Utah Transit Authority

Sustainability Report 2013

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Dear Friends,

Sustainability is a major focus of UTA, where we are committed to efforts that contribute to maintaining the high quality of life along the Wasatch Front. We endeavor to be a truly sustainable organization through increasingly focused efforts in the areas of environmental, economic, and social sustainability.

Public transportation is an important component of communities along the Wasatch Front. It creates connections between neighborhoods and binds our communities together. By providing more transportation options, UTA not only contributes to sustainable practices but also adds to the quality of life for residents. This report summarizes the efforts that UTA was engaged in for 2012. Improved ridership, alternative fuel vehicles, reduced carbon emissions, and customer focused use of technology are just a few of the areas where UTA has shown both commitment and improvement to our sustainability goals.

This past year UTA reached many new milestones. Our ridership system wide reached 42.8 million trips, the highest in UTA history. FrontRunner commuter rail ridership increased 14.4 percent above 2011, hitting 1.87 million trips in 2012. UTA's flex-route bus service, a typical bus route that deviates off route for reserved calls, again had a significant increase with ridership up by 70 percent over 2011. With the addition of the new TRAX routes that opened in 2011, ridership was up 14.7 percent on TRAX lines for a total of 17.5 million passenger trips in 2012.

The FrontLines 2015 rail projects continue to move forward. When complete, the Frontlines program will feature four new TRAX lines in Salt Lake County and an extension of the FrontRunner line from Provo to Salt Lake City. In 2012, we completed the FrontRunner line between Provo and Salt Lake, and started revenue service in December. Significant progress was also made on the construction on the Airport and Draper TRAX lines which will open in 2013, completing the Frontlines 2015 program.

The passenger experience continues to be a focus of UTA's. Previously launched UTA Facebook and Twitter accounts, which provide news and updates on service, reached 2,563 likes and 4,794 followers, respectively, in 2012. Additionally, UTA provides private developers access to real time trip data to be used in the creation of "apps", allowing customers to track their bus or train on mobile devices. We are committed to providing ever increasing technologies and methods that build meaningful relationships with current riders, while cultivating trust and excitement among our future riders.

Public transportation for an expanding employee market is a key element as the population along the Wasatch Front continues to grow. UTA is committed to partnering with public and private companies in sustainability efforts and solutions 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

"We are committed to efforts that contribute to maintaining the high quality of life along the Wasatch Front. UTA endeavors to be a truly sustainable organization through increasingly focused efforts in the areas of environmental, economic, and social sustainability."

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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 2,253,266 residents and represents 78 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.

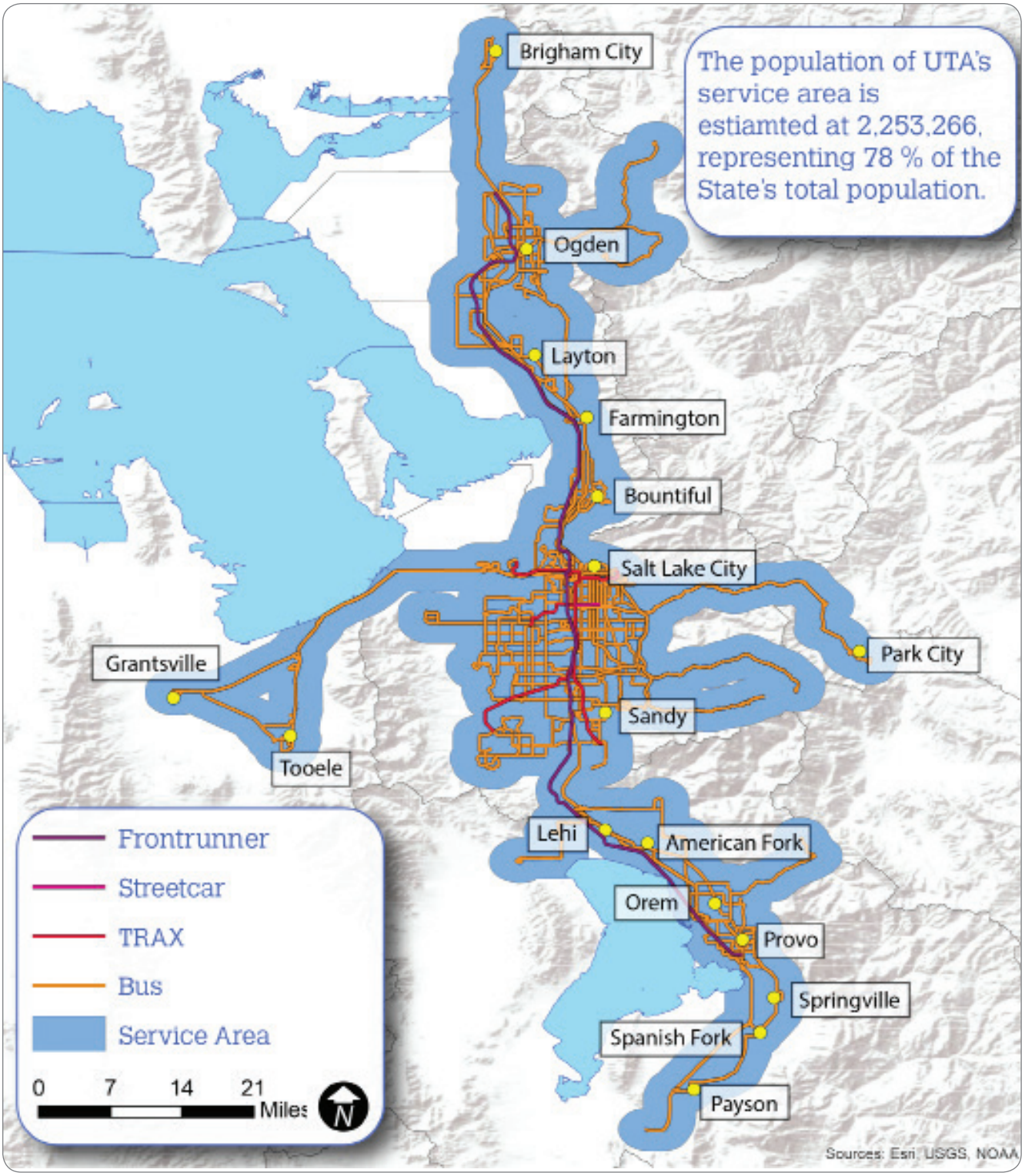
Governance and Management

UTA is governed by a 15 member board of trustees which is the legislative body that determines all 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.

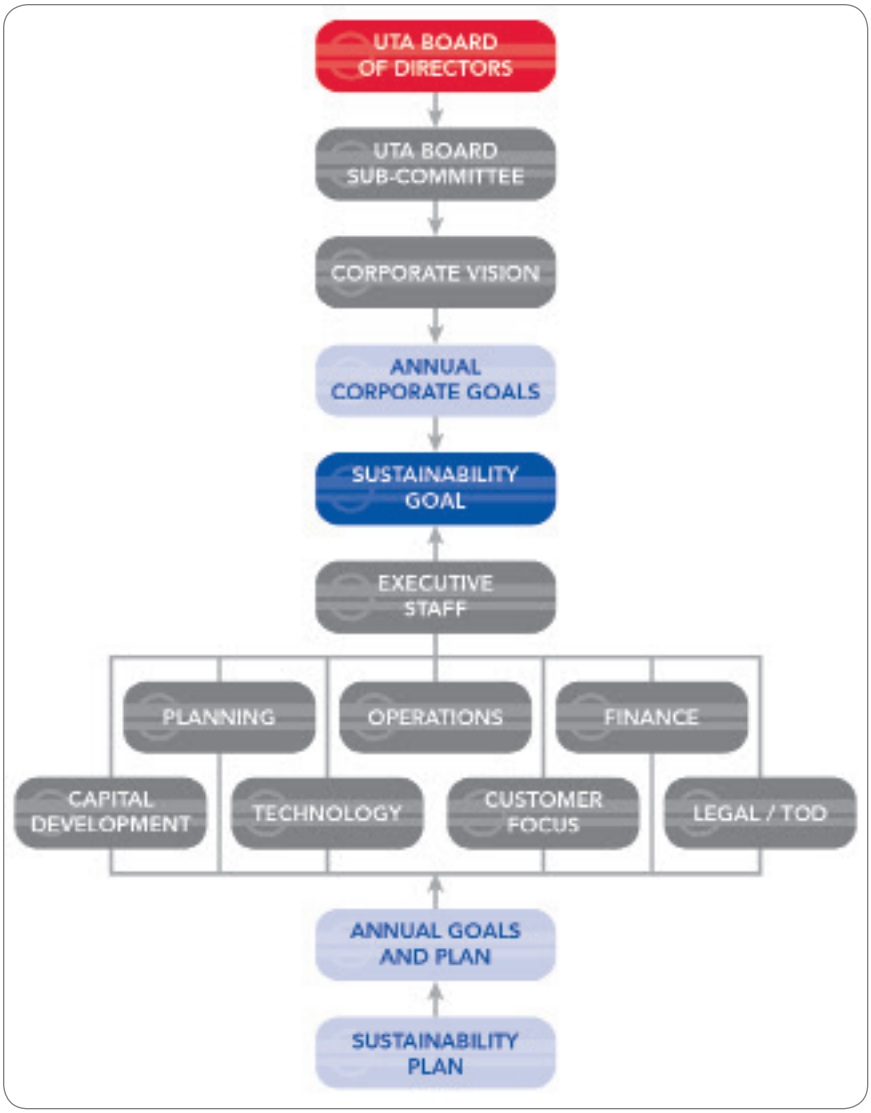
The responsibility for the operation of UTA is held by the general manager in accordance with the direction, goals, and policies of the board of trustees. The General Manager has full charge of the acquisition, construction, maintenance, and operation of UTA's facilities, services, and the administration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

Service Area and System Map



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



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Section 2

2013 Year in Review

New Projects

2013 was a big year for UTA. Two light rail lines were extended further into the Salt Lake Valley and a new streetcar line connected the Sugarhouse neighborhood to the light rail system.

The Green Line TRAX completed it's extension to the Salt Lake City International Airport on April 14th. This extension provides Airport passengers with 15 minute headway service to downtown, The University of Utah and many other hubs within the Salt Lake Valley. Easy connection from the airport to FrontRunner service at the Guadalupe station allows travelers fast, reliable service to the entire Wasatch Front.

The Blue line of the TRAX system was also extended in 2013. On August 18th the line was extended from the Intermodal Hub in downtown Salt Lake to the Draper City Center. This extension connected a rapidly growing municipality at the South end of the Salt Lake Valley with the city core on fast and reliable 15 minute headway service.

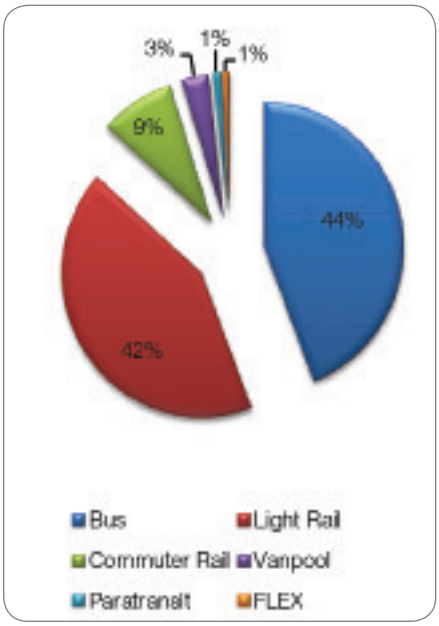
At the end of 2013 UTA expanded it's modal toolbox with the addition of a Streetcar line. On December 8th the S-Line streetcar opened connecting the Sugarhouse neighborhood to TRAX service. The streetcar service is not as fast as TRAX but offers stops that are much closer together. The service is meant for travel within the neighborhood and as a connection to the larger system.

