

# COORDINATED HUMAN SERVICE TRANSPORTATION PLAN 2021-2026 (REVISED 9/16/2021)

Low Income Miles Extended Owning a Vehicle Town Money  
Community Job Opportunities Buses Cedar City  
Public Transportation Hard Bus  
Employment Limited Ride Afford Access  
Senior DMV Transit Bike Lanes Travel Far  
Washington City

Five County Association of Governments

## CONTENTS

Executive Summary .....	5
Introduction and Calendar.....	8
<b>1. Public Outreach and Title VI .....</b>	<b>10</b>
<b>2. Demographics .....</b>	<b>14</b>
<b>3. Transportation Providers and Services.....</b>	<b>26</b>
<b>4. Community Gaps and Needs Assessment .....</b>	<b>39</b>
<b>5. Identification of Strategies .....</b>	<b>54</b>
<b>6. Implementation Steps.....</b>	<b>71</b>
Appendices .....	77

## ACRONYMS

AAA	Area Agency on Aging
ADA	Americans with Disabilities Act
AOG	Association of Governments
BRAG	Bear River Association of Governments
BTA	Basin Transit Association
CAP	Cost Allocation Plan
CATS	Cedar Area Transportation System
CDL	Commercial Driver's License
CFR	Code of Federal Regulations
CHSTP	Coordinated Human Services Transportation Plan
CVTD	Cache Valley Transit District
DWS	Department of Workforce Services
DBE	Disadvantaged Business Enterprise
EEO	Equal Employment Opportunity
FAST ACT	Fixing America's Surface Transportation Act
FCAOG	Five County Association of Governments
FFATA	Federal Funding Accountability and Transparency

FFY	Federal Fiscal Year
FHWA	Federal Highway Administration
FMCSA	Federal Motor Carrier Safety Administration
FMCSR	Federal Motor Carrier Safety Regulations
FMVSS	Federal Motor Vehicle Safety Standards
FTA	Federal Transit Administration
FY	Fiscal Year
GIS	Geographic Information System
GPS	Global Positioning System
ITS	Intelligent Transportation System
JARC	Job Access Reverse Commute
LEP	Limited English Proficiency
LOI	Letter of Intent
MAP-21	Moving Ahead for Progress in the 21st Century
MAG	Mountainland Association of Governments
MPO	Metropolitan Planning Organization
MM	Mobility Manager
NTD	National Transit Database

OMB	Office of Management and Budget	SMP	State Management Plan
PCA	Personal Care Assistant	SMR	State Management Review
POP	Program of Projects	STIP	Statewide Transportation Improvement Program
PTT	Public Transit Team	TIP	Transportation Improvement Plan
RRCI	Red Rock Center for Independence	TrAMS	Transit Award Management System
RMC	Regional Mobility Council	TASP	Transit Agency Safety Plan
RFP	Request for Proposals	TURN	TURN Community Services
RPO	Rural Planning Organization	UBAOG	Uintah Basin Association of Governments
RTAP	Rural Transit Assistance Program	UDOT	Utah Department of Transportation
SAFETEA-LU	Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users	ULB	Useful Life Benchmark
SCAOG	Six County Association of Governments	USC	United States Code
SEUALG	Southeastern Utah Association of Local Governments	USDOT	U.S. Department of Transportation
SBHC	Southwest Behavioral Health Center	UTA	Utah Transit Authority
		WFRC	Wasatch Front Regional Council

# EXECUTIVE SUMMARY

Due to Covid-19 during the current 2020/21-year, transportation services in all areas have been substantially reduced, including having difficulty finding volunteer drivers in rural communities within the Five County Region. The RMC will continue to dialogue and work together to identify possible solutions during this pandemic.

This Plan is a living document intended to help guide the people of the Five County Region in providing for the transportation needs of the people of Southwest Utah. The Five County Region includes Beaver, Iron, Garfield, Washington, and Kane Counties. The Region is located in the desert southwest.

Federal Transit Administration's (FTA) programs include:

- 5304 – Metropolitan and Statewide Planning
- 5310 – Enhanced Mobility of Seniors and Persons with Disabilities
- 5311 – Formula Grants for Rural Areas
- 5329 – State Safety Oversight
- 5339 – Bus and Bus Facilities

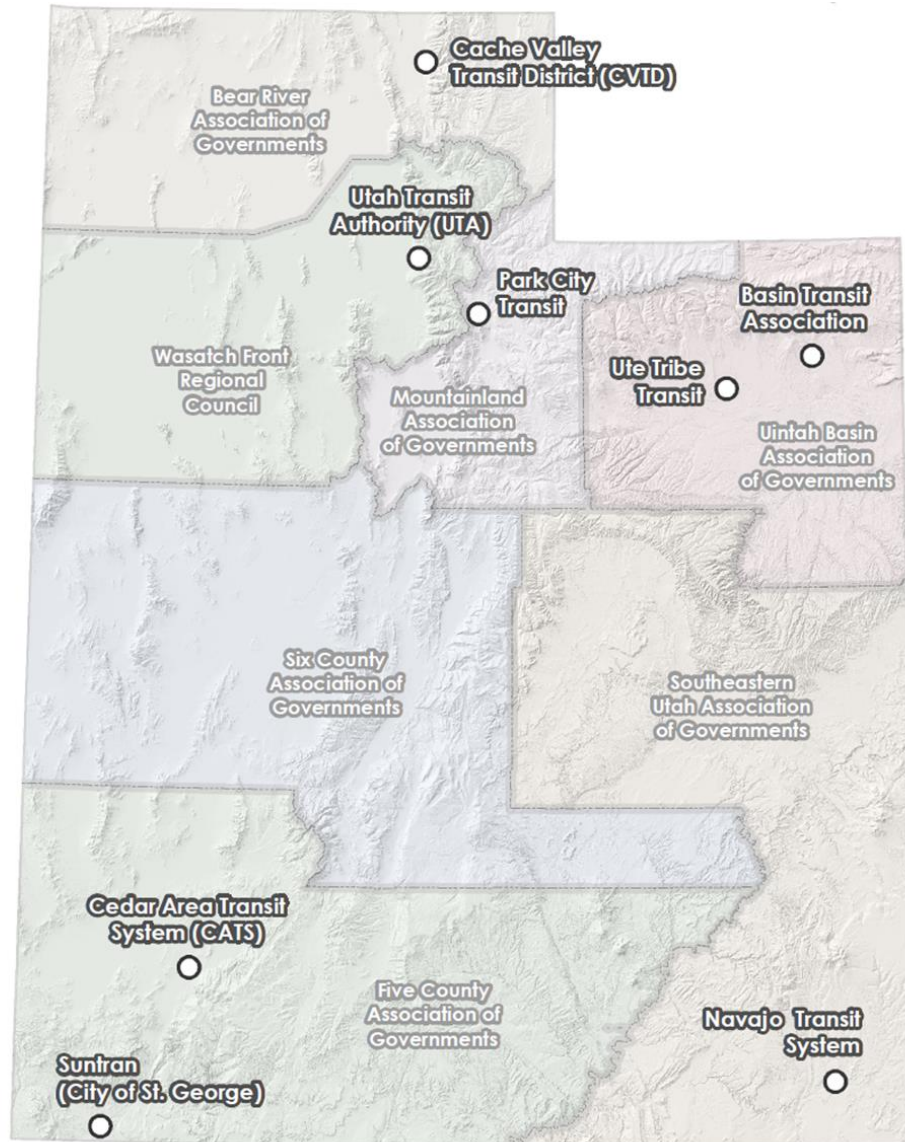
Human Service Transportation includes services that are designed to meet the needs of people with limited mobility. These services include:

- Fixed-route public transportation
- Para-transit services
- Senior Center transportation
- Agency-operated door-to-door transportation services
- Vanpool services

People with limited mobility often include seniors, people with disabilities, and low-income individuals. Throughout this document, this group of people is referred to as the “target population.”

The purpose of The Coordinated Human Service Public Transportation Plan is to identify the needs of the target population then identify strategies to meet these needs, while coordinating available and potential resources. This coordination includes delivering information about transportation and delivery of the transportation services. Through coordination of transportation services, providers can more efficiently and effectively deliver transportation services, focusing action items on the user.

The Plan is organized into six chapters and four appendices:



### **Chapter 1: Public Outreach/Title VI**

**Chapter 2: Demographics** examines the distribution of the target population across the region, including the projected increase of this population.

**Chapter 3: Providers and Services** takes an inventory of the available transportation services in the region, which may be coordinated to meet the needs of the target population.

### **Chapter 4: Community Gaps and Needs**

**Assessment** discusses the various transportation needs that were gleaned from public involvement activities, as well as an analysis that considers the distribution of the population and available resources.

**The needs identified include:**

1. **Education and Outreach about Available Transportation Services**
2. **Increased Operating Hours for Existing Transportation Services**
3. **Enhance Management Capacity and Provide More Reliable, Predictable Service and Schedules**
4. **Expansion of Existing Public Transit Services to Adjacent Areas**
5. **More Efficient Use of Resources (Ridesharing and Coordination)**
6. **Connections from Rural Communities to Urban Centers**
7. **Workforce Transportation**
8. **More Effective Utilization of Volunteer Resources**
9. **Widespread Involvement from Elected Officials**
10. **Removal of Barriers to Transportation Services**

**Chapter 5: Identification of Strategies** is the action plan identified to best meet the needs detailed in Chapter 4, given the available resources and stakeholders involved. Future projects should be derived from this section. Strategies include:

1. **Enhanced Technologies and Central Directory of Information**
2. **Regional Vanpool Services and Ridesharing**
3. **Flexible Travel Vouchers**
4. **Travel Training**
5. **Route Expansions of Existing Transportation Services**
6. **Prioritize 5310 Funds for Operating Expenses**
7. **Remove Barriers by Providing More Accessible and Safe Bus Facilities**
8. **Expansion of Para-transit Service Area**
9. **Leverage Funding**
10. **Inter-city Bus Coordination**
11. **Coordination through Regional Transportation Planning Process**
12. **Asset Management**

**Chapter 6: Implementation Steps** address key activities and successes that have occurred or will be utilized to affect the achievement of unmet needs and strategies.

**Appendix 1: Public Involvement Methods** details the various methods used to assess the transportation needs in the region and develop strategies to meet these needs, including the results obtained from these methods. Some of the methods include focus groups discussions held at senior citizen centers, coordinated plan workshops to brainstorm transportation strategies, and human services needs surveys to assess the needs of seniors, people with disabilities, and the low-income population.

**Appendix 2: FTA Program Guidance** includes information about FTA 5310 and 5311 programs.

**Appendix 3: FTA Program Funding Requests** includes updated information about FTA 5310 and 5311 funding requests and schedules. **Appendix 4: County Strategic Plans**

# INTRODUCTION AND CALENDAR

The purpose of Southwest Utah Coordinated Human Service Public Transportation Plan (CHSTP) is to identify the needs of people in with limited mobility, or “target population,” then identify strategies to meet these needs, while coordinating available and potential resources. The plan aims to take a holistic approach to transportation for people with limited mobility in the region, given the resources available. This approach of delivering transportation services is often referred to as “mobility management.”

Human services transportation providers, especially not for profit ones, by necessity must use many sources of funding to operate their services, including Federal Transit Administration (FTA) funding. The Association of Governments works with local providers to prioritize their funding requests and to assist them in operating their services by helping them collectively work together to solve challenges and share resources. Funding requests/projects eligible for “5310: Enhanced Mobility for Seniors and People with Disabilities” and Job Access Reverse Commute (JARC), included in the “5311: Rural Formula Grants” program are required to be derived from the CHSTP.

Fixing America’s Surface Transportation Act (FAST Act) 2015: The FAST Act authorizes \$305 billion over fiscal years 2016 through 2020 for highway, highway and motor vehicle safety, public transportation, motor carrier safety, hazardous materials safety, rail, and research, technology, and statistics programs. The FAST Act replaces MAP-21. UDOT PTT administers these funds and works with AOGs to efficiently and effectively allocate funding. The PTT strives to promote safe and sustainable means of public transit throughout Utah.

The two previous federal transportation authorization bills—the Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU, 2005), the Moving Ahead for Progress in the 21st Century Act (MAP-21, 2012) are still being used to address funds utilized from past years. UDOT currently manages funds allocated to the State under SAFETEA-LU’s 5304, 5310, 5311, 5316, and 5317 programs. In addition, UDOT is also managing the 5304, 5310, 5311, 5239, and 5339 programs under MAP-21 and the FAST Act. The following schedules represent the UDOT/PTT funding process for a given year and will be updated as needed. This following schedule should be considered for illustrative purposes only as the actual dates will change for any given year. Please see the UDOT/PTT website for current year schedule.



**UDOT PTT 5310 Application Review Schedule\***

Beginning	Ending	Task	# of Days to Complete
Sept. 1		Announcement of funds	-
Sept 1	Oct 1	Agencies complete LOI to apply in PTT online	30 days
Oct 1	Oct 15	PTT reviews LOIs	14 days
Oct 15	Nov 15	Agencies complete applications in PTT online	30 days
Nov 15	Dec 1	PTT works with applicants and reviews applications	15 days
Dec 1	Jan 15	AOGs review applications and prioritize	45 days
Jan 15	Feb 15	PTT scores and prioritizes applications	30 days
Feb 15	Mar 1	UDOT Program Development prioritizes projects; PTT awards project funds	14 days
Mar 1		Utah Transportation Commission meeting for draft STIP approval	

*\*Note: These dates are subject to change based on holidays, weekends, etc.*

**UDOT PTT 5311 and 5339 Application Review Schedule\***

Beginning	Ending	Task	# of Days to Complete
Sept 1		Announcement of funds	-
Sept 1	Oct 1	Agencies complete LOI to apply in PTT online	30 days
Oct 1	Oct 15	PTT reviews LOIs	14 days
Oct 15	Nov 15	Agencies complete applications in PTT online	30 days
Nov 15	Dec 1	PTT works with applicants and reviews applications	15 days
Dec 1	Jan 15	PTT and agencies review STIP	45 days
Jan 15	Feb 1	PTT reviews budget and approves projects	14 days
Mar 1		Utah Transportation Commission meeting for draft STIP approval	

*\*Note: These dates are subject to change based on holidays, weekends, etc.*

The LOI request is the official kickoff of the application process. The PTT has separate applications for 5310, 5310 Mobility Management, 5311, 5311 JARC and 5339. An LOI to apply for applicable funding is required by all applicants to announce the agency's interest in applying for funds and to assist in screening eligible applicants.

In 2007, the Utah Department of Transportation (UDOT), in cooperation with United We Ride, developed a Statewide Coordinated Human Service Public Transportation Plan (CHSPT). This plan identified needs and strategies for each region in the state, including the Five County Association of Governments (AOG) and the Dixie Metropolitan Planning Organization (MPO). In 2009, the Dixie MPO developed a Dixie Coordinated Transportation Implementation (CTI) Tool, which was developed to give more discrete guidance about how to implement the strategies in the CHSPT Plan and other related plans. Several of the ideas gleaned from this process were included in an addendum to the CHSPT Plan in 2011.

This 2021 plan serves as an update to the Coordinated Human Service Public Transportation Plan for the Five County Region in Southwest Utah, including the Dixie MPO and updates the strategies outlined in the Dixie CTI Tool. The process to develop the plan includes consultation with various human service and transportation providers, members of the public, including those in the "target populations" and other key community stakeholders. It functions as a guide for various human service, public transportation, and mobility management activities in the region.

## CHAPTER 1: PUBLIC OUTREACH AND TITLE VI

The Regional Mobility Council (RMC) or Regional Coordinating Council (RCC) plays an essential role in providing for the collection of public input and coordination between human service organizations in the area of transportation. Transportation can be a lifeline or an obstacle in all that we do in our daily lives.

To understand the unmet transportation needs and coordinate their transportation services, agencies from the Region's five counties were asked to be involved in an RMC/RCC. Representatives from health and human service agencies, transportation providers, medical centers, senior centers, organizations representing people with disabilities, and various other groups were identified and invited to participate in the RMC/RCC. The RMC/RCC focuses on ways to improve the mobility and independence of the most vulnerable populations in the community.

Public input is gathered through transportation providers and human service advocates, including in-person interviews, surveys, outreach meetings, and focus groups. Community meetings are held in public venues accessible by transit and representatives from the target populations are encouraged to attend. Attending other organizational meetings also provides additional information and broadens the exposure of the RMC/RCC. Participation from rural counties and communities is limited and efforts are underway to stimulate involvement. The RMC/RCC will continually accept new members to incorporate recommendations throughout the implementation of the program. The discussions and planning done by the RMC/RCC includes on-going collection of new information as it works to improve coordination efforts and augment existing services.

Develop partnerships to promote access to effective and efficient transportation for older adults, persons with disabilities, and individuals with low incomes to enhance the quality of life in the Five County Region by improving community health outcomes and public safety to increase economic vitality and promote environmental stewardship.

Coordinated transportation is essential to keep people linked to social networks, employment, healthcare, education, social services, and recreation. Reliable transportation can present a challenge to those with limited mobility and some segments of the population are more vulnerable, such as those with limited means, people with disabilities, and older adults. For these groups, a coordinated transportation plan is necessary to improve access, efficiency, and promote independence. This plan addresses areas of need within the Five County Region, as well as opportunities for service and coordination among existing transportation providers. Strategies have been identified to address regional transportation needs, with a focus on methods that benefit the health, economy, environment, and overall quality of life.

### **Community Needs Survey**

The community needs assessment survey was open to the public from April 26 to June 14, 2016. Five County reached over 4,000 unduplicated Facebook users in southwest Utah. At least 112 surveys were completed as a result of the Facebook campaign. A total of 345 participants completed the survey, including at least 16 local elected officials, 114 human services practitioners, 6 non-English speakers, and 90 CSBG-eligible clients. 80 responses came from paper surveys for seniors and those with limited computer proficiency or access.

Data for the need's assessment was gathered from a variety of sources. Five County Association of Governments (FCAOG) utilized information obtained by Intermountain Healthcare's Community Health Needs Assessment, program intake, data from the Utah Department of Workforce Services (including the Annual Report on Homelessness and the Annual Report on Intergenerational Poverty), Community Action Partnership of Utah's poverty report, and other relevant community data to guide efforts for community feedback.

Input was gathered through public forums and a community needs assessment survey. Outreach for the survey and public forums was made to current clients (low and moderate-income households), faith-based organizations, human services agencies, and local

elected officials. Local Department of Workforce Services staff assisted with some outreach. Volunteers engaged over 30 businesses for marketing and community participation. Social media campaigns and public notices in newspaper were also utilized to gather a variety of opinions across multiple sectors.

The community needs assessment survey was open to the public from April 26 to June 14, 2016. A total of 345 participants completed the survey, including at least 16 local elected officials, 114 human services practitioners, 6 non-English speakers, and 90 CSBG-eligible clients. Eighty responses came from paper surveys from seniors and those with limited computer proficiency or access. Throughout May, Five County Association of Governments held public forums, including a Spanish-speaking forum. Local elected officials, partner agencies, and the public participated in these forums held in all five counties and generally confirmed the needs. The mobility manager helped to administer the needs survey in all five counties.

Outreach for the survey and public forums was made to current clients at Iron County Care and Share, Dove Center, Kane County Care and Share, the Hurricane Valley Pantry, Garfield County Care and Share, the Beaver County Senior Citizen Center, the Washington County Senior Citizen Center (in St. George), and the Five County Association of Governments Community Action Department in St. George. Five County Community Action staff also reached out to other human services departments within the AOG, including case managers for the Area Agency on Aging, HEAT, and Weatherization. Intake from CSBG and food pantry services was pulled in DBA FacsPro to generate an email list of clients from the last three years. Using mail merge, 448 invitations were sent. 34 emails were rejected by various email servers.

The survey sites were located in the following places:

Beaver City Hall (30 West 300 North, Beaver, UT) @ 5:00 p.m. on Tuesday, May 10th

Garfield County: Panguitch City Library (25 S 200 E, Panguitch) @ 5:00 p.m. on Wednesday, May 11th

Iron County: Cedar City Office (10 N Main, Cedar City, UT 84720) @ 5:00 p.m. on Thursday, May 26th

Kane County: Kanab Public Library (374 N Main St., Kanab) @ 3:30 p.m. on Wednesday, May 4th

Washington County: Grace Episcopal Church (1072 E 900 S, St. George) @ 6:30 p.m. on Friday, May 13th

Spanish Language Forum: St. George Library (88 W 100 S, St. George) @ 6:30 p.m. on Tuesday, May 17th

The key findings from the surveys include lack of affordable housing, limited transportation opportunities, and low wages as major barriers to exiting poverty and working towards self-sufficiency in Southwest Utah. However, across public, private, and low-income

sectors, many believe that locally driven solutions, better communication across local agencies, and additional community involvement and resources can improve the quality of life for all members of the region.

“The Five County Association of Governments Staff utilized a variety of methods to obtain input from human service and transportation providers, and the public, including people with disabilities, seniors, and people with low income. These methods included surveys, interviews, focus group discussions, workshops, and regional transportation expo. These approaches were valuable to determine the current state of coordination, assess the transportation needs throughout the region and explore possible solutions to meet these needs. Throughout the process, The RMC/RCC/Coordinated Human Service Transportation Planning (CHSTP) Committee provided feedback to inform the plan at Bi-monthly Committee meetings, regarding the content of the plan, including the prioritization of strategies.

In addition to meeting FTA guidance, when developing the plan, Staff assured that activities adhered to guidance set forth in Title VI of the Civil Rights Act of 1964. Title IV provides that “no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

#### **Title VI**

The Five County Association of Governments is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and relevant guidance. The Agency assures that no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

To request additional information on the Five County Association of Governments’ Title VI policy, or to file a discrimination complaint, please contact the Five County Association of Governments at 435-673-3548.

