



Image courtesy of County Lemonade via Flickr.

Utah Transit Authority

2011 Sustainability Report



This page left blank intentionally.

Dear Friends,

UTA remains committed and is proud of our continuing efforts to help contribute to sustainability along the Wasatch Front. UTA strives to be a truly sustainable organization through increasingly focused efforts in the areas of environmental, economic, and social sustainability.

Public transportation is a thread that weaves throughout communities, binding them together. By providing more transportation choices for residents along the Wasatch Front, UTA not only contributes to sustainable communities but also to a better quality of life for all of those residents. This report summarizes the efforts that UTA was engaged in for 2011. Improved ridership, TOD initiatives, carbon emissions reduction, and employee wellness programs are just a few of the areas where UTA has shown both commitment and improvement to our sustainability goals.

This past year has been a year of building for UTA—building ridership, rail lines and relationships. Our ridership systemwide reached 41 million trips, up nearly 2.5 million from the previous year. FrontRunner commuter rail ridership increased 10.8 percent above the previous year to 1.64 million trips. Despite the difficult economic times and refining of services, UTA's flex-route bus service, a typical bus route that deviates off route for reserved calls, increased ridership by 74 percent to more than 174,000 trips in 2011. These improved benchmarks all point to a positive continuation of UTA's sustainability efforts.

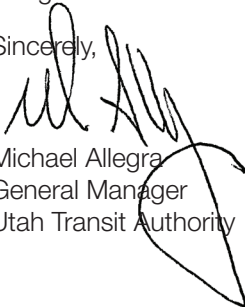
Progress on the FrontLines 2015 rail project has moved forward without delay this year. The FrontLines 2015 program features four new TRAX lines in Salt Lake County and the FrontRunner line from Provo to Salt Lake City. In 2011, we started revenue service on the Mid-Jordan and West Valley TRAX lines and announced that we will complete the Airport and Draper TRAX lines in April and August of 2013, respectively; as well as the 45-mile FrontRunner South line in December 2012.

We continue to look for ways to improve the passenger experience and improve the positive brand recognition of UTA. We are expanding our presence on Twitter and Facebook and introducing new technologies such as a real-time bus arrival "app" and ISIS fare payment software for handheld devices. We are committed to building meaningful relationships with current riders, while cultivating trust and excitement among our future riders.

Public transportation for employees is a key element in many public and private company sustainability efforts. These businesses and UTA work as partners in establishing sustainable solutions along the Wasatch Front for the communities in which we live and work.

UTA is grateful to all of our partners around the region and we look forward to the continued success in the growth of the public transportation sector along the Wasatch Front for years to come.

Sincerely,


Michael Allegra
General Manager
Utah Transit Authority



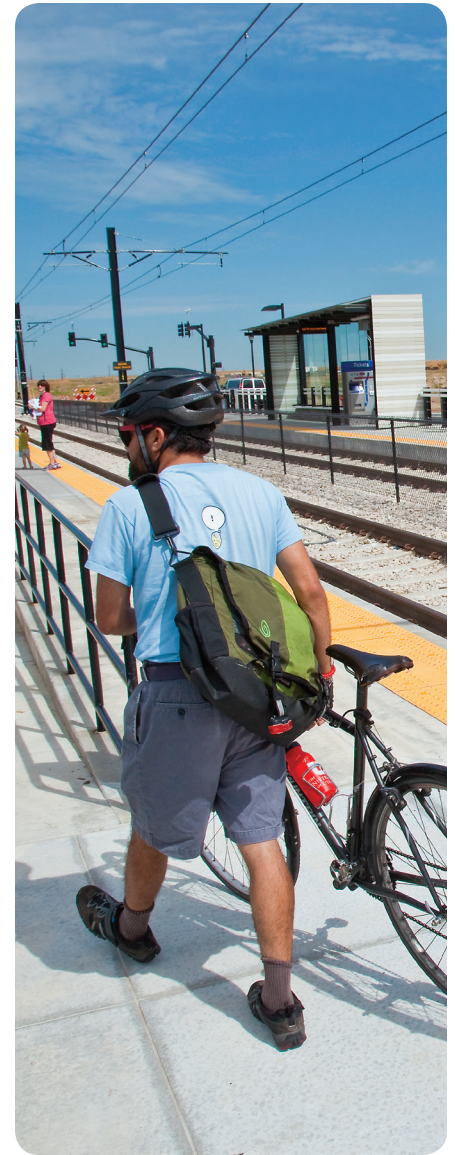
“Public transportation plays a critical role in connecting communities and providing transportation choices for a better quality of life. To be a truly sustainable organization, we have focused our efforts in environmental, economic and social arenas.”



This page left blank intentionally.

Table of Contents

History/Governance/Management	5
2011 Year in Review	9
Sustainability	15
Economic Sustainability	17
Social Sustainability	25
Environmental Sustainability	31
What's Next	37
Sustainability Report Card	43



This page left blank intentionally.

Section 1

History / Governance / Management

History

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, 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 2,244,265 residents and represents 79 percent of the State's total population.

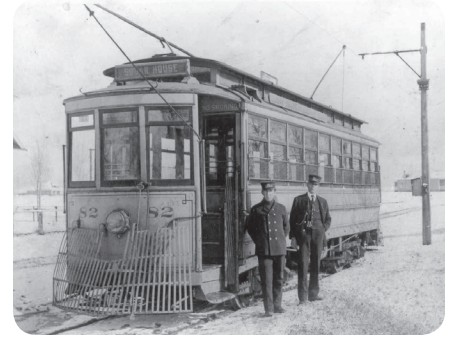
UTA's service area includes Salt Lake, Davis, Weber, Utah, Tooele and Box-Elder counties. The service area in Tooele County includes the cities of Tooele and Grantsville, and the unincorporated areas of Erda, Lakepoint, Stansbury Park, and Lincoln. The service area in Box Elder County includes the cities of Brigham City, Perry, and Willard. The service area in Salt Lake, Davis, and Weber counties include all cities and ski resorts.

Governance and Management

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

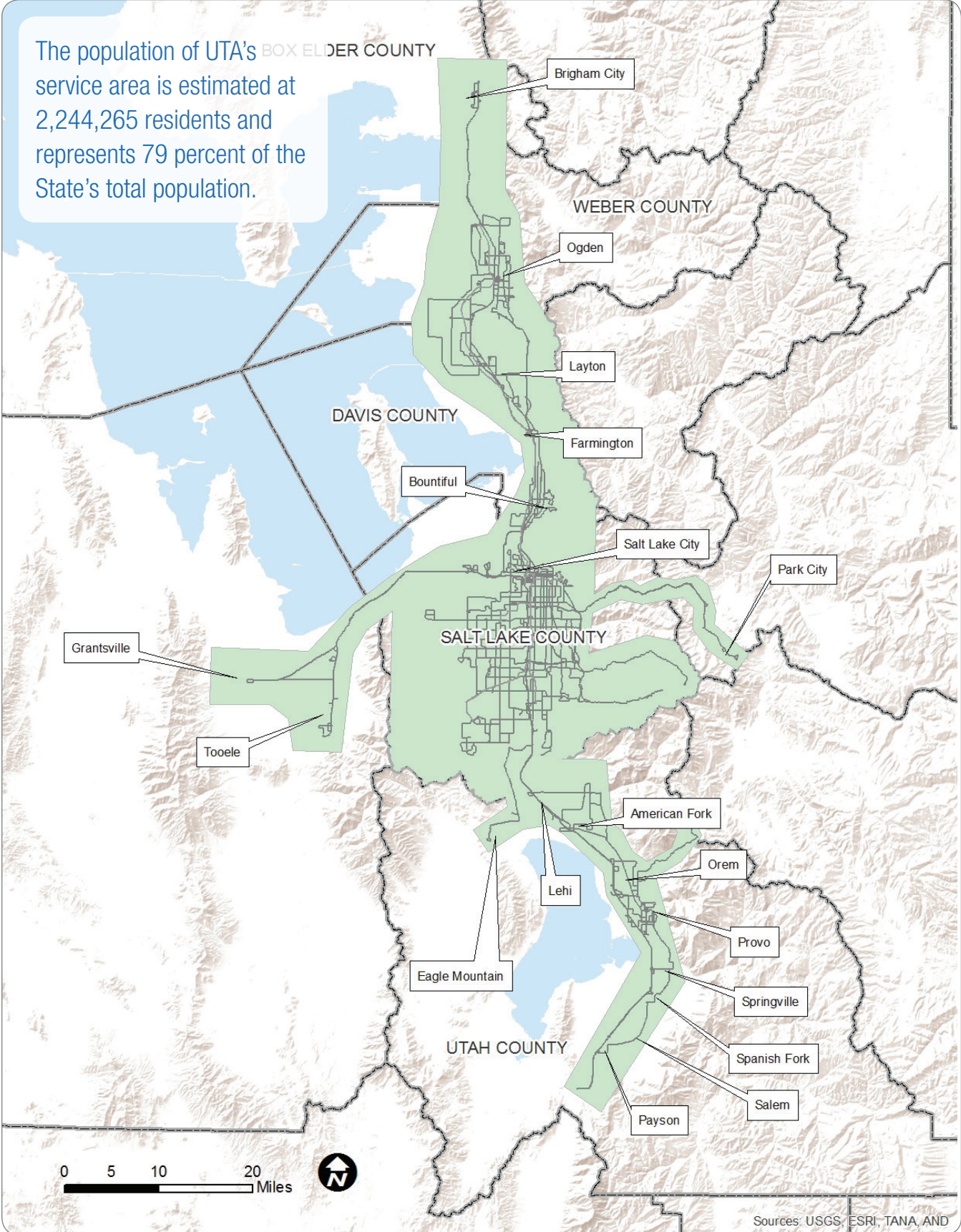
The board also includes one member who is appointed by the state Transportation Commission who acts as a liaison between UTA and the Transportation Commission; one member of the board is appointed by the Governor; one member is appointed by the speaker of the Utah State House of Representatives; and one member is appointed by the president of the State Senate.

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.



Service Area

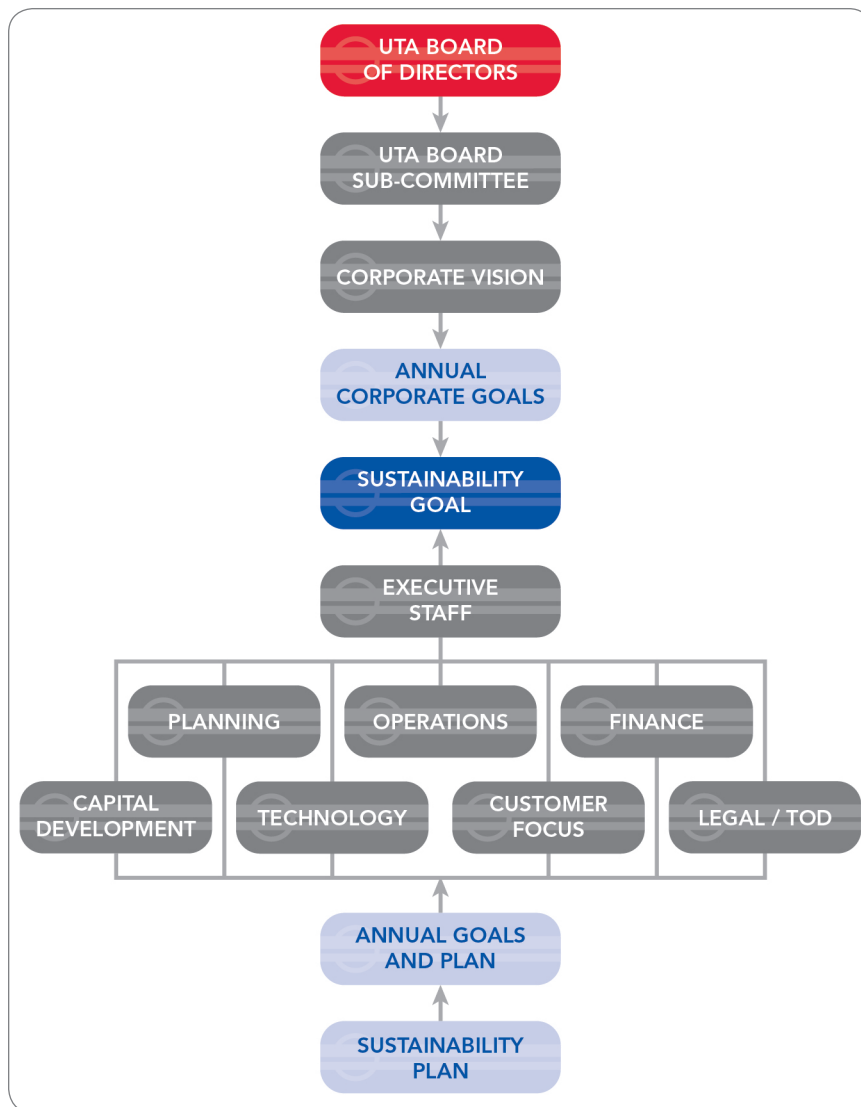
The population of UTA's service area is estimated at 2,244,265 residents and represents 79 percent of the State's total population.



