UTA Board of Trustees Meeting

November 13, 2024



Call to Order and Opening Remarks

Pledge of Allegiance



Safety First Minute

Public Comment

- Live comments are limited to 3 minutes per commenter
- Live comments may be heard from in-person attendees as well as Zoom attendees
- For comments via Zoom, use the "raise hand" function in Zoom to indicate you would like to make a comment
- Public comment was solicited prior to the meeting through alternate means, including email, telephone, and the UTA website
- Any comments received through alternate means were distributed to the board for review in advance of the meeting



Consent Agenda

a. Approval of October 23, 2024, Board Meeting Minutes



Recommended Action (by acclamation)

Motion to approve the consent agenda







Executive Director Report

- Recognition - UTA and Clearfield City Station Area Planning Award



Strategic Plan Minute: Moving Utahns to a Better Quality of Life – Establish TRAX Modernization Plan







Strategic Plan Minute

11/13/24



Moving Utahns to a Better Quality of Life



Strategic Initiative: Establish TRAX Modernization Plan

2 Major Milestones:

- Techlink Study
- Light Rail Replacement Vehicle Contract





Financial Report - September 2024

Monthly Operating Financial Report September 2024

November 13, 2024



UT

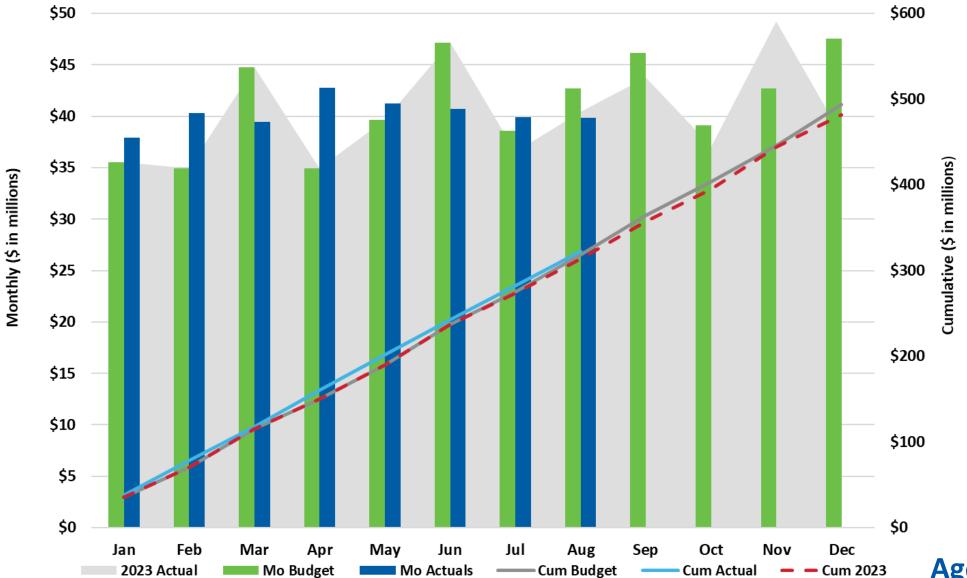
Utah Transit Authority

Board Dashboard: Sep 30, 2024

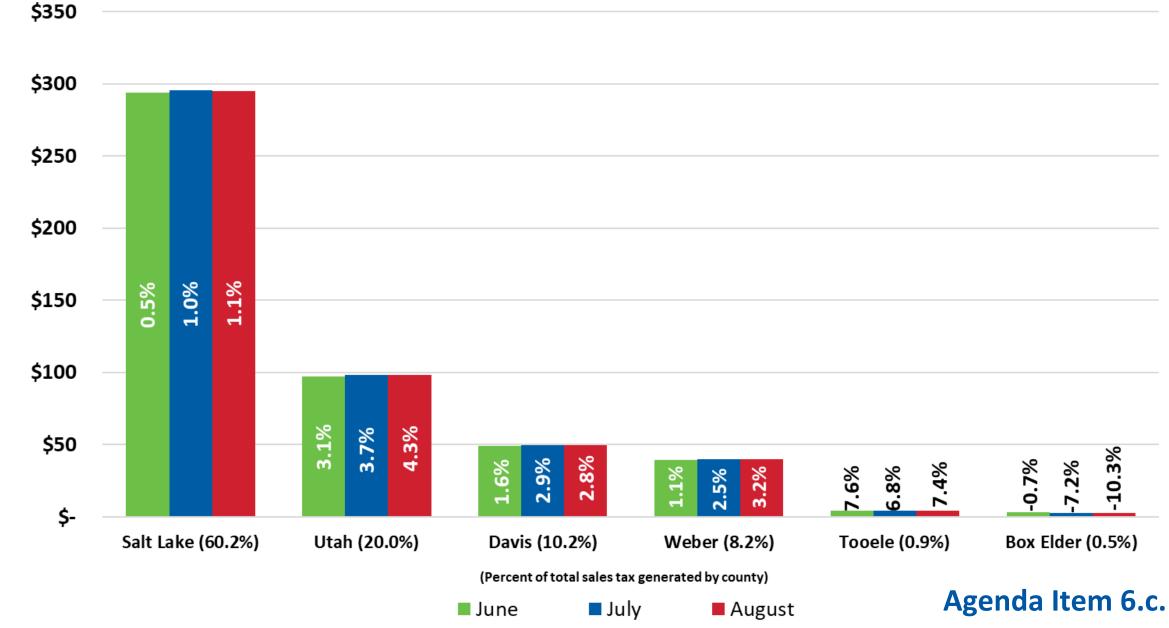
| Financial Metrics | Sep Actual | Sep Bı | udget | Fav/(L | Jnfav) | | % | ΥT | D Actual | YT |) Budget | Fav/(| Unfav) | % |
|---------------------------------------|-------------------|----------|--------|--------|--------|-----|--------|------|----------|----|----------|-------|--------|-------|
| Sales Tax (Aug'24 mm\$) | \$ 39.8 | \$ | 42.7 | \$ | (2.87) | 0 | -6.7% | \$ | 322.1 | \$ | 318.2 | \$ | 3.97 | 1.2% |
| Fare Revenue (mm) | \$ 3.4 | \$ | 3.6 | \$ | (0.21) | 0 | -5.9% | \$ | 29.8 | \$ | 27.6 | \$ | 2.20 | 8.0% |
| Operating Exp (mm) | \$ 35.3 | \$ | 35.5 | \$ | 0.22 | 0 | 0.6% | \$ | 308.6 | \$ | 317.6 | \$ | 9.07 | 2.9% |
| Subsidy Per Rider (SPR) | \$ 8.54 | \$ | 9.66 | \$ | 1.12 | 0 | 11.6% | \$ | 9.25 | \$ | 10.78 | \$ | 1.53 | 14.2% |
| UTA Diesel Price (\$/gal) | \$ 2.59 | \$ | 4.03 | \$ | 1.44 | 0 | 35.8% | \$ | 2.64 | \$ | 4.03 | \$ | 1.39 | 34.6% |
| Operating Metrics | Sep Actual | Sep | -23 | F/(| UF) | | % | ΥT | D Actual | Y | TD 2023 | F/ | (UF) | % |
| Ridership (mm) | 3.74 | | 3.42 | | 0.3 | 0 | 9.3% | | 30.13 | | 25.77 | | 4.4 | 16.9% |
| | | Energy | Cost | by Typ | oe (Mo | ont | hly Av | /g Y | TD) | | | | | |
| | Diesel Bus | (Cost p | er Mil | e) | | | | \$ | 0.54 | | | | | |
| | Diesel CR | (Cost pe | r Mile |) | | | | \$ | 4.69 | | | | | |
| Unleaded Gas (Cost per Mile) | | | | | | | \$ | 0.39 | | | | | | |
| CNG (Cost per Mile) | | | | | | \$ | 0.37 | | | | | | | |
| Bus Propulsion Power (Cost per Mile) | | | | | | \$ | 0.59 | | | | | | | |
| TRAX Propulsion Power (Cost per Mile) | | | | | | | \$ | 0.83 | | | | | | |

"Sales Tax" lists the amount of sales tax revenue received for the month listed in bold. All other data reflects the month listed in the table title.

2024 Sales Tax Aug YTD Variance \$4.0M / 1.4% Above Budget



Sales Tax Collections Percentage Change for 12 months ended August 31, 2024

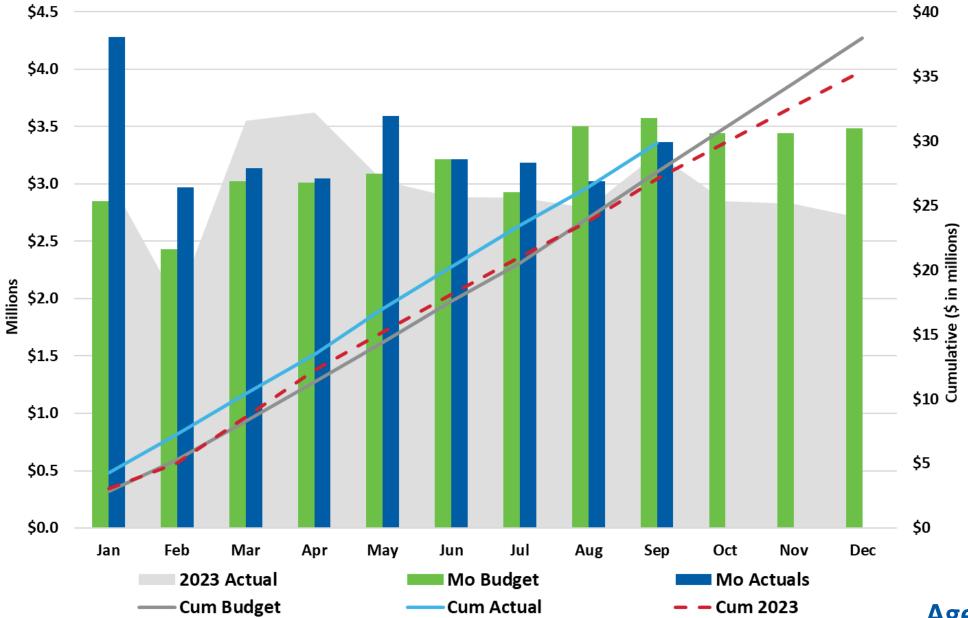


Millions \$

UTA Sales Tax Growth 2020 - 2024



2024 Passenger Revenue Sep YTD \$2.2M / 8.0% > Budget



FTE Report - September 2024

| | | | FTE R | eport | | | Sep-24 |
|--------------------|---------------------------------------|--------|----------|---------|-------|----------|--------|
| | Sep-24 Budget vs. Actual Vacancy Rate | | | | | | |
| | | | | Vacancy | Prior | Start of | Prior |
| Administrative FTE | Budget | Actual | Variance | Rate | Month | Year | Year |
| Admin Depts | 633.9 | 602.0 | 31.9 | 5.0% | 4.3% | 7.1% | 6.7% |
| Operating Depts | 384.0 | 372.5 | 11.5 | 3.0% | 3.4% | 2.5% | 3.4% |
| Subtotal | 1,017.9 | 974.5 | 43.4 | 4.3% | 4.0% | 5.4% | 5.5% |

