

# UTA Board of Trustees Meeting

February 26, 2025



# Call to Order and Opening Remarks



# Pledge of Allegiance



# Safety First Minute



# Public Comment

- Live comments are limited to 3 minutes per commenter
- Live comments may be heard from in-person attendees as well as Zoom attendees
- For comments via Zoom, use the “raise hand” function in Zoom to indicate you would like to make a comment
- Public comment was solicited prior to the meeting through alternate means, including email, telephone, and the UTA website
- Any comments received through alternate means were distributed to the board for review in advance of the meeting



# Consent Agenda

- a. Approval of February 12, 2025, Board Meeting Minutes



# **Recommended Action**

## **(by acclamation)**

Motion to approve the consent agenda.



# Reports





# Legislative Update and Potential Action on Proposed Legislation



# Executive Director Report



# UTA Recognition – Bus Maintenance Roadeo



# 2025 Bus Maintenance Roadeo

**Patrick Preusser**  
**Chief Operating Officer**



# Saturday, January 11, 2025

- 7 Teams Competed

- Events

1. Written Test
2. Vehicle Inspection
3. Power Trains
4. Air Brake Board
5. HVAC
6. Multiplex Module
7. Doors



# Let the competition begin .....

UTAH TRANSIT AUTHORITY



Agenda Item 6. b.





# WINNERS

## Bus Maintenance Champs

**1<sup>st</sup> Place Meadowbrook – Christian Shelly, Patrick Smith, and Gabriel Romero  
(APTA 2025 International Bus Rodeo in Austin, TX - April)**



