

# **Tooele County Human Services Coordinated Plan 2016**



**Tooele County Mobility Council**

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## 1. Introduction

In 2016, a collective effort of the Tooele County Mobility Council, partner agencies and stakeholders drafted the Tooele County Human Services Coordinated Plan. The effort sought to identify and address transportation gaps in Tooele County with the end result being a successfully operating transportation program which focuses on filling gaps and coordinating resources. This plan serves the following functions:

- Identifies existing transportation resources within Tooele County.
- Garners public input to identify short and long-term transportation options to resolve transportation gaps for Tooele Valley residents.
- Creates an implementation plan to resolve identified transportation needs in Tooele Valley.

## Background and Need

### Purpose

The purpose of this plan is twofold; (1) to identify the transportation needs of the area as well as resources, and (2) to develop a project-level plan for service that will effectively meet the identified needs. This plan examines transportation needs, alternatives, and programs for communities within Tooele County and examines further potential for coordinated transportation services to fill the transportation gaps for local residents.

### Role of Coordination

Federal transportation legislation Fixing America's Surface Transportation (FAST) was signed into law December 4, 2015 and requires that projects selected for funding under the Enhanced Mobility of Seniors & Individuals with Disabilities (Section 5310) program be "derived from a locally developed, coordinated public transit-human services transportation plan" and that the plan be "developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public." Although Formula Grants for Rural Areas (Section 5311) does not require a coordinated plan, the Federal Transit Authority (FTA) encourages recipients to continue the coordinated planning process as a best practice for project selection as it ensures the target population for these projects is included in the planning process.

### Steering and Stakeholder Committee

For the 2016 Plan, the Tooele County Mobility Council created a Project Steering Committee in order to guide the plan process. The Steering Committee was comprised of representatives of the transportation dependent populations. In addition to Citizen Members, Steering Committee members were representative of the following groups/ agencies:

- Department of Workforce Services
- Deseret Industries
- Home-In-Stead
- Local Homeless Coordinator
- Private Senior Citizen
- Scholar Academy

- Tooele Applied Technology College
- Tooele County Aging Services
- Tooele County Health Department
- Tooele County Planning Office
- Tooele County School District
- Utah Department of Transportation
- Utah Independent Living Center
- Utah State University
- Utah Transit Authority
- Valley Behavioral Center
- Wasatch Front Regional Council

The Steering Committee will continue to be involved in the Mobility Council efforts, though more so in an advisory role as needs occur. The Tooele County Mobility Council continues to grow in membership.

### **Public Process**

Transportation input was gathered through a series of focus groups, public hearings, booths set up at community events/expos, and questionnaires. Feedback was also obtained from members of the Tooele Mobility Council and Steering Committee, as well as from other public outreach events. This feedback has aided in discovering general transportation needs in Tooele County.

With the Tooele County On-Demand Shuffle now underway, attention has been focused on increasing public awareness of the new services as well as other transportation services by implementing marketing strategies and outreach efforts. These included newspaper articles, meetings with potential user groups, advertisements on vehicles, booths at special events, and disseminating informational brochures. Group presentations and travel trainings have also been provided.

The 2016 goals established by the Steering Committee were based on the public feedback received. Goals are targeted to help mobility, human service, and transit professionals examine creative approaches to resolve fragmented and/or duplicative transportation systems, in order to create a more seamless and cost efficient network with a customer-focused mindset. They are as follows:

- Provide affordable transportation options
- Provide more options for job commutes and reverse commutes
- Provide accessible transportation to seniors 65 and older and people with disabilities
- Provide options that are responsive to current and future growth
- Coordinate transportation options between the area agencies
- Improve understanding and awareness about transit programs and needs
- Maximize use of funds to operate costs effectively
- Provide accessible transportation to Tooele residents living outside of UTA's deviated route 3/4 mile service area
- Increase volunteer drivers
- Seek more financial and grant opportunities
- Provide travel training

## 2. Demographic Conditions and Needs

Tooele County is the 7<sup>th</sup> largest county in Utah by population and contains 10 Census Designated Places (CDP). The top places in Tooele County are Tooele, Grantsville, and Erda. Tooele County borders Elko County, White Pine County, Box Elder County, Davis County, Juab County, Salt Lake County, Utah County and Weber County. The Governor's Office of Management & Budget (GOMB) has projected that the Tooele Valley will triple its current population by 2040. During the last 15 years, the population has grown significantly (see table to the right).

Interstate 80 is the major highway connecting Tooele County to Salt Lake County, which is the predominant employment and other services destination for Tooele Valley residents. State Road 36 connects Tooele City, Erda, and Stansbury Park to Interstate 80. Grantsville City area utilizes Burmester Road to access Interstate 80 and uses State Road 138 to access Stansbury Park and Interstate 80. State Road 112 connects Grantsville and Tooele Cities.

Tooele County Cities and CDP,  
Population Change: 2000-2014\*

City/CDP	2000	2014	Numeric Change	Percentage Change
Dugway CDP	2,016	820	(1196)	-59%
Erda CDP	2,473	5,409	2936	119%
Grantsville City	6,015	9,391	3376	56%
Ophir Town	23	111	88	383%
Rush Valley Town	453	568	115	25%
Stansbury Park CDP	2,385	5,079	2694	113%
Stockton Town	443	674	231	52%
Tooele City	22,502	32,164	9662	43%
Vernon Town	236	250	14	6%
Wendover City	1,537	1,259	(278)	-18%

\*2014 American Community Survey 5-year estimates

Funding is being sought for a future Tooele Mid-Valley Highway. The Highway will have two lanes running north and south through the Tooele Valley. It will connect Interstate 80 five miles west of Lake Point to Sheep Lane in Grantsville. Land is currently being purchased for this project.

### Existing Services

An inventory of current transportation providers in Tooele County follows.

