



# Utah Transit Authority

## Board of Trustees

### MEETING MINUTES - Draft

669 West 200 South  
Salt Lake City, UT 84101

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Friday, September 16, 2022

9:00 AM

FrontLines Headquarters

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#### Budget Work Session

**Present:** Chair Carlton Christensen  
Trustee Beth Holbrook  
Trustee Jeff Acerson

Also in attendance were UTA staff members.

#### 1. Call to Order and Opening Remarks

Chair Christensen welcomed attendees and called the meeting to order at 9:02 a.m. He announced this is an in-person meeting with audio recording and no live video stream.

#### 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. Discussion Items

##### a. Chief Enterprise Strategy Officer Budget

**Presenters:** Alisha Garrett, UTA Chief Enterprise Strategy Officer was joined by Enterprise Strategy office staff including Kyle Brimley, UTA IT Director.

Ms. Garrett highlighted the overall Enterprise Strategy office achievements for 2022, key initiatives for 2023, and shared the Enterprise Strategy office organizational chart including vacant positions.

Ms. Garrett proceeded to present the 2022 budgets and 2023 proposed operating budgets for each of the key areas within her department, including Enterprise Strategy, Organizational Excellence, Operation Analysis, Data Quality and Ridership, and Information Technology. The information technology budget was broken down into several sub-categories including IT director, information security, project management, network support, business communications, App development, and radio communications, and quality assurance. 2022 deliverables and 2023 key initiatives were also presented under the IT category.

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

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Topics of inquiry included:

- Records Assessment (archiving)
- Improved service, delivery, and relationships with Attorney General's office
- Workforce Initiative (WINS) program
- Necessity for additional 2 FTE IT/Data staff
- Status on policy reviews
- Technical debt
- CAD ADL System
- IT Risks
- Evaluating software
- Intern positions
- Office 365 Migration
- Departmental budget management

The Trustees requested more information to better understand the various groups and initiatives relating to the organization's data.

A recess was called at 10:08 a.m. with the meeting reconvening at 10:20 a.m.

**b. Chief Financial Officer Budget**

**Presenters:** Bill Greene, UTA Chief Financial Officer, Monica Morton, UTA Fares Director, and Brad Armstrong, UTA Senior Manager - Budget & Financial Analysis.

Mr. Greene shared a general overview of the department's 2022 deliverables and 2023 key initiatives.

He then presented the Chief Financial Officer Operating Budget for 2022, the 2023 proposed budget and 2023 budget changes.

These were followed by individual 2023 budget presentations in the following areas:

- CFO Operating Budget
- Supply Chain
- Claims and Insurance
- Fares Operations
- Farebox Services
- Accounting
- Budget and Financial Analysis

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

Topics of inquiry included:

- Fare Collection system

- Zero Fare Study
- Medicaid electronic fare passes
- Payment controls for direct deposits and checks
- TVM maintenance performance
- New Requisition to PO software
- Asset and inventory management (parts)
- Tenanting for administration building
- Supply chain issues
- Fuel Prices
- Lease software
- Reduced utility costs

The Trustees provided the following recommendations relating to the Chief Financial Operating Budget:

- Consider the impact of the zero fare study outcome on the proposed farebox system (look at scenarios and exit strategies if needed)

**c. Chief Communications Officer Budget**

**Presenters:** Steven Wright, UTA Chief Communications Officer and Andrea Parker, UTA Communications Director.

Mr. Wright provided a detailed presentation of activities within the communications and marketing department. These included:

- Delivery on 2022 commitments
- Previous organizational structure (PR & Marketing)
- Findings from 2021 Assessment relating to structure
- Organization restructuring actions
- Proposed organization structure and focus
- 2023 key initiatives
- 2023 proposed budget

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

- Restructuring, next steps and timelines
- Data analytics
- Overlap with community engagement
- Customer testimonials
- Ambassador program

The Trustees provided the following recommendations relating to the Communications Officer Budget:

- Digitally capture customer (and staff) testimonials of success stories.

- Add an events page on the UTA website.

A recess for lunch was called at 11:51 a.m. with the meeting reconvening at 12:34 p.m.

**d. Executive Director Budget**

**Presenters:** Jay Fox, UTA Executive Director; David Wilkins, Utah Attorney General; Sheldon Shaw, UTA Safety & Security Director.

Mr. Fox provided a progress report on the Executive Director's 2022 commitments in addition to sharing the key initiatives for 2023. He then presented the proposed Executive Director 2023 Operating Budget by division, category, and FTE, as compared to the 2022 budget.

Mr. Wilkins presented the 2023 Legal Services budget.

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

- Fleet strategy
- Resources and strategy for unhoused population
- Resources for an additional attorney (if needed)

Mr. Shaw summarized the 2022 Safety and Security delivery of commitments and shared three key initiatives for 2023. He then presented the 2023 proposed budget.

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

- Internal Audit
- UTA Safety Culture
- Video Security and ARC Flash program
  - Security study recommendations
  - Active monitoring of cameras
  - Analytical software recognition
  - Sensor audio capabilities

**e. Board of Trustees Office Budget**

**Presenters:** Carlton Christensen, UTA Board Chair; Board of Trustees Staff; Annette Royle, UTA Director of Board Governance; Mike Hurst, UTA Internal Audit Director; Shule Bishop, UTA Government Relations Director.

Staff shared delivery on 2022 commitments and key initiatives for 2023 in their respective areas, (Board Office, Government Relations, and Internal Audit), in addition

to the 2023 proposed budgets.

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

- Online Board meeting viewership
- Strategic plan metrics and public communication
- Federal grants
- Communication structure and strategy (legislative)

**Summarize Requests for Follow Up Session**

Ms. Royle summarized questions and items for follow up from the budget work sessions. The trustees requested that staff provide more detailed information for discussions at the budget work session follow up meeting next week and budget review in October 2022.

**5. Other Business**

- a. Next Meeting: Budget Work Session  
- Thursday, September 22nd, 2022 at 11:00 a.m.

**6. 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 2:21 p.m.

Transcribed by Hayley Mitchell  
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 and audio located at <https://www.utah.gov/pmn/sitemap/notice/780421.html> for entire content.

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

Approved Date:

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Carlton J. Christensen  
Chair, Board of Trustees