers to improve the efficiency of their services. However, without dispatching software and hardware (i.e. tablets for drivers), providers are restricted to basic mapping tools and cell phones to plan trips and communicate with drivers. Investing in new technology is cost prohibitive for a majority of the transportation network in northern Arizona.

6.4 Spatial Barriers

Insufficient Long Distance Travel Options

Despite a total of eight public transit systems operating within the region, there is a lack of connectivity between the systems. Limited inter-city transit options requires the public must obtain alternative means for transportation from private for-profit transportation providers, human service agencies, or family members. The private sector options that are currently available are cost prohibitive to the many of the residents in the region, including older adults and persons with disabilities, who face significant socio-economic challenges, according to demographic analysis and survey data. Presently, Greyhound serves as an intercity provider between Holbrook, Flagstaff and Camp Verde. Navajo Transit and Hopi Senom are discussing possible partnerships with Greyhound for intercity transportation. Additional options for connectivity should be explored.

6.5 Temporal Barriers

Limited After-hour, Weekend Services

Patients released from the hospitals or other medical care after regular transit hours struggle to find affordable options in the region to return home, especially over long distances. In addition, some transit-dependent riders need to travel after 5 pm and on weekends to visit family, buy groceries or take care of other personal business. With limited public transit and non-profit transportation availability during these times, riders can be stranded or left homebound.

6.6 Perceived Barriers

Perceived Negative Impact of Coordination

There exists a general perception that agencies' funding and resources will be threatened when coordinating transportation. This perception is likely generated by a history of services/programs operating independently and further exacerbates "territorialism" and impacts trust between agencies.

Anxiety of Losing Public Benefits

Populations requiring public transportation may also be economically disadvantaged and receiving benefits for other federal programs such as subsidized housing. Recipients of such programs are often concerned that access to subsidized transportation may affect their individual benefits. For example, Coconino County Community Services offers a pass-through mileage reimbursement program for seniors (SIP). The program allows seniors to receive transportation reimbursement (cash) for mileage provided by a family member, friend or volunteer, which the senior then passes on to the driver once the reimbursement is received. Although the mileage reimbursement program is considered a cost effective means of transportation, some seniors fear that the funds they receive through the SIP program could be construed as income, which could affect their eligibility for public benefit. However, this is not the case as seniors are allowed up to \$600 per year without affect to benefits yet the perception persists.

Northern Arizona Coordinated Mobility Plan

CHAPTER 7: ACCOMPLISHMENTS



The following activities were developed and implemented to address gaps, barriers and concerns identified in the region since 2011 (see Chapter 5).

7.1 Regional Training Program

In 2013, ADOT contracted with RAE Consultants, Inc. to conduct sub-recipient site visits to meet the federal government's requirement of the State, as the designated recipient of FTA funds. Sub-recipient site visits had not occurred since 2008 and this was noted as a deficiency during ADOT's 2013 State Management Review. Site reviews addressed compliance-related issues and results were summarized in a Project Closeout Report to ADOT.

To address identified program deficiencies, NACOG and SEAGO applied for and each received funding thru the FTA Section 5310 Grant Program for regional training. The agencies partnered in 2014 to begin development of a joint regional training program to maximize funding and demonstrate regional collaboration; worthy of note is the curriculum was based on grant management requirements and deficiencies identified during ADOT site visits. The long-term goal is to continue uniform training throughout all of Arizona to increase the capacity of providers and to further coordination activities.

7.2 Information and Referral Services (I&R)

In 2013, NACOG began promoting the two centralized I & R service providers: AZ 211 and the NACOG Area Agency on Aging Adult and Disabled Resource Center (ADRC). Federally-funded sub-recipients were encouraged to enroll and participate in these systems per their individual enrollment policies and procedures. For example, the NACOG AAA ADRC staff review each application per policy. Accepted providers will be added to each respective database. The NACOG AAA service area excludes the reservations, however AZ 211 is inclusive of the entire state.

In 2018, NACOG staff began working with White Mountain Community Transportation to upload their information into Google Transit. Upon completion of this initiative, travelers in the White Mountain community will be able to plan local transit trips using Google Maps. Project is expected to go live in the summer of 2019.

7.3 Travel Training and Trip Planning

NACOG provided travel training and trip planning in partnership with the rural public transit systems beginning in 2014. The travel training program focused on educating human service providers (case managers, care coordinators, discharge personal etc.) on how to access and use transportation resources in their communities.

7.4 Voucher and Volunteer Programs

NACOG continues to support voucher and volunteer driver programs. Successful programs are the Coconino County Voucher program managed by NAIPTA, and two volunteer driver programs through People Who Care (PWC) and the Verde Valley Caregivers Coalition (VVCC) in Yavapai County.

Verde Valley Caregivers Coalition was recognized as a *volunteer transportation program of excellence* by Toyota and the National Volunteer Transportation Center. VVCC was awarded the Grand Star Award, which included a 2017 Toyota Sienna Mobility Vehicle. VVCC now utilizes this vehicle to transport non-ambulatory riders throughout the region.

In 2018 NACOG AAA initiated a voucher program for transit services offered by White Mountain Community Transportation. This partnership represents a commitment on behalf of NACOG AAA to support existing transit programs across the region by increasing access and awareness. The program is available to 60+ and vouchers can be obtained by contacting the Show Low AAA office. Additionally, ChangePoint will provide bus vouchers to individuals living in the Snowflake/Taylor region.

7.5 One-Call Center

Verde Valley Caregivers Coalition (VVCC) operates a volunteer transportation service that provides enhanced mobility for seniors and individuals with disabilities. VVCC's One-Call Center receives nearly 1000 calls per week across the Verde Valley and is supported by three paid staff and several volunteers. Since 2010, demand for trips has increased from 4,500 to 22,000, and eligible riders have increased from 300 to 1,000 unduplicated individuals.

Additionally, NACOG staff is working closely with CYMPO to implement information and referral services through New Horizons Disability Empowerment Center and NACOG AAA. The purpose of the Information and Referral (I&R) initiative will be to harness the resources and expertise of existing I&R programs to create a comprehensive regional transportation information clearinghouse. This clearinghouse will include two major components: 1) Website, 2) Call center, but will incorporate expansion opportunities such as a mobile application.

7.6 Joint Dispatching Systems

VVCC and Cottonwood Area Transit (CAT) entered into a collaborative arrangement to increase trip capacity for seniors and individuals with disabilities living outside the limits of the CAT boundaries. VVCC dispatchers book trips directly to CAT.

7.7 Expand Access and Mobility Coordination

Coordination efforts continue to mature throughout the region. Contributing factors include NACOG's promotion of comprehensive public involvement, and increased awareness of access and mobility throughout the region. However, it should be noted the size of the region requires intensive investment of time and resources to effectively develop mobility services and coordination in local communities.

In 2018, a major coordination effort was successfully implemented with NACOG AAA and ChangePoint Integrated Health through a pilot transportation program. ChangePoint is providing curb to curb transportation services in Snowflake and Taylor to individuals 60+. ChangePoint had traditionally only provided transportation services to eligible clients. However, NACOG AAA wanted to partner with ChangePoint for this service because they are an experience transportation provider in this region with the necessary vehicle capacity to support transportation needs. Additionally, ChangePoint is a strong partner in Navajo County and have an established presence in Snowflake/Taylor.

7.8 Specialized Driver Training

The human service and rural public transit agencies have struggled to provide on-going Passenger Sensitivity and Safety (PASS) Certified training. Although PASS trainings are available in the urban centers, the multi-day travel demand to attend class impacts service delivery in northern Arizona. Beginning in 2016, NACOG contracted up to three PASS training with SEAGO per year. PASS trainings are held throughout the NACOG region to encourage participation from all human service transportation providers.

Northern Arizona Coordinated Mobility Plan

CHAPTER 8: COORDINATION PRIORITIES



This Coordination Priorities chapter provides a menu of projects, activities and strategies that, as implemented, aim to improve transportation services for older adults and persons with disabilities based on input received through the public involvement process. NACOG will continue to proactively plan and develop partnerships to assist transportation providers in leveraging federal funds to maximize services, minimize duplication of services and improve operational efficiencies. However, in order successfully carry out the Coordination Priorities below, many transportation providers will need to take on active implementation roles, including rural public transit providers, private transportation providers and human services providers.

The Coordination Priorities were developed and refined through Coordination Committee Meetings and input received during the 2017 CMP public involvement process. The projects, activities, and strategies are targeted to alleviate barriers and gaps while also meeting riders' needs.

8.1 Rider-centered Improvements

Projects, activities and strategies that focus on the needs of riders are critical to helping older adults and persons with disabilities get where they need to go in a safe and efficient manner. Moreover, when transportation services are enhanced for seniors and individuals with special needs, the level of service for all riders is often improved. These activities include:

- **Information and Referral Service** - A one-stop shop for learning about transportation options in the region, via phone or possibly a website.
- **Call Center** - A single phone number and/or website one-stop shop for booking a ride on one of the regions many public transportation service options. When established in conjunction with Information and Referral Services or Adult and Disabled Resource Centers (ADRC), call centers can provide access to a broader range of services such as home delivered meals, respite care and case management.
- **Vouchers** - Tickets that eligible riders can exchange for a ride, vouchers are subsidized by one or more agencies and allow a driver to be paid later for giving a ride now.
- **Volunteer Driver Program** - Mileage reimbursement program for volunteers providing rides to appointments, the grocery store or other key destinations.
- **Travel Training and Trip Planning** - Training individuals and agencies on availability of local transportation options and how to access and board the rural public transit system.
- **Support New Transit Connections** - Support the addition of new public transit connections between major destinations, and work with public, non-profit and private providers to connect rides between providers for longer trips to Phoenix and Flagstaff.
- **Promote and Market Existing Services** - Increase awareness of existing transportation services through public awareness activities.

New Horizons Disability Empowerment Center has recently developed an automated phone system that allows riders in Yavapai County to access information for transportations options. This program will be first implemented

in central Yavapai County, but will have potential to expand into surrounding NACOG counties. To provide additional access, a website is also in development to compliment the phone system. Collectively these two initiatives provide a potential foundation to build a region-wide information and referral service and/or call center.

8.2 Provider-centered Improvements

These strategies and projects help transportation providers reduce costs and provide more trips through targeted activities. These activities include:

- **Joint Dispatch** - Two or more agencies sharing joint scheduling for rides in a single dispatch center.
- **Replace Old Vehicles and Increase Wheelchair Accessible Vehicles** - Assist and encourage non-profit organizations to upgrade their vehicle fleets through AZ Department of Transportation's 5310 program. Nearly 30% of 5310 vehicles currently in region are near or have exceed mileage thresholds.
- **Shared Driver Training** - Standardize driver training requirements so that two or more transportation providers can provide trips to each other's clients while having uniformly trained drivers who can offer the same level of service.
- **Shared Vehicle Preventative Maintenance** - One agency contracts with one or more other agencies to provide preventative maintenance on all vehicles.
- **Provide Support to Agencies to Coordinate Shared Rides** - NACOG would assist agencies in acquiring formal documents, policies and procedures needed to transport riders on a partner agency's vehicle(s).

Other provider-centered improvements that could be pursued include shared or centralized administrative functions such as payroll, grant management, joint-grant applications, addressing constricted revenue services and increasing the effective and efficient use of limited resources.

Public-private partnerships are encouraged under the FAST Act and thus serve as mutually beneficial measures. Through partnerships, the network may expand services to un-served or under-served target populations and geographical areas, reduce duplication of services, increase rider satisfaction, achieve efficiencies of scale, and maximize fleet utilization.

8.3 Technology Improvements

Computer, internet and phone-based technology tools can create more efficient service delivery (i.e., number of rides), improve communication between providers, expand services to customers, and streamline reporting and billing. In the NACOG region, the following technology improvement has been proposed and supported by multiple stakeholders.

- **Route Management Software and Hand Held Devices (Tablets) for Vehicles** - Transportation providers can more efficiently plan routes for client pick-up and drop-off by using this technology, while also saving time and money, improving client satisfaction and increasing the number of rides provided.

Joint purchase agreements for shared Intelligent Transportation Systems (ITS), scheduling software, Automatic Vehicle Locators (AVL), Geographic Information Systems (GIS), Geographic Positioning Systems (GPS), and IT equipment such as tablets and communication devices are strategies to achieve mutually beneficial partnerships. An assessment of technology and equipment, supporting the investment is required by ADOT in the form of a documented planning study, for funding requests.

8.4 Mobility Management Improvements

Mobility management is a strategic approach to improving the delivery of transportation services through partnerships. Mobility management expands the range of viable transportation options available to individuals and communities, while also allowing customers to make better transportation decisions and improving customer service. Communication is also a critical component of mobility management so that the general public can be made aware of all transportation options.

While partnerships are necessary to address community mobility, it is important to remember the participation of transportation providers is voluntary. Only those agencies applying for federal funding are required to participate in coordinating mobility. Identifying the benefit(s) of ongoing participation is a primary challenge of managing community mobility. Through the development of partnerships, agencies can reduce costs, increase efficiencies and overall positively affect the bottom line.

The following activities are Mobility Management priorities in northern Arizona.