#### Dial-A- Ride

This service is for seniors who are 60 and older who need transportation services to shopping, hair appointments, bank, post office etc. To receive this service, please call 435-830-0479. Cost is a suggested donation of \$4.00 per trip. Not wheelchair accessible.

#### Salt Lake Shuttle

This service is for seniors 65 and older, veterans and persons with disabilities who are going to medical appointments, education, and job search from Tooele County going into Salt Lake City. The shuttle is running off of volunteer drivers. Hours of operation Monday through Friday 7:00 until 4:00

#### In County Shuttle

This service is for seniors 65 and older, veterans and persons with disabilities who are going to medical appointments, education and job search within Tooele County. Hours of operation are Monday through Friday 7:00am until 4:00pm.

**The On-Demand Shuffle**

This service is for the public and will transport riders from Grantsville and Stansbury cities to Tooele and vice versa to designated stops. Cost is \$2.50 for an adult and reduced fare is available if you are a senior, person with a disability, or low income. The hours are Monday through Friday 7am- 7pm. The Shuffle will do a deviation with  $\frac{3}{4}$  of a mile from a stop for an additional charge. UTA transfer slips are accepted. This service began in 2015 and has shown promise for more expansion of this kind.

**Tooele Cab Company**

This is a for-profit service and operates between the hours of 7:00am-2:00am. Service is provided within Tooele City and provides rides to Salt Lake as well. Cost is \$10.00 within the city and \$2.00 for an additional stop. Transport to Salt Lake airport is \$60.00 and to Salt Lake downtown is \$65.00 No wheelchair accessible vehicles are available.

**Mobility Transportation Services**

Is a for profit transportation provider operating in the Wasatch front region. The company provides a variety of transportation services; including non-emergency medical trips and door to door service. The company currently has two vehicles including one accessible van. The cost is \$28 one-way for an ambulatory rider or a person that uses a wheelchair, and the cost goes up from there depending on the type of transport needed. The service operates 24 hours a day, seven days per week. Services after 5:00pm are offered for an additional fee beyond the normal rate.

**Valley Behavioral Health**

Valley Behavioral Health does offer transportation just for clients only, depending on the client's situation. They do provide transportation into Salt Lake if it is needed for the client. The client must have Medicaid to receive this service.

**Wasatch Transportation**

Wasatch Transportation is a private for-profit company providing special needs transportation in the region. The majority of the contracts are with private and public schools providing transportation for clients outside of the traditional bus routes. The service operates in the mornings and the afternoons, coordinating with school start and end times. Currently, Wasatch transportation Inc. provides two trips in Tooele County daily for deaf and blind students accessing education services in Salt Lake County.

**My Chauffeur**

A locally owned and operated for-profit transportation company that recently started business providing local service for Tooele County residents and guests. They are a 24/7 taxi service that includes transportation to Salt Lake Airport, surrounding locations, Wendover, food delivery, grocery pick-up, and errands. Flat rates start at \$8 and discounts are available for senior citizens, military/veterans, and those with a disability (proof required). They hope to soon provide accessible transportation.

**Utah Transit Authority**

The Utah Transit Authority (UTA) is the major public transportation provider for the Wasatch Front Region. The UTA Service Area includes seven counties: Box Elder, Davis, Salt Lake, Tooele, Utah, Weber and Summit. UTA was named the 2014 Outstanding Public Transportation System of the Year by the

American Public Transportation Association. Continuing to enhance this award-winning transit system, UTA will strive to improve its services by providing increased mobility, travel choices and regional connectivity. The Authority was established March 3rd, 1970 and is governed by a 16-member Board of Trustees. Public transportation provided in the Tooele Valley by UTA currently includes peak-hour commuter/fixed route service, flex routes, on demand service and vanpool programs.

### ***Fixed Route Service***

UTA fixed route service to Tooele began in 1991. Currently, there are three fixed routes serving the Tooele County community. Route 451 is a peak-time commuter bus serving Tooele City/Stansbury Park into downtown Salt Lake City. Route 453 is a peak-time commuter bus serving Tooele City/Stansbury Park/Lake Point into downtown Salt Lake City via the Salt Lake International Airport. There is one mid-day/off-peak run of this service. Route 454 runs one time in the morning and one time in the evening as a commuter bus during peak time. It serves Grantsville/Stansbury Park into downtown Salt Lake City via the airport. All three fixed routes run weekdays only.

### ***Flex Route Service***

The Tooele flex routes are currently funded through UTA. UTA has contracted with Tooele County Aging Services to operate these flex routes. A flex route allows for a route deviation for a customer within a ¾-mile boundary along the route. The cost for the deviation is \$1.25 additional to the regular fare for the bus. Currently, there are three flex routes serving the Tooele County community. Route F400 serves west and central Tooele City throughout the day. The connecting points of service on the route are the TATC (Tooele Applied Technology College), the Tooele Senior Center and the north Park & Ride. Route F401 serves Grantsville to Stansbury Park. This route runs twice a day to connect with commuter service. Route 402 serves southeast Tooele City as a circulator running throughout the day. All three flex routes run weekdays only.

### ***Vanpool***

UTA's Vanpool is available through the Rideshare program. Individual riders or employers can contract with UTA for the vanpools which provide vehicles for groups of a minimum of seven persons for the purpose of commuting to work. The van, maintenance, insurance, back up van and support, and fuel are included in the costs. Ninety-one vans serve Tooele County riders. Tooele Army Depot and Dugway Proving Ground area the main organizations in Tooele County with vanpools. Employees can use the Federal Transit Benefit for their vanpool costs.

