



Utah Transit Authority

Board of Trustees

MEETING MINUTES - Final

669 West 200 South
Salt Lake City, UT 84101

Wednesday, May 8, 2024

9:00 AM

FrontLines Headquarters

Present: Chair Carlton Christensen
Trustee Jeff Acerson

Excused: Trustee Beth Holbrook

Also attending were UTA staff, media, and interested community members.

1. Call to Order and Opening Remarks

Chair Carlton Christensen welcomed attendees and called the meeting to order at 9:00 a.m.

2. Pledge of Allegiance

Attendees recited the Pledge of Allegiance.

3. Safety First Minute

Trustee Jeff Acerson delivered a brief safety message.

4. Public Comment

In Person/Virtual Comment

(To view public comment in its entirety, see the meeting video located at https://rideuta.granicus.com/player/clip/296?view_id=1&redirect=tru.)

In person comment was given by Doug Sappie, Louis Carter, Richard Jung, Josh Memea, Imelda Piep, Stephen Oscroft, Andy Hyer, Rod Dunn, Kimball High, and Tommy Nuñez.

Doug Sappie: UTA is not a good public steward of taxpayer money. Outsourcing extra services, such as the air show at Hill Air Force Base, University of Utah sporting events, and ski service, may have hidden costs UTA may not have researched (e.g., double costs, vehicle costs, etc.). Outsourced operators are hired at a lower wage rate and service suffers as a result. Due diligence should be done. There are other solutions that could be implemented to correct staffing shortages.

Lewis Carter: Outsourcing work to Via On Demand has not been as successful as it seems. Carter receives complaints from customers about how the service inconveniences them (e.g., On Demand does not supply car seats for children). Safety is an issue because On Demand drivers drive recklessly, make illegal U-turns, etc. UTA provides extensive training to drivers,

and Carter wonders what training Via provides for its drivers, especially since the vehicles are branded with UTA's logo. UTA operators deserve more credit than they are receiving, and they are standing up for no more outsourcing of their work.

Richard Jung: The decision to outsource work is a "slap in the face" to operators, bargaining unit employees, and taxpayers, and it "feels underhanded and secretive." Outsourcing denies opportunities to operators to supplement their income with overtime. UTA also needs to consider the impact to customers. A third party cannot provide the same quality of service UTA's in-house operators do. The operators supported the agency through the COVID pandemic, despite staffing challenges. The operators were told when staffing levels were high enough, more service would be added, but now that the agency is staffed, it is outsourcing work. Operators receive praise for the supplemental service they provide, and the agency's decision to outsource supplemental service is misguided. The board should reconsider the decision to outsource service and work with union leaders to find an alternative solution.

Josh Memea: Being a bus driver has always been Memea's dream. The memo from management on supplemental service was "kind of a prick to the heart." Memea has a passion for what he does, and he and his fellow operators share the same belief [on not outsourcing service].

Imelda Piep: It has been months since Jay Fox has met with Rod Dunn. Jay Fox told Piep's supervisor he would like to hear from operators; he will, and "they're not gonna' be happy emails."

Stephen Oscroft: Oscroft has been with UTA for 19 years, 18 years operating in the canyons. UTA has never needed help in the canyons before and has never needed to outsource its canyon work. The agency has been able to "step up" and "shine" through COVID and a record-breaking snow season. The agency and its supervisors solved problems and issues that needed to be overcome. Supplemental service causes a strain but reducing the strain means retaining people rather than outsourcing. The current retention rate is just under 50 percent, which is something that needs to be solved rather than outsourcing or adding an out-of-state company to help in the canyons. Outsourcing takes from the Utah tax base because the companies providing the service are based outside the state and the companies provide lower quality service. The outsourced vehicles cannot move as many people, and this will cause more traffic in the canyons. The idea of outsourcing is an easy fix, but "we do not get by doing the easy things." Management needs to do the hard things and figure out how to retain people.

Andy Hyer: Hyer is the "ski guy." Ski service is not straining the system, UTA needs to look internally. UTA has been providing ski service for 40 years without asking for help. Many operators rely on supplemental service for overtime. The operators are here [at the meeting] to show they want to keep the ski work. UTA needs better training for new employees, especially for ski service, to avoid equipment failure. Supplemental service should be kept with UTA.

Rod Dunn, Amalgamated Transit Union Local 382 President: Operators show up for UTA.

