



Utah Transit Authority

Board of Trustees

MEETING MINUTES - Draft

669 West 200 South
Salt Lake City, UT 84101

Monday, August 5, 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 9:01 a.m. He noted this is an in-person recorded meeting with no live video stream. An audio recording of the meeting will be available within three days.

2. Safety First Minute

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

3. Discussion Items

a. 2025 UTA Budget - Overview

Jay Fox, UTA Executive Director, was joined by Viola Miller, UTA Chief Financial Officer. Fox opened the session by providing an overview of the day's presentations which included a budget overview, strategies, key topic discussions, and planned initiatives.

Fox invited Alisha Garrett to join him in presenting the UTA Executive team's strategies which are aligned with the five strategic priorities from the agency's 2030 strategic plan. These include Quality of Life, Customer Experience, Organizational Excellence, Community Support, and Economic Return.

Staff referenced the "one page strategic document" and summarized the Executive team's annual targets and initiatives to support the plan's priorities within each category for 2024 and 2025.

Miller and Fox provided an overview of the 2025 proposed budget by various categories, 5-10 year fiscal projections, 10-year financial forecast, and sales tax growth. A summary of the 2025 operating budget initiatives and key budget assumptions was

also shared. Miller indicated the need for strong fiscal responsibility, alignment with strategic goals, and a One UTA approach.

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

Topics of inquiry included:

- TRAX Modernization project
- Implementation of a new fee schedule and fee revenue tracking
- State of good repair and coordination with Union Pacific on grade crossings
- The agency's wage increase percentage versus the state average
- Budget deficit/debt service
- Sales tax growth and usage

The board recommended:

- Managing expectations/perceptions of future funding and projects following the Olympics announcement.
- Continue capturing and sharing employee improvement ideas through storytelling (both internally and externally)
- Considering external engagement opportunities with riders to share their stories
- A facilities assessment/contingency plan for business continuity
- Tracking the cost of improving working conditions to retain employees versus the cost of recruitment and turnover
- Identifying opportunities at community events to showcase the knowledge and talents of UTA staff
- Increasing engagement efforts and emphasizing the value of transit within the community and to key stakeholders

The meeting recessed at 10:48 a.m. and reconvened at 11:01 a.m.

b. 2025 UTA Budget - Key Topics

Jay Fox was joined by Vi Miller, Alisha Garrett, Patrick Preusser, UTA Chief Operating Officer; David Hancock, UTA Chief Capital Services Officer; Kim Shanklin, Chief People Officer; Nichol Bourdeaux, UTA Chief Planning & Engagement Officer; and Heather Barnum, Chief Communications Officer.

Staff delivered presentations under their respective areas which included the following topics:

Sustainable Service Delivery System - People Resources, and Operations - 2025-2027 Service Plan

- Implementation of services, 2024 service planning changes, recruitment and training, operator working conditions, in addition to metrics for on-time performance, preventative and corrective maintenance, and maintenance

cost/vehicle mile, across service modes

Operations (Rolling Stock, SGR, etc.)

- Public safety, bus, special services, commuter rail, light rail, fleet engineering, maintenance

The meeting was recessed at 12:14 p.m. and reconvened at 12:33 p.m.

IT/Special Systems

- Critical operation systems, radio system upgrade, Trapeze, JD Edwards, Fares Systems, Human Resource Information System (HRIS), WorkDay, SGR (hardware, software), and National Institute of Standards and Technology (NIST) Compliance

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

Topics of inquiry included:

- Recruitment, training, graduation, retention and turnover rates
- Management of over staffing
- Apprenticeship program retention rates
- Operator working conditions
- Long-term staffing needs for reduced headways on FrontRunner
- Preventative maintenance concerns
- The need for additional maintenance support
- Electric bus coolant systems
- Bus mean distance between failures
- Wayside - broken gate response time
- Wayside signage
- End of life on critical IT systems and contingency plan for catastrophic failures
- Radio system upgrade options (functionality and integration to local law enforcement systems)
- Enterprise Asset Management system (synergies, integration, data transfer etc.)
- Fares system - mobile apps, payment options, and project implementation
- HRIS WorkDay roll-out and integration
- SGR (Hardware) - recent improvements, tower preventative maintenance
- SGR (Software) - potential vulnerabilities

The board recommended:

- Consistency and transparency relating to plans and costs associated with UTA's aligned plans and studies
- Monitoring and comparing UTA's turnover rate with other agencies
- Taking a proactive approach on the potential impact of large scale events (such as the Olympics) on infrastructure and technology - other countries have experienced issues with their networks during large scale events

Staff committed to provide the board with the following information:

- Issues relating to preventative maintenance across all service units and the underlying factors
- The number of broken gates each year (Wayside)

4. Other Business

- a. Next Budget Work Session: Tuesday, August 6th, 2024 at 9:00 a.m.

5. 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 1:29 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 or audio located at <https://www.utah.gov/pmnsitemap/notice/930551.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