

UTA Board of Trustees Meeting

February 14, 2024



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 January 24, 2024, Board Meeting Minutes



Recommended Action (by acclamation)

Motion to approve the consent agenda



Reports

- a. Legislative Update and Potential Action on Proposed Legislation
- b. Executive Director Report
- c. Pension Committee Report



Legislative Update and Potential Action on Proposed Legislation



Recommended Action

(by acclamation)

Motion in support of the proposed legislation, as presented



Executive Director Report

- Executive Director Team Award - Bus Training Aid
- Ridership Report



Executive Director Team Award – Bus Training Aid



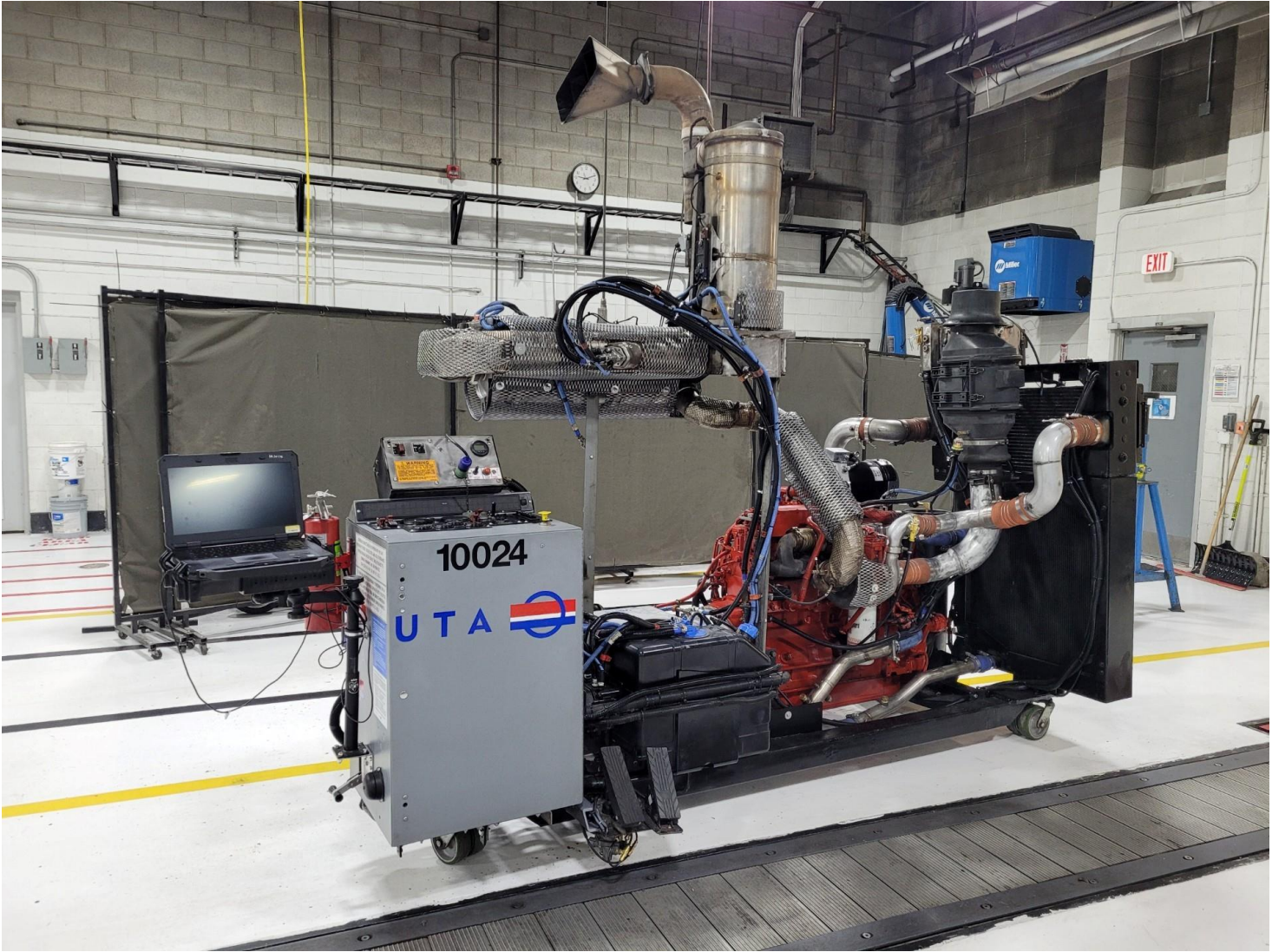
ED Team Award

- Chad Hardy
- Patrick Smith
- Evan Tilley
- Steven Woolstenhulme



ED Team Award

UTAH TRANSIT AUTHORITY



Agenda Item 6.b.



ED Team Award

UTAH TRANSIT AUTHORITY

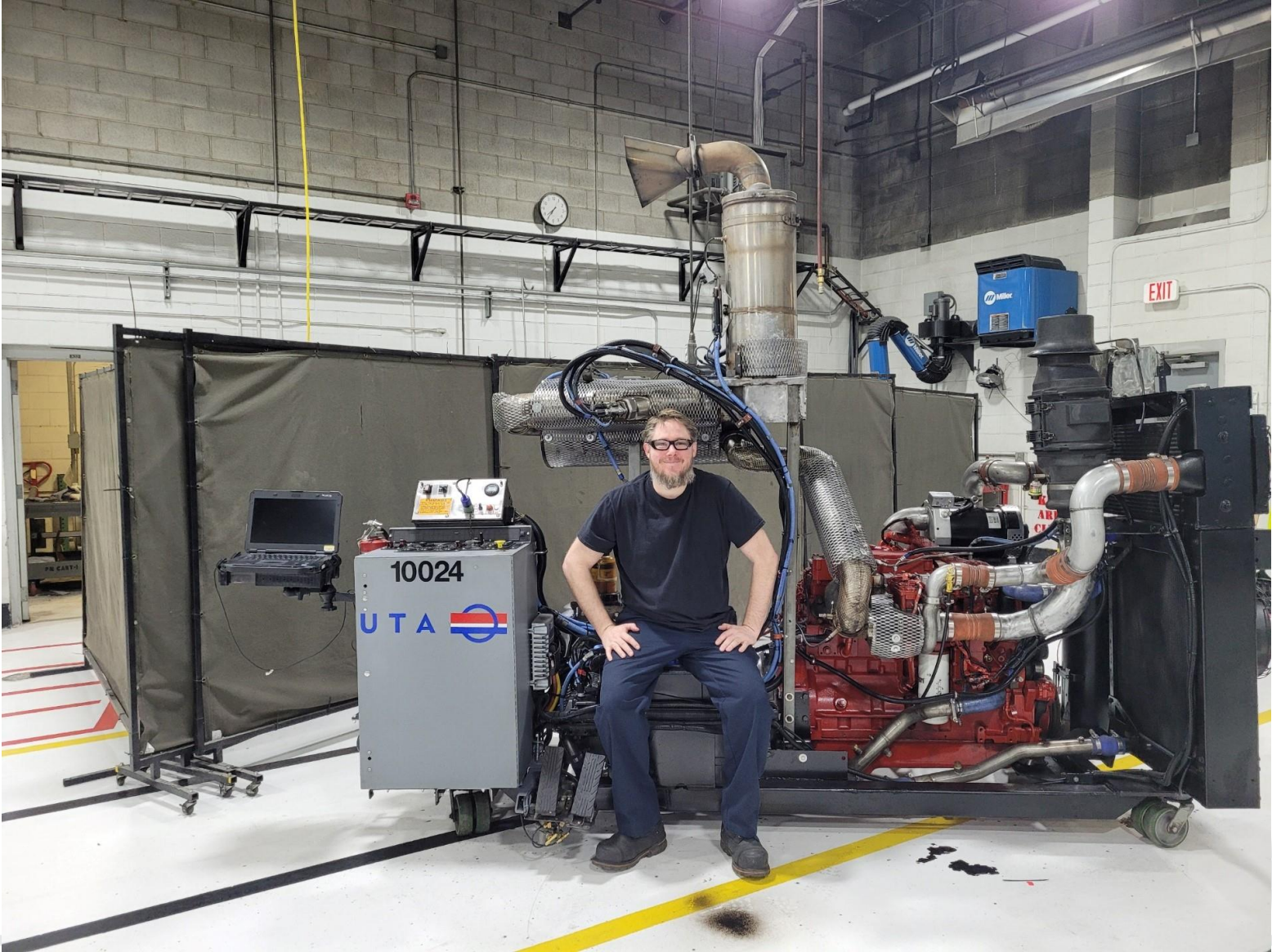


Agenda Item 6.b.



ED Team Award

UTAH TRANSIT AUTHORITY



Agenda Item 6.b.

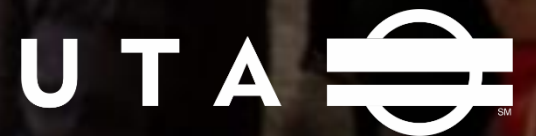


Ridership Report



RIDERSHIP Update

Jay Fox
Executive Director



Agenda Item 6.b.

Growing Demand for UTA Service

Service Type	2023 Ridership	Year Over Year Change
All UTA Services	35,059,930	+11.5%
Bus Service	18,079,307	+14.4%
Commuter Rail	3,736,621	+15.7%
Light Rail	10,677,306	+3.6%
Streetcar	366,423	-14.8%
Paratransit	343,532	+8.4%
Vanpool	1,033,123	+44.7%
Microtransit	415,010	+68.2%



Bus Service

UTAH TRANSIT AUTHORITY



**Responsive planning
yields more ridership**

Agenda Item 6.b.



