SIX COUNTY
ASSOCIATION OF GOVERNMENTS

FY 2019 Human Services Coordinated Transportation Plan

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Executive Summary

Through local intergovernmental agreements, the Six County Association of Governments (SCAOG) was organized in 1969 to provide services available through state and federal programs to the citizens of Juab, Millard, Piute, Sanpete, Sevier, and Wayne Counties. SCAOG's primary goal is to serve as a multi-purpose organization, which combines the resources to effectively provide a broad spectrum of services, including economic and community development, as well as essential human services. SCAOG headquartered in Richfield, provides the following services for all member governments:

- Aging Programs, including Transportation and Senior Center Support
- Planning and Community Development
- Housing Services
- Community and Economic Development

The SCAOG Department of Economic Development handles mobility management and planning coordination with human services transportation services. These services are for people who have limited mobility, including people with disabilities, seniors, and people with low income.

Any limitations in this plan are due to the lack of experience in planning these types of activities. Due to high turnover in planning staff in recent years, some institutional knowledge regarding the creation and usage of Mobility Management planning has been degraded. Therefore this new rendition of the Human Service Coordinated Transportation Plan is meant to take a beginner's approach. The goal is to build on this plan annually in order to be able to implement a more sophisticated approach to mobility management in the future. This particular plan focuses on obtaining transportation funding for existing human service agencies.

The purpose of The Human Service Coordinated Transportation Plan is to determine the mobility needs of the region. This includes identifying who is in need of transportation services, gaps in providing transportation services, and strategies to amend those gaps.

Area description/ Demographics

The following is a brief description of the Six County region including its physical geography, population and demographics.

The Six County region is made up of the counties of Juab, Millard, Piute, Sanpete, Sevier, and Wayne. This area is comprises some 16,991 square miles, or 20% of the territory of the State of Utah. The physical geography, which is important to know in order to understand the challenges that face the area, would best be described as rugged. Narrow valleys, broad desert plateaus and steep mountains that cross the area make travel in the area a challenge, though not insurmountable.

The area is also sparsely populated, with a total estimated population of 77,758 spread out over 49 communities and 6 counties. A large majority of those communities, 32 of them, are also small communities, with populations of less than 1,000. Two counties, Piute and Wayne, have populations of less than 3,000 persons each. Included in the Appendix as Appendix 3 are a series of maps that show the physical geography, the distribution of communities throughout the area, and the locations of service providers and senior centers.

Of the population of the Six County region the average families living below poverty averages about 8.8%. This is close to the state average of 7.9%. The average disabled population, including seniors, averages 13%. This is higher than the state average of 9.6%. The average percentage of the population that are seniors in the Six County region is at 14%. This is higher than the state average 10%. The following charts display the data for all of the Six County region.

Table 1 Demographics	Seniors 65+ years	Seniors 65+ years as a percentage of the population	Disabled Seniors 65+ years	Disabled 18+ years (Includes disabled seniors)	Disabled 18+ as a percentage of the population (Includes disabled seniors)	Percentage of Families /people whose income in the past 12 months was below the poverty line
Juab	1,194	11%	466	1,032	10%	11%
Millard	1,934	15%	688	1,384	11%	8%
Piute	476	26%	252	457	25%	9.4%
Sanpete	3,687	13%	1,408	3,009	10%	10.1%
Sevier	3,231	15%	1,215	2,546	12%	10.7%
Wayne	504	19%	136	320	12%	3.5%
Six County Total	11,026	(XXX)	4,165	8,748	(XXX)	(XXX)
Six County Average	(XXX)	14%	(XXX)	(XXX)-	13%	8.8%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

Table 2 Population	Population
Juab	10,694
Millard	12,651
Piute	1,860
Sanpete	28,892
Sevier	20,961
Wayne	2,700
Six County Total	77,758

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

Available Services and Providers

Within the Six County region, there is no public fixed route transportation available. Several private providers provide fixed route transportation services along fixed corridor routes, primarily serving communities near the interstates that run through the area, (I-15 and I-70.) The remaining providers work on an as needed basis, with providers both public and private. These groups primarily serve specific groups The following break down of providers highlights the available services within the Six County Region.

Private Available Transportation Options

In the Six County region, several private transportation options exist. These include bus service along the I-15 and 1-70 corridors from Greyhound bus service and St. George/ Salt Lake Express. Services are offered to the communities of Salina, Richfield, Fillmore, and Nephi. Additionally, there are several private taxi services available for rides upon request, including services from American Eagle Taxi service, Lyft, and Uber. American Eagle Taxi service which is based in Sevier County and serves the surrounding area, including areas outside of the county. Lyft and Uber services technically exist throughout the Six County Region, though the actual usefulness of the service is in question.

Non Profit Providers

Several non-profit providers exist in the Six County region which provide a variety of public transportation services to specific groups, including veterans, low-income persons, seniors, and those with disabilities. These services are provided by groups such as
Logisticare (sponsored by the Utah Department of Health Medicaid Program), Veterans Affairs, Turn Community Services, Ability 1st, Community Careers and local senior centers. Turn Community Services, Ability 1st, and Community Careers primarily serve adults with disabilities.

Senior Centers

A special note about senior centers, as they are the most closely aligned with Six County Association of Governments and most likely to approach UDOT for funding for vehicles. Senior center transportation is used to transport those 65 and older around for medical trips, shopping, and recreation. These transportation options are also available to the public if they are traveling with a senior or their is space available and they wish to travel on the senior transportation. This option is not very utilized throughout the Six County region.

The following table is a breakdown of the available transportation services in the region, based on providers and service region.

Table 3: Service Provider's Available Transportation

Agency Name	**Service Area**	**Local Destinations & Business Hubs**
Senior Citizen Centers		
East Juab Senior Citizens Center	Nephi Mona Levan Eureka	Payson Spanish Fork
West Millard Senior. Center	Delta Area	Provo Payson Greater Delta Area
Pahvant Senior Center	Fillmore	Fillmore Provo Richfield
Sevier County Senior Corp. (See below)		Richfield Gunnison Nephi Payson Provo/Orem
● South Sevier Senior Center	Monroe	
● North Sevier Senior Center	Salina	
● Richfield Senior Center	Richfield Glenwood Venice Sigurd	
Piute County Senior Center	Circleville Kingston Junction Marysvale (Highway 89 Corridor)	Richfield Cedar City St. George Provo

Wayne County Senior Citizen Center	Loa Lyman Bicknell Torrey Teasdale Hanksville Caineville	Richfield Green River Loa Bicknell Provo Price
Moroni Senior Center	Moroni	Provo/Orem Ephraim
Gunnison Senior Citizens	Gunnison	Fayette Mayfield Gunnison Centerfield Ephraim Richfield
Manti Senior Center	Manti Sterling Ephraim	Manti Ephraim Gunnison
Other Community Providers		
Community Careers	Sevier, Millard, and Juab Counties	Richfield, Delta, various destinations in service area counties.
Ability 1st Utah	Sanpete County	Ephraim, various destinations in service area county.
Turn Community Services	Sevier County	Richfield, various destinations in service area.
Logisticare	State Wide	Available to patients on Medicaid
Vetern Affairs	State Wide	Runs a shuttle out of Richfield that goes to the VA hospital in Salt Lake on an as needed basis based on alternating days. Open only to Veterans.
Private Transportation Services		
Company Name	**Service Area**	**Local Destinations & Business Hubs**
American Eagle Transit	Sevier and Sanpete Counties	Richfield and surrounding communities upon request.
St George/Salt Lake Express	North and South along i-!5	Fillmore and Nephi
Greyhound	West along I-70. South along I-15.	Green River, Richfield, Parowan, Cedar City, St. George.