- **Increase Mobility Management Resources Focusing on Local Communities** – Currently, ADOT funds one Mobility Manager for NACOG to address the four-county rural area. Additional resources, including staff, are needed in rural, local areas to continue developing local transportation solutions among community partners. This could be accomplished with financial support from rural stakeholders to leverage federal funds; federal grant funds can be matched at 80% with a 20% local contribution.
- **Partnership Development** – Based on previous successes like the regional training program conducted in partnership with SEAGO, there may be additional opportunities to partner with other state Councils of Government to share resources across jurisdiction lines, even across state boundaries. Partnership opportunities could be pursued with any other agency working on mobility management programs to reduce duplication, increase services, facilitate new transit, share planning efforts and/or leverage state or federal funds. Across-state partnerships hold particular potential in the NACOG region because 1) the Navajo Nation includes three states – Arizona, New Mexico and Utah; and 2) the four corners region of Arizona, Colorado, Utah and New Mexico contains large remote areas with shared characteristics. Although partnership development is not an identified gap or barrier, this may be a strategic opportunity for future mobility management collaboration.
- **Map Service Areas to Identify Gaps, Overlaps and Duplication** - Transportation providers could share their service areas as a strategy to understand the way in which services may be improved to access more clients and key destinations. Providers may find alternatives such as a purchasing service from another provider a more cost effective strategy than obtaining the capital and operating resources necessary to deliver transportation services themselves. This strategy is effectively employed by FedEx and UPS. Through the use of each other's' networks, FedEx and UPS are able reduce costs, increase efficiency and increase customer service.

Northern Arizona Coordinated Mobility Plan

CHAPTER 9: GOALS, OBJECTIVES, OUTCOMES



The purpose of this chapter is to guide the implementation of regional coordination priorities. While NACOG will serve as a facilitator, community stakeholders will be the active participants in implementing coordination projects.

NACOG staff used technical knowledge to develop a framework of goals, objectives and outcomes for the consideration in the short, mid and long term. Under each timeframe below, specific coordination initiatives identified during the public involvement process are summarized; additional outcomes and measures are provided in the table.

9.1 Short-Term Coordination Projects – Years 1-3

- **Create Regional Mobility Advisory Committee** - Not only is community engagement important for effective planning, it is also necessary for advocating through elected officials. Moreover, pursuant to the FAST Act, coordinating community mobility *requires* increased stakeholder participatory decision-making. The scale and complexity of this kind of activity in northern Arizona requires the region to pivot from informal work groups to more robust, formalized committee structures with responsibility for advising elected officials. NACOG will collaborate with all stakeholders (including current NACOG committees) to develop such an advisory body reflecting the mobility interests of northern Arizona.
- **Identify Sponsor(s) to Operate Information and Referral Services** – Identify and formalize sponsors to host one or more designated Information and Referral Services programs.
- **Map Transportation Providers' Service Areas** – By identifying services areas, along with gaps and duplications in service, NACOG will help providers determine potential areas of coordination and shared trips.
- **Promote and Market Existing Services** – NACOG will seek to increase awareness of existing transportation services by distributing and giving public presentations on the Provider Directory.
- **Replace Old Vehicles and Increase Wheelchair Accessible Vehicles** – NACOG will encourage eligible transportation providers in the region to apply for 5310 grants in order to replace outdated vehicles and add wheelchair accessible vehicles to their fleets.
- **Standardize Trip Reporting for Transportation Providers** – To better track trip data, NACOG will implement a standardized reporting form and tracking system for transportation providers to complete on a quarterly basis.

9.2 Mid-Term Coordination Projects – Years 3-4

- **Launch Information and Referral Services** – With guidance and support from NACOG, the agency/ies that hosts the initial Information and Referral Services program will navigate their first year of service.
- **Counties or Other Community Groups Commit to Supporting Local Mobility Manager Positions** – As County and community leaders commit to supporting Mobility Manager positions to work directly in their communities, NACOG will provide guidance to identify match funding options and staff positions.
- **Standardized Driver Training** – Provide resources for transportation providers to train vehicle operators

- **Conduct Study, Plan for Route Management Software** – NACOG will work with interested agencies to administer a feasibility study, to be conducted by a qualified consultants, to identify three potential route management software packages that could be effectively used by transportation providers in the region. A possible scenario is one in which NACOG would purchase the software and lease it to providers for their use.
- **Develop Sample Contractual Agreements** – In an effort to pave the way for new coordination activities between stakeholders, NACOG will work with community leaders to provide draft contracts and shared-use agreements to facilitate sharing passengers, vehicles, and joint dispatch.

9.3 Long-term Coordination Projects – Years 5 +

- **Establish Call Center** – Either as an outgrowth of the Information and Referral Services program or as part of a new coordination project, one or more providers in the region will develop a Call Center where the public can call to not only learn about transportation options in the region, but also book a ride with a preferred provider.
- **Procure Route Management Software** – Based on the Route Management Software Study (see Mid-Term Goals), the region shall procure the necessary software and hardware route management.
- **Transportation Providers Contract for Share Rides, Shared Vehicles, Joint Dispatch, etc.** – NACOG's efforts to identify opportunities for trip coordination through the mapping of services areas and to support contract development through the provision of sample contracts will create new targeted areas of trip coordination, with the ultimate goal of reducing providers' operational expenses while maintaining or increasing trips.

NACOG will chart progress by annually updating the region's accomplishments supporting these goals and objectives, either within this document or as an addendum.

Table 8: Goals, Objectives, Outcomes and Measures

The overall goal of the CMP is to increase access to and mobility for older adults and individuals with disabilities.

Time Frame	Initiative/Goal	Objective	Outcome	Measure
Short Term	Obtain Guidance and Support from Community Leadership on Mobility Management Initiatives	Establish Advisory Body for Mobility Management	Mobility Advisory Committee Created	Mobility Advisory Committee Bylaws and Membership are established; Regular Meetings are held
	Access to Information and Referral Services	Identify Sponsor to Operate Information and Referral Services	Sponsor Identified	Sponsor Initiates Planning Phase for implementation which may include applying for 5310 funding
	Reduce Service Duplication	Identify Service Area Overlaps for Potential Coordination	Map Service Areas of Transportation Providers	Number of Agencies entering into shared use agreements or purchasing service from another provider
	Increase Client Awareness of Transportation Services	Promote and Market Services	Distribute Guides and Conduct Public Presentations	Number of Guides Distributed; Number of Public Presentations
	Fleet is Equipped to Meet Needs of Ridership	Replace Old Vehicles and Increase Wheelchair Accessible Vehicles	Vehicles Are ADA Accessible; Vehicles Are in a State of Good Repair	Number of Replaced Vehicles; Number of ADA Accessible Vehicles
	Uniform Trip and Ridership Data	Standardize Trip Reporting for Transportation Providers	Agencies Provide Uniform Trip and Ridership Data	Number of Agencies Reporting Uniform Trip and Ridership Data
Mid Term	Public Learns About Transportation Options	Sponsor Launches Information and Referral Services	Host Agency Provides Information about Transportation Options to Callers	Number of Callers Assisted
	Increase Coordination Among Transportation Providers	Counties or Other Community Groups Commit to Supporting Local Mobility Manager Positions	Seek Match Funding and/or In-kind Contributions for Additional Mobility Managers	Amount of Match Funding or In-Kind Support Identified and Committed to Funding
	Uniform Driver Training	Standardized Driver Training	PASS Certified Drivers	Number of PASS Certified Drivers
	Research Route Management Software—RFQ	Conduct Study and Plan for Route Management Software	Identify Three Route Management Software Systems	Recommend Three Route Management Software Systems
	Ease Constraints to Coordination for Transportation Providers	Support Activities Such as Shared Rides, Shared Vehicles, Vehicle Utilization and Joint Dispatch	Investigate Contractual Relationships for Coordination	Number of Sample Contracts Provided to Agencies
Long Term	One Call Center	Identify Sponsor for Call Center	Call Center Sponsor Identified	Sponsor Initiates Planning Phase for Grant Application
	Increase Trips and Customer Service	Procure Route Management Software	Increased Trips and Positive Customer Service	% of Increased Rides; % of Satisfied Riders
	Reduce Agency Transportation Expenses	Transportation Providers Contract for Rides	Contracted Service for a Reduced Fee	Number of Rides at Reduced Cost

Northern Arizona Coordinated Mobility Plan

CHAPTER 10: REQUIREMENTS FOR INCLUSION IN COORDINATED MOBILITY PLAN



Agencies interested in participating in the annual Section 5310 Grant Program should refer to the NACOG *Regional Transportation Policy and Procedure Manual* available on the NACOG website, as well as the 2019 ADOT Coordinated Mobility Program Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Grant Guidebook. ADOT generally updates and releases the Grant Guidebook following the annual mandatory Grant Workshop.

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Northern Arizona Coordinated Mobility Plan

APPENDIX A



Participating Providers

The following list of transportation providers participating regional coordination planning:

Adult Day Care Services Inc.	NAIPTA
Alice's Place	Navajo Area Agency on Aging
Annie Wauneka Life Care Inc.	Nahata DZill Chapter House Senior Center
Assist! To Independence	NAIPTA Taxi Voucher Program
Beaver Creek Adult Center	NAU Civic Service Institute
Cottonwood Area Transit	Navajo Transit System
Change Point Integrated Health	NAZCARE
Chinle Nursing Home	Nazlini Chapter House
Chino Valley Senior Center	New Horizons LLC
Chinle Valley Schools	People Who Care
Civitan Foundation	Pioneer Home
Coconino County Community Services	Rainbow Acres
Cottonwood Area Transit	RISE Services Inc
CYMPO	Round Valley Senior Center
Dine Bii Association for Disabled Citizens	Rusty's Morningstar Ranch
Disabled American Veterans	St Michaels Association for Special Education
First Steps of Holbrook	The Susan J. Rheem Adult Day Centers
First Steps Recovery	Timberline Medical Supply & Transport
Greyhound	Verde Valley Caregivers Coalition
Holbrook Senior Citizens Association	Veterans Transportation Services (VTS)
Hopi Adult and Aging Services	Weaver Mountain Care Resources
Hopi Cancer Support Services	White Mountain Apache Tribe
Hopi Community Health	White Mountain Connection & Four Seasons
Hopi Guidance	White Mountain Dial-A-Ride
Hopi Medical Transport	Williams Taxi and Shuttle
Hopi Office of Special Needs	Winslow Council on Aging
Hopi Senom Transit	Winslow Indian Health Care Center, Inc.
Hopi Veterans Services	Yavapai Apache Nation Human Services
Mayer Area Meals on Wheels	Yavapai Apache Transit
Moenkopi Senior Center, Inc.	Yavapai Regional Transit

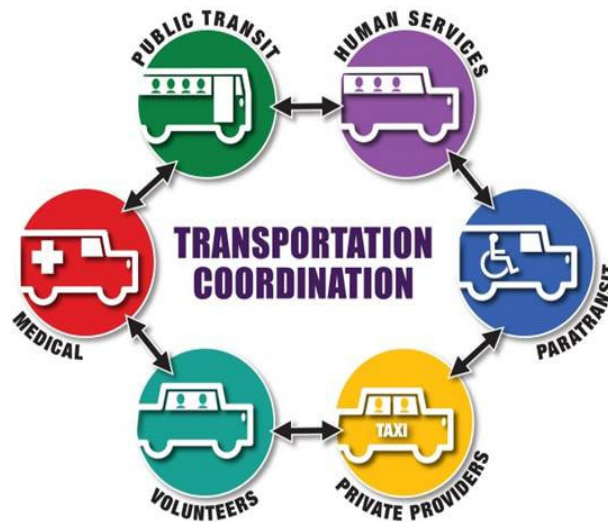
Northern Arizona Coordinated Mobility Plan
APPENDIX B



Transportation Directory

Northern Arizona Transportation Directory

December 2016



PREFACE

NACOG staff have worked with community members and transportation providers throughout the region to improve transportation services for older adults and persons with disabilities through a variety of activities that include travel training for riders, training for vehicle drivers to help them better assist riders with disabilities, the creation of the Northern Arizona Transportation Directory and providing assistance to non-profit organizations in the development of grant applications for federal transit funds known as 5310 funds.

This Directory is published as a service to current or potential users of transportation services available in the NACOG Region which includes the counties of Apache, Coconino, Navajo and Yavapai. The information in this Directory has been supplied by each operator or agency referenced herein. Since schedules and fares are subject to change, please verify such information by contacting the organizations listed. NACOG makes no warranties, implied or otherwise to the accuracy of information. The user of the Directory is responsible to verify the information.

Please contact RJ Erickson, NACOG Mobility Planner for information on regional mobility and transit planning as well as coordination activities at rjerickson@nacog.org or 480-220-3310.

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THE RIGHT OPTION FOR ME

When looking for transportation, you may want to consider the following questions before deciding on an option. Once you have answered as many questions as possible, you can then use your answers and any remaining questions to gather more detailed information from the transportation provider you are considering.

