# UTA Specialized Transportation Plan Phase 2 Report

UTA SM

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*This report was produced through participation and input from Coordinated Mobility UTA and organizations throughout the region that provide transportation for older adults, individuals with disabilities, and people with low incomes.*

*The Phase 1 report was produced by RLS & Associates, Inc. with LSC Transportation Consultants, Inc., AECOM, and Fehr and Peers. The Phase 2 report was produced by RLS & Associates, Inc. with LSC Transportation Consultants, Inc..*

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# EXECUTIVE SUMMARY

Many in our community, particularly seniors and those with disabilities, cannot access basic life sustaining goods and services (medical, food, social services) due to lack of affordable and accessible transportation.

This comprehensive specialized transportation plan was developed with consensus from key stakeholders across the Wasatch Front to propose a solution for transportation gaps for these challenged citizens.

With this plan, UTA, its partners and stakeholders can focus on strategically working in a single, comprehensive direction that will make the most efficient use of existing resources and funding while providing the best possible transportation for the Wasatch Front.

The Comprehensive Specialized Transportation Plan assessed existing conditions for coordinated specialized transportation (Phase 1) and developed solutions to address the identified gaps and barriers (Phase 2).

Phase 1 of the study was a research phase to identify the transportation-related problems for older adults and individuals with disabilities. The analysis includes quantifying the levels and nature of unmet needs and barriers to mobility that continue to exist. Phase 1 took place between November 2019 and June 2020.

- Extensive public outreach
  - in-person interviews/surveys, paper, online and phone surveys.
- 29 public agency assessments
- 673 surveyed individuals

Phase 2 of the study involved stakeholder assessment of unmet needs, barriers to mobility, and collaborative design of potential solutions.

During the summer and fall of 2020, UTA hosted a series of workshops to:

- Compare the unmet transportation needs with existing resources (vehicles, programs, drivers, etc.)
- Develop solutions that are achievable through efficient use or expansions of existing service

This report summarizes the identified problems and the recommended solutions. The solutions involve complex service delivery and funding issues but are feasible with continued and dedicated stakeholder support, leadership, and funding.

Specific issues identified through the study process included the following:

- On-Demand Transportation Services Needed
- Address Coordination Barriers of Transportation Providers
- Accessible and Emergency Options for the General Public
- Centralized Transportation Information
- Increased Operational Funding
- More Efficient Use and Coordination of Funds
- Specialized Transportation Options for the Most Vulnerable Clients
- Affordable/Lower Cost Transportation

Based on the models applied during this analysis:

- 20 percent of the transportation needs are not being met
- the unmet demand is in the range of 600,000 to 800,000 annual trips
- 1,644 to 2,192 trips per day

Table 1 lists the identified transportation solutions, prioritized top to bottom, along with their associated purpose and funding stream.

**Table 1. Summary of Transportation Solutions**

| Solution | Purpose | Implementation | Challenges | Funding Source | cost* |
|---|---|---|---|---|---|
| Microtransit Expansion | Increase transportation coverage and connectivity with on demand accessible vehicles | Expand upon current UTA pilot into 19 identified zones | Cost | Local Option Sales Tax | $25,000,000-$30,000,000 |
| Expanded Volunteer Driver Voucher Program | Provide rides for those with no other means, particularly in rural areas | Expand upon current UTA projects across the state | Funding | Local Option Sales Tax or State appropriation | $350,000 |
| Emergency Trip Fund | Emergency transportation trip funds | Expand current United Way 211 program | Funding source, additional staff | Appropriation from Social Services or TNC Tax | $65,910 |
| Salt Lake County One-Call Information and Referral System | Single consumer resource for transportation information | Need a lead organization, cooperation across providers and software | Cost and time to implement, MOUs across agencies | Local Option Sales Tax, TNC tax, FTA 5310 one time funds | $50,000 |
| Utah County One-call/One-click Center Pilot | Improve efficiency of existing transportation services and booking | United Way to integrate area resources into their operations | Consolidation of vehicles under one provider, better customer service | Local Option Sales Tax, 5310 Grant for initial set-up | $75,000 of one time for tech, $75,000 yrly for ops |
| Multi-county Trips in Davis and Weber Counties | Allow cross county trips | Establish transfer point or amend current policies | Coordination of services, MOUs, legal changes | Currently funded by County Aging | N/A |
| Expanded Travel Training | Outreach to those that may need to learn how to use public transportation | Expand current UTA TT services and outreach | Consistent and broad community outreach/ awareness | Currently funded by UTA | $67,500 |
| Explore Other UTA and Accessible Service Enhancements | Possible expansion of UTA Paratransit | Public fare option, service beyond 3/4 mile | Can not effect current Paratransit service, policy changes | TNC Tax, Local Option Sales Tax | TBD |

# BACKGROUND

In 2013, the Governor of Utah designated UTA as the recipient for the FTA 5310 Grant funds for the large, urbanized areas of Utah. The FTA Section 5310 Program provides funding to non-profit social services and public agencies for qualified transportation projects that serve seniors and persons with disabilities.

UTA committed to support a Coordinated Mobility Department prior to being awarded designee status. The outreach of the Coordinated Mobility Department spans communities along the entire Wasatch Front and Tooele serving over 300+ partner agencies.

This department has collaborated with human service transportation providers across the Wasatch Front for the past seven years. Several plans have assessed conditions and outlined strategies to address gaps in the network of transportation services. However, there has been no means or support for a comprehensive plan that would solve transportation challenges in their entirety. These transportation challenges are unresolved because of their complexity. While transportation seems like a simple task, developing and managing comprehensive transportation services with the least possible gaps to meet the most needs, with funding from multiple resources requires cooperation between operators, information sharing, trust, communication, policy changes at all levels of government, and funding.

Leveraging federal grant funding and with UTA support, this department has developed a strong technology foundation to address some of these issues. This includes:

- UtahRideLink.com — a website trip planner for the public that provides information on available transportation modes.
- RidePilot — an open-source ride scheduling software used by community partners that otherwise would have no access to online scheduling software due to the high cost.
- eVoucher — a system that will facilitate immediate process and payment for volunteer drivers participating in voucher programs.

## Evaluation of Existing Services

The UTA, senior centers, centers for independent living, and other health and human service agencies provide specialized transportation. They form a loose network for information and referral about transportation services. Given the wide range of services, eligibility requirements, and geographic boundaries of each service, this loose network is complex and a challenge for people who need a ride to navigate on their own.

An inventory of transportation providers revealed the variety of transportation options. UTA fixed route, paratransit, TRAX, and microtransit services are the core of the transportation network for the region, and particularly in Salt Lake County. Different types of transportation options in the region include:

- Public Transportation – Utah Transit Authority
  - Fixed-route bus
  - ADA paratransit; demand response bus
  - FrontRunner
  - TRAX
  - Microtransit Pilot
  - Vanpool
- Human service agencies focused on older adults, individuals with disabilities, and people with low incomes
- Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT) through Medicaid waiver programs
- Veterans transportation, paid and volunteer

- Private transportation, taxis, and Transportation Network Companies (TNCs)

Table 2 summarizes the service providers by service area.

**Table 2. Local Public and Human Service Agency Transportation Providers**

| Davis and Weber Counties | Utah County | Salt Lake County | Regional/Statewide |
|---|---|---|---|
| ▲ Enable Utah | ▲ Ability First Utah | ▲ Bear-O-Care | ▲ Utah Developmental Disabilities Council |
| ▲ PARC | ▲ Enable Utah | ▲ Columbus Center | ■ ● Utah Department of Human Services |
| ▲ Roads to Independence | ▲ TURN Community Services | ▲ Utah Independent Living Center | ▽ Utah Transit Authority Paratransit |
| ■ Davis County Health and Senior Services | ▲ ■ ● United Way of Utah County | ▲ Work Activity Center | |
| ■ Davis County Meals on Wheels | ■ Mountainland Association of Governments (Aging and Family Services) | ■ Aging and Adult Services | |
| ■ Weber County Human Services (Senior/Aging Services) | ▨ Utah County Veterans Services | ▨ Disabled American Veterans | |
| ■ Weber County Senior Companions | ▽ Destination Services | | |
| ▨ Continue Mission | ▽ Kids on the Move (Head Start) | | |
| ▨ Disabled American Veterans | | | |

▲ people with disabilities ■ older adults ● people with low income ▨ veterans ▽ other

Together, the transportation programs listed above operate approximately 278 accessible vehicles and 43 non-accessible vehicles for specialized transportation of older adults and individuals with disabilities. This number includes UTA Paratransit (120 vehicles). It does not include a complete count of private transportation operators. Table 2 provides a chart of the hours of the day when vehicles are in service to provide specialized transportation on weekdays and the peak hours of operation. As illustrated in the chart, most transportation is operated between 6:00 AM and 6:00 PM, Monday through Friday. Accessible transportation services are very limited on weekday evenings and weekends. Interviews with transportation providers also indicates that many services require eligible passengers to call at least seven days in advance for a reservation. Exhibit 1 illustrates the general locations within the UTA service area boundaries where human service agency vehicles are operated. The locations do not reflect actual addresses but are intended to demonstrate the number of vehicles operating in each jurisdiction. The map does not include UTA paratransit vehicles which are operated throughout the region.

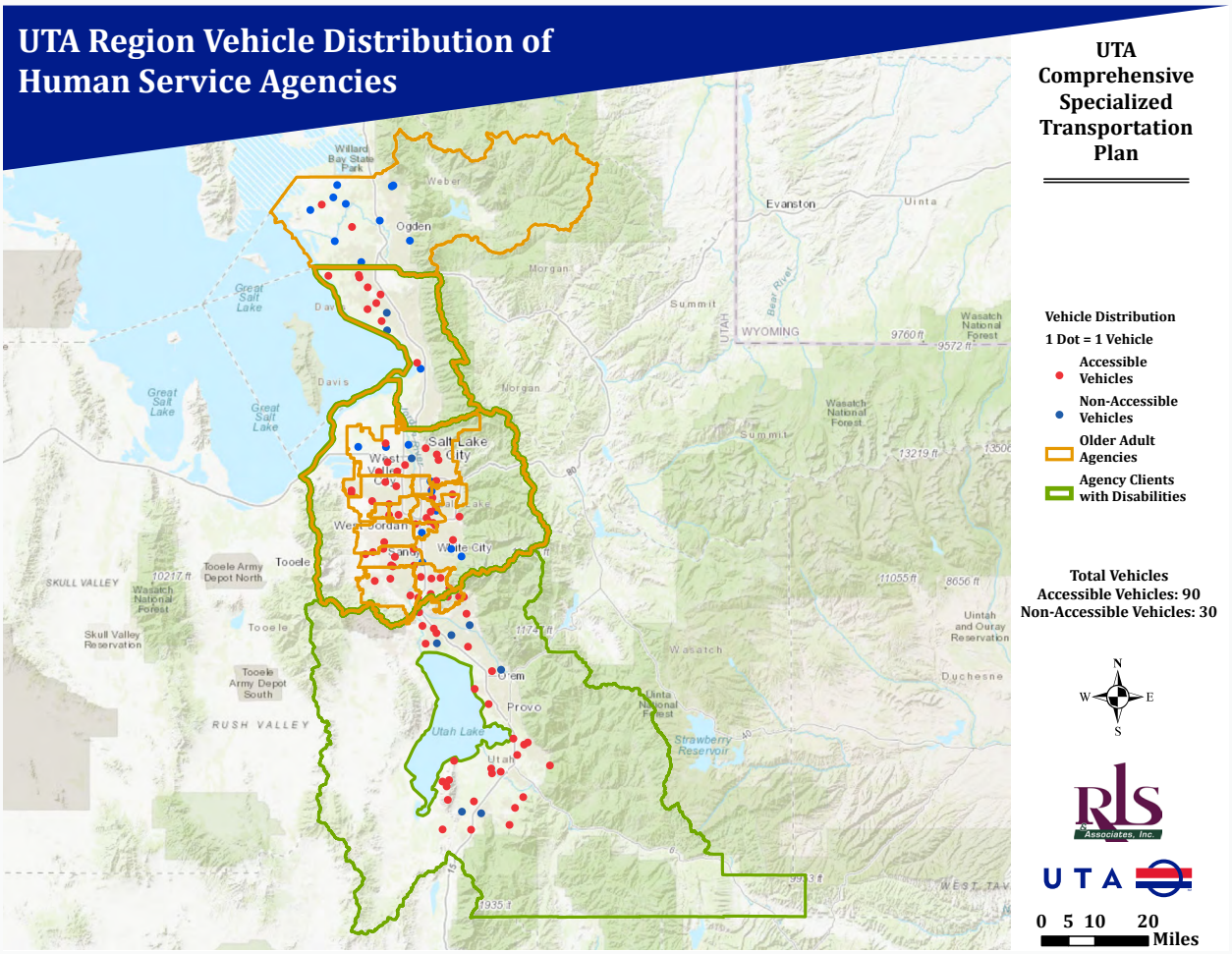
## Table 3. Days and hours of transportation

