



FY 2025 Human Services Coordinated Transportation Plan

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R6 Regional Council

Mobility Manager

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Executive Summary

Through local intergovernmental agreements, the Six County Association of Governments (SCAOG) was organized in 1969 to provide services available through state and federal programs to the citizens of Juab, Millard, Piute, Sanpete, Sevier, and Wayne Counties. In 2024, SCAOG formally changed their name to R6 Regional Council (R6). R6's primary goal is to serve as a multi-purpose organization, which combines the resources to effectively provide a broad spectrum of services, including economic and community development, as well as essential human services. R6 headquartered in Richfield, provides the following services for all member governments:

- Aging Programs, including Transportation and Senior Center Support
- Planning and Community Development
- Housing Services
- Community and Economic Development

The R6 Department of Economic Development handles mobility management and planning coordination with human services transportation services. These services are for people who have limited mobility, including people with disabilities, seniors, and people with low income.

Any limitations in this plan are due to the lack of experience in planning these types of activities. Due to high turnover in planning staff in recent years, some institutional knowledge regarding the creation and usage of Mobility Management planning has been degraded. Therefore, this new rendition of the Human Service Coordinated Transportation Plan is meant to take a beginner's approach. The goal is to build on this plan annually in order to be able to implement a more sophisticated approach to mobility management in the future. This particular plan focuses on obtaining transportation funding for existing human service agencies.

The purpose of The Human Service Coordinated Transportation Plan is to determine the mobility needs of the region. This includes identifying who is in need of transportation services, gaps in providing transportation services, and strategies to amend those gaps.

Area description/ Demographics

The following is a brief description of the R6 region including its physical geography, population, and demographics.

The R6 region is made up of the counties of Juab, Millard, Piute, Sanpete, Sevier, and Wayne. This area comprises some 16,991 square miles, or 20% of the territory of the State of Utah. The physical geography, which is important to know in order to understand the challenges that face the area, would best be described as rugged. Narrow valleys, broad desert plateaus and steep mountains that cross the area make travel in the area a challenge, though not insurmountable.

The area is also sparsely populated, with a total estimated population of 79,840 spread out over 49 communities and six counties. A large majority of those communities, 32 of them, are also small communities, with populations of less than 1,000. Two counties, Piute and Wayne, have populations of less than 3,000 persons each. Included in the Appendix as Appendix 2 are a series of maps that show the physical geography, the distribution of communities throughout the area, and the locations of service providers and senior centers.

Of the population of the R6 region, the percentage of families living below poverty averages about 12.1%. This is close to the state average of 9.8%. The average disabled population, including seniors, averages 14.4%. This is higher than the state average of 9.6%. The average percentage of the population that are seniors in the R6 region is 17.2%. This is higher than the state average of 11.4%. The following charts display the data for all of the R6 region.

Table 1 Demographics	Seniors 65+ years	Seniors 65+ years as a percentage of the population	Disabled Seniors 65+ years	Disabled 18+ years (Includes disabled seniors)	Disabled 18+ as a percentage of the population (Includes disabled seniors)	Percentage of Families /people whose income in the past 12 months was below the poverty line
Juab	1,321	11.7%	556	1,258	11.3%	12.6%
Millard	2,148	16.7%	828	1,573	12.4%	12.6%
Piute	459	24.6%	236	426	23.3%	17.1%
Sanpete	4,079	13.7%	1,514	3,512	12.8%	15%
Sevier	3,402	16%	1,267	2,835	13.5%	14.9%
Wayne	552	20.5%	163	354	13.3%	9.6%
R6 Total	11,961	(XXX)	4,564	9,958	(XXX)	(XXX)
R6 Average	(XXX)	17.2%	(XXX)	(XXX)-	14.4%	12.1%

Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates

Table 2 Population	Population
Juab	11,301
Millard	12,854
Piute	1,866
Sanpete	29,850
Sevier	21,280
Wayne	2,689
R6 Total	79,840

Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates

Available Services and Providers

Within the R6 region, there is no fixed public route transportation available. Several private providers allow for fixed route transportation services along fixed corridor routes, primarily serving communities near the interstates that run through the area, (I-15 and I-70). The remaining providers work on an as needed basis, with both public and private providers. These groups primarily serve specific populations. The following breakdown of providers highlights the available services within the R6 Region.

