

# UTA Board of Trustees Meeting

October 27, 2021



# Call to Order and Opening Remarks



# Pledge of Allegiance



# My BeUTAHful Community Student Art Competition

## *Cultures*

**Bridge Rao**

**Grade 2, Salt Lake City**

“My grandma on my dad’s side is Indian, and I was looking at all the patterns, lines and designs on the sari, which is the dress that Indian women wear, and I looked at photos of Malala, and that’s where I got the ideas from. I also got inspiration from American and British photos.”



# Safety First Minute



# Public Comment

Live comments are limited to 3 minutes per commenter

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 13, 2021 Board Meeting Minutes



# Recommended Action (by acclamation)

Motion to approve consent agenda



# Reports



# Agency Report

- Employee Recognition – >45-Year Anniversaries
- Delegated Authority for On-Call Infrastructure Maintenance Task Orders – Status Update
- Bond Refunding Update
- Ridership Report



# Employee Recognition - >45-Year Anniversaries



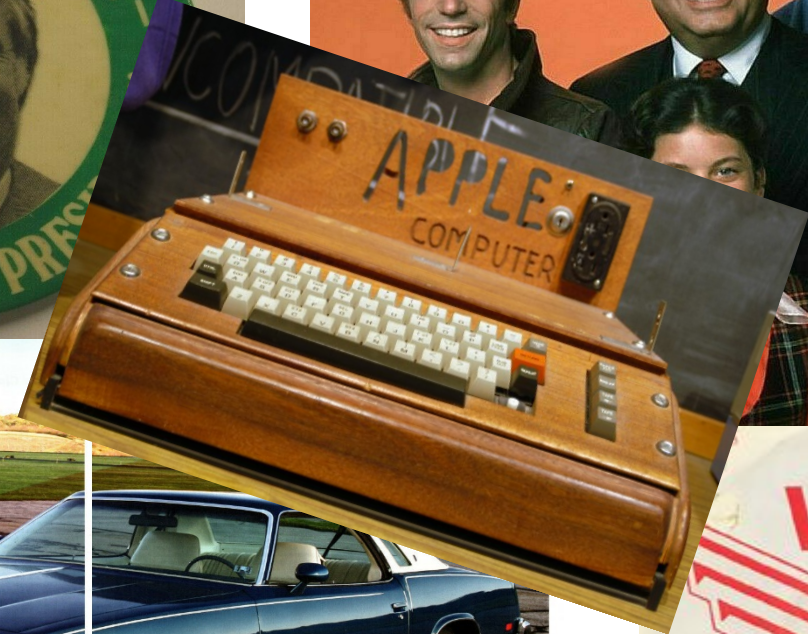
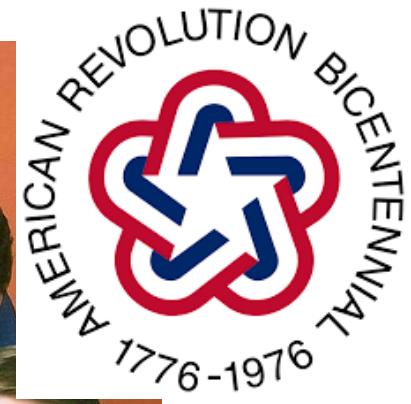
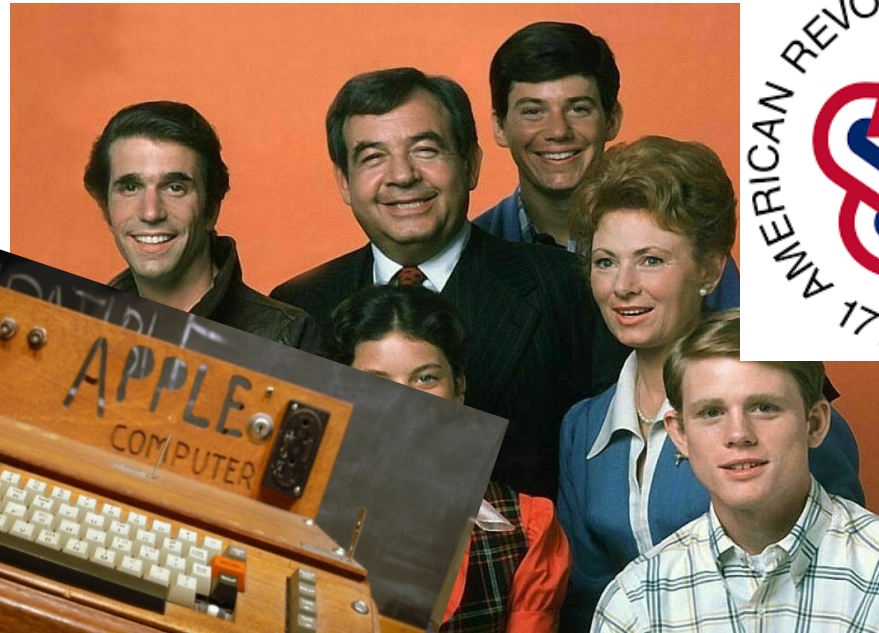


1976

*“A Very Important Year!”*

UTA







But that wasn't all.

1976

*Got Even Better!*



Some of UTA's Very Finest  
Joined UTA!



# Dale Brady



# Ron Halton



# Debbie Skeen



# J.V. Swanson



Thank You  
for

45 Outstanding Years!



# **Delegated Authority for On-Call Infrastructure Maintenance Task Orders – Status Update**



# Resolution Background

**Resolution R2021-05-02 was approved by the Board at the May 26, 2021, meeting delegating authority to the Executive Director to approve task orders for the on-going tasks listed in Exhibit A attached to the resolution.**

**Per the resolution, the Executive Director is to present an update to the Board on all task orders.**



# Resolution Task Orders

Scope (Project ID)	Not to Exceed Task Order Amount
South Stadium Embedded Curve Replacement	\$900,000.00
North Stadium Embedded Curve Replacement	\$900,000.00
Mario Capecchi Embedded Curve Replacement	\$900,000.00
Winchester Avenue Grade Crossing Replacement	\$350,000.00
3200 West Grade Crossing Replacement	\$350,000.00
8120 South Grade Crossing Replacement	\$250,000.00
Operator Relief Rooms	\$434,000.00
Gap Filler on Frontrunner Stations	\$1,000,000.00
<b>Total</b>	<b>\$5,084,000.00</b>



# Update - Signed Task Orders

Scope (Project ID)	Not to Exceed Task Order Amount	Update
3200 West Grade Crossing Replacement	\$350,000.00	Task order signed for \$242,974 and work was completed in June.
Operator Relief Rooms	\$434,000.00	Task order signed for \$434,300. Work has started on one and is in the permitting phase for the other.



# Update - Signed Task Orders (continued)

Scope (Project ID)	Not to Exceed Task Order Amount	Update
North and South Stadium Embedded Curve Replacement	\$1,800,000.00	Task Order signed for \$1,398,736. Work was completed in August.
Mario Capecchi Embedded Curve Replacement	\$900,000.00	Task Order signed for \$627,383. Work was completed this month.



# Update - Task Orders in Scope Development or postponed until 2022

Scope (Project ID)	Not to Exceed Task Order Amount	Update
Gap Filler on Frontrunner Stations	\$1,000,000.00	On-going scope development and material selection
Winchester Avenue Grade Crossing Replacement	\$350,000.00	Work postponed until 2022 due to operational impacts
8120 South Grade Crossing Replacement	\$250,000.00	Work postponed until 2022 due to operational impacts



# Bond Refunding Update



## The Bond Sale Process

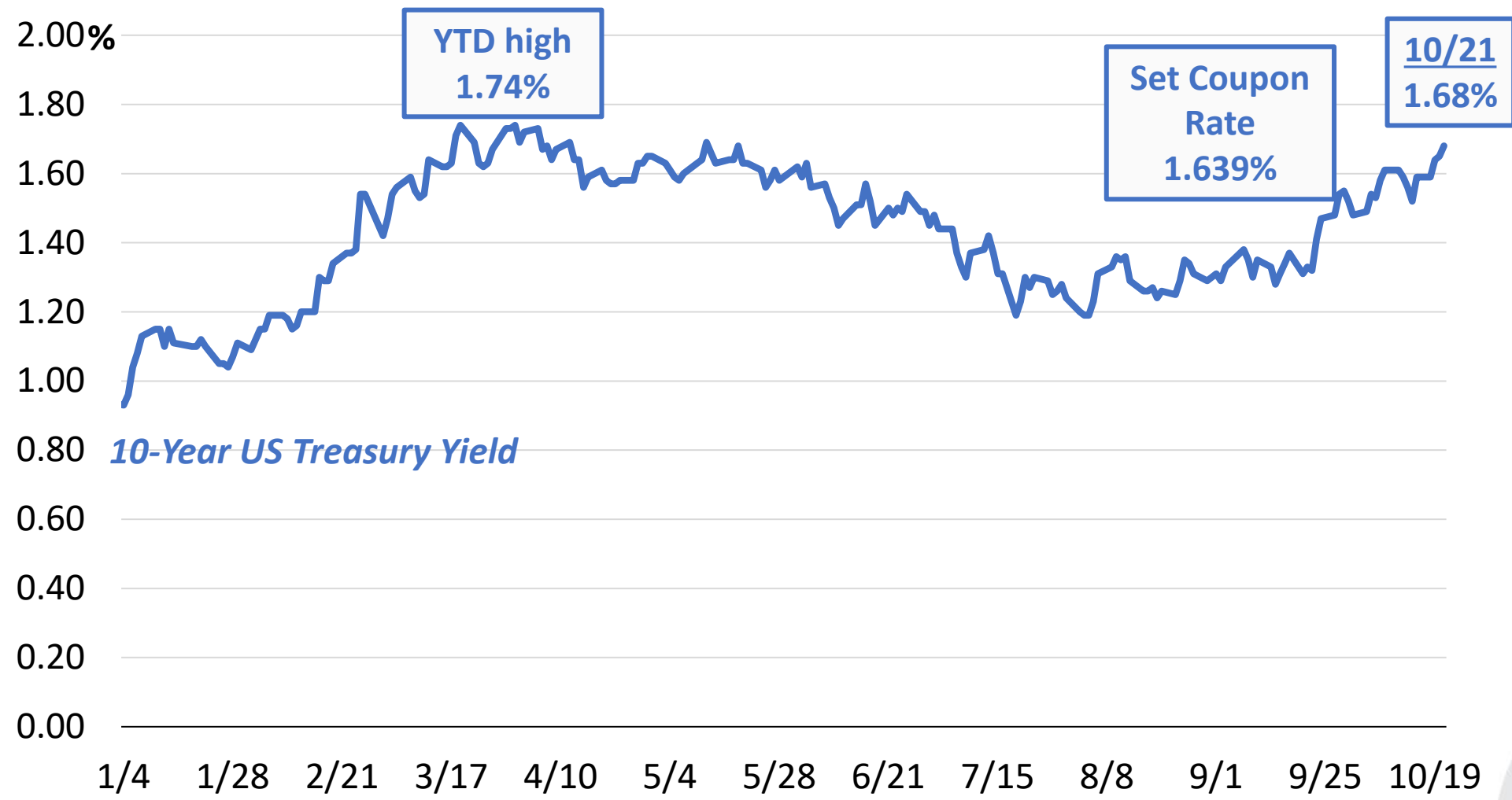
- On Monday, October 18, Wells Fargo received indications of interest from potential investors
- On Tuesday, the transaction was “launched,” with the goal to save 5% or more on as many callable 2015 bonds as possible
- Throughout the pricing period, as in the few days before, the 10-year Treasury rate moved against us
- UTA received orders totaling almost \$2 billion for \$449,845,000 in bonds from over 60 institutional investors
- Largest orders were from Northern Trust (\$189 million) and Susquehanna Capital (\$176 million)
- Final results shown on the following pages



# Movement in 10-Year Treasury

UTAH TRANSIT AUTHORITY

## 10-year UST Yield Movement 2021YTD



Source: US Department of Treasury from 1/4/2021 – 10/21/2021



# Series 2015A Taxable Advance Refunding Results

UTAH TRANSIT AUTHORITY

## Refunding Results | Series 2021 Bonds

Par Amount	\$447,845,000
Amortization	2022-2037
Average Life	9.8 years
All in TIC	2.30%
Gross Savings	\$20,338,129
<b>NPV Savings (\$)</b>	<b>\$20,154,295</b>
<b>NPV Savings (%)</b>	<b>5.07%</b>