Commuter Rail

An aerial photograph showing a commuter rail train crossing a bridge over a river. The train consists of several white, blue, and red double-decker cars. The bridge is a concrete structure with multiple spans. The surrounding area includes green hills, a river, and some industrial or construction sites.

**Backbone of growing demand
across Wasatch Front**

Agenda Item 6.b.

Light Rail

UTAH TRANSIT AUTHORITY



**Outpacing national
demand trends**

Agenda Item 6.b.

Streetcar

THORITY



Riders return after construction

Agenda Item 6.b.



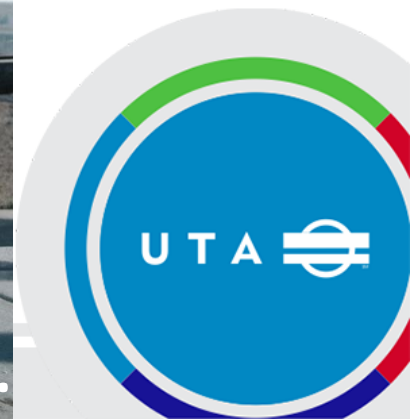
Paratransit

UTAH TRANSIT AUTHORITY



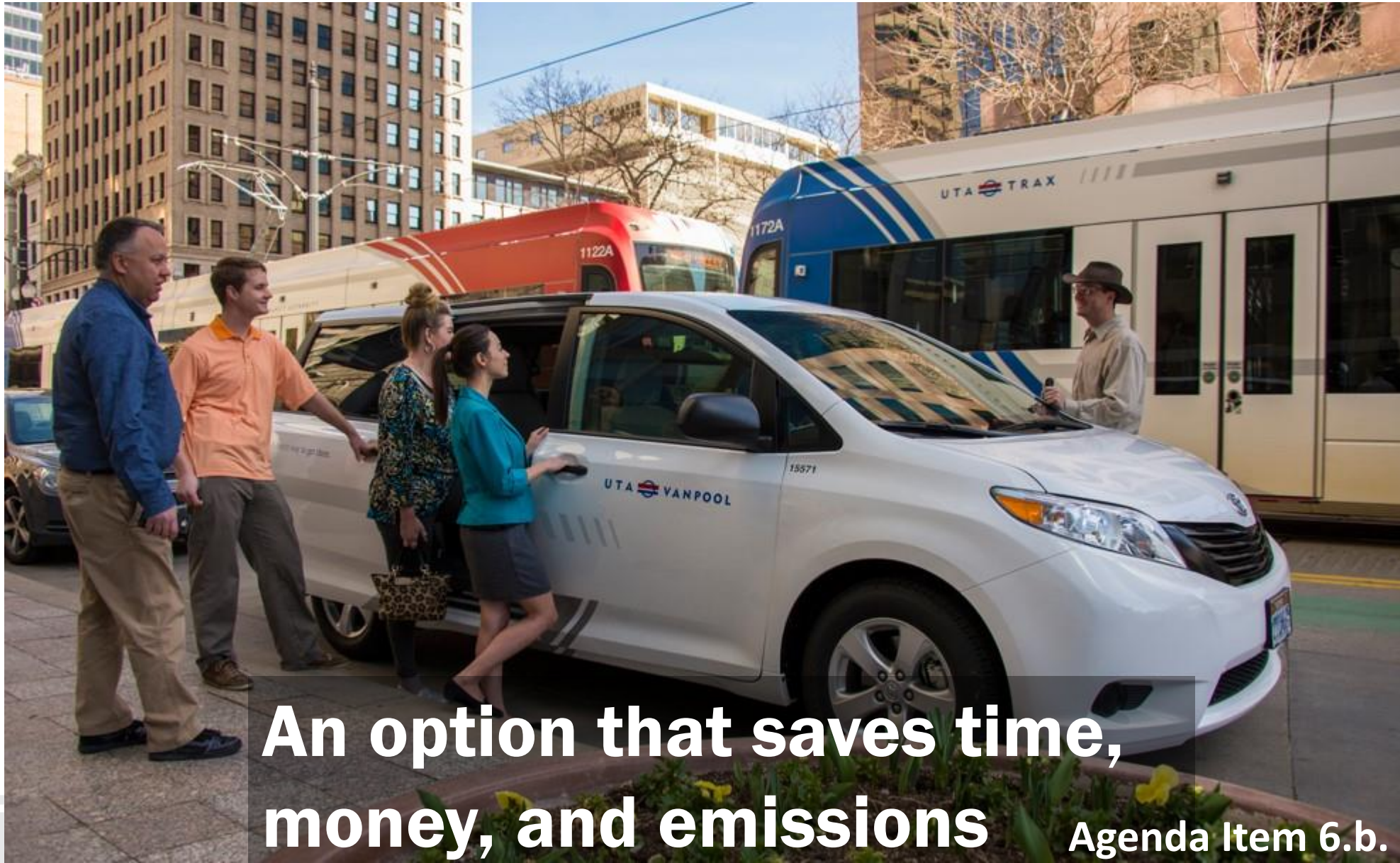
Providing freedom to those who need it most

Agenda Item 6.b.



Vanpool

UTAH TRANSIT AUTHORITY



**An option that saves time,
money, and emissions**

Agenda Item 6.b.



Microtransit

UTAH TRANSIT AUTHORITY




**More service, better
service quality**

Agenda Item 6.b.





UTA 
We Move You

Agenda Item 6.b.

Pension Committee Report



Resolutions



R2024-02-01
Resolution Granting Expenditure and
Disbursement Authority for 2024 Vehicle
Parts Inventory Purchases



2024 Inventory Parts Purchase – Disbursement Authority

By transit mode

- **Bus Parts Purchase Orders = \$7,000,000**
- **Light Rail Parts Purchase Orders = \$10,000,000**
- **Commuter Rail Parts Purchase Orders = \$5,000,000**



2024 Inventory Parts Purchase – Disbursement Authority

Qualifying part purchases will be:

- for revenue fleet vehicle parts only
- procured when on-hand inventories fall below the order point criteria or are out of stock
- procured through an open and fair competition based on price, quality and lead-time criteria
- reported quarterly to the Board



Recommended Action

(by roll call)

Motion to approve R2024-02-01 Resolution Granting Expenditure and Disbursement Authority for 2024 Vehicle Parts Inventory Purchases, as presented



R2024-02-02

**Resolution Granting General Expenditure
and Disbursement Authority to
Non-Inventory Vendors**



Payroll Vendors Included in the 2024 Resolution

Vendor Description	Purpose	Annual Amount 2022 <i>(Actual 2022 Disbursement)</i>	Annual Amount 2023 as of 12/27/23 <i>(Actual 2023 Disbursement)</i>	2023 not to exceed amount R2023-04-08	Amount to Ratify R2024-02-XX	Annual Amount 2024 not to exceed R2024-02-XX
Payroll						
Amalgamated Transit Union	Union Dues from Employees	\$ 555,817	\$ 630,790	\$ 592,232	\$ 38,558	\$ 651,290
Cambridge Associates, LLC.	Pension Contributions	\$ 27,101,006	\$ 29,173,307	\$ 27,981,789	\$ 1,191,518	\$ 30,121,439
Mutual of America	457 Plans	\$ 3,297,597	\$ 3,643,185	\$ 3,404,769	\$ 238,416	\$ 3,761,588
Office of Recovery Services	Utah State Child Support	\$ 379,345	\$ 342,570	\$ 460,458	--	\$ 353,703
Department of the Treasury	Employee Payroll Taxes	\$ 39,522,667	\$ 43,057,475	\$ 40,807,154	\$ 2,250,321	\$ 44,456,843
UTA/Joint Insurance Trust	Health Insurance (Collective Bargaining)	\$ 27,868,553	\$ 28,385,910	\$ 28,774,281	--	\$ 29,308,452
Utah State Tax	Employee Payroll Taxes	\$ 7,449,982	\$ 7,933,871	\$ 7,692,106	\$ 241,765	\$ 8,191,722
Vantagepoint Transfer Agents (Mission Square)	457 Plans	\$ 6,772,765	\$ 6,843,417	\$ 6,992,880	--	\$ 7,065,828



Utility Vendors Included in the 2024 Resolution

Vendor Description	Purpose	Annual Amount 2022 <i>(Actual 2022 Disbursement)</i>	Annual Amount 2023 as of 12/27/23 <i>(Actual 2023 Disbursement)</i>	2023 not to exceed amount R2023-04-08	Amount to Ratify R2024-02-XX	Annual Amount 2024 not to exceed R2024-02-XX
Utilities						
AT&T ++	Cellular Connection to Buses	\$ 422,451	\$ 545,651	\$ 436,181	\$ 109,470	\$ 563,385
Century Link (QWEST) +++	Internet Connection	\$ 238,000	\$ 470,314	\$ 578,542	--	\$ 485,599
Dominion Energy (Questar)	Natural Gas	\$ 627,647	\$ 1,115,755	\$ 835,000	\$ 280,755	\$ 1,152,017
FirstNet	Cellular Phone Contract	\$ 557,947	\$ 682,255	\$ 576,080	\$ 106,175	\$ 704,428
Murray City Utilities	Electric, Water, and Sewer	\$ 509,647	\$ 552,270	\$ 552,028	\$ 242	\$ 570,219
Rocky Mountain Power	Electricity	\$ 7,439,542	\$ 7,975,477	\$ 7,681,327	\$ 294,150	\$ 8,234,680
Salt Lake City Corp. ++	Electric, Water, and Sewer	\$ 207,277	\$ 245,985	\$ 214,014	\$ 31,971	\$ 253,979