| | | | | Vacancy | Vacancy | Start of | Prior |
|---------------------|---------|---------|----------|---------|---------|----------|---------|
| Bargaining Unit FTE | Budget | Actual | Variance | Rate | Rate | Year | Year |
| Admin Depts | 47.0 | 76.0 | -29.0 | -61.7% | -53.2% | -54.8% | -123.8% |
| Operating Modes | | | | | | | |
| Bus | 1078.0 | 1,144.0 | -66.0 | -6.1% | -4.6% | 3.5% | 7.5% |
| Light Rail | 285.0 | 286.0 | -1.0 | -0.4% | 0.4% | -4.9% | -0.7% |
| Commuter Rail | 103.0 | 108.0 | -5.0 | -4.9% | -7.8% | 3.9% | 1.9% |
| Riverside | 157.0 | 152.5 | 4.5 | 2.9% | 1.6% | 4.7% | 6.6% |
| Asset Mgt | 186.0 | 160.0 | 26.0 | 14.0% | 11.8% | 11.4% | 12.5% |
| Subtotal | 1,856.0 | 1,926.5 | -70.5 | -3.8% | -3.1% | 1.8% | 1.2% |
| | | | | | | | |

 Total FTE
 2,873.9
 2,901.0
 -27.1
 -0.9%
 -0.6%

Agenda Item 6.c.

2.7%

3.0%

September 2024 YTD Financial Results

OPERATING FINANCIALS

U T A

September 2024 YTD

| | | YEAR-TO-DATE RESULTS | | | | | | | | | |
|-----------------------------------------|---------|----------------------|-------|---------------------|--------|--------|--------|-------------------|--------|--|--|
| FISCAL YEAR 2024 Dollars In Millions | Pri | Prior Year Actual | | Current Year | | | | | | | |
| | A | | | Actual | | Budget | | Variance | | | |
| Revenue | | | | | | | | | | | |
| Sales Tax (Sep accrual) | \$ | 359.4 | \$ | 368.5 | \$ | 364.3 | \$ | 4.1 | 1.1% | | |
| Fares | | 27.0 | | 29.8 | | 27.6 | | 2.2 | 8.0% | | |
| Federal | | 59.5 | | 38.0 | | 64.0 | | (26.0) | -40.6% | | |
| Other * | | 36.2 | | 61.9 | | 16.8 | | 45.0 | 267.8% | | |
| TOTAL REVENUE | \$ | 482.2 | \$ | 498.1 | \$ | 472.7 | \$ | 25.4 | 5.4% | | |
| Expense | | | | | | | | | | | |
| Salary/Wages | \$ | 131.0 | \$ | 143.8 | \$ | 140.7 | \$ | (3.1) | -2.2% | | |
| Overtime | | 11.3 | | 10.7 | | 10.2 | | (0.6) | -5.7% | | |
| Fringe Benefits | | 68.7 | | 76.6 | | 75.2 | | (1.4) | -1.9% | | |
| Total Compensation | \$ | 211.0 | \$ | 231.2 | \$ | 226.0 | \$ | (5.2) | -2.3% | | |
| Services | | 27.7 | | 28.1 | | 33.6 | | 5.4 | 16.2% | | |
| Parts | | 18.2 | | 18.6 | | 19.4 | | 0.8 | 4.0% | | |
| Fuel | | 22.8 | | 20.3 | | 26.7 | | 6.4 | 23.9% | | |
| Utilities | | 5.9 | | 5.1 | | 5.5 | | 0.4 | 7.2% | | |
| Other | | 10.3 | | 14.4 | | 15.9 | | 1.4 | 9.1% | | |
| Capitalized Cost | | (9.1) | | (9.2) | | (9.5) | • | 0.2 | -2.4% | | |
| TOTAL EXPENSE | \$ | 286.7 | \$ | 308.6 | \$ | 317.6 | \$ | 9.1 | 2.9% | | |
| Debt Service | | 59.8 | | 66.5 | | 62.5 | | (4.0) | -6.4% | | |
| Contrib. Capital/Reserves | \$ | 135.7 | \$ | 123.0 | \$ | 92.6 | \$ | 30.4 | 32.9% | | |
| | *Does r | not include Sale | of As | ssets (\$801.7K fav | orable | e) or | Favora | ble/(Unfavorable) | | | |

*Does not include Sale of Assets (\$801.7K favorable) or Non-Cash items Favorable/(Unfavorable)

Questions?

υ τ Α 😄

Capital Program Update September 2024

November 13, 2024



Utah Transit Authority Capital Program: September 30, 2024

| Chief Office | Sept Actual | Sept Budget | Variance | % | YTD Actual | YTD Budget | Variance | % |
|---------------------------|--------------|---------------|--------------|----------------|----------------|----------------|---------------|---------------|
| People | \$ 685,305 | \$ 591,000 | \$ (94,305) | - 16.0% | \$ 1,855,488 | \$ 2,053,000 | \$ 197,512 | 9.6% |
| Executive Director | 275,857 | 277,000 | 1,143 | 0.4% | 1,261,204 | 1,773,000 | 511,796 | 28.9% |
| Planning & Engagement | 242,291 | 1,145,000 | 902,709 | 78.8% | 2,632,479 | 4,165,000 | 1,532,521 | 36.8% |
| Operations | 147,758 | 496,000 | 348,242 | 70.2% | 2,570,490 | 3,843,000 | 1,272,510 | 33.1% |
| Enterprise Strategy | 964,334 | 992,000 | 27,666 | 2.8% | 3,418,359 | 4,356,000 | 937,641 | 21.5% |
| Finance | 972,327 | 3,093,000 | 2,120,673 | 68.6% | 13,693,760 | 22,352,000 | 8,658,240 | 38.7% |
| Capital Services | 14,031,221 | 17,806,000 | 3,774,779 | 21.2% | 81,451,067 | 97,798,000 | 16,346,933 | 1 6.7% |
| Total | \$17,319,093 | \$ 24,400,000 | \$ 7,080,907 | 29.0% | \$ 106,882,847 | \$ 136,340,000 | \$ 29,457,153 | 21.6% |





Top 10 Project Spend YTD September 2024

| Project | YTD | Actual Cost |
|---------------------------------------|-----|-------------|
| Mid-Valley Connector | \$ | 10,560,000 |
| Paratransit Replacements | | 9,915,000 |
| Fares Systems Replacement Program | | 6,888,000 |
| Light Rail Vehicle Rehab | | 6,804,000 |
| Replacement Non-Revenue Support Vehic | | 5,686,000 |
| Rail Car Purchase | | 5,000,000 |
| Replacement Buses | | 4,544,000 |
| PSS Component Replacement | | 4,393,000 |
| Rail Replacement Program | | 3,479,000 |
| Train Control Rehab & Replacement | | 2,901,000 |
| Total | \$ | 60,170,000 |

Questions

Investment Report - Third Quarter 2024

Agenda Item 6.d.

UTA

Investments as of Third Quarter 2024

| Institution | Amount | Yield |
|---------------------------|---------------|-------|
| Chandler Asset Management | \$240,971,896 | 4.20% |
| PTIF | \$199,838,646 | 5.39% |
| Zions Bank | \$37,069,735 | 4.75% |
| Zions Corporate Trust | \$53,462,616 | 5.39% |
| Totals | \$494,273,158 | 4.81% |

Agenda Item 6.d.

Interest Earned as of Third Quarter 2024

| Institution | Q3 | YTD |
|---------------------------|-------------|--------------|
| Chandler Asset Management | \$1,361,473 | \$3,927,430 |
| PTIF | \$2,596,666 | \$9,594,119 |
| Zions Bank | \$200,810 | \$563,631 |
| Zions Corporate Trust | \$932,648 | \$2,569,803 |
| Totals | \$5,091,597 | \$16,654,982 |

Agenda Item 6.d.

Benchmark Comparisons Third Quarter 2024

| Institution | July | August | September |
|----------------------------|-------|--------|-----------|
| PTIF/Zions Corporate Trust | 5.45% | 5.43% | 5.44% |
| Chandler Asset Management | 5.05% | 4.87% | 4.82% |
| Zions Bank | 4.95% | 4.95% | 4.94% |
| Benchmark Returns* | 5.33% | 5.33% | 4.83% |

* Benchmark Returns are the Effective Fed Funds rate.

UTA Strategic Plan Performance Report

Agenda Item 6.e.

