



Coordinated Human Services **TRANSPORTATION PLAN**



Orem - Provo Urbanized Area

2017-2021

**Prepared by Utah Transit Authority's
Coordinated Mobility Department**

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Table of Contents

Orem-Provo Urbanized Area1

Background.....2

Regional Accomplishments.....4

Future Regional Objectives7

Orem-Provo UZA10

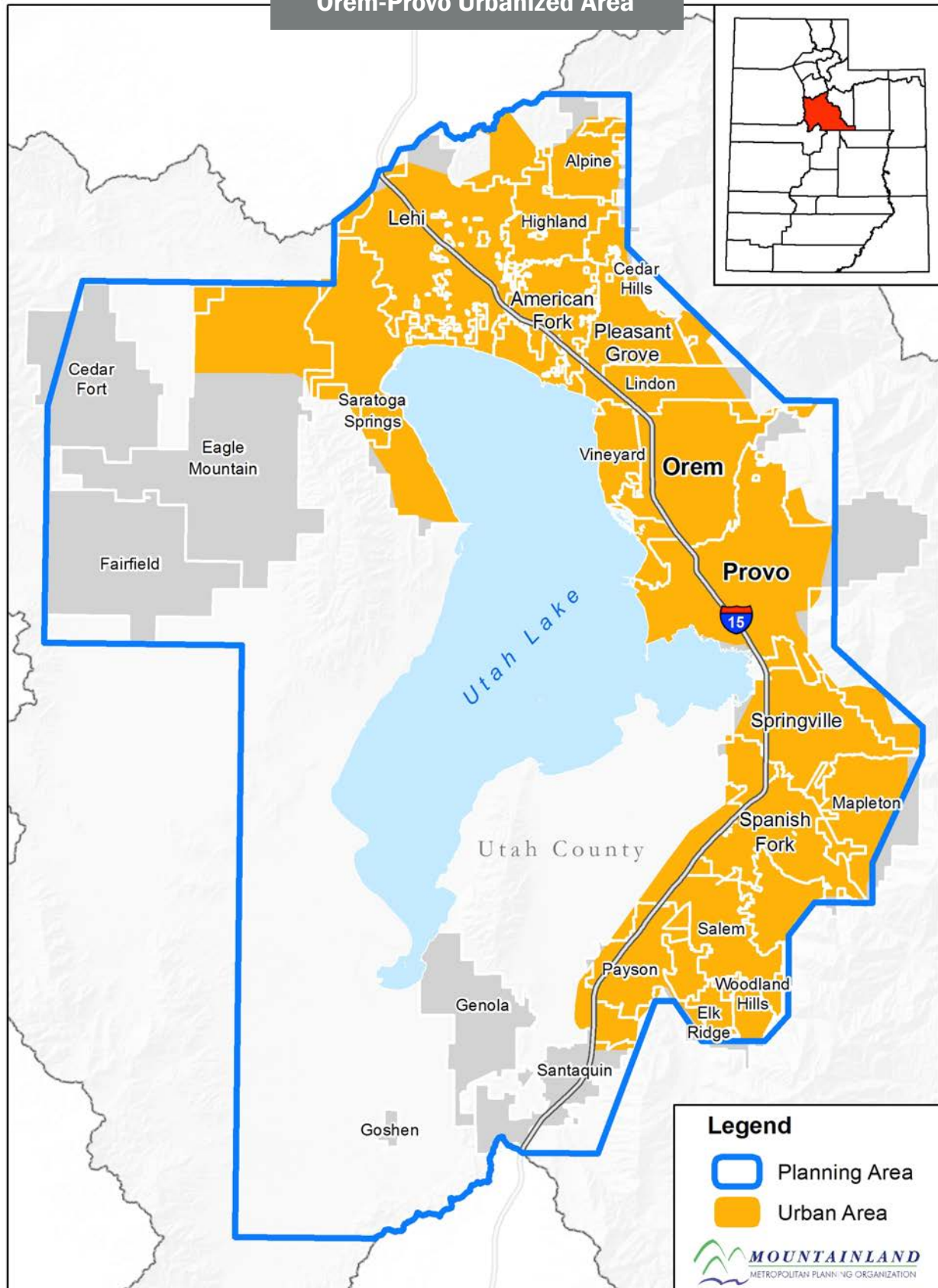
Orem-Provo Demography.....18

Local Accomplishments and Goals.....26

Proposed Projects31



Orem-Provo Urbanized Area



● Background

The passage of the federal transportation reauthorization, MAP-21 (Moving Ahead for Progress in the 21st Century) in July 2012 incorporated the New Freedom program (49 USC§ 5317 under SAFETEA-LU) into the updated 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. The purpose of the 5310 program under MAP-21 is to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Additionally, under MAP-21, funds are now allocated directly to the large urbanized areas (UZAs). The Fast Act of 2015 continued funding and principles of Map 21 in the federal five year transportation reauthorization. As a result of the MAP-21 changes, the Governor of Utah designated UTA as the recipient for FTA 5310 funds in the Ogden-Layton, Provo-Orem, and Salt Lake City-West Valley City large urbanized areas in 2013. UTA was established in 1970 as a local district political subdivision of the State of Utah. Oversight of UTA is exercised by a 16-member Board of Trustees, the majority of which are appointed by elected officials of the constituent members of the transit district. UTA provides public transit services throughout the Wasatch Front that includes the three large urbanized areas. The total service area of UTA is over 1,600 square miles. The entire system serves more than 1.8 million people and represents one of the largest geographic service areas of any transit agency in the United States, providing more than 46 million rides in 2015.¹ A system this large requires an enormous

amount of cooperation across the region. UTA works closely with the Wasatch Front Regional Council (WFRC) and Mountainland Association of Governments (MAG), the local Metropolitan planning organizations along the Wasatch Front (both of which are funding partners of this project), as well as the seven county governments, 77 communities that make up the Wasatch Front, and the Utah Department of Transportation (UDOT). Through their joint Transportation and Land Use Connection program, WFRC and UTA specifically provides technical assistance and training to support innovative land use planning among the communities that it serves, especially those communities with new rail stations who may not be familiar with the fundamental principles of transit-oriented development (TOD).

UTA Mission

Strengthen and connect communities enabling individuals to pursue a fuller life with greater ease and convenience by leading through partnering, planning, and wise investment of physical, economic, and human resources

UTA Vision

Provide an integrated system of innovative, accessible, and efficient public transportation services that contribute to increased access to opportunities and a healthy environment for all people of the Wasatch region

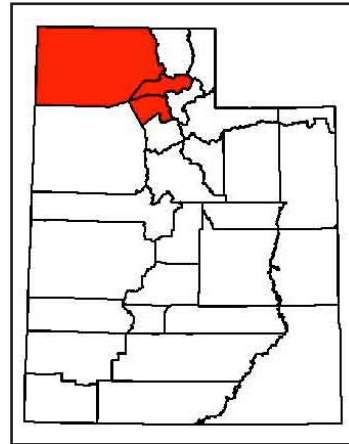
Projected population growth puts pressure on the area's transportation system to be ready to serve more residents, more trips, more freight and more traffic. UTA and its partners agree that transit is one of the best options to address this situation.

1. "2013-2018 Comprehensive Economic Development Strategy." Wasatch Front Economic Development District. April 2013.

WASATCH FRONT UZAS (LARGE URBANIZED AREAS)

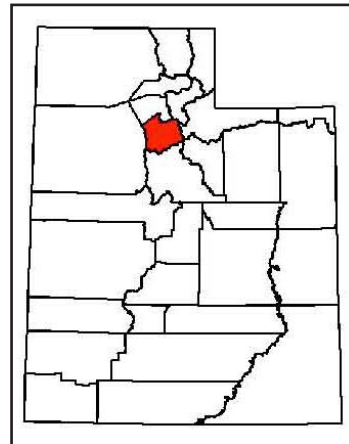
THE OGDEN-LAYTON AREA CONSISTS OF PORTIONS OF:

Box Elder County - Bear River Association of Governments (BRAG) planning region
Davis County - Wasatch Front Regional Council (WFRC) planning region
Weber County - WFRC planning region



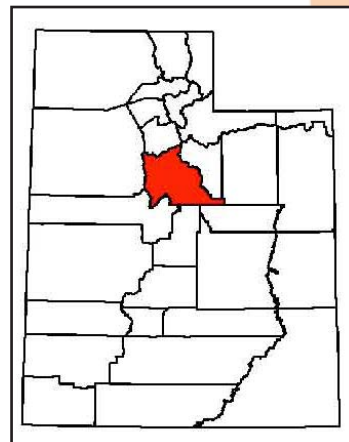
THE SLC-WVC AREA CONSISTS OF:

Salt Lake County - WFRC planning region



THE PROVO-OREM AREA CONSISTS OF PORTIONS OF:

Utah County – Mountainland Association of Governments (MAG) planning region



● Regional Accomplishments

The 2013 Wasatch Mobility Plan identified strategies for furthering mobility efforts along the Wasatch Front. The UTA Coordinated Mobility Department, in conjunction with the UZA Local Coordinating Councils, have worked together to implement these strategies. An update of what has been accomplished regionally is provided below.

DESIGNATED RECIPIENT

In 2013, the Governor of Utah designated UTA as the recipient for the FTA 5310 funds in the Ogden-Layton, Provo-Orem, and Salt Lake City-West Valley City large urbanized areas. The FTA Section 5310 Program provides funding to non-profit social services and public agencies for qualified projects.

UTA COORDINATED MOBILITY DEPARTMENT

UTA committed to support a Coordinated Mobility Department prior to being awarded designee status. Once UTA was designated as the recipient for 5310 funds, a manager and intern were hired to begin the work of coordinated transportation. With monetary and visionary support from UTA, combined with hard work, this department now has a manager, three full-time employees, one part-time employee and an intern to support the many mobility projects in process. The outreach of the Coordinated Mobility Department spans a number of communities along the entire Wasatch Front and Tooele County serving over 300+ partner agencies.

5310 GRANT PROCESS

At the time UTA Coordinated Mobility took over the 5310 Grant for the large UZAs, the process was behind in what year

applications were being taken for and in getting awarded vehicles/funds to partners. The Coordinated Mobility Department engaged the Local Coordinating Councils in the grant award process to allow for more stakeholder input and for transparency. A planned yearly schedule of the process has been established so that grant applicants are applying for the current year's funding. The Coordinated Mobility Department has also established internal processes to streamline the acquisition of vehicles and the disbursement of funds to awardees for a quicker grant turn around time.

