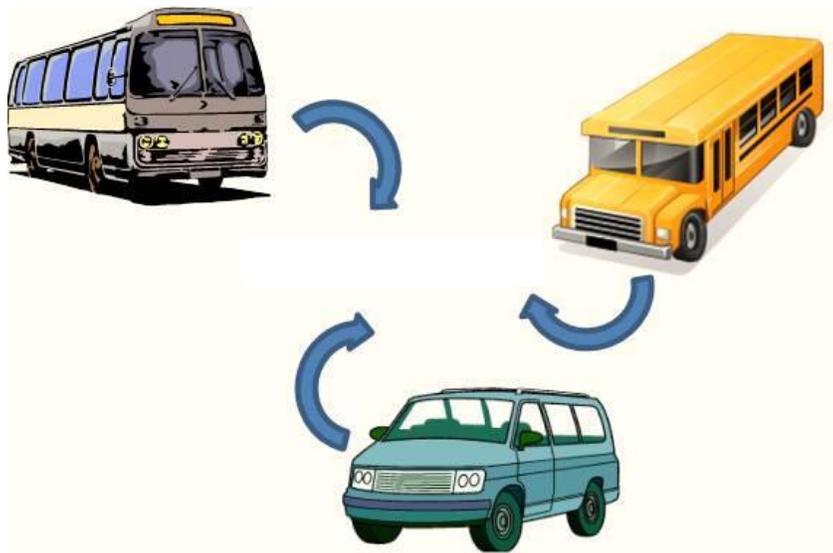


2013

Southwest Utah Coordinated Human Service Transportation Plan



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EXECUTIVE SUMMARY

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 Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU), passed in 2005, requires the development of a coordinated human service public transportation plan “through a process that includes representatives of public, private, and non-profit transportation and human-service providers including participation by members of the public.” Moving Ahead for Progress in the 21st Century (MAP-21), passed July 6, 2012, continues this requirement for coordinated transportation planning.

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 five chapters and two appendices:

Chapter 1: Demographics examines the distribution of the target population across the region, including the projected increase of this population

Chapter 2: Available Transportation Services and Capital takes an inventory of the available transportation services in the region, which may be coordinated to meet the needs of the target population.

Chapter 3: State of Coordination gives an overview of existing activities related to human service transportation coordination in the Five County Region.

Chapter 5: Regional Transportation Needs discusses the various transportation needs that were gleaned from public involvement activities, as well as an analysis that takes into account 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. **More Predictable Hours, Schedules, and Eligibility for Transportation**
4. **Expansion of Existing Public Transit Services to Adjacent Areas**
5. **Opportunities to Pool Resources**
6. **Connections from Rural Communities to Urban Centers**
7. **Workforce Transportation**
8. **More Effective Utilization of Volunteer Resources**
9. **Widespread Involvement from Elected Officials**

Chapter 6: Strategies is the action plan identified to best meet the needs detailed in Chapter 5, given the available resources and stakeholders involved. Future projects should be derived from this section. Strategies include:

1. **Central Directory of Information**
2. **Regional Vanpool Services**
3. **Flexible Travel Vouchers**
4. **Travel Training**
5. **Route Expansions of Existing Transportation Services**
6. **Prioritize 5310 funds for Operating Expenses**
7. **Expansion of Para-transit Service Area**
8. **Leverage Funding**
9. **Inter-city Bus Coordination**
10. **Coordination through Regional Transportation Planning Process**
11. **Asset Management**

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, a coordinated plan workshop to brainstorm transportation strategies, and a survey to assess the needs of the low income population.

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

INTRODUCTION

The purpose of The Coordinated Human Service Public Transportation Plan for the Five County Region is to identify the needs of people 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.”

Transportation services often incorporate a variety of funding mechanisms to operate their services, including federal transit administration (FTA) funding. Projects eligible for “5310: Enhanced Mobility for Seniors and People with Disabilities” and Job Access Reverse Commute (JARC) Projects, included in the “5311: Rural Formula Grants” program must be derived from this plan.

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 included needs and strategies for each region in the state, including the Five County Association of Governments (AOG) and the Dixie Metropolitan Planning Organization (MPO). Then, 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 2013 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 included consultation with various human service and transportation providers, members of the public, including those in the “target population” 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: 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.

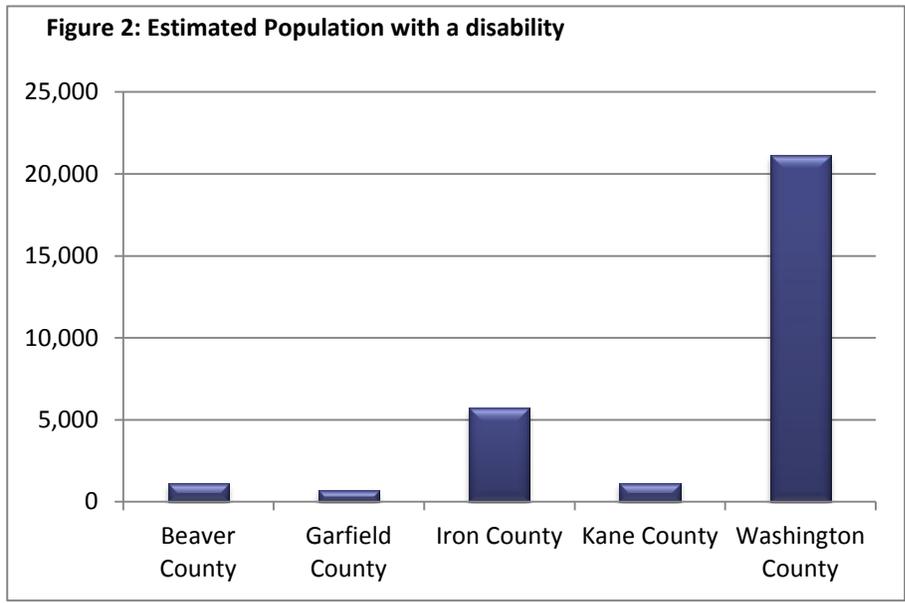
Figure 1: Population estimates for target population

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



can partly be explained by a large population of approximately 8,000 college students at Southern Utah University in Cedar City¹ and the clamor that the St George Area maintains as a retiree destination.

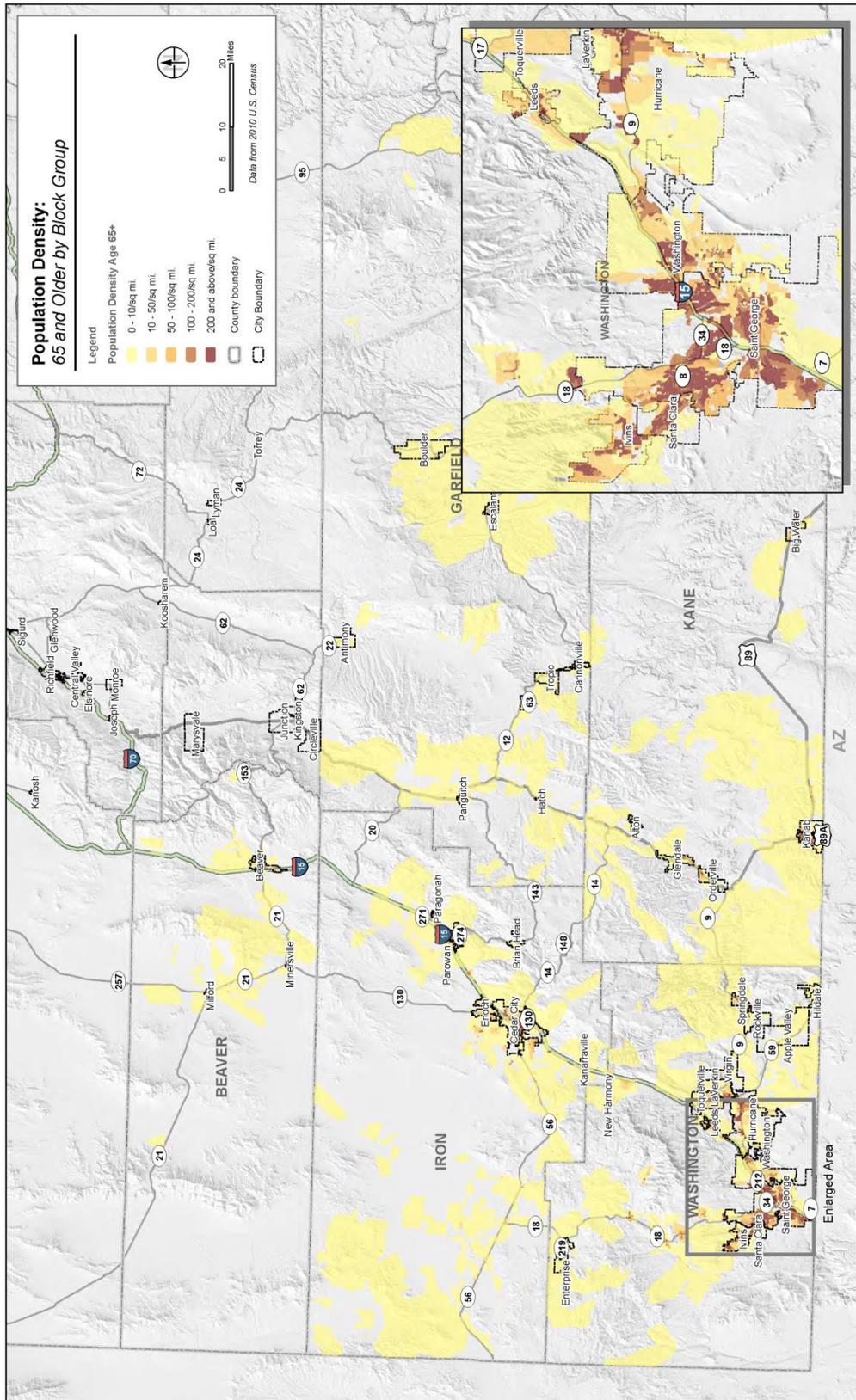
Notwithstanding the relative prevalence of the target population residing in the St

George and Cedar City Area, concentrations can be found in communities throughout the Five County Region. For example, Kanab City, which contains the majority 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.² This equates to potentially hundreds of individuals in the community with special transportation needs. Other communities 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.

