

COORDINATED HUMAN SERVICES TRANSPORTATION PLANNING

CHAIR – SUSAN JOHNSON · VICE CHAIR – RYAN MARSHALL · PLANNING MANAGER – CURT HUTCHINGS

MINUTES

Coordinated Human Services Transportation Planning
Committee Meeting
November 28, 2012, 1:00 pm
Five County Association of Governments
1070 W 1600 S Bldg B, St George, UT

MEMBERS IN ATTENDANCE

Ms. Fayann Christensen
Ms. Tamara Nay
Mr. Mike Earl
Ms. Susan Johnson
Ms. Jane Lewis for Ms. Sherri Dial
Mr. Neal Smith
Mr. Ryan Marshall
Ms. Carrie Schonlaw

REPRESENTING

Kane County Council on Aging
Cedar Area Transportation Services
Red Rock Center for Independence
TURN Community Services
Community Action Program Director
Southwest Center for Behavioral Health
SunTran Manager
Five County AOG Human Services Director

MEMBERS IN ATTENDANCE BY PHONE

Ms. Christine Holiday

REPRESENTING

Washington County Council on Aging

MEMBERS ABSENT

Ms. Pam McMullin
Ms. Donna Chynoweth
Ms. Connie Lloyd
Ms. Launi Schmutz
Mr. Greg Bartholemew
Mr. Dennis Broad
Mr. Todd Edwards
Mr. Jeff Turek

REPRESENTING

Beaver County Council on Aging
Garfield County Council on Aging
Iron County Council on Aging
WCSD Transportation Director
Dixie Applied Technology College
Department of Workforce Services
Washington County
Washington City

OTHERS IN ATTENDANCE

Mr. Levi Roberts
Mr. Curt Hutchings

REPRESENTING

Five County AOG Mobility Manager
FCAOG Transportation Planning Manager

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QUORUM & MINUTES

I. **Welcome and Call to Order**

Ms. Susan Johnson welcomed all to the meeting and declared there was NOT a quorum present.

II. **Approval of September 26, 2012 Minutes**

Approval was deferred until enough other members arrived to make a quorum. After Ms. Holliday joined the meeting by phone, there was a quorum declared by the Chair and the Minutes were voted on.

**A motion was made by Mr. Neal Smith, seconded by Mr. Mike Earl,
to approve the Minutes of the September 26, 2012 Coordinated Human
Services Transportation Program Committee.**

MOTION PASSED UNANIMOUSLY

PLANNING AND REPORTS

III. **COA Director Reports**

A. **Ms. Fayann Christensen, Kane County Council on Aging**

Ms. Christensen reported that they are doing business as usual: bringing residents to St. George twice a month for medical appointments and shopping; and taking recreational trips to places like Lake Powell. Ms. Susan Johnson asked regarding a young woman from Kanab who uses TURN Services and needs rides to St George. Ms. Christensen said she is welcome as long as there is room. The young woman should make arrangements through the Senior Center in Kanab. The bus can hold twelve, but cannot leave without six.

Ms. Jane Lewis told Committee members that there is a prioritization of people who can use the bus services: 1) seniors, 2) those with disabilities, 3) those with lower income. Mr. Curt Hutchings, Ms. Carrie Schonlaw, and Mr. Ryan Marshall all commented on the complexities of who can ride which vehicles depending on the funding sources for the vehicles and the programs offered. Ms. Johnson said that she sometimes has difficulty getting her TURN clients with developmental disabilities on to buses. Clarification was asked for on these issues. Ms. Schonlaw noted that funding sources and accompanying eligibilities and restrictions will probably become more complex with possible sequestration at the end of 2012.

Mr. Marshall added that the Federal Transit Administration (FTA) told him that “one dollar taints the pot” and one dollar of a funding source means it’s guidelines have to be followed. Mr. Marshall noted that with more coordinated/shared transportation services – which is a major goal of the Coordinated Human Services Transportation Committee - these complexities will only increase.

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IV. COA Director Reports, cont.

B. Ms. Chris Holliday, Washington County Council on Aging

Ms. Holliday reported that things are going great; they are so busy that it is crazy.

V. Transit Director Reports

A. Ryan Marshall, SunTran Transit

Mr. Marshall reported that ridership for October was 45,525, and they are on target to give over 460,000 rides in the year 2012.

They just finished updating their Title Six and Disadvantaged Business Enterprise (DBE) programs, so those are both approved for another three years. They are also becoming updated on the National Transit Database (NTD) which is now under a new contractor.

Five new bus benches have been installed by Boy Scouts completing their Eagle Scout projects. SunTran is having the benches put in gradually, where and when needed.

