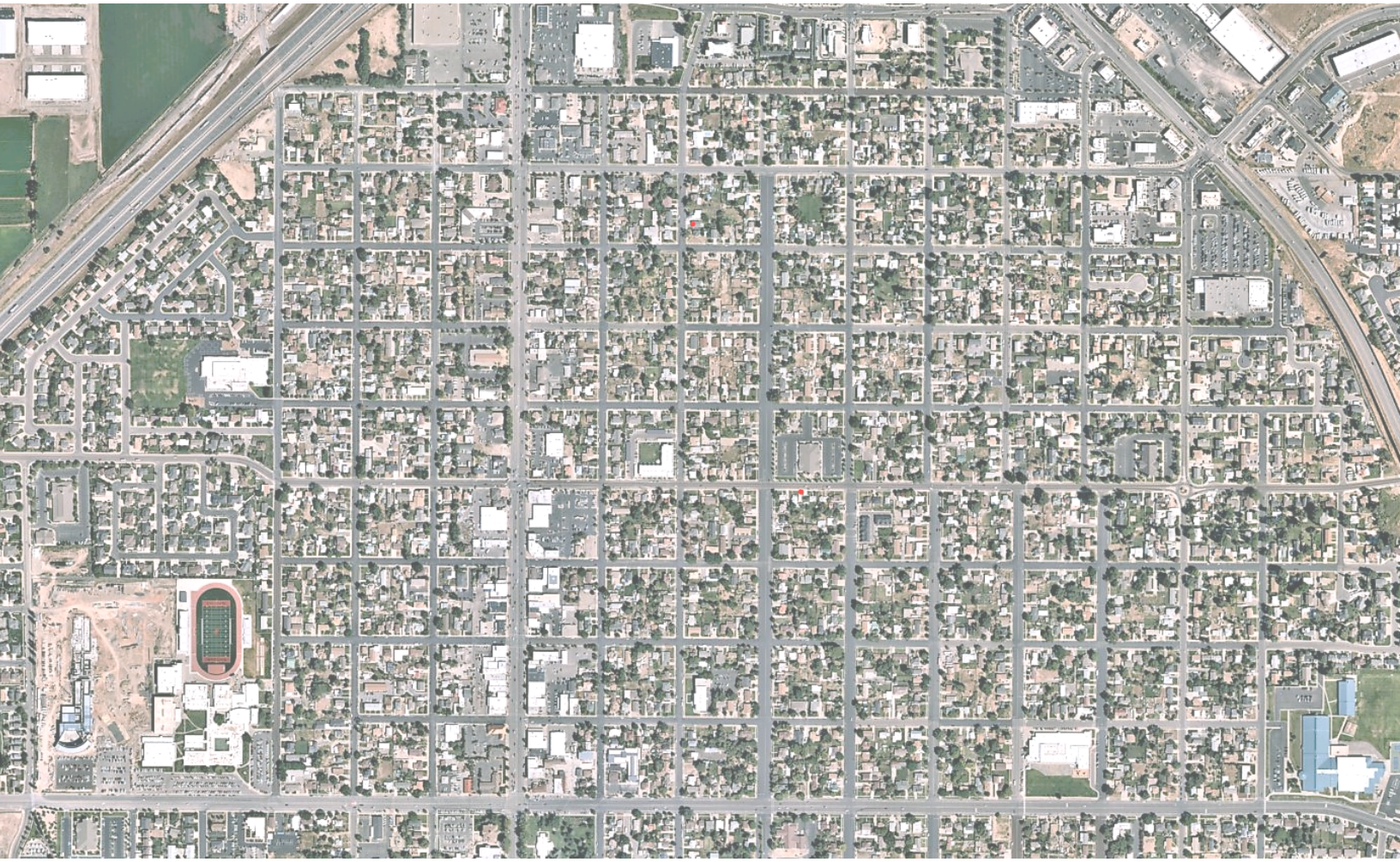
Report A

Transportation Network Travel Demand



LANDUSE MODELING

The MPO model process is an integrated land-use, transportation, and air quality model co-developed with the Wasatch Front Regional Council and designed to perform a wide range of analyses. The model includes several advanced features that place it on the cutting edge of improved modeling methods required to satisfy the requirements of the federal transportation bill (FAST Act, Fixing America's Surface Transportation Act), and the federal Clean Air Act. Several features recommended by the Travel Model Improvement Program of the US Department of Transportation, the Federal Highway Administration, the Federal Transit Administration, and the Environmental Protection Agency are incorporated into the model.

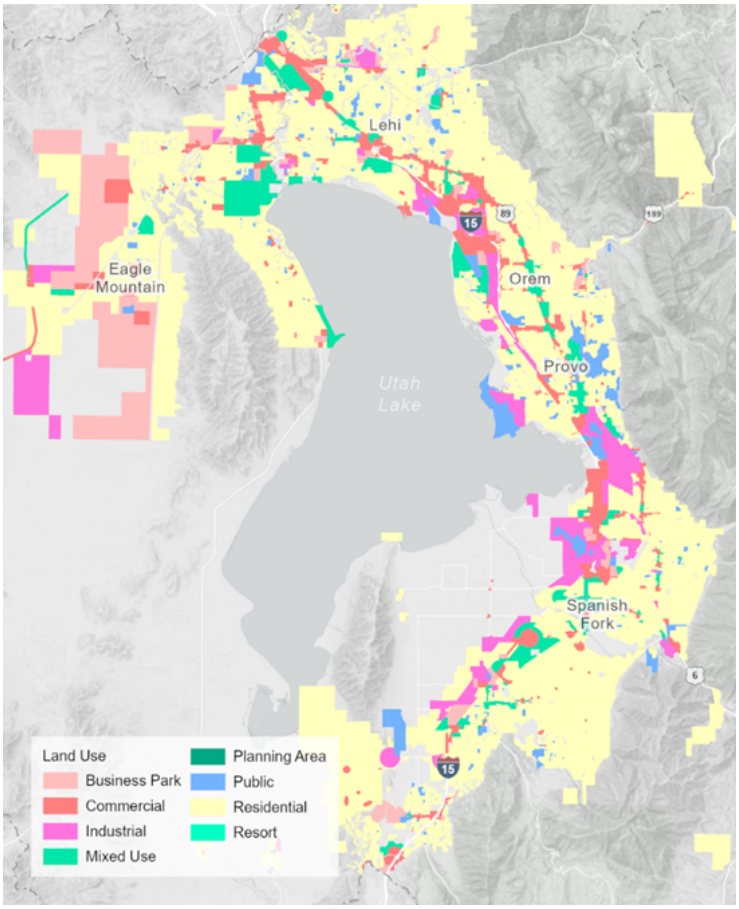


Figure A1: General Land Use Map

The land use model identifies the future use of land and allocates a county total for housing and jobs forecast by the Kem C. Gardner Policy Institute (GPI) of the University of Utah. The location of those houses and jobs is based on accessibility, availability of land (through physical constraints and zoning), and the location and value of existing land and structures. This model uses the municipal adopted land uses and the centers identified in Wasatch Choice for 2050 as land use indicators. Growth is assigned countywide using these adopted parameters. The goal of the model is to approximate actual real estate decisions. The land use model is called the Real Estate Market Model (REMM).

