2023 - 2027 FIVE-YEAR SERVICE PLAN



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PLAN OVERVIEW

WHAT IS THE FIVE-YEAR SERVICE PLAN?

The Five-Year Service Plan is a dynamic guide for UTA's near-term future. Our region is growing rapidly. Where and how we grow has impacts on the transportation network. This vision for the path ahead works to address these impacts through improvements to the transit system. This plan, like a route map, is a snapshot in time. It reflects UTA's intended service based on the best information available. This plan is updated every two years and considers other regional and local transportation plans in its development.

To learn more, take a look at the current Five-Year Service Plan for 2023-2027: <u>www.rideuta.com/FYSP</u>¹

Five-Year Service Plan for 2021-2025: https://arcg.is/15HvbS

PLAN GOALS

For the 2023-2027 Five-Year Service Plan, UTA is focusing on the following goals:



¹ Permalink: <u>https://maps.rideuta.com/portal/apps/storymaps/stories/41190971467544baa61d71bacdf4ad67</u>

PLANNING FOR THE FUTURE

To give people an idea of what potential regional changes are part of the Five-Year Service Plan, three one-pagers were developed and posted online for the following geographic regions in the UTA service area:

- Salt Lake & Tooele Counties
- Box Elder, Weber & Davis Counties
- <u>Utah County</u>

Constraints

Each concept in the Plan is subject to change. UTA has limited resources, including staffing shortages in operations. We carefully consider the operational cost and feasibility of any potential change. As this plan is updated, any additional service will be subject to available resources.



GUIDING PRINCIPLES



SYSTEM-WIDE PLANNING

This plan maximizes regional connectivity by emphasizing links between modes and geographic areas.



ALL-DAY SERVICE

More service means more transit available when you need it.



CORE ROUTE NETWORK

A connected network of high-frequency core routes is designed for convenience and efficiency.



EXPANDED HOURS

Earlier and later trips means additional options for a ride home – even if your work, entertainment, or shopping runs late.



TRANSIT EQUITY

Expand access to opportunities through transit.



INNOVATIVE SOLUTIONS & NEW TECHNOLOGIES

Innovative transportation zones create opportunities for mobility and connection in areas less amenable to traditional public transit.



SERVICE CHOICES

Working with input from the communities we serve, this plan seeks opportunities to increase frequency and ridership while providing options in coverage areas.



THE PATH AHEAD FOR FUTURE PROJECTS

Exciting new services are coming, and this plan is a step toward them.

CHAPTER

UTA'S PLANNING PROCESS

How and When the Plan Happens

The path ahead for public transit has many partners and many moving parts. UTA's service planning and implementation process seeks to refine proposals based on input received and ongoing analysis. We conduct this process in four phases:

- Strategic Planning
- Service Planning
- Operations Planning
- Implementation

STRATEGIC PLANNING

Planning begins with collaboration in developing long-range Regional Transportation Plans (RTPs).

Our best long-term look at the path ahead comes through community collaboration and data-driven analysis. WFRC and MAG develop RTPs in partnership with the community, UTA, and other partner agencies. These plans set the direction for the region's transportation system over the next 30 years

SERVICE PLANNING

The Five-Year Service Plan covers all UTA transit services that do not involve major capital construction projects.

The plan presented here is the product of the service planning phase. UTA's Local Advisory Council approves the plan and UTA's Board of Trustees adopts the plan after extensive public engagement and development of service plan scenarios.



OPERATIONS PLANNING

This phase translates proposed changes into guidance for transit operations. This often leads to further adjustments to the Five-Year Service Plan.

Proposed service changes are fluid; many factors shape their final form. Before they are implemented, service changes are the subject of additional outreach, public hearings, a Title VI analysis, and the development of route schedules.

IMPLEMENTATION

In this phase, all final transit service changes become active on one of UTA's Change Days, which occur every April, August, and November

UTA informs affected riders well in advance about service changes through social media, new printed schedules, signage at transit stops, and media announcements. In addition, customer service representatives are available to help riders navigate changes.

