



# COORDINATED HUMAN SERVICE TRANSPORTATION PLAN

BEAR RIVER REGION, UTAH - February 2021

**“To sustain and improve access and mobility for transportation-underserved populations in the Bear River Region.”**

*- Vision for the Bear River Regional Access and Mobility Council*

# EXECUTIVE SUMMARY

The Bear River Region, like many areas throughout the United States, is experiencing a growing need for transportation services, specifically for transporting disadvantaged populations, including seniors, persons with disabilities, and low income individuals and families. Increasing transportation costs coupled with a half century of sprawling land use development patterns have, in turn, increased the need for expansion of transportation services to more rural areas, and the costs for providing services to those areas. Other economic and demographic trends, including the Great Recession of 2008, the current affordable housing crisis, and the aging of the Baby Boomer generation continue to increase the need for more accessible modes of transportation to provide better access to food, jobs, critical services, and educational resources within local communities.

Thanks to the support and guidance of the Bear River Regional Access & Mobility Council, Bear River Association of Governments has recently implemented several successful human service transportation projects in the region including various transportation voucher programs, educational activities and programs, travel training, and regional coordination among local agencies.

This plan serves as an outline and guide for implementing human service transportation projects and coordination of services in Box Elder, Cache, and Rich Counties. The plan collectively looks at transportation needs for underserved populations based on client input, agency guidance, and expert advice from local practitioners. While funding for various projects is critical for successful implementation of this plan, the soul purpose of the plan is to accurately determine mobility needs and gaps in various services, and to create realistic strategies for addressing those needs and filling those gaps.

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# 1 OVERVIEW

## PLAN PURPOSE

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Human Service transportation planning in the Bear River Region has been consistent since 2012 when the Bear River Regional Access and Mobility Council was created. Stakeholders are actively engaged in regularly scheduled meetings and continue to review and revise project goals and strategies to meet the needs of their consumers and to find ways to improve access and mobility for underserved populations. This coordinated transportation plan is a living and ever changing document. It provides useful information, goals and strategies, and detailed project lists to meet service gaps in the region. As such, it is regularly updated as new goals are identified, and/or new project needs are brought to light through planning and issue identification. However, to truly understand the state of transportation in the region, interested persons are invited to participate in Bear River Access & Mobility Council meetings. To find out how to become involved in human service transportation planning, please contact a BRAG representative at [www.bearrivermobility.info](http://www.bearrivermobility.info).

Successful planning efforts over the past several years have established the groundwork for the structure of coordination in the region. All projects and strategies referenced in this plan were considered priorities by the Bear River Access and Mobility Council and formulated through public workshops and meetings with agencies, stakeholders, local elected leaders, and the public.

Priorities for this plan are updated on an annual basis in response to need and other unfore-

seen changes. However, all projects and strategies referenced in this plan are part of the regional goal to improve access and mobility for all who live and work in the region, with emphasis on those individuals who are transportation disadvantaged and are eligible recipients of federally funded matching programs for transportation service and coordination.

## PLAN GOALS

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Human service transportation planning and coordination is an active and ongoing pursuit. In the Bear River Region, the Bear River Re-

gional Access & Mobility Council is actively and consistently engaged in future planning for the region. This body of stakeholders made up of

various human service agencies, transportation planners and the public, provide information regarding the current state of transportation in the region and help identify service gaps or

future projects that will continue to meet the needs of transportation disadvantaged persons in the region.

The **GOALS** of this plan include the following:

- **STAKEHOLDER ENGAGEMENT:** Members of the council continue to identify issues and opportunities for human service transportation in the region. This provides a forum for development and review of coordinated plan goals and strategies, and allows agencies the opportunity to coordinate future projects and funding requests with the Federal Transit Administration (FTA).
- **PLANNING:** The purpose of coordinated planning is to identify and understand the current and future transportation needs in the region. Planning allows agencies to identify new projects or opportunities in the region, or simply identify how to maintain an existing healthy human service transportation system.
- **FOCUSING ON OPPORTUNITIES:** Stakeholders have experienced several years of declining funding and are operating very efficiently. However, in the future, areas may still be noted where coordination could achieve additional efficiencies allowing service levels to remain steady or grow. The council continues to identify solutions to either service or funding gaps through coordination and recommendations for mobility management activities.
- **IMPLEMENTATION:** The goal of coordinated planning includes the development of different project types and includes the expected time frame of implementation for various goals and strategies.
- **PROGRAM & PROJECT REVIEW:** The success of programs are regularly evaluated. It's imperative to consider if programs meet the needs of intended user groups and if they are sustainable over time as changes occur in transportation policies and/or funding. The council actively engages targeted populations and identifies ever changing needs in order to create mobility solutions in the region.

## ACCOMPLISHMENTS TO DATE

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### Information and Referral Center

Bear River Association of Governments (BRAG) has been providing mobility management staff and services since 2009, and serves as the regional information and referral center for human service transportation in Box Elder, Cache, and Rich Counties. Recently, BRAG staff, with input from the Bear River Regional Access and Mobility Council, created a new informational website for local agencies, human service transportation clients, and the general public, available at [bearrivermobility.info](http://bearrivermobility.info). Visitors to this website can search for provider information for various transportation needs, and have access to a plethora of other resources.

### Coordination, Locally and Statewide

While formal coordination of transportation services in the region has not been successful for a variety of reasons, agency coordination is alive and well. The Bear River Regional Access and Mobility Council is made of up transit managers, agency directors, human service providers, transportation planners, and others meets regularly to coordinate on services, studies, and advocacy efforts. BRAG Mobility Management staff also serves on the Utah Urban Rural Specialized Transportation Association as a regional representative, coordinating with many different agencies and providers statewide on a regular basis.

## Manage Successful Voucher Programs

In 2014, BRAG applied for Federal Transit Administration (FTA) funds to start a medical transportation voucher program. Since then, the program has proved successful, filling transportation gaps for persons with disabilities, seniors, and low-income individuals and families. Although the program has been funded by a variety of grants over the years, the program has proven to be a great solution to rural transportation gaps in particular. The program has served as a stimulus for other voucher programs around the State of Utah.

## Advocacy and Outreach

Over the past few years, the Advocacy and Outreach Committee of the Regional Access and Mobility Council has been working with the Utah Center for Persons with Disabilities to approach local legislators for increases in the Motor Transportation Rate (MTP). This fund is used to reimburse agencies that provide services for persons with disabilities. In 2013, the MTP rate per client per day was **\$8.50**. Through advocacy efforts, that amount has been steadily increased to **\$16.60**. While the actual costs for transportation services in the Bear River Region are actually closer to \$30-\$80 for an average two-way trip, this increase

still shows great progress.

## Travel Training

BRAG staff has provided travel training in past years, mostly to seniors and persons with disabilities, in coordination with local agencies and transportation providers, and will continue in the future as funding permits.

## Access and Mobility Education

The Open Access program was started in the Bear River Region in 2013. The purpose of the program is to educate local businesses, organizations, and agencies about improving access to and within their facilities. Many resources are available related to ADA requirements, improving customer service for persons with disabilities, and educating patrons on available public transportation other other mobility options.

## Fair and Equitable Treatment (Title VI)

BRAG complies with all federal Title VI requirements which requires that all agencies utilizing federal funds provide fair and equitable treatment for people of all races, color, and national origin. BRAG has a current Title VI plan available at [bearrivermobility.info](http://bearrivermobility.info).

Two public transit agencies operate in the Bear River Region. Utah Transit Authority (UTA) is the public transit provider in the urban area of Box Elder County, serving primarily Brigham City, Perry, and Willard. In Cache County, Cache Valley Transit District (CVTD) provides public transit service for most of the valley, including commuter routes to Preston, Idaho, and routes to Hyrum on the south end of the valley.



Photo courtesy of Cache Valley Transit District

# 2 BACKGROUND INFORMATION

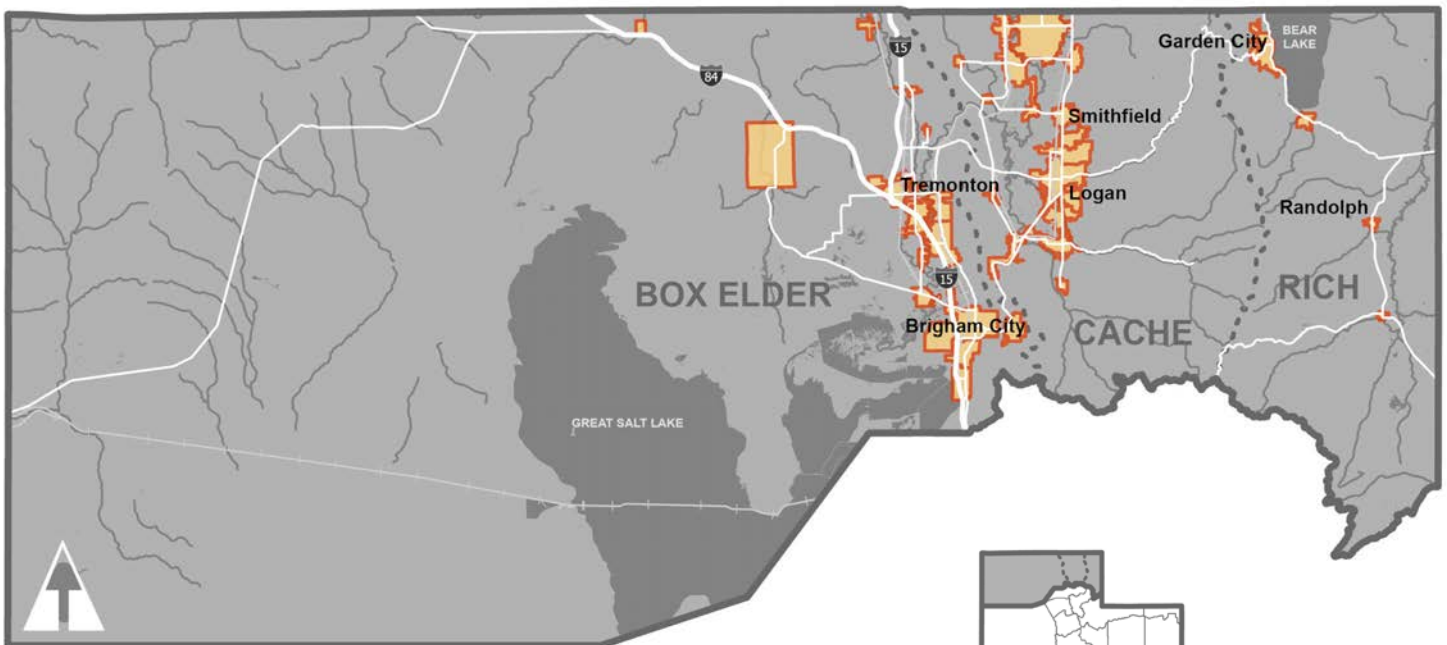
## REGIONAL SETTING, TRANSPORTATION, & DEMOGRAPHICS

### Location and Physiographic Features

The Bear River Region is located in extreme northern Utah, and borders the states of Idaho on the north, Nevada on the west, and Wyoming on the east. The tri-county region includes Box Elder, Cache, and Rich Counties, and thirty-nine incorporated cities and towns.

Physiographic features of the region include a variety of mountain ranges, large waterbodies, many rivers and streams, and extensive valleys, illustrative of the regions location in what is referred to as The Great Basin in the western United States.

Mountain ranges include the Wasatch Moun-



The Bear River Region includes the three northernmost counties of Utah: Box Elder, Cache, and Rich Counties, and thirty-nine local municipalities.





tains east of Brigham City, Perry, and Willard; the Wellsville Mountain Range, connecting eastern Box Elder County and western Cache County; the Bear River Range along the eastern edge of Cache County and the western edge of Rich County; the Bear Lake Plateau on the east side of Bear Lake; and the Crawford Mountains east of Randolph and Woodruff in southeastern Rich County.

The Bear River Region, though unique and distinct from other regions in Utah in many ways, retains significant geographic ties to southeastern Idaho and to the Wasatch Front in particular. This connectivity is enhanced by significant north-south transportation corridors that help to transport goods and services to more rural areas. Likewise, counties share adjacent public lands managed mostly by the U.S. Forest



The Bear River Region of northern Utah has a unique mix of urban, suburban, and rural growth and development. Most of the transportation needs in the region are for underserved populations in the more rural areas.

A significant section of the Great Salt Lake extends into Box Elder County. The Bear River, the longest river in the U.S. that does not enter an ocean, flows through the entire region, and several other states, before entering the Great Salt Lake. The Bear River delta is home to millions of migrating birds and other wildlife that call it home. The Bear River Migratory Bird Refuge is also located on the north end of the lake. Further north and east is the second largest freshwater lake in Utah, Bear Lake. Referred to as, “The Caribbean of the Rockies,” Bear Lake attracts around half a million people to its sandy shores each year, mostly for recreational purposes. Many beautiful streams and rivers in the region also flow through mountain canyons in all three counties.

Service, U.S. Bureau of Land Management, and Utah School and Institutional Trust Lands Administration.

### The Regional Economy

Major economic drivers in the Bear River Region vary according to county. In Box Elder County, agriculture and industry lead the way, with major employers in aero-space engineering, steel goods and paper products manufacturing, and livestock and crop production and processing. In Cache County, the economy is fairly diverse, but some of the largest sectors include education (Utah State University and others), agriculture (including dairy goods production and processing), scientific research

and products, light industrial manufacturing, and others. Rich County’s economy is largely based on tourism and recreation with Bear Lake in the northern part of the county, though, like the other two counties, agriculture plays a significant role, as well as government and education sectors.

## Population Growth

In general, population in the Bear River Region grows by approximately 1% to 2% annually. However, growth varies greatly by local jurisdiction, with suburban areas and bedroom communities growing the fastest. Perry City has the highest growth rate in Box Elder County at approximately 8.8% over the past 10 years. In Cache County, Nibley City has the highest annual growth rate at 23% over the past 10 years. Rich County experiences a unique type of growth, with around 70% of all residences being second homes or seasonal cabins. Garden City is the fastest growing community in Rich County, though growth from permanent residents remains slow and steady.

## Transportation Systems

Major interstates in the region include I-15 which connects the Wasatch front to Box Elder County, and continues towards Pocatello, Idaho. I-84 splits off from I-15 near Tremonton City and goes northwest to Twin Falls, Idaho.

U.S. Highway 89 connects each county in the Bear River Region, passing through southeastern Box Elder County communities, bisects Cache County in a northeast direction, then continues east to Rich County through Logan Canyon. Highway 89 then continues north into Idaho and into Wyoming where it connects to Jackson Hole and Yellowstone National Park.

Rail infrastructure in the Bear River Region is essentially all provided by Union Pacific Railroad. The railroad connects Cache and Box Elder Counties to the Ogden and Salt Lake City areas, as well as the surrounding states of Idaho, Wyoming, and Nevada. According to Union Pacific, most of the goods transported in Utah consist of, “...metals, minerals, manu-

factured products, coal, automobiles, and other commodities (up.com).” Although, historically, there was passenger rail in both Box Elder and Cache Counties, it does not exist today. However, Utah Transit Authority (UTA) currently provides passenger rail service along the Wasatch Front from Utah Valley north to Ogden via relatively new Frontrunner services. Future plans for heavy rail passenger services in Box Elder county are being considered by both UTA and the local governments. However, these services are cost-prohibitive for more rural counties, and may take considerable time to come to fruition.

Local airports include the Brigham City and Logan Municipal Airports. These small airports mostly provide resources for teaching and training new pilots, as well as facilities to house and maintain various corporate jets, planes, and helicopters. While potential economic development opportunities exist, currently, there are no commercial flights available at either airport.

## Demographics

This plan addresses transportation needs for persons with disabilities, seniors, and low-income individuals and families. As such, the following demographics highlight existing conditions for those population types in the Bear River Region.



### POPULATION

Box Elder County	Cache County	Rich County
56,046	128,289	2,483

U.S. Census Bureau, 2019



**% PERSONS WITH DISABILITIES (< age 65)**

Box Elder County	Cache County	Rich County
8.6%	6.2%	6.8%

U.S. Census Bureau, 2014-2018



**% PERSONS IN POVERTY**

Box Elder County	Cache County	Rich County
7.3%	12.9%	8.9%

U.S. Census Bureau, 2014-2018



**% AGING ADULTS (age 65 and over)**

Box Elder County	Cache County	Rich County
12.9%	9.5%	18%

U.S. Census Bureau, 2019

As seen in the tables above, Box Elder County has a slightly higher population of persons with disabilities and seniors than Cache County. However, Rich County has a substantially higher population of seniors, which could be attributed to the fact that retirees tend to live near Bear Lake year-round or seasonally. Cache County has the highest percentage of persons living in poverty. Only college students living off-campus were included in poverty figures.

## EQUITY AND TITLE VI COMPLIANCE

BRAG has been working with local human service providers and transit agencies in the Bear River Region for many years to help improve human service transportation services and coordination between agencies. As an organization, BRAG also provides services for seniors, low-income families, veterans, and persons with disabilities. Staff strives to work hand in hand with our agency partners to make sure services are distributed fairly and equitably, in accordance with the many grants and other funding sources utilized by BRAG.

Federal Title VI plans specifically require that BRAG plans for ways to provide services irrespective of client ethnicity, race, or national

origin. BRAG updates the regional Title VI plan annually or as needed according to FTA requirements and UDOT recommendations, and will also provide assistance with Title VI plans for local human service agencies/organizations, and transportation providers on an as-needed basis.

Regarding Title VI input for this plan, public service announcements were published in regional newspapers in English and Spanish asking for input on transportation needs and issues; the regional database with current transportation services and assets was updated by local agencies; and a survey was created and sent to agencies that provide services for se-

niors, persons with disabilities, and low-income clients to solicit information regarding current transportation services and needs.

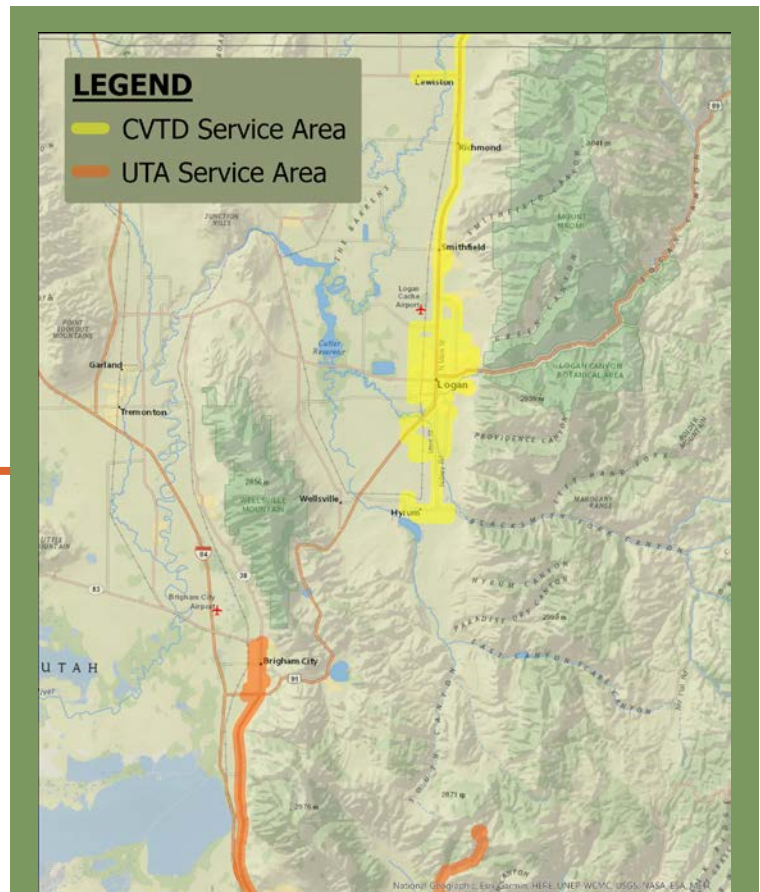
All information gathered from these outreach efforts will be considered in local and regional transportation coordination activities and the development of future plans or strategies. Please visit [www.bearrivermobility.info](http://www.bearrivermobility.info) for more information.

## OTHER RELATED PLANS

During the writing of this plan, ideas, projects, strategies, and elements from several other recent local, regional, and statewide plans and documents were incorporated. These plans are either directly related to this plan and directly impact plan goals and objectives such as state plans that outline eligible project types, or they are more informative in nature like local transit or MPO plans.

Below is a list of related plans and documents consulted and/or referenced during this plan update:

- 2019 UDOT State Management Plan
- Cache Valley Transit District (CVTD) Short Range Plan, 2017
- Wasatch Mobility Plan (UTA), 2013 and related county coordinated human service transportation plans
- 2019-2050 WFRC Regional Transportation Plan
- 2040 CMPO Regional Transportation Plan (2015)
- 2020 Box Elder County Transit Study
- Other regional human service transportation coordination plans in Utah



Service areas for Cache Valley Transit District (CVTD) and the Utah Transit Authority (UTA). Both offer paratransit services in addition to fixed routes to persons with disabilities that are eligible under each respective program.

### Public Transit Providers

In Cache County, a mix of urban and (limited) rural populations are served by the Cache Valley Transit District (CVTD). CVTD provides fare-free public transit services to the Cache Valley area, including Franklin County, Idaho where Pocatello Regional Transit has contracted with them for commuter routes. Fixed route and complimentary Paratransit services are available in the urban areas including Logan, North Logan, River Heights, Richmond, Smithfield, Hyde Park, North Logan, Providence, Nibley, Millville and Hyrum. Commuter services are also provided to Lewiston, Utah and Preston, Idaho.

Brigham City in Box Elder County is served by three Utah Transit Authority (UTA) routes. Route 616 is the North Weber FrontRunner Shuttle providing weekday service to the Ogden Station. Route 630 is the Brigham City/Ogden Commuter bus providing weekday and Saturday service between the Ogden Intermodal Center and 700 North & Main in Brigham City. There is also a Flex Route (Route F638) called The Brigham City, which goes to major locations in Brigham City such as Walmart, the hospital, the Senior Center, and other locations. UTA Paratransit service is provided to eligible riders whose pick up and drop off points lie within a  $\frac{3}{4}$  mile boundary of a regular local fixed bus route. This service is consistent with ADA Paratransit guidelines.

# EXISTING PROVIDERS AND SERVICES

In this section, providers are organized by the type or level of service they provide in the region including: Public Transit Providers, Human Service Transportation Providers, and Other Human Service Organizations. While Public Transit is easily understood or identified, the other distinctions were created by the project team to simplify the inventory of transportation assets and services. This helps focus project time and funding towards gathering information from key partners in the region that will have the greatest impact towards the goal of transportation coordination. It is the expectation of the project team that these key partners will provide the necessary experience and leadership to foster long term partnerships with all other human service providers in the region.

## Human Service Transportation Providers

Some organizations in the Bear River Region provide transit services for very specific human service populations. Others provide gen-



Human service transportation providers in the Bear River Region. Most of these organizations serve seniors or persons with disabilities in specific areas with specific needs.

eral transit for the public, but their services are available for all riders, as long as there is minimal assistance needed for the client to board and exit the vehicle. Likewise, there are organizations that only provide transit from one central location to approved destinations, while others offer curb to curb, or in some cases door to door, services. Some providers have drivers that are trained only to drive and open doors; some are trained to help clients with wheelchairs and seating; and some are trained as Certified Nursing Assistants (CNA's), and/or in CPR/First Aid.

Vehicles operated by these organizations range from personal vehicles to large Paratransit buses and carry between 3 and 35+ passengers. Many of these vehicles have wheelchair lifts as well. Annual vehicle miles for these groups range from 500 miles to almost 1.5 million miles. Scheduling can range from occasionally planned trips, to fixed routes and times; some organizations require 24-48 hours of prior notice, and others are on an as-needed basis.

Due to funding requirements or financial limitations, human service transportation providers are required to focus their transportation services towards particular needs and clientele. These include the following:

- Day Programs
- Programs at other agencies
- Medical appointments
- Employment
- Education
- Shopping and personal needs
- Field trips and recreation
- Dining out
- Other trips on an as needed basis

Not all providers transport clients to address all of these needs, and some providers are limited

Agency	Transportation Service Type	Eligibility	County
Bear River Valley Senior Citizen's	For Programs, Services, MOW	Seniors	Box Elder
BRAG Senior Companions (ended)	Fulfill Clients Needs, Medical, Emp., Shopping	Clients, Seniors, Per. w/ Disabil.	B.E., Cache, Rich
Brigham City Senior Center	Center Programs, Services,	Seniors	Box Elder
Cache County Senior Citizen	Transportation for Center Programs, Services	Seniors	Cache
Cache Employment & Training	Transportation for Employment, Day Programs	Persons with Disabilities	Box Elder, Cache
Cache Valley Transit District	Public Transit	Public Transit (fare free), Para-	Cache
Developmental Skills Laboratory	Transportation for Day Programs, Services	Persons with Disabilities	Cache
Life Skills and Indep. Needs Center	Transportation for Center Programs/Services	Clients	Box Elder
Options - Box Elder Satellite Office	Transportation for Center Programs, Services	Persons with Disabilities	Box Elder
Options for Independence - Cache	Transportation for Center Programs, Services	Persons with Disabilities	Cache
Rich County Senior Citizen's	Transportation for Center Programs, Services	Seniors	Rich
Utah Transit Authority	Public Transit	Public Transit (fare), Paratransit	Box Elder

Public transit and human service transportation (HST) providers in the Bear River Region, Utah.

in the services they can provide by the amount of funding available. Many of the providers in the region agree that transportation of clients in general is very expensive, and available funding rarely covers the cost needed to provide those services. Clientele and eligibility requirements also vary for the different organizations. Some require Medicaid, some transport senior citizens or persons with disabilities only, some serve only existing clients, some have clients referred based on physical or emotional concerns, and others require eligibility based on general public transit equipment or service usability.

Funding sources and regulatory compliance for each of these organizations also varies substantially. Sources including local, State, and Federal Government, private funding, donations, resident fees, fares, and fundraising by the individual organizations.

### Other Human Service Organizations

There are many organizations in the Bear River Region that provide services for seniors, people with disabilities, and low-income individuals and families. Among them are assisted living centers, nursing and rehabilitation centers, state health and mental health agencies, family support services, training, employment,

and educational facilities, migrant and refugee assistance organizations, religious organizations, food pantry's, senior centers, the Northwest Band of the Shoshone Nation, minority assistance centers, disability resource and rehabilitation centers, medical care facilities, and others.

These organizations, agencies, and service providers work constantly to make sure that basic needs are being met for human service populations. Most of these organizations are currently providing limited transit services. One of the purposes of this ongoing human service transit planning process is to analyze the feasibility of coordination among organizations to see if there are ways to increase the quality and extent of service while decreasing costs.

While not all human service organizations provide organized transit for clients, they can provide crucial insight into the needs of human service populations. This list represents those human service agencies that provide some level of transportation for their clients with strict eligibility criteria, making trip coordination extremely difficult due to either cost, restrictive funding requirements, or the potential of resource sharing interfering with an agency's mission, goals, or policies.