1. Are there requirements to qualify for the service? If so, what are they?
2. Is there an evaluation that must take place prior to the first ride?
3. How much will the service cost? Is there a membership fee that must be paid before scheduling rides with the service?
4. Will insurance (medical/health, auto, Medicare, Medicaid, property) pay for rides provided by the service?
5. What service area does this provider cover?
6. What kinds of trips can I make using this service? Medical/Health? Shopping? Banking? Personal care? Employment? Visiting? Religious services? Others?
7. Can I get a ride from any point to any other point in this service area?
8. How far in advance must reservations be made? How soon after I call can I get a ride?
9. What is your cancellation policy?
10. Are rides provided in the evenings, on weekends or on holidays?
11. Are door-through-door, door-to-door, or curb-to-curb services provided?
12. Are rides provided to people who use wheelchairs?
13. Do riders stay in their wheelchair, or are they transferred to a seat during the ride?
14. Is there an escort or attendant in the vehicle with the driver?
15. Does someone stay with me/my family member during appointments?
16. Can a family member ride with me as an escort? If so, is there an extra cost associated?

17. How soon after I call can I be picked up for my return trip?
18. Will the driver come into my house to get me? Meet me at my front door? Meet me at the curb in front of my house? Help me get on the vehicle?
19. Will the driver or attendant come into the office/building for the return trip?
20. Will other passengers be riding? If so, what is the maximum length of time I will have to ride while others are being picked-up/dropped-off?

INFORMATION & REFERRAL

➡ **NACOG Area Agency on Aging**

43 S. San Francisco Street

Flagstaff, AZ 86001

877-521-3500

<https://nacog.org/departments/AAA/page/information-referral.html>

➡ **Arizona 2-1-1**

Get Connected, Get Answers

Just Dial “2-1-1” or 877-211-8661

<https://211arizona.org/>

LINKS

Advice, suggestions, and information on transportation services, issues on aging and disabilities, and programs for people with limited income can be found at the following websites:

AARP – www.aarp.org

American Automobile Association Foundation for Traffic Safety – www.aaafoundation.org

Coordinating Council on Access & Mobility – <https://www.transit.dot.gov/ccam>

Community Transportation Association of America – www.ctaa.org

Disability Info.gov – www.disabilityinfo.gov

Easter Seals Project Action – projectaction.easterseals.com

Federal Transit Administration – www.fta.dot.gov

Intelligent Transportation System Demonstration Program – www.its.washington.edu

National Association of Area Agencies on Aging – www.n4a.org

National Aging and Disability Transportation Center – www.nadtc.org

National Center for Mobility Management – www.nc4mm.org

NACOG Title VI & Public Participation

PUBLIC NOTICE

NACOG complies with Title VI of the Civil Rights Act of 1964 and authorities. NACOG operates without regard to race, color, national origin, age, gender, disability, income status, or level of English proficiency. NACOG meetings are held in accessible locations, and materials are provided in accessible formats or in languages other than English upon request with a reasonable advance notice period.

Any person who believes they have been discriminated against by NACOG, or any of its sub-recipients or contractors, may file a written complaint with NACOG and/or the ADOT Civil Rights Office. If the complaint is filed against NACOG, the NACOG Title VI Coordinator is required to forward the complaint to the ADOT Civil Rights Office. All complaints will be promptly investigated by the ADOT Civil Rights Office.

EL AVISO PUBLICO

NACOG cumple con el título VI de la ley de derechos civiles de 1964 y estatutos y reglamentos relacionados en todos los programas y actividades. NACOG funciona independientemente de raza, color, origen nacional, edad, sexo, incapacidad, nivel de ingreso, o aptitud con ingles. Las reuniones de NACOG se ocurren en lugares de acceso y materiales se proporcionan en formatos accesibles o en idiomas distintos del ingles, si se reciben una petición antes de la reunión.

Cualquier persona que cree que han sido discriminados por NACOG, o cualquiera de sus subreceptores o contratistas, puede presentar una queja por escrito a NACOG o la oficina de derechos civiles de ADOT. Si la queja es contra NACOG, el enlace de NACOG para TÍTULO VI enviara la queja a la oficina de derechos civiles de ADOT. Todas las quejas se investigaran inmediatamente por la oficina de derechos civiles de ADOT.

NACOG Title VI Chief Officer & Coordinator	ADOT Civil Rights Office
<p>Officer:</p> <p>NACOG Executive Director</p> <p>119 East Aspen Avenue</p> <p>Flagstaff, AZ 86001</p> <p>928-774-1895</p> <p>FAX: 928-773-1135</p> <p>Coordinator:</p> <p>NACOG Transportation Planning Mgr</p> <p>119 East Aspen Avenue</p> <p>Flagstaff, AZ 86001</p> <p>928.774.1895</p> <p>jkelly@nacog.org</p>	<p>ADOT Civil Rights Office</p> <p>206 South 17th Avenue</p> <p>Phoenix, AZ 85007</p> <p>602-712-8946</p> <p>FAX: 602-712-8429</p>

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
Apache County					
Annie Wauneka Life Care Inc. 1191 S Hwy 15A PO Box 599 Ganado, AZ 86505 928-755-3806	Contact Agency	24/7	No fee for clients	Elderly & Developmentally Disabled	Non profit organization located on the Navajo reservation with service to the elderly and developmentally disabled on a 24 /7 basis.
Chinle Nursing Home Hwy 191 Hospital Rd. Chinle, AZ 86503 928-674-5216	Chinle	24/7	No fee for clients	Chinle Nursing Home Residents	24 hour nursing home facility with transport to Indian Health Center and dialysis.
Chinle Valley Schools Hwy 191 Chief Manulito Blvd. PO Box 159, Chinle, AZ 86503 928-674-2717	Contact Agency	Group Home 24/7 School 8 a.m. - 5 p.m.	No fee for clients	Developmentally Disabled	Residential and day services for individuals with developmental disabilities
Hoosh Dooh DII to (aka Whipporwill) Blue Gap 928-674-2100	Blue Gap	Call for hours	Contact Agency	Developmentally Disabled	Closed until Office of Navajo and Hopi Indian Relocation repair the damage.
NAAA Chinle Agency Chinle Senior Center 928-674-2134	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Chinle Agency Blue Gap/Tachee Senior Center 928-349-8279	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
NAAA Chinle Agency Lukachukai Senior Center 928-787-2506	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Chinle Agency Many Farms Senior Center 928-781-6996	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
Nazlini Chapter House Phone: (928) 755-5900	Contact Agency	Call for hours	No fee for clients	Contact Agency	Call for Details
NAAA Chinle Agency Nazlini Senior Center 928-755-5960	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Chinle Agency Rock Point Senior Center 928-659-4359	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Chinle Agency Rough Rock Senior Center 928-728-3100	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
NAAA Chinle Agency Round Rock/Tsenikani Senior Center 928-787-2350	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Chinle Agency Tsaille/Wheatfields Senior Center 928-724-2213	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Chinle Agency Administration PO Box 2092 Chinle, AZ 86503 928-674-2100	Chinle	Call for hours	No fee for clients	Navajo Elders 60+	Chinle Agency represents 15 senior centers on the Navajo Reservation. Elder must reside within Senior Center boundary.
NAAA Fort Defiance Agency Ganado Senior Center 928-755-3754	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Fort Defiance Agency Fort Defiance Senior Center 928-729-4024	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Fort Defiance Agency Lupton Senior Center 928-688-4345	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
NAAA Fort Defiance Agency St Michaels Senior Center 928-871-7674 928-871-7675	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Fort Defiance Agency Sawmill Senior Center 928-729-4502	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Fort Defiance Agency Administration PO Box 1519 Fort Defiance, AZ 86504 928-729-4019	Fort Defiance	Call for hours	No fee for clients	Navajo Elders 60+	Fort Defiance Agency represents 16 senior centers on the Navajo Reservation. To be eligible elder must reside within Senior Center Boundary.
NAAA Shiprock Agency Aneth Senior Center 435-651-3527	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Shiprock Agency Cove Senior Center 928-653-5813	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Shiprock Agency Red Mesa Senior Center 928-656-3690	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
NAAA Shiprock Agency Sweetwater Senior Center 928-429-0977	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Shiprock Agency Teec Nos Pos Senior Center 928-656-3694	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Shiprock Agency Administration PO Box 4019 Shiprock, NM 87420	Shiprock	Call for hours	No fee for clients	Navajo Elders 60+	Shiprock Agency represents 16 senior center on the Navajo Reservation. To be eligible, elder must reside within Senior Center boundary.
NAAA Western Agency Dennehotso Senior Center 928-658-3303	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
Nahata Dzill Chapter House Senior Center I-40 and Hwy 191 Sanders AZ 86512 928-688-3373	Contact Agency	M - F 8 a.m. - 5 p.m.	No fee for clients	Navajo Elders 60+	Meals Program with activities provided. Transportation is provided to the center. Transportation can be arranged to the post office and medical client on the way home from the lunch program.
Reeves Foundation 41182 Hwy-261 Eager AZ 85925 888-416-3549	Contact Agency	24/7	Contact Agency	Contact Agency	Call for Details
Round Valley Senior Center 356 South Papago St. Springerville, AZ 85938 928-333-2516	Springville & Eager	M - TH 10 a.m. - 3 p.m.	Donations Accepted. \$2.50 suggested donation	Seniors	Senior Center who helps people live independently for as long as possible. The center offers transportation service to medical facilities, for shopping purposes, to pay bills and attend meal programs.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
St Michaels Special Education Association 1 Mile N. of AZ264 on Mustang Rd. St. Michaels, AZ 86511 928-871-4873	Contact Agency	M - F 6 a.m. - 5 p.m. Sunday 7 a.m. - 4 p.m.	No fee for clients	Agency Clients: Physical Disability, Developmental Disability	We specialize in educational services and housing needs for Native Americans with disabilities on the AZ Navajo Reservation. Students and clients are often from outside local commuting distance and are provided transportation needs from as far away as 200 miles. Transportation is also provided to special events.
White Mountain Apache Tribe P.O Box 1210 White River, AZ 85941 928-338-1808	Whiteriver	M - F 8 a.m. - 5 p.m.	No fee	Eligible members of the White Mountain Apache Tribe	White Mountain Apache Tribe provides transportation to eligible tribal members.
Coconino County					
Assist! To Independence 4133 E. Cedar Tuba City, AZ 8604 928-283-6284	Tuba City and surrounding reservations	M - F 8 a.m. - 5 p.m.	No fee for clients	Developmentally Disabled and Physical Disability	Center for Independent Living providing four core services. Advocacy, peer support, information and referral, & independent living skills. Serves individuals who reside on the Navajo Reservation, Hopi Reservation, San Juan Southern Paiute Reservation and individuals living in Apache, Coconino and Navajo counties.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
Civitan Foundation 12635 North 42nd St. Phoenix AZ 85032 602-953-2944	Contact Agency	M - F 8 a.m. - 4 p.m.	No fee for clients	Agency Clients: Developmental Disabilities	Day Treatment DD adult program that provides life skills and projects. Works with family and individuals to meet the needs of the individuals' service plan. Transportation to work programs provided.
Coconino County Community Services 2625 N. King Street Flagstaff AZ 928-679-7425	Flagstaff, Williams	Call for hours	Donations Accepted	Agency Clients: Seniors, Persons with physical disabilities. Veterans	We schedule trips from Flagstaff and Williams Senior Center for day trips to local attractions (Grand Canyon, Sedona). Williams has weekly trips for medical, shopping and errands in Flagstaff and recreational trips as scheduled by Bill Williams Senior Center. Both senior centers are consulted for planning of trips.
Dine Bii Association for Disabled Citizens Hwy 160, Milepost 320.8 Tuba City PO Box 2320 Kerley Valley, AZ 86045 928-283-3060	Tuba City, Kayenta, Pinon	M - TH 9 a.m. - 5 p.m.	Contact Agency	Developmentally Disabled	Dine Bii Association for Disabled Citizens, Inc. provides services to individuals with developmental disabilities, ranging from infant to adulthood. The organization is exclusively providing services to individuals with special needs who are members of Navajo, Hopi and Paiute Indian Tribes.
Fredonia Senior Center 80 N. 100 Fredonia, AZ 86022 928-643-7278	Fredonia	M - F 8 a.m. - 1 p.m.	Contact Agency	Seniors	No longer providing transportation due to lack of funding.
Helping Hands Agency P.O Box 3938 645 N. Navajo Dr. Page, AZ 86040 928-645-9596	Contact Agency	Call for hours	Contact Agency	Seniors, Persons with Disabilities, General Public	The "Helping Hands Express" is a publicly funded transit service that enables seniors, students, disabled individuals, as well as the general public, freedom to work, shop, go to school, without the expense of owning a personal vehicle.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
Hozhoni Foundation 2133 N. Walgreen St. Flagstaff, AZ 86004 928-445-6996	Flagstaff	M - F 8 a.m. - 5 p.m.	No fee for clients	Developmentally Disabled	The Hozhoni Foundation is a leading provider of services and advocacy for people with disabilities. Residential, Vocational and Educational services are provided to assist individuals in achieving their maximum potential. Residential Care, Day Programs and Support.
Moenkopi Senior Center PO Box 2139 Hwy 160 Tuba City, AZ 86045 928-283-8025	Contact Agency	M - TH 7 a.m. - 6 p.m.	No fee for clients	Seniors	Transportation on the Hopi Reservation for members within the Hopi Tribal Service area. Local transport to the Senior Center for lunch, medical appointments and, as needed grocery store trips.
NAAA Western Agency Tuba City Senior Center 928-283-3351	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Cameron Senior Center 928-679-2010	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Coalmine Senior Center 928-640-0340	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Coppermine 928-691-1109	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
NAAA Western Agency Inscription House Senior Center 928-672-2892	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Kaibeto Senior Center 928-672-2892	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Lechee Senior Center 928-696-2822	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Leupp Senior Center 928-686-3260	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Navajo Mountain Senior Center 928-672-2357	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Oljato Senior Center 435-727-5856	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Tolani Lake Senior Center 928-686-3279	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
NAAA Western Agency Tonalea Senior Center 928-283-3356 928-283-3433	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Administration PO Box 1650 Tuba City, AZ 86045 928-283-3351	Tuba City	Call for hours	No fee for clients	Navajo Elders 60+	Western Agency represents 15 senior centers on the Navajo Reservation. Navajo Elders residing within senior center boundary
NAIPTA Tax Voucher Program 3773 Kaspar Dr. Flagstaff, AZ 86004 928-679-8911	Contact Agency	Call for hours	2.00 Each	Contact Agency	Taxi voucher subsidy program for Mountain Lift clients. The purpose of this program is to provide a transportation alternative that is within the control of the client.
NAU Civic Service Institute - Senior Companion Program P.O Box 5063 201 W. University Dr. Flagstaff, AZ 86001 928-523-3560	Flagstaff	M - F 8 a.m. - 5 p.m.	No fee for clients	Seniors	The Senior Companion Program is a service initiative for people age 55 and older to provide assistance and friendship to elderly, homebound individuals. Senior Companions provide the services that the elderly need to live independently including transportation.
Page Senior Center 699 South Navajo Dr. Page AZ 86040 928-645-4240	Page	M - F 10 a.m. - 3 p.m.	Contact Agency	Seniors	Meals on Wheels Program. No transit services currently provided, seeking funding.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
The Guidance Center 220 W Grant Ave, Williams, AZ 86046 928- 635-4272 Or Toll Free (888) 790-7600	Williams	M - F 8 a.m. -5 p.m.	No fee for clients	Contact Agency	The Williams Clinic, a supplementary clinic of The Guidance Center, which helps advance our mission by providing behavioral health services to Williams, Grand Canyon, Ash Fork, Seligman, and Supai
The Guidance Center 2695 E. Industrial Dr. Flagstaff, AZ 86004 888-681-1899	Flagstaff	M - F 8 a.m. - 5 p.m.	No fee for clients	Contact Agency	Community Mental Health Center that offers a full range of Behavioral Health programs and services for children, adolescents, adults, and families. Services are tailored to meet individual and family needs.