SunTran has also been coordinating with the Southwest Public Health Department on a non-smoking campaign, putting up signs at some bus stops.

Mr. Hutchings added that over the last several months the Dixie Metropolitan Planning Organization has been participating in a State Origin-Destination Study. The Study included a SunTran ridership survey which Five County Association of Governments transportation staff distributed for two days. There were 540 surveys completed, which is about a 42% return. Approximately 90 of those were in Spanish. Consultants are analyzing the data at this time.

Mr. Neal Smith inquired regarding the SunTran paratransit van service. Vans hold two persons in wheelchairs and two persons in seats or four-five individuals if no wheelchairs are being used. Those needing this service should contact SunTran for an application. Paratransit service is available to a person with a disability which prevents them from taking the fixed route buses.

In response to an inquiry by Ms. Lewis, Mr. Marshall explained that there are monthly bus passes available for purchase at about ten local locations. These passes are available from SunTran at half-price for those with a qualifying disability.

B. Ms. Tammy Nay, Cedar Area Transit Services (CATS)

Ms. Nay reported that her end of the year numbers are probably going to be lower than expected, but her para-transit services look to be higher. The greatest demand has been the middle of the day. Mr. Marshall added that it costs him 20 times the cost of a regular fixed-route ride.

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Mr. Roberts mentioned that some places use the fixed-route buses to pick up para-transit riders within three quarters of a mile from the route.

CATS has had to overspend on maintenance from an expensive bus repair. Mr. Marshall suggested that Ms. Nay make sure that her maintenance costs be reimbursed at an 80/20 split vs. a 50/50 split. Maintenance funds are considered differently from operational funds for reimbursement.

Members of the Utah Department of Transportation (UDOT) Public Transit Team (PTT) are coming to do a major review of CATS facilities, vehicles, bus garage, and all types of records. It will take approximately four hours. Mr. Neal Smith is to have a review visit also on that day for his Oasis House vehicles.

Ms. Nay said CATS has added two new bus stops and moved one near the Behavioral Center. Mr. Smith offered to provide a bench for the stop since it will be used mostly by his clients.

An attempted route to the airport for college students was attempted three times but no one used the service. They might try an on-demand type service.

At this point in the meeting, Ms. Chris Holliday joined the meeting by phone. She was asked to give her COA report which notes are listed under that agenda item.

VI. **Mobility Management Report**

Mr. Roberts reported about communications with Circle Four Farms and Bryce Canyon City for vanpool programs. He is awaiting responses from a survey to analyze the demand for these services and will continue to communicate with relevant stakeholders.

Mr. Roberts reported that there is a lot of support for a commuter service route from St George to Ivins. He said that they have budgeted money to fund the project. Mr. Marshall commented that he has held a number of meetings about this project and discussed that there is a question about whether this route would qualify as a commuter route. If the route does not meet these criteria, it would have to be a fixed route service, which is much more expensive. Mr. Marshall emphasized that he is very cautious about qualifying this as a commuter service route.

Mr. Roberts recently attended an Inter-city bus conference in October and asked for any input about the notes that he provided to the committee. Mr. Marshall mentioned that in one session, a community in Maine is very similar to Cedar City and they were able to work with the local ski resort and provide deviated service, etc. Mr. Roberts said that he would research contact information for Ms. Nay. Mr. Roberts discussed information about a bus service in the Uintah Basin.

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Mr. Roberts reported about a bus driver training in Panguitch that was set up to educate volunteer drivers. The training was very successful. He emphasized that URSTA could conduct trainings for others in the region if needed.

Mr. Roberts continues to meet with individual committee members to address individual needs in conjunction with the plan update.

VII. Work Group Progress Reports

A. Insurance Issues

Ms. Launi Schmutz was not available to report on this, but Ms. Johnson said that she has sent all of the information from TURN Community Services to Ms. Schmutz, and is hoping that TURN and the Washington County school district can still work out some shared transportation.

B. Travel Training

Mr. Marshall reported that he and Mr. Roberts have been discussing this issue to try and determine how to approach implementation of a program. Mr. Roberts shared that Mr. Marshall suggested that the Mobility Manager play a larger role in developing this program because it should apply to areas larger than just the SunTran routes areas and the training should be available to the greater public. He and Mr. Hutchings have discussed a possible partnership with the Five County AOG Volunteer Center to train multiple trainers.

In the past, the emphasis of travel training has been to assist those with disabilities learn how to use public transit rather than para-transit services. But, the true emphasis for travel training is to increase the independence and mobility of those that need the information.

C. Bus Shelters

Mr. Mike Earl reported that he has received some data from Mr. Roberts, then they are going to determine the three best locations for building a bus shelter and make a recommendation.