GPI forecasts Utah County's total population to increase 68 percent, from 707,602 in 2022 (Utah Population Committee estimate) to 1,185,679 in 2050, or a 2.4 percent annual average rate of change. Total employment follows a slower trend growing 102 percent, from 414,111 in 2022 to 640,493 in 2050, or a 2.0 percent annual average rate of change. When compared to the region's total population for Weber, Davis, Salt Lake, and Utah counties, Utah County's region-wide share increases from 28 percent in 2022 to 33 percent in 2050 and the regional percentage of total employment increases from 23 percent in 2022 to 25 percent in 2050.

Municipalities and the county develop land use plans as a part of the general plan process. Many local land use plans have only 10- or 20-year horizons, leaving gaps between local and regional transportation plans. MPO staff work with the local jurisdictions to review their plans and collect their most recent land use and general plan data, emerging developments, and transportation plans. These plans help MPO staff gain additional insight into where future growth could occur. Plan gathering is the first step in creating a future countywide development pattern to use in the traffic model. Significant proposed developments are also included in the future countywide generalized land use plan. The goals of the Wasatch Choices 2050 plan are also incorporated into the land-use data. The finalized land use plan for the MPO is used to develop the socioeconomic dataset needed to run the travel model.

Once all the data was collected and compiled, MPO staff met with the jurisdictions of 3 different areas of the county (north, central, south) for the Small Area Meetings. These meetings facilitated collaboration amongst the jurisdictions and adjoining cities to create a more localized vision for the sub-regions. The MPO's goal is to build a transportation system in line with the vision, which, if necessary, may also include helping the municipalities to incorporate and adopt preferred land uses.

Employment is a problematic component of a socioeconomic forecast. Limited data sources and data error require extra effort to create a forecast. Once the state produces county employment control totals, REMM allocates the households and jobs within the county. First, a base year dataset is created with current household and job locations and totals. Modified Utah County Assessor data determine where existing residential units are. Employment data from the Department of Workforce Services (DWS) and an inventory of non-residential buildings are used to locate current jobs.

The base year dataset with the local and sub-regional trends gives a base for REMM to produce a socioeconomic output for each year for the travel model, including households, population, and jobs by industry classification. Once the model is estimated and calibrated to the base year, it can be forecasted to 2050. Wasatch Choice's high-intensity land use centers increase the density allowed in certain areas the cities may have yet to plan for. These centers enable the cities to build out before 2050 to continue to grow and redevelop further. Once the model is run to the desired forecast year, the outputs are analyzed and reviewed to check for reasonableness.

One of the most significant socioeconomic factors that impact traffic is the balance of jobs and households in sub-regional areas. Homes are trip generators, and jobs are typically the trip's destinations. The closer proximity of those two reduces the travel distance of the trip and therefore reduces the number of vehicles on the roads. Both southern Utah Valley and Cedar Valley pose a problem when the residential growth is so considerable and highly outpaces job growth. In the 2050 forecast, Utah County has a job-to-household ratio of 1.6, much lower than the rest of the Wasatch Front region at 2.5. These ratios suggest that some workers in Utah County must commute to jobs in Salt Lake County.