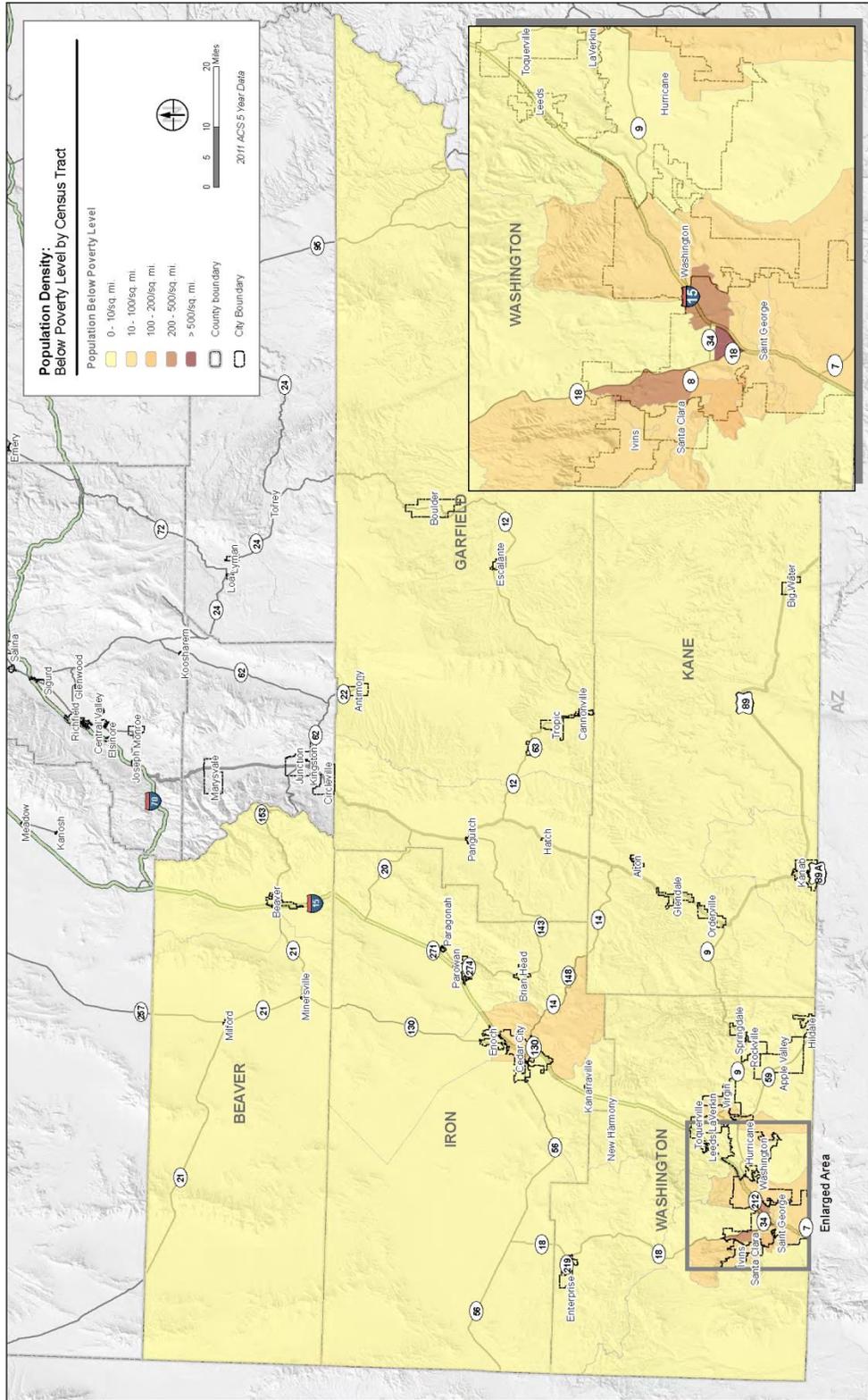
It is worth noting that there exists overlap across each of the target population groups. For example, many individuals may be 65 and over and have a disability. Due to the varied sources of data used to generate these figures, it is impossible to explore this overlap. But it is unacceptable to sum the figures to estimate the total number of individuals in the target population.

¹ Southern Utah University. 2011 Fall Term Headcount Demographic Statistics.
² Kanab City: Affordable Housing Plan, 2013

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.

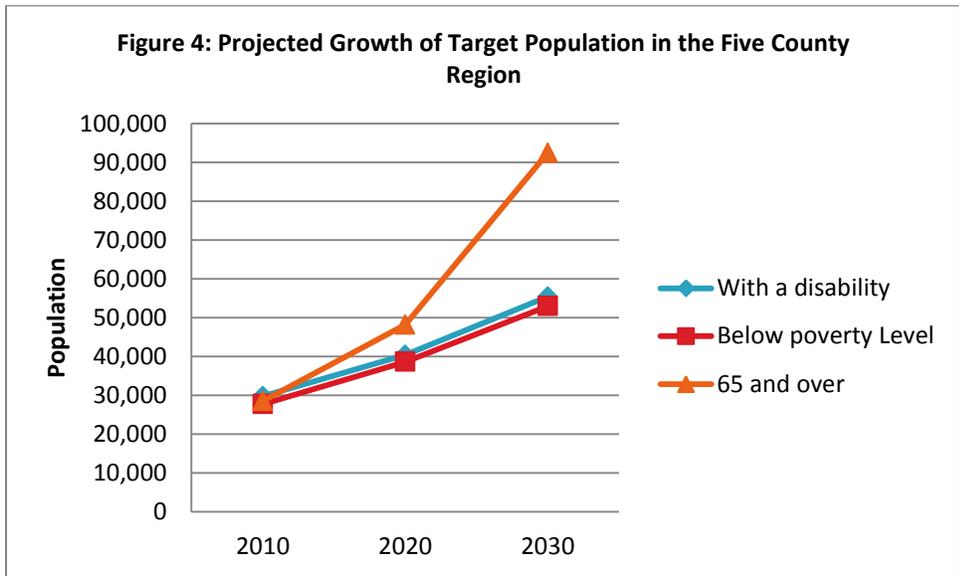
Figure 3: Projected growth of target population

	Year	Total Population	Population with a disability		Population Below Poverty Level		65 and over	
Beaver County	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%
Garfield County	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%
Iron County	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%
Kane County	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%
Washington County	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%
Total for Region	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%
Statewide	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%

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

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.



CHAPTER 2: AVAILABLE TRANSPORTATION SERVICES AND CAPITAL

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.

Garfield County Council on Aging	Bryce Canyon Shuttle	Zion Canyon Shuttle System	CATS	Suntran	Service
Demand response, dial-a-ride service	Fixed-Route Shuttle	Fixed-route shuttle	Fixed-route public transit, Para-transit	Fixed-route public transit, Para-transit	Type
Escalante, Henrieville, Tropic, Cannonville, Hatch, Panguitch	Bryce Canyon City, Bryce Canyon National Park	Springdale, Zion National Park	Cedar City	St. George City	Area
Seniors (60+) and people with disabilities	Open to visitors of Bryce Canyon	Visitors of the national park must ride shuttle to enter	Public Transit: general public Para-transit: people with a disability that prevents them from riding conventional public transit		Eligibility
Medical, shopping, organized recreational	recreational	recreational	all		Trip Purpose
Suggested donations, varied by trip distance	Free to those paying park entrance fee	Fare Free, Must pay park fee to enter National Park	Fixed-route bus: \$1.50 Para-transit: \$2.00	Fixed-route bus: \$1.00-regular, \$0.50-people with disabilities and Seniors Para-transit: \$2.00	Fares
Mon and Fri- 7:00 AM- 7:00 PM	Seasonal: May- October. 8 am – 8 pm	Seasonal: March- November. 7 am – 9pm	Mon-Fri: 7 am – 6 pm, Sat: 10 am – 5 pm	Mon-Sat: 6 am – 8 pm	Hours
2- 12 passenger ADA accessible busses, 4- 12 passenger vans	N/A	30 buses	2- 21 passenger buses 2- 3 passenger vans, all ADA accessible	2 – 27 seat, 2- 25 seat, 2- 21 seat busses, 2 – 3 seat vans, all ADA accessible	Vehicles
90 trips / month	4000,000 trips/year	3 million trips/year	18,000 trips/year	450,000 trips/year	Ridership

Washington County Council on Aging	Iron County Council on Aging	Beaver County Council on Aging	Kane County Council on Aging	Service
Type				
St George, Hurricane, and Enterprise Areas	Cedar and Enoch; Parowan, Paragonah, Summitt; Kanarrville, New Harmony; Beryl, New Castle	Beaver, Milford, and Minersville Areas	Kanab area and Orderville area	Area
Seniors (60+) and people with disabilities	Seniors (60+) and people with disabilities	Seniors (60+) and people with disabilities	Seniors (60+) and people with disabilities	Eligibility
all	Medical, shopping, organized recreational	Primarily recreational	Medical, shopping, organized recreational	Trip Purpose
lunch rides: \$1.00, dial-a-ride: \$3.00 one way, \$5.00 round trip, suggested donations	Suggested donation varied by distance	\$2.00- in county, \$7.00- out of county, within 5-county area, \$12.00- outside of 5-county area, suggested	\$1.00-local, \$7.00- out of town, suggested donations	Fares
St George: Tues-Fri 9:30 am-3:30 pm, Enterprise: Mon, Wed, Fri 10:30 am-1:30 pm, Hurricane: Mon-Thur 10 am-3 pm	Parowan: Mon, Wed-Fri; Cedar City: Tues, Wed, Fri – 10 am-4 pm	as available	Kanab: Mon-Fri, Orderville: Mon, Wed, Fri: 8 am -2 pm	Hours
7 – 10-20 ADA accessible busses, 1 non-ADA accessible van	5- 11 passenger ADA accessible busses, 1- 12 passenger van	3 – 12 passenger ADA accessible busses	3 – 12 passenger ADA accessible busses	Vehicles
900 trips / month	N/A	N/A	N/A	Ridership

Service	Type	Area	Eligibility	Trip Purpose	Fares	Hours	Vehicles	Ridership	
Danville Community Services	Private agency operated transportation	St. George and Cedar City Areas	clients of Danville, which includes people with disabilities	day treatment and all other transportation needs for clients	none	24/7	1- ADA accessible bus, 11- vans, 2-cars	N/A	
TURN Community Services		St. George and Cedar City Areas	Primarily for clients of TURN, which includes people with disabilities, private riders pay \$8.50 per round trip.	To/from day treatment and all other transportation needs for clients			Mon-Fri, 7:30 AM – 2:30 PM	9- ADA accessible vans and 3- non-ADA accessible vans, number of seats varies	N/A
Red Rock Center for Independence		St. George Area	Clients of RRCI, which includes people with disabilities	Recreational and Shopping trips for clients of the Center			Mon-Fri	1- 9 seat ADA accessible bus, 1- 5 seat van	N/A
Southwest Behavioral Health Center		Public agency operated transportation	Five County Area, most trips occur in 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	Mon-Fri, occasional trips on Sats	2- ADA accessible busses, 6- 12 passenger vans, 6- 15 passenger vans

Taxi USA	E-ready Cab	Aztec Shuttle	St George Express	St George Shuttle	Greyhound	Service
Taxi Cab Service		Intercity/ Shuttle Service			Intercity bus service	
Based in St. George, service anywhere	Stops in St. George, Cedar City and Beaver To Salt Lake City	St. George to Las Vegas	Stops in St. George, Cedar City and Beaver To Salt Lake City and Las Vegas	Stops in St. George, Cedar City and Parowan		
general public, not wheelchair accessible	general public, not wheelchair accessible					
All	All, primarily for trips to LAS airport	All				
\$2.50 flag drop \$2.75 per mile, minimum rates by City apply	varies by distance: St. George- \$6, Hurricane- \$30	varies by distance: St. George-Salt Lake: \$55	St. George-Las Vegas: \$34	varies by distance: St. George-Salt Lake: \$55	varies by distance: St. George-Salt Lake City: \$50	
24/7	24/7	7:30 am-6:45 pm	5 am- 12:10 am, 7 days/week	4 am – 10:30 pm, 7 days/week	24/7	
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	N/A	

Senior Companion Program	Gold Cross Transportation	Medicaid PickMeUp	The Meadows, Rosecrest Manor, Cliffview, Hospital Longterm Care, etc.	Iron County Shuttle	Quality Cab	Service
Volunteer program	Non-emergency Medical Transportation	Assisted Living and Long Term Care Facilities	Taxi Cab Service			Type
Five County Area	Based in St. George, All areas served	Based in St. George and Cedar City, All areas served	St. George, Washington, Hurricane, Cedar City, Kanab, Beaver, Panguitch	Based in Cedar City, Service Anywhere	Based in St. George, service anywhere	Area
Seniors needing home assistance	Medical patients needing special transport	Medicaid recipient/medical patients needed special transport	Residents of each center	general public, not wheelchair accessible		Eligibility
Medical, shopping, errands	Medical, designed to transfer between medical facilities	medical	Generally offer medical, shopping, and recreational trips			Trip Purpose
none	Base Rate: \$22, \$2/mile, other fees apply	Round-trip pick up fee: \$38, \$2/mile, other fees apply	none	Varies by distance, In-town: \$6-\$8	\$2.75/ mile + \$1.00/minute	Fares
As available	7:30 am -7:30 pm	24/7	varies	Mon-Thur 7 am – 11 pm, Fri-Sunday 7 am – 1 am,	5 am – 12 am	Hours
Volunteer vehicles	w/c and stretcher accessible vehicles	Generally provide w/c accessible vehicles to match needs	3 cars			Vehicles
N/A	N/A	N/A	N/A	N/A	N/A	Ridership

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 are taxi services. 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. An assessment of the provision for specialized transportation services is summarized below.

