



**Working Meeting of the  
Stakeholder Relations Committee**

**Wednesday, May 11<sup>th</sup>, 2016**

**1:00 p.m. – 3:00 p.m.**

**Report**

<b>Present:</b>	Bret Millburn, Committee Chair	Steve Meyer	Kenya Fail	
	Trustee Matt Bell	Andrea Packer	Carl Filby	
	Trustee Dannie McConkie	Matt Sibul	Cathie Griffiths	
	Trustee Michael Romero	Nichol Bourdeaux	Ruth Hawe	
	Trustee Necia Christensen	Isaac Clarke	Ruth Hendricks	
	Trustee Troy Walker (Telephone)	Rebecca Cruz	Lynze Lenio	
	Jerry Benson	Eddie Cumins	Todd Provost	
	Jayne Blakesley	Fred Ross	Erika Shubin	
	Clair Fiet	Remi Baron	Kim Ulibarri	
	David Goeres	Chris Chesnut	EiLeen Billings	
	Bob Biles			
	<b>Guest:</b>	Richard Clarke, State Safety Oversight Program Manager		

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**I. May 2016 Safety First Messages: “Automatic External Defibrillators (AEDs)” (David Goeres) –**

- Improving survival from sudden cardiac arrest: There are about 10,000 victims of sudden cardiac arrests that occur at work per year in the United States. Waiting for the arrival of emergency medical system personnel results in only 5-7% survival. Studies with immediate defibrillation have shown up to 60% survival one year after sudden cardiac arrest. (Courtesy of OSHA)
- Causes of Sudden Cardiac Arrest:
  1. Heart attack
  2. Electrocutation
  3. Asphyxiation (loss of consciousness and death caused by inadequate oxygen in the work environment, such as in a confined space).
- Log on to the LMS to enroll in CPR / AED training. (Requires Manager Approval)

**II. Title VI Plan for 2016 (Jayme Blakesley) -**

- This plan covers the period of 2013 – 2015, and must be submitted to the FTA by June 1<sup>st</sup>, 2016.
- Objectives of Presentation:
  1. To provide a concise overview of Title VI
  2. To cover highlights of UTA’s Title VI Report
  3. To discuss importance of Title VI to UTA’s business
  4. To approve the Title VI Plan
- Title VI Defined: Title VI is a portion of the Civil Rights Act of 1964 which prohibits discrimination by recipients of federal grant assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient persons.
- Title VI is tied to minorities and low-income individuals. The following notice is posted on all busses and at train stations, and in public areas of UTA buildings that serve customers: *“Title VI of the Civil Rights Act of 1964 protects you from discrimination due to race, color or national origin. If you*

*believe that you have been treated unfairly in receiving UTA services because of your race, color, or national origin, please let us know”*

- UTA receives grant funding which requires development of a Title VI Plan to measure operating standards in terms of service to minority and low-income populations in some of the following:
  1. Vehicle Assignments
  2. On-time Performance
  3. Bus Headway
  4. Service Availability
  5. Service Areas
- UTA has a Corporate Policy 1.1.19 Corporate Service Standards which looks at standards in three categories:
  1. Policy service standards: Based on community expectations
  2. Quality service standards: Standards reflecting consumers expectations
  3. Effectiveness: Service standards.
- UTA’s Title VI Complaint Process/Policy: UTA follows the same corporate policy to deal with Title VI complaints that is used for general customer complaints, i.e.; Corporate Policy 5.1.1: Customer Communications. More specific procedures are set forth on Standard Operating Procedure 5.1.1-1: Customer Communications Process.
- Most of the complaints come in through Customer Service and are documented from phone calls and emails.
- List of Transit-Related Title VI Investigations, Complaints, and Lawsuits (2013-2015): There have been no lawsuits and no investigations conducted by FTA or entities other than FTA.
- UTA has received customer complaints alleging discrimination on the basis of race, color, and/or national origin.
  1. FY 2013 = 48 complaints. Finding: 31 No Cause; 17 Unsubstantiated; 6 Operator Coached; and 4 Customer Error.
  2. FY 2014: = 56 Complaints. Finding: 27 No Cause; 14 Operator Coached; and 15 Customer Error.
  3. FY 2015 = 53 Complaints. Finding: 6 No Cause; 8 Operator Coached; and 39 Trend.
- Outreach: During the three year period since UTA’s last Title VI Program submission, UTA has conducted 8 public outreach activities which included efforts related to UTA’s fare policy, service changes and input on how to use potential additional tax revenue to increase service.
- UTA’s Language Assistance Plan: UTA created a Language Assistance Plan in 2011 to meet DOT and FTA guidelines, and to describe how employees will provide language assistance to persons with Limited English Proficiency.
- Membership of Non-Elected Committees and Councils: There are two non-elected committees or councils at UTA.
  1. Committee on Accessible Transportation (CAT)
  2. Community Transit Advisory Committee (CTAC)
- Service Standards and Policies: UTA created Corporate Policy 1.1.19 – Corporate Service Standards, which groups service standards into three categories: (1) Policy Service Standards; (2) Quality Service Standards; and (3) Effectiveness Service Standards. The Title VI Plan requires that we measure our performance based on these service standards.
- Vehicle Load Standard: The standard UTA has set for this area is “seat availability”.
  1. Note that UTA eliminated the seat availability standard for fixed-route bus trips under 20 miles, which would represent the local service. This standard is being reevaluated. For this report, the standard for the longer trips over 20 miles was applied for comparison.
  2. Conclusion: Title VI analysis verifies that UTA bus routes are equitable in vehicle load performance.
- Vehicle Headway Standard: The standard UTA has set for this area is “frequency of service”.