INCREASED ATTENDANCE AT LOCAL COORDINATING COUNCILS

Participation by Human Service Transportation (HST) providers has improved at the UZA Local Coordinating Councils. Over the past two years, Ogden-Layton attendance has increased 200%; Salt Lake-West Valley attendance has increased 275%; and Orem-Provo attendance has increased 67%. Along with the increased attendance, there has also been increased engagement of the partners at the meetings. The Coordinated Mobility Department has worked hard to bring value for providers to the LCC meetings. Outreach to individual providers has taken place so they are better aware of what the Council does as well



of availability of funding. During council meetings, the Providers participate in discussion of the Mobility Plan, common problems they have with serving their clients, and possible common/coordinated solutions that can benefit all the participants. Council attendees also evaluate and rank the 5310 Grant funding requests. This engagement of the attending providers has helped the partners take ownership of their councils.

PASSAGE OF SCR 8

As the Designated Recipient, under the 5310 Program, UTA Coordinated Mobility Department is required to assess available transportation services for those of low-income, seniors, and persons with disabilities. These assessments include the public, private, non-profit, and government providers of these services along the Wasatch Front UZA. UTA determined that an in depth, comprehensive inventory would be needed for the 5310 Program. Senate Concurrent Resolution 8 shows support from the Utah Legislature and Governor of UTA's efforts in doing a survey to evaluate the current Human Service Transportation Provider inventory to meet transportation needs of seniors and those with disabilities.

EXTENSIVE INVENTORY OF HST PROVIDERS

Two interns, hired by the Coordinated Mobility Department, spent a year conducting an extensive inventory survey of Human Service Transportation Providers.

Objectives of the inventory which were to:

- Complete an accurate inventory picture
- Build relationships with providers
- Analyze data
- Identify gaps
- Coordinate services

The process of methodology included:

- Identifying as many providers as possible-which is an ongoing process
- Developing a survey
- Distributing the survey in two rounds over the span of a year
- Revising and refining the survey over time
- Gathering as much information and as many responses as possible
- Providing high level data which can now be used on an ongoing basis

LEAD ON INTELLIGENT TRANSPORTATION SYSTEM PROJECTS BENEFITING ALL PROVIDERS

Two federal veterans' grants are providing funding for the development of a Regional Trip Planner as well as a Scheduling and Dispatching software. These software programs are Open Source and are available for use, at no charge, for any Human Transportation Providers in the State of Utah. These programs will allow greater efficiency in vehicle operations which will result in greater transportation service delivery.

UTAH RIDELINK

This website links all transportation services into one site. Users simply input their future trip details (origin, destination, time and date) and all available options will display including public transportation, non-profit providers as well as private carriers such as taxis. Users can create personal profiles and reoccurring trips.



UTAH RIDE LINK

RIDEPILOT

To assist non-profit and other government agencies, the Coordinated Mobility Department is developing a low-cost /web-based scheduling and dispatching software. This is an affordable solution for agencies that traditionally could not purchase such software as these kind of programs are expensive.

SHARED VEHICLE PROGRAM

The Shared Vehicle Program (SVP) was developed to ease vehicle ownership burdens of Human Service Transportation Providers. The SVP fleet consists of vehicles from UTA's retired vehicle pool that are still usable. The vehicles are intended for use in meeting unmet transportation needs or enhancing current human service non-profit transportation needs. The pool of vehicles is available for use by providers at any time. Currently, there are 10 vans and 5 ADA accessible vehicles in the Program.



● Future Regional Objectives

As time passes and projects are completed, new opportunities to serve those who need rides the most surface. As the Coordinated Mobility Department meets with the Local Coordinating Councils, ideas for future projects are vetted, proposed and ultimately pursued. The following are active regional projects.

VOUCHER PILOT PROGRAM

In 2016, UTA, partnered with Weber County Aging, Davis County Aging, and Roads to Independence, to begin planning a voucher program based on the needs of the region. The UTA Coordinated Mobility Department determined that a voucher program would help seniors and those with special needs to gain access to transportation, as well as assisting them in becoming independent and increasing their overall quality of life.

The goal of this plan is to allow seniors and persons with disabilities to find the mode of transportation that best accommodates them in order to arrange non-emergency medical visits/quality of life trips. The voucher program was developed to allow eligible participants to arrange these rides with a driver of their choice who would then be reimbursed for the mileage by UTA through a 5310 Grant Award.



CONTINUING THE NEXT PHASE OF INTELLIGENT TRANSPORTATION SYSTEM PROJECTS

Though much has been done, more user features need to be added into the OneClick and RidePilot programs. Future enhancements to RidePilot will include reporting efficiencies for HST providers. OneClick takes regular upkeep to maintain an accurate list of transportation providers and their services. Over time, OneClick will be enhanced to include online scheduling of trips by the rider through RidePilot.

EXPAND SHARED VEHICLE PROGRAM

More vehicles and locations for vehicles will increase use and accessibility of this program. As vehicles are added to the fleet, the Coordinated Mobility Department will expand the program into each of the UZA areas. Ideally, each UZA will have a local fleet for their area to be shared by the partners in that area. Locally shared fleets will save time and money for participants in the program.

EXPLORE NEW EFFICIENCIES/ON DEMAND

Both the Coordinated Mobility Department and the Local Councils can see the potential benefits of On Demand service. This service has been regularly discussed at Council meetings. The Coordinated Mobility Department facilitated a meeting with Uber and the Local Coordinating Councils to begin the dialogue and delve into future On Demand programs and partnerships. UTA itself is beginning an On Demand pilot in one of its service areas that will give the Coordinated Mobility Department, as well as the Council partners, information that

can be analyzed as On Demand projects are proposed.

The Coordinated Mobility Department is continually educating itself on new services and innovations in the transit industry. As new ideas and programs are discovered that may help HST providers, the Coordinated Mobility Department brings those new ideas to the Councils for discussion. The Local Coordinating Councils are conducted in an open forum format. Partners are always free to bring forward new ideas at the meetings as well.

SEEK OUT NEW GRANTS AND FUNDING SOURCES

The Coordinated Mobility Department not only oversees the 5310 Grant funds, but also applies for other federal grant funding. If awarded, the Department uses the funds for projects that will benefit HST Providers across the Wasatch Front and potentially, across the State of Utah. Also, the Department will continue to inform the Council Partners of new grants they can apply for as they are rolled out publicly.

The Department, along with the Local Coordinating Councils, would like to look into public/private partnerships as a possible funding source. For instance, reaching out to health care providers to help with the cost of transporting patients to their medical visits. Combined fundraising efforts that benefit all the non-profit partners on the Councils may be a source of “match” funding in the future.

ADD TO VEHICLE INVENTORY

The Coordinated Mobility Department is in the process of establishing a Standard Operating Procedure for the retirement of used transit vehicles into the Shared Vehicle Program. Once this SOP is put into place, the Shared Vehicle Program will grow and have a steady replenishment of stock. The addition

of vehicles will help expand the program as described above.



The continued ability by the partners to purchase new vehicles with 5310 Grant money will expand the HST Provider fleet across the Wasatch Front. As more vehicles are added into this inventory, more coordination can take place by the Partners and thus more rides will be provided for clients.

EXPAND LOCAL COORDINATING COUNCIL ATTENDANCE AND PARTICIPATION

Attendance at the Local Coordinating Councils by HST Providers has vastly improved, as mentioned in “Accomplishments”. However, there are still plenty of Providers that could be and should be attending the meetings. The Coordinated Mobility Department has discovered that one of the best ways to involve Partners is to initially meet with them one-on-one at their place of business. This allows the Department to see what really goes on at the business and it allows the Department to educate the Provider, at their convenience, regarding what Coordinated Mobility is and the work of the councils. As the Transportation Inventory Provider List expands, the Department will continue this outreach process.

The Department also conducts a retreat almost annually that is a friendly forum for HST Providers to be introduced to Coordinated Mobility and the work of the Councils. The Providers that attend the Council meetings are helpful in spreading the word on Coordinated Mobility and the Local Coordinating Councils with other HST Providers they work with in the industry. This word of mouth “advertising” has proven to help engage new Council participants.



● Orem-Provo UZA

PURPOSE OF PLAN

This plan is the result of the collective effort of the Orem-Provo Local Coordinating Council. The Council participants represent transit agencies, government agencies, non-profit organizations, private companies, human service providers, and representatives of the public which includes representation from the senior and disability communities, among others. The Council's aim is to define strategies that will meet identified mobility gaps of disadvantaged groups within the UZA area. Under Section 5310 funding guidelines, this plan defines "disadvantaged groups" as: older adults aged 65+, persons with disabilities, Veterans, and persons living in poverty.

The purpose of this plan is to:

- Assess available services while identifying current transportation providers,
- Identify the transportation needs of disadvantaged communities within the UZA,
- Formulate strategies to address transportation needs,
- Develop a project-level plan for transportation services.

The Orem-Provo Mobility Plan was developed by the Orem-Provo Local Coordinating Council in collaboration with public outreach.

Planning methodology included:

- An extensive Human Service Transportation Provider inventory
- Evaluation of current services
- Numerous discussion meetings of the Local Coordination Council
- Needs/gaps assessment
- Strategy development
- Identification and ranking of projects to meet said needs that are in alignment with said strategies

The Orem-Provo Mobility Plan meets the Federal Transit Administration (FTA) coordination requirements outlined in the June 6, 2014 FTA Circular 9070.1G which is a reissuance of guidance under the 49 U.S.C. 5310 grant program. FTA guidance defines the plan as a "locally developed, coordinated public-transit human services transportation plan identifying the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation" and that the plan be "developed and approved through process that included participation by seniors, individuals with disabilities, representatives of the public, private and nonprofit transportation and human services providers and other members of the public."

EXISTING TRANSPORTATION SERVICES

SALT LAKE INTERNATIONAL AIRPORT

Salt Lake City International Airport is a department of Salt Lake City Corporation. It is the largest airport in the State of Utah. There are currently two terminals, five concourses and 83 aircraft gates. There is an extensive remodel/expansion of the airport taking place. Nine airlines and their



affiliates operate out of the airport. In 2015, 22,152,498 passengers were served. Approximately 345 commercial departures take place everyday. The Green Line TRAX (public transit light rail) serves airline travelers with connection into downtown Salt Lake City. Traditional taxicab and shuttle service are available as well. Lyft is currently the only approved On Demand transportation provider permitted to operate from the airport.

AMTRAK

Amtrak serves Utah daily with one train, the California-Zephyr. This is a National Network train serving the cities of Salt Lake-Chicago-Denver-Emeryville/Oakland-San Francisco. Total station usage in Utah for 2015 was 46,081 boardings/alignments. The Amtrak station in Salt Lake City is at the Central Station where passengers can connect with UTA Public transportation services including bus, TRAX, and FrontRunner (commuter rail).

GREYHOUND BUS

The main Greyhound Bus station for Utah is at the Salt Lake City Central Station that also serves Amtrak and UTA public transportation services. Greyhound provides daily intercity and interstate connections. There are 18 million passengers traveling in the 1,700 vehicle fleet across 5.4 billion passenger miles included in the Greyhound service area.

