

UTA Update

H. David Burton | Board Chair

Jerry Benson | Interim President/CEO

Matt Sibul | Chief Planning Officer

July 2016



UTA Mission Statement

Utah Transit Authority strengthens and connects communities enabling individuals to pursue a fuller life with greater ease and convenience...



UTA Reforms and Path Forward



UTA Reforms & Path Forward

Phase One: Foundational Reforms (2014-2015)

Board Composition and Departmental Shifts

- ✓ Named H. David Burton as board chair
- ✓ Separated legal and transit-oriented development (TOD) functions
- ✓ Adopted a policy requiring management to establish an internal, multi-disciplinary team to review proposed TOD development and operating agreements
- ✓ Required independent review and board approval of TOD agreements
- ✓ Separated the general counsel and president of government relations positions

Compensation and Benefits

- ✓ Conducted a comprehensive review of total compensation
- ✓ Reset market-based pay comparisons to focus on transit, government and non-profit entities
- ✓ Reduced the benefits/retirement program and overall compensation for newly hired executives
- ✓ Restructured incentive program to a maximum of 4 percent of annual pay or \$7,500, whichever is less; no executive bonuses in 2016 and 2017
- ✓ Eliminated new executive employment contracts

Travel

- ✓ Updated travel approval process for all employees
- ✓ Open meeting board approval required for all international travel

Revised Long-Term Financial Plan

- ✓ Included asset management needs in long-term financial plan to ensure infrastructure is maintained in a state of good repair; committing to \$1.8 billion in long-term needs by 2040

Phase Two: Overhaul of Policies, Procedures and Personnel (2015)

New Ethics Policies and Goal Setting

- ✓ Required financial disclosures for all board members and senior staff
- ✓ Independent review of potential conflicts for all board members and senior staff
- ✓ 2016 UTA board goals with public trust and accountability as No. 1 priority

Personnel Changes and Additions

- ✓ Two new board vice-chairs are named
- ✓ New general counsel named
- ✓ Initiated national search for a new president & CEO
- ✓ Initiated search for new government relations officer

Internal Audit

- ✓ New chief internal auditor named
- ✓ New board audit committee formed
- ✓ Completed comprehensive risk assessment

Stakeholder Engagement

- ✓ Community Transit Advisory Committee (CTAC) formed, with broad level of engagement and input to UTA policies and programs
- ✓ Extensive outreach on fare policy, service plans for Prop 1 and service standards
- ✓ Enhanced use of Open UTA online forum and social media to increase input from riders and stakeholders
- ✓ Engaged in multiple surveys and focus groups with the public

Service Additions

- ✓ Added permanent service to 15 routes in August, mostly on bus, using fuel cost savings and agency efficiencies

Phase Three: Ongoing Transparency and Agency Culture (2016 Onward)

Transparency and Accountability

- ✓ UTA performance metrics posted on website (ridership and reliability)
- ✓ Begin Prop. 1 transit implementation in Davis, Weber and Tooele Counties including stakeholder engagement of final plans with clear dashboard of progress
- Establish a baseline measure of public trust through survey tools that engage with riders, opinion leaders and policymakers about UTA's future
- Overhaul and simplify fare structure using public engagement and input
- Implement a joint oversight process with municipal and agency partners for major projects

Organizational Restructuring

- Develop a more strategic, targeted approach for external federal, state and local government relations
- New UTA internal government relations team
- Hire government relations officer
- President/CEO selection and engagement with stakeholders
- Internal audit staff hiring

Proactive Communications

- ✓ Increased direct presence of UTA leadership with local and state elected officials
- ✓ Proactively communicate with the public through multiple channels such as social media, community partners and news media
- Increase information shared with the public about how UTA resources are invested, services offered and the impact of transit
- Enhance public dialog by increasing stakeholder and rider input in the decision-making process
- Develop a transit bill of rights



UTA Reforms and Path Forward: Phase One



- ## Foundational Reforms: Complete
- Board composition and departmental shifts
 - Transit-oriented development
 - General counsel
 - Government relations
 - Compensation and benefits
 - Travel
 - Revised long-term financial plan