Dixie Metropolitan Area

The St George Metropolitan Area includes St George, Santa Clara, Ivins, Washington offers the greatest variety of transportation services in the Five County Region. Suntran provides public transportation service, with four fixed bus routes, servicing 69 bus stops throughout St George. 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. At this time, Suntran services are confined to St George City limits.

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.

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.

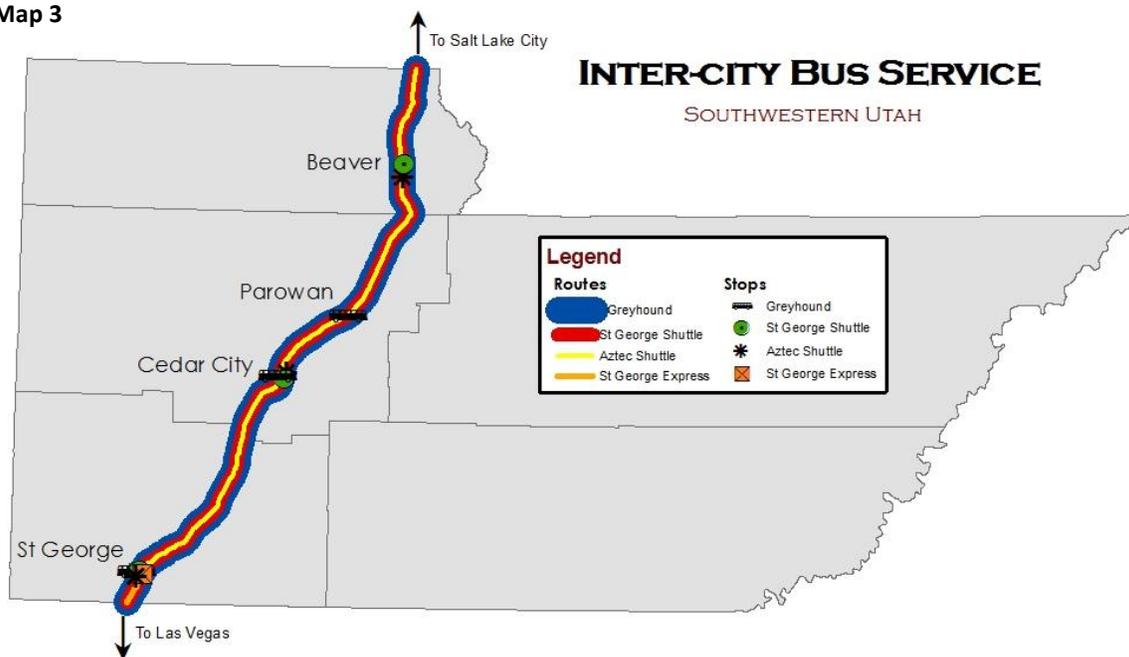
Taxi services are available in the St George Area for a reasonable price compared to other areas in the region, although many participants of focus groups site them as unaffordable.

Greyhound, Aztec Shuttle, 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. See map 3 (below) for route information in the Five County Region for each of these services

Although there are a variety of services available in the area, many are likely not accessible to a large portion of the target population, due to cost, limited geographic coverage or eligibility.

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 ¼ mile of a bus stop. 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.

Map 3



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 people with disabilities within city limits. The demand for this service is growing significantly. Currently, CATS provides 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, Aztec Shuttle, 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.

The only inter-city bus service stop locations in these areas are located in Beaver, with St George and Aztec Shuttle service, 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. 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. 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 3: STATE OF COORDINATION

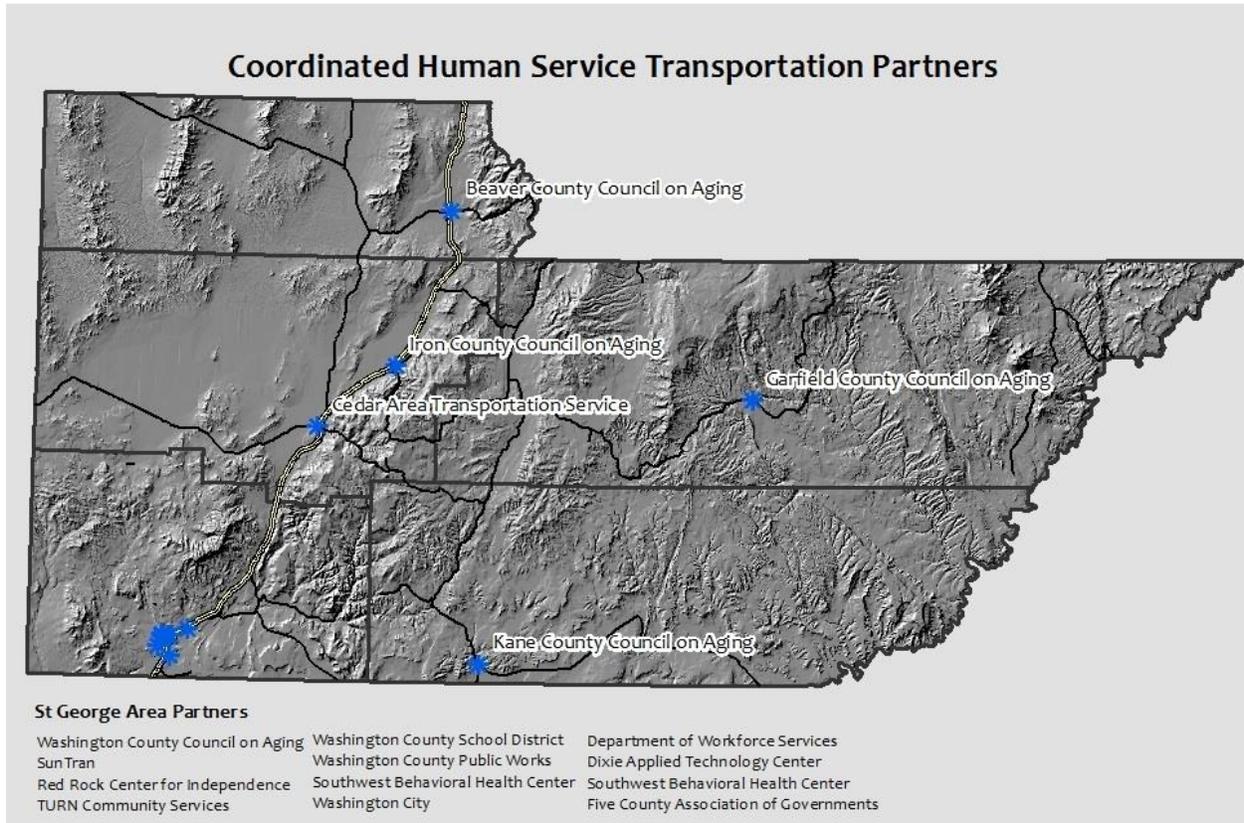
The Coordination of transportation services includes a continuum of activities from providing information and referrals to allowing trip co-mingling and consolidating operations. Currently, transportation services in Southwest Utah are primarily coordinated at the “information and referral” level. The 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. Specifically, the CHSTP Committee includes representatives from the following organizations:

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



Information shared during and outside of bi-monthly meetings includes: vehicle issues, policies, client referrals and other topics. Map 4 displays the location of each of the service providers represented on the CHSTP Committee.

Map 4



To more effectively implement the strategies identified in the 2007 Coordinated Human Service Transportation Plan, this Committee and other stakeholders worked 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

Insurance barriers were identified in the Implementation Tool as a significant barrier 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 and with a contractual agreement. At the time of this writing, the two parties are developing a contractual agreement to coordinate services. With lessons learned from this example, ridesharing and trip co-mingling will be more attainable in the future.

Bus Shelters Workgroup

A Bus Shelter workgroup was formed to implement bus shelters at various stop locations on the Suntran bus system to increase accessibility of bus stops to people with disabilities and possibly decrease the need for para-transit services. The workgroup has consulted with the Mobility Manager to identify the most needed bus shelter locations, and is working to identify funding sources for the local match to implement the shelters. More coordination with St George City and affected businesses is needed to implement this strategy.

In addition to the efforts of the bus shelter workgroup, Suntran has successfully implemented several benches at stops in collaboration with local boy scouts. Under the supervision of City Staff, Boy scouts provide the labor to install benches at various stops as a service project. In addition to providing this service, each Boy Scout is charged to raise funds for the local match and obtain agreement from the affected property owner before installing the bench.



Travel Training Workgroup

The Transit Manager for Suntran acts as a facilitator of a Travel Training workgroup. He conducted a Travel Training workshop for service providers, and encouraged service providers to conduct Travel Training with their respective clients. Some service providers, such as TURN Community Services and Redrock Center for Independence, are utilizing Travel Training methods to inform clients about available public transportation services. However, at the time of this writing, there is no formalized travel training program. The Mobility Manager is working with The Travel Training Workgroup Facilitator to formalize a travel training program in collaboration with The Volunteer Center of Washington County, Suntran, and area service providers.

Another travel training related effort which the Mobility Manager has implemented is working with Google to make SunTran bus data available online. When fully implemented, this will make the trip planning process of anyone inquiring about using the bus more simplistic and user-friendly. The Mobility Manager plans to work with CATS representatives to also launch CATS data on Google to produce these benefits for Cedar City travelers.

Other Coordination Efforts

The Mobility Manager frequently meets with transportation service providers to discuss ways to coordinate and improve efficiency, supplementing conversations occurring at bi-monthly Committee meetings. Some of the activities include:

- 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 area businesses to establish vanpools for employees
- Better utilization of the available volunteer driver network to deliver transportation services

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. For example, In Kane County, vehicles are used for a variety of community events, provided that trips do not conflict with senior center uses. Kane County has a policy for sharing vehicles in place, which they have shared with other area agencies. Other agencies, such as Southwest Behavioral Health Center, have similar vehicle sharing policies.