## Gross Cashflow Savings

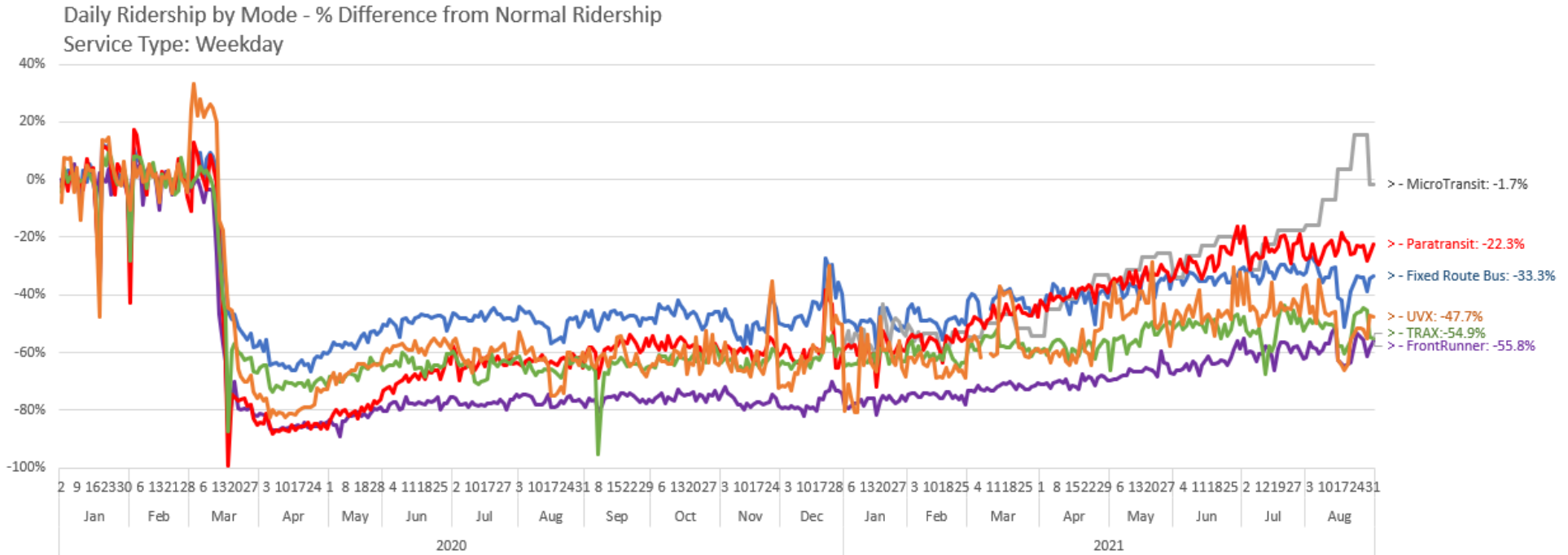
Year	Annual Savings
2022	\$7,813.32
2023	3,272.60
2024	1,687.30
2025	7,001.30
2026	4,963.94
2027	2,252,299.88
2028	2,253,368.88
2029	2,257,009.88
2030	2,258,923.08
2031	2,252,160.14
2032	2,259,018.34
2033	2,258,283.08
2034	2,254,858.60
2035	2,258,371.60
2036	6,173.90
2037	2,923.24
<b>Total</b>	<b>\$20,338,129.08</b>



# Ridership Report



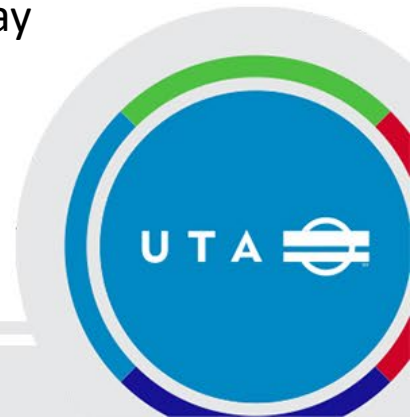
# Ridership Report



\* All ridership is taken from unadjusted, preliminary data and is subject to change.

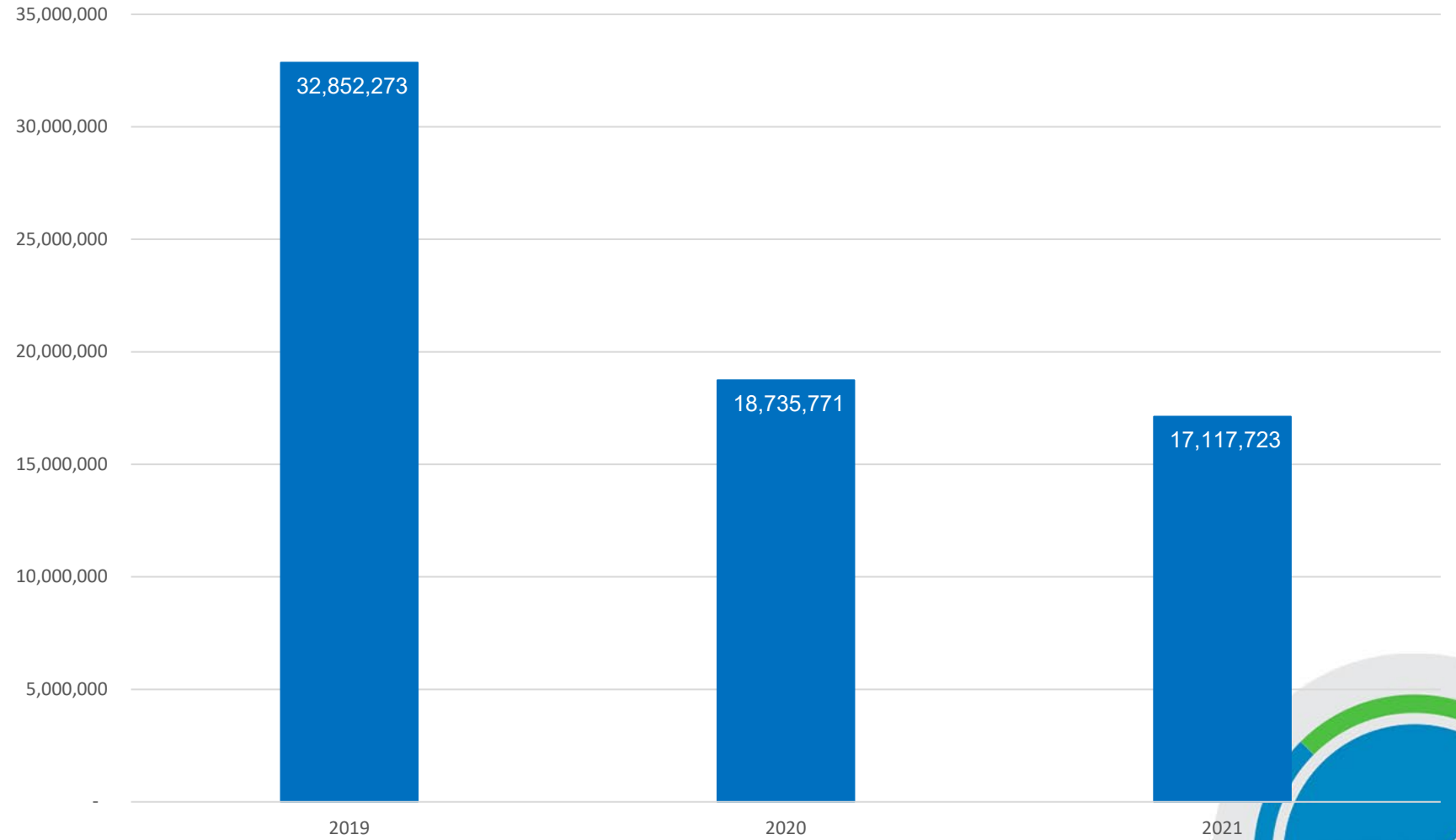
\*\* Dates with holidays in the current or previous years have been removed.

