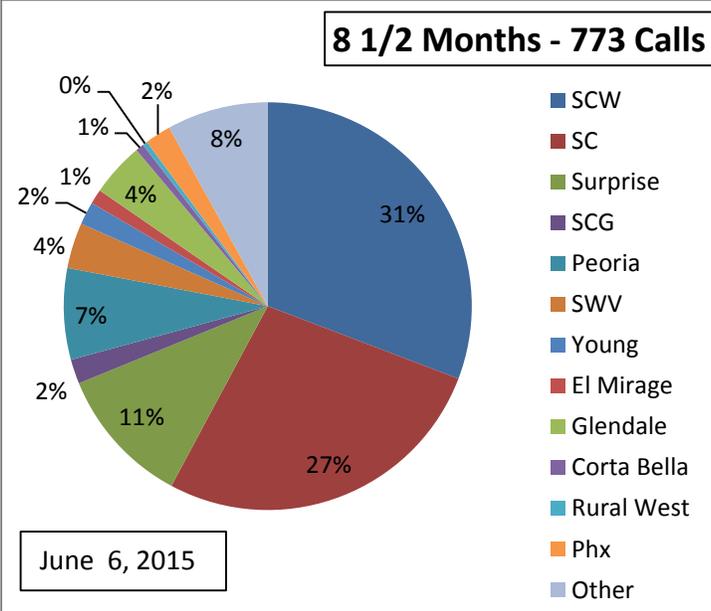


Did you know..



- Northwest Valley Connect serves the Northwest Valley- but has received calls from Phoenix, Avondale, Anthem and Mesa. NVC helps all callers with the 66 transportation providers in our database.

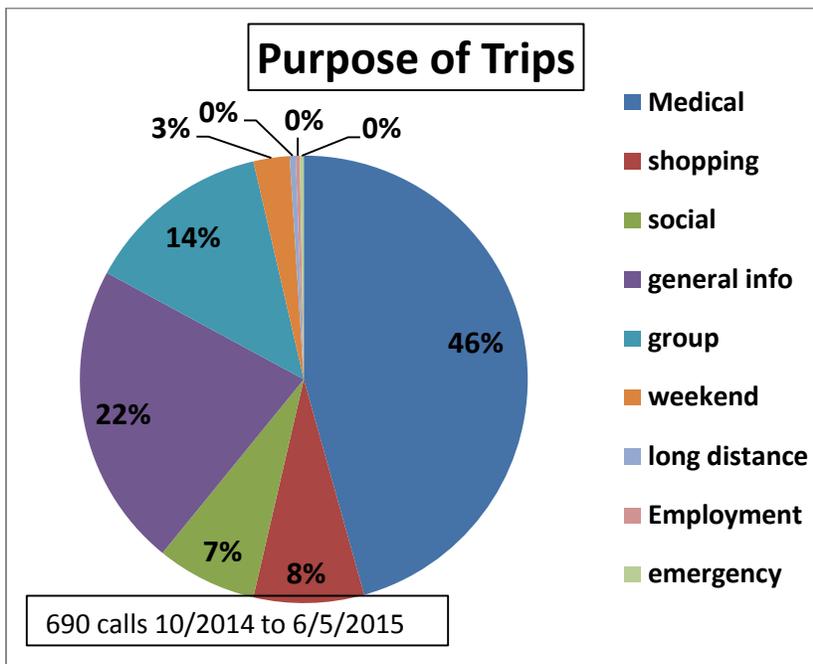
• **773 –**  
The number of calls for transportation since launching the Call-Click-Connect Center on September 18, 2014.