TAXI/LIMO/SHUTTLE/CHARTER BUS

There are a number of private-for-profit ground transportation providers operating at the Salt Lake International Airport and throughout the state. A number of hotels and private organizations provide shuttle service to and from the airport as well.

APP BASED RIDE SHARING SERVICES

Two approved app based ride share companies, Uber and Lyft, legally operate in the Salt Lake Valley. They are a cost effective alternative to traditional “for hire” transportation and compete directly with this industry. By using a downloaded phone app, a private driver can be hired to drive an individual throughout an approved service area, anytime. The service is less costly as the drivers use their own private vehicles and have no special licensing or registration requirements. The ease and accessibility of the app software also keeps costs down and service reliable. Price can fluctuate throughout the day depending on demand, but an estimate is given of cost before a driver is “hired”.

GREENBIKE

Greenbike is a non-profit bike share program funded through a public/private partnership in Salt Lake City proper. A number of stations are located within the service network. Users can take any bike, from any station, as many times as they like for a membership fee.



UTAH TRANSIT AUTHORITY

The Utah Transit Authority (UTA) is the major public transportation provider for the Wasatch Front Region. The UTA Service Area includes seven counties: Box Elder, Davis, Salt Lake, Tooele, Utah, Weber and Summit. UTA was named the 2014 Outstanding

Public Transportation System of the Year by the American Public Transportation Association. Continuing to enhance this award-winning transit system, UTA strives to improve its services by providing increased mobility, travel choices and regional connectivity. The Authority was established March 3rd, 1970 and is governed by a 16-member Board of Trustees. Public transportation provided along the Wasatch Front by UTA currently includes FrontRunner (commuter rail), TRAX (light rail), S-line (streetcar), bus rapid transit (BRT), fixed bus route service, paratransit service, flex routes, on demand service and vanpool programs.

FRONTRUNNER

Since December 2012, UTA has been running FrontRunner commuter rail along the Wasatch Front from Pleasant View to Provo. There are 89 service miles covered which includes 15 stations en route. This service runs from approximately 5am to 12am, Monday through Friday, with hourly on Saturday, and no service on Sunday. The trains are equipped with wi-fi, power outlets, restrooms, and ADA accessible ramps. Safety features at the stations include yellow safety lines and tactile warning strips. The fare is distance based with a \$2.50 charge for one station and an approximate charge of 60 cents for each additional station.

TRAX

All TRAX lines were completed and operational by 2013. These light rail vehicles follow tracks throughout the Salt Lake valley on three lines: the Red line, the Blue line and the Green line. The Red line runs service from the suburban Daybreak community to the University of Utah campus. The Blue line runs service from Draper City to downtown Salt Lake City ending at Central Station. The



Green line runs from West Valley City to the Salt Lake International Airport. There are 44.8 light rail miles serviced with 51 stations en route. TRAX is equipped with ADA accessible ramps and priority seating for seniors and people with disabilities. Safety features at the stations include yellow safety lines and tactile warning strips. This service runs between 5:30am and 11:30pm, seven days a week except for select holidays. The fare for a one-way trip is \$2.50.

STREETCAR

The S-line Streetcar connects the neighborhoods of South Salt Lake and Salt Lake City with the TRAX light rail system at 2100 South. The streetcar runs through the Sugar House commercial district in a two mile line with seven stops throughout the community. This project was funded by a U.S. Department of Transportation grant from the Transportation Investment Generating Economic Recovery II program. The project also features a pedestrian and biking trail. The S-line is equipped with ADA accessible ramps and priority seating for seniors and people with disabilities. The service runs between 5am and 11:30pm, Monday through Friday with shorter service times on weekends. The fare is \$2.50 one-way.

BUS RAPID TRANSIT

Currently, there is only one operational Bus Rapid Transit (BRT) line within the UTA service area. The BRT line runs on 3500 South connecting Magna, West Valley City and the 3300 South TRAX Station along with the West Valley Central hub. BRT service has limited stops, dedicated lanes for a portion of the length, traffic signal priority and a schedule timed to meet TRAX. The dedicated lane allows the buses to operate in a separate corridor from regular traffic which helps travel time and reliability while easing traffic congestion. The BRT bus is equipped with ADA accessible ramps and priority seating for seniors and people with disabilities. The service runs between 5:00am and midnight, Monday through Friday with limited service on Saturday and no service on Sunday. The fare is \$2.50 one-way.

FIXED ROUTE SERVICE

Fixed Route Service is “traditional” bus service. By definition, the service is provided by designated public transportation in a vehicle that is operated along a prescribed route according to a set schedule. As of 2014, UTA had 105 such routes servicing 6,250 active bus stops with 478 buses contributing to 69,251 passenger boardings a day throughout the Wasatch Front service area. All of the bus fleet is accessible to riders with disabilities. Service spans the hours of 5am to 1am, depending on the route, with varying service 7 days a week, limited service on Saturdays, and very limited service on Sundays. The fare is \$2.50 one-way.

FLEX ROUTES

UTA flex routes travel a fixed route and schedule, but are permitted to deviate up to $\frac{3}{4}$ mile to either pick up or let off

passengers. These routes offer limited service into areas with no other public transit. The schedules for these routes can vary, depending on the purpose of the route. For instance, some routes may run only at peak commute times in the morning and the evening. The flex routes are designed to provide the convenience of a curb-to-curb drop off and can make up to two route deviations per trip. Deviations can be scheduled up to two hours in advance and cost an additional fare of \$1.25. All flex route vehicles are accessible to riders with disabilities so this service can be a good alternative to paratransit. There are currently 17 flex routes with varying service times. The fare is \$2.50 one-way, if no deviation is requested.



PARATRANSIT

UTA paratransit services are offered in two ways: through the fully-accessible bus, TRAX and FrontRunner fleets or through demand response service. All regular UTA vehicles are equipped with ADA accessible ramps and priority seating for seniors and people with disabilities. Bus operators provide assistance on request, and they announce stops, major intersections and destination information to assist riders with orientation. The fleet of paratransit vehicles includes accessible buses and vans.

Paratransit is a curb-to curb service reserved for people whose functional ability prevents them from using regular UTA services. There is an application process to certify eligibility for paratransit service. An advance reservation must be made to ride this service. The routes are “comparable” to UTA’s fixed route services covering an area within ¾ s of a mile of fixed route services and rail stations. The 113 paratransit vehicles follow the same time and service schedules as UTA fixed routes. The fare is \$4.00 for a one-way trip.

VANPOOL

UTA’s Vanpools are available through the Rideshare program. Individual riders or employers can contract with UTA for the vanpools which provide vehicles for groups of a minimum of seven persons for the purpose of commuting to work. The van, maintenance, insurance, back up van and support, and fuel are included in the costs. There are currently 485 vanpools providing 1,400,752 rides annually. The monthly fare is based on the average number of miles the van travels in a month and the number of people on the roster. Employees can use the Federal Transit Benefit for some of their vanpool costs.

HUMAN SERVICE TRANSPORTATION PROVIDERS

A broad range of service options are provided by Human Services Transportation (HST). These transportation services help meet the needs of an area’s disadvantaged populations including persons with a disability, seniors and individuals with lower incomes. Please see the table below for a list of local HST providers.

Table 1.

GOVERNMENT	Affinity Services, Inc.
	Area Agency on Aging
	Aspen Senior Care
	Beacon Heights Senior Living
	Bel Aire Senior Living
	Canyon Breeze Senior Living
	Choice Supported Employment of Utah, Inc.
	Cloverdale, LLC
	Cory's House, LLC
	Courtyard at Jamestown Assisted Living
	Crossroads Youth Services, Inc.
	Daybreak Training Services, Inc.
	Developmental Training Systems, Inc.
	Sanderson Center
	Dr. Rick D. Hawks, P.C.
	Enhancing Life Styles, Inc.
	Essential Care
	Essential Life Solutions, LLC
	Extended Family, Inc.
	Family Advocacy and Consultation Services, Inc.
	Hearts for Hospice
	KT&T Ventures LLC
	Lakeridge Senior Living
	Lehi City Senior Citizen Program
	Lindon City Senior Center
	Morgan Senior Activity Center, Inc.
	Mountainland Association of Government, Aging and Family Services
	Orem Senior Friendship Center
	Osmond Senior Living
	Payson City
	Pioneer Village Senior Community
	Pleasant Grove Senior Citizen

Table 1.1

GOVERNMENT, CONTINUED	Provo City Senior Citizen Program
	Provo Eldered Senior Center
	RISE, Inc.
	S.P. Foundation Corporation
	S.T.E.P.S., Inc.
	Schubert
	Spanish Fork City Senior Citizen's Center
	Springville Senior Citizens Center
	The Charleston at Cedar Hills
	The Seville
	Timpanogos Supports, LLC
	Training in Life Choices, LLC
	Treeo
	U Work, LLC
	Utah Valley Paratransit
	UTA
	Utah Community Support and Services, LLC
	Utah County Senior Companion Program
	Utah County Substance Abuse
	Utah Senior Home Placement
	Utah State Dept. of Workforce Services
	Utah State Developmental Center
	Utah State Division of Services for People with Disabilities
	Utah State Office of Rehabilitation
	Valley Personnel Service, Inc.
	Visiting Angels Living Assistance Services
	Wasatch Mental Health Special Services District
	Work, Inc.
	Senior Care of American Fork
	RZT Supported Employment, LLC

Table 2

FOR PROFIT	Chrysalis
	Danville Services
	Key Residential Services
	Home Instead
	Mobility Transportation Services
	North Eastern Services

Table 3

NON PROFIT	Kids on the Move
	Ability First Utah
	Catholic community Services
	Community Action Services and Food
	Goodwill SCSEP
	Recovery House
	Odyssey House of Utah
	Recreation and Habilitation Services
	Urban Indian Center