CHAPTER 4: REGIONAL TRANSPORTATION NEEDS

The Mobility Manager, in consultation with the Coordinated Human Service Transportation Planning Committee and other Regional Stakeholders, has identified the following regional transportation needs. The strategies discussed in Chapter 6 have been developed to most effectively meet these needs. Transportation needs were identified through public involvement methods explained in Chapter 1, and an analysis taking into account 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 3, 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 they are uncomfortable to drive, they feel compelled to do so because the services available at the senior center do not operate during the times that they need them. For

the most part, those that use the services have absolutely no other choice. During the times that services are unavailable, they are homebound. Increased operating hours 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 about 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 very confusing. In some areas, senior service transportation operates during unpredictable times and schedules 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 those planning a trip.



When some senior services plan a trip, they must have a minimum number of passengers to make the trip. For example, in Kane County, out-of town trips require at least six passengers and Garfield County requires four. Although this is justified to supplement the limited operating budget, the unpredictability of trips 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.

In addition to these 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, secondly people with disabilities, and lastly others in the general public. The actual eligibility for using the service varies across the region and is often unclear. For example, some services allow people with disabilities to use the service while others discourage them to. 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. 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. A more open policy for transportation eligibility for these services would clarify questions about eligibility.

4. EXPANSION OF EXISTING PUBLIC TRANSIT SERVICES TO ADJACENT AREAS

In respect to SunTran Public Transportation, the majority of survey respondents riding SunTran busses 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, providing over 450,000 trips annually. However, 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.

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 para-transit 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. When this project is fully implemented, this will serve as an example to the whole Region of successful coordinated transportation service. However, the next steps toward identifying opportunities for coordination are unclear. Communication at Coordinated Transportation Planning meetings may lead to identifying other opportunities to pool

resources. But a more comprehensive reporting examination of the transportation system may be more effective to identify these opportunities.

6. CONNECTIONS FROM RURAL COMMUNITIES TO URBAN CENTERS

Currently, the only communities in the Region with regularly-scheduled inter-city transportation services 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 in larger urban areas. In particular, the communities of Kanab, Milford, Minersville, Enterprise, Panguitch, and Escalante face this isolation and have significant populations of 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 within close proximity to St George and Cedar City, members of the target population are isolated from services as public transit service is only available within the two cities. For example, focus group participants in Hurricane expressed the need for public transportation service to St George to travel to essential medical appointments.

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. Participants of the Regional Transportation workshop also emphasized the need for workforce transportation services. Currently, many of the large employers in the region are only accessible by car and are isolated geographically. Specific examples include Walmart Distribution Center, Circle Four Farms, Brianhead 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. More widespread utilization of mass transit, vanpooling, and carpooling will make jobs more accessible and allow employers to reach a more productive workforce.

8. MORE EFFECTIVE UTILIZATION OF VOLUNTEER RESOURCES

The need for specialized transportation services will likely increase dramatically, looking into the future. 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 can significantly reduce the cost of operating a transportation service and increase the availability of the service.

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 more effectively meet the community transportation needs. 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 should be an ongoing effort, not only to ask for money. Jeff Turek, City Councilman on Washington City, serves on the CHSTP Committee and Dixie Transportation Executive Committee (DTEC). He has been appointed to be the Liaison for this committee. Providing proper information to Mr. Turek for each committee and fostering support throughout the process is needed.

Involvement of elected officials in other regions in the Five County Area is also needed. A transit representative on the Iron County Rural Planning Organization (RPO) committees would help gain awareness and support. More frequent communication with various county commissioners and other local officials in each of the counties is needed as well.

CHAPTER 5: 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.**

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

Implementation beginning in Fall of 2013, with ongoing 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 to Brianhead and Eagle Point Ski Resorts. The mobility manager is currently working with UTA and Ruby's Inn to begin vanpool services for commuters in the Bryce Canyon Area. With cooperation from UTA, these services could be made available to other employers in the Five County Region. Specific employers may include:

- Circle Four Farms in Beaver County
- Best Friends Animal Sanctuary in Kane County
- Wal-Mart Distribution Center in Hurricane
- Intermountain Health Care in St George
- Southern Utah University in Cedar City



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

Fall/Winter 2013: monitor progress of Ruby's Inn vanpool program, Spring 2014: promote program to other area employers, ongoing communication as needed

Funding

The majority of funding can be provided by employees with some employer-paid subsidies. Some mobility manager staff time is needed.

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 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 to travel training methods to local service providers. The mobility manager is working with the Volunteer Center of Washington County to initiate a formal travel training program. Ongoing maintenance and collaboration with stakeholders is needed for this program to be successful. From lessons learned in St George, a similar program can 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, provides stipend to volunteers

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

Priority

Immediately

Timing

Summer 2013 with ongoing maintenance of program

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 that is 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 are in need of some form of fixed-route transportation service:

SunTran: Bloomington and Bloomington Hills Areas in St George, Washington City, Hurricane City, La Verkin City, Santa Clara City, Ivins City

CATS: Enoch City, Parowan City, Brianhead Town

Needs Addressed

- Expansion of Existing Public Transit Services to Adjacent Areas
- 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: communicate need to local officials

Priority

Long term

Timing

Fall 2014 with ongoing 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

Fall 2013

Funding

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



7. EXPANSION OF PARA-TRANSIT SERVICE AREA

SunTran provides ADA-para-transit services to people with a disability that prevents them from using a fixed-route bus that live within ¼ 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.

Needs Addressed

- More Defined Opportunities to Pool Resources
- 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

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: develop agreement with SunTran to provide local match for expansion

Priority

Short term

Timing

Spring 2014

Funding

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

8. 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, St George Express, and Aztec Shuttle. 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

Spring 2014



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, Aztec Shuttle): 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

9. 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

Ongoing

Funding

Multiple funding sources, depending upon specific project

10. 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 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 Manger for specialized transportation plans

Priority

Immediately

Timing

Immediately with ongoing communication

Funding

Staff time of mobility manager and MPO/RPO Staff Planners

11. ASSET MANAGEMENT

UDOT Public Transit Team (PTT) Staff has indicated that funding levels for certain FTA programs, including 5310, are decreasing substantially for the state. With this reality, prioritizing projects across the region taking into account 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

- Opportunities to Pool Resources

Geographic Applicability

Region wide

Stakeholder's Involvement

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

Mobility Managers: 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

Fall 2013, with ongoing maintenance

Funding

UDOT PTT Staff, Mobility Manager, and Transportation Provider Staff time to populate and maintain database

APPENDIX 1: PUBLIC INVOLVEMENT METHODS

The Federal Transportation Legislation, MAP-21, specifies that the coordinated human service public transportation plan be developed “through a process that includes representatives of public, private, and non-profit transportation and human-service providers including participation by members of the public. “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, a workshop, and a transportation expo discussion. 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 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 guidance specified by MAP-21, 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.” The following activities were initiated to overcome barriers to public participation for minority, low income and disabled populations:

- Held outreach discussions during already planned for events, such as meal-time at the senior center, knowing that alternative transportation is not available during traditional meeting times.
- Held all meetings in wheelchair accessible locations
- Utilized a SunTran Onboard Survey to reach out to those that currently ride the bus, the majority of which are low income. The survey was available in Spanish and English. Out of 558 surveys completed, 92 were in Spanish.
- Distributed a survey to clients of the local food pantry to assess transportation needs of those at or below 150% poverty level. The survey was available in both English and Spanish. Out of 483 surveys completed, 42 were in Spanish.
- Tabled at a community-wide Transportation Expo, located in a well-known location, open to the public.
- Met with Paiute Tribal Council to discuss needs of the tribe. Encouraged Tribe to coordinate with local transit agencies to provide service to tribal areas. Informed Tribe of available FTA programs.

A summary of methods and findings that was obtained from each public involvement activity is discussed below.

COORDINATED PLAN WORKSHOP

To better understand transportation needs in the region and formulate actionable strategies to meet these needs, Five County AOG Staff facilitated a Coordinated Plan Workshop, involving several members of the CHSTP Committee, and several other community representatives. The workshop was held during the regular Coordinate Human Service Transportation Planning Committee meeting. A complete list of attendees is included below:

ATTENDEE

Tamara Nay
Susan Johnson
Sherri Dial
Neal Smith
Ryan Marshall
Carrie Schonlaw
Pam McMullin
Christine Holiday
Greg Bartholemew
Dennis Broad
Todd Edwards
Jeff Turek
Teresa Banks
Stephen Lisonbee
Terry Hawks
Toni Foran
Jae Maxfield
Tyler Goddard
Michele Lefebvre
Kenny Nyberg
Cory Reese
Milo Waddoups
Cindy Anderson
Levi Roberts
Dave Demas

REPRESENTING

Cedar Area Transportation Services
TURN Community Services
Community Action Program Director
Southwest Behavioral Health Center
SunTran Transit 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 Public Works
Washington City Council
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
FCAOG Mobility Manager
FCAOG Transportation Planner

The mobility manager presented to the group some background information about Coordinated Human Service Transportation Planning in the region and findings from previous public

outreach activities. This included information about available services and capital, coordination activities, and identified transportation needs. These 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

In addition to these needs workshop participants identified the need for:

- Workforce transportation services
- More affordable transportation services
- Transportation access to affordable housing
- Transportation to the purgatory area, particularly for citizens on parole.

Staff then introduced some of the transportation strategies identified in previous plans, and currently being implemented to meet these transportation needs and invited workshop participants to provide feedback about possible strategies to pursue to better meet the transportation needs of the target population. In the discussion, strategies were generally to address two transportation needs:

1. Improved Information dissemination about available services
2. Expanded and coordinated transportation services.

Strategies to *improve information dissemination about available resources* included:

- Utilizing 211 to disseminate information about available resources
- Creating an informational pamphlet or booklet outlining available transportation resources.
- Online tools and resources which coordinate transportation services.

One participant suggested the need to approach this strategy comprehensively, possibly formulating a workgroup to address community information dissemination. Participants also discussed the possibility of creating a central dispatch program, which was identified during previous planning processes.

Many of the strategies to *expand and coordinate transportation services* involved building support public officials to obtain funding. Specific strategies included:

- Initiating pilot projects for bus routes to demonstrate the need for these services.

- Quantifying the return on investment for public transportation services and communicating this information to public officials.

In addition to building support from public officials, attendees expressed the need to enlist the business community. A few participants noted that the problem with expanding transportation for the target population is that they have very limited resources and political power. Convincing those with the resources about the benefit of these services is essential to implement them.

