2024
Bear River Region
Coordinated Human Services
Transportation Plan

Bear River Association of Goverments

The following plan was compiled by:

Bear River Association of Governments

in collaboration with the

Bear River Regional Access and Mobility Council

...to guide transportation efforts to
sustain and improve access and mobility in the
Bear River Region for underserved populations.

Executive Summary

The Bear River Region is experiencing significant population growth, with a rate of 20.4% over the last decade, nearly triple the 7% average for the United States over the same period. Projections expect this rate of growth to continue though the following decades.

With this population increase, there is a corresponding need for transportation services, specifically for disadvantaged populations, including seniors, persons with disabilities and low-income individuals and families. The need has become exceedingly pronounced in areas without access to public transportation; however, due to half a century of sprawling land use development patterns, providing transportation services to these rural areas is also more costly.

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 continues to be able to improve and implement transportation projects in the region. Among these projects are a successful transportation voucher program that helps fund critical life trips for residents in the region, educational activities and programs, travel training including hands-on assistance learning to use public transportation, and regional coordination among transportation entities and those serving disadvantaged groups requiring transportation.

This coordinated 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 successfully implementation of this plan, the sole 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 addressing those needs.

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OVERVIEW

PLAN PURPOSE

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, continue to review and revise project goals and strategies to meet the needs of their clients, and 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.bearrivermobiltiy.org. 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 unforeseen 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

Human service transportation planning and coordination is an active and ongoing pursuit. In the Bear River Region, the Bear River Regional Access & Mobility Council is actively and consistently engaged in future planning for the region. This body of stakeholders is made up of various human service agencies, transportation planners, and the public, and provides information regarding the current state of transportation in the region to 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:

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 meet these needs by identifying new projects or opportunities in the region, and identifying how to maintain existing healthy human service transportation systems.

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

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. 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, 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 serve on the Utah Urban Rural Specialized Transportation Association as regional representatives, 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.

The Cache Valley Transit District has partnered with Bear River Association of Governments on the newest iteration of the voucher program, Lifeline Vouchers. Due to reliable funding assistance and support provided by the Cache Valley Transit District and community outreach, the program hit a new annual record in 2022 of transportation for 576 medical and nutrition round trips. Continual work on this program allows it to fill some of the most crucial transportation gaps in the area.

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 steadily increased to $16.60. While the actual costs for transportation services in the Bear River Region are closer to $50- $80 for an average two-way trip, this increase 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. After the 2022 Human Services Transportation Survey highlighted a gap in community knowledge of services and how to use them, there has been a huge push in this area. One-on-one trainings teaching people how to ride the bus and what their other options are have become have become a regular addition to group and train-the-trainer events. These services 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 and other mobility options.

Fair and Equitable Treatment (Title VI)| BRAG complies with all federal Title VI requirements which require all agencies utilizing federal funds to provide fair and equitable treatment for people of all races, colors, and national origins. BRAG has a current Title VI plan available at bearrivermobility.info.

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 to the north, Nevada to the west, and Wyoming to 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 Mountains east of Brigham City, Perry, and Willard; the Wellsville Mountain Range, dividing 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.

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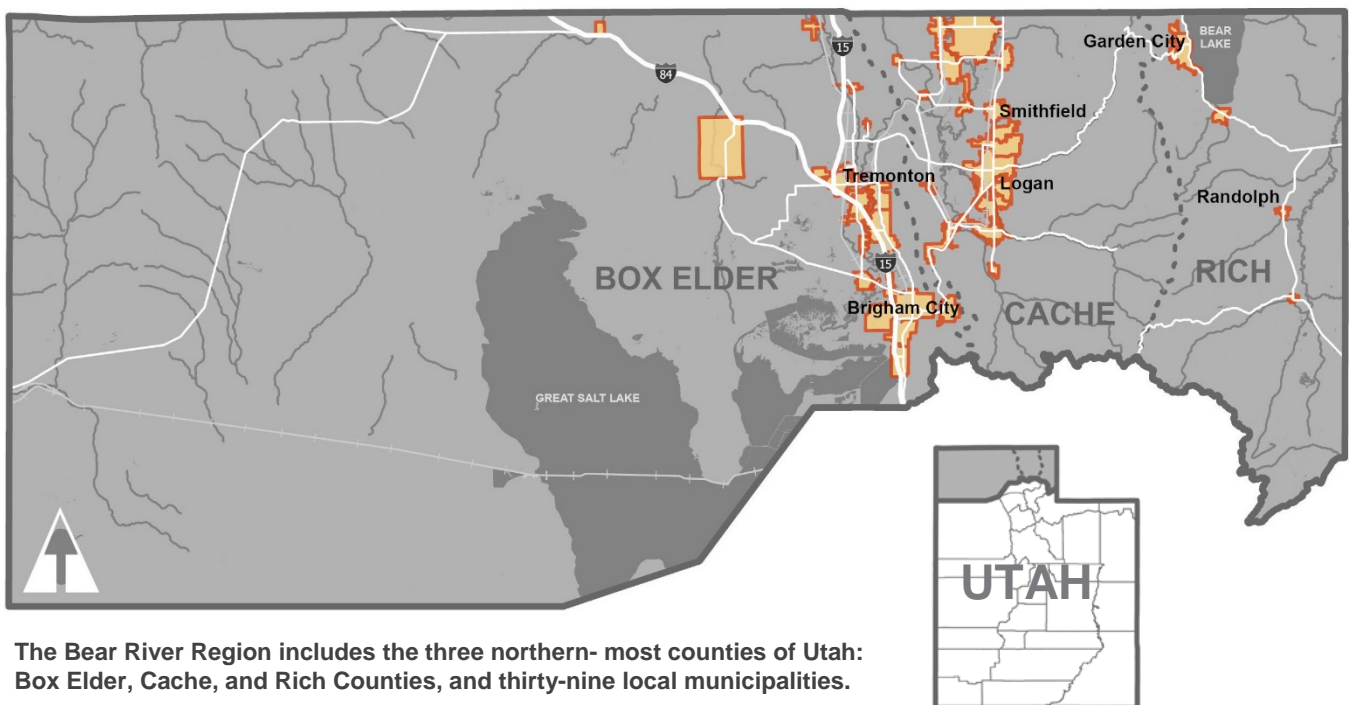
The Bear River Region includes the three northern- most counties of Utah: Box Elder, Cache, and Rich Counties, and thirty-nine local municipalities.

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 for recreational purposes. Many beautiful streams and rivers in the region also flow through mountain canyons in all three counties.

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. This connectivity is enhanced by significant north-south transportation corridors that help to move goods and services to more rural areas. Likewise, counties share adjacent public lands managed mostly by the U.S. Forest 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, and light industrial manufacturing. 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, the population in the Bear River Region has been growing over 2% annually. However, growth varies greatly by local jurisdiction, with suburban areas and bedroom communities growing the fastest. Tremonton has the highest growth rate in Box Elder County at approximately 29.4% over the past 10 years. In Cache County, Smithfield has the highest growth rate at 42.9% 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, and 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, manufactured 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 communities 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.

Connective transportation between counties and to areas outside the region is extremely limited outside of personal vehicles. The Utah Transit Authority (UTA) provides an affordable connection to the Wasatch front from southern Box Elder County. Select for-profit businesses provide a similar connection from Cache County to the Wasatch front but at a far greater cost.

Public transportation within the region is limited to the Cache Valley Transit District (CVTD) providing transportation services within Logan and much of the surrounding area in Cache County, and Utah Transit Authority (UTA) providing a service route that goes though Brigham City and Perry in Box Elder County. Human service organizations and for profit institutions also provide assorted transportation.

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.

As seen in the tables below, 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 people living in poverty. Only college students living off-campus were included in the poverty figures.

Population	Box Elder County	Cache County	Rich County
Total Population	61,498	140,173	2,628
Percent in Poverty	8%	11%	8%
Percent with Disabilities (Under Age 65)	8.2%	6.0%	14.3%
Percent of Aging Adults (Age 65+)	12.9%	10.1%	20.5%

U.S. Census Bureau, 2022

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 services, transportation services, and coordination between agencies. As an organization, BRAG also provides services for seniors, low-income families, veterans, and persons with disabilities. Staff strive 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, following FTA requirements and UDOT recommendations, and provides 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 seniors, 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 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:

• 2019-2050 UDOT Statewide Rural Long-Range Transportation Plan

• Cache Valley Transit District (CVTD) Short Range Plan, 2017

• Coordinated Human Services Transportation Plan (UTA), 2022

• 2023 WFRC Regional Transportation Plan

• 2040 CMPO Regional Transportation Plan (2015)

• 2020 Box Elder County Transit Study

• 2022 Human Services Transportation Survey (BRAG)

• Other regional human service transportation coordination plans in Utah

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 and Transportation Entities. While Public Transit is easily 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.

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 and Perry in Box Elder County are 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 ¾ mile boundary of a regular local fixed bus route. This service is consistent with ADA Paratransit guidelines.

Service areas for Cache Valley Transit District (CVTD) and the Utah Transit Authority (UTA). Both offer paratransit services in addition to fixed routes for eligible persons with disabilities.
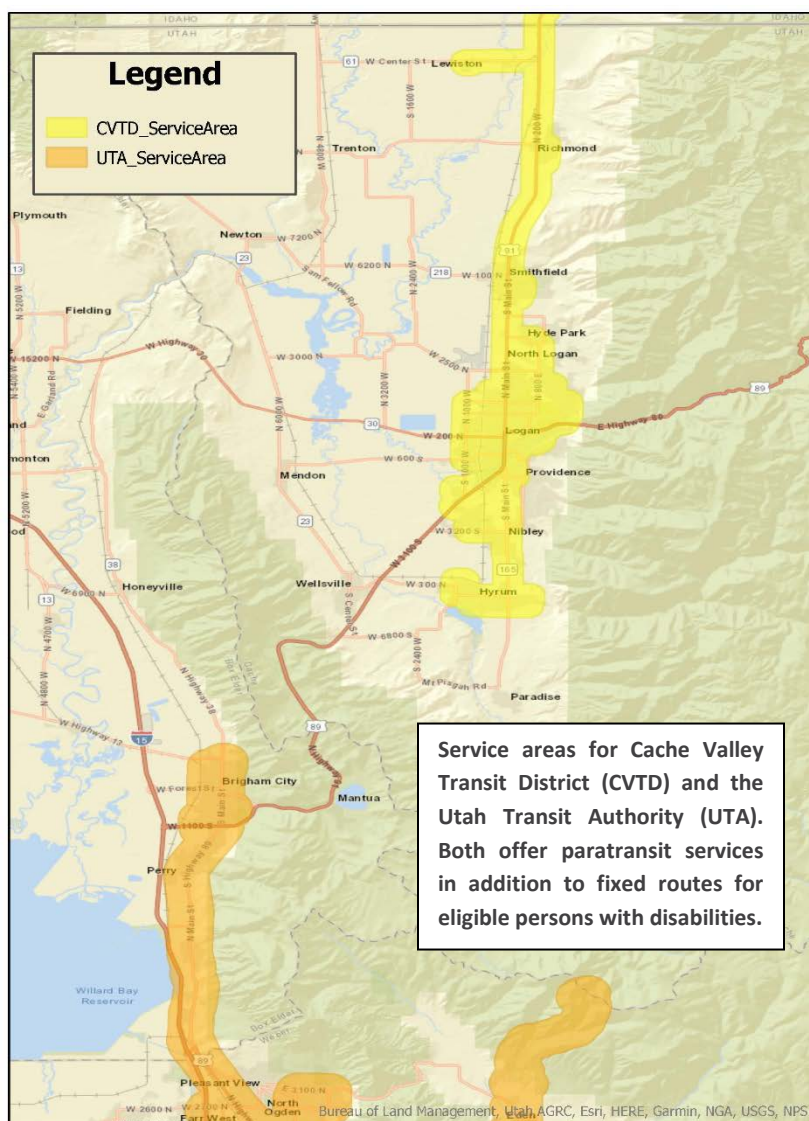
Public transit in the Bear River Region, while limited, is open to the general public and is considered affordable. Barriers preventing individuals from utilizing public transit include living outside of service range, desired destinations outside of service range, desired trip times outside service operation times, and physical or mental health issues requiring accommodations outside the provider's scope of service.

Human Service Transportation Providers | A portion of the human service organizations in the region provide transit services. These services are available for very specific populations to approved destinations. Some of these organizations provide transportation services from a central and designated location while others offer curb to curb services. Driver skills and qualifications beyond driving vary between organizations from only opening doors, to assisting clients with wheelchairs and seating, to a select few with specialized training. Due to the training requirements, liability, and limited funding organizations rarely provide transportation services beyond curb to curb.

Bear River Region Public Transit and Human Services Transportation Providers

Agency	Transportation Service Type	Eligibility	County
Bear River Valley Senior Citizen Center	Center Programs and Services	Seniors	Box Elder
Senior Companion Program	General Needs	Seniors Matched with Volunteer	Box Elder, Cache, Rich
Brigham City Senior Center	Center Programs and Services	Seniors	Box Elder
Cache County Senior Citizen Center	Center Programs and Services	Seniors	Cache
Cache Employment and Training Center	Employment, Day Programs	Persons with Disabilities	Box Elder, Cache
Cache Valley Transit District	Public Transit	Public Transit (fare free), Paratransit	Cache
Stride Services	Day Programs Services	Persons with Disabilities	Cache
Life Skills and Independent Needs Center	Center Programs and Services	Clients	Box Elder
Options for Independence	Center Programs and Services	Persons with Disabilities	Box Elder, Cache
Rich County Senior Citizen Center	Center Programs and Services	Seniors	Rich
Utah Transit Authority	Public Transit	Public Transit (fare), Paratransit	Box Elder

Vehicles operated by these organizations range from personal vehicles to cutaway buses and carry between 3 and 35 passengers. Many of these vehicles have wheelchair lifts; however, the extra associated costs reduce the number any organization can afford. Annual vehicle miles for these groups range from 500 miles to almost 1.5 million miles. Scheduling practices differ from one organization to another and can include fixed routes with designated times, preplanned trips with 24-48 hours prior notice, and as-needed trips. Due to funding requirements and/or financial limitations, human service

transportation providers are required to focus their transportation services toward particular needs and clientele. These include the following:

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

Providers are limited by available funding, and none are able to address all the transportation needs of their clientele. Transportation for clientele is expensive and providers in the region unanimously agree that the transportation funding they receive does not cover the actual cost. Clientele eligibility requirements vary by organization and funding source. Requirements may include Medicaid recipient, senior citizen, person with disability, existing client, referred for physical or emotional concerns, or lack of access to public transit.

Refer to the Bear River Region Public Transit and Human Services Transportation Providers table for a brief description the areas served, services provided, and eligibility for each agency. Funding sources and regulatory compliance varies between agencies. Sources include local, State, and Federal Government, private funding, donations, resident fees, fares, and fundraising.
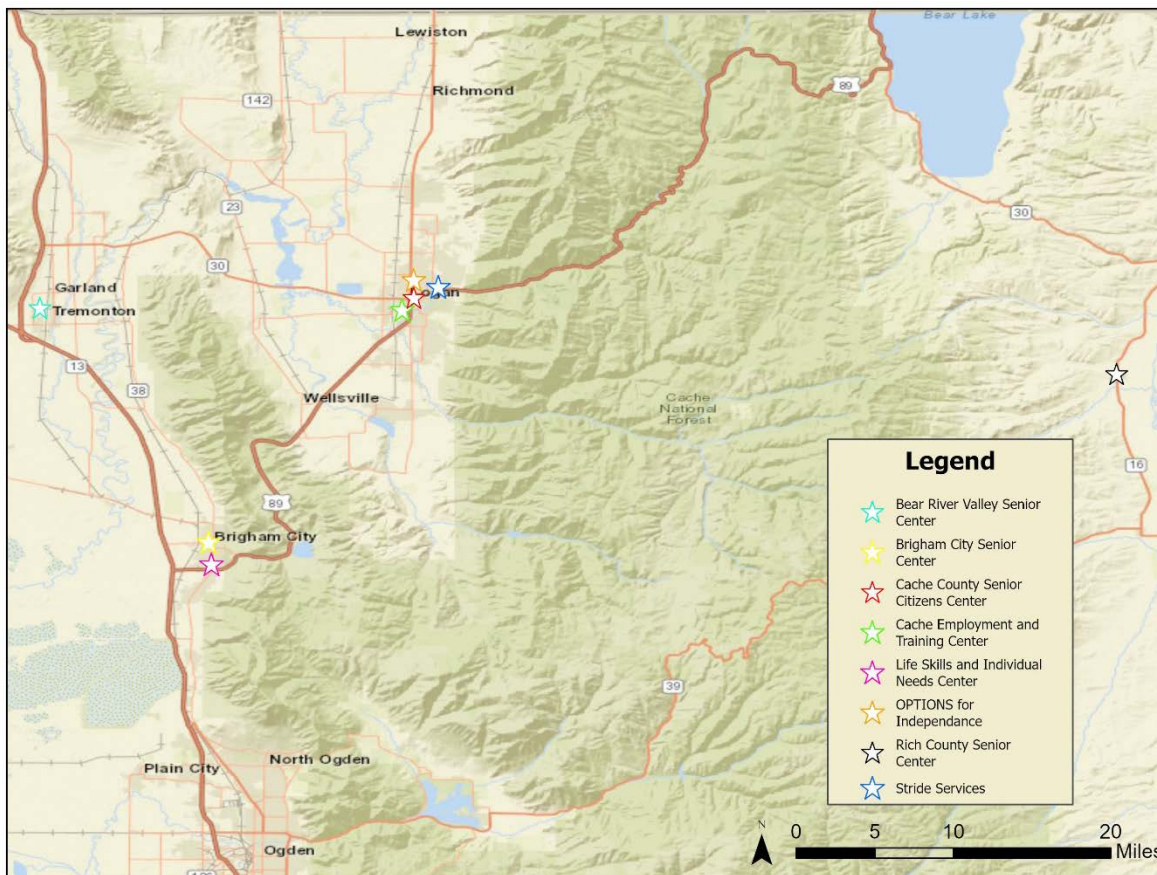
LEFT: Map indicating the location of the human service transportation providers in the Bear River Region serving seniors and persons with disabilities for specific needs.
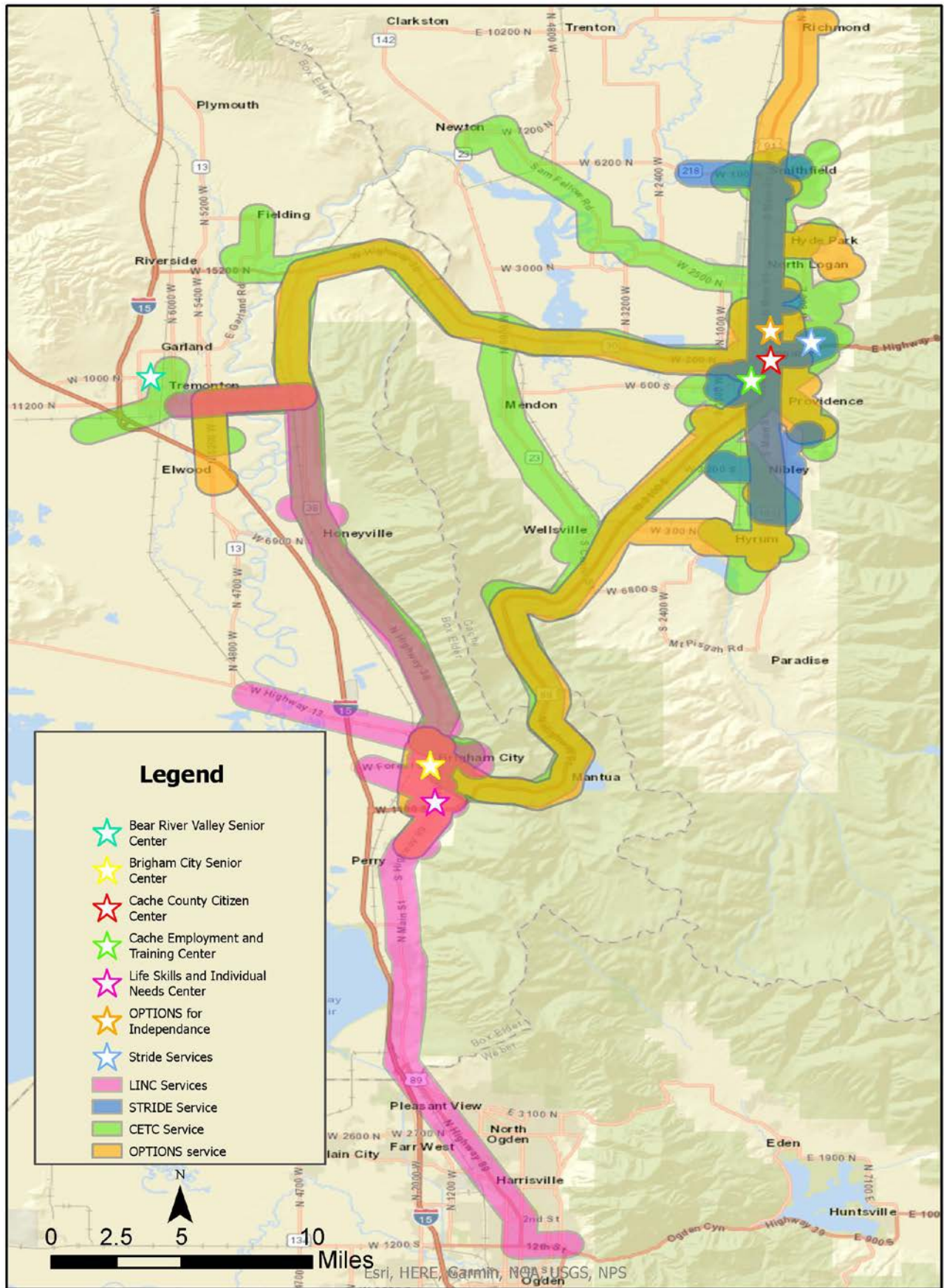
Above: Map indicating the human service transportation providers in the Cache and Box Elder and highlights the service area and routes used by those serving persons with disabilities for clientele pick up/drop-off.

Other Human Service Organizations and Transportation Entities| 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. Many 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 below 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.

In addition, there are transportation entities that provide transportation within the region for profit. Unlike the human service-oriented organizations, the services they provide are not limited to a specific population or destination, which can be a huge benefit to individuals without access to another form of transportation. However, it is the most expensive form of transportation, the full cost is shouldered by the individual, and individuals with greatest need for this transportation are the least likely to be able to afford it. In addition, not all of these entities are required to have accessible vehicles. Outside of personal vehicles, these entities provide the majority of transportation between counties in the region and connecting services to the Wasatch front and are often the only option.

Other Bear River Region Human Service Organizations and Transportation Entities

Agency	Transportation Service Type	Eligibility	County
USU Aggie Shuttle	Student Transit	Riders on Campus (fare free)	USU Campus
Bridgerland Cab	Taxi Service	Standard Fare	Cache Co.
Chrysalis	Day Programs and Services	Clients, People with Dis-abilities	Cache
Common Ground Outdoor Adventures	Day Programs	People with Disabilities	Box Elder, Cache
Cache Cab	Taxi Service	Standard Fare	Cache
Cache Valley Assisted Living	Assisted Living Facility	Assisted Living Clients	Cache

The Gables Assisted Living	Assisted Living Facility	Assisted Living Clients	Box Elder
Cache Valley Assisted Living	Assisted Living Facility	Assisted Living Clients	Cache
The Gables Assisted Living	Assisted Living Facility	Assisted Living Clients	Box Elder
Blacksmith Fork Assisted Living	Assisted Living Facility	Assisted Living Clients	Cache
Autumn Care Assisted Living	Assisted Living Facility	Assisted Living Clients	Cache
The Gables Assisted Living	Assisted Living Facility	Assisted Living Clients	Cache
Greyhound Bus	Inter-City 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	Standard Fare	Cache
Maple Springs Assisted Living Brigham	Assisted Living Facility	Assisted Living Clients	Brigham City
Maple Springs Assisted Living North Logan	Assisted Living Facility	Assisted Living Clients	Cache Valley
Mission at Bear River Care Center	Transportation for Center Programs/Services	Nursing & Rehabilitation Clients	Box Elder
Our House Assisted Living	Transportation for Center Programs/Services	Nursing & Rehabilitation 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	Assisted Living Facility	Assisted Living Clients	Box Elder, Cache
Pocatello Regional Transit	Public Transit	Public Transit (fare), Para-transit	Limited Service to Cache & Box Elder
Rocky Mt. Nursing and Rehab. Center	Transportation for Center Programs/Services	Nursing & Rehabilitation Clients	Cache
Salt Lake Express	Shuttle Connecting to Wasatch Front	Standard Fare	Box Elder, Cache
Sunshine Terrace Foundation	Transportation for Center Programs/Services	Nursing & Rehabilitation Clients	Cache
Terrace Grove Assisted Living	Assisted Living Facility	Assisted Living Clients	Cache
Utah Trailways	Charter Services	Call for Eligibility	Box Elder, Cache
Williamsburg Retirement Community	Assisted Living Facility	Assisted Living Clients	Cache
Willow Glen Health & Rehabilitation	Transportation for Center Programs/Services	Nursing & Rehabilitation Clients	Box Elder

REGIONAL GAP ANALYSIS & CURRENT NEEDS ASSESMENT

2022 HUMAN SERVICES TRANSPORTATION SURVEY

Methods

The Human Services Transportation Survey was developed by the Bear River Association of Governments (BRAG) Planning and Mobility Specialist in collaboration with the Bear River Regional Access and Mobility Council, consisting of transportation service providers and advocates disadvantaged and underserved populations to answer following:

- Are people aware of their transportation options?
- What forms of transportation do citizens of the Bear River Region utilize?
- What impacts citizen's choices to use or not use specific methods of transportation?
- What activities do people need more transportation for?
- Where are the destinations for these activities?
- Is micro-transit an option citizens would be interested in to help fill transit gaps?
- What is the current interest in the transportation voucher program?

Two prior transportation surveys completed by BRAG Mobility Staff in 2016 and 2020 were referred during collaboration to construct and improve survey content. Advertisement was done through social media, word of mouth, local events and posters in key places including city halls, libraries, grocery stores, universities, hospitals, senior centers, and other social service buildings. Accessibility was increased by having surveys and advertising in English and Spanish. Surveys were also offered online via Qualtrics and as hard copies. Hard copies were available upon request and sent out with programs like Meals on Wheels to ensure the demographics of the survey closely mirrored the population demographics of the area.

Participation was voluntary and participants were permitted to skip any questions they did not feel inclined to answer. Upon completion of the survey, participants were able to enter a drawing for a chance to win one of ten prizes totaling $400. Funding for the prizes was contributed by the Cache Valley Transit District and Bear River Association of Governments.

Measures were taken to prevent bad-faith responses during data collection and during data cleaning. During data cleaning, transportation services that participants identified using were compared to their geographic location and the qualifications to use those services. The survey consists of 22 questions and was estimated to take 8-10 minutes to complete. Surveys that had two or more of these conflicting data points or took less than 3 minutes to complete were considered bad-faith responses and removed to improve data validity.

Results

A total of 595 participant surveys were analyzed after data cleaning. Aside from non-applicable follow-up questions, participants of 11 surveys opted not to answer one or more questions. Seniors, persons with disabilities, and low-income households are the most common underserved groups that transportation funding aims to assist. Survey results have been presented as a whole and in three additional ways to represent each of these groups.

For the purpose of this survey Low-Income is defined as any household under 150% of the 2021 Federal Poverty Level. 226 survey participant households earn under this threshold. Seniors are identified as individuals over the age of 60. 92 survey participants identified as seniors. The persons with disabilities sub-division is noted by participants that identified that they or one of their dependents have a disability. 162 survey participants identified this way.

The Venn diagram to the right outlines the portion of participants that fall into one or more of these three demographics.
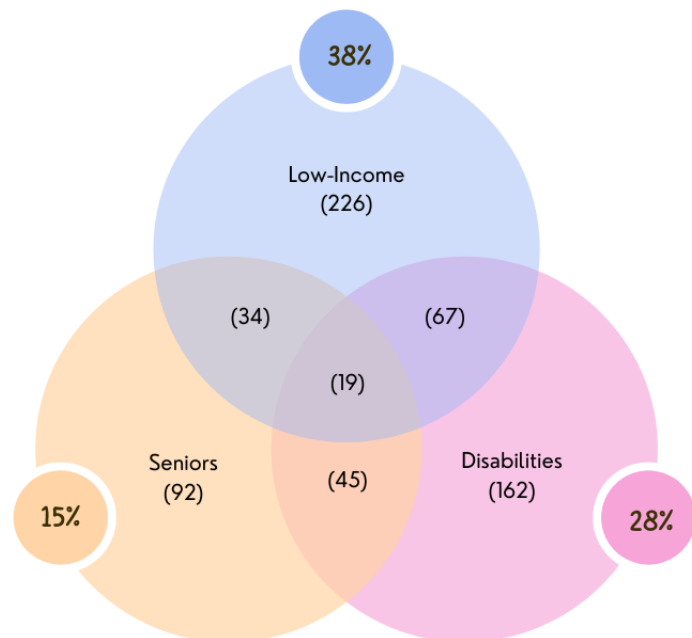
Discussion

Community members in the Bear River Region generally are aware of the biggest transportation options available to them. The majority of survey participants own and operate a personal vehicle. Overall, 58 of the 100 participants indicated they do not drive because they do not own a vehicle, but this changes for seniors and individuals with disabilities. Seniors more frequently could not legally drive where the main reason individuals with disabilities were split 50/50 between not owning a vehicle and legally being unable to drive. While the majority still drive, 3 out of 4 indicated some use of public transit.

The key reason participants in underserved groups do not use public transit is a lack of availability. This accounts for 27% of low-income individuals, 27% of individuals with disabilities, and 41% of seniors, highlighting the need for more public transportation services to ensure equal opportunity to access resources and participation in the community. Participants, not in one of the three underserved groups

using public transit less frequently, find other methods like driving to be more convenient or enjoyable. Notably increasing public transit use to this demographic will require methods beyond simply increasing availability.

On-demand microtransit has shown great promise. It is not an economical replacement for fixed route services in densely populated regions expecting high use due to the increased cost per mile per rider. In regions with fewer potential riders, this kind of on-demand service can eliminate miles without riders and use vehicles that cost less to operate and maintain. On-demand can offer more convenience for riders. With a general overview of how on-demand services work, 4 out of 5 participants identified an interest in this service indicating the potential this service has to increase public transit ridership among all demographics. Seniors are the only demographic with a lower interest at 64%. A large number of seniors were undecided at 24% followed by individuals with disabilities at 15%.

The effectiveness of microtransit being used in the Bear River Region to supplement fixed routes or provide public transportation in new areas to reach underserved populations will be impacted by educating the potential riders and services being designed to reflect these rider's needs. The largest factor for potential riders deciding to utilize the service was very simple: being available where they live. While free-to-use was preferred, the majority indicated a willingness to pay a fee. There was only a 4% difference between those willing to pay up to $2.50 for this service and those who would use it if it were free. The wait time was more important to potential riders than the cost. For participants that would utilize the service if it were available where they lived, all indicated 15 minute wait time was acceptable, but half lost interest when the wait time increased to 25 minutes. The majority are willing to walk a short distance (1-2 blocks) and have no problem with being connected to a fixed route. Lack of direct pickup and/or drop off was only a deal-breaker for 8%.

Education and outreach for existing and new services is vital. Not only can providing information and education assist people who are undecided about microtransit, it could help improve overall ridership for existing services. 18% of survey participants that do not use public transportation are not utilizing it because they don't know how while 15% do not because they are concerned with getting lost or confused. Travel training has the potential to help increase ridership by providing information, addressing concerns, and providing an interactive, hands-on, personalized learning experience.

Being mindful of specialized transportation needs will affect ridership for microtransit or any public transportation service offered. 10% indicated they did not use public transit because it didn't meet these needs. Direct pickup and drop off can be a convenience for some riders and a need for others based on physical ability levels. For those with special needs 45% need assistance getting from their home to the vehicle, 44% need direct pick-up/drop-off, 34% need low floor vehicles, 27% need assistance entering/exiting the vehicle, 24% need to have a travel assistant with them, and 9% need a wheelchair accessible vehicle. Participants noted additional things like needing space for transporting a walker or needing help fastening a seatbelt.

Public transit, specifically CVTD, is the most utilized transportation service in the Bear River Region. Other transportation services exist but usually have limitations. For-profit transportation services are not always accessible to individuals with special transportation needs like a wheelchair nor are they guaranteed to be affordable to underserved populations. Services from non-profit organizations and the government sector have various restrictions, usually on the type of transportation they provide and the clientele they can serve.

Transportation affordability is considered good in the region, where available. The majority (75%) feel transportation services are always or often affordable with under 5% who feel they are rarely or never affordable. These numbers drop when looking at how well the available transportation services meet the residents' needs with 64% who feel transportation services always or often meet their needs with over 11% who feel they rarely or never do. Accounting for where participants live, this data shows that individuals who live in areas covered by public transit feel like transportation services usually meet their needs and are affordable. In areas where no public transit exists, participants feel the services available are less affordable and are less likely to meet their needs. This suggests that a focus on expanding and adding new public transit services over improving current ones.

Evaluating participants' active use of and unfilled needs for transportation services highlights current gaps to be addressed. The data shows that for every individual using transportation services there are 24 that need additional transportation services to be available to access services and the community. The number one use of transportation services is for shopping (54%) followed by medical (50%) and employment (42%). Transportation services are used the least for government and community services (12%), day programs (4%), and mental health resources (4%). Differences can be seen when compared to the needs: 32% medical, 29% employment, 28% shopping, 26% recreation, 25% social, 22% government and community services, 21% education, 17% mental health resources, 15% day programs. Long term benefits for the whole community are apparent when members increase their knowledge through education and share those skills through employment and other activities. While the data indicates adding and improving transportation services would assist in this area and increase self-sufficiency, the large resource investment may be an obstacle to implementation that takes time to overcome in some areas.

Mobility vouchers have successfully been used in Utah and other states to help reimburse friends, family, or community members for offering rides to individuals who lack transportation. A voucher program can be used as a temporary affordable alternative while working towards permanent transportation service options or to supplement transportation services. Awareness of the mobility voucher programs currently available in the Bear River Region is severely lacking with 84% of survey participants unaware of them. While 52 survey participants provided contact information to learn more about these programs, outreach is not a perfect solution. While 2 in 3 have family or friends they can rely on, at least sometimes, for transportation when they are unable to transport themselves, only 21% feel like this is always the case and 25% indicate they rarely or never have someone available to assist with transportation.

Qualifying trips for mobility voucher programs in the Bear River Region are limited to medical and critical nutrition trips. These trip types are two of the three top destinations for unmet transportation needs. With continued funding these vouchers can be part of the transportation solution. For transportation between counties or outside of the Bear River Region, mobility vouchers are one of the only options for individuals who do not own a vehicle. The limited trip use is a drawback for meeting the full scope of needs required to optimize self-sufficiency. Additional funding is required to expand these services to include activities that will help in this area such as employment and education.

89% believe public transportation should be available to everyone and 55% strongly agree with this sentiment. While the impact of the self-selective participation process needs consideration during data evaluation, this data indicates a favorable reception and public support for expanding and creating new services with a high likelihood of usage if implemented well.

Conclusion

Access to affordable transportation impacts quality of life and the overall well-being of communities. Communities within the Bear River Region without public transportation have the largest number of residents with unmet transportation needs. It hinders self-sufficiency and disproportionately impacts seniors, individuals with disabilities, and low-income individuals.

Awareness of the available transportation services is adequate, but a lack of education and training on utilizing these services is impacting overall use. When it comes to filling transportation gaps, vouchers show promise; however, this is limited by how expansive valid trip criteria are, and by a participant's ability to find a driver. Due to these limitations, it cannot fully replace a public transportation option, which is greatly needed in many areas.

Survey data indicates overwhelming support for implementing new and expanding current public transit services. There is a large interest in micro-transit from all demographics and can be a great option for rural areas where the cost of running fixed routes is not cost effective. Regardless of the option chosen, a rider education component should be included to increase the chances of successful implementation.

(See the appendix for the full survey.)

PREVIOUS HUMAN SERVICES TRANSPORTATION SURVEYS

2016 and 2020 Human Services Transportation Surveys| In 2020, an online transportation services and needs survey was created by BRAG staff and distributed through 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 was designed similarly to one created by BRAG staff in 2016. A total of 77 people took the survey in 2020 and 591 in 2016. Efforts were made to reach out to all underserved populations; however, 2020 survey responses were mainly from seniors and persons with disabilities.

The following insights were gathered comparing both:

• 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.

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. Continuing to do outreach to community members though surveys and interviews is an important part. In addition, understanding the various agencies in the Bear River Region that 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) is key. Public transit is provided by Cache Valley Transit District (CVTD) and the Utah Transit Authority (UTA). Human service agencies, such as Cache Employment and Training, Options for Independence, and local senior centers, also 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. This program has been expanded to cover more trips than ever before though a partnership with the Cache Valley Transit District and UDOT that provide funding and feedback from the Bear River Regional Access and Mobility Council. 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. The three main human service transportation gaps are:

- **GEOGRAPHIC GAPS** | Not all agencies provide services in all areas.

- **ELIGIBILITY GAPS** | Services are only allowed clients that meet specific eligibility criteria.

- **TEMPORAL GAPS** | Conflicts scheduling due to service hours or days.

It is a common occurrence for community members to encounter barriers in multiple categories. The following are brief descriptions of each 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 to show where agencies can pick up clients and/or take those clients. It is important to note that regardless of the fact that these agencies provide services in these geographic areas, they are limited by staffing and funding. This exercise was done initially in 2020 for the coordinated plan and updated for this plan. The following organizations participated and volunteered their information:

- Brigham City Senior Center
- Bear River Valley Senior Center
- BRAG – Lifeline Voucher Program
- Cache Employment and Training (CETC)
- Cache County Senior Center

- Cache Valley Transit District
- Life Skills and Individual Needs Center (LINC)
- Options for Independence
- Stride Services
- Utah Transit Authority

In the initial exercise these maps were all overlapped; however, this method made the map busy and camouflaged eligibility gaps. In the future it may be possible expand transportation services though the human service agencies, but at this juncture all vehicles going out to areas indicated on the map are already at max capacity and the agencies do not have additional vehicles or drivers.

Public transportation entities and the Lifeline Voucher Program give a superior view of transportation gaps when combined with data gathered in the 2022 Human Transportation Survey. Service maps for the human service and public transportation organizations be viewed in the **Background Information** section under **Existing Providers and Services**. Lifeline Voucher Program maps can be viewed below.

Fiscal Year 2023 Lifeline Voucher Trips
(July 1, 2022 to June 30, 2023)
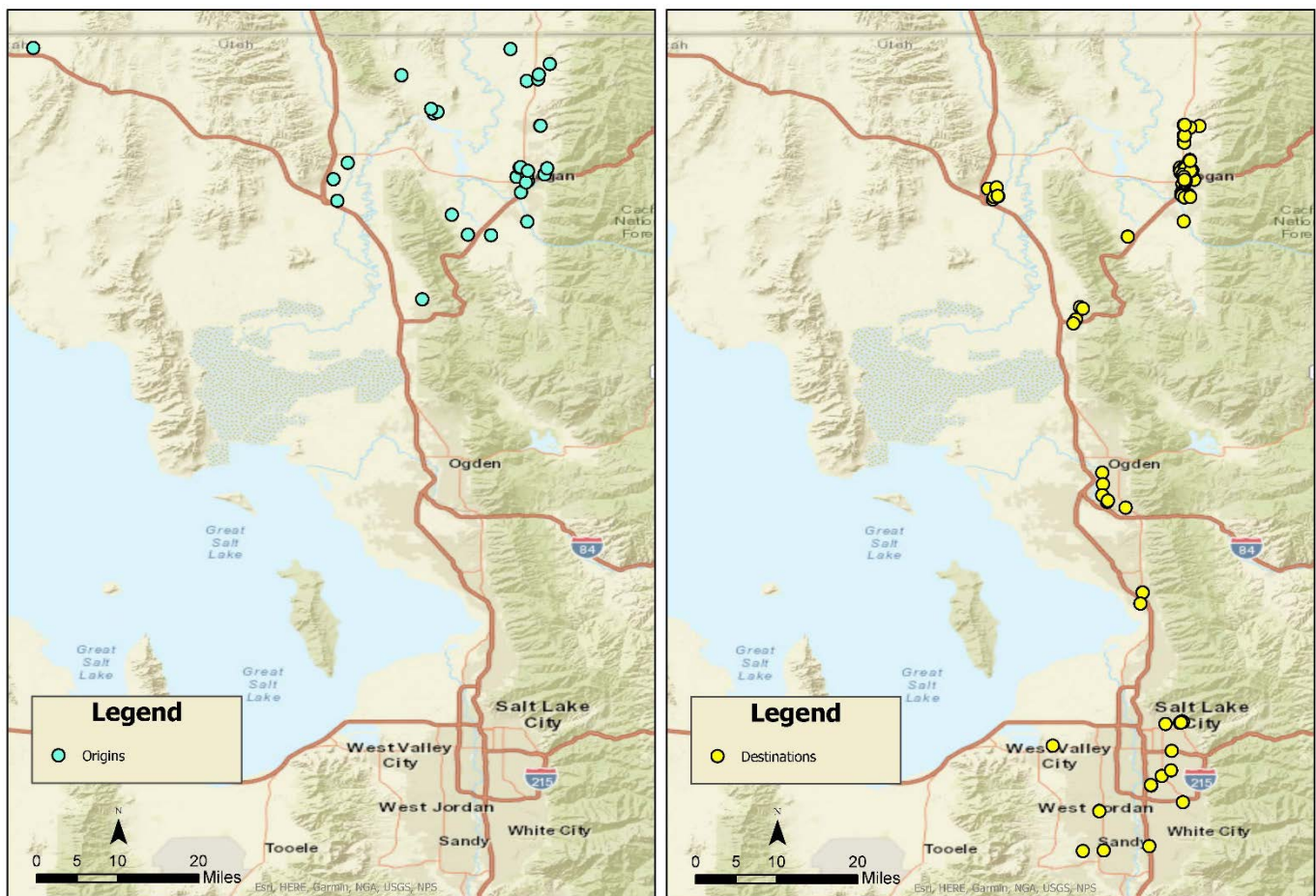
Above: These maps display the origin and destinations for reimbursed trips taken during the 2023 fiscal year.

A key feature of the Lifeline Voucher program is that it cannot be used instead of public transportation. Each trip shown above highlights a gap that the program covered with the assistance of volunteer drivers. The two biggest gaps revealed by the survey are reflected in the trip data. The first is transportation for basic needs is absent in the vast majority of Box Elder. The highest concentration of trip origins in Box Elder County come from the north area around Tremonton even though the overall population in that area is smaller than Brigham City. The second is a lack of connective services to the

Wasatch Front and between the three counties. The two biggest asks from community members and human service organizations are for public transportation services in unserved areas and connective services to the Wasatch Front and between Box Elder and Cache Counties.

Rich County needs to be noted. Due to the rural nature of the area and low population public transit does not exist with the exception of a seasonal beach shuttle in Garden City. While there are far fewer individuals with transportation needs in this area, those needs are severe for individuals experiencing them.

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. This compounds with driver shortages and rising costs for transportation, forcing agencies to be more selective on the types of trips that they offer and to whom.

Until eligibility issues are addressed at the funding source or project grant level, and funding increases to cover costs association with transportation for current clientele, 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 may not be 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, and then take them home at the end of the day. Even without driver shortages, they do not have extra funding to pay for additional hours, additional fuel, wear and tear on current vehicles, or the purchase of additional vehicles.

The Lifeline Voucher Program (LVP) | The first iteration of this program was called the Medical Voucher program and was created in 2014 by Bear River Association of Governments (BRAG), with input from the Bear River Regional Access and Mobility Council, to address geographic, eligibility, and temporal transportation gaps in the Bear River Region. Through this program, pre-approved clients could ask a driver of their choice to take them to medical and mental health appointments and on critical nutrition trips. Drivers were paid $0.35 per mile, to assist with the cost of fuel. Drivers were generally family, friends, or neighbors who not only made time to drive participants, but often to stay with them and provide assistance.

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. The Utah Transit Authority (UTA), as a direct recipient of Federal Transit Administration (FTA) funding, began regularly programming a portion of their mobility funds to be used on a similar voucher program. This 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 nationwide.

The voucher has been though many iterations since, continually finding new funding sources along the way. The Cache Valley Transit District (CVTD) graciously decided to support the voucher program for Cache Valley clients. Initially this funding was for one year, paying for client reimbursement and program operations. The CVTD Board has been supportive of this effective program and has decided to continue funding this program each year since. Funding for Box Elder and Rich Counties does not currently have a regular funding source and obtaining funding for the counties is a struggle.

The biggest expansion came in 2023 after fully analyzing data from the 2022 Human Services Transportation Survey. The reimbursement rate was raised from $0.40 to $0.60 per mile, ensuring drivers were receiving full compensation for fuel and wear and tear on their vehicles. The CVTD board agreed to support the expansion of the program to cover a wider variety of trips and increased their financial backing. In addition, the Utah Department of Transportation awarded 5310 funding to this program to increase transportation for seniors and individuals with disabilities.

This iteration is called the Lifeline Voucher Program (LVP) and provides driver mileage reimbursements for participant trips to medical services, mental health services, nutrition, medicine, work, access to community and social services, and education.

LIFELINE VOUCHERS
Helping People Afford Vital Transportation

Lifeline Vouchers provide $0.60 per mile reimbursements on qualified trips when public transportation is not avaliable.

Mental Health

Nutrition & Medicine

Medical Services

Work

Community Services

Education

Participants find trusted volunteers to provide trips or drive themselves.

For a trip to qualify individuals cannot access public transportation for the trip. This ensures that the funds go to individuals with the greatest need who lack other transportation options for critical trips.
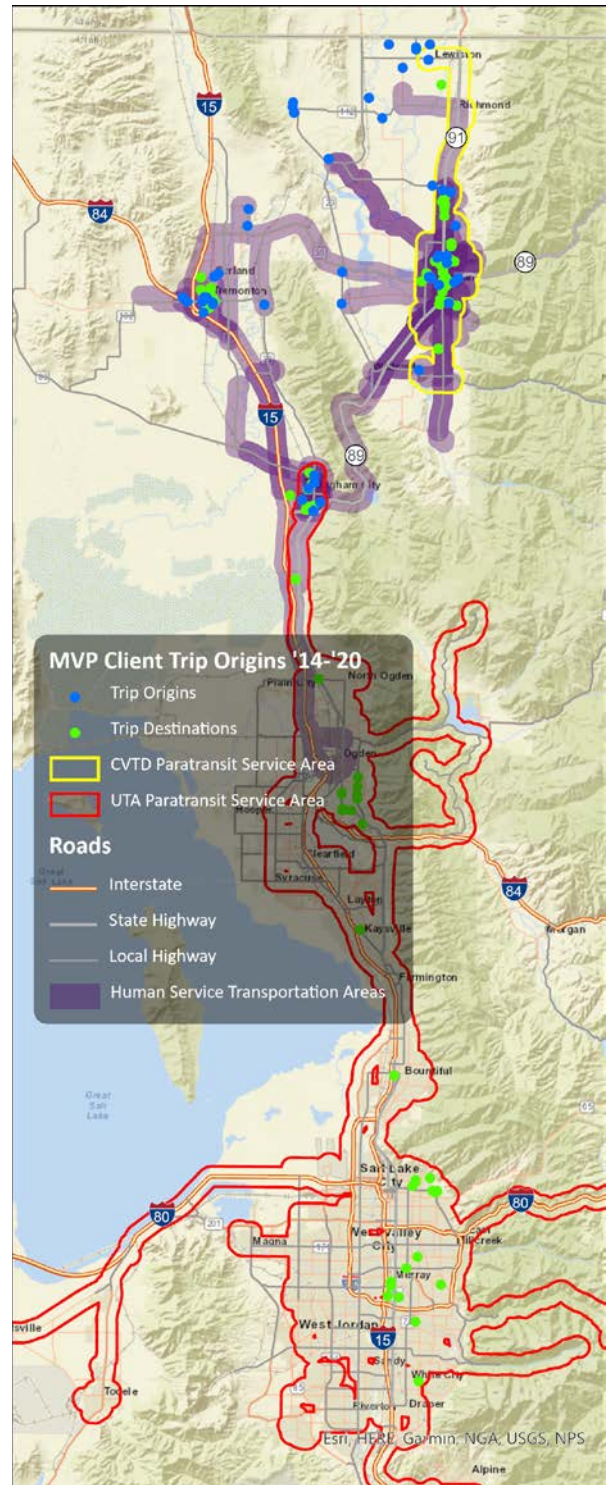
Remaining Gaps | The Lifeline Voucher Program (LVP) has been wildly successful in bridging some of the biggest transportation gaps, but it has limitations. The biggest available the biggest is there is not a general volunteer driver program to work in tandem with the LVP.

