

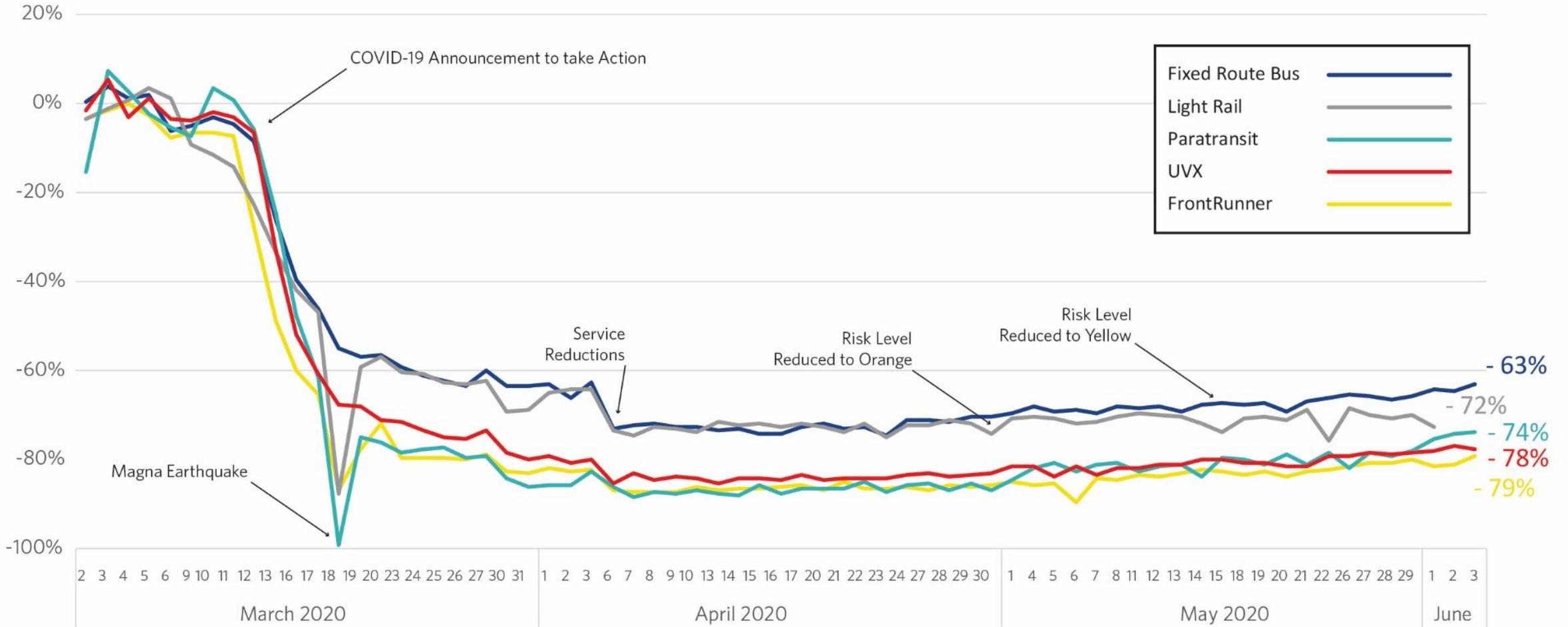
UTA Recovery Plan

June 2020



Weekday Ridership Update

Percentage of Weekday Normal Ridership by Mode



UTA Recovery Task Force

- 1. Ridership**
- 2. Financial Sustainability**
- 3. Customer Confidence**



UTA's Recovery Plan Summary

Governor's Office Recovery Plan Guidelines

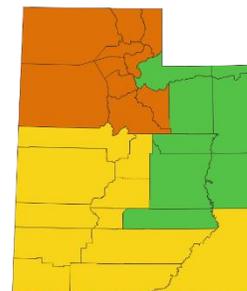
High Risk	Moderate Risk	Low Risk	Normal Risk
<p>Key features related to transit:</p> <ul style="list-style-type: none"> • Face covering worn in public where social distancing measures are difficult to maintain • Essential travel only • Social Distancing • Groups up to 10 • Schools closed • Encourage high contact businesses not to operate 	<p>Key features related to transit:</p> <ul style="list-style-type: none"> • Face covering worn in public where social distancing measures are difficult to maintain • Leave home infrequently • Social distancing • Groups up to 20 • Schools closed • High contact businesses can operate under strict protocols 	<p>Key features related to transit:</p> <ul style="list-style-type: none"> • Face covering worn in public where social distancing measures are difficult to maintain • Groups up to 50 • All businesses open 	<p>Key features related to transit:</p> <ul style="list-style-type: none"> • All businesses operating • Schools are open • Travel restrictions mostly lifted



