



Figure 2.1 Wasatch Front

**The Wasatch Region** includes the eight-county planning area of Mountainland Association of Governments and Wasatch Front Regional Council planning boundaries. The Wasatch Region includes Davis, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, and Weber counties.

The region represents eighty percent of Utah’s population, or approximately 2.3 million residents. The population is spread out over 14,218 square miles and ranges from densely populated cities to rural communities.

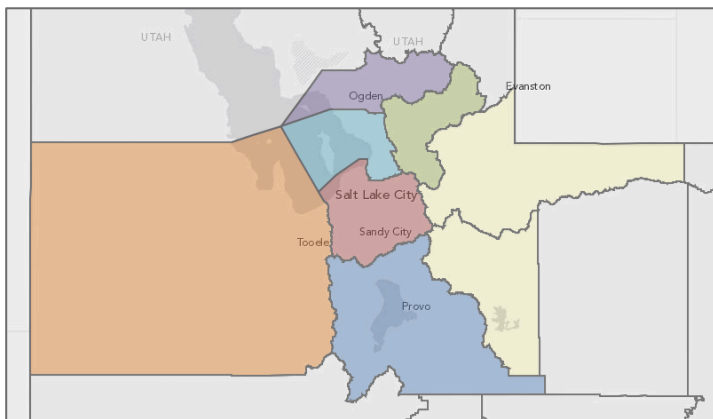
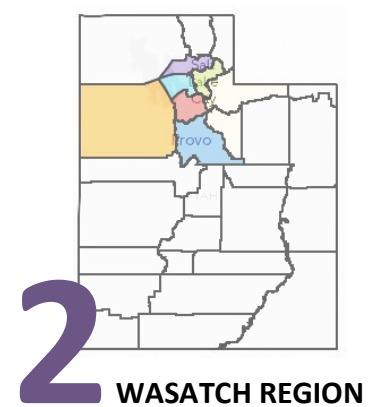


Figure 2.2 Wasatch Mobility Management service region.

## PLAN OVERVIEW



The Wasatch Mobility Plan defines a set of strategies to advance local efforts in meeting the mobility needs of transportation disadvantaged individuals in the Wasatch region. For the purposes of this plan, transportation disadvantaged individuals are defined as older adults aged 65 and over, persons living in poverty, persons with disabilities, and veterans. The plan analyzes the demographics of the transportation disadvantaged populations within the Wasatch region, identifies destinations throughout the extents of the region, and inventories mobility resources available to the general public and targeted populations. Through public outreach and analysis, the plan then identifies mobility needs and strategies to resolve those needs.

The Wasatch Mobility Plan was developed through public outreach and in collaboration with members of the regional and local mobility councils. The planning methodology included –

- Demographic data collection and analysis
- Identification of destinations
- Inventory of mobility resources
- Literature search and best practices review
- Needs assessment
- Strategy development

The Wasatch Mobility Plan includes mobility plans for Davis, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, and Weber counties. The plan also provides a regional perspective of the eight-county area.

The Wasatch Mobility Plan meets the Federal Transit Administration (FTA) coordination requirements defined in the 2012 interim guidance under Moving Ahead for Progress in the 21st Century (MAP-21). FTA formula program Section 5310 – Elderly Individuals and Individuals with Disabilities requires projects to be derived from a coordinated plan. FTA guidance defines the plan as a “a locally developed, coordinated public transit-human services transportation plan (“coordinated plan”) that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation.”



## COORDINATION REVIEW

The 2010 Wasatch Front Mobility Management Project identified strategies for furthering mobility efforts along the Wasatch Front. Citizen members, stakeholders and the mobility management team, through local and regional mobility councils, have worked to address these strategies. Progress on, and current status of, the 2010 strategies is provided below.

### Local and Regional Coordinating Councils

The Wasatch Regional Coordinating Council for Community Transportation (RCC) was established in 2010. The region is defined by the planning boundaries for the WFRC and includes the five-county area of Davis, Morgan, Salt Lake, Tooele, and Weber. Local mobility councils have been established in Davis, Morgan, Salt Lake, Tooele, Utah, and Weber counties. The mobility councils include stakeholders representing the four transportation disadvantaged target groups (persons with disabilities, persons living in poverty, older adults, and veterans). Representatives from human service agencies, transportation providers, elected officials, and citizen members participate in the mobility councils. Mobility management efforts are being expanded to Summit and Wasatch counties.



### Sharing Resources and Support Services through Interagency Agreements

The Wasatch mobility managers worked with the Tooele Mobility Council stakeholders to develop and secure funding for the Tooele Shuttle program. The program provides a centralized call center that provides services for persons with disabilities, persons living in poverty, older adults, and Veterans. The program began operations in December 2012. The Wasatch mobility managers are working with agencies around the region to expand the program model to meet the needs of individuals throughout the region. The program will be expanded on a case-by-case basis working with stakeholders and mobility councils to determine the specific program needs and resources. Shared resources include volunteers, vehicles, maintenance, training, software, funding, and operations.



Figure 2.3 Tooele County Shuttle

### Mobility Management Strategies



WFRC and MAG have taken the lead to implement mobility management strategies. Two full-time mobility managers currently serve the WFRC and MAG regions. A part-time mobility manager, with support from the regional mobility managers, serves Tooele County. The regional mobility managers staff the mobility councils, provide outreach, facilitate regional strategy efforts, assist local and regional transportation providers, provide information and referral, collaborate with local and regional planning efforts, and provide coordinating planning services. Additionally, the Tooele County mobility manager manages the centralized call center for the Tooele Shuttle program.

### Centralized Resource Directory



The WasatchRides website provides a searchable database and printable directory of inventoried mobility resources for consumers and providers. The database is updated as new resources are identified and information is provided by agencies. Joint policies and procedures for drivers, customers, vehicles, and administration were developed by the RCC. The policies and procedures provide minimum criteria that form the basis for coordination of services between agencies.

### Improved Traveler Information



The Wasatch mobility managers provide information and referral services to individuals throughout the region. Responses are handles on a case-by-case basis. Inquiries have ranged from requesting assistance about what transportation options are available to assisting in facilitating conversations with healthcare providers to ensure an individual has adequate access. The Centralized Resource Directory also provides a resource that can be independently accessed by the general public. The guide is updated through public outreach and provider input. Information and referral services are enhanced through additional outreach and services. Collaboration with 211 services to provide additional information and referral is in process. UTA is launching a mobile app to provide real-time fixed-route bus tracking.

### Travel Voucher Program

Travel voucher programs within Utah and around the nation were evaluated for application within the Wasatch region. The programs essentially provide a mechanism for individuals without transportation options to reimburse a neighbor, friend, or family member for providing transportation to and from their destinations. The programs require significant administrative and management oversight to ensure effective and efficient use of funds.

Through the work of the mobility councils and trainings with RideConnection, it was determined that the services would be better provided directly through an agency. The volunteer is trained and supported through the volunteer driver program. The customer schedules their trip through the agency who then matches the trip with the identified volunteer. Should the volunteer choose to be reimbursed for the trip, they are reimbursed directly by the agency.



### Taxi Rider Subsidy

A substantial portion of ground transportation services along the Wasatch Front rely on business to and from the Salt Lake City International Airport. Licensing and operations of these services is governed through Salt Lake City ordinances. Only Salt Lake City contracted "taxi" services are able to cue at the airport to pick-up passengers on-demand. Salt Lake City is in process for contracting with these taxi providers. Reduced fares will be negotiated with the Taxi companies once the contracts are finalized. Ground transportation providers that provide pre-arranged transportation services have offered to provide services at reduced rates to agencies serving transportation disadvantaged.

The Utah Blind Center has negotiated a coupon program with select ground transportation providers. The coupons are sold to the Utah Blind Center at a reduced rate. The Utah Blind Center then provides the coupons to their clients at a further reduced rate.



### Improving Access, Including Access to Fixed-Route Bus Stops

The RCC launched the Environmental Barriers program in 2011 to identify and address barriers to access throughout the region. Barriers include accessible pathways, safety and security, signalization, construction zones, wayfinding, and weather. Through online surveys, in-person surveys, and local outreach, the program has identified access barriers throughout the region.



### Volunteer Service Structure

Volunteer drivers supplement existing programs. Volunteer escorts provide additional support for existing services. Volunteer “bus buddies” help individuals become more accustomed to riding the transit system. The Wasatch mobility management program helped to develop and implement the volunteer driver program for the Tooele Shuttle and is working to expand volunteer programs throughout the region.

### Job Access Strategies

Carpools and vanpools are an effective transportation strategy for employees working at locations not served by public transit, working days when public transit is not available (Sundays, holidays) or working shifts beyond the hours of operation (late night/early morning) of public transit. UTA’s carpool and vanpool programs are available to individuals and employers throughout the region. The RCC is working with UTA to expand the program to additional individuals, to include accessible vehicles in the vanpool fleet, and to create vanpools for expanded purposes.



### Accessible Taxi Services

The Wasatch mobility managers provided technical expertise and support for the creation and adoption of accessible taxi requirements in the Salt Lake City Taxi Ordinance. Salt Lake City is in the process of awarding contracts for taxi service. As required by ordinance, the contracts will require that 7% of the taxi fleet be ADA accessible and that the maximum wait time for a taxi (accessible or otherwise) is twenty minutes within the city limits. One taxi company, Ute Cab, has already taken the initiative to secure two accessible taxis. The mobility managers, through outreach, continue to promote accessible taxi service throughout the region.



### Trip Planner for Riders

The mobility managers provide personal trip planning services for individuals seeking assistance. The Utah Transit Authority (UTA) provides online trip planning for their fixed-route bus, light rail, and commuter rail services. UTA route information can also be accessed in Google Maps by selecting transit under directions.

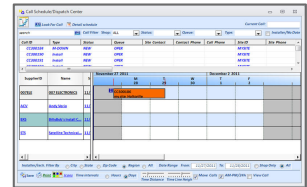


### Real-time Transit Information

Real-time transit information for UTA's services is available on your desktop and mobile device.

