



## Service Planning Implementation

Board of Trustees Policy No. 3.2

Application: Board of Trustees and Local Advisory Council

- I. Purpose: The purpose of this policy is to establish a uniform process for planning, implementing, and managing the Authority's transit service planning to ensure transparency and collaboration with communities, regional partners, and stakeholders and compliance with the Federal Transit Administration (FTA) and Utah Public Transit District Act requirements.
  
- II. Definitions:
  - A. "Baseline Service" means regularly scheduled transit service provided by the Authority or its contractors on all modes of transit including bus, demand response, paratransit, rail, contracted service, or any future type of transit service that the Authority adopts.
  
  - B. "Change Day" means scheduled dates where changes in transit service are implemented. ~~the three regularly scheduled dates in April, August and December of each year, at which time the Authority implements changes in transit service.~~
  
  - C. "Charter Service" means (1) transportation provided at the request of a third party for exclusive use of UTA vehicles, including service that is not part of UTA's regularly scheduled service and is not available to the general public, and (2) all other forms of charter service as defined by the Federal Transit Administration's Charter Service Regulations (49 CFR Part 604).
  
  - D. "Complimentary Service" means transit service provided by the Authority that is not included in Baseline Service for which no operation costs are collected.
  
  - E. "Event Service" means expansion of hours, frequency, and capacity to Baseline Service to meet the increased ridership demand during an event or time-limited situation.
  
  - F. "Major Service Change" means a service change that requires an equity analysis or equity briefing to be performed in compliance with the FTA Title VI Circular (FTA C 4702.1B).
  
  - G. "Metropolitan Planning Organization" ("MPO") means an organization designated to carry out the metropolitan transportation planning process.
  
  - H. "Sponsored Service" means Baseline Service paid in part or in full by a third party for service that is not Charter Service.
  
  - I. "Transit Service Planning" means the act of identifying, evaluating and implementing public transit services on all modes including bus, demand-response, paratransit, rail, contracted service, and any future type of transit service the Authority adopts.

III. Policy: The approval and implementation of the Authority's Service Planning process will proceed as described below and on Exhibit A.

A. Service Design Standards

1. The Authority will develop Service Design Standards to be approved by the Board.
2. Service Design Standards will be developed in compliance with the FTA requirements, including FTA Title VI Circular (FTA C 4702.1B).
3. Service Design Standards will establish service change standards based on best practices in the transit industry and impartial measures that guide service planning decisions that are equitable, systematic, and timely to achieve objectives in the Authority's Strategic Plan and Long-Range Transit Plan ("LRTP").
4. Service Design Standards will establish a framework to design, monitor, and evaluate transit service to best meet customer needs.
5. Service Design Standards will be updated every four years and must be approved by a resolution of the Board of Trustees in a public meeting.

B. Regional Planning Transportation Plans ("RTPs")

1. Regional Transportation Plans ("RTPs") are the transit plans developed by Metropolitan Planning Organizations ("MPOs") within the Authority service area each of the Wasatch Front MPOs (Wasatch Front Regional Council and Mountainland Association of Governments) that set the direction and long-term vision for the Wasatch Front's transportation system, in coordination with future growth assumptions. Their RTPs primary purpose is to phase the implementation of major regionally significant transportation investments and to guide federal funding priorities.
2. The RTPs are developed through collaborative processes with input from state, regional, and local leaders. The Authority will participate in the development of the RTPs by identifying transit needs and providing technical expertise and including scenario planning tools.
3. The RTPs include major roadway, transit, and active transportation projects. Transit projects identified in the RTPs include both rail-based (commuter, light rail) and significant bus enhancements (bus rapid transit, core route). The RTPs do not include local bus, demand response transit, or paratransit modes, although ongoing funding of capital and operating expenses of these services is assumed and accounted for in the RTP as programmatic elements.

4. ~~Projects in the RTPs are categorized into funding phases and anticipated timelines. The RTPs rely on assumed new revenues that create a fiscal constraint of what projects can be implemented in each phase. If a project is in the first phase of an RTP, the Authority will begin working with stakeholders to further evaluate and determine whether the project should move towards funding and implementation.~~
5. ~~The RTPs are updated every four years and approval authority resides with the MPO technical and policy committees.~~

C. Long-Range Transit Plan

1. A Long-Range Transit Plan (“LRTP”) will be developed by the Authority, approved by the Local Advisory Council, and adopted by the Board.
2. The LRTP will be a 30-year plan with a focus on preparing for the future transit needs of the communities served by the Authority.
3. The LRTP will provide a comprehensive, unconstrained, system-wide vision that guides service planning. The LRTP will inform and be informed by the applicable RTPs.
4. The LRTP will be updated every four years and must be approved by a resolution of the Local Advisory Council and adopted by a resolution of the Board of Trustees.