Sources: USGS, ESRI, TANA, AND

UTA's bus operations are managed in business units with geographical boundaries including: Meadowbrook (for the greater Salt Lake County) and downtown Salt Lake City, 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).

Corporate Sustainability

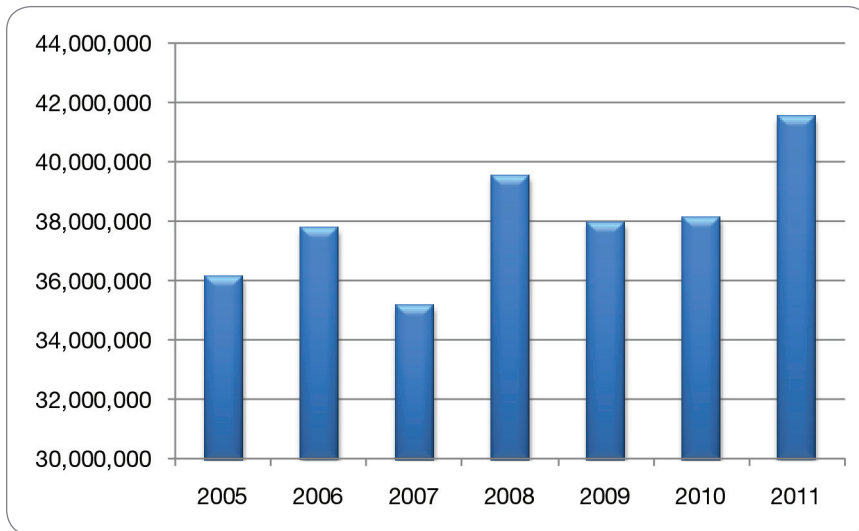


This page left blank intentionally.

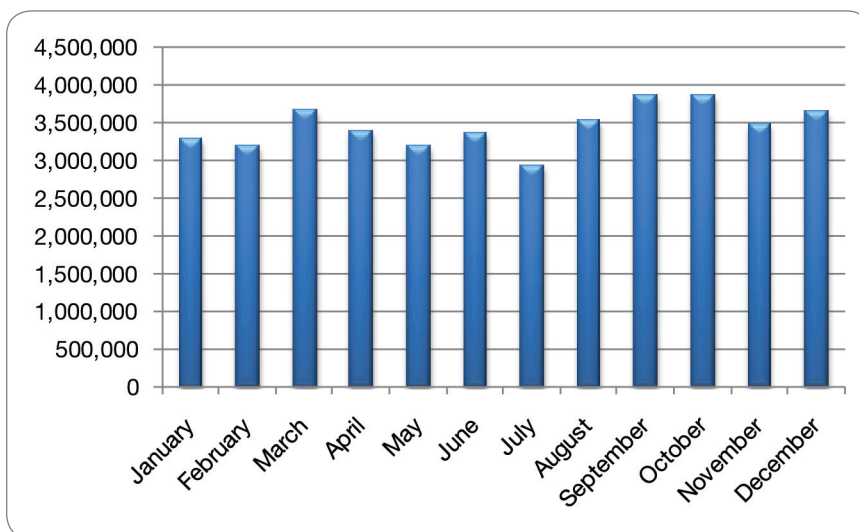
Section 2

2011 Year in Review

Systemwide Yearly Total Ridership (Passengers)



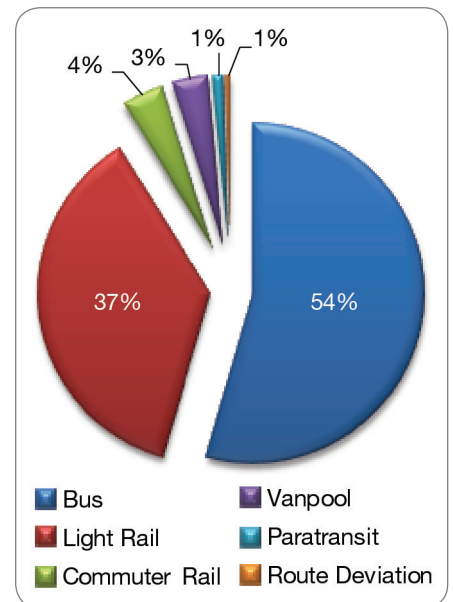
Systemwide Monthly Total Ridership (Passengers)



System Ridership

UTA operates three primary modes of transportation including bus (and bus rapid transit), TRAX light rail, and FrontRunner commuter rail services. UTA also supports rideshare and van pool programs. In 2011, UTA had an average of more than 150,000 weekday riders equating to more than 41.5 million total annual riders across its various services, an 8.8 percent increase in ridership from 2010.

2011 Ridership by Mode





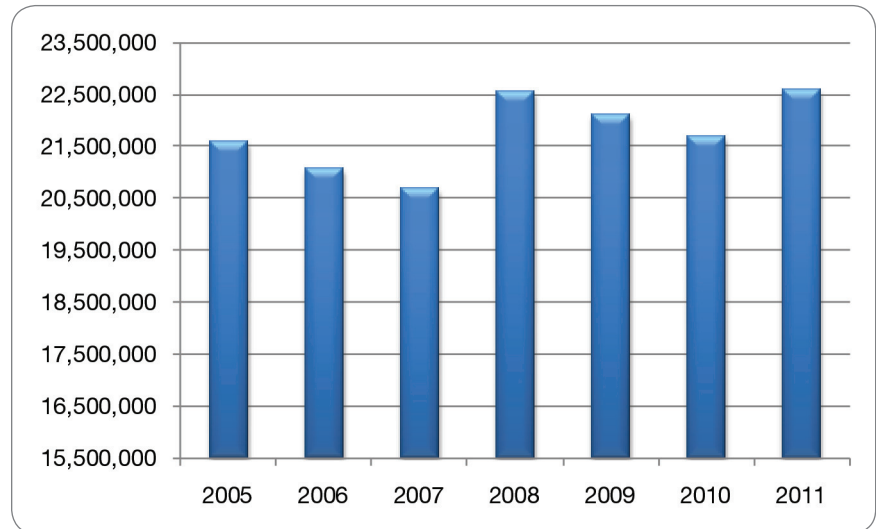
Bus

UTA operates a bus fleet of about 600 buses. The fleet includes hybrid-electric buses, ski buses, over-the-road coaches, and more than 100 Paratransit vehicles.

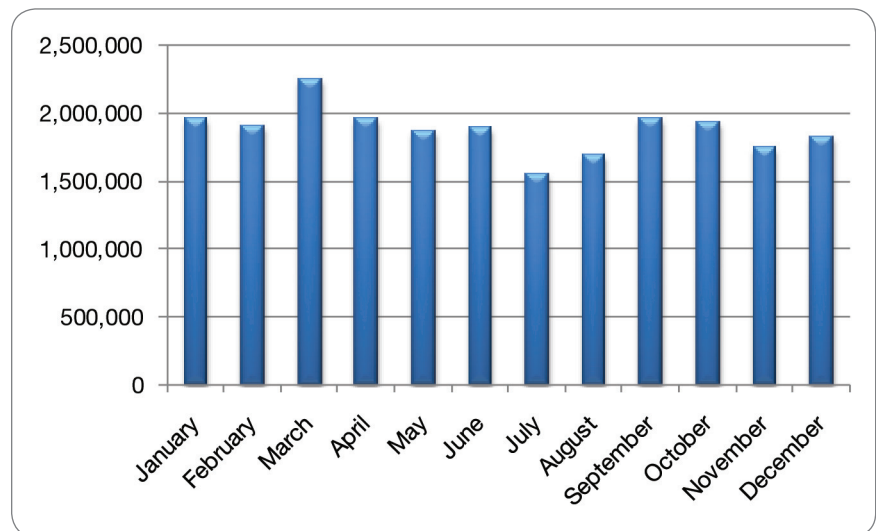
In 2011, bus ridership reached 22,611,461 riders, an increase of 1.53 percent over the previous year; an average of 79,000 weekday riders.

In 2011, UTA saw a 7.8 percent reduction in total bus miles traveled, throughout the system, to roughly 17.4 million miles. Despite the reduction in bus miles, there was a 7.8 percent increase in the number of passenger boardings per mile to 1.24.

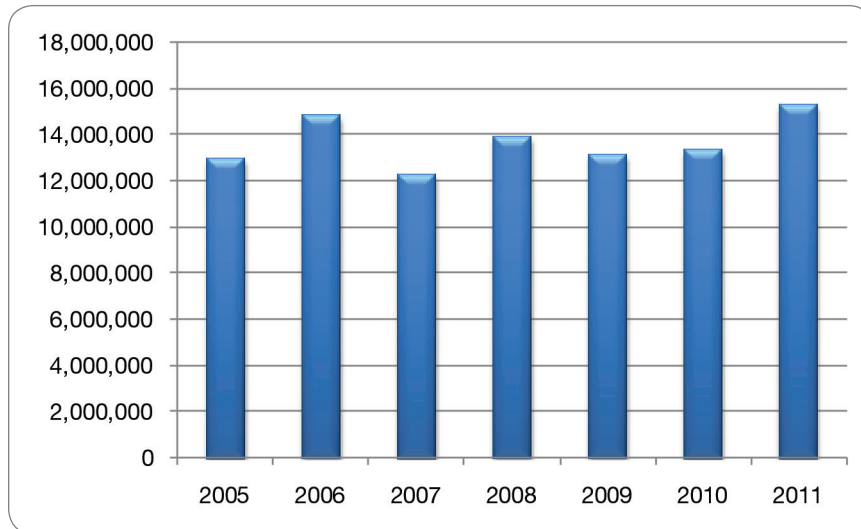
Bus Yearly Total Ridership (Passengers)



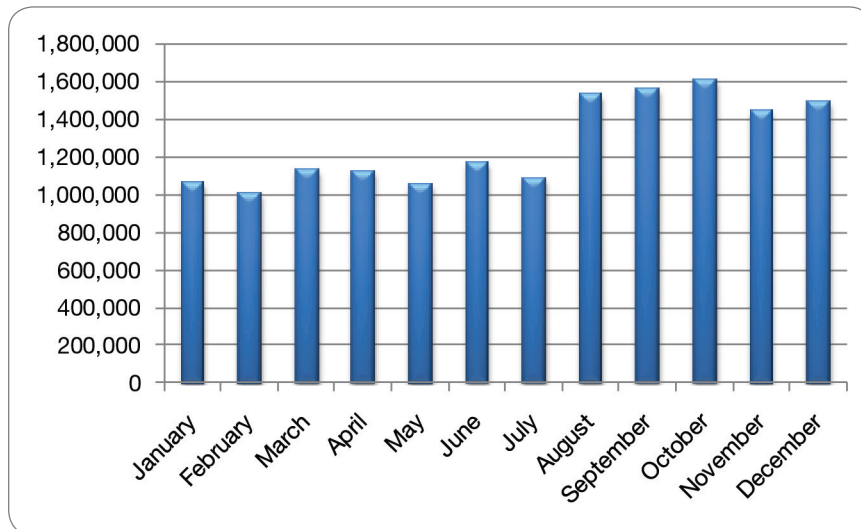
Bus Monthly Total Ridership (Passengers)



TRAX Yearly Total Ridership (Passengers)



TRAX Monthly Ridership (Passengers)



Light Rail (TRAX)

UTA currently operates 122 light rail vehicles on three light rail lines: the Blue Line (Sandy to Salt Lake Central), the Red Line (University Medical Center to Daybreak), and the Green Line (West Valley City to Salt Lake Central). There are currently 41 light rail stations in service on these lines. TRAX currently operates through 8 municipalities in Salt Lake County.

Together the three TRAX lines carry more than 57,000 passengers each weekday. In 2011, TRAX ridership increased by 14.2 percent to 15.3 million passenger boardings.

In 2010, UTA began testing its new low-floor, platform level boarding TRAX vehicles. The new light rail vehicles began operating on the Red and Green TRAX lines in August 2011 and will eventually operate on all Frontlines 2015 light rail projects, giving access to a broader market of potential transit users.