BRAG has been strongly advised by their insurance provider to completely avoid any screening, selecting, and recommending of drivers to any and all clients. As such, clients are still required to find their own drivers. BRAG does advise clients to choose drivers that have a current driver's license, car insurance, and are trustworthy. However, this prevents individuals from using the program who cannot drive and do not have a trusted individual able to provide transportation. Seniors, individuals with disabilities, and disadvantaged minority groups are disproportionally impacted by this.

With program expansion now covering a larger variety of needs, program use has increased and is anticipated to continue growing with outreach. Additional funding will need to go into this program, or other alternatives will need to emerge in the transportation desert areas. The success of this program corroborates the needs expressed in the 2022 Human Transportation Survey and by human service organizations.

Summary of Gaps| Although it seems human service agencies and public transit providers cover most of the regional transportation needs looking the map provided in the last coordinated plan (seen on the right), the reality is there are still large service gaps.

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

MVP Client Trip Origins '14-'20
- Trip Origins
- Trip Destinations
- CVTD Paratransit Service Area
- UTA Paratransit Service Area

Roads
- Interstate
- State Highway
- Local Highway
- Human Service Transportation Areas

scenario due to the many restraints. 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 is a tough question.

Growth in the region continues to progress faster than the United States average, increasing the need for service. With housing options being outpaced by this growth, populations are increasing in areas lacking transportation options even though the job market remains concentrated in more urbanized areas. In addition, the shift towards skilled labor jobs continues. Reliable transportation for employment and education is needed for a sustainable economy and the area lacks affordable transportation connecting the counties in the region to one another and to the Wasatch front.

In addition, there are an increasing number of seniors and individuals with disabilities living in transportation deserts, which affects their quality of life. Many of these areas are growing or have already grown beyond the point where personal transportation is an adequate or affordable alternative to public transport. To sustain these communities, serious time and consideration needs to be put into public transportation options for the residents.

CURRENT REGIONAL NEEDS & CHALLENGES

The biggest needs and challenges in the Bear River Region fit into the following areas:

• Unique Rural Issues •

• Air Quality Issues •

• Long-term Lifeline Voucher Program •

• Volunteer Driver Program •

• Wheelchair Accessible Vehicles in Rural Areas •

• Versatile Funding Options Statewide •

<u>Unique Rural Issues</u>

1	Feasibility issues with a one call/click transportation service.

While nice in theory, a one call/click service does not currently address transit needs in the rural Bear River Region the way it might in an urban area. Human service transportation providers in the Bear River Region are already working with optimized routes and passenger capacity due to extremely limited funding. Adding additional trip requests with random locations, times, and purposes would reduce efficiency. As such, placing all these transportation services together creates an extra cost without an added benefit. The study done in 2012 showed a one call/one click service for coordinated provider services was not feasible based on needs and available resources. The current transportation

environment has not changed substantially since 2012, though this is not to say a one call/click service could not become feasible in the future.

All human service transportation providers mentioned in this coordinated plan utilize all other transportation services for their clientele before providing it themselves. It is not cost effective for them to provide the services based on their reimbursement rates, and it is used as a last resort.

Increasing access to public transportation would go a long way toward creating a one call/one click service. If service is needed beyond a public transportation option that is one call/click, that service would need to be created. No current organization has the bandwidth or funding for such a project but would utilize the services if available.

2	For-profit UBER and LYFT services do not function at a high level in our region.

Our population has not reached a critical mass for these services to be successful. Our largest county, Cache County, has fare-free public transit, is geographically separated from the more populated Wasatch Front, and the highest need for transportation in this area is to connect with the Wasatch Front. This is a long-distance trip already better served by the Salt Lake Express for a lower cost.

In the rural areas, long distances between trip origin and destination are common, there are fewer customers to begin with, and there is more distance between them. This increases the cost of a trip substantially, and the individuals that stand to benefit from having this type of service disproportionally are individuals unable to afford it.

In the end it simply does not make good economic sense for these for-profit services to expand in this area.

3	Enormous gaps in connective transportation between the counties and to the Wasatch Front.

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.

There are still plans for Cache Valley Transit District (CVTD) to run a pilot program providing bus services from Logan to Brigham City, similar to the bus service provided by CVTD to Preston, Idaho. However, there is not a fixed date attached to this plan yet. Ideas for implementing a similar route between Logan and Tremonton have been floated but have always run into funding issues.

Currently, there are no active plans to connect the area further to the Wasatch Front than it already is. The Utah Transit Authority (UTA) operates minimal services connecting Brigham City to the Wasatch Front, meaning if connective services between the counties are implemented people would be able to connect to the Wasatch Front in principle. How feasible this is will be in practice depends on the specifics of this implementation.

4	Inequitable transportation options for low-income individuals and families in rural areas.

While fairly substantial transportation options do exist for persons with disabilities, and a few options for 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 outside of the new version of the Lifeline Voucher Program.

All reliable funding sources for the program come from funding with restrictions to specific areas or demographics. Obtaining extra funding for this program to assist low-income individuals and families in Box Elder and Rich Counties and creating a volunteer driver program will go a long way in the short term, but other long term solutions need to be explored.

Air Quality Issues

Northern Utah air quality suffers greatly due to wintertime inversions in large valleys surrounded 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.

Air quality issues are a significant drawback to a solution like the Lifeline Voucher Program. It provides funding for the needed trips, but does nothing reduce emissions and congestion on the roads. One helpful adjustment made to the Lifeline Vouchers in this area was providing the same compensation per client even when a driver is transporting multiple clients. This encourages volunteer drivers to provide trips for multiple clients simultaneously where possible, increasing transportation in the region while helping to improve the air quality by removing extra vehicles.

However, this program is too small to have a pronounced affect. Public transportation and ride sharing options, providing service for a greater number of individuals, will be far more effective and impactful.

Long-term Funding for the Lifeline Voucher Program

As stated previously, trips provided by volunteer drivers for the Lifeline Voucher Program (LVP) have filled 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.

Regular funding has been secured for seniors, persons with disabilities, and low-income individuals and families in Cache County through Bear River Association of Government's partnership with the Cache Valley Transit District. In the future, additional 5310 federal funding will be applied for, however that still leaves a gap in reliable funding for low-income families and individuals in Box Elder and Rich Counties that needs to be addressed.

Volunteer Driver Program

The biggest hurdle the Lifeline Voucher Program experiences other than funding, in which it has made massive strides in the last year, is with eligible participants being unable to obtain a volunteer driver to provide the required transportation. Unfortunately, not everyone in the Bear River Region has someone they can depend on for transportation.

In the 2022 Human Services Transportation Survey a fourth of participants indicated that they rarely or never have someone available to assist them with transportation, which is an alarming statistic. Only 21% indicated they always have someone to help with transportation when they need it, meaning 79% of the people go without transportation at least some of the time.

Volunteer rates are dropping across the nation; however, Utah still has the highest volunteer rate in the nation. In 2021 volunteers contributed nearly $2.7 billion in economic value to Utah. This is an untapped resource that could be applied towards the transportation needs in the Bear River Region. Bear River Association of Governments received the green light to start construction of a program of this nature going forward into fiscal year 2024.

Wheelchair Accessible Vehicles in Rural Areas

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

Talks between Bear River Association of Governments and human service organizations serving on the Bear River Access and Mobility Council indicate a potential partnership to help address this gap. Partnered organizations would allow use of wheelchair accessible vehicles by trained individuals of a future volunteer driver program with the Lifeline Voucher Program compensating the fuel and the wear and tear on the vehicles. Federal funding restrictions create a barrier reducing the number of organizations able to participate in a partnership like this.

Versatile Funding Options 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.

There are many examples, but the one provided in the *Wheelchair Accessible Vehicles in Rural Areas* above highlights an area where funding restrictions may become a barrier. The majority of wheelchair accessible vehicles in the region were purchased with federal funding and their restricted use may prevent coordination that would be beneficial in the Bear River Region.

SUMMARY OF STRATEGY IMPLEMENTATION

The summary of implemented strategies and other activities listed below represents 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 Bear River Association of Governments 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 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 has 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.

• 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.

• In 2022, BRAG with assistance from the Bear River Regional Access and Mobility Council members **orchestrated the largest community outreach attempt in the form of the 2022 Human Services Transportation Survey and a Community Human Services Organization Panel Presentation** to evaluate the needs from the individual and agency levels.

• **Revival of the Travel Training Program** after the worst of the Covid-19 Pandemic. With assistance from the Utah Transit Authority (UTA), currently operating a successful travel training program, and new guidance from UDOT, the program was redesigned utilizing information from the 2022 community outreach data gathered. The program now focuses on providing information to individuals in the community helping them find and weigh transportation options in addition to providing assistant applying for and utilizing those services.

• Solidification of the new **Lifeline Voucher Program in 2023** has expanded categories for eligible trips to include necessities beyond medical and nutrition. Work, education, and community service categories create positive impacts for the economy while improving individual's quality of life and providing opportunities for independence and self-sufficiency.

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

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. In the past, the Utah Department of Transportation (UDOT) Public Transit Team (PTT) placed additional restrictions on what was and what was not allowed under various FTA programs in Utah that we, as a region, needed to follow. In light of recent changes, we are looking forwards to working in collaboration with the UDOT PTT to create and implement effective strategies catered to the needs of local communities and the underserved populations therein.

 Current UDOT and FTA-Approved Strategies Applicable to the Bear River Region include:

• Transportation Vouchers for Medical and Other Critical Trip Types

• Staffing the Regional Coordinating Council

 • Travel Training Program

• Mobility Management as part of Hospital Discharge Planning

• Volunteer Driver and Voucher Programs

• Advocating for alternative transportation options such as biking and walking, car- and vanpools to reduce the number of trips by automobile.

• Building accessible paths to bus stops, improving signage and accessible pedestrian signals.

• Providing information and education to public regarding area transportation options

OBJECTIVES & STRATEGIES

BASIC PROCESS

Building on Past Efforts| Since 2012, the Bear River Regional Access and Mobility Council has strived to identify gaps, issues, and needs of underserved 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 are constantly being updated with recent data to reflect the current needs and issues to direct coordinated efforts in regard to transportation. Official updates to this plan are completed every two years before being made accessible to the public on the mobility website at www.bearrivermobility.org.

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 underserved populations in the region, the council has taken an active role in the creation of these strategies.

Through innovation and collaboration, the Bear River Regional Access and Mobility Council looks to find effective ways to create transportation systems that are flexible enough to address the needs of everyone in a sustainable and cost-effective way. Due to complex the varied needs and geography, workable solutions that are multifaceted and equally complex are likely needed. Determining if funding sources be pooled to create a comprehensive transportation system that adequate fills these gaps is yet to be seen. In the meantime, programs like Lifeline Vouchers indicate that together we can find workable solutions to fill critical gaps.

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 our goal to ensure most critical needs of the area are addressed through various efforts.

2024 KEY HUMAN SERVICE TRANSPORTATION OBJECTIVES

Maintain a healthy and sustainable human service and public transportation network that works collaboratively to meet shared goals and objectives.
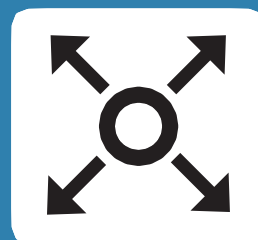
Increase the capacity of local human service transportation providers to better serve persons with disabilities, seniors, and low-income households. Work with providers to find solutions if gaps exist.

Understand current transportation costs, and plan for the likely increased cost of transportation services in the future allowing resources to be utilized efficiently as possible.

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

Note: The following strategy and timetables are subject to updates based on new data received reflecting changing needs and resources to ensure accuracy.

OBJECTIVE #1 STRATEGIES

The table to the right is an illustrative road map for when each objective can be implemented over the next five years. While most objectives are ongoing, the table helps convey when the RCC aims to implement the others.

5-Year Implementation Plan

	1	2	3	4	5	6	7	8	9	10
2024	x	x	x	x	x	x		x	x	x
2025	x	x	x	x	x	x	x	x	x	x
2026	x	x	x	x	x	x		x	x	x
2027	x	x	x	x	x	x	x	x	x	x
2028	x	x	x	x	x	x		x	x	x

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

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

OBJECTIVE #3 STRATEGIES

The table to the right is an illustrative road map for when each objective can be implemented over the next five years. While most objectives are ongoing, the table helps convey when the RCC aims to implement the others.

	1	2	3	4	5	6	7	8
2024	x	x			x	x	x	x
2025	x	x			x	x	x	x
2026	x	x		x	x	x		x
2027	x	x	x	x	x			x
2028	x	x	x	x	x			x
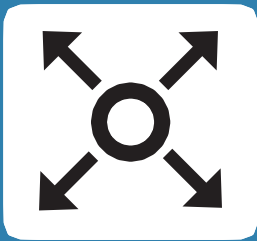
Increase the capacity of local human service transportation providers to better serve persons with disabilities, seniors, and low-income households. Work with providers to find solutions if gaps exist.

1	Educate and assist local agencies in obtaining private, local, state and federal funding for mobility studies and projects that find and address transportation challenges.
2	Support and expand a human service transportation voucher program.
3	Work with public transit providers and local governments to assess and increase the functionality and accessibility of existing bus stops.
4	Work with CVTD and UTA to explore and implement pilot projects that would provide transportation connections between Box Elder, Cache, and Rich Counties or to the Wasatch Front.
5	Provide travel training to individuals and organizations educating people on available transportation options to improve and access for underserved populations.
6	Collaborate in finding feasible solutions to provide a public transportation in unserved transportation deserts.
7	Explore opportunities to create a volunteer driver program capitalizing on an underutilized volunteer service resource available in Utah.
8	Provide regional representation on Utah's Urban Rural Specialized Transportation Association (URSTA) Board and disseminate information to local organizations.

OBJECTIVE #3 STRATEGIES

The table to the right is an illustrative road map for when each objective can be implemented over the next five years. While most objectives are ongoing, the table helps convey when the RCC aims to implement the others.

5-Year Implementation Plan

	1	2	3	4	5	6	7	8
2024	X	X	X	X	X	X	X	X
2025	X	X	X	X	X	X	X	X
2026	X	X	X	X	X	X	X	X
2027	X	X	X	X	X	X	X	X
2028	X	X	X	X	X	X	X	X

Understand current transportation costs, and plan for the likely increased cost of transportation services in the future allowing resources to be utilized efficiently as possible.

1	Help agencies understand their fully allocated costs associated with providing transportation services.
2	Encourage eligible agencies to take advantage available funding opportunities.
3	Advocate for low cost transportation options to assist disadvantaged populations.
4	Integrate new technologies and tools to increase efficiency of existing services.
5	Be cognizant of current and future funding sources which can be used for integrating innovative solutions and technologies that increase efficiency of existing services.
6	Consider population growth and innovative services to address public transit challenges for that growth in the region.
7	Consult with experts and work with county and local governments to be an information broker regarding current and future transportation costs.
8	Find new avenues to coordinate and share transportation costs, when feasible, to increase efficiency.

OBJECTIVE #3 STRATEGIES

The table to the right is an illustrative road map for when each objective can be implemented over the next five years. While most objectives are ongoing, the table helps convey when the RCC aims to implement the others.

	1	2	3	4
2024	x	x	x	x
2025	x	x	x	x
2026	x	x	x	x
2027	x	x	x	x
2028	x	x	x	x

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

1	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.
2	Support and engage in community efforts for utilizing public transit, carpooling, biking, and other non-motorized transportation options.
3	Work with UDOT to encourage cleaner air technologies and projects through state and federal funding sources
4	Encourage and support changes to transportation policies and programs that reduce emissions and improve air quality.

PROJECT LIST AND 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, and are aimed at addressing the objectives and strategies identified in this plan developed to help meet the needs of transportation in 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 and as outreach is done to encourage agencies with eligible projects and expenses to apply. 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	2024	2025	2026	2027	2028
BRAG	BRAG mobility management activities.	X	X	X	X	X
BRAG	Transportation voucher and operating funds including a volunteer driver program.	X	X	X	X	X
BRAG	Public transportation feasibility study in Box Elder County.		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 Center	Vehicles 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
Stride Services	Vehicle maintenance and operating costs.		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 motor pool vehicles.	X	X	X	X	X

APPLICATION PROCESS FOR FEDERAL FUNDING

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 include 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 bearrivermobility.info.	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 range from 0-20 per evaluation criteria based on combined recommendations from staff and review committee.		

APPENDICES

APPENDIX A – PROJECT PARTNERS; PAST AND PRESENT

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 – 2023 TITLE VI PLAN

BRAG updated the regional Title VI Plan in 2022 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.

Full 2023 Title VI Plan following this page.

2022 BEAR RIVER ASSOCIATION OF GOVERNMENTS TITLE VI PLAN

"Simple justice requires that public funds to which all taxpayers of all races contribute, not be spent in any fashion which encourages, entrenches, subsidizes or results in racial discrimination."

- John F. Kennedy

Bear River Association of Governments
170 N. Main, Logan
UT 84321
435-752-7242

BRAG
Bear River Association of Governments

Box Elder
Cache
Rich

Serving Utah's Bear River Region for over 40 years

Bear River Association of Governments

TITLE VI PLAN
Non-Discrimination Program

November 2022

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1. INTRODUCTION

Title VI was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in pro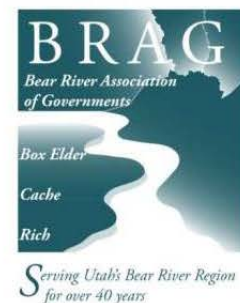grams and activities receiving federal financial assistance. All recipients and sub-recipients of Federal Transit Administration (FTA) funds must ensure that programs, policies and activities comply with FTA Title VI regulations. To provide recipients with specific guidance, FTA published Circular 4702.1B, October, 2012 (http://www.fta.dot.gov/legislation_law/12349_14792.html)The instruction provided in the circular is intended to ensure recipients meet the Title VI requirements and appropriately integrate them into FTA-funded programs throughout each state.

To meet all Title VI requirements, FTA-Funded programs must submit to the Utah Department of Transportation (UDOT) Public Transit Team (PTT) a Title VI plan that exhibits policy adoption, public outreach and involvement procedures and complaint procedures. FTA Circular 4702.1B, October, 2012 requires that _ALL_ recipients and subrecipients submit the following plan elements:

- ✓ Adoption of Policy Affirming Intention to Meet All Title VI Requirements
- ✓ Compliance Monitoring and Review
- ✓ Complaint Procedures
- ✓ Notice to Beneficiaries
- ✓ Poster Requirements
- ✓ Public Participation Plan
- ✓ Limited English Proficiency (LEP)
- ✓ Ongoing Staff Training

The following document represents the commitment of the Bear River Association of Governments to FTA Title VI regulations. This includes the agency's commitment to provide regular training to staff, and work to improve efforts to ensure open and meaningful participation for all BRAG programs and services.

2. BRAG TITLE VI POLICY

BEAR RIVER ASSOCIATION OF GOVERNMENTS

The Agency affirms:

1. Title VI of the Civil Rights Act of 1964 prohibits discrimination in federally assisted programs. Title VI was amended by the Civil Rights Restoration Act of 1987 (P.L. 100-259), effective March 22, 1988, which added Section 606, expanding the definition of the terms "programs or activities" to include all of the operations of an educational institution, governmental entity, or private employer that receives federal funds if any one operation receives federal funds.

2. BRAG is a voluntary organization of local governments. It is the policy of BRAG to ensure compliance with Title VI of the Civil Rights Act of 1964 and all related statutes or regulations in all programs and activities so administered.

3. The BRAG Title VI Coordinator is granted the authority to administer and monitor the Title VI Plan as promulgated under Title VI of the Civil Rights Act of 1964 and any subsequent legislation. The Title VI Coordinator will provide assistance as needed.

4. BRAG will take all steps to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity of the Agency.

5. The Agency recognizes the need for annual Title VI training for Agency personnel.

Roger C. Jones   _November 2, 2022_

Roger C. Jones   Date
Executive Director

3. UDOT COMPLIANCE/MONITORING REVIEW AND TRAINING

BRAG agrees to participate in on-site reviews and cooperate with Compliance Staff throughout the review process.

3.1 UDOT PTT Compliance: On-Site Review Criteria

1. Clearly displayed Title VI posters with the required information (in vehicles and in public spaces)
   a. Description of Title VI
   b. Explanation of how to obtain Title VI information
   c. Explanation of how to file a complaint
   d. Available complaint forms
2. Current file containing complaints
3. UDOT conducts periodic on-site monitor assessments to determine the sub-recipient's compliance with the FTA Title VI regulations. These reviews include service measurements, location of transit service and facilities, participation opportunities in the transit planning and decision-making processes, and communication needs of persons with limited English proficiency (LEP).

BRAG agrees to participate in training that includes Title VI and its requirements. The UDOT PTT Compliance Officer presents the following:

1. Introduces Title VI and its requirements for compliance
   a. Provides information regarding outreach opportunities to minority populations and demographic information
2. Provides sample Title VI posters (including required signatures and contact information)
   a. Discusses required poster locations
3. Discusses LEP and provides the sample UDOT LEP tools
4. Discusses Title VI complaint forms
5. Provides sample Title VI complaint forms
6. Discusses the required maintenance of a Title VI file readily available for review
7. Discusses the reporting requirements and the annual Certification and Assurances

a. Discusses the required Title VI verification, including a description of lawsuits and complaints for the past year

In addition to new sub-recipients, training by the UDOT PTT Compliance Officer and UDOT Civil Rights staff is also conducted as requested and as changes in the law occur, as needed. Both the Compliance Officer and the Civil Rights staff are also available any time as a technical resource for questions or concerns regarding Title VI and its requirements.

3.2 Certification and Assurance Submission

BRAG agrees to submit the annual Title VI assurance to UDOT as part of the annual Certification and Assurance submission.

3.3 Title VI Complaint Procedures

UDOT investigates and tracks Title VI complaints filed against sub-recipients.

3.4 Procedure for Investigations, Complaints and Lawsuits

UDOT has developed and maintains a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or sub-recipients that allege discrimination on the basis of race, color, or national origin. This list includes the date the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or sub-recipient in response to the investigation.

4.   TITLE VI COMPLAINT PROCEDURE AND INVESTIGATION GUIDELINES

BRAG has developed procedures for investigating and tracking Title VI complaints filed against them and has made those procedures for filing a complaint available to the public. The BRAG's complaint procedure is outlined below:

4.1   Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by BRAG may file a Title VI complaint by completing and submitting the Agency's Title VI Complaint Form. BRAG investigates complaints received no more than 180 calendar days after the alleged incident. BRAG will process complaints that have completed all elements of the complaint form.

Once the complaint is received, BRAG will review it to determine if BRAG has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by BRAG.

BRAG has 10 business days to investigate the complaint. If more information is needed to resolve the case, BRAG may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the investigator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, BRAG will issue one of two letters to the complainant:

1. A closure letter that summarizes the allegations and states there was not a Title VI violation and that the case will be closed.
2. A Letter of Finding (LOF) that summarizes the allegations and the interviews regarding the alleged incident, and explains if any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, she/he has 10 calendar days after the date of the closure letter or the LOF to do so. If an appeal has been submitted, BRAG will forward appeals to the UDOT Civil Rights Title VI Coordinator within 10 days.

When a complaint has been directly filed with another state or federal agency, the Agency is to inform the Title VI Coordinator where the complaint has been filed and coordinate any action needed by BRAG to resolve the complaint.

A person may also file a complaint directly with the Utah Department of Transportation at:
Utah Department of Transportation
Attn: Title VI Coordinator
4501 South 2700 West, P.O. Box 141265
Salt Lake City, UT 84114-1265

A person may also file a complaint directly with the Federal Transit Administration at:
FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

The complaint form for the Utah Department of Transportation (UDOT) can be found as part of BRAG's Title VI plan (see Appendix B) or directly though the UDOT Civil Rights website: https://udot.utah.gov/connect/business/civil-rights.

4.2   Title VI Informal Complaint Policy

Title VI complaints may be resolved by informal means. When informal means are utilized, the complainant must be informed of their right to file a formal written complaint. Such informal attempts and their results will be summarized by BRAG's identified Title VI Coordinator. The coordinator will log the complaint in the required complaint log. If the complaint cannot be resolved informally BRAG's identified Title VI Coordinator must inform the complainant of the formal process outlined above and instruct the complainant on how to proceed.

4.3   Title VI Log of Complaints/Lawsuits, etc.

BRAG will prepare and maintain a list of any alleged discrimination on the basis of race, color, or national origin, including any active investigations conducted by entities other than FTA, lawsuits, and complaints naming the Agency. The list will include the date that the investigation, lawsuit or complaint was filed; a summary of the allegation(s) and date resolved. (See Appendix C for complaint log). No complaints were filed during the period between November 2019 and November 2022.

5.   TITLE VI NOTICE TO BENEFICIARIES

BRAG will provide information to the public regarding BRAG's obligations under FTA's Title VI regulations and apprise members of the public of the protection against discrimination afforded to them by Title VI. At a minimum, BRAG shall disseminate this information to the public by posting the notice on its website and in local media. BRAG will document where and when this information is posted.

BRAG will widely distribute its Title VI plan. The Title VI notifications are also included with all newly printed or revised agency publications, brochures and pamphlets meant for public consumption. The following notice is standard wording for publications, brochures, flyers, etc.:

> BRAG is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and relevant guidance. The Agency assures that no person in the United States shall, on the grounds of race, color or nation origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

> To request additional information on BRAG's Title VI policy, or to file a discrimination complaint, please contact Roger C. Jones at 435-752-7242.

> The Complaint Procedure is located at 170 N. Main, Logan, UT 84321 or online at www.brag.utah.gov.

6.   TITLE VI POSTER REQUIREMENTS

BRAG will provide a poster (found in Appendix E) to meet the requirements listed below and will provide updates as required. BRAG will also keep a database of the location of all Title VI posters and ensure they are clearly posted in the appropriate public places. Posters will include the following information:

- Description of agency Title VI commitment
- Information for more of Agency's Title VI program and the procedures to file a complaint, contact information, email, and address
- For more information, visit (www.brag.utah.gov)
- FTA and UDOT Office of Civil Rights, Attention Title VI Program Coordinators, address to file a complaint directly with either the state or federal agency directly
- Additional information if another language is needed; Roger C. Jones at 435-752-7242. Ensure the sentence inserted on the poster is also provided in any language(s) spoken by LEP populations that meet the Safe Harbor Threshold.

7. PUBLIC PARTICIPATION PLAN

BRAG will work with UDOT staff to identify targeted minorities within the service area. UDOT PTT staff will supply demographic information to the lowest census level possible within the region to identify specifically what minority populations exist within the BRAG service area (see Appendix A for regional demographic maps). BRAG will identify the appropriate locations to disseminate information to the identified populations (e.g., church, neighborhood gathering space, media) to seek comment, interest in new service or service revisions and/or extensions. BRAG will document and maintain on file all activities related to Title VI outreach. This plan and documentation will be made available at UDOT's request.

BRAG and its mobility manager will coordinate with the regional coordinating council to ensure that participating agencies, local elected officials, and the public are included in regional planning efforts, and that regional planning efforts include outreach to targeted populations within the BRAG service area.

BRAG will provide a summary to UDOT of all outreach efforts upon request or prior to future plan submittals and review. BRAG recognizes that future funding for new or revised service requires documentation of the above efforts.

Public Outreach over the Past Year (2022):

Legal Notices and Public Service Announcements were published in both English and Spanish in the following newspapers in November of 2022 (See Appendix F for details):

- The Leader-Garland Times
- Uinta County Herald
- Box Elder News Journal
- The Herald Journal

In addition a region wide Human Resources Transportation Survey was administered. The goal was to get a snapshot of the transportation situation and needs as seen by citizens in the Bear River Region. Two prior transportation surveys completed by BRAG Mobility Staff in 2016 and 2020 were utilized to help construct and improve survey content. Advertisement for dissemination was done through social media, word of mouth, local events and posters in key places including: city halls, libraries, grocery stores, universities, hospitals, senior centers, and

other social service buildings. Assistance from non-profits and community advocates were enlisted to reach underserved and minority demographics. Accessibility was increased by having surveys and advertising in English and Spanish. Paper surveys were also offered in addition to the online via Qualtrics version. These hard copies were available upon request, provided by agencies catering to individuals with disabilities and seniors, and sent out with programs like Meals on Wheels to encourage participation from underserved demographics in the community unable to participate online.

The survey was crafted to answer the following questions:

- Are people aware of their transportation options?
- What forms of transportation do citizens of the Bear River Region utilize?
- What impacts citizen's choices to use or not use specific methods of transportation?
- What activities do people need more transportation for?
- Where are the destinations for these activities?
- Is micro-transit an option citizens would be interested in to help fill transit gaps?
- What is the current interest in the transportation voucher program?

595 complete good-faith responses were received that will provide data for organizations in the tri-county area to help improve services and coordination. Extensive work was done to ensure disadvantaged groups were reached and leading to a sample that included: 226 surveys where the participant's household is low-income (under 150% of the 2021 Federal Poverty Level), 162 surveys where the participant or household member has a disability, and 92 surveys taken by seniors. The data from these demographics and be used independently to better understand the needs each group experiences and compared to the data as a whole to identify where additional work is needed for these groups to have equal opportunities.

Survey reports and data will be available free to the public online in 2023 at www.bearrivermobility.org or a hard copy can be requested in person from Bear River Association of Governments located at 170 North Main Street, Logan, UT 84321.

8.   LIMITED ENGLISH PROFICIENCY

BRAG is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives. By completing the Four Factor Analysis below, BRAG assures that no person shall on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any FTA service, program, or activity.

8.1   Four Factor Analysis

1. The number and proportion of LEP persons served or encountered in eligible service populations.
2. The frequency with which LEP individuals come into contact with programs, activities or services.
3. The importance of our programs, activities, and services to LEP persons.
4. The resources available to recipients and the costs.

8.2   Factor 1 – LEP Persons Served

LEP populations in the Bear River Region interact with the agency via telephone or in person at the BRAG offices for services offered by various departments at the agency. The majority of LEP communities encountered by BRAG staff are Spanish speaking. Currently, there are multilingual staff members at BRAG who are available to assist Spanish speaking clients in person or by telephone. In addition to the Spanish speaking LEP demographic, there is a growing immigrant and refugee population with a wide range in levels of English proficiency.

8.3   Factor 2 – Frequency of Contact

Upwards of twenty percent of clients experience language barrier that BRAG overcomes to provide quality services. This number fluctuates based on the program in question in conjunction with personal and environmental factors. BRAG constantly works to raise awareness of services available and to better understand the needs of LEP populations within the region. By attending diverse local events and maintain connections with local groups/organizations such as the Cache Immigrant and Refugee Center and the English Language Center of Cache Valley, BRAG continually able to reach larger LEP populations.

8.4   Factor 3 – Level of Importance

BRAG oversees the regional coordinating council for human service transportation in the region. The Bear River Access and Mobility Council was reassembled in January 2022 after the COVID-19 pandemic. The council works to develop strategies to improve human service transportation coordination in the region through continuous public meetings and workshops. These efforts help document access and mobility needs, and develop solutions to known issues or concerns through a Human Service Transportation Coordination Plan. BRAG makes the effort to include the participation and involvement of all members of the public, especially those who are underserved by transportation, including LEP persons.

BRAG staff participates in several councils, committees, or boards where the needs of LEP persons within the BRAG service area are addressed. There are no known concerns with language barriers or engaging LEP populations for comment on plans or services. However, the agency recognizes the need to improve efforts for developing translated materials such as radio announcements, posters, handouts, flyers, brochures, and newsletters. It is the goal of the agency to close language barriers where they exist and increase the participation of LEP persons in regular meetings held by or at the agency.

BRAG recognizes the need to more thoroughly document interaction with LEP persons in order to assess the level and quality of interaction that currently exists, as well as make improvements where deficiencies are recognized. Efforts will be made to reach out to LEP populations via members of the Regional Access and Mobility Council, during regular Human Service Transportation Coordination Plan update processes, and by building and maintaining connections to advocates and other groups within the community.

8.5   Factor 4 – Available Resources to Recipients

BRAG offers a variety of language assistance services to clients in addition to having multi-lingual staff. The majority of our client facing materials are offered in Spanish, the language spoken by the largest group of LEP persons in addition to English. Assistance cards called "I Speak Cards" provided to the agency by the Utah Department of Transportation are used to help LEP persons who need assistance in other languages. These cards are available at the front desk with staff that are aware of methods to identify an LEP person's language so meaningful assistance can be rendered. BRAG also has several staff members or members of committees or councils who are multilingual and are available to provide translations services when necessary. UDOT also provided a list of individuals within their organization who are able to provide language assistance to persons that speak limited English.

8.6   Language Assistance Plan

BRAG will continue to utilize UDOT's LEP tools and update these tools if surveys or other data indicate it is necessary. We will also utilize bilingual staff and other translation resources in the community or other if necessary. "I Speak Cards" will be utilized to identify other languages not spoken by staff. Training is provided to staff as detailed on the next page.

9. STAFF ONGOING TITLE VI TRAINING PROCESS/DESCRIPTION

All BRAG staff and volunteers will be trained either annually or as newly hired staff/volunteers on Title VI. Training will include the following documents:

- Non-discrimination poster
- Title VI complaint form
- Complaint log
- LEP

BRAG will utilize UDOT staff to assist with trainings when needed. Affidavits will be signed when training is completed and filed internally. Documentation of these affidavits is available upon request.

APPENDIX A: REGIONAL DEMOGRAPHICS

Box Elder County - Age & Sex Census Demographics

Label	Total Estimate	Total Margin of Error	Percent Estimate	Percent Margin of Error	Male Estimate	Male Margin of Error	Percent Male Estimate	Percent Male Margin of Error	Female Estimate	Female Margin of Error	Percent Female Estimate	Percent Female Margin of Error
Total population	53,001	*****	(X)	(X)	26,887	±119	(X)	(X)	26,114	±119	(X)	(X)
AGE												
Under 5 years	4,484	±63	8.5%	±0.1	2,332	±63	8.7%	±0.2	2,152	±51	8.2%	±0.2
5 to 9 years	5,353	±286	10.1%	±0.5	2,643	±206	9.8%	±0.8	2,710	±202	10.4%	±0.8
10 to 14 years	4,488	±274	8.5%	±0.5	2,443	±214	9.1%	±0.8	2,045	±175	7.8%	±0.7
15 to 19 years	4,184	±125	7.9%	±0.2	2,252	±121	8.4%	±0.4	1,932	±32	7.4%	±0.1
20 to 24 years	3,309	±67	6.2%	±0.1	1,847	±64	6.9%	±0.2	1,462	±17	5.6%	±0.1
25 to 29 years	3,004	±84	5.7%	±0.2	1,398	±63	5.2%	±0.2	1,606	±36	6.1%	±0.1
30 to 34 years	3,402	±71	6.4%	±0.1	1,730	±31	6.4%	±0.1	1,672	±64	6.4%	±0.3
35 to 39 years	3,407	±236	6.4%	±0.4	1,769	±163	6.6%	±0.6	1,638	±143	6.3%	±0.5
40 to 44 years	3,448	±258	6.5%	±0.5	1,713	±168	6.4%	±0.6	1,735	±154	6.6%	±0.6
45 to 49 years	2,620	±92	4.9%	±0.2	1,319	±59	4.9%	±0.2	1,301	±65	5.0%	±0.2
50 to 54 years	2,907	±95	5.5%	±0.2	1,404	±55	5.2%	±0.2	1,503	±62	5.8%	±0.2
55 to 59 years	2,917	±178	5.5%	±0.3	1,512	±132	5.6%	±0.5	1,405	±132	5.4%	±0.5
60 to 64 years	2,863	±197	5.4%	±0.4	1,394	±119	5.2%	±0.4	1,469	±155	5.6%	±0.6
65 to 69 years	2,132	±178	4.0%	±0.3	1,078	±110	4.0%	±0.4	1,054	±114	4.0%	±0.4
70 to 74 years	1,525	±168	2.9%	±0.3	762	±106	2.8%	±0.4	763	±97	2.9%	±0.4
75 to 79 years	1,363	±161	2.6%	±0.3	632	±82	2.4%	±0.3	731	±126	2.8%	±0.5
80 to 84 years	773	±127	1.5%	±0.2	302	±68	1.1%	±0.3	471	±110	1.8%	±0.4
85 years and over	822	±136	1.6%	±0.3	357	±95	1.3%	±0.4	465	±95	1.8%	±0.4
SELECTED AGE CATEGORIES												
5 to 14 years	9,841	±122	18.6%	±0.2	5,086	±80	18.9%	±0.3	4,755	±95	18.2%	±0.3
15 to 17 years	2,755	±25	5.2%	±0.1	1,432	±20	5.3%	±0.1	1,323	±24	5.1%	±0.1
Under 18 years	17,080	±118	32.2%	±0.2	8,850	±90	32.9%	±0.3	8,230	±113	31.5%	±0.3
18 to 24 years	4,738	±138	8.9%	±0.3	2,667	±136	9.9%	±0.5	2,071	±16	7.9%	±0.1
15 to 44 years	20,754	±138	39.2%	±0.3	10,709	±125	39.8%	±0.4	10,045	±67	38.5%	±0.3
16 years and over	37,796	±155	71.3%	±0.3	18,935	±136	70.4%	±0.4	18,861	±99	72.2%	±0.5
18 years and over	35,921	±118	67.8%	±0.2	18,037	±127	67.1%	±0.3	17,884	±52	68.5%	±0.3
21 years and over	33,930	±144	64.0%	±0.3	16,890	±131	62.8%	±0.5	17,040	±99	65.3%	±0.4
60 years and over	9,478	±182	17.9%	±0.3	4,525	±117	16.8%	±0.4	4,953	±145	19.0%	±0.5
62 years and over	8,262	±171	15.6%	±0.3	3,941	±107	14.7%	±0.4	4,321	±128	16.5%	±0.5
65 years and over	6,615	±74	12.5%	±0.1	3,131	±32	11.6%	±0.1	3,484	±61	13.3%	±0.2
75 years and over	2,958	±61	5.6%	±0.1	1,291	±14	4.8%	±0.1	1,667	±61	6.4%	±0.2
SUMMARY INDICATORS												
Median age (years)	32.5	±0.3	(X)	(X)	31.5	±0.4	(X)	(X)	33.7	±0.4	(X)	(X)
Sex ratio (males per 100 females)	103.0	±0.9	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Age dependency ratio	80.9	±0.9	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Old-age dependency ratio	22.6	±0.3	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Child dependency ratio	58.3	±0.7	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)

Cache County - Age & Sex Census Demographics

Label	Total Estimate	Total Margin of Error	Percent Estimate	Percent Margin of Error	Male Estimate	Male Margin of Error	Percent Male Estimate	Percent Male Margin of Error	Female Estimate	Female Margin of Error	Percent Female Estimate	Percent Female Margin of Error
Total population	122,336	*****	(X)	(X)	61,354	±87	(X)	(X)	60,982	±87	(X)	(X)
AGE												
Under 5 years	10,915	±29	8.9%	±0.1	5,593	±36	9.1%	±0.1	5,322	±39	8.7%	±0.1
5 to 9 years	10,442	±400	8.5%	±0.3	5,440	±248	8.9%	±0.4	5,002	±306	8.2%	±0.5
10 to 14 years	10,420	±398	8.5%	±0.3	5,201	±245	8.5%	±0.4	5,219	±305	8.6%	±0.5
15 to 19 years	11,144	±127	9.1%	±0.1	5,251	±97	8.6%	±0.2	5,893	±116	9.7%	±0.2
20 to 24 years	17,973	±150	14.7%	±0.1	8,934	±105	14.6%	±0.2	9,039	±117	14.8%	±0.2
25 to 29 years	9,481	±69	7.7%	±0.1	5,167	±33	8.4%	±0.1	4,314	±61	7.1%	±0.1
30 to 34 years	7,622	±91	6.2%	±0.1	3,922	±89	6.4%	±0.1	3,700	±65	6.1%	±0.1
35 to 39 years	7,668	±260	6.3%	±0.2	3,960	±210	6.5%	±0.3	3,708	±196	6.1%	±0.3
40 to 44 years	6,369	±280	5.2%	±0.2	3,125	±235	5.1%	±0.4	3,244	±190	5.3%	±0.3
45 to 49 years	5,112	±78	4.2%	±0.1	2,641	±55	4.3%	±0.1	2,471	±44	4.1%	±0.1
50 to 54 years	4,830	±78	3.9%	±0.1	2,412	±57	3.9%	±0.1	2,418	±51	4.0%	±0.1
55 to 59 years	4,665	±262	3.8%	±0.2	2,300	±155	3.7%	±0.3	2,365	±162	3.9%	±0.3
60 to 64 years	4,887	±252	4.0%	±0.2	2,374	±143	3.9%	±0.2	2,513	±165	4.1%	±0.3
65 to 69 years	3,744	±190	3.1%	±0.2	1,826	±127	3.0%	±0.2	1,918	±125	3.1%	±0.2
70 to 74 years	2,398	±183	2.0%	±0.1	1,117	±123	1.8%	±0.2	1,281	±122	2.1%	±0.2
75 to 79 years	1,852	±222	1.5%	±0.2	925	±122	1.5%	±0.2	927	±141	1.5%	±0.2
80 to 84 years	1,475	±200	1.2%	±0.2	643	±105	1.0%	±0.2	832	±147	1.4%	±0.2
85 years and over	1,339	±174	1.1%	±0.1	523	±113	0.9%	±0.2	816	±117	1.3%	±0.2
SELECTED AGE CATEGORIES												
5 to 14 years	20,862	±59	17.1%	±0.1	10,641	±43	17.3%	±0.1	10,221	±62	16.8%	±0.1
15 to 17 years	5,821	±58	4.8%	±0.1	3,014	±77	4.9%	±0.1	2,807	±64	4.6%	±0.1
Under 18 years	37,598	*****	30.7%	*****	19,248	±78	31.4%	±0.1	18,350	±79	30.1%	±0.1
18 to 24 years	23,296	±102	19.0%	±0.1	11,171	±91	18.2%	±0.2	12,125	±85	19.9%	±0.1
15 to 44 years	60,257	±124	49.3%	±0.1	30,359	±120	49.5%	±0.2	29,898	±100	49.0%	±0.1
16 years and over	88,602	±242	72.4%	±0.2	44,173	±166	72.0%	±0.3	44,429	±175	72.9%	±0.3
18 years and over	84,738	*****	69.3%	*****	42,106	±25	68.6%	±0.1	42,632	±26	69.9%	±0.1
21 years and over	76,463	±438	62.5%	±0.4	38,425	±361	62.6%	±0.6	38,038	±268	62.4%	±0.5
60 years and over	15,695	±266	12.8%	±0.2	7,408	±150	12.1%	±0.2	8,287	±171	13.6%	±0.3
62 years and over	13,793	±249	11.3%	±0.2	6,488	±153	10.6%	±0.2	7,305	±150	12.0%	±0.2
65 years and over	10,808	±71	8.8%	±0.1	5,034	±52	8.2%	±0.1	5,774	±35	9.5%	±0.1
75 years and over	4,666	±64	3.8%	±0.1	2,091	±28	3.4%	±0.1	2,575	±59	4.2%	±0.1
SUMMARY INDICATORS												
Median age (years)	25.1	±0.1	(X)	(X)	25.2	±0.1	(X)	(X)	25.0	±0.1	(X)	(X)
Sex ratio (males per 100 females)	100.6	±0.3	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Age dependency ratio	65.5	±0.2	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Old-age dependency ratio	14.6	±0.1	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Child dependency ratio	50.9	±0.1	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)

Rich County - Age & Sex Census Demographics

Label	Total Estimate	Total Margin of Error	Percent Estimate	Percent Margin of Error	Male Estimate	Male Margin of Error	Percent Male Estimate	Percent Male Margin of Error	Female Estimate	Female Margin of Error	Percent Female Estimate	Percent Female Margin of Error
Total population	2,350	*****	(X)	(X)	1,152	±77	(X)	(X)	1,198	±77	(X)	(X)
AGE												
Under 5 years	175	±47	7.4%	±2.0	106	±26	9.2%	±2.3	69	±39	5.8%	±3.2
5 to 9 years	293	±55	12.5%	±2.3	122	±43	10.6%	±3.9	171	±49	14.3%	±4.1
10 to 14 years	235	±45	10.0%	±1.9	123	±35	10.7%	±3.0	112	±39	9.3%	±3.1
15 to 19 years	200	±35	8.5%	±1.5	116	±26	10.1%	±2.2	84	±21	7.0%	±1.7
20 to 24 years	99	±57	4.2%	±2.4	64	±44	5.6%	±3.7	35	±31	2.9%	±2.6
25 to 29 years	114	±62	4.9%	±2.6	57	±46	4.9%	±3.9	57	±49	4.8%	±4.1
30 to 34 years	159	±49	6.8%	±2.1	36	±26	3.1%	±2.2	123	±32	10.3%	±2.6
35 to 39 years	50	±28	2.1%	±1.2	26	±17	2.3%	±1.4	24	±16	2.0%	±1.4
40 to 44 years	118	±34	5.0%	±1.4	17	±12	1.5%	±1.1	101	±31	8.4%	±2.5
45 to 49 years	129	±30	5.5%	±1.3	80	±20	6.9%	±1.7	49	±18	4.1%	±1.5
50 to 54 years	83	±28	3.5%	±1.2	43	±21	3.7%	±1.8	40	±17	3.3%	±1.4
55 to 59 years	138	±43	5.9%	±1.8	53	±29	4.6%	±2.5	85	±34	7.1%	±2.8
60 to 64 years	117	±36	5.0%	±1.6	58	±31	5.0%	±2.6	59	±24	4.9%	±2.0
65 to 69 years	147	±45	6.3%	±1.9	99	±34	8.6%	±2.9	48	±22	4.0%	±1.9
70 to 74 years	126	±42	5.4%	±1.8	55	±28	4.8%	±2.4	71	±32	5.9%	±2.6
75 to 79 years	73	±32	3.1%	±1.4	40	±21	3.5%	±1.8	33	±22	2.8%	±1.9
80 to 84 years	13	±10	0.6%	±0.4	6	±6	0.5%	±0.5	7	±6	0.6%	±0.5
85 years and over	81	±54	3.4%	±2.3	51	±46	4.4%	±4.0	30	±23	2.5%	±1.9
SELECTED AGE CATEGORIES												
5 to 14 years	528	±72	22.5%	±3.1	245	±40	21.3%	±3.7	283	±52	23.6%	±4.1
15 to 17 years	151	±30	6.4%	±1.3	93	±24	8.1%	±2.0	58	±18	4.8%	±1.4
Under 18 years	854	±83	36.3%	±3.5	444	±50	38.5%	±4.6	410	±63	34.2%	±4.7
18 to 24 years	148	±59	6.3%	±2.5	87	±46	7.6%	±3.8	61	±34	5.1%	±2.8
15 to 44 years	740	±85	31.5%	±3.6	316	±73	27.4%	±5.5	424	±64	35.4%	±4.4
16 years and over	1,610	±90	68.5%	±3.8	764	±102	66.3%	±5.7	846	±75	70.6%	±4.5
18 years and over	1,496	±83	63.7%	±3.5	708	±84	61.5%	±4.6	788	±73	65.8%	±4.7
21 years and over	1,415	±94	60.2%	±4.0	681	±84	59.1%	±4.7	734	±76	61.3%	±5.3
60 years and over	557	±85	23.7%	±3.6	309	±60	26.8%	±4.8	248	±48	20.7%	±4.1
62 years and over	512	±86	21.8%	±3.7	295	±60	25.6%	±4.9	217	±48	18.1%	±4.0
65 years and over	440	±82	18.7%	±3.5	251	±54	21.8%	±4.5	189	±42	15.8%	±3.6
75 years and over	167	±56	7.1%	±2.4	97	±42	8.4%	±3.6	70	±26	5.8%	±2.3
SUMMARY INDICATORS												
Median age (years)	30.6	±2.1	(X)	(X)	28.8	±6.8	(X)	(X)	30.8	±3.6	(X)	(X)
Sex ratio (males per 100 females)	96.2	±12.9	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Age dependency ratio	122.5	±18.5	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Old-age dependency ratio	41.7	±9.9	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Child dependency ratio	80.9	±12.9	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)

Bear River Region Population Race and Ethnicity Demographics			
	Box Elder County	**Cache County**	**Rich County**
Total:	57,666	133,154	2,510
Hispanic or Latino	5,537	15,076	97
Not Hispanic or Latino:	52,129	118,078	2,413
Population of one race:	50,543	114,426	2,348
White	49,361	109,376	2,329
Black or African American	161	1,045	11
American Indian and Alaska Native	383	620	1
Asian	438	2,303	2
Native Hawaiian and Pacific Islander	98	660	4
Some Other Race alone	102	422	1
Population of two or more races:	1,586	3,652	65

