

FEBRUARY 21, 2017

# BASIN TRANSIT ADMINISTRATION

LONG RANGE PLAN, 2018





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## CHAPTER 1: INTRODUCTION

The downturn in energy prices has impacted the current economic health of the Uintah Basin region. Efforts are ongoing to broaden its economic base, attract investment, and diversify its workforce. The region will continue to grow and the needs of its population will continue to expand. The Uintah Basin Association of Government's (UBAOG), Basin Transit Administration (BTA) will help the Uintah Basin region achieve the following:

- Provide transportation options for the citizens of Daggett, Duchesne, and Uintah Counties
- Improve the quality of life for individuals requiring mobility assistance
- Increase the use of transit, reducing congestion along US 40 and improving air quality
- Support economic development through improved mobility and market access, travel time savings and regional investment

This report outlines the region and BTA's current conditions, assesses future demand, and identifies long-term goals, policies and service improvements. In doing so, the BTA supports regional goals while providing and enhancing its services.

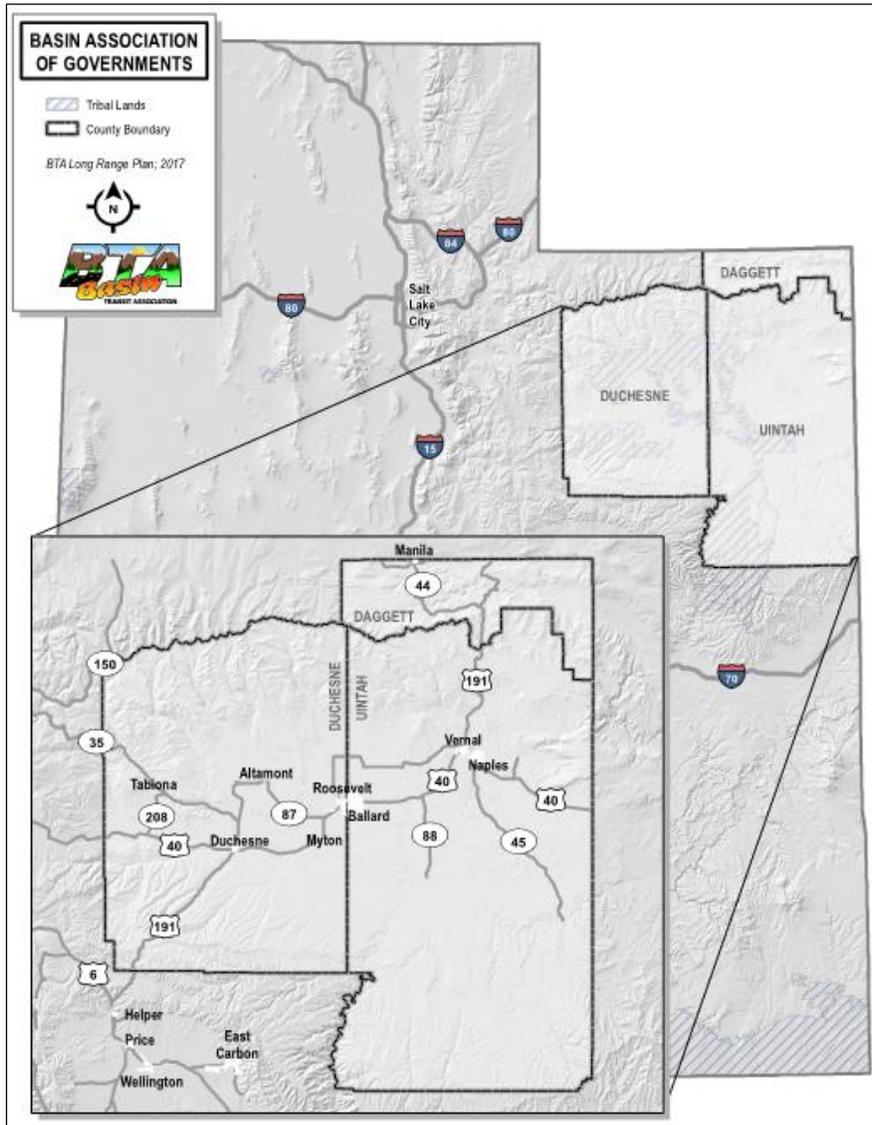
## CHAPTER 2: THE UINTAH BASIN

### 2.1 History

The Uintah Basin is located approximately 2 hours east of Salt Lake City in the northeastern corner of the State, south of the Uinta Mountains between the Book Cliffs and the Wasatch Mountains (see Figure 1). Known for its abundance of natural resources, the Basin has been inhabited by humans for approximately 12,000 years. As a result, the region has a rich cultural history. Archeologic evidence suggests that portions of the Uinta Basin were once inhabited by archaic and Fremont cultures followed by the Ute peoples present today. Spanish explorers, Fathers Dominguez and Escalante, are known to the first non-native explorers to traverse the area in 1776 and fur-trappers and traders soon followed (Fuller 2018). While a Mormon expedition to the area was dispatched to the region in the early 1860's with little result, the first permanent establishment came as Presidential proclamation in 1862, when President Lincoln created the Uintah Ouray Indian Reservation (Fuller 2018).



Figure 1: Utah's Uintah Basin Region



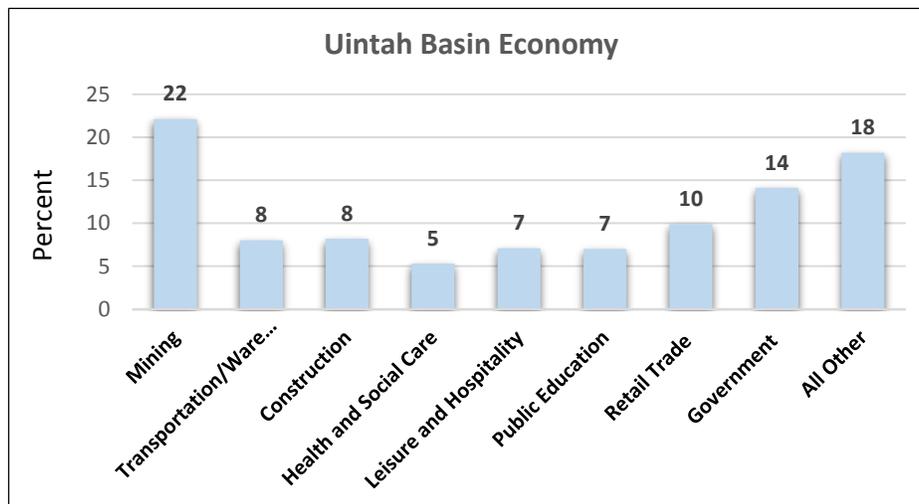


Despite the lack of initial interest in permanent settlements, by the 1880s, the area known as Ashley Valley had a large enough population for the territorial legislature to establish Uintah County. The discovery of the Basin’s rich natural resources has historically been the impetus of major influxes in population throughout the region. Initial discoveries of Gilsonite in 1888 and oil in the 1940’s caused significant increases in population (Fuller 2018). The population increased during the construction of the Flaming Gorge Dam in the late 1950s and the discovery and exploration of oil and natural gas resources in 1970s.

## 2.2 Economy

Natural resource exploration and extraction continues to be the largest sector of the Uintah Basin Economy (see Figure 2). However, today’s economy is striving to become more diversified. In addition, Utah State University operates branch campuses in Vernal and Roosevelt, expanding educational opportunities in a previously underserved region of Utah (Wikipedia 2018).

**Figure 2: Uintah Basin Economy**



Source: Utah Workforce Services, 2013

Major activity centers are important in terms of land use, trip generation rates, and their ability to be served by public transit. Within the Uintah Basin, these centers are primarily concentrated in the cities of Vernal, Roosevelt, and Duchesne. Duchesne County School District Uintah Basin Medical Center in Duchesne County and the Uintah School District in Uintah County are the largest employers within the region, with approximately 500 to 999 employees (UDWS 2018). The majority of employers listed below are located in the cities of Vernal, Roosevelt, and Duchesne (see Table 1).



**Table 1: Largest Regional Employers**

Company	Industry	Average Employment
<b>Daggett County</b>		
Flaming Gorge Resort	Accommodations	50-99
Daggett School District	Public Education	50-99
Daggett County	Local Government	50-99
US. Government	Federal Government	50-99
Red Canyon Lodge	Accommodations	20-49
<b>Duchesne County</b>		
Duchesne School District	Public Education	500-999
Uintah Basin Medical Center	Medical	500-999
Newfield Exploration	Extraction	250-499
Duchesne County	Local Government	100-249
Uintah Basin Telecommunications	Telecommunications	100-249
<b>Uintah County</b>		
Uintah School District	Public Education	500-999
Ute Indian Tribe	Local Government	500-999
Wal-Mart	Commercial	250-499
Uintah County	Local Government	250-499
US. Government	Federal Government	250-499

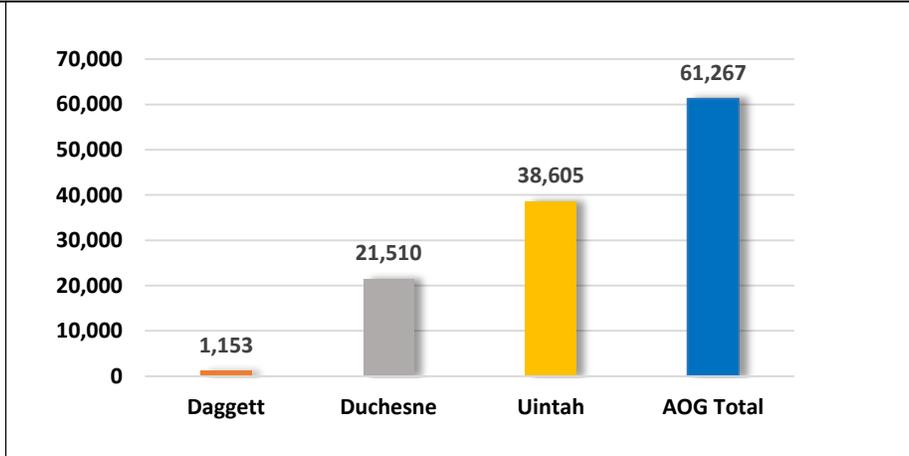
Source: Utah Workforce Services

## 2.3 Demographics

### Regional Population and Projections

Population estimates indicate that Uintah, Duchesne, and Daggett County had total population of 61,267 in 2017 (Kem Gardner 2017). Approximately 63% (38,605) reside in Uintah County, 35% (21,510) reside in Duchesne County, and 2% (1,153) reside in Daggett County (see Figure 3).

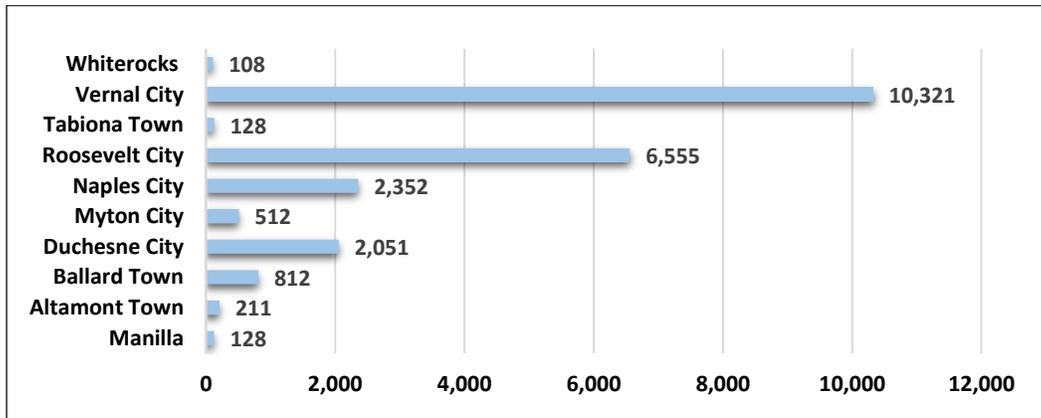
**Figure 3: 2017 County Population Estimates**



Source: Kem C. Gardner Policy Institute

The largest city in the region is Vernal, with an estimated population of 10,321 (Kem Gardner 2017). Other communities within the UBAOG region include Duchesne and Roosevelt as well as a several smaller communities, including: Altamont, Tabiona, Naples, Myton Ballard, Whiterocks and Manilla. In addition, there are several unincorporated communities throughout the region (see Figure 4).

**Figure 4: Regional Community Populations**



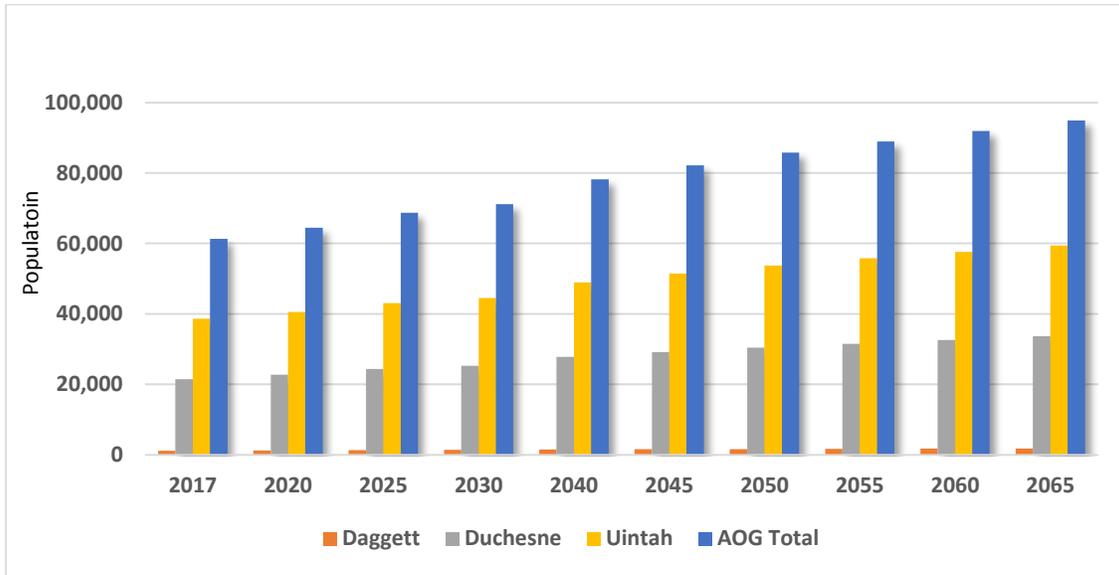
Source: Kem C. Gardner Policy Institute

### Population Projections

While work is being done to diversify the economy, much of the growth in the region will largely depend on the energy industry, which is unpredictable and goes through periods of boom and bust resulting from commodity pricing. However, the regional population is projected to increase from approximately 61,260 in 2017 to approximately 95,000 by 2065, assuming a 1% regional increase per year (see Figure 5).



**Figure 5: Regional Population Projections (2017-2065)**



Source: Kem C. Gardner Policy Institute

### Auto-dependency

People make transportation choices based on a variety of factors that include cost, travel time, reliability, and dignity. While some in the region may choose an alternative mode, including transit, biking, and walking, the vast majority of people in the region (approximately 84%) still choose to drive alone to work over other more sustainable modes of transportation. Less than 1% utilize transit or currently do not own a vehicle (US Census Bureau 2018). However, it should be noted that a sizeable number of individuals do chose to carpool (see Table 2).

**Table 2: Regional Commuting and Car Ownership**

County	Drove alone	Carpool	Transit	No Vehicle
Daggett	86.5%	3.7%	1.4%	0
Duchesne	84.0%	8.4%	0.5%	1.30%
Uintah	80.6%	11.2%	0.8%	1.50%
Average	83.7%	7.8%	0.9%	0.9%

Source: US Census Bureau, 2011-2015 ACS Data

### Low-Income, Seniors, and Persons with Disabilities

The three categories of individuals that have a higher dependence on public transportation are low-income, seniors, and persons with disabilities. Access to job related activities, medical and educational services, recreational opportunities, and daily needs can impact the quality of life for these individuals. Compared to statewide averages, the region is higher in both senior populations (13.4%) and persons with disabilities (11%) (US Census Bureau 2018). While the percent below poverty is lower than the statewide average, the regional average is approaching 10% (see Table 3).



**Table 3: Targeted Populations**

	Pop Below Poverty	Pop 65yrs +	Pop With a Disability
State of Utah	12.3	9.7%	9.3
Duchesne	10.4%	10.8%	9.4%
Uintah	9.3%	9.1%	10.2%
Daggett	7.2%	20.2%	13.4%
Regional Average	9.0%	13.4%	11.0%

## CHAPTER 3: BASIN TRANSIT ADMINISTRATION

The Basin Transit Administration (BTA) is operated by the Uintah Basin Association of Governments (UBAOG). One of seven Association of Governments within the State of Utah, the UBAOG strives to improve economic competitiveness and quality of life in Duchesne, Daggett, and Uintah Counties. A key component of both is a quality transportation network including access to public transportation. The mobility needs within the UBAOG region continue to evolve. Since 2007, UBAOG has led efforts to improve regional mobility (see Figure 6).

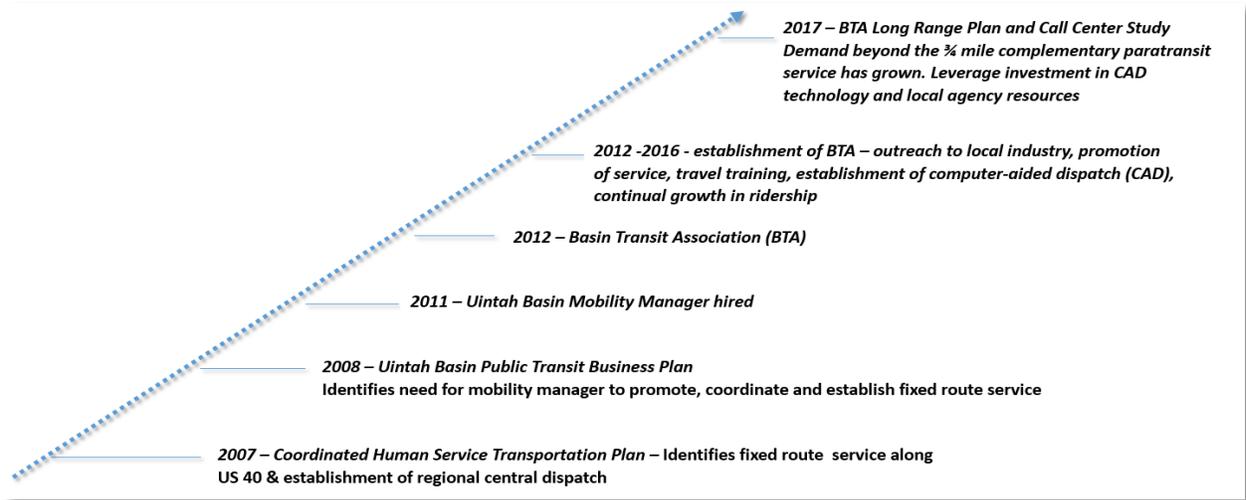
The Uintah Basin Association of Governments (UBAOG) was established in 1973 to provide services to the citizens of Daggett County, Duchesne County, and Uintah County. UBAOG's goal is to serve as a multi-purpose organization that utilizes combined resources to provide a more effective means for the planning and development of the physical, economic, and human resources of this region.

In early 2012, UBAOG launched the BTA, serving an approximate 60-mile corridor from the cities of Duchesne to Vernal. Successful from the start, the number of BTA trips, including paratransit has increased approximately 38% since 2012, from 23,833 to 33,117 since June 2017 (see Table 4).

Regional and local elected officials have supported the mission of the BTA by way of on-going financial support. In addition, local businesses and educational offices have provided financial support through funding for bus stop benches and the purchasing of advertising space. Public survey results show that the BTA is looked upon favorably and those who have ridden the BTA would recommend BTA services to family and friends, as chapter 4 will show. As a result, demand has continued to grow and is also utilized by many civic and local groups to meet the transportation needs for community and regional events.



**Figure 6: UBAOG Mobility Timeline**



The BTA has been able to establish itself with knowledgeable staff, quality drivers, and a high level of customer service. In addition, the BTA has gained strong support from the Utah Department of Transportation Public Transit Team (UDOT PTT) and is looked at as a model for small rural public transportation throughout the state of Utah.

### 3.1 Existing BTA Funding

The BTA operates under the guidance of the Uintah Basin Economic Development District. The current funding model is a mixture of federal grant monies and a local government match from Duchesne County and the Uintah County Transportation Service District. Vernal City, the Uintah Basin Medical Center and the Uintah Basin Applied Technology Center have also contributed funds. Federal Transit Administration (FTA) funds are applied for through the Utah Department of Transportation’s Public Transit Team. FTA funds include:

- Statewide Planning and Research Program (FTA 5304)  
Part of the Consolidated Planning Grant transferred from FTA to Federal Highway Administration, funding supports transit related planning activities statewide. A 20% local match is required.
- Enhanced Mobility of Seniors and Disabilities (FTA 5310)  
This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. A 20% local match is required.
- Formula Grants for Other than Urbanized Areas (FTA 5311)  
Funding supports public transportation in areas with populations less than 50,000. These grant funds are intended to provide capital and operating assistance within rural areas. A 50% local match is required.

