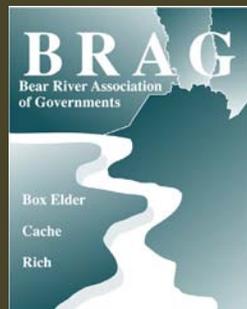




# MOBILITY MANAGEMENT PLAN for UTAH'S BEAR RIVER REGION Box Elder, Cache, and Rich Counties

Bear River Association of Governments - December 2009



**MOBILITY MANAGEMENT PLAN  
for UTAH'S BEAR RIVER REGION  
Box Elder, Cache, and Rich Counties**

**Bear River Association of Governments  
December 2009**

**Project Partners: Cache Valley Transit District (CVTD) and the Cache  
Metropolitan Planning Organization (CMPO)**

**Cover Photo's Left to Right – Top: A BRAG Senior Companion (BRAG), UDOT Systems Planning and Programming training (UDOT), Cache Valley Transit District paratransit bus (CVTD). Bottom: Senior Transit Bus (Brigham City Senior Center), Cache Employment and Training Center buses (CETC), and a BRAG Senior Companion with a client (BRAG).**

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## **INTRODUCTION AND PURPOSE FOR THE PLAN**

### **Introduction**

The Bear River Region is comprised of Box Elder, Cache, and Rich Counties in Northern Utah. Each of these Counties is experiencing consistent growth like most of the State is, but each in unique ways.

Box Elder County has long been identified as an extension of the Wasatch Front in many ways, although it is still largely agrarian and geographically isolated from the rest of the front by Willard Bay to the west and the Wasatch Mountains to the east. Box Elder County accommodates several large industrial businesses, including Proctor and Gamble's new paper products facility west of Corinne. Eastern Box Elder County's proximity to I-15, I-84, and Highway 89 combined with fairly inexpensive land prices and flat buildable ground make for a great combination for industrial sites and the accompanying development.

Cache County is the most populated county in the region. Most growth is residential and commercial, centered around Logan City and Utah State University. The County now has over 100,000 residents, with consistent growth rates and a solid economic base.

Rich County is the third least populated County in the State with just over 2,000 residents. However, growth has occurred very quickly at times and has overall been fairly consistent, although most of the growth has been seasonal housing for Bear Lake summer residents.

Most of this growth has been between Laketown and the Idaho border on the west side of the lake.

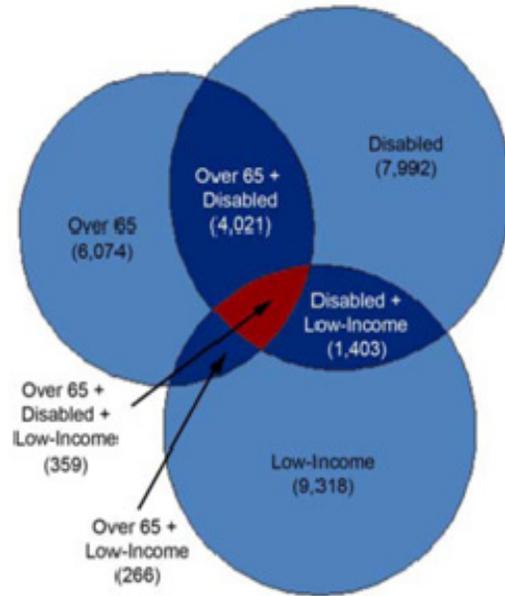
With regular growth occurring in the region, human service populations, including seniors, persons with disabilities, and low-income individuals, are also growing. Increased population creates the need for more efficient and effective human services, including transportation; which is the purpose of this plan.

One of the most significant human service issues in the region is that of basic transportation services for those with special needs. Basic needs, such as medical care, grocery shopping, or weekly social events are often inaccessible due to a lack of transportation resources. To mitigate this problem, many organizations in the region provide transit services for their clients including senior centers, assisted living facilities, employment centers, government and privately funded human services transit programs, and others. Even with these crucial organizations and services, there are some groups and individuals which do not have access to transit services that provide for basic needs.

### **Populations Served by the Plan**

This plan addresses transportation issues for human services populations in the Bear River Region. These human service populations include senior citizens over the age of 60, persons with disabilities as defined by the American's with Disabilities Act of 1990, and low-income individuals (usually defined as either 80% of the Area Median Income [AMI], or 150% of poverty). Each of these groups have a variety of transit

needs, including access to employment, medical facilities, shopping centers, recreation centers or areas, and other personal needs. These user groups also have various levels of personal assistance needs for boarding, riding, and exiting vehicles. Some individuals in these groups are very independent and can access public transit without any assistance, curb to curb service, or special equipment. Conversely, there are some in need of special equipment (such as a wheel chair lift), front door pick-up, a personal assistant, or drivers that are trained in first aid, CPR, or are Certified Nursing Assistants (CNA's).



**Figure 1: Human Service Populations in the BRAG Area (UCHSPTP, 2007)**

Figure 1 shows a graphic from Utah's Coordinated Human-Service Public Transportation Plan depicting overlap between each human service group in the Bear River Region (data is from the U.S. Census Bureau, 2000). One group cannot be generalized singularly, since overlap inevitably occurs between groups. Below are also tables for each County in the Bear River Region showing more human service population data:

Also of interest is this quote from the BRAG Consolidated Plan in 2009: "The over age 65 population of the Bear River Region is projected to grow by 125% by the year 2030 (Figure 3). This number is particularly striking when one considers that the rest of the population is projected to only increase 51% by the year 2030. Rich County will be the most

Table 1: Box Elder County Human Services Demographics (U.S. Census Bureau, 2005-2007 American Community Survey)

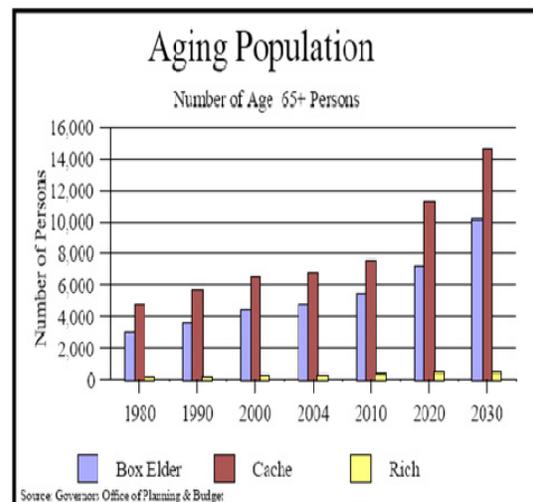
Population	Civilian Veterans	Disability Status	65 Years and Over
42,751	3,203	6,064	5,033

Table 2: Cache County Human Services Demographics (U.S. Census Bureau, 2005-2007 American Community Survey)

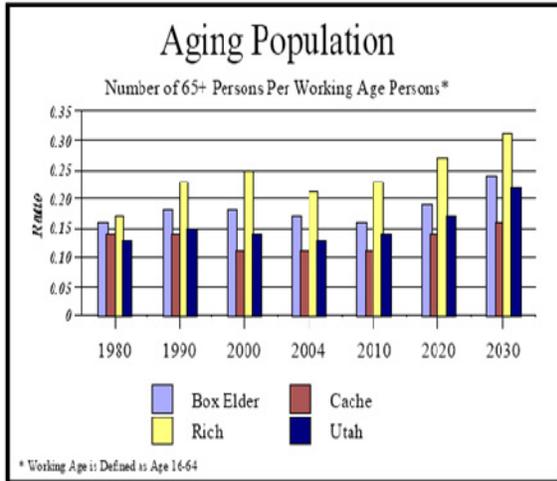
Population	Civilian Veterans	Disability Status	65 Years and Over
91,391	4,471	9,348	7,861

Table 3: Rich County Human Services Demographics (U.S. Census, 2000)

Population	Civilian Veterans	Disability Status	65 Years and Over
1,961	140	248	277



**Figure 2: BRAG Area Aging Population, 1980-2030 (BRAG Consolidated Plan, 2009)**



**Figure 3: BRAG Area Number of 65+ Persons Per Working Age Persons (BRAG Consolidated Plan, 2009)**

September 2008				
County	Labor force	Employed	Unemployed	Unemployment rate
Box Elder	24,940	23,856	1,084	4.3
Cache	62,351	60,743	1,608	2.6
Rich	1,533	1,498	35	2.3

Unemployment rate	November 2008	November 2007
Box Elder	4.1%	2.9%
Cache	2.5%	2.1%
Rich	2.3%	2.2%
Utah	3.5%	2.8%
United States	6.5%	4.8%

Table 4: Unemployment figures (BRAG Consolidated Plan, 2009)

heavily impacted county in the region with its 65+ population projected to increase 170% by the year 2030 compared to Cache County at 125% and Box Elder at 129% (BRAG Regional Consolidated Plan, Annual Action Plan, 2009).”

As of December, 2008, there were 5 homeless individuals and 5 homeless families in the region. Some of these are likely single mothers that are victims of domestic violence that has used their 30 days of emergency/transitional housing. BRAG can often assist with paying rent and with other services for these individuals (BRAG Regional Consolidated Plan, Annual Action Plan, 2009).

The number of individuals with disabilities in the region is much higher than one may expect. According to 2005, 2006, and 2007 data from the American Community Survey and Public Use Micro Data Sample files for Box Elder, Cache, Rich, and Toole Counties, 11.8% or 21,790 people over the age of 5 have some form of disability. Of those individuals, there are 7,130 ages 16-64 that are employed. Most of these individuals work somewhere besides their home and need some form of transportation. While most of those 16 to 21 years of age may still have transportation assistance from family, those that are 21-64 years of age may need more outside assistance. Of the 6,940 in the 21-64 year age group employed, 270 work at home, 5,320 travel to work via a car, truck, or van, 140 use mass transit, and 800 use some other form of transportation. Of those that work at an area other than their home, 3,300 work 1-15 minutes from home, 1,750 work 16-30 minutes from home, 990 work 31-60 minutes from home, and 220 work more than an hour from home (2005, 2006, and 2007 data from the American Community Survey and Public Use Micro Data Sample files).

Of the 21,790 people with disabilities in the four counties included in this dataset, 5,630 people (or 25.8%) live at or below 150% of poverty level. These individuals have a greater need for transit assistance being low income and having a disability(s) (All the above data on individuals with disabilities was found at <http://disabilityplanningdata.com>).

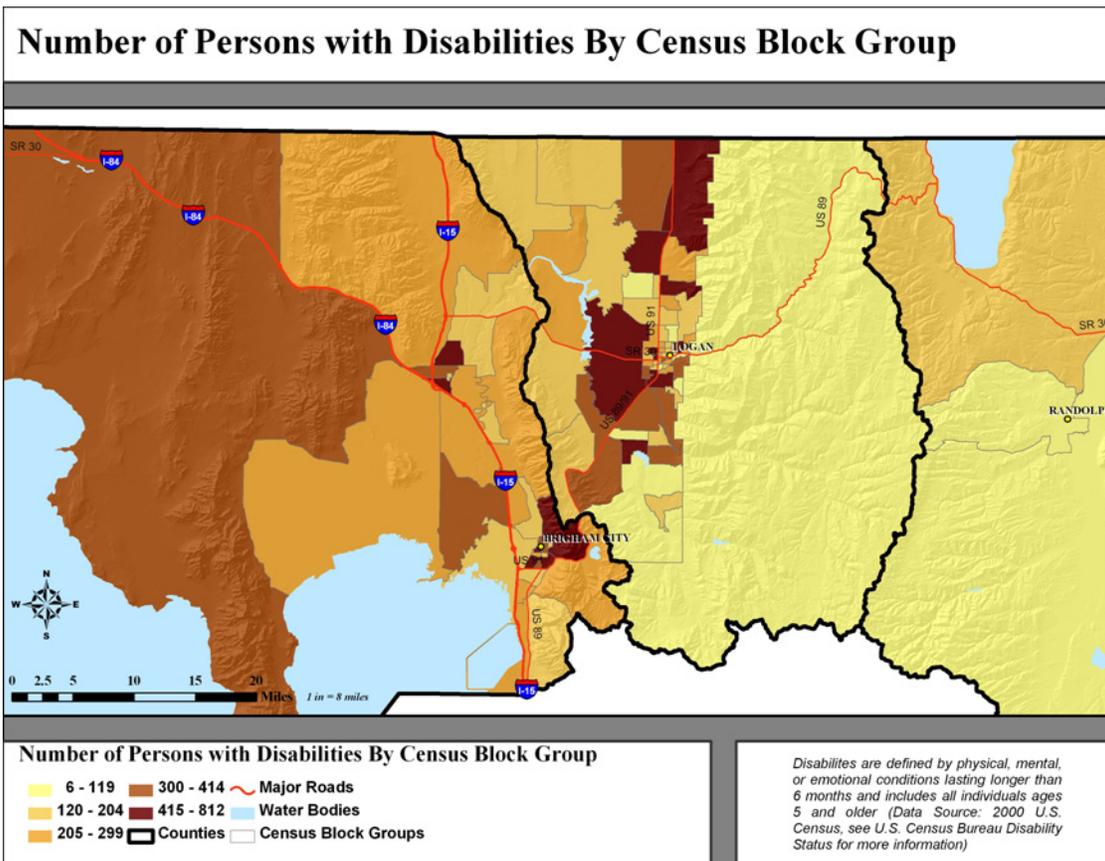
<b>Table 1A Homeless and Special Needs Populations</b>				
<b>Continuum of Care: Housing Gaps Analysis Chart</b>				
		<b>Current Inventory in 2008</b>	<b>Under Development in 2009</b>	<b>Unmet Need/ Gap</b>
<b>Individuals</b>				
Beds	Emergency Shelter	4	0	
	Transitional Housing	24	12	14
	Permanent Supportive Housing		0	
	<b>Total</b>		0	
<b>Persons in Families With Children</b>				
Beds	Emergency Shelter		0	
	Transitional Housing	13	0	
	Permanent Supportive Housing		0	
	<b>Total</b>		0	
<b>Continuum of Care: Homeless Population and Sub-populations Chart</b>				
<b>Part 1: Homeless Population 2005 to 2007 Average</b>		<b>Sheltered</b>		<b>Unsheltered</b>
		<b>Emergency</b>	<b>Transitional</b>	<b>Total</b>
1. Homeless Individuals			11	11
2. Homeless Families with Children				
2a. Persons in Homeless Families with Children			36	50
<b>Total (lines 1 + 2a)</b>			47	50
<b>Part 2: Homeless Sub-populations</b>		<b>Sheltered</b>		<b>Unsheltered</b>
1. Chronically Homeless		2		4
2. Seriously Mentally Ill				
3. Chronic Substance Abuse				
4. Veterans				
5. Persons with HIV/AIDS				
6. Victims of Domestic Violence		47		
7. Youth				

Table 5: BRAG Area Homeless and Special Needs Populations (BRAG Consolidated Plan, 2009)

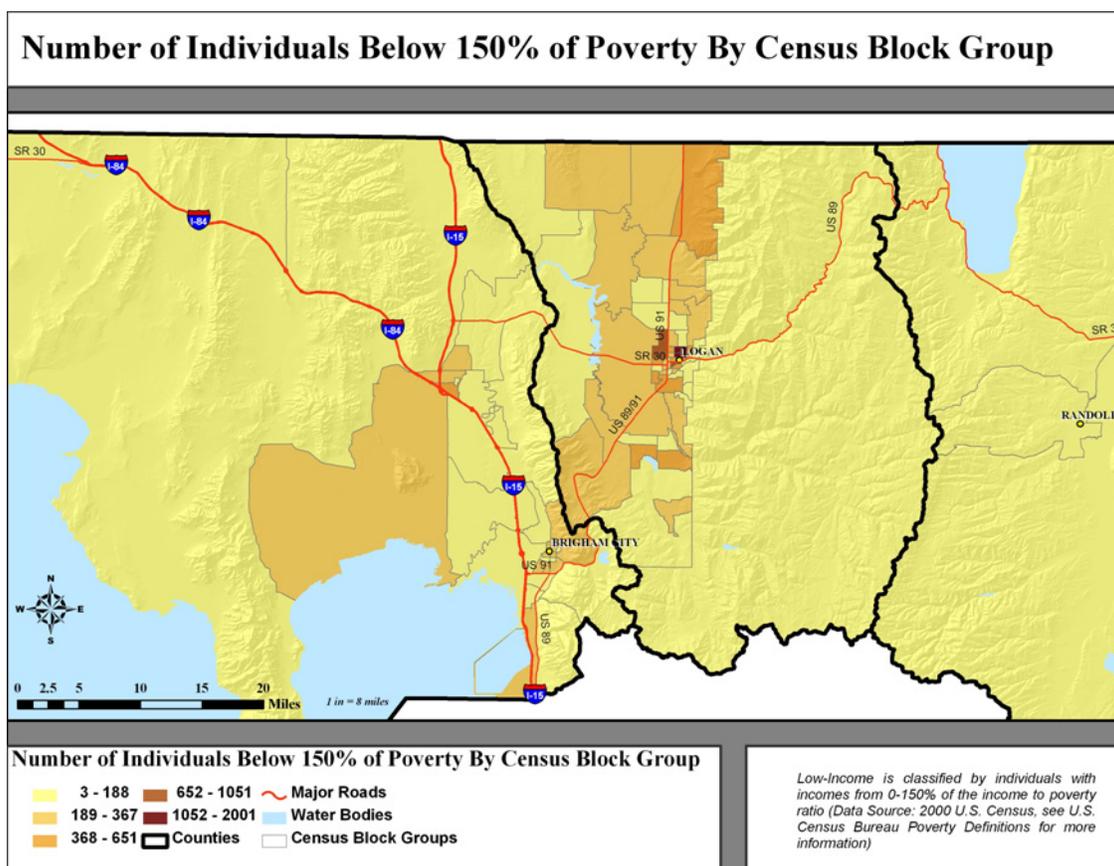
### **Geographic Dispersal of Human Service Populations in the Bear River Region - U.S. Census, 2000**

Current data showing the residence locations of human service populations in the Bear River Region is not currently available. The following maps were created by BRAG staff to illustrate

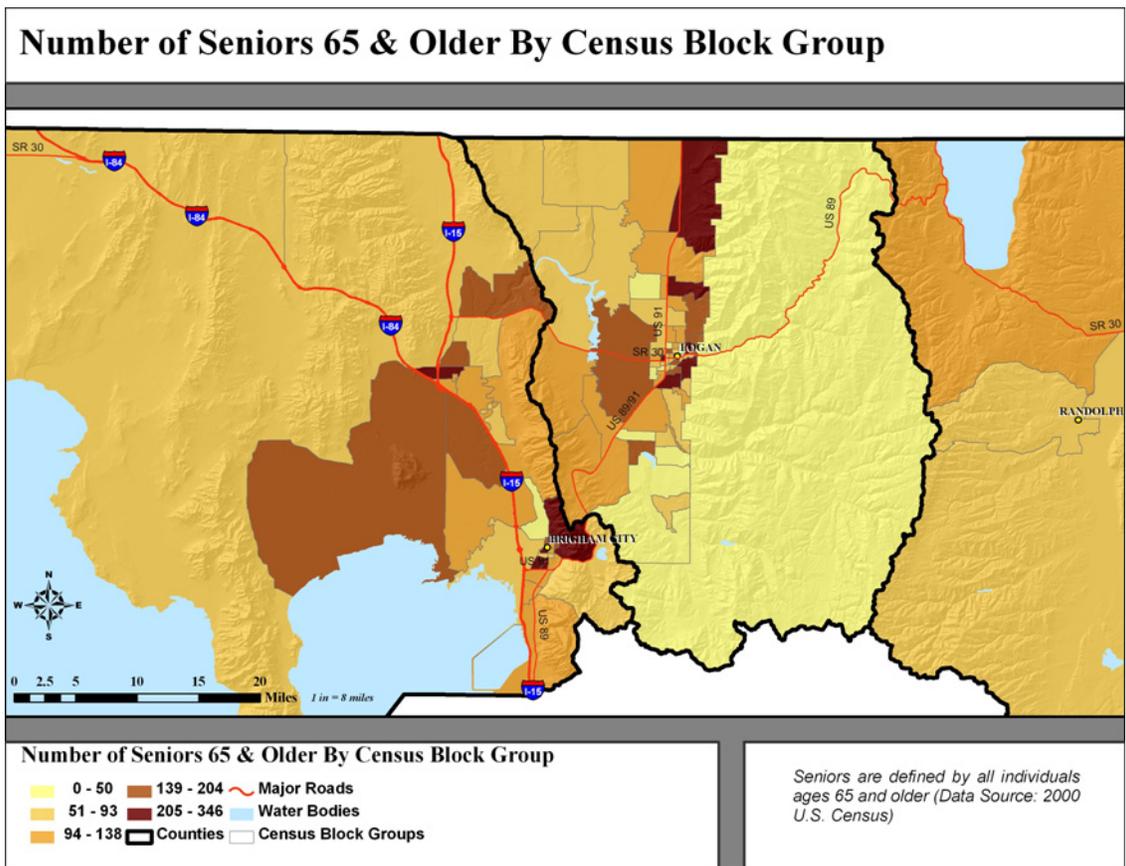
general population dispersal of these groups. Data is only currently available on a U.S. Census block group level, and will be updated in 2010. While this data does not give the exact location of human service populations, it does provide a good estimate of where populations generally exist and which areas are underserved or un-served.



**Figure 4: Number of Persons with Disabilities by Census Block Group (U.S. Census Bureau, 2000)**



**Figure 5: Number of Individuals Below 150% Poverty by Census Block Group (U.S. Census**



**Figure 6: Number of Seniors 65 and Older by Census Block Group (U.S. Census Bureau, 2000)**

## Purpose for the Plan

### Background

In 2007, the Utah Department of Transportation gathered human services transit information and created human service transit coordination strategies from across the State via local Metropolitan Planning Organizations and private consultants. Jeff Gilbert and the Cache Metropolitan Planning Organization (CMPO) facilitated a human services transit coordination process within CMPO boundaries in Cache Valley. Private consultant Ross Peterson and staff of H.W. Lochner, Inc. facilitated the same process for areas outside of the CMPO boundary in Cache County, and for all of Box Elder and Rich Counties.

During the 2007 planning process, meetings were held with stakeholders and issues were identified for the region. These issues were then discussed among participating organizations, and implementation strategies were formulated which would improve human services transit in the region. Implementation strategies were also prioritized by major stake holders during 2007 planning efforts.

### Current Planning Efforts

Beginning in May of 2009, the Bear River Association of Governments (BRAG) continued with the planning process to further define issues and needs, and to analyze and prioritize implementation strategies from the statewide plan written in 2007. Several meetings were held with project partners Cache Valley Transit District (CVTD)

and the Cache Metropolitan Planning Organization (CMPO) to discuss the purpose of this plan and future stakeholder and public meetings. Both of these organizations have provided professional insight and assistance as needed throughout the entire planning process. The BRAG Human Services Board also agreed to serve as the steering committee during these efforts as well and offered valuable insight regarding human service population needs.

After gathering information from major stakeholders and incorporating the findings from past planning efforts, BRAG staff compiled all the necessary information into this Mobility Management Plan. The purpose of this plan and the accompanying planning process is to:

- Update an inventory of current human service and public transportation organizations, including transit coverage and specific purposes or needs for each.
- Reevaluate and assess current transit needs for human service populations from meetings with major stakeholders, human service populations, and the public.
- Meet with stakeholders to identify and/or develop coordinated transportation projects that more efficiently meet the targeted population's needs, and to identify projects that need additional funding.
- Promote the use of innovative technologies that will improve program communications and support the "one-stop shop" vision.
- Hold a public open house(s) to share ideas and solicit input from

targeted consumers, human service agencies, transportation providers, and the general public.

- Resolve barriers impacting coordinated transportation projects.
- Develop/secure GIS maps of existing and proposed transportation services for the region.
- Reprioritize, identify, discuss feasibility of, and/or implement rational coordinated transportation projects and provide technical assistance for coordination efforts.
- Establish an ongoing (or expand existing) human service/transportation committee to address ongoing coordination issues.

Each of the planning goals and objectives identified in this plan will help to improve human service transit coordination in the Bear River Region. However, the long-term planning and implementation of these goals and objectives, and the identification and implementation of new ones, will ensure that human service transit coordination becomes continuously more effective and efficient for Box Elder, Cache, and Rich Counties.

### **Summary of Implementation Strategies**

The following is a summary of the implementation strategies either modified from 2007 or created during 2009 planning efforts:

#### **Short-Term Implementation Strategies:**

- Human Service Transit Website
- Printed Educational Material (Pamphlets)

- Improved Driver Training
- Gathering Human Service Population Geographic Information
- Increasing Medicaid Reimbursement Rates

**Long-Term Implementation Strategies:**

- Regional Human Service Transit End-User Assessment
- Regional Human Service Transit Coordination Feasibility Study

**REGIONAL OVERVIEW**

**Context and Geographical Setting**

The Bear River Region is Utah’s northernmost region comprised of Box Elder, Cache, and Rich Counties. The region is bordered by Nevada to the west, Idaho to the north, and Wyoming to the east. Major mountain ranges include the following: The Grouse Creek and Raft River Mountains in northwestern Box Elder County: The

Promontory Mountains on the north side of the Great Salt Lake; The Wasatch Mountains including the Wellsville Mountain Range, both in eastern Box Elder County and western Cache County; The Bear River Mountain Range on the east side of Cache County and the west side of Rich County; and the Bear Lake Plateau east of Bear Lake in Rich County.

There are two large, unique water bodies in the region. The northern section of the Great Salt Lake is located in southern Box Elder County, and is the largest salt lake in the western hemisphere. Bear Lake, a natural freshwater lake often referred to as the “Caribbean of the Rockies,” is located in northern Rich County, Utah and southern Bear Lake County, Idaho. This lake is visited by roughly 500,000 people each year, almost exclusively during the summer months.

The Bear River is the largest river in the region. It provides irrigation water for many agricultural operations in each of



**Figure 7: The Bear River Region**

the three counties. This river begins in Northern Utah's Uinta Mountain Range in Summit County, winds through Evanston, Wyoming, and cuts back into Utah near Woodruff in Rich County. The river then passes east of Bear Lake, goes north in Idaho going northeast, and then turns south towards Cache Valley. After the river joins Cutler Reservoir in eastern Cache County, it leaves Cutler Dam, where it runs south into the Great Salt Lake. Other rivers in the region include the Malad River, Cub River, Logan River, Blacksmith Fork River, and the Little Bear River. There are also many smaller creeks, which provide fish and wildlife habitat, critical irrigation water for various crops being grown in the valley bottoms, scenic vistas, and a myriad of other benefits.

Each of these three Counties relies on agriculture historically, culturally, socially, and economically. Accordingly, the lower elevations in each of the three counties include crops such as alfalfa, grass mixes, safflower, wheat, barley, oats, and natural riparian and wetland areas surrounding water courses and water bodies. Much of the higher elevation lands are managed by the U.S. Forest Service, where there are several Wildlife Management Areas. There are also large tracts of land managed by the Bureau of Land Management (BLM) lands and State Institutional Trust Lands Administration (SITLA) lands in Rich and Box Elder Counties. The U.S. Fish and Wildlife Service also manages land north of the Great Salt Lake in the Bear River Migratory Bird Refuge in central Box Elder County. The Northwestern Band of the Shoshone Nation also owns and manages land near Portage in Box Elder County. West of the Great Salt Lake,

the U.S. Military manages many acres of land as well.

## **Regional Economics and Demographics**

There are several large companies in the region that employ the majority of workers. These companies are mostly involved in manufacturing and/or shipping, with the exception of school districts and Utah State University. Some of the larger employers in Box Elder County are ATK Launch Systems (3,954), Autoliv (1,173), Box Elder School District (1,656), and the Wal-Mart Distribution Center (833). Major employers in Cache County are Icon Health and Fitness (2,550), Utah State University (6,493), Cache County School District (1,800), Logan Regional Hospital (1,171), and Cache Valley Electric Co. (948). The largest employer in Rich County is Rich School District (63). While these large companies have been around for a while, there are still those that have left or are coming to the region. La-Z-Boy, which employed 641 people, closed in 2008 and moved their facility to Mexico (BRAG Large Company Survey, 2008). Proctor and Gamble also announced in 2008 that it would be building a factory in western Box Elder County which would manufacture paper products, bringing in at least 300 employees initially.

Dry farming, irrigated crop farming, ranching, and dairies make up the majority of agricultural practices in the Bear River Region. Niche agricultural operations exist as well, such as eastern Box Elder County's Fruit Way near Willard and Perry, Cache Valley and Gossner's cheese factories, and various organic farming operations.

Another major economic driver in the region is recreation and tourism. The Bear River Migratory Bird Refuge west of Brigham City is boasted as the world's greatest game bird refuge. Just as impressive is one of the state's recreational hotspots, Bear Lake; the southern half of the lake is located in Rich County, Utah and the northern half is located in Bear Lake County, Idaho. This lake brings in approximately 500,000 visitors each year that enjoy boating, swimming, fishing, and other summer activities near to the lake (Judy Holbrook, Bear Lake Convention and Visitor's Bureau, personal communication).

Manufacturing, retail, education, and natural resource/agricultural related jobs account for most of the employment in the region (U.S. Census Bureau, 2005-2007 American Community Survey, and U.S. Census, 2000).

Average Population Density (US Census, 2000)

Box Elder County = 8 people/sq mile

Cache County = 78 people/sq mile

Rich County = 2 people/sq mile

### **Historical Transit in the Bear River Region**

Perhaps the earliest form of transit in the Bear River Region, as with the rest of the United States at that time, was the use of oxen, horses, and mules pulling wagons and stage coaches across the plains. In 1869, the transcontinental railroad was completed, connecting Union and Central Pacific railroads near Promontory, Utah in Box Elder County. This system eventually created regionally and nationally connective public transit using existing freight transport and public transit routes.

Railroads in general were a major form of transit for residents of eastern Box Elder County, central and northern Cache County, and north of Rich County near Montpelier, Idaho (<http://www.nps.gov/gosp/> and <http://www.utahtravelcenter.com/transportation/history.htm>).