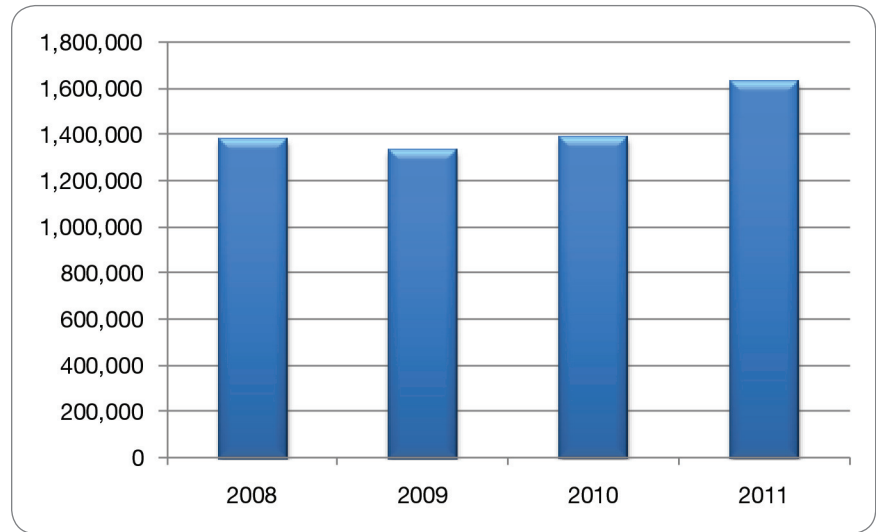


Commuter Rail (FrontRunner)

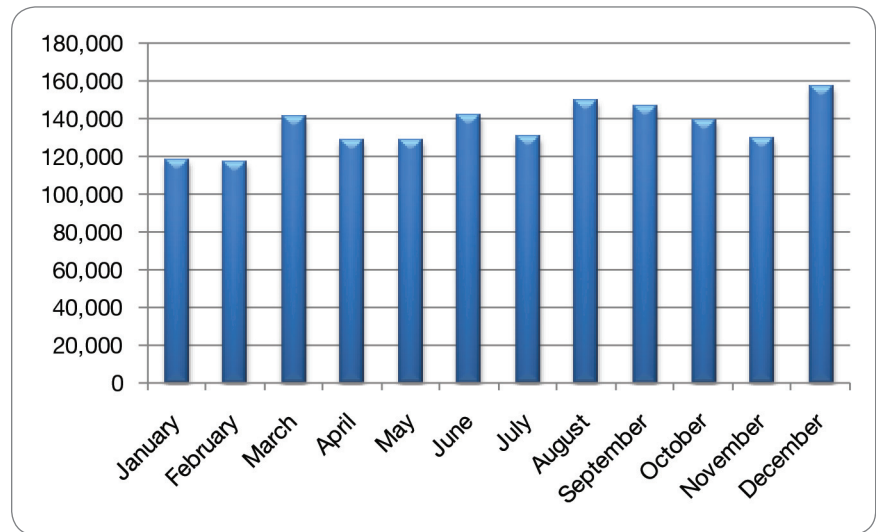
On April 27, 2008 UTA opened the first phase of its FrontRunner commuter rail line. That FrontRunner project operates between Salt Lake City and Pleasant View, Utah, a 44 mile stretch. The second phase of FrontRunner will travel 45 miles south from Salt Lake City to Provo, Utah with a scheduled opening date of December 10, 2012.

In 2011 FrontRunner carried 1,635,385 passengers, up 10.8 percent from 2010, for an average of 6,000 weekday riders. UTA currently owns, maintains, and operates 55 commuter rail vehicles.

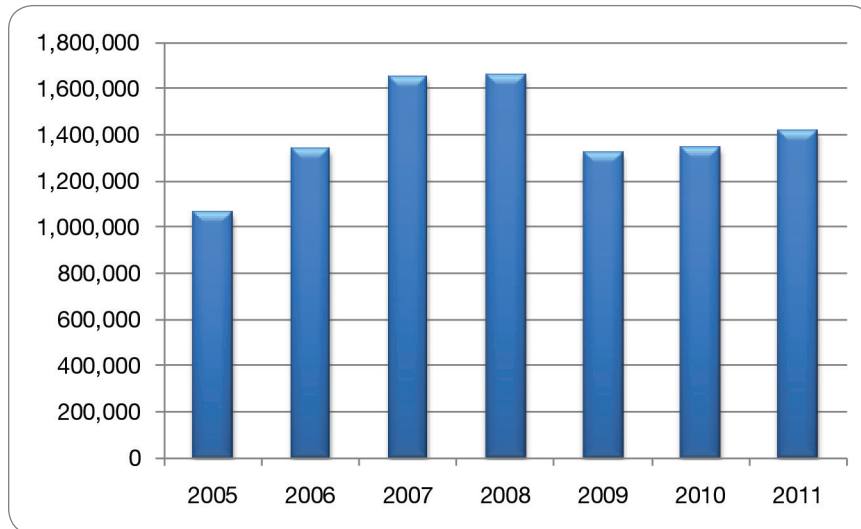
FrontRunner Yearly Total Ridership (Passengers)



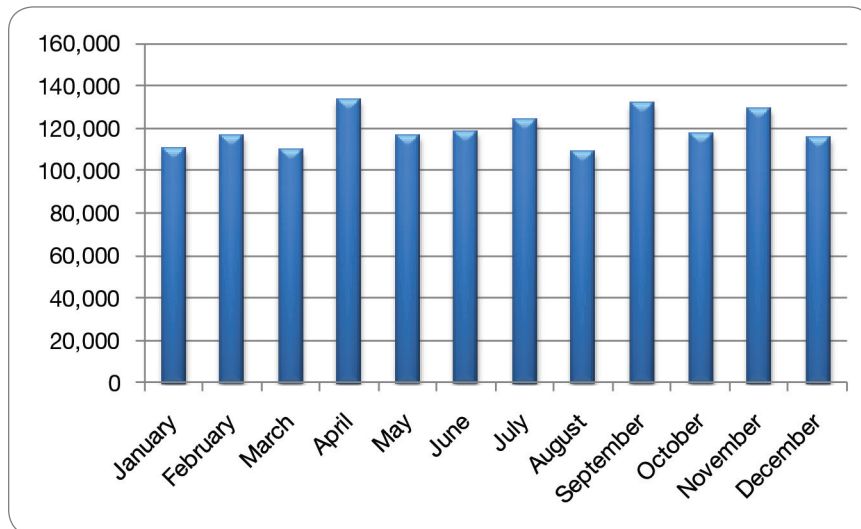
FrontRunner Monthly Total Ridership (Passengers)



Vanpool Yearly Total Ridership (Passengers)



Vanpool Monthly Total Ridership (Passengers)



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 are required to 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 group of riders so the service is practically door to door, generally car door to office door.

In 2011 there were 1,417,183 vanpool riders, a 5.2 percent increase from 2010, with 59,336,926 total passenger miles (8,267,585 van miles traveled).

Additional information about vanpool and other rideshare programs can be found at www.utarideshare.com.



Paratransit and Flex Route

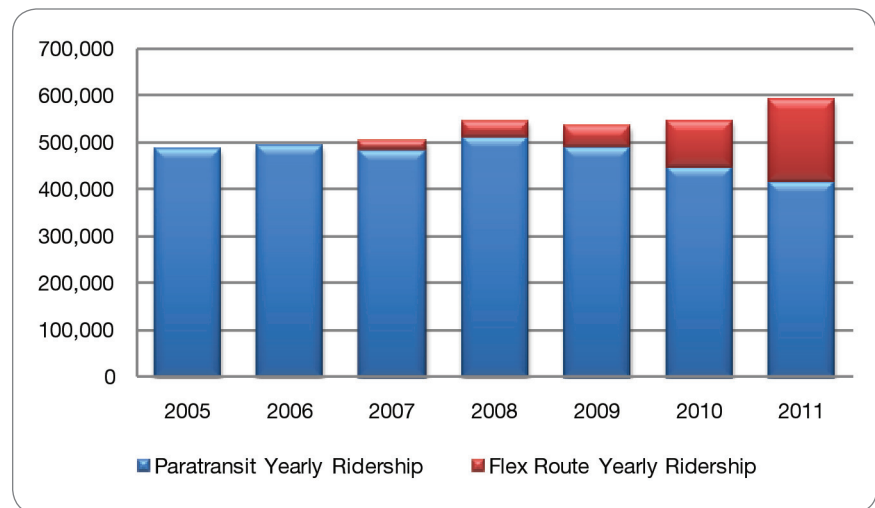
UTA is committed to providing service to all customers including passengers with disabilities. UTA's entire fleet is 100 percent accessible and complies with the Americans with Disabilities Act (ADA) of 1990, including 112 Paratransit vehicles. UTA's curb-to-curb Paratransit service is reserved for people 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.

In order to reduce the operating costs tied to Paratransit service, UTA has continuously expanded flex route/route deviation service throughout the service area. If a customer resides near a flex route, it is easier, faster and less expensive for UTA to provide service to that customer via Flex than through Paratransit.

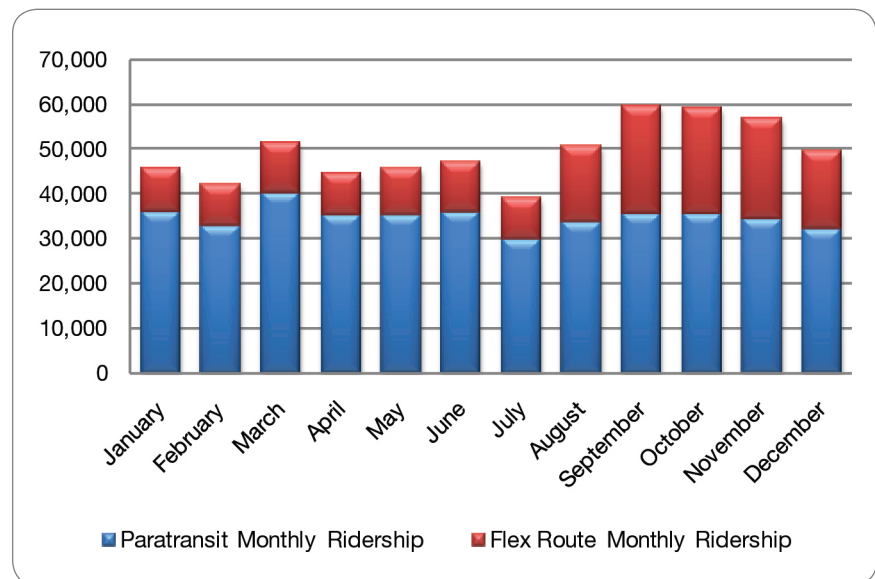
UTA's Paratransit ridership decreased in 2011 by 6.62 percent to 417,077 trips. While there was a decrease in Paratransit ridership, flex route ridership increased by 74 percent to about 175,000 riders.



Flex Route vs. Paratransit Yearly Total Ridership (Passengers)



Flex Route vs. Paratransit Monthly Total Ridership (Passengers)



Section 3

sustainability

Sustainability

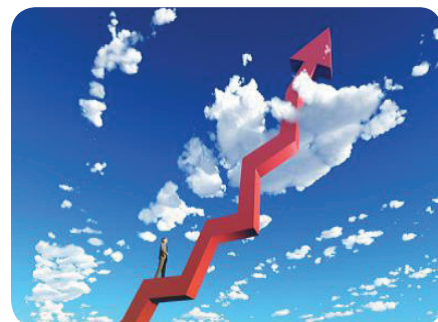
Commitment to Sustainability

Utah Transit Authority is a full signatory member of the International Union of Public Transportation (UITP) (<http://www.uitp.org/>) and the American Public Transportation Association (APTA) sustainability charters (<http://www.apta.com/>). 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.

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

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 simultaneously, while balancing the resources required to achieve these goals. UTA is committed to sound, sustainable practices relating to current and future transit operations, employee relations, and community partnering within the UTA service district.

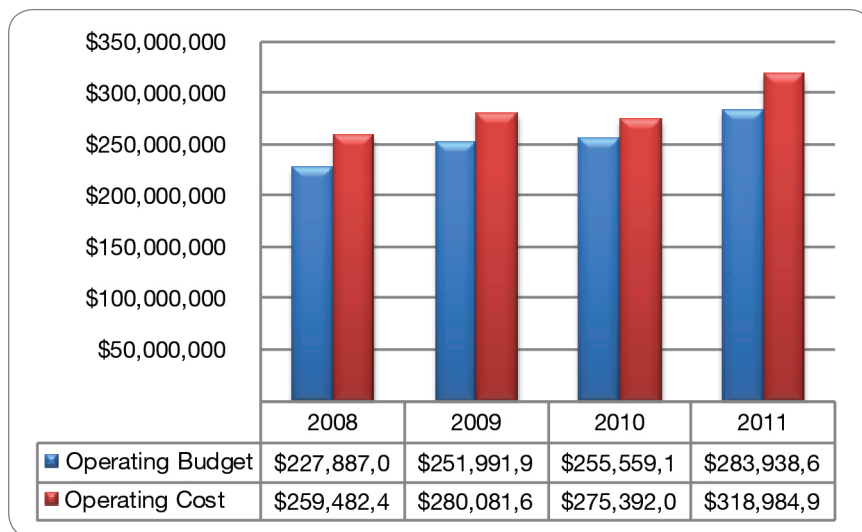


This page left blank intentionally.

