

UTA Local Advisory Council Meeting

February 16, 2022



Call to Order and Opening Remarks



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



Oath of Office

- a. Oath of Office: UTA Local Advisory Council Members - Dan Peay and Trent Staggs
- b. Oath of Office: UTA Local Advisory Council Alternate Members- Ellen Birrell and Jon Larsen



Consent Agenda

- a. Approval of November 17, 2021 Local Advisory Council Meeting Minutes



Recommended Action (by acclamation)

Motion to approve the November 17, 2021 Local Advisory Council Meeting Minutes



CONSULTATION WITH THE BOARD OF TRUSTEES



Capital Projects

- a. Utah Transit Authority Capital Projects Update



Service Development: Construction and Development

Construction:

Vineyard FrontRunner Double Track/Station

650 South Station

Substation Rehabilitation Project

Development:

South Valley Transit



Capital Construction

Vineyard Station and Doubletrack

650 South Station

Traction Power Substation Rehabilitation



Vineyard FrontRunner Double Track/Station

- All concrete work at the station platform is complete
- Work on temporary parking lot and canopies has begun
- Working on getting permanent utilities to the station and site



Vineyard FrontRunner Double Track/Station

- Completed all double track and 1600 North crossing work
- On schedule to open in April on change day

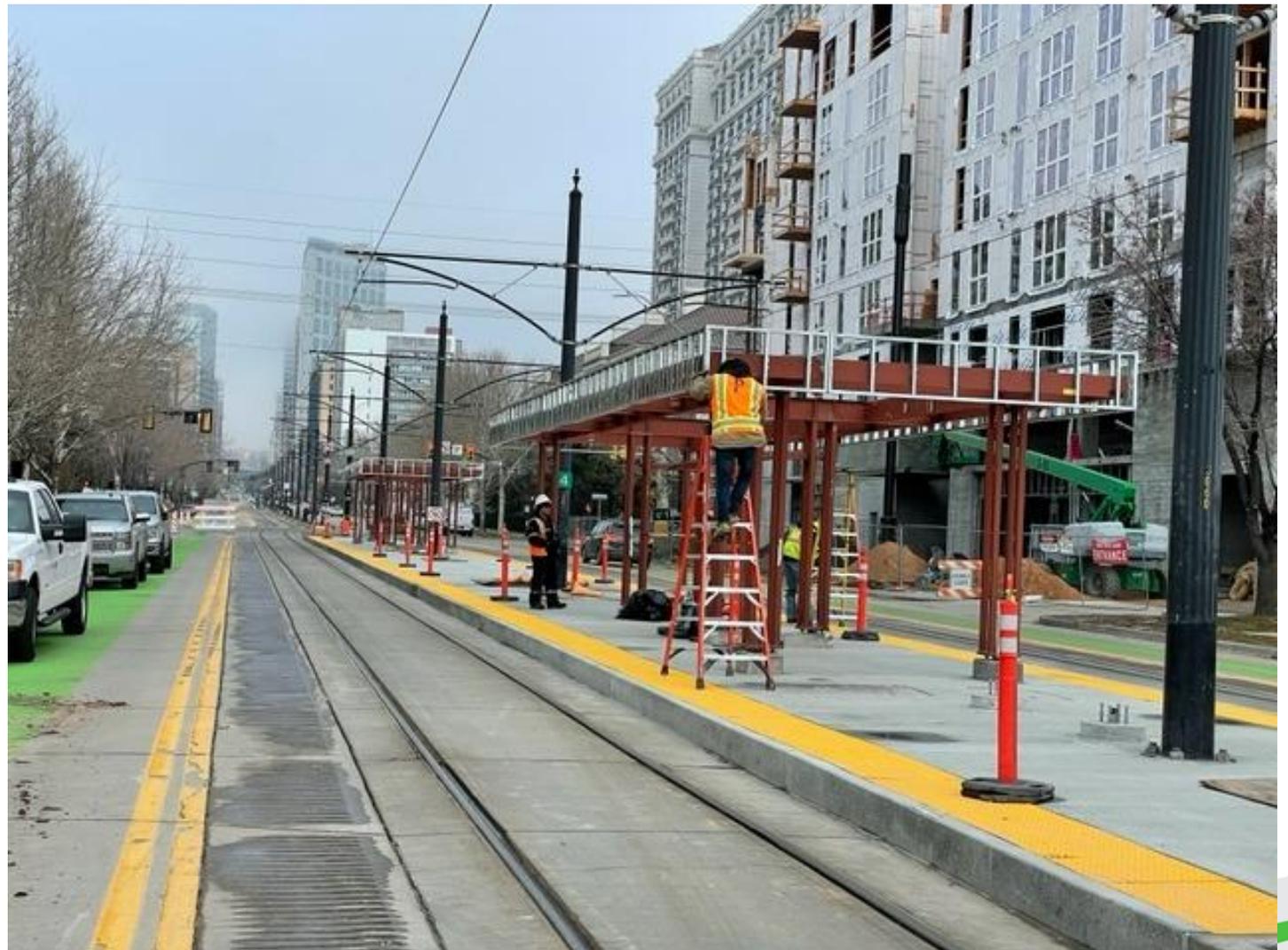


650 Trax Station

- Platform concrete completed
- Canopy construction is ongoing
- Waiting on long lead electrical components and pedestrian signal
- Scheduled to open end of March but may be pushed into April depending on when electrical components arrive.



650 South Station

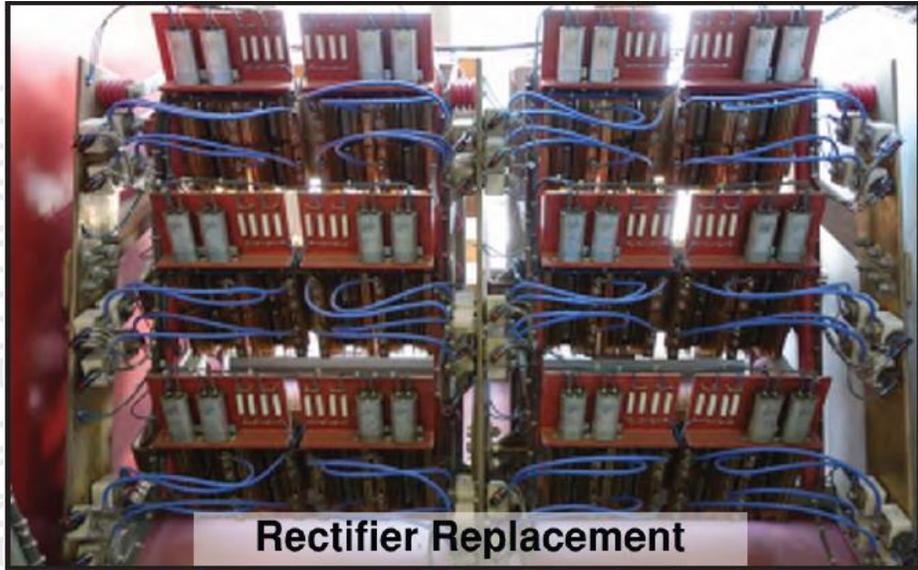


SGR Project- Traction Power Substation Rehabilitation

- This project will provide for the retrofit and rehabilitation of 18 of UTA's oldest substation facilities along the North South Blue line and University Red line
- 10 Locations will be upgraded from 1.5MW to 2.0MW to accommodate UTA's current and future demands.
- All 18 will be upgraded and connected to the UTA network to allow remote monitoring and control to provide a safer, more reliable system
- Design is underway and construction will begin in the summer



SGR Project- Traction Power Substation Rehabilitation



UTAH TRANSIT AUTHORITY



Capital Development

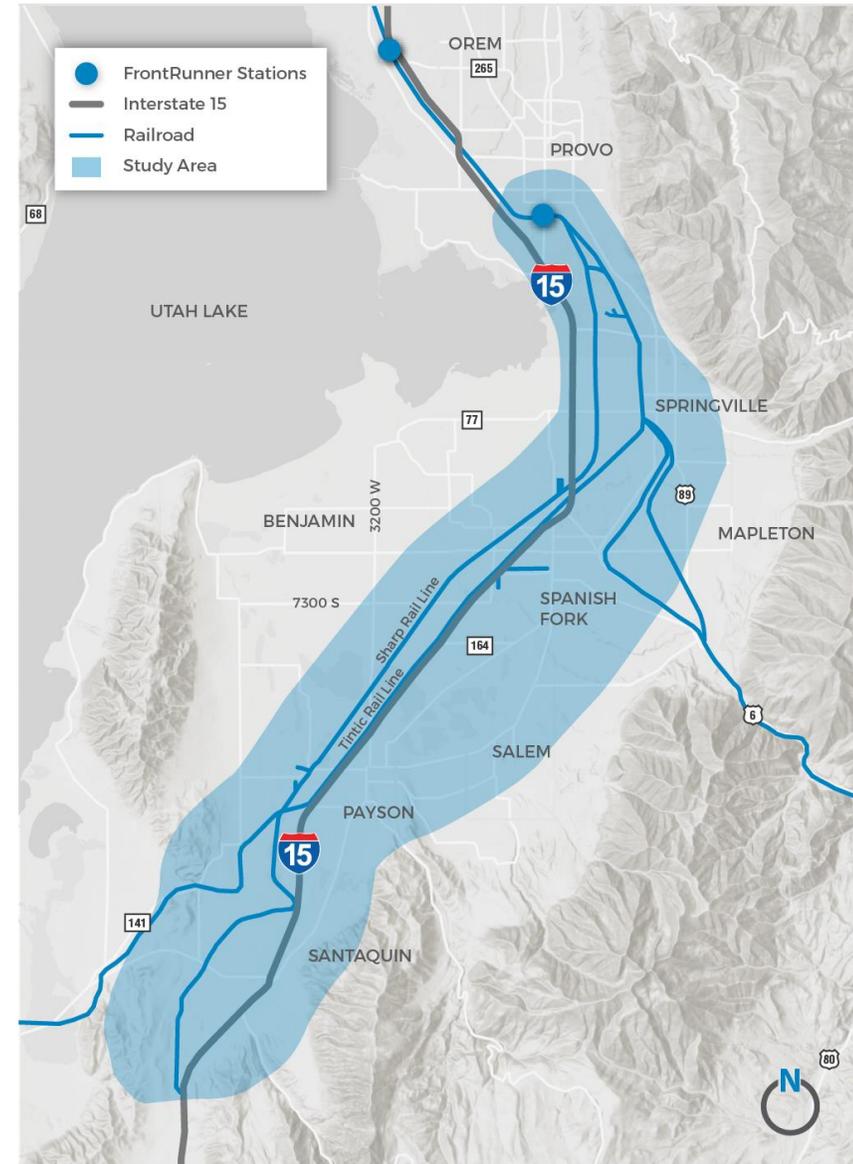
South Valley Transit Study



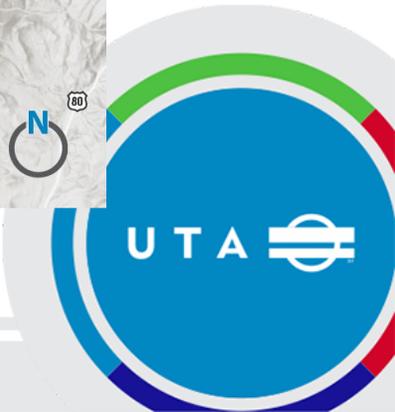
South Valley Transit Study

Purpose

- Evaluate high-quality transit improvements from Provo to Santaquin
- Select a Locally Preferred Alternative for transit (alignment and mode)
- Provide a transparent and collaborative process between all project partners



