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T R A N S I T
A U T H O R I T Y

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ONLY AT CROSSWALK →

DEAR UTA STAKEHOLDERS,

What a year it's been!

The year of 2013 was one of the most successful time periods in UTA's history. Keeping its promise made to voters in 2006, the agency concluded its FrontLines 2015 program with the opening of the Airport and Draper TRAX lines. FrontLines 2015, which consisted of the Mid-Jordan, West Valley, Airport and Draper TRAX lines and the Provo to Salt Lake FrontRunner extension, was delivered two years ahead of schedule and \$300 million under budget. Capping off the year, UTA opened Utah's first modern streetcar line between South Salt Lake and Salt Lake City's Sugar House neighborhood. These new projects bring the Wasatch Front's rail transit system to 140 miles. The entire rail network, which debuted with the completion of the Sandy/Salt Lake TRAX line in 1999, has come in \$350 million under budget.

With the completion of FrontLines 2015, UTA increased the amount of transit service it offers to the community. Overall, the agency came in nearly \$7 million under budget and produced \$2.2 million in efficiency savings. UTA used its savings to increase its service hours by 2.6 percent. The agency also improved its on-time vehicle reliability, with buses running on

schedule 89 percent of the time and light rail keeping schedule 94 percent of the time. FrontRunner's on-time reliability increased from 68 percent at the end of 2012 to 90 percent in 2013.

While this is an opportunity to highlight the year's accomplishments, it's also a time to look ahead. Last year provided the groundwork for our move into the future. Among the things on the horizon are improved fare payment systems, Provo-Orem bus rapid transit (BRT), and possible transportation improvements in northern Utah County, Davis County and the Wasatch Mountains.

We recognize that each finish line is but the beginning of a new race, and UTA's dedicated board of trustees and staff are more engaged than ever to enhance the quality of life along the Wasatch Front by connecting people to their schools, jobs and communities, all while having a positive impact on air quality and traffic congestion. We look forward to you joining us as we proceed with these and other efforts to continue to live our agency vision, which is to provide an integrated system of innovative, accessible and efficient public transportation services that increase access to opportunities and a healthy environment for all the people of the Wasatch region.



Gregory H. Hughes
Chair, Board of Trustees



Michael A. Allegra
General Manager

Gregory H. Hughes
Chair, Board of Trustees
Utah Transit Authority

Michael A. Allegra
General Manager
Utah Transit Authority

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City, Perry, Willard, Grantsville
and Tooele (non-voting)

Troy K. Walker
Representing the Speaker
of the House

UTA is a government special service district overseen by a board of trustees. Special service districts are usually smaller than a state agency but serve an area larger than traditional city or county borders. UTA serves the residents of Salt Lake, Weber, Davis and Utah counties and select cities within Box Elder and Tooele counties. UTA's funding comes primarily from the municipalities within its service area.

The UTA Board of Trustees provides broad direction, governs the Authority, and sets policies and goals on issues such as ridership, services and financial responsibilities. Members of the board are generally appointed by the city and county governments within UTA's service area that support the agency with a local-option sales tax. Some board members are also appointed by the state. Board members serve four-year terms with no term limits.



ACCOUNTABILITY

UTA is committed to the taxpayers and the citizens it serves. The agency works to foster a culture of transparency and prides itself in going above and beyond the legal requirements regarding public access, especially in the areas of service planning, fares and project development. The agency also conducts its board committees and full board business in open meetings and has extremely stringent ethics policies for its board members and employees.

PUBLIC INVOLVEMENT

As part of its commitment to transparency, UTA goes above and beyond to encourage public participation and feedback while it plans for future growth. UTA follows rigorous guidelines with its outreach, including public hearing policies and procedures with mandatory comment periods. Beyond the legally required hearings, UTA has implemented an enhanced public involvement program for service changes. The program is designed to increase public access and participation and to promote more meaningful dialogue and input. It includes an initial public scoping-type process to gather the public's priorities and preferences for the transit system prior to holding the required public open houses to solicit comment on service proposals. To further enhance this program, Open UTA, an online "open city hall" type of website was developed. It allows UTA to ask questions and solicit feedback on potential changes to the system in an easy-to-use way. UTA also adopted new Title VI requirements that require hearings before new service is implemented. In addition, UTA creatively uses new technologies and tactics—such as Twitter chats, online comment forms and other social media tools—to share and receive information from the public.

