



Utah Transit Authority

Board of Trustees

REGULAR MEETING AGENDA

669 West 200 South
Salt Lake City, UT 84101

Wednesday, February 11, 2026

9:00 AM

FrontLines Headquarters

The UTA Board of Trustees will meet in person at UTA FrontLines Headquarters (FLHQ) - 669 W. 200 S., Salt Lake City, Utah.

For remote viewing, public comment, and special accommodations instructions, please see the meeting information following this agenda.

1. **Call to Order and Opening Remarks** Trustee Jeff Acerson
2. **Pledge of Allegiance** Trustee Jeff Acerson
3. **Safety First Minute** Trustee Jeff Acerson
4. **Public Comment** Trustee Jeff Acerson
5. **Consent** Trustee Jeff Acerson
 - a. Approval of the January 28, 2026 Board of Trustees Meeting Minutes
 - b. Quarterly Disbursement Report - Vehicle Parts Inventory Vendors - Q4 2025
6. **Reports**
 - a. Legislative Update and Potential Action on Proposed Legislation Paul Ray
 - b. Executive Director Report Kim Shanklin
 - c. Strategic Plan Minute: Organizational Excellence - Workday Update Kim Shanklin
 - d. Financial Report - Preliminary December 2025 Viola Miller
Brad Armstrong
 - e. Investment Report - Fourth Quarter 2025 Brian Reeves
 - f. Pension Committee Report Jeff Acerson
 - g. 2025 Asset Disposal Income Report Rob Lamph
Joan Burke

7. Contracts, Disbursements and Grants

- | | | |
|----|---|-----------------------------|
| a. | Contract: Maintenance of Way Specialty Vehicle
(Mountain States Industrial Services) | Jared Scarbrough |
| b. | Task Order: On-Call Infrastructure Maintenance
Contract Task Order #26-001 - 2026 Project
Manager/Superintendent Fees (Stacy and Witbeck,
Inc.) | Jared Scarbrough |
| c. | Change Order: Supplemental Transportation
Services Contract Service Order No. 4 - 2026 State of
Good Repair TRAX Bus Bridges (Innovative
Transportation Solutions, Inc., DBA The Driver
Provider) | Hal Johnson
Shaina Quinn |
| d. | Revenue Contract: Ratification of Prior
Unauthorized Use and Reauthorization for
Continued Use of State Cooperative Contract for
Auction Services for Disposal of UTA Equipment and
Vehicles (J.J. Kane Auctions) | Joan Burke
Rob Lamph |
| e. | Pre-Procurements
- Lawncare and Landscape Maintenance Services | Todd Mills |

8. Discussion Items

- | | | |
|----|--|-----------------------------------|
| a. | UTA Strategic Plan Performance Report | Kim Shanklin
Alisha Garrett |
| b. | Constituent and Customer Service - 2025 Annual
Report | Nichol Bourdeaux
Cindy Medford |

9. Other Business

Trustee Jeff Acerson

- | | |
|----|--|
| a. | Next Meeting: Wednesday, February 25, 2026 at
9:00 a.m. |
|----|--|

10. Adjourn

Trustee Jeff Acerson

Meeting Information:

- Special Accommodation: Information related to this meeting is available in alternate formats upon request by contacting adacompliance@rideuta.com or (801) 287-3536. Requests for accommodations should be made at least two business days in advance of the scheduled meeting.
- Meeting proceedings may be viewed remotely by following the meeting video link on the UTA Public Meeting Portal - <https://rideuta.legistar.com/Calendar.aspx>
- In the event of technical difficulties with the remote connection or live-stream, the meeting will proceed in person and in compliance with the Open and Public Meetings Act.
- Public Comment may be given live during the meeting by attending in person at the meeting location OR by joining the remote Zoom meeting.
 - o Comments are limited to 3 minutes per commenter.
 - o One person's time may not be combined with another person's time.
 - o Distribution of handouts or other materials to meeting participants or attendees is not allowed.
 - o To support a respectful meeting environment, actions or words that disrupt the meeting, intimidate other participants, obstruct the view or hearing of others, or may cause safety concerns are not allowed.
 - o To join by Zoom:
 - Use this link: https://bit.ly/UTA_BOT_02-11-26 and follow the instructions to register for the meeting.
 - Use the "raise hand" function in Zoom to indicate you would like to make a comment.
- Public Comment may also be given through alternate means. See instructions below.
 - o Comment online at <https://www.rideuta.com/Board-of-Trustees>
 - o Comment via email at boardoftrustees@rideuta.com
 - o Comment by telephone at 801-743-3882 option 5 (801-RideUTA option 5) – please specify that your comment is for the upcoming Board of Trustees meeting.
 - o Comments submitted before 2:00 p.m. on Tuesday, February 10th will be distributed to board members prior to the meeting and added to the public record.
- Meetings are audio and video recorded and live-streamed.
- Motions, including final actions, may be taken in relation to any topic listed on the agenda.



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
FROM: Curtis Haring, Board Manager
PRESENTER(S): Chair Carlton Christensen

TITLE:

Approval of the January 28, 2026 Board of Trustees Meeting Minutes

AGENDA ITEM TYPE:

Minutes

RECOMMENDATION:

Approve the minutes of the January 28, 2026 Board of Trustees meeting.

BACKGROUND:

A meeting of the UTA Board of Trustees was held in person at UTA Frontlines Headquarters and broadcast live via the UTA Public Meeting Web Portal on Wednesday, January 28, 2026 at 9:00 a.m.

Minutes from the meeting document the actions of the Board and summarize the discussion that took place in the meeting. A full audio recording of the meeting is available on the [Utah Public Notice Website](https://www.utah.gov/pmn/sitemap/notice/1054929.html) <<https://www.utah.gov/pmn/sitemap/notice/1054929.html>> video feed is available through the [UTA Public Meeting Portal](https://rideuta.legistar.com/MeetingDetail.aspx?ID=1350741&GUID=09ED5BA1-B8BC-4C25-91F9-6FE4C47C8FBA) <<https://rideuta.legistar.com/MeetingDetail.aspx?ID=1350741&GUID=09ED5BA1-B8BC-4C25-91F9-6FE4C47C8FBA>>.

ATTACHMENTS:

- 2026-01-28_BOT_Minutes_Unapproved



Utah Transit Authority

Board of Trustees

MEETING MINUTES - Draft

669 West 200 South
Salt Lake City, UT 84101

Wednesday, January 28, 2026

9:00 AM

FrontLines Headquarters

Present: Chair Carlton Christensen
Trustee Jeff Acerson
Trustee Beth Holbrook

Also attending were UTA staff and interested community members.

1. Call to Order and Opening Remarks

Chair Carlton Christensen welcomed attendees and called the meeting to order at 9:00 a.m.

2. Pledge of Allegiance

Attendees recited the Pledge of Allegiance.

3. Safety First Minute

Alisha Garrett, UTA Chief Enterprise Strategy Officer, delivered a brief safety message.

4. Public Comment

In Person/Virtual Comment

No in person or virtual comment was given.

Online Comment

No online comment was received.

5. Consent

a. Approval of the January 14, 2026 Board of Trustees Meeting Minutes

A motion was made by Trustee Holbrook, and seconded by Trustee Acerson, to approve the consent agenda. The motion carried by a unanimous vote.

6. Reports

a. Legislative Update and Potential Action on Proposed Legislation

Paul Ray, UTA Government Relations Director, gave a report on transit-related legislation that lawmakers have proposed during the 2026 General Legislative session now in progress.

Ray informed the Board of activities related to:

- HB 212 - County Formation Amendments from Representative Teuscher;
- SB 197 - Transportation Funding and Governance Amendments from Senator Wayne Harper;
- SB 242 - Transportation Amendments from Senator Wayne Harper (unnumbered at the time of the meeting).

The legislature has requested a 5% budget reduction review across all state agencies. Ray noted the potential impact of proposed cuts to non-medical Medicaid transportation from the Division of Services for Persons with Disabilities and proposed cuts to the Coordinated Mobility fund from the transportation budget to UTA. Ray added that he is connecting with legislators to discuss removing cuts that impact UTA.

Discussion followed. A question regarding how common it is for the legislature to ask for budget cut reviews was posed by the board and answered by Ray.

b. Executive Director Report

Jay Fox, UTA Executive Director, commented that he will be departing in the coming days as part of the Utah 2034 Olympic Observer Team - making the trip to Italy for the Milan-Cortina Olympics.

c. Strategic Plan Minute - Digital Storytelling - Building Community Support

Jay Fox highlighted UTA's "Building Community Support" strategic priority.

d. UDOT Property Acquisition Report - Q4 2025

Paul Drake, UTA Director of Real Estate & TOD, and Spencer Burgoyne, UTA Manager of Property Administration, explained that UDOT acquired six parcels in UTA's name during quarter four of 2025. The parcels are associated with the FrontRunner 2X project. Of the six parcels, four also include perpetual easements.

Discussion followed. A question regarding potential displacements of people and/or property were posed by the board and answered by staff.

7. Contracts, Disbursements and Grants

a. Contract: Ratification of Land-Use Lease and Maintenance Agreement (Utah County)

Jared Scarbrough, UTA Director of Capital Design & Construction, presented the ratification, which ratifies a prematurely executed Land-Use Lease and Maintenance Agreement. UTA staff is seeking authorization to uphold the agreement to construct and operate a park-and-ride facility in the southwest quadrant of Pony Express Parkway and Seaside Street to provide bus service along Pony Express Parkway.

Discussion followed. A question regarding the definition of "City recorded value," as noted in the contract posed by the board; staff will follow up on this question after the meeting.

A motion was made by Trustee Acerson, and seconded by Trustee Holbrook, that this ratified contract be approved. The motion carried by a unanimous vote.

b. Change Order: Utah County Park and Ride Facilities: Change Order 1 - Phase II: Saratoga Springs (Geneva Rock)

Jared Scarbrough requested the approval of Change Order 1 for construction services with Geneva Rock to construct the second phase of the Utah County park and ride facilities plan in the amount of \$2,285,229.10. The new contract value is \$4,748,236.60.

A motion was made by Trustee Holbrook, and seconded by Trustee Acerson, that this change order be approved. The motion carried by a unanimous vote.

8. Discussion Items

a. South Salt Lake Downtown Connect Station Area Plan

Paul Drake, was joined by Valarie Williams, UTA TOC Project Specialist I, Cherie Wood, Mayor of South Salt Lake, and Jonathan Weidenhamer, Community and Economic Development Director of South Salt Lake to discuss the proposed South Salt Lake Downtown Connect Station Area Plan. The plan will better position UTA and South Salt Lake to coordinate redevelopment of the station area. This aligned coordination will promote future transit-oriented development in an efficient and fiscally responsible manner.

Mayor Wood talked about how in 2011 they decided to build South Salt Lake downtown consisting of a vibrant community, lively districts and a connected network. There will be affordable housing, walkable areas and transit options, specifically connecting to the S-line. While transportation-related project goals will help to maximize staging and circulation, progress and improvement are evident in that area.

Discussion followed. Questions regarding the relationship between UTA's Long Range Capital Plan and the station area plan were posed by the board and answered by staff.

b. Capital Program Report - Fourth Quarter 2025

Jon Larsen, UTA Chief Capital Services Officer, was joined by Daniel Hofer, UTA Director of Capital Design & Construction and Viola Miller, UTA Chief Financial Officer, to inform the Board of Trustees on progress of the 2025 Capital Program through quarter 4. Updates included overviews of the 2025 capital budget and expenditures, project progress highlights, anticipated asset receivables, and preliminary results from 2025 which included in part:

- Multi-year projects delivered.

- 5310 Program-25 vehicles procured and delivered.
- Fare System Replacement milestones reached.

Discussion followed. Questions regarding anticipated spend amounts, travel trainer, Jordan River 2 opening, flywheel failure, and pre-fabricated operator restroom construction were posed by the board and answered by staff.

c. Bond Issuance Strategy for Potential Refinancing Opportunity

Viola Miller was joined by Brian Reeves, UTA Associate Chief Financial Officer, and Brian Baker from Zions Public Finance. Staff would like to receive strategic direction from the Board before moving a financing opportunity forward for review by the State Finance Commission and Local Advisory Council. The financing opportunity includes the potential to refinance existing debt at a lower cost, enabling the organization to capture significant savings.

Discussion followed. Questions regarding the potential to shift bonds to lower rates and if overall reductions in interest rates were posed by the board and answered by staff.

d. Amendments to the 2026 Operating Budget and 2026-2030 Five-Year Capital Plan

Viola Miller and Daniel Hofer explained that two separate amendments are being proposed: one to the 2026 operating budget and one to the five-year capital plan. Miller stated the proposed 2026 Operating Budget expenses by \$1,924,000 to add Microtransit service to Utah County. This will be funded by the Utah Department of Transportation and Utah County.

The amendment to the Five-Year Capital Plan will include an overall increase of \$42,487,000 to the total Five-Year Plan amount increasing expenditures from \$1,069,129,000 to \$1,111,616,000 to purchase 52 new CNG and Clean Diesel Buses. This increase in expenses will be offset by incorporating \$41,805,200 in new-grant funds and \$681,800 in matching UTA funds.

Discussion followed. Questions regarding the Microtransit zones and coordination between zones and if plans were already in place to finance the purchase of the 52 vehicles were posed by the board and answered by staff.

9. Other Business

- a. Next Meeting: Wednesday, February 11, 2026 at 9:00 a.m.

10. Adjourn

A motion was made by Trustee Acerson, and seconded by Trustee Holbrook to adjourn the meeting. The motion carried by a unanimous vote and the meeting adjourned at 10:37 a.m.

Transcribed by Cherilyn Bradford
Executive Assistant to the Board
Utah Transit Authority

This document is not intended to serve as a full transcript as additional discussion may have taken place; please refer to the meeting materials or audio located at <https://www.utah.gov/pmn/sitemap/notice/1054929.html> for entire content. Meeting materials, along with a time-stamped video recording, are also accessible at <https://rideuta.legistar.com/Calendar.aspx>.

This document along with the digital recording constitute the official minutes of this meeting.

Approved Date:

Carlton J. Christensen
Chair, Board of Trustees



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Viola Miller, Chief Financial Officer
PRESENTER(S): Viola Miller, Chief Financial Officer
Todd Mills, Director of Procurement

TITLE:

Quarterly Disbursement Report - Vehicle Parts Inventory Vendors - Q4 2025

AGENDA ITEM TYPE:

Report

RECOMMENDATION:

Review the parts supplier spend information by transit mode for YTD Q4 2025 as compared against disbursement authorization given by resolution.

BACKGROUND:

Resolution R2025-03-03 was approved by the Board of Trustees granting the purchasing authority and related disbursements to vehicle parts vendors in 2025 up to the amounts below:

- **Bus parts - up to \$9,850,000**
- **Light Rail Vehicle parts - up to \$11,000,000**
- **Commuter Rail Vehicle parts - up to \$5,000,000**

Per the resolution, at the end of every quarter the Director of Supply Chain provides a report of actual purchase totals by mode to the Board of Trustees, and will review and compare actual Purchase Order amounts with the amounts listed in the resolution. Any transit mode parts Purchase Order amounts that will likely exceed the forecasted amount will be brought back to the Board of Trustees for further review and authorization.

DISCUSSION:

Attached is the YTD Q4 parts expenditure totals by mode. Additionally, the top 5 vendors spend for each

transit mode are individually identified.

YTD Q4 2025 expenditure compared to the authorized amount in R2025-03-03 was:

- **Bus Parts** - \$7,906,629 Year-to-date expenditure compared to \$9,850,000 annual authorization.
 - **Light Rail Vehicle Parts** - \$8,585,836 Year-to-date expenditure compared to \$11,000,000 annual authorization.
 - **Commuter Rail Vehicle Parts** - \$4,913,147 Year-to-date expenditure compared to \$5,000,000 annual authorization.
 - **All Parts Total Spend** - \$21,405,612 Year-to-date expenditure compared to \$25,850,000 annual authorization.
-

ALTERNATIVES:

N/A

FISCAL IMPACT:

Each maintenance division is provided with an annual parts inventory budget as part of their Operating Expense Budget.

