

COORDINATED HUMAN SERVICES TRANSPORTATION PLANNING

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

MINUTES

Coordinated Human Services Transportation Planning

Committee Meeting

March 27, 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. Christine Holiday
Mr. Mike Earl
Ms. Susan Johnson
Ms. Jane Lewis for Ms. Sherri Dial
Mr. Neal Smith
Ms. Carrie Schonlaw
Mr. Todd Edwards
Mr. Jeff Turek

REPRESENTING

Kane County Council on Aging
Washington County Council on Aging
Red Rock Center for Independence
TURN Community Services
Community Action Program Director
Southwest Behavioral Health Center
Five County AOG Human Services Director
Washington County
Washington City

MEMBERS IN ATTENDANCE BY PHONE

Ms. Donna Chynoweth
Ms. Connie Lloyd

REPRESENTING

Garfield County Council on Aging
Iron County Council on Aging

MEMBERS ABSENT

Ms. Pam McMullin
Ms. Tamara Nay
Mr. Ryan Marshall
Ms. Launi Schmutz
Mr. Greg Bartholemew
Mr. Dennis Broad

REPRESENTING

Beaver County Council on Aging
Cedar Area Transportation Services
SunTran Manager
WCSD Transportation Director
Dixie Applied Technology College
Department of Workforce Services

MEMBERS ABSENT WITH PROXY VOTE

Mr. Ryan Marshall

REPRESENTING

SunTran Manager

OTHERS IN ATTENDANCE

Mr. Levi Roberts
Mr. Curt Hutchings
Mr. Dave Demas

REPRESENTING

Five County Association of Governments
Five County Association of Governments
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I. Welcome and Call to Order

Ms. Susan Johnson welcomed all present and declared there was a quorum.
Mr. Johnson is serving as proxy for Mr. Ryan Marshall.

II. Approval of January 15, 2013 Minutes

A motion was made by Ms. Fayann Christensen, seconded by Mr. Jeff Turek, to approve the Minutes of the January 15, 2013 meeting of the Coordinated Human Services Transportation Planning Committee.

MOTION PASSED UNANIMOUSLY

Proxy vote Ms. Susan Johnson for Mr. Ryan Marshall, vote is aye

(Any votes by phone were not counted,
as the votes were not stated individually.)

III. COA Director Reports

A. Ms. Fayann Christensen reported that their transportation program, which operates out of the Kane County Senior Center, is running as normal. Mr. Hutchings asked how full their van usually is and Ms. Christensen answered at least six people. That number is required in order for the trip to be cost effective. The Center has a vehicle that can accommodate five wheelchairs. Sometimes they take two vehicles on their trips to include all interested people.

Ms. Johnson discussed the possibility of a TURN Community Services client getting rides on the van when it comes to St George.

B. Ms. Christine Holliday shared that the Washington County Senior Center is considering moving to smaller, less costly vans in order to make room for all the people interested in using their transportation services. They would run on natural gas fuel. Ms. Johnson inquired about whether the St George Senior Center refers passengers to SunTran. She stated that some seniors feel very vulnerable outside of their homes and they are uncomfortable even getting a ride in a Senior Center van if they don't recognize the driver. Therefore, many of them would not feel comfortable riding SunTran busses.

Ms. Carrie Schonlaw recounted an example of Senior vulnerability that occurred in the Mountainlands Area where a private company followed the Meals-on-Wheels vans to map out where older people lived in order to try to get their business.

C. Ms. Connie Lloyd from the Iron County Senior Center said they have a new van. She is getting a new driver who will begin on Friday. They are directing people to

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the Cedar Area Transportation Services (CATS) for paratransit services and encouraging them to use public transit.

Ms. Johnson reported that at TURN Community Services they have trained a number of people with disabilities on how to use paratransit services in the St George area and are having a lot of success.

IV. Transit Director Reports

Neither Ms. Tammy Nay of CATS nor Mr. Ryan Marshall of SunTran were present to give reports. Mr. Roberts shared that there has been an increase in the use of paratransit in the CATS transit system. Ms. Johnson suggested that the more paratransit requests CATS receive, the greater the opportunity to show the need to expand their paratransit system. Mr. Roberts added that there are other funding sources for paratransit services if the usage increases enough.