Governments and Debt Vendors Included in the 2023 Resolution

Vendor Description	Purpose	Annual Amount 2022 <i>(Actual 2022 Disbursement)</i>	Annual Amount 2023 as of 12/27/23 <i>(Actual 2023 Disbursement)</i>	2023 not to exceed amount R2023-04-08	Amount to Ratify R2024-02-XX	Annual Amount 2024 not to exceed R2024-02-XX
<u>Government</u>						
Utah Attorney General's Office	Legal Services	\$ 1,656,786	\$ 1,797,315	\$ 1,710,632	\$ 86,683	\$ 1,855,728
<u>Debt</u>						
Utah County Government	4th Quarter Cent Sales Tax Agreement with Utah County	\$ 3,374,292	\$ 2,485,143	\$ 3,375,285	--	\$ 2,565,910



Recommended Action

(by roll call)

Motion to approve R2024-02-02 Resolution Granting General Expenditure and Disbursement Authority to Non-Inventory Vendors, as presented



Contracts, Disbursements, and Grants



**Contract: Real Estate Purchase - Parcel PER-1106
in Perry, Utah for Future Transit Purposes in
Box Elder County
(Wallace and Kim Johnson)**



Project Overview

- In 2007 Box Elder County residents passed the second quarter sales tax to support the extension of commuter rail to Brigham City
 - UTA is using the sales tax to acquire property in Box Elder County
- The 2019-2050 Regional Transportation Plan identifies the need to preserve corridor for a future transit line between Ogden and Brigham City
- UTA is working to preserve corridor to the east of Union Pacific's track for future commuter rail
 - Total Project Length: 19.5 Miles





Agenda Item 8.a.



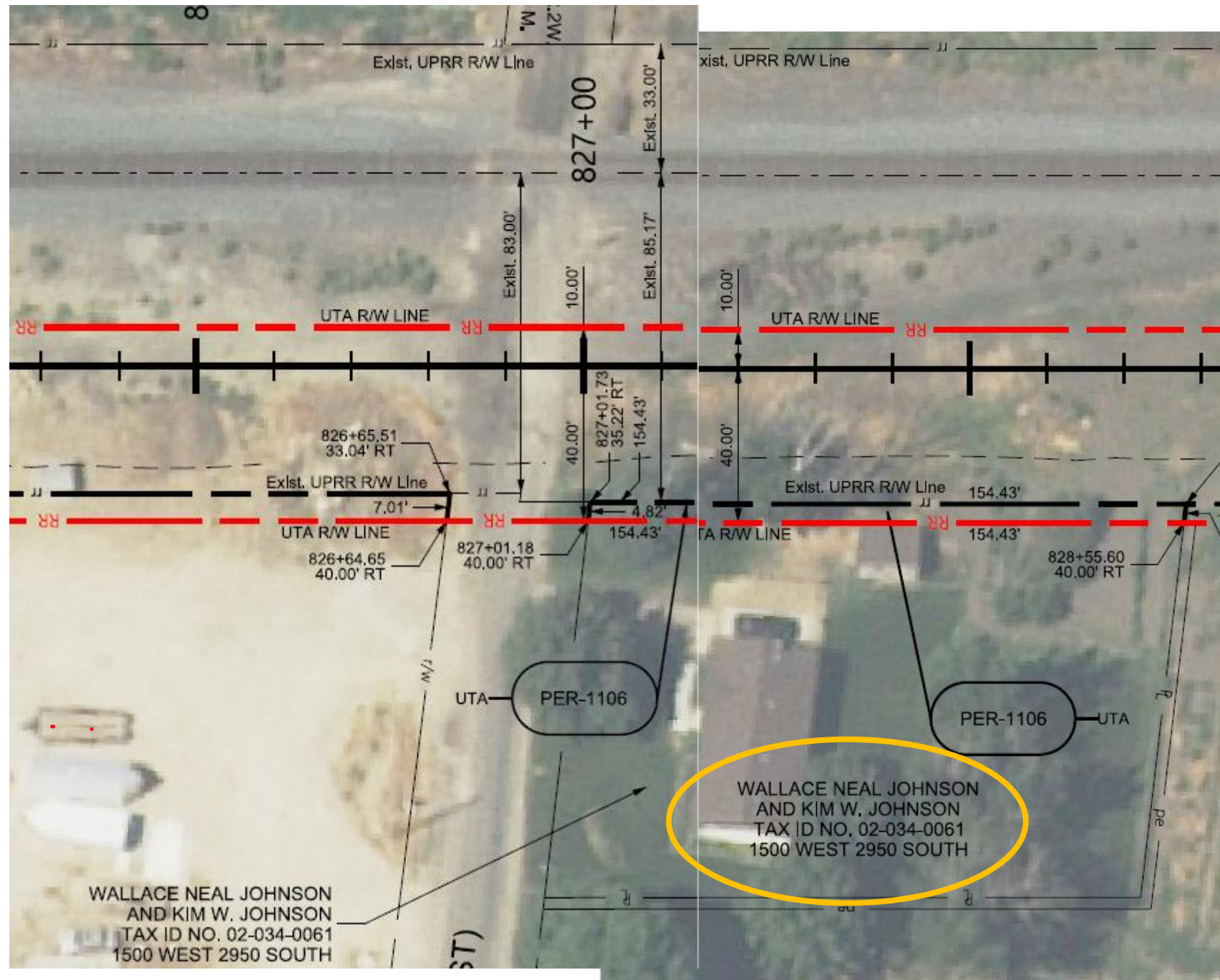
Parcel PER-1106 (Johnson)

- Location: 1500 West 2950 South, Perry
- Owners: Wallace and Kim Johnson, JT
- Single-family home on a 0.38-acre lot
- House: 1,137 SqFt (GLA)
- 3BD/2BA / Full Basement (50% finished)
- Appraised Value and Contract Price: \$360,000
- Voluntary acquisition, no relocation costs





Agenda Item 8.a.



Agenda Item 8.a.

Questions?



Contract: Contract: Real Estate Purchase - Parcel PER-1106 in Perry, Utah for Future Transit Purposes in Box Elder County (Wallace and Kim Johnson)

Recommended Action (by acclamation)

Motion to approve the Contract with Wallace and Kim Johnson for the Real Estate Purchase of Parcel PER-1106 in Perry, Utah for Future Transit Purposes in Box Elder County, as presented



Contract: Utah County Park and Ride Facilities Design Services (Horrocks Engineers, Inc.)

Recommended Action (by acclamation)

Motion to approve the Contract with Horrocks Engineers, Inc. for the Utah County Park and Ride Facilities Design Services, as presented



Contract: Transit Technical Education Center Final Design and Construction Administration (CRSA Architects)

Recommended Action (by acclamation)

Motion to approve the Contract with CRSA Architects for the Transit Technical Education Center Final Design and Construction Administration, as presented



Change Order: Next Generation Fare Collection System Change Order No. 1 - Price Reduction (Scheidt & Bachmann USA, Inc.)

Recommended Action (by acclamation)

Motion to approve Change Order No. 1 to the Next Generation Fare Collection System contract with Scheidt & Bachmann USA, Inc. for a price reduction, as presented



Change Order: On-Call Systems Maintenance Contract Task Order #24-010 - Materials for Rice Interlocking Wayside System Upgrade (Rocky Mountain Systems Services)

Recommended Action (by acclamation)

Motion to approve Task Order #24-010 to the On-Call Systems Maintenance contract with Rocky Mountain Systems Services for Materials for the Rice Interlocking Wayside System Upgrade, as presented



Change Order: On-Call Systems Maintenance Contract Task Order #24-011 - Materials for University Line Overhead Catenary System Upgrades (Rocky Mountain Systems Services)

Recommended Action (by acclamation)

Motion to approve Task Order #24-011 to the On-Call Systems Maintenance contract with Rocky Mountain Systems Services for Materials for the University Line Overhead Catenary System Upgrades, as presented



Change Order: On-Call Infrastructure Maintenance Contract Task Order #24-001 - Maintenance of Way Training Yard (Stacy and Witbeck, Inc)

Recommended Action (by acclamation)

Motion to approve Task Order #24-001 to the On-Call Infrastructure Maintenance contract with Stacy and Witbeck, Inc for the Maintenance of Way Training Yard, as presented



Pre-Procurements

- South Jordan TRAX Station Construction
- UTA Facilities Waste Collection and Disposal
- Westside Express Design
- Bridge Inspection Program



Service and Fare Approvals



Fare Agreement: Transportation Services Contract (State of Utah Department of Health and Human Services / Division of Services for People with Disabilities)

Recommended Action (by acclamation)

Motion to approve the Fare Agreement for Transportation Services with the State of Utah Department of Health and Human Services Division of Services for People with Disabilities, as presented



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

Recommended Action (by acclamation)

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



Discussion Items

- a. 2023 Agency Risk Assessment Results
- b. 2023 Continuous Improvement Team Highlights