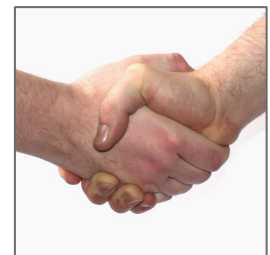
### Use of ITS Technologies to Improve Coordination

In order for agencies to provide more efficient services and to further coordination, online scheduling systems were evaluated. Trapeze is currently used by UTA and RouteMatch by SL County Aging and The SL VA. These systems, although well-suited to larger transportation providers, have significant upfront costs, annual maintenance costs, and require significant training to operate. These resources are beyond the reach and need of the majority of providers in the region. The RidePilot program is an online open source program that provides basic scheduling and reporting functions for agencies with smaller vehicle fleets. Several agencies throughout the region have participated in webinar trainings and conducted Beta testing of the existing system. The system is available at no cost to any agency. Updates for the system to meet additional needs are in the planning stages.



### Co-Sponsoring Local Transportation Services

The Tooele Shuttle provides opportunities for individuals to link into UTA's Deviated Route services in Tooele and UTA's full range of services in Salt Lake County. As programs expand, opportunities to link into existing services and to provide mutual support for programs will continue to be explored.



### Broker Transportation Operations

The concept of brokered transportation for the region has been researched and discussed among the mobility council members. Due to the additional cost for the service and lack of flexibility, the region is looking at a model that provides customized-support to transportation providers.

## DEMOGRAPHIC OVERVIEW

The region has seen significant growth, 23.2%, between the 2000 and 2010 US Census periods (Table 2.1). Wasatch County has experienced the highest rate of growth, 54.7% in the State and the region. According to the Governor's Office of Planning and Budget, the region is projected to reach a total population of 4,581,760, more than doubling the population (107%) by 2060. Refer to the county plans for more detailed growth rates within each county.

Table 2.1 Population Growth 2000 - 2010

Area	2000 Population	2010 Population	Change in Number	Change in Percentage
State of Utah	2,233,169	2,763,885	530,716	23.8%
Wasatch Region	1,795,265	2,211,475	416,210	23.2%
Davis County	238,994	306,479	67,485	28.2%
Morgan County	7,129	9,469	2,340	32.8%
Salt Lake County	898,387	1,029,655	131,268	14.6%
Summit County	29,736	36,324	6,588	22.2%
Tooele County	40,735	58,218	17,483	42.9%
Utah County	368,536	516,564	148,028	40.2%
Wasatch County	15,215	23,530	8,315	54.7%
Weber County	196,533	231,236	34,703	17.7%

Source: 2000 and 2010 US Census

Transportation disadvantaged individuals include older adults (65 and over), persons living in poverty (150% of poverty), persons with disabilities, and Veterans. These target populations often struggle to find transportation services to and from their destinations including healthcare, employment, grocery shopping, and recreational and social activities. The percentages of the target populations in the region are -

- Older Adults – 8.6%
- Persons Living in Poverty – 10.8%
- Persons with Disabilities – 8.3%
- Veterans – 7.7%



Table 2.2 identifies the number of individuals in each target population by county. The county plans provide more detailed demographic information for each target population.

Table 2.2 2012 Target Populations Overview

Area	Total Population	Older Adults	Persons Living in Poverty	Persons with Disabilities	Veterans
State of Utah	2,855,287	271,252	325,503	250,418	147,944
Wasatch Region	2,289,762	197,607	247,519	190,626	114,041
Davis County	315,809	27,475	22,738	24,800	20,272
Morgan County	9,821	1,110	295	1,067	776
Salt Lake County	1,063,842	96,810	118,086	91,398	51,513
Summit County	38,003	3,344	2,432	2,067	2,098
Tooele County	59,870	4,730	4,550	5,917	3,811
Utah County	540,504	36,754	69,725	39,264	17,597
Wasatch County	25,273	2,300	1,769	1,730	1,039
Weber County	236,640	25,084	27,924	24,384	16,935

Source: 2012 US Census Estimate, B18130 (2009-2011 ACS), S1701 (2007-2011 ACS), S2101 (2007-2011 ACS)

Every county in the Wasatch region has lower percentages of older adults, persons living in poverty, and persons with disabilities living in their counties when compared with the national percentages (Figure 2.3). Morgan County has the highest rate of older adults, 11.3%, in the region. Utah County has the highest poverty rate, 12.9%, in the region. Morgan County has the highest rate of persons with disabilities, 11.9%, in the region. Morgan County also has the highest rate of Veterans, 13.1%, in the region. It is notable that Morgan County is a rural community with limited services and few transportation services to reach destinations both within and outside of the County.

Salt Lake County's (the most populated county in the region) population is almost double that of Utah County's population, the second highest populated county in the region. Therefore, Salt Lake County has the highest populations, by numeric value, of all four transportation disadvantaged groups.

- Older Adults – 96,810
- Persons Living in Poverty – 118,086
- Persons with Disabilities – 91,398
- Veterans – 51,513

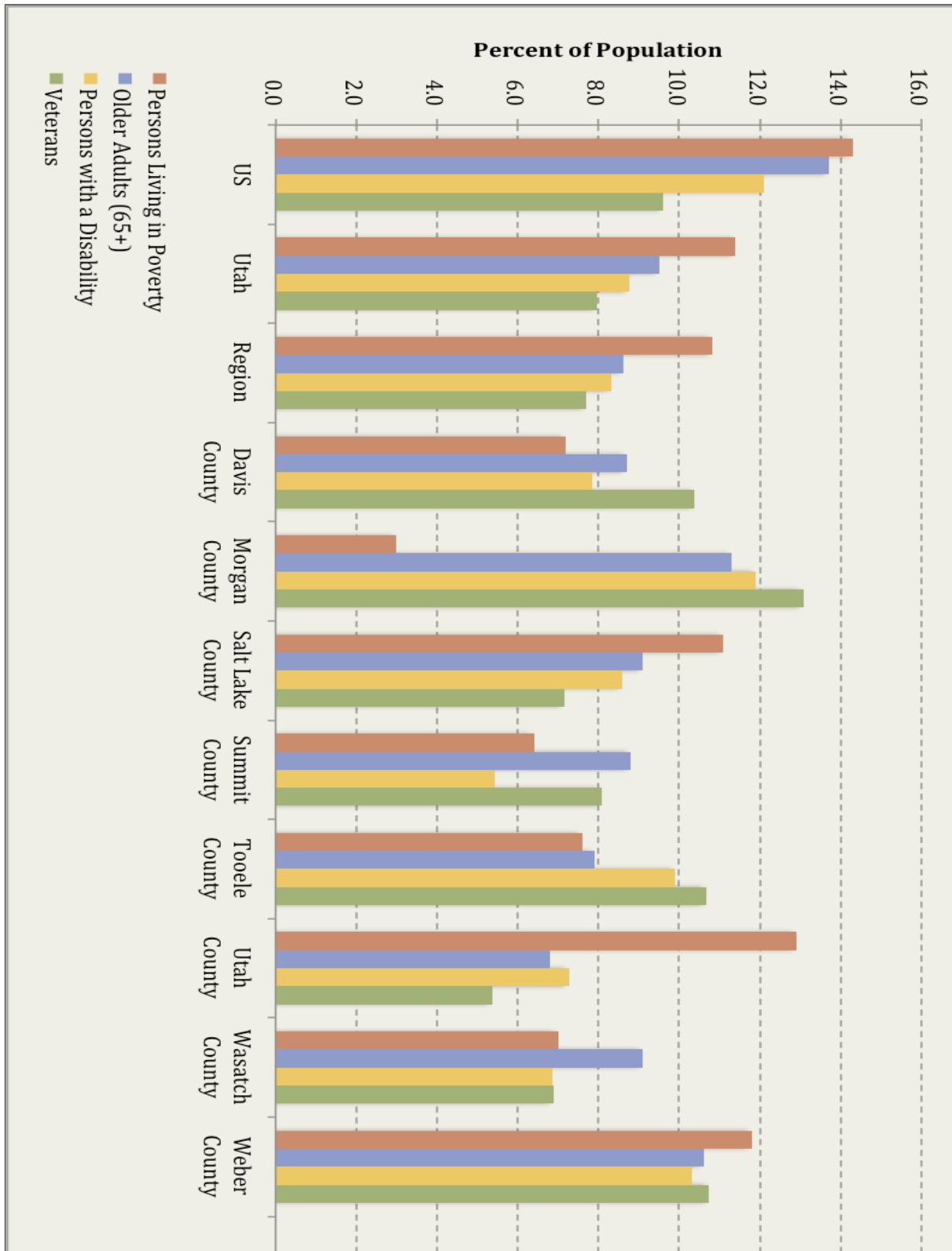


Figure 2.4 Regional Comparison – Percentage of Transportation Disadvantaged Populations

Sources: Individuals Living in Poverty - 2007-2011 ACS 5-Year Est. S1701 / Older Adults - 2007-2011 ACS 5-Year Est. S0101 / Persons with Disabilities - 2009-2011 ACS 3-Year Est. B18130 & 2000 US Census / Veterans - 2007-2011 ACS 5-Year Est S2101

## OLDER ADULTS (65+)

Older Adults are defined for the purposes of this plan as individuals aged 65 and older. Approximately 8.6% of the region’s population is aged 65 and older. The Governor’s Office of Planning and Budget projects that by 2060 there will be 790,822 older adults residing in the eight-county area of the Wasatch region. Morgan County has the highest percentage of older adults, 11.3% in the region. Salt Lake County has the highest number of older adults, 96,810, in the region.



While many older adults can live independently and are able to drive to their destinations, there are those who no longer have access to a personal vehicle due to physical and/or financial limitations. Older adults who do not have access to a personal vehicle must rely on public transportation, aging services, family members, neighbors, and friends to drive them to and from their destinations. Older adults often become homebound because of a lack of reliable and sustainable transportation options.