The completion of these projects meant the conclusion of UTA's major capital development project known as Frontlines 2015. As the name suggests, the projects were completed almost two years ahead of schedule and came in under budget. Frontlines 2015 lays the groundwork for the future of full transit service for the Wasatch Front.

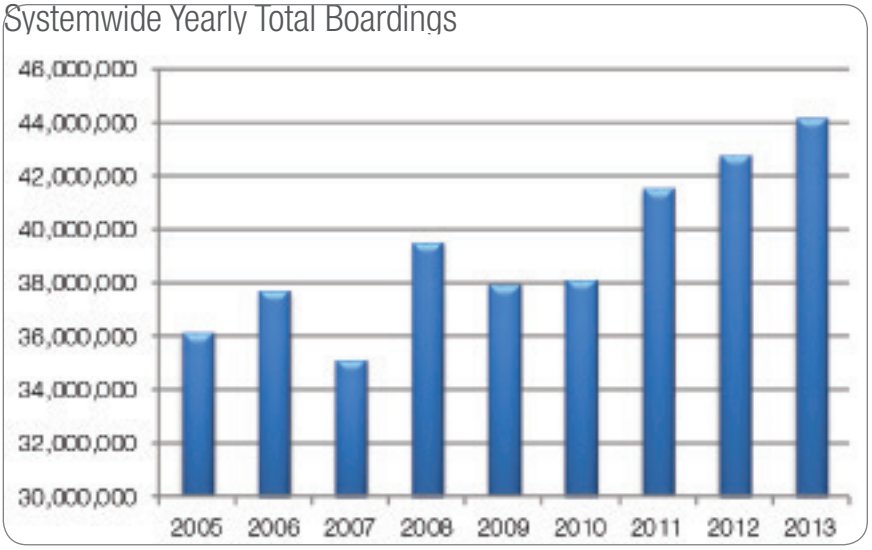
System Ridership

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 2013, UTA had an average of more than 119,00 boardings daily equating to more than 44 million total annual riders across its various services, a 9 percent increase in ridership from 2012.

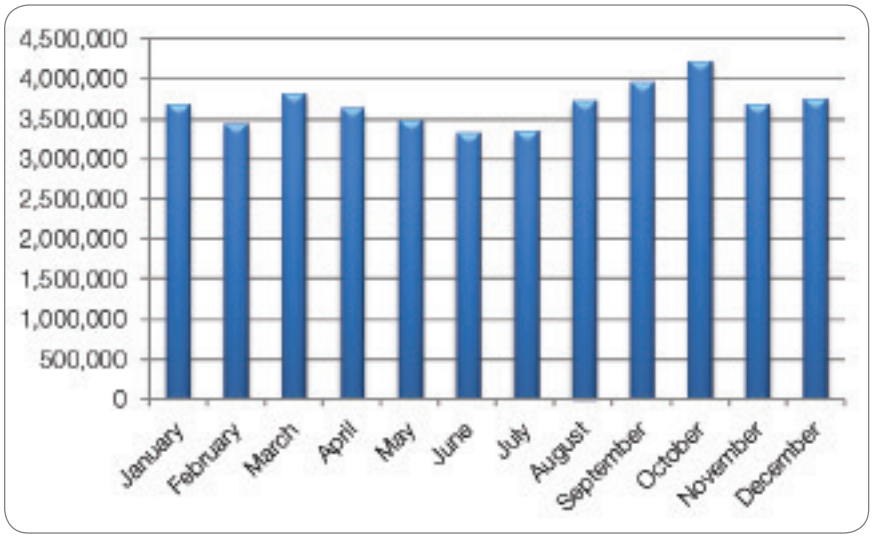
2013 Ridership by Mode



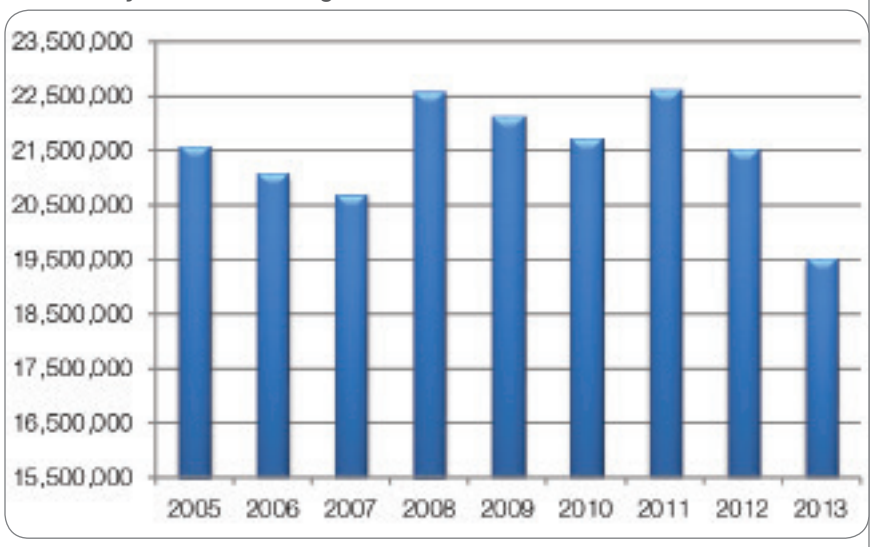
Systemwide Yearly Total Boardings



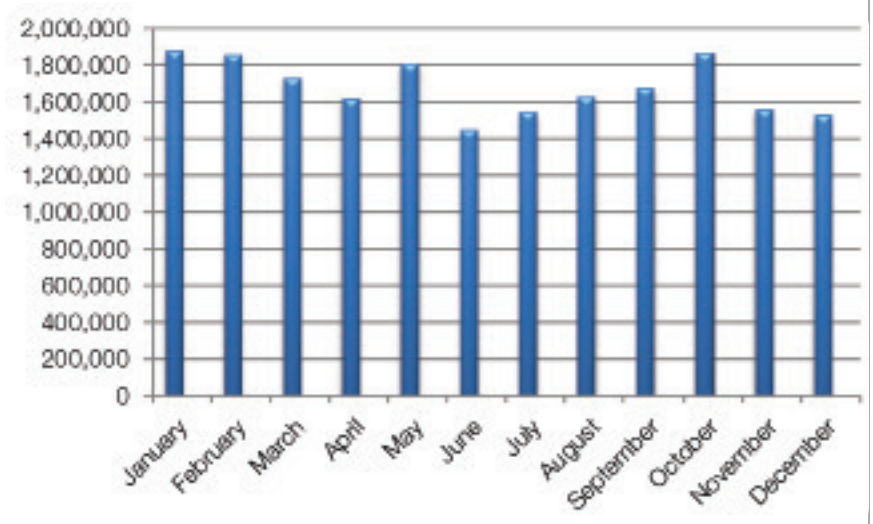
Systemwide Monthly Total Boardings



Bus Yearly Total Boardings



Bus Monthly Total Boardings



Bus

UTA operates a bus fleet of about 600 buses. In 2012, UTA purchased 24 CNG buses to adding to the current fleet that includes hybrid-electric buses, ski buses, over-the-road coaches, and more than 100 Paratransit vehicles.

In 2013, bus ridership was 19,512,658 riders, a decrease of 10 percent over the previous year, likely attributible to the increas in light rail service and ridership.

In 2013, UTA remained fairly steady in bus miles traveled. Coming in at about 16.7 million miles, bus travel increased slightly over 2012.

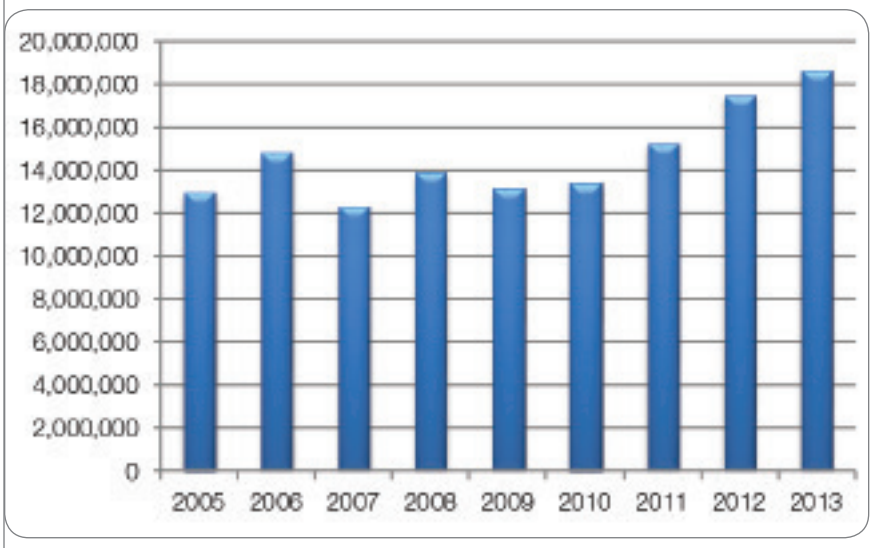
Light Rail (TRAX)

UTA currently operates 115 light rail vehicles on three light rail lines: the Blue Line (Draper to Salt Lake Central), the Red Line (University Medical Center to Daybreak), and the Green Line (West Valley City to The Airport). There are currently 53 light rail stations in service on these lines. TRAX currently operates through 9 municipalities and Unincorporated Salt Lake County.

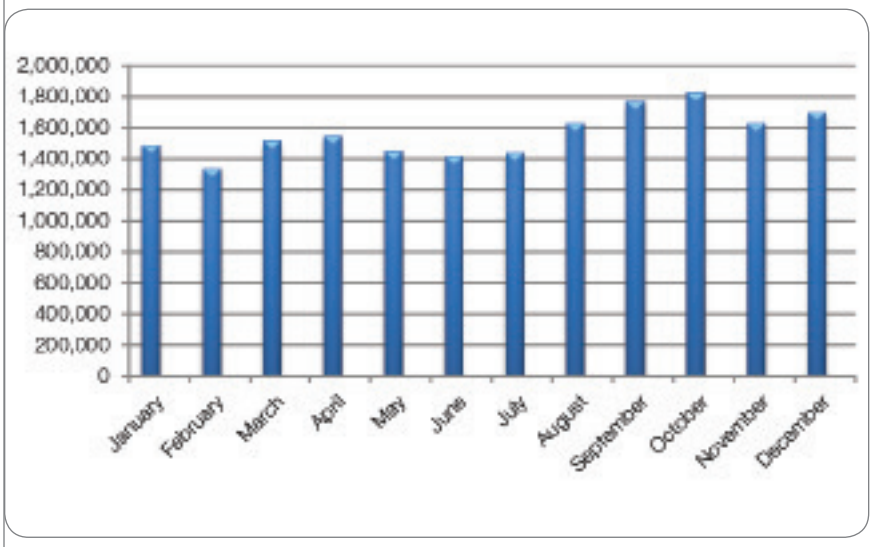
Together the three TRAX lines carry more than 61,000 passengers each weekday. In 2013, TRAX ridership increased by 7 percent to 18.7 million passenger boardings.