D. Service Planning - Comprehensive System Analysis

1. The Authority will conduct a Comprehensive System Analysis of the entire service network every two years. The analysis will include an evaluation of existing services against established Service Design Standards to determine if a service is meeting minimum performance thresholds.
2. At the conclusion of the Comprehensive System Analysis, the Authority will determine if a service not meeting minimum performance thresholds should be modified, discontinued, or receive additional marketing promotion. Services meeting or exceeding minimum performance thresholds will be evaluated to determine if they warrant additional resources, frequency, or span.
3. Recommendations from the Comprehensive System Analysis will be incorporated into the next update to the Five-Year Service Plan.

E. Service Planning - Five-Year Service Plan

1. A Five-Year Service Plan will be developed by the Authority, approved by the Local Advisory Council and adopted by the Board.
2. The Five-Year Service Plan will be updated every two years to guide the near-term

transit plans for the Authority's service area. The Five-Year Service Plan will incorporate priorities set in the RTP and LRTP, include all modes of the Authority's transit system, and be financially constrained.

3. Authority staff will collaborate with the Board, counties, local municipalities, and the community to prepare and update the Five-Year Service Plan. Authority staff will:
    - a. Organize engagement opportunities to establish transit service goals and explore service network design scenarios with counties, local municipalities, and members of the community to inform the creation of a Five-Year Service Plan.
    - b. Consult with Trustees in meetings that are compliant with the Utah Open and Public Meetings Act prior to a draft Five-Year Service Plan being prepared for comment by counties and the public.
    - c. Present a draft Five-Year Service Plan to each County within the Authority's service area to request feedback for consideration in the final Five-Year Service Plan.
    - d. Conduct a public comment period of at least thirty (30) calendar days to receive comment on the draft Five-Year Service Plan.
  4. A final Five-Year Service Plan; a report on feedback received from counties, local municipalities and the community; and a report on financial and resource assumptions of the plan including personnel, vehicles, and facility assumptions will be prepared for consideration and action by the Local Advisory Council and Board of Trustees.
  5. The Five-Year Service Plan, and any amendments to the Five-Year Service Plan, must be approved by a resolution of the Local Advisory Council and adopted by a resolution of the Board of Trustees.
- ~~1. The Authority will collaborate with counties and local municipalities on a two-year cycle to prepare and update a Five-Year Service Plan.~~
  - ~~2. The Five-Year Service Plan will serve as a rolling, annual work plan that guides the Authority's service planning decisions.~~
  - ~~3. The Five-Year Service Plan will include all modes within the Authority's portfolio, as well as active transportation initiatives, and will be financially constrained by available funding levels or planned use of committed new revenues.~~
  - ~~4. During the Five-Year Service Plan phase, the Authority will facilitate a collaborative process in which the counties, local municipalities, and members of the community participate in workshops to establish transit service goals, explore various service network design scenarios, and coalesce around a vision for the Authority's service. This direction will be captured and presented in a Draft Five-Year Service Plan.~~

- ~~5. The Authority will conduct a second round of outreach to solicit community feedback on the draft Five-Year Service Plan. This step will include consultation with each County within the Authority's service area.~~
- ~~6. Feedback received on the draft Five-Year Service Plan will be considered and incorporated, as appropriate, into a final Five-Year Service Plan.~~
- ~~7. The Authority's Local Advisory Council will review the Five-Year Service Plan and make a recommendation to the Board of Trustees for approval of the Plan with any suggested revisions.~~
- ~~8. Final approval authority of the Five-Year Service Plan lies with the Authority's Board of Trustees.~~