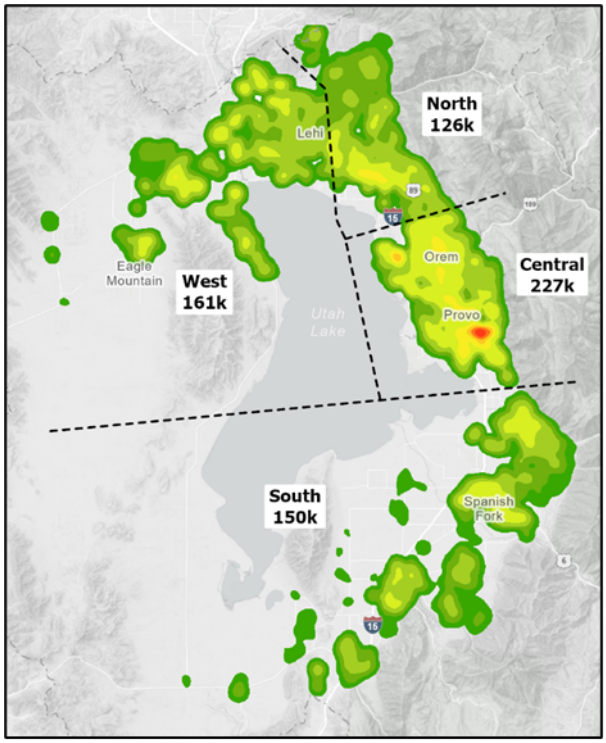


Figure A2: 2020 Population Density Heat Map

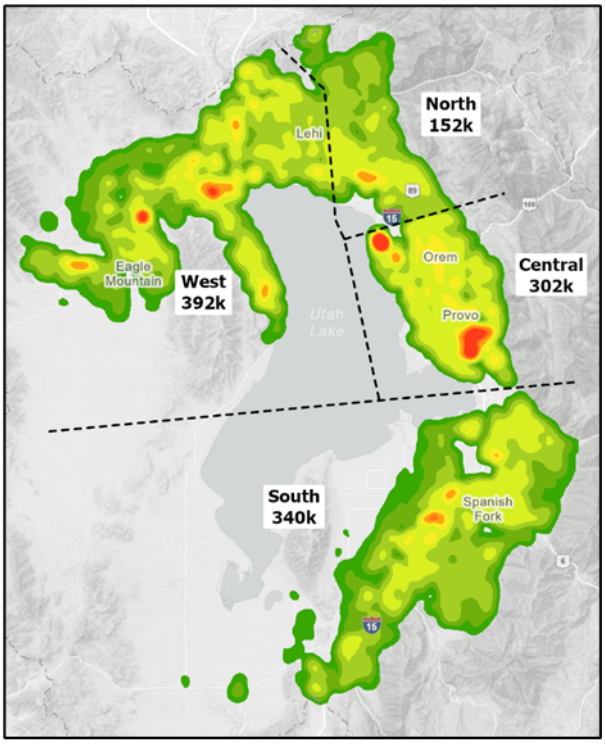


Figure A3: 2050 Population Density Heat Map

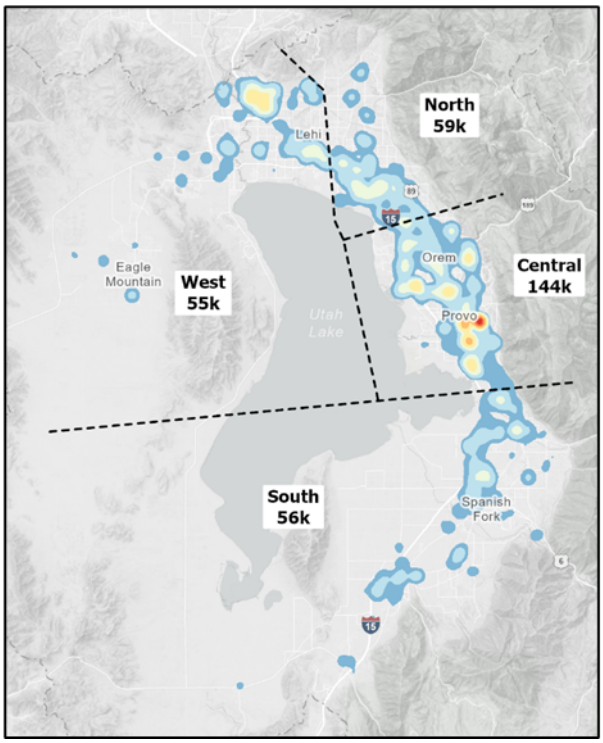


Figure A4: 2020 Job Density Heat Map

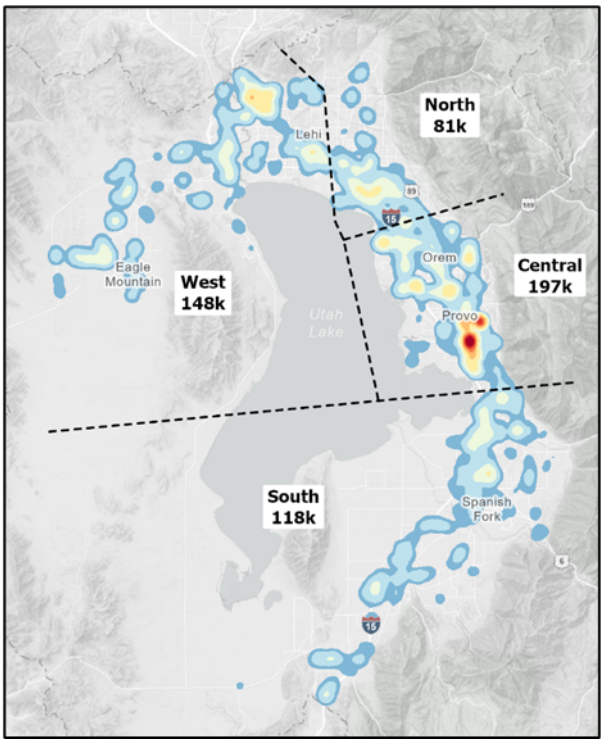


Figure A1: 2050 Job Density Heat Map

At the start of an entire travel demand model run, the model estimates household auto-ownership levels, then trip generation rates for land-use data to calculate trip ends at the Transportation Analysis Zone (TAZ) level. These trip ends are paired into origins and destinations in the distribution model. In the mode-split model, a mode of travel is selected for each trip. Vehicle trips are assigned to the highway network in the assignment model.

The travel time feedback loop in the model is accomplished before mode choice by converting person trips to vehicle trips based on observed data.

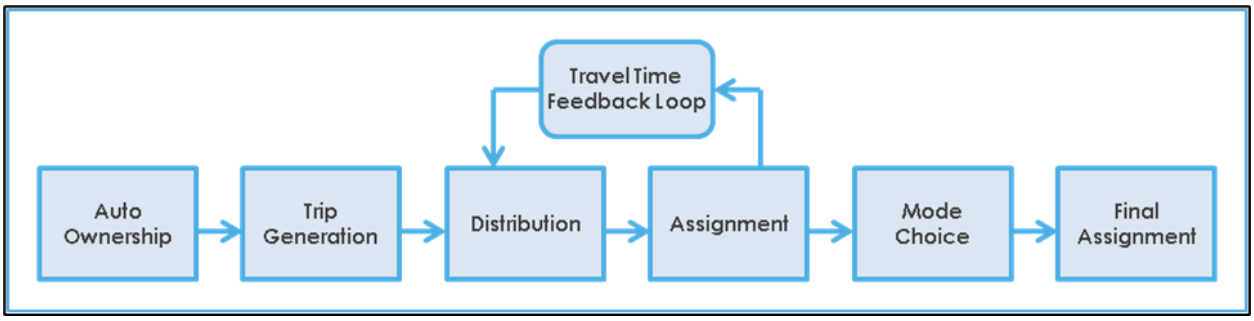


Figure A6: Modified 4-Step Travel Model Diagram

The model consists of several steps with each step programmed or scripted separately. These steps include, but are not limited to the following:

- **Auto Ownership**: Auto ownership is a function of the characteristics of a household and where it is located. Auto ownership and availability strongly predict trip-making and mode-choice behavior.
- **Trip Generation**: calculates the number of person trips generated within each TAZ. The trip generation model parameters are developed from a household travel survey collected in 2012. The number of trips to and from a place is a function of the amount and types of land-use activity within the zone.
- **Trip Distribution**: pairs the origins and destinations for each zone for each of the trip purposes. Trip generation estimates the number of trips to and from each TAZ. Trip distribution completes the trip by describing which trip origins are linked with which trip destinations. The result of this is a person-trip matrix for each trip type. Trip distribution links trip-ends of the same type based primarily on the spatial separation of different land uses and observed sensitivities to trip length. One output of trip distribution is the person-trip table for home-to-work that can be compared to the "Journey-to-Work" data provided by the Bureau of the Census.
- **Vehicle Assignment**: locates the "best" routes between each origin/destination pair and assigns vehicle trips to the highway network. Important outputs of this module include the number of vehicles on each roadway segment by time period. Several other pieces of data can be extracted, including operating speeds, travel times, Vehicle Miles Traveled (VMT), Vehicle Hours Traveled (VHT), and Volume over

Capacity (V/C) on roadway links. In addition, one can configure the vehicle assignment to save all the vehicle trips that use a single link in either direction (select link analysis) or all the vehicle trips that originate or are destined for a zone (select zone analysis).

- **Travel Time Feedback**: finds the best available travel path via each travel mode explicitly modeled. Several modes are explicitly modeled: auto, transit modes (local bus, bus rapid transit, light rail, commuter rail), and non-motorized modes. Skims are reasonable approximations of the travel time and cost between all pairs of TAZs, and skims are described for each travel mode. The path-finding algorithms are calibrated based on observed travel paths and observed relationships between volumes and congested speeds.
- **Mode Choice**: calculates which mode each person's trip is likely to take based on availability and mode-specific parameters (e.g., time, cost, transit frequency). Mode split provides a breakdown of person trips by mode for captive riders (people without automobiles) and the total population. The mode split model is developed based on observed data on mode preferences and what those preferences imply about sensitivities to mode attributes.
- **Final Assignment**: uses the trip table from mode split and assigns the person's trips using transit to the appropriate route. It also gives the final number of vehicles on each roadway segment by time period. This provides a means of graphically viewing roadway volumes and transit ridership and understanding the relative effectiveness of different segments of the road and transit networks.
- Model Output: is summarized automatically by the model, including regional statistics (e.g., VMT, VHT, transit shares, and trip lengths), corridor and segment performance statistics (e.g., delay, volume, and ridership), district and county-level trip flow, MOVES emissions model inputs (EPA air quality model), and calibration statistics.

MODEL CALIBRATION

The model is calibrated to reasonably represent 2019 as the "base year" travel conditions and patterns, a process in which model output is validated against real-world data. Trip rates, transit ridership, and roadway volumes are examples of model outputs validated. When the model results do not match the base-year values within an acceptable tolerance, parameters are adjusted until the model is acceptable. For future forecast years, the model output is checked to validate model results, allowing model sensitivities to be assessed. UDOT traffic count data is used to validate individual corridors further.

COMMUTER CHARACTERISTICS

Transportation problems occur because of high travel demands throughout the area. Most of the current job locations and expected future employment growth happen in the Provo / Orem area and along the north county I-15 corridor.

Although some future employment opportunities are expected to be distributed throughout the county, the Provo / Orem area will continue to be the hub of employment activity. The linear configuration of urban development parallel to the I-15 corridor place heavy demands on the freeway. Even with I-15 as big as it is, by 2030, congestion will be considerable.

