



LEGISLATIVE  
AUDITOR  
GENERAL

# A Performance Audit of the Utah Transit Authority

An Evaluation of the Efficiency and Effectiveness of UTA's Governance and Planning

Legislative Audit Subcommittee

April 17, 2024



## Chapter 1

# UTA Governance Change Marked Significant Improvement but Additional Implementation and Evaluation is Necessary

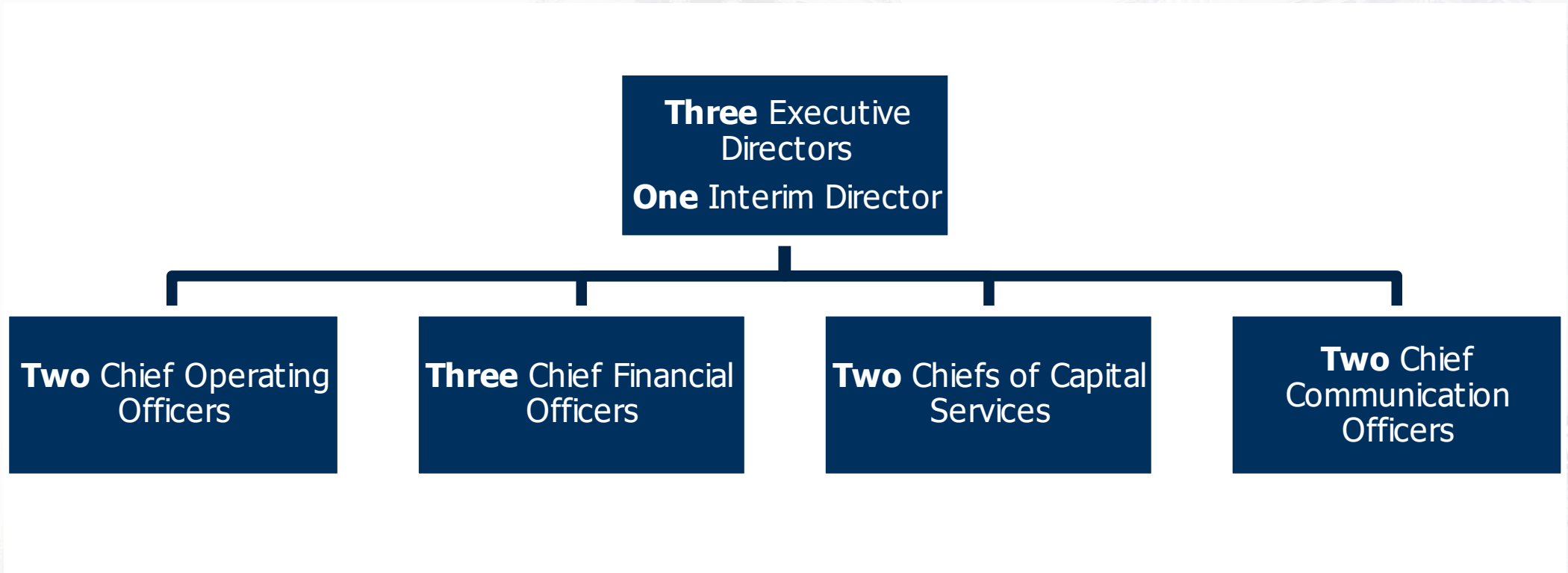


# Structural Governance Changes Require Refinement of Roles and Responsibilities

	Oversight	Planning	Operations
Board of Trustees	X	X	
Executive Director		X	X
Local Advisory Council	X		
Utah Department of Transportation	X		



# Executive Leadership Turnover Delayed Needed Improvements





# Lack of Strategic Plan Implementation and Evaluation Impedes Assessment of UTA

2013: First stand-alone Strategic Plan was created, no documented implementation of plan or progress.

2018: Second Strategic Plan created, no documented follow-up or implemented progress\*

2022: Third Strategic Plan created, UTA is in the process of developing metrics and an implementation plan.