The following table is an inventory of service provider vehicles.

Table 4 Vehicle Inventory				
	Vehicle	Year	Millage	Condition
Senior Center				
East Juab	-Ford Cutaway bus -Ford Cutaway bus	2004 2009	--- ---	Good Good
West Millard	-Ford 11 Passenger vehicle	2003	---	Fair
Pahvant	-Ford Cutaway bus -For Van -Ford Cutaway bus	2003 2003 2008	--- --- 44,378	Fair Fair Good
Piute	-Ford Cutaway bus	2016	20,536	Good
Gunnison	-Ford Cutaway bus -Chevy Van	2003 2007	41,712 36,727	Good Good
Manti	-Ford 12 passenger van	1994	---	Poor
Moroni	-Ford Cutaway bus	1999	---	Fair
Sevier County Senior Corporation	-Chevy Cutaway bus -Goshen Cutaway bus -Ford Cutaway bus -Ford Cutaway bus -Impala Sedan -Ford Cutaway bus	2002 2004 2007 2008 2008 2018	--- --- --- --- --- ---	Poor Fair Good Good Good New
Wayne	-Ford Cutaway bus -Ford Cutaway bus -12 Passenger van	1997 2003 ---	--- 36,884 ---	Fair Fair Fair
Service Providers				
Ability 1st	-Ford Cutaway bus	---	---	---
Community Careers	-Cutaway bus (Richfield) -Cutaway bus (Nephi)	--- ---	--- ---	--- ---
Turn Community Services	-Ford Cutaway bus	2019	---	Good

Public Outreach

Service providers and community leaders were contacted as part of the update process for this plan. They were surveyed and interviewed about what mobility options available, what their needs are, and what suggestions they might have for improving the state of transportation in the Six County area. The following is a summary of those interactions.

Service Providers Council

The Six County Aging and Volunteer Services department holds a monthly service providers council meeting. At this meeting, the various service providers in the Six County region, from medical to employment services to schooling to housing assistance. At these meetings, transportation issues were discussed and reviewed. A common thread through these conversations are that of the available transportation options, either they are inconvenient to use, not available when needed, or undesirable to use.

Interviews

Several interviews were conducted with Six County Aging Department, senior center site managers, and other service providers. The questions ranged from what their service area consisted of, what their challenges were in providing services and what their future needs were. Several common themes that arose from the interviews are that the senior centers are struggling with ridership and consistent service. They are also struggling with finding enough drivers, due to the nature of being able to only use volunteers. See Appendix 1 for full interview results.

Survey

A survey was sent out to the service providers council, the senior center managers, and service providers. The questions were as follows: What publicly available transportation services currently serve your area? What unmet transportation needs exist in your area? What specific recommendations would you have to meet those unmet needs or gaps? What do you see as constraints to implementation of desired services? Some of the common responses that were received from this survey were that there are no readily available on demand transportation

services beyond the taxi service based in Sevier County. Also, the most common obstacle to transportation services being more readily available is the high cost of implementing services. Please see Appendix 2 for full survey results

Title VI outreach

Currently at this time, Six County AOG is preparing to conduct outreach to Title VI communities as part of an update to the overall Title VI plan and this plan. The outreach effort will include identifying underserved racial demographics and reaching out to them through various means, including through relevant social and religious institutions, school districts, public health departments, community leaders, senior centers, and through local Workforce Services Centers. These are designed to build on previous efforts that were conducted back in 2016, which included efforts to reach out to the same groups. In short, the goal of those efforts was to identify Title VI populations and find ways to address their transportation
For a complete summary of previous efforts and to see current efforts, please refer to the most recent Six County Title VI plan, available at 250 N Main St Suite B12 in Richfield UT, 84701 or online at www.sixcounty.com.

Service Gaps and Needs Analysis

This section summarizes the needs identified for the area from surveys, discussions, interviews, and previously identified needs that are still needed.

Need: Transportation assistance for individuals with physical limitations
Regular transportation for individuals with severe developmental and physical disabilities.
Discussion:
Depending upon the location within the region, there are currently no or limited services to homebound clients. Transportation service providers are limited to certain groups of the targeted population. Persons with disabilities not as limiting require daily transportation to and from employment. Some are able to utilize existing service by altering work schedules, but these people may be able to work and live independently if affordable transportation services were provided on fixed daily schedules.

Need: Intercity transportation to major cities outside of region
Longer distance transportation to urban areas of the state is needed on a routine and scheduled basis.
Discussion:
Routinely, members of the targeted population require access to urban areas in order to attend medical appointments or special events, to visit family and friends, or to shop for items unavailable nearby. Farther destinations such as Provo and Salt Lake City are visited routinely. Additional transportation to closer locations such as Cedar City, Richfield, and St. George is also needed.

Need: Transportation within Region
Daily transportation from small rural towns to regional mid-sized towns is a primary need for individuals in the region in order to access essential services.
Discussion:

Most small town residents within Six County AOG travel to regional hubs such as Richfield, Fillmore, Gunnison, Ephriam, and Nephi for most services except groceries and gas which residents usually obtain locally. While there are many outlying areas with residents who need access to essential services, these residents also need access to the same services within the town.

Need: Address growing senior population

Transportation system responding to the needs of a growing senior population

Discussion:

The senior population within the area is growing, presenting a unique transportation issue over the coming years as the population continues to age in place and as retirees move to the region. Currently, many service providers utilize a network of retired volunteers as drivers to provide transportation for seniors. There may be a need for service expansion, as well as the need for drivers, just to maintain the current system. In the region, the local senior centers provide the majority of transportation services, but there remains a need for additional senior transportation. In addition to transportation to and from the senior centers for events and meals, many seniors rely upon the senior center transportation for routine trips for shopping and medical assistance. Senior center drivers are for the most part un-aided volunteers and are being relied upon heavily. This volunteer system is working but improving transportation services will require less dependence on volunteer schedules.

Need: Volunteer system

Less reliance upon informal volunteer systems is needed.

Discussion:

Currently, basic local transportation needs are being met through a volunteer system which relies on the generosity of family and friends for personal transportation. Reliable transportation services cannot continue to depend upon a volunteer system as they are not a sustainable solution Many agencies are struggling to provide enough services from their pool of drivers as it is and are having a hard time recruiting additional drivers.. Agency funding and liability insurance policies typically do not cover volunteer drivers. While volunteer drivers are the backbone of many agencies, there is always a need for better-trained drivers. If agencies were able to pay

current volunteers and to support training efforts, driver reliability and service expansion could occur and meet the most needs.