- Populations are outlined in the maps on the following pages to highlight where the racial and ethnic diversity in the region is currently concentrated. Maps were generated on justicemap.org using 2020 Census Data. Future maps will be created as needed to narrow in on areas to target outreach on projects.
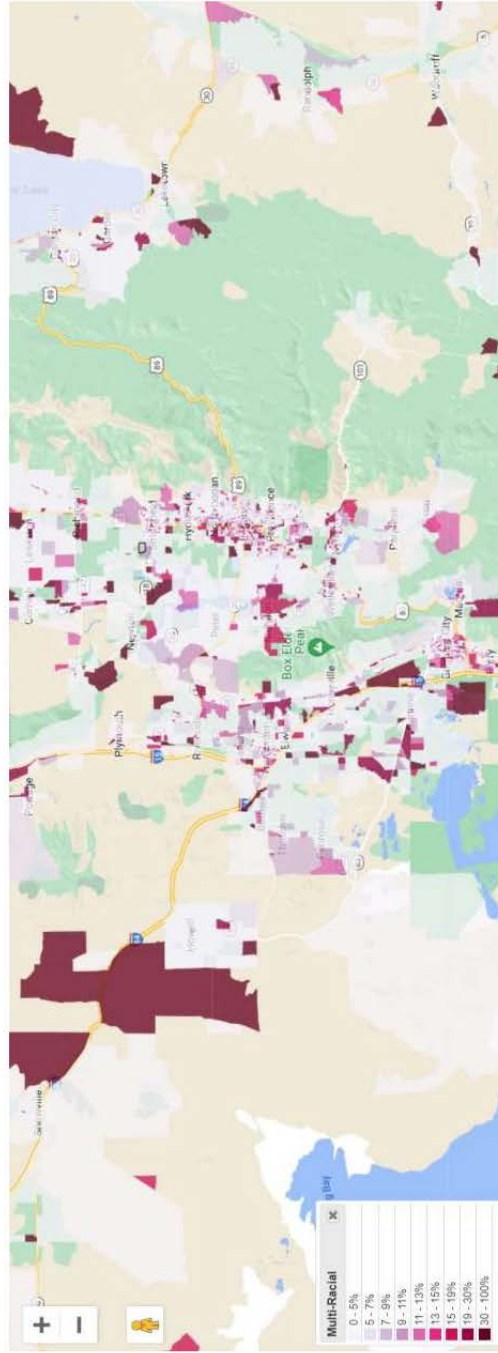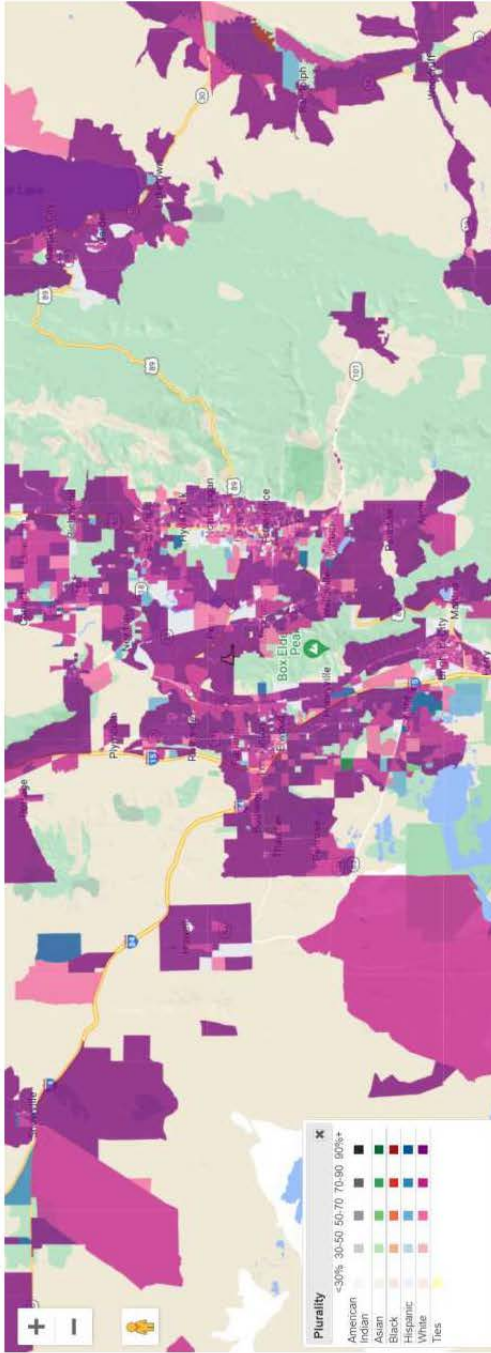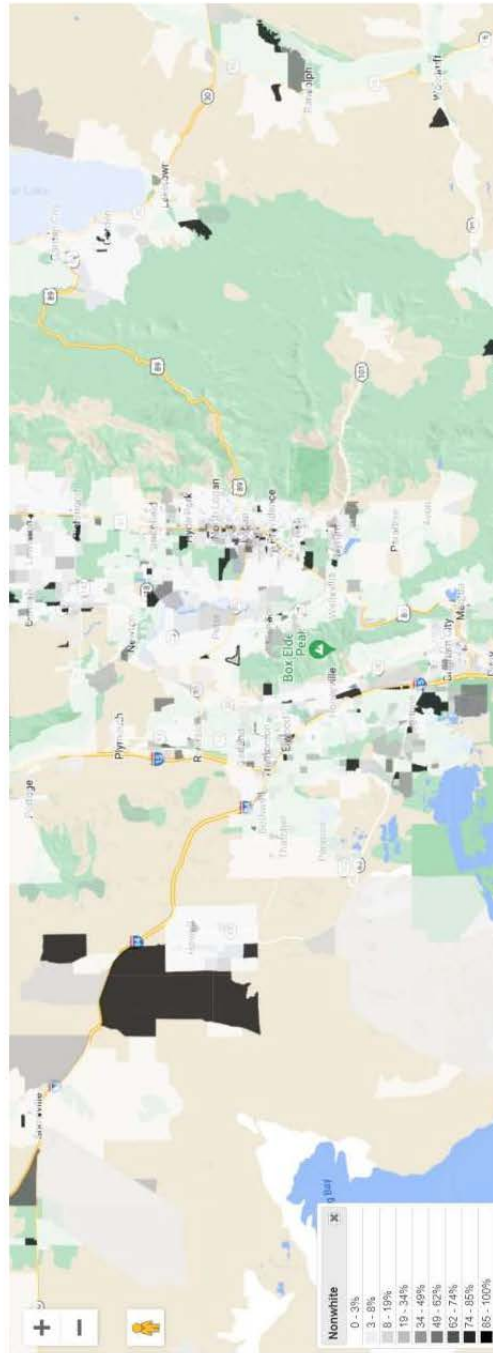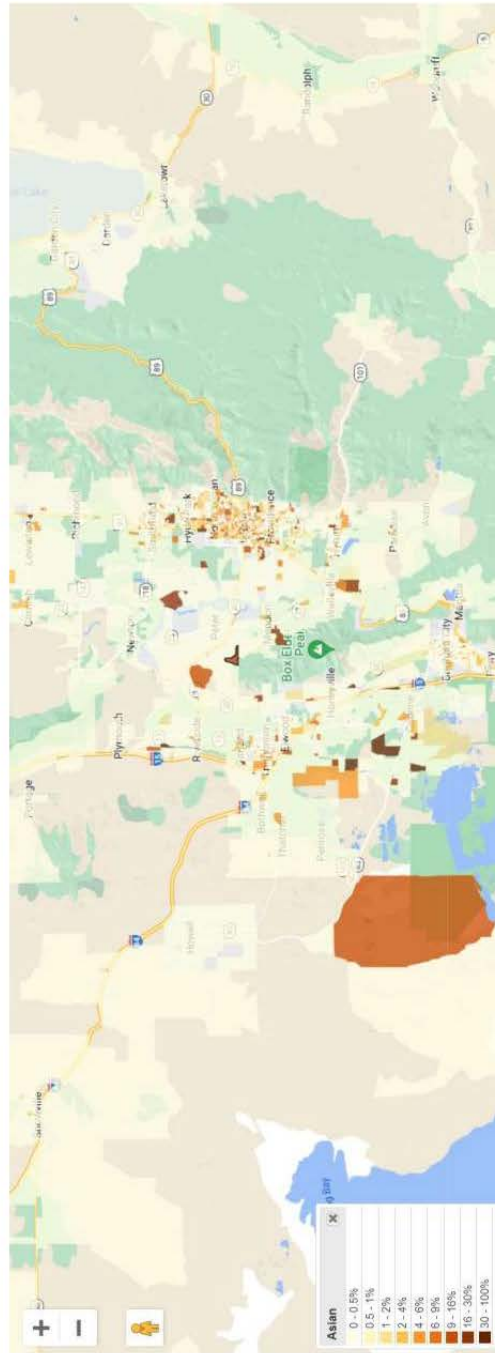
70
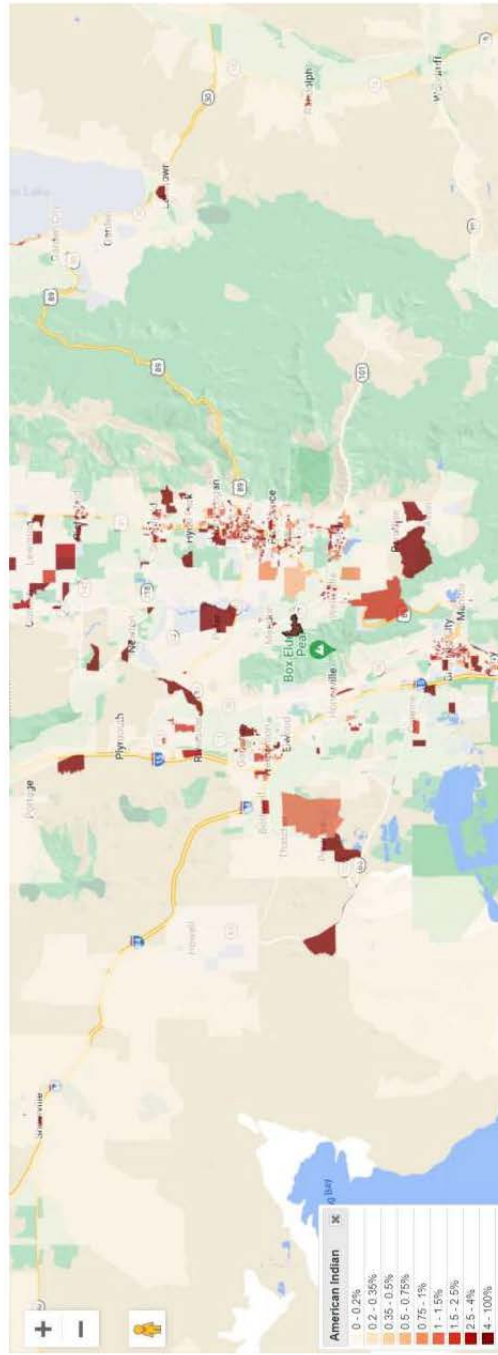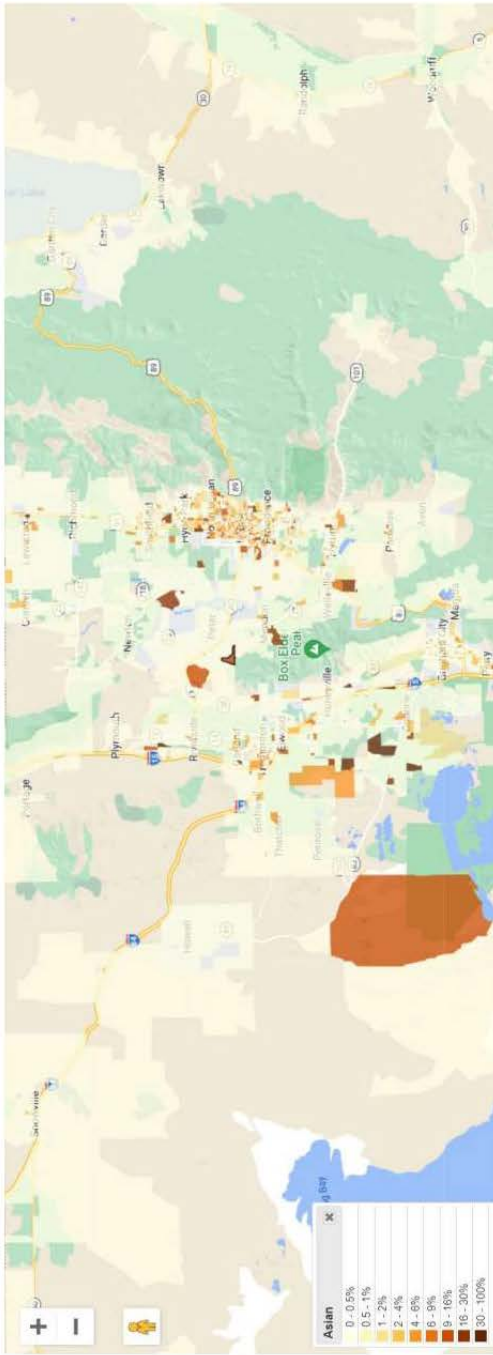
APPENDIX B: TITLE VI COMPLAINT FORMS

English & Spanish Versions

Bear River Association of Governments
Civil Rights Complaint Form

Bear River Association of Governments (BRAG) is responsible for ensuring proper implementation of several civil rights laws and programs, including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA), the Disadvantaged Business Enterprise (DBE) program, and the External Equal Employment Opportunity (EEO) program.

Please mail or email your completed form to:

Roger C. Jones
Title VI & ADA Coordinator
170 North Main Street
Logan, Utah 84321
(435) 890-5238
rjones@brag.utah.gov

If you have questions about how to prepare a complaint using this form, you may contact the Title VI & ADA Coordinator using the above information. You may also file a complaint directly with the Utah Department of Transportation (UDOT). To access the UDOT complaint form or for more information about highway construction civil rights requirements may be found on the UDOT Civil Rights website: https://udot.utah.gov/connect/business/civil-rights/.

More information about rural public transit-related civil rights requirements may be found on the UDOT Rural Transit website: https://udot.utah.gov/connect/business/public-entities/rural-public-transit-team/.

> **Note:** Apart from the form, ***on separate pages***, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence from the highway construction contractor or transit provider.

Important: We cannot accept your complaint without a signature, so please sign on the last page of the form after printing out.

Section I:
I believe that I have been (or someone else has been) discriminated against on the basis of (check all that apply): ☐ Race ☐ Color ☐ National Origin ☐ Disability ☐ Not Applicable ☐ Other (Please specify)
Date of Alleged Discrimination (Month/Day/Year):   .
I believe that BRAG has failed to comply with the following program requirements: ☐ Title VI   ☐ ADA ☐ Disadvantaged Business Enterprise   ☐ External Equal Employment Opportunity ☐ Not Applicable   ☐ Other (Please specify)
On separate pages, please describe your complaint. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence.

Section II:			
Name:			
Street Address:			
City:	State:		Zip Code:
Telephone (Home):	Telephone (Cell):		
E-Mail Address:			
Accessible Format Requirements?	☐ Large Print		☐ Audio Recording
	☐ TDD/TTY		☐ Not Applicable
	☐ Other (Please describe):		

Section III:			
Are you filing this complaint on your own behalf?		☐ Yes*	☐ No
*If you answered "yes" to this question, go to **Section IV**.			
If not, please supply the name and relationship of the person for whom you are complaining.			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		☐ Yes	☐ No

Section IV:		
Have you previously filed a Discrimination Complaint with BRAG?	☐ Yes	☐ No
If yes, please provide any case reference information regarding your previous complaint. . .		
Have you filed this complaint with any other Federal, State, or local (transit) agency, or with any Federal or State court?　　☐ Yes　　　☐ No If yes, check all that apply: ☐ Federal Agency　.　　　　☐ State Agency ☐ Federal Court　.　　　　　☐ Local Agency　. ☐ State Court　.　　　　　　☐ Other:　　　. If yes, please attach a copy of any response you received to your previous complaint.		
Have you filed a lawsuit regarding this complaint with any Federal or State court?	☐ Yes	☐ No
Please provide information about a contact person at the agency/court where the complaint or lawsuit was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
FHWA/FTA/UDOT/Agency Complaint or Court Case Number:		
Section V:		
Name of the program complaint is against:		
Contact person:		
Title:		
Location:		
Telephone Number (if available):		
Section VI:		
May we release your identity and a copy of your complaint to the highway construction contractor, consultant, or rural public transit provider?	☐ Yes	☐ No
Note: We may be unable to investigate your allegations without permission to release your identity and complaint.		

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are **required** below:

_____　　　　　_____

Signature　　　　　　　　　　　　　　　　　Date

A copy of this form can be found online at: https://brag.utah.gov

If information is needed in another language, use the above contact information to request language assistance.

Este formulario también está disponible en español. Para información en español utilice la misma información de contacto anterior.

Bear River Association of Governments
Formulario de Queja de Derechos Civiles

Bear River Association of Governments (BRAG) es responsable para implementar varias leyes y programas de derechos civiles, incluido el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades de 1990 (ADA), el programa de Empresas Comerciales Desfavorecidas (DBE), y el programa de Igualdad de Oportunidades de Empleo Externo (EEO).

Por favor, envíe por correo o envíe por correo electrónico su formulario completo a:

> **Roger C. Jones**
> **Título VI & ADA Especialista**
> **170 North Main Street**
> **Logan, Utah 84321**
> **(435) 890-5238**
> **rjones@brag.utah.gov**

Si tiene preguntas sobre cómo preparar una queja utilizando este formulario, puede comunicarse con el Coordinador del Título VI y ADA utilizando la información anterior. También puede presentar una queja directamente ante el Departamento de Transporte de Utah (UDOT). Para acceder al formulario de quejas de UDOT o para obtener más información sobre los requisitos de derechos civiles de construcción de carreteras, puede encontrarlo en el sitio web de Derechos Civiles de UDOT: https://udot.utah.gov/connect/business/civil-rights/.

Puede encontrar más información sobre los requisitos de derechos civiles relacionados con el transporte público rural en el sitio web de UDOT Rural Transit: https://udot.utah.gov/connect/business/public-entities/rural-public-transit-team/.

> **Nota:** Aparte del formulario, en *páginas separadas,* describa su queja. Debe incluir detalles específicos como nombres, fechas, horas, números de ruta, testigos y cualquier otra información que nos ayude en nuestra investigación de sus acusaciones. Proporcione también cualquier otra documentación que sea relevante para esta queja, incluida cualquier correspondencia relacionada del contratista de construcción de carreteras o proveedor de tránsito.

Importante: No podemos aceptar su queja sin una firma, así que firme en la última página del formulario después de imprimirla.

Sección I:
Creo que he sido (o alguien más ha sido) discriminado sobre la base de (marque todo lo que corresponda): ☐ Raza ☐ Color ☐ Origen ☐ Nacional Discapacidad ☐ No Aplicable ☐ Otro (Por favor especifique) _____
Fecha de la presunta discriminación (mes/día/año):
Creo que BRAG no ha cumplido con los siguientes requisitos del programa: ☐ Título VI ☐ ADA ☐ Empresa ☐ comercial desfavorecida Igualdad de oportunidades ☐ No aplicable de empleo en el extranjero ☐ Otro (especifique) _____
En páginas separadas, describa su queja. Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de cualquier testigo. Debe incluir detalles específicos como nombres, fechas, horas, números de ruta, testigos y cualquier otra información que nos ayude en nuestra investigación de sus acusaciones. Sírvase proporcionar también cualquier otra documentación que sea pertinente para esta queja, incluida cualquier correspondencia relacionada.

Sección II:		
Nombre:		
Dirección:		
Ciudad:	Estado:	Código postal:
Teléfono (Inicio):	Teléfono (Celular):	
Dirección de correo electrónico:		
¿Requisitos de formato accesible?	☐ Letra grande	☐ Grabación de audio
	☐ TDD/TTY	☐ No aplicable
	☐ Otros (Sírvase describir):	

Sección III:		
¿Está presentando esta queja en su propio nombre?	☐ Sí*	☐ No
*Si respondió "sí" a esta pregunta, vaya a la Sección IV.		
De lo contrario, proporcione el nombre y la relación de la persona por la que se queja.		
Por favor, explique por qué ha solicitado a un tercero:		
Confirme que ha obtenido el permiso de la parte agraviada si está presentando una solicitud en nombre de un tercero.	☐ Sí	☐ No

Sección IV:		
¿Ha presentado previamente una Queja por Discriminación ante BRAG?	☐ Sí	☐ No
En caso afirmativo, proporcione cualquier información de referencia del caso con respecto a su queja anterior.		
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local (de tránsito), o ante cualquier tribunal federal o estatal? ☐ Sí ☐ No En caso afirmativo, marque todo lo que corresponda: ☐ Agencia Federal ☐ Agencia Estatal ☐ Tribunal Federal ☐ Agencia Local ☐ Tribunal Estatal ☐ Estatal Otros: En caso afirmativo, adjunte una copia de cualquier respuesta que haya recibido a su queja anterior.		
¿Ha presentado una demanda con respecto a esta queja ante algún tribunal federal o estatal?	☐ Sí	☐ No
Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja o demanda.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
FHWA / FTA / UDOT / Queja de la Agencia o Número de Caso Judicial:		
Sección V:		
El nombre del programa contra el que está presentando una queja:		
Persona de contacto:		
Título:		
Ubicación:		
Número de teléfono (si está disponible):		
Sección VI:		
¿Podemos divulgar su identidad y una copia de su queja al contratista de construcción de carreteras, consultor o proveedor de transporte público rural?	☐ Sí	☐ No
Nota: Es posible que no podamos investigar sus denuncias sin permiso para divulgar su identidad y queja.		

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja. Su firma y fecha son **requeridas** a continuación:

_____   _____

Firma   Fecha

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Una copia de este formulario se puede encontrar en línea en: https://brag.utah.gov

Si se necesita información en otro idioma, utilice la información de contacto anterior para solicitar asistencia lingüística.

This form is also available in English. For information in English use the same contact information above.

Utah Department of Transportation
Civil Rights Complaint Form

The Utah Department of Transportation (UDOT) Office of Civil Rights is responsible for ensuring that highway construction contractors, consultants, and providers of rural public transit properly implement several civil rights laws and programs, including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA), the Disadvantaged Business Enterprise (DBE) program, and the External Equal Employment Opportunity (EEO) program.

Please mail or email your completed form to:

UDOT Office of Civil Rights
Title VI Specialist
P. O. Box 141520
Salt Lake City, Utah 84114-1520
(801) 965-4384
civilrights@utah.gov

If you have questions about how to prepare a complaint using this form, you may contact the UDOT Office of Civil Rights at, **(801) 965-4384**.

More information about highway construction civil rights requirements may be found on the UDOT Civil Rights website: https://udot.utah.gov/connect/business/civil-rights/.

More information about rural public transit-related civil rights requirements may be found on the UDOT Rural Transit website: https://udot.utah.gov/connect/business/public-entities/rural-public-transit-team/.

> **Note:** Apart from the form, *on separate pages*, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence from the highway construction contractor or transit provider.

Important: We cannot accept your complaint without a signature, so please sign on the last page of the form after printing out.

Section I:
I believe that I have been (or someone else has been) discriminated against on the basis of (check all that apply): ☐ Race ☐ Color ☐ National Origin ☐ Disability ☐ Not Applicable ☐ Other (Please specify) _____
Date of Alleged Discrimination (Month/Day/Year): .
I believe the following entity is the subject of this complaint: ☐ Highway Construction Contractor ☐ Consultant ☐ Rural Public Transit
I believe that a highway construction project/contractor or rural public transit provider has failed to comply with the following program requirements: ☐ Title VI ☐ ADA ☐ Disadvantaged Business Enterprise ☐ External Equal Employment Opportunity ☐ Not Applicable ☐ Other (Please specify) _____
On separate pages, please describe your complaint. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence.

Section II:			
Name:			
Street Address:			
City:	State:		Zip Code:
Telephone (Home):	Telephone (Cell):		
E-Mail Address:			
Accessible Format Requirements?	☐ Large Print		☐ Audio Recording
	☐ TDD/TTY		☐ Not Applicable
	☐ Other (Please describe):		

Section III:		
Are you filing this complaint on your own behalf?	☐ Yes*	☐ No
*If you answered "yes" to this question, go to **Section IV**.		

If not, please supply the name and relationship of the person for whom you are complaining.	
Please explain why you have filed for a third party:	

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	☐ Yes	☐ No

Section IV:

Have you previously filed a Discrimination Complaint with UDOT?	☐ Yes	☐ No

If yes, please provide any case reference information regarding your previous complaint.

.

.

Have you filed this complaint with any other Federal, State, or local (transit) agency, or with any Federal or State court?　　　☐ Yes　　　☐ No

If yes, check all that apply:

☐ Federal Agency　.　　　　　　☐ State Agency

☐ Federal Court .　　　　　　　☐ Local Agency .

☐ State Court .　　　　　　　　☐ Other: 　　.

If yes, please attach a copy of any response you received to your previous complaint.

Have you filed a lawsuit regarding this complaint with any Federal or State court?	☐ Yes	☐ No

Please provide information about a contact person at the agency/court where the complaint or lawsuit was filed.

Name:
Title:
Agency:
Address:
Telephone:
FHWA/FTA/UDOT/Agency Complaint or Court Case Number:

Section V:

Name of UDOT contractor or agency complaint is against:
Contact person:
Title:
Location:

Telephone Number (if available):		
Section VI:		
May we release your identity and a copy of your complaint to the highway construction contractor, consultant, or rural public transit provider?	☐ Yes	☐ No
Note: We may be unable to investigate your allegations without permission to release your identity and complaint.		

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are **required** below:

_____   _____

Signature   Date

A copy of this form can be found online at: https://udot.utah.gov/connect/business/civil-rights/

If information is needed in another language, use the above contact information to request language assistance.

Este formulario también está disponible en español. Para información en español utilice la misma información de contacto anterior.

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APPENDIX C: TITLE VI COMPLAINT LOG

Title VI Complaint Log

FTA COMPLAINT LOG

Date_____   Name of Agency_____

Person who prepared report_____

Contact Information: Phone_____   Email_____

ADate of Complaint	Complainant	Race	Color	National Origin	Recipient	Date Investigation Completed	Disposition	Date Of Disposition	Other Information	Referred To FTA

APPENDIX D: NOTICE TO THE PUBLIC

BEAR RIVER ASSOCIATION OF GOVERNMENTS

- BRAG operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the BRAG Title VI Coordinator or appropriate individual.

- For more information on the BRAG Title VI program and the procedures to file a complaint, see Roger C. Jones at the address listed below, by calling 435-752-7242, or go to www.brag.utah.gov for more information.

- Complaints must be filed in person or in writing. Complaints should be directed to:
  BRAG Title VI/ADA Coordinator
  Attn: Roger C. Jones
  Executive Director
  Bear River Association of Governments
  170 N. Main
  Logan, UT 84321

- A complainant may file a complaint directly with the Utah Department of Transportation by filing a complaint at:
  Utah Department of Transportation, Civil Rights Division
  Attn: Title VI Program Coordinator
  P O Box 141520
  Salt Lake City, Utah 84114-1520
  Tel: (801) 965-4384
  Fax:(801) 965-4101

- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint at:
  Federal Transit Administration, Office of Civil Rights
  Attn: Title VI Program Coordinator
  East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE
  Washington, DC 20590

- For information in another language, contact the BRAG reception desk at 435-752-7242.

APPENDIX E: TITLE VI POSTERS

English & Spanish Versions

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TITLE VI NON-DISCRIMINATION POLICY

BRAG
Bear River Association of Governments

Title VI and Nondiscrimination Commitment:
Pursuant to Title VI of the Civil Rights Act of 1964 and related laws and regulations, BRAG will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability or income status.

Limited English Proficiency (LEP):
In accordance with Presidential Executive Order 13166 – *Improving Access to Services for Persons with Limited English Proficiency (LEP),* BRAG is committed to taking the steps necessary to provide meaningful access to its services, programs and activities for people with limited English proficiency.

Language Assistance:
Services are provided free without charge for individuals with special needs and/or disabilities. The public will have access to translators, "I Speak Cards", Text Telephone (TTY), Telecommunication Device (TDD) services, and vital documents translated when requested.

Environmental Justice:
Bear River Association of Governments is committed to full compliance with the requirements of Title VI of the Civil Rights Act of 1964 and Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations." During the public participation process, minority populations, including but not limited to low-income, minority, persons with disabilities, and senior citizen groups that have been traditionally under-served by existing transportation systems, shall be sought out in order to obtain their input relative to transportation needs. Title VI states that "no person in the United States, shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." BRAG has developed and adopted a comprehensive Title VI Plan, available for download at: https://brag.utah.gov/policies

ADA/504 Statement:
Pursuant to Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations, BRAG will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. BRAG will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access BRAG facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, BRAG asks that requests be made at least five (5) calendar days prior to the need for accommodation. Questions, concerns, comments or requests for accommodation should be made to BRAG's Title VI Specialist.

Complaint Procedures:
BRAG has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with BRAG. Any such complaint must be in writing and filed with BRAG within one hundred eighty (180) calendar days following the date of the alleged discriminatory occurrence. For more information, please contact BRAG's Title VI Coordinator.

BRAG Title VI Coordinator
Roger C. Jones
170 North Main
Logan, Utah 84321
Phone: (435) 752-7242
Fax: (435) 752-6962
Email: rjones@brag.utah.gov

UDOT Title VI Specialist
PO BOX 141265
Salt Lake City, UT 84114-1265
Phone: 801-965-4384
Fax: 801-965-4101
Email: civilrights@utah.gov

TÍTULO VI NO DISCRIMINACIÓN PÓLIZA

BRAG
Bear River Association of Governments

Título VI y Compromiso de No Discriminación:
De conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y las leyes y reglamentos conexos, BRAG no excluirá de la participación en, negará los beneficios o sujeto a discriminación a cualquier persona por motivos de raza, color, origen nacional, sexo, edad, discapacidad o ingresos Estado.

Dominio limitado del inglés (LEP):
De acuerdo con la Orden Ejecutiva Presidencial 13166 – Mejorar el acceso a los servicios para personas con dominio limitado del *inglés (LEP)*, BRAG se compromete a tomar las medidas necesarias para proporcionar un acceso significativo a sus servicios, programas y actividades para personas con dominio limitado del inglés.

Asistencia de idiomas:
Los servicios se proporcionan de forma gratuita para personas con necesidades especiales y/o discapacidades. El público tendrá acceso a traductores, "I Speak Cards", Text Telephone (TTY), servicios de dispositivos de telecomunicaciones (TDD) y documentos vitales traducidos cuando se solicite.

Justicia Ambiental:
BRAG está comprometido con el pleno cumplimiento de los requisitos del Título VI de la Ley de Derechos Civiles de 1964 y la Orden Ejecutiva 12898, "Acciones Federales para Abordar la Justicia Ambiental en Poblaciones Minoritarias y Poblaciones de Bajos Ingresos". Durante el proceso de participación pública, se buscarán poblaciones minoritarias, incluidos, entre otros, los grupos de bajos ingresos, minorías, personas con discapacidad y personas de la tercera edad que tradicionalmente han sido desatendidos por los sistemas de transporte existentes, a fin de obtener sus aportaciones en relación con las necesidades de transporte. El Título VI establece que "ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional será excluida de la participación en, se les negarán los beneficios de, o será objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal." BRAG ha desarrollado y adoptado un plan completo del Título VI, disponible en https://brag.utah.gov/policies

Declaración ADA/504:
De conformidad con la Sección 504 de la Ley de Rehabilitación de 1973 (Sección 504), la Ley de Estadounidenses con Discapacidades de 1990 (ADA) y las leyes y regulaciones federales y estatales relacionadas, BRAG hará todo lo posible para garantizar que sus instalaciones, programas, servicios y actividades sean accesibles para las personas con discapacidades. BRAG proporcionará adaptaciones razonables a las personas discapacitadas que deseen participar en eventos de participación pública o que requieran asistencia especial para acceder a las instalaciones, programas, servicios o actividades de BRAG. Debido a que proporcionar adaptaciones razonables puede requerir asistencia, organización o recursos externos, BRAG solicita que las solicitudes se realicen al menos cinco (5) días calendario antes de la necesidad de adaptación. Las preguntas, inquietudes, comentarios o solicitudes de adaptación deben hacerse al Especialista Título VI de BRAG.

Procedimientos de reclamación:
BRAG ha establecido un procedimiento de queja por discriminación y tomará medidas rápidas y razonables para investigar y eliminar la discriminación cuando se encuentre. Cualquier persona que crea que ha sido agraviada por una práctica discriminatoria ilegal bajo el Título VI tiene derecho a presentar una queja formal ante BRAG. Cualquier queja de este tipo debe presentarse por escrito y presentada ante la BRAG dentro de los ciento ochenta (180) días calendario siguientes a la fecha del presunto hecho discriminatorio. Para obtener más información, comuníquese con el Especialista Título VI de la BRAG.

BRAG Especialista Título VI
Roger C. Jones
170 North Main
Logan, Utah 84321
Phone: (435) 752-7242
Fax: (435) 752-6962
Email: rjones@brag.utah.gov

UDOT Especialista Título VI
PO BOX 141265
Salt Lake City, UT 84114-1265
Phone: 801-965-4384
Fax: 801-965-4101
Email: civilrights@utah.gov

APPENDIX F: PUBLIC OUTREACH (NOV. 2022)

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**BRAG PUBLIC SERVICE ANNOUNCEMENTS | LEGAL NOTICES
SENT TO THE HERALD JOURNAL, BOX ELDER NEWS JOURNAL, THE LEADER-
GARLAND TIMES, AND THE UINTA HERALD**

Public Service Announcement
Bear River Association of Governments
10/31/22

BRAG Soliciting Input on Human Service Transportation Coordination Plan

Bear River Association of Governments (BRAG) is in the process of updating the regional Human Service Transportation Coordination Plan for Box Elder, Cache, and Rich Counties. The plan addresses transportation issues and needs for persons with disabilities, low-income individuals and families, and seniors. A current version of the plan is located online at bearrivermobility.org, or you can access a hard copy of the plan at the BRAG office at 170 N. Main in Logan. If you have any questions or comments related to human service transportation issues in the Bear River Region, please submit them by Monday, December 2nd at 5:00 P.M. by contacting Alyssa Cronin, Mobility Manager, at 435-713-1427 or e-mail at alyssac@brag.utah.gov.

Anuncio de Servicio Publico
Bear River Association of Governments
10/31/22

BRAG solicita la opinión sobre el Plan de Coordinación de Transporte Servicios Humanos

Bear River Association of Governments (BRAG) está en el proceso de actualización del Plan de Coordinación de Transporte Servicios Humanos regional de los condados Box Elder, Cache, y Rich. El plan se dirige a los problemas de transporte y las necesidades de las personas con discapacidad, personas de bajos ingresos y las familias y personas mayores. Una versión actual del plan se encuentra en línea en bearrivermobility.org, o se puede conseguir una copia del plan en la oficina de BRAG de la dirección 170 N. Main en Logan. Si usted tiene algunas preguntas o comentarios relacionados con los problemas de transporte de servicios humanos en la región de Bear River por favor enviarlos antes del Lunes, 2 de Diciembre a las 5:00 PM poniéndose en contacto con Alyssa Cronin, Mobility Manager, al 435-713-1427 o por correo electrónico a alyssac@brag.utah.gov.

# APPENDIX G: BRAG BOARDS AND COUNCILS – RACIAL MAKEUP AND NON-DESCRIMINATION

Bear River Association of Governments (BRAG) currently has seven boards and councils that guide services and programs for various populations and groups including human services, aging, heritage, mobility, housing, and others. These boards/councils are either made up of local elected officials, or are created according to board bylaws and/or guidelines. Most boards/councils are made up of community staff, local agency leaders, or general members of the public, and are invited or appointed to best represent the interests of populations being served on those particular boards/councils. BRAG strives to encourage diversity as boards are formed and positions are filled.

Although no bylaws for these boards or councils specify requirements regarding minority membership, members are invited or appointed based on experience and interests which are applicable to those particular boards, regardless of race or ethnic background. BRAG's boards/councils, in turn, are fairly representative of the ethnic diversity in the tri-county area. Below is a table showing the percent of current BRAG board/council members by race in 2022:

Council/Board	% MEMBERSHIP BY RACE					
	Caucasian	Hispanic	African American	Native American	Native Hawaiian or Pacific Islander	Other
Bear River Area Agency on Aging Advisory Council	93.8%	6.3%	0%	0%	0%	0%
Bear River Heritage Area Board	93%	0%	0%	0%	7%	0%
Bear River Regional Access and Mobility Council	85.7%	14.3%	0%	0%	0%	0%
Bear River Regional Homeless Council	94.3%	5.7%	0%	0%	0%	0%
Bear River Regional Human Services Board	91.7%	0%	0%	8.3%	0%	0%
Bear River Regional Housing Authority (All Elected Officials)	N/A	N/A	N/A	N/A	N/A	N/A
BRAG Governing Board (All Elected Officials)	N/A	N/A	N/A	N/A	N/A	N/A

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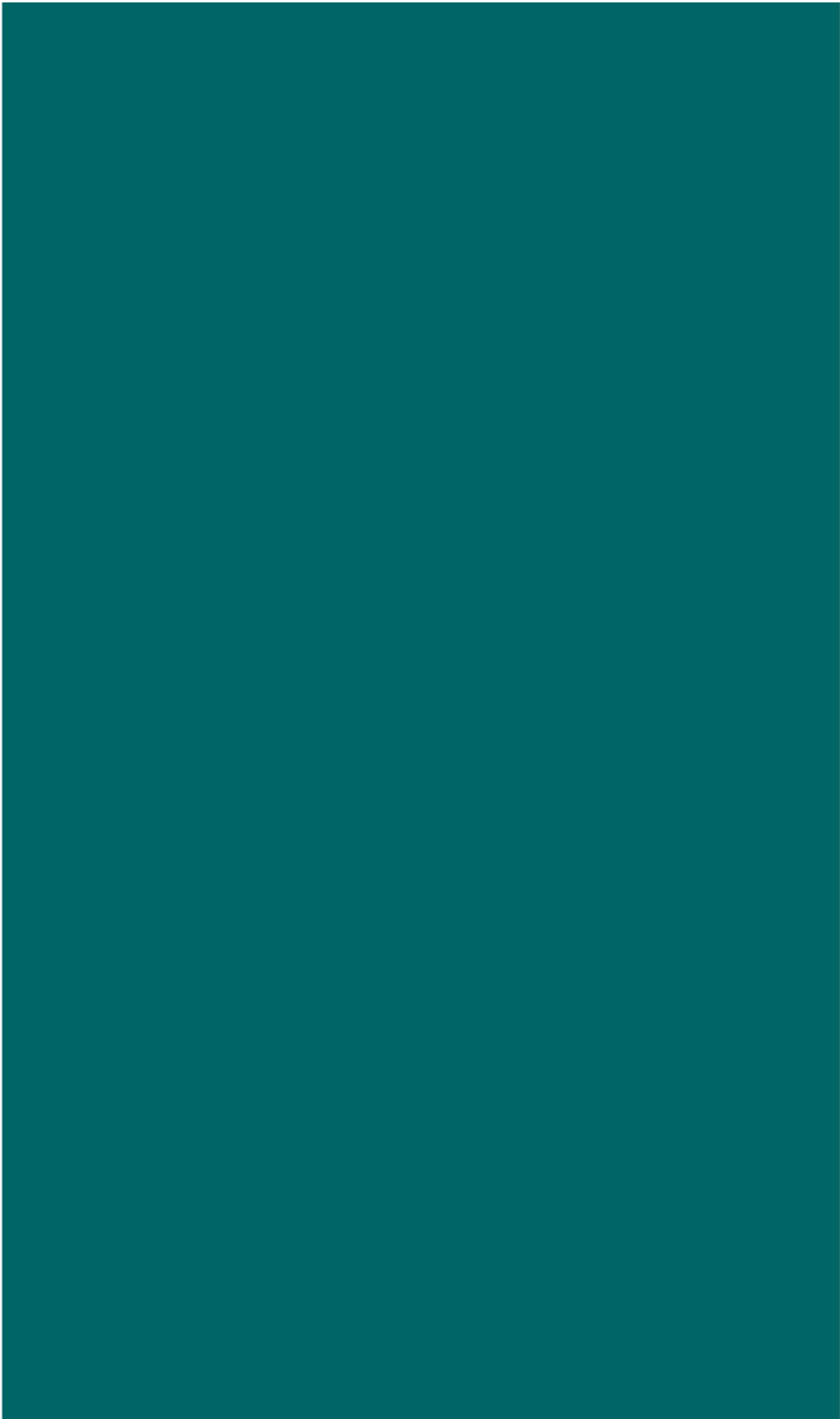
APPENDIX C – REGIONAL DEMOGRAPHICS

All Topics	Box Elder County, Utah	Cache County, Utah	Rich County, Utah
Population Estimates, July 1, 2022, (V2022)	**61,498**	**140,173**	**2,628**

PEOPLE			
Population			
Population Estimates, July 1, 2022, (V2022)	**61,498**	**140,173**	**2,628**
Population estimates base, April 1, 2020, (V2022)	57,669	133,159	2,510
Population, percent change - April 1, 2020 (estimates base) to July 1, 2022, (V2022)	6.6%	5.3%	4.7%
Population, Census, April 1, 2020	57,666	133,154	2,510
Population, Census, April 1, 2010	49,975	112,656	2,264
Age and Sex			
Persons under 5 years, percent	7.4%	7.4%	5.3%
Persons under 18 years, percent	30.5%	28.9%	27.4%
Persons 65 years and over, percent	12.9%	10.1%	20.5%
Female persons, percent	48.5%	49.7%	47.0%
Race and Hispanic Origin			
White alone, percent	94.9%	92.7%	95.1%
Black or African American alone, percent(a)	0.7%	1.1%	0.6%
American Indian and Alaska Native alone, percent(a)	1.1%	1.0%	0.9%
Asian alone, percent(a)	0.8%	2.3%	0.4%
Native Hawaiian and Other Pacific Islander alone, percent(a)	0.3%	0.6%	0.2%
Two or More Races, percent	2.2%	2.2%	2.9%
Hispanic or Latino, percent(b)	10.2%	11.3%	6.6%
White alone, not Hispanic or Latino, percent	86.2%	82.9%	90.0%
Population Characteristics			
Veterans, 2017-2021	2,550	3,670	155
Foreign born persons, percent, 2017-2021	3.1%	6.2%	2.4%
Housing			
Housing units, July 1, 2022, (V2022)	20,985	46,852	3,240
Owner-occupied housing unit rate, 2017-2021	75.7%	63.6%	77.8%
Median value of owner-occupied housing units, 2017-2021	$250,500	$283,800	$227,300
Median selected monthly owner costs -with a mortgage, 2017-2021	$1,373	$1,450	$1,270
Median selected monthly owner costs -without a mortgage, 2017-2021	$408	$427	$285
Median gross rent, 2017-2021	$854	$914	$598
Building permits, 2022	478	1,045	71

Families & Living Arrangements			
Households, 2017-2021	18,194	40,362	661
Persons per household, 2017-2021	3.11	3.19	3.79
Living in same house 1 year ago, percent of persons age 1 year+, 2017-2021	87.5%	81.6%	97.5%
Language other than English spoken at home, percent of persons age 5 years+, 2017-2021	7.2%	10.6%	6.4%
Computer and Internet Use			
Households with a computer, percent, 2017-2021	95.1%	97.0%	99.4%
Households with a broadband Internet subscription, percent, 2017-2021	90.2%	90.7%	91.8%
Education			
High school graduate or higher, percent of persons age 25 years+, 2017-2021	93.7%	94.2%	96.8%
Bachelor's degree or higher, percent of persons age 25 years+, 2017-2021	24.4%	39.0%	23.4%
Health			
With a disability, under age 65 years, percent, 2017-2021	8.2%	6.0%	14.3%
Persons without health insurance, under age 65 years, percent	9.8%	9.6%	13.7%
Economy			
In civilian labor force, total, percent of population age 16 years+, 2017-2021	65.2%	69.4%	53.7%
In civilian labor force, female, percent of population age 16 years+, 2017-2021	55.8%	62.3%	46.4%
Total accommodation and food services sales, 2017 ($1,000)(c)	62,681	169,948	17,441
Total health care and social assistance receipts/revenue, 2017 ($1,000)(c)	D	641,550	NA
Total transportation and warehousing receipts/revenue, 2017 ($1,000)(c)	D	204,393	D
Total retail sales, 2017 ($1,000)(c)	566,513	1,933,755	8,856
Total retail sales per capita, 2017(c)	$10,491	$15,539	$3,709
Transportation			
Mean travel time to work (minutes), workers age 16 years+, 2017-2021	23.4	17.0	25.2
Income & Poverty			
Median household income (in 2021 dollars), 2017-2021	$67,486	$65,670	$67,396
Per capita income in past 12 months (in 2021 dollars), 2017-2021	$27,660	$26,175	$24,390
Persons in poverty, percent	8.0%	11.0%	8.0%

BUSINESSES

| **Businesses**			
Total employer establishments, 2021	1,291	3,833	120
Total employment, 2021	20,179	53,316	540
Total annual payroll, 2021 ($1,000)	1,076,611	2,458,567	26,049
Total employment, percent change, 2020-2021	6.3%	10.4%	-21.7%

Total nonemployer establishments, 2019	3,703	9,707	313
All employer firms, Reference year 2017	1,044	3,275	90
Men-owned employer firms, Reference year 2017	594	1,891	50
Women-owned employer firms, Reference year 2017	153	466	S
Minority-owned employer firms, Reference year 2017	60	128	S
Nonminority-owned employer firms, Reference year 2017	875	2,831	83
Veteran-owned employer firms, Reference year 2017	S	S	S
Nonveteran-owned employer firms, Reference year 2017	900	2,744	83

## GEOGRAPHY

Geography			
Population per square mile, 2020	10.0	114.3	2.4
Population per square mile, 2010	8.7	96.7	2.2
Land area in square miles, 2020	5,745.60	1,164.73	1,028.85
Land area in square miles, 2010	5,745.55	1,164.81	1,028.78
FIPS Code	49003	49005	49033

APPENDIX D – ELLIGIBLE AND APPROVABLE PROJECTS

Traditional FTA Section and UDOT approved 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

• 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

• 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

• 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

APPENDIX D – 2022 HUMAN SERVIES TRANSPORTATION SURVEY

Full 20202 Human Services Transportation Survey following this page.

2022 Human Service Transportation Survey

Background

Transportation plays a critical role in the quality of life one can expect to have. Ensuring equity in transit is key to improving building thriving communities and providing equal opportunity. Achieving this goal is difficult when factoring cost, impact on society, environmental repercussions, and the fact there is no universal solution. Individuals owning and operating personal vehicles offers convenience to those who can drive and afford them; however, having a society operating on personal vehicles has immense environmental consequences (Environmental Protection Agency, 2022) and impacts how we construct our communities (Jahn & Wehling, 1998). Public transit has the potential to negate a portion of the negative impacts of a personal vehicle driven society by providing another alternative; however, for public transit to become a viable and desirable option over personal vehicles there are many obstacles in design and implementation to overcome.

There are options for design and implementation out there already and many more to be designed. Selecting or designing a method capable of providing quality, cost effective transit that is affordable and accessible to everyone is the end goal. To achieve this goal, understanding a region's geography, population demographics, and current resources is essential. The tri-county Bear River Region includes Box Elder, Cache, and Rich County is diverse and needs a public transportation solution equally so. The region includes the small burgeoning metropolitan of Logan, one of the few places in the world (Barry, 2020) with robust free public transit, places with limited public transit like Brigham City, and rural towns like Tremonton and Garden City with no public transit.

Available transportation alternatives for individuals without access to public transit or a personal vehicle are scarce. The rising cost of living increases the difficulty of owning and maintaining a personal vehicle increasing the need for transportation solutions in the Bear River Region. Options like taxi services are costly for everyday use. Programs and services offered by local organizations have restrictions on who they serve and what trips are permissible. To improve current services and innovate new solutions, decision makers need to be well informed with current, accurate data. This includes understanding the needs and lived experiences of their constituents surrounding transportation.

Methods

The Human Services Transportation Survey was developed by the Bear River Association of Governments (BRAG) Planning and Mobility Specialist in collaboration with the Bear River Regional Access and Mobility Council, consisting of transportation service providers and advocates for the disadvantaged and underserved populations to answer following:

- Are people aware of their transportation options?
- What forms of transportation do citizens of the Bear River Region utilize?
- What impacts citizen's choices to use or not use specific methods of transportation?
- What activities do people need more transportation for?
- Where are the destinations for these activities?
- Is micro-transit an option citizens would be interested in to help fill transit gaps?
- What is the current interest in the transportation voucher program?

Two prior transportation surveys completed by BRAG Mobility Staff in 2016 and 2020 were utilized to help construct and improve survey content. Advertisement for dissemination was done through social media, word of

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mouth, local events and posters in key places including: city halls, libraries, grocery stores, universities, hospitals, senior centers, and other social service buildings. Accessibility was increased by having surveys and advertising in English and Spanish. Paper surveys were also offered in addition to the online via Qualtrics version. These hard copies were available upon request and sent out with programs like Meals on Wheels to encourage participation from underserved demographics in the community unable to participate online.

Participation was voluntary. Participants were permitted to skip any questions they did not feel inclined to answer. Upon completion of the survey, participants were able to enter a drawing for a chance to win one of ten prizes totaling $400. Funding for the prizes was contributed by the Cache Valley Transit District and Bear River Association of Governments with the knowledge that data from this survey would be publicly available.