VEHICLES OWNED BY ALL AGENCIES REGIONALLY

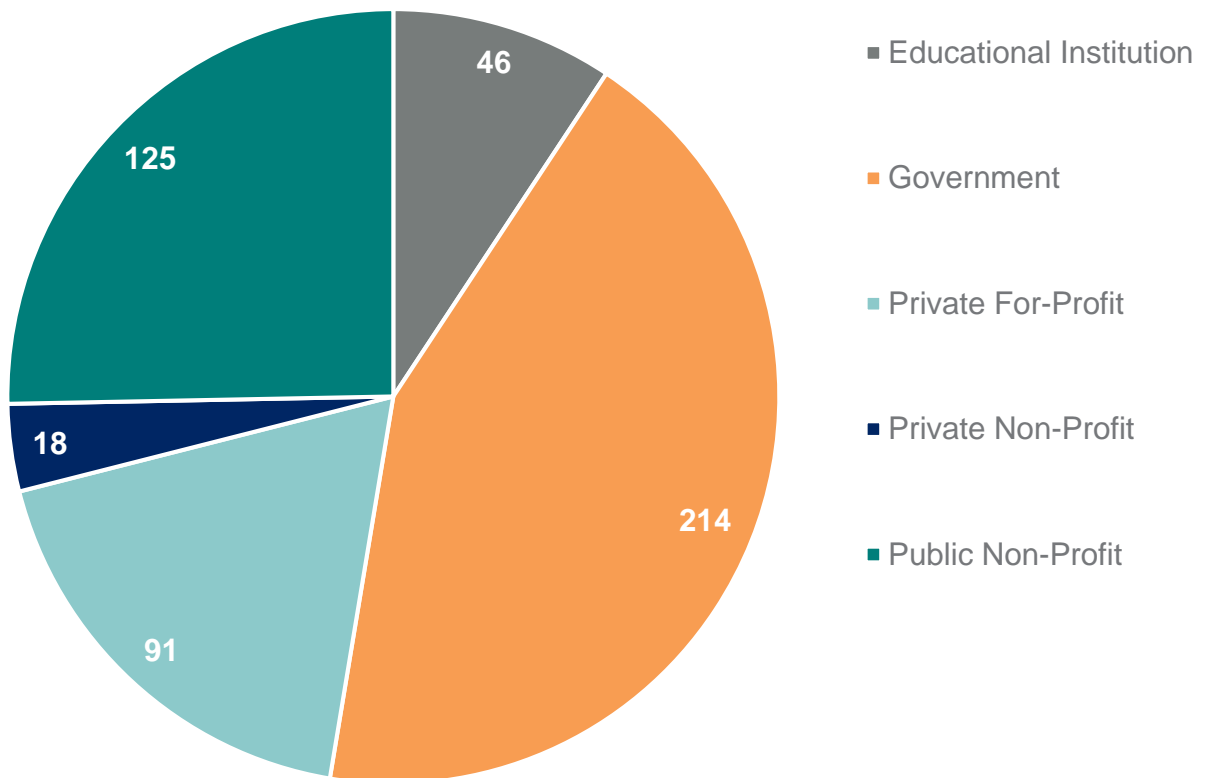


Figure 1. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.



AGENCIES SERVING TARGET POPULATIONS

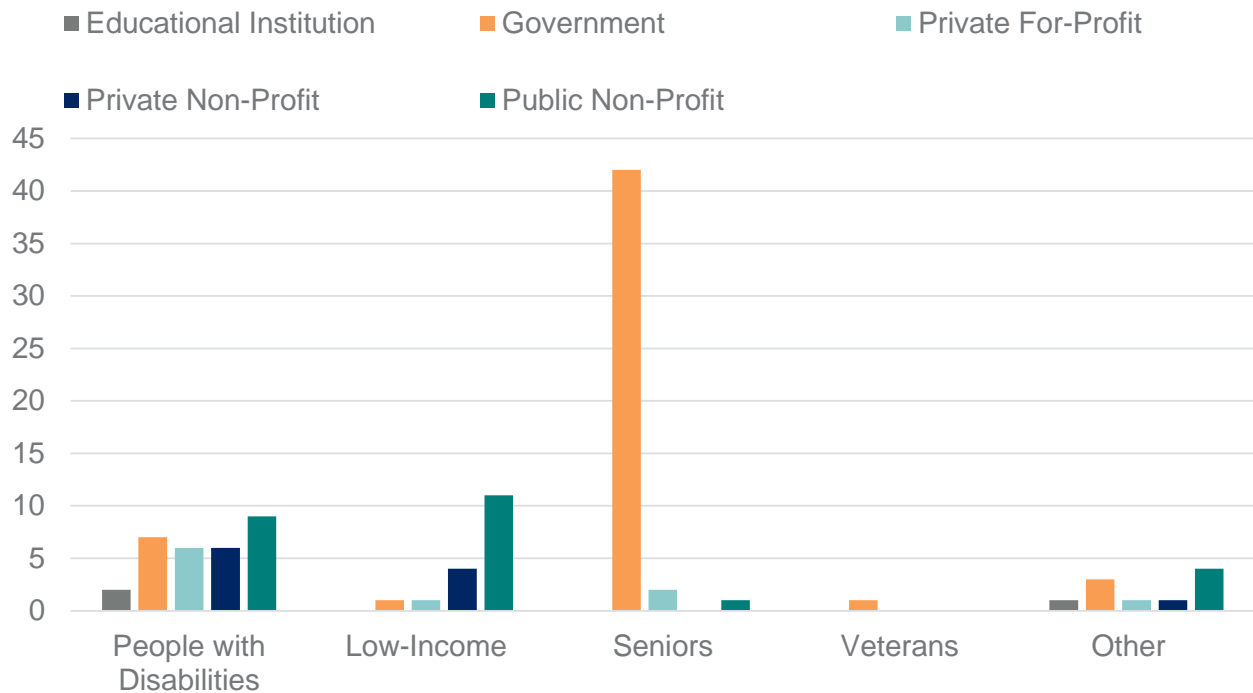


Figure 2. This data is representative of all senior centers as individual entities. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.

TRANSPORTATION PROVISION COMPARISON

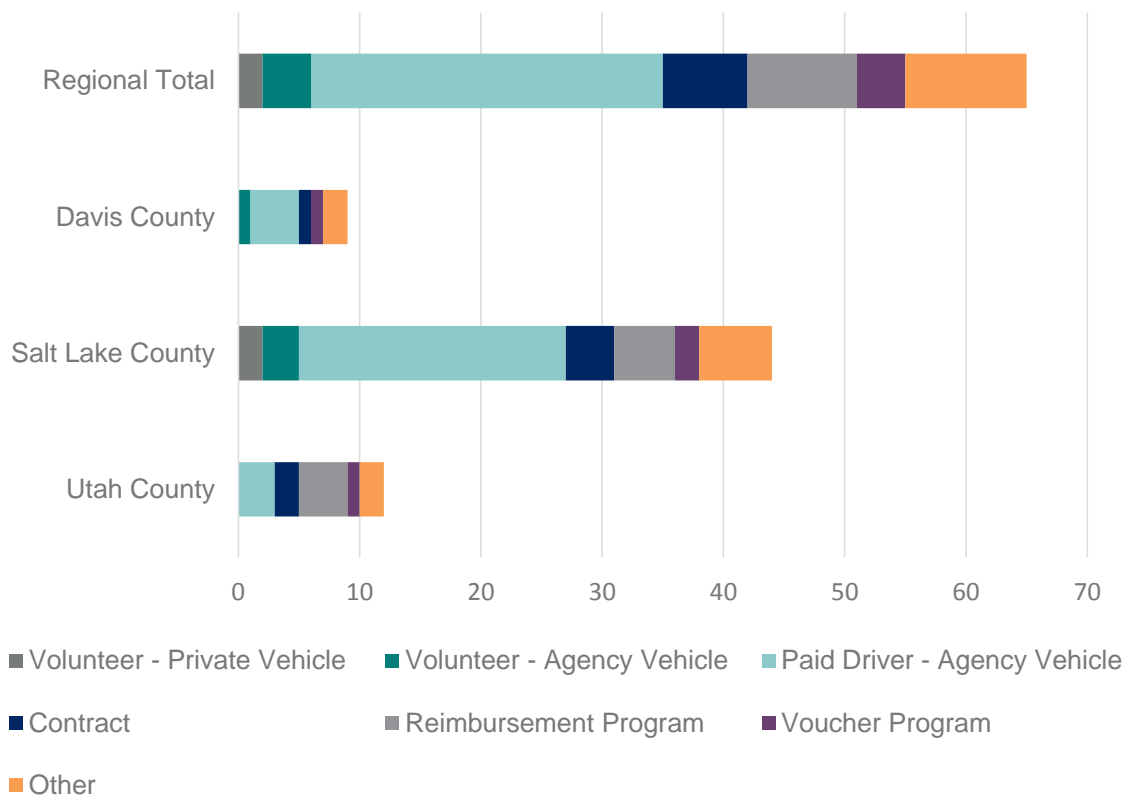


Figure 3. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.

● Orem-Provo Demography

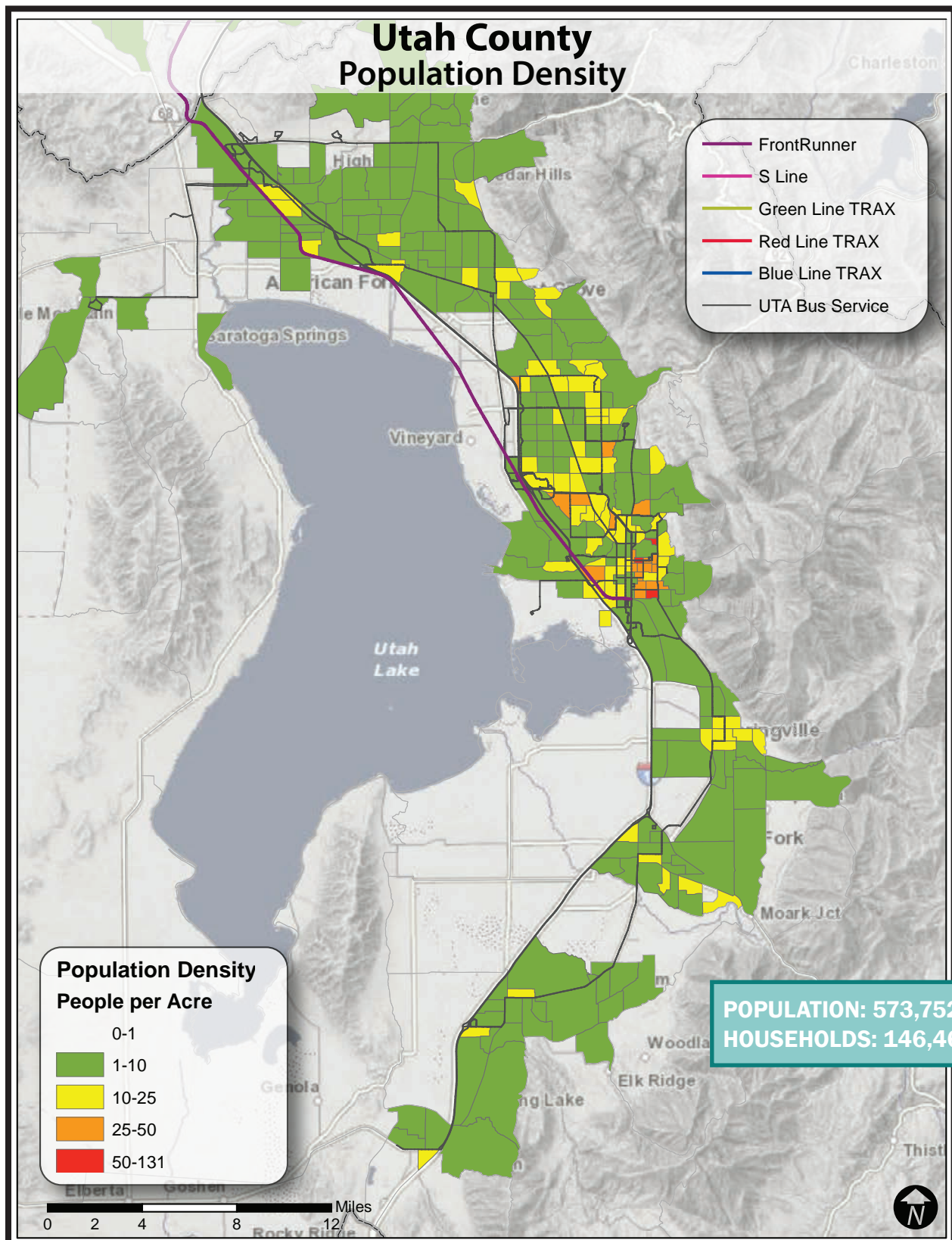


Figure 4. Data retrieved from the United States Census Bureau (2014)

