

August 2021 Change Day

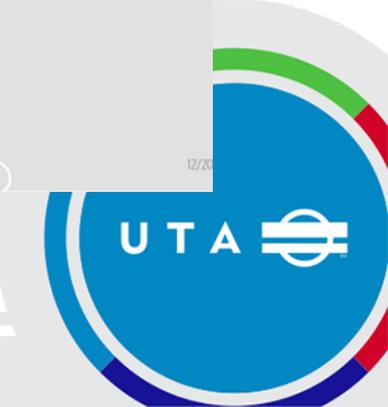


Engagement Approaches

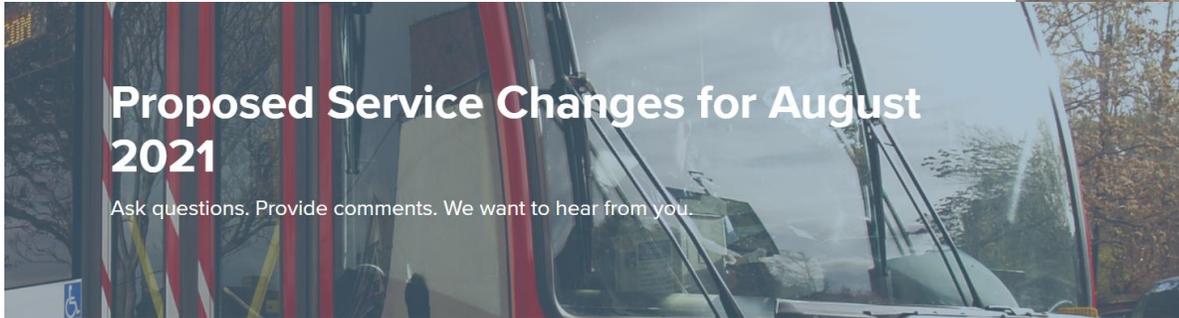
- Collaborative across departments
- Online – OpenUTA comment form at rideuta.com/AugustChanges
- Phone – Customer Service
- Customer Service locations – offered in-person information
- Email – Hearing Officer email
- Virtual Meeting – Zoom webinar virtual public hearing; recording available
- In-person opportunities – on-system (3) in south Salt Lake County
- Social Media – Facebook, Instagram, Twitter



Opportunities



Opportunities



Purpose

UTA is proposing several changes to service in August. A major change includes upgrading and replacing some Flex bus routes with permanent on-demand style service ([learn more about our current UTA On Demand service](#)).

The proposed service changes provide multiple benefits:

- Improve flexibility and access to increase mobility
- Connect riders to transit where and when they need it
- Replace routes with on-demand service or, in some cases, new Flex routes
- Improve working conditions for operators
- Set the stage for future service improvements outlined in UTA's Five-Year Plan

Scroll down to learn more about proposed changes, find ways to engage, and share your comments.



Engagement by the Numbers

- Online – 100 comments
- Phone - TBD
- Customer Service - TBD
- Email – 9 emails, 6 individuals
- Virtual Meeting – 10 registered members of the public
- In-person opportunities – 3 on-system events
- Social Media
 - Facebook: 5 posts
 - Instagram: 6 posts
 - Total people reached 17,000



Comments & Themes

- Uncertainty around switching modes
 - General questions & concerns with on demand model
- Accessibility concerns
- Opposition to Flex changes
 - Transfers, route changes, reliability
- Service restoration, frequency
- Support for On Demand service



TRAX

- Additional trips on all TRAX lines and the S Line
- 15-minute service will run later on weekdays

	2021 Cost	Ongoing Annual Cost
+17 Weekday PM trips	\$293,000	\$1,074,000



FrontRunner

- Additional Trips
- Current: 79.2% of pre-COVID
- New Service: 84.85% of pre-COVID

	2021 Cost	Ongoing Annual Cost
+4 Saturday PM trips	\$57,000	\$110,000
+2 Weekday PM trips	\$155,000	\$299,000
+1 Weekday AM trip	\$87,000	\$168,000
Maintenance Costs	\$214,000	\$411,000
Total	\$513,000	\$988,000



UTA On Demand



- Improve service and expand coverage
- Increased connections in west Salt Lake County
- Improve operator working conditions

- Advance the Five-Year Service Plan
- Remove duplicative service
- Eliminate low-performing routes
- Balance headcount
- Reduce allow time at Special Services



UTA On Demand: Additional Service

- South Salt Lake County hours extended:
 - Weekdays: 4:00 AM – 12:15 AM
 - Saturdays: 6:00 AM – 1:15 AM
- Wait times may be longer during off-peak times