UTA





UTA Strategic Plan Performance Report

November 13, 2024





Moving Utahns to a Better Quality of Life

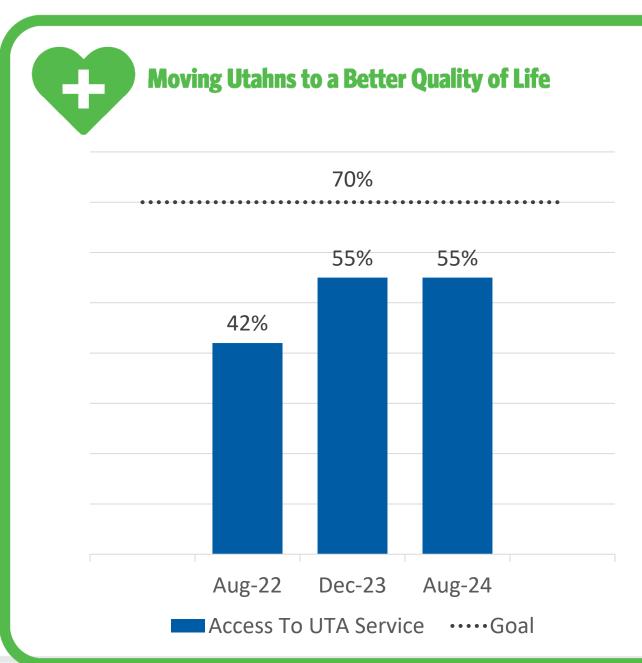


Agenda Item 6.e.

Success Statement: UTA supports community development and sustainability, connecting the Wasatch Front through accessible mobility options, strategic investments, and partnerships.

Goals:

- 1 70% of population resides within ½ mile of UTA's service
- 2 Reduce UTA's carbon footprint by 25%



Measure: Percent of Utah population that resides within ½ mile of UTA's service

UTA

We Move You

UTA

Currently 20% of state population has access to a frequent service



Moving Utahns to a Better Quality of Life



UT

Measure: Carbon footprint of UTA vehicles and facilities reduced by 25% Consultant developing UTA's sustainability measures focusing in two identified areas:

- Carbon footprint
- Water usage

Final report baseline report expected Spring 2025



Moving Utahns to a Better Quality of Life





It's Electric!: Charging Forward with Electrification Partnership



Monitoring Air Quality Using TRAX and Electric Buses

Agenda Item 6.e.



Success Statement: UTA puts its customers first by providing an easy, enjoyable and accessible transit experience where customers feel engaged, safe and cared about.

Goal: Increase Net Promoter Score by 45%





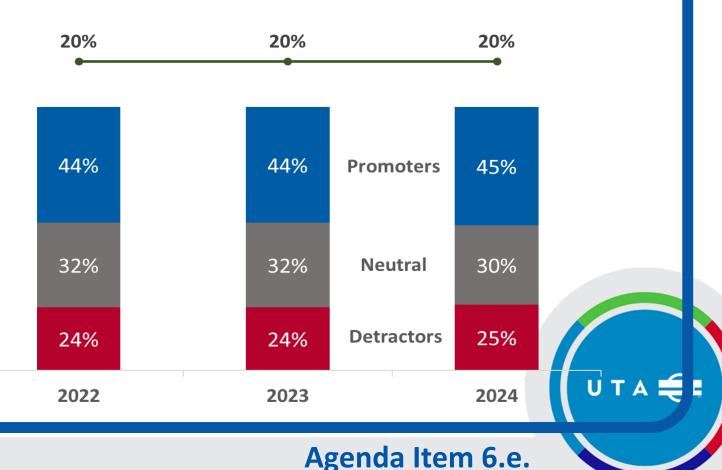
Exceeding Customer Expectations



Measure: Net Promoter Score (NPS)

UTA riders' response: "How likely would you be to recommend UTA to your friends and family?"

UTA 2023 NPS Score = 20. Benchmarking Peer Composite NPS = -1%





Exceeding Customer Expectations



U T A 🛒



A Day in the Life of an FR Train Host



UTA Police Department K-9 Unit

Agenda Item 6.e.



Achieving Organizational Excellence



Agenda Item 6.e.

Success Statement: UTA's well-resourced workforce excels, innovates and demonstrates empowerment.

Goal: Receive industry recognition for operating a dynamic and forward-thinking public enterprise - a nimble, innovative, thriving environment for professional achievement

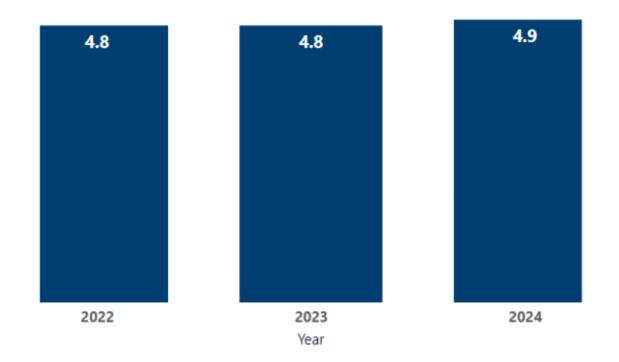


Achieving Organizational Excellence



UT

Measure: Organizational Improvement Score – Employee Engagement



Composite score that reflects employees' beliefs that UTA is getting better and that changes that have impacted them are beneficial

Agenda Item 6.e.



Achieving Organizational Excellence



UTA



UTA Drives Innovation with 3D Printing



Youth Mentor Day

Agenda Item 6.e.





Agenda Item 6.e.

Success Statement: UTA's communities tell our story and transit is recognized as a keystone to Utah's future growth.

Goal: More than 100 actively engaged formal alliances and affinity groups telling their stories in ways that influence transit-friendly outcomes.

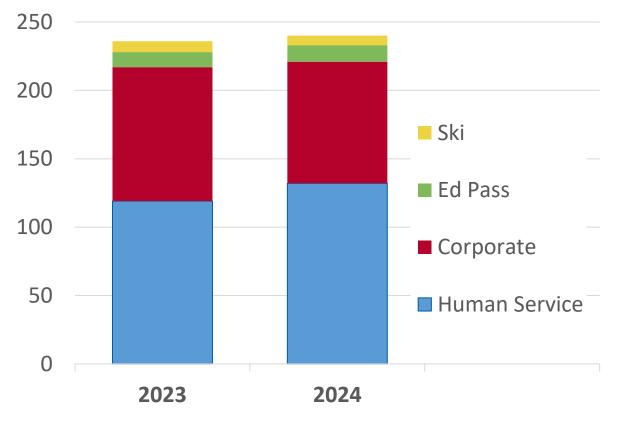


Building Community Support



UTA

Measure: UTA Transit Pass Partners



- 240 Total Pass Partners YTD 2024
- UTA Pass Partners +4 YTD 2024
- 12 ED Pass Partners

Agenda Item 6.e.



Building Community Support



UTA



Vehicle-to-Everything (V2X) Technology



United Way of Salt Lake Day of Caring 2024

Agenda Item 6.e.





Success Statement: UTA is an economic engine that positively impacts Utah's statewide economy, benefiting every Utahn.

Goal: Communities across the region and state recognize the economic value and positive return on investment that UTA provides statewide.





Current Public Sentiment of UTA's Value to the State

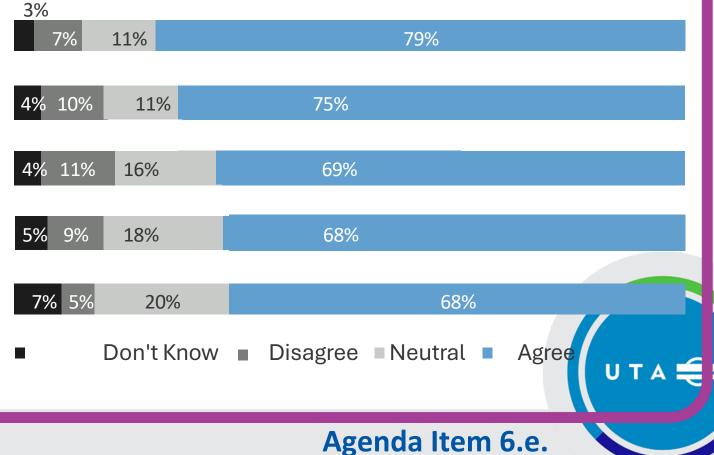
critical component of Utah's continued growth and planning

good value for riders

forward-thinking, focus on new/advanced ways to move Utahns

also a benefit to those who do not ride it

positive impact on the state's economy

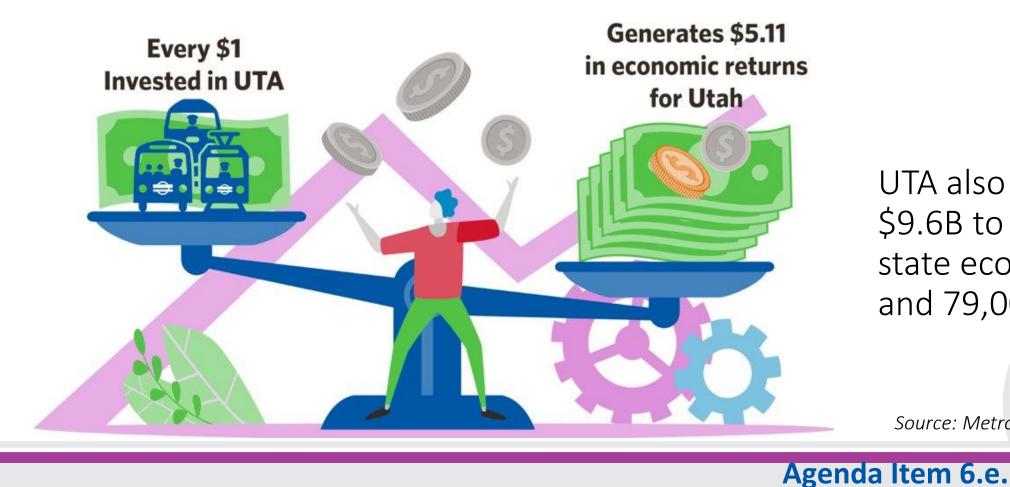


Source: UTA Public Image Survey 2024





Measure: UTA's return on investment to the state



UTA also adds \$9.6B to the state economy and 79,000 jobs

UTA Source: Metro Analytics





UTA



Ready to Move the World Again!