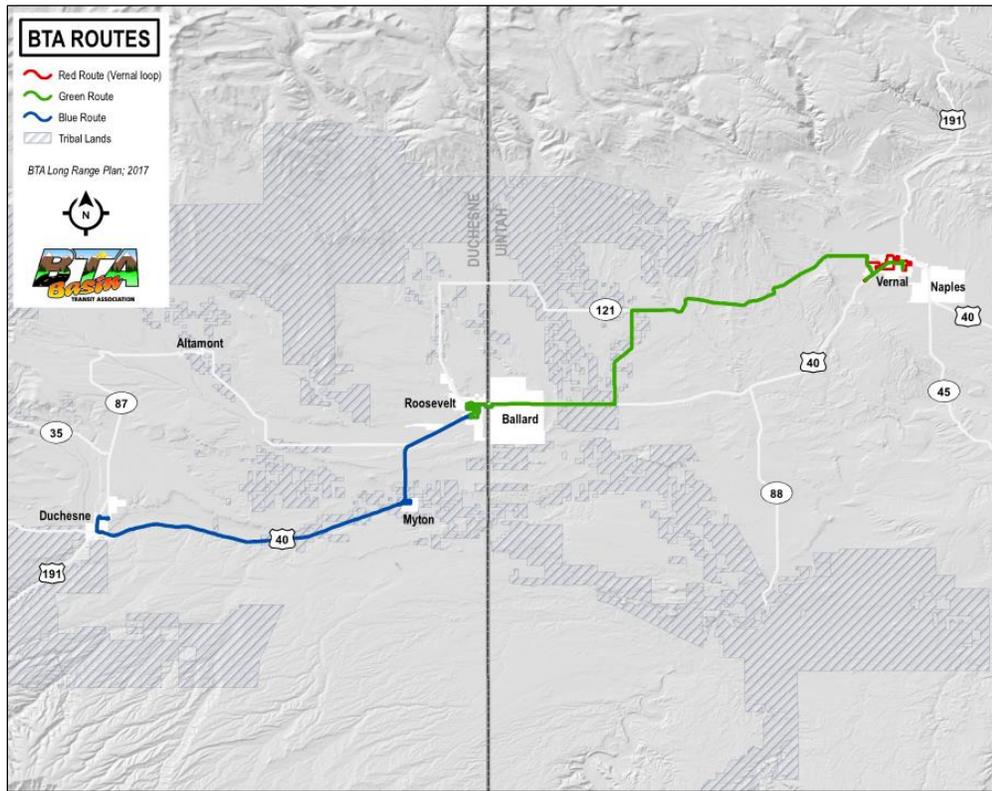


In addition to Federal grant programs, Duchesne County passed Proposition 1 in November of 2015. Proposition 1 is a local-option quarter-cent sales tax (except on food). 40% of the proceeds go to cities and towns, 40% goes to transit, and 20% goes to the county. Unfortunately, Uintah County was unable to pass the measure in 2015 and 2017.

### 3.2 Existing Service

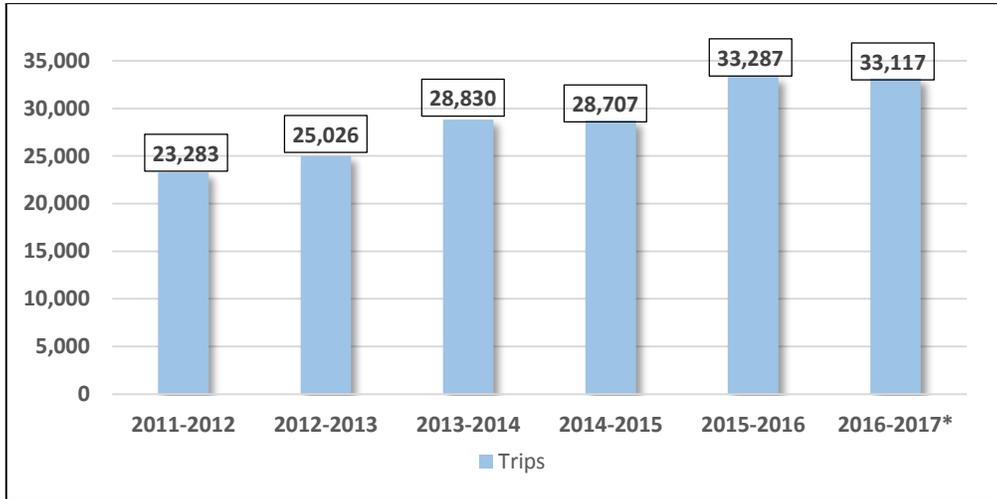
The majority of the region’s population centers are located along or within close proximity to US 40, allowing three routes to serve the majority of the region’s population. The BTA service operates Monday through Friday, from 5am to 7pm and has three routes: Blue, Red, and Green (see Figure 7 and Table 4). Larger route maps are also found in Appendix A.

**Figure 7: BTA Service Area**





**Table 4: BTA Annual Trips**



In addition to the three routes detailed below, the BTA is required to provide ADA complementary paratransit services for those who are unable to use accessible fixed route services. Complementary service is provided up-to ¾ mile from the fixed route service. ADA complementary paratransit requirements do not apply to commuter bus, commuter rail, or intercity rail.

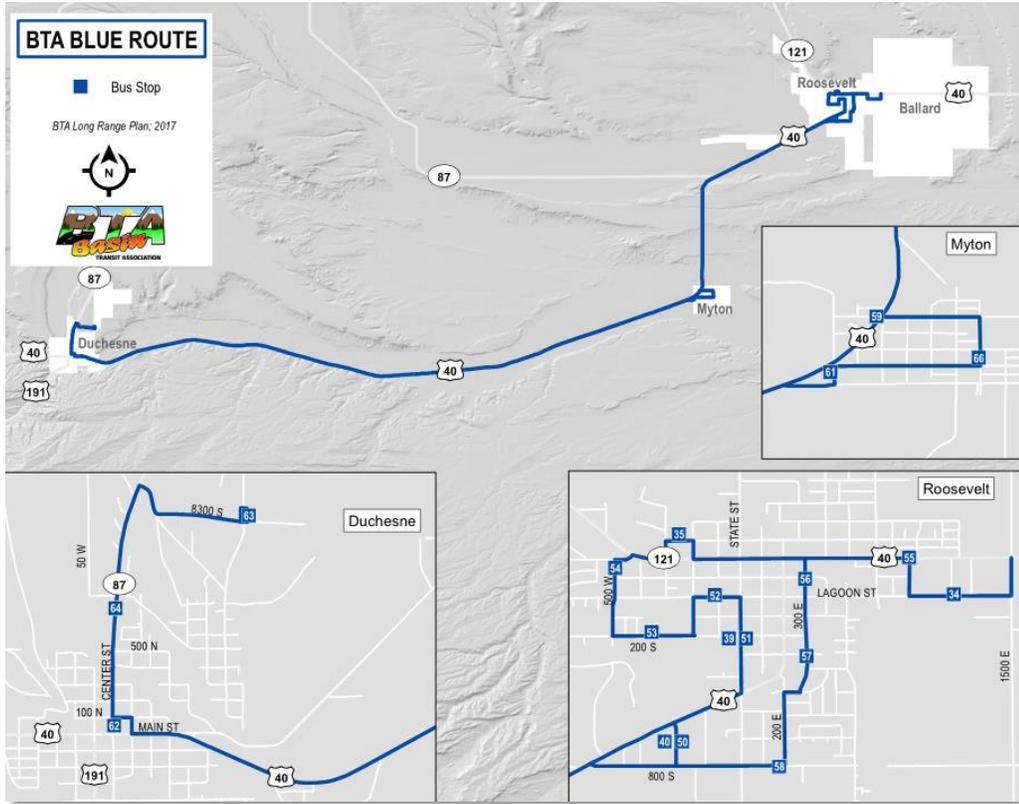
Many of the individuals using the paratransit service are able to access health care appointments, shopping activities, recreational opportunities and other quality of life needs. Individuals must meet specific requirements in the BTA Paratransit Riders Guide and obtain an approved application prior to using the service. Trips may be scheduled one to seven days in advance.

### Blue Route – Roosevelt to Duchesne

The Blue Route is an approximately 30 mile corridor that services the communities of Ballard, Roosevelt, Myton, and Duchesne. Nineteen stops are located along the Blue Route. Ridership on the Blue Route has fluctuated from a low of 4,775 in 2012 to a high of 8,099 in 2016. The average number of annual trips is approximately 6,087 (see Figure 8 and Table 5).

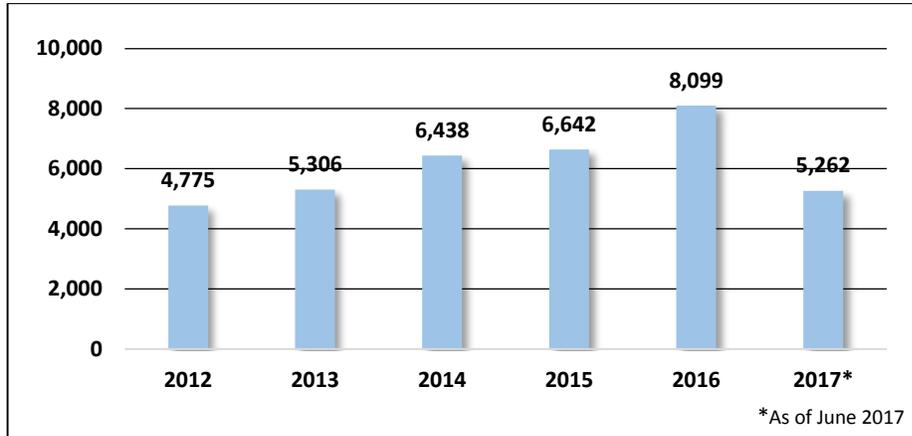


Figure 8: Blue Route





**Table 5: Blue Route Annual Trips**



### Green Route – Vernal to Roosevelt

The Green Route is approximately 30 miles long that services the communities of Roosevelt, Ballard, and Vernal. Twenty-two stops are located along the Green Route. Similar to the Blue Route, the number of trips on the Green Route have fluctuated from a low of 8,215 in 2013 to a high of 9,527 in 2012. The average number of annual trips is approximately 8,744 (see Figure 9 and Table 6).



Figure 9: Green Route

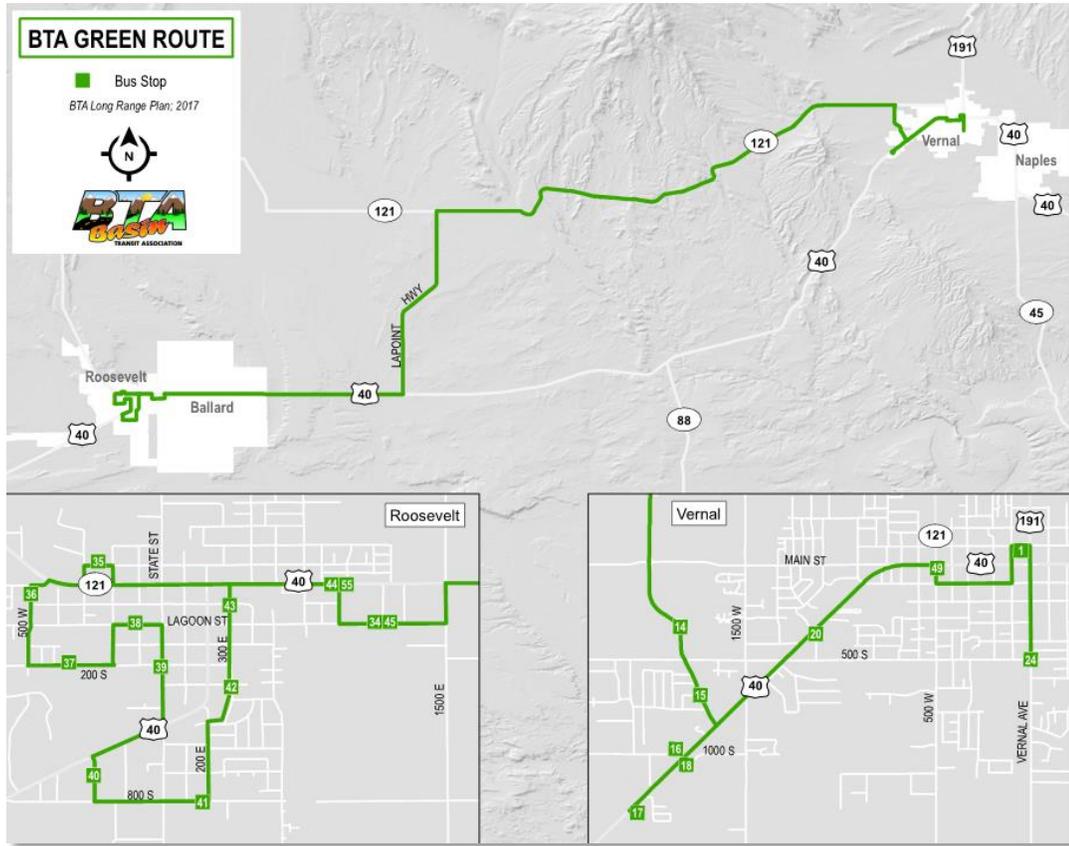
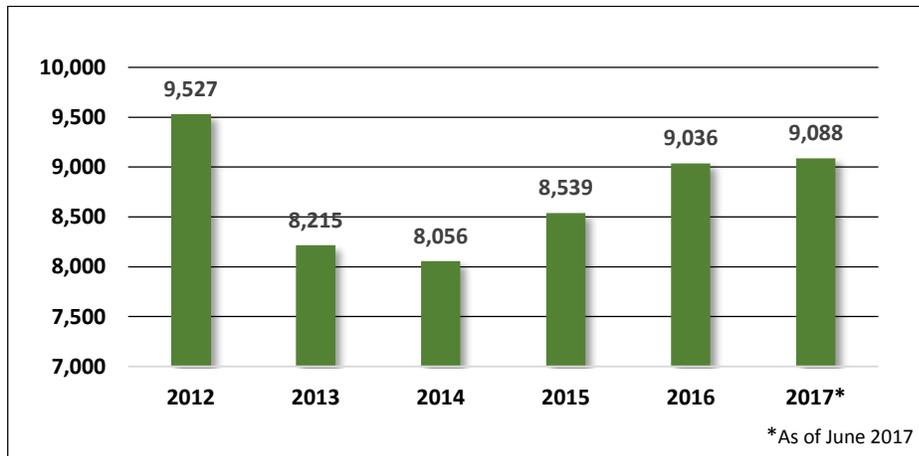


Table 6: Green Route Annual Trips

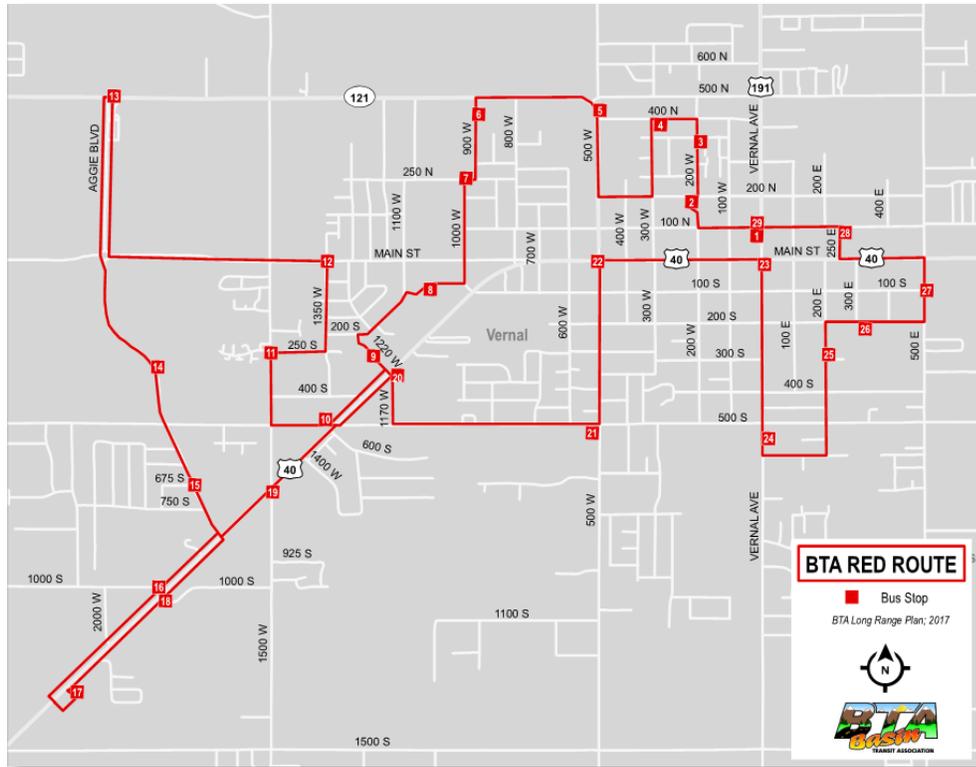




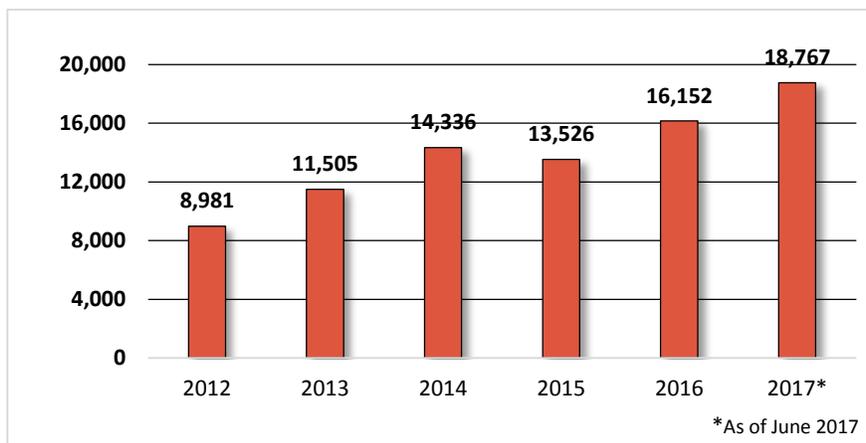
## Red Route – Vernal Loop

The Red Route circulates through the city of Vernal with twenty-nine stops throughout the city. With Vernal being the largest population center within the region, the Red Route is also the most utilized among the three routes. The number of trips on the Red Route have increased 109%, from a low of 8,981 trips in 2012 to 18,767 in June 2017 (see Figure 10 and Table 7).

**Figure 10: Red Route**



**Table 7: Red Route Annual Ridership**





## CHAPTER 4: PUBLIC INVOLVEMENT PROCESS

Public involvement is a critical component to any planning process and throughout BTA planning process. Input from stakeholders and the public were solicited in a variety of ways to ensure meaningful input. On-board and community surveys, along with public and stakeholder meetings, resulted in the information that provides the backbone of this plan. In addition, the BTA actively reached out to minority populations and persons of other national origins to ensure they were provided the opportunity to participate in this process.

### 4.1 Stakeholder Meeting

Early in the planning process, staff members from the Uintah Basin Association of Governments held a stakeholder meeting with key planning staff from the counties and cities in the region. This meeting was held in the fall of 2015. The purpose of the long range public transit plan was discussed with the scope of work of the project.

### 4.2 Public Forums

Public forums were held in Uintah and Duchesne Counties in September 2017 (see Appendix B for meeting minutes). The BTA staff advertised the forum in a variety of local news outlets, including the Uintah Basin Standard and the Vernal Express. The public forums in Duchesne County, advertisement for the public forums were announced in the Uintah Basin Standard. In addition, flyers were distributed to local businesses in Duchesne, Roosevelt, and Vernal.

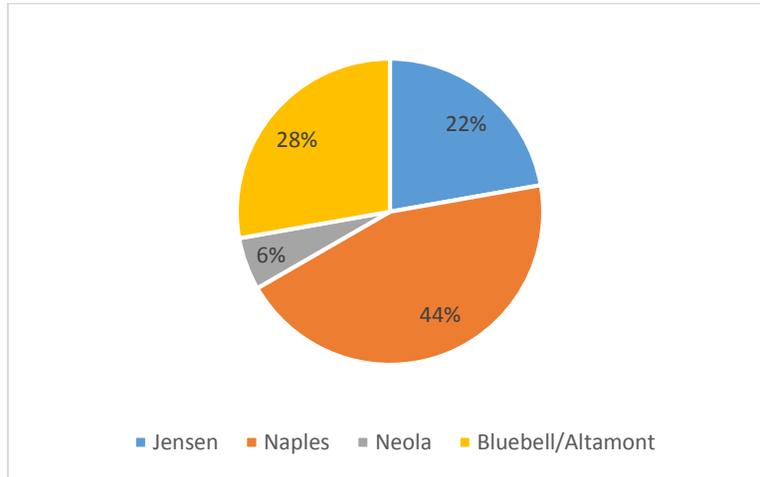
### 4.3 Survey's

In Fall 2017, BTA staff distributed surveys throughout the Uintah Basin from stores, churches, parks, and community events. In addition, on-board surveys were handed out to willing passengers. Survey results are highlighted and summarized in Table 8, and shown in more detail in Figures 11-16.