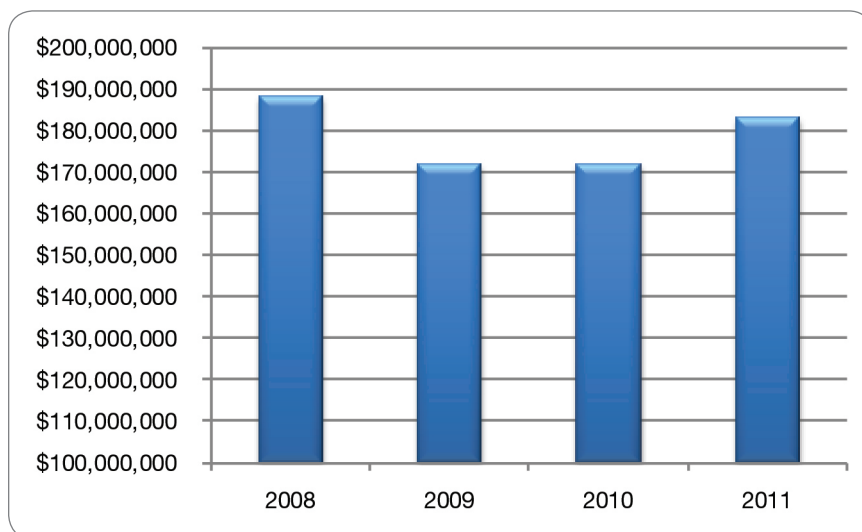
Section 4

Economic Sustainability

Operating: Budget vs. Costs



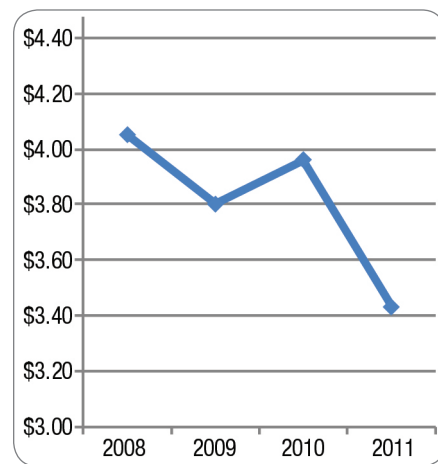
Sales Tax Revenue



Revenue

In 2011, UTA saw a slow growth trend in sales tax revenue due to a steady, slow-recovering economy. The total operations budget was approximately \$283,900,000, which included the start of operations for the new Mid-Jordan and West Valley TRAX lines. UTA draws funding primarily from a local-option sales tax raised by the cities and counties it serves. A basic breakdown of sales tax revenue is shown.

Investment-per-rider

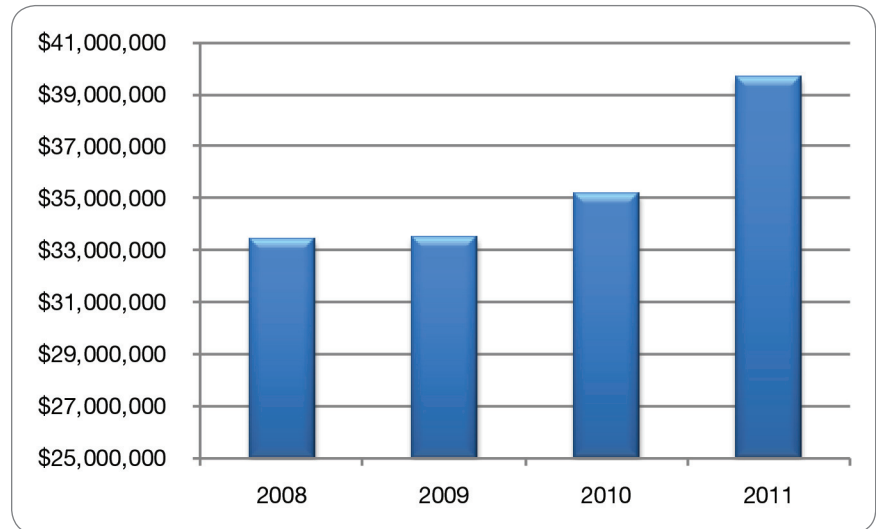




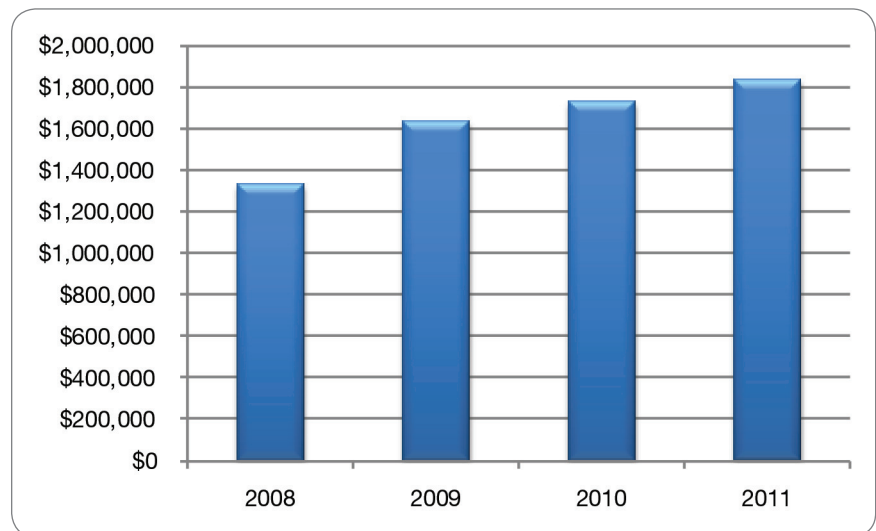
Revenue

UTA receives operating revenues from various sources including sales tax, fares, federal preventative maintenance grants, advertising, interest and a small amount from other areas. UTA's capital sources to fund projects, such as construction of transit infrastructure and TRAX light rail, come from net operating revenues, federal grants, local contributions and bonding.

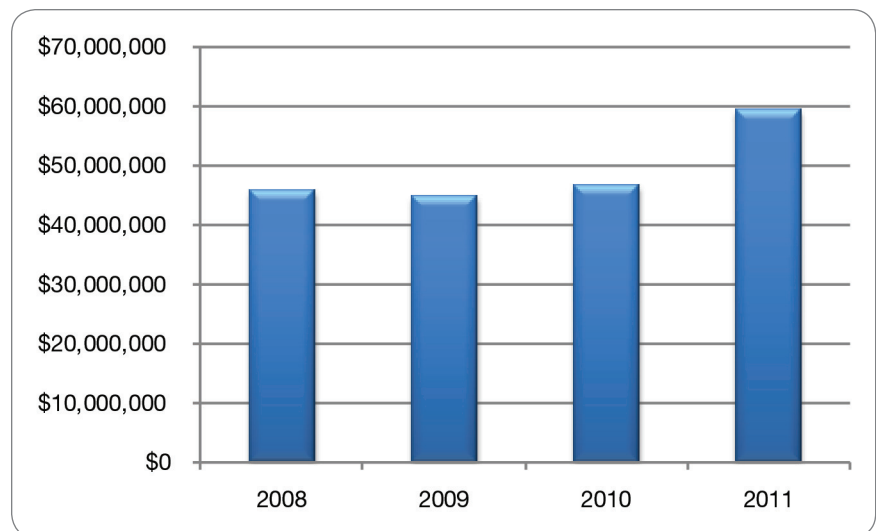
Passenger Revenue



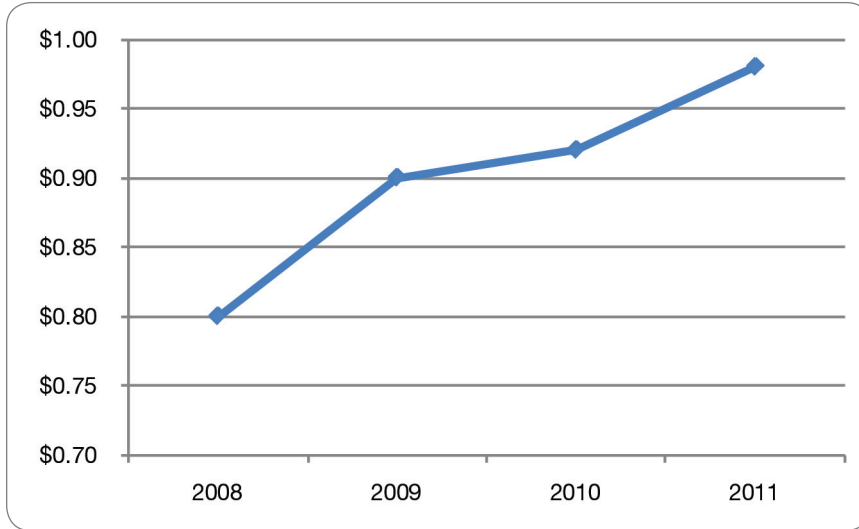
Advertising Revenue



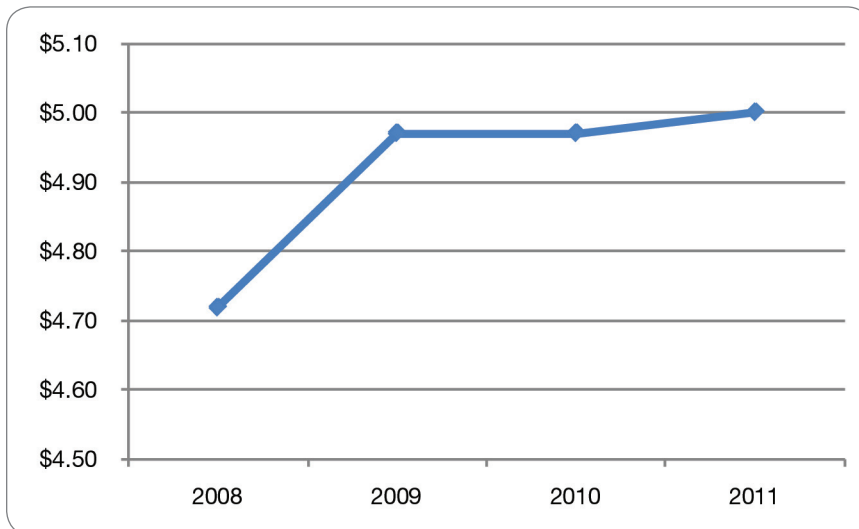
Federal Funding



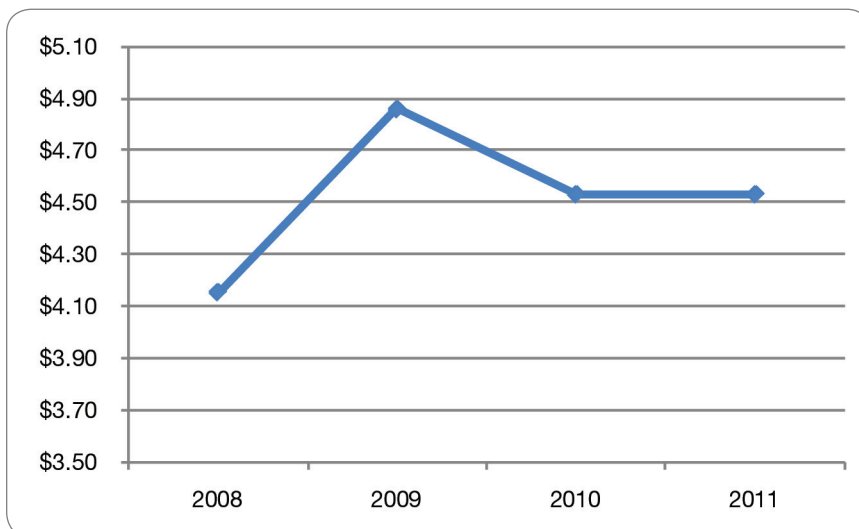
Average Fare per Passenger



Average Cost per Mile



System Cost per Passenger



Efficiency Figures

Over the past decade, UTA has seen steady increases in operating costs in part due to the expansion of bus, light-rail, and commuter rail services and the continuing rise of fuel and energy costs. In order to keep up with these costs, UTA has had to find ways to increase money coming in, including increasing fares throughout the system, as well as looking at ways to reduce system costs.