Navajo County

Alice's Place P.O Box 904 312 E. Second St. Winslow, AZ 86047 928-289-3003	Contact Agency	24/7	No fee for clients	Domestic Violence Victims Only	Provide transportation for both shelter and non-shelter clients for appointments and crisis intervention. Local and out of town trips.
Change Point Integrated Health 1801 W. Deuce of Clubs #100 Show Low AZ 85901 928-537-5315	Show Low (Holbrook, Snowflake Winslow, Show Low, Lakeside)	Call for hours	No fee for clients.	Agency Clients enrolled in Behavioral Health Program	Change Point provides behavioral health services, including transportation for our clients.
Holbrook Senior Center 216 E. Joy Nevin Holbrook, AZ 86025 928-524-6044	Holbrook city limits	M - TH 8 a.m. - 4 p.m. Friday 8 a.m. - 12 p.m.	Donations Accepted	Seniors and Persons with Disabilities	Senior Center that provides congregate and home delivered meals. Transportation to and from center for lunch is available. Transportation to medical appointments, shopping and errands available in Holbrook City limits.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
Hopi Adult & Aging Services P.O Box 123 Kykotsmovi Village, AZ 86039 928-737-6351	Contact Agency	M - F 8 a.m. - 5 p.m.	No fee for clients	Agency Clients: Seniors, Hopi Tribal Members	Contact agency.
Hopi Cancer Support Services P.O Box 123 Kykotsmovi Village, AZ 86039 928-734-1150	Contact Agency	M - F 8 a.m. - 5 p.m.	No fee for clients	Agency Clients: Hopi Tribal Members	We provide transportation to members of the Hopi tribe who need a cancer screening and/or mammogram. We also provide transportation to follow-up appointments related to the cancer screening, if needed.
Hopi Medical Transportation P.O Box 123 Kykotsmovi Village, AZ 86039 928-737-6351	Contact Agency	M,W,F 4 a.m. - 7 pm. T & TH 6 a.m. - 6 p.m.	No fee for clients	Agency Clients: Hopi Tribal Members	Provides transportation to eligible Hopi Tribal Members living within the Hopi Reservation.
Hopi Office of Vocational Rehab & Special Needs P.O Box 123 Kykotsmovi Village, AZ 86039 928-737-6351	Contact Agency	M - F 8 a.m. - 5 p.m.	No fee for clients	Agency Clients: Hopi Tribal Members	Provides transportation to eligible Hopi Tribal Members living within the Hopi Reservation.
Hopi Veterans Services P.O Box 123 Kykotsmovi Village, AZ 928-734-3461	Contact Agency	M - F 8 a.m. - 5 p.m.	No fee for clients	Hopi enrolled Veterans	Provides free transport for Hopi enrolled veterans to their VA or non-VA contracted medical appointments.
NAAA Chinle Agency Forest Lake Senior Center 928-677-3363	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
NAAA Chinle Agency Hardrock Senior Center 928-725-3725	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Chinle Agency Low Mountain Senior Center 928-725-3198	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Chinle Agency Whippoorwill Senior Center 928-725-3758	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Fort Defiance Agency Teesto Senior Center 928-657-8061	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Chinle Agency Pinon Senior Center 928-725-3522	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Chinle Agency Whippoorwill Senior Center 928-725-3758	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Fort Defiance Agency Teesto Senior Center 928-657-8061	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
NAAA Fort Defiance Agency Dilkon Senior Center 928-657-8060	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Fort Defiance Agency Indian Wells Senior Center 928-654-3376	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Fort Defiance Agency Jeddito Senior Center 928-738-5606	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Fort Defiance Agency White Cone Senior Center 928-654-3902	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Birdsprings Senior Center 928-686-3243	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAAA Western Agency Chilchinbeto Senior Center 928-697-5694	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
NAAA Western Agency Kayenta Senior Center 928-697-5677	Contact Agency	Call for hours	No fee for clients	Navajo Elders 60+	Call for Details
NAZCARE-Discovery Wellness Center 481 S. 11th St. Show Low, AZ 85901 928-532-3108	Show Low	Monday 10 a.m. - 6 p.m. Tues - Sat 9 a.m. - 3 p.m.	No fee for clients.	Agency Clients: Mental Health Substance Abuse	Curb to curb transportation is provided to and from the Wellness Center for groups and other rehabilitation activities only. The client must live within a 20 mile radius from the center.
Reeves Foundation 41182 Hwy-261 Eager, AZ 85925 888--416-3549	8	24/7	No fee for clients	Developmentally Disabled	Call for Details
Rim Country Senior Center 2171 B St. Overgaard, AZ 85933 928-535-5525	Heber-Overgard	M - F 9 a.m. - 1 p.m.	No fee for clients	Agency Clients: Seniors, People with Disabilities, Gen Public, Low-Income, Veterans	The Senior Center maintains a transport van which is used for a variety of purposes. Regularly scheduled trips transport members to Show Low and Snowflake for shopping, usually on Thursdays. On Tuesdays, trips are offered to cover Doctors appointments. In the summer, trips to Show Low are offered to visit the swimming facilities of Show Low. Finally, usually at months end, trips are scheduled to the casino.
Silver Creek Senior Center 1658 S. Main Street Snowflake, AZ 85937 928-536-2222	Show Low area (Snowflake, Taylor, Concho, White Mountain Lake)	M - F 8 a.m. - 5 p.m.	\$3 Non-Members \$2 Members \$150 roundtrip to Phx	Seniors, Persons with a Disability	We offer a warm, friendly atmosphere, where people of all ages can come and socialize. In addition to our great meals and activities, we offer a terrific and economical shopping experience in our thrift store. We also provide transportation to members and non-members within a six mile radius of our center.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
Winslow Council on Aging 212 E. 2nd St. Winslow, AZ 86047 928-289-3341	Winslow	M, W, F 8 a.m. - 5 p.m. T, Th 8 a.m. - 3:30 p.m.	\$3.00	Seniors and Persons with Disabilities	Winslow Council on Aging Provides transportation to promote the physical, social and emotional well-being of the elderly population in Winslow to support their nutritional, recreational and intellectual needs and interests.
Winslow Indian Health Care Center 500 N. Indiana Ave. Winslow, AZ 86025 928-289-4646	Winslow (Leupp, Dilkon, Holbrook, Joseph City)	M - F 7:30 a.m. - 5 p.m.	No fee for clients. Donations Accepted	Agency Clients: Seniors, Physical Disability, Developmental Disability	The Winslow Indian Health Care Center, Inc. utilizes the 5310 vehicles in its non-emergent transport program to transport patients who are elderly, disabled, or are unable to afford transportation to and from their medical appointments. We transport patients from the towns of Leupp, Dilkon on the reservation and the border towns of Holbrook, Joseph City and within Winslow.
Yavapai County					
Adult Day Centers The Susan J. Rheem 3407 N Windsong Dr. Prescott Valley, AZ 86314 928-775-3563	Prescott Valley	M - F 8 a.m. - 4 p.m.	\$10 Each Way	Seniors, Low Income, Developmental Disability, Physical Disability	The Susan J. Rheem Adult Day Centers serve individuals and families living in Northern AZ promoting independence through a full range of medical and social activities. ADC is the only medical-social adult day center of its kind in the area. Verde Valley clients are being transported to Prescott Valley since the Cottonwood Center closed.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
Adult Day Centers The Susan J. Rheem 826 Sunset Avenue Prescott AZ, 86305 928-445-6284	Prescott	M - F 8 a.m. - 4 p.m.	\$10 Each Way		The Susan J. Rheem Adult Day Centers serve individuals and families living in Northern AZ promoting independence through a full range of medical and social activities. ADC is the only medical-social adult day center of its kind in the area.
Chino Valley Senior Center 1021 Butterfield Rd. Chino Valley, AZ 86323 928-636-9114	Prescott, Prescott Valley, Chino Valley	4th Wednesday of Every Month 12 p.m. - 3 p.m.	\$2.00 Donation	Seniors, Persons with Disabilities, General Public	In partnership with Chino Valley Rotary Club, we offer transportation for shopping on the 4th Wednesday of each month. Reservations are needed 24 hrs in advance; arrangements can be made of home pick-up
Disabled American Veterans 730 5th St. Prescott, AZ 86301 928-776-6064	Prescott, Prescott Valley, Chino Valley, Dewey-Humbolt and surrounding rural areas.	M - F 7 a.m. - 12 p.m.	No fee for clients	Veterans	We provide transportation to the Prescott or Phoenix VA to qualified Veterans.
Hozhoni Foundation 1060 Sandretto Dr., Prescott, AZ, 86305 928-445-6996	Prescott	M - F 8 a.m. - 5 p.m.	No fee for clients	Seniors, Developmental Disability, Physical Disability	Residential, vocational and educational services are provided to assist individuals in achieving the maximum potential. Residential Care, Day Programs and Supports.
Mayer Area Meals on Wheels Mayer Elders Club 10051 Miami St. Mayer, AZ 86333 928-632-7511	Mayer	M - F 7 a.m. - 2 p.m.	\$2.00 donation for agency clients. \$30 flat rate for others	Agency Clients, Seniors, Physical Disability	Wheelchair van available by appointment to individuals or groups. Bi-monthly shopping trips on the 2nd and 4th Wednesday of the month.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
NAU Civic Service Institute Senior Companion Program P.O Box 5063 Flagstaff, AZ 86001 866-856-3017	Prescott, Prescott Valley, Chino Valley, Dewey-Humbolt	M - F 8 a.m. - 5 p.m.	No fee for clients	Agency Clients: Mental Health Substance Abuse	The Senior Companion Program is a service initiative for people age 55 and older to provide assistance and friendship to elderly, homebound individuals. Senior Companions provide the services that the elderly need to live independently including transportation to medical and other appointments and outings.
NAZCARE Serenity Wellness Center 1229 E. Cherry St. Cottonwood, AZ 86326 928-634-1168	Cottonwood (Clarkdale)	M,W,F 10 a.m. - 6 p.m. T, TH, 9 a.m. - 4 p.m.	No fee for clients	Agency Clients	Our vision is to assist and empower all people in discovering and embracing recovery and wellness. Our mission is to provide quality wellness services to individuals and families with mental, co-occurring and substance abuse disorders in order to promote
NAZCARE-New Hope Wellness Center 599 White Spar Rd Prescott, AZ 86303 928-442-9205	Prescott	M,W,F 10 a.m. - 6 p.m. TH. 9 a.m. - 4 p.m. Alternating Sat. 10 a.m. - 3 p.m. Sun. 12 p.m. - 4 p.m.	No fee for clients unless uncovered by AHCCCS or other insurance.	Agency Clients:	To qualify you must reside in one of our service areas. Adults 18+, unable to drive, living independently, support network is limited or non-existent, telephone interview & home visit.
NAZCARE-P.O.W.E.R. Wellness Center 488 N. Main St. Eagar, AZ 85925 928-333-3036	Contact Agency		No fee for clients	Agency Clients: Mental Health Substance Abuse	Our vision is to assist and empower all people in discovering and embracing recovery and wellness. Our mission is to provide quality wellness services to individuals and families with mental, co-occurring and substance use disorders in order to promote recovery and wellness.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
New Horizons Disability Empowerment Center 928-772-1266	Contact Agency	M - F 6 a.m. - 6 p.m. Sat and Sun Subject to Need	Contact Agency	Agency Clients: Seniors, Persons with Physical and Developmental Disabilities, General Public	We transport riders under many different contracts, grants, insurance and private pay.
People Who Care 505 W. Gurley St. Prescott, AZ 86301 928-445-2480	Chino Valley, Prescott Valley, Prescott	M - F 9 a.m. - 4 p.m.	No fee for clients	Agency Clients: Seniors, Persons with developmental and physical disabilities, low income, veterans, persons unable to drive	People Who Care is a not for profit volunteer caregiving organization that provides one to one non-emergency medical assistance for adults unable to drive due to age-related and physical limitations in order for them to continue living on their own.
Rainbow Acres 2120 Reservation Loop Rd. Camp Verde, AZ 86322 928- 567-5231	Contact Agency	24/7	No fee for clients	Agency Clients	Rainbow Acres serves adults (minimum age of 18) with developmental disabilities. Some of the services we offer are: Vocational Training, Neurodevelopmental Therapy as well as Health and Wellness Counseling.
Rusty's Morningstar Ranch 240 South Libby Ln. Cornville, AZ 86325	Contact Agency	24/7	Included in Cost of Service	General Public	Rusty's Morningstar Ranch has been providing residential services to adults with autism since 1985. We strive to integrate opportunities that a typical person might experience into a unifying whole so that life is truly as rich as possible within our ranch family.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
Town of Jerome 600 Clark Street Jerome AZ 86331 928-634-7943	Cottonwood to Jerome	Wednesday. 9 a.m. - 12 p.m.	No fee	Public	We take anyone who needs to go shopping to Cottonwood once a week at no cost. The van leaves from Jerome City Hall at 9:00 am on Wednesday.
Town of Prescott Valley & EWD Voucher 221 N. Marina St., Suite 201 Prescott AZ 86301 928-778-1422	Prescott Valley	M - F 8 a.m. - 5 p.m.	No fee for clients	Residents of Prescott Valley: Seniors, Persons with Disabilities, Low Income	NACOG administers the Transit Voucher Program for the Town of Prescott Valley. Taxi voucher program is offered on a limited basis to those who qualify in the Prescott Valley Area.
Verde Valley Caregivers Coalition 299 Van Deren Rd. #2 Sedona AZ 86336 928-204-1238	Cottonwood (Clarkdale, Camp Verde, Cornville, Jerome, Sedona)	M - F 9 a.m. - 4 p.m. Call Center	Donations Accepted	Agency Clients: Seniors, Persons with physical disabilities. Developmental disabilities, low income and Veterans	Assistive services include transportation to medical and other appointments, rides to the grocery store, pharmacy and other errands. VVCC provides volunteers, programs and services to support older adults and adults with disabilities to maintain their independence and quality of life at home. Interview required before start of services. Long distance transportation to Flagstaff, Phoenix and Prescott.
Verde Valley Senior Center 500 E. Cherry St. Cottonwood AZ 86326 928-634-5450	Cottonwood	Contact Agency	Contact Agency	Seniors and Persons with Disabilities	No longer providing transportation.

