



# Utah Transit Authority 2010 Sustainability Report





## Message from the General Manager and CEO

Dear Friends,

We are proud of our efforts to help create sustainable communities along the Wasatch Front. Public transportation plays a critical role in connecting communities and providing transportation choices for a better quality of life. To be a truly sustainable organization, we have focused our efforts in environmental, economic and social arenas. In this year's report you'll find information about our ridership, new transit oriented development initiatives, carbon emissions reduction, each contributing to our sustainability goals.

This past year has been a year of building for UTA—building ridership, rail lines and relationships. Our ridership system wide reached 39 million trips, up nearly 1.07 million from the previous year. FrontRunner commuter rail ridership increased 10 percent above the previous year to 1.47 million trips. Despite the reduction of some routes and refining services, UTA's flex-route bus service, a typical bus route that deviates off route for reserved calls, increased ridership by 116 percent to more than 100,000 trips in 2010. All this points to an even brighter future for UTA's sustainability efforts.

Progress on the FrontLines 2015 rail project has moved forward without delay this year. The FrontLines 2015 program features four new TRAX lines in Salt Lake County and the FrontRunner line from Provo to Salt Lake City. In 2010, we were pleased to announce the opening of the Mid-Jordan and West Valley TRAX lines on August 7, 2011. We will be completing the Airport and Draper TRAX lines as well as the 45-mile FrontRunner South line in the coming years.

We are engaging and connecting with our passengers in new ways. Through new media technologies like twitter and facebook started this year, we are initiating meaningful conversations with our passengers and providing new ways for them to be involved at UTA. All of these efforts have improved conversations with our passengers and fellow community members and will help build meaningful relationships into the future.

All of these efforts are just some of the ways where public transportation makes a difference in our community. It is integral to firmly establishing sustainable communities along the Wasatch Front. UTA is grateful to our many partners in city, county and state governments who help us to plan routes, implement projects and create more efficient land use within our service district. While last year was a great year, we look forward to the continued excitement in 2011.

Sincerely,

Michael Allegra  
General Manager  
Utah Transit Authority

John M. English  
Chief Executive Officer  
Utah Transit Authority



Public transportation plays a critical role in connecting communities and providing transportation choices for a better quality of life. To be a truly sustainable organization, we have focused our efforts in environmental, economic and social arenas.





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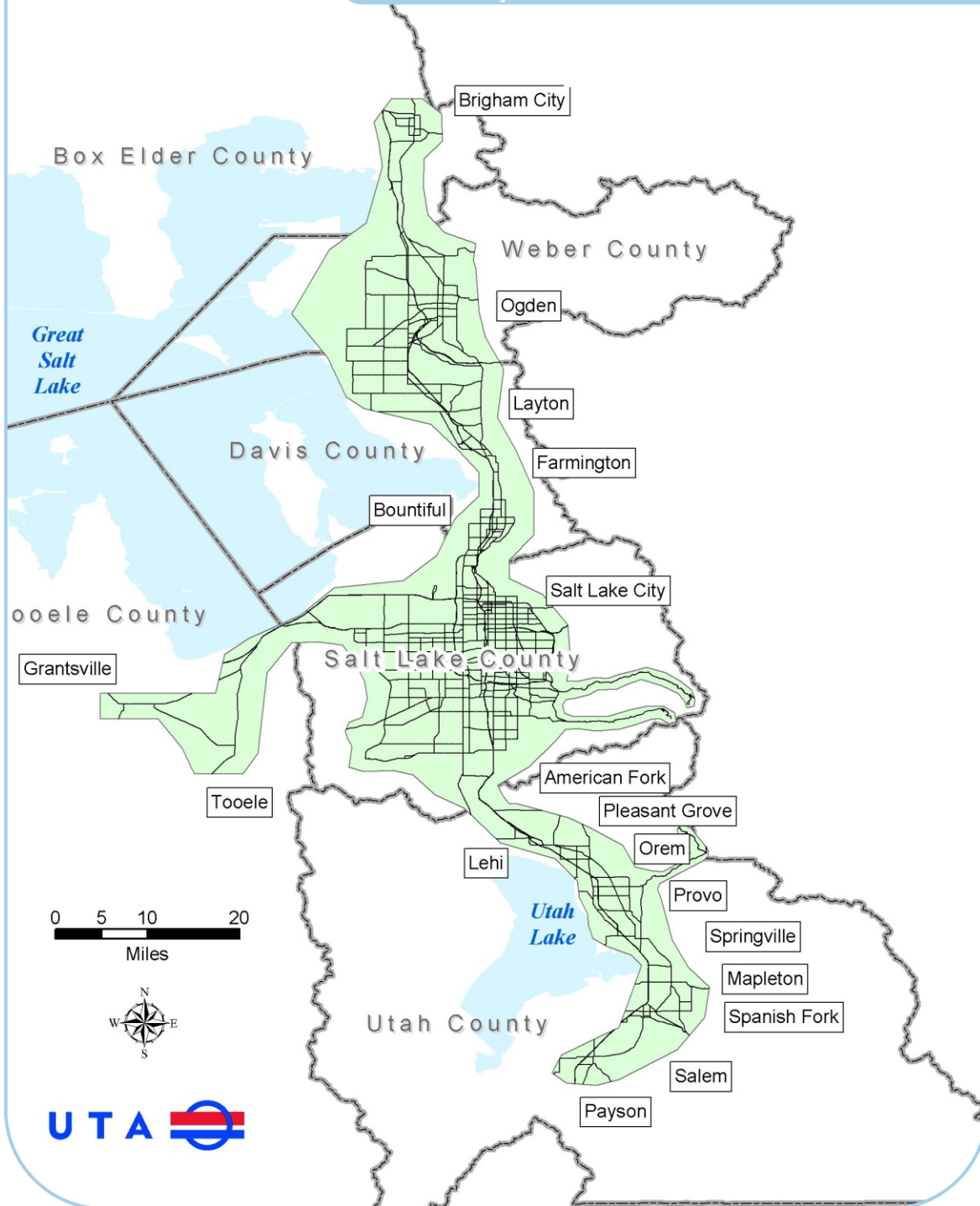
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## UTA Service Area

UTA's service area covers 1,600 square miles within a six-county area (Salt Lake, Davis, Weber, parts of Box Elder, Tooele and Utah counties)



# Public Transportation Along the Wasatch Front

## The Utah Transit Authority

The Utah Transit Authority was incorporated on March 3, 1970, under authority of the Utah Public Transit District Act of 1969 for the purpose of providing a public mass transportation system for Utah communities. Today, with a service area of more than 1,400 square miles, the Utah Transit Authority (UTA) is one of the largest geographic public transportation agencies in the country. UTA serves 75 cities in six counties along the Wasatch Front. The population of UTA's service area is estimated at 2,183,528 residents and represents 79 percent of the State's total population.

UTA's service area includes Salt Lake, Davis and Weber, Tooele and Box-Elder counties. The service district in Utah County includes the cities of: Alpine, American Fork, Cedar Hills, Highland, Lehi, Lindon, Mapleton, Orem, Payson, Pleasant Grove, Provo, Salem, Spanish Fork, Springville, Saratoga Springs and Eagle Mountain, Provo Canyon in Utah County. The service area in Tooele County includes the cities of Tooele, Grantsville and the unincorporated areas of Erda, Lakepoint, Stansbury Park, and Lincoln. The service area in Box Elder County includes the cities of Brigham City, Perry and Willard in Box Elder County.

## Governance

UTA is governed by a 15-member board of trustees which is the legislative body of the Authority and determines all questions of Authority policy. All fifteen members have an equal vote as a Board of Trustees passes ordinances and sets policies for UTA. Fifteen members of the Board of Trustees are appointed by each county municipality or combination of municipalities which have been annexed to the UTA service district.

The Board also includes one member who is appointed by the state Transportation Commission who acts as a liaison between the

UTA and the Transportation Commission; one member of the Board is appointed by the Governor; one member is appointed by the speaker of the Utah State House of Representatives; and one member is appointed by the president of the State Senate.

