

COORDINATED HUMAN SERVICES TRANSPORTATION PLANNING

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

AGENDA

Coordinated Human Services Transportation Planning

Committee Meeting

January 15, 2013, 2:00 pm

Five County Association of Governments

1070 W 1600 S Bldg B, St George, UT

MEMBERS IN ATTENDANCE

MS. TAMARA NAY
MS. SUSAN JOHNSON
MS. SHERRI DIAL
MR. NEAL SMITH
MR. RYAN MARSHALL
MS. CARRIE SCHONLAW
MS. PAM McMULLIN
MS. CHRISTINE HOLIDAY
MR. GREG BARTHOLEMUEW
MR. DENNIS BROAD
MR. TODD EDWARDS
MR. JEFF TUREK

MEMBERS ABSENT

MR. MIKE EARL
MS. FAYANN CHRISTENSEN
MS. DONNA CHYNOWETH
MS. CONNIE LLOYD
MS. LAUNI SCHMUTZ

OTHERS IN ATTENDANCE

MR. LEVI ROBERTS
MR. DAVE DEMAS
MS. TERESA BANKS
MR. STEPHEN LISONBEE
MR. TERRY HAWKS
MS. TONI FORAN
MR. JAE MAXFIELD
MR. TYLER GODDARD
MS. MICHELE LEFEBVRE
MR. KENNY NYBERG
MR. CORY REESE
MR. MILO WADDOUPS
MS. CINDY ANDERSON

REPRESENTING

CEDAR AREA TRANSPORTATION SERVICES
TURN COMMUNITY SERVICES
COMMUNITY ACTION PROGRAM DIRECTOR
SOUTHWEST CENTER FOR BEHAVIORAL HEALTH
SUNTRAN MANAGER
FIVE COUNTY AOG HUMAN SERVICES DIRECTOR
BEAVER COUNTY COUNCIL ON AGING
WASHINGTON COUNTY COUNCIL ON AGING
DIXIE APPLIED TECHNOLOGY COLLEGE
DEPARTMENT OF WORKFORCE SERVICES
WASHINGTON COUNTY
WASHINGTON CITY

REPRESENTING

RED ROCK CENTER FOR INDEPENDENCE
KANE COUNTY COUNCIL ON AGING
GARFIELD COUNTY COUNCIL ON AGING
IRON COUNTY COUNCIL ON AGING
WCSD TRANSPORTATION DIRECTOR

REPRESENTING

FCAOG MOBILITY MANAGER
FCAOG TRANSPORTATION PLANNER
DIVISION OF WORKFORCE SERVICES
DIVISION OF WORKFORCE SERVICES
ARC OF WASHINGTON COUNTY
HURRICANE CITY
DIXIE CARE AND SHARE
PAIUTE TRIBE
PAIUTE TRIBE
DANVILLE SERVICES
DIXIE DIALYSIS CENTER
OFFICE FOR BLIND & VISUALLY IMPAIRED
WASHINGTON COUNTY SHERIFF'S DEPARTMENT

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QUORUM & MINUTES

I. **Welcome and Call to Order**

Ms. Susan Johnson welcomed all to the meeting and declared there was a quorum present

II. **Approval of November 28, 2012 Minutes**

**A motion was made by Ms. Carrie Shonlaw, seconded by Mr. Ryan Marshall,
to approve the Minutes of the November 28, 2012 Coordinated Human
Services Transportation Program Committee.**

MOTION PASSED UNANIMOUSLY

COORDINATED PLAN WORKSHOP

III. **Overview of Plan and Process**

Mr. Levi Roberts invited everyone in attendance to introduce themselves. Everyone present stated their name, organization and reason for attending the workshop. Mr. Roberts then explained that the purpose of the Coordinated Human Service Public Transportation was to identify the needs of seniors, people with disabilities, and people with low income, identify strategies to meet these needs, and coordinate programs and projects to address the strategies. Mr. Roberts then invited the group to identify why we coordinate transportation services. Ms. Johnson replied that there is duplication in services. Mr. Roberts explained that the primary reason is to increase the access and mobility when resources are limited.

IV. **Available Services and Capital**

Mr. Roberts explained that there are three types of transportation services:

- a. Transportation open to the general public
- b. Transportation for specific population groups or trip purpose
- c. Transportation for specific clientele

Mr. Roberts explained that many of the resources are not open to the general public and that those that are have a limited service area or are very expensive. He then displayed the available inter-city bus services in Southwestern Utah.