## **Transportation Disadvantaged Populations**

Tooele County residents who experience challenges achieving basic access to services, goods, employment and/or education, are most often:

- Zero-Vehicle/Carless Households or have limited access to automobiles;
- Low-Income (less than \$35,000 household income);
- Mobility-impaired (physical, mental or self-care disability);
- Youth aged 15 and under (non-drivers);
- Seniors aged 65 and over;
- Veterans;
- Commuters.



Driving a personal vehicle is often not an option for these populations, due to a variety of constraints. In our automobile-dependent society, those who do not have the option to drive a personal vehicle are completely dependent on public transit, community transportation providers, carpool options, and/or volunteers to meet their transportation needs.

Numerous organizations and agency representatives that provide health, employment, social and issue-focused services to transportation-disadvantaged populations are struggling with access needs that negatively affect their ability to provide services. When the issue of improved access to services and employment is discussed with a broad cross-section of organization and agency representatives, consistent themes that emerged are needs for increased:

- Coordination between service programs that make efforts at providing transportation assistance;
- Support for rural transportation programs; and
- Marketing and information about transit services.

The following table references demographic information for some identified transportation disadvantaged populations in the 10 Census Designated Places in Tooele County.

<b>Tooele County Population Information (2010-2014 American Community Survey 5-year estimates)</b>								
<b>City/Town/CDP</b>	<b>Population</b>	<b>Age 60+</b>	<b>% Age 60+</b>	<b>Dis-abled</b>	<b>House-holds</b>	<b>Zero Car House-holds</b>	<b>Workers</b>	<b>Workers employed outside of County</b>
Dugway	820	33	4 %	37	255	0	590	13
Erda	5409	465	9 %	254	1437	0	2281	1291
Grantsville	9391	845	9 %	857	2799	73	3804	1442
Ophir	111	5	5 %	49	54	0	58	0
Rush Valley	568	154	27 %	80	221	13	276	76
Stansbury Park	5079	518	10 %	369	1381	70	2259	1181
Stockton	674	111	16 %	78	248	2	317	106
Tooele	32164	4503	14 %	4019	10294	395	13585	5964
Vernon	250	37	15 %	20	72	7	90	17
Wendover	1259	123	10 %	115	425	101	624	420

#### **Zero-Vehicle Households**

According to 2014 American Community Survey (ACS) estimates, Tooele City has the largest number of zero-vehicle households (395). Wendover City has the second-highest concentration of zero-vehicle households (101).

#### **Low-Income Population**

Low-Income populations tend to rely more heavily on public transit and other alternative means of transportation. Lack of access to transportation options serves as a barrier to acquiring basic needs and job stability. About 16 percent of the Tooele County population is at or below 150 percent of the poverty level (ACS 2014 5-year estimates).

**Mobility Impaired Population**

The mobility-impaired population represents a large portion of persons at a transportation disadvantage. About 10 percent of the Tooele County population has a disability/mobility impairment, which is consistent with the national average. Tooele City again has the largest concentration of individuals with disabilities with Grantsville having the second-largest concentration.

**Youth (10-15)**

Youth aren't able to drive themselves and rely on others for transportation. Getting to and from school, internship/job shadowing opportunities, jobs and other activities can be very difficult.

**Senior population**

Most recent population estimates (2010-2014 ACS 5 year estimates) show persons 60 years old and over represented approximately 12 percent of the population of Tooele County. Within Tooele County, the greatest concentration of persons 60 years old and over is within the Tooele City region. Grantsville has the second highest concentration of elderly individuals.

**Veterans**

The Veterans Administration estimates that there are about 4,669 veterans living in Tooele County as of 2016, which is almost 8 percent of the population. Additional barriers to transportation that veterans may also face include homelessness and disability.

**Commuters**

Persons living in rural communities often must travel longer distance to secure employment. Transportation costs can serve as a large barrier to persons with low income. As energy costs rise, the ability to pay for the costs of driving to employment becomes increasingly difficult. 76 percent of all Utah workers over age 16 drive alone to work (source: Utah Community Action 2016 transportation needs assessment report, Salt Lake and Tooele Counties).

Approximately 44 percent of employed residents of Tooele County travel outside of the county to secure employment, resulting in a longer average commute time than the national average of 29.4 minutes (ACS 2014 5 year estimates). Salt Lake City employs the highest number of Tooele County residents. 2 percent of the workforce in Tooele County has "super commutes" in excess of 90 minutes.

**Major Activity Centers and Employers**

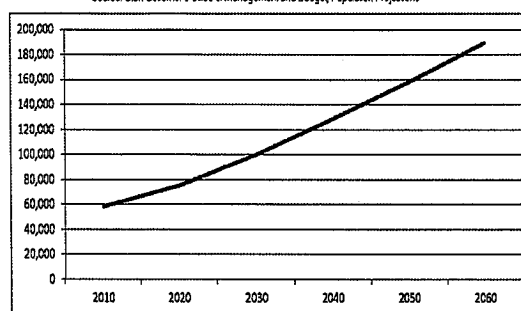
Major activity centers are important to communities and are often a common destination for a large number of trips. It is incredibly important that major destinations and employment locations are served by public transit. Major employers span throughout Tooele County from the School District to the US Army Depot, Walmart Distribution Center in Grantsville, Mountain West Medical Center in Tooele and Tooele County Corp.

## Future Conditions

Tooele County is a quickly growing area. This growth trend is expected to continue and will include an increasing number of residents over the age of 65. The Governor's Office of Planning and Budget estimates that the total population of Tooele County will more than double by the year 2040 (see figure to the right).

2012 Tooele County Baseline Population Projection

Source: Utah Governor's Office of Management and Budget, Population Projections



## Transportation Needs

Access to reliable transportation has repeatedly emerged as a barrier to self-sufficiency in qualitative research on community needs. Clients, community members, service providers and agency personnel have all identified difficulties with transportation as it relates to employment and education. In particular, the convenience and reliability of public transportation, lack of public transportation choices, and the cost of owning and operating a vehicle have been identified as barriers that can work to prevent economic mobility. Transportation is a need that presents both a challenge and an opportunity for Tooele County.