Operators can help UTA work through problems. It is “an insult” to contract out their work. He has been messaging and attempting to talk with management so the union and UTA can “figure this out.” When public money is taken and outsourced, it is given to somebody who wants to make a profit. That money would be better left in the agency to improve service. It is insulting to not talk to the people who want to provide the service and the plan to outsource supplemental service is a “slap in the face.” Dunn does not want supplemental service work to be contracted and he is “ready to meet whenever you are.”

Kimball High: High is a 34-year rider and has ridden the bus since he was a child. He is a father of five and his children ride the ski bus; it promotes independence and social interaction. High is a resident of Cottonwood Heights, which is directly impacted by the ski bus service and the transportation efficiency it provides. It is the perception of the community that UTA decisions regarding ski service (i.e., reducing routes and frequency) are designed to promote the gondola. High knows from his personal business experience that hiring contractors is not a more efficient solution than “reinforcing the infrastructure that you already have onboard.” The ski bus service has been of personal benefit to High's life, and it is important for the board to understand the opportunity it has to improve upon a great service. He has “seen it all” in his ski bus experiences and still highly values what the service provides. Due to the reductions in routes and frequency, High often drives people to or from the resorts in his personal car because the ski bus service is inefficient and leaves too many waiting. Last year, Utah had the highest number of ski visitors in its history-more than 7 million-and an increase in ski bus utilization. The board should not be decreasing or outsourcing service.

Tommy Nuñez: Nuñez moved to Utah from New York City and is grateful for UTA and the opportunity to be a bus operator. Nuñez shared an experience he had keeping people warm in his bus until an extra train arrived during a bus bridge. He is not tired of the work and wants to help his community. It is difficult to help people on the buses when there is no communication, “no explanations.” Nuñez is the face of the UTA company and is willing to work. He asked the board not to take away the work. Nuñez wants overtime for personal reasons but also to serve his community. He also works for a rideshare company but prefers driving his UTA bus. Nuñez is against outsourcing. He is here to work for UTA and wants to work as a team to provide service for the community.

No virtual comment was given.

Online Comment

Online comments received were distributed to the board for review prior to the meeting and are included in Appendix A to these minutes.

5. Consent

- a. **Approval of April 17, 2024 Board Meeting Minutes**
- b. **Quarterly Disbursement Report - 2024 Vehicle Parts Inventory Spend - Q1 2024**
- c. **Quarterly Disbursement Report - Non-Inventory Vendors - Q1 2024**

A motion was made by Trustee Acerson, and seconded by Chair Christensen, to approve the consent agenda. The motion carried by a unanimous vote.

6. Reports**a. Executive Director Report**

- **International Bus Roadeo**
- **Commendation - Steven Crowley**
- **Commendation - Gerald Crawford, Debra Shannon, and James Sidwell**
- **Supplemental Service Update**

Fatality on FrontRunner System

Jay Fox, Executive Director, mentioned a fatality on the system over the past weekend and expressed condolences to the deceased person's family and the operator involved in the incident.

Direction or Authorization to Proceed (DAP)

Fox mentioned a DAP was issued to Stacy and Witbeck to proceed with work on a state of good repair project scheduled to begin in the early morning hours on May 22, 2024, at the TRAX 7200 South grade crossing. The task order has a value of \$442,000 and board ratification of the task order will be sought at the May 22, 2024, board meeting.

Commendation - Steven Crowley

Fox was joined by Ali Oliver, UTA Chief of Staff to the Chief Operating Officer; Michelle Wallace, UTA Manager of Service Delivery; Eric Jenson, UTA Operations Supervisor; and Dalan Taylor, UTA Chief of Police & Public Safety Manager.

Jenson recognized Steven Crowley for reuniting a lost child with her parents.

Commendation - Gerald Crawford, Debra Shannon, and James Sidwell

Fox was joined by Ali Oliver, William Humphries, UTA Assistant Manager of Service Delivery, and Dalan Taylor.

Humphries recognized Gerald Crawford, Debra Shannon, and James Sidwell for assisting a person with dementia and helping him find his way home.

International Bus Roadeo

Fox thanked UTA staff who participated or supported participants in the American Public Transportation Association International Bus Roadeo.

Supplemental Service Update

Fox mentioned a procurement for supplemental service that was posted last Friday. He said the focus of the procurement is sustainable service, which emphasizes hiring, retention, and service delivery.