ATTACHMENTS:

Quarterly Disbursement Report - Vehicle Parts Inventory Vendors - YTD Q4 2025

Quarterly Disbursement Report

Vehicle Parts Inventory Vendors – YTD Q4 2025

1. Bus parts:

- a. Resolution R2025-03-03 authorized Bus vehicle parts purchases and disbursements in 2025 for up to \$9,850,000. The YTD Q4 actual expenditure for bus parts was \$7,906,629.
- b. Top five vendors in YTD Q4 2025 were:
 - i. \$1,913,011 – Gillig Corporation
 - ii. \$1,574,128 – Cummins Sales & Service
 - iii. \$989,120 – The Aftermarket Parts Co. (New Flyer)
 - iv. \$589,619 – Muncie Transit Supply
 - v. \$509,065 – Jackson Group Peterbilt

2. Light Rail parts:

- a. Resolution R2025-03-03 authorized Light Rail vehicle parts purchases and disbursements in 2025 for up to \$11,000,000. The YTD Q4 actual expenditure was \$8,585,836
- b. Top five vendors in YTD Q4 2025 were:
 - i. \$1,658,204 – Siemens Mobility
 - ii. \$1,209,541 – Wabtec Passenger Transit
 - iii. \$356,922 – IFE North America
 - iv. \$323,488 – Hi-Tec Enterprises
 - v. \$322,935 – Penn Machine Co.

3. Commuter Rail parts:

- a. Resolution R2025-03-03 authorized Commuter Rail vehicle parts purchases and disbursements in 2025 for up to \$5,000,000. The YTD Q4 actual expenditure was \$4,913,147.
- b. The top five vendors in YTD Q4 2025 were:
 - i. \$759,434 – L & S Electric
 - ii. \$660,668 – Western Rail
 - iii. \$566,028 – Wabtec Passenger Transit
 - iv. \$366,625 – Vapor Stone Rail Systems
 - v. \$297,695 – Bremskerl North America, Inc.



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
FROM: Paul Ray, Government Relations Director
PRESENTER(S): Paul Ray, Government Relations Director

TITLE:
Legislative Update and Potential Action on Proposed Legislation

AGENDA ITEM TYPE:
Report

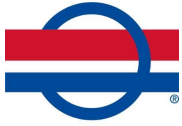
RECOMMENDATION:
Receive the informational report for discussion and make motions regarding UTA positions on Legislation as needed.

BACKGROUND:
The Utah State Legislature is in session until March 6, 2026. Lawmakers propose and discuss legislation that impacts or is of interest to the Utah Transit Authority.

DISCUSSION:
UTA's Government Relations Director will give a report on transit-related issues before the Utah Legislature and may make recommendations that the board vote to support or oppose specific proposed legislation.

FISCAL IMPACT:
N/A

ATTACHMENTS:
None



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Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
FROM: Kim Shanklin, Chief of Staff
PRESENTER(S): Kim Shanklin, Chief of Staff

TITLE:

Executive Director Report

AGENDA ITEM TYPE:

Report

RECOMMENDATION:

Informational report for discussion

DISCUSSION:

Kim Shanklin, Acting Executive Director, will provide a report on current relevant topics as needed.



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Jay Fox, Executive Director
PRESENTER(S): Kim Shanklin, Chief of Staff

TITLE:

Strategic Plan Minute: Organizational Excellence - Workday Update

AGENDA ITEM TYPE:

Report

RECOMMENDATION:

Informational report for discussion

BACKGROUND:

At the end of 2022, UTA adopted its 2022-2030 Strategic Goals and Objectives. The strategic minute provides an update on one of the five UTA strategic priorities - Quality of Life, Customer Experience, Organizational Excellence, Community Support, and Economic Return.

DISCUSSION:

This strategic minute highlights our Organizational Excellence strategic priority. The People Office owns the strategic initiative implementing the Workday HRIS in close partnership with our Enterprise Strategy Office. The report will highlight key milestones achieved through the design, implementation and first few weeks of go live.

ALTERNATIVES:

N/A

FISCAL IMPACT:

N/A

ATTACHMENTS:

None



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Viola Miller, Chief Financial Officer
PRESENTER(S): Viola Miller, Chief Financial Officer
Brad Armstrong, Director Budget & Financial Strategy

TITLE:

Financial Report - Preliminary December 2025

AGENDA ITEM TYPE:

Report

RECOMMENDATION:

Informational report for discussion

BACKGROUND:

The Board of Trustees Policy No. 2.1, Financial Management, directs the Chief Financial Officer to present monthly financial statements stating the Authority's financial position, revenues, and expenses to the Board of Trustees as soon as practical with monthly and year-to-date budget versus actual reports to be included in the monthly financial report. The preliminary December 2025 Monthly Financial Statements have been prepared in accordance with the Financial Management Policy and will be presented to the Board. Also provided is the monthly Board Dashboard which summarizes key information from the preliminary 2025 Monthly Financial Statements.

DISCUSSION:

At the February 11, 2026, meeting, the Chief Financial Officer will review the Board Dashboard key items, passenger revenues, sales tax collections, operating expense variances, and capital budget status. The Chief Financial Officer will also present key metrics in Accounting, Supply Chain, and Fares and receive questions from the Board of Trustees.

ALTERNATIVES:

N/A

FISCAL IMPACT:













N/A

ATTACHMENTS:

- Preliminary December 2025 Board Dashboard
- Preliminary December 2025 Financial Statements

Utah Transit Authority

Board Dashboard: Dec 31, 2025

Financial Metrics	Dec Actual	Dec Budget	Fav / (Unfav)	%	YTD Actual	YTD Budget	Fav / (Unfav)	%
Sales Tax (Nov '25 mm \$)	\$ 49.3	\$ 45.1	\$ 4.23	 9.4%	\$ 468.3	\$ 457.4	\$ 10.89	 2.4%
Fare Revenue (mm)	\$ 3.4	\$ 3.4	\$ 0.03	 0.8%	\$ 38.7	\$ 38.6	\$ 0.05	 0.1%
Operating Exp (mm)	\$ 38.8	\$ 40.8	\$ 1.99	 4.9%	\$ 434.8	\$ 464.5	\$ 29.71	 6.4%
Subsidy Per Rider (SPR)	\$ 11.23	\$ 10.21	\$ (1.02)	 -10.0%	\$ 9.82	\$ 10.21	\$ 0.39	 3.8%
UTA Diesel Price (\$/gal)	\$ 2.09	\$ 3.60	\$ 1.51	 41.9%	\$ 2.46	\$ 3.60	\$ 1.14	 31.8%
Operating Metrics	Dec Actual	Dec-24	F / (UF)	%	YTD Actual	YTD 2024	F / (UF)	%
Ridership (mm)	3.15	3.08	0.07	 2.3%	40.34	40.48	(0.14)	 -0.4%
Energy Cost by Type (Monthly Avg YTD)								
	Diesel Bus (Cost per Mile)				\$ 0.53			
	Diesel CR (Cost per Mile)				\$ 4.26			
	Unleaded Gas (Cost per Mile)				\$ 0.43			
	CNG (Cost per Mile)				\$ 0.41			
	Bus Propulsion Power (Cost per Mile)				\$ 0.60			
	TRAX Propulsion Power (Cost per Mile)				\$ 0.93			

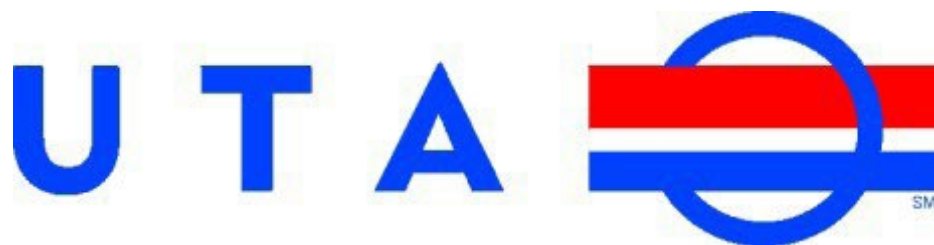
"Sales Tax" lists the amount of sales tax revenue received for the month listed in bold. All other data reflects the month listed in the table title.

Utah Transit Authority

Financial Statement

(Unaudited)

December 31, 2025



KEY ITEM REPORT
(UNAUDITED)
As of December 31, 2025

EXHIBIT 1-1

	2025 YTD ACTUAL	2025 YTD BUDGET	VARIANCE FAVORABLE (UNFAVORABLE)	% FAVORABLE (UNFAVORABLE)
1 Operating Revenue	\$ (40,839,056)	\$ (40,971,221)	\$ (132,165)	0%
2 Operating Expenses	434,846,258	464,508,842	29,662,584	6%
3 Net Operating Income (Loss)	(394,007,202)	(423,537,621)	29,530,419	7%
4 Capital Revenue	(232,031,967)	(300,917,000)	(68,885,033)	-23%
5 Capital Expenses	274,146,887	397,231,000	123,084,113	31%
6 Net Capital Income (Loss)	(42,114,921)	(96,314,000)	54,199,079	56%
7 Sales Tax	(511,852,782)	(505,193,000)	6,659,782	1%
8 Other Revenue	(150,634,559)	(92,322,000)	58,312,559	63%
9 Debt Service	81,436,894	77,749,626	(3,687,267)	-5%
10 Sale of Assets	(1,865,026)	-	1,865,026	
11 Net Non-Operating Income (Loss)	582,915,473	519,765,374	63,150,099	12%
12 Contribution to Cash Balance	\$ 146,793,350	\$ (86,247)	\$ 146,879,598	170301%
13 Amortization	9,906,992			
14 Depreciation	176,700,709			
15 Total Non-cash Items	\$ 186,607,701			

STATISTICS

RIDERSHIP

2024 YE Actual	Dec 2025	Dec 2024	Difference	2025 YTD	2024 YTD	Difference
16 40,478,945	3,149,899	3,080,041	69,858	40,336,358	40,478,942	(142,584)

OPERATING SUBSIDY PER RIDER -

	SPR
17 Net Operating Expense	\$ 434,846,258
18 Less: Passenger Revenue	- (38,672,075)
19 Subtotal	396,174,184
20 Divided by: Ridership	÷ 40,336,358
21 Subsidy per Rider	<u>\$ 9.82</u>

SUMMARY FINANCIAL DATA
(UNAUDITED)
As of December 31, 2025

EXHIBIT 1-2

BALANCE SHEET

	12/31/2025	12/31/2024
CURRENT ASSETS		
1 Cash	\$ 29,139,985	\$ 25,832,499
2 Investments (Unrestricted)	380,734,553	341,255,192
3 Investments (Restricted)	173,015,732	136,380,192
4 Receivables	103,846,808	128,207,270
5 Receivables - Federal Grants	318,932	796,305
6 Inventories	55,162,625	47,475,211
7 Prepaid Expenses	8,203,253	2,708,618
8 TOTAL CURRENT ASSETS	\$ 750,421,888	\$ 682,655,287
9 Property, Plant & Equipment (Net)	2,996,023,927	2,940,261,732
10 Other Assets	132,690,490	123,681,177
11 TOTAL ASSETS	\$ 3,879,136,305	\$ 3,746,598,196
12 Current Liabilities	134,612,310	115,533,241
14 Net Pension Liability	133,377,587	142,283,669
15 Outstanding Debt	2,300,257,721	2,281,544,078
16 Net Investment in Capital Assets	833,989,672	762,724,958
17 Restricted Net Position	93,471,378	115,045,965
18 Unrestricted Net Position	383,427,637	329,466,284
19 TOTAL LIABILITIES & EQUITY	\$ 3,879,136,305	\$ 3,746,598,196

RESTRICTED AND DESIGNATED CASH AND CASH EQUIVALENTS RECONCILIATION

RESTRICTED RESERVES		
20 2018 Bond Proceeds	0	\$ 66
21 2019 Bond Proceeds	(0)	4,659
22 2025 Bond Proceeds	95,394,242	
23 Debt Service Interest Payable	13,820,618	54,363,650
24 Risk Contingency Fund	8,229,519	8,372,011
25 Catastrophic Risk Reserve Fund	1,202,469	1,164,438
26 Box Elder County ROW (sales tax)	4,645,612	
27 Utah County 4th Qtr (sales tax)	33,287,194	24,690,353
28 Amounts held in escrow	16,436,078	62,894,388
29 TOTAL RESTRICTED RESERVES	\$ 173,015,732	\$ 151,489,565
DESIGNATED GENERAL AND CAPITAL RESERVES		
30 General Reserves	\$ 80,300,000	72,100,000
31 Service Sustainability Reserves	13,400,000	12,017,000
32 Capital Reserve	66,900,000	46,541,000
33 Debt Reduction Reserve	30,000,000	30,000,000
34 TOTAL DESIGNATED GENERAL AND CAPITAL RESERVES	\$ 190,600,000	\$ 160,658,000
35 TOTAL RESTRICTED AND DESIGNATED CASH AND EQUIVALENTS	\$ 363,615,732	\$ 312,147,565

SUMMARY FINANCIAL DATA
(UNAUDITED)
As of December 31, 2025

EXHIBIT 1-3

REVENUE & EXPENSES

	ACTUAL Dec-25	ACTUAL Dec-24	YTD 2025	YTD 2024
OPERATING REVENUE				
1 Passenger Revenue	\$ (3,418,275)	\$ (3,558,820)	\$ (38,672,075)	\$ (39,009,285)
2 Advertising Revenue	(181,250)	(358,333)	(2,166,982)	(2,092,000)
3 TOTAL OPERATING REVENUE	\$ (3,599,525)	\$ (3,917,154)	\$ (40,839,056)	\$ (41,101,285)
OPERATING EXPENSE				
4 Bus Service	\$ 14,167,805	\$ 12,173,993	\$ 155,389,542	\$ 145,451,213
5 Commuter Rail	2,575,028	2,494,267	29,482,362	30,017,948
6 Light Rail	5,026,374	3,901,806	51,922,748	47,163,208
7 Maintenance of Way	2,015,883	1,285,001	21,418,507	20,943,012
8 Paratransit Service	2,665,047	2,251,341	31,257,434	30,348,019
9 RideShare/Van Pool Services	25,347	258,574	3,138,276	3,209,173
10 Microtransit	1,040,560	1,489,270	15,704,152	10,576,899
11 Operations Support	5,972,238	4,869,651	63,623,476	64,806,635
12 Administration	5,299,428	7,039,212	63,730,228	57,913,432
13 Non-Departmental			(820,468)	5,557,291
14 TOTAL OPERATING EXPENSE	\$ 38,787,712	\$ 35,763,115	\$ 434,846,258	\$ 415,986,831
15 NET OPERATING (INCOME) LOSS	\$ 35,188,187	\$ 31,845,961	\$ 394,007,202	\$ 374,885,546
NON-OPERATING EXPENSE (REVENUE)				
16 Investment Revenue	(5,141,676)	(3,182,664)	(23,343,809)	(27,141,612)
17 Sales Tax Revenue ¹	(48,328,615)	(52,412,746)	(511,852,782)	(499,507,697)
18 Other Revenue	(3,196,653)	(834,002)	(16,694,662)	(12,581,682)
19 Fed Operations/Preventative Maint. Revenue	(656,792)	(16,698,802)	(110,596,089)	(55,273,711)
20 Bond Interest	6,218,651	4,611,081	74,604,127	74,348,614
21 Bond Interest UTCT	139,793	148,357	1,703,205	1,780,285
22 Bond Cost of Issuance/Fees	3,500	(191,696)	2,362,284	2,332,221
23 Lease Interest	148,583	302,551	2,767,277	3,270,502
24 Sale of Assets	3,479	(96,791)	(1,865,026)	(605,141)
25 TOTAL NON-OPERATING EXPENSE (REVENUE)	\$ (50,809,730)	\$ (68,354,713)	\$ (582,915,473)	\$ (513,378,220)
26 CONTRIBUTION TO RESERVES	\$ 15,621,543	\$ 36,508,752	\$ 188,908,271	\$ 138,492,675
OTHER EXPENSES (NON-CASH)				
27 Bond Premium/Discount Amortization	(344,047)	(362,565)	(4,128,561)	(4,104,142)
28 Bond Refunding Cost Amortization	1,102,053	448,995	13,224,638	27,117,578
29 Future Revenue Cost Amortization	67,576	67,576	810,914	810,915
30 Depreciation	14,200,726	14,732,071	176,700,709	142,729,772
31 NET OTHER EXPENSES (NON-CASH)	\$ 15,026,309	\$ 14,886,077	\$ 186,607,701	\$ 166,554,123

