

## APPENDIX T

### TRANSPORTATION NEEDS OF TARGETED POPULATONS

#### **Draft 2040 RTP Presentation to the NAACP Executive Board**

The comments below were made by members of the NAACP Executive Board meeting on October 4, 2010 after a presentation of the Draft 2040 RTP. The presentation was made by Regional Council representative, Sam Klemm with UTA representative Chris Chesnut.

- Our transportation plans funnel everything through Salt Lake City. We need to spread out our urban centers and employment.
- We need accommodation for seniors on our transportation network.
- A better transit connection to Tooele is needed.
- Sunday service is poor and limits employment opportunities. Many low income workers have to work Sunday shifts and the lack of transit is a problem.
- East /west transit service and highways are a problem.
- Do we have enough water to maintain the projected population?
- How will we accommodate all these new people and their cars and deal with the expected air pollution?

#### **Environmental Justice Interview With Board and Staff Members of the Indian Walk-In Center**

**November 12, 2008**

Regional Council staff members Val Halford and Sam Klemm along with Brandon Bott from UTA met with staff from the Indian Walk-In Center located in South Salt Lake City at their regularly scheduled staff meeting on the dated noted above. At that meeting, the aforementioned WFRC and UTA staff members discussed transportation needs with the Indian Walk-In staff members. Their major concerns were as follows:

1. Transportation plans should be bicycle friendly with wide shoulders and stripped bicycle lanes. Many of their clients arrive on bicycles.
2. Bus routes near the city center have been changed or eliminated. Will this improve over time? More bus transit is needed as their clients are heavily reliant on buses. (The question was referred to Brandon Bott from UTA.)
3. A balance is needed between bus and rail transit.
4. Transit needs to be more convenient and "time efficient." It is easier to use public transit in other larger cities.
5. What is the plan and timeline for the TRAX extension to the airport? (The question was referred to Brandon Bott from UTA.)
6. What is the possibility of having a subway system like Boston or Atlanta?

7. Are streetcars planned for Sugar House or downtown? (The question was again referred to Brandon Bott from UTA.) More transit is needed downtown to alleviate congestion.
8. Bus tokens cannot be used on TRAX. Tokens for buses are given out at the Indian Walk-In Center and should work on TRAX as well.

February 1, 2011

Regional Council staff member Sam Klemm visited the Indian Walk-In Center Board of Directors meeting and presented the Draft 2011-2040 RTP. The Board members had several questions and concerns as noted below:

- Most of their clients ride buses. North / south bus service, while not great, seems adequate. East / west bus service is seriously lacking, however. They did support the bus rapid transit plans in the RTP which showed significant improvement on the west side of the Salt Lake Valley.
- The lack of evening and weekend service for the bus system makes travel difficult for their clients who have shift work employment.
- They noted that transit oriented development as called for in the adopted 'Vision' would be helpful to many of their clients.

#### **Environmental Justice Interview With The Amalgamated Transit Workers Union For The Utah Transit Authority October 19, 2009**

The Amalgamated Transit Workers Union Local 382 was represented by Union President Rod Dunn, Shop Steward Jim Allgier and by Santa Claus (This is not a misprint. It is his legal name). The interview was held in the Union office. The Regional Council was represented by Senior Planner Val Halford and Public Information Officer Sam Klemm.

1. Jim and Rod noted that UTA is having a difficult time building new capacity and paying workers a living wage. They realize there is a balancing act for management in building new capacity and maintaining the existing system.
2. Rod stated that there is a need for some fiscal responsibility which includes maintaining what we have and paying existing employees. We need to be careful about bringing on large amounts of new capacity which will require many new employees when we are having a difficult time giving adequate compensation to those we already have.
3. Jim liked the idea of bullet trains.
4. Rod suggested that there is no certain answer on the question of what the balance between additional buses and more fixed-guideway should be. They do support the current Frontlines 2015 construction program for TRAX and FrontRunner.
5. Rod expressed the opinion that fixed guideway routes fed by buses is the wave of the future.
6. Santa Claus expressed concern about the level of debt being incurred for the Frontlines 2015 program and suggested that we cannot sustain much more. We should just build what we have planned and leave it at that for now until we get some debt paid off.