## Management

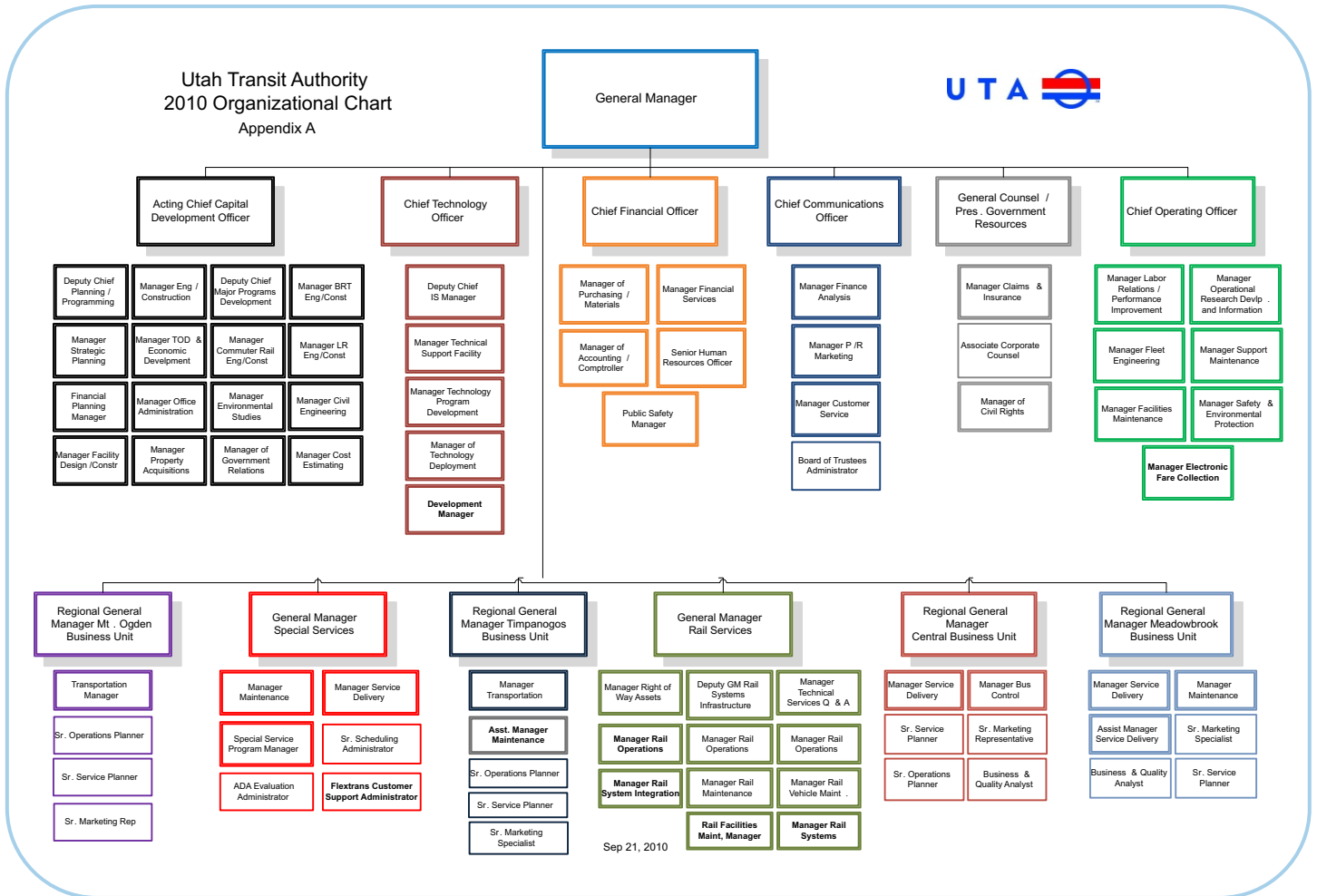
The responsibility for the operation of UTA is held by the General Manager in accordance with the direction, goals and policies of the Board of Trustees. The General Manager has full charge of the acquisition, construction, maintenance, and operation of UTA's facilities, services, and the administration of its business affairs.

UTA's bus operations are managed in business units with geographical boundaries including: Central (for downtown Salt Lake City), Meadowbrook (for the greater Salt Lake County), Mt. Ogden (for Weber and Davis counties) and Timpanogos (for Utah County). UTA also has business units for rail operations (including TRAX light rail and FrontRunner commuter rail) and special services (for paratransit services and van pool).



# Public Transportation Along the Wasatch Front

## 2010 Organizational Chart





# Public Transportation Along the Wasatch Front

## Ridership

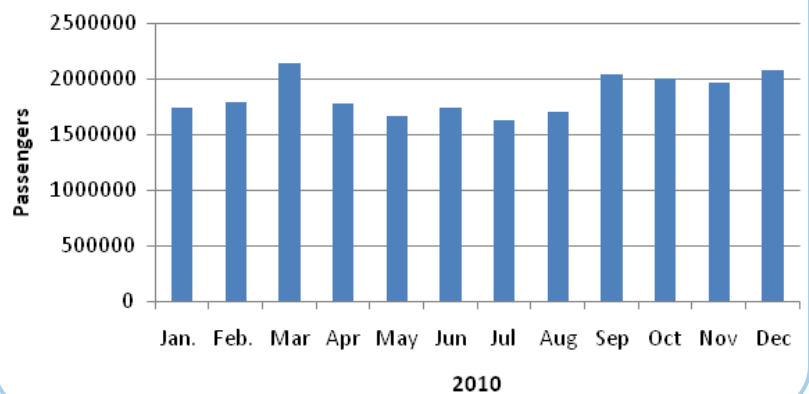
UTA operates three primary modes of transportation including bus and Bus Rapid Transit (BRT), TRAX light rail and FrontRunner commuter rail services. UTA also supports rideshare and van pool programs. In 2010, UTA provided service for more than 135,524 weekday riders and 39,044,453 annual riders across its various services.

### Bus

UTA operate a bus fleet of 610 buses. In 2010, bus ridership reached 22,270,286 riders, an increase of 0.61 percent over the previous year. The fleet includes hybrid-electric buses, ski buses, over-the-road coaches and more than 100 paratransit vehicles.

In 2008 UTA added the MAX BRT to its fleet. The MAX BRT currently operates in South Salt Lake City, West Valley, and Magna. BRT is a relatively new technology designed to imitate the benefits of light rail. It offers park & ride lots, ticket vending machines, upgraded stations, limited stops, faster speeds, greater frequency, signal priority and specialized buses. The MAX BRT system will also include some portions of designated lanes along its alignment.

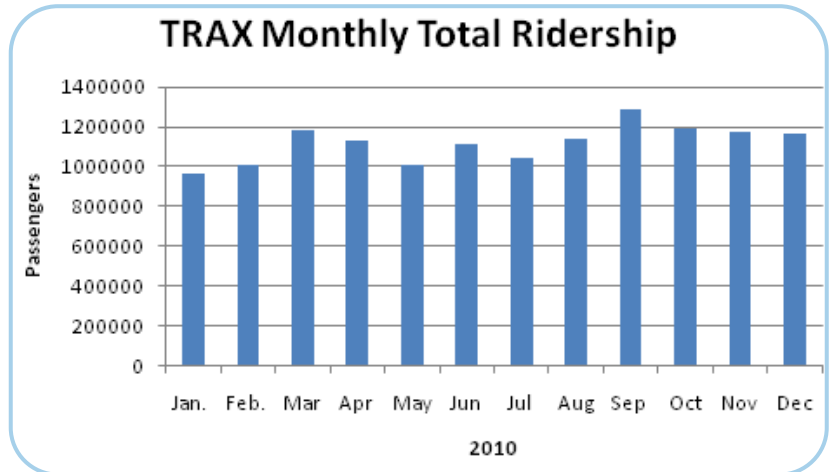
### Bus Monthly Total Ridership



# Public Transportation Along the Wasatch Front

## TRAX Light Rail

UTA currently operates 69 light rail vehicles on two light rail lines: the Sandy/Salt Lake TRAX line (completed in 1999) and the University TRAX line (completed in 2001). UTA has built extensions off of both of these lines: one to the Salt Lake Central Station, an extension to the University of Utah Health Sciences complex in 2003, and an intermodal hub in 2008. There are currently 28 light rail stations in service on these lines. TRAX currently operates through five municipalities in Salt Lake county. Together these two lines carry approximately 44,892 passengers each weekday.



In 2010, UTA began testing its new low-floor, level boarding TRAX vehicles which will operate on the 2015 light rail projects, starting with the Mid-Jordan and West Valley TRAX lines.

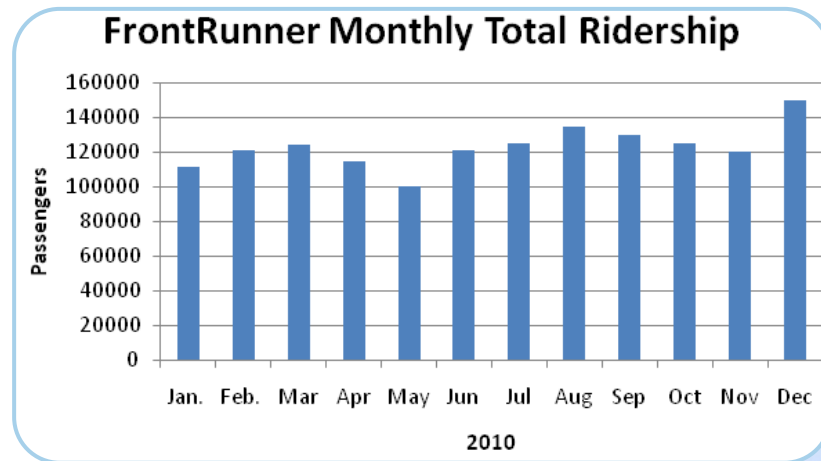


# Public Transportation Along the Wasatch Front

## FrontRunner Commuter Rail

On April 27, 2008 UTA opened the FrontRunner commuter rail line. The FrontRunner project operates between Salt Lake City 44 miles north to Pleasant View, Utah. This is the first phase of the FrontRunner system. In 2010 FrontRunner carried 1,475,965 riders, up approximately 10 percent from 2009.

The second phase of FrontRunner will travel 45 miles south of Salt Lake City to Provo, Utah. More information about this extension is included in the On the Horizon section of the report.