Agency	Transportation Service Type	Eligibility	County
Aggie Shuttle - Utah State University	Student Transit	On Campus Riders	USU Campus
Bridgerland Cab	Taxi Service	Standard fare	Cache Co.
Chrysalis	Transportation for Day Programs, Services	Clients, People with Disabilities	Cache
Common Ground Outdoor Adventures	Transportation for Day Programs	People with Disabilities	Box Elder, Cache
Cache Cab	Taxi Service	Standard Fare	Cache
Cache Valley Assisted Living	Assisted Living Facility	Clients only	Cache
The Gables Assisted Living	Transportation for Center Programs/Services	Clients	Box Elder
Blacksmith Fork Assisted Living	Transportation for Center Programs/Services	Clients	Cache
Autumn Care Assisted Living	Transportation for Center Programs/Services	Clients	Cache
The Gables Assisted Living	Transportation for Center Programs/Services	Clients	Cache
Greyhound Bus	Inter-City Public Transit	Standard Fare	Box Elder, Cache
Hyrum Senior Citizen's Center	Transportation for Center Programs/Services	Seniors	Cache
Legacy House Assisted Living	Transportation for Center Programs/Services	Assisted Living Clients	Cache
Logan Taxi	Taxi Service	Open	Cache
Maple Springs Assisted Living Brigham	Transportation for Center Programs/Services	Assisted Living Clients	Brigham City
Maple Springs Assisted Living North Logan	Transportation for Center Programs/Services	Assisted Living Clients	Cache Valley
Mission at Bear River Care Center	Transportation for Center Programs/Services	Nursing home Clients	Box Elder
Our House Assisted Living	Transportation for Center Programs/Services	Assisted Living Clients	Box Elder
Logisticare Medicaid Transportation	Non-Emergency MEDICAID Transportation	Medicaid Clients	Box Elder, Cache, Rich
Pioneer Care Center	Transportation for Center Programs/Services	Nursing & Rehabilitation Clients	Box Elder
Pioneer Valley Lodge Independent Sr. Living	Transportation for Center Programs/Services	Independent Living Clients	Box Elder, Cache
Pocatello Regional Transit	Public Transit	Public Transit (fare), Paratransit Services	Limited Service to Cache & Box Elder
Rocky Mt. Nursing and Rehab. Center	Transportation for Center Programs/Services	Nursing & Rehabilitation Clients	Cache
Salt Lake Express	Airport Shuttle	Standard Fare	Box Elder, Cache
Sunshine Terrace Foundation	Transportation for Center Programs, Services	Nursing & Rehabilitation Clients	Cache
Terrace Grove Assisted Living	Transportation for Center Programs, Services	Assisted Living Clients	Cache
Utah Trailways	Charter Services	Call for Eligibility	Box Elder, Cache
Williamsburg Retirement Community	Transportation for Center Programs, Services	Assisted Living Clients	Cache
Willow Glen Health & Rehabilitation	Transportation for Center Programs, Services	Nursing & Rehabilitation Clients	Box Elder

Other human service providers in the Bear River Region, Utah.

# 3 REGIONAL GAP ANALYSIS & CURRENT NEEDS

## TRANSPORTATION SURVEY

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### Current Services and Needs for Underserved Populations

In October of 2020, an online transportation services and needs survey was created by BRAG staff and distributed throughout the region to persons with disabilities, seniors, and low-income households via local providers serving on the Bear River Regional Access and Mobility Council.

The survey period was from October 20, 2020 to November 20, 2020, and 77 people anonymously took the survey. The survey was designed similarly to one created by BRAG staff in 2016. Though the 2016 survey had a much higher response rate, the 2020 survey provides staff and access and mobility council members with critical, current insights regarding transportation needs for persons with disabilities, seniors, and members of low-income households.

Many accessible buses exist in the Bear River Region, similar to this CVTD paratransit vehicle. CVTD, UTA, Options for Independence, CETC, LINC, USU DSL, and other agencies provide transportation services with accessible vehicles. Without these services, many people would not have opportunities to work, enjoy independence, or access critical services.





## Survey Design

The intent of this survey was not to collect every bit of detailed information possible about every under-served individual in the entire region. While a noble goal, the intent of this survey, rather, was to paint a broad picture of current transportation services and needs since 2016.

There were 24 questions total related to:

- *Vehicle ownership*
- *Driving-related abilities*
- *Current trip types and needs*
- *Geographic-based needs*
- *Unmet transportation needs*
- *Current transportation service quality*
- *Rural needs*
- *Income and disability status*

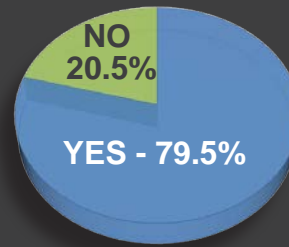
Most questions allowed for comments and “other” options in order to provide flexibility for diverse needs and concerns, as well as the opportunity to provide comments and suggestions related to human service transportation needs and services.

The survey included similar questions to the 2016 survey, but was modified for use in the online tool, Survey Monkey. This provided for a simple-to-use and customizable online platform for the survey. However, some clients were not able to either access the internet, or had disabilities or other concerns that did not allow for them to take it online. BRAG staff assisted multiple clients over the phone and entered survey data in the online platform so results could be uniformly processed.

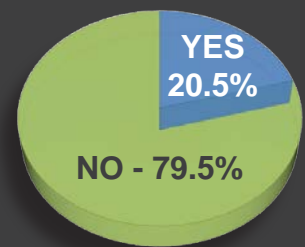
## Survey Results

Seventy-eight surveys were taken anonymously. The vast majority of respondents have disabilities, do not drive personal vehicles, have low incomes, and have some type of specialized transportation need. Following are demographics, highlights, and other summary data from the survey (see **Appendix F** for detailed survey results):

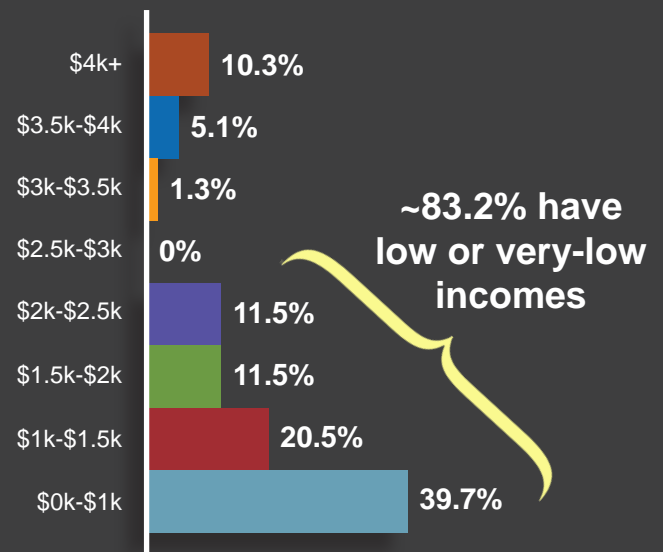
## 2020 SURVEY - DEMOGRAPHICS



Do you identify as having a disability?



Do you currently drive a personal vehicle?



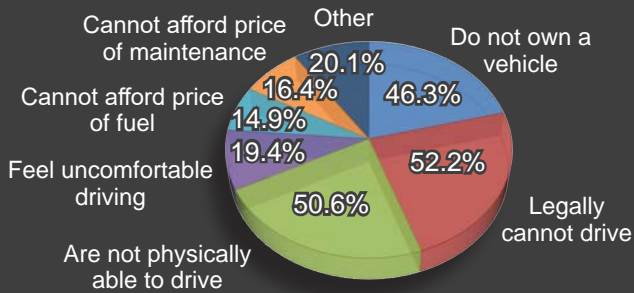
What range best describes your monthly income?

Age	Number	Percent
20's	13	17.6%
30's	14	18.9%
40's	13	17.6%
50's	7	9.5%
60's	12	16.2%
70's	10	13.5%
80's	5	6.8%

Survey participants by age group

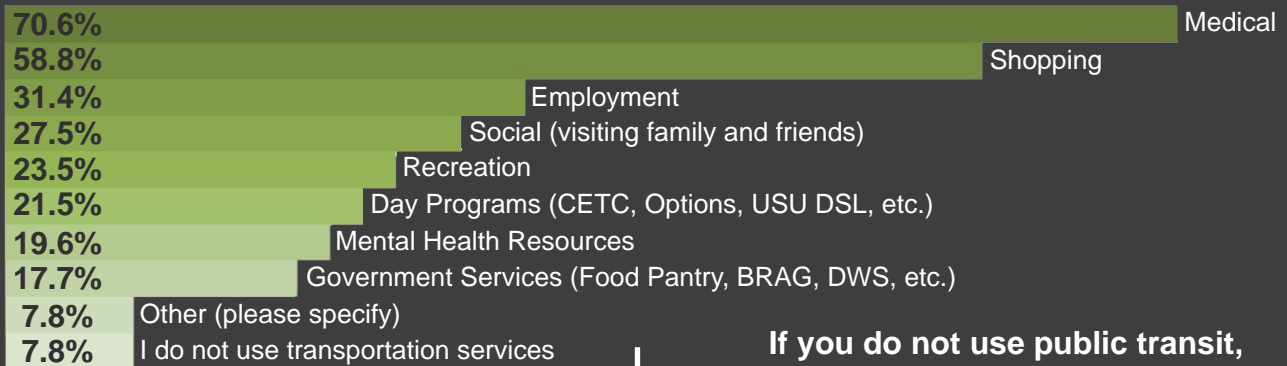
# 2020 SURVEY - HIGHLIGHTS

## If you do not currently drive a personal vehicle, please explain why.

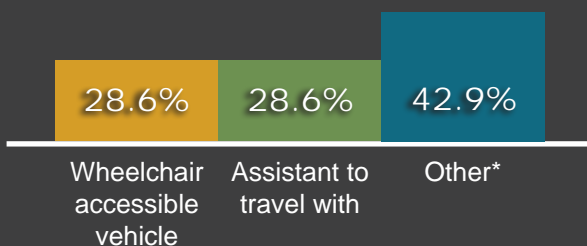


- ★ 36% of respondents that currently use public transit still have unmet transportation needs.
- ★ 55% of respondents need to travel to Ogden or Salt Lake City for medical services.
- ★ 17% of respondents *do not* have family or friends available to take them to medical appointments.
- ★ 83% of respondents feel there is a need for a small, wheelchair accessible van or bus to be available to pick up rural residents to transport them to medical appointments or other purposes.

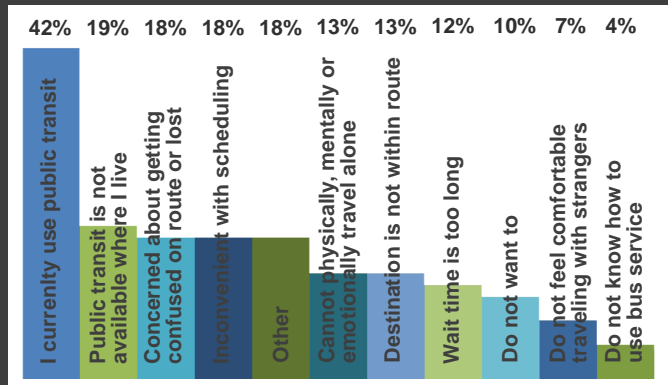
## For what purpose do you [currently] use [existing] transportation services?



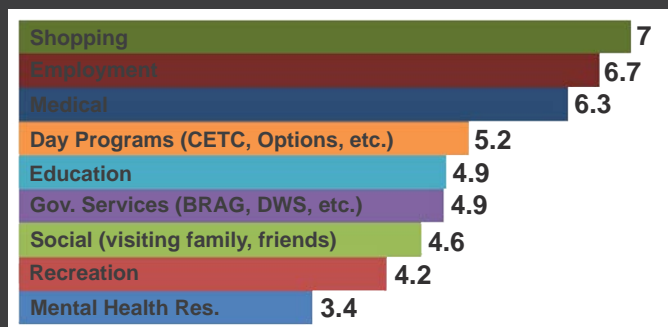
## With regards to your disability, what specialized transportation needs do you have?



## If you do not use public transit, please identify the reasons why.



## What are your greatest transportation needs? (Ranked 1-9, 9 being most important)



### \*Other Comments Regarding Specialized Needs

Need individual rides, not routes	Social anxiety
Walker (x 4)	Need to be picked up
Need ramp down, stairs difficult	Intellectual disability - confused
Visually impaired (x 2)	Painful to stand too long
Executive function issues	Need help navigating system
Trouble understanding paratran.	Both knees replaced
Need accessible bus and assist.	Need supervision at all times
Vertigo - get lost easily	Doctor visits
Developmental disability	

## Comparing the 2020 and 2016 Survey's

When comparing similar survey's from 2016 and 2020, several themes emerge. While there are definite differences between the two surveys regarding sample size and the demographic make-up of respondent groups, these themes tell a story of transportation needs in the region.

*Note: Only the hard-copy surveys from 2016 were used in this comparison, while all of the 2020 surveys were used. Online respondents from 2016 were students, while hard-copy respondents were from human service organizations. Likewise, most survey respondents from 2020 were either from human service organizations or currently utilize public transit or paratransit services.*

Common datasets/themes between the two survey's include:

- Between 20% and 36% that currently utilize public transportation services still have unmet transportation needs.
- Public transit is not geographically available for between 19% and 23%.
- Between 11% and 13% cannot physically, mentally, or emotionally travel alone on public transit.

- Between 15% and 18% are concerned about getting confused on route or lost on public transit.
- 17% say that public transit is inconvenient with scheduling
- For those who currently utilized some type of transportation service, the top three trip types from both surveys were: Medical, shopping, and employment-related trips.
- The most frequent trip destinations for both surveys were located in Logan City.
- Over half of the respondents in both surveys traveled to Ogden or Salt Lake City at least once per year, and some up to once per week.
- Between 77% and 83% of respondents feel there is a need for a small, wheelchair accessible van or bus for transporting rural residents to medical appointments.
- Around half of the respondents that said there is a need for a small accessible van or bus, said they would use it if it was free of charge.

## Under-represented user groups in the 2020 survey

While efforts were made to reach out to all under-served populations in the Bear River Region, the 2020 survey received responses primarily from seniors and persons with disabilities. While information from these groups is critical and helps us to plan for their future transportation needs, other user group input critical for this plan include:

- Low-income individuals and families
- Homeless individuals and families
- Minority groups
- Refugee populations
- University students
- CAPSA (abuse shelter) clients
- English Language Center clients
- Children's Place clients
- Centro de la Familia
- Bus drivers for CVTD and Aggie Shuttle

*\*For many of these user groups, in-person assistance with taking the actual survey is critical. Due to the presence of COVID-19 in 2020, the 2021 update of this plan may be the best time to gather input from these particular user groups. At 5-years after the extensive survey completed in 2016, this may provide a timely update.*

# REGIONAL GAP ANALYSIS

## Overview

Assessing public transportation gaps in the Bear River Region is critical in order to find ways to address those gaps. If deficiencies are not accurately understood, solutions cannot be effective and feasible, long-term.

Various agencies in the Bear River Region provide transportation services for persons with disabilities, seniors, and low-income individuals and families (see the previous section on Existing Providers and Services for details). Public transit is provided by Cache Valley Transit District (CVTD) and the Utah Transit Authority (UTA).

Likewise, human service agencies, such as Cache Employment and Training, Options for Independence, and local senior centers, provide transportation for clients on a limited basis. To help people travel farther distances or have more flexible service for medical appointments and other critical services, BRAG worked with agencies to start a Medical Voucher Program (MVP) back in 2014. However, though all of these services provide transportation for many people in need of those services, there are still gaps in transportation for persons with disabilities, seniors, and low-income households.

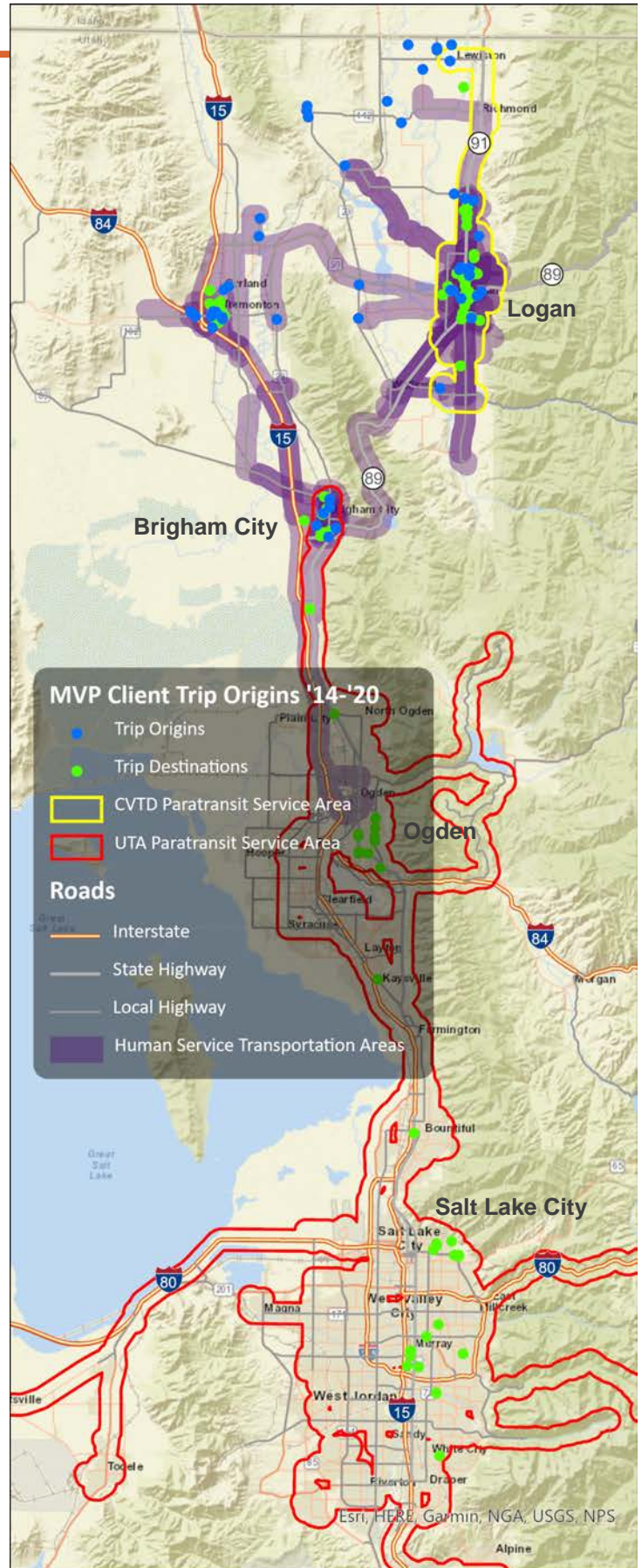
Three human service transportation gaps in the Bear River Region are:

- **GEOGRAPHIC GAPS**
- **ELIGIBILITY GAPS**
- **TEMPORAL GAPS**

Following are brief descriptions of these gaps, and how they impact under-served populations in the Bear River Region.

## Geographic Gaps

In order to determine where gaps in transportation services exist in the Bear River Region, the first step was to digitize agency transportation service areas. These areas show where



Medical Voucher Program (MVP) trip origins and destinations from 2014 to 2020 (including 2020 CVTD Lifeline Voucher clients). Many MVP clients live outside of UTA or CVTD service areas and are in need of medical transportation.

*Geographic Gaps = Not every agency provides services in every area.*

*Eligibility Gaps = Services are only allowed for eligible clients.*

*Temporal Gaps = Conflicts with scheduling and/or service hours/days.*

agencies can pick up clients and/or take those clients to various locations in accordance with their missions and allowed services. It is important to note, that regardless of the fact that these agencies provide services in these geographic areas, they are limited by allowed services based on funding restraints.

Human service agencies included in this mapping exercise include the following:

- **Brigham City Senior Center**
- **Bear River Valley Senior Center**
- **Cache Employment and Training (CETC)**
- **Cache County Senior Center**
- **USU Developmental Skills Laboratory (DSL)**
- **Life Skills and Individual Needs Center (LINC)**
- **Options for Independence**
- **Rich County Senior Center**

On the previous page, all of the above provider coverage areas are shown in purple. Coverage areas were overlaid on one map to show the most common and shared geographic areas served by these providers. Public transit provider coverage areas for CVTD and UTA are depicted on the analysis as areas outlined by yellow and red, respectively. While these agencies provide excellent service for participating communities, service is not available in most of the smaller towns and more rural areas in Box Elder and Cache Counties. No public transit exists in Rich County, with the exception of a seasonal beach shuttle in Garden City.

More detailed maps and information on current transportation services in the Bear River Re-

gion can be found in **Appendix E**.

## Eligibility Gaps

UTA and CVTD only serve the general public in their respective geographic areas, including fixed-route and paratransit services. Likewise, human service transportation providers can only transport clients that are pre-approved for services and fit within eligibility requirements linked to particular funding sources. As such, transportation gaps exist in the region, not only geographically, but also for those people that are not eligible for various services.

Most of the time, agency funding through local, state, or federal sources, is linked directly to transportation services that take clients from their home to day programs or other activities taking place at the main agency facility. Some agencies are allowed to take clients on special trips for social or recreational purposes, but only those clients that have previously been found eligible for services.

Until eligibility issues are addressed at the funding source or project grant level, sharing transportation services and/or having coordinated routes between multiple agencies is very unlikely.

## Temporal Gaps

Some of the most difficult gaps to assess and mitigate in human service transportation planning are temporal gaps. Temporal gaps primarily consist of those transportation services that are not available due to varying service days or hours, or scheduling issues for clients that need custom drop off and pick up times. While agencies may provide transportation for specific geographic areas, or may allow the transport of various enrolled clients, in many cases, scheduling can be difficult or impossible for those clients that have specific needs. For

example, if a client needs to go to the grocery store or has a medical appointment during days or times that are outside of regular business hours for transportation services, there are not any options available. Some clients have family, friends, or neighbors that can provide a ride. Others, however, do not have any other resources available, short of walking to the store or hospital, or going without.

Likewise, during regular business hours, transportation providers are most often scheduled to pick up clients, bring them to their facility, provide day services or other approved activities, then take them home at the end of the day. They do not have extra funding to pay additional hours for a driver, or funding for additional fuel, wear and tear on their vehicles.

### Medical Voucher Program (MVP)

The Medical Voucher Program (MVP) was created in 2014 to address geographic, eligibility, and temporal transportation gaps in the Bear

River Region. Through this program, pre-approved clients can ask a driver of their choice to take them to medical appointments, the grocery store, counseling, or other approved trips. Drivers are paid \$.40 per mile, which roughly covers the cost of fuel. Drivers consist of family, friends, or neighbors who are often available not only to drive them to destinations, but to stay with them and provide assistance as needed.

Other agencies and organizations in the State of Utah have created similar programs, albeit mostly temporarily. A grant was awarded in 2018 to each rural region in Utah from the Utah Department of Health and Human Services, to fund a pilot program based on the MVP program for one year.

Recently, the Utah Transit Authority (UTA), as a direct recipient of Federal Transit Administration (FTA) funding, began programming some of their mobility funds to be used on a regular basis for a similar voucher program. This

## ABOUT THE MEDICAL VOUCHER PROGRAM (MVP)

### Eligibility

1. **Must have a disability; OR**
2. **Must be age 60 or older; OR**
3. **Are not able to drive themselves (income-based)**
  - Inability to get a drivers license
  - Do not own a functioning vehicle
  - Cannot obtain car insurance
  - Cannot afford fuel

### Trip Types:

- Medical appointments
- Dental or eye doctor visits
- Physical therapy
- Wound clinic
- Pharmacy
- Dialysis
- Lab work visits
- Mental health appointments
- Minor surgeries
- Other medical related-trips
- Grocery store, food pantry or LDS Bishop's storehouse

### *Voucher Process:*

**1**

Approve eligible clients

**2**

Client training

**3**

Vouchers are mailed to client as needed

**4**

Client contacts a driver & arranges trips

**5**

Trip details are recorded & signed by client & driver

**6**

Driver mails in voucher for reimbursement

program has been very successful, and UTA is now working on the creation of an electronic voucher program and app which can serve as a template for other agencies nation-wide.

Locally, Cache Valley Transit District (CVTD) graciously decided to support the voucher program, and provided one-year of grant funding for the MVP as administered by BRAG for Cache Valley clients. The CVTD Board has been very supportive of the program, and it is hopeful they will fund those services in the future.

Also, due to the world-wide COVID-19 pandemic in 2020, federal funding is currently being utilized by BRAG to provide vouchers for clients in Box Elder and Rich Counties. However, Rich County does not have any current MVP clients.

## Remaining Gaps

Although the Medical Voucher Program (MVP) has filled many transportation gaps in the Bear River Region, particularly related to medical and critical nutrition needs, gaps still exist. In particular, some clients do not have family, friends, or neighbors they can turn to. BRAG has been strongly advised by our insurance provider to completely avoid any screening, selecting, and recommending of drivers to any and all clients. As such, clients are left to find their own drivers, though BRAG advises clients to choose drivers that have a current drivers license, car insurance, and are trustworthy.

In addition, other needs that the current medical voucher program are not able to fill at this time relate to clients that:

- **Are not pre-approved to access transportation services from any human service transportation providers**
- **Live outside the UTA or CVTD service areas**
- **Are travelling outside of the UTA or CVTD service areas**
- **Need access to a wheelchair accessible vehicle**

## Summary of Gaps

Although it would seem that human service agencies and public transit providers have most of the regional transportation needs covered, the reality is that there are still definite gaps in service. Geographically, there are gaps where people live in, or need to travel to, rural areas, or urban areas outside of current transit service areas.

Regarding eligibility, many people in need of transportation services are not eligible for current human service transportation provider programs or services. Likewise, agencies sharing services or picking up clients from other agencies is not likely a scenario due to the many restraints associated with various funding sources and programs.

Temporally, times and days of service for agency transportation services do not always line up with client schedules, particularly for medical or critical nutrition-related trips.

What can be done to fill geographical, eligibility, and temporal human service transportation gaps in the Bear River Region? Are there ways to create a transportation system that is flexible enough to address all client needs at all times in a sustainable and cost-effective way? Can funding sources be pooled to create a comprehensive transportation system that adequately fills these gaps?

# CURRENT REGIONAL NEEDS & CHALLENGES

## Unique Rural Issues

1. While nice in theory, a one call/one click service may work well in urban areas, but does not currently address transit needs in the rural Bear River Region. Requests for trips are random in location, time, and purpose. Likewise, a study was done in 2012 that showed at that time, that a one call/one click service, along with coordinated provider services, were not feasible. The current transportation environment has not changed substantially since 2012.

2. UBER and LYFT-type services do not currently function at a high level in our region. Our population has not reached a critical mass for those services to be successful, and our largest county, Cache County, is geographically separated from the more populated Wasatch Front. As such, it does not make good business sense for these services to expand in this area.

3. Public transportation is not currently available through Logan and Sardine Canyons, which presents a definite impediment for non-drivers trying to get from Rich County to Cache or Box Elder County, or Cache/Box Elder residents to travel back and forth between their counties. However, a pilot program is expected to begin at some point in the next few years as a trial run for CVTD bus service from Logan to Brigham City.

4. While fairly substantial transportation options do exist for persons with disabilities and seniors to access goods and services in their respective counties, low-income individuals and families living in rural areas, outside of public transit service areas, struggle to afford transportation to work, education and training, goods, and services. Currently there is no long-term transportation option for these populations.

## Air Quality Issues

Northern Utah air quality suffers greatly due to wintertime inversions in large valleys surround-

## Regional Needs & Challenges

- Unique Rural Issues
- Air Quality Issues
- Long-term Funding for the Medical Voucher Program (MVP)
- Wheelchair Accessible Bus for Rural Areas
- Versatile Funding Options Needed Statewide

ed by substantial mountain ranges. Educating the public on transportation alternatives and encouraging the use of all possible options can positively impact air quality and lead to less congestion on local roadways.

## Long-term Funding for the Medical Voucher Program (MVP)

Trips provided by volunteer drivers for the Medical Voucher Program (MVP) fill a major transportation gap for low-income households, seniors, and persons with disabilities, especially those living in rural areas.

Due to low overhead, this program is the lowest cost, workable alternative for these clients in rural areas.

## Accessible Bus for Rural Areas

The periodic need for an accessible vehicle to transport rural individuals to more populated areas for medical care and other purposes remains a need yet to be filled. Although few and far between, survey data shows that this remains a constant need for underserved populations in the Bear River Region.