1. Conclusion: Low income routes saw more frequent service than non-low income routes. Also, analysis verifies that there is no disparate impact on UTA bus routes in vehicle headways.
- On-Time Standard / Monitoring for On-Time Performance Standard:
  1. The analysis of bus routes shows that UTA did meet its annual goal for two of the three years, and saw improvement in working towards the long-term goal of 95% on-time performance. The Title VI areas also met the goals except from the minority routes during 2015, which were slightly under the goal, however, within 1%.
- Route Deviation Service: UTA also operates route deviation service, which allows the bus to deviate from the designated route up to two (2) deviations in each direction within ¾ mile on each side of the route. None of the route deviation service is classified as a minority route. Two are low-income routes. A comparison was made between the low-income routes and the NON-low-income routes. Due to the option for deviation from the route, the on-time performance is different from the regular fixed route service.
  1. The analysis of route deviation bus routes shows that the low-income routes had a better on-time rate than those that were not low-income routes.
  2. Conclusion: There is no disproportionate burden for on-time performance of route deviation bus service.
- Rail Routes: All of UTA's rail routes are considered to be minority and low-income routes, based on analysis of the stations instead of route miles, since these are the only points where people can access the system. Since all rail routes are both minority and low-income routes, there is no need to separate them out. Light rail service did not meet the goal of 98% on-time rate, and commuter rail fell short of their goal of 95%.
- Service Availability Standard: Service availability is a general measure of the distribution of routes within a transit provider's service area. Using the 201-2014 American Community Survey and the taxing districts for UTA's overall service area, the following analysis was done. FTA guidelines give the distance people are generally willing to travel to get to a transit stop. Following these guidelines, the population of a census block group was counted if the block group fell within:
  1. ¼ mile of a bus stop
  2. ½ mile of a light rail station
  3. 3 miles of s commuter rail station

<b>Service Availability as of December 2015</b>	
Total Population in Service Area	2,244,551
Population within proximity of transit	1,537,313
Percent of population with proximity of transit	68.5%

- Transit Amenities Policy: Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. UTA has transit amenities which consist of the following:
  1. Bus stop Amenities: Conclusion was that UTA finds no disparate impact in the distribution of bus stop amenities.
  2. Rail Amenities: All of UTA's rail routes are considered to be minority and low-income routes, based on analysis of the stations instead of route miles. For all the rail lines, the number of stations in Title VI areas is over 1/3 of the total stations. The conclusion was that UTA finds no disparate impact in the distribution of rail stations and amenities.
  3. Constructed Facilities: UTA constructed one facility during the period of this report. There was a natural gas fueling station which went into operation during December 2015 for Central Bus Operation and Maintenance Facility. There was an environmental assessment for the fueling station conducted as part of the Title VI analysis requirement. The project funding was obtained

to build the fueling station; however, the remainder of the project is still on hold for additional funding.

- Vehicle Assignment Policy: To monitor the effectiveness of UTA's vehicles assignment policy, four normal weekdays were randomly chosen during 2015, one for each quarter of the year. The conclusion was there is no disparate impact due to the ages of the vehicles assigned on minority or low income routes.
- Minority and Low-Income Data: Based on the demographic data, UTA found that the average minority population in the service area is 22%. Based on the demographic data, UTA found that 22% is also the average percentage of low-income households in the service area.
- Analysis shows that for the minority groups except for "other" and Hispanic, more minorities are riding UTA than are represented in the population. When all minority groups are combined, UTA riders are 6.2% higher in minorities than are represented in the population.
- Conclusion: Overall, UTA performed well in all areas when it came to providing transit services to minority and low-income riders. There was no disparate impact found in any area of the Title VI Plan.
- The Title VI Plan will move forward to the full Board, as presented, for discussion and action.

### III. GRAMA Board Process Policy 4.4.8 – Records Access and Management (Ruth Hawe and Jayme Blakesley) –

- This policy was formally Corporate Policy 1.1.10. In order to comply with Government Records Access and Management Act, this policy has been revised and drafted as a Board Process Policy
- General Purpose: The Utah Transit Authority, (the "Authority") a public transit district organized under the laws of the State of Utah, adopts this Records Access and Management Policy (the "Policy") to comply with the Governmental Records Access and Management Act, Utah Code Annotated, §§63G-2-101, *et seq.* (the "Act"), recognizing the continued need to maintain and preserve accurate records, provide public access to public records, preserve the right of privacy of personal data collected or received by the Authority, and protect records containing Sensitive Security Information as defined in 49 CFR 1520.5 *et seq.* or classified confidential or exempt pursuant to Federal law.
- This policy has to be implemented by UTA's governing body, which is the UTA Board of Trustees.
- A new simplified GRAMA Corporate Policy will be drafted and brought to the Corporate Staff for recommendation to approve.
- A significant revision has been made to the Appeal Process. The Board of Trustees is no longer part of the Appeal Process. UTA now has two options:
  1. Move the Appeal Process from the General Manager directly to the State Records Committee or Court.
  2. Create a 3-member Policy Appeals Committee. The statute is very specific regarding who serves on this appeals board:

*[Note: Pursuant to statutory modifications, in the event that UTA's Board of Trustees elects to have an interim appeal process (i.e., another step between the General Manager's response and the appeal to State Records Committee or Court), then the Board would be required to appoint a 3-member appeals board, consisting of the following members: (A) an employee of the Authority, (B) two members of the public, at least one of whom shall have professional experience with requesting or managing records.]*
- Additional revisions include:
  1. Adding the "Records Manager" to Records Officer. This provides for an either/or option in several sections of the policy.
  2. Several revisions were made to the "Fee Schedule". The Fee Schedule will be presented to the Board of Trustees on an annual basis to verify if changes are required.

3. Added language regarding cost to electronically scan documents, including staff time.
- Trustee Necia Christensen recommended the fees reflect the actual costs.
- GRAMA Board Process Policy 4.4.8 – Records Access and Management will move forward to the full Board, as presented, for discussion and action.

**Proposition One Service Plan Update:**

**IV. Service Enhancements in Davis and Weber Counties (Matt Sibul) -**

- Stakeholder Involvement:
  1. UTA Board Resolution
  2. Community Based Outreach
    - a. Rider surveys (online and onboard)
    - b. One-on-one meeting with elected officials
    - c. Council of Governments
  3. Market-based approach
  4. Development Service Strategies FY 2016, 2017, 2018 and beyond.
- Community Priorities:
  1. Service Improvements:
    - a. Increase Span of Service (9:00 p.m. or later)
    - b. Improve frequency (30 minute service or better)
    - c. Provide more weekend service
    - d. Add additional coverage to serve new markets
    - e. Improve system connectivity
    - f. Provide faster more direct service
    - g. Implement demand response programs (coordinated mobility, vanpool, rideshare, etc.)
  2. Service Oriented Investments:
    - a. Purchase new buses:
    - b. Install new bus stop shelters and amenities:
    - c. Implement bike share and create new bike trails/lanes
    - d. Wayfinding Improvements (Enhanced signage and information)
- UTA Proposition 1 Implementation:
  1. FY 2015: Proposition 1 passes in Weber, Davis and Tooele Counties
  2. FY 2016 (Final Preliminary):
    - a. Improved bus stops
    - b. Improved span of service for weekday routes
    - c. Improved weekend service
    - d. First/Last Mile Improvements
    - e. Introduce new routes
    - f. Demand responsive service
  3. FY 2017 (Draft):
    - a. Expansion buses added
    - b. Expand frequency on key routes as new buses arrive
    - c. Improved bus stops
    - d. First/Last Mile Improvements
  4. FY 2018 – 100% Realization of Proposition 1 Money for Service (Draft):
    - a. Expand frequency on key routes as new buses arrive
    - b. Realize routes with improved destinations
    - c. Improved bus stops
    - d. Improved span of service for weekday and weekend routes

- Davis/Weber County 2016 Proposition 1 Service Enhancements:
  1. 15% increase in annual bus service
    - a. Two new bus routes and four routes with increased weekday span of service
    - b. Two routes with added peak-hour service
    - c. 36% increase in annual weekend bus service with two routes with new Saturday service; one route with improved Saturday frequency; and one route with improved Sunday frequency.
    - d. Implement a Mobility Management Program
- FY 2016 – 2018 Service Oriented Investments:
  1. New buses will include 5 ski buses; 4 Trolley buses; and 9 regular buses.
  2. Improved Shelters and First/Last Mile Solutions:
 

a. 100+ new shelters and amenities	d. Bike Share Program
b. Multiple sidewalk projects	e. Improved bike amenities at bus stops
c. Multiple bike trail/lane projects	
- Proposition 1 Funds Distribution:
  1. FY 2016:
 

a. Service = 33%	c. Reserves = 14%
b. Shelters and Amenities = 53%	d. Capital Facility = 0%
  2. FY 2017:
 

a. Service = 50%	d. Capital Buses = 6%
b. Shelters and Amenities = 36%	e. Capital Facility = 2%
c. Reserves = 6%	
  3. FY 2018:
 

a. Service = 75%	d. Capital Facility = 2%
b. Capital Buses = 12%	e. Reserves = 1%
c. Shelters and Amenities = 10%	

**V. Proposition 1 Tooele County Service Improvements (Chris Chesnut) -**

- UTA Proposition 1 Implementation Timeline:
  1. FY 2015: Proposition 1 passes in Weber, Davis and Tooele Counties.
  2. FY2016 (Final Preliminary):
    - a. Improved bus stops
    - b. Improved span of service for weekday routes
    - c. Demand Responsive Service
    - d. First/Last Mile improvements
    - e. Transit 101 Community Education
  3. FY 2017 (Draft):
    - a. Expansion vehicles added
    - b. Improved bus stops
    - c. First/Last mile improvements
    - d. Transit 101 Community Education
  4. FY 2018 – 100% Realization of Proposition 1 Money for Service (Draft):
    - a. Introduce new routes and services
    - b. Improved bus stops
    - c. Improved span of service for weekday and weekend routes
    - d. Transit 101 Community Education
- FY 2016 Implementation Timeline:
  1. During June, Shuffle services will implement expanded hours of operation.
  2. Cover gap with savings plus CMAQ Grant.
- Transit 101 – Education:

1. Customer discussion during June to discuss what is working and where UTA can improve
  2. Focus Groups during August to identify gaps and develop messages
  3. Begin communication during September
- Service to Salt Lake:
    1. Will add measured mid-day service to Salt Lake
    2. Start with Demand Response
    3. Add peak trips as appropriate
  - Bicycle Lanes: Working with Tooele City on designs for bike lanes. The design is 100% completed.
  - Bus Stops: Will begin design work during June 2016.
  - UTA Tooele Facility:
    1. Conduct an analysis of existing conditions and operations. Expansion needed for more local and express service.
    2. UTA has decided to continue with lease or purchase.
  - Proposition 1 Funds Distribution:
    1. FY 2016 (Final Preliminary):
      - a. Service = 40%
      - b. Shelters & First/Last Mile = 27%
      - c. Transit 101 Education = 19%
      - d. Reserve Requirement = 14%
    2. FY 2017 (Draft):
      - a. Service = 67%
      - b. Transit 101 Education = 15%
      - c. Reserve Requirement = 9%
      - d. Shelters and First/Last Mile = 9%
    3. FY 2018 (Draft):
      - a. Service = 89%
      - b. Shelters and First/Last Mile = 5%
      - c. Transit 101 Education = 5%
      - d. Reserve Requirement = 1%
  - All Proposition One Next Steps (Davis/Weber/Tooele Counties):
    1. Public Meetings
    2. Board Approval of Budget (June 2016)
    3. Training New Operators
    4. New Service Agreement – Tooele County – FY 2017
    5. FY 2017 – 2018: Service Plan Draft

**VI. Review of March 9<sup>th</sup>, 2016, Stakeholder Relations Committee Meeting Report** (Bret Millburn)-

- The March 9<sup>th</sup>, 2016 Stakeholder Relations Committee report, was reviewed as written.

**VII. Review of March 2016 Performance Dashboard** (Andrea Packer) -

- Responsible Executive is Andrea Packer, Vice-President of Communications and Customer Focus.
- Core Goal #1 – Public Trust and Accountability (**Rating Green**): Create and conduct a state-of-the-art survey process, combining qualitative and quantitative components designed to gauge sentiment regarding trust, accountability and confidence in UTA.
  1. Current Issue: The annual Benchmark Survey was completed, including a qualitative (two focus groups) component as well as a quantitative (telephone/online survey) component.

The survey was modified to include additional questions pertaining to the goal. Staff is currently reviewing the results and preparing a report for the Board. Following this step, a companion effort will be developed to specifically target/survey stakeholder groups, including elected officials, business and community leaders.

- Strategic Goal #2 – Leverage Technology in Fares (**Rating Green**): Develop and implement a blueprint for a comprehensive fare policy and products focused on electronic fare collection.
  1. Based on the information gathered through Fare Analysis Project completed last year from multiple audiences and stakeholders, staff is currently working on UTA’s future fare policy, developing a comprehensive multi-year proposal for the public fare structure. The fare proposal is scheduled to be presented in the second quarter of 2016, after which staff will conduct a prop-active public outreach and input effort.

**Safety and Security Update:**

**VIII. Utah Department of Transportation – Rail Transit State Safety Oversight Program** (David Goeres, Richard Clarke) –

- State Safety Oversight Program (Richard Clarke, State Safety Oversight Manager):
  1. Required by Federal Transit Administration (FTA) as of 1995. This program provides oversight for system safety, security, and emergency preparedness.
  2. States are required to designate a State Safety Oversight Agency (SSOA). In Utah, the SSOA is the Utah Department of Transportation (UDOT). The covered modes are UTA TRAX and Sugar House Streetcar (S-Line).
  3. Key State Safety Oversight Program Activities:
    - a. Meet regularly with UTA Safety, Security, Operations, Maintenance personnel
    - b. Conduct required audits and as-needed special studies
    - c. Approve annual revisions to UTA Transit Agency Safety Plan, System Security Plan and Emergency preparedness Plan.
    - d. Approve UTA’s annual internal audit report and CEO certification
    - e. Investigate accidents, incidents, hazards
    - f. Monitor and verify completion of Corrective Action Plans
- Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21):
  1. MAP-21 Act of 2012 had numerous implications for SSOAs and transit agencies
  2. FTA is still in the midst of rulemaking triggered by MAP-21
  3. SSO final rule was published on March 16<sup>th</sup>, 2015. This starts the 3-year clock for SSOAs to come into compliance (be certified by FTA)
  4. Changes/enhancements still needed to have Utah’s SSO program certified: (1) Annual reporting to UTA Board and Utah Governor; (2) SSO legal independence, authority, and enforcement powers, to be codified in state law.
- Future State Safety Oversight Reporting Requirements:
  1. UDOT will report at least annually to the UTA Board, to the Governor, and to FTA
  2. UDOT expects the annual reports to address the following:
    - a. Major activities
    - b. Key Performance Indicators
    - c. MAP-21 implementation efforts
    - d. Safety issues of current importance, i.e., industry trends, FTA or APTA initiatives