V. Mobility Management Report

A. SunTran Google Transit Demonstration

Mr. Levi Roberts said he has been developing a travel tool made available to communities through Google, Inc. When the tool is launched, a rider can use Google Maps to enter a beginning and ending address in the search box and the program will bring up local transportation options, including transit routes, schedules, and costs.

This resource will be available to the public as soon as SunTran completes a contract with Google, Inc. A similar system could be set up for CATS in the Cedar City area.

B. Travel Training

Mr. Roberts, as the Mobility Manager, is going to take on many of the responsibilities of developing a transit travel training program. He recently completed a course on Travel Training Administration. Mr. Roberts will begin using volunteers through the Five County Association of Governments (AOG) Volunteer Center. Eventually he will need the help of staff from human services agencies to assist in the training. Mr. Roberts pointed out that those who ride the bus are the ones who can best train others.

There was the suggestion to create or otherwise obtain some short training videos which could be played on the buses. Topics could include how to use the bicycle rack on the bus, how to use wheelchairs, and how to use the Google search. Many people are visual learners, or have difficulty understanding written instructions. If Seniors and those with disabilities can see someone in their same situation successfully riding the buses, there is a greater chance that they would be willing to try it themselves.

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It was suggested that Dixie Applied Technology College might be able to help. There may also be some existing travel training films that could be obtained.

C. Bryce Canyon Carpools

Mr. Roberts has been working with Bryce Canyon City to try and set up a van pool to help employees get to work in Bryce Canyon from places like Panguitch and Henrieville. The system may be implemented through the Utah Transit Authority (UTA), although UTA would prefer if the Five County area would develop their own Regional Transit Authority and provide the services themselves.

Mr. Roberts will be meeting with stakeholders at Ruby's Inn within the next few weeks. Employees at Ruby's Inn filled out a short survey regarding a possible van pool program and Mr. Roberts has calculated those results and written up a short report to share that data.

VI. Work Group Progress Reports

A. Insurance Issues

Ms. Johnson reported that TURN Community Services and the Washington County School District are still working to create a transportation partnership. They have already resolved the insurance barriers. Now it is a matter of logistics.

She also mentioned that TURN has clients who have had some transit travel training but would benefit from a formal travel training program.

B. Bus Shelters

Mr. Mike Earl shared that the Bus Shelters Workgroup members are finalizing the locations for the placement of bus shelters. They are down to four locations - determined by who uses the stops, if users have disabilities, and the riders' destinations.

Next, the Work Group will try to develop a partnership with Dixie Applied Technology College which offered to build the shelters if the materials could be provided. The Washington County's Sheriff's Office has volunteered to help put up shelters. Also the City of St George's Public Works Department is willing to help with installation.

Mr. Earl added that there may be some legal challenges regarding placement of shelters and property ownership (deeds and easements).

A major challenge is finding the match monies required when applying for a Federal grant to purchase the materials. The cost of materials for each bus shelter is approximately \$3,500 plus cost of concrete. Local boy scouts have been putting in bus benches for their Eagle Scout projects. They have raised their 20% match

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monies on their own, then Mr. Ryan Marshall has submitted the applications for the grant funds.

Ms. Johnson pointed out that there are civic groups like the Lions Club, the Rotary Clubs, the Veterans of Foreign Wars, and other civic oriented social organizations that might be willing to donate match monies. Businesses might donate if it gives them an advertising opportunity. Mr. Edwards shared that school clubs are another possible resource.

Ms. Johnson shared that at Southern Utah University there was a class on Fundraising Skills that was willing to do a hands-on project as part of their class and they successfully obtained funds for a Special Olympics. Dixie State has approached her with the need for projects for volunteers.

Mr. Neal Smith asked how much is needed in match monies. Mr. Earl answered that the 20% for each shelter would be about \$700- \$800. The cost of each shelter would be \$3,500 for the shelter kit, plus the cost of cement and labor to pour the cement pad). The locations being considered are by the St George Catholic Church, at the Deseret Industries, and at Lin's Grocery store, and one other.