CHAPTER



TIMELINE







2023 - 2027 • FIVE-YEAR SERVICE PLAN • UTAH TRANSIT AUTHORITY

COMMUNITY ENGAGEMENT

COMMUNITY ENGAGEMENT



www.rideuta.com/fysp



COMMUNITY ENGAGEMENT

This section provides an overview of the FYSP community engagement efforts. For more information, see the FYSP Public Involvement Report located at <u>www.</u> <u>rideuta.com/FYSP</u>¹

This Five-Year Service Plan is a conceptual path forward. It represents a vision for the future, not a prescriptive list of definitive changes. UTA is committed to creating a service that works for the community.

UTA reached out to the communities we serve to understand their priorities for public transit. We used a variety of tools and approaches to engage local governments, transit riders, community leaders, and the general public. These tools give residents and communities opportunities to shape service changes and regional improvements.

Public comments make up one factor in UTA's decision-making process, which also includes factors such as budget, staffing constraints, operational feasibility, ridership, and more. These factors have been and will be used to finalize the Five-Year Service Plan and present for approval in February to UTA Board of Trustees. The changes identified in the Five-Year Service Plan will be used to identify and implement changes throughout the coming years and particularly in August of each year ("Change Day"). UTA requested public comments on the Five-Year Service Plan. Are we on track with this plan? What route-specific and location-specific information do we need to know? What's working or not working now, and why? We heard from community members via the transit needs survey and know that the following are important:

- Expanded service coverage
- Added frequency
- Improved amenities at bus stops
- Improved on-time reliability
- Added weekend service
- Improved travel times

¹ Permalink: <u>https://maps.rideuta.com/portal/apps/storymaps/stories/41190971467544baa61d71bacdf4ad67</u>



Public Comment Period

During the public comment period (December 7, 2022 – January 23, 2023), people were invited to share feedback with UTA on the updated draft Five-Year Service Plan via one of the methods listed on this page. Comments received are still being processed and will soon be available in full as part of the public comment record.

Virtual Public Meeting

A virtual public meeting was held on December 14, 2022. This meeting was recorded and posted to UTA's YouTube Channel at the following link: <u>www.</u> <u>youtube.com/watch?v=fJJI42kRPlc</u>.

Survey

Information shared with UTA via the survey has been considered as part of the update to the draft Five-Year Service Plan and a full summary will be made available soon. Additionally, the survey will be used to guide the development of UTA's Long-Range Transit Plan, which looks out longer-term. We encourage you to share your ideas and participate in that planning process.

The Transit Needs Survey: <u>https://</u> arcg.is/KHu490

Public Engagment Consideration



COMMUNITY ENGAGEMENT

FREQUENTLY ASKED QUESTIONS

To help prevent the spread of misinformation, a list of Frequently Asked Questions ("FAQ") was developed with full answers and posted on the FYSP website. This FAQ is provided in its entirety on the following pages:

Q. What is the Five-Year Service Plan?

A. The Five-Year Service Plan ("FYSP") guides how UTA's transit services will improve, adapt, and change over the coming Five-Years and beyond. The Five-Year Service Plan is a dynamic guide for UTA's near-term future. It reflects UTA's intended service based on the best information available. The Plan also allows local decision-makers to evaluate and plan public transportation services and make recommendations to guide the day-to-day operations. The Five-Year Service Plan covers all UTA transit services that don't involve major capital construction projects.

Q. Why is it important?

A. Our region is growing rapidly. Where and how we grow impacts the transportation network. The Five-Year Service Plan helps us respond to that growth proactively and focus on service.

Q. How does it fit into the larger picture?

A. The path ahead for public transit has many partners and many moving parts. UTA conducts this process in four phases:

Strategic Planning: Looks long-range and high-level. Coordinates with regional transportation plans and looks ahead 30 years.

Service Planning: looks ahead Five-Years and develops the Five-Year Service Plan.

Operations Planning: Translates service changes into guidance for transit operations.