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.

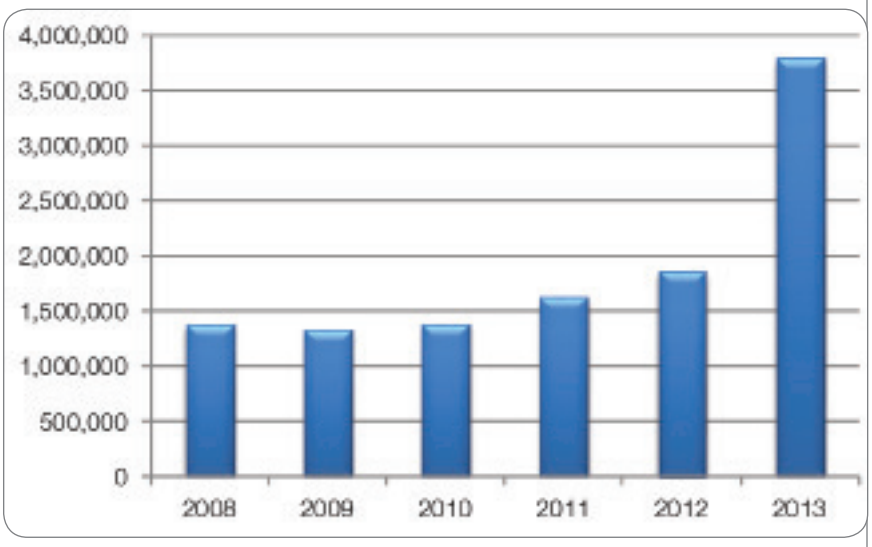
TRAX Yearly Total Boardings



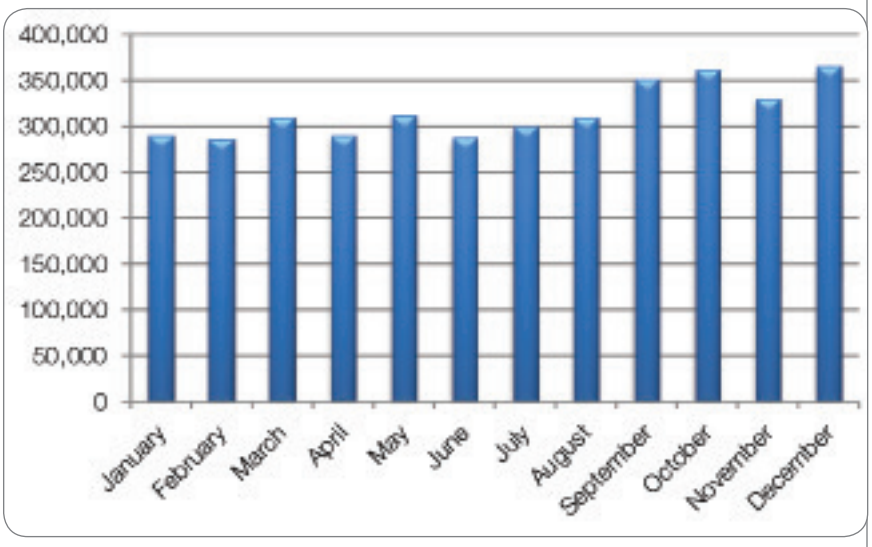
TRAX Monthly Boardings



FrontRunner Yearly Total Boardings



FrontRunner Monthly Total Boardings



Commuter Rail (FrontRunner)

On April 27, 2008 UTA opened the first phase of its FrontRunner commuter rail line. That FrontRunner project operates between Provo and Pleasant View, Utah, a 116 mile stretch.

In 2013 FrontRunner was boarded 3,801,051 times, more than double the boardings in 2012. The train is boared, on average, more than 10,000 times a day. UTA has 53 commuter rail vehicles available per day for maximum service.

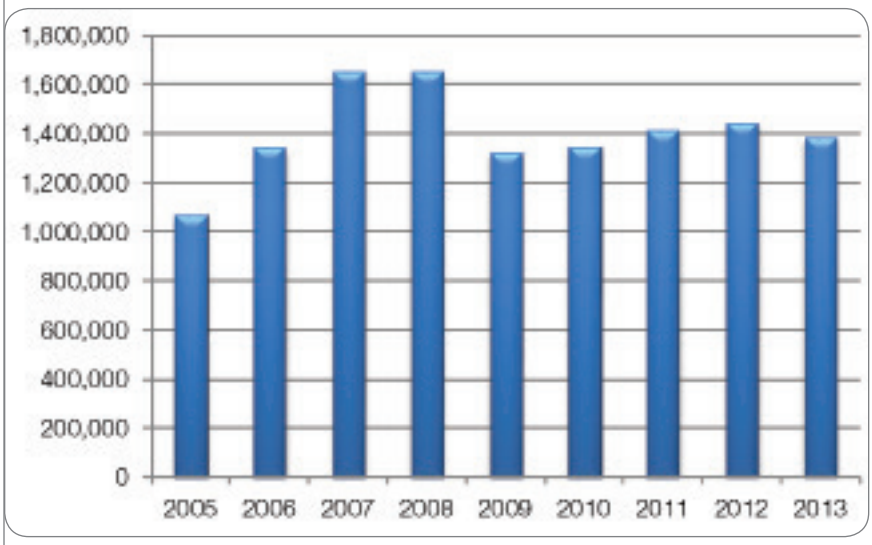
Vanpool

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.

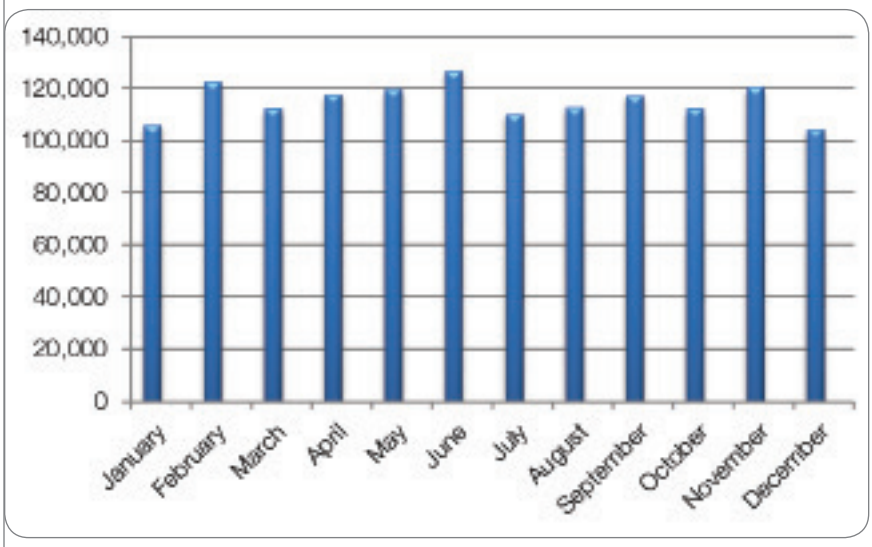
In 2013 there were 1,385,634 vanpool riders, a 5 percent decrease from 2012, with 53,612,365 total passenger miles (6,979,707 van miles traveled).

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

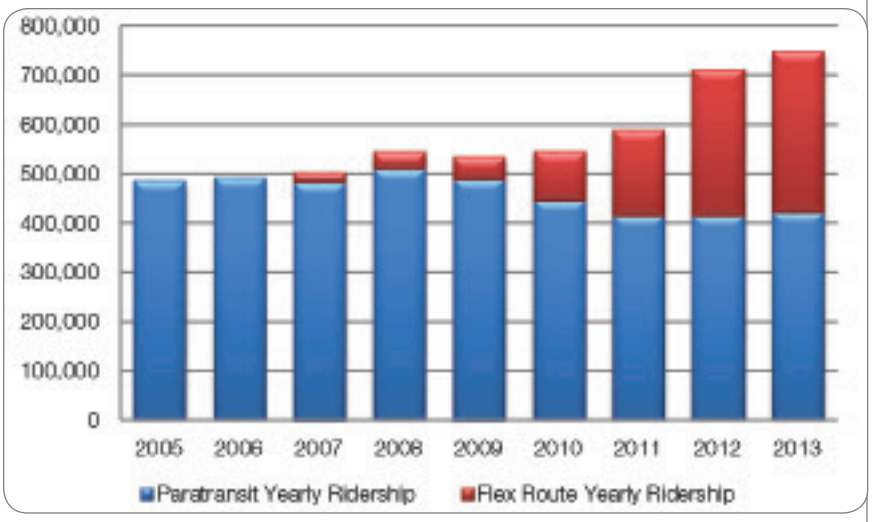
Vanpool Yearly Total Boardings



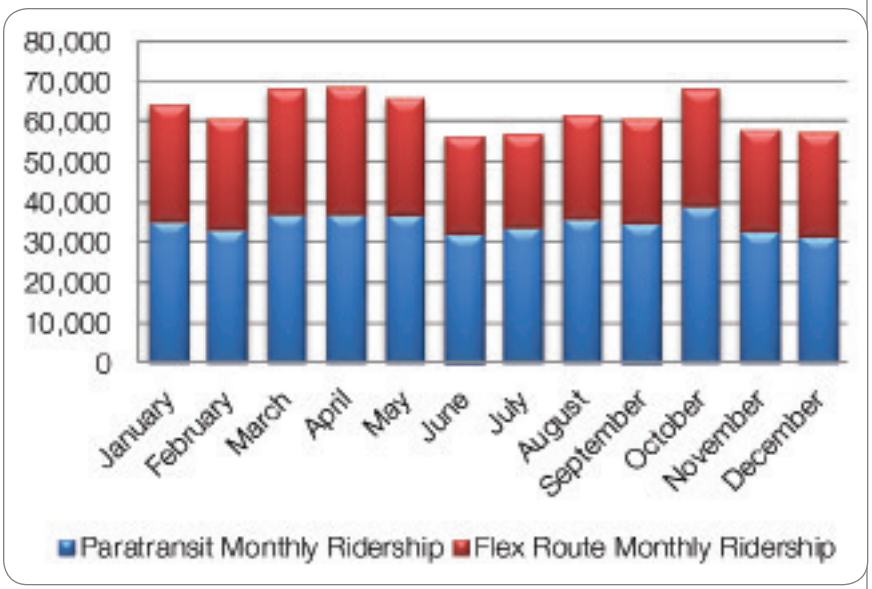
Vanpool Monthly Total Boardings



Flex Route vs. Paratransit Yearly Total Boardings



Flex Route vs. Paratransit Monthly Total Boardings



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 110 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 costumer via Flex than through Paratransit.

UTA's Paratransit ridership increased in 2013 by 1 percent to 422,160 trips. While there was a only a slight increase in Paratransit ridership, flex route ridership increased by 10 percent to 327,071 riders.