2023 Agency Risk Assessment Results



2023 Risk Assessment Report



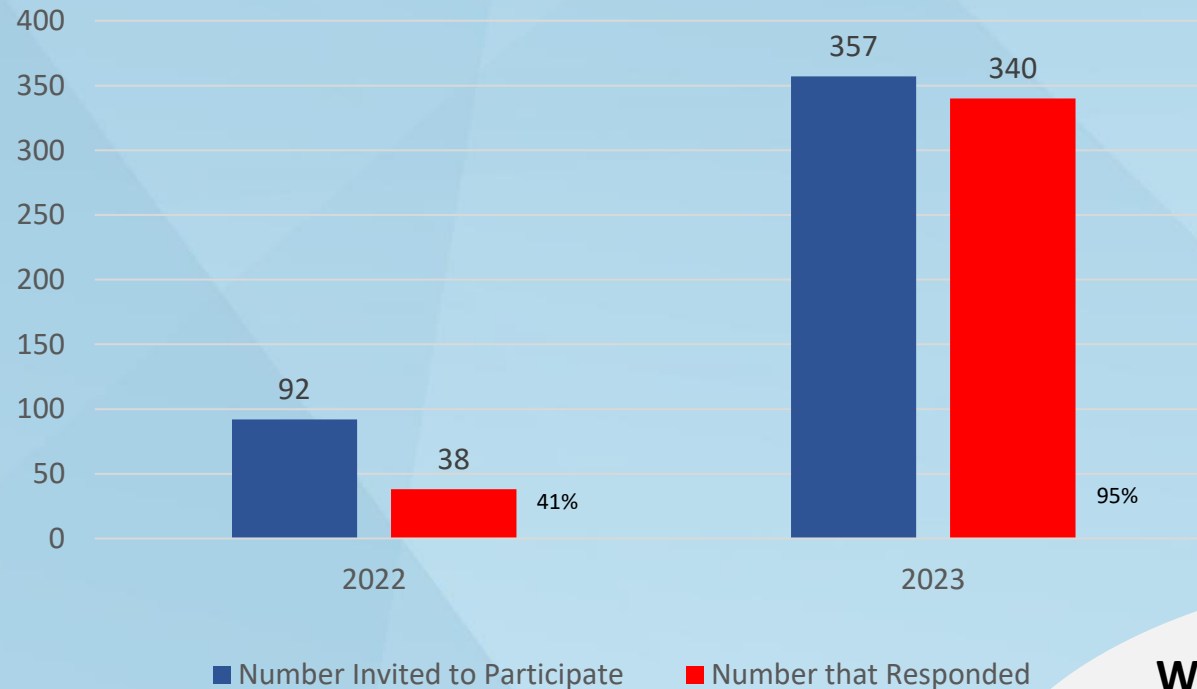
Prepared by Christie Giles, Risk Management Administrator

Risk Assessment Process

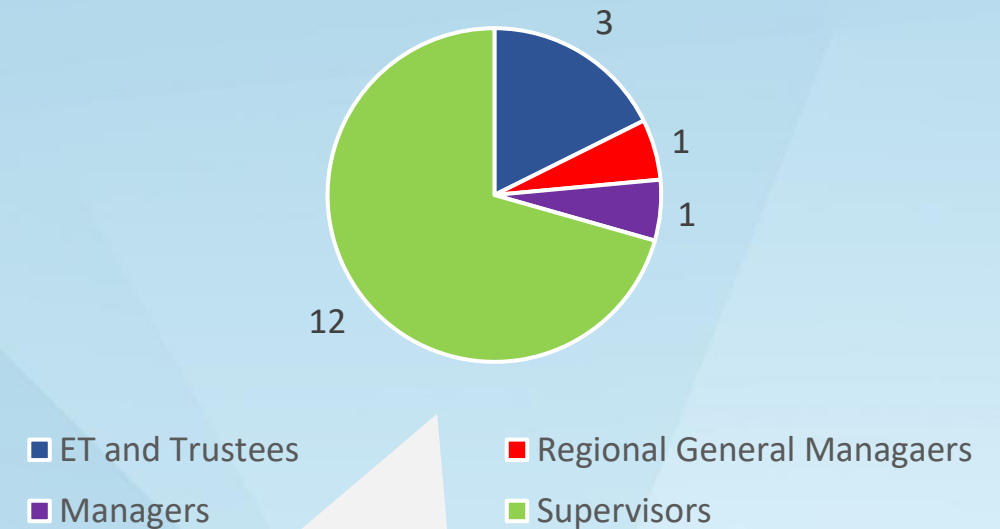


Risk Assessment Training Participation

Two-year Risk Assessment Training Participation



Breakdown of 2023 Nonparticipation

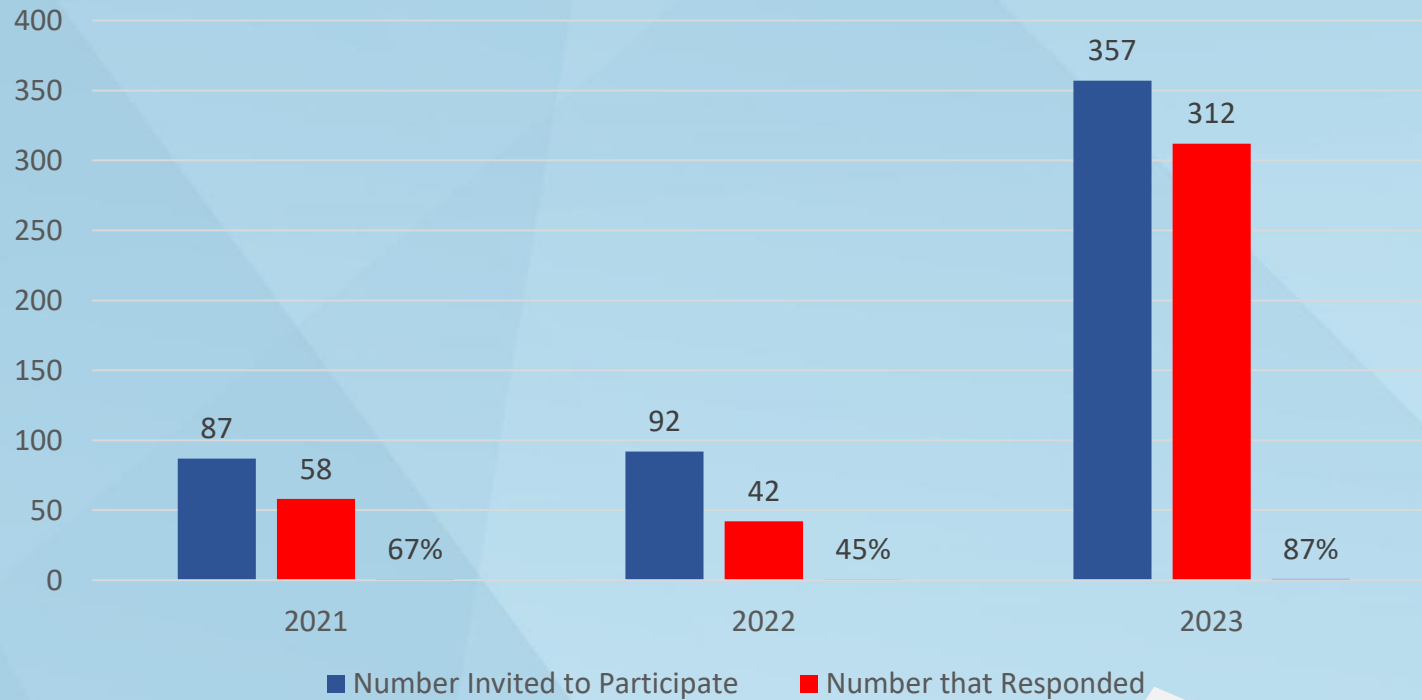


What Does the Nonparticipation Breakdown Tell Us?

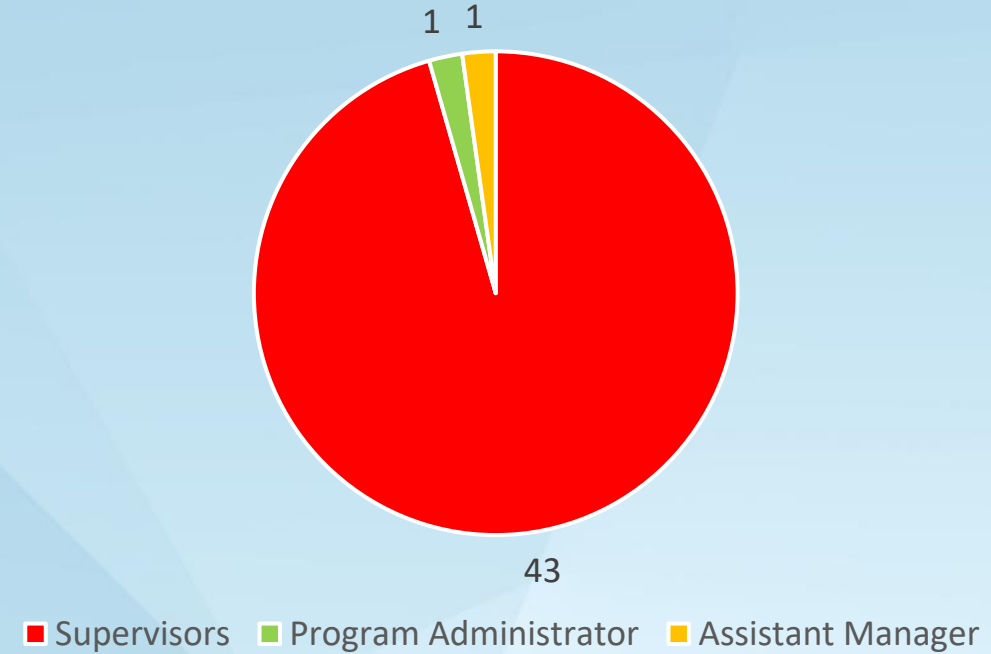
The process of engaging supervisors in the risk assessment process should be improved.

