



UTAH TRANSIT AUTHORITY YEAR IN REVIEW 2014

DEAR UTA STAKEHOLDERS,

With 2015 well underway, UTA is continuing to work hard at being the best transit agency in America, but it's also looking back on a successful 2014. The agency completed its first full year of operating all five lines that were a part of its FrontLines 2015 program, and it was named as 2014's Outstanding Public Transportation System of the Year by the American Public Transportation Association.

Additionally, the agency experienced the highest ridership in its history with 45 million boardings, a 2.17 percent increase over 2013 and a growth rate of more than twice the national average. FrontRunner ridership, in particular, was strong with a 15 percent increase in weekday boardings.

The authority also focused on adding bus service to Hill Air Force Base, increasing frequency on key commuter routes and offering campus shuttle services at Utah Valley University.

As UTA looks ahead, the agency will continue to lead many of the region's transit-oriented development efforts, which are designed to encourage the use of public transportation rather than driving. UTA will also continue its pursuit of operational excellence and work to improve its current 90 percent on-time reliability. In addition, the authority will maintain its focus on safety by continuing its educational outreach efforts and by implementing state-of-the-art safety measures systemwide.

UTA would like to thank you for helping the authority pursue excellence for more than four decades. As we move toward a future that promises expanded service, greater transit access for more people and sound financial management, we hope you'll ride along with us. Together, we'll be prepared to meet the challenges that come with the growth of our region. We look forward to making a difference with you.



H. David Burton
Chair, Board of Trustees



Michael A. Allegra
President & CEO

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Chair, Board of Trustees
Utah Transit Authority

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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, with some members appointed by the state.

Board members serve four-year terms with no term limits. The size and structure of the board and the procedures for appointing its members are determined by the Utah State Legislature.

UTAH TRANSIT AUTHORITY

BOARD OF TRUSTEES 2014

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of the State of Utah

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Robert McKinley
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of Tooele and Grantsville

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Representing the cities
within Davis County

Michael E. Romero
Representing the cities within
Salt Lake County and the cities
of Tooele and Grantsville

Chris Sloan
Representing the cities of Brigham City,
Perry, Willard, Grantsville and
Tooele (non-voting)

Troy K. Walker
Representing the Speaker
of the House



SAFETY FIRST

At UTA, safety is our top priority. In 2014, the agency introduced several new initiatives designed to make the system safer for both passengers and employees. UTA successfully reduced the number of transit incidents with a 30 percent decrease in TRAX accidents, and all rail accident rates were below the agency's goal of 0.5 accidents per 100,000 miles of travel. Avoidable bus accidents were also down, with less than one bus accident per 100,000 miles of travel.

IMPROVING SAFETY THROUGH VIDEO MONITORING

In May 2014, UTA announced the addition of a new camera system to help safeguard passengers, employees and property. The SmartDrive Safety camera system was installed on trains, stations and buses. It allows UTA to review video in case of an accident or other incident on the transit system, which helps determine how incidents occur and allows the agency to make changes as needed to improve safety.

The cameras also provide bus operators with a level of protection that was not previously available. Because the operator has the ability to manually activate a recording, they have added protection for security threats such as robbery, unruly passengers or pedestrians, and road rage.

Many other transit agencies in the United States feature similar camera systems, including agencies in Washington D.C., Los Angeles, Atlanta, New Jersey, Chicago, Portland, Denver, Las Vegas, Maryland, San Francisco, Tulsa, Cleveland and Detroit.

ENHANCING PLATFORM SAFETY

A major effort to improve platform safety was undertaken during the summer and fall of 2014. Thirteen TRAX platforms received highly visible yellow plastic tactile strips. Work was also done to replace the concrete edges of these TRAX platforms. After years of use and exposure to the elements, the edges of some older platforms had started to deteriorate. The original edges were replaced by a longer lasting

design that will ensure platforms remain structurally sound for many years to come.

All stations remained open during construction and wherever possible, stations were only partially blocked so customers could still access ticket vending machines. When more extensive work was required, temporary platforms were constructed to keep stations open.

PUBLIC AWARENESS AND EDUCATION

UTA continued its efforts to promote rail safety in 2014, with a special focus on the new S-Line. The S-Line runs in a unique corridor also used for hiking, cycling and jogging. Using grant funding from Operation Lifesaver, a national rail safety organization, UTA staff

visited schools, childcare centers and community facilities along the S-Line to share tips on how to stay safe while riding the streetcar and enjoying the corridor.