The number of workers commuting from Utah County to Salt Lake County has always been more significant than the reverse commute. This trend is changing. In the 1990 Census, 10.6 percent of all Utah County workers were employed outside Utah County. According to the 2000 Census, that percentage raised to 14.6 percent, and in 2010 grew to 17.4 percent. The number of work trips from Salt Lake County south to Utah County has increased 36.1 percent since the 2000 Census, whereas work trips from Utah County going north to Salt Lake County grew by 59.8 percent. Though increasing numbers of commuters are traveling south to Utah County, northbound trips still far outweigh them. In 2010, there were 40,000 one-way commuter trips at the Point of the Mountain each workday.

The majority of these inter-county commutes exceed 40 miles per trip. They contribute to a large portion of the region's annual vehicle travel, are costly to travelers, and contribute to congestion and air quality issues. As Utah County's north end and Salt Lake County's south end continue to develop, these longer trips will slowly diminish. The highest demand for commuter facilities is for residents that live and work in Utah County.

Work Trips Mode Split: The 2021 Census American Community Survey data (5-year data) summarize the work trip mode split. The Covid-19 pandemic may have reduced these percentages from the typical. Work trips by automobile, either drive alone or carpool, account for most of all work trips at 80.3 percent. Walking/biking is 4.9 percent due to the high number of college students attending the valley's two universities. The Wasatch Front travel model considers three different auto modes of travel for future years; Drive alone, Carpool, and Transit, as shown on the Mode Split for 2050 chart below.

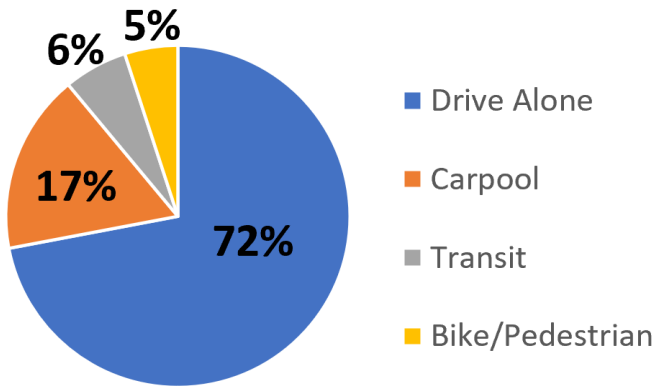


Figure A7: Modeled Mode Split for 2050

Level of Service (LOS): Over the years, the Transportation Research Board of the National Academy of Science has devised a qualitative method of describing the ease, comfort, and convenience that a driver of a vehicle experiences along a street or highway. This method of description is called Level-of-Service (LOS). The LOS D is a goal for the transportation plan, balancing convenience and cost. Elected officials adopted a Level-of-Service D as a policy for planning, which follows the UDOT Guidelines. The national standard is to plan for a LOS C.

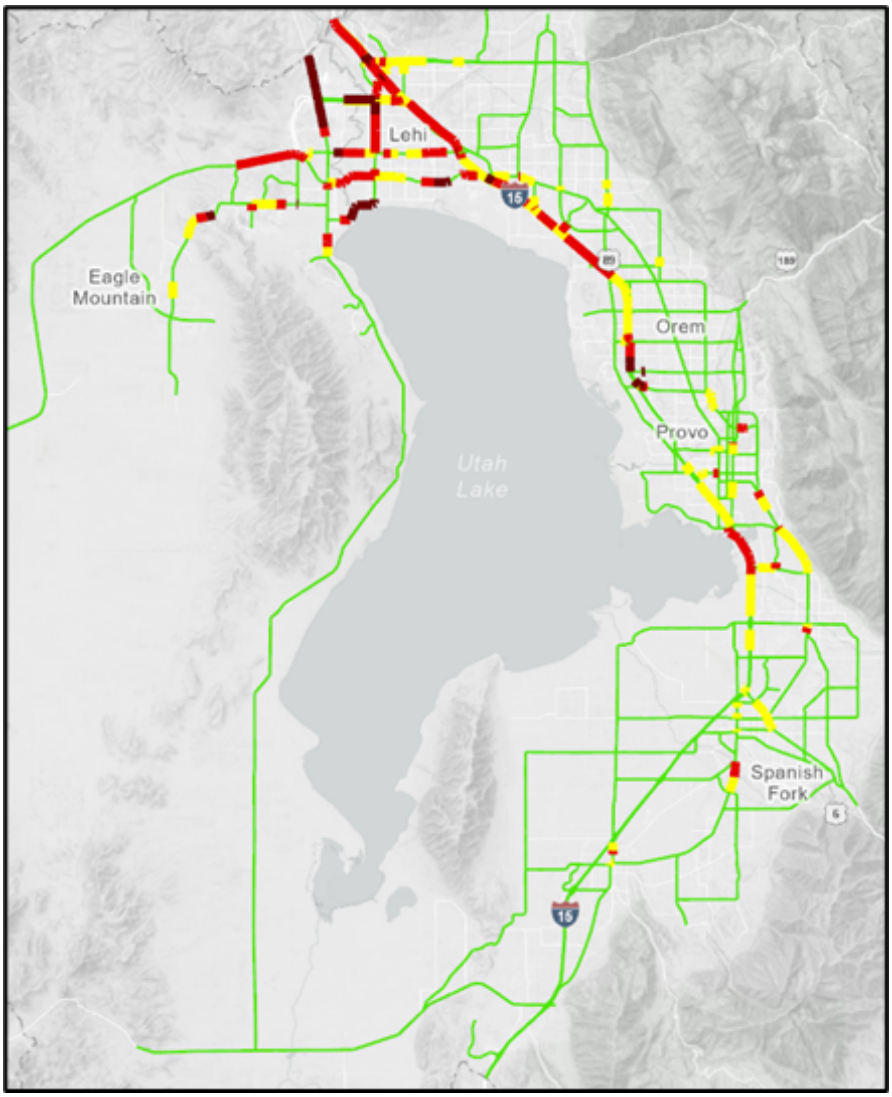


Figure A8: 2019 Congestion Map

Another indicator for improving the system is decreased travel times from key origins and destinations. Travel time was measured between Provo and Payson, Provo and Eagle Mountain, Lehi, Salt Lake City, and others. In the RTP fiscally constrained scenario, PM peak travel times from Provo to Eagle Mountain go from 60 minutes in 2019 to 1 hour 3 minutes. A trip from Provo to Payson increases from 26 to 49 minutes, and a trip from Salt Lake City to Lehi would be 1 hour 8 minutes versus 1 hour 39 minutes.

The current road and highway system is built from a history of multiple communities with a network of local roads with a few connecting state-owned routes. Then I-15 was constructed as a primary connection between these communities and others outside the region. I-15 remains the only freeway facility in the county. Built with the maximum number of general-purpose lanes from Orem northward, it is enough for today's traffic.

Regional roads classified or proposed as minor or principal arterials, expressways, and freeways are analyzed to identify needed highway projects for the plan. In developing these projects, three sources are reviewed. They include projects on the current transportation plan, city master transportation plans, and transportation studies. Projects from these sources are reviewed by MPO staff to create a draft highway network to be modeled. In running the model, the first 10-year phase of the plan, or Phase 1, is run using the socioeconomic data for 2032 (population, employment, households) compared with the base year model network plus currently funded Transportation Improvement Program (TIP) projects programmed to 2028. This run shows traffic congestion in 2032 if no additional improvements are made to the highway network. It also allows staff to visualize where needed highway projects should be planned. Projects are proposed, and the model is rerun for Phase 1, with the new projects added to gauge network performance. Phase 2 follows the same process for the following ten years and Phase 3 for the eight years after that.