- MicroTransit replaced several Flex Routes starting August Change Day



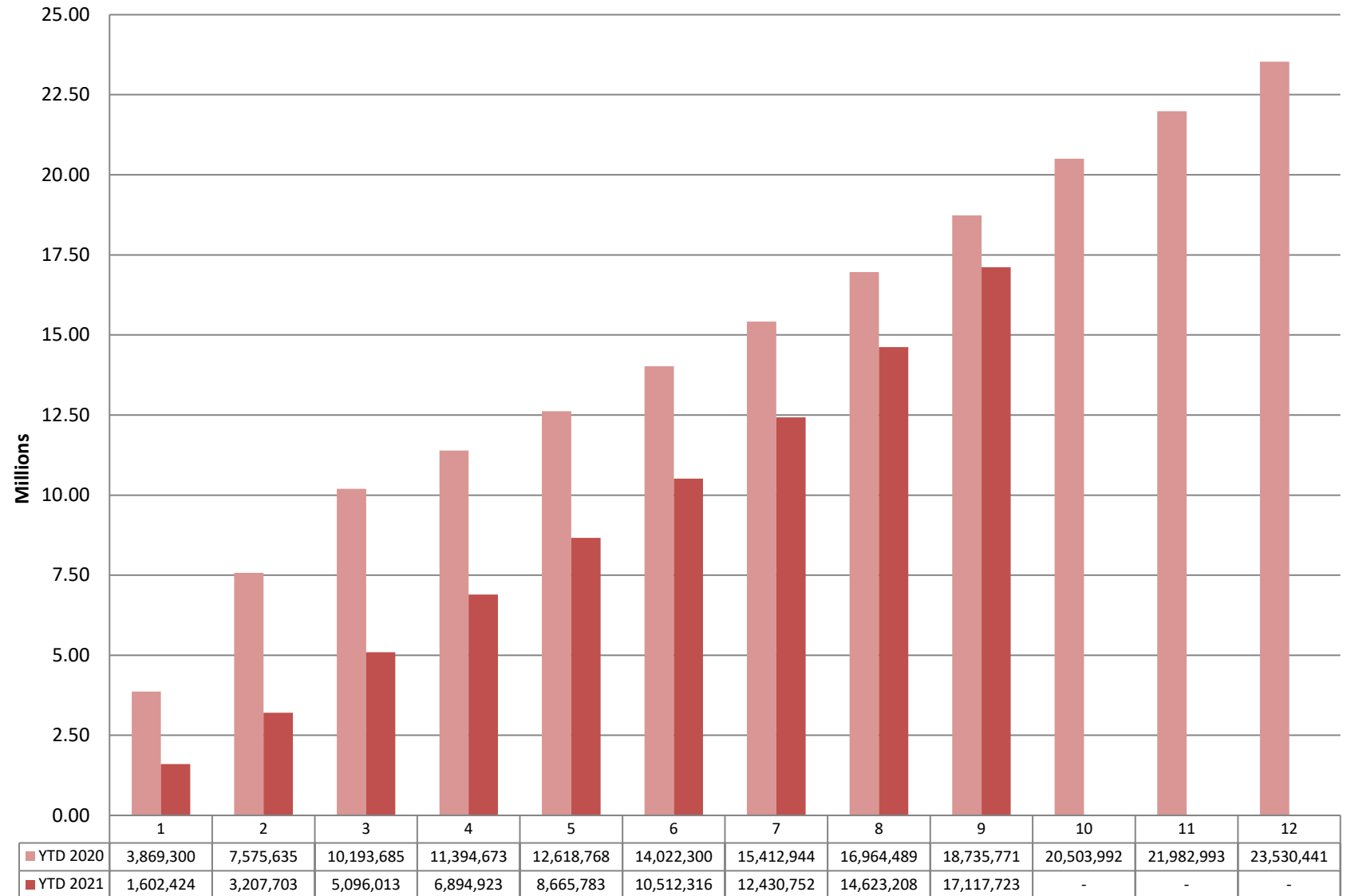
# Ridership Report

Year to Year Ridership January – September



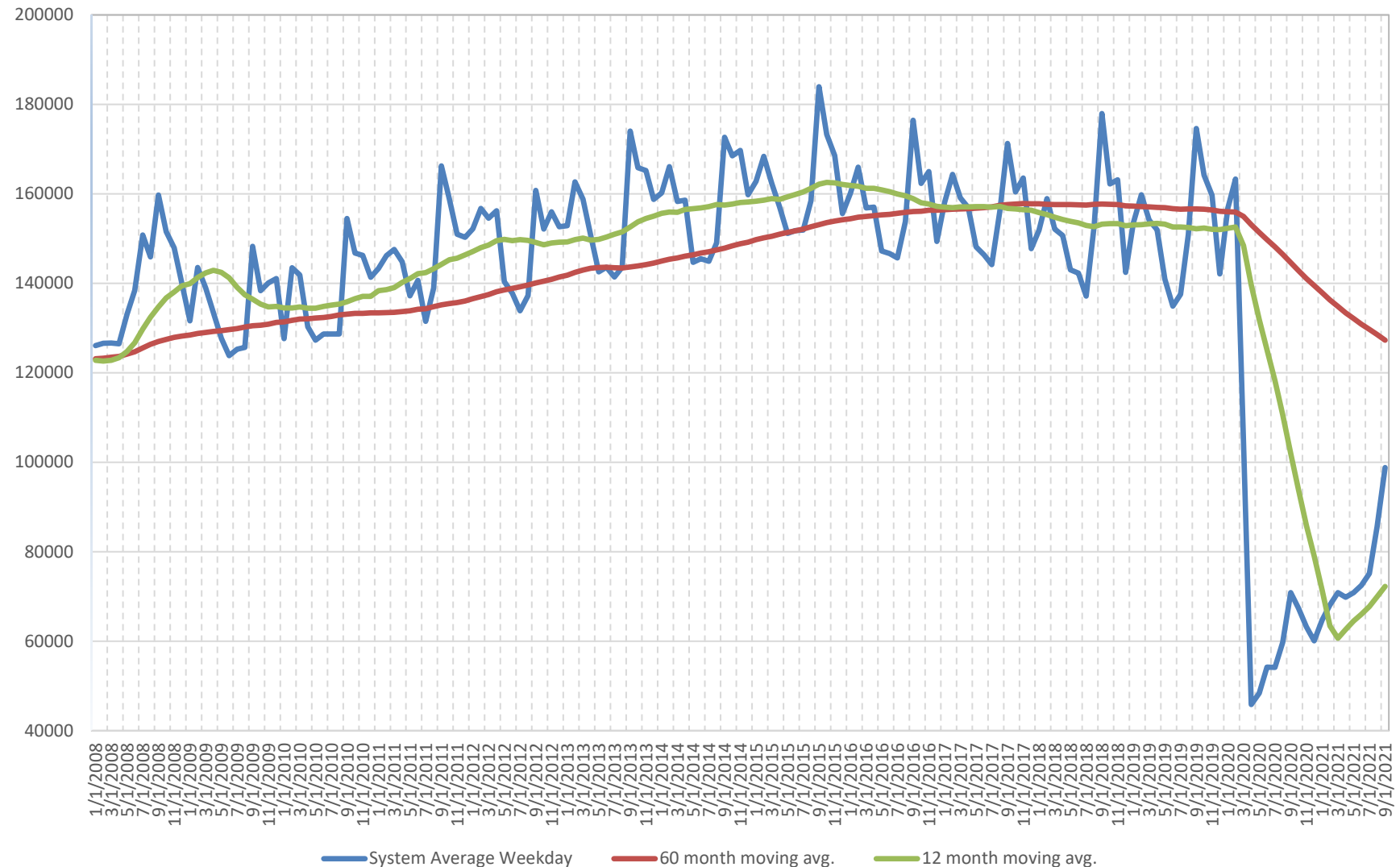
# Ridership Report

Systemwide 2021 YTD Ridership compared to previous year



# Ridership Report

Average Weekday Ridership from February 2008 to present



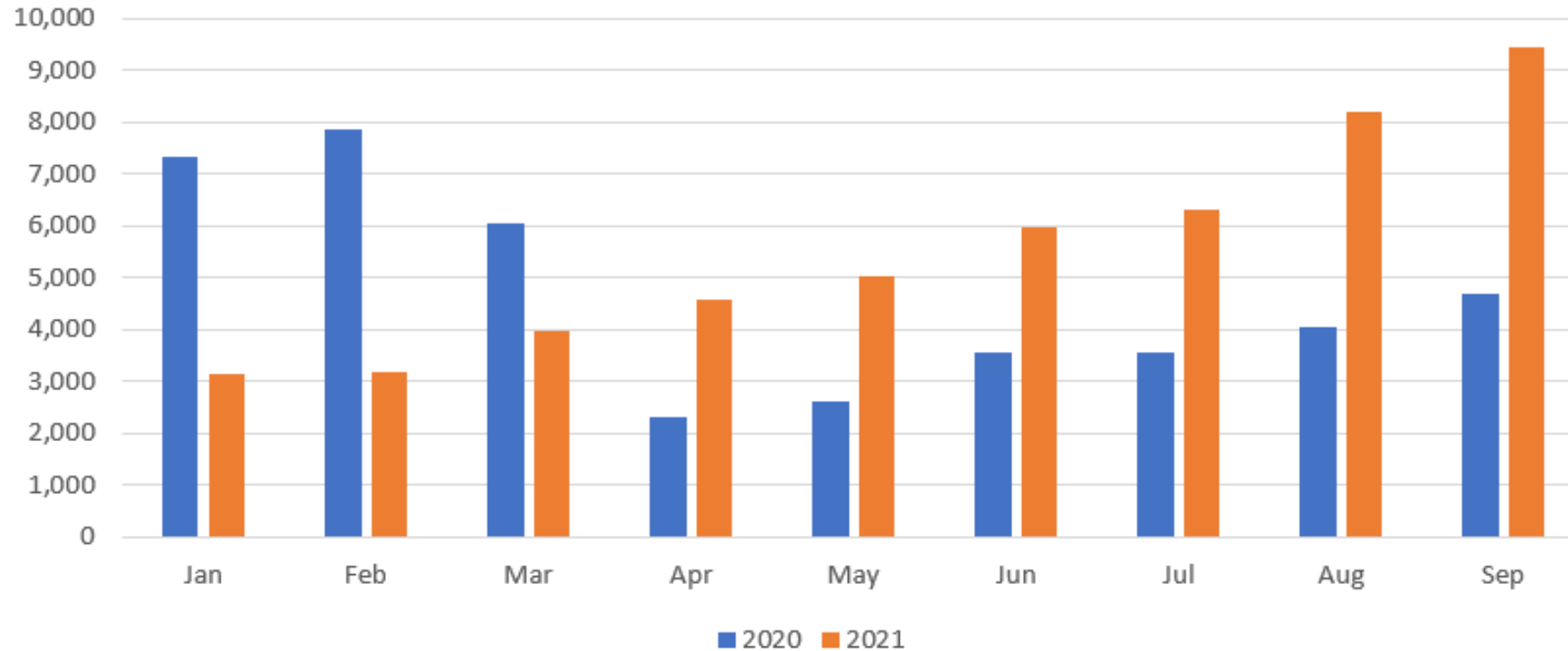
# Ridership Report

Mode	Jan - Sep 2020	Jan - Sep 2021	% Change
Bus System	9,552,062	8,940,103	-6.41
Paratransit	145,356	181,687	24.99
Route Deviations	177,145	207,978	17.41
Mobility Management	1,530	1,787	16.80
Light Rail	6,393,864	5,690,818	-11.00
Streetcar (S-Line)	212,793	194,913	-8.40
Commuter Rail	1,676,139	1,437,196	-14.26
Vanpool	576,882	445,601	-22.76
UTA On Demand (VIA)	NA	17,641	NA
<b>UTA System</b>	<b>18,735,771</b>	<b>17,117,723</b>	<b>-8.64</b>

\* MicroTransit became an official transit mode in Aug 2021.



# Ridership Report (UTA on Demand)

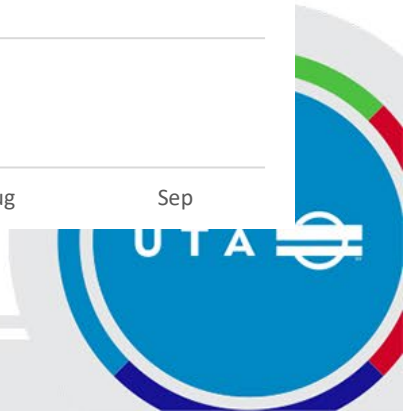
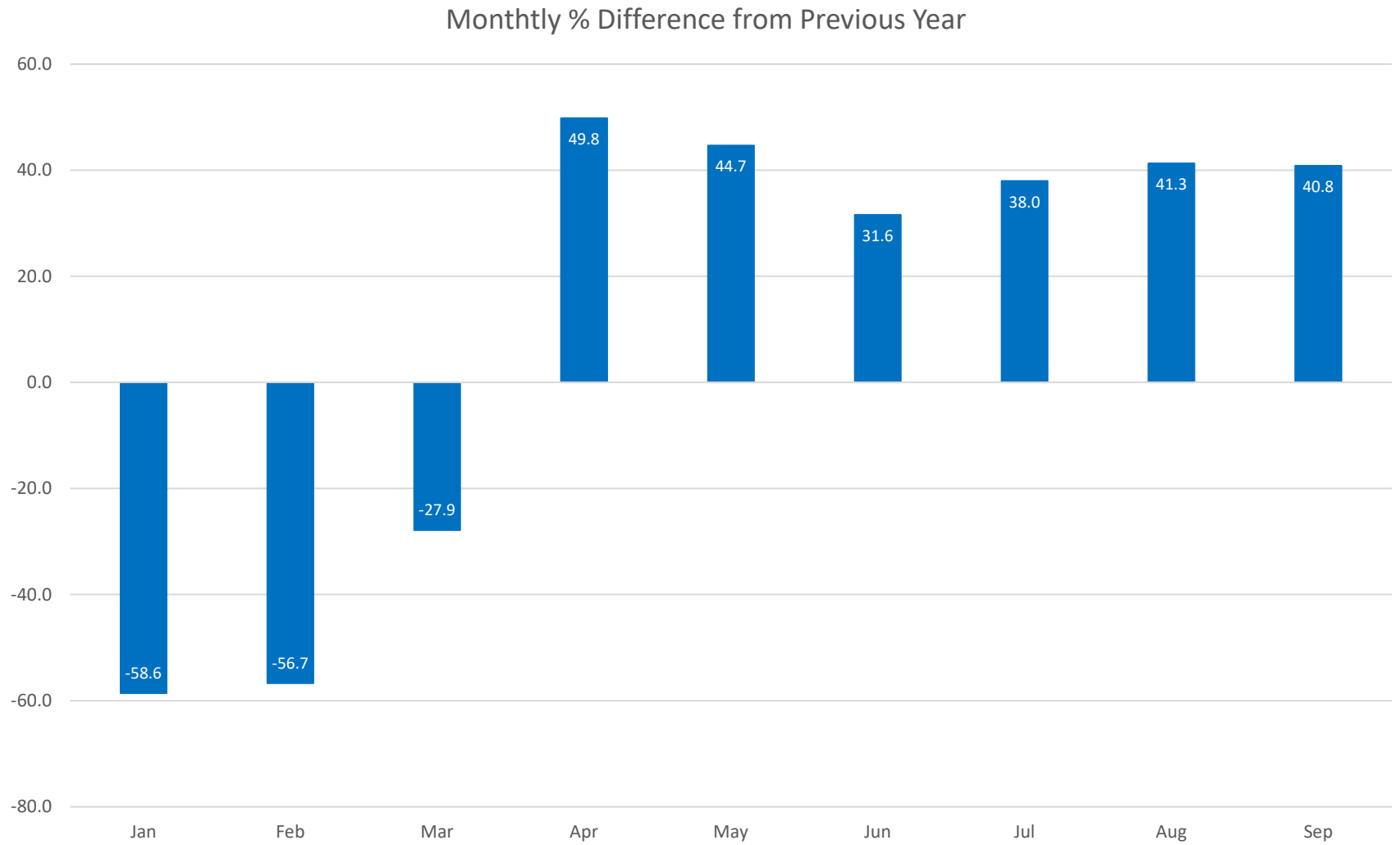


Mode	Jan - Sep 2020	Jan - Sep 2021	% Change
MicroTransit	42,027	49,792	18.5%

- MicroTransit replaced several Flex Routes starting August Change Day



# Ridership Report



# Questions?



# Resolutions



**R2021-10-04**  
**Resolution Ratifying the Adoption of**  
**the Tentative 2022 Budget**



# 2022 Operating Budget Overview (dollars in thousands)

UTAH TRANSIT AUTHORITY

Amended 2021 Budget	2021 One -Time Expenses	2021 Additions		2022 Adjustments		2022 Budget		
		Staffing	Service	Wage and Fringe	Other	2022 Base	2022 Additions	2022 Budget Request
\$ 326,512	\$ (6,748)	\$ 1,247	\$ 3,911	\$ 9,369	\$ 3,471	\$337,763	\$ 18,323	\$356,086

## 2022 Additions

### Restore Service

Service Changes	\$ 6,915
Support Costs	656
Rail Apprenticeship Program	5,100
Recruitment and Retention	1,624
Information Technology	1,308
Other Management and Support	1,220
Operating Contingency	<u>1,500</u>
Total	\$18,323



