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May 17, 2024

Mr. Robert Nilles
Deputy City Manager
10000 N. El Mirage Road
El Mirage, AZ 85335

Dear Mr. Nilles:

Thank you for taking the time to meet with Shannon Armstrong of Northwest Valley Connect (NVC) to hear about our exciting new partnership. After ten years serving seniors, veterans and individuals with disabilities in the northwest valley, we are delighted to share that the Foundation for Senior Living, FSL, will be acquiring NVC to strengthen and expand transportation services in our community.

FSL is a 50-year-old nonprofit that provides housing and social services to elders and individuals with disabilities without regard to race, religion or social status. Over the years, FSL has grown and created an integrated system of care that allows adults to age in place through a continuum of home and community-based services.

The acquisition of NVC by FSL will ensure northwest valley residents continue to receive vital transportation services. Our collective goals are to increase ridership, expand our service area, and strengthen operations to reduce scheduling times, as well as increase volunteerism, and decrease administrative overhead.

We can assure you that FSL honors the commitment between the City of El Mirage and NVC and that we will continue to provide El Mirage residents timely and reliable transportation services as agreed upon. Running NVC as a program of a much larger, more efficient organization will significantly reduce administrative overhead without compromising service. NVC will no longer have to manage finances, raise funds, run payroll and manage HR, allowing the team to focus on what we do best—assuring seniors, veterans, and individuals with disabilities can get where they need to go.

A thoughtful, achievable transition plan is in process for a June 30th transfer of assets. We plan for NVC to keep its name and mission intact. Our committed and caring staff—drivers, scheduler, call center employees will continue to provide the exemplary service you have come to know and deserve. Our current associate director, Shannon Armstrong will concentrate on a seamless transition while improving services, increasing ridership and expanding service area.

As part of this process, we need the City of El Mirage to sign a letter of consent to the assignment of the current contract to FSL. We are here to answer any questions or concerns you may have. Please reach out to me: ED@NorthwestValleyConnect.org, or Shannon: Shannon@NorthwestValleyConnect.org, or give us a call at 623.282.9304.

We hope you are as excited as we are with this wonderful news.

Sincerely,



Alisa Chatinsky
Interim Executive



Shannon Armstrong
Director Associate Director