	2021 Cost	Ongoing Annual Cost
+5.25 Weekday hours	\$216,000	\$537,000
+19.25 Saturday hours	\$151,000	\$373,000
Total	\$367,000	\$910,000



Fixed/Flex Changes

- New routes or improved service

Route			
	WKD	SAT	SUN
11 -F11	60 30		
232 -F232	60 30		
F514	60 30	60	
525 F202	30	60	
525 F525	30	60	

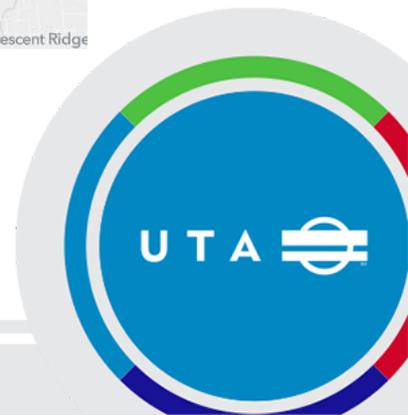
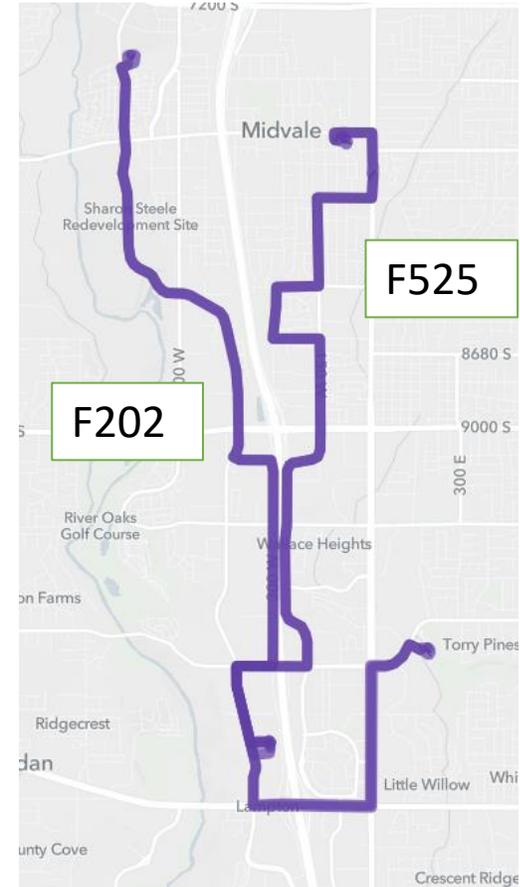
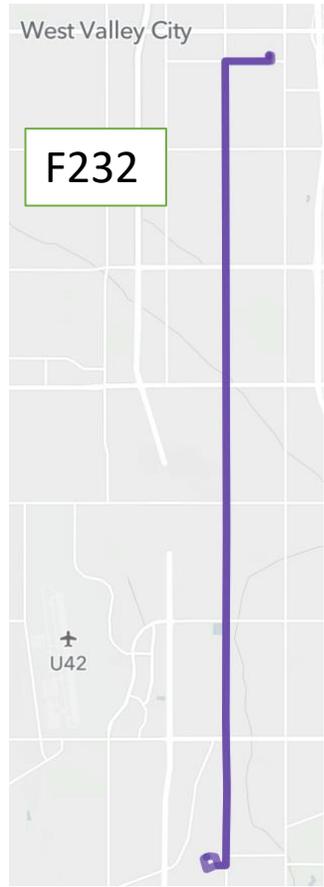
- Route alignment changes