Need: Funding for operating expenses and service expansion. Additional funding is needed to cover operating expenses

Discussion:

While many service providers indicated they have used federally funded matching programs for capital expenses and the purchasing of vehicles, some providers noted they often do not have sufficient funds to cover operating expenses or to expand services (e.g. increasing routes of extending operating hours). In addition, agencies indicated rising as prices continue to take more funds from the operating budget. To make up for anticipated budget shortfalls, transportation services once provided for free now have a fee they must pass on to riders. If this is not the case, then riders are asked to make a donation, many of whom have limited incomes. This practice of requesting donations is not a stable funding mechanism.

Need: Self-Reliance. It is necessary to provide an easily accessible transit system for seniors and disabled persons so they may remain independent.

Discussion: For many, asking for help is akin to losing personal independence. This was a common point made by community leaders and service providers. Many residents who need transportation services are too proud to ask for assistance outside of family and friends. However, independence for the elderly and disabled cannot be fully realized if they do not rely on public transportation services. Therefore, additional information and/or education for this population about the role that transportation plays in enabling people to become independent may be needed.

Need: Address fluctuating Ridership

Local agencies need to stabilize ridership patterns to be able to provide routine transportation services.

Discussion:

While fluctuating ridership was indicated as an obstacle in providing routine transportation services, the infrequency of trips might also contribute to the sporadic use. Recruiting and retaining riders requires a good deal of staff time and operating money. However, without frequent riders, providing additional staff and money is difficult. This inability to provide staff and money leads to infrequent trips, discouraging riders from frequent use. This issue demonstrates the cyclical nature of providing reliable transportation services. When services are infrequent and excluded from a weekly/daily routine, riders do not participate.

Goals, Objectives, and Strategies to Improve Coordination

Goal 1 – Human Service Coordination/Mobility Management

Objective 1.1 – Understand area needs

- Strategy 1.1.1- Conduct an annual assessment of needs in the region with providers and the general public to identify potential opportunities in enhancing and challenges to the Coordinated Human Services Transportation Plan.
- Strategy 1.1.3- Identify goals and objectives for the region, along with an updated list of prioritized projects listed by application year. The list is expected to be reviewed/updated/adjusted annually. (Provider applications for federal funding must match this listing.) Together these processes shall prioritize needs and strategies as part of the Human Coordinated Transportation Plan update process.

Objective 1.2 – Title VI Outreach and Coordination

- Strategy 1.2.1- Documentation of all Title VI outreach shall be maintained and updated regularly. Targeted outreach strategies will be identified and utilized to ensure that the most effective outreach measures are developed to incorporate providers and targeted populations concerning Title VI issues.

Objective 1.3- Understand provider Needs

- Strategy 1.3.1- Regional staff will determine the actual number of providers and their services within the region using the most recent updated coordinated plan as a baseline. A thorough analysis should be documented how well providers currently provide trips, to whom they provide trips, and if they coordinate with each other.
- Strategy 1.3.2- Staff will survey region providers to obtain specific service and vehicle data to understand service characteristics and the number and condition of available vehicles utilized throughout a region. Coordination with current and potential sub-recipients in the region shall continue to identify the current condition of capital and capital needs throughout the region.

Objective 1.4- Act as a representative for providers

- Strategy 1.4.1- Assistance will be given to providers and outreach done to assist individuals on where they might find a ride and how they might be eligible for ridership.

Goal 2- Improve Transportation Options of Providers

- Objective 2.1- Assist eligible groups to apply for FTA Funding.
    - All nonprofit and government groups that assist people who are elderly or disabled are eligible to apply for FTA funding for operating and capital transportation costs.
- Objective 2.2- Identify and prioritize projects
    - Strategy 2.2.1- SCAOG will apply for funding for the position of Mobility Manager to allow the continuing coordination of transportation services within the SCAOG.
    - Strategy 2.1.2- SCAOG will apply for funding for the 2019- 2020 Regional Human Services Transportation Coordination Plan.
    - Strategy 2.1.3- The SCAOG Mobility Manager will work with eligible entities, such as the Sevier County Senior Corporation or Turn Community Services to apply for additional funding for new vehicles/equipment or funds to apply toward operating costs.
    - Strategy 2.1.4- The SCAOG mobility manager will work with eligible entities to create a Capital Improvement Plan where new capital improvements projects, such as vehicles, equipment, or operating cost will be identified along with funding sources and a timeline for replacement. This list will be updated and maintained on an annual basis.

Appendix

Appendix 1
Interview Results

The following interview results came as a result of meeting in person or interviewing persons over the phone.

East Juab Senior Citizens (Nephi Utah)
-Please describe your service area and schedule:
Only go Payson/Spanish Fork area every third Thursday of the month. Runs every Wednesday for the meal/program from Levan and Mona with also some shopping. Only covers Mona, Nephi, and Levan
-Who does your agency serve?
Senior Citizens. People with disabilities and the general public can ride as seats are available
-What are some of the main reasons that your agency gives rides?
Medical, shopping, lunch/meal program, recreational program, recreation program once a month.
-Are your drivers paid, volunteers, or do you have a mix?
Volunteer only.
-What are your anticipated future driver needs?
Always looking for more drivers.
-What are your anticipated future capital needs?
Not looking to replace any equipment at this time.
-What are your anticipated future expansion goals?
None at this time.
-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.
Some interest in using the buses, but not very much.

West Millard Senior Center (Delta Utah)
-Please describe your service area and schedule:
From: unless headed north or call in Lynndyl, oak city, and other towns that way, otherwise just Delta. To: Payson every Wednesday (high participation rate) and provo second friday of every month. Fridays are only scheduled if there is enough demand.
-Who does your agency serve?
Senior Citizens. If space available, the general public can ride if the bus is already going.
-What are some of the main reasons that your agency gives rides?
Medical, shopping, day programs, lunch/meal programs, and recreational programs.
-Are your drivers paid, volunteers, or do you have a mix?
Volunteer only.
-What are your anticipated future driver needs?

None at this time (could always use more.)
-What are your anticipated future capital needs?
None, just repaired current assets.
-What are your anticipated future expansion goals?
Limited by what volunteer drivers can do.
-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.
Language barrier with any translation help coming with the people. Also their is low interest outside of the payson trip for using the bus.

Phavant Senior Center (Fillmore Utah)
-Please describe your service area and schedule:
Monday through Thursday, starting at 11 for the lunch program. Goes to Richfield once a month, Cedar City once a month, or Provo once a month if there is enough interest. Local rides to the Fillmore medical clinic and Konosh medical clinic on Monday to Thursday 9 to 5 on a as needed basis..
-Who does your agency serve?
Senior citizens. If associated with a senior, then general public can ride with them if space is available.
-What are some of the main reasons that your agency gives rides?
Medical, shopping, lunch/meal programs, and recreational programs. Trips out of area require a minimum of 6 or 11, depending on distance.
-Are your drivers paid, volunteers, or do you have a mix?
Only volunteers.
-What are your anticipated future driver needs?
Looking to expand the number of drivers in the volunteer pool.
-What are your anticipated future capital needs?
None at this time.
-What are your anticipated future expansion goals?
None at this time.
-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.
There is a low interest at this time in using the bus resulting in low ridership. There is also a lack of a significant number of volunteer drivers that can be called on.