The concentration of transportation disadvantage groups is in the more densely populated portions of Tooele County. To help identify the greatest transportation needs of these groups, focus groups were facilitated in August 2016 by UTA with Tooele county residents. These residents represented diverse populations and incomes, as well as current riders and non-riders. Below are some recommendations from the groups:

- Weekend, emergency, late night service
- Infrastructure improvements
- TRAX line from Tooele to Salt Lake
- Additional stops on commuter buses
- More flexible scheduling hours for On Demand Shuffle
- Direct line from Tooele to West Valley

Additional transportation gaps that have been identified from other feedback include mid-day public transit service to Salt Lake County. This especially affects medical trips and the access to attend vocational and employment opportunities, such as job fairs, especially for persons with low income seeking stable employment. There continues to be a transportation need for riders outside of the UTA ¾ mile Flex Route deviation area. Reductions in UTA Flex Route service have impacted access to areas such as Stansbury Park and Grantsville City at the same frequencies. The On Demand Shuffle is trying to help bridge these gaps but they still exist.

The Tooele County Health Department and others have identified the connectivity barriers of people to complete non-motorized trips, including children walking to school, elderly individuals, and people with disabilities and teenagers who are unable to drive. Due to the state of Tooele County obesity and diabetes rates, the need to improve conditions for non-motorized travel is identified as a transportation need in the area.

### 3. Strengths and Weaknesses

Tooele County has both strengths as well as issues that may hinder transportation in the area. The following observations were gathered from interviews with area agencies, conversations, questionnaire and focus group results.

#### Strengths

Existing public transit is well used: The existing UTA Commuter peak-hour service is highly valued and well-used in the community. The On-Demand Shuffle was started with a 6-hour day/30 hours per week in Sept 2015 and increased to 12-hour days starting in July 2016 due to demand. It is being well used and continues to grow. The Medical Shuttle is operated using volunteer drivers and has grown from 20 rides/quarter in 2013 to over 1000 rides/quarter in 2016.

Desire to Coordinate: There is strong support for coordination among the area agencies and other transportation providers. Momentum to resolve issues collaboratively is currently very strong.

Community Support: Participation from the area agencies, elected officials, religious organizations, and residents has been highly supportive of coordination efforts. Community members recognize the needs of their fellow residents and want to see the needs addressed.

Strong Volunteer Community: Tooele County has a strong community of volunteers. Volunteers often fill the gaps and voids that are otherwise unmet, especially for those members of a community at a disadvantage. The Tooele County Shuttle Program now serves as the framework to coordinate the volunteer effort.

A Strong Framework for Enhanced Coordination: Tooele County Transportation has had large success in maximizing resources through the volunteer driver program and in serving as a coordinating entity for transportation.

#### Weaknesses

Geographic Proximity: The rural nature of the development in Tooele Valley means that the communities within the Valley are separated by large distances. Often the roads connecting the communities do not have designated walking and biking paths. These roads are characterized by high travel speeds, making non-motorized travel unsafe. Auto travel in the region can be difficult due to financial costs associated with driving.

Geographic Gap: Tooele County will always be geographically removed from Salt Lake County due to the physical proximity of the Oquirrh Mountains and the Great Salt Lake. These two geographical features serve as definers of a narrow point of passage connecting the Salt Lake and Tooele Valleys. Thus, service between the two valleys will always be separated by a large distance of low development patterns.

Limited Transportation Options: Although there are some transit options available, there are limitations due to qualifying criteria, specific purpose trips, limited wheelchair accessible space in vehicles, designated stops that may be difficult to get to, and limited span of service area.

**Public Awareness:** Much of the general population is not aware of the existing transportation options that are available in Tooele County. In addition, there is resistance or reluctance to use the transit system as it is unfamiliar to many.

**Operational Costs:** The cost of maintaining vehicles, paying drivers and other related operation costs pose a barrier to some organizations in providing their own transportation. This is also a hindrance to existing agencies providing transportation and organizations that may want to grow their service.

## **Duplications and Gaps in Service**

Analysis of the gaps and duplications of the existing services assists in identifying the needs and potential for coordination. The following information is based on the value that the Tooele County Mobility Manager has brought in serving as a single point of contact for issues affecting mobility in the area.

### Duplications

There is currently very little duplication in service among the formal transportation providers. The existing fixed route, flex-route and on demand services are complementary to one another. Generally, because of the lack of transportation options, existing services that are affordable are widely used. Some future improvements to service will take place in Tooele County due to the passage of Proposition 1, which has put additional tax dollars into transportation funding.

### *Tooele Flex-routes, Tooele On-Demand Shuffle and Senior Dial a Ride*

There is some possible duplication of service occurring between the Dial a Ride Senior service, Tooele Flex-routes and Tooele On-Demand Shuffle. The Dial a Ride Service and the Tooele Shuffle are more demand-responsive services. Both are call ahead for a ride. The Dial a Ride service is only for seniors and the Shuffle is open to the general public. Though both services serve Tooele City, the On-Demand Shuffle connects the communities of Tooele City, Grantsville and Stansbury Park. This connection between communities is a point-to-point service that differs from the Dial a Ride which is a door-to-door service community wide. The On-Demand Shuffle has minimal, if any, overlap with the Flex service in Tooele City. Mobility Management staff has worked to resolve some of the demands for the duplication through travel training and through the call center.