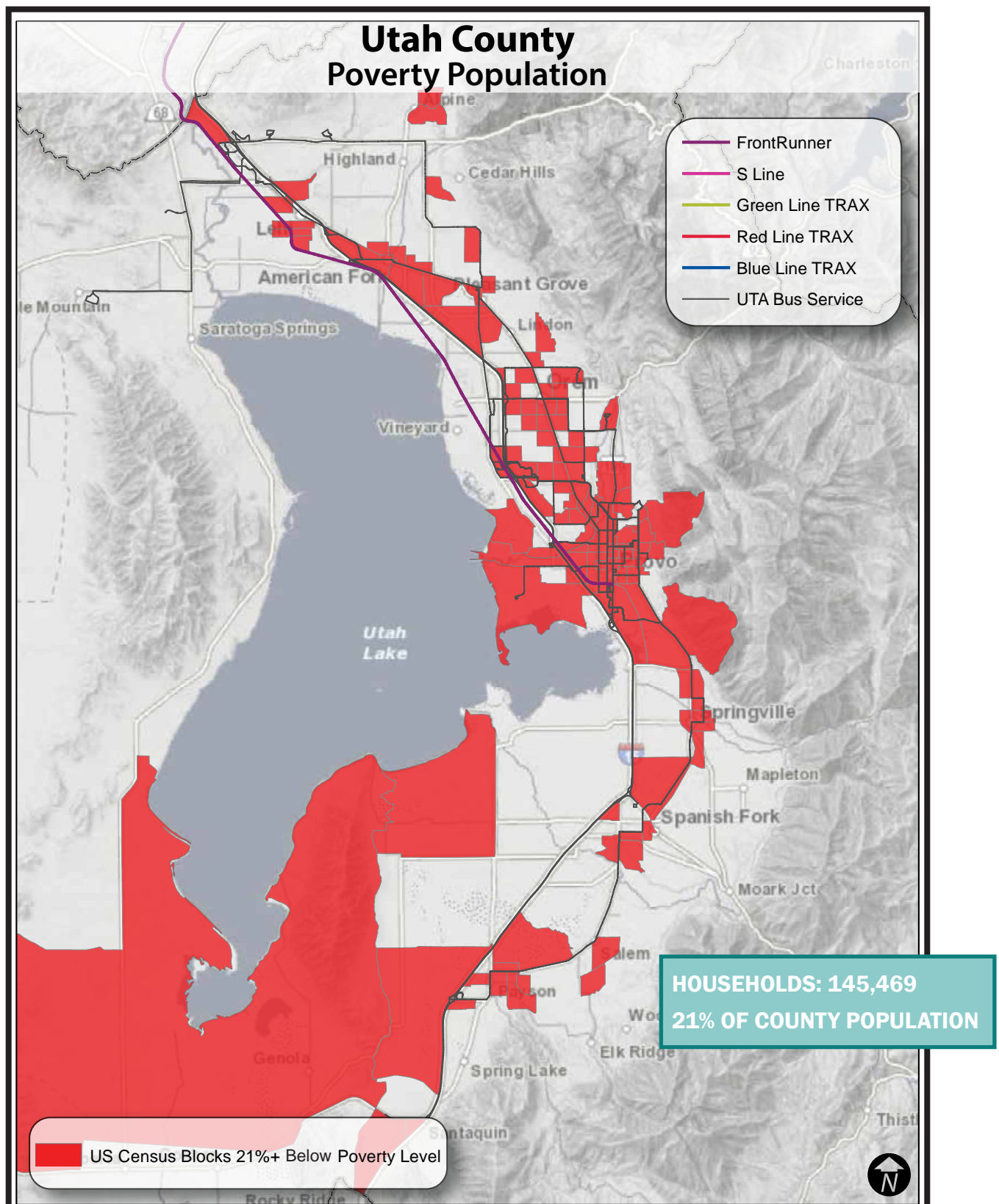


Figure 5. Data retrieved from the United States Census Bureau (2014)

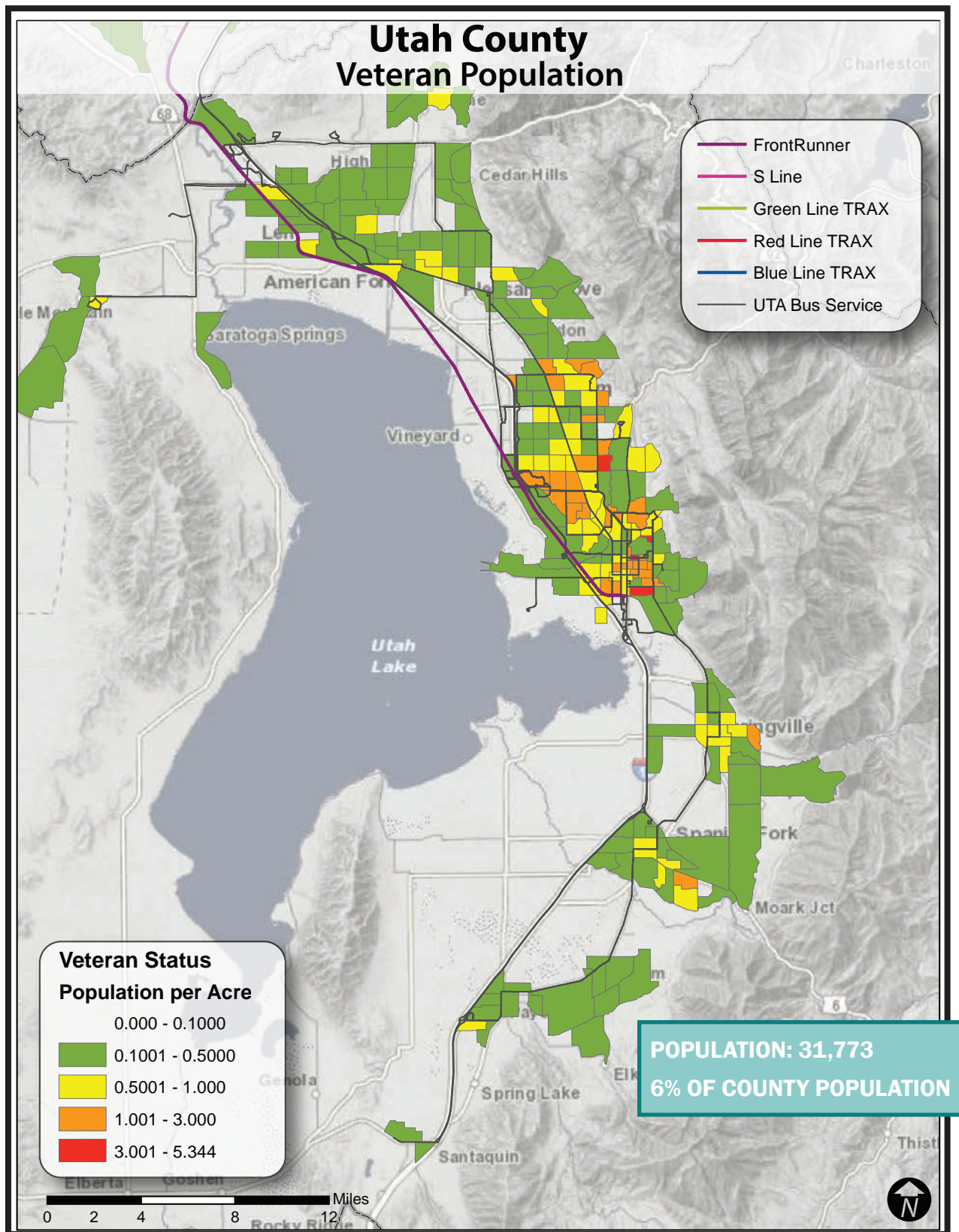


Figure 6. Data retrieved from the United States Census Bureau (2014)

