

UTA Board of Trustees Meeting

July 1, 2020



Call to Order and Opening Remarks



Public Comment

Due to the format of the meeting, no in-person comment will be taken

Public comment was solicited prior to the meeting through alternate means, including email, telephone, and the UTA website

All comments received were distributed to the board before the meeting and will be attached as an appendix to the meeting minutes



Safety First Minute



**Real heroes wear masks,
be a hero**



Consent Agenda

- a. Approval of June 17, 2020 Board Meeting Minutes
- b. Approval of June 24, 2020 Board Meeting Minutes
- c. Revised CAD/AVL Software Development Services Contract (Software Technology Group)



Recommended Action (by acclamation)

Motion to approve consent agenda



Agency Report

- a. COVID-19 Ridership Survey



UTA COVID-19 Surveys

General Rider & Pass Partner

Overview





RIDER COVID SURVEY RESULTS



Rider Survey - Ridership

54%

**Have ridden UTA
during COVID-19**

43%

**Have changed their
riding schedules due
to COVID-19**

37%

**Depend on
UTA for
transportation**

We received 1,204 responses from 89 unique zip codes

Rider Survey – Awareness of Safety Measures



78%
Are aware of
safety measures
UTA has taken
during COVID-19

Riders' average ratings on UTA's response to COVID-19



Communication
about changes
to service

5.1/7



Communication
about changes
to cleaning

5.1/7



Rider Survey – Rider Experience

Riders' average ratings on UTA's response to COVID-19



Safety
while riding

5.2/7



Cleaning
of vehicles

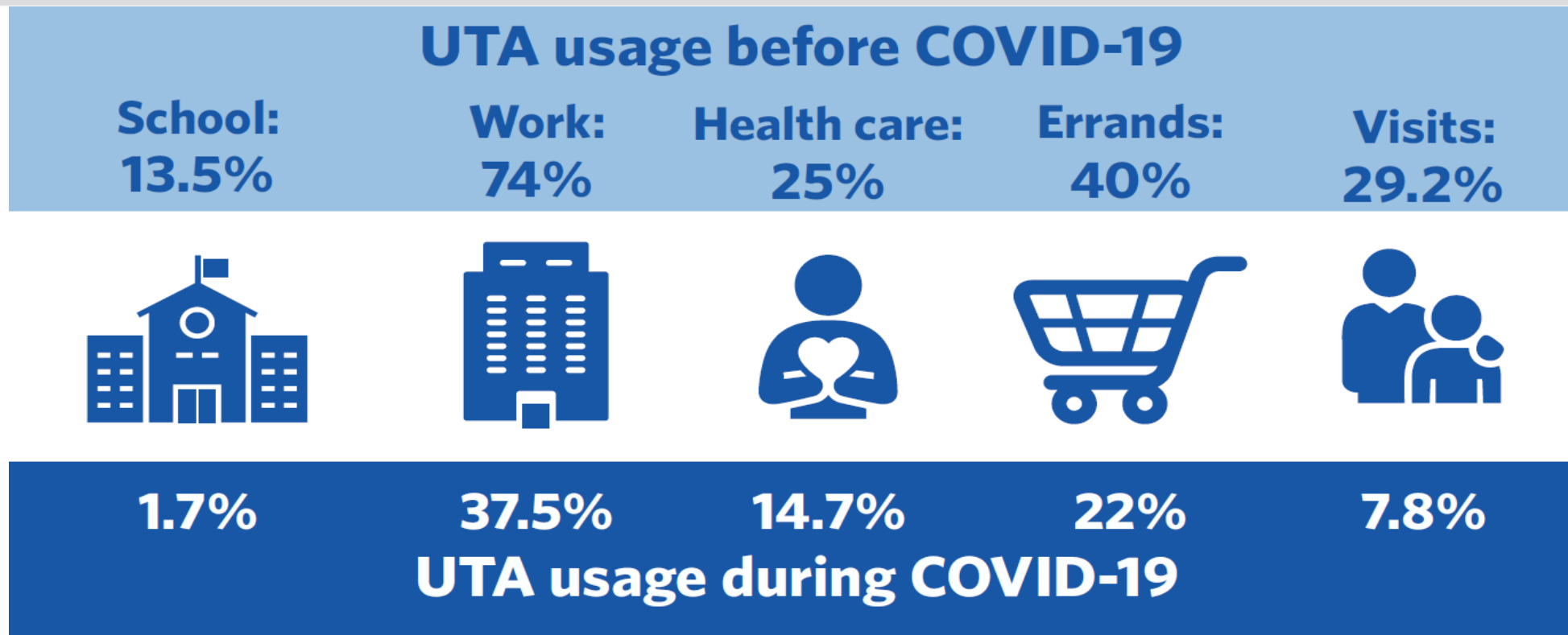
5.3/7



Providing
service

5/7

Rider Survey – Changes in Use



Rider Survey

RIDERS MOST APPRECIATE UTA'S EFFORTS TO:



Clean and disinfect



Communicate



Continue operations



Protect operators

RIDERS ALSO WANT TO SEE UTA IMPROVE AND PROVIDE MORE:



Schedules and service



COVID-19 precautions



Communication



Cleaning and disinfecting



.....

PASS PARTNER COVID SURVEY RESULTS

.....



Pass Partner Survey



88%

**Utilize transit
benefits**

83%

**Are not currently
riding UTA**

58%

**Rode UTA at least
3 times per week
prior to
COVID-19**

93%

**Have access to
alternative
transportation**

**We received 699 responses from 78 different
organizations**



Pass Partner Survey – Awareness of Safety Measures

55%
are aware of safety
measures UTA has
taken during
COVID-19

Riders' average ratings on UTA's response to
COVID-19



Communication
about changes to
service

5/7



Communication
about changes to
cleaning

4.9/7

Pass Partner Survey – Rider Experience



Riders' average ratings on UTA's response to COVID-19

Pass Partner Survey – Ridership Outlook

When will rider's schedules return to normal?

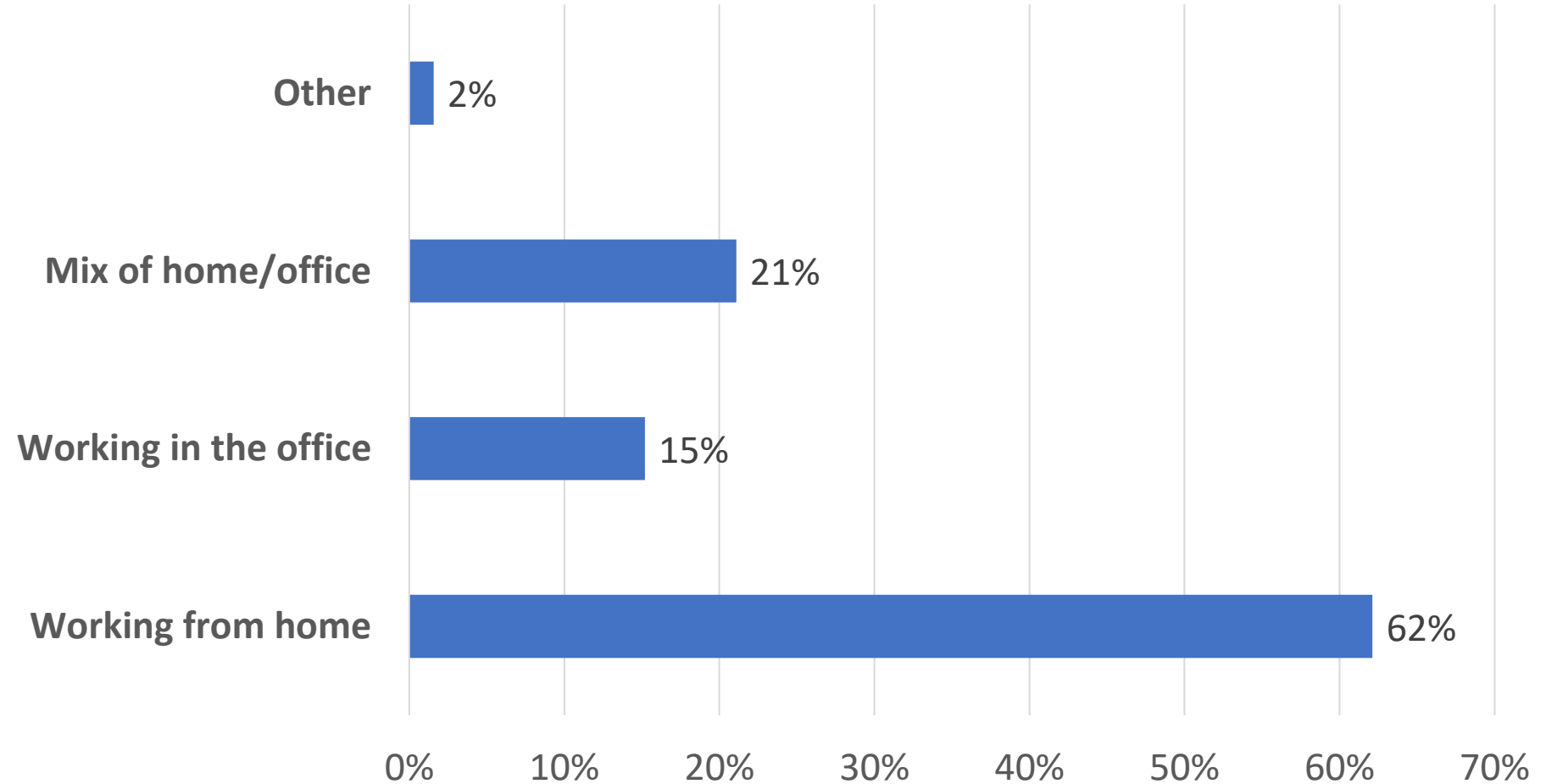
- **Has returned to normal: 8%**
- **August 1 or later: 35%**
- **I don't know: 37%**

When they do, will riders return?