¹ Current Year Sales Taxes YTD Include Actuals Plus Two Prior Month Accruals

**BUDGET TO ACTUAL REPORT
(UNAUDITED)**

EXHIBIT 1-4

As of December 31, 2025

CURRENT MONTH

	ACTUAL	BUDGET	VARIANCE	%
	Dec-25	Dec-25	FAVORABLE (UNFAVORABLE)	FAVORABLE (UNFAVORABLE)
OPERATING REVENUE				
1 Passenger Revenue	\$ (3,418,275)	\$ (3,392,073)	\$ 26,202	1%
2 Advertising Revenue	(181,250)	(195,917)	(14,667)	-7%
3 TOTAL OPERATING REVENUE	\$ (3,599,525)	\$ (3,587,990)	\$ 11,536	0%
OPERATING EXPENSE				
4 Bus Service	\$ 14,167,805	13,965,992	\$ (201,814)	1%
5 Commuter Rail	2,575,028	2,736,896	161,868	-6%
6 Light Rail	5,026,374	4,329,411	(696,963)	16%
7 Maintenance of Way	2,015,883	1,956,918	(58,965)	3%
8 Paratransit Service	2,665,047	2,512,956	(152,092)	6%
9 RideShare/Van Pool Services	25,347	336,263	310,916	-92%
10 Microtransit	1,040,560	1,401,466	360,906	-26%
11 Operations Support	5,972,238	5,760,146	(212,092)	4%
12 Administration	5,299,428	7,571,455	2,272,026	-30%
13 Non-Departmental	-	214,502	214,502	-100%
14 TOTAL OPERATING EXPENSE	\$ 38,787,712	\$ 40,786,004	\$ 1,998,292	-5%
15 NET OPERATING (INCOME) LOSS	\$ 35,188,187	\$ 37,198,014	\$ 2,009,827	-5%
NON-OPERATING EXPENSE (REVENUE)				
16 Investment Revenue	\$ (5,141,676)	\$ (423,750)	\$ 4,717,926	1113%
17 Sales Tax Revenue	(48,328,615)	(47,822,426)	506,188	1%
18 Other Revenue	(3,196,653)	(1,235,500)	1,961,153	159%
19 Fed Operations/Preventative Maint. Revenue	(656,792)	(6,035,000)	(5,378,208)	-89%
20 Bond Interest	6,218,651	6,049,457	(169,195)	3%
21 Bond Interest UTCT	139,793	139,793	0	0%
22 Bond Cost of Issuance/Fees	3,500	15,000	11,500	-77%
23 Lease Interest	148,583	283,303	134,720	-48%
24 Sale of Assets	3,479	-	(3,479)	
25 TOTAL NON-OPERATING EXPENSE (REVENUE)	\$ (50,809,730)	\$ (49,029,124)	\$ 1,780,606	4%
26 CONTRIBUTION TO RESERVES	\$ 15,621,543	\$ 11,831,110		

BUDGET TO ACTUAL REPORT BY CHIEF
(UNAUDITED)
As of December 31, 2025

EXHIBIT 1-4A

CURRENT MONTH

		ACTUAL	BUDGET	ORIGINAL	AMENDED	VARIANCE	%
		Dec-25	Dec-25	BUDGET	BUDGET	FAVORABLE	FAVORABLE
				TOTAL	TOTAL	(UNFAVORABLE)	(UNFAVORABLE)
OPERATING EXPENSE							
1	Board of Trustees	\$ 259,422	\$ 314,101	\$ 3,768,864	\$ 3,768,864	\$ 54,679	17%
2	Executive Director	718,752	628,388	\$ 7,538,842	7,538,842	(90,364)	-14%
3	Chief Communication Officer	953,144	403,619	\$ 4,842,106	4,842,106	(549,525)	-136%
4	Chief Planning and Engagement Of	1,705,237	2,287,277	\$ 27,396,584	27,396,584	582,040	25%
5	Chief Finance Officer	(245,046)	1,572,052	\$ 19,667,986	19,076,098	1,817,098	116%
6	Chief Operating Officer	30,554,152	29,820,499	\$ 347,117,591	347,709,480	(733,653)	-2%
7	Chief People Officer	1,270,655	1,157,472	\$ 13,868,057	13,868,057	(113,183)	-10%
8	Chief Development Officer	591,171	690,272	\$ 8,183,427	8,183,427	99,101	14%
9	Chief Enterprise Strategy Officer	2,980,225	3,697,822	\$ 31,267,370	31,267,370	717,597	19%
10	Non-Departmental		214,502	\$ 858,014	858,014	214,502	100%
11	TOTAL OPERATING EXPENSE	\$ 38,787,712	\$ 40,786,004	\$ 464,508,841	\$ 464,508,842	\$ 1,998,292	5%

YEAR TO DATE

		ACTUAL	BUDGET		VARIANCE	%
		Dec-24	Dec-24		FAVORABLE	FAVORABLE
					(UNFAVORABLE)	(UNFAVORABLE)
OPERATING EXPENSE						
12	Board of Trustees	\$ 2,810,556	\$ 3,768,864		\$ 958,308	25%
13	Executive Director	6,440,411	7,538,842		1,098,431	15%
14	Chief Communication Officer	3,146,630	4,842,106		1,695,476	35%
15	Chief Planning and Engagement Of	23,253,384	27,396,584		4,143,199	15%
16	Chief Finance Officer	14,684,306	19,076,098		4,391,792	23%
17	Chief Operating Officer	302,570,205	347,709,480		45,139,275	13%
18	Chief People Officer	10,111,103	13,868,057		3,756,954	27%
19	Chief Development Officer	7,009,987	8,183,427		1,173,440	14%
20	Chief Enterprise Strategy Officer	26,852,433	31,267,370		4,414,937	14%
21	Non-Departmental	(820,468)	858,014		1,678,482	196%
22	TOTAL OPERATING EXPENSE	\$ 396,058,548	\$ 464,508,842		\$ 68,450,294	15%

**BUDGET TO ACTUAL REPORT
(UNAUDITED)**

As of December 31, 2025

YEAR TO DATE

	ACTUAL	BUDGET	VARIANCE
	Dec-25	Dec-25	FAVORABLE (UNFAVORABLE)
OPERATING REVENUE			
1 Passenger Revenue	\$ (38,672,075)	\$ (38,620,221)	\$ 51,854
2 Advertising Revenue	(2,166,982)	(2,351,000)	(184,018)
3 TOTAL OPERATING REVENUE	\$ (40,839,056)	\$ (40,971,221)	\$ (132,165)
OPERATING EXPENSE			
4 Bus Service	\$ 155,389,542	\$ 160,429,525	\$ 5,039,982
5 Commuter Rail	29,482,362	32,744,910	3,262,548
6 Light Rail	51,922,748	51,699,721	(223,027)
7 Maintenance of Way	21,418,507	23,193,383	1,774,876
8 Paratransit Service	31,257,434	29,991,191	(1,266,243)
9 RideShare/Van Pool Services	3,138,276	4,033,799	895,523
10 Microtransit	15,704,152	16,811,161	1,107,009
11 Operations Support	63,623,476	66,949,864	3,326,388
12 Administration	63,730,228	77,797,274	14,067,045
13 Non-Departmental	(820,468)	858,014	1,678,482
14 TOTAL OPERATING EXPENSE	\$ 434,846,258	\$ 464,508,842	\$ 29,662,584
15 NET OPERATING (INCOME) LOSS	\$ 394,007,202	\$ 423,537,621	\$ 29,530,419
NON-OPERATING EXPENSE (REVENUE)			
16 Investment Revenue	\$ (23,343,809)	\$ (5,085,000)	\$ 18,258,809
17 Sales Tax Revenue	(511,852,782)	(505,193,000)	6,659,782
18 Other Revenue	(16,694,662)	(14,826,000)	1,868,662
19 Fed Operations/Preventative Maint. Revenue	(110,596,089)	(72,411,000)	38,185,089
20 Bond Interest	74,604,127	72,593,479	(2,010,648)
21 Bond Interest UTCT	1,703,205	1,677,512	(25,693)
22 Bond Cost of Issuance/Fees	2,362,284	79,000	(2,283,284)
23 Lease Interest	2,767,277	3,399,635	632,358
24 Sale of Assets	(1,865,026)	-	1,865,026
25 TOTAL NON-OPERATING EXPENSE (REVENUE)	\$ (582,915,473)	\$ (519,765,374)	\$ 63,150,099
26 CONTRIBUTION TO RESERVES	\$ 188,908,271	\$ 96,227,753	

CAPITAL PROJECTS
(UNAUDITED)
As of December 31, 2025

EXHIBIT 1-6

	2025	ANNUAL	
	ACTUAL	BUDGET	PERCENT
EXPENSES			
1 Capital Services	\$ 231,611,098	\$ 338,486,000	68.4%
2 Enterprise Strategy	13,870,503	19,320,000	71.8%
3 Executive Director (Safety)	758,624	1,360,000	55.8%
4 Finance	15,367,609	22,345,000	68.8%
5 Operations	8,521,953	10,490,000	81.2%
6 People	2,430,376	2,795,000	87.0%
7 Planning & Engagement	1,586,725	2,435,000	65.2%
9 TOTAL	\$ 274,146,887	\$ 397,231,000	69.0%
REVENUES			
10 GRANT	\$ 154,563,732	\$ 127,571,000	121.2%
11 STATE CONTRIBUTION	15,373,191	45,619,000	33.7%
12 LEASES (PAID TO DATE)	18,622,731	32,652,000	57.0%
13 BONDS	32,535,262	90,055,000	36.1%
14 LOCAL PARTNERS	10,937,051	5,020,000	217.9%
15 UTA FUNDING	42,114,921	96,314,000	43.7%
16 TOTAL	\$ 274,146,887	\$ 397,231,000	69.0%

**FAREBOX RECOVERY & SPR
(UNAUDITED)**

EXHIBIT 1-7

As of December 31, 2025

BY SERVICE

	CURRENT MONTH		YEAR TO DATE	
	Dec-25	Dec-24	2025	2024
UTA				
Fully Allocated Costs	38,787,712	36,905,109	434,846,258	417,128,825
Passenger Farebox Revenue	3,418,275	3,805,373	38,672,075	39,255,838
Passengers	3,149,899	3,080,041	40,336,358	40,478,942
Farebox Recovery Ratio	8.8%	10.3%	8.9%	9.4%
Actual Subsidy per Rider	\$11.23	\$10.75	\$9.82	\$9.34
BUS SERVICE				
Fully Allocated Costs	19,653,842	17,692,561	216,723,749	207,659,512
Passenger Farebox Revenue	1,348,098	1,587,157	16,413,022	16,644,915
Passengers	1,543,475	1,485,614	20,038,507	19,701,024
Farebox Recovery Ratio	6.9%	9.0%	7.6%	8.0%
Actual Subsidy per Rider	\$11.86	\$10.84	\$10.00	\$9.70
LIGHT RAIL SERVICE				
Fully Allocated Costs	9,709,109	7,671,504	104,209,826	99,014,628
Passenger Farebox Revenue	663,176	868,593	7,942,105	8,683,497
Passengers	1,072,305	1,077,802	13,279,001	13,964,840
Farebox Recovery Ratio	6.8%	11.3%	7.6%	8.8%
Actual Subsidy per Rider	\$8.44	\$6.31	\$7.25	\$6.47
COMMUTER RAIL SERVICE				
Fully Allocated Costs	4,649,934	4,347,771	52,212,244	52,433,510
Passenger Farebox Revenue	501,458	497,756	5,618,511	5,632,393
Passengers	320,475	300,827	4,106,305	4,128,459
Farebox Recovery Ratio	10.8%	11.4%	10.8%	10.7%
Actual Subsidy per Rider	\$12.94	\$12.80	\$11.35	\$11.34
MICROTRANSIT				
Fully Allocated Costs	1,188,027	2,415,375	17,362,409	13,022,489
Passenger Farebox Revenue	53,097	57,636	666,713	599,979
Passengers	51,310	47,335	645,308	567,907
Farebox Recovery Ratio	4.5%	2.4%	3.8%	4.6%
Actual Subsidy per Rider	\$22.12	\$49.81	\$25.87	\$21.87
PARATRANSIT				
Fully Allocated Costs	3,171,079	3,956,303	36,718,323	37,160,336
Passenger Farebox Revenue	280,376	493,116	3,600,423	3,872,703
Passengers	76,855	74,735	962,626	989,146
Farebox Recovery Ratio	8.8%	12.5%	9.8%	10.4%
Actual Subsidy per Rider	\$37.61	\$46.34	\$34.40	\$33.65
RIDESHARE				
Fully Allocated Costs	415,722	821,594	7,619,707	7,838,349
Passenger Farebox Revenue	572,070	301,115	4,431,301	3,822,352
Passengers	85,480	93,728	1,304,611	1,127,566
Farebox Recovery Ratio	137.6%	36.7%	58.2%	48.8%
Actual Subsidy per Rider	(\$1.83)	\$5.55	\$2.44	\$3.56

FAREBOX RECOVERY & SPR
(UNAUDITED)
As of December 31, 2025

EXHIBIT 1-8

BY TYPE

	CURRENT MONTH		YEAR TO DATE	
	Dec-25	Dec-24	2025	2024
FULLY ALLOCATED COSTS				
Bus Service	\$19,653,842	\$17,692,561	\$216,723,749	\$207,659,512
Light Rail Service	\$9,709,109	\$7,671,504	\$104,209,826	\$99,014,628
Commuter Rail Service	\$4,649,934	\$4,347,771	\$52,212,244	\$52,433,510
Microtransit	\$1,188,027	\$2,415,375	\$17,362,409	\$13,022,489
Paratransit	\$3,171,079	\$3,956,303	\$36,718,323	\$37,160,336
Rideshare	\$415,722	\$821,594	\$7,619,707	\$7,838,349
UTA	\$38,787,713	\$36,905,108	\$434,846,258	\$417,128,824
PASSENGER FAREBOX REVENUE				
Bus Service	\$1,348,098	\$1,587,157	\$16,413,022	\$16,644,915
Light Rail Service	\$663,176	\$868,593	\$7,942,105	\$8,683,497
Commuter Rail Service	\$501,458	\$497,756	\$5,618,511	\$5,632,393
Microtransit	\$53,097	\$57,636	\$666,713	\$599,979
Paratransit	\$280,376	\$493,116	\$3,600,423	\$3,872,703
Rideshare	\$572,070	\$301,115	\$4,431,301	\$3,822,352
UTA	\$3,418,275	\$3,805,373	\$38,672,075	\$39,255,839
PASSENGERS				
Bus Service	1,543,475	1,485,614	20,038,507	19,701,024
Light Rail Service	1,072,305	1,077,802	13,279,001	13,964,840
Commuter Rail Service	320,475	300,827	4,106,305	4,128,459
Microtransit	51,310	47,335	645,308	567,907
Paratransit	76,855	74,735	962,626	989,146
Rideshare	85,480	93,728	1,304,611	1,127,566
UTA	3,149,900	3,080,041	40,336,358	40,478,942
FAREBOX RECOVERY RATIO				
Bus Service	6.9%	9.0%	7.6%	8.0%
Light Rail Service	6.8%	11.3%	7.6%	8.8%
Commuter Rail Service	10.8%	11.4%	10.8%	10.7%
Microtransit	4.5%	2.4%	3.8%	4.6%
Paratransit	8.8%	12.5%	9.8%	10.4%
Rideshare	137.6%	36.7%	58.2%	48.8%
UTA	8.8%	10.3%	8.9%	9.4%
ACTUAL SUBSIDY PER RIDER				
Bus Service	\$11.86	\$10.84	\$10.00	\$9.70
Light Rail Service	\$8.44	\$6.31	\$7.25	\$6.47
Commuter Rail Service	\$12.94	\$12.80	\$11.35	\$11.34
Microtransit	\$22.12	\$49.81	\$25.87	\$21.87
Paratransit	\$37.61	\$46.34	\$34.40	\$33.65
Rideshare	(\$1.83)	\$5.55	\$2.44	\$3.56
UTA	\$11.23	\$10.75	\$9.82	\$9.34

**SUMMARY OF ACCOUNTS RECEIVABLE
(UNAUDITED)**

EXHIBIT 1-9

As of December 31, 2025

Classification	Total	Current	31-60 Days	61-90 Days	90-120 Days	Over 120 Days
1 Federal Grants Government ¹	\$ 318,932	\$ 318,932	-	-	-	-
2 Sales Tax Contributions	77,596,421	45,534,383	\$ 32,062,038	-	-	-
3 Warranty Recovery	2,390,695	2,390,695	-	-	-	-
4 Build America Bond Subsidies	-	-	-	-	-	-
5 Product Sales and Development	1,090,210	391,224	9,643	4,165	3,581	681,596
6 Pass Sales	(4,537)	101,220	3,913	(468)	213	(109,414)
7 Property Management	181,479	22,367	2,552	73,398	7,250	75,912
8 Vanpool/Rideshare	132,575	67,560	9,121	3,723	600	51,572
9 Salt Lake City Agreement	508,471	508,471	-	-	-	-
10 Planning	-	-	-	-	-	-
11 Capital Development Agreements	2,790,239	2,525,067	(1)	260,763	-	4,410
12 Other	15,600,894	33,477	-	-	672	406,953
13 Total	\$ 100,605,381	\$ 51,893,396	\$ 32,087,266	\$ 341,582	\$ 12,316	\$ 1,111,029