**Agenda Item 6. b.**



# WINNERS

**2<sup>nd</sup> Place Meadowbrook – Jeffrey Marin, Cesar Valenzuela, and Jeremy Pew**



**Agenda Item 6. b.**



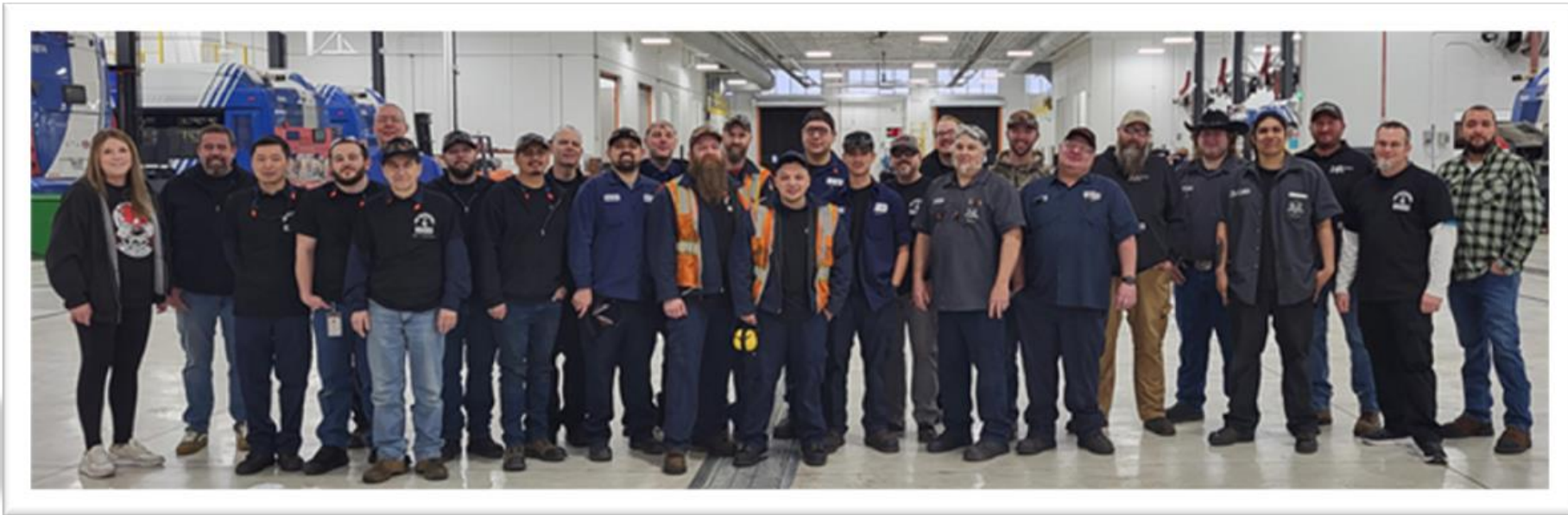


# WINNERS

**3<sup>rd</sup> Place Timpanogos – Spencer Hess, Kevin Hardy, and Robert Welker**



# Questions?



Agenda Item 6. b.



# Discretionary Grants Report Status



# **Strategic Plan Minute: Learning and Improving Through GEMBA**





# Strategic Plan Minute

Feb 26, 2025



**Agenda Item 6. c.**



**Achieving Organizational Excellence**



## UTA Learns and Improves Through GEMBA's



**Agenda Item 6. c.**

# Resolutions



**R2025-02-03 –  
Resolution Setting Compensation for  
District Officers and Employees and  
Establishing Parameters to Make Changes  
to the Structure for the Year 2025**





## Salary Structure Updates

- The attached salary structure grew by 2% for 2025 based off the current salary budget survey results, effective January 5, 2025.
- This growth helps UTA stay competitive within the current labor market.
- A number of positions will receive pay lane minimum adjustments based off the adjustment to the salary structure.



# Mid-Year Job Placements

- This resolution allows the Executive Director and the Chief People Officer to place additional jobs in the structure under the following parameters:
  - Addition of a new job that has been authorized by the Board in an approved budget
  - Adjustment of an existing job that has changed more than 50% per Corporate Policy 6.7.2.1
  - Adjustment of an existing job as part of an audit review or as a result of a manager's request to review or appeal under UTA Policy UTA.05.04
- The same methodology used in development of the annual compensation structure will be applied to any adjustment listed above.
- The Chief People Officer will provide the Board a quarterly report summarizing adjustments that occurred under the parameters of the resolution.
- The Board will be presented with a resolution in January 2026 to ratify the adjustments made in 2025 as presented in the quarterly reports.



# Recommended Action

## (by Roll Call)

Motion to approve R2025-02-03 - Resolution Setting Compensation for District Officers and Employees and Establishing Parameters to Make Changes to the Structure for the Year 2025, as presented.



# Contracts, Disbursements, and Grants



# **Change Order: Program Management Services Change Order No. 03 - Option Year 2 (HNTB Corporation)**

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## **Recommended Action (by acclamation)**

Motion to approve Program Management Services Change Order Number 3 for Option Year 2 with HNTB Corporation, as presented.



# Pre-Procurement

- Orange Line Implementation/Red Line Realignment Consultant for Environmental Clearance and Preliminary Engineering NEPA documents
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## **Recommended Action (by acclamation)**

Motion to table discussion on Pre-Procurement item: Orange Line Implementation/Red Line Realignment Consultant for Environmental Clearance and Preliminary Engineering NEPA documents.



# Service and Fare Approvals



# **Fare Agreement: Special Events Agreement (The Church of Jesus Christ of Latter-Day Saints)**

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## **Recommended Action (by acclamation)**

Motion to approve the Special Events Fare Agreement  
with The Church of Jesus Christ of Latter-Day Saints, as presented





# Budget and Other Approvals



# **TBA2025-02-01 – Technical Budget Adjustment – 2025 Capital Program**



# Summary of Budget Requests

- Request is to reallocate \$2.286M in existing 2025 Capital Budget to other projects to aid in delivery:
  - 10 projects will have budget increased
  - 6 project will have budget decreased