**IX. UTA Safety and Security 2015 Year in Review** (David Goeres) -

- Safety Activity Summary:



1. 80 Safety Committee Meetings
  2. 115 Inspections and reviews
  3. 397 / 81 hazards Mitigated (local /corp.)
  4. 536 rides conducted
  5. 1,774 interviews completed
  6. New UTA Chief of Police
  7. New Security Manager
  8. New Fare Inspection Officers
  9. New police software eFORCE
  10. New tactile tile on platforms
  11. Enhanced crosswalk and fence at TRAX South Campus station
- FY 2015 Audits and Updates:
    1. February 17<sup>th</sup> – 20<sup>th</sup>: State Safety Oversight Triennial Audit -
      - a. Compliant. Recommendations and finding were closed as of March 2016.
      - b. Best practices in Hazard Management and Emergency Management.
    2. June 8<sup>th</sup>-19<sup>th</sup>: Emergency Management System/Quality Management System/Safety Management System Audit -
      - a. Recertified in all OHSAS 18001 Safety Management Systems.
    3. August 12<sup>th</sup>-14<sup>th</sup>: Hours of Service Audit -
      - a. Compliant and all minor findings have been closed.
    4. Drug and Alcohol Audits: SSO Triennial; FRA Comprehensive Audit; UTA Internal, FTA – No findings on ay.
    5. Hazards Closed: 81 Corporate and 407 Local (by business unit).
  - Bus Collisions and Avoidable Accidents (reduced number of incident during 2015)
    1. FY 2013 = 614 (avoidable = 194)
    2. FY 2014 = 625 (avoidable = 170)
    3. FY 2015 = 590 (avoidable = 144)
  - FY 2015 Bus Avoidable Collisions / 100,000 Miles – 12 Month rolling Average (Goal < 1.00)
    1. Meadowbrook /Central Yearly Average = .90
    2. Riverside Yearly Average = .78
    3. Mt. Ogden Yearly Average = .66
    4. Timpanogos Yearly Average = .58
  - FY 2015 TRAX Rolling Average – 12 Month Per 100K Miles (Goal 1.20):
    1. All major incidents; train vs. motor vehicle; and avoidable train vs. motor vehicle are all above the goal due to result of changes in reporting and calculations to the NTD.
  - FY 2015 Streetcar/S-Line Rolling Average per 25K Miles (Goal < .50)-
    1. Avoidable Train vs. Motor Vehicle = 0
    2. Train vs. Motor Vehicle: (1) January through July = 0 incidents, (2) August through December = .35. This is well below the goal.
  - Commuter Rail/FrontRunner 12 Month Rolling Average Regarding Collisions and Injuries to Passengers for 100K Miles (Goal = <.50) –
    1. FY 2015 – Above goal from April through December due to 8 accidents
    2. Even though four of the accidents were intentional suicides, they must be reported.
    3. There were no injuries to passengers during 2015
  - Industrial Accidents Per 100 Employees 12 month Rolling Average (Reduced Goal to <.75)
    1. Meadowbrook /Central Yearly Average = .42
    2. Riverside Yearly Average = .46
    3. Mt. Ogden Yearly Average = .33
    4. Timpanogos Yearly Average = .33

- Alcohol and Drug Testing Rates – Random Testing Rates of Safety Sensitive Employees:
  1. UTA remained in compliance with both drug and alcohol testing.
  2. Federal Regulations Require 25% - Drug and 10% Alcohol
  3. FTA Random Testing Rates – Actual Test Completed:
    - a. Drug: 417 Employees = 26.12%
    - b. Alcohol: 181 Employees = 11.34%
  4. FRA Random Testing Rates – Actual Tests Completed:
    - a. Drug: 29 Employees = 27.98%
    - b. Alcohol: 14 Employees = 13.51%
- UTA Police Department Crimes Against Persons by Year:
  1. FY 2012 = 80
  2. FY 2013 = 110
  3. FY 2014 = 101
  4. FY 2015 = 94
- UTA Police Department Property Crimes by Year. This number has increased due to the additional rail/bus miles traveled and due to passengers have many more types of devices that are accidentally left on the vehicles.
  1. FY 2012 = 295
  2. FY 2013 = 361
  3. FY 2014 = 481
  4. FY 2016 = 555
- UTA Police Department Dispatched Calls by Year: The number of calls has continually increased and the number of responses by UTA’s officers has subsequently increased. UTA’s officers respond daily from 5:00 a.m. until 1:00 a.m.
  1. FY 2010 = 2,996
  2. FY 2011 = 3,359
  3. FY 2012 = 3,889
  4. FY 2013 = 4,609
  5. FY 2014 = 6,462
  6. FY 2015 = 8,835
- Camera’s Across the UTA System:
  1. Fixed Cameras = 1,150
  2. Vehicle Cameras = 1,800
  3. Newest Cameras are installed on FrontRunner
  4. Cameras were recently installed, both inside and outside, of UTA’s Depot District Fueling Facility.
  5. Cameras have been upgraded at several of UTA’s bus facilities and yards.
  6. Increased coverage assists with incident response
- Emergency Management:
  1. FY 2015 Exercises Completed: The After Action Report/Improvement Plan was entered into the hazard log.
    - a. FrontRunner: During May 2015, UTA conducted a multi-agency exercise on the FrontRunner commuter rail line at Woods Cross Station. The drill was a test of responses to a simulated attack resulting in mass fatalities.
    - b. Airport TRAX: During August 2015, UTA, in conjunction with the Utah National Guard 85<sup>th</sup> Civil Support Team, the FBI Joint Terrorism Task Force, Salt Lake International Airport, Salt Lake City Fire Department and the Salt Lake City Police Department conducted an emergency exercise called “Operation Green Cloud”. The exercise was a six-hour, full scale emergency response drill simulating an attack on the Green TRAX Line train.
  2. Updated Plans include: Emergency Preparedness, Emergency Operations, and Family Assistance Center. This center is activated in an emergency to bring together, support and help the families of victim passengers.
- FY 2016 Awareness and Action Items (this list contains approximately 1/3 of the 2016 required/scheduled audits):
  1. February 23: Safety Blitz