### Gaps in Service

#### *Temporal Gaps*

UTA's area fixed route buses provide service between Tooele Valley and downtown Salt Lake City. The route service is during peak-hours to accommodate the commuter population. Currently, twelve total outbound trips from the valley occur daily. Eleven of these trips serve Tooele City; one serves Grantsville City. The inbound trips number and are distributed the same. There is a large mid-day gap in service, where no outbound service exists between the approximate hours of 8:00 am and 3:00 pm. additionally, the late afternoon/early evening services inbound to the Tooele Valley from Salt Lake City are limited to

the hours between 3:30 pm and 6:25 pm. There is one early afternoon in-bound route, leaving Salt Lake City at approximately 1:45 pm. There is no service from Salt Lake Valley to Tooele Valley after 6:30 pm. Also, there is no UTA service between the valleys on weekends or on holidays.

The Tooele County Shuttle Program is a demand response service operating during regular business hours. The service can be considered to fill the mid-day gap to some extent, although the focus of the rides provided are on medical, employment, and educational access trips and the capacity is limited.

The Tooele On-Demand Shuffle service connects Grantsville, Stansbury Park and Tooele City. This is an on demand type service with point-to-point stops. This service is ADA compliant with wheelchair accommodation capabilities. To use this service, the customer must call twenty-four hours in advance to schedule a pick-up. The service only runs 7 am to 7 pm Monday through Friday. The Shuffle fills a gap left by the cancellation of the UTA Flex Route in Grantsville.

Two of the Tooele Flex Routes serve Tooele City. Both Routes are in-town circulators connecting main community points throughout the city. The Routes have been expanded to cover larger areas of the East and West sides of town bringing more service into those areas. These popular routes run between the hours of 6:00 am and 7:00 pm Monday through Friday. There is no weekend or holiday service on these Flex Routes.

An additional Flex Route connects Grantsville with UTA Fixed Route commuter service to Salt Lake City. This Route only runs twice in the morning and twice in the evening and has no weekend or holiday service.

### *Geographic Gaps*

The existing UTA commuter routes serve the major population of Tooele City with available service to Grantsville and Stansbury Park. The Tooele Flex Route service can deviate up to  $\frac{3}{4}$  miles from the fixed routes. Persons outside of this deviation face barriers in accessing service. Smaller communities within Tooele valley have no transportation access unless they first get to a more populated area of the valley.

Utah Transit Authority (UTA) is the only bus service to/from Salt Lake County. Greyhound service between Salt Lake City and Wendover, Nevada, does not stop in Tooele County. Residents must drive to Salt Lake in order to utilize this intercity service.

### *Service-Type*

The Tooele County Shuttle Program is successfully operating and provides mid-day service to Salt Lake County. The service is prioritized for persons at a transportation disadvantage, with additional seats being open for the general public. This can be considered a gap in service type as the Shuttle is not a predictable mid-day option for daily use.

The availability of the Tooele County Shuttle to fulfill needs outside the UTA Flex Route service for wheelchair accessible transportation is limited by the capacity of the current vehicle and the other scheduling demands.

The Tooele On-Demand Shuffle provides more service to more areas in the Tooele Valley than were previously served. The vehicles used for this program are wheelchair accessible. Constraints of this service are the limited hours of service, limited points of service and the 24-hour in advance scheduling requirement.

#### **4. Progress and Project Identification**

Tooele County has made progress in addressing the transportation needs of their communities in recent years. Listed below are the major improvements and progress that have been made so far. This plan also identifies courses of action for addressing the needs and gaps identified by the Mobility Council and fellow stakeholders.

##### **Progress**

###### Tooele County Transportation accomplishments:

- Coordinated and expanded volunteer program
- Created and have been very successful in Salt Lake City medical/job search transport with volunteer drivers
- Senior medical transport
- Centralized scheduling and dispatch
- Partnership with regional agency
- Created the On-Demand Shuffle
- Expanded the On-Demand Shuffle transportation to twelve hour days
- Applied for and was awarded VTCL grant to start a software scheduling system (Ride-Pilot)
- Applied for and was awarded CMAQ funding for wheelchair accessible vehicles
- Applied for and was awarded 5310 funding for a full-time Mobility Manager/part-time dispatch
- Conducted marketing and outreach
- Travel Training was made possible with 5310 grants
- Advertisement, promotion and educating the public on all transportation modes

##### **Identified Projects and Strategies**

The areas that were identified as needing improvement were accessibility, infrastructure projects, driver pool, connectivity, travel training, broader scope and expansion of service, public awareness, and operational costs. Following is a list of strategies which will address the identified project areas.

##### **Strategies**

- Access more federal and non-federal funding
- Extend bus route service on existing routes
- Improve On-Demand service
- Marketing and outreach to educate the public
- Vehicle sharing program
- Mid-day and weekend service
- More medical rides
- Continuation and increase in Scheduling and Dispatch staff
- Operations and Maintenance for Tooele County Mobility Management

- Travel Training
- Volunteer Driver Program Continuation and Expansion
- Voucher Program
- Infrastructure
- Accessibility of vehicle fleets, stops and routes of travel
- Replacement and maintenance of accessible vehicles
- Partnership with regional agencies

## Costs

The costs for the identified projects are displayed in the following table. The MM Staff costs reflect the cost of 100 percent of one FTE and 40 percent of one FTE. The CASD Staff costs reflect the cost of 100 percent of one FTE and 100 percent of 3 employees that are  $\frac{3}{4}$  time.

Item	2017	2018	2019	2020
MM Staff	\$ 102,990	\$ 106,079	\$ 109,262	\$ 112,540
CASD Staff	\$163,644	\$168,553	\$173,610	\$178,818
Travel Training	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000
O & M Tooele MM Shuttle	\$ 33,000	\$ 36,300	\$ 39,930	\$ 43,923

## 4. Funding Options

### Federal Grants and Funding Sources

The U.S. government subsidizes transportation through a variety of grant programs. This section will describe the grant opportunities available through the Federal Transit Administration (FTA), Federal Highway Administration (FHWA), and the Department of Housing and Urban Development (HUD).