UTA Reforms and Path Forward: Phase Two



Overhaul of Policies, Procedures, and Personnel: Complete

- New ethics policies and goal setting
- Personnel changes and additions
- Internal audit
- Stakeholder engagement
- Service additions



UTA Reforms and Path Forward: Phase Three



Ongoing Transparency and Agency Culture: In Process

- Transparency and accountability
- Organizational restructuring
- Proactive communications
- Defined commitment to riders



You Can Depend on UTA



UTA Reforms & Path Forward



www.rideuta.com
RIDE-UTA (743-3882)

UTA 
Trust • Service • Transparency • People
You Can Depend on UTA



Service Overview

Ridership



–46.7 million ridership

–Vehicles

- 584 buses and paratransit vehicles
- 146 light rail vehicles
- 81 commuter rail vehicles
- 495 vanpool vehicles

–126 bus routes

–Over 5,000 trips per day



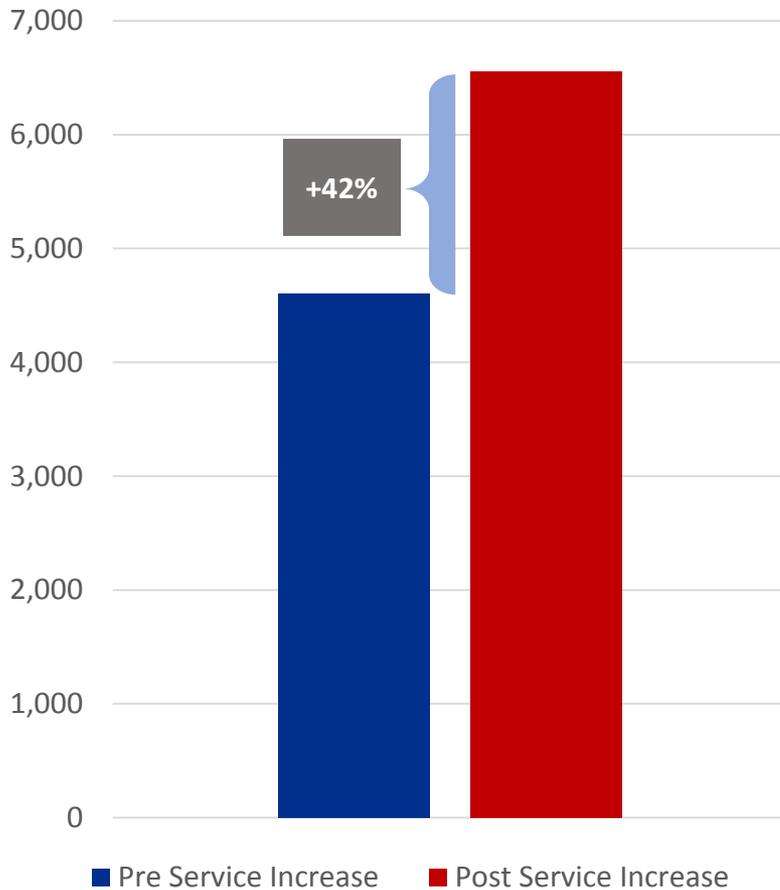
Service Improvements

- **Extended hours**
 - 5 bus routes
 - Airport TRAX
 - Streetcar
- **More weekend, evening, and holiday service**
 - 13 bus routes
 - 4 rail routes
- **Better frequency**
 - 7 bus routes
- **Proposition One**
 - Two new bus routes in Davis County
 - Improved frequency, extended hours, and increased coverage in all three counties