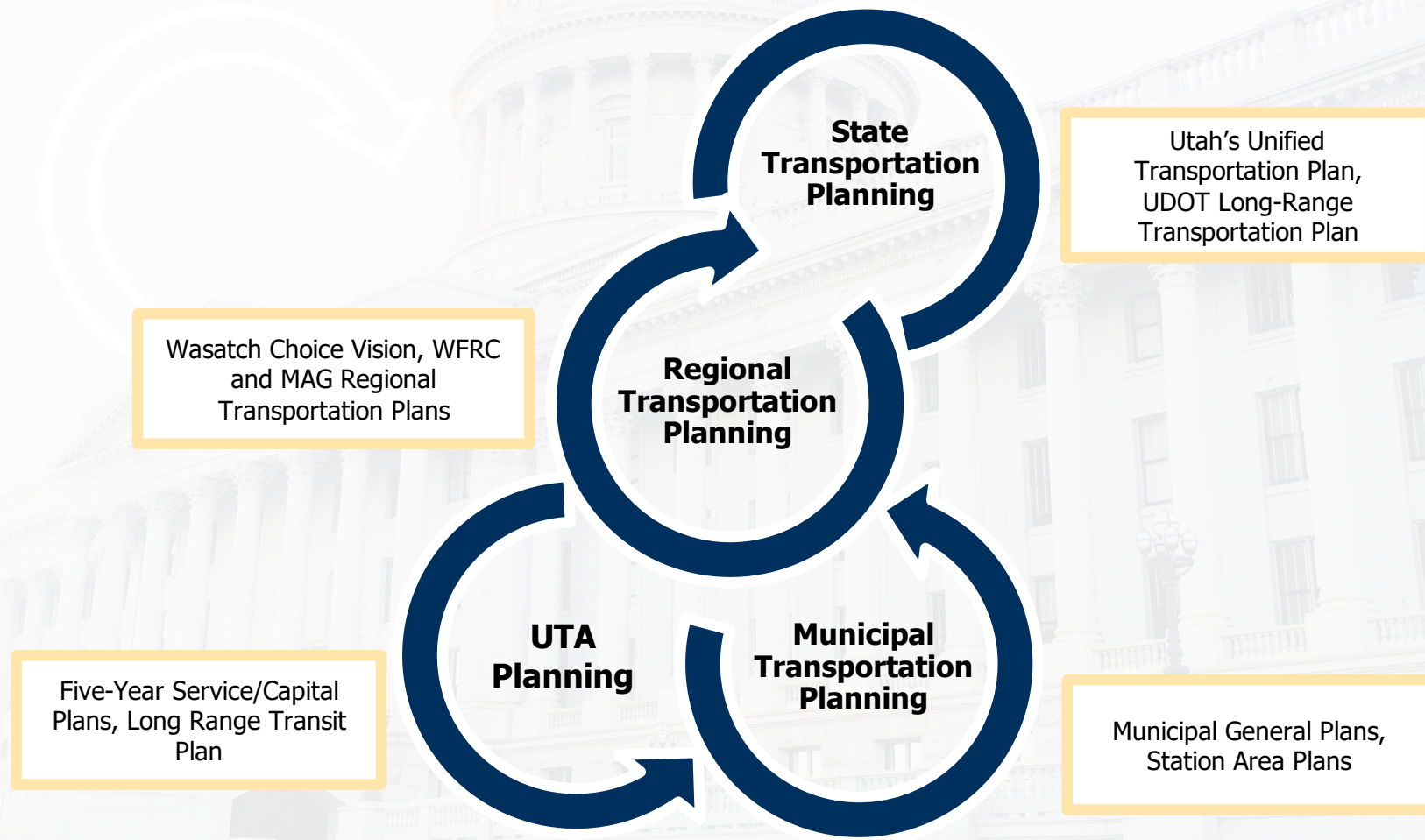


## Chapter 2

# UTA Should Continue to Build on the Progress Made to Link Transit and Land Use



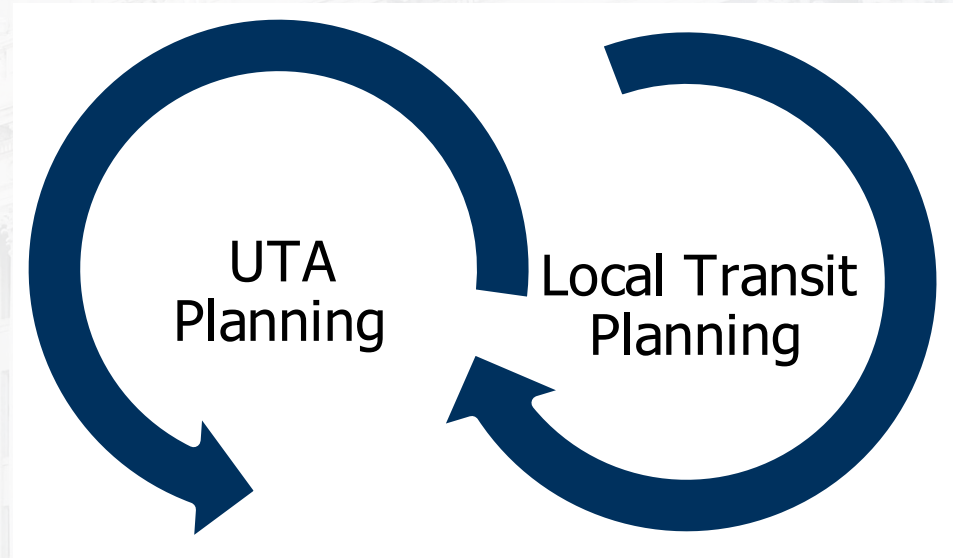