# 2022 UTA Operating Budget Expenses by Category

Category	FY2021 Budget	FY 2022 Budget	Change	% Change
Wages	\$158,368,493	\$170,747,523	\$12,379,030	7.8%
Fringe	75,243,781	83,340,042	8,096,261	10.8%
Services	30,393,901	33,167,680	2,773,779	9.1%
Fuel	21,938,262	25,210,783	3,272,522	14.9%
Parts	22,518,325	22,821,044	302,719	1.3%
Utilities	5,962,312	6,396,797	434,485	7.3%
Other O&M	21,419,009	25,064,222	3,645,213	17.0%
Capitalized Costs	(9,331,626)	(10,662,401)	(1,330,775)	14.3%
<b>Total Budget</b>	<b>\$326,512,457</b>	<b>\$356,085,690</b>	<b>\$29,573,233</b>	<b>9.1%</b>



# 2022 UTA Operating Budget Expenses by Office

Office	FY2021 Budget	FY 2022 Budget	Change	% Change
Board	\$2,720,074	\$2,677,442	\$(42,632)	-1.6%
Executive Director	9,890,971	9,445,684	(445,287)	-4.5%
Operations	254,205,987	270,501,615	16,295,628	6.4%
Finance	13,863,537	14,589,315	725,778	5.2%
Service Development	7,274,239	7,781,813	507,574	7.0%
Enterprise Strategy	19,880,699	22,524,933	2,644,234	13.3%
Planning & Engagement	10,649,039	13,086,278	2,437,239	22.9%
People Office	8,027,911	15,478,610	7,450,699	92.8%
<b>Total Division</b>	<b>\$326,512,457</b>	<b>\$356,085,690</b>	<b>\$29,573,233</b>	<b>9.1%</b>



# UTA FTE Summary

## 2021 Budget and 2022 Proposed Budget

Department	2021	2022	Change	Change
	Amended Budget	Proposed Budget	FTE FY21 - FY22	FTE % FY21 - FY22
Board	13.5	13.4	(0.1)	-0.9%
Executive Director	37.5	41.5	4.0	10.7%
Operations	2,211.7	2,285.2	73.5	3.3%
Finance	105.1	113.5	8.4	8.0%
Service Development	45.0	56.0	11.0	24.4%
Enterprise Strategy	105.0	115.0	10.0	9.5%
Planning & Engagement	71.5	73.2	1.7	2.4%
People Office	59.5	84.0	24.5	41.2%
<b>Totals</b>	<b>2,648.8</b>	<b>2,781.8</b>	<b>133.0</b>	<b>5.0%</b>



# 2022 Proposed Service Changes

	2022 Est. Cost	Ongoing Annual Est. Cost	FTE Change
Bus Service	\$4,215,000	\$ 6,777,000	44.0
Special Services	284,000	522,000	6.0
Front Runner	1,027,000	1,027,000	11.0
Tooele Valley UTA On Demand*	668,000	1,560,000	
South Davis UTA On Demand*	721,000	1,741,000	
<b>Total</b>	<b>\$6,915,000</b>	<b>\$11,627,000</b>	<b>61.0</b>



\*Microtransit contingency included \$403,000

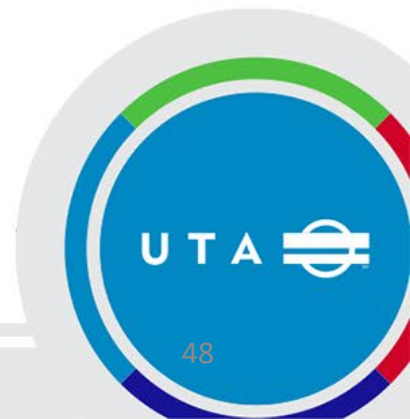


# Recruitment and Retention

<u>Initiative</u>	<u>2022 Request</u>	<u>FTE</u>
• Operator Retention	\$ 350,000	1.0
• Bus Operator Training	596,000	17.3
• UTA Employer of Choice Branding	180,000	0.0
• Leadership Development	145,000	0.0
• Total Rewards Program Support	178,000	2.0
• Inclusion and Belonging Program Support	50,000	0.3
• Workforce Planning	100,000	0.0
• Harassment Prevention Training	<u>25,000</u>	<u>0.0</u>
<b>Subtotal Recruitment and Retention</b>	<b>\$ 1,624,000</b>	<b>20.6</b>

Key Deliverables:

- Focus on Operator retention efforts
- Increased Operator training headcount to meet increased service and attrition requirements
- Investment in developing employee leadership and culture
- Develop compensation, staffing and training programs



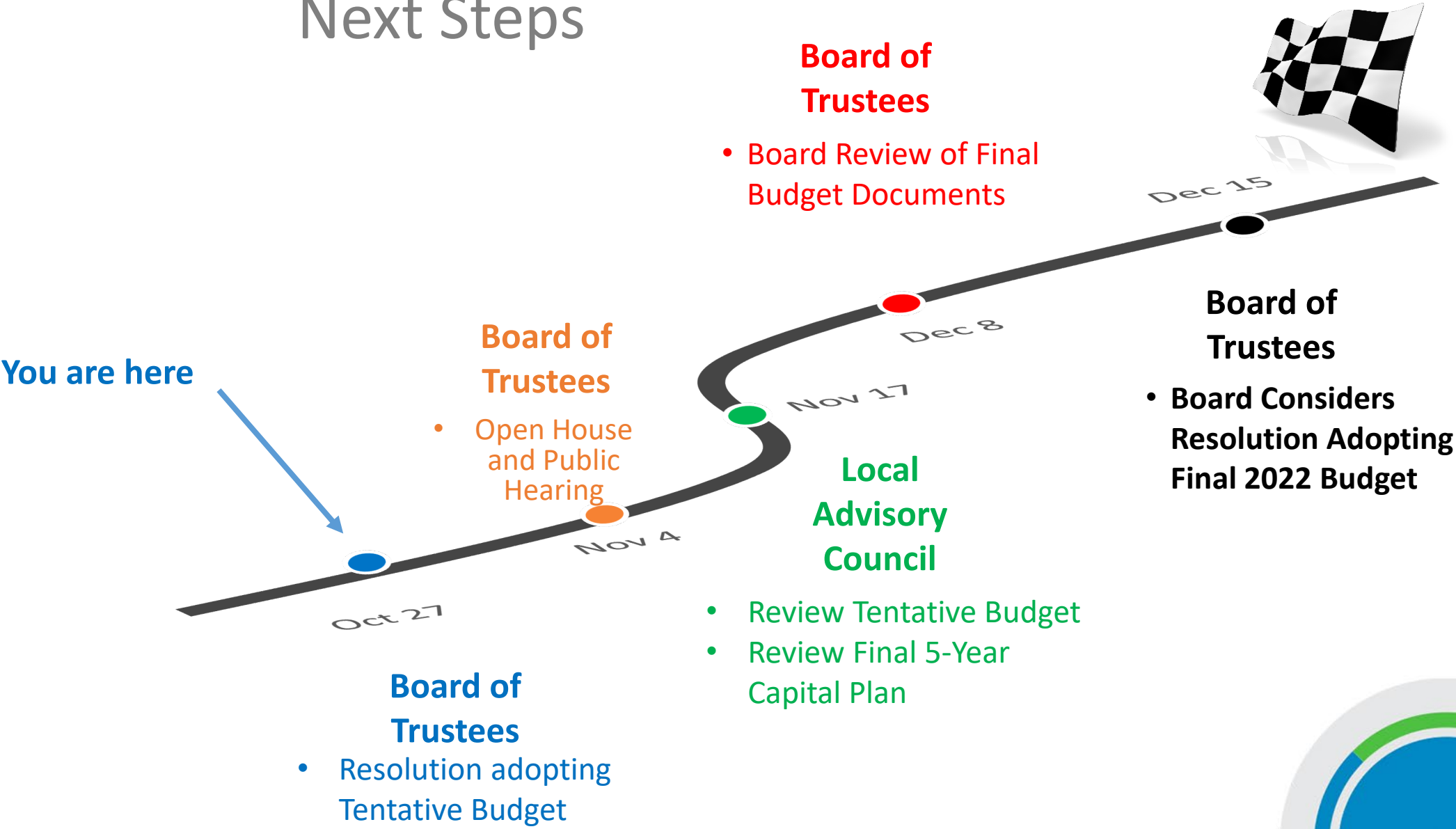
# Rail Maintenance Apprenticeship

<u>Resource</u>	<u>2022 Request</u>	<u>FTE</u>
• People Office Program Development	<u>\$ 5,100,000</u>	<u>1.0</u>
<b>Subtotal Operating</b>	<b>\$ 5,100,000</b>	<b>1.0</b>
• Capital Program Investment*		
• MOW Training Yard	\$ 1,000,000	
• Training Engine and HEP	750,000	
• Training Aids	<u>200,000</u>	
<b>Subtotal Capital</b>	<b>\$ 1,950,000</b>	
<b>Total Apprenticeship Program</b>	<b>\$7,050,000</b>	

\* Capital Costs in 2023 total \$1,500,000 for MOW Training Yard



# Next Steps



Questions?



# **Recommended Action (by roll call)**

Motion to approve R2021-10-04  
Resolution Ratifying the Adoption of the Tentative 2022 Budget



**R2021-10-05**

**Resolution Authorizing the Execution  
of a Low or No Emission Grant  
Agreement with the Federal Transit  
Administration for the Tooele  
Microtransit and Vehicle  
Electrification Project**



# Low or No-Emission Grant Funds for the Tooele Microtransit & Vehicle Electrification Project

- The total project cost is \$1,608,995.
- (\$1,380,000 federal and \$230,099 local match)
- The award amount will be \$1,380,000.
- Match requirement is 15% for vehicles, and 10% for equipment & facilities.
- Match is provided by UTA (\$138,099) & Rocky Mountain Power (\$92,000).



## Tooele Microtransit & Vehicle Electrification

- **Replace 6 gasoline** flex route and dial-a-ride vehicles in Tooele County **with 8 zero-emission electric vehicles** - ADA accessible, commercially available, 15-passenger vans with telematic systems.
- Modernize existing services with **on-demand microtransit service**.
- **Charging systems** to be installed in the Tooele garage and on-route.
- The current workforce would be **trained on electric vehicle operation and maintenance**.
- Plan to **deploy** this new service in **August 2022**.



# **Recommended Action (by roll call)**

Motion to approve R2021-10-05  
Resolution Authorizing the Execution of a Low or No Emission Grant Agreement with  
the Federal Transit Administration for the Tooele Microtransit and Vehicle  
Electrification Project



# Contracts, Disbursements, and Grants



# **Contract: Investment Management Services (Chandler Asset Management, Inc.)**

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## **Recommended Action (by acclamation)**

Motion to approve contract with Chandler Asset Management, Inc. for investment management services, as presented



# **Contract: UTA Employee Holiday Gift Cards 2021 (Harmon City, Inc.)**

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## **Recommended Action (by acclamation)**

Motion to approve contract with Harmon City, Inc. for UTA employee holiday gift cards,  
as presented



# **Contract: Tooele Bus Facility Renovation (Paulsen Construction) and 2021 Technical Budget Adjustment – Capital**

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## **Recommended Action (by acclamation)**

Motion to approve contract with Paulsen Construction for Tooele County bus facility renovation and 2021 technical budget adjustment – capital, as presented



# **Change Order: TDX System Maintenance – Change Order No. 3 TDX Unidirectional Gateway Network Security Solution (Modern Communications Systems)**

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## **Recommended Action (by acclamation)**

Motion to approve change order with Modern Communications Systems for TDX system maintenance – change order no. 3 TDX unidirectional gateway network security solution, as presented



# **Change Order: Tire Lease Program Extension (Michelin)**

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## **Recommended Action (by acclamation)**

Motion to approve change order with Michelin for tire lease program extension, as presented



# **Change Order: Applicant Tracking System Contract Extension (JobVite)**

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## **Recommended Action (by acclamation)**

Motion to approve change order with JobVite for applicant tracking system contract extension, as presented