According to information from the Utah History Encyclopedia found at the J. Willard Marriot Library at The University of Utah, there was a "network of electric interurban railroads" from Cache Valley all the way south to Payson. Apparently, Logan Rapid Transit went north to Preston, Idaho and also connected to the Ogden Rapid Transit System in Brigham City. There were also three spurs off of the main line in Logan that went from the Oregon Short Line Depot (Now Café Sabor on Center Street and 600 West in Logan) to Utah State University (named Utah State Agricultural College at that time). The electric railroad system in Cache County was affectionately referred to by locals as "The Galloping Goose (Shaw, 2000-2002)." It was named in reference to its rickety and noisy travel along the tracks. The entire Utah-Idaho Central Railroad Company (UIC) spanned from Huntsville to Ogden, north through Brigham City and Deweyville, east near present day Beaver Dam, Southeast to Hyrum, and north through Logan all the way to Preston, Idaho, with spurs north and south of Lewiston, Utah (see Figure 8; Shaw, 2000-2002).

Brigham City also had an electric rail system in town that connected to both the Cache Valley lines and Ogden lines. There was also a streetcar line in Brigham City that was utilized until

popularity grew for the automobile. Heavy rail systems in Box Elder County were utilized for transit with lines from Ogden to Willard, and north to Malad, Idaho.

While there were no rail lines constructed in populated areas of Rich County, Montpelier, Idaho utilized heavy rail for many decades. Goods were transported into and out of Montpelier, to the benefit of Bear Lake Valley

(<http://www.montpelieridaho.info/>).

There was no known transit in Montpelier besides the heavy rail uses.

### **Current Transit Providers – Public and Private**

Some organizations in the Bear River Region provide transit services solely for human service populations. Others provide general transit for the public, but their services are available for all riders, as long there is minimal assistance needed for boarding and exiting. Some organizations only provide transit from one central location to approved destinations, and others offer curb to curb, or in some cases door to door, services. Similarly, some providers have drivers that are trained only to drive and open doors; some are trained to help clients with wheelchairs and seating; and some are trained as Certified Nursing Assistants (CNA's), and in CPR/First Aid.

Vehicles operated by these organizations range from personal vehicles to large paratransit buses and carry between 3 and 35+ passengers. Many of these vehicles have wheelchair lifts as well.

Annual vehicle miles for these groups range from 500 miles to almost 1.5

million miles. Scheduling can range from occasionally planned trips, to fixed routes and times; some organizations require 24-48 hours of prior notice, and others are on an as needed basis.

Human service transit providers in the Bear River Region provide transportation for a variety of needs for clients including the following:

- Programs at their agency
- Programs at other agencies
- Medical Appointments
- Employment
- Education
- Shopping and personal needs
- Field trips and recreation
- Dining out
- Others as needed

Not all providers transport clients to address all of these needs, and some providers are limited in the services they can provide by the amount of funding available. Many of the providers in the region agree that transportation of clients in general is very expensive, and available funding very rarely covers the cost needed to provide those services.

Clientele and eligibility requirements also vary for the different organizations. Some require Medicaid, some transport senior citizens or persons with disabilities only, some serve only existing clients, some have clients referred based on physical or emotional concerns, and others require eligibility based on general public transit equipment or service usability.

Funding sources for each of these organizations also varies substantially. Sources including local, State, and Federal Government, private funding, donations, resident fees, fares, and fund

raising are utilized by individual organizations.

Table 6: Current Human Service Transit Providers in the Bear River Region

Agency Information		Transit Inventory					Transit Operations				Trip Type							Transit Funding & Eligibility			Transit Needs		Willing to Coordinate?									
Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Number of Vehicles	Vehicle Type	Vehicle Ownership	Vehicle Capacity	Accessibility	Trip Scheduling	Operation Schedule	Annual Vehicle Miles	Areas Served	Programs at Agency	Programs at Other Agencies	Dining Out	Medical Appointments	Employment	Education	Shopping & Personal	Field Trips & Recreation	Client Eligibility	Transit Funding Sources	Annual Transit Budget	Un-served or Underserved Areas	Major Issues/Concerns	Yes	No	
<b>Bear River Activity and Skill Center</b>	Provide services to children, youth, and adults with disabilities and their families - training, living services, employment services, respite service, summer recreation	6806 Old Main Hill	Logan	UT	84322	Drake Rasmussen (435) 797-8528	Cache	3	2 Vans, 1 Minibus	Own Vehicles	7	Wheelchair Accessible	In house	7-5pm	50,000	All of Cache Valley	x								x	Disabled	Utah Division of Services for Persons with Disabilities, Private Pay	25,000	Outside Logan in rural areas is underserved	DSPD does not reimburse enough to cover rural transportation costs	x	
<b>Bear River Valley Care Center</b>	Nursing & rehabilitation	460 W 600 N	Tremonton	UT	84337	(435) 257-4400	Box Elder																									
<b>Bear River Valley Senior Citizen's Center</b>	Senior Social Functions	510 W 1000 N Tremonton, UT 84337	Tremonton	UT	84337	Marion Lane (435) 257-9455	Box Elder	1	Mini-van	Own Vehicles	39,908			M-F 9am-3pm, not 11:15-1pm on Tues and Thurs	2,500	Tremonton, Garland, Elwood, Bothwell, Thatcher, Penrose, Honeyville, Deweyville, and further for special trips	x	x	x	x			x	x	60+, but can take younger clients too	Tremonton City, BRAG, donations from clients for short trips	\$700	Snowville and S. of Elwood	ADA vehicles (wheelchair accessibility, need a larger bus. Would like us to talk to UTA about the Senior Center getting a wheelchair accessible bus van, or another agency giving as a donation etc.	x		
<b>Boys &amp; Girls Club/Lincoln Center</b>	After school programs	271 N 100 W	Brigham City	UT	84302	(435) 723-6224 (435) 723-0887	Box Elder	2	Vans		15	No wheelchair accessibility																				

Table 6: Current Human Service Transit Providers in the Bear River Region

Agency Information		Transit Inventory					Transit Operations				Trip Type							Transit Funding & Eligibility			Transit Needs		Willing to Coordinate?									
Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Number of Vehicles	Vehicle Type	Vehicle Ownership	Vehicle Capacity	Accessibility	Trip Scheduling	Operation Schedule	Annual Vehicle Miles	Areas Served	Programs at Agency	Programs at Other Agencies	Dining Out	Medical Appointments	Employment	Education	Shopping & Personal	Field Trips & Recreation	Client Eligibility	Transit Funding Sources	Annual Transit Budget	Un-served or Underserved Areas	Major Issues/Concerns	Yes	No	
Cache Cab	Taxi Services		Logan	UT	84341	(435) 232-7900	Cache																									
Brigham City Senior Center and Senior Transit	Senior Social Functions - Senior Transit for disabled and senior adults outside of the UTA Lift route or those needing personal assistance M,W,F 9-3:30 (using former Blue Goose bus).	24 N 300 W	Brigham City	UT	84302	Nancy Green - Director (435) 723-3303	Box Elder	4	3 large cutaways, 1 minivan	Own	6, 16(k2), 15	2 Wheelchair Accessible		M, W, F 9am-3:30pm		Mantua to W. Corinne, not Bear River, N. to Honeyville, and S. to Weber County line	x		x	x			x	x	Seniors and persons with disabilities	County, State (BRAG), Brigham City, fund raising, client donations	\$42,000	Honeyville and north, west of Corinne	Money, fuel, drivers (dispatch, vehicle maintenance)	x		
Bridgerland Cab and Logan Taxi (Same Owner Currently)	Taxi Services		North Logan	UT	84341	(435) 764-2227	Cache																									
BRAG Senior Companions Program	Companionship, transportation, and help with daily activities	170 N Main	Logan	UT	84321	(435) 752-7242	Box Elder, Cache, Rich	21	Cars	Individual ownership	2, 4	No wheelchair accessibility	Phone		63,376	Box Elder, Cache, Rich	x	x		x			x	x	No restrictions - referrals based on physical or emotional concerns	Federal Corporation for National Community Service, United Way, The Greater Good Foundation, Kennecott Copper, The Masonic Foundation, The Alzheimers Association, Angies Restaurant, Brigham City Senior Center Fundraiser	\$150,000 total - \$71,000 from federal government, the rest from agency efforts	Underserved financially, 1st Cache, 2nd Box Elder, 3rd Rich	More clients than there are volunteers, need is higher than financial availability - waiting list for all three counties		SEMA car insurance restrictions, also no way to payroll volunteer hours for non-client individuals	

Table 6: Current Human Service Transit Providers in the Bear River Region

Agency Information		Transit Inventory					Transit Operations				Trip Type							Transit Funding & Eligibility			Transit Needs		Willing to Coordinate?								
Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Number of Vehicles	Vehicle Type	Vehicle Ownership	Vehicle Capacity	Accessibility	Trip Scheduling	Operation Schedule	Annual Vehicle Miles	Areas Served	Programs at Agency	Programs at Other Agencies	Dining Out	Medical Appointments	Employment	Education	Shopping & Personal	Field Trips & Recreation	Client Eligibility	Transit Funding Sources	Annual Transit Budget	Un-served or Underserved Areas	Major Issues/Concerns	Yes	No
Cache County Senior Citizen Center	Senior Social Functions	240 N 100 E	Logan	UT	84321	Kristine Johnson Director Ron - Trans services (435) 755-1720	Cache	5	Para transit, vans	1 UDOT, Own vehicles	12	Wheelchair Accessible	In house	M-F 9am-3pm	30,000	Cache, Cornish is furthest trip	x	x	x	x					60+	Cache County, United Way, UDOT			Need more clients/users, have enough vehicles and staff to accommodate more people	x	
Cache Employment & Training Center	Transport individuals to work, community service & meetings, and various services for individuals with disabilities.	275 W 400 S	Logan	UT	84321	Paul and Kae Lynn Beacher (435) 752-7952	Cache	16	Van, Shuttle, Car	UDOT, Own	3, 12	Wheelchair Accessible	Fixed route, phone	M-F		Cache, Box Elder (Brigham & Tremonton 2 trips/day), Franklin Town	x	x		x	x	x	x		Disabled	Utah Division of Services for Persons with Disabilities, UDOT, JARC & New Freedom, United Way	115,000		Funding		
Cache Valley Limo's Airport Shuttle	Transportation to Salt Lake City Airport and back	P.O. Box 372 3679 N Highway 91	Hyde Park	UT	84318	(435) 563-6400 (800) 658-8526	Box Elder, Cache, Rich																								
Cache Valley Transit District (CVTD) Public transportation network, Call-A-Ride, Life-Line	Public transportation services for Cache Valley Region, ADA Para transit, Transportation for disabled individuals unable to use regular CVTD services, Transportation services for persons with disabilities outside CVTD service area	255 N Main	Logan	UT	84321	(435) 752-2877 (435) 753-2255	Cache	29+	Buses, Shuttles	Own vehicles	4, 15, 24, 25+	Wheelchair Accessible - Para transit	Fixed route, phone for areas outside fixed routes	M-F 6am-9pm, Sat 9am-6pm	1,468,724	Cache, Franklin				x	x	x	x	x	Public transit	City, County, Special district, Federal, State Sales Tax				x	
Common Ground	Outdoor adventures for youth and adults with disabilities	335 North 100 East	Logan	UT	84321	(435) 713-0288	Cache, Box Elder, Rich?	2	Van, Shuttle	Own 1, 1 UDOT Grant	10, 12, 13	Wheelchair Accessible	Planned recreation trips	M-S	60,000	Box Elder, Cache, Rich, Franklin	x	x	x						Disabled/Staff	UDOT, United Way, Fundraising, Volunteer			Funding, limited vehicle space for number of clients	x	
																															x

Table 6: Current Human Service Transit Providers in the Bear River Region

Agency Information		Transit Inventory					Transit Operations				Trip Type							Transit Funding & Eligibility			Transit Needs		Willing to Coordinate?								
Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Number of Vehicles	Vehicle Type	Vehicle Ownership	Vehicle Capacity	Accessibility	Trip Scheduling	Operation Schedule	Annual Vehicle Miles	Areas Served	Programs at Agency	Programs at Other Agencies	Dining Out	Medical Appointments	Employment	Education	Shopping & Personal	Field Trips & Recreation	Client Eligibility	Transit Funding Sources	Annual Transit Budget	Un-served or Underserved Areas	Major Issues/Concerns	Yes	No
Options for Independence Box Elder, Cache & Rich Counties	Training for persons with disabilities	1095 N Main	Logan	UT	84341	(435) 753-5353	Box Elder, Cache, Rich					Wheelchair Accessible	24 hours in advance for grocery shopping																		
Options - Box Elder Satellite Office	Training for persons with disabilities	1080 N Main St. Suite 105-A	Brigham City	UT	84302	(435) 723-2171	Box Elder	3	Van		12, 14																				
Logan Nursing and Rehabilitation Center	Nursing & rehabilitation	1480 N 400 E	Logan	UT	84341	(435) 750-5501	Cache	3	1 lift, 2 ramp	Own Vehicles	39,856	Wheelchair Accessible	In house	M-F 8-6	48,000	Cache		x		x				x	Clients	Resident fees	51,000	Pay private Handi-Van 250 round trip to transport Medicaid clients outside of the valley	Need larger capacity and more comfortable vehicles	x	
Life Skills and Independent Needs Center	LINK Clients	862 S. Main #8	Brigham City	UT	84302	(435) 723-3913	Box Elder and Weber Counties	9	Van, Shuttle, Truck	Own Vehicles	2, 6, 7, 9, 10, 12, 15	Wheelchair Accessible	Fixed route, and flexible route	M-F 7-6	144,000	Box Elder, Weber	x	x	x	x	x	x	x	x	Must be current LINK Client with DSPD funding or private pay	Division of Services for People with Disabilities	40,000	Rural areas w/no access to public transit	Underfunded for transit that supplies clients with transportation to place of employment		x
Legacy House	Assisted Living	330 E 1400 N	Logan	UT	84341	(435) 755-2877	Cache	1	Bus	Lease	12	Wheelchair Accessible	In house	M-F 8-6		Cache	x	x	x	x			x	x	Clients	Resident fees		Top heavy vehicles, not enough drivers	x		
Hyrum Senior Citizen's Center	Senior Social Functions	675 E Main Street	Hyrum	UT	84319	(435) 245-3570	Cache	2	Van	Own Vehicles	16	1 Wheelchair Accessible	Planned trips	M-F 9-2		Hyrum City boundaries - will rent a charter bus for longer trips	x	x						x	60+	Hyrum City	7,000	Would schedule more long distance trips w/more money	Participation is going down		x
Greyhound	Transportation - Express, Charter	150 E 500 N	Logan	UT	84321	(435) 792-3132	Box Elder, Cache																								

Table 6: Current Human Service Transit Providers in the Bear River Region

Agency Information		Transit Inventory					Transit Operations				Trip Type							Transit Funding & Eligibility			Transit Needs		Willing to Coordinate?								
Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Number of Vehicles	Vehicle Type	Vehicle Ownership	Vehicle Capacity	Accessibility	Trip Scheduling	Operation Schedule	Annual Vehicle Miles	Areas Served	Programs at Agency	Programs at Other Agencies	Dining Out	Medical Appointments	Employment	Education	Shopping & Personal	Field Trips & Recreation	Client Eligibility	Transit Funding Sources	Annual Transit Budget	Un-served or Underserved Areas	Major Issues/Concerns	Yes	No
Pocatello Regional Transit	Transportation	215 W Bonneville	Pocatello	UT	83205	(208) 234-2287	Box Elder, Rich	40	Bus, Shuttle	Own vehicles	8, 35	Wheelchair Accessible	Fixed Route & Paratransit Dispatch	M, T, TH, F Regual Business Hours	1040	Southeastern Idaho, Garden City, Snowville - contracting with CVTD for Franklin County services.	x	x	x	x	x	x	x	x	Public transit	Pocatello City, FTA, UFF (5307), Rural Funds Board (5311, 5311F), participating communities, fares, businesses, other organizations (ex: Garden City	3.4 million				
Pioneer Valley Lodge	Independent Living	2351 N 400 E	North Logan	UT	84341	(435) 792-0353	Cache	1	Shuttle	Own vehicle	21	Not Wheelchair Accessible	In house	M, T, TH, F Regual Business Hours	Cache Valley, Bear Lake		x	x	x				x	x	Clients only	Resident fees					x
Pioneer Care & Rehabilitation - Avalon Health Care Group	Nursing & rehabilitation	815 S 200 W	Brigham City	UT	84302	Debbie (435) 723-5289	Box Elder	2	Van, Bus	Own	15, 12?	Both Wheelchair Accessible	As needed	""	Box Elder County?		x	x	x	x			x	x	Medicaid, Private Insurance & Private Pay	Private		None	Maybe		
Pick Me Up	Non-emergency medical transportation for wheelchair or stretcher bound patients to and from treatment facilities	1855 W 1950 S	Ogden	UT	84401	(801) 732-0449 (866) 822-1048	Box Elder, Cache, Rich																								
Our House Assisted Living	Assisted Living	429 N 400 W	Tremonton	UT	84337	(435) 257-5658	Box Elder	1	Van, Bus	Own vehicle	14	Wheelchair Accessible	In house	M-F 9-5	500	Mostly local, Brigham City, Logan	x	x		x			x	x	Clients or prospective clients	Resident fees	10,000		Maintenance costs	x	

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Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Number of Vehicles	Vehicle Type	Vehicle Ownership	Vehicle Capacity	Accessibility	Trip Scheduling	Operation Schedule	Annual Vehicle Miles	Areas Served	Programs at Agency	Programs at Other Agencies	Dining Out	Medical Appointments	Employment	Education	Shopping & Personal	Field Trips & Recreation	Client Eligibility	Transit Funding Sources	Annual Transit Budget	Un-served or Underserved Areas	Major Issues/Concerns	Yes	No	
Rich County Senior Citizen's Center	Senior Social Functions	20 N Main St	Randolph	UT	84064	Bill Cox (435) 793-2122	Rich	3	Buses?	Rich County		One wheelchair lift	Set schedules by flexible pick-up locations	Several days/week? From Laketown to Idaho State line back to Senior Center in Randolph. One from Randolph to Evanston		Idaho State line to Evanston	x	x		x				x		Senior Citizens only?	County, BRAG?		Rural?	Funding - one vehicle has over 200,000 miles on it and there is no funding to replace it.	x	
Salt Lake Express	Airport shuttle					Kathy Pope? (800) 356-9796 x6120																										
Sunshine Terrace Foundation	Nursing & rehabilitation	248 W 300 N	Logan	UT	84321	(435) 752-0411	Cache																									
Terrace Grove Assisted Living	Assisted Living	345 N 200 W	Logan	UT	84321	(435) 787-2855	Cache																									
USU Aggie Shuttle	Transportation - Student, Faculty, Staff Shuttle	840 N 1250 E	Logan	UT	84321	(435)797-3414 Alden Erickson	Cache		Shuttle																							
UTA (N. Ogden)	Transportation - Public Buses	2393 Wall Avenue	Ogden	UT	84403	(877) 882-7272	Box Elder																									
UTA Lift of Brigham City	Lift-type bus available after approved application, need 24hr reservation, Route #F638	2393 Wall Avenue	Ogden	UT	84403	(877) 882-7272	Box Elder																									

Table 6: Current Human Service Transit Providers in the Bear River Region

Agency Information		Transit Inventory					Transit Operations				Trip Type							Transit Funding & Eligibility			Transit Needs		Willing to Coordinate?								
Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Number of Vehicles	Vehicle Type	Vehicle Ownership	Vehicle Capacity	Accessibility	Trip Scheduling	Operation Schedule	Annual Vehicle Miles	Areas Served	Programs at Agency	Programs at Other Agencies	Dining Out	Medical Appointments	Employment	Education	Shopping & Personal	Field Trips & Recreation	Client Eligibility	Transit Funding Sources	Annual Transit Budget	Un-served or Underserved Areas	Major Issues/Concerns	Yes	No
Williamsburg Retirement Community	Assisted Living	132 W 300 N	Logan	UT	84321	Scott Monson (435) 753-5502	Cache	2	Van, Car	Private	5, 13	No wheelchair accessibility		M-S 9-4:30		Cache Valley	x	x	x	x	x	x	x	x	Clients only	Private				x	
Veteran's Hospital Transport	Transportation from Cache County to VA clinic in Salt Lake City	240 N 100 E	Logan	UT	84321	Hal Peterson 512-3320	Elder, Cache, Rich, Weber	1	Mini-van	Disabled American Veterans (DAV)	7	No wheelchair accessibility	Call	M, W, F - leaves Cache County Senior Center at 7 a.m.	~12,000	Southern Idaho, Box Elder, Cache, Rich, Weber				x - V.A. Hospital in S.L.C. only					Veterans Only	DAV, fundraising	Through DAV		Only take veterans to the VA Clinic in S.L.C.		x
Utah Trailways	Charter bus	3091 S Main St	Salt Lake City	UT	84115	(801) 466-5001	Box Elder, Cache, Rich								National Park, Los Angeles, San Diego, Anaheim, San Francisco, Las Vegas, Reno, Laughlin, Seattle, Portland, Boise, Idaho Falls, Twin Falls, Pocatello, Denver and many more locations.																
Utah Special Olympics	To provide year-round sports training and athletic competition in 17 Olympic-type sports for children and adults with intellectual disabilities	243 E 400 S Ste. 111	Salt Lake City	UT	84111	Alisa Graham - North Area Field Service Coordinator (801) 644-4877	Box Elder, Cache, Rich																								
UTA Ride Share	Carpool vehicles provided by UTA	3600 S 700 W	Salt Lake City	UT	84130	(801) 262-5626	Box Elder, Cache, Rich		Van																						

Table 6: Current Human Service Transit Providers in the Bear River Region

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<b>Willow Glen Health &amp; Rehabilitation - Avalon Health Care Group</b>	Nursing & Rehabilitation	775 N 200 E	Brigham City	UT	84302	Penny? - Administrative Director (435) 723-7777	Box Elder, Cache	2	Van, Bus	Own	6, 10 - 15	1 w/ wheelchair lift		Open		Logan, Brigham City, Ogden, Salt Lake City, Tremonton, N. Logan/Smithfield	x	x		x				x	x	Clients only	Private		North of Tremonton and North of Smithfield	Use agencies for help when vehicles are down, etc., lack of Bariatric (large clients) equipment, currently utilize ambulance, etc.	x	

## **Other Human Service Organizations in the Bear River Region**

There are many organizations in the Bear River Region that provide services for seniors, persons with disabilities, and low-income individuals. Among them are assisted living centers, nursing and rehabilitation centers, State health and mental health agencies, family support services, training, employment, and educational facilities, migrant and refugee assistance organizations, religious organizations, food pantry's, senior centers, the Northwest Band of the Shoshone Nation, minority assistance centers, disability resource and rehabilitation centers, medical care facilities, and others.

These organizations, agencies, and service providers work constantly to make sure that basic needs are being met for human service populations. Most of these organizations are not currently providing transit services. One of the purposes of this ongoing human service transit planning process is to analyze the feasibility of coordination among organizations to see if there are ways to increase the quality and extent of service while decreasing costs. While these organizations do not provide organized transit for clients, they can provide crucial insight into the needs of human service populations. Following is a list of human service organizations that are not currently providing transit in the Bear River Region:

Table 7: Human Service Providers in the Bear River Region – Non-Transit

Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Unmet Needs/Service Coverage
<b>Alpine Transitional Rehabilitation Center</b>	Nursing & rehabilitation	997 S 800 W	Brigham City	UT	84302	(435) 723-7629	Box Elder	
<b>Bear Lake Manor</b>	Assisted Living	855 Boise St	Montpelier	ID	83254	(208) 847-2400	Rich	
<b>Bear Lake Memorial Skilled Nursing Facility</b>	Nursing Home	164 S 5th St	Montpelier	ID	83254	(208) 847-1630	Rich	
<b>Bear River Area Agency on Aging (BRAG)</b>	Addresses needs of persons 60 years and older at the local level. Provides assistance to local senior centers.	170 N. Main	Logan	UT	84321	(435)752-7242	Box Elder, Cache, and Rich	
<b>Bear River Health Department Brigham City</b>	WIC, Immunizations, Vital Records, Health Promotion	817 W 950 S	Brigham City	UT	84302	(435) 734-0845	Box Elder	
<b>Bear River Health Department Logan City - John C. Bailey Building</b>	WIC, Immunizations, Vital Records, Health Promotion, Substance Abuse, Administration	655 E 1300 N	Logan	UT	84341	(435) 792-6500	Cache	
<b>Bear River Health Department Randolph</b>	WIC & Immunizations	275 N Main St.	Randolph	UT	84064	(435) 793-2445	Rich	
<b>Bear River Health Department Tremonton</b>	WIC, Immunizations, Environmental Health, Health Promotion	125 S 100 W	Tremonton	UT	84337	(435) 257-3318	Box Elder	
<b>Bear River Health Department, Garden City</b>	WIC, Immunizations, Vital Records, Health Promotion							
<b>Bear River Mental Health (Bear River House, New Discoveries)</b>	Mental Health Care Services	78 W 1000 N	Logan	UT	84321	Jake Ure Ext. 228 (435) 753-9046	Cache	
<b>Bear River Mental Health (Brigham City House)</b>	Mental Health Care Services	625 S 300 E	Brigham City	UT	84302	(435) 723-3176	Box Elder	
<b>Bear River Mental Health (Brigham Outpatient)</b>	Mental Health Care Services	663 W 950 S	Brigham City	UT	84302	(435) 734-9449	Box Elder	
<b>Bear River Mental Health (Randolph)</b>	Mental Health Care Services	275 N Main St.	Randolph	UT	84064	(800) 620-9949	Rich	

Table 7: Human Service Providers in the Bear River Region – Non-Transit

Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Unmet Needs/Service Coverage
<b>Bear River Mental Health (Residential Home, Logan)</b>	Mental Health Care Services	1115 N Main St.	Logan	UT	84321	(435) 753-7053	Cache	
<b>Bear River Mental Health (Tremonton Outpatient)</b>	Mental Health Care Services	18 N 200 E	Tremonton	UT	84337	(435) 257-2168	Box Elder	
<b>Bee hive Homes</b>	Assisted Living	352 S 500 W	Logan	UT	84321	(435) 787-1484	Cache	
<b>Bee Hive Homes</b>	Assisted Living	1949 W Uinta St	Evanston	WY	82930	(307) 444-4483	Rich	
<b>Box Elder Family Support</b>	Crisis/Respite Nursery, Family Therapy and Family Life Education	276 N 200 E	Brigham City	UT	84302	(435) 723-6010	Box Elder	
<b>Bridgerland Applied Technology College (BATC) Brigham City Campus</b>	Technical Education	325 W 1100 S	Brigham City	UT	84302	(435) 734-0614	Box Elder	
<b>Bridgerland Applied Technology College (BATC) Logan Campus</b>	Technical Education	1301 N 600 W	Logan	UT	84321	(435) 753-6780	Cache	
<b>Bridgerland Applied Technology College (BATC) Rich County Campus</b>	Technical Education	1200 Redwood Way	Randolph	UT	84064	(435) 793-4500	Rich	
<b>Brigham City Clubhouse</b>	Mental Health Services	635 S 300 E	Brigham City	UT	84302	(435) 723-3176	Box Elder	No transit
<b>Cache Community Connections</b>	Interfaith group promoting understanding, cooperation, and interaction	255 N. Main	Logan	UT	84321	(435)716-9002	Cache	
<b>Cache Multi-Cultural Center</b>	Minority assistance	290 N 400 E	Logan	UT	84321	(435) 753-8486	Cache	No transit services
<b>Cache Valley Assisted Living</b>	Assisted Living	233 N Main Street	Providence	UT	84332	(435) 792-4770	Cache	
<b>Cache Valley Community Health Clinic</b>	Medical services for uninsured	500 E 1400 N	Logan	UT	84341	(435) 716-1000	Cache	
<b>Cache Valley Interagency Council</b>	Non-profit organizations that serve vulnerable populations						Cache	
<b>Centro de Familia Head</b>	Develop educational opportunities to empower	6980 N 2550 W, PO Box	Honeyville	UT	84314	(435) 279-1088	Box Elder and Weber	Have 1 car, rarely used,

Table 7: Human Service Providers in the Bear River Region – Non-Transit

Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Unmet Needs/Service Coverage
Start (Box Elder)	Latino populations	40					Counties	families transport clients
Centro de Familia Head Start (Providence)	Develop educational opportunities to empower Latino populations	316 Gateway Drive	Providence	UT	84332	(435) 787-2328	Cache	No transit
Country Lane Assisted Living Center	Assisted Living	985 S 800 W	Brigham City	UT	84302	(435) 723-1394	Box Elder	
Deseret Industries	Training & employment	668 S Main St	Brigham City	UT	84302	(435) 723-8741	Box Elder	
Deseret Industries	Training & employment	175 W 1400 N	North Logan	UT	84341	(435) 752-4511	Cache	
English Language Center of Cache Valley, Inc.	Teaches English to all nationalities and provides basic training on banking, shopping, jobs, and health care.	1544 N. 200 W.	Logan	UT	84321	(435) 750-6534	Cache	
LDS Bishops Storehouse	Food and dry goods, service opportunities, work-for-assistance programs	165 E. 2200 N.	North Logan	UT	84341	(435)752-6425	Cache	
Logan Regional Hospital	Medical services	1400 N 500 E	Logan	UT	84341	(435) 716-1000	Cache	Cache, Box Elder, Rich
Logan Regional Hospital Transitional Care	Nursing & rehabilitation	1400 N 500 E	Logan	UT	84341	(435) 716-5585	Cache	No transit services
North Logan City Senior Citizen's	Senior Social Functions	1487 E 2100 N	North Logan	UT	84341	(435) 752-6225	Cache	No transit
Northwest Band of the Shoshone	Transportation for clients of the Health Program	707 N Main St	Brigham City	UT	84302	(435) 734-2286 (800) 310-8241	Box Elder	No other transit services
Oneida County School District, Curlew Valley Community Center, Snowville Seniors	Senior Social Functions	Stone School at 10808 S 23000 W	Stone	ID	83252	(208) 698-3585	Snowville and nearby Idaho communities	Give rides to Snowville seniors to Stone School – no other services known
Retired Senior Volunteer Program (RSVP)	Senior Volunteer Services	240 N. 100 E.	Logan	UT	84321	Mary Lou Schroeder (435) 755-1720		Give tokens for UTA bus transportation when needed. Do not provide any other transportation.