## Versatile Funding Options Needed Statewide

In meeting with other transportation planners and providers around the state, it is evident



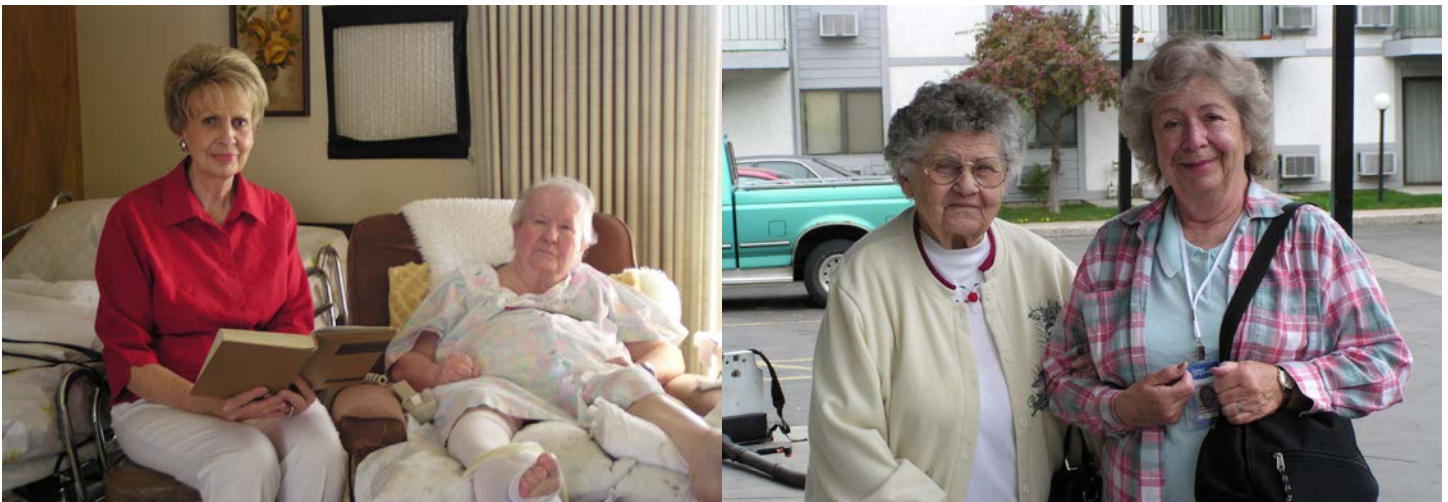
that in order to manage the unique mobility concerns of each area, local, non-traditional solutions tend to be most effective. In order for future Federal and State transportation dollars

to effectively aid all areas of Utah, it is imperative that different regions are offered versatility in utilizing those funds for projects in their respective communities.

## SUMMARY OF STRATEGY IMPLEMENTATION

The summary of implemented strategies and other activities listed below represent years of human service transportation planning in the Bear River Region. These strategies were developed through a variety of combined studies and planning efforts. To date, implemented strategies include the following:

- In 2007, **the first regional Coordinated Human Services Transportation Plan** was written as part of a statewide planning effort.
- In 2009, a **Mobility Management Plan** was written by BRAG staff as part of a comprehensive regional planning process.
- The **creation of a formal Regional Coordinating Council** known as the Bear River Regional Access & Mobility Council in 2012.
- The **development of a regional business/strategy plan** that helps identify the true costs of providing human service transportation in the region, and analyzed the feasibility of true coordinated transportation services – The Bear River Region Mobility Management Business Plan (2012).
- The **development of two rural transportation voucher programs** that provide mileage reimbursement for approved trips outside of areas with public transit or ADA



Clients and volunteers from a former BRAG program called 'Senior Companions.' This program provided transportation and companionship services for low-income seniors, by low-income seniors. Trips included doctor appointments, shopping, social activities, and recreation. The program closed several years ago due to ongoing funding issues, but the need has only grown. The MVP program has helped filling transportation needs, but the need for companionship still exists.

type service – The BRAG Medical Voucher Program (MVP) and The BRAG Mobility Voucher Program for Families (MVP4F) - were formed. The MVP program is currently being funded by CVTD in Cache Valley, and federal COVID-19 funding is funding services in Box Elder County. No clients currently exist in Rich County.

- The **development of the Open Access Program**, which provided education to local businesses and organizations regarding issues faced by transportation-disadvantaged populations when attempting to shop and access services. The Utah Public Transit Team is no longer allowing the use of FTA funds to administer this program.
- Members of the Advocacy and Outreach subcommittee of the Bear River Regional Access and Mobility Council worked for multiple years with state legislators, the state Department of Services for Persons with Disabilities (DSPD) and various agencies to **advocate for increased Motor Transportation Payment (MTP) Rate for service providers**. The rate was increased annually over the past several years. This has been a huge help to local DSPD providers, but there is still a large gap in costs for service from these providers.
- The **creation of a Travel Training Program** catered towards helping seniors, persons with disabilities, and low-income populations better utilize existing public and specialized transit services. This program was done in cooperation with the Cache Valley Transit District (CVTD). Although well attended and successful, this program was discontinued due to recent guidance by the Utah Department of Transportation (UDOT) Public Transit Team. BRAG staff was told that a “Train the Trainer” program could be created, but that FTA funds could not be used to actually do the travel training. Likewise, with the worldwide COVID-19 pandemic, travel training was not feasible to do in the year 2020, due to social distancing requirements.

- The **development of a new, regional mobility website** with human service transportation resource information and ride resources for agencies and the general public, was created, then updated in 2018. The website can be found at [www.bearrivermobilty.info](http://www.bearrivermobilty.info).
- Assisted Box Elder County in obtaining funding, and selecting a consultant, for a **Box Elder County Transit Study in 2019**. Served on steering committee and provided input related to mobility management and community planning.

Several key issues have been brought into focus while assessing the services and capabilities of various agencies to provide for the needs of underserved populations in the Bear River Region. Agencies have been faced with decades of increasing costs and an inverse relationship in the amount of funding available to provide transportation services to an ever-increasing customer base. Through ingenuity and efficiency, many of them have carefully implemented procedures to serve the highest number of clients with meager or no transportation funds. Due to time constraints, budget and staff limitations, agencies have done an amazing job offering current services within various funding source and program constraints. Coordination between agencies to fill gaps in transportation is a complex challenge which will continue to be deliberated in the coming years.

In order to keep up with the growth and changing needs of the Bear River Region, the strategies in this plan must also be flexible. Ideally, funding from state and federal sources will be augmented with contributions from foundations, private businesses and corporations. Where possible, donations may be requested or welcomed from program participants. As our population increases, public and private transportation services will undoubtedly acclimate. Though the responsibilities and involvement of various groups and individuals involved in improving mobility in the region may change over time, we will adjust accordingly, and striving to meet the needs of vulnerable populations will continue to be our constant objective.

# LIST OF FTA AND UDOT-APPROVED STRATEGIES

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Though the list of approved human service transportation strategies to improve access and mobility from the Federal Transit Administration (FTA) is quite extensive and flexible, not all strategies will work in the Bear River Region, due to the rural nature of the area and local needs.

Likewise, the Utah Department of Transportation (UDOT) Public Transit Team (PTT) has placed additional restrictions on what is and what is not allowed under various FTA programs. As such, as a region we are limited to the list of strategies as determined by UDOT PTT. However, it is hoped that, some day, more flexibility with FTA funds will be granted by the state to the various regions to implement effective strategies catered to the needs of local communities and the underserved populations therein.

## FTA-Approved Strategies Applicable to the Bear River Region

- Transportation Vouchers for Medical and Other Critical Trip Types
- Travel Training Program
- Mobility Management as part of Hospital Discharge Planning<sup>1</sup>
- Volunteer Driver Programs<sup>2</sup>
- Advocating for alternative transportation options such as biking and walking, car and van pools to reduce the number of trips by automobile<sup>3</sup>
- Building accessible paths to bus stops, improving signage and accessible pedestrian signals<sup>4</sup>

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1 San Diego Association of Governments Discharge Planning Coordination with area Hospital. Also done by Vermont Agency of Transportation

2 Pay Your Pal, Lake Co., CA

3 Active Transportation, UDOT

4 FTA 5310 Fact Sheet; Eligible Activities for Non-Traditional Projects

## UDOT-Approved Strategies

- Travel Training Program
- Staffing the Regional Coordinating Council
- Volunteer Driver Programs
- Providing information and education to public regarding area transportation options

# 4 OBJECTIVES & STRATEGIES

## **BASIC PROCESS**

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### **Building on Past Efforts**

Since 2012, the Bear River Regional Access and Mobility Council has strived to identify gaps, issues, and needs of under-served populations in region, and to find ways to address those issues through implementable strategies.

Likewise, various planning efforts have been referenced and utilized to provide information regarding past transportation needs. From the first regional mobility management plan in 2009, to a Business Plan in 2012, to various renditions and updates of this plan, strategies have been updated at least every two years to reflect current needs and issues.

### **Gap Analysis and Needs**

The gap analysis and needs assessment included in the previous section are the basis for the objectives and strategies included in this plan. Addressing rural needs, especially medical and health-related trips, and finding a way to fill gaps that still exist, are the key drivers in creating the objectives and strategies.

### **Ongoing Council Input**

Members of the Bear River Regional Access and Mobility Council have served as the governing body for this plan and planning process since 2012. As an ad hoc committee tasked with improving access and mobility for under-served populations in the region, the council has taken a very active role in the creation of these strategies.

The following objectives and strategies have been updated to address current needs and issues in the region. While not all of these strategies may realistically be implemented in a timely manner, due to limited funding/resources, and current state/federal policy constraints, it is hoped that the most critical needs of the area can be addressed through various efforts.

## 2021 HUMAN SERVICE TRANSPORTATION OBJECTIVES

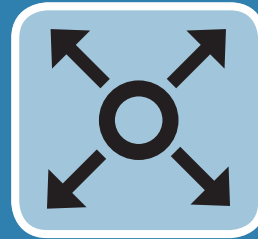
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1



Maintain a healthy and sustainable human service and public transportation network that works collaboratively to meet shared goals and objectives.

2



Where possible, increase the capacity of local human service transportation providers to better serve persons with disabilities, seniors, and low-income households. If gaps in service exist, work with providers to find solutions.

3



Understand current transportation costs, and plan for the likely increased cost for transportation services in the future so that resources can be utilized as efficiently as possible.

4



Integrate practices that help improve air quality in the Bear River Region.

1



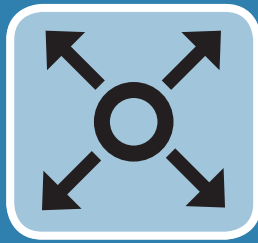
**Maintain a healthy and sustainable human service and public transportation network that works collaboratively to meet shared goals and objectives.**

## **OBJECTIVE #1 STRATEGIES**

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- Support a regional mobility manager position
- Maintain an informative website and resource directory
- Disseminate information on upcoming trainings, conferences, and other resources to human service transportation providers.
- Foster a collaborative environment through holding regular regional human service transportation coordination meetings.
- Advocate for local, regional, and statewide initiatives that help fund transportation services for underserved populations.
- Support Utah Association of Community Services in their efforts to fully fund Motor Transportation Payment (MTP) for transportation for persons with disabilities.
- Gather and analyze human service transportation data to understand current conditions, existing services, service gaps, and future needs.
- Provide regional representation on the Utah Urban-Rural Specialized Transportation Association (URSTA) Board and disseminate information to local providers and organizations.
- Seek to expand Bear River Regional Access and Mobility Council membership to include agencies that serve all transportation underserved populations in the region.

2



Where possible, increase the capacity of local human service transportation providers to better serve persons with disabilities, seniors, and low-income households. If gaps in service exist, work with providers to find solutions.

## OBJECTIVE #2 STRATEGIES

---

- Help agencies find funding for various mobility studies to find solutions to access and mobility challenges through local, state, and federal funding sources.
- Support and expand, where necessary, a human service transportation voucher program.
- Work with public transit providers and local governments to assess the functionality and accessibility of existing bus stops.
- Work with CVTD and UTA on implementing a pilot project connecting Cache Valley to Brigham City via local bus service.
- Provide travel training when necessary and appropriate to transportation underserved populations in coordination with existing providers.

3



Understand current transportation costs, and plan for the likely increased cost for transportation services in the future so that resources can be utilized as efficiently as possible.

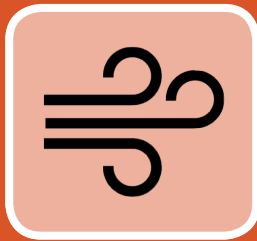
## OBJECTIVE #3 STRATEGIES

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- Help agencies understand their fully allocated costs for providing transportation services.
- Advocate for low cost transportation options for transportation disadvantaged populations.
- Integrate new technologies and tools to increase efficiency of existing services where appropriate.
- Be cognizant of current and future funding sources which can be used for integrating innovative solutions and technologies that increase efficiency of existing services.
- Consider population growth and innovative services to address area public transit challenges for that growth.



4



**Integrate practices that help improve air quality in the Bear River Region.**

## **OBJECTIVE #4 STRATEGIES**

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- Provide information and resources on cleaner air technologies to local agencies and transportation providers via the regional mobility website, regional meetings, or other types of communication.
- Support community efforts for utilizing public transit, carpooling, biking, and other non-motorized transportation options.
- Work with UDOT to encourage cleaner air technologies and projects through state and federal funding sources.

# 5-YEAR IMPLEMENTATION PLAN AND SCHEDULE

The following table outlines a five-year schedule for mobility management in the Bear River Region. The schedule is an illustrative road map for how the objectives could be implemented; It is not a hard

and fast rule about the timing of implementation, but conveys a rationale for how the RCC and staff team might structure its activities over the next five-years.

OBJECTIVE	STRATEGY	2021	2022	2023	2024	2025
1	Support a regional mobility manager position	X	X	X	X	X
1	Maintain an informative website and resource directory	X	X	X	X	X
1	Disseminate information on upcoming trainings, conferences, and other resources to human service transportation providers.	X	X	X	X	X
1	Foster a collaborative environment through holding regular regional human service transportation coordination meetings.	X	X	X	X	X
1	Advocate for local, regional, and statewide initiatives that help fund transportation services for underserved populations.	X	X	X	X	X
1	Support Utah Association of Community Services in their efforts to fully fund Motor Transportation Payment (MTP) for transportation for persons with disabilities.	X	X	X	X	X
1	Gather and analyze human service transportation data to understand current conditions, existing services, service gaps, and future needs.	X		X		X
1	Provide regional representation on the Utah Urban-Rural Specialized Transportation Association (URSTA) Board and disseminate information to local providers and organizations.	X	X	X	X	X
1	Seek to expand Bear River Regional Access and Mobility Council membership to include agencies that serve all transportation underserved populations in the region.	X	X	X	X	X
2	Help agencies find funding for various mobility studies to find solutions to access and mobility challenges through local, state, and federal funding sources.	X	X	X	X	X
2	Support and expand, where necessary, a human service transportation voucher program.	X	X	X	X	X
2	Work with public transit providers and local governments to assess the functionality and accessibility of existing bus stops.		X	X	X	X
2	Work with CVTD and UTA on implementing a pilot project connecting Cache Valley to Brigham City via local bus service.	X	X	X		
2	Provide travel training when necessary and appropriate to transportation underserved populations in coordination with existing providers.	X	X	X	X	X
3	Help agencies understand their fully allocated costs for providing transportation services.	X	X	X	X	X
3	Advocate for low cost transportation options for transportation disadvantaged populations.	X	X	X	X	X
3	Integrate new technologies and tools to increase efficiency of existing services where appropriate.	X	X	X	X	X
3	Be cognizant of current and future funding sources which can be used for integrating innovative solutions and technologies that increase efficiency of existing services.	X	X	X	X	X
3	Consider population growth and innovative services to address area public transit challenges for that growth.	X	X	X	X	X
4	Provide information and resources on cleaner air technologies to local agencies and transportation providers via the regional mobility website, regional meetings, or other types of communication.	X	X	X	X	X
4	Support community efforts for utilizing public transit, carpooling, biking, and other non-motorized transportation options.	X	X	X	X	X
4	Work with UDOT to encourage cleaner air technologies and projects through state and federal funding sources.	X	X	X	X	X

\*Note: The RCC will continue to update this table as new strategies/priorities are identified and revisions are made to this plan and the mobility management team schedule.

# PROJECT LIST/APPLICATION SCHEDULE

## Introduction

This section identifies projects in the Bear River Region that will utilize federally funded Federal Transit Administration (FTA) Formula Programs for capital or operations expenses. Projects are aimed at addressing the objectives and strategies identified in this plan, developed to help meet the needs of transportation underserved populations in the region. These projects are developed locally and derived

from regular planning and coordination meetings held by the Bear River Regional Access & Mobility Council.

This list will be updated on an on-going basis, and will be developed in conjunction with scheduled plan updates. The updated list will include anticipated human service agency transportation projects seeking federal funding assistance for capital and operations expenses over the next five years.

ORGANIZATION	PROJECT	2022	2023	2024	2025	2026
BRAG	BRAG mobility management activities	X	X	X	X	X
BRAG	Transportation voucher and operating funds	X	X	X	X	X
Bear River Valley Senior Center						
Brigham City Senior Center						
Cache County Senior Center	Vehicles to replace older vehicles	X	X	X	X	X
Cache Employment & Training	Vehicles (22') to replace older vehicle, fuel, insurance, software, repairs, drivers, dispatch, maintenance, costs for ride-a-long attendants, and other operating costs.	X	X	X	X	X
Common Ground Outdoor Adventures	Vehicles to replace older vehicles	X	X	X	X	X
Developmental Skills Laboratory	Vehicles to replace older vehicles	X	X	X	X	X
Options for Independence	Vehicles to replace older vehicles	X	X	X	X	X
Rich County Senior Center						
USU Parking and Transportation Services	Accessible University motor pool vehicles	X	X	X	X	X

\*Note: This list represents potential FTA project applications per organization for each funding year (not calendar year). The list will be updated annually and is considered current and complete for projects seeking funding. BRAG staff and the BRRAMC will continue to update this table as new strategies/priorities are identified and revisions are made to this plan.

# FEDERAL TRANSIT ADMINISTRATION (FTA)

## APPLICATION PROCESS

### Review Committee

Each year, a small committee is formed for reviewing, rating, and ranking FTA applications in the Bear River Region. This committee changes each year, but is generally made up of BRAG staff and several staff from transportation or human service providers that do not receive FTA funding from UDOT, or have not applied for FTA funding for that particular year or cycle. This is done to ensure that there is not a conflict of interest from those particular agencies.

### Application Prioritization Process and Scoring Criteria

Over the past few years, BRAG mobility management staff has been working with UDOT and non-transportation providers to develop project prioritization and selection criteria. The criteria includes five main topics: Consistency with the regional HSTC plan, regional and local coordination and collaboration, maintaining and/or improving critical services

for target populations, project work plan and justification for need, and completeness/thoroughness of the application. Each of the criteria is scored by a member of a rating/ranking committee.

### BRAG FTA APPLICATION RATING & RANKING CRITERIA TEMPLATE

EVALUATION CRITERIA		DETAILED EXPLANATION	SCORING POTENTIAL
1	Consistency with Regional HSTC Plan	Is the project consistent with the strategies found in the most current version of the Bear River Region's Human Service Transportation Coordination Plan?	20
2	Regional and Local Coordination/	The plan can be found at <a href="http://bearrivermobility.info">bearrivermobility.info</a> .	20
3	Collaboration	Does the project reflect efforts to coordinate and collaborate with regional and local transit providers and transportation planning agencies/organizations?	20
4	Maintaining and/or Improving Critical Services for Target Populations	Does the project maintain critical transportation services for persons with disabilities, seniors, and/or individuals with low-income? Or, does the project include the creation of new services which fill a need or gap for those populations as reflected in the most current version of the regional Human Service Transportation Coordination Plan?	20
5	Project Work Plan and Justification for Need	Does the application include a brief and sensible work plan for the project? Has all of the required public outreach including Title VI (if necessary) been completed and documented? Does the application include justification for the project?	20

Scoring values will range from 0-20 per evaluation criteria based on combined recommendations from staff and the review committee.

# 5 APPENDICES

# APPENDIX A - PROJECT PARTNERS; PAST AND PRESENT

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Aggie Shuttle - Utah State University  
Avalon Health Care Group - Pioneer Care Center  
Avalon Health Care Group - Willow Glen Health & Rehabilitation  
Bear Lake Convention and Visitor's Bureau  
Bear Lake Manor  
Bear Lake Memorial Skilled Nursing Facility  
Bear Lake Regional Commission  
Bear River Association of Governments  
Bear River Head Start  
Bear River Health Department Logan City  
Bear River House  
Bear River Mental Health  
Bear River Valley Care Center  
Bear River Valley Senior Citizen's Center  
Bee Hive Homes  
Blacksmith Fork Assisted Living  
Box Elder Community Pantry  
Box Elder County  
Box Elder Family Support  
Boys & Girls Club  
BRAG Senior Companions Program  
Bridgerland Applied Technology College (BATC) Logan Campus  
Bridgerland Applied Technology College (BATC) Brigham Campus  
Bridgerland Cab  
Bridgerland Literacy  
Brigham City  
Brigham City Clubhouse  
Brigham City Hospital  
Brigham City Senior Center and Senior Transit  
Cache County  
Cache County Red Cross  
Cache County Senior Citizen Center  
Cache Employment & Training Center  
Cache Metropolitan Planning Organization  
Cache Valley Assisted Living  
Cache Valley Bank  
Cache Valley Community Health Center  
Cache Valley Hospital  
Cache Valley Transit District (CVTD)  
Cache Valley Volunteer Center  
Citizens Against Physical and Sexual Abuse (CAPSA)  
Centro de Familia de Utah (Providence)  
Centro de Familia Head Start (Box Elder)  
Centro de Familia Head Start (Providence)  
Centro De La Familia Migrant and Seasonal Headstart  
Child & Family Support  
Chrysalis  
Common Ground  
Community Action Partnership  
Community Nursing Services  
Community Trans. Assoc. of Idaho - District 5  
Country Lane Assisted Living Center -  
Deseret Industries  
Disability Law Center  
Family Info & Resource Center  
Family to Family Network  
Food Pantries; Brigham, Logan, Tremonton  
Garden City  
Greyhound  
Hyrum Senior Citizen's Center  
Intermountain Homecare Hospice  
LDS Employment  
Legacy House Assisted Living  
Life Skills and Individual Needs Center  
Logan Parks & Recreation  
Logan Taxi  
Logan Regional Hospital  
Maple Springs Assisted Living, Brigham and No. Logan  
Multi-Cultural Center of Cache Valley  
NAMI Cache Valley Affiliate  
New Discoveries Clubhouse  
Northwest Band of the Shoshone  
Oneida County School District, Curlew Valley Community Center  
Options for Independence  
Our House Assisted Living  
Pioneer Care & Rehabilitation - Avalon Health Care Group  
Pioneer Valley Lodge  
Pocatello Regional Transit  
Rich County  
Rich County Senior Citizen's Center  
Rocky Mountain Care Center  
Rocky Mountain Home Care and Hospice  
Salt Lake Express  
Smithfield Senior Center  
Stevens Henagar College  
Sunshine Terrace Foundation  
Terrace Grove Assisted Living  
Tremonton City  
The Gables Assisted Living in Brigham City  
The Gables Assisted Living in N. Logan  
UDOT - Systems Planning and Programming  
United Way Cache Valley  
USU Access & Diversity Center  
USU Brigham City Campus  
USU Center for Persons with Disabilities  
USU Developmental Skills Lab  
USU Disability Resource Center  
USU Landscape Architecture and Environmental Planning Department  
USU SAAVI (Sexual Assault and Anti-Violence Information)  
Utah Transit Authority  
Utah Department of Workforce Services - Logan Center  
Utah Special Olympics  
Veteran's Hospital Transport  
Williamsburg Retirement Community  
Willow Glen Health & Rehabilitation - Avalon Health Care Group



## APPENDIX B - 2019 TITLE VI PLAN

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BRAG updated the regional Title VI Plan in 2019, and will continue to update the plan annually or on an as-needed or required basis. Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

Please visit [www.bearrivermobility.info](http://www.bearrivermobility.info) to view BRAG's updated Title VI Plan in its entirety.

# APPENDIX C - REGIONAL DEMOGRAPHICS

All Topics 	Rich County, Utah	Box Elder County, Utah	Cache County, Utah
Median household income (in 2019 dollars), 2015-2019	\$57,902	\$62,233	\$59,038
 <b>PEOPLE</b>			
<b>Population</b>			
Population estimates, July 1, 2019, (V2019)	2,483	56,046	128,289
Population estimates base, April 1, 2010, (V2019)	2,264	49,983	112,656
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	9.7%	12.1%	13.9%
Population, Census, April 1, 2010	2,264	49,975	112,656
<b>Age and Sex</b>			
Persons under 5 years, percent	▲ 7.1%	▲ 8.0%	▲ 8.2%
Persons under 18 years, percent	▲ 29.4%	▲ 31.2%	▲ 30.1%
Persons 65 years and over, percent	▲ 18.4%	▲ 13.2%	▲ 9.8%
Female persons, percent	▲ 48.4%	▲ 49.0%	▲ 50.0%
<b>Race and Hispanic Origin</b>			
White alone, percent	▲ 97.2%	▲ 95.2%	▲ 92.9%
Black or African American alone, percent (a)	▲ 0.4%	▲ 0.6%	▲ 1.1%
American Indian and Alaska Native alone, percent (a)	▲ 0.7%	▲ 1.1%	▲ 1.1%
Asian alone, percent (a)	▲ 0.3%	▲ 0.8%	▲ 2.3%
Native Hawaiian and Other Pacific Islander alone, percent (a)	▲ 0.1%	▲ 0.2%	▲ 0.5%
Two or More Races, percent	▲ 1.3%	▲ 2.1%	▲ 2.1%
Hispanic or Latino, percent (b)	▲ 6.8%	▲ 9.7%	▲ 10.9%
White alone, not Hispanic or Latino, percent	▲ 91.2%	▲ 86.7%	▲ 83.5%
<b>Population Characteristics</b>			
Veterans, 2015-2019	134	2,347	3,341
Foreign born persons, percent, 2015-2019	5.3%	3.2%	6.5%
<b>Housing</b>			
Housing units, July 1, 2019, (V2019)	3,181	19,357	43,169
Owner-occupied housing unit rate, 2015-2019	71.7%	77.8%	63.0%
Median value of owner-occupied housing units, 2015-2019	\$202,500	\$203,600	\$236,500
Median selected monthly owner costs -with a mortgage, 2015-2019	\$1,078	\$1,298	\$1,353
Median selected monthly owner costs -without a mortgage, 2015-2019	\$291	\$372	\$400
Median gross rent, 2015-2019	\$702	\$747	\$803
Building permits, 2019	47	320	1,594
<b>Families &amp; Living Arrangements</b>			
Households, 2015-2019	635	17,569	38,393
Persons per household, 2015-2019	3.75	3.05	3.16
Living in same house 1 year ago, percent of persons age 1 year+, 2015-2019	97.0%	87.7%	80.2%
Language other than English spoken at home, percent of persons age 5 years+, 2015-2019	7.6%	7.4%	10.6%
<b>Computer and Internet Use</b>			
Households with a computer, percent, 2015-2019	97.5%	92.7%	96.0%
Households with a broadband Internet subscription, percent, 2015-2019	84.6%	86.6%	87.8%
<b>Education</b>			
High school graduate or higher, percent of persons age 25 years+, 2015-2019	95.7%	93.1%	93.1%
Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019	23.0%	23.9%	38.3%
<b>Health</b>			
With a disability, under age 65 years, percent, 2015-2019	11.0%	8.1%	6.1%
Persons without health insurance, under age 65 years, percent	▲ 10.1%	▲ 8.8%	▲ 9.8%
<b>Economy</b>			



In civilian labor force, total, percent of population age 16 years+, 2015-2019	43.0%	64.7%	69.2%
In civilian labor force, female, percent of population age 16 years+, 2015-2019	38.8%	55.6%	61.6%
Total accommodation and food services sales, 2012 (\$1,000) (c)	9,487	47,509	125,146
Total health care and social assistance receipts/revenue, 2012 (\$1,000) (c)	D	D	494,294
Total manufacturers shipments, 2012 (\$1,000) (c)	0	D	4,516,580
Total merchant wholesaler sales, 2012 (\$1,000) (c)	D	D	D
Total retail sales, 2012 (\$1,000) (c)	9,629	482,744	1,154,177
Total retail sales per capita, 2012 (c)	\$4,247	\$9,622	\$9,991

### Transportation

Mean travel time to work (minutes), workers age 16 years+, 2015-2019	24.0	23.4	17.1
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### Income & Poverty

Median household income (in 2019 dollars), 2015-2019	\$57,902	\$62,233	\$59,038
Per capita income in past 12 months (in 2019 dollars), 2015-2019	\$23,464	\$24,797	\$23,713
Persons in poverty, percent	▲ 9.3%	▲ 7.5%	▲ 13.1%

## BUSINESSES

### Businesses

Total employer establishments, 2018	102	1,175	3,558
Total employment, 2018	586	18,156	45,355
Total annual payroll, 2018 (\$1,000)	22,749	883,280	1,646,598
Total employment, percent change, 2017-2018	5.6%	2.8%	6.7%
Total nonemployer establishments, 2018	277	3,538	9,370
All firms, 2012	335	3,682	10,330
Men-owned firms, 2012	154	1,929	5,278
Women-owned firms, 2012	75	1,188	2,934
Minority-owned firms, 2012	F	119	506
Nonminority-owned firms, 2012	320	3,427	9,458
Veteran-owned firms, 2012	F	306	586
Nonveteran-owned firms, 2012	294	3,157	9,022

## GEOGRAPHY


### Geography

Population per square mile, 2010	2.2	8.7	96.7
Land area in square miles, 2010	1,028.78	5,745.55	1,164.81
FIPS Code	49033	49003	49005

About datasets used in this table

#### Value Notes

▲ Estimates are not comparable to other geographic levels due to methodology differences that may exist between different data sources.

