



Operations Committee Minutes August 12, 2015

Attending Committee Members: Jeff Hawker Matt Bell Robert McKinley
Missing Committee Members: Bret Millburn
Other Board Members Present: Dannie McConkie

Attending Staff: Michael Allegra Robert Biles Jerry Benson Matt Sibul
 Dave Goeres Andrea Packer Dave Kallas Clair Fiet
 Jacob Splan Brad Armstrong Rebecca Cruz Cathie Griffiths
 Jim Bean

Visitors: Lee Davidson (SL Tribune), Three Fare Inspection Officers

Committee Chair Jeff Hawker opened the meeting at 10:05 a.m.

Safety First Minute

Dave Goeres, UTA Chief Safety Officer, presented the safety message for the month of August – *"Put Down Your Phone and Drive."*

Other Business – Discussion of Committee Direction

Committee Chair Hawker:

- Spoke about the reorganization of the Board Committee Meetings and the Finance and Operations Committee Meetings being split.
- Mentioned the prior committee meeting structure has been in place for the last 15 years.
- Asked the other committee members to think about the direction of the Operations Committee going forward under the new structure (i.e. what the committee should be doing, properly looking at, and discussing).
- Expressed a preference for the committee to remain at a high policy level, and not becoming debilitating to staff by coming too far down into the details, but govern as a policy body.
- Proposed the Operations Committee meeting be held at the Midvale location 2-3 times a year so the committee can have interaction with the employees at that location.
 - Trustee Robert McKinley expressed his concern that this may cause a conflict for Board members wanting/needing to attend other Committee meetings.

Draft Operations Performance Dashboard

Jerry Benson, UTA Vice President and Chief Operating Officer presented.

- A new UTA Board Operations Dashboard was presented that included On-Time Reliability information for Bus, TRAX, FrontRunner and Streetcar, as well overall Ridership information.
- Mr. Benson distributed a copy of the Board Goals scorecard and asked the committee members (as it considers where the line should be draw between the Operations Committee and the Finance Committee) to consider whether or not the scorecard should be included in the Operations Committee meeting. Mr. Benson went on to say that perhaps a subset of the information should be taken out of the Board Goals scorecard, and an Operations

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Committee dashboard be created that includes reliability and ridership information, as well as other items the committee members would like to have included from previous dashboards shown in the old Finance and Operations Committee Meeting.

Committee Chair Hawker mentioned he'd like to become more familiar with the Investment Per Rider (IPR) calculations and the inputs included (i.e. operating expenses and passenger revenue). Mr. Benson stated this can be included in the Operations Dashboard.

Update on Local Option

Dave Kallas, UTA Sr. Advisor to the President/CEO presented.

- Mr. Kallas stated he'd like to give an update on this topic going forward until the election.
- The Legislature approved a Local Option Sales Tax of .25 cents in the last legislative session and are allowing the counties to decide whether or not to put it on the ballot this year.
- If approved, UTA will receive .12 of the .25 (approximately 40%)
- In order for the issue to be included on the 2015 ballot for this year, all counties need to make a decision by the end of August, 2015.
- UTA was asked by Board members, mayors, counties, and other elected officials to talk to them about how UTA could use the money.
 - UTA executives and regional general managers have been meeting with the mayors and counties in their assigned areas to provide them with this information.
 - In the discussions, UTA has highlighted the following areas it feels are good uses for the money:
 - Increase frequency during the day on existing routes
 - Increase span of service (am/pm)
 - Focusing on weekend service
 - Bus stops
 - Other amenities
 - The only group left to meet with is the Weber County Commissioners – a meeting is scheduled to take place in the next couple of weeks. The county has expressed an interest in putting it on the ballot this year but a vote hasn't taken place yet.
- To date, nine counties have voted in favor of putting the Local Option Sales Tax on the ballot this year, most being in rural areas. Salt Lake County (voted 7 to 2 in favor). UTA isn't sure what Davis and Utah Counties are planning to do.
- UTA staff has been instructed to only answer questions and provide information and not to encourage, advocate, or campaign.

Committee Chair Hawker asked Mr. Kallas if he's aware of any votes where the Local Option Sales Tax has been declined. Mr. Kallas indicated none that he's aware of but has heard Washington and Cache Counties probably won't be putting it their ballots.

