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Background

The passage of the federal transportation reauthorization, MAP-21 (Moving Ahead for Progress in the 21st Century) in July 2012 incorporated the New Freedom program (49 USC § 5317 under SAFETEA-LU) into the updated 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. The purpose of the 5310 program under MAP-21 is 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. Additionally, under MAP-21, funds are now allocated directly to the large urbanized areas (UZA). The Fast Act of 2015 continued funding and principles of Map 21 in the recent federal five year transportation reauthorization.

As a result of the MAP-21 changes, the Governor of Utah designated UTA as the recipient for FTA 5310 funds in the Ogden-Layton, Provo-Orem, and Salt Lake City-West Valley City large urbanized areas in 2013.

UTA was established in 1970 as a local district political subdivision of the State of Utah. Oversight of UTA is exercised by a 16-member Board of Trustees, the majority of which are appointed by elected officials of the constituent members of the transit district. UTA provides public transit services throughout the Wasatch Front that includes the three large urbanized areas. The total service area of UTA is over 1,600 square miles. The entire system serves more than 1.8 million people and represents one of the largest geographic service areas of any transit agency in the United States, providing more than 46 million rides in 2015.¹

A system this large requires an enormous amount of cooperation across the region. UTA works closely with the Wasatch Front Regional Council (WFRC) and Mountainland Association of Governments (MAG), the local metropolitan planning organizations along the Wasatch Front (both of which are funding partners of this project), as well as the seven county governments, 77 communities that make up the Wasatch Front, and the Utah Department of Transportation (UDOT). Through their joint Transportation and Land Use Connection program, WFRC and UTA specifically provides technical assistance and training to support innovative land use planning among the communities that it serves, especially those communities with new rail stations who may not be familiar with the fundamental principles of transit-oriented development (TOD).

UTA Mission

Strengthen and connect communities enabling individuals to pursue a fuller life with greater ease and convenience by leading through partnering, planning, and wise investment of physical, economic, and human resources.

UTA Vision

Provide an integrated system of innovative, accessible, and efficient public transportation services that contribute to increased access to opportunities and a healthy environment for all people of the Wasatch region.

Projected population growth puts pressure on the area’s transportation system to be ready to serve more residents, more trips, more freight and more traffic. UTA and its partners agree that transit is one of the best options to address this situation.

THE OGDEN-LAYTON AREA CONSISTS OF PORTIONS OF:
Box Elder County - Bear River Association of Governments (BRAG) planning region
Davis County - Wasatch Front Regional Council (WFRC) planning region
Weber County - WFRC planning region

THE SLC-WVC AREA CONSISTS OF:
Salt Lake County - WFRC planning region

THE PROVO-OREM AREA CONSISTS OF PORTIONS OF:
Utah County – Mountainland Association of Governments (MAG) planning region
Regional Accomplishments

The 2013 Wasatch Mobility Plan identified strategies for furthering mobility efforts along the Wasatch Front. The UTA Coordinated Mobility Department, in conjunction with the UZA Local Coordinating Councils, have worked together to implement these strategies. An update of what has been accomplished regionally is provided below.

DESIGNATED RECIPIENT

In 2013, the Governor of Utah designated UTA as the recipient for the FTA 5310 funds in the Ogden-Layton, Provo-Orem, and Salt Lake City-West Valley City large urbanized areas. The FTA Section 5310 Program provides funding to non-profit social services and public agencies for qualified projects.

UTA COORDINATED MOBILITY DEPARTMENT

UTA committed to support a Coordinated Mobility Department prior to being awarded designee status. Once UTA was designated as the recipient for 5310 funds, a manager and intern were hired to begin the work of coordinated transportation. With monetary and visionary support from UTA, combined with hard work, this department now has a manager, three full-time employees, one part-time employee and an intern to support the many mobility projects in process. The outreach of the Coordinated Mobility Department spans a number of communities along the entire Wasatch Front and Tooele County serving over 300+ partner agencies.

5310 GRANT PROCESS

At the time UTA Coordinated Mobility took over the 5310 Grant for the large UZAs, the process was behind in what year applications were being taken for and in getting awarded vehicles/funds to partners. The Coordinated Mobility Department engaged the Local Coordinating Councils in the grant award process to allow for more stakeholder input and for transparency. A planned yearly schedule of the process has been established so that grant applicants are applying for the current year’s funding. The Coordinated Mobility Department has also established internal processes to streamline the acquisition of vehicles and the disbursement of funds to awardees for a quicker grant turn around time.

