

Salt Lake City North Temple Mobility Hub Study
COMMUNITY ENGAGEMENT SUMMARY – Spring 2022

Using recommendations from the [Salt Lake City Transit Master Plan](#), SLC Transportation Division and UTA have partnered to expand high-quality bus service via the City’s Frequent Transit Network. The service expansion includes particular focus and attention to improving east-west connections across the City, which are historically and currently difficult due to physical and mental barriers. A mobility hub facility is needed on the City’s Westside to support the increased bus service, including passenger transfers, as well as end-of-line services for bus operators (such as restrooms, break area, snack and drink options).

Given the redeveloping nature of the North Temple corridor and the urban form that is desired and indicated through the City’s TSA zoning, the City desires that the North Temple Hub moves beyond a model of a surface parking lot for buses, toward a goal of improved incorporation into future development in the area to benefit transit users, property and business owners, and the larger community in nearby neighborhoods. To gather community members’ histories, experiences, and input on any future construction, the North Temple Hub team created an equitable community engagement plan to hear from people who live and work nearby and who might be less likely to engage in a standard City government planning process.

The feedback we received represents the perspectives of different members of the public and community stakeholders. They are not indicative of what might be the views of a broader population (or Salt Lake City as a whole), nor have they been fact-checked. The purpose of the North Temple Hub engagement that has been conducted, and summarized here, is to share comments and perceptions from the community members who have engaged and participated on this project.

Community Engagement Activities for North Temple Mobility Hub:

| Engagement Activity | Date(s) | Participants | Notes |
|----------------------------|-----------------------------|--|---|
| Online Survey #1* | July-Sept 2021 | 250 responses in English 1 response in Spanish | |
| Online Survey #2* | Dec 2021-Feb 2022 | 189 responses in English 0 responses in Spanish | |
| In-person Focus Group #1 | November 30, 2021 | NT area Business Owners/Workers | 10 participants; Held at Mestizo Coffee house on Westside |
| In-person Focus Group #2 | December 14, 2021 at 5:30pm | Westside Residents | 25-30 participants; Held at Backman Elementary School |

| | | | |
|--|--------------------------------|---|---|
| In-person Focus Group #3 | December 14, 2021 at 7:00pm | Westside Residents | 15-20 participants; Held at Backman Elementary School |
| Facebook Live Q&A Event | October 23, 2021 | Online | Westside SLC Transit |
| Community Advisory Committee Meetings | Ongoing | Local community leaders and advocates | 3 completed to date |
| Technical Advisory Committee Meetings | Ongoing | SLC staff/leadership UTA staff/leadership Giv, RMP, State Fairpark | 3 completed to date |

*Online surveys were promoted to residents living near the North Temple corridor, and were available Citywide.



Feedback from in-person focus groups

After informing participants about mobility hubs and the purpose of the North Temple Hub study, participants played a mobility hub “game” using a blank board and “game pieces” to create their own Hub showing features and elements of a hub that were

important to them. We then held a discussion among participants to understand their views and priorities.

Key Themes

General Feedback:

- Overriding themes can be summarized as Connection, Access, Opportunity
- Ranked guiding principles for the North Temple Hub:
 - 1st Equitable
 - 2nd Healthy & Safe
 - 3rd Climate Resilient
 - Climate/environmental sustainability is key, whether that means electric bus charging, solar power, trees, connection to the Jordan River, etc...
 - "Welcoming & Easy" ranked 4th overall and ranked 2nd highest among non-white survey respondents
 - Current experiences on and near North Temple feel unsafe, dirty, and scary.
 - People desire their experience to be clean, safe, and inviting.
- Strong consensus that North Temple Hub needs to provide more to community than just a simple surface parking lot for bus storage (i.e., Salt Lake City/UTA should avoid creating another facility like the current SLC Intermodal Hub that does not include any real amenities for passengers beyond transit transfers).
 - One person commented "We don't want this space to be only/all about the buses, we want it to be about people."
 - Another comment: "we want a communication hub where you happen to catch the bus"
 - In addition to buses/transportation access, a Hub needs safe, well-used, and activated community gathering space.
- Consensus that activity and active uses such as green space/playground, dining, shopping, and entertainment are needed to help support all the new housing along and near North Temple.