Some estimates presented here come from sample data, and thus have sampling errors that may render some apparent differences between geographies statistically indistinguishable. Click the Quick Info  icon to the row in TABLE view to learn about sampling error.

The vintage year (e.g., V2019) refers to the final year of the series (2010 thru 2019). *Different vintage years of estimates are not comparable.*

#### Fact Notes

- (a) Includes persons reporting only one race
- (b) Hispanics may be of any race, so also are included in applicable race categories
- (c) Economic Census - Puerto Rico data are not comparable to U.S. Economic Census data

#### Value Flags

- Either no or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest or upper in open ended distribution.
- D Suppressed to avoid disclosure of confidential information
- F Fewer than 25 firms
- FN Footnote on this item in place of data
- N Data for this geographic area cannot be displayed because the number of sample cases is too small.
- NA Not available
- S Suppressed, does not meet publication standards
- X Not applicable
- Z Value greater than zero but less than half unit of measure shown

QuickFacts data are derived from: Population Estimates, American Community Survey, Census of Population and Housing, Current Population Survey, Small Area Health Insurance Estimates, Small Area Income and Estimates, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits.

# APPENDIX D - ELLIGIBLE AND APPROVABLE PROJECTS

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## Traditional FTA Section 5310 project types:

- Capital purchases of vehicles, lifts, ramps and wheelchair securement devices
- Operations costs for paratransit services
- Vehicle maintenance and repairs
- Purchase or construction of vehicle shelters
- Transit-related computer hardware and software and other ITS needs
- Mobility management programs
- Acquisition of transportation services under contract, lease, or other arrangement

## ***Other eligible 5310 project types:***

- Public transportation projects that exceed the requirement of the ADA
- Curb Cuts or sidewalks
- Accessible pathways to bus stops, pedestrian signals or other accessible features
- Volunteer Driver Programs
- Voucher Programs (Ex: Wyoming Transportation Check Program, Alliance for Community Transport., NH)
- Administrative Expenses
- Public transportation projects that improve access to fixed-route service and decrease reliance on paratransit
- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation
- Mobility Management as part of hospital discharge/medical appt. planning (Ex: San Diego Association of Gov't., Vermont Agency of Transportation)

## UDOT approved Section 5310 project types:

- Travel training\*\*
- Staffing of regional and/or local coordinating councils\*\*
- Capital vehicle purchases
- Creating and maintaining a volunteer driver pool for agencies\*\*
- Agency operating funds for transit services
- Technology for improving transit efficiency
- Agency staff assistants for specific client needs
- Creating/updating mobility management website and information/referral service\*\*
- Dispatch center
- Coordination of transit services between agencies

*\*\*BRAG activities as approved by UDOT Staff. This list is not representative of FTA approved project types that address actual needs in the Bear River Region. Rather, they are the project types that UDOT PTT staff will approve based solely on UDOT priorities.*

# APPENDIX E - 2017 GAP ANALYSIS MAPS AND DETAILS

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The Human Service Transportation Provider maps delineate service areas for the following agencies in the region:

- Brigham City Senior Center
- Bear River Valley Senior Center
- Cache County Senior Center
- Cache Employment and Training Center (CETC)
- USU Developmental Skills Laboratory (DSL)
- Like Skills and Individual Needs Center (LINC)
- Options for Independence
- Rich County Senior Center

For the purpose of the geographic gap analysis, a service area is defined as  $\frac{3}{4}$  of a mile from either side of a road, with a total width of  $1\frac{1}{2}$  miles. The service routes are the most efficient routes an agency would travel to reach a client's residents (origin). The most efficient routes were calculated by considering road speed and distance.

On the geographic gap analysis maps, darker purples indicate more agency use on that portion of road when picking up clients. In addition to each agency route and approximate client locations, Mobility Voucher Program (MVP) clients are shown. The orange dots represent the approximate location of MVP clients. Lastly, the map shows paratransit services areas for the Utah Transit Authority (UTA) and Cache Valley Transit District (CVTD). A service area is  $\frac{3}{4}$  of a mile on either side of a transit line. CVTD is outlined in yellow and UTA is outline in red.

Data Notes: Data for client locations and agency locations were obtained from each agency and digitized in ArcGIS. Transit lines for Utah Transit Authority (UTA) and for the base map (lakes, parks, roads, municipal boundaries) were collected from the Utah Automated

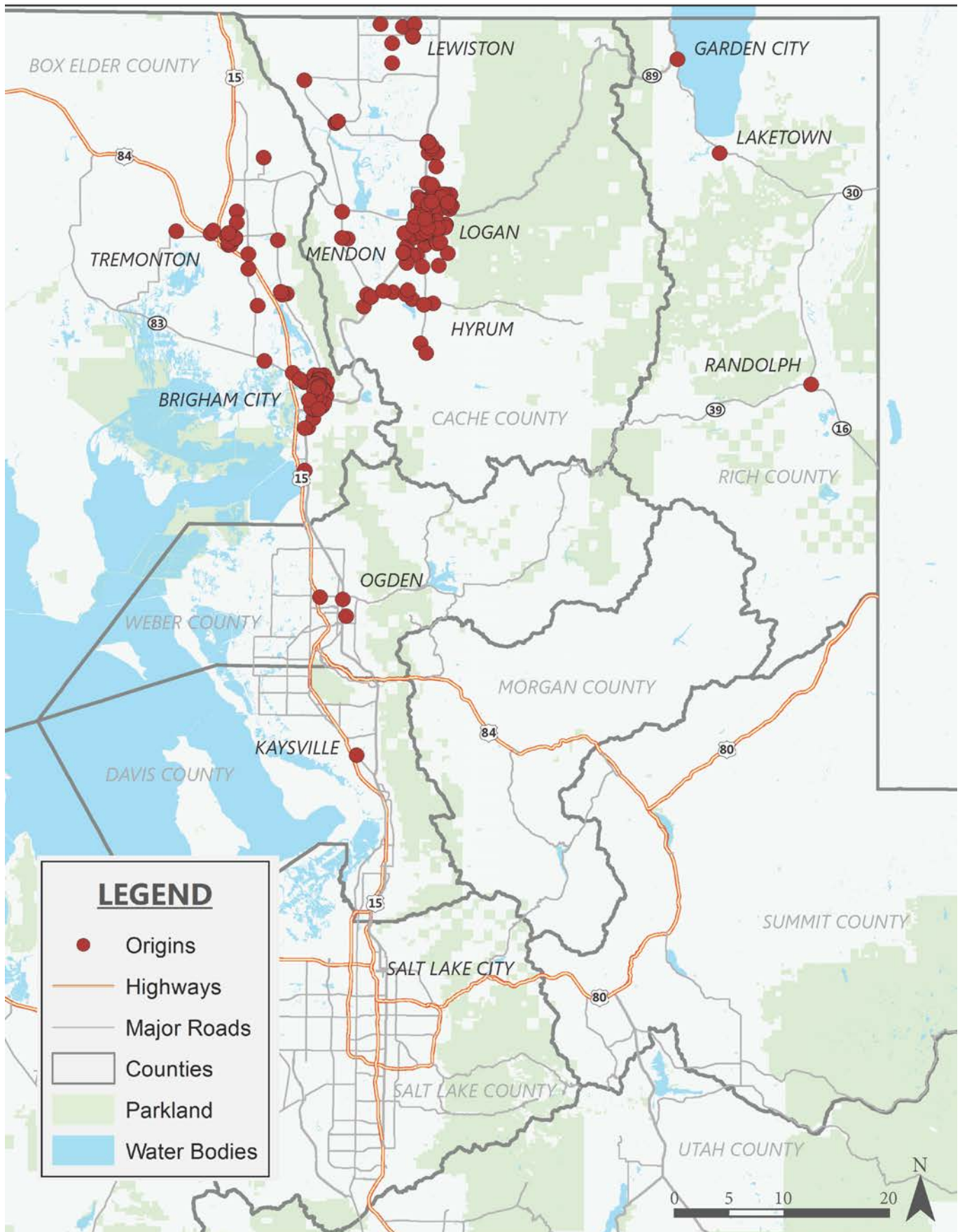
Geographic Reference Center (AGRC). Cache Valley Transit District (CVTD) transit lines were digitized from their area service map. All data was overlaid and analyzed using ArcGIS. Agency service routes were calculated using the closest facility tool in ArcGIS.

Please see the maps on the following pages for a geographic representation of origins and destinations for human service transportation providers, medical voucher program (MVP) origins and destinations, a geographic overlay of all provider services, and other related information. The following maps are included:

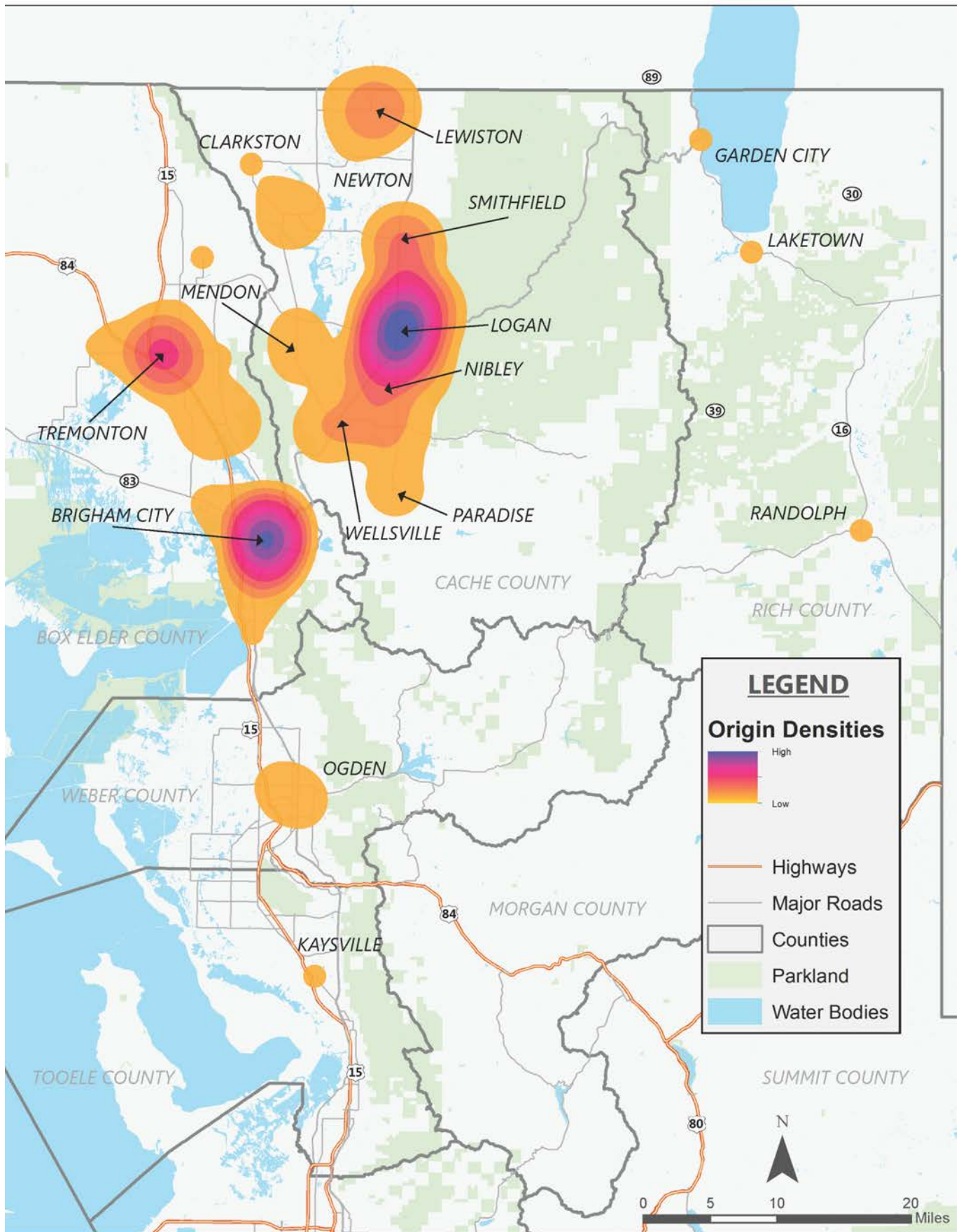
- ALL ORGANIZATION ORIGINS (AGENCY CLIENT LOCATIONS)
- ALL ORGANIZATION ORIGIN DENSITIES
- ALL ORGANIZATION DESTINATIONS (AGENCY BUILDING, SPECIAL EVENT LOCATIONS, AND MVP CLIENT DESTINATIONS)
- ALL ORGANIZATION DESTINATION DENSITIES
- INDIVIDUAL HUMAN SERVICE TRANSPORTATION PROVIDER SERVICE AREAS
- OVERLAY ANALYSIS SHOWING GEOGRAPHIC GAP ANALYSIS
- OVERLAY ANALYSIS DETAILS
- MEDICAL VOUCHER PROGRAM (MVP) ORIGINS (CLIENT LOCATIONS)
- MVP ORIGIN DENSITIES
- MVP DESTINATIONS (MOSTLY MEDICAL APPOINTMENTS)
- MVP DESTINATION DENSITIES
- MVP TRIP SUMMARY TABLE