Piute Senior Center (Junction Utah)
-Please describe your service area and schedule:
Serves the whole county with two trips per month out of the area. One trip a month goes to Cedar City and one trip goes to St. George. These trips are scheduled on days that work for the

majority of the riders. The rest of the month the bus is used on a needed basis usually for urgent medical trips.
-Who does your agency serve?
Senior Citizens primarily. People with disabilities and the general public can ride if there is space available.
-What are some of the main reasons that your agency gives rides?
Medical, Shopping, with some urgent medical transport.
-Are your drivers paid, volunteers, or do you have a mix?
Volunteer only.
-What are your anticipated future driver needs?
They need about one or two more.
-What are your anticipated future capital needs?
None at this time.
-What are your anticipated future expansion goals?
None at this time.
-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.
They are working to build up the rider base from their point of low usage that they have had in the past. They are also trying to get more drivers due to having a small pool of drivers available.

Gunnison Senior Center (Gunnison Utah)
-Please describe your service area and schedule:
From: Fayette, Mayfield, Gunnison, Centerfield, and Axtel. To: Richfield for medical or shopping occuring every second Wednesday of the month and fourth wednesday of the Month. Ephraim is also an option for shopping on those same days.
-Who does your agency serve?
Senior Citizens.
-What are some of the main reasons that your agency gives rides?
Medical appointments, shopping trips, day programs, lunch/meal programs, and recreational programs.
-Are your drivers paid, volunteers, or do you have a mix?
Volunteers only.
-What are your anticipated future driver needs?
Looking to expand the pool of volunteer drivers.
-What are your anticipated future capital needs?
No plans at this time.
-What are your anticipated future expansion goals?
No plans at this time.
-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.

There is a marked low interest in riding the bus

Manti Senior Center (Manti Utah)

-Please describe your service area and schedule:

They serve the area immediately around Manti, including Sterling and Ephriam. Primarily only runs shopping and medical trips on the second Tuesday of every month and stays only local, just around Manti and Ephraim.

-Who does your agency serve?

Senior Citizens.

-What are some of the main reasons that your agency gives rides?

Medical, shopping, lunch/meal program, with a lunch program on every tuesday.

-Are your drivers paid, volunteers, or do you have a mix?

Volunteers only.

-What are your anticipated future driver needs?

They are currently looking for more drivers.

-What are your anticipated future capital needs?

None at this time, although looking for future funding for a vehicle replacement.

-What are your anticipated future expansion goals?

Trying to grow interest in riding the van, facing challenges from the population.

-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.

There is a low interest in riding the van. They also lack of equipment ADA accessibility equipment on the van. There is also a lack of large number of volunteer drivers.

Moroni Senior Center (Moroni Utah)

-Please describe your service area and schedule:

Serves the area around Moroni including Fountain Green, Wales, Chester, Spring City, Mt Pleasant, and Fairview. Bus goes to Utah County on the first Friday of the month, for medical appointments and shopping. The third Friday of the month the bus goes to Ephraim for shopping and medical appointments.

-Who does your agency serve?

Senior citizens. The general public is allowed to ride if there is space available and they pay a small fare.

-What are some of the main reasons that your agency gives rides?

Medical appointments and shopping trips.

-Are your drivers paid, volunteers, or do you have a mix?

Volunteers only.

-What are your anticipated future driver needs?

None at this time.

-What are your anticipated future capital needs?
None at this time.
-What are your anticipated future expansion goals?
None at this time.
-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.
There is a low interest in riders using the bus. They are also struggle with having an adequate pool of drivers to call on.

South Sevier Senior Center (Monroe Utah)
-Please describe your service area and schedule:
The South Sevier area, including Joseph, Elsinore, Annabelle, Central, Austin, and Monroe. Goes to Richfield on Tuesdays, sometimes other days as needed. First Monday and the first Friday of each month (coordinate schedules for the riders). Sometimes goes to Gunnison as well on an as needed basis.
-Who does your agency serve?
Senior Citizens mostly. The general public and low income individuals are allowed to ride as well if there are seats available.
-What are some of the main reasons that your agency gives rides?
Medical appointments and shopping trips.
-Are your drivers paid, volunteers, or do you have a mix?
There is one paid driver who is shared by the North Sevier Senior Center and Richfield Senior Center under the banner of the Sevier Senior Citizen Corporation. The rest are volunteer drivers.
-What are your anticipated future driver needs?
None at this time.
-What are your anticipated future capital needs?
None at this time.
-What are your anticipated future expansion goals?
They are trying to build up their rider base
-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.
There is a low interest in riding the bus, causing low ridership. The center also is competing with the Richfield senior center for riders due to Richfield schedule.

North Sevier Senior Center (Salina Utah)
-Please describe your service area and schedule:
Includes the immediate area around Salina, Aurora,and Redmond. They go to Richfield on Thursdays depending on the scheduled of riders.
-Who does your agency serve?

Senior citizens mainly, with people with disabilities and the general public allowed to ride if there is space.
-What are some of the main reasons that your agency gives rides?
Medical appointments, shopping trips, lunch/meal programs, recreational programs, and trips to the food bank.
-Are your drivers paid, volunteers, or do you have a mix?
There is one paid driver who is shared by the South Sevier Senior Center and Richfield Senior Center under the banner of the Sevier Senior Citizen Corporation. The rest are volunteer drivers.
-What are your anticipated future driver needs?
Looking to expand the pool of volunteer drivers.
-What are your anticipated future capital needs?
None at this time.
-What are your anticipated future expansion goals?
None at this time.
-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.
There is a low interest in riding the bus, resulting in low ridership.

Richfield Senior Center (Richfield Utah)
-Please describe your service area and schedule:
The area around Richfield, Glenwood, and Sigurd. Every Wednesday to Richfield. There is also an as needed system, with the first Monday or Friday on a rotating basis going to Provo based on medical appointments.
-Who does your agency serve?
Mainly senior citizens, with people with disabilities and the general public allowed to ride if there is space available.
-What are some of the main reasons that your agency gives rides?
Medical appointments, shopping trips, and lunch/meal programs.
-Are your drivers paid, volunteers, or do you have a mix?
There is one paid driver who is shared by the North Sevier Senior Center and South Sevier Senior Center under the banner of the Sevier Senior Citizen Corporation. The rest are volunteer drivers.
-What are your anticipated future driver needs?
Looking to grow the pool of volunteer drivers. Would also like to seek funding for help with paying a driver if possible.
-What are your anticipated future capital needs?
Would like to replace part of their fleet in the coming years.
-What are your anticipated future expansion goals?
The rider base may go up as the general population ages.