The Complaint Procedure is located in the Five County Association of Governments Office at 1070 W 1600 S bldg. B, St George, UT or at <http://www.fcaog.state.ut.us/>

## CHAPTER 2: DEMOGRAPHICS

The Coordinated Human Service Transportation Plan identifies seniors, people with disabilities, and low-income individuals as “the target population.” Many individuals in the target populations have limited mobility and special transportation needs. Strategies in the Plan focus on meeting the needs of these population groups. The Five County Region, comprised of Beaver, Garfield, Iron, Kane, and Washington Counties, contains a significant population of individuals in the target population. See Figure 1 below for population estimates of the target population.

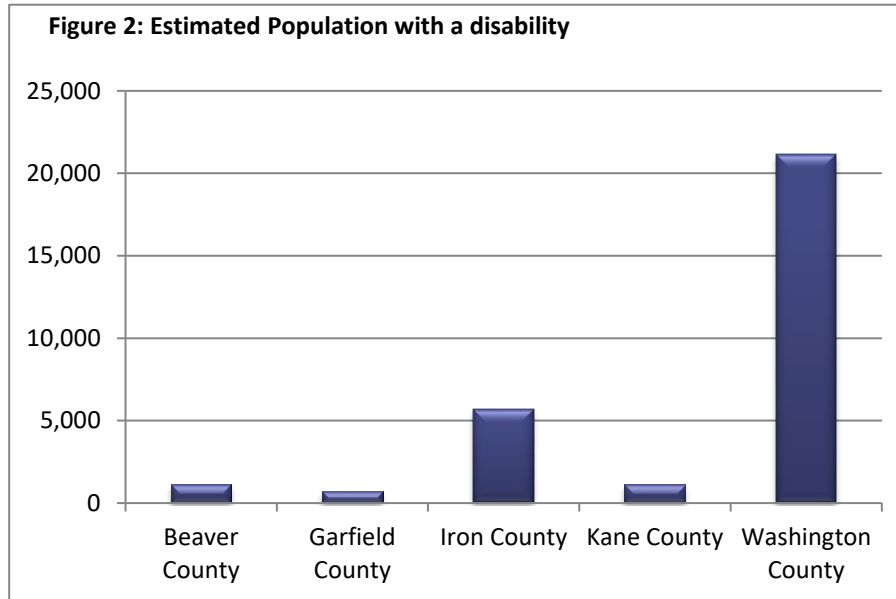
**Figure 1: Population estimates for target population**

	Total Population		Population with a disability		Population Below Poverty Level		65 and over Population	
<b>Beaver County</b>	6,629		1,112	16.8%	1,177	18.9%	832	12.6%
<b>Garfield County</b>	5,172		718	13.9%	703	14.2%	831	16.1%
<b>Iron County</b>	46,163		5,695	12.3%	9,117	20.7%	2,364	5.1%
<b>Kane County</b>	7,125		1,129	15.8%	573	8.3%	672	9.4%
<b>Washington County</b>	138,115		21,148	15.3%	16,184	11.9%	23,826	17.3%
<b>Five County Region Total</b>	203,204		29,731	14.6%	27,754	14.0%	28,525	14.0%
<b>Statewide Total</b>	2,763,885		373,656	13.5%	374,859	13.5%	249,462	9.0%

Sources: US Census 2000, US Census 2010, 2011 ACS 5-year Estimates

Notes: 65 and over: 2010 Census data; Poverty: 2011 ACS 5-year estimates; Disability data: 2000 Census data expanded using growth factor from 2010 Census

Maps 1 and 2 (below) and Figure 1 (above) display the geographic distribution of the three demographic groups of the target population. As maps 1 and 2 display, the highest concentration of low-income individuals and seniors can be found in the St George Region, with other populations spread throughout communities in the Region. Likewise, the highest concentration of individuals with a disability is in Washington County. The proportion of persons with a disability in the region is comparable to the statewide average of 13.5%, with Beaver County exhibiting the highest proportion of 16.8%. The proportion of low-income individuals and seniors vary greatly across the region. For example, nearly 21% of Iron County residents are below the poverty level, compared to 8% in Kane



County. Washington County contains the highest proportion of seniors with 17.3%, compared to Iron County with 5.1%. This dynamic can partly be explained by a large population of approximately 8,000 college students at Southern Utah University in Cedar City<sup>1</sup> and the role the St George area maintains with its long-standing history as a retirement destination.

Notwithstanding the relative prevalence of the target populations residing in the St George and Cedar City Areas, concentrations can be found in communities throughout the Five County Region. For example, Kanab City, which contains most of the population in Kane County, has a significant senior and low-income population. For example, 21% of Kanab residents are seniors and 22% of households (390 households) earn below 30% of the Area Median

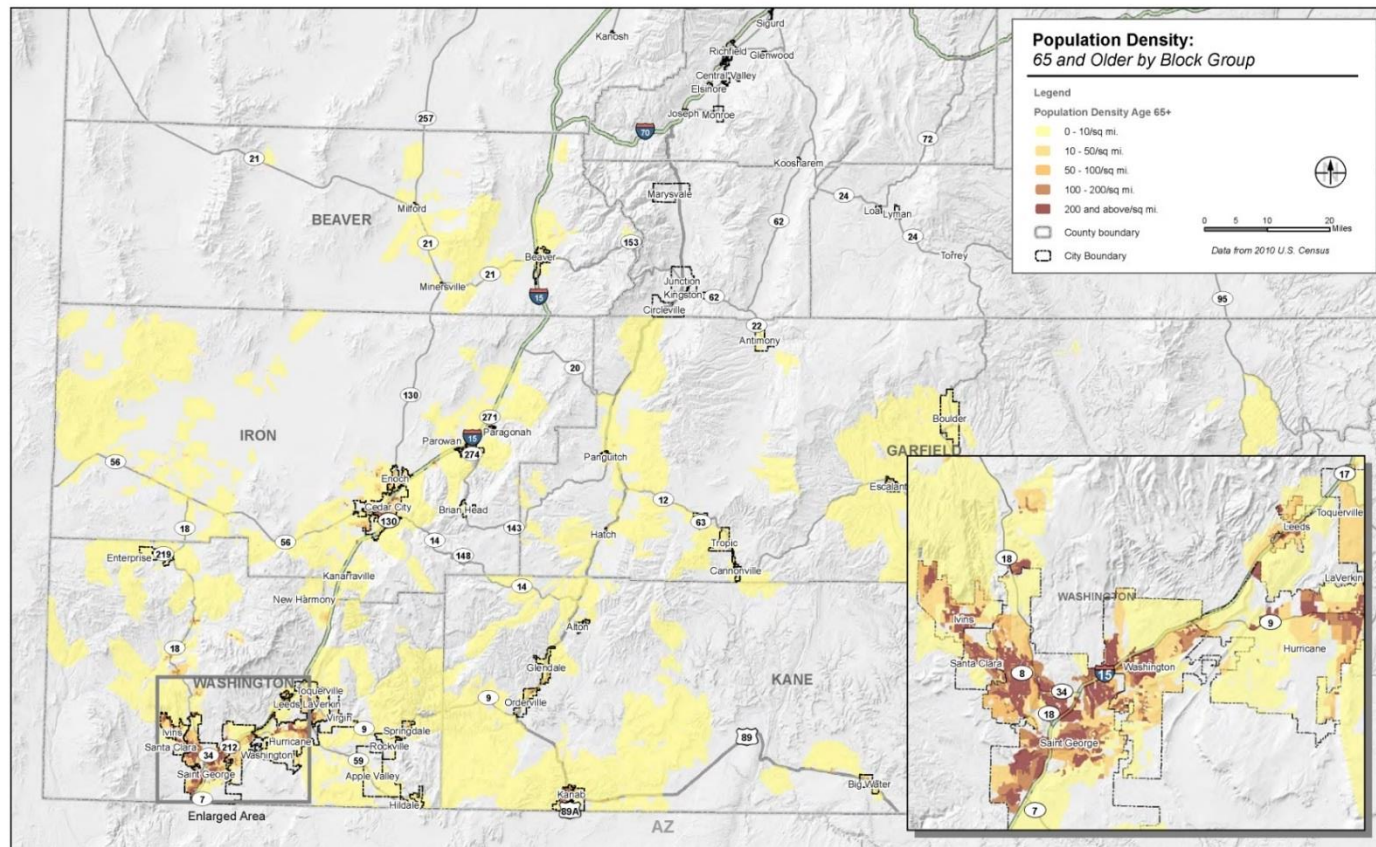
Income.<sup>2</sup> This equates to potentially hundreds of individuals in the community with special transportation needs. Other communities

<sup>1</sup> Southern Utah University. 2011 Fall Term Headcount Demographic Statistics.

<sup>2</sup> Kanab City: Affordable Housing Plan, 2013

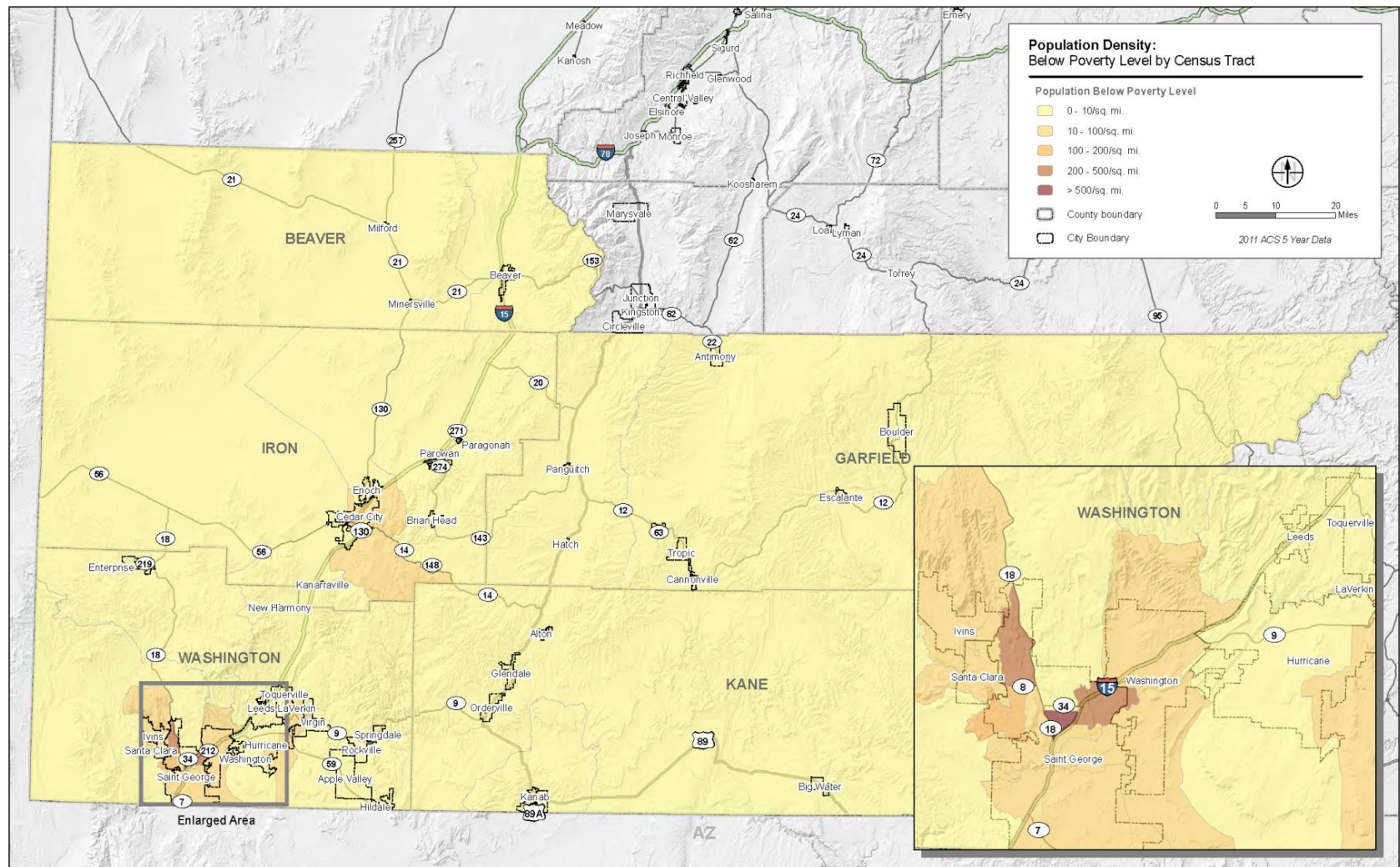
such as Beaver, Milford, Parowan, Panguitch, Hurricane and Enterprise exhibit similar concentrations of people with limited mobility that could benefit from the implementation of community transportation. It is worth noting that there exists overlap across each of the target population groups. For example, many individuals may be 65 and over and have a disability. Due to the varied sources of data used to generate these figures, it is difficult, if not, impossible to properly quantify this overlap.

**Map 1: Senior population density**





**Map 2: Density of population below poverty**



## PROJECTED GROWTH OF TARGET POPULATION

The Governor's Office of Planning and Budget (GOPB) provides population projections for the entire state of Utah and includes specific projections, based upon age. Therefore, these figures estimate the growth of the senior population. The population of people 65 and over, which currently represents 14% of the region's population, is expected to comprise one-quarter of the population by 2030 (See figure 3 below). This is a significant increase of over 60,000 individuals compared to current population figures.

**Figure 3: Projected growth of target population**

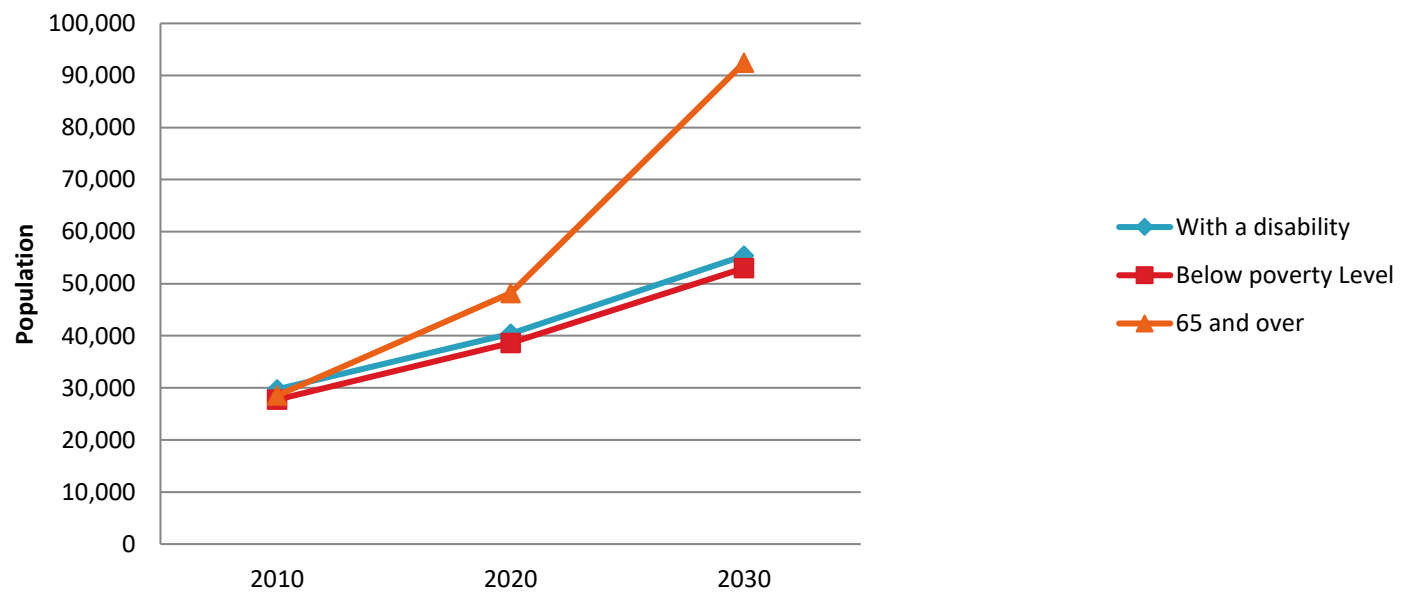
	Year	Total Population	Population with a disability	Population Below Poverty Level	65 and over
<b>Beaver County</b>	2010	6,629	1,112 16.8%	1,177 18.9%	832 12.6%
	2020	7,766	1,303	1,468	1,087 14.0%
	2030	9,225	1,547	1,744	1,494 16.2%
<b>Garfield County</b>	2010	5,172	718 13.9%	703 14.2%	831 16.1%
	2020	6,063	842	861	1,145 18.9%
	2030	6,821	947	969	1,505 22.1%
<b>Iron County</b>	2010	46,163	5,695 12.3%	9,117 20.7%	2,364 5.1%
	2020	57,055	7,039	11,810	3,301 5.8%
	2030	71,687	8,844	14,839	4,870 6.8%
<b>Kane County</b>	2010	7,125	1,129 15.8%	573 8.3%	672 9.4%
	2020	8,357	1,324	694	810 9.7%
	2030	10,259	1,626	851	872 8.5%
<b>Washington County</b>	2010	138,115	21,148 15.3%	16,184 11.9%	23,826 17.3%
	2020	196,762	30,128	23,415	41,861 21.3%
	2030	280,558	42,959	33,386	83,694 29.8%
<b>Total for Region</b>	2010	203,204	29,731 14.6%	27,754 14.0%	28,525 14.0%
	2020	276,003	40,382	38,640	48,204 17.5%
	2030	378,550	55,386	52,997	92,435 24.4%
<b>Statewide</b>	2010	2,763,885	373,656 13.5%	374,859 13.5%	249,462 9.0%
	2020	3,309,234	447,383	446,747	342,756 10.4%
	2030	3,914,984	529,276	528,523	552,005 14.1%

People with disabilities and low-income populations are estimated applying current proportions to GOPB projections for the general population. Therefore, these estimates do not account for changing trends. For example, it is likely that the population of people with disabilities will be much higher if GOPB estimates are realized as the senior population represents a large portion of people with disabilities. Figure 4 (below) displays the estimated growth of each of the target population groups.

Sources: US Census 2000, US Census 2010, 2011 ACS 5-year Estimates, Governor's Office of Planning and Budget (GOPB) 2012 Population Projections

Notes: 65 and over: 2010 Census data, GOPB Projections; Poverty: 2011 ACS 5-year estimates, expanded growth factor using GOPB projections; Disability data: 2000 Census data expanded using growth factor from GOPB Projections

**Figure 4: Projected Growth of Target Population in the Five County Region**



Data Sources: US Census 2000, US Census 2010, 2011 ACS 5-year Estimates, Governor's Office of Planning and Budget (GOPB) 2012 Population Projections

## Regional Demographics and Projections

	Population				Unemployment%		65+%			Disabled %	LMI
County	2010	2015	2025	2035	Jun-18	Jul-17	2000	2010	% change	2000	2010
Beaver	6,629	6,710	7,408	8,017	3.8	3.8	14%	13%	-0.4%	24.1%	15.2%
Garfield	5,172	5,164	5,845	6,405	7.3	7.1	14%	16%	24.6%	20.4%	16.8%
Iron	46,163	49,406	59,900	67,803	3.5	4.2	9%	10%	56.8%	15.3%	15.1%
Kane	7,125	7,271	8,684	9,611	3.0	3.5	17%	20%	37.4%	24.9%	16.8%
Washington	138,115	154,602	219,019	286,768	3.4	3.5	17%	17%	55.3%	17.0%	12.0%
	65+ Total			Disabled Total							
County	2000	2010	Change	2000	2010						
Beaver	835	832	-3	1,596	1,010						
Garfield	667	831	164	1,057	870						
Iron	2,891	4,533	1,642	7,064	6,990						
Kane	1,010	1,388	378	1,777	1,200						
Wash.	15,343	23,826	8,483	23,464	16,635						

Population:

U.S. Census Bureau, 2010 Census. Table DP-1

65+

U.S. Census Bureau, 2010 Census. Table DP-1; U.S. Census Bureau, Census 2000 Summary File 1. Table DP-1

Disabled

U.S. Census Bureau, 2006-2010 American Community Survey. Table DP02; Census 2000 Summary File 3. Table P041

LMI

2010 CHAS

Disabled

U.S. Census Bureau, 2006-2010 American Community Survey. Table DP02; Census 2000 Summary File 3.

AGE BY TYPES OF DISABILITY FOR THE CIVILIAN NONINSTITUTIONALIZED POPULATION 5 YEARS AND OVER WITH DISABILITIES [19]

Universe: Total disabilities tallied for the civilian noninstitutionalized population 5 years and over with disabilities

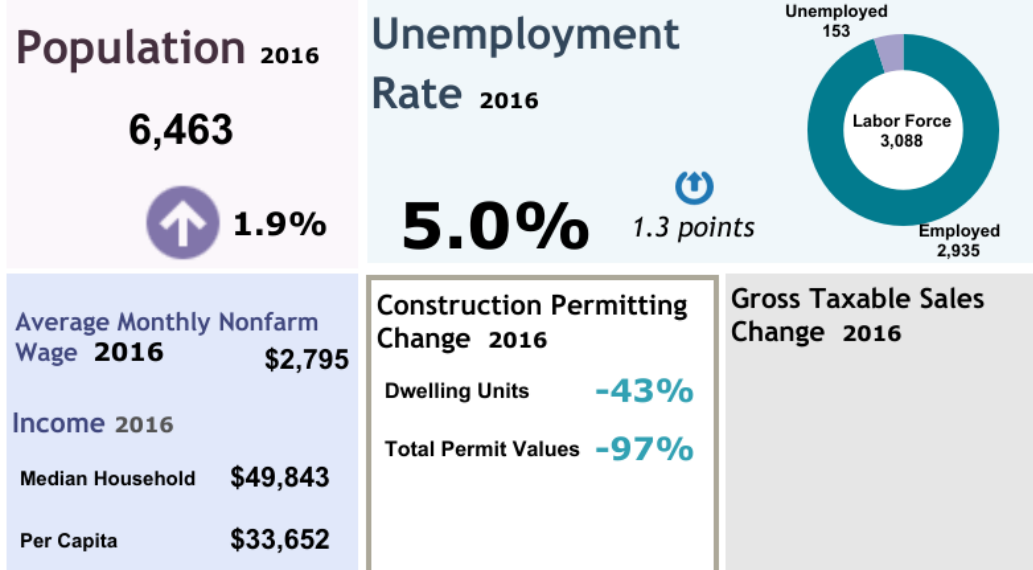
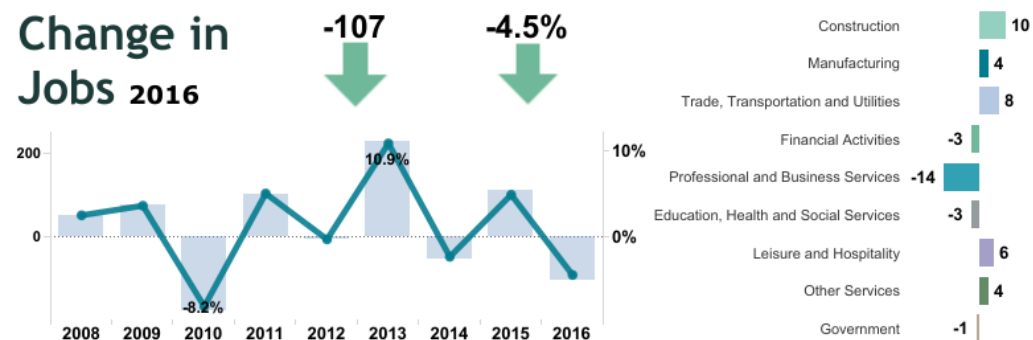
Census 2000 Summary File 3 (SF 3) - Sample Data

ACS data for number of people with disabilities are not available for 2010, 2011

Select Area  
Beaver County

## Beaver County QUICK FACTS

Hit with notable job losses, Beaver County's economy took a step back in 2016. Mining layoffs also factored into a rise the area's unemployment rate. The loss of these higher-paying jobs took a toll on the average monthly wage as well. Permitted-construction values declined from a very, very strong 2015. In general, Beaver County's economy deteriorated in 2016. On the positive side, the county's population took an uptick and sales showed a healthy gain.