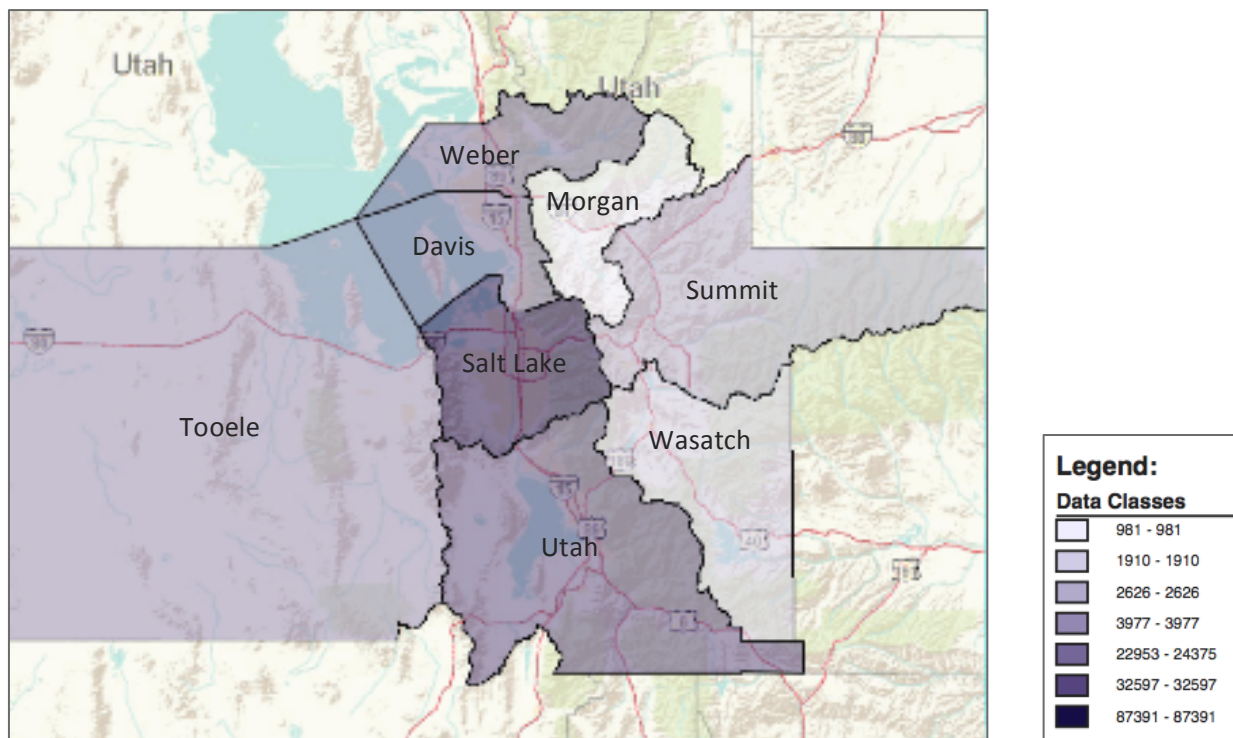


Figure 2.5 Older Adult Populations (numerical) by County

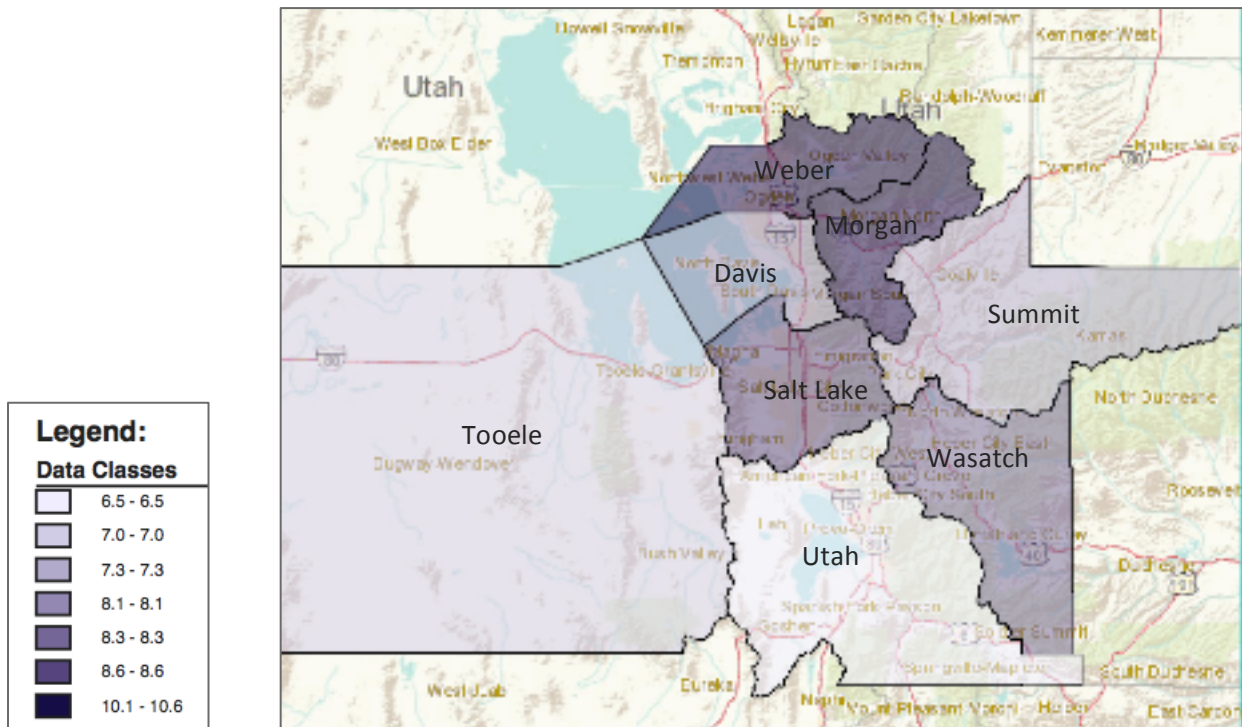


Figure 2.6 Older Adult Populations (percentages) by County

Transportation options provide an element of the infrastructure that enables the region’s older adult population to live independently and to maintain their quality of life. Older adults are more likely to become isolated and suffer from deteriorating health because they no longer have access to transportation. Older adults living in the counties of Davis, Salt Lake, Utah and Weber in proximity to the I-15 urbanized corridor have access to a network of transportation options. Likewise, older adults living in the cities of Grantsville, Park City, and Tooele also have access to a network of transportation options. County aging services provide limited transportation services to Senior Centers and some to medical appointments (it varies by county).



Detailed information about destinations and transportation options for older adults is provided in each county mobility plan. Additionally, the plans provide further demographic information about older adults -

- Projected populations through 2060
- Demographics by Census Place
- Older adults with disabilities
- Older adults living in poverty
- Older adults who are Veterans
- Older adults living alone
- Older adults commuting to work

## PERSONS LIVING IN POVERTY

Persons living in poverty are defined for the purposes of this plan as individuals at or below 150% of the poverty level. Approximately 10.8% of the region’s population is living in poverty. Utah County has the highest percentage of individuals living in poverty, 12.9% in the region. Utah County also has a large student population residing within their boundaries. Salt Lake County has the highest number of persons living in poverty, 118,086, in the region.



Transportation is a barrier for many individuals living in poverty throughout the region. Individuals may not own or be able to afford to operate and maintain a personal vehicle to travel to and from their destinations. Many communities outside of the I-15 urbanized core do not have access to public transportation. Within the I-15 urbanized core, public transportation may not provide the reliability, connectivity, frequency, hours, and days of services needed. Lack of adequate transportation options forms a barrier to accessing jobs, job training, education, healthcare, shopping, day care, and other activities.