-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.
There is a low interest in riding, there is a need for more drivers, parts of the fleet needs to be replaced with new equipment, though this is hampered by a lack of funding. They also struggle with language barriers and are seeking ways to address this challenge.

Wayne County
-Please describe your service area and schedule:
The whole county. Used on as needed basis for trips to Green River for from Hanksville. Bicknell based used on the second Monday of the month for trips in the county and on the second Tuesday of the month for trips to Richfield UT.
-Who does your agency serve?
Mainly senior citizens, with the general public allowed to ride as seats are available.
-What are some of the main reasons that your agency gives rides?
Medical appointments, shopping trips, day programs, lunch/meal program, and recreational programs.
-Are your drivers paid, volunteers, or do you have a mix?
Volunteer only.
-What are your anticipated future driver needs?
None at this time.
-What are your anticipated future capital needs?
None at this time.
-What are your anticipated future expansion goals?
None at this time.
-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.
There is a low interest in ridership and a low perceived need in the county. There is also a lack of knowledge about the service.

Ability 1st Utah
-Please describe your service area and schedule:
Serves all of Juab and Sanpete Counties. Planned transportation goes to Provo-area or local area on Tuesday, Wednesday, and Thursday. In addition, they run on an as needed for planned events outside of those dates and urgent medical transport as needed.
-Who does your agency serve?
Primarily senior citizens and people with disabilities.
-What are some of the main reasons that your agency gives rides?
Medical appointments, work, shopping trips, day programs, lunch/meal program, and recreational programs.
-Are your drivers paid, volunteers, or do you have a mix?

Paid
-What are your anticipated future driver needs?
They are in search of an additional driver.
-What are your anticipated future capital needs?
None at this time.
-What are your anticipated future expansion goals?
Willing to expand as demand for other services grows.
-Please describe any problems or barriers that you are currently having with providing any sort of transportation service.
They struggle with a language barrier from time to time and working to solve this problem.
They are also struggle against inadequate funds for their transportation program.

Appendix 2
Survey Results

The following survey was sent by email to members of the service providers council, community leaders, and service providers, such as senior center, who were not part of the service providers council. For privacy reasons, names are withheld.

Survey #1
-What publicly available transportation services currently serve your clients?
Taxi when available.
-What unmet transportation needs exist in your area?
Small towns unable to get to Richfield for WIC, Dr appointments.
-What specific recommendations would you have to meet those unmet needs or gaps?
Some sort of transportation bus like they have for the senior citizens. Certain days of the week the would take them to Richfield from different areas.
-What do you see as constraints to implementation of desired services? funding

Survey #2
-What publicly available transportation services currently serve your clients?
We had one patient use the voucher program to travel to Provo. We have a few people that have used the local taxi service.
-What unmet transportation needs exist in your area?
A low cost service.
-What specific recommendations would you have to meet those unmet needs or gaps?
Some sort of small bus that runs around town during the day would be so helpful.
-What do you see as constraints to implementation of desired services?
Money, would need to be handicap accessible.

Survey #3
-What publicly available transportation services currently serve your clients?
Transportation Grant and Taxi service(which most can't afford)!!
-What unmet transportation needs exist in your area?
Most have problems finding rides to grocery stores and medical appointments.
-What specific recommendations would you have to meet those unmet needs or gaps?
Public Transportation would be great. Bus that would run certain hours from one end of town to the other, making stops along the way.
-What do you see as constraints to implementation of desired services?

Cost.

Survey #4
-There are no public transportation options in my area, from my knowledge. I know that the senior centers have a bus that goes out so often, but that is not available to the general public.
-Having transportation in our area would be awesome! There are so many unmet needs and those that don't have the means to get to where they need to be. We don't have any public transportation. The one taxi in our area is very costly, so even free busing or a cost efficient bus pass would be better for those that need to get around.
-I think that a bus that runs 7am-10pm would be awesome. Something similar to Park City's bus system would be great, as it is free of charge and goes to multiple surrounding towns. Park City is a tourist area though, so maybe something on a smaller scale.

Survey #5
-What publicly available transportation services currently serve your clients?
Being from a rural service area definitely has its challenges concerning transportation with no established public transit systems established. Six County Senior Centers have Senior buses(Wheelchair accessible), vans and cars available depending on location . Drivers are all volunteer and trained. Buses may be used for medical appointments, shopping trips and monthly senior activities. Services and trips may be limited due to transportation funding and qualified driver availability.
Over this past year, we received funding for a pilot program for a voucher program for Non-Emergency Medical Transportation. We have found great interest in the voucher program and has been highly used.
-What unmet transportation needs exist in your area?
Where there are no public transportation systems established in our region, and expense of the minimally available private transportation services (Taxi), can be cost prohibitive We are seeing senior populations relying on family, friends, or church members for transportation needs when Senior transportation is unavailable because of scheduling and availability. Based on calls for the Non-Emergency Medical Transportation, we have a number of individuals having difficulty maintaining their health due to ability to get to medical appointments..
Other concern not being addressed at this time is that we are also now seeing many new homes being built away from established communities. While these individuals currently utilize personal transportation, we may see a greater call for transportation services that need to be considered in our long term planning as individuals age in place. We may also result in having more seniors on the road who really should not be driving for their own and public safety concerns.
Many rural residents travel distances of 100 miles or more to see medical specialists on a routine basis. As the medical community has grown in rural Utah, we are seeing more specialist diversify their office locations, but still, some residents must travel significant distances to

receive specialized medical treatment. For seniors, limited transportation that is available through the Senior Centers cannot meet all transportation needs due to limited funding and limited driver availability. As funding levels continue to hold flat, cost of service continues to rise.
-What specific recommendations would you have to meet those unmet needs or gaps?
First, we must recognize the rural challenge of transportation. With limited public transportation available, I feel the pilot Voucher system has filled in the gaps, but could be expanded to provide even better service. Lyft and Uber are not officially established in rural Utah, but could potentially be able to provide services where none other is feasible. The Non-Emergency Medical Voucher Program puts responsibility back on the individual receiving services, but can help them pay their volunteer drivers to get them to appointments as needed. Funding is limited, but I see great demand and significant service opportunities to rural clients.
-What do you see as constraints to implementation of desired services?
Funding. Financial constraints will always be a challenge rural areas as volume of riders make the difference if the program can continue. Common sense decisions on public transportation, public safety, and supportive services such as a transportation voucher must be evaluated to ensure public funding is used responsibly.
Rural seniors are very independent and have become very reliant on personal transportation. We are seeing housing distributions scatter significantly into remote areas of the counties which will bring additional transportation challenges as people age in place. This in turn will make people more reliant on personal transportation methods compounding the ability of expanding public transportation services.

Survey #6
-What publicly available transportation services currently serve your clients?
Right now we work with family to pick people up from the hospital. When there is no family available we call the taxi service. At times this has led to a delay in discharge.
-What unmet transportation needs exist in your area?
I know there are times when people call the ambulance because they don't have transportation. An increase in options would be nice.
-What specific recommendations would you have to meet those unmet needs or gaps?
Increased options.
-What do you see as constraints to implementation of desired services?
Difficult to staff due to the hours they would need to be available. Possible safety concerns due to not knowing the person that is needing a ride.