Human Service Providers

Agency Address Phone Number	Service Area	Hours of Service	Fees	Rider Eligibility	Service Description
Veterans Transportation Services 500 N. Hwy 89 Prescott AZ 86313 928-776-6046	Prescott, Prescott Valley, Chino Valley, Dewey-Humbolt and surrounding rural areas.	M - F 8 a.m. - 4:30 p.m.	No fee for clients	Seniors, Physical Disability, Developmental Disability	We aid veterans who are visually impaired, elderly, or immobilized due to disease or disability, and those living in remote and rural areas who face challenges traveling to their VA health care appointments. Veterans Transportation Service (VTS) is working to help Veterans meet their transportation needs.
Weaver Mountains Care Resources 500 N. Hwy 89 Prescott AZ 86313 928-231-7828	Yarnell (Peoples Valley, Wihoit, with transport to Wickenburg and Prescott)	M - F 9 a.m. - 4 p.m.	No fee	Seniors, Persons with physical or developmental disabilities	Weaver Mountain Care Resources is a 501 © 3 agency that provides transportation to Prescott and Wickenburg for free and transportation to Phoenix for a fee. We also provide friendly visits, Caregiver relief and friendly calls.
Yavapai Apache Nation Human Services 300 W. Middle Verde Rd. Camp Verde, AZ 86322 928-649-6906	Contact Agency	M - F 7 a.m. - 7 p.m.	No fee for clients	Tribal Members	Medical trips including dialysis, dental visits and prescription pick-up. Long distance trips may be available.

Public Transit

Agency	Rider Eligibility	County	Hours of Operation	Fees	Telephone
NAIPTA (Mountain Lift)	Paratransit ADA Qualified	Coconino	Varies	Varies \$0.60 - \$1.25	928-679-8900
NAIPTA (Mountain Line)	General Public	Coconino	Varies	Varies \$0.60 - \$1.25	928-679-8900
Page Express	General Public	Coconino	Monday - Friday 6 a.m. - 7:30 p.m.	Call	928-645-9596
Hopi Senom Transit	General Public	Navajo	Monday - Friday 6:20 a.m. - 7:00 p.m.	\$1.00 (one-way) Local	928-734-3232
White Mountain Connection & Four Seasons	General Public	Navajo	Monday - Friday 6:30 a.m. - 6:30 p.m.	Flat Rate \$1.00 - \$5.00	928-537-0627
Navajo Transit System	General Public	Regional	Varies 5 a.m. - 7 p.m. DST	\$2.00	928-729-4002
Cottonwood Area Transit	General Public	Yavapai	Monday - Friday 6:45 a.m. - 6:45 p.m.	\$2.25 (one way)	(928) 634-2287
Yavapai Apache Nation Transit	General Public	Yavapai	Varies	Varies	928-649-7129
Yavapia Regonal Transit, Inc.	General Public	Yavapai	Varies	Varies \$1.00 - \$2.00	928-636-3602

Private Providers

Agency	Rider Eligibility	County	Hours of Operation	Fees	Telephone
Willia.m.s Taxi and Shuttle	General Public	Coconino	24 hours a day	Contact Agency	928-635-1111
Mountain Cab	General Public	Navajo	24 hours a day 7 days a week	\$2.50 at pick-up \$2.25 per mile	(928) 368-8555
R Driver Transportation Solutions	General Public	Navajo	24 hours a day 7 days a week	Contact Agency	(844) 412-5277 Option 0
Timberline Medical Supply & Transport	General Public	Navajo	7 days a week 6 a.m. - 6 p.m.	Contact Agency	(928) 367-6834
Winslow Shuttle	General Public	Navajo	24 hours a day 7 days a week	\$6.00 a trip in town \$2.00 per mile out of town	(928) 289-2570
White Mountain Dial-A-Ride	General Public	Navajo	7 days a week 6 a.m. - 10 p.m.	Contact Agency	928-537-5867
Greyhound	General Public	U.S, Canada and Mexico	24 hours a day 7 days a week	Vary	800-231-2222
Prescott Dial-a-Ride	General Public	Yavapai	24 hours a day 7 days a week	Pick-Up: \$2.75 \$2.00 per mile	(928) 776-7433
Tender Hearts Transportation Services	General Public	Yavapai	24 hours a day 7 days a week	Contact Agency	(928) 777-5512

Appendix C - Section 5310 Grant Awards

2012 Awards						
Awarded Agencies	Project	Project Type	Fund Type	FTA Share	Local Share	Total Grant Request
ChangePoint Integrated Health	Replacement Minivan No Lift - 7 Pass	Capital	5310 STP			\$ 22,469
Reeves Foundation	Expansion Cutaway with Lift	Capital	5310 STP			\$ 53,533
Reeves Foundation	Expansion Maxivan with Lift - 8 Pass	Capital	5310 STP			\$ 50,108
Reeves Foundation	Expansion Minivan with Ramp 5 Pass	Capital	5310 STP			\$ 31,936
Reeves Foundation	Expansion 3/4 Ton Crew Cab Pickup	Capital	5310 STP			\$ 26,263
Moenkopi Senior Center	Expansion Cutaway with Lift	Capital	5310 STP			\$ 53,533
Veterans Transportation Service	Replacement Minivan No Lift - 7 Pass	Capital	5310 STP			\$ 22,469
Total 5310 STP Awards						\$ 260,311
NACOG Area Agency on Aging	Funding for Regional Mobility Manager position	Capital - Mobility Management	5316			\$ 72,000
Rainbow Acres	Operating Funds Vocational Transportation Program	Operating	5316			\$ 10,000
Pinetop-Lakeside Senior Center	Plan/Establish MM pilot program focused on specialized regional coordinated mobility	Capital - Mobility Management	5316			\$ 13,500
Verde Valley Caregivers Coalition	Sub-Regional Mobility Manager	Capital - Mobility	5316			\$ 67,500
Mountain Top Transportation	Operating Funds to provide employment	Operating	5316			\$ 20,000
Total 5316 Awards						\$ 183,000
City of Cottonwood	Operating Funds for Cottonwood Area Transit and Verde Lynx Transit	Operating	5317			\$ 5,000
AZ Board of Regents for and on behalf of NAU	Operating Funds for volunteer driver mileage	Operating	5317			\$ 14,000

Appendix C - Section 5310 Grant Awards

Beaver Creek Adult Center	Operating Funds for extended life enrichment activity transportation	Operating	5317			\$ 2,500
<i>Total 5317 Awards</i>						\$ 21,500
<i>Total Awards for Region</i>						\$ 464,811

Appendix C - Section 5310 Grant Awards

2013 Awards						
Awarded Agencies	Project	Project Type	Fund Type	FTA Share	Local Share	Total Grant Request
ChangePoint Integrated Health	Replacement Maxivan No Lift	Capital	5310	\$ 20,800	\$ 5,200	\$ 26,000
ChangePoint Integrated Health	Replacement Minivan No Ramp	Capital	5310	\$ 19,200	\$ 4,800	\$ 24,000
ChangePoint Integrated Health	Replacement Minivan No Ramp	Capital	5310	\$ 19,200	\$ 4,800	\$ 24,000
<i>Total 5310 Capital Awards</i>						\$ 74,000
NACOG	Regional Mobility Manager	Capital - Mobility Management	5310	\$ 83,155	\$ 20,789	\$ 103,944
Verde Valley Caregivers Coalition	Sub-regional Mobility Manager	Capital - Mobility Management	5310	\$ 52,979	\$ 13,245	\$ 66,224
<i>Total 5310 Capital - Mobility Management</i>						\$ 170,168
AZ Board of Regents for and on behalf of NAU	Senior Companion Program Volunteer Driver Mileage Reimbursement	Operating	5310	\$ 14,000	\$ 14,000	\$ 28,000
Verde Valley Caregivers Coalition	Operating Funds - Voucher Program	Operating	5310	\$ 15,000	\$ 15,000	\$ 30,000
Verde Valley Caregivers Coalition	One Call/One Click Center Staffing	Operating	5310	\$ 53,363	\$ 53,363	\$ 106,726
<i>Total 5310 Operating Awards</i>						\$ 164,726
<i>Total Awards for Region</i>						\$ 408,894