| Agency | Hours of Operation |
|---|---|
| | 4:00 · 5:00 · 6:00 · 7:00 · 8:00 · 9:00 · 10:00 · 11:00 · 12:00 · 13:00 · 14:00 · 15:00 · 16:00 · 17:00 · 18:00 · 19:00 · 20:00 · 21:00 · 22:00 · 23:00 · 00:00 - 3:00 |
| Ability First | Weekdays |
| Bear O Care | Weekdays |
| Columbus Center | Weekdays & Weekends |
| Columbus Senior Center | Weekdays |
| Continue Mission | As Needed |
| Davis County Health Aging and Adult Services | Weekdays |
| Disabled American Veterans | 3 to 5 Days per Week/As Needed or Available |
| Draper Senior Center | Weekdays |
| Eddie P. Mayne Kearns Sr. Ctr. | Weekdays Upon Request |
| EnableUtah | As Needed |
| Friendly Neighborhood Sr. Ctr. | Weekdays |
| Harman Senior Rec Center | Weekdays |
| Liberty Senior Ctr | Weekdays |
| Magna Kennecott | Weekdays |
| Midvale Senior Center | Weekdays |
| Millcreek Senior Center | Weekdays |
| Mobility Transportation Services | As Needed |
| Mt. Olympus Senior Center | Weekdays |
| Murray Senior Rec Center | Weekdays |
| Neighborhood House | As Needed |
| PARC | Weekdays |
| River's Bend Northwest | Weekdays · Weekdays |
| Riverton Senior Center | Weekdays |
| Roads to Independence | Weekdays |
| Salt Lake County Aging and Adult Services | Weekdays |
| Sandy Senior Center (Taxi Service Available) | Weekdays |
| South Jordan Sr. Svcs. And Comm Ctr | Weekdays |
| Sunday Anderson Westside | Weekdays |
| Taylorsville Sr. Ctr | Weekdays |
| Tenth East Sr. Ctr | Weekdays |
| United Way of Utah County | |
| Service Provided for UTA Paratransit in Utah County | Weekdays and Weekends |
| Service Provided for Various Senior Centers/Programs | Weekdays |
| Service Provided for Utah Valley Rides | M, W, F |
| UTA Paratransit | Weekdays & Weekends |
| Utah Independent Living Center | As Needed - Limited |
| Weber County Human Services, Senior and Aging Services | Weekdays |
| West Jordan Sr. Ctr | Weekdays |
| Work Activity Center | Weekdays |

| Key | Peak | Off peak |
|---|---|---|
| Older Adults | | |
| Agency Clients with Disabilities | | |
| Agency Clients who are Older Adults | | |
| Paratransit Eligible Passengers | | |
| Veterans | | |

As indicated on the map (Exhibit 1), Salt Lake County has the highest concentration of human service agency vehicles available while fewer vehicles are available to serve the communities and large rural areas of Davis, Utah, and Weber Counties. The demand for transportation may be lower in Davis, Utah, and Weber Counties compared to Salt Lake County, but the trip length (time and miles) for each vehicle is typically longer in the outlying areas and it is more challenging to share rides because groups of passengers may not live within a reasonable distance of one another.

**Exhibit 1. Human Service Agency Geographic Vehicle Utilization Distribution**



## *How Many People Need Transportation?*

Of the approximately 724,000 trips provided by public and non-profit services in 2019, UTA paratransit provided 55% of the reported trips; agencies serving individuals with disabilities provided 22%; and, senior services in each county provided another 23%. Agencies provide these trips at a reported estimated cost of up to $47.35 per one-way passenger trip. It is likely that some agencies are underestimating the actual cost of providing transportation and may not be including insurance, maintenance, driver training, and staff time (operators and managers) to provide the service.

With, and despite, the variety of transportation options and the number of vehicles available, the unmet transportation needs are complex. Some people or trips still fall through the cracks. Analysis described in the following chapters estimates that as many as 800,000 trips are needed and not being served by the existing transportation services. This gap in access to transportation may be a vehicle utilization issue. There are more than enough vehicles to take the trips that need to be made, but those vehicles are not coordinated and information is not shared in a way that meets the need. Individual policies tied to available funding resources (i.e., jurisdictional service area boundaries, passenger eligibility, trip purpose) limit the ability for providers to fully respond to the current demand. If these barriers were removed, more operational money would be needed to create additional trips.

# SUMMARY OF IDENTIFIED TRANSPORTATION GAPS AND BARRIERS

Through an analysis of demographic conditions, an inventory of available services in the region, and stakeholder and public input, a picture of the service availability was created for the region, highlighting where gaps in services and unmet need for trips still exist.

People often choose where to live without consideration of potential later decline in function for themselves or relatives. Communities are not built to be pedestrian-friendly or accessible for individuals with disabilities, outside of a few specialized housing projects. As people lose the ability to drive themselves, for a variety of reasons, they become reliant on others or isolated without transportation options.

Many seniors and persons with disabilities do not have a ride. The common reasons include:

- Many people cannot drive
- No access to UTA in some areas
- Do not have a neighbor, family or friend to help
- Mobility issues
- Money/financial issues/cost
- Do not know where to go with their problem

Typically, age, income, and disability status are strong indicators of specialized transportation needs and eligibility. While most of the population lives in urban and suburban communities, the rural portions of the region are most difficult to serve by transportation resources, whether public or provided by human service agencies, and therefore are likely to be underserved. Even within urban areas, there are portions of the community that fall into gaps in the UTA paratransit and human service agency program network.

In some situations, a friend or relative is available to help drive an individual with a disability, a senior who no longer drives, or a person who is too young to qualify for a human service agency program or can't afford a car. This natural support is essential to the quality of life for those who have it. However, in many cases, that support is not available. For instance, if a relative is working and can't take off to provide a ride, or the need is specialized, with a motorized wheelchair that needs securement in a specialized vehicle. There are many people without relatives or neighbors available to help, and the cost may be a barrier to taking private transportation services where they need to go, or as often as they need. A senior who does have transportation to the local senior center for lunch may not have the transportation they need to visit a relative in a nursing home, to church on the weekend, or to family in a community across the valley. Stakeholders and other study participants listed these and other important challenges to transportation and specialized transportation mobility needs.

***A primary unmet need was for information. Where there are transportation resources available, the public may not be aware of or may not know who to ask about transportation options.***

Each of these needs was identified through public involvement and outreach. Initial input was provided in the fall of 2019, prior to COVID-19's health, safety, and economic impacts. Two rounds of additional stakeholder meetings were held through 2020 to give an ongoing picture of the evolving needs in the region. However, the needs and estimated levels of demand included in this study are primarily focused on pre-COVID-19 conditions.

## *Identified Needs*

Specific issues identified through the study process included the following:

- On-Demand Transportation Service
  - Better service coverage
  - First mile/last mile connection to UTA
  - More frequent service
  - Expanded service hours/days of the week
  - Same day trips
- Address coordination barriers that keep organizations from sharing trips or crossing jurisdictional boundaries
- Options for the general public
  - Accessible
  - Emergency (before someone qualifies to be eligible)
  - Information on existing services
- Increased operational funding
  - Expansion of service will require additional operating dollars
  - Participating agencies will continue to seek opportunities for cost efficiency through reducing unnecessary duplication of maintenance, scheduling, dispatching, procurement, software, and insurance/ liability
- More efficient use of funds
  - Breaking down funding silos that are limiting coordination of services based on funding stream, client type, and/or policies
- Specialized transportation options for the most vulnerable clients
- Affordable/lower cost transportation

To quantify the unmet demand for transportation from older adults and individual with disabilities, the study team analyzed current demand for ADA paratransit services. They applied the level of demand from zip codes with ADA paratransit service to areas not currently served by paratransit but with similar demographic characteristics. The model and its outcome are described in the following chapter.

# ESTIMATE OF DEMAND FOR SPECIALIZED TRANSPORTATION

Quantifying the demand for the identified specialized transportation needs involved application of three models. There is no single demand model which is able to provide a good estimate, so several models were chosen to give an indication of the potential demand for specialized transportation. Estimates are based on the demand for transportation of individuals with a disability, older adults, and participants in human service programs.

The first model was based on the observed actual use of the UTA complementary paratransit service. Eligibility rates and use of the existing service were applied to the full-service area which provided an estimate of **7,700** potential users and as many as **1,000,000** one-way annual passenger-trips.

The second model focused relied on a published model of demand for ADA complementary paratransit trips. This model projected that the potential demand could be about **800,000** annual one-way passenger-trips compared to the current level of about **400,000** annual passenger-trips provided by UTA on the paratransit service.

The third model was developed to quantify the transportation needs of older adults. The transportation needs of this group are more difficult to quantify as many as many seniors remain independent and continue to provide their own transportation as they age. The transportation needs were estimated based on about **30,000** seniors needing transportation service with a potential demand of **3,000,000** to **4,200,000** annual one-way passenger-trips.

## *Model 1: Demand Based on Observed Use of ADA Paratransit Service*

U.S. Census data were used to estimate the number of people who may have a need for transportation services. The American Community Survey (ACS) asks questions about disabilities. These questions do not translate directly to whether a person is eligible for paratransit service; merely having a disability does not make a person eligible for paratransit service.

The questions introduced in 2008 remain the same questions found in the current ACS questionnaires. They cover six disability types:

- **Hearing difficulty**, deaf or having serious difficulty hearing.
- **Vision difficulty**, blind or having serious difficulty seeing, even when wearing glasses.
- **Cognitive difficulty** because of a physical, mental, or emotional problem; having difficulty remembering, concentrating, or making decisions.
- **Ambulatory difficulty** is having serious difficulty walking or climbing stairs.
- **Self-care difficulty** means having difficulty bathing or dressing.
- **Independent living difficulty** is because of a physical, mental, or emotional problem; having difficulty doing errands alone such as visiting a doctor's office or shopping.

In addition to responses for each question, the ACS data estimate the number of individuals having one disability and the number of people having two or more disabilities. To identify a relationship between demographic data and use of paratransit services,

the variables of cognitive difficulty, ambulatory difficulty, and independent living difficulty along with the total reporting one disability and the numbers having two or more disabilities were compared to the number of certified users.

To estimate the demand for specialized transportation in the Wasatch Front, five zip codes were selected that have relatively high densities for individuals with disabilities and seniors combined with a high level of UTA services. The selected zip codes were 84047, 84106, 84107, 84115, and 84117. Each variable was compared with the number of paratransit-certified individuals and the number of applications within the last six months. The number of residents aged 65 or older were also compared to determine if there was a correlation based strictly on age. There was very poor correlation between the number of applications with the past six months and any of the demographic characteristics. The number of certified individuals has a high correlation with the population having a cognitive disability; the other variables had poor correlation. The population having two or more disabilities and the senior population actually had negative correlation with paratransit eligibility certifications. The negative correlation with two or more disabilities may be due to the need for more specialized transportation and a higher level of care for those having multiple disabilities.

The rate of certification was approximately 0.07 persons determined to be eligible per person with a cognitive disability. This rate may be applied to the entire four-county area using the number of people with a cognitive disability to estimate the total number of people needing transportation services.

The average number of trips made by each certified individual was calculated based on the number of trips recorded by UTA paratransit and the number of certified individuals. The average trip rate for certified individuals from these five zip codes was 170 annual one-way trips. Based on the assumption that these zip codes have a high level of service, this trip rate may be used throughout the study area to estimate the potential demand for paratransit services.

Table 4 shows the estimated number of people eligible to be certified for each of the four counties. This analysis indicates there are at least 7,700 people within the four-county area served by UTA who may need specialized transportation services because of some type of disability.

**Table 4. Potential Number Eligible to be Certified for Paratransit Service**

| County | Population with Cognitive Disability | Potential Eligible Population |
|---|---|---|
| Davis | 12,701 | 890 |
| Salt Lake | 41,531 | 2,910 |
| Utah | 20,209 | 1,410 |
| Weber | 11,265 | 790 |
| Total | 85,706 | 7,700 |

Using the estimated trip rate of 170 annual one-way trips per person who is eligible for paratransit services, the estimated level of demand is shown in Table 5. This estimate of potential demand is well above the current level of demand on UTA and specialized transportation services. It reflects the current condition where significant portions of the service area do not have UTA paratransit or have little or no specialized transportation services. Other transportation needs are met by individuals using fixed-route service, TRAX, or FrontRunner. This should be seen as a good indicator of the need for transportation services by those who have some type of need for paratransit or specialized transportation.