Results

Airport TRAX Sunday Boardings



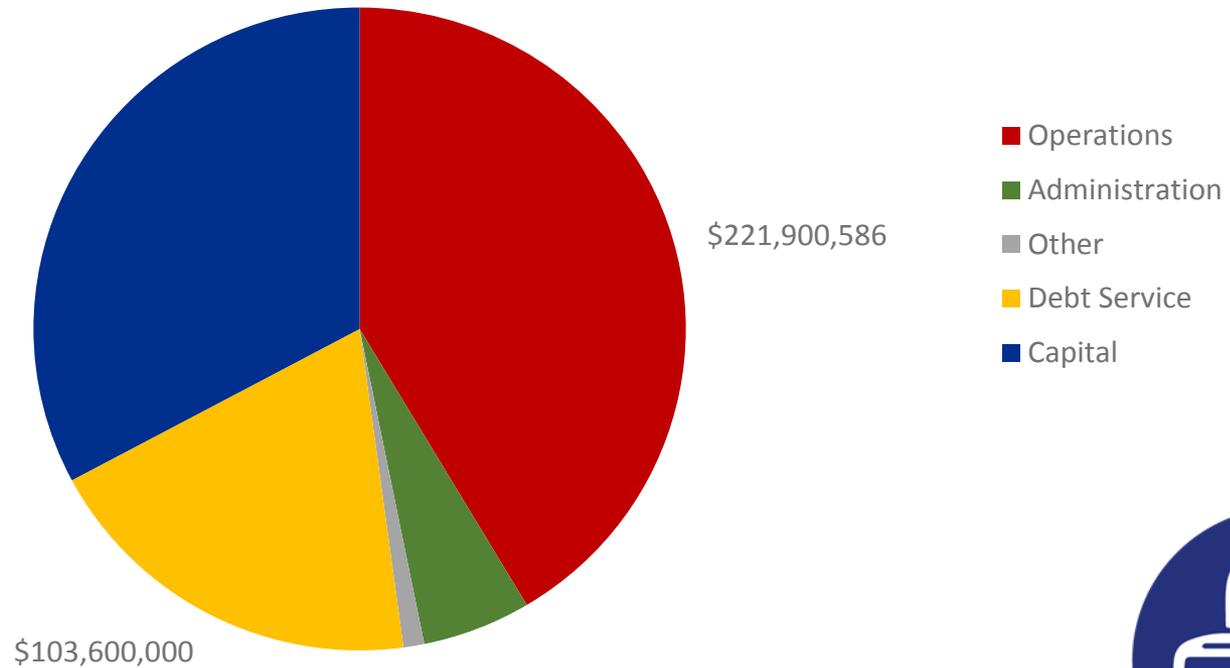
–673 trips added 2015-2016
–8,338 added daily boardings from August 2015 changes



