



Operations Committee Minutes January 13, 2016

Attending Committee Members:	Robert McKinley	Bret Millburn	Matt Bell	
Missing Committee Members:	Jeff Hawker			
Other Board Members Present:	Babs De Lay	Dannie McConkie	Jeff Acerson	
Attending Staff:	Jerry Benson	Robert Biles	Clair Fiet	Jayne Blakesley
	Isaac Clarke	Andrea Packer	Matt Sibul	Michelle Larsen
	Dave Goeres	Lorin Simpson	Bruce Cardon	Rebecca Cruz
	Remi Barron	Erika Shubin	Scott Iddings	Cathie Griffiths

Visitors: Lee Davidson (SL Tribune)

Acting Committee Chair Robert McKinley opened the meeting at 10:05 a.m. and appointed Trustee Dannie McConkie as a voting committee member for today's meeting.

Safety First Minute

Dave Goeres, UTA Chief Safety Officer presented the safety message for the month of January - "*A Safe New Year, is a Happy New Year.*" Mr. Goeres went on to mention the following:

- The Transit Agency Safety Plan has been signed off for 2016. In 2017 the Board of Trustees will be required to sign off on this document.
- Safety suggestion forms are available in each of the business units.
- UTA had four triennial audits in 2015 – passed them all
- Monthly safety meetings are held every month at each of the business units

Trustee Matt Bell asked how long UTA has been soliciting and receiving safety suggestions. Mr. Goeres said five years (approximately 40 per week are received from customers and 200 per year from employees).

Approval of December 2, 2015 Meeting Report

A motion to approve the December 2, 2015 meeting minutes was made by Trustee Bell and seconded by Trustee Dannie McConkie. The motion carried by unanimous vote.

Review of November Performance Dashboard

Jerry Benson, UTA Interim President/CEO presented.

- YTD Ridership is up 0.39% compared to the same period in 2014
- YTD IPR of \$3.73 exceeds the goal of \$4.01, without fuel IPR is \$3.94
- YTD Overall System On-Time Reliability is 92.96%. Bus and Streetcar are exceeding their YTD goals but Rail is struggling.

Park City Bus Update

Lorin Simpson, UTA Regional General Manager of the Salt Lake Business Unit presented.

- Park City – Salt Lake City Connect (Routes 901 and 902)
 - Began Service August 2011
 - Agreement between Summit County, Park City and UTA

- 10 Weekday Trips / 6 Saturday and Sunday Trips
- Summit County, Park City and Passenger Fares Provide Funding
- Park City Connect Ridership : Cost
 - In 2012 and 2013 - The cost to run service exceeded the ridership.
 - In 2014 and 2015 – Ridership increased by 45% and Costs came down by 20%
 - Due to the partnership between UTA, Park City and Summit County.
 - Modified service time points, frequency, fares, and marketing

Acting Committee Chair McKinley asked who the riders are. Mr. Simpson explained that most of the riders are employees.

Trustee McConkie asked how the bus runs during inclement weather. Mr. Benson explained the buses run well but manual chains are required.

Mr. Benson explained the PC-SLC Connect service is the result of an interlocal agreement that's in place and provides service outside of UTA's normal service district area.

Legislative Update

Matt Sibul, UTA Chief Planning Officer presented.

- Last year was a big year in the legislature for UTA.
- A full review of bills that UTA may be able to benefit from has been completed, but UTA has decided not to have an ask list this year.
- Staff and board members will be present in order to provide support for the cities and counties.
- A room will be reserved so staff will be able to meet with board members during the legislative sessions.
- Bills UTA is watching:
 - Draxler – Authorizes class three counties to change the formula between cities, counties, and UTA (Prop 1 - Local Option Sales Tax).
 - Language regarding body worn cameras. UTA is assessing technologies so is interested in the bills around this topic.
- Government Relations Officer – There were approximately 62 applicants. The interview process has started but the position won't be filled by the beginning of the legislative session.

Operations Business Update – Commuter Rail

Bruce Cardon, UTA Commuter Rail General Manager presented.

