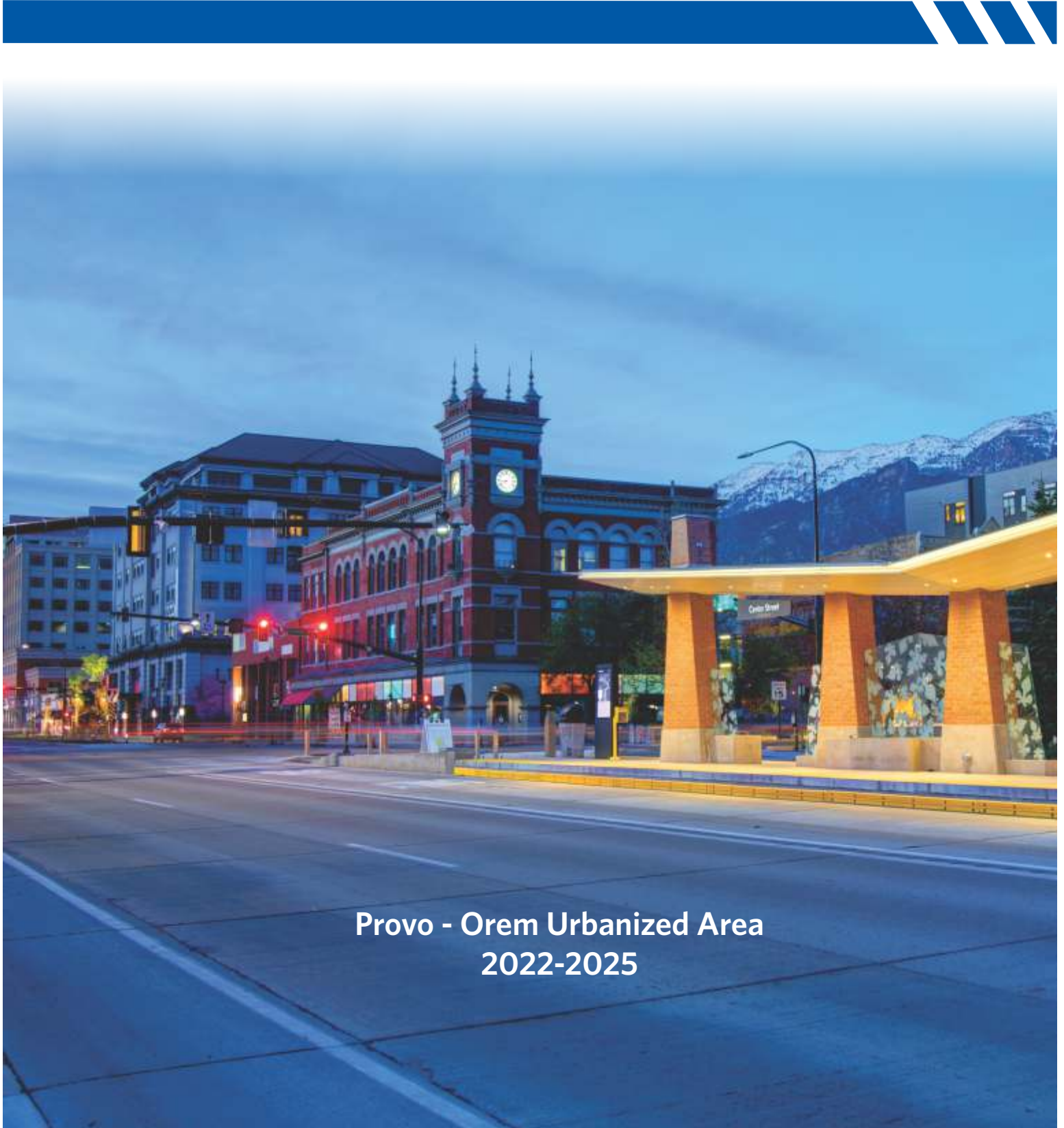


Coordinated Human Services TRANSPORTATION PLAN

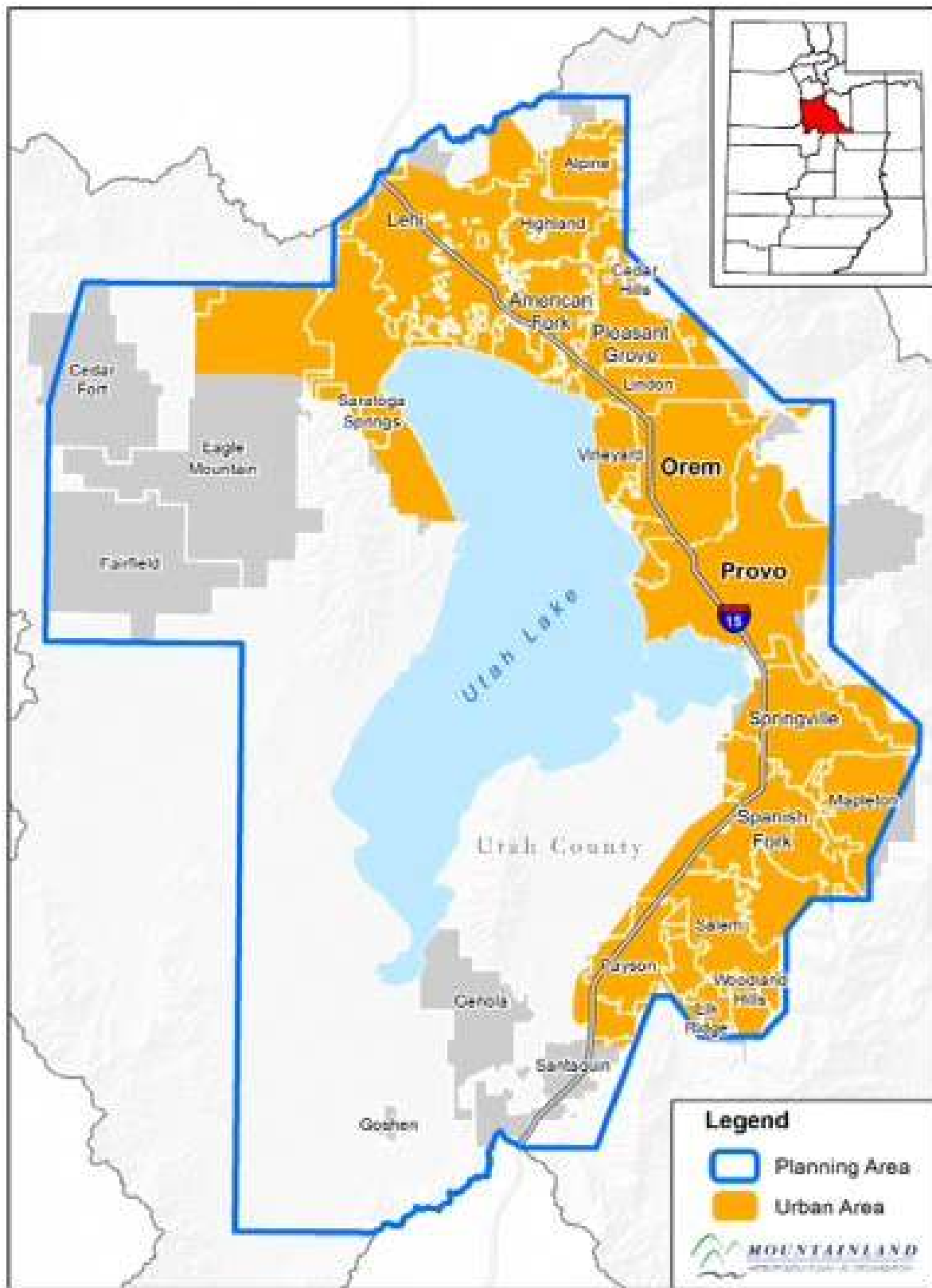


Provo - Orem Urbanized Area
2022-2025

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

The passage of 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.

As a result of the MAP-21 changes, in 2013 the Governor of Utah designated Utah Transit Authority (UTA) as the direct recipient for FTA 5310 funds in the Ogden-Layton, Provo-Orem, and Salt Lake City-West Valley City large, urbanized areas (UZAs).

- 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 Salt Lake City-West Valley City area consists of portions of -
 - Salt Lake County - WFRC planning region
- The Provo-Orem area consists of portions of -
 - Utah County - Mountainland Association of Governments (MAG) planning region

UTA was established in 1970 as a local district political subdivision of the State of Utah. Oversight of UTA is exercised by a 3-member Board of Trustees, which are appointed by the Governor of Utah from designated areas of the transit district. UTA provides public transit services throughout the Wasatch Front that includes the three large, urbanized areas.

UTA's overall mission and vision for the large, urbanized program:

Mission: Provide integrated mobility solutions to service life's connections, improve public health and enhance quality of life.

Focus: People, Service, Stewardship

Values: Safety, Integrity, Inclusion, Teamwork, Empowerment and Accountability

Purpose of Plan

This plan is the result of the collective effort of the **Provo-Orem 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 disabled communities, among others. The Council's aim is to define strategies that will meet identified mobility needs 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 Provo-Orem Coordinated Human Service Transportation Plan was developed by the Provo-Orem 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 Coordinating Council,
- Needs/gaps assessment,
- Strategy development,
- Identification/ranking of projects to meet said needs that are in alignment with said strategies.

The Provo-Orem 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."

Regional Coordination Accomplishments

The 2017-2021 Local Coordinated Mobility Plans for the three UZAs 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.

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, two full-time grant employees, two full-time project managers, and two full-time Travel Trainers. The outreach of the Coordinated Mobility Department spans a number of communities along the entire Wasatch Front and Tooele serving over 300+ partner agencies.

5310 Grant Process

The Coordinated Mobility Department has learned many lessons as it has awarded and monitored subrecipients over the years. The department has the grant request/award process on a two year cycle. The Local Coordinating Councils are engaged in the grant award process to allow for more stakeholder input and for transparency. 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. It should be noted that despite the process improvements implemented by the department, Covid-19 shutdowns and supply chain issues have made fulfilling the awards--particularly for vehicles--challenging. The department is hopeful that by 2023, the award process will be caught up and moving smoothly once again.

5310 Grant Awards 2017-2020

The following is a list of many of the 5310 Grant awards made over the last four years:

- Over 45 new vehicles serviced into the community to various organizations
- Paratransit call-out software/hardware
- Multiple bus stop improvements for ADA accessibility
- Tablets to help with routing, service, etc.
- New bus seats
- Radio equipment
- Mobility Management "one call" services
- Software development

- Taxi vouchers
- Street improvements for accessibility to public transit
- Over \$1.8 million in operating funding to multiple organizations

United Way 211/UtahRideLink Call Center Support, Mobility Management

UtahRideLink is a "One-Click" transportation trip discovery and information website developed by Utah Transit Authority and Cambridge Systematics to assist the general population and disadvantaged populations including low income, veterans, seniors, people with disabilities and others find transportation options in one place. Although much of the community can access this resource through the internet, there are many who require traditional call center support to access this type of information.

UTA and United Way 2-1-1 (UW 211) recognized the value of UtahRideLink as a community resource and the need for call center support providing the ability to reach the maximum number of people needing transportation resources. The parties agreed that combining the local 2-1-1 telephone service with UtahRideLink created the optimal information portals and best use of community resources.

UTA provides UW 211 with access and support to UtahRideLink so UW 211 can provide transportation information to UW 211 callers. In addition to providing callers with transportation resources and referrals, UW 211 provides data and analysis on mobility support calls that demonstrates utilization of the program.

UtahValleyRides

Beginning in the fall of 2017, UTA facilitated the development of a volunteer driver/demand response transportation program to provide medical and other life sustaining trips for seniors and persons with disabilities by working with willing partners in Utah County. The service was named UtahValleyRides. Available federal funds were leveraged and expanded with matching donations from United Way, MAG and UTA. Capitalizing on the leveraging strengths of the UTA Coordinated Mobility Department, volunteer and community outreach of United Way along with funding resources and Aging Services oversight of MAG, transportation gaps are being filled in a new and innovative way.

UtahValleyRides is now an ongoing program in Utah County and part of UTA's Coordinated Mobility efforts. The program is run under the direction of United Way Utah County. The service is available to help take qualified

Regional Coordination Accomplishments

individuals wherever they need to go within the areas of Provo and Orem. Customers can call into UtahValleyRides and schedule a ride for Monday, Wednesday, and Friday. The service is expanding to Tuesday and Thursdays with the coverage area expanding as well to other locations within Utah county. Scheduling of rides is supported by the UTA RidePilot software. The service follows a shared ride model so, when possible, multiple passengers will be transported simultaneously to similar destinations.

This volunteer driver program has accomplished the following for the years 2018-2020:

- Served over 400 people
- Provided over 8,000 one way trips
- Majority of trips for medical appointments and groceries

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 medical-trip voucher program would benefit 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 pilot was 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 medical 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 and local tax funding.

The funds for this project will be completely drawn down by December 2021, concluding the project. The voucher pilot has served over 160 people and provided over 8,000 one way trips for a variety of reasons including: medical appointments, dialysis, groceries, banks, hair appointments, church, work, etc.

Statewide Voucher Pilot

In 2018, UTA Coordinated Mobility along with five Association of Governments (BRAG, Uintah, South Eastern, 5 County and 6 county) applied for a \$75,000 from the Out & About Fund administered by the Utah State Board of Aging. The awarded money was used to pilot a statewide voucher program.

Each AOG was allotted \$15,000 to administer a volunteer driver/voucher pilot in their area. The AOG Mobility Managers oversaw the use of the funds and how each program was run. The AOG areas are rural with lengthy trips needed particularly for medical trips. The funds were used to get seniors to medical trips typically in more urbanized locations.

The Pilot was deemed very successful by the Mobility Managers involved. UTA Coordinated Mobility attempted to make an ongoing funding request for a permanent statewide voucher program. Unfortunately, during the 2020 Utah Legislative Session, Covid-19 lock downs began and all funding requests were denied due to the uncertainty of economic repercussions due to the closures. Since statewide volunteer driver/voucher programs were identified in the Comprehensive Specialized Transportation Plan as a viable transportation solution, the UTA Coordinated Mobility Department plans on making another fiscal request to the Utah State Legislature in the future for this project.

Legislative Awards

During the 2019 Utah State Legislature Session, UTA Coordinated Mobility Department was awarded \$250,000 to conduct a Comprehensive Specialized Transportation Plan for the Wasatch Front. The department was also awarded \$70,000 ongoing funds for the hosting and maintenance of the UtahRideLink website.

Comprehensive Specialized Transportation Plan

These funds were awarded to Coordinated Mobility as a direct result of constituent need. Senator Harper, as well as the State Transportation Committee, were seeking a definitive answer to the transportation gaps and issues faced by seniors and those within the disability community. Coordinated Mobility staff recommended funding of a comprehensive study involving all stakeholders in the community as well as all transportation stakeholders.

Once funds were awarded, UTA posted a Request For Proposal for the study to be done. The work was awarded to RLS & Associates, Inc. with UTA providing a project manager to oversee the work and community outreach. Work on the Plan was completed in December 2020.

Regional Coordination Accomplishments

The Comprehensive Specialized Transportation Plan includes the following:

Phase 1- Assess the existing conditions for coordinated specialized transportation

Phase 2- Develop a comprehensive service delivery scenario as a solution to addressing the identified gaps and barriers

The Comprehensive Plan will allow UTA and its partners/stakeholders to focus on strategically working in a single, comprehensive direction that will make efficient use of existing resources/funding while providing the best possible transportation solutions for the Wasatch Front communities. This Plan will guide a number of coordinated transportation projects over the coming years.

Continued Next Phase of IT Projects

Software products and platforms are constantly evolving to keep up with current technology and needs. The UTA CM department recognized a need to make 5310 Grant reporting by subrecipients easier. To this end, RidePilot Lite was developed. This software enhancement provides an easier way for subrecipients to report on their vehicles, one way trips, individuals served, etc.

E-Voucher

The Coordinated Mobility department was awarded an FTA Innovative Coordinated Access and Mobility (ICAM) Grant and FTA Covid 19 Research Grant to fund an Electronic Voucher (E-Voucher) project. In the grant application, UTA was able to name Cambridge Systematics (CS) as its software developer. They were also able to partner with Jacksonville Transit Authority (JTA) and a non-profit from Florida CommunityHealth IT (CommHIT) to do a demonstration project.

The project is to develop an innovative E-Voucher solution that will replace manual paper systems, particularly for trips that improve health access. It will include a web-based application that keeps track of clients, drivers, payments, programs, and a mobile application. The mobile app for drivers and clients allows for origin and destination confirmation, payment processing, and client verification. It will reduce administrative functions, potential waste, fraud, and abuse. UTA hopes to begin testing the software by January 2022.

Phase 1 Development

- Focused on volunteer driver programs.
- Agency web application.
- Driver mobile application.
- Electronic payment to drivers.
- Trip verification using mobile technology.
- Can be used for any voucher program across the country.

Phase 2 Enhancements

- To facilitate a purchase of a UTA mobile ticket.
- To facilitate a purchase of a TNC fare, such as Uber, Lyft or Taxi.
- Creating a web portal and mobile application for clients.
- Other identified enhancements.

Moving Forward into the Future

As mentioned previously, the UTA CM department was awarded funds from the Utah State Legislature to develop a Comprehensive Specialized Transportation Plan for the Wasatch Front. This Plan was developed in cooperation with specialized transportation providers as well as the public, particularly seniors and people with disabilities. The solutions identified in the Comprehensive Plan will be focused on regionally in addition to the identified solutions for 5310 Grant funds. The following are active potential projects.

Microtransit Expansion

Microtransit has shown to create greater mobility for people with disabilities and seniors compared to other public transportation modes. Benefits include curb to curb service for those with mobility challenges, wheelchair accessible vehicles (WAVs), real time on-demand service, and connections to regular UTA fixed route service.

In 2019, UTA launched UTA On Demand by Via (also known as the UTA Microtransit Planning Project), a microtransit pilot in southern Salt Lake County. The pilot experienced steady growth and is popular among riders. The success of UTA's pilot project indicates that microtransit expansion would be an effective solution to address identified specialized transportation gaps.

Microtransit would:

- Expand transit coverage into areas with limited or no service
- Improve connections to bus routes, ADA paratransit, TRAX lines and FrontRunner
- Improves direct-service options to major trip generators including health clinics, grocery and shopping areas, schools/colleges, employers, and more.
- Provides a cost efficient transportation for neighborhoods with moderately low population densities but that have major trip generators located within a short distance
- Supplements ADA paratransit service so that riders have more options and availability
- Meets a high quality of service standard for customers

UTA has identified 19 high-potential Microtransit Opportunity Zones throughout the service area extending as far north as Brigham City and as far south as Santaquin.

Expanded Volunteer Driver Voucher Program

The current UTA Volunteer Driver Voucher Program allows older adults and individuals with disabilities to find the

mode of transportation that best accommodates them for non-emergency medical visits. The program was developed to allow eligible participants to arrange these rides with a driver of their choice who would then be reimbursed for mileage by UTA and its partner organizations through an FTA 5310 Grant award.

The UTA CM department will work with the Local Coordinated Council partners to identify additional funding sources to expand the volunteer voucher program. E-Voucher will enable more organizations to participate in voucher programs by cutting down on administrative costs. There is also an eye on expanding a permanent statewide volunteer voucher program.

Emergency Trip Fund

This fund would cover the cost of one round trip when a person calls with a trip need that cannot be met by UTA or human service transportation partners on short notice, for a person who has not been certified as eligible for transportation services. These funds would be specifically for ADA accessible rides.

Potentially, this fund could be administered by United Way 211 to expand the existing Emergency Trip Fund for transportation. This would create a last-minute trip option that is not cost prohibitive for the rider.

Salt Lake County One-call Information/Referral Center

Establish a one-call information and referral center that will be a single resource for transportation information and a direct connection to transportation providers. The proposed one-call center allows users to make a single call, be screened for potential eligibility, and be connected directly to an appropriate agency for assistance. The additional connection to the transportation provider is the key to bridging the gap for the person who needs the ride and doesn't know where to turn.

Utah County One-call/One-click Center Pilot

Utah County offers an opportunity to create a consolidated one call/ one click center with a single operator. United Way of Utah County is currently the largest operator of specialized transportation services in Utah County and one of only a few providers. Services provided by United Way include the UTA complementary paratransit, UtahValleyRides, and contract service to support other human services programs.

Vehicle utilization could be improved by consolidating operations. Sharing passengers on vehicles without regard to program or funding source would provide the

opportunity to improve efficiency and productivity with a potential for cost savings and enhanced service. Other providers could still serve individuals with a higher level of need.

Multi-county Trips in Davis and Weber Counties

Enable residents of Davis and Weber counties to complete trips that cross county lines so that they have access to medical services, grocery shopping, and other resources.

One approach could be to establish formal transfer points at safe locations near the Davis and Weber County lines where Davis County Aging and Weber County Aging transportation programs can meet to allow a passenger to transfer. The two transportation programs will work in cooperation to schedule the passenger's complete trip, including the transfer.

An alternative approach is to have the agencies explore the possibility of amending existing policies that restrict the use of vehicles to trips that begin and end within county boundaries.

Expanded Travel Training

Currently, UTA provides free travel training to anyone in the public. This includes individual and group trainings. A Travel Trainer rides on the public transportation system with a customer to show them how to safely navigate the transportation system, read schedules, plan trips, use apps, and more. Travel training is a tool for customers to achieve transportation independence.

Expansion of this service would include UTA adding one full-time employee to the current staff. Also, new training tools would be developed as new services are implemented and services are expanded.

Explore Other UTA Service Enhancements

UTA will explore accessible transportation options including services beyond ADA paratransit requirements, real time scheduling and ride hailing, and other innovations in transportation for older adults and individuals with disabilities. UTA will estimate demand and capacity requirements, ensuring the highest quality standards. UTA will inform the public about new options. Any new or enhanced service will be carefully implemented and monitored to ensure that ADA standards are always maintained and never in question.

Demographic and Socio-economic Conditions

Demographic and socio-economic conditions impact a person's choices of transportation mode. Typically, age, income, and disability status are strong indicators of specialized transportation needs and eligibility. Likewise, the locations with high population densities of these population groups often generate the highest levels of demand for fixed route and demand response specialized transportation services.

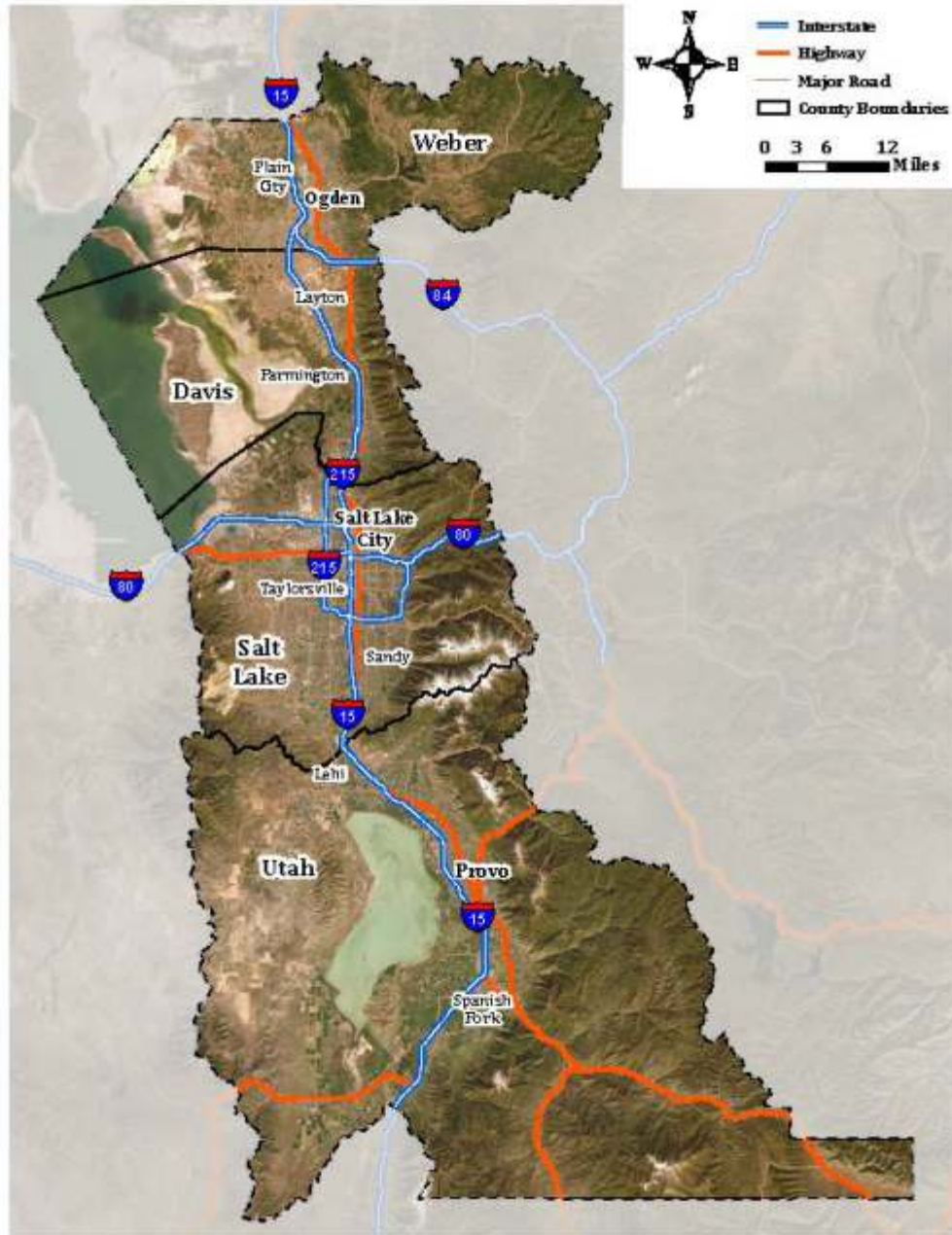
For the purpose of this study, older adults are defined as individuals age 65 and older. Older adults have a higher likelihood of using public or human service agency transportation services, or relying on friends or family members to drive them to appointments or daily errands. Income is also an indicator of a person's likelihood to use public or human service agency transportation if it is available. Shared ride services are often more cost effective than owning and operating a car. For the purpose of this report, households with low incomes are defined as earning less than \$49,000 per year, according to the 2016 5-Year American Community Survey income categories. Mobility limitations caused by a disability are also indicators of a person's likelihood to use specialized

transportation including vehicles that are wheelchair accessible or services that pick-up/drop-off at the curb or door, or have a bus stop within ¼ mile or less of the person's residence. Accurately measuring the geographic densities of individuals with mobility limitations is challenging because the U.S. Census Bureau does not segregate the nature of a person's disability. Therefore, data includes all types of disability reported to the Census, even if it does not involve a mobility limitation. Furthermore, the smallest level of data about the geographic location of individuals with disabilities is the Census Tract level. Data was not available by acre, as listed in the previous maps.