\*Analysis performed by Scott McComb, BRAG Regional Planner

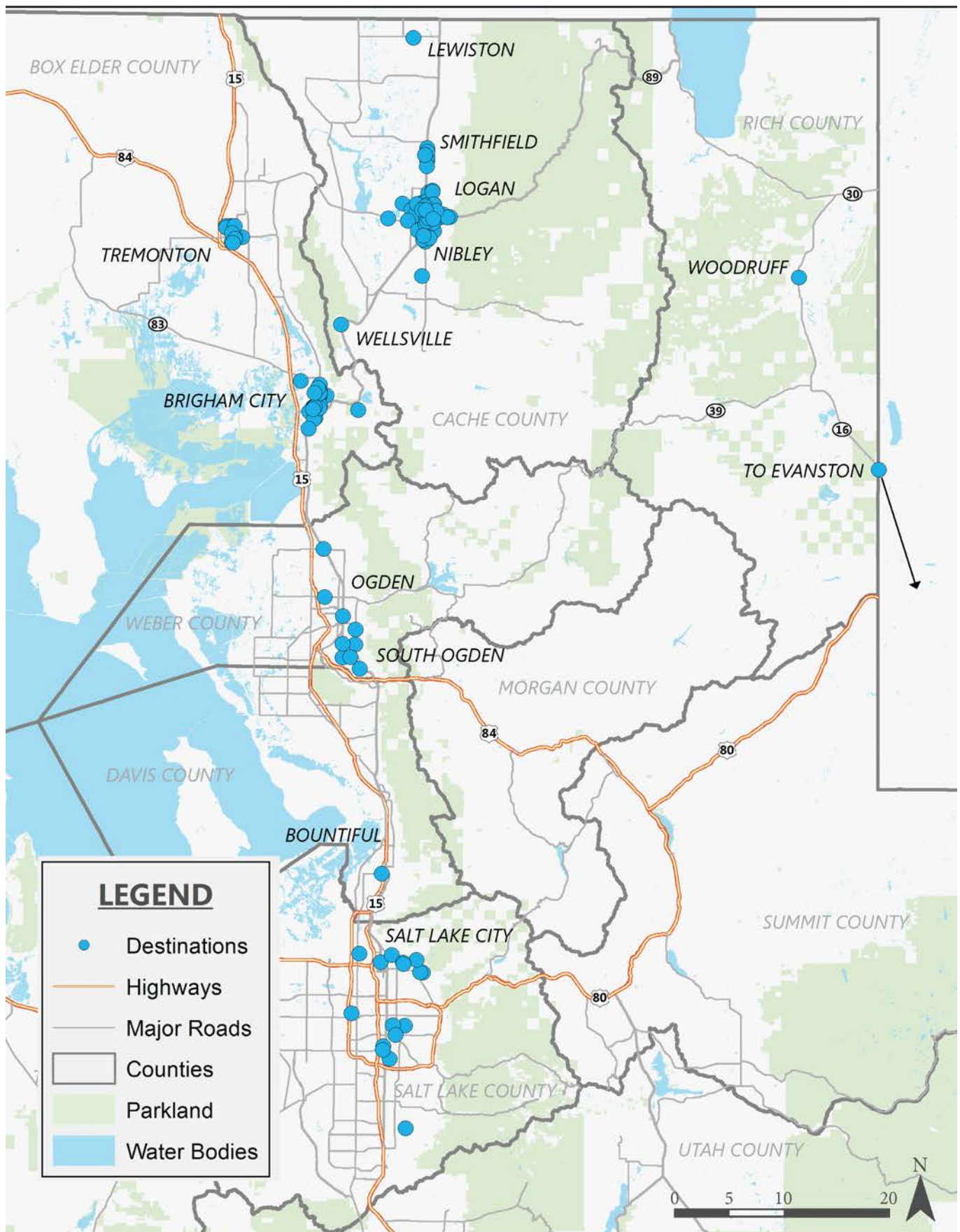
# ORGANIZATIONS: CLIENT ORIGINS



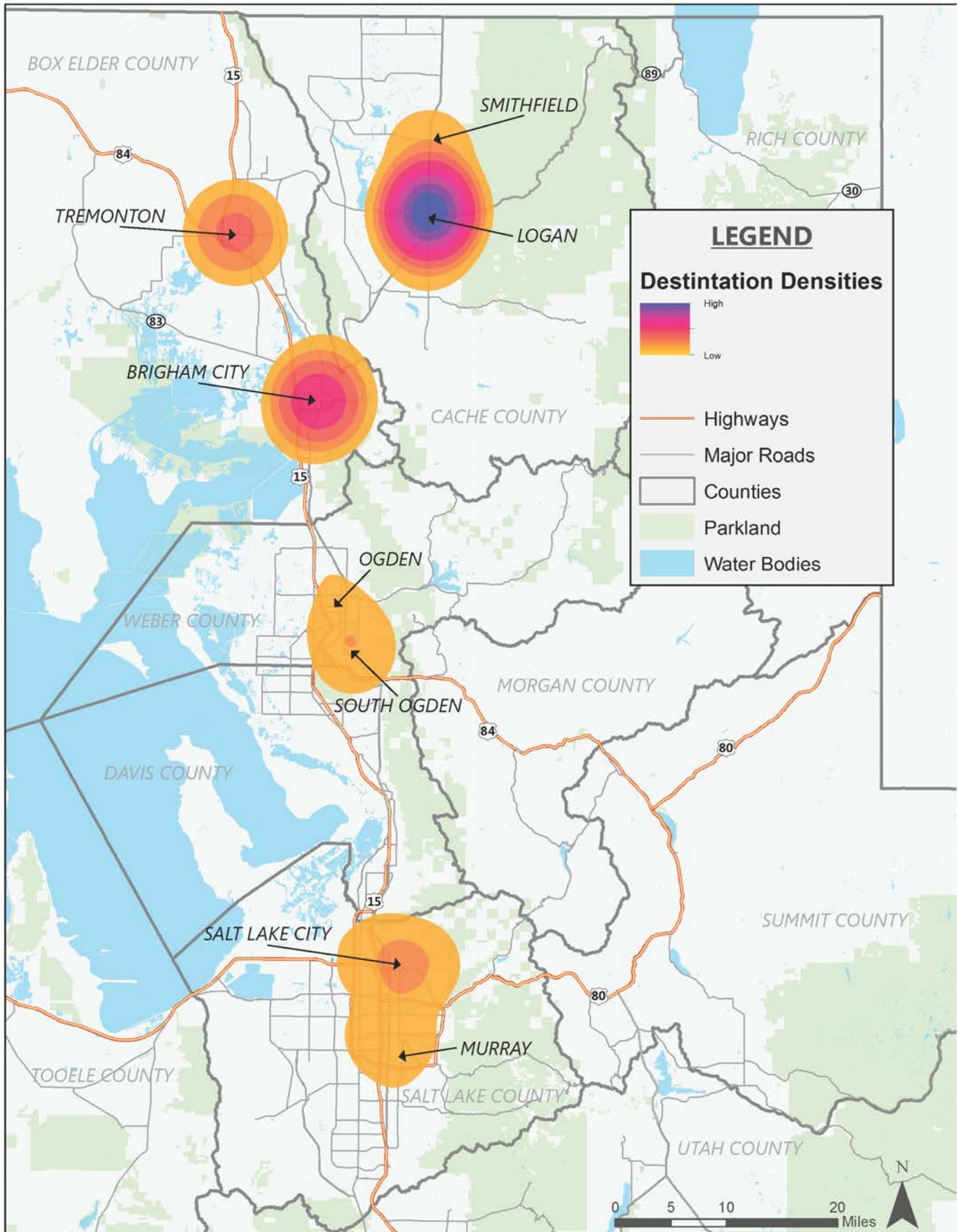
# ORGANIZATIONS: ORIGIN DENSITIES



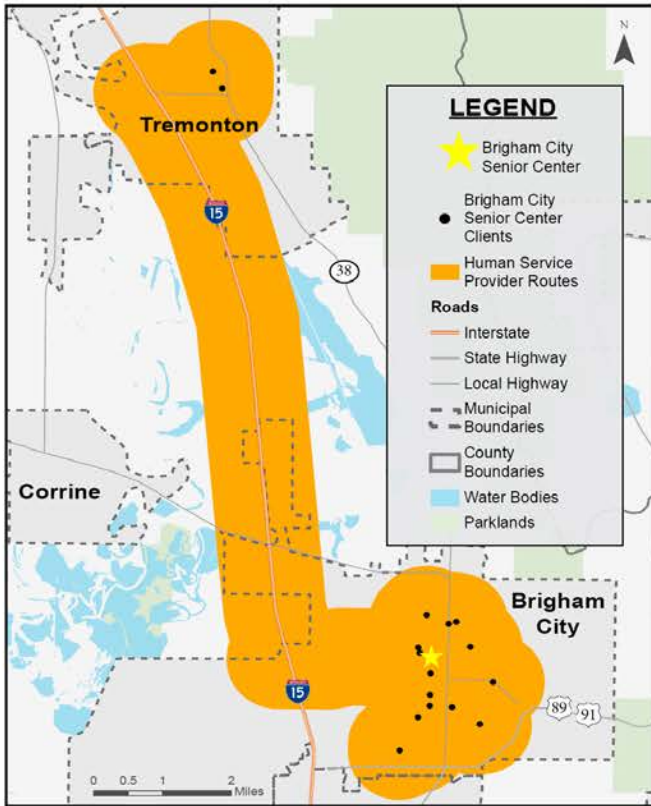
# ORGANIZATIONS: CLIENT DESTINATIONS



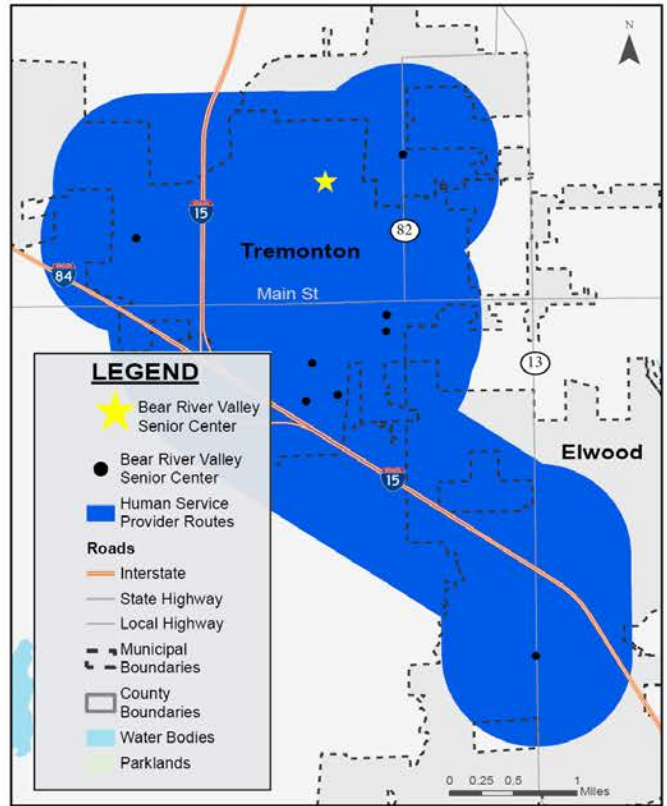
# ORGANIZATIONS: DESTINATION DENSITIES



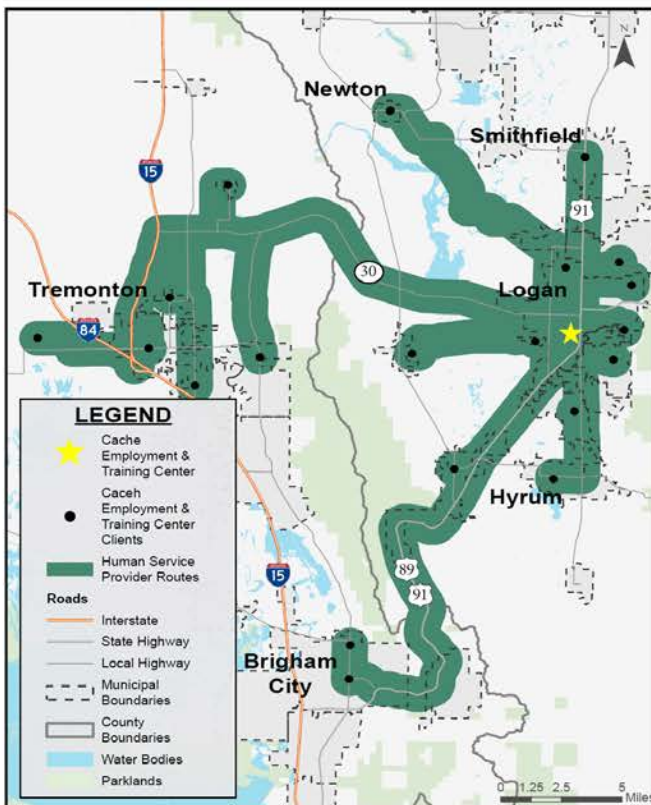
### Brigham City Senior Center



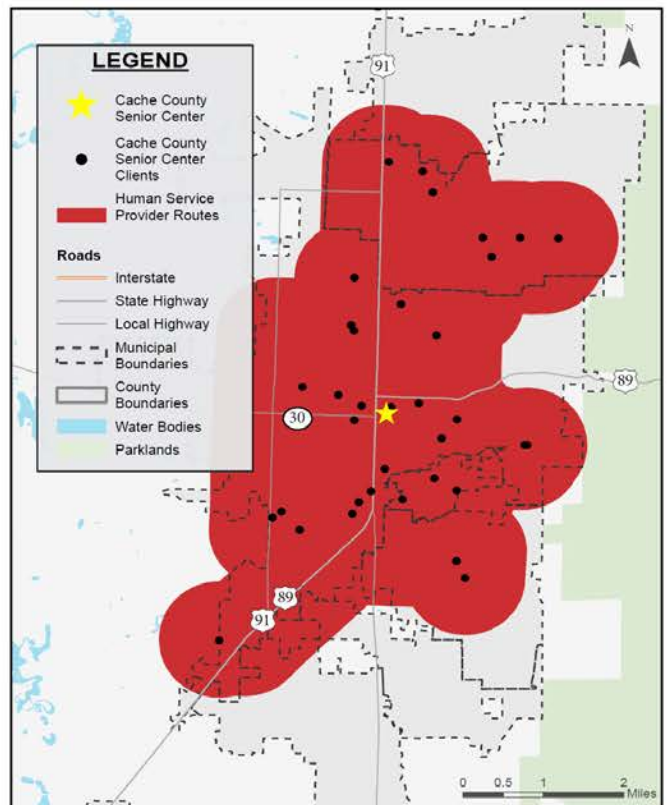
### Bear River Valley Senior Center



### Cache Employment & Training Center

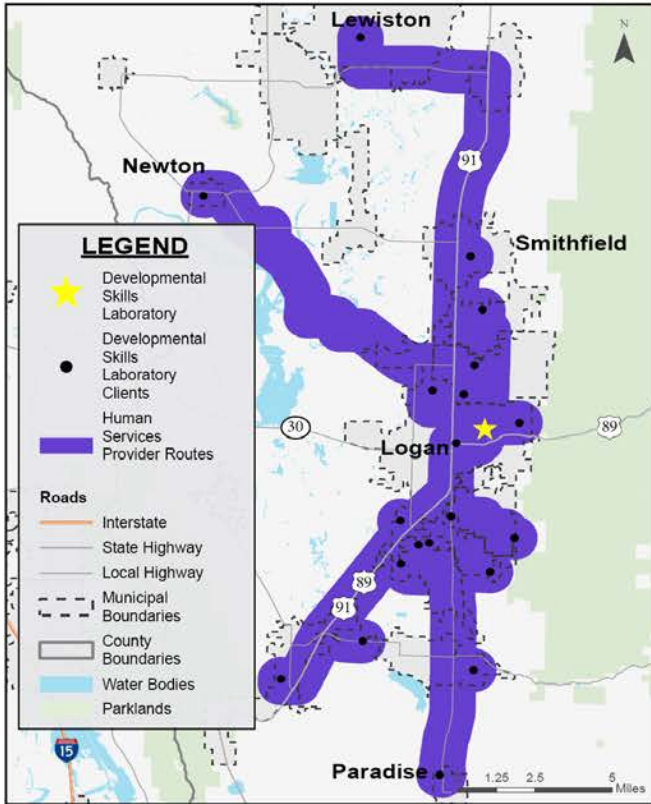


### Cache County Senior Center

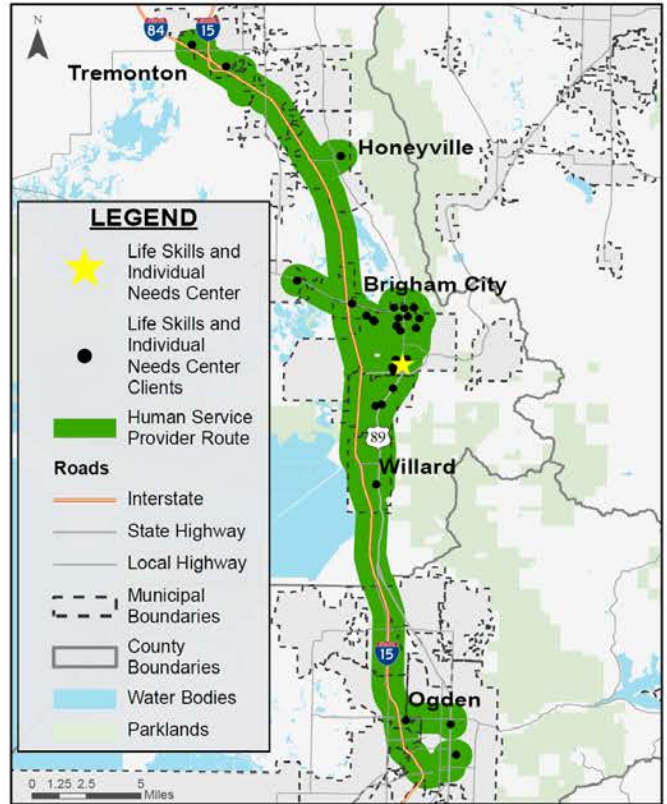




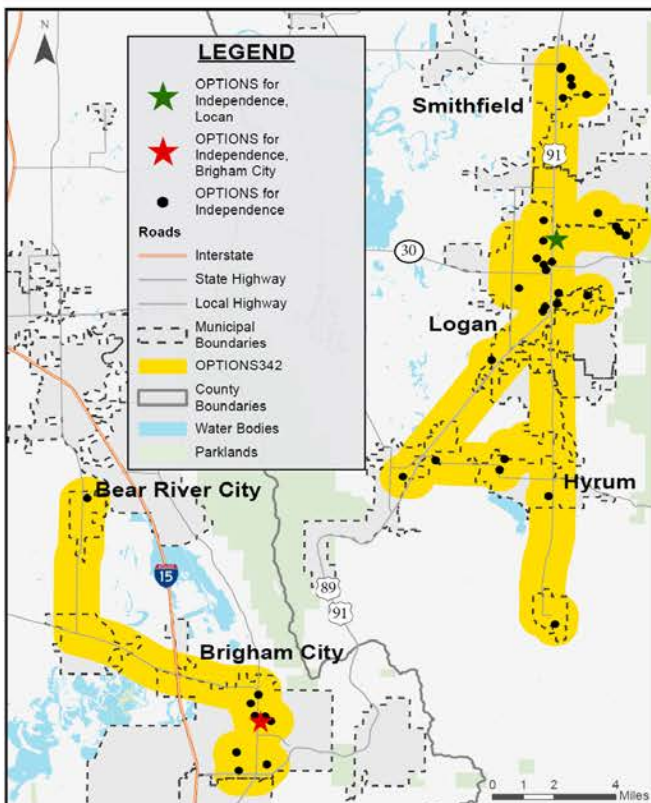
## Developmental Skills Laboratory

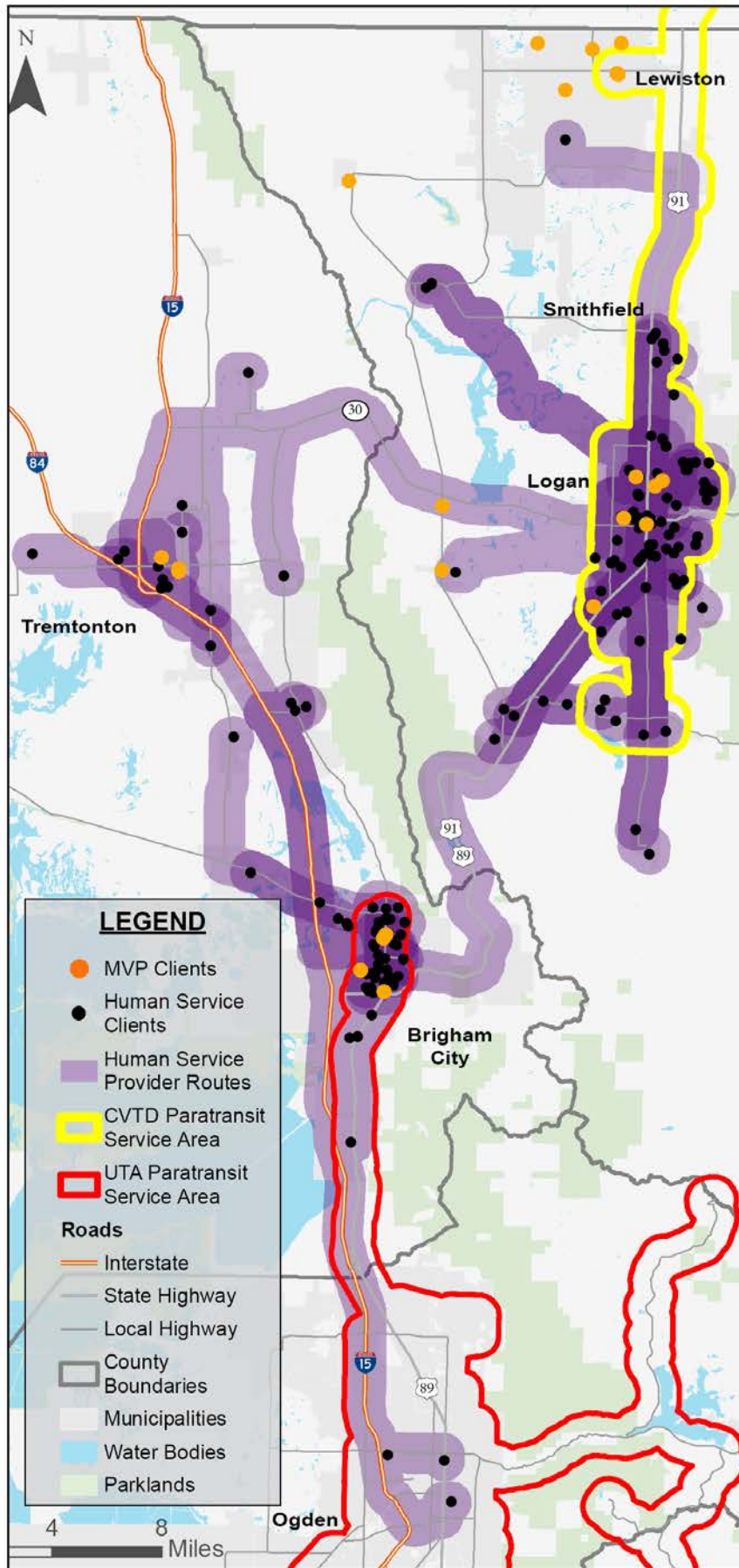


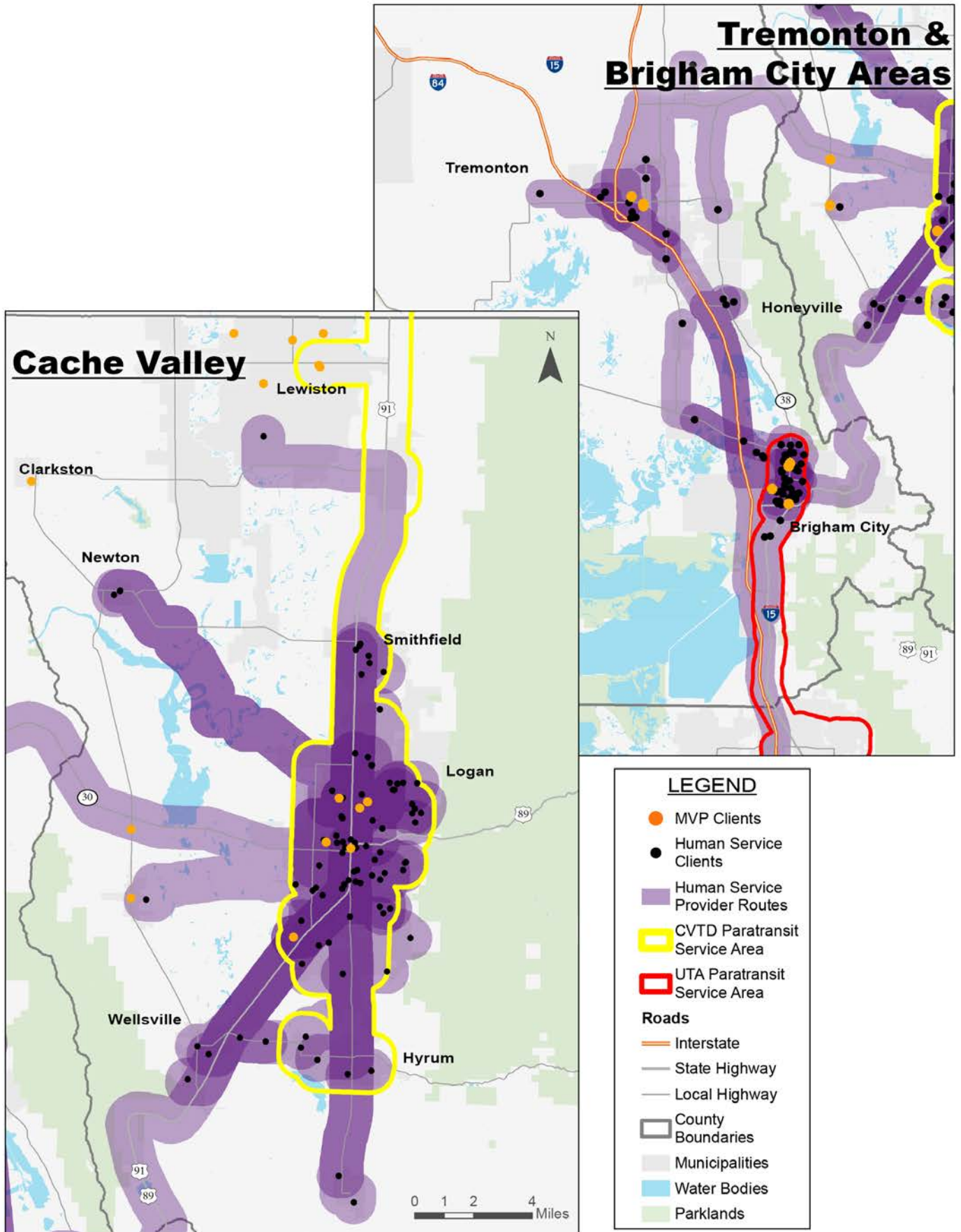
## Life Skills and Individual Needs Center



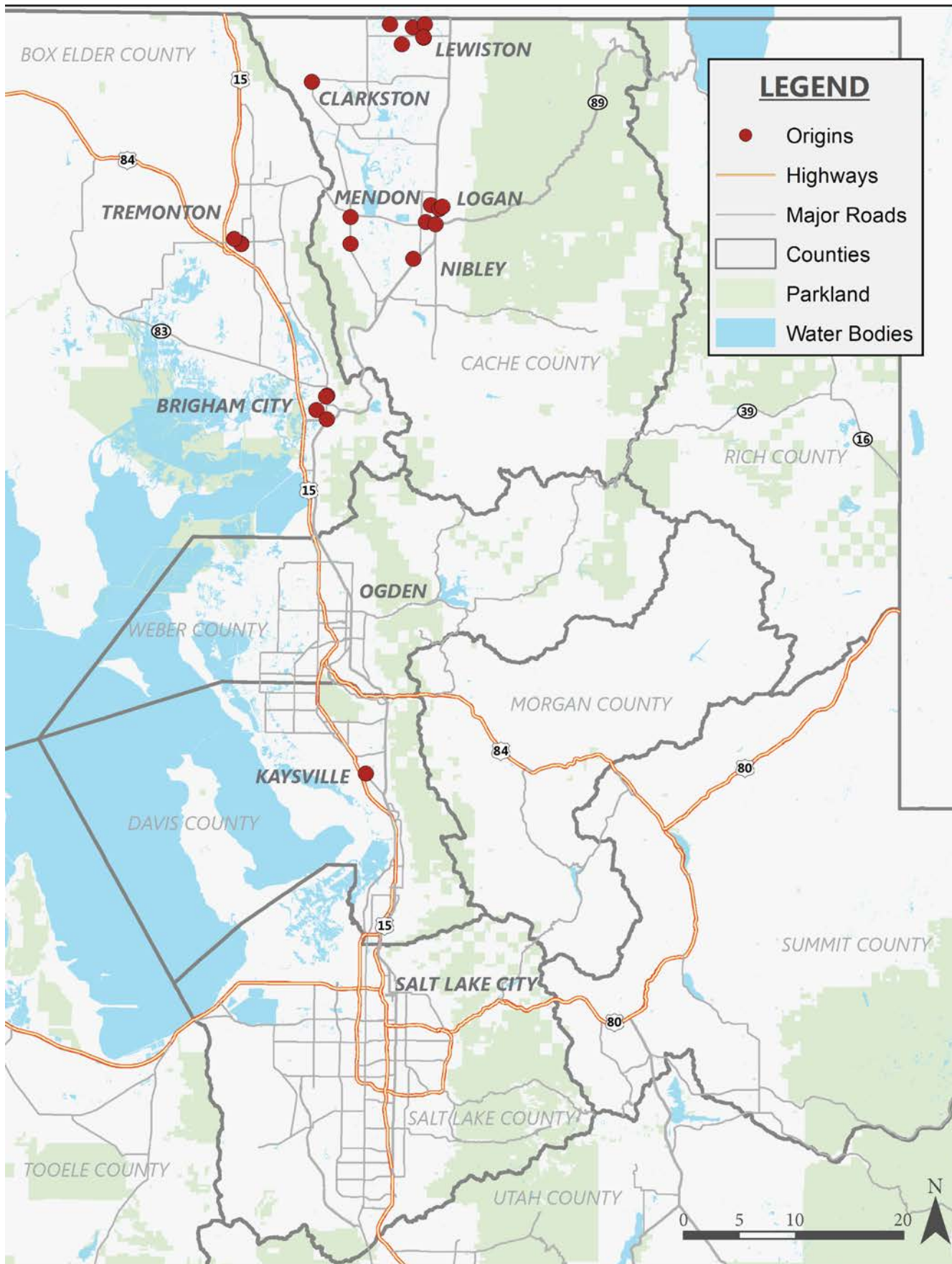
## OPTIONS for Independence



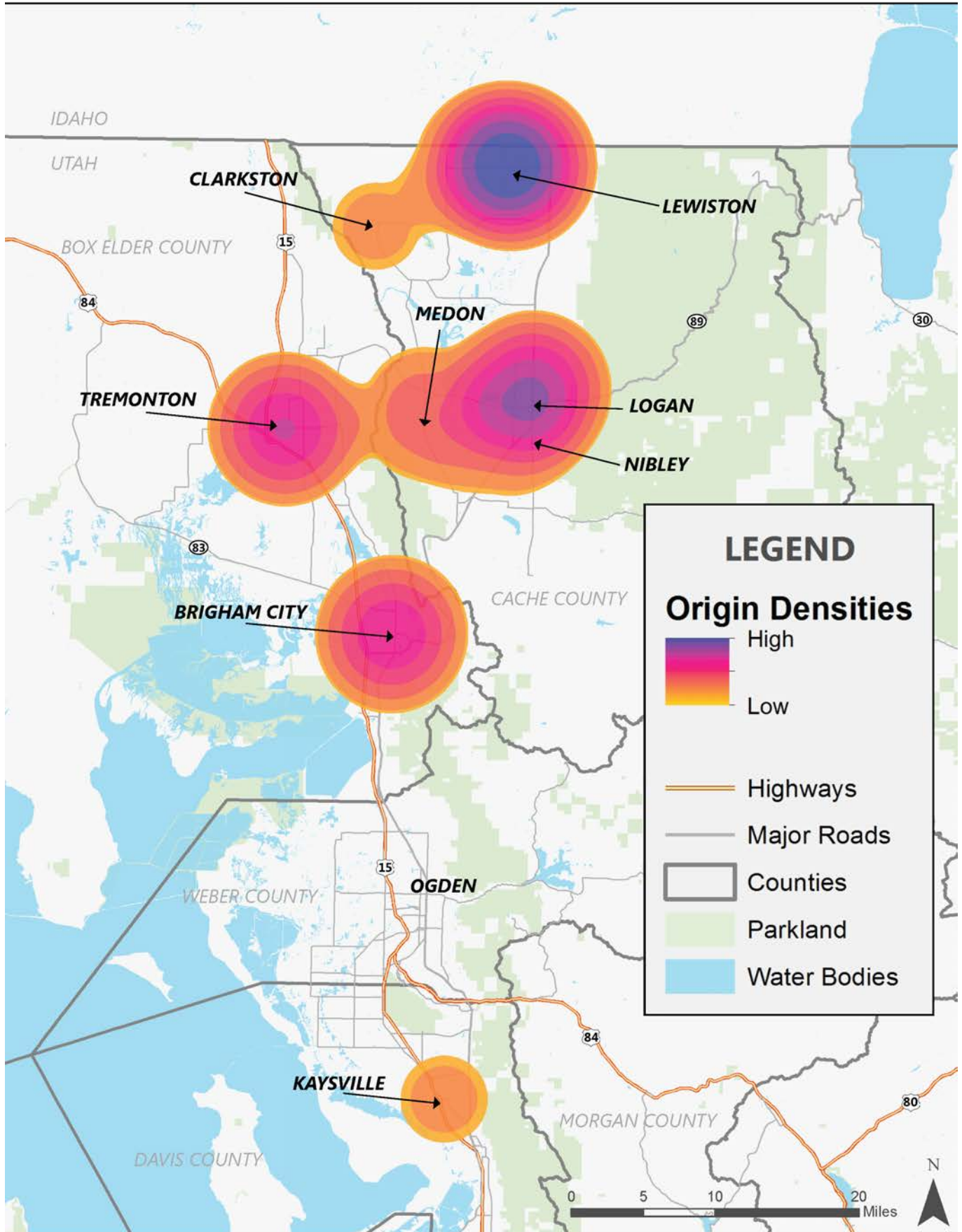




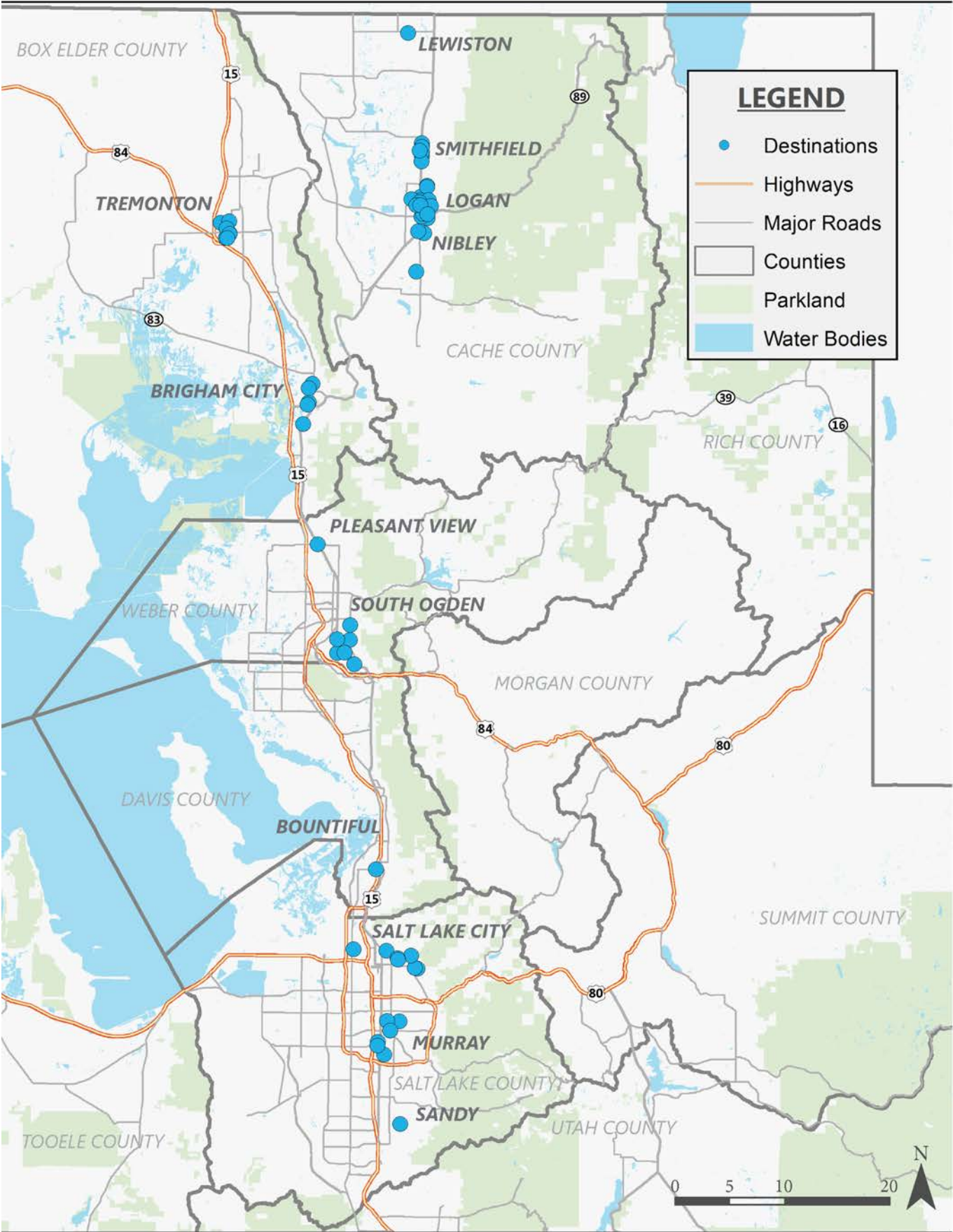
# MVP: CLIENT ORIGINS



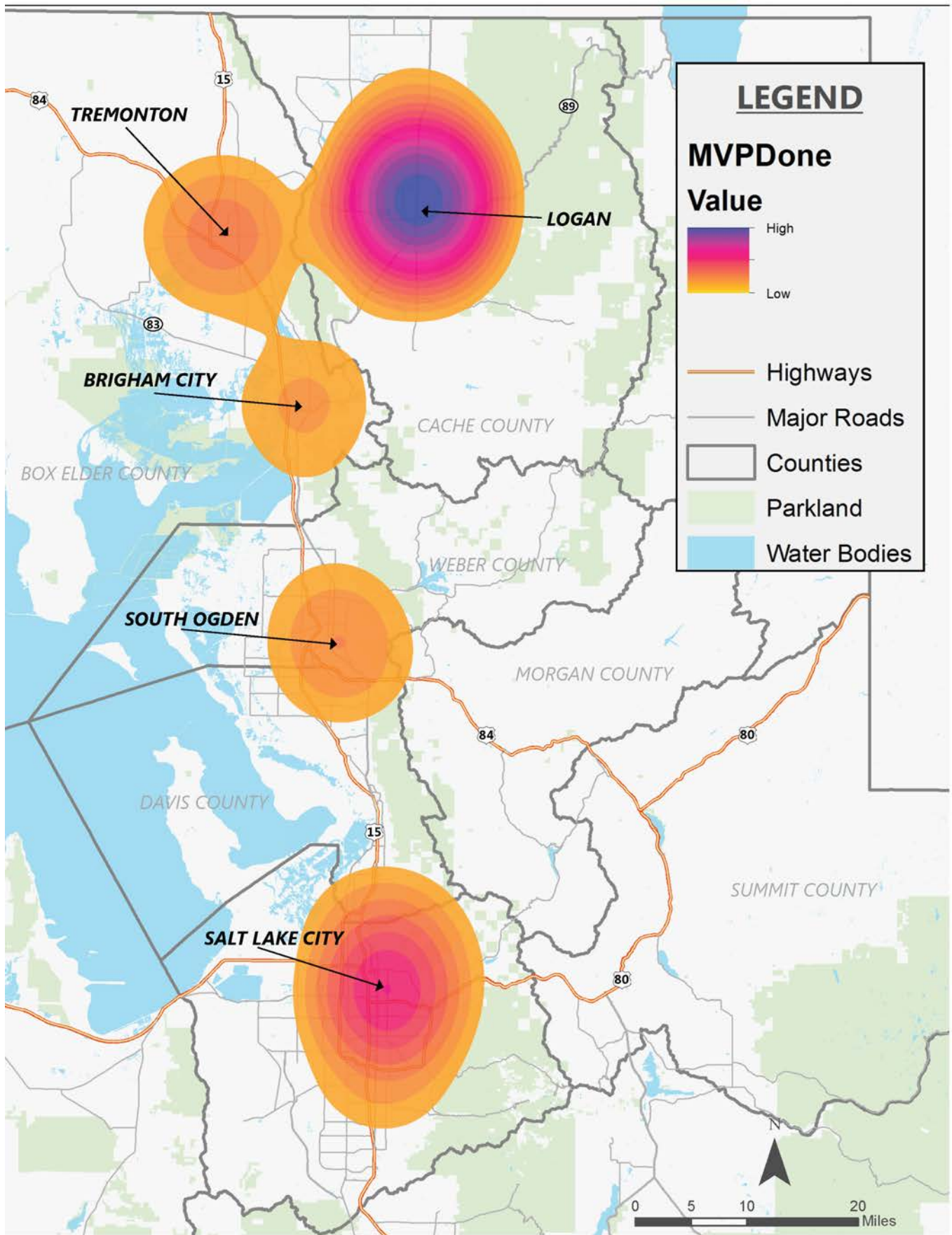
# MVP: ORIGIN DENSITIES



# MVP: CLIENT DESTINATIONS



# MVP: DESTINATION DENSITIES



<u>Origins</u>	<u>Destinations</u>	<u># Trips</u>	<u>% Trips</u>
Lewiston	Logan	126	27.4%
Brigham City	Ogden	75	16.3%
Brigham City	Pleasant View	63	13.7%
Logan	Salt Lake City	39	8.5%
Mendon	Salt Lake City	15	3.3%
Tremonton	Tremonton	15	3.3%
Mendon	Logan	14	3.0%
Brigham City	Brigham City	13	2.8%
Lewiston	Hyde Park	13	2.8%
Clarkston	Logan	12	2.6%
Lewiston	Smithfield	7	1.5%
Logan	Murray	7	1.5%
Brigham City	Kaysville	6	1.3%
Lewiston	North Logan	6	1.3%
Lewiston	Midvale	5	1.1%
Lewiston	Salt Lake City	5	1.1%
Tremonton	Garland	5	1.1%
Brigham City	Salt Lake City	4	0.9%
Tremonton	Brigham City	4	0.9%
Tremonton	Ogden	4	0.9%
Brigham City	South Ogden	3	0.7%
Mendon	North Logan	3	0.7%
Mendon	Murray	2	0.4%
Lewiston	Nibley	1	0.2%
Brigham City	Murray	1	0.2%
Brigham City	Perry	1	0.2%
Clarkston	Murray	1	0.2%
Clarkston	North Logan	1	0.2%
Garland	Ogden	1	0.2%
Kaysville	Brigham City	1	0.2%
Lewiston	Lewiston	1	0.2%
Lewiston	Nibley	1	0.2%
Logan	Sandy	1	0.2%
Mendon	Bountiful	1	0.2%
Smithfield	Salt Lake City	1	0.2%
Tremonton	Logan	1	0.2%
Tremonton	Salt Lake City	1	0.2%

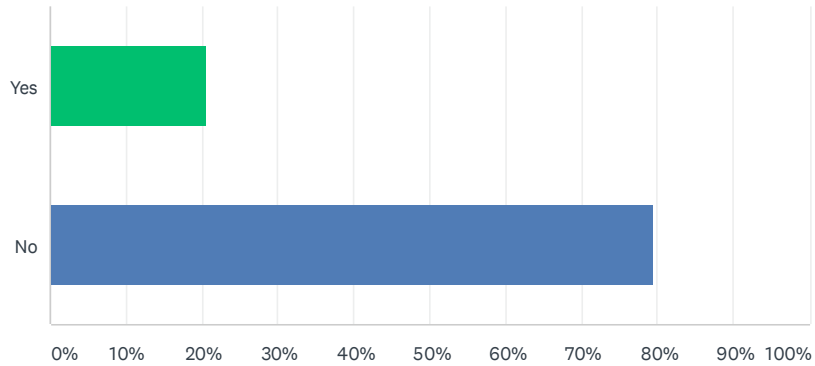


# APPENDIX F - DETAILED 2020 SURVEY RESULTS

## 2020 Human Service Transportation Survey

### Q1 Do you currently drive a personal vehicle?

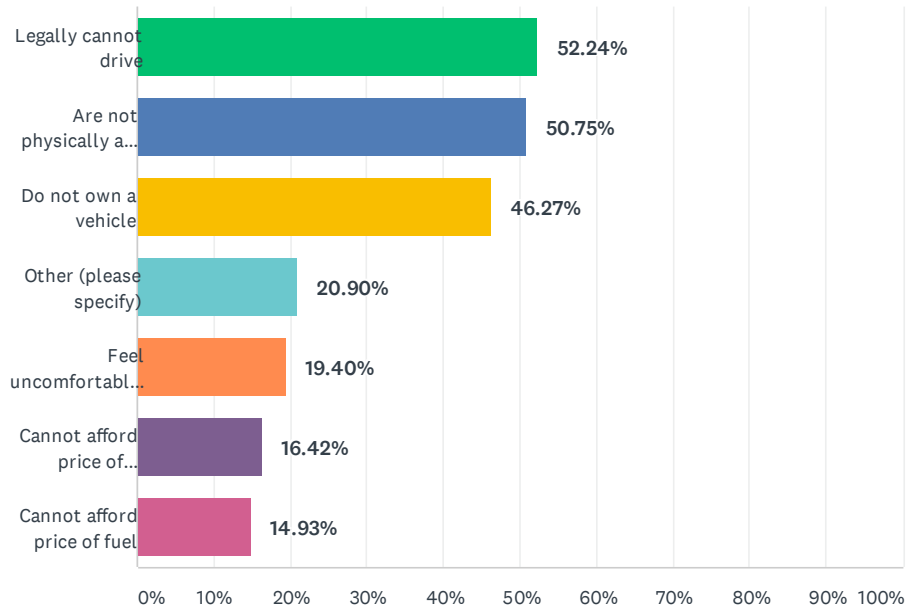
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	20.51%	16
No	79.49%	62
TOTAL		78

Q2 If you responded no, please explain why you do not drive a personal vehicle (mark all that apply).