Fox added the agency is seeing more service demand and, in a state with the lowest

unemployment rate in the nation, there is a need to provide employees with good working conditions, predictable schedules, and a good work-life balance. He said “staffing up is not enough”; the agency needs to ensure employees have the resources, strategy, and “game plan” necessary to succeed.

Fox concluded his remarks by stating the supplemental service approach is part of a strategy to “take care” of UTA customers and employees at the same time.

Discussion ensued on how the agency intends to review operator concerns.

b. Financial Report - March 2024

Viola Miller, UTA Chief Financial Officer, was joined by Brad Armstrong, UTA Director of Budget & Financial Strategy; and Gregory Andrews, UTA Senior Financial Analyst.

Staff reviewed the following:

- Financial dashboard
- Sales tax revenue
- Sales tax collections by county
- Sales tax growth and passenger revenues
- Full-time equivalent (FTE) staffing
- Operating financial results
- Capital spending by chief office

c. UTA Strategic Plan Performance Report

Heather Barnum, UTA Chief Communications Officer, was joined by Tigran Melikyan, UTA Director of Business Analysis.

Staff provided an update on progress on the goals in the UTA 2030 Strategic Plan, which included the following:

- Moving Utahns to a better quality of life
 - Currently 58% of the state population has access to UTA service, and 20% has access to service with 15-minute frequency
 - A consultant has been hired to develop UTA’s sustainability measures and a plan for reducing the agency’s carbon footprint
- Exceeding customer expectations
 - The UTA 2023 net promoter score is 20
- Achieving organizational excellence
 - The composite organizational improvement score for employee engagement is 4.8
- Building community support
 - Favorability increased 9% over 2023 in the UTA Public Image Survey
 - In 2023, the agency had 236 total pass partners, including 6 new ECO

- pass partners and 14 new human service partners
- Generating critical economic return
 - An economic evaluation reveals for every \$1 invested in transit, \$5.11 is returned to Utah's economy
 - UTA adds \$1.9 billion to the state economy and 79,000 jobs

The presentation concluded with a review of the agency's 2024 strategy for advancing the strategic plan.

Discussion ensued. A question on the anonymity of the employee engagement survey was posed by the board and answered by staff. Chair Christensen recommended including data on the number of passes issued to pass partners in future reports.

d. 2023 Annual Transit-Oriented Communities Report and Real Estate Inventory

Paul Drake, UTA Director of Real Estate & Transit-Oriented Development, was joined by Spencer Burgoyne, UTA Manager of Property Administration.

Drake reported on the agency's real estate inventory, which is comprised of 2,283 acres of transit-critical property and 101 acres of transit-oriented development (TOD) property. Over the course of 2023, UTA's real estate inventory increased by 5.8 acres.

Drake also reviewed UTA's TOD portfolio and listed areas with completed station area plans.

Discussion ensued. Questions on surplus and private investment near TOD sites were posed by the board and answered by Drake.

Chair Christensen called for a recess at 10:45 a.m.

The meeting reconvened at 11:00 a.m.

7. Resolutions

a. R2024-05-01 - Resolution Approving Light Rail Station Name for TRAX South Jordan Downtown 11000 South Station

Heather Barnum summarized the resolution, which approves "South Jordan Downtown 11000 South" as the official name of the new TRAX station being constructed in South Jordan.

Discussion ensued during which Barnum clarified the purpose of including wayfinding coordinates in station names.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this resolution be approved. The motion carried by the following vote:

Aye: Chair Christensen, and Trustee Acerson

Absent: Trustee Holbrook

b. R2024-05-02 - Resolution Appointing Robert Lamph as Officer and Comptroller of the Authority

Chair Christensen was joined by Viola Miller. Christensen outlined the resolution, which appoints Robert Lamph as an officer and comptroller of the agency.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this resolution be approved. The motion carried by the following vote:

Aye: Chair Christensen, and Trustee Acerson

Absent: Trustee Holbrook

8. Oath of Office

a. Oath of Office: Officer and Comptroller - Rob Lamph

The oath of office was administered to Robert Lamph.

9. Contracts, Disbursements and Grants

a. Contract: Task Ordering Agreement for Recruiting Services Pool (Tryfacta, Inc.)

