



Utah Transit Authority

Board of Trustees

MEETING MINUTES - Draft

669 West 200 South
Salt Lake City, UT 84101

Thursday, August 8, 2024

9:00 AM

FrontLines Headquarters

Budget Work Session

Present: Chair Carlton Christensen
Trustee Beth Holbrook
Trustee Jeff Acerson

Also attending were UTA staff members.

1. Call to Order and Opening Remarks

Chair Carlton Christensen welcomed attendees and called the meeting to order at 9:47 a.m. (The meeting start time was substantially delayed due to technical difficulties.)

2. Safety First Minute

Nichol Bourdeaux, UTA Chief Planning & Engagement Officer, delivered a brief safety message.

3. Discussion Items

a. Chief Operating Officer Budget

Jay Fox, UTA Executive Director, and Viola Miller, UTA Chief Financial Officer, were seated at the meeting table and contributed to the discussion.

Patrick Preusser, UTA Chief Operating Officer, provided an operations overview by reviewing:

- Operations responsibilities
- 2024 strategy
- 2024 strategic initiatives milestones and progress
- 2024 strategic budget change initiatives
- 2025 base budget highlights
- 2025 opportunities and challenges
- 2025 proposed operating budget (by category, department/business unit, and budgeted full-time equivalents)
- 2025 strategic budget change initiatives
- 2025 operating budget changes

Discussion ensued. Several questions were posed by the board and answered by staff.

Topics of inquiry included:

- Working conditions pilot (e.g., assessment and performance measurements, new employee feedback)
- Transit connection program
- Operations planning standards
- Capitalized operations costs
- Fuel cost projections

The board also requested a report on the working conditions pilot.

Once the operations overview was presented, information was provided for departments and business units, including the chief operating office, public safety, fleet engineering, bus, rail, special services, and asset management.

Chief Operating Office

Preusser reviewed the 2025 proposed operating budget (by department, category, and budgeted full-time equivalents) for the chief operating office. He noted there would not be a full-time equivalent reduction in fleet engineering.

Public Safety

Preusser reviewed the following information pertaining to public safety:

- 2024 strategy
- 2024 strategic initiatives milestones and progress
- 2025 opportunities and challenges
- 2025 proposed operating budget

Discussion ensued. Several questions were posed by the board and answered by staff.

Topics of inquiry included:

- Increasing the number of female officers in police recruitment
- Hybrid vehicles functionality
- De-escalation training
- Chaplain services

Fleet Engineering

Preusser reviewed the following information pertaining to fleet engineering:

- 2024 strategy
- 2024 strategic initiatives milestones and progress
- 2025 opportunities and challenges
- 2025 proposed operating budget

Discussion ensued. Several questions were posed by the board and answered by staff.

Topics of inquiry included:

- Planned investments to enhance perceived public safety
- Customization versus industry standardization
- Plan for disposing of end-of-life light rail vehicles

The board also requested staff review the 2025 wage reduction savings number for accuracy.

Bus

Preusser reviewed the following information pertaining to bus:

- 2024 strategy by business unit
- 2024 strategic initiatives milestones and progress
- Bus statistics (avoidable collision per 100,000 miles and bus system rolling average per 100,000 miles)
- 2025 opportunities and challenges
- 2025 base budget highlights
- 2025 proposed operating budget (by department, category, and budgeted full-time equivalents)

Discussion ensued. Several questions were posed by the board and answered by staff.

Topics of inquiry included:

- Supervisor role redesign
- Bus collision reduction efforts
- Managing structural impediments to operations
- Employee-generated ideas
- Service increases by business unit
- Maintenance reductions in the Timpanogos business unit

Staff committed to provide the board with information on the budget allocation for service changes.

The meeting was recessed at 11:12 a.m. and reconvened at 11:26 a.m.

Rail

Patrick Preusser was joined by Alisha Garrett, Chief Enterprise Strategy Officer.