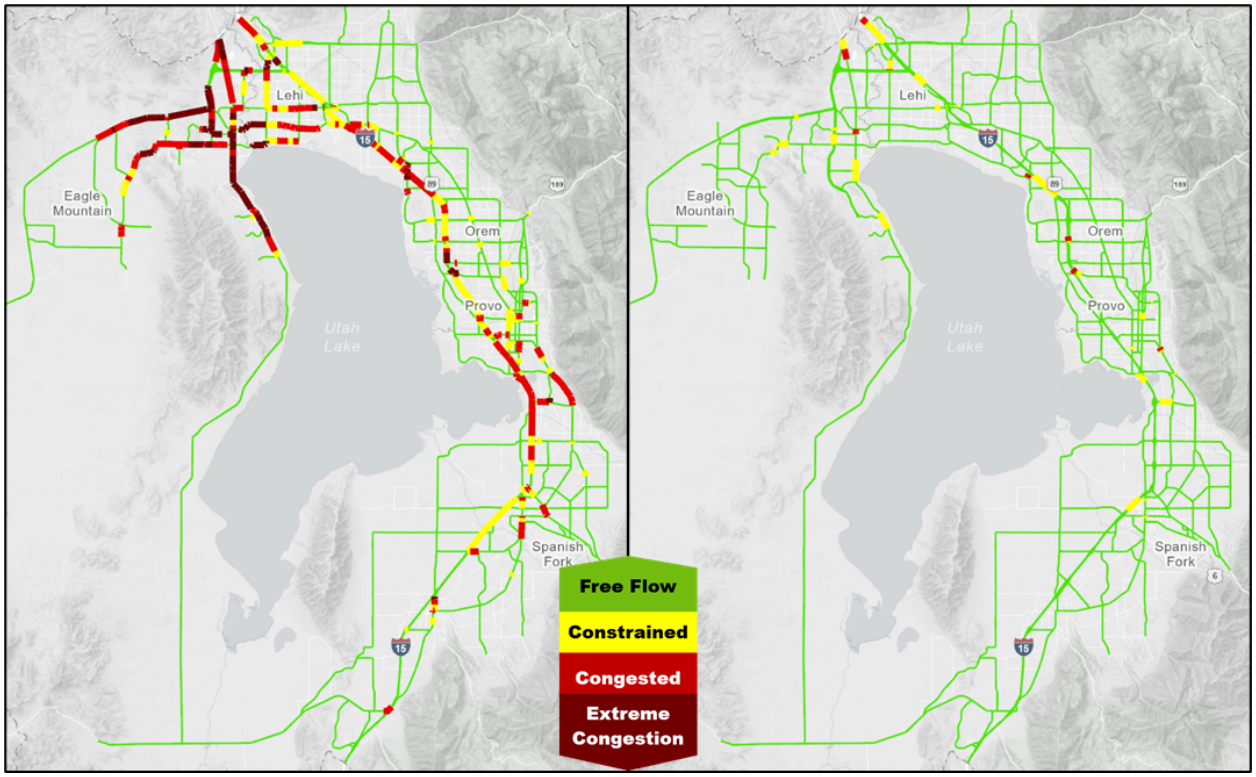


Figure A9: 2032 Congestion - No New Projects

Figure A10: 2032 Congestion with Projects

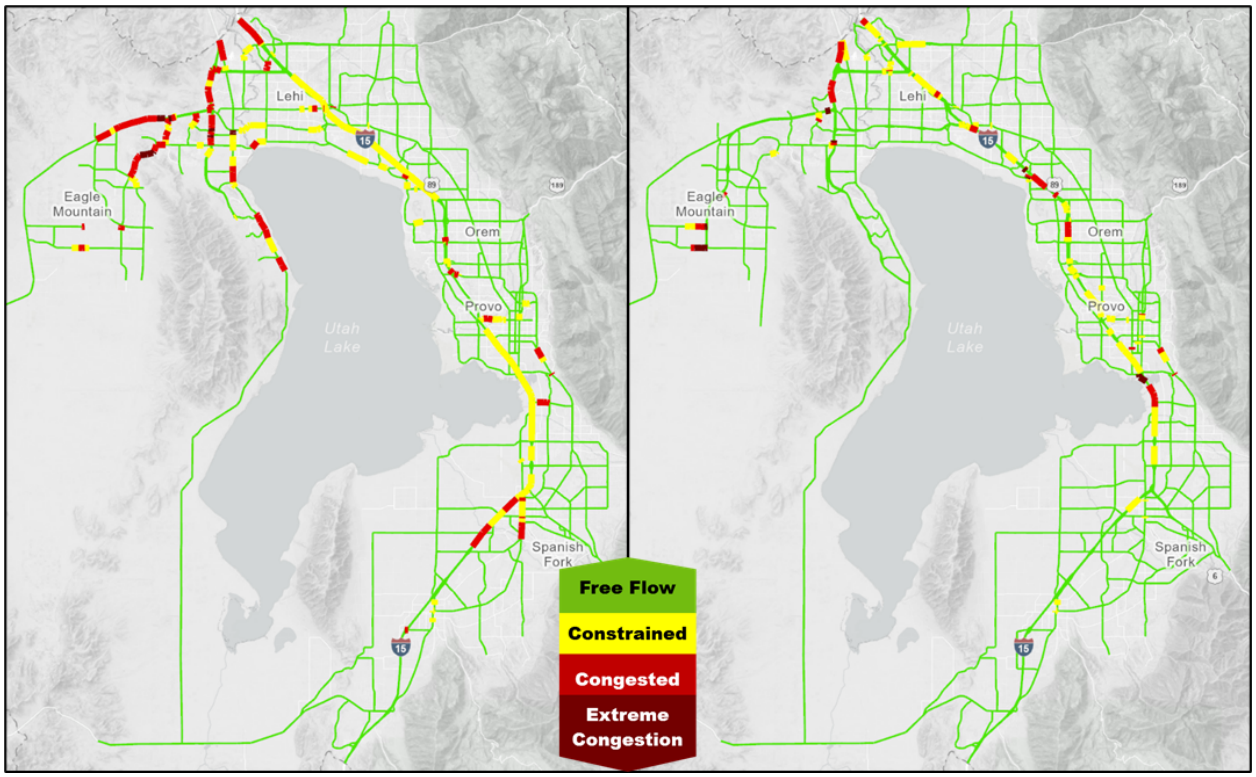


Figure A11: 2042 Congestion - No New Projects

Figure A12: 2042 Congestion with Projects

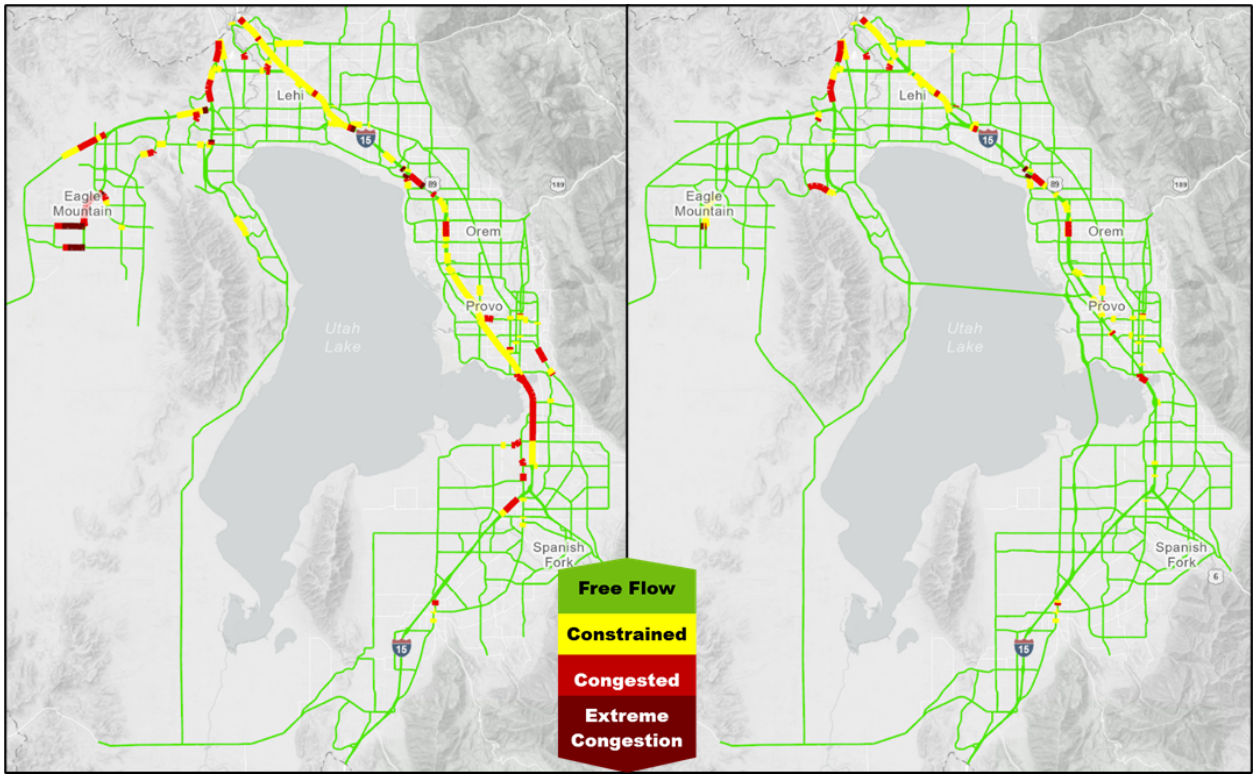


Figure A13: 2050 Congestion - No New Projects

Figure A14: 2050 Congestion with Projects

Once the plan's three phases are modeled and a draft listing of projects is created, MPO staff review the data and projects with each municipality, the county, and the Utah Department of Transportation, gaining input on needed changes. Numerous meetings were held to fine-tune the project list. One central theme in the update is the need for additional large highway facilities by 2042.

GRID NETWORK

In developing a plan for a balanced transportation system, attention was given to completing an ideal grid network (IGN) for the whole of the county. A grid helps reduce the adverse effects of chokepoints by distributing travel demand more widely. The most notable chokepoints in Utah County are the Point of the Mountain, the Lindon area, and the Springville area. East/west travel through Lehi and the Cedar Pass area of Eagle Mountain also act as chokepoints. These areas are or will be, the most congested areas in the county. Traffic growth in these areas is relatively high, with the Point of the Mountain gaining the most trips, from 217k trips per day today to 512k trips in 2050, a 236% increase.

However, the Springville chokepoint is also close to doubling from 165k trips today to 321k trips in 2050. An exercise was performed to look at real-life opportunities for a grid network, utilizing new and existing road corridors and connecting existing corridors to complete the grid regionally. In an ideal grid system, minor arterials should be spaced every mile, and collectors spaced every half mile.

Transit also benefits from having a grid network by allowing more direct paths for accessing transit, the first and last mile, and the transit line itself.

Local bus routes, bus rapid transit lines, and commuter rail lines are integrated with the transportation system at intermodal hubs, mainly around rail stations. Park and ride facilities were designed to match the transit modes accessing them. Where transit and highway projects cross the county line, coordination is made with Wasatch Front Regional Council, ensuring they are consistent with other regional transportation needs.