CEDAR AREA TRANSPORTATION ADVISORY BOARD MEETING

The Coordinated Plan Workshop involved several stakeholders in the Five County Region, with the majority based and focused on the St George Region. The Cedar City Area includes transportation resources and needs that are particular to the area. During a Cedar Area Transportation Board Meeting, staff solicited feedback regarding transportation needs and strategies in the Cedar City Area. Attendees of the meeting included:

ATTENDEE

REPRESENTING

Tamara Nay	Cedar Area Transportation Services
Susan Johnson	TURN Community Services
Ron Adams	Cedar City Council
Brody Johnson	Southwest Behavioral Health Center’s Oasis House
Joy Jankowiak	Iron County Care and Share
Connie Lloyd	Iron County Council on Aging

The Summary of feedback to inform the plan included:

- Expanded bus service is needed to Enoch and other surrounding communities
- In the past, CATS has had to deny a lot of rides for para-transit services. Some have become discouraged, no longer relying on the service. Therefore, expanded para-transit services are needed.
- One of the largest barriers to providing rides is a lack of awareness about available services. The group was supportive about 211 efforts to coordinate transportation services and also suggested utilizing service providers and locals to get the word out about available transportation services.
- Many in the group felt that transportation vouchers would be useful to those living in outlying communities.
- TURN Community Services and Iron County Council on Aging are very open to allowing the general public to utilize their respective transportation services when there is sufficient space on vehicles.
- To gain widespread community support for specialized transportation, we should involve local elected officials throughout the process.

TRANSPORTATION PROVIDER INTERVIEWS

To better understand the provision of services, staff conducted interviews with transportation service providers in the region in which surveys were distributed and discussed. This included county sr. centers, public transportation providers, and non-profit community service organizations. The focus of the interviews was to get an understanding about the type of services that are offered by each provider. During the interviews, staff also asked questions related to needs, aspirations, and interest for coordination. Their responses are summarized below:

- Although TURN and Washington County School District has overcome insurance barriers and are working on an agreement to share rides, at this point there is no formal ride share agreements across agencies
- There is some vehicle sharing, usually within a jurisdiction. For example, the County uses Sr. Center vehicles for events.
- The extent of coordination between providers is generally referral and/or information sharing only
- If the need arises, many agencies are open to vehicle sharing. Some are open to ride sharing, but there are issues related to logistics, liability, privacy, etc.
- Both TURN and Danville Community Services incur significant transportation costs and are interested in expanded public transportation services and travel training to lower costs and give added independence to clients
- Washington County Sr. Center is concerned about the increase in non-Sr. ADA clients, which seem to be continually growing. Either the origin or destination of most of their trips occurs outside of Suntran's service area, so even those that are eligible for para-transit services cannot use the service.
- Although vehicles are available, operations are often limited by hours and days/week. This is especially evident in rural counties and is a problem to many individuals, since they are often the only community transportation provider in the area.

List of interviewees

Pam McMillin: Beaver County COA Coordinator

Connie Lloyd: Iron County COA Coordinator

Fayann Christiansen: Kane County COA Coordinator

Christine Holliday: Washington County COA Coordinator

Neal Smith: SW Center for Behavioral Health

Susan Johnson: TURN Director of Operations

Rodney Ross: Danville Services

Dora Galvin: Garfield County Senior Citizen Center Director

DIXIE REGIONAL TRANSPORTATION EXPO

The Dixie Regional Transportation Expo was held on February 5, 2013. The event included displays by over a dozen transportation agencies and projects. 452 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:

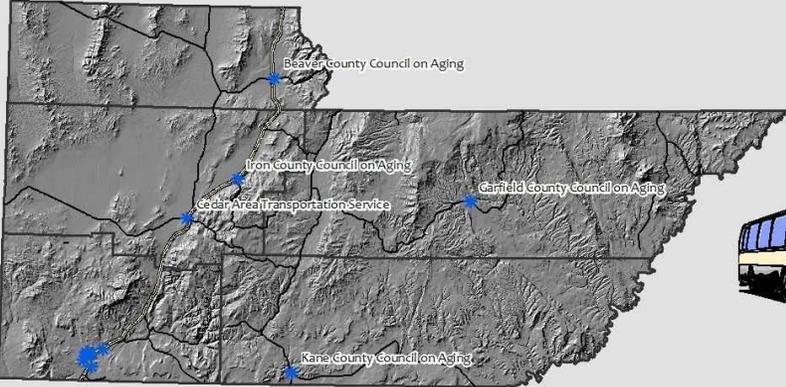
- A need to expand bus routes south to Bloomington, Bloomington Hills, and Sun River. One participant noted that the high senior population creates a special transportation need in these areas.
- Public transportation to access jobs is particularly needed in the region, particularly for jobs with low 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 more proactively plan for the future, 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.

Figure 5

Coordinated Human Service Transportation

Coordinated Human Service Transportation Partners



Coordinated Human Service Transportation is about bringing transportation and human service providers together to better delivery services and information to the public. Several members of the public, including people with disabilities, the elderly, and people with limited income rely on these transportation services for their independence and livelihood. Through coordination, transportation service providers hope to improve the delivery of these transportation services. Transportation service providers include the local bus system (SunTran), the Council on Aging, the School District, TURN community services and several other organizations. The map to the left displays the locations of some of the transportation partners involved in this process. Since 2007, these partners have been working together to develop a more coordinated transportation system for our region.



St George Area Partners

Washington County Council on Aging	Washington County School District	Department of Workforce Services
SunTran	Washington County Public Works	Dixie Applied Technology Center
Red Rock Center for Independence	Southwest Behavioral Health Center	Southwest Behavioral Health Center
TURN Community Services	Washington City	Five County Association of Governments

Sharing Rides
Washington County School District is currently working with TURN Community services to co-mingle trips for individuals with disabilities throughout the St. George Region. TURN and the School District noticed that several of these clients were travelling in the same direction and the same time and have worked to overcome insurance barriers to use each other's resources for more efficient transportation delivery.

Improving Bus Facilities
SunTran works closely with local Boy Scouts to build benches at local bus stops. As an "Eagle Project" boy scouts raise funds, obtain agreement from local businesses, and build the benches in locations with the highest demand.

Sharing Information
The Coordinated Human Service Transportation Planning (CHSTP) Committee, comprised of local and regional transportation and human service providers, meets bi-monthly to share ideas, identify coordination activities, and plan for the future.

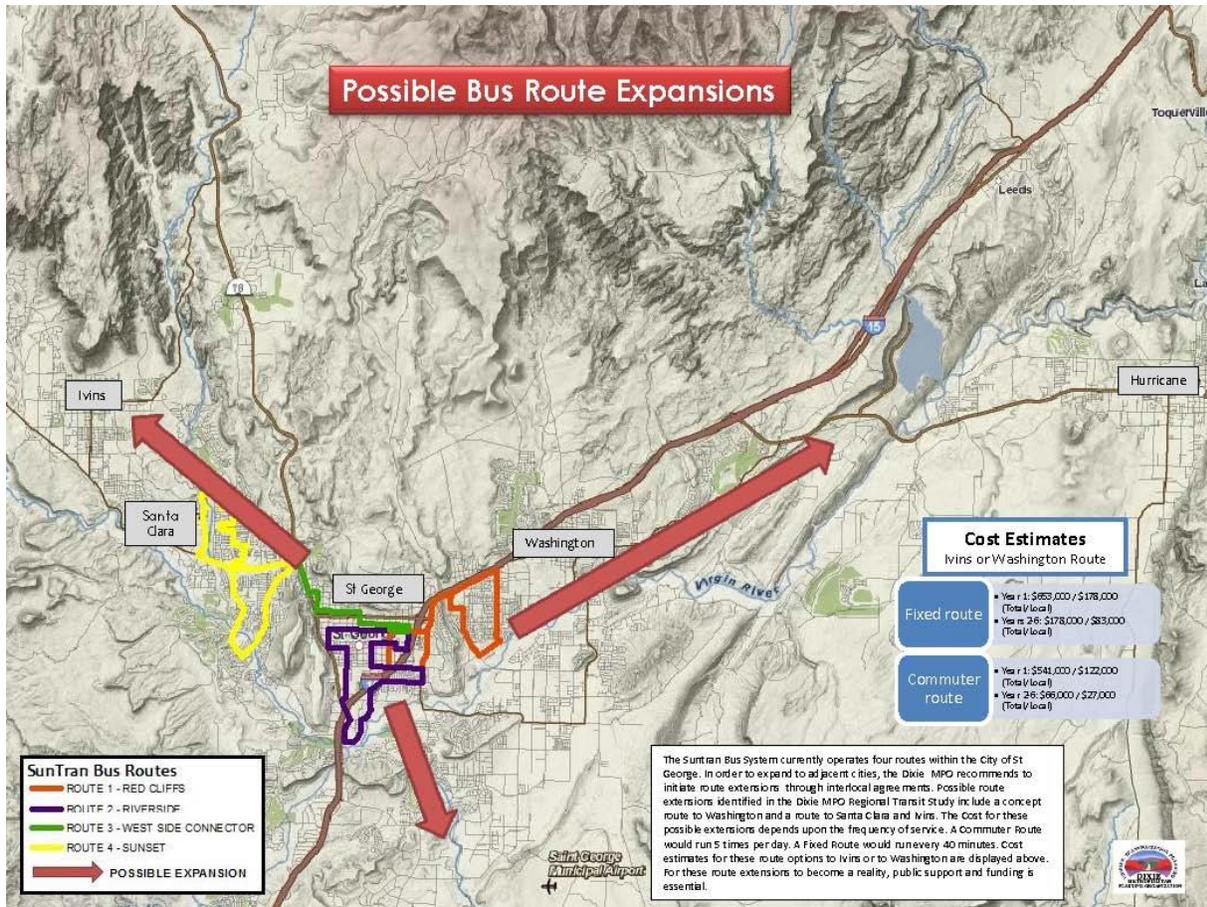
Education and Outreach
The CHSTP Committee is brainstorming ways to better delivery information about a available transportation services. Some activities include utilizing 211 services, online resources, making Suntran data available on google maps, and developing a central dispatch program, in which people can call into one location to schedule a ride.

In 2007, regional partners worked with UDOT to create a **Coordinated Human Service Transportation Plan**. This purpose of this plan is to identify the **transportation needs** for people with limited mobility, then identify **strategies** to meet these needs. The Five County Association of Governments staff is working with the Coordinated Transportation Committee to update this plan. If you have any input about specialized transportation needs or ideas about how to address these needs, please contact:

Levi Roberts, Community Planner
lroberts@fivecounty.utah.gov
 435-673-3648




Figure 6



SENIOR CENTER FOCUS GROUP DISCUSSIONS

In order to better understand the transportation needs of seniors and others in the community throughout the Five County Region, the Mobility Manager facilitated focus group discussions at eight Sr. Center locations: St. George, Hurricane, Cedar City, Parowan, Beaver, Milford, Pangutich, and Kanab. The discussions took place at a convenient time for each location, when the greatest number of people could be present. Each center indicated that lunch time would be the best time to receive input from seniors that have limited mobility, since the senior center buses transport individuals during these times and it is unlikely that a significant number of participants that rely on community transportation could be present at other times. Participation varied at each location with 5 to 30 participants, depending upon the location, and included some service providers and several members of the public. These included, primarily seniors, many of which had disabilities and/or were low income.

At each location, the facilitator explained the purpose of the Coordinated Human Service Transportation Plan and the role that the discussion would play in the process. He gave an overview of available transportation services in the community. He then asked questions to

stimulate discussion about transportation gaps and needs for people with limited mobility in the community. Some of the questions included:

- How do you get where you need to go?
- What types of trips do you frequently take?
- Are you able to get where you need to go? If not, how so?
- Are there places that you would like to access, but can't due to lack of available services?
- Do you feel like you are aware of available services?
- Do you have friends or family that has difficulty getting where they need to go? If so, how do they meet their transportation needs?
- How would you improve transportation services in the community to better meet the needs?

