



Utah Transit Authority

Board of Trustees

MEETING MINUTES - Draft

669 West 200 South
Salt Lake City, UT 84101

Thursday, September 15, 2022

10:00 AM

FrontLines Headquarters

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 Carlton Christensen welcomed attendees and called the meeting to order at 10:00 a.m. He announced this is an in-person meeting with no video stream. The audio recording will be available within two days following the meeting.

2. Pledge of Allegiance

Attendees recited the Pledge of Allegiance.

3. Safety First Minute

Cherryl Beveridge, UTA Chief Operating Officer, provided a brief safety message.

4. Discussion Items

a. Chief Operating Officer Budget

Ms. Beveridge was joined by Nichol Bourdeaux, UTA Chief Planning & Engagement Officer; Michelle Wallace, UTA Acting Regional General Manager - Mt. Ogden Business Unit; Lorin Simpson, UTA Regional General Manager - Salt Lake Business Unit; Andres Colman, UTA Acting General Manager - Light Rail; Bruce Cardon, UTA General Manager - Commuter Rail; Ryan Taylor, UTA General Manager - Special Services; Dalan Taylor, UTA Chief of Police & Public Safety Manager; Brian Sawyer, UTA Director of Fleet Engineering; and Kevin Anderson, UTA Director of Maintenance Support. She highlighted the agency-wide operations achievements in 2022 then she, along with staff, summarized achievements specific to each business unit as well as the public safety, fleet engineering, and maintenance management departments.

Ms. Beveridge outlined the 2023 strategic service strategy, which includes attention to areas such as extra board scheduling, supervisor ratios, 2023 service implementation, and 2024 service "ramp up." She spoke about funding key initiatives and reviewed the

operating budget by office, category, and full-time employee (FTE) totals. She also reviewed changes in the budget from 2022 to 2023.

After the more comprehensive operating budget overview, Ms. Beveridge provided information on the proposed chief operating officer, business unit, public safety, fleet engineering, and maintenance support priorities and budgets.

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

- Timpanogos:
 - 900 East UVX station in Provo
 - WINS program savings
 - Wage increases
 - Capitalized costs
 - UTA financial obligations in Utah County
- Mt. Ogden:
 - Electric bus testing
 - Employee suggestion process
 - FTE additions
- Salt Lake:
 - Ridership transition from discontinued routes to new routes
 - Timeline for opening the Depot District facility
 - Electric bus charging capacity in Salt Lake County
 - Administration change
 - Utilities increase
 - Plan for the Central Garage facility
- Light Rail:
 - Cultural improvements
 - Light rail vehicle seat replacement
 - Utilities costs
- Commuter Rail:
 - Seating capacity
 - Reliability following the opening of Vineyard Station
 - Locomotive and bi-level overhauls
 - Staffing successes
 - Coordination with the Utah Department of Transportation (UDOT)
 - Comet car disposal
 - Parts costs
- Special Services:
 - Meeting passenger needs using private companies (e.g., Uber or Lyft)
 - Challenges with contracted service providers
 - Paratransit service obligations
 - On Demand connection improvements
- Public Safety:

- Operator safety
- Cameras supporting law enforcement activities
- Software upgrades
- Equipment needs
- Fleet Engineering:
 - Staffing
 - Supply chain concerns
 - Vehicle overhaul program
 - Original equipment manufacturer (OEM) coordination with other agencies
 - Exchange of innovations with organizations similar to UTA
 - Positive train control requirements
- Maintenance Management:
 - Utilities management efforts
 - Utility costs
 - In-house fabrication needs
- 2023 Service Strategy
 - Supervisor/operator relationships
 - Supervisor staffing
 - Supervisor training
- 2023 Key Initiatives
 - Extra board
 - Contingency allocations
 - Staffing needs
- 2023 Proposed Operations Budget
 - Fuel/power increases
 - Martin Luther King observance distribution rates
 - Utility cost allocations
- 2023 Proposed COO Operating Budget
 - Supplies

Trustees also provided recommendations related to the chief operating officer budget. They suggested:

- A case study on the impact of route changes on ridership for the routes that were adjusted in the Avenues in Salt Lake City
- Providing travel training to seniors living in Tooele County and incorporating family members of seniors in the training, particularly the younger generation, to assist in supporting seniors with their mobility needs
- A campaign to communicate changes that are being made to supervisor and operator working conditions
- Sharing the UTA overhaul more broadly
- Internal coordination on future plans for the Central Garage site

Trustee Acerson mentioned several concerns related to the Vineyard Station.

Specifically:

- There is a sign that has blown over and needs to be replaced.
- Challenges with crossing malfunctions yesterday made trains late and caused issues with bus connections.
- The parking lot at Vineyard Station is full. If the contingency plan is for patrons to park on the streets, the streets may become too narrow for buses traveling through the area.
- There are a lot of insects at the station. (Chair Christensen recommended contacting the local mosquito abatement district to assist with mitigation.)

Jay Fox, UTA Executive Director, committed to providing the board with more information on the distribution of the Martin Luther King, Jr. holiday observance allocations.

Recesses

The meeting recessed at 11:57 a.m. during the chief operating office budget presentation and reconvened at 2:00 p.m., at which point the chief operating office budget presentation resumed.

The meeting recessed a second time at 3:41 p.m. and reconvened at 3:50 p.m. for the chief planning and engagement officer budget presentation.

b. Chief Planning and Engagement Officer Budget

Nichol Bourdeaux, UTA Chief Planning & Engagement Officer, was joined by Jaron Robertson, UTA Acting Planning Director; Cindy Medford, UTA Manager of Customer Service; Megan Waters, UTA Community Engagement Director. Ms. Bourdeaux highlighted the planning and engagement achievements in 2022. She then outlined key initiatives for the overall planning and engagement function in 2023 and reviewed the proposed combined budget for this office by department, category, and FTE totals.

Ms. Bourdeaux went on to discuss the budgets specific to the planning and engagement, community engagement, customer experience, customer service, innovative mobility services, service planning, and strategic planning departments. She also described changes in the budget from 2022 to 2023.

Discussion ensued. Several questions were posed by the board and answered by staff. Topics of inquiry included: transportation network company (TNC) service support pilot, small area studies, OGX, customer service database improvements, onboard survey, transit connection program pilot, community outreach staffing, customer service employee working conditions, innovative mobility solutions expenses by category (wages and fuel/power), capitalized expenses in the planning functions, wayfinding improvements.

The board requested an update from the customer experience team on wayfinding

improvement plans and suggested connecting with the Olympics planning organizations to identify potential synergies on signage.

5. Other Business

- a. Next Meeting: Budget Work Session
- Friday, September 16th, 2022 at 9:00 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 4:48 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 and audio located at <https://www.utah.gov/pmn/sitemap/notice/780419.html> for entire content.

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

Approved Date:

Carlton J. Christensen
Chair, Board of Trustees