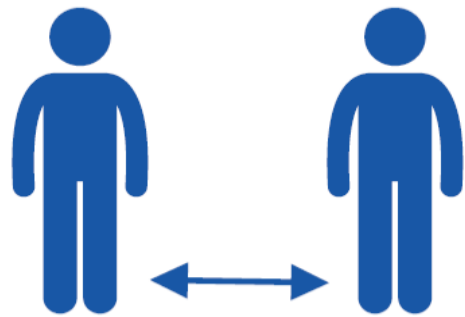
**Somewhat likely-
Very likely:
56%**

**Somewhat
Unlikely-
Very Unlikely:
34%**

Pass Partner Survey – Work Environment



Pass Partner Survey - Considerations



**Passenger Loads &
Social Distancing**
47%



**Current Cleaning &
Disinfecting
Practices**
46%



**Required to Work
at Office Location**
40%



**Increased
Service Levels**
33%



Available PPE
19%

**Factors that will increase likelihood of riding by
number of mentions**

Take Aways – Rider Survey

1. Rider

1. More than 1/2 have ridden during COVID-19
2. Schedules have changed since COVID-19
3. Over 1/3 are captive riders, using transit for essential trips.
4. Main Considerations:
 - Service & Schedules
 - COVID-19 Precautions (masks and social distancing)
 - Communication
 - Cleaning & Disinfecting

Take Aways – Pass Partner Survey

1. Pass Partner

1. Previously frequent rider group
2. Choice riders
3. Unknown timelines for returning to transit
4. Have work from home schedules available
5. Mostly not riding transit during COVID-19
6. Main Considerations:
 - Passenger Loads & Social Distancing
 - Cleaning & Disinfecting Practices
 - Work Environments
 - Service & Schedules

Next Steps

1. Summary reports will be published and shared.
 - Share feedback with public via OpenUTA, RideUTA.com, Recovery Dashboard
 - Share feedback with employees via email, Talking Transit
2. UTA Taskforce use findings to inform service, safety, and communications.
3. Follow up discussions with survey participants.
4. Potential Fall 2020 surveys (e.g. ED Pass Partners, etc.)

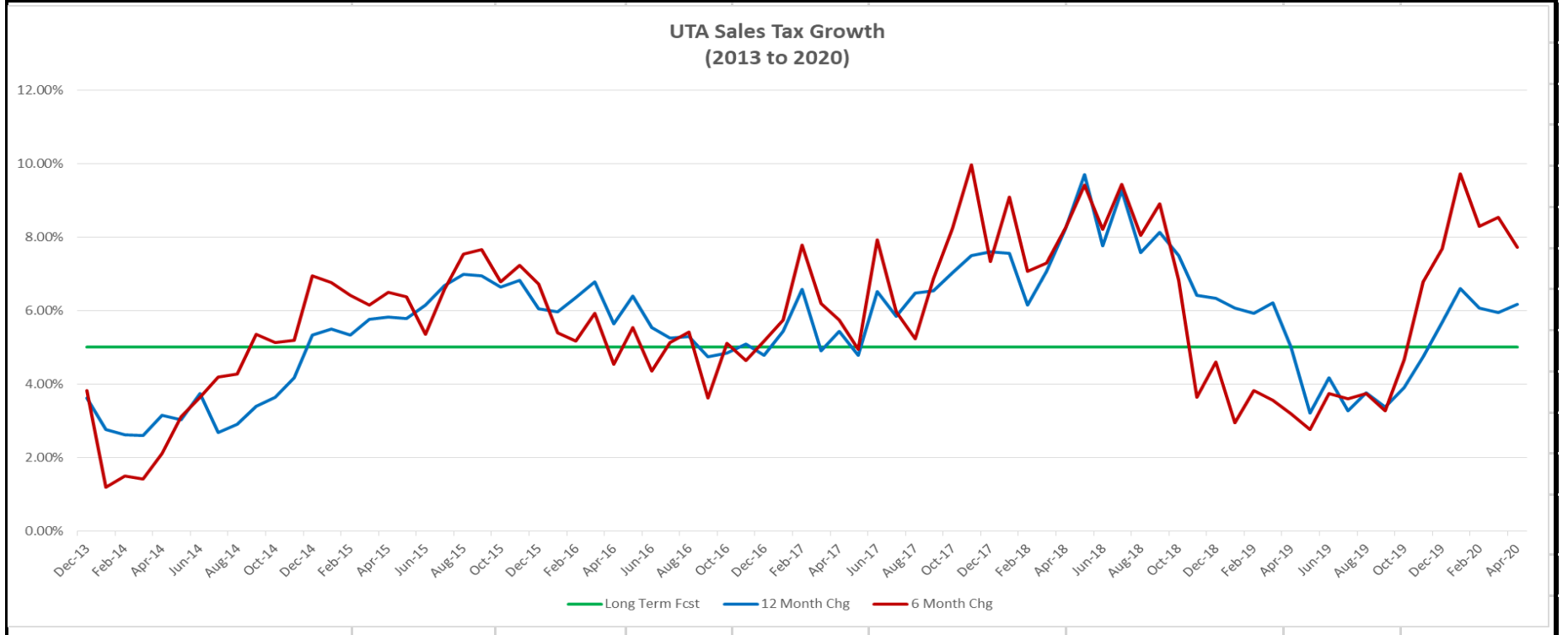
Questions?

Financial Report – May 2020

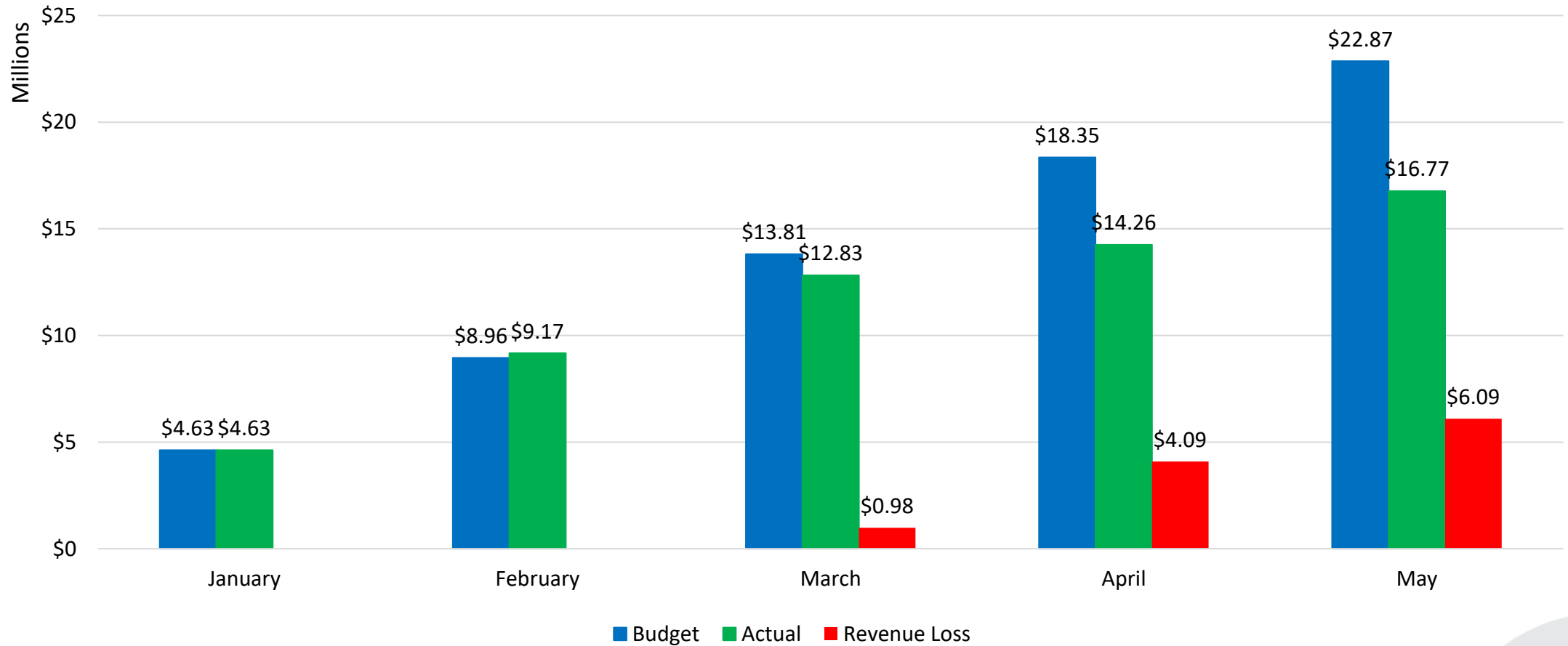


May 2020 Dashboard

Financial Metrics	May Actual	May Budget	Fav/ (Unfav)		YTD Actual	YTD Budget	Fav/ (Unfav)	
				%				%
Sales Tax (Apr '20 mm \$)	\$ 25.3	\$ 23.8	\$ 1.55	● 6.5%	\$ 106.1	\$ 101.8	\$ 4.33	● 4.3%
Fare Revenue (mm)	\$ 2.5	\$ 4.5	\$ (2.00)	● -44.3%	\$ 16.8	\$ 22.9	\$ (6.09)	● -26.6%
Operating Exp (mm)	\$ 23.4	\$ 25.4	\$ 1.96	● 7.7%	\$ 119.4	\$ 130.2	\$ 10.81	● 8.3%
Subsidy Per Rider (SPR)	\$ 17.07	\$ 5.88	\$ (11.19)	● -190.3%	\$ 8.13	\$ 5.88	\$ (2.25)	● -38.3%
UTA Diesel Price (\$/gal)	\$ 1.10	\$ 2.50	\$ 1.40	● 55.9%	\$ 1.51	\$ 2.50	\$ 0.99	● 39.7%
Operating Metrics	May Actual	May-20	F/ (UF)	%	YTD Actual	YTD 2018	F/ (UF)	%
Ridership (mm)	1.22	3.55	(2.3)	● -65.5%	12.62	18.38	(5.8)	● -31.4%
Alternative Fuels	CNG Price (Diesel Gal Equiv)		\$ 1.06					