V. **Public Involvement: Findings**

Mr. Roberts gave an overview of the public involvement methods that he has conducted, including focus group discussions, a Paiute Tribal Council Meeting, SunTran Onboard Surveys, Stakeholder Interviews, and Transportation Provider Surveys. Mr. Roberts outlined some of the primary findings. Primary findings included:

- The majority of people with limited mobility rely on friends and relatives for rides
- Although there are some redundancies in service, most of the region experiences a lack of transportation services available to meet the needs of the target population
- Isolated communities such as Panguitch, Milford and Kanab have very limited transportation to essential services in Cedar City and St George
- For those that use transportation services, there is an overall satisfaction with delivery of services
- Operating funds are very limited to expand existing services
- Success varies with maintaining a volunteer driver network
- Lack of awareness and confusion about available services
- More predictable services are needed to plan appointments

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- Eligibility regulations and insurance is a barrier to sharing rides and/or vehicles

Mr. Roberts then introduced the transportation needs for the region. The needs included:

1. Increased Awareness about transportation services
2. More predictable hours, schedules and eligibility for transportation services
3. Coordinated Information of available transportation resources
4. Expansion of current public transportation services to adjacent areas
5. More connections from isolated communities to larger cities
6. Opportunities to pool resources

Mr. Roberts invited the group to identify any additional needs that are not included in this list. Mr. Jae Maxfield exclaimed that the cost for transportation services is often a barrier to those wishing to use the services. Mr. Stephen Lisonbee added that access to major employment sites, such as purgatory is also a need that is not being met. Carpools and vanpools are a possible strategy to meet this need. An affordable way to access lower cost housing, particularly in Hurricane, is another unmet need

VI. **Review of Strategies from Previous Plan**

Mr. Roberts reviewed some of the strategies that have been or are being implemented. These strategies include:

- Coordinated Human Service Transportation Meetings
- Mobility Manager
- Travel Training
- Information and referral
- Overcoming insurance barriers to co-mingle trips
- Vehicle sharing
- Increase political support for specialized transportation
- Bus stop benches and shelters
- Exploring employee vanpool opportunities

Mr. Roberts then gave an overview of other strategies identified in previous plans including:

- Incorporate remote rural towns in routes of inter-city bus service
- Extending routes
- Expanding demand response transportation
- Facilitate opportunities for pooling resources
- Educate service providers about liability, eligibility restrictions, funding programs, etc.
- Central Dispatch Call Center

VII. **Brainstorm Strategies to Address Needs**

Mr. Roberts solicited feedback from all meeting participants about strategies to address the transportation needs. Some of the major ideas from this discussion include:

To address the need of increased awareness about transportation services and coordinated information about available services, group participants suggested to:

1. “Piggyback” off of 211 to disseminate information about available transportation services
2. Creating an informational pamphlet or booklet outlining available transportation resources. Sherri Dial mentioned that these resources are also mentioned in the “Five County Human Service Directory.”

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3. Online tools and resources which coordinate transportation services. Many in the group indicated that creating an online presence should be a priority.

After discussing the possible ways to raise awareness, Mr. Lisonbee suggested that a workgroup should be formed to develop a comprehensive plan for raising public awareness for transportation services.

Ryan Marshall gave a history about the committee, including its phases and emphasized that the reason why we invited other stakeholders to this meeting was to obtain ideas about how to better coordinate services to meet the transportation needs.

Meeting participants reiterated the need for transportation services in the purgatory area. Mr. Marshall mentioned that, at this time, creating a bus route to Purgatory is probably not feasible, but that there may be other options available. Vanpools were discussed as a possible solution. Mr. Maxfield suggested that a pilot project could be implemented to determine the viability of a route to Purgatory. SunTran can partner with a private transportation carrier to provide bus service to the area. If it is viable, SunTran could then create a permanent route. Mr. Maxfield also expressed the need to look at examples in other regions when approaching transportation problems and solutions.

Funding was identified by many in the group as a major barrier to expanding services. Building political support for public transportation, as identified in previous plans, is needed to obtain funding. Ms. Foran mentioned that representatives from the AOG approached Hurricane City regarding a commuter bus route, and were met with opposition. Mr. Turek explained that we must understand the perspective from the politician's point of view. He noted that Washington City surveyed its residents regarding the possibility for bus service and very few supported it. With limited funds available, politicians will support the programs that receive public support. Mr. Maxfield then explained the importance of quantifying the value or return on investment of public transportation. A cost-benefit analysis is needed to convince the public and politicians about the value of resources. Mr. Maxfield discussed at great length that we must better determine who we are wishing to serve to define the need for transportation services. He explained that he could survey 2,000 individuals at Dixie Care-and-Share. Ms. Sherri Dial added that we must not only convey transportation services as a benefit for people with limited mobility, but for everyone in the community.

Mr. Milo Waddoups expressed that the target population includes people with limited resources and enlisting business enterprises, especially large employers, to support transportation services, will help better support transportation services, noting Salt Lake City and other large cities as an example of using this strategy. Many in the group agreed that we must bring the business community into the conversation, including Wal-mart. This can create more opportunities to pool resources.

VIII. Next Steps

Mr. Roberts thanked the group for participating in the workshop and said that he would incorporate their feedback into the plan.

Other

IX. Other updates or comments

Ms. Johnson asked the group for any additional items to be brought before the Committee. No one indicated any additional items.

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X. Next meeting

To be held March 27, 2013, 1:00 at Five County Association of Governments

X. Adjourn