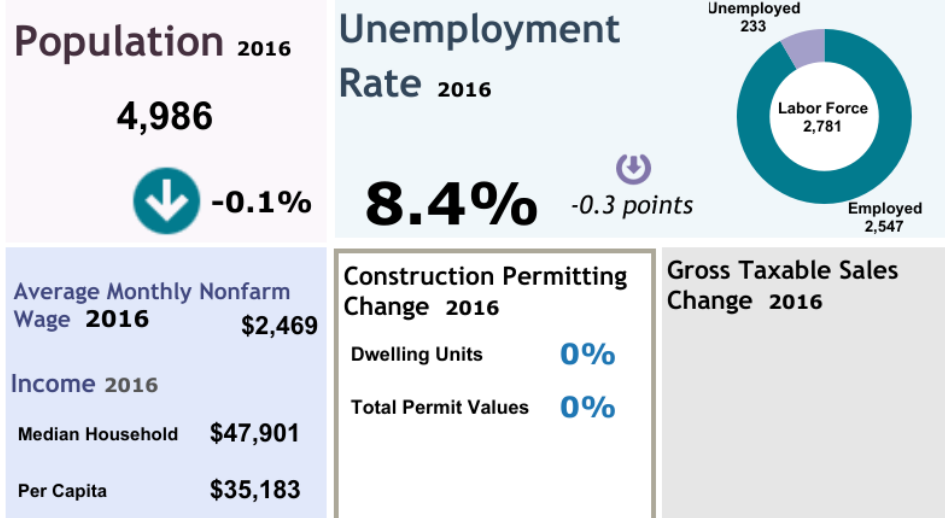
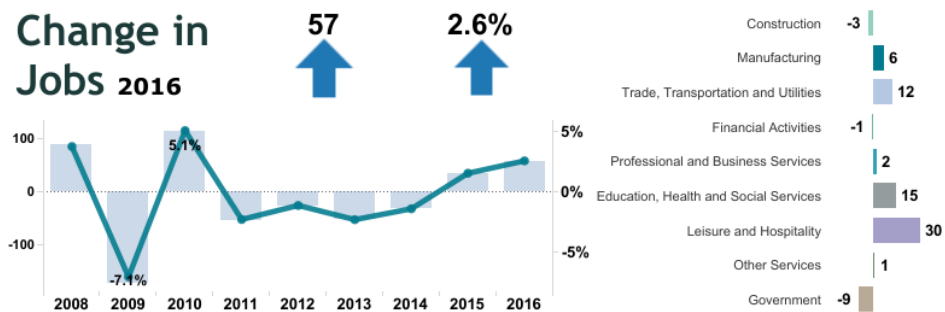
Updated August 2017.

Sources: U.S. Census Bureau; Utah Department of Workforce Services, U.S. Bureau of Economic Analysis, Utah State Tax Commission, and Utah Bureau of Economic and Business Research.

Select Area  
Garfield County

## Garfield County QUICK FACTS

With a second straight year of employment gains, the Garfield County appears to have turned the economic-recovery corner. While large percent of the job gains occurred in leisure/hospitality services, industry-level losses proved few and far between. Unemployment continued to edge down but still remains high due to the seasonal nature of this tourism-heavy economy. Sales followed employment lead with a second year of strong gains.



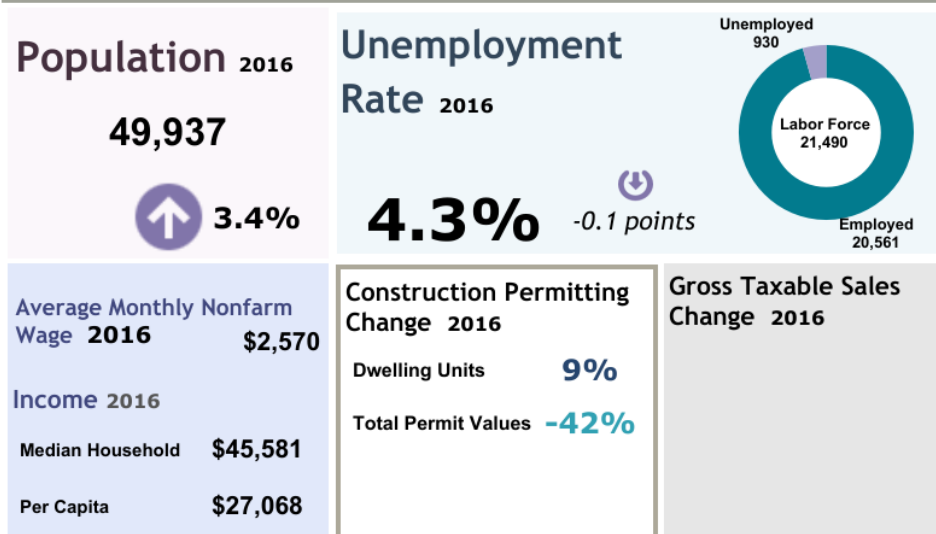
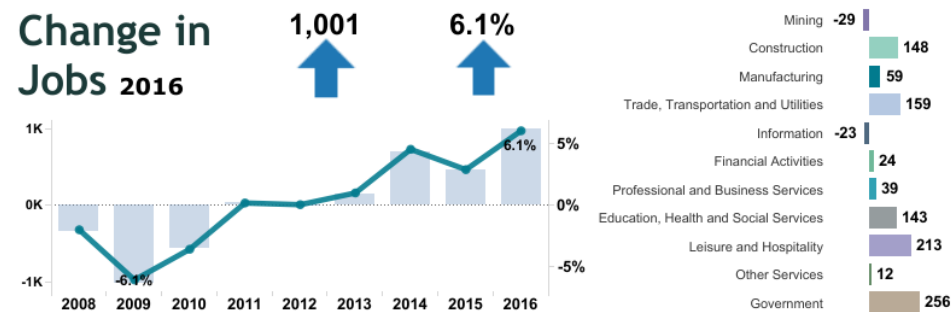
Updated August 2017.

Sources: U.S. Census Bureau; Utah Department of Workforce Services, U.S. Bureau of Economic Analysis, Utah State Tax Commission, and Utah Bureau of Economic and Business Research.

Select Area  
Iron County

## Iron County QUICK FACTS

Iron County turned in another year of robust economic improvement in 2016. Its strong job growth may have seemed slightly overheated, but has since moderated. Unemployment is down, sales are strong, the population is growing and construction activity remains healthy. All in all, the economic indicators point to a strong and vibrant Iron County economy.



Updated August 2017.

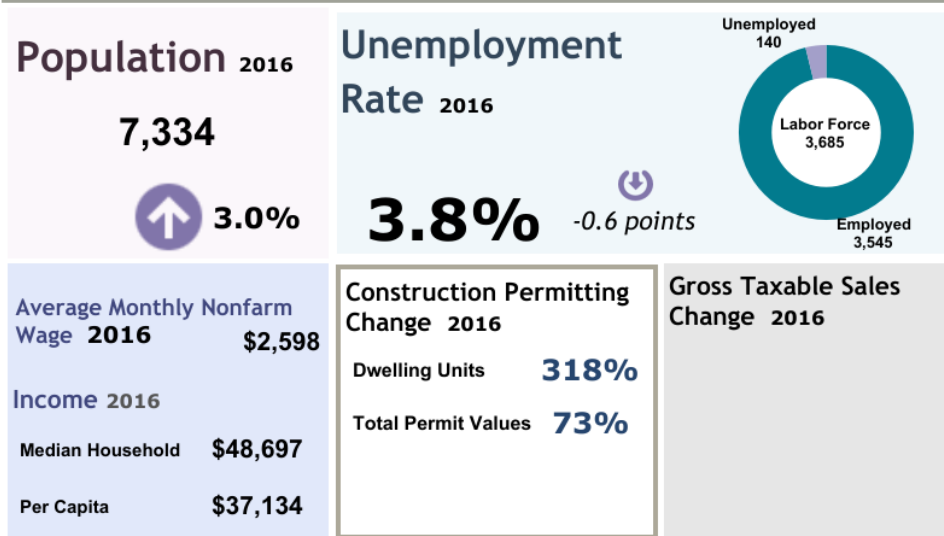
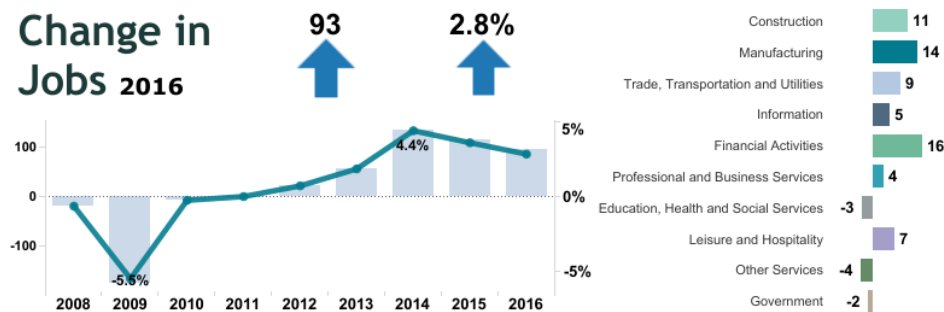
Sources: U.S. Census Bureau; Utah Department of Workforce Services, U.S. Bureau of Economic Analysis, Utah State Tax Commission, and Utah Bureau of Economic and Business Research.



Select Area  
Kane County

## Kane County QUICK FACTS

Kane County's economy remained fit and healthy during 2016. Job growth proceeded at a moderate rate, unemployment continued to decline, construction permitting was strong, the population began growing again, and sales remained in growth mode. All indicators point to a strong and improving Kane County economy.



Updated August 2017.

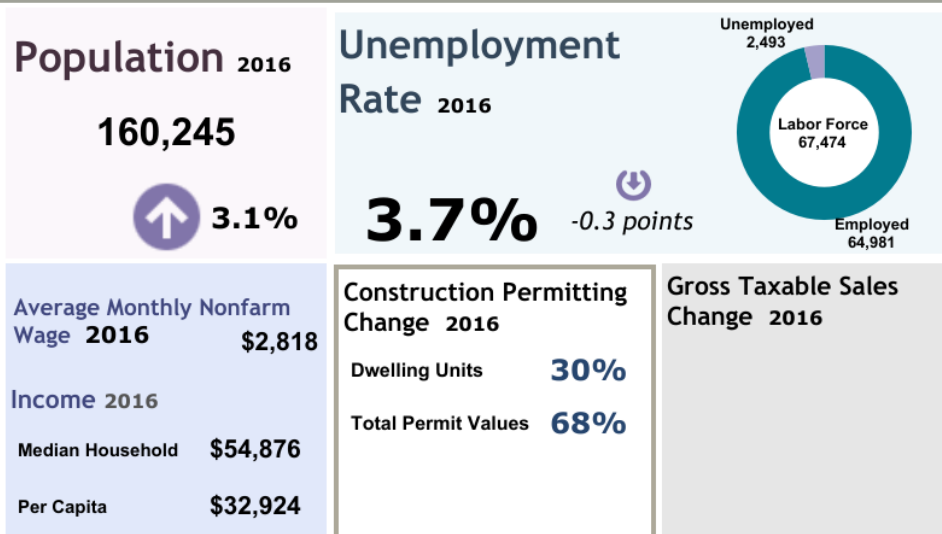
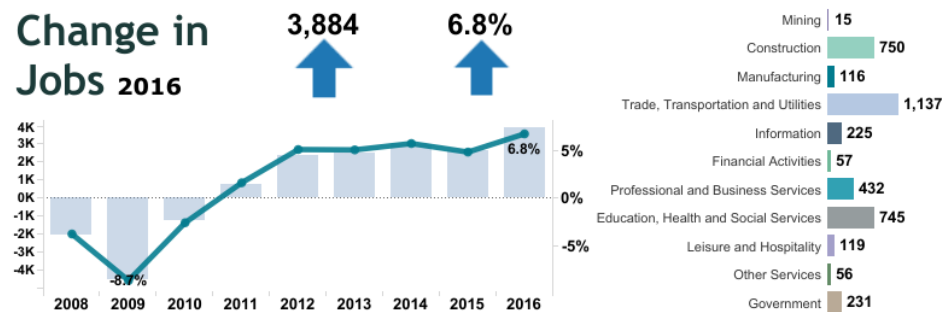
Sources: U.S. Census Bureau; Utah Department of Workforce Services, U.S. Bureau of Economic Analysis, Utah State Tax Commission, and Utah Bureau of Economic and Business Research.



Select Area  
Washington County

## Washington County QUICK FACTS

In 2016, Washington County's economy heated up somewhat from the "just right" expansion of previous years. In particular, construction and job growth kicked there performances up a notch. However, in the first few months of 2017, economic activity moderated to a more sustainable level. All seems well in the world of Washington County economic indicators: strong job growth declining unemployment, expanding sales and robust construction activity. However, a tight labor market is putting upward pressure on wages.



Updated August 2017.

Sources: U.S. Census Bureau; Utah Department of Workforce Services, U.S. Bureau of Economic Analysis, Utah State Tax Commission, and Utah Bureau of Economic and Business Research.

## CHAPTER 3: TRANSPORTATION PROVIDERS AND SERVICES

A variety of specialized transportation services are offered within the Five County region, which address many of the transportation needs of the target population, including seniors, people with disabilities, and people with low incomes. Types of services include inter-city bus service, public transportation, senior services, private agency operated services, taxi services and others. Some of these services are open to the general public. Other services have been designated to a specific portion of the target population,



some of which are limited to serving specific clientele. See the table below for details about available transportation services in the Five County Region.

#### ASSESSMENT OF AVAILABLE SERVICES ACROSS THE REGION

The availability and accessibility of transportation services varies greatly based upon location. Generally, the highest level of service of specialized transportation services is located in areas with the highest population concentration: notably The St George Metropolitan Area and Cedar City. Outside of these areas, transportation services are much sparser and less available. In many locations in the region, the only alternative to driving or calling on relatives and/or friends to help with transportation is taxi service. These services are a significant expense and not considered a viable option to most individuals. The provision for transportation services in the Five County Region can be divided into three areas: The St George Metropolitan Area, Cedar City, and all areas outside of these, which include Garfield, Beaver, Kane, and rural areas of Washington and Iron Counties. A list transportation services is summarized below.

Service	Type	Area	Eligibility	Trip Type	Fares	Hours	Vehicles
<b>Amore Transport</b> <b>(929)352-6673</b>	Private for hire	So. Utah, AZ, CA	All	All	Various	Varies	Limousines, SUV's
<b>Beaver County Council on Aging</b> <b>(435)438-5313</b>	Senior Centers	Beaver, Milford, Minersville Areas	Seniors (60+) and people with disabilities	Medical, shopping, organized recreational	Suggested donation of \$2.00- in county, \$7.00- out of county, within 5- county area, \$12.00- outside of 5- county area	as available	3 – 12 passenger ADA accessible busses
<b>Bee Transit</b> <b>(435)656-0718</b>	Private For-Profit	Washington County	Seniors	All	\$10.00 dollars one-way.	Tues/Thurs /Sat 9-5 pm	1-8 passenger van ADA accessible

<b>Brian Head Town Shuttle</b>	Public Fixed-route transit Seasonal Winter- Summer Events	Brian Head Town	General Public	All	Free-Fare	Friday, Saturday, and Holidays: 9am-10pm Sunday – Th.: 9am-5pm	NA
<b>CATS Weekdays (435)865-4510 Saturday (435) 592-9117</b>	Public Fixed-route transit	Cedar City	General public	All	\$1.50	Monday-Friday: 7:00 AM – 6:00 PM, Saturday: 10:00 AM – 5:15 PM	2- 21 Passenger buses
	Paratransit	Cedar City	General public	All	\$2.00	Monday-Friday: 7:00 AM – 6:00 PM, Saturday: 10:00 AM – 5:15 PM	2- 3 passenger vans, all ADA accessible
<b>Danville Community Services Corp.</b>	Private For-profit	St. George and Cedar City Areas	clients of Danville, which includes people with disabilities	To/from home to day treatment and all other transportation needs for clients	11.94/trip	24/7	1- ADA accessible bus, 11- vans, 2-cars
<b>Garfield County Council on Aging (435)826-4317</b>	Demand response, dial-a-ride service	Escalante, Henrieville, Tropic, Cannonville, Hatch, Panguitch	Seniors (60+) and people with disabilities	Medical, shopping, organized recreational	Suggested donations, varied by trip distance	Monday and Friday- 7:00 AM-7:00 PM	2- 12 passenger ADA accessible busses, 4- 12 passenger vans

<b>Gold Cross Transportation</b> <b>(435)627-9950</b>	Non-emergency Medical Transportation	Based in St. George, All areas served	Medical patients needing special transport	Medical, designed to transfer from one medical facility to another	Base Rate: \$22, \$2/mile	7:30 am-7:30 pm	w/c and stretcher accessible vehicles
<b>Grey Hound</b> <b>(800)231-2222</b>	Intercity bus service	Stops in St. George, Cedar City and Parowan	general public, not wheelchair accessible	All	Varies by distance	24/7	N/A
<b>Iron County Council on Aging</b> <b>(435)477-8925</b>	Demand response, dial-a-ride service	Cedar City Center: Cedar and Enoch; Parowan Center: Parowan, Paragonah, Summit; Kanarraville Bus: Kanarraville and New Harmony; Beryl Bus: Beryl and New Castle	Seniors (60+) and people with disabilities	Medical, shopping, organized recreational	Suggested donation varied by distance	Parowan: Monday and Wednesday-Friday – 10:00 am – 2:00 pm; Cedar City: Tuesday, Wednesday, Friday – 10:00 am – 4:00 pm	5- 11 passenger ADA accessible busses, 1- 12 passenger van
<b>Iron County Shuttle</b> <b>(435)865-7076</b>	Taxicab Service	Based in Cedar City, Service Anywhere			Varies by distance, In-town: \$6-\$8	Monday-Thursday 7 am – 11 pm, Friday-Sunday 7 am – 1 am,	5 Buses, 1 Van
<b>Kane County Council on Aging</b> <b>(435)644-5250</b>	Demand response, dial-a-ride service	Kanab, Orderville, Mt. Carmel, Glendale, Alton	Seniors (60+) and people with disabilities	Medical, shopping, organized recreational	Suggested donations	MTWTF 8am – 2pm (Tues. until 5pm), Orderville M, W, Th	3 – 12 passenger ADA accessible busses

<b>LogistiCare (Medicaid) (855)563-4404</b>	Non-emergency Medical Transportation	Based in St. George and Cedar City, all areas served	Medicaid recipient/medical patients needed special transport	medical	Round-trip pick up fee: \$38, \$2/mile, other fees apply	MTWTFSS	w/c and stretcher accessible vehicles
<b>Lyft</b>	Private	St. George and Cedar City Areas	All	All	Varies	Varies	NA
<b>Red Rock Center for Independence (435)673-7501</b>	Private agency operated transportation	St. George Area	Clients of RRCI, which includes people with disabilities	Educational classes, support groups, and activities	None	Monday-Friday	1- 18 seat ADA accessible bus, 1- 9 seat van
<b>Senior Companion Program (435)673-3548</b>	Volunteer program	Five County Area	Elderly individuals needing home assistance	Medical, shopping, errands and other trips as needed	None	As available	Volunteer vehicles
<b>Southwest Behavioral Health Center (435)634-5600</b>	Public agency operated transportation	St. George and Cedar City areas	Clients of the Center, which includes mentally ill and substance abuse clients	To/from home to Day treatment facility, shopping, medical	none	Monday-Friday, occasional trips on Saturdays	2- ADA accessible busses, 3- 12 passenger vans, 3- 15 passenger vans
<b>St George Express (435)652-1100</b>	Intercity/Shuttle Service For profit	St. George to Las Vegas I-15 Corridor, Door to door	All	All, primarily for trips to LAS airport	St. George-Las Vegas: \$25	5 am- 12:10 am, 7 days/week	ADA Accessible Vehicle available upon request