#### **Environmental Justice Visit With Coalition de La Raza October 19, 2009**



Regional Council Representatives Scott Festin and Sam Klemm met with the governing Board for the Coalition de La Raza during one of their scheduled meetings at Centro Civico Mexicano in Salt Lake City. The purpose of the interview was to determine their transportation needs in preparation for the Update to the RTP. Board members in attendance were Board Chairman, Archie Archuletta and Board members Sergio Martinez, Jennifer Mayer-Glenn, and Frank Cordova. Their concerns are listed below.

1. Sergio: Will the new Plan be adopted in 2011? Is there still opportunity for input?
2. Archie: How far to the East/West TRAX connections go? What about Kearns? We need wider East/West roads.
3. Jennifer: Transit is important. "Our people rely on buses."
4. Jennifer and Sergio: There are few North/South bus routes on the west side. Bus patrons must go east to catch a north/south route and then go back out west.
5. Jennifer: The Latino community is reliant on buses for multiple job commutes which makes evening and weekend service very important. Mr. Klemm noted that zero car households are considered a special population that is carefully reviewed.
6. Sergio and Archie: Buses are more flexible than TRAX.
7. Archie: Buses should serve human service locations such as food banks, community medical clinics and Dept. of Work Force Services offices. Buses often drive right past them to a stop a half-mile away.
8. Sergio: "Are TRAX projects more cost effective than buses? TRAX fares are too high. \$2.50 is too much for poor riders. Could the transit system handle an increase in ridership if there was another spike in gasoline prices?"
9. Sergio: Heavy trucks beat up the roads.

#### **Community Action Program Environmental Justice Interview September 16, 2009**

1. There is a need to increase employment center access, especially those located on the western side of Salt Lake City. UTA service to many large employment centers does not exist, or is unreliable for after-hours employees.
2. The 2100 South freeway signage is confusing and needs to be reexamined so that motorists have ample time to merge into the proper lane
3. West Jordan City's platform access for handicapped TRAX users is deficient. One is required to operate their wheelchair almost the entire length of the platform to gain access to the vehicles. This needs to be corrected.
4. Employment along 2100 South continues to grow, as does the traffic volume. Again, better access needs to be provided for those employed in this general location
5. West Valley City businesses are being impacted by the construction of the 3500 South BRT and LRT. I realize that this is a temporary situation, but the loss in sales revenue cannot be recaptured. What can be done to minimize the impact that isn't already being done?
6. We would like to have more information on the number, location, and type of Mountain View Corridor interchanges – different types (information only request)
7. I-80 through Rose Park is transit deficient
8. 2200 West, both north and south of I-80, is witnessing a good deal of employment growth as new businesses move in and there needs to be a UTA circulator to serve the needs of this street
9. The mobile home park at 1400 West and North Temple – will it be removed when the TRAX line is extended down North Temple Street?



10. Here is a message to carry back to the UTA Board – Please raise fees or cut service on paratransit use. The demand for this specialized service is increasing and but patrons are not paying for the full value of door-to-door service.
11. UTA's route deviation procedure for impacted populations is working well and should be continued.
12. You should probably contact different Veterans groups, such as the American Legion, as these individuals also belong to special needs groups.
13. A three-quarter mile distance away from transit stop is too far for many people to walk and that is especially true for senior citizens.
14. More senior public transportation is needed, especially since a larger segment of our population is growing older
15. Is there anyway to come up with color code for transit lines to help reduce the confusion caused by the numbering system? If you need an example, look to Portland and learn from what they have done. The entire system is made simple to understand based on a color code system that is easy to learn. You know where the bus is coming from and where it is going to.
16. Work Force Services need better transit connections especially for those needing jobs. We should be more helpful for those unemployed.
17. There are real health concerns within the Salt Lake Valley and air quality issues need to be addressed
18. More TODs are needed and should be planned now especially since the cost of land continues to climb.

#### **Environmental Justice Interview With The Disability Rights Action Coalition October 6, 2008**

Regional Council staff members Val Halford and Sam Klemm met with the Board of Directors of the Utah Disability Rights Action Coalition at their regularly scheduled meeting on the dated noted above. At that meeting, WFRC chief planner Val Halford discussed transportation needs with the Board members and Sam Klemm took notes. The major concerns are as follows:

