



Operations Committee Minutes November 4, 2015

Attending Committee Members: Robert McKinley Matt Bell Bret Millburn
Missing Committee Members: Jeff Hawker
Other Board Members Present: Dannie McConkie H. David Burton
Attending Staff: Jerry Benson Robert Biles Matt Sibul Jayme Blakesley
Dave Goeres Andrea Packer Eddy Cumins Cheryl Beveridge
Remi Barron Isaac Clarke Rebecca Cruz Cathie Griffiths
Christopher Chesnut

Visitors: Lee Davidson (SL Tribune)

Acting Committee Chair Robert McKinley opened the meeting at 10:12 a.m. and appointed Trustee Dannie McConkie as a voting committee member for today's meeting. Trustee Bret Millburn arrived at 10:42 a.m., Chair H. David Burton arrived at 10:50 a.m.

Safety First Minute

Dave Goeres, UTA Chief Safety Officer presented the safety message for the month of November - *"Working safely may get old, but so do those who practice it."*

Approval of October 14, 2015 Meeting Minutes

A motion to approve the October 14, 2015 meeting minutes was made by Trustee Matt Bell and seconded by Trustee Dannie McConkie. The motion carried by unanimous vote.

Interlocal Agreement Regarding Ski Bus Service in Weber County

Eddy Cumins, UTA Regional General Manager of the Mt. Ogden Business Unit presented.

- Ogden Ski Service Interlocal Agreement participants:
 - UTA
 - Weber County
 - Ogden City
 - Powder Mountain Ski Resort
 - Snowbasin Ski Resort
- Ogden Ski Service
 - Two Routes
 - Route 674 Services Powder Mountain
 - Route 675 Services Snowbasin
 - Service Dates
 - December 19, 2015 – April 3, 2016 (107 Ski Service Days)
 - 75 Regular Days / 32 Peak Days
 - Contract Cost - \$228,885
 - Weber County: \$164,485 / Ogden City: \$64,400
 - Service Improvements
 - Powder Mountain (Route 674)
 - Added 4:00 PM Trip Up / Eliminated 7:00 PM Trip Down
 - Snowbasin (Route 675)
 - Added 5:57 AM Peak Day Trip

- Ridership
 - 2012-2013 = 23,485
 - December 2012 = 2,739
 - 2013-2014 = 27,023
 - December 2013 = 3,436
 - 2014-2015 = 28,219
 - December 2014 = 5,354 (+56% vs 2013)

Acting Committee Chair McKinley asked what the term of the Interlocal Agreement is. Mr. Cumins stated it's for one ski service year.

Trustee Bell expressed his support stating the agreement is a very important thing for Weber County.

A motion to forward the Interlocal Agreement Regarding Ski Bus Service in Weber County to the Board for approval was made by Trustee Bell and seconded by Trustee McConkie. The motion carried by unanimous vote.

Local Option Update

Matt Sibul, UTA Chief Planning Officer presented.

- Statewide Prop 1 was on the ballot in 17 counties and it passed in 10
- In the six counties served by UTA:
 - Weber – Passed (57% for, 43% against)
 - Davis - Passed (56% for, 44% against)
 - Tooele - Passed (51% for, 49% against)
 - Box Elder – Failed (38% for, 62% against)
 - Utah County – Failed (43% for, 57% against)
 - Salt Lake County – Too close to call (currently 49.1% for 50.9% against). Over 22,000 ballots still need to be counted. Canvassing will be complete on November 17, 2015.
- UTA's response as an agency: Thrilled certain counties have supported Prop 1. UTA has had had a tremendous amount of feedback in all six counties from online surveys (1,300).
 - UTA has baseline service plans in the counties where Prop 1 passed and is considering making ski service part of the baseline service.
 - People will start to see tangible changes from Prop 1 in April
 - Prop 1 revenue won't be seen until the Summer of 2016
 - August 2016 will be a big change day
 - Some changes won't be realized for 1-2 years as new buses need to be ordered.

Review of September Performance Dashboards

Bob Biles, UTA Vice President of Finance presented.

- YTD Ridership is up 0.55% compared to the same period in 2014
- YTD IPR of \$3.83 exceeds the goal of \$4.01, without fuel is \$3.99
- YTD System On-Time Reliability of 93.28% exceeds the goal of 92.23% (bus is doing well but Rail, except Streetcar, is struggling)

December Change Day Service Update

Christopher Chesnut, UTA Sr. Manager of Integrated Service Planning presented.