# Public Transportation Along the Wasatch Front

## Vanpool

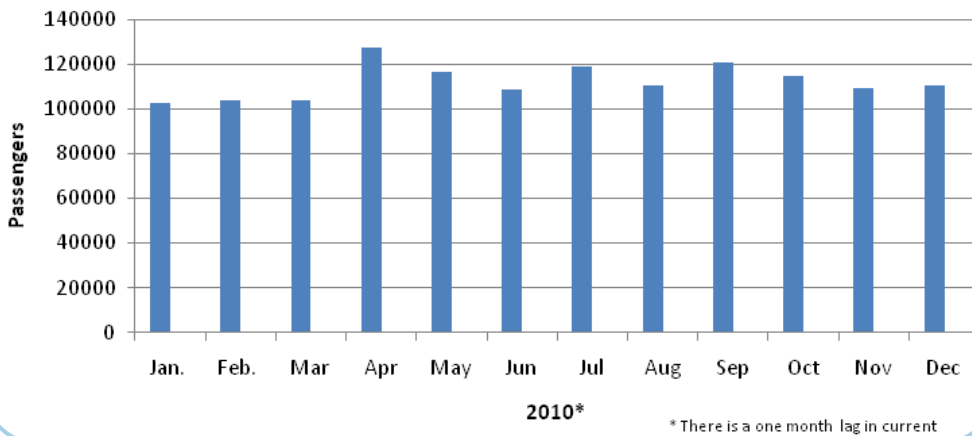
The UTA Vanpool Program is one of the most effective transit products from an environmental, financial and customer convenience standpoint. Vans transport groups of five to fourteen people from similar home origins to similar work destinations on a daily basis. The vehicles have rosters of half the vehicle's capacity plus the driver. The groups share the cost of operating the van and the public subsidy of the program is relatively small. The pickup locations are mutually agreed to by each van so the service is

practically door to door, generally car door to office door.

In 2010 there were 1,346,949 vanpool riders with 54,429,401 passenger miles (7,774,880 van miles) traveled.

Additional information of vanpool and other Rideshare programs can be found at [www.utarideshare.com](http://www.utarideshare.com).

### Vanpool Monthly Total Ridership





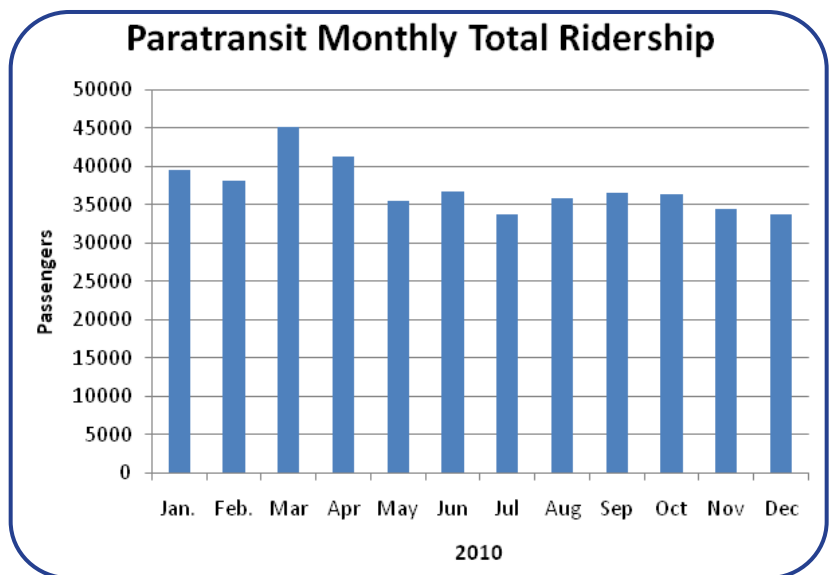
# Public Transportation Along the Wasatch Front

## Paratransit

UTA is committed to providing service to all customers including passengers with disabilities. UTA's entire fleet is 100 percent accessible and complies with the Americans with Disabilities Act (ADA) of 1990. UTA Paratransit services are offered in two ways: through the fully-accessible bus, rail fleets or through paratransit service.

UTA's curb-to-curb Paratransit service is reserved for people whose functional ability prevents them from using regular UTA services. Paratransit services are comparable to the regular bus and TRAX systems operating during the same hours and within the same service area. UTA's fleet of paratransit vehicles includes accessible buses and vans. Because the system is provided through reservations and requires specific equipment, the service is provided at a much higher operating cost than regular UTA service, but the fare remains nominal for the customer.

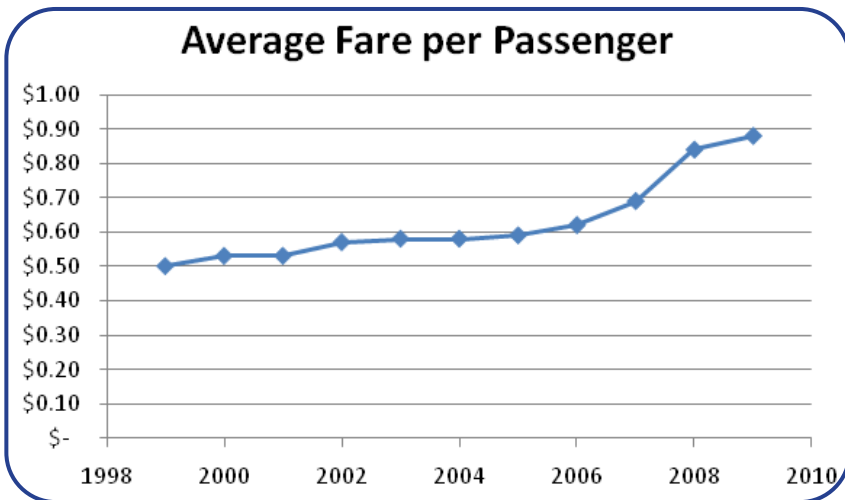
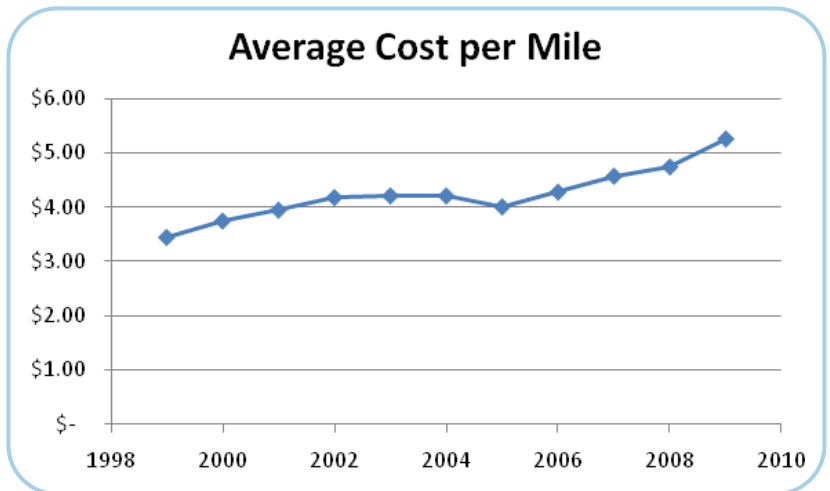
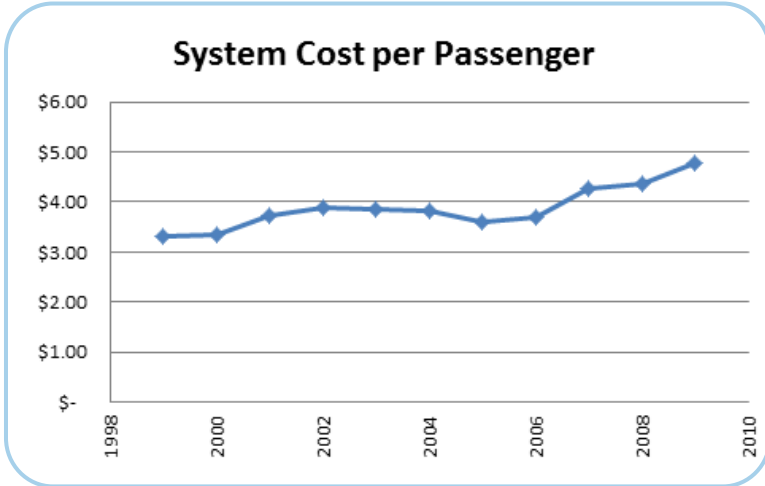
UTA's Paratransit service trips decreased in 2010 by 8.95 percent to 446,627 trips.



# Public Transportation Along the Wasatch Front

## Efficiency Figures

Additional efficiency figures showing service costs by passengers are shown below.



# Sustainability at UTA

*Sustainability is meeting “the needs of the present without compromising the ability of future generations to meet their own needs.”<sup>1</sup>*

## Mission, Vision and Strategy

In the UTA Transportation Master Plan project goals, it states “Transportation should, serve downtown, be pedestrian friendly, be easy to use, enhance mobility and balance the modes of transportation used along the Wasatch Front. Transportation should also serve suburban areas efficiently, facilitate seamless transfers, increase transit ridership, support anticipated land use and re-development and encourage transit-orientated development.”

UTA's vision is to meet the goals of the plan while helping to protect the diminishing fossil fuel resources, higher energy needs, increased population and the mounting need to conserve our water, improve our air quality within an EPA designated non-attainment area.

## Commitment to Sustainability

Utah Transit Authority is a Full Signatory member of the International Union of Public Transportation (UITP) and the American Public Transportation Association (APTA) Sustainability Charters. The APTA Sustainability Commitment requires UTA to report on water usage, criteria air and water pollutant discharge, carbon emissions, electricity and fuel use, recycling levels compared to waste generation, operating expense per unlinked passenger trip and passenger mile, and vehicle miles traveled per capita within the service district.