**Table 5. Potential Demand for Specialized Transportation Service**

| County | Potential Eligible Population | Potential Annual One-Way Trips |
|---|---|---|
| Davis | 890 | 151,140 |
| Salt Lake | 2,910 | 494,220 |
| Utah | 1,410 | 240,490 |
| Weber | 790 | 134,050 |
| Total | 7,700 | 1,019,900 |

## *Model 2: ADA Paratransit Service Model*

The Transit Cooperative Research Program (TCRP) Report 119 developed a methodology for estimating demand for ADA paratransit services. The model is based on total population, percentage of population below the poverty level, and whether conditional eligibility is used by the local transit system. For this model, the 2019 U.S. Census Bureau's American Community Survey for the four-county study area were used. The population percentage below the poverty level was also obtained from the American Community Survey. The conditional eligibility rate was provided by UTA.

Table 6 shows the range of estimates for paratransit service demand with the high estimate being about 800,000 trips per year. This compares with about 450,000 current annual trips being served on paratransit. Currently, some of the gap between trips provided and trips needed may be met by the rail network serving much of the Salt Lake area and other transportation services identified by the inventory of existing services in this report, but there are also significant portions of the study area that are outside the UTA paratransit service zone that account for the unmet demand.

**Table 6. TCRP Project B-28 Estimation Tool for ADA Complementary Paratransit Demand**

| | Input Values |
|---|---|
| ADA service area population (2010 Census) | 2,411,929 |
| Base fare for ADA paratransit (Dollars) | $4.00 |
| Percent of applicants for ADA paratransit eligibility found conditionally eligible | 25.9 |
| Conditional trip determination | 1 |
| Percent of the population in the ADA service area in households with 2000 income below the poverty line | 9.0 |
| Effective on-time window for ADA paratransit (minutes) | 30 |

| | Results |
|---|---|
| Predicted Annual Ridership per Capita | 0.19 |
| Predicted Annual Ridership | 449,514 |

Confidence Intervals for Mean Value for Systems with the Characteristics Entered

| | Trips per Capita | Annual Ridership |
|---|---|---|
| Upper 95% confidence limit | 0.34 | 825,962 |
| Upper 90% confidence limit | 0.31 | 743,896 |
| Lower 90% confidence limit | 0.11 | 271,628 |
| Lower 95% confidence limit | 0.10 | 244,640 |

## *Model 3: Older Adult Transportation Needs*

Older adult transportation needs are more difficult to quantify, as many seniors remain independent and continue to provide their own transportation as they age. A continuing trend is for seniors to remain more active, healthy, and independent as they age so that even as the senior population is increasing, the need for transportation is not increasing at a similar rate. Other research has shown that the best demographic indicator of the need for transportation is the lack of a private automobile. It has been shown that this is a much stronger indicator of the need for transportation services than income level or age. To estimate the senior population with a need for transportation based on lack of access to a personal vehicle, the number of seniors age 65 or older who have some type of disability was used. As these seniors remain more active, a higher trip rate was used with the estimate being 138 one-way trips per person, per year.

With a senior population of 30,360 needing transportation and a trip rate of 138 trips per person, the total annual demand would be about 4,200,000. Many, but not all, of these trips will be served by individuals who continue to provide their own transportation, family members, friends, and use of UTA bus and rail service.

Analysis also considered the older adult population living in zero-vehicle households where at least one resident is 65 or older. The estimated senior population living in zero-vehicle households is about 22,000. This number is lower than the number of older adults with a disability, but serves as another indicator of demand for transportation. Using the same trip rate as used for older adults with a disability, the annual demand would be a little over 3,000,000 trips.

## *Conclusions*

- The majority of respondents primarily drove or relied on friends and family for transportation.
- It is not realistic to assume that UTA or human services agencies in the region will be able to meet all of the demand for specialized transportation.
- Based on the models applied during this analysis:
  - 20 percent of the transportation needs are not being met;
  - the unmet demand is in the range of 600,000 to 800,000 annual trips;
  - 1,644 to 2,192 trips per day.

While some of the trip demand is currently being met by available transportation resources, there is a significant level of unmet need using either of the three models described above.

The community survey conducted by RLS, although not a statistically random sample, supports these conclusions and broadly identifies the geographic areas where unmet demand may be higher. The majority of respondents primarily drove or relied on friends and family for transportation. A significant proportion of respondents in Salt Lake County used UTA services, particularly fixed-route bus, but the use of UTA is much lower in the other three counties — in part because levels of UTA service area also lower. Fourteen to eighteen percent of respondents had unmet transportation needs that limited their access to medical appointments and shopping.

It is not realistic to assume that UTA or human services agencies in the region will be able to meet all of the demand for specialized transportation. Much of this need will continue to be met by those individuals who are able to drive or who have transportation available through family and friends. Changes in land use planning may also impact need and levels of demand. However, assuming — based on the models applied during this analysis — that

20 percent of the transportation needs are not being met, the unmet demand is in the range of 600,000 to 800,000 annual trips, or 1,644 to 2,192 trips per day, for older adults and individuals with disabilities.

The next section will recommend solutions to strengthen the network of existing services, improve coordination, and other activities to address the gaps and unmet needs for specialized transportation services.

# RECOMMENDED SOLUTIONS

## Process for Developing Solutions

The Coordinated Mobility Department at UTA led a series of workshops with community stakeholders during the fall of 2020. The initial round of workshops centered around a presentation of the identified transportation challenges that older adults and individuals with disabilities are facing within each county and across the region as a whole.

During the workshops, stakeholders were presented with scenarios that were representative of the biggest and most common transportation-related challenges faced by older adults and individuals with disabilities. Workshop participants were invited to develop potential solutions collaboratively based on existing resources, or to suggest new solutions that would fill the gaps or barriers to transportation. Following the workshops, UTA explored and refined the potential solutions into a series of potential service models.

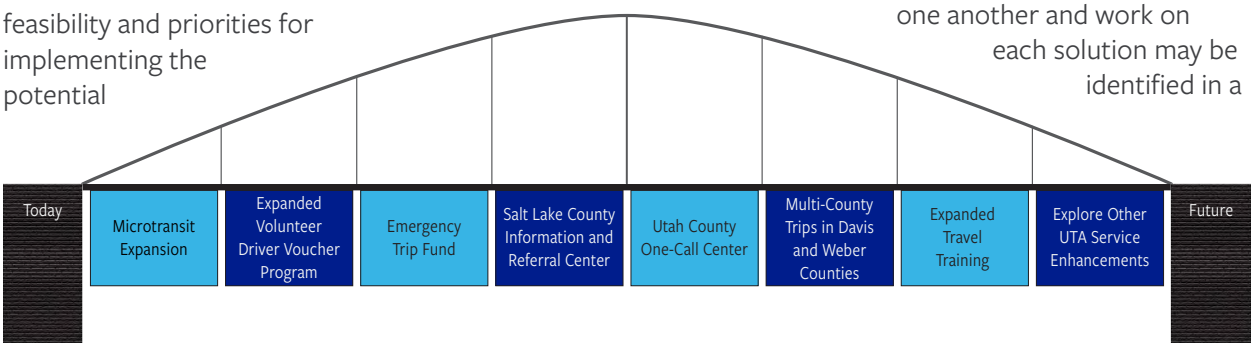
In the second round of workshops (held approximately two weeks after Round 1), UTA presented the potential service models for further input and discussion. Some of the models are implemented successfully in other communities across the country. In those instances, case studies were presented. Each county in the Wasatch Front region had slightly different needs and resources. Therefore, UTA also presented unique solutions and implementation approaches. Stakeholders were invited evaluate and discuss the feasibility and priorities for implementing the potential service models in their counties while also considering the potential regional impact.

Solutions discussed during the workshops included the following:

- Microtransit Expansion
- Expanded Volunteer Driver Vouchers
- Emergency Trip Fund
- Salt Lake County One-Call Information and Referral Center
- Utah County One-Call/One-Click Center Pilot
- Multi-County Trips across Davis and Weber Counties
- Expanded Travel Training
- Explore Other UTA Service Enhancements

## Recommended Solutions

Based on comprehensive stakeholder feedback for each potential solution gained through the workshops, and analysis of existing conditions, eight solutions are recommended. Each solution offers strategies for expanding successful services in order to serve more people. Solutions also focus on improving access to information and resources and ultimately closing the gaps in access to viable mobility options. Solutions are described in order of priority; however, funding and complexity of implementation may impact the timeline for fully achieving each solution. Therefore, the solutions can be implemented independently of one another and work on each solution may be identified in a



different order than what is suggested. A suggested implementation timeline and projections for funding requirements to support each step are provided after the descriptions.

# SOLUTION 1. MICROTRANSIT EXPANSION

*Purpose*

Increase transportation coverage and connectivity with on-demand accessible vehicles.

*Implementation*

Expand upon current UTA pilot into 19 identified zones.

*Challenges*

Cost to implement.

*Funding Source*

Local Option Sales Tax

*Effectiveness Measures*

- Number of people served
- Number of trips provided
- Cost per trip
- Total annual cost

Microtransit has shown to create greater mobility for people with disabilities and seniors compared to other public transportation modes. Benefits include curb to curb service for those with mobility challenges, wheelchair accessible vehicles (WAVs), real time on-demand service, and connections to regular UTA fixed route service.

In 2019, UTA launched UTA on Demand by Via (also known as the UTA Microtransit Planning Project), a microtransit pilot in southern Salt Lake County. The pilot experienced steady growth and is popular among riders. Prior to the effects of COVID-19, the pilot project completed approximately 400 to 500 trips per day. The pilot was deemed successful and has led to further study.

The success of UTA's pilot project indicates that microtransit expansion would be an effective solution to address the identified gaps in transportation in Salt Lake County that need transportation within their local communities and for access to the nearest UTA bus stop or regional rail station. Participating human service agencies that provide specialized transportation or other services to older adults and individuals with disabilities agree that access to microtransit helps to enhance independence, mobility, and community connections for individuals who need transportation alternatives.

Specific gaps and unmet transportation needs addressed by microtransit include, but are not limited to:

- Expands transit coverage into areas with limited or no service.
- Improves connections to bus routes, ADA paratransit, TRAX lines, and FrontRunner.
- Improves direct-service options to major trip generators including health clinics, grocery and shopping areas, schools/colleges, employers, and more.
- Provides a cost-efficient transportation option for neighborhoods with moderately low population densities

***"In recent years, microtransit (also known as on-demand transit) has emerged as a promising alternative to fixed route transit. In particular, microtransit shows significant potential in the following areas: providing first-and-last mile connections to transit; improving mobility in hard-to-serve areas; reducing private vehicle dependence; and replacing under-performing flex and fixed route buses."***
***–Utah Transit Authority Microtransit Planning Project***

but that have major trip generators located within a short distance.

- Supplements ADA paratransit service so that riders have more options and availability.
- Meets a high quality of service standard for customers.

### *Implementation Approach*

UTA has identified 19 high-potential Microtransit Opportunity Zones throughout the service area extending as far north as Brigham City and as far south as Santaquin where microtransit would address gaps in the existing transportation network. They are:

- Brigham City
- North Ogden Small
- North Ogden Large
- West Davis County
- West Weber County
- South Davis County
- West Salt Lake City Industrial/Inland Port.
- East Millcreek
- South Valley
- South Jordan
- Sandy
- Tooele County
- Lehi
- Eagle Mountain/ Saratoga Springs
- North Utah County
- Lindon/Vinyard
- West Provo
- Springville/Spanish Fork
- South Utah County

Under the Americans with Disabilities Act (ADA), UTA and all public transportation services must be accessible. This standard applies to microtransit service as well as traditional transit modes. As such, UTA would offer a mobile booking app and booking website that is compliant with the Web Content Accessibility Guidelines (WCAG) 2.1. Additional steps would be taken in design of the app to ensure a positive experience for all. UTA would also offer alternative booking methods for trips, including a call center. The service would also include a hybrid of curb-to-curb and door-to-door service to meet the varying passenger assistance needs. Based on expected levels of demand in each zone, approximately 25% of the fleet in each zone will be accessible to ensure equivalent wait times for all passengers. Additional accessible vehicles will be provided if needed to meet demand. Finally, passengers with disabilities will have an option to add information to their profile that will be shared with the driver at the pickup location. This information will provide drivers with important information to help them understand specific passenger needs and support a streamlined and safe pickup and trip.