Private Transportation Options Available

In the R6 region, several private transportation options exist. These include bus service along the I-15 and I-70 corridors from Greyhound bus service, as well as the St. George/Salt Lake Express. Bus services are offered to the communities of Salina, Richfield, Fillmore, and Nephi. Additionally, there are several private taxi services available for rides upon request, including services from American Eagle Taxi service, Lyft, and Uber. American Eagle Taxi service is based in Sevier County and serves the surrounding area, including areas outside of the county. Lyft and Uber services technically exist throughout the R6 region, though the actual usefulness of those services is in question in the R6 region.

Non-Profit Providers

There are also several non-profit providers that exist in the R6 region. These non-profit resources provide a variety of public transportation services to specific populations, including veterans, low-income persons, seniors, and those with disabilities. These services are provided by groups such as LogistiCare, Veterans Affairs, TURN Community Services, Ability 1st, Community Careers, and local senior centers. TURN Community Services, Ability 1st, and Community Careers primarily serve adults with disabilities.

Senior Centers

Here we will include a special note about senior centers, as they are the most closely aligned with the services of R6. They are also the most likely to approach UDOT for funding of vehicles. Senior center transportation is used to transport those 65 and older for medical trips, shopping, and recreation. These transportation options are also available to the public if they are traveling with a senior or if there is space available and they wish to travel on the senior transportation. Though, this option is not frequently utilized throughout the R6 region. The following table is a breakdown of the available transportation services in the region, based on providers and service region.

Table 3: Service Provider's Available Transportation		
Agency Name	Service Area	Local Destinations & Business Hubs
Senior Citizen Centers		
East Juab Senior Citizens Center	Nephi Mona Levan Eureka	Payson Spanish Fork
West Millard Senior. Center	Delta Area	Provo Payson Greater Delta Area
Pahvant Senior Center	Fillmore	Fillmore Provo Richfield
Sevier County Senior Corp. (See below)		Richfield Gunnison Nephi Payson Provo/Orem
• South Sevier Senior Center	Monroe	
• North Sevier Senior Center	Salina	
• Richfield Senior Center	Richfield Glenwood Venice Sigurd	
Piute County Senior Center	Circleville Kingston Junction Marysvale (Highway 89 Corridor)	Richfield Cedar City St. George Provo

Wayne County Senior Citizen Center	Loa Lyman Bicknell Torrey Teasdale Hanksville Caineville	Richfield Green River Loa Bicknell Provo Price
Moroni Senior Center	Moroni	Provo/Orem Ephraim
Gunnison Senior Citizens Center	Gunnison	Fayette Mayfield Gunnison Centerfield Ephraim Richfield
Manti Senior Center	Manti Sterling Ephraim	Manti Ephraim Gunnison
Other Community Providers		
Community Careers	Sevier, Millard, and Juab Counties	Richfield, Delta, various destinations in service area counties.
Ability 1st Utah	Sanpete County	Ephraim, various destinations in service area county.
TURN Community Services	Sevier County	Richfield, various destinations in service area.
LogistiCare	State-wide	Available to patients on Medicaid
Veteran Affairs	State-wide	Runs a shuttle out of Richfield that goes to the VA hospital in Salt Lake. Runs on an as needed basis. Open only to Veterans.
Private Transportation Services		
Company Name	Service Area	Local Destinations & Business Hubs
American Eagle Taxi	Sevier and Sanpete Counties	Richfield and surrounding communities upon request.
St George/Salt Lake Express	North and South along I-15	Fillmore and Nephi
Greyhound	West along I-70. South along I-15.	Green River, Richfield, Parowan, Cedar City, St. George.

The following table is an inventory of service provider vehicles.