Percentage Due by Aging

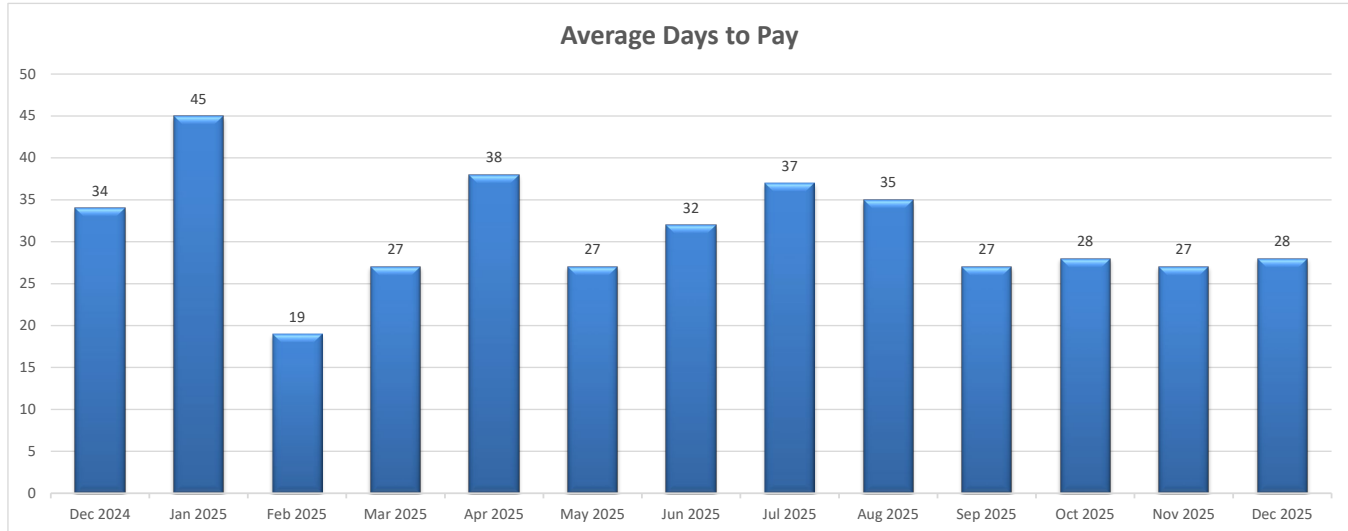
14 Federal Grants Government ¹	100.0%	0.0%	0.0%	0.0%	0.0%
15 Sales Tax Contributions	58.7%	41.3%	0.0%	0.0%	0.0%
16 Warranty Recovery	100.0%	0.0%	0.0%	0.0%	0.0%
17 Build America Bond Subsidies	0.0%	0.0%	0.0%	0.0%	0.0%
18 Product Sales and Development	35.9%	0.9%	0.4%	0.3%	62.5%
19 Pass Sales	-2231.1%	-86.2%	10.3%	-4.7%	2411.7%
20 Property Management	12.3%	1.4%	40.4%	4.0%	41.8%
21 Vanpool/Rideshare	51.0%	6.9%	2.8%	0.5%	38.9%
22 Salt Lake City Agreement	100.0%	0.0%	0.0%	0.0%	0.0%
23 Planning					
24 Capital Development Agreements	90.5%	0.0%	9.3%	0.0%	0.2%
25 Other	0.2%	0.0%	0.0%	0.0%	2.6%
26 Total	51.6%	31.9%	0.3%	0.0%	1.1%

¹ Federal preventive maintenance funds and federal RideShare funds

**SUMMARY OF APPROVED DISBURSEMENTS OVER \$200,000
FROM Dec 1, 2025 THROUGH Dec 31, 2025
(UNAUDITED)**

EXHIBIT 1-10

<u>Contract # and Description</u>	<u>Contract Date</u>	<u>Vendor</u>	<u>Check #</u>	<u>Date</u>	<u>Check Total</u>
02403900	Wheel Truing	45797 NSH USA Corporation	45994	12/3/2025	(264,103.70)
01903143	PARA SERVICE SOUTH	45770 UNITED WAY COMMUNITY SERV	45994	12/3/2025	(200,252.17)
00017526	TPSS UPGRADE/REHAB	45756 Calvin L Wadsworth Constr. Com	46001	12/10/2025	(273,868.18)
00253929	Transit Ed Center	45845 Eckman Construction LLC	46001	12/10/2025	(293,671.02)
02403849	S-Line PDB Phase 1	45593 Kiewit Infrastructure West Co.	46001	12/10/2025	(215,052.74)
02003243	Wheel Truing	45797 MV PUBLIC TRANSPORTATION	46001	12/10/2025	(264,618.42)
00213530	Insurance	45764 PEHP (Use for Admin)	46001	12/10/2025	(288,925.46)
00213531	HEALTH INSURANCE	45764 SELECT HEALTH	46001	12/10/2025	(1,038,420.70)
02033992	ON DEMAND MOBILITY	45770 VIA TRANSPORTATION INC	46001	12/10/2025	(266,599.02)
02033992	ON DEMAND MOBILITY	45770 VIA TRANSPORTATION INC	46001	12/10/2025	(612,099.59)
R2025-04-01	Pension Contribution	45765 Cambridge Associates, LLC.	46003	12/12/2025	(1,407,029.55)
R2025-04-01	INCOME TAX	45765 UTAH ST TAX (WITHHOLDING ONLY)	46003	12/12/2025	(372,418.37)
00017534	SGR Network Equipment	45459 CVE Technologies Group, Inc.	46008	12/17/2025	(334,267.60)
00017534	SGR Network Equipment	45459 CVE Technologies Group, Inc.	46008	12/17/2025	(525,083.15)
02003267	Bus Purchase	45519 GILLIG CORPORATION	46008	12/17/2025	(294,434.00)
02003267	Bus Purchase	45519 GILLIG CORPORATION	46008	12/17/2025	(421,766.00)
02403900	Wheel Truing	45797 NSH USA Corporation	46008	12/17/2025	(264,103.70)
00213430	AD AGENCY	44371 R&R PARTNERS , INC.	46008	12/17/2025	(562,500.00)
00233786	ON-CALL MAINTENANCE	45756 Stacy and Witbeck, Inc.	46008	12/17/2025	(246,954.25)
00233786	ON-CALL MAINTENANCE	45756 Stacy and Witbeck, Inc.	46008	12/17/2025	(375,356.00)
02303791	Light Rail Vehicle Replacement	45590 Stadler US, Inc	46008	12/17/2025	(2,583,013.48)
02303738	SOFTWARE SERVICE	45770 TRAPEZE SOFTWARE GROUP, INC.	46008	12/17/2025	(794,437.50)
02303738	SOFTWARE SERVICE	45770 TRAPEZE SOFTWARE GROUP, INC.	46008	12/17/2025	(201,334.99)
HB-322	Rail Car acquisition	44682 Utah Dept of Transportation (U	46008	12/17/2025	(5,000,000.00)
02403879	Rebuild	45779 Wabtec Passenger Transit ++	46008	12/17/2025	(417,252.00)
02403879	Rebuild	45779 Wabtec Passenger Transit ++	46008	12/17/2025	(341,388.00)
02403879	Rebuild	45779 Wabtec Passenger Transit ++	46008	12/17/2025	(303,456.00)
02403879	Rebuild	45779 Wabtec Passenger Transit ++	46008	12/17/2025	(265,524.00)
R2025-04-01	UTILITIES	45749 ROCKY MOUNTAIN POWER	46015	12/24/2025	(283,855.49)
R2025-04-01	Pension Contribution	45765 Cambridge Associates, LLC.	46017	12/26/2025	(1,318,847.62)
R2025-04-01	INCOME TAX	45765 UTAH ST TAX (WITHHOLDING ONLY)	46017	12/26/2025	(347,482.22)
00243891	TPSS UPGRADE/REHAB	45756 Calvin L Wadsworth Constr. Com	46022	12/31/2025	(227,103.49)
02403900	Wheel Truing	45797 NSH USA Corporation	46022	12/31/2025	(369,745.18)
02403900	Wheel Truing	45797 NSH USA Corporation	46022	12/31/2025	(1,795,905.16)
00233786	ON-CALL MAINTENANCE	45756 Stacy and Witbeck, Inc.	46022	12/31/2025	(373,201.24)
00233786	ON-CALL MAINTENANCE	45756 Stacy and Witbeck, Inc.	46022	12/31/2025	(377,999.99)
20038855	Insurance	45765 UTA/ATU JOINT INSURANCE TRUST	46022	12/31/2025	(2,384,279.92)





Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Viola Miller, Chief Financial Officer
PRESENTER(S): Brian Reeves, Associate Chief Financial Officer

TITLE:

Investment Report - Fourth Quarter 2025

AGENDA ITEM TYPE:
Report

RECOMMENDATION:
Informational report for discussion

BACKGROUND:

The Board of Trustees Policy No. 2.1, Financial Management, authorizes the Treasurer to manage the investment of all non-retirement Authority funds in compliance with applicable laws and requires the Chief Financial Officer to prepare and present to the Board a summary of investments, investment activity, and investment performance compared to benchmarks as soon as practical after the end of each calendar quarter. The investment report has been prepared in accordance with the Financial Management Policy and is being presented to the Board.

DISCUSSION:

As of December 31, 2025, the benchmark return (greater of the average return of three-month U.S. Treasury bills or the average return of Federal Funds rate) was 3.90% for the quarter. Investment returns for the State of Utah's Public Treasurer's Investment Fund (PTIF) and Zions Corporate Trust was 4.14%, which exceeded the benchmark return. Investment returns for Chandler Asset Management were 3.69% and the overnight account at Zions Bank was 3.40%, these did not exceed the benchmark return.

The blended portfolio return rate for the quarter was 3.89%, which was slightly below the benchmark rate due to long term investment strategy and the lowering interest rate environment for the short end of the yield

curve.

Note, all returns are reported on an annualized basis.

All investments are in accordance with the Utah State Money Management Act, Section 51, Chapter 7, Utah Code annotated.

ALTERNATIVES:

Utah Transit Authority could increase investments in the Chandler Investment Portfolio and extend the overall duration to potentially seek higher returns. However, that strategy would forego the current advantages of the shorter duration and higher return portfolios like PTIF. Additionally, it would increase the liquidity risk by extending the portfolio duration, which is contrary to the Corporate Policy No. 3.1.4 Investments.

FISCAL IMPACT:

Investment earnings for UTA in the fourth quarter of 2025 were \$6,160,134.

ATTACHMENTS:

Investment Report 4Q 2025

Utah Transit Authority

Investment Portfolio

December 31, 2025

Investment	CUSIP	Amount Invested	Purchase Date	Maturity	Yield	Quarter Earnings
Public Treasurer's Investment Fund		\$ 163,044,683			4.14%	\$ 1,684,435
Chandler Asset Management		269,471,370			3.69%	\$ 2,373,210
Zions Corporate Trust		120,247,783			4.14%	\$ 1,947,513
Zions Bank		33,327,504			3.40%	\$ 154,976
Total Investments		\$ 586,091,340			3.89%	\$ 6,160,134

Monthly Rates of Returns

	October	November	December	Average
Public Treasurer's Investment Fund	4.27%	4.13%	4.01%	4.14%
Chandler Asset Management	3.77%	3.69%	3.60%	3.69%
Zions Bank	3.52%	3.41%	3.26%	3.40%
Zions Corporate Trust	4.27%	4.13%	4.01%	4.14%
Fed Funds Rate	4.09%	3.88%	3.72%	3.90%
3 Month T-Bill	3.82%	3.78%	3.59%	3.73%

*Benchmark Return is the highest of either the 3 Month T-Bill rate or the Fed Funds rate.

Securities Purchased Outside of Investment Portfolio

10/1/2025-12/31/2025

Investment	CUSIP	Amount Invested	Purchase Date	Maturity	Yield to Maturity	Annual Earnings
No purchases this quarter						

Securities Sold Outside of Investment Portfolio

10/1/2025-12/31/2025

Investment	CUSIP	Amount Invested	Date Sold	Sale Amount	Interest Earned	Gain
No sales this quarter						
		\$ -				\$ -



U T A

Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
FROM: Jeff Acerson, UTA Trustee
PRESENTER(S): Jeff Acerson, UTA Trustee

TITLE:
Pension Committee Report

AGENDA ITEM TYPE:
Report

RECOMMENDATION:
Receive the report for the Pension Committee.

BACKGROUND:
The Pension Committee met on February 5, 2026 with Trustee Jeff Acerson acting as Chair of the committee.

DISCUSSION:
Trustee Jeff Acerson will provide an update on Pension Committee Activities

FISCAL IMPACT:
N/A

ATTACHMENTS:
• N/A



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Viloa Miller, Chief Financial Officer
PRESENTER(S): Robert Lamph Comptroller
Joan Burke, Manager Capital Assets Controls

TITLE:

2025 Asset Disposal Income Report

AGENDA ITEM TYPE:

Report

RECOMMENDATION:

Informational report for discussion

BACKGROUND:

UTA has a need to dispose of various vehicles and equipment that have reached the end of their useful life. The Federal Transit Administration regulations require that, for the disposition of federally funded assets, a fair market value determination must be made prior to an asset being disposed. To meet this requirement, UTA utilizes an existing State Contract to perform third-party auctions to establish this fair market value and dispose of unneeded assets. J.J. Kane Auctions hold the current auction services State Contract and is providing these services for UTA. As per the November 11, 2024, board meeting, this serves as an update on the income received in excess of \$250,000 per year.

DISCUSSION:

J.J. Kane provides auction services for UTA's assets for everything other than Information Technology Items or Real Property. UTA has received \$555,830.00 in total revenue from the sale of assets through auction services for the year 2025.

Note: Board authorization of the auction services contract expired in April 2025. The board will consider a contract ratification and extension later on the agenda of the February 11, 2026 Board meeting.

ALTERNATIVES:

N/A

FISCAL IMPACT:

The sale of these surplus assets has generated more than half a million dollars in miscellaneous revenue for UTA.

ATTACHMENTS:

None



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Jon Larsen, Chief Capital Services Officer
PRESENTER(S): Jared Scarbrough, Director of Capital Design and Construction

TITLE:

Contract: Maintenance of Way Specialty Vehicle (Mountain States Industrial Services)

AGENDA ITEM TYPE:

Procurement Contract/Change Order

RECOMMENDATION:

Approve and authorize the Executive Director to execute Purchase Order 17739 under Utah State Contract MA4641, including all associated disbursements, with Mountain States Industrial Services in the amount of \$324,584 for the procurement of one Maintenance of Way (MOW) specialty rail vehicle and hi-rail gear installation.

BACKGROUND:

The Vehicle Procurement team proposes to purchase one MOW specialty rail vehicle with hi-rail gear to replace a 1999 hi-rail vehicle that has reached the end of its useful life due to age, condition, safety concerns, and increasing difficulty obtaining replacement parts.

DISCUSSION:

The proposed vehicle has been quoted by Mountain States Industrial Services and will replace an existing hi-rail unit that has reached the end of its useful life. The purchase includes a purpose-built aerial lift truck equipped with articulating and telescopic capabilities, as well as the installation of hi-rail gear to allow safe and efficient operation on both roadway and rail.

CONTRACT SUMMARY:

Contractor Name: Mountain States Industrial Services

Contract Number:	17739
State Contract Number:	MA4641
Base Contract Effective Dates:	Effective upon last signature received - 12/31/2026
Extended Contract Dates:	N/A
Existing Contract Value:	\$324,584
Amendment Amount:	N/A
New/Total Contract Value:	N/A
Procurement Method:	State Contract
Budget Authority:	Approved 2026 Capital Budget

ALTERNATIVES:

Defer the vehicle procurement to a future budget year.

FISCAL IMPACT:

The 2026 Capital Budget for Non-Revenue Equipment/Special Vehicle Replacement is \$500,000 on Project Code REV242. The funding request for 2026 for this PO is \$324,584. The available budget after approval (Inclusive of PO 17739) is \$175,416.