The geographic area included in this plan includes Weber, Davis, Salt Lake, and Utah Counties. All of these counties are part of the larger Wasatch Front where just over 75 percent of Utah's population is concentrated.¹ Data for each target population group were aggregated by acre and used for the analysis of existing demographic and socio-economic conditions.

The following sections covering Demographic and Socio-economic Conditions, Inventory of Existing Transportation Services, and Public and Stakeholder Input were taken from the UTA Specialized Transportation Plan Phase 1 Report.

Study Area



Demographic and Socio-economic Conditions

Weber County

Weber County is Utah's fourth-most populous county and it is part of the Ogden-Clearfield Metropolitan Statistical Area as well as the Salt Lake City-Provo-Orem Combined Statistical Area. The county seat and largest city is Ogden. It is located north of Davis County and represents the northern boundary of the study area for this report.

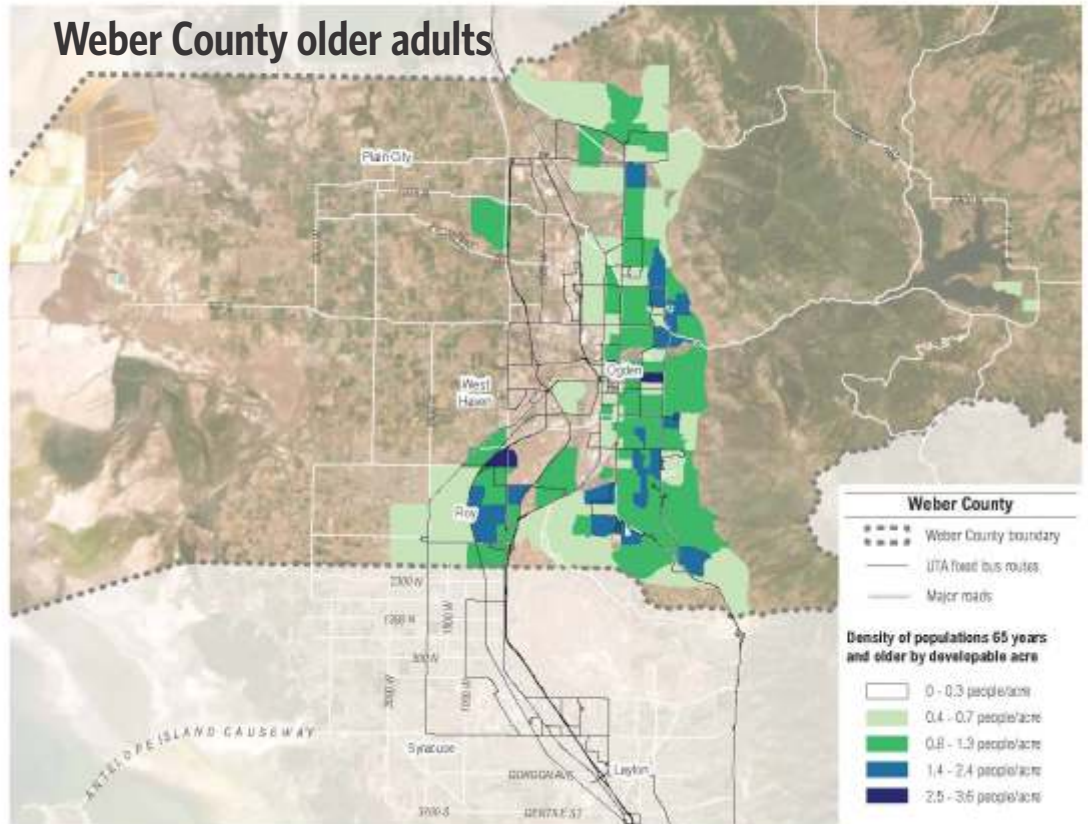
Older Adult Population

The highest densities of older adult populations are in Roy, Riverdale, South Ogden, Ogden, and North Ogden. Moderately high and low-densities are scattered throughout the county, primarily between I-15 and US 89.

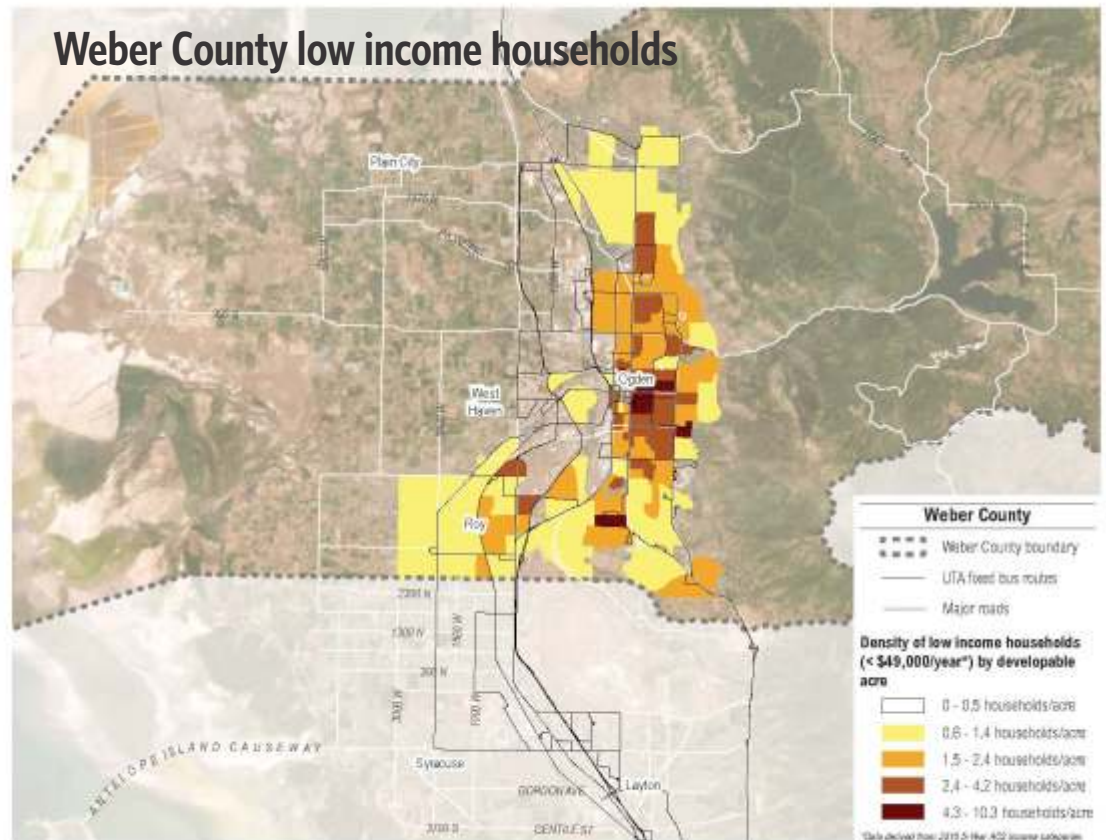
Households With Low Incomes

The highest densities of households with low incomes are located in Ogden and South Ogden. Moderately high densities are in those communities as well as in Roy (east side), Riverdale, and North Ogden.

Weber County older adults



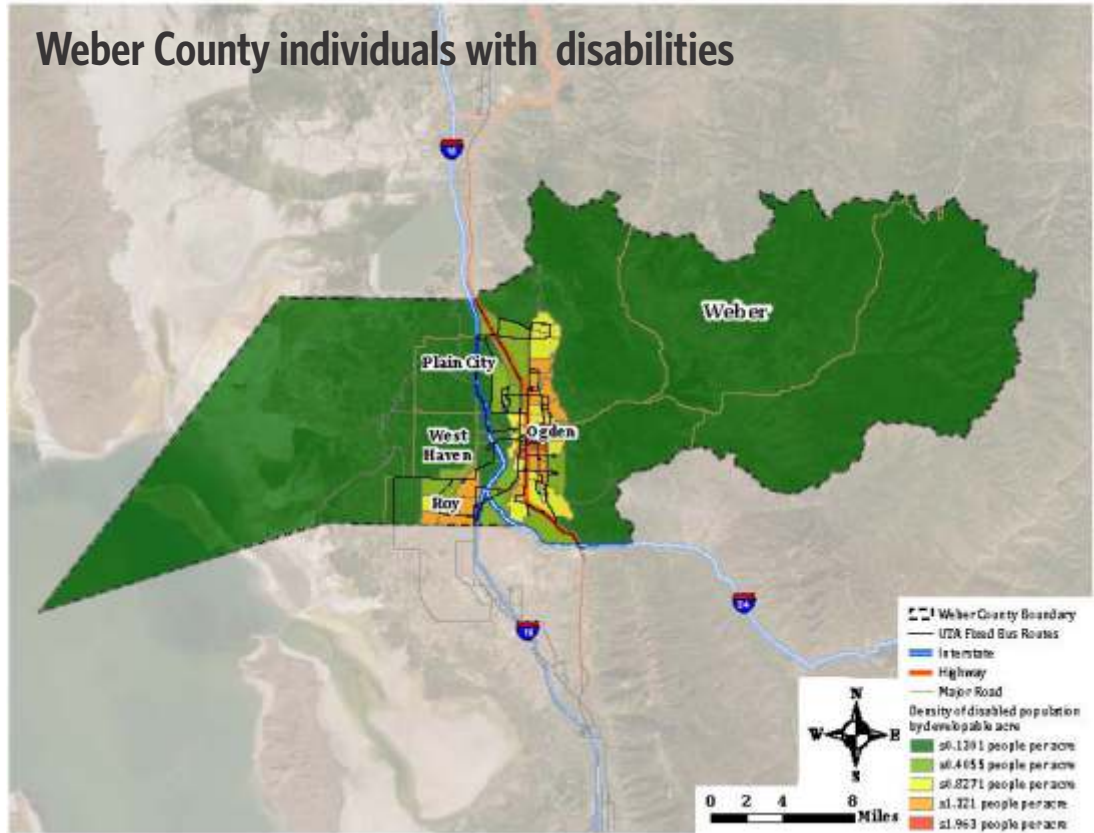
Weber County low income households



Demographic and Socio-economic Conditions

Individuals With Disabilities

In Weber County, the highest densities of individuals with disabilities are in Ogden. Moderately high densities are also present in Roy. When population density is low, demand response or volunteer transportation is usually the most cost-effective mode of service. But it is important to note the possibility of needing an accessible vehicle to serve trip needs



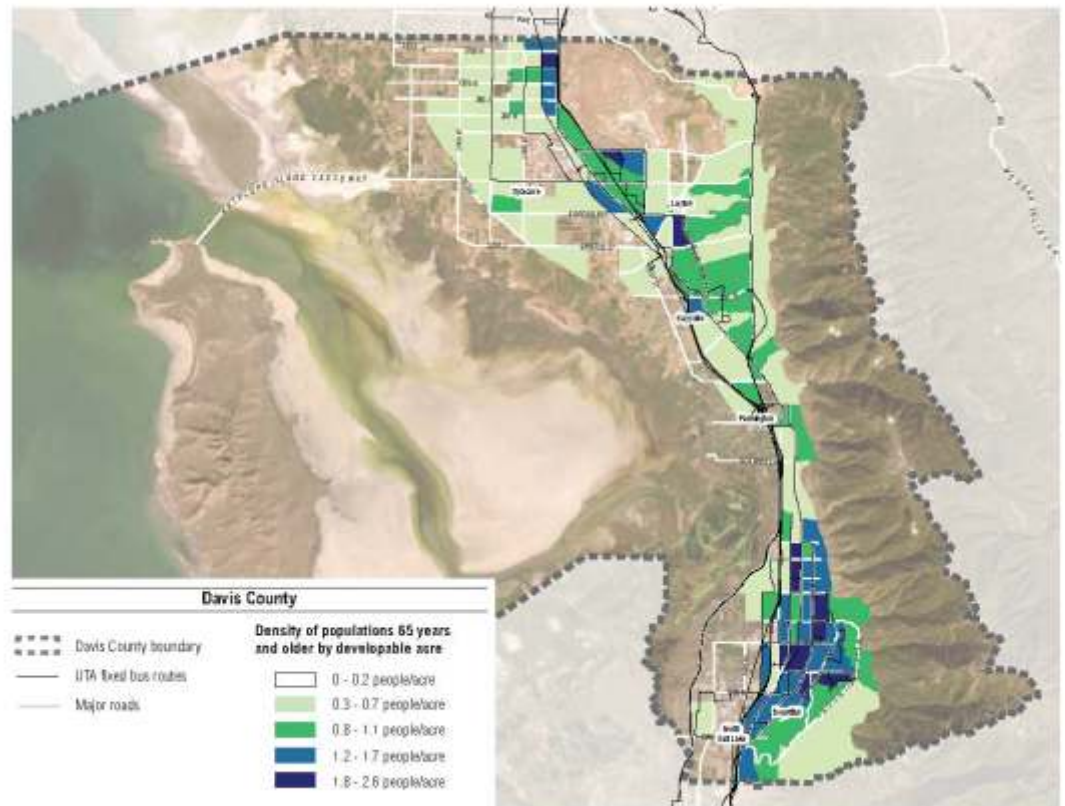
Davis County

Davis County is located north of Salt Lake and south of Weber Counties. It is Utah's smallest county with only 223 square miles of land area. However, it is the third largest county in population with 248,000 residents living in 15 communities. Davis County has a network of suburban communities and small towns with diverse employment opportunities.²

Older Adult Population

In Davis County, the highest concentrations of individuals age 65 and older are near Interstate 15 (I-15), in and around the communities of North Salt Lake, Bountiful and Centerville. Scattered high-density areas are also located in northern Davis County in and around Kaysville, Layton, Sunset, and Roy. Moderate to low densities of older adults are present along I-15 through the Farmington area and also in the areas east of I-15.

Davis County older adults



Demographic and Socio-economic Conditions

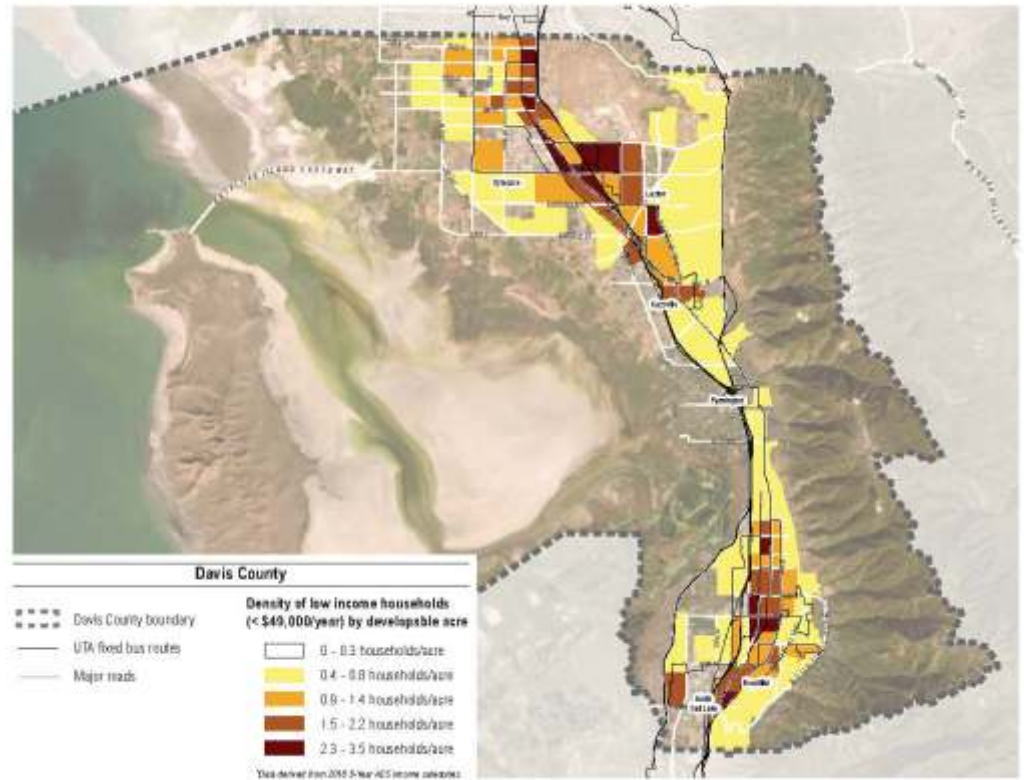
Households With Low Incomes

In Davis County, areas with highest or moderately high densities of low-income households (defined as less than \$49,000 per year) are located near I-15 in the communities of North Salt Lake, Bountiful, Kaysville, Layton, and Sunset.

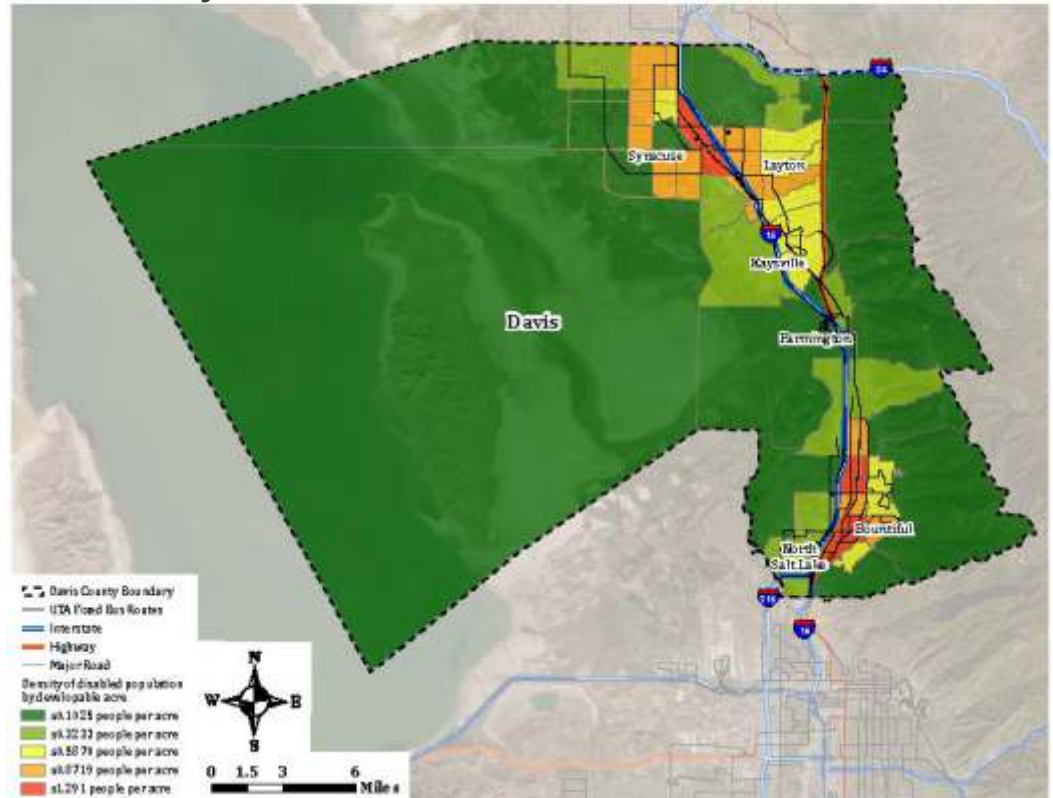
Individuals With Disabilities

In Davis County, the highest densities of individuals with disabilities is in the area of Syracuse and Layton and also in and around Bountiful and North Salt Lake. The Farmington and Kaysville areas have lower densities.

Davis County low income households



Davis County individuals with disabilities



Salt Lake County

Salt Lake County is the most populous county in Utah, with 1.15 million people in 2018. It is also home to the state capital, Salt Lake City. The county is served by three Interstate Highways and one U.S. Highway, as well as one major expressway. US-89 enters from Davis County to the north and merges with I-15 in Draper. I-15 and I-80 intersect just west of Downtown Salt Lake City. The Legacy Parkway connects with I-215 at the north end of the valley, providing an alternative route into Davis County.

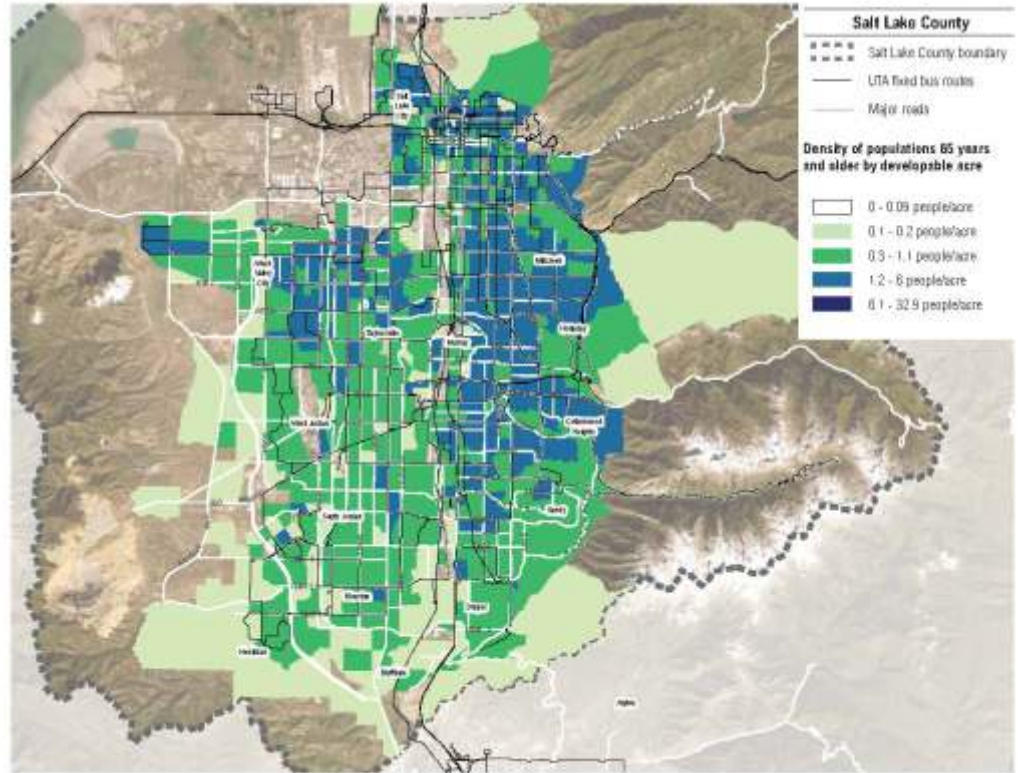
Older Adults

The highest densities of older adults are located in the north and central areas of Salt Lake City. There are numerous acres with moderately high densities in and around Cottonwood Heights, Holladay, Murray, Millcreek, Salt Lake City, Taylorsville, and West Valley City. Moderate densities exist throughout these same communities as well as in Draper, Sandy, West Jordan, South Jordan, Riverton, and Bluffdale.