Decreasing Debt

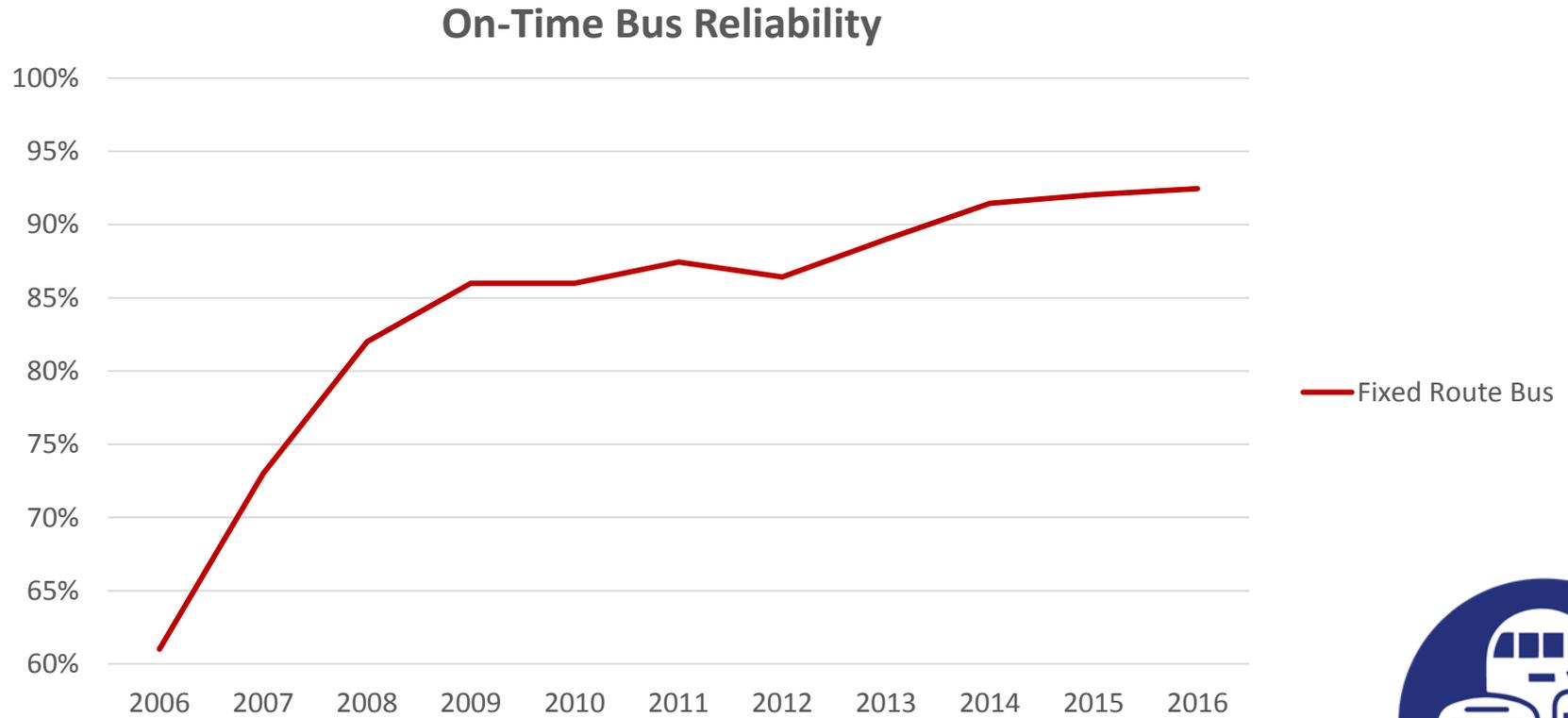
- Debt service is \$104 million in 2016
- About \$2 billion debt from 2015 program

2016 Budget

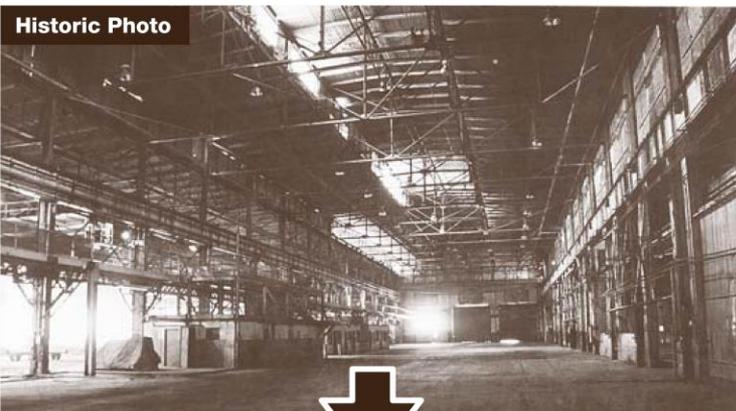


UTA Way and Shingo

- UTA is developing a performance-driven culture
- Implementing best practices = value for taxpayers