Study Area



Detailed Evaluation – Public Input



Community Events:

- Bike to Work Day (Provo)
- Art City Days (Springville)
- Freedom Festival (Provo)
- Fiesta Days (Spanish Fork)
- Utah County Fair (Spanish Fork)
- Orchard Days (Santaquin)
- Farmer’s Market (Provo)
- Festival Latinoamericano (Provo)
- Virtual Public Meeting October 21st
~50 participants

To date:

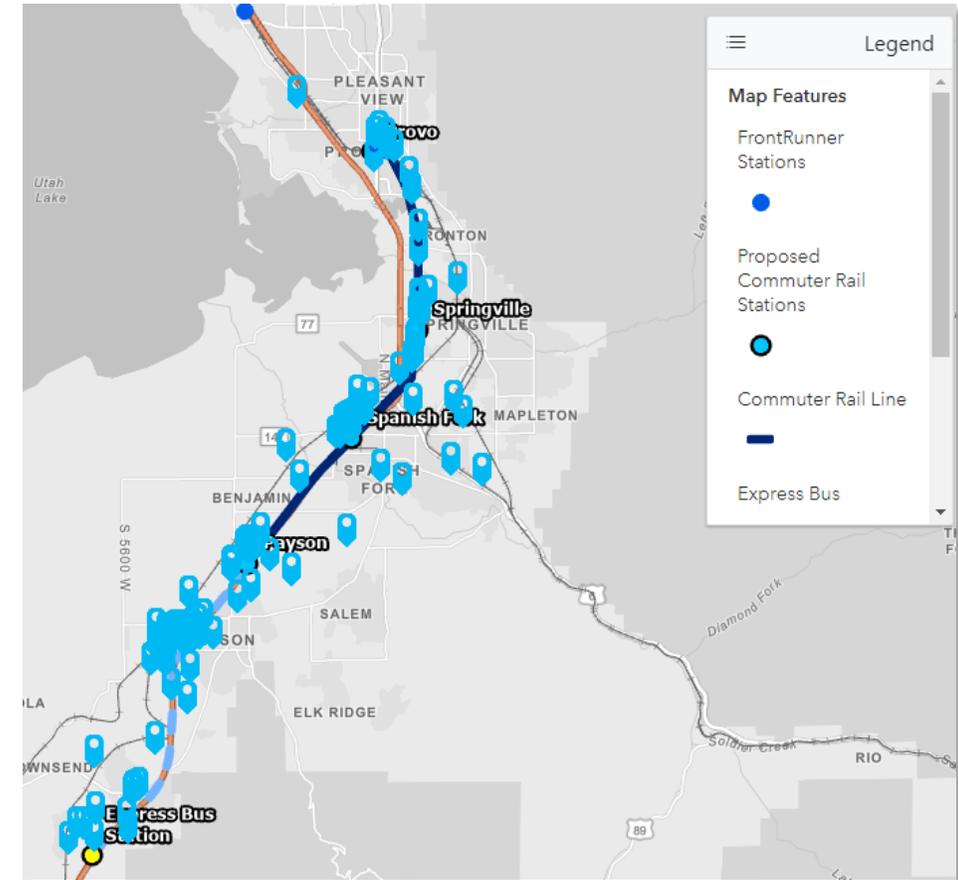
- 1,072 comments
- 5,562 website users
- 13,023 pageviews



Detailed Evaluation – Public Input

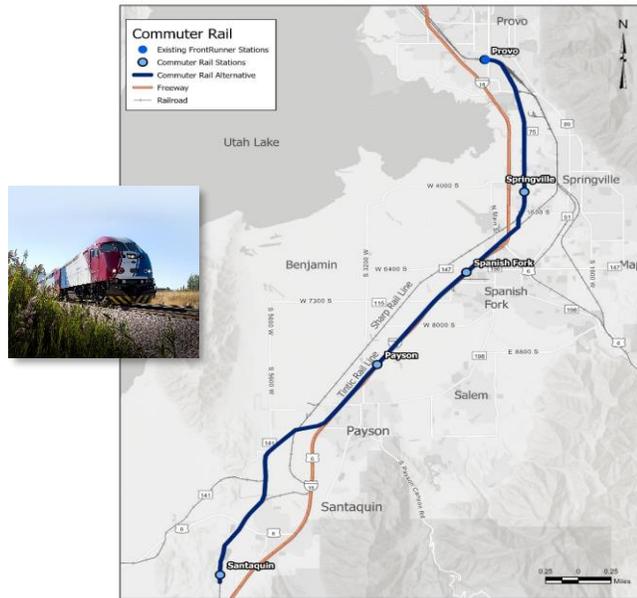
What did we hear?

- Very strong support for FrontRunner
 - Support for frequent, reliable (transit priority and exclusivity where possible), and affordable service
 - Interest in high quality development at station areas with mix of uses
 - Support for expanded local bus service throughout south Utah County
- Opposition for transit in south Utah County was expressed (small percentage of overall comments)



Detailed Evaluation – Alternatives

Commuter Rail



Bus Rapid Transit



Bus Rapid Transit Design Option



Commuter Rail and Bus Rapid Transit share same alignment/station locations

Bus Rapid Transit Optional Design developed to reduce costs and impacts



South Valley Transit – Locally Preferred Alternative



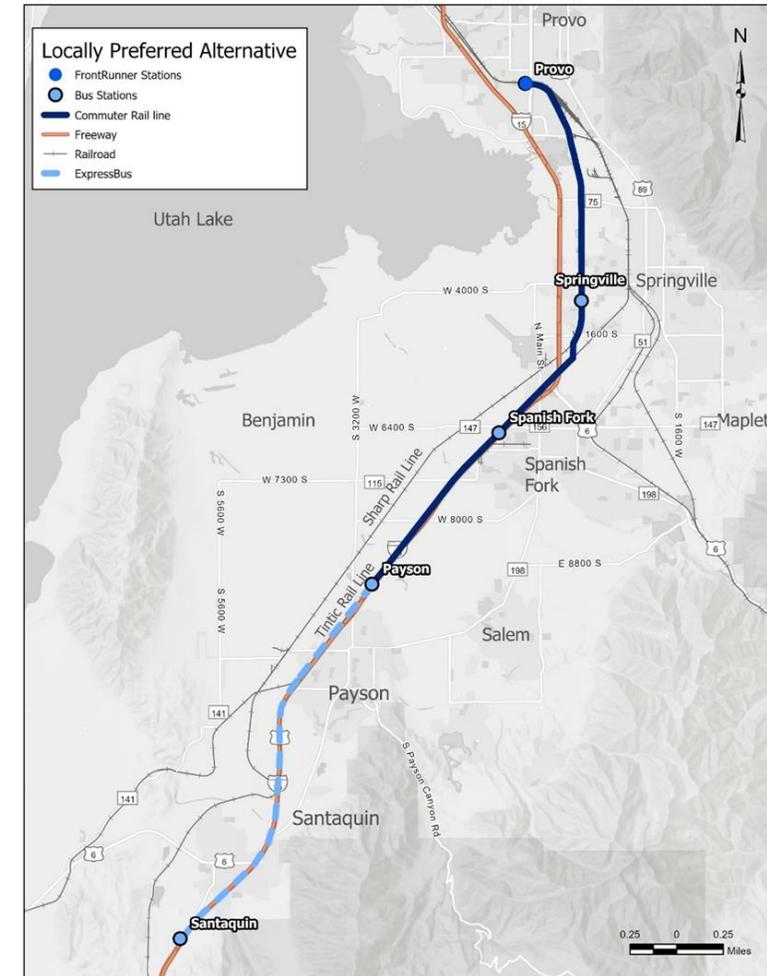
Why Commuter Rail?

-  Regional travel times
-  Ridership
-  Capital costs
-  Operation and Maintenance costs
-  Return on investment
-  Construction complexity



South Valley Transit – Locally Preferred Alternative

- **Accomplishments:**
 - Completed the South Valley Study with our Stakeholders
 - Adopted Resolutions in support from:
 - Santaquin, Payson, Spanish Fork, Springville.
- **Next steps:**
 - Final resolution from Provo (Scheduled in February 22)
 - UTA Local Advisory Council and Board approvals (Scheduled for June 22)
 - Procure Environmental team
 - Funding



Questions?

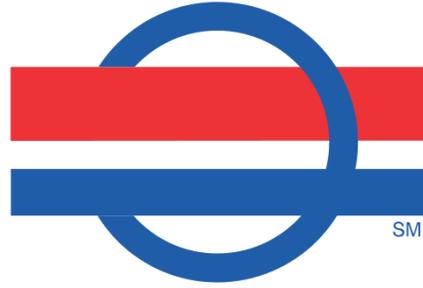


Service Planning

- a. UVX Before and After Study



U T A



MAG

Expert Resources. Enriching Lives.

UTDOT

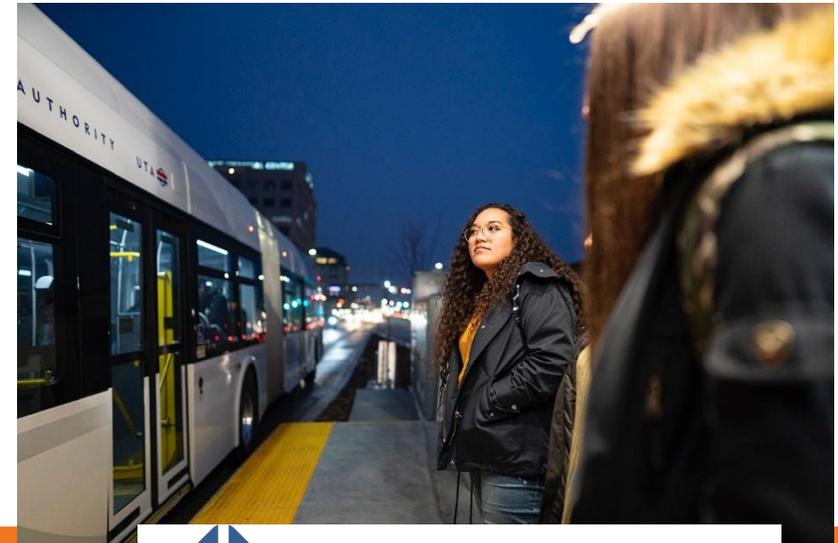
 *Keeping Utah Moving*

Utah Valley Express – Before/After
Experience

Utah Valley Express Before and After

Project Overview:

MAG, UTA and UDOT partnership to evaluate the before and after benefits of UVX. 10.5 mile long bus rapid transit project with 18 station connecting Orem Intermodal Center, Utah Valley University, Brigham Young University, Downtown Provo and the Provo Intermodal Center.



Utah Valley Express Before and After

Category	Subcategory	Change
Traffic Volume	Average Reduction along the UVX line	-2,500 vehicles/day
Land Use	Vacant Land	-18%
Travel Time	Change along UVX line (general public)	-0.1%
Crash Rate	Change along UVX line	Total: -40% Injury: -45%



MAG
Expert Resources. Enriching Lives.