Midvalley Express (MVX) Construction

Agenda Item 6.e.



What's Next

- Website enhanced presence of results, stories under each priority
- Strategic Plan results business card, presentations
- Report outs of 2024 one-pager metrics capture impact and results
- 2025 strategic one-pagers and Leadership Summit
- Trustees review of strategic plan and metrics
- Next update Q1 other surveys coming, CX Action Plan



Resolutions



Agenda Item 7

R2024-11-01 Resolution Setting Compensation for District Officers & Employees



Jobs Added to Structure

- Job(s) added to the structure that require adoption by the Board of Trustees
 - Data Analyst Supervisor (SU3055)



Recommended Action (by roll call)

Motion to approve R2024-11-01 - Resolution Setting Compensation for District Officers & Employees, as presented

Agenda Item 7.a.

Budget and Other Approvals

Agenda Item 8

TBA2024-11-01 Technical Budget Adjustment 2024 Capital Program



UT

Summary of Budget Requests

- Request is to reallocate \$350,000 in existing 2024 Capital Budget to other projects to aid in delivery:
 - 1 project will have budget increased
 - I project will have budget decreased

Rationale for Budget Increases

- MSP263- ROW and Facility Property Opportunity Buy- increase of \$350,000
 - To cover remaining expenses through end of year
 - Joint Venture contributions per operating agreement
 - Loan servicing obligations
 - Costs associated with vacant land
 - Property Tax, Extension Fees, etc.
 - Staff and consultant time

Agenda Item 8.a.

Rationale for Budget Decreases

- MSP283- ROW and Facility Property Opportunity Buy
 - Reduction of \$350,000
 - Coming from anticipated remaining unused funds

Agenda Item 8.a.

UTA

Fund Impact - Per Project

| Project Code/Name | 2024 Budget | Requested Amount | 2024 Adjusted Total |
|---------------------------------------------------|-------------|-------------------------|---------------------|
| MSP263- TOD Opportunity Buy | 394,000 | 350,000 | 744,000 |
| MSP283- ROW and Facility Property Opportunity Buy | 1,000,000 | -350,000 | 650,000 |
| | Total | \$0 | |

Agenda Item 8.a.

Budget Authority Impact & Changes in Revenue Sources

- No change in 2024 Capital Budget Authority
- No changes to funding sources or impact to UTA fund balance

Agenda Item 8.a.

UT

Questions?



Agenda Item 8.a.

Recommended Action (by acclamation)

Motion to approve TBA2024-11-01 - Technical Budget Adjustment - Capital Program, as presented



Agenda Item 8.a.

Contracts, Disbursements, and Grants



Agenda Item 9

Contract: Auction Services for Disposal of UTA Equipment and Vehicles (JJ Kane Auctions)



UΤ

JJ Kane Auction Services Revenue Contract Ratification Request

November 13, 2024



Agenda Item 9.a.

Auction Background

- Federal Transit Administration regulations require UTA to establish a fair market value for disposition of assets.
 - Applies to equipment and vehicles
 - Auction is UTA's preferred method for value determination
 - State of Utah contracted with TNT Auctions, now JJ Kane, to perform third-party auction activities
 - Real Estate and Real Property follow a different process
- JJ Kane conducts auctions, takes a percentage of the sales or pre-determined amount, and returns the rest to UTA

Agenda Item 9.a.

Status of 2024 Auction Activity

- Estimating a total of 139 items to be auctioned
 - Non-Revenue Vehicles
 - Revenue Vehicles
 - Special maintenance equipment
- 112 vehicles and equipment pieces have been auctioned in 2024
 - Consists of trailers, ATV's, buses, non-revenue service vehicles, and a switcher locomotive
 - Amounts received to date (2024 only): \$522,147.50

Agenda Item 9.a.

UΤ

JJ Kane Auction History Contract Totals - 2023 To Date

| J Kane Total Sales | JJ Kane Revenue | UTA Revenue |
|--------------------|-----------------|----------------------------------------------------------|
| \$ 278,200.00 | \$21,230.00 | \$ 256,970.00 |
| \$ 549 825 00 | \$ 27 677 51 | \$ 522,147.49 |
| | | \$779,117.49 |
| | | \$ 278,200.00 \$ 21,230.00 \$ 549,825.00 \$ 27,677.51 |

Agenda Item 9.a.

Projected Estimated Revenue

| Category | Amount | |
|---------------------------------------------------|----------------|--|
| Current Revenue (2023 & 2024 Year to Date) | \$779,117.49 | |
| Remaining Estimate | \$336,050 | |
| Total Sum | \$1,115,167.49 | |
| Total Contract Period Estimate (+10% Contingency) | \$1,227,000 | |

Agenda Item 9.a.

U T A 🖨

Current Request and Moving Forward

- Seeking ratification of a State Contract AR3466 with JJ Kane which has provided auction proceeds to UTA since June 23, 2023 and continues until April 13, 2025
- Staff will bring future auction services contracts over \$200,000 for board approval
- Staff will provide annual update on auction revenues to Board of Trustees

Agenda Item 9.a.

Questions?

Agenda Item 9.a.

U T A 🚔

Contract: Auction Services for Disposal of UTA Equipment and Vehicles (JJ Kane Auctions)

Recommended Action (by acclamation)

Motion to approve the contract with JJ Kane Auctions for Auction Services for Disposal of UTA Equipment and Vehicles, as presented

Contract: 25 CNG Buses through Washington State Contract Assignment of Options (Gillig LLC)

Recommended Action (by acclamation)

Motion to approve the contract with Gillig LLC for 25 CNG Buses through Washington State Contract Assignment of Options, as presented



Contract: Qualtrics Software Services (Carahsoft)

Recommended Action (by acclamation)

Motion to approve the contract with Carahsoft for Qualtrics Software Services, as presented



Disbursement: Bangerter Station LLC Additional Capital Contribution



Bangerter Station LLC Additional Capital Contribution

November 13, 2024



Context

- UTA is 50% partner in Jordan Valley TOD joint venture
- Vacant land secures loan needed for infrastructure
- Parcels are removed from land loan when developed
- Funding is required to service land loan and maintain vacant property
- Operating agreement contemplates payments by either partner as member contributions
- Joint venture partner has been fronting costs and has requested that UTA share in costs

Loan Information

| Land Loan Principal | \$12,705,985 |
|------------------------|----------------------------------------------|
| Interest Rate | 10.5% |
| Lender | University First Federal Credit Union |
| Collateral Land | 15.3 acres |
| Initial Deposit | \$250,000 |

Questions

Disbursement: Bangerter Station LLC Additional Capital Contribution

Recommended Action (by acclamation)

Motion to approve the Disbursement for Bangerter Station LLC Additional Capital Contribution, as presented

Pre-Procurements

- 900 E UVX Station Construction
- Bus Simulator



UTA

Service and Fare Approvals



Fare Agreement: 2024/2025 Ski Bus Pass Agreement (Brighton Resort)

Recommended Action (by acclamation)

Motion to approve the 2024/2025 Ski Bus Pass Agreement with Brighton Resort, as presented



Agenda Item 10.a.

Fare Agreement: 2024/2025 Ski Bus Pass Agreement (Solitude Mountain Ski Area, LLC)

Recommended Action (by acclamation)

Motion to approve the 2024/2025 Ski Bus Pass Agreement with Solitude Mountain Ski Area, LLC, as presented

Agenda Item 10.b.

Fare Agreement: 2024/2025 Ski Bus Pass Agreement (Alta Ski Area)

Recommended Action (by acclamation)

Motion to approve the 2024/2025 Ski Bus Pass Agreement with Alta Ski Area, as presented



Agenda Item 10.c.

Fare Agreement: 2024/2025 Ski Bus Pass Agreement (Snowbird Resort)

Recommended Action (by acclamation)

Motion to approve the 2024/2025 Ski Bus Pass Agreement with Snowbird Resort, as presented



Fare Agreement: 2024/2025 Ski Bus Pass Agreement (Sundance Ski Resort)

Recommended Action (by acclamation)

Motion to approve the 2024/2025 Ski Bus Pass Agreement with Sundance Ski Resort, as presented



Agenda Item 10.e.

Discussion Items



Agenda Item 11

Proposed UTA 2025 Final Budget

Agenda Item 11.a.