# Pre-Procurements

- Electric Vans for Tooele
- SD100/SD160 Slewing Ring Replacement



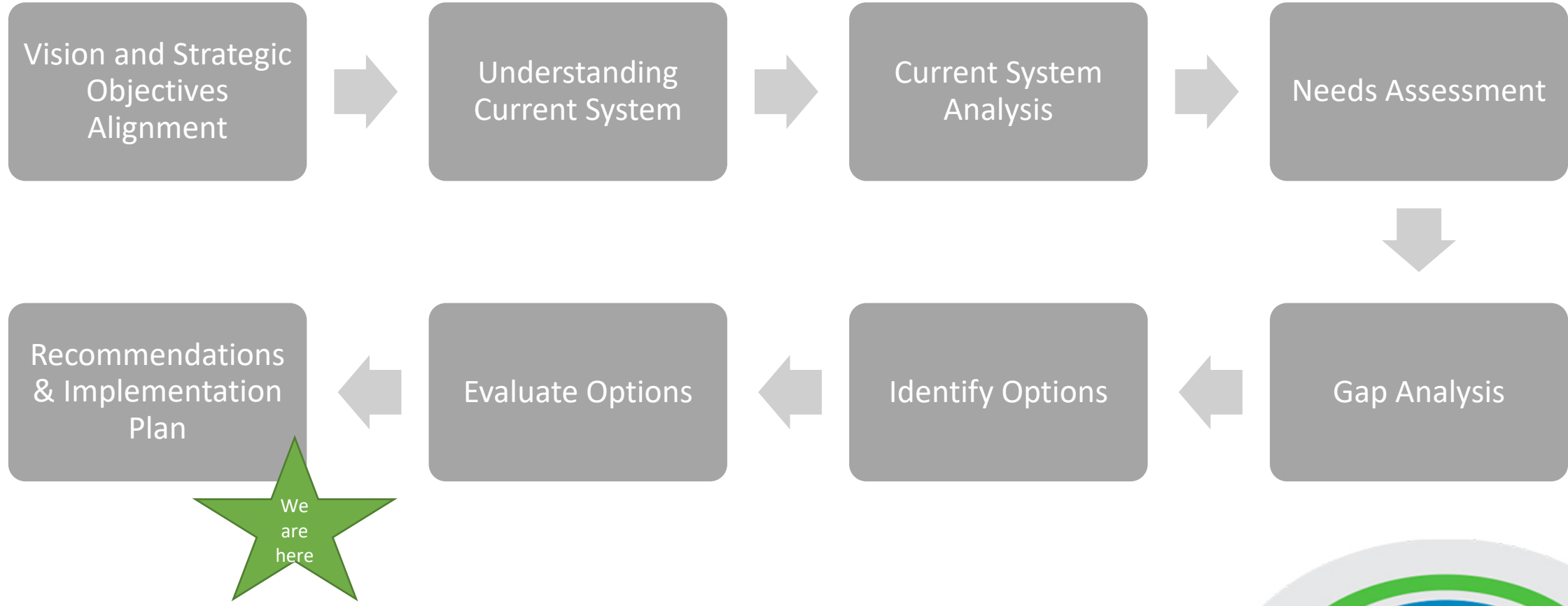
# Discussion Items



# Fare System Technology Review



# Project Progress



# Clevor Analysis and Recommendations

- Procure New EFC System
- New EFC Integrated TVM's
- Mobile App- Virtual Barcode with NFC Option
- Validating Fareboxes



## EFC Options

01

New Validators,  
Maintain Current  
EFCX System

\$8.2M Capital

02

Upgrade EFCX  
System

\$10.3M Capital

03

Procure New EFC  
System

\$17.8M Capital





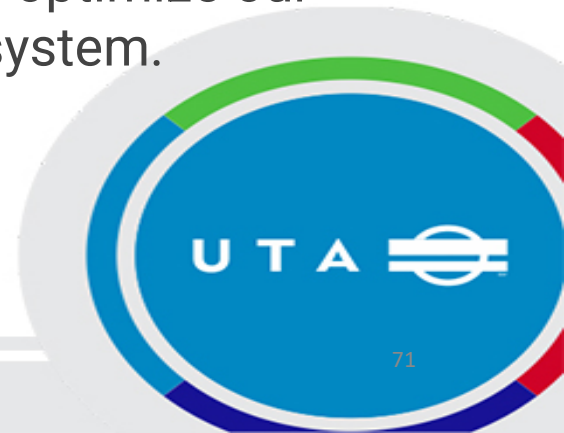
	Salt Lake City (UTA)	Boston (MBTA)	Chicago (CTA)	Dallas (DART)	Honolulu (HART)	LA (Metro)	Nashville (WeGo)	New York (MTA)	Portland (TriMet)	San Francisco (MTC)	Seattle (Sound Transit)	Tampa (HART)
<b>Supported Media</b>												
Closed-Loop Limited-Use Media	✓	✓				✓	✓		✓	✓	✓	✓
Closed-Loop Extended-Use Media	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Barcoded Media (Paper or Mobile)							✓	✓				✓
Open-Loop EMV		✓	✓				✓	✓	✓	✓	✓	✓
NFC Virtual Cards		✓	✓			✓	✓	✓	✓	✓		
<b>Features</b>												
Integrated Retail Network	✓			✓		✓	✓	✓	✓		✓	✓
Fare Capping	✓			✓			✓		✓	✓		✓
Real-Time Fare Information				✓			✓		✓		✓	✓
Enhanced Customer Service Tools (COTS CRM)		✓	✓			✓	✓	✓	✓	✓		
Integration with Accounting Systems		✓	✓		✓		✓	✓	✓	✓		
Customer and Institutional Websites Integrated with EFC		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Open-Loop EMV Inspection		✓		✓			✓		✓	✓		

# EFC Option Recommendation



## Procure New EFC System

- Scoring between the Procure New and Upgrade options were close
- PCI Compliance requirements are passed along to the vendor
- Delivery should occur in phases based on UTA's needs and timeline
- We will strive for a full-featured solution that allows us to optimize our resources in developing, maintaining, and operating the system.



# TVM Options

01

Refurbish Existing  
TVMs

\$5M Capital

02

Procure New Paper  
Ticket TVMs

\$10M Capital

03

Procure New EFC  
Integrated TVMs

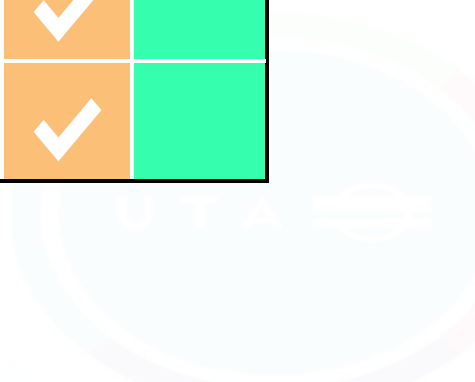
\$12M Capital



# TVMs

Salt Lake City (UTA)  
 Boston (MBTA)  
 Chicago (CTA)  
 Dallas (DART)  
 Honolulu (HART)  
 LA (Metro)  
 Nashville (WeGo)  
 New York (MTA)  
 Portland (TriMet)  
 San Francisco (MTC)  
 Seattle (Sound Transit)  
 Tampa (HART)

		TVM Features										
	Integrated with EFC	✓	✓		✓	✓	✓		✓	✓	✓	✓
	Full Service TVMs Integrated with EFC (Issue smart media, reload, accept cash and payment cards)	✓	✓		✓	✓	✓		✓	✓	✓	✓
	Full Service TVMs NOT Integrated with EFC	✓		✓								✓
	Simple TVMs Integrated with EFC (reload only, no change)	✓						✓			✓	✓
	Simplified UI/UX								✓		✓	✓



# TVM Option Recommendation



## New EFC Integrated TVMs

- Provides the best customer experience and operational efficiencies for the agency
- Will give the agency the ability to support electronic transfers
- Will provide more consistency across the sales channels (e.g., distributing contactless media)
- New equipment should reduce reliability issues
- It is recommended that the EFC system be procured first if a TVM integration with the back office is desired.

# Mobile App Options

01

Maintain Current App

\$N/A Capital

02

Upgrade and Integrate Current App

\$715K Capital

03

Procure New Integrated Barcode Virtual Card App

\$2.1M Capital

04

Procure New Integrated NFC Virtual Card App

\$3.6M Capital

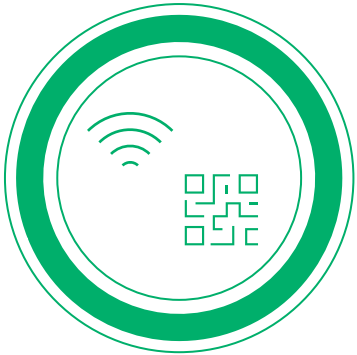


# Mobile Ticketing

Salt Lake City (UTA)  
 Boston (MBTA)  
 Chicago (CTA)  
 Dallas (DART)  
 Honolulu (HART)  
 LA (Metro)  
 Nashville (WeGo)  
 New York (MTA)  
 Portland (TriMet)  
 San Francisco (MTC)  
 Seattle (Sound Transit)  
 Tampa (HART)

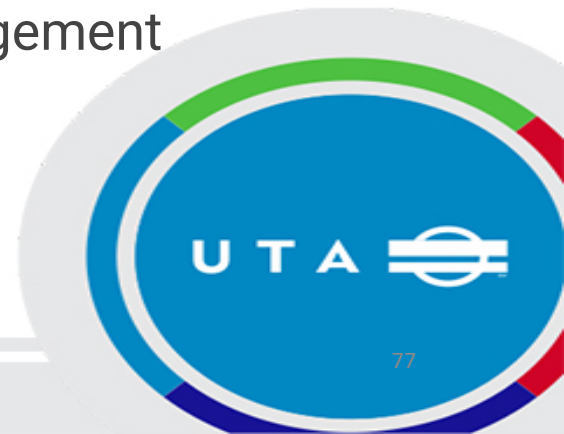
	Mobile Application Features										
Integration with EFC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Barcoded Mobile Card						✓					✓
NFC-Based Virtual Card	✓	✓			✓		✓	✓	✓	✓	
Mobile Ticketing	✓	✓	✓		✓		✓		✓	✓	
Integrated with Retail Network			✓		✓		✓				
Supports Institutional Products	✓	✓		✓	✓	✓	✓	✓	✓	✓	
Third-Party Integration					✓						
Supports Electronic Fare Inspection	✓	✓	✓	✓	✓	✓		✓	✓	✓	

# Mobile App Option Recommendation



## Barcode Virtual Card with NFC Option

- Barcoded mobile virtual card with a future option for an NFC virtual card, based on the SI selected and gaining wallet provider approvals.
- While NFC virtual cards provide the best customer experience the option is completely dependent on wallet provider approval. This approval is difficult to secure.
- The new app can support fully integrated account management functionality to enhance the customer experience
- Future fare integration with our mobile trip planning app.



# Farebox Options

01

Maintain Existing  
Fareboxes

<\$.1M Capital

02

Procure New Basic  
Dropbox Fareboxes

\$1.1M Capital

03

Procure New Basic  
Registering Fareboxes

\$7.8M Capital

04

Procure New  
(Currency) Validating  
Fareboxes

\$10.4M Capital



# Fareboxes

Salt Lake City (UTA)  
 Boston (MBTA)  
 Chicago (CTA)  
 Dallas (DART)  
 Honolulu (HART)  
 LA (Metro)  
 Nashville (WeGo)  
 New York (MTA)  
 Portland (TriMet)  
 San Francisco (MTC)  
 Seattle (Sound Transit)  
 Tampa (HART)

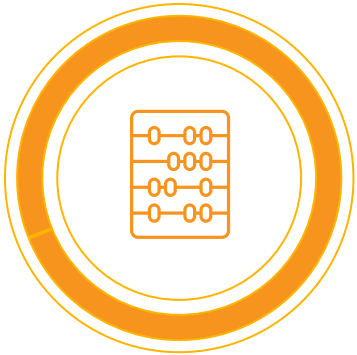
Simple Farebox (non-validating)

Validating Farebox

Farebox Features		Salt Lake City (UTA)	Boston (MBTA)	Chicago (CTA)	Dallas (DART)	Honolulu (HART)	LA (Metro)	Nashville (WeGo)	New York (MTA)	Portland (TriMet)	San Francisco (MTC)	Seattle (Sound Transit)	Tampa (HART)
Simple Farebox (non-validating)	✓				✓	✓	✓		✓	✓	✓	✓	✓
Validating Farebox		✓	✓	✓				✓					✓



# Farebox Option Recommendation (3-5 years)



## Validating Fareboxes

- Fareboxes are in working condition and are expected to last 3 to 5 years.
- Implement robust cash controls from fareboxes through cash collection, bank deposit and reconciliation.
- After 3-5 years, based on farebox State of Good Repair and effectiveness of increased cash controls, procure new validating fareboxes.
- It is recommended that the EFC system be procured first if a farebox integration with the back office is desired.