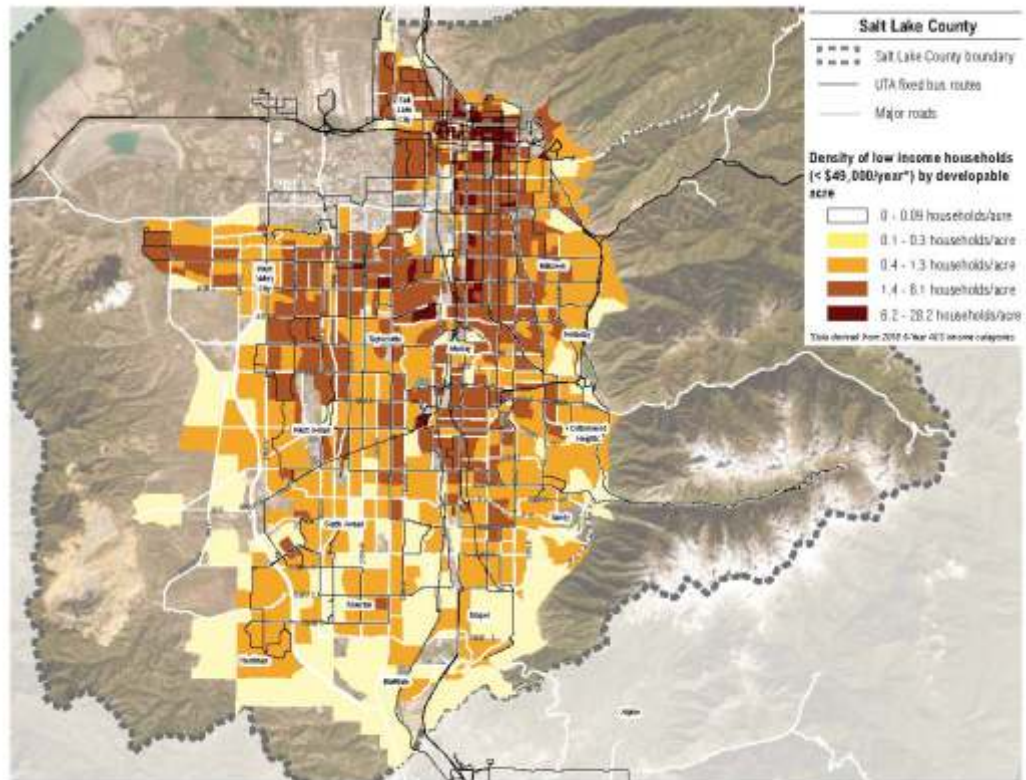
Households With Low Incomes

The distribution of households with low incomes (earning less than \$49,000 per year) is very similar to the distribution of older adult densities. Therefore, it is likely that many of the low-income households also have at least one adult age 65 or older. The highest densities of households with low incomes are located in the north and central areas of Salt Lake City. There are numerous acres with moderately high densities in and around Cottonwood Heights, Holladay, Murray, Millcreek, Salt Lake City, Taylorsville, and West Valley City. Moderate densities exist throughout

Salt Lake County older adults



Salt Lake County low income households



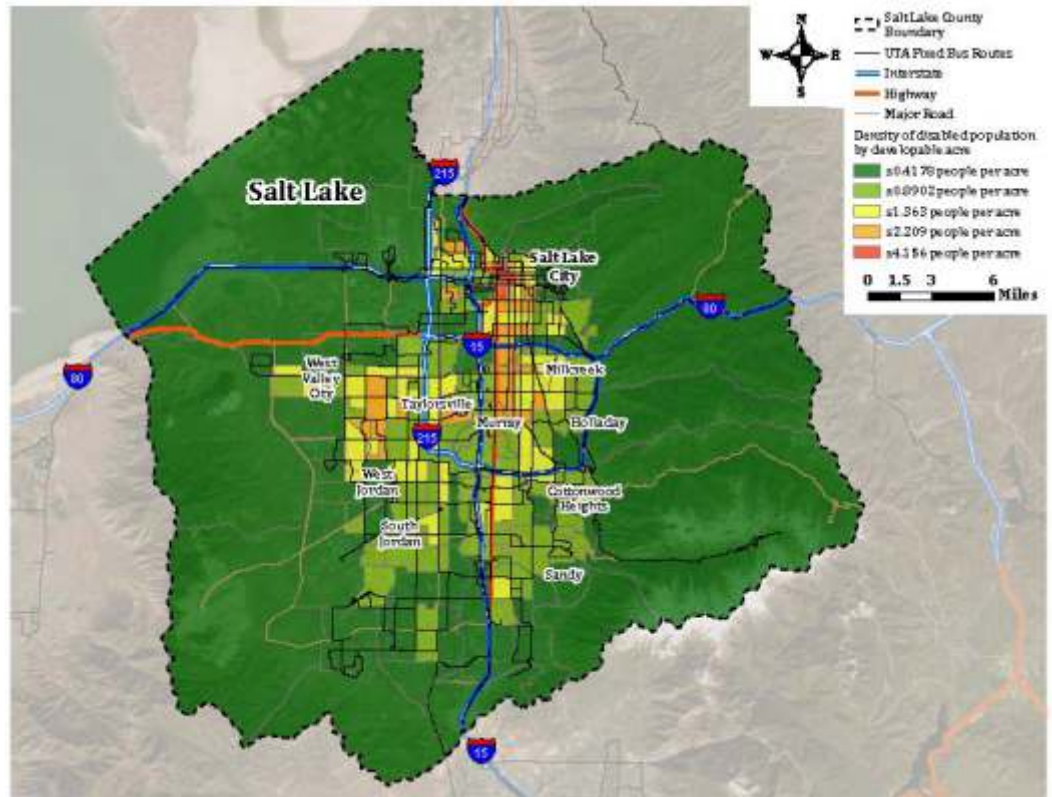
Demographic and Socio-economic Conditions

these same communities as well as in Draper, Sandy, West Jordan, South Jordan, Riverton, and Bluffdale.

Individuals With Disabilities

The highest densities of individuals with disabilities are located in northern Salt Lake City. Moderate densities are scattered throughout Salt Lake City and the surrounding communities. Lower densities are located in the southern and western portions of the county.

Salt Lake County individuals with disabilities



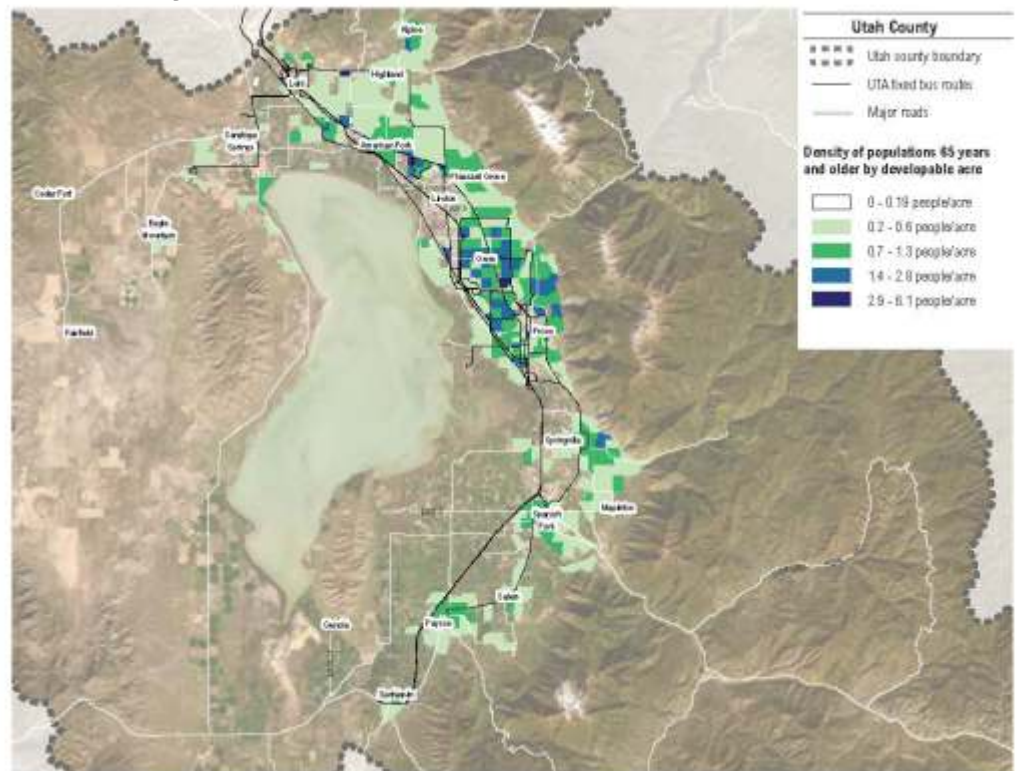
Utah County

Bordering Salt Lake County to the south, Utah County is the second most populous county in the state. The county seat is Provo, which is also the state's third-largest city. Utah County is part of the Provo-Orem Metropolitan Statistical Area as well as the Salt Lake City-Provo-Orem Combined Statistical Area.

Older Adults

Utah County's population is relatively young. In 2018, the median age of all people in Utah County was 25. The highest densities of older adults are in Orem and American Fork. Moderately high densities of older adults are also in Orem, and American Fork, as well as in Springvale, Lehi, and Alpine. The areas around Lehi, Highland, and north of Lindon as well as south of Provo tend to have lower densities of older adults.

Utah County older adults



Demographic and Socio-economic Conditions

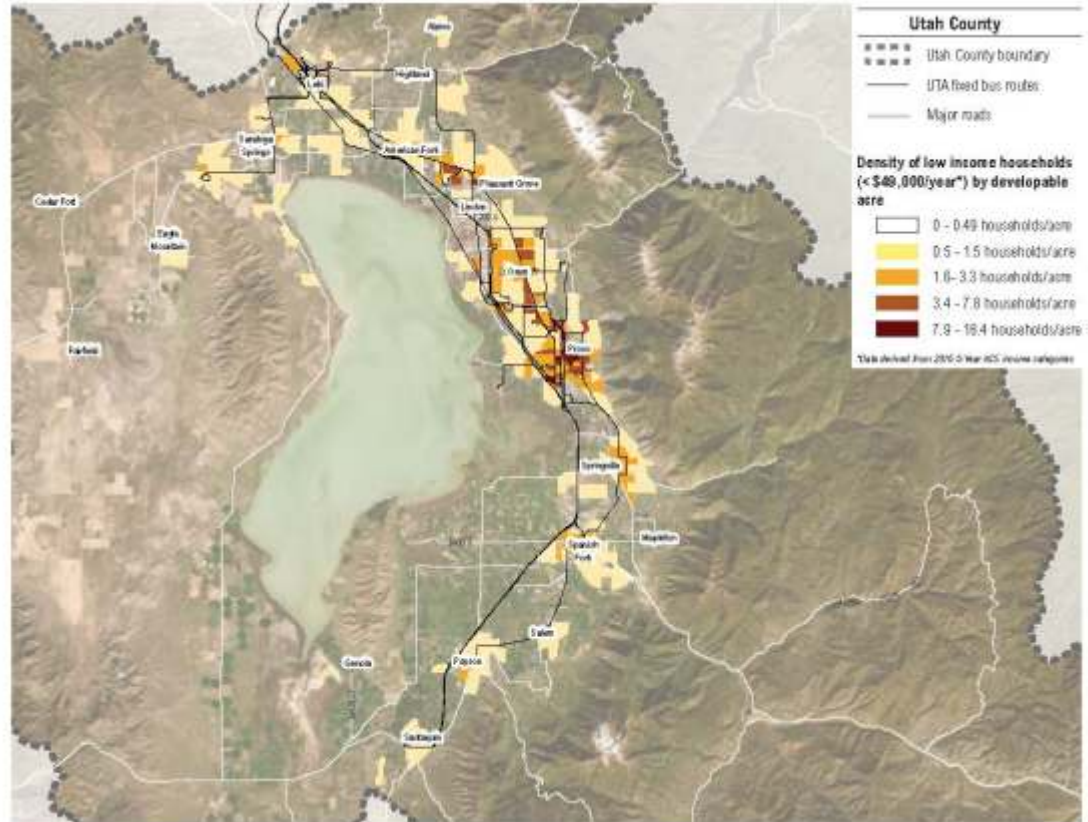
Households With Low Incomes

According to the American Community Survey 2018 5-year estimates, the median household income in Utah County was \$68,374 (approximately \$6,000 higher than the U.S. median household income). By contrast, Provo is the location with the most acres of high-density households with low incomes (less than \$49,000 per year). Some moderate to high-density acres also exist in American Fork, Pleasant Grove, and Orem.

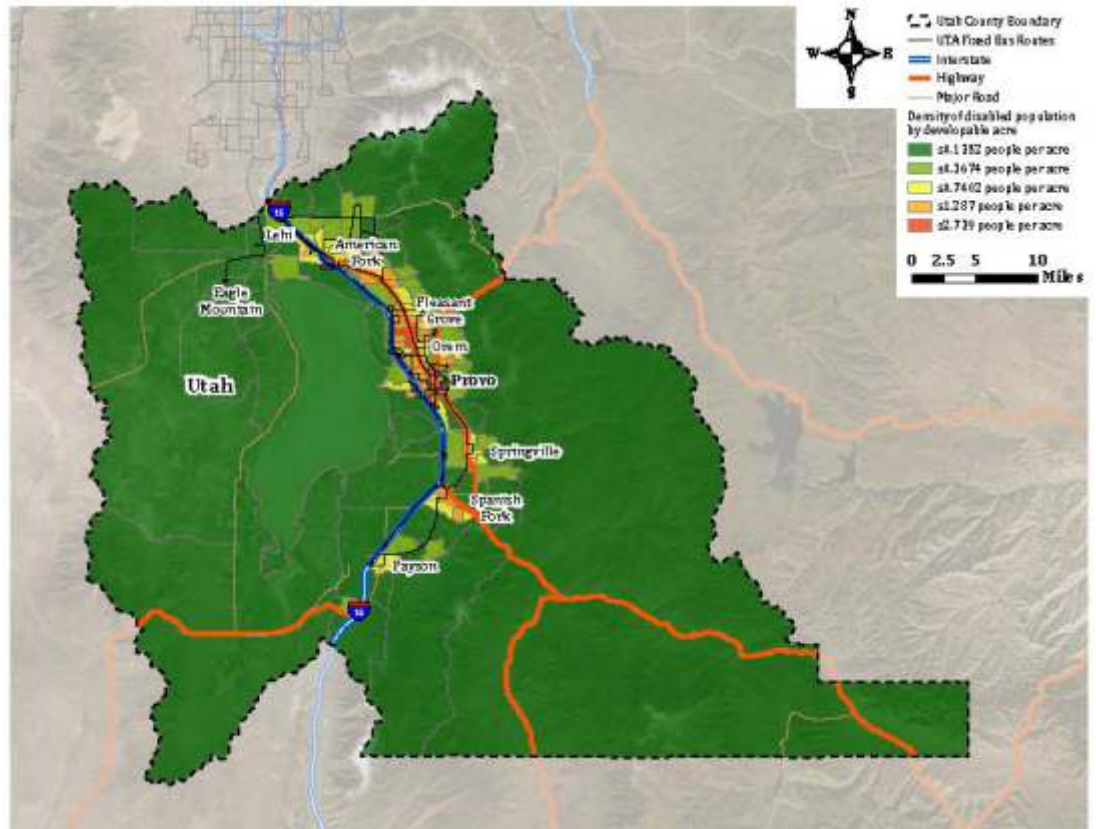
Individuals With Disabilities

Areas with the highest densities of individuals with disabilities are in American Fork, Pleasant Grove, Orem, and Provo. Moderate densities of individuals with disabilities are in Spanish Fork. Based on demographic information these areas along with those identified with high densities of older adults will generate the highest demand for specialized transportation services in Utah County.

Utah County low income households



Utah County individuals with disabilities



Inventory Of Existing Transportation Services

Regional Transportation Service Overview

The inventory of transportation providers serving the Wasatch Front includes public, non-profit, human service agency and private transportation services. In total, there are approximately 100 organizations that provide transportation for seniors, individuals with disabilities, people with low incomes, and veterans in the Wasatch Front. As illustrated in the following exhibit, a significant portion of the available services provides transportation for seniors and most of those transportation programs are operated through publicly funded senior centers or senior companion programs. Transportation programs operated for individuals with disabilities or people with low incomes include public and private non-profit, government, and private for-profit agencies. Most of the transportation programs supporting individuals with low incomes or people with disabilities are operated by public non-profit agencies. Together this mosaic of specialized transportation services supports mobility options for eligible population groups.

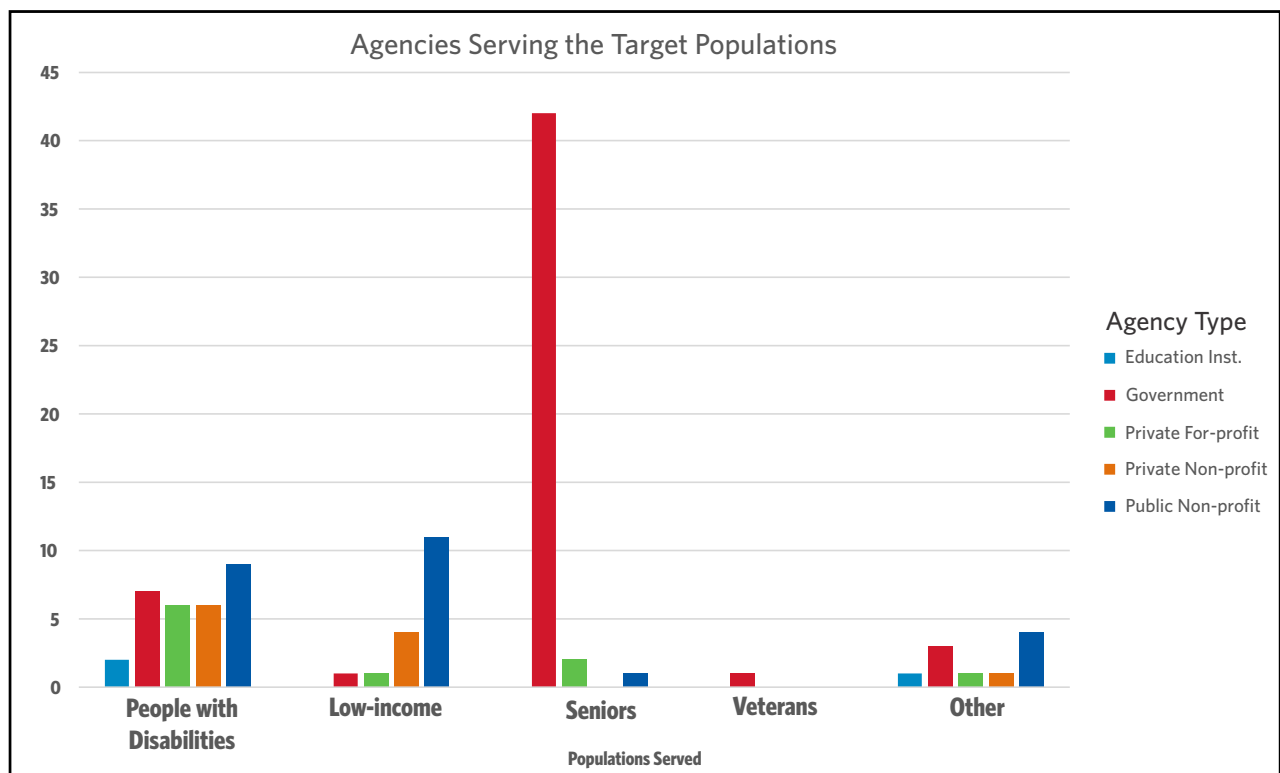
The following paragraphs briefly describe the types of transportation services that are included in the above noted chart and analyzed in this study.

Utah Transit Authority (UTA) public transportation services are the heart of the region's transportation network. With its various modal options, UTA offers

options for anyone traveling within the service area including routes and services in Salt Lake, Davis, Weber, and Utah Counties.

Specialized transportation programs and services offered by other agencies were created to address the gaps in public transit services with more specialized programs that meet the specific needs of unserved or underserved populations. Some of the gaps that specialized transportation services sought to address include trips with origins or destinations outside of the UTA bus routes and ADA paratransit service area boundaries; door-to-door trips for people with mobility limitations preventing them from accessing UTA fixed routes; on-demand transportation for trips that cannot be scheduled in advance or to address the need for travel directly from origin to destination; and/or group trips to meet agency program client needs. Additional information about UTA services and programs as well as their coordination with other providers and programs is provided in the following paragraphs.

Human service agencies (HSAs) represent one of the primary types of organizations that have developed specialized transportation programs to fill gaps and unmet transportation needs. HSA transportation programs provide rides to individuals who meet specific eligibility



Inventory Of Existing Transportation Services

requirements such as older adults, individuals with disabilities, and/or people with low incomes. They are operated by public or private non-profit organizations that provide transportation as an ancillary service to their clients or an eligible segment of the population. An example of an HSA program in the Wasatch Front is vehicles operated by Senior Centers to bring passengers to/from nutrition sites and/or to run errands. These trips are typically operated within a limited geographic service area immediately surrounding the senior center and with limited hours of operation. Some, but not all, of these programs have wheelchair accessible vehicles.

Non-emergency medical transportation (NEMT) for Medicaid eligible trips are also funded through the Department of Human Services and managed through the Medicaid Waiver program, UTA, or through the statewide transportation brokerage agreement.

Veterans also have access to transportation programs that are funded locally or at the Federal level. These programs typically operate with volunteer drivers and are regional, offering service in multiple counties and to veterans who are traveling to appointments at the Veterans Affairs Medical Center.

Many **Public or Private Non-Profit** agencies provide transportation for their eligible members or consumers because other available transportation programs do not

meet their needs. These agencies often operate services with specialized aspects such as drivers with additional training for unique passenger requirements, or single passenger per trip services for passengers that may need a direct trip due to health or other conditions. Non-profit organizations often develop transportation programs to fill the gaps that cannot be served by other agencies.

Finally, **private transportation** services such as taxis, medical transportation services, and transportation network companies (TNCs) provide specialized transportation for older adults and individuals with disabilities as well as for the general public. Private companies exist on passenger fares and/or contracts with public or private entities.

Together, this network of transportation options supports mobility in the Wasatch Front for trips that are not completed with a personal vehicle, friend or family member.

Local Transportation Provider Inventory

Information about local transportation services was collected through interviews with transportation program staff, an on-line provider survey, and review of recently completed surveys and studies conducted by the UTA. The intent of the interview process was to document existing characteristics and levels of transportation services for each organization and to discuss future plans for service

Table 11

Davis and Weber Counties	Utah County	Salt Lake County	Regional/Statewide
Enable Utah	Ability First Utah	Bear-O-Care	Utah Developmental Disabilities Council
PARC	Enable Utah	Columbus Center	Utah Department of Human Services
Roads to Independence	TURN Community Services	Utah Independent Living Center	Utah Transit Authority Paratransit
Davis County Health and Senior Services	United Way of Utah County	Work Activity Center	
Davis County Meals on Wheels	Mountainland Association of Gvmnts. (Aging/Family Services)	Aging and Adult Services	
Weber County Human Services (Senior/Aging Services)	Utah County Veterans Services	Disabled American Veterans	
WeberCountySenior Companions	Destination Services		
Continue Mission	Kids on the Move (Head Start)		
Disabled AmericanVeterans			

■ People with Disabilities
 ■ Older Adults
 ■ People With Low Income
 ■ Veterans
 ■ Other

Inventory Of Existing Transportation Services

changes that would address gaps and unmet needs. The interview process also sought to identify existing sources of revenue that support the transportation services provided by each agency so that potential opportunities for maximizing the utilization of local, state, and federal resources that support transportation. The following paragraphs and charts outline the results of the inventory. Detailed inventory information about key participating transportation providers is included in the appendix. Key transportation providers are those organizations that operate a significant amount of public or human service agency transportation services for older adults, individuals with disabilities, and people with low incomes.

Table 11 summarizes the list of key public and human service agency transportation providers serving each county in the Wasatch Front. The transportation programs within each of these agencies serves a specific geographic area and, other than UTA, passenger eligibility is based on individual agency or program funding requirements. Eligibility requirements for each program are identified by the symbols. This table does not include private operators which also serve a very important role in the network of transportation services.

In the case of senior nutrition program transportation, the service is funded, in part, with Federal Older Americans Act funds that are allocated through the Administration on Aging to the Utah Department of Human Services and then passed through to county departments for senior services. Funds are specifically designated for senior nutrition program support. Some programs also utilize Federal Transit Administration Section 5310 Grant Program funding to purchase vehicles for transporting seniors.

The following paragraphs describe the transportation services available in each county and regionally (across multiple counties). As illustrated in the discussion, each county has a unique approach to addressing the local specialized transportation needs. Some programs operate autonomously while others maximize opportunities to work with partners through contractual agreements in an effort to maximize service efficiency and cost effectiveness while sustaining strong customer service.

Public Transportation

UTA services include more than 100 bus routes, TRAX and FrontRunner rail services, travel training, flex bus, streetcar, bus rapid transit, Americans with Disabilities Act (ADA) paratransit, vanpool, volunteer voucher programs, and innovative mobility. The variety of transportation options offered by UTA handle an impressive 44.5 million+ passenger trips per year and satisfy the day-to-day transportation needs in the greater part of the region. The service area covers the majority of

Salt Lake County, and reaches into significant portions of Davis, Weber, and Utah Counties. As previously stated, UTA public transportation is the core of the transportation network for the region and it provides a variety of service modes for the general public as well as specialized services for eligible individuals with disabilities.

Primary funding sources for UTA public transit services include a combination of Federal Transit Administration (FTA) formula grants, a portion of local sales tax, and passenger revenues. UTA also manages the FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities grant program for the region which supports mobility management activities including travel training and voucher programs. The Section 5310 program also

supports the purchase of vehicles for eligible non-profit organizations serving seniors and individuals with disabilities. The Section 5310 program also supports mobility management activities.

UTA services that benefit individuals with disabilities and older adults are outlined in the following bullet points. Additional discussion of UTA's role in individual counties is provided under each county's heading.