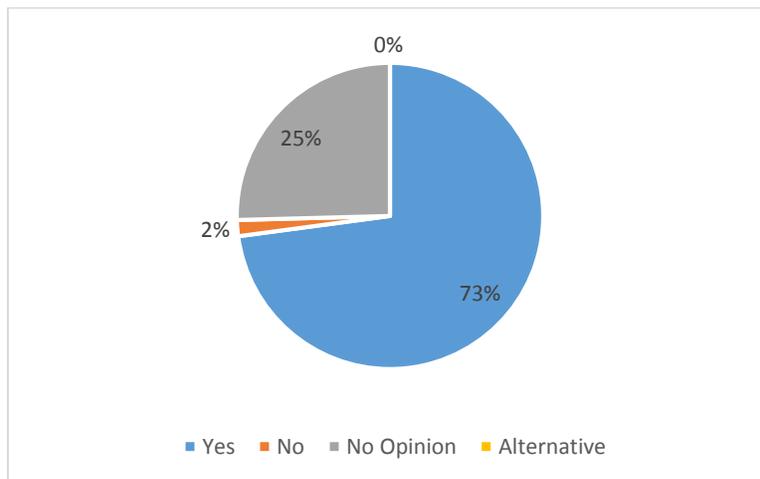
**Table 8: Survey Results**

Investment Question	Majority Response
Alternative Fuel Vehicles	Yes
Expansion Priority	Weekend Service
Expansion Route	Naples
Additional Shelters	Yes
Creation of a Mobile App	Yes

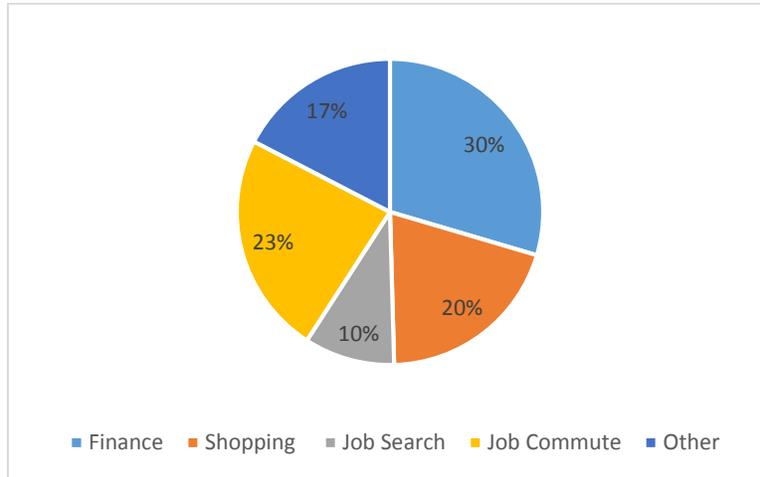
**Figure 11: Future Routes**



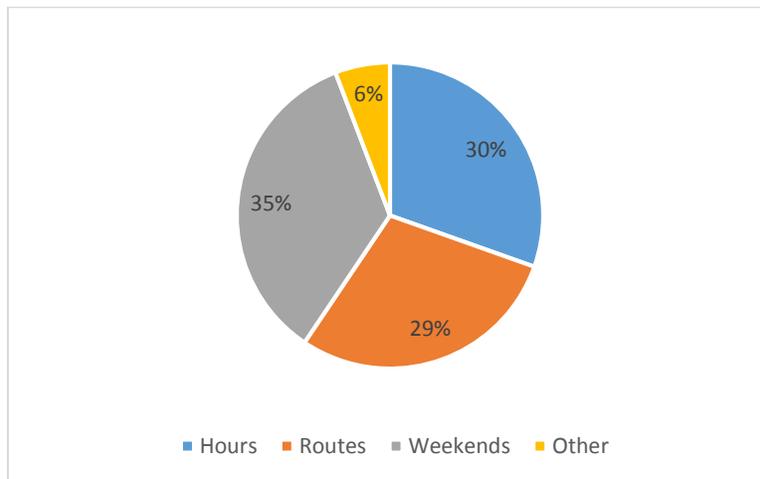
**Figure 12: Alternative Fuels**



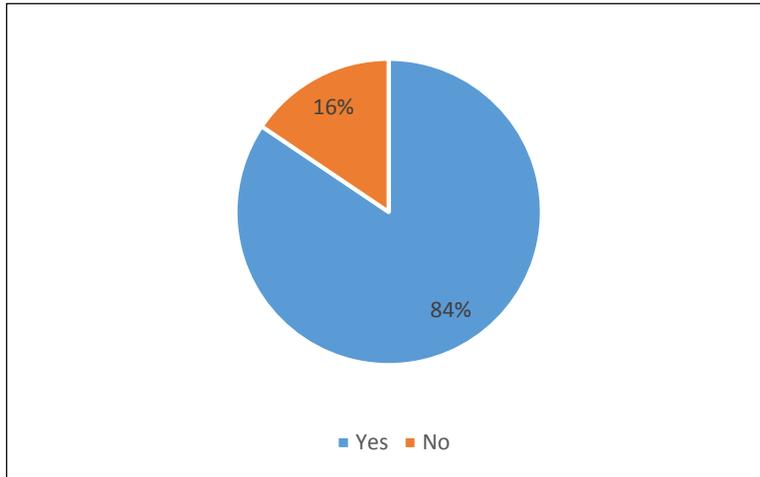
**Figure 13: Access Needs**



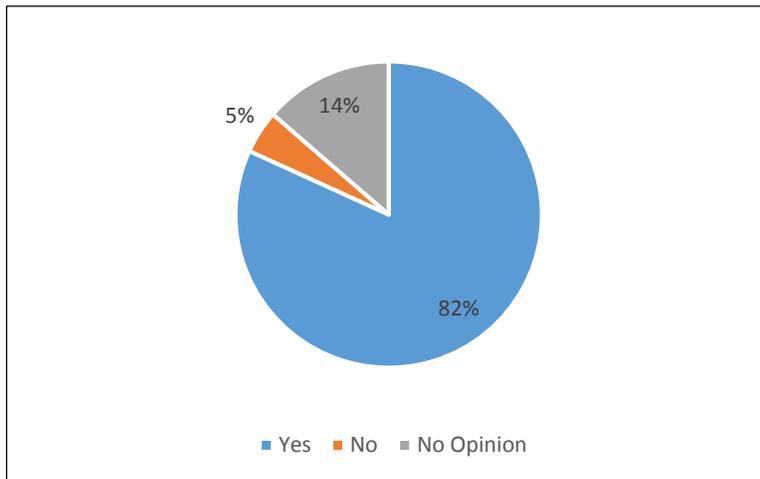
**Figure 14: Expansion Priorities**



**Figure 15: Additional Shelters**



**Figure 16: Creation of a Mobile Application**



#### 4.4 Title VI

Due to the federal requirements associated with Title VI of the Civil Rights Act of 1964, the Basin Transit Association reached out for public input and to look at areas that met the “targeted populated” locations. According to population estimates for future growth, locations listed are possible locations for expansion of fixed route service.



The Basin Transit Association’s Title VI Public Participation plan states the following, “The Basin Transit Association will work with UDOT staff to identify targeted minorities within the service area. UDOT PTT staff will supply demographic information to the lowest census level possible within the region to identify specifically what minority populations exist within the BTA service area. The BTA will identify the appropriate locations to disseminate information to the identified populations (e.g. church, neighborhood gathering space) to seek comment, interest in new service or service revisions and/or extensions. BTA will document and maintain on file all activities related to Title VI outreach.”

## CHAPTER 5: BTA SERVICE ISSUES

### 5.1 Insufficient Coverage

The BTA service area includes the Uintah Basin’s largest population centers; however, much of the region’s population does not live adjacent to a bus stop. In addition, more transit dependent populations, including low-income, seniors, and persons with disabilities may not have easy access to stops or may not live within the existing service area. As demand continues to grow, service in surrounding communities needs to be considered. These communities include: Altamont, Ballard, Duchesne, Dutch John, Manila, Myton, Naples, Jensen, Randlett, Lapoint, Neola, and Tabiona.

In addition to the lack of geographic coverage, the current service hours limit the viability of using transit for many. Industries, including energy and healthcare, have regular schedules that fall outside of the traditional 40 hour week work schedule. Giving the BTA an expansion of service to include later hours and/or weekends would immediately provide an alternative mode for many, especially those working in two of the largest industries within the region.

### 5.2 Insufficient Staffing

The BTA has made strides in the amount of employees needed to run day to day operations. The amount of available staff, however, is not enough to ensure quality bus and paratransit service. As a result, the service declines. In addition, competition with higher-paying industries is an ongoing issue.

### 5.3 Unreliable Buses and No Bus Facility

BTA currently operates a fleet of 22-29’ cutaway buses and minivans for complementary paratransit services. While the BTA ensures that all vehicles are safe and reliable, the amount of service miles and subsequent wear and tear quickly multiply on each vehicle. As a result, many of the vehicles are in need of replacement or constant repair. In addition, several of the older buses do not have the proper capacity to meet current demand, which impacts ridership.

The BTA does not have a proper facility to house its fleet, utilizing outdoor parking in Duchesne and Uintah Counties. Currently, buses are parked at the UBAOG offices and the City of Vernal Police Department. The constant exposure and weather fluctuations allow for increased wear and tear. In addition, snow removal may also delay service during the winter months.



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## 5.4 Lack of BTA Awareness

While the BTA has seen growth in demand and ridership, many citizens in the region are not aware of the service or do not understand how to use the BTA services. While budget may be limited, opportunities to outreach to civic and non-governmental organizations do not require substantial investment. The strategies outlined in Chapter 6 would also create more visibility for BTA.

## 5.5 Dependence on Federal Funds and the Uncertain Economy

The Uintah Basin economy relies heavily on the oil and gas industries. Both counties in the BTA service area rely in one form or another on the regional and ongoing boom/bust cycle of the energy industry. When energy prices go up, the region is bustling with population growth and influx of local tax dollars. Unfortunately, the region is susceptible to the impacts of a decrease in energy prices, which would increase unemployment and reduce available tax revenue.

# CHAPTER 6: FUTURE GROWTH AND EXPANSION

## 6.1 Strategies

Strategies should be prioritized to sustain and improve the BTA for the immediate, intermediate, and long term future of the program. Funding and advertising strategies will be discussed in addition to exploring future capital projects for the long term future of the BTA.

### Diversify Funding

As described in Chapter 2, the BTA is heavily reliant on FTA programs in order to maintain operations. In order to expand service and/or address the issues identified above, the BTA should continue to search for opportunities to diversify its funding mix. In addition to the FTA funds currently awarded annually to the BTA, the FTA regularly provides opportunity for additional funds through competitive grant programs. Beyond specific transit funds, additional grant funds, including the Community Development Block Grant program (CDBG), Congestion Mitigation and Air Quality Improvement (CMAQ), and others can be utilized to subsidize BTA needs. A variety of Federal Highway Administration programs can be utilized to improve access and encourage ridership through active transportation infrastructure improvements.

### Conversion to Clean Fuel

The Uintah Basin is far removed from the urbanized Wasatch Front. Known for its air quality issues, the Wasatch Front region has increased oil and gas development that has led to concentrations of wintertime ozone levels exceeding the National Ambient Air Quality Standards. While encouraging more ridership can result in less emissions, converting the BTA fleet from unleaded vehicles to cleaner technologies can further assist in mitigating the air quality issue. The following is list of clean fuel options that may be used in order to help combat air quality issues.

- *Compressed Natural Gas (CNG) Vehicles*



CNG vehicles are much like gas powered vehicles in that both are fueled the same way and tends to be less expensive. CNG vehicles burn their internal combustion to power the engine and wheels. CNG vehicles generally creates fewer smog related tailpipe emissions than gasoline and can reduce tailpipe greenhouse gas emissions by approximately 20 to 30 percent (NGV America 2018). Currently, there are no CNG stations located in the Basin, requiring the BTA to install their own expensive infrastructure or work with the region to establish a public-private partnership (NGV America 2018).

- *Propane*

Propane fueling systems are becoming popular due to lower fuel (30-40% cheaper than an equivalent gallon of gasoline) and maintenance costs compared to convention vehicles. In addition, engine life may also be extended due to the high octane rating combined with its low carbon and low oil contamination. Infrastructure needed is similar to gasoline or diesel refueling equipment. The fuel is traditionally stored in an above ground tank and dispensed in a similar manner to gasoline.



Options for fueling include going to an offsite facility, leasing a tank (including maintenance and refueling) or buying a tank (Rousch 2018).

- *Electric Vehicles*

There are two main electric bus categories: autonomous and non-autonomous. Autonomous buses keep the energy stored within the vehicle (battery), while non-autonomous buses maintain a continuous supply of electric energy from outside of the vehicle by overhead centenary or wiring.



The choice in vehicle manufacture and further investments in associated charging technology would be required. The advantages gained from electric buses would include lower (hybrid) or zero emissions, reduced noise levels, and reduced operating costs.

### 3.3

#### Upgrade Bus Fleet to Large Scale Buses

The BTA's current fleet is comprised of cutaway/shuttle vehicles and not ideal for large service areas and high mileage routes. Wear and tear occurs quickly, requiring expensive and ongoing maintenance in order to keep the service running. Continued growth and demand for service will require the BTA to consider investments in over the road coaches for long haul routes (i.e. Roosevelt to Duchesne) and transit buses for city routes (i.e. the Vernal loop). Upgrade costs are expensive and may not be feasible for many years.



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## Park and Ride Areas

Commuting to work employment and related activities is one of the BTA's largest employment segments. Designated Park and ride lots would encourage ridership, provide safe locations for vehicles and act as advertisement for the BTA.

## 6.2 Route Expansion

The BTA's linear service area along US 40 provides service to the largest population centers in Duchesne and Uintah County. However, routes are limited in Duchesne, Roosevelt, and several communities located outside the service area would benefit from access to transit services. Expanded service would improve regional connectivity, increase accessibility for many who struggle with mobility, and advance economic development opportunities within the region. See Appendix C for expansion route maps.

### Uintah County Expansion

Transit service in Uintah County is limited primarily to Vernal City. As the population continues to grow, many rural areas will have a demand for public transportation services. Uintah County continues to be an area for tourism. The Dinosaur National Monument, which draws individuals to the area, may benefit from the use of public transit throughout the county. In addition, areas such as Naples, Jensen, and Ouray may benefit from BTA fixed route service.

### Naples Expansion

The City of Naples is located immediately east of Vernal on US 40 and is the region's third largest community. Its proximity to Vernal and its relatively large number of households and jobs makes Naples a natural expansion area (see Figure 17).





Figure 18: Roosevelt Loop

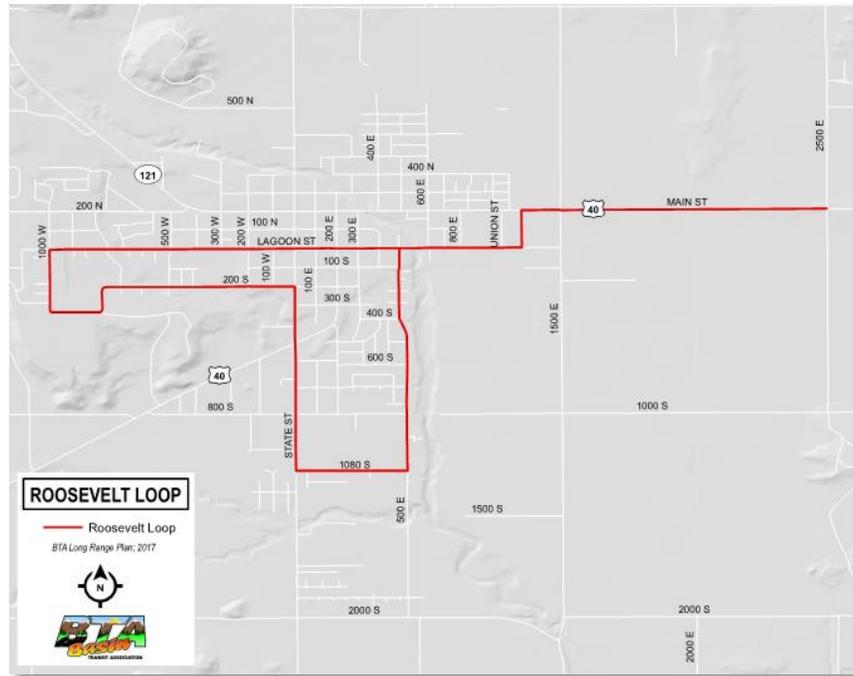




Figure 19: Fruitland Route

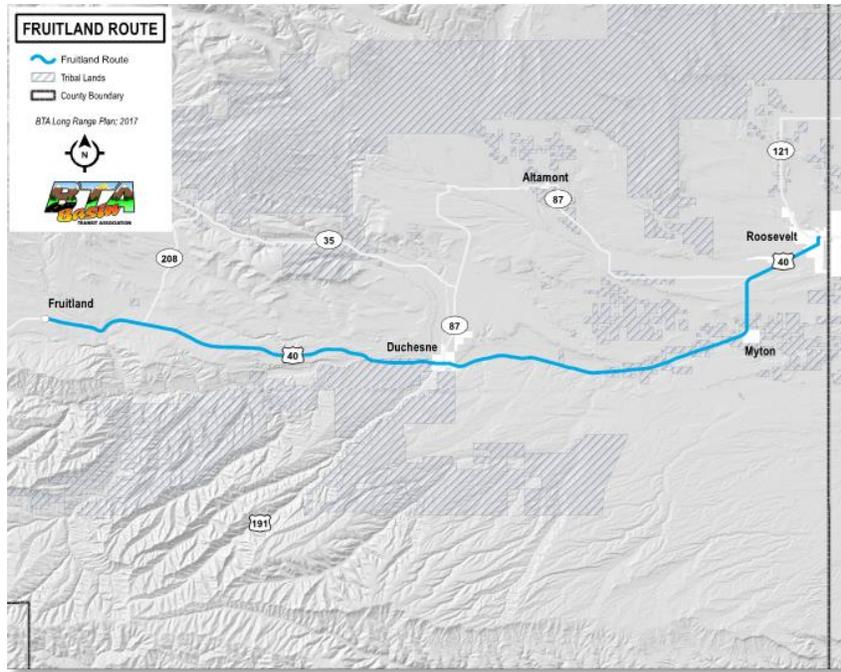
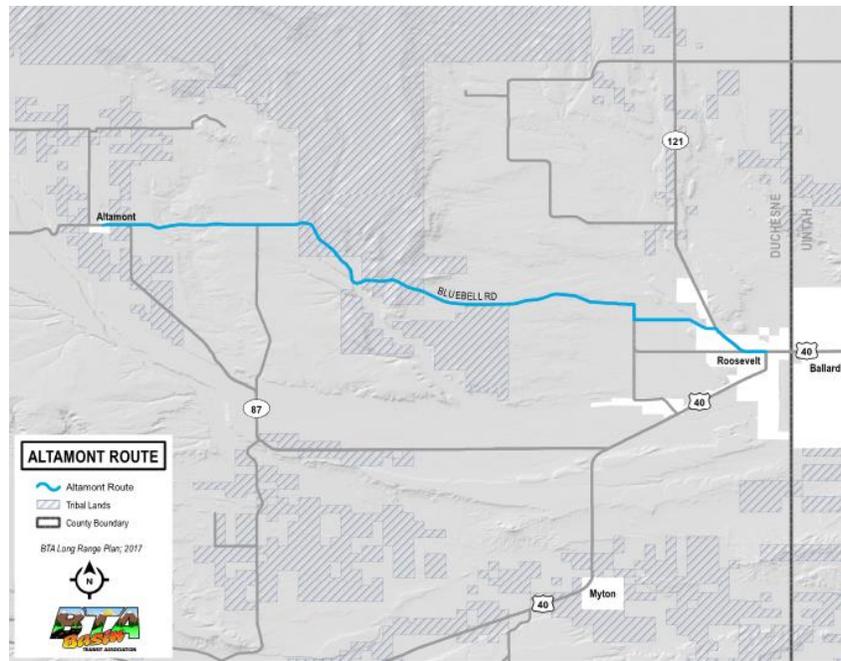
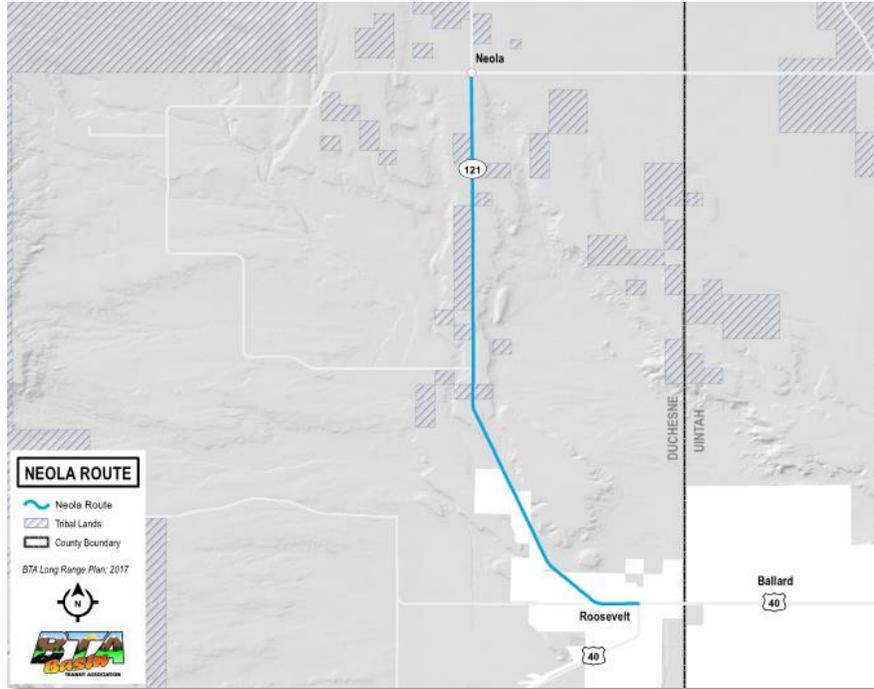