Survey #7
1# the taxi , I guess
2# Any ride for seniors that doesn't happen between Monday through Thursday from about 11 am and 3 pm

3# I really don't know if it would be nice to be more available but that doesn't happen with 5 volunteers.
4# Money, staff would have to be figured in also. But also support from the people in our area. I have seniors that would rather make their family take time off work than take the bus. Lots of people don't know what is available until they have a need.

Survey #8
-What publicly available transportation services currently serve your clients?
There really is no transportation for the population that I serve. Persons with disabilities do not have access to any public transportation in this area.
-What unmet transportation needs exist in your area?
There is a need for transportation for people with disabilities to get to doctors' appointments, and shopping.
-What specific recommendations would you have to meet those unmet needs or gaps?
I really don't know the solution to this problem.

Survey #9
1: sometimes a taxi, but mostly they are having to walk
2: small bus, uber, lyft, or van
3: we need a more economical transportation for our clients, most of our clients are very limited on funds or are below the poverty level and struggle to make ends meet, even the basic necessities of life.
4: financial aspects

Survey #10
-What publicly available transportation services currently serve your community?
We have no services currently in our community.
-What unmet transportation needs exist in your area?
Medical and Dental appts., Grocery needs, Senior entertainment
-What specific recommendations would you have to meet those unmet needs or gaps?
Senior Center bus.
-What do you see as constraints to implementation of desired services?
We are a low income town and high number of senior citizens.

Survey #11
-What publicly available transportation services currently serve your community?
None that I am aware of.
-What unmet transportation needs exist in your area?
None that I am aware of.
-What specific recommendations would you have to meet those unmet needs or gaps?

I do not know.
-What do you see as constraints to implementation of desired services?
Unknown

Survey #12
-What publicly available transportation services currently serve your clients?
In Richfield and the surrounding areas, there is no public transportation available. Our clients are solely dependent upon our staff and/or their families for any and all transportation needs. Most are on very limited budgets and cannot afford services such as Uber, Lyft or local taxis (if they are available in the area.)
-What unmet transportation needs exist in your area?
Again, due to there being no access to any sort of public transportation, our clients need assistance getting to and from work, day programs, medical appointments, the bank, grocery store, movies, library, bowling, swimming, pharmacy, State & National Parks, and other recreational opportunities etc.
-What specific recommendations would you have to meet those unmet needs or gaps?
Implementation of a public transportation system in addition to providing local transportation services/door to door service or local shuttle service and/or vehicles to agencies such as TURN to meet the needs of the individuals that they serve.
-What do you see as constraints to implementation of desired services?
Lack of affordable vehicles and/or lack of access to vehicles to provide transportation to the individuals. The added expense of gas, insuring vehicles, staff wages to drive individuals, as well as the maintenance and repairs that may come along with a vehicle/fleet.

Survey #13
-What publicly available transportation services currently serve your clients?
1.We have a bus at our center, to bring people to lunch. On Tuesday afternoon, the bus is used to take clients shopping, Dr. appointments and any other errands they may need to do.
-What unmet transportation needs exist in your area?
2.As far as the seniors, I would say they are pretty much met.
-What specific recommendations would you have to meet those unmet needs or gaps?
3.Advertising.
-What do you see as constraints to implementation of desired services?
4.Not much

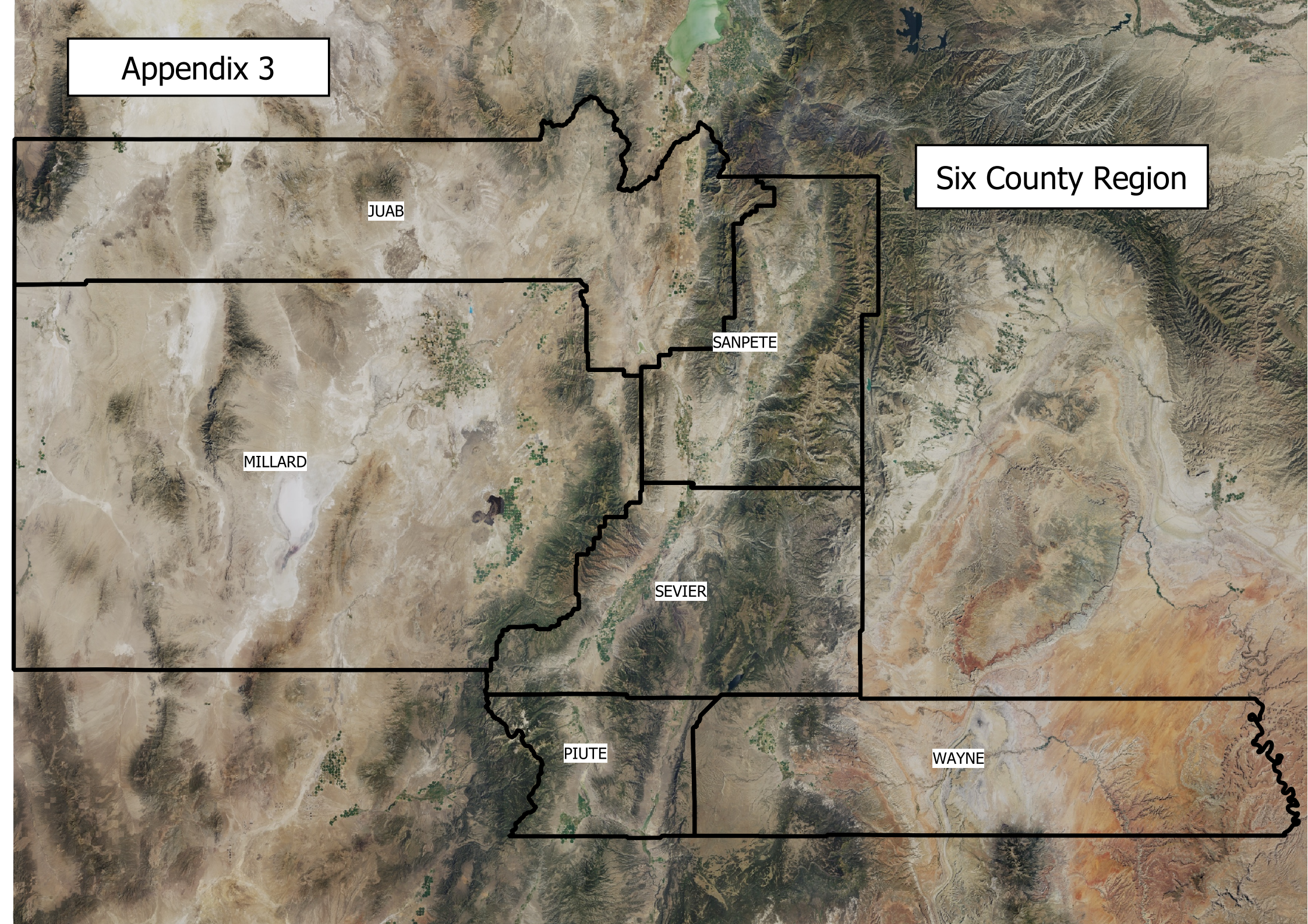
Survey #14
-What available transportation services currently serve your center?
We have a 12 passenger bus that can go to Provo once a month pick up for lunch in Delta area and goes to Payson once a week
-What unmet transportation needs exist in your area?