“Transit Oriented Development (TOD) makes more efficient use of land, energy and resources. It helps conserve open space. 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.”

– *Reconnecting America*

So, how is UTA addressing the economic sustainability challenges it is facing? UTA is continuously working to lower vehicle miles traveled (VMT) by increasing ridership, as well as working with the business community in an on-going basis. Below are a few other programs UTA is currently working on.

Partnering

UTA is focused on partnering with communities and regional MPOs 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 gained 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 UTA’s three non-federally funded transit construction projects, DBE firms were awarded a total of 32 subcontracts valued at \$29.1 million dollars.

Envision Utah’s 3 Percent Strategy

“In 1997, Envision Utah was formed to help guide the development of a broadly and publicly supported Quality Growth Strategy—a vision to protect Utah’s environment, economic strength, and quality of life. Envision Utah is a unique and dynamic public/private partnership with business leaders, civic leaders and policy-makers, working with the community to plan for future development of the Greater Wasatch Area through coordination in planning.”

– *Envision Utah Mission Statement*

Envision Utah’s 3 Percent Strategy’s goal is to accommodate 33 percent of future development on 3 percent of our available land. The 3 percent strategy encourages targeted investment to create exceptional places with great quality of life by maximizing efficiency while keeping cost of living in check. It is estimated that concentrating 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

UTA Enabling Legislation

In the 2010 legislative session, the Utah state legislature authorized UTA's participation as a limited partner in three TOD projects. The 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 Station, Sandy Civic Center, and Clearfield Station. Sites not listed are not precluded as TODs but may substitute the above mentioned sites if their level of project readiness and developer interest warrants elevating them to 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.

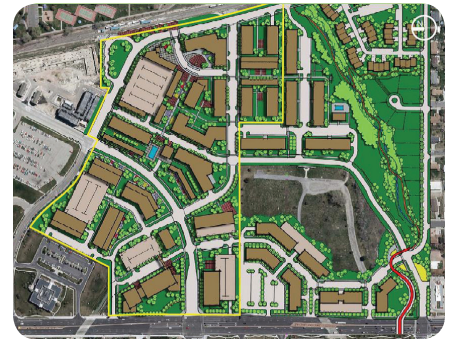
This TOD will include 1,400 residential units, 35,380 square feet of neighborhood retail, and 61,055 square feet of office space.

The developer, Boulder Ventures, was selected in 2010 following a competitive RFP process.

Sandy Civic Center TOD

The Sandy Civic Center TOD, or "East Village," is a key component of Sandy City's 30-year vision for their downtown, and is a joint venture between UTA and Hamilton Partners, a competitively selected, private developer. This 32 acre development, located at the 100th South Sandy Civic Center TRAX Station, will complement Sandy's redevelopment efforts with 1,200 residential units, 300,000 square feet of office, and 30,000 square feet of service retail.

The first phase is proposed to include roughly 300 high-density residential units, a clubhouse and pool, structured transit parking, and an urban, pedestrian promenade connecting to the TRAX station. There are also plans for a future transit circulator that will better integrate the light rail and the South Jordan commuter rail station to the new development.





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, and will provide 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

The Housing and Urban Development (HUD) Grant project is a regional collaboration that includes 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. These entities 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 three groups nationwide that received the maximum \$5 million grant.

The grant work encompasses the following issues:

Envision Tomorrow - Envision Tomorrow, one of the leading planning software tools currently in use, is being expanded and enhanced through the HUD grant. Researchers at the University of Utah are assembling an unprecedented collection of nationwide, current datasets and using these tools to carry out cutting-edge research on urban growth measures to create a powerful new tool, dubbed "Envision Tomorrow Plus" (ET+). ET+ will help elected officials, developers, lenders, planners, property owners, and residents make decisions about the best way to build their communities and reach consensus on how to proceed based on mutual benefit and a shared vision.

Armed with this model, stakeholders can operate from a common set of data, find ways both private and public interests can benefit, and make decisions based on an understanding of how a particular development will affect the developer, the neighborhood, transportation network and the region as a whole.

Implementing Centers Program - The Implementing Centers program seeks to assist communities with determining potential barriers to robust mixed-use developments, while also providing communities with guidance on conducting a market analysis to better understand their current market conditions.

Form-Based Code – UTA is supporting APA's efforts 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.



Wasatch
CHOICE for 2040



This page left blank intentionally.

Section 5

Social Sustainability

Social Equity-ADA Compliance

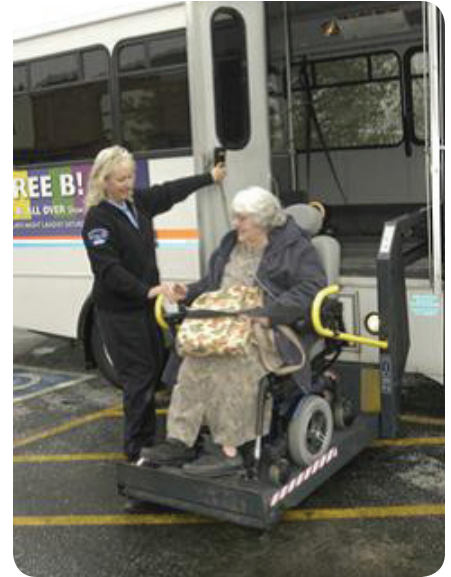
UTA is committed to assure transportation services are available to everyone who has the ability and desire to use the integrated, mainline services. UTA provides accessible and inclusive services to individuals with disabilities throughout the service area to meet compliance with the Americans with Disabilities Act (ADA) and the ADA Amendments Act of 2008. All current UTA facilities that are open to the public, and meet architectural accessibility guidelines. UTA is proud of its 100 percent accessible fleet of buses and trains. 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 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. 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. 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.





OPERATION LIFESAVER[®]

Rail Safety Education

Corporate Goal

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.

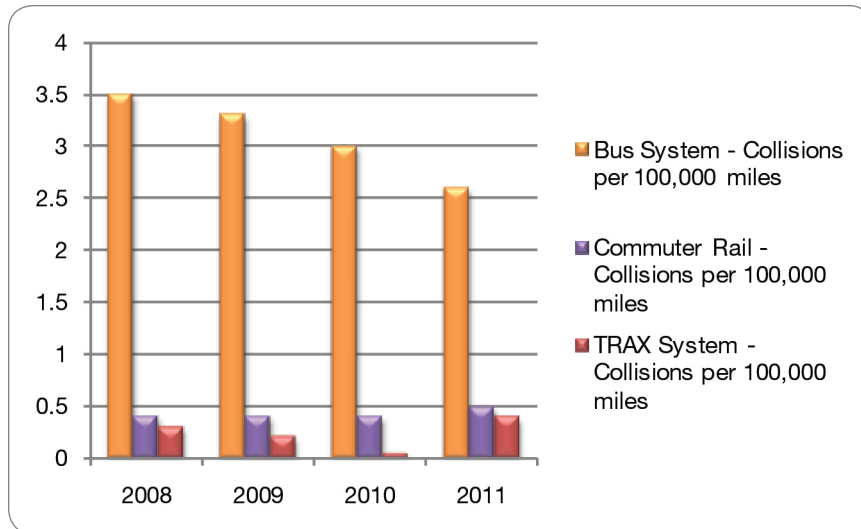
Each UTA business unit has established safety and environmental committees that meet on a regular basis to monitor advice and address safety and environmental concerns. The Federal Railroad Administration (FRA) is the designated regulatory agency for the FrontRunner commuter rail, line and the Utah Department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

Public Safety

In 2011/2012, UTA undertook numerous efforts to highlight and improve safety around the transportation system. A new chief safety officer was appointed and the number of rail safety administrators in the company doubled. Moreover, new pedestrian treatments and standards were set and are now being installed on new lines. Safety education and enforcement of safety infractions have also increased. UTA safety ambassadors are now regularly deployed on the system to promote safe behavior and provide safety information to passengers. UTA and Operation LifeSaver worked closely to reach out and educate the public along new rail alignments while also hosting the first safety symposium for key stakeholders in the community. At the same time, UTA police increased citation of distracted pedestrians to curb dangerous behavior to help reduce incidents. This culture shift towards emphasizing safety will continue on for years to come, providing a safer transportation system for everyone along the Wasatch Front.

In 2011, collisions on the bus system decreased by 13 percent, while commuter rail collisions increased slightly to 0.5 collisions per 100,000 miles. From 2010 to 2011, light rail collisions increased from 0.1 to 0.4 collisions per 100,000 miles. This increase was due in part to the opening of 15.2 new miles on two TRAX lines, increasing the risk and exposure.

System Collisions



Employee Relations

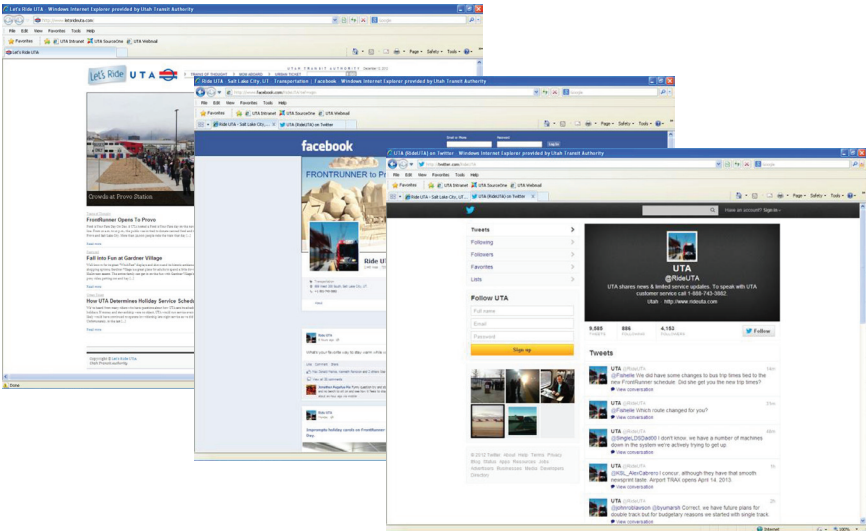
In order to achieve sustainability, any organization must include their employees in the process. As previously cited, one popular definition of sustainability includes the “ability to meet present needs without compromising the ability of future generations to meet their needs.” UTA continually examines 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 pension benefit, competitive wages, and encouraging advancement by promoting from within where possible, UTA recognizes that 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 a viable, sustainable environment that allows their staff to enjoy a better standard of living that will benefit the generations yet to come.

Social Media

In 2010, UTA launched several social media communication tools including a Facebook page, Twitter’s and the new UTA blogs at www.letsrideuta.com. All of these efforts are aimed at creating 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, these tools help UTA to converse with riders and be more responsive to their needs. Currently the RideUTA Facebook page has 2,440 likes/friends; the Twitter Page (@RideUTA) has 4,153 followers.

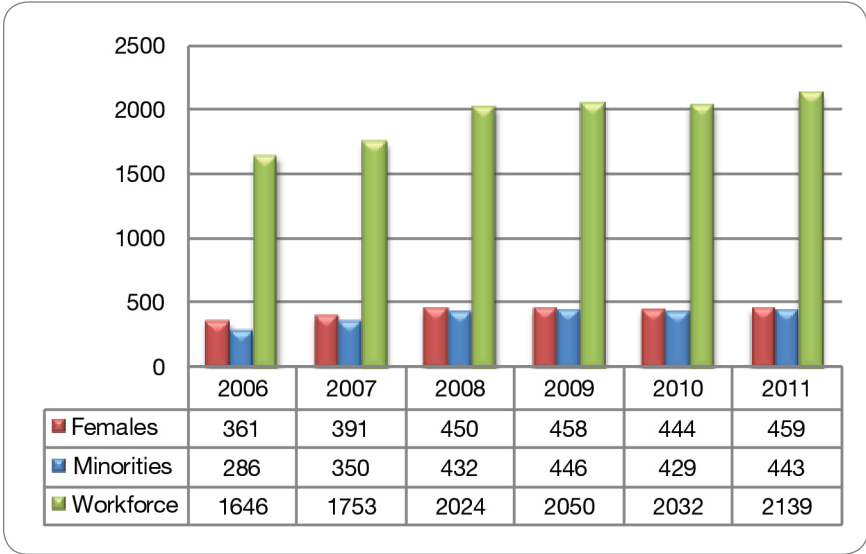




Workplace Diversity

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 278 decision making management staff (executive and first mid-level managers) 59 or 21.2 percent are females and 44 or 15.8 percent are minorities. Below are the demographics of the UTA workforce for the past six years.

