

**AMENDMENT NUMBER 1
TO
MEMORANDUM OF UNDERSTANDING
BETWEEN
THE REGIONAL TRANSPORTATION AUTHORITY OF PIMA COUNTY
AND
THE PIMA COUNCIL ON AGING
FOR
FUNDING TO IMPLEMENT THE
VOLUNTEER TRANSIT SERVICE PROGRAM**

WHEREAS, the Regional Transportation Authority of Pima County (“RTA”) entered into a Memorandum of Understanding (hereinafter “the Agreement”) in 2007 with Pima Council On Aging (“PCOA”) to provide funding for the implementation of the Volunteer Transit Service (“VTS”) Program; and

WHEREAS, the parties wish to use savings from the implementation of the VTS program to fund implementation of the Senior Transportation Solution for Greater Tucson (STSGT) Program.

NOW, THEREFORE, the Agreement is amended as follows:

CHANGES:

1. Change (*in italics*) language in first sentence of paragraph 2. Project, as follows:
 2. Project. The Project consists of funding for the implementation of a Volunteer Transit Service (VTS) program for seniors *and Senior Transportation Solution for Greater Tucson (STSGT) Program*, as more fully depicted in the attached Exhibit A, including the following:

2. Replace Exhibit A (attached hereto and incorporated herein by reference on the VTS and STSGT programs)

The effective date of this Amendment shall be February 1, 2012. All other provisions not specifically changed by this Amendment shall remain in full force and effect.

In Witness Whereof, the Pima Council On Aging has caused this Agreement to be executed by the _____, upon resolution of the _____ attested to by the _____, and the Authority has caused this Agreement to be executed by its Chair of the Board.

REGIONAL TRANSPORTATION AUTHORITY OF PIMA COUNTY:

Board Chair

Date

PIMA COUNCIL ON AGING:

Date

ATTEST:

Date

The foregoing Agreement between the Pima Council On Aging and the Authority has been approved as to content and is hereby recommended by the undersigned.

Mr. Gary G. Hayes, Executive Director

Date

Exhibit A

1. RTA Ballot Project Number: 47 (Special Needs Transit for Elderly and Disabled)
2. TIP Project Number: 75.06
3. Project Name/Components:
 - A. Volunteer Transit Service (VTS) for Seniors
 - B. Senior Transportation Solution for Greater Tucson (STSGT)
4. Project Type: Special Needs Transit
5. Type of Work: funding for transit service operations and management
6. Project Manager for Status Reports: Jim Murphy, PCOA Corporate Relations Director
7. Authorized representative for signing and submitting payment requests:
8. Map of Project Limits and Municipal Boundaries:
9. Project Scope (What improvements are included and intent of Project. Discuss any problems and how Project addresses same):
 - A. VTS for Seniors. This project is a unique partnership between the Regional Transportation Authority (RTA) and the Pima Council on Aging (PCOA) and is designed to provide support to volunteers through PCOA and volunteer programs who provide transportation services to seniors and others as defined by PCOA and the Neighbors Care (NC) program. The Neighbors Care program was established in 2003 by PCOA in partnership with a number of volunteer caregiver organizations who shared the same goal of helping seniors and others remain in their homes living safely as long as possible. Funding under the RTA Plan is to provide mileage reimbursement and the necessary insurance coverage by PCOA through Neighbors Care programs for volunteer drivers in order to attract more volunteer drivers, help sustain existing drivers and provide more rides for seniors and others who are transportation dependent. This service will help local governments meet the growing transportation needs of its seniors who currently do not have viable alternatives.
 - B. STSGT program. This program is designed to provide older adults and persons with visual impairments with a safe and affordable mode of transportation on a 24/7 basis. The Senior Transportation Solution of Greater Tucson (STSGT) provides older adults with an incentive to stop driving by encouraging them to sell their car to the program and receive the value of the car in his/her own transportation account. The program provides reliable, 24/7 transportation to any destination within the ITN service area allowing older adults to stay connected to the community, including social activities, and improve their general health and well-being. Rides are provided mostly by volunteer drivers supplemented by

some paid staff due to the commitment of 24/7. Fees are established and deducted from the clients account. Monthly billings keep the client aware of the status of the account.

The Independent Transportation Network[®] (ITN[®]) model, which STSGT will employ, is successful because it provides excellent, people-oriented service for a reasonable fare, supplemented by voluntary, local community support. It is a practical, common sense approach to senior transportation. As a social enterprise, it uses the practices of business to address a social need. ITN is an entrepreneurial approach to the transportation needs of older people. Revenue is generated through: ridership fees, annual membership fees, participating health providers (Healthy Miles program), merchants (Ride & Shop program) and other business help pay for rides, private donations, individual accounts funded by car sales, family deposits or scholarships for low-income seniors, public funds, and foundations.