Utah Valley Express Before and After

Category	Subcategory	Change
Transit Ridership	<p>Average Boardings/Weekday Ridership</p> <p>UVU @ 40-60% of in-person (2 days/week), BYU in-person UVX @ 10 min vs 6 min headways</p>	<p>Old 830 Bus: 1,800-2,050 UVX (Pre-pandemic): 12,000-14,000 UVX (Pandemic, Summer 2020): 2,500 UVX (Pandemic, Spring 2021): 4,100</p> <p>UVX (Post-Pandemic, Sept 2021): 7,000</p>
Population	Change in Provo/Orem (2017-2019)	3%
Student Enrollment	Change at BYU/UVU (2017-2019)	6%
Parking Supply	BYU and UVU increase (stalls) (2017-2019)	1,461
	General (stalls) (2017-2019)	3,126

Utah Valley Express Before and After

Pollutant/Fuel	Daily Reduction	Annual Weekday Reduction
VOC	37 lb	9,250 lb
CO	340 lb	85,000 lb
NOX	25 lb	6,250 lb
CO2	13340 lb	3,335,000 lb
Gasoline	680 gal	170,000 gal

Discussion



Legislative Priorities



Rail Apprenticeship Programs





Rail Maintenance Apprenticeship Programs

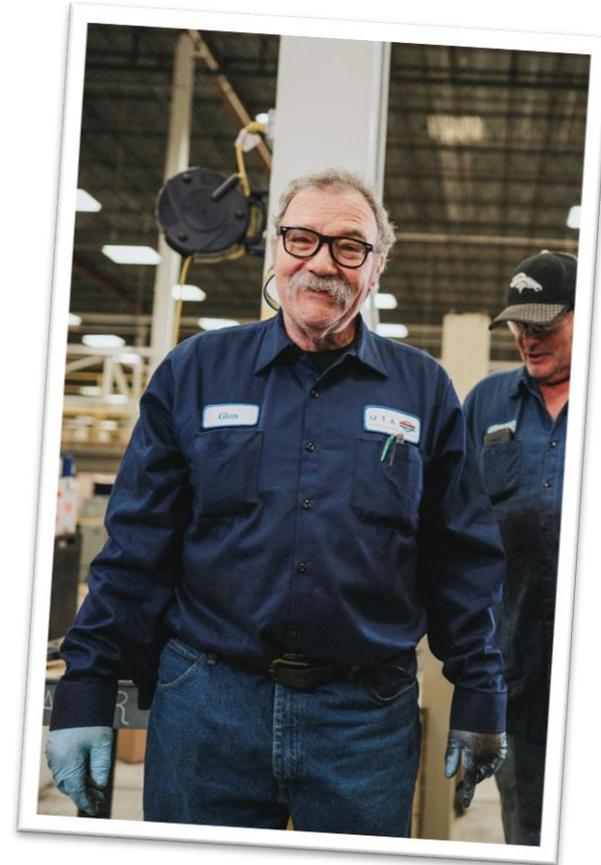
Kim Shanklin
Chief People Officer

February 2022



Overview

- Three rail maintenance apprenticeship programs
- Trade profession shortage
- Apprenticeship a key solution
- Retentions rates of 92%
- Rail fleet and infrastructure needs



Workforce Needs and Apprenticeship

- Workforce retirements
- Skills unavailable in local market
- Rail-specific skills trained by UTA
- Current bus/body programs successful
- Creative approaches to learning



2022 Budget Approach

- Expedite development of programs with one time funding
- Third-party vendor contracts for curriculum design approximately \$5M
- Vendor contract for training delivery
- Capital funded training aids approximately \$2M



Delivery Schedule

- Quarter 1, 2022: Register Light Rail Program
- Quarter 2-3 2022: Curriculum development and training delivery
- Quarter 4, 2022: Register two remaining programs and continue development/delivery
- Quarter 1, 2023: All three programs implemented. Continued development/delivery



Low Income Fares



OVERVIEW

01

Background

02

Human Service
Fare Program

03

Low-income Fare
Program

04

Conclusion

05

Questions



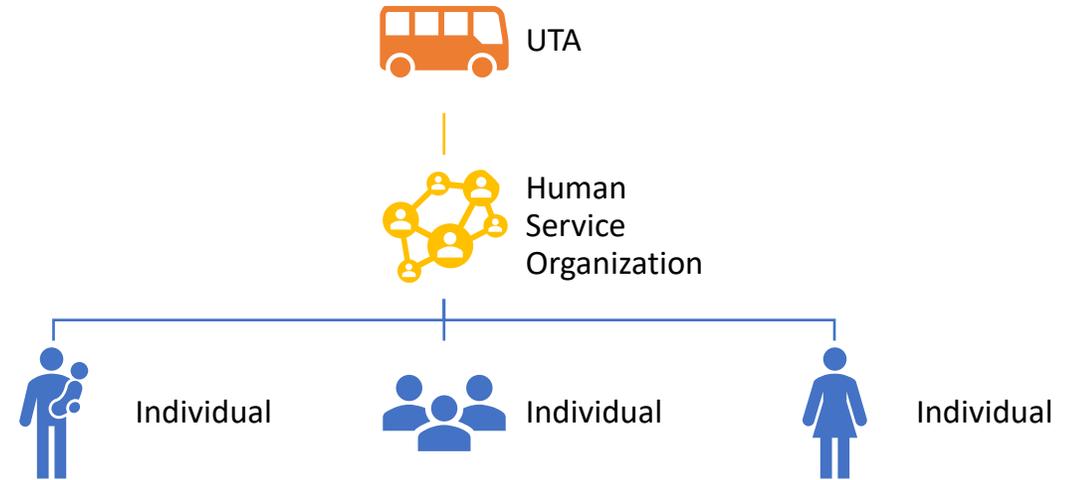
BACKGROUND

- **Directive: increase transit access to underserved populations**
 - Low-income Individuals
- **Two Programs**
 - Human Service Fare Program
 - Low-income Fare Program



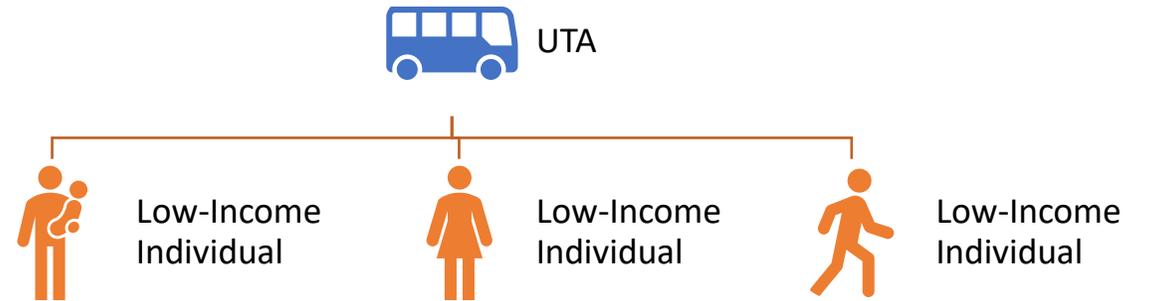
HUMAN SERVICE FARE PROGRAM

- **90+ Human Service Organizations**
 - 80,000 Passes Distributed
- **UTA Contracts with Human Service Organizations**
- **Seventy-five percent (75%) Discount**
 - 30-Day Pass: \$21.25
 - Day Pass: \$1.25
- **UTA Issued Tap-pass**
- **Local Service**
 - Frontrunner service is available using FAREPAY



LOW-INCOME FARE PROGRAM

- **UTA FAREPAY Card**
 - 50% Discount
- **Online Application**
 - Name, Address, Etc.
 - Proof of Identity (drivers license)
 - W-2's or Paystubs and/or Partner Programs
- **UTA Verification**
 - Print Pass
 - Mail or Customer Service Pickup



LOW-INCOME FARE PROGRAM

Phase I

- **270 Low-income Reduced Fare FAREPAY Cards**
 - 500 Trips
 - June – December 31, 2021
- **Community Outreach**
 - 4 on-system events
 - 2 Discussion Groups
 - 31 Personal Interviews
 - 12 Partner Meetings
 - 85 Partner Emails
 - 1 Detailed Written Summary

Phase II

- **Goals**
 1. Continue to improve user experience
 2. Create and launch a marketing plan aimed at increasing awareness of the program
 3. Obtain 3rd party partners to qualify individuals. *This will include updating the online application to accept 3rd party qualification*



CONCLUSION

	<u>HUMAN SERVICE FARE PROGRAM</u>	<u>LOW-INCOME FARE PROGRAM</u>
Target Market	Individual in need of transit and cannot pay for it themselves	Individual in need of a transit discount
Discount	75% off Public Fare	50% off Public Fare
Fare Media	UTA Issued Tap Pass	UTA Reduced Fare FAREPAY Card
Who verifies eligibility?	Human Service Agency	UTA Fares Team
How is eligibility verified?	Qualification for Agency's services	W-2, Pay-stubs, Partner Agency Program
Who pays for the pass?	Human Service Agency	The Individual





QUESTIONS OR
COMMENTS?

Open Dialogue with the Board of Trustees



REPORTS AND OTHER BUSINESS



Resolutions



**AR2022-02-01 Resolution
Appointing Council Officers for
the Year 2022**



Recommended Action (by acclamation)

Motion to approve Resolution AR2022-02-01 – Resolution Appointing Council Officers for the Year 2022 with _____ as Chair, _____ as Vice-Chair, and _____ as Second-Vice Chair and the succession of officers for 2023 based on 2022 officer elections.



Reports



Agency Report: Grants Update



Grants Update

Grants Selected for Award	Amount
State of Utah ARPA Local Match – 300 N SLC Pedestrian Bridge	\$1.5M
RAISE Planning – TechLink	\$950K
UDOT Railroad Safety – Sikaflex	\$50K
UCAIR – Tooele MicroTransit Match	\$15K
Total	\$2.52M

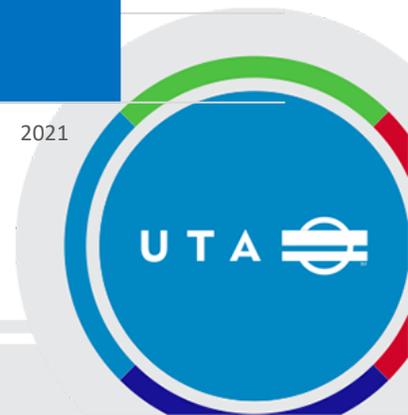
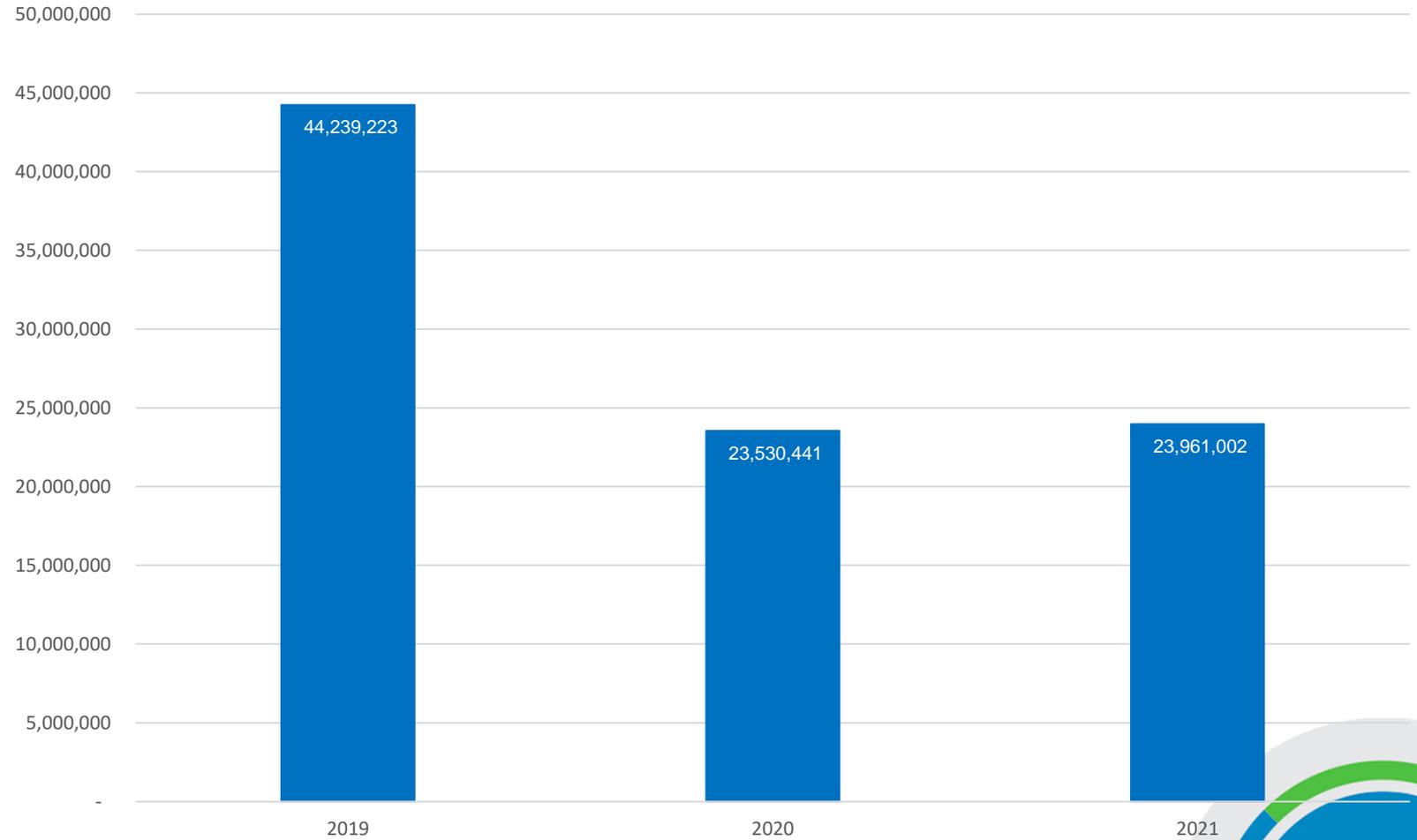