# Cost of Recommendation over 10 years

Mobile Ticketing		Maintain Current App	Procure New Integrated Barcode Virtual Card App	Change in Costs
	Vendor Operating Cost	\$ 2,618,202.10	\$ 2,000,000.00	\$ (618,202.10)
	Agency Operating Cost	\$ 377,019.10	\$ 377,019.10	\$ -
	Operating Contingency	\$ 998,354.14	\$ 936,533.93	\$ (61,820.21)
	<b>Operating Cost (10 Years)</b>	<b>\$ 3,993,575.34</b>	<b>\$ 3,313,553.03</b>	<b>\$ (680,022.32)</b>

Farebox		Maintain Current Fareboxes	Procure New Validating Fareboxes	Change in Costs
	Vendor Operating Cost	\$ 235,015.07	\$ 235,015.07	\$ -
	Agency Operating Cost	\$ 9,708,003.22	\$ 12,597,982.18	\$ 2,889,978.95
	Operating Contingency	\$ 1,024,301.83	\$ 1,318,299.72	\$ 293,997.90
	<b>Operating Cost (10 Years)</b>	<b>\$ 10,967,320.12</b>	<b>\$ 14,151,296.97</b>	<b>\$ 3,183,976.85</b>



## Cost of Recommendation over 10 years (continued)

EFC		Maintain Current EFCX System	Procure New EFC System	Change in Costs
	Vendor Operating Cost	\$ 7,662,144.46	\$ 19,094,303.73	\$ 11,432,159.27
	Agency Operating Cost	\$ 45,505,886.05	\$ 43,093,731.06	\$ (2,412,154.99)
	Operating Contingency	\$ 5,316,803.05	\$ 6,218,803.48	\$ 902,000.43
	<b>Operating Cost (10 Years)</b>	<b>\$ 58,484,833.57</b>	<b>\$ 68,406,838.27</b>	<b>\$ 9,922,004.70</b>

TVM		Refurbish Existing TVMs	Procure New TVMs	Change in Costs
	Vendor Operating Cost	\$ 8,349,815.36	\$ 12,662,209.88	\$ 4,312,394.52
	Agency Operating Cost	\$ 22,705,145.84	\$ 20,474,512.47	\$ (2,230,633.37)
	Operating Contingency	\$ 3,105,496.12	\$ 3,372,877.78	\$ 267,381.66
	<b>Operating Cost (10 Years)</b>	<b>\$ 34,160,457.32</b>	<b>\$ 36,509,600.12</b>	<b>\$ 2,349,142.80</b>



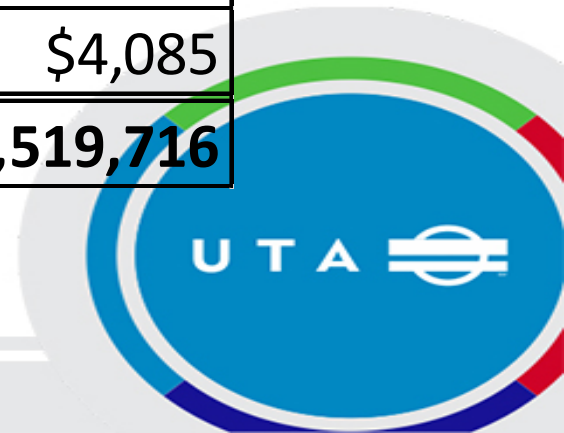
## Summary of Fare Revenues by Group

Revenue Group	2017	2018	2019	2020
Contracts	\$16,585,933	\$19,809,344	\$23,105,001	\$19,292,745
Farebox	\$4,844,465	\$4,624,834	\$4,195,298	\$1,227,770
FAREPAY	\$5,159,735	\$5,249,901	\$5,067,203	\$2,012,747
Mobile Ticket	\$50,773	\$988,237	\$2,033,574	\$1,289,044
Other	\$8,211,010	\$7,712,052	\$7,972,029	\$4,367,976
Pass Sales	\$9,589,350	\$6,623,195	\$5,295,544	\$2,585,644
TVM	\$8,827,035	\$8,199,301	\$6,934,625	\$2,786,822
Microtransit			\$1,261	\$34,358
<b>Grand Total</b>	<b>\$53,268,302</b>	<b>\$53,206,863</b>	<b>\$54,604,535</b>	<b>\$33,597,105</b>



## Summary of Fare Costs by Group

Revenue Groups	2017	2018	2019	2020
Contracts	\$2,408,613	\$3,703,724	\$2,596,848	\$2,017,048
Farebox	\$693,083	\$737,648	\$651,345	\$706,426
FAREPAY	\$1,522,437	\$1,691,341	\$1,602,244	\$820,542
Mobile Ticket	\$465,144	\$542,995	\$736,708	\$531,961
Other	\$110,184	\$106,525	\$128,444	\$208,233
Pass Sales	\$789,459	\$853,170	\$602,714	\$464,343
TVM	\$2,225,169	\$2,380,204	\$2,274,168	\$1,767,077
Microtransit	\$0	\$0	\$0	\$4,085
<b>Grand Total</b>	<b>\$8,214,088</b>	<b>\$10,015,606</b>	<b>\$8,592,472</b>	<b>\$6,519,716</b>



## Forecasted Rates for Year 10

	Year 10 Operating (current system w/ upgraded TVM's)	Year 10 Operating (upgraded system)
Expected Costs	10,361,000	12,168,000
Expected Revenues	60,000,000	60,000,000
<b>% of Collection</b>	<b>17%</b>	<b>20%</b>



# Forecasted Cumulative Cost Over 10 Years

	Cumulative Operating (current system w/ upgraded TVM's)	Cumulative Operating (upgraded system)
Expected Costs	103.6 M	121.7 M
Expected Revenues	742 M	742 M
<b>% of Collection</b>	<b>17%</b>	<b>20%</b>



## Critical Decision Points

- Fare Strategy
- Timeline
- Partner Projects Assessment
- Begin RFP Process – Focused on integration for each piece
  - EFCX, TVM's, Fareboxes, Mobile App



**Questions?**



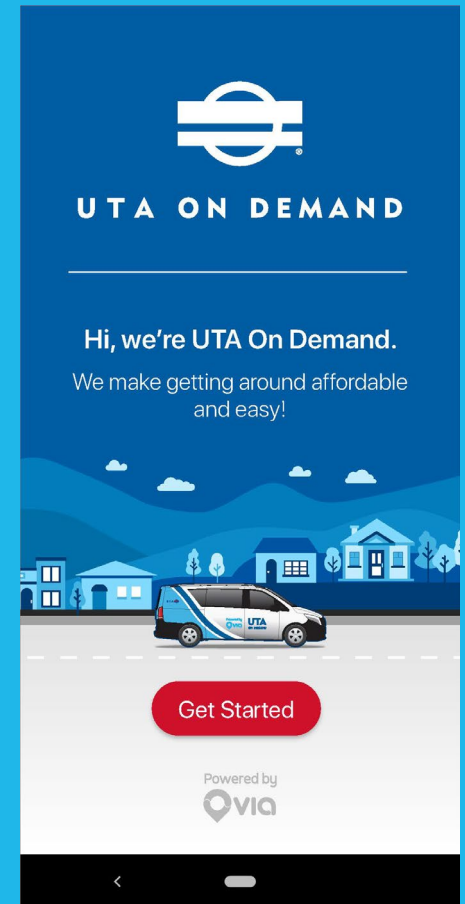
# **UTA On Demand: South Salt Lake County Service Update**



# Overview of Service Changes

## August 2021 Change Day

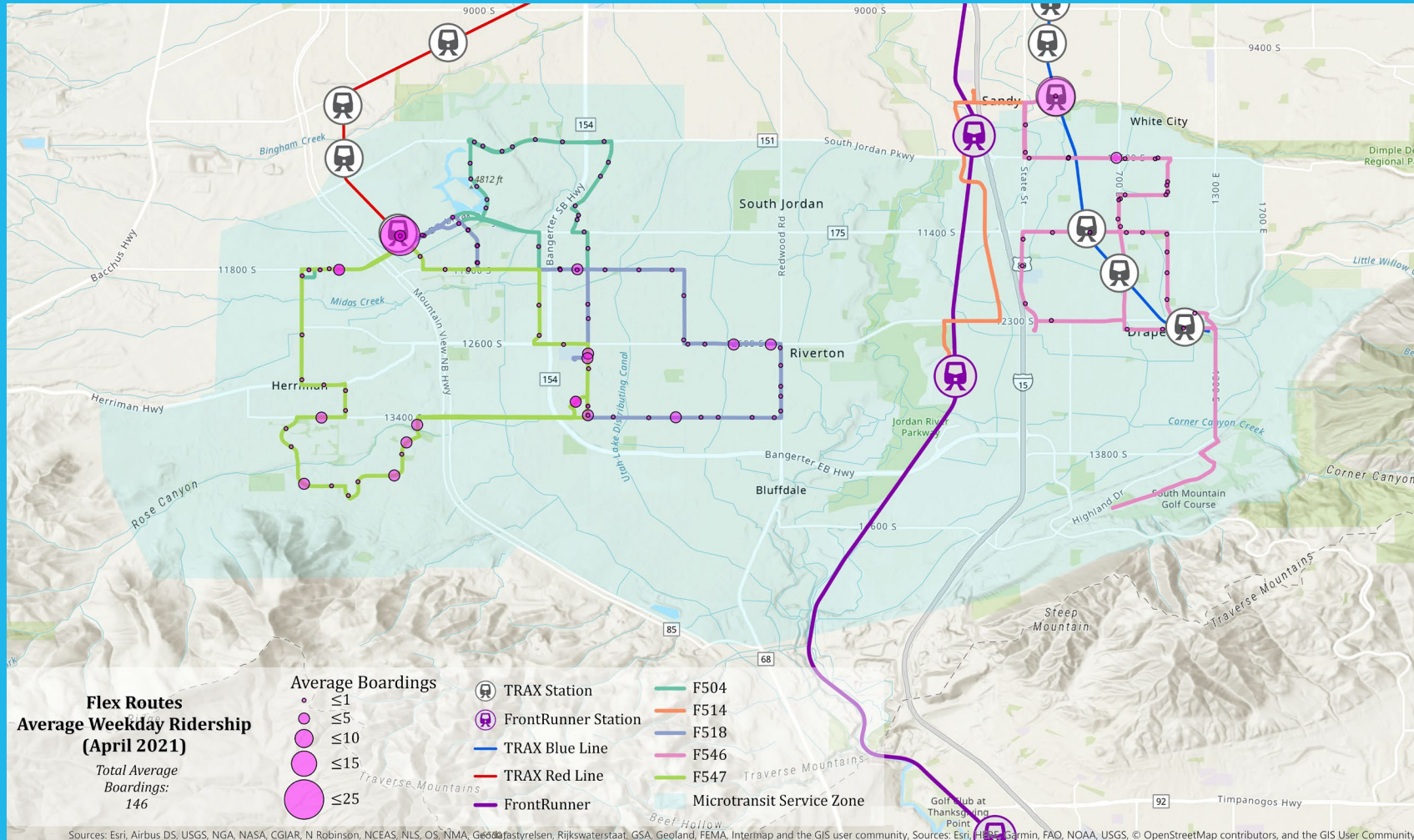
- Permanent implementation of service
- Discontinuation of Flex Route services
- Expanded hours: Monday – Friday
- New Saturday service
- New UTA On Demand app
- New UTA On Demand to Paratransit connection services