UITP Sustainability Charter membership means that UTA will evaluate its efforts in economic, social and financial sustainability.



<sup>1</sup>United Nations General Assembly (1987) Report of the World Commission on Environment and Development: Our Common Future. Transmitted to the General Assembly as an Annex to document A/42/427- Development and International Co-operation: Environment. Retrieved on: 2009-02-15.

## Sustainability at UTA

**“Utah Transit Authority strengthens and connects communities, thereby enabling individuals to pursue a fuller life with greater ease and convenience by leading through partnering, planning and wise investment of physical, economic and human resources” – UTA Mission Statement**

### Three Pillars of Sustainability

Sustainable business practices require the reconciliation of environmental, social and economic demands - the "three pillars" of sustainability. UTA is committed to achieving goals for economic growth, environmental protection, and social progress at the same time. UTA has established a policy to guide UTA's commitment to sound, sustainable practices relating to current and future transit operations, employee relations and community partnering within the UTA service district.





## Economic Growth

*To foster sustainable operations and economic growth, UTA is committed to enhancing revenue and managing assets wisely.*

### Partnering

UTA is focused on partnering with communities within the service district in creating sustainable land-use planning and transit-oriented development. Partnering with community leaders leads to the best decisions on how to grow the transit system. These efforts ensure that Utah will continue to be inviting for business and enjoy a thriving, sustainable economy.

### DBE Program

DBE firms that were successful subcontractors on federally assisted contracts gain an exposure to transit construction projects. These firms were able to hone the craft skills and provide goods and services to a new industry. This has increased the number of contractors who are “ready, willing and able” for transit-related construction projects. On three non-federally funded transit construction projects, DBE firms were awarded a total of 32 subcontracts valued at \$29.1 million dollars.

### Transit Oriented Development

Transit Oriented Development (TOD) makes more efficient use of land, energy and resources. It helps conserve open space. TOD results in less oil and gas consumption, and therefore, cleaner air. It encourages a healthier, walking lifestyle. Research from other areas of the country show that TOD residents use their cars less than residents of suburban neighborhoods –

58 percent of their trips are by auto compared to 87 percent in suburban neighborhoods. In 2009 Reconnecting America estimated that living in a TOD saved an average household \$6800 in transportation costs annually. In 2010 they increased this estimate to \$9600 annually. This



reduction in transportation costs allows local governments to realize a “green dividend.” People spend the money saved on transportation costs on local goods and services, rather than on gas and auto maintenance.

### Envision Utah's 3 Percent Strategy

Envision Utah's 3 Percent Strategy estimated that concentrating 30 percent of our future development into 3 percent of our available land, and concentrating that development around transit stations, would result in:

- Increasing the number of people living within a half mile radius of transit from 33,766 to 866,786 people
- Reduce vehicle miles traveled per day by 10 million miles traveled per day
- Reduce future land use sprawl by 122 square miles
- Reduce infrastructure costs by \$5 billion dollars annually

**Transit Oriented Development (TOD) makes more efficient use of land, energy and resources. It helps conserve open space. TOD results in less oil and gas consumption, and therefore, cleaner air. It encourages a healthier, walking lifestyle.**

# Economic Growth

## Utah Senate Bill 272

In the 2010 legislative session, the Utah state legislature authorized UTA's participation as a limited partner in up to five TOD projects. The five TOD projects would be selected based on developer and tenant interest as well as project readiness. The sites that have been tentatively identified are; Jordan Valley, Sandy Civic Center, Sugar House, Clearfield and 3900 South. Sites not listed in the five are not precluded as TODs but may substitute the above mentioned sites if their level of project readiness and developer interest warrants elevating them into the five approved projects.

### Jordan Valley TOD

The Jordan Valley TOD, adjacent to the Jordan Valley Hospital and Salt Lake Community College, will consist of 1.8 million square feet of mixed-use development on 33 acres. This development will include a plaza/park area that can be used for farmers markets, art fairs, and live entertainment, surrounded by neighborhood retail. The residential buildings incorporate swimming pools, community gardens, play areas, outdoor entertaining space, and open green space. The

neighborhood will include walking paths and bike paths.

This TOD will include 1,400 residential units, 35,380 square feet of neighborhood retail, and 61,055 square feet of office space.

UTA has selected Jordan Valley to be one of the five transit-oriented development projects authorized by Senate Bill 272. The developer, Boulder Ventures, was selected in 2010 following a competitive RFP process. This is UTA's first TOD project as a limited liability partner.



### Mid-Jordan



The Mid-Jordan transit component is well underway with an expected opening in August of 2011. Construction of road and infrastructure improvements as well as a multi-level shared parking structure are scheduled to be finished prior to the rail line opening.



# Economic Growth

## 3900 South TOD

The development at the 3900 South station will convert underutilized park and ride stalls and an oversized bus loop (constructed to accommodate Olympic crowds) into a new mixed-use TOD project. The first phase of the project consists of a 28,400 square foot classroom building for Salt Lake Community College. When completed, this project will include 55,000 square feet of office/classroom buildings, a 7000 square foot retail building, and an 88 unit apartment building. The apartment building includes a pool and clubhouse. A tree shaded plaza/park area will be created between the college building and transit platform for the use of both transit patrons and college students.

UTA has selected the 3900 South station to be one of the five transit-oriented development projects authorized by Senate Bill 272. This project will be UTA's second TOD project as a limited liability partner. Ascent Construction was selected in 2010 following a competitive RFP process to develop and construct this project.

## Kiosk Program



Kiosk Program is designed to enhance passenger amenities, actively enhance station security, increase ridership and create a strong public private partnership between UTA and a private vendor.

The Program is designed to reduce vehicle trips, enhance UTA patrons' public transit experience by offering goods and services at a convenient transit location and to create an active destination for riders. Vendors, having been procured through the competitive bidding process shall execute a lease agreement. Kiosks are strategically located at the stations to maximize exposure to UTA riders and to promote the activities within station sites. The kiosks are approximately 168 square feet and have two information display screens that are used to promote UTA train schedules, special events, news, weather and promotions within the kiosk. These screens are located on two of the inside



## Economic Growth

windows of the kiosk. The vendor may use these screens to advertise specific products and services offered at the kiosk.

### *Bicycle Transit Center*

The Bicycle Transit Center (BTC) is a joint effort between UTA, Salt Lake City, Utah Department of Transportation, Wasatch Front Regional Council and the Salt Lake City Mayor's Bicycle Advisory Committee. The purpose of the proposed BTC is to promote bicycling as a viable form of transportation, and is intended to promote bicycle use among transit users. The BTC will provide employees, shoppers and visitors to the Salt Lake Central Station a place to securely park bicycles as well as other "value added" amenities that encourage and enable bicycle, pedestrian and transit use. The BTC may enhance ridership on UTA's transit system through facilitating additional bike storage at or near TRAX and FrontRunner train stations.



### *HUD Sustainable Communities Grant*

An impressive regional collaboration including Envision Utah, Wasatch Front Regional Council, Mountainland Association of Governments, Utah Transit Authority, Utah Department of Transportation, University of Utah, Salt Lake County, Salt Lake City, and the American Planning Association Utah Chapter, came together to apply for HUD's regional Sustainable Communities planning grant program. Out of the 900 regions that applied, our region's

application received the highest score, and we were one of only 3 groups nationwide that received the maximum \$5 million grant.

The grant work encompasses the following issues:

- Creation of an analytical tool that will help the region to illustrate the impacts and outcomes of various development types and scenarios. Infrastructure projects as well as development projects and patterns can be analyzed to determine their effect on land conservation, water consumption, energy efficiency, traffic impacts, vehicle miles saved, emissions reductions, air quality and carbon-dioxide reductions, redevelopment timing, infrastructure cost savings, Housing + Transportation costs, healthy lifestyle benefits, employment growth, sales and property tax generation, return on investment, economic competitiveness, and other regional effects. The tool will also look at public assets as drivers of metropolitan growth and market value, identifying the amenities and infrastructure that influence value and development patterns, job creation and housing growth. The tool can then be used to prioritize scarce funding sources to those projects that create the largest regional benefit. The tool named Envision Tomorrow Plus is a collaboration with Fregonese Associates and will be a WIKI based, open source program housed at the University of Utah, available for communities to use nationwide.
- Production of a regional coordinated housing and transportation plan identifying the demographic demand, and evaluating the existing supply of various housing and development types along the Wasatch Front. Identify gaps in the location and amount of affordable housing in the region, work with communities to create future housing plans that maximize the use of transit and allow people to take advantage of the benefits of Transit Oriented Development.



- Development of Catalytic Site Scenarios— six catalytic centers and corridors identified in the Wasatch Choice for 2040 have been selected to analyze evaluate and select scenarios for future growth. These sites will be used as demonstration sites for developing plans and implementation strategies which can then be applied to other locations in the region. The catalytic sites were selected to demonstrate a range of development issues: small town, suburban and urban locations; small and large sites; transit corridors and transit nodes. Four of the selected catalytic sites incorporate UTA owned TOD locations.
- Implementation Strategies
  - Financial Forum – No matter how great the plans are, nothing gets built unless it makes economic sense. Communities all over the country face the problem of how to bridge the gap between the cost of funding the amenities and infrastructure that enable smart growth communities and allow it to compete with the significantly less expensive suburban sprawl model. UTA is leading the effort to identify the hurdles and impediments to developing mixed use, sustainable communities and to pursue lending and legislative policy changes that would encourage transit oriented development. The financial forum will bring in experts from the bond financing, tax accounting, pension fund, investment bank, and commercial banking arenas, as well as parking deck design experts, civil engineers and architects, to identify innovative financial models and products that will help bridge this gap and encourage investment in, and the financing of TODs.
  - Form-Based Code – The standard building code of many communities inadvertently makes true mixed use development illegal. APA is spearheading an effort to help communities add form-based codes to their building regulations and to help communities calibrate the form-based code to their specific community values.
  - Educational programs and outreach efforts will be spearheaded by Envision Utah to make sure that the planning efforts reflect our community values and that this process addresses the issues that people care about most.