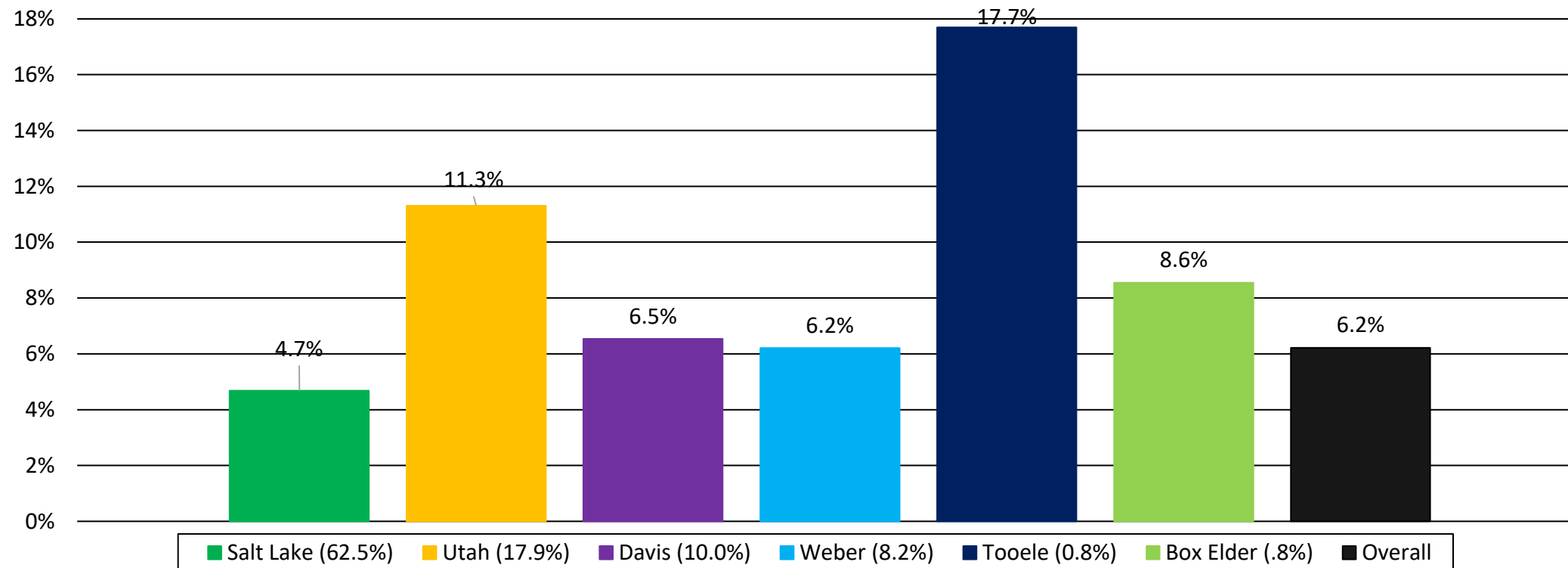


2020 Passenger Revenues Thru May 31

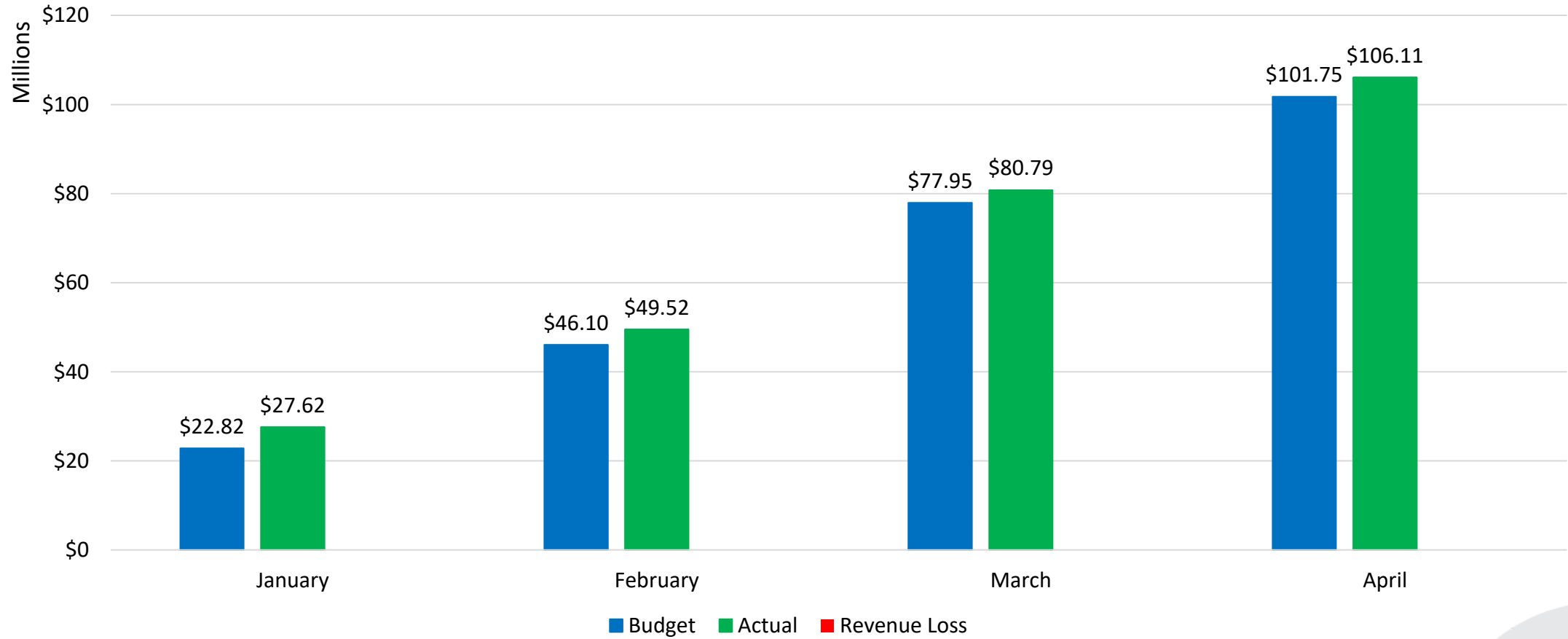


Sales Tax Collections

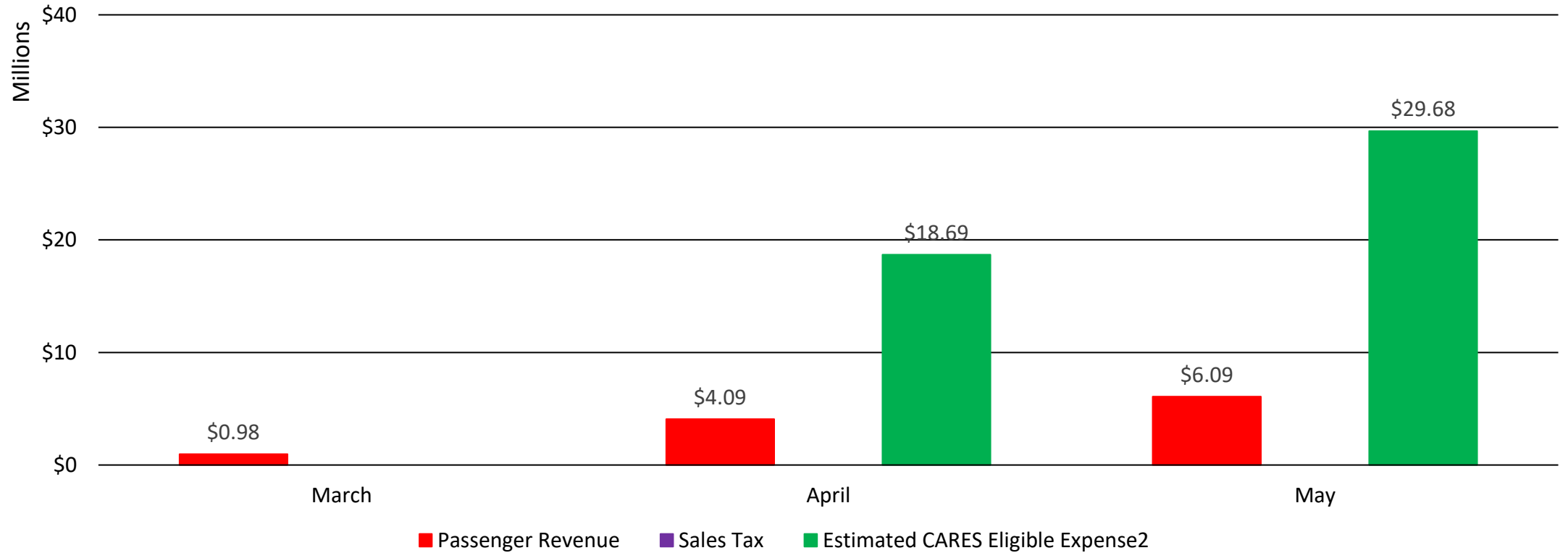
(Percentage Growth 2020 over 2019 for 12 months ended June 30)



2020 Sales Tax Revenues Thru April



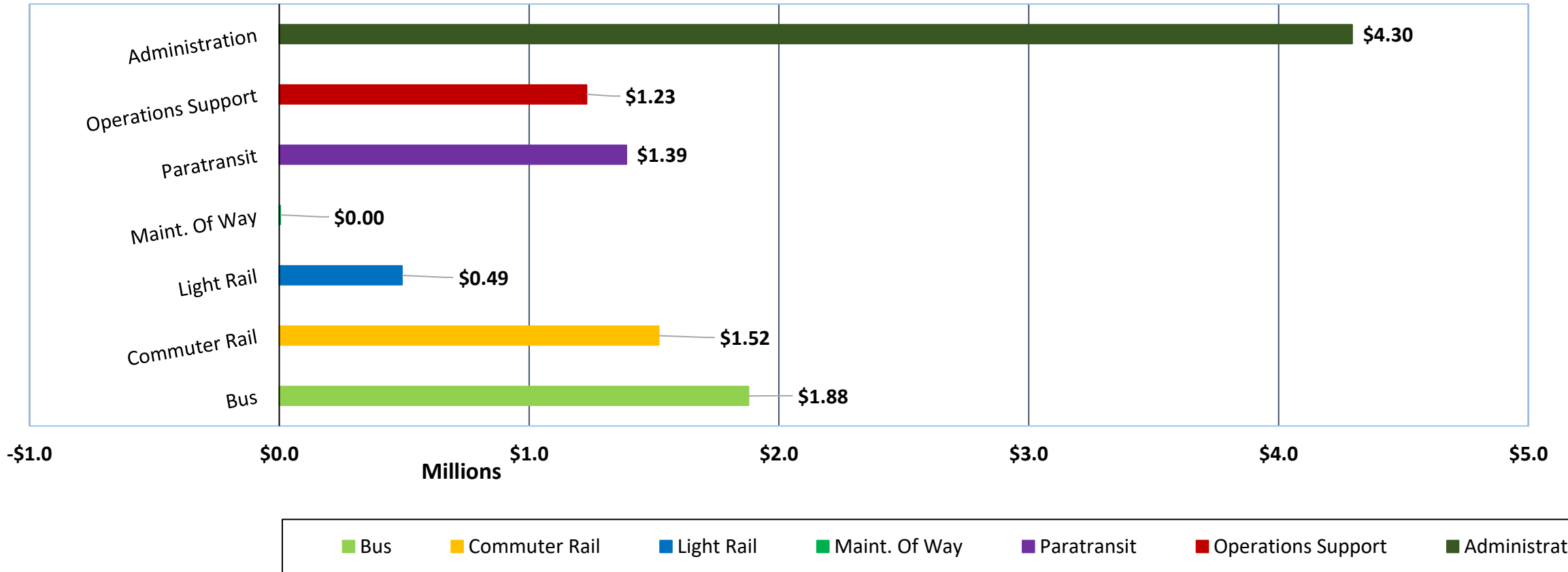
Revenue Loss and CARES Funding Estimates