Table 7: Human Service Providers in the Bear River Region – Non-Transit

Name	Services	Street	City	State	Zip	Contacts - Phone	County Served	Unmet Needs/Service Coverage
<b>Rocky Mountain Care</b>	Nursing, home care, hospice	95 W Golf Course Rd.	Logan	UT	84321	(435)753-8220, (800) 845-5406	Cache	
<b>Rocky Mountain Care, Evanston</b>	Nursing & rehabilitation	475 Yellow Creek Rd	Evanston	WY	82930	(307) 789-0726	Rich	
<b>Smithfield Senior Center</b>	Senior Social Functions - no transportation provided - use CVTD or Cache Valley Senior Citizens Center	375 Canyon	Smithfield	UT	84335	Diane Haslem (435) 563-6847	Box Elder	
<b>Tremonton Community Food Pantry</b>	Food Pantry	180 S Tremont Street	Tremonton	UT	84337	(435) 257-9530	Box Elder	
<b>USU Disability Resource Center</b>	Provide services for qualified persons with disabilities at Utah State University.	0101 Old Main Hill	Logan	UT	84322-0101	(435) 797-2444	Cache	
<b>Utah Department of Transportation</b>	Human service transit oversight and funding	4501 S. 2700 W. 3 <sup>rd</sup> Floor	Salt Lake City	UT	84114-3600	(801) 964-4508	Statewide	
<b>Utah Department of Workforce Services - Brigham City Center</b>	Training & employment	1050 Medical Drive	Brigham City	UT	84302	(435) 734-4060	Box Elder	Do not provide transit, but there is a need for transit to their facility to access services
<b>Utah Department of Workforce Services - Logan Center</b>	Training & employment	180 N 100 W	Logan	UT	84321	(435) 792-0300	Cache	
<b>Utah State Office of Rehabilitation</b>	State Rehabilitation Services							No transit services
<b>Vocational Rehabilitation</b>	Training & employment	668 S Main St.	Brigham City	UT	84302	(435) 723-8741	Box Elder	

## Current Issues by County

### Box Elder County

General public transit is limited to UTA coverage from the south end of the County to the north end of Brigham City. Curb to curb paratransit provided by UTA only allows for a  $\frac{3}{4}$  mile divergence from the fixed routes. There are most likely some human service clients that are unable to access this paratransit service. Likewise, anyone outside of the UTA coverage area is not likely able to access those services. There are several other fee buses that have fixed routes along I-15 and Hwy 89-91 including Greyhound, Utah Trailways, and the Salt Lake Express.

For human service populations, some transportation is available, although more rural areas on the County are still largely underserved. Human service organizations are clearly underfunded for transportation, and are most often losing money providing these services. While these organizations are stretching funds and resources as much as possible, there are still unmet needs for transportation. For example, the two Senior Centers in Box Elder County provide transit to clients in the more urban areas on the east, but anywhere north of Fielding and west of Penrose/Thatcher and Corinne are not receiving services. There is an exception to this with the transit provided by Pocatello Regional Transit to Snowville senior citizens which takes them to Stone, Idaho; but other rural areas in the County are not being served.

For other organizations, such as the Cache Employment and Training Center, Veteran Transit, fee buses, and private

nursing and rehabilitation/assisted living centers, services in Box Elder County are also limited to major roadways and more urban areas. There are six organizations in Box Elder County that provide transportation services on an as needed basis to the entire County, although several of these either have fares or serve existing clients only. These include BRAG Senior Companions, Common Ground, LINK, Options for Independence, Pick Me Up, and Pioneer Care and Rehabilitation. While these organizations do provide services as needed to seniors and persons with disabilities, low-income individuals are largely un-served outside of the more urban areas.

### Cache County

Cache County has the most extensive public transit system in the region with Cache Valley Transit District (CVTD) providing fixed route and paratransit services in the more populated portions of Cache Valley, particularly on the east side of the valley. Much of the human service populations in the valley are being served in some way by CVTD. However, rural areas along the west and south sides of Cache Valley are not being served by CVTD.

There are also some providers that cover the entire County as well as some that cover the entire Valley. Bear River Adult Skills Center and the Cache County Senior Center both pick up clients valley-wide, as well as several private senior care centers including The Legacy House, Logan Nursing and Rehabilitation, Pioneer Valley Lodge, Sunshine Terrace, and Williamsburg Retirement Community. Other organizations that cover the entire County are BRAG Senior Companions,

Cache Employment and Training Center, Common Ground, Options for Independence, and Pick Me Up. Seniors and persons with disabilities seem to be covered fairly well by transit services, but there is no known entity providing transit for low-income individuals outside of the CVTD area. This area includes Clarkston, Trenton, Newton, Mendon, Wellsville, Paradise, and rural areas in between. These low-income individuals are not eligible for paratransit services, so they can only use fixed route public transit. For families that only have one vehicle or no vehicle, or are limited financially, finding employment or maintaining employment could be very difficult without transportation to and from work.

Two of the four senior centers in Cache County aren't able to provide transit services for clients. These are the North Logan and Smithfield Senior Centers. There could be a need for senior transit in these areas, especially considering past and current growth patterns for Smithfield and North Logan.

One other issue apparent in Cache County is that of transit duplication. There are a number of organizations and agencies providing transit for specific populations in the County that overlap coverage. Part of the purpose of this planning process is to discuss potential ways of providing better services in a way that saves money and resources through coordination. This service duplication issue is particularly pertinent in Cache County where, because of higher population, there are more organizations providing and overlapping services. Most of the transportation funding for these organizations does not cover transportation costs adequately. In

fact, most are losing money by providing transit to their clients, and are finding other sources for making up the difference. Some funding for organization administration and programs are directly tied to the number of clients that are brought to the facilities to receive services. If they do not bring enough clients to their facility, they don't receive the amount of funding required to run the programs that are so desperately needed.

Cache County also has a history of air inversions during the winter months causing low quality air. Low air quality can affect various at risk populations including senior citizens (Bear River Health Department, 2009). This may have implications for human service transit in particular. Where population is expected to double in Cache County by 2040, it is reasonable to say that human service populations could potentially double, or increase even more. Projected senior citizen growth in the region in general is expected to increase at a higher rate than the general population. There may be an increasing need for transit that serves seniors along with other human service groups not only in Cache County, but in the entire Bear River Region. Public transit in general could potentially help prevent added air pollution in the valley as well, lessening or preventing increased air related health issues for at risk groups, including seniors.

### **Rich County**

Human service transit providers in Rich County are limited. Several organizations provide County-wide services quite well, but others are either not required to travel to Rich County very often, or are not as aware of client

needs in the area as they would like to be. BRAG Senior Companions, Common Ground, Options for Independence, Pick Me Up, and the Rich County Senior Citizens Center are all organizations providing some level of transit service for human service populations in the County. Pioneer Valley Lodge independent living center also provides transportation services to their clients from the Bear Lake area.

Rich County's Senior Citizen Center and BRAG Senior Companions are providing services for seniors a regular basis. They both offer transportation for clients County-wide, providing access to stores, banks, senior centers, County offices, medical and physical therapy resources, etc. in Randolph, Utah and nearby Evanston, Wyoming.

There is no public transit system for much of the County, with the exception of the shuttle from Montpelier, Idaho to Garden City, Utah in the summer months provided by Pocatello Regional Transit (PRT). This shuttle was originally intended for inexpensively transporting those living in or near Montpelier to Garden City for work at local eateries, shops, and other local businesses during the summer influx of tourists and vacationers. However, local stakeholders have also noticed the benefit of this service for older residents and others that live in and around Garden City who want to travel to other nearby towns or places of interest between Garden City and Montpelier. The west side of Bear Lake on Highways 89 and 30 becomes very congested with traffic during these summer months making it difficult to access local shops and eateries. The PRT line has also helped to decrease

summer traffic, potentially improving access to basic services for all user groups, including human service groups. There may be a possibility that with more funding, this coverage could be extended to the Laketown area or beyond.

Persons with disabilities also seem to have transit services as needed, although the organizations serving Rich County are located in Cache County, so mileage and costs are most likely higher when providing services for clients in that area. Determining the number of clients and the level of need in Rich County, as with other Counties in the Bear River Region, is imperative for eventually providing better services. Determining the number of human service individuals and where they generally reside would be very useful for future transit planning.

For the Bear River Region in general, seniors and persons with disabilities have several substantial transportation resources. Although there is a great need for improved transit for these groups, there remains a real need for transit that serves low-income individuals. The more urban areas such as Willard to Brigham City in Box Elder County, eastern Cache Valley, and Garden City to the Idaho border in Rich County (only during summer months) have public transit that, by default, serves low-income individuals. These same low-income individuals in the less populated areas in the region do not have reasonable access to public transit. As public transit expands into the more rural areas, these populations can be better served. Lack of on-going funding is probably the main issue preventing public transit expansion in the region.

## Projected Future Issues

As areas on the east side of Box Elder County continue to grow and development fills the unincorporated areas between major population centers, general transit needs will increase, thereby increasing needs for human service population transit as well. Expansion of public transit systems in the more populated sections of the County will most likely be necessary. Similarly, as growth occurs near Tremonton and Garland, transit needs will also increase and services will most likely need to be expanded to that area for public transit and human service transit alike.

In Cache County, growth will most likely continue to occur in or near the larger population centers such as Logan, Providence, Nibley, Smithfield, North Logan, Hyrum, Hyde Park, River Heights, and Millville. As populations in these areas increase, human service transit needs will also most likely increase. Similarly, Wellsville, Mendon, and the Paradise area will also probably continue to grow. Currently these areas are not in the CVTD service area, either for fixed route or paratransit services. Transit coverage and quality for all human service groups will probably need to be expanded to these areas in order to adequately provide services.

Rich County has been steadily adding and improving transit services for decades for senior citizens. There are also several groups based in Cache County that provide transit and services for persons with disabilities and seniors. Likewise, over the past several years, public transit has been provided by Pocatello Regional Transit from

Montpelier, Idaho to Garden City, Utah. If development trends from the past several decades continue in the Bear Lake area, transit needs will also continue to increase. Although most of these new Bear Lake home owners are seasonal residents during summer months, many of them are retired seniors. As population increases, low-income individuals and persons with disabilities will also increase in population and will require services. As need dictates, current summer transit services may need to be expanded in frequency and geographical area. Senior citizens and persons with disabilities will also need better transit coverage in the future.

## METHODOLOGY

### How the Plan was Produced

In May of 2009, the Bear River Association of Governments (BRAG) was funded by Federal Transit Administration funds available through the Utah Department of Transportation (UDOT) to write a Mobility Management Plan. This planning process was also done concurrently with Rural Human Services Transit Coordination funds provided by UDOT. Both of these contracts included direction from the State regarding Human Services Transit Coordination. During this planning process, BRAG was asked to assess and add to the Bear River Section of Utah's Coordinated Human-Service Transit Coordination Plan completed in 2007. This plan was the beginning process for human service transit planning in rural and Metropolitan Planning Organizations (MPO) across the State.

To accomplish the purposes of this plan (as also summarized in the “Purpose for the Plan” section on page 2) BRAG staff, with help from project partners CMPO and CVTD, did the following:

- Read applicable studies and plans containing information on human services and transit needs in the region.
- Gathered missing information from human service and transit organizations and agencies in region via meetings, phone calls and questionnaires, and documented the information in the matrices contained in this plan.
- Created an ongoing regional Steering Committee for Human Services Transit Coordination for the Bear River Region.
- Created a questionnaire for BRAG HEAT clients containing questions about transit services and needs.
- Held two region-wide human service transit coordination meetings with human service administrators and transit providers from Box Elder, Cache, and Rich Counties.
- Worked with project partners CMPO and CVTD to refine and create representative implementation strategies to improve the efficiency and effectiveness of human service transit in the region.

### **Committee’s and Meetings**

During this planning process, the BRAG Human Services Board agreed to serve as the ongoing Human Services Transit Coordination Steering Committee (See

**Appendix B** for the 2009 Human Services Board member list). This board is made up of 10 individuals representing jurisdictions, low-income populations, and the private sector in the Bear River Region, and over see human service programs at BRAG.

In order to accurately represent human service populations and to appropriately assess needs for those individuals, several meetings were held with organizations and agencies representing those populations. The first meeting was held on October 26<sup>th</sup> in Logan and included an orientation to the United We Ride Federal and State Initiative, 2007 human service transit coordination efforts in the region, CVTD paratransit services, and an introduction to this Mobility Management Plan. The group was divided into three smaller groups which discussed the 9 implementation strategies identified during the 2007 planning efforts, and each individual was asked to reprioritize those strategies to more accurately reflect human service transit needs for the region. Each group was also tasked with identifying ways to implement each of the 9 strategies, including identifying project partners, suggesting a timeline and methodology, listing funding sources, listing goals, and any other input as necessary.

On December 9<sup>th</sup>, BRAG staff held another regional meeting to further discuss high priority implementation strategies and to gather input from major stakeholders. The strategies given high priority during the October meeting were divided into three categories which included: 1) A feasibility study which would discuss centralized dispatch, among other things, and would result in a regional business plan for human

services transit coordination, 2) Extending human services transit into rural areas, and 3) Educating riders, providers, and medical staff about human service transit provided in the region (See **Appendix C and D** for invite and attendance lists for both regional meetings).

After this meeting, these strategies and other potential projects were integrated into this plan on either a short-term or long-term implementation timeline (See the “Potential Solutions and Coordination Opportunities” section). An outline was also provided for a future feasibility study which would analyze many of the more critical issues determined through this planning process. This feasibility study would be a valuable tool for analyzing a potential central dispatch, a rural voucher system, and specific coordination opportunities between organizations that are interested in increasing efficiency while reducing the workload and costs associated with providing transit for clients.

### **Questionnaires and Interviews**

At the beginning of this planning process, BRAG staff began gathering information from organizations and agencies providing human services in the region. Basic information was already available from the Bear River Region’s section of the 2007 statewide plan, and was used as a foundation for a more extensive inventory of clientele, services, geographic transit coverage, if any, and other pertinent information. Much of this information was gathered in during face to face meetings, while most was gathered via phone calls and e-mails with organization and agency administrators or knowledgeable staff. Some information was not obtained from

some organizations due to administrator or staff unavailability. Thirty-eight transportation providers were inventoried in detail (with the exception of those mentioned previously), and fifty-two organizations providing human services in the region were included in a regional mailing list used for meetings.

As a result of the orientation and prioritization meeting held in October of 2009, a suggestion was made to create a small questionnaire for clients of BRAG’s HEAT program. HEAT stands for “Home Energy Assistance Target,” comprised of Federal funds administered by the State for providing financial assistance to clients for heating homes and preventing energy crises. Clients are eligible for this program based on a combination of household size and income 150% or less of the Federal poverty level. The questionnaire was given to these clients on a voluntary basis, in hope that a representation of some low-income clients could be obtained regarding transit use and needs, income, general place of residence, and family size.

These questionnaires had eight questions and were given at both the Logan and Perry BRAG offices. While information from only two months of the HEAT programs 6 month duration was obtained due to time constraints, BRAG will continue to give the questionnaire through the entire duration of the program (The HEAT program began the first week of November, 2009 and will continue until April, 2010). It is hoped that the questionnaires given during the entire six month period will help provide some low-income client data for future human service transit coordination efforts as well. Below are some

highlights from questionnaires given to clients in November and December of 2009 (see **Appendix E** for detailed questionnaire information):

**Box Elder County HEAT client data (50 respondents)**

- 30% use transit daily
- 36% never use transit
- 40% use either UTA or local senior center services
- 42% feel they are not being served well by public transit
- 40% of respondents live in Brigham City

**Cache and Rich Counties (46 respondents)**

- Over 52% use transit often, regularly, or occasionally
- 57% use Cache Valley Transit District
- 21% use transit for shopping while around 18% use transit for medical, work, or recreation needs respectively
- 50% feel public transit services are meeting their needs very well
- 70% of respondents live in Logan City

**Related Plans, Studies, and Program Information**

- *Utah’s Coordinated Human Service Public Transportation Plan* (UDOT, 2007)
- *Transportation Initiative Funding Proposal, Transportation Voucher Program for Consumers with Disabilities* (Wyoming DOT)
- *Utah Transit Authority Paratransit Mobility Eligibility Brochure* (UTA, 2008)

- *Box Elder Transit Study – DRAFT* (InterPlan Co., 2005)
- *Box Elder County Transit Feasibility Study – DRAFT Final Report* (InterPlan Co., 2004)
- *2008 Cache Valley Transit District Rider Survey Results* (Utah State University, 2009)
- *Dixie Coordinated Transportation Implementation Tool* (WCEC Engineers, 2009)
- *Framework for Action: Building the Fully Coordinated Transportation System – Facilitator’s Guide* (U.S. Department of Transportation, 2003)
- *The Southwest Local Transit and Human Service Transportation Coordinated Plan* (LSC Transportation Consultants, Inc., 2008)
- United We Ride, 2009
- Utah Department of Transportation (UDOT)
- Utah Transit Authority (UTA)
- Pocatello Regional Transit (PRT)
- “The Ride” - Weber County Human Services
- Wasatch Front Mobility Management Project

**Service Levels for Transit Providers in the Bear River Region**

All three of the user groups discussed in this Mobility Management Plan have a variety of accessibility and assistance needs for public transit. No group can be generalized as requiring more or less accessibility or assistance. Likewise, much of the current transit in our region is planned as either general public transit for those with basic service requirements, curb to curb services such

as Para-transit for those with moderate service requirements, or specialized door to door transit which require specialized equipment, personal assistants, or specialized training for drivers. Instead of focusing on specific human services populations, this technique focuses on service requirements of the riders, or their ability to use the transit system at various assistance and accessibility levels (UTA, 2009). Please see the following diagram:

### Benefits of Planning Based on Service Levels:

- 1) Service requirements of the riders are considered first in coordination efforts, making sure that the quality of service stays the same or is improved.
- 2) Transportation funding for providers that work with similar clients may be similar, making coordination and/or incorporation more feasible.
- 3) Vehicles are similar for each level, making it easier for

## Service Levels for Transit Providers in the Bear River Region

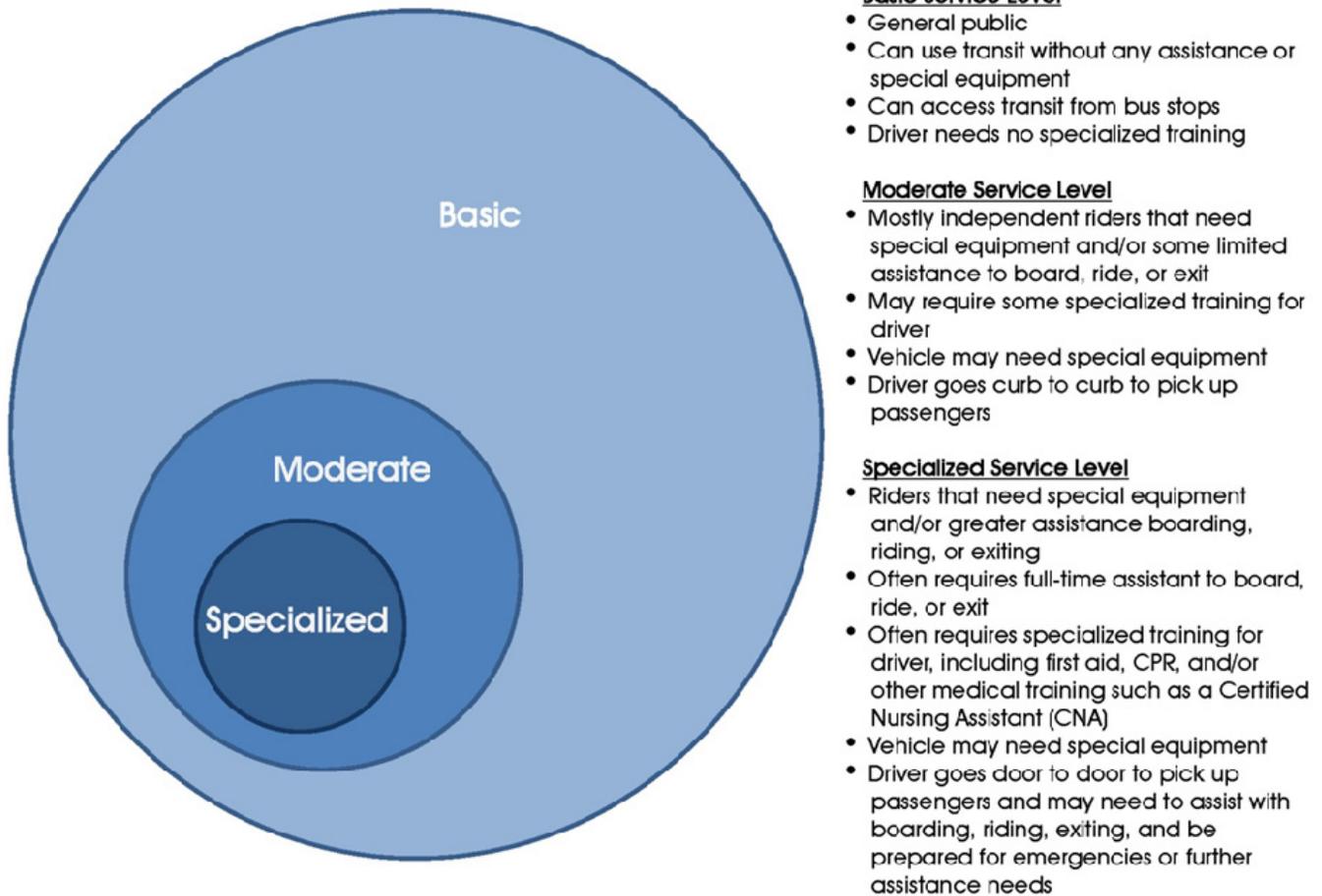


Figure 8: Service levels for transit providers in the Bear River Region

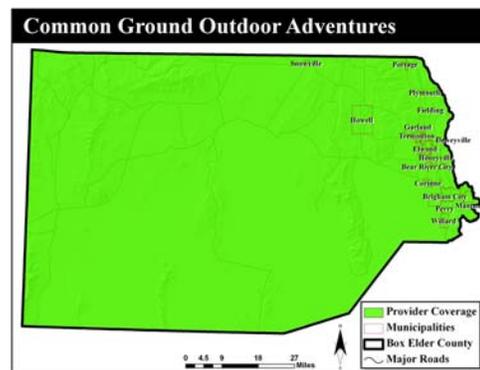
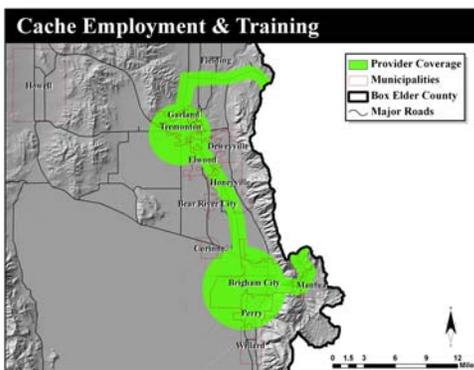
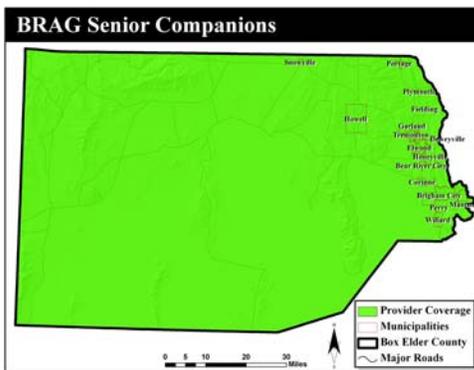
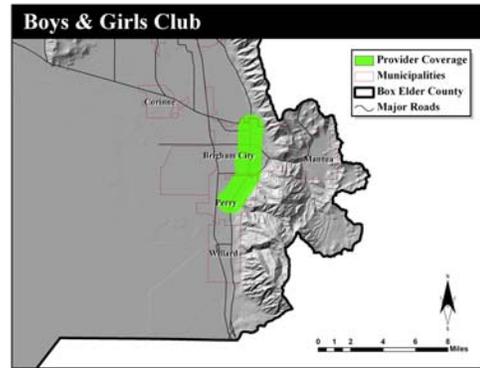
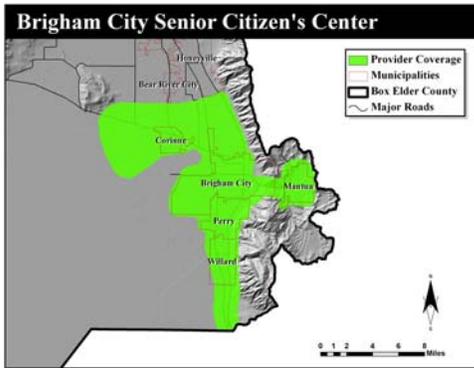
- providers to share and/or incorporate transportation services with/into another organization.
- 4) Driver skills and training are similar within a level, simplifying procedures and/or certifications as coordination efforts proceed.
  - 5) Organizations that provide transit for each group understand the goals and/or needs of clients

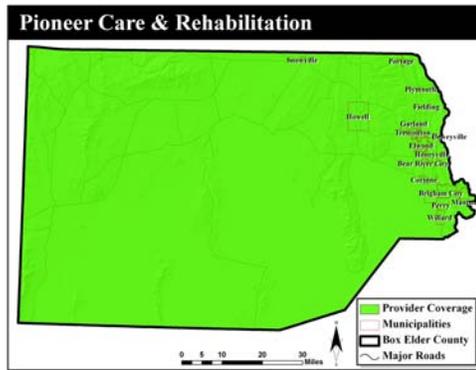
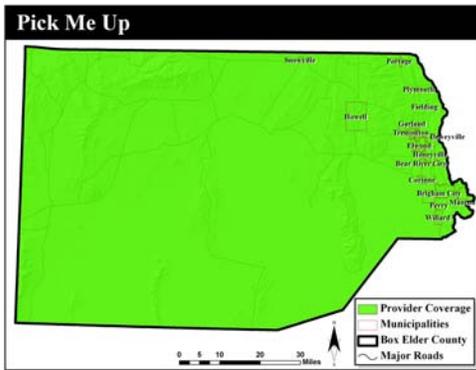
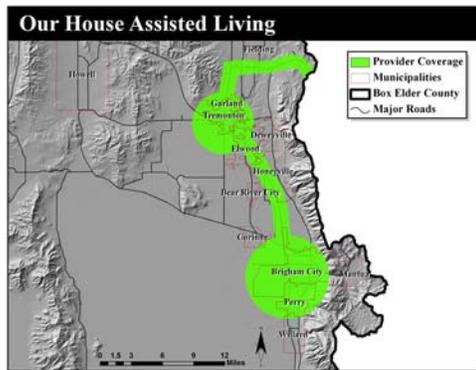
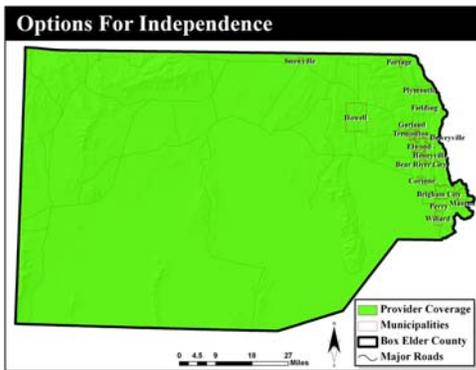
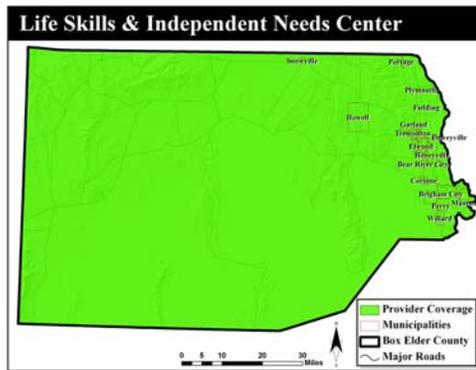
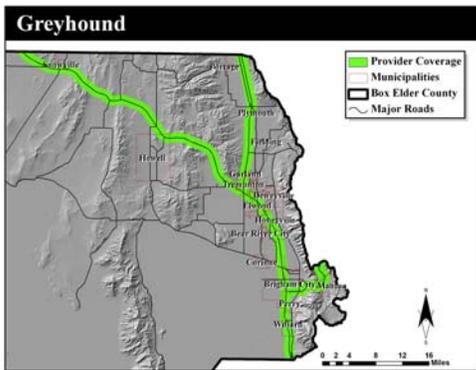
being served by similar organizations and can plan more efficiently.