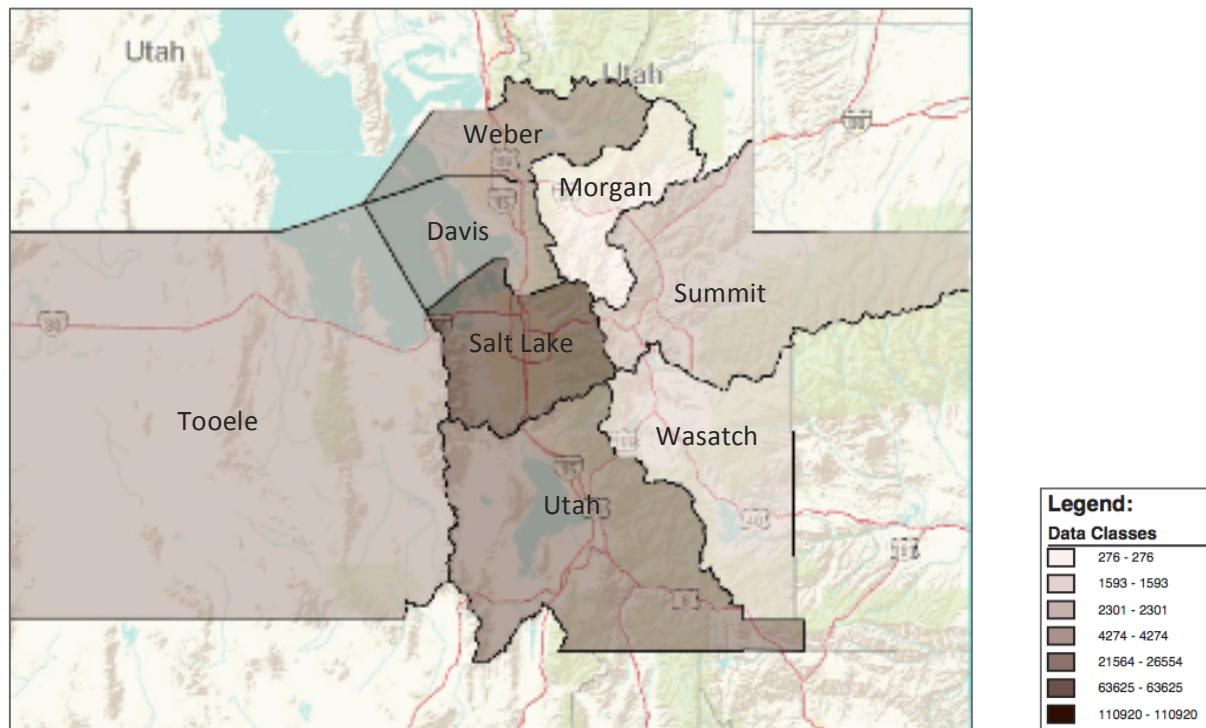


Figure 2.7 Persons living in poverty (numerical) by County

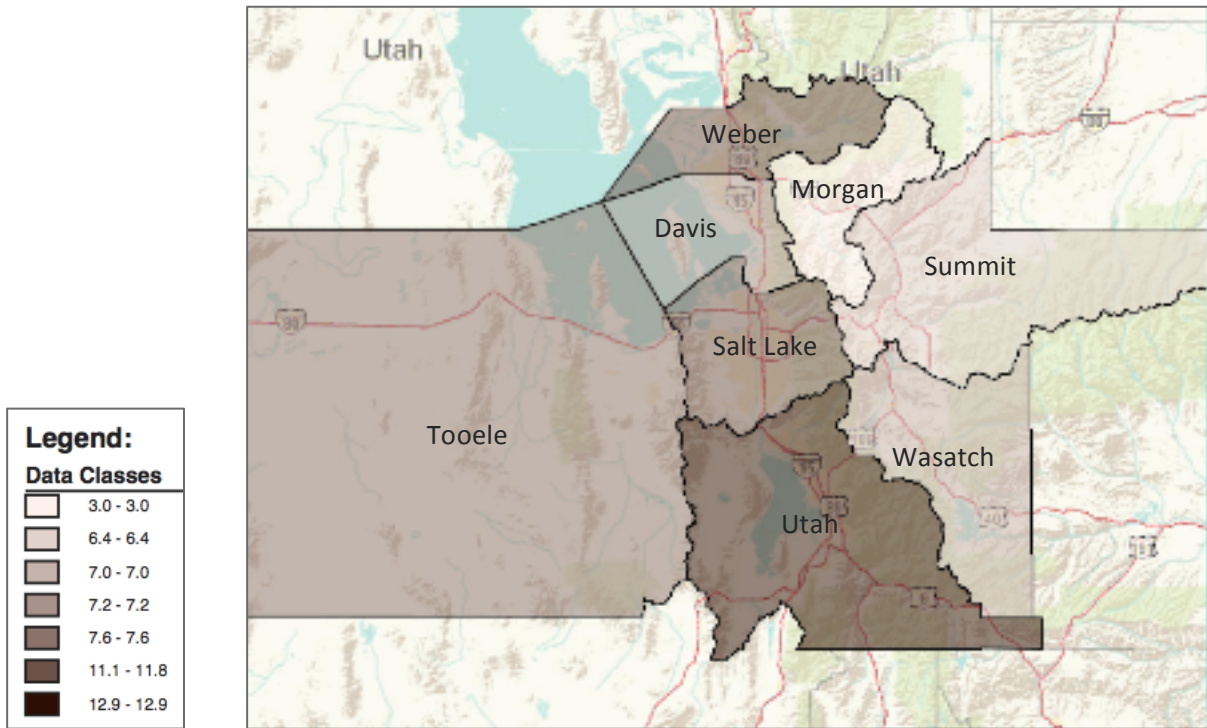


Figure 2.8 Persons living in poverty (percentages) by County



Public transportation, bicycling, and walking are sustainable transportation alternatives for persons living in poverty. The Federal Standard Mileage Reimbursement rate for 2013 is 56.5 cents per mile. Using an average of 20 miles of travel per day (includes work commute, shopping, appointments, and recreational activities) that amounts to a total annual cost of \$4,125. The minimum wage is \$7.25/hour, or \$15,080 in annual income. The vehicle cost amounts to 27% of the gross annual income of an individual earning minimum wage. According to the Federal Highway Administration, the average American family spends 19% of their income on transportation costs.

Detailed information about destinations and transportation options for persons living in poverty is provided in each county mobility plan. Additionally, the plans provide further demographic information about persons living in poverty -

- Demographics by Census Place
- Poverty rates for all families and female householder families
- Persons living in poverty with disabilities
- Persons living in poverty who are older adults
- Persons living in poverty who are Veterans
- Persons living in poverty commuting to work

## PERSONS WITH A DISABILITY

Data for persons with a disability was not collected during the 2010 census. The American Community Survey (ACS) has been collecting data at the county level. Disabilities are self-declared. The ACS defines disability characteristics as follows -

**Hearing difficulty:** Deaf or having serious difficulty hearing (DEAR).

**Vision difficulty:** Blind or having serious difficulty seeing, even when wearing glasses (DEYE).

**Cognitive difficulty:** Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions (DREM).

**Ambulatory difficulty:** Having serious difficulty walking or climbing stairs (DPHY).

**Self-care difficulty:** Having difficulty bathing or dressing (DDRS).

**Independent living difficulty:** Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping (DOUT).

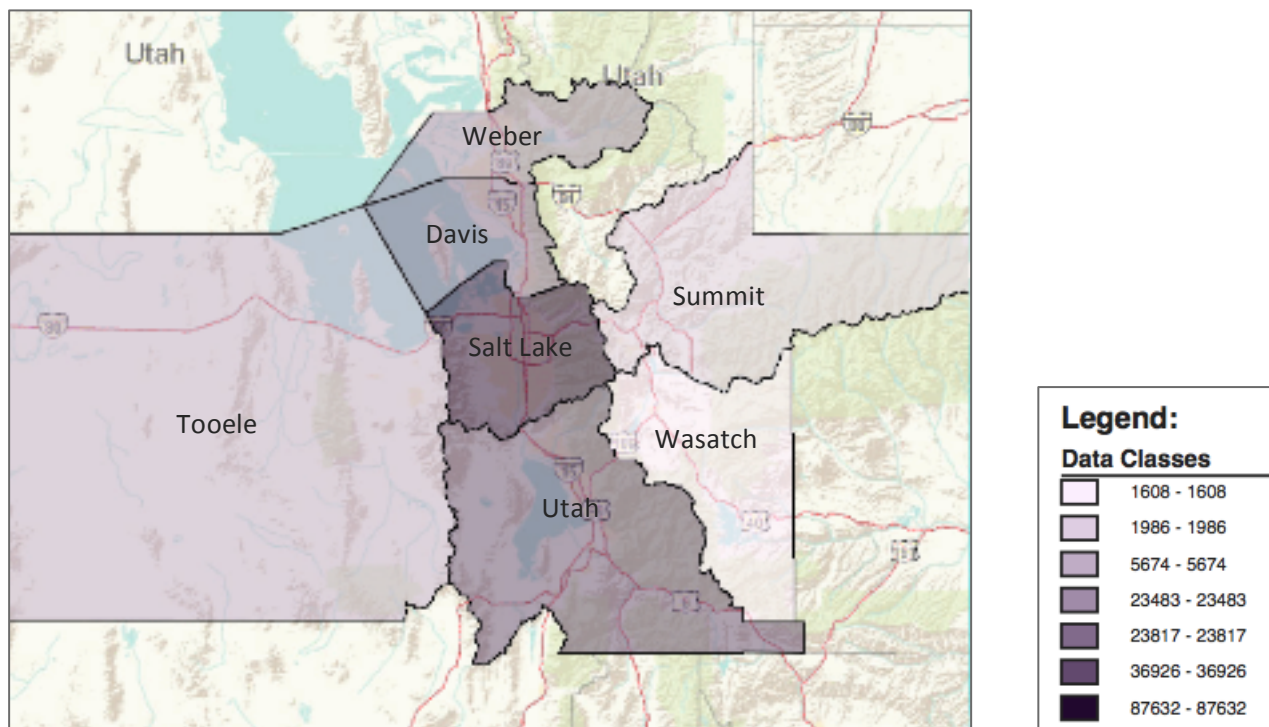


Figure 2.9 Persons with disabilities (numerical) by County. Current ACS data s for Morgan County is not available.

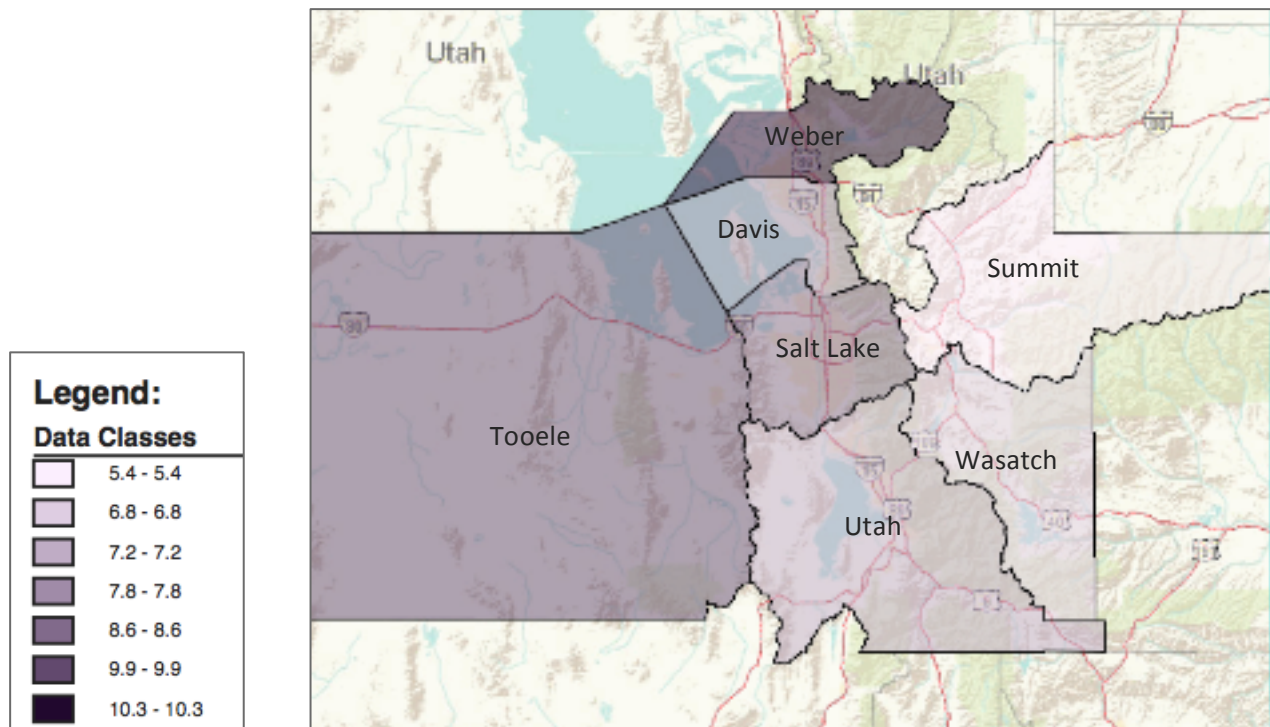


Figure 2.10 Persons with disabilities (percentages) by County. Current ACS data s for Morgan County is not available.