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Section 3

Sustainability

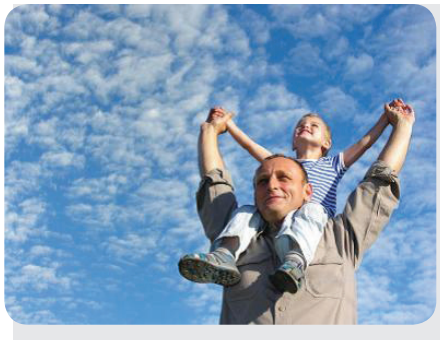
Commitment to Sustainability

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 conserve the diminishing fossil fuel resources, while planning and preparing for higher energy demand, increased population growth, and the mounting need to conserve our water and 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.



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Section 4

Economic Sustainibility

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 to maintain ongoing economic well being.

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.

Envision Utah's 3 Percent Strategy

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

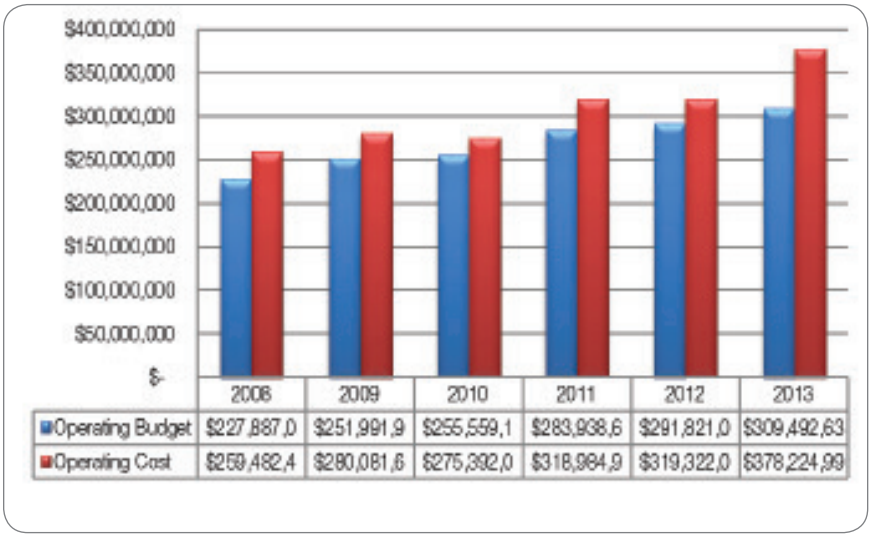
In the 2010 legislative session, the Utah state legislature authorized UTA's participation as a limited partner in three TOD projects. The TOD projects would be selected based on developer and tenant interest as well as project readiness. The sites that have been tentatively identified are; Jordan Valley 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.

Revenue

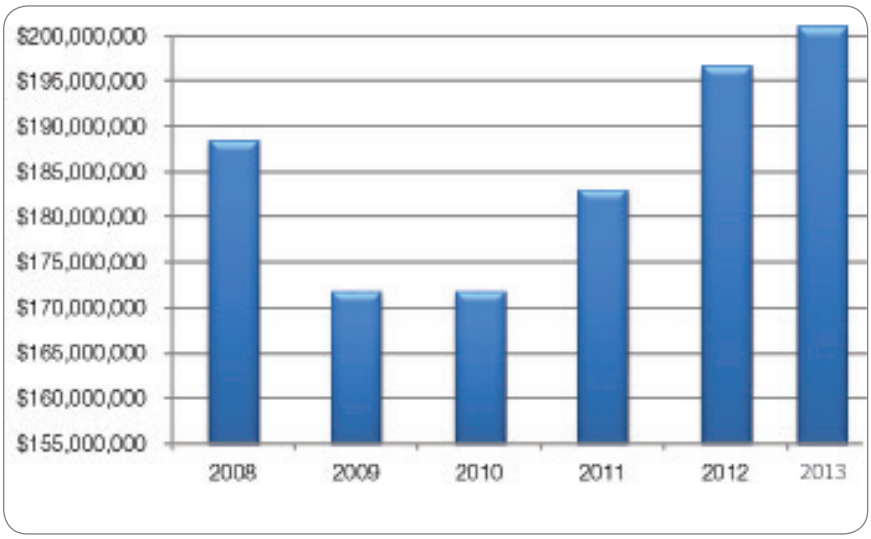
In 2013, UTA saw a slight uptick in budget growth over 2012 due to a recovering economy. The total operations budget was approximately $310,000,000 which included the operation of the many of the 2015 Frontlines projects. UTA draws funding primarily from a local-option sales tax raised by the cities and counties it serves. A basic breakdown of sales tax revenue is shown here.

Investment-per-rider

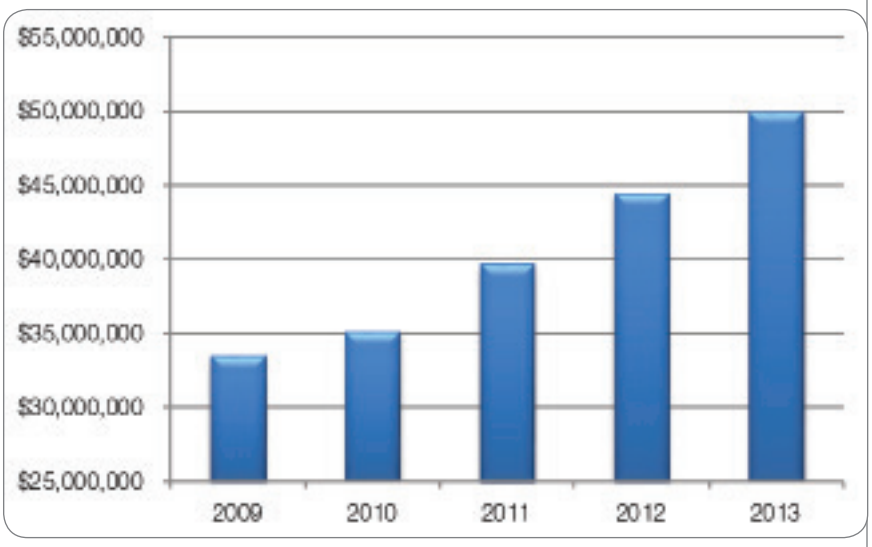
Operating: Budget vs. Costs



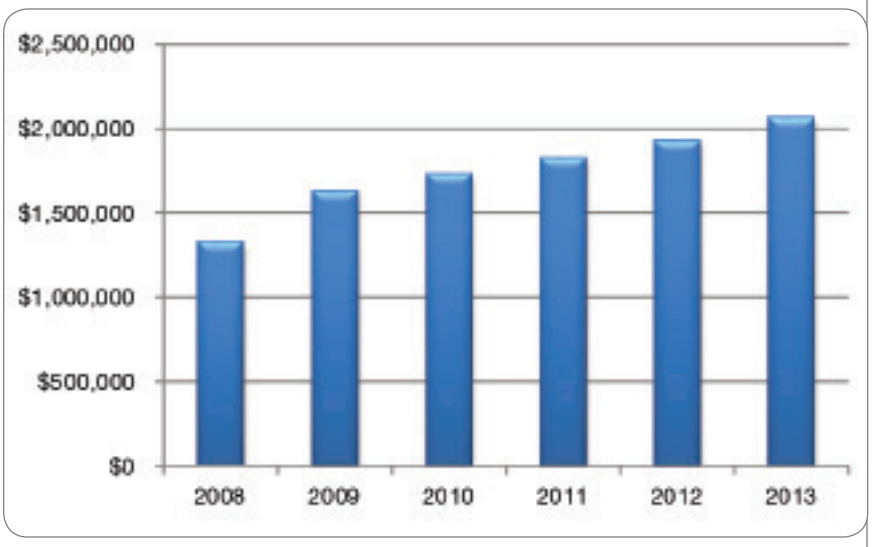
Sales Tax Revenue



Passenger Revenue



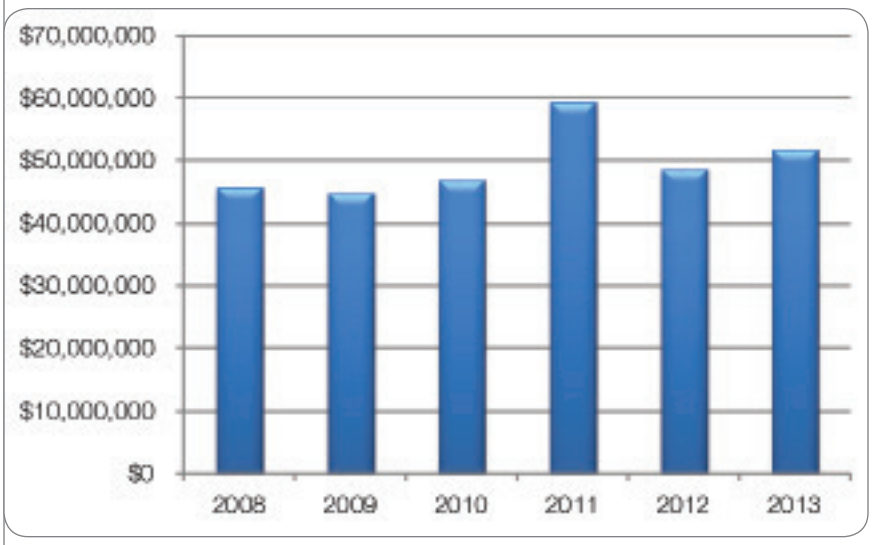
Advertising Revenue



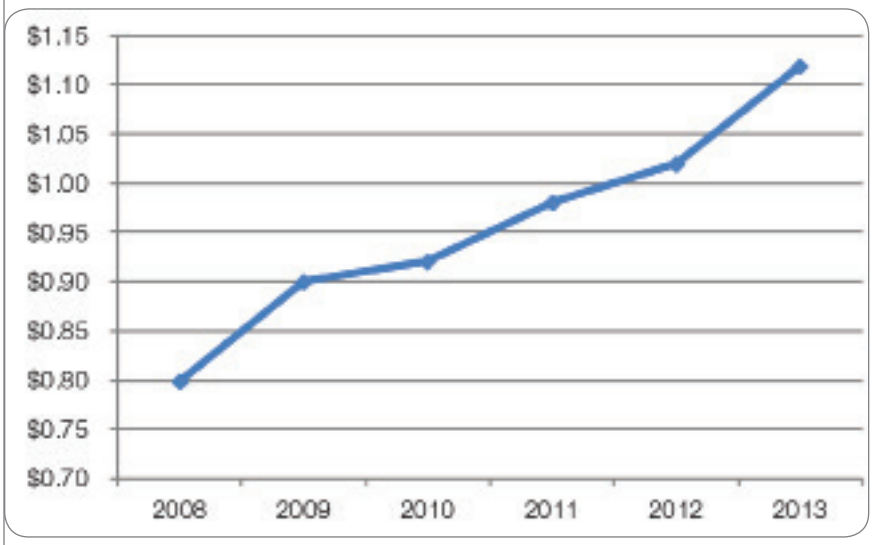
Revenue

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.