Agency Report: Ridership Report January-December 2021



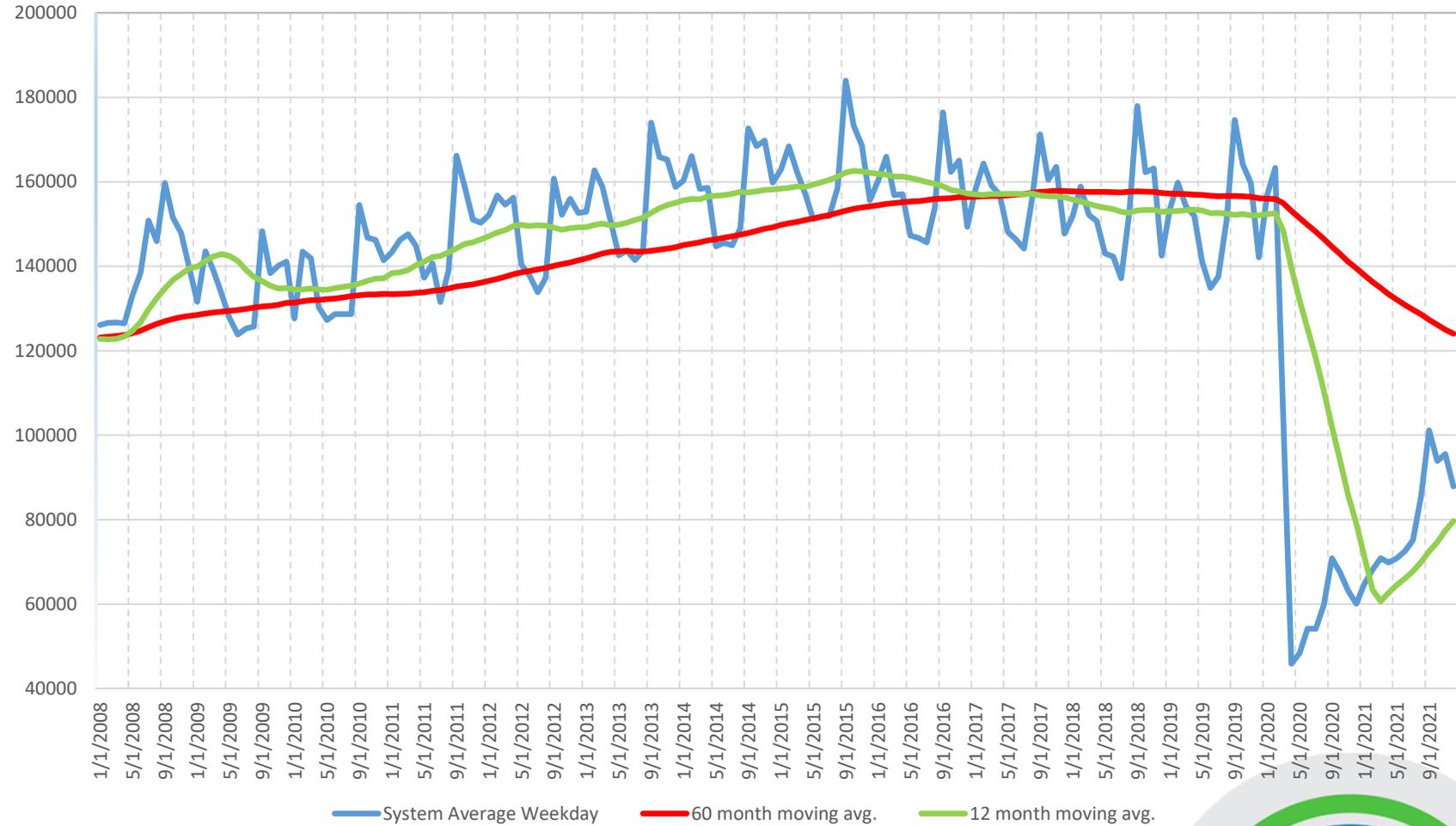
Ridership Report

Year to Year Ridership January - December



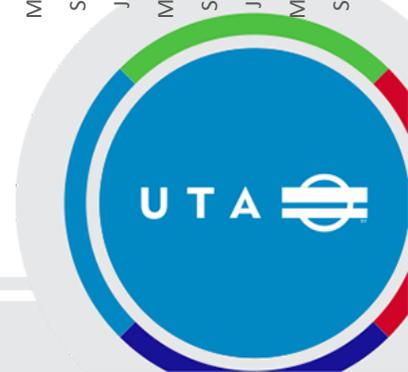
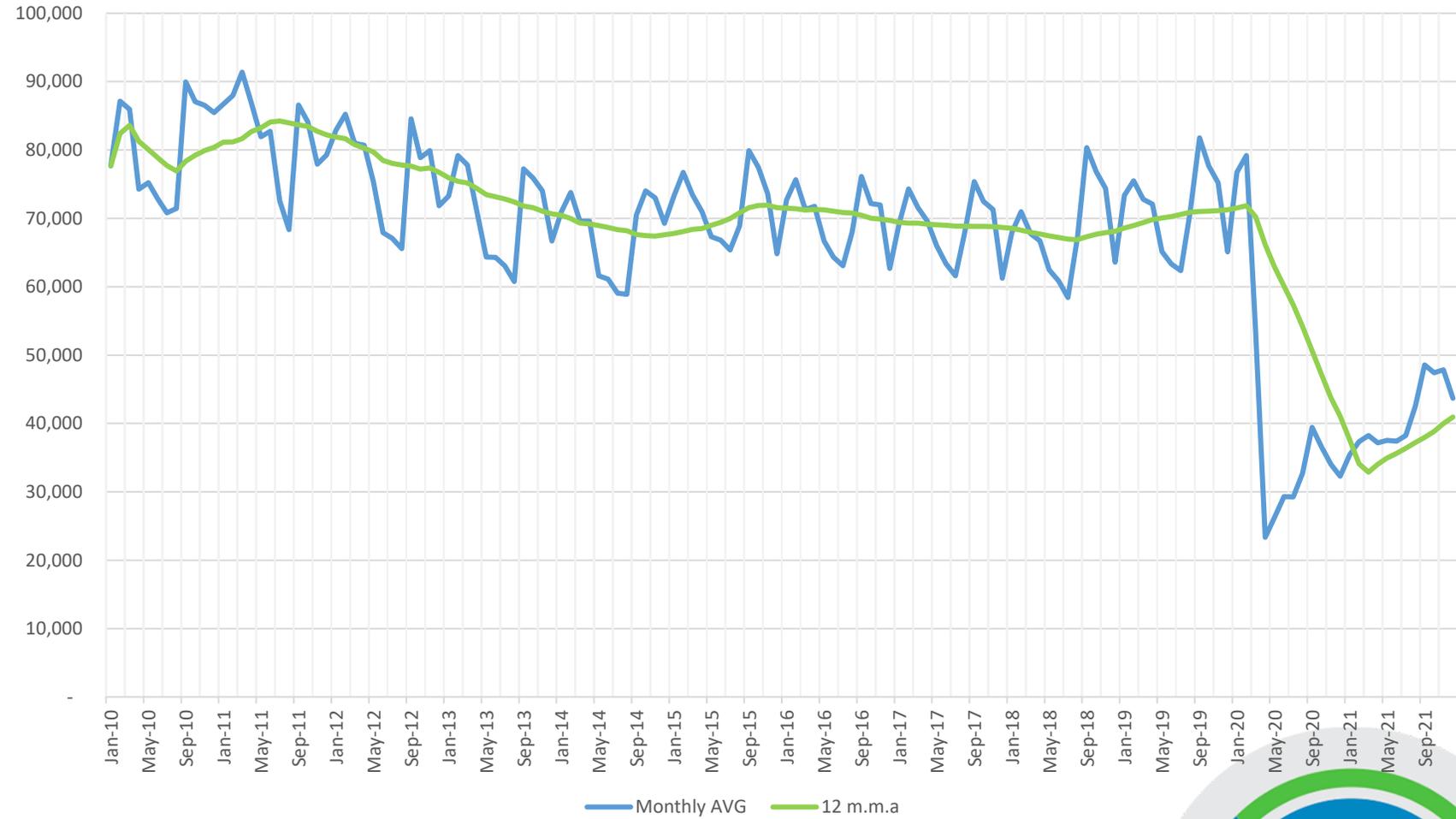
Ridership Report