Answered: 67 Skipped: 11



ANSWER CHOICES	RESPONSES	
Legally cannot drive	52.24%	35
Are not physically able to drive	50.75%	34
Do not own a vehicle	46.27%	31
Other (please specify)	20.90%	14
Feel uncomfortable driving	19.40%	13
Cannot afford price of maintenance	16.42%	11
Cannot afford price of fuel	14.93%	10
Total Respondents: 67		

## 2020 Human Service Transportation Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	physical condition	11/16/2020 3:03 PM
2	84 years old - don't drive any more	11/10/2020 5:06 PM
3	legally blind	11/5/2020 8:02 PM
4	not intellectually able to drive	11/5/2020 8:10 AM
5	I have been declared 100% disabled by the Social Security Administration. It becomes painful to drive after a few minutes.	11/3/2020 12:46 PM
6	JUST CANT AFFORD A VEHICLE AT THIS TIME	11/2/2020 12:57 PM
7	Special Needs	10/29/2020 8:54 PM
8	I don't drive to places where I need to bring my roller walker for safety	10/29/2020 4:28 PM
9	Not intellectually able to drive	10/21/2020 5:19 PM
10	I have a disability and cannot get a driver license.	10/21/2020 3:37 PM
11	Intellectual Disability	10/21/2020 1:38 PM
12	I am filling this out for my profoundly disabled son. He uses the bus system through CETC when it is not prohibited by coved19	10/21/2020 10:33 AM
13	I own a vehicle	10/21/2020 8:22 AM
14	N/A	10/20/2020 3:06 PM

### Q3 What is your age?

Answered: 74 Skipped: 4

## 2020 Human Service Transportation Survey

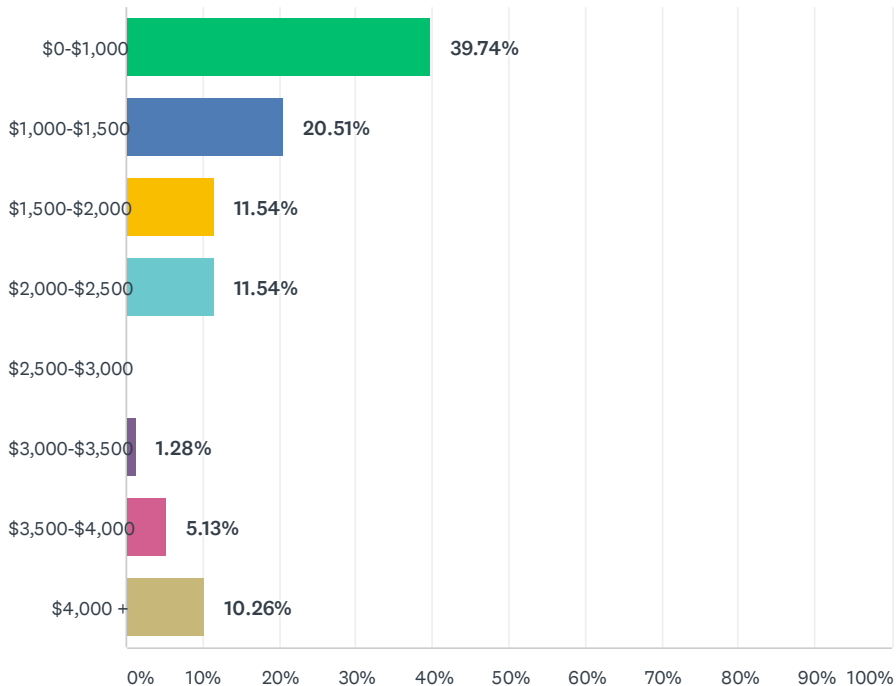
#	RESPONSES	DATE
1	68	12/2/2020 11:52 AM
2	70	11/20/2020 8:06 AM
3	72	11/19/2020 9:15 PM
4	72	11/19/2020 2:57 PM
5	71	11/19/2020 10:46 AM
6	80	11/16/2020 6:55 PM
7	58	11/16/2020 6:22 PM
8	73	11/16/2020 3:03 PM
9	59	11/16/2020 1:32 PM
10	73	11/15/2020 9:49 AM
11	36	11/12/2020 7:04 PM
12	85	11/10/2020 5:06 PM
13	62	11/10/2020 2:59 PM
14	87	11/10/2020 2:51 PM
15	23	11/10/2020 3:39 AM
16	76	11/5/2020 8:02 PM
17	30	11/5/2020 8:10 AM
18	73	11/4/2020 1:30 PM
19	21	11/4/2020 11:23 AM
20	61	11/3/2020 12:46 PM
21	64	11/2/2020 4:02 PM
22	83	11/2/2020 3:44 PM
23	55	11/2/2020 1:12 PM
24	32	11/2/2020 1:00 PM
25	63	11/2/2020 12:57 PM
26	29	11/2/2020 9:38 AM
27	25	10/31/2020 5:38 PM
28	55	10/31/2020 1:55 PM
29	66	10/31/2020 12:51 PM
30	23	10/30/2020 9:54 PM
31	51	10/30/2020 8:08 PM
32	47	10/30/2020 5:11 PM
33	67	10/30/2020 4:58 PM
34	58	10/30/2020 4:52 PM
35	65	10/30/2020 3:19 PM
36	85	10/30/2020 2:14 PM
37	36	10/30/2020 1:13 PM

## 2020 Human Service Transportation Survey

38	36	10/30/2020 1:11 PM
39	41	10/29/2020 8:54 PM
40	20	10/29/2020 8:51 PM
41	68	10/29/2020 6:35 PM
42	42	10/29/2020 5:09 PM
43	31	10/29/2020 4:45 PM
44	78	10/29/2020 4:28 PM
45	66	10/29/2020 3:50 PM
46	46	10/29/2020 2:55 PM
47	65	10/29/2020 2:26 PM
48	24	10/28/2020 10:07 AM
49	27	10/26/2020 11:22 AM
50	45	10/23/2020 5:57 PM
51	30	10/23/2020 11:32 AM
52	32	10/22/2020 6:46 PM
53	36	10/22/2020 2:31 PM
54	32	10/22/2020 1:59 PM
55	32	10/21/2020 8:07 PM
56	33	10/21/2020 6:28 PM
57	47	10/21/2020 5:19 PM
58	40	10/21/2020 3:37 PM
59	24	10/21/2020 3:37 PM
60	56	10/21/2020 3:28 PM
61	41	10/21/2020 2:48 PM
62	41	10/21/2020 1:38 PM
63	25	10/21/2020 11:55 AM
64	45	10/21/2020 11:14 AM
65	68	10/21/2020 10:39 AM
66	38	10/21/2020 10:35 AM
67	28	10/21/2020 10:33 AM
68	25	10/21/2020 9:27 AM
69	42	10/21/2020 9:24 AM
70	77	10/21/2020 8:44 AM
71	43	10/21/2020 8:40 AM
72	32	10/21/2020 8:32 AM
73	40	10/21/2020 8:22 AM
74	22	10/20/2020 3:06 PM

### Q4 What range best describes your monthly income?

Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> \$0-\$1,000	39.74%	31
<input type="checkbox"/> \$1,000-\$1,500	20.51%	16
<input type="checkbox"/> \$1,500-\$2,000	11.54%	9
<input type="checkbox"/> \$2,000-\$2,500	11.54%	9
<input type="checkbox"/> \$2,500-\$3,000	0.00%	0
<input type="checkbox"/> \$3,000-\$3,500	1.28%	1
<input type="checkbox"/> \$3,500-\$4,000	5.13%	4
<input type="checkbox"/> \$4,000 +	10.26%	8
<b>TOTAL</b>		<b>78</b>

### Q5 How many people live in your household?

Answered: 75 Skipped: 3



2020 Human Service Transportation Survey

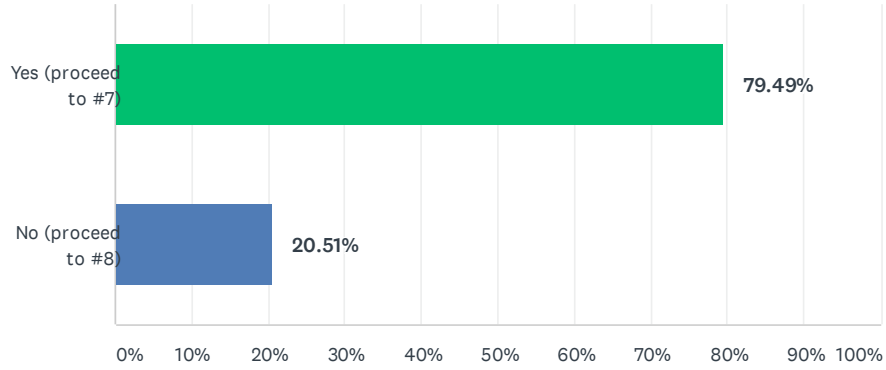
#	RESPONSES	DATE
1	1	12/2/2020 11:52 AM
2	4	11/20/2020 8:06 AM
3	1	11/19/2020 9:15 PM
4	1	11/19/2020 2:57 PM
5	1	11/19/2020 10:46 AM
6	1	11/16/2020 6:55 PM
7	2	11/16/2020 6:22 PM
8	1	11/16/2020 3:03 PM
9	1	11/16/2020 1:32 PM
10	1	11/15/2020 9:49 AM
11	7	11/12/2020 7:04 PM
12	1	11/10/2020 5:06 PM
13	1	11/10/2020 2:59 PM
14	One	11/10/2020 2:51 PM
15	1	11/10/2020 3:39 AM
16	1	11/5/2020 8:02 PM
17	3	11/5/2020 8:10 AM
18	3	11/4/2020 11:23 AM
19	1	11/3/2020 12:46 PM
20	1	11/2/2020 4:02 PM
21	4	11/2/2020 3:44 PM
22	2	11/2/2020 1:12 PM
23	6	11/2/2020 1:00 PM
24	1	11/2/2020 12:57 PM
25	4	11/2/2020 9:38 AM
26	2	10/31/2020 5:38 PM
27	1	10/31/2020 1:55 PM
28	1	10/31/2020 12:51 PM
29	4	10/30/2020 9:54 PM
30	1	10/30/2020 8:08 PM
31	3	10/30/2020 5:11 PM
32	1	10/30/2020 4:58 PM
33	2	10/30/2020 4:52 PM
34	1	10/30/2020 3:19 PM
35	1	10/30/2020 2:14 PM
36	3	10/30/2020 1:13 PM
37	3	10/30/2020 1:11 PM

## 2020 Human Service Transportation Survey

38	2	10/29/2020 8:54 PM
39	5	10/29/2020 8:51 PM
40	2	10/29/2020 6:35 PM
41	3	10/29/2020 4:45 PM
42	2	10/29/2020 4:28 PM
43	3	10/29/2020 3:50 PM
44	3	10/29/2020 2:55 PM
45	1	10/29/2020 2:26 PM
46	2	10/28/2020 10:07 AM
47	3	10/23/2020 5:57 PM
48	2	10/23/2020 11:32 AM
49	1	10/22/2020 6:46 PM
50	3	10/22/2020 2:31 PM
51	2	10/22/2020 1:59 PM
52	1	10/22/2020 9:16 AM
53	4	10/22/2020 9:04 AM
54	3	10/21/2020 8:07 PM
55	6	10/21/2020 6:28 PM
56	3	10/21/2020 5:19 PM
57	1	10/21/2020 3:37 PM
58	3	10/21/2020 3:37 PM
59	3	10/21/2020 3:28 PM
60	3	10/21/2020 2:48 PM
61	4	10/21/2020 2:35 PM
62	1	10/21/2020 1:38 PM
63	4	10/21/2020 11:55 AM
64	2	10/21/2020 11:14 AM
65	2	10/21/2020 10:39 AM
66	3	10/21/2020 10:35 AM
67	7	10/21/2020 10:33 AM
68	2	10/21/2020 10:26 AM
69	3	10/21/2020 9:27 AM
70	3	10/21/2020 9:24 AM
71	2	10/21/2020 8:44 AM
72	1	10/21/2020 8:40 AM
73	3	10/21/2020 8:32 AM
74	4	10/21/2020 8:22 AM
75	5	10/20/2020 3:06 PM

### Q6 Do you identify as having a disability?

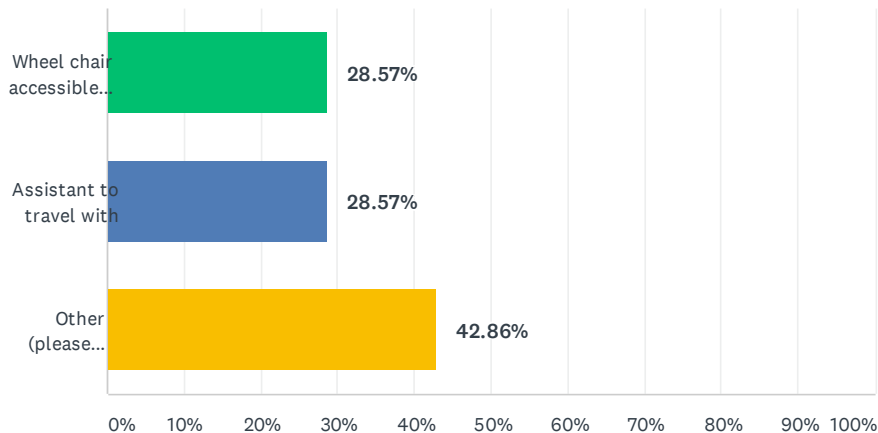
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> Yes (proceed to #7)	79.49%	62
<input type="checkbox"/> No (proceed to #8)	20.51%	16
TOTAL		78

### Q7 With regards to your disability what specialized transportation needs do you have? (mark all that apply)

Answered: 63 Skipped: 15



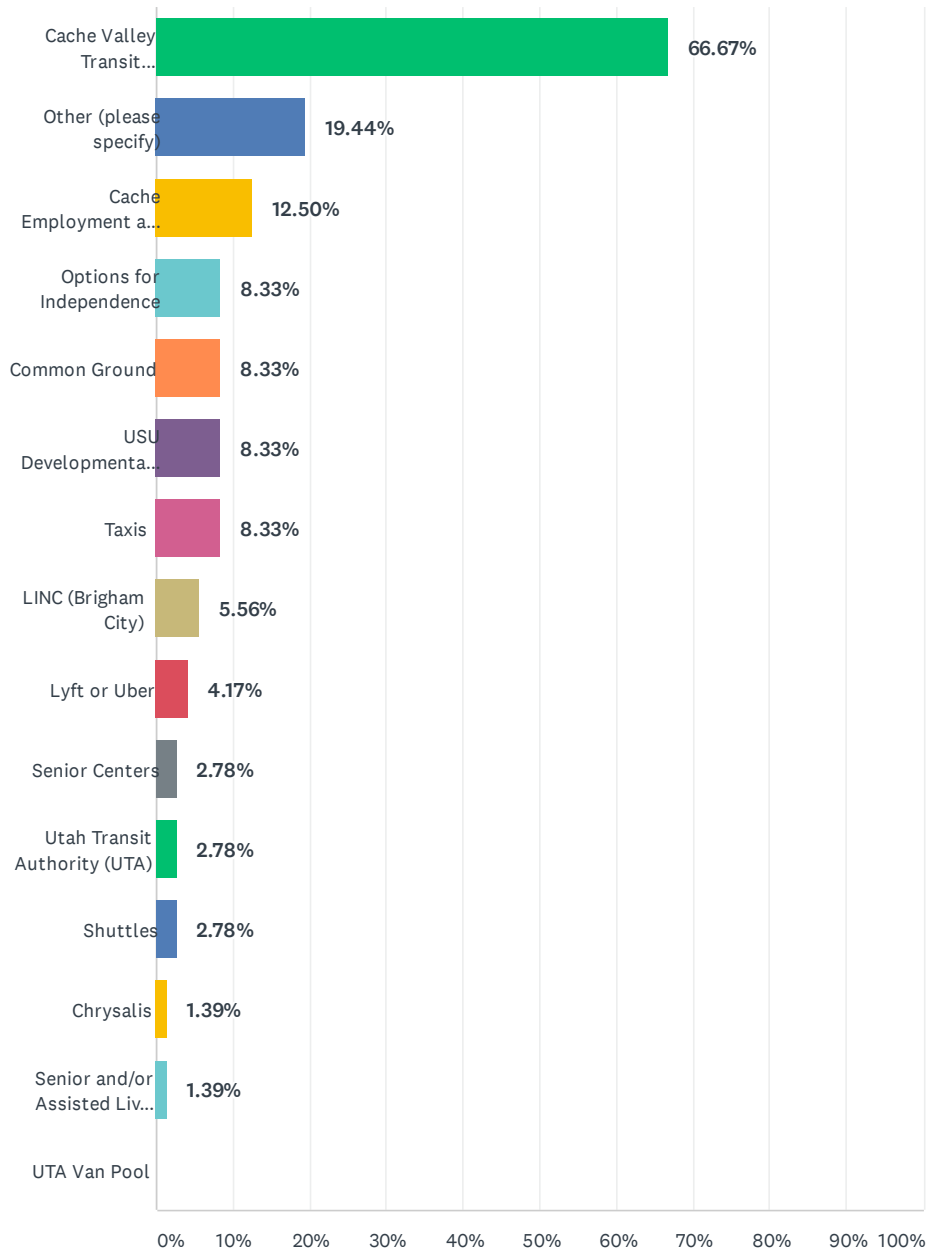
ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> Wheel chair accessible vehicle	28.57%	18
<input type="checkbox"/> Assistant to travel with	28.57%	18
<input type="checkbox"/> Other (please specify)	42.86%	27
<b>TOTAL</b>		<b>63</b>

## 2020 Human Service Transportation Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Individual rides, not route buses	12/2/2020 11:52 AM
2	walker	11/16/2020 6:22 PM
3	Need ramp down - stairs are tough	11/16/2020 3:03 PM
4	can't drive because of blindness	11/12/2020 7:04 PM
5	Sometimes need assistant, but no wheelchair lift needed	11/10/2020 5:06 PM
6	Just my walker.	11/10/2020 2:51 PM
7	Require assistance knowing when & where to get off the bus all the time. (Executive function issues)	11/10/2020 3:39 AM
8	understanding how to order a "call a ride" and understanding bus schedules and routes	11/5/2020 8:10 AM
9	Can ride bus by self	11/4/2020 1:30 PM
10	Wheel chair accessible vehicle, AND Assistant to travel with.	11/3/2020 12:46 PM
11	I have vertigo and I get lost easily	11/2/2020 1:12 PM
12	WALKER	11/2/2020 12:57 PM
13	blind cane; less walking outside using paratransit for safety	11/2/2020 9:38 AM
14	Developmental Disability	10/31/2020 5:38 PM
15	Due to my social anxiety issues I can't use public transportation effectively.	10/31/2020 1:55 PM
16	walker	10/30/2020 4:52 PM
17	Need to be picked up	10/29/2020 8:54 PM
18	Intellectual disability, become confused with directions and bearings	10/29/2020 8:51 PM
19	Can't stand very long, Lots of pain.	10/29/2020 6:35 PM
20	She can get on and off by herself, but needs help getting to the places she needs to go.	10/29/2020 5:09 PM
21	Would like to have transportation to go work.	10/29/2020 4:45 PM
22	Knee replacement in both	10/29/2020 3:50 PM
23	Used a cane until recently. Misread previous question.	10/22/2020 6:46 PM
24	Someone to take me anywhere I need to go, with supervision at ALL times	10/21/2020 8:07 PM
25	I need regular transportation since I don't drive.	10/21/2020 3:37 PM
26	Parents to travel with	10/21/2020 2:48 PM
27	Just doctor visits	10/21/2020 8:22 AM

### Q8 Do you use any of the following transportation services? (Mark all that apply)

Answered: 72 Skipped: 6



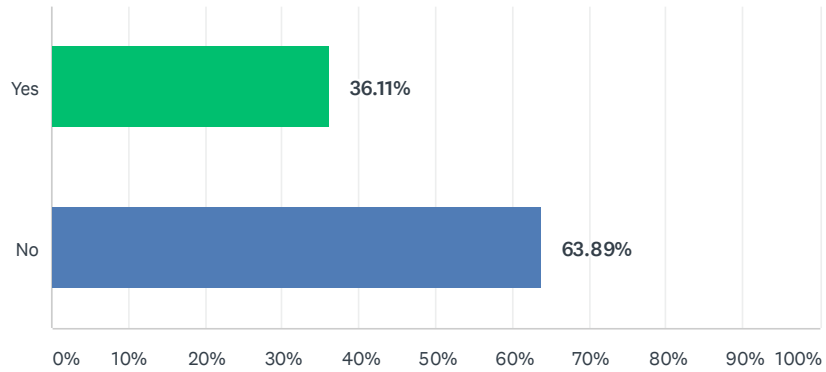
## 2020 Human Service Transportation Survey

ANSWER CHOICES	RESPONSES	
Cache Valley Transit District (CVTD)	66.67%	48
Other (please specify)	19.44%	14
Cache Employment and Training	12.50%	9
Options for Independence	8.33%	6
Common Ground	8.33%	6
USU Developmental Skills Lab	8.33%	6
Taxis	8.33%	6
LINC (Brigham City)	5.56%	4
Lyft or Uber	4.17%	3
Senior Centers	2.78%	2
Utah Transit Authority (UTA)	2.78%	2
Shuttles	2.78%	2
Chrysalis	1.39%	1
Senior and/or Assisted Living Centers	1.39%	1
UTA Van Pool	0.00%	0
Total Respondents: 72		

#	OTHER (PLEASE SPECIFY)	DATE
1	Personal family vehicle	11/20/2020 8:06 AM
2	DAV	11/5/2020 8:02 PM
3	family	11/4/2020 1:30 PM
4	Cache Valley Transit District Call-a-Ride	11/3/2020 12:46 PM
5	Family	10/30/2020 4:58 PM
6	Tried CVTD paratransit but it is difficult to schedule and plan ahead.	10/30/2020 1:13 PM
7	Tried CVTD paratransit but it is difficult to schedule and plan ahead.	10/30/2020 1:11 PM
8	CVTD Handicap Bus	10/29/2020 4:28 PM
9	own vehicle	10/23/2020 5:57 PM
10	Parents	10/21/2020 8:07 PM
11	Parents	10/21/2020 11:55 AM
12	Husband	10/21/2020 8:44 AM
13	Respite Staff	10/21/2020 8:32 AM
14	my own vehicle	10/21/2020 8:22 AM

**Q9 If you receive transportation services from any of the above agencies, do you still have unmet transportation needs?**

Answered: 72 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	36.11%	26
No	63.89%	46
<b>TOTAL</b>		<b>72</b>