This item was deferred to a future meeting.

b. Contract: Task Ordering Agreement for Recruiting Services Pool (Millennium Solutions Group LLC)

This item was deferred to a future meeting.

c. Contract: Task Ordering Agreement for Recruiting Services Pool (Enterprise Solutions Inc)

This item was deferred to a future meeting.

d. Contract: Task Ordering Agreement for Recruiting Services Pool (22nd Century Technologies, Inc)

This item was deferred to a future meeting.

e. Contract: Task Ordering Agreement for Recruiting Services Pool (Compunnel Software Group, Inc.)

This item was deferred to a future meeting.

f. Contract: Vendor Managed Hose and Fittings Supply (LLG Industrials, Inc.)

Todd Mills, UTA Director of Supply Chain, requested the board approve a contract with

LLG Industrials, Inc. for hydraulic hoses and fittings. The contract has a three-year base term with two additional one-year options and a not-to-exceed limit of \$600,000 over five years.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this contract be approved. The motion carried by a unanimous vote.

g. Contract: Paint System and Supplies Vendor Pool (Superior Paint Supply)

Todd Mills requested the board approve a not-to-exceed \$950,000 contract with Superior Paint Supply for supplies needed to maintain the paint system at four paint shop locations. The contract has a five-year term and will be divided between two vendors in the vendor pool.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this contract be approved. The motion carried by a unanimous vote.

h. Contract: Paint System and Supplies Vendor Pool (Industrial Finishes & Systems, Inc.)

Todd Mills requested the board approve a not-to-exceed \$950,000 contract with Industrial Finishes & Systems, Inc. for supplies needed to maintain the paint system at four paint shop locations. The contract has a five-year term and will be divided between two vendors in the vendor pool.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this contract be approved. The motion carried by a unanimous vote.

i. Contract: Task Ordering Agreement for Facility Remodel and Reconfiguration Professional Services (Paulsen Construction, LLC)

Sean Murphy, UTA Facility Development Supervisor, was joined by Clint Campbell, UTA Facility Development Project Manager.

Murphy requested the board approve a not-to-exceed \$3.97 million contract with Paulsen Construction, LLC for facility remodel and reconfiguration services. The contract has a three-year base term with two additional one-year options. Additional board approval will be obtained to exercise the option years.

Discussion ensued. A question on the procurement process was posed by the board and answered by Murphy.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this contract be approved. The motion carried by a unanimous vote.

j. Contract: Federal Grant Compliance Management Services (Bailey White Solutions, LLC)

Viola Miller requested the board approve a three-year, not-to-exceed \$390,000 contract with Bailey White Solutions, LLC for federal grants compliance management services. The contract also has two one-year options. Exercise of the options will

require additional board approval.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this contract be approved. The motion carried by a unanimous vote.

k. Contract: Cooperative Agreement for South Jordan Downtown 11000th South TRAX Platform (UDOT and South Jordan City)

(Note: There was a typographical error on the meeting agenda. The correct location of the South Jordan TRAX platform referenced in the agreement is approximately 11000 South.)

David Osborn, UTA Project Manager III, requested the board approve a cooperative agreement with the Utah Department of Transportation (UDOT) and South Jordan City to transfer Transit Transportation Investment Funds (TTIF) and matching funds in the amount of \$6 million to UTA for construction of a new TRAX platform in South Jordan.

Discussion ensued. A question on the project timeline was posed by the board and answered by Osborn.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this cooperative agreement be approved. The motion carried by a unanimous vote.

10. Budget and Other Approvals

a. TBA2024-05-01 - Technical Budget Adjustment - Operations Supervisor Positions and Hill Air Force Base Air Show Complimentary Service

Viola Miller was joined by Brad Armstrong.

Miller outlined the technical budget adjustment, which approves the 1) addition of 18 headcount to reassign technical functions to specialized positions to improve the operator working environment, 2) reallocation of \$923,000 within the chief operating office to align with the proposed headcount, and 3) reallocation of \$210,000 from the non-departmental operating contingency budget to the chief operating office budget to support a complimentary service request for the Hill Air Force Base Warriors over the Wasatch Air Show. Miller noted all changes are net neutral to the operating budget.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this technical budget adjustment be approved. The motion carried by a unanimous vote.