Figure 20: Altamont Route



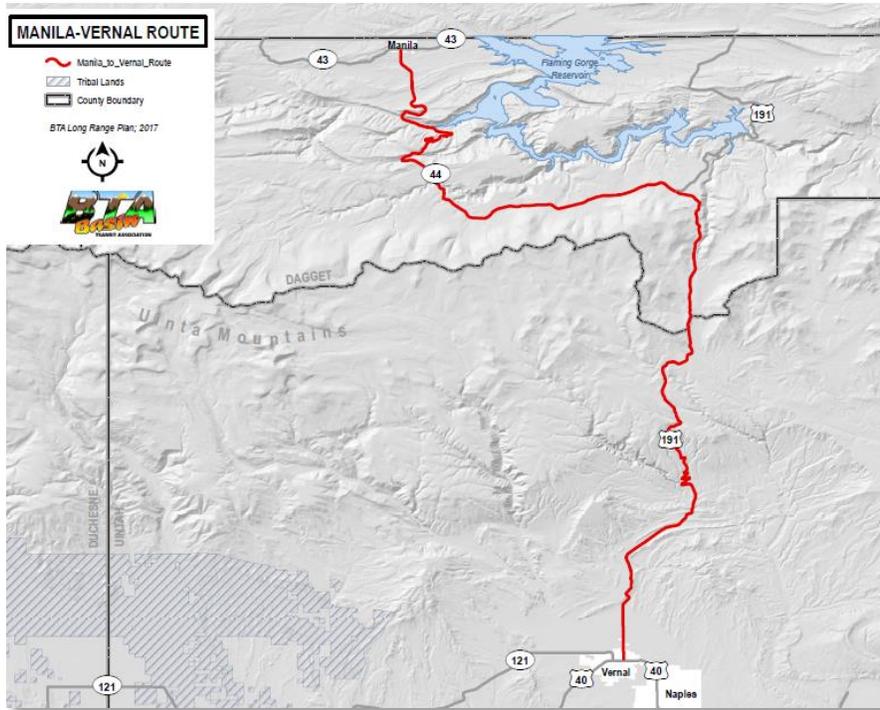
**Figure 21: Neola Route**



### Daggett County Expansion

Daggett County's economy is dominated by management of federal lands and the operation of the Flaming Gorge Dam. Growth in tourism has expanded recreation and allied service based businesses. These activities now form a major component of the county's economy. Daggett's employment continues to be seasonal, with the high point being the summer tourism months. Currently, the county is not served by the BTA. As the smallest populated county in Utah, Daggett County residents do not have quick access to health care, higher education, and other amenities that larger communities provide. A route from Manila to Vernal would provide a needed service. As population and demand continue to grow, a route may be feasible (see Figure 22).

**Figure 22: Manila-Vernal Route**



## CHAPTER 7: OPERATING AND CAPITAL NEEDS

As the Basin Transit Association continues to grow and new routes are implemented, the need to create a consistent operating and capital improvements plan, with annual updates, is necessary. The plan should identify all capital needs, required financing, and a timetable for implementation. Operating costs include driver salary, fuel, and maintenance. Capital costs include the acquisition of new vehicles and equipment for new routes, replacement vehicles, a bus facility, bus shelters, and communications and security equipment.

### 7.1 Operating

The total operating costs for the existing BTA service is approximately \$610,000 per year, including complementary paratransit services. On a per route basis, the cost on the Blue Route is approximately \$185,000 and 30% of the total budget, while the Green and Red routes are approximately \$213,500 and 35% each. Overall, the BTA's fully allocated cost per mile is approximately \$1.80 per route (fixed route). The BTA only recently started tracking complementary paratransit services, so full fiscal numbers are not



yet available. In comparison to the cost of a fixed route trip, paratransit trips are often up to ten times more expensive per trip provided (CUTR 2008).

## 7.2 Rolling Stock Replacement Schedule

In order to provide safe, reliable, and comfortable service on the current routes, the BTA, at a minimum, needs to procure replacement vehicles every 2 years. Funding for rolling stock can be obtained through a variety of programs, however, FTA 5311 funding is the primary program for rural transit capital and operating needs. See Table 9 below for the schedule of rolling stock replacement.

**Table 9: Replacement Schedule on Existing Routes\***

Bus Size	Replacement Year	Capacity	Number of Buses Replaced	Required Match	Required Match	Required Match
				Unleaded	Diesel	Propane (\$16,000 after market)
29'	2018	20	2	\$30,692	\$34,164	\$61,384
29'	2020	20	2	\$31,306	\$34,847	\$62,612
29'	2022	20	2	\$31,932	\$35,544	\$63,864
29'	2024	20	2	\$32,571	\$36,255	\$65,141
29'	2026	20	2	\$33,222	\$36,980	\$66,444
29'	2028	20	2	\$33,886	\$37,720	\$67,773
29'	2030	20	2	\$34,564	\$38,474	\$69,128
29'	2032	20	2	\$35,255	\$39,244	\$70,511
29'	2034	20	2	\$35,961	\$40,029	\$71,921
29'	2036	20	2	\$36,680	\$40,829	\$73,360
29'	2038	20	2	\$37,413	\$41,646	\$74,827
29'	2040	20	2	\$38,162	\$42,479	\$76,323
*Based on current UDOT procurement rate Assumes 1% annual inflation on chassis cost						

## 7.3 Expansion Routes

The timing of the six future routes is unknown. However, as routes come on line additional capital will be needed. In order to provide service, a minimum of two vehicles is necessary for each route. While an alternative vehicle for each route may not be necessary, BTA should have a minimum of two replacement vehicles to ensure that service is maintained during maintenance periods. Service to less populated areas will have less demand, necessitating the need for smaller (22') vehicles. See Table 11 below for capital expansion costs. Tables 10 and 11 outline the estimated operating and capital expansion costs. The approximate 2018 operating cost is based on comparison of the cost and length of BTA's existing routes. The BTA may also want to consider ADA accessible vans for less populated routes. While the capital cost is approximately the same, the operating cost would be much less due to the improved fuel efficiency a van provides.



**Table 10: Approximate Operating Cost per Expansion Route**

Year	Route	Approximate 2018 Cost	3% Annual Inflation
2020	Naples Loop	185,000	196,000
2022	Roosevelt Loop	185,000	207,760
2024	Fruitland Route	185,000	220,226
2026	Altamont Route	185,000	233,439
2028	Neola Route	125,000	162,500
2030	Manilla Route	370,000	503,200
<b>Total</b>			<b>1,425,285</b>

**Table 11: Expansion – Capital Costs\***

Bus Size	Replacement Year	Capacity	Number of Buses Replaced	Required Match
22'	2020	12 to 15	3	\$40,200
22'	2022	12 to 15	2	\$27,336
22'	2024	12 to 15	3	\$42,371
22'	2026	12 to 15	2	\$29,276
22'	2028	12 to 15	2	\$29,862
22'	2030	12 to 15	2	\$30,459
*Based on current UDOT procurement rate -\$67,000 Assumes 1% annual inflation on chassis cost				

#### 7.4 Paratransit Vehicle Replacement Schedule

The BTA currently operates a fleet of 3 ADA accessible Dodge minivans to handle its complementary paratransit needs. However, ADA trips have increased the last half of 2016 by 43% compared to all of the previous year. If demand continues to grow, replacement vehicles will be needed faster than in the past. In addition, as expansion routes are implemented, additional complementary paratransit services will be required. Table 12 follows an estimated replacement schedule for the fixed route service.



**Table 12: Complementary Paratransit – Capital Costs\***

Van Size	Replacement Year	Capacity	Vans Replaced	Required Match
17'	2020	5	1	\$13,200
17'	2022	5	1	\$13,464
17'	2024	5	1	\$13,733
17'	2026	5	1	\$14,008
17'	2028	5	1	\$14,288
17'	2030	5	1	\$14,574
17'	2032	5	1	\$14,865
17'	2034	5	1	\$15,163
17'	2036	5	1	\$15,466
17'	2038	5	1	\$15,775
17'	2040	5	1	\$16,091
*Based on 2017 UDOT Procurement (Ford Transit) – \$60,000 Assumes 1% annual inflation rate on cost				

### 7.5 Bus Garage - Vernal

When the BTA first started service in Uintah County, a location to house the buses was not available. As the service grows, the need for bus storage is critical. The current options include renting or purchasing an existing structure, or purchasing a new building. Each option carries both positive and negative aspects. The use of Federal funds adds additional FTA provisions and National Environmental Policy Act (NEPA) requirements. As previously mentioned, the region is subject to economic boom and bust cycles due to fluctuations in the mineral extraction industry. If possible, investment during a down cycle could save the agency critical procurement funds. In addition, a partnership with another public agency/entity (i.e. Police Dept.) could leverage multiple funding streams. In this example, FTA funds would pay for the percentage of the building utilized for transit purposes.

### 7.6 Bus Stop Shelters or Stop Amenities

While not necessary to provide service, bus stop shelters accomplish many things:

- Keeps people out of the elements
- Gives safe/accessible place for passengers
- Presence alone advertises a transit service for those not previously aware
- Encourages ridership
- Can be utilized to increase revenue through advertising
- Can be used for community art
- Architecture can represent local history or a variety of local elements



- 
- Real time transit data can continually update passengers of vehicle status

Working with the communities and partners, the BTA will identify locations for bus shelters/benches and other amenities. Amenities are not required at all bus stop locations, but should be considered at the highest utilized locations within each community. All stops should be located near intersections to encourage pedestrians to cross at intersections rather than mid-block. Assuming the right of way is provided or already purchased, implementation of bus shelters can be relatively inexpensive. While costs can vary based on an array of elements, the range for each shelters (including concrete pad/construction) should be within \$5,000-\$10,000 range. In addition, BTA should assume \$1,000 per shelter for ongoing maintenance as well. Amenities such as benches could be much less, but could accomplish many of the same bullets listed above.

## 7.7 Surveillance

While the BTA serves a rural area, safety should not be ignored and measures to deter illegal activities should be implemented. The current BTA fleet lacks on-board cameras to continually record all passenger activity, including the driver. Cameras are also easily mounted to record driver and pedestrian activity in case of accidents, complaints, and the need for event reconstruction. In addition, cameras can also come equipped with built-in GPS to identify vehicle locations and routes travelled.

While the cost of surveillance technology can be cost-prohibitive, many of today's vendors offer systems within the \$750 - \$1,000 range per vehicle (tailored for paratransit and shuttle buses). The amount of required data storage influences the cost. Many systems can be easily installed and the recorded data can accessed via office computers. If the BTA moves into large bus procurement, the need for more sophisticated camera equipment would be recommended.

## 7.8 Communications / Dispatch Equipment

As the BTA service continues to expand and potentially broaden its services, more sophisticated dispatch equipment should be considered. Computer-aided dispatch (CAD) and automatic vehicle location (AVL) allows dispatch to create and manage vehicle and driver assignments while continuously monitoring the fleet in real-time. Real time data can also be utilized to update the public on arrival and departure times while trip planning or waiting at a bus stop. Providing real-time data can be an easy way to encourage ridership, build confidence in BTA and market the system.

Systems range in complexities and many solutions would be overkill for a smaller system like BTA. As a result, cost and quality can vary dramatically. Assessing the current and future need, including the desire to provide increased demand response beyond the ¾ mile requirement is a critical next step. In addition, the Utah Transit Authority, in a partnership with Tooele County and Ride Match, are creating an open source dispatch platform that could be a cost-effective solution when complete.



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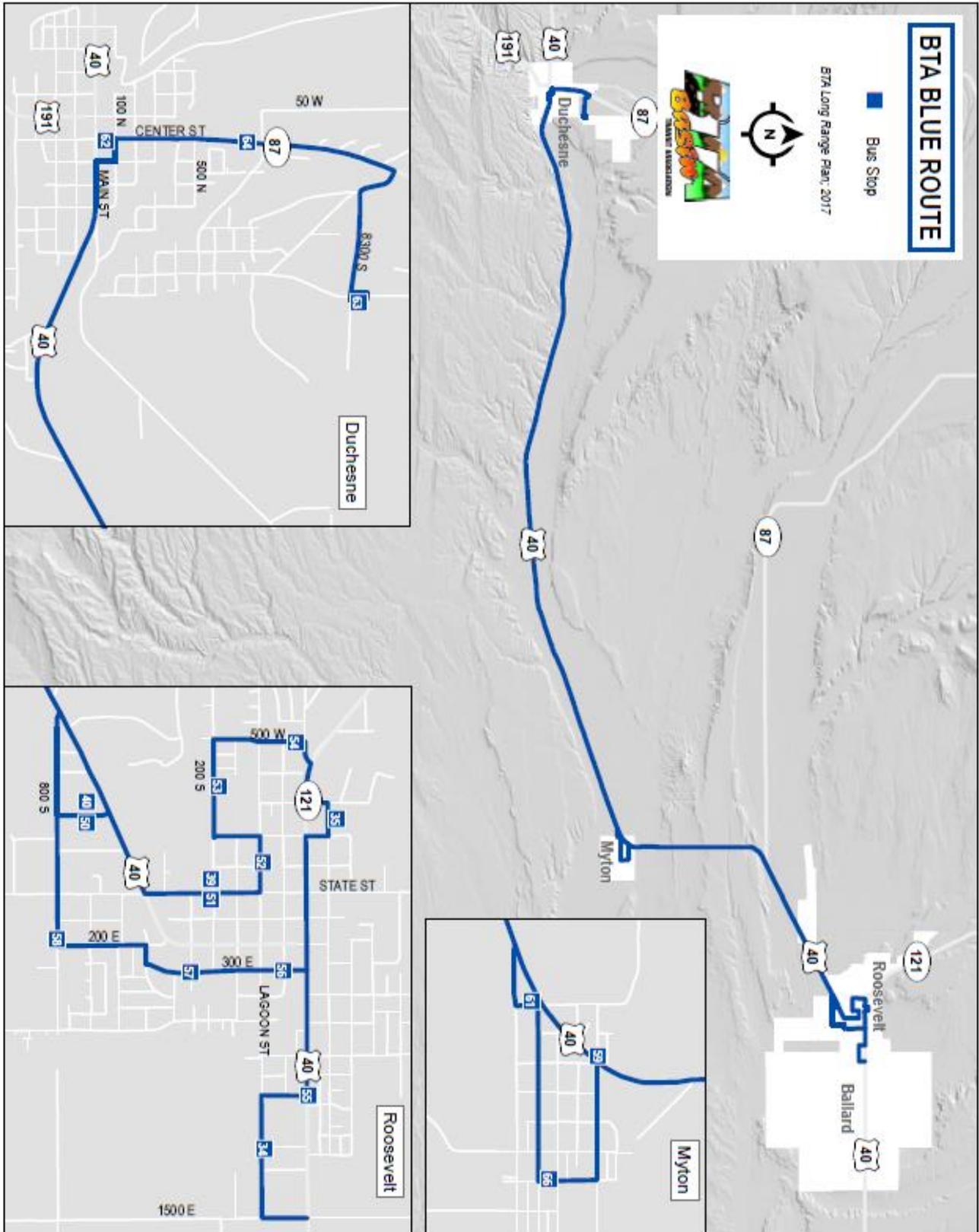
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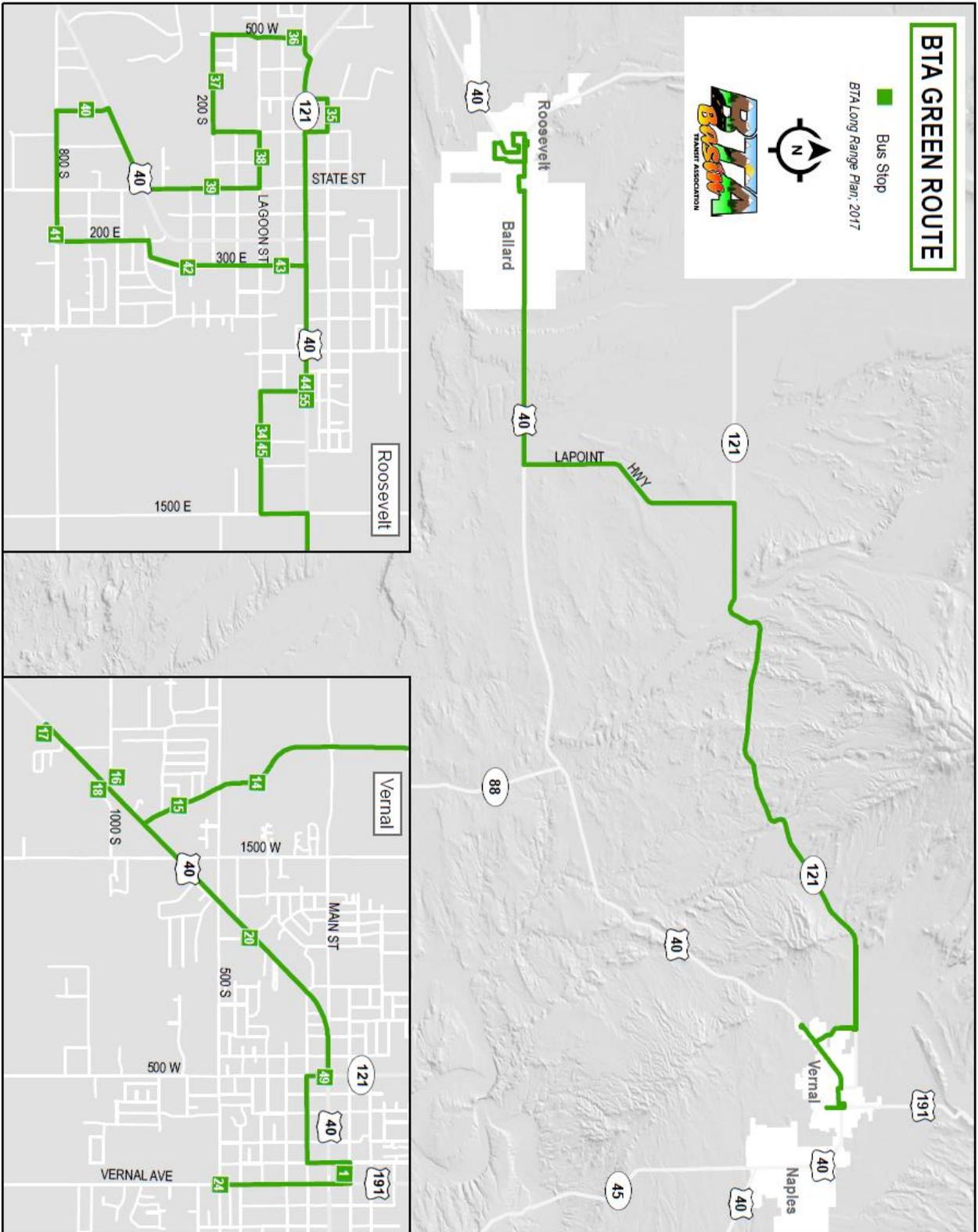
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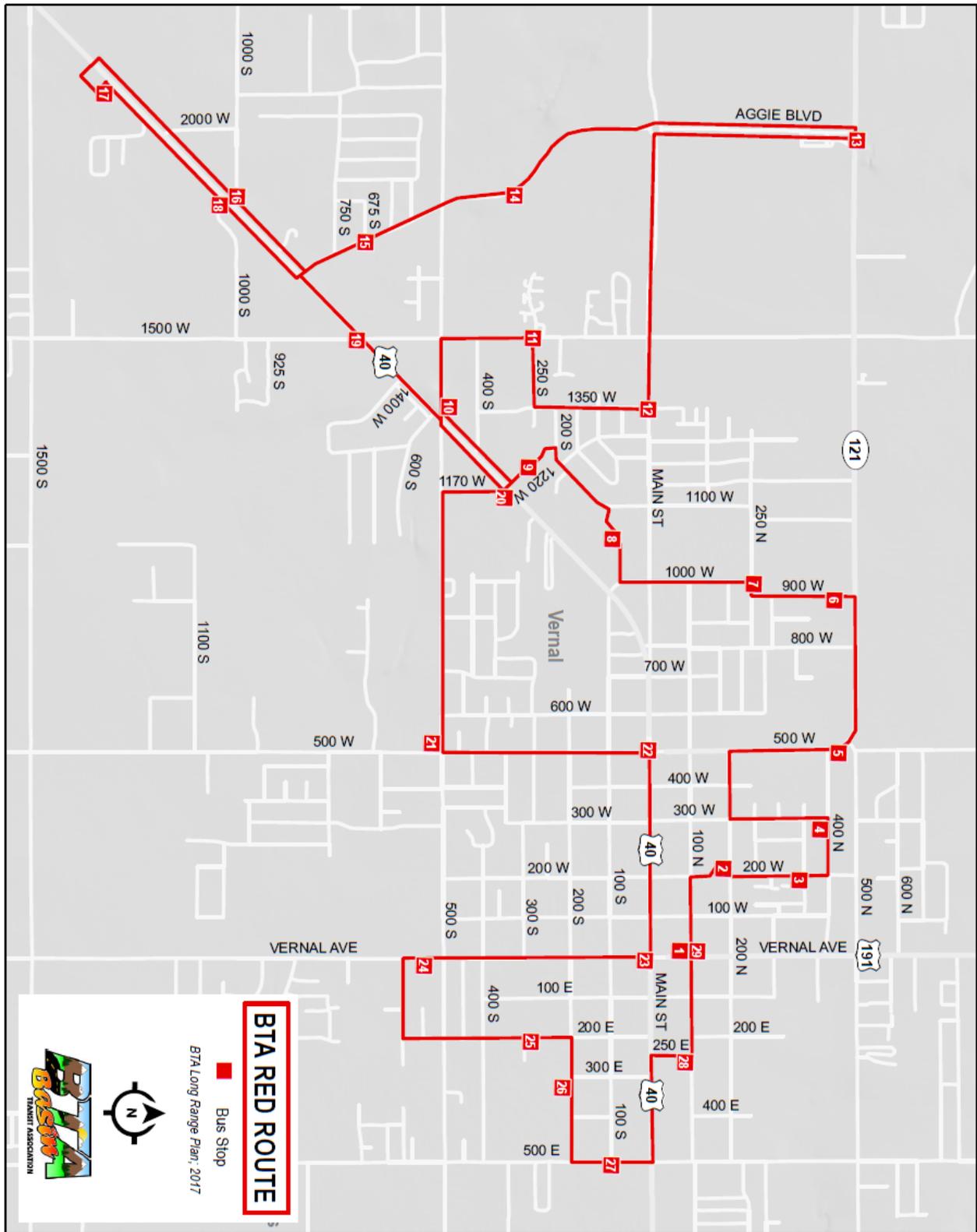