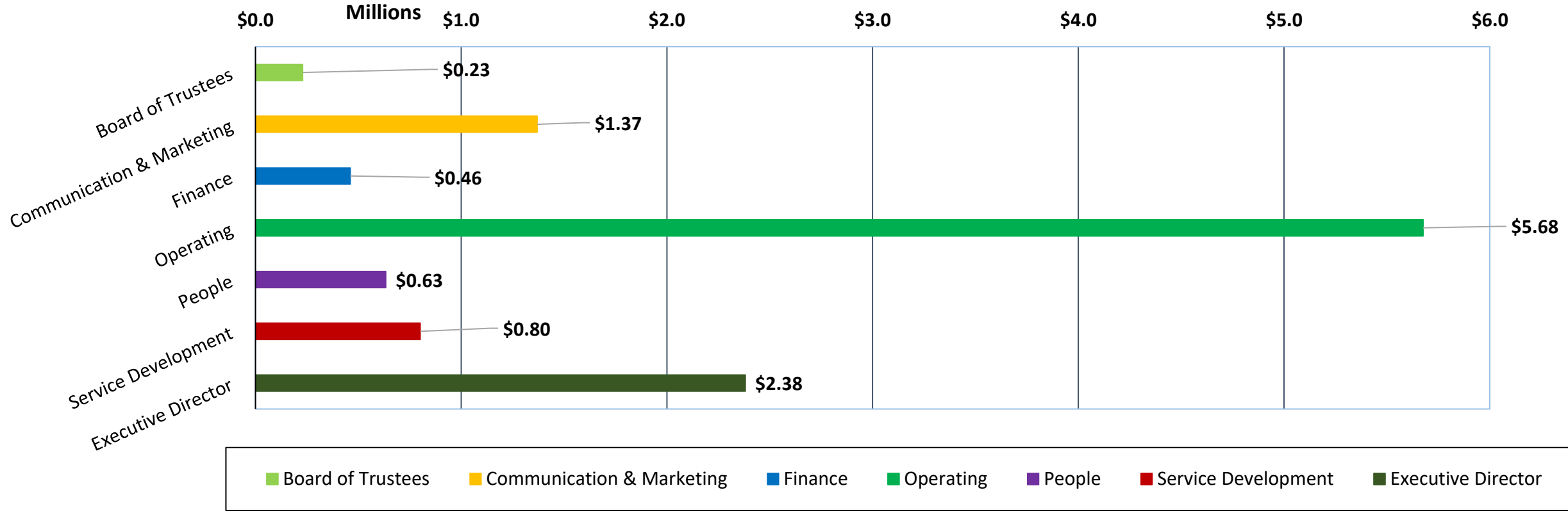
Note: Passenger Revenue loss thru May; Sales Tax loss thru April



2020 Expense Thru May 31 – Variance by Mode

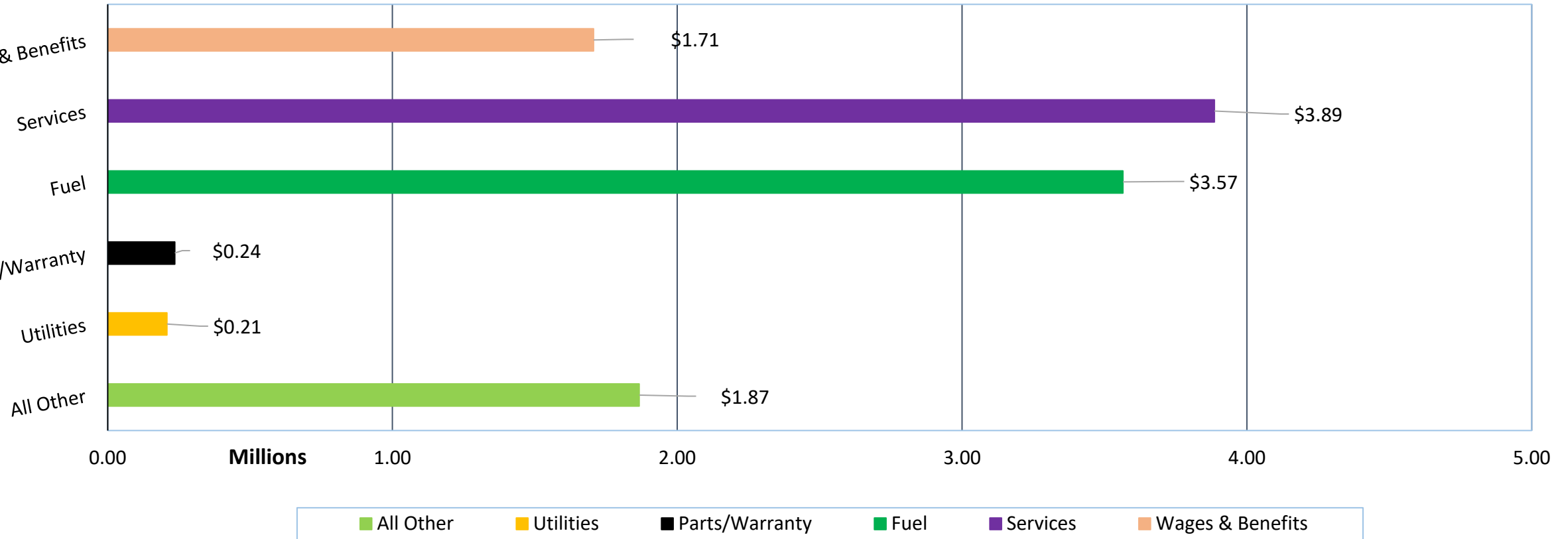


2020 Expense Thru May 31 - Variance by Chief Officer



2020 Expense Thru May 31 - Variance by Type

UTAH TRANSIT AUTHORITY



Resolutions



R2020-07-01

**Resolution Appointing Ronald S. Ellis as Director of
Internal Audit**



Recommended Action (by roll call)

Motion to approve R2020-07-01

Resolution Appointing Ronald S. Ellis as Director of Internal Audit



Oath of Office – Internal Audit Director Ronald Ellis



Contracts, Disbursement, and Grants



Change Order: Light Rail Traffic Signal Interface Extension (Pinetop Engineering LLC)

Recommended Action (by acclamation)

Motion to approve change order as presented in meeting materials



Change Order: FTA Section 5310 Subrecipient Agreement Amendment (United Way Community Services)

Recommended Action (by acclamation)

Motion to approve change order as presented in meeting materials



Discussion Items



Draft June 2020 Transit Financial Plan and 2021 Budget Targets



Agenda

- Review key assumptions used in the June 2020 TFP and the differences between them and those in the December 2019 Transit Financial Plan (TFP)
- Review the draft June 2020 TFP
- Review draft 2021 budget targets
- Review 2021 budget schedule

December 2019 TFP: Summary

(in millions)

	2020	2021	2022	2023	2024	2025
Operating Revenue	\$491.9	\$522.0	\$543.8	\$566.7	\$589.6	\$612.9
Operating Expense	<u>315.1</u>	<u>334.2</u>	<u>355.2</u>	<u>368.0</u>	<u>382.6</u>	<u>394.4</u>
Net Operations	176.8	187.8	188.6	198.7	207.0	218.5
Debt Service	<u>144.8</u>	<u>156.2</u>	<u>167.5</u>	<u>174.0</u>	<u>177.8</u>	<u>183.4</u>
Net Available	32.0	31.6	21.1	24.7	29.2	35.1
Capital Revenue	95.7	127.2	52.2	61.0	68.6	16.7
Capital Expense	<u>191.5</u>	<u>172.8</u>	<u>83.3</u>	<u>84.3</u>	<u>93.9</u>	<u>43.4</u>
Net Change	(63.8)	(14.0)	(10.0)	1.4	3.9	8.4
January 1 Balance	<u>277.4</u>	<u>213.6</u>	<u>199.6</u>	<u>189.6</u>	<u>191.0</u>	<u>194.9</u>
December 31 Balance	<u>\$213.6</u>	<u>\$199.6</u>	<u>\$189.6</u>	<u>\$191.0</u>	<u>\$194.9</u>	<u>\$203.3</u>

Dec. 31, 2026 and 2027 - \$195.4 and \$214.0, respectively

Draft June 2020 TFP: Summary

(in millions)

	2020	2021	2022	2023	2024	2025
Operating Revenue	\$524.6	\$556.5	\$509.9	\$539.8	\$561.6	\$587.3
Operating Expense	<u>290.0</u>	<u>316.4</u>	<u>340.4</u>	<u>352.9</u>	<u>366.9</u>	<u>378.1</u>
Net Operations	234.6	240.1	169.5	186.9	194.7	209.2
Debt Service	<u>143.5</u>	<u>155.4</u>	<u>167.0</u>	<u>173.6</u>	<u>188.8</u>	<u>189.2</u>
Net Available	91.1	84.7	2.5	13.3	5.9	20.0
Capital Revenue	129.8	120.3	52.2	61.0	68.6	16.7
Capital Expense	<u>223.9</u>	<u>203.6</u>	<u>83.3</u>	<u>84.3</u>	<u>93.9</u>	<u>58.5</u>
Net Change	(3.0)	1.4	(28.6)	(10.0)	(19.4)	(21.8)
January 1 Balance	<u>296.3</u>	<u>293.3</u>	<u>294.7</u>	<u>266.1</u>	<u>256.1</u>	<u>236.7</u>
December 31 Balance	<u>\$293.3</u>	<u>\$294.7</u>	<u>\$266.1</u>	<u>\$256.1</u>	<u>\$236.7</u>	<u>\$214.9</u>

Dec. 31, 2026 and 2027 - \$212.6 and \$222.4, respectively

Changes between TFPs: Summary

(in millions)