Average Weekday Ridership from February 2008 to present



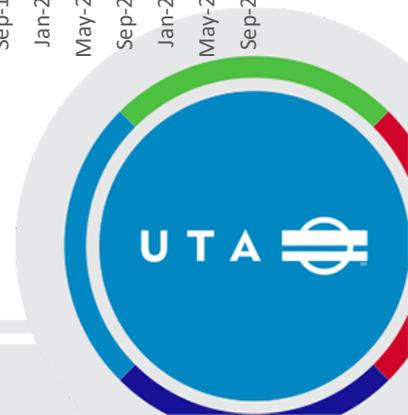
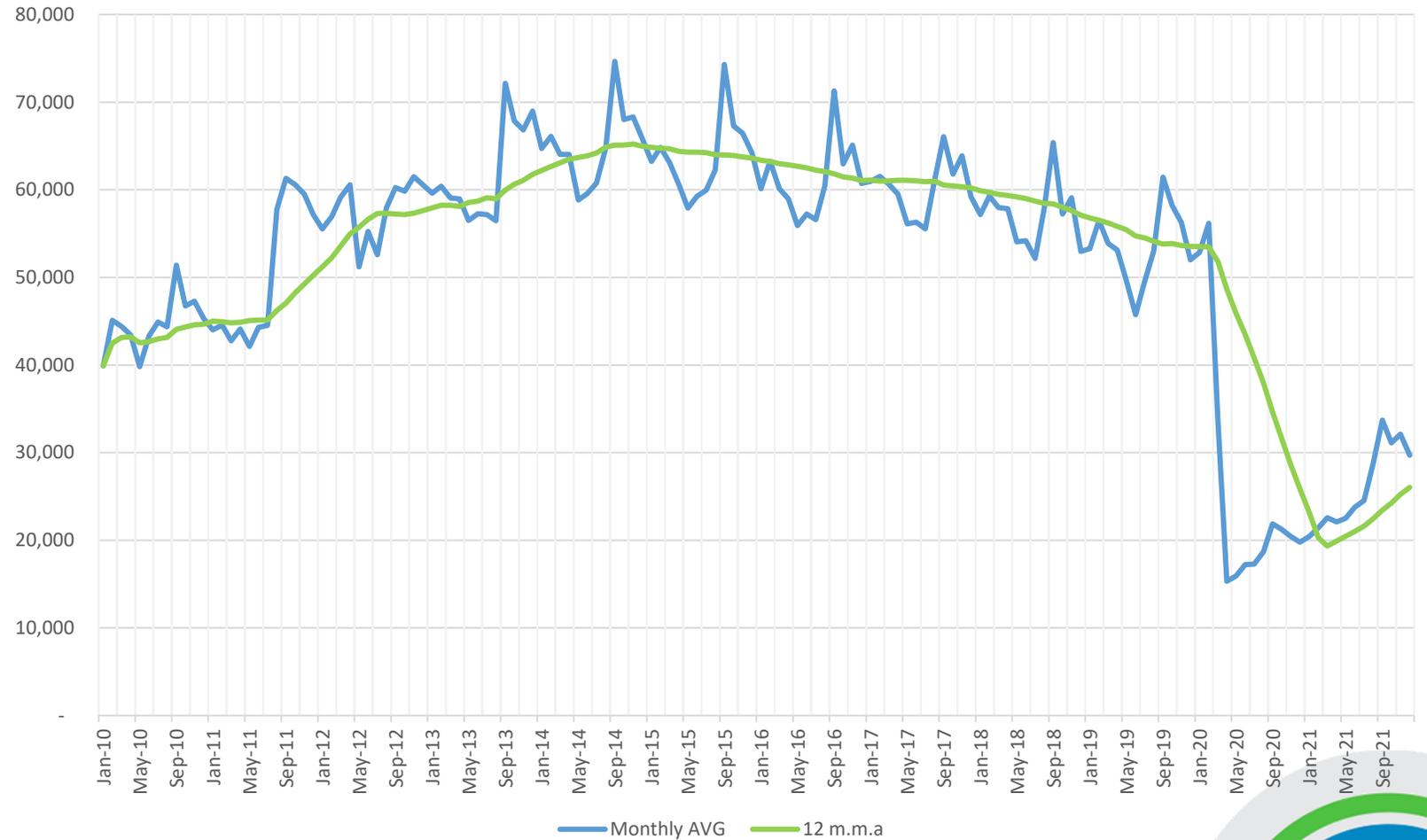
Ridership Report

Fixed Route Bus Average Weekday Ridership from 2010 to 2021



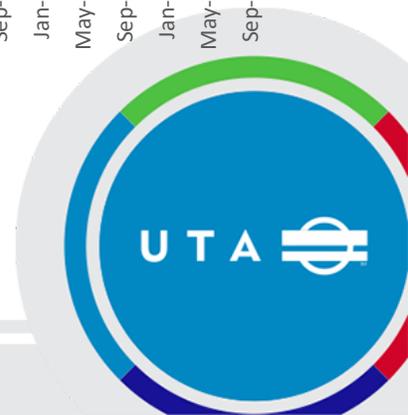
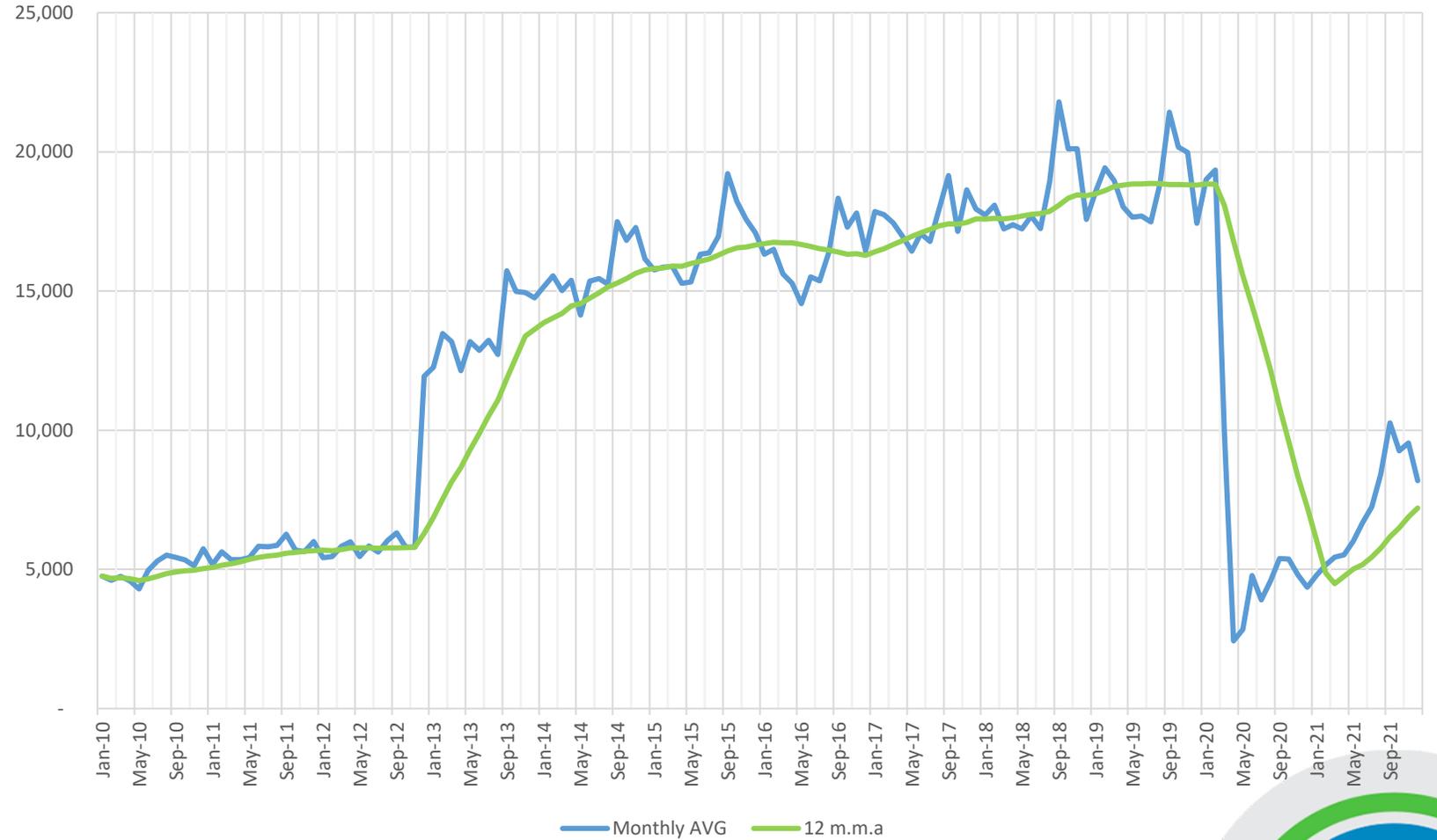
Ridership Report

TRAX Average Weekday Ridership from 2010 to 2021



Ridership Report

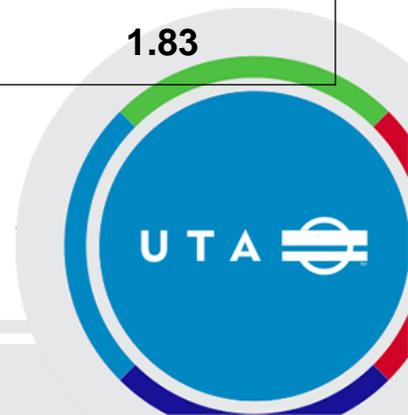
FrontRunner Average Weekday Ridership from 2010 to 2021



Ridership Report

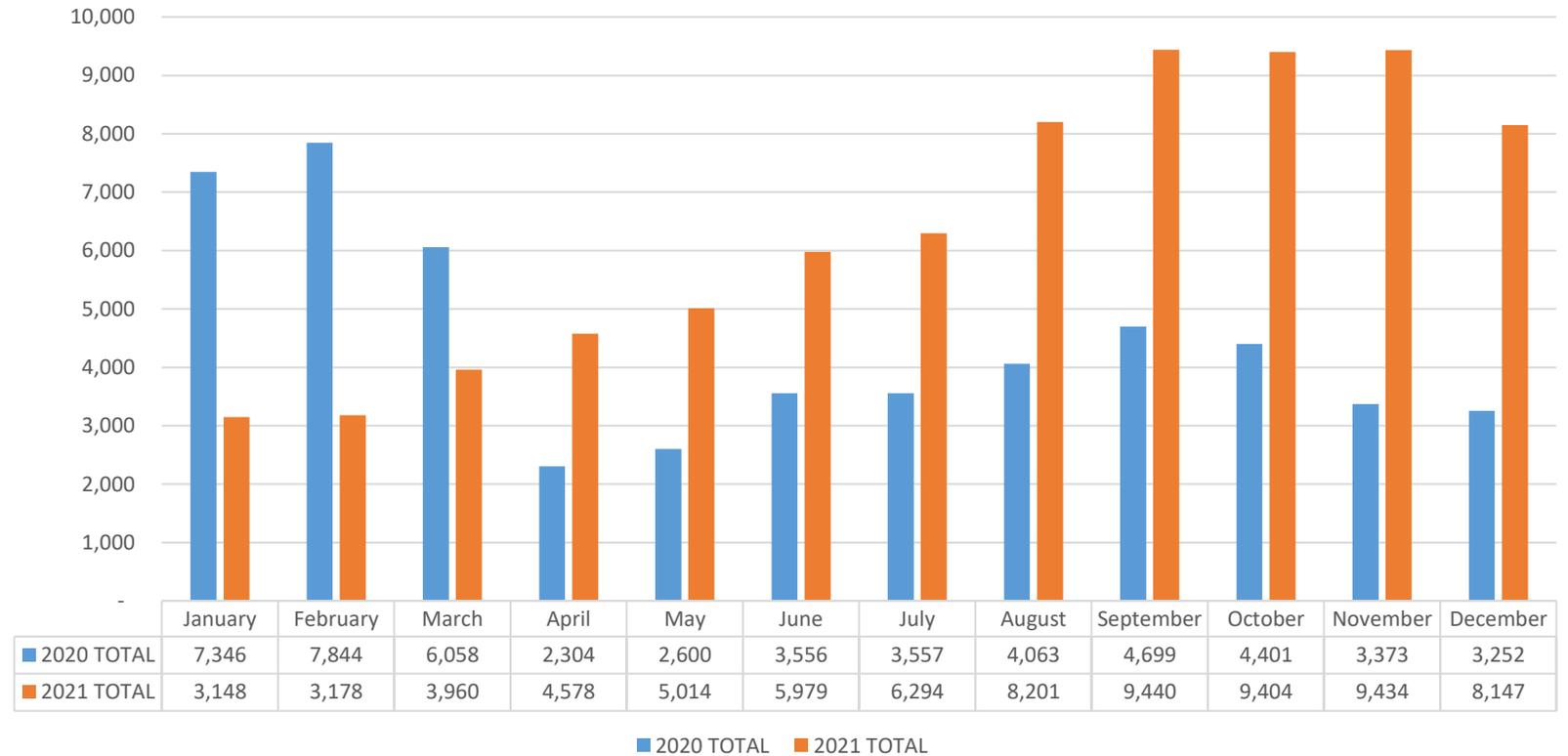
Mode	Jan - Dec 2020	Jan - Dec 2021	% Change
Bus System	12,142,866	12,310,065	1.38
Paratransit	185,024	254,524	37.56
Route Deviations	226,488	305,940	35.08
Mobility Management	2,088	2,379	13.94
Light Rail	7,975,159	8,119,529	1.81
Streetcar (S-Line)	272,206	284,334	4.46
Commuter Rail	2,024,523	2,062,333	1.87
Vanpool	702,087	577,272	-17.78
UTA On Demand (VIA)	NA	44,626	NA
UTA System	23,530,441	23,961,002	1.83

* MicroTransit became an official transit mode in Aug 2021.