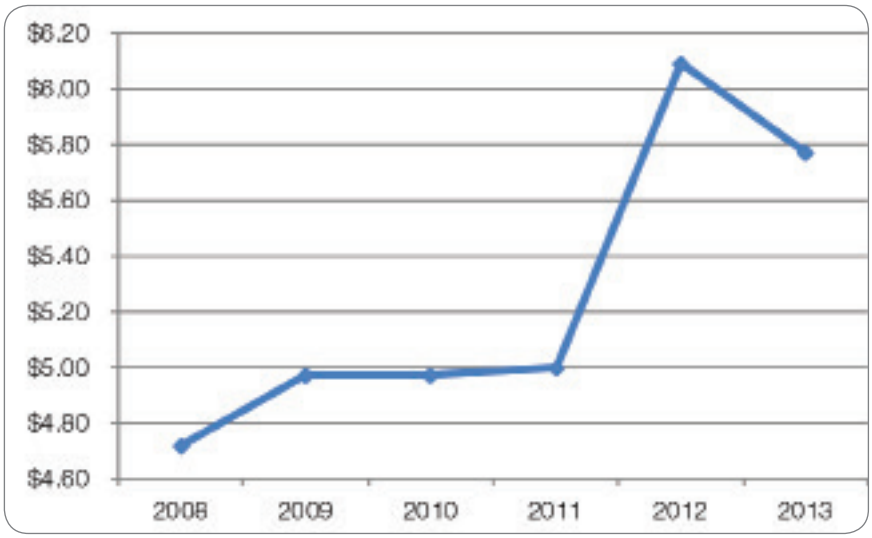
Federal Funding



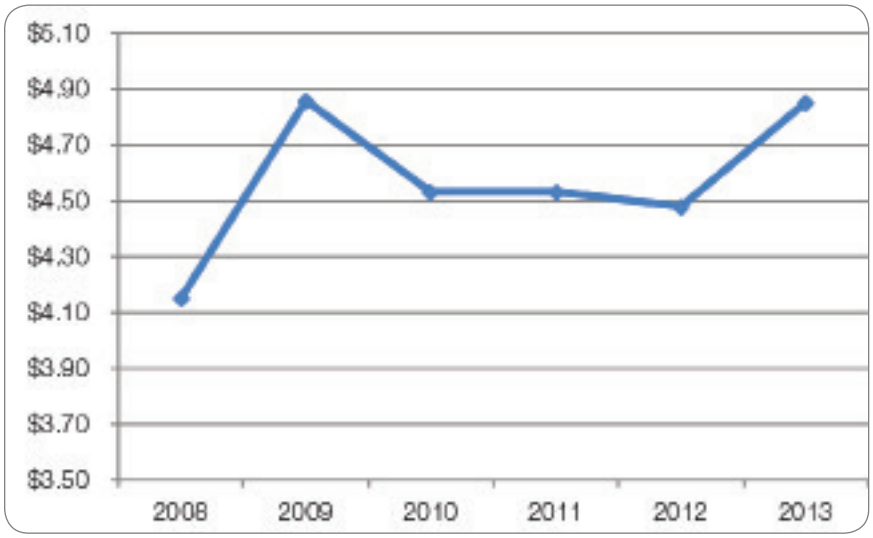
Average Fare per Passenger



Average Cost per Mile



System Cost per Passenger



"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

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, 25,000 square feet of neighborhood retail, 10,600 square feet of restaurant space, and 83,000 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.

Clearfield TOD

The Clearfield Station TOD is a joint venture between UTA and Thackary/ Garn, a competitively selected, private developer. This 70 acre development located at 1250 S. State Street will add new residents and jobs to the Clearfield FrontRunner station area. The plan includes 488,000 square feet of office, 423,000 square feet of light industrial, 550 multi-family units, 10,500 square feetof retail, and a charter school

Additional Sites

UTA has also put out a Request for Qualifications for additional developers who have submitted proposals on additional sites including Ogden Transit Center, Salt Lake Central, 3900 S. TRAX (Meadowbrook Station), South Jordan Station, and Provo Central.

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.

Completion

The final toolbox was completed and unveiled at a Wasatch Choice for 2040 Consortium Meeting in October of 2013. It is available online at www.wasatchchoice2040.com. UTA and other grant partners also provided training across the four county area in December of 2013. UTA will continue to work with the grant partners to continue the Wasatch Choice 2040 effort beyond the end of the grant, which will officially close in February 2014

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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. The group aims 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.

Corporate Goal

Safety is UTA's highest priority. UTA is committed to ensure that facilities, vehicles, working conditions and job sites are safe and 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.

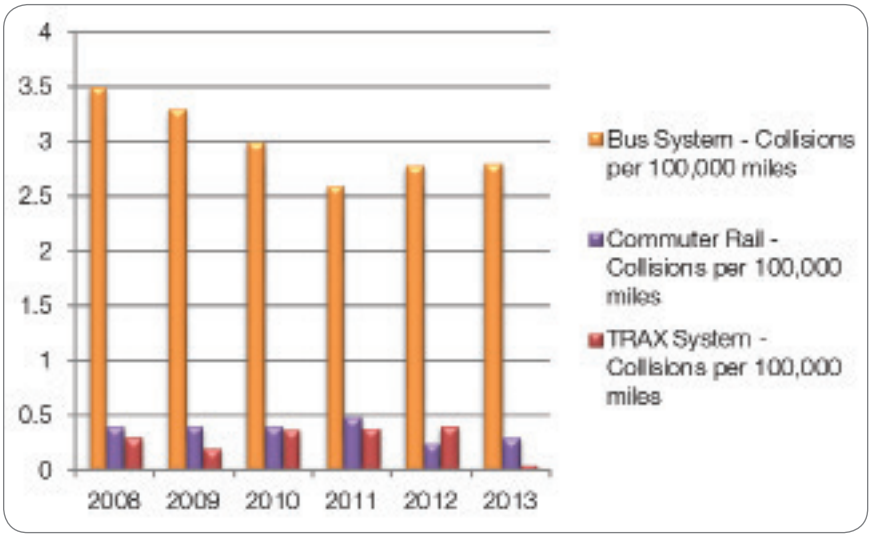
Each UTA business unit has established safety and environmental committees that meet on a regular basis to monitor advice and address safety and environmental concerns. The Federal Railroad Administration (FRA) is the designated regulatory agency for the FrontRunner commuter rail line and the Utah Department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

Public Safety

In 2013 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 2013, collisions on the bus system remained relatively flat over 2012, while commuter rail collisions increased by 24 %percent per 100,000 miles. From 2012 to 2013, light rail collisions decreased by 5% in collisions per 100,000 miles.

System Collisions



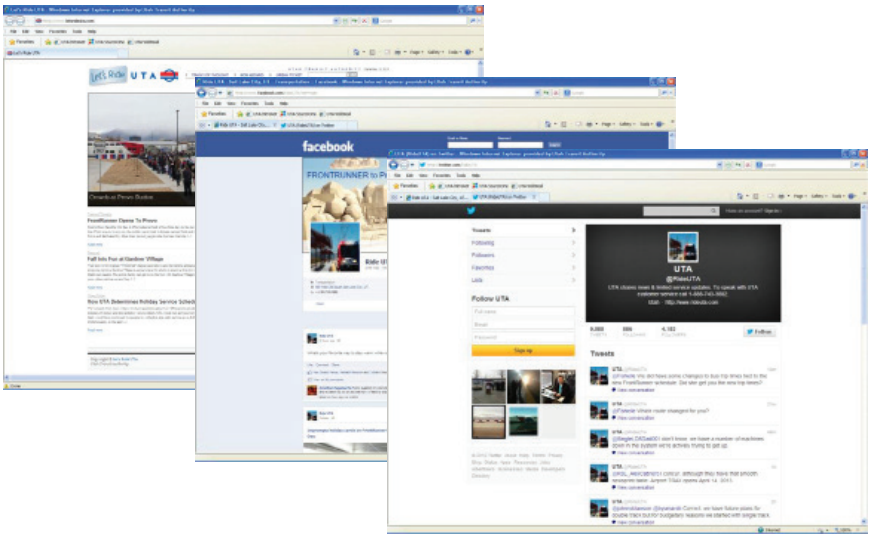
Employee Relations

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

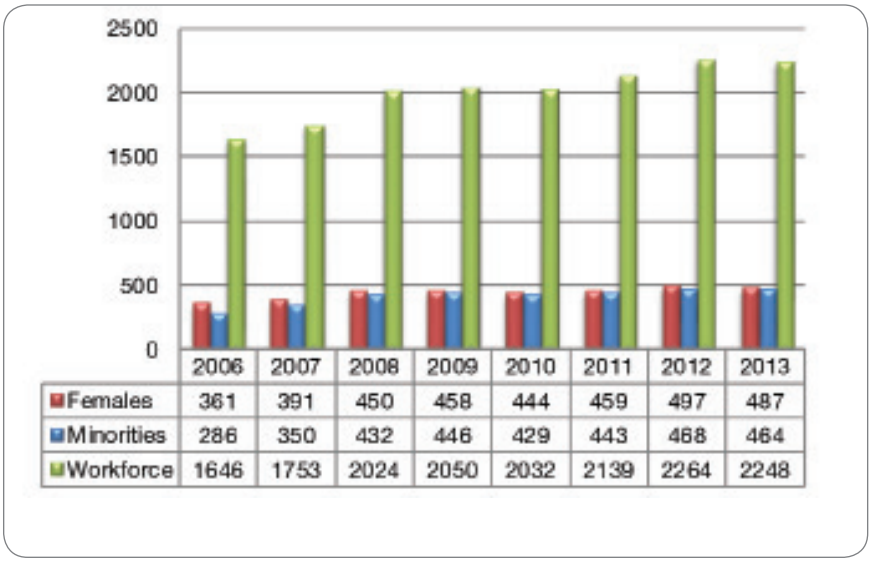
In 2010, UTA launched several social media communication tools including a Facebook page, Twitter and UTA blogs at www.letsrideuta.com. All of these efforts are aimed at creating stronger relationship with our customers and community members. Making regular posts to all of these tools helps riders be informed about UTA happenings. Perhaps more importantly, these tools help UTA to converse with riders and be more responsive to their needs. At the end of 2013, the RideUTA Facebook page had 4,876 followers and the Twitter Page (@RideUTA) had 8,251 followers.



Workplace Diversity

Internally, UTA continues to focus on hiring and maintaining a diverse workforce. Over the past several years UTA has continued to be inclusive in its representation of females and minorities in its workforce. Among the 315 decision making management staff (executive and first mid-level managers) 43 or 13.6 percent are females and 47 or 14.9 percent are minorities. Below are the demographics of the UTA workforce for the past eight years.

Representation of UTA Workforce



	2006	2007	2008	2009	2010	2011	2012	2013
Females	361	391	450	458	444	459	497	487
Minorities	286	350	432	446	429	443	468	464
Workforce	1646	1753	2024	2050	2032	2139	2264	2248

Mechanic and Maintenance Training

Over the years 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 is more complex than 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, diesel/electric hybrid, and Compressed Natural Gas buses.

In 2012-13 UTA received 24 compressed natural gas (CNG) buses and the UTA Maintenance-Training department was instrumental in organizing delivery of CNG training to maintenance and operations personnel. In 2012-2013, Maintenance Training provided training to 3,424 technicians, representing all maintenance divisions, who received 40,200 hours of technical training, in areas including apprentice, QMP, facilities, safety, environmental, new technology and equipment certifications.

2013 Apprentice Training:

- Advanced Internal Training: Indentured Apprentices - 10
- Trade School Scholarships in Diesel Mechanics - 9

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.