1. There is a problem with so many bus routes being cut. People cannot get to work and have to walk much farther to a bus stop. This is especially problematic in the winter.
2. "Transit service is spotty on the eastside, especially south of 8000 South."
3. UTA is very open about trying to get people on TRAX.
4. The new MAX bus rapid transit along 3500 South is nice but runs only during the day on weekdays and not at all on Sunday.
5. Bus service in Herriman is non-existent.
6. One particular Board member moved to West Jordan five years ago. The five bus routes that were active then have now been cut to two. Also, early morning routes have been cut and there is nothing from 8:50 a.m. until 11:50 a.m.
7. "UTA is killing its own ridership by moving routes around and then saying there is no ridership."
8. "Flex-Trans seems to be working ok for now."
9. One Board member lives in a large apartment complex. At that complex there are a number of special needs transit patrons who are picked up separately by different Flex-Trans buses and taken to the same sheltered workshop. The need for coordination is obvious.
10. Flex-Trans picks people up at their houses, drops them off at the bus stop, meets them when they get off and delivers them to their final destination. It would seem much easier to simply take them to their destination.
11. All buses now have lifts which is good. The weight limit is 600 pounds even though the lifts are rated at 800 pounds. UTA should give some consideration for some of the heavier powered wheel chairs.



12. There should be capacity on the buses for more than two wheel chairs. Sometimes the buses will have to pass people up because there are already two wheel chair patrons on the bus.
13. New money should be spent on buses first, then on fixed guideway projects.
14. There are still physical impediments at bus stops, especially in the winter and especially for wheel chair patrons.
15. The deviated route system seems to be working well.
16. It is better to have a larger number of small buses than a smaller number of larger buses.
17. Having a privately owned transit company in competition with UTA would be desirable.
18. The information phone bank at UTA closes at 6:30 p.m. There should be someone there as long as the buses are running in order to give updates on arrival times.
19. Multi-lingual signage is ok.
20. The bus shelters along FrontRunner are not ADA accessible.
21. Restrooms are needed at train stops. It can be a long time to wait after riding a bus to the train stop and then riding the train to a downtown destination.
22. The first priority for new money should be new bus routes.

#### **Environmental Justice Interview With Staff Members of the Indian Walk-In Center November 12, 2008**

Regional Council staff members Val Halford and Sam Klemm along with Brandon Bott from UTA met with staff from the Indian Walk-In Center located in South Salt Lake City at their regularly scheduled staff meeting on the dated noted above. At that meeting, the aforementioned WFRC and UTA staff members discussed transportation needs with the Indian Walk-In staff members. Their major concerns were as follows:

9. Transportation plans should be bicycle friendly with wide shoulders and stripped bicycle lanes. Many of their clients arrive on bicycles.
10. Bus routes near the city center have been changed or eliminated. Will this improve over time? More bus transit is needed as their clients are heavily reliant on buses. (The question was referred to Brandon Bott from UTA.)
11. A balance is needed between bus and rail transit.
12. Transit needs to be more convenient and "time efficient." It is easier to use public transit in other larger cities.
13. What is the plan and timeline for the TRAX extension to the airport? (The question was referred to Brandon Bott from UTA.)
14. What is the possibility of having a subway system like Boston or Atlanta?
15. Are streetcars planned for Sugar House or downtown? (The question was again referred to Brandon Bott from UTA.) More transit is needed downtown to alleviate congestion.
16. Bus tokens cannot be used on TRAX. Tokens for buses are given out at the Indian Walk-In Center and should work on TRAX as well.

#### **Environmental Justice Interview With The NAACP Executive Board November 2, 2008**

Regional Council staff members Ned Hacker and Sam Klemm met with the Board of Directors of the Utah Branch of the National Association for the Advancement of Colored People (NAACP) at their regularly scheduled meeting on the dated noted above. At that meeting, WFRC staff members Ned Hacker and Sam Klemm discussed transportation needs with the Board members. The major concerns are as follows:



1. Be mindful of the elderly population that cannot drive.
2. Transit fares should be reasonable. In some cities, the elderly ride free.
3. UDOT and UTA operate independently. Rather, they should work as one.
4. Magnetic levitation trains should be considered.
5. Additional east / west capacity is needed on the west side of the Salt Lake Valley.
6. Emergency response for major transit and highway facilities should be reviewed. For example, fire hydrants should be near TRAX stops.
7. Be mindful of roadway aesthetics. The interchanges at 10600 South and Pleasant Grove are nice.
8. Security of major infrastructure should be a consideration.
9. More emphasis is needed on projects that will lower our carbon footprint.
10. "Think about two HOV lanes."
11. Bicycle and pedestrian access are important.
12. Better transit to Tooele and Magna is needed.