2025 Final Budget & Public Engagement Report November 13, 2024

υ т д 🚔

Tentative to Final Operating Budget Changes

| | | FTEs | Expense |
|---------------------|------------------------------------------------------|------|--------------|
| Additional Staffing | Operator Trainees | 8.8 | \$ 525,000 |
| Request | Communications reorganization | 1.5 | 30,000 |
| | Electric rate increases | - | 1,838,000 |
| | Vanpool insurance | - | 80,000 |
| | Grants expense update | - | 87,000 |
| Other Changes | Accounting capitalization | - | (267,000) |
| | Fares TVM reorganization | - | 53,000 |
| | Board reorganization | - | 110,000 |
| | Holiday card distribution | - | 112,000 |
| | Operations service add detail | 16.0 | - |
| Net-Zero Moves | Attorney General office staffing | - | - |
| | Microtransit fuel cost shift | - | - |
| | TOTAL | 26.3 | \$ 2,568,000 |
| | | | |
| | | | |

UTAH TRANSIT AUTHORITY 2025 Operating Budget Exhibit A



| | Revenue | 2025 Budget | | | | |
|----|----------------------------------|----------------|--|--|--|--|
| 1 | Sales Tax | \$ 505,193,000 | | | | |
| 2 | Federal Preventative Maintenance | 72,411,000 | | | | |
| 3 | Passenger Revenue | 38,620,000 | | | | |
| 4 | Advertising | 2,351,000 | | | | |
| 5 | Investment Income | 5,085,000 | | | | |
| 6 | Other Revenues | 14,826,000 | | | | |
| 7 | Total Revenue | 638,486,000 | | | | |
| | | | | | | |
| | Operating Expense | | | | | |
| 8 | Bus | 160,507,000 | | | | |
| 9 | Commuter Rail | 37,959,000 | | | | |
| 10 | Light Rail 67,7 | | | | | |

| 8 | Bus | 160,507,000 |
|----|--------------------------|-------------|
| 9 | Commuter Rail | 37,959,000 |
| 10 | Light Rail | 67,779,000 |
| 11 | Paratransit | 29,991,000 |
| 12 | Rideshare/Vanpool | 4,034,000 |
| 13 | Microtransit | 16,811,000 |
| 14 | Operations Support | 68,850,000 |
| 15 | Administration | 63,286,000 |
| 16 | Planning/Capital Support | 14,292,000 |
| 17 | Non-Departmental | 1,000,000 |
| 18 | Total Operating Expense | 464,509,000 |

Debt Service, Contribution to Reserves, and Transfer to Capital

| 19 Principal and Interest | 161,849,000 |
|-------------------------------------------------|----------------|
| 20 Bond Service Utah County for UVX BRT program | 3,378,000 |
| 21 Contribution to Reserves | 15,576,000 |
| 22 Transfer to/(from) UTA Fund Balance | (6,826,000) |
| 23 Total Debt Service, Reserves, Transfers | 173,977,000 |
| 24 Total Expense | \$ 638,486,000 |

UTAH TRANSIT AUTHORITY 2025 Capital Budget Exhibit A-1

| <u> </u> | Funding Sources | | 2025 Budget | | | |
|----------|-----------------------------|----|-------------|--|--|--|
| 1 | UTA Current Year Funding | \$ | 96,314,000 | | | |
| 2 | Grants | | 127,571,000 | | | |
| 3 | Local Partner Contributions | | 5,020,000 | | | |
| 4 | State Contribution | | 45,619,000 | | | |
| 5 | Leasing | | 32,652,000 | | | |
| 6 | Bonds | | 23,055,000 | | | |
| 7 | Total Funding Sources | | 330,231,000 | | | |

Expense

| _ | | |
|----|-------------------------------|-------------------|
| 8 | State of Good Repair | 158,820,000 |
| 9 | Mid-Valley Connector | 45,000,000 |
| 10 | Westside Express (5600 West) | 23,498,000 |
| 11 | S-Line Extension | 11,746,000 |
| 12 | Davis-SLC Community Connector | 6,790,000 |
| 13 | Utah County Park & Ride Lots | 6,185,000 |
| 14 | Other Capital Projects | 78,192,000 |
| 15 | Total Expense | \$ 330,231,000 |
| | | |



UTAH TRANSIT AUTHORITY 2025 Operating Budget Exhibit A-2



| ļ | Revenue | 2025 Budget | |
|----|-------------------------------------|----------------|---------|
| 1 | Sales Tax | \$ 505,193,000 | |
| 2 | Federal Preventative Maintenance | 72,411,000 | |
| 3 | Passenger Revenue | 38,620,000 | |
| 4 | Advertising | 2,351,000 | |
| 5 | Investment Income | 5,085,000 | |
| 6 | Other Revenues | 14,826,000 | |
| 7 | Total Revenue | \$638,486,000 | |
| | | | |
| | Operating Expense | | FTE |
| 9 | Board of Trustees | \$ 3,627,000 | 15.0 |
| 10 | Executive Director | 7,539,000 | 32.5 |
| 11 | Communications | 4,842,000 | 19.0 |
| 12 | Operations | 345,218,000 | 2,366.7 |
| 13 | Finance | 21,568,000 | 140.0 |
| 14 | Service Development | 8,183,000 | 64.0 |
| 15 | Planning & Engagement | 27,397,000 | 100.6 |
| 16 | Enterprise Strategy | 31,267,000 | 131.0 |
| 17 | People Office | 13,868,000 | 105.8 |
| 18 | Non-Departmental | 1,000,000 | - |
| 19 | Total Operating | 464,509,000 | 2,974.6 |
| 20 | Debt Service | 165,227,000 | |
| 21 | Contribution to Reserves | 15,576,000 | |
| 22 | Transfer to/(from) UTA Fund Balance | (6,826,000) | |
| 23 | Total Tentative Operating Budget | \$ 638,486,000 | 2,974.6 |
| | | | |

UTAH TRANSIT AUTHORITY 2025 Operating Budget Exhibit A-3



| Revenue | 2025 Budget |
|------------------------------------|---------------|
| 1 Sales Tax | \$505,193,000 |
| 2 Federal Preventative Maintenance | 72,411,000 |
| 3 Passenger Revenue | 38,620,000 |
| 4 Advertising | 2,351,000 |
| 5 Investment Income | 5,085,000 |
| 6 Other Revenues | 14,826,000 |
| 7 Total Revenue | 638,486,000 |

| Operating Expense | | FTE |
|-----------------------------|-------------|---------|
| 8 Bus | 160,507,000 | 1,271.0 |
| 9 Commuter Rail | 37,959,000 | 201.5 |
| 10 Light Rail | 67,779,000 | 446.0 |
| 11 Paratransit | 29,991,000 | 203.0 |
| 12 Rideshare/Vanpool | 4,034,000 | 11.0 |
| 13 Microtransit | 16,811,000 | 6.0 |
| 14 Operations Support | 68,850,000 | 502.2 |
| 15 Administration | 63,286,000 | 228.5 |
| 16 Planning/Capital Support | 14,292,000 | 105.3 |
| 17 Non-Departmental | 1,000,000 | - |
| 18 Total Operating | 464,509,000 | 2,974.6 |

Debt Service, Contribution to Reserves, and Transfer to Capital

| 19 Principal and Interest | 161,849,000 | - |
|-------------------------------------------------|---------------|---------|
| 20 Bond Service Utah County for UVX BRT program | 3,378,000 | - |
| 21 Contribution to Reserves | 15,576,000 | - |
| 22 Transfer to/(from) UTA Fund Balance | (6,826,000) | - |
| 23 Total Debt Service, Reserves, Transfers | 173,977,000 | - |
| 24 Total Tentative Operating Budget | \$638,486,000 | 2,974.6 |

| Agenda Item 11.a. | | | 2025 Tentative | | Budget | Budget | 2025 Final |
|-------------------------|-----------------|----------------------------------|----------------|-------------|-----------------|--------|----------------|
| | | Revenue | | Budget | Changes | Moves | Budget |
| | 1 | Sales Tax | \$ | 516,856,000 | \$ (11,663,000) | \$- | \$ 505,193,000 |
| | 2 | Federal Preventative Maintenance | | 72,411,000 | - | - | 72,411,000 |
| | 3 | Passenger Revenue | | 38,620,000 | - | - | 38,620,000 |
| | 4 | Advertising | | 2,351,000 | - | - | 2,351,000 |
| | 5 | Investment Income | | 5,085,000 | - | - | 5,085,000 |
| | 6 | Other Revenues | | 15,043,000 | (217,000) | - | 14,826,000 |
| UTAH TRANSIT AUTHORITY | 7 Total Revenue | | | 650,367,000 | (11,880,000) | - | 638,486,000 |
| | | | | | | | |
| 2025 Tentative to Final | | Operating Expense | | | | | |
| | 8 | Bus | | 160,181,000 | 326,000 | - | 160,507,000 |
| Operating Budget | 9 | Commuter Rail | | 37,674,000 | 285,000 | - | 37,959,000 |
| Exhibit B | 10 | Light Rail | | 66,925,000 | 854,000 | - | 67,779,000 |
| | 11 | Paratransit | | 29,991,000 | - | - | 29,991,000 |
| | 12 | Rideshare/Vanpool | | 3,954,000 | 80,000 | - | 4,034,000 |
| | 13 | Microtransit | | 16,811,000 | - | - | 16,811,000 |
| | 14 | Operations Support | | 67,899,000 | 951,000 | - | 68,850,000 |
| | 15 | Administration | | 63,214,000 | 72,000 | - | 63,286,000 |
| | 16 | Planning/Capital Support | | 14,292,000 | - | - | 14,292,000 |
| | 17 | Non-Departmental | | 1,000,000 | - | - | 1,000,000 |

 18
 Total Operating Expense
 461,941,000
 2,568,000

Debt Service, Contribution to Reserves, and Transfer to Capital

| 19 | Principal and Interest | 167,099,000 | (5,250,000) | - | 161,849,000 |
|----|----------------------------------------------|-------------------|-----------------|-----|----------------|
| 20 | Bond Service Utah County for UVX BRT program | 3,378,000 | - | - | 3,378,000 |
| 21 | Contribution to Reserves | 16,128,000 | (552,000) | - | 15,576,000 |
| 22 | Transfer to/(from) UTA Fund Balance | 1,821,000 | (8,647,000) | - | (6,826,000) |
| 23 | Total Debt Service, Reserves, Transfers | 188,426,000 | (14,449,000) | - | 173,977,000 |
| 24 | Total Expense | \$ 650,367,000 | \$ (11,881,000) | \$- | \$ 638,486,000 |