There are two alternative operating structures available for expanded microtransit service:

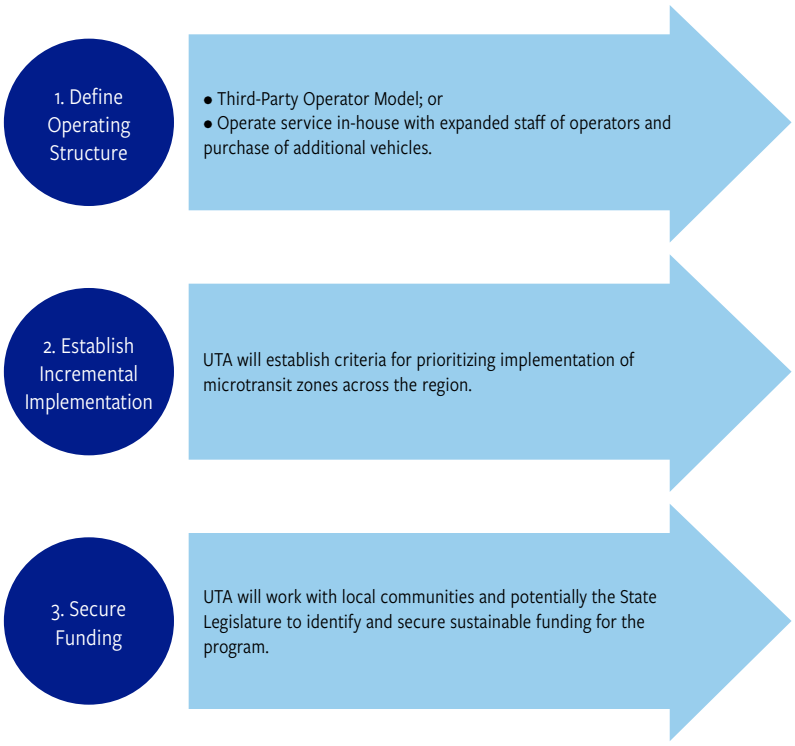
1) The third-party operator model would be structured so that UTA contracts with a microtransit vendor to provide all of the services, vehicles, drivers, management, and technology.

Advantages

- Expands coverage area
- Accessible
- Lower operating cost than traditional buses to cover same area
- Effective when connecting to regional services such as TRAX and FrontRunner

Challenges

- Funding
- Not effective in very low density areas or for longer trips
- Need to establish transfer rules when crossing zones
- Learning curve for general public




2) Alternatively, UTA could operate the service in-house and only procure the microtransit technology from a third-party vendor. Under this second option, UTA would use need to hire additional operators and purchase vehicles. It is likely that the existing UTA operations/management staff will administer the program.

Once the operating structure is determined UTA will prioritize zones for implementing microtransit based upon the analysis completed during the 2020 UTA Microtransit Planning Project. Actual implementation will only be possible after a revenue stream to support expansion is identified and secured. It is possible local communities could provide funding for microtransit to be implemented in their own community.

1) UTA will prioritize zones for implementing microtransit based upon the analysis completed during the 2020 UTA Microtransit Planning Project.

2) UTA must identify revenue streams to support expansion of microtransit. It is possible local communities could provide funding for microtransit to be implemented in their own community.

### *Implementation Challenges*

UTA has been exploring the opportunities for microtransit for several months and has established a plan for implementation that is based on assessed demand for service. Therefore, complexity for implementation is not as significant as it would have been prior to the UTA Microtransit Planning Project and subsequent study. Due to the cost of this new public transportation mode, new revenue sources need to be secured.

### *Potential Funding Sources*

Potential funding sources include the Utah Legislature allowing local jurisdictions to opt into a local option sales tax specifically for specialized transportation. The local options sales taxes for transportation could be implemented by local communities to fund local microtransit service. In communities outside the urbanized areas of the state, this local option sales tax could be used for alternative specialized transportation modes.

## SOLUTION 2. EXPANDED VOLUNTEER DRIVER VOUCHER PROGRAM

*Purpose*

To provide mobility options for more eligible people when no other transportation is available to them.

*Implementation*

Identify sustainable funding sources and work to expand eligibility to include veterans, individuals with low incomes, and others, as appropriate.

*Challenges*

Identifying sustainable funding sources.

*Funding Source*

Local Option Sales Tax or ongoing funding from State Transportation funds.

*Effectiveness Measures*

- Number of people served through the expanded program
- Customer and community satisfaction level with the volunteer program
- Cost per individual served
- Number of volunteer driver vouchers issued as an alternative when public or Section 5310 program services were not available

The needs assessment revealed that a significant portion of older adults and individuals with disabilities who do not drive rely on family and friends for transportation. This trend is not uncommon across the country. However, it is especially strong in the Wasatch Front.

The Volunteer Driver Voucher Program is a safety net of sorts, which also reduces the burden on family and friends.

Volunteer driver voucher programs are particularly successful in rural areas and for long-distance trips that would otherwise be impossible or cost-prohibitive when using public or private transit services. In fact, many human service agencies and public transit operators are not able to provide long-distance trips or frequent service in rural areas because their operating budgets cannot sustain the high cost of operating those trips which often only carry one or two passengers at a time.

Volunteer driver programs are also successful when filling the temporal gaps in transportation needs, such as trips during early mornings, late nights, or on weekends when most human service agencies are not open.

The current UTA Volunteer Driver Voucher Program allows older adults and individuals with disabilities to find the mode of transportation that best accommodates them for non-emergency medical visits. The program was developed to allow eligible participants to arrange these rides with a driver of their choice who would then be reimbursed for mileage by UTA and its partner organizations through a 5310 Program grant award.

The successful voucher program has been in place since 2016 when UTA, in partnership with Weber County Aging, Davis County Aging, and Roads to Independence initiated the program based on needs of the region.

### *Electronic Voucher System (eVoucher development)*

With funding from the FTA ICAMM Grant, 5310 Grant and local matching funds, UTA is developing a million dollar plus electronic voucher system. The project will develop an innovative eVoucher software/mobile solution that will replace manual paper systems. No similar software solution currently exists. eVoucher will include a web-based application that keeps track of clients,

drivers, payments, programs, as well as a mobile app. The mobile app for drivers and clients allows for origin and destination confirmation, payment processing, and client verification. This software will reduce high administrative costs and reduce potential waste, fraud, and abuse.

eVoucher will be operational in 2021 and capable to support any statewide voucher program as funding is available. The state should leverage this investment.

*Implementation Approach*

UTA will work with the LCCs to identify local, state and federal funding sources to sustain an expansion of the volunteer driver program beyond what is available to the region through the FTA Section 5310 program. As new funding sources are identified, stakeholders will also consider expanding the eligibility to include veterans and others (i.e., people with low incomes) in addition to older adults and individuals with disabilities. Opportunities to leverage Federal and state funding programs for transportation exist. Section 5310 program subrecipients could use other non-U.S. DOT Federal funds that are eligible for transportation and not otherwise restricted as local match. Combining funds such as FTA Section 5310 and Older American's Act funding, for example, could lead to the ability to serve more older adults and individuals with disabilities with existing funds and could help meet the identified need for older adults who need transportation beyond what is operated by the Aging Programs (i.e., after hours trips, longer distance trips, service outside of jurisdictional boundaries). National research has indicated that there are more than 63 Federal funding programs that could be used and/or combined to support transportation.

UTA will be responsible for overall administration, monitoring, and reporting to funders for the Volunteer Driver Program. Individual local programs will administer and coordinate trips. As such, UTA will become a central resource for existing and start-up programs.

*Statewide Volunteer Driver Voucher Program*

In 2019, UTA created a partnership with the rural state Associations of Governments (AOGs) to demonstrate the effectiveness of vouchers throughout Utah. Utilizing one-time funding from the Out and About Fund administered by the State Aging Board, this project showed the effectiveness of vouchers in the following ways: cost efficiency, can be tailored to each geographical area, serves those with no other transportation options, and works in both rural and urban settings. The programs leveraged volunteer drivers to assist older adults, individuals with disabilities, individuals with low incomes, and veterans needing transportation to non-emergency medical services. Numerous successful volunteer driver programs across the

Advantages

- Option for difficult to serve trips
- Flexibility in scheduling rides
- Helps address needs of more people
- Passengers reimburse family and friends
- Leverage federal funding and development of eVoucher

Challenges

- May need additional coordinator for tracking and reviewing requests
- Additional funding will be required

country serve rural and frontier areas such as those in Utah.

The statewide voucher project demonstrated the ability for UTA and the state AOGs to coordinate and execute a cost effective transportation solution that targets those most in need. This collaboration developed policies, procedures, best practices, and training, across the state. The local AOGs tailored their respective programs to meet their community's specific needs. When funding is secured, UTA and its partner organizations will take steps toward establishing a statewide program.

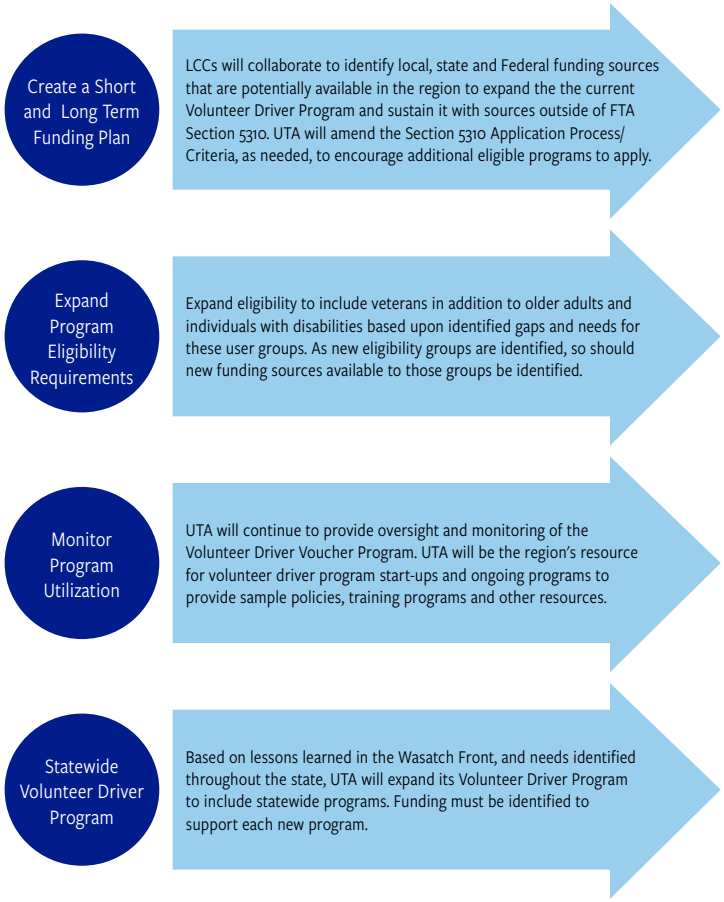
*Implementation Challenges*

The implementation complexity for expanding the volunteer driver voucher program is relatively low. UTA has established a strong and successful program that provides a good foundation for data and lessons learned. Funding for the expansion, however, will need to be identified. If FTA Section 5310 funding is used to support program expansion, then less funding will be available for other potential innovative programs that could launch with the help of Section 5310 funding. To protect the existing levels of service while seeking opportunities for expansion, new funding sources musts be identified.

*Potential Funding Sources*

FTA Section 5310 program funding currently supports the volunteer driver voucher program along with local match provided by the agencies receiving the 5310 grants. If the Section 5310 program funds are similarly used by additional local agencies, those agencies would be responsible for providing local match. Non-profit and government agencies are eligible subrecipients for Section 5310 program funding. However, if the eligibility for the program or the size of the program exceeds the limitations of Section 5310, additional funding sources must be identified. It is strongly recommended that local agencies interested in expanding the volunteer driver program consider combining their existing federal, state and local program dollars to support the administration and operation of the volunteer driver program. The 5310 Grant funds should not be relied upon for ongoing long-term funding.

State resources for volunteer voucher program support could include using funds from a Local Option Sales Tax or an ongoing appropriation from Transportation funds.



# SOLUTION 3: EMERGENCY TRIP FUND

*Purpose*

To cover the cost of one round trip when a person calls with a trip need that cannot be met by UTA or human service agency partners on short notice, for a person who has not been certified as eligible for transportation services.

*Implementation*

UTA and coordinated transportation partners will explore the potential to work with United Way 211 to expand the existing Emergency Trip Fund for transportation or to create a separate program if an expansion in this manner is not compatible with the existing program.

*Challenges*

Administrative responsibilities for monitoring the program usage and compliance with usage standards and policies.

*Funding Source*

State funding of ongoing operations could come from a Social Services appropriation, TNC tax, or a Local Option Sales Tax.