**Salt Lake County Aging Services--Salt Lake County Senior Transportation  
Interviewed as part of the Mobility Study sponsored by WFRC  
January 21, 2009**

1. Salt Lake County Senior Transportation provides transportation service to seniors residing in Salt Lake County. This transportation program is operated with a combination of 28 vehicles operated by both paid staff and volunteer drivers and volunteer drivers using their own vehicles. Taxis are also used. This program is in addition to a parallel program of vans that are "stationed" at all but a few of the 17 senior centers scattered about the county. This latter program is managed by David Tamer (801-468-2764) and Emma Houston (801-468-2761), also of Aging Services.
2. This senior transportation program operates on weekdays only (from roughly 8am to 5 pm) and only accommodates requests for trips to medical appointments and to get prescriptions and other "essential" business appointments (e.g., trips to the social security office, to nursing homes, to see an attorney, etc.) Requests are placed up to a week in advance. Standing orders are also accepted. The program also provides shopping shuttles 4 days a week (not on Wednesday).
3. The 28-vehicle fleet consists of two 10-passenger "straight" vans, twenty 4-door sedans, six accessible minivans. Most (17) of these vehicles are stored at the County motorpool facility nearby Aging Services; 9 others are stored at the County's fleet maintenance facility in Midvale. The remaining two vehicles are stored at facilities in Granger and Kearns. The program utilizes Jiffy Lube for PMs and oil changes, and the County Fleet in Midvale for other maintenance. Fueling is done both at the Motorpool and County Fleet.
4. The program has 21 paid drivers (11 full-time, 2 30 hour/week, and 8 half-time), as well as 50 volunteer drivers. Of the 50 volunteers, 32 driver the county vehicles, while 18 driver their own cars (for which they are reimbursed \$0.38 per mile. Upon occasion the program will

also utilize taxicabs for back-up purposes, and late afternoon trips. Aging Services has a contract with Ute Cab and is charged the meter rate less a 5% discount.

5. In addition to Bob, office staff includes 1 full-time scheduler/dispatchers; one 3/4 time dispatcher, and one half-time call-taker, and one full-time office coordinator, all of whom provide call-taking functions. There is also a volunteer driver coordinator. RouteMatch's scheduling system supports the program.
6. The program serves approximately 50,000 trips per year or about 200 trips per day. In December 2008, the program provided 3,822 trips, of which 2,995 were medical trips and 769 were shopping trips. These also include 714 trips that were served by volunteer drivers and 58 trips that were served by taxis. There were 379 cancellations, 88 no-shows. The three biggest destinations are (1) dialysis centers; (2) the University of Utah Hospital; and (3) the VA Medical Center.
7. The annual budget for this program is approximately \$1.5 million. Owing to a high number of volunteer drivers and in-house support services, the cost per hour is extremely low at \$27.35 per hour. The cost per trip at \$26.23 is surprisingly high given the hourly costs. This calculates to a very low 1.04 persons per hour productivity. Part of this low productivity can be explained by a high average trip length at 12.05 miles per trip.
8. Service Area: Salt Lake County
9. Trip purposes served: Demand-response trips for medical purposes and prescriptions, and essential business appointments; shopping shuttles
10. Trip volume: 50,000 trips per year.
11. Persons served: Seniors residing in Salt Lake County
12. Mission: Providing rides for seniors who have no other means of transportation
13. Services: Door-to-door trips to clients for medical trips, prescription trips, and essential business trips. Also provides shopping shuttles 4 days per week.
14. Vehicles: 28 vehicles (9 two 10-passenger "straight" vans, twenty 4-door sedans, six accessible minivans) plus volunteer drivers driving their own vehicles. Aging Services has a contract with Ute Cab and is charged the meter rate less a 5% discount.
15. Annual expenses: \$1.5 million. Trips average 12 miles each and cost \$26.23.
16. Transportation staff: 21 paid drivers, 32 volunteers who drive county vehicles, and 18 volunteers who drive their own cars (for which they are reimbursed \$0.38 per mile). Office staff includes 1 manager, 1 full-time scheduler/dispatchers; one 3/4 time dispatcher, and one half-time call-taker, and one full-time office coordinator, all of whom provide call-taking



functions. There is also a volunteer driver coordinator. RouteMatch's scheduling system supports the program.

17. Service span: 8 am to 5 pm M – F. First pick-up scheduled from 8:30 or 8:45 am. The last drop-off must be made by 4:15 pm.
18. Transportation needs: Demand currently exceeds supply. Denials are estimated at about 10% to 20%.
19. Coordination efforts: Not much to report, except for using county facilities.