Representation of UTA Workforce



Mechanic and Maintenance Training

Over the year's evolving technology has played a major role in the operation of transit buses. The biggest challenge for trainers and bus technicians is keeping current on the constantly changing 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 buses.

In 2010 UTA received 20 hybrid-diesel/electric buses and the UTA Maintenance-Training department was instrumental in organizing delivery of hybrid training to maintenance and operations personnel. In 2011, there were 31 bus maintenance apprentices representing all bus divisions that received 8,715 hours of technical training, fifteen coach technicians and four supervisors (commuter rail) received 1,150 hours of qualified maintenance technician (QMP) technical training, twenty-seven employees involved with operation and maintenance of underground storage tanks received 216 hours of training. UTA’s Maintenance-Training department is currently writing the training specifications for the new 24 compressed natural gas (CNG) buses that are scheduled to arrive in 2013, and are excited about being given the opportunity to take the primary role in providing CNG training to their internal customers.

2011 Apprentice Training:

- Advanced Internal Training: Indentured Apprentices - 17
- Career Ladder Employees - 27
- Trade School Scholarships in Diesel Mechanics - 16

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 take 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 officers understand that face-to-face communication and contact with passengers is critical to monitor safety and security on 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.

In 2010 the UTA Public Safety Department took a hard-nose approach to solving fare enforcement issues in the transit system; a tougher stand was taken against those passengers that are not paying for their transit use. As a result of this approach, UTA police issued a total of 12,552 citations for fare-related offenses in 2011.

UTA Offender Rehabilitation

UTA officers have recognized that some offenders may benefit from rehabilitation through education of the rules and laws regarding conduct



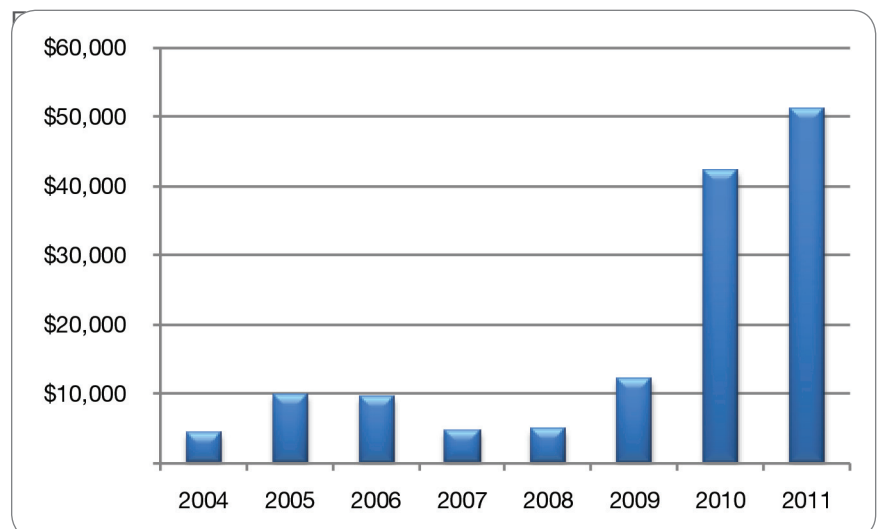
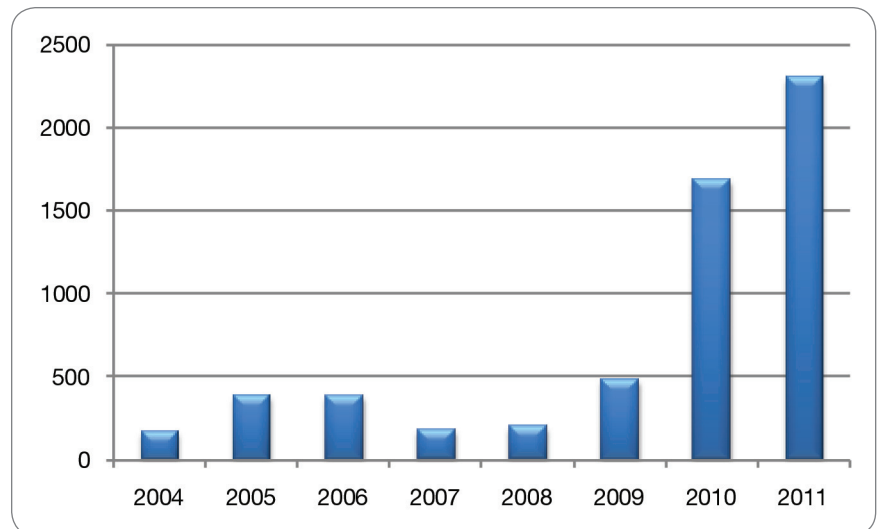
In 2011, there were 31 bus maintenance apprentices representing all bus divisions that received 8,715 hours of technical training, fifteen coach technicians and four supervisors (commuter rail) received 1,150 hours of qualified maintenance technician (QMP) technical training, twenty-seven employees involved with operation and maintenance of underground storage tanks received 216 hours of training.



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. In 2011, 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 and 2011 are a direct 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.

Rehabilitation Class Attendees



Section 6

Environmental Sustainability

Environmental Performance

In 2004, UTA was one of ten transit agencies selected to participate in a federally funded ISO 14001 program for environmental management systems; and achieved certification in December 2005. As part of the initial 14001 program implementation, UTA identified six significant environmental aspects to be controlled. Today there are 13 environmental aspects identified in UTA's Environmental Management System (EMS), six of which currently remain significant. By implementing standard operating procedures (SOP), training and in some cases engineering controls, aspects become "Controlled" to achieve compliance or meet established goals. Aspects remain "Significant" until objectives and targets are met. The table below identifies UTA's EMS aspects and their status. Steps taken or planned to further control these aspects are presented in this management review.



Aspect No.	Description	Status	Year Achieved
I	Print Shop	Closed	2007
II	Industrial Waste Water Treatment	Controlled	2010
III	Used Oil Management	Controlled	2009
IV	Recycling Used Oil Filters	Controlled	2008
V	Fuel Consumption and Excessive Idling	Significant	
VI	Paint Related Waste: Aerosol Cans	Controlled	2008
VII	Energy Management – Electricity Usage	Significant	
VIII	Petroleum Spills	Controlled	2009
IX(a)	Recycling Electronic Waste	Controlled	2009
IX(b)	Paper Recycling	Significant	
IX(b)	Recycling Used Tires	Controlled	2009
X	Reducing Air Pollution	Significant	
XI	Measuring Carbon Footprint	Significant	
XII	Underground Storage Tanks	Significant	
XIII	Water Conservation – Water Usage	Significant	



Fuel Consumption

UTA established its first SOP to reduce “Excessive Idling” in 2005, projecting a savings of 136,000 gallons of fuel. With the increased cost of fuel in 2008, reductions in fuel consumption rose by 490% and UTA approved policy no. 4.4.13 Vehicle Engine Idling.

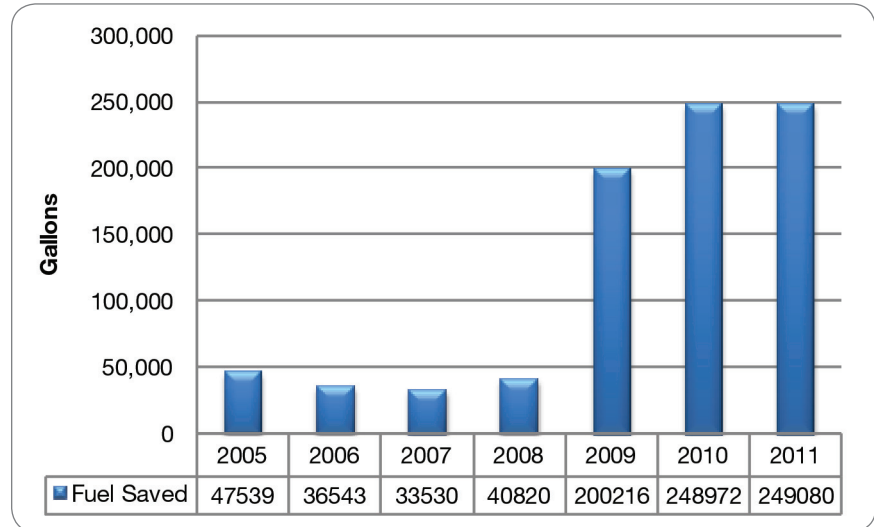
Energy Management

UTA initiated a project in 2006 to reduce electricity usage in our infrastructure, maintenance facilities, stations, and work places. A continued reduction in electricity usage demonstrates our commitment to energy management.

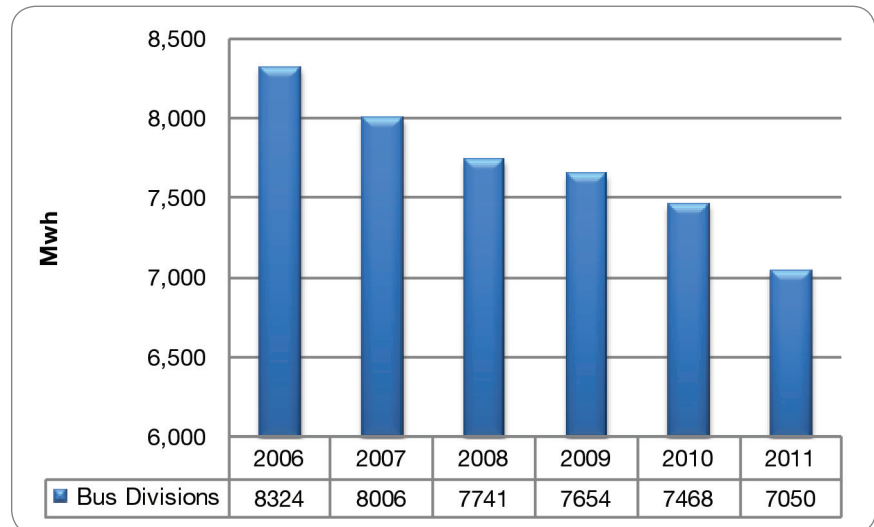
Energy Efficiency

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.

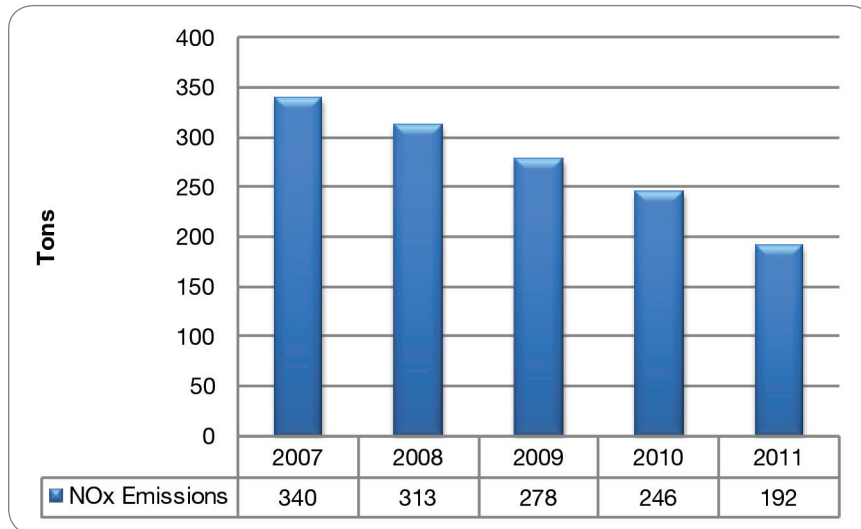
Fuel Saved



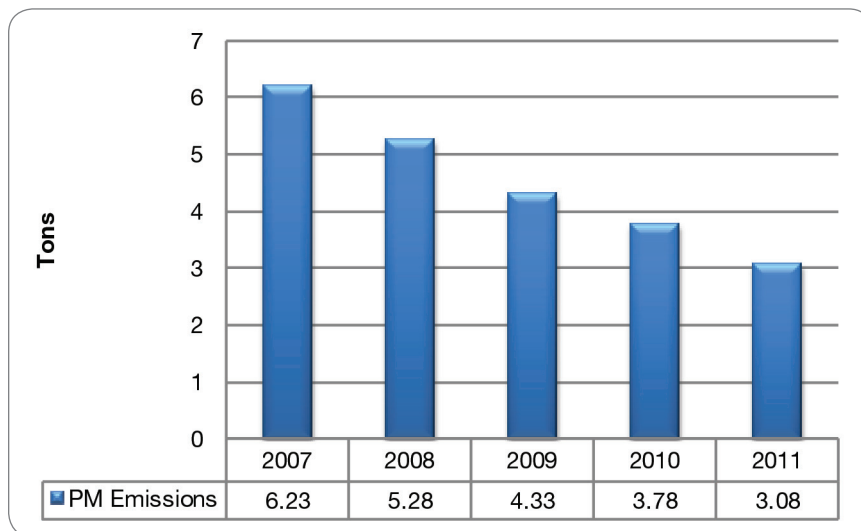
Total Electrical Usage at UTA Bus Divisions



NO_x Emissions - UTA Bus Fleet



PM Emissions



Reducing Air Pollution

UTA estimates that the emissions of NO_x and PM will be reduced by 80% in 2015 from 2007 levels through replacement of older buses. From 2007 through 2011, UTA has effectively reduced NO_x by approximately 43.5% and PM by about 50.5%.