In total, UTA employees and transit police officers delivered 249 safety presentations to more than 12,200 individuals at schools, driver's education programs, community organizations and businesses during 2014.

UTA also hosted its second Bicycle Pedestrian Transit Safety Symposium. This symposium focused on ways local planners and engineers can design rail grade crossings that increase safety and visibility. More than 125 local planners and engineers attended the event.

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ACCOUNTABILITY

UTA is committed to the taxpayers and the citizens it serves. While trying to meet the transit needs of the community and plan for future growth, UTA encourages public participation and feedback. The agency prides itself in going above and beyond the legal requirements regarding public access, particularly for functions such as service planning, fares and project development.

PUBLIC INVOLVEMENT

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 scoping-type process to gather



SUSTAINABILITY

This past year, UTA continued to embrace its role as an environmental leader in the community. Efforts focused on getting people out of their cars and on transit during heavy pollution months, improving bicycle connections to trains and buses, and continuing to convert the agency's bus fleet to vehicles with cleaner fuel technologies.

the public's priorities and preferences for the transit system prior to holding required public open houses. In addition, UTA creatively uses new technologies and tactics—such as Twitter chats, online comment forms, online surveys and other social media tools—to share and receive information from the public.

IMPROVEMENT THROUGH EVALUATION

In any given year, UTA undergoes numerous evaluations including an annual compensation audit, Homeland Security audits, procurement audits, various operational and safety compliance audits, and more. In 2014, UTA participated in 14 separate audits on its performance and administration and 11 safety audits in addition to a comprehensive legislative audit. As part of its financial oversight program, UTA conducts internal financial audits and reports each year. Like most government agencies, UTA prepares a Comprehensive Annual Financial Report. The agency also prepares a monthly financial report that is reviewed by the Board of Trustees. UTA takes all audits seriously and works hard to improve any areas identified as part of the review process.

CLEANER BUSES

In 2013, UTA began acquiring compressed natural gas (CNG) buses with the potential to expand the CNG fleet to more than 100 buses in the near future. Currently, the UTA bus fleet mix is approximately 45 percent pre-2006 diesel, 42 percent clean diesel, 7 percent CNG and 6 percent hybrid-electric.

DIESEL (PRE-2006).....	45%
CLEAN DIESEL	42%
CNG.....	7%
HYBRID	6%

The CNG bus fleet currently consists of 24 on the street with more than a dozen additional CNG buses to be delivered in 2015. Construction of a new CNG fueling station is also underway and expected to be completed in summer 2015.

The advantage of CNG buses is money savings since the fuel is locally sourced. CNG vehicles also emit fewer air pollutants than traditional buses. By replacing its older diesel buses with CNG, UTA will save 1,200 tons of particulate pollution emissions, which is equivalent to the weight of 60 buses.

UTA also boasts a hybrid-electric bus fleet that is currently 32 strong. This technology combines an internal combustion engine with an electric battery-powered drive. Hybrids save fuel by making use of the power generated from electric batteries and are in use by more than 40 transit agencies in North America.

UTA is also taking steps to help paratransit vehicles reduce emissions and save fuel. Currently, paratransit vehicles spend up to 30 percent of their on-road time idling while riders board and exit the bus. Paratransit operators are required to keep the buses' engines running during this time to ensure other passengers have light and heating or air conditioning.

Using funds obtained from a Federal Transit Administration grant in 2014, UTA plans to test a hybrid-drive system in one of its paratransit vehicles. The system is designed to capture energy when the bus decelerates. The energy will then be used to help power the vehicle and run its climate control system, lights, ramps and wheelchair lifts while the bus is stopped, eliminating the need for idling.

UTA is on track to reduce NOx emissions from the entire bus fleet 79 percent by the year 2015. Particulate matter (PM) is estimated to be reduced by more than 60 percent.

RIDECLEAR

Using public transportation reduces the amount of vehicle emissions in the air and helps improve air quality along the Wasatch Front. UTA again offered thousands of free transit passes in 2014 through its RideClear program. With the help of the Utah Clean Air Partnership (UCAIR), Zions Bank and Overstock.com, UTA provided more than 13,000 free passes that were used during the summer and winter inversion months.



