

Coordinated Mobility/Call-in Center Proposal

Recap:

- Primary Funding Source is the FTA 5310 Grant Program for Human Service Transportation
- UTA became direct recipient in 2013
- **30+** non-profit/government agencies awarded over 9 years
- **\$12,026,639** of funding awarded into the community
- Local Coordinating Councils meet 5 times a year for coordination of services



Coordinated Mobility Call-in Center Proposal

Where we came from:

- SB174 from GS2017
- One call/one click
- UtahRideLink website – trip planner
- Eligibility criteria was a barrier
- United Way 211 referred to potential services
- No accessible (ADA) crisis trips



Coordinated Mobility Call-in Center Proposal

Where we are now:

- Working with government/non-profit agencies
- Three area Local Coordinated Councils meet five times annually
- Human Service Specialized Transportation Plans
- Comprehensive Specialized Transportation Plan
- Councils help award funds out to the community
- Successful voucher and volunteer driver programs



Coordinated Mobility Call-in Center Proposal

Where we are going:

- Rebranding UtahRideLink
 - Referral service and crisis trips
- Paratransit schedulers
- Separate call-in number
- Referral service - target date is October 1, 2023
- Hours of service - 700A - 500P; Mon – Sat
- Crisis trips – target date is March 1, 2024



Coordinated Mobility Call-in Center Proposal

Where we are going (continued):

- One year pilot to gather data
- Measure call volume/rides
- We will provide accessible vehicles using contracted service
- Service promotion and communication
- Currently grant funded