INCREASED ATTENDANCE AT LOCAL COORDINATING COUNCILS

Participation by Human Service Transportation (HST) providers has improved at the UZA Local Coordinating Councils. Over the past two years, Ogden-Layton attendance has increased 200%; Salt Lake-West Valley attendance has increased 275%; and Orem-Provo attendance has increased 67%. Along with the increased attendance, there has also been increased engagement of the partners at the meetings. The Coordinated Mobility Department has worked hard to bring value for providers to the LCC meetings. Outreach to individual providers has taken place so they are better

4 // Ogden-Layton UZA Plan 2017 // UTAH TRANSIT AUTHORITY
aware of what the Council does as well of availability of funding. During meetings, the Providers participate in discussion of the Mobility Plan, common challenges they experience with serving their clients, and possible common/coordinated solutions that can benefit all the participants. Council attendees also evaluate and rank the 5310 Grant funding requests. This engagement of the attending providers has helped the partners take ownership of their councils.

PASSAGE OF SCR 8
As the Designated Recipient, under the 5310 Program, UTA’s Coordinated Mobility Department is required to assess available transportation services for those of low-income, seniors, and persons with disabilities. These assessments include the public, private, non-profit, and government providers, or agencies, of these services along the Wasatch Front urbanized area. UTA determined that an in depth, comprehensive inventory would be needed for the 5310 Program. Senate Concurrent Resolution 8 shows support from the Utah Legislature and Governor of UTA’s efforts in doing a survey to evaluate the current Human Transportation Provider inventory to meet transportation needs of seniors and those with disabilities.

EXTENSIVE INVENTORY OF HST PROVIDERS
Two interns, hired by the Coordinated Mobility Department, spent a year conducting an extensive inventory survey of Human Service Transportation Providers.

Objectives of the inventory were to:
• Complete an accurate inventory picture
• Build relationships with providers
• Analyze data
• Identify gaps
• Coordinate services

The process of methodology included:
• Identifying as many providers as possible—which is an ongoing process
• Developing an inventory survey
• Distributing the survey in two rounds over the span of a year
• Revising and refining the survey over time
• Gathering as much information and as many responses as possible
• Providing high level data which can now be used on an ongoing basis

LEAD ON INTELLIGENT TRANSPORTATION SYSTEM PROJECTS BENEFITTING ALL PROVIDERS
Two federal veterans’ grants are providing funding for the development of a Regional Trip Planner as well as a Scheduling and Dispatching software. These software programs are Open Source and are available for use, at no charge, for any Human Service Transportation Providers in the State of Utah. These programs will allow greater efficiency in vehicle operations which will result in greater transportation service delivery.

UTAH RIDELINK
This website links all human transportation services into one site. Users simply input their future trip details (origin, destination, time and date) and all available options will display including public transportation, non-profit providers as well as private carriers such as taxis. Users can create personal profiles and reoccurring trips.
RIDEPILOT

To assist non-profit and other government agencies, the Coordinated Mobility Department is developing a low-cost/web-based scheduling and dispatching software. This is an affordable solution for agencies that traditionally could not purchase such software as these kind of programs are expensive.

SHARED VEHICLE PROGRAM

The Shared Vehicle Program (SVP) was developed to ease vehicle ownership burdens of Human Service Transportation Providers. The SVP fleet consists of vehicles from UTA’s retired vehicle pool that are still usable. The vehicles are intended for use in meeting unmet transportation needs or enhancing current human service non-profit transportation needs. The pool of vehicles is available for use by providers at any time. Currently, there are 10 vans and 5 ADA accessible vehicles in the Program.
Future Regional Objectives

As time passes and projects are completed, new opportunities surface to serve those who need rides the most. As the Coordinated Mobility Department meets with the Local Coordinating Councils, ideas for future projects are vetted, proposed and ultimately pursued. The following are active regional projects.

VOUCHER PILOT PROGRAM

UTA, partnered with Weber County Aging, Davis County Aging, and Roads to Independence, began planning a voucher program based on the needs of the region. The UTA Coordinated Mobility Department determined that a voucher program would help seniors and those with special needs to gain access to transportation, as well as assisting them in becoming independent and increasing their overall quality of life.