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## APPENDIX A: BTA EXISTING ROUTES









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## APPENDIX B: MEETING NOTES & SURVEY RESULTS



**ASSOCIATION OF GOVERNMENTS**

**UINTAH BASIN ASSOCIATION OF GOVERNMENTS  
Long Range Transportation Plan  
Public Meeting  
Uintah Basin Association of Governments  
330 East 100 South . Roosevelt, Utah  
September 20, 2017  
2:00 p.m.**

**MINUTES**

**I. WELCOME**

- A.** Introduction & Purpose of Meeting – *Commissioner Winterton* introduced himself as the Chairman of the Duchesne County Commission, also a member of the BTA Board. He then stated what the purpose of this meeting is. Today's Public Meeting is be held to discuss the regions Long Range Public Transportation and Coordinated Plan. These public meetings are a federal requirement for the future planning in our region. The items that will be discussed today are: The BTA Long Range Plan, this is in the finals stages of completion, in the last year and a half the plan has been receiving input from the public and elected officials to be compliant. The purpose of this plan is for the future planning of the direction of the Public Transportation in the region. The Mobility Management or Coordinated Plan; this plan is designed to coordinate the transportation services with all the transportation providers in the region to insure that everyone who needs a ride can have one. The Call Center which part of the coordinated plan is the Call Center strategy. The Call Center's purpose is creating a location at the Uintah Basin Association of Governments to received calls from citizens and connect with them with rides throughout the Uintah Basin; these rides can come from the public, non-profit or private businesses.
- B.** Basin Transit Association Long Range Plan - *Kevin Yack* introduced himself stating that he is with the Uintah Basin Association of Governments in a variety of capacities. One of those areas that I work is I help oversee the transportation program. *Kevin* said this is more of a brief overview of what we do, for those who may not be familiar with the service that we provide; we're in the final stages now completing where we want to go after this. He stated we have started our initial process of getting the program; we have been going since 2011 and now it's more for what the future holds for us, whatever it may be. This is what the purpose of the plan is being done for. *Kevin* said there are a few testimonials in here we thought might be good for all of you to hear and

just to see currently where we are at. He asked them to look at the map; there are three separate routes that run throughout the Uintah Basin. He then explained the routes, explaining the stops and where the routes go. *Mayor Ryan* stated that we have had some time to watch that now; I don't get a lot of comments, but I occasionally have people ask me why the red route is free and none of the others are. How do we answer that and do we have some reasoning that backs that up. I know that initially I thought it was being tried just to see what happened and see the response with ridership and I assume that this has been verified that it is viable. *Laurie* explained I can help Kevin because I have the history that he probably doesn't. She said when you initially implemented as the elected officials of Duchesne and Uintah Officials and you still have the complete say over all of this. The BTA still falls underneath the Economic Development District which all of the elected officials are still a member. So when it was first done we did it as a welcome aboard you are free to ride whenever you would like; we did that for two months and then we took that away. *Laurie* said the red route continued; all of the routes officially are surveyed and watched for ridership to see if we need to make any changes. If there is a request that comes in from an individual or entities that ask for a route to be possibly looked at that can still be implemented through a process and initially you guys as the elected officials had the final say on that. It became so many times we were changing it initially that you basically turned that authority back to us. *Laurie* said you did initiate a dollar in the red route and then the ridership went way down; you also have the Women's Crisis Center that is operated by Vernal City and also the Homeless Shelter that is operated by Uintah County and because every time a person gets off and gets back on it costs a dollar. So when your blue route was coming in; the route and a half that is in Duchesne County they pay the required match to the UDOT grant for those routes to exist. Uintah County pays for their route and a half which is Vernal and then the other portion going back and forth. Usually ours coming in are your residents and it's no secret that you are going on that route to shop so your residents are dropping their tax dollars there. This was discussed in quite a long length last year about how much Uintah County, specifically Vernal City reaps the benefit of the taxes that are being contributed in there from basically in Duchesne County, which in turn Duchesne residents leave and they shop in Roosevelt. *Commissioner Winterton* said Uintah County said they would pay for that to keep it free. *Laurie* explained this was because the entities I just talked about didn't have a way to pay, but they were your entities that were going to utilize it the most; your homeless people they are looking for jobs. Initially we truly believed that it would only serve the lower income individuals; as you can remember in our presentations through the Board meetings we were quite surprised when it was actually being utilized more for individuals to get to their jobs. *Laurie* said as a result of that so Duchesne County residents didn't have to keep paying once they got into Uintah County; they got off the blue route went in and shops and then come back out and they either have to circle and catch so they would be paying another dollar to get back. So it is also an economic factor for Duchesne County residents; to have to pay again on the red route. If you as the elected officials opt to change that you may do so; it was discussed last year, but it still came back to the same

thing. The other thing is we thought initially that could offset the required match and it doesn't; it just mean it extends the grant out further and the match money that is coming in just continues to be spent. Does it generate a lot of revenue no? *Laurie* asked Kurt how much. *Kurt* said maybe about \$15,000 a year. *Laurie* said it still helps and it still offsets other costs. *Mayor Ryan* said thank you for your answer. *Laurie* said if you want to go route free on your green route you as the elected officials can decide that. *Mayor Ryan* stated that brings him to his other question; the feeling that I get from when we started until now is that we're quite dependent on grants to keep us going on this. It's not anywhere near paying its own way is it? *Laurie* said no. *Mayor Ryan* asked so if we don't have grants or the counties don't kick in? *Laurie* stated well it's a required match to the grant. *Mayor Ryan* said and that's fine as long as the grants hold out; it's just if you can avoid relying on grants that may or may not be there, that's why I'm trying to look at this and say is there something we can do to make it more viable to be self-sustainable. Probable never will be, but I am just curious. *Laurie* explained you know you have the benefit of Prop 1 in Duchesne County that still doesn't exist, but we are hoping for in Uintah County. She said will that eventually take over the Duchesne County portion of the match, yes so Duchesne County will no longer be required to match that. Will we still solicit to the State of Utah for grants, yes because you are getting a 50% operational and then you are only having to match it 50%. We will probably always utilize for the purchase of the buses the 80/20 and if it ever goes away, because you have already passed Prop 1 then yes we will probably continue to provide that service. Maybe not in as much detail, but you will still have the service, because of Prop 1. *Mayor Ryan* asked so if Uintah County passes Prop 1 that will be a help as far as the security of the BTA. *Laurie* said it would definitely be a help. *Kevin* said a part of what we do; a lot of people don't know and I am here to help educate you on this. He said we have what is called Paratransit, this is an extension of the fixed route for individuals with disabilities. So it is an ADA requirement if we run a fixed route we also have to run this service. ADA means Americans with Disabilities' Act, this service is for those with a qualifying disability; whether it be mental or physical and we go through a process that they have to meet in order to get this service. It's a curb to curb pickup service; we can take them anywhere in our service area from Duchesne all the way to Vernal if need be. Most of our, 90% I would say of our clientele are those needing dialysis; whether that's here in town in Roosevelt or Vernal, or going back and forth depending on which clinic is full. This service is \$2.00 per trip and individuals must live within  $\frac{3}{4}$  of a mile from the fixed route service; or in other words it is basically around highway 40 and the loops that we make in the three cities. *Laurie* stated before you leave that; Jason I have a question for you. She then introduced Jason Greene stating that he works with the UDOT Staff; he's actually a contractor with Lochner and he is here today to assist us in this public meeting. *Laurie* said we were discussing this the other day on Paratransit; as long as the buses for the routes continue to go back and forth, is it just the main route from Duchesne to Vernal that the Paratransit obviously exists from the  $\frac{3}{4}$  mile. Does that mean the Paratransit can only exist from times of operation of that bus? Say we took four of the routes from Vernal

away; during the time that those routes would normally would go around does that mean Paratransit couldn't exist or is it based upon the route itself. *Jason* said his understanding is; you are still in operation on other routes as well right during service hours. It's based on service hours not just on the route itself. You do not need to offer Paratransit if it's a commuter service and there is that alternative to essentially saving money and kind of streamlining the service; you could do that. *Kevin* explained with Paratransit service this is for those who qualify with a disability who cannot get to a bus stop by their own merits. If they can't physically get to a bus stop for whatever reason that may be. We have clientele who have used this service for a variety of things whether it's getting to school; we have individuals that use it for the Foster Grandparent Program, or in other words seniors that go and work at schools, doctor's appointments, groceries and dialysis. He stated that there are a variety of people that use this service. *Kevin* then said we have a video to show you of individuals who are using the Paratransit service and why it's important to them. *Laurie* commented that Paratransit is our most expensive service that we provide, because it is the one on one and so we always try to put a buffer in there because we never know. She said in the last Regional Review Committee, because we don't have enough vehicles; we have three and you voted to go ahead and approve a set-aside and we will be purchasing three more, because the demand is out weighing what we currently have with our vehicles. *Laurie* said there is that much of a request for it and it's probably also because there's only the two dialysis centers; as you heard the one lady say her daughter has to come from Vernal to Roosevelt, because there is not enough to take care of her in Vernal. *Kevin* said he will now turn the time over to Carl Conrad who is our operations manager and does more of the day to day operations in BTA. He will explain passenger counts and how they are counted. *Carl* thanked *Kevin* and said hello to everyone in attendance. *Margot Adams* who grew up in London, England made a comment before she had to leave. She said she is not well at all and after this weekend she has to make appointments to go into the Huntsman Center. *Margot* stated that the one thing that she really wanted to say that she thought might be helpful; she told the Board that her parents didn't get a car until she was ten. If you wanted to go shopping or to school or to get around it was double decker buses, trains, walking or bicycle. She said I don't know how your drivers feel about having kids even teenagers riding, because my children rode the bus everywhere; it's what you are raised with. *Margot* said I just gave my vehicle away a month ago and I don't know what I would do without your service and your drivers. I was asked by a women just last week what I thought about you guys and I said they are fantastic; they're absolutely wonderful. *Margot* said I don't know what I would do without you guys; I really, really don't, but thank you I really appreciate you. *Carl* then said what I would like to talk everyone about is our passenger counts on our fixed routes. He stated I personally am a little more responsive to numbers and I feel like if I am maybe there are some people here who are as well. First thing I would like to bring to your attention is our steady growth that we have pretty much maintained from our beginning in 2011 until now. *Carl* said there is a pretty steady rise to the point of being around 36,000 last year passengers. Now to recap the

passengers Kevin was saying is someone getting on the bus we are not tracking getting off, just getting on the bus. This includes our red route which is the Vernal loop, our green route which is Roosevelt to Vernal, and our blue route which is Roosevelt to Duchesne. So as you are seeing these numbers I would like to pose a question. There has been some people questioning if our buses are running empty or light; some people even out right say that there are no people on our buses. *Carl* said my question for everyone is what do you count as nobody on the bus? Zero as in a literal translation, five out of the twenty that our buses can typically hold; where does that line go. He said I would like to present some of our Duchesne County stats, but I would like to provide a context first for those by using Uintah County first. The reason for this is to go over the perception as you can see looking at our 2016-2017 year; the red route had extensively more than the blue and green combined. I would like to explain why and break down those numbers for you. If you have one person ride the Vernal loop each loop a day that would be 12 trips; in a week that would give you 60 passengers in a 52 week year minus holidays, you are looking at just over 3,000 passengers. It looks like there is not much going on for the blue route, being at 5,600; so with that in mind I would like to bring up another idea. *Carl* said if you have seven people ride per loop on the Vernal loop you are looking at 84 passengers a day; 84 passengers turns into 420 in a single week, in a 52 week year it would be at 21,840 passengers just to context we had 20,596 on our red route last year. He stated so roughly 7 passengers per loop; that's about a third of our bus though, so back to that question are we empty. *Carl* commented that one of the things that he would also like to point out involving Uintah County; then I will come back to Duchesne, is Vernal's population estimate as of July 1, 2016 is 10,681 half of that run is 10,498. What that is basically suggesting is take away 183 people and every person in Vernal City road that bus twice. *Carl* said the last thing he would like to bring up for Uintah County is they are sitting at 36,373 people per their estimate; if you look at our totals including the blue route, the green route and red route for last year we hit 36,291. Now I understand Uintah County in that number compared to a route that's running through Duchesne; the reason I bring that up is to point out that in Uintah County we are servicing one major population and in Duchesne County we are servicing two. So you have to look a little deeper when comparing the numbers; if you look at the blue and green route combined at 5617 and 9678 equals 15,295 passengers for Duchesne County including running to Vernal and back on that green route. If you break that down you are looking at 294 people a week or 58 almost 59 people a day between the two routes. The point that I would like to turn that into is green route almost doubles blue so if I take that same 15,295 passengers it's basically 10 and 5 that's what it looks like. *Carl* said where I am going with this is if you break it down the same way between the routes; the blue route at 5,617 equals 108 Passengers a week 21 a day means 3.6 per trip that is because we run the blue and green route only six times as opposed to the red routes 12. Now using the same numbers with the green route 2,678 breaks down into 186 people a week, 37 a day or 6.2 per trip. That doesn't seem like a whole lot unless I back up to the red route again and say as much as they are running their number is 20,996 and that breaks down to 80.75 a day or 6.73 per trip.

They are averaging  $\frac{3}{4}$  of a person more than Duchesne Counties buses are per trip. The only reason their numbers are highly is simply their availability to stick to a center population. In fact if you combine your blue and green route together per trip, we are actually doing in this county almost 10 people per trip to Uintah County alone doing 6.73. *Kevin* then presented a video on Duchesne County interviewing some of their riders stating how important the bus is to them. *Kevin* said just to finish I will give you an idea on how it is funded and where we get our money. We receive federal grant monies that come through UDOT and the Utah Department of Transportation; for operations it's 50% federal and 50% local match and this is split between both Duchesne and Uintah Counties. He stated that administration is an 80-20 split and capital is an 80-20 split. *Kaleb Bench* stated he has been working with Mobility Management with UBAOG for a while now. He said a lot of people ask what Mobility Management is. It is making sure that anyone that needs a ride gets it and it's also the pulling of all of the local resources together. A couple of examples: the BTA and Aging Department work together all of the time to help get people where they need to go. If one can't help transport somebody usually the other one can. Another one is I actually found out from C&B Taxi; a local taxi service, they get people who want to ride the bus, but they live outside where we can get them and so they call a taxi to pick them up and bring them to one of the bus stops. *Kaleb* said they usually wait there with that individual until the bus comes then they leave. That's kind of the goal with Mobility Management is pulling all of these different resources within the Uintah Basin to make sure people who aren't able to own a vehicle, or have some sort of disability are able to get to where they need to go. A lot of these individuals are seniors; ADA individuals, or there are a lot of social economic groups that some people don't want to really recognize that live in the Basin. He stated that's one of our big goals is to make sure that we can get these individuals from point A to point B and back. *Kaleb* said some issues that obviously we run into is people really not knowing that we are here. I didn't realize when I moved into the Basin that we had a bus system; I didn't realize that there were all of these different services out here really helping people. Some of the examples we have are; RISE and Active Re-entry a bunch of different agencies that help these individuals, but they have no way of transporting those individuals and so they have to call taxi cabs, or they have to try and charter a bus, or they use the BTA. They use all of these different services, but some of these services can't help everyone. *Kaleb* stated another one is getting the private sector and the public sector to work together to be able to accomplish this goal. The two big solutions that we are focusing on is our call center plan and the voucher program. These are two of the biggest solutions that we can come up with that we are trying to instigate to help provide these different services and make sure everyone in the Basin gets to where they need to go. *Kaleb* stated there is some overlap between services and obviously there are gaps; so then the gaps for BTA is they only run from a certain time in the morning to a certain time at night. There are a lot of individuals that are done with work at 10:00 at night and the buses are done running at 7:00; so some of those individuals that are still relying on having to pay a taxi company, or having their family come pick them up.

That is kind of what Mobility Management is in a nut shell and what we are trying to do. That's where Jason Greene from UDOT is here to help explain more the meat and potatoes of some of these programs that we are working with and some of the examples around the state.