## 2020 Human Service Transportation Survey

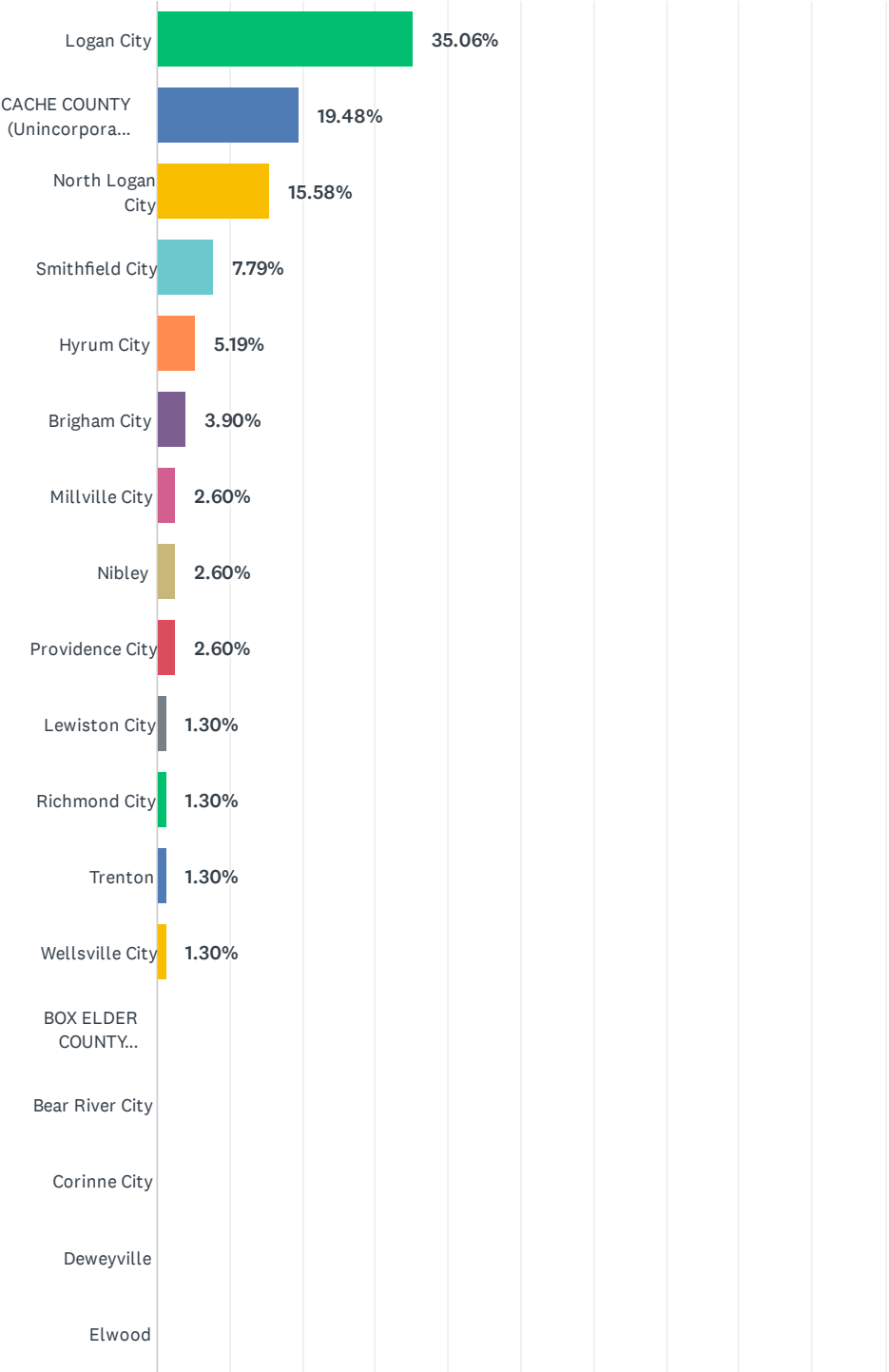
#	PLEASE EXPLAIN:	DATE
1	I can't afford to go on any "drive". For instance, to look at the color in the canyon, or go to any outlying fishing.	12/2/2020 11:52 AM
2	Call a ride does not service Lewiston	11/20/2020 8:06 AM
3	NEEDS DURING HOURS WHEN SERVICE DOES NOT RUN Sunday transportation; Evenings; need to go places where service does not run	11/19/2020 9:15 PM
4	Sunday to church. many SUV's are painful to get in and out of.	11/19/2020 10:46 AM
5	Off hours and some scheduling issues	11/16/2020 6:55 PM
6	Used Metro-Med	11/16/2020 3:03 PM
7	CVTD is amazing! But if I need anything additionally, people help me.	11/16/2020 1:32 PM
8	Sometimes get rides from family, friends, or neighbors. Grocery shopping and medical specifically	11/10/2020 5:06 PM
9	The times I need rides are not always met by the services mentioned. I often need rides at the last moment and at late hours.	11/10/2020 3:39 AM
10	I have not yet had a medical appointment that is not on the routes or times available, or further than I can walk. Many, many thanks.	11/5/2020 8:02 PM
11	Grocery store, medical appointments, etc.	11/4/2020 1:30 PM
12	I live on the second story of the building, and I have to maneuver 17 steps, carrying my walker to reach the sidewalk.	11/3/2020 12:46 PM
13	Church on Sunday; hours of operation on Saturday is not late enough; sometimes computer scheduling is a challenge - can stop at illogical places at illogical times; After 5 minutes they write you up as a no-show, but they allow themselves a 30 minute buffer. Think computer system is flawed - takes away driver discretion. Need more driver intervention. Great system, however -	11/2/2020 3:44 PM
14	BEING ABLE TO CARRY THINGS ON THE BUS. FOOD PANTRY, GROCERY SHOPPING, SHOPPING FOR CLOTHES, ETC.	11/2/2020 12:57 PM
15	the paratransit helps with the gap if there's some distance too long to be alone outside so it helps with safety	11/2/2020 9:38 AM
16	Hard to get Call-A-Ride scheduled for certain appointments	10/30/2020 8:08 PM
17	Need more bus hours to Cliffside, call a ride is a lengthy wait at times	10/29/2020 8:51 PM
18	options only takes me shopping and interment	10/29/2020 6:35 PM
19	She just needs to be taken to Cache Employment and Training, or taken home after Dialysis, when we are unable to take her.	10/29/2020 5:09 PM
20	I use CVTD to places where I need to bring my roller walker difficulty walking	10/29/2020 4:28 PM
21	Right now CETC can't provide me with transportation because of COVID. I haven't tried other methods, but might consider UBER. CVTD bus stop requires me to cross the highway and is too far to walk to the stop in Nibley. I don't feel safe riding the bus because of COVID.	10/26/2020 11:22 AM
22	It's hard to get public transport out of Cache Valley.	10/22/2020 6:46 PM
23	Those are just for work	10/22/2020 2:31 PM
24	Covid us affecting things a bit, but usually gets figured out	10/21/2020 8:07 PM
25	There is not any bus service in our rural area. I ably get transportation home from Cache Supported Employment. Any other needs must be provided by family members of friends.	10/21/2020 5:19 PM
26	my parents drive me	10/21/2020 3:37 PM
27	I attend day programs with transportation but need transportation from my home to work and other community needs when my parents are working.	10/21/2020 3:37 PM

## 2020 Human Service Transportation Survey

28	It would help my parents a lot to have an additional form of transport for me.	10/21/2020 11:55 AM
29	No program operating due to COVID-19	10/21/2020 10:33 AM

### Q10 Which area best describes where you currently live? (Please only mark one)

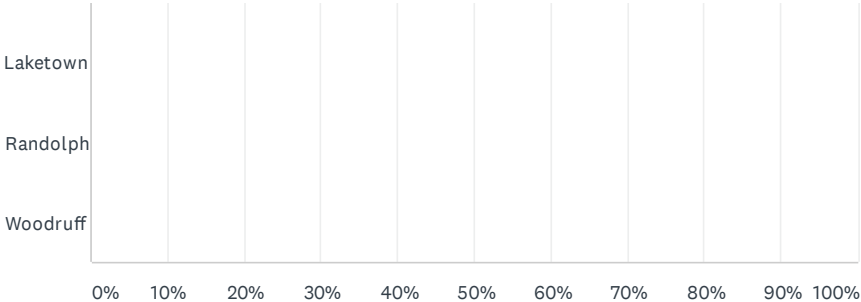
Answered: 77 Skipped: 1



2020 Human Service Transportation Survey

Fielding										
Garland City										
Honeyville City										
Howell										
Mantua										
Perry City										
Plymouth										
Portage										
Snowville										
Tremonton City										
Willard City										
Amalga										
Clarkston										
Cornish Town										
Hyde Park City										
Mendon City										
Newton										
Paradise										
River Heights City										
RICH COUNTY (Unincorpora...										
Garden City										

2020 Human Service Transportation Survey



2020 Human Service Transportation Survey

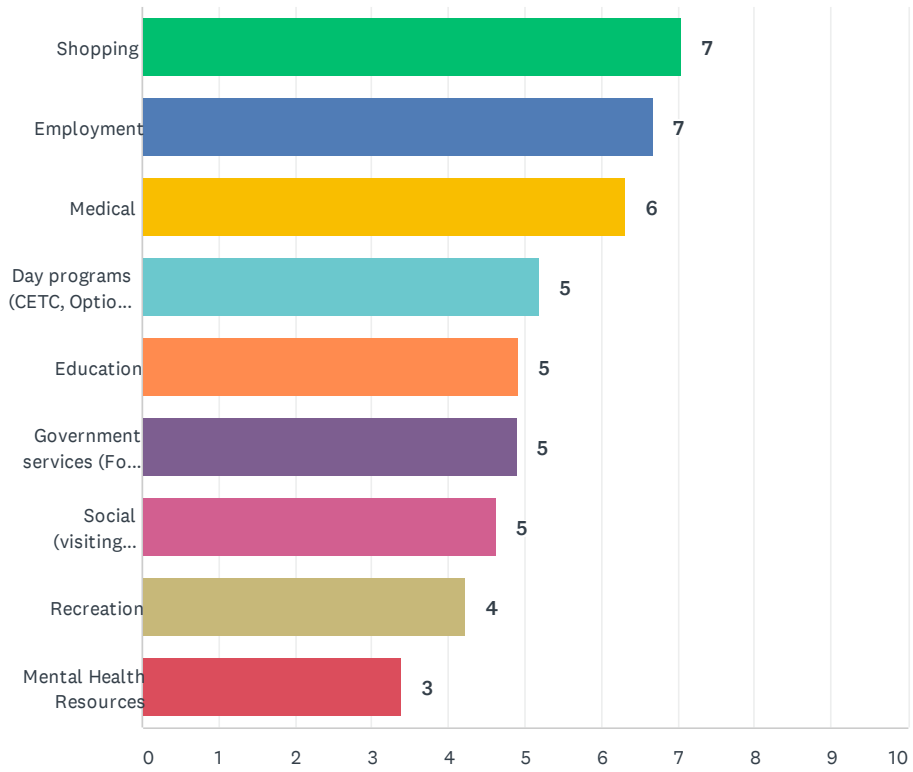
ANSWER CHOICES	RESPONSES	
Logan City	35.06%	27
CACHE COUNTY (Unincorporated)	19.48%	15
North Logan City	15.58%	12
Smithfield City	7.79%	6
Hyrum City	5.19%	4
Brigham City	3.90%	3
Millville City	2.60%	2
Nibley	2.60%	2
Providence City	2.60%	2
Lewiston City	1.30%	1
Richmond City	1.30%	1
Trenton	1.30%	1
Wellsville City	1.30%	1
BOX ELDER COUNTY (Unincorporated)	0.00%	0
Bear River City	0.00%	0
Corinne City	0.00%	0
Deweyville	0.00%	0
Elwood	0.00%	0
Fielding	0.00%	0
Garland City	0.00%	0
Honeyville City	0.00%	0
Howell	0.00%	0
Mantua	0.00%	0
Perry City	0.00%	0
Plymouth	0.00%	0
Portage	0.00%	0
Snowville	0.00%	0
Tremonton City	0.00%	0
Willard City	0.00%	0
Amalga	0.00%	0
Clarkston	0.00%	0
Cornish Town	0.00%	0

2020 Human Service Transportation Survey

Hyde Park City	0.00%	0
Mendon City	0.00%	0
Newton	0.00%	0
Paradise	0.00%	0
River Heights City	0.00%	0
RICH COUNTY (Unincorporated)	0.00%	0
Garden City	0.00%	0
Laketown	0.00%	0
Randolph	0.00%	0
Woodruff	0.00%	0
<b>TOTAL</b>		<b>77</b>

### Q11 What are your greatest transportation needs? (Rank from 1-most important, to 9-least important). Transportation to....

Answered: 76 Skipped: 2



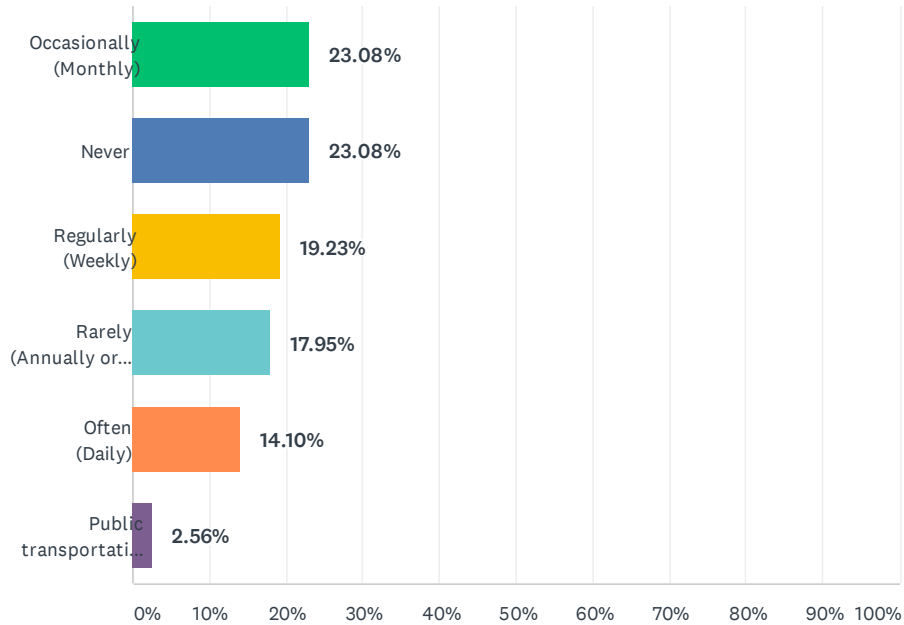


## 2020 Human Service Transportation Survey

	1	2	3	4	5	6	7	8	9	TOTAL	SCORE
Shopping	11.76% 8	39.71% 27	23.53% 16	8.82% 6	7.35% 5	4.41% 3	1.47% 1	1.47% 1	1.47% 1	68	7.04
Employment	45.00% 27	15.00% 9	5.00% 3	5.00% 3	5.00% 3	3.33% 2	5.00% 3	8.33% 5	8.33% 5	60	6.68
Medical	29.58% 21	14.08% 10	8.45% 6	11.27% 8	12.68% 9	8.45% 6	2.82% 2	8.45% 6	4.23% 3	71	6.32
Day programs (CETC, Options, USU DSL, etc.)	17.86% 10	14.29% 8	5.36% 3	3.57% 2	10.71% 6	16.07% 9	12.50% 7	8.93% 5	10.71% 6	56	5.18
Education	7.69% 4	13.46% 7	13.46% 7	3.85% 2	13.46% 7	13.46% 7	13.46% 7	15.38% 8	5.77% 3	52	4.92
Government services (Food Pantry, BRAG, DWS, etc.)	5.56% 3	1.85% 1	20.37% 11	14.81% 8	18.52% 10	7.41% 4	14.81% 8	9.26% 5	7.41% 4	54	4.89
Social (visiting family or friends)	1.49% 1	2.99% 2	17.91% 12	23.88% 16	13.43% 9	8.96% 6	5.97% 4	10.45% 7	14.93% 10	67	4.63
Recreation	0.00% 0	3.23% 2	8.06% 5	22.58% 14	12.90% 8	16.13% 10	16.13% 10	6.45% 4	14.52% 9	62	4.23
Mental Health Resources	3.45% 2	3.45% 2	3.45% 2	8.62% 5	5.17% 3	13.79% 8	20.69% 12	18.97% 11	22.41% 13	58	3.38

### Q12 How often do you use public transit services such as Cache Valley Transit District (CVTD) or Utah Transit Authority (UTA)?

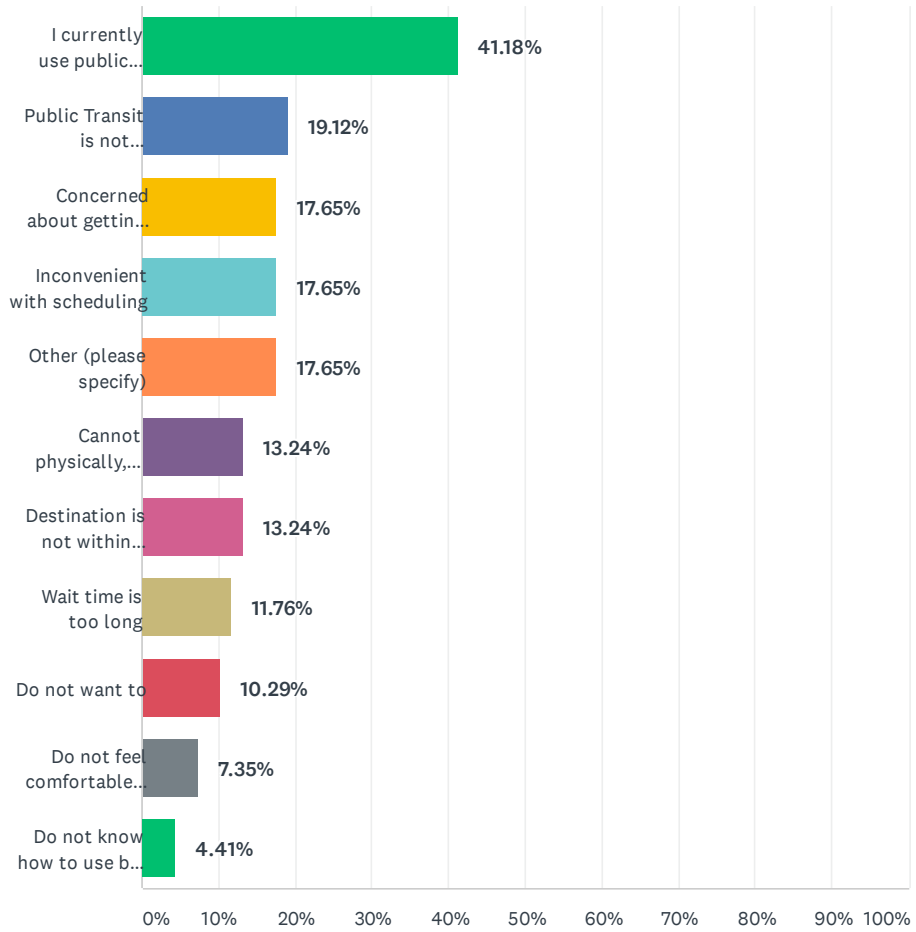
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> Occasionally (Monthly)	23.08%	18
<input type="checkbox"/> Never	23.08%	18
<input type="checkbox"/> Regularly (Weekly)	19.23%	15
<input type="checkbox"/> Rarely (Annually or less)	17.95%	14
<input type="checkbox"/> Often (Daily)	14.10%	11
<input type="checkbox"/> Public transportation is not available where I live	2.56%	2
<b>TOTAL</b>		<b>78</b>

### Q13 If you do not use public transit, please identify the reason(s) (Mark all that apply).

Answered: 68 Skipped: 10



2020 Human Service Transportation Survey

ANSWER CHOICES	RESPONSES	
I currently use public transit	41.18%	28
Public Transit is not available where I live	19.12%	13
Concerned about getting confused on route or lost	17.65%	12
Inconvenient with scheduling	17.65%	12
Other (please specify)	17.65%	12
Cannot physically, mentally or emotionally travel alone	13.24%	9
Destination is not within route	13.24%	9
Wait time is too long	11.76%	8
Do not want to	10.29%	7
Do not feel comfortable traveling with strangers	7.35%	5
Do not know how to use bus service	4.41%	3
Total Respondents: 68		

#	OTHER (PLEASE SPECIFY)	DATE
1	Coronavirus	11/4/2020 1:30 PM
2	Not needed, live close to most services.	10/30/2020 2:14 PM
3	She just needs to go outside the door to get on and she can do that.	10/29/2020 5:09 PM
4	COVID-19 concerns	10/28/2020 10:07 AM
5	Bus stop is too far or I have to cross the highway.	10/26/2020 11:22 AM
6	own vehicle	10/23/2020 5:57 PM
7	I mostly walk or get rides.	10/23/2020 11:32 AM
8	Brother-in-law insists on driving me sometimes.	10/22/2020 6:46 PM
9	Not great for carrying groceries and have a car	10/22/2020 1:59 PM
10	Inconvenient distance to bus stop (4+ blocks away)	10/22/2020 9:16 AM
11	I can only use the public transportation when I already have a ride into Logan. I live outside of the city boundaries by 2 miles and I live on a busy highway so I am dependent upon family when they are available to get me to my work.	10/21/2020 3:37 PM
12	N/A	10/21/2020 10:39 AM

**Q14 What suggestions do you have for improving transportation services  
in rural areas?**

Answered: 52 Skipped: 26

## 2020 Human Service Transportation Survey

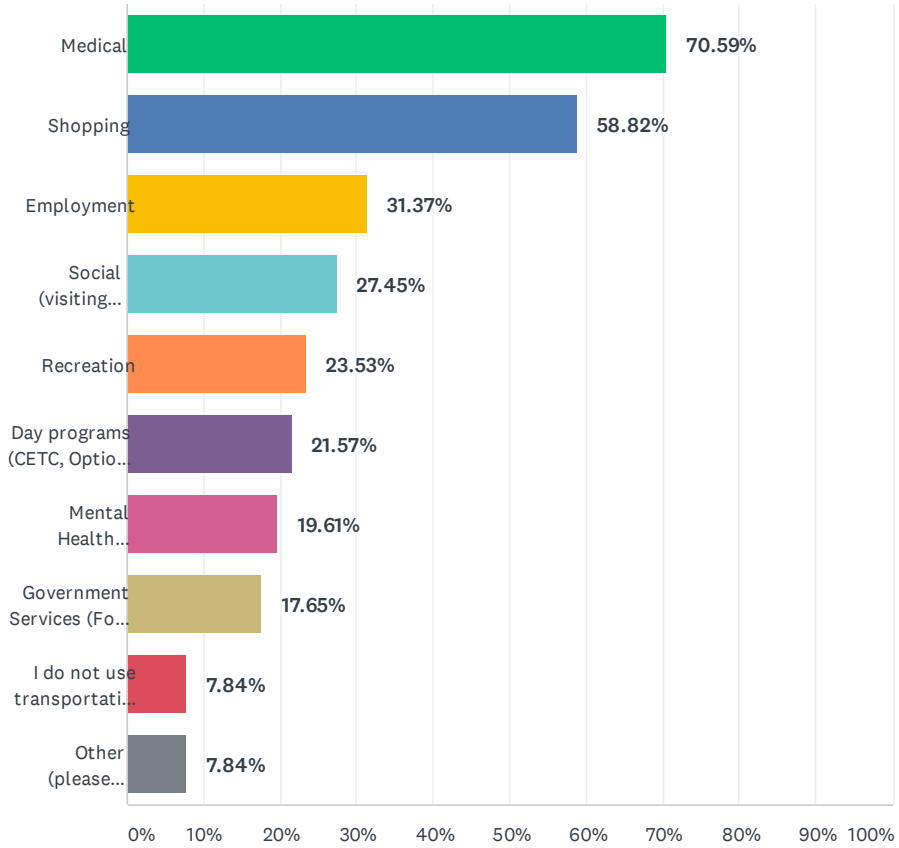
#	RESPONSES	DATE
1	Route buses more often. Route buses to Wellsville and perhaps across the mountain.	12/2/2020 11:52 AM
2	Expand area of service	11/20/2020 8:06 AM
3	I listed my needs above (broader geographic travel region; additional hours of service; less wait time, etc.) But I fully understand that any service cannot meet EVERY need of every individual using those services. I need to compromise my needs, or find other solutions. But I'm grateful you are asking through this survey.	11/19/2020 9:15 PM
4	Not yet	11/19/2020 2:57 PM
5	If usage is low service could be on 2-3 days a week. the appointments could still be covered. Cache Valley Call-a-ride routes could be divide from east to west; that would decrease long run. The Valley is narrow and long.	11/19/2020 10:46 AM
6	Wish they had smaller vehicles for call-a-ride. Small bench seat and low-profile in back is kind of nice. Call-a-ride buses have stiff shocks and can hurt my back. However, drivers are always very nice and helpful.	11/16/2020 3:03 PM
7	None - She is very impressed with the bus service. Extremely important for personal freedom and independence. Very nice service.	11/16/2020 1:32 PM
8	Service is great	11/15/2020 9:49 AM
9	A bus on Saturday for Route 16 bus to Preston.	11/12/2020 7:04 PM
10	None - she loves it	11/10/2020 5:06 PM
11	Less wait time on return rides home	11/10/2020 2:59 PM
12	I appreciate having this means to travel	11/10/2020 2:51 PM
13	.	11/10/2020 3:39 AM
14	none	11/5/2020 8:10 AM
15	No	11/4/2020 1:30 PM
16	wider ranges	11/3/2020 12:46 PM
17	Lengthen times of Paratransit in Hyde Park	11/2/2020 4:02 PM
18	Provide transportation for longer hours	11/2/2020 1:12 PM
19	1- They are a necessity. 2-They are costly. 3- Find the best cost effective way to meet those needs without paying large amounts when other cost effective means are available. CVTD is the best means. Perhaps sub contracting with local business's like Taxi's, Uber, Lift, etc. to provide the service at a far less price than sending a big bus out when its unnecessary.	11/2/2020 1:00 PM
20	It would be helpful if the buses ran a little bit earlier in the day for people that have really early shifts at work	10/31/2020 5:38 PM
21	None	10/31/2020 1:55 PM
22	Add more bus stop locations and add booths for sitting and waiting	10/30/2020 8:08 PM
23	Get very good service from CVTD.	10/30/2020 4:58 PM
24	Would like a connection between Cache Valley and the Fronrunner. Get bugs worked out with new system - related to 30 minute scheduling? Expand services to rural areas.	10/30/2020 3:19 PM
25	More frequent trips would be very useful.	10/30/2020 2:14 PM
26	Having more routes/drivers, more frequent trips. Make it easier to schedule paratransit. Also earlier in the morning and late at night.	10/30/2020 1:13 PM
27	Having more routes/drivers, more frequent trips. Make it easier to schedule paratransit. Also earlier in the morning and late at night.	10/30/2020 1:11 PM
28	None	10/29/2020 8:54 PM

## 2020 Human Service Transportation Survey

29	The call a ride computer system DOSE NOT WORK !!!!	10/29/2020 6:35 PM
30	I don't live in a rural area	10/29/2020 4:28 PM
31	None	10/29/2020 3:50 PM
32	Bus stops with better wheel chair access. Getting off in the grass can be hard and chairs get stuck.	10/29/2020 2:55 PM
33	I would like to know how to access the service to call and get a scheduled pick up and delivery.	10/26/2020 11:22 AM
34	Shelter and/or bench at more stops when waiting for buses that don't run as often throughout the day.	10/22/2020 6:46 PM
35	Better planning and communication. Have a back up plan if people call in sick	10/21/2020 8:07 PM
36	None	10/21/2020 6:28 PM
37	Make special needs bus transportation available in our area.	10/21/2020 5:19 PM
38	Offerings of pickup services in unincorporated areas.	10/21/2020 3:37 PM
39	Increase personal pickups to unincorporated areas. I work and am not able to meet my disabled adult sons schedule that doesn't drive. He can't access public transit because we live on a busy highway with no safe access to walk the two miles to the nearest incorporated access.	10/21/2020 3:28 PM
40	Having it available along Highway 23	10/21/2020 2:48 PM
41	Local door to door shuttle busses like in Logan would be really nice in Brigham City.	10/21/2020 1:38 PM
42	We want Wellsville to have CVTD service	10/21/2020 11:55 AM
43	better service	10/21/2020 11:14 AM
44	N/A	10/21/2020 10:39 AM
45	Expand CVTD areas, especially for those who require the use of a wheelchair	10/21/2020 10:35 AM
46	Sorry to add this here in question 11 my son only uses the bus for transport to CETC... couldn't turn off other numbers	10/21/2020 10:33 AM
47	When I was a student the transportation was reliable and fundamental for me, i guess just adding more routes, or a mini bus transit center to connect to the main one in Logan	10/21/2020 9:24 AM
48	None	10/21/2020 8:44 AM
49	having day treatment able to transport	10/21/2020 8:40 AM
50	My needs are currently being met	10/21/2020 8:32 AM
51	None, do use it often enough to tell	10/21/2020 8:22 AM
52	PAMPHLETS AT BUS STOPS OR PLACES IT WILL REACH. INSTEAD OF GOING TO WEBSITE (WEBSITE IS HARD TO NAVIGATE)	10/20/2020 3:06 PM

### Q15 For what purpose do you use transportation services? (Mark all that apply)

Answered: 51 Skipped: 27





2020 Human Service Transportation Survey

ANSWER CHOICES	RESPONSES	
☐ Medical	70.59%	36
☐ Shopping	58.82%	30
☐ Employment	31.37%	16
☐ Social (visiting family/friends)	27.45%	14
☐ Recreation	23.53%	12
☐ Day programs (CETC, Options, USU DSL, etc.)	21.57%	11
☐ Mental Health Resources	19.61%	10
☐ Government Services (Food Pantry, BRAG, DWS, etc.)	17.65%	9
☐ I do not use transportation services	7.84%	4
Other (please specify)	7.84%	4
Total Respondents: 51		

#	OTHER (PLEASE SPECIFY)	DATE
1	School	11/4/2020 11:23 AM
2	GOING TO THE BANK TO TAKE CARE OF BANK MATTERS	11/2/2020 12:57 PM
3	Bear River Mental Health day treatment	10/30/2020 4:52 PM
4	whenever there is ice/snow	10/29/2020 4:28 PM

2020 Human Service Transportation Survey

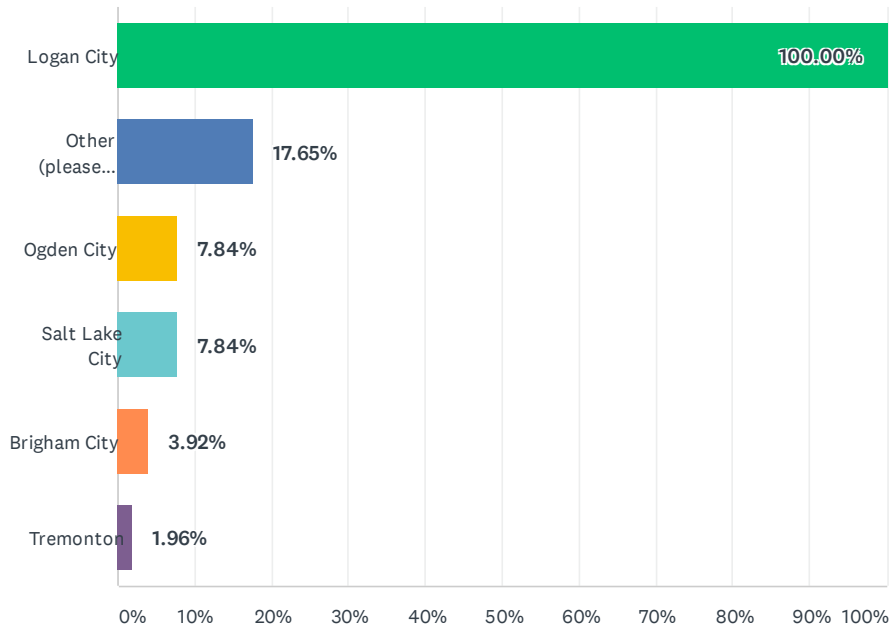
## Q16 What are your unmet transportation needs, if any?