Community Gathering Space Feedback:

- Current lack of safe community gathering spaces in this area, especially for kids and families – contributes to perception as an area dominated by drugs, crime, homelessness, etc...
- Strong desire for North Temple Hub to be destination for neighborhood, a place where many people (both local residents and visitors) would want to visit (a "third place", and adding "eyes on the street").
- Community space ideas that residents brought up:
 - Library or office/co-working space (a place with free public Wi-Fi and electronic device charging for phones/laptops).
 - A place to work or do homework where you don't have to buy or consume anything. But where you could (nearby) if you wanted to.
 - Affordable grocery store/food market (perception of area as a food desert)

- At the same time, people mentioned that they don't want the space to compete with the Fairpark Farmer's (International) Market.
 - Retail/shopping (clothing store, bookstore, etc)
 - Food: restaurant/coffee shop/food truck/takeaway prepared food etc...
 - People want healthy food options, NOT more fast food like McDonald's or Burger King.
 - Playground/greenspace: trees/park/connection to Jordan River, etc
 - Public space: public art, public restrooms, seating, shade structures etc...
- Strong focus on need for family-oriented/youth-focused community amenities to support young people:
 - It was mentioned that kids need after-school activities/safe places to spend time together.
 - Another suggestion was for career development/mentoring and other resources for youth.
- Recurring suggestion to support small popup/rotating uses and/or businesses (like food trucks) at/near North Temple Hub:
 - Showcase Westside culture and heritage while also providing business opportunities for multiple people and community entrepreneurs.
 - Rotate options so not limited to one type of retail/use, and less risk if it's not a good fit for location.
- YouthWorks participants (high school-aged teenagers) suggested:
 - Place to gather and socialize with friends, do homework
 - Need place to get into water on the Westside. Comment about climate change, hotter and hotter every year, want recreation around water, such as water slides, sprinklers, lazy river, outdoor water park.

Differing Views about Some Issues:

- Housing
 - Many people supported new housing being built in conjunction with Hub project, especially (or primarily) affordable housing.
 - A few people were opposed to any new housing development, feel North Temple corridor area has been "bombarded with new luxury condos and apartments"
 - Regardless of what happens with Hub project, there is a desire for supporting different types of uses on the corridor with all the housing/growth that's happening.
- Types of Businesses/Uses that are desired
 - Youth mentioned they want a mini-Target (or similar stores to go shopping)
 - Other people mentioned they want small/local businesses only
 - One suggestion to prioritize or discount leasing rates to businesses owned by Westside residents
 - Some interested in outdoor and affordable music/performance space, especially to help showcase Westside youth musicians and performers.

- EVs & Climate Change
 - One person commented that privately-owned EV charging should not be the priority because “that’s for rich people” and not needed since “we’re talking about poor people here” (indicating class perceptions of EVs and the area).
 - A different person commented that “I don’t want people driving their cars on the east side and we get bus passes. I don’t want to eventually give my grandson a bus pass, I want to give him an electric car” (also indicating class perceptions about EVs and public transit).
 - A third person said “sustainability is so important to focus on because of generational value. Need solar-powered [renewable energy] options”

- Distrust of intentions and concerns about gentrification and displacement
 - Identified a pattern of unkept promises, perceived lack of transparency, and treating the Westside as a place for locating what’s “undesirable”.
 - Statements included:
 - “I don’t believe we’re improving the community unless the community stays. Otherwise, we’re just changing it.”
 - “Rose Park area is next for getting displaced. Need low-rent studio or restaurant space to help local community and businesses.”
 - “We live here because we want to, but all the development coming in is just apartments and gives nothing to the people who live here.”
 - Gentrification is happening: it’s people we don’t know and who don’t know us.”