- Overview of Change Day

- Board Policy No. 1.2.3 – Effective Administration of UTA, includes the following language which supports the change day process: “periodically adjust services.....according to a published set of criteria that.....optimize ridership”
- How do we accomplish the goal?
 - Three Change Days per year
 - April – *Second Sunday*
 - August – *Third Sunday*
 - December – *Second Sunday*
 - The Purpose of Change Day
 - Re-Bid of Operator Work
 - Continuous Improvement of System
 - Respond to Customers and Market Expectations
 - Public Comment + Technical Analysis + Employee Input + Service Standards = New Service Plan
 - Focusing Change day (balancing effort of stability and customer expectations)
 - Minor Change Days – April and December
 - Ski service
 - Park City
 - Lagoon
 - Service Improvements – August
 - Change Alignments
 - Major Schedule Changes
 - Change Day Implementation
 - 90 to 120 Days to implement from the time the Service Plan is final
 - All UTA Department are impacted
 - Recent Examples:
 - Route 850 – State Street – Utah County
 - Eliminated poor performing routes (832 and 836). Lost about 500 riders.
 - Added service to Route 850 – from every 30 minutes to every 15 minutes. Gained about 5,000 riders.
 - Route F401 – Flex Route – Tooele County
 - Not performing well
 - Changed to community shuttle
- What’s Happening December 2015 Change Day?
 - Rail
 - Minor adjustment to Green Line
 - Blue Line – adjusted last trip of the night so it gets off of the line before midnight (to accommodate freight needs on the line).
 - Bus Changes
 - Remove Lagoon Service – Route 667 – end of season
 - Implement
 - Winter Park City Service
 - Ski Service in Weber, Salt Lake, and Utah Counties

- Alignment Changes
 - Route 625 – Harrison Blvd.
 - Route 640 – West Davis County/Weber State – Freeport Center Routing
 - Route 516 – Poplar Grove – Return to Ballpark Station
- Minor Schedule Changes
 - 25 Routes adjusted schedules
 - Examples: service new Park and Ride Lot
 - Improve on time performance
 - Special Services – No Changes
 - Public Hearings - UTA Policy No. 1.1.6 – Public Input Opportunities
 - Policy. A. Public Hearing. UTA will provide public notice of, and conduct public hearings on: 1. A proposed service level reduction in miles, hours, or trips of thirty-three percent (33%) or more of any route; 2. The elimination of all service during a time period (peak, midday, evening, Saturday, or Sunday); 3. A proposed twenty-five (25%) or greater change in route alignment; 4. A proposed fare increase; or 5. A proposed capital project or grant application, as required by law.
 - Based on the above policy, no Public Hearing is required for the December, 2015 Change Day

Trustee Bret Millburn arrived at 10:42 a.m., Chair H. David Burton arrived at 10:48 a.m.

Operations Business Update – Special Services

Cherryl Beveridge, UTA Special Services General Manager presented.

- Displayed a graphic of shaking hands with each part of the hands and fingers broken up to represent the different aspects of Special Services.
- Business Unit Motto: Driving for Excellence
- Our attitude is: We can, We are, We will, We do
- Special Services Business Unit (SSBU)
 - Paratransit – Unfunded Mandate
 - Route Deviation (Flex Routes and Paratransit service) – Some Grant Money
 - VanPool – CMAQ (Congestion Management Air Quality) and Local funds
 - Mobility Management – Mobility Management & 5310 Money (money allocated by the federal government for the elderly and disabled)
 - Travel Training (teaches someone how to use the system) – 5310 Money
 - Community Service Projects
- Total Staff: 231 UTA employees (doesn't include contracted service employees in Weber, Davis, Box Elder, Utah, and Tooele counties)
- Total Buses: 162 (112 SSBU, 4 Tooele, 11 Utah County, 35 Ogden)
- Total Vans: 479 (largest managed fleet in the organization)
- KPI's: Under budget for 2015 – excess resources will be shifted to Fixed Route

- Paratransit Eligibility
 - Community assessment of barrier conditions for disabled persons
 - First Contact / In-Person Interview
 - 2015 YTD
 - 5,892 Calls taken
 - 1,532 Applications mailed
 - 806 Appointments scheduled
 - 685 Certifications
 - Eligibility determined in 21 days (business unit average is 4 days). Eligibility entered into Trapeze for scheduling of trips.
 - Quarterly Customer Survey for 2015 – SSBU received a 90% satisfaction rating from its customers.
- Trainings
 - 75 Trainees YTD 2015 (people with disabilities)
 - 25 Community Training
 - YTD Freedom Access Rides
- Scheduling Department
 - Average hold time 1:18 total trips scheduled
 - Must check eligibility (rider, route, and time)

Jerry Benson, UTA Interim President/CEO discussed the benefits and freedom the SSBU provides to the disabled community through its eligibility and travel training services.