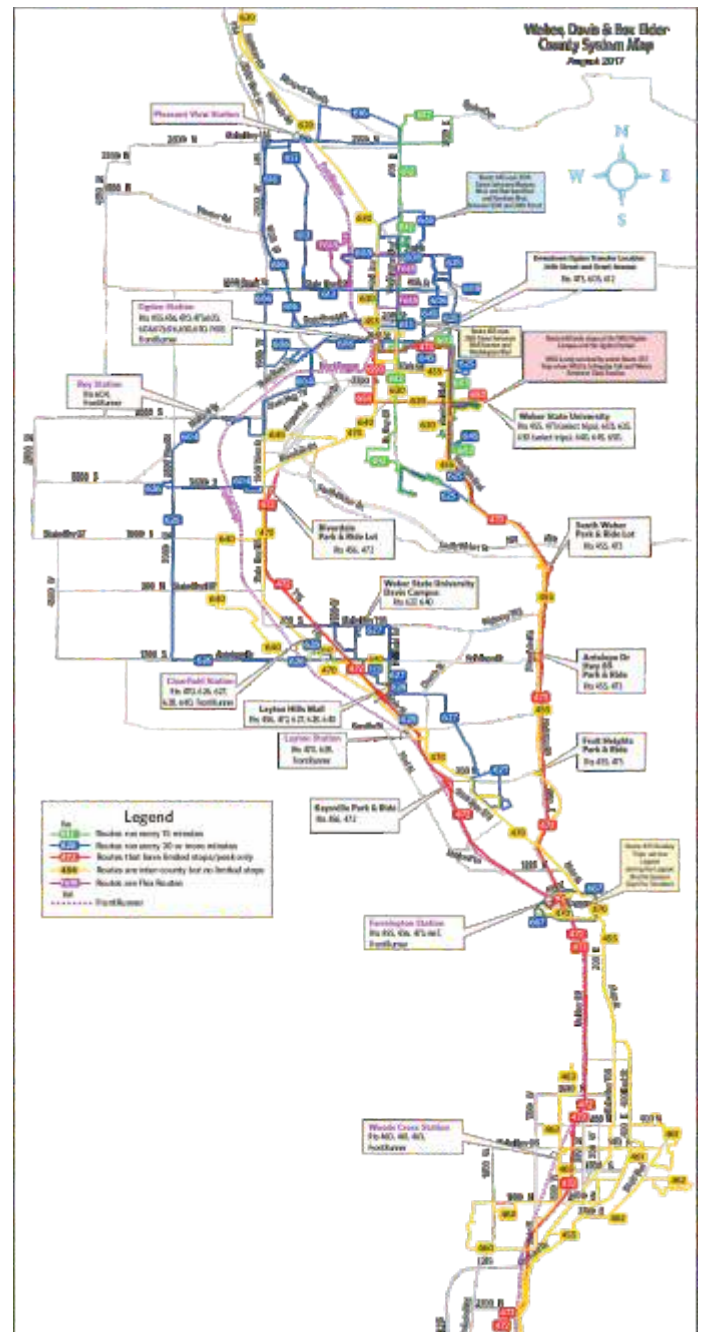
- **Coordinated Mobility** exists to coordinate and provide resources among human service entities to efficiently maximize transportation for seniors, individuals with disabilities, and other groups with unmet transportation needs. UTA coordinates customer groups, service providers and funding agencies resulting in a more efficient transportation delivery service. To learn more about transportation options that are available through Coordinated Mobility, visit Utahridelink.org.
- **Innovative Mobility** at UTA involves development of ridesharing, microtransit, Mobility-as-a-Service, connected vehicles, and mobility-on-demand. It incorporates public-private partnerships to enhance transportation options to fill the gaps and unmet needs in the public transit structure.

Inventory Of Existing Transportation Services

- **UTA Paratransit** is designed for people whose functional abilities require individualized transportation service. Trips can be scheduled in advance and provide riders with curb-to-curb transportation. The fleet includes wheelchair-accessible buses and vans. Riders must be approved through an in-person interview and abilities assessment. The service area is within ¾ mile of UTA fixed route services.
- **UTA Fixed Routes** are operated throughout Box Elder, Weber, Davis, Tooele, Salt Lake, Summit, and Utah Counties. Riders can choose from more than 120 bus routes. The fleet is comprised of efficient diesel, hybrid-electric and compressed natural gas (CNG) buses, as well smaller paratransit and flex route buses. Routes operate on a fixed schedule and route.
- **UTA Flex Route** buses combine the convenience and affordability of public transit with the ability to access off-route destinations. The buses run on a fixed route and schedule, but passengers can request a deviation or a special stop up to ¾ mile from a regular route. Deviations are available to all riders but need to be scheduled no less than two hours before the trip and no more than seven days in advance.
- **Non-Emergency Medical Transportation** for Medicaid-eligible trips are provided by UTA. Passengers use a Punch Pass to validate fares. UTA calculates a percent via an annual onboard survey and formula accepted by DHS for payment. Logisticare provides Medicaid trips UTA cannot perform.
- **Streetcar** services is Utah's first modern trolley. The S Line connects residential and commercial areas in Sugar House and South Salt Lake City. It is a two-mile line that connects with TRAX and bus lines.
- **Bus Rapid Transit (BRT)** uses specialized/ articulated buses that run in dedicated traffic lanes to efficiently transport large numbers of riders to their destinations. There are two BRT lines: 1) Utah Valley Express – a 10-mile line in Provo and Orem; and 2) 35 MAX – a 9-mile line connecting Magna and West Valley to the Millcreek TRAX Station.
- **Vanpool**, UTA leases vans to individuals who travel to and from similar locations. Most vanpools have 7 to 15 passengers and they split the cost evenly.

- **Travel Training** is provided by UTA to teach passengers how to navigate fixed routes, TRAX and FrontRunner. Travel training allows customers to travel independently by helping them to gain an understanding of UTA bus and train systems, maneuver their mobility aid on and off buses and trains, get to specific destinations or general usage, and more.

Additional information is provided under the Regional Transportation heading in this chapter.



Inventory Of Existing Transportation Services

Davis and Weber Counties Public and Human Service Agency Transportation Service Characteristics

Specialized transportation services for individuals with disabilities, older adults, and veterans areThese programs incorporate volunteers and agency using agency-owned vehicles.

UTA operates public transportation in some portions of the counties (see map), and private ride hailing services (taxi, Uber, and Lyft) are available.

TRANSPORTATION FOR OLDER ADULTS

Davis County Health Aging and Adult Services

Adults age 60 or older are eligible for Davis County Health transportation services for trips within Davis County. Davis County Health promotes and protects the health and well-being of Davis County) residents and their environment. Aging and Adult Services hosts programs that include medical appointment transportation, Meals on Wheels, and senior activity centers.

- Approximately 100 people per day are transported to and from the senior centers.
- Up to 30 people per month are turned down each month because Davis County Health does not have the capacity to provide transportation for all eligible requests.

Senior Activity Centers and Medical Appointment Transportation

Senior Activity Centers and Medical Appointment Transportation Senior Center transportation is provided in

Davis County to and from three senior centers, field trips, and group shopping trips. A separate program provides non-emergency medical trips to appointments and pharmacy. Davis County Health attempts to connect with UTA for trips going outside of Davis County, such as to the Veterans Affairs Medical Center. Connections to TRAX/ FrontRunner are most common.

- Hours of Operation: Monday through Friday, 9:00 AM to 3:00 PM.
- Staff: Davis County Health has 2 full-time and 1 part-time drivers.
- Fleet: One 12-passenger van; several 14-16 passenger cutaway buses; and several minivans are available in the fleet.
- 12,987 annual trips to/from senior centers
- 4,367 annual medical transportation trips

Voucher Program

The Volunteer Driver Voucher Program is available through a partnership with UTA for older adults in Davis County who verify that they cannot use other available services or that the trip they need is outside of regular hours of operation or service area boundaries for agency operated transportation. Voucher recipients are responsible for identifying an eligible volunteer driver.

- Approximately 588 vouchers are issued to date. However, not all of the vouchers are used. Unused vouchers are not funded. A total of 799 one-way trips were funded with the vouchers.

Program	Eligibility	Hours	Miles	(one way)	Costs	Funding Resources
Senior Center	Age 60+ to Senior Center	265,812	38,496	12,987	\$56,544	Older Americans Act Title III-B and FTA Section 5310
Medical	Age 60+ to non-emergency medical and pharmacy	2,040	Not Available	4,367	\$146,795	
Volunteer Driver Vouchers	Age 60+ with no other options	N/A	N/A	799	\$3,437.35	Davis Health matches 50% with 5310 funds. UTA designates a portion of Prop 1 funds.
Total		267,852	38,496+	17,942	\$203,339+	

Inventory Of Existing Transportation Services

Weber County Human Services, Senior and Aging Services

The Ride

Weber Human Service Agency serves Weber and Morgan Counties. Transportation services offered by the agency are limited to Weber County. "The Ride" senior transportation program is mainly for seniors (age 60+) who are Weber County residents. Transportation is offered as a last resort if the individual has no other options. Trips are prioritized across five levels of priority. Dialysis has top priority.

- Hours of Operation: 8:00 AM to 3:00 PM, Monday through Friday.
- Staff: 2 full-time managers; 13 part-time drivers.
- Fare: \$4.00 per round trip suggested donation.
- Approximately 45 seniors ride each day.
- Approximately 60% of the trips are for medical appointments.
- The Ride also transports clients to their volunteer sites, senior centers, grocery stores, and/or food pantries.
- The program has become a critical community resource for seniors, including seniors with Limited English Proficiency.

Weber County Volunteer Driver Voucher Program

Weber Human Service Agency is a site for the voucher pilot program in partnership with UTA. This program is designed to allow senior participants to arrange their rides with a driver of their choice who is reimbursed for mileage by UTA. Senior participants must be over age 60, living in Weber or Morgan County, and have no access to other transportation reimbursement programs.

Weber Human Services is administering the program as an in-kind contribution.

- If there were additional funding to allow caseworkers to help and train people to use the program, there would be more clients.

Agency Program	Eligibility	Annual Hours	Annual Miles	Annual Trips (one way)	Annual Costs	Funding Resources
The Ride	Weber County residents age 60+	Not Available	Not Available	20,000	\$300,000	27% Federal 3% State 38% Weber County 7% SSBG 5% Donations 20% Other WHS Programs
Volunteer Driver Voucher Program	Weber County residents age 60+	Not Tracked	Not Tracked	910 one-way trips	\$3,293.15	Weber Health matches 50% with 5310 funds. UTA designates a portion of Prop 1 funds.
Total				20,000	\$303,293	

Inventory Of Existing Transportation Services

TRANSPORTATION FOR INDIVIDUALS WITH DISABILITIES

Public Transportation

Transportation for individuals with disabilities of any age is provided for the eligible public in Davis and Weber Counties by UTA Paratransit (within ¾ mile of a fixed route) and by three human service agencies. UTA paratransit services are outlined under the regional transportation services heading later in this chapter. Older adult transportation services listed above also provide transportation for individuals with disabilities who are age 60 and older.

EnableUtah

EnableUtah is a nonprofit organization in Ogden, Utah that helps individuals with disabilities and special needs find meaningful community employment. EnableUtah offers programs customized for each of the 200 plus individuals it works with. The organization assists with job training, education, daily living skills, and support for finding a customized career in the community.

- Hours of Operation: Based on agency programs and client needs.
- Service Area: Outside of UTA paratransit boundaries and within Weber County.
- Staff: EnableUtah Job Coaches and staff drive the agency's vehicles. There is no employee dedicated to driving or scheduling.

Pioneer Adult Rehabilitation Center (PARC)

Pioneer Adult Rehabilitation Center (PARC) is a Community Rehabilitation Program administered by the Davis County School District. PARC provides services to individuals with disabilities along the Wasatch Front based on individual needs and choices. The program occupies a 40,000 square-foot state-of-the-art facility in Clearfield serving close to 400 clients annually. Employment is provided based upon availability and type of work. PARC helps individuals with career planning and evaluation, employment training, and placement.

- Hours of Operation: 8:00 AM to 4:00 PM, Monday through Friday.
- Service Area: Wasatch Front.
- Staff: 48 drivers (3 are just drivers, the others are staff who also drive).
- 15 employees work at Hill AFB.
- 7 employees work in the community.
- Approximately 278 employees work at PARC's Clearfield facility Salt Lake County Public and Human Service Agency Transportation Service Characteristics

Agency Program	Eligibility	Annual Hours	Annual Miles	Annual Trips (one way)	Annual Costs	Funding Resources
EnableUtah	Individuals with Disabilities	Varies by program need	2,400	2,640	Not available—part of program costs	Utah DSPD; Private Pay; and Vocational Rehabilitation FTA Section 5310 Program funding for a vehicle Vocational Rehabilitation: Utah DSPD; Hill AFB contract;
PARC	Individuals with Disabilities	Varies	Not Available	67,430	\$673,092	FTA Section 5310 Program funding for 2 vehicles
Total			2,400+	70,070	\$673,092+	

Inventory Of Existing Transportation Services

Salt Lake County Public and Human Service Agency Transportation Service Characteristics

Salt Lake County is the most populous in the region and also home to most major destinations for healthcare, employment, and entertainment. Significant levels of specialized transportation services for the general public, individuals with disabilities, older adults, and veterans are operated locally in Salt Lake County with trips circulating within county boundaries and reaching out across the region. Available services incorporate human service agencies, private transportation operators, public transit.

PUBLIC TRANSPORTATION

Utah Transit Authority (UTA)

Salt Lake County residents, visitors, human service agencies, and employers benefit from the innovative, flexible, and affordable family of services organized and operated by UTA. With bus routes, rail, vanpool, and demand response or on-demand transportation options available seven days a week, there are viable options for travel around and through the county.

UTA Microtransit

UTA's Innovative Mobility Solutions Team has partnered with Via on a Microtransit Pilot program for one year beginning on November 20, 2019. The microtransit program is an on-demand, shared ride pilot designed to expand access to UTA services throughout the zone, to improve mobility for all users, and to provide a quality customer experience. According to Via, program utilization and cost per ride improved as average weekday ridership increased by 49% between December and January. (January 2020 UTA Microtransit Pilot Project Evaluation, Via)

- Eligibility: General public
- Service Area: southern Salt Lake County: 65 square miles in the cities of Bluffdale, Draper, Herriman, Riverton and South Jordan. The service area includes seven TRAX and FrontRunner stations and will help UTA study effective first-and last-mile connections to its bus and rail services. Trips must start and end within the designated service area.
- Passengers pay for the ride in the Via app using a credit or debit card. Passengers can also pay using a valid UTA ticket or pass..



Exhibit 1. UTA microtransit service area

TRANSPORTATION FOR OLDER ADULTS

Salt Lake County Aging and Adult Services

Aging and Adult Services is a division of the Salt Lake County Department of Human Services. The Independent Aging program helps older adults age in place, rather than living their final years in a residential facility. The program operates two critical services: Meals on Wheels and Rides for Wellness.

- Meals on Wheels runs 1200 meals a day, and another 800 meals are provided daily at nutrition sites within the Senior Centers.
- Rides for Wellness provides rides for older adults (age 60+) with no other means of transportation to critical medical appointments. The program delivers 200- plus rides a day, with an uptick in riders that use wheelchairs. The program primarily uses Priuses and wheelchair accessible minivans. Larger vans are available as needed.
 - Hours of Operation: 8:30 AM to 4:00 PM, Monday, Tuesday, Wednesday, and Friday; and on Thursday between 9:30 AM and 4:00 PM.
 - Staff: 1 part-time scheduler; 1 part-time manager; 3 full-time drivers; volunteer drivers also transport seniors using their own cars or agency-owned vehicles. The Aging Program also contracts with a local taxi company, UTE Cab, to fill 40% of the Rides for Wellness Program rides.

The Active Aging program includes 16 Senior Centers in Salt Lake County and health promotions. The Senior Centers are staffed by Salt Lake County, but some are owned by the cities they are located in. In some cases, the

Inventory Of Existing Transportation Services

city supplies the van and Senior Services supplies the driver. When the city vehicle is down, they can use a Senior Services vehicle if the driver has gone through the required training. Generally, senior center transportation programs are available only to pick up passengers and bring them to/from the center for nutrition. More information about transportation provided at the senior centers can be found at slco.org/aging-adult-services/senior-transportation/.

- *Salt Lake County Senior Center Transportation:*
 - Columbus Senior Center 8:30 AM to 2:00 PM, Monday-Friday South Salt Lake only with trips to 2531 South 400 East, South Salt Lake City
- Draper Senior Center
 - Monday-Friday
 - Draper only
- Friendly Neighborhood
 - 8:00 AM to 2:00 PM, Monday-Friday
 - Trips to 1992 South 200 East, Salt Lake City
- Harmon Senior Recreation Center
 - Monday-Friday
 - Trips to/from the Center and within West Valley City only
- Eddie P. Mayne Kearns Senior Center
 - Monday-Friday
 - Trips available upon request
 - Kearns area
- Liberty Senior Center
 - Monday-Friday
 - Trips to/from the center upon request
- Magna Kennecott 8:00 AM to 2:00 PM,
 - Monday-Friday
 - Magna area
- Midvale Senior Center 7:00 AM to 4:00 PM,
 - Monday-Friday
 - Call in advance to schedule a trip
 - Midvale residents only
- Millcreek Senior Center 8:00 AM to 2:00 PM,
 - Monday-Friday
 - Call in advance to schedule a trip
- Mt. Olympus Senior Center
 - Monday-Friday
- Murray Senior Recreation Center
 - Funded and operated by Murray City
- River's Bend Northwest
 - 8:00 AM to 9:15 AM and 1:00 PM to 2:30 PM,
 - Monday-Friday
 - Reserve 24 hours in advance
- Riverton Senior Center
 - Trips to/from the senior center, Monday-Friday
 - Reserve 24 hours in advance
 - Riverton area
- Sandy Senior Center
 - Monday-Friday
 - Taxi available at 11:00 AM for nutrition
 - Sandy area
- South Jordan Senior Services and Community Center
 - Monday-Friday
 - Trips available from/to home in South Jordan to the Center
- Sunday Anderson Westside
 - 8:00 AM to 2:00 PM, Monday-Friday
 - Trips available from/to home and the Center
- Taylorsville Senior Center
 - 8:30 AM to 1:00 PM, Monday-Friday
 - Call by 5:00 PM the day before
- Tenth East Senior Center
 - Monday-Friday
 - Trips to nutrition at the center
- West Jordan Senior Center
 - Monday-Friday
 - West Jordan area

Inventory Of Existing Transportation Services

Table 3. Salt Lake County Older Adult Transportation Performance and Financial Information

Agency Program	Eligibility	Annual Hours	Annual Miles	Annual Trips (one-way 2018)	Annual Costs	Funding Resources
Rides for Wellness	Age 60+ with no other transportation options	Not available	Not available	50,938		County General Fund (53%); Older Americans Act, Medicaid(25.6%); State Grants (11.5%); Federal Revenue Contracts (5.8%); Project Income (3%); Other (0;8%); Local Govt. Grants (0.3%)
Senior Centers	Age 60+ and within service area boundaries of the center	Not available	Not available	54,077		
Total				105,015	Pending	

TRANSPORTATION FOR INDIVIDUALS WITH DISABILITIES

Bear O Care

Bear O Care is a private non-profit organization that provides a community approach to caring for individuals with multiple disabilities by building on and supporting the existing strength of families and caregivers. The agency operates vehicles to provide client-based transportation. Most services are between home and the program.

- Hours: 6:30 AM to 4:30 PM, Monday through Friday.
- Service Area: Salt Lake and Davis Counties
- Staff: 3 drivers, 4 bus aides.
- Passengers: Serving approximately 24 passengers per week. Transporting clients to and from home and the program on weekdays. Outings on weekends approximately twice a month and occasionally on weekdays.
- Vehicles: 5 vehicles
- Budget: Transportation costs are not tracked separate from program costs.

Columbus Center

Columbus Center is a private, non-profit service provider for individuals with intellectual and cognitive disabilities. The center offers day programs and residential group homes with 24/7 care.

- Door-to-door transportation is provided in-house.
- Staff: No dedicated drivers. Drivers are staff who have other primary responsibilities and transportation has become part of what they do.

- Most clients are from Salt Lake County and a few come from Davis and Summit Counties.
- All Columbus Center facilities are located in the UTA's service area.
- A number of Columbus Center clients qualify for UTA paratransit services.
- Revenue: Columbus Center receives \$18,720 in revenue from DSPD per year. The annual budget shortfall for transportation is approximately \$11,280.

Utah Independent Living Center

Utah Independent Living Center (UILC) is a private non-profit organization. The mission is to assist persons with disabilities achieve greater independence by providing services and activities which enhance independent living skills and promote the public's understanding, accommodation, and acceptance of their rights, needs and abilities.

- Staff: UILC staff drive vehicles to transport consumers who are unable to use public transit or other means of transportation.
- Vehicles: Fleet includes wheelchair lift-equipped vehicles.
- UILC provides in-house transportation for classes and outings for people without other transportation options on a first come, first served basis.
- UILC provides information about UTA's Paratransit, mainline bus and TRAX routes.

Inventory Of Existing Transportation Services

UTA Paratransit

UTA paratransit services are available within ¾ mile of the UTA fixed route for eligible riders. Additional details are provided in the regional transportation section of this chapter.

Work Activity Center

The Work Activity Center enriches the lives of people with disabilities by actively providing opportunities for independence and individual growth. Individuals with disabilities are provided with employment, training, residential, and day services.

- Hours: 8:00 AM to 4:00 PM, Monday through Friday.
- Staff: 14 paid drivers, other staff are cross trained to drive.
- Passengers: 145 clients receive transportation. Approximately 60 clients ride on a daily basis.
- Another 90 individuals ride UTA routes to/ from the Center.
- Approximately 40 people are part of the residential programs and have support staff that drive them.
- Vehicles: 11 wheelchair accessible vehicles and 1 non-accessible vehicles.

Table 4. Salt Lake County Transportation for Individuals with Disabilities Performance and Financial Information

Agency Program	Eligibility	Annual Hours	Annual Miles	Annual Trips	Annual Costs	Funding Resources
Bear O Care	Clients with disabilities	3,900	15,600	18,000	\$183,600	DSPD/ Medicaid
Columbus Center	Clients with disabilities			39,000 to 52,000	\$30,000	DSPD/ Medicaid
Utah Independent Living Center	Clients with disabilities	Pending	Pending	Pending	Pending	Pending
Work Activity Center	Individuals with disabilities	15,084	28,488	4,500 (apprx.)	\$450,000	DSPD/ Medicaid Waiver; FTA Section 5310 grant for operating and capital
Total		15,864+	75,288+	46,000-58,000+	\$480,000+	

Inventory Of Existing Transportation Services

UTAH COUNTY PUBLIC AND HUMAN SERVICE AGENCY TRANSPORTATION SERVICE CHARACTERISTICS

The majority of public and human service agency transportation in Utah County is operated under a contractual agreement with United Way of Utah County.

United Way of Utah County

United Way's mission has evolved out of necessity to provide services where there were no other providers. About 40 years ago, the agency got involved in transportation to pool resources. It has grown to where they now operate a fleet of 37 vehicles. United Way operates multiple services under four contracts:

1. Contracts with UTA to operate UTA paratransit in Utah County.
2. Contracts with Senior Centers.
3. Contracts with Utah Valley Rides – a pilot program.
4. Contracts with TURN Community Services.

Each of these programs is described below.

UTA Paratransit in Utah County

- Hours: 5:30 AM to 10:00 PM, Monday through Friday.
- Staff: 1 full-time and 4 part-time dispatchers; 9 full-time and 19 part-time drivers.
- Eligibility: Riders must be certified through the UTA mobility center and live within $\frac{3}{4}$ mile of a UTA transit service.

Senior Center Transportation in Utah County

- Transportation is organized through Mountainland Association of Governments (MAG) to provide services for seniors going to nutrition programs and other scheduled activities. Senior Centers include: Springville, Provo, Orem, Pleasant Grove, American Fork, and Lehi.
- Hours: 7:30 AM to 1:30 PM, Monday through Friday.
- Staff: 5 part-time drivers; dispatchers are shared with other contracts.
- Vehicles: 4 vehicles.

Utah Valley Rides – Pilot Program

- Hours: 8:30 AM to 2:00 PM, weekdays.
 - Provo/Orem area: Monday, Wednesday, Friday
 - Pleasant Grove/American Fork area: Thursdays
- Staff: 5 volunteer drivers; 1 part-time dispatcher plus shared dispatch with other contracts.
- Eligibility: Adults age 65 and older who live in the transportation area. Any trip purpose is eligible.
- Vehicles: 2 dedicated vehicles

TURN Community Services

- Hours: Provo/Orem area: Monday, Wednesday, Friday; Pleasant Grove/American Fork: Thursdays.
- Staff: 5 part-time drivers; dispatchers are shared with UTA paratransit contract.
- Eligibility: TURN clients travel to and from a TURN agency building.
- Vehicles: 3 dedicated vehicles and 5 vehicles shared with UTA paratransit.

TRANSPORTATION FOR INDIVIDUALS WITH DISABILITIES

Ability First Utah

Ability First Utah is an independent living center. Transportation is provided for program participants to activities and training and monthly shopping trips. Ability First also directly provides travel training for FrontRunner, TRAX, and UTA fixed route buses. If additional capacity is needed, Ability First will use United Way transportation services.

- Hours: Monday through Friday, based upon training programs and activities.
- Vehicles: 2 vehicles in Provo and 1 van in Jaub County (south of Utah County).

Inventory Of Existing Transportation Services

Agency Program	Eligibility	Annual Hours	Annual Miles	Annual Trips	Annual Costs	Funding Resources
UTA Paratransit	Assessed and approved by UTA and live within ¾ mile of an UTA route in Utah County	24,696	447,912	53,148	\$1,504,536	UTA Contract
Senior Centers	Older Adults	6,504	64,452	16,224	\$130,152	Title III and Title XX funding along with contracts from senior centers for operations; Section 5310 grant with 20% match vehicles.
Utah Valley Rides	Older Adults	1,248	10,536	5,520	\$153,648	Federal JARC grants with UTA match; Section 5310; and local match.
TURN Community Services	TURN clients	7,800	24,144	17,676	\$90,000	Contract with TURN Community Services
Ability First Utah	Ability First clients	Pending	Pending	Pending	Pending	Pending
Total		40,248	547,044	92,568	\$1,878,336	

Inventory Of Existing Transportation Services

Regional Public, Human Service Agency, and Veteran Transportation

Public transportation and services for veterans in the Wasatch Front is provided on a regional level, meaning that the service area includes multiple counties. All of the transportation services discussed in the previous sections of this chapter provide service within a specific community or county. The following organizations operate multi-county services.

PUBLIC TRANSPORTATION

Utah Transit Authority (UTA)

UTA provides public transportation for the Wasatch Front. For the purpose of this study, the analysis will focus on UTA paratransit services operated in Salt Lake, Davis, Weber, and Utah Counties. The UTA paratransit service in Utah County is operated under contract to United Way of Utah County. UTA Paratransit in Weber and Davis Counties is contracted with MV Transit. And UTA contracts with Tooele County to operate the two Flex Routes and an on-demand service.

- **Service Area:** Service is available within $\frac{3}{4}$ miles of a UTA fixed route.
- **Staff:** Approximately 120 paratransit drivers in Salt Lake County and an additional 60 drivers systemwide.
- **Eligibility:** Riders must be certified through the UTA mobility center. There are approximately 4,400 eligible riders throughout the service area. The number of eligible riders is increasing each year.
- **Applications:** Approximately 1,000 applications are processed each year.
- **Vehicles:** Approximately 150 paratransit buses systemwide.