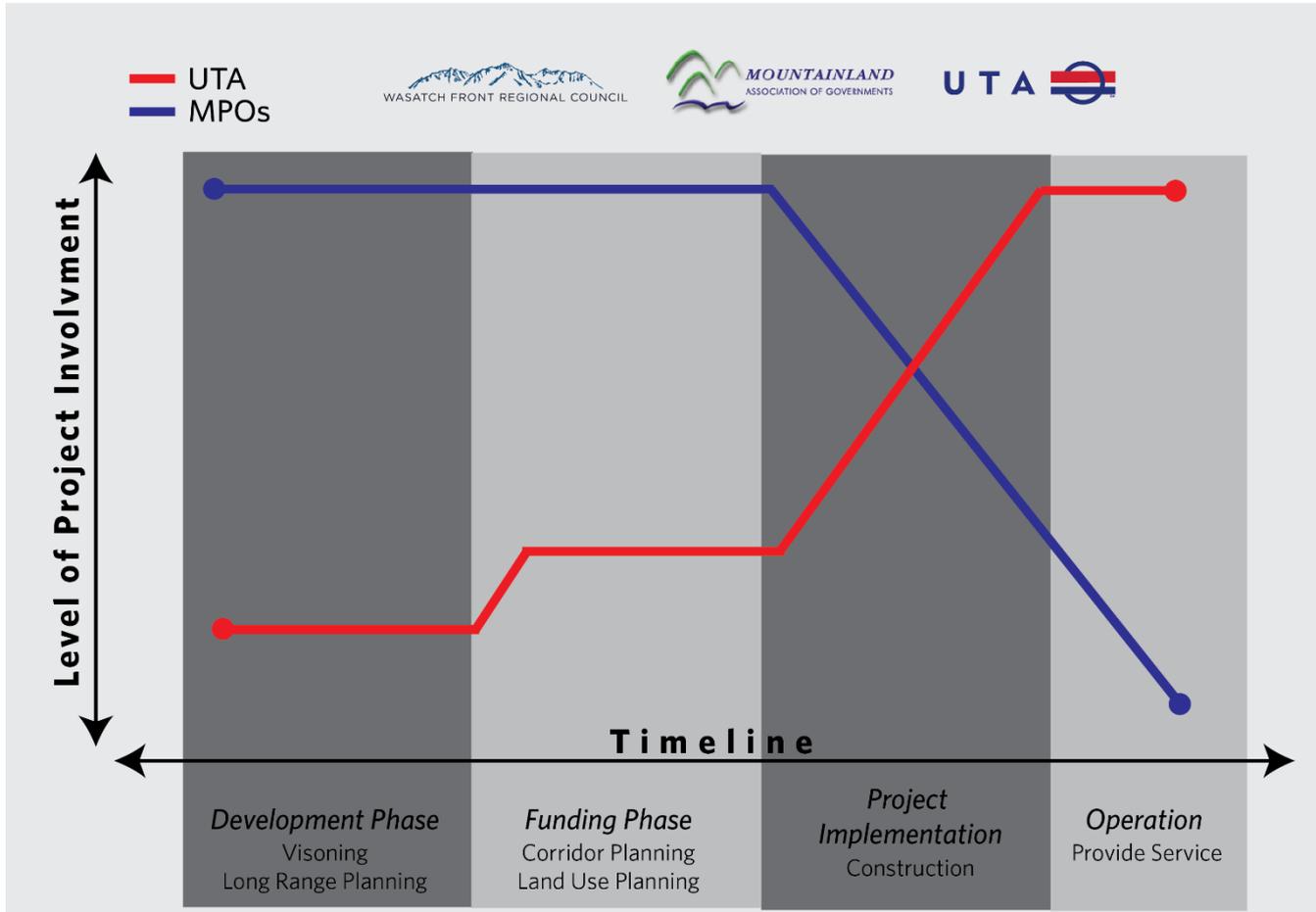
Three-Year Horizon



- Incremental improvements in service
- Significantly improved accessibility in areas with increased funding
- Debt reduction through payments and restructuring
- Key capital projects
 - TRAX vehicle overhaul
 - Positive train control
 - Depot District
 - Airport station relocation
 - Provo-Orem TRIP