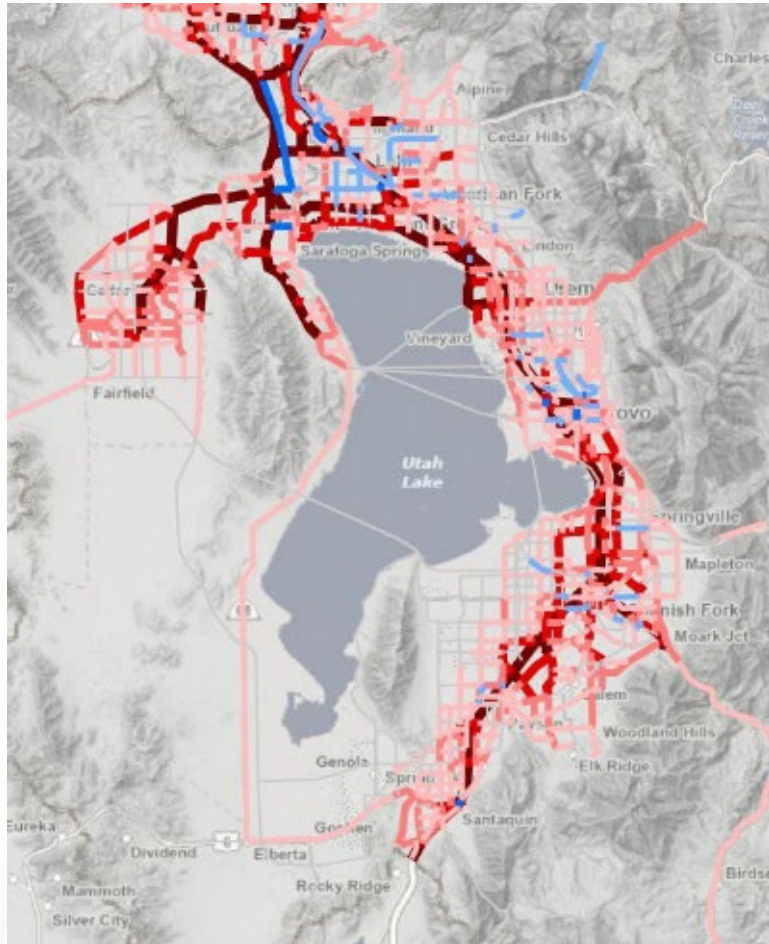
# Building on Local Transit Planning Improvements is Critical to an Effective Transit System