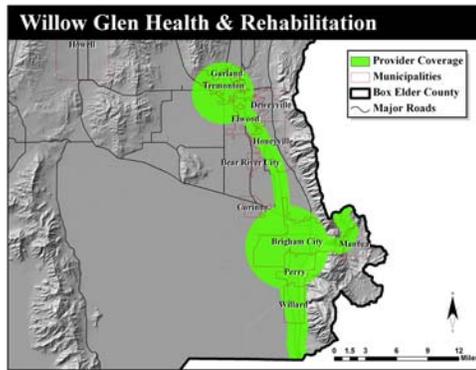
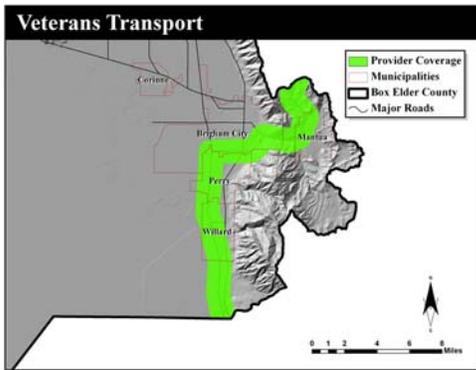
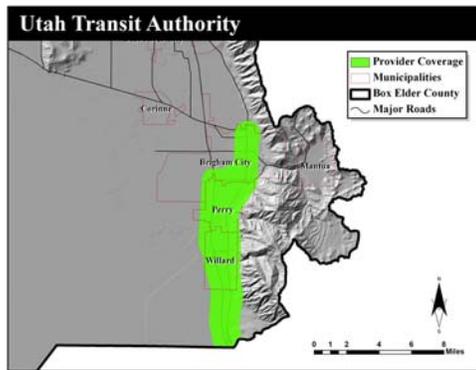
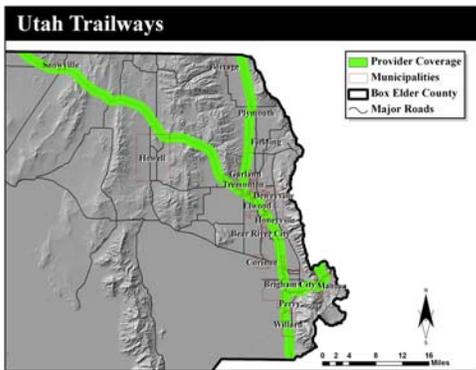
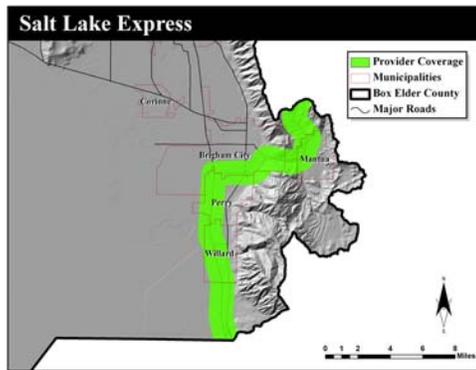
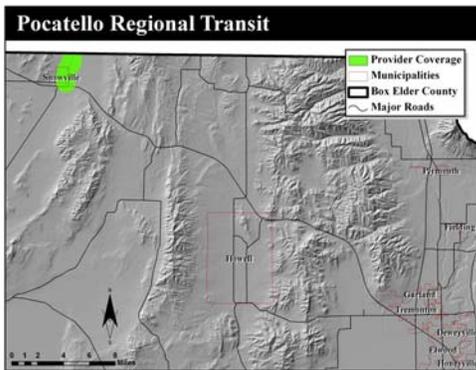
## **EXISTING HUMAN SERVICE TRANSIT SERVICE AREAS**

Following are maps of existing human service transit provider service areas in the Bear River Region:

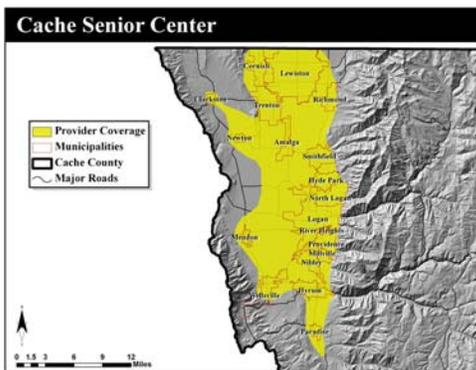
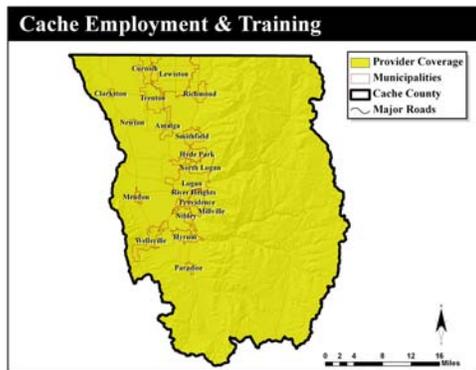
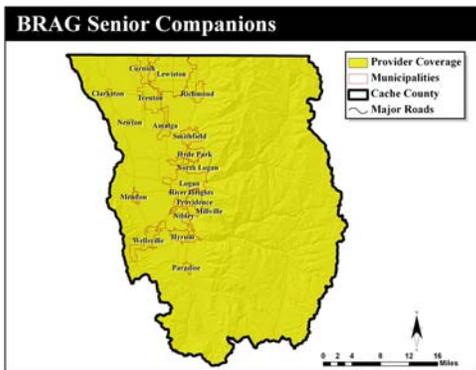
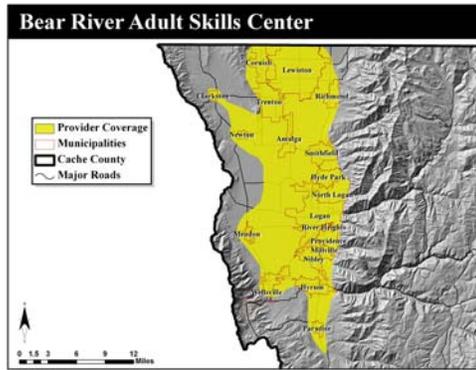
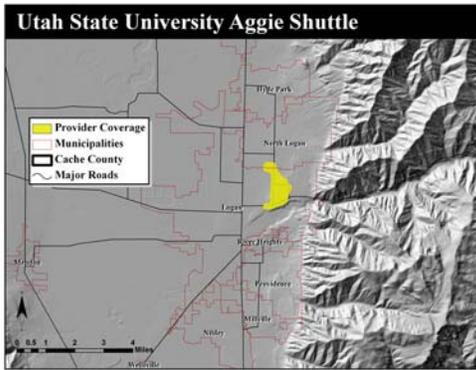
# Box Elder County Human Service Transit Providers – Service Areas

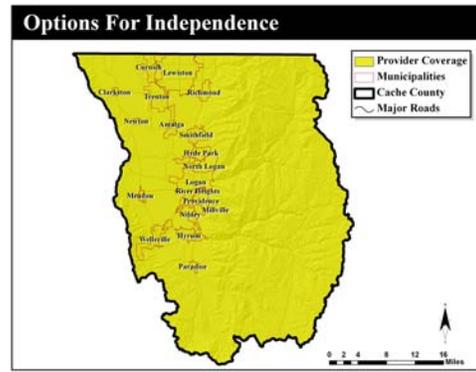
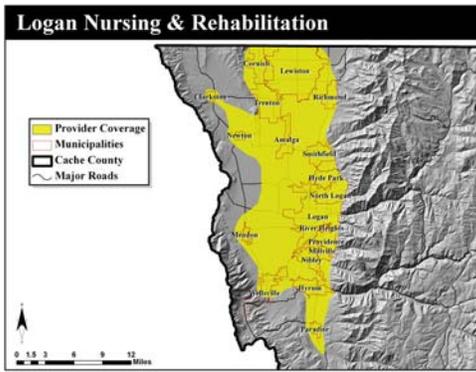
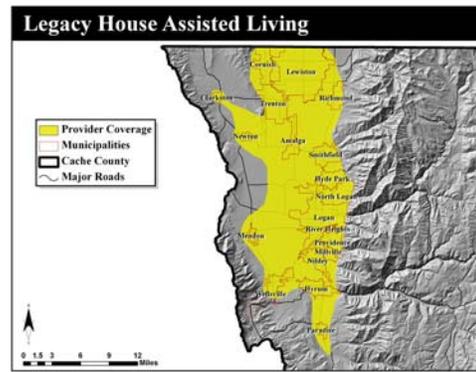
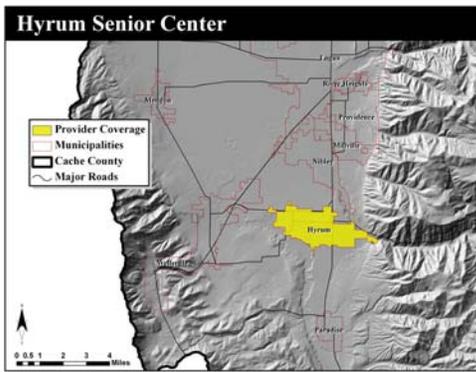
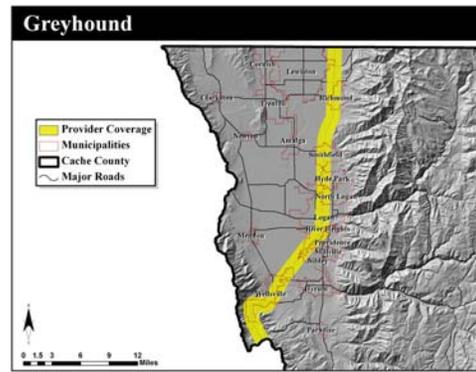
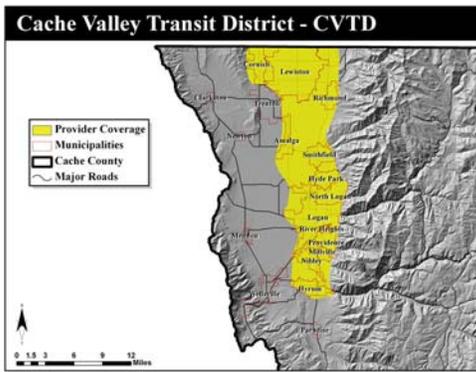


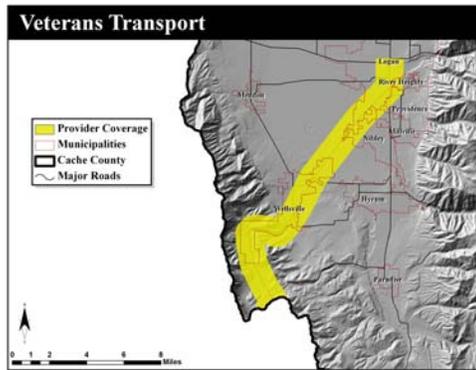
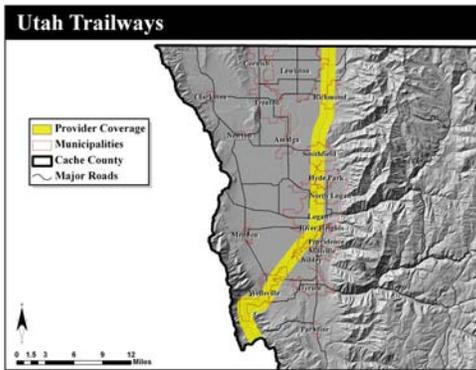
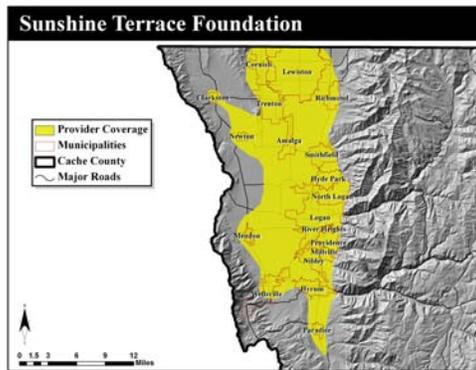
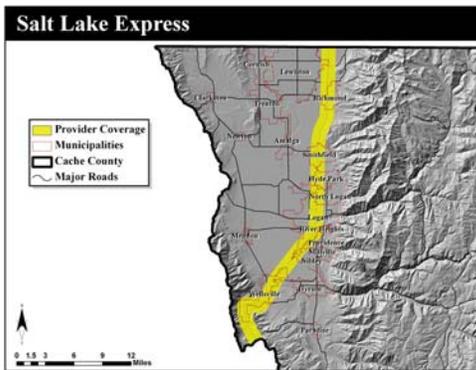
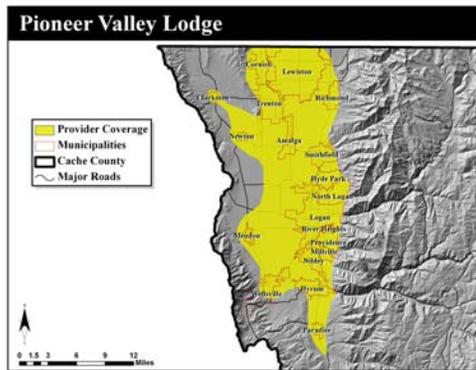
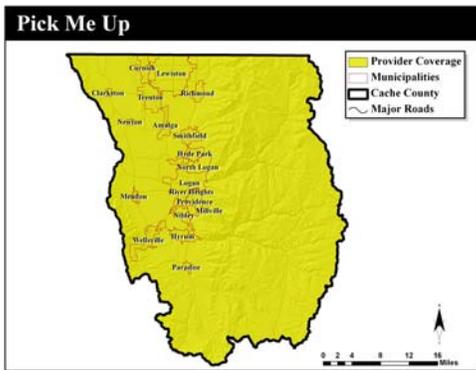




# Cache County Human Service Transit Providers – Service Areas

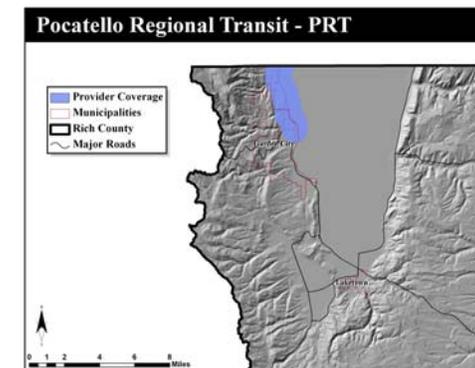
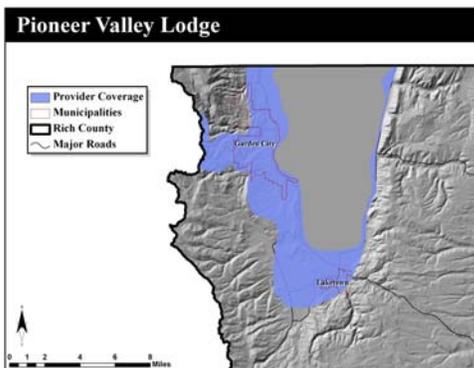
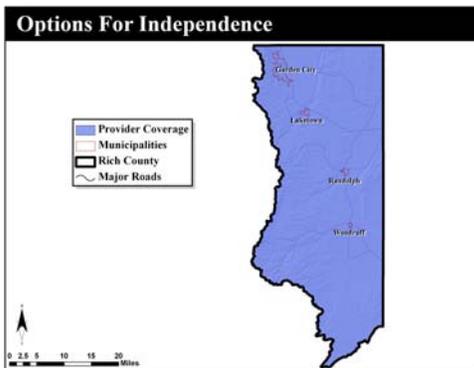
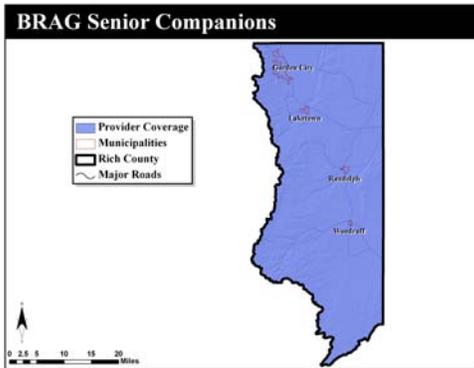








# Rich County Human Service Transit Providers – Service Areas



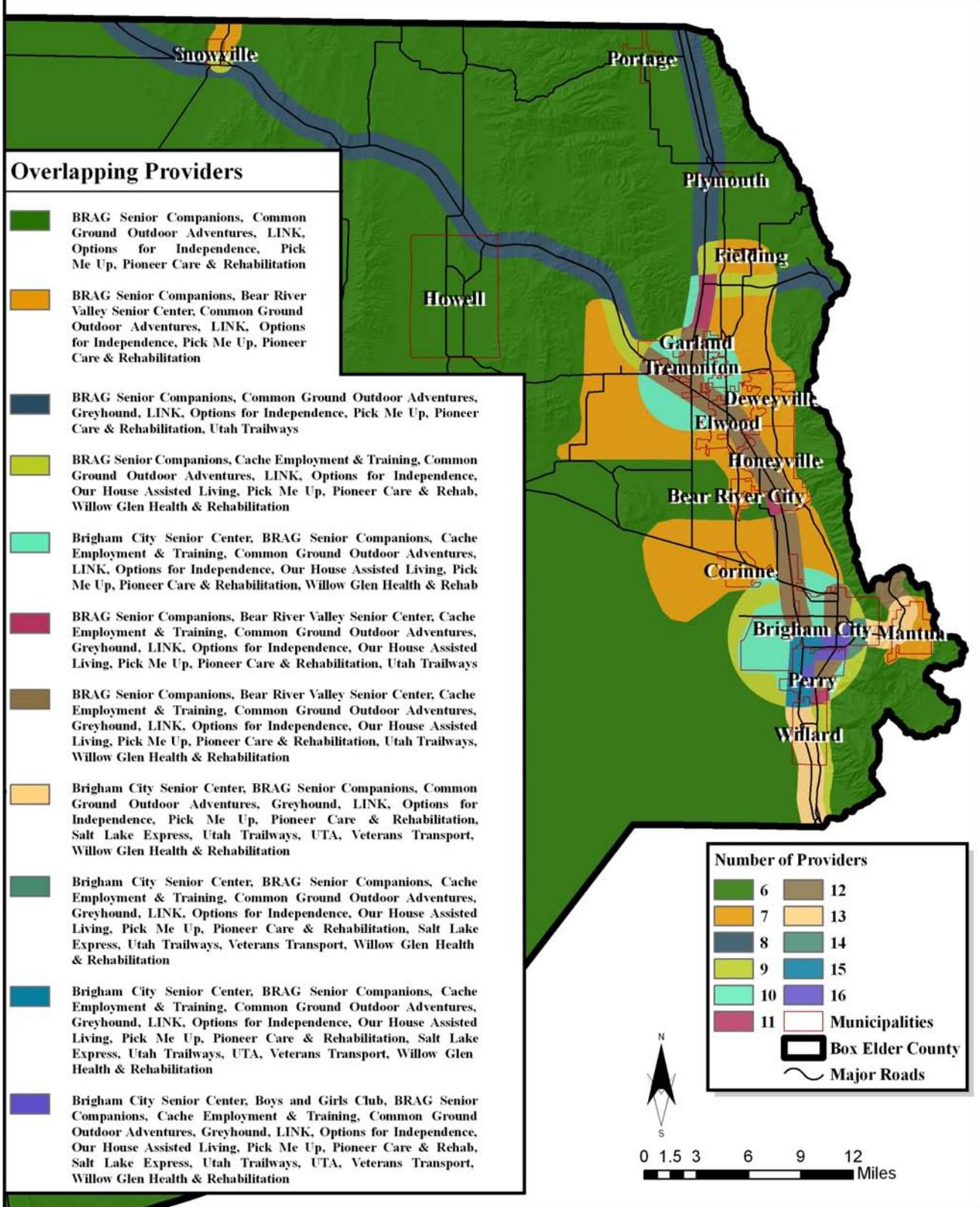


## **OVERLAPPING SERVICE AREAS OF HUMAN SERVICE TRANSIT PROVIDERS**

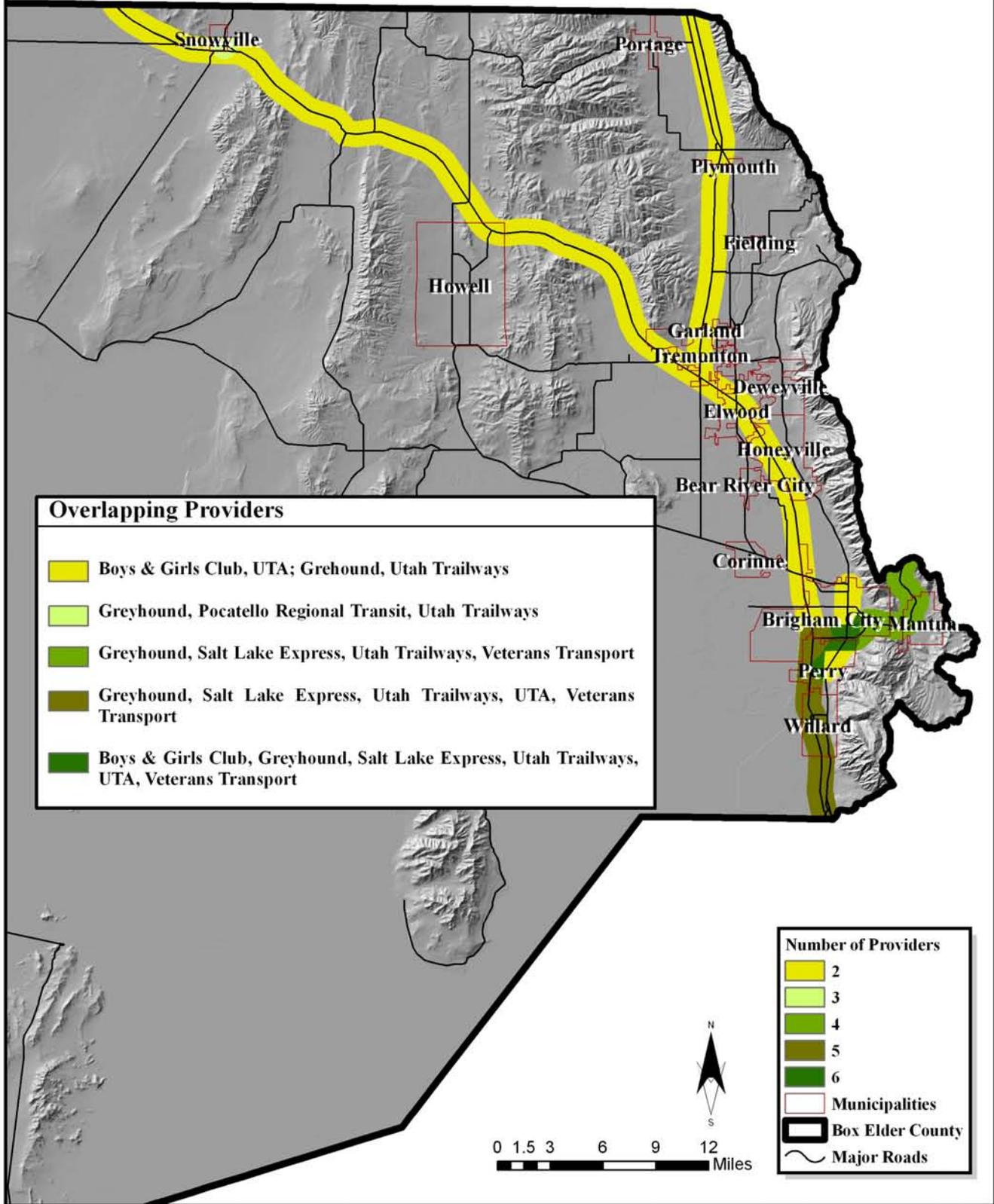
Following are maps of geographic overlap among human service transit provider service areas in the Bear River Region. They show overlapping organization and agency transit services for each County for all service levels combined, and then for each individual service level (As explained on page 32, service levels are basic, moderate, and specialized). For detailed overlapping coverage information, see **Appendix F**.

These maps were created by BRAG staff to show general geographic overlap of human service transit provider areas. Coverage areas are based on data obtained from individual organizations and agencies in the region. While they are the most extensive inventory and overlap mapping to date, they are only general representations of coverage, and do not show exact routes or coverage areas. However, these maps may prove to be very useful to organizations and agencies interested in coordinating efforts and for future analyses and studies. They were created with the hope that organizations would be able to see which other providers overlap coverage; specifically providers that serve similar clients.

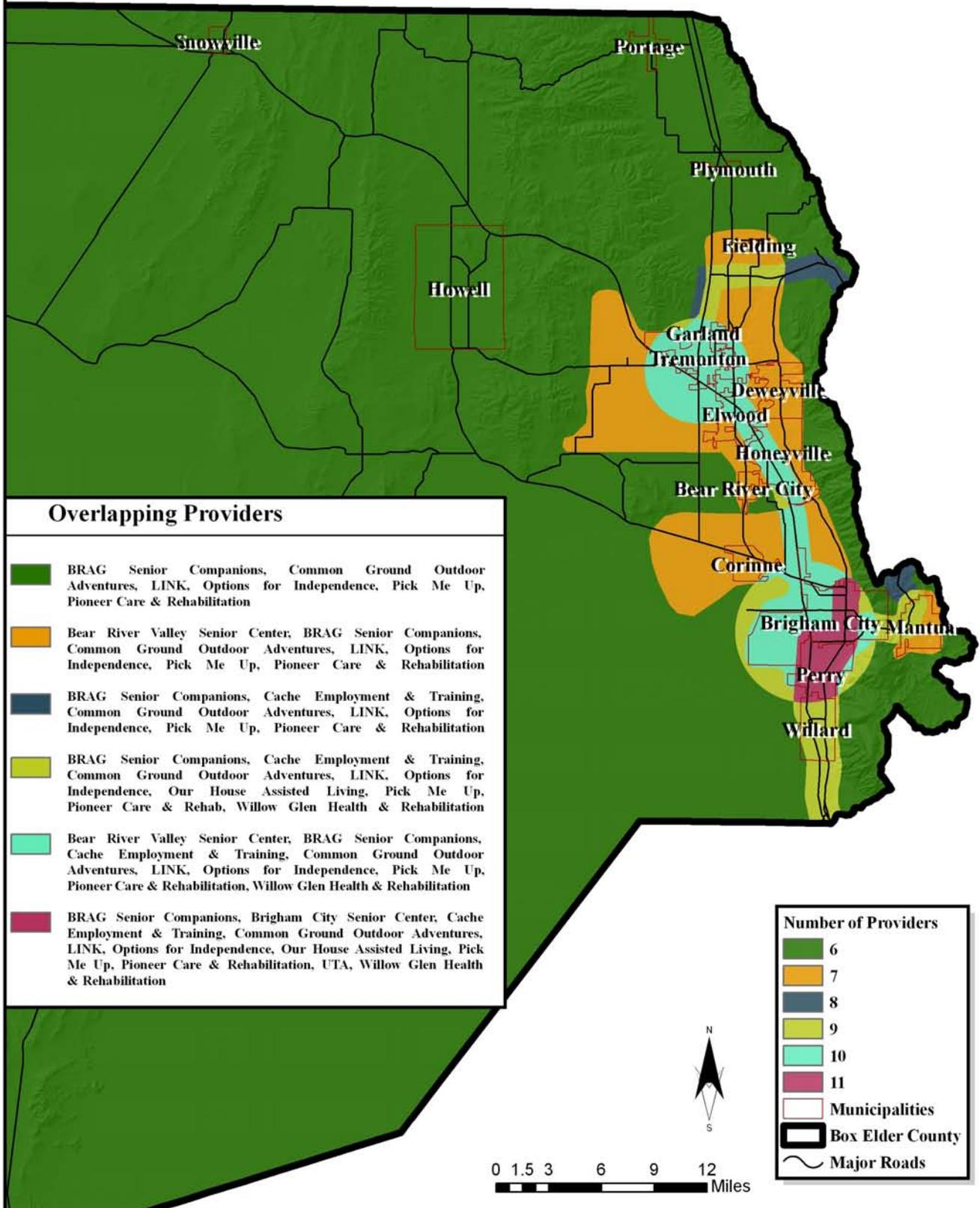
# Overlapping Coverage - All Service Levels