- FrontRunner Overview
 - 175 FrontRunner Employees
 - 98 Maintenance of Way – Track and Signal Employees (support FrontRunner and TRAX)
 - 88 miles (83 UTA Owned, 5 Union Pacific Owned)
 - 18 Locomotives, 38 Bi-level, 14 Refurbished Comet
 - 16 Stations (4 Passing Sidings)
 - Weekdays 53 End to End Trips
 - Saturday 37 End to End Trips
- Key Performance Indicators
 - Ridership – Actual of 4.647M exceeds the goal of 4.588M by 1.29%

- Ridership Trends:
 - 2013 Ridership was 3,801,051 - an increase over 2012 by 103.27%
 - 2014 Ridership was 4,416,371 - an increase over 2013 by 16.16%
 - 2015 Ridership was 4,647,910 - an increase over 2014 by 5.24%
- Reliability – Actual of 86.33% fell below the goal of 93% by 6.67%
- Customer Comments per 100,000 Boardings – Improvement of 19.07% (2015 over 2014)
- Budget – Actual of \$18.75M was a 14.71% savings of the projected goal of \$21.98M
- Fuel Efficiency Savings
 - Focused on decreasing idling when train isn't needed
 - Worked on train handling training and techniques with the operators
 - 2015 Savings of \$500,000
- Reliability
 - FrontRunner Definitions of Reliability
 - Departures are tracked at every platform
 - Early - One second before scheduled departure.
 - On-Time - Between 0 seconds and 4:59 minutes after scheduled departure. (87% on time)
 - Late - Between 5:00 and 9:59 minutes after scheduled departure.
 - Delayed - $\geq 10:00$ minutes after scheduled departure. (2.5% 1 out of 40 trips)
 - 2015 Delays by Category
 - Union Pacific – 7%
 - Incident – 19%
 - Mechanical (locomotives and cars) – 37%
 - Maintenance of Way – 19%
 - Operations – 18%
 - 2015 ≥ 10 Minutes Delays by Category
 - Incident – 8%
 - Mechanical (locomotives and cars) – 15%
 - Maintenance of Way – 8%
 - Operations – 8%
 - Union Pacific – 3%
 - Residual Delays (caused by one train waiting for another) – 58%
 - Option 1 – Move the meet point
 - Train A – arrives on time / Train B – is 7 minutes late
 - Train A – is still on time, however Train B – is now 14 minutes late having to wait 7 additional minutes for Train A to arrive.
 - Option 2 – Keep the meet point at the scheduled location
 - Train A – arrives on time to the scheduled meet point / Train B – arrives and is 7 minutes late
 - Train B – is still 7 minutes late and Train A – is now 7 minutes late

- Train Meets
 - Off Peak (running every hour) = 16 meets
 - Peak Service (running every 30 minutes) = 64 meets
 - One delay impacts others
- Delay Analysis
 - Annual Number of Traction Motor Failures
 - 2010 = 5 / 2011 = 16 / 2012 = 36 / 2013 = 29 / 2014 = 19 / 2015 = 17
 - Air Bag Strainer Corrective Action
 - From April through June 2015 six units failed, resulting in a service delay.
 - A fleet wide campaign was initiated to replace the Air Bag Strainer on every car (38 x 2 = 76).
 - With low cost, this part is now replaced during an Annual Maintenance Inspection.
- Corrective Action Examples
 - Training department has modified training for new Operators to improve troubleshooting and train handling
 - Immediate follow up and coaching on Operator exceptions
 - Added decals, video and training document for Comet car door troubleshooting
 - Added a protective hood over the event recorder breaker to prevent accidental use
 - January 10, 2016 modified schedule testing
 - Adjusted delay strategy to decrease impact on peak direction
 - Improved incident response and customer communication
 - Four Task Teams (Data, Analytics, Schedule, Maintenance/Engineering)

11:01 a.m. – Trustee Jeff Acerson arrived

- Future and Long-Term Priorities
 - Training Simulator (more thorough training without mainline customer impacts)
 - Remote Monitoring System
 - MOW Asset Management Program
 - Schedule Adjustments / Overhaul
 - Targeted Double Track Additions
 - Ensure that PTC installation does not degrade reliability
 - Major Double-Track Expansion

Trustee McConkie asked how long it takes for a train to get into service. Mr. Cardon stated it takes 10 minutes from the Warm Springs Yard. Trustee McConkie asked if UTA owns the space in the right-of-way to be able to double track. Mr. Cardon stated UTA has some, but would have to purchase most of the property. Trustee McConkie asked if UTA had the money, how long it would take to double track the system. Mr. Cardon stated it would depend on the length of the track, but probably a year.

January 13, 2016

Closed Session

Trustee Matt Bell made a motion to go into closed session at 11:11 am. Trustee Dannie McConkie seconded the motion. Voting was unanimous.

Re-open Meeting

Trustee Bell made a motion to re-open the meeting at 11:37 am. Trustee McConkie seconded the motion. Voting was unanimous.

Updates

- CNG/Depot District Service Center Update (information was distributed electronically with the board committee packet).

Adjourn

Trustee Bell made a motion to adjourn this meeting at 11:37 am; Trustee Bret Millburn seconded the motion. Meeting adjourned.

Report Transcribed by:
Aj Anderson, Sr. Office Specialist
Office of the Vice President/COO
E-mail: aanderson@rideuta.com
Telephone: (801) 287-2309