*Effectiveness Measures*

- Number of people served through the expanded program
- Customer and community satisfaction level with the program
- Human service agency feedback and satisfaction level with how the program impacts the identified purpose.
- Cost per trip

The fund will be limited to a one-time use. Eligibility for the fund will be open to the general public for UTA services and private transportation providers, at minimum. If human service agency transportation providers wish to participate as operators for emergency trips, as needed, eligibility restrictions may need to be waived according to specific agency policies. For example, agencies with policies to provide transportation only to registered clients, may need to request an amendment to their own policy to allow for emergency trips, or they may opt not to participate as a transportation provider in this program.

Most human service agency transportation providers and UTA paratransit services require an advance reservation of at least one day. In some cases, trips must be booked as much as two weeks in advance, particularly at high-demand times of the day. However, people often call these providers

Advantages

- Could build upon successful United Way 2-1-1 partnership with Lyft
- Creates a last-minute trip option that is not cost prohibitive for the rider

Challenges

- Administrative responsibilities with monitoring the program usage and scheduling
- Requires additional funding

with requests for trips that are urgent but do not qualify as a medical emergency and need to be accomplished the same day or with very short notice. Transportation providers are often unable to accommodate the last-minute requests because either the eligibility process needs to be completed before the person can ride, or there is no available driver on short notice.

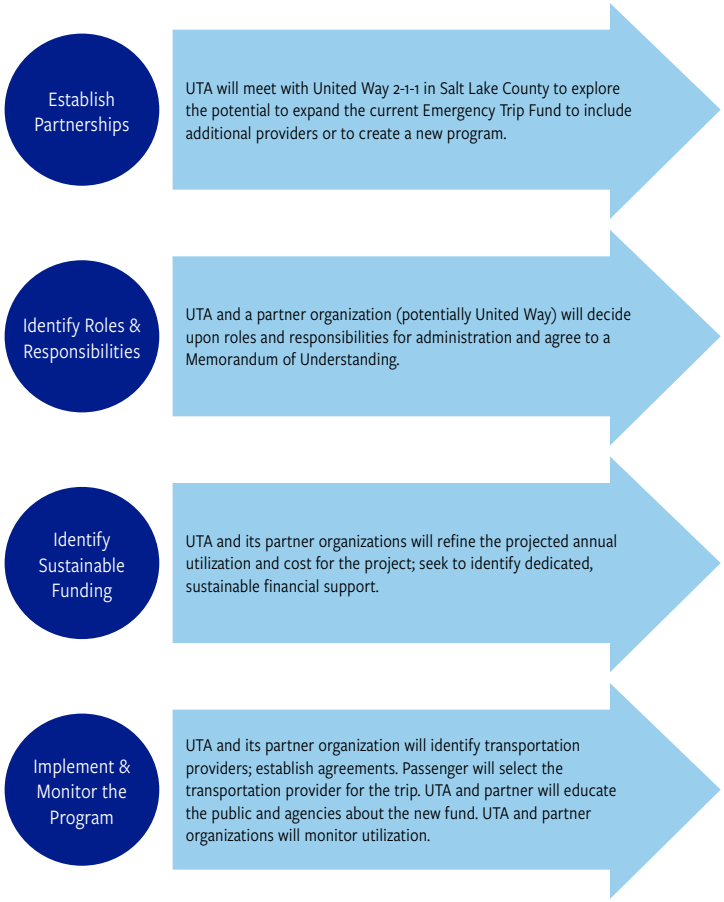
Furthermore, individuals who are looking for transportation on short notice are often in this situation for the first time because of an unexpected event or recent loss of their typical transportation options. Situations could vary from finding out that their friend or family member who had planned to drive them suddenly isn't available, to a more long-term transportation issue such as a medical condition that has rendered them unable to drive. For any reason, the individual who needs a trip on short notice is often left with no low-cost option and may, as a result, miss work or an important appointment. The Emergency Trip Fund would be a safety net for individuals who would otherwise "fall through the cracks" in the specialized transportation services. The Emergency Trip Fund would provide the one-time, round-trip fare on an available participating transportation service provider. Meanwhile, ongoing transportation options for the individual can be arranged with the help of the appropriate agency.

This program has precedent in many cities. United Way 211 partners with Lyft, a private rideshare company, for a similar program in Salt Lake City. The United Way and Lyft partnership allows a free Lyft ride to individuals experiencing transportation barriers to employment, health, food access, public benefits, and education.

*Implementation Approach*

UTA and coordinated transportation partners will explore the potential to work with United Way 211 to expand the existing Emergency Trip Fund for transportation or to create a separate program if an expansion in this manner is not compatible with the existing program.

The Emergency Trip Fund will be structured as a partnership with private, on-demand transportation providers, public transit, and human service agencies that can accommodate short notice trip requests. A portion of available transportation options will be wheelchair accessible.



The proportion of accessible vehicles will be based upon current estimates of demand for accessible vehicles in the UTA Microtransit Pilot program (projecting approximately 10% to 25% accessible fleet).

*Implementation Challenges*

Complexities associated with the Emergency Trip Fund are primarily associated with securing reliable funding for the program and establishing an administrative process for managing the fund and the processes for tracking program utilization. Additional staff time associated with implementation and management of the program will be necessary but is estimated to be less than one full-time equivalent (FTE) employee.

*Potential Funding Sources*

Potential temporary funding sources for the Emergency Trip Fund include foundations and local or national grants that support programs for older adults, individuals with disabilities, and people with low incomes. Local grants and foundations, however, do not provide sustainable funding because they are competitively awarded. Therefore, it is recommended that state funding for expanded transportation options is established so that this assistance can become a sustainable and effective program and it can potentially be implemented in other areas of the state. State funding of ongoing operations could come from a Social Services appropriation, TNC tax, or a Local Option Sales Tax.

## SOLUTION 4. SALT LAKE COUNTY ONE-CALL INFORMATION/ REFERRAL CENTER

*Purpose*

To create a single resource for transportation information and a direct connection from the call-center to the transportation providers.

*Implementation*

Requires significant cooperation and coordination between the lead agency operating the call center and all participating transportation providers.

*Challenges*

The lead agency will require software and funding to set-up and operate the center.

*Funding Source*

Implementation of an enhanced call center could be funded by 5310 Grant funds. Ongoing expenses will require additional funding from either a state appropriation from Social Services or a potential TNC tax.

*Effectiveness Measures*

- Customer feedback indicates that finding a trip and transportation provider is less confusing or challenging because of the single point of contact.
- Number of transportation providers participating in the center.
- Number of calls received by participating providers from the call center that result in a scheduled and delivered trip.
- Usage data provides important information for UTA and LCC organizations to use when assessing needs and gaps in services.

The recommended approach for Salt Lake County is to establish a one-call information and referral center that will be a single resource for transportation information and a direct connection to transportation providers. Currently, United Way 211 provides information about available transportation services. This is a very valuable service, but it does not connect the caller with the transportation provider. Currently, the caller is responsible for making another call (or calls) to find the most appropriate service provider after talking with United Way. The proposed one-call center allows users to make a single call, be screened for potential eligibility, and connected directly to an appropriate agency for assistance. This additional connection to the transportation provider is a key to bridging the gap for the person who needs the ride and doesn't know where to turn. It improves customer service for all participating transportation providers through a single resource. It also provides a central resource for transportation planners to track transportation needs and the most effective solutions in the local area.

Multiple transportation providers serve a large population in Salt Lake County. UTA paratransit and Salt Lake County Aging Services have the largest fleets of transportation vehicles and provide the most trips of any single organization in the county. These two agencies alone operate 181 vehicles within the county for service to older adults and individuals with disabilities. Other human service agencies, private transportation companies, and assisted living centers also operate transportation in the county.

The one-call information and referral center is a single point of contact where a person can call to find a ride with

| Advantages | Challenges |
| --- | --- |
| • Initial single point of contact for users<br>• Basic capability for implementing the Call Center exists in the region<br>• Improves the customer's experience and likelihood that they will be connected with the appropriate service provider | • Provider service information and eligibility requirements must be current in the center's database<br>• Does not address limitations in capacity or service availability |

any participating transportation provider (i.e., a human service agency provider, private transportation providers, UTA, etc.). By contacting the center, the individual will be able to complete an initial screening to determine their needs and potential eligibility for service. The call center would then connect the caller directly to the specific transportation provider for assistance with completing the eligibility process (if applicable) and scheduling the trip. This process will require that each participating transportation provider offers current and complete information about their services. A cooperative working arrangement will be established between the call center and each of the transportation providers. This type of call center, with access to detailed information and direct connections to the various agencies, will be a major benefit for the public and the transportation providers alike.

Setting up the information call center also creates an opportunity for future consolidation of services if transportation providers choose to evolve the center into a centralized point for scheduling and administering trips among multiple providers. The new one-call/one-click center, to be implemented in Utah County, could serve as a pilot program to evaluate if there are sufficient benefits and applicability for providers in Salt Lake County. There could be benefits for some providers to form a one-call/one-click center in Salt Lake County in the future based on the results from implementing the call center in Utah County. While not recommended at this time, a one-call/one-click center in Salt Lake County should be a consideration in future plan updates.

*Implementation Approach*

Implementation of the One-Call Information and Referral Center will require significant cooperation from both the lead agency operating the center and all participating transportation stakeholders. Transportation stakeholders must provide transportation program information for the center's database and ensure, through regular and standardized communication, that information in the database is always current (i.e., days/hours of operation, eligibility, vehicle accessibility, service area, modes of service, fare structure). Furthermore, transportation stakeholders should officially agree through a Memorandum of Understanding/Agreement to the process for receiving calls connected to them through the one call center.

Software may be required beyond the current Utah Ride Link or United Way platforms to ensure that the handoff of the caller from the call center to the transportation provider is smooth and efficient, the caller is not waiting on hold for an extensive period of time, and the call is not inadvertently disconnected. In addition, the One-Call center will need to monitor the volume and nature of calls and referrals.

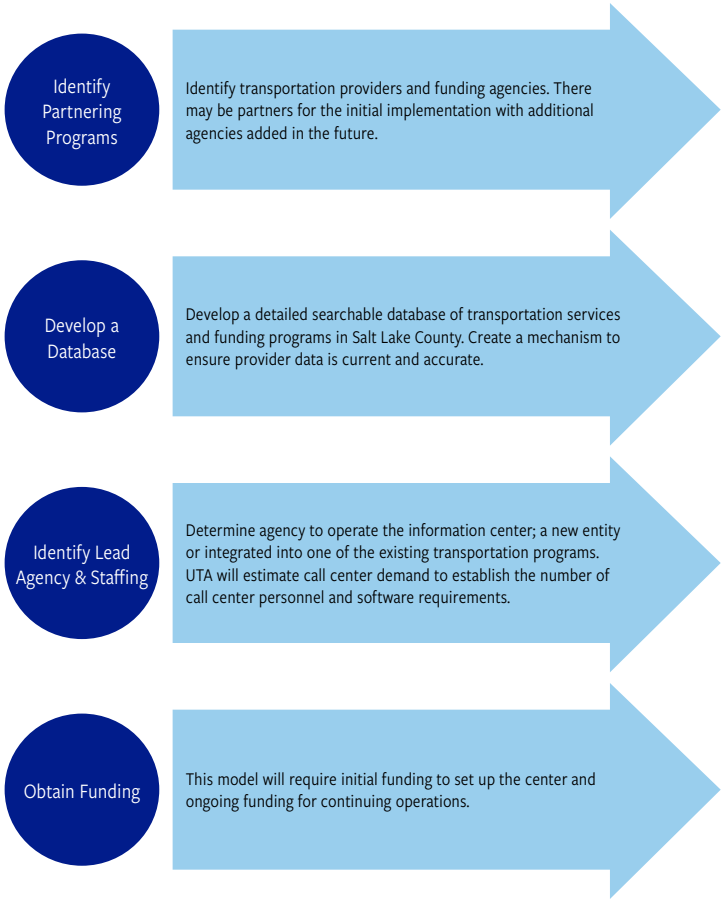
Potential lead agencies for the One-Call Information and Referral Center include UTA and United Way. Staff at both agencies are properly trained to provide transportation information and referrals to callers. Both agencies are also recognized in the community as a resource for information. If the agencies wish to use the Information and Referral Center as the foundation for a potential long-term vision for someday expanding the One-Call Center to include directly scheduling trips with participating transportation providers, consideration should be given to which lead agency would offer the smoothest transition to a one-call/one-click center for Salt Lake County and/or the region.

*Implementation Challenges*

The implementation complexity varies based upon the lead agency for the one-call information center and the software and staffing changes needed to support a successful center. The lead agency will require software and funding to set up and operate the center. Trained staff will be needed to accept calls and coordinate transfer of calls to the participating transportation provider. Staff time will also be necessary for maintaining the database of transportation services. If the center is established with a lead agency that has the necessary software, initial implementation complexity level is less.