Measures were taken to prevent bad-faith responses. During data collection this included measures to prevent multiple drawing and survey submission and the ability to skip questions to reduce false answers. During data cleaning, the transportation services each participant identified using were compared to their geographic location and the qualifications for using those services. Additionally, the time participants took to completion the survey was tracked. Based on length and complexity, the survey was estimated to take 8-10 minutes to complete. Using this information, surveys completed in under 3 minutes and those with two more major conflicting data were considered bad-faith responses. Bad-faith responses were removed to improve data validity.

Results

A total of 595 participant surveys were analyzed after data cleaning. Aside from non-applicable follow-up questions, participants of 11 surveys opted not to answer one or more questions. Seniors, persons with disabilities, and low-income households are the most common underserved groups that transportation funding aims to assist.

The survey results have been presented as a whole and broken down to represent each of these groups. Direct requests for additional break-downs or specific analyses to the Mobility Manager at BRAG.

For the purpose of this survey Low-Income is defined as any household under 150% of the 2021 Federal Poverty Level. 226 survey participant households earn under this threshold. Seniors are identified as individuals over the age of 60. 92 survey participants identified as seniors. The persons with disabilities sub-division is noted by participants that identified that they or one of their dependents have a disability. 162 survey participants identified this way.

The Venn diagram on page 3 outlines the portion of participants that fall into one or more of these three demographics.
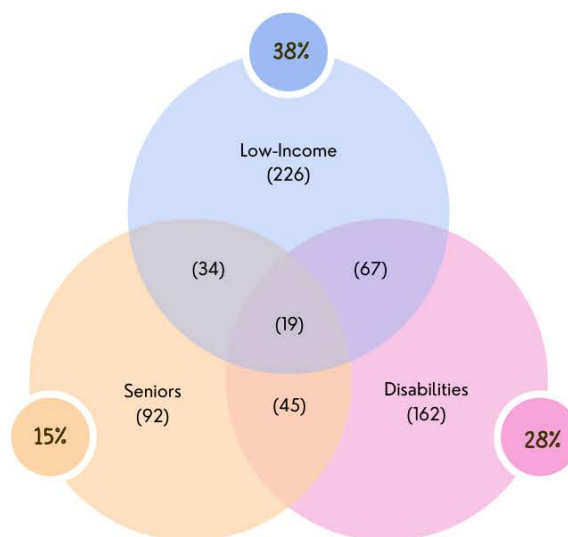
Discussion

Community members in the Bear River Region generally are aware of the biggest transportation options available to them. The majority of survey participants own and operate a personal vehicle. Overall 58 of the 100 participants indicating they do not drive was because they do not own a vehicle but changes for seniors and individuals with disabilities. Seniors more frequently could not legally drive where the main reason individuals with disabilities were split 50/50 between not owning a vehicle and legally being unable to drive. While the majority still drives, 3 out of 4 indicated some use of public transit.

The key reason participants in underserved groups do not use public transit is unavailability. This accounts for 27% of low income individuals, 27% of individuals with disabilities, and 41% of seniors, highlighting the need for more public transportation services to ensure equal opportunity to access resources and participation in the community. Participants not in one of the three underserved groups using public transit less frequently find other methods like driving to be more convenient or enjoyable. Notably increasing public transit use to this demographic will require methods beyond simply increasing availability.

On-demand microtransit has shown great promise. It is not an economical replacement for fixed route services in densely populated regions expecting high use due to the increased cost per mile per rider. In regions with fewer potential riders, this kind of on-demand service can eliminate miles without riders and use vehicles that cost less to operate and maintain. On-demand can offer more convenience for riders. With a general overview on how on-demand services work, 4 out of 5 participants identified an interest in this service indicating the potential this service has to increase public transit ridership among all demographics. Seniors are the only demographic with a lower interest at 64%. A large number of seniors were undecided at 24% followed by individuals with disabilities at 15%.

The effectiveness of microtransit being used in the Bear River Region to supplement fixed routes or provide public transportation in new areas to reach underserved populations will be impacted by educating the potential riders and services being designed to reflect these rider's needs. The largest factor for potential riders deciding to utilize the service was very simple: being available where they live. While free to use was preferred, the majority indicated a willingness to pay a fee. There was only a 4% difference between those willing to pay up to $2.50 for this service and those who would use it if it were free. The wait time was more important to potential riders than the cost. For participants that would utilize the service if it were available where they lived, all indicated 15 minute wait time was acceptable, but half lost interest when the wait time increased to 25 minutes. The majority are willing to walk a short distance (1-2 blocks) and have no problem with being connected to a fixed route. Lack of direct pickup and/or drop off was only a deal breaker for 8%.

Education and outreach for existing services and new services is vital. Not only can providing information and education assist people who are undecided about microtransit, it could help improve overall ridership for existing services. 18% of survey participants that do not use public transportation are not utilizing it because they don't know how while 15% do not because they are concerned they will get lost or confused. Travel training has the potential to help increase ridership by providing information, addressing concerns, and providing an interactive, hands-on, personalized learning experience.

Being mindful of specialized transportation needs will affect ridership for microtransit or any public transportation service offered. 10% indicated they did not use public transit because it didn't meet these needs. Direct pickup and

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drop off can be a convenience for some riders and a need for others based on physical ability levels. For those with special needs, 45% need assistance getting from their home to the vehicle, 44% need direct pick-up/drop-off, 34% need low floor vehicles, 27% need assistance entering/exiting the vehicle, 24% need to have a travel assistant with them, and 9% need a wheelchair accessible vehicle. Participants noted additional things like needing space for transporting a walker or needing help fastening a seatbelt.

Public transit, specifically CVTD, is the most utilized transportation service in the Bear River Region. Other transportation services exist but usually have limitations. For-profit transportation services are not always accessible to individuals with special transportation needs like a wheelchair nor are they guaranteed to be affordable to underserved populations. Services from non-profit organizations and the government sector have various restrictions, usually on the type of transportation they provide and the clientele they can serve.

Transportation affordability is considered good in the region, where available. The majority (75%) feel transportation services are always or often affordable with under 5% who feel they are rarely or never affordable. These numbers drop when looking at how well the available transportation services meet the residents' needs with 64% who feel transportation services always or often meet their needs with over 11% who feel they rarely or never do. Accounting for where participants live, these data show that individuals who live in areas covered by public transit feel like transportation services usually meet their needs and are affordable. In areas where no public transit exists, participants feel the services available are less affordable and are less likely to meet their needs. This suggests that a focus on expanding and adding new public transit services over improving current ones.

Evaluating participants' active use of and unfilled needs for transportation services highlights current gaps to be addressed. The datum shows for every individual using transportation services there are 24 in need of additional transportation services to access the community. The number one use of transportation services is for shopping (54%) followed by medical (50%) and employment (42%). Transportation services are used the least for government and community services (12%), day programs (4%), and mental health resources (4%). Differences can be seen when compared to the needs: 32% medical, 29% employment, 28% shopping, 26% recreation, 25% social, 22% government and community services, 21% education, 17% mental health resources, 15% day programs. Long term benefits for the whole community are apparent when members increase their knowledge through education and share those skills through employment and other activities. While the datum indicates adding and improving transportation services would assist in this area and increase self-sufficiency, the large resource investment may be an obstacle to implementation that takes time to overcome in some areas.

Mobility vouchers have successfully been used in Utah and other states to help reimburse friends, family, or community members for offering rides to individuals who lack transportation. A voucher program can be used as a temporary affordable alternative while working towards permanent transportation service options or to supplement transportation services. Awareness of the mobility voucher programs currently available in the Bear River Region is severely lacking with 84% of survey participants unaware of them. While 52 survey participants provided contact information to learn more about these programs, outreach is not a perfect solution. While 2 in 3 have family or friends they can rely on, at least sometimes, for transportation when they are unable to transport themselves, only 21% feel like this is always the case and 25% indicate they rarely or never have someone available to assist with transportation.

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Qualifying trips for mobility voucher programs in the Bear River Region are limited to medical and critical nutrition trips. These trip types are two of the three top destinations for unmet transportation needs. With continued funding these vouchers can be part of the transportation solution. For transportation between counties or outside of the Bear River Region, mobility vouchers are one of the only options for individuals who do not own a vehicle. The limited trip use is a drawback for meeting the full scope of needs required to optimize self-sufficiency. Additional funding is required to expand these services to include activities that will help in this area such as employment and education.

The need to travel between cities and counties within and outside of the Bear River Region is high. Overall, 67% of participant have destinations they need to reach that are over 15 minutes away multiple times a week. Meanwhile, 1 in 3 do not have reliable transportation to make these trips. The number drops further when considering seniors, individuals with disabilities, and low-income families/individuals. Mobility vouchers have assisted with filling this gap for a small portion of these three demographics. Corporation and coordination between each community and local transit entities is required to achieve long-term solutions to adequately fill this gap.

89% believe public transportation should be available to everyone and 55% strongly agree with this sentiment. While the impact of the self-selective participation process needs consideration during data evaluation, this datum indicates a favorable reception and public support for expanding and creating new services with a high likelihood of usage if implemented well.

Conclusion

Access to affordable transportation impacts quality of life and the overall well-being of communities. Communities within the Bear River Region without public transportation have the largest number of residents with unmet transportation needs. It hinders self-sufficiency and disproportionately impacts seniors, individuals with disabilities, and low-income individuals.

Awareness of the available transportation services is adequate but a lack of education and training on utilizing these services is impacting overall use. When it comes to filling transportation gaps, vouchers show promise; however, this is limited by how inclusive valid trip criteria is and a participant's ability to find a driver. Due to these limitations it cannot replace a public transportation option that is greatly needed in many areas.

Survey data indicate overwhelming support for implementing new and expanding current public transit services. There is a large interest in micro-transit from all demographics and can be a great option for rural areas where the cost of running fixed routes is not cost effective. Regardless of the option chosen, a rider education component should be included to increase the chances of successful implementation.

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Full Human Service Transportation Report

Question 1 (Part 1) - Do you currently drive a personal vehicle?
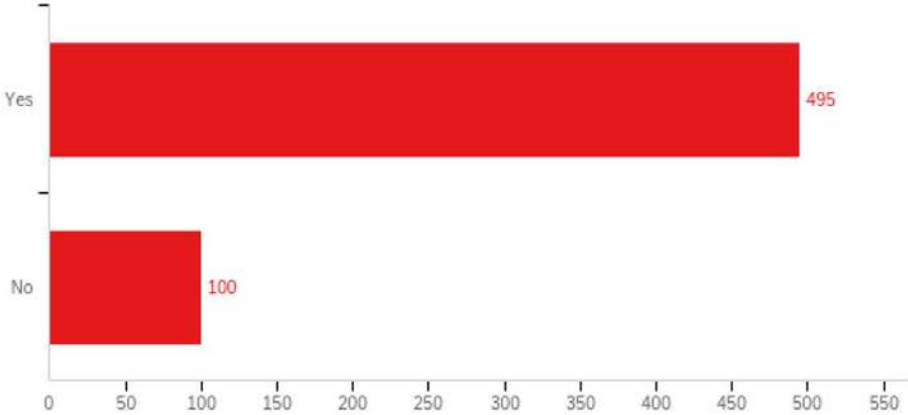
Answer	%	Count
Yes	83.19%	495
No	16.81%	100
Total	100%	595

Question 1 (Part 2) - Select all that apply:
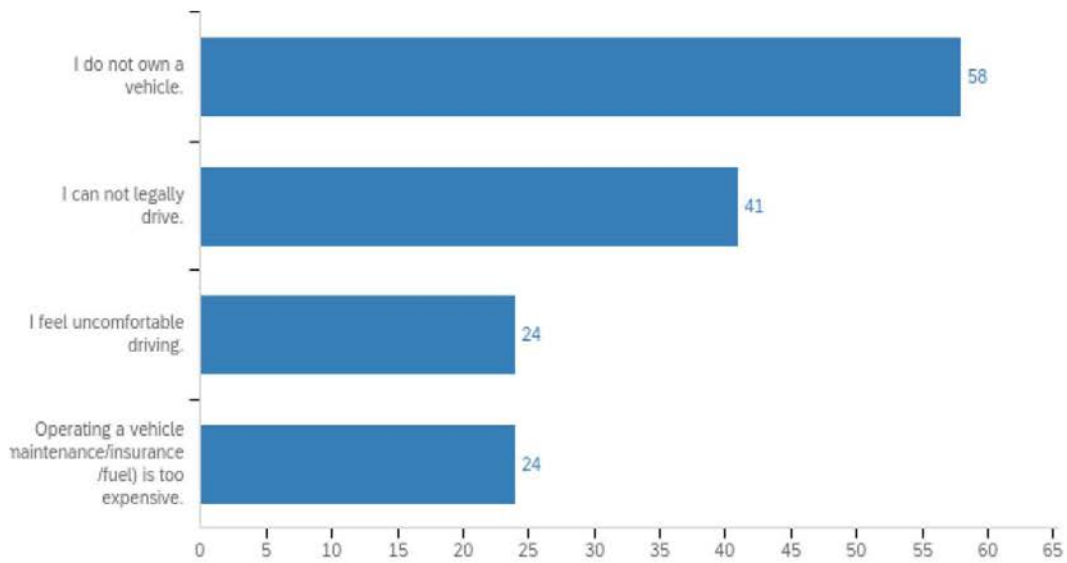
Answer	%	Count
I do not own a vehicle.	39.46%	58
I cannot legally drive.	27.89%	41
I feel uncomfortable driving.	16.33%	24
Operating a vehicle (maintenance/insurance/fuel) is too expensive.	16.33%	24
Total	100%	147

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Question 2 (Part 1) - Do you have specialized transportation needs?
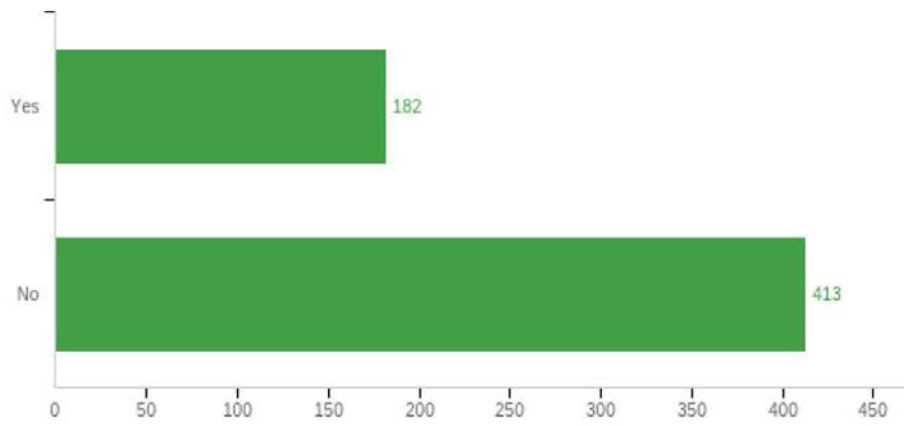
Answer	%	Count
Yes	30.59%	182
No	69.41%	413
Total	100%	595
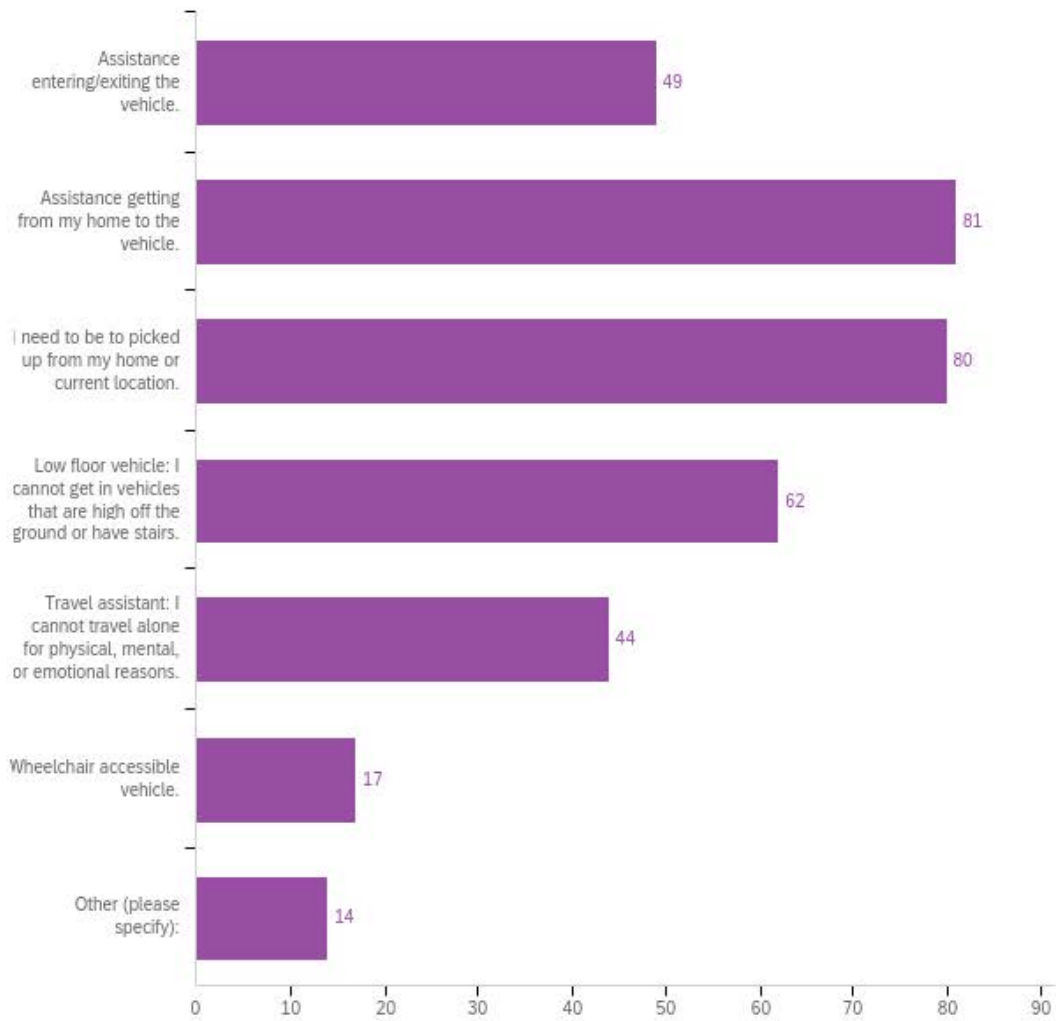
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Question 2 (Part 2) - Select all that apply:

Category	Value
Assistance entering/exiting the vehicle.	49
Assistance getting from my home to the vehicle.	81
I need to be to picked up from my home or current location.	80
Low floor vehicle: I cannot get in vehicles that are high off the ground or have stairs.	62
Travel assistant: I cannot travel alone for physical, mental, or emotional reasons.	44
Wheelchair accessible vehicle.	17
Other (please specify):	14

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(CONTINUED) Question 2 (Part 2) - Select all that apply:

Answer	%	Count
Assistance entering/exiting the vehicle.	27.07%	49
Assistance getting from my home to the vehicle.	44.75%	81
I need to be to picked up from my home or current location.	44.20%	80
Low floor vehicle: I cannot get in vehicles that are high off the ground or have stairs.	34.25%	62
Travel assistant: I cannot travel alone for physical, mental, or emotional reasons.	24.31%	44
Wheelchair accessible vehicle.	9.39%	17
Other (please specify):	7.73%	14
Total	100%	181

Other (please specify): - Text
Walker
Travel around the county for work
Space for a walker.
Rides to the doctors and hospital and I need help with seat belt.
Ocationally go to my doctors
No night driving or driving on interstate. Need a driver for help
Memory Problems
I use a walker and need a travel assistance for hospital visits.
I have macular degeneration.
I cant drive - epileptic seizures
I am legally blind, so I need transportation that can get me wherever I need to go.
I am blind and 80 years old
Disabled cant afford a car bus route is limited

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Question 3 (Part 1) - Do you use public transportation services such as: Cache Valley Transit District (CVTD) and/or Utah Transit Authority (UTA)?

Answer	%	Count
Yes	74.12%	441
No	25.88%	154
Total	100%	595
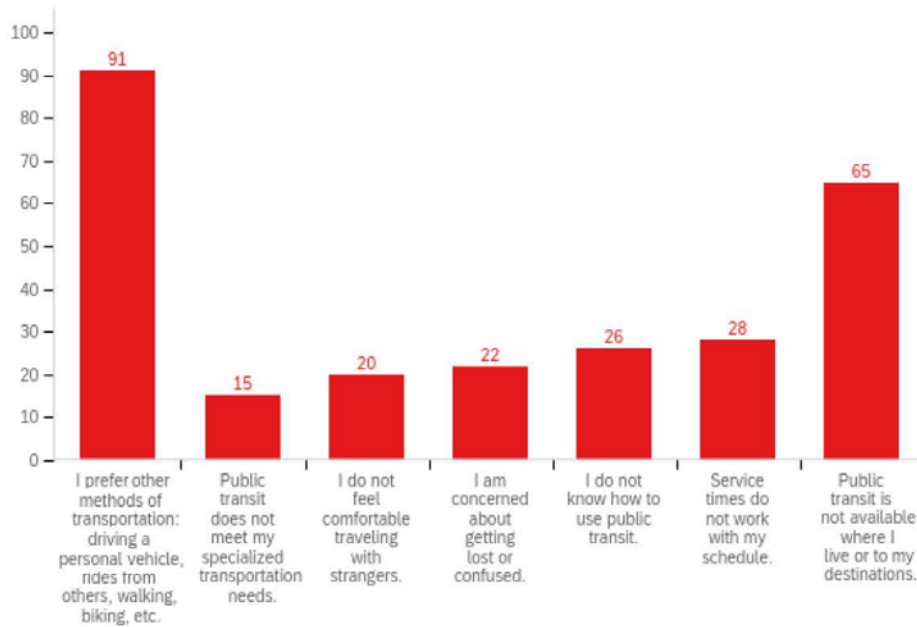
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Question 3 (Part 2) - Select all that apply:

Answer	%	Count
I prefer other methods of transportation: driving a personal vehicle, rides from others, walking, biking, etc.	61.49%	91
Public transit does not meet my specialized transportation needs.	10.14%	15
I do not feel comfortable traveling with strangers.	13.51%	20
I am concerned about getting lost or confused.	14.86%	22
I do not know how to use public transit.	17.57%	26
Service times do not work with my schedule.	18.92%	28
Public transit is not available where I live or to my destinations.	43.92%	65
Total	100%	148

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Question 4 - A public transportation option should be available to everyone.
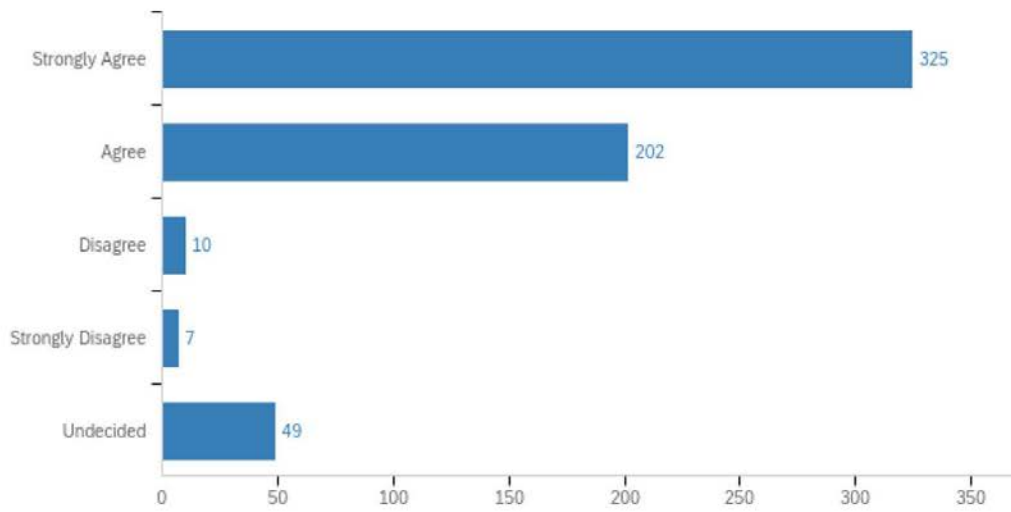
Answer	%	Count
Strongly Agree	54.81%	325
Agree	34.06%	202
Undecided	8.26%	49
Disagree	1.69%	10
Strongly Disagree	1.18%	7
Total	100%	593

14

Question 5 - I would be interested in on-demand public transportation service operating where bus routes are not easily accessible.

With on-demand transportation you requests rides when needed and a vehicle comes to pick you up. Multiple passengers may be transported at once. Examples of popular on-demand private transportation services include Uber, Lift, and taxies.
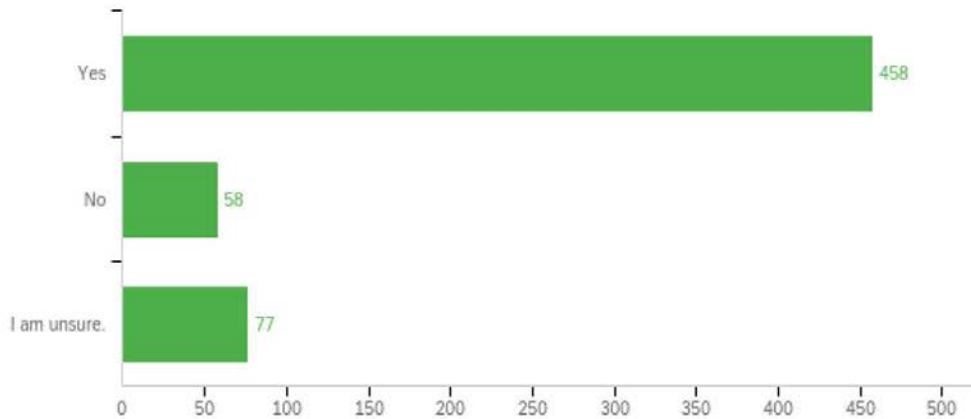
Answer	%	Count
Yes	77.23%	458
No	9.78%	58
I am unsure.	12.98%	77
Total	100%	593

15

Question 6 - I would use an on-demand public transportation service if it: Select all that apply:
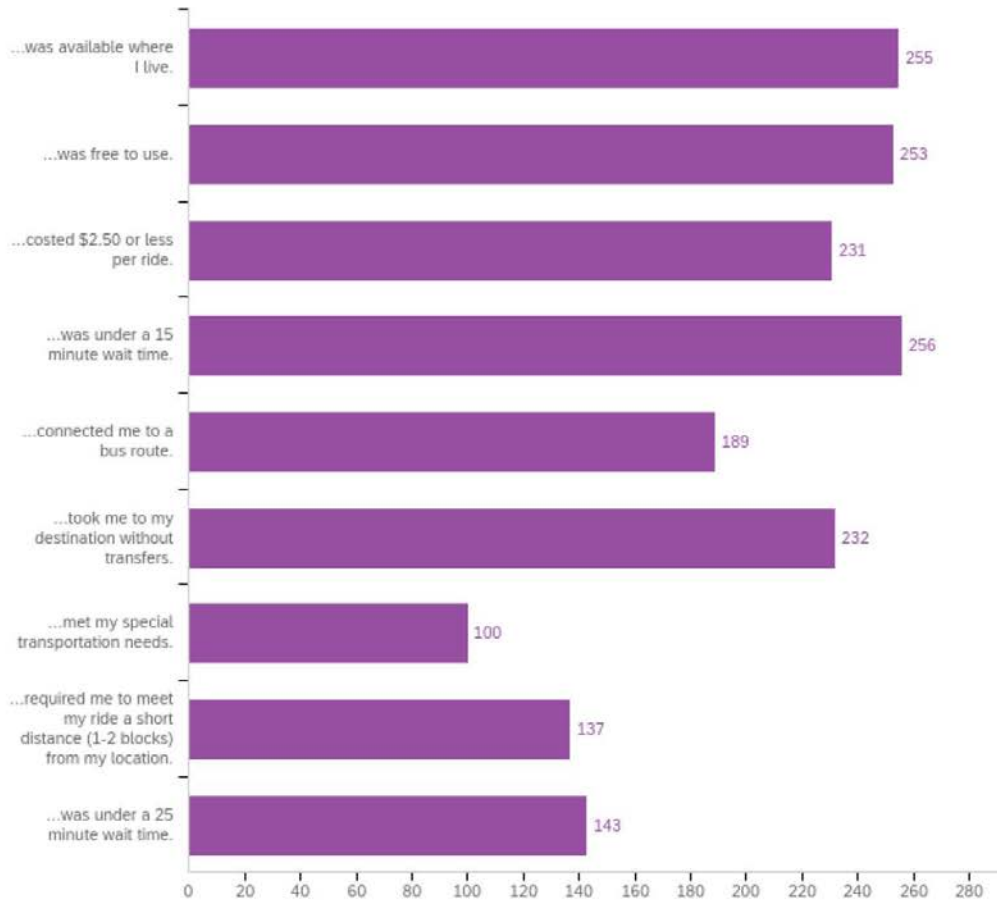
Answer	%	Count
...was under a 25 minute wait time.	26.98%	143
...was under a 15 minute wait time.	48.30%	256
...was free to use.	47.74%	253
...was available where I live.	48.11%	255
...took me to my destination without transfers.	43.77%	232
...required me to meet my ride a short distance (1-2 blocks) from my location.	25.85%	137
...met my special transportation needs.	18.87%	100
...costed $2.50 or less per ride.	43.58%	231
...connected me to a bus route.	35.66%	189
Total	100%	530

16

Question 7 - I have family or friends available to provide transportation.
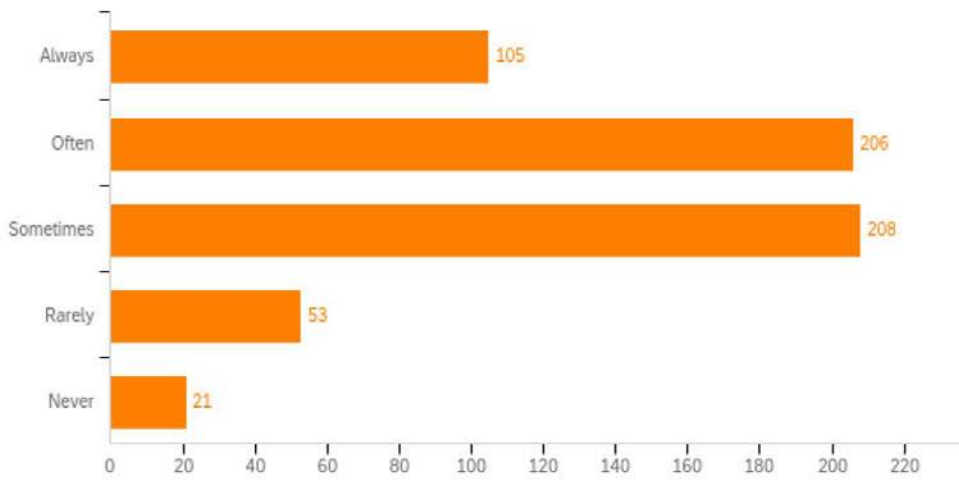
Answer	%	Count
Always	17.71%	105
Often	34.74%	206
Often	34.74%	206
Rarely	8.94%	53
Never	3.54%	21
Total	100%	593

17

Question 8 (Part 1) - Are you a client for either of the following Bear River Association of Governments (BRAG) transportation voucher programs?

Lifeline Vouchers (Cache County) Mobility Vouchers (Box Elder County)

These programs help reimburse drivers providing transportation to those with disabilities, seniors, or people with low incomes to medical and dental appointments, counseling and therapy, and pharmacy or grocery store trips.

Answer	%	Count
Yes, I am a current client.	45.58%	268
No, but I would like more information.	10.71%	63
No, and I am not interested.	43.71%	257
Total	100%	588

IMPORTANT NOTE:

Due to a high number of inaccurate YES responses, this question was revaluated.

It was identified participants were likely marking YES to signify being a BRAG client.

The question reworded mid-survey for clarity.

52 participants provided contact information to learn more about the program.

18

Question 9 - How often do you use the following transportation services?

Question	Daily 5+ per week		Weekly 1-4 per week		Monthly 5+ per year		Yearly 1-4 per year		Never or less than yearly		Total
Cache Valley Transit District (CVTD)	10.26%	60	17.44%	102	25.30%	148	23.42%	137	23.59%	138	585
Aggie Shuttle	5.99%	35	18.15%	106	21.23%	124	17.47%	102	37.16%	217	584
Chrysalis	3.61%	21	10.50%	61	19.97%	116	17.56%	102	48.36%	281	581
Utah Transit Authority (UTA)	3.28%	19	11.72%	68	18.97%	110	27.07%	157	38.97%	226	580
Life-Skills & Individual Needs Center (LINC)	3.28%	19	12.76%	74	21.55%	125	14.48%	84	47.93%	278	580
Taxi/Lyft/Uber	3.10%	18	13.45%	78	22.07%	128	27.59%	160	33.79%	196	580
Cache Employment & Training Center (CETC)	3.09%	18	10.98%	64	23.16%	135	15.95%	93	46.83%	273	583
Common Ground	2.93%	17	12.24%	71	21.38%	124	16.03%	93	47.41%	275	580
USU Stride Services	2.58%	15	12.39%	72	21.69%	126	16.52%	96	46.82%	272	581
Salt Lake Express	2.07%	12	13.43%	78	22.55%	131	26.68%	155	35.28%	205	581
Senior Centers	1.90%	11	6.04%	35	22.97%	133	16.58%	96	52.50%	304	579
Options for Independence	1.90%	11	12.95%	75	22.97%	133	15.37%	89	46.80%	271	579
Senior Living and/or care facilities	1.38%	8	10.86%	63	25.17%	146	12.76%	74	49.83%	289	580

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Question 10 - I use transportation services to access...
Select all that apply:
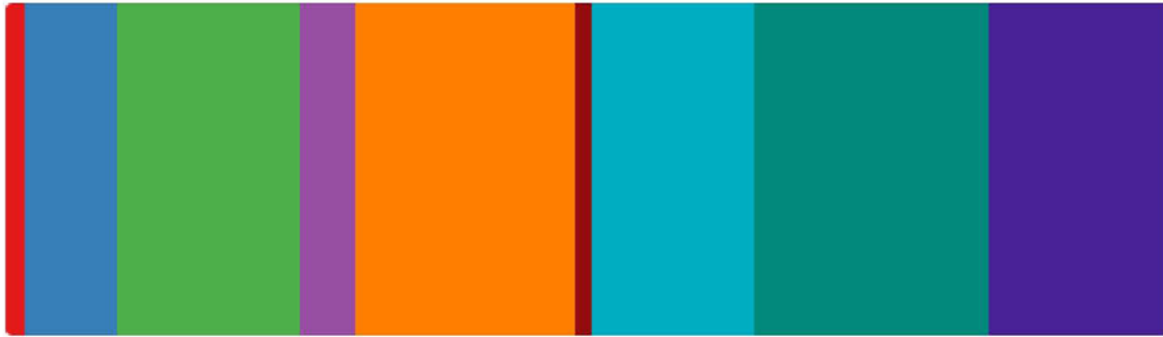
Answer	%	Count
Day Programs CETC, Options for Independence, Stride Services, etc.	4.17%	1
Education	20.83%	5
Employment	41.67%	10
Government and Community Services BRAG, CRIC, DWS, Family Place, Food Pantry, etc.	12.50%	3
Medical	50.00%	12
Mental Health Resources	4.17%	1
Recreation	37.50%	9
Shopping	54.17%	13
Social Visiting family or friends	41.67%	10
Total	100%	24

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Question 11 - I feel the transportation services I need are affordable.
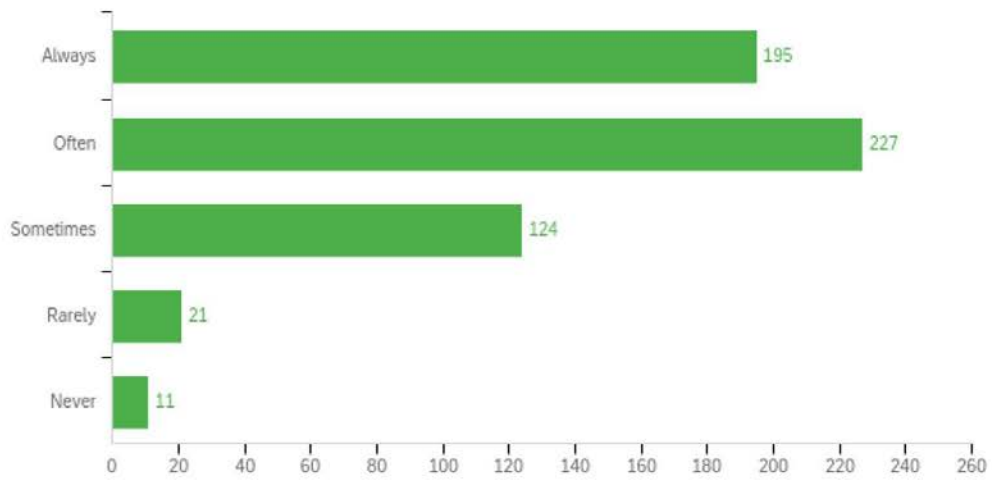
Answer	%	Count
Always	33.74%	195
Often	39.27%	227
Sometimes	21.45%	124
Rarely	3.63%	21
Never	1.90%	11
Total	100%	578

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Question 12 - Available transportation services meet my needs.
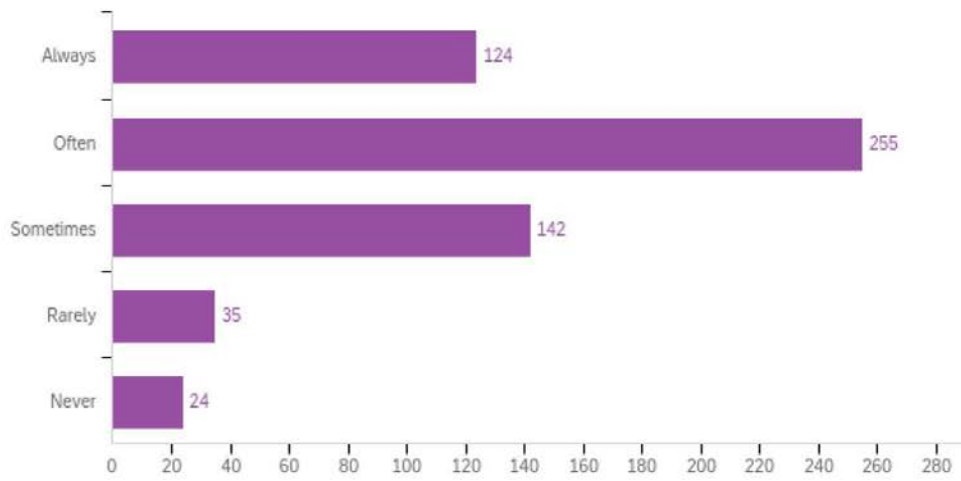
Answer	%	Count
Always	21.38%	124
Often	43.97%	255
Sometimes	24.48%	142
Rarely	6.03%	35
Never	4.14%	24
Total	100%	580

Question 13 - I need additional transportation services to access...
Select all that apply:

Day Programs (89)   Education (122)   Employment (168)   Medical (189)

Mental Health (100)   Recreation (152)   Shopping (163)   Social (146)

Community Services (125)

Answer	%	Count
Day Programs CETC, Options for Independence, Stride Services, etc.	15.16%	89
Education	20.78%	122
Employment	28.62%	168
Medical	32.20%	189
Mental Health Resources	17.04%	100
Recreation	25.89%	152
Shopping	27.77%	163
Social Visiting family or friends.	24.87%	146
I do not need additional transportation services.	27.09%	159
Government and Community Services BRAG, CRIC, DWS, Family Place, Food Pantry, etc.	21.29%	125
Total	100%	587

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Question 14 - How often do you travel to the following destinations?

Legend:
- Brigham City
- Rich County
- Hyrum
- Logan
- North Logan
- Ogden
- Preston (Idaho)
- Providence
- Salt Lake
- Smithfield
- Tremonton

Daily5+ per week
- Brigham City: 68
- Rich County: 30
- Hyrum: 36
- Logan: 172
- North Logan: 108
- Ogden: 16
- Preston (Idaho): 18
- Providence: 36
- Salt Lake: 15
- Smithfield: 30
- Tremonton: 28

Weekly1-4 per week
- Brigham City: 88
- Rich County: 78
- Hyrum: 83
- Logan: 102
- North Logan: 135
- Ogden: 72
- Preston (Idaho): 65
- Providence: 99
- Salt Lake: 71
- Smithfield: 99
- Tremonton: 51

Monthly5+ per year
- Brigham City: 193
- Rich County: 145
- Hyrum: 175
- Logan: 146
- North Logan: 154
- Ogden: 213
- Preston (Idaho): 121
- Providence: 180
- Salt Lake: 207
- Smithfield: 157
- Tremonton: 145

Yearly1-4 per year
- Brigham City: 148
- Rich County: 144
- Hyrum: 157
- Logan: 122
- North Logan: 111
- Ogden: 185
- Preston (Idaho): 188
- Providence: 139
- Salt Lake: 188
- Smithfield: 167
- Tremonton: 181

Never or less than yearly
- Brigham City: 87
- Rich County: 185
- Hyrum: 131
- Logan: 42
- North Logan: 75
- Ogden: 95
- Preston (Idaho): 188
- Providence: 126
- Salt Lake: 102
- Smithfield: 128
- Tremonton: 178

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(CONTINUED) Question 14 - How often do you travel to the following destinations?

Question	Daily 5+ per week		Weekly 1-4 per week		Monthly 5+ per year		Yearly 1-4 per year		Never or less than yearly		Total
Brigham City	11.64%	68	15.07%	88	33.05%	193	25.34%	148	14.90%	87	584
Rich County	5.15%	30	13.40%	78	24.91%	145	24.74%	144	31.79%	185	582
Hyrum	6.19%	36	14.26%	83	30.07%	175	26.98%	157	22.51%	131	582
Logan	29.45%	172	17.47%	102	25.00%	146	20.89%	122	7.19%	42	584
North Logan	18.52%	108	23.16%	135	26.42%	154	19.04%	111	12.86%	75	583
Ogden	2.75%	16	12.39%	72	36.66%	213	31.84%	185	16.35%	95	581
Preston (Idaho)	3.10%	18	11.21%	65	20.86%	121	32.41%	188	32.41%	188	580
Providence	6.21%	36	17.07%	99	31.03%	180	23.97%	139	21.72%	126	580
Salt Lake	2.57%	15	12.18%	71	35.51%	207	32.25%	188	17.50%	102	583
Smithfield	5.16%	30	17.04%	99	27.02%	157	28.74%	167	22.03%	128	581
Tremonton	4.80%	28	8.75%	51	24.87%	145	31.05%	181	30.53%	178	583

Question 15 - I need to travel to destinations over 15 minutes away.
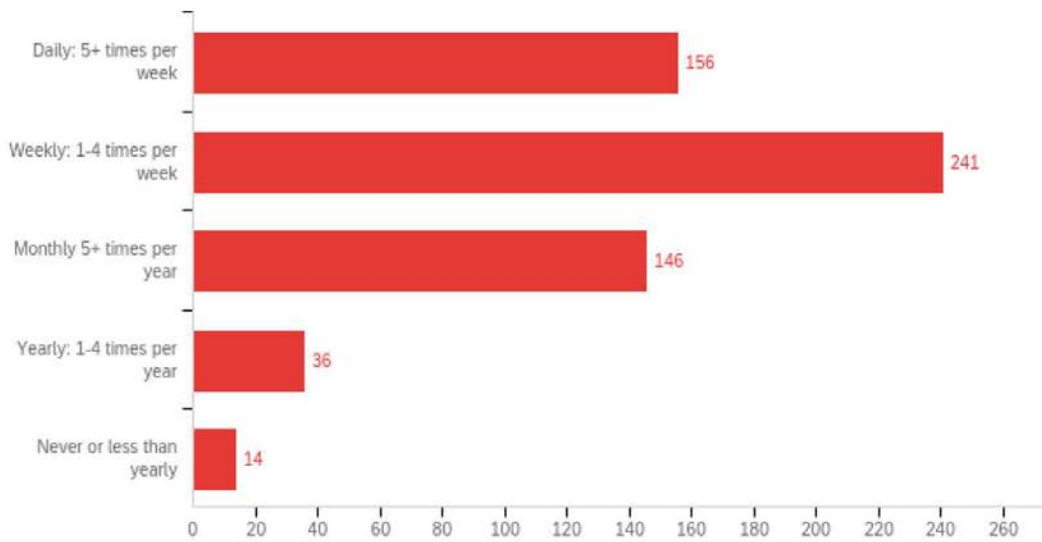
Answer	%	Count
Daily: 5+ times per week	26.31%	156
Weekly: 1-4 times per week	40.64%	241
Monthly 5+ times per year	24.62%	146
Yearly: 1-4 times per year	6.07%	36
Never or less than yearly	2.36%	14
Total	100%	593

Question 16 - I have accessible transportation when my destination is over 15 minutes away.
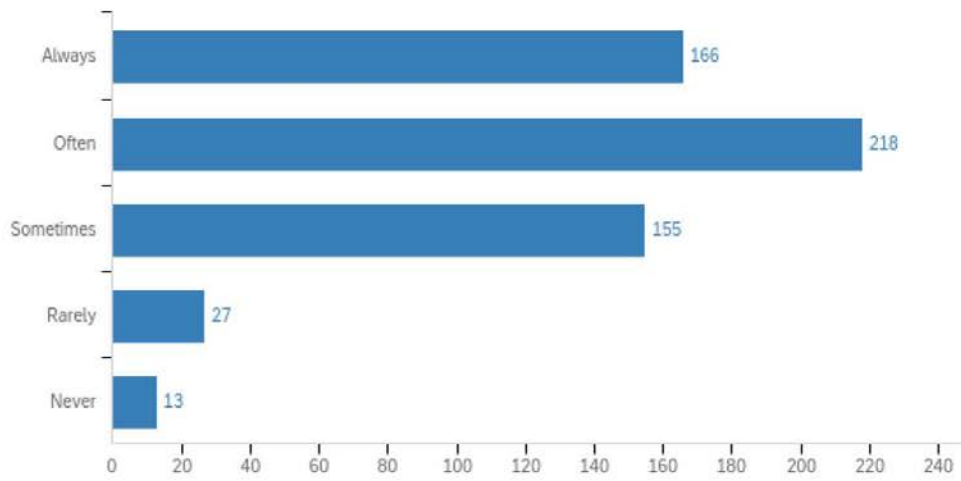
Answer	%	Count
Always	28.67%	166
Often	37.65%	218
Sometimes	26.77%	155
Rarely	4.66%	27
Never	2.25%	13
Total	100%	579

27

Question 17 - In which community do you live?
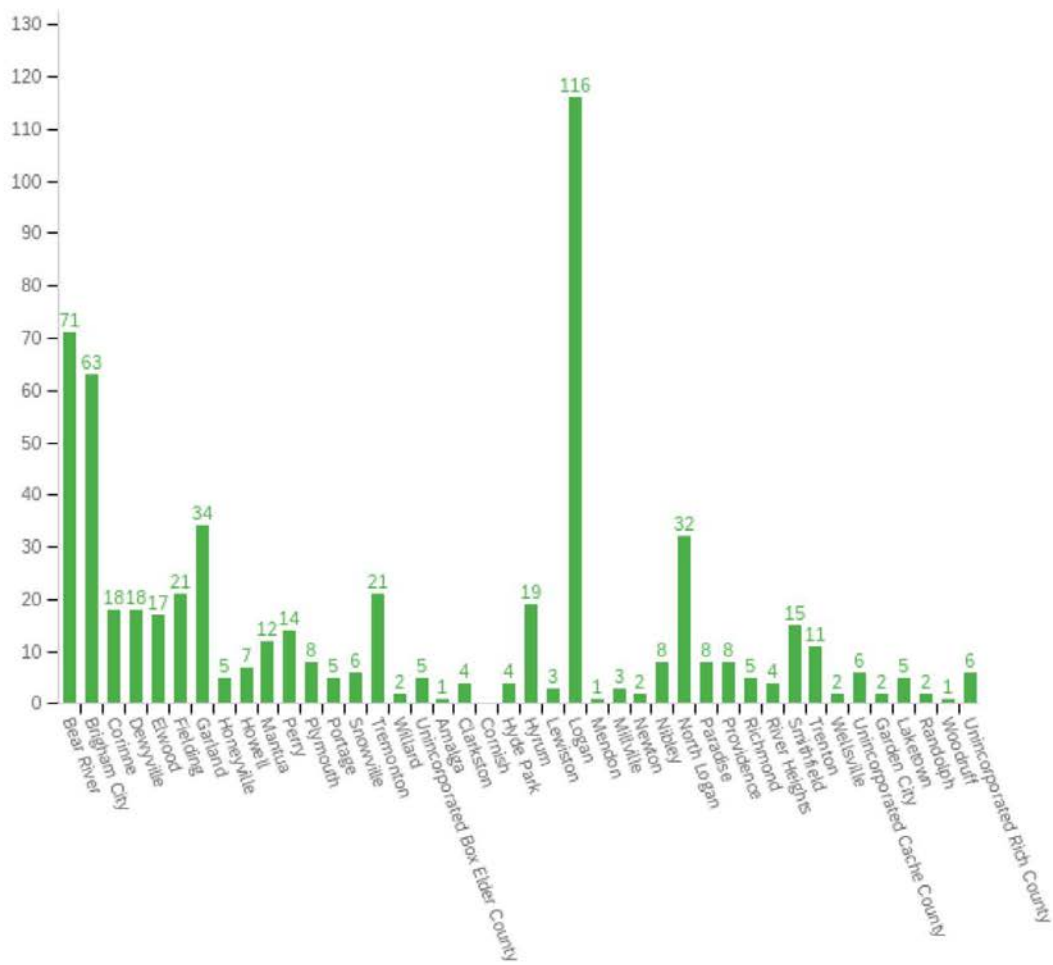
Answer	%	Count
Amalga	0.17%	1
Bear River	11.93%	71
Brigham City	10.59%	63
Clarkston	0.67%	4
Corinne	3.03%	18
Cornish	0.00%	0
Dewyville	3.03%	18
Elwood	2.86%	17
Fielding	3.53%	21
Garden City	0.34%	2

28

(CONTINUED) Question 17 - In which community do you live?