38 PERFORMANCE, ADMINISTRATION,
& SAFETY AUDITS

UTA GETS A CLOSER LOOK

In any given year, UTA undergoes numerous evaluations including an annual salary audit, U.S. Department of Homeland Security audits, procurement audits, various operational and safety compliance audits, and more. In 2013, UTA participated in 38 separate audits on

its performance, administration and safety processes. As part of its financial oversight program, UTA conducts internal financial audits and reports each year. The agency also prepares a Comprehensive Annual Financial Report and monthly financial reports that are reviewed by the board of trustees.

SUSTAINABILITY

Sustainability is one of UTA's core values embraced and practiced throughout the organization. This is demonstrated through maintaining its Environmental Management System ISO 14001 certification since 2005 and its ongoing efforts to manage the agency's growth while preparing to meet the needs of the burgeoning Wasatch Front. Additionally, UTA helps area residents care for the environment as 35.3 million auto trips were eliminated in the last year.

GREENING THE FLEET

In 2013, UTA put 24 compressed natural gas (CNG) buses into service. These vehicles have lower emissions due to cleaner burning fuel and are more cost effective to operate than traditional diesel-fuel buses. In addition, UTA features 32 hybrid-electric buses and 224 clean diesel buses in its fleet. Improvements in the bus fleet have led to a 65 percent decrease in NOx (nitrogen oxide) emissions and a 66 percent reduction in PM (particulate matter) emissions since 2007. With the help of UTA's riders, the agency also saved 214,467 tons of greenhouse gas emissions and more than 300,000 gallons of fuel in 2013.

LAST MILE SOLUTIONS

UTA partnered with various organizations to offer passengers last-mile transportation options for getting to their final destinations. One of these companies is Enterprise CarShare (enterprisecarshare.com). The company has several vehicles available for hourly rent at many of UTA's park and ride lots. Interested passengers can contact





PERFORMANCE

UTA prides itself on its commitment to high standards of management and operational practices. Recognized throughout the public transportation industry for delivering projects ahead of schedule and under budget, UTA accomplishes this with an overhead rate of approximately half the national average. The agency is often cited among the nation's best transit authorities. UTA credits its success to innovative project management and delivery, rigorous management and ethical standards that promote agency transparency, superior performance and wise use of taxpayer money.

24 CNG BUSES
32 HYBRID ELECTRIC BUSES
224 CLEAN DIESEL BUSES
66% REDUCTION IN PM

Enterprise to reserve these vehicles to use for transportation to their final destinations.

UTA also teamed up with GREENBike, Salt Lake City's bicycling sharing program. GREENBikes are located at key UTA rail stations in Salt Lake City and offer passengers the opportunity to rent a bike for a reasonable fee by the half-hour, the entire day or even on a weekly basis. Annual GREENBike rentals are also available. More information can be found at greenbikeslc.org.

RIDECLEAR

To help promote clean air along the Wasatch Front, UTA partnered with Zions Bank in July 2013 to present the first-ever RideClear pass. RideClear allowed 5,000 people to obtain free, seven-day transit passes to use during the month of July, one of Utah's worst months for air quality. Zions Bank underwrote 2,500 RideClear passes and UTA matched its donation, making 5,000 passes available to Wasatch Front residents.

RIDERSHIP ON THE RISE

Although 70 percent of UTA riders have access to a car, people continue to choose transit as a viable transportation option. Ridership has continued to increase year over year with 2013 reaching an all-time high of 44.1 million boardings. TRAX ridership increased by 9 percent, which included the opening of the Airport and Draper TRAX lines and S-Line Streetcar. FrontRunner saw an extreme boost in ridership with a 103 percent increase over 2012, which was largely due to the first full year of commuter rail operations from Salt Lake City to Provo.

To encourage transit ridership, in 2013 UTA engaged in several unique programs, such as a new partnership with University of Utah athletics that allowed game tickets to most university sporting events to be used as transit fare. The university invested in this program, and it has proven extremely popular. Ridership was also positively impacted by the agency entering into an agreement with the state of Utah to get transit passes into the hands of state employees.