#### Federal Transit Administration (FTA)

##### *Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310*

This program provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas, this is the state Department of Transportation, while in large urban areas, a designated recipient is chosen by the governor. Direct recipients have flexibility in how they select sub-recipient projects for funding, but their decision process must be clearly noted in a state/program management plan. The selection process may be formula-based, competitive or discretionary, and sub-recipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation.

The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of



seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Eligible projects include both “traditional” capital investment and “nontraditional” investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

Section 3006(b) of the FAST Act created a discretionary pilot program for innovative coordinated access and mobility -- open to 5310 recipients -- to assist in financing innovative projects for the transportation disadvantaged that improve the coordination of transportation services and non-emergency medical transportation (NEMT) services; such as: the deployment of coordination technology, projects that create or increase access to community, One-Call/One-Click Centers, etc. In the first year of the discretionary program (2016) Congress appropriated \$2 million, followed by \$3 million in 2017, \$3.25 million in 2018, and \$3.5 million in 2019. For more information about the 2016 competitive program for innovative coordinated access and mobility grant, visit the Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grants program 2016 Notice of Funding Opportunity.

Eligible recipients include states and designated recipients as direct recipients; eligible sub-recipients include private nonprofit organizations, states or local government authorities, or operators of public transportation.

Eligible Traditional Section 5310 project examples include:

- buses and vans
- wheelchair lifts, ramps, and securement devices
- transit-related information technology systems, including scheduling/routing/one-call systems
- mobility management programs
- acquisition of transportation services under a contract, lease, or other arrangement

Eligible Nontraditional Section 5310 project examples include:

- travel training
- volunteer driver programs
- building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
- improving signage, or way-finding technology
- incremental cost of providing same day service or door-to-door service
- purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs
- mobility management programs

Note: Under MAP-21, the program was modified to include projects eligible under the former Section 5317 New Freedom program, described as capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors.

The federal share of eligible capital costs may not exceed 80 percent, and 50 percent for operating assistance. The 10 percent that is eligible to fund program administrative costs including administration, planning, and technical assistance may be funded at 100 percent federal share.

The State of Utah funds the following eligible capital projects:

- Rolling stock and related activities for Section 5310-funded vehicles
  - Acquisition of expansion or replacement buses or vans, and related procurement, testing, inspection, and acceptance costs (See Appendix B)
  - Preventive maintenance
  - Radios and communication equipment; and
  - Vehicle wheelchair lifts, ramps, and securement devices.
- Passenger facilities related to Section 5310-funded vehicles
  - Purchase and installation of benches, shelters, and other passenger amenities.
- Support facilities and equipment for Section 5310-funded vehicles
  - Extended warranties that do not exceed the industry standard;
  - Computer hardware and software;
  - Transit-related intelligent transportation systems (ITS);
  - Dispatch systems; and
  - Fare collection systems.
- Lease of equipment when lease is more cost effective than purchase. Note that when lease of equipment or facilities is treated as a capital expense, the recipient must establish criteria for determining cost effectiveness in accordance with FTA regulations, "Capital Leases," 49 CFR part 639 and OMB Circular A-94, which provides the necessary discount factors and formulas for applying the same;
- Acquisition of transportation services under a contract, lease, or other arrangement. This may include acquisition of ADA-complementary paratransit services when provided by an eligible recipient or sub-recipient as defined in section 5 of this chapter, above. Both capital and operating costs associated with contracted service are eligible capital expenses. User-side subsidies are considered one form of eligible arrangement. Funds may be requested for contracted services covering a time period of more than one year. The capital eligibility of acquisition of services as authorized in 49 U.S.C. 5310(b)(4) is limited to the Section 5310 program;
- Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive Section 5310 funding to support the administrative costs of sharing services it provides to its own clientele with other senior individuals and/or individuals with disabilities and coordinates usage of vehicles with other non-profits.

Mobility managers build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service, but not the operation of services. Mobility management activities may include:

- Promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals.
- Support for short-term management activities to plan and implement coordinated services.
- Facilitation and coordination of entities and organizations focused on area mobility.
- Operation of transportation brokerages to coordinate providers, funding agencies, and passengers.

- Provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip-planning activities for customers.
- Development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs.
- Operational planning for the acquisition of intelligent transportation system (ITS) technologies to help plan and operate coordinated systems inclusive of GIS mapping; GPS technology; and coordinated vehicle scheduling, dispatching, and monitoring technologies; as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense.)
  - Enhancement of the level of service by providing attendants or assisting riders through the door of their destination
- Capital activities (e.g., acquisition of rolling stock and related activities, acquisition of services, etc.) to support ADA-complementary paratransit service may qualify toward the 55 percent requirement, so long as the service is provided by an eligible recipient/sub-recipient as defined in section 5, above, and is included in the coordinated plan.

#### Other Eligible Capital and Operating Expenses

- General. Up to 45 percent of a rural, small urbanized area, or large urbanized area's annual apportionment may be utilized for:
  - Public transportation projects (capital only) planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable;
  - Public transportation projects (capital and operating) that exceed the requirements of ADA;
  - Public transportation projects (capital and operating) that improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service; or
  - Alternatives to public transportation (capital and operating) that assist seniors and individuals with disabilities with transportation.
- Operating assistance for required ADA complementary paratransit service is not an eligible expense.

Since the 55 percent requirement is a floor, and not a ceiling, the activities listed above, are eligible expenses for all funds available to a recipient under Section 5310. For example, mobility management and ITS projects may be eligible under both categories; the difference to note, in order for the project to qualify toward the 55 percent requirement, is that the project must meet the definition of a capital project, be specifically geared toward the target population, and carried out by an eligible sub-recipient, which is limited for this category of projects. The list of eligible activities is intended to be illustrative, not exhaustive. FTA encourages recipients to develop innovative solutions to meet the needs of seniors and individuals with disabilities in their communities and discuss proposed projects with FTA regional staff to confirm eligibility.