Table 4 Vehicle Inventory				
	Vehicle	Year	Mileage	Condition
Senior Center				
East Juab	-Ford Cutaway bus	2004	---	Broken
	-Ford Cutaway bus	2009	30,047	Good
West Millard	-Ford 11 Passenger vehicle	2003	114,430	Fair
Pahvant	-Ford Cutaway bus	2003	---	Poor
	-Ford Van	2003	---	Poor
	-Ford Cutaway bus	2008	46,060	Good
Piute	-Ford Cutaway bus	2016	43,343	Good
Gunnison	-Ford Cutaway bus	2003	46,690	Good
	-Chevy Van	2007	47,654	Good
Manti	-Ford 12 passenger van	1994	101,990	Poor
Moroni	-Ford Cutaway bus	1999	71,797	Fair
Sevier County Senior Corporation	-Chevy Cutaway bus	2002	79,623	Poor
	-Goshen Cutaway bus	2004	59,383	Fair
	-Ford Cutaway bus	2007	---	Good
	-Ford Cutaway bus	2008	64,192	Good
	-Impala Sedan	2008	96,107	Good
	-Ford Cutaway bus	2018	12,969	Good
Wayne	-Ford Cutaway bus	1997	---	Fair
	-Ford Cutaway bus	2003	36,884	Fair
	-12 Passenger van	---	---	Fair
Service Providers				
Ability 1st	-Ford Cutaway bus	---	---	---
Community Careers	-Cutaway bus (Richfield)	---	---	---
	-Cutaway bus (Nephi)	---	---	---
TURN Community Services	-Ford Cutaway bus	2019	---	Good

Public Outreach

Service providers and community leaders were contacted as part of the update process for this plan. They were surveyed about what mobility options are available, what their needs are, and what suggestions they might have for improving the state of transportation in the R6 area. The following is a summary of those interactions.

Service Providers Council

The R6 Aging and Volunteer Services Department holds a monthly service providers council meeting. At this meeting, various service providers in the R6 region gather, with medical, employment, schooling, and housing assistance services being covered. At these meetings, transportation issues were discussed and reviewed. A common thread through these conversations is that of the available transportation options, either they are inconvenient to use, not available when needed, or undesirable to use. A final note might include that transportation hasn't held as much of a priority in recent years because of COVID-19.

Survey

A survey was sent out to the service providers council, the senior center managers, and service providers. The questions were as follows: What publicly available transportation services currently serve your area? What unmet transportation needs exist in your area? What specific recommendations do you have to meet those unmet needs? What do you see as obstacles to implementation of desired services? Do you have any transportation projects/needs that you would like to be included in the 2024 transportation plan? Kindly share your name and affiliation. Your name will be kept confidential in the survey report.

Some of the common responses that were received from this survey included information indicating that there are no readily available and on demand transportation services available. Also, one of the most common obstacles to transportation services being more readily available seems to be funding. Please see Appendix 1 for full survey results. (Note: Appropriate answers to questions on the survey will also serve as a list for projects that must be listed in this plan in order to be eligible for funding.) You can find the 2024 and 2025 survey results in the

Appendix, as much of this plan will remain the same, outside of the new survey results.

Title VI outreach

R6 has a Title VI plan that covers non-discrimination in the Federal Transit Program. For further information on Title VI, please contact R6 Regional Council at 82 E 600 North, Richfield UT, 84701, or online at www.r6.utah.gov.

Service Gaps and Needs Analysis

This section summarizes the needs identified for the area from surveys, discussions, and previously identified needs that are still needed.

Need: Transportation assistance for individuals with physical limitations.

Regular transportation for individuals with severe developmental and physical disabilities.

Discussion:

Depending upon the location within the region, there are currently no or limited services to homebound clients. Transportation service providers are limited to certain groups of the targeted population. Some are able to utilize existing services by altering work schedules, but these people may be able to work and live independently if affordable transportation services were provided on fixed daily schedules.

Need: Intercity transportation to major cities outside of region.

Longer distance transportation to urban areas of the state is needed on a routine and scheduled basis.

Discussion:

Routinely, members of the targeted population require access to urban areas in order to attend medical appointments or special events, to visit family and friends, or to shop for items unavailable nearby. Farther destinations such as Provo and Salt Lake City are visited routinely. Additional transportation to closer locations such as Cedar City, Richfield, and St. George is also needed.

Need: Transportation within Region.

Daily transportation from small rural towns to regional mid-sized towns is a primary need for individuals in the region in order to access essential services.

Discussion: Most small-town residents within the R6 region travel to regional hubs such as Richfield, Fillmore, Gunnison, Ephriam, and Nephi for most services, except groceries and gas, which residents usually obtain locally. While there are many outlying areas with residents who need access to essential services, these residents also need access to the same services within the town.

Need: Address growing senior population.

Transportation system responding to the needs of a growing senior population.