## Social Progress

*Sustainability also serves the social needs of the community by creating jobs for individuals, regardless of their race,*

UTA is committed to improve the quality of life for citizens within its service district regardless of their race, national origin, gender, or religion. UTA practices this philosophy externally in providing transportation options to passengers as well as internally with its employees.

### Social Equity-ADA Compliance

UTA provides accessible and inclusive services to individuals with disabilities throughout the service area to meet compliance with the Americans with Disabilities Act (ADA) and the ADA Amendments Act of 2008. All current UTA facilities that are open to the public, meet architectural accessibility guidelines. UTA is proud of its 100 percent accessible fleet of buses and trains. UTA is committed to assure transportation services are available to everyone who has the ability and desire to use the integrated, mainline services. Individuals whose disabilities are so severe or significant that they could not use the mainline services may qualify for UTA provided paratransit services.

### CAT Committee-Input from People with Disabilities

More than 10 years ago, UTA established an on-going advisory group, the Committee on Accessible Transportation (CAT). This group of community volunteers represents people with various disabling conditions and groups that have an interest in public transportation. The CAT meets monthly to advise and monitor UTA services and practices, to ensure viable, usable transit services are in place and all new programs and services are designed and implemented to be accessible and readily usable by people with disabilities.

### Title VI Compliance

UTA complies with Title VI of the Civil Rights Act of 1964 and other federal regulations which require that any program or activity receiving Federal financial assistance ensure that there is full and fair participation by minorities or low income populations who are eligible to receive the service. UTA planners take steps to evaluate service and fare changes to ensure that they do not disproportionately harm minority and low income groups. When there are negative impacts, UTA seeks ways to minimize or mitigate the adverse effects. There were no formal complaints filed with UTA regarding Title VI issues in 2010, and FTA reviews found UTA's Title VI program to be compliant.



## Employee Relations

In order to achieve sustainability, organizations must include their employees in the process. As previously cited, one popular

definition of sustainability includes the “ability to meet present needs without compromising the ability of future generations to meet their needs.” UTA continually examines the long-term effects of the current obligations, policies and development opportunities and includes employees in this equation. By advertising and promoting a good health insurance plan, a defined benefit pension, competitive wages and encouraging advancement by promoting from within where possible, UTA recognizes what benefits the employees, benefits the agency.



By recognizing that today's employees

influence the customers and community of tomorrow, Utah Transit Authority moves ahead by promoting viable, sustainable services that allow staff to enjoy a better standard of living that will benefit the generations yet to come.

## Workplace Diversity

Internally, UTA continues to focus on hiring and maintaining a diverse workforce. Over the last five years UTA has continued to be inclusive in its representation of females and minorities in its workforce. Among the 262 decision making management staff (executive and first mid-level managers) 53 or 20.2% are females

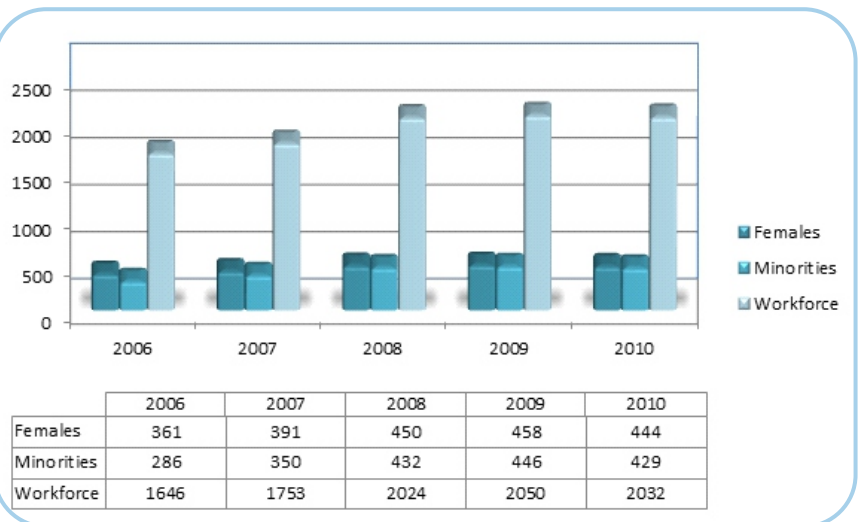
**UTA continues to focus on hiring and maintaining a diverse workforce. Over the last five years UTA has continued to be inclusive in its representation of females and minorities in its workforce.**

and 35 or 13.4% are minorities. Below are the demographics of the workforce for the past five years.

## Mechanic and Maintenance Training

Over the year's technology has played a major role in the operation of transit busses. The biggest challenge for trainers and bus technicians is keeping current on the constantly changing new technologies associated with maintaining maximum engine performance and contributing to the sustainability of our environment by using alternative fuel vehicles. The job title “Mechanic” has for the most part been changed to “Technician,” and rightfully so. It has been said that the technology on today's buses supersedes the technology used on the Apollo spacecraft. The technician not only has to understand the mechanical side of a bus, but also the crucial advanced technologies such as Multiplexing Systems, New Emission Technology and Diesel/Electric Hybrid busses.

In 2010 UTA received 20 Hybrid- Diesel/Electric



# Social Progress

buses and the UTA Maintenance-Training department was instrumental in organizing delivery of Hybrid training to maintenance and operations personnel. There were 121 bus maintenance technicians representing all divisions who were trained in Hybrid Safety, Eighty technicians attended the Hybrid diagnostics course accumulating 1,920 training hours, and 19 Supervisors and Operators attended a train-the trainer Hybrid familiarization class. The UTA Maintenance-Training department is currently writing the training specifications for the new Compressed Natural Gas (CNG) buses that are scheduled to arrive in 2012, and are excited about being given the opportunity to take the primary role in providing CNG training to their internal customers.

## 2010 Apprentice Training:

- Advanced Internal Training: Indentured Apprentices – 17
- Career Ladder Employees – 31
- Trade School Scholarships in Diesel Mechanics - 15

## Social Media

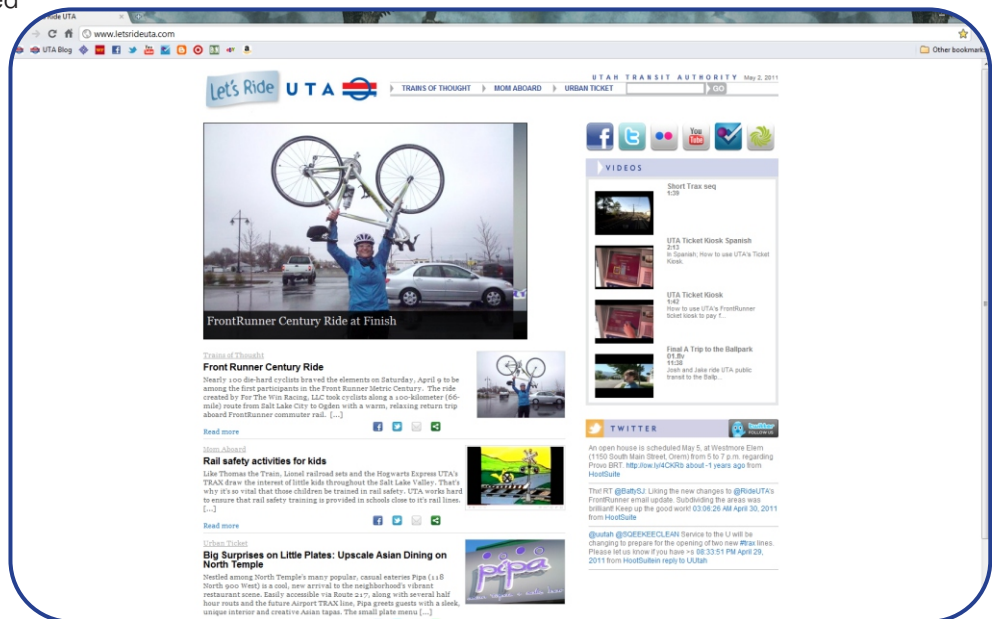
In 2010, UTA launched several social media communication tools including a facebook page, twitter and the new UTA blogs at [www.letsrideuta.com](http://www.letsrideuta.com). All of these efforts are aimed at have a stronger relationship with our customers and community members. Making regular posts to all of these tools helps riders be informed about UTA happenings.

Perhaps more importantly, though, these tools help UTA to converse with riders and be more responsive to their needs.

## Safety

Safety is UTA's highest priority. UTA is committed to ensure that facilities, vehicles, working conditions and job sites are safe, free from hazards that contribute to accidents and injuries. UTA has created a System Safety policy that encourages employees to be vigilant in reporting unsafe conditions and practices. UTA also has developed a System Safety Program Plan through structured, proactive processes that monitor and check safety performance and provide for continuous improvement through corrective action plans.