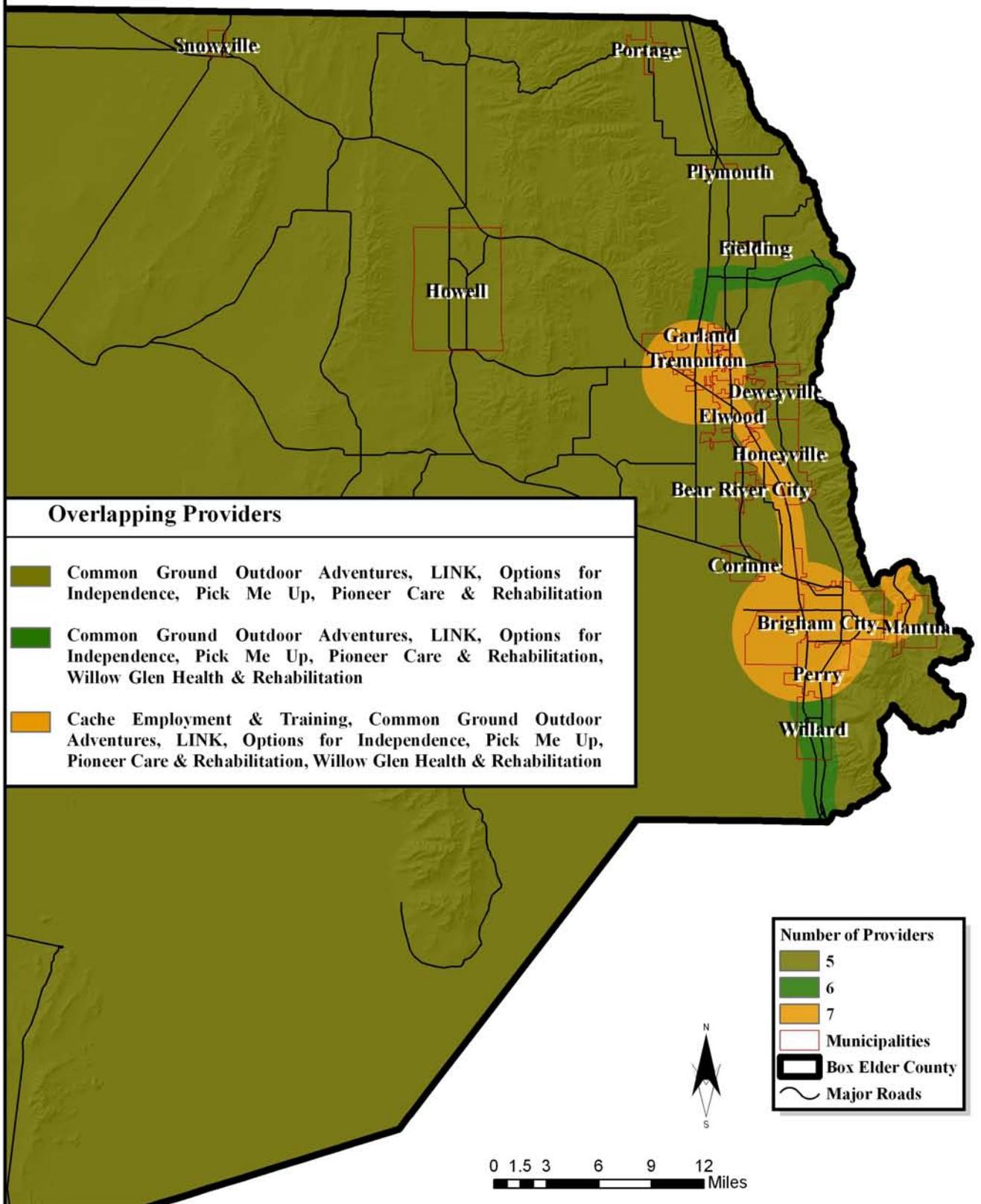
# Overlapping Coverage - Basic Service

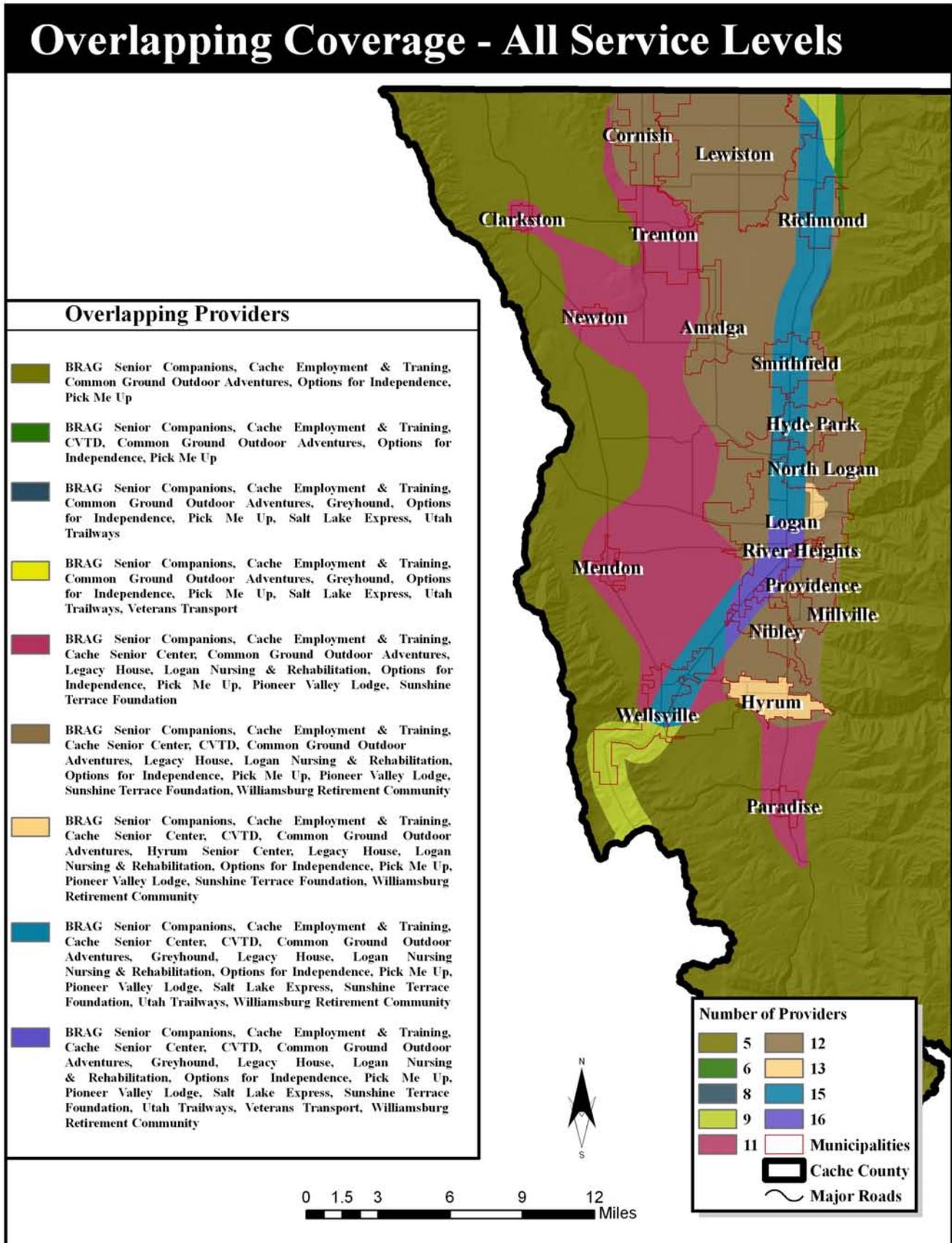


# Overlapping Coverage - Moderate Service

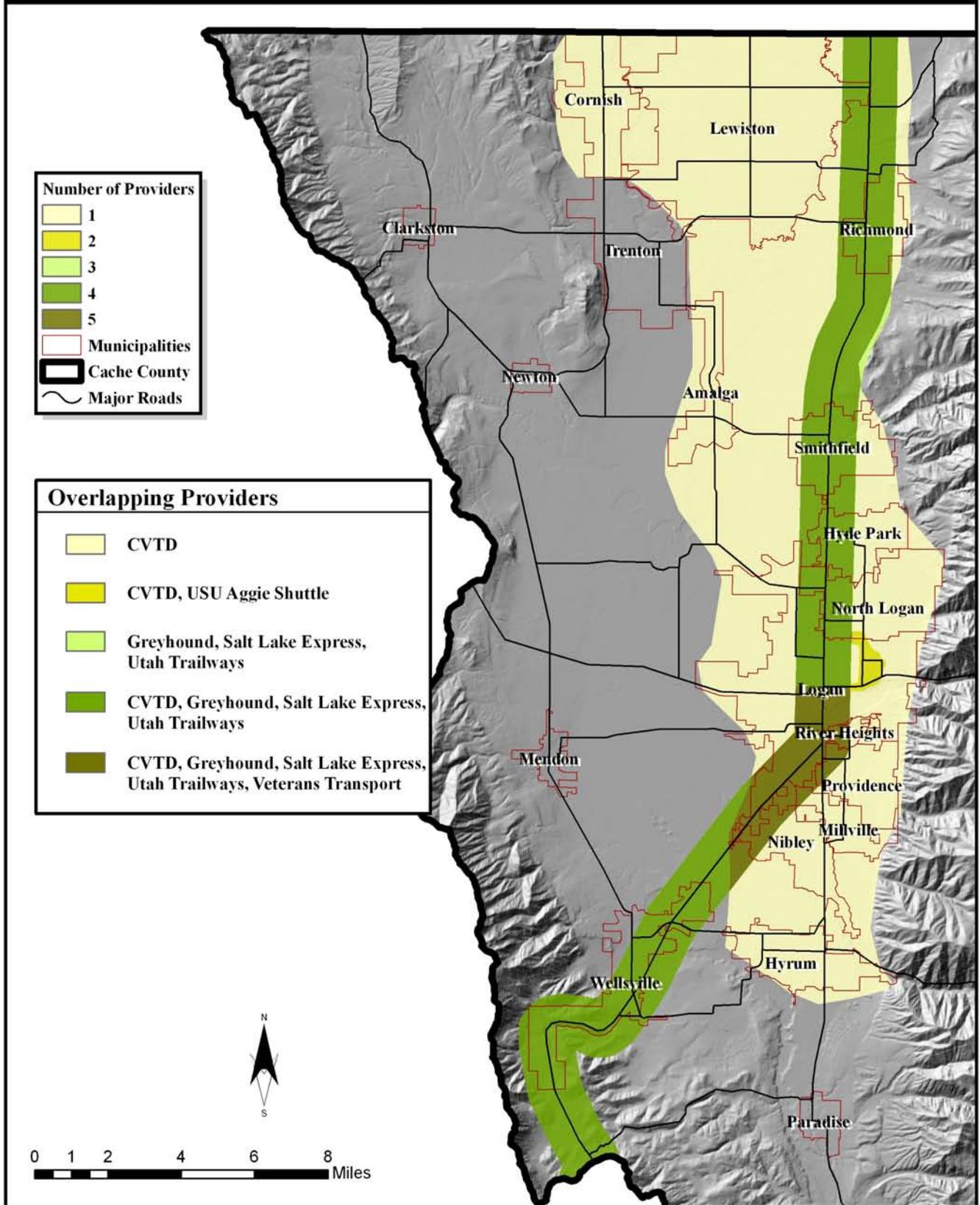


# Overlapping Coverage - Specialized Service

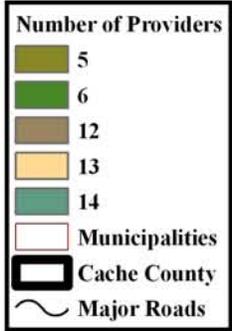




# Overlapping Coverage - Basic Service

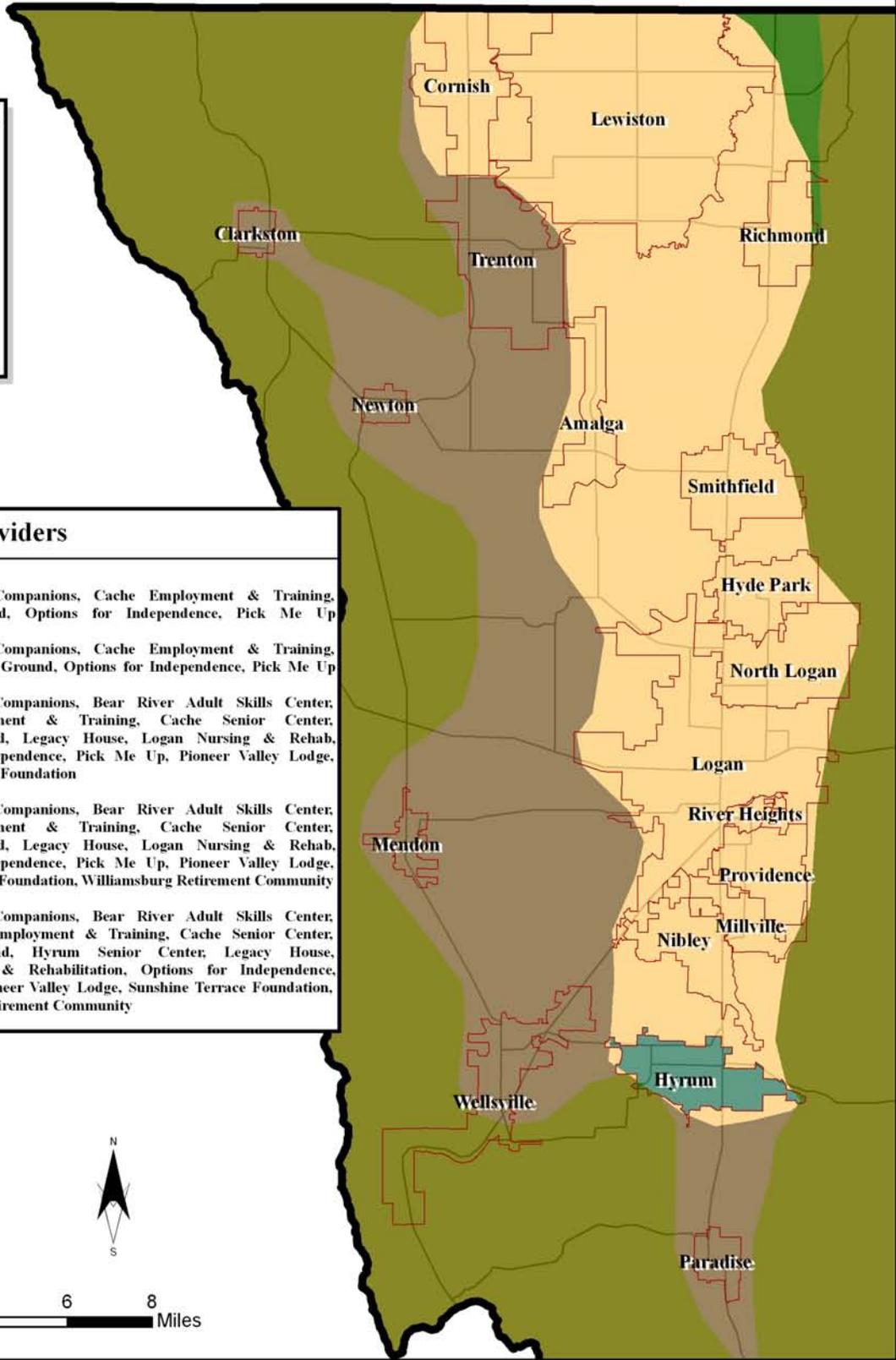
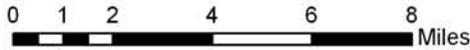


# Overlapping Coverage - Moderate Service

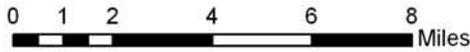
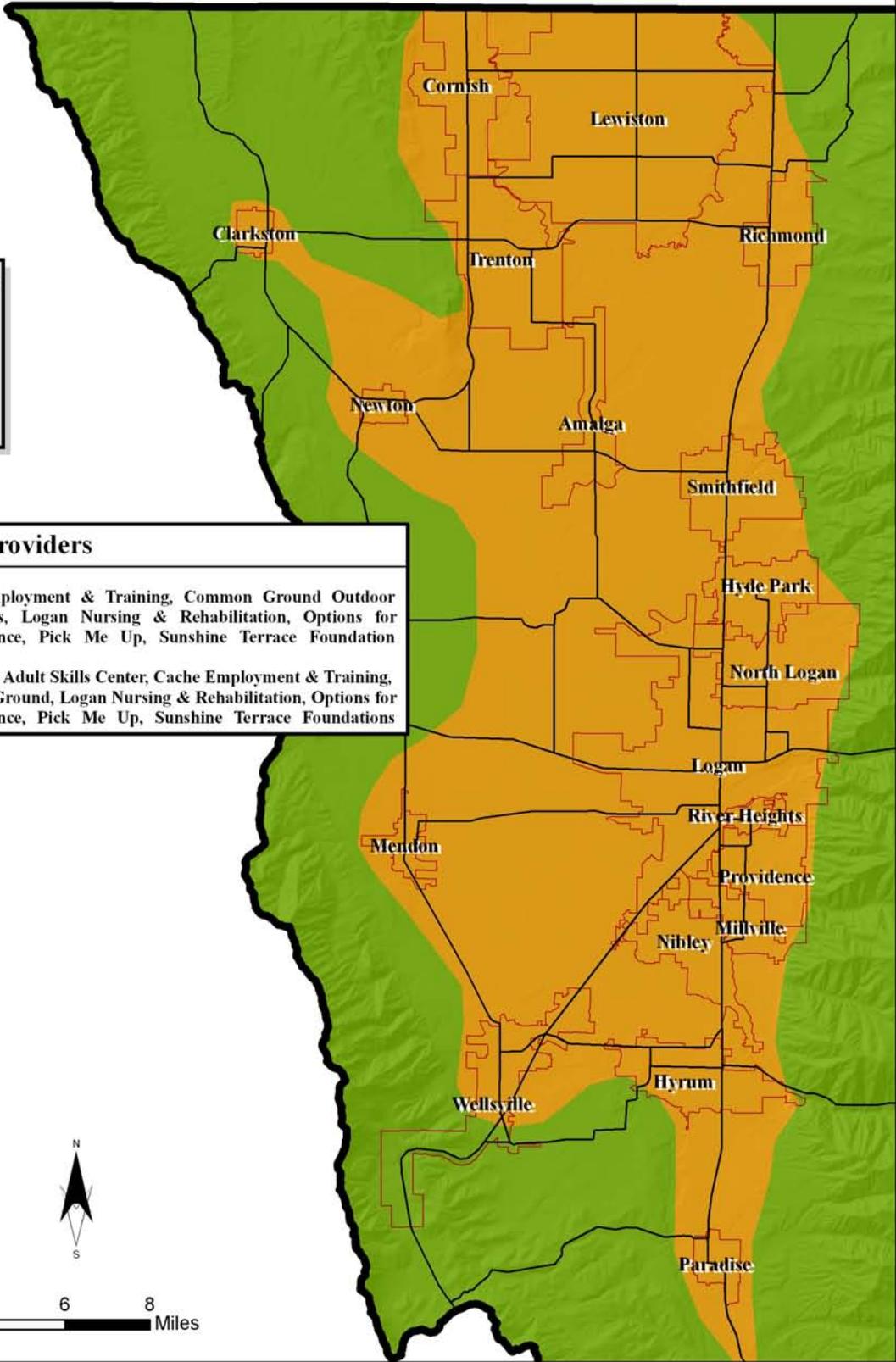
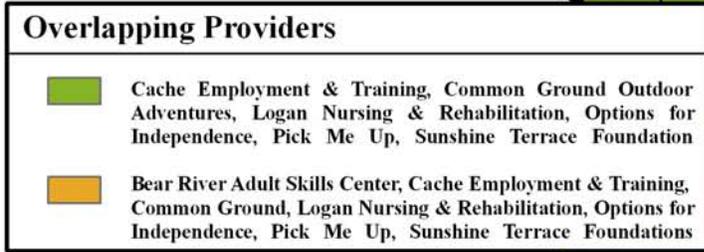
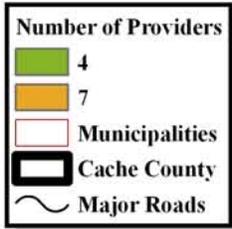


## Overlapping Providers

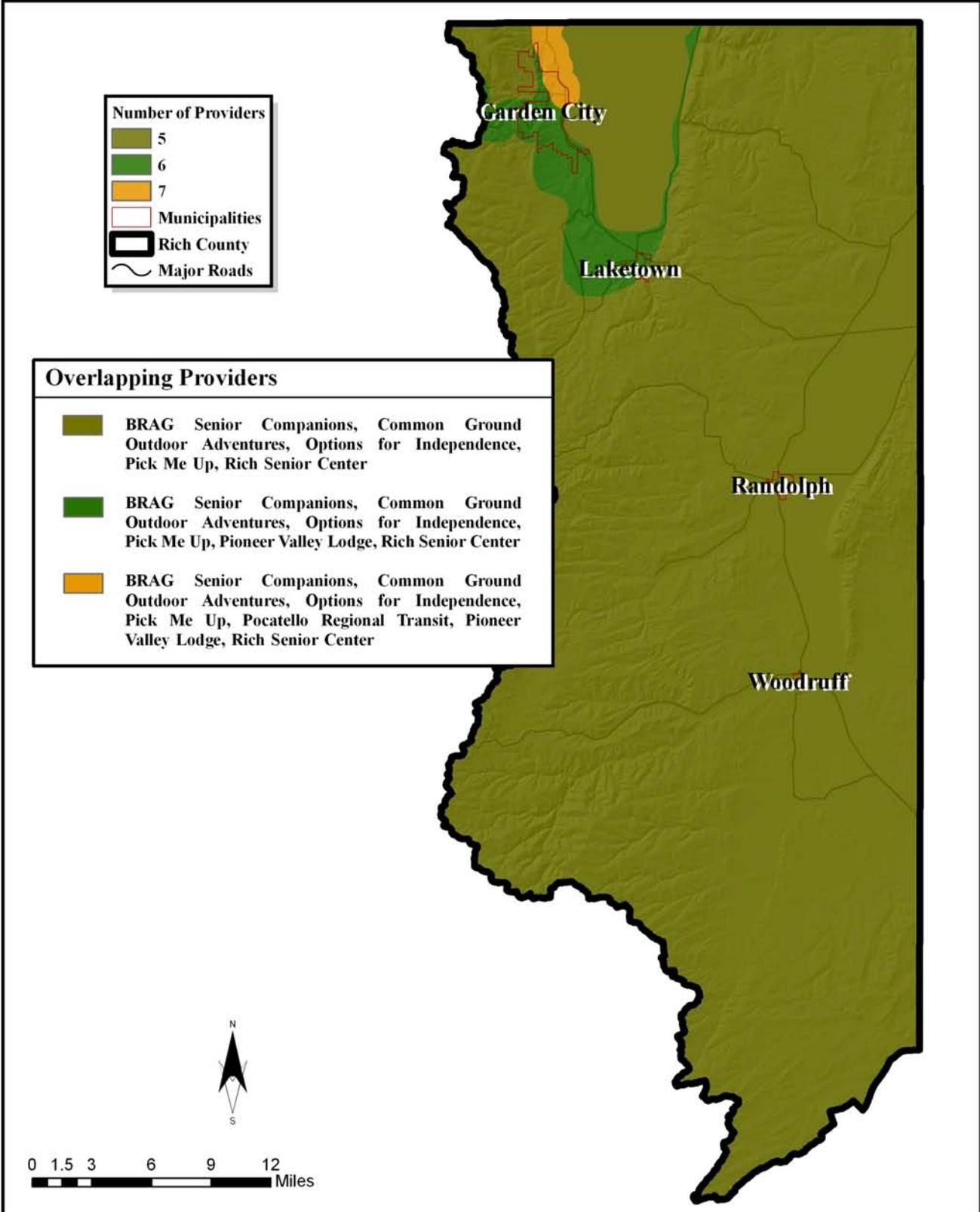
- BRAG Senior Companions, Cache Employment & Training, Common Ground, Options for Independence, Pick Me Up
- BRAG Senior Companions, Cache Employment & Training, CVTD, Common Ground, Options for Independence, Pick Me Up
- BRAG Senior Companions, Bear River Adult Skills Center, Cache Employment & Training, Cache Senior Center, Common Ground, Legacy House, Logan Nursing & Rehab, Options for Independence, Pick Me Up, Pioneer Valley Lodge, Sunshine Terrace Foundation
- BRAG Senior Companions, Bear River Adult Skills Center, Cache Employment & Training, Cache Senior Center, Common Ground, Legacy House, Logan Nursing & Rehab, Options for Independence, Pick Me Up, Pioneer Valley Lodge, Sunshine Terrace Foundation, Williamsburg Retirement Community
- BRAG Senior Companions, Bear River Adult Skills Center, CVTD, Cache Employment & Training, Cache Senior Center, Common Ground, Hyrum Senior Center, Legacy House, Logan Nursing & Rehabilitation, Options for Independence, Pick Me Up, Pioneer Valley Lodge, Sunshine Terrace Foundation, Williamsburg Retirement Community



# Overlapping Coverage - Specialized Service



# Overlapping Coverage - All Service Levels



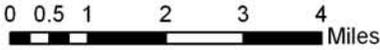
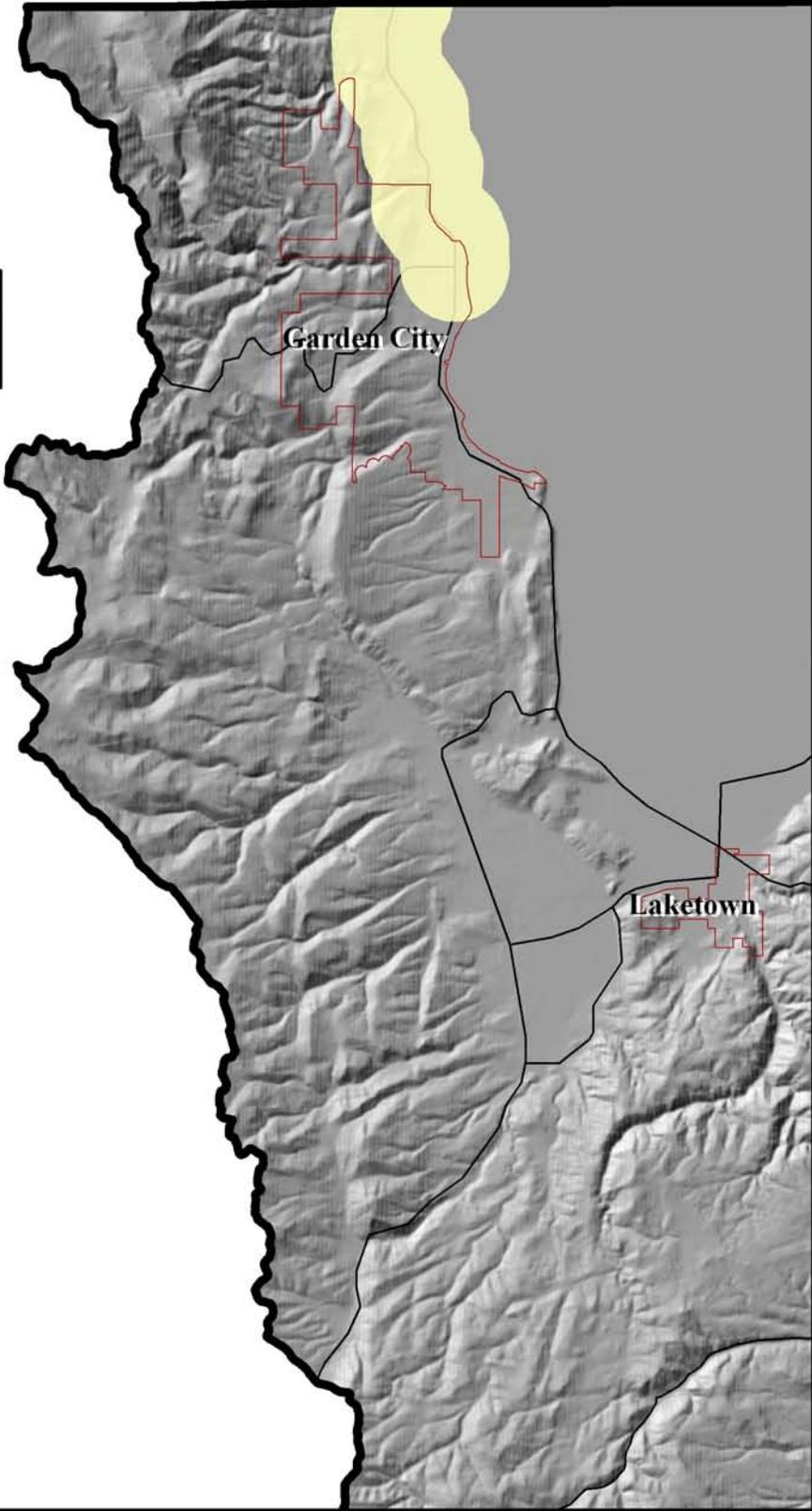
# Provider Coverage - Basic Service

**Number of Providers**

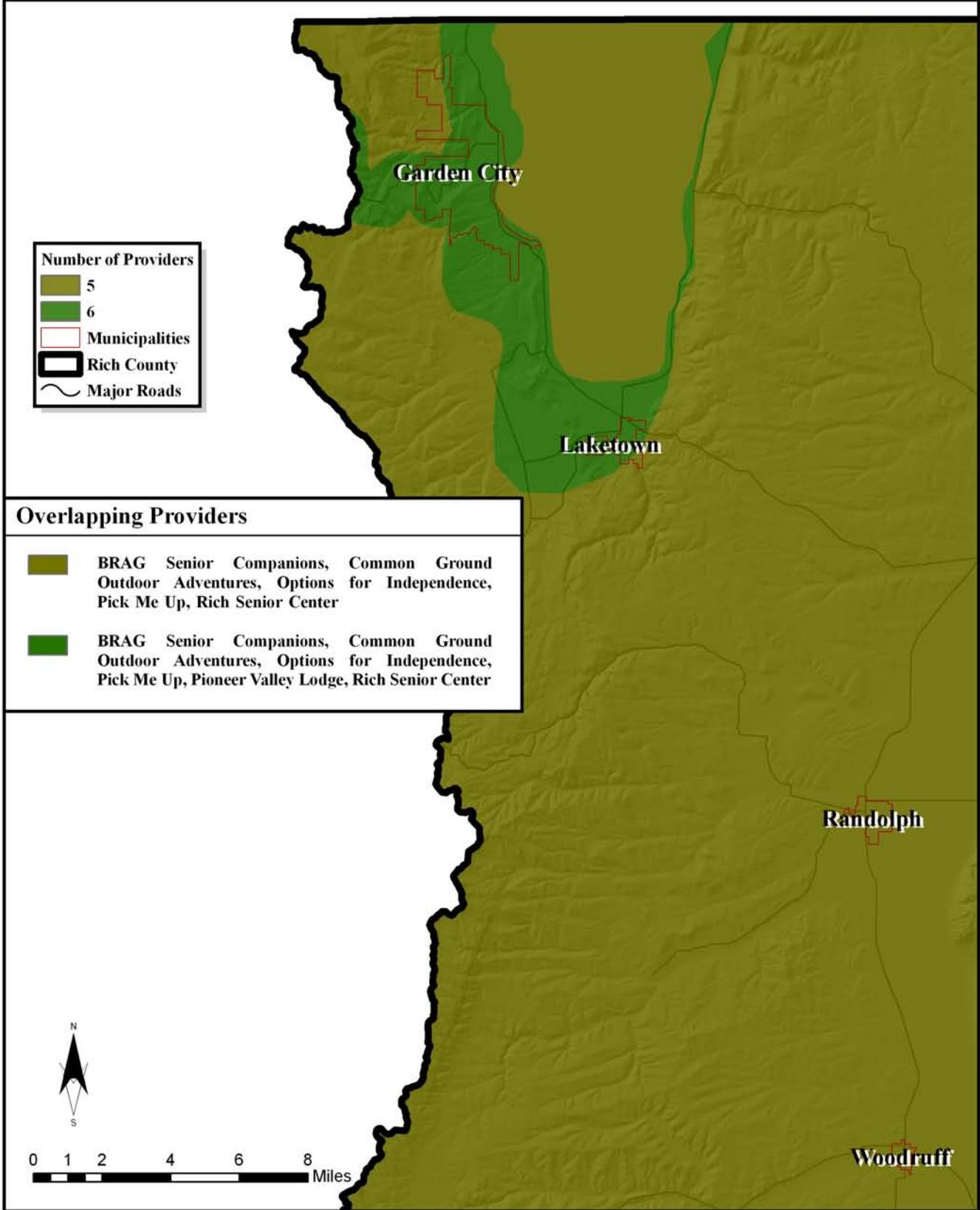
- 1
- Municipalities
- Rich County
- Major Roads

**No Overlapping Providers**

- Pocatello Regional Transit



# Overlapping Coverage - Moderate Service



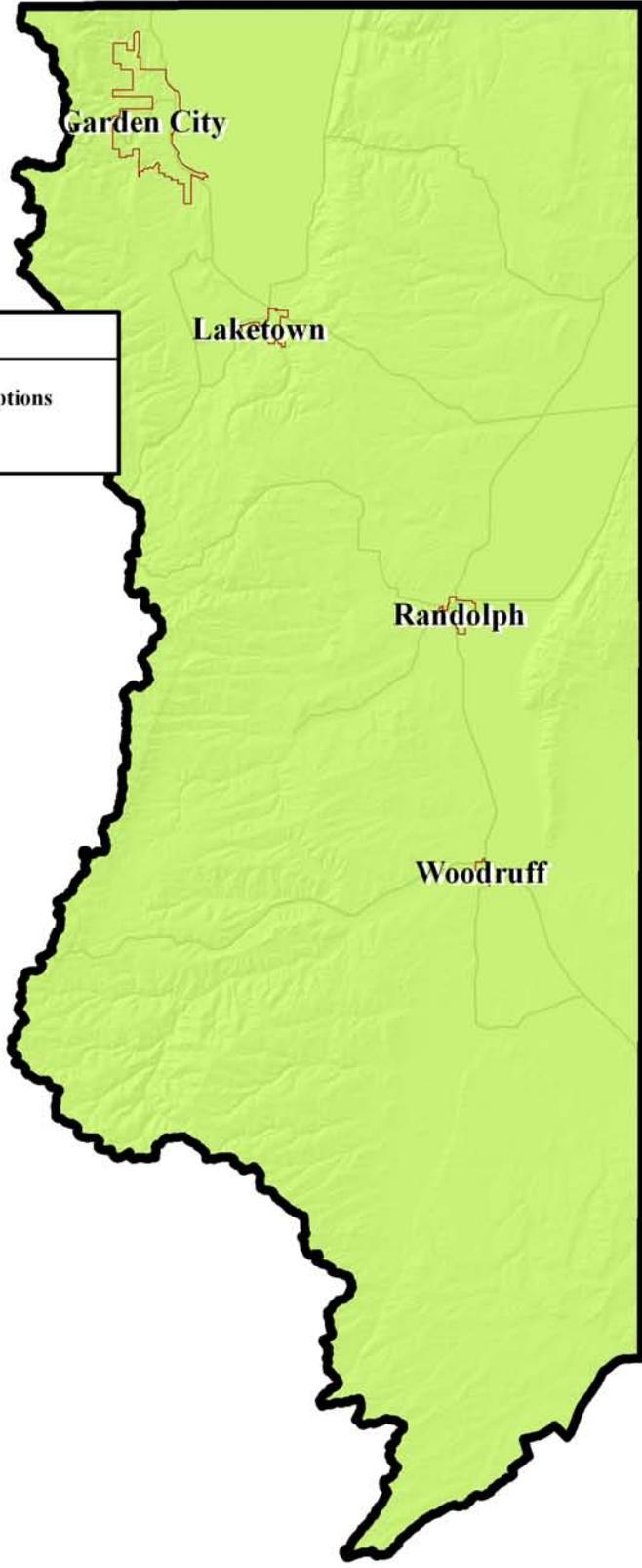
# Overlapping Coverage - Specialized Service

**Number of Providers**

- 3
- Municipalities
- Rich County
- Major Roads

**Overlapping Providers**

- Common Ground Outdoor Adventures, Options for Independence, Pick Me Up



## **UNSERVED AND UNDERSERVED AREAS**

Although each of these groups individually may be underserved or totally un-served in certain areas, these populations often overlap and cannot accurately be accounted for. For example, a senior could have a disability and be low-income, so it may not be completely representative to say that seniors are not being served while low-income groups are. The following are some generalized underserved or un-served areas based on provider coverage area maps:

### **Box Elder County**

#### **Seniors**

Anywhere outside the two senior center areas which includes west of Bear River City, Park Valley, Grouse Creek, Howell, north of Fielding, Portage, Plymouth, the Beaver Dam Area, and adjacent unincorporated areas is not receiving senior center transportation. BRAG Senior Companions provided transportation for clients in the entire County, but does not have the funding or staff to give services as often as needed. Veterans that cannot drive needing transportation to the VA hospital in Salt Lake City are also underserved since they have to meet Veterans Transport along their established route to receive transit services.