2. April: FRA Emergency Preparedness Plan Audit
3. March 2<sup>nd</sup> – 4<sup>th</sup>: Transit Safety and Security Safety Management System Class
4. April 11<sup>th</sup> – 15<sup>th</sup>: FrontRunner APTA Safety Audit
5. May 11<sup>th</sup>: FrontRunner Exercise
6. May 12<sup>th</sup>: Family Assistance Center Exercise
7. May 16<sup>th</sup>: Emergency Operations Center Activation
8. May – June: EMS/QMS/SMS External Audit
9. June 20<sup>th</sup> – 24<sup>th</sup>: Utah Safety Week
10. July 1<sup>st</sup>: HazCom/GHS Audit
11. June: National Transportation Safety Board Family Assistance Center Conference
12. October: Transportation Agency Safety Plan (TASP) Internal Audits

**X. 36<sup>th</sup> National Veterans Wheelchair Games** (Jerry Benson and Carl Filby) –

- Scheduled in Salt Lake City on June 27<sup>th</sup> – July 2<sup>nd</sup>, 2016.
- The Disabled Veterans Wheelchair Games are outstanding events that demonstrate our Veteran’s determination, ability and resilience. Each year Veterans who use wheelchairs, due to spinal injuries, amputations and neurological diseases, can participate and experience a sense of competition in their lives.
- Goal: The goal is to recognize the sacrifices these Veterans have made and to help makes these events flourish each year.
- This year, UTA has the honor of being selected to be the transportation provider for all the competitors and their families.
- Tom Brown, founder of the National Veterans Wheelchair Games, stated that Salt Lake City’s experience in hosting the 2002 Olympic and Paralympics Games will mean streamlined transportation and access to hotels and venues. The transportation for the 2002 games was provided by UTA. UTA has demonstrated through the Paralympics that they can rise to the transportation challenge.
- UTA’s Wheelchair Games Team consists of: Cheryl Beveridge, Lorin Simpson, Laura Balsamo, Carl Filby, Rulon Chappel, Sheryl Posey, Ron Halton, Debbie Skeen, Greg Platt, Arland Jensen, Steve Allnatt, and many others, all of whom will help to move this special event forward.
- UTA’s Wheelchair Games Team is in constant contact with the local and Federal leaders of the games. The Team is constantly checking to verify that all involved are on the right course.
- Transit routes are being set up from the Salt Palace (location where the trips begin) to the various venues. When the routes were completed, the Scheduling Team drafted proposed schedules for each venue and each trip.
- Maintenance: Rulon Chappel and his team are stripping at least twenty-one 9100 series buses down to the bare floor. The organizers of the games provided kits to retro-fit each bus with expanded wheelchair tie-down locations.
- Public Relations and Volunteers: Steve Allnatt has been working with his Veterans Administration counterpart. They are implementing a plan to provide passes for the competitors and their families. Approximately 3,000 volunteers will also receive passes so they can travel to their posts. All volunteers are being encouraged to leave their cars at TRAX stations and take the train downtown.
- Competitors will be placed in groups of other athletes with similar degrees of ability and in some games by gender. All participants are free to register for the events they will participate in.
- All events are open to the public and are free of charge.
- The arrival of 600 competitors and their families are scheduled for Sunday, June 26<sup>th</sup>. The 1<sup>st</sup> team is scheduled to arrive late Saturday night. This team is from Puerto Rico.

- The Opening ceremonies are scheduled for Monday, June 27<sup>th</sup>.
- Tuesday, June 28<sup>th</sup>: Several events are scheduled throughout the day from Tuesday, June 28<sup>th</sup> through Saturday, July 2<sup>nd</sup>. Most teams will travel home on Sunday, July 3<sup>rd</sup>, with new friends and memories of Veteran’s courage and the camaraderie they displayed during the games.