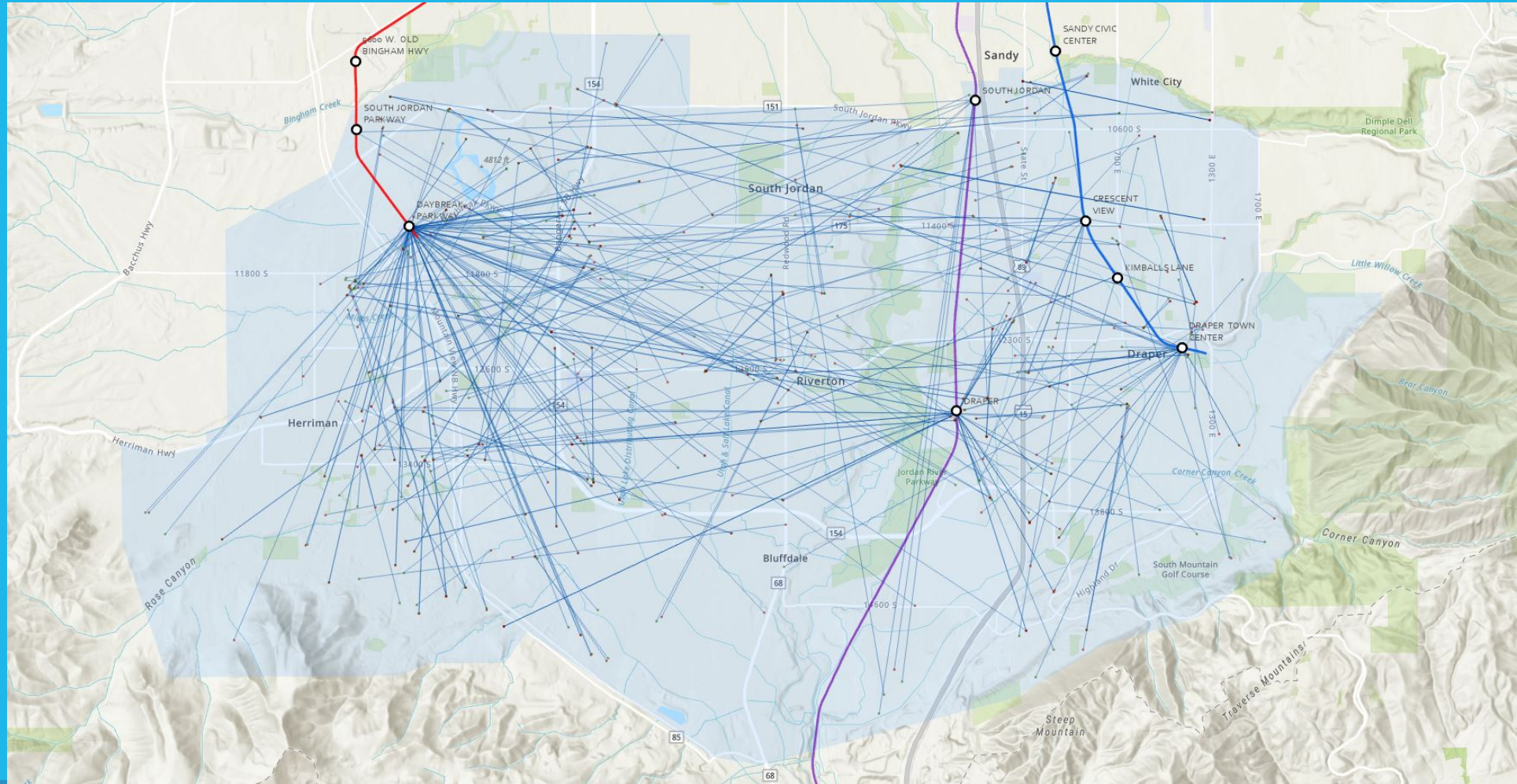
**UTA**  
ON DEMAND



# Flex Route Avg. Daily Boardings



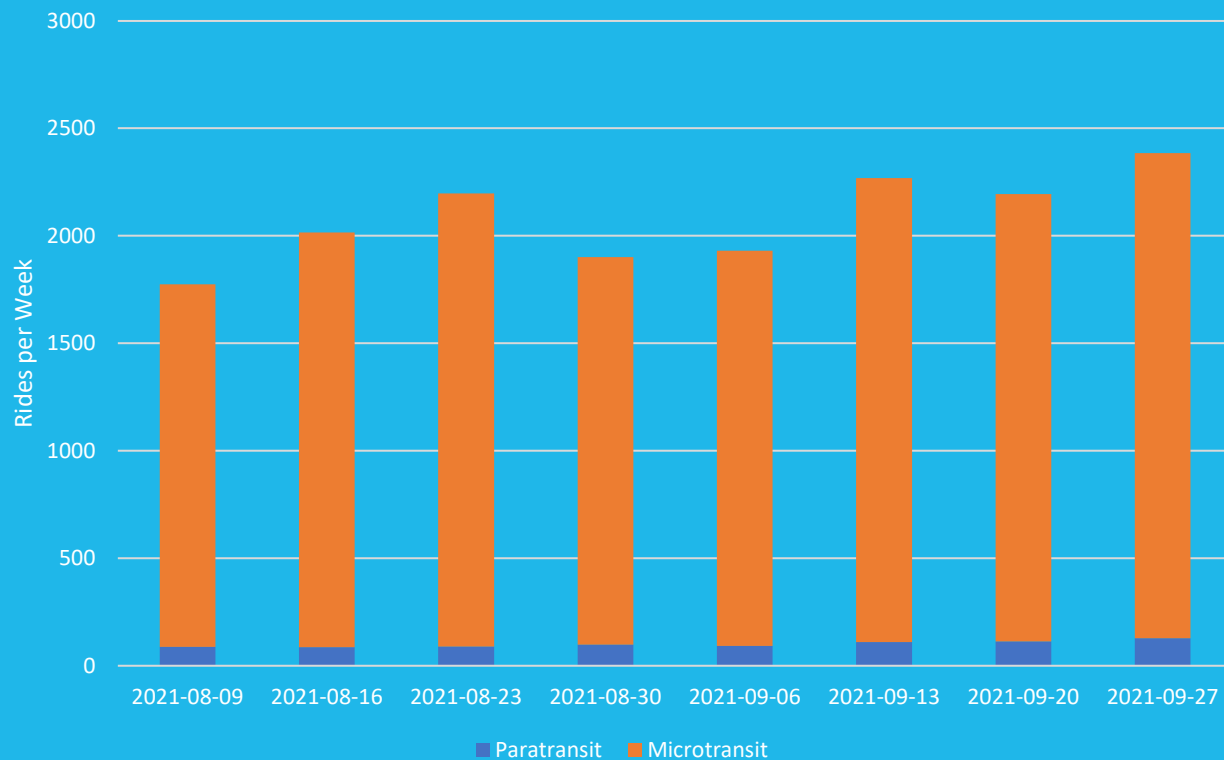
# UTA On-Demand Avg. Daily Ridership



**UTA**  
ON DEMAND



# Weekly Ridership Trends



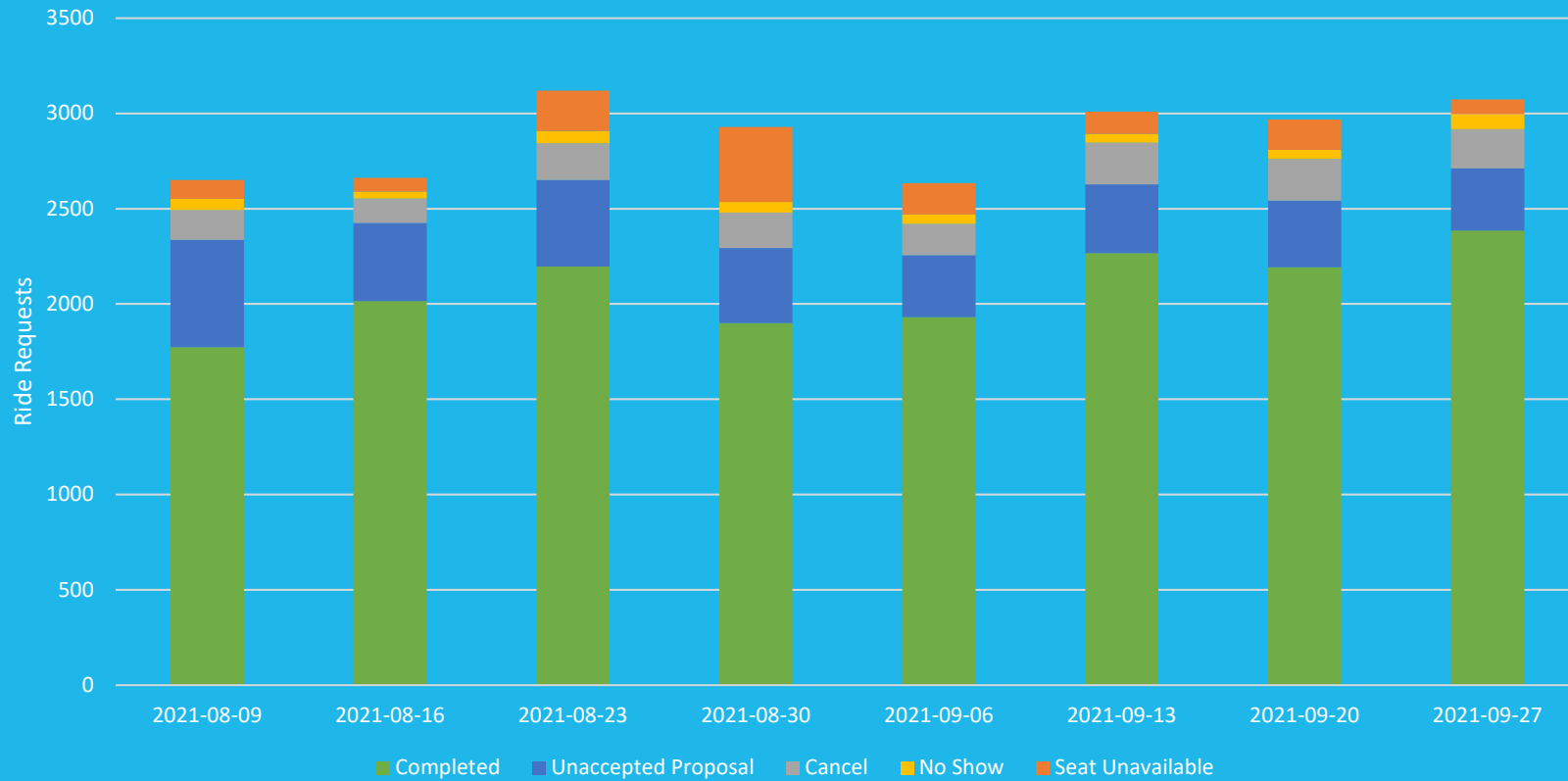
## September Averages

- WKD Rides: 396
- SAT Rides: 180
- Para Rides: 22
- WAV Rides: 13

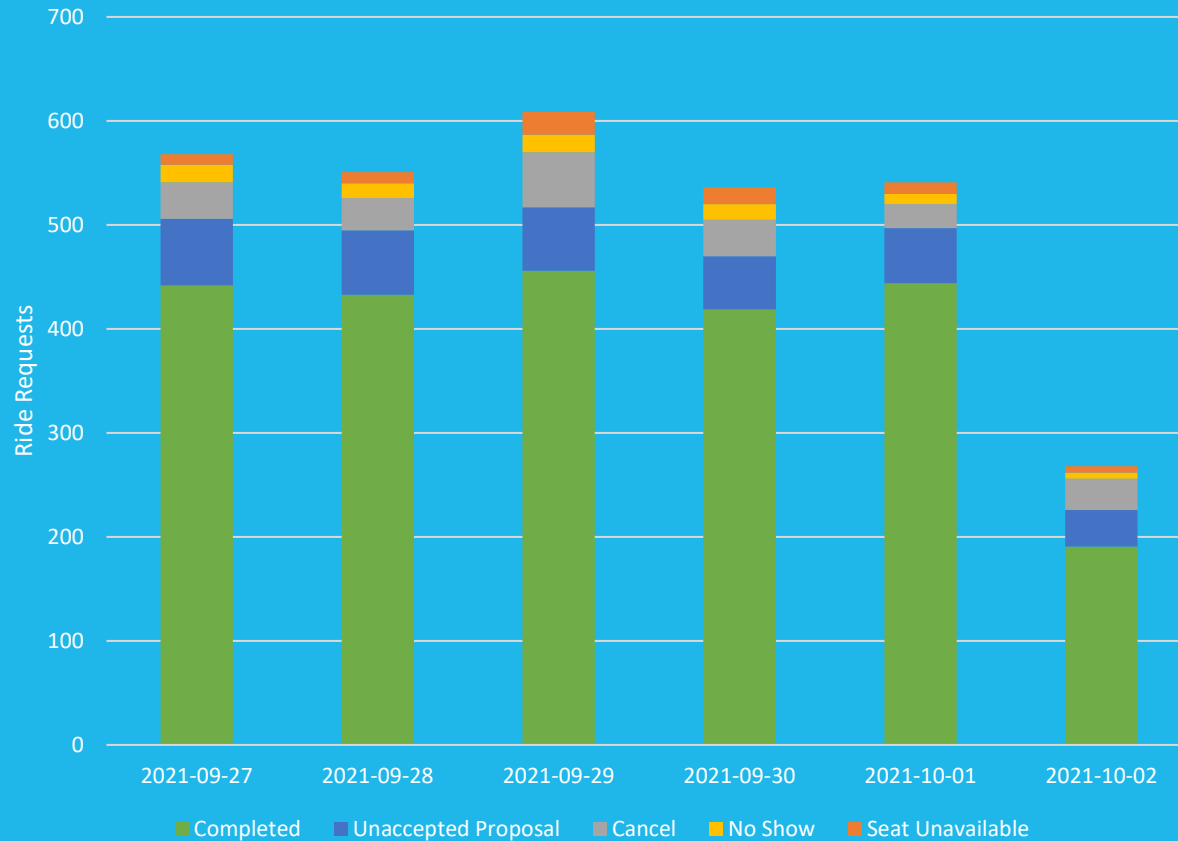
## September KPIs 2021

- FMLM: 47%
- Shared Rides: 25%
- Avg. Rating: 4.7 / 5.0
- Avg. Wait Time: 19 min