VII. Coordinated Plan Update Discussion

A. Review feedback from workshop

Mr. Roberts provided all members with two handouts concerning the Committee's Coordinated Plan. Mr. Roberts focused on "Summary of Strategies identified in Coordinated Plan workshop with larger stakeholders and Previously Adopted Plans". Within the Summary, Mr. Roberts divided up the strategies according to objectives to be accomplished.

B. Prioritize strategies to pursue

Mr. Roberts explained that new federal transportation legislation (MAP-21) requires that specific projects utilizing 5310 and 5311 funds be included in a Coordinated Human Services Transportation Program plan. This has not been required in the past. It does not apply to private funds.

The Utah Department of Transportation (UDOT) plans to restart their funding programs starting October 2013. They have asked that all regions have their new Coordinated Human Services Transportation Plans completed by September 2013. The Five County Association of Governments (FCAOG) would like to have the plan completed by July 1, 2013.

There was some discussion regarding the past funding program structures. Committee members explained that for years the applications were accepted annually, then last year they changed it to a five year structure. Mr. Roberts will investigate and see when and how submissions are going to be accepted now under the MAP-21 changes.

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Mr. Roberts explained that MAP-21 consolidated the different funding programs into fewer programs. He will get more details on the application processes and timeframes.

Mr. Roberts guided a discussion with the members of the Committee to review and prioritize the five strategies identified in *“Summary of Strategies identified in Coordinated Plan workshop with larger stakeholders and Previously Adopted Plans”*:

1. Disseminate information about available services

- **Utilize 211**

Ms. Lewis said that the Five County AOG Human Services Department stays in contact with 211 to keep them updated on human services resources in this region.

Mr. Roberts reported that the Utah Legislature is considering requiring 211 to provide transportation information. Whether or not it becomes required, Mr. Roberts suggested that providing 211 with local transportation services information could be helpful. 211 might not need detailed information, but could at least provide a contact referral. Ms. Johnson suggested that the Mobility Manager should be responsible to keep 211 updated and be the referral contact.

- **Create informational pamphlet or coordinate better with already developed Human Service pamphlet**

Ms. Jane Lewis said that the Five County AOG Human Services Directory should be updated within the next few months and will be available in book form and online. Ms. Johnson suggested that if transportation is included in the Services Directory, then creating a transportation informational pamphlet could be removed from the CHST Plan.

- **Online tools and resources**

Ms. Lewis said that 211 is putting their information online. Mr. Todd Edwards suggested that the Mobility Manager could create links for 211 and the online Human Services Directory to transportation information that would be printer-friendly. Individual human services agencies are responsible to keep 211 and the Human Services Directory updated, but the Mobility Manager should review these two resources for accuracy.

- **Central dispatch program**

It was decided this was a good goal, but should be considered long-term vs. short term.

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Previous identified strategies

- **Provide education for both the target population and service providers**

- **Travel Training (2009 CTI Tool, 2011 AOG Addendum)**
Ms. Johnson stated that she fully supports the travel training strategy and other members agreed. It was advised that Mr. Ryan Marshall of SunTran and Ms. Tammy Nay of CATS be active participants in this strategy.

2. Coordinated Services

- **Opportunities to pool resources (2007 MPO Plan)**
Mr. Roberts asked if this has actually been tried yet. Ms. Johnson replied that TURN Community Services and the Washington County School District have still not accomplished this. There are a lot of logistical issues.

Mr. Roberts shared that another way to pool resources is to share funding sources. Mr. Curt Hutchings stated that there may be another way to use the scarce resources available. Mr. Dave Demas at the Five County AOG Transportation Office is also available as a staff resource.

Mr. Roberts suggested that even identifying possible coordination options is difficult to do. How can solutions to needs be recognized and identified? The first step is recognizing the problems and inefficiencies in the ways agencies provide their transportation services. Comparing how different agencies are providing transportation and what funds they are using would be the first step. Then discussing how agencies are running their services could bring to light what some needs and possible solutions could be.