# Rationale for Budget Increases

- FMA688- Lab Building/FLHQ Demolition/Parking lot (increase \$60K)
  - Covers some previously obligated work from 2024 and some money for scoping on the final paving portion of the project. Will need more funding once paving phase is better defined.
- MSP205-Tiger Program of Projects (increase (\$241K)
  - Had a late invoice come in for some utility work around Provo Ped Bridge. Project was unfunded in 2025. Funds needed to cover invoice
- MSP208- Clearfield Trail (increase \$1.471M)
  - Project is unfunded in 2025. Anticipated completion in 2024. Funding is to cover remaining construction.
- FMA681- Arc Flash Study (increase \$82K)
  - Project unfunded in 2025. Anticipated completion in 2024. Need to finish remaining work and pay invoices.
- MSP314- One Time UTA On Demand Funds (increase \$92K)
  - Project unfunded in 2025. Anticipated completion in 2024. Have remaining obligations to pay.



# Rationale for Budget Increases

- REV211- Replacement Buses (Increase \$35K)
  - Project unfunded in 2025. Adding budget to cover remaining obligation as well as providing some funds to execute 2026 procurement order in 2025.
- FMA691- Fuel Master Installation at MB and Mt Ogden (increase \$5K)
  - Project unfunded in 2025. Adding budget to cover remaining obligations from 2024.
- SGR407- Bus Stop Enhancements (increase \$200K)
  - Adding \$200 K to project to acquire some additional bus stop amenities
- MSP268- Optical Detection (increase \$60K)
  - Needs funding to close out current obligations and grant requirements.
- MSP281 - FFY 2021 UT-2023-023 P/O 5310 (increase \$40K)
  - Funds will be used for a vehicle purchase



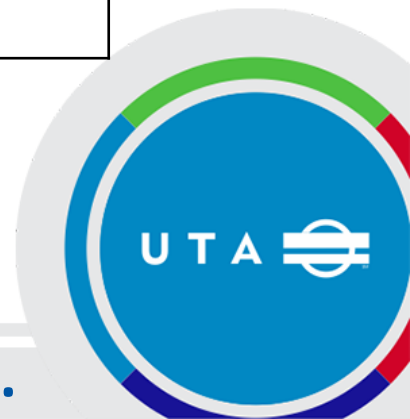
# Rationale for Budget Decreases

- MSP229- Bus Stop Improvements & Signing SL County (reduction by \$200K)
  - Project is basically complete. Funds are from left over available budget.
- MSP322- FFY 2019/2020 UT-2021-010-01 O/L 5310 (reduction by \$40K)
  - No obligations currently. Grant is closing. Will share with another 5310 project.
- REV232- Van Pool Vans (reduction by \$35K)
  - Project currently has available budget.
- MSP265- Program Management Support (reduction by \$443K)
  - Project has available budget
- SGR370- Red Light Signal Enforcement (reduction by \$200K)
  - Project is currently on hold.
- MSP258- Mt Ogden Admin Bldg Expansion (reduction by \$1.368M)
  - Project is finishing up design, construction will not start until fall.
  - Project has excess funds this year which can be used to assist other projects



# Breakdown for Project Funding Increases

Project Code/Name	2025 Budget	Requested Amount	2025 Adjusted Total
FMA688- Lab Building FLHQ Demolition/Parking Lot	-	60,000	60,000
MSP205- Tiger Program of Projects	-	241,000	241,000
MSP208- Clearfield FR Trail	-	1,471,000	1,471,000
FMA681- Arc Flash Study	-	82,000	82,000
MSP314- One Time UTA On Demand Funds	-	92,000	92,000
REV211- Replacement Buses	-	35,000	35,000
MSP281 - FFY 2021 UT-2023-023 P/O 5310	-	40,000	40,000
FMA691- Fuel Master Installation at MB and Mt Ogden	-	5,000	5,000
SGR407- Bus Stop Enhancements	1,275,000	200,000	1,475,000
MSP268- Optical Detection	-	60,000	60,000
	<b>Total</b>	<b>\$2,286,000</b>	