RideClear was extremely well received with nearly 53,500 boardings by cardholders. Thousands of people registered for RideClear passes online or attended giveaways held across the valley. Hundreds took to Facebook, Twitter and Instagram to show how they “ride clear” on UTA, showing when it comes to keeping the air clean, Wasatch Front residents are willing to leave their cars at home and opt for environmentally-friendly modes of transportation.

BIKE LANES

UTA is always looking to improve the number of non-automobile travel options and make transit more accessible. In 2014, the agency partnered with two cities to improve bike access to public transit. UTA worked with Lehi City to add a bike lane to the Murdock Canal Trail, which runs throughout Utah County and gives cyclists a convenient way to access the Lehi FrontRunner Station. UTA also worked with the city of Tooele to add the community’s first bike lane along Main Street, connecting public transit with several schools, parks and neighborhoods.

Bike lanes are part of an ongoing effort to improve “first and last mile” solutions that help riders get from their homes or offices to the nearest bus stop or rail station. In a recent survey of stations along the newly completed Mid-Jordan TRAX line, UTA found that 27 percent of people using the TRAX system either walked or rode bicycles to their station platforms. Throughout 2015, the agency plans to create several new bike lanes that connect cyclists with TRAX and FrontRunner stations.

AIR QUALITY RESEARCH

Last year, the University of Utah teamed with UTA to measure air pollutants across the valley. An air quality monitor was installed on a TRAX train, measuring pollutants like ozone, carbon dioxide and methane as the train travels across the valley.

Placement of the monitor on TRAX is ideal for gathering data, since the train moves across the valley but follows the same route each day, and unlike other types of vehicles TRAX doesn’t emit air pollutants that could skew the study’s findings.

PERFORMANCE

Year after year, UTA is committed to maintaining high management standards and excellent operational practices. The agency regularly receives national attention for its reputation of delivering projects ahead of schedule and under budget and for its year-over-year ridership increases. In recognition for its ongoing excellence, UTA was named as the 2014 Outstanding Public Transportation System by the American Public Transportation Association. The 2014 award is the fourth time UTA has received the honor, more than any other transit agency. UTA’s success is due to rigorous management, high ethical standards and strong fiscal practices that promote the wise use of taxpayer money, which is demonstrated by the agency maintaining an overhead rate of approximately half the national average.

RIDERSHIP REACHES RECORD LEVELS AGAIN

In 2014, more than 45 million trips were made on UTA’s system. Even with over 70 percent of UTA riders having access to a car, the agency increased ridership nearly every year since 1999. During the last 15 years, UTA’s ridership has doubled, growing from 24 million boardings to 45 million boardings. As a way to encourage more transit use, the agency has constructed 45 miles of light rail and 89 miles of commuter rail during this time period, forever changing the way Wasatch Front residents choose to travel. The dramatic increase in transit ridership over the past 15 years is proof residents consider public transportation a critical investment for better air quality and sustainable growth.

FISCAL MANAGEMENT

UTA continued its 45-year history of being financially prudent by coming in \$6.7 million under budget in 2014. UTA successfully manages its finances through a combination of careful annual budget development that appropriately reflects service levels and anticipated revenues and costs, long-range forecasting, and a quest for continuous improvement in operations and debt management. To provide strong levels of service at an efficient cost, the UTA Board of Trustees, staff and agency stakeholders all participate in the budget process. In addition, UTA holds a public comment period on its annual budget before it’s approved by the board of trustees. During this time, stakeholders, as well as members of the general public, are encouraged to review the proposed budget and provide feedback online or at a public open house or hearing.

TRAX TURNS 15

In 1999, UTA opened what has become one of the most identifiable features of

the Wasatch Front – the TRAX light rail system. What started as a 15-mile line running from downtown Salt Lake City to Sandy has grown into a 45-mile light rail system with 51 stations a mere 15 years later. Since its opening on December 4, 1999, through December 31, 2014, TRAX has provided more than 182 million rides.