- Public Transportation Projects that Exceed the Requirements of the ADA. The following activities are examples of eligible projects meeting the definition of public transportation service that is beyond the ADA.
- Enhancing paratransit beyond minimum requirements of the ADA. ADA-complementary paratransit services can be eligible under the Section 5310 program in several ways:
  - Expansion of paratransit service parameters beyond the three-fourths mile required by the ADA;
  - Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services;
  - The incremental cost of providing same day service;
  - The incremental cost (if any) of making door-to-door service available to all eligible ADA paratransit riders, but not on a case-by-case basis for individual riders in an otherwise curb-to curb system;
  - Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
  - Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for wheelchairs under the ADA regulations, 49 CFR part 38 (i.e., larger than 30" x 48" and/or weighing more than 600 pounds), and labor costs of aides to help drivers assist passengers with oversized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600-pound design load, and the acquisition of heavier duty vehicles for paratransit and/or demand response service in order to accommodate lifts with a heavier design load; and
  - Installation of additional securement locations in public buses beyond what is required by the ADA.
- Feeder services. Accessible "feeder" service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA.
- Public Transportation Projects that Improve Accessibility. The following activities are examples of eligible projects that improve accessibility to the fixed-route system.
  - Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. Section 5310 funds are eligible to be used for accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail, and rapid rail. This may include:
    - Building an accessible path to a bus stop that is currently inaccessible, including curb cuts, sidewalks, accessible pedestrian signals, or other accessible features;
    - Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA;
    - Improving signage or wayfinding technology; or
    - Implementation of other technology improvements that enhance accessibility for people with disabilities including ITS.

- Travel training. Training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services.
- Public Transportation Alternatives that Assist Seniors and Individuals with Disabilities with Transportation. The following activities are examples of projects that are eligible public transportation alternatives.
  - Purchasing vehicles to support accessible taxi, ride-sharing, and/or vanpooling programs. Section 5310 funds can be used to purchase and operate accessible vehicles for use in taxi, ride-sharing, and/or vanpool programs provided that the vehicle meets the same requirements for lifts, ramps, and securement systems specified in 49 CFR part 38, subpart B, at a minimum, and permits a passenger whose wheelchair can be accommodated pursuant to part 38 to remain in his/her personal mobility device inside the vehicle.
  - Supporting the administration and expenses related to voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The Section 5310 program can provide vouchers to seniors and individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can then submit the voucher for reimbursement to the recipient for payment based on predetermined rates or contractual arrangements. Transit passes or vouchers for use on existing fixed-route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match.
  - Supporting volunteer driver and aide programs. Volunteer driver programs are eligible and include support for costs associated with the administration, management of driver recruitment, safety, background checks, scheduling, and coordination with passengers, other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of enhancements to increase capacity of volunteer driver programs are also eligible. FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.

### ***Formula Grants for Rural Areas – 5311***

The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program.

Eligible recipients include states and federally recognized Indian Tribes. Sub-recipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

The federal share is 80 percent for capital projects, 50 percent for operating assistance, and 80 percent for Americans with Disabilities Act (ADA) non-fixed route paratransit service. Eligible expenses are capital, operating, and project administrative expenses. Capital expenses are eligible for projects that include the acquisition, construction, and improvement of public transit facilities and equipment needed for a safe, efficient, and coordinated public transportation system as well as certain other expenses classified as capital in Section 5302(a)(1). Maintenance is treated as an operating expense. Examples of eligible expenses include, but are not limited to:

- Capital expenses:
  - Accessible buses or vans
  - Radios and communication equipment
  - Passenger shelters, bus stop signs, park-and-ride lots, and similar passenger amenities
  - Vehicle rehabilitation, remanufacture, or overhaul
  - Extended warranties that do not exceed the industry standard
  - Operational support such as computer hardware or software, installation costs, vehicle procurement, testing, inspection, and acceptance costs
  - Construction or rehabilitation of transit facilities including design, engineering, and land acquisition
  - Facilities to provide access for bicycles to transit facilities
  - Equipment for transporting bicycles on transit vehicles
  - The introduction of new technology, through innovative and improved products, into public transportation
  - Mobility management (see discussion below)
  - Safety and security equipment and facilities (including surveillance, and related intelligent transportation system applications);
  - Transit-related ITS
- Net operating expenses: Operating expenses are those costs directly related to system operations. Only net operations expenses are eligible for assistance.
  - Fuel
  - Oil
  - Drivers' salaries and fringe benefits
  - Dispatchers' salaries and fringe benefits
  - Licenses directly related to system operation
  - Preventive maintenance, defined as all maintenance costs
- Administrative expenses (non-operating expenses)
  - Salaries of project director, secretary, and bookkeeper
  - Marketing expenses
  - Insurance premium
  - Office supplies
  - Facilities and equipment rental
  - Standard overhead rates Costs of administering drug and alcohol testing (*UDOT Public Transit Team 2015 State Management Plan & Policies and Procedures 99*)

- Mobility management:
  - Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive Section 5310 funding to support the administrative costs of sharing services it provides to its own clientele with other senior individuals and/or individuals with disabilities and coordinates usage of vehicles with other non-profits.
  - Mobility managers build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service, but not the operation of services.
  - Mobility management activities may include:
    - The promotion, enhancement, and facilitation of access to transportation services including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals. Support for short-term management activities to plan and implement coordinated services.
    - Facilitation and coordination of area mobility focused entities and organizations.
- Planning:
  - Studies related to management, planning, operations, capital requirements, and economic feasibility.
  - Evaluating previously financed projects
  - Peer reviews and exchanges of technical data, information, assistance, and related activities in support of planning and environmental analyses among metropolitan planning organizations and other transportation planners.
  - Other similar and related activities preliminary to and in preparation for constructing, acquiring, or improving the operation of facilities and equipment.