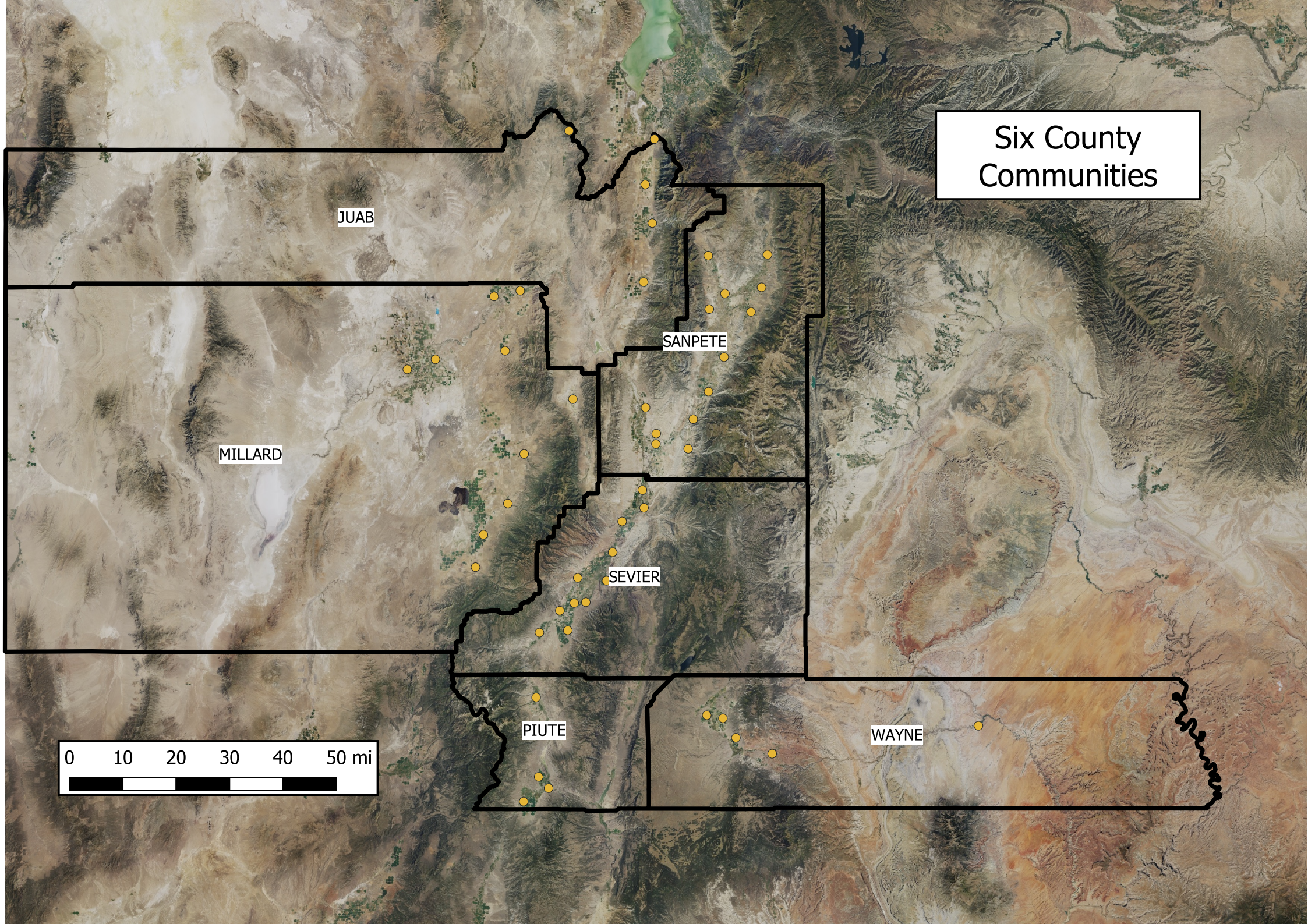
We are the only available transportation for seniors in our area. Most rely on family to get around. It's hard to find volunteer bus drivers who are available to meet their needs

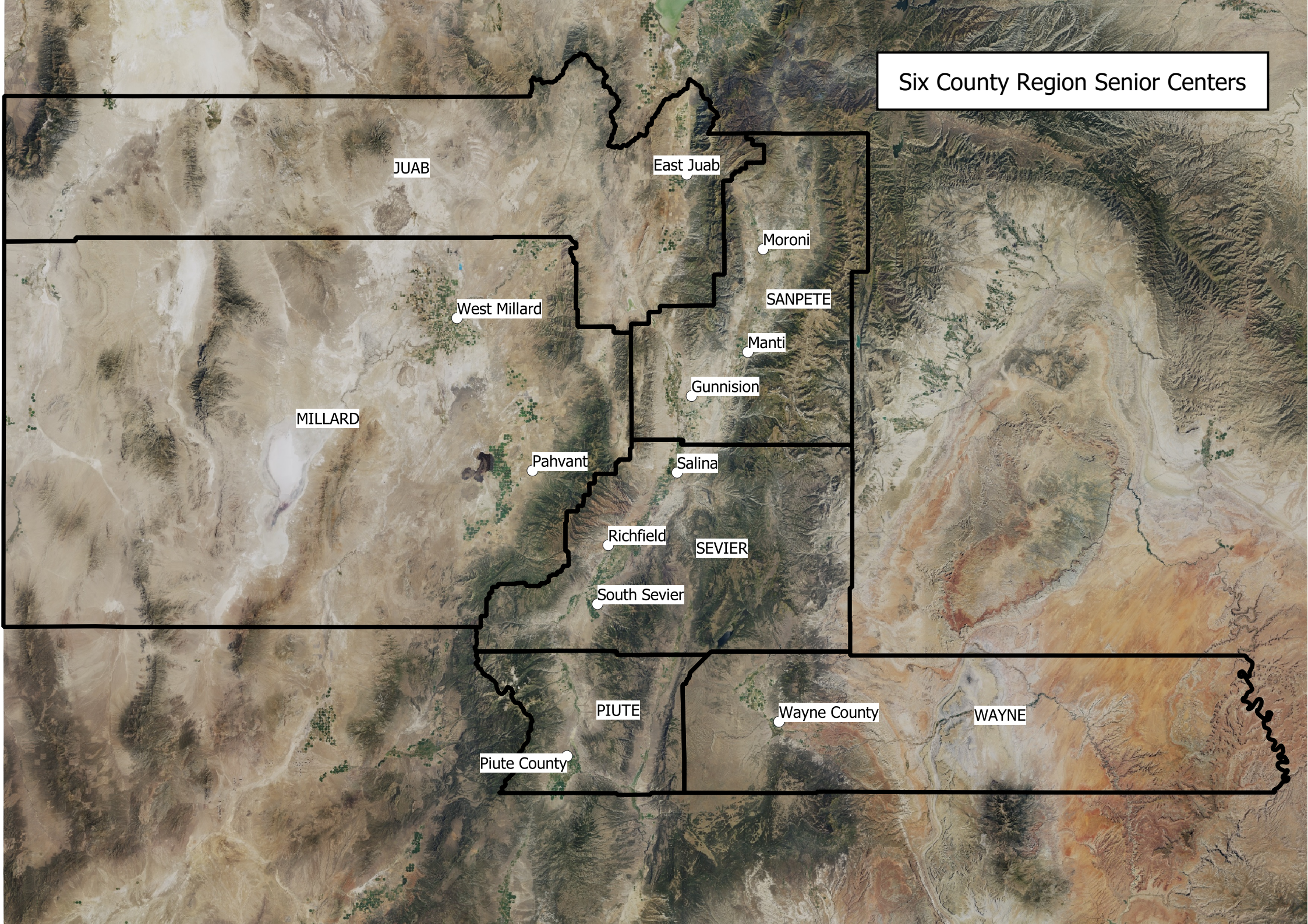
-What specific recommendations would you have to meet those unmet needs or gaps?
Put word out to get more volunteers, and maybe find a way to pay them for their services.
-What do you see as constraints to implementation of desired services?
Money and people are busy and don't have the time or want to make the time to volunteer anymore