Approximately 8.3% of the region's population is living with a disability. Morgan County has the highest percentage of individuals with a disability (based on a straight-line projection from the 2000 US Census), 11.9% in the region. Weber County has the second highest percentage of individuals with a disability, 10.3%, in the region. Salt Lake County has the highest number of persons with a disability, 91,398, in the region.

Accessible transportation is a barrier for many individuals with disabilities throughout the region. Agencies providing programs for persons with disabilities commonly provide transportation services to agency activities and to medical appointments. Both UTA and Park City Transit provide 100% accessibility throughout their services. For individuals requiring accessible transportation, and who live outside of UTA's and Park City/Summit County's service areas, transportation options are limited.

Detailed information about destinations and transportation options for persons with disabilities is provided in each county mobility plan. Additionally, the plans provide further demographic information about persons with disabilities -

- Demographics by county
- Persons with disabilities living in poverty
- Persons with disabilities who are older adults
- Persons with disabilities who are Veterans



## VETERANS

Veterans are defined as men and women who have served (even for a short time), but are not currently serving, on active duty in the U.S. Army, Navy, Air Force, Marine Corps, or the Coast Guard, or who served in the U.S. Merchant Marine during World War II. People who served in the National Guard or Reserves are classified as veterans only if they were ever called or ordered to active duty, not counting the 4-6 months for initial training or yearly summer camps. While it is possible for 17 year olds to be veterans of the Armed Forces, ACS data is restricted to the population 18 years and older.



Approximately 7.7% of the region’s population are Veterans. Morgan County has the highest percentage of Veterans, 13.1% in the region. Salt Lake County has the highest number of Veterans, 51,513, in the region.

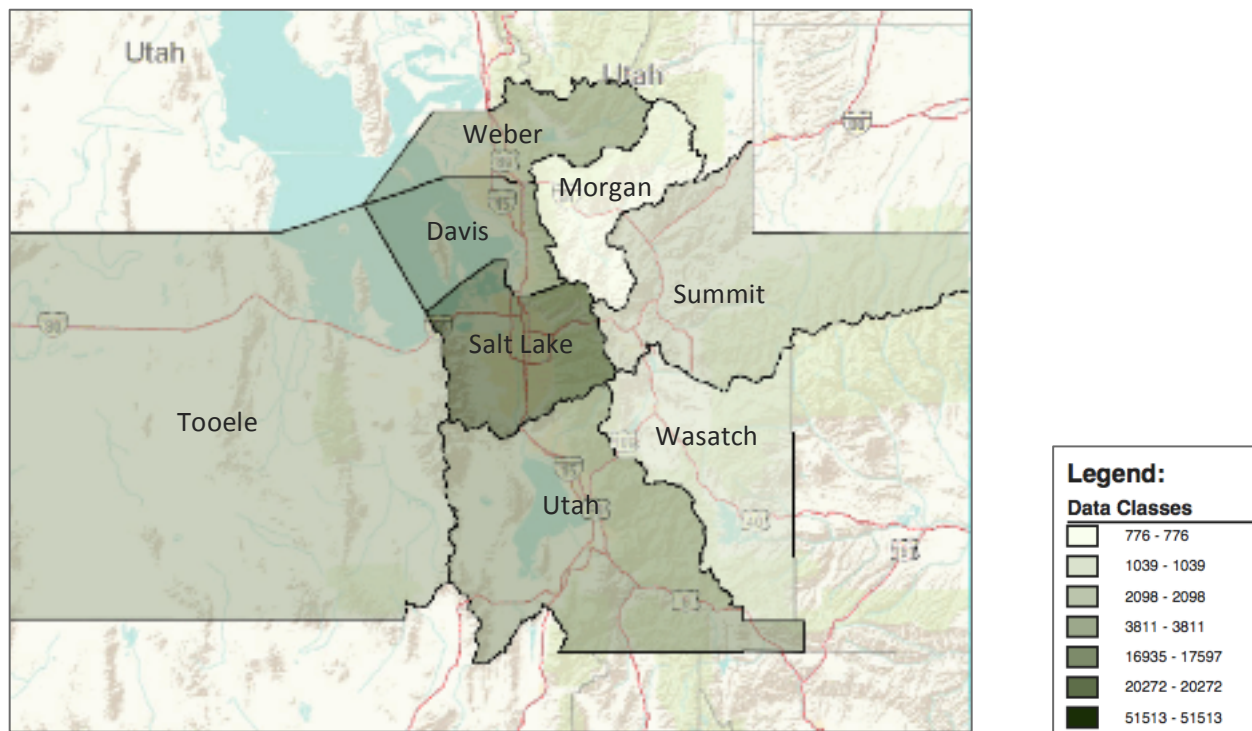


Figure 2.11 Veteran population (numerical) by County

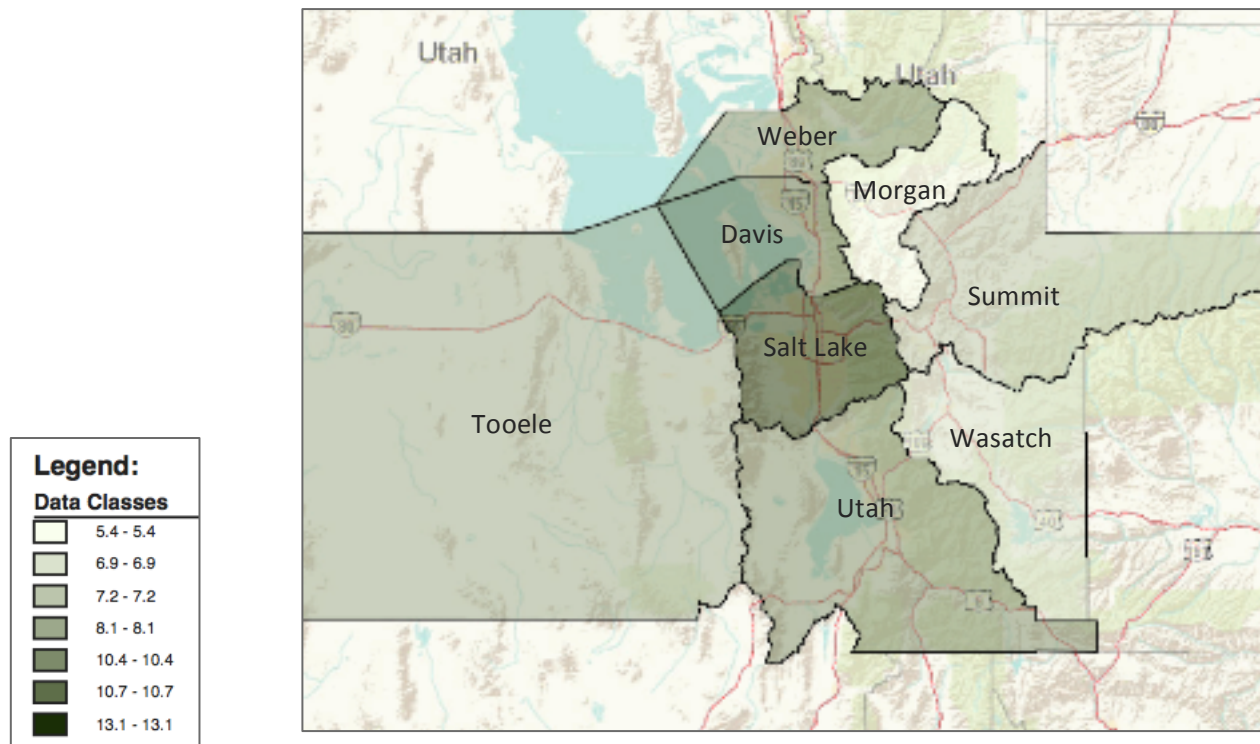


Figure 2.12 Veteran population (percentages) by County

Transportation is a barrier for many Veterans throughout the region. Many Veterans are also older adults, and may be a person with a disability and/or an individual living in poverty. The Disabled American Veterans program provides transportation services, at no cost, to and from the Salt Lake Veterans Administration Hospital (VA). The all-volunteer service is available to veterans living 45 miles, or further, from the VA.

Detailed information about destinations and transportation options for Veterans is provided in each county mobility plan. Additionally, the plans provide further demographic information about Veterans -

- Demographics by Census Place
- Veterans living in poverty
- Veterans who are older adults
- Veterans who are persons with disabilities

## PLANNING RESOURCES

**Wasatch Community Map:** The Wasatch Community Map provides an online resource for individuals and mobility management partners. The map includes demographics, resources, environmental barriers, and destinations.