The goal of this plan is to allow seniors and persons with disabilities to find the mode of transportation that best accommodates them in order to arrange non-emergency medical visits/quality of life trips. The voucher program was developed to allow eligible participants to arrange these rides with a driver of their choice who would then be reimbursed for the mileage by UTA through a 5310 Grant Award.

CONTINUING THE NEXT PHASE OF INTELLIGENT TRANSPORTATION PROJECTS

Though much has been done, more user features need to be added into the OneClick and RidePilot programs. Future enhancements to RidePilot will include reporting efficiencies for HST providers. OneClick takes regular upkeep to maintain an accurate list of transportation providers and their services. Over time, OneClick will be enhanced to include online scheduling of trips by the rider through RidePilot.

EXPAND SHARED VEHICLE PROGRAM

More vehicles and locations for vehicles will increase use and accessibility of this program. As vehicles are added to the fleet, the Coordinated Mobility Department will expand the program into each of the UZA areas. Ideally, each UZA will have a local fleet for their area to be shared by the partners in that area. Locally shared fleets will save time and money for participants in the program.

EXPLORE NEW EFFICIENCIES/ON DEMAND

Both the Coordinated Mobility Department and the Local Councils can see the potential benefits of On Demand service. This service has been regularly discussed at Council meetings. The Coordinated Mobility Department facilitated a meeting with Uber and the Local Coordinating Councils to begin the dialogue and delve into future On Demand programs and partnerships. UTA itself is beginning an On Demand pilot in one of its service areas that will give the Coordinated Mobility Department, as well as the Council partners, information that
can be analyzed as On Demand projects are proposed.

The Coordinated Mobility Department is continually educating itself on new service and innovations in the transit industry. As new ideas and programs are discovered that may help HST providers, the Coordinated Mobility Department brings those new ideas to the Councils for discussion. The Local Coordinating Councils are conducted in an open forum format. The partners are always free to bring forward new ideas at meetings as well.

**SEEK OUT NEW GRANTS AND FUNDING SOURCES**

The Coordinated Mobility Department not only oversees the 5310 Grant funds, but also applies for other federal grant funding. If awarded, the Department uses the funds for projects that will benefit HST Providers across the Wasatch Front and potentially, across the State of Utah. Also, the Department will continue to inform the Council Partners of new grants they can apply for as they are rolled out publically.

The Department, along with the Local Coordinating Councils, would like to look into public/private partnerships as a possible funding source. For instance, reaching out to health care providers to help with the cost of transporting patients to their medical visits. Combined fundraising efforts that benefit all the non-profit partners on the Councils may be a source of “match” funding in the future.

**ADD TO VEHICLE INVENTORY**

The Coordinated Mobility Department is in the process of establishing a Standard Operating Procedure for the retirement of used transit vehicles into the Shared Vehicle Program. Once this SOP is put into place, the Shared Vehicle Program will grow and have a steady replenishment of stock. The addition of vehicles will help expand the program as described above.

The continued ability by the partners to purchase new vehicles with 5310 Grant money will expand the HST Provider fleet across the Wasatch Front. As more vehicles are added into this inventory, more coordination can take place by the Partners and thus more rides will be provided for clients.

**EXPAND LOCAL COORDINATING COUNCIL ATTENDANCE AND PARTICIPATION**

Attendance at the Local Coordinating Councils by HST Providers has vastly improved, as previously mentioned in “Accomplishments”. However, there are still plenty of Providers that could be and should be attending the meetings. The Coordinated Mobility Department has discovered that one of the best ways to involve Partners is to initially meet with them one-on-one at their place of business. This allows the Department to see what really goes on at the business and it allows the Department to educate the Provider, at their convenience, regarding what Coordinated Mobility is and the work of the councils. As the Transportation Inventory Provider List expands, the Department will continue this outreach process.
The Department also conducts a retreat almost annually that is a friendly forum for HST Providers to be introduced to Coordinated Mobility and the work of the Councils. The Providers that attend the Council meetings are helpful in spreading the word on Coordinated Mobility and the Local Coordinating Councils with other HST Providers they work with in the industry. This word of mouth “advertising” has proven to help engage new Council participants.
The Ogden-Layton Mobility Plan meets the Federal Transit Administration (FTA) coordination requirements outlined in the June 6, 2014 FTA Circular 9070.1G which is a reissuance of guidance under the 49 U.S.C. 5310 grant program. FTA guidance defines the plan as a “locally developed, coordinated public-transit human services transportation plan identifying the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation” and that the plan be “developed and approved through process that included participation by seniors, individuals with disabilities, representatives of the public, private and nonprofit transportation and human services providers and other members of the public.”

