

# 2021 Mid-Year Update Executive Teams Initiatives



# 2021 Mid-Year Update:

24 Total Agency Initiatives:

- 6 initiatives completed/achieved
- 18 initiatives on track
- 6 initiatives in progress with slight delays
- 0 initiatives with significant delays or cancelled



# 2021 Draft Goals & Initiatives: Service

Innovate service with a focus on customer experience		Enhance core system performance	
●	Update UTA's Market Segmentation study to evaluate potential travel markets and recalibrate service as needed	Identify and enhance UTA essential service routes	●
●	Complete the Future of Light Rail Transit Study to help optimize operational efficiencies and accommodate future growth	Provide efficient and effective service focused on ridership, cost, reliability and minimizing service interruptions (KPI's)	●
●	Explore innovative technology solutions that meet customer travel needs with public and private partnerships	Ensure safe and secure system with emphasis on avoidable accidents and police presence (KPI's)	●
●	Develop strategy for investment in FrontRunner to improve reliability and frequency	Secure funding for fixed guideway improvements and studies	●
●	Complete feasibility study of a parallel downtown SLC TRAX alignment to improve system-wide operational reliability and support area revitalization	Navigate new normal (maintain situational awareness, monitor performance, and adjust as required)	●



# 2021 Draft Goals & Initiatives: People

Engage and develop our workforce		Connect and communicate with our community	
	Begin implementation of Rail Maintenance Apprenticeship programs	Redesign UTA Website for easier customer interface and enhanced customer experience	
	Improve communications methods for front-line employees, to include a redesign and relaunch of UTA's Intranet resource	Develop a comprehensive program to improve access to the transit network through community partnerships and strategic investments	
	Promote enhanced health and wellness programs to create better opportunities for participation and use of current services	Expanded participation and information sharing across the transit industry	
	Maintain a focus on open communications with employees and their representatives, to include gathering feedback through UTA's Annual Engagement Survey	Continue to build customer confidence around the safety and disinfecting of our vehicles and facilities	
	Review UTA's pension plan funding policy to ensure fund sustainability	Continue to develop a robust community engagement and public input process to encourage partnerships that strengthen agency relationships	



# 2021 Draft Goals & Initiatives: Stewardship

Maintain a state of good repair		Demonstrate fiscal responsibility	
●	Initiate an Asset Management Committee to ensure alignment between long range plans, state of good repair priorities, and financial forecast	Improve financial reporting processes including enhanced variance analysis and organizational engagement to better utilize data to drive action and inform decisions	●
●	Complete 2021 projects on-time and on-budget	Identify a secure fare collection system that includes an open payment process and allows for additional future technology flexibility	●
●	Develop SGR metrics to track budget needs, backlog, and completed projects	Develop new financial modeling tools to support development of short and long-term Operating and Capital financial plans, financial forecasting and scenario development	●
●	Design long-term strategy for implementing IT systems replacement in alignment with capital plan	Identify future funding sources associated with the 5-year capital plan	●
●	Finalize Commuter Rail replacement/rehab plan and develop long-term rail replacement strategy SD100 and SD160 light rail fleets	Develop a 10-year forecast of capital needs to improve safety and regulatory compliance, address SOGR, and implement system enhancements, expansion, and improvements	●

