



Utah Transit Authority

Board of Trustees

MEETING MINUTES - Draft

669 West 200 South
Salt Lake City, UT 84101

Thursday, September 16, 2021

12:00 PM

FrontLines Headquarters

Budget Work Session

Present:

Chair Carlton Christensen
Trustee Jeff Acerson
Trustee Beth Holbrook joined by telephone.

Also participating were members of UTA staff.

1. Call to Order and Opening Remarks

Chair Carlton Christensen welcomed attendees and called the meeting to order at 12:17 p.m.

2. Pledge of Allegiance

Attendees recited the Pledge of Allegiance.

3. Safety First Minute

Jared Scarbrough, UTA Acting Director of Capital Construction, provided a brief safety message.

4. Discussion Items

a. Chief Service Development Officer Budget

- CSDO Operating Budget
- Capital Development
- Capital Construction
- Capital Assets and Project Controls
- Real Estate

Chief Service Development Officer Budget

David Hancock, UTA Acting Chief Service Development Officer, outlined 2022 key initiatives. He then reviewed the overall service development operating budget by department and category and summarized full time employee (FTE) and major budget changes between fiscal year 2021 (FY21) and fiscal year 2022 (FY22). Major budget changes include:

- Moving the majority of the office's 2022 budget changes from the operating

budget to the capital budget

- A small change in the operating budget in addition to the increased headcount received with the midyear budget adjustment

Mr. Hancock went on to describe the 2021 reorganization of the department and how it supports a 2022 focus on project delivery. He then spoke specifically about the proposed 2022 chief service development office operating budget.

Discussion ensued. Questions on maintenance of way training locations, partner fund communication plans, building names, construction inspector responsibilities, and capital project phase distinctions were posed by the board and answered by Mr. Hancock.

Capital Development

Todd Provost, Director of Capital Development, summarized key initiatives in the proposed 2022 capital development operating budget and reviewed expenses by category. The budget is designed to focus on projects, such as Point of the Mountain, Central Corridor, FrontRunner Forward, S-Line Extension, and Mid-Valley Bus Rapid Transit (BRT).

Discussion ensued. Questions on the internal transition between planning and capital development, operations involvement in capital project delivery, and project documentation were posed by the board and answered by staff.

Capital Construction

Mr. Scarbrough summarized key initiatives in the proposed 2022 capital assets and project controls operating budget and reviewed expenses by category.

Discussion ensued. Chair Christensen recommended implementing a system to track key conversations and commitments.

Capital Assets and Project Controls

Daniel Hofer, Manager - Capital Assets & Project Controls, summarized key initiatives in the proposed 2022 capital development operating budget and reviewed expenses by category.

Discussion ensued. A question on public access to project controls and project progress information was posed by the board and answered by staff.

Real Estate

Paul Drake, Director of Real Estate & Transit-Oriented Development, summarized key initiatives in the proposed 2022 real estate and transit-oriented development (TOD) operating budget and reviewed expenses by category.

Discussion ensued. Questions on the timeline for resolving Utah County property rights

concerns, the impact of the property rights question on project development, TOD staffing needs, and progress on cataloguing and preserving real estate records were posed by the board and answered by staff.

Chair Christensen called for a break at 1:23 p.m.

The meeting resumed at 1:41 p.m.

b. Chief Planning and Engagement Officer Budget

- **CPEO Operating Budget**
- **Service and Strategic Planning**
- **Customer Experience**
- **Customer Service**
- **Innovative Mobility Solutions**
- **Community Engagement**

Chief Planning and Engagement Officer Budget

Nichol Bourdeaux, UTA Chief Planning & Engagement Officer, outlined 2022 key initiatives. She then reviewed the overall chief planning and engagement office operating budget by department and category and summarized FTE and major budget changes between FY21 and FY22. Major budget changes include:

- Additions and contingency for innovative mobility service
- Additional FTEs in customer service to support the airport station
- Budget changes due to the reorganization of staff and resources within the office

Discussion ensued. Questions on integrating the UTA long-range transit plan with the regional transportation plan and proactive communication strategies were posed by the board and answered by Ms. Bourdeaux.

Service and Strategic Planning

G.J. LaBonty, Acting Director of Planning, summarized key initiatives in the proposed 2022 service and strategic planning operating budget and reviewed expenses by category. He noted a decrease in the service budget reflects the completion of one-time projects in 2021 and an increase of \$90,000 in contract services in the planning budget will fund two small-area transportation studies.

Discussion ensued. Questions on bus network optimization and publicly communicating progress on bus stop improvements were posed by the board and answered by staff. Trustee Holbrook reemphasized the need for proactive communication strategies.

Customer Experience

Mr. LaBonty summarized key initiatives in the proposed 2022 customer experience operating budget and reviewed expenses by category. Major changes include:

- Adding a system art maintenance program
- Engineering and design services for the wayfinding program
- Continued partnering with Transit app to improve the customer experience

Discussion ensued. Questions on the “rate my ride” initiative and system art maintenance responsibilities were posed by the board and answered by staff.

Customer Service

Cindy Medford, Manager of Customer Service, summarized key initiatives in the proposed 2022 customer service operating budget and reviewed expenses by category. Major changes include:

- Customer support at the airport station
- Reorganizing to reallocate duties within the department

Discussion ensued. Questions on the location for customer support at the airport and telecommuting were posed by the board and answered by staff.

Innovative Mobility Solutions

Ms. Bourdeaux summarized key initiatives in the proposed 2022 innovative mobility solutions operating budget and reviewed expenses by category. Major changes include:

- Hiring a new innovative mobility solutions manager
- Implementing microtransit in South Davis and Tooele counties

Discussion ensued. Questions on the potential for moving UTA OnDemand to operations, metrics for the OnDemand service, and grant funding for the Tooele County microtransit initiative were posed by the board and answered by staff.

Community Engagement

Megan Waters, Community Engagement Manager, summarized key initiatives in the proposed 2022 community engagement operating budget and reviewed expenses by category. Major changes include:

- Contracting services for community engagement support
- Adding art in transit projects
- Increasing translation services
- Hiring community engagement interns

Discussion ensued. Questions on special community engagement requests, opportunities for engaging with high school students to increase transit familiarity, translation services, and internships were posed by the board and answered by staff.

5. Other Business

- a. Next Meeting: Budget Work Sessions
 - Friday, September 17th, 2021 at 12:00 p.m.
 - Thursday, September 23rd, 2021 at 2:00 p.m.

6. Adjourn

A motion was made by Trustee Acerson, seconded by Trustee Holbrook, to adjourn the meeting. The motion carried by a unanimous vote and the meeting adjourned at 2:50 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, audio, or video located at <https://www.utah.gov/pmn/sitemap/notice/704560.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