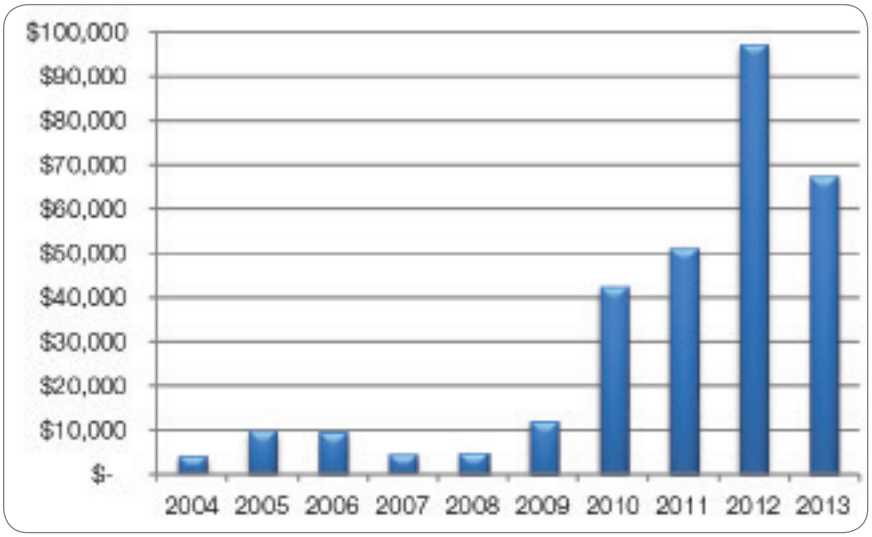
UTA Offender Rehabilitation

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.

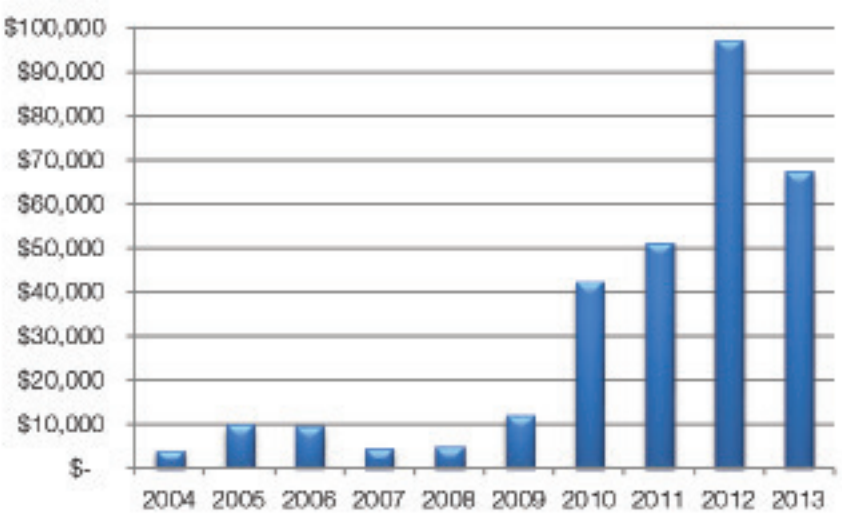
Classes are offered to all first time, non-violent offenders, those offenders not able to pay their fines due to financial hardship, and to juvenile offenders, in which case parents are often required to attend with their child. In 2013, the one-hour classes were held twelve times per month, and had a total 2,186 people who attended or approximately 15 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 are expected to continue to improve due to efficiency developments in the department and increased police staffing due to rail expansion.

In 2012-2013, Maintenance Training provided training to 3,424 technicians, representing all maintenance divisions, who received 40,200 hours of technical training, in areas including apprentice, QMP, facilities, safety, environmental, new technology and equipment certifications.

Rehabilitation Class Attendees



Fines Collected from the Class



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.

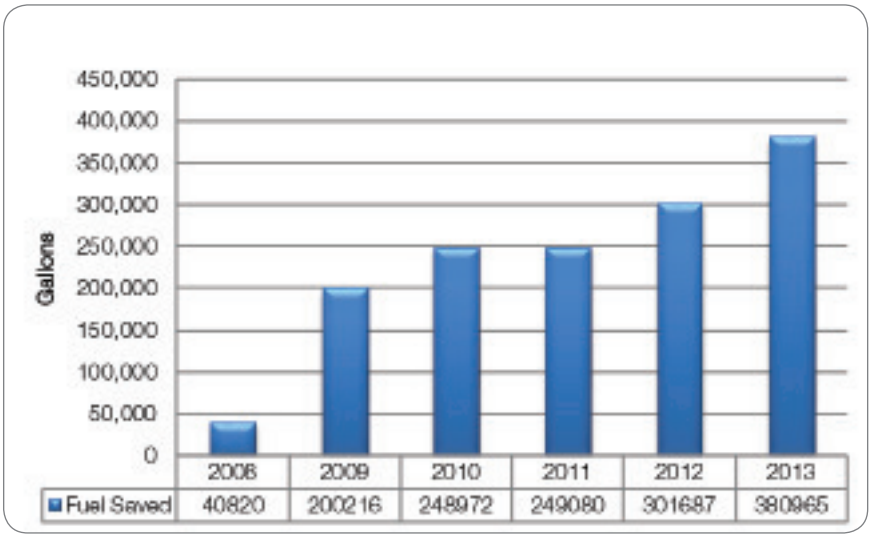
Energy Management

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.

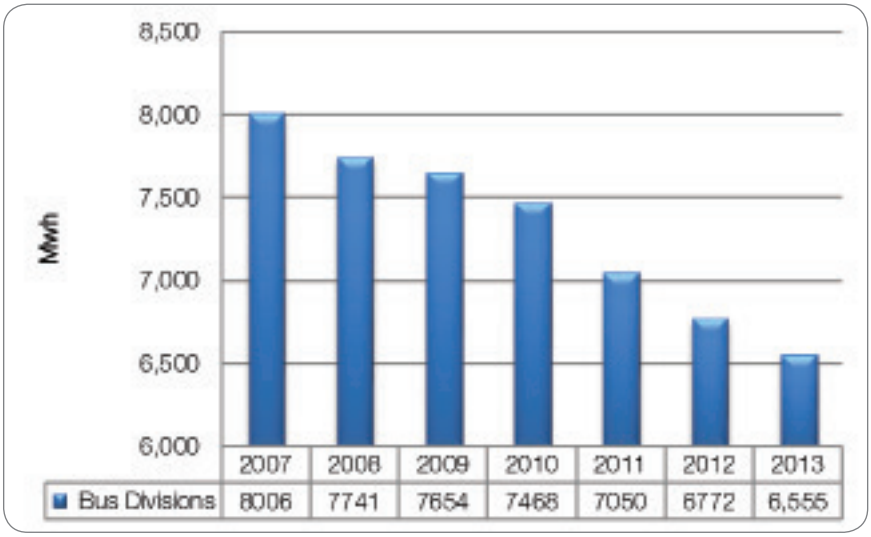
Energy Efficiency

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.

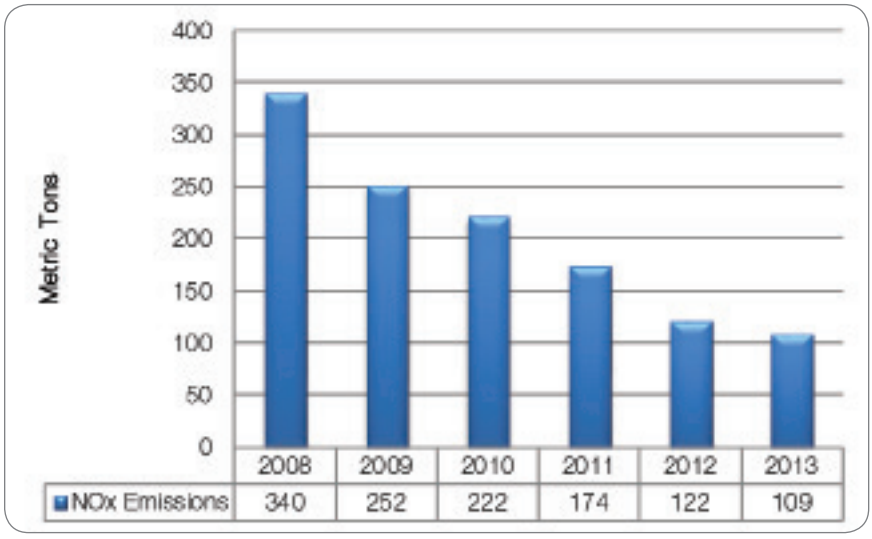
Fuel Saved



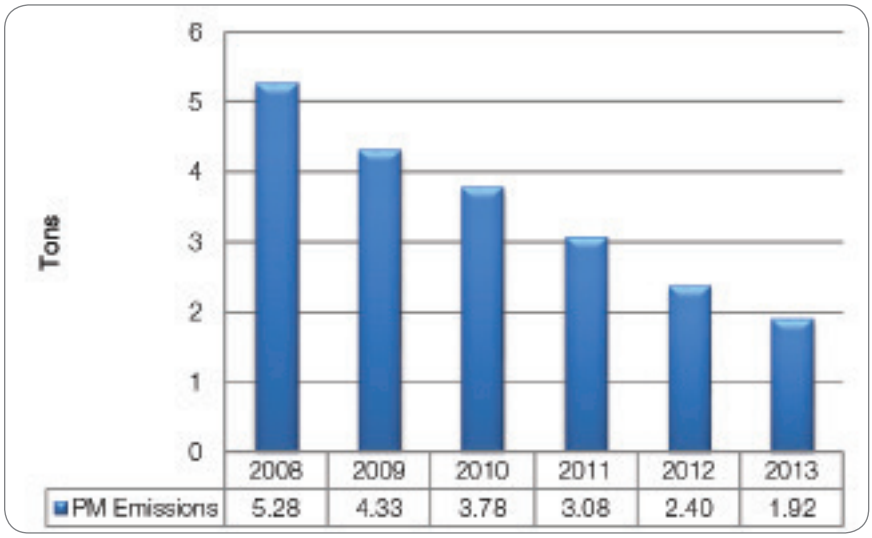
Total Electrical Usage at UTA Bus Divisions



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 60.6% and PM by about 61.5%.