Risk Assessment Survey Participation

Three-year UTA Risk Assessment Participation



Breakdown of 2023 Nonparticipation



Why Does Expanded Participation Matter?

It provides visibility into what leaders are seeing and experiencing at all levels of the Agency.

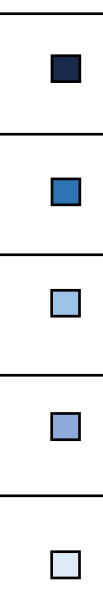
Increasing Risk Assessment Maturity



New Risk Assessment Matrix

What Does the Matrix Do?

- It provides context for Risk Profile Numbers (RPNs).
- It allows UTA to standardize risk assessment across the agency.

Risk Matrix		Prevention/Detection (DET) Rating										Legend	
		1	2	3	4	5	6	7	8	9	10		
Severity (SEV) Rating	1	1	4	9	16	25	36	49	64	81	100	High 441-1,000 Mod-High 360-440 Moderate 144-359 Mod-Low 81-143 Low 1-80	
	2	2	8	18	32	50	72	98	128	162	200		
	3	3	12	27	48	75	108	147	192	243	300		
	4	4	16	36	64	100	144	196	256	324	400		
	5	5	20	45	80	125	180	245	320	405	500		
	6	6	24	54	96	150	216	294	384	486	600		
	7	7	28	63	112	175	252	343	448	567	700		
	8	8	32	72	128	200	288	392	512	648	800		
	9	9	36	81	144	225	324	441	576	729	900		
	10	10	40	90	160	250	360	490	640	810	1,000		
		1	2	3	4	5	6	7	8	9	10		
Occurrence (OCC) Rating													



New Risk Rating Scale

What Does the Scale Do?

It describes the conditions likely to be present at each risk level.

Risk Level	Definition
1 High	Major uncertainties are present. More is unknown than is known. No experience and/or data is available. Structure and resources are not established.
2 Mod-high	Many uncertainties are present. Experience and/or data is limited. Structure and resources are incomplete, unproven and/or immature.
3 Moderate	Some uncertainties are present. As much is known as is unknown. Sufficient experience and data exist but may not be fully utilized. Structure and resources are adequate.
4 Mod-Low	Minor uncertainties are present. Strong experience and data exist. Structure and resources are well designed and supported.
5 Low	Little to no uncertainties remain. Significant experience and data exist and are fully utilized. Structure and resources are robust.

New Perceived Level 1 Risks and Owners

	Perceived Level 1 Risk	Owner(s)
1	Technology	Alisha Garrett
2	Strategy/Planning	Alisha Garrett/Nichol Bourdeaux
3	Regulatory/Compliance	Alisha Garrett/Cherryl Beveridge
4	Infrastructure	David Hancock/Cherryl Beveridge
5	Operational (People, Process, Safety)	Kim Shanklin/Cherryl Beveridge/Sheldon Shaw
6	Financial	Viola Miller
7	Information Security	Alisha Garrett
8	Reputational	Heather Barnum/Shule Bishop/Cherryl Beveridge

Perceived Level 1 Risks are top-of-the-house, aggregated risks.

New Perceived Level 1 Risk Appetite

	Perceived Level 1 Risk	Risk Appetite
1	Technology	Moderate
2	Strategy/Planning	Moderate
3	Regulatory/Compliance	Low
4	Infrastructure	Low
5	Operational (People, Process, Safety)	Low
6	Financial	Low
7	Information Security	Low
8	Reputational	Low

Risk Appetite is the amount of risk the Agency is willing to accept in the pursuit of objectives.

New Perceived Level 1 Risk Profile

What Does the Profile Do?

- It compares Risk Appetite to the current/actual risk level.
- When the actual/current risk level is higher than the defined appetite, leadership can develop action plans to reduce it.

	Perceived Level 1 Risk	Risk Appetite	Current/Actual Risk	Average RPN	Owner(s)
1	Technology	Moderate RPN 144-359	Moderate RPN 144-359	218.2	Alisha Garrett
2	Strategy/Planning	Moderate RPN 144-359	Moderate 144-359	207.0	Alisha Garrett/Nichol Bourdeaux
3	Regulatory/ Compliance	Low RPN 1-80	Moderate 144-359	198.4	Alisha Garrett
4	Infrastructure	Low RPN 1-80	Moderate 144-359	194.0	David Hancock/Cherryl Beveridge
5	Operational (People, Process, Safety)	Low RPN 1-80	Moderate 144-359	151.1	Kim Shanklin/Cherryl Beveridge/Sheldon Shaw
6	Financial	Low RPN 1-80	Mod-Low 81-143	143.6	Viola Miller
7	Information Security	Low RPN 1-80	Mod-Low 81-143	143.4	Alisha Garrett
8	Reputational	Low RPN 1-80	Mod-Low 81-143	135.9	Shule Bishop/Cherryl Beveridge

2023 Top Perceived Level 2 Risks

	Perceived Level 2 Risk	Average RPN	Risk Level	Respondents
1	Organizational Structure	294.1	Moderate 144-359	17
2	Software	259.5	Moderate 144-359	25
3	Compensation and Benefits	259.4	Moderate 144-359	19
4	Leadership	217.3	Moderate 144-359	26
5	External Stakeholders	214.4	Moderate 144-359	16
6	Nonadherence	201.1	Moderate 144-359	61
7	People	199.9	Moderate 144-359	216
8	Communication	188.3	Moderate 144-359	31

2023 Top Perceived Level 3 Risks

	Perceived Level 3 Risk	Average RPN	Risk Level	Respondents
1	Using old/unreliable technology	253.6	Moderate 144-359	24
2	Inadequate staff and/or resource allocation	224.4	Moderate 144-359	40
3	Insufficient knowledge of regulations/requirements	204.0	Moderate 144-359	18
4	Not following known regulations/requirements	202.9	Moderate 144-359	42
5	Inability to attract and retain qualified employees	200.3	Moderate 144-359	72
6	Disengaged employees	194.9	Moderate 144-359	33
7	Inadequate communication between teams and individuals	188.3	Moderate 144-359	31
8	Asset/equipment does not meet needs	185.8	Moderate 144-359	50

Three-year History of Top Perceived Level 3 Risks

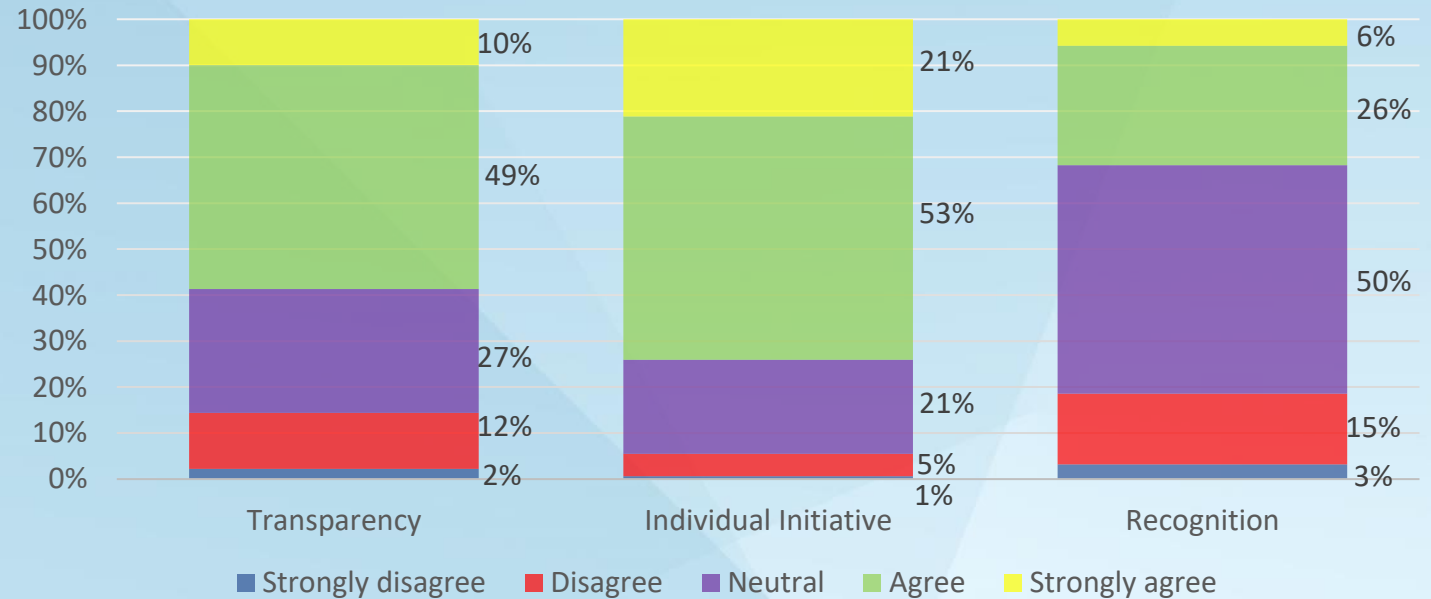
	Top Perceived Level 3 Risk	2021 Ranking	2022 Ranking	2023 Ranking
1	Using old/unreliable technology	10	2	1
2	Inadequate staff and resource allocation	0	0	2
3	Insufficient knowledge of regulations/requirements	33	20	3
4	Not following known regulations/requirements	33	20	4
5	Inability to attract and retain qualified employees	1	1	5
6	Disengaged employees	34	43	6
7	Inadequate internal communication	0	0	7
8	Asset/equipment does not meet needs	0	9	8

New UTA Risk Culture Baseline

What Does the Baseline Do?