#### **Persons with Disabilities**

For employment, outside of the CETC area which includes some areas between Brigham City and Tremonton, north of

Hwy 30, and west of Tremonton (including Penrose/Thatcher, Howell, Snowville, Park Valley).

#### **Low-Income**

Any area outside of private or public transportation provider areas including UTA, Greyhound, PRT, Salt Lake Express, or Utah Trailways. This would include anywhere outside of Brigham City/Willard/Perry and off of I-15, I-84, SR 30, Hwy 89-91, etc.

### **Cache County**

#### **Seniors**

Since, technically, Cache County Senior Center, BRAG Senior Companions, Hyrum Senior Center, cover the County pretty well, they may not have a high need. However, BRAG Senior Companions has mentioned Cache as an underserved area due mostly to lack of funding for much needed Senior Companions. Likewise, Cache Senior Center feels they are not providing as much transit as they could to the more rural sections of the County, and don't provide transit for basic needs – only Senior Center programs. In this sense, Seniors are underserved anywhere outside of the CVTD area which includes Clarkston, Trenton, Newton, Mendon, Wellsville, Paradise/Avon, and unincorporated areas in between. Veterans that cannot drive needing transportation to the VA hospital in Salt Lake City are also underserved since they have to meet Veterans Transport along their established route to receive transit services.

#### **Persons with Disabilities**

For some programs, Cache County is covered fairly well. However, most of the organizations providing services are losing money on transit. Although programs offer transit for employment and training, outdoor adventures, or other types of program participation, only CVTD provides transit for basic and moderate-service level clients for basic needs. Persons with Disabilities are underserved anywhere outside of the CVTD area which includes Clarkston, Trenton, Newton, Mendon, Wellsville, Paradise/Avon, and unincorporated areas in between. Also, those clients that are in need of specialized transit services (requiring extensive assistance and customized services) do not have access to public transit for basic needs.

### **Low-Income**

Anywhere outside of the Aggie Shuttle, CVTD, and private bus systems is underserved in Cache County. This includes Paradise/Avon, Mendon, Newton, Trenton, Clarkston, and unincorporated areas in between.

### **Rich County**

#### **Seniors**

The Rich County Senior Center provides transit for seniors Countywide for weekly meals at the center (where they are also close to other services in Randolph such as paying taxes, banking, vehicle registration), and to Evanston for shopping, medical, physical therapy, etc. BRAG Senior Companions also provides basic needs transit Countywide. There is also a shuttle in the summers from Montpelier to Garden City several times a day that seasonal senior citizen residents and visitors can use. Veterans that cannot drive needing transportation

to the VA hospital in Salt Lake City are also underserved since they have to meet Veterans Transport along their established route in Cache County and Box Elder County to receive transit services.

### **Persons with Disabilities**

Options for Independence and Common Ground provide services Countywide, but do not provide transit for client's basic needs such as shopping, medical, etc. The Garden City shuttle provided by PRT has wheelchair lifts and can accommodate people in basic and moderate service levels, but no one that needs specialized services. They also only run the shuttle during summer months. Public transit for persons with disabilities in Rich County are generally lacking with the exception of Common Ground and Options for Independence, especially during winter months for all service levels and for those requiring specialized services.

### **Low-Income**

Public transit is only available during the summer months between Montpelier and Garden City. Unless consistent funding is obtained, this could be in jeopardy as well. This is the only transit service for low-income individuals in Rich County, and there is non during winter months. Anywhere south of Garden City at this point does not have public transit for this group.

## IMPLEMENTATION PROJECTS AND COORDINATION OPPORTUNITIES

### Short-Term Implementation Projects – Narrative Reports

#### Human Service Transit Website

##### *Project Partners*

- BRAG
- CVTD
- CMPO
- PRT
- Interested Local Jurisdictions

##### *Targeted Passenger Demographics*

- All human service populations, riders, service providers, and the general public.

##### *Implementation Plan/Project Summary*

- The creation of a human service transit website for the Bear River Region. This website would contain a list of providers showing geographic coverage of services, client eligibility requirements, contact information, times and locations available, and general information about the organization or agency. It would also have an educational section containing “How to Ride” information for various rider needs. There would also be a page with links to other local, State, and Federal agencies and organization websites. This plan would also be available to download along with other pertinent plans, studies, and pamphlets.

##### *Post-Implementation (Local) Evaluation Process*

- This project will be evaluated with other projects at an annual Bear River Region Human Services Transit Coordination meeting.

##### *Accomplishments/Successes Anticipated*

- Most current, potential, or future human service transit riders could access the website which will provide updated organization and agency information including contacts and phone numbers.

##### *Timeframe*

- 2010

##### *Funding Source(s)*

- UDOT funding through BRAG’s Human Services Transit Coordination program.

##### *Lessons Learned*

- TBD

#### Printed Literature

##### *Project Partners*

- BRAG
- CVTD
- CMPO
- AARP

##### *Targeted Passenger Demographics*

- All human service populations, riders, service providers, and the general public.

##### *Implementation Plan/Project Summary*

- Printed literature would include information on organization and agency transit services, rider eligibility, contacts, the regional website address, and maps of

coverage areas, similar to the website. Rider education (How to Ride) could also be included, or could be created as a separate pamphlet.

*Post-Implementation (Local) Evaluation Process*

- This project will be evaluated with other projects at an annual Bear River Region Human Services Transit Coordination meeting.

*Accomplishments/Successes Anticipated*

- Most current, potential, or future human service transit riders could pick up the pamphlets at transit provider facilities, medical facilities, bus stops, City/Town/County offices, public libraries, etc.

*Timeframe*

- 2010

*Funding Source(s)*

- American Association of Retired Persons (AARP)
- BRAG

*Lessons Learned*

- TBD

**Driver Training**

*Project Partners*

- CVTD
- Interested organizations/agencies

*Targeted Passenger Demographics*

- All riders and human service transit providers would benefit from having drivers properly trained.

*Implementation Plan/Project Summary*

- Human service transit providers in the Bear River Region would begin attending quarterly driver trainings with current the CVTD training program which would include the following:  
Sensitivity training, first aid and CPR, operation of equipment, procedures, liability, custom services such as paratransit, and other pertinent training activities for a minimal cost.

*Post-Implementation (Local) Evaluation Process*

- This project will be evaluated with other projects at an annual Bear River Region Human Services Transit Coordination meeting.

*Accomplishments/Successes Anticipated*

- As human service transit drivers in the region are more uniformly trained, driver-passenger incidents may decrease, drivers may be more aware of their responsibilities and liability, and organizations/agencies will remain up-to-date on driver training procedures and State or Federal requirements and procedures.

*Timeframe*

- 2010

*Funding Source(s)*

- CVTD
- Participating organizations/agencies will be charged a minimal fee.

*Lessons Learned*

- TBD

## Gathering Human Service Population Geographic Information

### *Project Partners*

- BRAG
- CVTD
- CMPO
- Other interested organizations/agencies

### *Targeted Passenger Demographics*

- By gathering this data, human service population needs can be assessed more accurately, and planning can be done more efficiently to eventually provide better services for these groups.

### *Implementation Plan/Project Summary*

- BRAG staff will gather data from voluntary organizations and agencies that include addresses with no names or personal information attached to better understand where human service clients generally reside in the region. This data will be analyzed with Geographic Information Systems (GIS) which will consist of geo-coding (mapping) the addresses and performing basic spatial analysis of the data to determine potential future human service transit improvements.

### *Post-Implementation (Local) Evaluation Process*

- This project will be evaluated with other projects at an annual Bear River Region Human Services Transit Coordination meeting.

### *Accomplishments/Successes Anticipated*

- As BRAG, CVTD, CMPO, and other human service or transit organizations/agencies understand the geographic location of their clientele; they can understand which areas are underserved or un-served, and plan better services for those clients.

### *Timeframe*

- 2010-2011

### *Funding Source(s)*

- BRAG

### *Lessons Learned*

- TBD

## Increasing Medicaid Reimbursement Rates

### *Project Partners*

- UTA
- CVTD
- CMS (Centers for Medicare and Medicaid Services)
- DSPD
- Other State and Federal agencies
- Other interested organizations/agencies

### *Targeted Passenger Demographics*

- Human service transit providers that service Medicaid clients, and their clientele.

### *Implementation Plan/Project Summary*

- Exploring the possibility of increasing the reimbursement rate to providers giving service to Medicaid clients using transit services in the Bear River Region. Interested organizations and agencies would talk with DSPD, CMS, UTA, and others to see if they are eligible for higher

reimbursement rates when providing services to Medicaid clients.

*Post-Implementation (Local) Evaluation Process*

- This project will be evaluated with other projects at an annual Bear River Region Human Services Transit Coordination meeting.

*Accomplishments/Successes Anticipated*

- If organizations and agencies receive higher Medicaid reimbursement rates, they may be able to improve services to human service populations.

*Timeframe*

- 2010-2011

*Funding Source(s)*

- CMS
- DSPD

*Lessons Learned*

- TBD

## **Future Planned Projects**

### **Regional Human Service Transit End-User Assessment**

*Project Partners*

- BRAG
- CVTD
- CMPO
- Other interested organizations and agencies

*Targeted Passenger Demographics*

- All human service populations in the Bear River Region including seniors, persons with disabilities, and low-income individuals.

*Implementation Plan/Project Summary*

- A detailed survey will give human service and transit organizations and agencies critical information regarding basic demographics, income levels, employment status, family size, age, disability status, past and current transit use, transit needs if any, and other pertinent data that will be used to identify human service transit needs in the region and to improve services.

*Post-Implementation (Local) Evaluation Process*

- This project will be evaluated with other projects at an annual Bear River Region Human Services Transit Coordination meeting.

*Accomplishments/Successes Anticipated*

- As needs are better understood, more efficient and effective human service transit planning can take place.

*Timeframe*

- 2010-2011

*Funding Source(s)*

- BRAG
- CMPO
- CVTD
- Interested local jurisdictions
- Other sources as identified

*Lessons Learned*

- TBD

### **Regional Human Service Transit Coordination Feasibility Study**

*Project Partners*

- BRAG

- CVTD
- CMPO
- UDOT
- Interested local jurisdictions
- Private consultant(s)
- Other interested organizations and agencies

*Targeted Passenger Demographics*

- All human service populations in the Bear River Region including seniors, persons with disabilities, and low-income individuals.

*Implementation Plan/Project Summary*

- This study will help to determine the feasibility of several coordination options including centralized dispatch, a voucher program, vehicle sharing, a vehicle maintenance program, having a single entity provide services for multiple providers, and analyzing potential coordination opportunities among current human service transit providers in four sub-regions. The study will focus on both urban and rural areas in the Bear River Region and will result in a regional Human Service Transit Business Plan. BRAG staff will work with project partners CMPO, CVTD, UDOT, and others to write a scope of work that adequately outlines study components.

*Post-Implementation (Local) Evaluation Process*

- This project will be evaluated with other projects at an annual Bear River Region Human Services Transit Coordination meeting.

*Accomplishments/Successes Anticipated*

- Several coordination options were discussed during this planning process which BRAG staff and others did not have the expertise or resources to analyze. Attendees of the two regional meetings decided that a more extensive study was needed for determining more accurate and representative cost/benefits for various coordination options. This study will help stakeholders determine which options, if any, could be beneficial to human services transit in the region, while protecting the resources and programs offered by these organizations and agencies.

*Timeframe*

- 2011

*Funding Source(s)*

- BRAG
- CMPO
- CVTD
- State and Federal agencies as available
- Interested local jurisdictions
- Other sources as identified

*Lessons Learned*

- It is hoped that the resulting business plan would give accurate and objective information that would aid in future coordination efforts and improved human service transit. Determining potential positive and negative implications for individual coordination efforts and improved public transit would be critical.

## CONCLUSIONS

As human service organizations and agencies and transit providers in the Bear River Region continue to coordinate efforts and meet regularly, opportunities will continue to surface for providing better services for these populations. Seniors, persons with disabilities, and low-income individuals are often not able to provide these services for themselves. In some cases, family, friends, and neighbors are not able or available to provide the necessary transit for these individuals. While many organizations in the region are providing excellent services and stretching funds and resources to the limit to provide for their clients, some needs are still not being met.

This effort is a follow-up to 2007 planning efforts that began the process of coordination among human service and transit organizations and agencies. The potential projects discussed in that study have spawned useful discussions and regional meetings where the same ideas were discussed in more detail. Many different organizations on the local, State, and Federal level have given valuable insight during this planning effort.

While some of the projects outlined in this plan can be implemented within the next year, the organizations and agencies involved felt that there was a need for a more technical feasibility study which could analyze pros and cons associated with various coordination projects. Among those are centralized dispatch, a rural voucher system, vehicle sharing and maintenance, and more centralized transit services. Without a more

technical study, organizations felt that it was not wise to discuss specific coordination efforts between those groups without more detailed data and information.

However, as a result of the Mobility Management planning process for the Bear River Region, several important projects are planned within the next year dependant on funding and other resources. These include the creation of a regional human service transit information website, the creation of informational pamphlets, improved and coordinated driver training, gathering more detailed human service client geographic data, and discussions of Medicaid reimbursement rate potential changes.

As these activities take place and stakeholders continue to meet regularly, ideas will continue to emerge, and feasible projects will be implemented. As these efforts are made one step at a time, human services transit coordination in the Bear River Region will improve and more seniors, persons with disabilities and low-income individuals will have better access to transit services.

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## APPENDICES

### Appendix A: Demographic and Economic Data Per County

#### Box Elder County – Select US Census Economic Data, 2005-2007

	Estimate	Margin of Error	Percent	Margin of Error
<b>OCCUPATION</b>				
<b>Civilian employed population 16 years and over</b>	<b>21,715</b>	<b>+/-624</b>	<b>100%</b>	<b>(X)</b>
Management, professional, and related occupations	6,294	+/-555	29.00%	+/-2.3
Service occupations	3,100	+/-402	14.30%	+/-1.8
Sales and office occupations	4,523	+/-482	20.80%	+/-2.1
Farming, fishing, and forestry occupations	353	+/-177	1.60%	+/-0.8
Construction, extraction, maintenance and repair occupations	2,502	+/-463	11.50%	+/-2.2
Production, transportation, and material moving occupations	4,943	+/-585	22.80%	+/-2.6
<b>INDUSTRY</b>				
<b>Civilian employed population 16 years and over</b>	<b>21,715</b>	<b>+/-624</b>	<b>100%</b>	<b>(X)</b>
Agriculture, forestry, fishing and hunting, and mining	705	+/-208	3.20%	+/-1.0
Construction	1,269	+/-313	5.80%	+/-1.4
Manufacturing	5,558	+/-540	25.60%	+/-2.4
Wholesale trade	370	+/-167	1.70%	+/-0.8
Retail trade	2,930	+/-540	13.50%	+/-2.4
Transportation and warehousing, and utilities	1,363	+/-343	6.30%	+/-1.6
Information	317	+/-156	1.50%	+/-0.7
Finance and insurance, and real estate and rental and leasing	825	+/-281	3.80%	+/-1.3
Professional, scientific, and management, and administrative and waste management services	1,213	+/-280	5.60%	+/-1.3
Educational services, and health care and social assistance	3,672	+/-506	16.90%	+/-2.2
Arts, entertainment, and recreation, and accommodation, and food services	1,368	+/-267	6.30%	+/-1.2
Other services, except public administration	858	+/-273	4.00%	+/-1.3
Public administration	1,267	+/-264	5.80%	+/-1.2
<b>CLASS OF WORKER</b>				

<b>Civilian employed population 16 years and over</b>	<b>21,715</b>	<b>+/-624</b>	<b>100%</b>	<b>(X)</b>
Private wage and salary workers	17,072	+/-662	78.60%	+/-2.3
Government workers	3,655	+/-426	16.80%	+/-1.9
Self-employed workers in own not incorporated business	918	+/-242	4.20%	+/-1.1
Unpaid family workers	70	+/-70	0.30%	+/-0.3
<b>INCOME AND BENEFITS (IN 2007 INFLATION-ADJUSTED DOLLARS)</b>				
<b>Total households</b>	<b>14,789</b>	<b>+/-321</b>	<b>100%</b>	<b>(X)</b>
Less than \$10,000	473	+/-168	3.20%	+/-1.1
\$10,000 to \$14,999	526	+/-187	3.60%	+/-1.3
\$15,000 to \$24,999	1,447	+/-337	9.80%	+/-2.3
\$25,000 to \$34,999	1,825	+/-314	12.30%	+/-2.1
\$35,000 to \$49,999	2,634	+/-357	17.80%	+/-2.4
\$50,000 to \$74,999	3,996	+/-400	27.00%	+/-2.7
\$75,000 to \$99,999	2,088	+/-318	14.10%	+/-2.2
\$100,000 to \$149,999	1,318	+/-243	8.90%	+/-1.6
\$150,000 to \$199,999	380	+/-145	2.60%	+/-1.0
\$200,000 or more	102	+/-60	0.70%	+/-0.4
Median household income (dollars)	52,305	+/-2,330	(X)	(X)
Mean household income (dollars)	59,537	+/-2,236	(X)	(X)
With earnings	12,292	+/-364	83.10%	+/-1.6
Mean earnings (dollars)	58,417	+/-2,481	(X)	(X)
With Social Security	3,727	+/-241	25.20%	+/-1.5
Mean Social Security income (dollars)	15,804	+/-907	(X)	(X)
With retirement income	3,155	+/-286	21.30%	+/-1.9
Mean retirement income (dollars)	15,919	+/-1,695	(X)	(X)
With Supplemental Security Income	411	+/-133	2.80%	+/-0.9
Mean Supplemental Security Income (dollars)	9,527	+/-2,401	(X)	(X)
With cash public assistance income	268	+/-115	1.80%	+/-0.8
Mean cash public assistance income (dollars)	N	N	N	(X)
With Food Stamp benefits in the past 12 months	817	+/-214	5.50%	+/-1.4
<b>Families</b>	<b>12,286</b>	<b>+/-430</b>	<b>100%</b>	<b>(X)</b>
Less than \$10,000	302	+/-153	2.50%	+/-1.2
\$10,000 to \$14,999	198	+/-105	1.60%	+/-0.8
\$15,000 to \$24,999	794	+/-262	6.50%	+/-2.1
\$25,000 to \$34,999	1,422	+/-280	11.60%	+/-2.2
\$35,000 to \$49,999	2,289	+/-320	18.60%	+/-2.6

\$50,000 to \$74,999	3,532	+/-415	28.70%	+/-3.2
\$75,000 to \$99,999	2,017	+/-316	16.40%	+/-2.6
\$100,000 to \$149,999	1,250	+/-243	10.20%	+/-2.0
\$150,000 to \$199,999	380	+/-145	3.10%	+/-1.2
\$200,000 or more	102	+/-60	0.80%	+/-0.5
Median family income (dollars)	56,615	+/-2,521	(X)	(X)
Mean family income (dollars)	64,478	+/-2,485	(X)	(X)
Per capita income (dollars)	19,415	+/-660	(X)	(X)
<b>Nonfamily households</b>	<b>2,503</b>	<b>+/-300</b>	<b>100%</b>	<b>(X)</b>
Median nonfamily income (dollars)	26,734	+/-4,517	(X)	(X)
Mean nonfamily income (dollars)	31,986	+/-3,201	(X)	(X)
Median earnings for workers (dollars)	25,148	+/-1,700	(X)	(X)
Median earnings for male full-time, year-round workers (dollars)	41,667	+/-2,072	(X)	(X)
Median earnings for female full-time, year-round workers (dollars)	30,836	+/-1,116	(X)	(X)
<b>PERCENTAGE OF FAMILIES AND PEOPLE WHOSE INCOME IN THE PAST 12 MONTHS IS BELOW THE POVERTY LEVEL</b>				
All families	6.20%	+/-2.0	(X)	(X)
With related children under 18 years	9.00%	+/-3.6	(X)	(X)
With related children under 5 years only	7.30%	+/-5.4	(X)	(X)
Married couple families	3.80%	+/-1.7	(X)	(X)
With related children under 18 years	4.20%	+/-2.6	(X)	(X)
With related children under 5 years only	3.70%	+/-4.0	(X)	(X)
Families with female householder, no husband present	28.90%	+/-12.8	(X)	(X)
With related children under 18 years	42.10%	+/-15.0	(X)	(X)
With related children under 5 years only	63.50%	+/-48.4	(X)	(X)
All people	7.10%	+/-2.1	(X)	(X)
Under 18 years	10.40%	+/-4.2	(X)	(X)
Related children under 18 years	9.70%	+/-4.2	(X)	(X)
Related children under 5 years	10.50%	+/-5.4	(X)	(X)
Related children 5 to 17 years	9.40%	+/-4.4	(X)	(X)
18 years and over	5.50%	+/-1.3	(X)	(X)
18 to 64 years	5.80%	+/-1.5	(X)	(X)
65 years and over	4.00%	+/-2.1	(X)	(X)
People in families	6.40%	+/-2.3	(X)	(X)

Unrelated individuals 15 years and over	16.50%	+/-5.2	(X)	(X)
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Source: U.S. Census Bureau, 2005-2007 American Community Survey

**Cache County – Select US Census Economic Data, 2005-2007**

	Estimate	Margin of Error	Percent	Margin of Error
<b>OCCUPATION</b>				
<b>Civilian employed population 16 years and over</b>	<b>55,304</b>	<b>+/-1,521</b>	<b>100%</b>	<b>(X)</b>
Management, professional, and related occupations	17,712	+/-1,813	32.00%	+/-3.3
Service occupations	8,385	+/-1,459	15.20%	+/-2.6
Sales and office occupations	14,749	+/-1,856	26.70%	+/-3.2
Farming, fishing, and forestry occupations	746	+/-440	1.30%	+/-0.8
Construction, extraction, maintenance and repair occupations	4,349	+/-1,113	7.90%	+/-2.0
Production, transportation, and material moving occupations	9,363	+/-1,469	16.90%	+/-2.7
<b>INDUSTRY</b>				
<b>Civilian employed population 16 years and over</b>	<b>55,304</b>	<b>+/-1,521</b>	<b>100%</b>	<b>(X)</b>
Agriculture, forestry, fishing and hunting, and mining	1,184	+/-524	2.10%	+/-0.9
Construction	4,698	+/-1,294	8.50%	+/-2.3
Manufacturing	11,119	+/-1,253	20.10%	+/-2.2
Wholesale trade	1,365	+/-581	2.50%	+/-1.1
Retail trade	7,170	+/-1,372	13.00%	+/-2.4
Transportation and warehousing, and utilities	1,214	+/-385	2.20%	+/-0.7
Information	1,406	+/-657	2.50%	+/-1.2
Finance and insurance, and real estate and rental and leasing	1,333	+/-472	2.40%	+/-0.9
Professional, scientific, and management, and administrative and waste management services	4,120	+/-904	7.40%	+/-1.6
Educational services, and health care and social assistance	14,491	+/-1,554	26.20%	+/-2.9
Arts, entertainment, and recreation, and accommodation, and food services	4,272	+/-1,139	7.70%	+/-2.0
Other services, except public administration	1,317	+/-503	2.40%	+/-0.9
Public administration	1,615	+/-513	2.90%	+/-0.9
<b>CLASS OF WORKER</b>				
<b>Civilian employed population 16 years and over</b>	<b>55,304</b>	<b>+/-1,521</b>	<b>100%</b>	<b>(X)</b>
Private wage and salary workers	40,011	+/-2,204	72.30%	+/-3.3
Government workers	13,068	+/-1,706	23.60%	+/-3.1

Self-employed workers in own not incorporated business	2,187	+/-634	4.00%	+/-1.1
Unpaid family workers	38	+/-43	0.10%	+/-0.1
<b>INCOME AND BENEFITS (IN 2007 INFLATION-ADJUSTED DOLLARS)</b>				
<b>Total households</b>	<b>32,219</b>	<b>+/-904</b>	<b>100%</b>	<b>(X)</b>
Less than \$10,000	1,204	+/-490	3.70%	+/-1.5
\$10,000 to \$14,999	1,804	+/-647	5.60%	+/-2.0
\$15,000 to \$24,999	3,672	+/-852	11.40%	+/-2.6
\$25,000 to \$34,999	5,714	+/-1,041	17.70%	+/-3.1
\$35,000 to \$49,999	4,546	+/-924	14.10%	+/-2.7
\$50,000 to \$74,999	7,321	+/-1,009	22.70%	+/-3.2
\$75,000 to \$99,999	3,742	+/-679	11.60%	+/-2.1
\$100,000 to \$149,999	3,272	+/-669	10.20%	+/-2.1
\$150,000 to \$199,999	590	+/-266	1.80%	+/-0.8
\$200,000 or more	354	+/-230	1.10%	+/-0.7
Median household income (dollars)	45,695	+/-4,130	(X)	(X)
Mean household income (dollars)	60,064	+/-5,045	(X)	(X)
<b>With earnings</b>				
With earnings	28,443	+/-1,071	88.30%	+/-1.7
Mean earnings (dollars)	56,289	+/-5,854	(X)	(X)
<b>With Social Security</b>				
With Social Security	5,750	+/-463	17.80%	+/-1.5
Mean Social Security income (dollars)	17,067	+/-1,054	(X)	(X)
<b>With retirement income</b>				
With retirement income	4,811	+/-705	14.90%	+/-2.3
Mean retirement income (dollars)	24,440	+/-3,842	(X)	(X)
<b>With Supplemental Security Income</b>				
With Supplemental Security Income	660	+/-336	2.00%	+/-1.0
Mean Supplemental Security Income (dollars)	6,496	+/-2,571	(X)	(X)
<b>With cash public assistance income</b>				
With cash public assistance income	499	+/-244	1.50%	+/-0.8
Mean cash public assistance income (dollars)	2,490	+/-1,424	(X)	(X)
<b>With Food Stamp benefits in the past 12 months</b>				
With Food Stamp benefits in the past 12 months	1,966	+/-639	6.10%	+/-1.9
<b>Families</b>				
<b>Families</b>	<b>24,547</b>	<b>+/-1,246</b>	<b>100%</b>	<b>(X)</b>
Less than \$10,000	650	+/-274	2.60%	+/-1.1
\$10,000 to \$14,999	871	+/-486	3.50%	+/-2.0
\$15,000 to \$24,999	1,895	+/-634	7.70%	+/-2.4
\$25,000 to \$34,999	3,940	+/-804	16.10%	+/-3.2
\$35,000 to \$49,999	3,764	+/-847	15.30%	+/-3.3
\$50,000 to \$74,999	6,349	+/-1,020	25.90%	+/-4.1
\$75,000 to \$99,999	3,139	+/-640	12.80%	+/-2.6
\$100,000 to \$149,999	2,995	+/-648	12.20%	+/-2.6