# Breakdown for Project Funding Decreases

Project Code/Name	2025 Budget	Requested Amount	2025 Adjusted Total
MSP229- Bus Stops Improvements & Signing SL County	364,000	(200,000)	164,000
MSP322- FFY 2019/2020 UT-2021-010-01 O/L 5310	50,000	(40,000)	10,000
REV232-Van Pool Vans	1,716,000	(35,000)	1,681,000
MSP258- Mt Ogden Admin Bldg Expansion	9,081,000	(1,368,000)	7,713,000
MSP265- Program Management Support	4,430,000	(443,000)	3,987,000
SGR370- Red Light Signal Enforcement	3,409,000	(200,000)	3,209,000
	<b>Total</b>	<b>-\$2,286,000</b>	





# Budget Authority Impact & Changes in Revenue Sources

- No change in 2025 Capital Budget Authority
- No changes to funding sources or impact to UTA fund balance
- Contingency remains at \$5,000,000



# Questions?



# **TBA2025-02-01 – Technical Budget Adjustment – 2025 Capital Program**

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## **Recommended Action (by acclamation)**

Motion to approve TBA2025-02-01 – Technical Budget Adjustment – 2025 Capital Program,  
as presented



# UTA Drug & Alcohol Policies

- UTA Policy - UTA.01.05 Supplemental Drug and Alcohol
- UTA Policy - UTA.01.15 Federal Railroad Administration Drug and Alcohol Plan
- UTA Policy - UTA.01.18 Federal Transit Administration Drug and Alcohol



# Drug & Alcohol Policy

Executive Summary



## Goal

- Safety
- Compliance
- Simplicity



## Requirement Overview

- Policy required by FTA and FRA
- Must be approved by the highest governing body (Board of Trustees)
- Must be approved by FTA and FRA
- Must clearly distinguish between FTA, FRA and UTA policy
- FTA/FRA audits required policy modifications:
  - Increased differentiation between FTA, FRA vs UTA policy
  - Post Accident decision making / documentation



## Review / Input

- UTA Policy Committee
- Executive Team
- Attorney General's Office (including outside legal consultant)
- UDOT Safety Oversight Officer
- FTA & FRA
- Federal DOT D&A expert
- UTA Public Policy Analyst
- Many other internal stakeholders
- Simplicity





# Substantive Changes

- **Simplify Post-Accident Testing**
- **Marijuana update** to follow Utah Department HHS method for reporting medical cannabis card for non safety sensitive employees who test positive
- Clarify that employees are prohibited from entering bars, taverns, liquor stores, private clubs or drink in public or be under the influence while wearing a UTA uniform, **badge or branded clothing**.
- Applicant who fails drug test **disqualified** for 12 months
- Clarify **FRA random testing rates**
- Required **annual review** by Board of Trustees.



## Other Changes

- **Three documents** that together constitute UTA's D&A Policy (FTA, FRA, UTA)
- Eliminated **duplicate** policy language
- Eliminated **attachments** (replaced with reference to UTA Sharepoint and Federal Regulations)
- Edited **wording** for clarification and consistency with federal regulation
- Clarify **existing practices** (e.g., probation, observed testing, testing time limits for applicants)



# UTA Policy - UTA.01.05 Supplemental Drug and Alcohol

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## Recommended Action (by acclamation)

Motion to approve UTA Policy - UTA.01.05 Supplemental Drug and Alcohol, as presented.



# UTA Policy - UTA.01.15 Federal Railroad Administration Drug and Alcohol Plan

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## Recommended Action (by acclamation)

Motion to approve UTA Policy - UTA.01.15 Federal Railroad Administration Drug and Alcohol Plan, as presented.



# UTA Policy - UTA.01.18 Federal Transit Administration Drug and Alcohol

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## Recommended Action (by acclamation)

Motion to approve UTA Policy - UTA.01.18 Federal Transit Administration Drug and Alcohol,  
as presented.



# Discussion Items



# Customer Experience (CX) Action Plan



# CUSTOMER EXPERIENCE ACTION PLAN

Utah Transit Authority + Motivf  
2/26/2025





# What is Customer Experience (CX)?

For UTA, Customer Experience is everything a customer experiences on their transit journey, from front door → final destination.