FISCAL MANAGEMENT

UTA has a long history of being fiscally prudent, and the year 2013 was no exception with the agency coming in nearly \$7 million under budget. Through a combination of long-range forecasting, detailed annual budget development, and a culture of innovation and continuous improvement, UTA provides strong levels of transit service

at a lean and efficient cost. The board of trustees, staff and agency stakeholders all participate in the budget process, creating an annual budget that reflects service levels, anticipated revenues and costs.

44 MILLION BOARDINGS
\$6.7 MILLION UNDER BUDGET
70 MILES OF RAIL BUILT IN 5 YEARS
103% FRONTRUNNER RIDERSHIP INCREASE

OPERATIONAL EFFICIENCY

UTA operates one of the most efficient systems in the country, primarily due to its strong fiscal management and a dedicated rank and file workforce that is committed to saving money. The agency has one of the lowest overhead costs among the nation's transit agencies, with its overhead coming in at only 12 percent of its total budget compared to the national average of 16 percent. Low operating costs are also possible due to the implementation of Lean processes in its operations and maintenance divisions, saving the agency \$2.2 million in 2013.

A REGION CONNECTED BY RAIL

In 2013, UTA completed the final pieces of the FrontLines 2015 project with the opening of the Airport and Draper TRAX lines. This closed one of the most aggressive transit expansion projects in the nation. The completed rail network creates a strong backbone for a transit system that will serve current and future generations.





SAFETY FIRST

Safety continues to be UTA's top priority. A safety-focused approach guides all aspects of UTA, from developing innovative processes for opening new rail lines to providing educational outreach to students. UTA is committed to maintaining the highest levels of rider, employee and community safety because it is vital to its future success. Reducing the number of transit incidents was a top achievement for 2013, with bus accidents down 13 percent and TRAX accidents decreasing 52 percent.

SAFELY OPENING NEW LINES

UTA continued using its groundbreaking and nationally recognized "hold point" process as a standard practice prior to starting service on new rail lines. The innovative safety program consists of three distinct hold points that ensure all certification processes and safety reviews are complete before pre-revenue testing is allowed to begin. In 2013, UTA used the hold point process to successfully and safely test and open the Airport and Draper TRAX lines and the S-Line Streetcar.

In addition to UTA's internal hold point process, it regularly undergoes rigorous external safety audits. In conjunction with the opening of three new rail lines in 2013, UTA successfully completed safety audits from the United States Department of Transportation's State Safety Oversight program, the Federal Transit Administration's (FTA) Project Management Oversight program as well as other routine safety audits from FTA headquarters.



Additionally, UTA and its contractors emphasized safety during the construction of its FrontLines 2015 program.

Over the course of the six-year, \$2.5 billion program, only one lost-time accident occurred, making it the safest construction project of this magnitude in the country.

SAFETY CERTIFICATIONS

In June 2013, UTA was awarded the Occupational Health and Safety Assessment Series (SMS OHSAS) 18001 certification. The standard contains specifications for a management system that helps organizations control occupational health and safety risks. The certification measures UTA's management system against a best practice standard for compliance. Issued by the independent accreditation organization NSF International, the certification demonstrates that UTA proactively protects the health and safety of its workforce. This achievement, combined with the agency's Environmental Management System ISO 14001 and Quality Management System ISO 9001 certifications, makes UTA the first and only transit authority to obtain all three certifications.

300 SAFETY PRESENTATIONS TO NEARLY 9,500 COMMUNITY MEMBERS, ESPECIALLY TO NEIGHBORHOODS & SCHOOLS NEAR NEW RAIL LINES

SAFETY AND SECURITY COORDINATION

UTA's commitment to safety not only means keeping conditions hazard free for employees, it also means keeping the UTA transit system safe and secure for riders. The agency regularly partners with the Transportation Security Administration (TSA) as well as local police and fire departments to hold training exercises designed to help responding agencies learn how to work around trains and improve coordination and response times.

In all, UTA conducted 10 interagency emergency exercises in 2013.