Ridership Report

UTA on Demand(Via) Microtransit Monthly Comparison



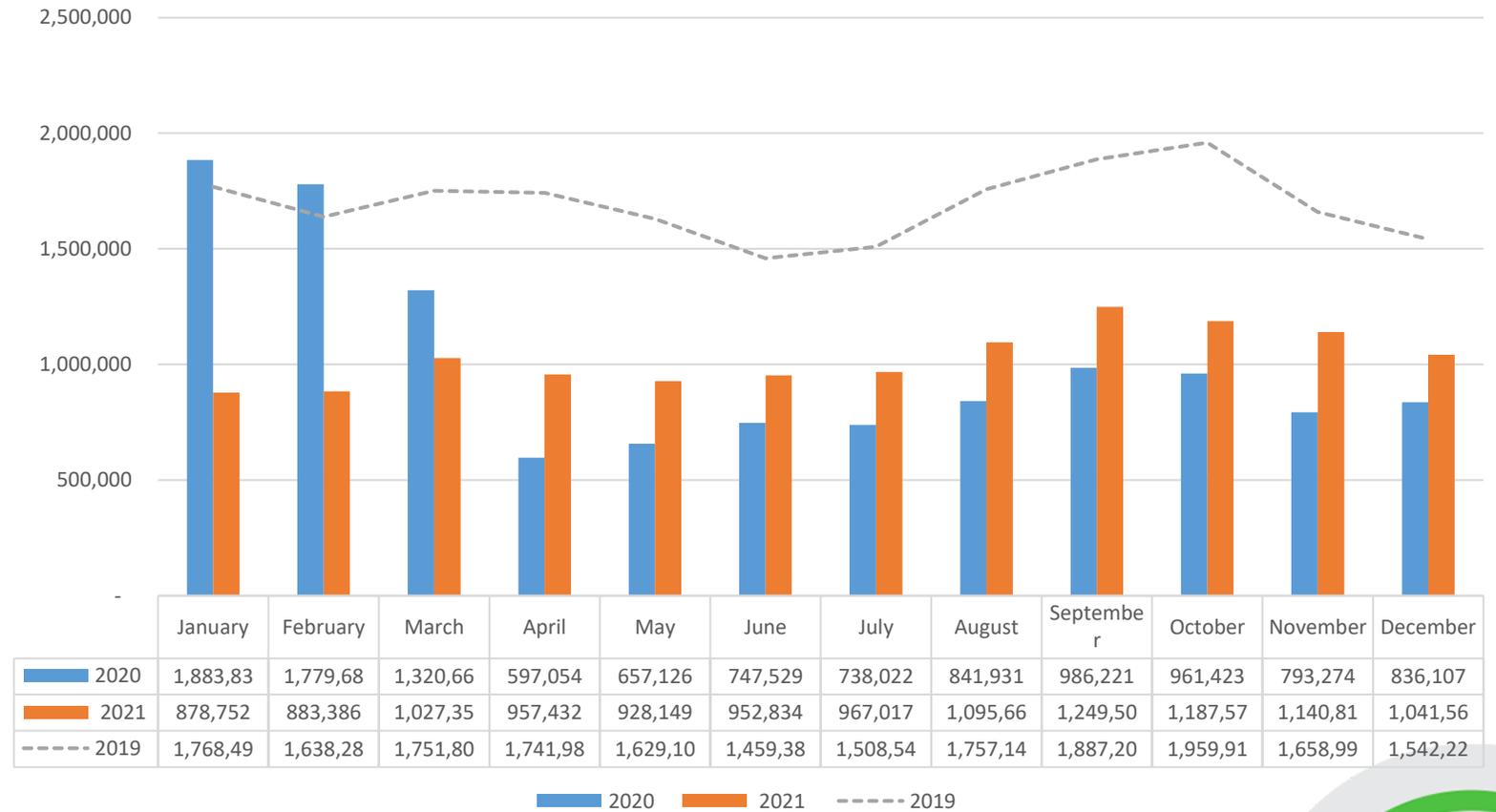
Mode	Jan - Dec 2020	Jan - Dec 2021	% Change
Microtransit	53,053	76,777	45%

- MicroTransit replaced several Flex Routes starting August Change Day

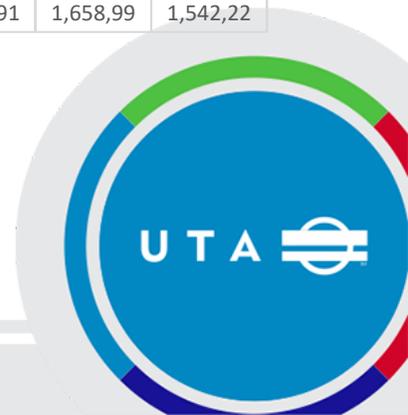


Ridership Report

Fixed Route Bus Ridership

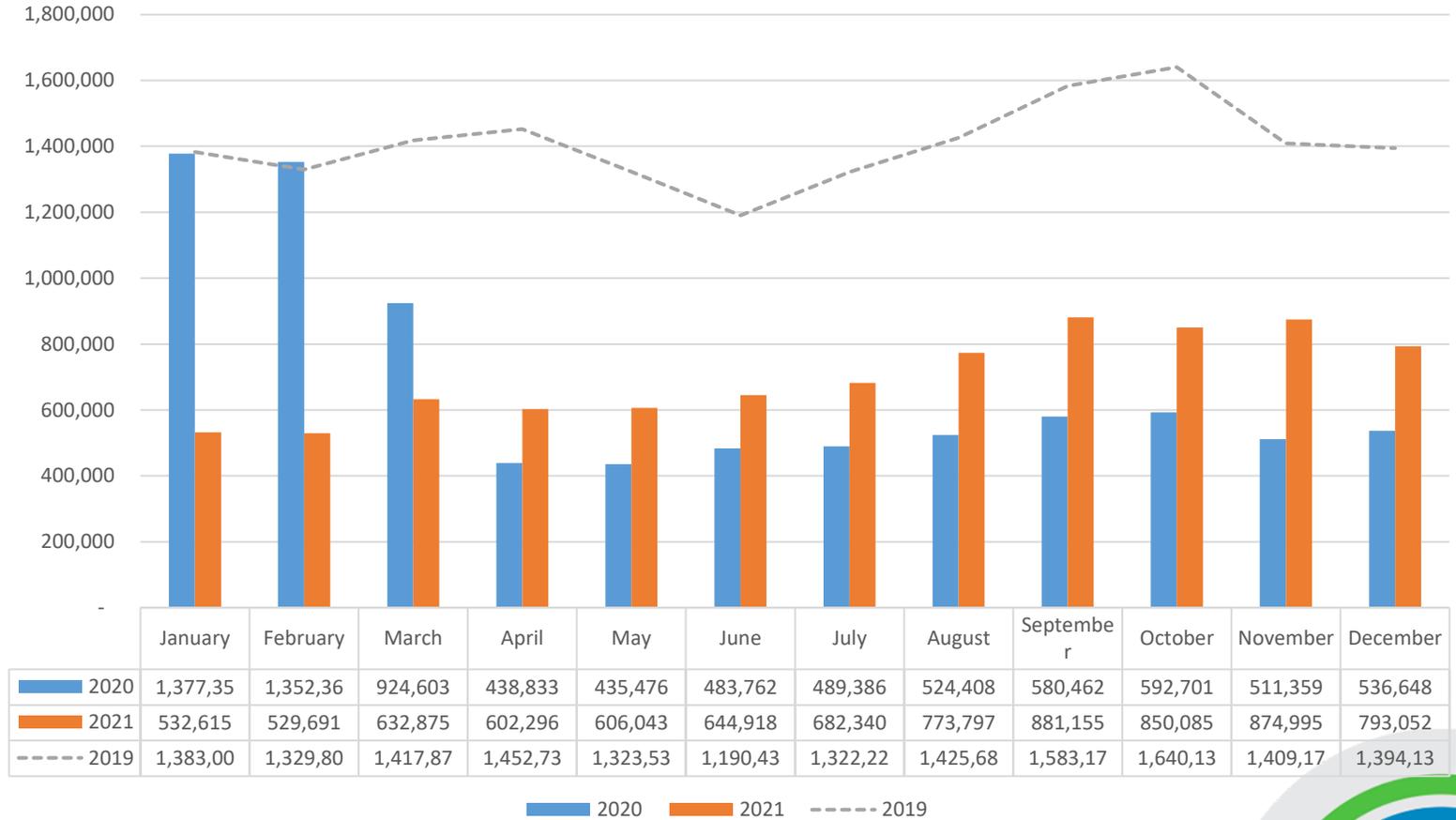


Mode	Jan - Dec 2020	Jan - Dec 2021	% Change
Bus	12,142,866	12,310,065	1.3%

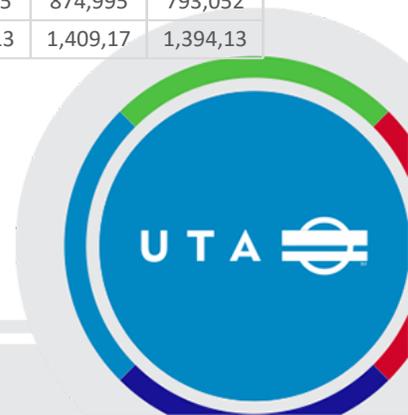


Ridership Report

Light Rail Ridership (includes Street Car)