# Transit Will Be Less Effective with Insufficient Land Use Connection

Utah County projected daily traffic increase from 2019 - 2050





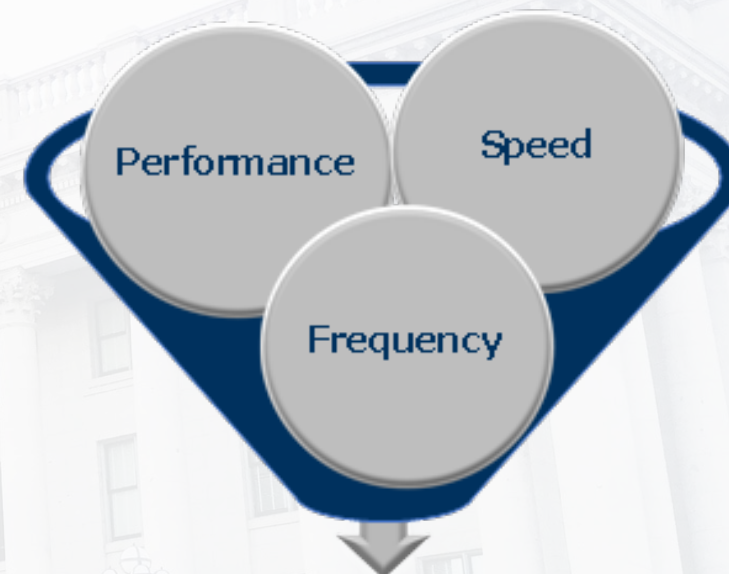
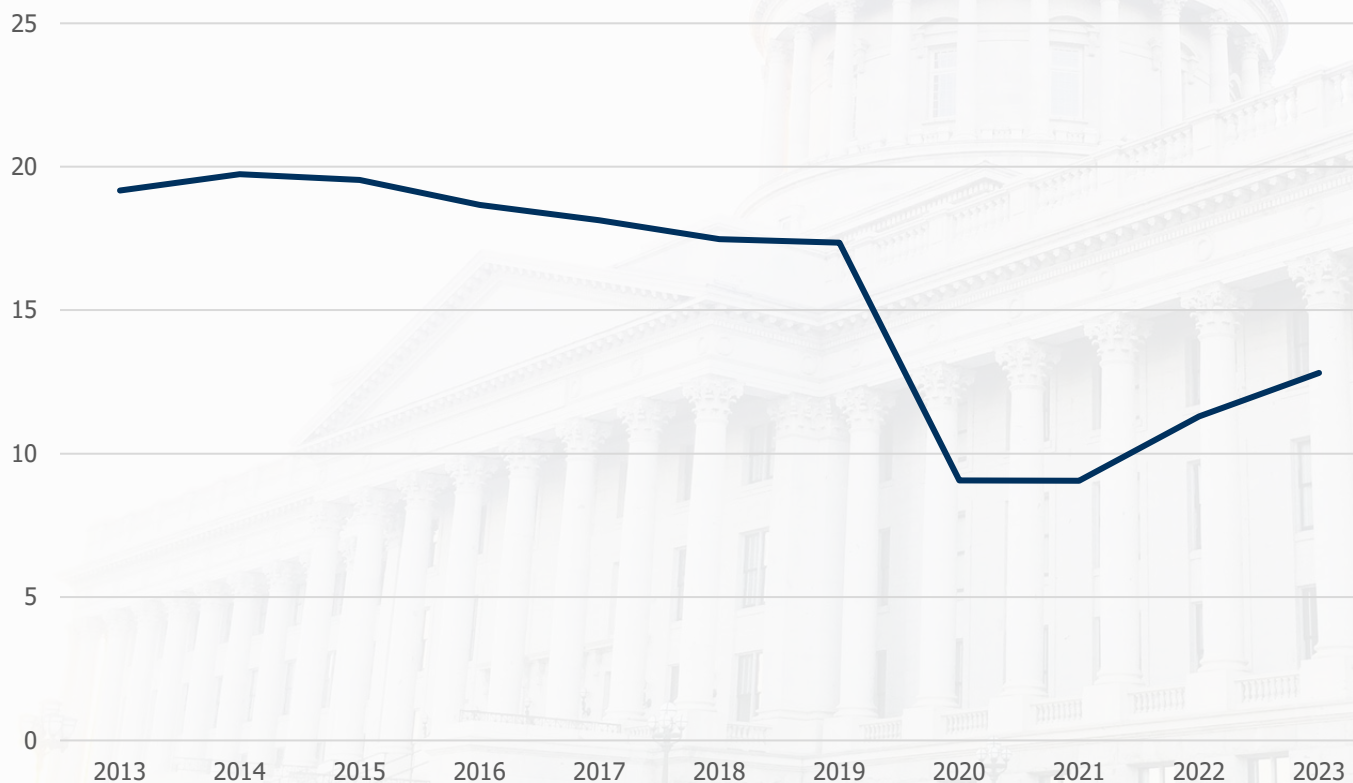
## Chapter 3