F. Annual Service PlanChanges

1. An Annual Service Plan will be prepared and approved by the Board of Trustees.
2. The Annual Service Plan will develop operations and budget plans for annual changes to Baseline Service that will be implemented on a scheduled Change Day.
3. The Authority will review the Five-Year Service Plan annually to prepare and update the Annual Service Plan.
4. The Annual Service Plan will be vetted through the annual budget process for resource and operational feasibility. Service changes may be presented to the Board during the annual service process and prior to Change Day.
5. If the proposed Annual Service Plan differs from what is in the Five-Year Service Plan, Authority staff must consult with the Trustees and any impacted local government prior to moving forward with the recommended service changes in the Annual Service Plan.
6. In compliance with federal requirements, the Authority must conduct a public hearing on any Major Service Changes and conduct a Title VI Service Equity Analysis.
7. The Board of Trustees must approve the Title VI Service Equity Analysis by resolution and determine if the implementation of proposed service changes should proceed.
8. The Annual Service Plan, and any amendments to the Annual Service Plan, must be approved by a resolution of the Board of Trustees.
- ~~1. The Authority will review the Five-Year Service Plan annually to develop implementation plans for changes to its service.~~

2. ~~Prior to moving forward with any recommended service changes, the Authority will consult with any affected local governments to discuss the Five Year Service Plan and the associated implementation measures being considered. If substantial concerns or questions are raised, the recommended service changes will be postponed and reconsidered in the next update to the Five Year Service Plan.~~
3. ~~The Authority will conduct a public hearing on any major service changes in compliance with its policies and federal requirements. If substantial concerns are raised during this phase, the proposed service changes may be modified to address the concerns or may be postponed and reconsidered in the next update to the Five Year Service Plan.~~
4. ~~The Authority will conduct a Title VI Service and Fare Equity analysis in compliance with its policies and federal requirements to determine if the proposed service changes pose disproportionate impacts to protected classes. The Board of Trustees will approve of the Title VI analysis and determine if the implementation of the proposed service changes should proceed.~~
5. ~~If no substantial concerns are raised, the Authority will proceed with a comprehensive production process which includes schedule creation, bus and operator assignments, run cutting and compliance with collective bargaining agreements, marketing and promotions, bus stop and on-street changes, printed and electronic information.~~

G. Annual Service Implementation

1. Upon approval of the Annual Service Plan, the Authority may proceed with implementing the Annual Service Plan.
2. Annual Service implementation will occur on a designated service Change Day.

~~Transit service implementation occurs at the designated service Change Days. These Change Days occur three times per year: in April, August, and December. The April and December Change Days are reserved for seasonal ski service. The August Change Day is targeted for all other changes to timing, routing, as well as addition or reductions of service as outlined in the Five Year Service Plan.~~

H. Additional Service

1. The Executive Director or designee will establish administrative policies, to be approved by the Board, that:
  - a. Set service policies in accordance with FTA requirements, including FTA Title VI Circular (FTA 4702.1B).
  - b. Set standard criteria for determining equitable allocation of Event Service.
  - c. Define criteria for approving requests for additional service, including Sponsored Service and Complimentary Service.

2. The following requests for service must be presented to the Board for consideration and approval in a public meeting:
  - a. Requests for Sponsored Service
  - b. Requests for Complimentary Service
  - c. Requests for transit service beyond Baseline Service approved in the Five-Year Service Plan
  
3. The Authority does not provide Charter Service and will refer interested parties to private transportation providers.

I. ~~Comprehensive System Analysis~~

1. ~~The Authority will conduct a comprehensive analysis of the entire service network associated with each update to the Five Year Service Plan. This includes evaluation of existing services against the Authority's established Service Design Guidelines to determine if a service is meeting minimum performance thresholds.~~
  
2. ~~At the conclusion of this analysis, the Authority will determine whether a service not meeting minimum standards should be modified, discontinued, or receive additional marketing promotion. Similarly, services meeting or exceeding performance standards will be evaluated to determine if they warrant additional resources, frequency, or span.~~
  
3. ~~Recommendations from the Comprehensive System Analysis will be incorporated into the next update to the Five-Year Service Plan.~~

- IV. Cross References: Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d); FTA Charter Service Regulations (49 CFR Part 604); Private Sector Participation in Public Transportation (49 USC 5315); Title VI Requirements and Guidelines for Federal Transit Administration Recipients (FTA C 4702.1B.); Public Transit District Act (Utah Code 17B-2a-804, 808.1, and 808.2); Board Policy 1.3 Executive Relationships and Meeting Protocols; UTA.01.06 Title VI Compliance; UTA.04.02 Additional Services Request Utah Public Transit District Act 17B-2a-804, 808.1, and 808.2; Civil Rights Act of 1964, 42 United States Code § 2000d Title VI; Title VI Requirements and Guidelines for Federal Transit Administration Recipients, FTA C 4702.1B.