Route			
	WKD	SAT	SUN
F556	30	60	
F578	30	60	

Discontinued routes: F504, F518, 526, F534, F546, F547

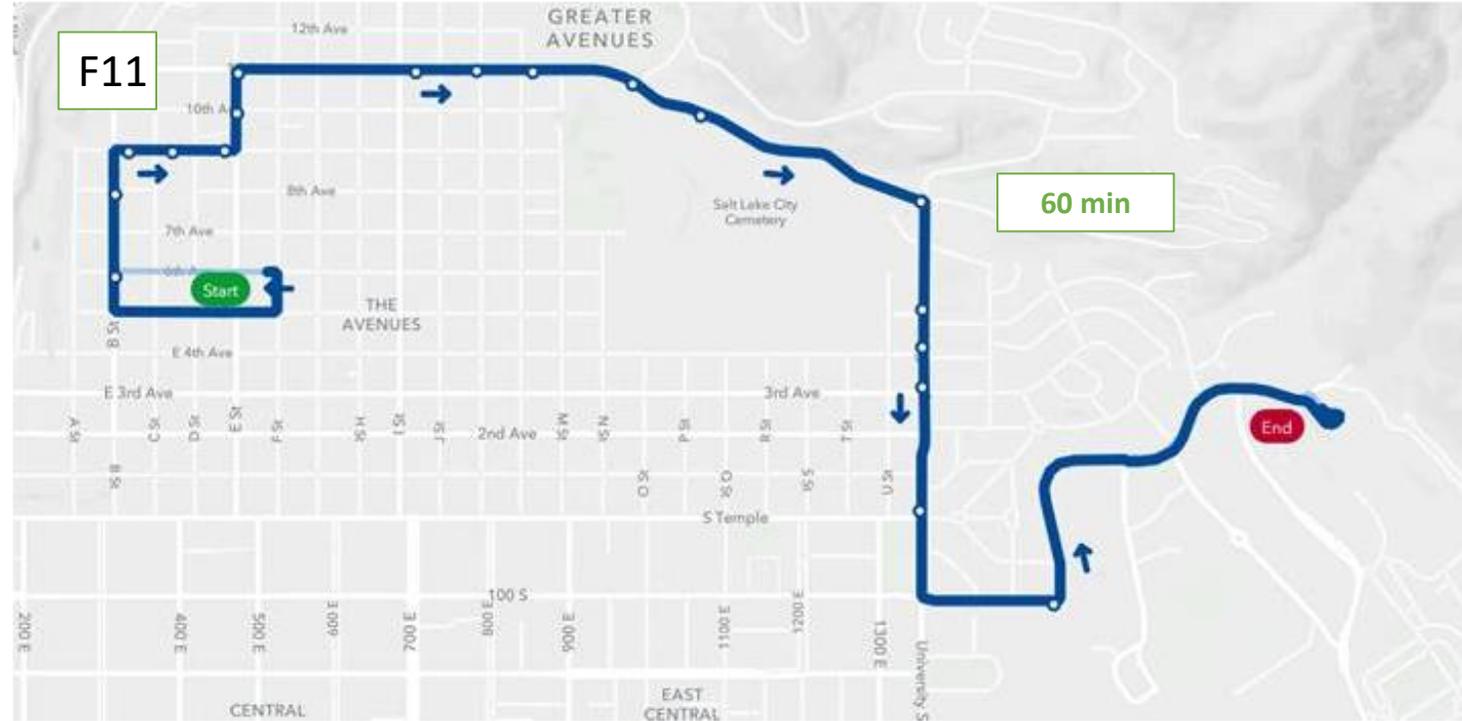


Fixed/Flex Changes

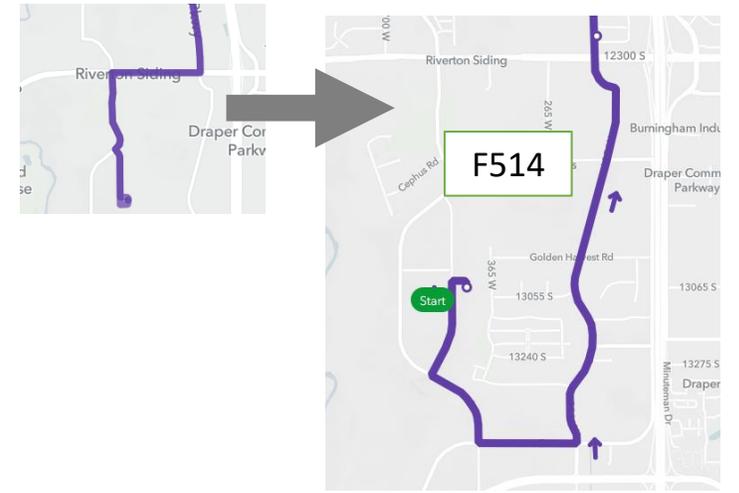


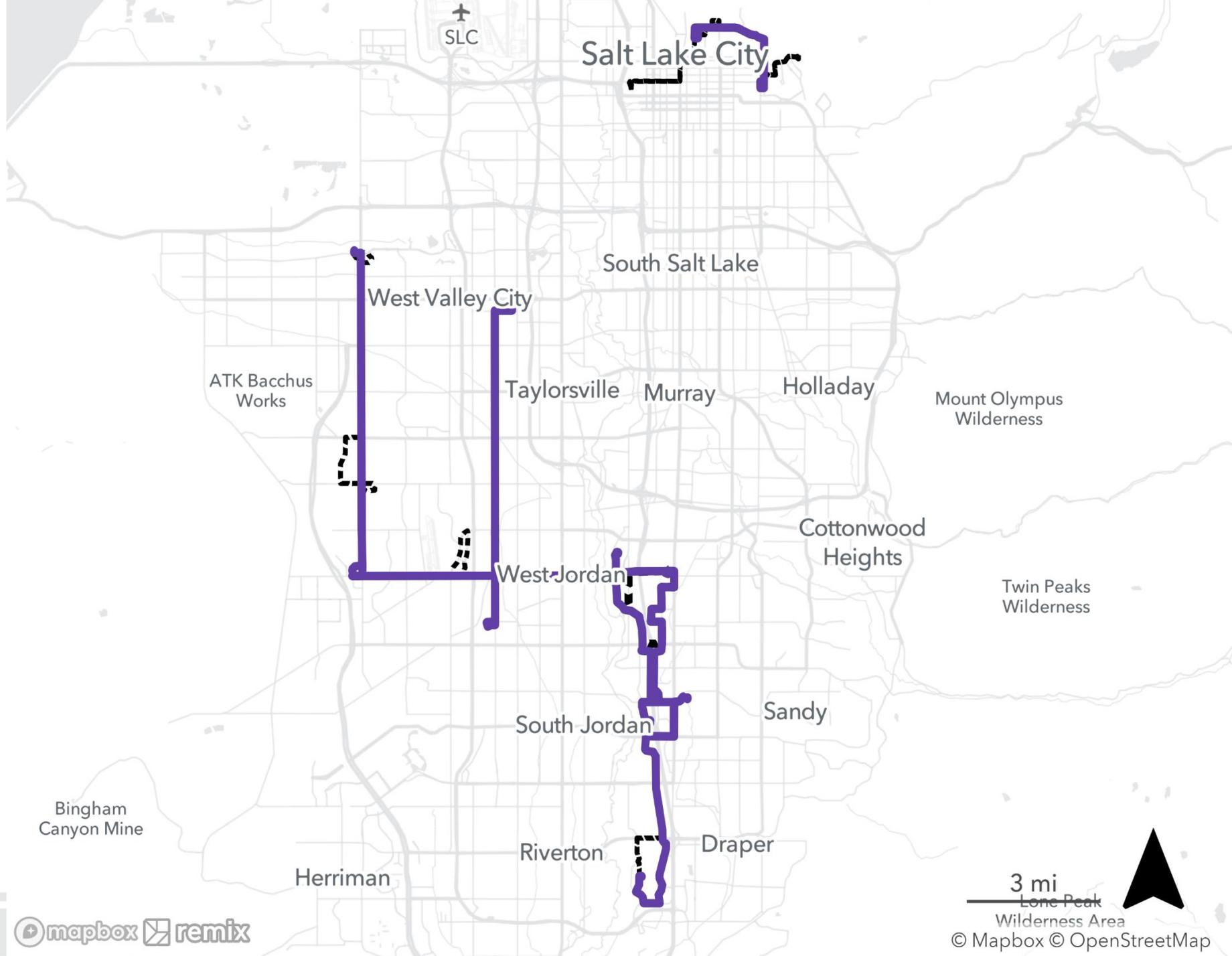
Fixed/Flex Changes

- Revised F11 Concept
 - Feedback: U Hospital Connection
 - More layover
 - Better restroom location
 - 60-min headways



Fixed/Flex Changes





Fixed/Flex Changes

- Net agency cost absorbed by current allow time at Special Services
- Salt Lake Service Unit discontinued runs absorbed by hiring process
 - 4/8/2021 Staffing Model: Salt Lake net staffing position -8 in August in June
 - Without discontinued runs, would need to hire 21 operators

	2021 Cost	Ongoing Annual Cost
New Flex Service	\$647,000	\$1,617,000
Discontinued Service	(\$359,000)	(\$897,000)
Fixed Route Cost	(\$243,000)	(\$607,000)
Net Agency Cost	\$45,000	\$112,000



Other Fixed Route Changes

Route	WKD	SAT	SUN	2021 Cost	Ongoing Annual Cost
606	Suspended 2 trips			\$0 (already in budget)	\$0 (already in budget)
667	15-30*	30*		\$0 (already in budget)	\$0 (already in budget)
871	30 30/60	60	60	(\$70,000)	(\$155,000)

*Extended hours of service



Agency Impact

Financial Impact	2021 Cost	Annual Cost
FrontRunner Service	\$513,000	\$988,000
TRAX Service	\$293,000	\$1,074,000
Fixed Route Service	(\$70,000)	(\$155,000)
Flex Route Service	\$45,000	\$112,000
Microtransit Service	\$367,000	\$910,000
Net Agency Cost	\$1,148,000	\$2,929,000



Agency Impact

Staffing Impact	FTE Impact
10 Train Hosts (x 0.5 FTE)	+ 5 FTE
2 FrontRunner Operators	+ 2 FTE
Net Agency Impact	+ 7 FTE



Questions?