EXISTING TRANSPORTATION SERVICES

SALT LAKE INTERNATIONAL AIRPORT

Salt Lake City International Airport is a department of Salt Lake City Corporation. It is the largest airport in the State of Utah. There are currently two terminals, five concourses and 83 aircraft gates. There is an extensive remodel/expansion of the airport taking place. Nine airlines and their
affiliates operate out of the airport. In 2015, 22,152,498 passengers were served. Approximately 345 commercial departures take place everyday. The Green Line TRAX (public transit light rail) serves airline travelers with connection into downtown Salt Lake City. Traditional taxicab and shuttle service are available as well. Lyft is currently the only approved On Demand transportation provider permitted to operate from the airport.

AMTRAK
Amtrak serves Utah daily with one train, the California-Zephyr. This is a National Network train serving the cities of Salt Lake-Chicago-Denver-Emeryville/Oakland-San Francisco. Total station usage in Utah for 2015 was 46,081 boardings. The Amtrak station in Salt Lake City is at the Central Station where passengers can connect with UTA public transportation services including bus, TRAX, and FrontRunner (commuter rail).

GREYHOUND BUS
The main Greyhound Bus station for Utah is at the Salt Lake City Central Station that also serves Amtrak and UTA public transportation services. Greyhound provides daily intercity and interstate connections. There are 18 million passengers traveling in the 1,700 vehicle fleet across 5.4 billion passenger miles included in the Greyhound service area.

APP BASED RIDE SHARING SERVICES
Two approved app based ride share companies, Uber and Lyft, legally operate in the Salt Lake Valley. They are a cost effective alternative to traditional “for hire” transportation and compete directly with this industry. By using a downloaded phone app, a private driver can be hired to drive an individual throughout an approved service area, anytime. The service is less costly as the drivers use their own private vehicles and have no special licensing or registration requirements. The ease and accessibility of the app software also keeps costs down and service reliable. Price can fluctuate throughout the day depending on demand, but an estimate is given of cost before a driver is “hired”.

TAXI/LIMO/SHUTTLE/CHARTER BUS
There are a number of private-for-profit ground transportation providers operating at the Salt Lake International Airport and throughout the state. A number of hotels and private organizations provide shuttle service to and from the airport.

GREENBIKE
Greenbike is a non-profit bike share program funded through a public/private partnership in Salt Lake City proper. A number of stations are located within the service network. Users can take any bike, from any station, as many times as they like for a membership fee.

UTAH TRANSIT AUTHORITY
The Utah Transit Authority (UTA) is the major public transportation provider for the Wasatch Front Region. The UTA Service Area includes seven counties: Box Elder, Davis, Salt Lake, Tooele, Utah, Weber and Summit. UTA was named the 2014 Outstanding
Public Transportation System of the Year by the American Public Transportation Association. Continuing to enhance this award-winning transit system, UTA strives to improve its services by providing increased mobility, travel choices and regional connectivity. The Authority was established March 3rd, 1970 and is governed by a 16-member Board of Trustees. Public transportation provided along the Wasatch Front by UTA currently includes FrontRunner (commuter rail), TRAX (light rail), S-line (streetcar), bus rapid transit (BRT), fixed bus route service, paratransit service, flex routes, on demand service and vanpool programs.

FRONTRUNNER
Since December 2012, UTA has been running FrontRunner commuter rail along the Wasatch Front from Pleasant View to Provo. There are 89 service miles covered which includes 15 stations en route. This service runs from approximately 5am to 12am, Monday thru Friday, with hourly service on Saturday, and no service on Sunday. The trains are equipped with wi-fi, power outlets, restrooms, and ADA accessible ramps. Safety features at the stations include yellow safety lines and tactile warning strips. The fare is distance based with a $2.50 charge for one station and an approximate charge of 60 cents for each additional station.