Implementation: all final transit service changes become active on one of UTA's Change Days, which occur every April, August, and December. The Five-Year Service Plan falls under Phase 2: Service Planning. However, it is only one part of a larger process. Each phase coordinates

with the other three phases to create a consistent set of plans for the path ahead.

Q. Is this UTA's first Five-Year Service Plan?

A. No. The 2021-2025 Five-Year Service Plan was adopted in 2021, and more information can be found <u>here</u>.

UTA updates the Five-Year Service Plan every two years to incorporate the best available information.

Q. What do you want from me?

A. UTA would like your input to help develop the Five-Year Service Plan and the vision beyond Five-Years. Learn more about the Five-Year Service Plan and get involved by leaving comments, submitting the transit needs survey, signing up for email updates, and participating in the upcoming public comment period. Visit <u>rideuta.com/FYSP</u> to get involved, ask questions, and stay in touch.

The survey will take about 10 minutes and asks about community priorities and values related to transit service, including bus, TRAX, and FrontRunner.

Q. Why should I get involved?

A. Because UTA reads and reviews all stakeholder, rider, and resident comments regarding service as part of each update to the Five-Year Service Plan. Even if we aren't able to implement your suggestion immediately, it may become part of a future plan.

COMMUNITY ENGAGEMENT

In addition, we rely on "eyes on the ground" to notice details about our system and welcome new insights that we receive from our riders.

Q. How does this relate to the Gondola?

A. This doesn't involve the gondola at all. The Five-Year Service Plan and UTA service changes in general, are separate from the Utah Department of Transportation. The Little Cottonwood Canyon Transportation study, which the gondola is a part of, is a separate effort being led by UDOT.

Q. What's up with the December 2022 Suspended Services?

A. UTA, like many other places nationwide, is experiencing significant staffing shortages. We simply don't have enough bus drivers to drive the routes we operated prior to December 2022. We can't provide the same level of service to communities without enough bus drivers. We are working to increase operator incentives and recruiting efforts now. But that means we have to make several emergency bus service adjustments on December Change Day, impacting Weber, Davis, and Salt Lake counties and service to Summit County.

Read more about the emergency changes in December, including how UTA plans to address operator shortages: <u>rideuta.com/ChangeDay</u>.

Q. Wait, first service was expanded, then you announced service was being suspended, now you're saying that you're expanding service again?

A. The Five-Year Service Plan sets out a plan for the future and guides decision-making. It does not mean that a specific service change or increase is happening yet. Many factors influence UTA's plans and ability to deliver service. However, the Five-Year Plan provides us with a forward-looking plan so we can be prepared should circumstances allow for service improvements.

Q. Why do you cut routes?

A. The Planning team evaluates transit service and seeks to deliver transit service that serves the most people the best – this includes looking at factors such as population and employment density; service to communities that rely on transit the most; favorable market segments; street connectivity; rider and employee feedback; upcoming transit projects; and more. This sometimes results in reallocating resources to better serve the community as a whole. UTA also has finite resources and budgets and is limited by ongoing impacts, including staffing shortages and the COVID-19 pandemic. We know that cutting service has real impacts on real people. Therefore, we carefully consider any potential change's operational cost and feasibility.



Q. How final is this draft Five-Year Service Plan?

A. Each proposed concept in the proposed initial draft Plan is subject to change. This is the draft framework upon which the Five-Year Service Plan is built, updated, and refined before anything is adopted or implemented. We are in the initial draft phase of the Plan, so these proposed components aren't set in stone and will undergo revisions and changes based on community feedback and other inputs. Give us your feedback on the draft plan here and fill out the survey!

Q. Where can I find more information?

A. UTA has launched a website for the Five-Year Service Plan that is a repository of the latest information at <u>rideuta.com/</u> <u>FYSP</u>. The website is constantly being updated, so please check back regularly. \bigcirc

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DEVELOPMENT PROCESS

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FIVE-YEAR SERVICE PLAN DEVELOPMENT PROCESS

STEP 1



Operations Planning Process (Annual Cycle)

CHAPTER 1

THE PLAN IN DETAIL

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THE PLAN - IN DETAIL

UTA's Service Planning team has considered stakeholder and community feedback, emerging circumstances, and the best available information to draft an updated Five-Year Service Plan. Priorities expressed by communities through the transit needs survey indicate that expanding service coverage and frequency, as well as improving on-time reliability, travel times, and weekend service are important.