Answer	%	Count
Garland	5.71%	34
Honeyville	0.84%	5
Howell	1.18%	7
Hyde Park	0.67%	4
Hyrum	3.19%	19
Laketown	0.84%	5
Lewiston	0.50%	3
Logan	19.50%	116
Mantua	2.02%	12
Mendon	0.17%	1
Millville	0.50%	3
Newton	0.34%	2
Nibley	1.34%	8
North Logan	5.38%	32
Paradise	1.34%	8
Perry	2.35%	14
Plymouth	1.34%	8
Portage	0.84%	5
Providence	1.34%	8
Randolph	0.34%	2
Richmond	0.84%	5
River Heights	0.67%	4
Smithfield	2.52%	15
Snowville	1.01%	6
Tremonton	3.53%	21
Trenton	1.85%	11
Unincorporated Box Elder County	0.84%	5
Unincorporated Cache County	1.01%	6
Unincorporated Rich County	1.01%	6
Wellsville	0.34%	2
Willard	0.34%	2
Woodruff	0.17%	1
Total	100%	595

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Question 18 - How old are you?
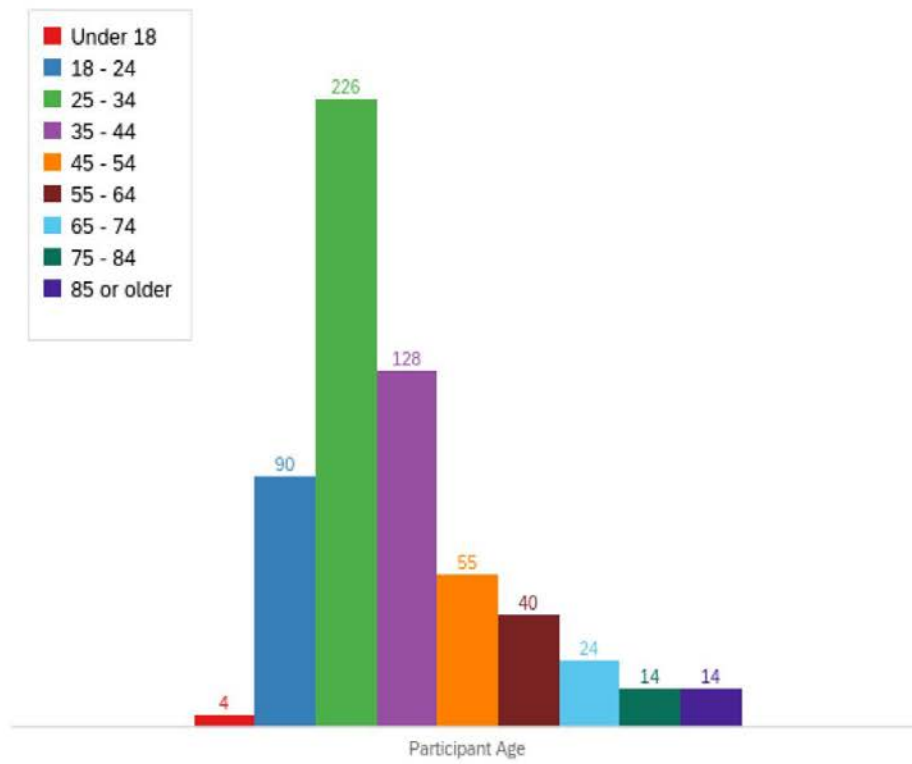
Answer	%	Count
Under 18	0.67%	4
18 - 24	15.13%	90
25 - 34	37.98%	226
35 - 44	21.51%	128
45 - 54	9.24%	55
55 - 64	6.72%	40
65 - 74	4.03%	24
75 - 84	2.35%	14
85 or older	2.35%	14
Total	100%	595

30

Question 19 (A) - How many people live in your household?   Adults

- 1 Adult (11%, 64)
- 2 Adults (42%, 242)
- 3 Adults (18%, 106)
- 4 Adults (16%, 94)
- 5 Adults (9%, 55)
- 6 Adults (3%, 17)
- 7 Adults (1%, 4)
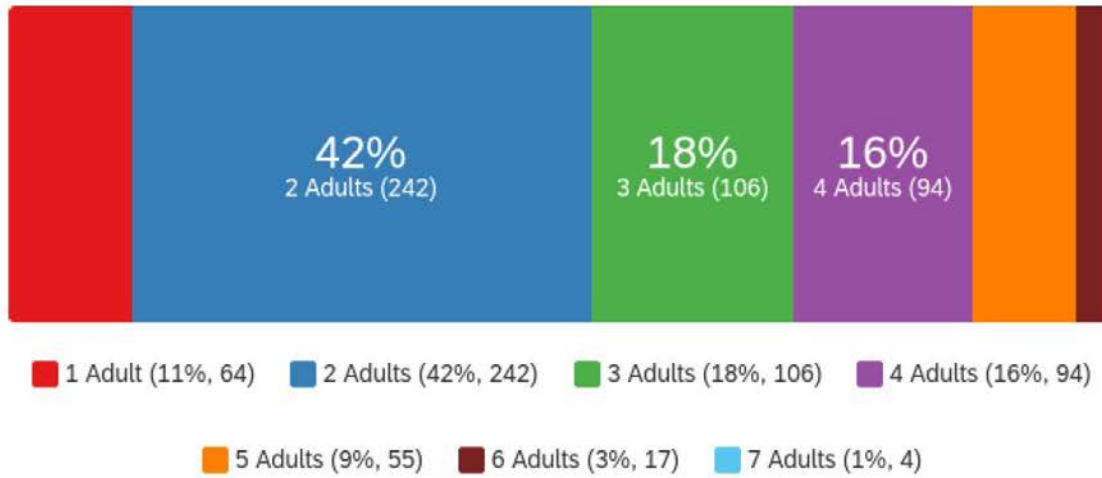
Answer	%	Count
1	10.98%	64
2	41.51%	242
3	18.18%	106
4	16.12%	94
5	9.43%	55
6	2.92%	17
7	0.69%	4
10	0.17%	1
Total	100%	583

31

Question 19 (B) - Children age 18 or under:

No Children (32%, 170) ■ 1 Child (33%, 177) ■ 2 Children (23%, 120)

■ 3 Children (9%, 47) ■ 4 Children (3%, 14) ■ 5 Children (0%, 2) ■ 6 Children (0%, 1)

■ 7 Children (0%, 1) ■ 8 Children (0%, 1)
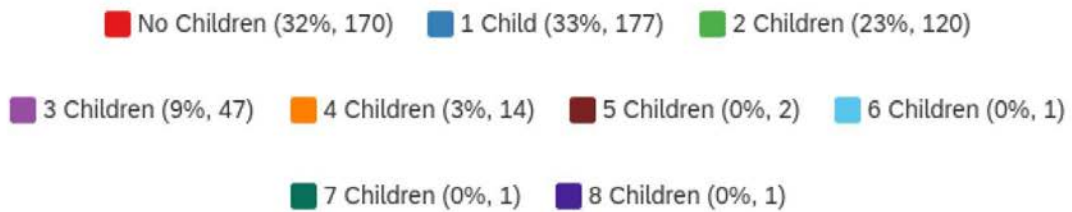
Answer	%	Count
0	31.89%	170
1	33.21%	177
2	22.51%	120
3	8.82%	47
4	2.63%	14
5	0.38%	2
6	0.19%	1
7	0.19%	1
8	0.19%	1
Total	100%	533

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Household Member Total

Number of People per Household
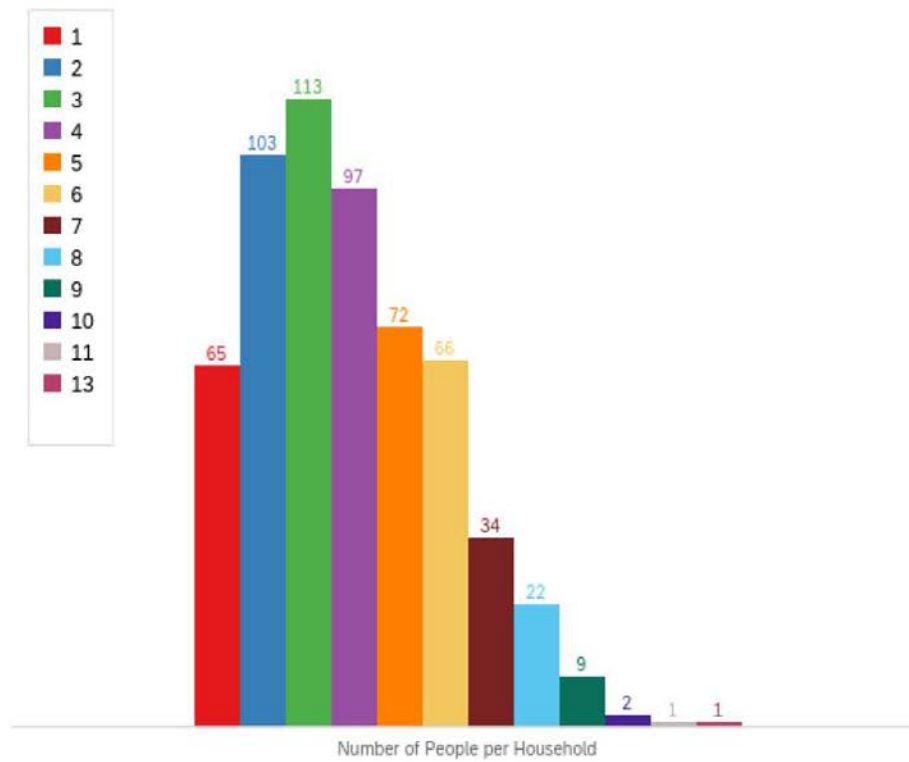
Answer	%	Count
1	11.11%	65
2	17.61%	103
3	19.32%	113
4	16.58%	97
5	12.31%	72
6	11.28%	66
7	5.81%	34
8	3.76%	22
9	1.54%	9
10	0.34%	2
11	0.17%	1
13	0.17%	1
Total	100%	585

33

Question 20 - Do you or one of your dependents identify as having a disability?
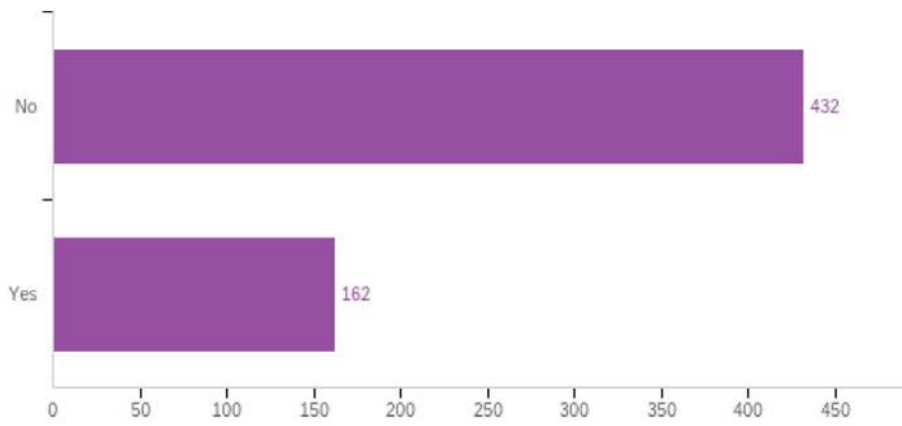
Answer	%	Count
No	72.73%	432
Yes	27.27%	162
Total	100%	594

34

Question 21 - What is the combined yearly income of everyone in your household?
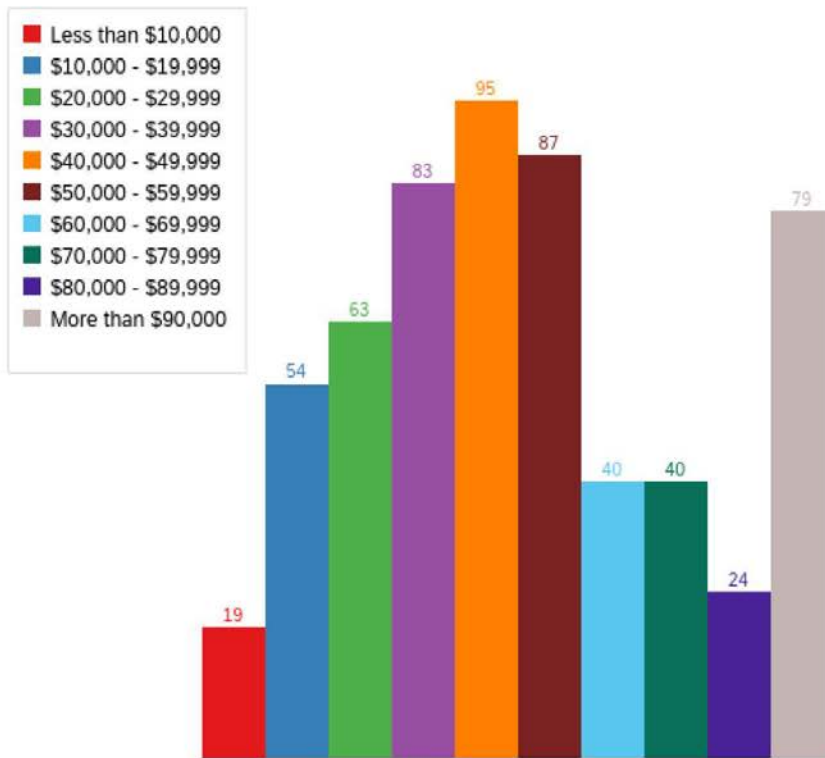
Answer	%	Count
Less than $10,000	3.25%	19
$10,000 - $19,999	9.25%	54
$20,000 - $29,999	10.79%	63
$30,000 - $39,999	14.21%	83
$40,000 - $49,999	16.27%	95
$50,000 - $59,999	14.90%	87
$60,000 - $69,999	6.85%	40
$70,000 - $79,999	6.85%	40
$80,000 - $89,999	4.11%	24
More than $90,000	13.53%	79
Total	100%	584

35

Question 22 - Do you have any additional comments on transportation needs and services?

Yes - Text
brigham needs transportation to logan and tremonton and honeyville
Would be very helpful to know more about the other transportation options that are available beyond just UTA, CVT, and taxi - which is the more commonly known options to the general public. The others are not well known generally. This survey was/is helpful for more awareness of other options that do exist.
Would be really nice if there was a route directly from south logan to north logan.
Without my husband's assistance my needs would be much greater.
Wish there were more public transport
While I don't use public transportation often, my children often utilize it.
We used to ride CVTD and Aggie Shuttle every day to work; it was great! But now I have 3 children under the age of 6. It's too difficult to navigate the system (waiting, not touching things, staying in our chairs) with tiny kids. We would like to drive less, but it just seems too difficult to do it every day with kids.
We need this in in Northern Box Elder
We need services that connect from Ogden, to Box Elder (Brigham) to Logan. There are many low income households that do not have reliable transportation to get to good jobs in Box Elder county but live in a neighboring county.
We don't have special transportation needs in our family but I do walk places a lot with a stroller and notice that there are lots of routes that are difficult with a stroller (especially in winter with huge snow banks covering cross walks from plows, not even just unshoveled walks) and I always think about how disabling that is for those on motorized scooters or wheelchairs. There are lots of places without sidewalks on either side, in north Logan in particular (1800 n from 200-400 east is a bad one without even a great shoulder). Also on main street from 2500 north to about 2200 north. It would be awesome if the community was more accessible on foot for the general population but also to those without vehicle access or disability
Transportation is so vital to visually impaired people and if you are not on the main line very little is available to you. That needs to change. Not just for visually impaired but for all who have a need for transportation.
Traffic inconvenience
Too nervous about other people's driving. Don't like riding with other people, especially strangers.
There needs to be connection from CVTD to Brigham City or Ogden. Stop squabbling with UTA and work something out!
The waiting time is too long
The frequency of Route 15 is the only inconvenience of my transportation situation at this time.
Thank you for the service!
Strengthen publicity and create a good traffic atmosphere. Give full play to the role of urban traffic persuadors, community grid members, urban management team members, to help do a good job of non-motor vehicle lane splitting, not running red lights, not driving in the opposite direction, not disorderly highway publicity and guidance.
Public awareness of traffic safety is weak.

36

Provide us with convenience

Our daughter rides the bus 3-4 times a week and drives her own car 1-2 per week. We appreciate the bus service. Thank you so much.

On-demand bus or other transportation services at night would be helpful. I work at CAPSA and often have difficulty getting clients to their destinations after normal work hours.

My 27-year-old son that has Autism, will not drive, uses the CVTD to get to school at USU and to his job. My 20-year-old daughter uses the bus to get from her apartment near USU to her classes and to work. It has been a great tool for our family. I work with people with disabilities and the lack of access from certain towns makes me sad. I wish that more people would be able to use transportation to become, and then stay independent.

Making sure the signs are in Spanish or there is a code to scan so the information is in Spanish.

Love the FREE bus for the community - keep please! Love the FREE community services for elderly and those with disabilities - keep please! Need more bike friendly streets, walking paths, we need to be more green going forward. I feel like Utah in general is very car reliant unless you are retired or jobless. A North/South tram w/park n ride could help alleviate main street traffic. A East/West tram could help USU students not need to be as car reliant. One way streets on EAST/WEST of Logan main street could help main street traffic.

La mas importante es que podriamos ayudar a la contaminacion que se hace en Cache valley. A mi me ayudaria mucho cuando tengo citas medica y podria usar su servicio todos los dias para ir a mi trabajo, cursos, visitar a mis doctores y familiares y amigos. Seria maravillosos el que usaramos el camion y se quitaria el trafico que se esta haciendo cada dia con mucha congestion y mas accidentes. Estamos creciendo tan rapido que urge una solucion y planificacion positiva urgente muy urgente. El Valle en el que vivimos es hermoso!!!! De igualmanera estamos creciendo rapidisimo!!! Muchas gracias les doy y deseo que encuentren la solucion posible y mejor para la comunidad. De igualmanera la seguridad, independencia, oportunidades,respeto y confianza que como ciudadanos todos tenemos la necesidad y derecho de aportar a la comunidad. Y juntos progresar y ayudarnos los unos a los otros. Muchas gracias por todo. Atentamente su servidora: Veronica. Que tengan un buen dia.

I'd love for my teens to use more public transportation but it takes too long to make it usable for their schedule.

Its emergence has indeed brought more choice space and more convenient practical experience to People's Daily life and travel, effectively alleviating the problem of "taking a taxi"

It would be wonderful to have someone take me to the store, doctor, dentist on a regular basis. Trying to find a ride can be a challenge at times. I'm on a fixed income so taxis are expensive for me.

It would be so helpful if there were bus stops in Clarkson or Newton.

It would be nice to have the front runner line connected from Ogden to Logan. Or at least to the edge of the bus transportation network. So you can connect cache valley to the I-15 corridor. It would be nice for recreation to have shuttles up to Beaver ski resort from Logan/USU

It would be nice if we can get cvtd train.

It would be nice if there was a carpool option and also if cache valley transit went to the baby animal days and the mt. Man festival.

It would be nice if the blue and green loops were on a more consistent and predictable schedule (ex were at X stop at the 17 and 47 of the hour) and had a delayed transit center departure by ~5 minutes compared to the top and half hour departures for all other buses. I also live in River Heights and drive to CVTD to then take the bus up to campus. I'd love the option to catch the bus in my neighborhood, but I live in a service hole so it's not feasible.

Intensify efforts to

Increase the means of transportation and improve the efficiency of transportation arrival

In general I feel discriminated by access to public, as well as private, transportation, as to age and political believes. This survey leaves much to be desired and I have no confidence to even a slight improvement in accessibility to mobilization for my life needs.

Improve the CVTD tracking app for IOS

I would use public transit if I felt safe taking my children.

I would love to see a route and or shuttle that connects CVTD to UTA. As a legally blind person, I can't drive myself, and my family and doctors are all in Weber, Davis, and Salt Lake counties, while I live in Logan. Even if said shuttle only ran twice a day, 7am / 7pm.

I would like to ride public transportation on Sunday if it possible.

I would like to be able to take public transportation to SLC from Logan to help my elderly parents. Salt Lake Express for $55 one way is too expensive. I see Greyhound now has rides for $30 one way which is also too expensive. It's possible to ride from Provo to Ogden (83 miles) on Front Runner for $9.70 (or half that for seniors). The distance from Logan to Salt Lake is also about 83 miles. I think citizens of Cache Valley should have that same opportunity. A bus from Logan to Front Runner in Ogden - or a bus that went directly to the Salt Lake Transit Station shouldn't be too difficult to come up with! I don't see why we can't get some cooperation between UTA and CVTD.

I would like an affordable and accessible transportation for myself and my family. I have many places around the state we need to go. If I felt it was safe enough for my wife and children, I would take it. Also, transportation that gets my family and I from place to place in a timely manner that would not take all of my day.

I work with families who are low income and lack of transportation in Tremonton and from Tremonton to other communities is a problem for them.

I wish there was more waiting for the bus.

I wish the waiting time for the bus would be shorter.

I wish the transportation was more convenient

I wish UTA was free and operated on Sundays. I think a lot more people would use it if this were the case! CVTD has a great model of free public transportation that I wish was available in other parts of the state.

I think a railway that could connect all the towns in cache County would be awesome. And especially so if it ran 25 hours and on Sundays.

I suggest that the fee be reduced.

I recommend taking public transport as much as possible.

I really appreciate the early times that the CVTD offers, I need to be at work early in the morning and the transit never fails.

I only wish that the CVTD bus went a little longer in the evenings. I work until 9pm quite open and I am very anxious and stressed as to whether I will be able to find a ride home. I absolutely do not feel comfortable walking home in the dark. There are rarely any Ubers available for me.

I often ride my bike from Smithfield to Logan. I typically use 2nd East in Logan and it is extra scary around 5:00-6:00 so I usually try to leave work after 6:00. I would love to see more bike lanes traveling north to south. I take 100 West for as much as makes sense because of the bike arrows. I do feel when there is signage and reminders that drivers are more patient because it's an indicator that I am where I should be on my bike.

I need help getting to the Ogden V.A. office and also the V.A. Hospital in Salt Lake City about 5-8 times a year.

I love CVTD and wish more people would ride it

38

I love CVTA. We used it alot when we lived in Logan. My daughter still uses it alot. I love it way more than UTA from when we lived in salt lake. It is not in Clarkston for us to utilize it much now. But I love living in the middle of nowhere and it's quiet. Although sometimes it would be very convenient to have CVTA out here. I like the quiet live out here.

I hope to take public transportation daily when my kids can get themselves where they need to be independently

I have a friend who is blind and lives in West Logan. I try to encourage her to use the bus to be more independent. She said it took her 2 1/2 hours to get to the Cache Valley Mall. So, while I do not have a need for more accessible transportation, I realize that there are many that do. Thanks for addressing the problem. I will make sure to send the survey to her.

I filled out this survey as if I were my son who has a disability. He doesn't drive a car, however he can ride public transit which he can't access safely from our home since we live in unincorporated Cache County on a narrow state highway about 2 miles from the nearest bus stop. We'd like Josh to be able to access a "Call a Ride" program. Thank you!

I feel it is very important to be able to have transportation available for people in their area.

I could not understand the question that said, "I have family or friends available to provide transportation."

I bicycle when the weather permits.

I am mostly familiar with CVTD and I appreciate the service it. As a student I lived on a route where it was very convenient to use it to get to and from campus. If I currently lived on a route that made it convenient to get to work and from work then I would use it. Even though it doesn't currently fit my needs I still think that it is a great service to the community.

I am lucky enough to have several close friends who have been willing to help me with transportation needs; however, I have only one family number living in th Utah and that family member also is disabled and needs help from me. Support services, especially door to door transportation services would be so helpful and enable more individuals like us to remain in our homes. Also, it would be extremely helpful to have individual help in keeping up with technology. Here again, there is so much I can still do on my phone and iPad, but because of the rapidly changing skills needed to use my electronic devices,, individual help occasionally would help me keep up to date and enable me to keep in contact with distant family members, use on line services of banks, etc. as well as help me to be sure that my devices are secure and protect from hacking as much as possible. This kind of help would surely give me more peace of mind and, hopefully, enable me to remain fairly independent in my own home.

I am almost considered legally blind because of my macular degeneration. As long as my wife is healthy and can drive me places etc, my needs are pretty well taken care of. That could change, but we hope not.

I HATE ASKING PEOPLE FOR HELP!!!

Hope to provide more convenient means of transportation for special groups

Government guidance and market operation. Urban and rural transportation has a strong social public welfare attribute. We should give full play to the guiding role of the government, fully mobilize the enthusiasm of all parties, encourage social participation and stimulate market vitality.

For cvtd I'd like buses that can stop anywhere. The bus goes past my work but only stops a mile away in either direction.

Even though I don't need more transportation services, I work in social services and I know of families that do. There isn't a bus service offered between Brigham City and Logan. That would be helpful. Also there are limited options to get to Ogden where the only homeless shelter is.

Can't get where I want to go

CVTD - UTA canyon bus bridge to Brigham City or Pleasant View Frontrunner Station. I would be willing to pay for the service. $4-8

39

Bring FrontRunner to Brigham City and Logan! Perfect for getting to the aiport and venues/events in Salt Lake City. This would ease traffic, reduce emissions, and improve traffic safety.

Bike lanes!!!!

Bike lanes are transportation not just recreational. More people would use them if we had a safe to get from point A to B that felt a little more separate from car traffic

Better bike infrastructure

Although I do not use or need public transportation, I have many clients who do. Transportation to doctor appointments, as well as banking, shopping, etc. is often a problem when they are unable to use public transit. While the Call-a-Ride option through CVTD is helpful, it is not optimal. Clients are required to schedule a pick-up time when reserving the ride. That is often difficult to predict when going to a doctor.

Airport shuttles better availability

A way to get from cache county to Brigham city. Even if it only runs 2-3 times a week.

A logan canyon road bus loop from campus (aggie shuttle?) Past first dam would increase access from campus to recreation in logan canyon and the island neighborhood

A cvtd bus shuttle to and from Uta platforms In Ogden I am sure would be used and appreciate even a small free like $1.00 per rider would help with gas/vehicle maintenance. Help me get to my medical professionals resources out of the cache valley area.

A bus the newton so we could have access to my in-laws would be amazing! My husband, myself and our 2 year old daughter are all legally blind

(Paper Survey Notes) Uses Call-A-Ride CVTD Services (Para-Transit) CVTD Bus Schedule does not always work with their schedule. Can not carry items and groceries on the bus in the winter or during hot weather.

(Paper Survey Comment) Thank you I answered this survey for my aged mother who received it from Meals on Wheels.

Persons with Disabilities Report Breakout

Question 1 (Part 1) - Do you currently drive a personal vehicle?
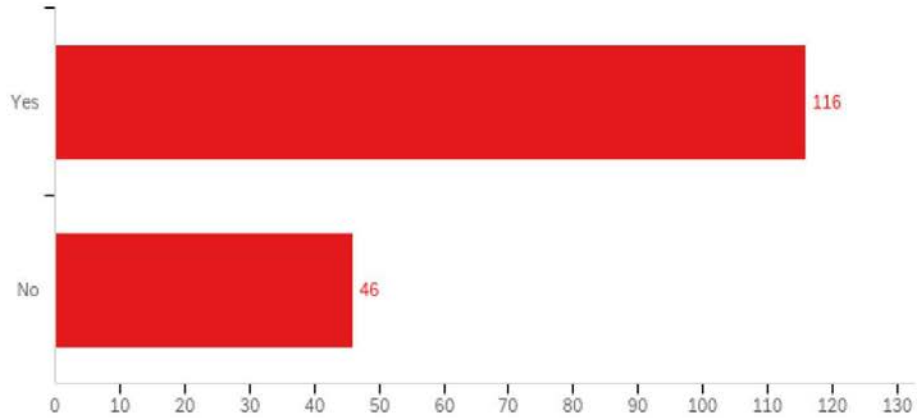
Answer	%	Count
Yes	71.60%	116
No	28.40%	46
Total	100%	162

41

Question 1 (Part 2) - Select all that apply:
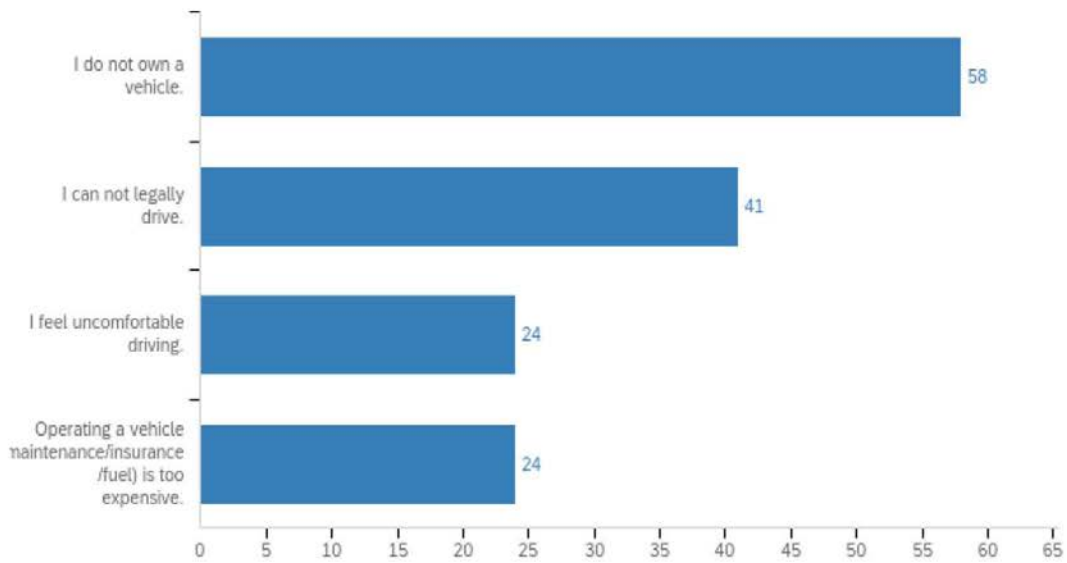
Answer	%	Count
I do not own a vehicle.	37.88%	25
I cannot legally drive.	37.88%	25
I feel uncomfortable driving.	13.64%	9
Operating a vehicle (maintenance/insurance/fuel) is too expensive.	10.61%	7
Total	100%	66
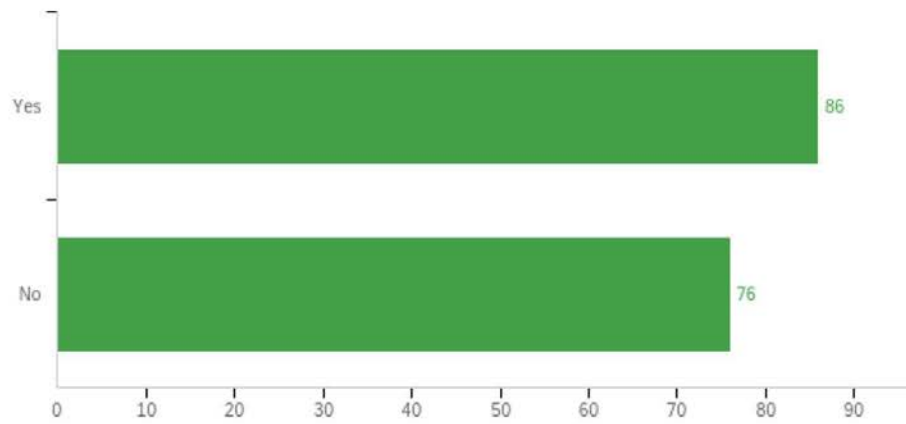
42

Question 2 (Part 1) - Do you have specialized transportation needs?

Answer	%	Count
Yes	53.09%	86
No	46.91%	76
Total	100%	162

43

Question 2 (Part 2) - Select all that apply:

Response	Count
Assistance entering/exiting the vehicle.	20
Assistance getting from my home to the vehicle.	34
I need to be to picked up from my home or current location.	34
Low floor vehicle: I cannot get in vehicles that are high off the ground or have stairs.	28
Travel assistant: I cannot travel alone for physical, mental, or emotional reasons.	23
Wheelchair accessible vehicle.	13
Other (please specify):	13

44
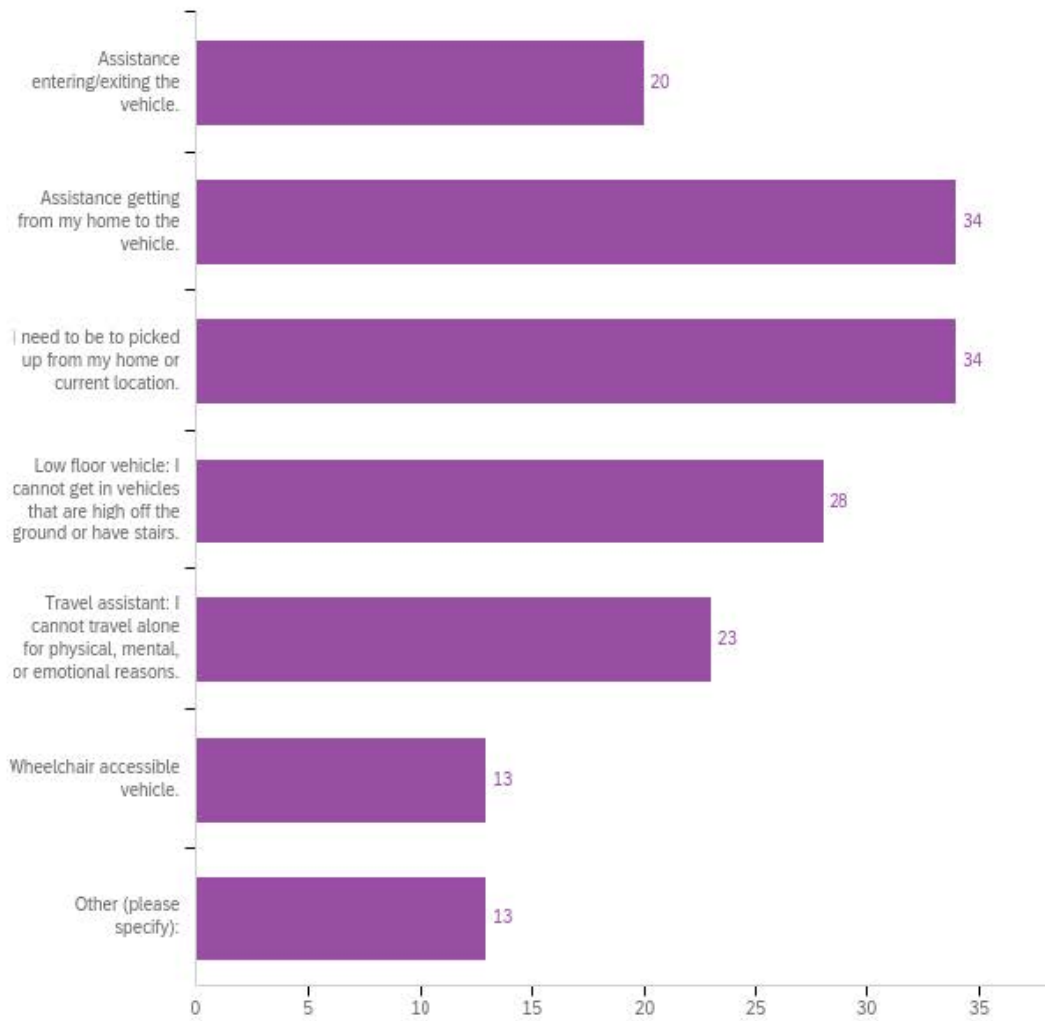
(CONTINUED) Question 2 (Part 2) - Select all that apply:

Answer	%	Count
Assistance entering/exiting the vehicle.	23.53%	20
Assistance getting from my home to the vehicle.	40.00%	34
I need to be picked up from my home or current location.	40.00%	34
Low floor vehicle: I cannot get in vehicles that are high off the ground or have stairs.	32.94%	28
Travel assistant: I cannot travel alone for physical, mental, or emotional reasons.	27.06%	23
Wheelchair accessible vehicle.	15.29%	13
Other (please specify):	7.73%	14
Total	100%	85

Other (please specify): - Text
Walker
Travel around the county for work
Space for a walker.
Rides to the doctors and hospital and I need help with seat belt.
Ocationally go to my doctors
No night driving or driving on interstate. Need a driver for help
I use a walker and need a travel assistance for hospital visits.
I have macular degeneration.
I cant drive - epileptic seizures
I am legally blind, so I need transportation that can get me wherever I need to go.
I am blind and 80 years old
Disabled cant afford a car bus route is limited

45

Question 3 (Part 1) - Do you use public transportation services such as: Cache Valley Transit District (CVTD) and/or Utah Transit Authority (UTA)?
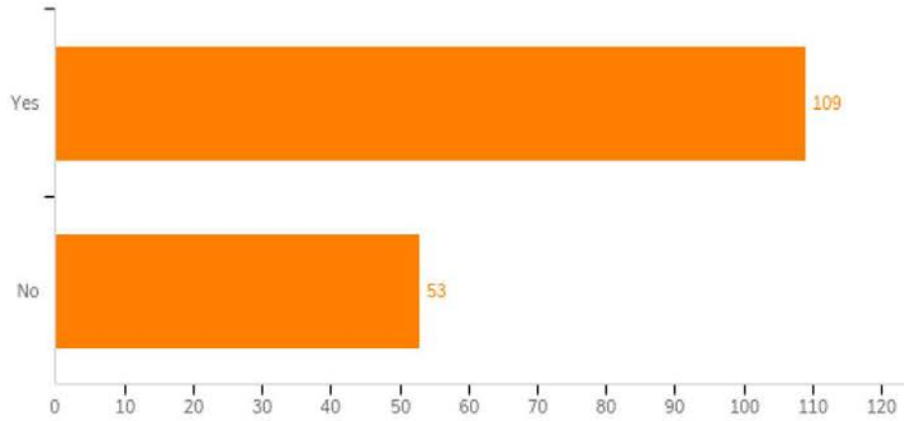
Answer	%	Count
Yes	67.28%	109
No	32.72%	53
Total	100%	162
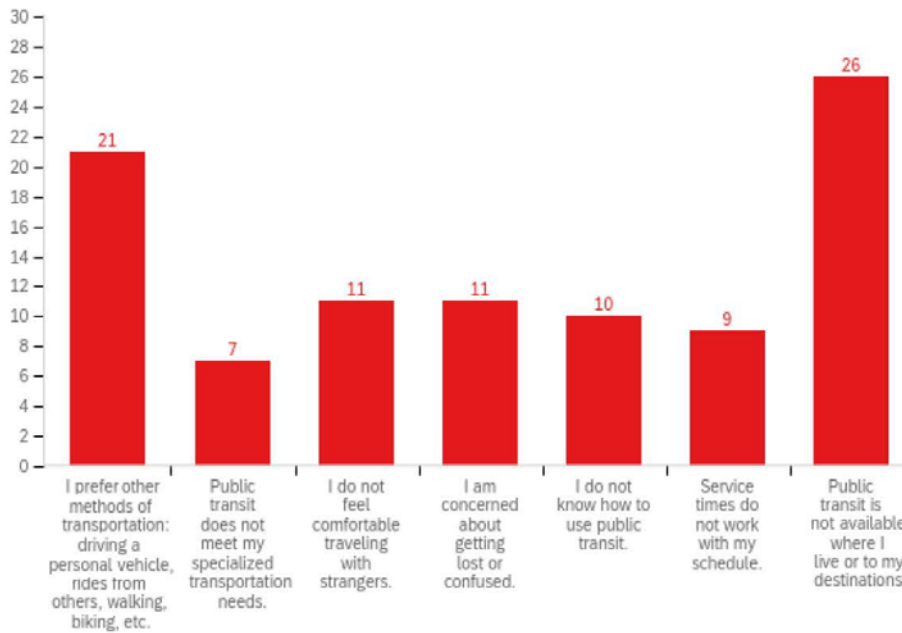
46

Question 3 (Part 2) - Select all that apply:

Answer	%	Count
I prefer other methods of transportation: driving a personal vehicle, rides from others, walking, biking, etc.	41.18%	21
Public transit does not meet my specialized transportation needs.	13.73%	7
I do not feel comfortable traveling with strangers.	21.57%	11
I am concerned about getting lost or confused.	21.57%	11
I do not know how to use public transit.	19.61%	10
Service times do not work with my schedule.	17.65%	9
Public transit is not available where I live or to my destinations.	50.98%	26
Total	100%	51

47

Question 4 - A public transportation option should be available to everyone.
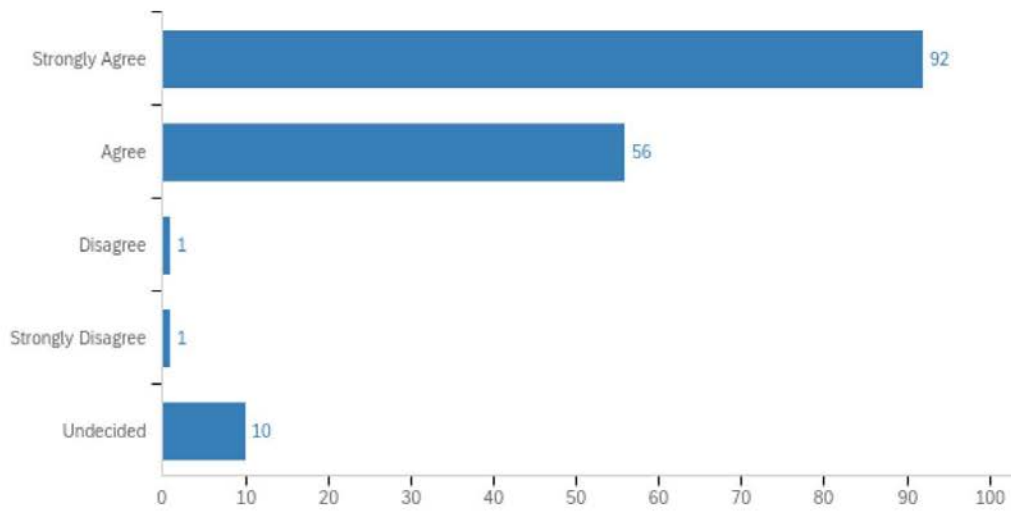
Answer	%	Count
Strongly Agree	57.50%	92
Agree	35.00%	56
Undecided	6.25%	10
Disagree	0.63%	1
Strongly Disagree	0.63%	1
Total	100%	160

48

Question 5 - I would be interested in on-demand public transportation service operating where bus routes are not easily accessible.

With on-demand transportation you requests rides when needed and a vehicle comes to pick you up. Multiple passengers may be transported at once. Examples of popular on-demand private transportation services include Uber, Lift, and taxies.

Answer	%	Count
Yes	80.75%	130
No	3.73%	6
I am unsure.	15.53%	25
Total	100%	161

49

Question 6 - I would use an on-demand public transportation service if it: Select all that apply:

Answer	%	Count
...was under a 25 minute wait time.	20.78%	32
...was under a 15 minute wait time.	46.10%	71
...was free to use.	48.05%	74
...was available where I live.	50.65%	78
...took me to my destination without transfers.	45.45%	70
...required me to meet my ride a short distance (1-2 blocks) from my location.	22.73%	35
...met my special transportation needs.	31.17%	48
...costed $2.50 or less per ride.	40.91%	63
...connected me to a bus route.	32.47%	50
Total	100%	154

50

Question 7 - I have family or friends available to provide transportation.
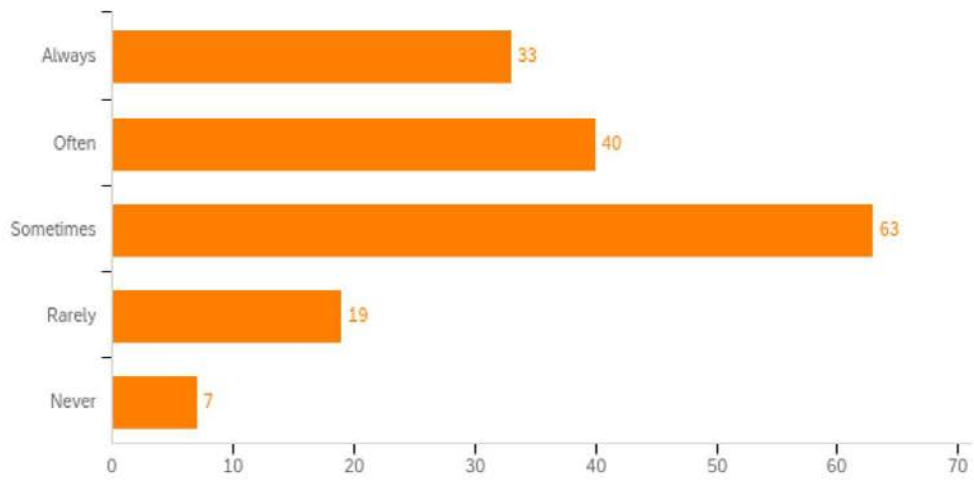
Answer	%	Count
Always	20.37%	33
Often	24.69%	40
Sometimes	38.89%	63
Rarely	11.73%	19
Never	4.32%	7
Total	100%	162

51

Question 8 (Part 1) - Are you a client for either of the following Bear River Association of Governments (BRAG) transportation voucher programs?

Lifeline Vouchers (Cache County) Mobility Vouchers (Box Elder County)

These programs help reimburse drivers providing transportation to those with disabilities, seniors, or people with low incomes to medical and dental appointments, counseling and therapy, and pharmacy or grocery store trips.

Answer	%	Count
Yes, I am a current client.	41.40%	65
No, but I would like more information.	24.20%	38
No, and I am not interested.	34.39%	54
Total	100%	157

IMPORTANT NOTE:

Due to a high number of inaccurate YES responses, this question was revaluated.

It was identified participants were likely marking YES to signify being a BRAG client.

The question reworded mid-survey for clarity.

29 participants provided contact information to learn more about the program.

52

Question 9 - How often do you use the following transportation services?