	2020	2021	2022	2023	2024	2025
Operating Revenue	\$32.7	\$34.5	\$(33.9)	\$(26.9)	\$(28.0)	\$(25.6)
Operating Expense	<u>(25.1)</u>	<u>(17.8)</u>	<u>(14.8)</u>	<u>(15.1)</u>	<u>(15.7)</u>	<u>(16.3)</u>
Net Operations	57.8	52.3	(19.1)	(11.8)	(12.3)	(9.3)
Debt Service	<u>(1.3)</u>	<u>(0.8)</u>	<u>(0.5)</u>	<u>(0.4)</u>	<u>11.0</u>	<u>5.8</u>
Net Available	59.1	53.1	(18.6)	(11.4)	(23.3)	(15.1)
Capital Revenue	34.1	(6.9)	0.0	0.0	0.0	0.0
Capital Expense	<u>32.4</u>	<u>30.8</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>15.1</u>
Net Change	60.8	15.4	(18.6)	(11.4)	(23.3)	(30.2)
January 1 Balance	<u>18.9</u>	<u>79.7</u>	<u>95.1</u>	<u>76.5</u>	<u>65.1</u>	<u>41.8</u>
December 31 Balance	<u>79.7</u>	<u>95.1</u>	<u>76.5</u>	<u>65.1</u>	<u>41.8</u>	<u>11.6</u>

Projections

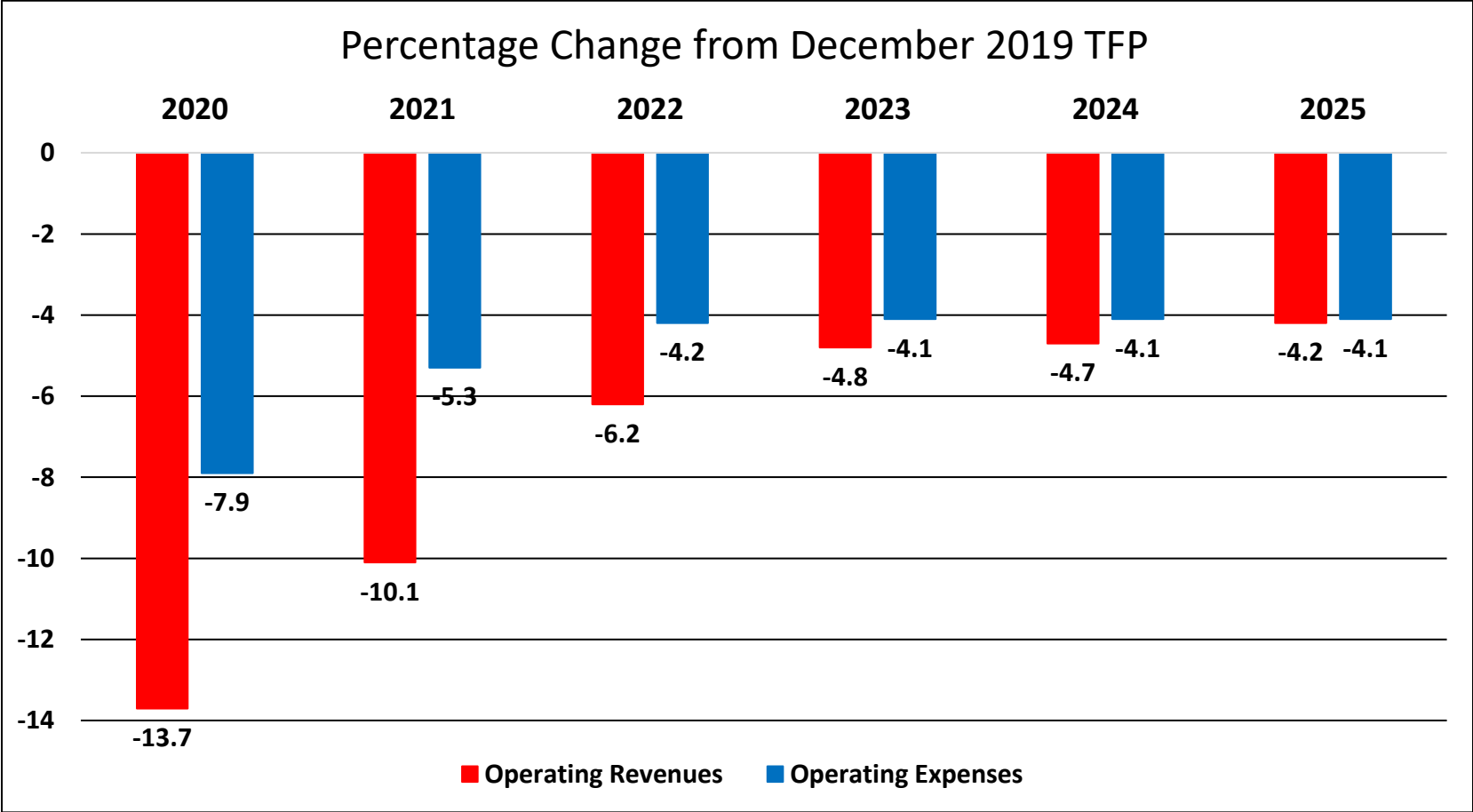
- Sales Tax – Salt Lake County and State of Utah
 - Projection by Month – 2020 Below – Total Includes YTD actual

May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
(25.0%)	(25.0%)	(20.0%)	(17.5%)	(15.0%)	(8.8%)	(8.5%)	(8.5%)	(11.3%)

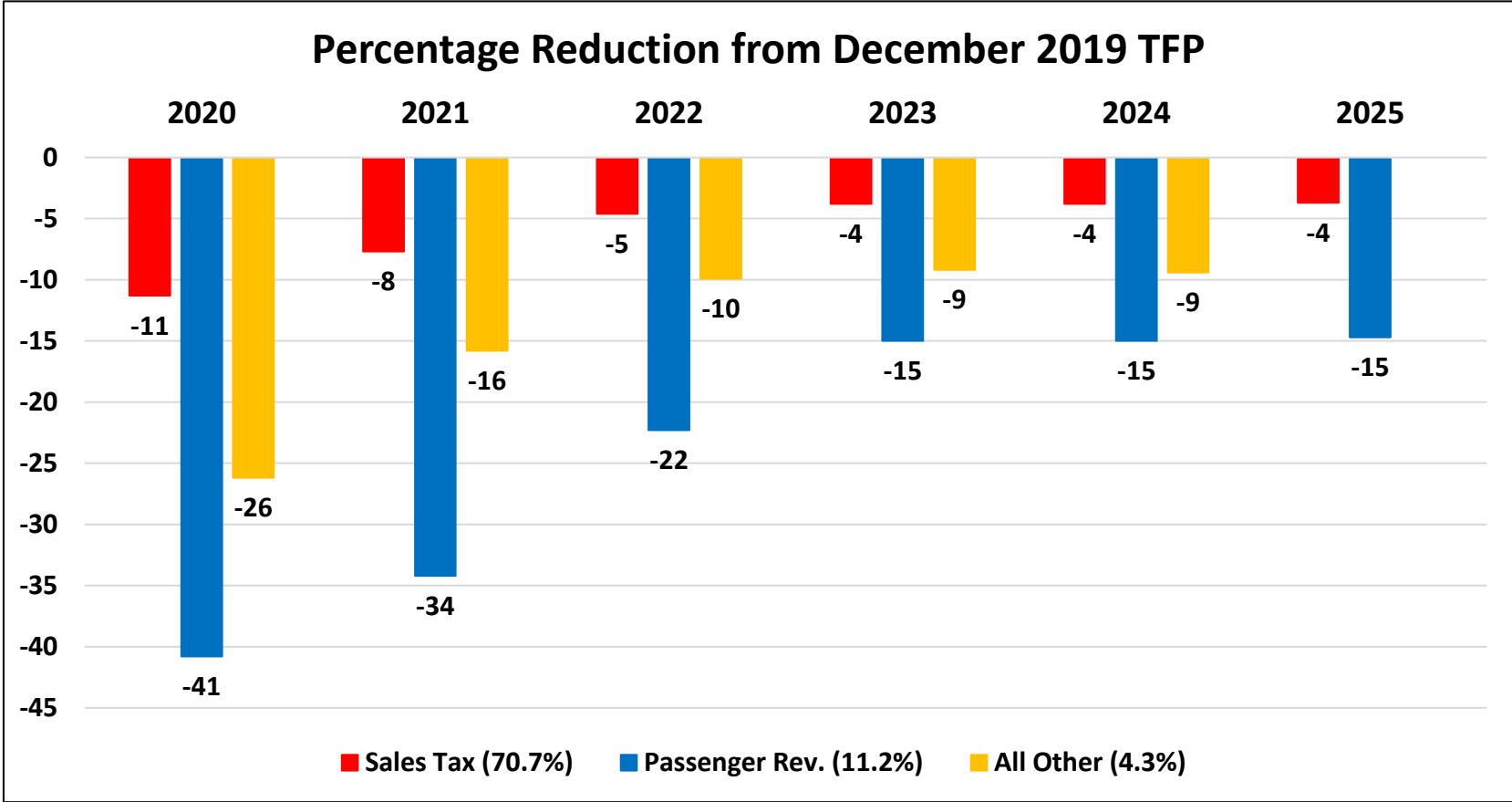
- Passenger Revenues – Internal team

June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
(73.0%)	(65.0%)	(60.0%)	(40.0%)	(40.0%)	(40.0%)	(40.0%)	(40.8%)

Key Assumptions Review – Operating Budget



Key Assumptions Review – Operating Revenues



Preventative Maintenance (13.8%)
excluded; no change in assumption.

Key Assumptions Review - Sales Tax Collections

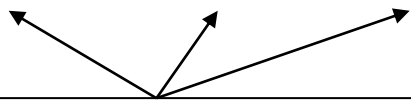
	2020	2021	2022	2023	2024	2025
Change from Dec. TFP	<u>(11.3%)</u>	<u>(7.7%)</u>	<u>(4.6%)</u>	<u>(3.8%)</u>	<u>(3.8%)</u>	<u>(3.7%)</u>
General Impact (in millions)	(\$34.5)	(\$25.1)	(\$15.8)	(\$13.4)	(\$14.1)	(\$14.8)
Salt Lake County Impact (in millions)	(3.4)	(2.3)	(1.4)	(1.2)	(1.3)	(1.3)
Utah County Impact (in millions)	<u>(1.3)</u>	<u>(0.8)</u>	<u>(0.5)</u>	<u>(0.5)</u>	<u>(0.5)</u>	<u>(0.5)</u>
Total Impact (in millions)	<u>(\$39.2)</u>	<u>(\$28.2)</u>	<u>(\$17.7)</u>	<u>(\$15.1)</u>	<u>(\$15.9)</u>	<u>(\$16.6)</u>

On-going difference in revenues
from December 2019 TFP.