The following section outlines the updated draft plan for the Five-Year Service Plan by year. This is the framework upon which the plan is built, updated, and refined before final adoption and implementation. These components aren't set in stone and will undergo additional revisions and changes based on community feedback and other inputs following public comment. We carefully consider the operational cost and feasibility of any potential change. As this plan is updated, any additional service will be subject to available resources.

The information contained in the Five-Year Service Plan reflects changes to service, not a full picture of UTA's entire transit system or network. As part of this plan, system maps are created for each update, and the latest system maps, current as of December 2022, are located in the <u>Appendix</u>.

FIVE-YEAR SERVICE PLAN - PHASING AT A GLANCE

Subject to change					
2023	2024	2025	2026	2027	VISION (LONG TERM)
AUGUST	AUGUST	AUGUST	AUGUST	AUGUST	UNPHASED
Park City/Salt Lake City 901, 902	Ogden Local 607, 611, 612, F618, 625, 645	Salt Lake City 2, 2X, 2A, 2B, 220	SLC-Ogden Regional 455, 470, 600 , 609 , 627	5600 West 256, F556, Paratransit	4, 17, 31, 39, 45, 54, 62, F126, 146, 201, 209, 218, 223, 236, 248, 509, 513, 604, 613, 616, F618, 626, 627, 631, 640, 641, 656, 831, 833, 842, 850, 864, 871, Paratransit
OGX 602, 603X , 603, 650	Salt Lake County Local 205		Midvalley 47, 50 , 227, 240, F590	Northwest Utah County 806, 809, Paratransit	
TRAX Saturday 701, 703, 704, 720	South Utah County 821, 822, 823, Paratransit				North Weber On Demand
Flex Routes					Lehi On Demand
F202, F570, F638					West Provo On Demand
Contingent Upon Resources					South Salt Lake County On Demand
39, 201, 218, 830X (MTC-PVU) DECEMBER					Sandy/Cottonwood Heights On Demand
Contingent Upon Resources 953, 972, 994					West Jordan On Demand
HOURS: 54,059 MILES: 640,131	HOURS: 72,925 MILES: 342,642	HOURS: 28,197 MILES: 190,265	HOURS: 126,858 MILES: 1,446,047	HOURS: 118,588 MILES: 1,195,468	

Font Key:

Bold = new service, Italics = changed service, Strikethrough = discontinued service

CHAPTER

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THE PLAN

AUGUST & DECEMBER 2023

Added Service Hours: 54,059 Added Service Miles: 640,131

PARK CITY/SALT LAKE CITY CONNECT

Discontinue Routes 901 and 902 High Valley Transit to operate Route 107





BUS RAPID TRANSIT IN OGDEN

New OGX service replaces Routes 603 and 650

TRAX SERVICE IMPROVEMENTS

TRAX and S-Line increased to 15-minute service on Saturdays



FLEX ROUTE IMPROVEMENTS

Routes F2O2 and F57O adjusted to improve reliability, increase coverage

Additional stops on Route F638 within Brigham City



THE PLAN - AUGUST 2023: CONTINGENT UPON RESOURCES & NEEDS

SERVICE IMPROVEMENTS

Restore service on Routes 39, 201, and 218 Implement UVX service to Provo Airport



THE PLAN - DECEMBER 2023: CONTINGENT UPON RESOURCES & NEEDS

SALT LAKE COUNTY SKI SERVICE

Increase service on Routes 972 and 994

Implement select trips on Route 953



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CHAPTER

THE PLAN

AUGUST 2024

Added Service Hours: 72,925 Added Service Miles: 342,642 CHAPTER

OGDEN LOCAL

New Route 607 provides one seat ride to Weber State University, Wall Ave, and Ogden Station

New Route 611 at 15-minute service on weekdays between Washington Terrace and Ogden-Weber Technical College