# Ride Requests Status by Week



# Ride Requests Status Monday - Saturday



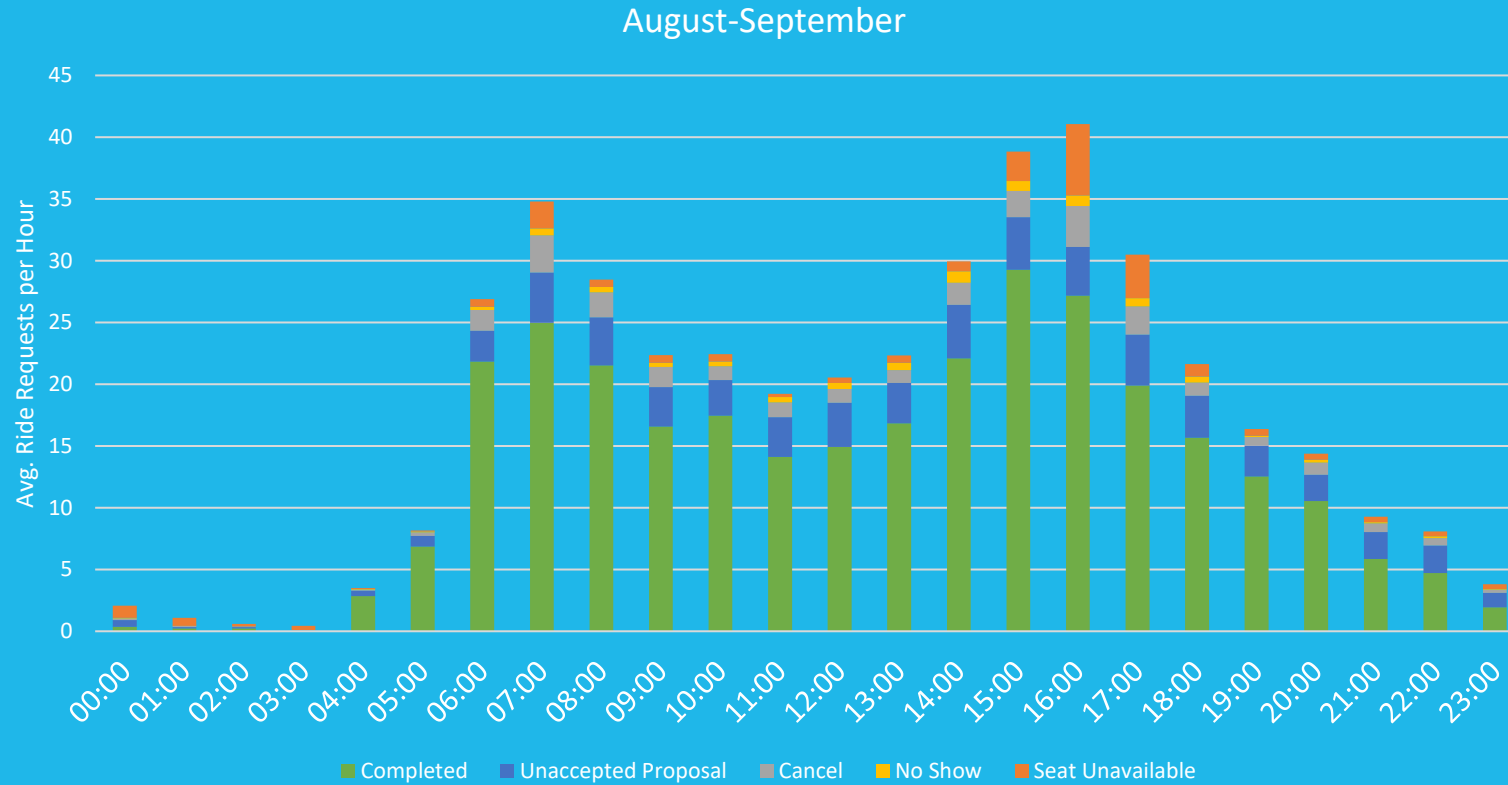
## Totals Week of 9/27

- Rides: 2385
- Microtransit: 2257 (95%)
- Para: 128 (5%)
- WAVs: 65

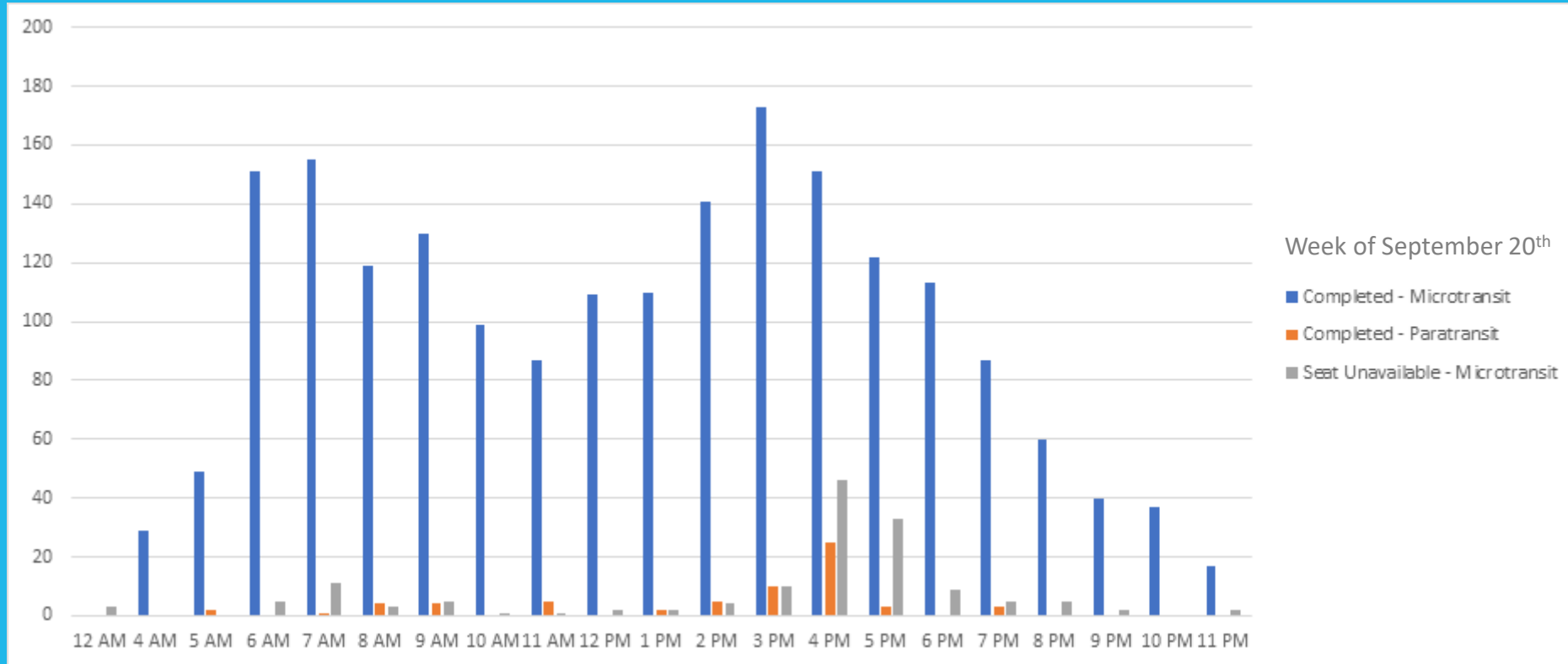
## Weekly Avg. of 9/27

- Avg. WKD Rides: 438
- Sat. Rides: 191
- Avg. WKD Para Rides: 25
- Avg. WKD WAV Rides: 13

# Ride Request Status by Time of Day



# Microtransit and Paratransit Connections



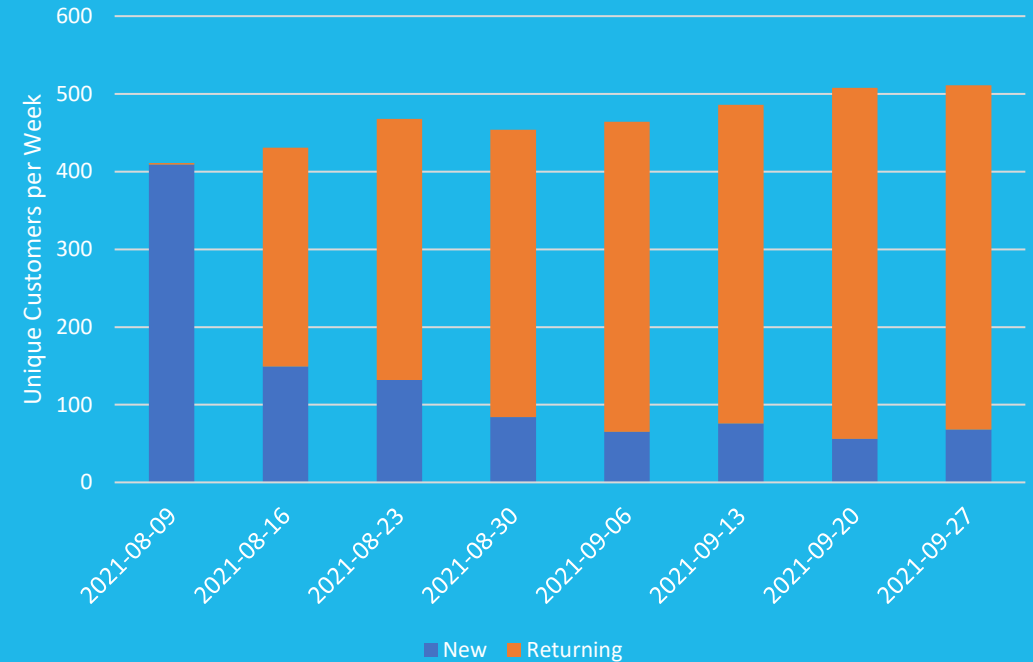
# Customer Trends & Feedback

Total Accounts Created: **2,800**

- 60% at least 1 ride request
- 40% at least 1 ride

## Recent Comments:

- “The caller would like to request that the UTA on demand service are be extended to reach into West Jordan.” – 10/1
- “Driver was very nice and friendly. The pick up time for via were very long this morning. I was 15 minutes late for work.” – 9/30
- “Yolfrun (forgive me if I misspelled that) was extremely kind. Also a safe driver. Thank you for your service!!” – 9/22



# Successes and Challenges

## Successes

- Ridership growth and demand
- Better access to opportunity
- UTA On Demand to paratransit connections

## Challenges

- Meeting peak hour demand
- Peak hour wait time
- Mobile app bugs and fixes



# Marketing and Communications

## Ongoing

- Rider referrals and free trials
- UTA Travel Training

## August 16<sup>th</sup> – September 30<sup>th</sup>

- Geo-targeted mobile/display advertisements
- Google digital advertisements
- City Journals
- Social media
- Via street marketing teams

## Pre-Change Day

- Flyers and information on Flex Routes
- Via street marketing teams
- Public outreach/change day process



**STAY ON-THE-GO WITH ON DEMAND**

Going places has never been so easy. With UTA On Demand, your destination is just a few clicks away. It's the convenient way to flex your ride on UTA.

Here's how it works:

- Download the new UTA On Demand app.
- Request a ride—we'll pick you up nearby in minutes!
- Get on and go.

Designed to get you to your destination, you can conveniently get around town and transfer to other UTA services with your fare.\*

Download the UTA On Demand app  
Google Play | App Store  
or call 385-217-8191 to book

GET YOUR FIRST 2 FREE RIDES WITH CODE  
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**South Salt Lake County Service Update**

# Other Business

- a. Next Meeting: Wednesday, November 3, 2021, at 9:00 a.m.



# Closed Session

- a. Strategy Session to Discuss the Character, Professional Competence, or Physical or Mental Health of an Individual
- b. Strategy Session to Discuss Pending or Reasonably Imminent Litigation



# Recommended Action (by acclamation)

Motion for a closed session to discuss the character, professional competence, or physical or mental health of an individual, and to discuss pending or reasonably imminent litigation



# Closed Session



# Open Session



**Adjourn**