It can be used to target and track improvements in UTA Risk Culture maturity.

Statement: UTA Has Effectively Implemented Risk Culture *Influencers* to Support Risk Management

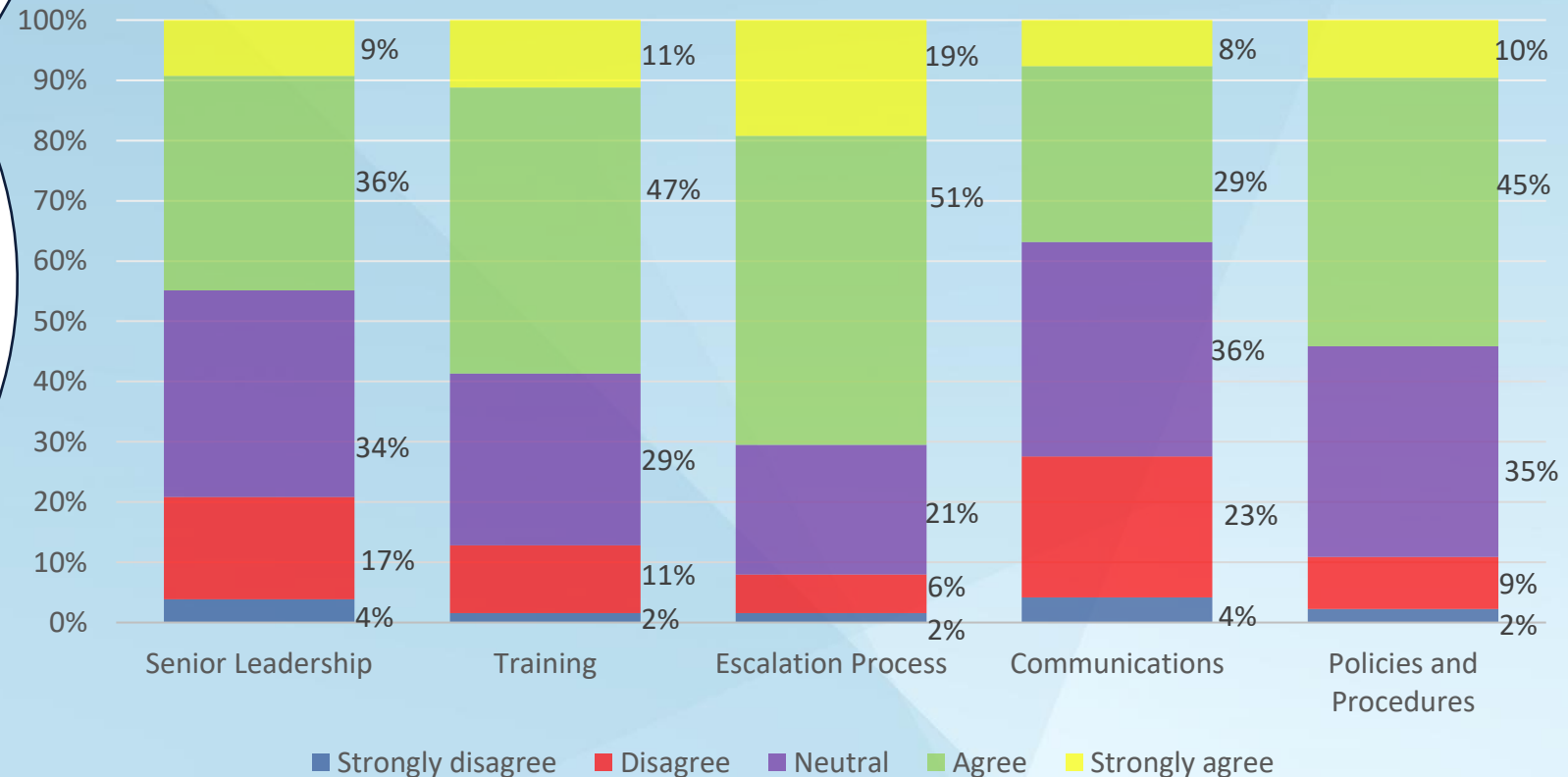


New UTA Risk Culture Baseline

What Does the Baseline Tell Us?

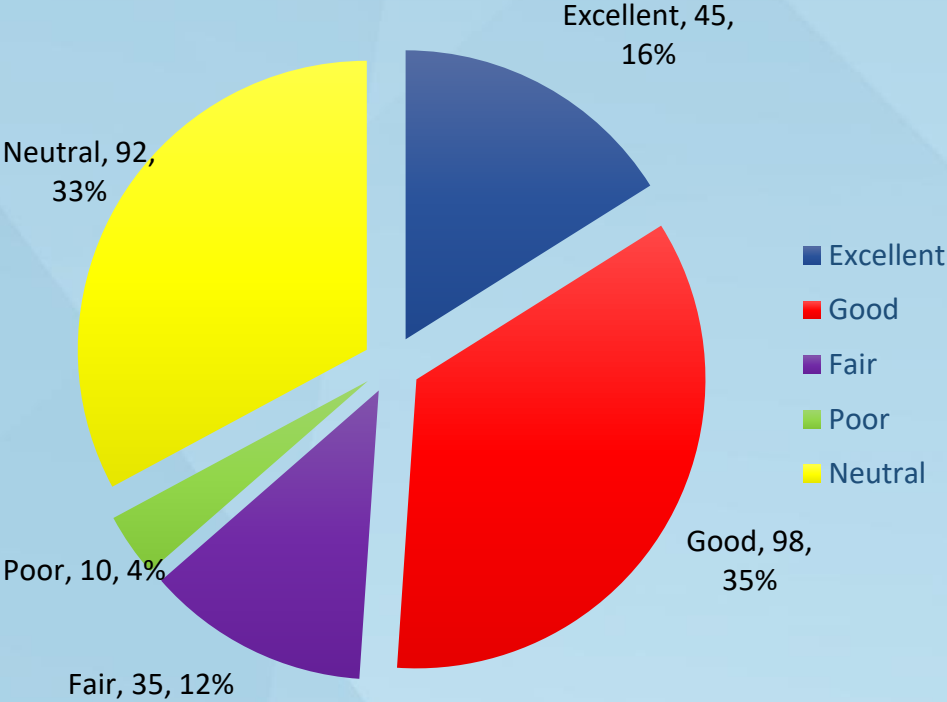
UTA's strongest Enabler is the "Escalation Process." UTA's strongest Influencer is "Individual Initiative." It has the greatest opportunity to improve the "Communications" Enabler and the "Recognition" Influencer.

Statement: UTA has effectively implemented *Enablers* to Support Risk Management



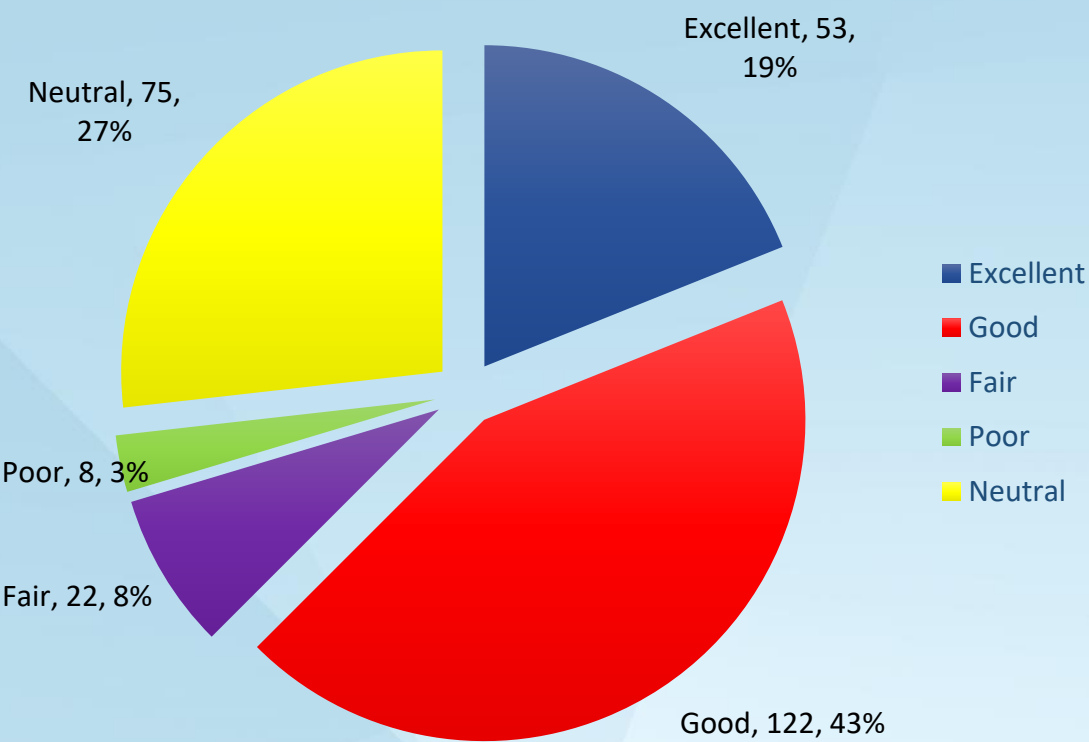
Survey and Training Effectiveness

Risk Survey Effectiveness



The most common suggestion for survey improvement is not to require identification of a minimum of five risks.