**XI. Compliance Report on Customer and Public Feedback** (Andrea Packer) –

- FY 2016 Board Goal: Conduct a state-of-the-art survey process, combining qualitative and quantitative components, designed to gauge sentiment regarding trust, accountability and confidence in UTA. Today’s report represented the quantitative part of this effort to achieve the board goal. A comprehensive public relations plan is underway to address the issue and help restore public trust.
- Annual Benchmark Survey:
  1. Focus groups, telephone and online survey
  2. 612 surveys, margin of error =/- 4.0%: Surveyed all four counties and increased the size of sample three years ago
  3. Annual survey was designed to gauge:
    - a. Overall public perception of UTA
    - b. Public perception of services
    - c. Potential motivators to ride transit
    - d. Seen any messages/information regarding UTA
    - e. Where people see/look for information
  4. Adjusted this year to address public trust and accountability goal.
- Trust and Accountability in UTA:
  1. Question: Using a 1-7 scale, how would you rate the overall quality of transportation along the Wasatch Front (this question refers to transportation in general, not just UTA)?
    - a. Survey results indicated a rating of 5.03
  2. Question: Considering the ways public transit has changed over the past several years, are you satisfied or dissatisfied with the direction public transit is going?

	2014	2015	2016
Somewhat Satisfied to Very Satisfied	77%	80%	81%

3. Question: What are some of the benefits of a good public transit system FY 2016:
  - a. Reduced air pollution = 41%
  - b. Saves gasoline = 34%
  - c. Saves Traffic/Driving Hassles = 45%
  - d. Provides for those without = 38%
  - e. Convenience = 35%
4. Question: Overall, do you have a favorable or unfavorable impression of UTA? Comparing most favorable to most unfavorable = 7 to 1 positive ratio:

	2014	2015	2016
Somewhat Favorable	27%	28%	27%
Favorable	27%	29%	26%
Very Favorable	18%	17%	13%
<b>Mean:</b>	<b>5.16</b>	<b>5.15</b>	<b>4.89</b>

5. Question: Over the past six months, has your opinion of UTA become worse, stayed about the same, or improved?
  - a. Become Worse = 12%
  - b. Stayed about the same = 73%
  - c. Improved = 13%

6. What is your opinion of UTA Worse Today?
- a. Safety/accidents = 1%
  - b. Cutting routes = 5%
  - c. Changing Schedules = 3%
  - d. Fare increases/costs = 9%
  - e. Executive wages/salaries = 23%
  - f. Scandal/Corruption = 29%
  - g. Financial Management = 21%
  - h. Poor use of tax dollars = 20%
  - i. Not up to date/outdated = 1%
7. FY 2016: Why is your Opinion of UTA Better Today?
- a. Expanding/more routes = 18%
  - b. More coverage/accessible = 16%
  - c. Extending FrontRunner = 0%
  - d. New TRAX lines = 5%
  - e. Better/improved service = 16%
  - f. I use it/ride more often = 16%
  - g. Trying to improve = 14%
  - h. Addressing public needs = 5%
8. Does UTA make good use of public funds?

	2014	2015	2016
Somewhat Agree	28%	23%	25%
Agree	20%	20%	15%
Strongly Agree	11%	11%	8%
<b>Mean:</b>	<b>4.75</b>	<b>4.61</b>	<b>4.25</b>

9. UTA is responsive to the community it serves: Mean score is 4.71
10. UTA is held accountable to the public: Mean score is 4.13
11. Have you seen or heard:

	2014	2015	2016
Ads about rail safety	58%	54%	28%
Ads about riding UTA	63%	80%	46%

12. Where did you see or hear the ad about services/riding UTA (Next survey will also include "Online")?

	2014	2015	2016
Television	57%	63%	63%
Radio	17%	29%	25%
Newspaper	6%	10%	11%
Billboards/UTA Vehicle	7%	12%	29%

13. Question: On a scale of 1-7, do you have a favorable impression of TRAX?

	2014	2015	2016
Somewhat Favorable	21%	22%	22%
Favorable	31%	32%	35%
Very Favorable	26%	24%	24%
<b>Mean:</b>	<b>5.45</b>	<b>5.46</b>	<b>5.50</b>

14. My impression of TRAX has improved during the last year?
- a. 2014 = 4.80 Mean
  - b. 2015 = 4.79 Mean
  - c. 2016 = 4.93 Mean
15. Question: Do you have a favorable impression of buses?

	2014	2015	2016
Somewhat Favorable	24%	24%	25%
Favorable	15%	18%	17%
Very Favorable	10%	8%	9%
<b>Mean:</b>	<b>4.44</b>	<b>4.45</b>	<b>4.62</b>

16. My impression of buses has improved in the last year:

- a. 2014 = 3.88 Mean
- b. 2014 = 3.98 Mean
- c. 2016 = 4.27 Mean

17. Question: Do you have a favorable impression of FrontRunner?

	2013	2014	2015
Somewhat Favorable	20%	18%	19%
Favorable	29%	31%	30%
Very Favorable	26%	26%	26%
<b>Mean:</b>	<b>5.53</b>	<b>5.57</b>	<b>5.74</b>