10. Total maximum amount of Authority funding allowed for the Project or Project component under this Agreement. \$4,900,000 (in 2006 dollars).
11. Total Project cost and breakdown of any other regional, local, federal and/or state funding, if applicable, to meet that cost.
12. Detailed Project budget and cost breakdown identifying total cost of eligible items sought for reimbursement from the Authority, including any proposed billing of staff time directly attributable to the Project.
13. Estimated service start date and duration of service:

VTS for Seniors: Start in January 2007 and end in June 2026.

STSGT Program: Start in February 2012 and end in January 2016

14. Projected cost reimbursement timeline (to be used by Authority for cash flow planning) for VTS for Seniors:
 - A. RTA will provide funding to PCOA as follows:
 - Starting on January 3, 2007, the RTA will pay PCOA the sum of \$50,000 to begin operations.
 - Beginning on February 2, 2007 and once a month thereafter, PCOA will submit a request for reimbursement.
 - Reimbursement will be made from the RTA to PCOA based upon approved invoices set forth in the Agreement.
 - Reimbursements including the initial \$50,000 beginning sum shall not Dec. 8, 2006 exceed \$250,000 for the first year.
 - Each subsequent year the amount is not to exceed \$250,000 with an inflation factor determined by the RTA. Any unused funding may be used for the STSGT program as set forth in the Agreement.

- B. Transports must originate and client destinations must be in Pima County in order to be eligible for reimbursement under the VTS. VTS funds may not be used for services outside of Pima County.
- C. PCOA will reimburse volunteers through their Neighbors Care program at the federally approved business mileage reimbursement rate in effect at the time of transport. For the purposes of this MOU, the term transportation refers to both transporting a person or doing shopping or errands for a transportation dependent client for the same types of services.
- D. PCOA shall not retain more than 10% of the costs of the program for administrative purposes.
- E. PCOA shall adopt policies and procedures under which the VTS will be administered. The policies and procedures shall initially be approved and subject to annual review by RTA. The policies and procedures shall cover the at least the following:
- Requirements and process for becoming a member of the Neighbors Care Alliance
 - Model contract between PCOA and Neighbors Care programs
 - Reimbursement and reporting requirements and procedures.
 - Rights to conduct reviews and audits.
 - Identification of eligible services and sites for which reimbursement is permissible.
 - Since the VTS was not proposed nor intended to solve or deal with distant transports, for instance from Ajo or Green Valley to the Tucson Metro area, therefore, there will be a stated cap on the total round trip miles that are eligible for reimbursement.
 - Provisions to deal with projected costs that exceed \$250,000 per year.
- F. PCOA shall report on the following performance measures on a quarterly basis:
- Number of trips
 - Total mileage of trips
 - Cost per trips in relation to mileage reimbursement and prorated cost of insurance
 - Nature of trips
 - Number of shopping/errand trips
 - Total mileage of shopping/errand trips
 - Cost per shopping/errand trips in relation to reimbursement
 - Number of volunteer drivers
 - Number of Neighbors Care programs added this quarter
 - Map noting areas served by NC programs

15. Projected cost reimbursement timeline (to be used by Authority for cash flow planning) for the STSGT program:
- A. RTA will provide funding to PCOA as follows:
 - Based on cumulative savings of approximately \$216,000 from the VTS program since 2006.
 - Starting on February 1, 2012, the RTA will pay PCOA/STSGT the annual sum of \$50,000 to begin operations.
 - Will not exceed the annual sum of \$50,000 for a period of four years for a total \$200,000.

 - B. Funding under the RTA plan is to support start-up and administration costs, as well as affiliate fees, in the first four years of the STSGT program. Pima Council on Aging will be the fiscal agent for the project until it forms a non-profit and secures its 501(c)3 status at which time a new agreement will be established with STSGT, most likely under the name *ITNTucson*, and *ITNTucson* will handle its own funds.

 - C. *ITNAmerica* will provide the following support for STSGT as part of the affiliate fees:
 - *ITNRides* software technology for community outreach, finance, volunteer management, membership and dispatch;
 - A complete business plan and timeline for our community;
 - Strategic planning and support for local development;
 - Marketing and promotional materials for members, volunteers and a wide variety of programs designed to develop community involvement;
 - Tools and consulting assistance for budget and staff development for sustainability;
 - Training through site visits, conference calls and a retreat with other members of the network

 - D. During the planning and development phase, PCOA, or the ultimate STSGT fiscal agent, shall report on progress to date. Once service delivery begins, the responsible STSGT fiscal agent shall report on the following performance measures on a quarterly basis:
 - Number of trips
 - Total mileage of trips
 - Nature of trips
 - Number of trips by common destinations or nature of trip (e.g. hospitals, grocery stores, etc.)
 - Number of volunteer drivers
 - Cost per trip