- 2026 Contract Total: \$324,584

ATTACHMENTS:

- Contract: Maintenance of Way Specialty Vehicle (Mountain States Industrial Services)
- Utah State Contract MA4641 ([Link <https://bit.ly/USC_MA4641>](https://bit.ly/USC_MA4641))

MOUNTAIN STATES INDUSTRIAL SERV.
1015 West 1700 South
P.O. Box 27462
Salt Lake City UT 84127-0462



Utah Transit Authority

An Equal Opportunity Employer

PURCHASE ORDER NUMBER

OG

17739

PO Number Must Appear On All Invoices And Shipments

VENDOR NUMBER

1204055

PO DATE

12/30/2025

SEND INVOICE TO:

SHIP TO:

AP@RIDEUTA.COM

ATTENTION: RECEIVING

669 W 200 S

3600 S 700 W

SLC, UT 84101

Salt Lake City UT 84119

801-287-3008

www.rideuta.com

ORDER TAKEN BY

FOB

*

BUYER

Timothy Hodges

PAGE NUMBER

1 of 1

Confirmation: Do not Duplicate

Utah Transit Authority Is Tax Exempt

Total PO Value: 324,584.00

Ship as soon as possible. Early Shipments Allowed

LINE #	REQ #	CONFIRMED DELIVERY DATE	QUANTITY	PART NUMBER ACCOUNT CODE	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	00016412	12/30/26	1 EA	40-6242.57000.7005	VERSALIFT VST-55-HDI AERIAL LI	294840.0000	294,840.00
2	00016412	12/30/26	1 EA	40-6242.57000.7005	Harsco Hy- Rail Install	29744.0000	29,744.00

Per Utah Statewide Contract MA4641

DocuSigned by:

Mike Bell

12/31/2025

70E33A415BA44F6...

Unless otherwise expressly agreed in a written document executed by Utah Transit Authority ("UTA"), this Purchase Order is subject to UTA's standard terms and conditions revision date: September 2020, effective as of the date of this Purchase Order. UTA's standard terms and conditions are found at https://rideuta.com/-/media/Files/Home/Terms_Conditions_UTAGeneralStandard7821.ashx. Vendor's acceptance of this Purchase Order is limited to the express terms of UTA's standard terms and conditions, without modification. Vendor's delivery of the Goods or commencement of performance of Services identified in this Purchase Order are effective modes of acceptance. Any proposal for additional or different terms or any attempt by Vendor to vary in any degree any of the terms of the Contract, are hereby objected to and rejected (and this Purchase Order shall be deemed accepted by Vendor without the additional or different terms).

If this Purchase order is purchased using a State Contract, then terms and conditions are pursuant to that State Contract.



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Jon Larsen, Chief Capital Services Officer
PRESENTER(S): Jared Scarbrough, Director of Capital Construction and Design

TITLE:

Task Order: On-Call Infrastructure Maintenance Contract Task Order #26-001 - 2026 Project Manager/Superintendent Fees (Stacy and Witbeck, Inc.)

AGENDA ITEM TYPE:

Procurement Contract/Change Order

RECOMMENDATION:

Approve and authorize the Executive Director to execute Task Order 26-001 and associated disbursements on the On-Call Infrastructure Maintenance task ordering contract (MTOA) with Stacy and Witbeck, Inc. with an effective date of January 1, 2026 in the amount of \$657,280 to pay for Pre-Construction and Construction Management fees for the Infrastructure Project Manager (PM) and Superintendent (SM) from January 2026 to December 2026.

BACKGROUND:

In December 2023, UTA released a Request for Proposal (RFP) for an on-call maintenance contractor focused specifically on infrastructure assets. Bids were received and evaluated, and Stacy and Witbeck, Inc. was selected as the winner based on overall scoring using the best value format. The UTA Board of Trustees approved the contract and authorized the Executive Director to execute the contract with Stacy and Witbeck Inc. on April 18, 2024. The MTOA is for three years, plus two one-year options, with a total 5-year not to exceed value of \$45,000,000.

As part of the MTOA, we required the selected contractors to provide a dedicated project manager and a supporting construction manager who will be located at Jordan River Rail Service Center. These two full-time members would be dedicated to UTA and focus on responding to all questions and needs from the Rail Infrastructure Project Manager. It is required that these fees would be billed as part of each task order to track PM/SM time and costs accordingly.

DISCUSSION:

UTA Staff is requesting approval of Task Order 26-001 with Stacy and Witbeck, Inc. in accordance with section "A" of the Stacy and Witbeck, Inc. Price Proposal Form for the On-Call Transit Infrastructure Construction, Maintenance and Repair Project proposal and agreed upon contract rates, to pay for January through December of 2026 Pre-Construction and Construction Management Fees. The approval, if granted, authorizes an effective date of January 1, 2026.

The 2026 rates are as follows:

Infrastructure Project Manager - \$144.00/Hr. Budgeting for 40 hours a week for 12 months

Infrastructure Superintendent - \$172.00/Hr. Budgeting for 40 hours a week for 12 months

2026 Combined budget total fee would be \$657,280.00

CONTRACT SUMMARY:

Contractor Name:	Stacy and Witbeck, Inc.
Contract Number:	23-03811-26-001
Base Contract Effective Dates:	MTOA: April 18, 2024 through April 30, 2027 Task Order: Jan 1, 2026, through December 31, 2026
Extended Contract Dates:	N/A
Existing Contract Value:	\$26,449,146.64
Amendment Amount:	\$657,280
New/Total Contract Value:	\$27,106,426.64
Procurement Method:	RFP Best Value
Budget Authority:	Approved 2026 Capital Budget

ALTERNATIVES:

Disapprove the task order. Do not pay Pre-Construction and Construction Management fees, which would stop all On-call work and State of Good Repair (SGR) replacements. This would not be consistent with the original scope and solicitation of this contract.

FISCAL IMPACT:

The 2026-2030 approved Five Year Capital Plan includes \$657,280 for the 2026 Pre-Construction and Construction Management fees task order. This work will occur in 2026 under the Rail Replacement project (SGR385).

- 2026 Task Order Total: \$657,280

Total Master Task Ordering Agreement not-to-exceed \$45,000,000

Total Master Task Ordering Agreement remaining balance: \$17,893,573.36

The 2026 approved budget for SGR385 includes \$6,250,00 for UTA's Rail Replacement Projects. These fees are anticipated to cover all the 2026 fees.

ATTACHMENTS:

- Task Order: On-Call Infrastructure Maintenance Contract Task Order #26-001 - 2026 Project Manager/Superintendent Fees (Stacy and Witbeck, Inc.)



Task Order Request #TO26-001 - 2026 PM/CM Fees

Status	Open	Assignees	Jacob Wouden
Created Date	Sep 2, 2025	Issued Date	Jan 8, 2026
Attachments	TO26-001_Budget_Summary.xlsx		
		Location	26-001: 2026 PM/CM Fees



[Letter 03 - 2026 Pre-Construction and Construction Management Fees.pdf](#)



[26-001_2026 PM CM Fees_REQ 15929.pdf](#)



[TO26-001_UTA_Scope.pdf](#)

Attach all supporting documentation in the Attachment field above

All supporting documentation for this Task Order, including but not limited to the following, are hereby attached as PDF's and incorporated into this Task Order:

- Contractor Scope of Work
- Task Order Budget Summary
- UTA Scope

TASK ORDER IDENTIFICATION

Contract No	23-03811VW	
Contractor Name ("Contractor")	Stacy and Witbeck, Inc.	Contract Start Date 04/19/24
Account Code(s)	20-7385.63000.1010	

THE PURPOSE OF THIS TASK ORDER IS TO SPECIFICALLY DEFINE THE SCOPE, SCHEDULE, LUMP SUM PRICE, AND OTHER TERMS APPLICABLE TO THE WORK IDENTIFIED HEREIN.

UTA AND THE CONTRACTOR HEREBY AGREE AS FOLLOWS:

1.0 SCOPE OF SERVICES

2.0 SCHEDULE

The Substantial
Completion Date for
this Task is

12/31/26

The Final
Acceptance Date
for this Task is

12/31/26

3.0 PRICING

The pricing
agreement for this
item is one of the
following:

Lump Sum

Invoices will be
billed on a monthly
basis for completed
work to date. The
price for this item is
in the amount of

\$657,280.00

Independent Cost
Estimate (ICE) link,
if applicable

[TO26-001_ICE.xlsx](#)

This item not
anticipated to use
federal funding
AND is under UTA's
simplified
acquisition
threshold
(\$250,000) and
requires no ICE.
The cost was
determined to be
fair and reasonable
based on a review
of contractor
quotes and the
original contract
rates

No

This item is
anticipated to use
federal funding
AND/OR is greater
than UTA's
simplified
acquisition
threshold
(\$250,000) and thus
requires an
Independent Cost
Estimate (ICE). I
have reviewed and
found the ICE
within the
appropriate range
for approval

Yes

4.0 APPLICABILITY OF FEDERAL CLAUSES

Does this Task
Order or Change
Order include
federal assistance
funds which
requires the
application of the
Federal Clauses
appended as
Exhibit D to the
Contract?

Yes

If federal assistance
funds are
anticipated, the UTA
Civil Rights group
has set a
Disadvantaged
Business
Enterprises (DBE)
participation goal
for this Task Order
of

TBD

IN WITNESS WHEREOF, THIS TASK ORDER HAS BEEN EXECUTED BY UTA AND CONTRACTOR OR ITS APPOINTED REPRESENTATIVE**UTAH TRANSIT AUTHORITY:****Required
Signatures
Explanation****Project Manager** \$0 - 24,999
Legal Review \$10k or greater
Dir. of Capital Projects \$25k - 74,999
Chief Service Dev. Ofcr. \$75k - 199,999
Executive Director \$200,000+
Procurement/Contracts (for all)**Signature (Legal)**DocuSigned by:
By: Mike Bell
70E33A415BA44F6...
Name: Mike Bell
Date: 1/13/2026**PM Approval**

The costs associated with this item have been measured against the standard schedule of rates and the agreed contract pricing, (where applicable) and have been deemed consistent and appropriate for the proposed scope of work.

**Signature (Project
Manager)**DocuSigned by:
By: Jacob Wouden
D5E0DB8278A44C4...
Name: Jacob Wouden
Date: 1/8/2026**Director Approval**

I have evaluated the content of this task order and the scope of work described in the task ordering agreement and have made the determination that this Task Order is within the scope of work contemplated and described by the contracting parties when they executed the original task ordering agreement.

Signature (Director)Signed by:
By: Jared Scarbrough
91ABD751A0BD4BE...
Name: Jared Scarbrough
Date: 1/12/2026**Signature
(Procurement)**By: _____
Name: _____
Date: _____**Signature (Chief
Service
Development
Officer)**By: _____
Name: _____
Date: _____**Signature
(Executive Director)**By: Jay Fox, Executive Director
Date: _____**COMPANY:****COMPANY:**

Stacy and Witbeck, Inc.

**Signature
(Contractor)**Signed by:
By: Miguel Gomez
2644C41CCA1D4F2...
Name: Miguel Gomez

Date: 1/9/2026

STACYWITBECK

August 28, 2025

On Call Services

Mr. Jacob Wouden
Rail Infrastructure Project Manager
Utah Transit Authority
2264 South 900 West
South Salt Lake City, UT 84119

Reference: Contract #23-03811VW – On-Call Transit Infrastructure Design, Construction, Maintenance and Repair

Subject: Letter 03 - 2026 Pre-Construction and Construction Management Fees

In accordance with section A of the Stacy and Witbeck, Inc. Price Proposal Form for the On-Call Transit Infrastructure Construction, Maintenance and Repair Project proposal, SWI is pleased to provide an anticipated budget for January through December of 2026 Pre-Construction and Construction Management Fees. The 2026 rates are as follows:

Infrastructure Project Manager – Miguel Gomez \$144.00/Hr.
Budgeting for 40 hours a week for 12 months (52 weeks)

Infrastructure Superintendent – Courtney Beesley \$172.00/Hr.
Budgeting for 40 hours a week for 12 months (52 weeks).

2025 Combined budget total fee would be:

Infrastructure Project Manager – Miguel Gomez -	\$299,520.00
Infrastructure Superintendent – Courtney Beesley -	\$357,760.00
Combined Budget Total	\$657,280.00

SWI will provide a monthly invoice with weekly timecards as backup, reflecting which task orders Miguel and Courtney were working on each month. We appreciate the considerations provided for management compensation and look forward to continuing to deliver a high level of service to UTA in the upcoming years.

Please contact me with any questions or concerns.

Sincerely,
Stacy and Witbeck, Inc.

Miguel Gomez
Project Manager



U T A

Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Nichol Bourdeaux, Chief Planning and Engagement Officer
PRESENTER(S): Hal Johnson, Innovative Mobility Solutions Director
Shaina Quinn, IMS Program Manager

TITLE:

Change Order: Supplemental Transportation Services Contract Service Order No. 4 - 2026 State of Good Repair TRAX Bus Bridges (Innovative Transportation Solutions, Inc., DBA The Driver Provider)

AGENDA ITEM TYPE:

Procurement Contract/Change Order

RECOMMENDATION:

Approve and authorize the Executive Director to execute Service Order No. 4 with Innovative Transportation Solutions, Inc. (DBA The Driver Provider) in the not-to-exceed amount of \$4,818,888.60, to provide supplemental bus bridge services during the 2026 State of Good Repair (SGR) construction period.

BACKGROUND:

UTA has contracted with The Driver Provider to provide supplemental bus service for flexible, temporary, and seasonal transit needs. This contract allows UTA to respond to fluctuating demand without disrupting baseline service or straining the operational resources required to deliver core services to the community.

Following a competitive Request for Proposal (RFP), UTA has partnered with The Driver Provider under a three-year Master Services Agreement (MSA) plus two optional one-year extensions, with a total not-to-exceed contract pool amount of \$30,000,000 over five years. The MSA pool also includes contract 24-038433 with Western Trails, Charters and Tours, DBA Salt Lake Express, with both agreements approved by UTA's Board of Trustees on August 14, 2024. Since its inception, the Master Services Agreement has had three Service Orders with The Driver Provider.

1. Supplemental Ski Services - Service order one authorized supplemental bus service for the 2024-25 winter ski season in the Cottonwood Canyons (approved August 14, 2024).
2. Bus Bridges for State of Good Repair Work - Service order two supported bus bridge services during the

2025 summer construction period (approved March 26, 2025).

3. Supplemental Ski Services - Service order three authorized supplemental bus service for the 2025-26 winter ski season in the Cottonwood Canyons (approved August 13, 2025).

Building on the success of last year's supplemental bus bridge service for TRAX, UTA has elected to move forward with The Driver Provider in 2026.

DISCUSSION:

UTA Staff is requesting approval of Service Order 4 with Innovative Transportation Solutions, Inc. to continue providing supplemental bus bridge service under the MSA. This change order will include operating 11 scheduled bus bridge events along the TRAX line. This Service Order would be effective upon signing, with the first bus bridge event starting on March 14, 2026.

CONTRACT SUMMARY:

Contractor Name:	Innovative Transportation Solutions, Inc. (The Driver Provider)
Contract Number:	24-038431-4
Base Contract Effective Dates:	August 20, 2024 - September 30, 2029
Service Order Effective Dates	Upon last signature received - December 31, 2026
Extended Contract Dates:	N/A
Existing Contract Value:	\$5,213,834.00
Amendment Amount:	\$4,818,888.60
New/Total Contract Value:	\$10,032,722.60
Procurement Method:	RFP
Budget Authority:	Approved 2026 Capital Budget

ALTERNATIVES:

UTA can explore other service options including running the SGR bus bridges in-house and straining baseline operations.

FISCAL IMPACT:

Under the MSA, a total of \$30 million has been allocated over 5 years and this service order is consistent with UTA's approved 2026 Capital Budget.

Most funds are provided by various SGR capital construction project codes as detailed below. UTA Staff will allocate invoices for each scheduled bus bridge event to the specific project account codes authorized by UTA's construction Project Managers.

Remaining funds are provided by UDOT. For each I-215 bus bridge event, UTA and UDOT will sign a separate agreement for UDOT to reimburse UTA's actual expenses after the work is completed.