11. Service and Fare Approvals

a. Complimentary Service Request: Additional Service for 2024 Utah Air Show at Hill Air Force Base

Nichol Bourdeaux, UTA Chief Planning & Engagement Officer, was joined by Camille Glenn, UTA Regional General Manager - Mt. Ogden Business Unit.

Bourdeaux requested the board approve additional service for the Warriors over the Wasatch Air Show at Hill Air Force Base on June 29-30,2024. This would require an exception to the recently adopted UTA Policy UTA.04.02 Additional Service.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this complimentary service request for the 2024 Utah Air Show at Hill Air Force Base be approved and an exception to UTA Policy UTA.04.02 Additional Service be authorized. The motion carried by a unanimous vote.

b. Fare Agreement: Special Events Agreement (Utah Arts Festival)

Jordan Eves, UTA Manager of Fare Strategy, requested the board approve a special events agreement with the Utah Arts Festival for ticket-as-fare for festival attendees in exchange for a sponsorship package at the event valued at \$25,000.

A motion was made by Trustee Acerson, and seconded by Chair Christensen, that this special events agreement be approved. The motion carried by a unanimous vote.

12. Discussion Items

a. 2023 Annual Sustainability Report

Patti Garver, UTA Manager of Environmental Compliance & Sustainability, was joined by Sarah Ross, UTA Environmental Stewardship Sustainability Specialist II.

Ross reported on sustainability data and initiatives at UTA. The data reflect UTA is becoming more environmentally efficient when accounting for growth in vehicle miles traveled and facilities. (Note: There was an error in the chart titled “2023 Sustainability” that was distributed with the meeting packet. The correct information shows total 2023 emissions at 98,201 metric tons, which was up 1.7% over 2022.)

b. 2023 UTA Public Image Survey Report

Heather Barnum reviewed results from the 2023 UTA Public Image Survey, which reflected the following:

- High public familiarity with UTA
- Increasingly favorable views of UTA
- An increase in perceived benefits of public transportation
- Personal vehicle ownership remains the top barrier to riding transit
- A general belief that UTA is of great value to the state
- Added or expanded routes as the most notable improvement in transit

Barnum concluded by summarizing key takeaways from the survey. She mentioned the next survey may focus solely on non-riders since the agency has several other sources it uses to gather feedback from riders.

Discussion ensued. Questions on marketing targets were posed by the board and

answered by Barnum. Chair Christensen expressed support for surveying non-riders in the next iteration.

13. Other Business

- a. Next Meeting: Wednesday, May 22nd, 2024 at 9:00 a.m.

14. Adjourn


A motion was made by Trustee Acerson, and seconded by Chair Christensen, to adjourn the meeting. The motion carried by a unanimous vote and the meeting adjourned at 11:58 a.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/909759.html> for entire content. Meeting materials, along with a time-stamped video recording, are also accessible at https://rideuta.granicus.com/player/clip/296?view_id=1&redirect=true.

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

Approved Date: 5/22/2024

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Carlton J. Christensen
Chair, Board of Trustees

Appendix A**Online Public Comment
to the
Board of Trustees of the Utah Transit Authority (UTA)
Board Meeting
May 8, 2024****From Robert Kertesz:**

Ski Bus Service for 5/8 board meeting

Dear Trustees,

Thank you for the opportunity to submit a comment to the Board's May 8th meeting, and from what I've read on several "X" posts, UTA's consideration of using private vendors to supplement ski bus service.

I have been a long time ski bus user and can remember the days of putting my skis on the outside of the bus, hoping they wouldn't fall off on the trip up Little Cottonwood Canyon. I also remember when, in the not so distant past there were four routes, not the current two, up the two Cottonwoods.

When UtA halved their service I witnessed and have suffered along with others as busses were overstuffed or full during peak demand. I also listened to ski bus drivers who were frustrated by UTA's reluctance to put more drivers on while saying that they had enough busses to meet the level of service they once provided.

But now it appears that, once again, UTA wants someone else to pick up the slack that they have brought upon themselves while ignoring the growing number of riders wanting to patronize UTA's system that allows season pass holders to ride for free, unlike SLC's feeble and desperate effort to supplement UTA's lack of service with its fare based contracted van service.

I am hoping that the Board will reconsider it's misguided decision to further diminish their long standing commitment to work with the resorts to jointly provide adequate free bus service to season pass holders and fare paying riders alike, and not look to others to provide sub par, privately contracted, transportation.