\$150,000 to \$199,999	590	+/-266	2.40%	+/-1.1
\$200,000 or more	354	+/-230	1.40%	+/-0.9
Median family income (dollars)	55,950	+/-4,245	(X)	(X)
Mean family income (dollars)	67,471	+/-6,548	(X)	(X)
Per capita income (dollars)	18,760	+/-1,446	(X)	(X)
<b>Nonfamily households</b>	<b>7,672</b>	<b>+/-996</b>	<b>100%</b>	<b>(X)</b>
Median nonfamily income (dollars)	27,263	+/-4,014	(X)	(X)
Mean nonfamily income (dollars)	34,728	+/-4,341	(X)	(X)
Median earnings for workers (dollars)	17,394	+/-1,370	(X)	(X)
Median earnings for male full-time, year-round workers (dollars)	39,396	+/-4,004	(X)	(X)
Median earnings for female full-time, year-round workers (dollars)	28,430	+/-1,967	(X)	(X)
<b>PERCENTAGE OF FAMILIES AND PEOPLE WHOSE INCOME IN THE PAST 12 MONTHS IS BELOW THE POVERTY LEVEL</b>				
All families	9.80%	+/-3.0	(X)	(X)
With related children under 18 years	12.50%	+/-4.6	(X)	(X)
With related children under 5 years only	17.50%	+/-10.1	(X)	(X)
Married couple families	7.90%	+/-3.3	(X)	(X)
With related children under 18 years	9.90%	+/-4.7	(X)	(X)
With related children under 5 years only	13.50%	+/-10.5	(X)	(X)
Families with female householder, no husband present	25.40%	+/-14.7	(X)	(X)
With related children under 18 years	30.40%	+/-19.3	(X)	(X)
With related children under 5 years only	32.20%	+/-32.9	(X)	(X)
All people	13.40%	+/-2.6	(X)	(X)
Under 18 years	11.30%	+/-3.4	(X)	(X)
Related children under 18 years	11.10%	+/-3.5	(X)	(X)
Related children under 5 years	16.10%	+/-6.3	(X)	(X)
Related children 5 to 17 years	8.60%	+/-2.9	(X)	(X)
18 years and over	14.40%	+/-2.8	(X)	(X)
18 to 64 years	15.30%	+/-3.0	(X)	(X)
65 years and over	7.70%	+/-5.1	(X)	(X)
People in families	9.30%	+/-2.6	(X)	(X)
Unrelated individuals 15 years and over	37.90%	+/-7.6	(X)	(X)

Source: U.S. Census Bureau, 2007 American Community Survey

### Rich County, Select US Census Economic Data, 2000

	Number	Percent
<b>OCCUPATION</b>		
Management, professional, and related occupations	312	38.8
Service occupations	114	14.2
Sales and office occupations	141	17.5
Farming, fishing, and forestry occupations	51	6.3
Construction, extraction, and maintenance occupations	109	13.6
Production, transportation, and material moving occupations	77	9.6
<b>INDUSTRY</b>		
Agriculture, forestry, fishing and hunting, and mining	221	27.5
Construction	69	8.6
Manufacturing	37	4.6
Wholesale trade	13	1.6
Retail trade	74	9.2
Transportation and warehousing, and utilities	38	4.7
Information	8	1
Finance, insurance, real estate, and rental and leasing	23	2.9
Professional, scientific, management, administrative, and waste management services	25	3.1
Educational, health and social services	158	19.7
Arts, entertainment, recreation, accommodation and food services	62	7.7
Other services (except public administration)	39	4.9
Public administration	37	4.6
<b>CLASS OF WORKER</b>		
Private wage and salary workers	518	64.4
Government workers	166	20.6
Self-employed workers in own not incorporated business	99	12.3
Unpaid family workers	21	2.6
<b>INCOME IN 1999</b>		
<b>Households</b>	<b>653</b>	<b>100</b>
Less than \$10,000	42	6.4
\$10,000 to \$14,999	38	5.8
\$15,000 to \$24,999	95	14.5
\$25,000 to \$34,999	111	17
\$35,000 to \$49,999	131	20.1

\$50,000 to \$74,999	140	21.4
\$75,000 to \$99,999	49	7.5
\$100,000 to \$149,999	28	4.3
\$150,000 to \$199,999	11	1.7
\$200,000 or more	8	1.2
Median household income (dollars)	39,766	(X)
With earnings	548	83.9
Mean earnings (dollars)	46,003	(X)
With Social Security income	206	31.5
Mean Social Security income (dollars)	11,522	(X)
With Supplemental Security Income	20	3.1
Mean Supplemental Security Income (dollars)	4,270	(X)
With public assistance income	28	4.3
Mean public assistance income (dollars)	2,650	(X)
With retirement income	141	21.6
Mean retirement income (dollars)	14,099	(X)
<b>Families</b>	<b>522</b>	<b>100</b>
Less than \$10,000	12	2.3
\$10,000 to \$14,999	17	3.3
\$15,000 to \$24,999	68	13
\$25,000 to \$34,999	89	17
\$35,000 to \$49,999	123	23.6
\$50,000 to \$74,999	123	23.6
\$75,000 to \$99,999	49	9.4
\$100,000 to \$149,999	26	5
\$150,000 to \$199,999	11	2.1
\$200,000 or more	4	0.8
Median family income (dollars)	44,783	(X)
Per capita income (dollars)	16,267	(X)
<b>Median earnings (dollars):</b>		
Male full-time, year-round workers	34,464	(X)
Female full-time, year-round workers	22,396	(X)
<b>POVERTY STATUS IN 1999 (below poverty level)</b>		
<b>Families</b>	<b>34</b>	<b>(X)</b>
Percent below poverty level	(X)	6.5
With related children under 18 years	23	(X)
Percent below poverty level	(X)	8.2

With related children under 5 years	9	(X)
Percent below poverty level	(X)	8.4
<b>Families with female householder, no husband present</b>	<b>2</b>	<b>(X)</b>
Percent below poverty level	(X)	9.5
With related children under 18 years	2	(X)
Percent below poverty level	(X)	15.4
With related children under 5 years	0	(X)
Percent below poverty level	(X)	0
<b>Individuals</b>	<b>198</b>	<b>(X)</b>
Percent below poverty level	(X)	10.2
18 years and over	119	(X)
Percent below poverty level	(X)	9.3
65 years and over	17	(X)
Percent below poverty level	(X)	6.3
Related children under 18 years	75	(X)
Percent below poverty level	(X)	11.3
Related children 5 to 17 years	58	(X)
Percent below poverty level	(X)	11.2
Unrelated individuals 15 years and over	53	(X)
Percent below poverty level	(X)	32.1

(X) Not applicable.

Source: U.S. Census Bureau, Census 2000 Summary File 3, Matrices P30, P32, P33, P43, P46, P49, P50, P51, P52, P53, P58, P62, P63, P64, P65, P67, P71, P72, P73, P74, P76, P77, P82, P87, P90, PCT47, PCT52, and PCT53

## Appendix B: Brag Human Services Board Members – Bear River Region Human Services Transit Steering Committee

BRAG HUMAN SERVICES BOARD MEMBERS			
Last Name	First Name	Title	Organization
Shaffer	Brian	Commissioner	Box Elder County
Jensen	Ruth	Council Member	Brigham City
Fortune	Michael	Mr.	
Bird, Director	Danielle	Ms.	Bridgerland Literacy
Leonhardt	Alma	Mr.	
Rigby	Bruce	Mr.	Zions Bank
Robison, Chair	Kathy	Councilmember	Cache County
Sardinas	Evelyn	Ms.	Bear River Assoc. of Governments
Bourdeaux	Stephanie	Ms.	State of Utah-Dept. of Community & Culture
Bilskie	Cindy	Ms.	

## Appendix C: October 26, 2009 Regional Meeting Attendee Invite and Attendee Lists

October 26, 2009 Regional Meeting Invite List		
First Name	Last Name	Organization
Diane	Baum	USU Disability Resource Center
Drake	Rasmussen	Bear River Activity and Skill Center
Hal	Peterson	Veteran's Hospital Transport
Jeff	Gilbert	Cache Metropolitan Planning Organization
Julie	Mayo	Bee Hive Homes
Kristine	Johnson	Cache County Senior Citizen Center
Marion	Lane	Bear River Valley Senior Citizen's Center
Mary Lou	Schroeder	Retired Senior Volunteer Program (RSVP)
Nancy	Green	Brigham City Senior Center and Senior Transit
Paul	Beecher	Cache Employment & Training Center
David	Seria	Sunshine Terrace Foundation
Todd	Beutler	Cache Valley Transit District (CVTD)
Benjamin	Wynn	Centro de Familia Head Start (Box Elder)
Alden	Erickson	USU Aggie Shuttle
Glenn	Lanham	Utah Special Olympics
Alyce	Bosch	Terrace Grove Assisted Living
Angel	Talbot	Legacy House
Anne	Coats	Pioneer Valley Lodge
Bill	Cox	Rich County Senior Citizen's Center
Bob	Cash	Logan Regional Hospital
Bret	Randall	Cache Multi-Cultural Center
Bryce	Patten	Common Ground

Cathy	Volt	Cache Valley Assisted Living
Cherryl	Beveridge	UTA
Christopher	Chesnut	UTA
Clark	Taylor	Cache Valley Limo's Airport Shuttle
Dan	Heiner	Logan Nursing and Rehabilitation Center
David	Farnes	Pioneer Care & Rehabilitation - Avalon Health Care Group
Diane	Haslem	Smithfield Senior Center
Dianna	Jeppesen	Bear River Valley Care Center
Farrin	Wiese	Bear River Health Department Logan City
Jake	Ure	Bear River Mental Health (Bear River House, New Discoveries)
Jan	Witgen	Bear Lake Manor
JeuneElle	Jeffries	Boys & Girls Club/Lincoln Center
Joy	Millet	UTA
Kathy	Pope	Salt Lake Express
Katy	Bonds	Box Elder Family Support
Kim	Allen	Alpine Transistional Rehabilitation Center
Kim	Nydegger	Rocky Mountain Care
Leslie	Fife	Hyrum Senior Citizen's Center
Lynn	Schow	Oneida County School District, Curlew Valley Community Center
Mandy	Kaneko	Options for Independence Box Elder, Cache & Rich Counties
Mark	Bedel	Northwest Band of the Shoshone
Melanie	Stoddard	Country Lane Assisted Living Center - Bldg #2
Michelle	Wilson	Life Skills and Independent Needs Center (LINK)
Patzy	Larson	Centro de Familia Head Start (Providence)
Penny	Dougherty	Willow Glen Health & Rehabilitation - Avalon Health Care Group
Richard	Maughan	Bridgerland Applied Technology College (BATC) Logan Campus
Rod	Jacobson	Bear Lake Memorial Skilled Nursing Facility
Ronald	Binggeli	Pocatello Regional Transit
Russ	Wright	Bridgerland Cab
Scott	Monson	Williamsburg Retirement Community
Store Manager		Deseret Industries
Store Manager		Deseret Industries
Ted	Nyman	Utah Department of Workforce Services - Logan Center
Tim	Frost	Brigham City Clubhouse
B. Leone	Gibson	UDOT - Systems Planning and Programming
Beverly	Crawford	UDOT - Systems Planning and Programming

October 26, 2009 Regional Meeting Attendance List			
First Name	Last Name	Organization	Title
Adrian	Gale	BRAG	Aging Advisory Council
Alma H.	Leonhardt	BRAG	HS Board

Beverly	Crawford	UDOT	
Brian	Carver	BRAG	
Brian	Shaffer	Box Elder County	Commissioner, HS Board, Aging Advisory Council
Bruce	Rigby	BRAG	HS Board
Cindy	Bilskie	BRAG	HS Board
Cody	Callaway	Sunshine Terrace	
Curtis	Roberts	CVTD	
Danielle	Bird	BRAG	HS Board
Deb	Harvey	BRAG	Aging Advisory Council
Debra	Smith	BRAG	Senior Comp.
Diane Craig	Baun	Disability Resource Center	
Dolores	Berkley	BRAG	
Drake	Rasmussen	BRASC	Director
Erlene	Hedrick	BRAG	Aging Advisory Council
Hal	Peterson	DAV	Transportation Coordinator
Jeanne	Erickson	United We Ride	
Jeff	Gilbert	CMPO	
Jody	Kimball	CVTD	
Jully	Mayo	Beehive Home Assisted Living	
Kae Lynn	Beecher	CETC	
Kathy	Robison	Cache County Council, BRAG	HS Board
Ken	Brown		Aging Advisory Council
Kent	Watson	BRAG	
Kristine	Johnson	Cache County Senior Center	Aging Advisory Council
Landon	Profaizor	BRAG	
Leone	Gibson	UDOT	
M. Lynn	Lemon	Cache County	Aging Advisory Council
Marion	Layne	BRV Sr. Center	Aging Advisory Council
Mary	Bennett	BRAG	Aging Advisory Council
Mary Lou	Schroeder	RSVP - Cache County Senior Center	
Michelle	Benson	BRAG	
Nancy	Green	Brigham City Senior Center	Aging Advisory Council
Paul	Beecher	CETC	
Roger C.	Jones	BRAG	
Royce	Searle	BRAG	Aging Advisory Council
Ruth	Jensen	Brigham City Council Member	HS Board
Scott	Kent	CDLF Migrant Headstart	

Zac	Covington	BRAG	
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## Appendix D: December 9, 2009 Regional Meeting Attendance Invite and Attendance Lists

December 9, 2009 Regional Meeting Invite List		
First Name	Last Name	Organization
Adrian	Gale	BRAG
Alden	Erickson	USU Aggie Shuttle
Alma	Leonhardt	BRAG
Alyce	Bosch	Terrace Grove Assisted Living
Angel	Talbot	Legacy House
Anne	Coats	Pioneer Valley Lodge
Leone	Gibson	UDOT - Systems Planning and Programming
Benjamin	Wynn	Centro de Familia Head Start (Box Elder)
Scott	Kent	Centro de Familia Head Start (Box Elder)
Beverly	Crawford	UDOT - Systems Planning and Programming
Bill	Cox	Rich County Senior Citizen's Center
Bob	Cash	Logan Regional Hospital
Bret	Randall	Cache Multi-Cultural Center
Brian	Shaffer	Box Elder County
Bruce	Rigby	Zions Bank
Bryce	Patten	Common Ground
Cathy	Volt	Cache Valley Assisted Living
Cherryl	Beveridge	UTA
Christopher	Chesnut	UTA
Cindy	Bilskie	BRAG
Clark	Taylor	Cache Valley Limo's Airport Shuttle
Dan	Heiner	Logan Nursing and Rehabilitation Center
Danielle	Bird	Bridgerland Literacy
David	Seria	Sunshine Terrace Foundation
David	Farnes	Pioneer Care & Rehabilitation - Avalon Health Care Group
Deb	Harvey	Logan Parks & Recreation
Diane	Baum	USU Disability Resource Center
Diane	Haslem	Smithfield Senior Center
Dianna	Jeppesen	Bear River Valley Care Center
Drake	Rasmussen	Bear River Activity and Skill Center
Erlene	Hedrick	AARP
Farrin	Wiese	Bear River Health Department Logan City
Glenn	Lanham	Utah Special Olympics
Hal	Peterson	Veteran's Hospital Transport
Jake	Ure	Bear River Mental Health (Bear River House, New Discoveries)
Jan	Witgen	Bear Lake Manor
Jeff	Gilbert	Cache Metropolitan Planning Organization
JeuneElle	Jeffries	Boys & Girls Club/Lincoln Center

Joy	Millet	UTA
Julie	Mayo	Bee Hive Homes
Kathy	Pope	Salt Lake Express
Kathy	Robison	BRAG
Katy	Bonds	Box Elder Family Support
Kenneth R.	Brown	BRAG
Kim	Allen	Alpine Transistional Rehabilitation Center
Kim	Nydegger	Rocky Mountain Care
Kristine	Johnson	Cache County Senior Citizen Center
Leslie	Fife	Hyrum Senior Citizen's Center
Lynn	Schow	Oneida County School District, Curlew Valley Community Center
M. Lynn	Lemon	Cache County
Mandy	Kaneko	Options for Independence Box Elder, Cache & Rich Counties
Marion	Layne	Bear River Valley Senior Citizen's Center
Mark	Bedel	Northwest Band of the Shoshone
Mary	Bennett	BRAG
Mary Lou	Schroeder	Retired Senior Volunteer Program (RSVP)
Melanie	Stoddard	Country Lane Assisted Living Center - Bldg #2
Michael	Fortune	BRAG
Michelle	Wilson	Life Skills and Independent Needs Center (LINK)
Nancy	Green	Brigham City Senior Center and Senior Transit
Norman	Weston	Rich County
Patzy	Larson	Centro de Familia Head Start (Providence)
Paul	Beecher	Cache Employment & Training Center
Penny	Dougherty	Willow Glen Health & Rehabilitation - Avalon Health Care Group
Richard	Maughan	Bridgerland Applied Technology College (BATC) Logan Campus
Rod	Jacobson	Bear Lake Memorial Skilled Nursing Facility
Ronald	Binggeli	Pocatello Regional Transit
Royce	Searle	BRAG
Russ	Wright	Bridgerland Cab
Ruth	Jensen	Brigham City
Scott	Monson	Williamsburg Retirement Community
Stephanie	Bourdeaux	State of Utah-Dept. of Community & Culture
Store Manager		Deseret Industries
Store Manager		Deseret Industries
Ted	Nyman	Utah Department of Workforce Services - Logan Center
Tim	Frost	Brigham City Clubhouse
Todd	Beutler	Cache Valley Transit District (CVTD)
Curtis	Roberts	Cache Valley Transit District (CVTD)
Jody	Kimball	Cache Valley Transit District (CVTD)

**December 9, 2009 Regional Meeting Attendance List**

<b>First Name</b>	<b>Last Name</b>	<b>Organization</b>
Marion	Layne	BRV Sr. Center
Cody	Callaway	Sunshine Terrace
Paul	Beecher	CETC
Patzy	Larson	Centro de la Familia
Ken	Brown	BRAG Adult and Aging
Cindy	Bilskie	BRAG Human Services Board
Cheryl	Atwood	Options for Ind.
Jeff	Gilbert	CMPO
Chris	Chesnut	UTA
Sheri	Newton	Disability Law Center
Dave	Hunt	PRT
Ron	Bingelli	PRT
Todd	Beutler	CVTD
Erlene	Hendrick	AARP and BRAG
Michelle	Benson	BRAG
Jay	Aguilar	Willard City
Brian	Carver	BRAG
Zac	Covington	BRAG

## Appendix E: Questionnaire Form and Detailed Results

### BEAR RIVER ASSOCIATION OF GOVERNMENTS Public Transportation Questionnaire

*Thank you for taking the time to fill out this questionnaire. This information will be used for public transportation coordination efforts in Box Elder, Cache, and Rich Counties.*

**1. How often do you use public transportation services such as Cache Valley Transit District (CVTD), Utah Transit Authority (UTA), Senior Centers, taxi's or shuttles, or others?**

- Often (Daily)
- Regularly (Weekly)
- Occasionally (Monthly)
- Rarely (Annually or less)
- Never
- Public transportation is not available where I live

**2. What public transportation provider do you use most often?**

- Utah Transit Authority (UTA)
- Cache Valley Transit District (CVTD)
- USU Aggie Shuttle
- Local Senior Center
- Local Taxi or Airport Shuttle
- UTA Van Pool
- Other \_\_\_\_\_
- I do not use public transportation

**3. For what purpose do you use public transportation?**

- Shopping
- Medical
- Work
- Recreation
- Other \_\_\_\_\_
- I do not use public transportation

**4. How well do you feel public transportation services in your area are meeting your needs?**

- Very well
- Well
- Not so good
- Not at all

**5. What can public transportation providers in your area do to provide better services?**

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**6. What range best describes your monthly income?**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Less than \$903   | <input type="checkbox"/> \$2,758 - \$2,773 | <input type="checkbox"/> \$4,644 - \$4,954 |
| <input type="checkbox"/> \$904 - \$1,214   | <input type="checkbox"/> \$2,774 - \$3,084 | <input type="checkbox"/> \$4,955 - \$5,094 |
| <input type="checkbox"/> \$1,215 - \$1,355 | <input type="checkbox"/> \$3,085 - \$3,224 | <input type="checkbox"/> \$5,095 - \$5,562 |
| <input type="checkbox"/> \$1,356 - \$1,526 | <input type="checkbox"/> \$3,225 - \$3,396 | <input type="checkbox"/> \$5,563 - \$6,029 |
| <input type="checkbox"/> \$1,527 - \$1,821 | <input type="checkbox"/> \$3,397 - \$3,692 | <input type="checkbox"/> \$6,030 - \$6,497 |
| <input type="checkbox"/> \$1,822 - \$1,838 | <input type="checkbox"/> \$3,693 - \$3,708 | <input type="checkbox"/> \$6,498 - \$6,965 |
| <input type="checkbox"/> \$1,839 - \$2,149 | <input type="checkbox"/> \$3,709 - \$4,019 | <input type="checkbox"/> \$6,966 - \$7,431 |
| <input type="checkbox"/> \$2,150 - \$2,289 | <input type="checkbox"/> \$4,020 - \$4,160 | <input type="checkbox"/> More than \$7,432 |
| <input type="checkbox"/> \$2,290 - \$2,461 | <input type="checkbox"/> \$4,161 - \$4,626 |  |
| <input type="checkbox"/> \$2,462 - \$2,757 | <input type="checkbox"/> \$4,627 - \$4,643 |  |

**7. How many people live in your household? \_\_\_\_\_**

**8. Which area best describes where you currently live? (Please circle one)**

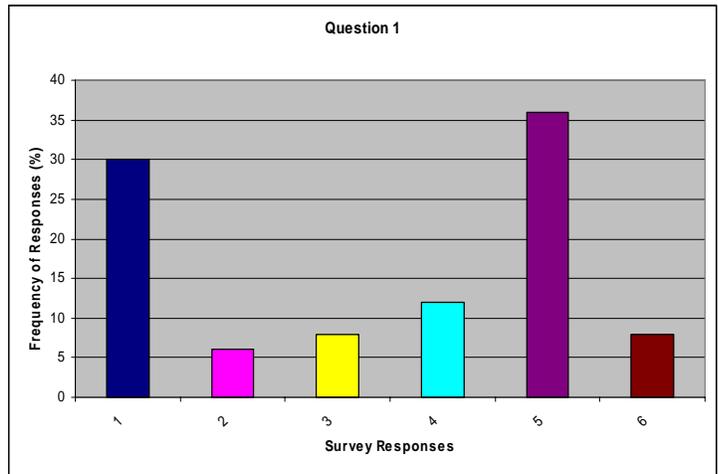
- |   |  |  |
|---|--|--|
| <ul style="list-style-type: none"><li>• <b>Box Elder County (Unincorporated)</b></li><li>• Bear River</li><li>• Brigham City</li><li>• Corinne</li><li>• Deweyville</li><li>• Elwood</li><li>• Fielding</li><li>• Garland</li><li>• Honeyville</li><li>• Howell</li><li>• Mantua</li><li>• Perry</li><li>• Plymouth</li><li>• Portage</li><li>• Snowville</li><li>• Tremonton</li><li>• Willard</li></ul> | <ul style="list-style-type: none"><li>• <b>Cache County (Unincorporated)</b></li><li>• Amalga</li><li>• Clarkston</li><li>• Cornish</li><li>• Hyde Park</li><li>• Hyrum</li><li>• Lewiston</li><li>• Logan</li><li>• Mendon</li><li>• Millville</li><li>• Newton</li><li>• Nibley</li><li>• North Logan</li><li>• Paradise</li><li>• Providence</li><li>• Richmond</li><li>• River Heights</li><li>• Smithfield</li><li>• Trenton</li><li>• Wellsville</li></ul> | <ul style="list-style-type: none"><li>• <b>Rich County (Unincorporated)</b></li><li>• Garden City</li><li>• Laketown</li><li>• Randolph</li><li>• Woodruff</li></ul> |
|---|--|--|

Thank you!

## BRAG Perry Office HEAT Survey Responses - November and December 2009

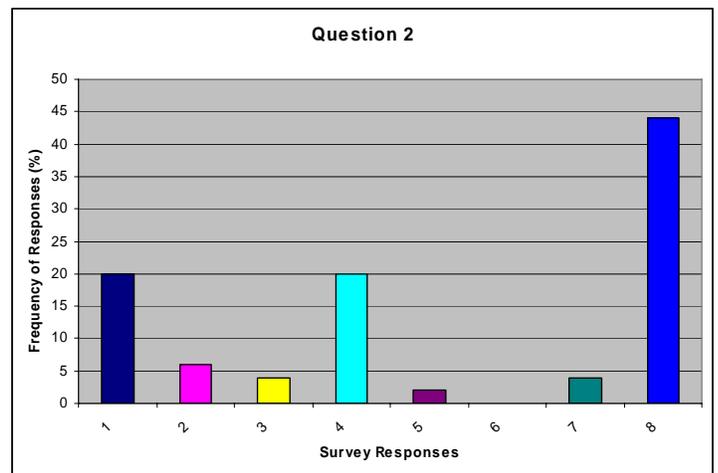
### 1. How often do you use public transportation services such as Cache Valley Transit District (CVTD), Utah Transit Authority (UTA), Senior Centers, taxi's or shuttles, or others?

Frequency of Survey Responses	(%)
1. Often (Daily)	<b>30</b>
2. Regularly (Weekly)	<b>6</b>
3. Occasionally (Monthly)	<b>8</b>
4. Rarely (Annually or less)	<b>12</b>
5. Never	<b>36</b>
6. Public transportation is not available where I live	<b>8</b>



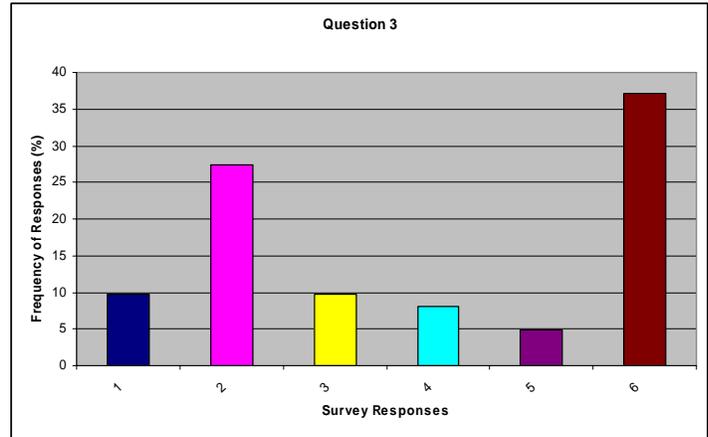
### 2. What public transportation provider do you use most often?