- C. Mobility Management Coordinated Plan/Call Center Plan - *Jason Greene* stated I am a contractor, but I have been working with UDOT for a couple of years helping them with their FTA program management. He said why UDOT is involved is because UTA is a long recognized provider and they are a direct recipient of those funds. Outside of those recognized areas UDOT is the recipient of the funds and then small providers like BTA and others applying to UDOT for those funds. That is how UDOT is involved is managing the funds and insuring compliance as well so Kevin and Laurie love us at times. There are FTA funds that provide operating and capital funding for Mobility Management funding for Kaleb's position as well as capital for persons with disabilities, low income and those specialized needs. He stated that there are a couple of distinctions that need to be made before we go further. This is all related to the BTA and Basin Transit Administration, but there are a couple of different plans that we are talking about. *Jason* explained that one is the BTA Long Range Plan and the second one is the Human Service Coordinated Plan. He said the Human Service Coordinated Plan; this region, the AOG, other government agencies and non-profits in this area are eligible for Federal Transit Administration funds to provide services to low income, persons with disabilities and seniors, specifically seniors over the age of 65. *Jason* said for you to be eligible a Human Coordinated Service Plan needs to be done; to do that there needs to be a public involvement meeting, which this is; get feedback on that plan and then be adopted. He stated once that is approved those agencies that are in need can apply to UDOT as the grantee for the funds. What we will talk about in a second is Mobility Management and some of the strategies that come out of Mobility Management; so what we want to talk about today is Mobility Management specifically. *Jason* explained something is actually occurring whether you know it or not since 2011 when the BTA service began. He said let's delve into a little bit on Mobility Management; so another distinction is as we delve into this remember that the BTA service provides service, complimentary Paratransit service that's within  $\frac{3}{4}$  of a mile. So most of those individuals that you saw on that video are served by the BTA required complimentary Paratransit service. As we talk more about Mobility Management think about those individuals that are beyond that  $\frac{3}{4}$  mile and that's really what we are talking about here. *Jason* said that is an important distinction to keep in mind. Imagine if you will; you probably already have friends and family members that are needing these different scenarios, but imagine you just had your driver's license taken away, your 80 years old and can no longer drive. Imagine you were in a bad accident and you no longer have the skill set to drive or the ability to drive; imagine that you are a low income individual and meet the poverty requirements and don't have access to a job or job training opportunity He stated Margo is a perfect example of that; she is sick and gave up her car. Imagine if you did that and you had no idea how you

were going to get around, where to you go, who do you go to. That is what we are talking about when we are talking about Mobility Management. *Jason* stated a key question is how do we address those individuals and those individuals exist within this community and across the nation. He said the concept behind Mobility Management is thinking fixed route service, but thinking about creating a network of services and leveraging the providers; whether it's your service providers or the transportation providers within the region and creating a network of services to meet those individual needs. The term network is critical if you look up the definition it really means interconnected parts working together to serve a purpose and that is what we are talking about here. Specifically what we are talking about and what the funding is for is those individuals that are seniors, persons with disabilities and low income. So you are probably confused about Mobility Management; that's okay because we all are and there's no silver bullet, there's no square peg that goes in; it depends on your region, it depends on the capital you have, the providers you have and the needs that you have in the region. It takes a lot of creativity and it's dependent on this group and others in your region to come up with a way to address those needs that we just discussed. There are cases around the country if you look at those they are all different, but the point is that they are creative, it's leveraging those individuals that have major commitment to really meet the needs of your community. If you look up Mobility Management in the dictionary you would probably see the two words 'trip coordination' that's really what we are talking about. *Jason* said the American Public Transportation Association defined specifically as 'creating partnerships with transportation providers in a community or region to enhance travel options' those options beyond  $\frac{3}{4}$  of a mile complimentary Paratransit Services of BTA or connecting to the BTA service. He commented developing those needs to effectively communicate those options to the public. You know as you talk about this specifically in your region; is it easy for an individual to all of a sudden identify how to get from point A to point B to get to the doctor's office, to maintain your quality of life to age in place. It doesn't matter where you live A is a scary proposition it's a confusing proposition and it's one that most people struggle to navigate. Coordination is an effective way and there is an important role to assist these individuals. It is important for regions around the country to develop ways to be transparent about the information that is available and the transportation services that are available. In terms of coordination if you think about it, one example may be if you have two individuals that are requesting trips and they are neighbors let's say; they are requesting trips for two different reasons, but they are semi close to each other, they are in Vernal, but you may have two different buses from two different agencies that go and pick up those neighbors to provide essentially the same trip. Coordination is not only a way to provide more services; it's a way for your agency, your nonprofit to be more efficient to save operating dollars and to use your money to actually put toward your services. It's a way to be more efficient as well and this is important to remember. As we provide access for those individuals and increase access for these individuals; you think about it you are taking these individuals to medical facilities, to grocery stores, pharmacies, these quality of life recreation opportunities

and they are spending money. There is an economic value doing this yes it cost money to provide these services, but there's also a tax or economic value in providing these trips to these individuals and that's important to remember. This isn't specific to Mobility Management or those individuals, but in general one dollar invested in transit translates into to three or four dollars in return. By providing transit you are actually increasing the tax return in your economy. *Jason* commented I'm going to throw Kurt under the bus; you guys have some research that has been done and some numbers you've put together that show this very example. *Kurt* said we talked about this last year at one of our meetings during the course of 2016; about this concept that Jason is talking about is based on John Cain's theory of the multiplier effect, for roughly every dollar you put in you put four dollars out. He said one of the benefits of this when we look at it this way as if we were looking at a 50/50 match; 50% comes from local resources, but the other 50% comes from resources outside of the area through grants. So we get four dollars for every grant dollar and four dollars for every local dollar so that is simple math that we get eight dollars for every one dollar of local match. *Kurt* said that comes through using vendors for repairs, fuel, and probably what is most important employee salaries, because the employees are local and they are going to spend the money locally. *Kurt* stated in fact nearly all BTA money is spent locally except in the cases where we buy buses and we have to go outside of the area to purchase them, but other than that our money stays local. *Laurie* said to help you out mayor there is grant money coming into this agency all of the time and this is new money coming in; some of that money coming in you will know what I'm talking about when I say Brownsfield. That money came into us, but it's not being spent locally here, it's being spent by a contractor that lives somewhere else. She explained what we are talking about in the transportation is when that money comes in here; we purchase the gas locally, we have the maintenance, we have the tires, staff, truly in this grant the money stays here. Last year our factoring basically pointed out that over a million dollars in grant, which would be new money and if you put that factor into place it is spent right here not someplace else. We have a lot of letters from vendors who are very supportive and appreciate that we utilize their services. Mayor Ryan said the general feeling that I get from the public or anybody that I have talked to; is not that this program isn't doing great work that's pretty well accepted. He stated the questions that I raise and I hope that I don't sound negative when I raise them, because that is not my intention, but the questions I raised are related to is there anything that we can do to make it more efficient and provide even more. He said the program is great and those testimonials prove that, but we want to make it as viable and efficient as we can. *Laurie* said then let's through Jason under the bus literally; when you went back to Salt Lake, because we just applied for as you know another larger bus because we only have the one that is a 40 passenger. She stated I asked Tim if he would check to see if we could possibly change that from a diesel to a propane; do you know if you were able to look at that and can we change the request for that bus to be a propane. *Jason* said I don't know how far Tim ran with that; I personally have not had time to check into it, but there is no reason why that specific spec isn't part of the contract that we have. We

have a five year contract with a vendor in Salt Lake, but that doesn't mean that we can't do a separate procurement. We do that a lot for vans and other things to get you what you want. *Laurie* said we were just told that propane was more efficient. The Uintah County School District Bus Manager was at our last meeting and was telling us how they had changed their entire fleet over to propane and not only was it for air quality and efficiency and everything else and recommended if at all possible that this be another alternative we look at instead of going with gas or diesel. Mayor Ryan asked are our buses not gas. *Laurie* said some are gas and some are diesel. Kurt stated that the vast majority are gas, the big 40 passenger bus is diesel and we also have a smaller bus that is diesel as well. Mayor Ryan stated and the big one was used when we bought it right. *Laurie* said no it was brand new and Uintah and Duchesne Counties split the cost on that one. *Jason* said one of the goals is to leverage resources; really do more and figure out a way to be creative with what you have now, or potentially less. He said it's utilizing the current transportation that you have; we will talk about that. *Jason* stated that BTA does an incredible job with the geographic scale of their service area, which is really rare. But again think about in terms of just  $\frac{3}{4}$  of a mile you're not serving the entire region you are serving a pretty small area, granted that's where most of the population is but there are a lot of individuals beyond that  $\frac{3}{4}$  of a mile that need services that we talked about. It is aging in place, independence and really it's about quality of life at the end of the day. *Jason* said that quality of life it's for those people that want to age in place; it's independent living for persons living with disabilities, it's allowing access, access and transportation. Also it can lower health care costs; actually one of the big pushes through the federal government is partnering with medical facilities to make sure that they are going to their preventative care to meet their preventative health care needs, getting their checkups annually. Instead of waiting until there is an emergency and have to spend \$2,000 for an ambulance trip; it's getting those people in on a regular basis. Access to health care is a critical part of this as well. *Jason* said I think we are pretty well covered in this group; who does this involve well it involves everybody from private industry to BTA, to area aging departments, education, all non-profits, the taxi company and health care providers. So anybody that's providing a critical service; transportation service and those other services that are meeting the needs of individuals and non-profits. *Jason* said we had a taxi company in the meeting last week and they are certainly able and should be a part of this process. It is creating that regional partnership bringing individuals to the table and hammering out the best way to go forward in your region. The aging population is approximately 13% right now, which you mentioned the population is supposed to grow to over 100,000 by 2065. The population is growing and this need is not going away and we are all aware of the baby boomer population; so the aging services become more and more important. The persons with disabilities is about 5,000 in this region, people below poverty that may have changed since the 2010 census, but it's approximately 17-20% of the region is at or below the poverty line and there may be some updated information that you have. Those without a vehicle is approximately 6%, so if you carve all of that out that is a fairly substantial group of individuals that may struggle

with access. *Jason* then showed the timeline to show the concept of Mobility Management it really has been around since the beginning; this process of considering the coordinating of human service of population began in 2007 with the first plan. That plan actually identified the current BTA route so this is the planning process in action. In 2008 this region created a business plan that led to the implementation and out of that one of the needs was to hire the first Mobility Manager to really identify the funding for individuals across the region to really put the wheels into motion to implement the BTA which came along in 2012. *Jason* said now we are looking to go beyond that; how do we enhance the great service that has been established beyond the  $\frac{3}{4}$  mile. Talking about travel training for those that need assistance to use the fixed route service, etc. So that's been occurring this whole time and here we are today talking about the Long Range Plan; the new BTA Long Range Plan as well as the Mobility Management and Call Center. So looking beyond that  $\frac{3}{4}$  mile; so my hats off to this region for following what the goal of the planning is all about. It's bringing individuals together; it's identifying the needs and implementing and that's what you guys have done. *Jason* said the key thing that came out of the last Coordinated Plan was the one call or one click call or call center concepts; so the idea behind this is it is as simple or as complex that you want this to be or need it to be based on the needs in your region. It's providing access to customers to meet their needs, so it's understanding the needs within this region for your Coordinated Plan and identifying ways to meet their needs and then helping those communities build a team approach to create and provide more mobility. What does that mean exactly? So it could mean; how many are familiar with the 211 information service, the typical one call one click center really is just pooling your resources together, your information together so an individual knows who to call to find out what types of services are available. It is as simple as that and how to access those services; what the eligibility requirements are for those services, it's truly just an information sight, just pulling together your information. *Jason* said it could also provide eligibility services, somebody to help council, to help find what the eligibility requirements are for specific services, but it can also go beyond that and BTA is in a unique position to actually leverage their dispatch to provide a central dispatch call center for the region. What does that look like and this is where this is just a concept and again I stressed earlier that it's up to you as a region to be creative, pulling the resources and identifying how this would work, but conceptually the BTA can function as that central dispatch or call center as we have it here. Essentially you would have an individual like Margo that would call in to the Call Center and you would have a variety of agencies that are willing to participate in this process. Agency one could be volunteering to provide service Mondays 3-6. Agency two can say we will provide trips Tuesday noon until ten at night. So if Margo calls in and he's arriving on Monday that service would be kicked out to agency one. So the call center will kick out those trips to agency one and agency two to provide those trips. *Jason* asked so where does the BTA come into all of this; they could manage the eligibility process. To be eligible for federal funding you need to meet specific criteria; being 65 or older, being disabled, meeting a 100% poverty I think is

what CDBG requirements are. *Jason* said the question is there a way that this region came come up with a way to provide a voucher for reimbursement for those trips and this is where the taxi cab comes in as well it could be agency three. It's thinking beyond that ¾ mile and how we can leverage and use all of our resources and it's really up to you to determine how you do that. With the dispatch center that you guys have; using technology we can invest in a myriad of technology where it's all automated if you would like it to be, or you can run it on a spreadsheet and cell phones. It can be as complex or as simple as you want it to be. *Jason* stated that it begins with pulling your agencies together and leveraging a potential resource like the call center or the dispatch. He said there is some incredible technology out there that BTA has with their fixed route center and this could also be dove tailed into this coordinated planning process as well. *Laurie* stated a private business is going to want some type of compensation for them participating in this, which that's the goal is to bring the private and the public together for this Coordinated Plan to actually work. So you named off the criteria for clientele to be eligible 125% poverty, that they are disabled or that; if you have a voucher system how do you figure out how much that compensation will be to private. Would it be what they would normally charge for a taxi fare; how is that negotiated and figured out? *Jason* said it would need to be ADA accessible to be eligible; the payment side is coming up with an agreement rate per mile, which the taxi cab would be able to receive as well. So the private sector isn't getting more than the senior center, essentially it's a voucher is what you are really talking about. UTA has a program they are managing that Davis County has been operating, but they are paying \$5.00 fixed rate under 14 miles and over 14 miles it is a \$.35 per mile reimbursement. It's up to this group and others to come to the table and look at what you can afford; what you are willing to put down on a voucher, but essentially it's a reimbursement program where absolutely the taxi company can be reimbursed, but they are not getting any more than someone else. *Laurie* said so do you have money currently available for a grant application for a voucher system. *Jason* stated we do; there's work to be done, but it doesn't necessarily have to be a voucher for it to be a reimbursement. He said that is kind of an obvious way to look at it; yes there is funding that is available for that and it is a 50/50 match for that, it is considered operating funds. *Jason* commented you know that \$10,000, \$5,000 FTA and \$5,000 local would last a long time. It doesn't sound like a lot of money, but if you are thinking about the amount trips this service would provide you're not talking about a ton of trips on a daily basis, so \$10,000 could actually go a long ways I want to stress that to you guys. *Laurie* then asked Commissioner Todd saying that I was unaware until the meeting last week when the taxi company informed us that they do bring clientele into the medical center and are reimbursed out of your emergency fund. Do you know what that is and how it works? *Commissioner Todd* stated no I don't. *Laurie* asked did you know they have one. *Commissioner Winterton* asked is it out of the hospital emergency fund or the county. *Laurie* said the Uintah Basin Medical Center itself. *David Higginson* said it wouldn't be the county; they may be affiliated with the county, but it wouldn't be the county. *Commissioner Todd* asked who the group was. *Laurie* said C&B Taxi and they said

they had been taking clientele into the medical center and then they asked them out of their emergency fund to be reimbursed for those costs bringing their patients into them. *Commissioner Todd* stated they have a lot of money that is spent to charity like millions. That might come out of that. *Commissioner Winterton* stated it depends on what they are going in there for, because there is what we used to call the Larsen Foundation that assisted, but most of this was for youth and we put some criteria on it and rolled it over into the Hospital Foundation. *Laurie* said it could tie right in with this and then maybe that becomes our match to bring other dollars in to help coordinate the services. At the beginning of this operation the Medical Center and the ATC both contributed \$10,000 each into this system and of course because of that then the ATC students get their passes for half the price and so does the Medical Center. When they were talking about this I was wondering who we could contact and even ask without offending, because I thought then we could even make it go further in addition to, or if that provided the match to bring in the other in then we could take care of that service that way. *Laurie* stated how about if I ask you to check into that and then you can get back to me. *Jason* said I am glad you mentioned the medical it's another thing when you think about this call center component and individuals calling in it can also be the medical center; if they know they have a trip that needs to be done on Tuesday for someone, they can participate in that as well and obviously benefit by getting that person to the medical facility for their treatment. *Laurie* said and that's currently what Carl gets to do with the medical center on this dialysis; sometimes they scheduled them too close or they're kicking one out and the clients are having to wait, or they're forgetting to call us and say this client is ready to go. It has been a lot of work to try and keep that fixed up, but of course those clients are still paying those costs under the Paratransit directly to us, but if this other resource could come into play too then they could become part of this Mobility Management and the Coordinated Plan for those services also. *Jason* said just to revisit this Mobility Management and kind of leveraging these resources into a call center and thinking beyond  $\frac{3}{4}$  of a mile; it really provides a lot of value to your community in a variety of aspects. It reduces a lot of duplication in services; imagine a number of riders may be going down the same street at the same time. It removes transportation as a barrier which is key barrier for quality of life. It is demonstrating your community values; establishes a really a voice in your community and then obviously it is easy and it's one location where an individual can go to find out at the very least about services. Where those services go to a one stop shop to find out if you are eligible and then make that trip happen. There is a variety of ways that you guys are in position perfectly to consider moving forward with a call center type system in your region. *Commissioner Todd* asked what determined the  $\frac{3}{4}$  of a mile thing. *Jason* said that is an FTA rule. *Commissioner Todd* said I have wondered that for a while. He commented why a  $\frac{3}{4}$  mile, I have no idea why it is  $\frac{3}{4}$ . *Laurie* said there are some beyond that, but because of the need we have paid for this with a different fund. We have used the Paratransit vehicles because they were not purchased by UDOT, they were purchased by the Community Impact Board through the generosity of the elected officials. So when they say this isn't valuable; how do you put

a value on a human life? *Commissioner Todd* stated that some people become calloused. *Laurie* said yes I see that. She stated I just wish they would look at the broader view; it's what else could happen with this economically. From time to time we are requested to run special tours and that; in Uintah County the Paddle Fest, not counting how many tourists come in that weekend basically the buses are opened up to anybody who wants to ride. We transport back and forth; it's a huge thing and it is growing yearly. The small shuttle that we do at the Duchesne County Fair, we could do a small shuttle for the UBIC where you don't have parking up to Constitution Park. *Laurie* stated the economics of what it could do if it was given a chance is astronomical in what it could bring in even in tourism. She said we watched a thing and I know Duchesne County is coming up with an evaluation on their entity and they were telling them; you want to slow the traffic down, down Main Street you don't want people to be going through. Slow the traffic down and turn your Main Street into a hub of activities and what it will do for the city and the county in revenue. We may want to do the same thing here, it probably just needs to be looked at that's all. *Commissioner Winterton* asked if there were any questions or anybody want to answer something that hasn't gone. *Mayor Ryan* asked are we still going to go to a call center? He said I was just curious on the call center it's probably more local that I am asking, but are we looking at utilizing existing employees or are we looking at a specific employee; can we really keep somebody busy in a full time job. *Commissioner Winterton* said well we kind of have that now right. *Laurie* said yes. *Commissioner Winterton* stated they call in because the fixed routes and Myton we kind of put them on a call system, the bus is not swinging in unless we know if somebody is there. *Mayor Ryan* said so we will utilize what we have now. *Commissioner Winterton* explained then expand that, but we do have the basis. *Jason* commented the BTA is in a centralized location and they have dispatch already so utilize that resource. *Commissioner Winterton* asked isn't the Paratransit the same way they call in. *Jason* said yes absolutely. *Commissioner Winterton* stated it is in place, but would we have to expand employees. *Mayor Ryan* asked when you say in place, where is it and who are they calling now. *Commissioner Winterton* said here at this office. *Carl* said they will call the AOG Office and Sharon will connect it to my office or dispatch and it also bounces down to Kaleb's office if I'm not in, which would be another way to reach Mobility Management. If he is not in it goes back to my line and a voice mail. *Sandy* asked on weekends isn't there a number they are given on the phone to dial for you. *Carl* said yes that is the ideal condition actually and to those who are not familiar with me I am new to this position, but one of the things I'm looking to actually do is have those lines be accessible to my cell phone over the weekends. Say if I get a call late Friday or Saturday morning I can make sure I have a driver ready Monday morning even before business hours. *Kaleb* stated that's also where we brought up technology; there's a couple different companies out there and the way technology is now you can have a video camera anywhere on your bus, or you can have an app if your bus is tagged into that system they can get on that and see where that bus is. This is what we have looked at what potential technologies could make this call center easier for this idea so it can all be automated. He said some of the

ideas; there's a lady that lived about ten miles outside of Naples and the aging services over there used to pick her up, but because their funds are drying up they can barely run their buses so they called us and asked can you help us. *Kaleb* said she was too far out for our service at that time and so from my understanding she is having to rely on either a taxi, which she is 82 or 83 and doesn't have a lot of money so that puts a hurt on her. That's where this concept or idea is that maybe that taxi can still pick her up, but maybe bring her in three or four miles and then we can get her on our Paratransit vehicle, which she has a hard time with mobility and that's where maybe that voucher can come in. *Mayor Ryan* stated I just didn't want us to hire a full time call center person and have them sit and twiddle their thumbs and collect a check. *Dave* said I assume it will just be one of your employees that are doing seven other things. *Laurie* said it is called other duties as assigned. *Jason* said outside of the BTA I am aware of a number of vehicles that we have procured in the region; you know 22 foot buses, 15-16 passenger buses that can be utilized more. They are utilized just a couple of times a week essentially. He said there is also assets beyond BTA assets that can be used it's just a matter of finding someone to volunteer their time that's willing to be reimbursed; it could be a BTA vehicle, a senior vehicle or other vehicles. *Jason* said I know Golden Age is about to apply for a vehicle. So there are other assets is my point not just BTA and that's the idea of bringing in these other transportation providers to assist beyond BTA and their assets, but BTA would function as that dispatch. *Commissioner Winterton* asked if there is anything else people have to comment or questions. *Jason* asked have we met the need here today. *Laurie* said probably have we explained it enough to you to understand what we would like to additionally implement into the future. *Commissioner Winterton* stated this is the plan going forward and have we finished it and submitted it yet. *Laurie* said the BTA Long Range Plan needs minor critiquing; the other two *Jason* is working in coordination with *Kaleb* to implement this into the plan and what the next steps we are going to take. Regardless of after November or not this is plan that has to be done, but if we can figure it out and bring private into the public it could also could help the private and the taxi company. She said right now under Duchesne County's Aging Program it is already coordinated with BTA we switch buses in and out and use them for the seniors. What it would mean is the seniors would still have first priority, but then if it wasn't full anybody else could ride in on the route and then they would pay for that. *Dave* said there hasn't been anything mentioned about the Tribe in this and I know originally when we discussed; we were talking about leveraging their assets and providing some use there. Are they participating at all or are we helping them, do they bring their people to the location, or how is that working? *Kaleb* explained the Tribe was actually helping *Margo* and they couldn't keep helping her and then they asked if we could step in and that's where I've also been trying to get in contact with *Woody* who is the head of the Ute Transit. He said I guess *Woody* has been in and out for a couple of months doing something for the Tribe in some other state. *Laurie* said as far as the coordination yes it's always existed; we don't tap their buses, but they tap ours. In fact at one time we were going to meet their bus and they were going to transport up on top of the hill to their Health Clinic

and that part couldn't be coordinated. Last year they came in support to Uintah County and said this is a very much needed system, because they utilize the bus from Ft. Duchesne over to Vernal and back. *Kaleb* stated we really see a large jump on Friday because their buses only run Monday through Thursday. *Dave* said well the idea that I had; and I think that's an additional card that we can play that we are assisting them, helping them that's another positive thing. He stated I think most of us would want to extend a hand to those that are truly needy as we saw in some of these videos, people that really there is no other way for them to do this and the taxi cab story is probably not economically feasible. The story is if there was another way if we could meet the needs of these truly needy people besides this on less money or less assets, hey I would love to hear it. If not this is the next best alternative and it's definitely something that is truly needed. *Laurie* said when Commissioner McKee came to us he said I've gone to my own aging program, I've gone to my own indigent fund in the county and nobody can help this man. She said the LDS Church can't help him, because even with all of their resources nobody can transport him, because you can't pick him up and move him into a car because he is in so much pain. *Laurie* stated that Commissioner McKee said we have had the priesthood go down; we try to take turns, but even after we get him to the hospital because of the pain he was in nobody at the hospital could legally pick him up they had to call the EMT's to come over. His wife can't pick him up and even with her family and her working they can't get him into dialysis, he's going to die. His legs have been amputated; I know the first time we transported he fell out of the wheel chair and so we had to buy special straps to strap him in and contain him. *Kaleb* said when I first saw him the end of December he couldn't talk, he could mumble and he just knew somebody was there, he couldn't have a conversation and had no idea where he was. He said in talking to his wife she said his weight is back up and he can actually talk to you and have a conversation, move his head around, he's able to remember who his kids are and who she is who he is. *Laurie* stated and on Judy's she is her only daughter and she knows eventually she will die and she's not poor, in fact she told me she would do fund raisers or whatever I can. She is a taxpayer in Uintah County and operates a business so taxes go through her business, but she didn't have a way to transport her. It's the movement of them they are in so much pain and then they go to dialysis and their set for four to five hours and then they have to be transported back; usually when they are transported back they are drained basically. *Laurie* commented this lady went to her friend Gary Showalter and told him what a valuable service this is and that it is so needed.

