

MORE EXPECTATIONS AND FEWER RESOURCE

*INCREASING RIDERSHIP BY
CONCENTRATING RESOURCES
WHERE IT MATTERS*

ECONOMICS OF TRANSIT

- Sales tax revenue provides close to 80% of operating funds
- Drop in sales tax revenues = drop in operating funds
- Opening of new projects = need for more operating funds
- Opening new projects with less operating funds than before opening = HUGE DEFICIT!

BOARD GOALS

- Open new lines
- Increase ridership
- Balance budget
- Improve reliability
- Positive Press

Traditional Approach

- Service cuts
- Reduction in force
- Take from bus to pay for rail

What UTA Did

- Replaced some commuter service with vanpools
 - Reduced operating costs and maintained ridership
- Converted fixed routes to flex routes (para transit/fixed route hybrid)
 - Reduced paratransit costs and increased service coverage
- Fully integrated services (forced at least one transfer)
 - Use new rail system as a spine to the whole system and reduce duplicate service
- Re-allocated Fleet
 - Put like fleet in same garage across 4 different garages to minimize parts inventory etc.
- Shared work force cross-functionally to eliminated duplicate work and do more with less
 - Restructure to be more effective
- Moved towards a Six Sigma “LEAN” Environment
 - Better process management
- Creative blocking and runcutting to reduce non-revenue time
 - Created more interlines, combined work then split it by garage
- Created more operator van-pooling to reduce “deadhead” mileage cost to the garage

New System Configuration

- Changed the destinations of the rail system to meet market
- Hub and spoke connectivity bus to rail
- Heavy peak hour service where demand was high low off peak service where demand is low
- True intermodal system using bus, rail, van pool, bike share, ride share etc.

Outcomes

- Over all increase in system ridership with 30 million less operating dollars
- Projected 20% decrease in ridership in the bus system = only a 6% decrease
- Overcrowding on many routes = adjustment period to reallocate resources to meet demand