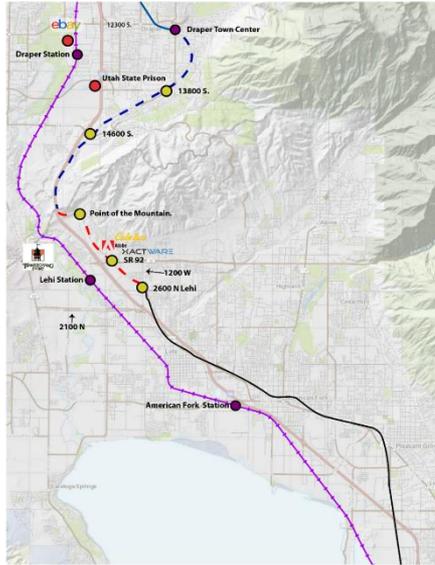
UTA/MPO Collaboration



Mobility Options



Emerging Opportunities



– Bus rapid transit

- Ogden-Weber
- South Davis
- Murray-Taylorsville-West Valley

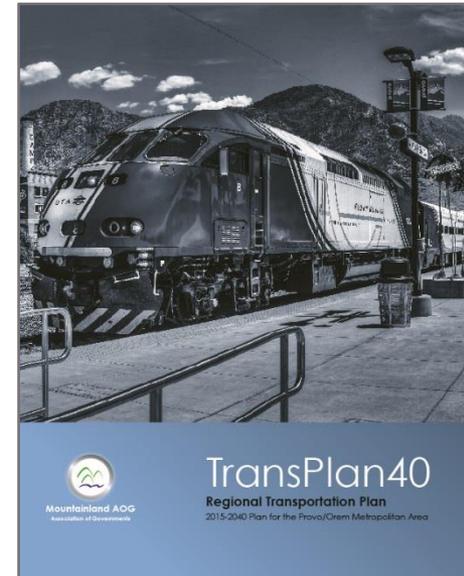
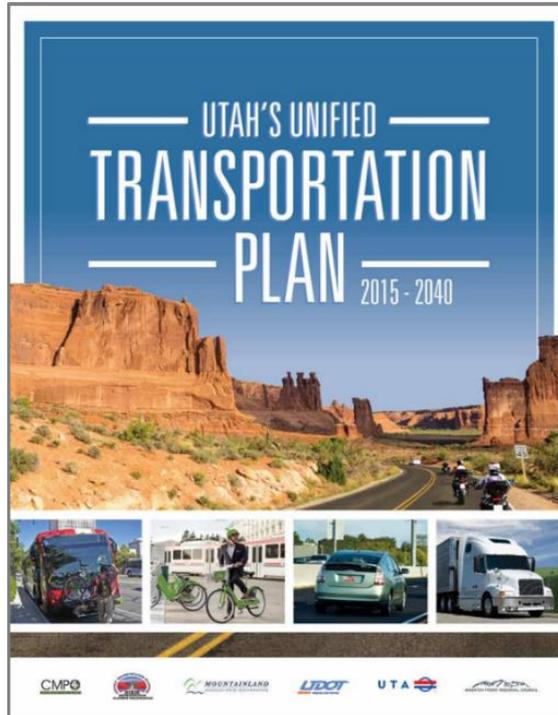
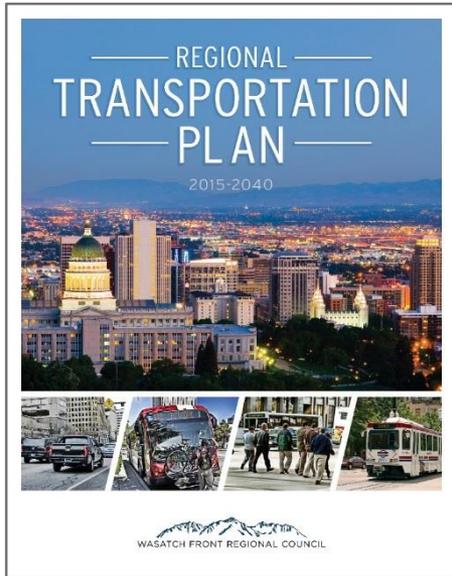
– Point of the Mountain Commission



Looking to the Future: Mid to Long-Term

– Stakeholders want:

- More transit
- Increases in service and projects



Summary

- **Transit plays a critical role in the vitality and future of the Wasatch Front**
 - Economic development
 - Access to jobs and education
 - Connectivity for residents without a vehicle
 - Air quality

- **UTA's path forward is being realized**
 - Foundation built on trust, service, transparency, and people

- **You can depend on UTA**



Thank you.

H. David Burton | Board Chair

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