Answered: 30 Skipped: 48

#	RESPONSES	DATE
1	Not much not. I use call-a-ride. But with more areas served I would probably use it more, especially for fishing and other recreation.	12/2/2020 11:52 AM
2	Going to areas not being served by CVTD. Sunday service Evening hours (occasionally)	11/19/2020 9:15 PM
3	not yet	11/19/2020 2:57 PM
4	In the summer the farmers market opens at 9AM but I can't get there until nearly 11AM things are picked over by then.	11/19/2020 10:46 AM
5	Evening services to be able to attend evening activities	11/16/2020 6:55 PM
6	None	11/16/2020 1:32 PM
7	A route on Saturday for Preston.	11/12/2020 7:04 PM
8	None	11/10/2020 5:06 PM
9	Need assistance with large oxygen tanks	11/10/2020 2:59 PM
10	I am okay.	11/10/2020 2:51 PM
11	Getting rides at late hours for job.	11/10/2020 3:39 AM
12	none	11/5/2020 8:10 AM
13	none	11/3/2020 12:46 PM
14	Would like services to run longer at night and on the weekends	11/2/2020 1:12 PM
15	None so far	11/2/2020 1:00 PM
16	None	10/31/2020 5:38 PM
17	None	10/31/2020 1:55 PM
18	Areas not on CVTD routes. Mostly Medical appointments	10/30/2020 8:08 PM
19	None	10/30/2020 5:11 PM
20	Grocery shopping. Would like to go to a different grocery store.	10/30/2020 4:58 PM
21	Medical, exercise, shopping, etc. Need flexibility.	10/30/2020 1:13 PM
22	Medical, exercise, shopping, etc. Need flexibility.	10/30/2020 1:11 PM
23	More frequent bus service	10/29/2020 8:51 PM
24	none so far	10/29/2020 4:28 PM
25	N/A	10/29/2020 2:55 PM
26	Can't get to CETC because they have limited service	10/26/2020 11:22 AM
27	N/A	10/21/2020 10:39 AM
28	There are times a wheelchair accessible van is not available and I live outside the CVTD service area (West of 10th West)	10/21/2020 10:35 AM
29	None	10/21/2020 8:44 AM
30	None at this time	10/21/2020 8:32 AM

### Q17 Where are your most frequent transit destinations? (Mark all that apply)

Answered: 51 Skipped: 27



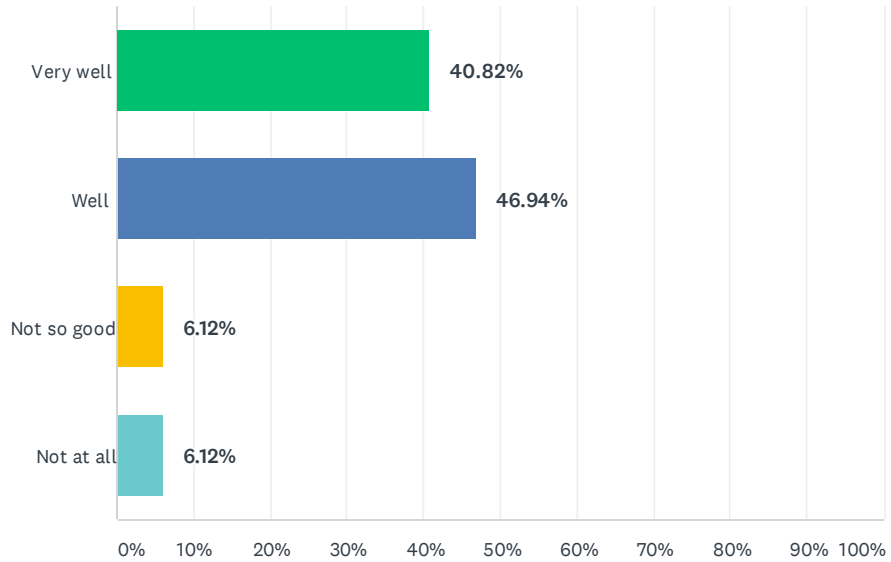
ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> Logan City	100.00%	51
<input type="checkbox"/> Other (please specify)	17.65%	9
<input type="checkbox"/> Ogden City	7.84%	4
<input type="checkbox"/> Salt Lake City	7.84%	4
<input type="checkbox"/> Brigham City	3.92%	2
<input type="checkbox"/> Tremonton	1.96%	1
Total Respondents: 51		

2020 Human Service Transportation Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Southern Idaho, North Logan	11/19/2020 2:57 PM
2	Providence, Smithfield, Farmington	11/16/2020 3:03 PM
3	go for medical reasons to Ogden and SLC	11/16/2020 1:32 PM
4	Hyde Park, North Logan	11/10/2020 5:06 PM
5	Smithfield	11/2/2020 3:44 PM
6	NORTH CACHE VALLEY CLINIC, ALPINE ORTHOPEDIC SPECIALIST	11/2/2020 12:57 PM
7	Hyrum	10/30/2020 1:13 PM
8	Hyrum	10/30/2020 1:11 PM
9	I don't travel away from Logan	10/29/2020 4:28 PM

### Q18 How well do you feel transportation services in your area are meeting your needs?

Answered: 49 Skipped: 29



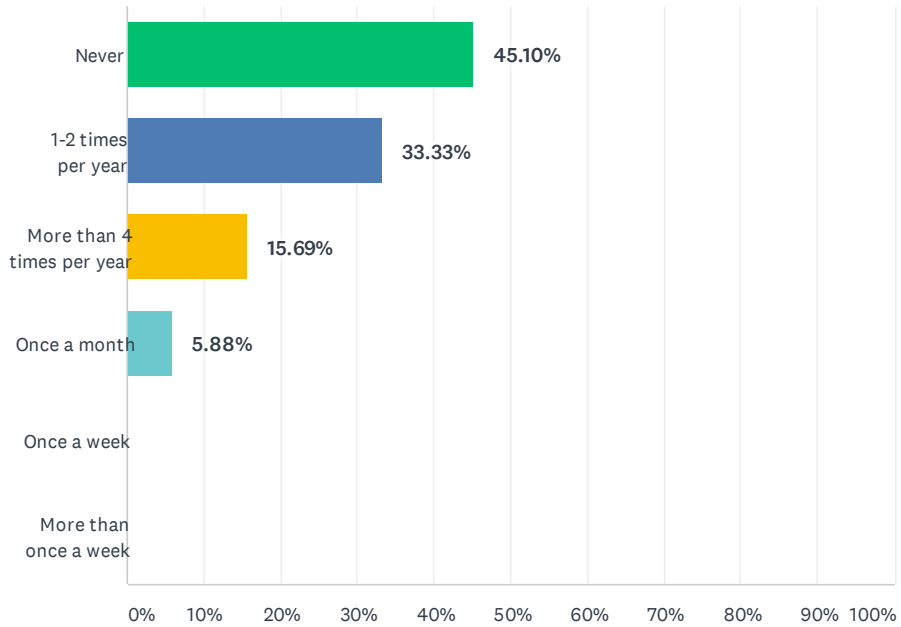
ANSWER CHOICES	RESPONSES	
Very well	40.82%	20
Well	46.94%	23
Not so good	6.12%	3
Not at all	6.12%	3
<b>TOTAL</b>		<b>49</b>

## 2020 Human Service Transportation Survey

#	EXPLAIN THE REASON FOR YOUR RESPONSE:	DATE
1	I am mostly covered. But I am sometimes required to go to Ogden for medical reasons. I can get there unless I have to go in a hurry. I need 3 business days for scheduling.	12/2/2020 11:52 AM
2	What exists is excellent. There are still a few unmet needs, but I understand it's impossible to meet everyone's need ALL the time.	11/19/2020 9:15 PM
3	I think they're doing best they can providing services no one else can supply.	11/16/2020 6:55 PM
4	CVTD, Salt Lake Express, etc. working together is good.	11/16/2020 3:03 PM
5	Hours are great, reliable	11/10/2020 5:06 PM
6	I wish the bus drivers could help me more often know when to get off the bus. And there were more late hours.	11/10/2020 3:39 AM
7	I am extremely grateful for the transportation services available to me. Thank you so very much.	11/5/2020 8:02 PM
8	Bus is often late. This is not okay in the winter months because I can't wait inside for the bus	11/4/2020 11:23 AM
9	There could be more routes in rural areas.	11/3/2020 12:46 PM
10	Needs to go to Salt Lake City but there are no paratransit options.	11/2/2020 3:44 PM
11	THEY MET MY NEEDS QUITE WELL AND GET ME TO WHERE I NEED TO GO	11/2/2020 12:57 PM
12	I don't like the new time frame for scheduling a ride where you have to wait up to 30 minutes for a pickup or a drop off. That's not convenient	10/31/2020 1:55 PM
13	Still need more bus stops to various areas	10/30/2020 8:08 PM
14	Para-transit mostly available when needed	10/30/2020 5:11 PM
15	A little limited with paratransit destinations and schedules.	10/30/2020 3:19 PM
16	Also need connection to the Wasatch Front, Syracuse in particular.	10/30/2020 1:13 PM
17	Also need connection to the Wasatch Front, Syracuse in particular.	10/30/2020 1:11 PM
18	Call a ride takes a long time	10/29/2020 8:51 PM
19	Too long of waits for Call a Ride. I either can't stand that long waiting or The Doctors office doesn't want us in the because of count they can have in there because of Covid 19	10/29/2020 6:35 PM
20	I am grateful for assisted transportation with my roller walker	10/29/2020 4:28 PM
21	I think I just need to learn how to call and get the service to help me get from home to CETC.	10/26/2020 11:22 AM
22	CVTD does a good job in Cache Valley; I do wish that there was public transportation from Logan to Brigham City. It would open up more job opportunities.	10/23/2020 11:32 AM
23	I have to take an earlier bus for anything after 9am, but before 10am, because my bus adds 15 minutes to its run between 9am and 2pm.	10/22/2020 6:46 PM
24	N/A	10/20/2020 3:06 PM

### Q19 How often do you need to travel to Ogden or Salt Lake City for medical services?

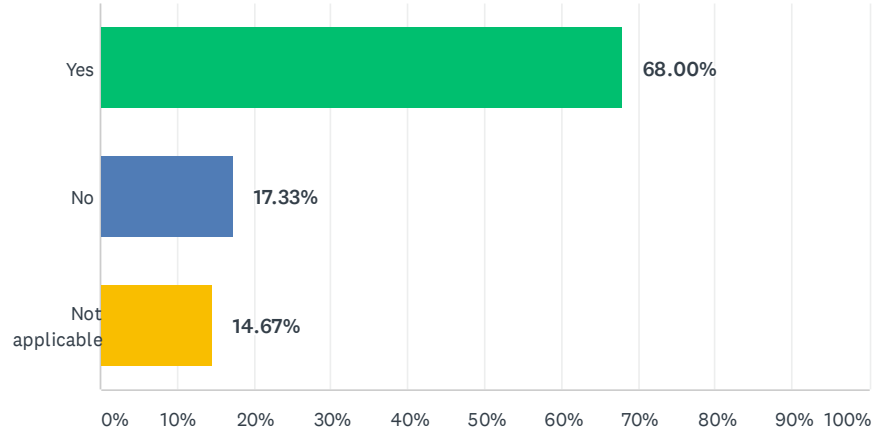
Answered: 51 Skipped: 27



ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> Never	45.10%	23
<input type="checkbox"/> 1-2 times per year	33.33%	17
<input type="checkbox"/> More than 4 times per year	15.69%	8
<input type="checkbox"/> Once a month	5.88%	3
<input type="checkbox"/> Once a week	0.00%	0
<input type="checkbox"/> More than once a week	0.00%	0
<b>TOTAL</b>		<b>51</b>

## Q20 Do you have family or friends available to take you to medical appointments?

Answered: 75 Skipped: 3



ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> Yes	68.00%	51
<input type="checkbox"/> No	17.33%	13
<input type="checkbox"/> Not applicable	14.67%	11
<b>TOTAL</b>		<b>75</b>

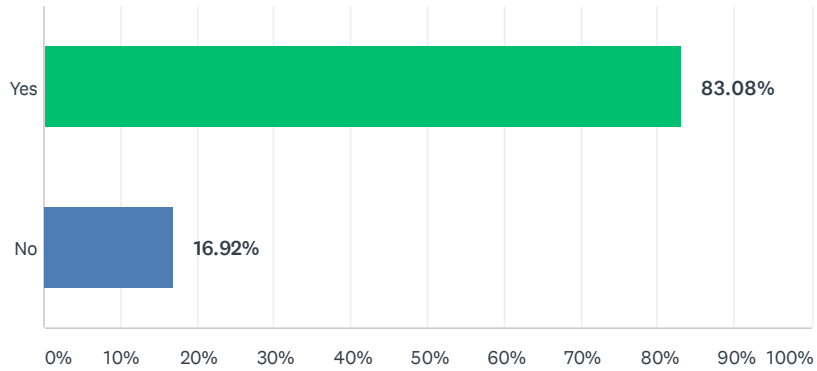


2020 Human Service Transportation Survey

#	IF NO, EXPLAIN WHAT MIGHT PREVENT YOU FROM ASKING FAMILY/FRIENDS/NEIGHBORS FOR RIDES TO MEDICAL APPOINTMENTS:	DATE
1	Most of my friends are either working or are like myself and don't have a vehicle.	12/2/2020 11:52 AM
2	Money, inconvenience	11/19/2020 2:57 PM
3	Frequency of need and distance of appointment keeps me from asking	11/16/2020 6:55 PM
4	It depends on the vehicle type - how accessible it is.	11/16/2020 3:03 PM
5	No one likes doing it	11/10/2020 2:59 PM
6	Occasionally.	11/10/2020 2:51 PM
7	They work during appointment times.	11/2/2020 4:02 PM
8	No family or friends with wheelchair accessible vehicle.	11/2/2020 3:44 PM
9	THEY HAVE THERE OWE FAMILY AND WORK TO DEAL.	11/2/2020 12:57 PM
10	sometimes they have work or the kids are too sick etc. so using the transportation helps me be independent	11/2/2020 9:38 AM
11	Sometimes	10/30/2020 9:54 PM
12	Not always an option	10/30/2020 8:08 PM
13	No family here and no friends with a car	10/29/2020 6:35 PM
14	I only have one older sister who can no longer drive and no friends since I moved here from another state	10/29/2020 4:28 PM
15	Only if the weather is bad, then I cannot transfer from my chair into my spouses vehicle.	10/29/2020 2:55 PM
16	Not always available.	10/22/2020 6:46 PM
17	Scheduling can be difficult since my parents work during business hours.	10/21/2020 3:37 PM
18	LINC transports	10/21/2020 11:14 AM

**Q21 Do you feel there is a need for a small, wheelchair accessible van or bus to be available to pick up rural residents and transport them to medical appointments or other purposes?**

Answered: 65 Skipped: 13



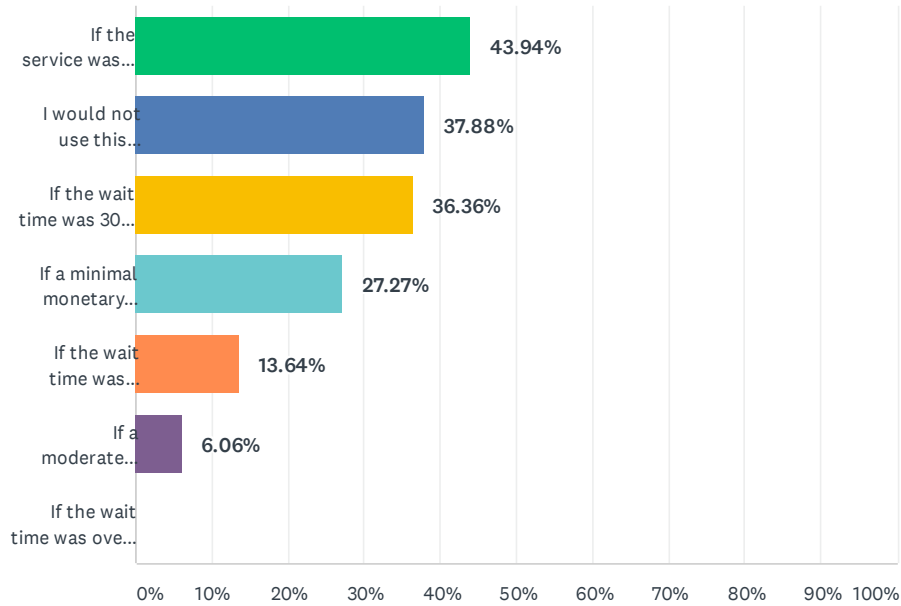
ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> Yes	83.08%	54
<input type="checkbox"/> No	16.92%	11
<b>TOTAL</b>		<b>65</b>

## 2020 Human Service Transportation Survey

#	PLEASE EXPLAIN:	DATE
1	Especially to regular medical treatments such as dialysis.	12/2/2020 11:52 AM
2	NA	11/19/2020 9:15 PM
3	n/a	11/19/2020 2:57 PM
4	Call a ride buses are awesome	11/19/2020 10:46 AM
5	Not necessarily. If a shuttle was available on consistent basis people could schefule	11/16/2020 6:55 PM
6	Could be helpful	11/16/2020 1:32 PM
7	Not for me at this time.	11/10/2020 2:51 PM
8	Assessing my urban needs, I can well imagine how a person in a rural community might feel.	11/5/2020 8:02 PM
9	They might be unable to drive.	11/3/2020 12:46 PM
10	I would have no way of getting places without it.	11/2/2020 4:02 PM
11	Especially to Ogden or Salt Lake City	11/2/2020 3:44 PM
12	Those who have needs to get places and no transportation options available within reason need alternate forms of transportation to meet those needs.	11/2/2020 1:00 PM
13	I THINK THE ACESS THAT IS AVAILABLE NOW IS WORKING GOOD	11/2/2020 12:57 PM
14	I don't use these services so I don't know what or how to improve them	10/31/2020 1:55 PM
15	The call arise works for me.	10/30/2020 9:54 PM
16	Don't know	10/30/2020 5:11 PM
17	Use CVTD, smaller van could be good	10/30/2020 2:14 PM
18	I would need that service if I ever lived in a rural area	10/29/2020 4:28 PM
19	Sometimes getting in and out of a vehicle that is not wheel chair accessible is hard.	10/29/2020 2:55 PM
20	Not everyone has family available to take them to appointments.	10/23/2020 11:32 AM
21	I feel that most wheelchair bound persons have their own transportation resources already.	10/22/2020 9:16 AM
22	It is hard to get to incorporated areas to catch a bus.	10/21/2020 3:37 PM
23	For the reasons described above.	10/21/2020 3:28 PM
24	Have several elderly friends who would utilize it more, if it came to our home more often	10/21/2020 2:35 PM
25	Some people have no access to important transport	10/21/2020 11:55 AM
26	Although we do not need that service, it is a necessary one to accommodate those who do not have another support system	10/21/2020 10:33 AM

### Q22 If such a service did exist, would you use it? (Mark all that apply)

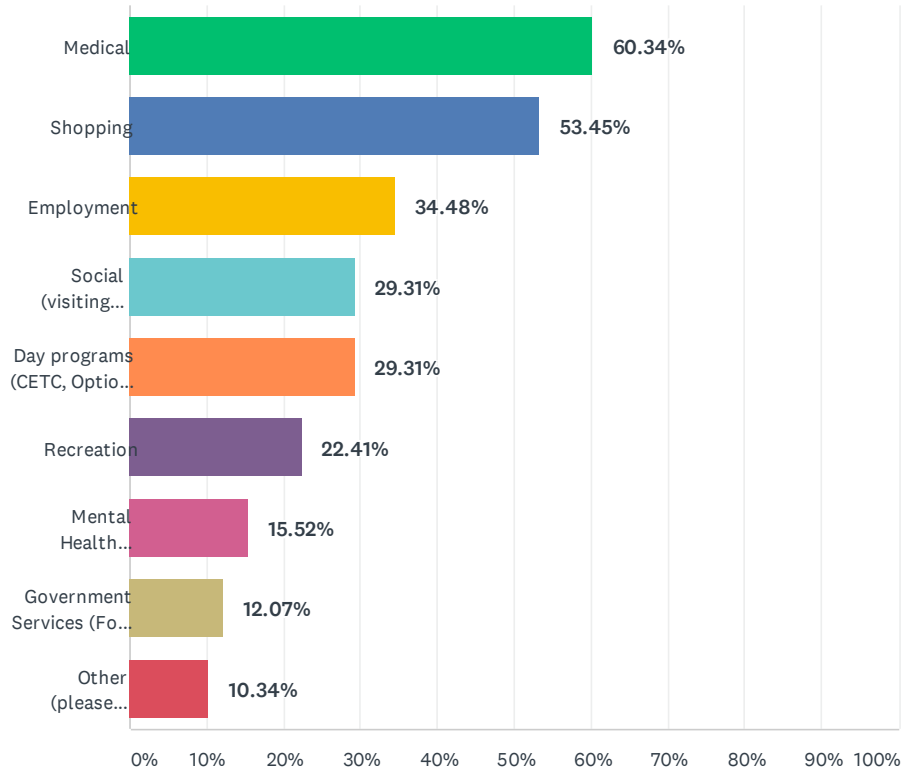
Answered: 66 Skipped: 12



ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> If the service was free of charge	43.94%	29
<input type="checkbox"/> I would not use this service	37.88%	25
<input type="checkbox"/> If the wait time was 30 minutes or less	36.36%	24
<input type="checkbox"/> If a minimal monetary donation were allowed for fuel cost (ex: 25 cents per mile - Logan to Salt Lake would cost around \$21.10 round trip, or Lewiston to Logan would cost \$4.75 round trip)	27.27%	18
<input type="checkbox"/> If the wait time was between 30-60 minutes	13.64%	9
<input type="checkbox"/> If a moderate monetary donation were allowed for fuel & maintenance costs (ex: 35 cents per mile - Logan to Salt Lake would cost around \$29.50 round trip, or Lewiston to Logan would cost \$6.65 round trip)	6.06%	4
<input type="checkbox"/> If the wait time was over 60 minutes	0.00%	0
<b>Total Respondents: 66</b>		

### Q23 If such a service existed, for what purpose would you use it? (Mark all that apply)

Answered: 58 Skipped: 20



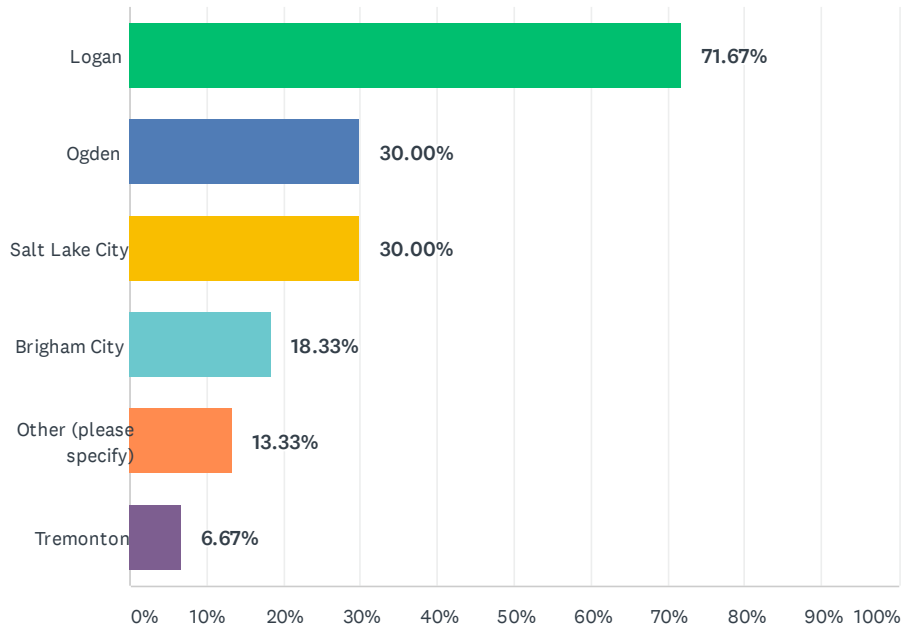
ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> Medical	60.34%	35
<input type="checkbox"/> Shopping	53.45%	31
<input type="checkbox"/> Employment	34.48%	20
<input type="checkbox"/> Social (visiting family/friends)	29.31%	17
<input type="checkbox"/> Day programs (CETC, Options, USU DSL, etc.)	29.31%	17
<input type="checkbox"/> Recreation	22.41%	13
<input type="checkbox"/> Mental Health Resources	15.52%	9
<input type="checkbox"/> Government Services (Food Pantry, BRAG, DWS, etc.)	12.07%	7
<input type="checkbox"/> Other (please specify)	10.34%	6
Total Respondents: 58		

## 2020 Human Service Transportation Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	NA	11/19/2020 9:15 PM
2	I have no need for such a service. I am sure others would be extremely grateful for it, however.	11/5/2020 8:02 PM
3	School	11/4/2020 11:23 AM
4	Going to the Salt Lake Airport.	11/3/2020 12:46 PM
5	Not wheelchair bound	10/21/2020 8:07 PM
6	Night programs	10/21/2020 10:39 AM

Q24 If such a service existed, where would you likely need to go? (Mark all that apply)

Answered: 60 Skipped: 18



ANSWER CHOICES	RESPONSES	
Logan	71.67%	43
Ogden	30.00%	18
Salt Lake City	30.00%	18
Brigham City	18.33%	11
Other (please specify)	13.33%	8
Tremonton	6.67%	4
Total Respondents: 60		

2020 Human Service Transportation Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	NA	11/19/2020 9:15 PM
2	West Haven	11/16/2020 6:55 PM
3	Kaysville, Farmington,, St. George?	11/10/2020 2:51 PM
4	This question is not applicable to me.	11/5/2020 8:02 PM
5	NORTH LOGAN	11/2/2020 12:57 PM
6	Bountiful	10/31/2020 1:55 PM
7	I don't go anywhere other than Logan	10/29/2020 4:28 PM
8	NA	10/21/2020 8:07 PM