Risk Training Effectiveness



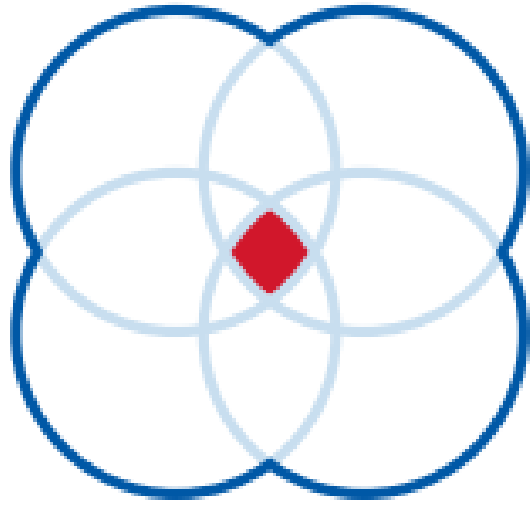
The most common suggestion for training improvement is to change the assignment/completion tracking process in the Learning Management System (LMS), which incorrectly indicated for some individuals that training was complete when it was not.

Next Steps



2023 Continuous Improvement Team Highlights





Continuous Improvement

UTA CONTINUOUS IMPROVEMENT TEAM 2023 REPORT

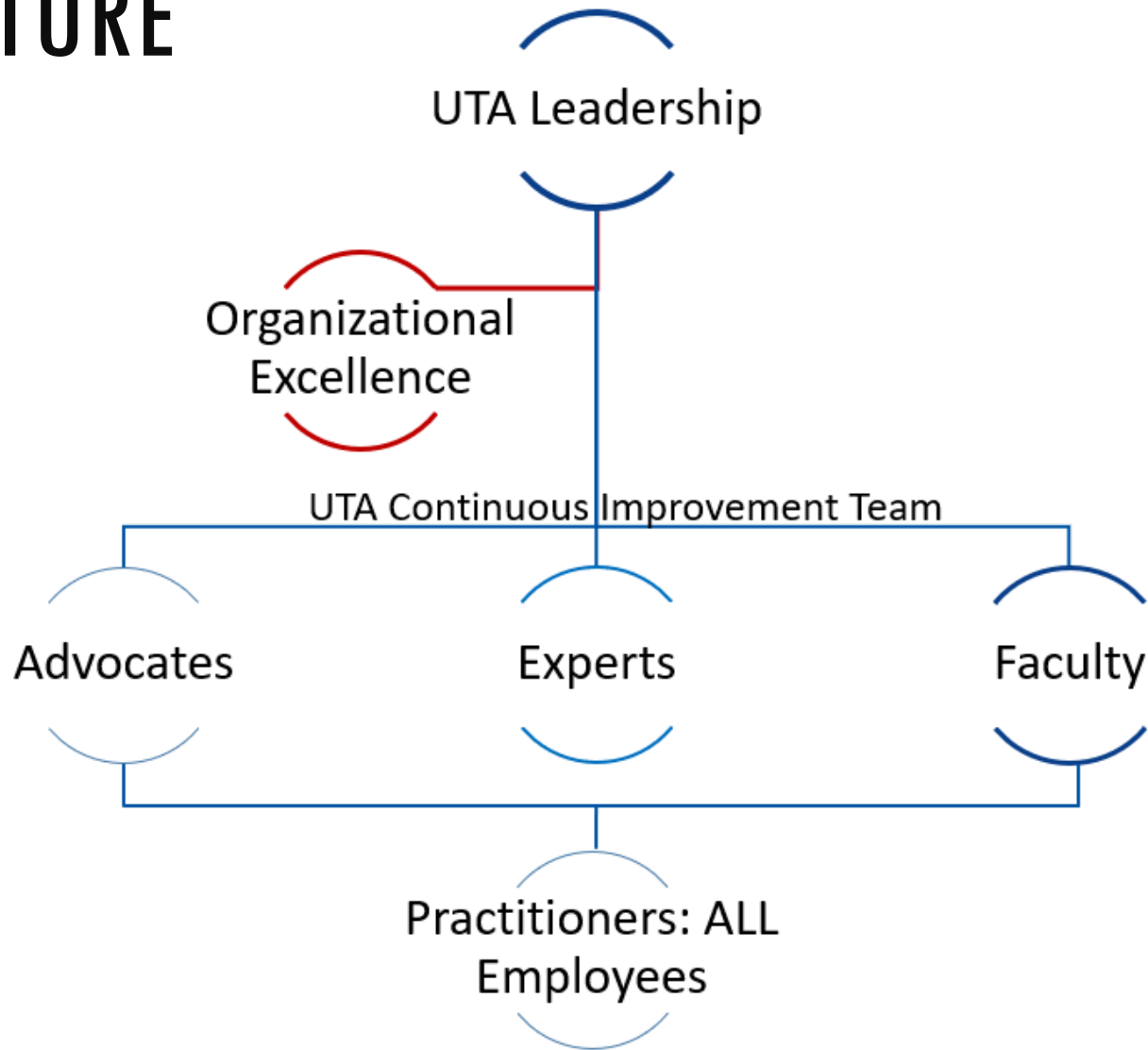
Presenter: Alisha Garrett &
Sarah Johnson
Board Meeting: 2/14/24

Agenda Item 10.b.

WHO WE ARE

The Continuous Improvement Team is a go-to **resource** to deepen understanding of the UTA Way. We offer **learning** opportunities, skill development, project support and **empower** employees to deliver **quality** results that **improve** our customers' experience and make UTA a great place to work.

OUR STRUCTURE



Agenda Item 10.b.