# UTA Should Set Innovative Goals Based on Transit Principles to Become a Leader in Transportation Solutions



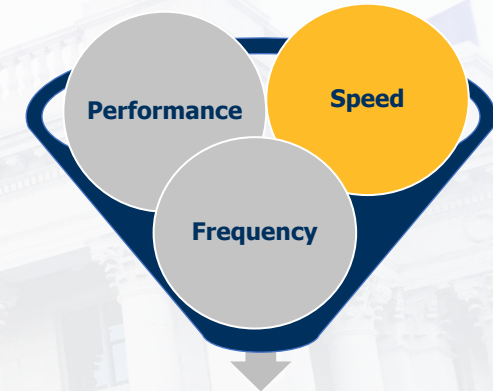
# UTA Ridership Has Not Grown in The Last Decade Despite Population Increases

## Trips Per Capita

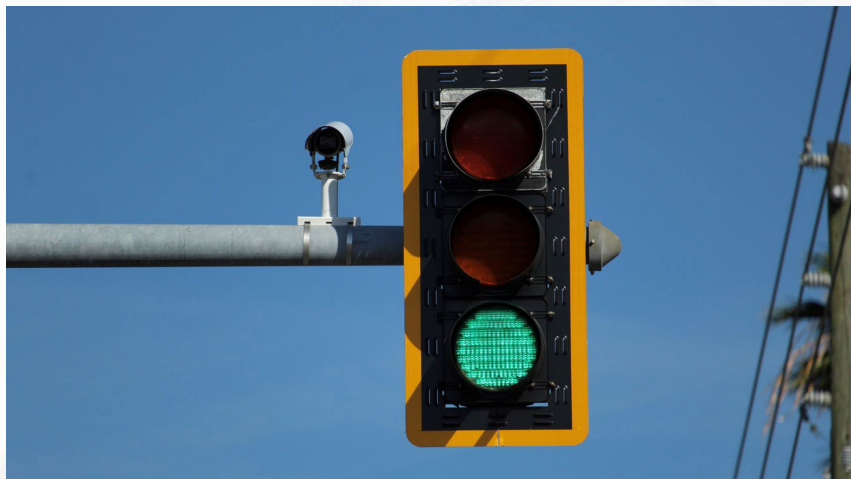


# Other Agencies We Reviewed Have Goals to Reduce Routine Delays in Transit

- Signal priority
- Dedicated lanes
- Bus stop optimization
- Reduce onboarding delays