Talk of a light rail system began in 1983 as an idea for solving Utah’s increasing traffic problems. A light rail option was eventually adopted by the Salt Lake County Commission, but a subsequent ballot measure to fund the system was defeated in 1992. The following year, 32 different options were considered to fix the region’s traffic congestion issues, but light rail kept rising to the top as the most effective solution. In 1997, UTA secured a \$250 million federal grant to build Salt Lake Valley’s first light rail line. Once Wasatch Front residents became familiar with TRAX, the demand for light rail increased. UTA opened its second line, running from downtown to the University of Utah, in 2001. In 2003, the agency opened an extension of its University line to the University Medical Center. Light rail projects in southwest Salt Lake County and West Valley City opened in 2011, and TRAX lines to Draper and the Salt Lake City International Airport debuted in 2013. In 2014, UTA’s light rail system provided 19,565,523 million rides.





PUTTING THE CUSTOMER FIRST

In 2014, UTA continued to implement projects to provide better information to customers in order to increase the convenience of riding transit. The agency particularly focused on the latest in real-time technologies and new payment systems.

UTA FAREPAY

Building on its successful 2013 debut of FAREPAY, UTA's prepaid, reloadable electronic fare card, the agency offered a 20 percent off cash fare promotion for card holders throughout 2014. This promotion, and the availability of the cards online and at more than 300 retailers, contributed to significant growth in card sales. Now, FAREPAY cardholders number more than 24,000 and have redeemed more than \$2.4 million in transit fares. Aggregate data collected from card users will help UTA understand service needs and improve planning decisions for the system.

BUS STOP IMPROVEMENTS

UTA worked over the course of the year to make many of its older bus stops ADA-compliant and more rider-friendly. The bus stop improvements are designed to increase accessibility, especially for riders who use wheelchairs. Newly installed cement pads allow buses to deploy their

ramps and make it easier for riders in wheelchairs to get from the sidewalk to the curb. UTA also collaborated with select cities and organizations, including Ogden, Centerville, Orem, Tooele and Hill Air Force Base, to fund the upgrades and complete work at the stops.

The upgrades will improve the commutes of an estimated 7,000 riders who use the enhanced stops each day.

WEBSITE IMPROVEMENTS

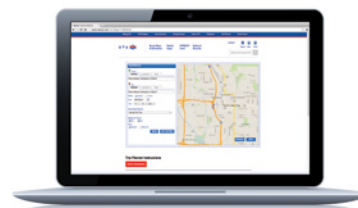
UTA finished 2014 with the debut of an updated website. The redesigned home page makes it easy to find important information such as fares, schedules, upcoming UTA news and events, the trip planner and more. Information about UTA departments, careers, advertising opportunities and links to the agency's social media channels are accessible at the bottom of the page. The page can be quickly translated into Spanish, and the

- 16 FLEX BUS ROUTES
- 6,250 ACTIVE BUS STOPS
- 478 BUSES
- 113 PARATRANSIT VEHICLES

repositioned search bar helps users to easily find specific content. UTA plans to continue to implement website improvements during 2015 with a complete webpage redesign.

RIDETIME SMS TEXT SERVICE

In 2013, UTA introduced RideTime, an SMS text service for riders to find out bus departures at their stop in real time. There are approximately 6,250 bus stops throughout the service district, and each stop has a unique location number that riders can use to find bus departure information. In 2014, UTA installed RideTime signs at approximately 2,400 stops, and by the end of the year, riders accessed RideTime more than 81,000 times.



PROJECTS & SERVICES

UTA aims to continue to enhance its award-winning transit system and provide residents of one of the nation's fastest growing regions with increased mobility, travel choices and regional connectivity. After completing the \$2.5 billion FrontLines rail expansion program and opening the region's first modern streetcar line in 2013, UTA spent 2014 developing next-level transit solutions and refining its bus network to serve more people with increased efficiency.

MOUNTAIN ACCORD PROGRAM

The Mountain Accord program is a public process that seeks to make integrated and critical decisions regarding the future of Utah's central Wasatch Range. UTA is one of more than 20 organizations participating in the program to evaluate and address issues associated with transportation, environmental protection, watershed protection, economic opportunities, recreation, and land use within the Wasatch Mountains and adjoining valleys. Phase one of the program will culminate with the Mountain Accord executive board's decision on a "final blueprint," anticipated for completion in 2015.

OGDEN-WEBER STATE UNIVERSITY TRANSIT PROJECT

In June 2014, UTA, Ogden and other community partners began a study to identify the best way to use transit to promote economic development and connect the Ogden FrontRunner Station with Weber State University and McKay-Dee Hospital. The 18-month study, which is building on already-completed work from previous transit research, is examining two potential alignments and the possibility of a streetcar or bus rapid transit (BRT) line.