TRANSPORTATION FOR VETERANS

Veterans who are age 65 or older or have a disability are eligible for many of the human service agency programs listed in this chapter in addition to programs designed specifically for veterans. Transportation for veterans is regional or statewide in nature in large part due to the Salt Lake VA Medical Center which is located in Salt Lake City. Where public transit is available in the Wasatch Front, veteran organizations attempt to coordinate the veteran's trip needs with public transit services and schedules. UTA provides passes to Utah County Veterans Services and

Provo City purchases UTA passes for veterans in Utah County. While there is not a stop at the Salt Lake VA Medical Center campus, the closest bus stop is less than $\frac{1}{4}$ mile from the VA campus.

Continue Mission

Continue Mission serves veterans with physical, mental or emotional injuries by providing year-round recreational events. The agency provides transportation to group outdoor activities.

- **Service Area:** Salt Lake County and northern Utah communities.
- **Riders:** Served 649 individual trips and 63 group rides with 247 passengers in 2019.
- **Staff:** 3 part-time volunteer drivers.
- **Vehicles:** Using vehicles donated by UTA. Receiving a vehicle in Spring 2020 through UTA from a Section 5310 grant.

Disabled American Veterans (DAV)

The DAV is a congressionally chartered organization that serves members with a VA medical certification. The DAV is a nonprofit charity that provides a lifetime of support for veterans of all generations and their families, nationally helping more than 1 million veterans in positive, life-changing ways each year.

Hours: 3 to 5 days per week, depending on volunteer availability.

- **Annually,** the organization provides more than 600,000 rides to veterans attending medical appointments and assists veterans with well over 200,000 benefit claims.
- **In 2018,** DAV helped veterans receive more than \$20 billion in earned benefits.
- **DAV's services** are offered at no cost to all generations of veterans, their families and survivors.
- **9 vans** are currently on the road statewide. 1,200,000+ miles driven in 2018 for the Utah Chapter.

When DAV buys a van, it is delivered to Salt Lake Veterans Affairs (VA). The VA accepts it and provides gas and maintenance, while DAV provides the driver. Once the Odometer gets to 150,000 miles, the VA returns the van to DAV, and expects a replacement vehicle at the DAV's cost.

Inventory Of Existing Transportation Services

Table 6. Regional Public Specialized and Veterans Transportation Performance and Financial Information

Agency Program	Eligibility	Annual Hours	Annual Miles	Annual Trips (one way)	Annual Costs	Funding Resources
UTA Paratransit	Individuals with functional mobility limitations	180,342	2,798,928	394,816	\$18,695,571	FTA grants; Medicaid; Property Tax; Passenger Fares
Continue Mission	Veterans going to and from group outings	Not available	Not available	896 (approximately)	\$117,000	Donations; UTA operating and vehicle replacement grants.
Disabled American Veterans	Veterans going to appts at VA Medical Center	1,292 (average)	117,312	Not available	Not available	UtDAV funding to replace vehicles; donations; fundraising; and USVA Federal funding.
Total		181,634+	2.92M+	396,752+	\$18.81M+	

TRANSPORTATION FOR INDIVIDUALS WITH DISABILITIES

Roads to Independence

Roads to Independence is a non-profit agency providing programs for individuals with disabilities. Programs include Nursing Home Transition, Assistive Technology and Home Modification Services, and Independent Living Services (ILS).

The Volunteer Driver Voucher Program allows individuals in Ogden with a disability to get rides from a person of their choosing to appointments and other approved

destinations. Consumers will receive a voucher and then give it to their driver who can submit it for reimbursement at a rate of \$5.00 for trips less than 14 miles or \$0.35 per mile for trips over 14 miles.

The Independent Living Services program includes transportation as well. The ILS program can assist in identifying ways to overcome transportation as a barrier by assessing available options to transportation. Assistance could include help signing up for UTA Paratransit services, setting individuals up with UTA Travel Training, or enrolling individuals in the Volunteer Driver Transportation program.

Table 7. Regional Public Specialized and Transportation for Individuals with Disabilities Performance and Financial Information

Agency Program	Eligibility	Annual Hours	Annual Miles	Annual Trips (one way)	Annual Costs	Funding Resources
Roads to Independence	Individuals with Disabilities	Not tracked	Not tracked	180	\$1,885	RTI matches 50% of voucher with Section 5310 funds and UTAdesignates a portion of Prop 1 funds

Inventory Of Existing Transportation Services

Reservations and Scheduling

Each transportation service operates with specific trip scheduling procedures and policies. Some of the agencies utilize technology to aid schedulers and/or passengers with scheduling trips. Other agencies use informal procedures such as calendars and Excel spreadsheets to keep track of trip requests and schedules. Regardless of the procedures and technology, trip scheduling requires administrative time and represents at least a marginal expense for each agency. In Utah County, the United Way represents a consolidated dispatch for four specialized transportation services. It is likely that the consolidated dispatch improves administrative efficiency of scheduling transportation in the county by sharing a facility, staff, phones, and software across multiple programs. Recognizing the potential efficiencies that could be gained through shared scheduling and dispatching, UTA

participated in a joint software development project to build upon the current functionality of RidePilot software for scheduling transportation across multiple providers. RidePilot enables participating agencies to track driver's credentials, track vehicle maintenance, and schedule and track daily trips. It also includes the ability to track vehicle capacity and driver availability. UTA made RidePilot available to interested transportation providers in the region. As indicated below, some of the human service agency providers are currently using the technology while others have opted to continue with existing scheduling procedures.

Table 8 summarizes the various procedures for scheduling trips and the types of scheduling technology used by the various agencies.

Inventory Of Existing Transportation Services

Table 8. Trip Reservation Requirements and Scheduling Technology

Agency	Trip Scheduling Procedures or Policies	Technology Used for Trip Scheduling/Dispatching
Ability First Utah	Staff schedule trips by hand.	No formal scheduling technology is used.
Bear O Care	Staff schedule trips based on client needs. Schedules to/from home to the center remain relatively unchanged from day to day.	No formal scheduling technology is used.
Columbus Center	Trips are scheduled by staff within the Center's departments based on client needs.	No formal scheduling technology is used.
Continue Mission	Staff schedule trips by hand.	No formal scheduling technology is used.
Davis County Health	3 business days advance notice, but will try to handle last minute requests	Paper manifests made from an in-house program from Davis County.
Disabled American Veterans	Coordinator at the VA gets calls one day in advance and creates the schedules. He sends it to the local driver.	Not provided.
EnableUtah	Client Services Manager creates trip roster one week before service is needed. Trips are generally the same from week to week. Supported Employment Manager coordinates vehicle utilization schedule for Job Coaches	An Excel sheet or RidePilot are used for scheduling.
PARC	There is a monthly calendar of activities that clients sign up for. Most of the trips are the same from day to day. Only 7 individuals get customized transportation.	Internal calendars are used for scheduling.
Salt Lake County Aging and Adult Services	Rides are scheduled by the scheduler one week in advance. Trips fulfilled by the taxi company are sent over one day in advance.	CTS software and tablets are used on the vehicles. Meals on Wheels drivers use large cell phones, and other vehicles use tablets.
United Way of Utah County	Trapeze scheduling program connects to tablets in vehicles with two-way radios for back-up.	Trapeze scheduling program and RidePilot scheduling programs are used.
UTA Microtransit	Trips are scheduled by the passenger using the Via app.	Via app is used for scheduling.
UTA Paratransit	UTA schedulers accept calls to schedule rides.	Trapeze
Utah Independent Living Center	Pending	Pending
Weber Human Services	5 business days advance notice	RidePilot is used.
Work Activity Center	Scheduling and dispatch are done by hand. Fixed routes are scheduled based on the individual's home address; on- demand trips are scheduled through a vehicle check out procedure.	Scheduling is done by hand.

Inventory Of Existing Transportation Services

Mobility and Assisted Living Centers (ALC)

In addition to the public and human service agency transportation programs, a number of assisted living centers in the region also provide specialized transportation services for older adults and individuals with disabilities. Assisted Living Centers are considered in this analysis because residents often receive Medicaid benefits that include transportation for non-emergency medical purposes. Also, Assisted Living Centers often operate in-house transportation programs specifically for the purpose of transporting residents.

WHAT IS ASSISTED LIVING?

ALCs must be licensed³, by the Utah Bureau of Health Facility Licensing and Certification. This data does not include independent living facilities, which are not licensed by UBHFLC. Note, however, that many ALCs are part of a Continuing Care Retirement Communities that include independent living options, such as [Cedarwood at Sandy](#) or [Pacifica Senior Living](#).

There are different classifications of assisted living and skilled nursing facilities. Two types are included in the stakeholder — Assisted Living Levels 1 [AL1] and 2 [AL2] facilities — although a case could be made for skilled nursing facilities [SNF], the term many people associate with nursing homes. AL1 is a less nursing-intensive type than AL2: AL1 residents must be able to evacuate under their own power. AL2 in turn is a bit less nursing intensive than SNF. There are 164 AL1 and AL2 facilities in the four-county area. The consultant team contacted them, focusing on the communities with the largest number of residents. Nineteen of the 20 largest communities are AL2.

RESEARCH RESULTS

Six ALCs representing 647 residents (average 108 residents) responded to the survey. All were AL2 in type. Notably, all had at least one vehicle operated for resident transportation, and all hired staff specifically as drivers, and all ALCs had at least one wheelchair-accessible vehicle. Three of the ALCs had two vehicles, typically a handicapped-accessible minibus and a car. ALCs seemed to be willing to transport residents for any reason, within reasonable distance, most often on weekdays.

When asked about other mobility options in use, such as UTA or human service agencies, five responses were received from the six ALCs. Two answered that services did stop at their facility.

One stated that stops at the facility were rare. Two answered no. Of the two ALCs that said had stops from outside mobility services, both said only one or two residents used them on a typical weekday.

None of the ALCs had a voucher program for other mobility services, although one ALC did once offer vouchers on a temporary basis when the ALC's bus was broken. All ALCs reported that transportation costs were part of the monthly rent; there were no surcharges for use of the ALC's transportation options.

ALCs reported a wide variety of answers when asked about the number of passenger-trips they provided every month. Because the question was asked for an estimate of this number, the variability may be accounted for by the off-the-cuff estimates. Overall, the six ALCs representing 647 residents estimated 1,243 monthly passenger-trips.

Only two ALCs responded to a request for their annual operating budget for their transportation program. This could be because transportation is included in the program fee/cost paid by the consumer and is not a separate line item in the ALC's budget. Therefore, ALCs may not be accounting for all transportation expenses a regular basis. One ALC, with about 100 residents, cited an annual budget of \$45,000. The other ALC, also with about 100 residents, cited a transportation budget of \$3,500. These responses are too few in number and too wide in range to be elucidating. The wide discrepancy between estimated transportation budgets may be due to differences in how the expenses were estimated. Budgets may not include all driver salaries, insurance costs, maintenance, and indirect expenses associated with providing transportation.

LIMITATIONS

This research was limited by a few factors. The focus on largest ALCs was helpful for an overview, but is only part of the picture. Smaller ALCs are probably far less likely to own transport vehicles and instead rely on other mobility options. As noted above, only ALCs were contacted, so independent living facilities [ILFs] that house seniors are not part of this sample, although they may represent a sizeable number of residents needing mobility assistance. SNFs were also excluded, although the resident at a SNF is probably less likely to need trips for shopping or even medical appointments.

Public And Stakeholder Input

Assessment of unmet specialized transportation needs for older adults and individuals with disabilities was strategically planned to ensure extensive opportunities for participation from the targeted groups. The first step was to interview key stakeholder organizations that represented older adults, individuals with disabilities, and people with low incomes in each county. The three Local Coordinating Councils (LCCs) for Davis and Weber Counties, Salt Lake County, and Utah County provided the foundation for outreach because the LCCs were established with the purpose of monitoring specialized transportation and mobility needs. In addition to LCC members, the team interviewed other affiliated agencies and individuals including Disabled American Veterans, Veterans Affairs, local hospitals, private assisted living centers, homeless shelters, and agencies providing refugee assistance. Collectively, these key stakeholders represent public and human service agency transportation service providers and a cross section of individuals most likely to use specialized transportation services. A summary of outreach activities and results are provided in this chapter.

Key Stakeholder and Public Input Opportunities

The planning team and the UTA Coordinated Mobility Department organized the targeted approach to public input. The goal of the key stakeholder and public input process was to inform older adults and individuals with disabilities, and the agencies that serve them, about the purpose of the study and to gain their input into the unmet transportation needs that exist in their local communities. Ultimately, the key stakeholder and public input process involved four activities, as follows:

1. **Key Stakeholder Interviews:** Interviews with agencies and organizations that serve older adults, individuals with disabilities, and people with low incomes were critical to understanding how the network of available transportation services is functioning and identifying the unmet transportation needs. Twenty-nine key stakeholder interviews were conducted.
2. **Workshops:** The team facilitated 23 workshops at local senior centers and human service agencies throughout the entire region.
3. **Focus Groups:** Three focus groups were facilitated across the region. The purpose of the focus groups was to delve deeper into the issues raised during stakeholder interviews and the workshops. Focus groups allowed for dedicated time with a smaller group of individuals to discuss the most significant specialized transportation challenges faced by older adults and individuals with disabilities.
4. **Public Survey:** The public survey was available on-line and in paper format. Surveys were distributed at senior

centers, human service agencies, through Meals on Wheels, and advertised on the UTA website. In total, 673 public surveys were collected.

The following charts outline the schedule and participation in workshops and focus groups. Results are discussed at the end of this chapter.

Key Stakeholder Interviews

Table 9 outlines all key stakeholders that provided input into the needs assessment. Stakeholder interviews took place during the fall of 2019 and focused on identifying the aspects of the existing network of specialized transportation services that are working and the gaps in services that are creating mobility challenges for the targeted population groups. The unmet needs and gaps in transportation services identified by key stakeholders are summarized in the next chapter. Detailed information provided by each agency is provided in the appendix.

Public And Stakeholder Input

Table 9. Key Stakeholder Interviews

Agency Interviewed	Counties Served	Agency Type/Eligibility
Ability First Utah	Utah	Private Non-Profit/Individuals with Disabilities
Bear-O-Care	Salt Lake	Private Non-Profit/Individuals with Disabilities
BRAG (Bear River Area of Governments)	Weber	Council of Governments/General Public
Catholic Community Services	Salt Lake	Private Non-Profit/Refugee
Columbus Center	Salt Lake	Private Non-Profit/Individuals with Disabilities
Continue Mission	Davis and Weber	Private Non-Profit/Veterans
Davis County Health and Senior Services	Davis	Public Non-Profit/Older Adults
Disabled American Veterans	State-wide	Charitable Service Trust/Veterans
Enable Utah	Davis and Weber	Private Non-Profit/Individuals with Disabilities
Intermountain Medical Center	Regional	Hospital/General Public
Local Coordinating Councils: Davis/Weber, Salt Lake, and Utah Counties	Davis, Weber, Salt Lake, and Utah	Coordinating Council/Individuals with Disabilities, Older Adults, General Public
Mountainland Association of Governments (Aging and Family Services)	Utah	Council of Governments/Older Adults
Odyssey House of Utah	Salt Lake	Private Non-Profit/Transitional Services
Roads to Independence	Davis and Weber	Private Non-Profit/Individuals with Disabilities
Salt Lake County Aging and Adult Services	Salt Lake	Public Non-Profit/Older Adults
Salt Lake Regional Medical Center	Regional	Hospital/General Public
TURN Community Services	Utah	Private Non-Profit/Individuals with Disabilities
United Way of Utah County	Utah	Private Non-Profit/Low Income, Older Adults
University of Utah Health	Regional	Hospital/General Public
Utah County Veterans Services	Utah	Public Non-Profit/Veterans
Utah Dept. of Human Services, Division of Services for People with Disabilities (DSPD)	State-wide	State Government/Individuals with Disabilities
Utah Development and Disabilities Council	State-wide	State Government/Individuals with Disabilities
Utah Independent Living Center	Salt Lake	Private Non-Profit/Individuals with Disabilities
Utah Transit Authority, Paratransit	Salt Lake, Davis, Utah	Public Non-Profit/Individuals with Disabilities
Veterans Affairs Salt Lake City Health Care	State-wide	Federal Government/Veterans
Wasatch Front Regional Council (mobility manager)	Salt Lake, Davis, Weber, Utah	Metropolitan Planning Organization/General Public
Weber County Senior Companions	Weber	County Government Office/Older Adults
Weber Human Services (Senior/ Aging Services)	Weber	County Government Office/Older Adults
Work Activity Center	Salt Lake	Private Non-Profit/Individuals with Disabilities

Public And Stakeholder Input

Workshops

Twenty-three presentations about the study were facilitated throughout the planning area between November 2019 and January 2020. The public input opportunities were scheduled during senior nutrition programs, at a Veterans Affairs Medical Center waiting room, and at human service

agencies. Because the plan is focused on addressing challenges related to specialized transportation for older adults and individuals with disabilities, public input opportunities were concentrated on locations where individuals most likely to be impacted by the plan would be gathering.

Results from the workshop discussions are included in the summary of public survey results, in the following section. Input from workshops and surveys is combined because surveys were collected during workshops to gather a written record of participation.

Table 10. Public Input Workshop Locations and Attendance

Workshop Location	Date	Attendees
American Fork Senior Center	11/19/2019	23
Columbus Senior Center	11/19/2019	30
Davis County Health and Senior Services	11/20/2019	31
Davis County Meals on Wheels	19-Dec	(surveys distributed)
Eddie P. Mayne Kearns Senior Center	11/22/2019	30
Friendly Neighborhood Senior Center	11/22/2019	10
Harman Senior Center	11/20/2019	20
Liberty Senior Center	11/21/2019	20
Magna Kennecott Senior Center	11/19/2019	200
Midvale Senior Center	1/7/2020	52
Mt. Olympus Senior Center	11/22/2019	30
Murray Heritage Senior Center	11/22/2019	20
Orem Friendship Center	11/21/2019	86
PARC	11/19/2019	(surveys distributed)
Palmer Court - The Road Home	1/1/2020	10
Provo Senior Center	11/19/2019	57
Rivers Bend Senior Center	11/27/2019	25
Riverton Senior Center	11/21/2019	20
Roads to Independence	11/19/2019	20
Roy Hillside Senior Center	11/15/2019	20
Salt Lake County Meals on Wheels	1/1/2020	(surveys distributed)
Spanish Fork Senior Center	11/18/2019	83
Taylorville Senior Center	11/20/2019	40
Union Gardens	1/1/2020	(surveys distributed)
Utah Independent Living Center	11/19/2019	20
VA Hospital	11/20-21/19	30
Weber County Senior Companions	1/17/2019	(surveys distributed)
Weber Human Services Meals on Wheels	20-Jan	(surveys distributed)
West Jordan Senior Center	1/8/2020	35
Work Activity Center	20-Jan	(surveys distributed)

Public And Stakeholder Input

Focus Groups

- Focus groups were facilitated by the consulting team with a representative groups of older adults and/or individuals with disabilities. The focus groups were facilitated at the following locations:
 - Columbus Center
 - UTA Committee on Accessible Transportation
 - International Rescue Committee
 - TURN Dreams

A brief summary of each focus group is provided in the following paragraphs.

COLUMBUS CENTER FOCUS GROUP

On January 6, 2020, the consulting team met with key staff at Columbus Center to discuss transportation needs and challenges faced by Columbus Center clients and other individuals with disabilities in the Salt Lake City area. Key points from the discussion are listed below.

- The following actions would help address the gaps in the transportation network for individuals with disabilities:
 - More frequent service on UTA.
 - Expanded UTA public transportation and ADA paratransit service area to include outlying suburban areas like Draper and Herriman, where bus routes are more sparse. "The corners of the valley are off limits," there are several employers in Draper who would like to work with Columbus Centers' clients, but it is difficult to get the clients close to those locations.
 - Longer service spans so that clients could work later hours would improve employment opportunities. Some opportunities for employment that would be available to clients are not possible because clients cannot get home at the end of their shift.
 - There is a work program location at 1180 West and 2600 South in Woods Cross (Central Laundry). Passengers can ride the Flex Trans to get to work but they will have issues using UTA to take people/pick-up passengers at the work site.
 - An easier way to reserve trips would help.
 - More training for drivers would be helpful, so they are more comfortable serving people with special needs. Sometimes drivers do not understand what the clients want, or how to make them more comfortable.

UTA COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT) FOCUS GROUP

On February 4, 2020, the consulting team conducted a focus group meeting with the UTA CAT Committee to discuss experiences with using specialized transportation as a person with mobility limitations. Discussion topics are listed below:

What transportation hurdles are experienced by people with mobility challenges in the Wasatch Front?

- It's difficult to get transportation outside UTA's service area. Some CAT members live outside the reach of bus routes and outside the $\frac{3}{4}$ -mile range of paratransit.
- Example: one member of the CAT Committee lives in Vineyard and needs to travel frequently for doctor appointments and other daily needs. He is outside the $\frac{3}{4}$ -mile boundary for paratransit, and often needs to travel up/down or cross Geneva Road in his mobility device. Conditions for pedestrians and people in mobility devices on Geneva Road are inadequate/uncomfortable.
- Other dead zones include the Aquarium, IKEA, Rose Park, Foothill between 2200 South-3900 South (there is a bus route but you can't get off the bus on Foothill/Wasatch in some areas).
- Using systems like Uber/Lyft as a substitute for public transit is too expensive, particularly for people with disabilities on a fixed income.
 - Members had heard about the Via microtransit experiment and were interested in its potential, especially once concerns about payment arrangements were addressed (UTA tickets/passes can be used as payment). So far, this group has not had experience using the microtransit service, as their members do not live within the pilot program area.
- It takes a lot of time to travel via transit for daily needs. Some buses only come 1-2Xs/hour, they don't always run on weekends, and they don't run later into the night. This limits the accessibility of many destinations for people who rely on transit.
- There is a lack of knowledge regarding available transit services, and especially for resources for people who have visual impairments. It is noted that UTA Travel Trainers could help with this challenge.
- The Trip Planner app is confusing for some people and it doesn't provide adequate and reliable directions or landmarks.
 - For instance, some parts of the app use street names without supporting coordinate information. For a person who is visually impaired and who relies on being able to count cross streets or gauge

Public And Stakeholder Input

distances to know where to go, they need to know the coordinate information of the streets. The grid system in the Salt Lake area should be integrated into the trip planner with coordinates.

- A centralized information bank would be helpful. Sometimes riders call in to the BUS INFO line with a problem or an issue and the call center operators don't know how to advise a rider with a visual impairment (although participants also said that the customer service staff is generally really good).
 - For example, someone with a visual impairment called in to BUS INFO because a bus stop had been temporarily moved due to construction. When asked where the bus stop was, the call center operator said "well you should be able to see it." Operators should instead be able to say that the stop is located at a certain coordinate (i.e., 2150 South State Street), or some distance away from the NE/SW corner of the intersection.
 - GPS locator for bus stops – one member mentioned an app that helps visually-impaired people locate key locations (e.g., water fountains, shops, etc.) at airports by making a beeping sound when their phone is pointed in the right direction. GPS technology is there, but an application that could be used to help locate bus stops using the GPS coordinates is not available.
- For paratransit, the requirement to schedule trips 24 hours in advance is tricky. Same-day scheduling would be preferred.
- A shorter pick-up time window for paratransit pickup times would also be helpful for passengers.
- Contacting riders via text message with route delays or updates would also be helpful, rather than relying on Twitter for updates. Many CAT committee members don't use Twitter but would be able to sign up for text updates for certain routes/circumstances to get information. It is noted that UTA may be contacting riders via text message, but some respondents perceive that communication about route delays and updates is an issue.
 - Change days are stressful for people in average circumstances, but can be particularly stressful for people with cognitive disabilities or those on the autism spectrum who are routine-oriented and can panic when faced with changes to that routine.

What is working well with the transportation network, from the perspective as a transit user and also a CAT committee member?

- TRAX lines are really helpful for travel between multiple communities; it comes often, runs on weekends, and runs late.
- Paratransit customer service works well. Most employees are well trained in working with people with disabilities, and most drivers are really nice and helpful.
 - Example: One day program participant was going to have to drop out of her activity center because the timing of her ride home wasn't working, and the paratransit driver/ customer service worked with her family to change the timing of pick-up/drop-off so she could stay in the program she liked.
- UTA service coverage is generally pretty good, although north/south access is better than east/west.
- They like the 15-minute service frequency because they know that they won't have to wait long for the next bus.
- FrontRunner is nice; they like the free WIFI, cleanliness, comfortable seats, and air conditioning.

How to change/improve the service if there were more funding available?

- Run more service to outlying areas.
 - West Jordan and Copperton were specifically mentioned.
- More frequent service within the core of the urbanized area and a longer service span – especially for buses, which provide a greater geographic range than the rail corridors.
- More routes in Utah County.
- Operate FrontRunner on Sundays.
- Electrify the buses.

Public And Stakeholder Input

INTERNATIONAL RESCUE COMMITTEE FOCUS GROUP

On Friday, January 31, 2020, the consulting team conducted a focus group discussion with International Rescue Committee (IRC) case managers on what they hear are the barriers to transit for refugees.