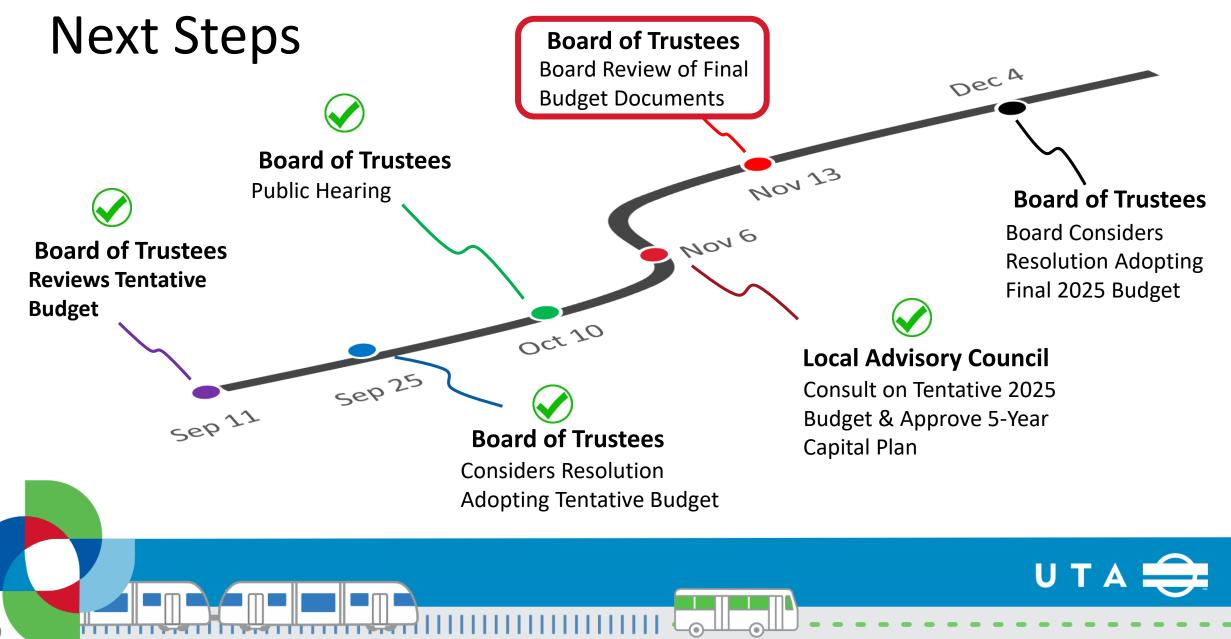
464,509,000



2025 Final 2025 Tentative Budget Budget **Funding Sources** Budget Changes Moves Budget \$ \$ \$ \$ UTA Current Year Funding 96,314,000 96,314,000 1 --127,571,000 127,571,000 Grants 2 --Local Partner Contributions 5,020,000 5,020,000 3 --State Contribution 45,619,000 45,619,000 4 --5 32,652,000 32,652,000 Leasing --Bonds 23.055.000 23,055,000 6 _ **Total Funding Sources** 330,231,000 330,231,000 --**Expense** State of Good Repair 158,820,000 158,820,000 8 9 Mid-Valley Connector 45,000,000 45,000,000 --Westside Express (5600 West) 23,498,000 23,498,000 10 --S-Line Extension 11,746,000 11,746,000 11 --6,790,000 12 **Davis-SLC Community Connector** 6,790,000 --13 Utah County Park & Ride Lots 6,185,000 6,185,000 --**Other Capital Projects** 78,192,000 78,192,000 14 _ Ś 330,231,000 Ś 15 **Total Expense** \$ Ś 330,231,000 --

UTAH TRANSIT AUTHORITY 2025 Tentative to Final Capital Budget Exhibit B-1





Public Engagement

Public Comment Period: October 7 – November 6

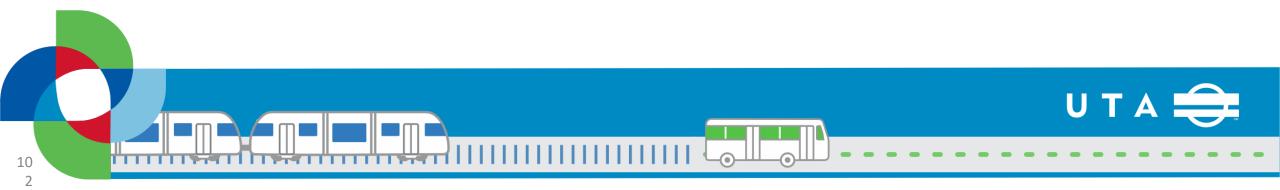
Public Hearing & Open House: October 10

Preliminary Comment Report

- Stakeholder Signature Sheets
- Public Comments
- Presentation to Salt Lake City Council
- Rideuta.com/Budget



Questions?



Proposed 10 Year Capital Plan (2024-2033)



Background

- 10 Year Span (2024-2033)
- Preparatory for 5 Year Capital Plan (5YCP)
 - Matches Currently Adopted 5YCP (2024-2028)
- Unconstrained (2029-2033)
- Plan Owner Centric Approach

Agenda Item 11.b.

UTA

November 2024 Updates

- UDOT FrontRunner program addition
- Alignment with discrete funding opportunities
- Limited definition project explanatory content

TAH TRANSIT AUTHORITY

Agenda Item 11.b.

UTA

| | Customer Experience | Facilities, Real Estate & TOD | (1 |
|-------------------------|------------------------------------------------|-----------------------------------------------|----------|
| | Information Technology | Innovative Mobility (Includes Charging) | Ν |
| 18 Program Groupings | Operations | Revenue Vehicles | : |
| | Studies & Programmatic Efforts | Systems | La Ro |
| | Transit Centers (Includes Bathrooms) | Enhanced Bus | т |
| | Light Rail | FrontRunner (UTA) | |

Finance (Includes 5310)

on-Revenue Vehicles

Safety and Security

Track, Bus ane & Bridge. ehabilitation

Bus Rapid ransit (BRT)

FrontRunner (UDOT)





Actual \$1,573,808,299

FY24-33

10YCP Fiscally Unconstrained

UTA Moves 2050 Phase 1 Projects

Actual \$7,691,499,215



Agenda Item 11.b.

| | 5YCP Fiscally Constrain | ed Fisc | 10YCP Fiscally Unconstrained | | |
|--------------------------------|----------------------------|---------------|---------------------------------|--|--|
| By Program | FY 2024-2028 | FY 2029-2033 | FY 2024-2033 | | |
| 1 Customer Experience | \$11,777,000 | \$15,788,447 | \$27,565,447 | | |
| 2 Facilities, Real Estate, TOD | \$83,636,000 | \$894,595,676 | \$978,231,676 | | |
| ³ Finance | \$47,202,000 | \$52,162,354 | \$99,364,354 | | |
| 4 Information Technology | \$69,521,000 | \$19,857,000 | \$89,378,000 | | |
| 5 Innovative Mobility | \$17,526,000 | \$34,060,000 | \$51,586,000 | | |
| 6 Non-Revenue Fleet | \$23,330,000 | \$34,409,807 | \$57,739,807 | | |
| 7 Operations | \$28,850,000 | \$53,565,631 | \$82,415,631 | | |

| | 5YCP Fiscally Constrain | ed Fisc | 10YCP Fiscally Unconstrained | |
|--------------------------------------------------------------|----------------------------|---------------|---------------------------------|--|
| By Program | FY 2024-2028 | FY 2029-2033 | FY 2024-2033 | |
| 8 Revenue Vehicles | \$519,375,000 | \$582,986,273 | \$1,102,361,273 | |
| Revenue Vehicles: Bus and Paratransit | \$171,550,000 | \$196,986,273 | \$368,536,273 | |
| Revenue Vehicles: Light Rail | \$292,125,000 | \$281,000,000 | \$573,125,000 | |
| Revenue Vehicles: FrontRunner | \$55,700,000 | \$105,000,000 | \$160,700,000 | |
| 9 Safety and Security | \$11,881,000 | \$4,635,236 | \$16,516,236 | |
| 10 Studies and Programmatic Efforts | \$19,100,000 | \$3,243,316 | \$22,343,316 | |
| 11 Systems | \$174,116,000 | \$336,175,000 | \$510,291,000 | |
| ¹² Track, Bus Lanes, and Bridge Rehabilitation | \$43,467,000 | \$29,500,000 | \$72,967,000 | |
| 13 Transit Centers | \$20,494,000 | \$335,200,000 | \$355,694,000 | |

0 \$72,967,000
0 \$355,694,000
U T A €
Agenda Item 11.b.

| | 5YCP Fiscally Constrain | ed Fise | 10YCP Fiscally Unconstrained | |
|---------------------------------------|----------------------------|-----------------|---------------------------------|--|
| By Program | FY 2024-2028 | FY 2029-2033 | FY 2024-2033 | |
| 14 Enhanced Bus | \$47,383,000 | \$262,997,600 | \$310,380,600 | |
| ¹⁵ Bus Rapid Transit (BRT) | \$109,757,000 | \$654,000,000 | \$763,757,000 | |
| ¹⁶ Light Rail | \$26,996,000 | \$444,693,316 | \$486,689,316 | |
| 17 FrontRunner UTA | \$40,080,000 | \$4,700,000,000 | \$4,740,080,000 | |
| 18 FrontRunner UDOT | \$1,349,592,299 | \$11,000,000 | \$1,390,592,299 | |

Agenda Item 11.b.

Next Focus

- Timespan extension (2026-2035)
- Matching upcoming 5YCP (2025-2029)
- Inter-year prioritization (2026, 2030)

Agenda Item 11.b.

UTA

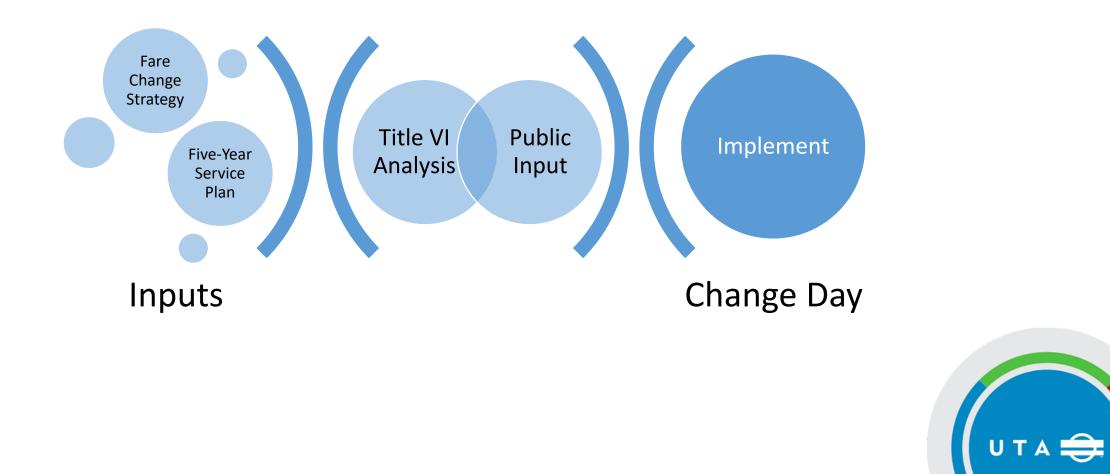
Questions & Feedback

U T A 🖨

Service and Fare April Change Day Proposals 2025 & 2026: Overview for Public Engagement



Process



Proposed Service Changes

Agenda Item 11.c.