PROVO-OREM BUS RAPID TRANSIT

By December 2014, UTA neared completion of the Provo-Orem BRT environmental analysis, setting the stage for construction to begin as early as summer 2015. The 10.5-mile BRT line will connect the Provo and Orem FrontRunner stations with major Utah County destinations such as Utah Valley University, Brigham Young University, employment centers, shopping malls, and downtown Provo and Orem.

Construction will be done in conjunction with planned UDOT roadway improvements along University Parkway and University Avenue, saving taxpayers \$7 million.

SALT LAKE CITY STREETCAR

In early 2014, UTA began working with Salt Lake City and its Redevelopment Agency (RDA) to conduct a transit study to find the best way to increase circulation and promote economic development in the city's urban core. The Salt Lake City downtown streetcar study focused on implementing a transit service that will enable a walkable urban lifestyle and encourage new and redeveloped properties. UTA and Salt Lake City also began planning ways to extend the current S-Line streetcar line to Highland Drive in the heart of the city's Sugar House neighborhood.

UTA FARE ANALYSIS PROJECT

The UTA Fare Analysis Project is designed to explore possible changes to the agency's current fare structure. UTA's transit system has grown and changed exponentially over the past 40 years; however, the fare structure has largely remained the same. With the implementation of electronic fare collection and prepaid FAREPAY cards, UTA now has many more options for how a fare is calculated and collected. The fare analysis project is designed to explore these options and determine if improvements to UTA fares can be made

to benefit riders and improve the overall transit system. Results of the project will be presented to the public in 2015.

OPTIMIZING BUS SERVICE

UTA took advantage of its 2014 "change days" by increasing bus service, improving on-time reliability and optimizing bus routes to better serve riders.

In April, UTA began making it easier for Hill Air Force Base employees and military members to get to work by offering regular bus service from the Clearfield FrontRunner Station to the base. The bus service is also open to the public and makes stops throughout the surrounding area.

In August, UTA increased the frequency of several bus routes in Salt Lake and Utah counties. In Salt Lake County, route 9 began running every 30 minutes on weekdays to better connect with the University of Utah. Additionally, route 45 began running every 15 minutes on weekdays. The route was also changed to connect with UTA's Murray Central Station, allowing passengers to transfer to FrontRunner as well as TRAX. The route also now connects with route 47, providing riders with a simplified bus connection from the west side of the valley to Wasatch Boulevard.

In Utah County, Utah Valley University students received improved bus service and more late night trips to help them access campus, student housing and community events. The university's campus shuttle was replaced by UTA routes 840, 841 and 862. These routes run every 10 to 15 minutes and are designed to help students connect from FrontRunner to campus.



UTA FACTS

SERVICE AREA

- Seven counties: Box Elder, Davis, Salt Lake, Tooele, Utah, Weber and Summit (limited service)
- 85 municipalities
- 1,400 square miles
- Serves more than 80 percent of state's population
- 11 office/operations facilities and more than 2,400 acres of property
- 124 shared Park & Ride lots

OPERATIONS & PERFORMANCE

- Established March 3, 1970
- Governed by a 16-member board of trustees appointed by local elected officials
- Employs 2,302: Administration—807; Rail—366; Mt. Ogden (Weber & Davis counties)—165; Salt Lake (Salt Lake County)—836; and Timpanogos (Utah County)—128
- Four-time recipient of APTA's Outstanding Public Transportation System award, more than any other transit agency
- 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 County: 0.55 cent
 - Tooele County (select cities): 0.3 cent
- Discretionary and formula federal grants: more than \$1.7 billion received in last 10 years

RIDERSHIP

- Ridership systemwide (2014): 45,078,458 trips, a 2.17 percent increase over 2013
- Average weekday boardings total (Dec. 2014): 159,797
 - Rail (TRAX, FrontRunner & S-Line): 83,160
 - Salt Lake County bus: 48,890
 - Utah County bus: 9,378
 - Weber & Davis counties bus: 10,983
- Vanpools: 4,487
- Paratransit: 1,494
- Deviated Routes: 1,405

RIDESHARE

- 64 schools with annual student transit passes
- 100 businesses with annual employee transit passes
- 1 SLC resident pass
- 485 vanpools providing 1,400,752 rides
- 4,146 carpool matches attempted with 2,752 successful matches