2023 CI TEAM DEMOGRAPHICS

36 Team Members in 2023

25 Departments represented

9 members have promoted or taken on a new role in 2023

2 members promoted externally and 1 enter full time MBA program

4 CORE GOALS OF UTA'S CI TEAM

LEARN

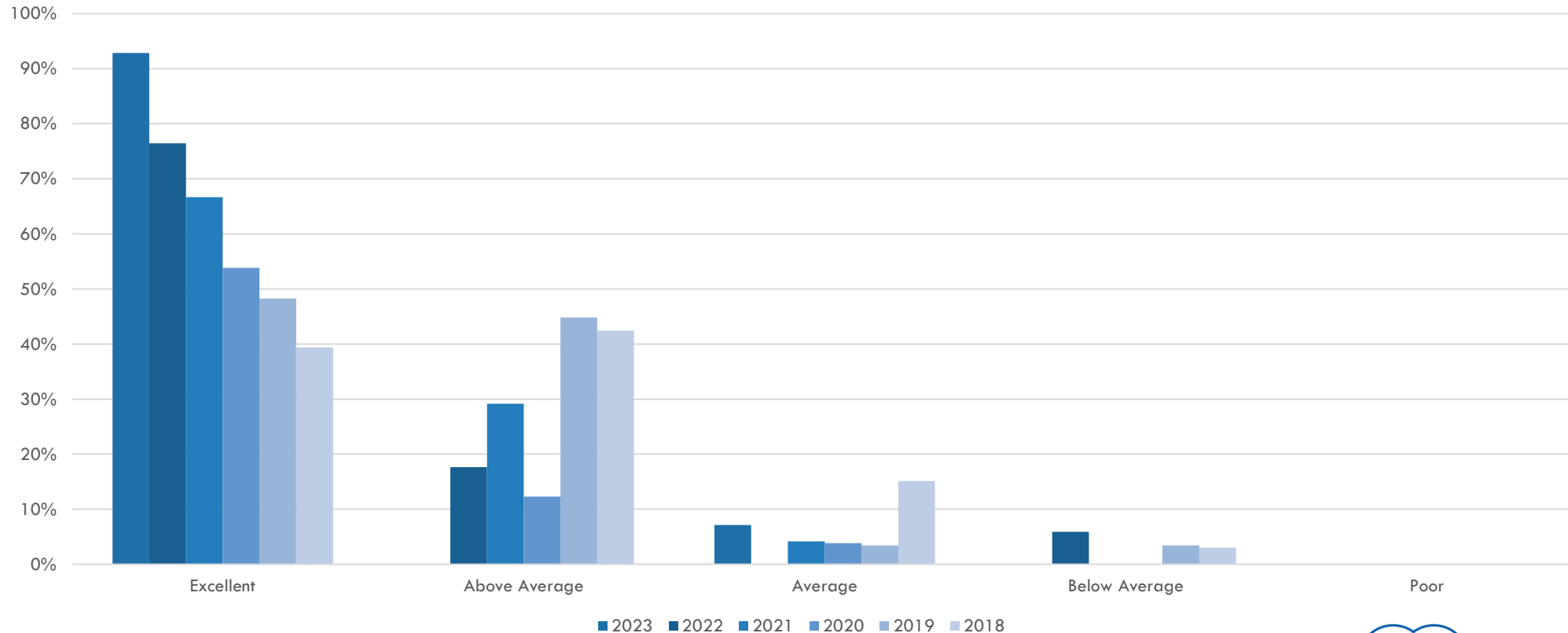
APPLY

SUPPORT

COACH & MENTOR

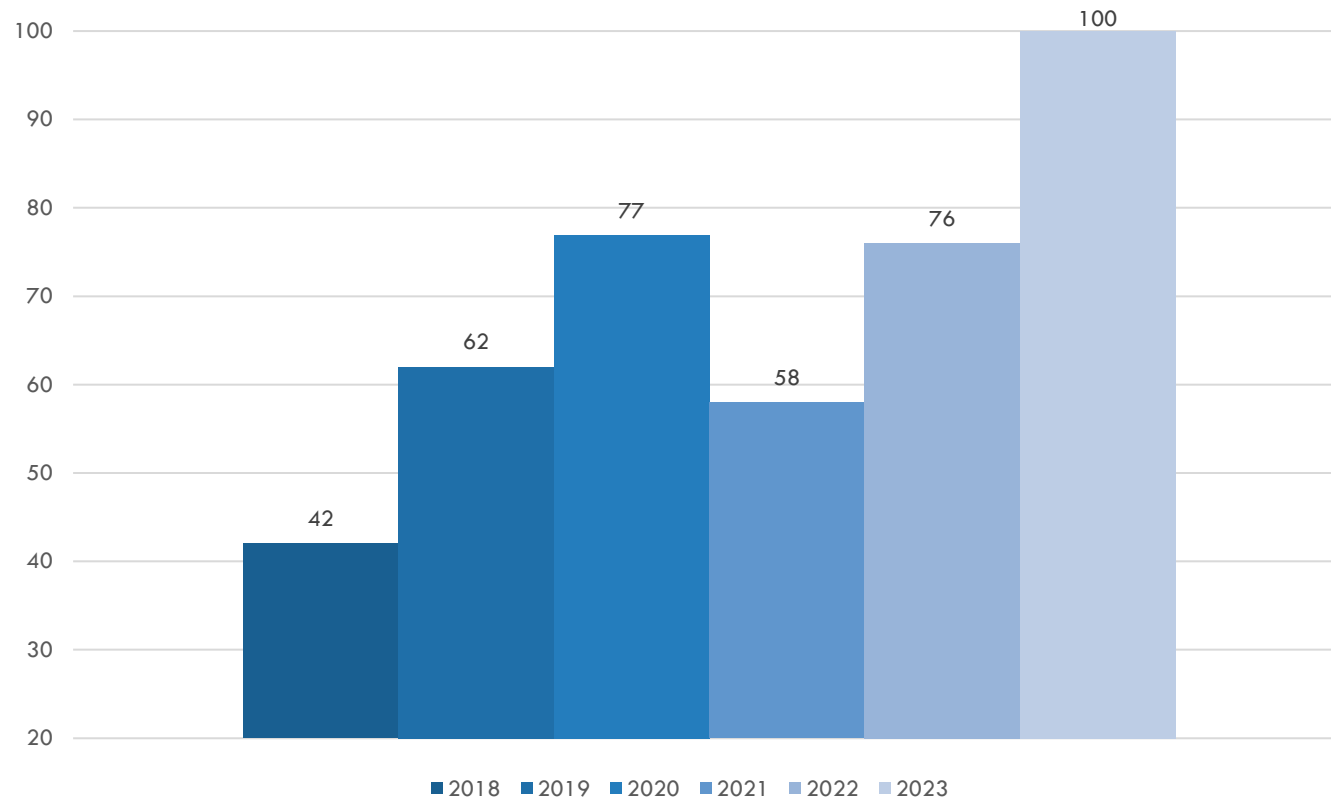


VALUE OF PARTICIPATING ON THE TEAM



Agenda Item 10.b.

NET PROMOTER SCORE



Agenda Item 10.b.

SNACK & SHARES - LEARNING FROM OTHERS

Informal

Sharing

Practicing

Tools



Agenda Item 10.b.

LEARNING FROM OTHERS

Internal

HRBP Team

The image shows a Zoom meeting interface. On the left is a grid of 20 video thumbnails for participants. On the right is a 'Participants (32)' list with names and icons for mute, video, and chat. Below the list is a 'Meeting Chat' window with a message from AOliver: 'Hi! Joy! It is really exciting that the Strategic Targets and Initiatives are spelling out the need for Individual Growth Plans and Succession Planning. Can you share with us your vision on the next couple of years of workforce management & growth strategy at the agency?' The chat window also shows a 'Recording On' notification.

The image is a screenshot of the UTA 2023 Strategy document. The header includes the UTA logo and the title 'UTA 2023 STRATEGY'. The document is organized into three main columns: 'Our Vision' (Leading Utah's mobility solutions and improving quality of life), 'Our Mission' (We Move You), and 'Our Foundation' (Living and Demonstrating the UTA Way). Below these are 'BOARD STRATEGIC PRIORITIES & SUCCESS OUTCOMES' with five categories: Quality of Life, Customer Experience, Organizational Excellence, Community Support, and Economic Return. Each category has a brief description and associated goals. Further down are 'GOALS AND 2030 OBJECTIVES', 'ANNUAL TARGETS', and 'ANNUAL STRATEGIC INITIATIVES', each with specific performance metrics and action items. A right-hand sidebar shows a PDF viewer interface with options like 'Export PDF', 'EGR PDF', 'Create PDF', 'Comment', 'Combine Files', 'Organize Pages', and 'Compress PDF'.

Agenda Item 10.b.

LEARNING FROM OTHERS

Internal

Timpanogos Maintenance

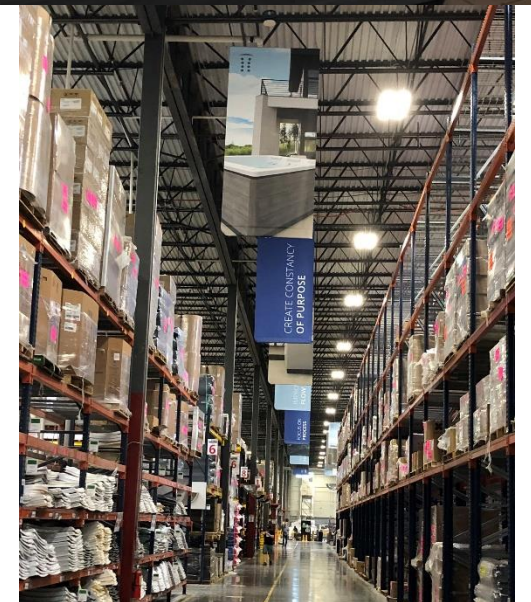


Agenda Item 10.b.

LEARNING FROM OTHERS

External Site Tours -

Bull Frog Spas



Agenda Item 10.b.

LEARNING FROM OTHERS

External Site Tours -

Clarke Planetarium



Agenda Item 10.b.



CI TEAM CERTIFICATIONS

- 9 people achieved their Advocate Certification
 - 3 people actively pursuing
- 5 people achieved their Expert Certification
 - 3 people actively pursuing
- 2 people achieved their Faculty Certification
 - 1 person actively pursuing
 - 6 people maintained Faculty certification



ADVOCATE CERTIFICATION

Alana Jacquez

Moose Willis

Christopher Castillo-Bateman

Ethan Ray

Iman Nazarinia

Sarah Mecham

Sarah Simpson

Juliana Brine

Lori Coca

Laura Balsamo*

Kyle James*

Heather Pape*

- “Over the years, seen a shift of mindset at UTA. Previously each step was so much work. The CI team is amazing, offer resources and support. It feels easy in comparison. It’s mind blowing to see others excited to make changes. – Member of Advocate

* Certification in progress

Agenda Item 10.b.





EXPERT CERTIFICATION

Derek Kuraitis
Andrea Dew
Juliana Brine
James Larson
Jacob Ekker

- Jordan DiRaddo*
- Riley Williams*
- Ali Oliver*

- “CI is a fresh set of glasses. You see sharper, the world is different, a more positive lens, more proactive – challenge ourselves everyday to become better. It’s fun to see how much it spreads – we all practice CI everyday.” – Member of Expert



FACULTY CERTIFICATION

Stacey Adamson
Alex Beim

■ Sarah Johnson*

- “Love learning about others work. It gave me focus and know I make a difference. I am excited to inspire others and enjoy not having to think about the same thing everyday.” – Member of Faculty

CI MEET & GREET

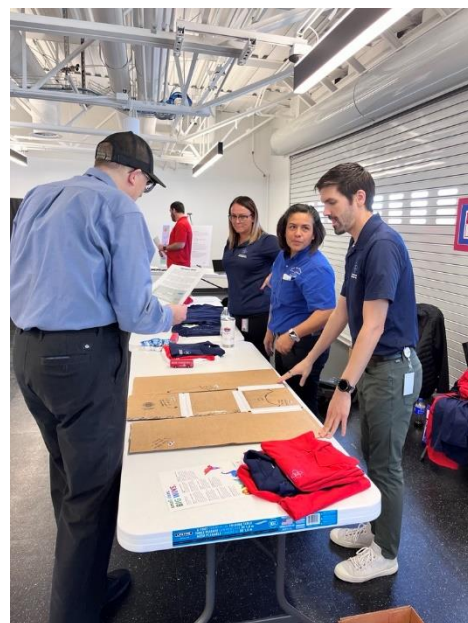


Agenda Item 10.b.

CI MEET & GREET



Agenda Item 10.b.



CI TEAM PROJECT HIGHLIGHTS

Team Members have been busy all year helping make improvements to their work, their teams work and finding better ways of serving our customers.

Results:

- Improved efficiency
- Improved service to customers
- Improved communication
- Improved quality
- Improved learning
- And so much more!!!



PARTING WORDS FROM THE CI TEAM

“CI is in my veins and heart. My favorite part was being a mentor, it gave me a fresh look at CI and was so rewarding to see my mentees learn and apply CI.”

“Through the work realized how interconnected we are, our work sends ripples. See a small change in 1 department and it echoes throughout the organization. Grateful to share and learn.”



* Please note not all team members are featured

Other Business

- a. Next Meeting: Wednesday, February 28, 2024, at 9:00 a.m.



Adjourn