TRAX
All TRAX lines were completed and operational by 2013. These light rail vehicles follow tracks throughout the Salt Lake valley on three lines: the Red line, the Blue line and the Green line. The Red line runs service from the suburban Daybreak community to the University of Utah campus. The Blue line runs service from Draper City to downtown Salt Lake City ending at Central Station. The Green line runs from West Valley City to the Salt Lake International Airport. There are 44.8 light rail miles serviced with 51 stations en route. TRAX is equipped with ADA accessible ramps and priority seating for seniors and people with disabilities. Safety features at the stations include yellow safety lines and tactile warning strips. This service runs between 5:30am and 11:30pm, seven days a week except for select holidays. The fare for a one-way trip is $2.50.

STREETCAR
The S-line Streetcar connects the neighborhoods of South Salt Lake and Salt Lake City with the TRAX light rail system at 2100 South. The streetcar runs through the Sugar House commercial district in a two mile line with seven stops throughout the community. This project was funded by a U.S. Department of Transportation grant from the Transportation Investment Generating Economic Recovery II program. The project also features a pedestrian and biking trail. The S-line is equipped with ADA accessible ramps and priority seating for seniors and people with disabilities. The service runs between 5am and 11:30pm, Monday thru Friday with shorter service times on weekends. The fare is $2.50 one-way.
BUS RAPID TRANSIT
Currently, there is only one operational Bus Rapid Transit (BRT) line within the UTA service area. The BRT line runs on 3500 South connecting Magna, West Valley City and the 3300 South TRAX Station along with the West Valley Central hub. BRT service has limited stops, dedicated lanes for a portion of the length, traffic signal priority and a schedule timed to meet TRAX. The dedicated lane allows the buses to operate in a separate corridor from regular traffic which helps travel time and reliability while easing traffic congestion. The BRT bus is equipped with ADA accessible ramps and priority seating for seniors and people with disabilities. The service runs between 5:00am and midnight, Monday thru Friday with limited service on Saturday and no service on Sunday. The fare is $2.50 one-way.

FIXED ROUTE SERVICE
Fixed Route Service is “traditional” bus service. By definition, the service is provided by designated public transportation in a vehicle that is operated along a prescribed route according to a set schedule. As of 2014, UTA had 105 such routes servicing 6,250 active bus stops with 478 buses contributing to 69,251 passenger boardings a day throughout the Wasatch Front service area. All of the bus fleet is accessible to riders with disabilities. The service spans the hours of 5am to 1am, depending on the route, with varying service 7 days a week, limited service on Saturdays, and very limited service on Sundays. The fare is $2.50 one-way.

FLEX ROUTES
UTA flex routes travel a fixed route and schedule, but are permitted to deviate up to ¾ mile to either pick up or let off passengers. These routes offer limited service into areas with no other public transit. The schedules for these routes can vary, depending on the purpose of the route. For instance, some routes may run only at peak commute times in the morning and the evening. The flex routes are designed to provide the convenience of a curb-to-curb drop off and can make up to two route deviations per trip. Deviations can be scheduled up to two hours in advance and cost an additional fare of $1.25. All flex route vehicles are accessible to riders with disabilities so this service can be a good alternative to paratransit. There are currently 17 flex routes with varying service times. The fare is $2.50 one-way, if no deviation is requested.

PARATRANSIT
UTA paratransit services are offered in two ways: through the fully-accessible bus, TRAX and FrontRunner fleets or through demand response service. All regular UTA vehicles are equipped with ADA accessible ramps and priority seating for seniors and people with disabilities. Bus operators provide assistance on request, and they announce stops, major intersections and destination information to assist riders with orientation. The fleet of paratransit vehicles includes accessible buses and vans.
Paratransit is a curb-to-curb service reserved for people whose functional ability prevents them from using regular UTA services. There is an application process to certify eligibility for paratransit service. An advance reservation must be made to ride this service. The routes are “comparable” to UTA’s fixed route services covering an area within ¾ s of a mile of fixed route services and rail stations. The 113 paratransit vehicles follow the same time and service schedules as UTA fixed routes. The fare is $4.00 for a one-way trip.

VANPOOL

UTA’s Vanpools are available through the Rideshare program. Individual riders or employers can contract with UTA for the vanpools which provide vehicles for groups of a minimum of seven persons for the purpose of commuting to work. The van, maintenance, insurance, back up van and support, and fuel are included in the costs. There are currently 485 vanpools providing 1,400,752 rides annually. The monthly fare is based on the average number of miles the van travels in a month and the number of people on the roster. Employees can use the Federal Transit Benefit for some of their vanpool costs.