TSA coordination took on extra importance in 2013 as the Airport TRAX line opened the week of the Boston Marathon bombings. After extensively reviewing the transit system, the TSA gave UTA its Gold Standard Award for achieving the highest standard of excellence in security. The award was issued in recognition of UTA's high scores on the TSA's Baseline Assessment for Security Enhancement (BASE) and its strong security program.

PUBLIC AWARENESS & EDUCATION

UTA continues to be a community leader in promoting rail safety through education and community outreach. In 2013, it continued its extensive grassroots outreach to local schools, community groups and city councils. UTA employees, trained by the nationally recognized rail safety organization Operation Lifesaver, delivered more than 300 safety presentations to nearly 9,500 community members. Extra attention was paid to neighborhoods and schools located near new rail lines.

PROJECTS & SERVICES

Despite completing more projects than at any other time in its history, UTA continues to look ahead. In 2013, the agency's board of trustees and staff reached out to stakeholder groups, local elected officials, business leaders, rider advocates, and UTA employees to develop a 2020 Strategic Plan. The plan is designed to serve as a road map for the future of the agency. In addition to this work, UTA advanced a number of transportation studies throughout its service area.





FRONTLINES 2015 COMPLETION

In 2008, UTA announced the FrontLines 2015 project, which called for building 70 miles of new rail in seven years. The ambitious \$2.5 billion plan to build four light rail lines and one commuter rail line was the largest construction project in UTA's history and the sixth largest rail construction project in North America at the time. With the 2013 openings of the Draper and Airport TRAX lines, UTA marked the successful

FRONTLINES 2015 PROJECT COMPLETED TWO YEARS AHEAD OF SCHEDULE & \$300 MILLION UNDER BUDGET

completion of the FrontLines 2015 project two years ahead of schedule and \$300 million under budget. The FrontLines 2015 project doubled the size of UTA's passenger rail network along the Wasatch Front.

AIRPORT TRAX

In April 2013, UTA opened the 6-mile Airport TRAX line. An extension of the Green Line, the Airport TRAX line offers increased connectivity to Salt Lake City's west side and provides a rail connection between Salt Lake City International Airport and downtown. Riders can now travel from downtown Salt Lake City to the airport in 20 minutes. Adding a rail link to the airport not only makes travel easy for business and leisure travelers, it is also good for the local economy. According to a 2013 study by the U.S. Travel Association and the nonprofit American Public Transportation Association (APTA), cities with airport rail connections have a competitive advantage in generating revenues for the private sector and the overall tax base compared with similar cities that do not have a direct rail connection to the airport.

DRAPER TRAX

UTA officially marked the completion of the FrontLines 2015 project with the opening of the 3.5-mile Draper TRAX line in August 2013. Built on UTA-owned right-of-way, the extension of the Blue Line adds three stations and helps meet the transportation needs of southeast Salt Lake County. The line links Draper and portions of Sandy to downtown Salt Lake City, the University of Utah, Daybreak, West Valley City, Sugar House and the Salt Lake City International Airport. It also connects passengers to FrontRunner commuter rail.

S-LINE STREETCAR

UTA opened the state's first modern streetcar line in December 2013. Known as the S-Line, the 2-mile streetcar project runs from Central Pointe Station in South Salt Lake to the heart of Salt Lake City's Sugar House neighborhood. In addition to providing increased transit options

STREETCAR CONSTRUCTION WAS PARTIALLY RESPONSIBLE FOR:
1,000+ NEW RESIDENTIAL UNITS
2 MILLION SQUARE FEET OF REDEVELOPMENT AT 7 SITES
\$400 MILLION IN PRIVATE INVESTMENT

and a direct connection to UTA's regional rail system, the S-Line is revitalizing neighborhoods, spurring economic development and adding walkable green space. The line features an adjacent greenway corridor that adds six acres of walkable green space to the area's neighborhoods. South Salt Lake City has plans to develop transit-oriented housing around the S-Line to create a walkable, urban neighborhood that will become the heart of the community.

The city anticipates that 3,000 new housing units will be built around the line in the coming years. In Salt Lake City, the S-Line is already generating economic development. Salt Lake City reports that streetcar construction has accelerated or is partially responsible for the creation of more than 1,000 residential units and nearly 2 million square feet of redevelopment at seven sites, resulting in \$400 million in private investment.