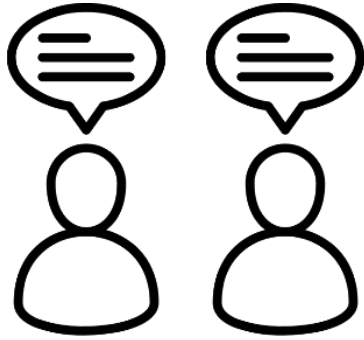
# What is a Customer Experience (CX) Action Plan?

It is a document that communicates:

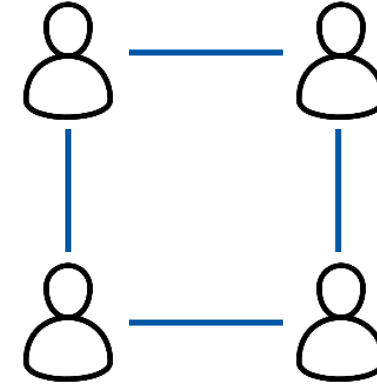
1. Who our customers are and what matters to them
2. How UTA can improve the Customer Experience (CX)



# Why Does Having a CX Action Plan Matter?



Fosters a **shared understanding and language** across UTA about what matters to customers and what they experience.



Helps facilitate **coordination of projects** across UTA departments and teams.



# How We Created the CX Action Plan

## Quantitative Research

- CX and Route Restoration and Equity Index survey (700+ responses)
- Customer Ideas survey (2,000+)
- Social Media scan (500+)
- News site comments (400+)



# How We Created the CX Action Plan

## Qualitative Research

- 18 customer interviews
  - 6 customers with limited English proficiency
- 4 meetings / workshops with UTA stakeholders
- Tabling at 25 events throughout service area



# How We Created the CX Action Plan

## Prior Research

- 12+ past and concurrent surveys

## Organizational Engagements

- 2 staff workshops with representatives from every UTA office



# Who are UTA Customers?

1. Customer Mindsets
2. Customer Journey
3. Customer Vignettes



# Customer Mindsets

Five Customer Mindsets:

 **Deadline**       **Leisure**

 **Practical**       **Safety**

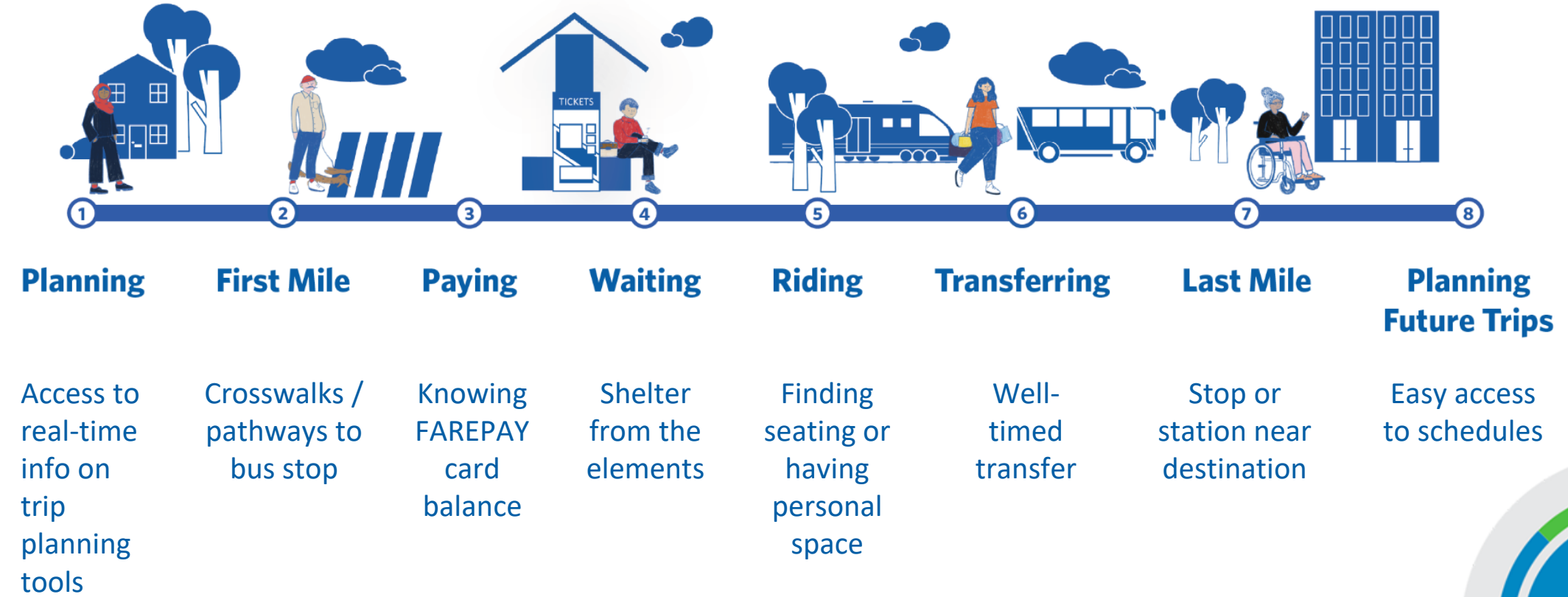
 **Assistance**





# Customer Journey

With common make-or-break moments



# Customer Vignettes

## Oliver's Journey



### Planning

Finding a convenient route on the app



### First Mile

TRAX station being only a short walk from the conference



### Paying

Being confused about how to use the fare ticket



### Waiting

Train not arriving when sign reaches "0"