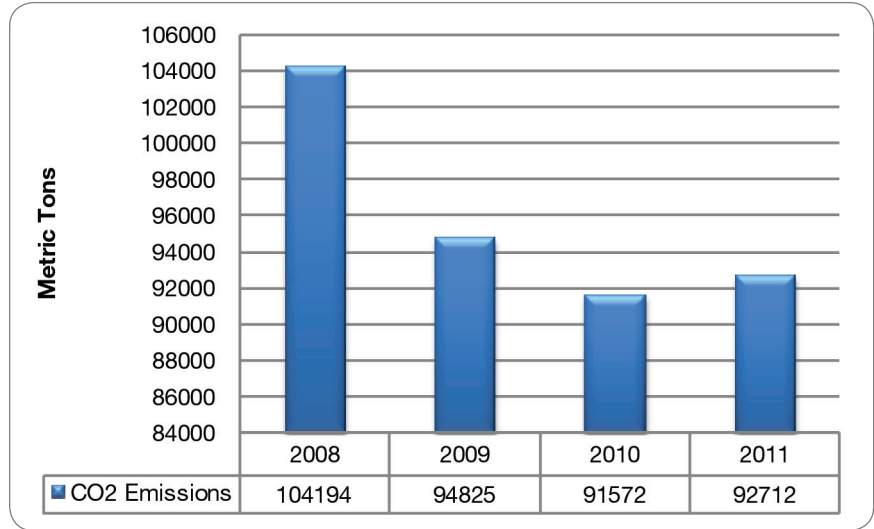
Measuring Carbon Footprint

UTA became a founding member 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. UTA is also involved in several air quality initiatives to help improve quality of life & develop an attractive business climate along the Wasatch Front.

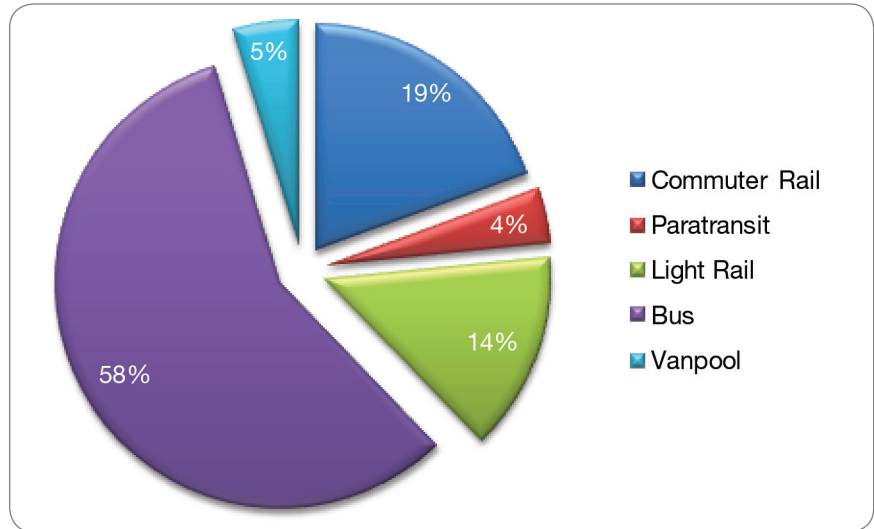
Some areas where UTA provides transportation services are currently designated as non-attainment areas for air quality by EPA; and the entire Wasatch Front has been recommended as a non-attainment area under both the new particulate matter (PM2.5) and ozone standards.

UTA was the first transit agency to have verified greenhouse gas (GHG) emissions in compliance with ISO 14064-3 approved by The Climate Registry. UTA has submitted four complete years of GHG emissions that are verified and approved for public record. From 2008 through 2011, UTA effectively reduced its overall CO₂ output by 10.9%.

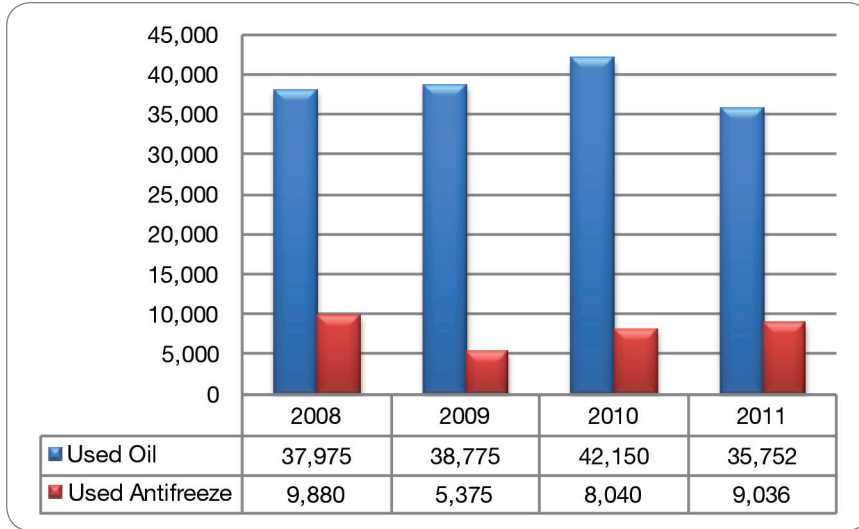
CO₂ Metric Tons



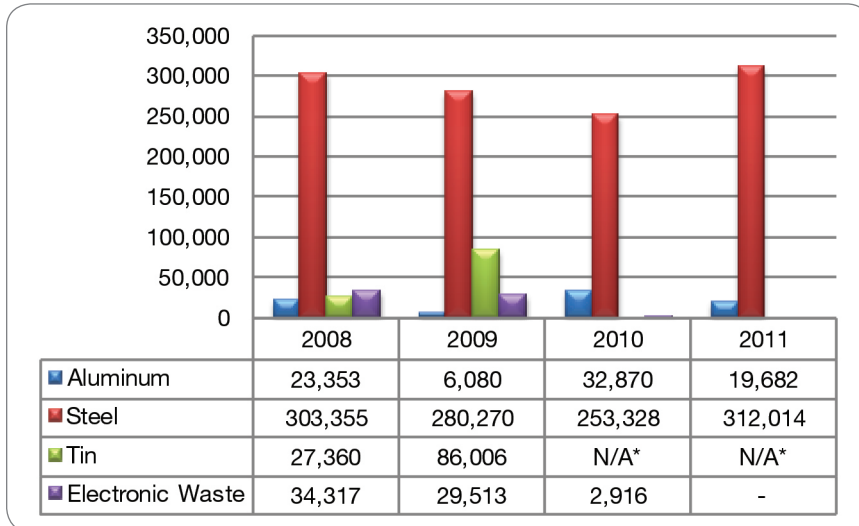
GHG Emissions (CO₂) by Mode



Gallons of Recycling Material



Pounds of Recycling Material



*UTA no longer produces excess tin to be recycled.

Recycling

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. Since 2008, UTA has kept track of and reported the amount of recyclable materials it used during the calendar year. The materials include oil, antifreeze, aluminum, steel, tin, and electronic waste.



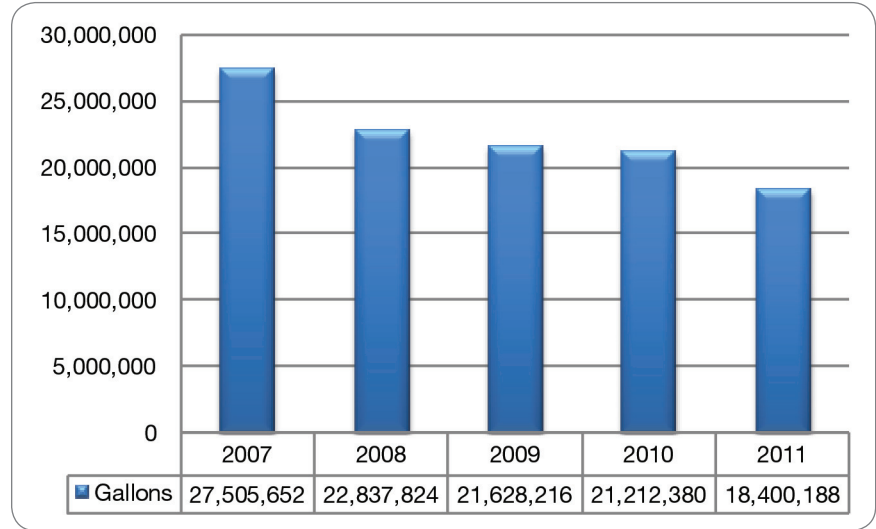
Water Conservation

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 Front. UTA uses water to clean, irrigate, and enable operations of our facilities, our fleets, park & rides and employee related needs.

UTA has taken an active role to conserve water consumption at our facilities, including park-and-ride lots 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 all bus divisions' vehicle washing infrastructure. As a result, from 2007 through 2011, UTA has effectively reduced water consumption by 9,105,464 gallons or 33.1% at our bus and Paratransit divisions.

Total Water Usage at UTA Bus Divisions



Section 7

sustainability

What's Next

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 program includes four light rail projects: West Valley and Mid-Jordan lines, Airport and Draper extensions. It also includes FrontRunner South commuter rail line providing service to through Salt Lake and Utah counties.



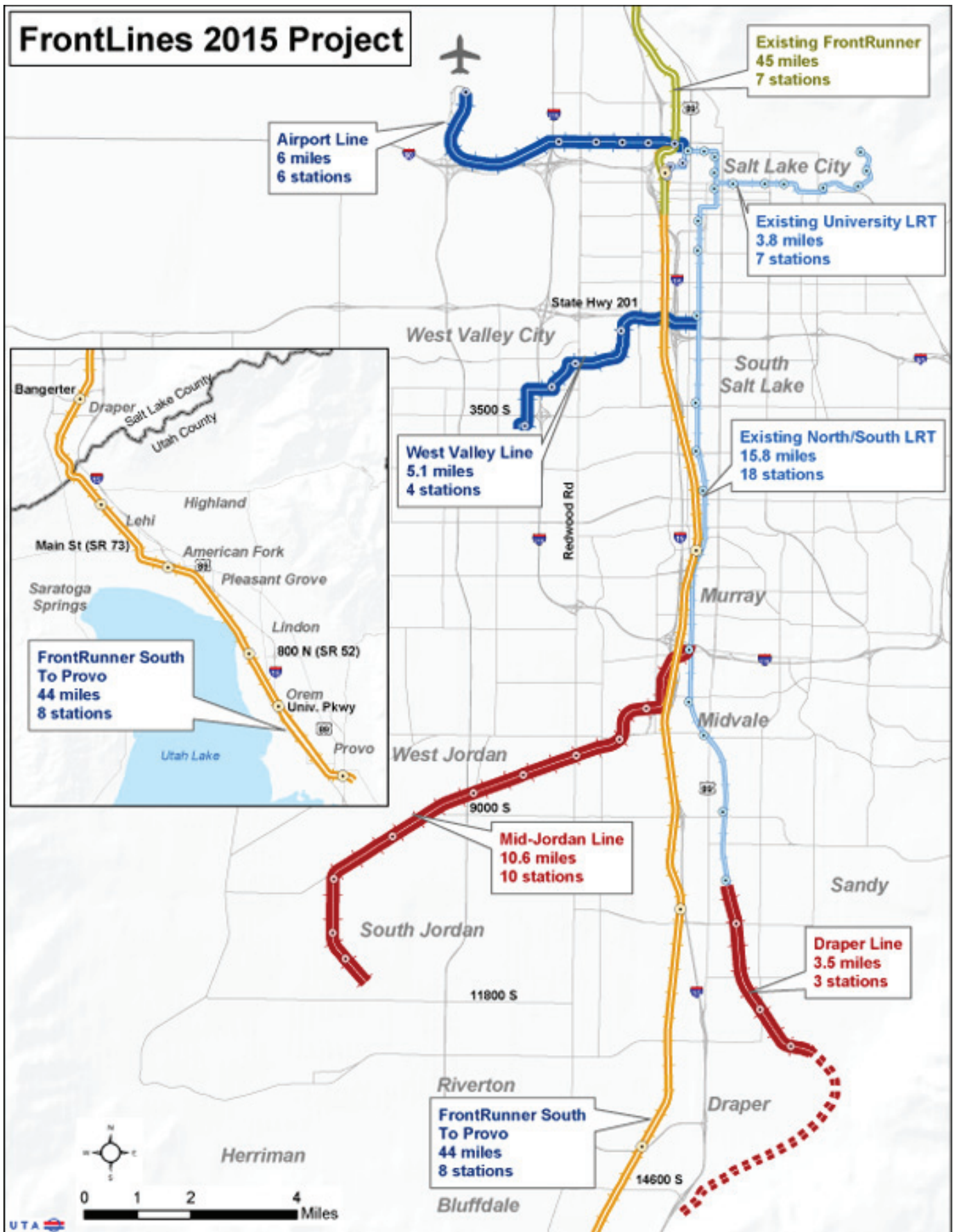
FrontLines 2015 Progress for 2011

Each of the FrontLines 2015 projects made excellent progress in 2011, reaching 89.2 percent completion for the overall project. UTA completed and opened the Mid-Jordan and West Valley TRAX lines for revenue service on Aug. 7, 2011. The other lines made similar strides in advancing toward completion. The figures shown below include construction progress, design, material purchases, vehicle acquisition, etc.