## II. Adjourn

**NOTE:** *In compliance with the Americans with Disabilities Act, individuals needing special accommodations during this meeting should notify Laurie Brummond at the address or phone on the cover sheet.*





## ASSOCIATION OF GOVERNMENTS

### UINTAH BASIN ASSOCIATION OF GOVERNMENTS

#### Long Range Transportation Plan

#### Public Meeting

#### Uintah County Commission Conference Room

152 East 100 North . Vernal, Utah

September 13, 2017

2:00 p.m.

### MINUTES

#### I. WELCOME

- A. Introduction & Purpose of Meeting - *Commissioner Horrocks* said this is a public meeting for the Long Range Transportation Plan. These meetings are a federal requirement for future planning in our region. The items that will be discussed today are; BTA Mobility Management and Call Center. He then asked everyone to introduce themselves: Commissioner Brad Horrocks, Uintah County; Kurt Mower, UBAOG; Sandy Whalin, Director of Aging Program in Duchesne and Daggett; Sharon Christensen, UBAOG; Commissioner Duane Shepherd, Uintah County; Bob Abercrombie, Ballard City Mayor; Mark Durrant, Split Mountain Youth Center; Kevin Yack, UBAOG; Tim Boschert, UDOT Transit; Jason Greene, UDOT Transit; Marquita Hammond, Concerned Citizen; Dan Wheeler, Concerned Citizen; Marilyn Wallis, Concerned Citizen; Todd Wilkins, Wilkins Bus Line; Craig McKee, Craig's Pitstop; Kirby Anderson, BTA; Kaleb Bench, UBAOG; Carl Conrad, UBAOG; Laurie Brummond, UBAOG; Cindy Spurlock, Concerned Citizen. *Commissioner Horrocks* then welcomed everyone and said we appreciate you coming and putting your time in and being involved and a part of the community. He then stated we are going to be discussing the Basin Transit Association Long Range Plan. The Long Range Plan is in the final stages of completion; over the last year and a half the Long Range Plan has been receiving input from the public and elected officials to be compiled. The purpose of this plan is for future planning for the direction of public transportation in the region.
- B. Basin Transit Association Long Range Plan - *Kevin Yack* introduced himself stating that he is with the Uintah Basin Association of Governments in a variety of capacities. One of those areas that I work is I help oversee the transportation program. *Kevin* said this is more of a brief overview of what we do, for those who may not be familiar with the service that we provide; as Commissioner Horrocks stated this is in the final stages now completing where we want to go after this. He stated we have started our initial

process of getting the program; we have been going since 2011 and now it's more for what the future holds for us, whatever it may be. This is what the purpose of the plan is being done for. *Kevin* asked for everyone to look at the map, which is a brief overview of the area we serve. There are three separate routes that run throughout the Uintah Basin. He then explained the routes, explaining the stops and where the routes go. *Kevin* said that part of what we do; a lot of people don't know and I am here to help educate you on this. He said we have what is called Paratransit, this is an extension of the fixed route for individuals with disabilities. So it is an ADA requirement if we run a fixed route we also have to run this service. ADA means Americans with Disabilities' Act, this service is for those with a qualifying disability; whether it be mental or physical and we go through a process that they have to meet in order to get this service. It's a curb to curb pickup service; we can take them anywhere in our service area from Vernal all the way to Duchesne if need be. Most of our, 90% I would say of our clientele are those needing dialysis; whether that's here in town in Vernal or Roosevelt, or going back and forth depending on which clinic is full. This service is \$2.00 per trip and individuals must live within  $\frac{3}{4}$  of a mile from the fixed route service; or in other words it is basically around highway 40 and the loops that we make in the three cities. *Kevin* explained with this service also this is for those who qualify with a disability who cannot get to a bus stop by their own merits. If they can't physically get to a bus stop for whatever reason that may be. We have clientele who have used this service for a variety of things whether it's getting to school; we have individuals that use it for the Foster Grandparent Program, or in other words seniors that go and work at schools. He stated that there are a variety of people that use this service. *Kevin* said he will now turn the time over to Carl Conrad who is our operations manager and does more of the day to day operations in BTA. He will explain passenger counts and how they are counted. *Carl* thanked *Kevin* and said hello to everyone in attendance. He said I would like to call your attention to the bar graph displayed. This graph is a representation of our growth since 2011. Notice that over the past six years, we have had a pretty consistent upward trend to this point. It looks like roughly 36,000 plus passenger pickups. He said to be specific, we have had 36,291 passenger pickups from July 1, 2016 to June 30, 2017. A large portion of this number is contributed by our Red Route or Vernal Loop. Before I reveal what the Red Route passenger count totaled last year, I would like to pose a question for everyone in attendance. *Carl* asked what a low number of passengers is. What is a high number of passengers? He then said I would like you to ponder these two questions as I break down some numbers for you. One Red Route passenger per loop equals 12 per day, 12 passengers per day equal 60 passengers per week, 60 passengers per week equals 3,120 pickups per year. *Carl* stated this doesn't sound like many passengers in this context, but what if there were seven passengers per loop? Seven passengers per loop equals 84 passengers per day, 84 passengers per day equals 420 passengers per week, 420 passengers per week equals 21,840 passengers per year. *Carl* commented at this point, I would like to reveal to you some statistics: Red Route totals 20,886, Vernal City population per DWS July 1, 2016 was 10,681, half of the Red Route 10,498; this means that as an average, every person in Vernal City has

taken a ride on the bus twice last year. At this point I would like to bring up a common question/statement regarding our buses, "your buses have no passengers and your buses are empty. To address this statement, I would like to introduce Kirby Anderson, the Uintah County Fleet Manager. *Kirby* said when he first applied for the job; I was looking for a job to keep busy and make a little extra money and I figured the job would be fairly easy. He said the first bus I drove was a 14 passenger bus and ridership was very slow when we first started. This was from day one and it took a long time for people to find out we had a bus going around town. As time went on the riders increased until we needed a bigger bus, a 20 passenger bus. At times there is standing room only on this bus right now; there are times when we have only one or two, it depends on the day. *Kirby* said we often have handicapped people with wheelchairs we haul to work, school, and the doctor's office. He stated I'll give you an example of one of my days; I have the morning shift and start at the transfer center. I pick up passengers there, at Turning Point I pick up passengers there looking for work, next I pick up a lady with three young kids whose husband is out of town working and she has no transportation. I pick up students all the way up through the route and by time I get to Walmart I could have anywhere from 2 to 20 people. As time went on I found myself being committed to make this service work; after seeing the impact on how many people we helped in this town. As the Uintah Basin grows the need for public transportation becomes greater and greater, our routes are well established with the Vernal Route being the hub. The Uintah Basin has over six years invested in this public service and it would be a big mistake to not keep this going and expanding. *Kirby* stated that people say no one is riding these buses, but I've seen up to 150 a day sometimes. *Kevin* said just to finish I will give you an idea on how it is funded and where we get our money. We receive federal grant monies that come through UDOT and the Utah Department of Transportation; for operations it's 50% federal and 50% local match and this is split between both Duchesne and Uintah Counties. He stated that administration is an 80-20 split and capital is an 80-20 split. *Kevin* commented to finish we have a video; I don't know if it's an appreciation video, but it shows some of our passengers and what they go through. He then showed the video. The people on the video all spoke highly of the BTA; they explained how they were able to ride the bus to their jobs, doctors' appointments and many other destinations. There were also those that talked about being taken to their dialysis treatments and how without the Paratransit they would die, because they would not have a way to get to their appointments. *Kevin* stated that these were stories that these people wanted to share about the importance of the BTA to them.

- C. Mobility Management Coordinated Plan/Call Center Plan - *Jason Greene* stated that there are a couple of distinctions that need to be made before we go further. This is all related to the BTA and Basin Transit Administration, but there are a couple of different plans that we are talking about. *Jason* explained that one is the BTA Long Range Plan and the second one is the Human Service Coordinated Plan. He said the Human Service Coordinated Plan; this region, the AOG, other government agencies and non-profits in

this area are eligible for Federal Transit Administration funds to provide services to low income, persons with disabilities and seniors, specifically seniors over the age of 65. *Jason* said for you to be eligible a Human Coordinated Service Plan needs to be done; to do that there needs to be a public involvement meeting, which this is; get feedback on that plan and then be adopted. He stated once that is approved those agencies that are in need can apply to UDOT as the grantee for the funds. What we will talk about in a second is Mobility Management and some of the strategies that come out of Mobility Management; so what we want to talk about today is Mobility Management specifically. *Jason* explained something is actually occurring whether you know it or not since 2011 when the BTA service began. He said let's delve into a little bit on Mobility Management; so another distinction is as we delve into this remember that the BTA service provides service, complimentary Paratransit service that's within  $\frac{3}{4}$  of a mile. So most of those individuals that you saw on that video are served by the BTA required complimentary Paratransit service. As we talk more about Mobility Management think about those individuals that are beyond that  $\frac{3}{4}$  mile and that's really what we are talking about here. *Jason* said that is an important distinction to keep in mind. Imagine if you will; you probably already have friends and family members that are needing these different scenarios, but imagine you just had your driver's license taken away, your 80 years old and can no longer drive. Imagine you were in a bad accident and you no longer have the skill set to drive or the ability to drive; imagine that you are a low income individual and meet the poverty requirements and don't have access to a job or job training opportunity. That is what we are talking about when we are talking about Mobility Management. *Jason* stated a key question is how do we address those individuals and those individuals exist within this community and across the nation. He said the concept behind Mobility Management is thinking fixed route service, but thinking about creating a network of services and leveraging the providers; whether it's your service providers or the transportation providers within the region and creating a network of services to meet those individual needs. The term network is critical if you look up the definition it really means interconnected parts working together to serve a purpose and that is what we are talking about here. Specifically what we are talking about and what the funding is for is those individuals that are seniors, persons with disabilities and low income. So you are probably confused about Mobility Management; that's okay because we all are and there's no silver bowl, there's no square peg that goes in; it depends on your region, it depends on the capital you have, the providers you have and the needs that you have in the region. It takes a lot of creativity and it's dependent on this group and others in your region to come up with a way to address those needs that we just discussed. There are cases around the country if you look at those they are all different, but the point is that they are creative, it's leveraging those individuals that have major commitment to really meet the needs of your community. If you look up Mobility Management in the dictionary you would probably see the two words 'trip coordination' that's really what we are talking about. *Jason* said the American Public Transportation Association defined specifically as 'creating partnerships with transportation providers in a community or region to

enhance travel options' those options beyond  $\frac{3}{4}$  of a mile complimentary Paratransit Services of BTA or connecting to the BTA service. He commented developing those needs to effectively communicate those options to the public. You know as you talk about this specifically in your region; is it easy for an individual to all of a sudden identify how to get from point A to point B to get to the doctor's office, to maintain your quality of life to age in place. It doesn't matter where you live A is a scary proposition it's a confusing proposition and it's one that most people struggle to navigate. Coordination is an effective way and there is an important role to assist these individuals. It is important for regions around the country to develop ways to be transparent about the information that is available and the transportation services that are available. In terms of coordination if you think about it, one example may be if you have two individuals that are requesting trips and they are neighbors let's say; they are requesting trips for two different reasons, but they are semi close to each other, they are in Vernal, but you may have two different buses from two different agencies that go and pick up those neighbors to provide essentially the same trip. Coordination is not only a way to provide more services; it's a way for your agency, your nonprofit to be more efficient to save operating dollars and to use your money to actually put toward your services. It's a way to be more efficient as well and this is important to remember. As we provide access for those individuals and increase access for these individuals; you think about it you are taking these individuals to medical facilities, to grocery stores, pharmacies, these quality of life recreation opportunities and they are spending money. There is an economic value doing this yes it cost money to provide these services, but there's also a tax or economic value in providing these trips to these individuals and that's important to remember. This isn't specific to Mobility Management or those individuals, but in general one dollar invest in transit translates into to three or four dollars in return. By providing transit you are actually increasing the tax return in your economy. *Jason* commented I'm going to throw Kurt under the bus; you guys have some research that has been done and some numbers you've put together that show this very example. *Laurie* explained last year when we compiled it for Vernal City and Uintah County where we went through and showed the economic value of the new dollars brought in. *Kurt* said it actually ended up being a little more than this, because we factored just the money that came in from the grant, the new money. There's a local match that we talked about for operations and other things, but that grant money for all intensive purposes is money that is being generated from somewhere else that is coming into the local economy that goes to pay vendors like *Craig's Pitstop* for example is a vendor. It pays for car washes, it pays for fuel and most importantly it pays for staff for drivers and of course use that money to put back into the local economy. *Commissioner Shepherd* asked was this the presentation that you gave at UTSSD last year. *Laurie* answered yes and it was quite surprising and in addition we as staff members thought it would be utilized to get people to work; we were expecting to make it more mobile for clientele with disabilities or lower income, but of course we do surveys every year to see what we need to improve on and I know we were amazed that after two years the larger amount of the ridership was actually

taking people to jobs. That turns back around, because they are out spending money in your area and they of course help out with the tax dollars that turn around and come back in again. *Commissioner Shepherd* stated he had a conversation with Adult Probation and Parole about that and they said we would have so many people violating parole if BTA wasn't up and funded. That was an important part of it; people coming out of jail or whatever and they're on probation and don't have a driver's license anymore and they need to get to work, that was a pretty important part of it. *Mark Durrant* with Split Mountain Youth Center stated we have created new programs and some of the new programs with the changes to legislation it is now more about education and less about incarceration. So because of that several of the new programs have been created and we're very happy about those programs. The difficulty arises in getting these kids to and from the center especially those that live in Roosevelt and Duchesne, because our program runs from eight in the morning until about seven at night. So these families are not able to get their kids to and from these programs; so obviously the expansion thing is the part that excited us and caused us to become involved. He said this is a necessary service and this is an important service. Right now the last pickup is in Vernal at 5:45 or something like that to head over to Roosevelt is that correct. *Kevin* said that's pretty close. *Mark* said we have several programs that run until about 7:00 and we do evidence based programming that is designed to make a difference for these families, for the kids and for all involved. He stated that the nice part would be to even expand further and even we talk about people that lose their licenses and things like that; there are many people that have to go to the court systems too. They may need to go to the courts and they are not a stop currently; I think the closest one is Tri-County Health Department. *Mark* commented we don't make it all the way over to the courthouse and so that would service both of those; that would provide for us as well as the courts. *Laurie* stated that in fact the Duchesne County Sheriff's Office buys passes from us so when those that are incarcerated, because it's still mandatory they have transportation away from there. *Mark* said whatever the long range plan is those kind of considerations would be fantastic; especially to provide those early intervention thing that we are trying to provide for the youth and these families that are struggling. As the economy struggles so do our families, so do our youth and things like that; that doesn't change. *Laurie* said I know Kirby was telling us last year when we were going through this with some concerns between Vernal City and Uintah County specifically; that because so many have lost their jobs here their families still stays here, but the husband relocates to find other work so he could still send money back home. That left the wife and the children without transportation so during that time frame we saw a lot of mothers with young children or babies come back onto the bus and that was their only means of transportation. *Cindy Spurlock* asked if there is a stop at the airport where we are trying to push more usage. *Laurie* said under a hospitality committee that Joel Brown sits on and of course it just needs implementation; we have approval of an additional route if the funding ever becomes available to expand and go onto Naples. She said the airport can be added, it just has to go through the process and we've even talked about running just a bus for that to gather

the clientele. *Laurie* stated we actually have a lady that lives in Naples; she walks to the first bus stop in Vernal and I can't remember how many miles she walks. She works at Pizza Hut so she rides the bus to there and if it wasn't for the bus she would be walking at least five miles a day to get to her job, which is quite a commitment. *Cindy Spurlock* said one of the things I have observed as a citizen is there are people sitting on street corners and standing and waiting; the video was great and it really helped me and I appreciate it, but I'm concerned about benches. I know one of the things that we were talking about in another committee was maybe having sponsorship of different businesses perhaps to provide benches and make that awareness. She said she talked to a kid that is in welding class and he said he could make some benches; just give me the dimensions, so if that awareness is made. They're sitting in the weather in the wintertime so if you are looking at increasing and as you are looking at your budget and as you grow that might be something that you might want to include. *Laurie* stated we have one shelter located at the Ashley Valley Regional Hospital and I give the Special Service District credit for that; we actually have another one that was purchased for this area. The reason Roosevelt has benches is their group got together and they made it a Boy Scout project. There are five benches in the Vernal area; you do have a few benches and it was something that Mayor Norton brought up at the time that she would like to see, because she observed the same thing. Some of the businesses did get together so if you have ideas on it we would love to hear it. *Kaleb* asked if he could throw in some on that; because I have been working on some different businesses in our area to allow us to put some of those shelters in where we know that it's their property, because it's kind of getting that permission to do so is the tricky part. He said some of them we have gotten a flat no from, so that's where it is getting that cooperation to do that, because we would love to have benches and shelters at every one of our stops. *Cindy* said I have been that young mom with kids; it wasn't here it was in Provo, but using the bus that shelter keeps you quite a bit warmer than sitting outside while you are waiting to get back home again. *Tiffany Parker* stated that she has been riding the bus since the very first day that it ran and I've seen it grow and change; I depend heavily on the bus for getting to the grocery store. My kids ride to school and from school because of where we live; I have a little boy who has asthma and he is unable to walk to school and this is so valuable and such a great resource for someone in my shoes especially. I'm a single mom and I don't have a car obviously, but I moved away for about two years and I moved back to Vernal about a month and a half ago and when I was looking for a place to live it was very pertinent for me to find a place that was on the bus route, because I have to get to the grocery store and doctor's appointments and my kids to school. *Mark* stated that as far as like the volunteering thing; I can tell you that there are plenty of businesses that I can tell you would help donate benches and coverings and things like that. *Cindy* said great. *Mark* stated I will help you with that coordination there; I don't have a whole lot of time, but whatever I have is yours as to directing to businesses and things. As I've gone around to the community there are a bunch of businesses that are more than willing to donate. He was asked if he is in Vernal or Roosevelt. *Mark* said Vernal and that's the thing we are the only juvenile