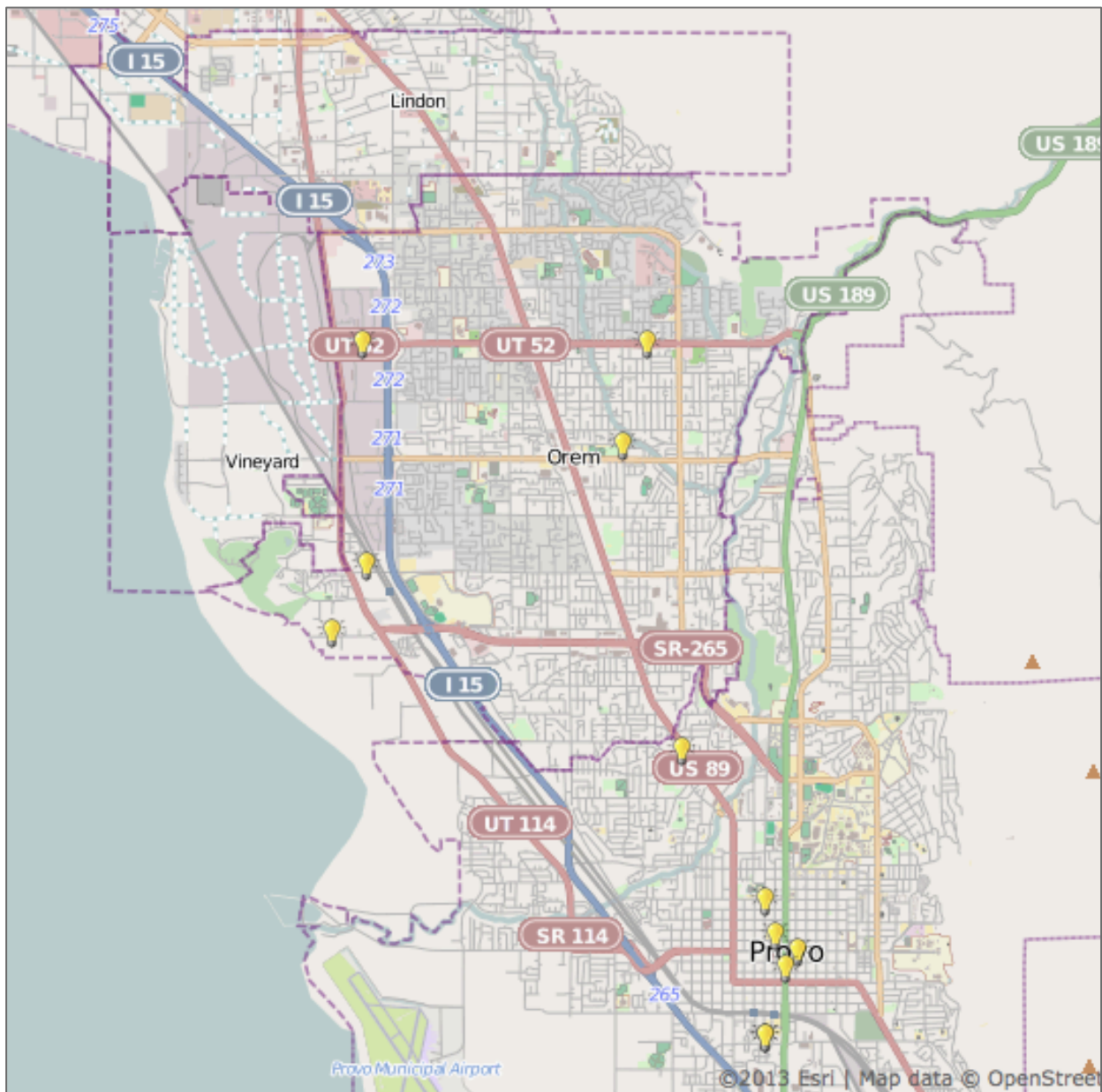
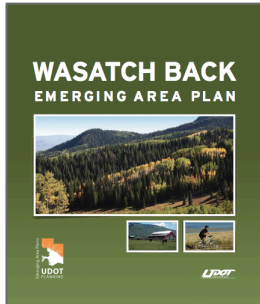


Figure 2.13 Wasatch Community Map



**Regional Transportation Plans:** MAG and WFRC, as the Metropolitan Planning Organizations, are responsible for developing the regional transportation plans (RTP) for their respective planning areas. The RTP is a long-range plan that includes roadway projects, transit improvements, and pedestrian/bicycle facilities for the next thirty years.

**Emerging Area Plans:** The Emerging Area Plans (EAPs) are a part of “UDOT's statewide Long Range Planning effort. Emerging Area Planning is an opportunity for local governments, UDOT, transit authorities, and other public agencies and the public to discuss growth and transportation needs and create a plan that will guide decision-makers for years to come. Emerging Area Planning provides an opportunity for UDOT to coordinate with local entities and define a common transportation vision for the future.”



**Wasatch Choice for 2040:** The Wasatch Choice 2040 (WC2040) is a vision for the urban counties of Davis, Salt Lake, Utah, and Weber. WC2040 is an instrument to guide implementation, supporting more sustainable and livable communities for generations to come. It will help maintain the high quality of life for the residents of the Wasatch Front as the population nearly doubles in the next three decades. Among other things, the Vision emphasizes using our limited financial resources more effectively, integrating land-use and transportation systems, meeting housing needs, building in areas with existing infrastructure, and energy conservation. It envisions new mixed-use villages and economic centers tied together by an efficient, modern transportation system (“centers”). This Vision for the future of the four urban counties is based on extensive market research showing that changing consumer demographics and preferences, increasing land and energy costs, and a growing desire to trade commute time for family and recreation time are driving demand for living in centers. In short, it gives people the housing and transportation choices they want in a way that benefits us all.”

**Statewide and Local Government Studies and Plans:** Masterplans, transportation plans, bike/ped plans, and target group studies are undertaken throughout the region to address the current and future livability, for everyone, of our communities. A key element to all of these plans is a strong economy that ensures the mobility of the individual to access jobs, education, healthcare, recreational, social, and other destinations.

The county mobility plans identify planning studies and plans relevant to resolving mobility needs of transportation disadvantaged individuals.

## NON-EMPLOYMENT DESTINATIONS

Identifying where individuals need and want to travel to is essential to understanding the mobility needs of transportation disadvantaged individuals.

Destinations have been developed with input from county mobility councils, public outreach, Utah Department of Workforce Services data, the Utah Automated Geographic Reference Center (AGRC), Utah 211, and online research. Destinations are grouped according to the categories below. Refer to individual county mobility plans for destinations within each category.

- Arts and Entertainment
- Courts and Correctional Facilities
- Green Grocers
- Healthcare Facilities
- Higher Education
- Human Service Organizations
- Religious Organizations
- Residential Facilities
- Senior Centers
- Shopping Malls and Department Stores
- Sports and Recreation
- Vocational Rehabilitation



Figure 2.14 Draper Senior Center, Salt Lake County

## EMPLOYMENT

There were 1,262,719 non-farm jobs in Utah in the first quarter of 2013 (Utah Department of Workforce Services). Forty-eight percent of those jobs were in Salt Lake County. Eighty-four percent of all Utah jobs are within the eight-county Wasatch region. The highest concentrations of employment are located along the I-15 urbanized corridor.

<b>Largest Employers by Employment Range State of Utah 2012</b>			
<b>Rank</b>	<b>Employment Range</b>	<b>Company</b>	<b>Industry</b>
1	20,000 +	Intermountain Healthcare	Health Care
2	20,000 +	State of Utah	State Government
3	20,000 +	University of Utah (Including Hospital)	Higher Education
4	15,000-19,999	Brigham Young University	Higher Education
5	15,000-19,999	Wal-Mart Associates	Warehouse Clubs/Supercenters
6	10,000-14,999	Hill Air Force Base	Federal Government
7	7,000-9,999	Davis County School District	Public Education
8	7,000-9,999	Granite School District	Public Education
9	7,000-9,999	U.S. Department of Treasury	Federal Government
10	5,000-6,999	Smith's Food and Drug Centers	Grocery Stores
11	5,000-6,999	Alpine School District	Public Education
12	5,000-6,999	Utah State University	Higher Education
13	5,000-6,999	Jordan School District	Public Education
14	5,000-6,999	Salt Lake County	Local Government
15	5,000-6,999	U.S. Postal Service	Federal Government
16	4,000-4,999	The Canyons School District	Public Education
17	4,000-4,999	Zions Bank Mangement Services	Banking
18	3,000-3,999	L3 Communications Corporation	Electronics Manufacturing
19	3,000-3,999	Weber County School District	Public Education
20	3,000-3,999	Salt Lake City School District	Public Education

Figure 2.15 Top Twenty Employers for the region.

Source: Utah Department of Workforce Services

## Commute to Work

The majority of residents within the region, 76%, drive alone to work. Carpooling to work, at 12%, is the second most common method of commuting to work. Telecommuting, at 5%, is becoming a more commonplace alternative to working in the office. Refer to Table 2.3 for Means of Commute to Work by county. Further detail by county and census place is available in the county mobility plans.

Table 2.3 Means of Commute to Work

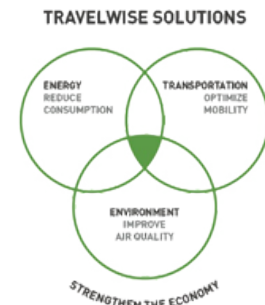
Means of Commute to Work	Davis County	Morgan County	Salt Lake County	Summit County	Tooele County	Utah County	Wasatch County	Weber County
Total Employees	137,168	4,091	494,348	18,818	24,897	214,619	10,617	103,369
Car, truck, or van - drove alone	108,038	3,371	378,228	13,828	16,763	155,267	8,065	82,543
Car, truck, or van - carpooled	14,747	394	57,793	1,660	5,201	27,262	1,312	12,559
Public transportation (excluding taxicab)	3,807	36	16,132	337	689	4,315	68	1,716
Walked	2,037	74	11,277	300	881	10,386	170	1,642
Taxicab, motorcycle, bicycle, or other means	2,071	39	9,410	603	395	4,340	198	1,370
Worked at home	6,468	177	21,508	2,090	968	13,049	804	3,539

Source: ACS B08101: Means of Transportation, 2007-2011

## MOBILITY OPTIONS

Individuals with a transportation disadvantage often do not have the option of driving a personal vehicle to and from their destinations. A range of mobility options for alternative travel, including eliminating the need for travel, include -

- Active Transportation
- Community Transportation Services
- In-Home Services
- Public Transportation Services
- TravelWise
- Vehicle Pooling
- Virtual Travel



Refer to the individual county mobility plans for specific mobility options within each county.

### Active Transportation



Active transportation is defined by the active participation of an individual in moving from one location to another. This activity may include an individual who uses a bicycle to run errands, a commuter who uses a wheelchair to walk to work, or an older adult who uses a cane to walk to the neighborhood library.

Active transportation can be a part, or all, of any trip purpose. An individual may walk to a transit stop and take a bus to their final destination. The trip can be made for any purpose; work, education, volunteer activities, errands, worship, recreation, and/or socialization.

Active transportation is the most affordable mobility option and provides the greatest degree of independence for individuals.



Many communities within the region are promoting biking as a method of commuting and for recreational purposes. Generally, biking to work is more common, and supported, in urban areas. UTA supports biking connectivity to their services with secure bike lockers at rail facilities and the accommodation of bicycles on all modes of transit.



Figure 2.16 Bike on UTA Commuter Rail

### Commercial Transportation Services

Commercial transportation services include taxis, limousines, shuttles, vans, buses, car rentals (hourly and longer-term), bike rentals (1/2 hour and longer-term), intercity and interstate bus and rail, and airlines. There are over 100 commercial transportation providers serving the Wasatch region.

Although cost-prohibitive for many transportation disadvantaged individuals, commercial transportation services are available for hire to take individuals to destinations anywhere within the region. Services are available to accommodate persons using motorized wheelchairs and individuals transported by stretcher. Information regarding services available in each county can be found in the county mobility plans.