HUMAN SERVICE TRANSPORTATION PROVIDERS

A broad range of service options are provided by Human Services Transportation (HST). These transportation services help meet the needs of an area’s disadvantaged populations including persons with a disability, seniors and individuals with lower incomes. Please see the table below for a list of local HST providers.
Figure 2. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.

Figure 3. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.
Table 1.

<table>
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<th>GOVERNMENT</th>
<th>FOR PROFIT</th>
<th>NON PROFIT</th>
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<td>Danville Services</td>
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<td>Youth Impact, Inc.</td>
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<td>Family Counseling Service of Northern Utah</td>
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<td>Fort Lane Senior Apartments</td>
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<td>Friends 4 Life, LLC</td>
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<td>Futures Through Choices, Inc.</td>
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Table 1.1

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Ogden-Layton Demography

Weber and Davis Counties
Population Density

Figure 4. Data retrieved from the United States Census Bureau (2014)
Figure 5. Data retrieved from the United States Census Bureau (2014)
Figure 6. Data retrieved from the United States Census Bureau (2014)
Figure 7. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.

Figure 8. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.
Weber and Davis Counties
Disability Population

Figure 9. Data retrieved from the United States Census Bureau (2013)
Figure 10. Data retrieved from the United States Census Bureau (2014)

Weber and Davis Counties
Elderly Population per Acre

Elderly Population
Population per Acre
0 - 1
1.1 - 3
3.1 - 7
7.1 - 10
10+

UTA Bus Service
Blue Line TRAX
Red Line TRAX
Green Line TRAX
S Line
FrontRunner

POULATION: 44,780
9% OF COUNTY POPULATION
Figure 11. Data compiled from the 2015-2016 UTA Human Service Provider Inventory Survey.

ONE-WAY TRIPS OFFERED BY SENIOR AGENCIES REGIONALLY (Annually)

- Government: 290
- Private For-Profit: 400
- Public Non-Profit: 211,859
Weber and Davis Counties
Paratransit Service Area and Provider Agencies

Figure 12. Data retrieved from UTA’s APC database
The 2013 Wasatch Mobility Plan identified strategies for furthering mobility efforts along the Wasatch Front. The Ogden-Layton UZA Local Coordinating Council worked as a group to implement these strategies. During the fiscal years covering 2013-2016, Human Service Transportation Providers have requested and been awarded funding for 13 vehicles to assist in transporting seniors, people with disabilities, Veterans and low-income individuals. It is projected that these additional vehicles will provide over 31,452 one-way annual transportation trips. Multiple providers applied jointly for a Voucher Pilot Program grant and were awarded funding. This program has the potential to provide up to 7,520 one-way trips for seniors and those with disabilities that have no other transportation access to meet their needs. Grant funding has also been awarded for infrastructure projects that improve access for persons with disabilities to connect with public transportation within the community.

LOCAL COORDINATING COUNCIL PROCESS

The Ogden-Layton UZA has met over the course of two years as a Local Coordinating Council on an approximately bi-monthly basis. The Council discussed, at length, the problems and issues faced by each agency’s/organization’s clientele. The Council also analyzed the data from the Coordinated Mobility Inventory. Taking discussions and analysis into consideration, the Council prioritized strategies and projects that aligned with the identified needs to meet service gaps.

PUBLIC INVOLVEMENT PROCESS

The Mobility Plan for the Ogden/Layton UZA was posted to Open UTA for public review and comment for a thirty-day period spanning December 2016 into January 2017. Public comment included a request to participate in a brief survey concerning the Plan. The survey questions were designed to get an overall sense of the community’s feeling about the Mobility Plan once it was reviewed.