Each UTA business unit has established Safety & Environmental committees that meet on a regular basis to monitor, advise and address safety & environmental concerns. The Federal Railroad Administration (FRA) is the designated regulatory agency for the FrontRunner commuter rail line and the Utah Department of Transportation is the designated Safety Oversight Agency for TRAX light rail.



## Transit Police

UTA's public safety mission is foremost to protect life and property of our patrons and employees, and to protect the interests of the UTA organization. UTA Transit Police takes a customer service-based approach to policing. Each transit police officer makes several hundred customer contacts in an average day while checking for valid fare. UTA Transit Police understand that face-to-face communication and contact with passengers is critical to monitor safety and security on board UTA services. UTA strives to treat all customers with fairness and respect regardless of the circumstances. UTA Transit Police are responsible for treatment of violators and application of the law.

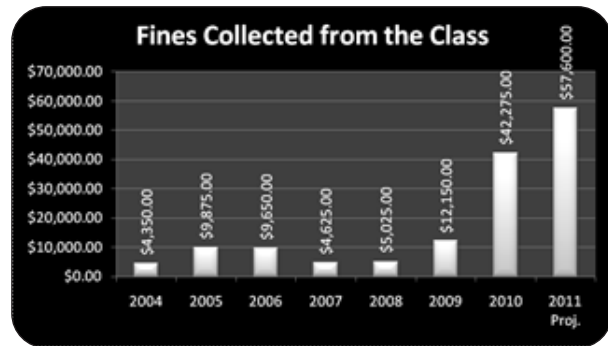
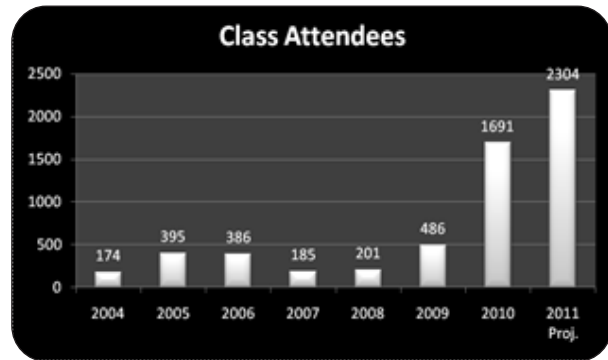
## Zero Tolerance

In 2010 the UTA Public Safety Department took a hard-nose approach to solving fare enforcement issues in the transit system. Directives were shared among the crews for officers to take a tougher stand against those passengers that are not paying for their transit use. As a result of this approach, UTA Police issued a total of 8,998 citations for fare related offenses in 2010.

## UTA Offender Rehabilitation

UTA officers have recognized that some offenders may benefit from rehabilitation through education of the rules and laws regarding conduct and fare requirements on the transit system. To address this issue, UTA Police Officers developed a training class curriculum that is offered as a way to support the public transportation vision, increase ridership and safety, and to help gain voluntary compliance in the future.

Classes are offered to all first time, non-violent offenders, those offenders not able to pay their fines due to financial hardship, and to juvenile offenders, in which case parents are often



required to attend with their child. The one-hour classes were held eight times per month, and had an average attendance of 20 students per class.

In exchange for attending the class, the offender receives a reduction in fine amounts, or a "credit" against their fines due. The increased numbers in 2010 are a result of the zero tolerance approach and the subsequent increase in citations for UTA fare violations. The increased numbers are expected to continue to improve due to efficiency developments in the department and increased police staffing for rail expansion.



# Environmental Protection

Sustainability is also a commitment to protect and restore the environment.

## Environmental Protection

UTA is obligated and committed to provide high quality transportation services to the community it serves. Beyond transit, UTA is committed to the conservation of natural resources, the prevention of pollution, the re-use of as many assets as possible, and the reduction and recycle of waste and scrap to provide reusable materials.

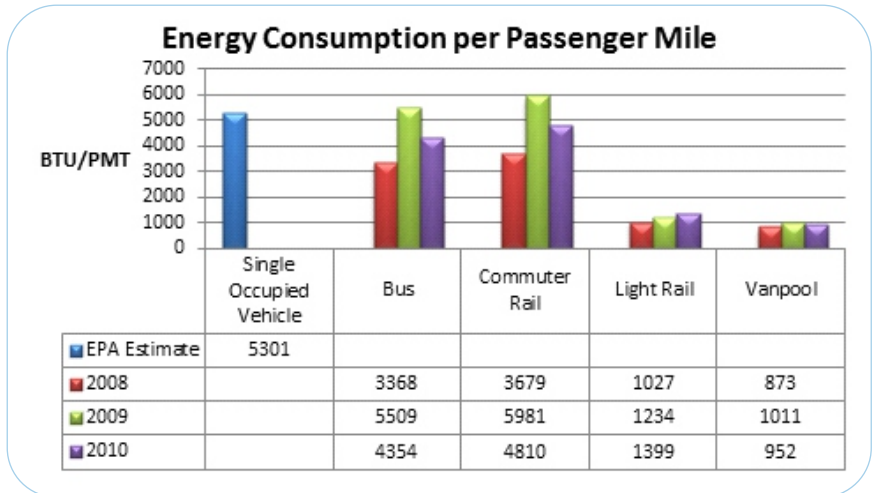
## Environmental Performance

UTA is constantly searching for opportunities to be more efficient in order to better serve its customers and to optimize resources in balance with socio-economic needs. In an effort to improve the quality of UTA's services the agency began developing an environmental management system that conforms to the International Organization for Standardizations' (ISO) 14001:2004. The ISO standard was selected because it encompasses all aspects and levels within UTA's organization from top-level policy statements to shop floor procedures. UTA achieved certification in April 2006 of its Environmental Management System for the Delivery of Public Transportation Services. Today UTA continues to maintain its ISO 14001:2004 Certificate of Registration.

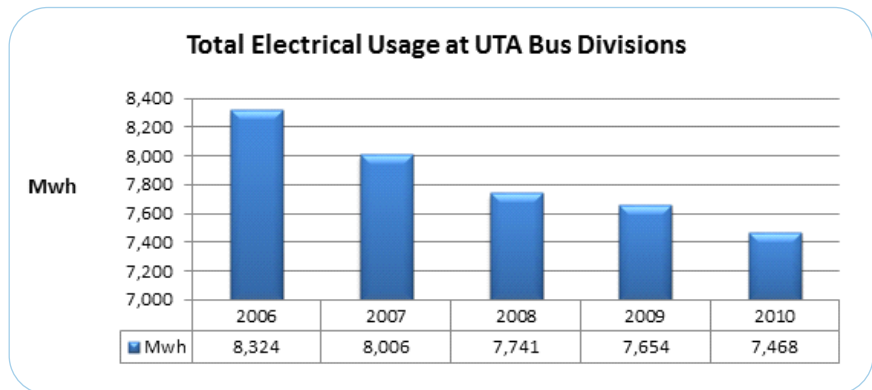
## Energy Efficiency

UTA identified Energy Management – Electrical Usage as one of its significant environmental aspects, using our Environmental Management System (EMS), ISO 14001. UTA's services offers

energy savings per passenger mile traveled, when compared to single-occupied vehicles.



In 2006 UTA initiated a successful project, as a partner level member with Clean Utah, to reduce energy consumption in our infrastructure, stations, maintenance facilities and work places.



Continued reduction in electrical usage at UTA's facilities demonstrates the organization's commitment to energy savings.

# Environmental Protection

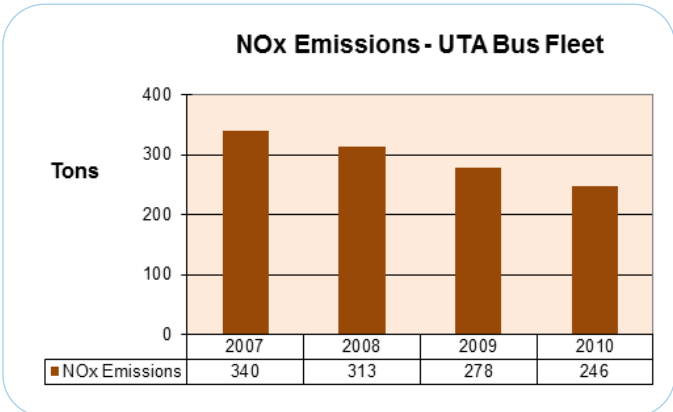
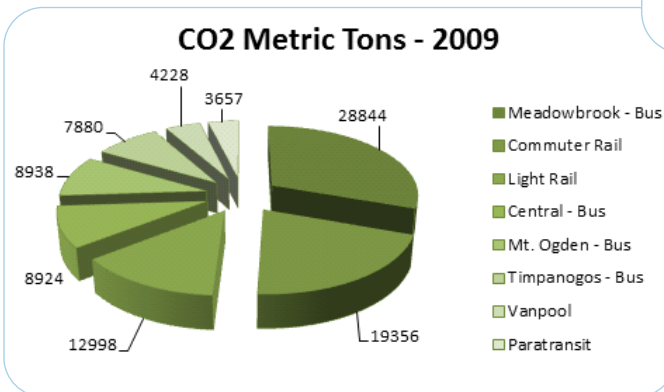
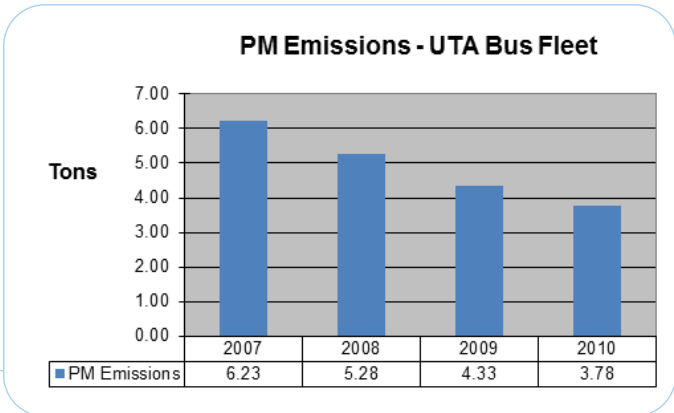
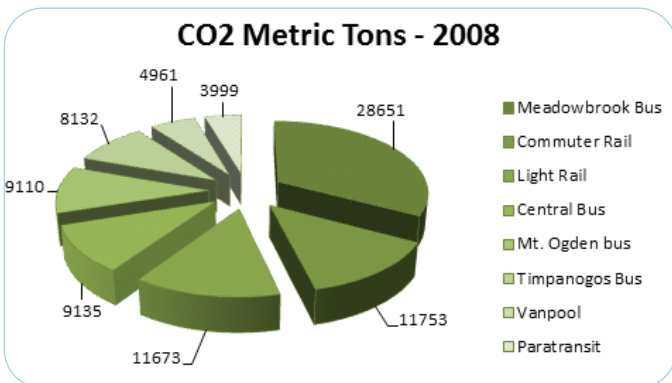
## Greenhouse Gas Emissions