Appendix C - Section 5310 Grant Awards

2014 Awards						
Awarded Agencies	Project	Project Type	Fund Type	FTA Share	Local Share	Total Grant Request
Adult Care Services	Expansion Cutaway with Lift 9 Pass	Capital	5310	\$ 45,600	\$ 11,400	\$ 57,000
Adult Care Services	Expansion Cutaway with Lift 9 Pass	Capital	5310	\$ 45,600	\$ 11,400	\$ 57,000
ChangePoint Integrated Health	Expansion Minivan No Ramp	Capital	5310	\$ 19,200	\$ 4,800	\$ 24,000
ChangePoint Integrated Health	Replacement Minivan No Lift	Capital	5310	\$ 19,200	\$ 4,800	\$ 24,000
ChangePoint Integrated Health	Replacement Maxivan No Lift	Capital	5310	\$ 22,400	\$ 5,600	\$ 28,000
NAZCARE, Inc.	Replacement Maxivan No Lift	Capital	5310	\$ 22,400	\$ 5,600	\$ 28,000
<i>Total 5310 Capital</i>						\$ 218,000
NACOG	1 Regional Mobility Manager 1 Coordinator .15 Planner and GIS Software	Capital - Mobility Management	5310	\$ 142,650	\$ 15,850	\$ 158,500
NACOG	Regional Training Program	Capital - Mobility Management	5310	\$ 16,200	\$ 1,800	\$ 18,000
Verde Valley Caregivers Coalition	Sub-regional Mobility Manager	Capital - Mobility Management	5310	\$ 33,750	\$ 3,750	\$ 37,500
<i>Total 5310 Capital - Mobility Management</i>						\$ 214,000
AZ Board of Regents for and on behalf of NAU	Senior Companion Program Volunteer Driver Mileage Reimbursement	Operating	5310	\$ 18,000	\$ 18,000	\$ 36,000
Moenkopi Senior Center, Inc.	Medical/Recreation Senior Transportation	Operating	5310	\$ 10,000	\$ 10,000	\$ 20,000
NAIPTA	Coconino County Voucher Program	Operating	5310	\$ 15,000	\$ 15,000	\$ 30,000
Verde Valley Caregivers Coalition	One Call/One Click Center Staffing	Operating	5310	\$ 75,000	\$ 75,000	\$ 150,000
<i>Total 5310 Operating Awards</i>						\$ 236,000
<i>Total Awards for Region</i>						\$ 668,000

Appendix C - Section 5310 Grant Awards

2015 Awards						
Awarded Agencies	Project	Project Type	Fund Type	FTA Share	Local Share	Total Grant Request
ChangePoint Integrated Health	Expansion Minivan No Ramp	Capital	5310	\$ 22,500	\$ 2,500	\$ 25,000
ChangePoint Integrated Health	Expansion Minivan No Ramp	Capital	5310	\$ 22,500	\$ 2,500	\$ 25,000
ChangePoint Integrated Health	Replacement Cutaway with Lift 4x4 9 Pass	Capital	5310	\$ 74,700	\$ 8,300	\$ 83,000
NAZCARE, Inc.	Replacement Maxivan No Lift	Capital	5310	\$ 25,200	\$ 2,800	\$ 28,000
Rainbow Acres	Replacement Maxivan No Lift	Capital	5310	\$ 25,200	\$ 2,800	\$ 28,000
Winslow Indian Healthcare Center, Inc.	Replacement Cutaway with Lift 4x4 9 Pass	Capital	5310	\$ 74,700	\$ 8,300	\$ 83,000
Winslow Indian Healthcare Center, Inc.	Replacement ADA Accessible Fort Transit	Capital	5310	\$ 52,200	\$ 5,800	\$ 58,000
<i>Total 5310 Capital Awards</i>						\$ 330,000
NACOG	Regional Mobility Manager	Capital - Mobility Management	5310	\$ 140,000	\$ 35,000	\$ 175,000
<i>Total 5310 Capital - Mobility Management</i>						\$ 175,000
AZ Board of Regents for and on behalf of NAU	Senior Companion Program Door through Door and More	Operating	5310	\$ 35,000	\$ 35,000	\$ 70,000
Moenkopi Senior Center	Medical/Recreation Senior Transportation	Operating	5310	\$ 10,000	\$ 10,000	\$ 20,000
New Horizons Disability Empowerment Center	Operational Funding	Operating	5310	\$ 21,000	\$ 21,000	\$ 42,000
NAIPTA	Coconino County Voucher Program	Operating	5310	\$ 18,000	\$ 18,000	\$ 36,000
Verde Valley Caregivers Coalition	Special Needs Transportation Funds	Operating	5310	\$ 75,000	\$ 75,000	\$ 150,000
<i>Total 5310 Operating Awards</i>						\$ 318,000
<i>Total Awards for Region</i>						\$ 823,000

2016 Awards						
Awarded Agencies	Project	Project Type	Fund Type	FTA Share	Local Share	Total Grant Request
ChangePoint Integrated Health	Replacement Maxivan No Lift	Capital	5310	\$ 25,290	\$ 2,810	\$ 28,100
ChangePoint Integrated Health	Replacement Minivan No Ramp	Capital	5310	\$ 20,428	\$ 2,270	\$ 22,698
ChangePoint Integrated Health	Replacement Suburban-Like 4x4	Capital	5310	\$ 38,293	\$ 4,255	\$ 42,548
ChangePoint Integrated Health	Replacement Minivan No Ramp	Capital	5310	\$ 20,428	\$ 2,270	\$ 22,698
Rainbow Acres	Replacement Minivan No Ramp	Capital	5310	\$ 20,428	\$ 2,270	\$ 22,698
<i>Total 5310 Capital Awards</i>						\$ 138,742
NACOG	Regional Mobility Management Services	Capital - Mobility Management	5310	\$ 90,000	\$ 22,500	\$ 112,500
<i>Total 5310 Capital - Mobility Management</i>						\$ 112,500
AZ Board of Regents for and on behalf of NAU	Senior Companion Program Door through Door and More	Operating	5310	\$ 37,000	\$ 37,000	\$ 74,000
New Horizons Disability Empowerment Center	Door to Door Transportation	Operating	5310	\$ 20,000	\$ 20,000	\$ 40,000
Verde Valley Caregivers Coalition	Special Needs Transportation Funds	Operating	5310	\$ 85,000	\$ 85,000	\$ 170,000
<i>Total 5310 Operating Awards</i>						\$ 284,000
<i>Total Awards for Region</i>						\$ 535,242

FTA Section 5316 Job Access/Reverse Commute (JARC) was discontinued as a separate grant program under MAP-21 in October 2012.

FTA Section 5317 New Freedom was discontinued as a separate grant program and was incorporated in FTA Section 5310 Enhanced Mobility of Seniors and Persons with Disabilities under MAP-21 in October 2012.

Appendix C - Section 5310 Grant Awards

2017 Awards						
Awarded Agencies	Project	Project Type	Fund Type	FTA Share	Local Share	Total Grant Request
New Horizons Disability Empowerment Center	Technology Upgrade Continued	Capital	5310	\$ 45,000	\$ 5,000	\$ 50,000
Assit to Independence	Replacement Vehicle Request	Capital	5310	\$ 42,687	\$ 4,743	\$ 47,430
ChangePoint Integrated Health	Project 1. Replacement Maxivan-VIN 1408	Capital	5310	\$ 28,917	\$ 3,213	\$ 32,130
ChangePoint Integrated Health	Project 2. Replacement Maxivan-VIN 5881	Capital	5310	\$ 41,013	\$ 4,557	\$ 45,570
ChangePoint Integrated Health	Project 3. Replacement Minivan-VIN 2000	Capital	5310	\$ 28,917	\$ 3,213	\$ 32,130
ChangePoint Integrated Health	Project 4. Replacement Minivan - VIN 0923	Capital	5310	\$ 28,917	\$ 3,213	\$ 32,130
Hopi Tribe	Replacement Vehicle #1 for 2012 Toyota Highlander	Capital	5310	\$ 79,358	\$ 8,818	\$ 88,176
NAZCARE, Inc	Maxivan to replace VIN 1178	Capital	5310	\$ 28,917	\$ 3,213	\$ 32,130
Nazlini Chapter of Governments	Senior Citizen Vehicle	Capital	5310	\$ 79,866	\$ 8,874	\$ 88,740
Rainbow Acres	Minivan No Lift or Small Van no Lift to Replace VIN 9561	Capital	5310	\$ 24,589	\$ 2,732	\$ 27,321
Total 5310 Capital Awards						\$ 475,757
NACOG	Regional Mobility Management Services	Capital - Mobility Management	5310	\$ 90,000	\$ 22,500	\$ 112,500
Total 5310 Capital - Mobility Management						\$ 112,500
AZ Board of Regents for and on behalf of NAU	Senior Companion Program Door through Door and More (NACOG	Operating	5310	\$ 31,914	\$ 31,914	\$ 63,828
New Horizons Disability Empowerment Center	Door to Door Rural Transportation	Operating	5310	\$ 40,000	\$ 40,000	\$ 80,000
Hopi Tribe	Client Transporters	Operating	5310	\$ 30,704	\$ 30,704	\$ 61,408

Appendix C - Section 5310 Grant Awards

Verde Valley Caregivers Coalition	5310 Operating	Operating	5310	\$ 138,000	\$ 138,000	\$ 276,000
Assit to Independence	Door to Door Rural Transportation	Operating	5310	\$ 45,000	\$ 45,000	\$ 90,000
<i>Total 5310 Operating Awards</i>						\$ 571,236
<i>Total Awards for Region</i>						\$ 1,159,493



Regional Fleet Inventory

NACOG Regional Fleet

Apache County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

Agency	Vehicle Location	Primary Fund Source	Vehicle Type	Yr	Mileage	Date Mileage Recorded	Condition Code
Annie Wauneka Life Care Inc.	Ganado	5310	Minivan	2010	180,559	Sep-15	Poor
Annie Wauneka Life Care Inc.	Ganado	5310	Van	2009	62,418	Sep-15	Poor
Annie Wauneka Life Care Inc.	Cornfield	5310	Van	2009	59,594	Sep-15	Poor
Chinle Nursing Home	Chinle	5310	Cutaway	2012	10,236	Aug-15	Good
Chinle Nursing Home	Chinle	5310	Cutaway	2010	15,822	Aug-15	Excellent
Chinle Valley Schools	Chinle	5310	Van	2005	32,278	Apr-16	Good
Chinle Valley Schools	Chinle	5310	Van	1999	235,902	Apr-16	Good
Chinle Valley Schools	Chinle	5310	Van	2012	19,676	Apr-16	Excellent
Chinle Valley Schools	Chinle	5310	Van	2007	142,592	Apr-16	Fair
Chinle Valley Schools	Chinle	Agency Purchase	Support Vehicle	2007	93,611	Apr-16	Good
Chinle Valley Schools	Chinle	Agency Purchase	Support Vehicle	2003	118,219	Apr-16	Fair
Chinle Valley Schools	Chinle	Agency Purchase	Minivan	2013	49,845	Apr-16	Good
NAAA Chinle Agency	Blue Gap	Agency Purchase	Van	2004	145,334	Mar-16	Poor
NAAA Chinle Agency	Chinle	Agency Purchase	Van	2012	46,210	Mar-16	Good
NAAA Chinle Agency	Lukachukai	County	Van	2013	34,470	Mar-16	Good
NAAA Chinle Agency	Many Farms	Agency Purchase	Van	2006	119,668	Mar-16	Fair
NAAA Chinle Agency	Rock Point	Agency Purchase	Van	2012	97,094	Mar-16	Good
NAAA Chinle Agency	Pinon	Agency Purchase	Van	2013	48,015	Mar-16	Good

NACOG Regional Fleet

Apache County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

Agency	Vehicle Location	Primary Fund Source	Vehicle Type	Yr	Mileage	Date Mileage Recorded	Condition Code
NAAA Chinle Agency	Nlini	County	Van	2008	59,070	Mar-16	Good
NAAA Chinle Agency	Rough Rock	County	Van	2012	35,057	Mar-16	Good
NAAA Chinle Agency	Round Rock	Agency Purchase					
NAAA Chinle Agency	Tsaile	County	Van	2012	49,281	Mar-16	Good
NAAA Chinle Agency	Whippoorwill	Agency Purchase	Van	2009	90,389	Mar-16	Poor
NAAA Fort Defiance Agency	Dilkon SC	Agency Purchase	Van	2007	147,139	Apr-16	Poor
NAAA Fort Defiance Agency	Fort Defiance SC	Agency Purchase	Van	2012	23,667	Apr-16	Excellent
NAAA Fort Defiance Agency	Ganado SC	Agency Purchase	Van	2012	47,769	Apr-16	Excellent
NAAA Fort Defiance Agency	Indian Wells SC	Agency Purchase	Van	2006	186,628	Apr-16	Poor
NAAA Fort Defiance Agency	Jeddito SC	Agency Purchase	Van	2009	111,264	Apr-16	Fair
NAAA Fort Defiance Agency	Lupton SC	Agency Purchase	Van	2008	113,465	Apr-16	Fair
NAAA Fort Defiance Agency	Newlands SC	Agency Purchase	Van	2008	173,662	Apr-16	Poor
NAAA Fort Defiance Agency	Sawmill SC	Agency Purchase	Van	2012	38,566	Apr-16	Fair
NAAA Fort Defiance Agency	Saint Michaels SC	Agency Purchase	Van	2013	16,197	Apr-16	Excellent
NAAA Fort Defiance Agency	Teesto SC	Agency Purchase	Van	2007	114,071	Apr-16	Failure
NAAA Fort Defiance Agency	White Cone	Agency Purchase	Van	2007	115,882	Apr-16	Poor