### Community Transportation Services

Community transportation services includes private and public transportation services that accommodate one, or more, of the transportation disadvantaged population; older adults, persons living in poverty, persons with a disability, and Veterans. There are well over 100 community transportation providers serving the Wasatch region.

Many of these services are provided to agency clients, only, or members of the general public meeting an agency's eligibility criteria and eligible trip purpose. Where public transit options are available, many of these agencies work with their customers to assist them in accessing public transit services. Public transit is a lower-cost alternative and also provides the individual with increased mobility independence. Refer to the county mobility plans for information regarding community transportation services available within each county.



### In-Home Services

In-home services are received at the individual's residence and do not necessitate travel to a separate destination. In-home services in Utah County include –



- In-home Healthcare: Home Healthcare agencies provide personal care, nursing, and physical therapy to individuals in their home. Agency services are commonly arranged through a health-care provider. Utah County has an extensive listing of Home Healthcare agencies.
- Grocery Delivery: Many grocery stores will provide home delivery for a modest fee or grocery delivery service can be arranged through a third party.
- Online Library: City libraries located throughout the region have ebooks and audiobooks available for download.
- Mail Order: Prescriptions, medical devices, clothing, groceries, household items, and gifts are all available online and can be delivered to your residence.
- Meals-on-Wheels: County aging services provide Meals-on-Wheels to residents throughout each county.
- Online Education: Many colleges and universities are offering select coursework and programs online.

## Public Transportation Services

**Airport:** Salt Lake City, Ogden, and Provo airports provide regional and nationwide airline services.

**Amtrak:** Amtrak offers east and west-bound rail service with stops in Provo and Salt Lake City on a daily basis.

**Greyhound Bus:** Greyhound Bus provides daily intercity and interstate bus service connections through every county.

**The Utah Transit Authority (UTA):** UTA, the regional transit authority, provides public transit services to the general public in Davis, Salt Lake, Tooele, Utah, and Weber counties including Frontrunner (commuter rail), TRAX (light rail), express bus, FLEX bus routes, and local bus services. UTA's paratransit services are restricted to eligible customers.

UTA's service area extends from Brigham City (just north of the extents of the Wasatch region) to Santaquin in Utah County., and west to Grantsville in Tooele County. The extent of UTA's services within each county is available in the county mobility plans.

**Park City Transit:** Park City Transit provides fixed-route bus and mobility service throughout Park City and to limited areas of Summit County.

**TravelWise:** TravelWise is a UDOT program that supports alternatives to single occupant vehicles for getting around.

### Travelwise Strategies

- Active Transportation
- Carpooling/Vanpooling
- e-Travel
- Public Transit
- Teleworking
- Trip Chaining
- Alternative Work Schedules



Figure 2.17 UTA Service Area



Figure 2.18 UTA Vanpool van

**Carpool:** Carpooling is when individuals travel together to a destination. The trip can be for any purpose. UTA Rideshare provides an online matching service to help organize carpools in your area.

**Vanpool:** UTA provides a vanpool program to employers in their service area. UTA provides the van and the employer provides the driver, bookkeeper, and passengers. In addition to the commute trip, drivers have access to the van for limited personal use for up to 50 monthly miles.

Many employers already provide and/or subsidize vanpools. It saves them tax dollars, reduces the need to build parking facilities, and gives employees a great transportation benefit.

Pricing for the vanpool program ranges from .50/mile to 1.00/mile depending on the commute distance. Vans range in size from 7 passenger up to 15 passenger.

### E-Travel

TravelWise defines e-traveling as using the Internet or phone instead of going out. It has become such a major part of our lives, that sometimes we don't even realize we are doing it. Shopping online, downloading a video or making a phone call instead of taking a trip are just a few of the ways that you can e-travel. Shop online with a local retailer and you can support the local economy while limiting congestion.



### Telecommuting/Teleworking

TravelWise defines teleworking as possible from just about anywhere - from home, a telecenter, the local coffee shop or anywhere that has a wireless Internet connection. Teleworking can include conference calling or video conferencing for meetings instead of driving to an off-site location or working from a remote office.

### Mobile Services

Mobile Services are available in both urban and rural locations. Services can include medical, library, training and other services.

## MOBILITY BARRIERS AND NEEDS

Mobility barriers prevent an individual from reaching their destination. The barrier can be attributed to the inability of an individual to access transportation services or the lack of transportation services. Identification of these barriers was accomplished through extensive public outreach including the WHAT? Survey. Mobility needs were identified to inform which programs and services are needed to address the barriers.

The barriers and needs for the Wasatch region were derived from analysis of, and public involvement on, the demographics, destinations, and mobility options in each county.

### Public Outreach

- Wasatch Housing and Transportation (WHAT?) survey
- Transportation Provider Inventory
- Provider and customer interviews
- Joint outreach with Envision Utah on Transportation, Housing, and Job surveys at seven WC2040 Catalytic Sites (HUD grant)
- Jane's Walks (4 locations)
- Joint outreach with the Disability Law Center to 30 agencies serving transportation disadvantaged individuals, minority groups, and Limited English Proficiency communities (HUD project)
- Surveys at County Fairs
- Surveys at Cultural Fairs
- Public Open Houses
- Email networking
- Joint Environmental Barriers Surveys for pathways between low-income housing and transit stops/stations with the Disability Law Center (HUD grant)
- Senior Center surveys, outreach, and presentations
- Statewide Household Survey identifying mobility patterns and environmental barriers
- Outreach and presentations to local, regional, and statewide councils and committees
- Collaboration with local and regional mobility councils
- WasatchRides website and Comment Form
- Providing language translation and Spanish language notices

The barriers and needs listed below were derived from analysis of the demographics, destinations, and mobility options, with input from the environmental barrier and WHAT surveys, and input from stakeholders and the general public.

### **Access Barriers**

Some individuals are not able to reach their destination because they require assistance beyond the scope of the transportation resources available.

- Making transfers between transportation modes
- Walking between a vehicle and the origin or destination
- No bench and/or shelter at transit stops
- Carrying packages to and from destinations
- Understanding how to navigate transportation networks
- Feeling safe and knowledgeable in using public transit

### **Needs**

- Programs to assist customers with undertaking and completing their trip
- Programs to assist customers with identification of transportation options
- Programs to assist customers in overcoming unfamiliarity with, and safety concerns about, using public transit
- Expanded use of public transit to support mobility independence
- Mobile and in-home services

### **Environmental Barriers**

Environmental barriers can prevent an individual from reaching their destination.

- Inaccessible pathway
- Inaccessible transit stop
- Construction barricades
- Overgrown shrubs and trees
- Insufficient crossing signal length
- Unsafe environment/conditions
- Weather (excessive heat, rain, snow, ice)
- Lack of current and/or accurate information

### **Needs**

- Identification of environmental barriers
- Mitigation of environmental barriers
- Promote active transportation alternatives
- Involvement of local and regional elected officials

## Coordination Barriers

Agencies have expressed a desire to coordinate resources but are concerned with the liability, reliability and convenience of -

- Vehicle sharing
- Cost sharing
- Joint procurements
- Joint maintenance
- Back-up drivers
- Back-up vehicles
- Shared technology
- Funding
- Volunteer drivers

### Needs

- Expand partnerships to coordinate planning, transportation services, technology, and expertise
- Resolution of liability concerns
- Volunteer recruitment and training
- Vehicle pool
- Volunteer pool
- Identification of fund leveraging opportunities
- Involvement of local and regional elected officials
- Coordinated trip scheduling
- Sustain mobility councils to further coordination
- Update the Wasatch Mobility Plan in coordination with the MPO Regional Transportation Plans

## Equipment Barriers

Equipment barriers are most often attributable to a lack of funding, fluctuating needs, and inadequate back-up resources.

- Accessible vehicles are costly to purchase and to operate (larger vehicles are underutilized and can be intimidating to volunteer drivers, heavier vehicles require more fuel, lifts are ongoing maintenance issues)
- Vehicle capacity needs often fluctuate
- Limited vehicle options in the State's 5310 program
- Alternative fuel vehicles are needed to reduce operating costs
- It is costly to maintain a back-up vehicle for infrequent use
- Scheduling and dispatch equipment is expensive and complex

### Needs

- Accessible vehicles that are affordable to operate and maintain
- Accessible vehicles in a variety of sizes (bus, van, sedan)
- Back-up vehicle pool
- Alternative fuel vehicles to reduce operational costs
- Low-cost scheduling and dispatch system that meets the basic needs of smaller transportation operations

### Financial Barriers

Customers and service providers both struggle with transportation expenses.

- Transportation expenses are cost-prohibitive for some individuals
- When transit service is not available, the cost for alternative transportation services is out-of-reach for many individuals
- Transportation is often not the mission of a human service provider, operating a transportation system is complex and costly
- Purchasing, maintaining, and operating vehicles is costly
- Funding sources are limited
- Grant funding and requirements can be overwhelming for the smaller providers
- Volunteer driver liability can be costly
- Volunteer driver reimbursements lack sufficient funding

### Needs

- Transit fare assistance for customers
- Commercial transportation fare reduction program for customers
- Programs to support the needs (funding, grant requirements, volunteer recruitment and training, back-up drivers, back-up vehicles) of community transportation providers
- Operational funding
- Identification of fund leveraging opportunities
- Access to areas to perform personal vehicle maintenance
- Involvement of local and regional elected officials
- Expanded use of public transit promotes sustainability of program
- Use of public transit reduces individual's transportation expenses
- Programs to reduce volunteer driver liability

### Eligibility Barriers

Some individuals struggle to find transportation solutions because of eligibility barriers.

- Trip purpose is not eligible
- The individual does not meet the eligibility requirements to receive the service
- Regulations do not allow expanded trip purpose or client eligibility
- Funding does not allow expanded trip purpose or client eligibility
- Understanding eligibility requirements and services

### Needs

- Expanded trip purpose
- Expanded eligibility
- Funding to expand trip purpose and eligibility
- Programs to assist customers with understanding agency eligibilities (client and trip purpose)



## Service Barriers

Even if the issue of eligibility and affordability is resolved, service barriers still exist.