Discussion: The senior population within the area is growing, which will present a unique transportation issue over the coming years as the population continues to age and as retirees move to the region. Currently, many service providers utilize a network of retired volunteers as drivers to provide transportation for seniors. There may be a need for service expansion, as well as the need for drivers, just to maintain the current system. In the region, the local senior centers provide the majority of transportation services, but there remains a need for additional senior transportation. In addition to transportation to and from the senior centers for events and meals, many seniors rely upon the senior center transportation for routine trips for shopping and medical assistance. Senior center drivers are for the most part un-aided volunteers and are being relied upon heavily. This volunteer system is working on and improving transportation services that will require less dependence on volunteer schedules.

Need: Volunteer system.

Less reliance upon informal volunteer systems is needed.

Discussion: Currently, basic local transportation needs are being met through a volunteer system which relies on the generosity of family and friends for personal transportation. Reliable transportation services cannot continue to depend upon a volunteer system, as they are not a sustainable solution. Many agencies are struggling to provide enough services from their pool of drivers as it is and are having a hard time recruiting additional drivers. Agency funding and liability insurance policies typically do not cover volunteer drivers. While volunteer drivers are the backbone of many agencies, there is always a need for better-trained drivers. If agencies were able to pay

current volunteers and to support training efforts, driver reliability and service expansion could occur and meet the most needs.

Need: Funding for operating expenses and service expansion. Additional funding is needed to cover operating expenses.

Discussion: While many service providers indicated they have used federally funded matching programs for capital expenses and the purchasing of vehicles, some providers noted they often do not have sufficient funds to cover operating expenses or to expand services (e.g. increasing routes of extending operating hours). In addition, agencies indicated rising costs, as prices continue to take more funds from the operating budget. To make up for anticipated budget shortfalls, transportation services once provided for free now have a fee they must pass on to riders. If this is not the case, then riders are asked to make a donation, many of whom have limited incomes. This practice of requesting donations is not a stable funding mechanism.

Need: Self-Reliance. It is necessary to provide an easily accessible transit system for seniors and disabled persons so they may remain independent.

Discussion: For many, asking for help is akin to losing personal independence. This was a common point made by community leaders and service providers. Many residents who need transportation services are too proud to ask for assistance outside of family and friends. However, independence for the elderly and disabled cannot be fully realized if they do not rely on public transportation services. Therefore, additional information and/or education may be needed, as this population needs to be informed about the role that transportation plays in enabling people to become independent.

Need: Address fluctuating Ridership.

Local agencies need to stabilize ridership patterns to be able to provide routine transportation services.

Discussion: While fluctuating ridership was indicated as an obstacle in providing routine transportation services, the infrequency of trips might also contribute to the sporadic use. Recruiting and retaining riders requires a good deal of staff time and operating money. However, without frequent riders, providing additional staff and money is difficult. This inability to provide staff and money leads to infrequent trips, discouraging riders from frequent use. This issue demonstrates the cyclical nature of providing reliable transportation services. Riders do not participate when services are infrequent and excluded from a weekly/daily routine.

Goals, Objectives, and Strategies to Improve Coordination

Goal 1 – Human Service Coordination/Mobility Management

Objective 1.1 – Understand area needs.

- Strategy 1.1.1-Conduct an annual assessment of needs in the region with providers and the general public to identify potential opportunities in enhancing and challenges to the Coordinated Human Services Transportation Plan.
- Strategy 1.1.2- Identify goals and objectives for the region, along with an updated list of prioritized projects listed by application year. The list is expected to be reviewed/updated/adjusted annually. (Provider applications for federal funding must match this listing.) Together these processes shall prioritize needs and strategies as part of the Human Coordinated Transportation Plan update process.

Objective 1.2 – Title VI Outreach and Coordination.

- Strategy 1.2.1- Documentation of all Title VI outreach shall be maintained and updated regularly. Targeted outreach strategies will be identified and utilized to ensure that the most effective outreach measures are developed to incorporate providers and targeted populations concerning Title VI issues.

Objective 1.3- Understand provider needs.

- Strategy 1.3.1- Regional staff will determine the actual number of providers and their services within the region using the most recent updated coordinated plan as a baseline. A thorough analysis should document how well providers currently provide trips, to whom they provide trips, and if they coordinate with each other.
- Strategy 1.3.2- Staff will survey region providers to obtain specific service and vehicle data to understand service characteristics and the number and condition of available vehicles utilized throughout a region. Coordination with current and potential sub-recipients in the region shall continue to identify the current condition of capital and capital needs throughout the region.