UTA became a Founding Reporter of The Climate Registry (TCR) in May of 2008. The Climate Registry is a nonprofit organization established to measure and publicly report greenhouse gas (GHG) emissions in a common and transparent manner consistent across industry sectors and borders. A third party verification of the GHG data assures TCR of a consistent and accurate published registry.

In 2008 UTA became the first transit agency in North America to have verified GHG data in compliance with ISO 14064-3 approved by TCR for public record. UTA continues to be a leader and is currently the only transit agency that has submitted two complete years of greenhouse gas emissions that have been verified and approved by TCR for public record.

Various areas where UTA provides transportation services are currently designated as non-attainment areas for air quality by EPA; and the entire Wasatch Front has been recommended as a non-attainment area under both the new Particulate Matter (PM2.5) and Ozone standards.

UTA has implemented a bus replacement program that optimizes the number of buses UTA will receive with engines that meet the Environmental Protection Agency's (EPA) 2010 emissions standard for nitrogen oxides (NOx), which is a precursor for the formation of ozone. This replacement schedule will reduce NOx emissions PM emissions from UTA's bus fleet by 80% in 2015. Currently from 2007 through 2010 UTA has effectively reduced NOx emissions by 28% and PM emissions by 39%.



## Pollution Prevention

# Environmental Protection

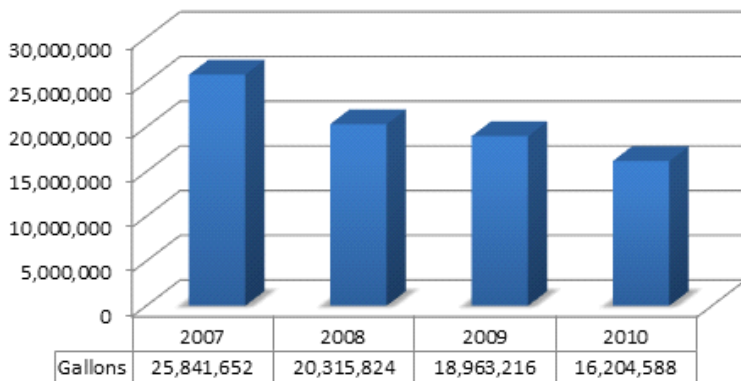
## Water Conservation

Clean water is one of Utah's most valuable and limited resources. UTA is a significant stakeholder in the development and growth for communities along the Wasatch Regional Front. The Utah Transit Authority uses water to clean, drink, irrigate, and dilute detergents to enable operations of our facilities, our fleets, park & rides and employee related needs.

As part of UTA's sustainability initiative, we have identified Water Management – Water Usage as a significant aspect using our Environmental Management System, ISO 14001. UTA has taken an active role to conserve water consumption at our facilities, park n'rides and rail stations. UTA evaluates grounds keeping maintenance to minimize water use and work with community stakeholders to implement “Xeriscaping”, or low-water landscaping, where allowed.

Vehicle washing is a significant source of water usage by UTA. As part of UTA's Sustainable Design water recycling is installed in its vehicle washing infrastructure. From 2007 through 2010 UTA has effectively reduced water consumption by 37 percent at our five Bus and Para-Transit Divisions.

**Total Water Usage at UTA Bus Divisions**



## FrontLines 2015

In 2006, citizens in Salt Lake and Utah counties voted to fund development and construction of additional rail projects within their counties. For the next two years, UTA worked on the environmental study and design of new light rail and commuter rail lines. In 2008, UTA broke ground on its largest capital project in the history of UTA: the \$2.8 billion FrontLines 2015 program. The FrontLines 2015 program features constructing 70 miles of rail projects in seven years (opening all lines by 2015). The FrontLines 2015 project includes four light rail lines: West Valley, Mid-Jordan, Airport, and Draper lines and the FrontRunner South commuter rail line providing service to through Salt Lake and Utah counties.

## Progress for 2010

Each of the FrontLines 2015 project has made excellent progress in 2010, reaching 72.2 percent completion for the overall project. UTA has announced that the Mid-Jordan and West Valley TRAX lines are nearing completion and will be opened for service on Aug. 7, 2011. The individual lines have made similar strides in advancing toward completion. The figures shown below include construction progress, design, material purchases, vehicle acquisition, etc.

Frontlines 2015 Progress in 2010	
Line	Percent Complete
FrontRunner South	74
Mid-Jordan	95
West Valley	87
Draper	14
Airport	43
Jordan River Service Center	96
<b>Overall</b>	<b>72.2</b>

## Vehicles

Vehicles are a critical procurement item for 2015 project. UTA has procured 77 new low-floor light rail vehicles from Siemens for the light rail portion of the FrontLines 2015 project. These vehicles will help to make our system even more convenient for persons with disabilities. Previously, passengers with disabilities needed to board a high-block ramp at one end of the train. Now, passengers with disabilities will be able to board from the platform.

For servicing the FrontRunner South line, UTA has procured 10 locomotives from Motive Power, 10 cab-cars and eight passenger cars from Bombardier. The FrontRunner cab cars allow for train operations at both ends of the train.

## Provo and Orem Intermodal Centers

The Provo and Orem Intermodal Centers are





## On the Horizon

planned to coincide with implementation of FrontRunner service in Utah County and would serve a variety of current and future connectivity needs. The proposed Intermodal Centers will serve local UTA bus patrons, commuter rail passengers, the proposed Provo-Orem bus rapid transit line passengers, pedestrian and bicycle facilities and park & ride lots. These intermodal centers will enhance ridership and reduce highway congestion and air pollution by encouraging the use of public transportation and reducing the number of miles driven. The intermodal centers also will support Provo and Orem City's efforts for transit-oriented land use coordination and economic revitalization.

### Sustainable Sites Initiative

UTA is anticipating that the Provo and Orem Intermodal Centers will be “green projects” and will be participating in the Sustainable Sites Initiative (see [www.sustainablesites.org](http://www.sustainablesites.org)). This is a new rating system being developed by the American Society of Landscape Architects to create voluntary national guidelines and performance benchmarks for sustainable land design, construction and maintenance practices. This includes all elements outside of a building envelope, which are only covered in a cursory way by the LEED rating system. The Sustainable Sites Initiative is working toward incorporation into the LEED rating system by testing its criteria out on 75 pilot projects in 2010 of which the Orem Intermodal Center of one of and the Provo Intermodal Center will apply for a rating when the program is fully implemented. Key elements that UTA plans to implement are drainage swales to purify rain water, using recycled and local materials, smart irrigation systems, water-wise plantings, reducing urban heat island affect, and planning for

efficient operation.

### Sugar House Street Car

UTA has other projects in planning and implementation beyond the FrontLines 2015 project. One of these projects is the Sugarhouse Streetcar project. The project consists of a modern streetcar line, electrified by overhead catenary that will connect a commercial center (Sugar House business district) to the TRAX light rail system. The right of way is a 1.9-mile dedicated rail corridor crossing 14 streets. The design consists of approximately two miles of single track with one passing siding and double track at the eastern terminal station. The project includes seven stations approximately 0.3 miles apart with small platforms and few amenities.

The project supports the six livability principals of the Federal Partnership on Sustainable Communities:

- Provide more transportation choices
- Promote equitable housing
- Enhance economic competitiveness
- Support existing communities
- Coordinate policies and leverage investments
- Value communities and neighborhoods

The Sugar House Streetcar was recently awarded a federal TIGER II grant based on the following evaluation criteria: state of good repair, economic competitiveness, livability, sustainability, and safety.