A Need for Larger Facilities: An exercise was done illustrating the current day major highway system in Salt Lake County and comparing it to the ITE Ideal Highway Spacing guidelines allowing decision-makers to view current conditions in the neighboring Salt Lake Valley. The conclusion was that other than the southwest area of Salt Lake County, the highway network was close to optional.

The same freeway grid was then overlaid in Utah County. With a population projected at 1.2 million by 2050, matching current-day Salt Lake County, Utah County needs this grid system of freeways in addition to the arterial grid roads.

With the need to expand major highway facilities, MPO staff approached this with two goals: congestion relief in the chokepoint areas of Lehi, Lindon, Cedar Pass, and Springville and corridor preservation in Cedar Valley and southern Utah Valley. These corridors were modeled and show the need by 2050: the west side corridor through Cedar Pass connecting the Mountain View Freeway in Saratoga Springs to Cedar Valley, a bridge over Utah Lake from Provo/Orem to Saratoga Springs, a parallel freeway/expressway to I-15 in Payson crossing Provo Bay into Orem, widening I-15 (frontage road system, a collector-distributor system, or more extensive express lane system). All these corridors will require future studies to fine-tune and make realistic proposals.

Below are maps comparing the 2050 congestion of the needs-based network to the 2050 congestion of the fiscally constrained network.

Of the many corridors mentioned above modeled, the greatest need is for a north/south project. To satisfy the needs of fiscal constraint, air quality conformity, and work done for future environmental studies, a select combination of the north/south scenarios for I-15 is officially coded in the model. The project representing this north/south corridor in this regional transportation plan is open to study further to produce the most appropriate alternative. Until such a study happens, the fiscally constrained 2050 model network has been coded:

- Managed motorways from the Salt Lake County line to US-6
- A frontage road system from Salt Lake County to Timpanogos HWY
- An additional general-purpose lane from Orem University Parkway to US-6 totaling 5 general purpose lanes and 1 express lane per direction
- A climbing lane southbound from Payson 800 S to Santaquin Center ST