Participants were recruited through an extensive email network. A list of 250+ Partner Agencies were emailed the Mobility Plan web-link along with the request to forward the link to their clients through email. Thousands of people were contacted through the email lists of organizations such as: the Department of Veteran and Military Affairs; Wasatch Front Regional Council; the Weber, Davis, Salt Lake and Utah County Departments of Aging; the UTA Committee on Accessible Transportation; the Weber, Davis, Salt Lake and Utah County Departments of Aging; the UTA Committee on Accessible Transportation; United Way; Ability First; Enable Utah; AARP; The Road Home; Department of Workforce Services; Mountainland Association of Governments; to name a few. Respondents’ answers were recorded and organized into usable data by the Open UTA program. This data was then analyzed and graphed by urbanized area.

| People who viewed the Mobility Plans | 609 |
| People who participated in the Survey | 104 |
| Respondents from the Ogden/Layton Area | 55 |
| Respondents identifying as members of the public | 51 |
| Respondents identifying as service providers | 4 |
Six hundred and nine people viewed the Mobility Plans to some extent. Of those that viewed plans, one hundred and four people participated in the Mobility Plan Survey. Twenty-five respondents were from the Ogden/Layton area. Twenty (80%) of the respondents identified themselves as members of the public while five (20%) identified as service providers.

Identified needs/gaps in mobility services:
- Funding
  - Match
  - Cost of fuel, insurance, maintenance
  - Cost to client
- Not enough drivers
- Not enough medical trips for demand
- Not enough communication to clients about transportation options
- Lack of coordination and communication across Human Transportation Providers

Identified mobility strategies:
- Provide more trips for those who need them most
- Coordination of transportation services
- Financial sustainability
- Accessibility and livability

Please give your opinion of the identified transportation gaps listed in the Mobility Plan.
IDENTIFIED STRATEGIES AND PROJECTS

Please give your opinion of the identified strategies and projects to address the identified transportation gaps.

PLAN MEETS NEEDS OF IDENTIFIED DEMOGRAPHICS

Does the Mobility Plan meet the needs of seniors, persons with disabilities, Veterans, and low-income individuals?
Overall, the Public approves of the identified gaps and strategies in the Mobility Plan. Not as many people agree that the Mobility Plan meets the needs of the identified demographic groups, but more still approve than disapprove on this subject. Below is a sample of comments left by survey participants:

- “I would gladly volunteer to be a driver for you folks up here in the Ogden/Weber area.”
- “I am a disabled Vet and need to travel to the SLC VA.”
- “It takes almost two hours to get from North Salt Lake to The VA. Sometimes more.”
- “Like the UTA pilot and the ride link (might have those names wrong). Am very interested in seeing what might help get my husband who is a 100% disabled vet to the VA hospital as I am getting old enough not to feel comfortable driving him.”
- “Veterans, seniors, and people with disabilities should ride for free.”
- “The plan also takes future development into consideration in areas such as Syracuse, West Point, and Clinton where there is still considerable amount of greenfield for development. The only thing I don’t see here is consideration for the West Davis Corridor. I would hope that the plan is redone before the completion of the highway to provide some sort of bus service here. This would be fantastic for the populations living near the lakeshore that are currently underserved by public transit.”
- “I work with the disabled population and many of our clients are restricted in their ability to navigate the UTA system due to the lack of stops or price of passes and lack of community resources who are able to provide tokens for the appointments such as those with Dept. of Workforce Services or medical appointments.”

As per the survey responses, the Ogden/Layton Mobility Plan identified gaps and strategies seem to be in alignment with the views of the public. The data indicates that there are more issues that need to be addressed for the senior, persons with disabilities, Veterans, and low-income communities. Comments left by respondents point out two ongoing problems: there is a need for better transportation for Veterans and need for better transportation to medical appointments. As the Mobility Plan is implemented, needs in these areas should begin to be met.

**NEEDS/GAPS**

**FUNDING GAPS**

Human Service Transportation Providers and their clients struggle with transportation expenses. HST Agencies have a number of services that they must provide with transportation being just one item among many in their budget. Funding sources for the Provider are limited and often require a “match” which must be budgeted for in advance. Once a Provider has vehicles in operation, there are the costs of operation, fuel, maintenance, and insurance. Clients find that transportation expenses are cost prohibitive or public services are not available to them.

**OPERATION GAPS**

The Human Service Transportation Providers that have vehicles have difficulties in operating them. HST Agencies are often mandated by their organization’s mission as to what kind of rides and services they can provide for their clients. Funding streams for transportation also limit what trips qualify under specific programs. Funding to pay for drivers, and finding drivers are both issues. The driver constraints result in limited
times of service, limited ride coverage area, limited time frames for rides resulting in limited rides for clients. Volunteer programs could be an option as long as liability and insurance issues can be addressed.