Key Assumptions Review - Passenger Revenue

	2020	2021	2022	2023	2024	2025
Change from Dec. TFP	<u>(40.8%)</u>	<u>(34.2%)</u>	<u>(22.3%)</u>	<u>(15.0%)</u>	<u>(15.0%)</u>	<u>(14.7%)</u>
Revenue (in millions)	(\$22.5)	(\$20.1)	(\$13.2)	(\$9.0)	(\$9.2)	(\$9.3)

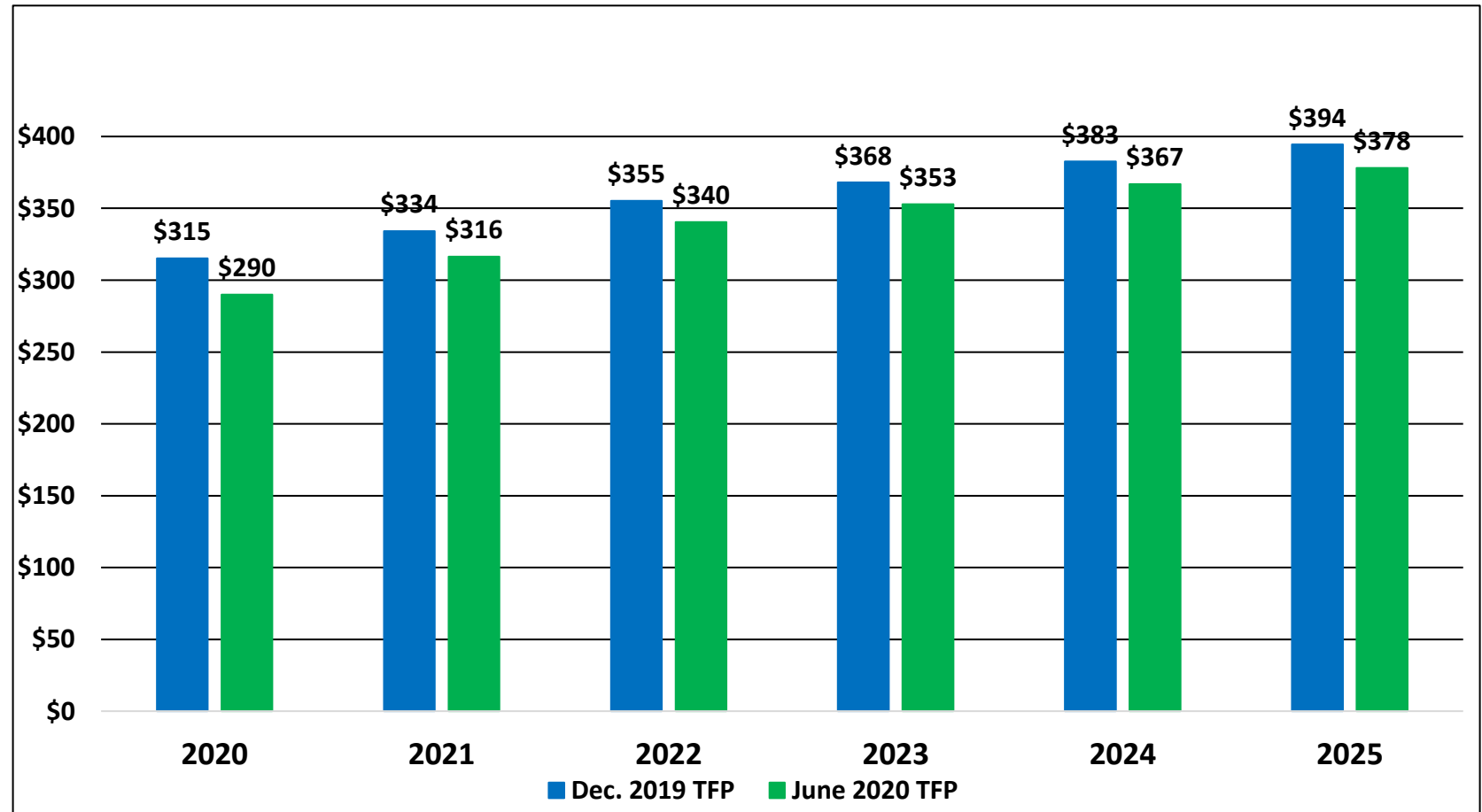
On-going difference in revenues
from December 2019 TFP.



Key Assumption Review – All Revenues (in millions)

	2020	2021	2022	2023	2024	2025
Sales Taxes	(\$39.2)	(\$28.2)	(\$17.7)	(\$15.1)	(\$15.9)	(\$16.6)
Prevent. Maint.	0.0	0.0	0.0	0.0	0.0	0.0
Passenger	(22.5)	(20.1)	(13.2)	(9.0)	(9.2)	(9.3)
All Other	<u>(5.6)</u>	<u>(4.4)</u>	<u>(3.0)</u>	<u>(2.8)</u>	<u>(2.9)</u>	<u>0.3</u>
Total	(67.3)	(52.7)	(33.9)	(26.9)	(28.0)	(25.6)
CARES Act Funds	<u>100.0</u>	<u>87.2</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>
Total Change in Revenues	<u>\$32.7</u>	<u>\$34.5</u>	<u>(\$33.9)</u>	<u>(\$26.9)</u>	<u>(\$28.0)</u>	<u>(\$25.6)</u>

Key Assumption Review – Operating Expense (in millions)



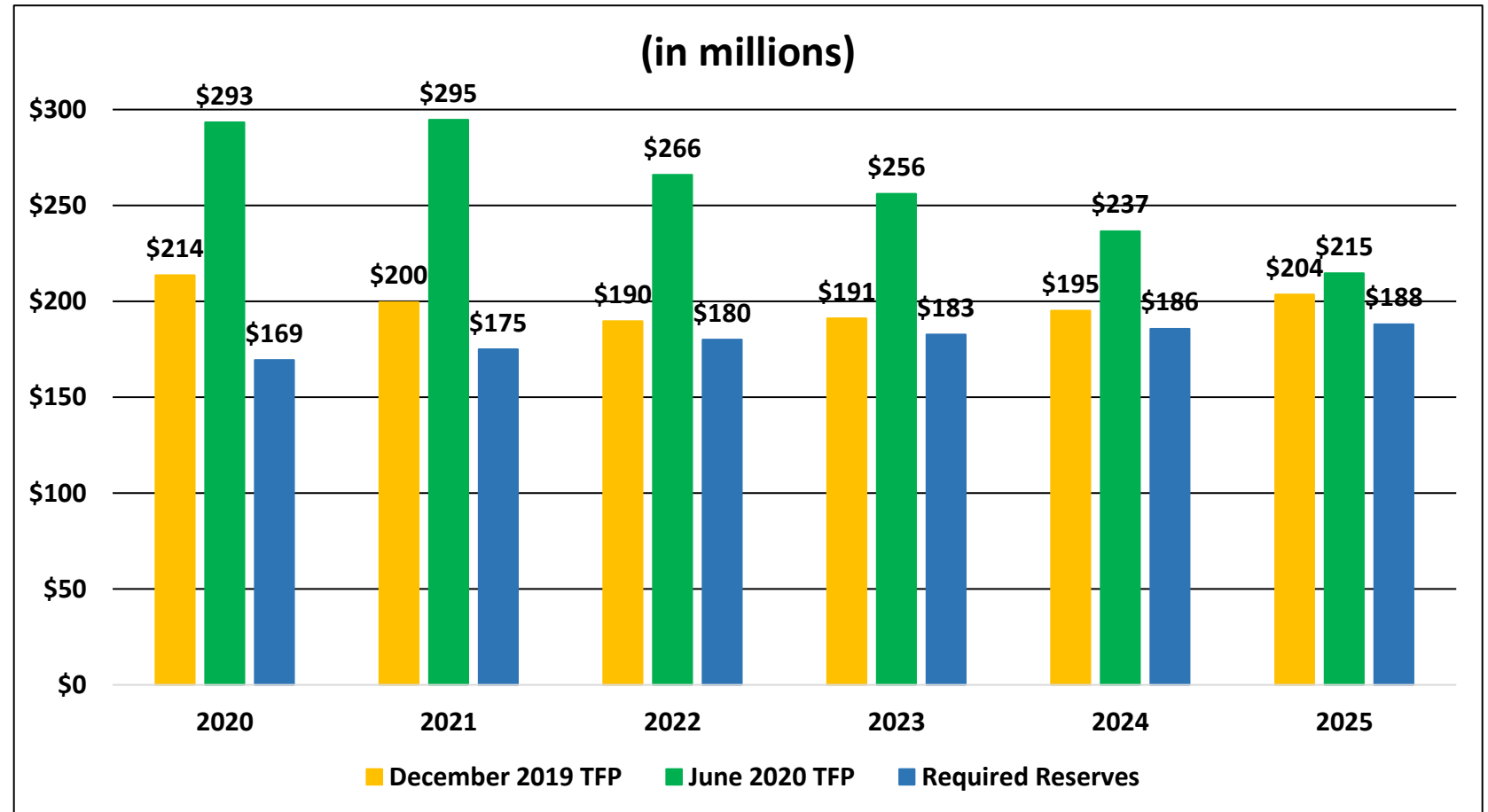
Key Assumption Changes – Capital Revenues and Expenses

	2020	2021	2022	2023	2024	2025
Revenues	\$34.1	(\$6.9)	\$0.0	\$0.0	\$0.0	\$0.0
Expenses*	<u>32.3</u>	<u>30.9</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>15.3</u>
Net Change	<u>\$2.2</u>	<u>(\$37.8)</u>	<u>\$0.0</u>	<u>\$0.0</u>	<u>\$0.0</u>	<u>(\$15.3)</u>

*Expenses:

- 2020 and 2021 changes reflect 2020 Budget amendments
- 2025 change reflects increased State of Good Repair funding

Key Assumption Review – Change in Ending Balances



Draft June 2020 TFP: Reserves at Year End

(in millions)

	2020	2021	2022	2023	2024	2025
Restricted - Bond	<u>\$32.5</u>	<u>\$32.5</u>	<u>\$32.5</u>	<u>\$32.5</u>	<u>\$32.5</u>	<u>\$32.5</u>
Designated:						
General Operating	53.1	57.8	62.2	64.5	67.0	69.1
Service Stabilization	8.8	9.6	10.4	10.7	11.2	11.4
Capital Replacement	45.0	45.0	45.0	45.0	45.0	45.0
Debt Reduction	<u>30.0</u>	<u>30.0</u>	<u>30.0</u>	<u>30.0</u>	<u>30.0</u>	<u>30.0</u>
Total Designated	136.9	142.4	147.6	150.2	153.2	155.5
Undesignated	<u>123.9</u>	<u>119.8</u>	<u>86.0</u>	<u>73.4</u>	<u>51.0</u>	<u>26.9</u>
Ending Balance, Dec. 31	<u>\$293.3</u>	<u>\$294.7</u>	<u>\$266.1</u>	<u>\$256.1</u>	<u>\$236.7</u>	<u>\$214.9</u>