<b>St George Shuttle</b> <b>(435)628-8320</b>	Intercity/Shuttle Service For profit	Stops in St. George, Cedar City, Beaver, Salt Lake City, Las Vegas, Idaho, Zion NP	All	All	varies by distance: St. George-Salt Lake: \$55	4 am – 10:30 pm, 7 days/week	No ADA available
<b>SunTran</b> <b>(435)673-8726</b>	Public Fixed-route transit	St. George, Ivins	General Public	all	\$1.00-regular, \$0.50-people w/disabilities and Seniors	Monday-Saturday, 6am – 8pm	9 Transit Buses
<b>SunTran</b> <b>(435)673-8726</b>	Paratransit	St. George, Ivins	People w/disability who cannot use fixed route may apply. An in-person assessment determines eligibility	all	\$2 per ride	Monday-Saturday, 6am – 8pm	3 vans, 2 mid-sized cutaway buses
<b>Taxi USA</b>	Taxicab Service				\$2.50 flag drop \$ \$2.75 per mile, minimum rates by City apply	24/7	
<b>The Meadows, Rosecrest Manor, Cliffview, Hospital Long-term Care, etc.</b>	Assisted Living and Long-Term Care Facilities	St. George, Washington, Hurricane, Cedar City, Kanab, Beaver, Panguitch	Residents of each center	Generally, offer medical, shopping, and recreational trips	none	Varies	Generally, provide w/c accessible vehicles to match needs

<b>TURN Community Services</b>	Non-Profit Community Based Support Provider for People with Disabilities	Washington County, Iron County, Kanab, Beaver, Panguitch, Areas	Primarily for clients of TURN, (people with developmental disabilities). Private clients and other ADA community rides as needed.	To/from home today/employment, medical, community access & other transport as needed	Current private transportation rate is \$16.60 round trip (As per DHS MTP reimbursement rate for TURN clients)	Mon-Fri 7a – 4p and as needed. Sat- Sun- as needed	6- ADA accessible Minibuses/vans (2 more Minibuses Spring 2018), 6- non-ADA vans, 1 non-ADA sedan. (number of seats varies)
<b>Uber</b>	Private	St. George and Cedar City Areas	All	All	Varies	Varies	NA
<b>Veterans Administration (435)673-4494</b>	Federal	Five Co. Region	Qualified Veterans Medical patients needing special transport				
<b>Washington County Council on Aging (435)634-5743</b>	Demand response, dial-a- ride service	St George, Ivins, Santa Clara, Washington, Hurricane, LaVerkin, Toquerville, and Enterprise Areas	Seniors (60+) and people with disabilities	all	Suggested donation for seniors (60+); set fee for those under 60 years of age	St George Area- Tuesday- Friday 9:30 AM-3:00 PM, Enterprise Area- Tuesday, Wednesday, Friday 10:30 AM- 1:30PM and a trip to St George	7 – 10-20 passenger ADA accessible busses



						twice per month (usually on Thursdays), Hurricane Area-Monday-Thursday 9:30 AM-3:00 PM and a weekly trip to St George on Wednesday afternoon	
--	--	--	--	--	--	--	--

## Universal List of Transportation Providers (Entire Region) By SIC Code

Company Name	Address	City	ZIP Code	County	Metro Area	Phone Number	Primary SIC	Primary SIC Description
A Budget Cab		St George	84770	Washington	St. George	(435) 467-2834	412101	Taxicabs & Transportation Service
AAA Cab	765 N Bluff St # F	St George	84770	Washington	St. George	(435) 652-1021	412101	Taxicabs & Transportation Service
Alamo-El Paso Shuttle Svc	595 W 2050 S	Hurricane	84737	Washington	St. George	(435) 635-5629	411103	Shuttle Service
Alamo-El Paso Shuttle Svc	2272 Whipple Ct	St George	84790	Washington	St. George	(435) 673-4305	411103	Shuttle Service
Alamo-El Paso Shuttle Svc	2934 S Circle Ridge Dr	St George	84790	Washington	St. George	(435) 705-1333	411103	Shuttle Service
Alamo-El Paso Shuttle Svc	514 N Bluff St Frnt	St George	84770	Washington	St. George	(435) 656-2885	411103	Shuttle Service
American Logistics Co LLC		St George	84770	Washington	St. George	(435) 673-4102	411914	Transportation Services
Armadillo Express	475 N 100 E	Milford	84751	Beaver		(435) 387-2654	414201	Buses-Charter & Rental
Aztec Shuttle Svc	1478 S 270 E # 4b	St George	84790	Washington	St. George	(435) 656-9040	411103	Shuttle Service
Bakston Freight Inc	1522 E Commerce Dr	St George	84790	Washington	St. George	(435) 673-7971	421304	Trucking
Brazzeal, Brad	232 S 2040 East Cir	St George	84790	Washington	St. George	(435) 229-8124	411999	Local Passenger Transportation NEC
Bryce Canyon Lodge	Highway 63	Bryce	84764	Garfield		(435) 834-5361	799922	National Landmark
Bundu Bashers	PO Box 2792	Cedar City	84721	Iron	Cedar City	(801) 467-8687	411999	Local Passenger Transportation NEC
C & D Transport	1310 E Washington Dam Rd	Washington	84780	Washington	St. George	(435) 627-9281	421304	Trucking
Canyon Trail Rides	280 W Bryce Way	Tropic	84776	Garfield		(435) 679-8665	799963	Sightseeing Tours
Cedar City Shuttle	4950 N Enoch Rd	Cedar City	84721	Iron	Cedar City	(435) 586-0575	411103	Shuttle Service
Elite Transportation Svc Inc	687 N 2240 E	St George	84790	Washington	St. George	(435) 627-0666	411903	Limousine Service
Extreme Desert ATV Tours	735 W 650 S	Hurricane	84737	Washington	St. George	(435) 635-0643	799963	Sightseeing Tours
Global Taxi	1275 E Red Hills Pkwy	St George	84770	Washington	St. George	Not Available	412101	Taxicabs & Transportation Service
Gold Cross Ambulance	4241 S River Rd	St George	84790	Washington	St. George	(435) 215-2022	411902	Ambulance Service
Gold Cross Co	504 Buena Vista Blvd	Washington	84780	Washington	St. George	(435) 627-9950	411999	Local Passenger Transportation NEC
Gold Cross Svc	4241 S River Rd	St George	84790	Washington	St. George	(435) 627-9950	411901	Handicapped Transportation Service
Greyhound Lines	1130 N 100 W	Parowan	84761	Iron	Cedar City	(435) 477-3311	413101	Bus Lines
Greyhound Lines	1235 S Bluff St	St George	84770	Washington	St. George	(435) 673-2933	413101	Bus Lines
Hertz	4550 S Airport Pkwy # A	St George	84790	Washington	St. George	(435) 628-8962	751401	Automobile Renting
Hertz	539 N Bluff St	St George	84770	Washington	St. George	(435) 652-9941	751401	Automobile Renting
Hurricane Valley Ambulance	58 N 200 E	Hurricane	84737	Washington	St. George	(435) 635-2241	411999	Local Passenger Transportation NEC
Idaho Shuttle	1275 E Red Hills Pkwy	St George	84770	Washington	St. George	Not Available	411103	Shuttle Service
Iron County Shuttle	431 S Casa Loma Ln	Cedar City	84720	Iron	Cedar City	(435) 865-7076	412101	Taxicabs & Transportation Service
Iron County Taxi	509 W 200 N	Cedar City	84720	Iron	Cedar City	(435) 586-2414	412101	Taxicabs & Transportation Service
K & P Transit	757 N Main St	Beaver	84713	Beaver		(435) 438-6282	411102	Transit Lines
Kellys Carpet Installations	2536 E 750 N	St George	84790	Washington	St. George	(435) 674-2718	411901	Handicapped Transportation Service
Laidlaw Education Svc	1496 Quail St Santa Clara	Bryce	84764	Garfield		(435) 688-1905	415101	Buses-School Transportation Service
Leavitt Transportation	845 Industrial Rd	St George	84770	Washington	St. George	(435) 674-4792	411914	Transportation Services
Legacy Limousine & Trnsprt		St George	84770	Washington	St. George	(435) 703-3912	411903	Limousine Service
Palledin Balloon Excursions	2414 E 750 North Cir	St George	84790	Washington	St. George	(435) 674-4602	799906	Balloons-Manned
Parks Transportation Inc	Zion National Park	Rockville	84763	Washington	St. George	(435) 772-0312	478999	Transportation Services NEC
Quality Cab	515 S 600 E	St George	84770	Washington	St. George	(435) 656-5222	412101	Taxicabs & Transportation Service
Quest Transportation	2969 Swiss Dr	Santa Clar	84765	Washington	St. George	(435) 673-3181	411914	Transportation Services
Ready Cab Co	1050 E 500 S	St George	84790	Washington	St. George	(435) 467-8294	412101	Taxicabs & Transportation Service
Ridgeview Gardens	220 S 1200 E	St George	84790	Washington	St. George	(435) 656-2700	411914	Transportation Services
Scenic Safari's		Cannonvill	84718	Garfield		(435) 679-8536	799963	Sightseeing Tours
Scenic Safaris	800 S Kodachrome Way	Tropic	84776	Garfield		(435) 679-8536	799963	Sightseeing Tours
Southern Utah Scenic Tours	2024 W 90 S	Cedar City	84720	Iron	Cedar City	(435) 656-1504	799963	Sightseeing Tours

## Dixie Metropolitan Area

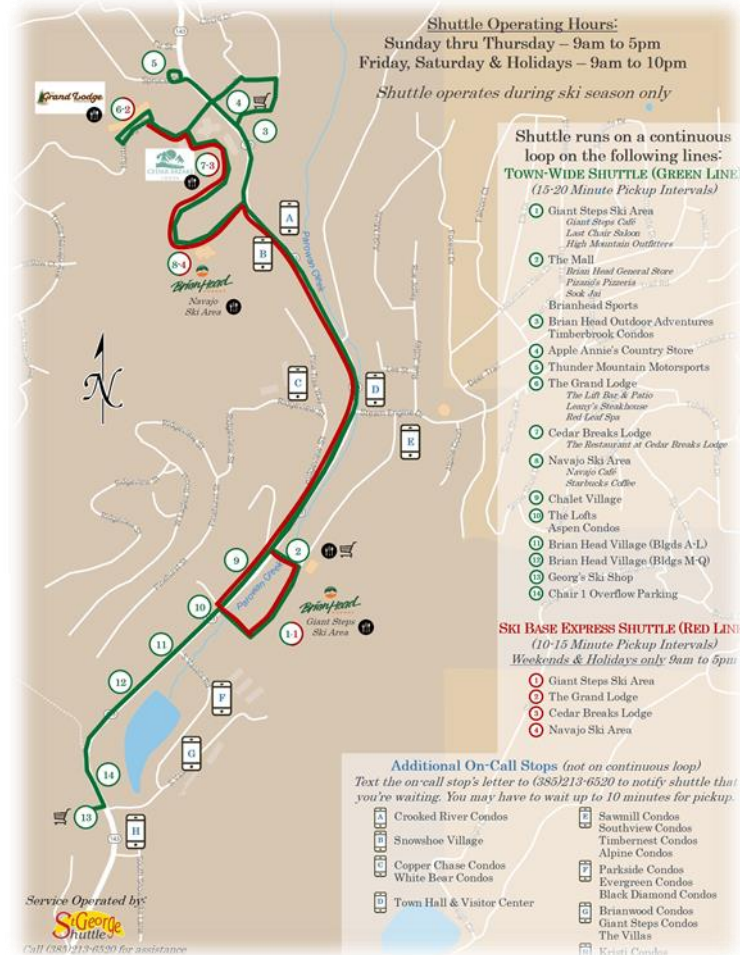
The St George Metropolitan Area, which includes St George, Santa Clara, Ivins, and Washington, offers the greatest variety of transportation services in the Five County Region. SunTran provides public transportation service, with six fixed bus routes, servicing 135 bus stops throughout St George (117) and Ivins (18). SunTran also operates a para-transit service within  $\frac{3}{4}$  mile of a bus stop, which provides demand-response transportation to individuals with a disability that prevents them from riding the fixed-route bus. SunTran serves the majority of the City of St George and the City of Ivins. The SunTran service, which is currently providing over 450,000 rides annually, is only accessible to a portion of the population. According to a geographic analysis, approximately 35,000 persons are located within  $\frac{1}{4}$  mile of a bus stop.

The Council on Aging (COA) provides demand response dial-a-ride service to seniors and people with disabilities throughout the metropolitan area. The COA indicates that most rides they provide either begin or end outside of SunTran para-transit service boundaries.

## Brian Head Town

This shuttle service is provided by Brian Head Town under contract with St George Shuttle as the vendor. The service has two routes and includes 14 bus stops. It is funded using proceeds from an Enhanced Services Business License Fee collected from local businesses. The fee functions as a 1.5% sales tax which goes toward these shuttles and snow removal service. This service runs during the ski season and for summer events as needed.

If you have questions regarding the Brian Head shuttle service, please contact the shuttle operator at (385) 213-6530 or call Town Hall at (435) 677-2029.



### *Specialized Providers*

TURN Community Services, Danville Services, Red Rock Center for Independence, and other organizations for people with disabilities provide transportation services. However, these services are limited to clientele. Similarly, several assisted living centers offer medical, shopping, and recreational trips that are limited to residents of each center.

### *Taxi Services including Uber and Lyft*

Taxi services are available in the St George and Cedar City Areas for a reasonable price compared to other areas in the region, although many participants of focus groups site them as unaffordable.

Technically, all areas in the region have taxi service available. However, fares are extremely high for areas outside of Cedar City and Dixie Metropolitan Area, where these services are based. Although there are a variety of services available in the area, many are not accessible to a large portion of the target population, due to cost, limited geographic coverage or eligibility. The COA services a large portion of the population that SunTran cannot serve, but its operating budget is limited and the COA indicates that it is operating at capacity. Taxi services and intercity bus services are often unaffordable to the majority of the target population. Other transportation services such as private, non-profit services and assisted living centers are limited to specific clientele. Although they provide significant transportation services to hundreds of people in the community, each individual service is not accessible to the majority of the community.



### *Cedar City*

Cedar City is serviced by Cedar Area Transportation Service (CATS), which operates one fixed route and a demand response, dial-a-ride service. Fixed route service stops are primarily located near key destinations throughout the city. The route operates a one-way loop, often requiring long rides for its passengers. The dial-a-ride services seniors (65 and over) and people with disabilities within city limits. The demand for this service is growing significantly. Currently, CATS provide an average of 1,200 trips/month on its fixed-route service and 500 trips/month on its dial-a-ride service. The COA provides a transportation service that transports seniors to the Senior Citizen Center three times/week, and once/week for shopping and other trip purposes. This service is limited to seniors (60+) and people with disabilities. The Iron County Shuttle operates a taxi service with variable fares that typically average \$6-\$8 per trip.

Greyhound, St George Shuttle, and St George Express provide intercity bus transportation for those needing to travel to large cities outside of the area, including Salt Lake City and Las Vegas. TURN, Danville, and other organizations for people with disabilities provide transportation services. However, these services are mainly limited to clientele, although TURN has noted that they are open to transporting others as time and space permits. Similarly, local assisted living centers offer medical, shopping, and recreational trips that are limited to residents of each center.

For those with limited mobility, CATS service is likely the most extensive service available within city limits. The fixed route service provides access to many destinations in the community and those with disabilities that are unable to use this service can use the ADA-accessible dial-a-ride service. The Sr. Center provides limited transportation to many seniors wishing to access shopping and other services. The taxi service is available to those that cannot access these services, although its fares are likely limiting some groups, particularly low-income, to access this service. Likewise, the service is not wheelchair accessible; therefore, it is not accessible to many people with disabilities. Private agency services and residential transportation services provide integral transportation to many individuals in the community with limited mobility but are limited to serving specific clientele.

### *Areas outside of Dixie Metropolitan Area and Cedar City*

Areas in the region, outside of the Dixie Metropolitan Area and Cedar City, are primarily characterized by very limited transportation services. In most areas, the Council on Aging operates the only transportation services. The level of service for each COA service varies, but is generally very limited, due to inadequate operating funds. In Beaver and Garfield County, trips are coordinated based upon driver availability. Iron, Kane, and Washington Counties have paid drivers. All of these services have very limited hours. Bryce Canyon and Zion National Parks operate a convenient shuttle for visitors of the park, mainly developed to manage parking, traffic congestion and air quality. It is assumed that visitors accessing the shuttles do so by car, as there is no regional or inter-city transit to access the sites.

### *inter-city bus service*

Greyhound, St George Shuttle, and St George Express provide inter-city bus transportation for those needing to travel to large cities outside of the Metropolitan Area, including Salt Lake City and Las Vegas. The only inter-city bus service stop locations in these areas are in Beaver, St George and Parowan, with Greyhound service. Even communities that are in close proximity to Cedar City or the Dixie Metropolitan Area, such as Hurricane or Enoch, have very limited transportation services available, almost equivalent to more isolated areas in the region. According to interviews with Council on Aging Directors and Focus Group discussion, most individuals with limited mobility in these areas rely on family and friends for all trips.



# CHAPTER 4: COMMUNITY GAPS AND NEEDS ASSESSMENT

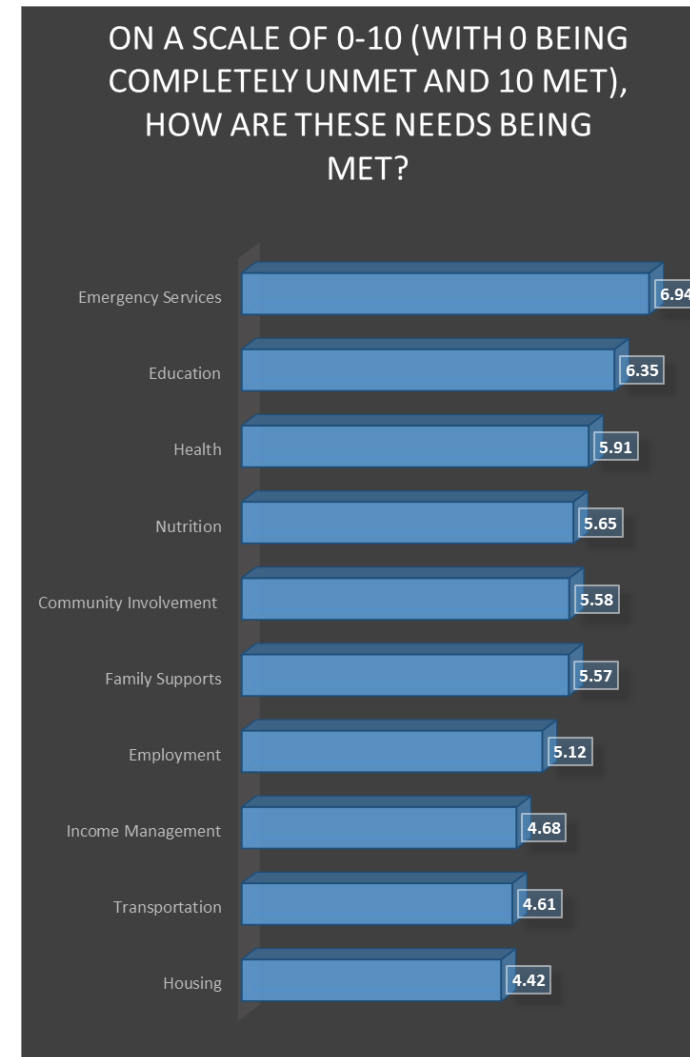
## NEEDS ASSESSMENT

The survey process for the region-wide Community Needs Assessment was open to the public from April 26 to June 14, 2016. A total of 345 participants completed the survey, including at least 16 local elected officials, 114 human services practitioners, 6 non-English speakers, and 90 CSBG-eligible clients. 80 responses came from paper surveys for seniors and those with limited computer proficiency or access.

