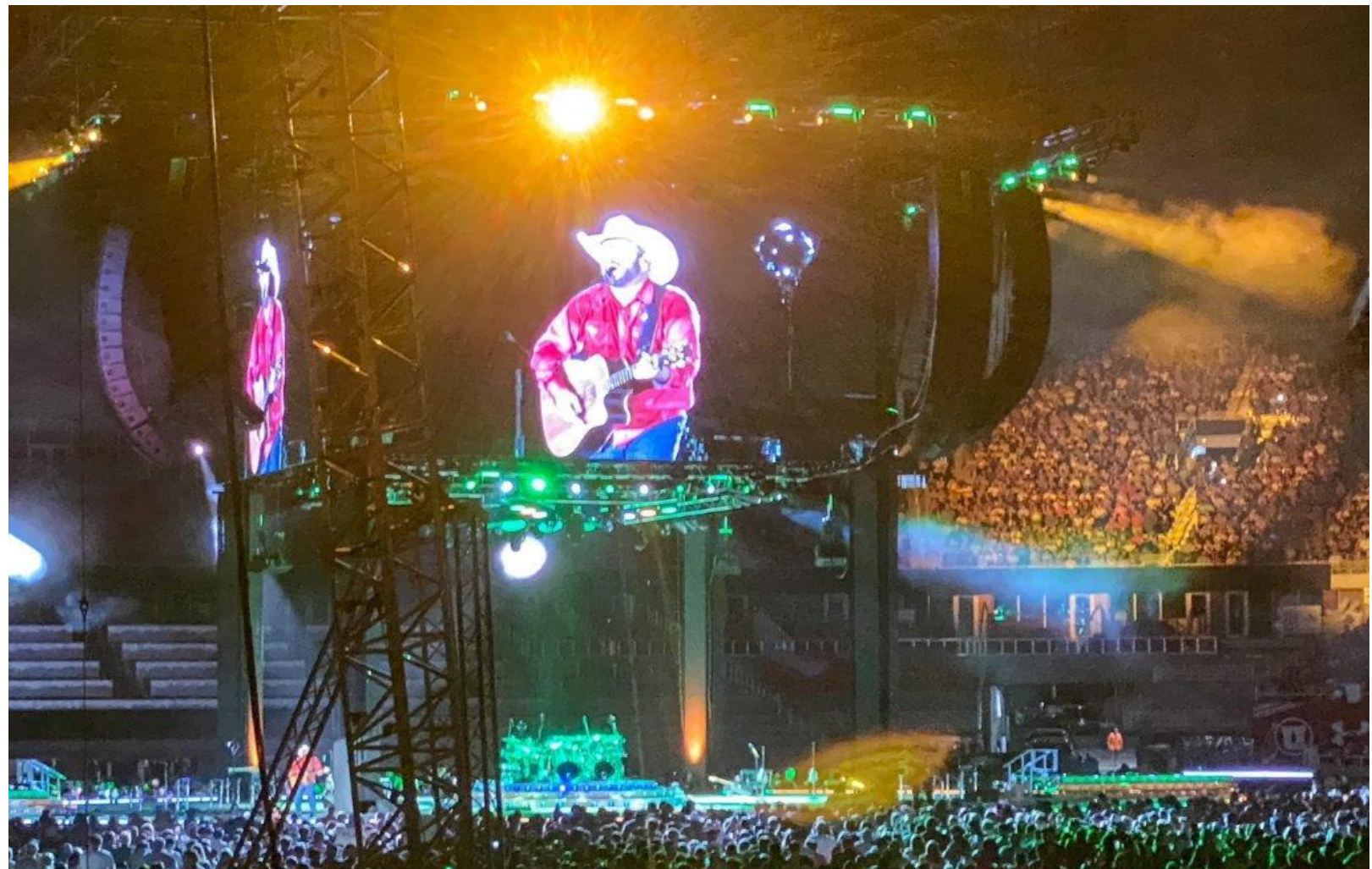


Agency Report

- Garth Brook Concert Service Update



**Garth Brooks
July 17, 2021
After Concert
Debrief**



Ridership

- **Average Ute football game ridership (2014 – 2019) – 6,999**
- **Record Ridership (Utes vs Cal 2015) – 8,959**
- **Garth Brooks Concert Ridership – 30,059**
 - TRAX – 26,788
 - Bus – 3,125
 - FrontRunner – 146
- **Ridership exceeded expectations**
 - 393% higher than average Ute's game
 - 236% higher than previous record



Resources

- **Pre-concert trains: normal revenue service plus 10 event trains**
- **Pre-concert buses: 8**