Establishing 2021 Budget Targets

(In millions)

		Amounts
2020 Budget		\$319.83
Increases:		
2020 Budget Amendments	0.72	
Personnel	6.97	
Other Expense Categories	2.10	
Additional Costs	<u>1.50</u>	11.29
Decreases:		
Service Changes	(8.50)	
2020 One-time Expense	<u>(1.81)</u>	<u>(10.31)</u>
2021 Budget Target		<u>\$320.81</u>

Next Steps

- Incorporate assumption changes, if any, into TFP and update 2021 budget targets
- Staff completes budget work by early September
- Board budget reviews in late September
- Tentative Budget to Board in late October
- Budget hearing in November
- Final Budget to Board in early December

South Salt Lake County Microtransit Pilot Quarterly Report





UTA
ON DEMAND



South Salt Lake County Microtransit Pilot Q2 Update

Jaron M. Robertson: Director, Innovative Mobility Solutions

Shaina Miron Quinn: Researcher, Innovative Mobility Solutions

Goals and Objectives

- Improve overall transit ridership
- Improve mobility and enhance the customer experience
- Provide first and last mile trips to transit stations and other important destinations in the area
- Improved operational efficiencies
- Build public support for the service

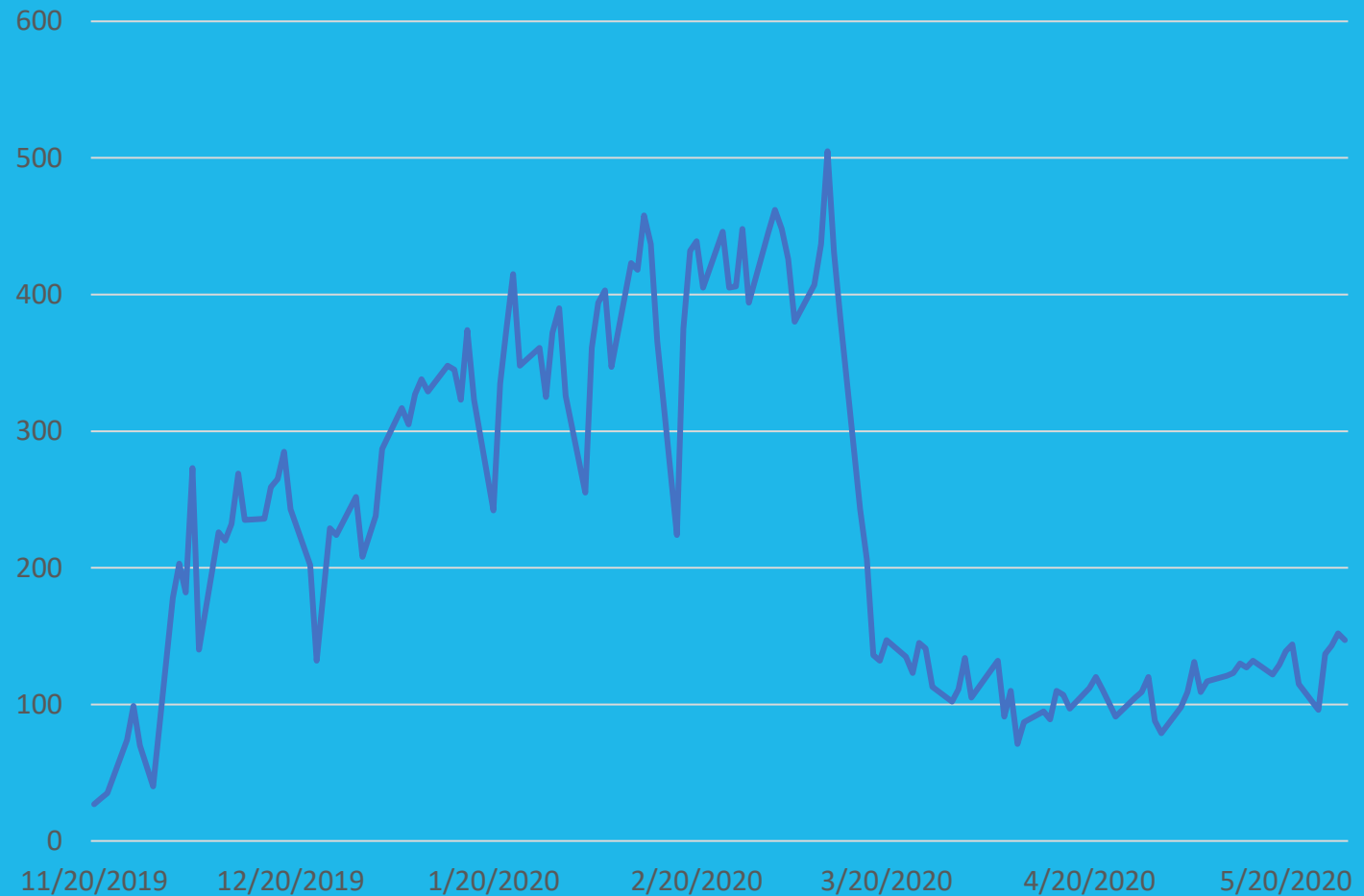
COVID-19

- Significant decline in ridership
- Improved cleaning and safety procedures
- New customer trends and use of the service
- Implemented quick adjustments to the service
- Suspended all marketing and promotion efforts

Ridership and Performance

	Goal	Q1	March	April	May	Q2
Total	N/A	19,891	6,058	2,304	2,600	10,962
Avg. Weekday	350 - 450	316	275	105	124	169
Total WAV	2% - 5%	1.2%	1.1%	1.6%	4.0%	1.9%
Utilization	2.5 - 4.5	1.9	1.5	0.7	0.8	1.0
Shared Rides	25%	--	23%	4%	6%	--
Cost Per Rider	< \$13.08	\$19.10	\$23.27	\$52.22	\$44.14	\$34.30
Operating Cost	\$479,430	\$379,921	\$140,969	\$120,317	\$114,752	\$376,038

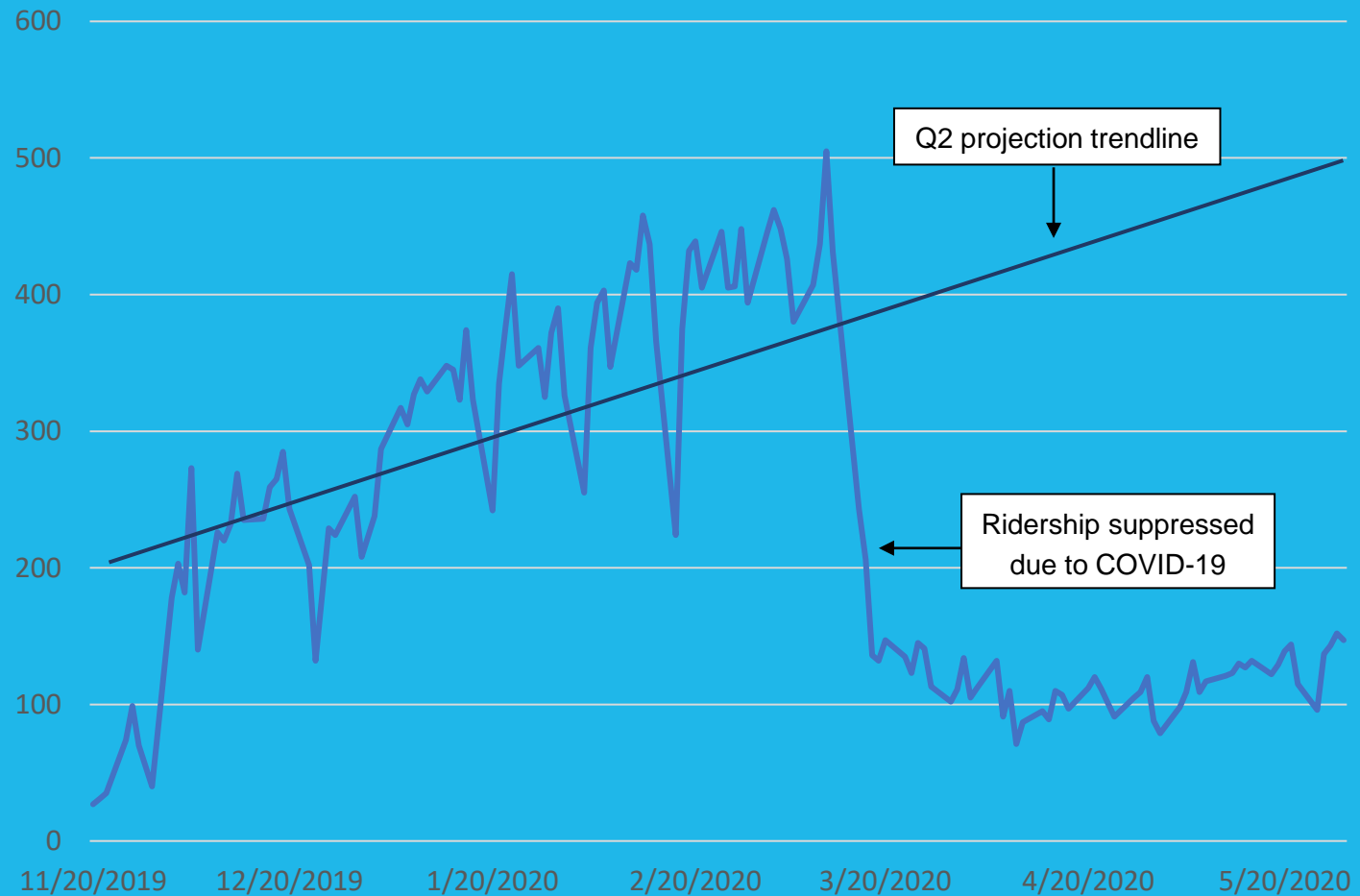
Daily Ridership



Projected Ridership and Performance

	Goal	Q1 Actual	Q2 Actual	Q2 Projected
Avg. Weekday	350 - 450	316	169	450 - 500
Utilization	2.5 - 4.5	1.88	1.02	2.5 - 2.7
Avg. Wait Time	< 15 Min.	11	10	12 - 13
Cost Per Rider	< \$13.08	\$19.10	\$34.30	\$12.00 - \$13.00