Preusser reviewed the following information pertaining to rail:

- 2024 strategy by business unit
- 2024 strategic initiatives milestones and progress
- Rail statistics (commuter rail fatalities, collisions, and injuries; commuter rail safety violations; light rail fatalities and injuries; light rail events per 100,000

- miles; light rail stop signal events; and light rail speeding events)
- 2025 opportunities and challenges by business unit
- 2025 base budget highlights
- 2025 proposed operating budget by business unit (by department, category, and budgeted full-time equivalent)

Discussion ensued. Several questions were posed by the board and answered by staff. Topics of inquiry included:

- Customer feedback themes
- WINS program progress
- Delay data and tracking
- Safety targets and safety violations
- Safety incident trends
- Light rail speeding events
- Reduction in rail maintenance expenses

The board also requested more information on agency efforts to minimize delays.

Special Services

Patrick Preusser was joined by Ryan Taylor, UTA Special Services General Manager.

Preusser reviewed the following information pertaining to special services:

- 2024 strategy
- 2024 strategic initiatives milestones and progress
- 2025 opportunities and challenges
- 2025 base budget highlights
- 2025 proposed operating budget (by department, category, and budgeted full-time equivalent)

Discussion ensued. Several questions were posed by the board and answered by staff. Topics of inquiry included:

- Paratransit introduction videos
- Fleet transition to low-floor, kneeling buses
- Paratransit eligibility request trends
- Staffing by business unit (for bus)

The board recommended creating a more robust series of travel training videos for the general public.

Asset Management

Patrick Preusser was joined by Zachary Thomas, UTA Commuter Rail General Manager, and Brad Armstrong, UTA Director of Budget & Financial Strategy.

Preusser reviewed the following information pertaining to asset management:

- 2024 strategy
- 2024 strategic initiatives milestones and progress
- 2025 opportunities and challenges
- 2025 base budget highlights
- 2025 proposed operating budget (by department, category, and budgeted full-time equivalent)

Discussion ensued. Several questions were posed by the board and answered by staff. Topics of inquiry included:

- Broken gate response time
- Landscape maintenance responsibility
- Vinyl seat replacement on TRAX and FrontRunner
- Future shift of propulsion costs from asset management to light rail
- Utility costs for light rail

The meeting was recessed at 12:13 p.m. and reconvened at 12:30 p.m.

b. Chief Communications Officer Budget

Heather Barnum, UTA Chief Communications Officer, discussed the communications and marketing office mission, responsibilities, and office service areas. She then reviewed the following pertaining to communications and marketing:

- 2024 strategy
- 2024 strategic initiatives milestones and progress
- 2024 strategic budget change initiatives
- 2025 opportunities and challenges
- 2025 base budget highlights
- 2026 APTA Mobility Conference & Bus Roadeo
- 2025 proposed operating budget by category (Barnum noted the utilities number in the presentation is not accurate and will likely be higher)
- 2025 operating budget changes summary

Discussion ensued. Several questions were posed by the board and answered by Barnum. Topics of inquiry included:

- UTA brand management
- Branded items for employees
- Technology and other communications tools
- UTA website management
- Media campaigns
- Fare collection campaign

- Long-term communications strategy
- Low-income and youth demographics marketing
- Olympic TRAX vehicle wrap
- Perceptions of UTA

The board recommended leveraging relationships with local elected officials to increase transit ridership; aligning messaging among audiences (e.g., public, stakeholders, etc.); marketing to low-income, youth, and tourist demographics; and formulating joint messages on key topics.

The board also requested more information on the long-term communications strategy and an audience analysis of the perceptions of UTA, along with recommendations for increasing positive perception.

The meeting was recessed at 1:13 p.m. and reconvened at 1:24 p.m.

c. Executive Director Budget

Jay Fox was joined by David Wilkins, Assistant Attorney General.

Wilkins reviewed the following pertaining to legal services:

- 2024 strategy (still in the defining process)
- 2025 opportunities and challenges
- 2025 base budget highlights
- 2025 proposed operating budget

Discussion ensued. Several questions were posed by the board and answered by Wilkins. Topics of inquiry included:

- Performance metrics
- Staff workload
- Capacity for performing policy work
- Professional development and de-escalation approaches
- General legal training program
- Budget allocation for outside counsel

4. Other Business

- a. Next Meeting: Friday, August 9th, 2024 at 9:00 a.m.

5. Adjourn

A motion was made by Trustee Holbrook, and seconded by Trustee Acerson, to adjourn the meeting. The motion carried by a unanimous vote and the meeting adjourned at 2:28 p.m.

Transcribed by Cathie Griffiths
Executive Assistant to the Board Chair
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/930947.html> for entire content. Meeting materials 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