- **Post concert trains: 19**
- **Post concert buses: 20 (all bus garages assisted)**
- **Post concert FrontRunner trains: 2 (1 NB/1 SB)**



Pre-Concert Events

- Concert originally scheduled to begin at 7:00 p.m.
- Garth Brooks scheduled to take the stage at 8:00 p.m.
- End time scheduled for 11:00 p.m. with expectations for the concert to run until 11:30 p.m.
 - Regular service trains planned to support passenger loads during pre-event service
 - TRAX event trains scheduled to begin at 6 p.m.
 - Bus support planned and coordinated for the new start times with Central and Meadowbrook
- Concert service planned using established Ute's Football game processes
 - Utes game capacity usually around 40,000 spectators
 - Stadium capacity expanded last year to 45,000 seats
 - Concert capacity set at 52,000
 - Sold out within minutes



Pre-Concert Events

- Platform personnel at stations by 5 p.m.
- Football games - platforms usually reach maximum capacity starting at Courthouse Station
- Concert – Central Pointe, Ballpark, 900 South, Courthouse, Library, Trolley and 900 East Stations completely loaded with passengers by 5 p.m.
- Event trains were not scheduled to reach Courthouse Station until 6 p.m.

- **At 6:14 p.m. fire reported near Murray Central Station**
 - Rails closed due to proximity of fire
 - Seven event trains blocked from servicing concert
 - Only three event trains north of fire



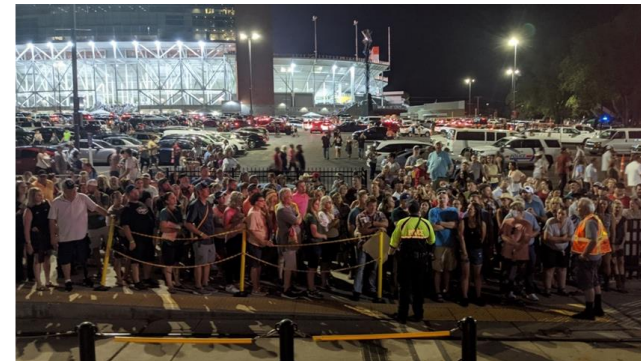
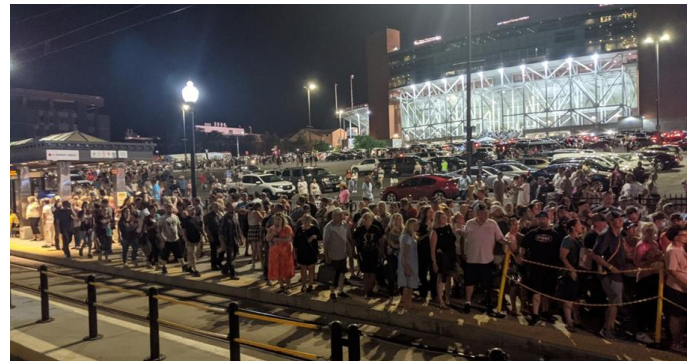
Pre-Concert Events

- Three extra four-car trains were sent from JRSC & placed in service to support loads
- Rails near Murray Central Station closed for 1 hour and 12 minutes
- Tracks were inspected and re-opened at 7:26 p.m.
- TRAX began moving passengers quickly, but loads were at maximum capacity by Courthouse Station
- Fire delay impacted 5,000 to 7000 passengers between Courthouse and Stadium Stations
- All passengers arrived at the concert before Garth Brooks took the stage
- Concert began at 9 p.m.



Post-Concert Events

- 10:15 p.m. TRAX advised concert had begun final set and Stadium Station platform was at capacity
- Post event trains had just begun departing from JRRSC
- Buses arrived at Stadium Station at approximately 10:30 p.m.
- Passengers were boarded on buses and transported to Courthouse Station
- Revenue trains departing from Medical Center Station supported some passengers
- Event trains began arriving at Stadium Station at 10:50 p.m.
- As northbound event trains arrived at Stadium Station they were immediately filled to capacity
- As trains arrived on the southbound platform there was no room to board additional passengers
- All platforms were cleared by 1:30 a.m.
- Ogden and Timpanogos buses departed Salt Lake Central at 1:45 a.m.



Lessons Learned

- New riders required assistance at platforms
- Revise event service plan based on seating capacity
- Better coordinate with U of U for event service
 - Understand potential restrictions to project loads (tailgate party)
 - Drop off locations for buses
- TVM signage regarding ticket as fare
- Explore expanding traffic/pedestrian control to keep buses moving through congestion
- Enhance pre-planning meeting with all key personnel, more volunteers
- Immediately stage post event trains
- Activate EOC



Questions?