Measuring Carbon Footprint

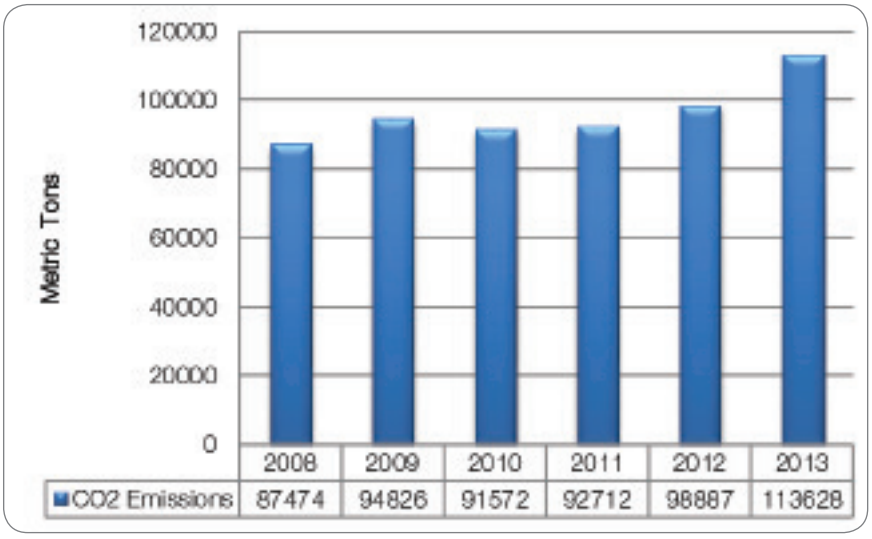
UTA became a founding member of the Climate Registry (TCR) in May of 2008. The Climate Registry is a nonprofit organization established to measure and publicly report greenhouse gas (GHG) emissions in a common and transparent manner consistent across industry sectors and borders. A third party verification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

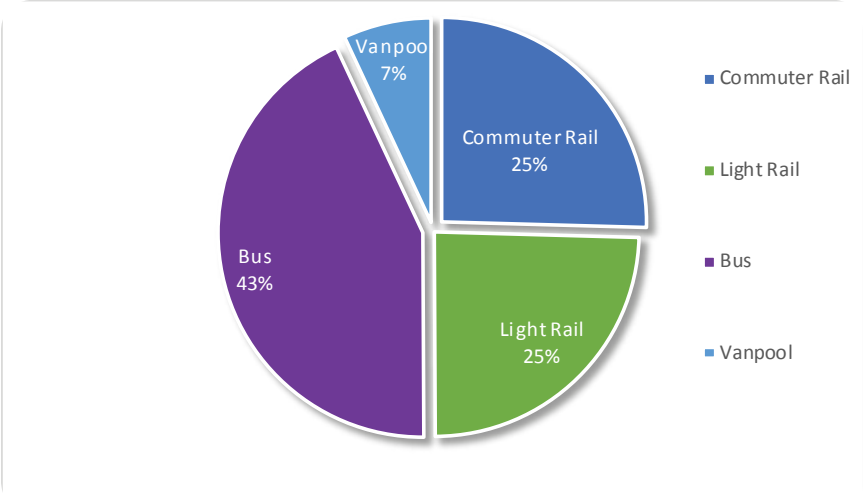
UTA was the first transit agency to have verified greenhouse gas (GHG) emissions in compliance with ISO 14064-3 approved by The Climate Registry. UTA has submitted five complete years of GHG emissions that are verified and approved for public record.

While it may seem counterintuitive, increased carbon and particulate emissions for UTA mean deacreased emissions for the area. By running more routes longer, UTA takes many smaller and less ocupied vehicles off the road.

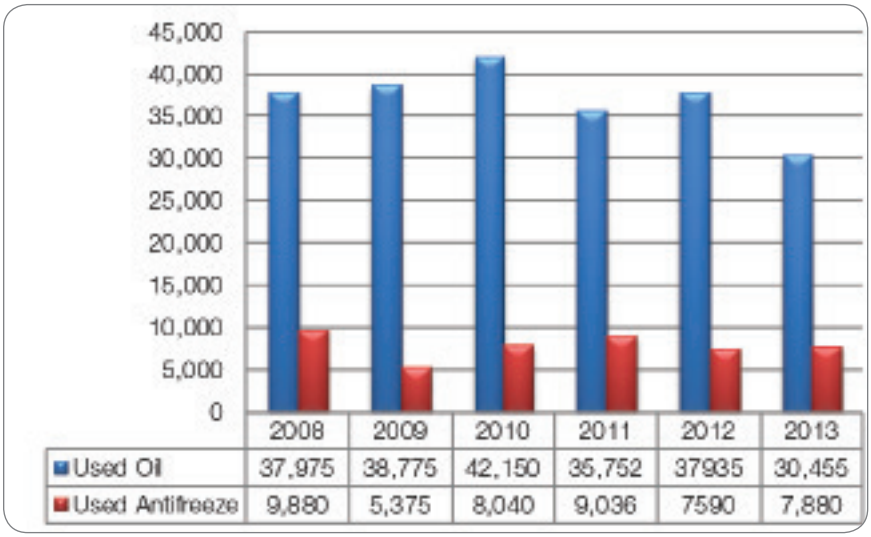
CO_2 Metric Tons



GHG Emissions (CO_2) by Mode

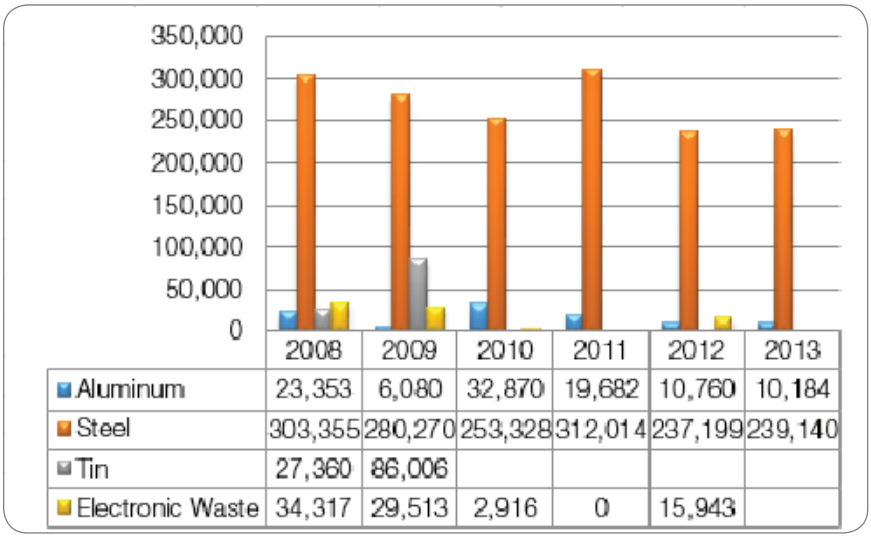


Gallons of Recycling Material



	2008	2009	2010	2011	2012	2013
Used Oil	37,975	38,775	42,150	35,752	37935	30,455
Used Antifreeze	9,880	5,375	8,040	9,036	7590	7,880

Pounds of Recycling Material



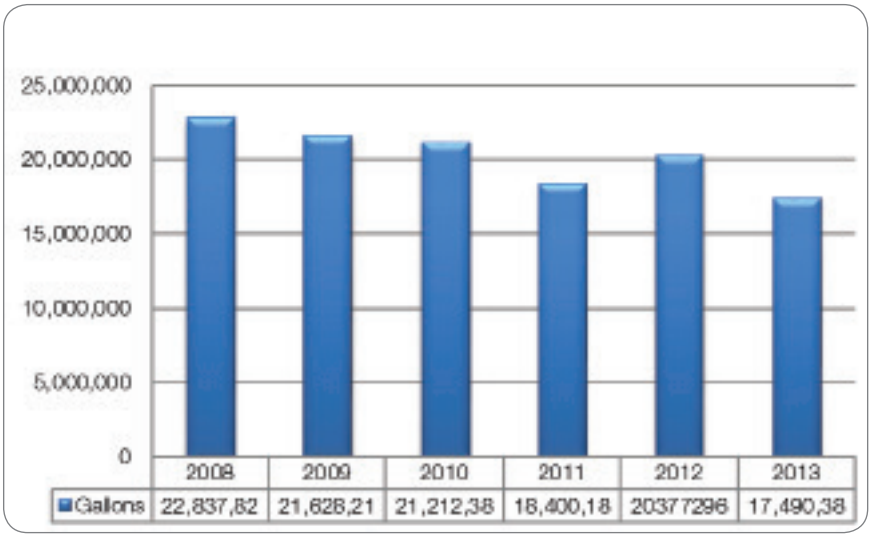
	2008	2009	2010	2011	2012	2013
Aluminum	23,353	6,080	32,870	19,682	10,760	10,184
Steel	303,355	280,270	253,328	312,014	237,199	239,140
Tin	27,360	86,006				
Electronic Waste	34,317	29,513	2,916	0	15,943	

*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.

Total Water Usage at UTA Bus Divisions



GreenBike

In April of 2013 Salt Lake City Launched it bike share program called GREENbike. The program started with 10 stations and 55 bicycles. Bikes can be checked out from one station and dropped off at any other station in the system on an hourly rate. The system allows people to make use of a bicycle in an urban setting without having to lock-up, store or maintain one. Located mostly in the downtown area, the GREENbike provides a connection between transit hubs and urban destinations. The interface between UTA and GREENbike is part of a toolkit for solving first and last mile connections with minimal contributions to congestion or pollution.

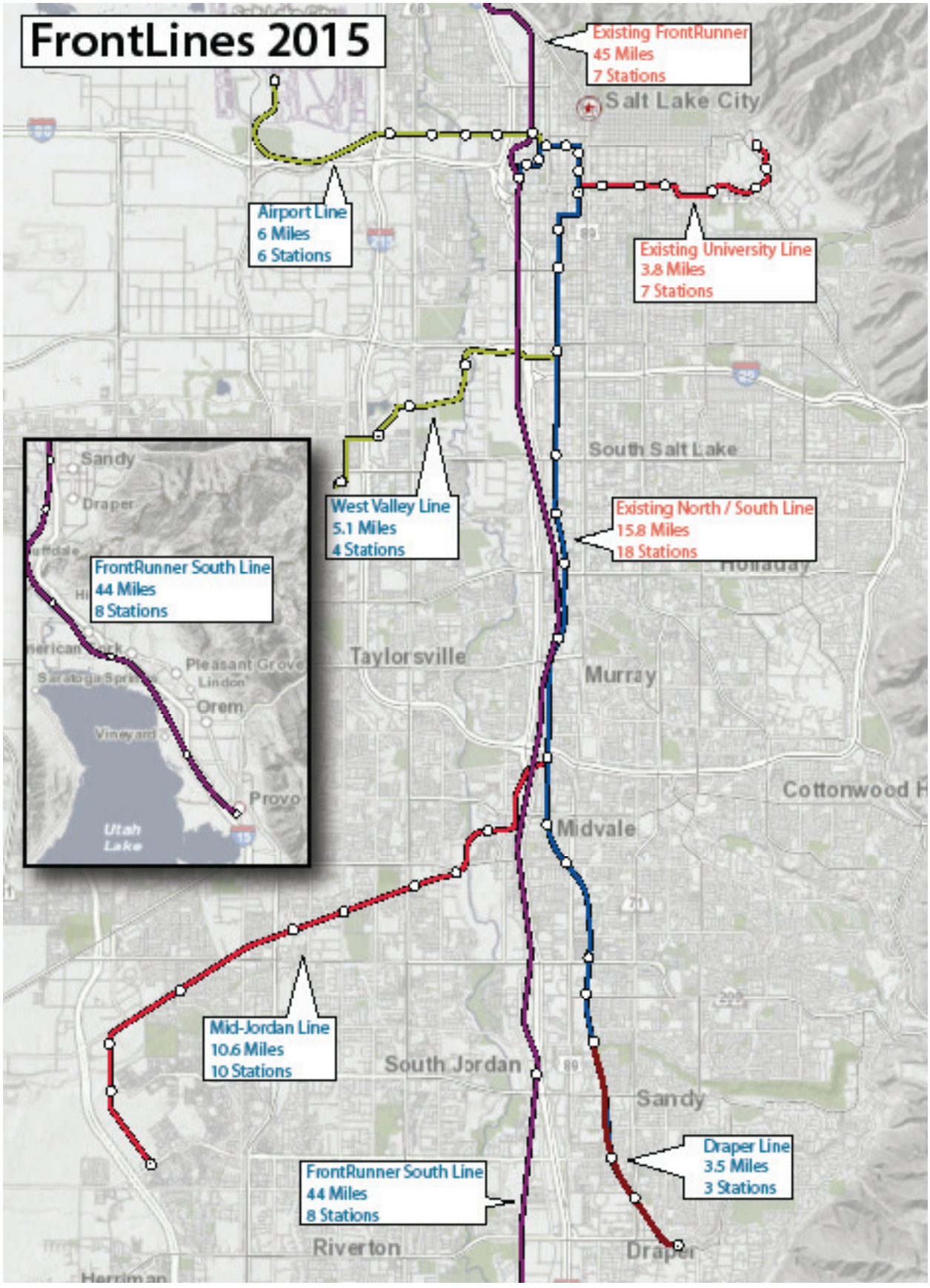
Section 7

What's Next

UTA is contiunally striving to improve our sytem for our riders and stakeholders. Every improvement we make that increases ridership improves our financial sustainability and the environmental sustainability of the region. The following projects are geared towards increased ridership with a focus on the future.