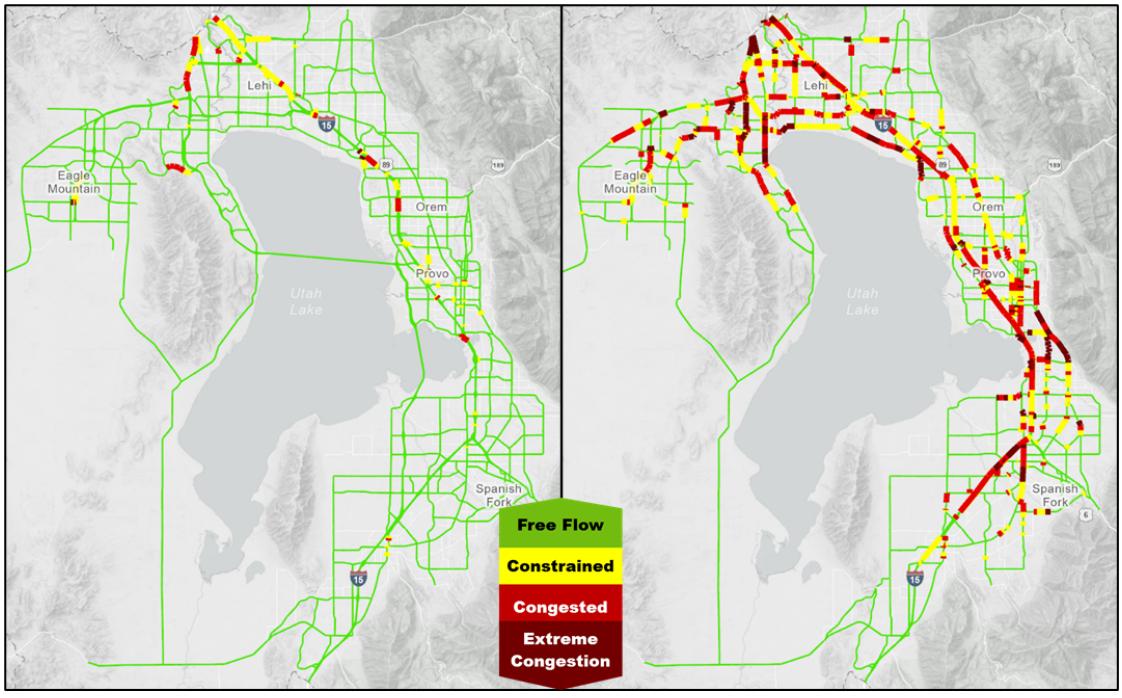


Figure A15: 2050 Congestion – Needs Based *Figure A16: 2050 Congestion – Fiscally Constrained*

TRANSIT SYSTEM NETWORK TRANSPLAN50 PROJECT DEVELOPMENT

UTA operates 17 bus routes in the Utah County Area. The routes serve densely populated areas and the county's rural, less dense areas. The bus frequency also ranges from every 6 minutes on the UVX line, 15 minutes on the 850 route that serves State Street, to the 805 in Eagle Mountain and Saratoga Springs and the 806 in Spanish Fork and Payson, which are active only during morning and evening peak times. Most of the routes have a 30-minute frequency.

Most of the bus lines connect to the FrontRunner commuter rail line, and the arrival times of the train are critical to the functioning and timing of the rest of the system. The system intends to create convenient transit connections that will facilitate easy transfers. Long-distance commuter trips to Salt Lake County, Salt Lake City, and places northward are made using the FrontRunner line.

The new UVX line operates between the two most southern FrontRunner stations that service the county's core in the Provo and Orem area. UVX serves as a collector and distributor of riders from FrontRunner. It connects the most riders to the highest trip generators in the county, namely BYU, UVU, downtown Provo, University Place, and Provo Towne Centre Mall.

Transit capital projects are selected by assessing which areas or markets are viable and most productive for investments in transit, coupled with analyzing which transit technology is most appropriate in the environment in which it is expected to perform. The measure of appropriateness is found in the study process and incorporates public input. Population and employment densities are the most critical factors in determining transit needs. Higher development densities concentrate more trips into a smaller area. The concentration of trips traveling to or from the same point makes transit operations viable. If, in the study process, it is determined that adequate transit market potential exists in a particular area or corridor, then a matrix of transit options is explored. If regionally significant, those options are modeled using the regional travel demand model to predict their effectiveness.

Plans or selections are determined with the following goals:

- Ridership: Increase ridership at a rate greater than population growth.
- Quality: Provide transit service that is fast, frequent, and reliable by incorporating modern technologies, infrastructure improvements, and passenger amenities to enhance transit system operations and rider comfort.
- Productivity: Increase transit ridership per unit of service by evaluating and modifying service areas with greater potential and minimize service with lesser potential for ridership

- Efficiency: Reduce the cost per passenger by maximizing ridership and minimizing operating costs.
- Access: Maximize access to the transit system according to the intensity of development through appropriate local, express, and regional services complemented by park and ride lots, transit centers, and intermodal facilities.

Using the goals listed above and input received from the local leaders in either the Small Area Meetings or other coordination efforts, multiple transit lines and modes were modeled and evaluated for feasibility as a project to be in TransPlan50. These transit lines and modes become a project by either modeling well with the latest data and models and/or modeled well in past plans. Modeling well is defined as those transit lines that overlay the corridors where ridership demand can justify a particular transit mode. Ridership demand is the daily sum of the riders of all transit lines sharing a segment of roadway or rail corridor. High demand is equal to or greater than 5,500 riders, medium high demand is 2,000 to 5,499 riders, medium demand is 1,000 to 1,999 riders, medium low demand is 500 to 999 riders, and low demand is less than 500 riders. As the transit lines get farther from the urban core and closer to the edge of development, some lower than typical ridership is acceptable.

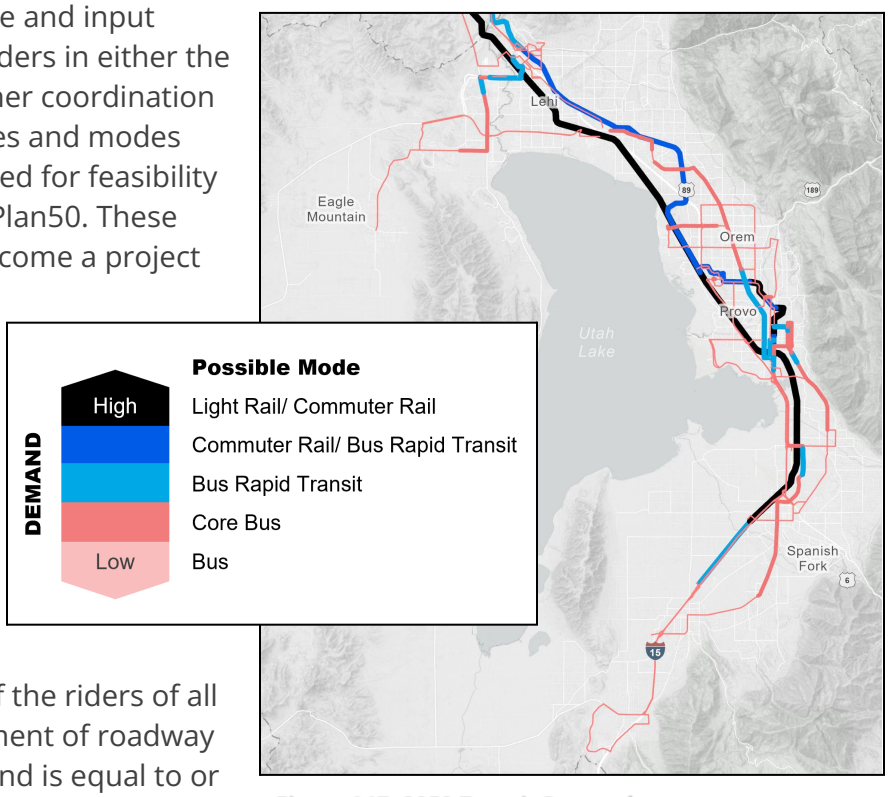


Figure A17: 2050 Transit Demand

EXPANDING TRANSIT MARKET

Utah County population and employment, while concentrated in Orem and Provo, is experiencing significant growth in the north part of the county. It is expected that as population and employment grow, more areas of the county will have densities to support internal, circulating transit routes. Potential increases in local transit could come in the form of new east/west routes that would connect to commuter rail and light rail stations and bus rapid transit alignments, tighter grid patterns with more frequency in Provo and Orem, additional north county routes, a more frequent south county route, more frequent

service along State Street and on local circulating routes, and more frequent service on the Utah Valley/TRAX Express bus.