Question	Daily 5+ per week		Weekly 1-4 per week		Monthly 5+ per year		Yearly 1-4 per year		Never or less than yearly		Total
Cache Valley Transit District (CVTD)	15.29%	24	12.74%	20	21.02%	33	22.29%	35	28.66%	45	157
Aggie Shuttle	9.03%	14	19.35%	30	12.90%	20	10.32%	16	48.39%	75	155
Cache Employment & Training Center (CETC)	4.52%	7	12.26%	19	16.13%	25	13.55%	21	53.55%	83	155
Life-Skills & Individual Needs Center (LINC)	3.27%	5	12.42%	19	16.99%	26	11.11%	17	56.21%	86	153
Chrysalis	3.25%	5	5.84%	9	17.53%	27	15.58%	24	57.79%	89	154
Utah Transit Authority (UTA)	2.61%	4	9.15%	14	16.34%	25	26.80%	41	45.10%	69	153
Common Ground	2.61%	4	8.50%	13	19.61%	30	11.76%	18	57.52%	88	153
Options for Independence	2.61%	4	15.03%	23	17.65%	27	6.54%	10	58.17%	89	153
Taxi/Lyft/Uber	2.60%	4	12.99%	20	16.23%	25	24.68%	38	43.51%	67	154
Senior Living and/or care facilities	1.96%	3	13.73%	21	21.57%	33	5.88%	9	56.86%	87	153
USU Stride Services	1.30%	2	12.34%	19	17.53%	27	13.64%	21	55.19%	85	154
Senior Centers	0.66%	1	1.32%	2	22.37%	34	13.82%	21	61.84%	94	152
Salt Lake Express	0.65%	1	13.07%	20	16.34%	25	24.18%	37	45.75%	70	153

53

Question 10 - I use transportation services to access...
Select all that apply:

Day Programs (1) Education (0) Employment (2) Community Services (2)

Medical (4) Mental Health (0) Recreation (2) Shopping (4) Social (2)

Answer	%	Count
Day Programs CETC, Options for Independence, Stride Services, etc.	14.29%	1
Education	0.00%	0
Employment	28.57%	2
Government and Community Services BRAG, CRIC, DWS, Family Place, Food Pantry, etc.	28.57%	2
Medical	57.14%	4
Mental Health Resources	0.00%	0
Recreation	28.57%	2
Shopping	57.14%	4
Social Visiting family or friends.	28.57%	2
Total	100%	7

54

Question 11 - I feel the transportation services I need are affordable.
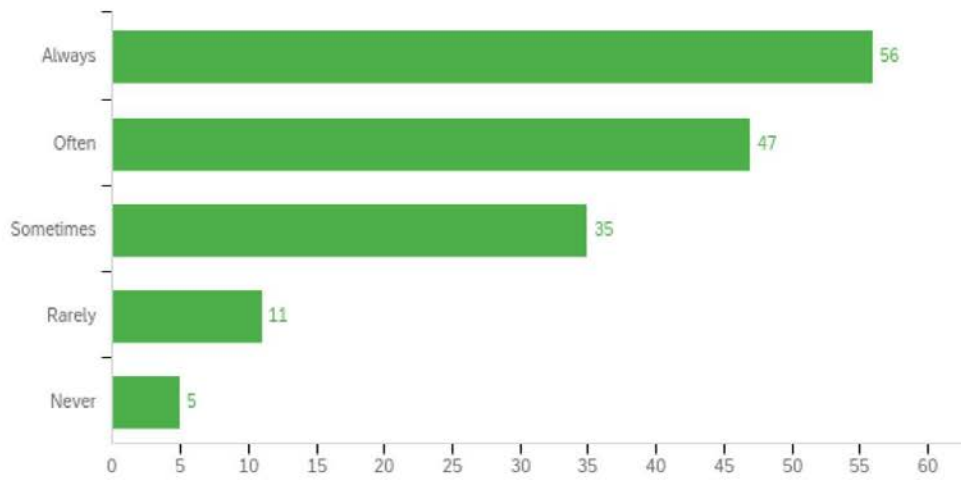
Answer	%	Count
Always	36.36%	56
Often	30.52%	47
Sometimes	22.73%	35
Rarely	7.14%	11
Never	3.25%	5
Total	100%	154

55

Question 12 - Available transportation services meet my needs.
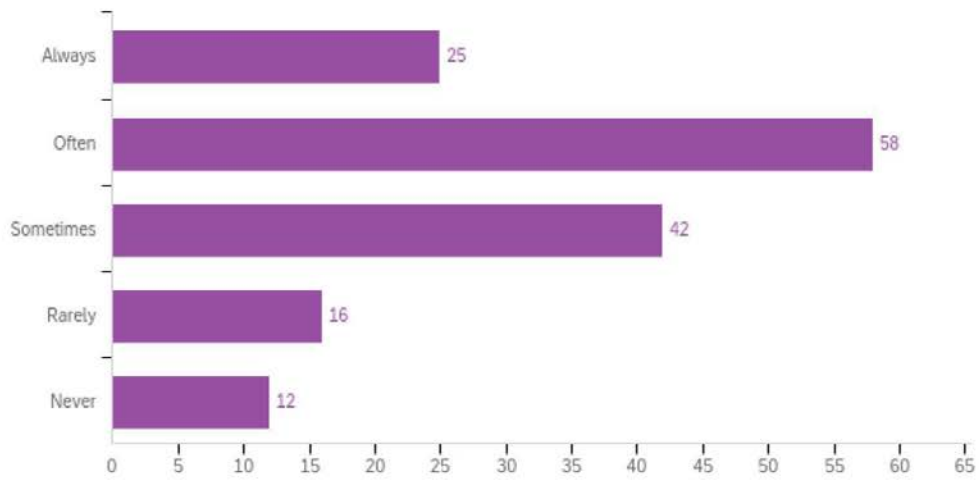
Answer	%	Count
Always	16.34%	25
Often	37.91%	58
Sometimes	27.45%	42
Rarely	10.46%	16
Never	7.84%	12
Total	100%	580

56

Question 13 - I need additional transportation services to access...
Select all that apply:

- Day Programs (26)
- Education (24)
- Employment (40)
- Medical (62)
- Mental Health (31)
- Recreation (32)
- Shopping (40)
- Social (38)
- Community Services (30)

Answer	%	Count
Day Programs CETC, Options for Independence, Stride Services, etc.	16.56%	26
Education	15.29%	24
Employment	25.48%	40
Medical	39.49%	62
Mental Health Resources	19.75%	31
Recreation	20.38%	32
Shopping	25.48%	40
Social Visiting family or friends.	24.20%	38
I do not need additional transportation services.	22.93%	36
Government and Community Services BRAG, CRIC, DWS, Family Place, Food Pantry, etc.	19.11%	30
Total	100%	157

57

Question 14 - How often do you travel to the following destinations?

Daily5+ per week
- Brigham City: 26
- Rich County: 3
- Hyrum: 6
- Logan: 44
- North Logan: 25
- Ogden: 6
- Preston (Idaho): 8
- Providence: 8
- Smithfield: 10
- Tremonton: 10

Weekly1-4 per week
- Brigham City: 22
- Rich County: 25
- Hyrum: 23
- Logan: 33
- North Logan: 39
- Ogden: 19
- Preston (Idaho): 21
- Providence: 29
- Salt Lake: 23
- Smithfield: 19
- Tremonton: 13

Monthly5+ per year
- Brigham City: 193
- Rich County: 145
- Hyrum: 175
- Logan: 146
- North Logan: 154
- Ogden: 213
- Preston (Idaho): 121
- Providence: 180
- Salt Lake: 207
- Smithfield: 157
- Tremonton: 145

Yearly1-4 per year
- Brigham City: 30
- Rich County: 25
- Hyrum: 43
- Logan: 27
- North Logan: 26
- Ogden: 44
- Preston (Idaho): 37
- Providence: 31
- Salt Lake: 54
- Smithfield: 46
- Tremonton: 38

Neveror less than yearly
- Brigham City: 31
- Rich County: 67
- Hyrum: 45
- Logan: 10
- North Logan: 22
- Ogden: 27
- Preston (Idaho): 61
- Providence: 44
- Salt Lake: 33
- Smithfield: 45
- Tremonton: 57

Legend:
- Brigham City
- Rich County
- Hyrum
- Logan
- North Logan
- Ogden
- Preston (Idaho)
- Providence
- Salt Lake
- Smithfield
- Tremonton

58

(CONTINUED) Question 14 - How often do you travel to the following destinations?

Question	Daily 5+ per week		Weekly 1-4 per week		Monthly 5+ per year		Yearly 1-4 per year		Never or less than yearly		Total
Brigham City	16.67%	26	14.10%	22	30.13%	47	19.23%	30	19.87%	31	156
Rich County	1.95%	3	16.23%	25	22.08%	34	16.23%	25	43.51%	67	154
Hyrum	3.90%	6	14.94%	23	24.03%	37	27.92%	43	29.22%	45	154
Logan	28.39%	44	21.29%	33	26.45%	41	17.42%	27	6.45%	10	155
North Logan	16.13%	25	25.16%	39	27.74%	43	16.77%	26	14.19%	22	155
Ogden	2.75%	16	12.39%	72	36.66%	213	31.84%	185	16.35%	95	581
Preston (Idaho)	3.10%	18	11.21%	65	20.86%	121	32.41%	188	32.41%	188	580
Providence	6.21%	36	17.07%	99	31.03%	180	23.97%	139	21.72%	126	580
Salt Lake	2.57%	15	12.18%	71	35.51%	207	32.25%	188	17.50%	102	583
Smithfield	5.16%	30	17.04%	99	27.02%	157	28.74%	167	22.03%	128	581
Tremonton	4.80%	28	8.75%	51	24.87%	145	31.05%	181	30.53%	178	583

59

Question 15 - I need to travel to destinations over 15 minutes away.

Answer	%	Count
Daily: 5+ times per week	22.50%	36
Weekly: 1-4 times per week	42.50%	68
Monthly 5+ times per year	23.13%	37
Yearly: 1-4 times per year	8.13%	13
Never or less than yearly	3.75%	6
Total	100%	160

60

Question 16 - I have accessible transportation when my destination is over 15 minutes away.
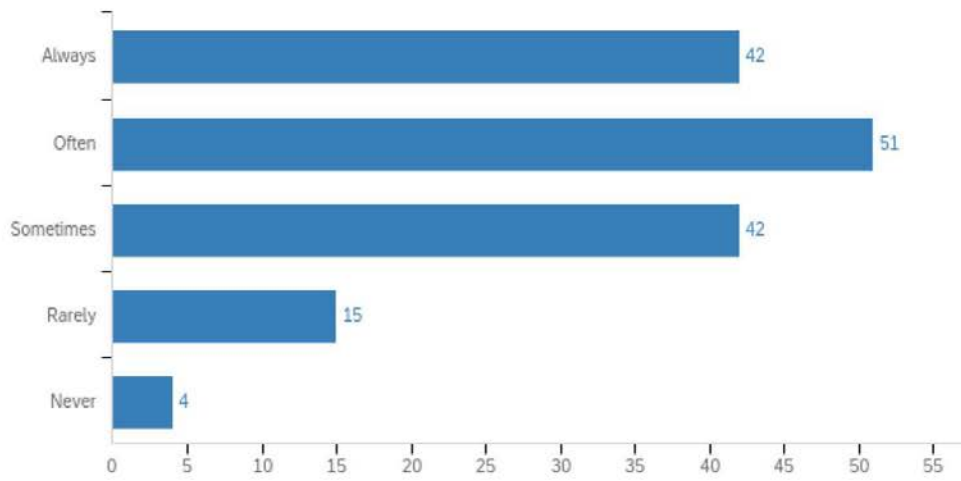
Answer	%	Count
Always	27.27%	42
Often	33.12%	51
Sometimes	27.27%	42
Rarely	9.74%	15
Never	2.60%	4
Total	100%	154

61

Question 17 - In which community do you live?
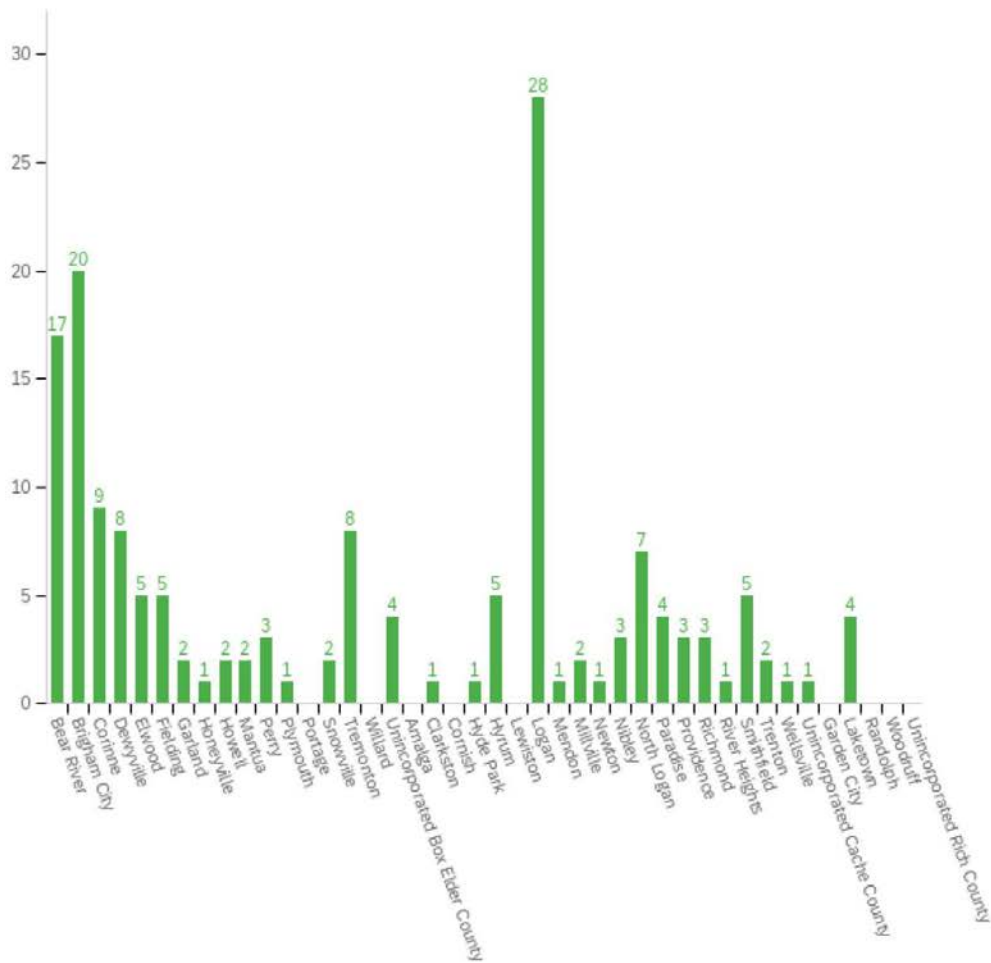
Answer	%	Count
Amalga	0.00%	0
Bear River	10.49%	17
Brigham City	12.35%	20
Clarkston	0.62%	1
Corinne	5.56%	9
Cornish	0.00%	0
Dewyville	4.94%	8
Elwood	3.09%	5
Fielding	3.09%	5
Garden City	0.00%	0

62

(CONTINUED) Question 17 - In which community do you live?

Answer	%	Count
Garland	1.23%	2
Honeyville	0.62%	1
Howell	1.23%	2
Hyde Park	0.62%	1
Hyrum	3.09%	5
Laketown	2.47%	4
Lewiston	0.00%	0
Logan	17.28%	28
Mantua	1.23%	2
Mendon	0.62%	1
Millville	1.23%	2
Newton	0.62%	1
Nibley	1.85%	3
North Logan	4.32%	7
Paradise	2.47%	4
Perry	1.85%	3
Plymouth	0.62%	1
Portage	0.00%	0
Providence	1.85%	3
Randolph	0.00%	0
Richmond	1.85%	3
River Heights	0.62%	1
Smithfield	3.09%	5
Snowville	1.23%	2
Tremonton	4.94%	8
Trenton	1.23%	2
Unincorporated Box Elder County	2.47%	4
Unincorporated Cache County	0.62%	1
Unincorporated Rich County	0.00%	0
Wellsville	0.62%	1
Willard	0.00%	0
Woodruff	0.00%	0
Total	100%	162

63

Question 18 - How old are you?
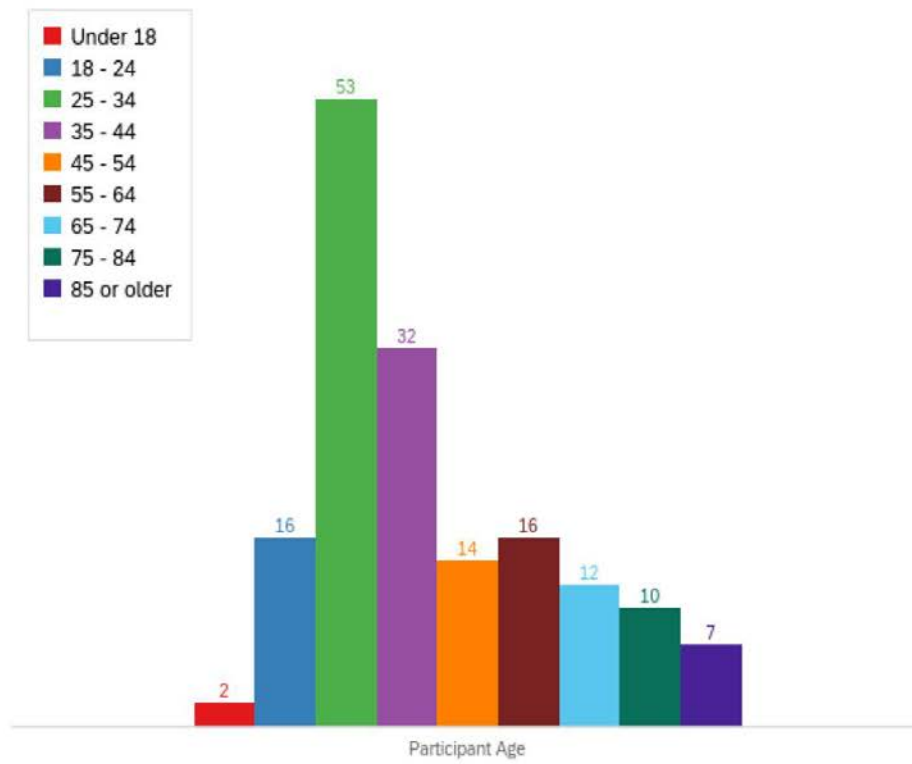
Answer	%	Count
Under 18	1.23%	2
18 - 24	9.88%	16
25 - 34	32.72%	53
35 - 44	19.75%	32
45 - 54	8.64%	14
55 - 64	9.88%	16
65 - 74	7.41%	12
75 - 84	6.17%	10
85 or older	4.32%	7
Total	100%	162

64

Question 19 (A) - How many people live in your household?　Adults
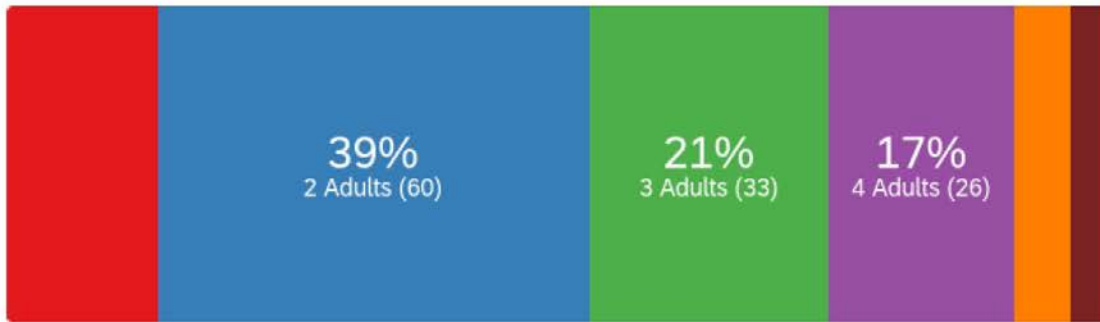
Answer	%	Count
1	13.64%	21
2	38.96%	60
3	21.43%	33
4	16.88%	26
5	5.19%	8
6	3.25%	5
7	0.65%	1
10	0.00%	0
Total	100%	154

65

Question 19 (B) - Children age 18 or under:

No Children (39%, 55) 1 Child (29%, 41) 2 Children (21%, 30)

3 Children (7%, 10) 4 Children (1%, 2) 5 Children (1%, 1) 6 Children (0%, 0)

7 Children (0%, 0) 8 Children (1%, 1)

Answer	%	Count
0	39.29%	55
1	29.29%	41
2	21.43%	30
3	7.14%	10
4	1.43%	2
5	0.71%	1
6	0.00%	0
7	0.00%	0
8	0.71%	1
Total	100%	140

66

Household Member Total

Number of People per Household
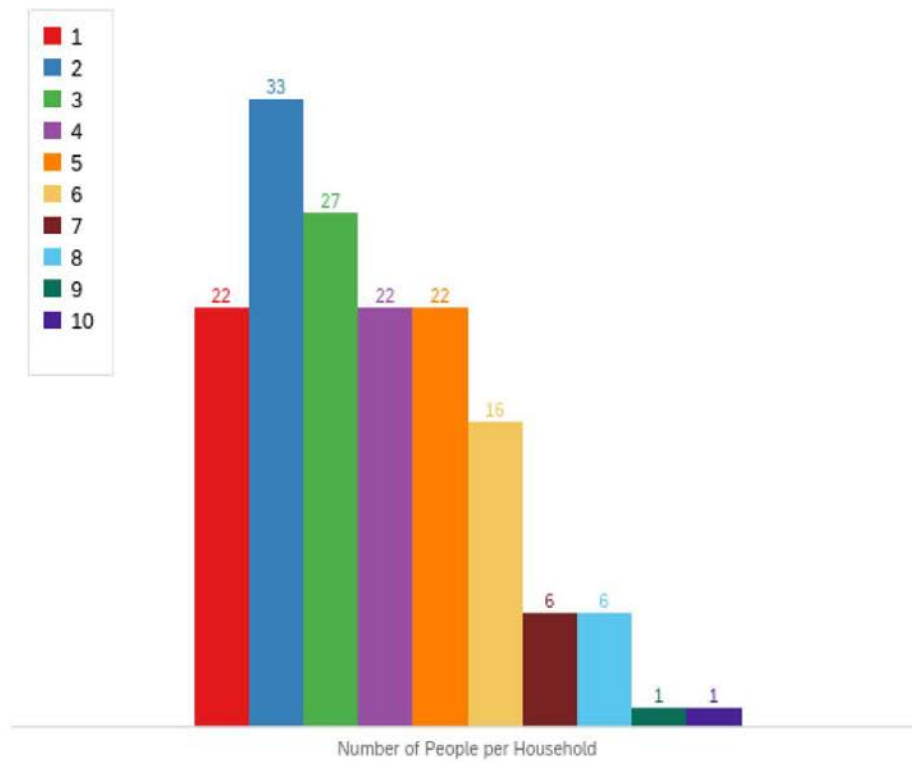
Answer	%	Count
1	14.10%	22
2	21.15%	33
3	17.31%	27
4	14.10%	22
5	14.10%	22
6	10.26%	16
7	3.85%	6
8	3.85%	6
9	0.64%	1
10	0.64%	1
Total	100%	156

67

Question 20 - Do you or one of your dependents identify as having a disability?
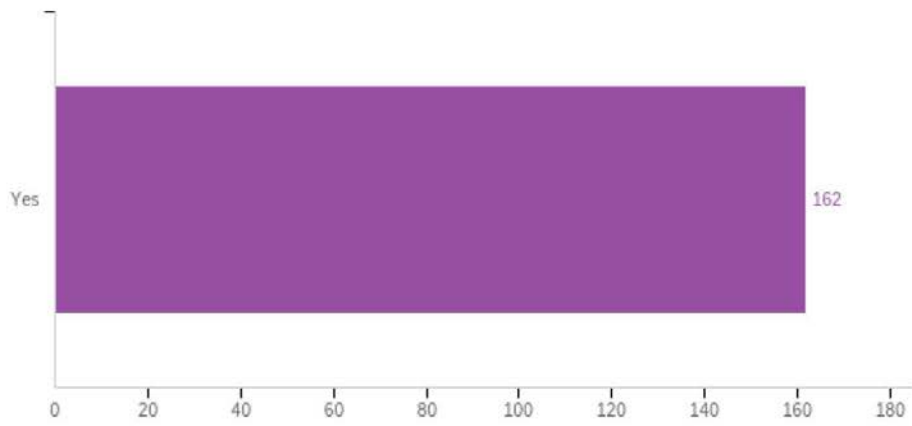
Answer	%	Count
No	0.00%	0
Yes	100.00%	162
Total	100%	162

68

Question 21 - What is the combined yearly income of everyone in your household?
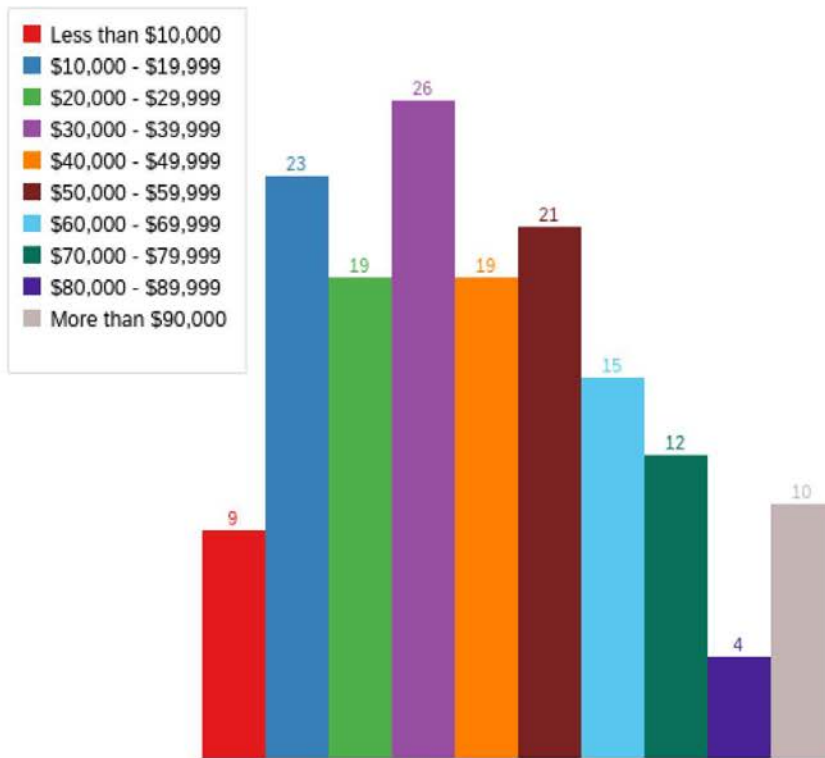
Answer	%	Count
Less than $10,000	5.70%	9
$10,000 - $19,999	14.56%	23
$20,000 - $29,999	12.03%	19
$30,000 - $39,999	16.46%	26
$40,000 - $49,999	12.03%	19
$50,000 - $59,999	13.29%	21
$60,000 - $69,999	9.49%	15
$70,000 - $79,999	7.59%	12
$80,000 - $89,999	2.53%	4
More than $90,000	6.33%	10
Total	100%	158

69

Question 22 - Do you have any additional comments on transportation needs and services?

Yes - Text
brigham needs transportation to logan and tremonton and honeyville
Would be very helpful to know more about the other transportation options that are available beyond just UTA, CVT, and taxi - which is the more commonly known options to the general public. The others are not well known generally. This survey was/is helpful for more awareness of other options that do exist.
Without my husband's assistance my needs would be much greater.
While I don't use public transportation often, my children often utilize it.
We need this in in Northern Box Elder
We don't have special transportation needs in our family but I do walk places a lot with a stroller and notice that there are lots of routes that are difficult with a stroller (especially in winter with huge snow banks covering cross walks from plows, not even just unshoveled walks) and I always think about how disabling that is for those on motorized scooters or wheelchairs. There are lots of places without sidewalks on either side, in north Logan in particular (1800 n from 200-400 east is a bad one without even a great shoulder). Also on main street from 2500 north to about 2200 north. It would be awesome if the community was more accessible on foot for the general population but also to those without vehicle access or disability
Transportation is so vital to visually impaired people and if you are not on the main line very little is available to you. That needs to change. Not just for visually impaired but for all who have a need for transportation.
Too nervous about other people's driving. Don't like riding with other people, especially strangers.
Provide us with convenience
My 27-year-old son that has Autism, will not drive, uses the CVTD to get to school at USU and to his job. My 20-year-old daughter uses the bus to get from her apartment near USU to her classes and to work. It has been a great tool for our family. I work with people with disabilities and the lack of access from certain towns makes me sad. I wish that more people would be able to use transportation to become, and then stay independent.
Making sure the signs are in Spanish or there is a code to scan so the information is in Spanish.
It would be wonderful to have someone take me to the store, doctor, dentist on a regular basis. Trying to find a ride can be a challenge at times. I'm on a fixed income so taxis are expensive for me.
It would be nice if we can get cvtd train.
It would be nice if there was a carpool option and also if cache valley transit went to the baby animal days and the mt. Man festival.
I would use public transit if I felt safe taking my children.
I would love to see a route and or shuttle that connects CVTD to UTA. As a legally blind person, I can't drive myself, and my family and doctors are all in Weber, Davis, and Salt Lake counties, while I live in Logan. Even if said shuttle only ran twice a day, 7am / 7pm.
I would like an affordable and accessible transportation for myself and my family. I have many places around the state we need to go. If I felt it was safe enough for my wife and children, I would take it. Also, transportation that gets my family and I from place to place in a timely manner that would not take all of my day.
I wish the transportation was more convenient

70

I need help getting to the Ogden V.A. office and also the V.A. Hospital in Salt Lake City about 5-8 times a year.

I filled out this survey as if I were my son who has a disability. He doesn't drive a car, however he can ride public transit which he can't access safely from our home since we live in unincorporated Cache County on a narrow state highway about 2 miles from the nearest bus stop. We'd like Josh to be able to access a "Call a Ride" program. Thank you!

I could not understand the question that said, "I have family or friends available to provide transportation."

I am lucky enough to have several close friends who have been willing to help me with transportation needs; however, I have only one family number living in th Utah and that family member also is disabled and needs help from me. Support services, especially door to door transportation services would be so helpful and enable more individuals like us to remain in our homes. Also, it would be extremely helpful to have individual help in keeping up with technology. Here again, there is so much I can still do on my phone and iPad, but because of the rapidly changing skills needed to use my electronic devices,, individual help occasionally would help me keep up to date and enable me to keep in contact with distant family members, use on line services of banks, etc. as well as help me to be sure that my devices are secure and protect from hacking as much as possible. This kind of help would surely give me more peace of mind and, hopefully, enable me to remain fairly independent in my own home.

I am almost considered legally blind because of my macular degeneration. As long as my wife is healthy and can drive me places etc, my needs are pretty well taken care of. That could change, but we hope not.

I HATE ASKING PEOPLE FOR HELP!!!

Hope to provide more convenient means of transportation for special groups

A way to get from cache county to Brigham city. Even if it only runs 2-3 times a week.

A cvtd bus shuttle to and from Uta platforms In Ogden I am sure would be used and appreciate even a small free like $1.00 per rider would help with gas/vehicle maintenance. Help me get to my medical professionals resources out of the cache valley area.

A bus the newton so we could have access to my in-laws would be amazing! My husband, myself and our 2 year old daughter are all legally blind

(Paper Survey Notes) Uses Call-A-Ride CVTD Services (Para-Transit) CVTD Bus Schedule does not always work with their schedule. Can not carry items and groceries on the bus in the winter or during hot weather.

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71

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Provide us with convenience

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74

Low-Income Households Report Breakout

Question 1 (Part 1) - Do you currently drive a personal vehicle?
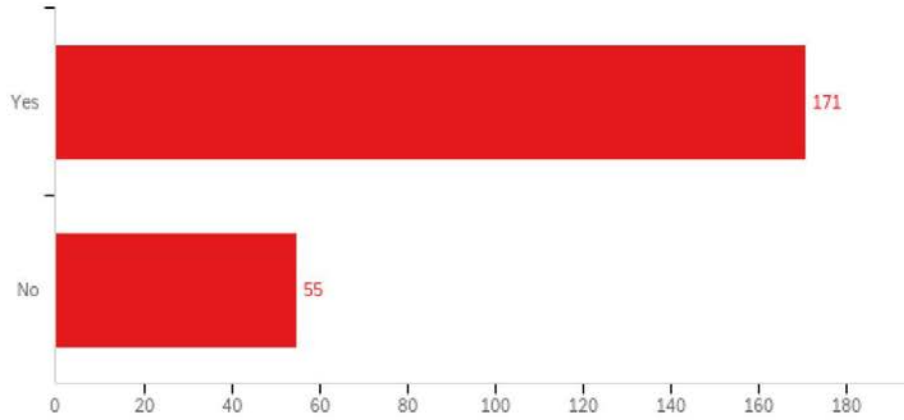
Answer	%	Count
Yes	75.66%	171
No	24.34%	55
Total	100%	226

Question 1 (Part 2) - Select all that apply:
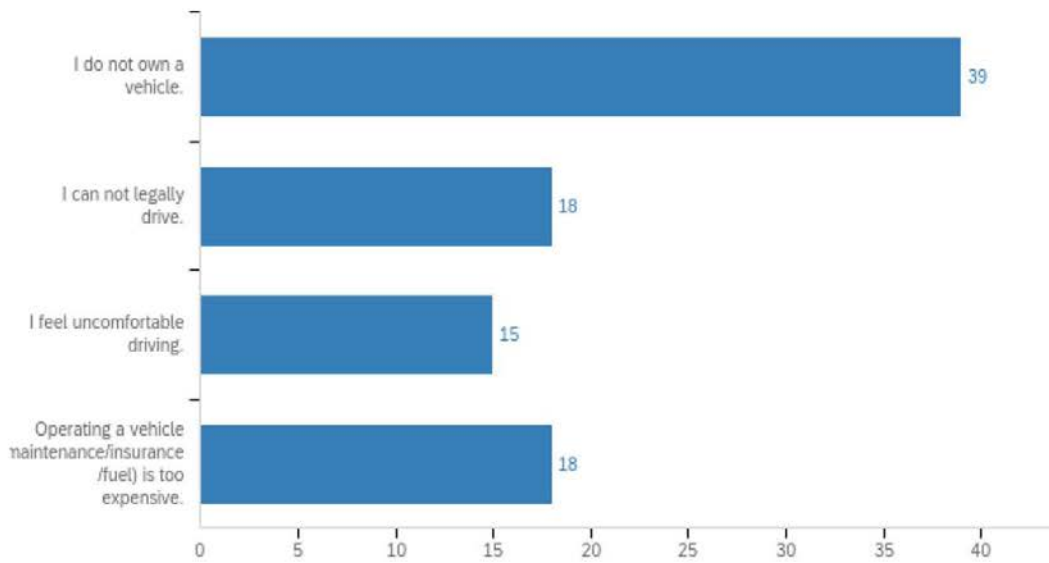
Answer	%	Count
I do not own a vehicle.	43.33%	39
I cannot legally drive.	20.00%	18
I feel uncomfortable driving.	16.67%	15
Operating a vehicle (maintenance/insurance/fuel) is too expensive.	20.00%	18
Total	100%	90
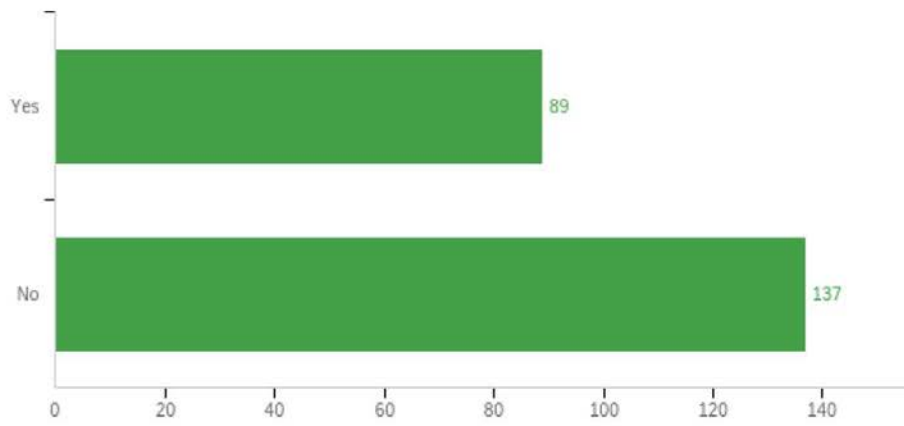
76

Question 2 (Part 1) - Do you have specialized transportation needs?

Answer	%	Count
Yes	53.09%	86
No	46.91%	76
Total	100%	162

77

Question 2 (Part 2) - Select all that apply:

Category	Value
Assistance entering/exiting the vehicle.	15
Assistance getting from my home to the vehicle.	35
I need to be to picked up from my home or current location.	37
Low floor vehicle: I cannot get in vehicles that are high off the ground or have stairs.	31
Travel assistant: I cannot travel alone for physical, mental, or emotional reasons.	20
Wheelchair accessible vehicle.	7
Other (please specify):	6

78
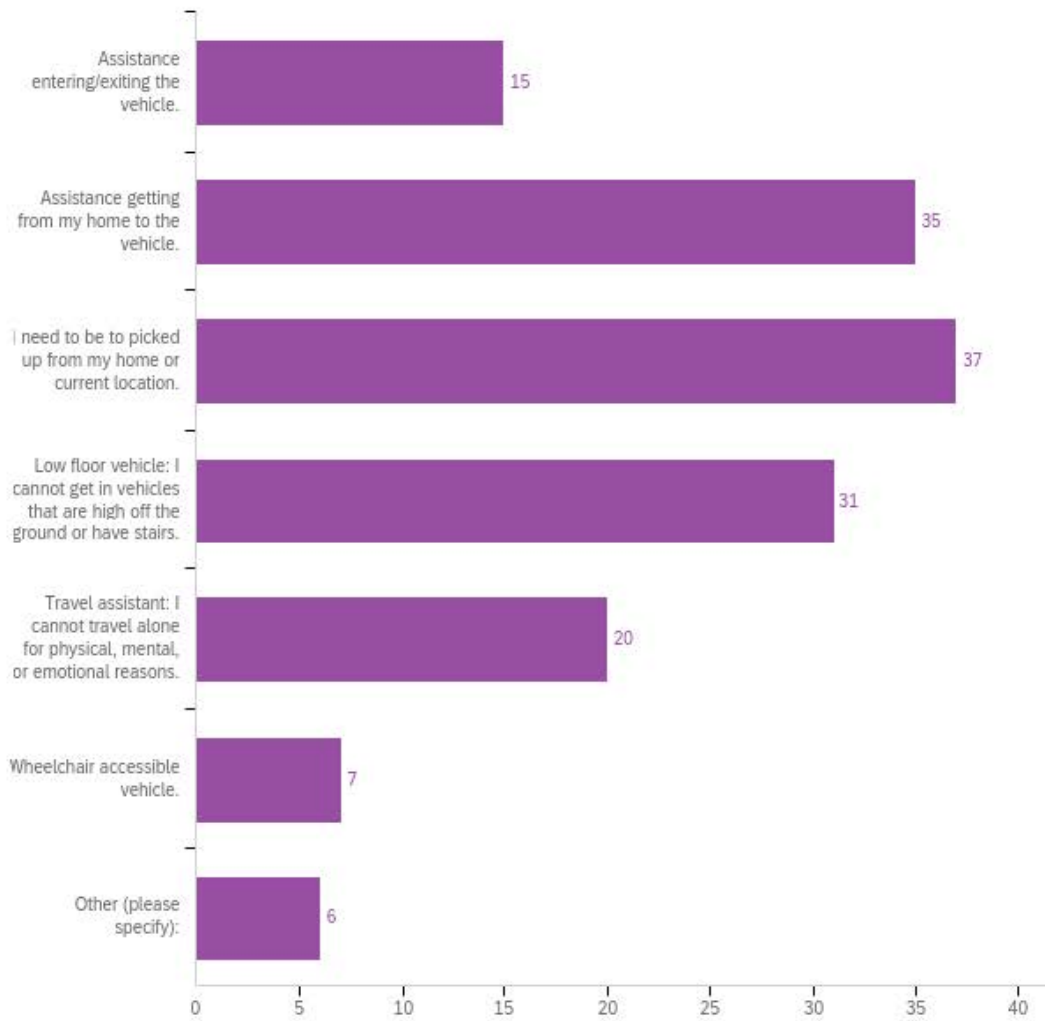
(CONTINUED) Question 2 (Part 2) - Select all that apply:

Answer	%	Count
Assistance entering/exiting the vehicle.	17.05%	15
Assistance getting from my home to the vehicle.	39.77%	35
I need to be picked up from my home or current location.	42.05%	37
Low floor vehicle: I cannot get in vehicles that are high off the ground or have stairs.	35.23%	31
Travel assistant: I cannot travel alone for physical, mental, or emotional reasons.	22.73%	20
Wheelchair accessible vehicle.	7.95%	7
Other (please specify):	7.73%	14
Total	100%	85

Other (please specify): - Text
Rides to the doctors and hospital and I need help with seat belt.
Ocationally go to my doctors
Memory Problems
I am legally blind, so I need transportation that can get me wherever I need to go.
Disabled cant afford a car bus route is limited

79

Question 3 (Part 1) - Do you use public transportation services such as: Cache Valley Transit District (CVTD) and/or Utah Transit Authority (UTA)?
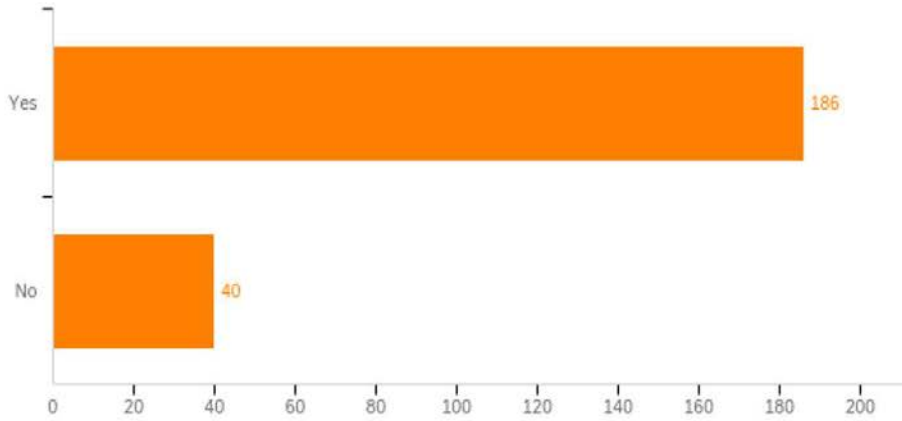
Answer	%	Count
Yes	82.30%	186
No	17.70%	40
Total	100%	226
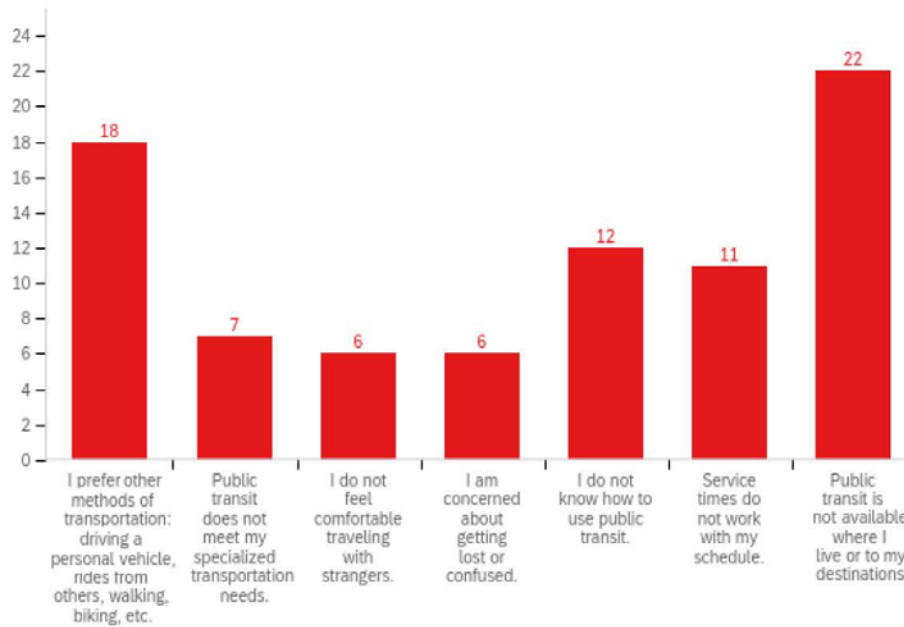
80

Question 3 (Part 2) - Select all that apply:

Answer	%	Count
I prefer other methods of transportation: driving a personal vehicle, rides from others, walking, biking, etc.	46.15%	18
Public transit does not meet my specialized transportation needs.	17.95%	7
I do not feel comfortable traveling with strangers.	15.38%	6
I am concerned about getting lost or confused.	15.38%	6
I do not know how to use public transit.	30.77%	12
Service times do not work with my schedule.	28.21%	11
Public transit is not available where I live or to my destinations.	56.41%	22
Total	100%	39

81

Question 4 - A public transportation option should be available to everyone.
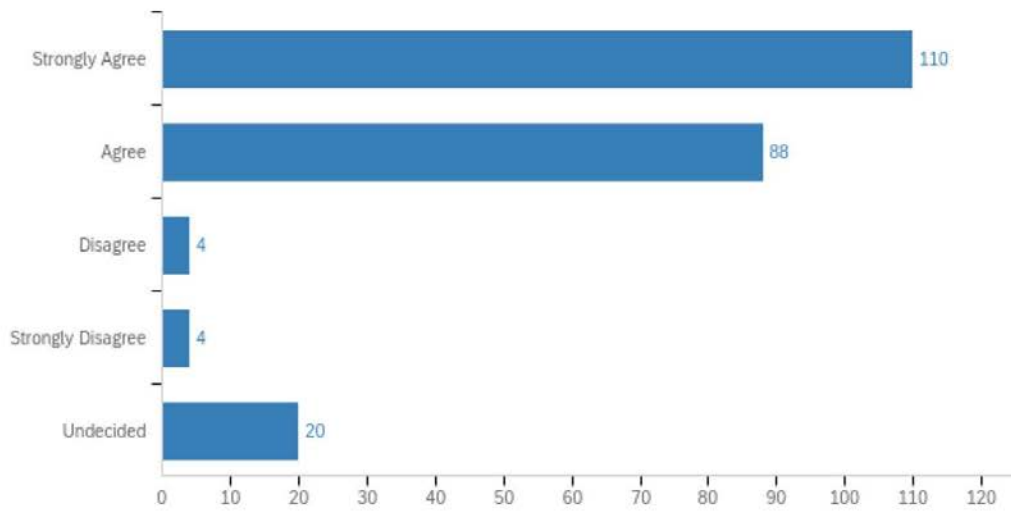
Answer	%	Count
Strongly Agree	48.67%	110
Agree	38.94%	88
Undecided	8.85%	20
Disagree	1.77%	4
Strongly Disagree	1.77%	4
Total	100%	160

82

Question 5 - I would be interested in on-demand public transportation service operating where bus routes are not easily accessible.

With on-demand transportation you requests rides when needed and a vehicle comes to pick you up. Multiple passengers may be transported at once. Examples of popular on-demand private transportation services include Uber, Lift, and taxies.
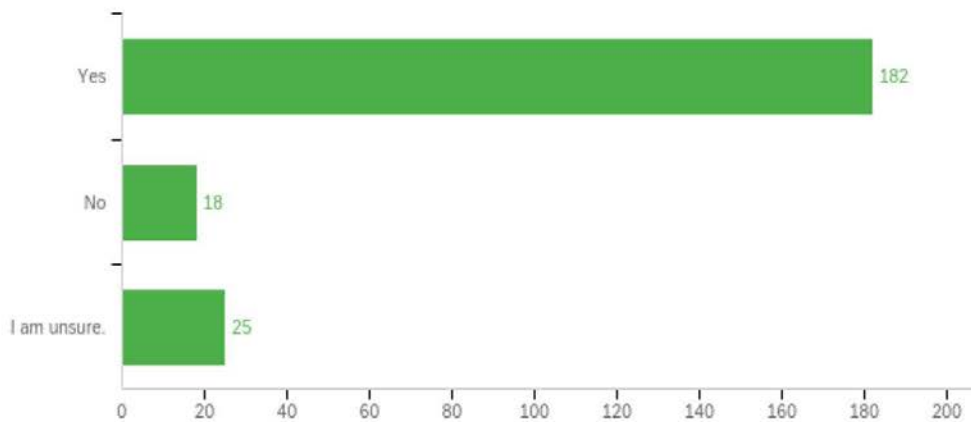
Answer	%	Count
Yes	80.75%	130
No	3.73%	6
I am unsure.	15.53%	25
Total	100%	161

Question 6 - I would use an on-demand public transportation service if it:
Select all that apply:
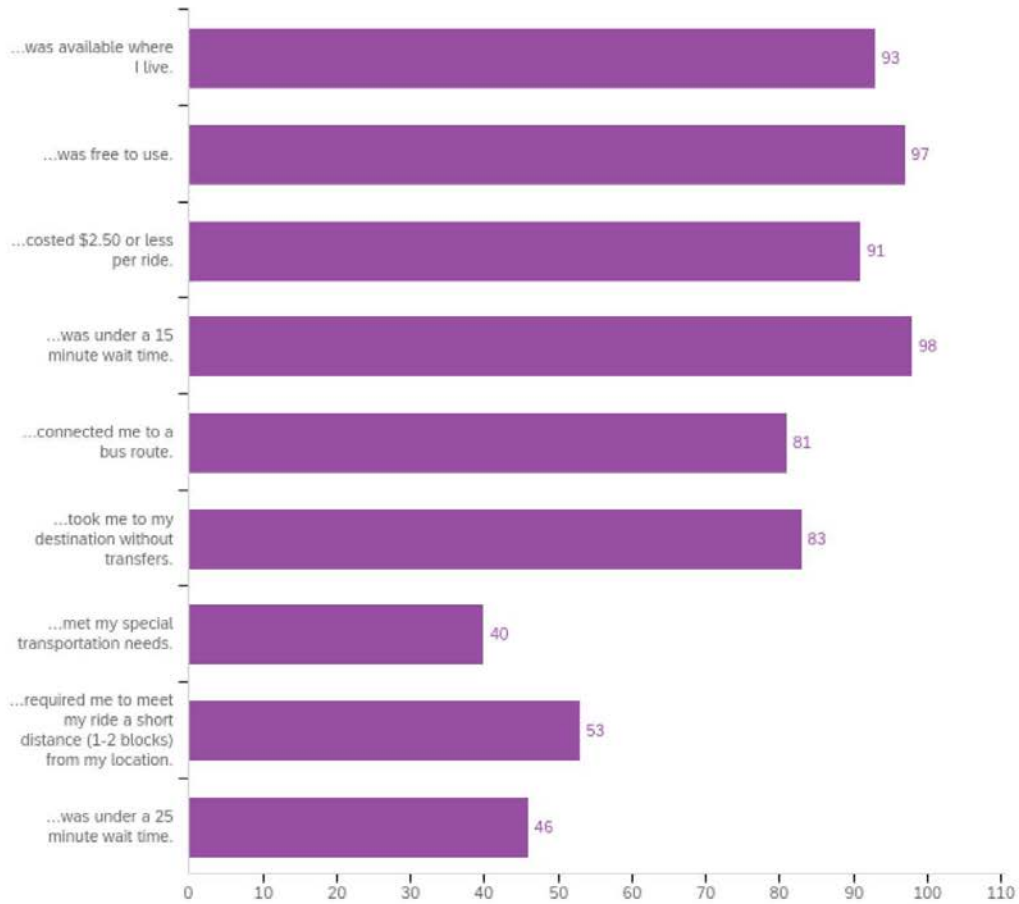
Answer	%	Count
...was under a 25 minute wait time.	22.22%	46
...was under a 15 minute wait time.	47.34%	98
...was free to use.	46.86%	97
...was available where I live.	44.93%	93
...took me to my destination without transfers.	40.10%	83
...required me to meet my ride a short distance (1-2 blocks) from my location.	25.60%	53
...met my special transportation needs.	19.32%	40
...costed $2.50 or less per ride.	43.96%	91
...connected me to a bus route.	39.13%	81
Total	100%	207

84

Question 7 - I have family or friends available to provide transportation.
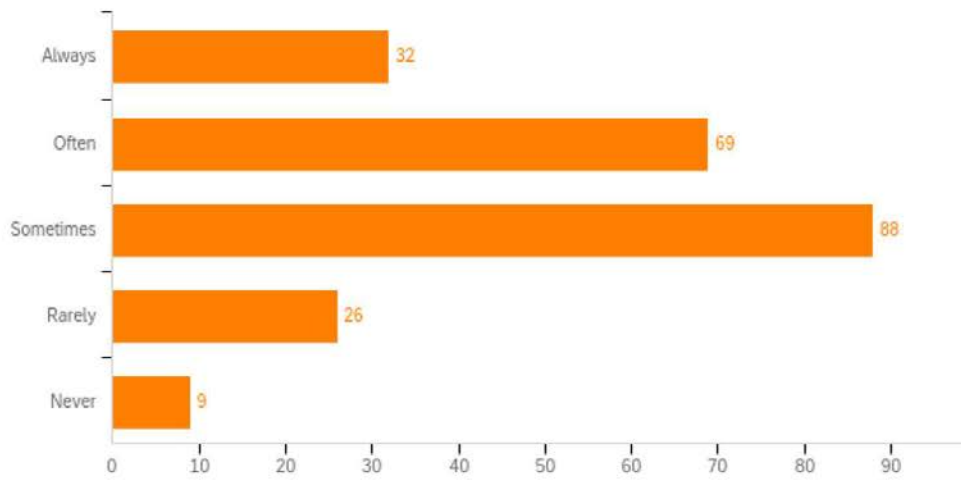
Answer	%	Count
Always	14.29%	32
Often	30.80%	69
Sometimes	39.29%	88
Rarely	11.61%	26
Never	4.02%	9
Total	100%	224

85

Question 8 (Part 1) - Are you a client for either of the following Bear River Association of Governments (BRAG) transportation voucher programs?