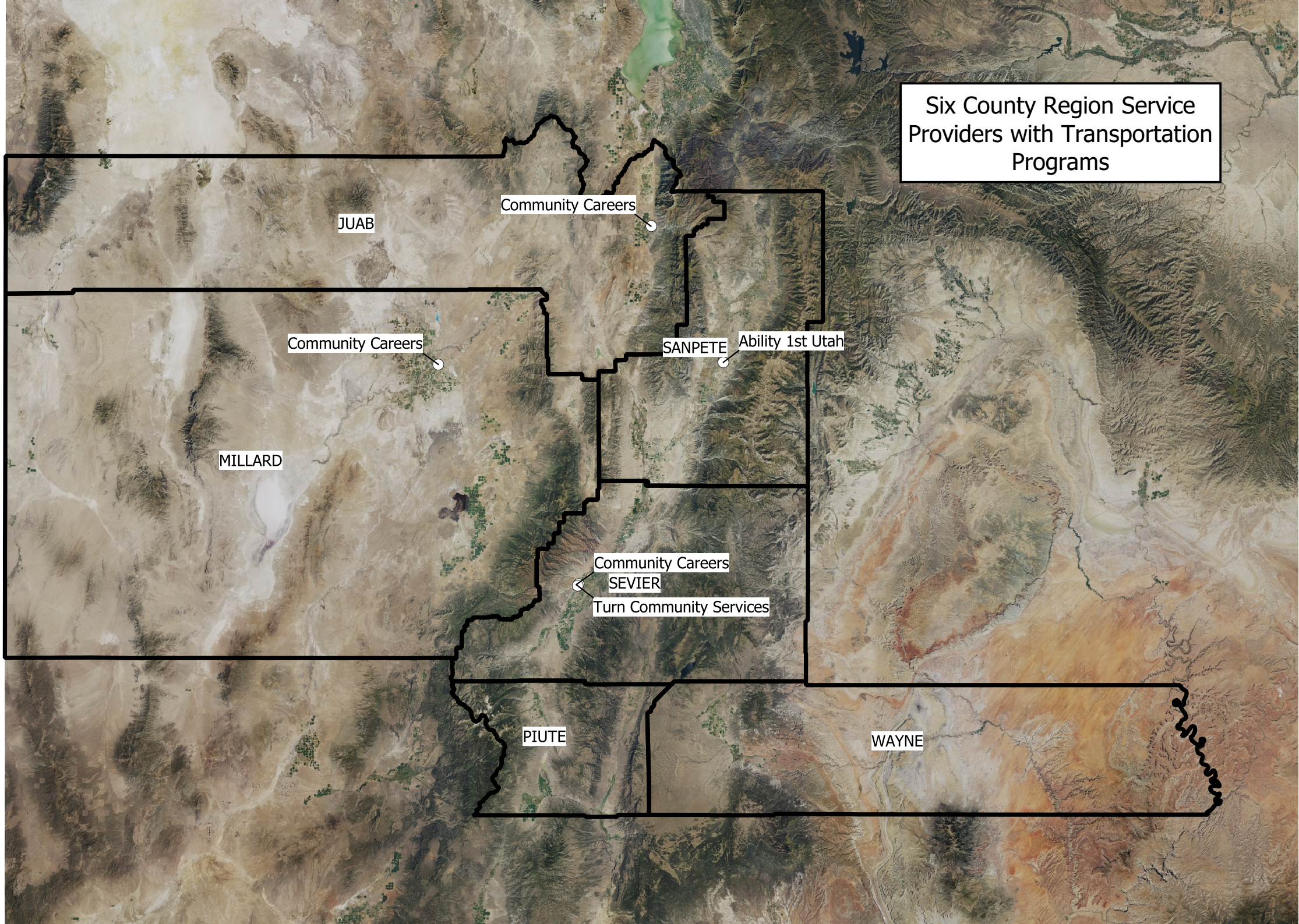
Survey #15
-What available transportation services currently serve your center?
We Currently have Transportation To the Richfield area For Dr. appointments and shopping. Bringing people in for lunch.
-What unmet transportation needs exist in your area?
Finding people that will help transport
-What specific recommendations would you have to meet those unmet needs or gaps?
Offer people incentive to help Transport. Put it in the local paper.
-What do you see as constraints to implementation of desired services?
Being able to get the word out there.

Survey #16
-What available transportation services currently serve your center?
The available Transportation for Piute County is our Senior Bus or family.
-What unmet transportation needs exist in your area?
As far as I know there are no unmet needs in our area at this time.
-What specific recommendations would you have to meet those unmet needs or gaps?
At this time no recommendations.
-What do you see as constraints to implementation of desired services?
At this time there are no restraints.


Appendix 3
Six County Region
JUAB
SANPETE
MILLARD
SEVIER
PIUTE
WAYNE


Six County Communities
JUAB
SANPETE
MILLARD
SEVIER
PIUTE
WAYNE
0 10 20 30 40 50 mi


Six County Region Senior Centers
JUAB
East Juab
Moroni
SANPETE
West Millard
Manti
Gunnision
MILLARD
Pahvant
Salina
Richfield
SEVIER
South Sevier
PIUTE
Wayne County
WAYNE
Piute County


Six County Region Service Providers with Transportation Programs
JUAB
Community Careers
Community Careers
SANPETE
Ability 1st Utah
MILLARD
Community Careers
SEVIER
Turn Community Services
PIUTE
WAYNE