FrontLines 2015 Progress in 2011/2012

Line	Percent Complete (2011)	Percent Complete (2012)	Early Completion (Y/N); If Yes, Total Months Early	Under Budget (Y/N); If Yes, Percent (%) Under Budget
FrontRunner South	90.3	100	N	Y, by 11%
Mid-Jordan	100	100	N	N
West Valley	100	100	Y, by 27 Months	Y, by 2%
Draper	61.4	89.6	Y, by 14 Months (Estimated)	Y, by 25% (Estimated)
Airport	72.7	94	Y, by 30 months (Estimated)	Y, by 3% (Estimated)
Overall	89.2	97.5		





Sugar House Streetcar

UTA has other projects in planning and implementation beyond the FrontLines 2015 projects. 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.

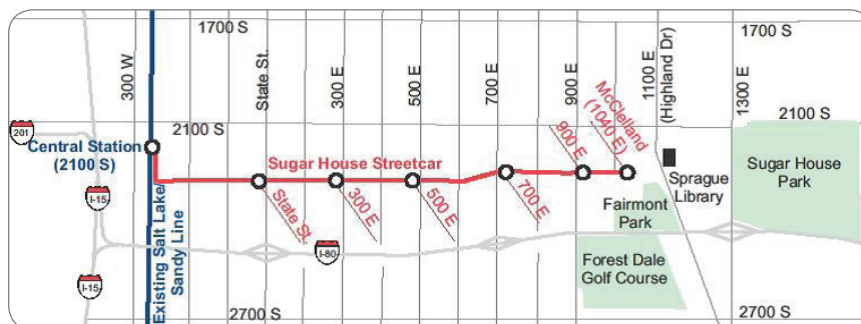
The project supports the six livability principals of the Federal Partnership on Sustainable Communities:

- 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 saved each day
- Approximately 15 billion BTUs/year saved

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





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 program. 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 the FrontRunner South line, UTA procured ten locomotives from Motive Power, and ten 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 planned to coincide with implementation of FrontRunner service in Utah County and would serve a variety of current and future connectivity needs. The intermodal centers will serve local UTA bus patrons, commuter rail passengers, the proposed Provo-Orem bus rapid transit line passengers. They provide pedestrian and bicycle facilities and park-and-ride lots. These intermodal centers will enhance ridership and reduce highway congestion and air pollution by encouraging the use of public transportation, and by reducing the number of miles driven. The intermodal centers will also 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). 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. The Orem intermodal center is one of those projects 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.

UTA has selected, through a public procurement process, a solar contractor to install, maintain, and operate a system of photovoltaic panels on the rooftop of the UTA Jordan River Service Center. The Jordan River Service Center provides maintenance and services for UTA TRAX vehicles. The solar system will generate and provide solar power to meet a significant portion of the facility’s electricity needs. The system is projected to be operational in 2013.

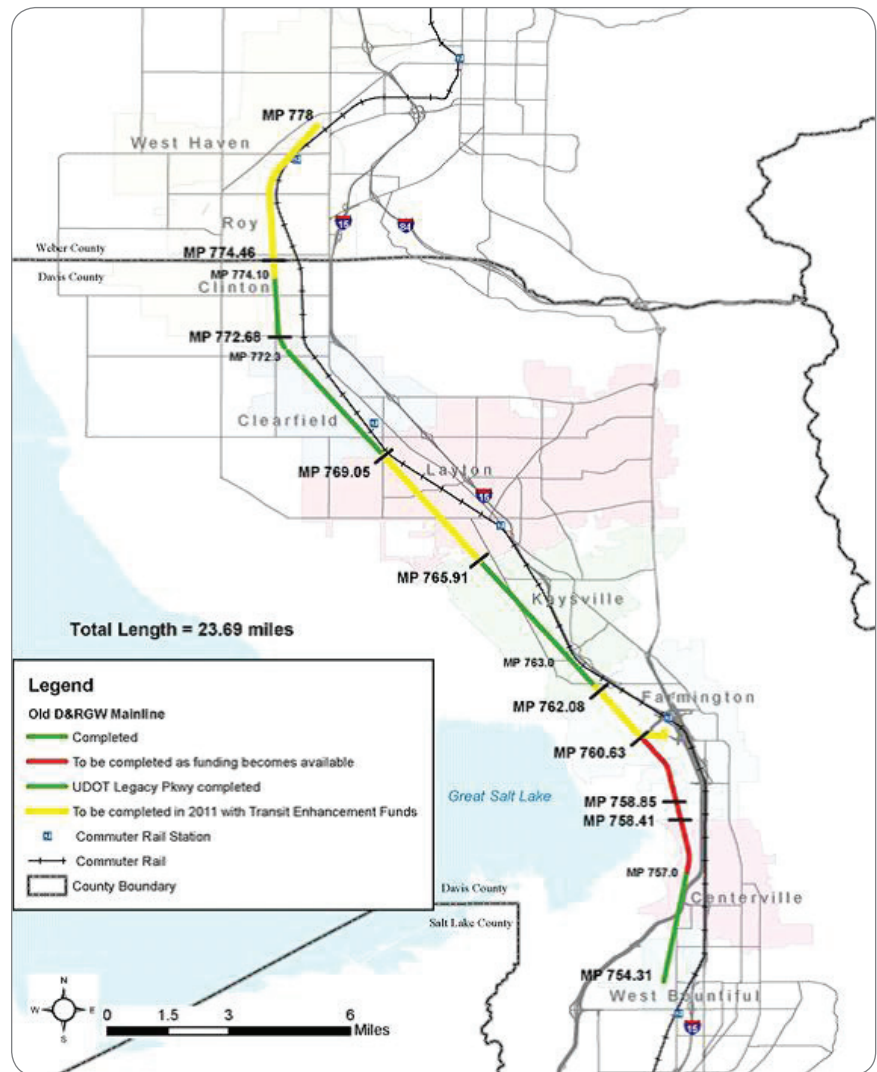




D&RGW Trails

UTA recognizes that in order to reduce the number of automobile trips – resulting in better air quality, less congestion, and more livable communities – the use of public transit and bicycles as alternative modes of transportation, goes hand in hand. In an effort to promote bicycling as an alternative mode of transportation, 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. 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.



This page left blank intentionally.

Section 8

Sustainability
Report Card

Indicators	2008	2009	2010	2011
2011 Year in Review				
Total Ridership	39,576,531	37,969,645	38,176,731	41,553,315
Bus Ridership	22,584,185	22,136,237	21,716,864	22,611,461
TRAX Ridership	13,948,710	13,165,613	13,400,546	15,297,750
Commuter Rail Ridership	1,385,818	1,340,753	1,389,872	1,635,385
Paratransit Ridership**	510,783	490,577	446,657	591,535
Van Pool Ridership	1,657,818	1,327,042	1,346,949	1,417,183
Economic Sustainability				
Investment per rider	\$4.05	\$3.80	\$3.96	\$3.43
Passenger Revenue	\$33,439,374	\$33,530,448	\$35,160,063	\$39,693,757
Advertising Revenue	\$1,333,000	\$1,633,331	\$1,733,333	\$1,833,333
Sales Tax Revenues	\$188,547,000	\$171,854,169	\$171,893,732	\$183,091,524
Federal Non-Capital Assistance	\$45,677,000	\$44,974,000	\$46,772,029	\$59,320,000
Interest Income	\$16,071,000	\$9,389,045	\$577,001	\$3,672,397
Other	\$1,193,000	\$2,797,757	\$2,929,024	\$3,483,140
Social Sustainability				
DBE Contracts awarded by percent	9.26%	5.74%	3.90%	2.36%
Pace Wellness Program				
Number of Participants (Employees and Spouses)	1,157	1,213	1,117	1,071
Fitness Testing (Employees and Spouses)	949	1,028	1,066	1,043
Apprentice Training				
Advanced Internal Training offered by UTA: Indentured Apprentices	10	13	17	17
Career Ladder employees	26	27	31	27
Trade School Scholarships in Diesel Mechanics	19	14	15	16
Workforce				
Total Employees	2024	2050	2032	2,139
Females in Workplace Total	450	458	444	459
Minorities in Workforce Total	432	446	429	443
Average Employee Age	47	48	49	48.53

Indicators	2008	2009	2010	2011
Safety				
Bus System - Collisions per 100,000 miles	3.5	3.3	3	2.6
Commuter Rail - Collisions per 100,000 miles	0.4	0.4	0.4	0.49
TRAX System - Collisions per 100,000 miles	0.3	0.2	0.05	0.39
Environmental Sustainability				
Recycling				
Aluminum	23,353 lbs.	6,080 lbs.	32,870 lbs.	19,682 lbs.
Steel	303,355 lbs.	280,270 lbs.	253,328 lbs	312,014 lbs.
Tin	27,360 lbs.	86,006 lbs.	0 lbs.	0 lbs.
Used Oil	37,975 gal.	38,775 gal.	42,150 gal	35,752 gal
Used Antifreeze	9,880 gal.	5,375 gal.	8,040 gal	9,036 gal
Electronic Waste	34,317 lbs.	29,513 lbs.	2,916 lbs	0 lbs.
Paper Recycling	Yes	53,336 pounds Total in 2009	Yes	Yes
Aluminum Can Recycling	Yes		Yes	Yes
Plastic Bottle Recycling	Yes		Yes	Yes
Cardboard Recycling	Yes	Yes	Yes	Yes
Energy				
Electricity conservation at bus divisions (kWh)	3% reduction 2007 to 2008	1.1%reduction 2008 to 2009	2.4% reduction 2009 to 2010	5.3% reduction 2010 to 2011
Electricity \$ Savings at bus divisions	\$21,038	\$6,980	\$14,880	\$31,532
BTU/ Bus Passenger Mile	3368	5509	4354	3959
BTU/ Vanpool Passenger Mile	873	1011	952	990
BTU/ TRAX Passenger Mile	1027	1234	1399	1467
BTU/ Commuter Rail Passenger Mile	3679	5981	4810	4093
Green House Gases (GHGs)				
Total Metric Tons of Carbon Dioxide equivalents emitted by UTA*	104,094	94,825	91,572	92,712
Total Metric Tons of Carbon Dioxide equivalents reduced by UTA (Carbon Avoidance)	277,252	197,460	217,379	232,716
CO ₂ pounds/Bus Passenger Mile	0.582	0.958	0.742	0.683
CO ₂ pounds/Vanpool Passenger Mile	0.151	0.175	0.161	0.167
CO ₂ pounds/TRAX Passenger Mile	0.273	0.328	0.37	0.369
CO ₂ pounds/Commuter Rail Passenger Mile	0.642	1.05	0.83	0.707
Air Pollutants				
Total NO _x Emitted in Metric Tons (Bus System Only)	284	252	224	174
Total Particulate Matter Emitted in Metric Tons (Bus System Only)	4.79	3.93	3.43	2.75

*Total metric tons of carbon dioxide equivalents emitted by UTA are verified by the Climate Registry (TCR).

**In 2011, Paratransit ridership also includes Flex Route (Route Deviation) ridership.



Image courtesy of County Lemonade via Flickr.

Utah Transit Authority

669 West 200 South
Salt Lake City, UT 84101
801-287-2667
www.rideuta.com