Lifeline Vouchers (Cache County) Mobility Vouchers (Box Elder County)

These programs help reimburse drivers providing transportation to those with disabilities, seniors, or people with low incomes to medical and dental appointments, counseling and therapy, and pharmacy or grocery store trips.

Answer	%	Count
Yes, I am a current client.	48.89%	110
No, but I would like more information.	13.78%	31
No, and I am not interested.	37.33%	84
Total	100%	225

IMPORTANT NOTE:

Due to a high number of inaccurate YES responses, this question was revaluated.

It was identified participants were likely marking YES to signify being a BRAG client.

The question reworded mid-survey for clarity.

28 participants provided contact information to learn more about the program.

86

Question 9 - How often do you use the following transportation services?

Question	Daily 5+ per week		Weekly 1-4 per week		Monthly 5+ per year		Yearly 1-4 per year		Never or less than yearly		Total
Cache Valley Transit District (CVTD)	15.25%	34	17.94%	40	23.77%	53	24.66%	55	18.39%	41	223
Aggie Shuttle	9.87%	22	18.39%	41	21.08%	47	19.28%	43	31.39%	70	223
Cache Employment & Training Center (CETC)	6.31%	14	10.81%	24	21.17%	47	20.72%	46	40.99%	91	222
Utah Transit Authority (UTA)	4.55%	10	11.82%	26	20.45%	45	28.64%	63	34.55%	76	220
Common Ground	4.55%	10	11.36%	25	25.45%	56	18.64%	41	40.00%	88	220
Chrysalis	4.52%	10	13.57%	30	18.55%	41	23.08%	51	40.27%	89	221
Taxi/Lyft/Uber	3.64%	8	12.27%	27	27.27%	60	26.36%	58	30.45%	67	220
Salt Lake Express	3.62%	8	13.57%	30	25.34%	56	27.60%	61	29.86%	66	221
Life-Skills & Individual Needs Center (LINC)	2.73%	6	14.55%	32	22.73%	50	17.73%	39	42.27%	93	220
USU Stride Services	2.73%	6	11.36%	25	24.55%	54	20.00%	44	41.36%	91	220
Options for Independence	2.29%	5	14.68%	32	23.39%	51	19.27%	42	40.37%	88	218
Senior Centers	2.28%	5	6.85%	15	25.11%	55	21.46%	47	44.29%	97	219
Senior Living and/or care facilities	1.82%	4	13.18%	29	28.18%	62	14.55%	32	42.27%	93	220

87

Question 10 - I use transportation services to access...
Select all that apply:

■ Day Programs (0) ■ Education (2) ■ Employment (1) ■ Community Services (1)

■ Medical (2) ■ Mental Health (0) ■ Recreation (1) ■ Shopping (2) ■ Social (2)

Answer	%	Count
Day Programs CETC, Options for Independence, Stride Services, etc.	0.00%	0
Education	40.00%	2
Employment	20.00%	1
Government and Community Services BRAG, CRIC, DWS, Family Place, Food Pantry, etc.	20.00%	1
Medical	40.00%	2
Mental Health Resources	0.00%	0
Recreation	20.00%	1
Shopping	40.00%	2
Social Visiting family or friends.	40.00%	2
Total	100%	5

88

Question 11 - I feel the transportation services I need are affordable.
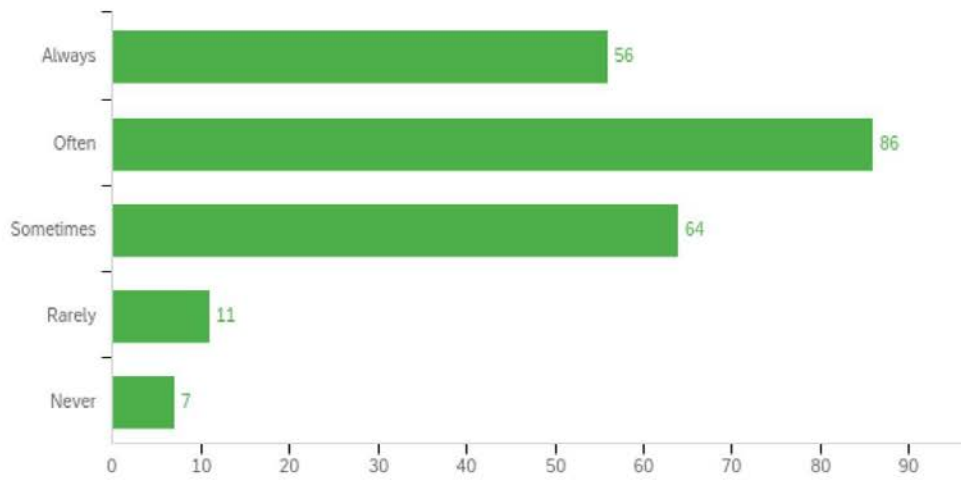
Answer	%	Count
Always	25.00%	56
Often	38.39%	86
Sometimes	28.57%	64
Rarely	4.91%	11
Never	3.13%	7
Total	100%	224

89

Question 12 - Available transportation services meet my needs.
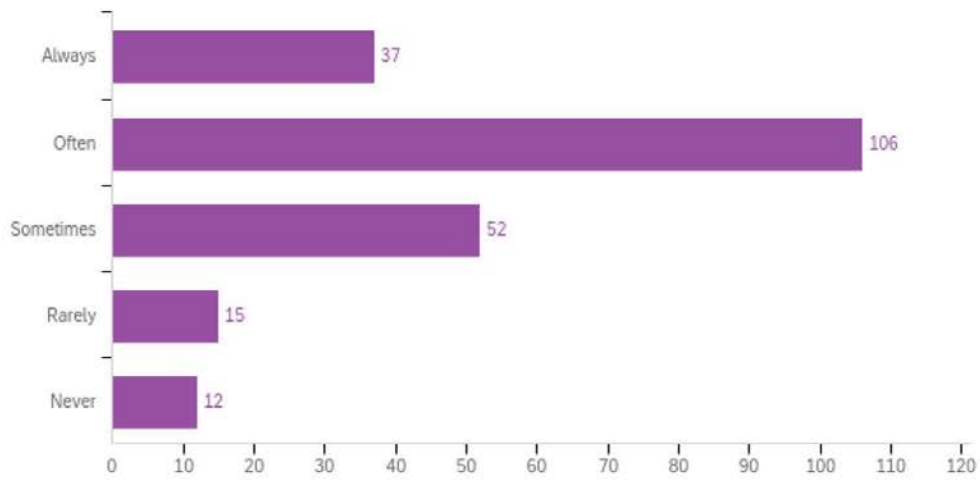
Answer	%	Count
Always	16.67%	37
Often	47.75%	106
Sometimes	23.42%	52
Rarely	6.76%	15
Never	5.41%	12
Total	100%	222

90

Question 13 - I need additional transportation services to access...
Select all that apply:

Day Programs (31) Education (47) Employment (75) Medical (91)

Mental Health (48) Recreation (59) Shopping (69) Social (66)

Community Services (61)

Answer	%	Count
Day Programs CETC, Options for Independence, Stride Services, etc.	14.03%	31
Education	21.27%	47
Employment	33.94%	75
Medical	41.18%	91
Mental Health Resources	21.72%	48
Recreation	26.70%	59
Shopping	31.22%	69
Social Visting family or friends.	29.86%	66
I do not need additional transportation services.	14.48%	32
Government and Community Services BRAG, CRIC, DWS, Family Place, Food Pantry, etc.	27.60%	61
Total	100%	221

91

Question 14 - How often do you travel to the following destinations?

Legend:
- Brigham City
- Rich County
- Hyrum
- Logan
- North Logan
- Ogden
- Preston (Idaho)
- Providence
- Salt Lake
- Smithfield
- Tremonton

Daily5+ per week
- Brigham City: 28
- Rich County: 15
- Hyrum: 18
- Logan: 55
- North Logan: 35
- Ogden: 7
- Preston (Idaho): 8
- Providence: 5
- Salt Lake: 7
- Smithfield: 12
- Tremonton: 16

Weekly1-4 per week
- Brigham City: 34
- Rich County: 35
- Hyrum: 31
- Logan: 45
- North Logan: 49
- Ogden: 31
- Preston (Idaho): 33
- Providence: 40
- Salt Lake: 34
- Smithfield: 31
- Tremonton: 18

Monthly5+ per year
- Brigham City: 64
- Rich County: 57
- Hyrum: 72
- Logan: 60
- North Logan: 62
- Ogden: 75
- Preston (Idaho): 42
- Providence: 68
- Salt Lake: 72
- Smithfield: 50
- Tremonton: 52

Yearly1-4 per year
- Brigham City: 59
- Rich County: 40
- Hyrum: 45
- Logan: 44
- North Logan: 46
- Ogden: 64
- Preston (Idaho): 62
- Providence: 56
- Salt Lake: 59
- Smithfield: 70
- Tremonton: 68

Never or less than yearly
- Brigham City: 36
- Rich County: 73
- Hyrum: 55
- Logan: 17
- North Logan: 27
- Ogden: 43
- Preston (Idaho): 74
- Providence: 50
- Salt Lake: 51
- Smithfield: 56
- Tremonton: 67

92

(CONTINUED) Question 14 - How often do you travel to the following destinations?

Question	Daily 5+ per week		Weekly 1-4 per week		Monthly 5+ per year		Yearly 1-4 per year		Never or less than yearly		Total
Brigham City	12.67%	28	15.38%	34	28.96%	64	26.70%	59	16.29%	36	221
Rich County	6.82%	15	15.91%	35	25.91%	57	18.18%	40	33.18%	73	220
Hyrum	8.14%	18	14.03%	31	32.58%	72	20.36%	45	24.89%	55	221
Logan	24.89%	55	20.36%	45	27.15%	60	19.91%	44	7.69%	17	221
North Logan	15.98%	35	22.37%	49	28.31%	62	21.00%	46	12.33%	27	219
Ogden	3.18%	7	14.09%	31	34.09%	75	29.09%	64	19.55%	43	220
Preston (Idaho)	3.65%	8	15.07%	33	19.18%	42	28.31%	62	33.79%	74	219
Providence	2.28%	5	18.26%	40	31.05%	68	25.57%	56	22.83%	50	219
Salt Lake	3.14%	7	15.25%	34	32.29%	72	26.46%	59	22.87%	51	223
Smithfield	5.48%	12	14.16%	31	22.83%	50	31.96%	70	25.57%	56	219
Tremonton	7.24%	16	8.14%	18	23.53%	52	30.77%	68	30.32%	67	221

93

Question 15 - I need to travel to destinations over 15 minutes away.
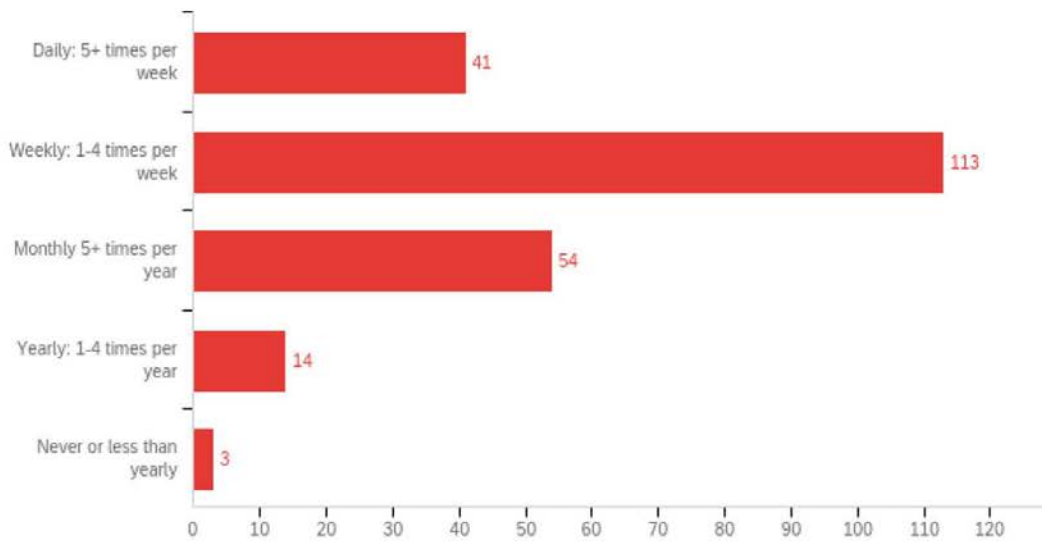
Answer	%	Count
Daily: 5+ times per week	18.22%	41
Weekly: 1-4 times per week	50.22%	113
Monthly 5+ times per year	24.00%	54
Yearly: 1-4 times per year	6.22%	14
Never or less than yearly	1.33%	3
Total	100%	225

94

Question 16 - I have accessible transportation when my destination is over 15 minutes away.
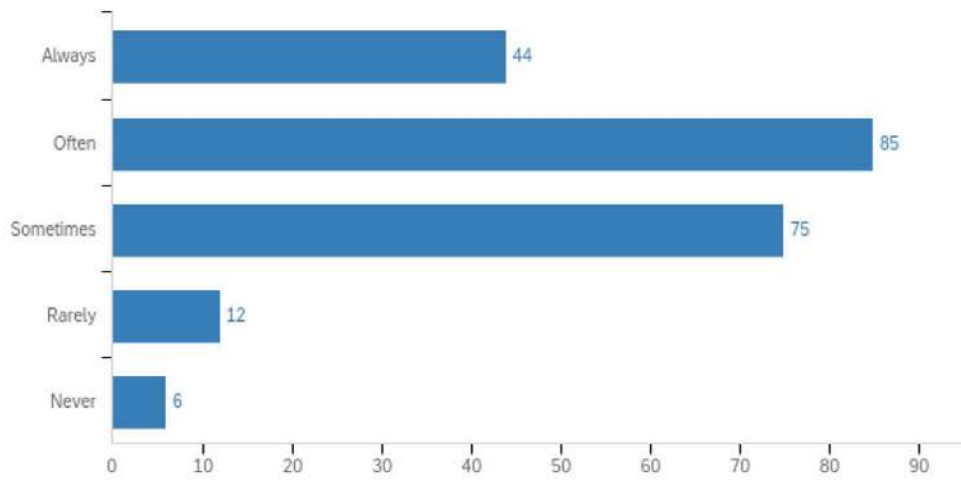
Answer	%	Count
Always	19.82%	44
Often	38.29%	85
Sometimes	33.78%	75
Rarely	5.41%	12
Never	2.70%	6
Total	100%	222

95

Question 17 - In which community do you live?

Answer	%	Count
Amalga	0.00%	0
Bear River	13.72%	31
Brigham City	11.50%	26
Clarkston	0.00%	0
Corinne	3.54%	8
Cornish	0.00%	0
Dewyville	4.42%	10
Elwood	1.77%	4
Fielding	3.98%	9
Garden City	0.88%	2

96

(CONTINUED) Question 17 - In which community do you live?

Answer	%	Count
Garland	3.10%	7
Honeyville	0.88%	2
Howell	0.88%	2
Hyde Park	0.44%	1
Hyrum	3.10%	7
Laketown	1.33%	3
Lewiston	0.44%	1
Logan	19.91%	45
Mantua	3.98%	9
Mendon	0.00%	0
Millville	0.88%	2
Newton	0.00%	0
Nibley	0.00%	0
North Logan	3.54%	8
Paradise	1.77%	4
Perry	2.21%	5
Plymouth	2.65%	6
Portage	0.88%	2
Providence	0.44%	1
Randolph	0.00%	0
Richmond	0.88%	2
River Heights	1.33%	3
Smithfield	2.65%	6
Snowville	0.88%	2
Tremonton	3.10%	7
Trenton	1.77%	4
Unincorporated Box Elder County	1.33%	3
Unincorporated Cache County	0.00%	0
Unincorporated Rich County	1.77%	4
Wellsville	0.00%	0
Willard	0.00%	0
Woodruff	0.00%	0
Total	100%	226

97

Question 18 - How old are you?
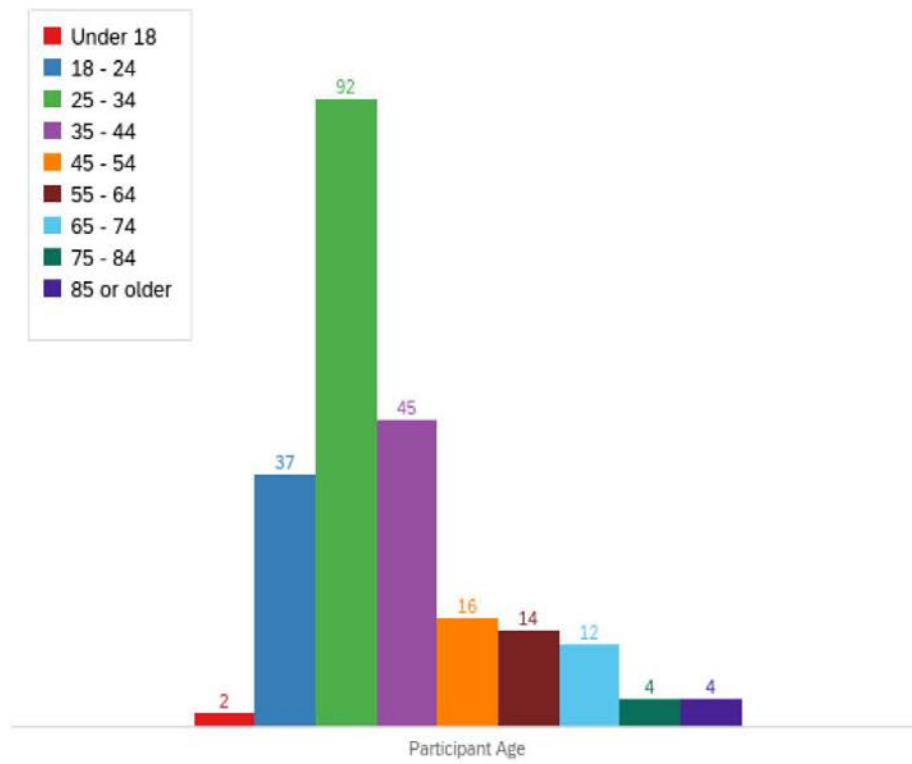
Answer	%	Count
Under 18	0.88%	2
18 - 24	16.37%	37
25 - 34	40.71%	92
35 - 44	19.91%	45
45 - 54	7.08%	16
55 - 64	6.19%	14
65 - 74	5.31%	12
75 - 84	1.77%	4
85 or older	1.77%	4
Total	100%	226

98

Question 19 (A) - How many people live in your household?   Adults

Answer	%	Count
1	11.26%	25
2	21.62%	48
3	15.77%	35
4	23.87%	53
5	19.82%	44
6	6.31%	14
7	0.90%	2
10	0.45%	1
Total	100%	222

99

Question 19 (B) - Children age 18 or under:
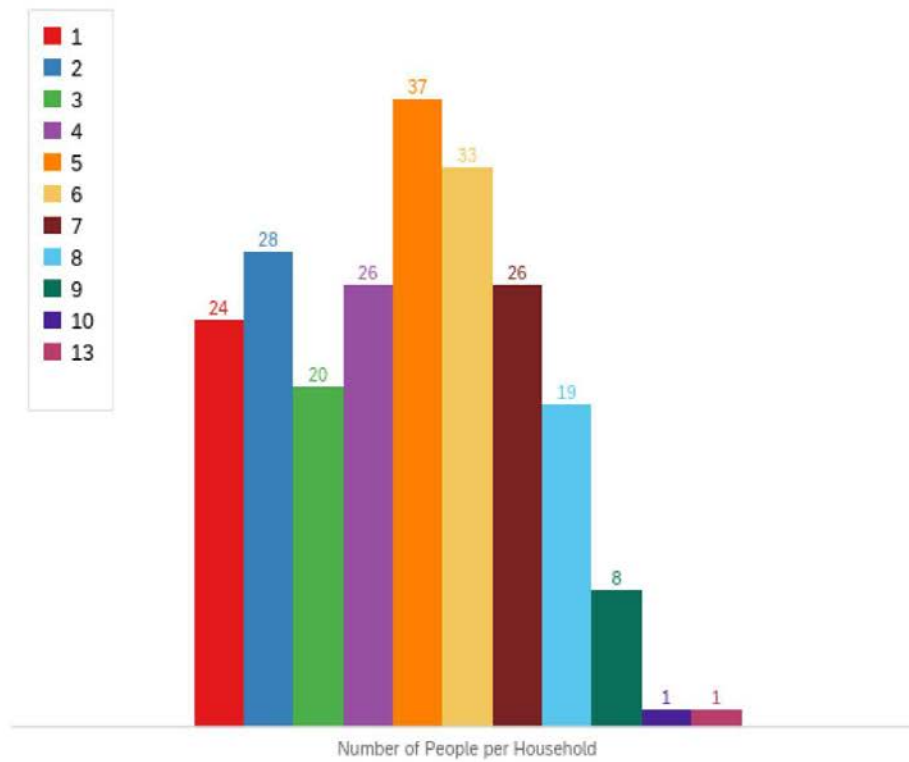

No Children (27%, 57)   1 Child (30%, 64)   2 Children (27%, 58)

3 Children (13%, 28)   4 Children (1%, 2)   5 Children (0%, 0)   6 Children (0%, 1)

7 Children (0%, 1)   8 Children (0%, 1)
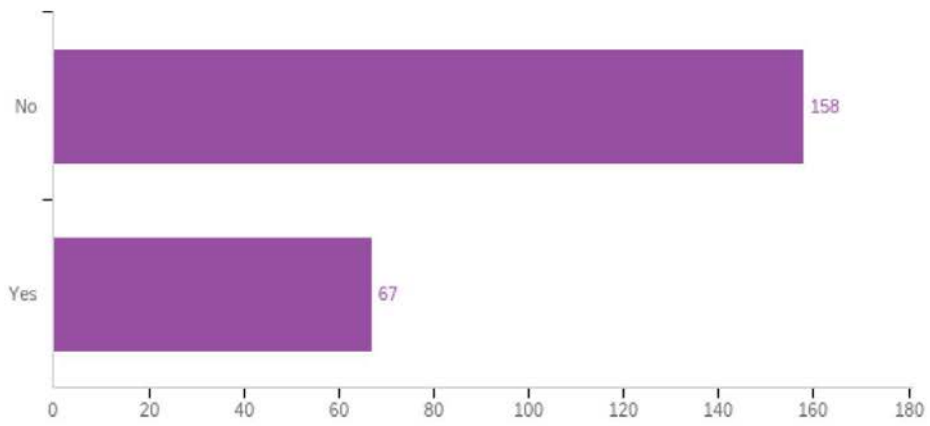
Answer	%	Count
0	26.89%	57
1	30.19%	64
2	27.36%	58
3	13.21%	28
4	0.94%	2
5	0.00%	0
6	0.47%	1
7	0.47%	1
8	0.47%	1
Total	100%	212

100

Household Member Total

Number of People per Household

Answer	%	Count
1	10.76%	24
2	12.56%	28
3	8.97%	20
4	11.66%	26
5	16.59%	37
6	14.80%	33
7	11.66%	26
8	8.52%	19
9	3.59%	8
10	0.45%	1
13	0.45%	1
Total	100%	223

101

Question 20 - Do you or one of your dependents identify as having a disability?

Answer	%	Count
No	70.22%	158
Yes	29.78%	67
Total	100%	225

102

Question 21 - What is the combined yearly income of everyone in your household?
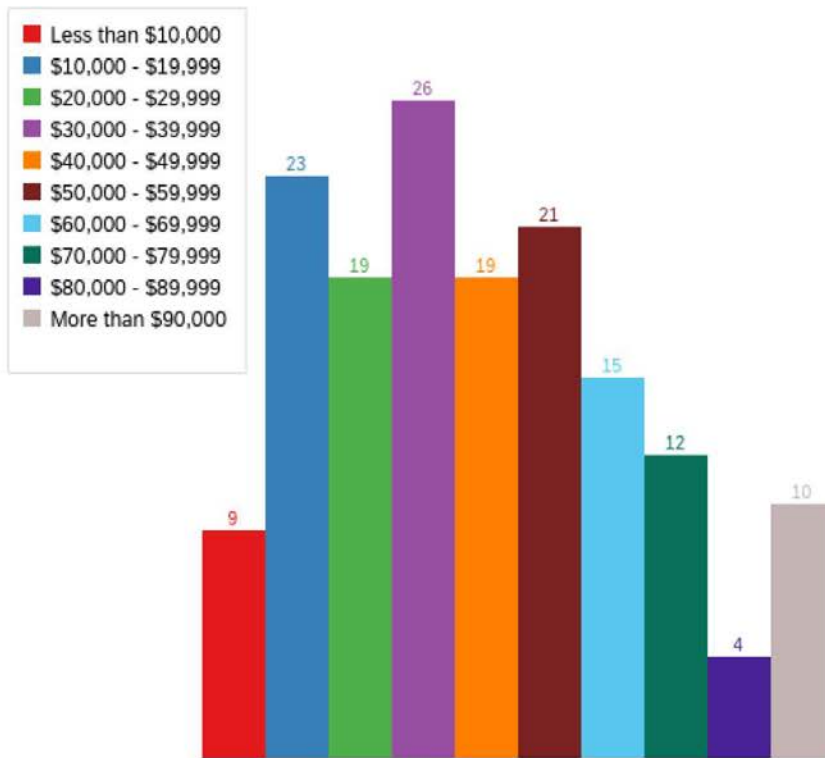
Answer	%	Count
Less than $10,000	8.41%	19
$10,000 - $19,999	23.89%	54
$20,000 - $29,999	20.80%	47
$30,000 - $39,999	15.49%	35
$40,000 - $49,999	19.03%	43
$50,000 - $59,999	8.85%	20
$60,000 - $69,999	3.10%	7
$80,000 - $89,999	0.44%	1
Total	100%	226

103

Question 22 - Do you have any additional comments on transportation needs and services?

Yes - Text
brigham needs transportation to logan and tremonton and honeyville
Would be very helpful to know more about the other transportation options that are available beyond just UTA, CVT, and taxi - which is the more commonly known options to the general public. The others are not well known generally. This survey was/is helpful for more awareness of other options that do exist.
We need this in in Northern Box Elder
We need services that connect from Ogden, to Box Elder (Brigham) to Logan. There are many low income households that do not have reliable transportation to get to good jobs in Box Elder county but live in a neighboring county.
Traffic inconvenience
Too nervous about other people's driving. Don't like riding with other people, especially strangers.
There needs to be connection from CVTD to Brigham City or Ogden. Stop squabbling with UTA and work something out!
The waiting time is too long
Public awareness of traffic safety is weak.
Provide us with convenience
It would be wonderful to have someone take me to the store, doctor, dentist on a regular basis. Trying to find a ride can be a challenge at times. I'm on a fixed income so taxis are expensive for me.
It would be nice to have the front runner line connected from Ogden to Logan. Or at least to the edge of the bus transportation network. So you can connect cache valley to the I-15 corridor. It would be nice for recreation to have shuttles up to Beaver ski resort from Logan/USU
It would be nice if we can get cvtd train.
It would be nice if there was a carpool option and also if cache valley transit went to the baby animal days and the mt. Man festival.
In general I feel discriminated by access to public, as well as private, transportation, as to age and political believes. This survey leaves much to be desired and I have no confidence to even a slight improvement in accessibility to mobilization for my life needs.
I would love to see a route and or shuttle that connects CVTD to UTA. As a legally blind person, I can't drive myself, and my family and doctors are all in Weber, Davis, and Salt Lake counties, while I live in Logan. Even if said shuttle only ran twice a day, 7am / 7pm.
I would like to be able to take public transportation to SLC from Logan to help my elderly parents. Salt Lake Express for $55 one way is too expensive. I see Greyhound now has rides for $30 one way which is also too expensive. It's possible to ride from Provo to Ogden (83 miles) on Front Runner for $9.70 (or half that for seniors). The distance from Logan to Salt Lake is also about 83 miles. I think citizens of Cache Valley should have that same opportunity. A bus from Logan to Front Runner in Ogden - or a bus that went directly to the Salt Lake Transit Station shouldn't be too difficult to come up with! I don't see why we can't get some cooperation between UTA and CVTD.
I wish the waiting time for the bus would be shorter.
I wish UTA was free and operated on Sundays. I think a lot more people would use it if this were the case! CVTD has a great model of free public transportation that I wish was available in other parts of the state.

104

I only wish that the CVTD bus went a little longer in the evenings. I work until 9pm quite open and I am very anxious and stressed as to whether I will be able to find a ride home. I absolutely do not feel comfortable walking home in the dark. There are rarely any Ubers available for me.

I need help getting to the Ogden V.A. office and also the V.A. Hospital in Salt Lake City about 5-8 times a year.

I HATE ASKING PEOPLE FOR HELP!!!

Hope to provide more convenient means of transportation for special groups

Can't get where I want to go

Bike lanes!!!!

Bike lanes are transportation not just recreational. More people would use them if we had a safe to get from point A to B that felt a little more separate from car traffic

A way to get from cache county to Brigham city. Even if it only runs 2-3 times a week.

A cvtd bus shuttle to and from Uta platforms In Ogden I am sure would be used and appreciate even a small free like $1.00 per rider would help with gas/vehicle maintenance. Help me get to my medical professionals resources out of the cache valley area.

A bus the newton so we could have access to my in-laws would be amazing! My husband, myself and our 2 year old daughter are all legally blind

(Paper Survey Comment) Thank you I answered this survey for my aged mother who received it from Meals on Wheels.
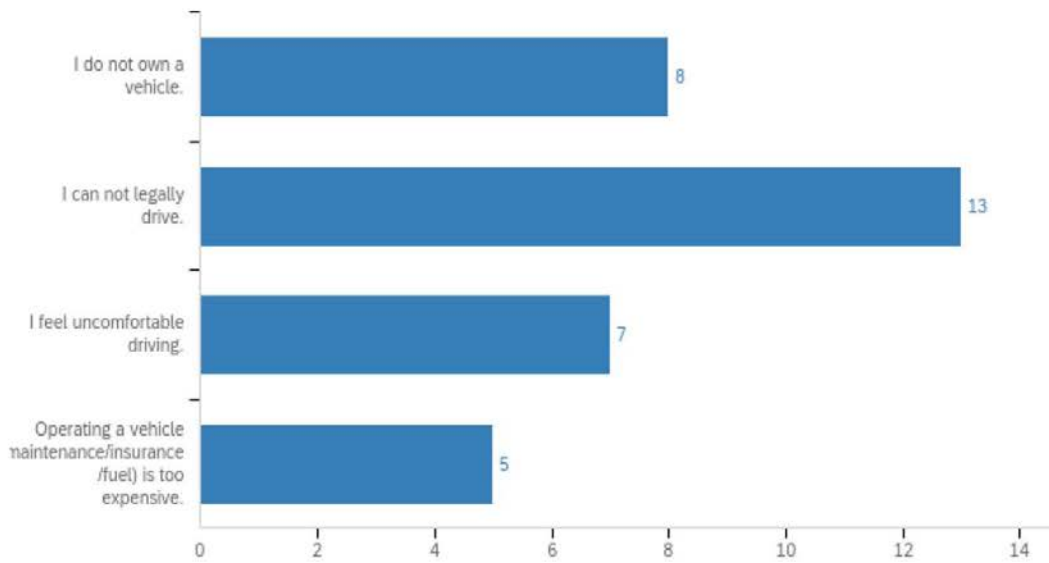
105

Senior Report Breakout

Question 1 (Part 1) - Do you currently drive a personal vehicle?
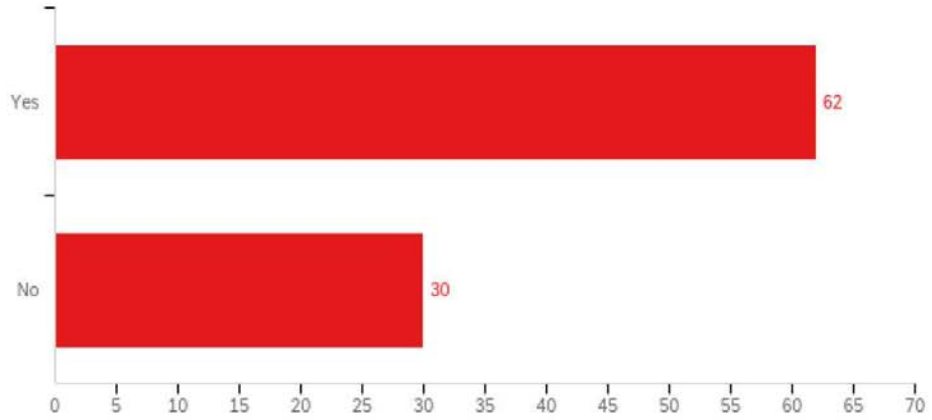
Answer	%	Count
Yes	67.39%	62
No	32.61%	30
Total	100%	92

106

Question 1 (Part 2) - Select all that apply:

Answer	%	Count
I do not own a vehicle.	24.24%	8
I cannot legally drive.	39.39%	13
I feel uncomfortable driving.	21.21%	7
Operating a vehicle (maintenance/insurance/fuel) is too expensive.	15.15%	5
Total	100%	33

107

Question 2 (Part 1) - Do you have specialized transportation needs?
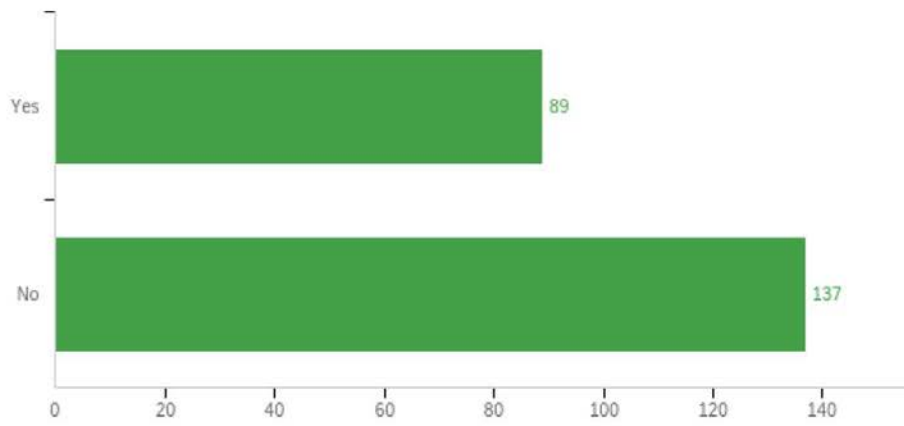
Answer	%	Count
Yes	35.87%	33
No	64.13%	59
Total	100%	92
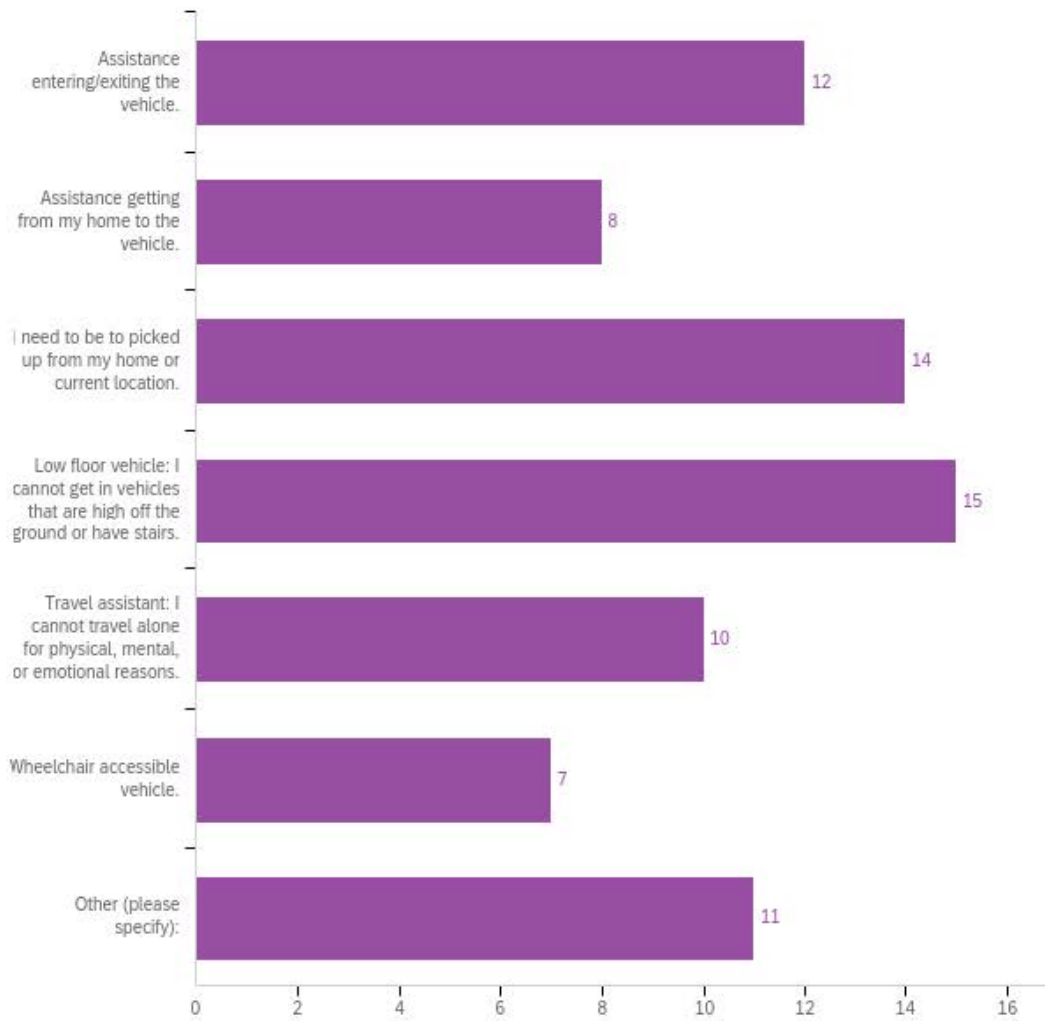
108

Question 2 (Part 2) - Select all that apply:

Category	Value
Assistance entering/exiting the vehicle.	12
Assistance getting from my home to the vehicle.	8
I need to be to picked up from my home or current location.	14
Low floor vehicle: I cannot get in vehicles that are high off the ground or have stairs.	15
Travel assistant: I cannot travel alone for physical, mental, or emotional reasons.	10
Wheelchair accessible vehicle.	7
Other (please specify):	11

109

(CONTINUED) Question 2 (Part 2) - Select all that apply:

Answer	%	Count
Assistance entering/exiting the vehicle.	36.36%	12
Assistance getting from my home to the vehicle.	24.24%	8
I need to be picked up from my home or current location.	42.42%	14
Low floor vehicle: I cannot get in vehicles that are high off the ground or have stairs.	45.45%	15
Travel assistant: I cannot travel alone for physical, mental, or emotional reasons.	30.30%	10
Wheelchair accessible vehicle.	21.21%	7
Other (please specify):	7.73%	14
Total	100%	85

| Other (please specify): - Text |
|---|
| Walker |
| Space for a walker. |
| Rides to the doctors and hospital and I need help with seat belt. |
| Ocationally go to my doctors |
| No night driving or driving on interstate. Need a driver for help |
| Memory Problems |
| I use a walker and need a travel assistance for hospital visits. |
| I have macular degeneration. |
| I cant drive - epileptic seizures |
| I am blind and 80 years old |

110

Question 3 (Part 1) - Do you use public transportation services such as: Cache Valley Transit District (CVTD) and/or Utah Transit Authority (UTA)?
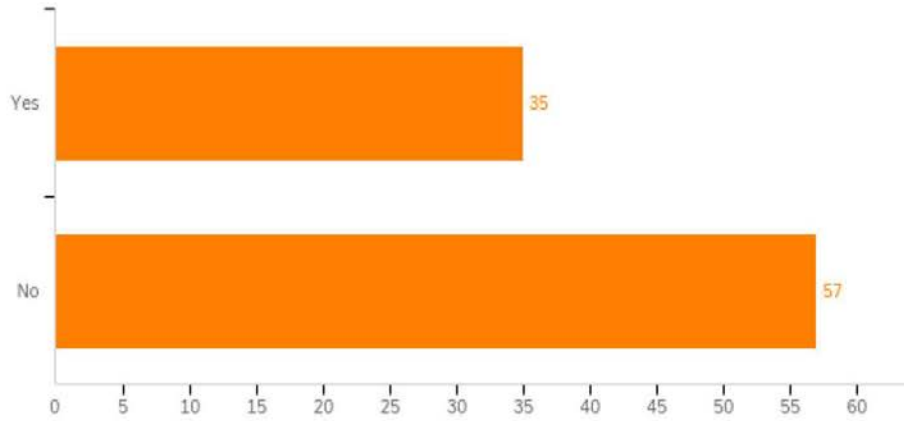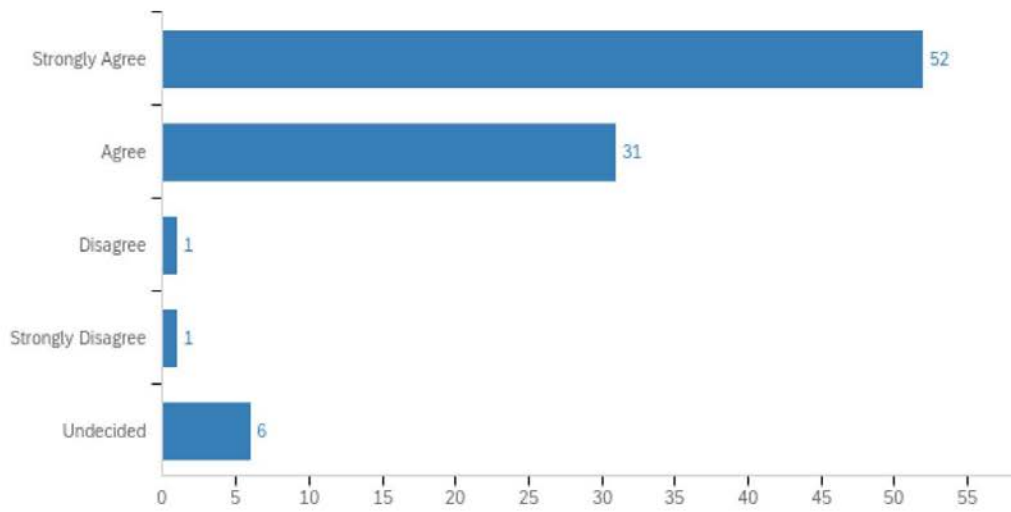

Answer	%	Count
Yes	38.04%	35
No	61.96%	57
Total	100%	92

Question 3 (Part 2) - Select all that apply:
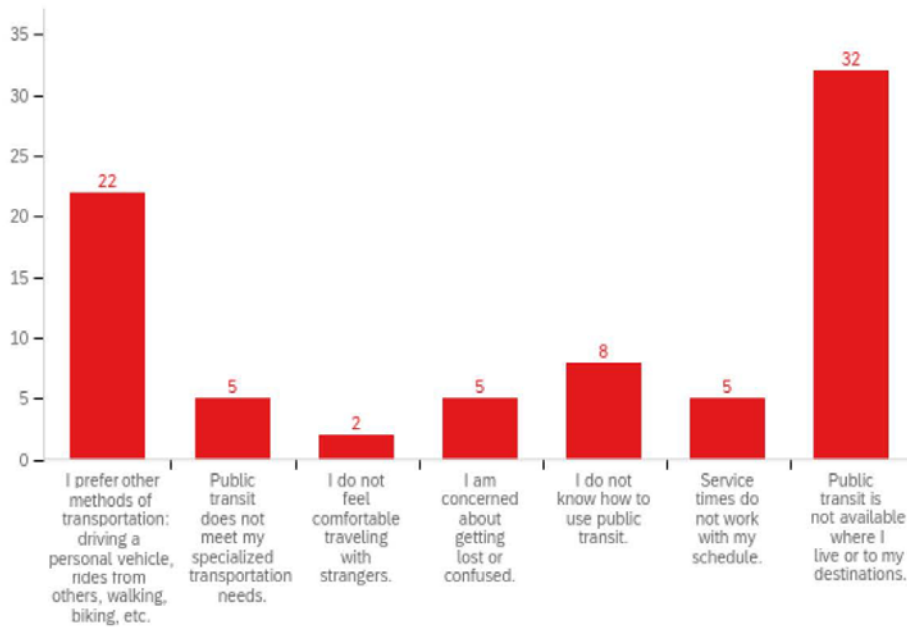
Answer	%	Count
I prefer other methods of transportation: driving a personal vehicle, rides from others, walking, biking, etc.	43.14%	22
Public transit does not meet my specialized transportation needs.	9.80%	5
I do not feel comfortable traveling with strangers.	3.92%	2
I am concerned about getting lost or confused.	9.80%	5
I do not know how to use public transit.	15.69%	8
Service times do not work with my schedule.	9.80%	5
Public transit is not available where I live or to my destinations.	62.75%	32
Total	100%	51

112

Question 4 - A public transportation option should be available to everyone.

Answer	%	Count
Strongly Agree	57.14%	52
Agree	34.07%	31
Undecided	6.59%	6
Disagree	1.10%	1
Strongly Disagree	1.10%	1
Total	100%	91

113

Question 5 - I would be interested in on-demand public transportation service operating where bus routes are not easily accessible.