- 2026 Budget: \$1,235,658.63 (Capital Project SGR393: Grade crossings)

- 2026 Budget: \$474,862.04 (Capital Project SGR398: Overhead catenary system)
- 2026 Budget: \$2,804,607.48 (Capital Project SGR385: All other state of good repair)
- 2026 Budget: \$303,760.45 (Capital Project UDOTGL: I-215 bridge)

2026 Capital Budget Total: \$4,818,888.60

ATTACHMENTS:

- Change Order: Supplemental Transportation Services Contract Service Order No. 4 - 2026 State of Good Repair TRAX Bus Bridges (Innovative Transportation Solutions, Inc., DBA The Driver Provider)

**SERVICE ORDER NO. 4 UNDER THE
SUPPLEMENTAL SERVICES PILOT MASTER SERVICES AGREEMENT**

UTA Contract No. 24-038431

**PROVIDING SUPPLEMENTAL BUS BRIDGE SERVICE FOR STATE OF GOOD REPAIR (SGR)
RAIL PROJECTS AND ON-CALL SERVICES**

RECITALS

WHEREAS, on July 1, 2024, UTA entered into a Master Services Pool Agreement for Supplemental Services: and

WHEREAS, on August 21, 2024 UTA issued Service Order 01 for Providing Supplemental Ski Services (2024-2025); and

WHEREAS, on April 3, 2025 UTA issued Service Order 02 for Providing Supplemental Bus Bridge Service for State of Good Repair (SGR) Rail Projects and On-Call Services; and

WHEREAS, on August 18, 2025 UTA issued Service Order 03 for Providing Supplement Ski Services (2025-2026); and

WHEREAS, UTA desires to initiate state of good repair (SGR) service and on-call service for calendar year 2026; and

WHEREAS, UTA and the Contractor now desire to amend the Agreement as set forth herein.

1. Purpose

On February 12, 2026, *Innovative Transportation Solutions, Inc. dba The Driver Provider*, (“**The Driver Provider**”, or “**Contractor**”) and the Utah Transit Authority (“**UTA**” or “**Customer**”), hereinafter collectively referred to as the “**Parties**,” entered into an agreement entitled Master Service Agreement (the “**MSA**”), Service Order 4.

By this Service Order No. 4, the Parties agree to implement supplemental bus bridge service for state of good repair (SGR) rail projects and on-call services as follows:

This service order initiates new supplemental bus service under the Master Services Agreement (MSA). It entails deploying bus "bridge" service when UTA's rail lines are intermittently shut down for repairs. Additionally, this service order allows for on-call needs.

2. Service Implementation Plan ("SIP")

The Parties shall reference The Driver Provider's Technical Proposal submitted for UTA's RFP #24-038431PP for SIP requirements. This Service Order updates the SIP as needed.

3. Timing and Terms

This Service Order shall be effective immediately upon signing ("Effective Date"). The duration of the Service Order is until December 31, 2026, inclusive, following the Effective Date. The duration of the bus bridge service for SGR rail closures shall align with the identified closure dates for rail line work as outlined in the service schedule provided to The Driver Provider (Exhibit A). Bus bridge deployment dates are tentative and subject to change as directed by UTA.

The Driver Provider shall remain available for one calendar day after each project completion date to accommodate unanticipated circumstances (i.e. inclement weather or safety concerns) that delay project completion. With written notice, UTA may cancel uninitiated bus bridge deployments up to 48 hours in advance of scheduled project start without penalty.

Deployments underway may conclude early if construction activities are completed ahead of schedule. In such cases, UTA will provide the Contractor with at least 24 hours of written notice prior to service. UTA will not pay for any services terminated with more than 24 hours of notice due to early project completion (hours scheduled but not performed will not be considered billable hours). If less than 24 hours of written notice is provided prior to services, The Driver Provider may negotiate partial compensation up to but not exceeding 50% of scheduled work that was terminated.

All terms and conditions contained in the MSA are also applicable to this Service Order. If a term contained in this Service Order conflicts with the general terms of the MSA, the specific term in this Service Order shall take precedence. The MSA as well as all amendments and addendums thereto remain in full force and effect as supplemented by this Service Order.

4. Service Fees

UTA shall be charged according to the payment structure outlined in the table below. The rate for each regular driver hour shall be **\$282.00**, calculated as a \$214.79 base rate plus an SGR surcharge of \$67.21. These hourly rates include, but are not limited to, driver pay, driver training, insurance, fuel, vehicle lease costs, vehicle cleaning, vehicle maintenance and repairs, service expenses, live customer support, and other project operations.

Service Fees	
<i>Maximum Service Hours</i>	<i>15,293</i>
<i>Fully Loaded Cost per Hour</i>	<i>\$282.00</i>
Subtotal	\$4,312,626.00
<i>Project Contingency (10%)</i>	<i>\$431,262.60</i>
<i>One-Time Capital Costs</i>	<i>\$75,000.00</i>
Total NTE Amount	\$4,818,888.60

The values in the table above are Not-to-Exceed (NTE) amounts and are subject to downward adjustment based on actual revenue hours achieved. The not-to-exceed (NTE) total compensation for performance for the duration of this Service Order is \$4,818,888.60.

Contingency expenses, including the use of contingency service hours, will only be used through prior written authorization by UTA.

Fees as incurred at the end of each month will be invoiced to UTA by The Driver Provider on or around the 15th of each month.

Should changes in applicable federal, state, or local law result in a significant change in The Driver Provider's costs, either an increase or decrease, The Driver Provider or UTA may opt to renegotiate the ongoing service hour fees or service hours.

Any new regulatory fees imposed by a governmental entity related to the service will be charged as a pass-through cost contingent on UTA's advance agreement provided such agreement will not be unreasonably withheld. UTA will have the option of decreasing other services or expenses to offset these additional fees.



INNOVATIVE TRANSPORTATION SOLUTIONS, INC.	UTAH TRANSIT AUTHORITY
<div>Innovative Transportation Solutions, Inc. dba The Driver Provider, Vice President of Sales Kendra Kaplan</div> <div><div>DocuSigned by:</div><div></div><div>4B9D34799A6E4A6...</div><div>Date:1/21/2026</div></div>	<div>Executive Director Jay Fox</div> <div>Date:</div> <div>Chief Planning and Engagement Officer Nichol Bourdeaux</div> <div>Date:</div> <div>IMS Director Hal R. Johnson</div> <div>Date:</div> <div>Assistant Attorney General UTA Counsel, Mike Bell</div> <div><div>DocuSigned by:</div><div></div><div>70E33A415BA44F6...</div><div>Date: 1/21/2026</div></div>

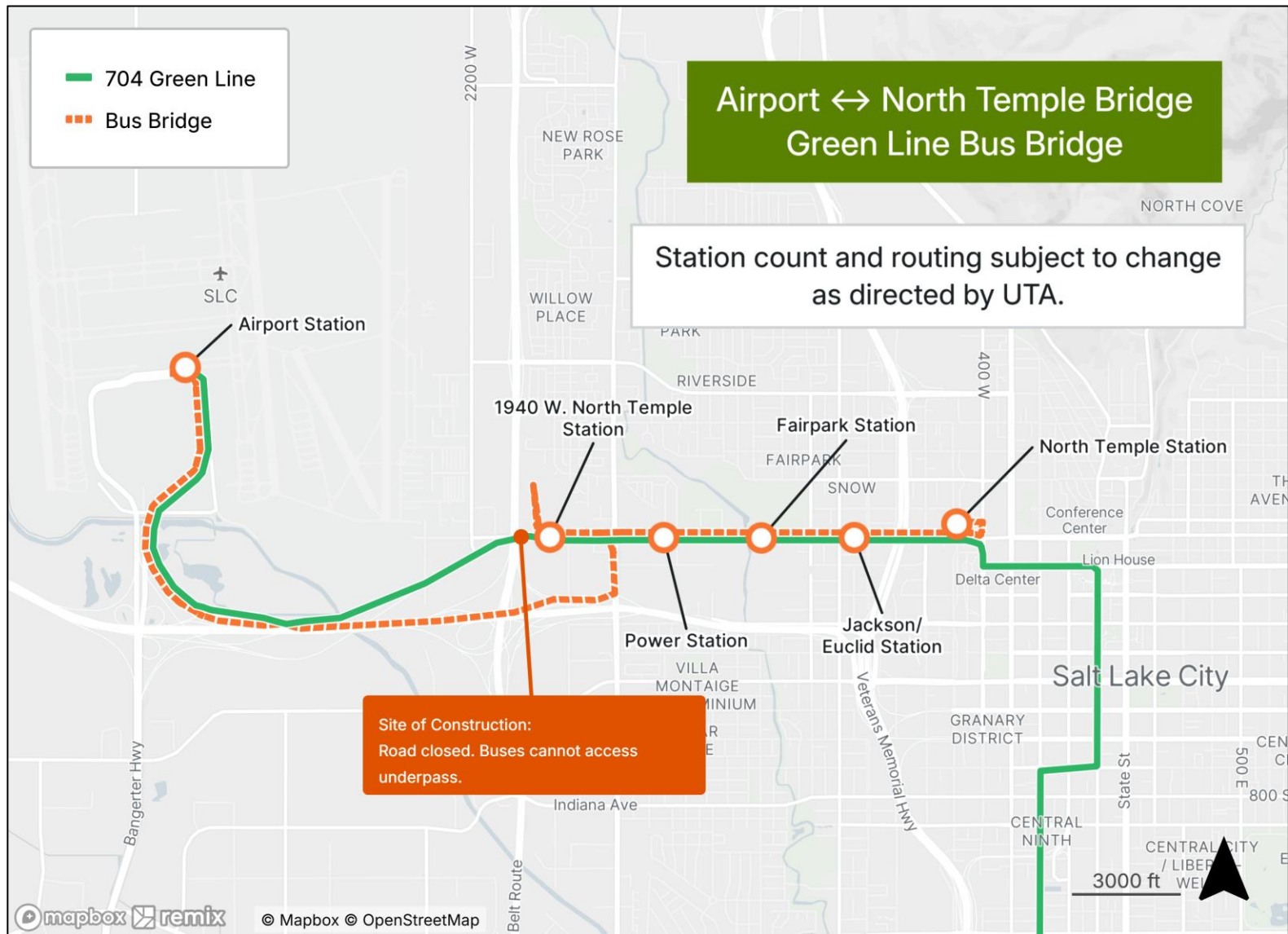
Exhibit A - Tentative Deployment Schedule

ID	Project	Impacted Rail Line	Tentative Duration (days)	Tentative Dates	Transit Buses Required	Maximum Deployment Hours
1	March UDOT North Temple Bridge Construction (2 of 5)	Green	2	TBD, March	7	241
2	Decker Lake OCS Pole Foundation	Green	3	March 26-28	4	246
3	Rain Lily OCS Foundations	Red	5	May 3-7	6	550.5
4	Yellowstone Interlocking, Union Interlocking, 2100 S GC	Red, Blue, Green	28	May 24-Jun 20	16	7852
5	600 S Grade Crossing	Red, Blue, Green	7	Jul 5-11	14	1678
6	July UDOT North Temple Bridge Construction (3 of 5)	Green	2	TBD, July	7	241
7	East 9th Ave Curves SGR	Red	22	Jul 25 - Aug 15	8	3292
8	Aug. UDOT North Temple Bridge Construction (4 of 5)	Green	2	TBD, Aug	7	241
9	Decker Lake OCS Pole/Wire	Green	2	Sep 5 - Sep 6	4	160
10	Oct. UDOT North Temple Bridge Construction (4 of 5)	Green	2	TBD, October	7	241
11	Rain Lily OCS Pole/Wire	Red	5	Oct. 14-18	6	550.5
Totals			80			15293

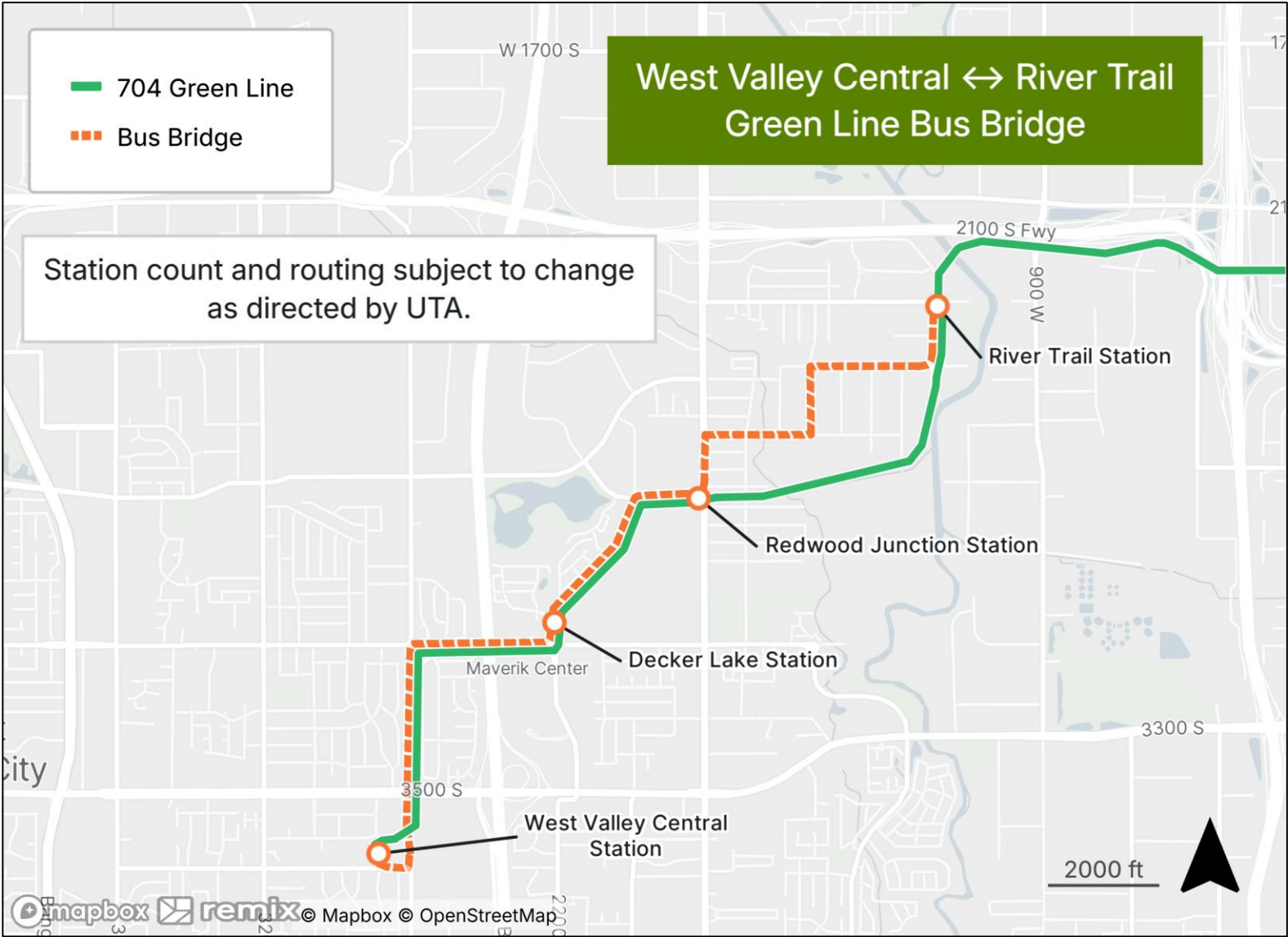
Assumptions:

1. **Shuttle Service:** Bus bridge vehicles will operate as a shuttle, stopping at each affected rail line station. Bus bridge vehicles will not attempt to align with the rail line schedule.
2. **Anticipated Service Hours:** UTA TRAX typically operates for about 20 hours a day (approximately 4:30 AM to 12:15 AM). This estimate assumes bus bridge services will match the rail operating schedule.
3. **Anticipated Vehicle Requirement:** Required vehicles are estimated based on the service span and length of bus bridge routing. Additional buses for peak hour demand are factored into this cost estimate. More complex closures (e.g., multiple lines or several stations affected) require more vehicles.