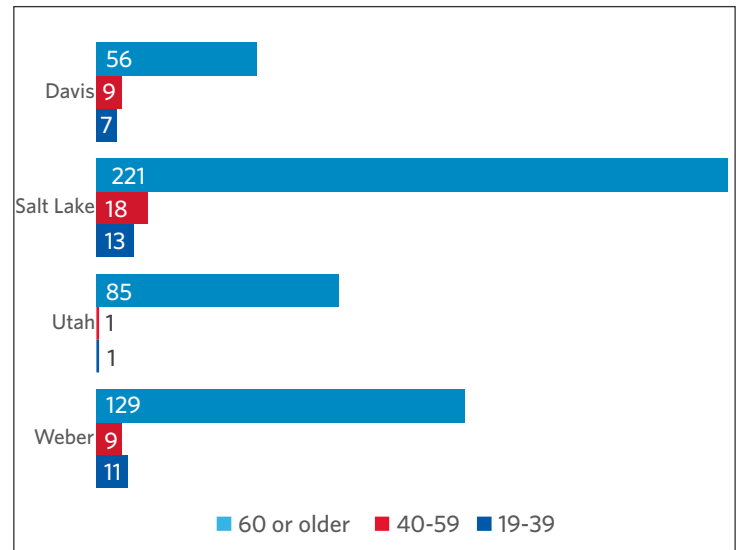
- Many clients express frustration with paratransit drivers not waiting for them if they are running a little late getting out the door.
- The fixed route buses have too tight of a schedule with the transfers that are often required.
- There are apartments at **1700 South and Riverside Drive** (Riverview Apartments) that many of the clients live in. In the past there was a fixed bus route on 1700 South, but now that route has switched to 2100 South. This has made it very difficult for the people living at the Riverview Apartment complex to use transit now.
- The apartments at **700 West and 6880 South** (Canyon Crossing at Riverwalk) also house many IRC clients and that area has very poor transit connections. There are many sidewalks missing along 700 West. In order to access the Fashion Place West TRAX station clients must walk along Winchester Street which has narrow sidewalks and no overhead lighting.
- Clients have a difficult time working with bus drivers when they would like to use the Medical Voucher Bus Passes. For the client to transfer using that voucher program, they must get a receipt, but often the bus drivers don't understand what they need, so they either don't give them a receipt, or just start driving away. The case managers recommended some type of bus driver training on this, so the IRC clients don't feel so intimidated.
- Important destinations that IRC case workers would like to send clients because there are good jobs available:
 - Northwest Quad area (lacks transit connections)
 - Southwest Davis County
 - The manufacturing centers on the north side of Salt Lake City
- IRCs "rule of thumb" for the distance they are willing to try and send their clients for work is within a 45-minute travel shed of their homes (all transportation modes considered).
- IRC has tried the UTA sponsored vanpool, but they didn't feel like it was very successful, and it was costly.

TURN COMMUNITY SERVICES

Turn Community Services is a private non-profit organization supporting adults with intellectual disabilities. The agency has facilities in Provo, Richfield, and Brigham City. On behalf of its clients, the agency described the following transportation characteristics that they would like to see improved.

- Turn would like to see the ¾ mile limit for paratransit eliminated or expanded to at least one mile. Possibly some other type of service could fill the gap beyond the paratransit service zone.
- Turn would like to expand transportation service to Eagle Mountain and Saratoga Springs area.
- Outlying cities (Payson, Spanish Fork, Eagle Mountain, Saratoga Springs) need more transportation services.
- Utah Valley Rides is limited to Provo, Orem, and Lynden. Possibly, flex-route or microtransit could fill the gap.
- More/Better information sharing to the general public about available services would be beneficial to clients and their families.

Exhibit 2. Age of Respondent by County



Public And Stakeholder Input

Public Survey Results

The following charts and paragraphs outline the results from the public survey about transportation needs and gaps in services. The survey was distributed November 2019 through January 2020. The results are based on a total of 673 completed surveys collected online and on paper. Surveys were distributed during workshops and on the UTA website. Several human service agencies also distributed surveys to clients and their family members, including distribution to homebound participants of the Meals on Wheels Programs in Salt Lake, Utah, and Weber Counties.

REGIONAL RESULTS

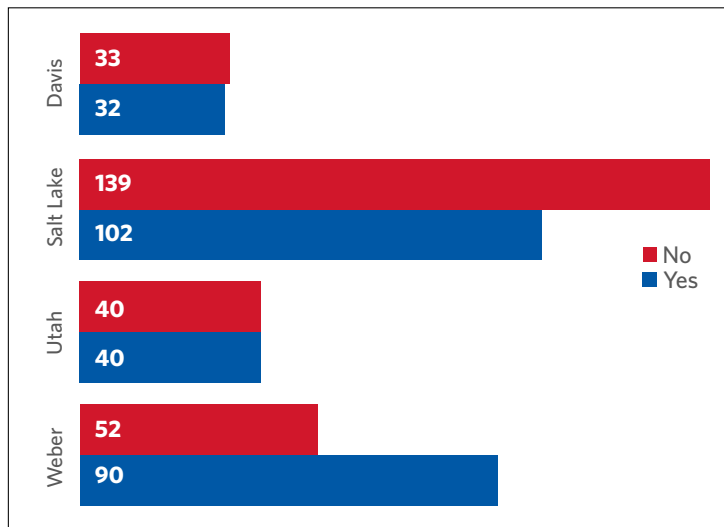
Charts 3.1 through 35 provide an overview of survey results at the regional levels. Survey results are organized by topic area and by location.

Age and Mobility Limitation Status of Survey Respondents

The intent of the survey is to understand transportation needs of older adults and individuals with disabilities. Therefore, outreach was targeted to these segments of the population. As illustrated in Exhibit 2, most survey respondents in each county were within the targeted population groups.

The number of individuals that reported having a mobility limitation that impacts their ability to drive or access transportation services in each county is indicated in Exhibit 3. In Davis and Utah Counties, the participation of individuals with and without mobility limitations was relatively equal. In Salt Lake County, more participants did

Exhibit 3. Respondents Needing a Mobility Device and/or Assistant

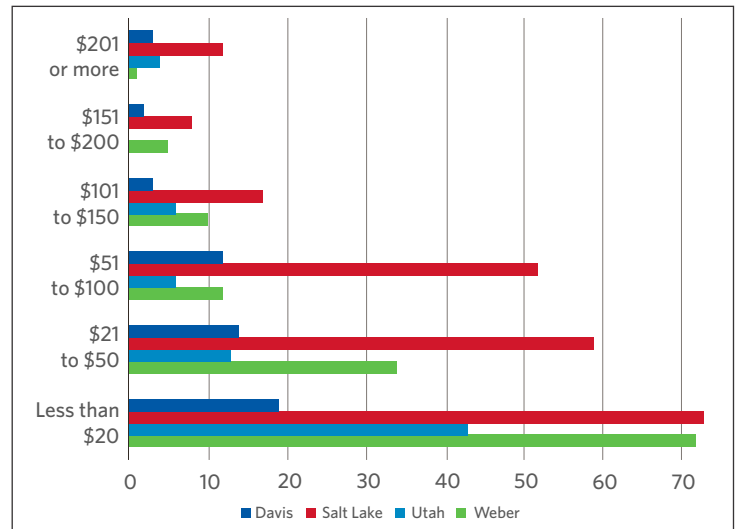


not report a mobility limitation (139) compared to those who did have a mobility limitation (102). And, in Weber County, more respondents reported having a mobility limitation (90) compared to those who did not (52).

Transportation Expenses and Household Income

The Housing and Transportation Index calculated by the Center for Neighborhood Technology (CNT) measures the affordability of an area by taking into account the local costs of housing and transportation. The index is intended to provide the true cost of housing decisions. However, for the purpose of this study, it also indicates the burden of transportation costs on a household income. In the Wasatch Front Regional Council Area, annual transportation costs are approximately \$12,900. Therefore, transportation makes up approximately 21 percent of a typical household expenses. In Utah County (outside of the Wasatch Front Regional Council area), annual transportation costs are slightly higher at approximately \$15,700; transportation costs are approximately 25 percent of the typical household income.

Exhibit 4. Monthly Household Transportation Expenses



In the Wasatch Front and Utah County, residents are spending approximately 43 and 51 percent of their household income, respectively, on housing and transportation. Traditionally, when the combined cost of housing and transportation exceeds 45 percent, the affordability declines.

Survey respondents were asked to estimate the amount of money they spend per month on personal transportation.

Public And Stakeholder Input

Expenses could include any mode of transportation including owning and driving a personal vehicle, riding with family or friends, volunteer transportation, human service agency, public, or private transportation services.

Transportation expenses are higher in Salt Lake and Davis Counties, according to survey respondents. More than half, 54 percent, of Weber County residents and 60 percent of Utah County residents are spending less than \$20 per month on transportation. In Salt Lake and Davis Counties, about one-third of respondents are spending less than \$20 per month, and nearly one quarter, 23 percent, of respondents are spending between \$51 and \$100 per month on transportation.

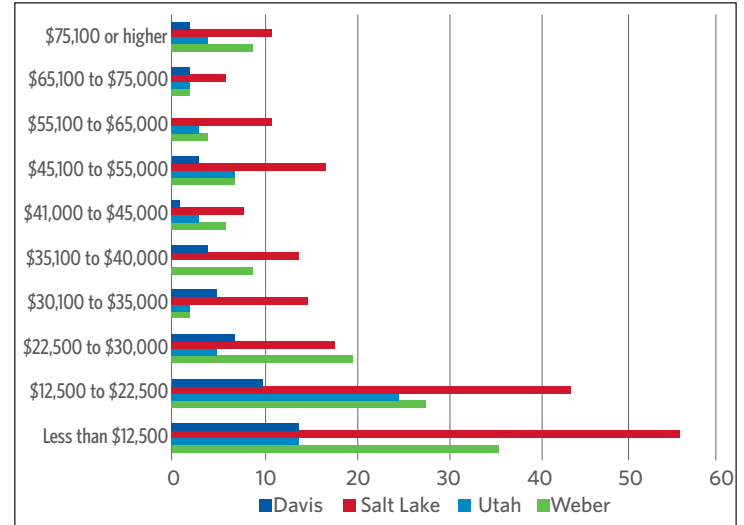
Low cost transportation options available in the Wasatch Front include riding with family or friends, volunteer driver programs, and public or human service agency programs. Where the low-cost options are not available on a regular basis, survey respondents ride with family and friends or stay home. Fortunately, most communities in the Wasatch Front offer at least a limited amount of low-cost transportation options. However, the challenges to finding affordable transportation increase for individuals who need to travel with a mobility device and/or an assistant. Qualitative feedback from the survey results indicates that many people rely on family members or friends for rides to medical appointments and the grocery store and this is how they control transportation-related expenses.

As illustrated in Exhibit 5, 22 to 29 percent of survey respondents earn a household income of less than \$12,500 per year. Another 21 to 38 percent of respondents earn a household income of between \$12,500 and \$22,500 per year. In each county, a large majority of respondents live alone or with one other adult in the household. Davis, Weber, and Salt Lake Counties had the highest percentages of respondents in the lowest income bracket. Utah County respondents earned slightly higher incomes and had the highest percentage of respondents earning \$12,500 to \$22,500 per year. Utah County had the lowest percentage of respondents earning more than \$22,500 per year compared to the other counties in the region.

Modes of Transportation

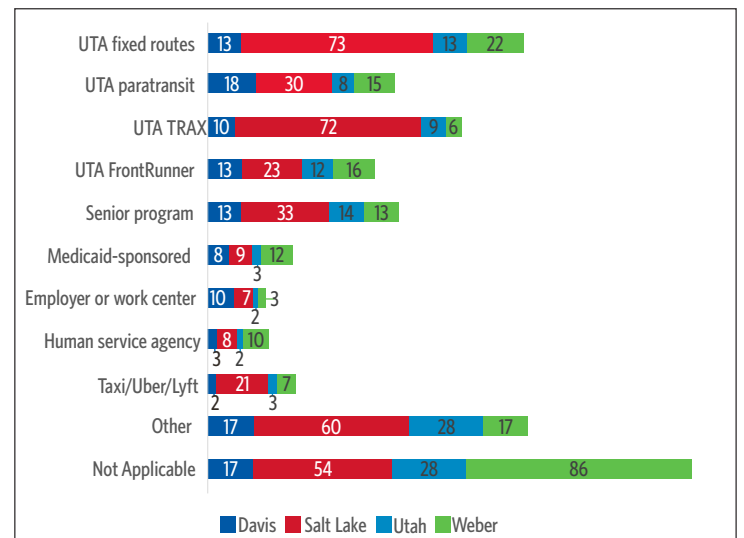
Residents in the Wasatch Front are fortunate to have several transportation options including public transportation, human service agency programs, senior center programs, and private transportation services. Each option varies in price and level of service. For example, public transportation options are typically less expensive than private transportation services, but they may not

Exhibit 5. Annual Household Income



offer a direct trip from Point A to Point B. Senior and human service agency programs are typically free (or donation based) for the passenger and are therefore less expensive than public transit. However, agency-sponsored transportation services often have less capacity/availability and more limited hours and days of service. Therefore, passengers must choose the options that meet their needs. Exhibit 6 illustrates a comparison of transportation services used by respondents in each county. Respondents who marked the "other" and "not applicable" categories primarily rode with family or friends or drove themselves. In each county, most respondents used a service provided by UTA, rode with family members/friends, or drove.

Exhibit 6. Modes of Transportation



Public And Stakeholder Input

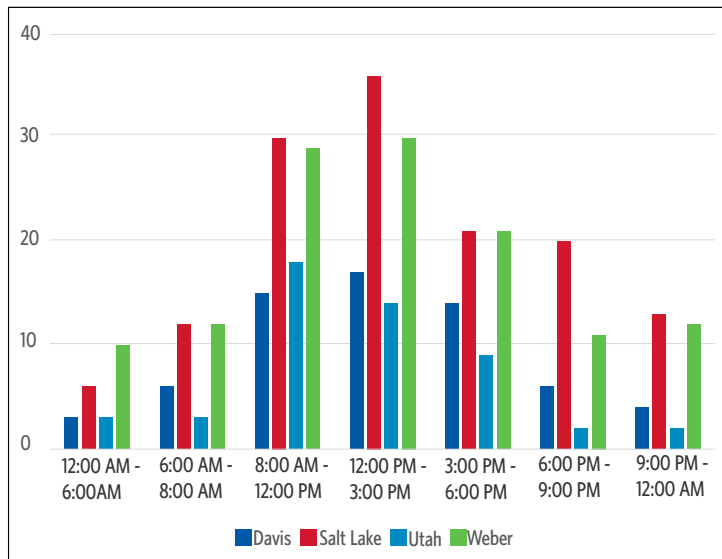
Gaps in Access to Transportation

Exhibit 7 and Exhibit 8 illustrate the temporal and spatial gaps in access to transportation indicated by survey respondents. Only the respondents that said that they sometimes do not have transportation when they need it were asked to clarify the time of day and day of week when that ride is needed. Understanding these facts will help transportation planners to identify times and days when additional service may be needed.

Most respondents indicated that they need transportation and do not have it between 8:00 AM and 6:00 PM; the peak in unmet trip needs occurs between 12:00 PM and 3:00 PM. These mid-day hours are traditional hours for medical and human service agency appointments and nutrition programs at senior centers.

Unmet trip needs occur every day of the week, but are highest on weekdays. More than 10 percent of respondents need transportation on Sundays in Weber County and on Saturday in Davis and Salt Lake County. On weekdays, unmet transportation needs occur for 14 to 18 percent of respondents in each county.

Exhibit 7. Time of Day When Rides are Most Often Needed and Not Available



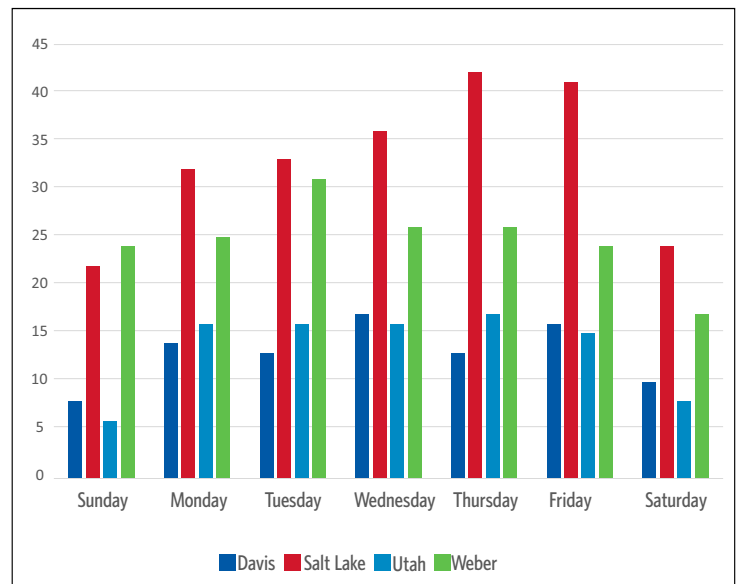
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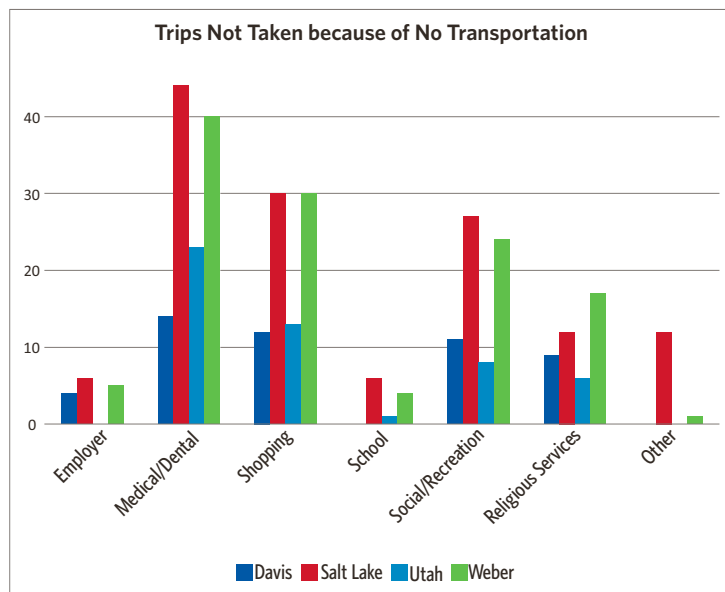
Exhibit 8. Days of the Week When Rides are Most Often Needed and Not Available



Public And Stakeholder Input

Exhibit 9 illustrates the activities that the respondents who sometimes do not have a ride are missing due to their lack of transportation. In all counties, medical and dental appointments were the most commonly listed trips that are not taken due to lack of transportation. Shopping (including grocery shopping) was also listed by more than 10 percent of respondents in each county who sometimes do not have transportation. Social and recreational trips ranked third highest across all counties. Transportation to health and wellbeing services and activities can be the difference in a person's ability to age in place and maintain a healthy lifestyle.

Exhibit 9. Trips Not Taken because of No Transportation



It is also worth noting that the survey results revealed that many of the people who stated that they always have a ride when they need it are relying on family and friends for that ride. Family members and friends also have other priorities and the person who needs a ride is most likely scheduling their travel around the needs of the person who can drive them (i.e., after the person is finished working for the day). The reliance on family and friends who work during traditional business hours may be another reason for the peak in unmet transportation needs for medical appointments and shopping during the mid-day.

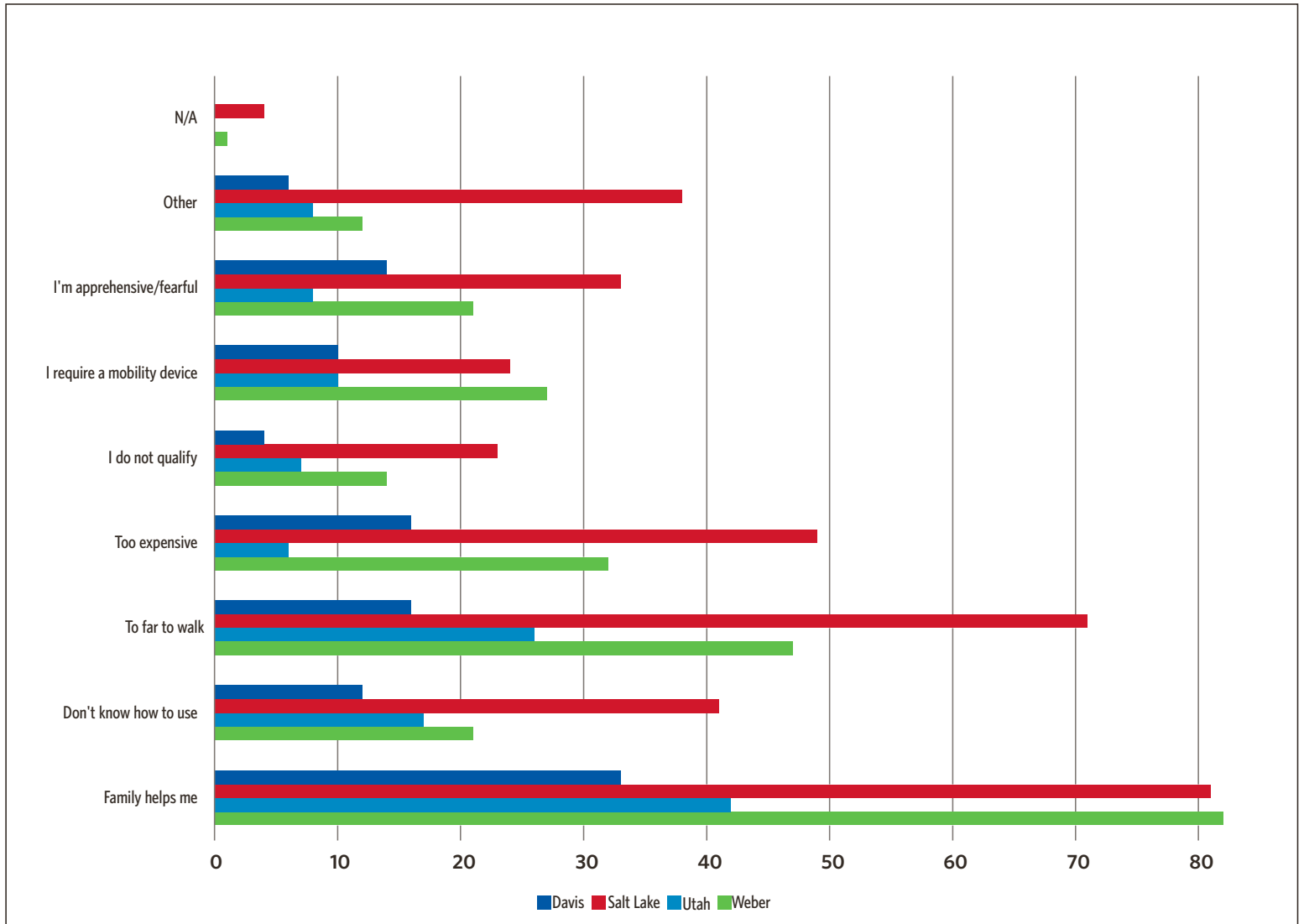
As discussed in Chapter 2, transportation services are available during the mid-day on weekdays in all counties. Nonetheless, some individuals do not have a ride when they need it. This could be a result of the type of transportation services available to them not being accessible due to a mobility limitation (i.e., vehicles are not

wheelchair accessible or the person cannot walk to the nearest bus stop). The barrier could also be related to the cost of the trip being unaffordable or the respondent is fearful or unaware of available shared-ride transportation options.

The reason for not using public, private or human service agency transportation services is explored in . In all counties, the most common reason for not using available transportation services was that family members or friends drive them. The second most common answer was that the nearest bus stop is too far away for them to walk from their origin and/or destination. Most of the "other" responses were a variation of riding with friends and family members.

It is noteworthy that several people also indicated that they do not ride transportation services because they are apprehensive or fearful or because they require a mobility device and an accessible vehicle is not available to them. It is also important to note that in Salt Lake, Davis, and Weber Counties, the price of using available transportation services was cost prohibitive for survey respondents. In Utah County, price was less of a barrier compared to other reasons. In Salt Lake County, unless a family or friends are driving them, the number one reason those questioned do not use transportation services is that it is too far to walk.

Exhibit 10. Reasons for Not Using Public, Private, or Agency Transportation Services



Conclusions

The assessment of unmet specialized transportation needs for older adults and individuals with disabilities was strategically planned to ensure extensive opportunities for participation from the targeted groups. Stakeholder input was sought for the purpose of understanding the gaps and unmet transportation needs that are unserved or underserved within the existing network of services. Outreach involved discussions and surveys with older adults, individuals with disabilities and their families. Outreach also involved one-on-one and groups discussions with human service agencies and other

organizations that serve the targeted population groups through direct services and by providing funding for program support.

In total, nearly 700 surveys were collected along with completion of 23 group presentations, four focus groups, and one-on-one interviews with 29 transportation stakeholders from across the study area. The gaps and barriers identified through the outreach efforts are discussed in Chapter 5.

Specialized Transportation Needs/Gaps

Through a combination of public surveys, focus groups, one on one interviews, and Local Coordinated Council meetings, a number of new and ongoing specialized transportation gaps have been identified. In general, there continues to be issues with transportation coverage in outlying suburban areas as well as rural areas. There is also an issue with the windows of time that transportation is available to the public. Affordability of transportation is particularly a concern for those needing accessible rides as ADA accessible transportation can often be expensive for the customer. Additionally, eligibility requirements for UTA Paratransit and human service transportation can keep people from meeting their transportation needs. Specific gaps to be addressed are listed below.

Funding

Funding gaps identified refer to funding needs of human service transportation providers to run their services. Those gaps include:

- *Limited funding sources for providers.* Providers are often dependent on limited government grants, donations, and public funds to run their services. Providers compete with each other for these limited resources.
- *Local “match” for grant awarded funding is often difficult for organizations to budget for.* Even when an organization is awarded grant funding, those wards often require “match” funds from the organization. Most specialized transportation providers have very tight budgets making the “match” funds difficult to allocate. Often, those “match” funds are taken from some other area of need within the organization.
- *Maintenance/fuel/insurance costs of vehicles.* These ongoing costs for vehicles are costly and can rise with inflation.
- *Not enough funds to pay for operations.* There are times when providers have vehicles sitting idle due to the inability to pay for the operation of those vehicles. This has recently become particularly challenging as the Covid recovery has caused a scarcity of operators and a demand for increased wages.
- *More demand on services as society ages.* As more of society ages, more individuals become reliant on transportation services. If additional funding does not become available, these needs of society will not be met.
- *More trips will be needed for “day program” clients because of new Medicaid laws.* The federal government passed legislation that requires more community access for DSPD clients. This is an unfunded mandate meaning that this new requirement is mandatory, but

no additional funding will be given to providers to provide this additional service.