### Waiting

Digital signage not being easy to understand



Riding

5

6

Transferring

Last Mile

7

8

Planning Future Trips



# How Can UTA Improve the Customer Experience?

- CX Focus Areas
- Customer Ideas
- CX Action Items

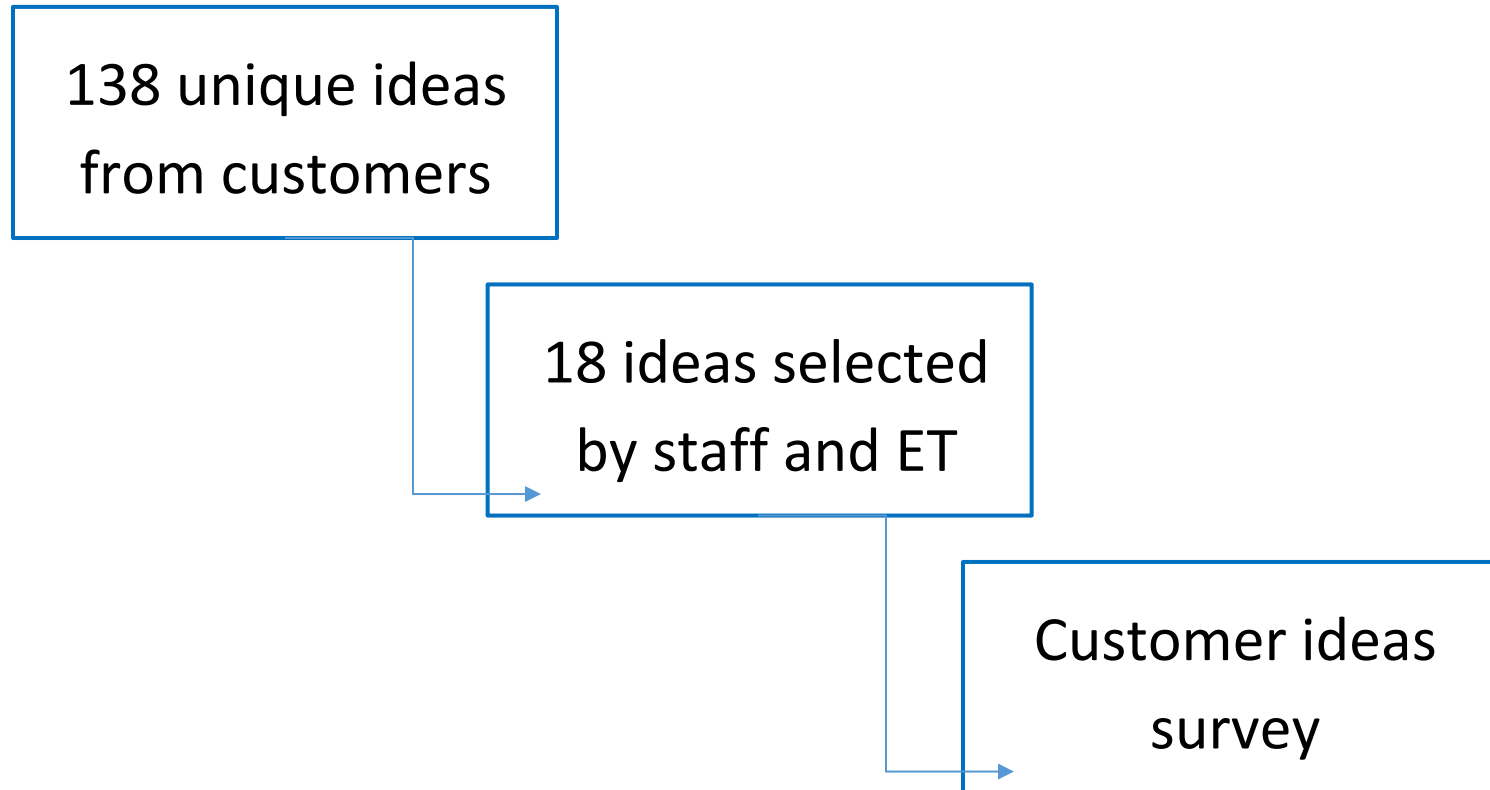


# CX Focus Areas

- More convenient
- More timely and reliable
- Feel safer
- More comfortable
- Easier to use



# Customer Ideas



# Top 5 Customer Ideas



**More shade, seating, shelters, or canopies at stops and stations**



**Provide access to restrooms and food & drink at high-traffic stops and stations**



**Expand access to real-time information (locations, arrivals, and service alerts)**



**Better visibility at bus stops**



**Speed up buses and trains**



# CX Action Items

List of projects for each CX Focus Area

- Funded UTA Projects
- Unfunded Customer Ideas



# Metrics

Customer Satisfaction Survey scores organized by CX Focus Area

CX Focus Area	Bus		TRAX	
	Current	Goal	Current	Goal
More Convenient	3.66	4.03	3.95	4.15
More Timely & Reliable	3.63	3.90	3.88	4.07
Feels Safer	3.84	3.92	3.37	3.49
More Comfortable	3.99	4.07	3.43	3.55
Easier to Use	3.70	3.85	3.77	4.17





# Metrics

Customer Satisfaction Survey scores organized by CX Focus Area

CX Focus Area	FrontRunner		Paratransit	
	Current	Goal	Current	Goal*
More Convenient	3.65	3.83	N/A	TBD
More Timely & Reliable	3.84	4.03	N/A	TBD
Feels Safer	3.98	4.12	N/A	TBD
More Comfortable	3.96	4.10	N/A	TBD
Easier to Use	3.94	4.14	N/A	TBD



# Any Questions?



# Other Business

- a. Next Meeting: Wednesday, March 12, 2025, at 9:00 a.m.



# Closed Session

- a. Strategy Session to Discuss:
  - Collective Bargaining
  - Pending or Reasonably Imminent Litigation



# **Recommended Action**

## **(by acclamation)**

Motion to move to closed session to discuss Collective Bargaining and Pending or Reasonably Imminent Litigation



# In Closed Session



# Open Session



# Adjourn