Objective 1.4- Act as a representative for providers.

- Strategy 1.4.1- Assistance will be given to providers and outreach done to assist individuals on where they might find a ride and how they might be eligible for ridership.

Goal 2- Improve Transportation Options of Providers

- Objective 2.1- Assist eligible groups to apply for FTA Funding.
 - All nonprofit and government groups that assist people who are elderly or disabled are eligible to apply for FTA funding for operating and capital transportation costs.
- Objective 2.2- Identify and prioritize projects.
 - Strategy 2.2.1- R6 will apply for funding for the position of Mobility Manager to allow the continuing coordination of transportation services within the R6.
 - Strategy 2.1.2- R6 will apply for funding for the 2024-2025 Regional Human Services Transportation Coordination Plan.
 - Strategy 2.1.3- The R6 Mobility Manager will work with eligible entities, such as the Sevier County Senior Corporation or TURN Community Services to apply for additional funding for new vehicles/equipment or funds to apply toward operating costs.
 - Strategy 2.1.4- The R6 mobility manager will work with eligible entities to create a Capital Improvement Plan where new capital improvements projects, such as vehicles, equipment, or operating costs will be identified along with funding sources and a timeline for replacement. This list will be updated and maintained on an annual basis.

Appendix 1

2024 Survey Results

The following survey was sent by email to members of the service providers council, community leaders, and service providers, such as senior centers. For privacy, names were withheld.

- 1.) What publicly available transportation services currently serve your area?

- None

- None

- Taxi

- None

- Taxi only

- Tax, uber, Senior Citizen Bus, Vet Van

- Uber, taxi, senior citizen bus, VA van

- Senior transport bus

- none

- Taxi

- Not sure

- Ogden

- Taxi Service

- Taxi

- None

- 2.) What unmet transportation needs exist in your area?
- Public shuttle bus
- All public transportation is needed in the R6 Area
- Public transit, rides to appointments and shopping
- All of unmet
- buses from smaller communities to Richfield. bus in Richfield.
- More transportation available to Senior Citizen needs
- Helping seniors get to appropriate appointments
- There is no public transportation. None for disabled
- VA and other older adult transportation for doctor visits up north
- Appointments, shopping, rides to work
- Buses that service the outer towns to and from Richfield
- Salt Lake City
- No public transportation or means to replicate
- Transit Bus system, additional taxi services
- All of them

- 3.) What specific recommendations do you have to fill those unmet needs?
- Even a small bus could be deployed on a reasonable route around Fillmore each day
- Ride services or ride share, uber
- Transport between cities
- bus routes from outlying towns, local transport
- Senior Van to become more accessible and usable to meet senior needs. Drivers for Senior Bus to have more flexible schedules
- Possible elderly bus or program to fund driver's to use personal vehicles to assist in transportation.
- We need public transportation. So people can get to medical appointments. A voucher program would be good too.
- maybe a voucher program, or funding to hiring a driver and a bus that could respond to a need when it arises
- affordable public transportation
- A public bus system that extends to the outer towns to bring back to Richfield, maybe 2 to 3 times a day w/ the ability to buy weekly and monthly bus passes
- Help paying my rent
- Transportation for appointments. Pay mileage for someone to take them
- Coordinate with UTA to determine how we could have their services stationed within our area.
- Transportation to hospital out of the area

- 4.) What do you see as obstacles to implementation of desired services?

- NIMBYs and poor public opinion of public transit

- Service area too large and Insurance to cover liabilities.

- financing, employees

- Money

- cost of busses, employees, routes. how often it will be used.

- Drivers and flexibility of Senior bus

- Funding

- Money and resources

- Rural communities, not enough demand

- Funding, employees to run it

- The population is low and cost may be prohibitive for such a rural area.

- Rent payment

- rural area

- Distance, lower use of services due to smaller population and cost

- Not having specific days

- 5.) Do you have any transportation projects/needs that you would like to be included in the 2024 transportation plan?

- If nobody else will start a shuttle, I'd be willing to develop the project myself if there's potentially funding to bring it to life

- A voucher program that helps with the cost of fuel expenses.