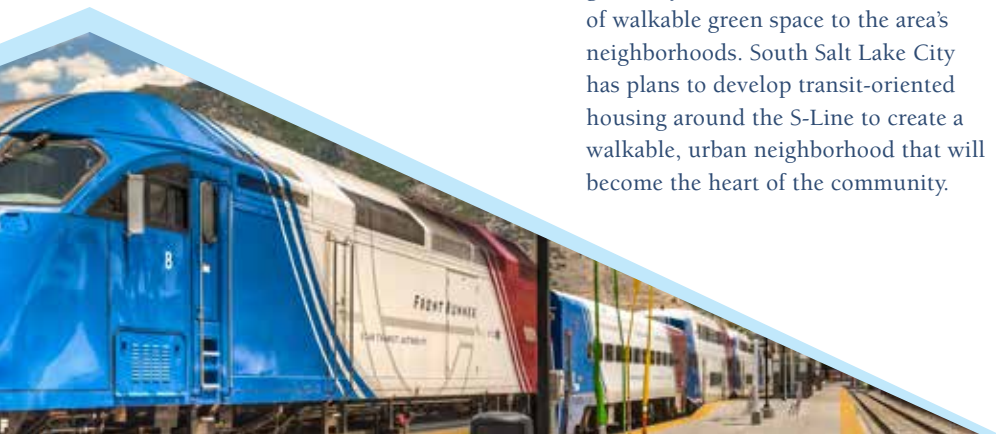
ROUTE 650

In time for the 2013-14 school year, UTA introduced Route 650, a direct bus connection from the Ogden FrontRunner station to Weber State University. The route shortened the trip between the rail station and the school by 20 minutes and was very well-received by WSU students and faculty.

LOOKING AHEAD

UTA continues to explore ways to provide more transit options to more people. Seeking to build on its robust rail network, UTA is now undertaking several transit studies to see how enhanced bus and bus rapid transit projects can offer increased service, frequency and connectivity to local communities. Transit improvement studies are currently underway in Weber, Davis, Salt Lake and Utah counties.

One of the most visible studies UTA is involved in is the Mountain Accord project, a multiphase program that seeks to make long-term decisions about the Wasatch Mountains. The program focuses on four areas including transportation, environment, economy and recreation. Currently, UTA is working with other project stakeholders in obtaining early public input regarding the future of one of Utah's most popular and well-loved areas.



PUTTING THE CUSTOMER FIRST

In 2013, UTA focused on providing better information to its customers in order to make riding more convenient. The agency particularly focused on the latest in real-time technologies and new payment systems.

CURRENT STUDIES

Ogden-WSU Transit Study

5600 W. Bus Rapid Transit/
Mountain View Corridor

Sandy-South Jordan Circulator

Southwest Salt Lake County
Transit Study

Provo/Orem Bus Rapid Transit

Clearfield/Layton Circulator

South Davis-SLC Community
Connector

Salt Lake Downtown Streetcar

Taylorsville-Murray
Transit Study

Mountain Accord

Northern Utah County
Transit Study

UTA FAREPAY

In October 2013, UTA unveiled its new FAREPAY reloadable, prepaid fare card. FAREPAY, available for purchase at rideuta.com and at more than 300 Wasatch Front retailers, allows customers to load a contactless fare card with any amount between \$5 and \$500. Customers can also schedule automatic fund reloading and manage their account balance online. To help drive the adoption of FAREPAY, UTA offered a 20 percent fare discount to passengers using the card. By the end of 2013, nearly 5,400 FAREPAY cards had been sold at 170 retailers.

MOBILE APP CENTER

Since 2012, UTA has made its real-time data feed available to private developers to use in creating mobile applications. Since then, nearly 30 mobile apps have been made available to assist UTA passengers in using the system. In 2013, UTA began showcasing privately developed rider apps via its online App Center, which provides customers information on app functionality and mobile platform availability. The App Center can be easily accessed from UTA's home page at rideuta.com.