υ τ Α 😄

Purpose of the Five-Year Service Plan









Improve employee working conditions

by reducing split shifts, more consistent service throughout the day

Implement Long-Range Transit Plan

and prepare for future service / projects Respond to community feedback Optimize the system for more access within our current limits

Restore service

in areas where it was previously reduced

Five-Year Service Plan \rightarrow **Change Day**

| | | _ | M | odified New Discontinue |
|--------------------------------------|------------------------------------------------|----------------------------------------|--------------------------------------------------------------------|--------------------------------------------|
| April 2025 | April 2026 | April 2027 | April 2028 | April 2029 |
| Weber/Davis/Box Elder | Weber/Davis/Box Elder | Weber/Davis/Box Elder | Weber/Davis/Box Elder | Salt Lake |
| 417 470 626 627 628 640 | 455 562 563 <mark>601</mark> 604 610 | 604 613 F618 F620 | 400 <i>417</i> 455 470 473 | 62 <mark>72</mark> 209 213 F264 503 |
| 642 | 612 <mark>625 628</mark> 630 <mark>F638</mark> | | 470X 600 609 <mark>667</mark> | 504 |
| | 640 645 | Salt Lake | | |
| Salt Lake | | 17 26 31 35 39 45 47 50X | Salt Lake | |
| 39 126 201 217 218 219 | Salt Lake | 203 205 208 223 227 236 | 126 200 <mark>201</mark> 217 <mark>218</mark> 219 | |
| 703 | <mark>2-</mark> 2A 2B 4 45 54 62 72 | 240 509 513 551 F590 | 256 F556 | |
| | 205 220 223 502 720 | | | |
| Utah | | Utah | Utah | |
| 581 823 871 | Utah | 584 830X 833 | 585 871 | |
| | 582 583 <mark>806</mark> 846 850 860 | | | |
| | 862 | | | |

April 2025 Service Changes

* denotes major change

Agenda Item 11.c.

Weber/Davis/Box Elder

<u>New Routes:</u> 417*, 642* <u>Modified Routes:</u> 470, 627*, 628*, 640* <u>Discontinued/Modified Routes:</u> 626*

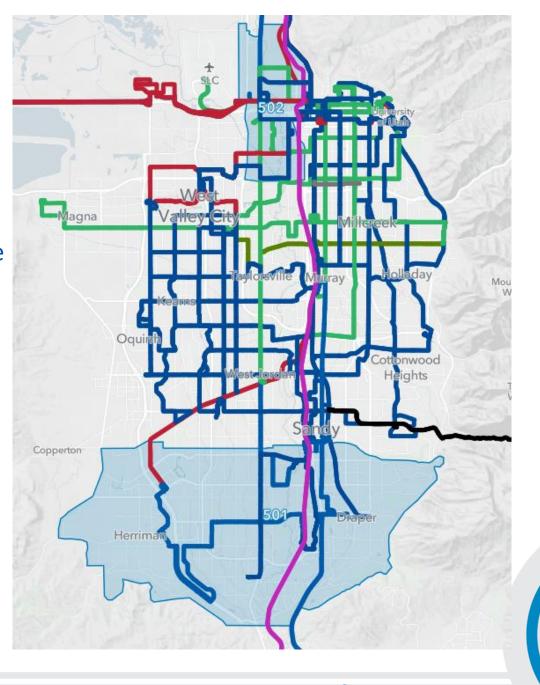
| Hours | Miles | Shifts | Pullout |
|-------|-------|--------|---------|
| +5K | -1.2K | +2 | -5 |





New Routes: 126*, 219* Modified Routes: 39, 201, 217, 218, Red Line

| Hours | Miles | Shifts | Pullout |
|-------|-------|--------|---------|
| +62K | +804K | +33 | +19 |

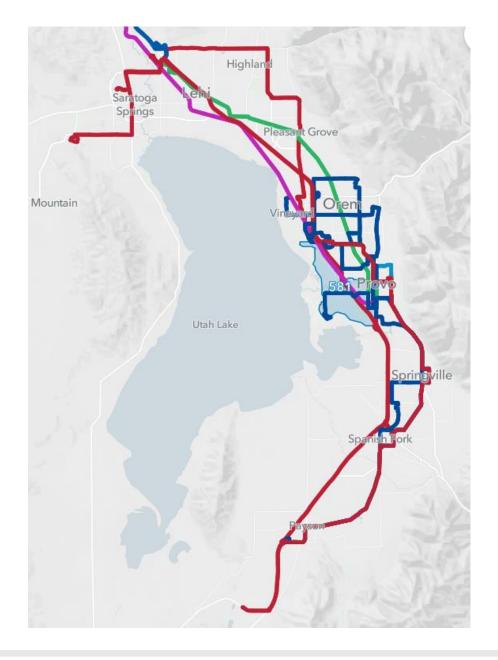


Utah County

New Services: 581*, 823*

Modified Routes: 871

| Hours | Miles | Shifts | Pullout |
|-------|-------|--------|---------|
| +34K | +307K | +12 | +6 |





April 2026 Service Changes

22110

* denotes major change

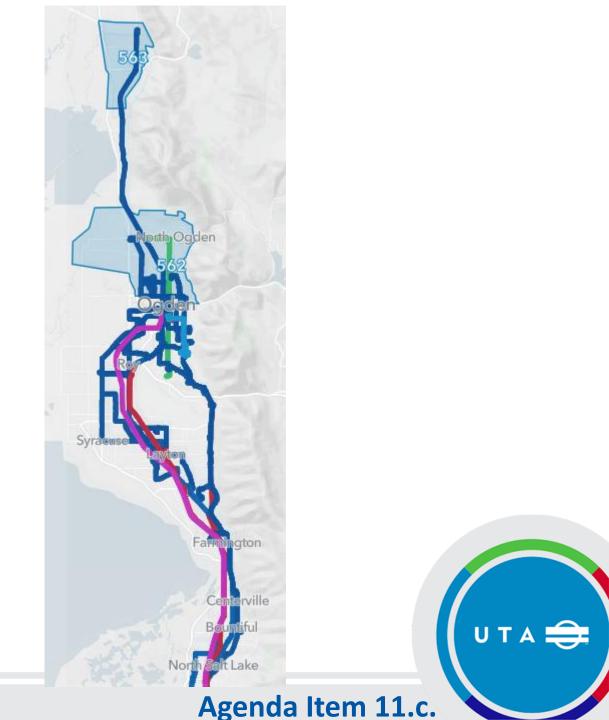
Agenda Item 11.c.

Weber/Davis/Box Elder

<u>New Services:</u> 562*, 563*, 610* <u>Modified Routes:</u> 455, 604*, 612, 630*, 640*, 645*

Discontinued/Modified Routes: 601*, 625*, 628*, F638*

| Hours | Miles | Shifts | Pullout |
|-------|-------|--------|---------|
| +43K | +801K | +23 | +3 |



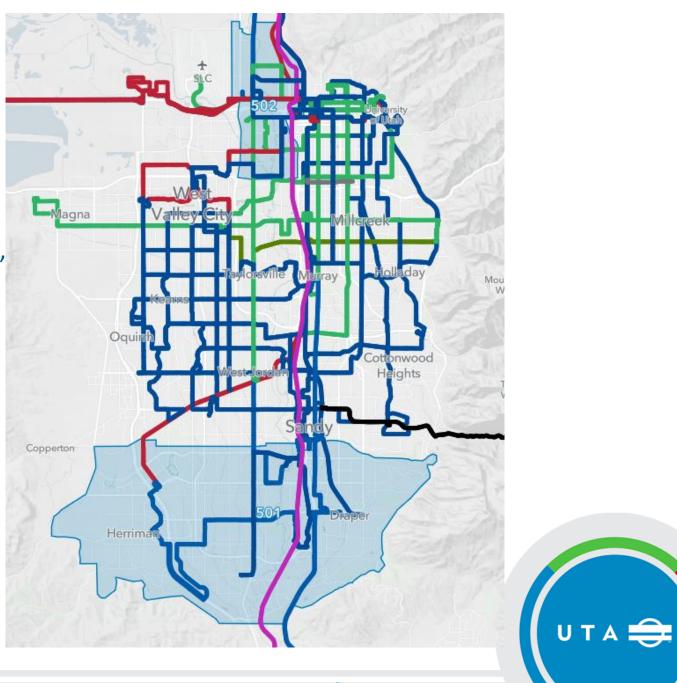
Salt Lake County

New Routes: 2A*, 2B*

<u>Modified Services:</u> 4*, 45*, 54*, 62, 72, 205*, 220, 223*, 502*, S-Line

Discontinued/Modified Routes: 2*

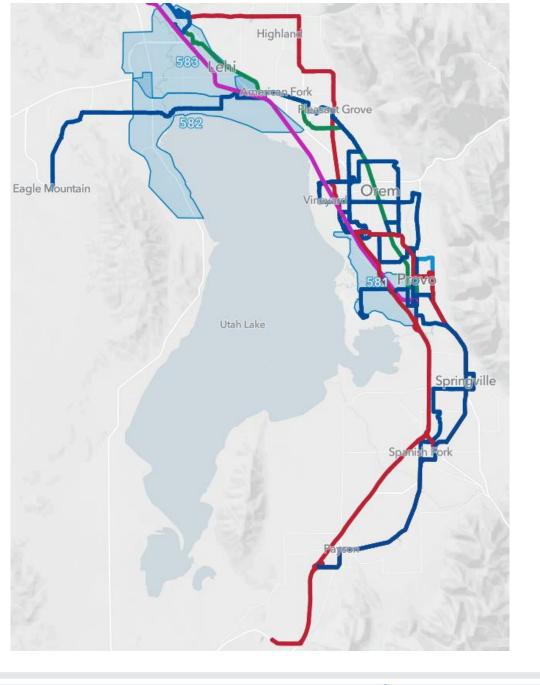
| Hours | Miles | Shifts | Pullout |
|-------|-------|--------|---------|
| +69K | +1.1M | +32 | +16 |



Utah County

<u>New Services:</u> 582*, 583*, 846*, 860* <u>Modified Routes:</u> 850, 862* <u>Discontinued Routes:</u> 806*

| Hours | Miles | Shifts | Pullout |
|-------|-------|--------|---------|
| +39K | +404K | +21 | +8 |





Proposed Fare Changes

Agenda Item 11.c.