Mr. Neal Smith gave an example of the decision of where to place bus shelters. There are no plans to put one up at the Southwest Behavioral Center. If a bus shelter were put there, the Southwest Center would provide the 20% match. This serves as an example of what could be shared, what needs could be identified, and what solutions could be coordinated at the CHSTP meetings.

Mr. Smith also gave the example of an idea he shared at a previous meeting. He suggested the sending of a consolidated letter sent to the State to request better maintenance services in this area. The Committee moved and accepted the idea. Because it was Mr. Smith's idea, he found himself expected to follow through with the project. Mr. Smith thought that it would be the Mobility Manager who would follow up with such tasks. In essence, the Mobility Manager would work for the Committee. Instead it seems to him like the Mobility Manager expects the Committee members to do the work that the Manager strategizes.

Ms. Johnson suggested that for every task agreed upon by the Committee, that the responsibility for getting it done be clearly identified. Mr.

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Hutchings clarified that the Mobility Manager's main task this year is to produce an updated Coordinated Human Services Transportation Plan.

Ms. Johnson summarized that the CHSTP Committee has the responsibility to vote on funding grant applications. They have also taken on other goals, some of which are the responsibility of the Mobility Manager and some which the Committee members need to make happen.

There was a general suggestion that any action items identified during the meeting be listed as a part of meeting Minutes.

- **Overcome insurance barriers (2009 CTI Tool, 2011 AOG Addendum)**

Ms. Johnson stated that this has basically already been achieved. It has to be worked through as part of every multi-organization shared transportation project.

- **Central dispatch program (2009 CTI Tool)**

It was decided this was a good goal, but should be considered long-term vs. short term.

Previously identified strategies

- **Incorporate remote towns into the routes of large inter-city transportation services (2007 AOG Plan)**

Ms. Johnson supports this as a long term goal. Since 2007 some stops have been added at Beaver. It is still a challenge to provide public transit from regional major centers into Garfield and Kane Counties. Mr. Roberts reported that Salt Lake Express (a connection to Greyhound) is working to implement a shuttle service along Hwy 89 up to Richfield.

There are current efforts to expand SunTran services out to Hurricane and Ivins cities.

Ms. Donna Chynoweth reported that they share their ADA bus with other agencies for transport.

VIII. Other

- A. Next meeting to be held May 22, 2013 at 1:00 PM at Five County Association of Governments
- B. Mr. Jeff Turek serves on the Committee as an elected official. He has been assigned to serve as a CHSTP liason to the Dixie Metropolitan Planning Organization, Dixie Transportation Advisory Committee (DMPO DTAC).

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IX. Identified Action Items

- A.** Ms. Susan Johnson will refer client in Kanab to Kane County Senior Center for transportation to St George.
- B.** Mr. Roberts will coordinate with SunTran to launch Google Transit Application, inform committee when it is launched, and seek other ways to inform public about this resource, including a press release, etc.
- C.** Mr. Roberts will coordinate with Mr. Ryan Marshall to organize a travel training program, in collaboration with the Volunteer Center and area Human Service Agencies and will consider implementing a training video about how to use the bus to be accompanied with this Travel Training effort.
- D.** Mr. Roberts will continue work with Bryce Canyon Area businesses to implement a vanpool program for Bryce Canyon Area employees.
- E.** Mr. Mike Earl will work with Bus Shelter workgroup and Mr. Roberts to implement bus shelters, including:
 - a. Identifying funding
 - b. Obtaining agreement with City and property owners for bus shelter sites
 - c. Identifying volunteer groups to install the bus shelters
- F.** Ms. Johnson will provide necessary information to Washington County School District to share rides.
- G.** Mr. Roberts will follow up with Mr. Neal Smith regarding a committee endorsed letter to UDOT which addresses concerns related to bus warranty issues.
- H.** Mr. Roberts will incorporate Committee provided feedback in drafting Coordinated Plan update, regarding specific strategies to pursue in the region.

X. Adjourn

The meeting was adjourned by motion.