There were 2 surveys omitted from the need assessment for being “survey sabotages”. These answers were deliberately provided in a sarcastic manner which made unfounded generalization of subpopulations rather than providing honest feedback. These surveys will not appear in the results of survey. Based on the demographic information collected in the survey, the respondents are approximately proportionate to the area demographics in regard to income distribution, race, and education. There are two categories where the respondent demographics do not align with the demographics of the general population. They are as follows:

- Females comprised approximately 73% of the survey respondents, which is not representative of the overall population
- Residents 23 and under only comprise 6% of the survey responses

A limitation of this survey is that it was meant to engage the community and solicit feedback from low-income, private, non-profit, faith-based, and government leaders rather than be designed for data modeling or inferential statistics. It was intended to be as short as possible to generate complete



### Prioritization of Unmet Needs

	All survey Responses	Local Elected Officials	Human Services Providers	Program Clients / General Public	Spanish Speaking Surveys
<b>Priority 1</b>	Housing	Income Management	Housing	Housing	Community Involvement
<b>Priority 2</b>	Transportation	Housing	Transportation	Transportation	Income Management
<b>Priority 3</b>	Income Management	Transportation	Income Management	Income Management	Housing
<b>Priority 4</b>	Employment	Family Supports	Employment	Employment	Transportation
<b>Priority 5</b>	Community Involvement	Employment	Family Supports	Family Supports	Employment
<b>Priority 6</b>	Family Supports	Education	Community Involvement	Community Involvement	Family Supports
<b>Priority 7</b>	Nutrition	Community Involvement	Nutrition	Nutrition	Nutrition
<b>Priority 8</b>	Health	Nutrition	Health	Health	Education
<b>Priority 9</b>	Education	Health	Education	Education	Health
<b>Priority 10</b>	Emergency Services	Emergency Services	Emergency Services	Emergency Services	Emergency Services

	Beaver County	Garfield County	Iron County	Kane County	Washington County
<b>Priority 1</b>	Transportation	Housing	Income Management	Transportation	Housing
<b>Priority 2</b>	Income Management	Employment	Transportation	Housing	Income Management
<b>Priority 3</b>	Housing	Income Management	Housing	Income Management	Transportation
<b>Priority 4</b>	Family Supports	Transportation	Employment	Employment	Employment
<b>Priority 5</b>	Employment	Education	Nutrition	Nutrition	Community Involvement
<b>Priority 6</b>	Community Involvement	Family Supports	Community Involvement	Family Supports	Family Supports
<b>Priority 7</b>	Education	Community Involvement	Health	Community Involvement	Nutrition
<b>Priority 8</b>	Health	Nutrition	Family Supports	Health	Health
<b>Priority 9</b>	Nutrition	Health	Education	Education	Education
<b>Priority 10</b>	Emergency Services	Emergency Services	Emergency Services	Emergency Services	Emergency Services



*Are there Transportation barriers that prevent you or someone you know from achieving economic security?*

Answer Choices –	Responses –
– <b>No</b>	<b>50.44%</b> 171
– <b>Yes, please explain</b>	<b>49.56%</b> 168
Total	339

**Q8 Are there TRANSPORTATION barriers  
that prevent you or someone you know  
from achieving economic security?**

Answered: 332 Skipped: 0

Low Income Miles Extended Owning a Vehicle Town  
Money Community Job Opportunities Buses  
Cedar City Public Transportation  
Hard Bus Employment Limited Ride  
Afford Access Senior DMV Transit Bike Lanes  
Travel Far Washington City

<ul style="list-style-type: none"> <li>• Bus-33.53%</li> <li>• Public Transportation-22.16%</li> <li>• Limited-12.57%</li> <li>• Buses-5.99%</li> <li>• Afford-5.39%</li> <li>• Community-4.79%</li> <li>• Senior-4.19%</li> <li>• Town-3.59%</li> <li>• Transit-3.59%</li> <li>• Extended-2.99%</li> <li>• Travel-2.99%</li> <li>• Low Income-2.40%</li> <li>• Washington City-2.40%</li> </ul>	<ul style="list-style-type: none"> <li>• Employment-2.40%</li> <li>• Hard-2.40%</li> <li>• Ride-2.40%</li> <li>• Cedar City-2.40%</li> <li>• Access-1.80%</li> <li>• Job Opportunities-1.80%</li> <li>• DMV-1.80%</li> <li>• Money-1.80%</li> <li>• Bike Lanes-1.20%</li> <li>• Owning a Vehicle-1.20%</li> <li>• Far-1.20%</li> <li>• Miles-1.20%</li> </ul>
--	---

50% of clients who completed the community need assessment survey indicated that transportation was a major barrier for themselves or someone they know in achieving economic security. On a scale of 0 to 10, with 0 indicating no transportation needs are being met to 10, with all health needs being met, the average score was 5.91. This was prioritized as the 2<sup>nd</sup> most unmet need out of 10 areas. From the responses of the 50% who indicated transportation was a barrier, the most frequent barriers mentioned were frequency and reach of public transportation (especially for SunTran not expanding into Washington City), the lack of rural public transportation for non-seniors in Garfield, Kane, and Beaver counties, the need for transit navigation training, and the increased cost of transportation for families commuting long-distances for employment. During the public forum in Cedar City, a representative of the Utah Department of Workforce services also talked about the extra transportation cost burden for those driving to childcare providers that too far from work.

# (I) Transportation

**Base Year:** 2016

## A – Income Area Characteristics

Characteristics (see the Data Element suggestions under Issue Area “Use of Income”)	By County:						Overall Measure for Utah
	<u>Beaver</u>	<u>Garfield</u>	<u>Iron</u>	<u>Kane</u>	<u>Washington</u>		
Workers 16 years and over	2,708	2,139	18,852	3,190	55,216		1,299,818
Car, truck, or van -- drove alone	2,251 (83.1%)	1,472 (68.8%)	14,435 (76.6%)	2,512 (78.7%)	42,842 (77.6%)		978,566 (75.3%)
Car, truck, or van -- carpooled	279 (10.3%)	241 (11.3%)	2,298 (12.2%)	205 (6.4%)	5,981 (10.8%)		151,602 (11.7%)
Public transportation (including taxicab)	9 (0.3%)	0 (0.0%)	88 (0.5%)	0 (0.0%)	181 (0.3%)		30,823 (2.4%)
Walked	75 (2.8%)	192 (9.0%)	957 (5.1%)	163 (5.1%)	1,457 (2.6%)		32,668 (2.5%)
Other means	18 (0.6%)	59 (44.83%)	323 (1.7%)	62 (1.9%)	1,126 (2.0%)		25,073 (1.9%)
Worked at home	70 (2.6%)	112 (5.2%)	399 (2.10%)	235 (7.4%)	2,582 (4.7%)		62,601 (4.8%)
Mean travel time to work (minutes)	17	14	19	13	18		20

<http://www.statsamerica.org/distress/distress.aspx> (2014 ACS Data)

## **DIXIE REGIONAL TRANSPORTATION EXPO**

The Dixie Regional Transportation Expo was held on February 7, 2017. The event included displays by over a dozen transportation agencies and projects. 659 people attended the all-day event. The Five County Association of Governments Staff provided information at the event about Coordinated Human Service Transportation and discussed public transportation needs with the community. Staff displayed one graphic which gave an overview about Coordinated Transportation, including the activities that the CHSTP Committee is currently pursuing, and a map about possible extensions that were identified in the 2012 Dixie MPO Regional Transit Study (see Figure 5 and 6 below). Throughout the event, staff conversed with participants about coordination efforts and possible bus route expansions, encouraging participants to leave comments. Notable comments received from the Expo, include:

- A need to expand bus routes south to Bloomington, Bloomington Hills, and Sun River. One participant noted that the high senior population creates a special transportation need in these areas.
- Public transportation to access jobs is particularly needed in the region, particularly for jobs with low wages. Some locations noted included: Ft. Pierce Industrial Park, Gateway Industrial Area, nearby communities, such as Washington for job access in St George City.
- The new Veterans Long Term Facility and planned Harmon's Grocery store will create greater demand for public transportation in Santa Clara and Ivins.
- One participant encouraged the CHSTP Committee to coordinate with the Bicycle Transportation Alliance, particularly to better meet the transportation needs of the low-income population.
- To plan more proactively, one participant expressed the need to dedicate right-of-way easements for future light rail projects as the region expands.
- A few participants expressed the need for bus shelters and noted that it was a topic in the last City Council election. One participant encouraged the Committee to develop a five-year plan for implementation of bus shelters.

## **MOBILITY GAPS**

Mobility Gaps exist throughout the region. Daily transit needs exceed 1,800 persons (See 2010 Mobility Gap Table below) in all five counties with their ranking following the counties relative population sizes. Washington and Iron Counties have regular fixed route and paratransit services while the other three counties do not. The regions specialized transportation providers serve primarily the county senior centers and small client populations of the disability and behavioral health sectors.

Typically, transportation providers provide weekly not daily trips. Some agencies struggle to provide weekly trips due to staffing issues. Lack of funding and driver availability/reliability severely hampers the potential for meeting all of the transportation needs in the region. It can be assumed that a certain number of essential trips are being met by friends and family, but the needs assessment

Five County Mobility Gap 2010							
COUNTY	TRACTA	2010 Pop	2010 Households	No Vehicle	1+ Vehicle	Mobility Gap	Daily Transit Need
Beaver County	100100	3,818	1,338	40	1,107	0.8	32
Beaver County	100200	2,811	927	6	938	0.8	5
Garfield County	300	2,377	808	11	828	0.8	9
Garfield County	400	2,795	1,122	52	1,245	0.8	42
Iron County	110100	3,951	1,477	38	1,354	0.8	30
Iron County	110200	7,387	2,096	10	2,245	0.8	8
Iron County	110300	3,508	1,105	48	1,052	0.8	38
Iron County	110400	4,657	1,381	73	1,487	0.8	58
Iron County	110500	9,698	3,144	247	2,887	0.8	198
Iron County	110600	6,029	2,187	74	2,213	0.8	59
Iron County	110701	6,538	2,093	53	2,031	0.8	42
Iron County	110702	4,395	1,539	20	1,323	0.8	16
Kane County	130100	2,297	931	27	1,039	0.8	22
Kane County	130200	4,828	1,969	44	1,955	0.8	35
Washington County	270100	8,839	2,529	26	2,602	0.8	21
Washington County	270200	3,074	1,014	0	909	0.8	0
Washington County	270300	8,148	2,687	148	2,853	0.8	118
Washington County	270400	6,218	2,282	60	2,311	0.8	48
Washington County	270500	7,423	2,147	36	2,155	0.8	29
Washington County	270600	7,724	2,859	183	2,590	0.8	146
Washington County	270700	9,725	3,457	107	3,460	0.8	86
Washington County	270801	13,516	4,176	157	3,676	0.8	126
Washington County	270802	5,119	1,880	28	1,646	0.8	22
Washington County	270901	3,796	1,174	15	1,083	0.8	12
Washington County	270902	10,113	3,402	91	3,225	0.8	73
Washington County	271000	4,113	1,280	11	1,239	0.8	9
Washington County	271100	10,304	3,533	232	3,372	0.8	186
Washington County	271200	3,375	1,204	22	1,054	0.8	18
Washington County	271300	4,013	1,185	47	1,199	0.8	38
Washington County	271400	3,815	1,557	140	1,492	0.8	112
Washington County	271500	6,263	2,229	10	2,022	0.8	8
Washington County	271600	5,762	2,381	30	2,513	0.8	24
Washington County	271701	8,094	2,491	64	2,261	0.8	51
Washington County	271702	5,483	1,591	46	1,468	0.8	37
Washington County	271800	3,198	1,276	60	1,252	0.8	48
Total (Region)		203,204	68,451	2,256	66,086		1,805

Daily Transit Need by Co	
Beaver	37
Garfield	50
Iron	450
Kane	57
Washington	1210
Total	1805

makes it abundantly clear that there exists a great unmet need. The following chart provides detailed breakdown of the 2010 mobility gap. It is difficult, if not impossible, to estimate the actual number of private for profit transportation services being provided. There is no incentive for the for-profit providers to report to the government. Many medical human service providers provide transportation or are considering whether or not to provide such services. This would seem to confirm the idea that there are unmet needs as well as a market reason for for-profit providers to become involved in providing support for greater transportation to the public at large if not the target populations.

Population Source: US Census Bureau, 2010, Table P1

Number of Vehicles Source: B25044: TENURE BY VEHICLES, 2006-2010 American Community Survey 5-Year Estimates

Number of Household: US Census Bureau, 2010, Table QT-P11

## NEEDS

Based on the foregoing analysis and exhaustive public and agency input, the Regional Mobility Committee/Coordinated Human Service Transportation Planning Committee, and other Regional Stakeholders, has identified the following regional transportation needs. Chapter 5 will address strategies that have been developed to meet these needs most effectively. Transportation needs were identified through public involvement methods explained in Appendix 1, and an analysis considering available transportation services, demographic trends for the target population, and the geographic distribution of regional destinations.

### *1. Education and Outreach about Available Transportation Resources*

Although there is a variety of transportation services available for people with mobility needs, finding out what is available can be confusing and frustrating. Senior Center Focus Group participants were unaware about when senior center transportation services were available and what the eligibility requirements are for riders and trip purpose. This need was also a primary point of discussion during the Coordinated Plan Workshop and Cedar Area Transportation Advisory Board Meeting.

For someone with the resources and ability to drive a vehicle, making a trip from point A to point B is quite simple. For those unable to drive due to disability, age, or income, they likely do not know where to begin. Coordinated and widespread information about available transportation services made available to the target population would make this process more seamless and increase the confidence and mobility of many people in the region.

### *2. Increased Operating Hours for Existing Transportation Services*

As discussed in Chapter 2, throughout most of the region, the only community transportation resource is provided by the local senior center. Although ADA accessible vehicles are available throughout the region, the senior centers have an inadequate operating budget and operating hours for these services. For example, in Washington County, the budget is only sufficient to hire part time drivers and the service is only offered for five hours/day. In many counties, there are only sufficient funds to transport seniors to the center for lunch, with possibly one day/ week to make shopping and medical-related trips.

The majority of mobility-limited individuals in the region must rely on family or friends to meet nearly all of their transportation needs. Others feel compelled to drive, even if they feel unsafe doing so. Seniors in Cedar City, Panguitch, and Hurricane pointed out that, although they are reaching an age that makes driving more dangerous for themselves and others, they feel compelled to continue to do so because the transportation services available at the senior center are not available often enough, are often rescheduled or cancelled and do not operate on a schedule that is convenient for them. For the most part, those that use the services have absolutely no other choice. County budgets have remained static and are not keeping pace with demand. Agencies are reluctant to

promote their services because they know that they cannot fulfill the demand. During the times that services are unavailable, they are homebound. Increased operating hours and regular days for these services would allow the seniors and people with disabilities to fulfill more of their individual transportation needs.

### *3. More Predictable hours, Schedules, and Eligibility for Transportation*

As discussed above, the majority of people with limited mobility in the region are unaware of the available transportation services. For those that do not use the services regularly, navigating the hours, schedules and eligibility requirements for different services can be confusing. In some areas, senior service transportation providers operate during unpredictable times and schedule trips to larger urban centers based upon events or essential medical appointments. Although scheduling trips this way meets some of the essential demand for transportation services, it creates difficulty for others in need of services.

When some senior service providers plan a trip, for economic reasons, they must have a minimum number of passengers to make the trip. In Kane County, out-of-town trips require at least six passengers and Garfield County requires a minimum of four riders. Although this system is appropriate due to funding limitations, the accompanying lack of predictability created by this policy greatly decreases the reliability of the service. Those with appointments must make other arrangements or have a back-up plan if the bus does not reach the critical number. County and regional aging services should evaluate budget allocations for their transportation programs such that they are better aligned with need.

In addition to the unpredictable characteristics of these services, the eligibility requirements for using these services are often confusing and unclear. Senior service transportation is designed to firstly meet the needs of seniors, second, people with disabilities, and last others in the general public. The actual eligibility for using these services varies across the region and is often unclear. For example, some services allow people with disabilities to use the service while others discourage them. Para-transit services are designed to supplement fixed-route services and are for people that cannot, due to a disability, use the fixed-route services. CATS in Cedar City currently serves all those that request paratransit services without screening for geographic eligibility. Those with low incomes that are not seniors or do not have a disability do not have a specific transportation service available to them and must rely on others for transportation or ride public transportation in areas that it is available. More consistent and clear policies for transportation eligibility for these services would clarify questions about eligibility. Improvements in funding levels, quality assurance, advertising/outreach and monthly if not weekly trip frequency would directly address service gaps throughout the region.

### *4. Expansion of Existing Public Transit Services*

In respect to SunTran Public Transportation, the majority of survey respondents riding SunTran buses and utilizing Dixie Care-and-Share services emphasized that expansion of routes is the most important bus improvement for the system. Many emphasized that



they were unable to reach several destinations in the region due to lack of service. In particular, residents that ride the bus noted that they desired service to Wal-Mart, Bloomington, Washington, Hurricane, and Ivins among other regional destinations.

SunTran meets the transportation needs of many individuals in St George and Ivins, providing over 450,000 trips annually. The system is unable to meet the transportation needs of the majority in the region because of its limited service area. Approximately, 35,000 people live within ¼ mile of a bus stop. For those 35,000 people, the bus service is only meaningful if the bus also reaches their destination. An expansion of the service area is essential to meeting the needs of the mobility-limited population of the general public. In 2012, a *Dixie MPO Regional Transit Study* was completed that recommends governance and funding scenarios for creating a transit service that serves the St George Region. A link to this Study can be found at <http://dixiempo.wordpress.com/2012/02/22/dixie-mpo-regional-transit-study-feb-2012/> .

In general, the study recommends beginning expansion of service by formulating inter-local agreements with adjacent communities before pursuing the establishment of a regional transit district or authority. The implementation of the strategies in this study will help better meet the needs of the target population in the St George Region.

In addition to an expansion of the existing public transit services, facility improvements are needed for the existing routes. Several respondents from the SunTran Onboard Transit Survey noted that some of the older busses are bumpy and uncomfortable. Citizens at the Dixie Transportation Expo expressed the need for bus shelters to be protected from the heat of Southern Utah.

The Dixie MPO, the City of Springdale and UDOT selected KFH Consultants through a bid proposal process to provide the St. George to Springdale Transit Feasibility Study and subsequent Implementation Plan, a summary of which follows:

The plan calls for an initial bus system which meets the potential ridership needs between St. George and Springdale, Utah. There are a wide range of needs and markets for service and ridership estimates break out ridership between local residents (most of the year between 80 – 90% of ridership) and visitors (during the peak season usage is evenly split). Local residents will be able to use the service for work commutes, educational and other essential services. Visitors will be able to take the bus to Springdale and other locations thereby reducing traffic congestion for all residents and visitors alike. Local businesses would benefit from this service by improving employee on-time rates and decreased absenteeism and improved customer convenience. These markets include the following by sub corridor: 1. St. George to Hurricane/La Verkin – This sub corridor focuses on potential ridership for commuters between the two areas as well as a variety of needs for residents in Washington City. These communities are currently interconnected but lack transit connectivity. This sub-corridor also accounts for visitors going to Springdale. 2. Washington City - Considering the ridership stated by SunTran, there is potential for a local component of this service that would meet the needs of

local residents to local destinations for work, school, shopping, and personal business. 3. Hurricane and La Verkin – As with Washington, there is potential for a local component of this service that would meet the needs of local residents to local destinations for work, school, shopping, and personal business. 4. Hurricane/La Verkin to Springdale – This sub-corridor will address local needs along this corridor including commuter's needs to and from Springdale as well as the visitor population which has been increasing in unprecedented numbers. Businesses in Springdale need this service for their employees. There are a large number of markets to be served by this transit service St. George Public Transit Feasibility Study 1-4 Chapter 1: Introduction and Executive Summary Service Description A fixed route service will operate between St. George Transfer Center and the northern edge of Springdale, a distance of 40 miles, without additional routing in St. George. The final routing within St. George will address critical destinations such as Dixie Regional Medical Center, and major destinations such as clusters of shopping and/or hotels, convention center and destinations based on sponsorships and partnerships. Basic routing will be along St. George Boulevard, Red Cliff Drive, and Telegraph Road through Washington City and SR 9 through Hurricane to Springdale.

The study proposes an initial transit system made up of: **Local service** – While this service can be used by commuters to all destinations and visitors going to Springdale, it should also be of benefit to local residents in Hurricane, Washington City and La Verkin, who will have access to local bus service with stops every  $\frac{1}{4}$  mile, or more as appropriate. This service would operate throughout the day. Two buses will operate all year on this route. **Express service** – This is a limited stop service designed for commuters along the route and those wanting to get to Springdale or St. George for a variety of purposes. Summer will require two buses and off-peak season will have one bus. Financial Issues The service, modestly funded at \$1.9 million annually for operations, will be paid through system fare revenue, available federal funding, local government support, and system sponsors (hotels and other local businesses as appropriate). A local option sales tax, if approved, by local municipal governments or Washington County in combination with sponsors, federal funds and fares may result in no additional funds from local governments. Capital funding will initially require \$2.5 million for five buses, 80% of which should be paid by the federal government and the rest would be paid through the local funding.

An expansion of the existing Cedar Area Transportation Service (CATS) is also needed to provide access to the jobs and services available in Cedar City to the surrounding communities. A feasibility study for the expansion of CATS was performed in 2011, determining that the projected ridership for an expanded route into Parowan and Brian Head was sufficient to justify an expansion into these cities. Representatives of CATS have also explained that they are constantly receiving inquiries about service to Enoch for both paratransit and fixed-route services.

## 5. Opportunities to Pool Resources

Although conceptually pooling resources can help reduce costs, improve efficiencies, and expand services, at this point there are very few concrete examples of coordinating transportation services or sharing rides and resources in the Region. TURN Community Services and Washington County School District have overcome insurance barriers and are working to formalize an agreement in order to coordinate transportation services. They pursued this strategy recognizing that there is a duplication of service from St George to some surrounding communities. Although this project was never implemented, it serves as an example that successful coordinated transportation service in this Region is very possible.

## 6. Connections from Rural Communities to Urban Centers

Currently, the only communities in the Region with regularly scheduled inter-city transportation services (e.g. Greyhound) are Beaver, Parowan, Cedar City, and St George. Communities outside of this corridor must either rely on other, less frequent services offered through the senior centers, etc. or do not have access to services to such services which are limited to larger urban areas. In particular, the communities of Kanab, Milford, Minersville, Enterprise, Panguitch, and Escalante face isolation and have significant numbers of people that fit the target population. Regularly scheduled transportation services that connect rural communities to urban centers are needed to connect residents of these communities to medical appointments, shopping, and other destinations that are only available in larger cities.

Even communities within close proximity to St. George and Cedar City, contain significant numbers of people in the target population that are currently unable to access services such as public transit. Comments have been gathered as part of the Dixie Transportation Expo from communities from Springdale to Washington City requesting greater access to public transportation services to travel to essential medical appointments, shopping, and employment.

## 7. Workforce Transportation

A Department of Workforce Service (DWS) representative who sits on the CHSTP Committee points out that many low-income individuals cannot access job sites due to lack of transportation services. Case workers from both public and private non-profit agencies who work with our target populations have repeatedly identified the need for workforce transportation services. These



needs have been supported by survey data from various studies and the Dixie Transportation Expo as well. Many of the regions' large employers are only accessible by car. Specific examples include the Wal-Mart Distribution Center, Smithfield Hog Production, Brian head and Eagle Point Ski Resorts, and Ruby's Inn. The majority of jobs provided at these large employers offer low to moderate wages. The high cost of owning and operating a vehicle makes it cost prohibitive for many to obtain employment at these job sites. The increasing lack of affordable housing has exacerbated the distance that many lower income employees must travel to work. Typically, housing costs are lower as you move farther away from employment centers. Many long-term rental properties have been lost to the booming overnight rental market which has stressed rural and urban communities alike. The increased availability of mass transit, vanpooling, and carpooling can make jobs more accessible and thereby help provide a more reliable and readily available pool of employees.