NACOG Regional Fleet

Apache County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

Agency	Vehicle Location	Primary Fund Source	Vehicle Type	Yr	Mileage	Date Mileage Recorded	Condition Code
NAAA Fort Defiance Agency	Fort Defiance Office	Agency Purchase	Support Vehicle	2004	134,421	Apr-16	Poor
NAAA Fort Defiance Agency	Fort Defiance Office	Agency Purchase	Support Vehicle	2004	117,365	Apr-16	Fair
NAAA Fort Defiance Agency	White Cone Office	Agency Purchase	Support Vehicle	2003	187,104	Apr-16	Poor
NAAA Shiprock Agency	Aneth	Agency Purchase	Van	2011	75,955	Apr-16	Good
NAAA Shiprock Agency	Red Mesa	Agency Purchase	Van	2009	117,559	Apr-16	Fair
NAAA Shiprock Agency	Sweetwater	Agency Purchase	Van	2006	95,661	Apr-16	Good
NAAA Shiprock Agency	Cove	Agency Purchase	Van	2008	164,324	Apr-16	Fair
NAAA Shiprock Agency	Tees Nos Pos	Agency Purchase	Van	2008	129,663	Apr-16	Fair
NAAA Western Agency	WNA Agency	Agency Purchase	Support Vehicle	2012	89,697	Apr-16	Fair
NAAA Western Agency	WNA Agency	Agency Purchase	Support Vehicle	2011	115,539	Apr-16	Failure
NAAA Western Agency	Birdsprings SC	Agency Purchase	Van	2007	157,623	Apr-16	Failure
NAAA Western Agency	Cameron SC	Agency Purchase	Support Vehicle	2012	115,620	Apr-16	Failure
NAAA Western Agency	Coalmine	Agency Purchase	Support Vehicle	2011	70,336	Apr-16	Fair
NAAA Western Agency	Chilchinbeto	Agency Purchase	Support Vehicle	2006	119,243	Apr-16	Failure
NAAA Western Agency	Coppermine	Agency Purchase	Support Vehicle	2012	57,787	Apr-16	Fair

NACOG Regional Fleet

Apache County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

Agency	Vehicle Location	Primary Fund Source	Vehicle Type	Yr	Mileage	Date Mileage Recorded	Condition Code
NAAA Western Agency	Dennehotso SC	Agency Purchase	Support Vehicle	2012	82,032	Apr-16	Fair
NAAA Western Agency	Inscription House SC	Agency Purchase	Support Vehicle		62,409	Apr-16	Fair
NAAA Western Agency	Kaibeto SC	Agency Purchase	Support Vehicle	2009	156,917	Apr-16	Failure
NAAA Western Agency	Kayenta SC	Agency Purchase	Van	2011	79,184	Apr-16	Fair
NAAA Western Agency	Lechee SC	Agency Purchase	Support Vehicle	2007	116,956	Apr-16	Failure
NAAA Western Agency	Leupp SC	Agency Purchase	Support Vehicle	2012	73,018	Apr-16	Fair
NAAA Western Agency	Navajo Mountain SC	Agency Purchase	Support Vehicle		50,140	Apr-16	Fair
NAAA Western Agency	Oljato SC	Agency Purchase	Support Vehicle	2011	121,793	Apr-16	Failure
NAAA Western Agency	Shonto	Agency Purchase	Support Vehicle		74,135	Apr-16	Poor
NAAA Western Agency	Tolani Lake SC	Agency Purchase	Support Vehicle	2012	66,092	Apr-16	Fair
NAAA Western Agency	Tonalea SC	Agency Purchase	Support Vehicle	2009	111,636	Apr-16	Failure
NAAA Western Agency	Tuba City SC	Agency Purchase	Support Vehicle	2012	47,598	Apr-16	Good
NAZCARE	Eagar	Agency Purchase	Minivan	2012	59,684	Aug-15	Good
NAZCARE	Eagar	Agency Purchase	7-Van	2007	135,332	Aug-15	Poor
NAZCARE	Show Low	Agency Purchase	Support Vehicle	2001	230,035	Aug-15	Poor

NACOG Regional Fleet

Apache County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

Agency	Vehicle Location	Primary Fund Source	Vehicle Type	Yr	Mileage	Date Mileage Recorded	Condition Code
NAZCARE	Show Low	Agency Purchase	Support Vehicle	2000	159,399	Aug-15	Fair
NAZCARE	Show Low	5310	Van	2015	1,974	Aug-15	Excellent
Reeves Foundation	Snowflake	5310	Cutaway	2008	130,000	Jul-13	Excellent
Reeves Foundation	Eager	5310	Cutaway	2008	130,000	Jul-13	Excellent
Reeves Foundation	Unk	5310	Cutaway	2012	0	NR	Excellent
Reeves Foundation	Unk	5310	Minivan	2012	0	NR	Excellent
Reeves Foundation	Unk	5310	Cutaway	2012	0	NR	Excellent
Round Valley Senior Center	Springerville	Agency	Support Vehicle	2001	16,010	Aug-15	Excellent
Round Valley Senior Center	Springerville	5310	Van	2011	9,332	Aug-15	Fair
St Michaels Assoc for Special Education	St Michaels	Donation	Van	2005	64,113	Apr-16	Good
St Michaels Assoc for Special Education	St Michaels	Agency Purchase	Van	2009	142,515	Jan-16	Poor
St Michaels Assoc for Special Education	St Michaels	Agency Purchase	Van	2009	128,966	Jan-16	Poor
Total Vehicles in Apache County	76		Vehicles Eligible for Replacement	22		% Eligible for Replacement	28.95%

Coconino County

City of Page Meals Program	Page	Municipality	Cutaway	2003	39,423	Jun-16	Good
City of Page Meals Program	Page	Municipality	Cutaway	2003	15,405	Jun-16	Good
City of Page Meals Program	Page	Municipality	Van	2009	16,487	Jun-16	Good
City of Page Meals Program	Page	Municipality	Van	2008	18,967	Jun-16	Good
Civitan Foundation	Williams	Donation	Support Vehicle	1999	158,221	Aug-15	Fair

NACOG Regional Fleet

Coconino County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

Agency	Vehicle Location	Primary Fund Source	Vehicle Type	Yr	Mileage	Date Mileage Recorded	Condition Code
Civitan Foundation	Williams	Donation	Minivan	1997	119,773	Aug-15	Fair
Civitan Foundation	Williams	5310	Cutaway	2002	124,413	Aug-15	Fair
Civitan Foundation	Williams	5310	Van	2005	101,229	Aug-15	Fair
Coconino County Community Services	Flagstaff	5310	Minivan	2010	40,280	Aug-15	Good
Coconino County Community Services	Williams	5310	Minivan	2010	34,444	Aug-15	Good
Coconino County Community Services	Flagstaff	5310	Van	2010	33,241	Aug-15	Good
Coconino County Community Services	Williams	5310	Minivan	2010	34,613	Aug-15	Good
Coconino County Community Services	Flagstaff	5310	Cutaway	2010	16,522	Aug-15	Good
Coconino County Community Services	Flagstaff	5310	Cutaway	2010	6,025	Aug-15	Good
Helping Hands Agency	NR	NR	NR	NR	220,282	NR	NR
Helping Hands Agency	NR	NR	NR	NR	203,356	NR	NR
Helping Hands Agency	NR	NR	NR	NR	285,605	NR	NR
Helping Hands Agency	NR	NR	NR	NR	392,677	NR	NR
Helping Hands Agency	NR	NR	NR	NR	212,637	NR	NR
Helping Hands Agency	NR	NR	NR	NR	138,063	NR	NR
Helping Hands Agency	NR	NR	NR	NR	138,063	NR	NR
Helping Hands Agency	NR	NR	NR	NR	160,686	NR	NR
Helping Hands Agency	NR	NR	NR	NR	121,443	NR	NR
Helping Hands Agency	NR	NR	NR	NR	35,025	NR	NR
Helping Hands Agency	NR	NR	NR	NR	156,078	NR	NR
Helping Hands Agency	NR	NR	NR	NR	72,680	NR	NR

NACOG Regional Fleet

Coconino County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

Helping Hands Agency	NR	NR	NR	NR	NR	NR	NR
Moenkopi Senior Center, Inc.	Moenkopi Village	5310	Van	2007	43,603	Mar-16	Fair
Moenkopi Senior Center, Inc.	Moenkopi Village	5310	Van	2009	37,818	Mar-16	Good
Moenkopi Senior Center, Inc.	Moenkopi Village	5310	Minivan	2011	65,574	Mar-16	Good
Moenkopi Senior Center, Inc.	Moenkopi Village	5310	Cutaway	2013	18,513	Mar-16	Excellent
NAIPTA	Flagstaff	5310	Cutaway	2010	110,676	Aug-15	Good
NAIPTA	Flagstaff	5310	Cutaway	2013	47,780	Aug-15	Excellent
NAIPTA	Flagstaff	5310	Cutaway	2013	57,022	Aug-15	Excellent
NAIPTA	Flagstaff	5310	Cutaway	2013	48,093	Aug-15	Excellent
NAIPTA	Flagstaff	5310	Cutaway	2013	43,059	Aug-15	Excellent
NAIPTA	Flagstaff	5310	Cutaway	2013	49,223	Aug-15	Excellent
NAIPTA	Flagstaff	5310	Cutaway	NR	6,376	Aug-15	Excellent
NAIPTA	Flagstaff	5310	Cutaway	NR	6,870	Aug-15	Excellent
NAZCARE	Flagstaff	Agency Purchase	Minivan	2001	96,126	Aug-15	Poor
Total Vehicles in Coconino County	40		Vehicles Eligible for Replacement	5		% Eligible for Replacement	12.50%

Navajo County

ChangePoint Integrated Health	Holbrook	Agency Purchase	Support Vehicle	2000	209,194	Aug-15	Fair
ChangePoint Integrated Health	Holbrook	5310	Minivan	2005	139,028	Aug-15	Fair
ChangePoint Integrated Health	Holbrook	5310	Cutaway	2005	39,834	Aug-15	Good
ChangePoint Integrated Health	Holbrook	5310	Minivan	2012	45,369	Aug-15	Good
ChangePoint Integrated Health	Holbrook	Agency Purchase	Support Vehicle	2009	99,328	Aug-15	Fair
ChangePoint Integrated Health	Holbrook	5310	Support Vehicle	2010	65,021	Aug-15	Good

NACOG Regional Fleet

Navajo County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

ChangePoint Integrated Health	Holbrook	5310	Minivan	2011	44,168	Aug-15	Good
ChangePoint Integrated Health	Snowflake	5310	Van	1997	182,041	Aug-15	Poor
ChangePoint Integrated Health	Snowflake	Agency Purchase	Support Vehicle	2005	171,401	Aug-15	Poor
ChangePoint Integrated Health	Snowflake	5310	Van	2005	32,454	Aug-15	Good
ChangePoint Integrated Health	Snowflake	Agency Purchase	Support Vehicle	2007	139,229	Aug-15	Poor
ChangePoint Integrated Health	Snowflake	5310	Minivan	2011	85,280	Aug-15	Good
ChangePoint Integrated Health	Snowflake	Agency Purchase	Support Vehicle	NR	39,340	Aug-15	Excellent
ChangePoint Integrated Health	Snowflake	5310	Minivan	NR	24,340	Aug-15	Excellent
ChangePoint Integrated Health	Snowflake	Agency Purchase	Support Vehicle	2006	190,929	Aug-15	Fair
ChangePoint Integrated Health	Snowflake	5310	Minivan	NR	1,754	Aug-15	Excellent
ChangePoint Integrated Health	Lakeside	5310	Minivan	2005	174,656	Aug-15	Fair
ChangePoint Integrated Health	Lakeside	Agency Purchase	Support Vehicle	2009	75,652	Aug-15	Good
ChangePoint Integrated Health	Show Low	5310	Van	1997	293,221	Aug-15	Poor
ChangePoint Integrated Health	Show Low	5310	Van	1998	226,027	Aug-15	Poor
ChangePoint Integrated Health	Show Low	5310	Van	2000	160,319	Aug-15	Poor
ChangePoint Integrated Health	Show Low	5310	Van	2001	169,273	Aug-15	Poor
ChangePoint Integrated Health	Show Low	5310	Minivan	2003	239,868	Aug-15	Poor
ChangePoint Integrated Health	Show Low	5310	Minivan	2008	103,081	Aug-15	Good
ChangePoint Integrated Health	Show Low	5310	Support Vehicle	2010	84,155	Aug-15	Excellent
ChangePoint Integrated Health	Show Low	5310	Minivan	2012	65,495	Aug-15	Excellent
ChangePoint Integrated Health	Show Low	5310	Minivan	2013	49,215	Aug-15	Excellent
ChangePoint Integrated Health	Show Low	5310	Van	2013	41,228	Aug-15	Excellent