- *Some clients cannot independently ride public transportation.* Though public transportation can help ease the transportation burden for some specialized transportation providers, there are clientele that will never have the ability to ride a public system.

Cost

Cost gaps refers to the affordability of transportation by the customer.

- *Public transportation is too expensive for low-income customers.* Though public transportation is a very low cost transportation option, those of low-income or at the poverty level still find it difficult to pay for transportation services. Currently, there are no “free” public transportation services for low-income riders.
- *Paratransit cost is too much for some customers.* The cost for UTA Paratransit service is \$4 for a one way trip. For a client to go to the store, it will cost \$8 round trip. This is a pretty steep price considering that many persons with disabilities and seniors are in low income households. These clients are typically on very tight and limited incomes so they must choose their trips wisely to live within their means.
- *Low cost transportation options are very limited, especially for those with mobility devices.* UTA Paratransit is a lower cost option if the service is available to meet your needs. If a customer needs transportation outside of Paratransit service areas, times, or is not Paratransit eligible, the cost for transportation become quite high. Costs of private providers to transport an individual in a mobility device can range anywhere from \$75 to hundreds of dollars for a one way trip.

Eligibility Requirements

Eligibility requirements refers to the requirements/rules a customer must meet to qualify for a specialized transportation/paratransit service.

- *Organization's rules/liability.* Specialized transportation providers often have their own organizational rules as to whom they will provide transportation. Also, providers are hesitant to share rides with other clientele due to liability issues with their insurance.
- *Funding rules.* Government agencies and non-profits receive specific funding for certain clientele. Because of the rules of the funding, organizations are unable to

Specialized Transportation Needs/Gaps

- give rides to those not identified by the funding source.
- *Causes duplicate services.* A client could be eligible for more than one transportation service thus duplicating service across multiple providers. If providers were able to share rides and overcome the eligibility rules, services would not be duplicated which would result in transportation cost savings.
- *Less efficient use of resource.* This is similar to the above point. Clientele that are eligible across multiple agencies use up more transportation dollars. More flexible eligibility rules would streamline services and cut down on costs.
- *Exclude the general public.* Services that require eligibility exclude those that may not qualify for their services, but still need specialized transportation.

Service Area/Service Coverage

Service area/service coverage refers to the areas within a community with public or specialized transportation access. Gaps can occur when no transportation is available between where a person needs to originate a trip and a destination.

- *Cannot find operators.* With limited operators, some areas may not get transportation coverage.
- *Limited coverage area.* UTA public transportation only covers certain areas of the Wasatch Front. Government agencies are limited to the community they serve i.e.: Davis County Aging only provides trips within Davis County.
- *Very limited/affordable on demand service.* Services like cabs, Uber and Lyft are considered on demand transportation. These transportation options are often not affordable for seniors and persons with disabilities. These services are typically only available in very urbanized areas and do not offer ADA accessible rides. UTA has a new on demand service that is provided by Via. This is a very low cost on demand service, but is only available in the southern area of Salt Lake County at this time.
- *Paratransit services needed beyond ¾ mile.* UTA Paratransit service is only available beyond ¾ miles of UTA Fixed Route services. This is compliant with federal ADA rules, but leaves a lot of areas along the Wasatch Front without Paratransit service. These unserved areas do not have other transportation options available to meet ADA accessible needs.

- *Service into the suburbs/industrial areas.* The farther away from the urbanized core, the less public transportation is available. Industrialized areas lack population numbers to justify fixed route services, yet people need to access these areas to get to work.
- *First mile/last mile issues.* “First mile/last mile” is a transportation industry term referring to the ability of a customer to get to transportation (first mile) and then the ability to get from the transportation to their destination (last mile). If first mile/last mile distances are long, this can be challenging for many seniors and persons with disabilities that struggle with walking long distances.
- *Route changes difficult for customers.* When UTA changes fixed route services, this can affect Paratransit service. For instance, if a fixed route is discontinued from service, a person on that route that used to have Paratransit access would no longer have that service available to them. Additionally, for a customer that is used to one way of getting somewhere, if that trip pattern changes, the customer can become lost in the UTA system.

Time

Time is a broad term referring to transportation service times, availability times, wait times, service frequency, etc.

- *Limited time of service/limited time frame of rides.* Many specialized transportation services only run certain days of the week during certain hours. This is also true of public transportation which has set schedules and limited service times.
- *Limited “after hours” service/weekend service/Sunday service.* The majority of specialized transportation providers are only open on weekdays typically between the hours of 9am to 5pm. They limit their services to when they are open. UTA public transportation cuts service back in the evenings as well as on the weekends. Sunday has the least amount of transportation services.
- *Rides needed between 8am and 6pm.* Many seniors and people with disabilities rely on family and friends to take them where they need to go. Unfortunately, many of those family and friends work day jobs during typical weekday business hours when many doctor appointments are made and businesses are open. Demand for trips is high when many people are not available to give rides.
- *Too long a pick-up window for Paratransit service.* The pick-up window for a scheduled paratransit trip is up to 30 minutes. This wait is inconvenient for customers and can be difficult if weather is inclement.

Specialized Transportation Needs/Gaps

- *Public transit riders prefer 15 minute service frequency.* Those clientele that have the ability to use public transportation would use the service more if the frequency of trips was 15 minutes so wait times are minimal making the service more convenient.

Communication/Coordination

Communication/coordination refers to public awareness of available transportation services and how those transportation services work together.

- *No central point of information for clients/customers.* For people needing specialized transportation services, there is no central number to call or website to get all the information there is on all the available specialized transportation services. When a customer calls an agency, that agency typically only provides information about their specific service. Many times, a customer does not even know where to begin to inquire about specialized transportation.
- *Clients not familiar on how to use public transportation options.* For a person trying to use public transportation, the public system can be intimidating to use. There can be learning barriers as well. Information is limited and can be difficult to apply in a real world scenario.

Access

Access refers to a person's ability to access transportation easily and safely.

- *Inaccessible pathways and transit stops.* Broken sidewalks, no sidewalks, steep slopes, pot holes and many other obstacles can cause inaccessibility to transit stops.
- *Inadequate number of needed curb cuts.* Curb cuts are the cut-a-way section of curb that allows a person in a mobility device to access the sidewalk. Typically, curb cuts are at intersections, transit stops, and business entrances. Unfortunately, many more curb cuts are needed throughout the public transportation system to allow for true accessibility.
- *Unsafe intersections.* A number of things can contribute to unsafe intersections: too many traffic lanes, "walk" signal not holding for enough time to cross, pot holes, obstructions, no sound signal, etc.

- *Limited number of accessible vehicles available.* There are far less accessible vehicles across the Wasatch Front than non-accessible vehicles. All UTA public transportation vehicles are accessible, but they do not run all the time and do not meet everyone's needs. Only one cab company in Salt Lake County has one accessible vehicle. There are no accessible Uber or Lyft vehicles.

Mobility Strategies to Address Gaps

Service Improvements

- 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 local or federal grants.
- Explore creative funding sources and partnerships.
- Seek local financial support/investment from public monies through elected officials.
- Support and promote service efficiencies, effectiveness, and coordination.
- Seek out affordable/free fare options for clients.

Communication/Coordination

- Expand partnerships to coordinate transportation services, technology, planning, and expertise.
- Support and promote existing transportation options.
- Develop and implement innovative transportation options to fill service gaps.
- Centralize transportation services information for easier public access.
- Public outreach through transportation provider organizations.
- Mobility Management.

Customer Service

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

Accessibility

- Support and expand mobility options and universal design that support, and are supported by, livable communities.
- Support improvements to current transit infrastructure including accessible intersections, curb cuts, and bus stops.
- Support and promote safe and secure environments for transportation disadvantaged individuals.

Proposed Prioritized Projects

The Provo-Orem Local Coordinating Council carefully considered and identified gaps and strategies when proposing projects for future FTA 5310 Grant funding. For a project to be awarded funding, it must be included in this list of projects that has the projects listed in order of priority from the top being the highest to the bottom being the lowest. Where a project lands on the list determines part of the grant application score for requesting subrecipients.

Needs change in communities over time and with advances in technology. That being stated, the projects for the Provo-Orem 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.

The following is the current listed of ranked projects:

Volunteer Driver/Demand Response Program

- UtahValleyRides
- UTA, MAG, UWUC

Expansion of the volunteer driver/demand response transportation program-UtahValleyRides- to provide medical and other life sustaining trips for seniors and persons with disabilities by working with willing partners in Utah County.

Vehicles

- Expansion of fleet (new vehicle)
- Replacement of old vehicles (new vehicle)
- Rehabilitation of existing vehicles
- Preventative maintenance on existing vehicles

Mobility Management

- Help expand UtahValleyRides service
- Develop a OneCall/OneClick center in Utah County
-

Federal Transit Law (49 U.S. Code § 5302) defines mobility management as a capital project “consisting of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a governmental entity, under this chapter (other than section 5309); but excluding operating public transportation services.”

ITS (Intelligent Transportation Solutions)

- OneCall/OneClick
- RidePilot
- E-Voucher

These are software projects developed by UTA and Cambridge Systematics to support the technology needs of their Human Service Transportation Provider partners.

Voucher Program

- Sub-contracted service provider
- Private volunteer drivers

The aim of a voucher program is to provide more critical trips-particularly medical-at no cost to the approved senior or disabled individual. This service can be provided by negotiated contract with a private transportation company such as a taxi service or by private volunteer drivers selected by the approved voucher client. The volunteer driver receives a small, reimbursed mileage rate for their service. Voucher programs help provide transportation outside of regular service windows and expands the service area coverage of a provider.

Operations Funding

This is funding for the operations of vehicles including paying operator wages.

Emergency Trip Fund

- Expand United Way 211 program/emergency trip fund
- Provide ADA accessible rides
-

This fund would cover the cost of one round trip when a person calls with a trip need that cannot be met by UTA or human service transportation partners on short notice, for a person who has not been certified as eligible for transportation services. These funds would be specifically for ADA accessible rides.

Proposed Prioritized Projects

Potentially, this fund could be administered by United Way 211 to expand the existing Emergency Trip Fund for transportation. This would create a last-minute trip option that is not cost prohibitive for the rider.

Transportation Support Equipment

- Radios
- Tablets
- Lifts
- Charging stations
- Other eligible equipment identified in the FTA 5310 Grant circular

Accessibility Infrastructure Projects

- Accessible pathways to public transportation
- Non-profit organizations access projects

Travel Training

- Expand services/outreach

Private Partnerships

- Approach private organizations and businesses about collaborating with Human Service Transportation Providers on projects that would be mutually beneficial to their common clientele.

Utah County OneCall/OneClick Center Pilot

- UW to integrate area resources into their operations
- Better customer service/centralize service
-

Centralized public information system providing available transportation options in an area. This type of single system can include trip planning tools, trip eligibility, booking of trips and even payment of trips.

Appendix A Transportation Inventory List

AARP Utah	DavisWeber
Autumn Glow Senior Center	DavisWeber
Bountiful Food Pantry	DavisWeber
BRAG	DavisWeber
Chrysalis	DavisWeber
City of North Salt Lake	DavisWeber
Clearfield City	DavisWeber
Continue Mission	DavisWeber
Davis Behavioral Health	DavisWeber
Davis Community Housing Authority	DavisWeber
Davis County Health and Senior Services	DavisWeber
Davis County Health and Senior Services (DPSD)	DavisWeber
Davis County Health and Senior Services (RSVP)	DavisWeber
Davis county Ageing Board	DavisWeber
Davis County School District	DavisWeber
Enable Utah	DavisWeber
Family Counseling Service of Northern Utah	DavisWeber
Farmington City	DavisWeber
Golden Years Senior Center	DavisWeber
Harmony Home Health and Hospice	DavisWeber
Head Start (Ogden-Weber Community Action Partnership)	DavisWeber
Huntsville Town	DavisWeber
Layton City	DavisWeber
LDS Transient Services, Ogden	Davis/Weber
Legend Transportation	DavisWeber
MV Transportation	DavisWeber
North Davis Senior Activity Center	DavisWeber
Northern Utah Coalition	DavisWeber
Ogden City	DavisWeber
Ogden Housing Authority	DavisWeber
Ogden-Weber Community Action Partnership	DavisWeber
PARC	DavisWeber
Roads to Independence	DavisWeber
Senior Charity Care Foundation	DavisWeber
Spectrum Academy	DavisWeber
Syracuse City	DavisWeber
Syracuse Community Center	DavisWeber
Syracuse Senior Services	DavisWeber

Turn Community Service Inc.	DavisWeber
Utah Council of the Blind	DavisWeber
Utah Schools for the Deaf and Blind	DavisWeber
Utah State Department of Workforce Services	DavisWeber
Utah State Office of Rehabilitation (UT State Div of Rehabilitation Services, Vocational Rehabilitation)	DavisWeber
Weber Human Services (Senior/Aging Services)	DavisWeber
Weber Human Services (Senior/Aging Services)(RSVP)	DavisWeber
Weber School District	DavisWeber
Weber State University	DavisWeber
Wasatch Front Regional Council (Mobility Management)	DavisWeber
Your Community Connection of Ogden	Davis Weber
Youth Impact, Inc	DavisWeber
5 Star	Salt Lake
A Limousine Connection	Salt Lake
AARP Utah	Salt Lake
Active Aging Salt Lake County	Salt Lake
Advantage Limousine	
Aero Transportation Services	Salt Lake
Alliance House	Salt Lake
Ambassador Cab	
American Cancer Society Utah (Road to Recovery)	Salt Lake
Angel MedTrans	Salt Lake
Asian Association of Utah (Refugee & Immigrant Center)	Salt Lake
Bear O Care	Salt Lake
Beehive Taxi	Salt Lake
Bluffdale City	Salt Lake
Canyon Transportation Inc	Salt Lake
Catholic Community Services	Salt Lake
Chrysalis	Salt Lake
City Cab	Salt Lake
City of West Jordan	Salt Lake
City Wide Shuttle	Salt Lake
City of South Salt Lake	Salt Lake
Community Nursing Services	Salt Lake
Crossroads Urban Center	Salt Lake
Danville Services of Utah	Salt Lake

Appendix A Transportation Inventory List

DWS	Salt Lake
DWS Rehab, South Jordan	Salt Lake
Diamond Limousine Service	Salt Lake
Division of Services for People with Disabilities	Salt Lake
Draper Senior Center	Salt Lake
Easter Seals-Goodwill	Salt Lake
Eaton Alliance	Salt Lake
Eddie P. Mayne Kearns Senior Center	Salt Lake
Elite Limousine Services	Salt Lake
Enable Utah	Salt Lake
Endless Adventures	Salt Lake
Express Shuttle	Salt Lake
First Step House	Salt Lake
Foundations for Independence (Cerebral Palsy of Utah)	Salt Lake
Foundations for Independence (Cerebral Palsy of Utah)	Salt Lake
Gold Cross Ambulance	Salt Lake
Grant Pro Group	Salt Lake
Greyhound Bus Lines	Salt Lake
Handi Van Inc.	Salt Lake
Harman Senior Recreation Center	Salt Lake
Headin' Home Horse Rescue Equine Therapy	Salt Lake
Herriman City	
Highland Cove	Salt Lake
Holladay Healthcare	Salt Lake
Home Instead	
House of Hope (Recovery House)	Salt Lake
Hyde's Encore	
Indian Training Education Center	Salt Lake
International Resuce Committee	Salt Lake
Jordan School District	Salt Lake
Kostopulos Dream Foundation	Salt Lake
L. Clark Cushing Heritage Center	Salt Lake
LeBus	Salt Lake
Legacy Retirement Communities	Salt Lake
Lewis Stages	Salt Lake
Liberty Senior Center	Salt Lake
Lifelong Learning Center	
Life Skills Vocational Center	Salt Lake
Midvale City	Salt Lake

Midvale Senior Citizens Center	Salt Lake
Mission Healthcare Services	Salt Lake
Mission West Jordan Care Center	Salt Lake
Mobility Transportation Services	Salt Lake
Mount Olympus Senior Center	Salt Lake
Murray Cab/South Salt Lake Cab/Ute Cab/ West Valley Taxicab	Salt Lake
Murray City Heritage Center	Salt Lake
Murray City School District	Salt Lake
Neighborhood House	Salt Lake
Neighbors Helping Neighbors (U of U College of Social Work)	Salt Lake
Odyssey House of Utah	Salt Lake
Park & Jet and Diamond Shuttle Services	Salt Lake
Refugee Services	Salt Lake
ResCare	Salt Lake
River's Bend Northwest Senior Center	Salt Lake
Riverton Senior Center	Salt Lake
RTW (profit paratransit)	Salt Lake
Salt Lake City Historical Tours	Salt Lake
Salt Lake City School District	Salt Lake
Salt Lake City School District (Columbus Community Center)	Salt Lake
Salt Lake City Taxi Cab and Shuttle Service	Salt Lake
Salt Lake Community Action Program	Salt Lake
Salt Lake County	Salt Lake
Salt Lake county Aging and Adult Services	Salt Lake
Salt Lake County Aging and Adult Services (Rides for Wellness)	Salt Lake
Salt Lake County Aging and Adult Services (Rides for Wellness)	Salt Lake
Salt Lake County Aging and Adult Services (Meals on Wheels) (Senior Center)	Salt Lake
Salt Lake County Parks and Rec	Salt Lake
Salt Lake County Public Works	Salt Lake
Sandy Senior Center	Salt Lake
South County Community Council	Salt Lake
South Jordan City	Salt Lake
South Jordan Senior Center	Salt Lake
South Salt Lake City	Salt Lake

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South Salt Lake City (Columbus Senior Center)	Salt Lake
South Valley Sanctuary	Salt Lake
South Valley Services	Salt Lake
Taylorville Senior Center	Salt Lake
Tenth East Senior Center	Salt Lake
The Church of Philadelphia	Salt Lake
The Haven	Salt Lake
The Road Home	Salt Lake
Tri M Transportation	Salt Lake
Turn Community Service Inc.	Salt Lake
UDOT	Salt Lake
United Way of Salt Lake (Utah 211)	Salt Lake
University of Utah Commuter Services	Salt Lake
Urban Indian Center of Salt Lake	Salt Lake
Utah Department of Health (Family Dental Plan Clinics)	Salt Lake
Utah Department of Human Services (Aging and Adult Services)	Salt Lake
Utah Department of Human Services (Division of Services for People with Disabilities)	Salt Lake
Utah Department of Transportation	Salt Lake
Utah Dev. And Disabilites Council	Salt Lake
Utah Down Syndrome Association	Salt Lake
Utah Independent Living Center	Salt Lake
Utah State Department of Health Medicaid	Salt Lake
Utah State Department of Workforce Services	Salt Lake
Utah State Department of Workforce Services Refugee Services	Salt Lake
Utah State Office of Rehabilitation (UT State Div of Rehabilitation Services, Vocational Rehabilitation)	Salt Lake
Utah State Office of Rehabilitation (UT State Div of Svcs to the Blind and Visually Impaired, Utah Council of the Blind)	Salt Lake
Utah State Office of Rehabilitation (UT State Div of Svcs to the Deaf and Hard of Hearing, Sanderson Center)	Salt Lake
Utah Trailways	Salt Lake
Utah Transit Authority	Salt Lake

Utah Transportation Management (RTW Management)	Salt Lake
UTE Cab Company	Salt Lake
VA Salt Lake City Health Care (Disabled American Veterans)	Salt Lake
VA Salt Lake City Health Care (Mobility Management)	Salt Lake
VA Salt Lake City Health Care (VA Homeless Outreach Program)	Salt Lake
VA Salt Lake City Health Care (Veterans Transportation Service)	Salt Lake
VA Salt Lake City Health Care System	
Valley Behavioral Health (Valley Mental Health)	Salt Lake
Valley Shuttle	Salt Lake
VIP Limousine	Salt Lake
Visiting Angels	Salt Lake
Wasatch Front Regional Council (Mobility Management)	Salt Lake
Wasatch Mountain Services	Salt Lake
Webb Tours	Salt Lake
West Jordan City	Salt Lake
West Jordan Senior Center	Salt Lake
Western Leisure	Salt Lake
Work Activity Center	Salt Lake
Yellow Cab in Salt Lake, Davis, Weber and Utah counties	Salt Lake
Yellow Express	Salt Lake
YWCA	
Ability First Utah	Utah
Alliance House	Utah
Alpine School District	Utah
Alpine Valley Care Center (Mission Health)	Utah
American Fork City (Senior Citizens Center)	Utah
American Limousine/Affordable Cab	Utah
Centro Hispano	Utah
Chrysalis	Utah
Citizen Member	Utah
Community Action Services and Food Bank	Utah
COSH Community Oriented Svcs for Helping	Utah
Easter Seals-Goodwill SCSEP	Utah
Five Dollar Flyer	Utah

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Hearts for Hospice	Utah
Key Residential Services	Utah
Lehi City (Senior Citizen Center)	Utah
Mountainland Association of Governments	Utah
Mountainland Association of Governments (Aging and Family Services)	Utah
North Eastern Services	Utah
Orem City (Orem Senior Friendship Center)	Utah
Payson City	Utah
PickMeUp Medical Transport	Utah
Provo City (Senior Programming)	Utah
Provo School District	Utah
Recreation and Habilitation Services	Utah
Senior Partners	Utah
Spanish Fork City (Senior Citizens Center)	Utah
Springville Senior Center	Utah
Timp UTA Business Unit	Utah
TURN Community Services	Utah
United Way of Utah County	Utah
United Way of Utah County (Utah Valley Paratransit)	Utah
Utah County Government (Dept of Drug and Alcohol Prevention and Treatment)	Utah
Utah County Health Department (Senior Companion Program)	Utah
Utah County Health Department (Substance Abuse)	Utah
Utah Department of Human Services (Division of Services for People with Disabilities, UT State Developmental Center)	Utah
Utah State Developmental Center	Utah
UtahValleyRides	Utah
Wasatch Mental Health	Utah
Wasatch Transportation	Utah

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Crossroads Urban Center			
Department of Workforce Services - Eligibility Services Division			
Transitional Services			
The Road Home			
Community Action Services and Food Bank - Provo			
LDS Transitional Services - St George			
The Salvation Army - St George			
Iron County Care and Share			
Switchpoint			
Consulate of Mexico			
Utah Department of Transportation			
Utah Transit Authority			
Priority 1 Transportation			
Utah Valley Paratransit			
UTA Paratransit ADA Program			
Utah Council of the Blind			
Utah Valley Rides			
Active Re-entry Independent Living Center - Vernal			
St George SunTran			
Crossroads Urban Center			
Department of Workforce Services - Eligibility Services Division			
Community Action Services and Food Bank - Provo			
Community Action - Cedar City			
Iron County Care and Share			
Transitional Services			
Community Action - St George			
The Salvation Army - St George			
Davis, Morgan, and Weber HEAT Programs			
Utah Transit Authority			
Utah Transit Authority			
Roads To Independence			
Weber-Morgan Area Agency on Aging			
American Cancer Society - Great West Division			
Priority 1 Transportation			
Department of Workforce Services - Eligibility Services Division			
Community Action - St George			
Salt Lake County Aging and Adult Services			
Bear River Association of Governments			
Bear River Association of Governments - Box Elder County			

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Community Action - Cedar City			
LogistiCare (HMG)			
National Patient Travel Center			
Epilepsy Association of Utah			
Tooele County Aging Services			
River's Bend Northwest Senior Center			
Draper Senior Center			
Salt Lake County Aging and Adult Services			
Weber-Morgan Area Agency on Aging			
Davis County Senior Services			
Six County Area Agency on Aging			
St George Senior Center			
Utah Valley Rides			
Utah Valley Paratransit			
Brigham City Senior Center			
Bear River Area Agency on Aging			
Utah State Division of Aging and Adult Services			
Provo City Recreation Center			
Enterprise Senior Center			
10th East Senior Center	Senior Center	(385) 468-3140	237 S 1000 E, Salt Lake City, UT 84102
AARP Salt Lk Wdwd Persons Services	Assisted Living	(801) 352-9229	846 Chartres Ave, Sandy, UT 84070
Abbingtion Manor Memory Care	Senior Center	(801) 768-3900	855 W 1500 N, Lehi, UT 84043
Abbingtion Manor Senior Living	Senior Center	(801) 768-3900	215 N Center St, Lehi, UT 84043
Abbingtion Senior Living Mapleton	Assisted Living	(801) 515-6699	1483 W 800 S St, Mapleton, UT 84664
American Fork City Senior Center	Senior Center	(801) 763-3090	54 E Main St, American Fork, UT 84003
Aspen Senior Day Center	Senior Center	(801) 607-2300	3410 N Canyon Rd, Provo, UT 84604
Assisted Living Of Draper	Assisted Living	(801) 917-2315	217 E Scenic Peak Cove, Draper, UT 84020
Avalon Senior Living	Senior Center	(801) 492-5810	179 N State St, Lindon, UT 84042
Beacon Crest Senior Living	Retirement Community	(801) 951-1300	591 E Pioneer Rd, Draper, UT 84020
Beacon Heights Senior Living	Senior Center	(801) 899-2240	3784 W Valley View Dr, Cedar Hills, UT 84062
Bear River Valley Senior Center	Senior Center	(435) 257-9455	510 W 1000 N, Tremonton, UT 84337
Beehive Homes	Assisted Living	(801) 709-4847	272 W 500 N, American Fork, UT 84003
BeeHive Homes of American Fork	Retirement Community	(801) 855-0597	164 W 200 S St, American Fork, UT 84003
BeeHive Homes of East Millcreek	Assisted Living	(385) 237-0800	3681 S 2300 E, Salt Lake City, UT 84109
BeeHive Homes of Provo	Assisted Living	(385) 309-0315	3144 W Center St, Provo, UT 84601
BeeHive Homes of West Jordan	Assisted Living	(801) 878-0197	8912 2700 W, West Jordan, UT 84088
Bel Aire Homes	Retirement Community	(801) 221-5100	436 700 N, Orem, UT 84097
Bel Aire Senior Living	Senior Center	(801) 763-0622	1088 E 390 S, American Fork, UT 84003
Brighton House Assisted Living	Assisted Living	(801) 254-8966	12894 South Nichols Ln, Riverton, UT 84065
Brightwork Living--The Cottage on Stratford	Assisted Living	(801) 467-3959	1603 Stratford Ave S, Salt Lake City, UT 84106