- Special Services Facts
 - The most regulated service UTA provides
 - Serves ≈1,474 square miles, 70 plus cities, and 6 counties
 - Route Deviation:
 - YTD Ridership = 321,442 (up 39,690 from 2014)
 - 12 Routes-Salt lake County
 - 5 Routes-Weber, Box Elder, & Tooele Counties
 - Paratransit:
 - Salt Lake County – 124 Runs
 - Weber/Davis/Box Elder Counties – 54 Runs
 - Utah County – 35 Runs
 - YTD Ridership = 177,940 (up 318 from 2014)
- Freedom Access Ride Monthly Cost Divergence
 - 2013 = \$27.50 - Total \$5,294,294
 - 2014 = \$25.20 – Total \$5,504,889
 - 2015 = \$24.06 – Total \$4,160,094
- Rideshare
 - Mission: To educate the community concerning alternative transportation options, and to promote those options that reduce single occupancy vehicle usage, improve mobility, enhance air quality, and conserve energy.

- Services: Vanpool, Carpool, Traditional Vanpool, Carshare, Shuttles, Bicycles, RideVan Plus, Telework and Alternate Work Hours
- Other Vanpool Statistics:
 - 35% operated within one county
 - 54% crossed one county line
 - 11% crossed two or three county lines
- 3,033 attempted carpool matches (YTD)
- 394 active Vanpool groups commuting across 8 Utah Counties
 - Will add 9 vans to Iron County – Brian Head
 - Will add 2 vans to Beaver County – Eagle Point
- 14 active RideVan Plus groups in Salt Lake and Utah Counties
 - 312 bike lockers for lease at TRAX and FrontRunner stations
 - 20 day rental bike locker at select TRAX and FrontRunner stations
 - 5 bicycle repair stations at select TRAX and FrontRunner Stations
- Vanpool
 - A chart was displayed reflecting various destination demographics
 - Goal: Double the Vanpool program from 400 active groups to 800 groups
 - 394 active Vanpool groups must have 2 approved drivers
 - 79 loaner and new start vans
 - Add 30 minivans in November/December
 - Ski Service – 9 to Brianhead and 2 to Eagle Point
 - Vanpool Staff:
 - 3 Vanpool coordinators - Manage at least 800 Drivers
 - 2 Maintenance Supervisors - Manage the Vanpool fleet of 473 vans
 - 1 Coordinator who reconciles all vanpool maintenance purchases
 - 2 Maintenance specialists
- RideVan Plus
 - RideVan Plus allows individuals who have nearby worksites to use a van to travel from the last UTA stop or station to work (10 mile maximum one way distance)
 - Offers discounted ECO pass good on all bus, TRAX, FrontRunner and streetcar services
 - 14 RideVan Plus groups (10 in Salt Lake County, 4 in Utah County)
 - Supports UTA's last mile strategy
- UTA Coordinated Mobility Management
 - Local Coordinating Councils in Salt Lake, Weber, Davis, and Utah Counties
 - FTA 5310 Grant program Administration
 - Enhanced Mobility of Seniors and Individuals with Disabilities
 - Grants for vehicles and operating assistance
 - Shared Vehicle Program
 - Program development and rollout
 - 1st partner
 - LSI Business Development, Inc. operates Department of Workforce Services service in Davis and Weber counties for low income individuals
 - Utilize vans 5 days per week

- ITS Projects
 - RidePilot
 - Scheduling and dispatch software
 - Enhancement of existing open-source software
 - Increases efficiency of operations
 - “One-Click” Regional Transportation Trip Planner
 - Linking people to transportation providers together on one site
- Provider Inventory
 - Development of complete picture
 - Survey and data analysis of all human groups providing transportation
 - Organizations providing trips
 - Who are they serving
 - How many trips made
 - How many passengers served
 - Areas covered
 - Funding
 - Trip purposes
 - How trips are provided
- Employee Engagement Community Service Activities
 - Day of Caring
 - Special Olympics
 - Adopt individuals for Christmas (assisted 45 individuals last year plus an additional \$2,000). This year the money will go to the Special Olympics.

Acting Committee Chair McKinley inquired about Paratransit on-time reliability. Ms. Beveridge explained that Paratransit has a 30 minute window.

Trustees McConkie expressed appreciation for the presentation and all the information contained therein.

Trustee Bell stated he’s very impressed with what the SSBU does and feels that a lot of people aren’t aware that UTA provides these services.

Ms. Beveridge stated the UTA’s SSBU is nationally recognized for its eligibility process and scheduling of transportation.

Community Transportation Advisory Committee (CTAC)

Andrea Packer, UTA Vice President of Communications & Customer Focus and Matt Sibul, UTA Chief Planning Officer will present this in the Stakeholder Relations Committee meeting this afternoon.

Liaison, Conference and External Committee Reports

- Nothing to report

Input for December Committee Meeting Agenda

- None

Handouts

- CNG/Depot District Service Center - handout was not included in the meeting packet nor distributed during the meeting

Other Business

- Committee Direction Follow-up Discussion – Not discussed due to Committee Chair Jeff Hawker being absent

Adjourn

Trustee McConkie made a motion to adjourn this meeting at 11:31 am; Trustee Bell seconded the motion. Meeting adjourned.

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