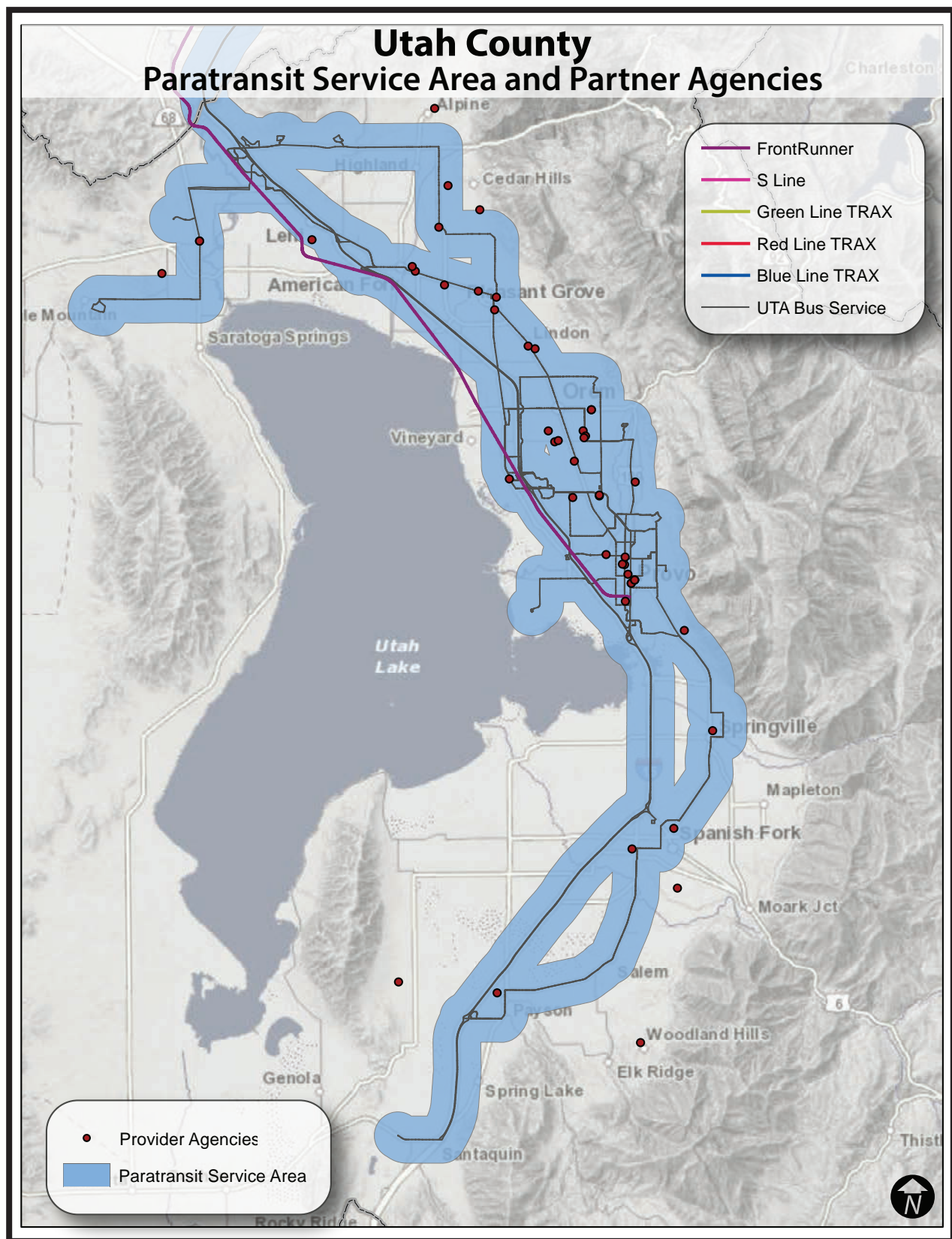


Figure 12

ONE-WAY TRIPS OFFERED BY DISABILITY AGENCIES REGIONALLY (Annually)

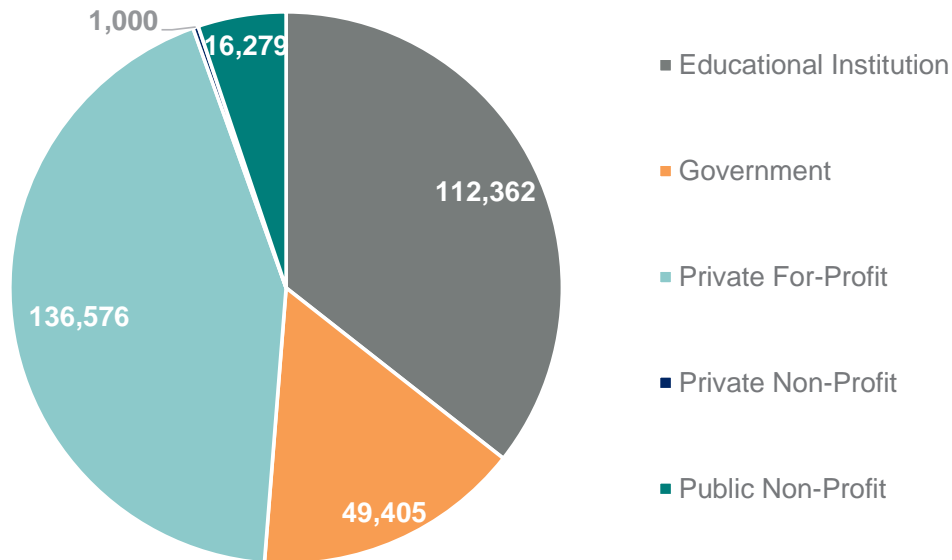


Figure 7. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.

INDIVIDUALS SERVED BY DISABILITY AGENCIES REGIONALLY (Annually)

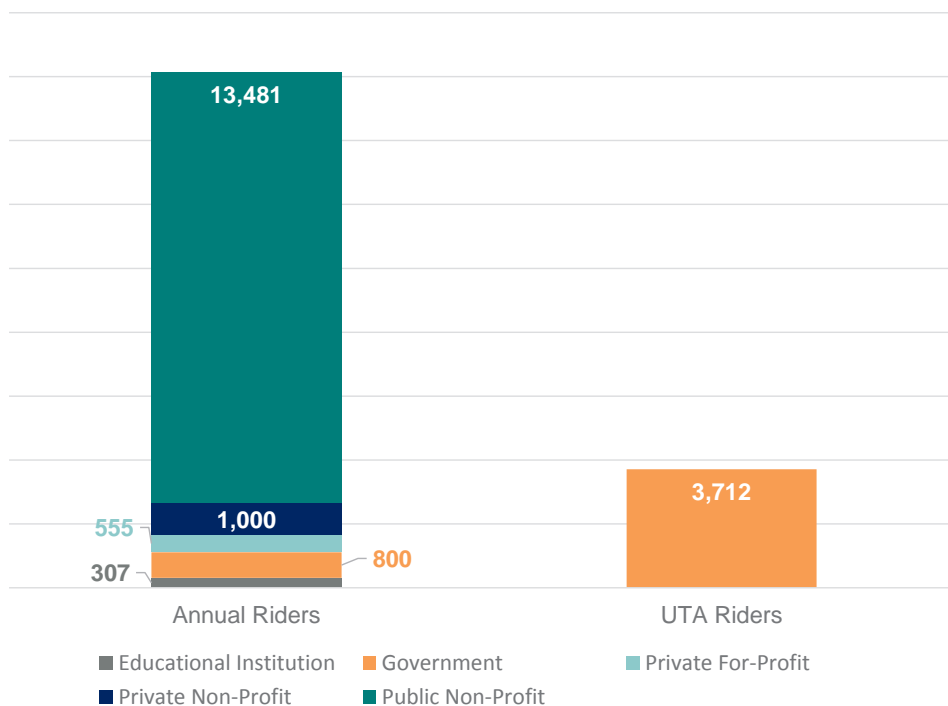


Figure 8. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.

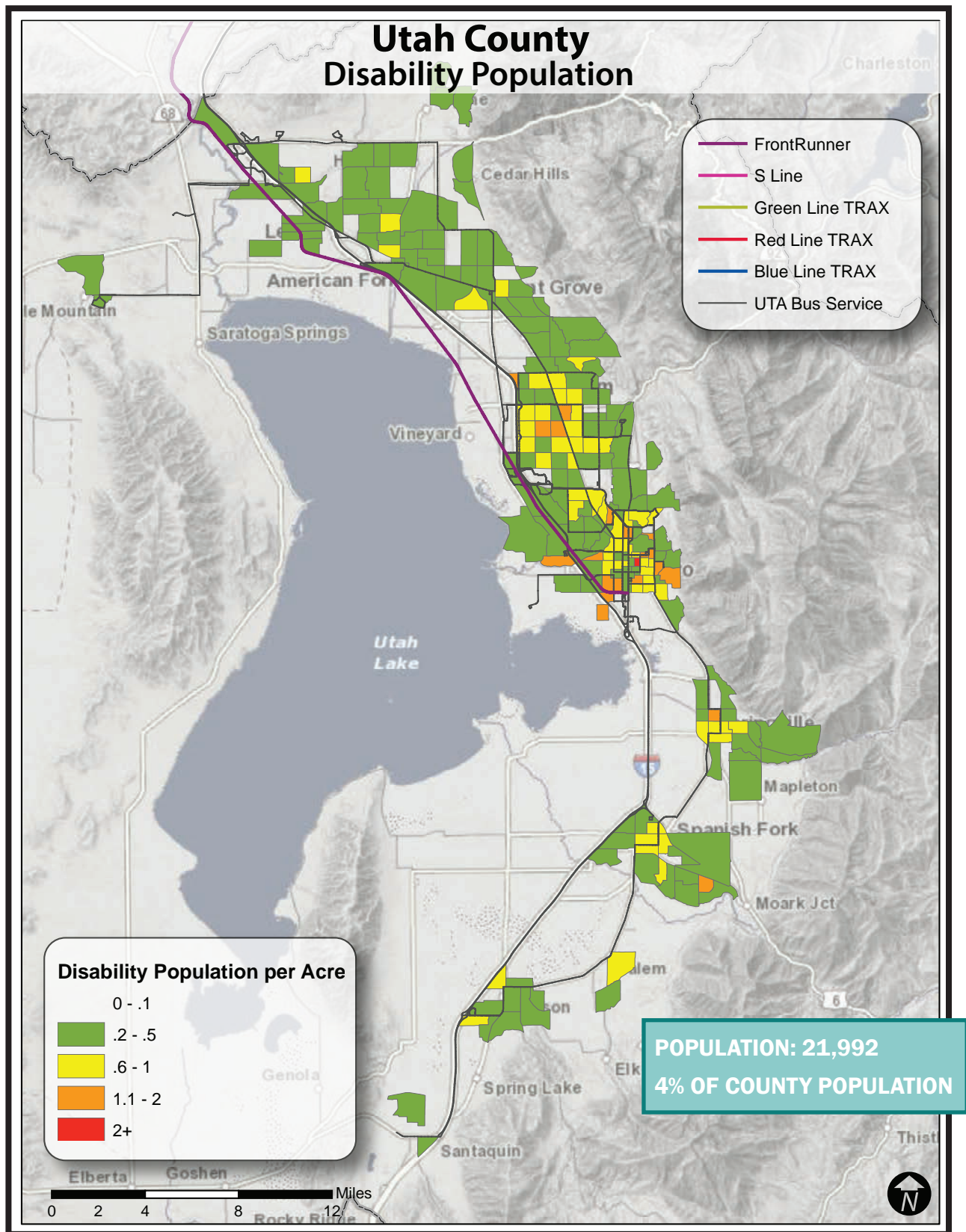


Figure 9. Data retrieved from the United States Census Bureau (2013)