BUS & PARATRANSIT

- 105 bus routes
- 16 flex bus routes
- 6,250 active bus stops
- 478 buses
- 113 paratransit vehicles
- MAX bus rapid transit (BRT) service on 3500 South (nine miles)
- Fleet 100 percent accessible to riders with disabilities
- UTA used more than 6.3 million gallons of diesel fuel in 2014

LIGHT RAIL

- Eight TRAX rail projects completed ahead of schedule and under budget:
 - Sandy-Salt Lake Line: Dec. 1999
 - University Line: Dec. 2001
 - Medical Center Extension: Sept. 2002
 - Intermodal Hub Extension: Apr. 2008
 - West Valley Line: Aug. 2011
 - Mid-Jordan Line: Aug. 2011
 - Airport Line: Apr. 2013
 - Draper Line: Aug. 2013
- 44.8 light rail miles, 51 stations
- 40 older TRAX vehicles
- 74 newer TRAX vehicles
- Average vehicle weighs 44 tons
- Four TRAX vehicles equal to the length of a football field

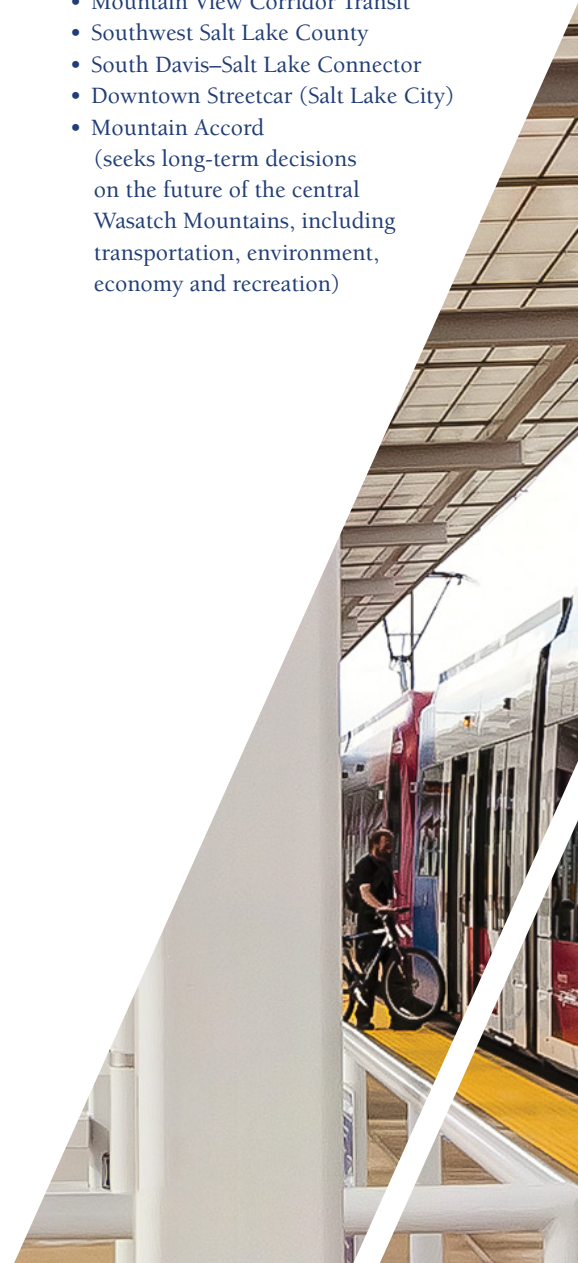
COMMUTER RAIL

- FrontRunner service from Weber County to Salt Lake opened April 2008
- Service from Salt Lake to Provo opened December 2012
- 89 miles, 15 stations
- 18 locomotives
- 22 bi-level cab cars
- 16 bi-level coach cars

- 15 refurbished passenger cars
- Streetcar: Opened the S-Line serving South Salt Lake and Sugar House in December 2013
 - Two miles, seven stops

FUTURE PROJECTS

- Utah County Bus Rapid Transit
- Taylorsville-Murray Bus Rapid Transit
- Mountain View Corridor Transit
- Southwest Salt Lake County
- South Davis-Salt Lake Connector
- Downtown Streetcar (Salt Lake City)
- Mountain Accord (seeks long-term decisions on the future of the central Wasatch Mountains, including transportation, environment, economy and recreation)



UTAH TRANSIT AUTHORITY

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