18. My impression of FrontRunner has improved in the last year:

- a. FY 2014 = 5.03 Mean
- b. FY 2015 = 5.09 Mean
- c. FY 2016 = 5.18 Mean

19. FY 2016, which, if any, of the following UTA services are near your work or home?

- a. Bus = 75%
- b. TRAX = 37%
- c. FrontRunner = 33%
- d. Streetcar = 3%
- e. None of the above = 11%

20. Do you typically have a car or other mode of transportation available for your transportation?

	2014	2015	2016
Yes	97%	94%	93%
No	3%	5%	6%
Don't Know	0%	1%	1%

21. Would each of the following make you more inclined to ride transit? (mean score on 1-7 scale)

	2014	2015	2016
Higher gas prices	4.47	4.54	4.43
Poor air quality days	4.54	4.26	4.49
More coverage/routes	5.36	5.35	5.21
More frequency	5.22	5.22	5.13
More evening service/routes	N/A	N/A	4.74
Traffic Congestion	4.89	4.92	5.05
Cost/availability of parking	4.71	4.78	4.80

22. In the past six months have you seen or heard any messages or advertisements about UTA?

	2014	2015	2016
Yes	58%	60%	60%
No	42%	40%	40%

23. Where do you typically see or hear messages about UTA?

	2015	2016
Television	63%	54%
Radio	22%	23%
Print	15%	8%
Billboard	6%	9%
Online	8%	5%
UTA Vehicles/Station	12%	14%
News - General	8%	9%

24. In the past 12 months, have you used the following for information about riding UTA?

	2014	2015	2016
UTA Website	46%	45%	50%
UTA Customer Service	11%	13%	11%
Bus Stops/Train Platforms	38%	37%	39%
Printed Schedules	32%	31%	30%
Mobile Device/Smartphone	24%	27%	7%

25. If you wanted information, where would you look first?

	2014	2015	2016
UTA Website	81%	83%	79%
UTA Customer Service	11%	20%	8%
Bus Stops/Train Platforms	11%	20%	5%
Printed Schedules	15%	29%	8%
Mobile Device/Smartphone	18%	34%	8%

## XII. April 2016 UTA Social Media Summary (Lynze Lenio) –

- Highlighted Media Coverage included the following:
  1. Proposition 1 Outreach Public Hearings and requested feedback.
  2. Air Show: UTA recently announced limited Sunday service on FrontRunner to the bi-annual Air Show at Hill Air Force Base. UTA thanked the Air Show organizers for subsidizing the cost of this service, allowing us to provide fans with an additional public transportation option. UTA will offer extra trains to facilitate FrontRunner service to and from the show on Saturday, June 25, as well as three FrontRunner trips before and after the show on Sunday, June 26.
  3. Rider's License: UTA's [Rider's License](#) pass is back for the summer. It's the perfect pass for kids and teens ages 6 to 18, and at just \$75, it's a bargain. The pass is good on TRAX, FrontRunner, the S-Line and local buses and can be used between June 1<sup>st</sup> through August 31<sup>st</sup>, 2016. The \$75 promotional price is available for a limited time only. Rider's Licenses will return to their regular \$99 price on June 15<sup>th</sup>.
  4. Fare Proposal: An outreach and publicity plan will be implemented regarding the upcoming Fare Proposal, as soon as it is finalized. Public feedback will be collected regarding the proposal.
  5. Route 500/Capital Connector ridership increased by 56%.
  6. Improved Wi-Fi Service.
  7. All electric buses
  8. Your UTA at Work
  9. Increased public involvement at Board meetings.
  10. UTA Transit Officers offer unlocking vehicles and battery service.
  11. Spring S-Line activities
  12. Salt Lake Marathon service
  13. Transit accessible DA offices
  14. Ticket as fare promotions
  15. FY 2015 goal achievement
  16. April Change Day
  17. Transit to Real Salt Lake and Bees games
  18. Interim CEO Jerry Benson meets with Ogden Employees

19. Careers with UTA

- Twitter followers increased to 22,566 during April. Twitter impressions increased from 495,400 during March to 703,400 during April.
- April Top Five Tweets:
  1. April 22<sup>nd</sup>: UTA and University of Utah will add five electric buses.
  2. April 8<sup>th</sup>: Ride UTA to Red vs. White game.
  3. April 25<sup>th</sup>: Rider's License is back.
  4. April 29<sup>th</sup>: Visit Garden Stroll on UTA.
  5. April 21<sup>st</sup>: Give feedback on UTA's last Proposition 1 public open house.
- April total Facebook likes increased to 10,666.
- April Facebook average organic reach was 1,069.

**XIII. Meeting Adjourned -**

- The Working Meeting of the Stakeholder Relations Committee adjourned at 3:00 p.m..

**XIV. Next Meeting Date -**

- The next meeting of the Stakeholders Relations Committee will be held in the Golden Spike Board Room on Wednesday, August 10<sup>th</sup>, 2016, at FrontLines Headquarters located at 669 West 200 South, starting at 1:00 p.m.

Report Transcribed by: EiLeen Billings, Executive Assistant  
VP/Corporate Communications & Customer Focus  
E-mail: [ebillings@rideuta.com](mailto:ebillings@rideuta.com)  
Tele: (801) 287-3209  
Cell: (801) 230-3428