Major findings from these discussions included:

- Most people with limited mobility rely on family and friends to meet their transportation needs. Those without these resources are isolated.
- Many participants were unaware of available transportation services and there were several suggestions to advertise the services throughout the community, in the newspaper, radio, etc.
- Because many communities are isolated, with few available services and shopping opportunities, most essential trips must occur in larger cities. However, at this point there are very few alternatives to driving. Some locations that indicated a gap in service, included:
 - Milford to Cedar City
 - Kanab to St George
 - Hurricane to St George
 - Hwy. 89 Corridor
- Because of limited operating funds, senior center transportation services are very limited. Iron, Washington, and Kane County provide paid drivers, but have very limited hours. Beaver and Garfield County have volunteer drivers, which are difficult to recruit and maintain, with unpredictable availability. Kane County indicated that they utilize volunteer drivers, at times, to supplement transportation services provided by paid drivers.
- Several participants at each location were over 90 years old, but felt an obligation to drive, even if they felt unsafe doing so.
- Many participants in isolated communities, such as Panguitch, Beaver, and Kanab indicated that they felt comfortable driving for local trips, but not for leaving town.

- More reliable, predictable services are needed so that members in the public can schedule appointments, knowing that they will be able to reach their destination.
- Although senior service transportation is limited, individuals that use these services expressed satisfaction and appreciation for these services.

PAIUTE TRIBAL COUNCIL MEETING DISCUSSION

In order to engage the Paiute Indian Tribe in the coordinated planning process, the Mobility Manager met with the Paiute Tribal Council during their regular meeting time. Representatives of each tribal band were present. Staff began the discussion by explaining the purpose of the plan and reviewing with the council, the needs and strategies involving the Paiute tribe that are included in the 2007 plan. The council indicated that the needs identified in the plan persist and that there are several members of the tribe that find difficulty getting to their medical appointments. We then discussed the strategy to incorporate Paiute tribe reservations into the routes of existing services and the possibility of commuter service to Ivins. The Council then invited Michele Lefebvre, Health Director for the Paiute Tribe, to join the discussion.

Michele explained that the health department currently provides transportation services to individuals that do not have a running vehicle, but that this is an enormous expense. She said that there is currently a workgroup formed to address transportation issues. She expressed interest in coordinating with other transportation providers in the area to meet this need, especially if doing so would help lower costs and reach more individuals in need of transportation services. After the meeting, Michele introduced staff to Allen Pitts, who manages the current transportation services for the Paiute Tribe Health Department.

Primary Findings

- The Paiute Tribal needs that were identified in 2007 persist.
- The amount of money that the Tribe expends to transport individuals to medical appointments is not sustainable. The Tribe is looking for ways to lower costs.

SUNTRAN ON-BOARD SURVEY

The Dixie Metropolitan Planning Organization, in cooperation with Suntran, conducted an onboard passenger survey as part of the Utah Travel Study, which will inform the Regional Transportation Plan. However, the information gleaned from this survey is valuable to assess the transportation needs of the target population in St George City, to inform the Coordinated Plan. The survey included questions pertaining to trip purpose and destination, attitudes about Suntran services, general comments and demographics. See Figure 7 below for a copy of the survey.

Figure 7

SECTION 1 : TRIP QUESTIONS

Please tell us about the trip you were making today when you received this survey.
Please only tell us about the ONE-WAY portion of your trip (e.g., if you made a round-trip, please only describe the half of the trip you were making when you received this survey).

- Where did you START your trip?
 - Home
 - Work
 - College/University/Tech School
 - Shopping
 - Social Visit/Church/Personal
 - Recreation/Sightseeing/Restaurant
 - Medical Appointment/Hospital Visit
 - Other
- Where did you first get ON the SunTran bus for your trip?
On the map, please write "START" where you first got on the bus.
- Where did you last get OFF the SunTran bus?
On the map, please write "END" where you last got off (or will get off) the bus.
- Where are you ENDING your trip?
 - Home
 - Work
 - College/University/Tech School
 - Shopping
 - Social Visit/Church/Personal
 - Recreation/Sightseeing/Restaurant
 - Medical Appointment/Hospital Visit
 - Other
- How did you pay for your trip?
 - Cash
 - One-Day Pass
 - Month Pass
 - 10-Ride Pass
 - Semester Pass
- What type of fare /pass did you use?
 - Regular
 - Discounted (*persons who are 65+, Medicare Card holders, or have a qualifying disability*)
- Did you have another option to make this trip today?
 - Yes - I could have driven, carpooled, biked, etc. today
 - No - Riding SunTran was my only option

QUESTIONS CONTINUE ON PAGE 4



SECTION 2 : SUNTRAN SERVICES

- How often do you ride SunTran?
 - 6 days per week
 - 5 days per week
 - 4 days per week
 - 3 days per week
 - 2 days per week
 - 1 day per week
 - Less than once a week
 - First time riding
- Were you riding SunTran buses 2 years ago?
 - No
 - Yes
- How satisfied are you with the following SunTran services?

	0	1	2	3	4	5	6	7	8	9	10	n/a
Buses being on time												
Feeling safe & secure												
Cleanliness on-board												
Bus Schedule (No. of buses per hour)												
SunTran Overall												
- How important are each of the following potential SunTran improvements to you?

	0	1	2	3	4	5	6	7	8	9	10	n/a
Buses run every 20 minutes (instead of every 40 minutes)												
Expanding bus service to new places in St. George												
- If you have any additional comments for SunTran please provide them below.

QUESTIONS CONTINUE ON PAGE 4

SECTION 3 : DEMOGRAPHICS

- Please tell us about yourself. Your answers will ONLY be used to make sure we have heard from a representative sample of the St. George region's population. All personal information is confidential and will not be shared or sold.
- What is your home ZIP Code?
 - What is your gender?
 - Male
 - Female
 - How old are you? _____ years-old
 - Are you of Spanish/Hispanic/Latino origin?
 - Yes
 - No
 - What is your employment status?
 - Employed full-time
 - Employed part-time
 - Self-employed (full or part-time)
 - Not currently employed
 - Homemaker
 - Retired
 - Student
 - How many other people live in your household who are 18 or older?
 - 0 (I am the only adult)
 - 1 other adult
 - 2 other adults
 - 3 other adults
 - 4 or more other adults
 - How many motor vehicles (in working order) are there in your household?
 - 0 (no vehicles)
 - 1 vehicle
 - 2 vehicles
 - 3 vehicles
 - 4 or more vehicles
 - Do you have a valid driver's license?
 - Yes
 - No
 - What is your annual household income?

Note: This information is only used to make sure we have heard from a representative sample of the St. George region's population.

 - Under \$10,000
 - \$10,000-\$24,999
 - \$25,000-\$34,999
 - \$35,000-\$49,999
 - \$50,000-\$74,999
 - \$75,000-\$99,999
 - \$100,000-\$149,999
 - \$150,000 or more
 - Prefer not to answer
 - May we contact you to participate in future transportation studies in the St. George region?
 - Yes
 - No
- If you would like to register to win the \$100 Walmart gift card, please provide your contact information below:
- Name: _____
 Email address: _____
 Phone number: _____

THANK YOU FOR PARTICIPATING!

SUNTRAN Satisfaction SURVEY

Dear SunTran Customer, SunTran and the Dixie Metropolitan Planning Organization are conducting a survey to understand how you travel and use the bus system in the St. George region. Please help us by taking a few minutes to complete this survey so we may better understand your needs and improve our services. Everyone who completes the survey will be entered in the raffle to win a \$100 Walmart gift card.*

WE INVITE YOU TO COMPLETE THE SURVEY TODAY AND RETURN IT BY:

- Completing it while riding SunTran and handing it to the bus driver.
- Completing it and returning it to a survey collection box on the bus or at various SunTran bus stops.
- Completing and mailing it to Dixie MPO, P.O. Box 1550; St. George, Utah 84771-1550

Thank you in advance for your participation!

*Note: Anyone can be entered to win without filling out the survey by emailing your contact information to usah@regsurvey.com

Volunteers dispersed the survey on Suntran busses to all willing participants for two mid-week days. The survey yielded 558 responses, many of which were partially completed.

Demographics

The majority of survey respondents were people with limited mobility; particularly the low income population was represented. For example, 43% of survey respondents indicated that their annual household income was below \$10,000, while 75% indicated that it was below \$25,000. 42% indicated that they have no vehicles in their household, while 76% had 1 vehicle or less. This is significantly higher than the average for St George, in which only 4% of households do not own a vehicle and 33% have 1 or less vehicles (American Community Survey, 2011). 76% noted that they had no other option to make the trip than to ride the bus and 55% do not have a valid driver's license. In addition, 76% respondents claimed that they ride SunTran at least 4 days per week. The vast majority of survey respondents indicated that they live in the City of St George, which is expected, as the system operates within the City's boundaries. Specifically, 92% indicated that their home zip code was either 84770 or 84790. Nonetheless, some respondents reported zip codes from other areas in the region, and some from outside of the region. The most common zip code reported outside of the City of St George was 84780, which encompasses the City of Washington. In general, the survey yielded a significant number of responses from St. George residents who rely on public transportation and have few, if any, other options available.

Results

The survey included a question about the origin and destination of the trip, during the time that they completed the survey. Survey respondents indicated that they are using SunTran services to access a variety of destinations. Although work was the most common destination, with 28% indicating that it was their destination, a significant number of respondents indicated that they were travelling to school, shopping, social, medical, and other destinations.

Survey respondents indicated that safety, security and cleanliness of busses are not significant issues. For example, only 5% of passengers were either unsatisfied or extremely unsatisfied about feeling safe and secure on the bus, with 7% being unsatisfied or extremely unsatisfied with the cleanliness on board. Five survey respondents commented that they were not content with the bus cleanliness, with 3 having concerns about passengers.

A greater number of respondents indicated that expansion of services is important to them. Although only 23% of respondents indicated that they were either unsatisfied or extremely unsatisfied with the frequency of service, 81% indicated that increasing headways from every 40 minutes to 20 minutes is either important or extremely important. Perhaps, even more important to respondents were the expansion of the service area, to include outlying areas.

91% of respondents indicated that expanding bus service to new places in the area was either important or extremely important.

The priority for survey respondents to expand the service area was extremely apparent in the comments section, which was an open ended question that stated, “If you have any additional comments for SunTran please provide them below.” Figure 8 below categorizes the types of comments that were received. Comments pertaining to the expansion of routes were the most common, with 54% of all comments pertaining to this topic. There were a total of 159 comments in the survey, which pertained to the expansion of service, 136 of which identified specific areas that they would like the bus to service. Figure 9 below includes all areas that respondents would like the bus to go. Undoubtedly, Wal-mart was the most common response with 56 stating that they would like the bus to go there. The most common city that people would like to be serviced was Washington with 25 requests, with Hurricane and Ivins both receiving 10 requests for service. See chart below for a summary of requests for bus service in the comments section.