#### *8. More Effective Utilization of Volunteer Resources*

The need for specialized transportation services is projected to increase dramatically as so called "baby boomer" reach the point where they can no longer drive. There is some potential optimism related to autonomous vehicle technology as it becomes a viable reality, but the funding and availability in rural areas is still an open question. The dramatic increase in the senior population, projected to occur will fuel this need. Many of these individuals will need door-to-door transportation services, which are very expensive to maintain. It is unlikely that sufficient funding will be available to meet this need without volunteer resources. Even with increased fuel cost, the most expensive portion of operating a transportation service is driver wages. If implemented effectively, volunteer driver programs could significantly reduce the cost of operating a transportation service and increase the availability of the service. There remain challenges in federal regulations related to these volunteer programs, especially in rural areas, which must be resolved before such efforts can be implemented.

As mentioned above, friends and family help meet the need of the majority of the mobility-limited population. In general, there are many people in the region eager to volunteer for good causes. Beaver and Garfield County Councils on Aging utilize volunteer labor to operate their transportation service. In Kane County, volunteer labor supplements services of regular, paid drivers. In all instances, maintaining a volunteer driver system is difficult, due to unpredictable schedules of volunteers and efforts required to recruit drivers. Nevertheless, creative, and innovative measures can be taken throughout the region to meet the community transportation needs more effectively. These include using existing resources, such as Volunteer Centers and local churches, to recruit volunteers and more effectively communicating with volunteers about needed rides utilizing the internet and other means.



### *9. Widespread Involvement from Elected Officials*

Involving elected officials is essential to the success of community transportation. This needs to be an on-going effort, that emphasizes more than simply asking for additional funding. Program awareness and quality control are not well understood by elected officials as many seem satisfied with the current level of service, largely due to funding demands and priorities. There is also a widespread and often stated belief that transportation needs should be met by family members and that government assistance in this area contributes to greater reliance on the federal government and reduces self-reliance. Improved involvement of elected officials throughout the Five County region is needed. One solution would be to empanel a transit representative on the Iron County Rural Planning Organization (RPO) committee to raise awareness and greater understanding and support. The creation of a task force or specific staff assignments within each county to review the efficacy of area agency on aging transportation programs might also lead to increased awareness and program effectiveness. Funding levels must be reevaluated so that they are commensurate with projected population increases, staff improvement and wage increase and the increase in transportation needs due to the disproportionate number of older persons in particular cities and regions. The current trend has led to the erosion of transportation services simply based on passive neglect.

### *10. Removal of Barriers to Transportation Services*

The climate in Southern Utah can be a critical barrier for disabled and elderly people with regard to their ability to access public transit services. Disabled persons often lack the ability to safely regulate their core temperatures when faced with temperatures in either excessively hot or cold climates. Elderly and disabled people may have to avoid travel on days when weather events make it unsafe to utilize public transit due to inadequate facilities for shelter and personal safety. Many of our communities lack the funds and staff to adequately address the issue of safe and cost-effective transit facilities for people and or vehicles. Buses, vans, or other transit vehicles should be stored in protected and weatherproof facilities to insure longer and more safe operation. Exposure to extreme weather may reduce usable life of vehicles regardless of total mileage.

# CHAPTER 5: IDENTIFICATION OF STRATEGIES

The strategies identified to address the specific transportation needs in the Southwest Utah Region have been developed to guide the coordinated activities of transportation service providers, human service providers, and the mobility manager. Implementation strategies are prioritized, based upon feasibility of implementation, needs addressed, and the proper timing of the strategy, based upon its relationship to other strategies.

In order to implement the strategies in this plan, a variety of resources and funding sources are necessary, including but not limited to, funding that is tied to the plan by legislation. The current federal transportation legislation, MAP-21, states that Section 5310 projects must be “included in a locally developed, coordinated public transit-human services transportation plan.” (See Appendix 2 for overview of FTA programs) Job Access Reverse Commute Projects, which are eligible under Section 5311, are also to be included in such a plan. Other possible funding sources include Social Service Block Grants (SSBG), Community Development Block Grants (CDBG), Temporary Assistance for Needy Families (TANF).

Each strategy includes an explanation, geographic applicability, needs addressed, stakeholder’s involvement, priority, timing, and possible funding sources.

**Strategies** is the action plan identified to best meet the needs detailed in Chapter 4, given the available resources and stakeholders involved. Future projects should be derived from this section.

The Coordinated Human Service Transportation Planning Committee and other Regional Stakeholders have identified the following regional transportation needs discussed in Chapter 4 and the following strategies have been developed to meet those needs most effectively. Transportation needs were identified through public involvement methods explained in Appendix 1, and an analysis considering available transportation services, demographic trends for the target population, and the geographic distribution of regional destinations.

## 1. *Central Directory of Information*

A central directory of information provides people in need of transportation a single point of contact to learn about available services. This strategy connects people to useful information about transportation services quickly and easily. SB 56, passed in 2013, encourages the establishment of a statewide centralized dispatch center in coordination with the Utah 211 call system. The Five

County Community Action Partnership provides a human service directory that includes general information about transportation resources and provides this information to 211. However, in order to make this information more useful, more concrete information about eligibility, service area, and routes should be coordinated, so that 211 staff can deliver this information to inquirers. Regional mobility managers throughout the state of Utah have made a commitment to work with 211 to coordinate transportation service information.

### **Needs Addressed**

- Education and Outreach about available Transportation Resources
- More Predictable Hours, Schedules, and Eligibility for Transportation

### **Geographic Applicability**

Region-wide

### **Stakeholder's Involvement**

Mobility Manager: obtain information from local transportation providers, coordinate information with 211 staff, and update information periodically, as needed

Transportation providers: provide accurate and useful information about transportation services about eligibility, routes, and service area to mobility manager

211 staff: provide information and referral to inquirers, make information available online

### **Priority**

Short term

### **Timing**

On-going maintenance of program

### **Funding**

Mobility Manager staff time

## **2. Regional Vanpool Services**

Job access was noted as a particular need during the Coordinated Plan Workshop and in discussions with various stakeholders. Vanpools are a viable alternative transportation option which can significantly decrease the cost of a commute. They are most successful with large employers that have commuters travelling distances of over 15 miles. Currently, the Utah Transit Authority (UTA) operates vanpools and has made them available to commuters throughout the region despite our area being outside the UTA service district. Ruby's Inn has had a successful vanpool program in the Bryce Canyon Area.

Coordinating with UTA is one method to implement vanpools in the Five County Region. However, other options are available and may be more viable in the future. A regional vanpool study should be completed to assess the demand for vanpools across the region and recommend governance and administration of a long-term, sustainable vanpool program.

### **Needs Addressed**

- Connections from Rural communities to Urban Centers
- Workforce Transportation

### **Geographic Applicability**

Region-wide, where large employers are located

### **Stakeholder's Involvement**

Mobility Manager: communicate to employers about available resources, foster connection with UTA and employers. Coordinate with CHSTP committee to initiate a regional vanpool study.

UTA: provide vanpool services

Employers: communicate with UTA as needed, promote program to employees through outreach, matching rides, and subsidies.

### **Priority**



Short term

### **Timing**

Promote program to major employers in the region, on-going communication as needed.

### **Funding**

Some mobility manager staff time is needed. The majority of project funding will be provided by employees and employer-paid subsidies.

A large portion of the Five County Region includes rural areas, where there is no public transportation available. Those who cannot drive due to disability, age, or income have a very difficult time accessing essential services and jobs. Flexible Travel Vouchers can help augment the cost of making these essential trips. They can be made available for transit, taxi, or volunteer drivers, where/when there are no other services available. The mobility manager can work with the CHSTP Committee to identify appropriate recipients for the region that can help fill transportation gaps, where services are minimal or unavailable. A study, which examines the feasibility of implementing a flexible voucher program and recommends implantation of items should be completed to better understand the potential for this program. FTA and UDOT Have determined that voucher programs may be problematic. There is a high demand for this type of assistance in rural areas of Utah. The RMC has determined that other funding sources should be identified and used to the greatest degree possible.

### **Needs Addressed**

- Workforce Transportation
- More effective Utilization of Volunteer Resources

### **Geographic Applicability**

Region-wide

### **Stakeholder's Involvement**

Mobility Manager: may act as the program coordinator unless another individual is identified. Coordinate with CHSTP committee to initiate travel voucher program study.

Department of Workforce Services, Council on Aging, and other Human Service Providers: refer clients to program, provide trips when available.

### **Priority**

Long term

### **Timing**

On-going maintenance of program is required.

### **Funding**

FTA 5310/5311 allow 50/50 match for voucher programs, Temporary Assistance for Needy Families (TANF), Social Service Block Grant (SSBG), other non-FTA federal grant, local, or private funding for match.

## **3. Flexible Travel Vouchers**

A large portion of the Five County Region includes rural areas, where there is no public transportation available. Those who cannot drive due to disability, age, or income have a very difficult time accessing essential services and jobs. Flexible Travel Vouchers can help augment the cost of making these essential trips. They can be made available for transit, taxi, or volunteer drivers, where/when there are no other services available. The Community Transportation Association of America (CTAA) has created a forum for those starting a transportation voucher program, found at <https://sites.google.com/site/voucherprogram/home>. The mobility manager can work with the CHSTP Committee to identify appropriate recipients for the region that can help fill transportation gaps, where services are minimal or unavailable. A study, which examines the feasibility of implementing a flexible voucher program and recommends implantation of items should be completed to better understand the potential for this program.

### **Needs Addressed**

- Workforce Transportation
- More effective Utilization of Volunteer Resources

### **Geographic Applicability**

Region-wide

### **Stakeholder's Involvement**

Mobility Manager: may act as the program coordinator unless another individual is identified. Coordinate with CHSTP committee to initiate travel voucher program study.

Department of Workforce Services, Council on Aging, and other Human Service Providers: refer clients to program, provide trips when available

### **Priority**

Long term

### **Timing**

Implementation beginning Winter 2014/ Spring 2015, ongoing maintenance of program needed

### **Funding**

FTA 5310/5311 allow 50/50 match for voucher programs, Temporary Assistance for Needy Families (TANF), Social Service Block Grant (SSBG), other non-FTA federal grant, local, or private funding for match.

## **4. Travel Training**

Many people, including those with disabilities, do not utilize transportation services because they are unfamiliar or feel uncomfortable riding them independently. Travel training services help individuals overcome this barrier by providing one-on-one training to individuals until they feel comfortable riding the bus independently. Another benefit to such a program is decreased operating costs for transit operators, who pay significantly higher costs to provide para-transit services, compared to fixed-route.

The SunTran Manager has provided some orientation of travel training methods to local service providers. The mobility manager works with a variety of human service providers on a monthly basis to train them as travel trainers. On-going maintenance and collaboration with stakeholders are needed for this program to be successful. The program will be implemented in Cedar City.

**Needs Addressed**

- Education and Outreach about Available Transportation Resources
- More effective Utilization of Volunteer Resources

**Geographic Applicability**

St George and Cedar City

**Stakeholder's Involvement**

Mobility Manager: Administrator of program, train travel trainers, monitors and tracks progress of travel trainers and trainees, Coordinates with human service agencies, SunTran and CATS to recruit trainees

Volunteer Center: recruits volunteers' and provides stipend to volunteers

Human Service Agencies, SunTran and CATS: refer trainees to mobility manager for program.

**Priority**

Immediately

**Timing**

On-going training in St. George. Summer 2018 start-up of training in Cedar City.

**Funding**

Staff time for mobility manager, FTA 5310 funds, and volunteer center grants

**5. Route Expansions of Existing Transportation Services**

One of the greatest needs not being met with the current transit services is that they do not access many of the destinations that people desire. CATS and SunTran services have the potential of providing many more trips to individuals with limited mobility than they currently do if their respective service areas were expanded. According to previous studies and public outreach for this plan, the following areas need some form of fixed-route transportation service:

SunTran: Bloomington and Bloomington Hills Areas in St George, Washington City, Hurricane City, La Verkin City, and Santa Clara City. Ivins City joined the SunTran system in 2014 and has quickly gained popularity with increasing usage each year. The average annual ridership in 2017 was 12,625.

CATS: Enoch City, Parowan City, Brian Head Town

### **Needs Addressed**

- Expansion of Existing Public Transit Services
- Workforce Transportation

### **Geographic Applicability**

St George Metropolitan Area, Cedar City Area

### **Stakeholder's Involvement**

Dixie Metropolitan Planning Organization (MPO), Iron County Rural Planning Organization (RPO): identify needs and implementation strategies to formulize agreements and routes

Local Public Officials: form inter-local agreements to establish routes, budget funding for local match

Mobility Manager: Provide education and technical assistance to local officials

### **Priority**

Long term

### **Timing**

On-going planning and communication

### **Funding**

FTA 5307/5311 funds, local match funding from each community

## **6. Prioritize 5310 funds for Operating Expenses**

Although several agencies in the region have vehicles available for use, they are unable to operate them at full capacity due to limited operating revenue. With the recent passage of MAP-21, FTA 5310 funds can be used for operating expenses. The newly created 5339 program could be used to supplement capital bus needs. If County Councils on Aging and other eligible sub-recipients applied for 5310 funds to supplement operating expenses, they would be able to offer more predictable schedules, serve more trip purposes, and would ultimately be able to do more with less.

### **Needs Addressed**

- Increased Operating Hours for Existing Transportation Services
- More Predictable hours, Schedules, and Eligibility for Transportation

### **Geographic Applicability**

Region-wide

### **Stakeholder's Involvement**

Eligible Transportation Providers that provide services for seniors and people with disabilities: identify specific need, apply for grant

CHSTP Committee: recognize need when prioritizing applications

### **Priority**

Short term

### **Timing**

On-going efforts in every county beginning in Spring of 2018.

### **Funding**

FTA 5310 funds matched with local monies and non-FTA federal monies

## 7. Provide More Accessible and Safe Bus Facilities

Those that travel on fixed-route bus transportation do not begin their trip on the bus. They must first walk to the stop. Then wait for the bus. People will be less likely to utilize the bus due to safety and comfort concerns. The target population is an even more vulnerable population and needs protection from the harsh desert climate. Sidewalk connectivity, safe crossings, and other pedestrian facilities need to be provided near bus stops, particularly to key destinations. A pedestrian safety study should be undertaken to identify the problem areas for pedestrians near bus stops and recommend improvement projects for St George and Cedar City.

The Bus Shelter Work Group is currently staffed by the Mobility Manager and other TPO staff. Essential locations have been identified for bus shelters and implementation is on-going. The TPO staff, SunTran Manager and the St George Public Works Department collaborate in this process while taking advantage of volunteer resources in the community to assemble shelters. FTA 5310 funds provide funding to make bus stops more accessible to people with disabilities with a 20% local match requirement. Identifying additional funding for the shelters, working with nearby businesses and property owners is essential to implementing safe and cost-effective shelters.



### Needs Addressed

- More effective Utilization of Volunteer Resources
- Expansion of Existing Public Transit Services
- Safe and Weather-proof Facilities
- Improved Vehicle Life

### Geographic Applicability

St George, Cedar City and Region

### Stakeholder's Involvement

All Providers: write appropriate grants to apply for FTA funds for bus shelters, coordinate with volunteers and funders for shelters





SunTran and CATS: write appropriate grants to apply for FTA funds for bus shelters, coordinate with volunteers and funders for shelters

St George and Cedar City Public Works Departments: Coordinate and supervise construction of bus shelters, implement appropriate pedestrian safety improvement projects from pedestrian safety study

Bus Shelter Work Group: Identify possible funding sources for bus shelters, identify volunteer groups to construct bus shelters, obtain agreement from adjacent property owners to build shelters, direct mobility manager to take appropriate action

Mobility Manager: Under direction of bus shelter workgroup, SunTran, CATS and other providers, take appropriate action to implement bus shelters and other facilities, work to commission study to determine and update needs

**Priority**

Medium term

**Timing**

Winter 2018, on-going

**Funding**

FTA 5310 funds, matched with local contributions

## ***8. Expansion and Maintenance of Paratransit/Senior/Low Income Transportation Service***

SunTran provides ADA-pa- transit services to people with a disability that prevents them from using a fixed-route bus that live within ¾ mile of a bus stop. Several people with disabilities in St George do not live within this buffer and are not eligible to utilize these services. The St George Senior Center and other services receive several inquiries from individuals with disabilities to access essential services and are sometimes unable to provide a trip, due to limited operating funds. In addition, CATS, who provides para- transit services to people with disabilities in Cedar City receives several inquiries from Enoch City residents. Leveraging funds to expand the para-transit service area of SunTran and CATS would greatly increase the mobility of people with disabilities and possibly reduce the costs of human service agencies providing transportation. Human Service Transportation Providers must maintain existing vehicles/fleets that meet safety and ADA guidelines for targeted populations.

**Needs Addressed**

- More Defined Opportunities to Pool Resources
- Maintain or Expand Existing Services to Meet Needs of Targeted Populations
- More Predictable hours, Schedules, and Eligibility for Transportation
- Expansion of Existing Public Transit Services to Adjacent Areas

**Geographic Applicability**

St George Metropolitan Area, Cedar City Area, Region

**Stakeholder's Involvement**

SunTran: write grants for FTA funding, pool resources for local match, including human service providers, local match, and non-FTA federal funds, monitor issues with expansion

Human Service Providers: provide direct services and or develop agreement with SunTran or other providers to provide local match for expansion

**Priority**

Immediate, Medium term

**Timing**

On-going

**Funding**

FTA 5310 funds, Social Service Block Grant, local and private contributions

**9. Inter-city Bus Coordination**

Inter-city bus and shuttle services provide vital connections between communities in the Five County Area to the greater region. Specific services that provide these connections include Greyhound, St George Shuttle, and St George Express. These connections could be enhanced through coordination with local transportation services. For example, an “inter-modal hub” in St George, which connects inter-city bus services with SunTran would enhance both services by allowing riders to quickly connect to the “last mile” of their journey. In addition, the need for inter-city bus service to rural areas in the region that do not currently offer alternative connections to larger cities can be identified, communicated, and addressed through coordination.



### **Funding**

5311(f), private and local contributions

### **Priority**

Long Term

### **Timing**

Winter 2018

### **Stakeholder's Involvement**

Local Transportation Providers (SunTran, CATS, COAs): coordinate with inter-city bus services, communicate needs of local transportation clientele to inter-city bus providers.

Inter-city bus providers (Greyhound, St George Shuttle, St George Express): coordinate with local transportation providers, communicate needs and concerns to local transportation providers.

### **Geographic Applicability**

Region-wide

### **Needs Addressed**

- Expansion of Existing Public Transit Services to Adjacent Areas
- Connections from Rural communities to Urban Centers

## 10. Leverage Funding

Community transportation services can do more with less if they maximize opportunities to leverage federal funds with local match monies. One provision for 5310 and 5311 programs that creates a greater potential to leverage federal funds is the possibility to match federal transit administration (FTA) funds with other federal non-FTA funds.

For example, Temporary Assistance for Needy Families (TANF) program and Social Service Block Grant (SSBG) can be used as a local match for transit services. Rather than simply using these funds to purchase bus passes, they can be used as a local match for service. These types of agreements, if formalized, can double the “bang for the buck” for programs that offer a 50/50 match and quadruple it for programs with 80/20 match.

### Needs Addressed

- Increased Operating Hours for Existing Transportation Services
- More Predictable hours, Schedules, and Eligibility for Transportation
- Expansion of Existing Public Transit Services to Adjacent Areas
- Opportunities to Pool Resources
- Connections from Rural communities to Urban Centers
- Workforce Transportation

### Geographic Applicability

Region wide

### Stakeholder’s Involvement

Transportation and Human Service Providers: Coordinate to maximize match dollars which leverage federal dollars

CHSTP Committee: Strategize about ways to leverage funding when applications arise

### Priority

Short term

**Timing**

On-going

**Funding**

Multiple funding sources, depending upon specific project

**11. Coordination Through Regional Transportation Planning Process**

Regional Transportation Planning Processes of the Dixie Metropolitan Planning Organization (MPO) and the Iron County Rural Planning Organization (RPO) bring representatives from various municipalities to make decisions about transportation planning projects. The Dixie MPO has taken the initiative the lead the transition toward a regional transit program. An MPO liaison sits on the CHSTP Committee. In order to effectively implement the strategies of this plan, including service expansions, the MPO liaison must communicate the need for transit service in the St George Region to those that are on the MPO Transportation Executive Committee. The CHSTP Committee should seek similar representation on the Iron County RPO Committee(s). In addition to this collaboration, the mobility manager and staff planners of both organizations should look at mobility and accessibility of transportation systems more holistically, by considering the needs of those in the target population when planning for road expansions, safety improvements, and other transportation projects.

**Needs Addressed**

- Widespread Involvement from Elected Officials

**Geographic Applicability**

St George Metropolitan Area, Cedar City/Iron County Area

**Stakeholder's Involvement**

Dixie MPO Liaison, Iron County RPO Representative: communicate transportation needs and actions to policy committees of Dixie MPO and Iron County RPO

Mobility Manager: Coordinate with Dixie MPO and RPO to implement strategies

Dixie MPO and Iron County RPO Planners: Coordinate with CHSTP Committee and Mobility Manager for specialized transportation plans

**Priority**

Immediately

**Timing**

Immediately with on-going communication

**Funding**

Staff time of mobility manager and MPO/RPO staff planners

## **12. Asset Management**

UDOT Public Transit Team (PTT) staff has indicated that funding levels for certain FTA programs, including 5310, may be decreasing statewide. The on-going care and maintenance of existing and future vehicles is essential. Prioritizing projects across the region considering vehicle condition of both FTA and non-FTA funded vehicles, will help the CHSTP Committee, in consultation with UDOT and the mobility manager, more effectively meet regional transportation needs. UDOT PTT staff is currently working with the state's regional mobility managers, to develop a vehicle database/reporting system that captures the needed information to prioritize needs while being minimally cumbersome. As providers prioritize projects that are most in need of funding, they will need to strategize about coordinating services that exhibit overlap.