The sustainability criteria were met by the emphasis on encouraging transit-oriented development which creates good ridership and enhances the “trip not taken”. Some of the statistics include:

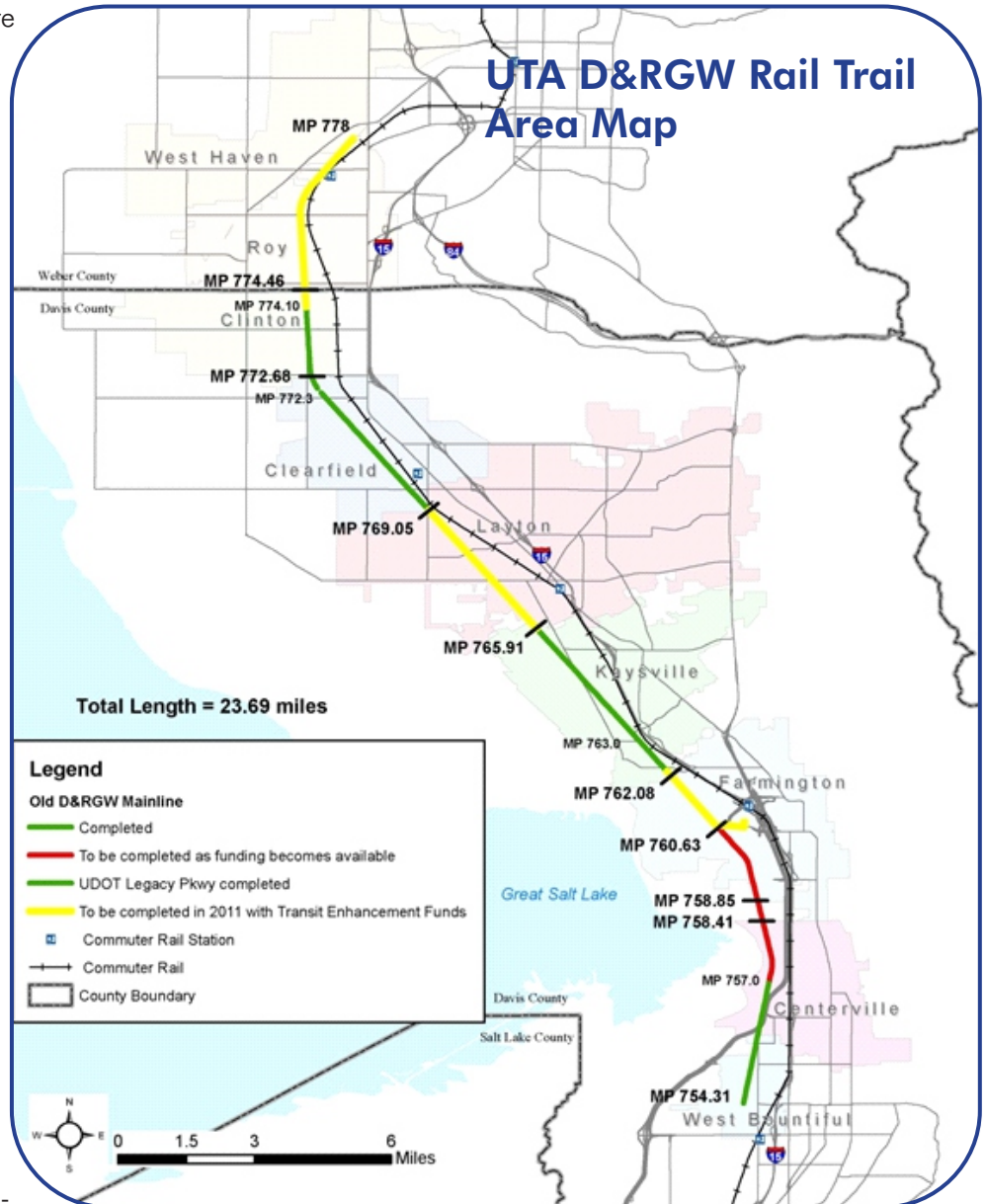
- Over 1,000 trips not taken per weekday
- Over 10,000 vehicle miles/day avoided
- Over 450 gallons of gasoline a day
- Saves the equivalent of approximately 15 billion BTUs/year

Assumptions: 2030 travel and development, average fuel economy 22.1 miles per gallon, energy content calculator for FTA TIGGER program.

### D&RGW Trails

UTA purchased the Denver & Rio Grande (D&RGW) rail corridor in 2002 as part of a 125 mile rail corridor purchase from Union Pacific Railroad in 2002. UTA is working with communities to convert a 24-mile section of the corridor into a 10-foot wide paved class 1 trail. When complete the trail will run from Roy to Farmington where it will link with the Legacy Trail providing a recreation and commuting experience for users.

Each municipality through which the trail passes has provided funding to construct their section. They also will maintain their own section of the trail. UTA reserves the right to use the D&RGW corridor in the future for a future transit use.



## Sustainability Indicator Report Card

Indicators	2008	2009	2010	2011
<b>Economic Sustainability</b>				
Investment per rider	\$4.05	\$3.80	\$3.96	
<b>Ridership</b>				
Total Ridership	39,576,531	37,969,645	38,300,858	
Bus Ridership	22,584,185	22,136,237	21,716,864	
TRAX Ridership	13,948,710	13,165,613	13,400,546	
Commuter Rail Ridership	May-Dec 1,385,818	1,340,753	1,389,872	
Para Transit Ridership	510,783	490,577	446,627	
Van Pool Ridership	1,657,818	1,327,042	1,346,949	
Passenger Revenue	\$33,439,374	\$33,530,448	\$35,160,063	
Advertising	\$1,333,000	\$1,633,331	\$1,733,333	
Sales Tax Revenues	\$188,547,000	\$171,854,169	\$171,893,732	
Federal Non-Capital Assistance	\$45,677,000	\$44,974,000	\$46,772,029	
Interest Income	\$16,071,000	\$9,389,045	\$577,001	
Other	\$ 1,193,000	\$2,797,757	\$2,929,024	
<b>Social Sustainability</b>				
DBE Contracts awarded by percent	9.26%	5.74%	3.9%	
<b>Pace Wellness Program</b>				
Number of Participants (Employees and Spouses)	1,157	1,213	1,117	
Fitness Testing (Employees and Spouses)	949	1,028	1,066	
<b>Apprentice Training</b>				
Advanced Internal Training offered by UTA: Indentured Apprentices	10	13	17	
Career Ladder Employees	26	27	31	
Trade School Scholarships in Diesel Mechanics	19	14	15	
<b>Workforce Total</b>				
Females in Workplace Total	450	458	444	
Minorities in Workforce Total	432	446	429	
Average Employee Age	47	48	49	
<b>Safety</b>				
<b>Bus System</b>				
Collisions per 100,000 miles	3.5	3.3	3.0	
<b>Commuter Rail / Front Runner</b>				
Collisions per 100,000 miles	0.4	0.4	0.4	
<b>Light Rail/ TRAX System</b>				
Collisions per 100,000 miles	0.3	0.2	0.05	

Indicators	2008	2009	2010	2011
<b>Environmental Sustainability</b>				
<b>Recycling</b>				
Aluminum	23,353 lbs.	6,080 lbs.	32,870 lbs.	
Steel	303,355 lbs.	280,270 lbs.	253,328 lbs.	
Tin	27,360 lbs.	86,006 lbs.	0 lbs.	
Used Oil	37,975 gal.	38,775 gal.	42,150 gal.	
Used Antifreeze	9,880 gal.	5,375 gal.	8,040 gal.	
Electronic Waste	34,317 lbs.	29,513 lbs.	2,916 lbs.	
Paper Recycling	Yes	Combined weight in 2009: 53,336 pounds	Yes	
Aluminum Can Recycling	Yes		Yes	
Plastic Bottle Recycling	Yes		Yes	
Cardboard Recycling	Yes	Yes	Yes	
<b>Energy</b>				
Electricity conservation at bus divisions (kWh)	3% reduction 2007 to 2008	1.1% reduction 2008 to 2009	2.4% reduction 2009 to 2010	
Electricity \$ Savings at bus divisions	\$21,038	\$6,980	\$14,880	
BTU/ Bus Passenger Mile	3368	5509	4354	
BTU/ Vanpool Passenger Mile	873	1011	952	
BTU/ TRAX Passenger Mile	1027	1234	1399	
BTU/ Commuter Rail Passenger Mile	3679	5981	4810	
<b>Greenhouse Gases (GHG)</b>				
Total Metric Tons of Carbon Dioxide equivalents emitted by UTA *	87,414	94,825	91,572**	
Total Metric Tons of Carbon Dioxide equivalents reduced by UTA (Carbon Avoidance)	34,540	26,536	26,843	
CO <sub>2</sub> pounds/ Bus Passenger Mile	0.582	0.958	0.742	
CO <sub>2</sub> pounds/ Vanpool Passenger Mile	0.151	0.175	0.161	
CO <sub>2</sub> pounds/ TRAX Passenger Mile	0.273	0.328	0.370	
CO <sub>2</sub> pounds/ Commuter Rail Passenger Mile	0.642	1.050	0.830	
<b>Criteria Air Pollutants</b>				
<b>Bus System</b>				
Total NO <sub>x</sub> Emitted in Metric Tons	284	252	224	
Total Particulate Matter Emitted in Metric Tons	4.79	3.93	3.43	

\* Total Metric Tons of Carbon Dioxide equivalents emitted by UTA are verified by The Climate Registry (TCR)

\*\* Total Metric Tons of Carbon Dioxide equivalents for 2010 are not verified at the time of this report