*Potential Funding Sources*

Implementation of an enhanced call center could be funded by 5310 Grant funds. Ongoing expenses will require additional funding from either a state appropriation from Social Services or a potential TNC tax. Access for users will be greatly improved, but there are no significant cost savings to the transportation providers. Individual service providers would continue to be responsible for all functions including vehicle maintenance, scheduling, dispatch, and operations.



# SOLUTION 5. UTAH COUNTY ONE-CALL/ONE-CLICK CENTER PILOT

*Purpose*

Improve efficiency of existing transportation resources in Utah County and simplify passengers' process for gaining information about available transportation and scheduling a trip.

*Implementation*

Implementation of a true one-call/one-click center will require development of a web portal. Elements for this are in place. UTA has the web portal platform and scheduling software which can be linked to the web portal.

*Challenges*

Technology must be implemented/expanded upon and a detailed cost analysis of transportation providers must be completed to ensure appropriate contract costs.

*Funding Source*

Initial funding could be from a grant program or existing FTA Section 5310 Program funding for older adults and individuals with disabilities. A State Transportation fund or Local Option Sales Tax funds could also be used for ongoing funding.

*Effectiveness Measures*

- Number of trips scheduled through the call center.
- Number of trips provided per vehicle mile and hour.
- Number of trips provided.
- Administrative costs for transportation programs of participating operators are reduced.
- Vehicle utilization improves.

Utah County offers an opportunity to create a consolidated one-call/one-click center with a single operator. United Way of Utah County is currently the largest operator of specialized transportation services in Utah County and one of only a few providers. Services provided by United Way include the UTA complementary paratransit, Utah Valley Rides, and contract service to support other human services programs. United Way has provided transportation for the senior centers several times. Other providers include senior centers, Ability First, and Turn Community Services. All of these are much smaller than the United Way transportation program and transportation service could be provided by United Way.

*Implementation Approach*

Vehicle utilization could be improved by consolidating operations. Vehicles at the senior centers are used during limited times and sit idle for much of the time. Sharing passengers on vehicles without regard to program or funding source would provide the opportunity to improve efficiency and productivity with a potential for cost savings and enhanced service.

United Way has scheduling/dispatching software in place which could integrate the additional programs. A call center is in place for requesting transportation. As most of the trips for the other programs have established schedules, integration of the scheduling and dispatch should be a minor effort.

Implementation of a true one-call/one-click center will require development of a web portal. Elements for this are in place. UTA has the web portal platform and scheduling software which can be linked to the web portal. The web portal would have to be developed to support

| Advantages | Challenges |
|---|---|
| • Single point of contact for users<br>• United Way has capability for call center<br>• United Way is currently the primary operator<br>• Other providers could serve individuals with higher level of need<br>• Improved operational efficiency<br>• Cost savings could be used for enhanced services | • Technology must be implemented<br>• Requires detailed cost analysis for each provider<br>• Requires mixing of passengers on vehicles<br>• Passengers have a wide variety of specialized needs |

real-time user requests for transportation, but that has been done elsewhere and should not be a challenge for Utah County. The web portal would also meet WCAG accessibility requirements.

The following are anticipated implementation steps to set up a one-call/one-click center with consolidated operations in Utah County:

### *Implementation Challenges*

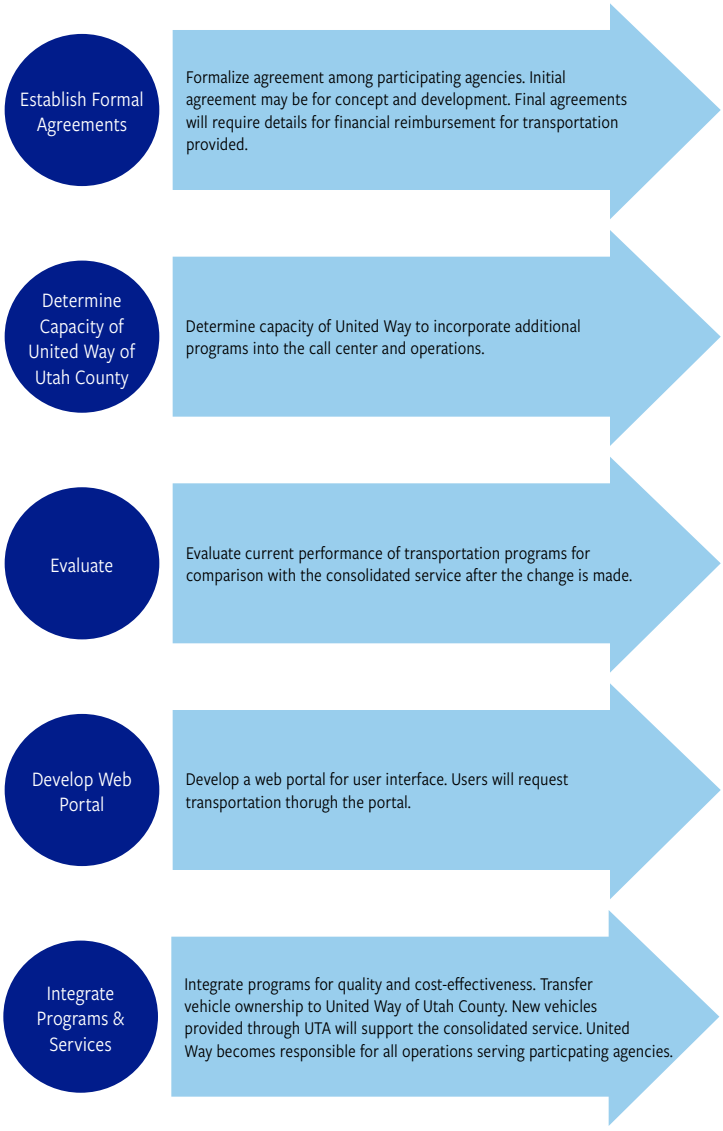
While UTA has the basic software platforms to set up the scheduling system and to integrate the web portal, this will require funding and time for implementation. Access to the scheduling platform will have to be set up for the additional partners, which currently operate their own transportation services. To gain efficiencies in the operation, programs must permit mixing of passengers on vehicles so that rides are shared among multiple programs. Vehicles should not be dedicated to a specific program other than for specific trips such as a vehicle scheduled to take and return participants to a senior center or other program activity. Individuals currently served by the transportation programs in Utah County have a wide variety of needs. Many are able to use the UTA paratransit service, but others require a higher level of service or assistance. This could be provided by UTA with appropriate training for operators and staffing to meet the greater needs. Another approach may be to incorporate one or more of the human services agencies to provide transportation when a high level of service or assistance is needed. Integration of multiple transportation providers will require a detailed analysis of operational costs so that passengers may be scheduled on the most cost-effective option.

While fully integrated one-call/one-click centers are a challenge to set up, there are successful examples of full implementation. In Pennsylvania, rabbittransit is part of a multi-county one-call/one-click center. rabbittransit is a consolidated transportation service offering local fixed-route, commuter, and rural demand-response service is central Pennsylvania. Multiple programs are integrated and passengers in various programs share rides on a single vehicle. In Jacksonville, Florida, TransPortal is a one-call/one-click center integrating services within multiple counties in the region. Passengers are able to schedule rides through the web portal on the best option reflecting their needs and service options.

### *Potential Funding Sources*

Funding to initially implement the one-call/one-click center could be obtained through a specific grant or using FTA funding for elderly and disabled transportation services.

State funding could also be appropriated for the initial cost of implementation. The efficiencies of operating a consolidated transportation service are likely to offset the additional cost of the one-call/ one-click center. Operational funds which are currently used by the various agencies in Utah County would be used by the consolidated operation. Local Option Sales Tax funds could also be used for ongoing funding.



# SOLUTION 6. MULTI-COUNTY TRIPS IN DAVIS AND WEBER COUNTIES

*Purpose*

Enable residents of Davis and Weber Counties to complete trips that cross county lines so that they have access to resources for medical or other important purposes.

*Implementation*

Davis and Weber County transportation programs will work in cooperation to schedule the passenger's complete trip, including the transfer at the county line.

*Challenges*

This solution requires good communication between the providers to ensure that passengers' transfer is safe and efficient. It also requires a designated, accessible location where passengers can wait and transfer from one vehicle to another.

*Funding Source*

Existing transportation program funding.

*Effectiveness Measures*

- Number of trips provided to the neighboring county.
- Customer satisfaction with having access to important services in the neighboring county.
- Number of trips provided.

Enable residents of Davis and Weber Counties to complete trips that cross county lines so that they have access to medical services, grocery shopping, and other resources.

Currently, Davis County Aging and Weber County Aging transportation program policies limit the service areas to their respective county boundaries. Vehicles typically are not permitted to travel outside of their counties. However, for residents who live near the county line, a trip to the nearest medical office, grocery store, or other major destination may be in the adjacent county.

*Implementation Approach*

Establish formal transfer points at safe locations near the Davis and Weber County lines where Davis County Aging and Weber County Aging transportation programs can meet to allow a passenger to transfer. The two transportation programs will work in cooperation to schedule the passenger's complete trip, including the transfer.

Advantages

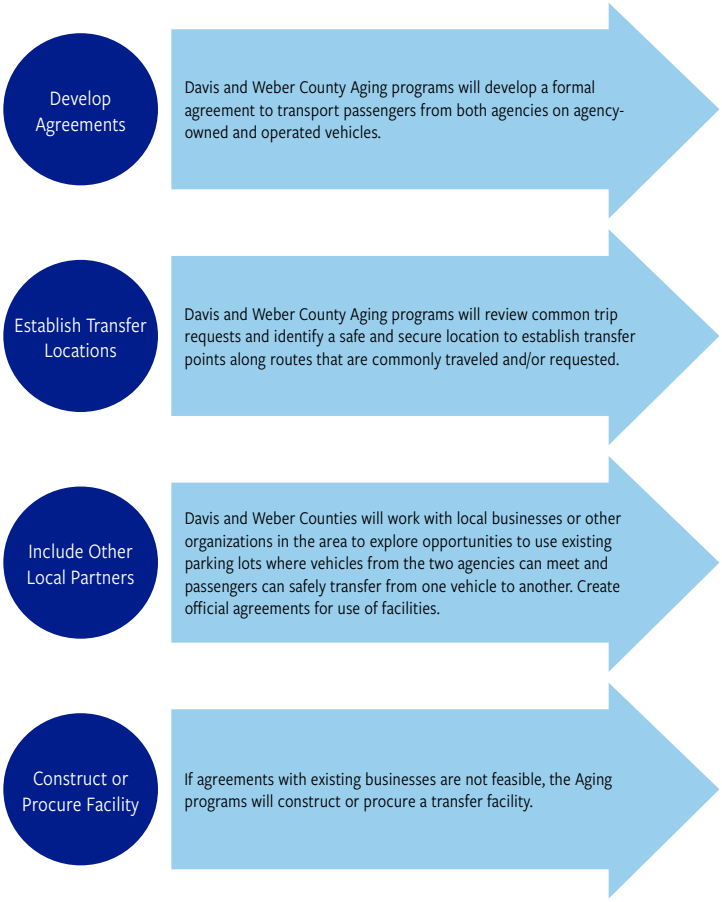
- Passengers can access resources in the next county
- Easy to schedule transfers because of strong communication between providers
- Safe waiting areas for passengers

Challenges

- Requires advance reservations to coordinate availability for the complete round trip
- Relies on good communication between providers
- Local government buy-in

As an alternative to establishing transfer points, the agencies could also explore possibilities for amending existing policies that restrict use of vehicles to trips that begin and end withing county boundaries. Amended policies would allow vehicles to travel into the neighboring county. If complete removal of the service area restriction cannot be accomplished, agencies will evaluate options to allow for vehicles to travel to specific communities or destinations in the neighboring county.

Implementation steps include the following:




*Implementation Challenges*

This solution requires good communication between the providers to ensure that passengers' transfer is safe and efficient. It also requires advance reservations to coordinate availability for the complete round trip (across multiple operators). Transportation providers should seek to implement contractual agreements or memoranda of understanding with existing businesses where passengers can transfer vehicles and potentially wait for the next vehicle to arrive. If no existing facilities are available, the transportation providers will need to identify location(s) and potentially install a bus stop and amenities (benches, shelter, signs, trash cans).

*Potential Funding Sources*

Funding sources include existing transportation program resources for each participating organization. If partnerships with local businesses or other property owners of parking lots and facilities where the transfers can take place are established, additional funding may be required for utilization of those resources. However, such agreements can often be established with little or no cost. If transfer facilities, benches, or signs are to be procured, potential funding sources would include local government or agency program funds.