### ***Buses and Bus Facilities Grants Program - 5339***

The Grants for Buses and Bus Facilities program makes federal resources available to states and direct recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. A sub-program provides competitive grants for bus and bus facility projects that support low and zero-emission vehicles.

Eligible recipients include direct recipients that operate fixed route bus service or that allocate funding to fixed route bus operators; state or local governmental entities; and federally recognized Indian tribes that operate fixed route bus service that are eligible to receive direct grants under 5307 and 5311.

Sub-recipients include eligible recipients that receive grant funding under the formula or discretionary programs may allocate amounts from the grant to sub-recipients that are public agencies or private nonprofit organizations engaged in public transportation.

Eligible activities include capital projects to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles or facilities.

Funds remain available for obligation for three fiscal years. This includes the fiscal year in which the amount is made available or appropriated plus two additional years.

There are three components to this program. The first is a continuation of the formula bus program established on under MAP-21. The remaining two components include the bus and bus facilities competitive program based on asset age and condition, and a low or no emissions bus deployment program. A solicitation of proposals for competitive funding including requirements and procedures was published in an annual Notice of Funding Opportunity (NOFO) on March 29, 2016.

A pilot provision allows designated recipients in in urbanized areas between 200,000 and 999,999 in population to participate in voluntary state pools to allow transfers of formula funds between designated recipients during the period of the authorized legislation.

The federal share of eligible capital costs is 80 percent of the net capital project cost, unless the grant recipient requests a lower percentage. The Federal share may exceed 80 percent for certain projects related to the ADA, the Clean Air Act (CAA), and certain bicycle projects.

#### **Federal Highway Administration (FHWA) Funds**

The Federal Highway Administration administers the Congestion Mitigation and Air Quality (CMAQ) program. It is described below.

#### ***Congestion Mitigation and Air Quality (CMAQ)***

The goals of the CMAQ program are to support surface transportation projects and other related efforts that reduce congestion and that contribute to air quality improvements.

#### **US Department of Housing and Urban Development (HUD) Grants**

The US Department of Housing and Urban Development makes available various grants to fund community development activities.

#### ***Community Development Block Grants (CDBG)***

The CDBG program seeks to assist projects that benefit low- and middle- income persons, projects that prevent or eliminate slums or blight, and activities that address an urgent threat to health and safety.

### **Other Resource Options**

In addition, the Utah Transit Authority (UTA) has recently been awarded funds to create a Shared Vehicle Program with retired transit vehicles. The use of these vehicles for coordinated or sharing purposes between agencies offers an economical solution in the face of scarce resources.

#### ***Federal Grant Revenue Options***

<b>Federal &amp; Local Program</b>					
<b>Revenue Options</b>	<b>Potential Source</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>MM Staff</b>	5310	\$ 82,357	\$ 84,828	\$ 87,372	\$ 89,994
<b>CASD Staff</b>	CMAQ, UTA	\$152,680	\$157,260	\$161,978	\$166,837
<b>Travel Training</b>	5310	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000
<b>O&amp; M Tooele MM Shuttle</b>	CMAQ, UTA	\$ 30,789	\$ 33,868	\$ 37,255	\$ 40,980



## Local Match

While the identified grants provide a majority of the funding, local match is required. The following table lists the local match requirements for the needed projects.

Local Match Sources	Potential Source	2017	2018	2019	2020
MM Staff	County Funds	\$20,589	\$21,207	\$21,843	\$22,498
CASD Staff	UTA	\$19,667	\$20,257	\$20,864	\$21,490
Travel Training	Donations	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000
O&M Tooele MM Shuttle	Donations	\$ 2,211	\$ 2,432	\$ 2,675	\$ 2,943

### Potential Sources for Local Match

Through the implementation of the Tooele County Shuttle Project, the mobility manager has been able to generate local revenue from donations, County sources, and through creative funding strategies like vehicle advertisements.

### Non-DOT Federal Sources

Recent FAST Federal authorization allows funding from non-DOT federal sources to be utilized as local match for transportation programs. Sources for these may include the following:

- Community Development Block Grants (CDBG)
- Veterans Transportation Programs
- Older American's Act
- Community Services Development Block Grants (CSBG)
- Medicaid
- Head start
- Independent Living Programs
- Developmental Disabilities Grants

### Non-Federal Sources

There are several sources of non-federal funds that may be available to serve as local match. These may include:

#### *Local Sales Tax Revenue*

Portions of the Tooele Valley currently pay one-quarter cent sales tax for UTA service. Tooele County collects .3 cent per sales tax dollar for transit services. In November 2015, Proposition 1 passed in Tooele County. Proposition 1 allows for an additional one-quarter cent to be collected from the sale of all non-food items in Tooele County with the funds being spent on transportation projects. These additional funds are to be split between the county, local municipalities and UTA. UTA will receive .10 cents of the .25 cent as their apportionment. The Utah League of Cities and Towns estimate that the UTA portion in the first year of collection will be approximately \$466,178.

#### *Private Sources*

There may exist potential sources for match from private enterprises within Tooele County. Area employers, charitable groups, major retailers, hospitals, and faith-based organizations may have an interest in collaborating in the efforts. The Tooele County Mobility Council may wish to explore these

more fully in the future. Match resources from private entities may occur in several frameworks including:

- Public/private partnerships
- Private Charitable Donations

### **Program Performance**

Data collection can be used in order to evaluate the efficiency and effectiveness of the system. In order to measure the effectiveness of the program, the Council may begin to monitor any or all of the following measures:

- Operating costs
- Vehicle service hours
- Vehicle service miles
- Ridership
- Adherence to schedule
- Fare box ratio