- Information about the service is unavailable or confusing
- Days and/or hours of public transit operations do not meet an individual's needs
- Service areas do not include an individual's origin and/or destination
- No services are available
- Connectivity between services is not efficient or is non-existent
- Reliable services that enable an individual to make their appointments and work schedules on time
- Volunteer recruitment, training, and retention is time-consuming
- Efficient use of technology

## Needs

- Expanded days and hours of public transit services
- Expanded public transit service area
- Expanded alternative transportation services
- Efficient connectivity between transportation services
- Improve service reliability
- Increase funding for transportation services
- Improve access to and content of transportation service information
- Programs to provide volunteer pool
- New and innovative services to reach underserved individuals
- Low cost and effective technology
- Transportation options that respond to future growth

## MOBILITY STRATEGIES

Goals for meeting the needs of older adults, persons living in poverty, persons with a disability, and Veterans in Davis County -

1. **Accessibility and Livability**  
Support and expand mobility options and universal design that support, and are supported by, livable communities.
2. **Coordination**  
Expand partnerships to coordinate transportation services, technology, planning, and expertise.
3. **Customer Focused Services**  
Support and expand customer focused services and programs.
4. **Financial Sustainability**  
Support and promote service efficiencies and effectiveness, Leverage funding and resources.
5. **Information and Referral**  
Support and promote meaningful access to transportation options through information, referral, education, and outreach.
6. **Product and Service Diversity**  
Support and promote existing transportation options. Develop and implement innovate transportation options to fill service gaps.
7. **Safety and Security**  
Support and promote safe and secure environments for transportation disadvantaged individuals.

## Prioritized Strategies

### 1. Centralized Customer Service Center

Description: WasatchRides, staffed through MAG and WFRC, provides a centralized customer service center that includes information and referral services to individuals and agencies. WasatchRides will enhance their existing information and referral programs.

- Update online and hard copy transportation information
- Market programs and provide education and outreach
- Collaborate with UTA and other stakeholders to provide travel training
- Collaborate with UTA and other stakeholders to promote the use of public transit
- Collaborate with stakeholders to recruit, train, and retain volunteers to support individuals with undertaking and completing their trips
- Collaborate with 211 to provide enhanced information and referral services
- Enhance community mapping to meet the needs of individual users and stakeholders
- Survey customer needs

Partners: MAG, WFRC, UTA, Park City Transit, stakeholders

Funding: FTA 5310, 5311, 5316, and 5317 programs, non-DOT federal, state and local funds, private funds, and donations

Timing: ongoing

#### Barriers Addressed

- Access to current, accurate, and comprehensible information about transportation options
- Understanding how to navigate transportation networks
- Understanding program eligibilities (customer and destinations)
- Feeling safe and knowledgeable in using public transit
- Transportation costs are cost-prohibitive for some individuals

#### Needs Addressed

- Programs to assist customers with undertaking and completing their trip
- Programs to assist customers with identification of transportation options
- Programs to assist customers with overcoming unfamiliarity with, and safety concerns about, using public transit
- Commercial transportation fare reduction program for customers
- Transit fare assistance for customers
- Programs to assist customers with understanding agency eligibilities (client and trip purpose)

## 2. Online Open-source Scheduling and Dispatching Program

Description: Collaborate with RideConnection to expand the usability of the RidePilot program, an online open-source scheduling and dispatching program, for the Wasatch region. The program will be provided at no cost to stakeholders.

- Secure consultant to enhance RidePilot program
- Collaborate with stakeholders to enhance RidePilot program
- Support installation and training of RidePilot program for stakeholders
- Provide ongoing assistance with RidePilot and identify future enhancements
- Market RidePilot program

Partners: MAG, WFRC, RideConnection, county aging services, stakeholders

Funding: FTA 5310, 5311, 5316, and 5317 programs, non-DOT federal, state and local funds

Timing: Implement RidePilot in 2014

### Barriers Addressed

- Vehicle sharing
- Cost sharing
- Joint procurements
- Shared technology
- Limited funding resources
- Scheduling and dispatch equipment is expensive and complex

### Needs Addressed

- Coordinated trip scheduling
- Identification of fund leveraging opportunity
- Low-cost scheduling and dispatch system that meets the basic needs of smaller transportation operations
- Efficient use of technology

### 3. Financial Sustainability

Description: Secure funding resources to ensure the sustainability of existing transportation programs.

- Identify funding resources to leverage against existing transportation program funding
- Target new funding for existing programs
- Target new funding to support the operations of existing and expanded transportation services
- Secure funding for travel voucher programs
- Secure funding for capital and operational expenses
- Secure funding for travel training programs
- Support alternative transportation solutions including vanpool and rideshare programs
- Identify programs to reduce volunteer liability costs
- Negotiate reduced fares with commercial transportation providers
- Survey transportation provider needs
- Promote active transportation as an affordable alternative
- Identify and support expanded mobile and in-home services

Partners: MAG, WFRC, county aging services, stakeholders

Funding: FTA 5310, 5311, and 5339 programs, non-DOT federal, state and local funds, private funds, and donations

Timing: ongoing

#### Barriers Addressed

- Purchasing, maintaining, and operating vehicles is costly
- Funding sources are limited
- Grant funding and requirements can be overwhelming for the smaller providers
- Volunteer driver reimbursements lack sufficient funding
- Volunteer driver liability can be costly
- Transportation expenses are cost-prohibitive for some individuals

#### Needs Addressed

- Programs to support the needs (funding, grant requirements, volunteer recruitment and training, back-up drivers, back-up vehicles) of community transportation providers
- Operational funding
- Identification of fund leveraging opportunities
- Programs to reduce volunteer driver liability
- Commercial transportation services fare reduction
- Promote active transportation
- Promote mobile and in-home services

#### 4. Coordinated Programs and Services

Description: Expand partner collaborations to coordinate services and programs and to provide product and service diversity.

- Expand coordination programs utilizing the Tooele Shuttle model
- Survey transportation provider needs
- Identify coordination partners to collaborate with the Salt Lake VA and county aging services.
- Conduct workshops to expand partnerships and further coordination in targeted areas
- Identify funding resources to leverage against existing transportation program funding
- Identify and support mobile and in-home services to fill gaps
- Support existing alternative transportation solutions including vanpool and rideshare programs to fill gaps
- Collaborate on new and innovative programs to fill gaps
- Identify potential liability concerns and work to resolve them
- Evaluate volunteer programs with partners to reduce costs of new services
- Identify and secure funding for new or expanded services to fill gaps

Partners: MAG, WFRC, Salt Lake VA, UTA, Park City Transit, county aging services, stakeholders

Funding: FTA 5310, 5311, and 5339 programs, non-DOT federal, state and local funds, private funds, and donations

Timing: ongoing

##### Barriers Addressed

- Shared resources (vehicles, costs, procurements, maintenance, drivers, technology, funding)
- Funding sources are limited
- Grant funding and requirements can be overwhelming for the smaller providers
- Volunteer driver reimbursements lack sufficient funding
- Volunteer driver liability can be costly
- Transportation expenses are cost-prohibitive for some individuals

##### Needs Addressed

- Programs to support the needs (funding, grant requirements, volunteer recruitment and training, back-up drivers, back-up vehicles) of community transportation providers
- Program to facilitate cooperative agreements between stakeholders
- Identification of fund leveraging opportunities
- Resolution of liability issues
- Pooled resources
- Coordinated trip scheduling

## 5. Promote Public Transit Usage

Description: Promote the use of public transit among seniors through public transit information boards that identify destination adjacent to partner facilities that are accessible by public transit. Provide “fun” group activities on public transit to promote the use of public transit

- Identify partner facilities for initial program development and implementation
- Create public transit information boards to be posted at partner facilities
- Identify volunteer ambassador to support public transit at partner facilities
- Identify “fun” group activities on transit for partner facilities
- Collaborate with UTA to implement “fun” group activities on transit
- Provide group and individual travel training on public transit
- Survey public transit perceptions and needs

Partners: WFRC, county aging services, UTA, Park City Transit, and stakeholders

Funding: FTA 5310, 5311, 5316, and 5317 programs, non-DOT federal, state and local funds

Timing: Implement in 2014

### Barriers Addressed

- Understanding how to navigate transportation networks
- Feeling safe and knowledgeable in using public transit
- Transportation expenses are cost-prohibitive for some individuals
- Trip purpose is not eligible
- The individual does not meet the eligibility requirements to receive the service
- Information about the service is unavailable or confusing
- No other services are available

### Needs Addressed

- Programs to assist customers with undertaking and completing their trip
- Programs to assist customer with identification or transportation options
- Programs to assist customers in overcoming unfamiliarity with, and safety concerns about, using public transit
- Expanded use of public transit to reduce individual transportation expenses
- Expanded use of public transit supports program sustainability
- Use of public transit supports mobility independence
- Improve access to and content about public transit information
- Programs to provide volunteer pool

## 6. Promote Accessibility and Livability

Description: Participate in planning activities to promote, and advocate for, livable communities that support older adults, persons living in poverty, persons with a disability, and Veterans.

- Identify planning activity participation opportunities for the region
- Advocate for planning activities that support mobility options for transportation disadvantaged individuals.
- Collaborate with UTA to evaluate innovative services to expand service to areas beyond the I-15 urban corridor
- Participate in UTA Change Day analysis process
- Collaborate with stakeholders in expanding the Community Mapping program
- Promote active transportation options
- Promote safe environments
- Survey mobility needs

Partners: MAG, WFRC, UTA, Park City Transit, stakeholders

Funding: FTA 5310, 5311, 5316, and 5317 programs, non-DOT federal, state and local funds

Timing: ongoing

### Barriers Addressed

- Feeling safe and knowledgeable in using public transit
- Inaccessible transit stop
- Transportation expenses are cost-prohibitive for some individuals
- Days and/or hours of public transit operations do not meet an individual's needs
- Service areas do not include an individual's origin and/or destination
- No service are available
- Connectivity between services is not efficient or is non-existent
- Unsafe environment/conditions

### Needs Addressed

- Expanded use of public transit promotes sustainability of program
- Expanded use of public transit reduces individual's transportation expenses
- Use of public transit supports mobility independence
- Identification of environmental barriers
- Mitigation of environmental barriers
- Involvement of local and regional elected officials
- Expanded days and hours of public transit services
- Expanded public transit service area
- Efficient connectivity between transportation services
- Promote active transportation
- Transportation options that respond to future growth