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Brightwork Living--The Villa at Park Place	Assisted Living	(801) 477-1957	565 E 300 S, Pleasant Grove, UT 84062
Canyon Breeze Senior Living	Retirement Community	(801) 226-8338	380 240 N, Orem, UT 84057
Canyon Creek Senior Living	Assisted Living	(801) 568-9909	7235 Union Park Ave, Cottonwood Heights, UT 84047
Cedarwood at Sandy	Retirement Community	(801) 590-3677	10970 700 E, Sandy, UT 84070
Center Court Senior Living	Senior Center	(801) 713-9120	4916 S Center St, Murray, UT 84107
Central Davis Senior Activity Center	Senior Center	(801) 444-2290	81 E Center St, Kaysville, UT 84037
City Plaza Apartments for Seniors	Retirement Community	(801) 533-9160	1992 200 E, Salt Lake City, UT 84190
Clark Cushing Senior Recreation Center	Senior Center	(801) 264-2635	10 E 6150 S, Murray, UT 84107
Columbus Senior Center	Senior Center	(385) 468-3340	2531 S 400 E, Salt Lake City, UT 84115
Country Lane Assisted Living West Sandy	Assisted Living	(801) 561-7574	115 W 9400 S, Sandy, UT 84070
Covington Senior Living	Senior Center	(801) 494-2020	1925 N State St, Orem, UT 84057
Danville Support Services	Senior Center	(801) 363-1521	7351 Union Park Ave, Midvale, UT 84047
Draper Senior Center	Senior Center	(385) 468-3330	1148 Pioneer Rd, Draper, UT 84020
Dynasty Senior Care	Assisted Living	(801) 756-1119	95 200 N, American Fork, UT 84003
Essential Care	Assisted Living	(801) 719-9555	770 E Main St #119, Lehi, UT 84043
Friendly Neighborhood Senior Center	Senior Center	(385) 468-3065	1992 200 E, Salt Lake City, UT 84190
Golden Hours Senior Center	Senior Center	(801) 629-8864	650 25th St, Ogden, UT 84401
Golden Living Taylorsville Senior Living	Assisted Living	(801) 966-4286	2011 W 4700 S, Taylorsville, UT 84129
Golden Years Senior Citizens	Senior Center	(801) 451-3660	726 100 E, Bountiful, UT 84010
Greenwood Manor	Assisted Living	(909) 367-3887	215 N Center St, Lehi, UT 84043
Harman Senior Recreation Center	Senior Center	(801) 965-5822	4090 3600 W, West Valley City, UT 84119
Heritage Care Center	Care Center	(801) 756-5293	1717, 350 E 300 N, American Fork, UT 84003
Highland Glen	Retirement Community	(801) 683-0250	10322 N 4800 W, Highland, UT 84003
Kearns Senior Center	Senior Center	(385) 468-3100	4851 W 4700 S, Kearns, UT 84118
Lake Ridge Senior Living	Assisted Living	(801) 225-6559	960 S Geneva Rd, Orem, UT 84058
Lake View Elderly Care	Senior Center	(801) 785-7130	933 E Grove Dr, Pleasant Grove, UT 84062
Learning Services Riverton	Assisted Living	(801) 254-6295	6126, 1259 W 13200 S, Riverton, UT 84065
Legacy Retirement Residence	Retirement Community	(801) 253-4556	1617 Temple Ln, South Jordan, UT 84095
Legacy Village of Sugar House	Assisted Living	(801) 486-6000	1212 Wilmington Ave, Salt Lake City, UT 84106
Lehi City Senior Citizens	Senior Center	(801) 768-7165	123 N Center St, Lehi, UT 84043
Leisure Villas	Senior Center	(801) 653-1291	791 N 100 E, Lehi, UT 84043
Liberty Senior Center	Senior Center	(385) 468-3170	251 East 700 South, Salt Lake City, UT 84111
Lindon City Senior Center	Senior Center	(801) 769-8625	25 N Main St, Lindon, UT 84042
Lodge At Jordan River	Assisted Living	(801) 254-9900	1341 S Jordan Pkwy, South Jordan, UT 84095
Magna Kennecott Senior Center	Senior Center	(385) 468-3000	9228 2700 S, Magna, UT 84044
Manila Hills Home	Assisted Living	(801) 559-7868	338 W 2600 N, Pleasant Grove, UT 84062
Medallion Supported Living	Assisted Living	(801) 768-0471	651 E 200 S, Lehi, UT 84043
Midvale Senior Citizens Center	Senior Center	(385) 468-3350	7550 S Main St, Midvale, UT 84047
Mt Olympus Senior Center	Senior Center	(385) 468-3130	1635 E Murray Holladay Rd, Salt Lake City, UT 84117

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North Davis Senior Center	Senior Center	(801) 444-2290	42 State St, Clearfield, UT 84015
Northwest Senior Center	Senior Center	(801) 596-0208	1300 300 N, Salt Lake City, UT 84116
Olympus Ranch	Retirement Community	(844) 492-9904	971 E 5600 S, Murray, UT 84121
Operation Conquest	Assisted Living	(801) 254-0283	12645 S 1155 W, Riverton, UT 84065
Orem Senior Center	Senior Center	(801) 229-7111	93 400 E, Orem, UT 84097
Osmond Senior Living in Lindon	Assisted Living	(801) 922-0599	175 N State St, Lindon, UT 84042
Osmond Senior Living Memory Care in Salt Lake	Assisted Living	(801) 467-0060	950 E 3300 S, Salt Lake City, UT 84106
Pacifica Senior Living Millcreek	Assisted Living	(385) 743-2500	777 E 3900 S, Millcreek, UT 84107
Payson City Senior Citizens	Senior Center	(801) 465-5215	439 W Utah Ave, Payson, UT 84651
Pioneer Village Senior Community	Senior Center	(801) 798-7300	1457 S 1400 E, Spanish Fork, UT 84660
Pleasant Grove Senior Citizen	Senior Center	(801) 785-2818	Pleasant Grove, UT 84062
Provo Senior Center	Senior Center	(801) 852-6620	270 500 N, Provo, UT 84601
River Meadows Senior Living	Assisted Living	(801) 692-2100	137 Red Pine Dr, Alpine, UT 84004
River's Bend Senior Center	Senior Center	(385) 468-3015	1300 W 300 N, Salt Lake City, UT 84116
Riverdale Senior Center	Senior Center	(801) 621-6086	4433 900 W, Ogden, UT 84405
Riverton Senior Center	Senior Center	(385) 468-3040	12914 S Redwood Rd, Riverton, UT 84065
Rocky Mountain Care - Willow Springs	Assisted Living	(435) 843-2000	80 E 2000 N, Tooele, UT 84074
Romney Park Plaza Senior	Retirement Community	(801) 533-9160	475 900 S, Salt Lake City, UT 84111
Roy Hillside Senior Citizen Center	Senior Center	(801) 773-0860	5051 S 2000 W, Roy, UT 84067
Sagewood at Daybreak	Retirement Community	(801) 790-0585	11289 Oakmond Rd, South Jordan, UT 84095
Salt Lake County West Side Sr	Senior Center	(385) 468-3155	868 W 900 S, Salt Lake City, UT 84104
Salt Lake Senior Citizens	Senior Center	(801) 468-2480	2001 State St # S1500, Salt Lake City, UT 84190
Salt Lake Senior Clinic	Senior Center	(801) 505-5299	82 1100 E #403, Salt Lake City, UT 84102
Sandy Senior Citizens Center	Senior Center	(385) 468-3410	9310 1300 E, Sandy, UT 84094
Senior Care of American Fork	Care Center	(801) 642-2665	359 E Main St #4, American Fork, UT 84003
Senior Care of American Fork	Senior Center	(801) 642-2665	28 S 1100 E c, American Fork, UT 84003
Senior Circle	Retirement Community	(435) 843-3691	2055 N Main St, Tooele, UT 84074
Senior Helpers Utah	Care Center	(801) 912-8400	11075 State St, Sandy, UT 84070
Solstice Senior Living	Retirement Community	(801) 944-0082	310 E 10600 S, Sandy, UT 84070
South Jordan Senior Citizens	Senior Center	(801) 302-1222	10778 S Redwood Rd, South Jordan, UT 84095
South Ogden Senior Center	Senior Center	(801) 627-8620	580 39th St, Ogden, UT 84403
Spanish Fork City Senior Center	Senior Center	(801) 798-5015	167 W Center St, Spanish Fork, UT 84660
Spring Gardens Senior Living of Lindon	Assisted Living	(801) 515-0598	815 700 N, Lindon, UT 84042
Springville Senior Citizens Center	Senior Center	(801) 489-8738	65 E 200 S, Springville, UT 84663
Strawberry Creek Villas	Retirement Community		164 S 840 W, Pleasant Grove, UT 84062
Summerfield Retirement	Assisted Living	(801) 434-7581	911 N 800 W, Orem, UT 84057
Summit Senior Living	Assisted Living	(801) 938-4403	5524 W 6200 S, Salt Lake City, UT 84118
Summit Vista	Assisted Living	(801) 758-3138	3390 West Signal Peak Drive, Taylorsville, UT 84129
Sunridge Assisted Living and Memory Care	Assisted Living	(801) 280-2244	7037 S 4800 W, West Jordan, UT 84084
Sunrise at Holladay	Assisted Living	(801) 424-2200	4650 S Highland Dr, Millcreek, UT 84117
Taylorsville Senior Center	Senior Center	(385) 468-3370	743 Plymouth View Dr, Salt Lake City, UT 84123

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The Abbingdon at Holladay	Senior Center	(801) 432-7003	2728 E 3900 S, Holladay, UT 84124
The Charleston at Cedar Hills	Retirement Community	(801) 855-6746	10020 N 4600 W St, Cedar Hills, UT 84062
The Lodge at Riverton	Assisted Living	(801) 432-2900	12416 3600 W, Riverton, UT 84065
The Ridge Cottonwood	Retirement Community	(801) 770-0407	5600 Highland Dr, Holladay, UT 84121
The Seville	Retirement Community	(844) 507-9554	325 W Center St, Orem, UT 84057
The Sheridan at South Jordan	Assisted Living	(801) 889-1363	10569 River Heights Dr, South Jordan, UT 84095
The Wellington	Assisted Living	(801) 939-0043	4522 1300 E, Salt Lake City, UT 84117
The Wentworth at Draper	Assisted Living	(801) 308-8921	11631 700 E, Draper, UT 84020
The Wentworth at East Millcreek	Assisted Living	(801) 383-2677	1871 E 3300 S, Salt Lake City, UT 84106
The Wentworth at East Millcreek	Assisted Living	(801) 383-2677	1871 E 3300 S, Salt Lake City, UT 84106
The Wentworth at Willow Creek	Assisted Living	(801) 683-1141	8325 Highland Dr, Sandy, UT 84093
Treco Orem	Retirement Community	(801) 434-8000	250 E Center St, Orem, UT 84057
Utah Senior Home Placement	Senior Center	(801) 546-9556	1330 Flint Meadow Drive Kaysville, UT 84037
Washington Terrace Senior Center	Senior Center	(801) 621-0161	4601 S 300 W, Ogden, UT 84405
Welcome Home Assisted Living of American Fork	Assisted Living	(801) 529-5945	1889 W 930 N, Pleasant Grove, UT 84062
West Jordan Senior Citizens Center	Senior Center	(385) 468-3401	8025 2200 W, West Jordan, UT 84088
West Jordan Senior Home	Assisted Living	(801) 280-3211	7832 3200 W, West Jordan, UT 84088
Weber Area Agency on Aging		801-625-3770	237 26th street suite 320 Ogden Utah 84401
Utah Aging & Adult Services		(801) 538-4171	195 N. 1950 W. Salt Lake City, Utah 84116
Utah Aging Alliance		(801) 466-7210	P.O. Box 521569, Salt Lake City, Utah 84152-1569
Salt Lake County Aging Services		(385) 468-3200	2001 State St, Salt Lake City, UT 84114
Mountainland Area Agency On Aging		(801) 229-3804	586 800 N, Orem, UT 84097
Provo Housing Authority		(801) 900-5676	650 W 100 N, Provo, UT 84601
Housing Authority of Utah County		(801) 373-8333	240 E Center St, Provo, UT 84606
Housing Authority of Salt Lake City		(801) 487-2161	1776 S W Temple, Salt Lake City, UT 84115
Housing Authority of the County of Salt Lake		(801) 284-4400	3595 Main St, Salt Lake City, UT 84115
West Valley City Housing Authority		801-963-3320	4522 W 3500 S West Valley City, UT 84120
Housing Authority of Ogden City		801-627-5851	2661 Washington Blvd., Suite 2 Ogden, UT 84401
Weber County Housing Authority		801-399-8691	237 26th Street, Suite 134 Ogden, UT 84401
Davis County Housing Authority		801-451-2587	352 South 200 West, Suite 1 Farmington, UT 84025
Tooele County Housing Authority		435-882-7875	118 East Vine Tooele, UT 84074
LogistiCare - Utah	Non-emergency Medical		5215 Wiley Post Way Suite 140, Salt Lake City, UT 84116
Contact Hospitals			
Utah Valley Regional Medical Center	Non-emergency Medical	(801) 357-7850	1034 N 500 W, Provo, UT 84604
McKay-Dee Hospital	Non-emergency Medical	(801) 387-2800	4401 Harrison Blvd, Ogden, UT 84403
Intermountain Medical Hospital in Murray	Non-emergency Medical	(801) 507-7000	5121 Cottonwood St, Murray, UT 84107

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Home Health Care	Non-emergency Medical		
Unison Transport, LLC	Non-emergency Medical	(801) 668-5890	362 Park Creeke Ln, Salt Lake City, UT 84115
Mobility Transportation Services, LLC	Non-emergency Medical	(801) 266-5060	1414 E 4500 S, Salt Lake City, UT 84117
Angel MedTrans	Non-emergency Medical	(801) 671-8168	
Gold Cross Ambulance Service	Non-emergency Medical	(801) 972-3600	1717 S Redwood Rd, Salt Lake City, UT 84104
Gold Cross Ambulance	Non-emergency Medical	(801) 972-1211	762 S Redwood Rd, Salt Lake City, UT 84104
Para Quad Mobility	Non-emergency Medical	(801) 487-0111	2572 S West Temple, Salt Lake City, UT 84115
United Access	Non-emergency Medical	(801) 849-0369	9082 S 300 W, Sandy, UT 84070
Cottonwood Equity	Non-emergency Medical	(801) 878-4352	12660 S Fort St Ste 201, Draper, UT 84020
Medical Transport Company	Non-emergency Medical	(801) 263-9196	4232 500 W, Murray, UT 84123
Guardian Transportation	Non-emergency Medical	(385) 212-2002	9567 S Misty Oaks Cir, South Jordan, UT 84095
Personal Touch Transportation	Non-emergency Medical	(801) 619-4894	464 E Ivy Woods Ln, Salt Lake City, UT 84047
Interim Health Care of Salt Lake City	Non-emergency Medical	(801) 401-3515	2020 1300 E Suite C, Salt Lake City, UT 84105
SYNERGY HomeCare?	Non-emergency Medical	(801) 946-0355	180 E 2100 S #205, Salt Lake City, UT 84115
Catholic Community Services of Utah	Non-Profit	(801) 977-9119	745 E 300 S, Salt Lake City, UT 84102
Cerebral Palsy of Utah	Non-Profit	(801) 996-8218	11657 S Redwood Rd, South Jordan, UT 84095
Enable Utah	Non-Profit	(801) 621-6595	2640 Industrial Dr, Ogden, UT 84401
Feed U Food Pantry	Non-Profit	(801) 581-5888	200 S Central Campus Drive Salt Lake City, UT - 84112
R.I.T.E.S, Inc.	Government	(801) 779-7402	2465 N Main St #2, Sunset, UT 84015
Rescue Mission of Salt Lake	Non-Profit	(801) 355-1302	463 South 400 West Salt Lake City, UT - 84101
Robert G. Sanderson Community Center of the Deaf and Hard of Hearing	Government	(801) 263-4860	5709 S 1500 W, Salt Lake City, UT 84123
Salt Lake City Mission Food Pantry & Clothing Room	Non-Profit	(801) 355-6310	1151 S. Redwood Road Salt Lake City, UT - 84104
Salvation Army	Non-Profit	(801)988-4204	438 South 900 West Salt Lake City, UT - 84104
The Concern Center	Non-Profit	(801) 972-5708	1235 W. California Ave. Salt Lake City, UT - 84104
United Way of Salt Lake	Non-Profit	(801) 736-8929	257 E 200 S #300, Salt Lake City, UT 84111
United Way of Utah County	Non-Profit	(801) 374-2588	148 North 100 West Provo, UT 84601
Urban Indian Center	Non-Profit	(801) 486-4877	120 W 1300 S, Salt Lake City, UT 84115
Utah Food Bank	Non-Profit	(801) 978-2452	3150 S 900 W, South Salt Lake, UT 84119
Utah Nonprofits Association	Non-Profit	(801) 596-1800	4900 Highland Dr B, Salt Lake City, UT 84117
Columbus			
Airport Shuttle Salt Lake City	Airport Shuttle	(801) 449-1115	825 N 300 W, Salt Lake City, UT 84103
AIRPORT TRANSPORTATION	Airport Shuttle	(801) 735-2660	230 W 200 S, Salt Lake City, UT 84101
Alta Airport Transportation	Airport Shuttle	(801) 274-0225	155 Court Ave, Salt Lake City, UT 84107

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American Fork Taxi Cab	Taxi Service	(801) 682-2683	621 W 750 N, American Fork, UT 84003
American Taxi	Taxi Service	(801) 427-9448	Various
Ascent Luxury Transportation	Limo Service	(801) 263-9606	219 4860 S, Salt Lake City, UT 84107
BISON BUS	Charter Bus	(801) 230-5808	3370 State St, Salt Lake City, UT 84115
Blue Shuttle Express	Shuttle Service	(801) 833-3799	1876 Westview Cir #35, West Jordan, UT 84088
Canyon Transportation	Shuttle Service	(801) 255-1841	Various
Canyons Express	Shuttle Service	(801) 262-5289	155 Court Ave, Murray, UT 84107
CHAMPION TAXI UTAH	Taxi Service	(801) 874-6454	2712, 334 200 N #302, Provo, UT 84601
Elevated Transit	Charter Bus	(888) 353-8283	5970 W Dannon Way, West Jordan, UT 84081
Executive Transportation	Shuttle Service	(801) 874-8208	Various
EXPRESS SHUTTLE	Shuttle Service	(801) 596-1600	Various
Ground Transportation	Shuttle Service	(801) 833-3737	230 W 200 S, Salt Lake City, UT 84101
Hall Utah Transportation	Shuttle Service	(801) 803-8988	Various
Jaunty Jaunts	Airport Shuttle	(801) 330-9369	Various
Late Night Shuttles	Shuttle Service	(801) 748-8853	
Le Bus	Charter Bus	(801) 975-0202	542 S Delong St, Salt Lake City, UT 84104
Limo Brokers of Utah	Limo Service	(385) 240-4650	3570 500 W, South Salt Lake, UT 84115
Loads of love transportation	Shuttle Service	(801) 800-7117	272 S 2175 W, Lehi, UT 84043
M & L Park City Shuttle	Shuttle Service	(801) 699-3403	5988 Vistas Haven Way, West Valley City, UT 84128
Mobility Transportation Services, LLC	Shuttle Service	(801) 266-5060	1414 E 4500 S, Salt Lake City, UT 84117
Modern Transport	Shuttle Service	(801) 226-2333	463 N 1500 W, Orem, UT 84057
Murray Taxi Cab And Shuttle Services Salt Lake City	Taxi Service	(385) 313-8294	1064 Chevy Chase Dr, Salt Lake City, UT 84117
My Shuttle	Shuttle Service	(435) 602-4710	2523 S 3460 W, Salt Lake City, UT 84119
My Utah Shuttle	Shuttle Service	(801) 919-4740	2375 W North Temple, Salt Lake City, UT 84116
Party Bus Utah	Shuttle Service	801) 657-1455	392 4800 S, Murray, UT 84123
Peak Transportation	Shuttle Service	(435) 901-4266	Various
Powder Pipeline Transportation	Shuttle Service	(435) 901-4337	1119 E 9430 S, Sandy, UT 84094
Priority 1 Transportation	Shuttle Service	(801) 506-6858	Various
Protrans Transportation Park City	Airport Shuttle	(877) 255-2631	Various
Provo Airport Taxi Cab Shuttle	Airport Shuttle	(385) 743-8752	61 W 1230 N, Provo, UT 84604
Quicksilver Private Transportation	Private Transportation	(801) 277-4587	165 Lower Evergreen Dr, Park City, UT 84098
Red Star Transportation	Shuttle Service	(801) 685-8560	2920 Directors Row b, Salt Lake City, UT 84104
Ride Safe Network	Taxi Service	(801) 784-1105	Various
Royal Executive Transportation	Shuttle Service	(385) 240-4650	5842 west Emmeline Dr, Herriman, UT 84096
Runabouts Shuttle Inc	Shuttle Service	(801) 298-0300	Various
Salt Lake City Airport Transportation Services	Airport Shuttle	(801) 567-1900	1302 State St, Salt Lake City, UT 84115
Salt Lake Valley Shuttle Services	Shuttle Service	(801) 695-9300	1617 Secret Garden Pl, Salt Lake City, UT 84104
Shuttle Park City	Airport Shuttle	(435) 565-1823	Various
Shuttle Salt Lake City	Shuttle Service	(801) 285-0800	1465 State St #225, Salt Lake City, UT 84115

Appendix A Transportation Inventory List

SLC Airport Shuttle & Taxi Cab	Airport Shuttle	(385) 309-3366	135 S 300 E #309, Salt Lake City, UT 84111
SLC Transportation - Park City Limousine Services	Limo Service	(801) 541-3736	738 400 W, Salt Lake City, UT 84101
South Valley Shuttle	Shuttle Service	(801) 637-8993	13774 S Pascall Bay, Herriman, UT 84096
Starzz Executive Transportation	Airport Shuttle	(385) 535-3301	3570 S 500 W, Salt Lake City, UT 84115
Taxi Utah Connections.com	Taxi Service	(801) 577-6846	Various
Travel Car service	Private Transportation	(801) 854-0000	Various
TRAVEL CAR SERVICE	Taxi Service	(801) 854-0000	1861 W 300 S, Provo, UT 84601
US Bus Utah	Charter Bus	(801) 548-2248	90 S W Temple, Salt Lake City, UT 84101
Utah Airport Shuttle	Airport Shuttle	(435) 748-8853	450 N University Ave, Provo, UT 84601
Utah Angels Transportation	Shuttle Service	(801) 905-1456	3500 3200 W, Salt Lake City, UT 84119
Utah Mountain Shuttle	Shuttle Service	(801) 808-1367	1344 Emry Ct, Fruit Heights, UT 84037
Utah Trailways	Charter Bus	(801) 466-5001	2745 California Ave, Salt Lake City, UT 84104
Utah Transportation	Shuttle Service	(801) 673-2142	4145S 3975 W, Salt Lake City, UT 84120
Utah Transportation Management	Charter Bus	(801) 746-2417	47 Orange St # B6, Salt Lake City, UT 84116
Utah Valley Shuttle Salt Lake City	Shuttle Service	(801) 265-9333	996 S Redwood Rd, Salt Lake City, UT 84104
Valley Shuttle Services	Shuttle Service	(801) 566-8500	Various
VIP Limousine	Limo Service	(801) 288-9494	Various
Wasatch Transportation	Shuttle Service	(801) 642-3650	5970 Dannon Way, West Jordan, UT 84081
University of Utah Commuter Services		(801) 581-6415	Annex General Office, 1901 S Campus Dr, Salt Lake City, UT 84112
University's Offices of Disabilities		801-581-5020	
University of Utah Veteran's Hospital		(801) 582-1565	
Salt Lake Community College Shuttles		801-957-SLCC (7522)	
University of Utah Hospital			
Weber State University			
Brigham Young University			
Weber Basin Disabled Association			
Ute Tribe Transit			
Utah Navajo Development Council			
Utah Independent Living Center			
Options for Independence			
Northeastern Services to the Handicapped			
Transport Solutions		(801) 574-6347	1450 S W Temple, Salt Lake City, UT 84115
Life Care Center of SLC		(801) 261-3664	1201 E 4500 S, Salt Lake City, UT 84117
Division of Services to the Deaf and Hard of Hearing			
Easter Seals Goodwill SCSEP			
The Auberge at North Ogden			
Chancellor Gardens at Clearfield			
Comfort Keepers Home Care			
Empowerment Employment Services, LLC			

Appendix A Transportation Inventory List

Fort Lane Senior Apartments			
Friends 4 Life, LLC			
Futures Through Choices			
Heritage Place Senior Living			
Huntsville Town			
Intersect Services			