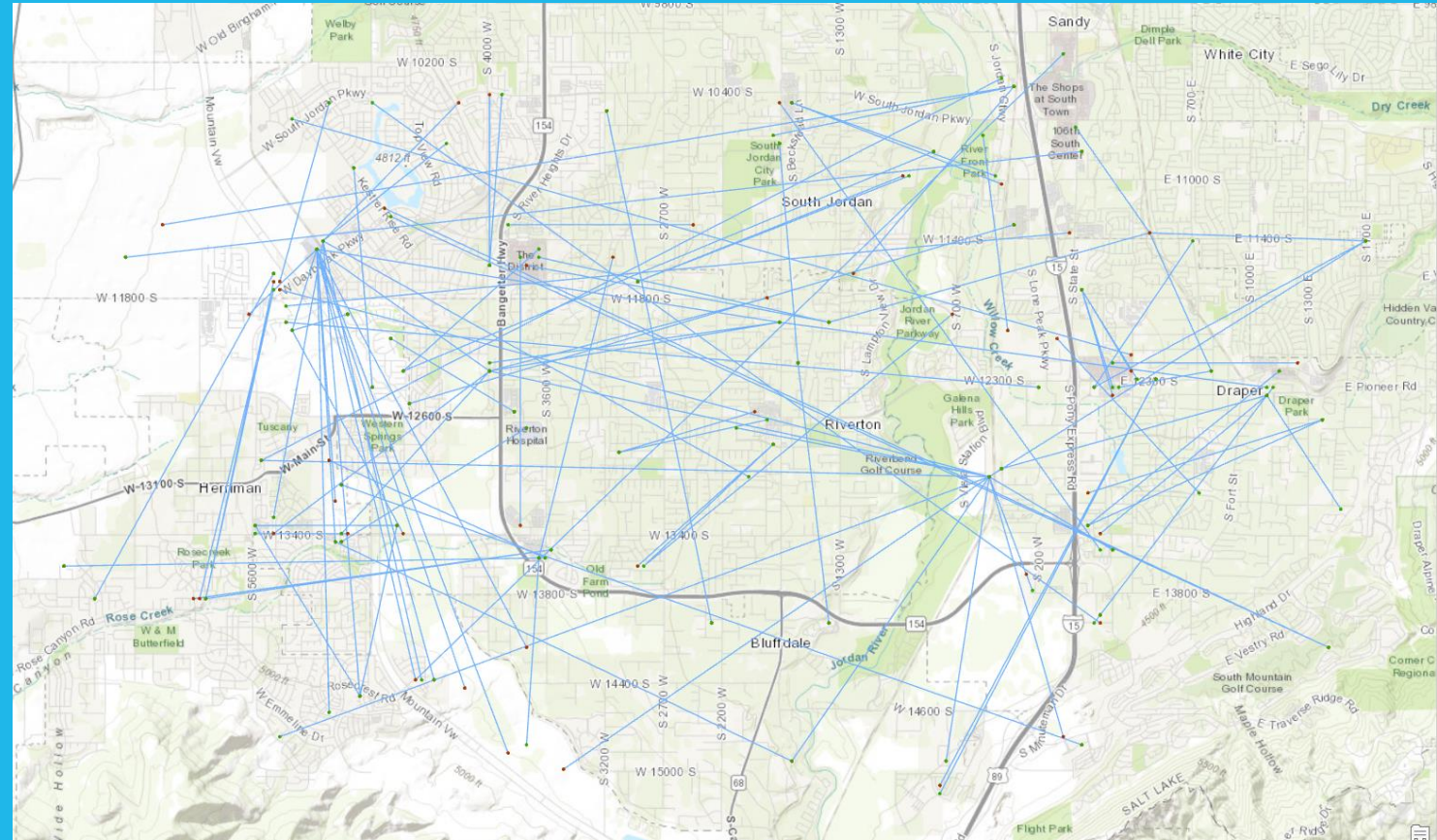
Projected Daily Ridership



Top Pick Up and Drop Off Locations

	Pick Up	Drop Off
1	TRAX, Daybreak Parkway	TRAX, Daybreak Parkway
2	FrontRunner, Draper	FrontRunner, Draper
3	TRAX, Draper Town Center	TRAX, Crescent View
4	TRAX, Crescent View	Local Business (South Jordan)
5	Local Business (Riverton)	TRAX, Draper Town Center
6	Local Business (Riverton)	FrontRunner, South Jordan
7	Local Business (Riverton)	Local Business (South Jordan)
8	FrontRunner, South Jordan	Residential Apartment (Draper)
9	Residential Apartment (Draper)	Local Business (Riverton)
10	TRAX, Kimball's Lane	Local Business (South Jordan)

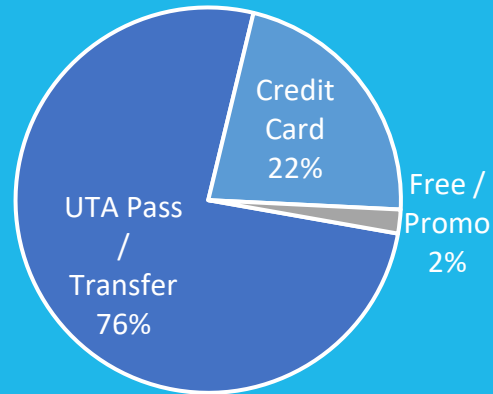
Improved Mobility



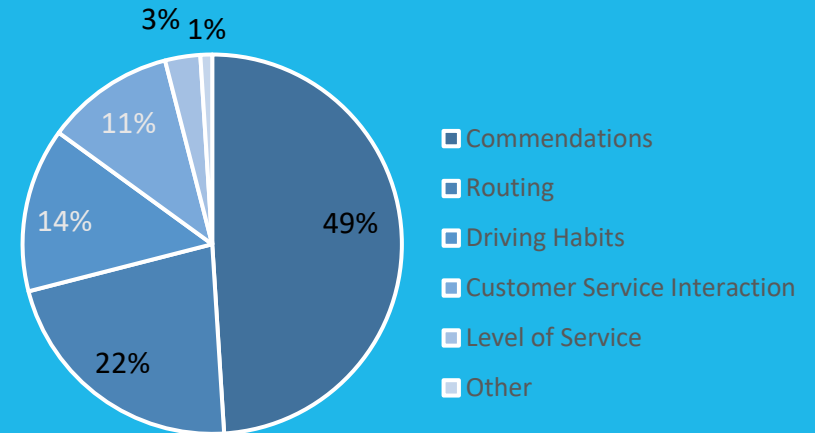
Customer Experience

	Goal	Q1	March	April	May	Q2
Avg. Cust. Rating	4.8	4.8	4.8	4.8	4.8	4.8
Avg. Wait Time	< 15 Min.	11	11	8	9	10
On Time Pick Up	95%	93%	94%	96%	93%	94%

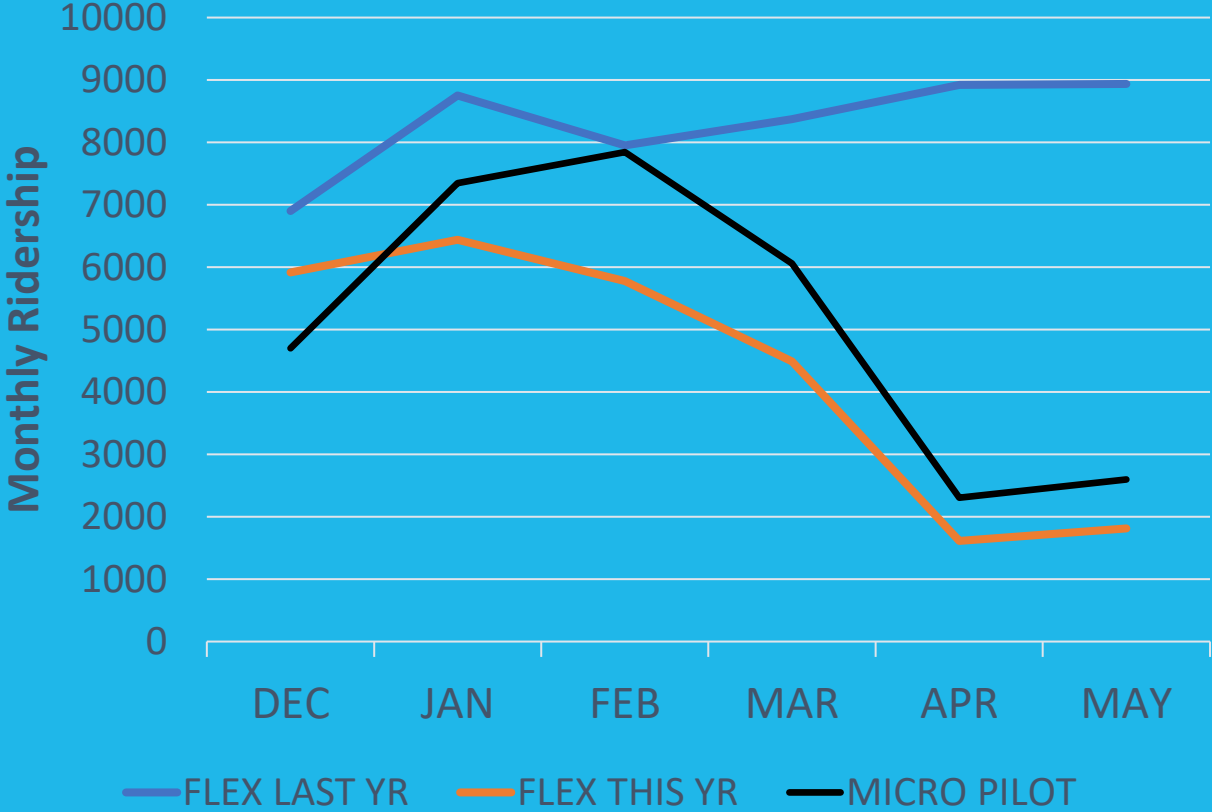
Fare Payment by Type



Customer Comments



Flex Route Performance



Next Steps

- No significant changes to the pilot are necessary
- Safety campaigns and customer surveys
- Service Enhancements:
 - Paratransit to microtransit connections
 - Electronic fare validation
 - Evaluation of electric vehicles
- Continued evaluation for service improvements



UTA
ON DEMAND



Other Business

- a. Next meeting on July 15, 2020 at 9:00 a.m.



Closed Session

- a. Strategy session to discuss pending or reasonably imminent litigation
- b. Strategy session to discuss the purchase, exchange, lease, or sale of real property, if public discussion of the transaction would prevent the public body from completing the transaction on the best possible terms



Closed Session



Open Session



Adjourn