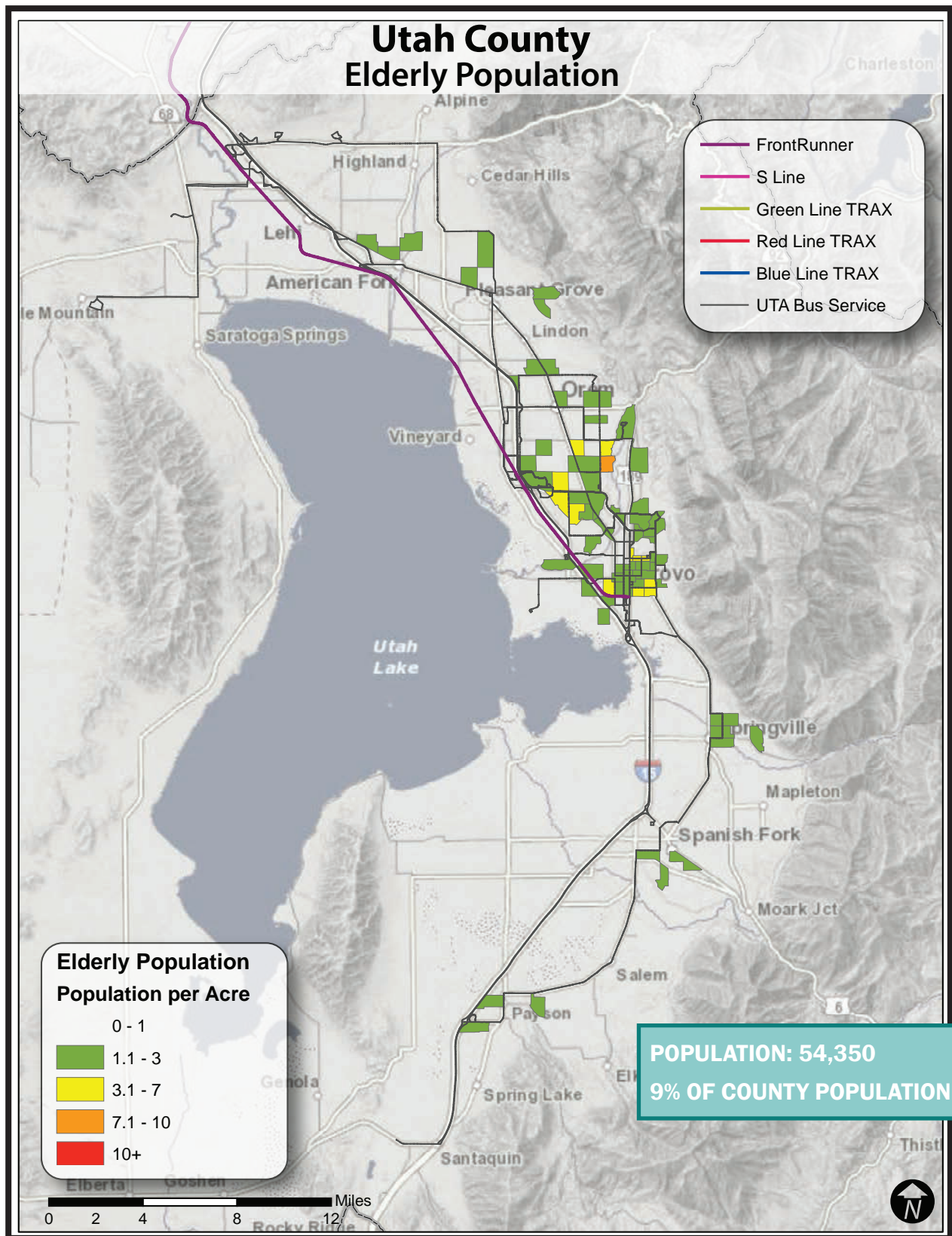


Figure 10. Data retrieved from the United States Census Bureau (2014)

ONE-WAY TRIPS OFFERED BY SENIOR AGENCIES REGIONALLY (Annually)

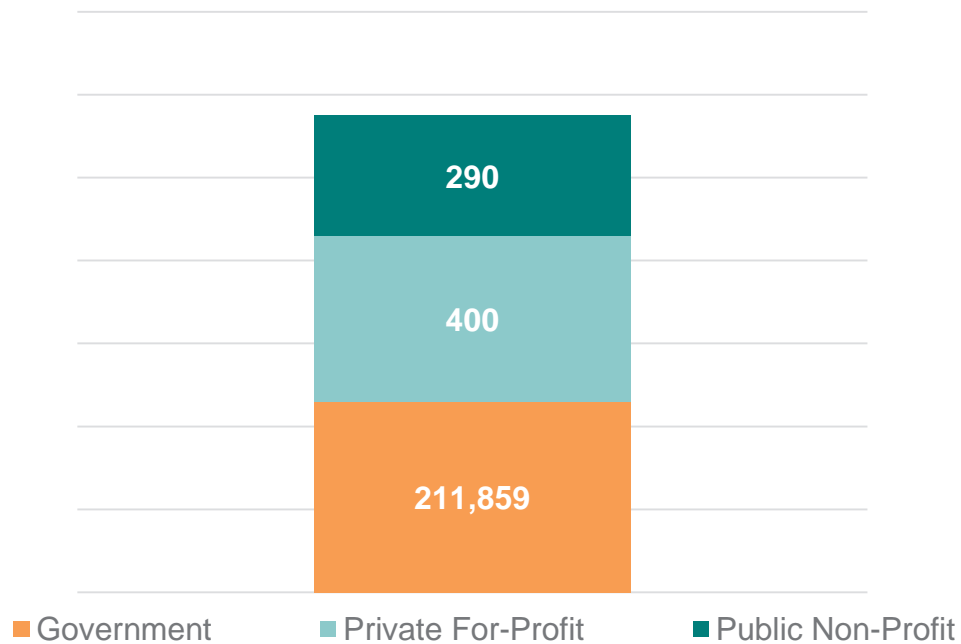


Figure 11. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.



● Local Accomplishments and Goals

The 2013 Wasatch Mobility Plan identified strategies for furthering mobility efforts along the Wasatch Front. The Orem-Provo UZA Local Coordinating Council worked as a group to implement these strategies. During the fiscal years covering 2013-2016, Human Service Transportation Providers have requested and been awarded funding for **5 vehicles** to assist in transporting seniors, people with disabilities, Veterans and low-income individuals. It is projected that these additional vehicles will provide over **16,375 one-way annual transportation trips**. Other requested grant funds that were awarded were for a **vehicle lift** to perform maintenance and **operations funding**.

LOCAL COORDINATING COUNCIL PROCESS

The Orem-Provo UZA has met over the course of two years as a Local Coordinating Council on an approximately bi-monthly basis. The Council discussed, at length, the problems and issues faced by each agency's/organization's clientele. The Council also analyzed the data from the Coordinated Mobility Inventory. Taking all this discussion and analysis into consideration, the Council prioritized strategies and projects that aligned with the identified needs to meet service gaps.

PUBLIC INVOLVEMENT PROCESS

The Mobility Plan for the Orem/Provo UZA was posted to Open UTA for public review and comment for a thirty-day period spanning December 2016 into January 2017. Public comment included a request to participate in a brief survey concerning the Plan. The survey questions were designed to get an overall sense of the community's

feeling about the Mobility Plan once it was reviewed.

Participants were recruited through an extensive email network. A list of 250+ Partner Agencies were emailed the Mobility Plan web-link along with the request to forward the link to their clients through email. Thousands of people were contacted through the email lists of organizations such as: the Department of Veteran and Military Affairs; Wasatch Front Regional Council; the Weber, Davis, Salt Lake and Utah County Departments of Aging; the UTA Committee on Accessible Transportation; United Way; Ability First; Enable Utah; AARP; The Road Home; Department of Workforce Services; Mountainland Association of Governments; to name a few.

Respondents' answers were recorded and organized into usable data by the Open UTA program. This data was then analyzed and graphed by urbanized area.

Six hundred and nine people viewed the Mobility Plans to some extent. Of those that viewed plans, one hundred and four people participated in the Mobility Plan Survey. Twenty-one respondents were from the Orem/Provo area. Twenty (95%) of the respondents identified themselves as members of the public while one (5%) identified as a service provider

People who viewed the Mobility Plans	609
People who participated in the Survey	104
Respondents from the Salt Lake/West Valley area	55
Respondents identifying as members of the public	51
Respondents identifying as service providers	4

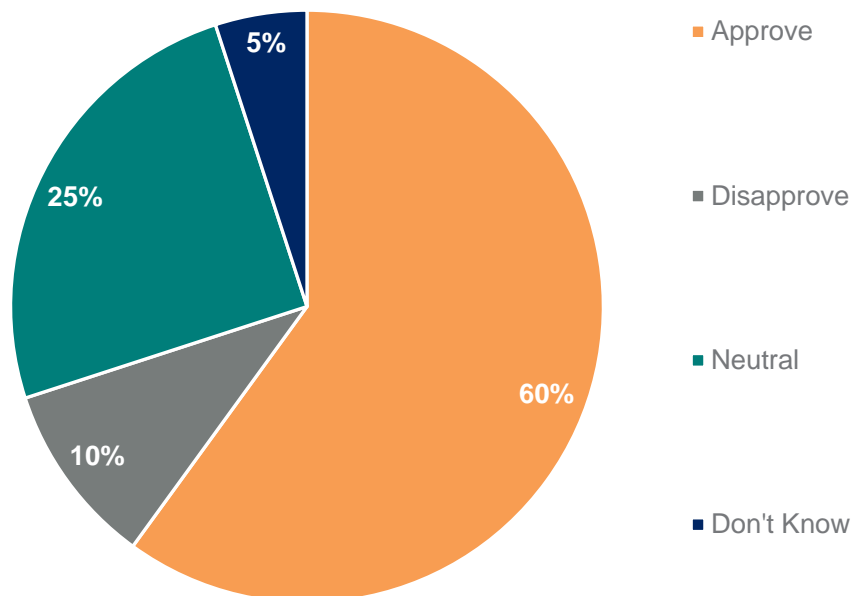
Identified needs/gaps in mobility services:

- Not enough transportation for:
 - Seniors/Elderly Living Centers
 - Low-income individuals
 - Homes of citizens with disabilities
- Funding, especially “local match”
- Policy constraints and restrictions
- No Sunday/holiday service
- Not enough transportation for “events”

Identified mobility strategies:

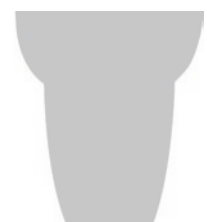
- Provide more trips for those who need them most
- More services and vehicles
- Coordination of transportation services
- Financial sustainability
- Joint information and referral services

IDENTIFIED TRANSPORTATION GAPS

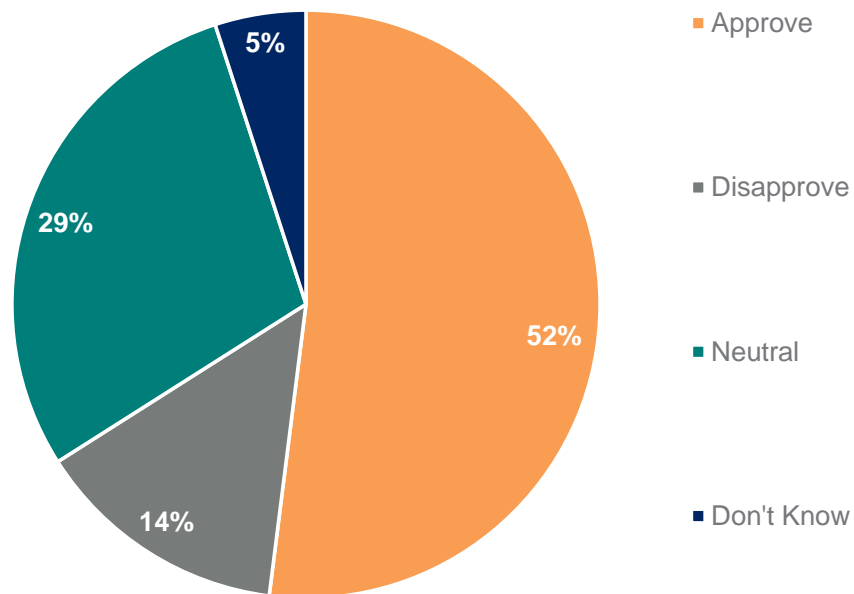


Please give your opinion of the identified transportation gaps listed in the Mobility Plan.