SOUTH UTAH COUNTY

Routes to Payson, Salem, Spanish Fork, and Springville streamlined to reduce travel time, serve additional destinations

Adjustments to the Paratransit service area



SALT LAKE COUNTY LOCAL

Increase frequency on Route 205



AUGUST 2025

Added Service Hours: 28,197 Added Service Miles: 190,265 CHAPTER

SALT LAKE CITY - 200 SOUTH & UNIVERSITY OF UTAH

End Route 220 at the University of Utah

Routes 2A/2B to replace route 2, with combined 6 – 9 minute service

Replaces Route 2X



AUGUST 2026

Added Service Hours: 126,858 Added Service Miles: 1,446,047

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CHAPTER

WEST SALT LAKE COUNTY - 3500 S TO 9000 S

Route changes to prepare for Midvalley Connector

Route 227 extended to SLCC-WJ campus, SLCC-Redwood campus, and 9000 S



CHAPTER
THE PLAN - AUGUST 2026



SLC - OGDEN REGIONAL

Split Routes 455 and 470 at Farmington Station

Northern segment of current Route 470 (State/Main) increased to 15-minute service

Route 627 rerouted for additional connection at Fruit Heights Park 'n Ride



THE PLAN - AUGUST 2027

AUGUST 2027

Added Service Hours: 118,588 Added Service Miles: 1,195,468

THE PLAN - AUGUST 2027



WEST SL CO - 5600 W

New frequent service on 5600 W, the International Center, North Temple, and Downtown SLC

Increase to Paratransit Service Area



CHAPTER

NORTHWEST UTAH COUNTY

New service on Pioneer Crossing and Pony Express Parkway Route will serve new Park & Ride locations Increase to Paratransit service area



THE PLAN - VISION

VISION (LONGER TERM)

UNPHASED PROJECTS BEYOND FIVE YEARS



FREQUENCY IMPROVEMENTS

Improved frequency on Routes 4, 17, 39, 45, 54, 62, 209, 223, and 850





BDO & PLEASANT VIEW

Route F618 realigned to serve Business Depot Ogden ("BDO") via 12th St (replaces Route 613)

New service between Pleasant View Station and Ogden Station

Deviation service on Route F618 replaces Paratransit in BDO

NORTH DAVIS AND SOUTH WEBER COUNTY

New route serving Roy Innovation Center

Route 626 extended to Roy FrontRunner Station

Route 627 streamlined to Antelope Dr

Frequency improvements on Routes 604, 626, and 627



WEST SL CO - AIRPORT TO 3500 S

New service on 3100 S

New service on 3600 W between the Salt Lake International Airport and West Valley Central Station

Route 248 extended to serve Lake Park Corporate Center and 1700 S (replaces Route 513)





SOUTH SALT LAKE COUNTY

New UTA On Demand Zones

Increased fixed route service to handle demand

Increased Paratransit coverage



rideuta.com/fysp



UTAH COUNTY - LEHI

New UTA On Demand Zone

Route 871 streamlined between Lehi FrontRunner Station and Draper Town Center Station. Improved frequency.

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UTAH COUNTY - VINEYARD TO PROVO

Route 831 realigned to Columbia Ln and State St New service between Vineyard Station and UVU



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UTA ON DEMAND

New zones in north Weber County, Sandy, Cottonwood Heights, South Jordan, West Jordan, Lehi, and West Provo



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FUTURE PROJECTS



Paratransit Forward

Little Cottonwood Canyon S.R. 210 | Wasatch Blvd. to Alta





FrontRunner Forward



APPENDIX System maps

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APPENDIX



WEBER & DAVIS SYSTEM MAP

APPENDIX

SALT LAKE COUNTY SYSTEM MAP



TOOELE COUNTY SYSTEM MAP



UTAH TRANSIT AUTHORITY 801-743-3882 (RIDE-UTA)

APPENDIX

UTAH COUNTY SYSTEM MAP



CHAPTER

APPENDIX





2023 - 2027 • FIVE-YEAR SERVICE PLAN