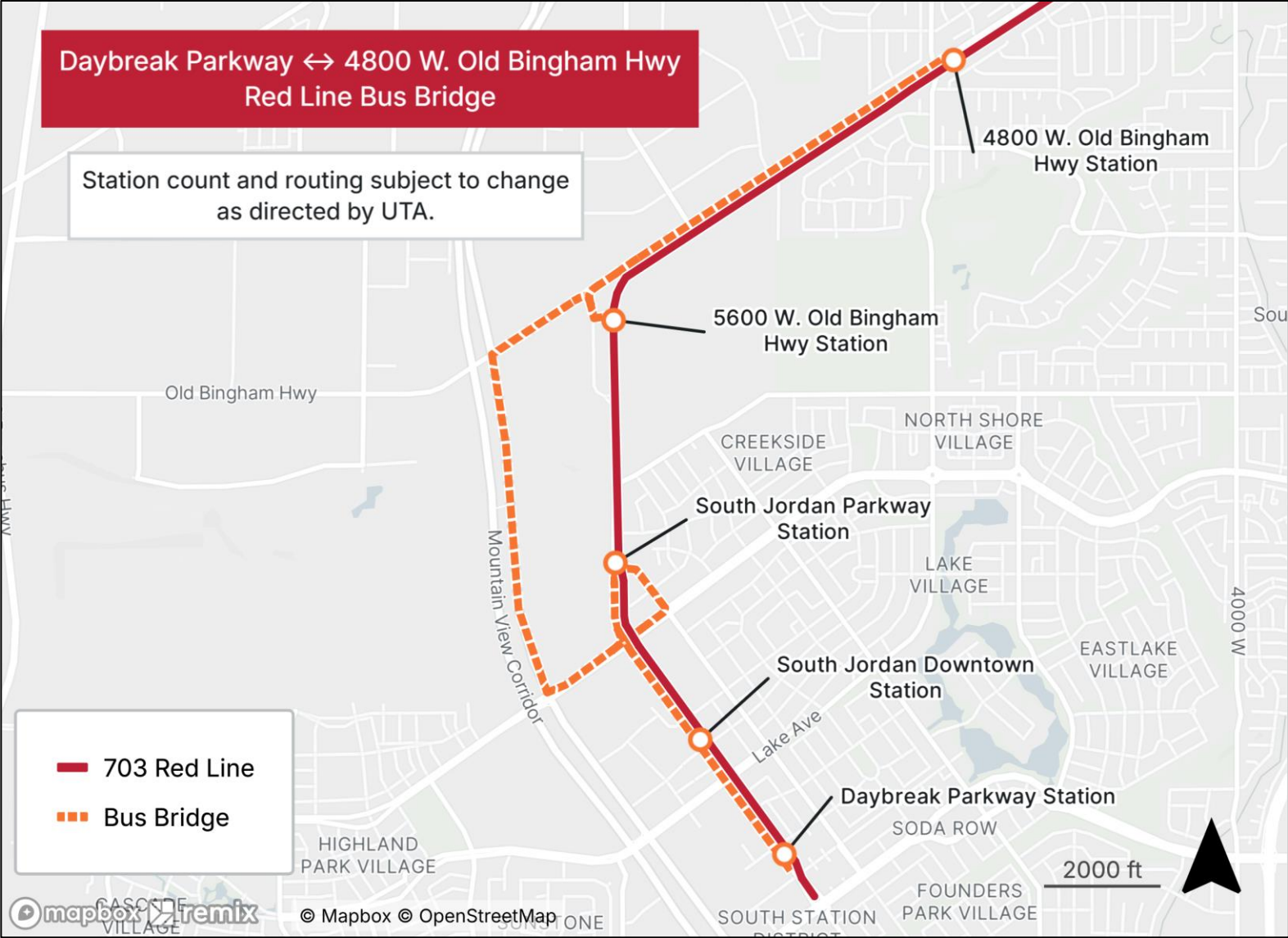
Exhibit B - Tentative Bus Bridge Service Areas Project IDs: 1, 6, 8, 10



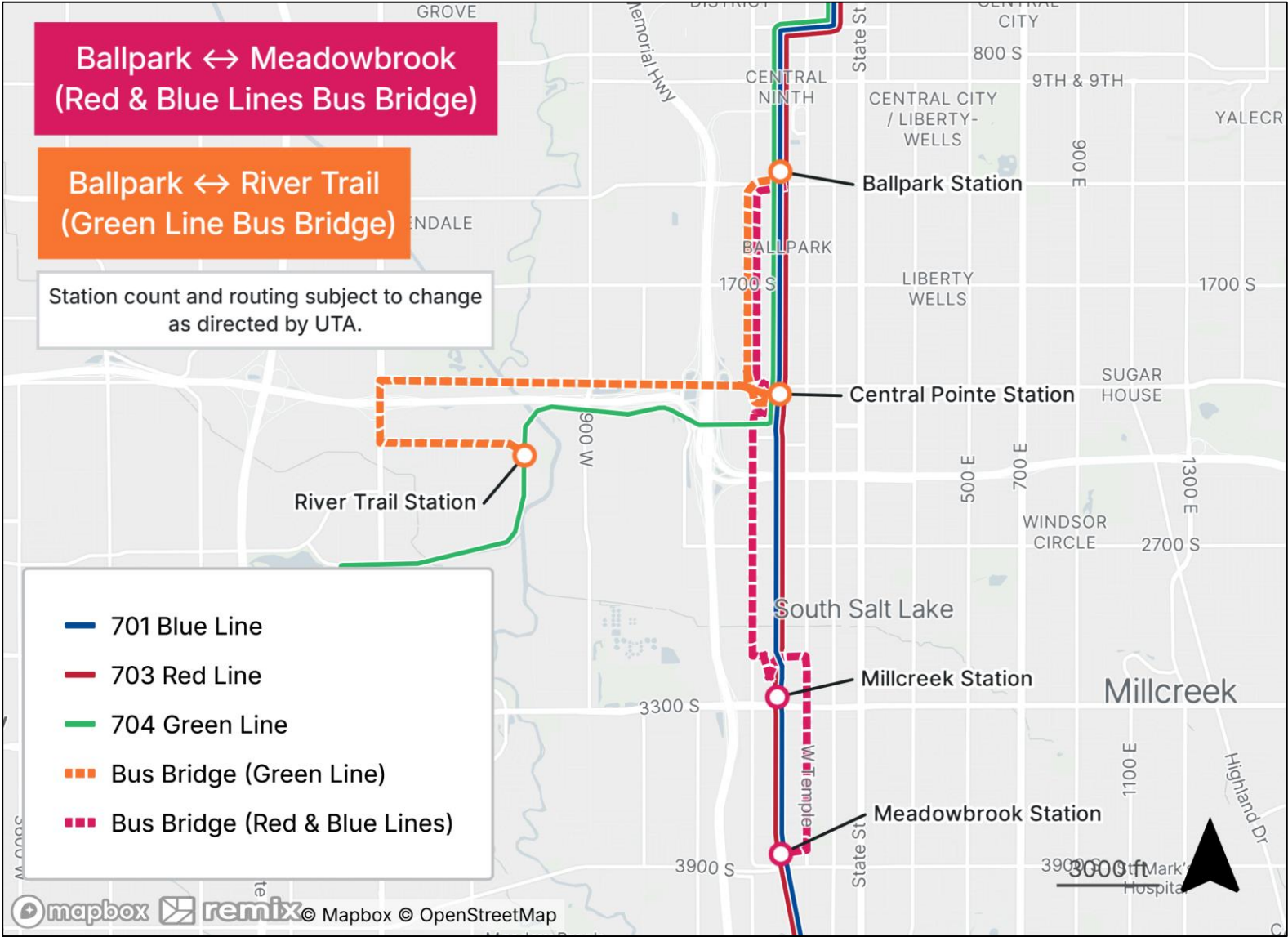
Project ID: 2, 9



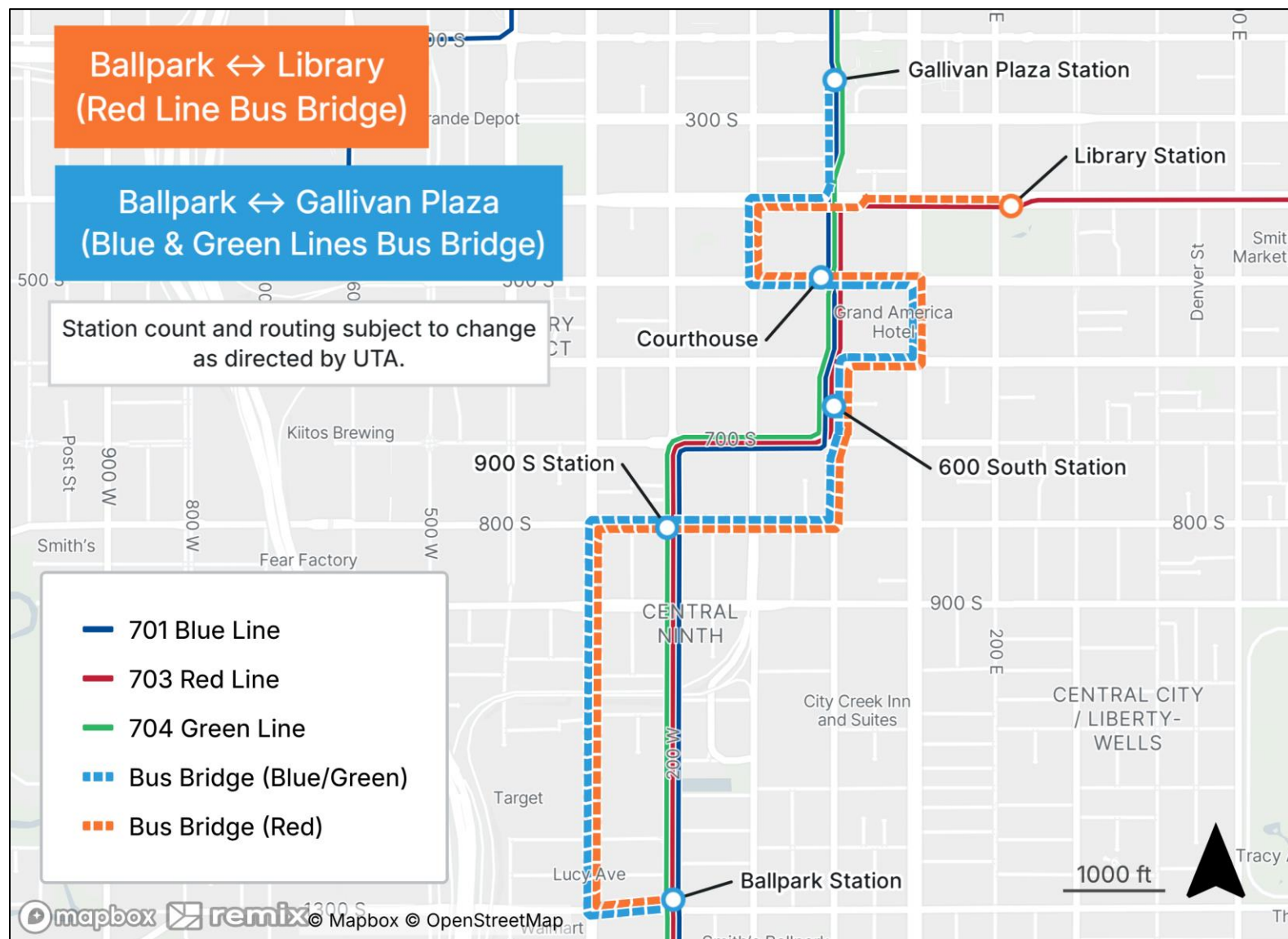
Project IDs: 3, 11



Project ID: 4



Project ID: 5



Project ID: 7





Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Viola Miller, Chief Financial Officer
PRESENTER(S): Joan Burke, Manager, Capital Asset Controls
Rob Lamph, Comptroller

TITLE:

Revenue Contract: Ratification of Prior Unauthorized Use and Reauthorization for Continued Use of State Cooperative Contract for Auction Services for Disposal of UTA Equipment and Vehicles (J.J. Kane Auctions)

AGENDA ITEM TYPE:

Procurement Contract/Change Order

RECOMMENDATION:

Ratify prior unauthorized use and re-authorize continued use of State Cooperative Contract PA4741 with J.J. Kane Associates, Inc. dba J.J. Kane Auctions, for the disposal of equipment and vehicles (both revenue and non-revenue) for additional revenue estimated to be \$430,000.

BACKGROUND:

Federal Transit Administration (FTA) regulations require that a fair market value determination be completed prior to the disposition of federally funded assets. To meet this requirement, UTA utilizes an existing State Contract to conduct third-party auctions that establish fair market value.

On November 13, 2024, the Board of Directors approved 20034086 under State of Utah Cooperative Contract AR3466 with TNT Auction, Inc. (which was later acquired by J.J. Kane) and a contract period that expired after April 13, 2025.

J.J. Kane currently holds the applicable contract under State of Utah Cooperative Contract PA4741 with a contract period that started on April 14, 2025, and has provided contractor services for the above-mentioned activities to UTA since that time. Therefore, UTA staff is seeking ratification for unauthorized use of the State Cooperative Contract from April 14, 2025, until the present.

DISCUSSION:

J.J. Kane provides auction services for UTA assets, excluding Information Technology items and real property. Over the past five years, UTA has earned an average of approximately \$640,000 in revenue per year through these auctions.

Under the general terms of the contract, J.J. Kane conducts the auction and facilitates the transfer of the equipment to the successful bidder. J.J. Kane retains a portion of the auction proceeds based on incurred costs and fees, and the percentages outlined in the contract pricing schedule, which vary by item type. Following each auction, J.J. Kane then submits a summary report to UTA containing all pertinent information related to the equipment sold, including information such as VIN numbers, total sales, and net revenue back to UTA, along with remittance of UTA's proceeds.

Original State of Utah contract terms were outlined in contract AR3466, which had a base contract term from April 14, 2020, through to April 13, 2025. The State of Utah contract PA4741 extended the auction services state contract through September 1, 2026. UTA continued utilizing the auction services of J.J. Kane under State Contract PA4741 and is seeking ratification of the contract use from April 2025 through February 2026 as well as approval of extending use of the state contract through September 1, 2026.

CONTRACT SUMMARY:

Contractor Name:	J.J. Kane Associates, Inc. dba J.J. Kane Auctions
Contract Number:	State of Utah Contract PA4741
Base Contract Effective Dates:	April 13, 2025 - September 1, 2026
Extended Contract Dates:	N/A
Existing Contract Value:	\$550,328 received April 2025 - December 2025
Amendment Amount:	Estimated additional revenue \$430,000 for 2026
New/Total Contract Value:	Estimated \$980,328 for April 2025 - September 2026
Procurement Method:	State of Utah Cooperative Contract
Budget Authority:	N/A

ALTERNATIVES:

Reject the ratification and either reprocore auction services or undertake sale of vehicles on an in-house basis.

FISCAL IMPACT:

This is a revenue generating contract where proceeds from the auctions are deposited into the general fund. Since 2020 the contract(s) have generated approximately \$640,000 in revenue per year. It is anticipated that an additional \$430,000 will be earned through September 1, 2026.

ATTACHMENTS:

- UTA Notification of Use Letter
- State Contract PA4741 (https://bit.ly/USC_PA4741)



TO: J. J. Kane Associates, Inc. dba J.J. Kane Auctions
33 Inverness Center Parkway
Birmingham, AL 35242

February 11, 2026

Via Email: govsales@jjkane.com

SUBJECT: UTA's utilization of State of Utah Cooperative Contract # 20-00000-22-0051AFA, Participating Entity Contract # PA4741 for Auction Services

Utah Transit Authority hereby provides notification to J.J. Kane Auctions that it intends to utilize its auction services under the subject State auction services contract including its terms and conditions, for the period of time beginning April 14, 2025, and extending through September 1, 2026. UTA estimates its volume of usage of auction services for the period from January 1, 2026 through September 1, 2026 will result in additional revenue to UTA of approximately \$430,000.

Should you have any questions, please contact Joan Burke, Manager of Capital Asset Controls, at (801) 287- 2126 or jburke@rideuta.com.

Sincerely,

Viola Miller
Chief Financial Officer

Jay Fox
Executive Director

Michael Bell
Michael Bell
Legal Counsel



U T A

Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Viola Miller, Chief Financial Officer
PRESENTER(S): Todd Mills, Director of Supply Chain

TITLE:

Pre-Procurements
- **Lawncare and Landscape Maintenance Services**

AGENDA ITEM TYPE:
Pre-Procurement

RECOMMENDATION:
Informational report for discussion

BACKGROUND:

Utah's Public Transit District Act requires all contracts valued at \$250,000 or greater be approved by the UTA Board of Trustees. This informational report on upcoming procurements allows Trustees to be informed and provide input on upcoming procurement projects. Following the bid solicitation and contract negotiation process, final contracts for these projects will come before the board for approval.

DISCUSSION:

- ***Lawncare and Landscape Maintenance Services***

The Facilities Department is seeking one or multiple qualified contractors to provide comprehensive lawn care and landscape maintenance services at 41 UTA properties within the service area. The selected contractor will be responsible for furnishing all labor, materials, supplies, equipment, and transportation necessary to perform these services at the designated locations. The scope of work includes, but is not limited to: routine lawn mowing and grounds maintenance, spring cleanup, fertilization, lawn aeration, weed control, and shrub trimming.