Expanded Bus Service: TransPlan50 assumes some increases in the level of bus service that would be provided through increased frequencies or headways on existing routes and new additional routes to serve growing areas. This increase in service will facilitate an increased number of transit trips and help reduce vehicle miles traveled and lower pollution emissions. As improved mode choices are developed, it is hoped that many will choose to ride the bus to and from school and jobs, reducing congestion and air quality concerns. Additional park-and-ride facilities and FrontRunner and light rail stations, along with the addition of carpool lanes on I-15, will have a significant impact on travel times and would make the service more appealing to new riders.

Cedar Valley Core Bus Line: The Cedar Valley Core Bus Line is designed to provide efficient access from Eagle Mountain, Saratoga Springs, and western Lehi residents to Commuter Rail. It would connect Eagle Mountain town center through Saratoga Springs to the FrontRunner station at Lehi. This route has medium-low ridership demand.

State Street Bus Rapid Transit Line: The State Street Bus Rapid Transit Line uses the State Street corridor connecting the Lehi Commuter Rail Station through Pleasant Grove, proceeding along State St and Provo 500 West ending at the Provo Intermodal Center, again linking to Commuter Rail. This route has medium ridership demand.

Maple Core Bus Line: Central south county areas will connect to Provo via the Maple Core Bus Line. This line will create high-frequency direct access between Spanish Fork and Provo, also serving Springville. This route has medium-low ridership demand.

Nebo Core Bus Line: The south county will be served by the Nebo Core Bus Line. The line would initiate either at the Provo Intermodal Center or the south end of the Provo-Orem BRT Line and connect south using the State Street corridor to run through Springville and Spanish Fork, eventually joining at the Spanish Fork proposed future FrontRunner station. After connecting at the future FrontRunner station in Spanish Fork, this line will traverse Salem and into Payson, ending at the future Payson FrontRunner Station. It will act as a collector and distributor for FrontRunner riders. This route has medium-low ridership demand.

New FrontRunner Stations: In the future, a FrontRunner train station needs to be built in Springville, Spanish Fork, and Payson. The proposed plan also includes pedestrian enhancements through adjoining neighborhoods, bicycle facilities, mixed land use, and transit-oriented development. The locations are anticipated to serve passengers on express buses to and from Salt Lake City, possibly connect to the new UVX line through Provo and Orem, and commuters riding the train to Salt Lake City and Ogden. This route has high ridership demand.

FrontRunner Commuter Rail Upgrades and Positive Train Control: FrontRunner has seen steady gains in ridership, with an average weekday ridership before the Covid-19 Pandemic of around 20,000. Since the pandemic, ridership has returned to 60% of pre-pandemic numbers. To be more efficient with the operations of Commuter Rail ss the ridership continues to increase to pre-pandemic numbers and beyond, UTA would like to add enhancements in the first phase of this plan. Trains operating during the peak morning and evening commutes frequently operate near capacity. FrontRunner service operates on a largely single-track system with double tracking in select locations. This track system limits the frequency of train service and forces the system to operate at lower than the system's optimum speeds. Reliability is also reduced when trains are delayed due to large passenger loads, equipment malfunctions, or other incidents. Adding and modifying FrontRunner's train control system to comply with federal Positive Train Control (PTC) requirements will create a further challenge in maintaining reliability. Improvements to the FrontRunner system capacity, reliability, and speeds could be made through additional double tracking, adding additional passenger cars to the trains, and electrifying the system.

Currently, the FrontRunner line is single-tracked, limiting how many trains may operate on the line at any given time. UTA has plans to add double tracking along the corridor enough to allow for increased frequency. UTA would also like to add an efficient technology enhancement called positive train control to help them identify where the train is on the line at any given time.

During phase 1 of the plan, FrontRunner Commuter Rail would expand further south from the Provo Station to add Springville, Spanish Fork, and Payson stations.

Expanded Transit Maintenance Facility: The expansion in bus service and potential rail operation will require the addition of approximately 60-75 vehicles to the existing fleet and would also necessitate the expansion of the UTA maintenance facility on Geneva Road in Orem or the addition of a new facility in the south part of the county. The facility would need additional bus stalls for parking, more maintenance and fuel bays, and more space in the building for operators and staff. UTA owns land at the existing Geneva Road location that is available to accommodate these additions.

Paratransit Service: Paratransit is a service offered to persons with disabilities in the Utah Valley area to comply with the Complementary Paratransit Service provision of the Americans with Disabilities Act (ADA). The United Way of Utah County provides the service through a contract relationship and, under the direction of UTA, is primarily responsible for mobility compliance with the ADA for the Wasatch Front. Paratransit offers transportation to persons who are prevented from using the fixed UTA routes available to the general public. Persons who are mentally, physically, or temporarily disabled may be eligible for the service. Eligible riders may ride to and from any location within one-quarter mile of a fixed UTA bus route in the Utah Valley UTA service area. An application for determining who may be eligible can be obtained from the United Way Transportation Services of Utah County.

Once a person has applied and been approved to ride the Paratransit system, they can schedule trips by calling United Way or UTA Customer Service.

The future of paratransit service in Utah Valley involves changes to keep up with the increasing demand. The future Paratransit system will need to implement the following:

> Replacement of older vehicles in the paratransit service fleet will help keep the system efficient. The new engine technology and the implementation of advanced scheduling software should allow the service to comply with ADA needs and requirements while improving efficiencies. All UTA regular service buses are wheelchair-lift equipped.
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> Scheduling will need to be upgraded with software solutions integrated with GPS technology that will help keep up with future demand by improving operational efficiency. All schedules are done by hand and then entered into a computer. This is a time-consuming process, and it doesn't generate efficient mapping for the driver. As demand for scheduling grows, this process will need to be changed. By purchasing computer-scheduling software with real-time, GPS location enabled, and GIS maps-based software, the efficiency could increase dramatically, and the process would be simplified.
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> Smaller, wheelchair-lift-equipped vans for paratransit service can be used when demand is low or on trips far away from the central service area. Smaller vans have a shorter life expectancy than larger vans, but lower costs should make the smaller vans more viable.

In partnership with UTA and United Way, the MPO initiated a new service in 2017 called Utah Valley Rides. Initially, a volunteer-driven service with two vans that serve the Provo and Orem area with hopes of expansion as drivers, money, and vehicles become available. This system supports efforts to more fully coordinate the specialized transportation needs of seniors, disabled individuals, and eligible low-income populations. Further efforts include the maintenance of a Coordinated Mobility Plan as part of the Statewide Coordinated Plan prepared in partnership with UTA and other local partners to meet the requirements under SAFETEA-LU to access FTA Section 5310, JARC, and New Freedom funds. Additionally, the MPO, in partnership with UTA, will continue to competitively select projects and facilitate the inclusion of those chosen projects for funding to be listed in the Transportation Improvement Plan and Statewide Transportation Improvement Plan.

A recent emphasis has been put on local areas to learn to coordinate the method in which they provide transportation to individuals who need special assistance from Human Service Providers. Currently, each provider has methods of transporting their clients as required.

However, they are done without coordination and often are duplicative or inefficient. Therefore, The Federal government has initiated coordinating and sharing services, hopefully decreasing the resources required to provide that service. UTA and MAG are working with state legislators to fund a one-call system where all the various providers can pool resources. All the respective clients can call this one number. They could select the most efficient ride, and credits would be given to all participating agencies to ensure fairness in the distribution of costs and services.

Utah County has formed its own Regional Coordinating Council, progressing toward a goal of trying to integrate a coordinated approach to providing service. The goal is to create a partnership with providers to share services. This partnership will eliminate duplication of services and create efficiencies that will enable more services.