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
Existing FrontRunner
45 Miles
7 Stations
Salt Lake City
Airport Line
6 Miles
6 Stations
Existing University Line
3.8 Miles
7 Stations
West Valley Line
5.1 Miles
4 Stations
Existing North / South Line
15.8 Miles
18 Stations
South Salt Lake
Sandy
Draper
FrontRunner South Line
44 Miles
8 Stations
Pleasant Grove
Lindon
Orem
Vineyard
Provo
Utah Lake
Taylorsville
Murray
Midvale
Cottonwood H
Mid-Jordan Line
10.6 Miles
10 Stations
South Jordan
Sandy
Draper Line
3.5 Miles
3 Stations
FrontRunner South Line
44 Miles
8 Stations
Riverton
Draper

Sugar House Streetcar

The Sugarhouse Streetcarbegan operation on December 8, 2013. The line connects the TRAX light rail system to the vibrant Sugarhouse Community on the south end of Salt Lake City.

The project continues to 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 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

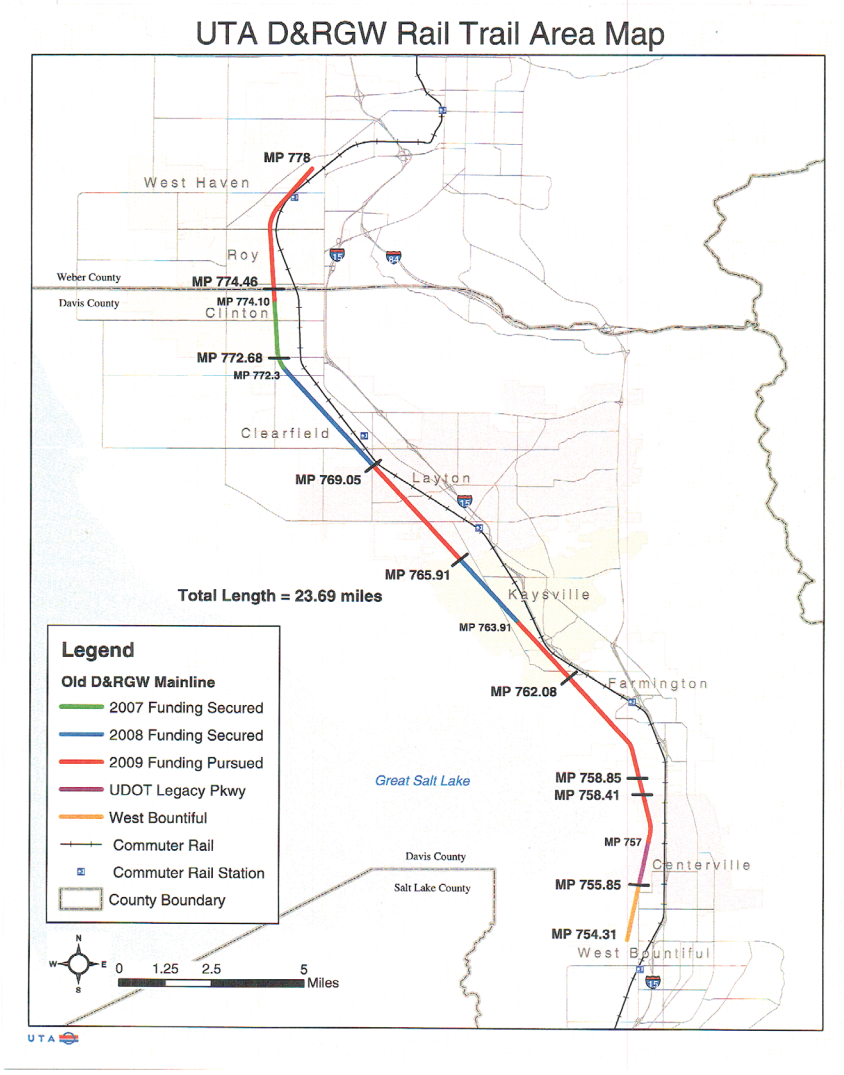
UTA is anticipating that the Provo and Orem intermodal centers will be "green projects" and will be participating in the Sustainable Sites Initiative (see www.sustainablesites.org). This is a new rating system being developed by the American Society of Landscape Architects to create voluntary national 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.



Section 8

Sustainability Report Card

Indicators	2009	2010	2011	2012	2013
2013 Year in Review					
Total Ridership	37,969,645	38,176,731	41,533,315	42,805,000	44,183,047
Bus Ridership	22,136,237	21,716,864	22,611,461	21,518,000	19,512,658
TRAX Ridership	13,165,613	13,400,546	15,297,750	17,552,000	18,717,266
Commuter Rail Ridership	1,340,753	1,389,872	1,635,385	1,870,000	3,801,051
Paratransit Ridership**	490,577	446,657	591,535	418,000	422,160
Van Pool Ridership	1327,042	1,346,949	1,417,183	1,447,000	1,385,634
Economic Sustainability					
Investment per rider	$3.80	$3.96	$3.43	$3.44	$3.70
Passenger Revenue	$33,530,448	$35,160,063	$ 39,693,757	$44,490,000	$49,977,533
Advertising Revenue	$1,633,331	$1,733,333	$ 1,833,333	$1,933,000	$2,066,667
Sales Tax Revenues	$171,854,169	$171,893,732	$183,091,524	$196,693,000	$203,806,329
Federal Non-Capital Assistance	$44,974,000	$46,772,029	$59,320,000	$48,705,000	$51,854,492
Interest Income	$9,389,045	$577,001	$3,672,397	$1,893,000	$1,455,039
Other	$2,797,757	$2,929,024	$3,483,140	$2,352,000	$4,347,724
Social Sustainability					
Pace Wellness Program					
Number of Participants (Employees and Spouses)	1,213	1,117	1,071	1,025	1674
Fitness Testing (Employees and Spouses)	1,028	1,066	1,043	1,025	1,825
Apprentice Training					
Advanced Internal Training offered by UTA: Indentured Apprentices	13	17	17	8	10
Career Ladder employees	27	31	27	***	***
Trade School Scholarships in Diesel Mechanics	14	15	16	17	12
Workforce					
Total Employees	2050	2032	2,139	2,219	2,248
Females in Workplace Total	458	444	459	474	487
Minorities in Workforce Total	446	429	443	466	464
Average Employee Age	48	49	49	49	49
Safety					

Indicators	2009	2010	2011	2012	2013
Bus System - Collisions per 100,000 miles	3.3	3	2.6	2.78	3.06
Commuter Rail - Collisions per 100,000 miles	0.4	0.4	0.49	0.25	.31
TRAX System - Collisions per 100,000 miles	0.2	0.05	0.39	0.4	.4
Environmental Sustainability					
Recycling					
Aluminum	6,080 lbs.	32,870 lbs.	19,682 lbs.	10,760 lbs.	10,184 lbs.
Steel	280,270 lbs.	2253,328 lbs.	312,014 lbs	237,199 lbs.	239,140 lbs.
Tin	80,006 lbs.	0 lbs.	0 lbs.	0 lbs.	0 lbs.
Used Oil	38,775 gal.	42,150 gal.	35,752 gal	37,935 gal	30,455 gal
Used Antifreeze	5.375 gal.	8,040 gal.	9,036 gal	7,590 gal	7,880 gal
Electronic Waste	29,513 lbs.	2,916 lbs.	0 lbs	15,943 lbs.	Practiced / No Longer Measured
Paper Recycling	53,336 pounds Total in 2009	Yes	Yes	Yes	Yes
Aluminum Can Recycling	Yes	Yes	Yes	Yes	Yes
Plastic Bottle Recycling	Yes	Yes	Yes	Yes	Yes
Cardboard Recycling	Yes	Yes	Yes	Yes	Yes
Energy					
Electricity conservation at bus divisions (kWh)	1.1%reduction 2008 to 2009	2.4% reduction 2009 to 2010	5.3% reduction 2010 to 2011	4.5% reduction 2011 to 2012	3.2% reduction 2012 to 2013
Electricity $ Savings at bus divisions	$6,980	$14,880	$31,532	$25,600	$17,360
BTU/ Bus Passenger Mile	5509	4354	4257	6270	5403
BTU/ Vanpool Passenger Mile	1011	952	956	932	967
BTU/ TRAX Passenger Mile	1234	1399	1349	1642	1627
BTU/ Commuter Rail Passenger Mile	5981	4810	4112	4123	3137
Green House Gases (GHGs)					
Total Metric Tons of Carbon Dioxide equivalents emitted by UTA*	94,826	91,572	92,712	98,887	113,628
Total Metric Tons of Carbon Dioxide equivalents reduced by UTA (Carbon Avoidance)	202,269	222,155	260,455	214,425	267,926
CO_2 pounds/Bus Passenger Mile	.958	.747	.740	1.076	.937
CO_2 pounds/Vanpool Passenger Mile	.175	.168	.166	.162	.166
CO_2 pounds/TRAX Passenger Mile	.328	.353	.341	.353	.393
CO_2 pounds/Commuter Rail Passenger Mile	1.05	.844	.739	.723	.55
Air Pollutants					
Total NO_x Emitted in Metric Tons (Bus System Only)	252	222	174	122	109
Total Particulate Matter Emitted in Metric Tons (Bus System Only)	3.93	3.43	2.79	2.18	1.92

*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.

***The career ladder program ended in 2011.

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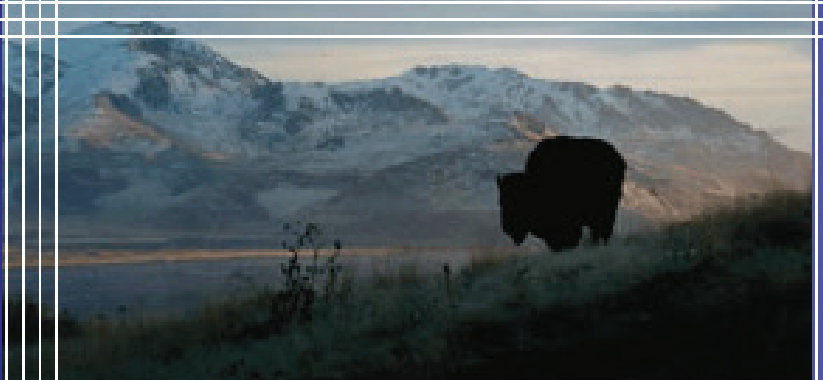

UTA

Leaf Photo Courtesy Marlin LaBar via Flickr