- No

- no

- A voucher program that reimburses people to transports those in need. Transportation for those who cant independently walk to the curbside.

- Can we submit a voucher program?

- Transportation for non-Medicaid patients such as elderly and others

- I do not have any projects at this time.

- Yes

- nothing

- None at this time.

- Help with cost to other medical places

Page intentionally left blank for break between 2024 and 2025 survey results.

Appendix 2

2025 Survey Results – The 2025 survey results will be added into the plan once the survey has been closed, which will be the first week of July, 2024.

The following survey was sent by email to members of the service providers council, community leaders, and service providers, such as senior centers. For privacy, names were withheld.

- 1.) What publicly available transportation services currently serve your area?

- 2.) What unmet transportation needs exist in your area?

- 3.) What specific recommendations do you have to fill those unmet needs?

- 4.) What do you see as obstacles to implementation of desired services?

- 5.) Do you have any transportation projects/needs that you would like to be included in the 2025 transportation plan?

Appendix 2

R6 Region

JUAB

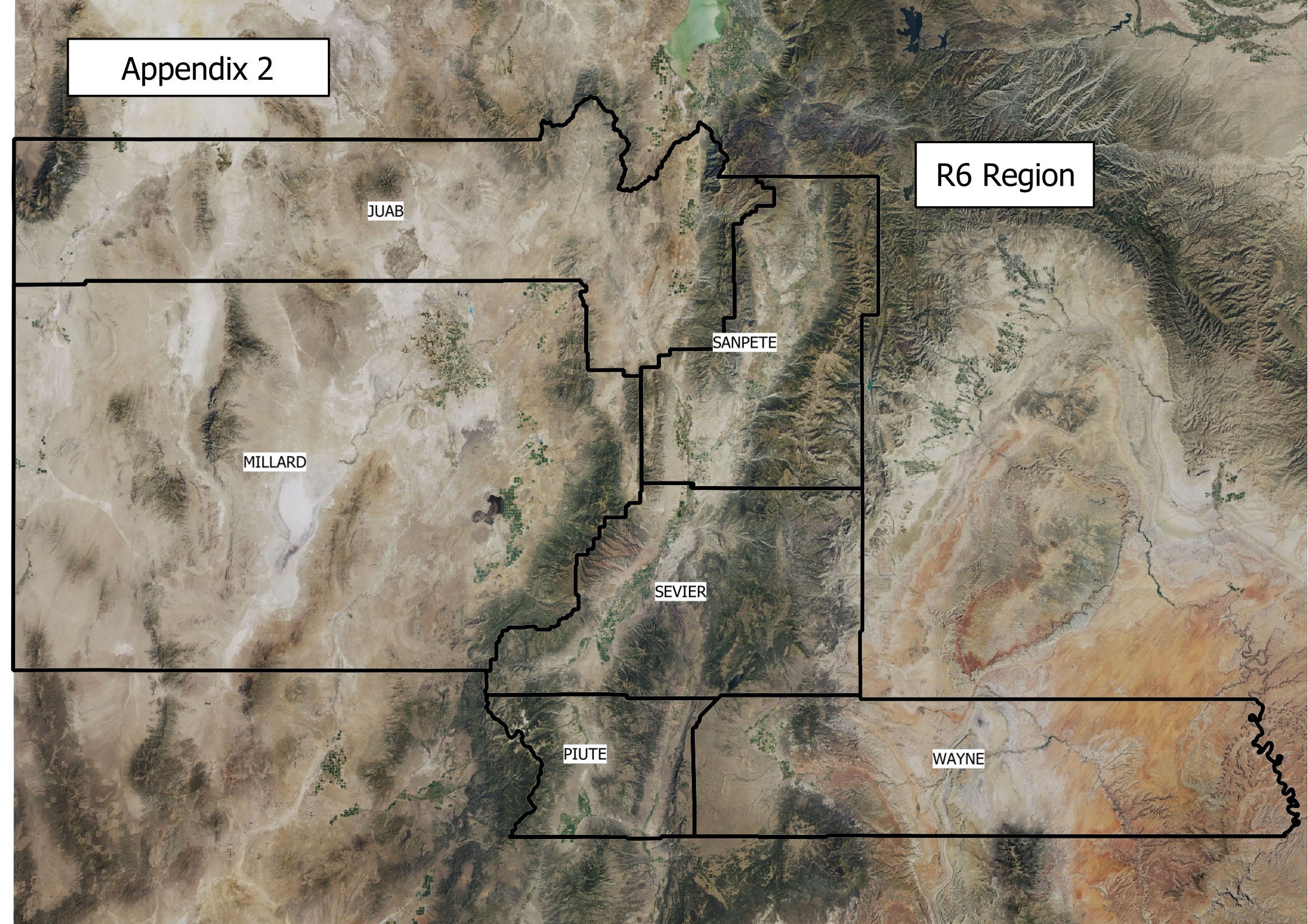
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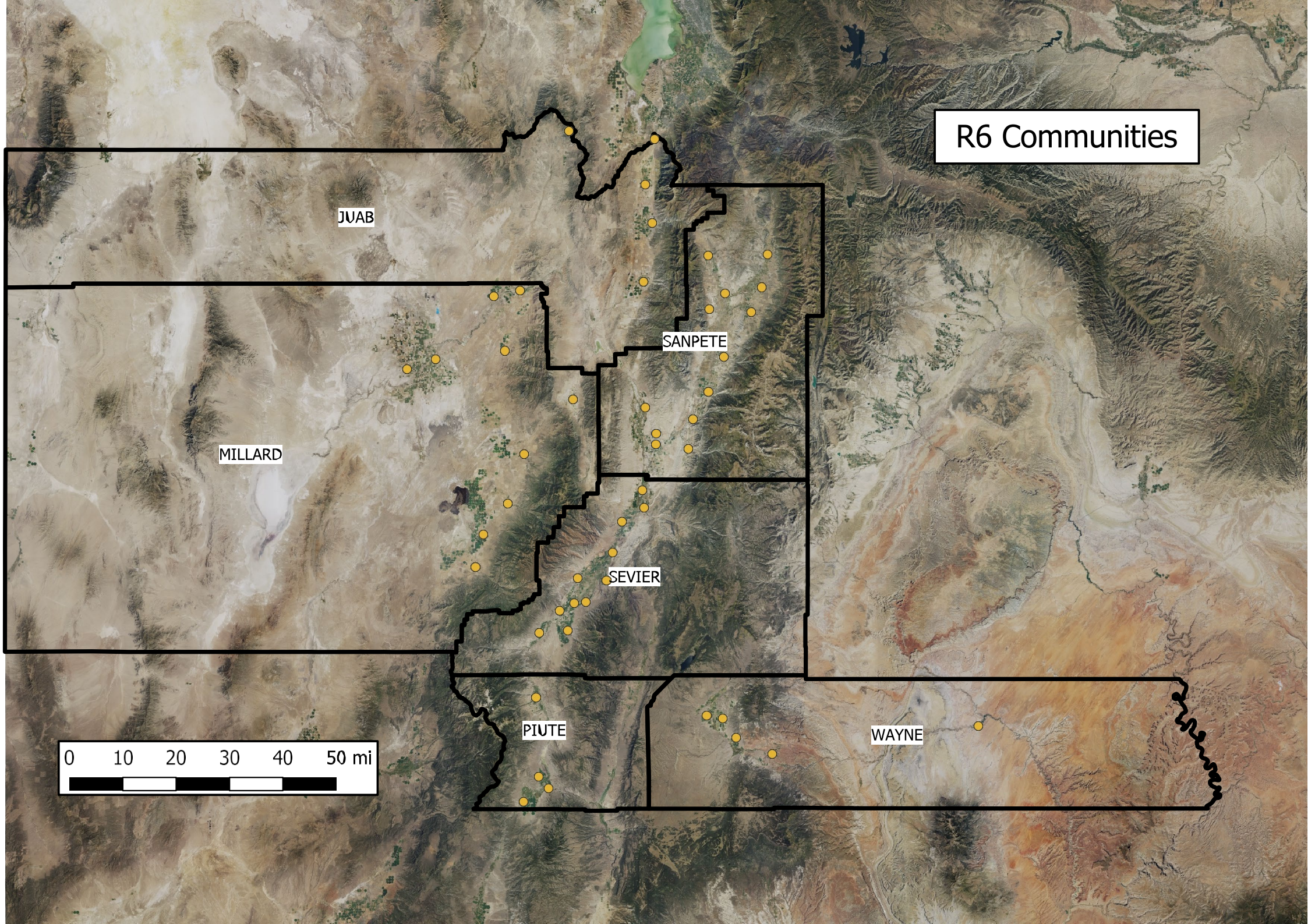
MILLARD