NACOG Regional Fleet

Navajo County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

ChangePoint Integrated Health	Show Low	Agency Purchase	Support Vehicle	2013	6,323	Aug-15	Excellent
ChangePoint Integrated Health	Show Low	Agency Purchase	9-Support Vehicle	2013	21,346	Aug-15	Excellent
ChangePoint Integrated Health	Show Low	5310	Minivan	2013	36,988	Aug-15	Excellent
ChangePoint Integrated Health	Show Low	5310	Van	2013	27,428	Aug-15	Excellent
ChangePoint Integrated Health	Show Low	5310	Van	2013	14,533	Aug-15	Excellent
ChangePoint Integrated Health	Show Low	5310	Minivan	2013	12,308	Aug-15	Excellent
ChangePoint Integrated Health	Show Low	5310	Minivan	2013	4,956	Aug-15	Excellent
ChangePoint Integrated Health	Show Low	5310	Van	2001	304,354	Aug-15	Poor
ChangePoint Integrated Health	Winslow	5310	Cutaway	2000	121,693	Aug-15	Fair
ChangePoint Integrated Health	Winslow	5310	Cutaway	2002	78,868	Aug-15	Good
ChangePoint Integrated Health	Winslow	5310	Cutaway	2005	130,131	Aug-15	Fair
ChangePoint Integrated Health	Winslow	5310	Cutaway	2009	13,941	Aug-15	Good
ChangePoint Integrated Health	Winslow	5310	Minivan	2009	103,393	Aug-15	Good
ChangePoint Integrated Health	Winslow	5310	Support Vehicle	2010	203,504	Aug-15	Good
ChangePoint Integrated Health	Winslow	5310	Minivan	2012	53,431	Aug-15	Excellent
ChangePoint Integrated Health	Winslow	5310	Minivan	2012	41,388	Aug-15	Excellent
ChangePoint Integrated Health	Winslow	5310	Minivan	2012	43,253	Aug-15	Excellent
ChangePoint Integrated Health	Winslow	5310	Cutaway	2015	25,229	Aug-15	Excellent
Holbrook Senior Citizens Association	Holbrook	5310	Van	2001	66,346	Jun-13	Poor
Holbrook Senior Citizens Association	Holbrook	5310	Cutaway	2010	33,967	Jun-13	Good
Hopi Senom Transit	Back up	5310	Cutaway	2009	194,530	Aug.2015	Fair
Hopi Tribe	Polacca	Agency Purchase	Support Vehicle	2009	249,144	Aug-15	Fair

NACOG Regional Fleet

Navajo County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

Hopi Tribe	Polacca	Agency Purchase	Minivan	2014	31,763	Aug-15	Good
Hopi Tribe	Polacca	Agency Purchase	Van	2015	8,368	Aug-15	Good
Hopi Tribe	Polacca	Agency Purchase	Support Vehicle	2012	130,650	Aug-15	Good
Hopi Tribe	Polacca	Agency Purchase	Support Vehicle	2012	130,723	Aug-15	Fair
Hopi Tribe	Polacca	Agency Purchase	Support Vehicle	2015	8,014	Aug-15	Excellent
Hopi Tribe	Polacca	Agency Purchase	Minivan	2013	83,104	Aug-15	Good
NAAA Chinle Agency	Cottonwood	Agency Purchase	Van	2012	57,077	Mar-16	Fair
NAAA Chinle Agency	Forest Lake	Agency Purchase	Van	2011	103,714	Mar-16	Fair
NAAA Chinle Agency	Hardrock	Agency Purchase	Van	2008	132,216	Mar-16	Poor
NAAA Chinle Agency	Low Mountain	Agency Purchase	Van	2009	114,071	Mar-16	Poor
White Mountain Apache Tribe	Whiteriver	5310		2007	NR	NR	NR
Winslow Council on Aging	Winslow	5310	Minivan	2012	38,634	Aug-15	Excellent
Winslow Council on Aging	Winslow	Agency Purchase	Cutaway	2009	10,803	Aug-15	Good
Winslow Council on Aging	Winslow	Agency Purchase	Van	2008	52,108	Apr-16	Fair
Winslow Indian Health Care Center, Inc.	Winslow	5310	Cutaway	2010	101,097	Aug-15	Good
Winslow Indian Health Care Center, Inc.	Winslow	5310	Minivan	2010	118,558	Aug-15	Good
Alice's Place	Winslow	Donation	Minivan	2006	109,502	16-Mar	Good

NACOG Regional Fleet

Navajo County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

Alice's Place	Winslow	Donation	Minivan		241,376	16-Apr	Fair
Total Vehicles in Navajo County	68		Vehicles Eligible for Replacement	21		% Eligible for Replacement	30.88%

Yavapai County

Adult Day Care Services Inc.	Prescott	5310	Cutaway	2005	89,219	Aug-15	Poor
Adult Day Care Services Inc.	Prescott	5310	Cutaway	2015	2,903	Aug-15	Excellent
Adult Day Care Services Inc.	Prescott	5310	Cutaway	2011	85,754	Aug-15	Good
Adult Day Care Services Inc.	Prescott	5310	Cutaway	2009	109,870	Aug-15	Fair
Adult Day Care Services Inc.	Prescott	5310	Cutaway	2003	92,865	Aug-15	Poor
Adult Day Care Services Inc.	Cottonwood	5310	Cutaway	2003	117,947	Aug-15	Poor
Adult Day Care Services Inc.	Cottonwood	5310	Van	2012	37,211	Aug-15	Good
Adult Day Care Services Inc.	Cottonwood	5310	Cutaway	2012	46,262	Aug-15	Good
Adult Day Care Services Inc.	Cottonwood	Agency Purchase	Cutaway	2005	48,826	Aug-15	Fair
Adult Day Care Services Inc.	Cottonwood	5310	Cutaway	2015	885	Aug-15	Excellent
Adult Day Care Services Inc.	Cottonwood	5310	Cutaway	2015	2,330	Aug-15	Excellent
Adult Day Care Services Inc.	Cottonwood	5310	Minivan	2006	68,136	Aug-15	Fair
Adult Day Care Services Inc.	Prescott Valley	5310	Cutaway	2008	71,540	Aug-15	Fair
Adult Day Care Services Inc.	Prescott Valley	5310	Cutaway	2009	79,357	Aug-15	Fair
Adult Day Care Services Inc.	Prescott Valley	5310	Cutaway	2010	115,314	Aug-15	Good
Adult Day Care Services Inc.	Prescott Valley	5310	Cutaway	2013	22,720	Aug-15	Good
Adult Day Care Services Inc.	Prescott Valley	5310	Cutaway	2015	14,628	Aug-15	Excellent
Adult Day Care Services Inc.	Prescott Valley	5310	Cutaway	2015	2,694	Aug-15	Excellent
Adult Day Care Services Inc.	Prescott	5310	Cutaway	2013	8,250	Aug-15	Excellent
Beaver Creek Adult Center	Lake Montezuma	Donation	Van	2010	108,979	Jun-16	Good

NACOG Regional Fleet

Yavapai County

Note: Highlighted boxes indicate vehicle eligible for replacement; NR stands for Not Reported

Beaver Creek Adult Center	Lake Montezuma	Donation	Support Vehicle	2000	83,270	Jun-16	Good
Disabled American Veterans	Cottonwood	Agency Purchase	Support Vehicle	NR	NR	NR	NR
Disabled American Veterans	Cottonwood	Agency Purchase	Support Vehicle	NR	NR	NR	NR
Mayer Area Meals on Wheels	Mayer	5310	Cutaway	2004	120,075	Aug-15	Fair
NAZCARE	Prescott	Agency Purchase	Support Vehicle	2003	183,566	Aug-15	Fair
NAZCARE	Prescott	Agency Purchase	Minivan	2006	139,348	Aug-15	Fair
NAZCARE	Prescott	Agency Purchase	Support Vehicle	1992	241,608	Aug-15	Poor
NAZCARE	Prescott	5310	Minivan	2013	30,237	Aug-15	Good
NAZCARE	Prescott	Agency Purchase	Support Vehicle	2009	63,634	Aug-15	Fair
NAZCARE	Cottonwood	Agency Purchase	Support Vehicle	2007	176,581	Aug-15	Fair
NAZCARE	Cottonwood	Agency Purchase	Van	2006	95,217	Aug-15	Fair
New Horizons LLC	Prescott Valley	5310	Cutaway	2014	15,648	Aug-15	Good
New Horizons LLC	Prescott Valley	5310	Van	2006	114,186	Aug-15	Fair
New Horizons LLC	Prescott Valley	5310	Minivan	2015	12,908	Aug-15	Fair
New Horizons LLC	Prescott Valley	Agency Purchase	Support Vehicle	2003	197,544	Aug-15	Fair
New Horizons LLC	Prescott Valley	5310	Support Vehicle	2013	72,301	Aug-15	Good
New Horizons LLC	Prescott Valley	5310	Cutaway	2009	138,227	Aug-15	Fair
New Horizons LLC	Prescott Valley	5310	Minivan	2015	12,644	Aug-15	Excellent
New Horizons LLC	Prescott Valley	5310	Minivan	2012	104,302	Aug-15	Fair
New Horizons LLC	Prescott Valley	5310	Cutaway	2011	67,305	Aug-15	Fair

NACOG Regional Fleet

Yavapai County

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New Horizons LLC	Prescott Valley	5310	Minivan	2012	95,146	Aug-15	Fair
New Horizons LLC	Prescott Valley	5310	Cutaway	2012	71,151	Aug-15	Fair
New Horizons LLC	Prescott Valley	5310	Support Vehicle	2013	52,674	Aug-15	Good
New Horizons LLC	Prescott Valley	5310	Support Vehicle	2013	54,222	Aug-15	Good
Rainbow Acres	Camp Verde	5310	Van	2006	91,100	Aug-15	Fair
Rainbow Acres	Camp Verde	5310	Van	2006	86,300	Aug-15	Fair
Rainbow Acres	Camp Verde	5310	Van	2007	118,300	Aug-15	Fair
Rainbow Acres	Camp Verde	5310	Van	2007	91,900	Aug-15	Good
Rainbow Acres	Camp Verde	5310	Cutaway	2007	69,600	Aug-15	Good
Rainbow Acres	Camp Verde	5310	Van	2008	82,900	Aug-15	Good
Rainbow Acres	Camp Verde	5310	Van	2008	113,700	Aug-15	Fair
Rainbow Acres	Camp Verde	5310	Van	2008	77,200	Aug-15	Good
Rainbow Acres	Camp Verde	5310	Minivan	2012	72,000	Aug-15	Excellent
Rainbow Acres	Camp Verde	5310	Minivan	2012	70,200	Aug-15	Excellent
Rainbow Acres	Camp Verde	5310	Minivan	2012	30,900	Aug-15	Excellent
Rainbow Acres	Camp Verde	5310	Minivan	2012	46,200	Aug-15	Excellent
Rusty's Morningstar Ranch	Cornville	Agency Purchase	Van	1998	112,871	Sep-15	Fair
Rusty's Morningstar Ranch	Cornville	Agency Purchase	Minivan	2005	144,837	Sep-15	Fair
Rusty's Morningstar Ranch	Cornville	Donation	Minivan		152,108	Apr-16	Fair
Verde Valley Senior Center	Cottonwood	5310	Minivan	2003	41,760	May-14	Fair
Verde Valley Senior Center	Cottonwood	County	Support Vehicle	2008	89,926	May-14	Good
Verde Valley Senior Center	Cottonwood	Agency Purchase	Medium Duty Bus	2003	42,842	May-14	Fair
Verde Valley Senior Center	Cottonwood	5310	Minivan	2012	18,440	May-14	Excellent

NACOG Regional Fleet

Yavapai County

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Verde Valley Senior Center	Cottonwood	5310	Support Vehicle	2012	12,045	May-14	Excellent
Veterans Transportation Services	Prescott	NR	Cutaway	2011	54,904	Sep-15	Good
Veterans Transportation Services	Prescott	NR	Cutaway	2011	67,872	Sep-15	Good
Veterans Transportation Services	Cottonwood	NR	Cutaway	2011	75,667	Sep-15	Good
Veterans Transportation Services	Prescott	NR	Cutaway	2001	50,000	Sep-15	Good
Veterans Transportation Services	Prescott	NR	Cutaway	2011	76,800	Sep-15	Good
Veterans Transportation Services	Prescott	NR	Cutaway	2012	40,316	Sep-15	Good
Veterans Transportation Services	Prescott	NR	Cutaway	2012	60,836	Sep-15	Good
Veterans Transportation Services	Kingman	NR	Cutaway	2012	76,000	Sep-15	Good
Total Vehicles in Yavapai County	72		Vehicles Eligible for Replacement	19		% Eligible for Replacement	26.39%

FY 2021-2022 Project Requests

NACOG Region- Coconino, Navajo, Apache Counties

Agency	Year 1 Project Type	Year 2 Project Type
Assist 2 Independence	Operating	Operating
Assist 2 Independence	Preventative- Maintenance	Preventative- Maintenance
ChangePoint	Vehicle Replacement	Vehicle Replacement
ChangePoint	Vehicle Replacement	Vehicle Replacement
ChangePoint	Vehicle Expansion	Vehicle Expansion
ChangePoint	Preventative Maintenance	Preventative Maintenance
Hopi Medical Transportation	Operating	Operating
Hopi Medical Transportation	Vehicle Replacement	Vehicle Replacement
Hopi Medical Transportation	Preventative Maintenance	Preventative Maintenance
Hopi Medical Transportation	Vehicle Replacement	
First Steps of Holbrook	Expansion Vehicle	
First Steps of Holbrook	Preventative Maintenance	Preventative Maintenance
Nazcare	Vehicle Replacement	
NAU	Operating	Operating
Moenkopi Senior Center	Preventative Maintenance	Preventative Maintenance
Round Valley Senior Center	Operating	Operating
Round Valley Senior Center		Vehicle Expansion
WIHCC	Operating	Operating
WIHCC	Vehicle Replacement	Vehicle Replacement