Figure 13



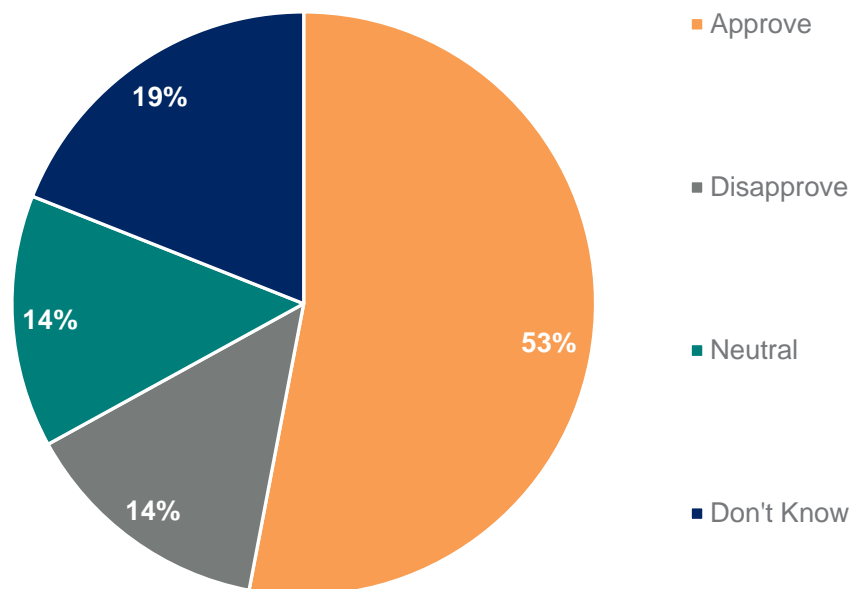
IDENTIFIED STRATEGIES AND PROJECTS



Please give your opinion of the identified strategies and projects to address the identified transportation gaps.

Figure 14

PLAN MEETS NEEDS OF IDENTIFIED DEMOGRAPHICS



Does the Mobility Plan meet the needs of seniors, persons with disabilities, Veterans, and low-income individuals?

Figure 15

Overall, the Public approves of the identified gaps and strategies in the Mobility Plan. Not as many people agree that the Mobility Plan meets the needs of the identified demographic groups, but more still approve than disapprove on this subject.

Below is a sample of comments left by survey participants:

- “I need to travel from Lehi to SLC. It would be nice to have a mobility plan/free transportation service for veterans.”
- “I’m disabled and would appreciate any help given.”
- “From what I see here the goal is to increase access between these Groups between the map locations and not for a specific area within the map. However, the information provided talks about each individual area and not the entire UTA system. So the question should be: How do we make it affordable for a Veteran who lives in Provo with a fixed income to get to their Doctor’s appt. at the VA Hospital in SLC, quickly and efficiently without necessarily using a direct route approach...”
- “I’m not completely knowledgeable of the extent of this plan to help. My father was a WWII Veteran & in his later years before he passed away at 91 years of age, he may have appreciated some easier transport situations. I’m also a military veteran and, depending on future health situations, this transport plan may be helpful in the area in which I currently live. The extreme commercial growth in this area is becoming slightly overwhelming.”
- “I am a big fan of UTA and think it’s wonderful that the public has been encouraged to be a part of this process. I’m grateful for the plan to expand services. I think that while the current plan does meet the needs of many of the individ-

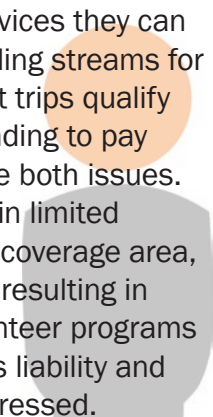
uals described, it still neglects a good part of the low-income population in this region. According to the map of where poverty is most concentrated, it seemed that Southern Utah County’s rural areas have a significant number in poverty with very few transportation services available to them. What is the plan to help serve them?”

As per the survey responses, the Orem/Provo Mobility Plan identified gaps and strategies seem to be in alignment with the views of the public. The data indicates that there are more issues that need to be addressed for the senior, persons with disabilities, Veterans, and low-income communities. Comments left by respondents point out two ongoing problems: there is a need for better transportation for Veterans and need for better transportation across counties. As the Mobility Plan is implemented, needs in these areas should begin to be met.

NEEDS/GAPS

OPERATION GAPS

The Human Service Transportation Providers that have vehicles have difficulties in operating them. HST Agencies are often mandated by their organization’s mission as to what kind of rides and services they can provide for their clients. Funding streams for transportation also limit what trips qualify under specific programs. Funding to pay drivers and finding drivers are both issues. The driver constraints result in limited times of service, limited ride coverage area, limited time frames for rides resulting in limited rides for clients. Volunteer programs could be an option as long as liability and insurance issues can be addressed.



SERVICE GAPS

Though a vast number of trips are provided by public transportation, private transportation, and HST providers, there remains a lack of available service. More affordable transportation is not available “after hours” or on weekends. Service area is not expansive enough to meet the client’s needs. Making transfers can be burdensome and time consuming for clients. Connectivity between services is not efficient or is non-existent.

COMMUNICATION/COORDINATION GAPS

Communicating to clients what their travel options are is a constant struggle for Human Service Transportation Providers. One online portal and/or call center with all transportation options available for clients would be ideal. This is currently a project for the Council and will continue to be funded until completed. In addition to information issues, clients are not familiar with the different modes of transportation and how to use them, particularly in the public transit arena. HST Providers need an affordable scheduling software program to facilitate optimum use of their vehicles resulting in maximum number of trips for clients.

FUNDING GAPS

Human Service Transportation Providers and their clients struggle with transportation expenses. HST Agencies have a number of services that they must provide with transportation being just one item among many in their budget. Funding sources for the Provider are limited and often require a “match” which must be budgeted for in advance. Local leaders are hesitant to use public funds for “match”. Once a Provider has vehicles in operation, there are the costs of operation, fuel, maintenance, and insurance. Clients find that transportation

expenses are cost prohibitive or public services are not available to them.

MOBILITY STRATEGIES TO ADDRESS GAPS

PRODUCT AND SERVICE DIVERSITY

Support and promote existing transportation options. Develop, invest financially, and implement innovative transportation options to fill service gaps. Continue to expand service capabilities with new vehicle purchases.

FINANCIAL SUSTAINABILITY

Leverage funding and resources. Apply for any applicable grants. Explore creative funding sources and partnerships. Seek local financial support/investment from public monies through elected officials. Support and promote service efficiencies and effectiveness. Seek out affordable/free fare options for clients.

COMMUNICATION/COORDINATION

Expand partnerships to coordinate transportation services, technology, planning, and expertise. Collaborate, develop, and implement innovative transportation partner programs.

CUSTOMER SERVICE

Support and expand customer focused services and programs. Development and administration of expanded travel training. Investigate and implement community-based services such as voucher and volunteer driver programs.

● Proposed Projects

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The Orem-Provo Local Coordinating Council carefully considered the identified gaps and strategies when proposing projects for future funding. It is acknowledged that needs change in communities over time and with advances in technology. That being stated, the projects for the Orem-Provo UZA described in this plan are amendable on an annual basis as new challenges and opportunities present themselves that improve travel for Human Service Transportation Providers clientele. Please see the following current list of ranked projects:

Please see the following current list of ranked projects:

VOLUNTEER DRIVER-DEMAND RESPONSE PROGRAM

This is currently underway. Utah County has extremely limited transportation services available for seniors, persons with disabilities and those of low income. This program will be developed, launched and operated as a two-year pilot volunteer driver based transportation program for the targeted groups. It is a coordinated project between UTA, MAG and United Way of Utah County. Most of the funding for this program is currently coming from JARC/New Freedom funds; however, as this project is a priority of the LCC, future 5310 grant funds may be requested for different qualifying aspects of the project.

NEW VEHICLES

Though a more sustainable source of funding should be found for new vehicle purchases, currently 5310 grant money is the main source of funds for new vehicle purchases for HST Providers including United

Way of Utah County. These new vehicles are necessary to replace old fleet, expand fleets and maintain current availability levels of trips for clients.



ITS (Intelligent Transportation Systems)

These projects support financial sustainability as they are open source software programs. HST Providers can use the programs free and all future programming of the programs helps expand the products for all HST Providers.

ONECLICK

In addition, OneClick supports communication, coordination and customer service for clients. The program ultimately will show all available transportation for the client at a given time so the client has all options thus enabling them to make sound and convenient travel arrangements.

RIDEPILOT

RidePilot has a number of scheduling and reporting features. In the future it will also work in conjunction with OneClick so a client will be able to directly book a trip from the OneClick site. RidePilot supports

communication, coordination, and customer service.

VOUCHER APP

The Voucher App will support financial sustainability by making the payment process for vouchers simpler and less costly for HST Providers. Customer Service is also supported as clients will not have to manage cumbersome paper voucher reimbursement.

VOUCHER PROGRAM

This program is currently underway. The aim of the project is to provide more critical trips—mostly medical—at no cost to the approved senior or disabled individual. As this project is a pilot, data will be gathered and analyzed so a foundation for future voucher programs can be developed. As the drivers will be volunteers recruited by the client, the project supports financial sustainability, coordination, and customer service. Additionally, by arranging their own voucher ride, the client has much

more access to a variety of times and destinations.

OPERATIONS FUNDING

Drivers are a necessity of travel trips. There is the constant cost of driver wage. Funding operations sustains existing trip services at current levels as well as expanding future service.

PRIVATE PARTNERSHIPS

Approach private organizations/business about collaborating with HST providers on projects that would be mutually beneficial to their common clientele. This could include private sponsorship of community based travel programs.

FUNDING

Pursue new grant opportunities as well as fund raising strategies. Explore all alternatives for “match” funding which should include seeking local financial support/investment from public monies through elected officials. In the long term, this may include approaching the State Legislature for funding and /or an increased travel reimbursement rate.