With on-demand transportation you requests rides when needed and a vehicle comes to pick you up. Multiple passengers may be transported at once. Examples of popular on-demand private transportation services include Uber, Lift, and taxies.
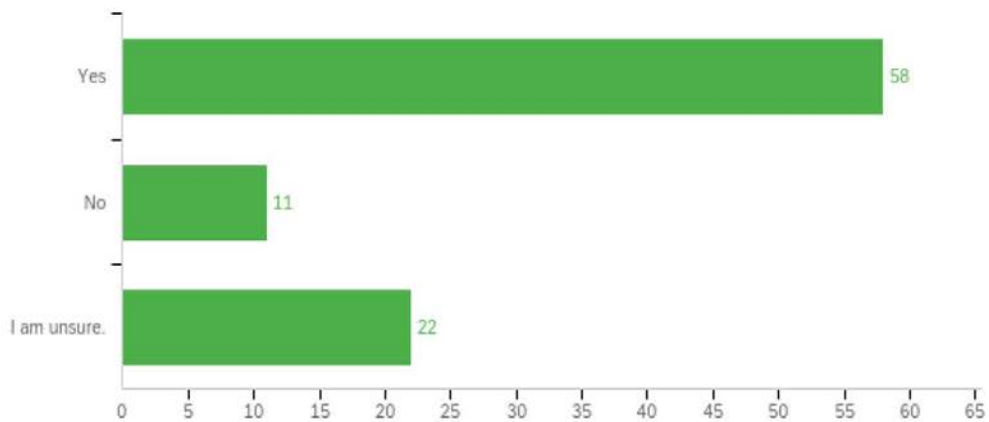
Answer	%	Count
Yes	63.74%	58
No	12.09%	11
I am unsure.	24.18%	22
Total	100%	91

Question 6 - I would use an on-demand public transportation service if it: Select all that apply:
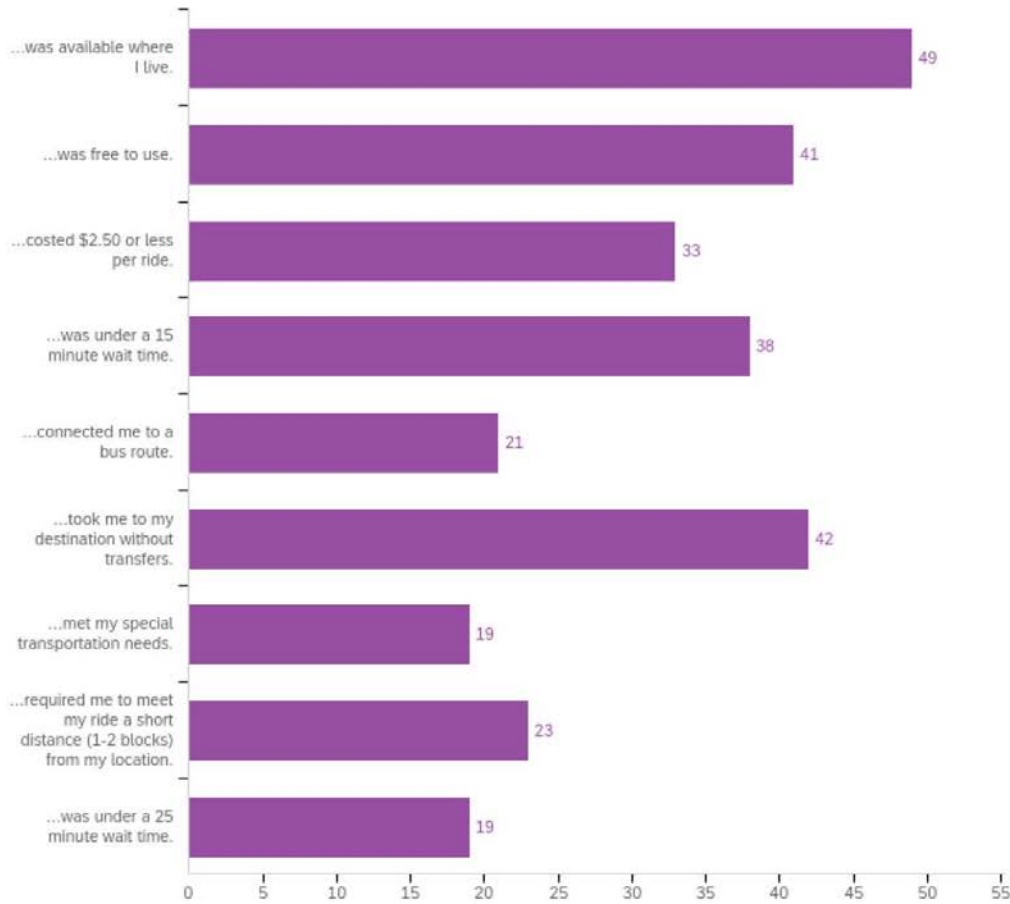
Answer	%	Count
...was under a 25 minute wait time.	25.33%	19
...was under a 15 minute wait time.	50.67%	38
...was free to use.	54.67%	41
...was available where I live.	65.33%	49
...took me to my destination without transfers.	56.00%	42
...required me to meet my ride a short distance (1-2 blocks) from my location.	30.67%	23
...met my special transportation needs.	25.33%	19
...costed $2.50 or less per ride.	44.00%	33
...connected me to a bus route.	28.00%	21
Total	100%	75
		115

Question 7 - I have family or friends available to provide transportation.
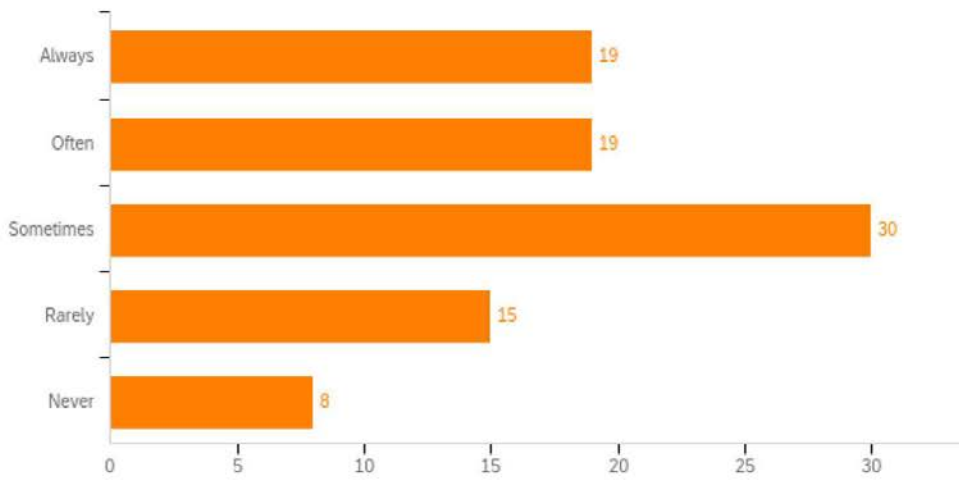
Answer	%	Count
Always	20.88%	19
Often	20.88%	19
Sometimes	32.97%	30
Rarely	16.48%	15
Never	8.79%	8
Total	100%	91

116

Question 8 (Part 1) - Are you a client for either of the following Bear River Association of Governments (BRAG) transportation voucher programs?

Lifeline Vouchers (Cache County) Mobility Vouchers (Box Elder County)

These programs help reimburse drivers providing transportation to those with disabilities, seniors, or people with low incomes to medical and dental appointments, counseling and therapy, and pharmacy or grocery store trips.

Answer	%	Count
Yes, I am a current client.	14.12%	12
No, but I would like more information.	24.71%	21
No, and I am not interested.	61.18%	52
Total	100%	85

IMPORTANT NOTE:

Due to a high number of inaccurate YES responses, this question was revaluated.

It was identified participants were likely marking YES to signify being a BRAG client.

The question reworded mid-survey for clarity.

15 participants provided contact information to learn more about the program.

117

Question 9 - How often do you use the following transportation services?

Question	Daily 5+ per week		Weekly 1-4 per week		Monthly 5+ per year		Yearly 1-4 per year		Never or less than yearly		Total
Options for Independence	8.43%	7	12.05%	10	6.02%	5	72.29%	60	1.20%	1	83
Senior Centers	7.23%	6	6.02%	5	6.02%	5	77.11%	64	3.61%	3	83
Aggie Shuttle	7.14%	6	8.33%	7	10.71%	9	73.81%	62	0.00%	0	84
Salt Lake Express	7.14%	6	13.10%	11	26.19%	22	53.57%	45	0.00%	0	84
Senior Living and/or care facilities	5.95%	5	11.90%	10	5.95%	5	76.19%	64	0.00%	0	84
Taxi/Lyft/Uber	4.82%	4	12.05%	10	18.07%	15	63.86%	53	1.20%	1	83
Chrysalis	4.76%	4	4.76%	4	9.52%	8	78.57%	66	2.38%	2	84
USU Stride Services	4.76%	4	7.14%	6	5.95%	5	82.14%	69	0.00%	0	84
Cache Valley Transit District (CVTD)	3.53%	3	16.47%	14	27.06%	23	51.76%	44	1.18%	1	85
Common Ground	2.38%	2	9.52%	8	13.10%	11	75.00%	63	0.00%	0	84
Life-Skills & Individual Needs Center (LINC)	2.38%	2	9.52%	8	4.76%	4	80.95%	68	2.38%	2	84
Cache Employment & Training Center (CETC)	2.38%	2	4.76%	4	11.90%	10	78.57%	66	2.38%	2	84
Utah Transit Authority (UTA)	2.38%	2	5.95%	5	19.05%	16	71.43%	60	1.19%	1	84

118

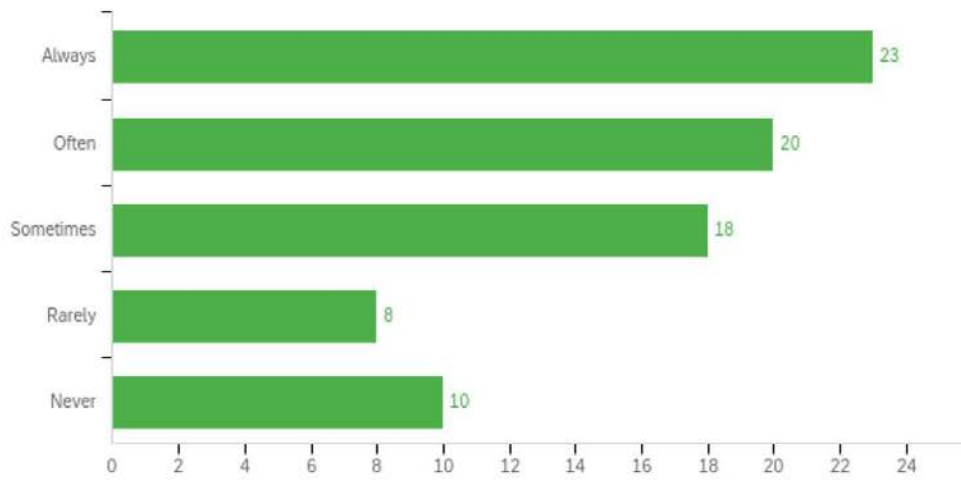**Question 10 - I use transportation services to access...**
Select all that apply:

■ Day Programs (0)　■ Education (0)　■ Employment (2)　■ Community Services (3)

■ Medical (6)　■ Mental Health (1)　■ Recreation (2)　■ Shopping (5)　■ Social (3)

Answer	%	Count
Day Programs CETC, Options for Independence, Stride Services, etc.	0.00%	0
Education	0.00%	0
Employment	22.22%	2
Government and Community Services BRAG, CRIC, DWS, Family Place, Food Pantry, etc.	33.33%	3
Medical	66.67%	6
Mental Health Resources	11.11%	1
Recreation	22.22%	2
Shopping	55.56%	5
Social Visiting family or friends.	33.33%	3
Total	100%	9

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Question 11 - I feel the transportation services I need are affordable.

Answer	%	Count
Always	29.11%	23
Often	25.32%	20
Sometimes	22.78%	18
Rarely	10.13%	8
Never	12.66%	10
Total	100%	79

120

Question 12 - Available transportation services meet my needs.
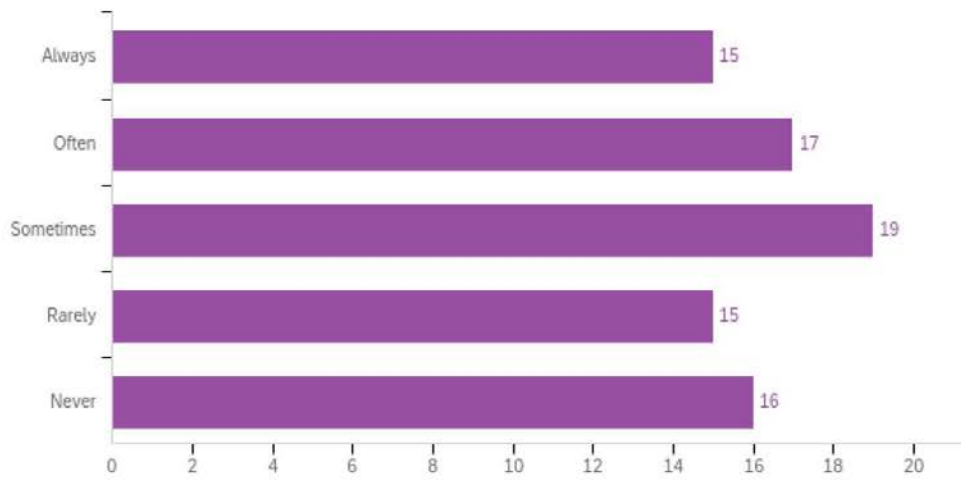
Answer	%	Count
Always	18.29%	15
Often	20.73%	17
Sometimes	23.17%	19
Rarely	18.29%	15
Never	19.51%	16
Total	100%	82

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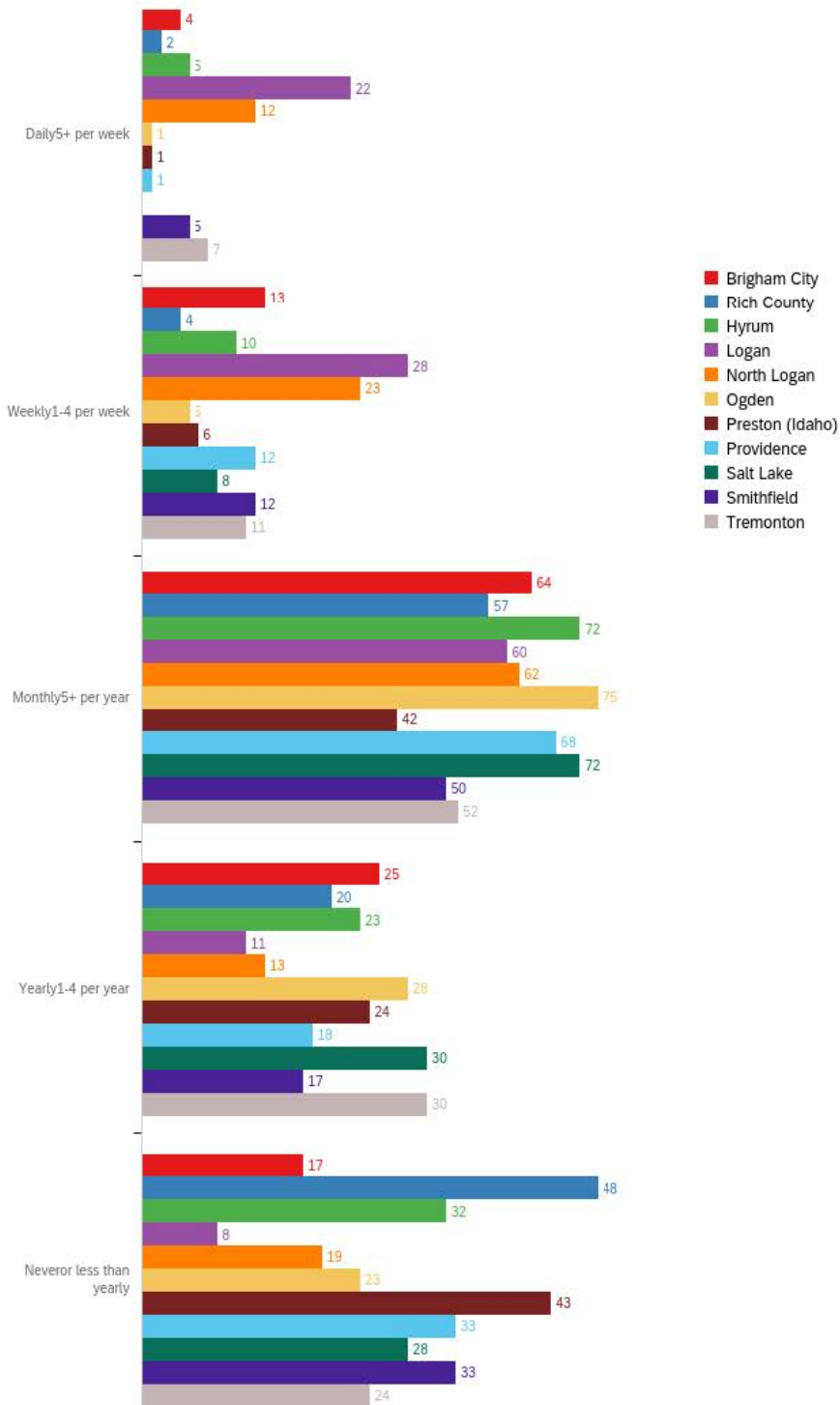## Question 13 - I need additional transportation services to access...
Select all that apply:
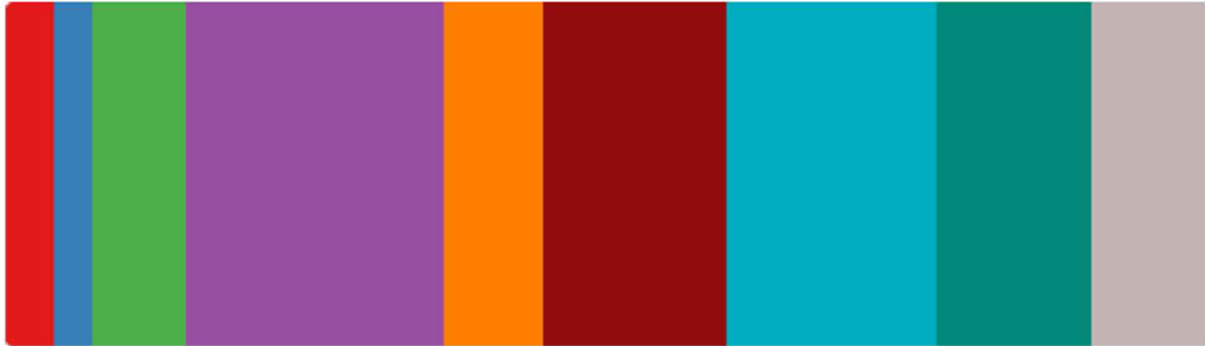
Day Programs (5) · Education (4) · Employment (10) · Medical (28)

Mental Health (11) · Recreation (20) · Shopping (23) · Social (17)

Community Services (13)

Answer	%	Count
Day Programs CETC, Options for Independence, Stride Services, etc.	5.95%	5
Education	4.76%	4
Employment	11.90%	10
Medical	33.33%	28
Mental Health Resources	13.10%	11
Recreation	23.81%	20
Shopping	27.38%	23
Social Visiting family or friends.	20.24%	17
I do not need additional transportation services.	46.43%	39
Government and Community Services BRAG, CRIC, DWS, Family Place, Food Pantry, etc.	15.48%	13
Total	100%	84
		122

Question 14 - How often do you travel to the following destinations?

Legend:
- Brigham City
- Rich County
- Hyrum
- Logan
- North Logan
- Ogden
- Preston (Idaho)
- Providence
- Salt Lake
- Smithfield
- Tremonton

Daily5+ per week
- 4
- 2
- 5
- 22
- 12
- 1
- 1
- 1
- 5
- 7

Weekly1-4 per week
- 13
- 4
- 10
- 28
- 23
- 5
- 6
- 12
- 8
- 12
- 11

Monthly5+ per year
- 64
- 57
- 72
- 60
- 62
- 75
- 42
- 68
- 72
- 50
- 52

Yearly1-4 per year
- 25
- 20
- 23
- 11
- 13
- 28
- 24
- 18
- 30
- 17
- 30

Neveror less than yearly
- 17
- 48
- 32
- 8
- 19
- 23
- 43
- 33
- 28
- 33
- 24

(CONTINUED) Question 14 - How often do you travel to the following destinations?

Question	Daily 5+ per week		Weekly 1-4 per week		Monthly 5+ per year		Yearly 1-4 per year		Never or less than yearly		Total
Brigham City	4.55%	4	14.77%	13	32.95%	29	28.41%	25	19.32%	17	88
Rich County	2.30%	2	4.60%	4	14.94%	13	22.99%	20	55.17%	48	87
Hyrum	5.75%	5	11.49%	10	19.54%	17	26.44%	23	36.78%	32	87
Logan	25.58%	22	32.56%	28	19.77%	17	12.79%	11	9.30%	8	86
North Logan	13.79%	12	26.44%	23	22.99%	20	14.94%	13	21.84%	19	87
Ogden	1.15%	1	5.75%	5	34.48%	30	32.18%	28	26.44%	23	87
Preston (Idaho)	1.16%	1	6.98%	6	13.95%	12	27.91%	24	50.00%	43	86
Providence	1.16%	1	13.95%	12	25.58%	22	20.93%	18	38.37%	33	86
Salt Lake	0.00%	0	9.09%	8	25.00%	22	34.09%	30	31.82%	28	88
Smithfield	5.81%	5	13.95%	12	22.09%	19	19.77%	17	38.37%	33	86
Tremonton	7.95%	7	12.50%	11	18.18%	16	34.09%	30	27.27%	24	88

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Question 15 - I need to travel to destinations over 15 minutes away.
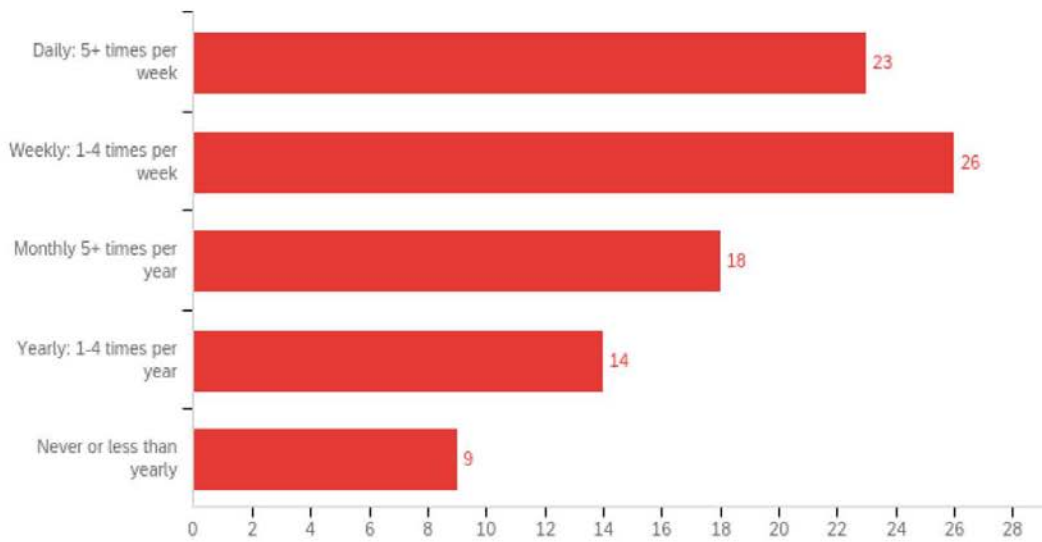
Answer	%	Count
Daily: 5+ times per week	25.56%	23
Weekly: 1-4 times per week	28.89%	26
Monthly 5+ times per year	20.00%	18
Yearly: 1-4 times per year	15.56%	14
Never or less than yearly	10.00%	9
Total	100%	90

Question 16 - I have accessible transportation when my destination is over 15 minutes away.
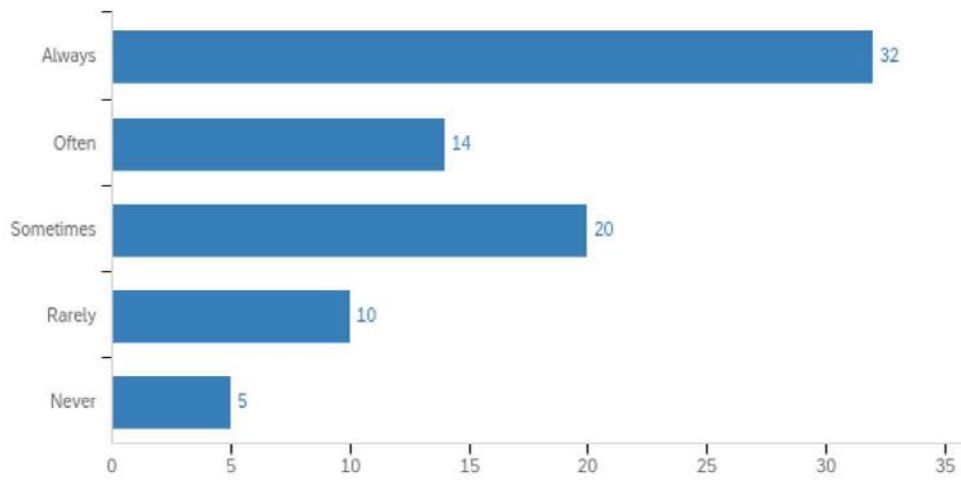
Answer	%	Count
Always	39.51%	32
Often	17.28%	14
Sometimes	24.69%	20
Rarely	12.35%	10
Never	6.17%	5
Total	100%	81

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Question 17 - In which community do you live?
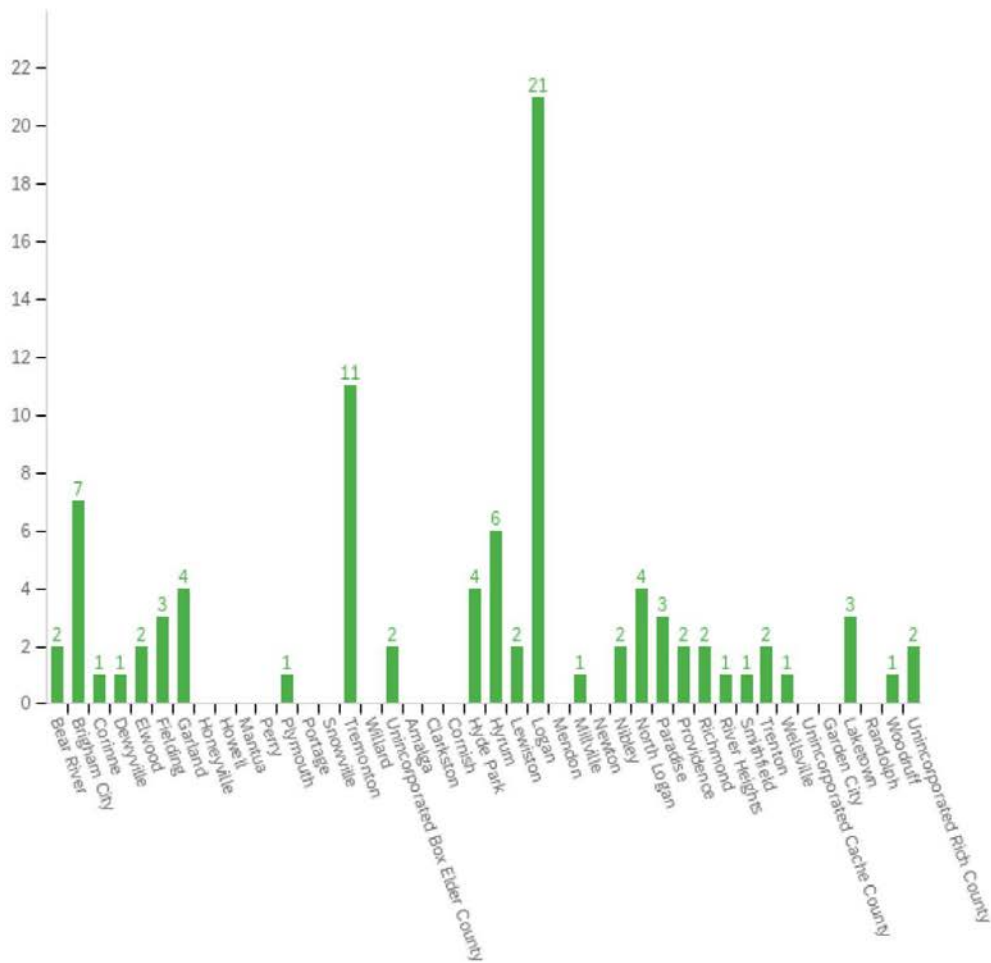
Answer	%	Count
Amalga	0.00%	0
Bear River	2.17%	2
Brigham City	7.61%	7
Clarkston	0.00%	0
Corinne	1.09%	1
Cornish	0.00%	0
Dewyville	1.09%	1
Elwood	2.17%	2
Fielding	3.26%	3
Garden City	0.00%	0

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(CONTINUED) Question 17 - In which community do you live?

Answer	%	Count
Garland	4.35%	4
Honeyville	0.00%	0
Howell	0.00%	0
Hyde Park	4.35%	4
Hyrum	6.52%	6
Laketown	3.26%	3
Lewiston	2.17%	2
Logan	22.83%	21
Mantua	0.00%	0
Mendon	0.00%	0
Millville	1.09%	1
Newton	0.00%	0
Nibley	2.17%	2
North Logan	4.35%	4
Paradise	3.26%	3
Perry	0.00%	0
Plymouth	1.09%	1
Portage	0.00%	0
Providence	2.17%	2
Randolph	0.00%	0
Richmond	2.17%	2
River Heights	1.09%	1
Smithfield	1.09%	1
Snowville	0.00%	0
Tremonton	11.96%	11
Trenton	2.17%	2
Unincorporated Box Elder County	2.17%	2
Unincorporated Cache County	0.00%	0
Unincorporated Rich County	2.17%	2
Wellsville	1.09%	1
Willard	0.00%	0
Woodruff	1.09%	1
Total	100%	92

Question 18 - How old are you?
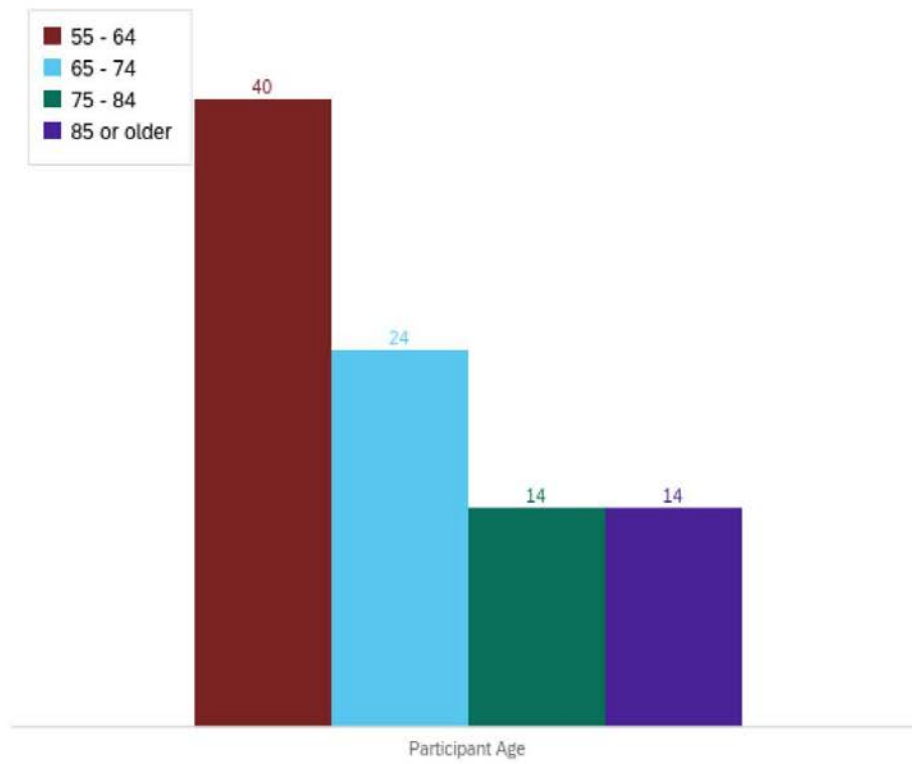
Answer	%	Count
55 - 64	43.48%	40
65 - 74	26.09%	24
75 - 84	15.22%	14
85 or older	15.22%	14
Total	100%	92

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Question 19 (A) - How many people live in your household?   Adults

- 1 Adult (28%, 25)
- 2 Adults (42%, 37)
- 3 Adults (10%, 9)
- 4 Adults (10%, 9)
- 5 Adults (6%, 5)
- 6 Adults (3%, 3)
- 7 Adults (1%, 1)
- 10 Adults (0%, 0)
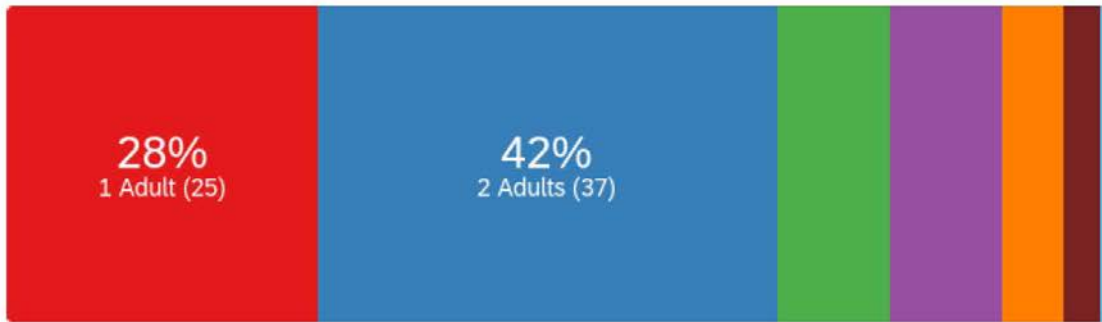
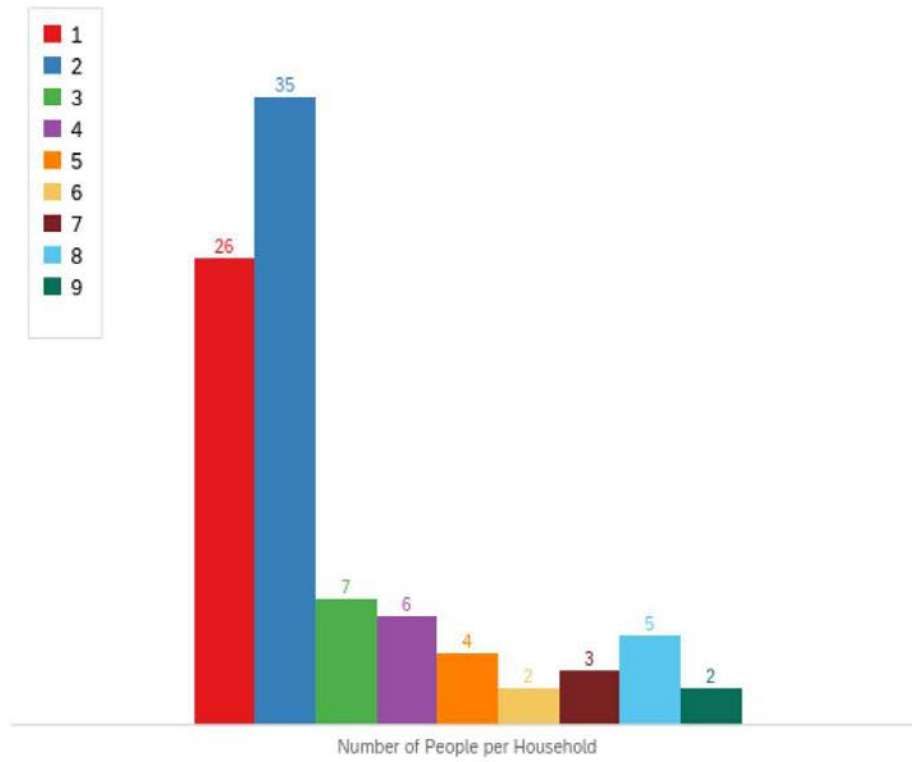| Answer	%	Count
1	28.09%	25
2	41.57%	37
3	10.11%	9
4	10.11%	9
5	5.62%	5
6	3.37%	3
7	1.12%	1
10	0.00%	0
Total	100%	89

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Question 19 (B) - Children age 18 or under:

72%
No Children

- No Children (72%, 58)
- 1 Child (14%, 11)
- 2 Children (9%, 7)
- 3 Children (5%, 4)
- 4 Children (1%, 1)
- 5 Children (0%, 0)
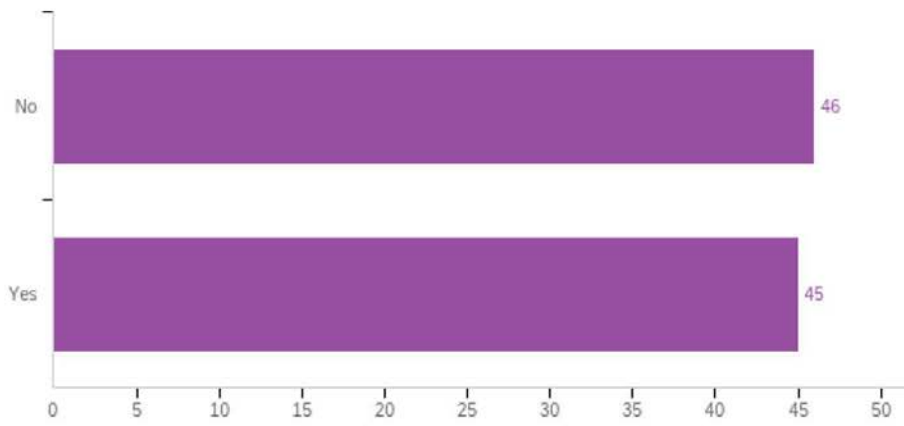- 6 Children (0%, 0)
- 7 Children (0%, 0)
- 8 Children (0%, 0)

Answer	%	Count
0	71.60%	58
1	13.58%	11
2	8.64%	7
3	4.94%	4
4	1.23%	1
Total	100%	81

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Household Member Total

Number of People per Household

Answer	%	Count
1	28.89%	26
2	38.89%	35
3	7.78%	7
4	6.67%	6
5	4.44%	4
6	2.22%	2
7	3.33%	3
8	5.56%	5
9	2.22%	2
Total	100%	90

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Question 20 - Do you or one of your dependents identify as having a disability?

Answer	%	Count
No	50.55%	46
Yes	49.45%	45
Total	100%	91

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Question 21 - What is the combined yearly income of everyone in your household?
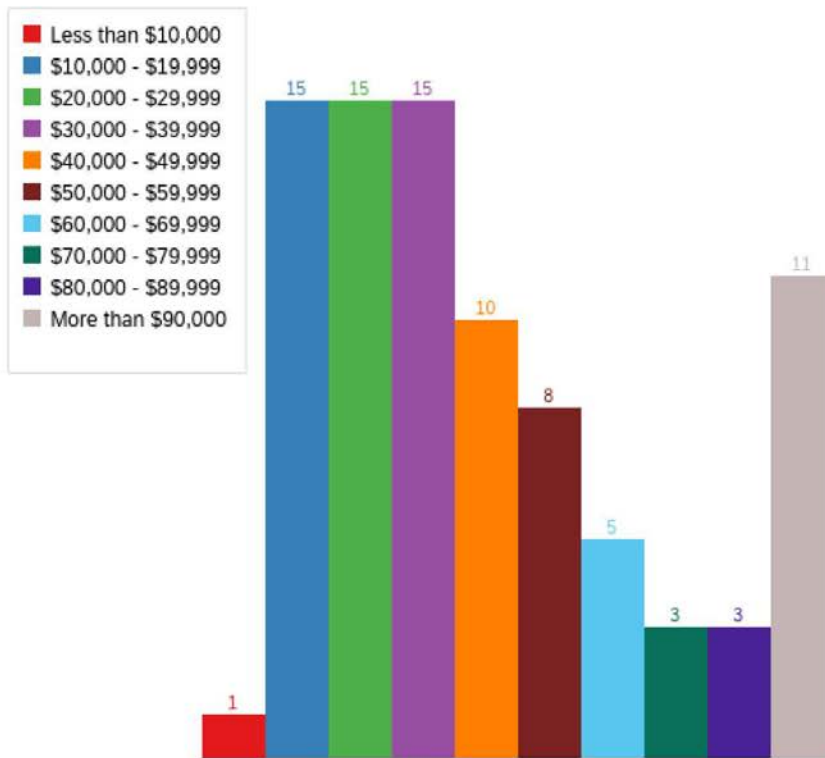
Answer	%	Count
Less than $10,000	1.16%	1
$10,000 - $19,999	17.44%	15
$20,000 - $29,999	17.44%	15
$30,000 - $39,999	17.44%	15
$40,000 - $49,999	11.63%	10
$50,000 - $59,999	9.30%	8
$60,000 - $69,999	5.81%	5
$70,000 - $79,999	3.49%	3
$80,000 - $89,999	3.49%	3
More than $90,000	12.79%	11
Total	100%	86

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Question 22 - Do you have any additional comments on transportation needs and services?

Yes - Text
brigham needs transportation to logan and tremonton and honeyville
Would be very helpful to know more about the other transportation options that are available beyond just UTA, CVT, and taxi - which is the more commonly known options to the general public. The others are not well known generally. This survey was/is helpful for more awareness of other options that do exist.
Without my husband's assistance my needs would be much greater.
We need this in in Northern Box Elder
Transportation is so vital to visually impaired people and if you are not on the main line very little is available to you. That needs to change. Not just for visually impaired but for all who have a need for transportation.
Traffic inconvenience
Our daughter rides the bus 3-4 times a week and drives her own car 1-2 per week. We appreciate the bus service. Thank you so much.
Love the FREE bus for the community - keep please! Love the FREE community services for elderly and those with disabilities - keep please! Need more bike friendly streets, walking paths, we need to be more green going forward. I feel like Utah in general is very car reliant unless you are retired or jobless. A North/South tram w/park n ride could help alleviate main street traffic. A East/West tram could help USU students not need to be as car reliant.   One way streets on EAST/WEST of Logan main street could help main street traffic.
La mas importante es que podriamos ayudar a la contaminacion que se hace en Cache valley. A mi me ayudaria mucho cuando tengo citas medica y podria usar su servicio todos los dias para ir a mi trabajo, cursos, visitar a mis doctores y familiares y amigos. Seria maravillosos el que usaramos el camion y se quitaria el trafico que se esta haciendo cada dia con mucha congestion y mas accidentes. Estamos creciendo tan rapido que urge una solucion y planificacion positiva urgente muy urgente. El Valle en el que vivimos es hermoso!!!!! De igualmanera estamos creciendo rapidisimo!!! Muchas gracias les doy y deseo que encuentren la solucion posible y mejor para la comunidad. De igualmanera la seguridad, independencia, oportunidades,respeto y confianza que como ciudadanos todos tenemos la necesidad y derecho de aportar a la comunidad. Y juntos progresar y ayudarnos los unos a los otros. Muchas gracias por todo. Atentamente su servidora: Veronica. Que tengan un buen dia.
It would be wonderful to have someone take me to the store, doctor, dentist on a regular basis. Trying to find a ride can be a challenge at times. I'm on a fixed income so taxis are expensive for me.
Increase the means of transportation and improve the efficiency of transportation arrival
In general I feel discriminated by access to public, as well as private, transportation, as to age and political believes. This survey leaves much to be desired and I have no confidence to even a slight improvement in accessibility to mobilization for my life needs.
I would like to be able to take public transportation to SLC from Logan to help my elderly parents. Salt Lake Express for $55 one way is too expensive. I see Greyhound now has rides for $30 one way which is also too expensive. It's possible to ride from Provo to Ogden (83 miles) on Front Runner for $9.70 (or half that for seniors). The distance from Logan to Salt Lake is also about 83 miles. I think citizens of Cache Valley should have that same opportunity. A bus from Logan to Front Runner in Ogden - or a bus that went directly to the Salt Lake Transit Station shouldn't be too difficult to come up with! I don't see why we can't get some cooperation between UTA and CVTD.
I work with families who are low income and lack of transportation in Tremonton and from Tremonton to other communities is a problem for them.

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I need help getting to the Ogden V.A. office and also the V.A. Hospital in Salt Lake City about 5-8 times a year.

I feel it is very important to be able to have transportation available for people in their area.

I bicycle when the weather permits.

I am lucky enough to have several close friends who have been willing to help me with transportation needs; however, I have only one family number living in th Utah and that family member also is disabled and needs help from me. Support services, especially door to door transportation services would be so helpful and enable more individuals like us to remain in our homes. Also, it would be extremely helpful to have individual help in keeping up with technology. Here again, there is so much I can still do on my phone and iPad, but because of the rapidly changing skills needed to use my electronic devices,, individual help occasionally would help me keep up to date and enable me to keep in contact with distant family members, use on line services of banks, etc. as well as help me to be sure that my devices are secure and protect from hacking as much as possible. This kind of help would surely give me more peace of mind and, hopefully, enable me to remain fairly independent in my own home.

I am almost considered legally blind because of my macular degeneration. As long as my wife is healthy and can drive me places etc, my needs are pretty well taken care of. That could change, but we hope not.

I HATE ASKING PEOPLE FOR HELP!!!

Although I do not use or need public transportation, I have many clients who do. Transportation to doctor appointments, as well as banking, shopping, etc. is often a problem when they are unable to use public transit. While the Call-a-Ride option through CVTD is helpful, it is not optimal. Clients are required to schedule a pick-up time when reserving the ride. That is often difficult to predict when going to a doctor.

Airport shuttles better availability

A cvtd bus shuttle to and from Uta platforms In Ogden I am sure would be used and appreciate even a small free like $1.00 per rider would help with gas/vehicle maintenance. Help me get to my medical professionals resources out of the cache valley area.

(Paper Survey Notes) Uses Call-A-Ride CVTD Services (Para-Transit) CVTD Bus Schedule does not always work with their schedule. Can not carry items and groceries on the bus in the winter or during hot weather.

(Paper Survey Comment) Thank you I answered this survey for my aged mother who received it from Meals on Wheels.

Bike lanes are transportation not just recreational. More people would use them if we had a safe to get from point A to B that felt a little more separate from car traffic

A way to get from cache county to Brigham city. Even if it only runs 2-3 times a week.

A cvtd bus shuttle to and from Uta platforms In Ogden I am sure would be used and appreciate even a small free like $1.00 per rider would help with gas/vehicle maintenance. Help me get to my medical professionals resources out of the cache valley area.

A bus the newton so we could have access to my in-laws would be amazing! My husband, myself and our 2 year old daughter are all legally blind

(Paper Survey Comment) Thank you I answered this survey for my aged mother who received it from Meals on Wheels.

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Annotated Bibliography

Barry, E. (2020, January 14). Should Public Transit Be Free? More Cities Say, Why Not? *The New York Times*. Retrieved August 31, 2022, from https://www.nytimes.com/2020/01/14/us/free-public-transit.html.

Very few places in the world have free public transit (around 100) and most of them are not in the United States; however, there are many benefits that can be drawn from having free public transit. The cost of collecting the fares is what the largest portion of fares go to. Some cities in the US that did not offer free public transit are experimenting with it. One of the ideas floated for paying for it raise the gas tax a few pennies. Costs for transportation impact disadvantaged and underserved demographics the hardest and free transit can help provide equal opportunity to all citizens.

Environmental Protection Agency. (2022, May 19). *Carbon Pollution from Transportation*. EPA. Retrieved January 10, 2023, from https://www.epa.gov/transportation-air-pollution-and-climate-change/carbon-pollution-transportation

Transportation is the biggest source greenhouse gas emissions in the United States contributing 27% of the total amount. It has a huge impact on the planet and the EPA has outlined the situation in many articles. Vehicles are the biggest source (over half) of carbon dioxide emissions for the typical household. Encouraging other methods of transportation like public transit or the use of electric vehicles can help reduce this number.

Jahn, T., & Wehling, P. (1998). A multidimensional concept of mobility — a new approach to Urban Transportation Research and Planning. *Urban Ecology*, 523–527. https://doi.org/10.1007/978-3-642-88583-9_105

Jahn and Wehling address how the ecology of a city and its sustainability is impacted by the mobility options. Both shape one another and by addressing transportation one can more directly control the outcomes for the city. This indicates that failure to account for transportation in planning can lead to adverse consequences as it takes shape on without direction.

Melosi, M. V. (2005). *The Automobile and the Environment in American History*. Automobile and the environment in American history: Introduction. Retrieved September 2, 2022, from http://www.autolife.umd.umich.edu/Environment/E_Overview/E_Overview1.htm

This project was produced by the University of Michigan with the Dearborn and Benson Ford Research Center for the use in the Science and Technology Studies Program at the university details the history and use of the automobile in life and society in the United States. It talks about the impacts on the environment from production to usage including how it was first seen as a "solution to a pollution problem". With the sheer mass of vehicles produced driven today the impact goes beyond the carbon pollution from car emissions. It must include the processes of obtaining and producing our vehicles and all associated items such as road construction and maintenance, parking facilities, fuel extraction processes, etc. The toll far exceeds the GHG emissions from vehicle use.

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