Frequency of Survey Responses	(%)
1. Utah Transit Authority (UTA)	<b>20</b>
2. Cache Valley Transit District (CVTD)	<b>6</b>
3. USU Aggie Shuttle	<b>4</b>
4. Local Senior Center	<b>20</b>
5. Local Taxi or Airport Shuttle	<b>2</b>
6. UTA Van Pool	<b>0</b>
7. Other	<b>4</b>
8. I do not use public transportation	<b>44</b>



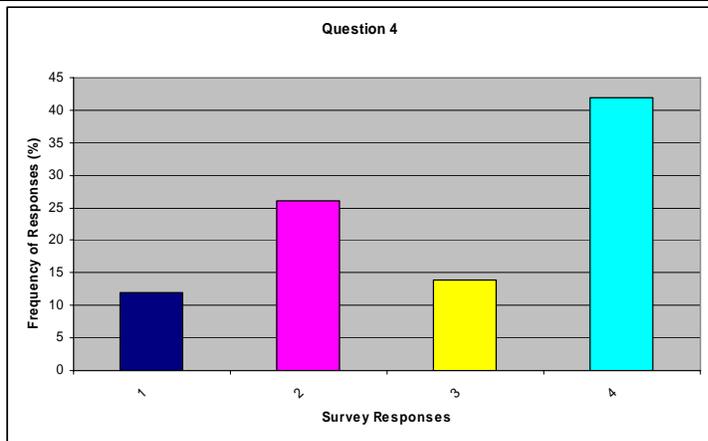
**3. For what purpose do you use public transportation?**

Frequency of Survey Responses	(%)
1. Shopping	10
2. Medical	27
3. Work	10
4. Recreation	8
5. Other	5
6. I do not use public transportation	37



**4. How well do you feel public transportation services in your area are meeting your needs?**

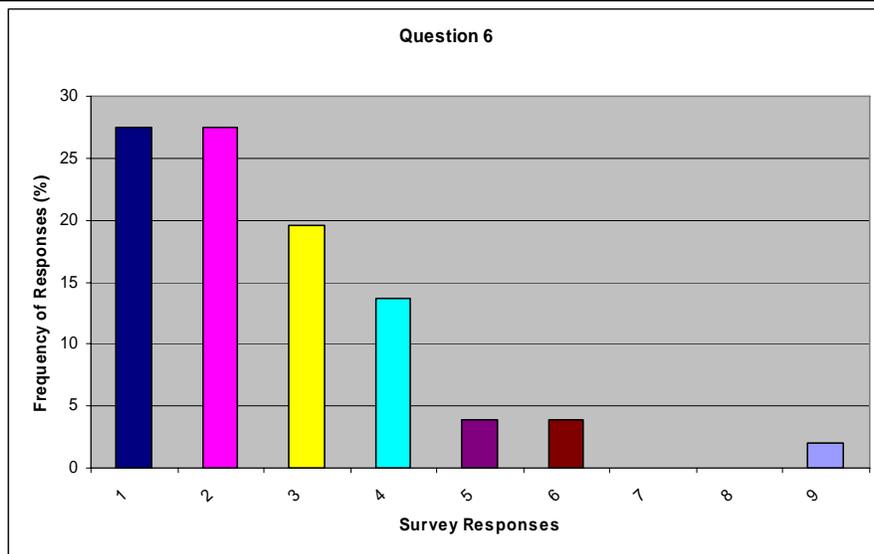
Frequency of Survey Responses	(%)
1. Very Well	12
2. Well	26
3. Not so good	14
4. Not at all	42



**5. What can public transportation providers in your area do to provide better services?**

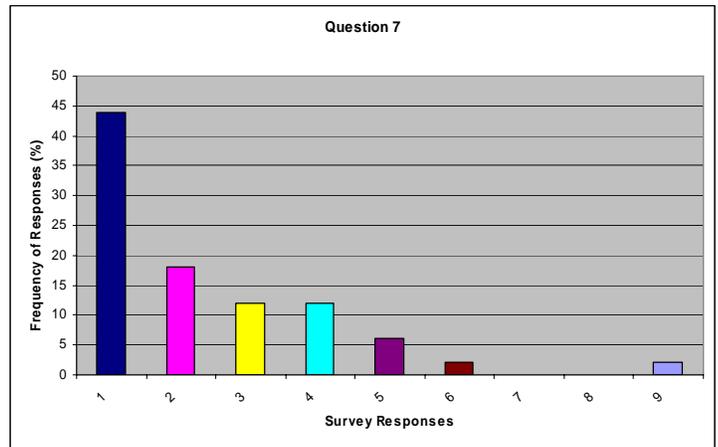
1. NA, I live in a rural community
2. Cleaner vehicles

6. What range best describes your monthly income?					
Frequency of Survey Responses		(%)	Frequency of Survey Responses		(%)
1.	Less than \$903	27	15.	\$3,397 - \$3,692	0
2.	\$904 - \$1,214	27	16.	\$3,693 - \$3,708	0
3.	\$1,215 - \$1,355	20	17.	\$3,709 - \$4,019	0
4.	\$1,356 - \$1,526	14	18.	\$4,020 - \$4,160	0
5.	\$1,527 - \$1,821	4	19.	\$4,161 - \$4,626	0
6.	\$1,822 - \$1,838	4	20.	\$4,627 - \$4,643	0
7.	\$1,839 - \$2,149	0	21.	\$4,644 - \$4,954	0
8.	\$2,150 - \$2,289	0	22.	\$4,955 - \$5,094	0
9.	\$2,290 - \$2,461	2	23.	\$5,095 - \$5,562	0
10.	\$2,462 - \$2,757	0	24.	\$5,563 - \$6,029	0
11.	\$2,758 - \$2,773	0	25.	\$6,030 - \$6,497	0
12.	\$2,774 - \$3,084	0	26.	\$6,498 - \$6,965	0
13.	\$3,085 - \$3,224	0	27.	\$6,966 - \$7,431	0
14.	\$3,225 - \$3,396	0	28.	More than \$7,432	0



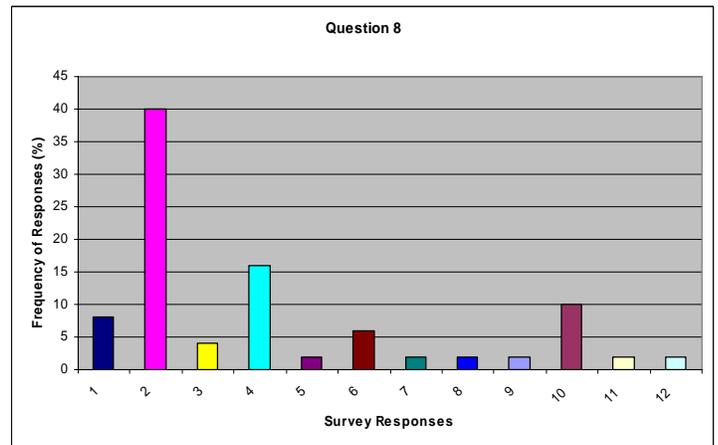
**7. How many people live in your household?**

Frequency of Survey Responses	(%)
1	44
2	18
3	12
4	12
5	6
6	2
7	0
8	0
9	2



**8. Which area best describes where you currently live?**

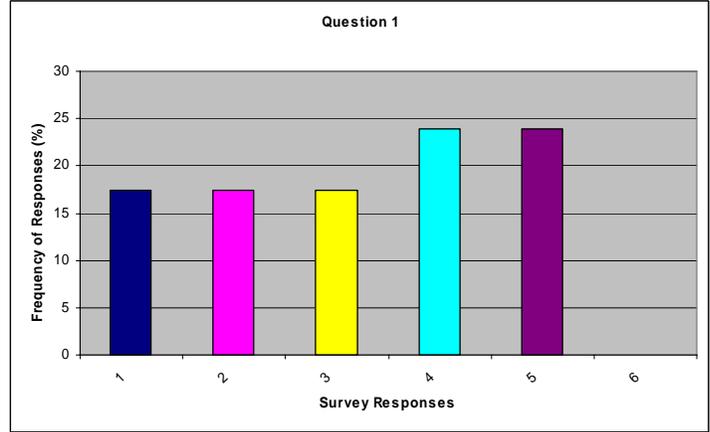
Frequency of Survey Responses	(%)
1. Bear River	8
2. Brigham City	40
3. Corinne	4
4. Garland	16
5. Honeyville	2
6. Perry	6
7. Plymouth	2
8. Portage	2
9. Snowville	2
10. Tremonton	10
11. Willard	2
12. Wellsville	2



## BRAG Logan Office HEAT Survey Responses – November and December 2009

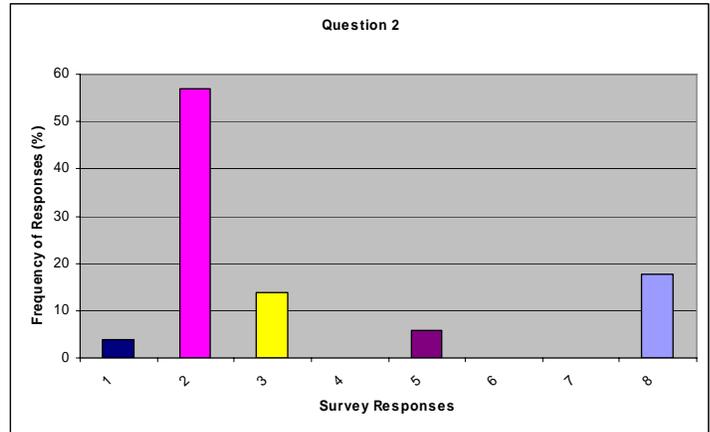
### 1. How often do you use public transportation services such as Cache Valley Transit District (CVTD), Utah Transit Authority (UTA), Senior Centers, taxi's or shuttles, or others?

Frequency of Survey Responses	(%)
1. Often (Daily)	17
2. Regularly (Weekly)	17
3. Occasionally (Monthly)	17
4. Rarely (Annually or less)	24
5. Never	24
6. Public transportation is not available where I live	0



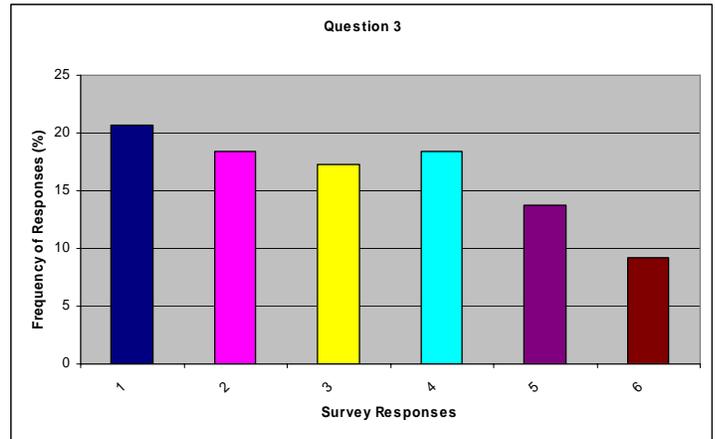
### 2. What public transportation provider do you use most often?

Frequency of Survey Responses	(%)
1. Utah Transit Authority (UTA)	4
2. Cache Valley Transit District (CVTD)	57
3. USU Aggie Shuttle	14
4. Local Senior Center	0
5. Local Taxi or Airport Shuttle	6
6. UTA Van Pool	0
7. Other	0
8. I do not use public transportation	18



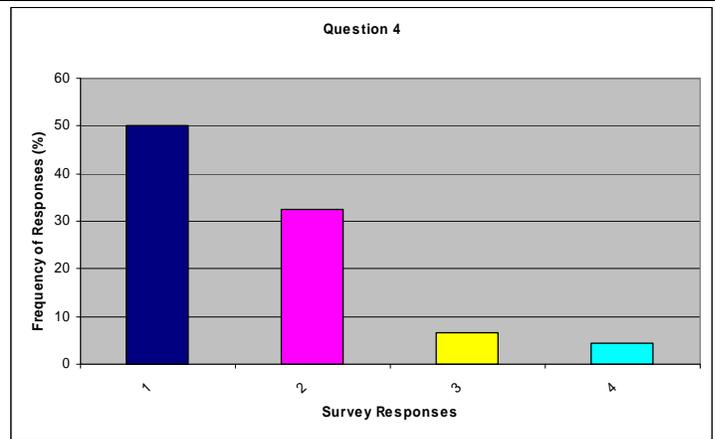
**3. For what purpose do you use public transportation?**

Frequency of Survey Responses	(%)
1. Shopping	<b>21</b>
2. Medical	<b>18</b>
3. Work	<b>17</b>
4. Recreation	<b>18</b>
5. Other	<b>14</b>
6. I do not use public transportation	<b>9</b>



**4. How well do you feel public transportation services in your area are meeting your needs?**

Frequency of Survey Responses	(%)
1. Very Well	<b>50</b>
2. Well	<b>33</b>
3. Not so good	<b>7</b>
4. Not at all	<b>4</b>

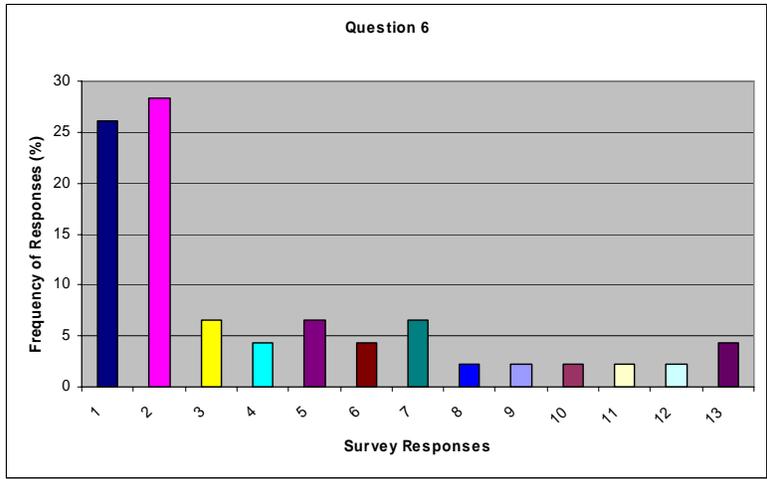


**5. What can public transportation providers in your area do to provide better services?**

1. More routes in outlying areas. More frequent trips
2. Longer hours and more stops
3. Expanded CVTD service
4. Half hour instead of hour service in the outlying areas of Cache County
5. Summer service for USU Aggie Shuttle from Logan to Brigham
6. Modify Island routes for half hour service between 9am-2pm.
7. More legible map schedule
8. Different buses for K-12 users
9. CVTD Logan to Brigham routes, extended Sunday service
10. More CVTD routes

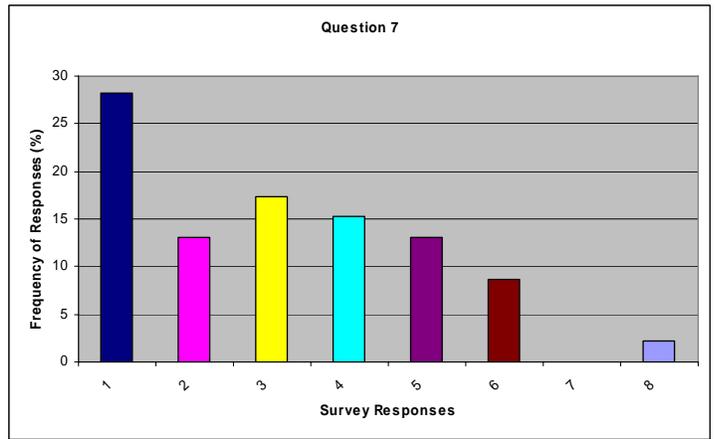
- 11. Increased service in Wellsville
- 12. More efficient transfer schedule for CVTD station connections
- 13. Greater coverage and more buses
- 14. Improved service for wheelchair bound CVTD users, driver training
- 15. Longer hours
- 16. More buses and routes
- 17. Longer daily hours and more frequent buses
- 18. Pamphlets or brochures with transit routes and improved signage

<b>6. What range best describes your monthly income?</b>			
<b>Frequency of Survey Responses</b>	<b>(%)</b>	<b>Frequency of Survey Responses</b>	<b>(%)</b>
1. Less than \$903	<b>26</b>	15. \$3,397 - \$3,692	<b>0</b>
2. \$904 - \$1,214	<b>28</b>	16. \$3,693 - \$3,708	<b>0</b>
3. \$1,215 - \$1,355	<b>7</b>	17. \$3,709 - \$4,019	<b>0</b>
4. \$1,356 - \$1,526	<b>4</b>	18. \$4,020 - \$4,160	<b>0</b>
5. \$1,527 - \$1,821	<b>7</b>	19. \$4,161 - \$4,626	<b>0</b>
6. \$1,822 - \$1,838	<b>4</b>	20. \$4,627 - \$4,643	<b>0</b>
7. \$1,839 - \$2,149	<b>7</b>	21. \$4,644 - \$4,954	<b>0</b>
8. \$2,150 - \$2,289	<b>2</b>	22. \$4,955 - \$5,094	<b>0</b>
9. \$2,290 - \$2,461	<b>2</b>	23. \$5,095 - \$5,562	<b>0</b>
10. \$2,462 - \$2,757	<b>2</b>	24. \$5,563 - \$6,029	<b>0</b>
11. \$2,758 - \$2,773	<b>2</b>	25. \$6,030 - \$6,497	<b>0</b>
12. \$2,774 - \$3,084	<b>2</b>	26. \$6,498 - \$6,965	<b>0</b>
13. \$3,085 - \$3,224	<b>4</b>	27. \$6,966 - \$7,431	<b>0</b>
14. \$3,225 - \$3,396	<b>0</b>	28. More than \$7,432	<b>0</b>



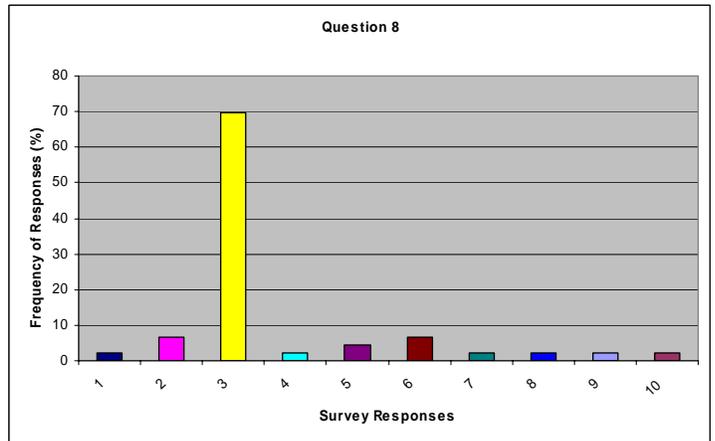
**7. How many people live in your household?**

Frequency of Survey Responses	(%)
1	28
2	13
3	17
4	15
5	13
6	9
7	0
8	2



**8. Which area best describes where you currently live?**

Frequency of Survey Responses	(%)
1. Bear River	
2. Hyrum	
3. Logan	
4. Newton	
5. Nibley	
6. North Logan	
7. Richmond	
8. Smithfield	
9. Trenton	
10. Wellsville	





Overlapping Coverage for **Basic** Human Service Transit Providers in Box Elder County

Number of Overlapping Transit Providers	Boys & Girls Club	Greyhound	Pocatello Regional Transit	Salt Lake Express	Trailways	Utah Transit Authority	Veterans Transport
1	-	-		-	-	-	-
1	-	-	-	-	-		-
2	-		-	-		-	-
2		-	-	-	-		-
3	-			-		-	-
3	-	-	-		-		
4	-		-			-	
5	-		-				
6			-				

*This chart shows the number of transit providers with duplication of services for basic human services transit.*

Overlapping Coverage for **Specialized** Human Service Transit Providers in Box Elder County

Number of Overlapping Transit Providers	Cache Employment & Training	Common Ground	Life Skills & Independent Needs	Options for Independence	Pick Me Up	Pioneer Care & Rehabilitation	Willow Glen Health & Rehabilitation
5	-						-
6							-
6	-						
7							

*This chart shows the number of transit providers with duplication of services for specialized human services transit.*

Overlapping Coverage for **All** Human Service Transit Providers in Box Elder County

Number of Overlapping Transit Providers	Brigham City Senior Center	Boys & Girls Club	BRAG Senior Comps.	Bear River Valley Senior Center	Cache Emp. & Training	Common Ground	Greyhound	Life Skills & Ind. Needs	Options for Ind.	Our House Assisted Living	Pick Me Up	Pioneer Care & Rehab.	Pocatello Regional Transit	Salt Lake Express	Trailways	Utah Transit Authority	Veterans Transport	Willow Glen Health & Rehabilitation
6	-	-		-	-		-			-			-	-	-	-	-	-
7	-	-		-	-		-			-				-	-	-	-	-
7	-	-			-		-			-			-	-	-	-	-	-
7		-		-	-		-			-			-	-	-	-	-	-
8	-	-		-	-					-			-	-		-	-	-
8	-	-		-			-			-			-	-	-	-	-	-
8		-			-		-			-			-	-	-	-	-	-
9	-	-		-	-					-				-		-	-	-
9	-	-			-					-			-	-		-	-	-
9	-	-					-			-			-	-	-	-	-	-
9		-		-	-		-			-			-	-	-		-	
10	-	-		-						-			-	-		-	-	-
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10		-		-			-			-			-	-	-	-	-	
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12	-	-								-			-	-		-	-	

12		-		-									-	-		-	-	
12	-	-		-						-			-			-		
12				-			-						-	-	-		-	
13		-		-						-			-			-		
13		-		-	-					-			-			-		
14		-		-						-			-			-		
15		-		-						-			-			-		
16				-						-			-			-		

This chart shows the number of transit providers with duplication of services for all levels of human services transit.

Overlapping Coverage for **Basic** Human Service Transit Providers in Cache County

Number of Overlapping Transit Providers	CVTD	Greyhound	Salt Lake Express	USU Aggie Shuttle	Utah Trailways	Veterans Transport
1		-	-	-	-	-
1	-	-	-	-	-	
2		-	-		-	-
3	-			-		-
4				-		-
4	-			-		
5				-		

This chart shows the number of transit providers with duplication of services for basic human services transit.

Overlapping Coverage for **Specialized** Human Service Transit Providers in Cache County

Number of Overlapping Transit Providers	Bear River Adult Skills Center	Cache Employment & Training	Common Ground	Logan Nursing & Rehabilitation	Options for Independence	Pick Me Up	Sunshine Terrace Foundation
4	-			-			-
7							

This chart shows the number of transit providers with duplication of services for specialized human services transit.

Overlapping Coverage for **Moderate** Level Human Service Transit Providers in Cache County

Number of Overlapping Transit Providers	BRAG Senior Companions	Bear River Adult Skills Center	CVTD	Cache Employment & Training	Cache Senior Center	Common Ground	Hyrum Senior Center	Legacy House	Logan Nursing & Rehabilitation	Options for Independence	Pick Me Up	Pioneer Valley Lodge	Sunshine Terrace Foundation	Williamsburg Retirement Community
5		-	-		-		-	-	-			-	-	-
6		-			-		-	-	-			-	-	-
6		-	-		-			-	-			-	-	-
12			-				-							
13							-							
13			-											
14														

This chart shows the number of transit providers with duplication of services for moderate human services transit.

Overlapping Coverage for **All** Human Service Transit Providers in Cache County

Number of Overlapping Transit Providers	BRAG Senior Companions	Cache Employment & Training	Cache Senior Center	CVTD	Common Ground	Greyhound	Hyrum Senior Center	Legacy House	Logan Nursing & Rehabilitation	Options for Independence	Pick Me Up	Pioneer Valley Lodge	Salt Lake Express	Sunshine Terrace Foundation	USU Aggie Shuttle	Utah Trailways	Veterans Transport	Williamsburg Retirement Community
5			-	-		-	-	-	-			-	-	-	-	-	-	-
6			-			-	-	-	-			-	-	-	-	-	-	-
6			-	-		-		-	-			-	-	-	-	-	-	-
8			-	-			-	-	-			-		-	-		-	-
9			-				-	-	-			-		-	-		-	-
9			-	-			-	-	-			-		-	-			-
11				-		-	-						-		-	-	-	
12						-	-						-		-	-	-	
12				-		-							-		-	-	-	
13						-	-						-		-	-	-	
13						-							-		-	-	-	
15							-								-		-	
15				-			-								-			
16							-								-			

This chart shows the number of transit providers with duplication of services for all levels of human services transit.

Overlapping Coverage for **Moderate** Level Human Service Transit Providers in Rich County

Number of Overlapping Transit Providers	BRAG Senior Companions	Common Ground	Options for Independence	Pick Me Up	Pioneer Valley Lodge	Rich Senior Center
5					-	
6						

This chart shows the number of transit providers with duplication of services for moderate level human services transit.

Overlapping Coverage for **Specialized** Human Service Transit Providers in Rich County

Number of Overlapping Transit Providers	Common Ground	Options for Independence	Pick Me Up
3			

This chart shows the number of transit providers with duplication of services for specialized human services transit.

Overlapping Coverage for **All** Human Service Transit Providers in Rich County

Number of Overlapping Transit Providers	BRAG Senior Companions	Common Ground	Options for Independence	Pick Me Up	Pocatello Regional Transit	Pioneer Valley Lodge	Rich Senior Center
5					-	-	
6					-		
7							

This chart shows the number of transit providers with duplication of services for all levels of human services transit.

Appendix G: Re-Prioritization of Implementation Strategies from the 2007 Statewide Plan

# IMPLEMENTATION STRATEGIES RE-PRIORITIZATION AT THE OCT. 26, 2009 REGIONAL HUMAN SERVICE TRANSIT MEETING

FROM THE 2007 UTAH COORDINATED HUMAN SERVICES PUBLIC TRANSPORTATION PLAN (BEAR RIVER REGION SECTION)

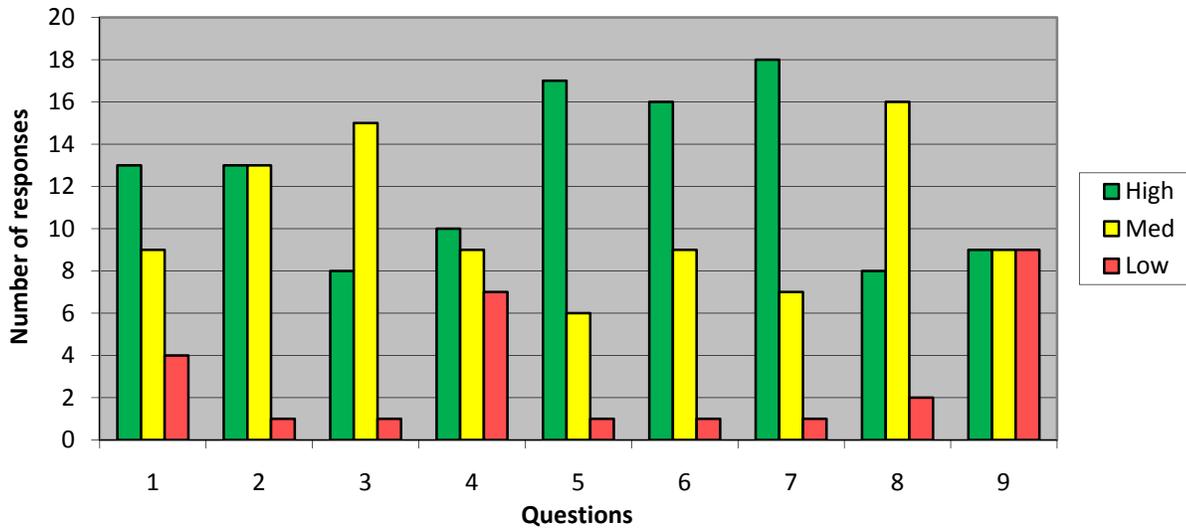
\*RE-PRIORITIZED AT THE ELEMENTS LUNCHEON ON OCT. 26th, 2009

Responses ranked by High (H), Medium (M), and Low (L) priority

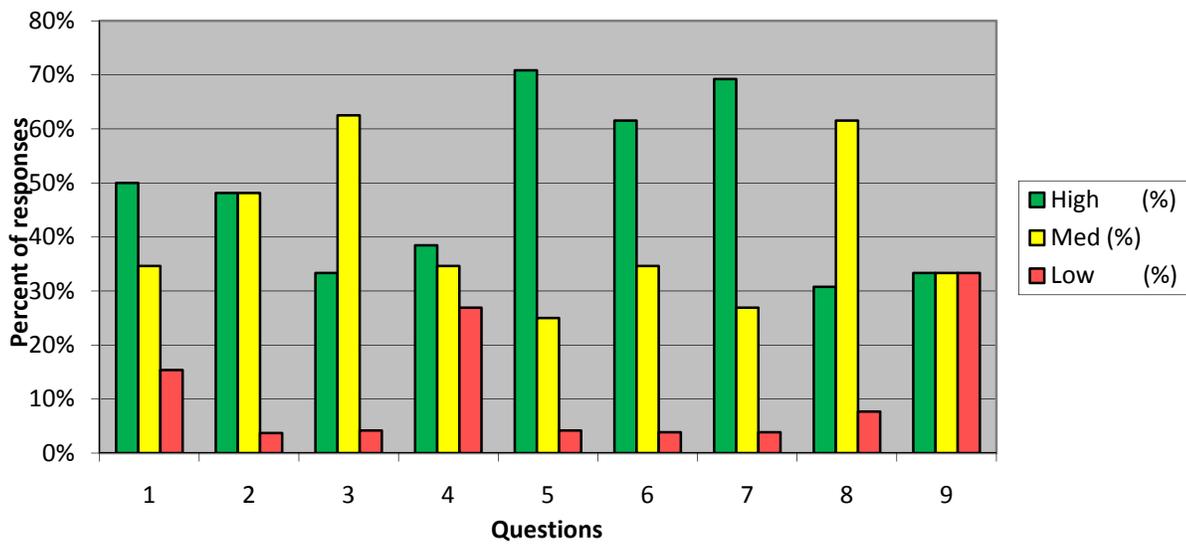
High	Med	Low	SURVEY QUESTIONS	Total	High (%)	Med (%)	Low (%)
13	9	4	1. Educate service providers	26	50%	35 %	15 %
13	13	1	2. Education for potential transit riders	27	48%	48 %	4%
8	15	1	3. Provide sensitivity training for drivers	24	33%	63 %	4%
10	9	7	4. Educate doctors and other medical services personnel	26	38%	35 %	27 %
17	6	1	5. Establish transportation services to remote rural areas	24	71%	25 %	4%
16	9	1	6. Establish a centralized dispatch within existing Cache Valley Transit District, UTA, or BRAG to handle incoming requests and to coordinate services of multiple entities	26	62%	35 %	4%
18	7	1	7. Develop an area-wide public transportation business plan with emphasis on identifying opportunities for coordination	26	69%	27 %	4%
8	16	2	8. Expand current services and create new inter-city and intra-city routes	26	31%	62 %	8%
9	9	9	9. Provide reimbursement for family and volunteers to transport members of the targeted population and provide reimbursement or vouchers for medical aides/volunteers when public transportation is used	27	33%	33 %	33 %



## Strategies Survey Ranked Priorities



## Strategies Survey Ranked Priorities



# BRAG works with human service groups on transit

By Charles Geraci  
staff writer

For the past several months, the Bear River Association of Governments has been facilitating a planning process on transit related to human services organizations in an attempt to foster new ideas for how to better coordinate transit services in the region.

Another meeting will take place at 2 p.m. today in the Cache Business Resource Center at the Bridgerland Applied Technology College West Campus. Anyone interested in exploring ways to offer better transportation services for seniors, people with disabilities and low-income individuals is invited to attend.

Zac Covington, regional planner with BRAG, said today's meeting is a follow-up to a meeting held in October in which implementation strategies — stemming from Utah Department of Transportation's 2007 "human services public transportation plan" — were prioritized.

The strategies, outlined in the last

meeting that will continue to be refined include the following: analyzing the feasibility of more centralized transit services such as a regional dispatch; educating transit providers, riders and others about transit services for seniors, people with disabilities and low-income individuals; establishing better transit services for these populations in remote rural areas; and developing an area-wide public transportation business plan with an emphasis on identifying specific coordination opportunities between existing providers.

Organizations such as the Cache Valley Transit District, Cache Metropolitan Planning Organization and the Cache County Senior Citizens Center have been invited to the meeting, among many others.

"A lot of these groups overlap coverage for their clients," Covington said. "So we're trying to find ways to be more efficient."

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