# SOLUTION 7. EXPANDED TRAVEL TRAINING

*Purpose*

To ensure broad outreach to individuals who may need an introduction to using public transportation services.

*Implementation*

UTA will expand the current travel training program by adding one full-time employee and develop new tools and partnerships.

*Challenges*

Understanding the appropriate level and manner of outreach and training.

*Funding Source*

UTA internal resources to fund the additional trainer.

*Effectiveness Measures*

- Number of people receiving training through the expanded program.
- Number of trips taken using UTA fixed route instead of Paratransit, when appropriate, after receiving training (could be measured through a survey).
- Community feedback about the ease of using UTA and/or understanding how to use UTA.

UTA travel training is free and available for anyone who wants to learn how to ride UTA services. Individual and group trainings and presentations are available from UTA travel trainers. Travel trainers ride with passengers on the bus or train to show them how to travel safely, read schedules, plan trips, use apps, and more. Travel training is a proven technique to build rider confidence and give people the freedom to go wherever they need to go on UTA independently.

*Implementation Approach*

UTA will expand the current travel training program by adding one full-time employee to current staffing so each Wasatch Front area-Davis/Weber, Salt Lake and Utah counties-has its own Travel Trainer to meet the areas specific needs. The Travel Training program will also develop new tools and partnerships with additional non-profit organizations, homeless shelters, human service agencies, Veterans Affairs, Aging Programs, refugee organizations, schools, major employers, and others. UTA will include information about new programs and solutions implemented by UTA or its community partners as well as information and instructions about how to use existing services. The training program will grow as more service options are incorporated and funding becomes available.

Advantages

- Provides options to meet range of needs at lowest cost
- Reaches passengers who are first-time users of UTA

Challenges

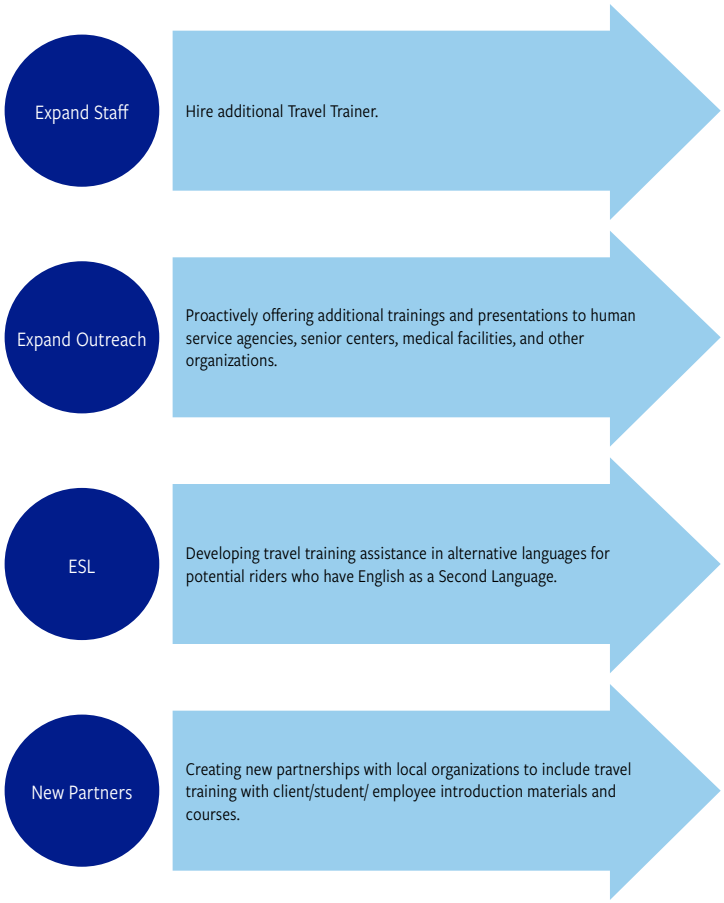
- Establishing the appropriate level of outreach needed and fulfilling those needs
- Information sharing and making the program known to other organizations takes constant effort

*Implementation Challenges*

This solution has relatively low levels of complexity but requires consistent and focused efforts to maintain the appropriate level of outreach needed to fulfill unmet needs. Understanding the appropriate level and manner of outreach and training is an ongoing challenge. It requires open communication and ongoing education with the public and coordinated outreach from UTA to local community partners.

*Potential Funding Sources*

UTA would need to allocate internal resources to fund the additional head count.



# SOLUTION 8. EXPLORE OTHER UTA SERVICE ENHANCEMENTS

*Purpose*

UTA will explore accessible transportation options including services beyond ADA paratransit requirements; real time scheduling and ride hailing; and other innovations in transportation for older adults and individuals with disabilities.

*Implementation:*

UTA will estimate demand and capacity requirements, to ensuring the highest quality standards. UTA will inform the public about new options.

*Challenges*

UTA paratransit staff will also need to carefully implement and monitor the program to ensure that ADA standards are always maintained and never in question.

*Funding Source*

Local Option Sales Tax for specialized transportation and/or a Ride-Hailing Tax.

*Effectiveness Measures*

- Number of people served with enhanced services.
- Number of trips provided with enhanced services.
- Customer satisfaction levels with enhanced services.
- Impact of enhanced service on operations and operating costs of other UTA programs or human service agency transportation providers.
- Cost/benefit of the enhanced services on UTA and/or other human service agency transportation programs.

UTA will explore additional accessible transit options. These may include services beyond ADA paratransit requirements, technology to provide real time scheduling and ride hailing, and other innovative approaches to provide transportation to seniors and persons with disabilities. UTA must ensure that ADA paratransit-eligible service standards continue to be met. Therefore, the capacity for other general public passenger trips shared with ADA paratransit-eligible passengers will be limited.

*Implementation Approach*

General implementation steps

Advantages

- Using existing resources operated by UTA
- UTA could utilize existing capacity for reservations and scheduling

Challenges

- Would increase demand and costs for UTA
- Could require increased capacity with additional vehicles
- UTA must verify that it consistently meets ADA requirements for paratransit service to eligible individuals
- Financial equity (higher fare type)

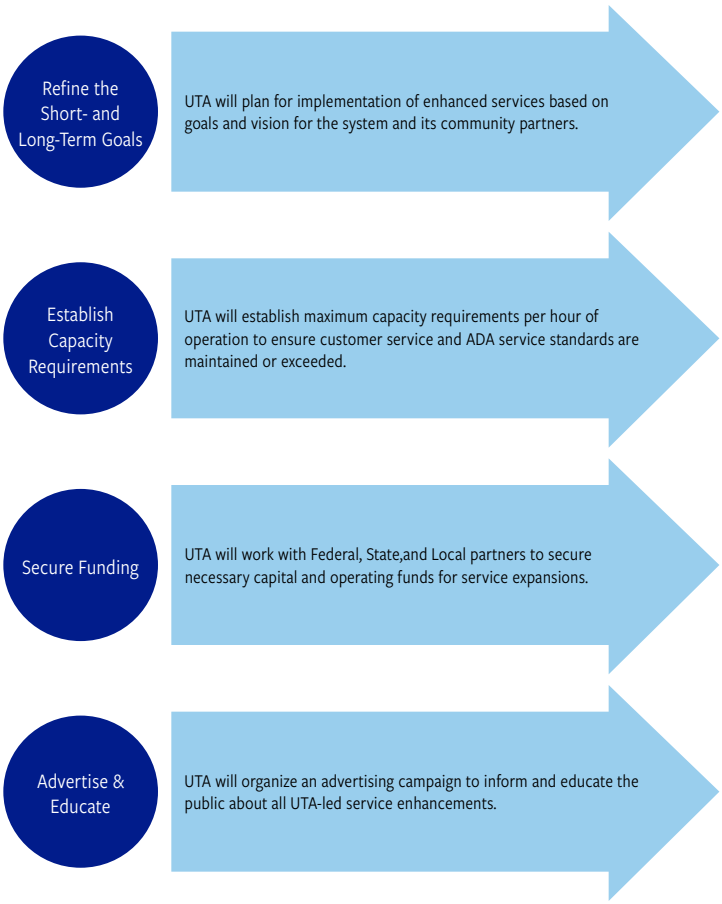
for service enhancements range from estimating demand and capacity requirements, to ensuring the highest quality standards and informing the public about new options. The following steps are identified as an example for this approach if ADA paratransit service eligibility is expanded to include general public passengers.

*Implementation Challenges*

Expansion of UTA paratransit services to include general public eligibility will require new service policies and a fare structure. The UTA paratransit staff will also need to carefully implement and monitor the program to ensure that ADA standards are always maintained and never in question. Implementation will also require a coordinated marketing and passenger education campaign. However, UTA possesses the capability of successfully expanding programs. Additional funding must be identified to support any program expansion.

*Potential Funding Sources*

Potential funding sources include Local Option Sales Tax for specialized transportation and/or a Ride-Hailing Tax for private on-demand transportation operators.



## *Solutions Matching Needs*

Table 7 illustrates which solutions address each of the unmet transportation needs identified by older adults and individuals with disabilities.

**Table 7. Unmet Needs and Solutions Matrix**

| Solutions | Identified Needs | | | | | |
|---|---|---|---|---|---|---|
| | On-demand Transportation Services | Address Coordination Barriers | Public Specialized Transportation Options | Increased Operational Funding | More Efficient Use of Funds | Affordable Lower cost Options |
| Microtransit Expansion | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Expanded Volunteer Driver Voucher Program | | | | ✓ | ✓ | ✓ |
| Emergency Trip Fund | ✓ | | ✓ | ✓ | ✓ | ✓ |
| Salt Lake County One-Call Information and Referral System | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Utah County One-Call/One-Click Center Pilot | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Multi-county Trips in Davis and Weber Counties | | ✓ | | | | ✓ |
| Expanded Travel Training | ✓ | ✓ | ✓ | | | ✓ |
| Explore Other UTA and Accessible Service Enhancements | ✓ | ✓ | ✓ | | ✓ | ✓ |

## *Recommended Implementation Timeline*

The following chart provides a summary of the implementation timeline for each recommended solution. While the process for planning implementation of any of the solutions could be initiated as early as 2021, actual implementation will depend on the level of complexity and available funding. The following chart combines expected funding cycles and complexity of implementation to estimate the timing of the most intense (darker shading) implementation phases and the less intense (lighter shading) maintenance phases of the solutions. For example, the Emergency Trip Fund will be relatively straightforward to implement, but funding may not be realized until mid-2021 or 2022. Therefore, the darker shading corresponds with those time periods.

Microtransit Expansion is likely to occur in phases and as funding becomes available. Therefore, there could be peak periods of implementation each year as the program grows, and maintenance of the program will be ongoing.

The expanded Volunteer Driver Voucher will be funded with the Local Option Sales Tax or State appropriation, if approved, to ensure stable funding and reliable service.

While both the Salt Lake County Information and Referral Center and the Utah County One-Call/ One-Click Center are likely to have significant impact on addressing specialized transportation needs, implementation will be complex and involve coordination between multiple agencies. However, it is estimated, based on existing structures and resources, that Utah County's One-Call/One-Click Center implementation could begin quickly and as early as 2021. Establishing the Salt Lake County Information and Referral Center could potentially require creating of a new database and information collection as well as a significant public education campaign to become fully operational. The Salt Lake County Center is expected to be fully operational by 2023.

Multi-County Trips in Davis and Weber Counties, Expanded Travel Training, and UTA Enhancements could all be initiated as early as 2021 or when funding is secured. UTA service enhancements may be implemented incrementally throughout the planning horizon, according to short- and long-range planning. The additional enhancements will depend, in large part, on the success of the other strategies discussed in this study.

**Exhibit 2. Implementation Timeline**

| Solutions | 2021 | 2022 | 2023 | 2024 | 2025 | 2026+ |
|---|---|---|---|---|---|---|
| Microtransit Expansion | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Expanded Volunteer Driver Voucher Program | | | | | | |
| | | | | | | |
| | | | | | | |
| Emergency Trip Fund | | | | | | |
| | | | | | | |
| | | | | | | |
| Salt Lake County Information and Referral Center | | | | | | |
| | | | | | | |
| | | | | | | |
| Utah County One-Call/One-Click Center | | | | | | |
| | | | | | | |
| | | | | | | |
| Multi-County Trips in Davis and Weber Counties | | | | | | |
| | | | | | | |
| | | | | | | |
| Expanded Travel Training | | | | | | |
| | | | | | | |
| | | | | | | |
| Other UTA Enhancements | | | | | | |
| | | | | | | |

Key:

- Acquire Funding
- Project Development
- Implementation
- Sustain/Maintain Service and Funding

## *Revenue and Cost Plan*

A range of potential local funding options to support the recommended models were discussed with local stakeholders. The following potential solutions were considered to be the most desirable options. While this list is not an exhaustive list of options, it does represent the most reliable and sustainable options for local funds that can be used to leverage additional Federal dollars to support enhanced transportation for older adults and individuals with disabilities in the region. The potential local funding options appropriate for the recommended services include the following.