Trustee Robert McKinley inquired about the statutory authorization, asking if it's a one and done option, or will it be ongoing. Mr. Kallas stated it's an ongoing option and the counties can put it on their ballot whenever they want.

Trustee Dannie McConkie expressed the rural counties still have great needs on the UDOT side of the board and inquired if UDOT has been involved in the meetings. Mr. Kallas explained UTA has only been interacting as an agency with counties within UTA's service area. UDOT hasn't been involved primarily

because UDOT isn't impacted by the Local Option Sales Tax funding. Mr. Kallas went on to explain that HB362 authorized the Gas Tax and the Local Option Sales Tax; which means UDOT received funding and the Cities and Counties received funding (both from the Gas Tax and the Local Option Sales Tax), but transit will only receive funding within the Local Option Sales Tax. Therefore, UTA is not receiving 40% of the total funding of HB362, but only 40% within the district of the Local Option Sales Tax. Mr. Kallas also explained the transit piece of the Local Option Sales Tax was given back to the counties in rural Utah, since they don't have the benefit of UTA's service.

Potential New Service Scenarios

Matt Sibul, UTA Chief Planning Officer presented.

- New UTA Transit Service Scenarios
 - Overview of Discussion
 - HB 362 Overview from 2015 Legislative Session
 - Overall Transit Priorities
 - Analytical and technical input
 - Customer feedback
 - Big picture priorities
 - Snapshot of *Baseline Transit Additions*
 - Non-Bus/Rail components
 - Benefits of New Transit Investments
 - Next Steps and Action Items
 - HB 362 and the Unified Transportation Plan
 - Comprehensive Funding Package
 - Fuel Tax Reform (for state and local city/county roads)
 - Local Option (for transit and local city/county roads)
 - Local Option Component (0.25 cent sales tax*)
 - 40% to Cities, 40% to UTA, 20% to Counties
 - No restrictions on uses
 - 1/10th cent for transit in HB 362 is approximately a 13% increase in UTA funding
 - What do UTA customers want?
 - Time Schedule (more early service, more frequent service, shorter travel time) – 45%
 - Better/Additional Routing – 25%
 - Overcrowding Resolved – 13%
 - The remaining 17% want a variety of improvements including but not limited to transfers, holiday service, signs and new service areas.
 - What would UTA do with new resources? Overview of Additional UTA Transit Priorities
 - Service, Service, Service
 - Expanded Frequency
 - Extended Service Hours (Span of Service)
 - More Weekend Service
 - Non-traditional Community Connecting Service
 - Mobility Management (Dial-a-Ride, community shuttles)
 - Vanpools (three different types)
 - Expanded, Regional BikeSharing + First/Last Mile
 - Passenger Amenities (Bus Stops)
 - Shared Transit/Community Priorities
 - UTA, County, and City Pooled and Leveraged Resources

- Vanpool and GreenBike
- Big Picture: UTA Service Improvements
 - 15-20% More Bus Service by 2020
 - 40-50% More Bus Service by 20206
 - 20% More TRAX Service to Airport
 - 4x the number of bus routes that run past 8:00 p.m.
 - Core Bus Routes (Frequent/Early/Late Service – Increase by 30%)
 - More Connectivity. More Convenience. More Transit Options
 - ROI (New Bus Service per Investment) – 1.5:1
- Benefits
 - Air Quality
 - Boosts Ridership by 15%
 - Removes another 2.3 million cars from the road every year
- Service maps of Weber, Davis, Salt Lake and Utah Counties were displayed showing what the base service looks like and what it will look like with the new service changes.
- Transit Benefits: by the Numbers
 - Overall UTA Service Area Population with Improved Service (and the percentage of those positively impacted)
 - General public = 1.2 million people (89%)
 - Salt Lake County Population with Improved Service (and the percentage of those positively impacted)
 - Low-Income = 86,200 (70%)
 - Minority = 97,400 (68%)
 - Zero-Car HH = 15,600 (78%)
- Next Steps and Action Items
 - Councils of Governments
 - Grassroots Feedback
 - Transportation Coalition
 - Utah League of Cities and Towns
 - UAC
 - City/County Councils
 - Online Feedback
 - Public Involvement Plan

Service Planning Priorities – Use & Transparency of New Service Funding

Jayme Blakesley, UTA General Counsel was called into another meeting so he will discuss this topic during the Planning and Development Committee Meeting being held later today.