facility in the Basin; we service from here to Fruitland and as far north as Manila that is all us. *Commission Shepherd* asked how many folks support expanding BTA I kind of would like to know that; when we look at Prop 5 when it comes up. He then asked for a show of hands for expanding BTA. *Commissioner Horrocks* asked if someone can't afford to pay are they still allowed to use the bus. *Laurie* answered yes; we don't advertise that, but the elected officials are the ones who direct the criteria of how this will be operated. *Jason* stated I want to bring it back to the conversation of Mobility Management and then the human service side of things and the partnerships with the other agencies which is important piece of the regional puzzle here. He said the goals of coordination really you can ask any region or any city across the country and there is never enough money; somebody mentioned that earlier and it's true and it's becoming more and more competitive. *Jason* said one of the goals is to leverage resources; really do more and figure out a way to be creative with what you have now, or potentially less. He said it's utilizing the current transportation that you have; we will talk about that. *Jason* stated that BTA does an incredible job with the geographic scale of their service area, which is really rare. But again think about in terms of just  $\frac{3}{4}$  of a mile you're not serving the entire region you are serving a pretty small area, granted that's where most of the population is but there are a lot of individuals beyond that  $\frac{3}{4}$  of a mile that need services that we talked about. It is aging in place, independence and really it's about quality of life at the end of the day. *Jason* said that quality of life it's for those people that want to age in place; it's independent living for persons living with disabilities, it's allowing access, access and transportation. Also it can lower health care costs; actually one of the big pushes through the federal government is partnering with medical facilities to make sure that they are going to their preventative care to meet their preventative health care needs, getting their checkups annually. Instead of waiting until there is an emergency and have to spend \$2,000 for an ambulance trip; it's getting those people in on a regular basis. Access to health care is a critical part of this as well. *Jason* said I think we are pretty well covered in this group; who does this involve well it involves everybody from private industry to BTA, to area aging departments, education, all non-profits, the taxi company and health care providers. So anybody that's providing a critical service; transportation service and those other services that are meeting the needs of individuals and non-profits. The aging population is approximately 13% right now, which you mentioned the population is supposed to grow to over 100,000 by 2065. The population is growing and this need is not going away and we are all aware of the baby boomer population; so the aging services become more and more important. The persons with disabilities is about 5,000 in this region, people below poverty that may have changed since the 2010 census, but it's approximately 17-20% of the region is at or below the poverty line and there may be some updated information that you have. Those without a vehicle is approximately 6%, so if you carve all of that out that is a fairly substantial group of individuals that may struggle with access. *Jason* then showed the timeline to show the concept of Mobility Management it really has been around since the beginning; this process of considering the coordinating of human service of population began in 2007 with the

first plan. That plan actually identified the current BTA route so this is the planning process in action. In 2008 this region created a business plan that led to the implementation and out of that one of the needs was to hire the first Mobility Manager to really identify the funding for individuals across the region to really put the wheels into motion to implement the BTA which came along in 2012. Since then the Mobility Manager has really been working; hopefully some of you have seen or heard from Kaleb and there's been a few individuals prior to Kaleb, Kevin is one and talking about access to BTA and other needs beyond the BTA service. Talking about travel training for those that need assistance to use the fixed route service, etc. So that's been occurring this whole time and here we are today talking about the Long Range Plan; the new BTA Long Range Plan as well as the Mobility Management and Call Center. So looking beyond that ¾ mile; so my hats off to this region for following what the goal of the planning is all about. It's bringing individuals together; it's identifying the needs and implementing and that's what you guys have done. *Jason* said the key thing that came out of the last Coordinated Plan was the one call or one click call or call center concepts; so the idea behind this is it is as simple or as complex that you want this to be or need it to be based on the needs in your region. It's providing access to customers to meet their needs, so it's understanding the needs within this region for your Coordinated Plan and identifying ways to meet their needs and then helping those communities build a team approach to create and provide more mobility. What does that mean exactly? So it could mean; how many are familiar with the 211 information service, the typical one call one click center really is just pooling your resources together, your information together so an individual knows who to call to find out what types of services are available. It is as simple as that and how to access those services; what the eligibility requirements are for those services, it's truly just an information sight, just pulling together your information. *Jason* said it could also provide eligibility services, somebody to help council, to help find what the eligibility requirements are for specific services, but it can also go beyond that and BTA is in a unique position to actually leverage their dispatch to provide a central dispatch call center for the region. What does that look like and this is where this is just a concept and again I stressed earlier that it's up to you as a region to be creative, pulling the resources and identifying how this would work, but conceptually the BTA can function as that central dispatch or call center as we have it here. The Uintah Golden Age Center agency one says that we will provide on Monday afternoon's additional services, we will volunteer to provide additional services for the region if you get a call within the Uintah County area we will provide that outside of ¾ mile. Agency two can say we will provide trips within Duchesne County; Monday, Wednesday and Friday afternoons. So the call center will kick out those trips to agency one and agency two to provide those trips. *Jason* said the question is there a way that this region came come up with a way to provide a voucher for reimbursement for those trips and this is where the taxi cab comes in as well it could be agency three. It's thinking beyond that ¾ mile and how we can leverage and use all of our resources and it's really up to you to determine how you do that. With the dispatch center that you guys have; using technology we can invest in a myriad of

technology where it's all automated if you would like it to be, or you can run it on a spreadsheet and cell phones. It can be as complex or as simple as you want it to be. Jason stated that it begins with pulling your agencies together and leveraging a potential resource like the call center or the dispatch. *Commissioner Shepherd* asked if he could ask a question on the taxi cab. How quickly would they reimburse on a taxi cab call? *Jason* said again that's as automated or as quick as you want it to be. If you wanted to invest in specific technology it could be almost an automated refund, which that technology is there. *Commissioner Shepherd* stated because I know that's a concern from like a taxi cab company that the BTA would take away some of their business; of course taxi cabs are very specialized. *Jason* said it can create more opportunity; it's flagging people that are looking for trips as long as those individuals are meeting the eligibility requirements. *Connie Love* from C&B Taxi commented that she has an agreement with the Roosevelt Hospital for the Uintah Basin and any disabled veteran or senior, or any really, really low income families that are on social services; they will call us to come and take them home and we turn in a mileage sheet and they pay us. *Jason* said and that's a perfect example of how this could work and this doesn't have to be in one call center; if there's models that are already working those are things that *Kaleb* is working on with his Coordinated Plan needs to know. He said veterans are another perfect example of a group that needs assistance, that's a wonderful service and a perfect example of Mobility Management so thank you for sharing that. One of the benefits again is using the community resources; it's reducing redundancies, saving money, its removing transportation as a barrier, it's a consumer friendly delivery of services and it enables and fosters more of a community. For the individual it's one location whether it's just a 211 for information or if it's a call center concept, it's one location that an individual can use. You can market this across your region; one location for information and services and the call center concept and dispatch. At least one location where individuals know they can go to get their needs met. It's a trusted resource for your regional ability needs. *Jerry Davis* asked if Prop 5 is on the ballot. *Commissioner Shepherd* said yes it is on the ballot.

- E.** Public Input – *Craig McKee* asked how many buses are there? He commented that these people keep those buses so clean, they're immaculate every single one of them is spotless. The people are good to work with, but I would just like to know how many buses are there. *Kaleb* said I know we have 13 total. *Kevin* said this includes the Paratransit which are not buses; but actual buses we have five here and three in the Roosevelt area, then we have three vans that we count as part of our fleet so we have a total of 11. *Connie* asked how much it costs to ride from point A to point B. *Kaleb* stated that depends on the route; so if someone was coming from Duchesne and ends up in Vernal that would be \$2; \$1 for the blue route, \$1 for the green route and the red route is free. He said we do have our monthly passes, which if you qualify for certain eligibility you get those half off so people could ride the bus every day for \$15 a month. *Jerry Davis* said you can't beat that. *Kaleb* said the people that are going to Vernal from Roosevelt every month to work; they are going five days a week, riding it twice a

day. So how much could that save them 60 miles a day in gas? *Todd Wilkins* asked how many of those buses are alternative fuel buses, what do they operate on? *Kurt* said we have one 40 passenger bus that runs on diesel. *Commissioner Horrocks* asked if you could do a break down for me; I know you did it last spring, the total operating costs and the funding and the directions they come from. *Laurie* answered yes we can. *Commissioner Horrocks* asked is that easy enough to do today? *Kurt* stated I can get you really good detail, but I wouldn't be able to do that today; it's approximately \$650,000 to \$750,000 a year that includes from all sources, that's an overall cost. *Laurie* explained that the Paratransit is the most expensive because it's a one on one and that comes out based on need. Sometimes we run Paratransit one time a day, sometimes it's six in fact it's getting to the point dialysis is becoming a real priority so we almost need another vehicle to accommodate that need. She said both dialysis centers are full so they have to move them back and forth, but it's our most expensive cost out of all of it. *Kaleb* stated we have two full time drivers on Paratransit alone. *Cindy* asked is any of this eligible for Medicaid funding. *Laurie* said yes it would be; because when there is such a need for the Wellness Wagon again and of course our elected officials in the three counties opted to try and get it going again after the Health Department could no longer administer it. They have been looking at ways and that was one of the alternatives is to go ahead and apply for that, but it would have taken a person to do the paper work, which at the time it wasn't feasible. Could it be maybe later on with other resources, yes and every time another resource; we were talking about the coordination with the taxi companies, because we can't meet all the demands either or with Wilkins. We don't have big enough buses sometimes we are always looking for more; initially your elected officials tried, but it hasn't been feasible for us to do it yet, is to go to a natural gas. *Laurie* said this is because of the air quality that we have; in fact you were given credit by Air Quality when you were doing your attainment, they did give Uintah County credit, because they have attempted to remove some of the traffic. *Commissioner Shepherd* said that is ongoing too, because they look at us every year. *Laurie* asked Mr. Wilkins what his buses run on. *Todd Wilkins* said the school district operates on propane; we tried natural gas and that didn't work it will not run in cold weather, but propane loves cold weather. He said that you will definitely save money in that you will accommodate your extra pickup. If you're trying to get closer to the curb to curb the savings just in the fuel that you're going to have on those buses will be able to help you with that; you need to look into that. *Laurie* asked Tim have you ever procured for propane instead; we discussed that when we were proposing our latest application on a larger bus. *Tim* said all of the vehicles you have acquired in the past are propane are C&G compressed natural gas; that is the way we ordered all of the buses across the state. *Commissioner Shepherd* asked with the compressed natural gas do they not have to have an engine to warm that up first. *Todd* asked if you are talking about propane or are you talking about natural gas. *Tim* said C&G compressed natural gas. *Todd* said C&G natural gas is basically built by about three manufacturers; the one that we got a hold of was built specifically by Cummings to be strictly natural gas; what happened is in the winter when they get below -05 the flow meters come in

and they cannot push the natural gas fast enough to keep the ECM from finding a low spot so it immediately puts it into a D-ring. The propane on the other way is fuel injected, it gets better gas mileage, tremendous savings and that's why you need to look into that, we have eight and we just took delivery of three more today and they are the wheelchair buses. They are saving the district big money and they can help you. *Carl* asked how you handle the maintenance on the propane buses; do you have your own fleet mechanics or do you go to a shop. *Todd* said basically the Thomas buses that we have are taken care of by Thomas bus themselves out of Centerville, Utah. We had one that had a problem last Friday at 7:30 a.m. they picked it up by 1:00 p.m. and got it back to us; the three that we just took the delivery of now are the new Bluebirds that have the new propane and that is serviced by Showalter Ford and also one other station. They are basically just a basic 454 block with the fuel injected on the top. *Craig* said it actually works better than gasoline, because it is injected right into the engine itself. *Laurie* asked Tim on the new applications that we just submitted could you look at; we don't procure unless buying with something that the elected officials have provided us, but could you look into procurement of the propane unit instead. *Tim* said unfortunately the actual vendor contract that we have right now does not have propane on that, that doesn't mean that we won't still investigate it and we can surely change things in the contract as well. *Laurie* asked Tim to stand up and introduce himself. He said I am Tim Boschert and I am the Director for Public Transit over UBAOG. I don't see why we can't add those special procurements, a single procurement there's a lot of dynamics with BTA themselves; I think we need to start looking at where we can transform the fleet maybe to a larger 35 foot bus. Those are things to look at and maybe now that type of engine. *Laurie* said I think you have a wonderful resource it sounds like right here. *Todd* stated I can tell you that people are hurting for money right now and they see those buses running around and they are half way loaded; it irritates them, it's just an irritation to them. I understand what's happening here and I agree with you, but that's what the public sees, but if you turn around and you start promoting we're saving you money by purchasing this style of bus to save the taxpayer money, now they go from a negative to a positive. He said that is what the school district is doing; we saved over \$20,000 for the taxpayers of Uintah County by purchasing those buses and putting them out. The first thing we experienced was they were quiet and the discipline on those buses went down almost 50%. They run in cold weather and within seven minutes they are producing hot, hot air not just this lukewarm diesel air and so they have no need to be plugged in, there is savings in that. We got away from the regeneration, we got away from the DEF the bus just runs; it doesn't matter what gear the driver puts it in it just runs, it takes care of itself. He said that's what you need to look at to help the public understand; yes you're getting \$700,000, but what are you doing with it. If you put it out there and say we're purchasing these kind of buses to help save you money, now you went from a negative to a positive and that's what you've got to do. *Tim* said and that's a natural efficiency that we should be looking at anyhow in running a business. *Todd* said I have one more concern; you say you are hauling students to and from school, do these buses have cameras on them, security cameras. *Kaleb* said that's

actually something that we are looking at and upgrading our systems with, again this goes back to the potential of Prop 5. *Todd* stated I have been with this school district for 33 years; this will be one of the things that will break your heart is to see a child be abused. You are mixing children with older folks and I'm not trying to say anything negative here except the facts; if you are transporting any kind of a youth you need to have some way to protect yourself, because I'll guarantee you are on the verge of getting sued. He said they need to be infrared, they need to have really good systems so that everything can be heard and they need to cover that whole bus, because it just takes one allegation and BTA won't be here anymore. *Laurie* asked Tim do you have funding for that, I never thought of looking for funding for that. Jason said it's a capital cost; security systems for fixed route systems are eligible. *Tim* said I know Park City just added some to buses for around \$70,000 to \$80,000 per bus. *Todd* said you can get the 247 system for about \$2,600 per bus; what it does is it protects you even if someone trips or falls, accuses your driver of something, it's just an all-around good thing that you need to have. *Jason* said it would just be a separate procurement. *Todd* stated on your routes; you say you make 12 trips a day on your red route, how many buses service that one route is there three. *Kaleb* said just one bus. *Todd* asked so your folks are waiting for that bus to get around. *Commissioner Horrocks* stated that's the Vernal route. *Laurie* commented there has been many concerns to try to shorten it so we added additional routes, but it still doesn't always alleviate the problem. *Todd* said well I'm concerned about people standing and waiting. *Laurie* said you are right that is a concern and you are 100% correct. *Kaleb* said to go back to the students; we actually have a separate bus that we have run specifically on that one just to pick up the students and so we are putting the students on their own bus. *Todd* asked are you putting your newer buses on the green route because it is more of a high mileage; what's bringing your fleet to the end of their operation. *Laurie* explained we don't let them go away we keep on pushing until they're hobbling, but they are still going. *Kevin* stated we are on schedule to get new buses every three years; we haven't gotten rid of any buses since the start of the program. *Craig* said using propane buses is a great idea; the motors that run on propane will last twice as long as a gasoline motor. The exhaust is cleaner, the motor is cleaner, the oil is cleaner, and your maintenance and everything all the way down the line. *Todd* said you do a wonderful job; I just wonder about the efficiency sometimes making sure that you can get everything you can out there for these folks that are being helped and trying to get the public back on a positive side and that's what you've got to do. The blue route is a concern; people see that running back and forth to Duchesne; how many folks actually use the blue route. *Kevin* said it varies; it's the least used route of the three, your main people that use that are county employees that live in Roosevelt, but work in Duchesne so early in the morning and our last run at night are our high volume. *Todd* asked so would it not be more efficient to make one run in the morning and one run in the afternoon. *Kevin* said those routes were established by the elected officials back in the inception of the program and it's just been that way since. *Todd* said the others could just be used for medical and things like that is that what you are telling me. *Kevin* said that's a good question for these guys. *Todd* said why are we

sending six routes over there if we only get people on the morning and night. *Kurt* said I think some of that is what the public demand and there might be like Jerry for example who needs it at different times. *Todd* said that is what I'm asking is it medical or something of this nature. *Laurie* commented Jerry's is for work he goes to the school in Myton and there he receives a stipend of \$2.65 an hour to assist children in resource. *Todd* said you really got my interest up when you said the Split Mountain Youth was using that; how many folks are using that. *Mark* explained we haven't started using that; that's what I am here for because we just started this program and we have a need to be able to utilize the program. The problem is, the issue becomes our program goes until 7:00 at night and the last bus for the Roosevelt area or Duchesne area could from here over that direction is 5:45. That kind of cuts out that chunk of programming; all of these things that we are doing for these youth, it's basically about throwing ever positive thing we can at these youth to help them be successful. So it cuts out a chunk of time that is essential. *Todd* said I know you have a lot of support for that system down there and I am one of those supporters; I've been hearing about kids for a long time and I'm glad to see that and if the BTA can step in and help that's what they need to do, but they need to do it the safest way they can. You folks probably need to look into something that coordinates with the time that he needs to use it. *Kaleb* said that's kind of the purpose of what we are trying to do here is there are some of these needs that we as BTA can't fulfill and that's where we are trying to get that coordination between; maybe we can get some help from the taxi company and maybe even yourself. *Todd* stated that one of the things that he can see is we use Zonar on our school buses; we can actually tell if we pull up to a stop and the door opens, it logs the time that we open that door and the time it closes. If we have a parent call and say hey you missed my child we can go back to Zonar and say no we were here at 7:42; the door opened, closed and your child wasn't at that stop. What Zonar could do for you is if you had somebody call you could pinpoint where your bus was and how long it was going to take to get them there; on the backside it helps you with your maintenance you could tie that with Craig here and you would not be relying on drivers to tell you when that bus needs to be serviced. It would do it automatically it would tell him; he would know what time that bus needed to come to him and that whole issue just disappears. Jason stated that this is one of the things that BTA is looking into with their Long Range Plan is we began the appropriate technology to address the maintenance; the dispatch, the people counter so there is a myriad of technology. I'm not familiar with Zonar I'll have to learn more about that and that could be use. In terms of efficiencies and routes yes it is a fixed route service, a commuter service which has different requirement with your peak hour and 5:30 to 9:00 and your 4 and 6. If you just do commuter service you don't have to do complimentary Paratransit; so that saves you money there. There are different ways to be creative to find money to improve the efficiency and to leverage all of the different resources; that is the intent of the Coordinated Plan is to do that very thing in conjunction with the BTA Long Range Plan. *Bill Love* commented I'm not a transportation expert, but we have been in business for 20 years; we have run over 900,000 cab rides we did our books today. He said what about having a junction in

Roosevelt and going this way and running them separate; I can't spare a taxi to come out of Roosevelt to go to Vernal, but I can spare one half way and then go back that way. Look at what you save, you save time and money and everything else. *Kaleb* said that is what we are looking to get this conversation started is getting this interest here today; for instance there is an elderly lady out here in Naples that we couldn't help to get to some of her appointments once a month, because she is so far out. She said she doesn't have the money to do a taxi the whole way; maybe a taxi could go pick her up. *Kaleb* said that is what we are trying to accomplish is we want to try to start getting this cooperation and move forward and try to pull all of these resources together. *Todd* said in closing if you don't get anything out of what I just said here today except; put those cameras on those buses for the safety of those kids. *Kaleb* asked how much did you say those camera systems were. *Todd* said it was \$2,600 per bus. *Kaleb* that is something that we are seriously looking at is what are some of these technology options out there, because I know one of the people that we have been researching they can put video cameras on anywhere on the bus, they can read when anybody gets on or off. There is all of that technology out there, but its \$120,000 is what they are asking. *Todd* stated I can help you get there quicker and cheaper than that. *Kaleb* said yes I would like to talk to you more about it. *Commissioner Horrocks* told *Todd* thank you and asked if there are any more questions. *Laurie* said I do truly appreciate all of the input and if you've got recommendations please let us know; in fact we are in the process of taking surveys about our service and that will become part of this. So thank you especially businesses and businesses with you in addition with your knowledge of the school district. *Commissioner Horrocks* said we appreciate all of you being here and your input, we will adjourn.

## **II. Adjourn**

**NOTE:** *In compliance with the Americans with Disabilities Act, individuals needing special accommodations during this meeting should notify Laurie Brummond at the address or phone on the cover sheet.*



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## APPENDIX C: PROPOSED ROUTES