ONLINE TRIP PLANNER

UTA's online trip planner underwent major renovations in 2013. The tool now allows users to engage in both map-based and address-based trip planning and provides improved address recognition. The trip planner also features walking directions and allows users to plan trips by preferred mode.

SOCIAL MEDIA

As social media continues to be an increasingly popular way for people to interact with companies, UTA made additional investments in this area during 2013. UTA increased the number of customer service agents assigned to provide system updates and answer questions on Twitter, and the agency boosted its activity on Facebook by providing more service

5,400 FAREPAY CARDS SOLD
30 MOBILE APPS
UPGRADED ONLINE TRIP PLANNER

updates for followers. The agency also started its own Instagram feed, opening up another avenue to interact with its passengers. Additionally, UTA developed a News & Events Page on rideuta.com, which allows users to access the agency's blog, YouTube videos, press releases, and Facebook, Twitter and Instagram feeds from one location.

RIDETIME

UTA launched its RideTime SMS information texting system in 2013. The service allows waiting passengers to text UTA for the next real-time bus or train arrival at their location. The system, along with the emergence of mobile apps, has decreased the number of calls to UTA's customer service call center by 11 percent.



UTA FACTS

SERVICE AREA

- Serves Box Elder, Weber, Davis, Tooele, Salt Lake and Utah counties
- Covers 1,600 square miles, serving 80 percent of the state's population

OPERATIONS & PERFORMANCE

- Established March 3, 1970
- Employs 2,248
- Three-time recipient of APTA's "Outstanding Public Transportation System" award
- Maintains both ISO 9001 certification for quality management and ISO 14001 certification for environmental management

FUNDING

- Local-option sales tax: Salt Lake County: 0.6875 cent; Weber and Davis counties: 0.55 cent; Utah County: 0.526 cent; Box Elder 0.55 cent; Tooele and Grantsville cities: 0.3 cent
- Nearly \$1.3 billion received in discretionary federal grants in the last 10 years

RIDERSHIP

- 2013 systemwide ridership: 44,120,284 trips, a 3.1 percent increase over 2012
- Average weekday ridership totals (December 2013): 157,519
 - TRAX: 69,600
 - FrontRunner: 14,760
 - Salt Lake County Bus: 47,104
 - Utah County Bus: 8,672
 - Weber & Davis County Bus: 10,898
 - Paratransit: 1,502
 - Vanpool: 4,983

RIDESHARE

- 56 schools with annual student transit passes
- 131 businesses with annual employee transit passes
- 470 vanpools; 1,387,816 rides
- 2,509 carpool matches

LIGHT RAIL

- 8 TRAX projects completed ahead of schedule and under budget
- 44.8 light rail miles
- 51 stations
- 114 TRAX vehicles

BUS & PARATRANSIT

- 103 routes
- 16 Flex bus routes
- 6,273 active bus stops
- 493 buses
- 113 paratransit vehicles
- MAX bus rapid transit (BRT) service on 3500 South (9 miles)
- Fleet 100 percent accessible to riders with disabilities
- Used more than 6.5 million gallons of diesel fuel in 2013
- Each one-cent increase in cost of fuel to UTA = \$65,000

COMMUTER RAIL

- 89 miles of rail
- 15 stations
- 18 locomotives
- 22 bi-level cab cars
- 16 bi-level coach cars
- 15 refurbished passenger cars

STREETCAR

- Opened the S-Line servicing South Salt Lake and Sugar House in December 2013
- 2 miles, 7 stops

FRONTLINES 2015 PROJECT

- Completed in 2013, two years ahead of schedule
- Mid-Jordan TRAX line (10.6 miles) opened August 2011
- West Valley TRAX line (5.1 miles) opened August 2011
- Provo to Salt Lake FrontRunner commuter rail line (44 miles) opened December 2012
- Airport TRAX line (6 miles) opened April 2013
- Draper TRAX line (3.5 miles) opened August 2013

FUTURE PROJECTS

- Utah County Bus Rapid Transit (10 miles)
- Taylorsville-Murray Bus Rapid Transit
- Mountain View Corridor Transit (5 miles)
- Southwest Salt Lake County (13 miles)
- South Davis-Salt Lake Connector
- Downtown Streetcar (Salt Lake City)

