

## ORGANIZATION OVERVIEW

**Northwest Valley Connect (NVC)** is a nonprofit transportation coordination service for residents of the northwest region of the Phoenix metropolitan area. NVC was formed through a partnership of local nonprofits Sun Health and Benevilla to address the gaps in transportation services in the area. Working with government, private, nonprofit and volunteer transportation providers, NVC aims to educate the population it serves on existing transportation resources as well as provide new senior transportation options to service unmet needs. With 100,000 seniors living in the area, and a rapidly aging population, NVC is not only meeting a demand, but it is an essential ingredient to ensure citizens of the Northwest Valley are able to maintain a vibrant and independent quality of life.

## THE CHALLENGE

For Northwest Valley residents, many transportation challenges exist, including a lack of public transportation options in the region and Dial-A-Ride services that operate only within specific geographic boundaries, days of the week and hours of the day. For many, this means delayed trips to the grocery store, to the pharmacy or to important medical appointments. While increasing awareness of existing transportation services will assist many, there are still gaps that need to be covered to ensure that all residents get to the essential services they need.

## THE OPPORTUNITY

Increase public awareness of existing transportation services

Assist residents in choosing the best option to meet their needs

Facilitate coordination of existing providers to better meet community needs

Add affordable options where service gaps exist

## SERVICE OVERVIEW

NVC's primary role: As a central point of contact for the community, NVC's call center and website will provide residents with information on existing transportation options to assist in planning their local trips to doctors, the pharmacy, the grocery store, social engagements and other appointments and errands. With a unique position in the community to identify underserved transportation needs, NVC will advocate for and help to develop new transportation options that will address current lack of service as well as strengthen the region's transportation network.

## OUR NONPROFIT MISSION

Northwest Valley Connect's mission is to provide personalized support to connect area residents with available transportation services, while developing new transportation options for seniors to overcome existing service gaps. Our vision is to advocate, facilitate and coordinate accessible, adequate transportation resources in the northwestern region of the Phoenix metropolitan area, thereby promoting quality of life among the residents we serve.

## MANAGEMENT

**Kathryn Chandler, NVC's executive director and mobility manager**, has 15 years of management experience of paratransit and transportation functions, including strategy, operations and customer service. As the chief administrator over NVC, she is in charge of overall operations of the organization, including transportation coordination, collaboration with area transit providers and quality assurance.

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**Ron Guziak**  
President and CEO, Sun Health

## CONTACT US

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