Figure 8: Summary of Survey Comments by Category

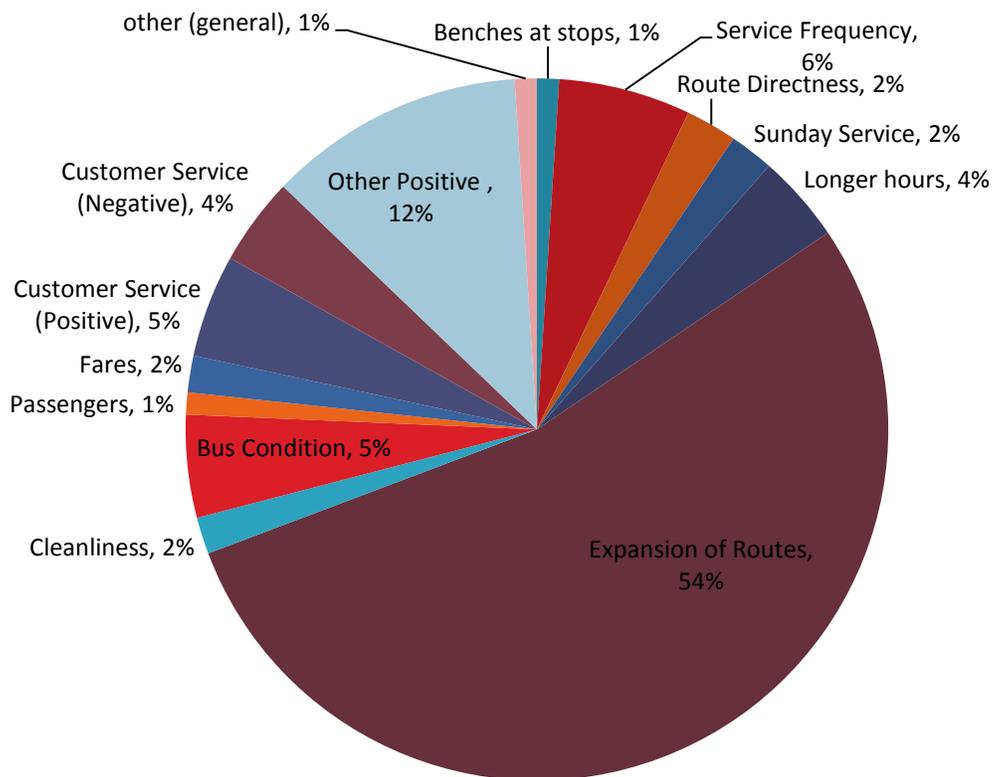
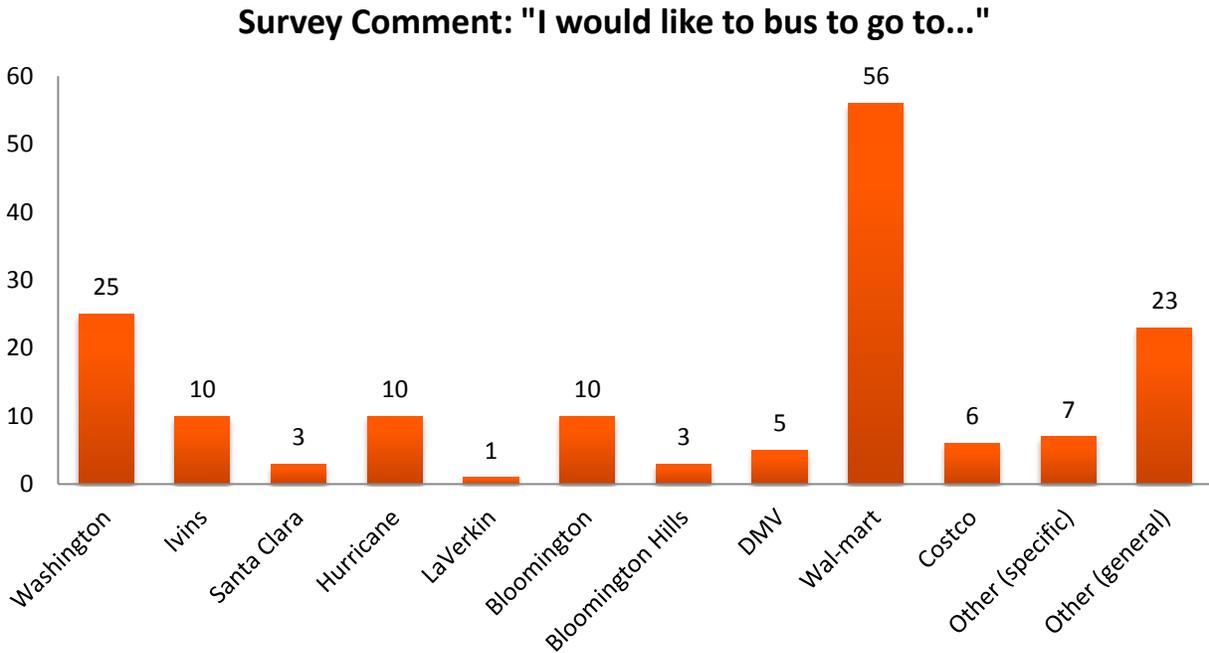


Figure 9: Summary of Requested Destinations for Service Extensions



Primary Findings

Results from the Onboard Transit survey provide good information about the priorities of those that currently ride Public Transportation in St George, the vast majority of which have limited mobility options. The primary findings include:

- The majority of people that ride SunTran rely on the service as a primary mode of transportation.
- SunTran riders use the service to access a variety of destinations.
- Expanding routes to new areas is the most important improvement to the SunTran bus system for people who currently ride the bus. People who rely on SunTran for transportation are confined to the areas that it serves. Expansion to Wal-mart and other areas in Washington City is the most prominent priority for those that completed the survey.
- Improving bus frequency, directness, and expanding service hours were also noted as very important to many that completed the survey. However, these improvements are secondary to the expansion of routes.
- Although some feel that they need improvement, the bus condition, cleanliness, and safety is satisfactory to most SunTran passengers.

DIXIE CARE AND SHARE SURVEY

To solicit public input, specifically from those in the low income population, Five County AOG staff worked with Dixie Care-and-share staff to distribute a survey to assess the transportation needs of this portion of the target population to inform the Coordinated Human Service Transportation Plan.

Survey Design

The survey included questions pertaining to the transportation barriers of individuals, the usage of available community transportation services, and priorities for improving the SunTran bus system. A copy of the survey is provided below.

Figure 10: Dixie Care and Share Transportation Survey

Transportation Survey

Please fill out this survey to help local transportation service providers know about your transportation needs and make plans for improvements.

<p>How did you travel to the Dixie Care-and-Share today?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Drove my personal vehicle <input type="checkbox"/> Got a ride from a friend / relative <input type="checkbox"/> Rode the bus <input type="checkbox"/> Walked <input type="checkbox"/> Bicycled <input type="checkbox"/> Other, Please describe _____ 	<p>Which of the following transportation services do you use for travel in the St George Area? Please check all that apply.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Public Bus (SunTran) <input type="checkbox"/> Taxi <input type="checkbox"/> Medical Transport <input type="checkbox"/> Community Programs <input type="checkbox"/> Other _____
<p>How often do you ride the SunTran bus?</p> <ul style="list-style-type: none"> <input type="checkbox"/> 5 times or more per week <input type="checkbox"/> 3 or 4 times per week <input type="checkbox"/> 1 or 2 times per week <input type="checkbox"/> Less than once/ week <input type="checkbox"/> Never 	<p>Do any of the following reasons prevent you from getting where you need to go? Please check all that apply.</p> <ul style="list-style-type: none"> <input type="checkbox"/> I don't have a driver's license <input type="checkbox"/> I don't have access to a vehicle <input type="checkbox"/> Finances <input type="checkbox"/> Health Issue <input type="checkbox"/> Disability <input type="checkbox"/> Other, Please describe _____
<p>Are there any places you cannot access due to transportation limitations? Please list.</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Please rank the following improvements to the SunTran Bus System from 1 to 6. 1 being highest priority and 6- lowest priority</p> <ul style="list-style-type: none"> ___ More frequent service (every 20 minutes, instead of every 40 minutes) ___ More direct routes ___ Routes to more places in the region ___ Sunday Service ___ Longer hours ___ More benches or bus shelters
<p>Additional Comments</p> <p>_____</p> <p>_____</p> <p>_____</p>	

Thank you for your participation!

A copy of the survey is provided below.

Distribution

Methodology

As a charity organization, the Dixie Care and Share administers a number of programs to help individuals meet their daily needs. The organization works as the local food pantry, distributing boxes of food to individuals that are categorized below 150%. Dixie Care and Share distributes boxes to eligible individuals on a “rolling monthly” basis.” In order to target those in the low-income population, the surveys were distributed to

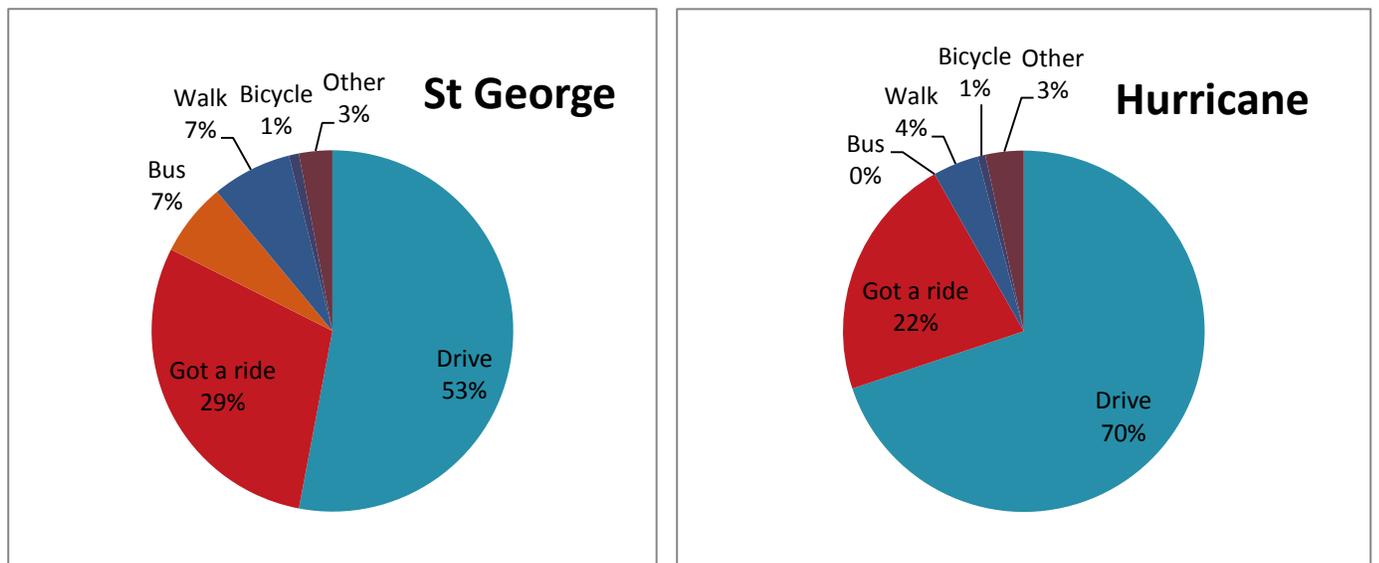
recipients of this program, for one month, between February 15 and March 14, 2013. The Care and Share distributes the food boxes at a location in St George and in Hurricane. 350 surveys were distributed in St George and 150 in Hurricane. Survey participants were asked to return the survey to the survey distributor upon completion. The survey was provided in both English and Spanish.