υ τ Α 😄

Proposed Changes

- UTA is starting the final phases of implementation for the new fare collection system. To achieve UTA's vision of an integrated fare collection system, fare changes are being proposed.
- Exact timelines are to be determined.
- Ticket options will be phased out and replaced by pre-paid, reloadable accounts.
- Proposed changes will impact paper tickets, monthly passes, and tickets sold on the mobile app.
- Other proposed fare changes will also be included as part of this change day.



Paper Tickets – Proposed Changes

- Fares purchased at the ticket vending machines (TVMs) are being simplified. TVMs vend paper tickets with more than 13 ticket options available to purchase.
- The newly installed TVMs are being programmed with new functionality and improved screen flow. They will also vend FAREPAY cards.
- Customers will be able to purchase FAREPAY cards, load funds to their account using cash or credit payment, and check card balances at all TVMs.
- Fare pricing is automatic, and the least expensive fare rate will be charged based on customer travel patterns and eligibility for reduced fare discounts
- The following full and reduce fare tickets to be replaced include:
 - One-way
 - Round Trip
 - Upgrade Ticket
 - Group Pass
 - Day Pass

Monthly Passes – Proposed Changes

- Paper passes have slowly been phased out over the years because of low sales.
- Low sales are the result of an increased adoption of UTA's current electronic fare payment options.
- There were over 16 paper pass options available to purchase and now there are four.
- Currently, for customers using the FAREPAY card, best fare is automatically calculated using fare capping technology. Capping is done daily and weekly.
- Fare capping will be carried over as part of the new fare collection system.
- The monthly passes being eliminated include:
 - Reduced fare monthly stickers (RFS, XRFS)
 - Reduced fare monthly pass (R, XR)
 - Full fare monthly pass (A, X)



Mobile App – Proposed Changes

- Fares purchased through the mobile app are being simplified. Currently, customers can choose from more than 15 fare products.
- UTA has not started the development of the new mobile app but proposes reducing the fare products and replacing them with pre-paid reloadable accounts.
- The best fare will automatically be calculated, and customers will not have to choose from multiple fare products. Fare products to be replaced include:
 - Day Pass
 - One-way, One-way FrontRunner (full or reduced fare)
 - Monthly Regular/Premium (full or reduced fare)
 - One-way Ski Pass, Seasonal (full or reduced fare)
 - Group Pass (premium pass for 4 people)
 - Riders License, Seasonal (discounted youth pass)
 - One-way Paratransit (passengers must pre-qualify)
 - Flex Route Deviation (flex route only)
 - Special Event Pass

Paper Transfers – Proposed Changes

- Paper transfers, a form of fare media, are currently given by bus operators to customers upon request.
- The paper transfer gives customers purchasing a single trip additional time to travel on more than one mode of transit without incurring additional fare cost.
- Currently, transfer credits are automatically applied for fare payment made with electronic fare media.
- Customers paying cash at the farebox will no longer receive a paper transfer.
- To receive a transfer credit, cash must be paid at TVMs, UTA customer service locations, or retailers by adding funds to a FAREPAY card.



Route 628– Proposed Changes

- Route 628 (Layton Trolley) will move from zero to paid fare.
- In April 2025, the regular fare of \$2.50 will be required because the service agreement with Layton City will be terminated.



Reduced Fares – Proposed Changes

- Reduced fare discounts will be managed through UTA's new account-based ticketing (ABT) back office which is a software system that performs all the functions necessary to run the electronic fare collection.
- The ABT will bring all UTA's current systems under one umbrella, including the reduced fare application portal.
- Reduced fare discounts will only be available for customers using electronic fare media and cash payments made through the farebox will not be eligible for a discount.
- Customers paying with cash can add funds to an electronic card at TVMs, UTA customer service locations, and retailers.
- Reduced fare plastic ID cards will be phased out because they cannot be read or validated by the electronic card readers. Since this card is not compatible with the new back office it will be retired.



Public Engagement Plan

| Key Component | Dates | Additional Detail |
|--------------------------|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Public Notice | November 13 | A public notice will be published on the UTA website and on the Utah Public Notice Website. |
| Public comment period | November 13 – December 13 | 30-day public comment period. Comments accepted via email, online form, mail, and phone. |
| Public meeting (Virtual) | November 20 | 1 week after public comment period announced, a virtual public meeting will be held via Zoom. UTA staff will present information about proposed changes and answer questions. A recording will be made available following the event. |
| Virtual engagement | November 13 – December 13 | Will be available throughout the comment period online. |

Agenda Item 11.c.

U T A 😝

Public Engagement Continued

- Additional Strategies:
 - Communications plan
 - Social
 - Web
 - Targeted outreach plan
 - Partners and stakeholders
 - New and discontinued routes
 - Key areas for major changes



Agenda Item 11.c.

UTA

Provide Public Comment – April Change Day 2025

November 13 – December 13, 2024

- Rideuta.com/ChangeDay
- Email: HearingOfficer@rideuta.com
- Phone: 801-743-3888
- Mailing: Utah Transit Authority, C/O Jolisha Branch, 669 W 200 S, Salt Lake City, UT 84101

Virtual Public Meeting: Wednesday, November 20, 5:30pm on Zoom

3h Transi
Meeting



Next Steps

- 30 Day Public Comment Period begins today, November 13 through December 13, 2024
- Title VI Analysis continues
- January 2025
 - Title VI analysis finalized
 - Public Comments considered
 - Plans finalized
- February 2025: Board Meeting
 - Update on public engagement, service plan, fares plan
 - Resolution approving Title VI Analysis
- February April 2025: Inform
 - Community education, outreach, communications
 - Preparation for any planned changes
- April 13, 2025: Change Day
 - April 12, 2026

Questions?

Agenda Item 11.c.

υ τ Α 😄

Transit Education Overview

Transit Education & Information: Overview of UTA Programs Supporting Communities, Riders, & Potential Riders



Travel Training Program

- Support riders and potential riders by providing individualized and group education and hands-on experiential training on how to ride UTA independently and confidently
- Complimentary program, open to all



Ambassador Programs – TRAX, SGR/Event, CS Airport Team



- TRAX Ambassadors:
 - Addressing perceptions of safety
 - Helping people feel confident
 - Reporting system concerns and improvements
- SGR/Event Ambassadors:
 - Help navigate the system during disruption or hightraffic times
- Customer Service Airport Team:
 - Connect with potential riders at airport
 - Provide directions and information on how to ride



Customer Service & Community Engagement Support



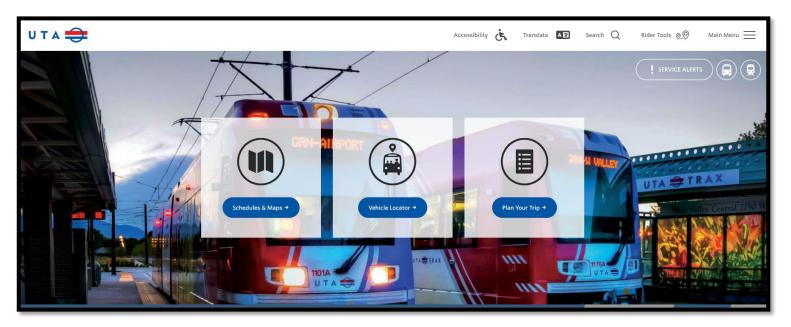
- Strategic Community Engagement Events:
 - Over 100 events in 2024, connecting with communities across the service area
 - Providing information on how to ride, what to know
 - Community Guest Pass Program
- Other Programs that Support Riders & Potential Riders:
 - Field Trip Program
 - Adopt A Stop
 - Community Advisory Committee (and CAT Committee)
 - Resource Library development
- Customer Service Support:
 - Trip Planning
 - General resource for questions, concerns

Agenda Item 11.d.

UTA

Marketing & Communications Information Sharing

- General information for the public, including potential riders
- Media channels
 - YouTube RideUTA
 - X, Facebook, Instagram, etc.
- How-to information
 - General
 - Ticket As Fare
 - User "How to" video YouTube
- Safety Information





UTA

JTAH TRANSIT AUTHORI

Fare Program Partners



- Ed & ECO Pass Partners
- Work with organizations with pass programs to educate their workforce on UTA
- Back to School events participation to support students and Ed pass users in riding UTA



UTA

Customer Experience Action Plan

- Making customer experience improvements
- Convenience
- Safety
- Addressing barriers Trip Planning



υ τ Δ 🚔

Questions & Discussion

JTAH TRANSIT AUTHORITY

Agenda Item 11.d.

Other Business

a. Next Meeting: Wednesday, December 4, 2024, at 9:00 a.m.







Agenda Item 13