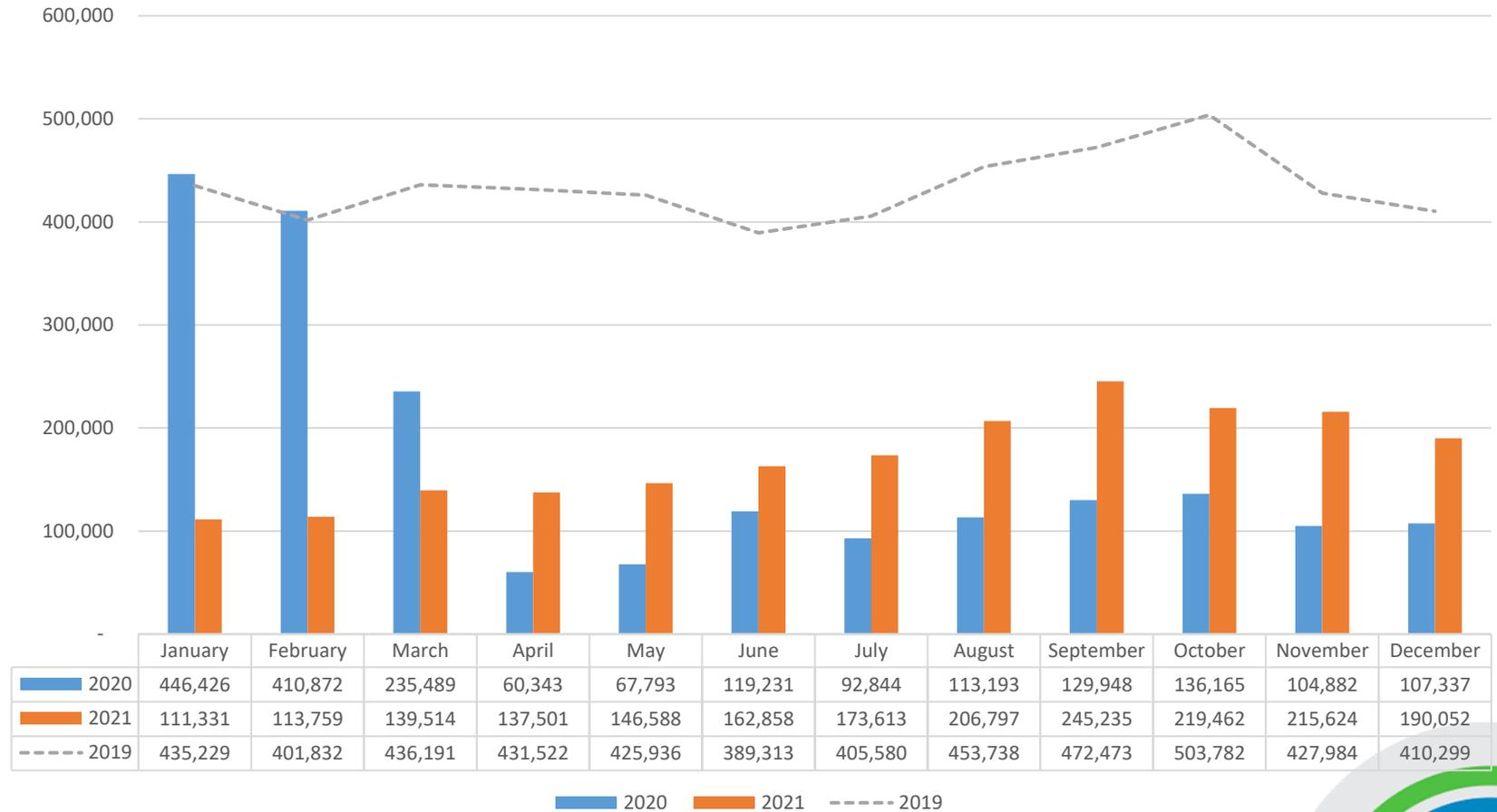


Mode	Jan - Dec 2020	Jan - Dec 2021	% Change
Light Rail	8,247,365	8,403,863	1.90%

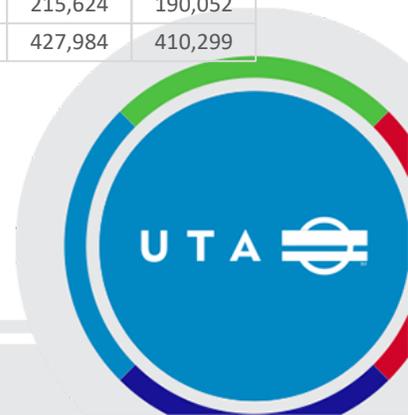


Ridership Report

Commuter Rail Ridership



Mode	Jan - Dec 2020	Jan - Dec 2021	% Change
Commuter Rail	2,024,523	2,062,333	1.87%



Free Fare Days, Tuesday 12/21 and Wednesday 12/22

- FrontRunner has seen the highest ridership impact (14%) compared to other modes followed by paratransit (8%). Both of these modes have higher fares and are perceived to have higher values from customers' perspectives.
- Trax and Fixed Route Bus have seen a decrease due to other unknown factors in the current transit marketplace.

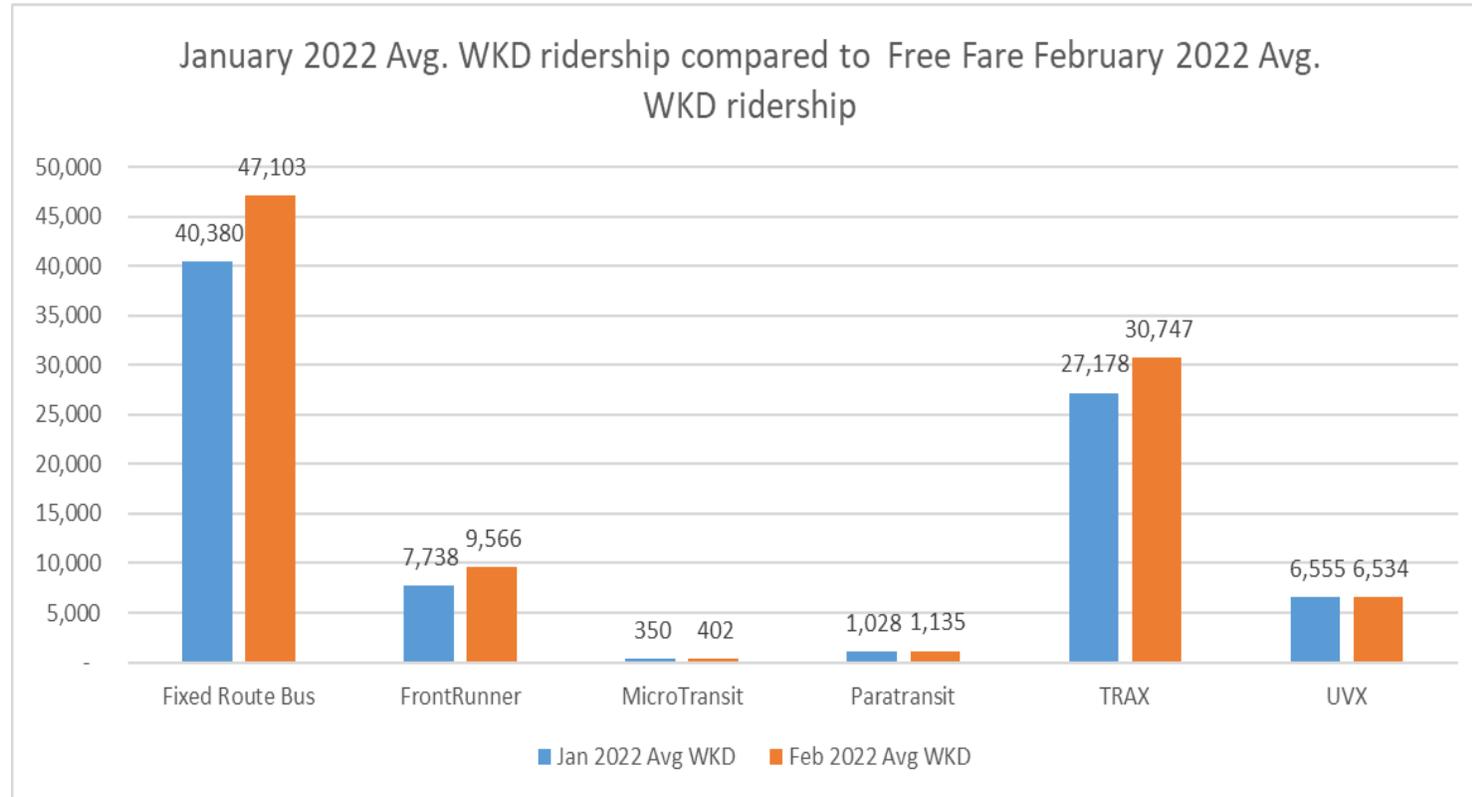
	(A) Free Fare Days Average Daily Ridership	(B) Base Base (Avg of 3 previous weekdays)	(C) % Free Fare Ridership Impact (no holiday pattern adjustment)	(D) Holiday Ridership Pattern Adjustment (Previous Year Holiday % drop compare to previous 3 weekdays)	(E) = (C) - (D) Net Free Fare Ridership Impact Estimate with Holiday Ridership Pattern Incorporated
FrontRunner	8,392	8,015	4.69%	-9.58%	14.2%
Fixed Route Bus	39,845	41,909	-4.92%	-2.98%	-1.9%
Trax	27,457	28,677	-4.26%	-0.61%	-3.6%
Paratransit	1,094	1,116	-2.02%	-10.2%	+8.2%



Preliminary Free Fare February Ridership Analysis

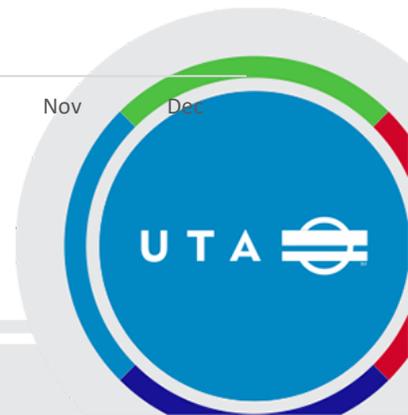
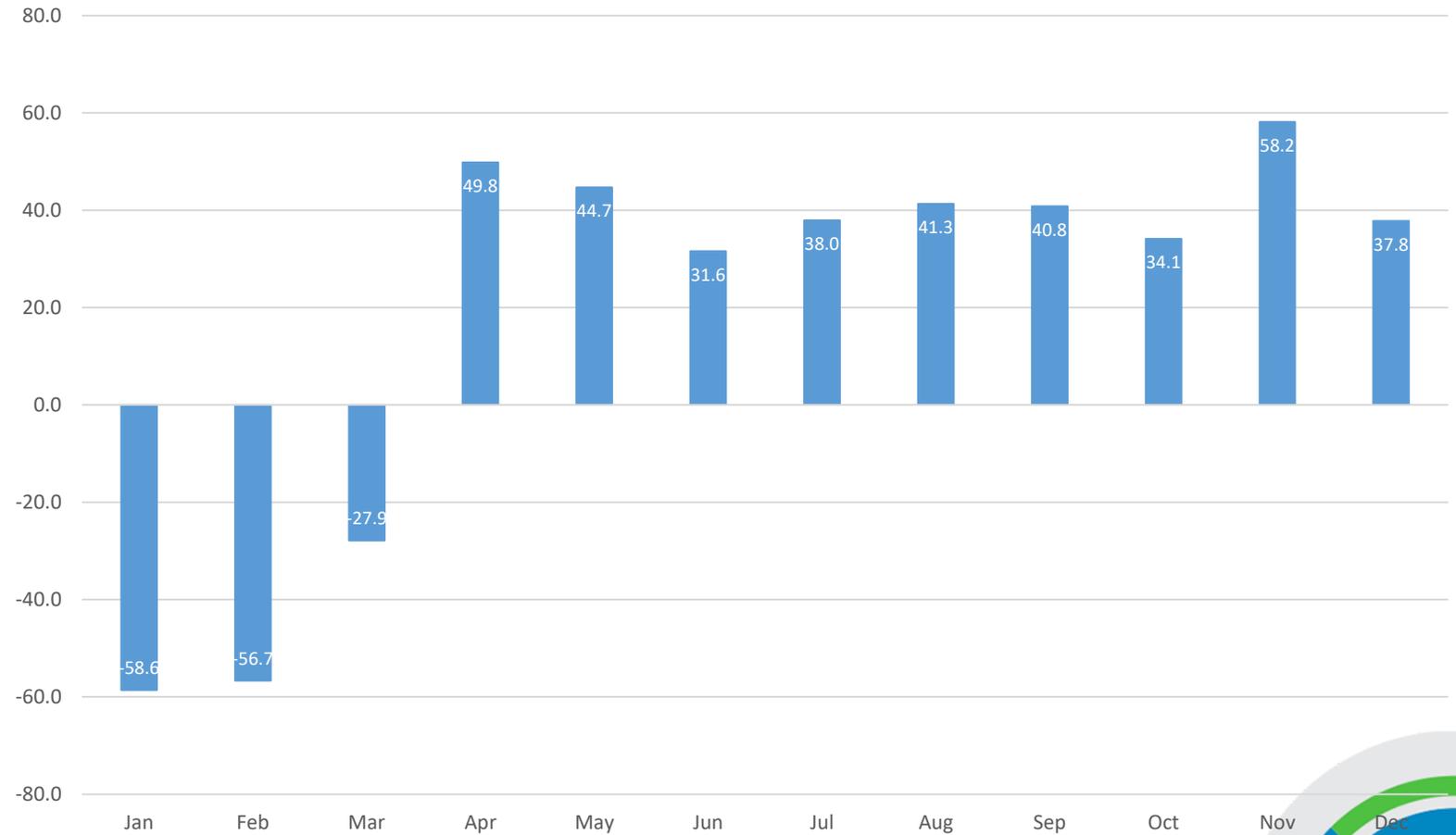
MODE	Jan 2022 Avg WKD	Feb 2022 Avg WKD	% Change
Fixed Route Bus	40,380	47,103	17%
FrontRunner	7,738	9,566	24%
MicroTransit	350	402	15%
Paratransit	1,028	1,135	10%
TRAX	27,178	30,747	13%
UVX	6,555	6,534	0%
Total for modes included	83,230	95,487	15%