Survey Results

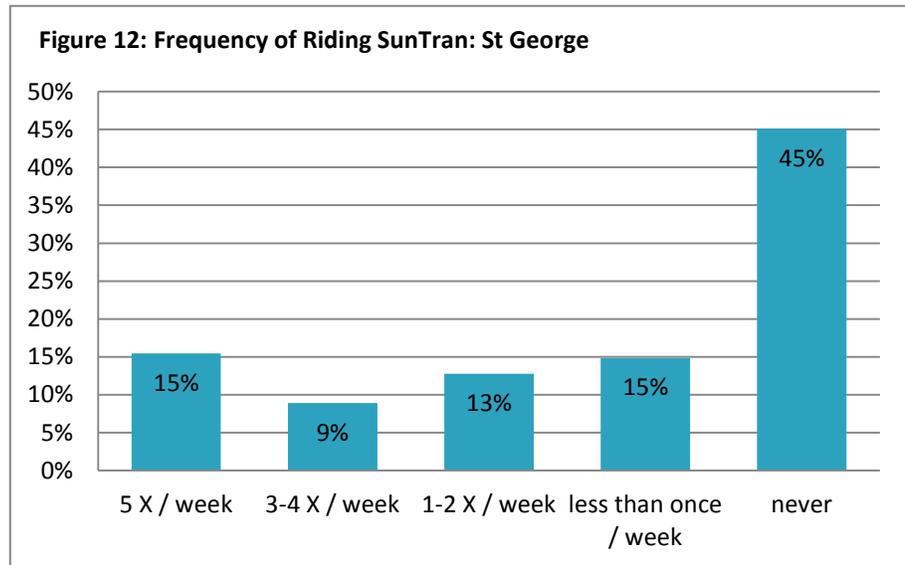
A total of 483 surveys were returned; 146 were completed in Hurricane with 337 from St George. 441 surveys were completed in English and 42 in Spanish. The responses to the survey were significantly different for Hurricane participants, compared to those in St George. This can mainly be attributed to the lack of public transportation services in Hurricane. For example, it is understandable that very few Hurricane participants claim to use the public bus, as these services are not available.

The majority of respondents noted that they drove to the Care and Share for the trip in which they filled out the survey. However, in St George the portion of those who drove was much less, with more people using other modes of transport, such as the bus, walking, or getting a ride from a friend. This is most likely due to the more centralized location of the Care and Share in St George and the availability of bus transportation, which is located one block from the Care and Share. It should be noted that, although this does provide a revealed preference for travel of the survey sample, it is likely not representative of their overall travel patterns. Survey respondents were travelling to the Care and Share to pick up a large box of food that is difficult to carry by foot or on the bus. Many noted that they borrowed a car to travel there to transport the box of food. The significant portion of individuals who travelled by alternative transportation modes signifies that there are transportation limitations for this low income population.

Figure 11: Transportation Mode to Dixie Care and Share

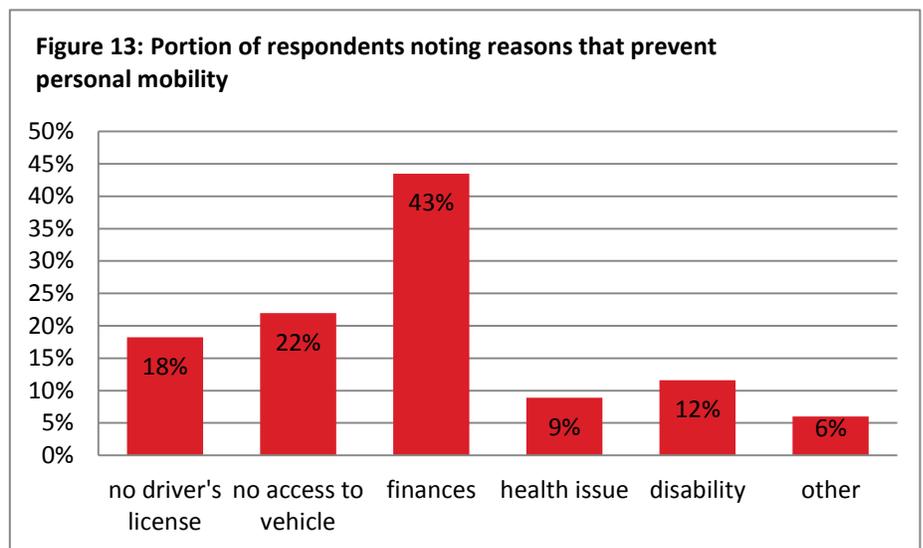


Although a relatively small number of individuals travelled to the Care and Share on the bus, a large portion noted that they utilize the bus or other transportation services. 51% of St George respondents noted that they use the SunTran bus for travel, 7% use Taxi services, 2% use medical transport, with 2% utilizing community programs. In Hurricane, as expected, a small portion of respondents reported using the public bus (5%). However, 11% of respondents use medical transport. A large percentage of survey respondents in St George regularly utilize SunTran services. 24% use the bus at least 3 times per week. It is apparent that those falling below 150% poverty ride the bus much more often than the population region-wide, with a transit mode share of only 0.2%.³



Survey respondents noted the most important potential improvement to the SunTran bus system to be “routes to more places in the region” with half of respondents ranking this improvement as the highest priority. More direct routes and more frequent service were ranked the next highest priority, with Sunday service and bus shelters and benches ranking the lowest on the list of potential improvements.

The vast majority of respondents noted that there are limitations which prevent them from travelling where they need to go. For example, 18% noted a lack of a driver’s license as a limiting factor



³ 2012 Utah Statewide Household Travel Study

while 22% referenced no access to a vehicle. 12% cited a disability that limits their mobility. The most common reason that prevents people from where they need to go in this survey sample is finances (43%).

A variety of locations were noted as inaccessible due to a lack of transportation options, including doctor's office, jobs, school, and shopping destinations. The most common destinations cited included Wal-Mart and Washington City, with 25 noting that they cannot access Wal-Mart and 20 citing Washington City. Likewise, the majority of comments received were related to requests for expanded bus service. An additional seven requested service to Washington City. 14 requested a bus route to Hurricane, all of which were Hurricane survey respondents. Seven Hurricane respondents noted that they cannot access St George due to transportation limitations and three from St George noted that they cannot access Hurricane.

Summary of Findings

The large sample size of this survey, distributed to Food Bank recipients, provided a good representation of low income individuals in Washington County. Although the majority of these individuals have access to a personal vehicle for transport, other limitations, such as finances prevent them from getting to essential services. Despite its limited coverage area, a large portion of survey respondents rely on SunTran services to meet their daily transportation needs. Many of those living outside of this service area or with destinations outside of the service area cannot access desired destinations. At this point, many of these individuals rely on family or friends to meet their transportation needs. Expanded transportation services targeted to meet the needs of the low income population in the Region will help many individuals achieve greater travel independence.

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.



U.S. Department of Transportation
Federal Transit Administration



FACT SHEET:
ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES
SECTION 5310

	FY 2013 (in millions)	FY 2014 (in millions)
Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities	\$254.8	\$258.3

Purpose

This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.



Statutory References

49 U.S.C. Section 5310 / MAP-21 Section 20009

Eligible Recipients

- States (for all areas under 200,000 in population) and designated recipients.
- Subrecipients: states or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient.

Eligible Activities

- At least 55% of program funds must be used on capital projects that are:
 - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45% may be used for:
 - Public transportation projects that exceed the requirements of the ADA.
 - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
 - Alternatives to public transportation that assist seniors and individuals with disabilities.

What's New?

- Consolidates New Freedom Program and Elderly and Disabled Program.
- Operating assistance is now available under this program.

Funding

- Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities.
- Federal share for capital projects (including acquisition of public transportation services) is 80%.

(cont.)

Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities

Funding (cont.)

- Federal share for operating assistance is 50%.
- Adopts New Freedom funding allocations:
 - 60% to designated recipients in urbanized areas with a population over 200,000.
 - 20% to states for small urbanized areas.
 - 20% to states for rural areas.

Ongoing Provisions

- Local share may be derived from other federal (non-DOT) transportation sources or the Federal Lands Highways Program under 23 U.S.C. 204 (as in former Section 5310 program).
- Permits designated recipients and states to carry out competitive process to select subrecipients.
- Recipients must certify that projects selected are included in a locally developed, coordinated public transit-human services transportation plan. The plan must undergo a development and approval process that includes seniors and people with disabilities, transportation providers, among others, and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.
- Permits acquisition of public transportation services as a capital expense.
- Up to 10% of program funds can be used to administer the program, to plan, and to provide technical assistance.

For additional information on FTA and MAP-21, visit www.fta.dot.gov/map21.



U.S. Department of Transportation
Federal Transit Administration



**FACT SHEET:
FORMULA GRANTS FOR RURAL AREAS
SECTION 5311**

	FY 2013 (in millions)	FY 2014 (in millions)
5311 Grants	\$537.6	\$545.6
Tribal	30.0	30.0
Appalachian Region	20.0	20.0
Rural Transit Assistance Program	11.9	12.2
5311 Program Total	\$599.5	\$607.8

Purpose

This program 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.

Statutory References

49 U.S.C. Section 5311 / MAP-21 Section 20010

Eligible Recipients

- States, Indian tribes
- Subrecipients: State or local government authorities, nonprofit organizations, operators of public transportation or intercity bus service that receive funds indirectly through a recipient.



Eligible Activities

- Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

What's New?

- Low-income populations in rural areas now incorporated as a formula factor, similar to the repealed Job Access and Reverse Commute (JARC) program.
- Planning is now an eligible activity.
- The Tribal program provides \$25 million in formula funds and \$5 million for discretionary awards.
- Appalachian Development Public Transportation Assistance Formula Program is a set-aside program.
- Administration, planning, and technical assistance set-aside for states reduced to 10% from 15%.
- Cost of unsubsidized portion of privately provided intercity bus service that connects feeder service is now eligible as in-kind local match.
- Certain expenditures by vanpool operators may be used as local match.

(cont.)

Formula Grants for Rural Areas

Funding

- Federal share is 80% for capital projects.
- Federal share is 50% for operating assistance.
- Federal share is 80% for Americans with Disabilities Act (ADA) non-fixed-route paratransit service, using up to 10% of a recipient's apportionment.

Rural Formulas

- 83.15% of funds apportioned based on land area and population in rural areas
- 16.85% of funds apportioned based on land area, revenue-vehicle miles, and low-income individuals in rural areas.

Tribal Programs

- \$5 million discretionary tribal program.
- \$25 million tribal formula program for tribes providing public transportation.
- Formula factors are vehicle revenue miles and number of low-income individuals residing on tribal lands.

Appalachian Development Public Transportation Assistance Formula Program

- \$20 million formula program for states in the Appalachian Region.

For additional information on FTA and MAP-21, visit www.fta.dot.gov/map21.