**Needs Addressed**

- Storage and Maintenance
- Opportunities to Pool Resources

**Geographic Applicability**

Region

**Stakeholder's Involvement**

UDOT PTT Staff: Work with mobility managers to develop and maintain a vehicle database

Mobility Managers: Seek funding sources for housing vehicles such as CIB and CDBG. Coordinate with UDOT PTT Staff to maintain vehicle database, inform transportation providers about using database, review database and relay information to CHSTP Committee for prioritizing projects

CHSTP Committee: Review information in database to prioritize projects

**Priority**

Short term

**Timing**

On-going

**Funding**

FTA and non-FTA funds including CIB, CDBG and others with collaboration of UDOT PTT Staff, Mobility Manager, and Transportation Provider Staff time to populate and maintain database



# CHAPTER 6: IMPLEMENTATION STEPS

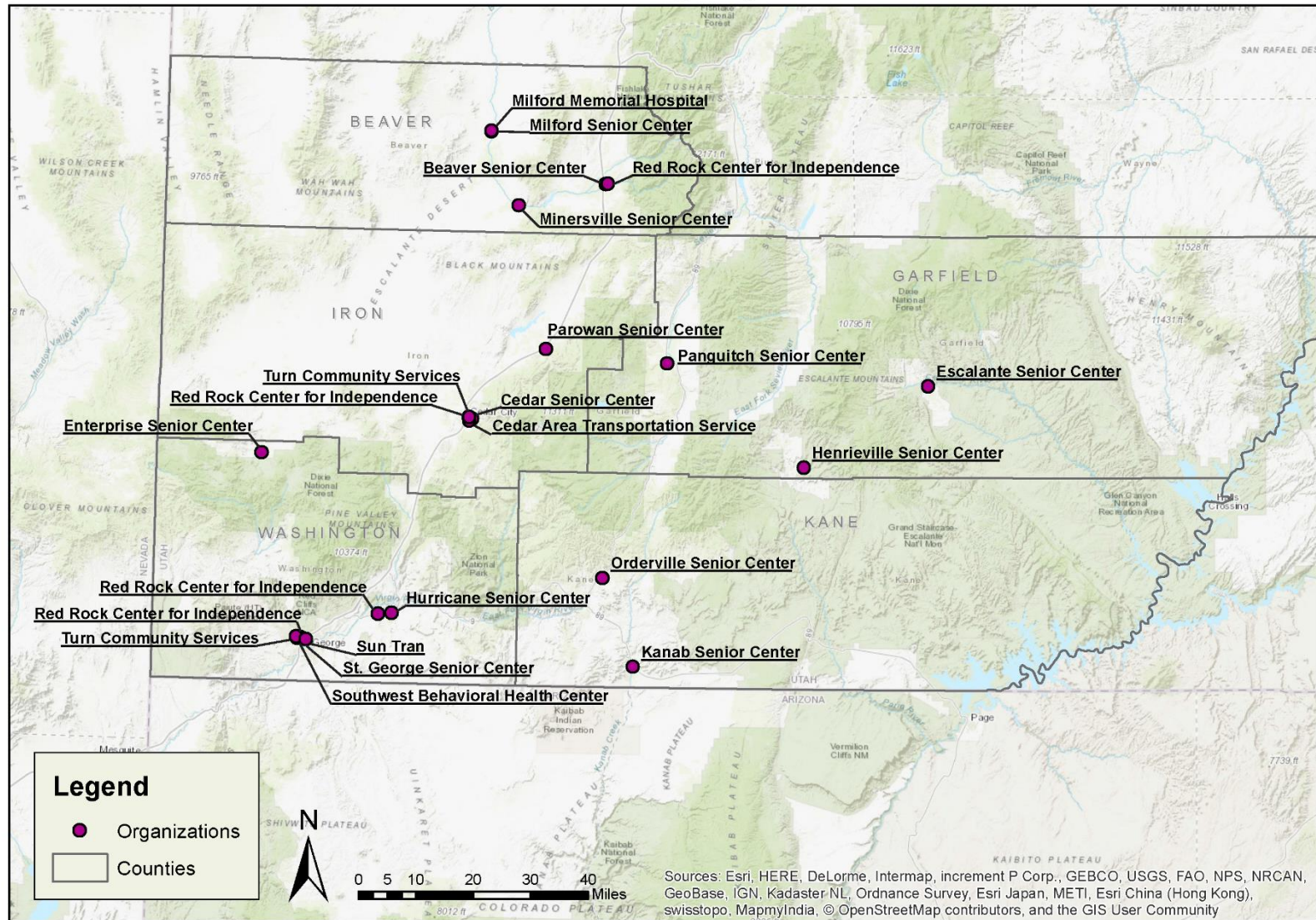
## COORDINATION

The Coordination of transportation services includes a continuum of activities from providing information and referrals to allowing trip co-mingling and consolidating operations. Currently, transportation services in Southwest Utah are primarily coordinated at the “information and referral” level. The Coordinated Human Service Transportation Planning (CHSTP) Committee, which is the Regional Coordinating Council for the region, provides a forum for representatives to share information and coordinate. This Committee is comprised of representatives from all five counties in the region, including Council on Aging directors, transportation service providers, non-profit organizations, and public officials. Map 4 (below) displays the location of each of the service providers represented on the CHSTP Committee. Specifically, the CHSTP Committee includes representatives from the following organizations:

- Beaver County Council on Aging
- Cedar Area Transportation Service (CATS)
- Community Action Program
- Department of Workforce Services
- Dixie Technology College
- Five County Association of Governments
- Garfield County Council on Aging
- Iron County Council on Aging
- Kane County Council on Aging
- Washington County Council on Aging
- Southwest Behavioral Health Center
- SunTran
- Red Rock Center for Independence
- Turn Community Services
- Washington County Public Works
- Washington City



## Five County District Human Services Agency Locations





Information and ideas shared during and outside of bi-monthly meetings includes vehicle issues, policies, client referrals and other topics. To more effectively implement the strategies identified in the Coordinated Human Service Transportation Plan, this Committee and other stakeholders works with Five County AOG staff and consultants to develop a Coordinated Transportation “Implementation Tool.” This Tool more clearly defines strategies and steps needed to implement the Coordinated Plan. The Mobility Manager works with committee members and other stakeholders in the region to implement the strategies of the Coordinated Plan and Implementation Tool. Workgroups have been formed to implement some of these strategies as well. The progress of these workgroups and other plan implementation efforts is outlined below.

#### *Insurance Barriers Workgroup*

Past plans found that insurance barriers were identified as significant barriers to coordinating rides. TURN Community Services and Washington County School District have identified coordinated trips to St George, from outlying areas including Ivins and Leeds. When implemented, this coordination effort will help both parties improve efficiency of their services. In collaboration with Five County AOG staff, the group reached agreement with both insurance carriers, and have overcome insurance barriers to share rides with a contractual agreement. Ridesharing and trip co-mingling will be more attainable in the future.



### *Bus Shelters Workgroup*

The Bus Shelter Workgroup was formed to provide advocacy, advice and technical staff support to locate more bus shelters at various locations throughout the SunTran Service District to improve access for people with disabilities and seniors. These efforts are intended to help decrease the need for less cost-effective para-transit services. The workgroup continues to play an important role in removing barriers to the disabled and senior populations. The Mobility Manager and AOG staff collect data, facilitate, and support the meetings of the workgroup in an effort to identify the most needed shelter locations. The workgroup and staff also work to identify funding sources for the local match to construct the shelters. St George City, Ivins and the region's transportation service providers continue to support this program which provides additional capacity and technical assistance which is not readily available within the SunTran organization at this time. SunTran and the workgroup also utilize the assistance of service organizations such as the Boy Scouts of America to place and install benches at stops. Boy Scouts provide service project labor to install benches at various stops. Boy Scouts often assist in raising local match funds and even in obtaining right-of-way agreements from the affected property owners prior to installation.





### *Travel Training Workgroup*

The Mobility Manager works in collaboration with SunTran to facilitate Travel Training workgroup. He conducts Travel Training workshops for service providers and encourages and assists in scheduling service providers to conduct Travel Training. TURN Community Services and Redrock Center for Independence, are utilizing Travel Training to inform clients about available public transportation services. The Mobility Manager is working with the Travel Training Workgroup to promote and facilitate on-going travel training services in collaboration with volunteer organizations, SunTran, and area service providers.

The Mobility Manager uses Google Maps and other such resources to make SunTran bus data and stop locations more accessible and available online. This effort provides additional outreach and ease of use which enhances the trip planning process and removes barriers to increased access to the transit system. The Mobility Manager also provides support and best practice information to CATS representatives as needed in accessing methods and other resources to enhance their customer service and access.



### *Other Coordination Efforts*

The Mobility Manager meets with transportation service providers during bi-monthly RCC, workgroup and regular one on one communication to discuss ways to coordinate and improve efficiency. These on-going efforts include:

- Better utilization of the available volunteer driver network to deliver transportation services
- Opening a "Dialysis Bus" travelling from Panguitch to Cedar City 3 times/week to Cedar City to the general public, while coordinating stop locations with CATS in Cedar City. This bus is operated by volunteers recruited through the local LDS Church.
- Organizing Utah Urban and Rural Specialized Transportation Association (URSTA) bus training courses for volunteer drivers in the region
- Standardizing times for a Senior Center Shuttle bus from Kanab to St George to improve predictability and reliability
- Working with Bryce Canyon City and area businesses to establish vanpools for employees

Throughout the region, passenger referral allows transportation providers to match those needing transportation services with available services. In Cedar City, CATS and the Iron County Council on Aging are an exceptional example of coordination via passenger referral. Each agency is aware of the other's available services and frequently refers passengers.

In some locations, coordination of vehicles, for use within the community, is occurring. Southwest Behavioral Health Center is in an ongoing partnership with the school district to share vehicles/rides. In Kane and Beaver Counties, vehicles are used for a variety of community events, provided that trips do not conflict with senior center uses. Kane County has a formal policy for sharing vehicles in place. The Mobility Manager works to promote such efforts in other counties and to bring potential partners together.

# APPENDICES

## ADDENDUM 1:

### HUMAN SERVICE- PUBLIC TRANSPORTATION PROJECTS

The purpose of this summary is to identify capital projects or programs that meet the needs of the Five County Region as described in the *Coordinated Human Service Public Transportation Plan* (CHSTP). This section identifies specific projects which meet the needs identified in the Coordinated Plan. Capital projects in the region may include new services, replacement vehicles and mobility management activities. Operating projects include federal transit administration (FTA) assistance for area transportation providers. Also identified are feasibility studies for expanded public transportation services in the region. The appropriate pages/sections that support or address the particular program, project or purchase are listed in column six.

### HUMAN SERVICE- PUBLIC TRANSPORTATION PROJECTS

The purpose of this summary is to identify capital projects or programs that meet the needs of the Five County Region as described in the *Coordinated Human Service Public Transportation Plan* (CHSTP). This section identifies specific projects which meet the needs identified in the Coordinated Plan. Capital projects in the region may include new services, replacement vehicles and mobility management activities. Operating projects include federal transit administration (FTA) assistance for area transportation providers. Also identified are feasibility studies for expanded public transportation services in the region. The appropriate pages/sections that support or address the particular program, project or purchase are listed in column six.

## Capital Projects

Agency	Project	Year	Cost*	Funding Sources	Needs/Strategies See the following pages/sections:
Turn Community Services	2 ADA Vans Iron County 2 ADA Vans Washington County	2024	TBD	FTA 5310, county funds, donations	Pgs. 47-53, 54-70, 77-79
Kane County Aging	1 ADA Bus 1 ADA Van	2024	TBD	FTA 5310, county funds, donations	Pgs. 47-53, 54-70, 77-79
Washington County Aging	1 ADA Bus	2024	TBD	FTA 5310, county funds, donations	Pgs. 47-53, 54-70, 77-79
Five County Association of Governments	Mobility Mgmt.	2023 - 2024	\$90,000 /year	FTA 5310/5311, MPO/AOG funds	Pgs. 47-53, 54-70, 77-79
Southwest Behavioral Health Center	2 ADA vans	2024	TBD	FTA 5310, county funds, donations	Pgs. 47-53, 54-70, 77-79

\*Federal Share for all capital projects is 80%.

## Operating Projects

Agency	Project	Year	Cost*	Funding Source	Needs/Strategies Addressed
NA					



\*Operating costs include federal share for project and does not include the entire cost of the project.

## Planning Studies

Agency	Project	Year	Cost	Funding Source	Needs/Strategies Addressed
TBD					

\*Federal Share for all capital projects is 80%.

## APPENDIX 2: FTA PROGRAM GUIDANCE

The following fact sheets, provided by the Federal Transit Administration, provide guidance for 5310 and 5311 programs. Funding for these programs is directly related to the content in the Coordinated Plan. Eligible projects must be derived from or included in this plan.

## Grant Programs

The Fixing America's Surface Transportation (FAST) Act was signed into law in December 2015. The act, which supports transit funding through fiscal year 2020, reauthorizes FTA programs and includes changes to improve mobility, streamline capital project construction and acquisition, and increase the safety of public transportation systems across the country. View [FTA's FAST Act highlights](#) page.

The act's five years of predictable formula funding enables transit agencies to better manage long-term assets and address the backlog of state of good repair needs. It also includes funding for new competitive grant programs for buses and bus facilities, innovative transportation coordination, workforce training, and public transportation research activities. Search the list of transit grant programs by keyword or type. Learn more by clicking on program titles.

<u>Title</u> ▲	<u>Description</u>	<u>Type</u>
<a href="#"><u>Bus &amp; Bus Facilities Infrastructure Investment Program</u></a>	Provides funding through a competitive allocation process to states and transit agencies to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities. The competitive allocation provides funding for major improvements to bus transit systems that would not be achievable through formula allocations.	Competitive
<a href="#"><u>Capital Investment Grants - 5309</u></a>	FTA's primary grant program for funding major transit capital investments, including heavy rail, commuter rail, light rail, streetcars, and bus rapid transit, this discretionary grant program is unlike most others in government. Instead of an annual call for applications and selection of awardees, the law requires that projects seeking CIG funding complete a series of steps over several years to be eligible for funding.	Competitive
<a href="#"><u>Commuter Rail Positive Train Control Grants</u></a>	Authorized by the Fixing America's Surface Transportation (FAST) Act (Section 3028), the fiscal year 2017 Commuter Rail Positive Train Control Grant Program offers funding to states, local governments and transit agencies that operate commuter rail systems to install positive train control systems required under 49 U.S.C. 20157 (Implementation of positive train control systems).	Competitive

Title▲	Description	Type
<a href="#">Enhanced Mobility of Seniors &amp; Individuals with Disabilities - Section 5310</a>	Formula funding to states for the purpose of assisting private nonprofit groups in meeting transportation needs of the elderly and persons with disabilities.	
<a href="#">Expedited Project Delivery for Capital Investment Grants Pilot - 5309(**)</a>	Allows up to eight projects over the life of the pilot program to be selected for expedited grant awards. Projects must be supported through a public-private partnership and demonstrate local financial commitment, technical capacity, and a certification that the existing transit system is in a state of good repair.	Competitive
<a href="#">Flexible Funding Programs - Congestion Mitigation and Air Quality Program - 23 USC 149</a>	CMAQ provides funding to areas in nonattainment or maintenance for ozone, carbon monoxide, and/or particulate matter. States that have no nonattainment or maintenance areas still receive a minimum apportionment of CMAQ funding for either air quality projects or other elements of flexible spending. Funds may be used for any transit capital expenditures otherwise eligible for FTA funding as long as they have an air quality benefit.	Formula
<a href="#">Flexible Funding Programs - National Highway</a>	Provides support for the condition and performance of the National Highway System (NHS), for the construction of new facilities on the NHS, and to ensure that investments of Federal funds in	Formula

<b><u>Title</u></b> ▲	<b><u>Description</u></b>	<b><u>Type</u></b>
<a href="#"><u>Performance Program - 23 USC 119</u></a>	highway construction are directed to support progress toward the achievement of performance targets established in a State's asset management plan for the NHS.	
<a href="#"><u>Flexible Funding Programs - Surface Transportation Block Grant Program - 23 USC 133</u></a>	Provides funding that may be used by states and localities for a wide range of projects to preserve and improve the conditions and performance of surface transportation, including highway, transit, intercity bus, bicycle, and pedestrian projects.	Formula
<a href="#"><u>Formula Grants for Rural Areas - 5311</u></a>	Provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations less than 50,000, where many residents often rely on public transit to reach their destinations.	Formula
<a href="#"><u>Grants for Buses and Bus Facilities Formula Program - 5339(a)</u></a>	Provides funding to states and transit agencies through a statutory formula to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities. In addition to the formula allocation, this program includes two discretionary components: The Bus and Bus Facilities Discretionary Program and the Low or No Emissions Bus Discretionary Program.	Formula

<b><u>Title</u></b> ▲	<b><u>Description</u></b>	<b><u>Type</u></b>
<a href="#">Human Resources &amp; Training - 5314 (b)</a>	Provides for grants or contracts for human resource and workforce development programs as they apply to public transportation activities.	Formula
<a href="#">Low and No-Emission Component Assessment Program (LoNo-CAP)</a>	On September 29, 2016, FTA announced the opportunity for eligible institutions of higher education to apply for funding to conduct testing, evaluation, and analysis of low or no emission (LoNo) components intended for use in LoNo transit buses used to provide public transportation. The deadline for applications is November 28, 2016.	Competitive
<a href="#">Low or No Emission Vehicle Program - 5339(c)</a>	Provides funding through a competitive process to states and transit agencies to purchase or lease low or no emission transit buses and related equipment, or to lease, construct, or rehabilitate facilities to support low or no emission transit buses. The program provides funding to support the wider deployment of advanced propulsion technologies within the nation's transit fleet.	Competitive
<a href="#">Metropolitan &amp; Statewide Planning and Nonmetropolitan Transportation Planning - 5303, 5304, 5305</a>	Provides funding and procedural requirements for multimodal transportation planning in metropolitan areas and states. Planning needs to be cooperative, continuous, and comprehensive, resulting in long-	Formula

Title▲	Description	Type
	range plans and short-range programs reflecting transportation investment priorities.	
<a href="#">Mobility on Demand (MOD) Sandbox Demonstration Program - 5312</a>	Funds projects that promote innovative business models to deliver high quality, seamless and equitable mobility options for all travelers.	Competitive
<a href="#">Passenger Ferry Grant Program - Section 5307</a>	Provides competitive funding to public ferry systems in urbanized areas.	Competitive
<a href="#">Pilot Program for Transit-Oriented Development Planning - 5309</a>	Provides funding to local communities to integrate land use and transportation planning with a transit capital investment that will seek funding through the Capital Investment Grant (CIG) Program.	Competitive
<a href="#">Public Transportation Emergency Relief Program - 5324</a>	Helps states and public transportation systems pay for protecting, repairing, and/or replacing equipment and facilities that may suffer or have suffered serious damage as a result of an emergency, including natural disasters such as floods, hurricanes, and tornadoes. It provides authorization for Section 5307 and 5311 funds to be used for disaster relief in response to a declared disaster.	Formula

Title▲	Description	Type
<a href="#">Public Transportation Innovation - 5312</a>	Provides funding to develop innovative products and services assisting transit agencies in better meeting the needs of their customers.	Competitive
<a href="#">Public Transportation on Indian Reservations Program; Tribal Transit Program</a>	The Tribal Transit Program is a set-aside from the Formula Grants for Rural Areas program consisting of a \$25 million formula program and a \$5 million discretionary grant program subject to the availability of appropriations. A 10-percent local match is required under the discretionary program, however, there is no local match required under the formula program.	
<a href="#">Rural Transportation Assistance Program - 5311(b)(3)</a>	Provides funding to states for developing training, technical assistance, research, and related support services in rural areas. The program also includes a national program that provides information and materials for use by local operators and state administering agencies and supports research and technical assistance projects of national interest.	Formula
<a href="#">Safety Research and Demonstration Program</a>	The Safety Research and Demonstration (SRD) Program is part of a larger safety research effort at the U.S. Department of Transportation that provides technical and financial support for transit agencies to pursue innovative approaches to eliminate or mitigate safety hazards. The SRD	Competitive

Title▲	Description	Type
	program focuses on demonstration of technologies and safer designs.	
<a href="#">State of Good Repair Grants - 5337</a>	Provides capital assistance for maintenance, replacement, and rehabilitation projects of existing high-intensity fixed guideway and high-intensity motorbus systems to maintain a state of good repair. Additionally, SGR grants are eligible for developing and implementing Transit Asset Management plans.	Formula
<a href="#">Technical Assistance &amp; Standards Development - 5314(a)</a>	Provides funding for technical assistance programs and activities that improve the management and delivery of public transportation and development of the transit industry workforce.	Formula
<a href="#">Transit Cooperative Research Program - 5312(i)</a>	Research program that develops near-term, practical solutions such as best practices, transit security guidelines, testing prototypes, and new planning and management tools.	Competitive
<a href="#">Transportation Investment Generating Economic Recovery (TIGER) Program</a>	The Transportation Investment Generating Economic Recovery Program (TIGER) provides funding for innovative, multi-modal, and multi-jurisdictional transportation projects that promise significant economic and environmental benefits to	Competitive



<u>Title</u> ▲	<u>Description</u>	<u>Type</u>
	an entire metropolitan area, a region, or the nation.	
<a href="#">Tribal Transit Formula Grants - 5311(c)(2)(B)</a>	Provides funding to federally recognized Indian tribes to provide public transportation services on and around Indian reservations or tribal land in rural areas. Funding is provided as a set-aside within of the Formula Grants to Rural Areas program and allocated both by statutory formula and through a competitive discretionary program.	Formula
<a href="#">Urbanized Area Formula Grants - 5307</a>	Provides funding to public transit systems in Urbanized Areas (UZA) for public transportation capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances.	Formula
<a href="#">Zero Emission Research Opportunity (ZERO)</a>	On November 22, 2016, FTA announced the opportunity for nonprofit organizations to apply for funding to conduct research, demonstrations, testing, and evaluation of zero emission and related technology for public transportation applications.	

# APPENDIX 3:

## ST. GEORGE TO SPRINGDALE TRANSIT FEASIBILITY STUDY

The St. George to Springdale Transit Feasibility Study and subsequent Implementation Plan were developed to determine the feasibility of transit and provide a transit implementation blueprint for decision makers to rely on when considering service implementation to connect the corridor.