- Ridership increases in 15%
- 1200+ surveys received so far



Ridership Report

Monthly % Difference from Previous Year



Questions?



Constituent and Customer Service 2021 Annual Report



Constituent and Customer Service Annual Report

2021

UTA Local Advisory Council



Introduction

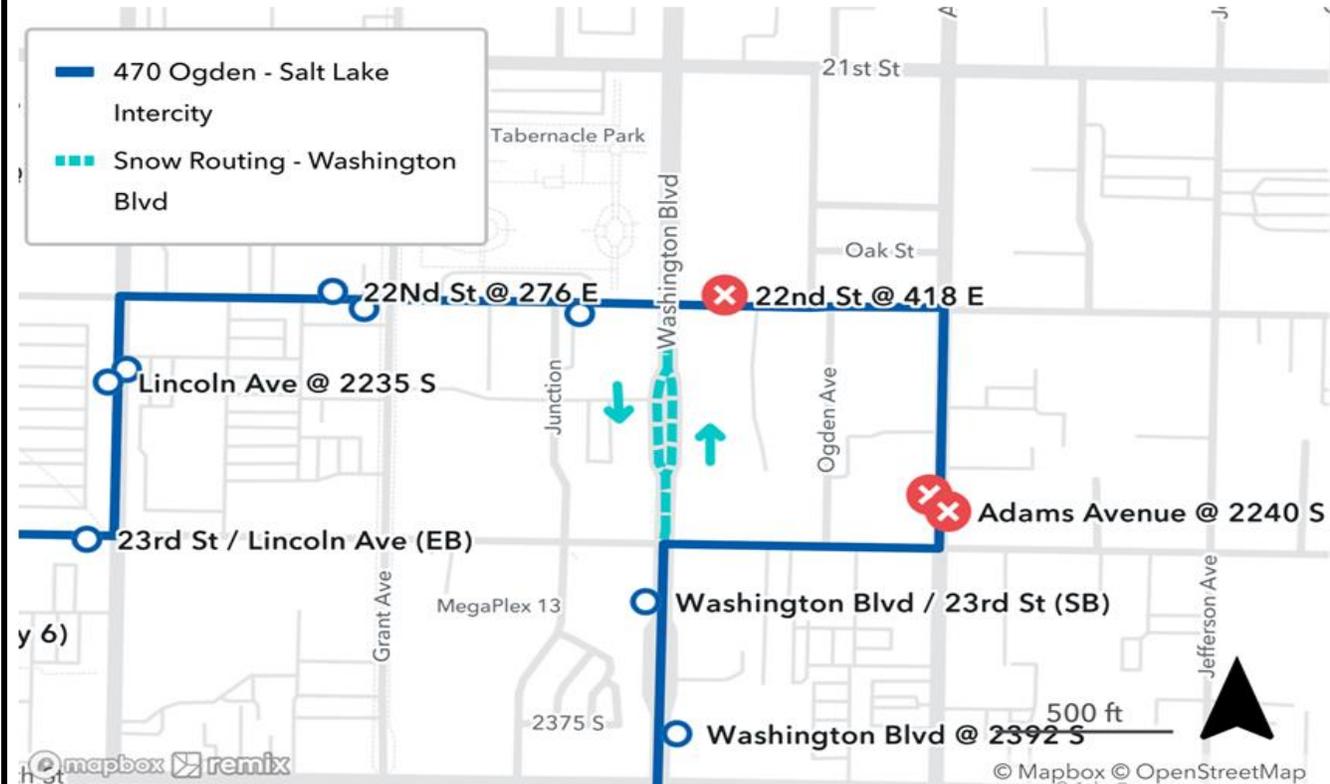
- **Customer Information**
- **Feedback Resolution**
- **Fare Media Sales**
- **Lost Item Recovery**
- **Customer Communication and Service Alerts**
- **Fine Adjudication**
- **Support for Community Outreach**



Service Alerts

www.rideuta.com/Rider-Info/Service-Alerts

Due to the weather, Route 470 will remain on Washington Blvd between 23rd St and 22nd St in both directions. The stops on Adams Ave and the stops at 418 E 22nd St will not be serviced. The end time is currently unknown.



For more information call 801-743-3882, or download the Transit app at www.transitapp.com/download to track your bus.

You have received this message because you are subscribed to UTA Service Alerts for 470 - Ogden-Salt Lake Intercity.



Item Recovery: New Tracking System

www.rideuta.com/Rider-Info/Customer-Service/Write-a-Comment/Report-Lost-Item

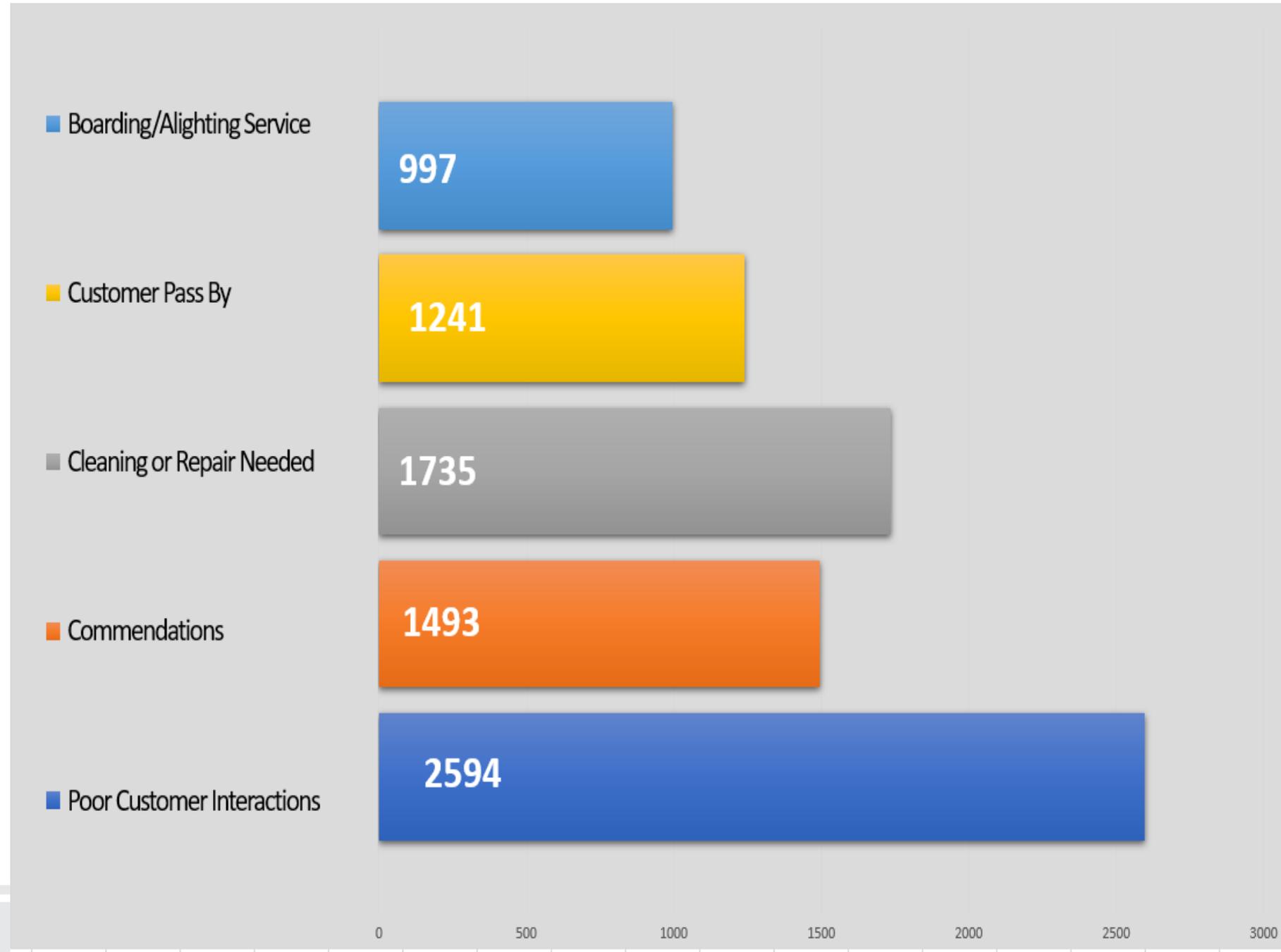
The screenshot displays a web interface for reporting lost items. At the top, there are two tabs: a blue tab with a white star icon labeled "Found Item Entry" with the subtext "Register Found Item here", and a red tab with a white magnifying glass icon labeled "All Entries" with the subtext "View the entirety of entries here". Below these tabs is a "Quick Entry" section featuring a grid of ten icons representing different item categories: a yellow glove, a brown hat, a brown wallet, a blue and white water bottle, a black smartphone, a blue backpack, white earbuds, an orange coat/jacket, a black Samsung smartphone, and a green circle with a white plus sign labeled "Select Manually".



Constituent Services

- Call
- Email
- Website forms

UTAH TRANSIT AUTHORITY



How to Give Feedback

- www.rideuta.com/Rider-Info/Customer-Service/Write-a-Comment
- **Call: 801-743-3882 (801-RideUTA)**
- **Email:**
 - Rideuta@rideuta.com
 - boardoftrustees@rideuta.com
- **Send a Letter:**
 - **Utah Transit Authority**
 - **Attention Customer Service**
 - **669 w 200 s SLC, Ut 84101**





Thanks and have a wonderful day

Audit Committee Report



Other Business

- a. Next Meeting: Wednesday, June 1, 2022 at 1:00 p.m.



Adjourn