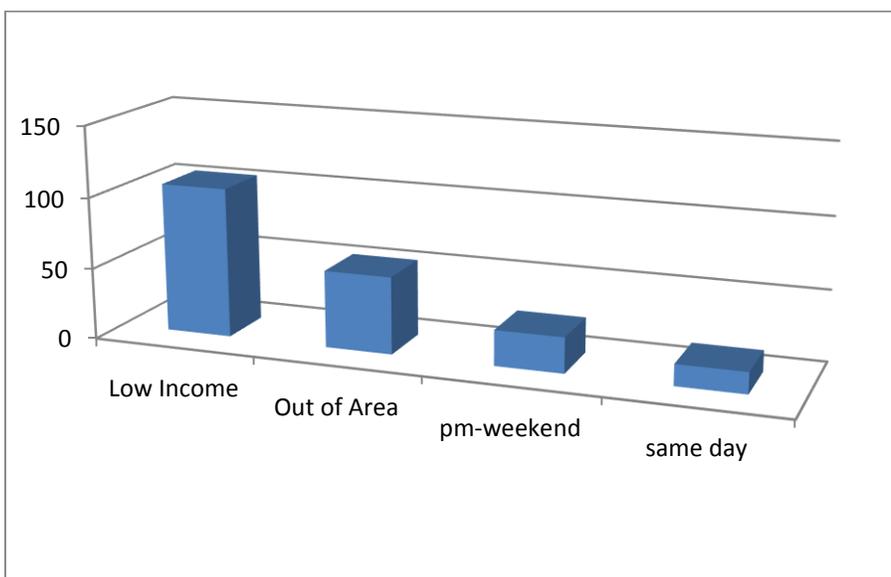
Examples of calls:

- Margaret called and said that she and her roommate both have health issues that have gotten serious enough that they both use scooters. She learned that the scooters they use that they got a good deal on could not be tied down in a transport vehicle. They were looking into getting their own van but could not afford one that would accommodate both of them at once and she would be the only one that could drive. Now looking at new wheelchairs. They live in Surprise and need to go to Doctors, treatments (cancer), shopping and do other errands such as go to the bank and pharmacy, etc. I told her how to use the Dial a Ride for most appointments and shopping and to call Valley Metro to be certified ADA Paratransit eligible. We applied for an accessible vehicle and may be able to help with the rides out of the Dial a Ride areas and times in the future.
- Laura called and said she just needed a ride to the bank as soon as possible that she was out of money. She said their social security checks had just gone into the bank and her husband was supposed to go to the bank yesterday but he died. Then she broke down. Mickey talked to her a long time making sure she was ok and told her we would try to help. Laura is very frail, uses a walker, has myopathy in both feet and legs, is very unstable when walking. We called one of our drivers and he took her to the bank and then the pharmacy as that was what he determined from her were her immediate needs. We called Laura after that and made sure she had the phone number and information to call Benevilla who would provide for most of her other needs. I called Benevilla to make sure they had Laura's information to check on her if she didn't call them in the next day or two.
- Linda called to ask about Group Connect after she read about the program in the Newspaper. She said she doesn't go away for the summer like a lot of her neighbors do. She may get to go visit her sons in July if they get her the plane ticket. She joined a club in Sun City West but the trips they take are \$300 or \$400 or more and she can't afford that. She would like to go to the Mall. She just wants to look – not buy anything. Can she sign up for our group connect trips in July and August? She sounded sweet and very lonely. We put her on the mailing list and I told her to call as soon as she gets the trip list and sees what she wants to do.

- Group Connect, NVC’s program to provide group trips, launched in December 2014 and has provided **54** trips. Our trips now are full and have waiting lists. We are projected to go over our original prediction of 1100 trips in the next year.
- We share information about group trips that all of the Senior and Community Centers in the area have available. NVC puts one calendar together to share trips from all area agencies.
- Ride Connect, NVC’s volunteer transportation program, launched in April 2015. Our volunteer drivers have provided **25** trips for low income clients in the last 5 weeks.



- **46%** - The majority of our trip requests are for medical appointments.
- **29%** - Just want to get out for quality of life.
- **23%** - callers or their caregivers looking for help soon. (Giving up the Keys).



- Gaps in service include**
- Low Income
  - Out of Area
  - Pm & Weekend
  - Same Day trips

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Marketing the programs – **24** articles published and **25** speaking engagements (Rotary, Torch, Low Vision groups, Democrats clubs, etc.) to promote NVC in the last 10 months.