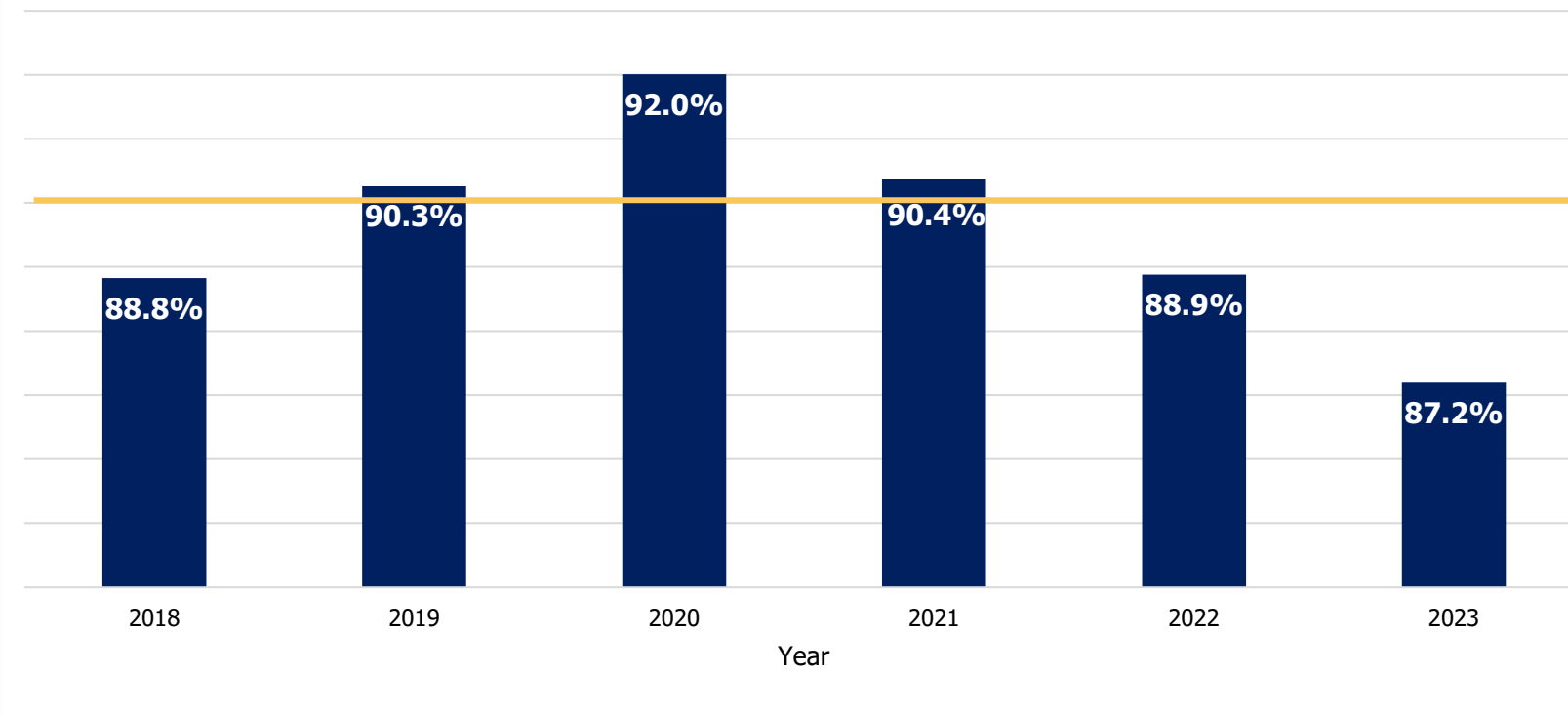


**A Quality Transit Agency that Attracts Ridership**





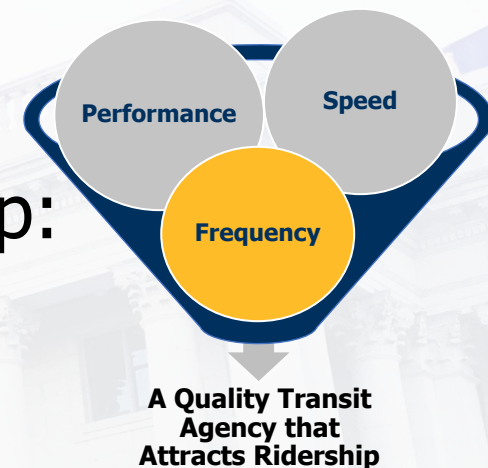
# On-time Performance Can Negatively Impact Ridership, UTA Can Improve Oversight and Accountability When Performance Goals Are Not Met