Fare Inspection Officers/UTA Police Dept

Mr. Goeres presented.

- Results of 2014 Study
 - Increasing the customer service image of UTA with enhanced training for all police and staff
 - Increased fare inspection with non-POST officers. Conduct a variety of enforcement techniques and efforts
 - Improve efficiency through enhanced the use of video and improved citation software
 - Continue and enhanced cooperation, training and joint operations with local law enforcement agencies

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- Customer Service and Training
 - All officers going through UTA Way training
 - Initiated Physical Training test
 - Tuesday Training Days, including customer interaction
 - Customer Comments remain 50% commendations for UTA's police
- Fare Inspection Officers (3 new hires were present and introduced to the Committee)
 - Advertised for new Fare Inspection Officers (FIO)
 - Recruitment, interviews and role play
 - Hired 8 part time, additional officers
 - Will provide 160 hrs / wk of fare inspection
 - Started August 3, 2015
- Fare Enforcement Techniques
 - Conducting Surges: 2 per month
 - More time on FrontRunner and MAX BRT
 - Fare Inspection Officers now working with TPO's
 - Fare Evasion rate for June 2015 is 2.5%
- Video and Software Improvements
 - eForce software program selected
 - Went "live" August 28, 2015
 - Computer Aided Dispatch
 - Records Management System
 - Courts Module
 - Driver's License Scanning
 - Video Cameras
 - Expanded to 31 grade crossings
 - New installs at SL Central Customer Service center
 - Will have full camera coverage on rail by December 31, 2015
- Improve Outreach Efforts
 - Enhance coordination with local agencies
 - Valley Police Alliance meetings for 4 counties
 - One-on-One's with Police Chiefs
 - Coordinated effort with SLCPD at Greektown station
 - Quarterly report to Sandy on Draper LRT activity
 - Emergency Exercises with Woods Cross and SL Airport
 - Continue Outreach
 - UTA Bicycle Safety
 - Public Safety Classes
 - UTA family safety fairs

Trustee Dannie McConkie asked Mr. Goeres what the loss value for fare evasions is. Mr. Goeres said approximately \$1 million per year.

Committee Chair Hawker asked what percentage of riders are being checked. Mr. Goeres said approximately 70,000 per month, or 2.5-3% of the riders.

Trustee Robert McKinley stated that he rides transit quite frequently and has noticed the new Fare Enforcement Officers checking fares and riders seem to appreciate their presence.

CNG Update

Jacob Splan, UTA Engineering and Construction Planner presented.

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- Demolition of the existing site is 95% complete. Asphalt and striping is complete and can be used for temporary bus layover parking.
- The Fuel and Fare building is 95% complete.
 - Detail Clean Bays – Ceiling and walls painted. Final equipment being installed.
 - Fuel Bays – CNG dispensers set. Lube and oil hose reels installed. Ceiling and walls have been painted.
 - The brake inspection pit and power transformer and switch gear have been installed.
- Compressor station is 97% complete. Gas meter has been set.
- CNG pipeline is 100% complete.
- 9 of the 23 CNG buses scheduled to arrive in 2015 have arrived.
- Review of Next Steps:
 - Open the new CNG Fuel and Fare building in Summer 2015
 - 3 weeks delay due to a power conduit issue
 - Delivery of new CNG bus and fleet vehicles
 - 9 of 23 CNG buses for 2015 have arrived
 - Complete the RFI process in the next 90 days
 - RFI is crafted and being reviewed internally before release
 - Develop potential scenarios to the Board and Committees
 - In development (October goal)

Trustee Matt Bell inquired as to whether or not the general public will be able to use the CNG station. Mr. Splan explained due to tax implications they could not, but other government/tax exempt entities could.

August Change Day Service Update

Andrea Packer, UTA Vice President of Communications and Customer Focus distributed a handout listing 15 routes, the areas they serve, the current service being offered, and the improved service changes taking effect on Sunday for the August Change Day.

Liaison, Conference and External Committee Reports

Nothing to report

Adjourn

Trustee Bell made a motion to adjourn this meeting at 10:57 am; Trustee McKinley seconded the motion. Meeting adjourned.

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