**COMMUNICATION/COORDINATION**

Expand partnerships to coordinate transportation services, technology, planning and expertise. Support and promote existing transportation options. Develop and implement innovative transportation options to fill service gaps.

**CUSTOMER SERVICE**

Support and expand customer focused services and programs. Development and implementation of expanded travel training.

**ACCESSIBILITY**

Support and expand mobility options and universal design that support, and are supported by, livable communities. Support improvements to current transit infrastructure including accessible intersections, curb cuts, and bus stops.

**ACCESS GAPS**

Physical barriers limit the access Human Service Transportation Providers clients have to transportation. Often, pathways and transit stops are inaccessible. Curb cuts are inadequate or do not exist. Intersections do not allow for safe travel across streets. Availability of accessible vehicles is limited at times.

**MOBILITY STRATEGIES TO ADDRESS GAPS**

**FINANCIAL SUSTAINABILITY**

Leverage funding and resources. Apply for any applicable grants. Explore creative funding sources and partnerships. Support and promote service efficiencies and effectiveness. Seek out affordable/free fare options for clients.
Proposed Projects

The Ogden-Layton Local Coordinating Council carefully considered the identified gaps and strategies when proposing projects for future funding. It is acknowledged that needs change in communities over time and with advances in technology. That being stated, the projects for the Ogden-Layton UZA described in this plan are amendable on an annual basis as new challenges and opportunities present themselves that improve travel for Human Service Transportation Providers clientele.

Please see the following current list of ranked projects:

NEW VEHICLES

Though a more sustainable source of funding should be found for new vehicle purchases, currently 5310 grant money is the main source of funds for new vehicle purchases for HST Providers. These new vehicles are necessary to replace old fleet, expand fleets and maintain current availability levels of trips for clients.

ITS (Intelligent Transportation Systems)

These projects support financial sustainability as they are open source software programs. HST Providers can use the programs free and all future programming of the software helps expand the products for all HST Providers.

ONECLICK

In addition, OneClick supports communication, coordination and customer service for clients. The program ultimately will show all available transportation for the client at a given time so the client has all options, thus enabling them to make sound and convenient travel arrangements.

RIDEPILOT

RidePilot has a number of scheduling and reporting features. In the future it will also work in conjunction with OneClick so a client will be able to directly book a trip from the OneClick site. RidePilot supports communication, coordination, and customer service.

VOUCHER APP

The Voucher App will support financial sustainability by making the payment process for vouchers simpler and less costly for HST Providers. Customer Service is also supported as clients will not have to manage cumbersome paper voucher reimbursement.

TRAVEL TRAINING

Expanding Travel Training supports financial sustainability by improving the use of existing resources. Customer service is also supported as clients gain a better understanding as to how to use the various travel options available to them.

VOUCHER PROGRAM

This program is currently underway. The aim of the project is to provide more critical trips—mostly medical—at no cost to the approved senior or disabled individual. As this project is a pilot, data will be gathered and analyzed so a foundation for future
clients. Access can be expanded with new bus shelters in high use areas. Better accessibility to services, especially public transit, saves financial resources and improves coordination of services.

OTHER PROJECTS
It is recognized that there are other potential projects that support the strategies of this plan. Such projects may include, but are not limited to:
• Bus wash
• Bus shelters (for vehicles)
• Driverless cars
• Paratransit eligibility center
• Paratransit fare reduction
• Low-income fare reduction

OPERATIONS FUNDING
Drivers are a necessity of travel trips. There is the constant cost of driver wage. Funding operations sustains existing trip services at current levels as well as expanding future service.

INFRASTRUCTURE PROJECTS
Curb cuts, sidewalk improvement, and intersection improvement projects all support accessibility for HST Provider

voucher programs can be developed. As the drivers will be volunteers recruited by the client, the project supports financial sustainability, coordination, and customer service. Additionally, by arranging their own voucher ride, the client has much more access to a variety of times and destinations.
In August of 2019 the Local Coordinating Council for Ogden - Layton Urbanized Area, amended the project prioritization in this Local Transportation Plan. The revised ranking of projects is as follows:

1) New Vehicles
2) Contracted Services
3) Technology/ITS projects
4) Vouchers
5) Operations
6) Travel Training
7) Accessible infrastructure projects
8) Other Projects

For descriptions of these projects, please see pages 30-31.