SEVIER

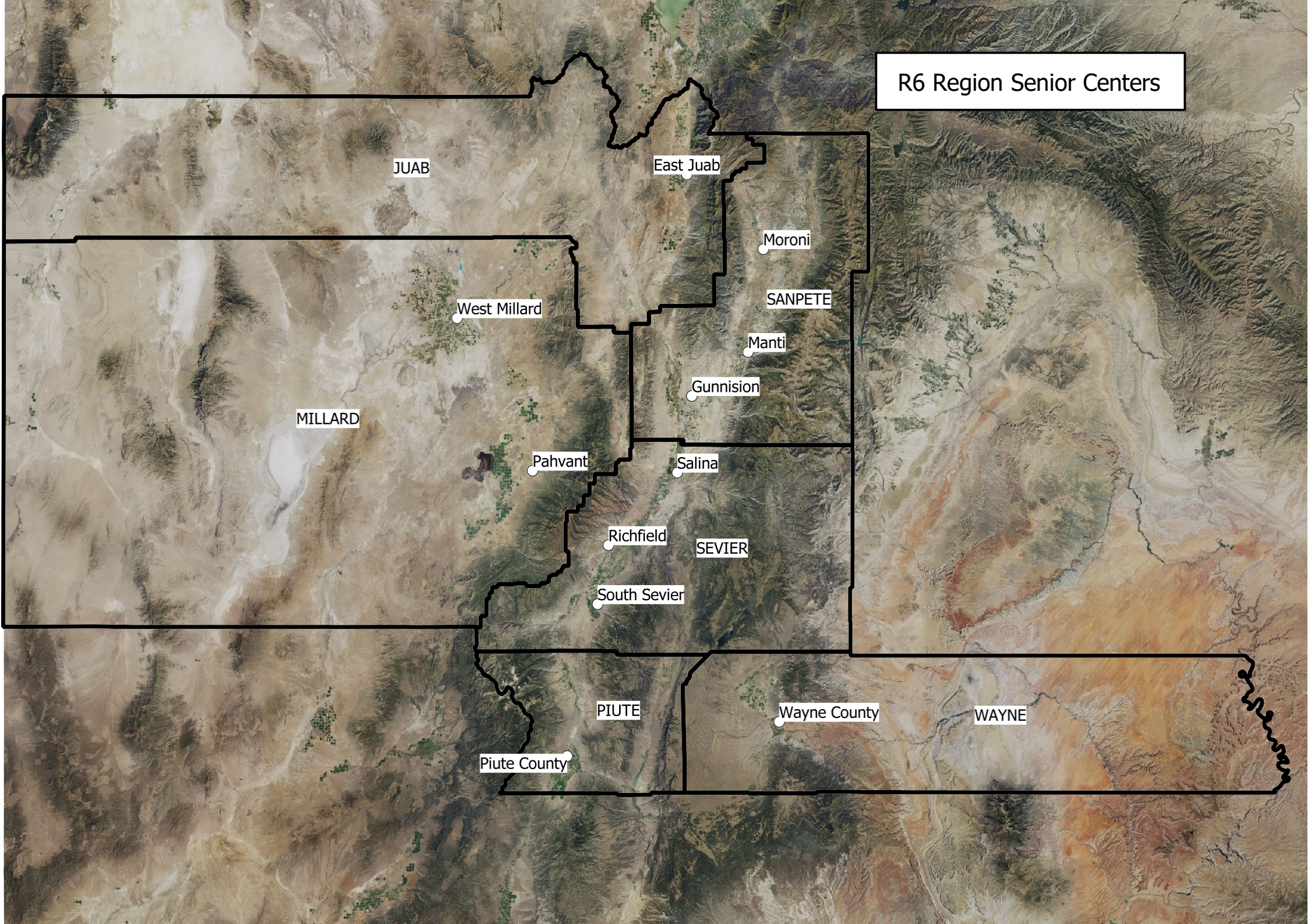
PIUTE

WAYNE





R6 Region Senior Centers



R6 Region Service Providers
with Transportation Programs