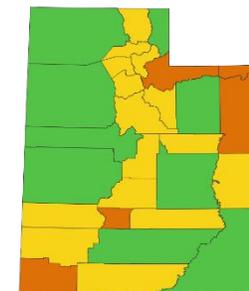
RISK
Color-coded Health
Guidance System



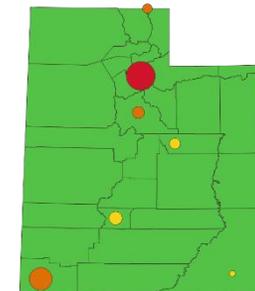
State
Example



Regional
Example



County
Example



Community
Example

Hypothetical examples of how public health guidelines could be applied

UTA's Recovery Plan Guidelines

High Risk	Moderate Risk	Low Risk	Normal Risk
Short and Mid-term Service Provision			
<p>Right-size service levels corresponding to serving critical essential trips.</p> <p>Monitor ideal passenger loads: 10 per bus, 15 per TRAX car, 35 per FrontRunner car.</p> <p>Limit 3 per vehicle UTA On Demand</p> <p>Add frequency where needed to ensure social distancing</p>	<p>Add service based on route ridership and</p> <ul style="list-style-type: none"> • Consistent with levels of reopenings throughout service region • Financial ability limitations • Low-income and minority populations <p>Monitor ideal passenger loads: 20 per bus, 30 per TRAX car, 35 per FrontRunner car, 6 per Flex bus.</p> <p>Limit 3 per vehicle UTA On Demand</p>	<p>Add service based on route ridership and</p> <ul style="list-style-type: none"> • Consistent with levels of designated reopenings throughout service region • Rider and pass holder survey results • Financial ability limitations • Low-income and minority populations <p>Monitor passenger loads: 30 per bus, 45 per TRAX car, 50 per FrontRunner car, 8 per Flex bus.</p> <p>Limit 3 per vehicle UTA On Demand</p>	<p>Add service based on route ridership and</p> <ul style="list-style-type: none"> • Consistent with long-term service plan • Financial ability limitations • Low-income and minority populations
Safety Protocol			
<p>Encourage riders to socially distance</p> <p>Implement enhanced cleaning and disinfecting for vehicles, stations and equipment</p> <p>For operators:</p> <ul style="list-style-type: none"> • Implement 6 foot distancing from operators • Provide masks, gloves and hand cleaning supplies • Eliminate paper handling <p>Additional for buses:</p> <ul style="list-style-type: none"> • Create and install operator barriers on high ridership routes • Rear door boarding on buses 	<p>Strongly encourage customers to wear masks and social distancing. Distribute masks to riders</p> <p>Continue vehicle cleaning and disinfecting protocol</p> <p>Continue rear door boarding on bus</p> <p>Installation of:</p> <ul style="list-style-type: none"> • hand sanitizers on vehicles • operator barriers on all buses <p>For operators:</p> <ul style="list-style-type: none"> • Implement 6 foot distancing from operators • Provide masks, gloves and hand cleaning supplies 	<p>Strongly encourage customers to wear masks and practice social distance</p> <p>Continue vehicle cleaning and disinfecting protocol including new industry practices and products</p> <p>Continue operator protective items</p> <p>Complete installation of operator barriers on buses. Use rear boarding until barriers installed</p> <p>Continue to review and implement industry best practices and availability of new products for health safety enhancement.</p>	<p>Implement long term safety protocol</p> <p>Continue to review and implement industry best practices and availability of new products for health safety enhancement.</p>
Planning for Recovery			
	<p>Gather data on short/long term financial impact</p> <p>Conduct customer and operator survey</p> <p>Monitor ridership and financial impact</p> <p>Identify capital improvements to enhance safety</p> <p>Monitor industry practices for safety protocol</p> <p>Develop ridership return marketing and information campaign</p>	<p>Determine short/long range financial impact</p> <p>Develop long term service plan elements</p> <p>Develop fares/fare collection plan</p> <p>Develop long term safety protocol</p> <p>Develop capital improvement plan consistent with financial capability</p> <p>Implement ridership marketing campaign</p>	<p>Finalize long term service plan</p> <p>Implement new fare policy and fare collection system ¹</p> <p>Continue marketing and information campaign</p> <p>Implement capital improvement plan consistent with financial capability</p>

UTA 8-Step Recovery Plan

1. Risk Level Management

- UTA is aligning its recovery plan to the Governors recovery risk phases. Adhere to the highest protocols present in our service area

2. Additional Cleaning

- Daily disinfecting of stations and facilities vehicle floors and touch surfaces cleaning
- On-system cleaning of light rail vehicles at the end-of-line with electrostatic backpack disinfectant sprayers and handheld sprayers

3. Cleaning Effectiveness Testing

- UTA is using a Surface Testing Kit to test the effectiveness of its cleaning methods and determine the best disinfecting practices

4. Social Distancing on Vehicles

- Avoid handling passes and conducting visual fare inspections only
- Rear doors boarding on buses. Passengers that need the ramp or require assistance may still board through the front door
- Designated yellow passenger line, to provide 6 feet of distance between operators and riders.
- Plexiglas barriers are being installed on all buses between operators and riders

5. Monitoring Daily Ridership Levels – Adjusting Service

- Passenger loads are being monitored to watch for over-crowding on any particular routes. Service adjustments are made where needed.

6. Operator PPE

- Operators are provided with masks, gloves, hand sanitizer and cleaning/disinfecting supplies

7. PPE on Vehicles

- Operators are provided with free masks to provide to customers who request one
- Ongoing platform distribution of free mask campaigns
- Hand sanitizers on all buses and Trax vehicles (Frontrunner vehicles already have stations installed)

8. On-going Improvements

- Testing non-fabric seats, ventilation study, long-term service plan to encourage ridership and financial sustainability, evaluating best practices for post Covid-19 protocols