Mr. Smith inquired regarding the details of shared services and insurance coverage. He asked if both agencies would have to purchase insurance from the same company. Ms. Johnson replied that they discovered this is not necessary and they have successfully worked out a partnership between their different insurance agencies.

Mr. Hutchings added that this was initially perceived as a huge barrier, but they have shown otherwise. Driver training regulations was the greatest concern to the insurance agencies.

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VIII. Bus Warranty Issues Discussion

Mr. Neal Smith explained his difficulties getting warranty repairs done on the vehicles he purchased with UDOT funding. He has not found any UDOT certified facilities in this area. Often the vehicles have to be taken up to Salt Lake City or down to Las Vegas.

The City of St. George has a large enough City and SunTran fleet that they have gotten certified to do much of the warranty work.

Mr. Marshall suggested that UDOT could offer a certified warranty repair facility in this area. Mr. Smith suggested contacting UDOT and asking for consideration of this need. The purchase contracts could be changed to include local certified facilities. Another option for UDOT would be to change the specifications on some of the buses, especially the cutaway vans, and use parts that can already be locally serviced.

Ms. Johnson asked for a motion to have a letter drafted which would request of UDOT that they would look into the need for a certified maintenance facility to service the ADA compliant vehicles used in this area. Mr. Roberts has a list of UDOT funded vehicles in this area. He and Mr. Smith agreed to draft a letter together and present it to the CHSTP Committee at their next meeting.

A motion was made by Mr. Neal Smith, seconded by Mr. Mike Earl, to have a letter drafted to the Utah Department of Transportation (UDOT) requesting consideration of the need for a certified maintenance facility (ies) that could service the UDOT contracted vehicles being utilized in the southwest Utah area.

MOTION CARRIED UNANIMOUSLY

It was suggested that perhaps the Dixie Assistive Technology College (DXTAC) could become such a facility. DXTAC has campuses in St. George and Cedar City. Mr. Greg Bartholomew is the representative from DXATC on the CHSTP Committee.

IX. Coordinated Plan Update Discussion

Mr. Roberts explained at which stage he is at in the process of developing the Coordinated Human Service Transportation Plan. Mr. Roberts inquired about creating a vehicle database. He said that the reason for a vehicle database is to determine when to replace vehicles. Ms. Christensen and Ms. Holliday expressed that keeping track of vehicles should remain with each entity. Mr. Marshall said that the purpose of the vehicle database is to coordinate services. Therefore, if someone calls wanting a ride, they can be referred to the best available service. Mr. Hutchings emphasized that this would not replace the individual agency's responsibility. The Committee expressed that creating the database should be a priority. Mr. Roberts said that he would look further into creating a vehicle database. Ms. Johnson emphasized that this is a key responsibility of the Mobility Manager.

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Mr. Roberts then drew the attention to the list of available services. Ms. Johnson pointed out that Danville is a for-profit organization. Mr. Marshall explained that deciphering between non-profits and for-profits is important for pooling resources. Ms. Johnson then mentioned other services that are available including Dixie Advantage, RISE, and Chrysalis. The group then discussed the details of some of the other services. Mr. Marshall mentioned that Assisted Living Centers could also be included in this list. Mr. Roberts said that he would call the Assisted Living Centers for details about these services. Mr. Hutchings mentioned the School District as a resource and Ms. Johnson mentioned SUU and others.

Mr. Roberts solicited input about transportation needs. He asked the group to identify activities that has occurred. Ms. Johnson mentioned that bus shelters and benches have expanded. Information has been dispersed at more locations. Mr. Earl inquired about 211 as a resource. The group discussed this as a possible way to disperse information. Mr. Roberts said that he would research how this could apply. Ms. Lewis said that they have limited staff but they could refer them to the central dispatch center. Mr. Hutchings said that the CHSTP Committee has brought a City Official on the Committee and the MPO has met with several of the City Officials to talk about transportation issues and that we should do this in other areas. Mr. Hutchings and Ms. Johnson explained that TURN and Washington School District were successful to hurdle insurance barriers. Mr. Roberts said that he is setting up focus group discussions at the senior center. Mr. Marshall said that we should work with the Assisted Living Center. After meeting with the groups, he will write a report about the needs. Then the group will identify strategies at this meeting. Mr. Marshall said that looking at current resources to address needs should be emphasized due to funding barriers. The group then determined that the next regular meeting would be dedicated to discussing the plan. Mr. Roberts solicited feedback about stakeholders to invite to the meeting.

Other

- X. Next Meeting
To be held January 15, 2013, 2:00 pm at Five County Association of Governments.

- X. Adjourn
The meeting was adjourned.