This procurement will be conducted as a Request for Proposal (RFP), with proposals evaluated and scored based on established technical criteria in addition to price. The anticipated contract term is five (5) years, beginning April 2026 and ending April 2031. Funding for this project is included in the approved 2026 Operating Expense budget. (Req. #16499, Kevin Anderson)

ATTACHMENTS:

N/A



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Alisha Garrett, Chief Enterprise Strategy Office
PRESENTER(S): Kim Shanklin, Chief of Staff
Alisha Garrett, Chief Enterprise Strategy Office
Gavin Gustafson, Sr. Public Information Officer

TITLE:

UTA Strategic Plan Performance Report

AGENDA ITEM TYPE:

Report

RECOMMENDATION:

Informational report for discussion

BACKGROUND:

In December 2022 the Board of Trustees adopted the 2022-2030 Agency Strategic Plan which sets the Agency mission and vision. The Plan encompasses the following five strategic priorities: Moving Utahns to a Better Quality of Life, Exceeding Customer Expectations, Achieving Organizational Excellence, Building Community Support, and Generating Economic Return. Each of these priorities has goals and desired outcomes associated with them.

DISCUSSION:

A performance report on UTA's Strategic Plan will be presented at the Board meeting. This will be the fourth performance report on the Strategic Plan since its adoption. Information contained within this report reflects on UTA's achievements and performance since the last report out and the results of the 2025 calendar year in relation to each of the strategic priorities and their associated goals and objectives.

ALTERNATIVES:

N/A

FISCAL IMPACT:

N/A

ATTACHMENTS:

None



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Board of Trustees

Date: 2/11/2026

TO: Board of Trustees
THROUGH: Jay Fox, Executive Director
FROM: Nichol Bourdeaux, Chief Planning and Engagement Officer
PRESENTER(S): Cindy Medford, Manager of Customer Service

TITLE:

Constituent and Customer Service - 2025 Annual Report

AGENDA ITEM TYPE:

Report

RECOMMENDATION:

Informational Item for Discussion

BACKGROUND:

As per the Public Transit District Act, the UTA Board of Trustees facilitates hearing and responding to and keeping a log of customer comments through the UTA Customer Service Department. Comments are reported to the Board of Trustees and the Local Advisory Council annually through the Constituent and Customer Service Report. The report includes an overview of the previous year's constituent comments and statistics.

DISCUSSION:

The attached report summarizes the 2025 customer comments, including quantity, manner received and subject matter. The data is presented to the agency to ensure customer input is incorporated into UTA processes and service delivery.

ALTERNATIVES:

N/A

FISCAL IMPACT:

N/A

ATTACHMENTS:

2025 Customer Comments Report



CUSTOMER COMMENTS

2025

CINDY MEDFORD
MANAGER OF CUSTOMER SERVICE

Exceeding customer expectations is a core part of the Utah Transit Authority (UTA) mission. How well UTA meets and surpasses customer needs depends on a clear and accurate understanding of those expectations. UTA's customer service teams play a key role in this by engaging directly with customers. The Customer Service Department is the main point for customers to voice questions or concerns. The feedback roll invites, tracks, documents, investigates, and resolves feedback from customers across UTA's service area. As a public entity, UTA is legally responsible for providing transit services. Therefore, anyone can contact the Customer Service Department by phone, email, through the RideUTA.com website, in person at a UTA Customer Service Center office, or by mailing a letter to ask questions or share comments.

UTA defines the term **customer comment** as an experience, observation, or suggestion conveyed by a customer or constituent to UTA regarding our services. Customer Service staff enter all pertinent information obtained through submitted comments or in-person customer interactions, including customer names and contact information, and a summarized version of the concern into a software program called CMPPro. UTA adheres to internal policies and rules that protect customer privacy and safeguard any customer information collected.

For every comment submitted, staff conduct an internal investigation for cause or consideration. The goal of this process is to resolve concerns and exceed customer expectations. UTA also uses the customer comment data to support decision-making across UTA, including operations, fares, safety and security, planning, analytics and reporting, communications, and accountability.

The total number of comments received in 2025 was 23,366. Total informational requests: 145,563.

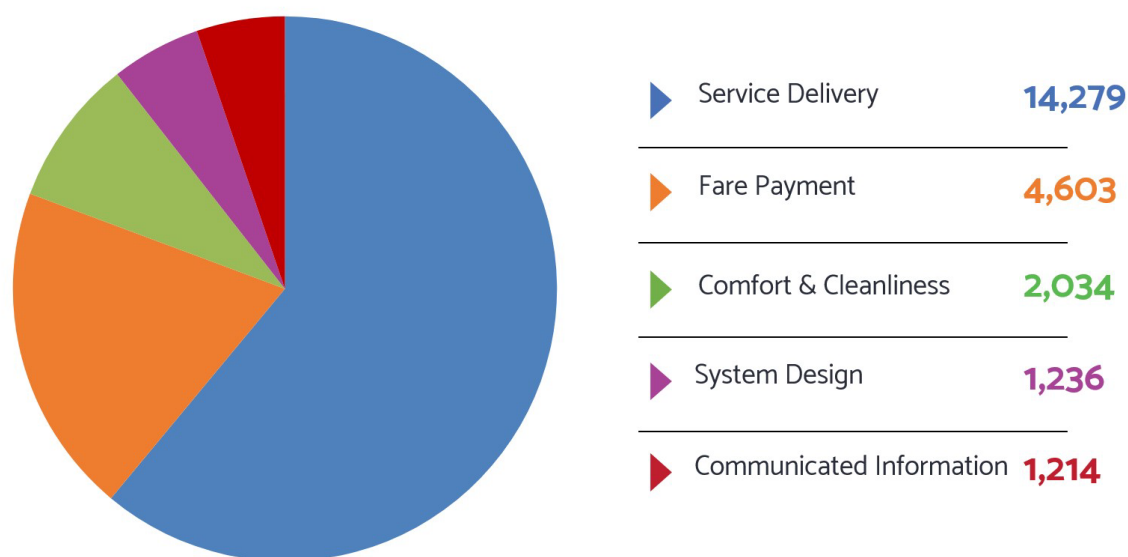
Comment Categorization

Figure 1 shows the first level of categorization of feedback into 5 overall groups of customer comments UTA received during 2025:

- **Service Delivery:** Situations that may arise while a customer is using public transportation
- **Fares:** Comments about UTA fare policy, payments, or pilot programs
- **Comfort and Cleanliness:** UTA property, including vehicles, buildings, transit stations, or stops
- **System Design:** Planning and design of services, including frequency and coverage
- **Communicated Information:** Communication provided to the public digitally, on paper, or through wayfinding signage

Figure 1: Customer Comment Subjects in 2025

CUSTOMER COMMENT SUBJECTS



UTA 

Top 5 Comment Types of Customer Feedback

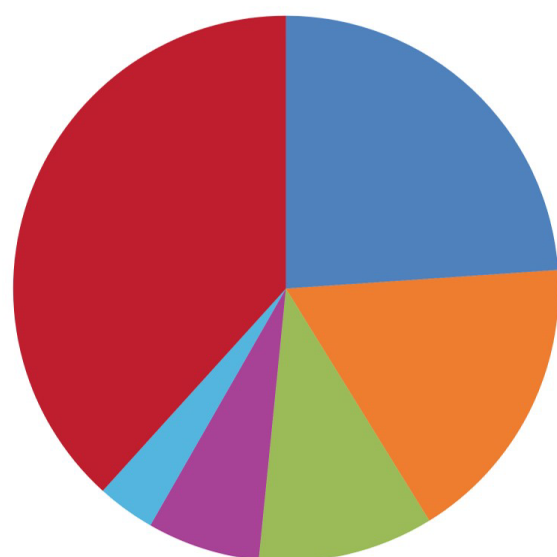
Figure 2 provides another view of customer comments broken down by type of customer experience.

During 2025, the most frequent customer experiences comments focused on various customer interactions with UTA. **Below are definitions for each of these customer experience sub-categories:**

- **Employee Interactions:** Comment regarding interactions between UTA employees and the customer, as well as driving habits.
- **Reliability:** Include comments about service impacts to the rider, such as early, late or pass-by.
- **Repair Requests:** Reports of damage, vandalism, or garbage at UTA property or services
- **Compliments:** Employee interaction was appreciated by the customer
- **Fare Payment Process:** As customers use our fare systems, they encounter challenges with the type of fare payment or mode, such as FAREPAY accounts and mobile ticketing (does not include ticket vending machines)

Figure 2: Top 5 types of customer feedback in 2025

TOP 5 TYPES OF CUSTOMER FEEDBACK



▶ Reliability	5,578
▶ Employee Behavior	4,029
▶ Fare Payment Not Working	2,428
▶ Compliments	1,599
▶ Repair Requests	802
▶ Other	8,930

Examples of Resolved Customer Comments

The sample comments below express some concerns or questions about UTA's performance. Each comment received diligent follow-up by Customer Service staff to investigate and resolve the issue.

We lost our son's backpack as we were traveling to the airport for vacation with a group of 8. Jack was SOOOOO very helpful - as he helped track down where it was taken, and got it back to us and kept us updated all along the way!! We got it back just before we needed to get through TSA at the airport! His service was so above and beyond what we had hoped or expected! Thank you, Jack, so much for helping us have a good trip!!!

I just wanted to let you know that I just spoke with Tammy on your Customer service line, and she was phenomenally helpful. She answered all my questions, even repeated questions, and helped me figure out the best way to get to my new job via FrontRunner and the bus, and really took the time to drill in and figure out things that weren't apparent in the system. I was very impressed with her, her patience and kindness, as well as her knowledge

This morning, the train I was on was delayed and then ultimately switched to out of service at a stop before where I needed to go. Despite this, the employees were very helpful and communicative to help everyone know what was going on and how to get where they need to go. It made a potentially stressful situation very calm. Thank you to them!

I wanted to take a moment to express my sincere appreciation for the outstanding assistance provided by your staff members, Wendy and Shelly.

My son's car was accidentally towed from the South Jordan UTA parking lot, and he was informed that it would cost \$600 to have it released from the impound lot. I contacted UTA and spoke with Wendy, who was very pleasant and took the time to listen carefully to my concerns. She immediately contacted UTA Police to gather more information.

Shortly after, Shelly reached out to me and explained that they believed my son's car had been towed in error. She took ownership of the situation, conducted thorough research, and coordinated directly with the towing company and my son to resolve the issue. Thanks to her efforts, the vehicle was promptly released and returned to the South Jordan parking facility.

Shelly was truly a lifesaver. Her professionalism, compassion, and dedication turned what could have been a frustrating experience into a positive one. I am deeply grateful for her help and for the excellent customer service demonstrated by both Shelly and Wendy.

I would like to thank and recognize Officer Gleason for his call back to me after I notified UTA about a woman who was in distress and was stripping her clothes off at Trax's Greek Station today. He was patient and forthcoming in addressing my concerns and questions. His empathy for the woman and perspective were caring and refreshing. You need more officers like him.

Lost my son having a bad week gave your driver a hard time I just want to apologize to the guy but as I was getting off the bus he talked to me letting me know everything would be OK then he let me know he was dealing with cancer and that my life would get better I just want him to know I thank him listening to his words stopped me from killing myself I just kept thinking this guy has cancer an driving around the city dealing with our bs I really needed his words this morning

Donavin is an amazing bus driver. He is so kind, generous, and attentive to the patrons, helping in every way he can and smiling while doing it. I've been taking the bus for many years and have never met someone as Great as him. It's not just a morning, either; it's every morning I see him. Thank you for hiring someone who adds to UTA's amazing service

Fare Payment Issues:

FAREPAY Reload on Website: The customer has been trying to reload their FAREPAY card but is having issues on the farepay.rideuta.com website. The most recent reload showed a "processing" error, and then the screen disappeared. The customer needs to add funds to ride and wants to know what to do next.

New Validator Issue: The new ticket validator does not provide audio feedback when reading the fare card. The old fare reader had that feature. Waiting to see the response on the small screen of the new ticket validator when there's a long line of people behind you is not practical. It is easy to keep the card over the reader until it gives audio feedback while the person is in motion. Only if there's a negative or error sound will someone step aside and try again without holding up the line. Please put that feature back on.

Ticket Vending Machine Not Accepting Card Payment: I was at the station and needed the FrontRunner that was coming at 12:24. Your machine was not accepting my credit card. It kept asking for a PIN, and my card is a debit and credit card. After several attempts, it finally gave me a ticket.

Overcharged: The customer states they rode from Murray Central Station to Provo Central Station on October 1st but were charged \$9.70 instead of \$5.50. They state they made sure to tap on and off at both stations. They state they checked the website but didn't see that their card falls under the numbers listed on the website for the replacement. They state they would like their replacement card mailed to them.

Reliability Issues:

Late Bus: The customer was very frustrated about the bus being late and that it's always late. It was supposed to arrive at Amazon at 5:57 PM, and because it was late, they missed their transfer to the FrontRunner.

No Show Bus: I have been riding the bus here since 2018, when I moved to SLC. I always raved about the bus to others, noting how timely and reliable it was compared with other cities I have lived in. However, that has changed this year. In the last month or so, this is the second no-show I have experienced, and another time the bus broke down at my stop. I keep having to spend money on a taxi to work because my bus runs only once an hour, and I can't wait for the next one. It is getting increasingly difficult to take the bus here. As a lifelong supporter of public transit, I find this very frustrating, especially since one of the reasons we chose to buy the house was its proximity to a bus route I could take to work. I would really appreciate a reply explaining what has changed this year and whether there's

any likelihood of bus reliability improving in the future. Thank you. As a side note, I texted my bus stop number, as the sign suggests, to see when it would arrive, and the system told me it was not a valid ID. So you might want to check on 155065.

Crowded Bus: The customer reported that on Friday, the bus was extremely overcrowded. The situation was so severe that other passengers chose to get off and find alternative transportation home. The customer also mentioned that bus loads have been unusually high lately, making travel uncomfortable and unreliable.

Late TRAX Train: The customer called to report that, following the UTA football game on Saturday around midnight, they had to wait approximately 30 minutes for a TRAX train. The customer requested an explanation for the delay and noted that many people were left waiting in the cold.

Pass by: The customer stated that she is an ADA customer and partially blind, with a guide dog. She reported that the driver often passes her at the stop, which is hard to see. The customer stated that she would like reflector tape placed on the stop so she can be picked up when the bus arrives. She mentioned that she has offered to put the tape up herself, but the driver told her it requires a special kind of tape. The customer added that she flashes her light and that her dog has blinkers.

Employee Behavior:

Driving Habits: Customer states that the ride was very rough, and the driver was slamming on the brakes hard, pushing him forward in the seat and causing others to spill their drinks. It seemed like it could have been smoother. It triggered a past experience in which his wife had gone through the windshield of a car. Customer provided the vehicle number.

Driving Habits: A bus pulled out in front of me in a roundabout. I honked, and he waved at me. I followed him through the roundabout to get the bus number to file this complaint. He pulled up alongside me and said, "I was going a little fast?" My truck is so old that is impossible. He was reckless and arrogant and will undoubtedly kill someone some day.

Attitude or Poor Interaction: Customer reported that when she boarded at 500 E Garden Ave, the bus pulled far away from the curb, and she had a stroller. The op didn't offer to lower the bus or ramp. When she exited at 500 E 3300 S, she asked for the ramp, and he acted like he couldn't hear her. She asked again, and nothing. She exited with a baby in her arms, pushing the stroller off. She also asked if he could let her off at 3300 S, and the op said, "you can pull the string".

Driving Habits: The ride was jerky and uncomfortable, making me feel nauseated. The driver was pumping the accelerator instead of holding it steady, causing a constant forward-and-backward rocking for the passengers. I don't know whether the bus was having mechanical trouble or if it was the driver's behavior, but I've never had this issue before, even though I take the bus several times a week. It was very unpleasant.

Attitude or Poor Interaction: I wanted to report that the trainer on this bus acted more like a school bus driver. She kept telling the person who was driving that you should know this, then kept threatening to take him back to the office. She had no patience and was not very helpful to the person learning.

Attitude or Poor Interaction: The customer states that when he called in and discussed his concern with the previous agent, she was very dismissive of his feelings, seemed to side with the driver, kept making excuses for the driver, and sighed heavily throughout the call. Finally, the customer said Thank you for your time and disconnected the call.

Repair Request:

Offensive Sticker: There is a paddle marker with a four-letter slogan sticker on the Trax-Line eastbound 400 S @ the 700 E left-turn lane. The sticker is offensive and disrespectful to local commuters. The Trax-Line paddle marker should be replaced. Please schedule regular checks of paddle marker signage in your system.

Light Out: The parking lot light has been out for over a year. It is the main, large light closest to the Station in the parking lot. This is at Farmington Station.

Garbage Can: Customer states that the trash can at the Ballpark Station on the south end of the platform is overflowing. Customer states the station could also use a pressure wash. Customer states they do not want a call back.

Broken Shelter Glass: Customer reports that the bus stop shelter has no windows, so the seats are wet when she arrives. She would like the glass replaced.