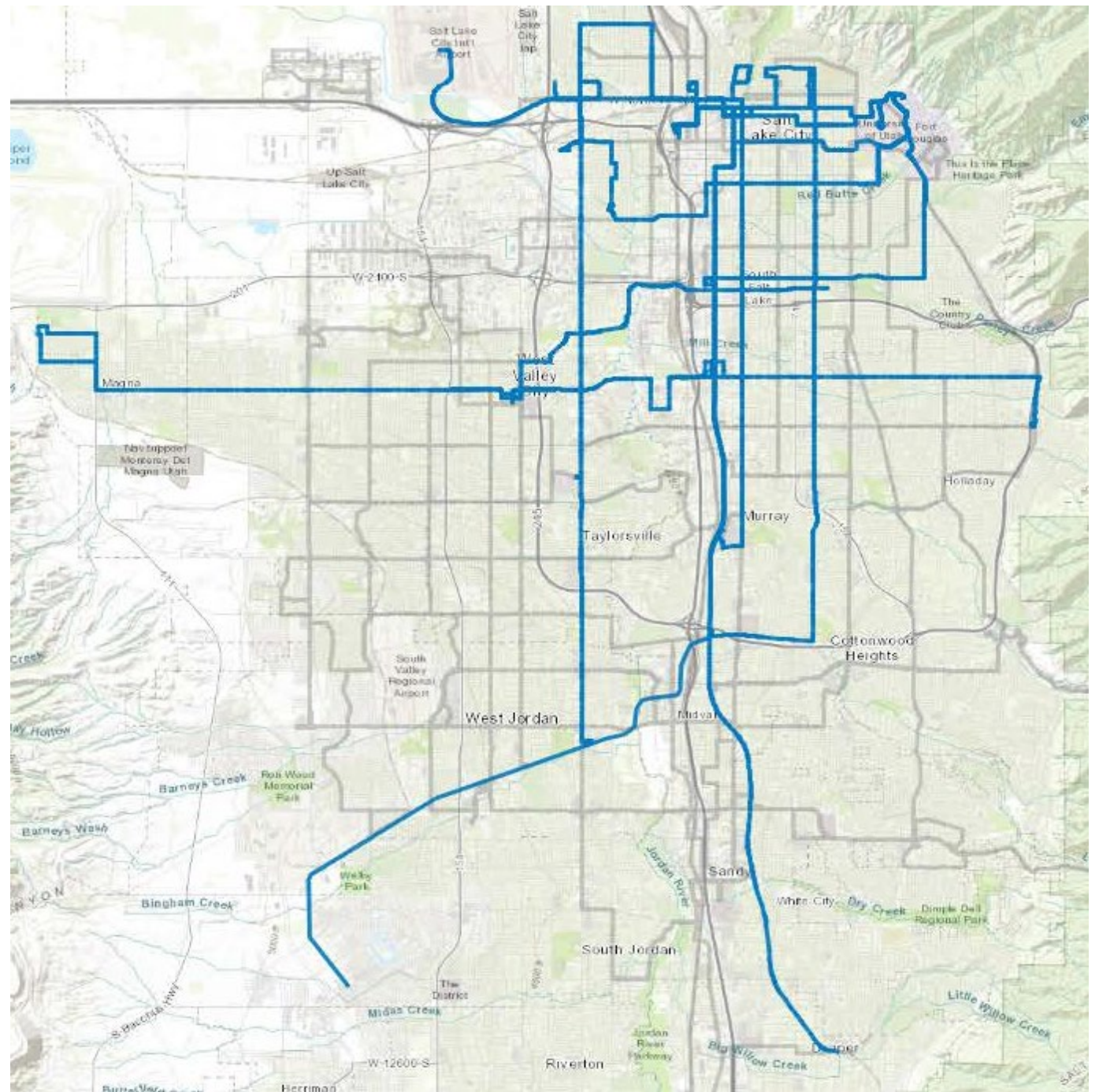
# Creating and Implementing an Overall Frequency Plan is Needed to Guide Frequency Improvements

## How High-Frequency Routes Contribute to More Ridership:

- Reduces waiting times for transit and appointments
- Makes connections easier, creating a network
- Provides a backstop for reliability issues
- No need to check schedules



# UTA High Frequency Network



Questions?



**LEGISLATIVE  
AUDITOR  
GENERAL**