

2021 Mid-Year Initiatives and Goals Update



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 Goals & Initiatives: Service

| Innovate service with a focus on customer experience | |
|--|---|
| ● | Update UTA's Market Segmentation study to evaluate potential travel markets and recalibrate service as needed |
| ● | Complete the Future of Light Rail Transit Study to help optimize operational efficiencies and accommodate future growth |
| ● | Explore innovative technology solutions that meet customer travel needs with public and private partnerships |
| ● | Develop strategy for investment in FrontRunner to improve reliability and frequency |
| ● | Complete feasibility study of a parallel downtown SLC TRAX alignment to improve system-wide operational reliability and support area revitalization |



2021 Goals & Initiatives: Service

| Enhance core system performance | |
|---------------------------------|--|
| ● | Identify and enhance UTA essential service routes |
| ● | Provide efficient and effective service focused on ridership, cost, reliability and minimizing service interruptions (KPI's) |
| ● | Ensure safe and secure system with emphasis on avoidable accidents and police presence (KPI's) |
| ● | Secure funding for fixed guideway improvements and studies |
| ● | Navigate new normal (maintain situational awareness, monitor performance, and adjust as required) |



2021 Goals & Initiatives: People

| Engage and develop our workforce | |
|----------------------------------|--|
| ● | Begin implementation of Rail Maintenance Apprenticeship programs |
| ● | Improve communications methods for front-line employees, to include a redesign and relaunch of UTA's Intranet resource |
| ● | Promote enhanced health and wellness programs to create better opportunities for participation and use of current services |
| ● | Maintain a focus on open communications with employees and their representatives, to include gathering feedback through UTA's Annual Engagement Survey |
| ● | Review UTA's pension plan funding policy to ensure fund sustainability |

● Complete ● On Track ● In Progress, Slight Delay ● Significant Delays, Cancelled



2021 Goals & Initiatives: People

| Connect and communicate with our community | |
|--|---|
| ● | Redesign UTA Website for easier customer interface and enhanced customer experience |
| ● | Develop a comprehensive program to improve access to the transit network through community partnerships and strategic investments |
| ● | Expanded participation and information sharing across the transit industry |
| ● | Continue to build customer confidence around the safety and disinfecting of our vehicles and facilities |
| ● | Continue to develop a robust community engagement and public input process to encourage partnerships that strengthen agency relationships |



Complete



On Track



In Progress,
Slight Delay



Significant Delays,
Cancelled



2021 Goals & Initiatives: Stewardship

| Maintain a state of good repair | |
|---------------------------------|--|
| ● | Initiate an Asset Management Committee to ensure alignment between long range plans, state of good repair priorities, and financial forecast |
| ● | Complete 2021 projects on-time and on-budget |
| ● | Develop SGR metrics to track budget needs, backlog, and completed projects |
| | Design long-term strategy for implementing IT systems replacement in alignment with capital plan |
| ● | Finalize Commuter Rail replacement/rehab plan and develop long-term rail replacement strategy SD100 and SD160 light rail fleets |
| ● | |



Complete



On Track



In Progress,
Slight Delay



Significant Delays,
Cancelled



2021 Goals & Initiatives: Stewardship

| Demonstrate fiscal responsibility | |
|-----------------------------------|--|
| ● | Improve financial reporting processes including enhanced variance analysis and organizational engagement to better utilize data to drive action and inform decisions |
| ● | Identify a secure fare collection system that includes an open payment process and allows for additional future technology flexibility |
| ● | Develop new financial modeling tools to support development of short and long-term Operating and Capital financial plans, financial forecasting and scenario development |
| ● | Identify future funding sources associated with the 5-year capital plan |
| ● | Develop a 10-year forecast of capital needs to improve safety and regulatory compliance, address SOGR, and implement system enhancements, expansion, and improvements |

● Complete
 ● On Track
 ● In Progress, Slight Delay
 ● Significant Delays, Cancelled