Approved this 21st day of December 2022

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Carlton Christensen - Chair, Board of Trustees

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Secretary of the Authority

Approved as to form and content:

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Counsel for the Authority

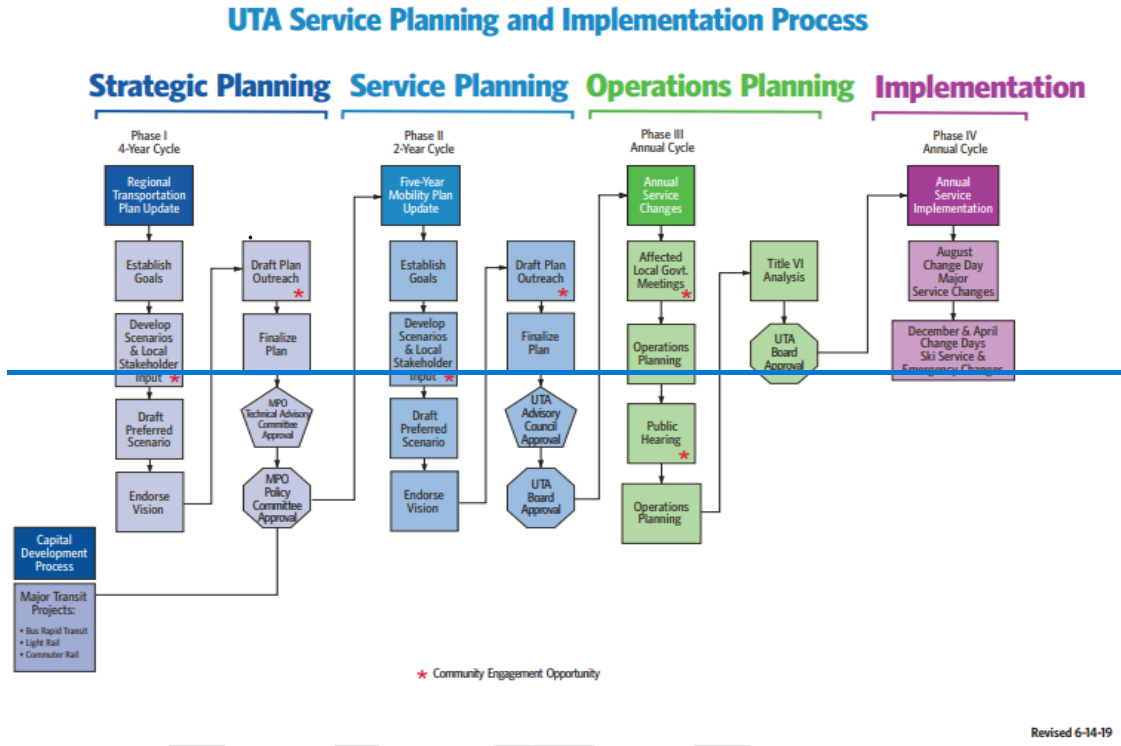
Revision/Review History:

Date of Local Advisory Council Consultation	Board of Trustees Approval (Resolution Number)	Action
02-20-2019	R2019-02-03	Revised to reflect process changed, renamed, and renumbered from Executive Limitations Policy No. 2.1.4 – Changes to Levels of Service and Routing to Executive Limitations Policy No. 1.4.2 – Service Planning Implementation.
06-12-2019	R2019-06-01	Renumbered and renamed from Executive Limitations Policy No. 1.4.2 – Service Planning Implementation to Board Policy No. 3.2 – Service Planning Implementation; reformatted and revised to reflect name change from Local Advisory Board to Local Advisory Council.
09-07-2022	R2022-12-07 (12-21-2022)	Revised naming of Five-Year Plan from Mobility Plan to Service Plan.
<u>08-28-2024</u>		<u>Revised and clarified UTA’s service planning process; added additional requirements for Service Design Standards, LRTP, Board consultation and approval requirements, and community engagement; provided directive for development of administrative policies; clarified UTA does not provide Charter Service.</u>

Exhibit A

UTA Service Planning and Implementation Process

OLD GRAPHIC



NEW GRAPHIC

### UTA Service Planning and Implementation Process