The feasibility study clearly demonstrated that there is a need for this service, concurring with previous studies that examined segments of the corridor, but did not look at the entire corridor. This study connects both end of the corridor and can serve to provide mobility to a wide range of residents and visitors for a wide variety of purposes.

The reality certainly supports the feasibility findings in that transit is very successful both in St. George which sees excellent ridership and in Springdale and Zion National Park where transit need extends beyond the already robust transit system in the area.

### STUDY PROCESS

This plan was developed over the past eight months and included a wide range of efforts including surveys, two rounds of public meetings, business focus groups, field observations, interviews with stakeholders and presentations to committees. The process included the methodical development of a series of technical memoranda (now chapters) that provide extensive detail into the study process. The plan includes the following chapters:

Chapter 2: Existing Conditions

Chapter 3: Market Analysis

Chapter 4: Unmet Needs and Potential Transit Demand

Chapter 5: Development of Organizational and Service Alternatives

Chapter 6: Implementation Plan

## APPENDIX 4: COUNTY STRATEGIC PLANS

The Five County Region is in the process of assisting its partners in each county in setting up county transportation coordination groups. These groups will identify issues and set strategy to attain improvements in coordination at the county level. The following documents are on-going strategic plans and represent the nature of the activities, goals and accomplishments being developed and achieved in each county.

SWOT Analysis Five County Association of Governments													
Regional Mobility Council 2018													
Name: Susan Johnson						Mid year change in accounting system required that Quarterly or yearly totals be used.							
County: Washington,Iron, Beaver,Garfield,Wayne													
Agency: TURN Community Services, Inc.													
2018	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov	Dec.	Totals
Trips			5849			5353			5705			5796	22,703
Riders-enrolled			98			109			112			124	124
Fleet Miles													228,970
Staff Mileage													78,264
Shared Rides	348	291	333	334	362	310	264	297	226	278	228	226	3497
Agency Name	Suntrans	Suntrans	Suntrans	Suntrans	Suntrans	Suntrans	Suntrans	Suntrans	Suntrans	Suntrans	Suntrans	Suntrans	
Miles	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Repairs(PM/other)													
Strengths	Available 24/7 - 7days a week, provide staff asstance while in the community, ADA Transport available												
Weaknesses	Cannot charge individuals receiving State or Federal funding, must receive grants and donations to provide, reliance on staff to provide some transportaion in personal vehicles												
Opportunities	Use Suntrans and CATS for local Transportation												
Threats	Changes in funding levels, State and Federal, lack of sufficient donations yearly												
Other													
Capitol Needs	2021		2022		2023		2024		2025				
Vehicle/Type			ADA Bus		ADA Bus								
Vehicle/Type			ADA Bus		ADA Mini van								
Vehicle/Type			Mini van		ADA Mini van								
Vehicle/Type			Mini van										
Vehicle/Type													
Vehicle/Type													
Vehicle/Type													

# **TURN Community Services, Inc.**

## **Transportation Needs in the 5 County Areas**

**TURN Community Services** currently provides ADA transportation for 149 individuals they support in the 5 county AOG areas. TURN provides community-based staff assisted ADA transportation for people with mild to severe disabilities in the 5 county AOG area. These individuals have chosen to live in their communities. Because they have chosen to live as independently as possible, in the least restrictive environment possible, they need access to that community through appropriate ADA transportation. At this time fixed route/paratransit services are available only within the city limits of the City of St George and Cedar City. Many of those served live outside these service areas but require ADA transportation. These individuals have physical and/or developmental disabilities and are vulnerable to abuse and exploitation by others. Because of this vulnerability, TURN provides door to door ADA transportation and staff assistance as needed. Transportation for those with physical and developmental disabilities is also vital to meet their employment needs.

4 UDOT buses are currently being used local transports; 2 in Iron County and 2 in Washington County, and will be located at day program sites in Cedar City (2) and St George (2).

There already exists a great need for more timely access to the community using more individualized services rather than group services. Paying for adequate ADA transportation is an issue in our rural areas Medicaid assists those with the most severe physical and developmental disabilities first and there is a waiting list of individuals whose needs are not as great. This has meant that those receiving funding to receive services from an agency like TURN are those most in need of ADA and accommodative transportation. Our small rural communities in Southern Utah cannot support transit systems. Cedar City's CATS system provides service within the city limits, but the wait can be very long, the weather very hot or

very cold, and the drive times are equally long due to the small size of the system. St George offers a more urban system through SunTrans but waiting outside in high temperatures, meeting bus schedules and travel limited to people and places within city limits

TURN participates in promoting coordination of access to transportation by working with local providers and transportation agencies to share information and promote coordination of services with our clients. TURN is currently working with Sun Trans of St George to transport some TURN clients that live within their service area to and from the TURN Day Center in St George.

**NEED/STRATEGY: Needs: 2, 4. Strategies: 6,10,12,**

Need 2. TURN provides 24 hour 7 days per week transportation for people we support.

Need 4. TURN provides ADA transport for people with disabilities outside of public fixed route and paratransit areas of Washington and Iron Counties.

Strategy 6. TURN will be able operate vehicles at full capacity due to expanded revenue.

Strategy 10. TURN receives Federal Medicaid Waiver Funds through DHS, Social Services Block Grant, and United Way monies to provide transportation which could be as matching funds.

Strategy. 12 TURN participates in Regional Mobility Council to coordinate services.

TURN has ADA Driver Training and Transportation Policies and Procedures in place. TURN participates as an active member of 5 County AOG Regional Mobility Council.

**COORDINATION INVOLVEMENT: SERVICE AREA: HOURS OF OPERATION:**

TURN provides ADA transportation within the 5 county AOG area. We have physical program sites in St George, Washington County and in Cedar City, Iron County. We also provide services to individuals in Enoch and Parowan in Iron County, Beaver in Beaver County, Panguitch and Henrieville in Garfield County, Kanab in Kane County and Hurricane, Ivins, Santa Clara, Bloomington, Washington City, and Leeds in Washington County. TURN provides ADA transportation on a scheduled basis to and from our day program sites. Monday-Friday: Pick-up begins at 8am and continues until 9:30am, travel home begins at 2:30pm and continues until 4:30pm. Transportation is provided during program hours (9am-3pm) to and from community sites as needed. Transportation is provided Monday-Sunday daily throughout the year as needed and arranged for employment, medical appointments, banking, shopping, personal recreation, and emergency care.

**TURN** is requesting 1 Cutaway ADA Bus –to replace aging 2016 Ford Cutaway ADA Bus in Iron County. And 2 ADA rear loading modified Para-vans (Grand Caravan/similar type) to replace 1 aging Dodge Pro Master ADA Lift Van (Iron County) and 1 aging Dodge ProMaster (NON-ADA Lift Van) (Washington County) with a smaller “Para-van” ADA Lift Van.

<b>Vehicle Location</b>	<b>Model/Year</b>	<b>License Plate #</b>	<b>Current Mileage as of 7-31-19</b>	<b>Ave Monthly Mileage</b>	<b>Ave Yearly Mileage</b>	<b>Expected Mileage 2023</b>
Cedar City	2016 Ford Cutaway Bus ADA(UDOT)	ZG35T	60,344	1466	17,592	130,712
Cedar City	2017 Ford Cutaway Bus ADA (UDOT)	ZK34C	18,251	808	9696	57,034
Cedar City	2014 Dodge ProMaster ADA w/lift	J005Z	51953	2384	12,900	103,553

Cedar City	2016 Dodge Grand Caravan	ZH25G	47,718	826	9912	87,366
Cedar City	2016 Dodge Grand Caravan	H762V	84,366	2384	28,608	198,798
Cedar City	2018 Nissan Versa	F03 9RW	21,868	3023	36,279	166,984
<b>Vehicle Location</b>	<b>Model/Year</b>	<b>License Plate #</b>	<b>Current Mileage as of 7-31-19</b>	<b>Ave Monthly Mileage</b>	<b>Ave Yrly Mileage</b>	<b>Expected Mileage 2022</b>
St George	2016 Ford Cutaway Bus ADA(UDOT)	ZG34T	39,620	1133	13,596	94,004
St George	2017 Ford Cutaway Bus ADA (UDOT)	ZK33C	12,832	572	6864	40,288
St George	2014 Dodge Pro Master	ZE39U	66,723	1451	17,412	136,371
St George	2016 Dodge Grand Caravan	J004Z	32,370	1004	12,048	80,562
St George	2016 Dodge Grand Caravan	AG91G	65,863	1783	21,396	151,447
St George	2011 Ford Econoline Van	ZC57D	67,063	507	6087	91,411

SWOT Analysis Five County Association of Governments													
Regional Mobility Council 2017													
Name: Sheila Shotwell													
County: Beaver													
Agency: Beaver Co Council on Aging													
2017	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov	Dec.	Totals
Trips	3	2	5	7	5	4	2	5	3	4	1	3	44
Riders	32	18	29	44	45	19	45	48	23	45	11	33	392
Miles	287	261	476	519	709	348	234	702	321	568	210	189	4824
Shared Rides													
Agency Name													
Miles													
Repairs (PM/other)						NEW BACK TIRES 6/17 NEW ALTERNATOR 6/17							
Strengths													
Weaknesses	Hard to find Volunteer Drivers. Cannot afford to pay drivers and we do not do too many trips in the winter due to the weather.												
Opportunities													
Threats													
Other	MOST OF OUR TRIPS ARE OUT OF COUNTY TO SHOP WITH THE EXCEPTION OF A FEW TRIPS TO OTHER SENIOR CENTERS IN THE COUNTY OR TO GO TO THE 3 EVENTS WE HOLD EVERY YEAR AT THE FAIR GROUNDS												



Capital Needs	2021	2022	2023	2024	2025	
Vehicle/Type						

## SWOT Analysis Five County Association of Governments

Regional Mobility Council 2017												
Name: Neal Smith												
County: Iron County Bus												
Agency: Southwest Behavioral Health Center							July	Aug.	Sept.	Oct.	Nov	Dec.
2017	Jan.	Feb.	Mar.	April	May	June	58	50	59	78	84	
Trips	69	51	64	64	51	48	387	369	514	658	671	
Riders	463	425	568	427	424	375	375	478	745	552	685	
Miles	400	346	371	423	344	449						
Shared Rides												
Agency Name												
Miles							\$0	\$300.00	\$0	\$908	\$0	
Repairs (PM/other)	\$98	\$40	\$550.11	\$0	\$15.00	\$0						

Strengths						
Weaknesses						
Opportunities						
Threats						
Other						
Capital Needs	2021	2022	2023	2024	2025	
Vehicle/Type						
Vehicle/Type						

SWOT Analysis Five County Association of Governments
Regional Mobility Council 2017
Name: Fayann Christensen
County: Kane
Agency: Kane County Senior Citizens
Describe Service Area(s) Served by Your Agency (Below):

Kane County Senior Citizens transportation is to help those Seniors Citizens that need transportation to help them maintain their independent lifestyle as much as possible.

The service area provided is all of the Major cities in Kane County, Kanab, Orderville, Glendale, Alton, Mt Carmel and Mt. Carmel Junction and the outlying area. The senior citizens and disabled are transported to the Senior Centers for Lunch, exercise classes, social hour, and activities. There are local shopping trips as well as trips to doctors, drug store, post office, grocery store, and dollar store. For major shopping they are transported to St. George or Cedar City. It is an 80-mile trip one way which takes 1 ½ hrs. to drive.

Five County Region Vehicle Inventory 2016							
Agency Name:	Kane County COA			Date Completed:		8/15/2017	
Vehicle Description Type/Year/Capacity/Fuel	Trips (Yr.)	Miles (Yr.)	Current Odometer Reading	Lift Equipped(Y/N)	Times/Yr. Out of Service	CDL Required (Y/N)	Purchase Fund Source(s)
Glavel/2016/15pas/gas	113	316	5180	Y	0	N	UDOT
Ford/2002/15pas/gas	60	24829	67395	N		N	grant
Ford/2002/15pas/gas	48	2905	116074	N		N	grant

## SWOT Analysis Five County Association of Governments

### Regional Mobility Council 2017

Name: Brenda Marshall

County: Washington/Kane/Garfield/Iron/Wayne

Agency: Red Rock Center for Independence

2017	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov	Dec.	To
Trips	84	94	107	70	73	89	79	138	127	88			
Riders	78	80	119	81	102	103	104	83	73	82			
Miles	5289	3424	6057	5269	3848	4373	2765	6168	5678	3288			46
Shared Rides				1									
Agency Name				NFB									
Miles				615									

Bus Repairs (PM/other)		broken back window, new rear brakes		broken side window	PM	A/C repair		New Tires		safety insp	step repair		
Strengths	we have a dedicated staff who are working hard to find those with disabilities who need services												
Weaknesses	a large and widely spaced service area makes full inclusion difficult in all situations												
Opportunities	we are open to opportunities to share our bus with other organizations												
Threats	lack of ongoing money makes it difficult to establish long term solutions, we are consistently growing rapidly												
Other													
Capital Needs	2021	2022		2023		2024		2025					
Vehicle/Type	Acc vehicle for Iron county												

SWOT Analysis Five County Association of Governments													
Regional Mobility Council 2019													
Name: Senior Centers													
County: Washington County													
Agency: Council on Aging													
2018	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov	Dec.	Totals
Trips	685	625	750	679	775	691	662						4867
Riders	79	73	95	84	95	83	90						599
Miles	4492	4023	4515	4297	4430	4052	4348						30157
Shared Rides													0
Agency Name													
Miles													0
Repairs(PM/other)	\$1,414.86	\$1,364.95	\$1,167.36	\$1,455.01	\$420.78	\$0.00	\$78.00						\$5,900.96
Strengths	On demand, curb-to-curb, all vehicles are ADA, dedicated staff, great fleet mechanics to work on our buses												
Weaknesses	Lack of non-CDL drivers and CDL drivers, budget limitations												
Opportunities	Increase ridership through outreach efforts												
Threats	Costly repairs on our older buses, funding being reduced or elimated												
Other													
Capitol Needs	2021		2022		2023		2024		2025				
Vehicle/Type					ADA Van or non-CDL								

SWOT Analysis Five County Association of Governments												
Regional Mobility Council 2019												
Name: Senior Centers												
County: Washington												
Agency: Council on Aging												
Describe Service Area(s) Served by Your Agency(Below):												
Thousands of aging people in Washington County have transportation problems getting to doctor appointments, going to social activities, nutrition, recreation, and getting to work.												
The SunTran system operates in limited areas of Washington County with most of the service in St. George City. This leaves hundreds of people in need of transportation in and out of the nearby communities and throughout Washington County. In addition, we provide curb to curb service which is a real need of the senior population who are not physically and sometimes mentally able to use public transportation. They are also distrustful of other forms of transportation and fear for their safety. With our service, they feel safe.												
The Washington County Mini-Buses operate an extensive transportation program throughout much of Washington County that provides rides for social, nutrition, education, medical needs and recreation for the aging and disabled.												
We struggle finding CDL drivers so we are in the process of replacing our CDL required vehicles with ones that do not require a CDL. We are currently having a hard time finding any drivers. When the economy is good, there aren't a lot of people willing to work for the wages and the times we need. The reliability factor on our 2 older vehicles is also an issue. Having breakdowns can be dangerous with our seniors on board. The costly repairs and maintenance are still a real issue on our 2 older vehicles (one over 130,000 miles and the other over 121,000 miles.) We operate on a very tight and limited budget and are never sure if we will continue to be funded each year.												
It is our conclusion that if Washington County Council on Aging is not able to continue to provide transportation for the seniors of Washington County, they will be unable to live independently for as long a period of time and many will not have the financial means to support themselves in an assisted living facility and thus will require financial assistance to survive. The Dial-a-Ride program fills a very important gap in their ability to continue to live vibrant, active, and independent lives.												

SWOT Analysis Five County Association of Governments													
Regional Mobility Council 2019													
Name: Ryan Marshall													
County: Iron													
Agency: Cedar Area Transportation Service (CATS)													
<b><i>FIXED ROUTE SERVICE</i></b>													
2019	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP	OCT	NOV	DEC	TOTALS
Trips	213	195	219	222	222	210	213						1494
Riders	1227	1042	1173	1211	1370	1390	1136						8549
Total Miles	4401	4017	4551	4579	4599	4303	4379						30829
Shared Rides	0	0	0	0	0	0	0	0	0	0	0	0	0
Agency Name	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Miles													
Repairs (PM/Other)	2	1	4	2	4	4	1						
Strengths	Drivers & Office staff; Fleet Mechanics;												
Weaknesses	Budget restraints only allow one route; headway of the route;												
Opportunities	Increase ridership through social media outlets; Marketing of the system; reduce headways; customizing the buses with signage and passes												
Threats	City Council pulling support for the system												
Other													
Capital Needs	2021		2022		2023		2024		2025				
Vehicle/Type	1 16-passenger bus								1 16-passenger bus				

SWOT Analysis Five County Association of Governments													
Regional Mobility Council 2019													
Name: Ryan Marshall													
County: Iron													
Agency: Cedar Area Transportation Service (CATS)													
<b>FIXED ROUTE SERVICE</b>													
Described Service Area(s) Served by Your Agency (Below):													
Cedar Area Transportation Service (CATS) runs one fixed route throughout the community. The northern most stop is Love's Truck Stop at 2605 North Main with the farthest stop south at Wal-Mart in the Providence Center at 1945 West Cross Hollow Road. The fixed route contains 41 stops with 9 trips Monday through Friday and 6 trips on Saturday. There is no Sunday service. All trips have a one-hour headway. All trips begin and end at Cedar City's Main Office Parking Structure located at 75 North 100 East. Monday - Friday service begins at 7:00 AM with the last trip of the day leaving at 5:00 PM. Saturday service begins at 10:00 AM with the last trip of the day leaving at 4:15 PM.													



SWOT Analysis Five County Association of Governments													
Regional Mobility Council 2019													
Name: Ryan Marshall													
County: Iron													
Agency: Cedar Area Transportation Service (CATS)													
<b>DIAL-A-RIDE (PARATRANSIT) SERVICE</b>													
2019	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP	OCT	NOV	DEC	TOTALS
Trips	603	495	568	581	598	573	520						3938
Riders	603	495	568	581	598	573	520						3938
Total Miles	4188	3680	3967	4013	4019	3792	4102						27761
Shared Rides	0	0	0	0	0	0	0	0	0	0	0	0	0
Agency Name	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Miles	0	0	0	0	0	0	0	0	0	0	0	0	0
Repairs (PM/Other)	6	2	2	6	1	4	2						
Strengths	Drivers & Office Staff; Fleet Mechanics;												
Weaknesses	Budget restraints that won't allow a second Dial-A-Ride service;												
Opportunities	Marketing of System												
Threats	City Council pulling support from the service												
Other													
Capital Needs	2021		2022		2023		2024		2025				
Vehicle/Type	1 ADA Compatible Van												
Vehicle/Type													

SWOT Analysis Five County Association of Governments													
Regional Mobility Council 2019													
Name: Ryan Marshall													
County: Iron													
Agency: Cedar Area Transportation Service (CATS)													
<b>DIAL-A-RIDE (PARATRANSIT) SERVICE</b>													
Described Service Area(s) Served by Your Agency (Below):													
Cedar Area Transportation Service (CATS) operates a Dial-A-Ride (Paratransit) service in conjunction with its fixed route service. At the inception of transportation service in Cedar City, the City Council opted to expand the Dial-A-Ride service area to include the entire Cedar City limits instead of the 3/4 mile outside of the fixed route service area. Service begins at 7:00 AM with the final trip of the day scheduled at 5:00 PM Monday through Friday. Saturday service begins at 10:00 AM and ends with the final trip scheduled at 4:15 PM.													

SWOT Analysis Five County Association of Governments													
Regional Mobility Council 2017													
Name: Neal Smith													
County: Washington County Bus													
Agency: Southwest Behavioral Health Center													
2017	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov	Dec.	T
Trips	46	40	35	40	41	45	35	7	0	0	0		
Riders	208	234	229	212	229	286	233	29	0	0	0		
Miles	490	617	633	652	740	921	962	107	0	0	0		
Shared Rides													
Agency Name													
Miles													
Repairs (PM/other)	\$0	\$0	\$0	\$324	\$665.15	\$0	\$0	\$0	\$0	\$0	\$0		
						Vehicle in Body Shop							
Strengths													
Weaknesses													
Opportunities													
Threats													
Other													
Capital Needs	2021		2022		2023		2024		2025				
Vehicle/Type													

Vehicle/Type						
--------------	--	--	--	--	--	--

SWOT Analysis Five County Association of Governments
Regional Mobility Council 2017
Name: Brenda Marshall
County: Millard, Sevier, Beaver, Piute, Wayne, Iron, Garfield, Washington, Kane
Agency: RRCI
Describe Service Area(s) Served by Your Agency (Below):
<p>RRCI is a non-profit organization that helps individuals with disabilities gain independence through education, personalized services, and technology. Part of our mission includes providing opportunities for our consumers to attend social and educational activities. Transportation efforts are focused on transporting consumers to and from center activities, connecting with consumers in their homes, transporting assistive equipment to or from consumer's homes, and community awareness and integration networking. Due to the large area we serve, it is challenging to have enough drivers and suitable vehicles to fully engage every individual who needs all our center has to offer. For example, our center in Iron county is growing rapidly, but we have yet to obtain a wheelchair accessible vehicle for that area. In Washington county, our St. George center location has difficulty coordinating pick up for center activities when consumers may be stretched out from Hurricane to Ivins to everywhere in between.</p>

# SWOT Analysis Five County Association of Governments

## Regional Mobility Council 2017

Name: Council on Aging

County: Iron County

Agency:

2017	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov	Totals
Trips	535	495	608									1638
Riders	20	20	32									72
Miles	1357	1223	1893									4473
Shared Rides	0	0	0									
Agency Name												
Miles												
Repairs(PM/other)												
Strengths												
Weaknesses												
Opportunities												
Threats												
Other												
Capitol Needs	2021	2022		2023		2024		2025				
Vehicle/Type	No plans at this time											
Vehicle/Type												
Vehicle/Type												
Vehicle/Type												
Vehicle/Type												