### LOCAL OPTION SALES TAX FOR SPECIALIZED TRANSPORTATION — PROPOSED NEW TAX

A Local Option Sales Tax can be used for specialized transportation projects that are strategically implemented to address the gaps in existing services and unmet mobility needs of older adults and individuals with disabilities that are beyond the capacity of existing public and human service agency programs. If authorized by the Legislature, cities within Davis, Salt Lake, Utah, and Weber Counties will have the option to impose a local sales tax to support specialized transportation

services including those listed in this plan. It is recommended that, as was done in 2018, the Legislature consider modifying the local option to include action by a County Council to impose the local option.

## STATE SUPPORTED LOCAL MATCH FOR FEDERAL TRANSIT ADMINISTRATION SECTION 5310 PROGRAM — NEW, ONGOING STATE APPROPRIATION FOR LOCAL MATCH

The Federal Transit Administration's Section 5310 Program is intended to enhance mobility for seniors and persons with disabilities. It provides funding for programs that go beyond traditional public transportation and the Americans with Disabilities Act (ADA) complementary paratransit services. Section 5310 Program funding is apportioned to states for urbanized and rural areas based on the number of older adults and individuals with disabilities in each area. The funds are allocated based on percentages:

- 60% to designated recipients in large urbanized areas (over 200,000 people);
- 20% to States for small urbanized areas (under 200,000 people but over 50,000); and,
- 20% to States for rural areas (under 50,000 people).

UTA is responsible for management and administration of the Section 5310 Program in Utah's three urbanized areas (UZA). Projects are selected for award through a competitive application process. UTA Section 5310 Program Management scores projects based on specific criteria. Each regional LCC establishes the local process and recommends projects for funding to the Section 5310 Grant Management Advisory Team which manages awards.

At least 55% of program funds allocated to an area must be used on capital or traditional Section 5310 projects. Examples include vehicles, wheelchair lifts, transit-related information technology systems including scheduling/routing/one-call systems; and mobility management programs. Other relevant traditional programs include acquisition of transportation services under contract, lease, or other arrangement. Both capital and operating costs associated with contracted services are eligible capital expenses.

The remaining 45% is for operations funding and other nontraditional projects such as travel training, volunteer driver programs, and incremental costs of providing same day service or door-to-door service. Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs are also eligible.

The local match for the Section 5310 program varies depending upon the type of project. A 20% local match is required for capital and 50% for operating expenses.

Local match can come from other Federal (non-U.S. Department of Transportation) funds. Using other Federal funds can allow local communities to implement programs with 100% Federal funding. One example is Older Americans Act Title III-B Supportive Services Funds. Transportation providers can also use more traditional local resources from state and local programs. Often times, state funding provides the most sustainable source for local match because Federal human service agency programs are stretched thin to cover increasing demands and transportation is one of many agency programs that those limited funds must cover.

FTA stipulates how local match can be provided. Cash contributions for local share can come from any of the following local resources:

- Dedicated tax revenue
- Service contract revenue
- State or local appropriations
- Income from contracts to provide human services transportation (may be used as local match but must be counted in the total project cost)

Non-cash contributions could come from volunteer services, in-kind contributions or donations (such as property for a transfer center in Davis and/or Weber County).

States have developed creative measures to provide local match. In Texas, for example, toll credits are allocated to the designated recipient in each region and a portion of those funds are then competitively awarded to programs within the region. Illinois also uses toll credits. Some communities in North Carolina use a tax on license plates for public transportation funding to leverage FTA dollars.

In Colorado, Douglas and Arapahoe Counties approved a tax to fund programs serving people with disabilities (2001). The Disabilities Mill Levy assessed a 1 mill tax on all homes in the two counties.[1]

These measures to secure dedicated state funding in Colorado, Texas, Illinois, and North Carolina are only a few of the examples that exist nationwide.

## RIDE-HAILING TAX (TNC TAX) — PROPOSED NEW TAX

Ride-hailing services continue to change the way people travel in and around urbanized areas. They provide a convenient and direct trip from point-to-point and, especially during the COVID-19 pandemic, a ride with no other passengers in the vehicle. Ride-hailing services in the Salt Lake area provide another mobility option for ambulatory passengers in addition to the public, human service agency and other private transportation services examined in this study. Passengers who travel with a mobility device, however, have limited to no opportunity to utilize ride-hailing services because vehicles are not accessible and drivers are not skilled at assisting passengers with disabilities as they board or disembark vehicles. Instead, wheelchair accessible vehicles and specially trained drivers are available through human service agencies, public transit providers, and private special transportation companies that often operate at higher operating costs (due to their specializations and/or regulatory requirements tied to Federal funding). Because of higher operating costs for specialized services, these programs often operate with limited hours of service and may not be available during evenings and weekends or may limit ridership based on specific eligibility requirements.

The research for this study highlights the gap in available transportation services for individuals with mobility limitations who require accessible vehicles. Without access to transportation options, individuals with disabilities are more likely to miss critical health and wellness appointments and are their employment options are significantly limited.

In recent years, numerous cities nationwide have enacted a ride-hailing tax with specific or general purposes. If spent appropriately, a ride-hailing tax in the Salt Lake area could be used to offset the costs incurred by transportation providers with wheelchair accessible vehicles and trained staff to provide general public transportation for individuals with mobility limitations who require additional assistance. A smart ride-hailing tax can accomplish the goal of addressing accessible transportation inequities that impact Utah residents, particularly those living in or near an urbanized area.

The tax can be used to ensure better geographic and temporal availability of wheelchair accessible vehicles and drivers trained to safely transport non-ambulatory passengers.

Ride-hailing taxes can be flat or tiered. For example, the tax could be reduced for trips that begin outside and end inside the UTA public transit service area. This would reduce the expense of providing necessary rides from areas that are not served by public transit and reward the ride-hailing company for providing the first/last mile trip that is

[1] NADTC Topic Spotlight 7 (Section 5310 Funding Match.

a common barrier to utilizing public transportation. Also, the tax could be reduced for shared-rides on ride-hailing companies when more than one person is in a vehicle. Encouraging shared-rides supports efforts to reduce traffic congestion and demand for parking.

The following tables outline the range of operating and capital expenses and potential application of the above noted revenue sources to support implementation of recommended specialized transportation models that will address the gaps in service for older adults and individuals with disabilities as well as improving the mobility network for the entire community.

The table indicates a progression of increased local investments which maximize the potential use of Federal dollars that are allocated to the area. Local investments include State funding sources as well as non-U.S. DOT programs that are eligible for transportation programs supporting older adults, individuals with disabilities, and veterans.

## STATE APPROPRIATION OF ONGOING FUNDS — NEW, ONGOING STATE APPROPRIATIONS

The Utah State Legislature oversees and awards funds derived from state taxes. These funds are limited and many organizations and agencies desire ongoing appropriations. However, there are instances when an ongoing appropriation could be necessary to meet the needs of seniors and persons with disabilities. Long-term, low-annual cost projects are ideal for an appropriation when there are no other funding sources available. Included in this plan are such projects. Funding could be appropriated from Social Services or Transportation due to the nature of the solutions.

**Table 8. Recommended Revenue Source Summary**

| Solutions | 2021 | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|---|
| Microtransit Expansion | Local Option Sales Tax for Specialized Transportation | Local Option Sales Tax for Specialized Transportation | Local Option Sales Tax for Specialized Transportation | Local Option Sales Tax for Specialized Transportation | Local Option Sales Tax for Specialized Transportation |
| Expanded Volunteer Driver Voucher Program | Local Option Sales Tax for Specialized Transportation and/or State Appropriation | Local Option Sales Tax for Specialized Transportation and/or State Appropriation | Local Option Sales Tax for Specialized Transportation and/or State Appropriation | Local Option Sales Tax for Specialized Transportation and/or State Appropriation | Local Option Sales Tax for Specialized Transportation and/or State Appropriation |
| Emergency Trip Fund | Appropriations from Social Services and/or Ride Hailing Tax | Appropriations from Social Services and/or Ride Hailing Tax | Appropriations from Social Services and/or Ride Hailing Tax | Appropriations from Social Services and/or Ride Hailing Tax | Appropriations from Social Services and/or Ride Hailing Tax |
| Salt Lake County Information and Referral Center | Planning stages — no additional revenue | Planning stages — no additional revenue | FTA Section 5310 one-time funds | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax, FTA Section 5310 one-time funds | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax |
| Utah County One-Call/One-Click Center | Local Option Sales Tax for Specialized Transportation, contract revenue from participating providers, FTA Section 5310 one-time funds | Local Option Sales Tax for Specialized Transportation, contract revenue from participating providers, FTA Section 5310 one-time funds | Local Option Sales Tax for Specialized Transportation, contract revenue from participating providers and United Way | Local Option Sales Tax for Specialized Transportation, contract revenue from participating providers and United Way | Local Option Sales Tax for Specialized Transportation, contract revenue from participating providers and United Way |
| Multi-County Trips in Davis and Weber Counties | Davis and Weber Counties Aging and Adult Services, Contributions of Property from Local Organizations, Local Government Funds | Davis and Weber Counties Aging and Adult Services, Contributions of Property from Local Organizations, Local Government Funds | Davis and Weber Counties Aging and Adult Services, Contributions of Property from Local Organizations, Local Government Funds | Davis and Weber Counties Aging and Adult Services, Contributions of Property from Local Organizations, Local Government Funds | Davis and Weber Counties Aging and Adult Services, Contributions of Property from Local Organizations, Local Government Funds |
| Expanded Travel Training | Planning stages — no additional revenue | Currently funded by UTA | Currently funded by UTA | Currently funded by UTA | Currently funded by UTA |
| Other UTA Enhancements | Planning stages — no additional revenue | Planning stages - no additional revenue | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax |

| Solutions | 2026 | 2027 | 2028 | 2029 | 2030 |
|---|---|---|---|---|---|
| Microtransit Expansion | Local Option Sales Tax for Specialized Transportation | Local Option Sales Tax for Specialized Transportation | Local Option Sales Tax for Specialized Transportation | Local Option Sales Tax for Specialized Transportation | Local Option Sales Tax for Specialized Transportation |
| Expanded Volunteer Driver Voucher Program | Local Option Sales Tax for Specialized Transportation and/or State Appropriation | Local Option Sales Tax for Specialized Transportation and/or State Appropriation | Local Option Sales Tax for Specialized Transportation and/or State Appropriation | Local Option Sales Tax for Specialized Transportation and/or State Appropriation | Local Option Sales Tax for Specialized Transportation and/or State Appropriation |
| Emergency Trip Fund | Appropriations from Social Services and/or Ride Hailing Tax | Appropriations from Social Services and/or Ride Hailing Tax | Appropriations from Social Services and/or Ride Hailing Tax | Appropriations from Social Services and/or Ride Hailing Tax | Appropriations from Social Services and/or Ride Hailing Tax |
| Salt Lake County Information and Referral Center | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax |
| Utah County One-Call/One-Click Center | Local Option Sales Tax for Specialized Transportation, contract revenue from participating providers and United Way | Local Option Sales Tax for Specialized Transportation, contract revenue from participating providers and United Way | Local Option Sales Tax for Specialized Transportation, contract revenue from participating providers and United Way | Local Option Sales Tax for Specialized Transportation, contract revenue from participating providers and United Way | Contract Revenue from Transportation Providers and United Way with Local Option Sales Tax in Utah County |
| Multi-County Trips in Davis and Weber Counties | Davis and Weber Counties Aging and Adult Services, Contributions of Property from Local Organizations, Local Government Funds | Davis and Weber Counties Aging and Adult Services, Contributions of Property from Local Organizations, Local Government Funds | Davis and Weber Counties Aging and Adult Services, Contributions of Property from Local Organizations, Local Government Funds | Davis and Weber Counties Aging and Adult Services, Contributions of Property from Local Organizations, Local Government Funds | Davis and Weber Counties Aging and Adult Services, Contributions of Property from Local Organizations, Local Government Funds |
| Expanded Travel Training | Currently funded by UTA | Currently funded by UTA | Currently funded by UTA | Currently funded by UTA | Currently funded by UTA |
| Other UTA Enhancements | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax | Local Option Sales Tax for Specialized Transportation, Ride Hailing Tax |