



# Utah Transit Authority

## Local Advisory Council

### MEETING MINUTES - Final

669 West 200 South  
Salt Lake City, UT 84101

---

**Wednesday, May 7, 2025**

**1:00 PM**

**FrontLines Headquarters**

---

**Present:** Chair Bob Stevenson  
Vice Chair Natalie Hall  
2nd Vice-Chair Neal Berube  
Council Member Dirk Burton  
Council Member Karen Cronin  
Alternate Council Member Dan Dugan  
Council Member Julie Fullmer  
Council Member Mark Johnson  
Alternate Council Member Jon Larsen

**Excused:** Alternate Council Member Brandon Gordon  
Council Member Erin Mendenhall  
Council Member Troy Walker

Also attending were UTA staff and interested community members.

#### **1. Call to Order & Opening Remarks**

Chair Bob Stevenson welcomed attendees and called the meeting to order at 1:00 p.m.

#### **2. Pledge of Allegiance**

Attendees recited the Pledge of Allegiance.

Chair Stevenson requested a moment of silence in remembrance of Juan Madrid, UTA Rail Maintenance Worker, who was fatally injured while performing his work for UTA.

#### **3. Safety First Minute**

Jay Fox, UTA Executive Director, delivered a brief safety message.

#### **4. Public Comment**

##### **In Person/Virtual Comment**

No in person or virtual comment was given.

##### **Online Comment**

No online comment was received.

**5. Consent**

(Note: Agenda item 5.b. was pulled from the consent agenda and revisited later in the meeting between agenda items 6.b. and 7.a.)

**a. Approval of February 19, 2025, Local Advisory Council Meeting Minutes**

A motion was made by Vice Chair Hall, and seconded by 2nd Vice-Chair Berube, to approve item 5.a. on the consent agenda. The motion carried by a unanimous vote.

**6. Service Planning****a. Sustainable Service Delivery System Update**

Jay Fox, UTA Executive Director, was joined by Kim Shanklin, UTA Chief of Staff to the Executive Director.

Staff reviewed April 2025 Change Day accomplishments, described adjustments made to support restored and expanded service, and discussed ongoing process refinement and analysis efforts to support the UTA 5-year Service Plan.

**b. Customer Experience Action Plan**

Nichol Bourdeaux, UTA Chief Planning & Engagement Officer, was joined by Jaron Robertson, UTA Director of Planning.

Robertson defined customer experience (CX) and outlined the purpose of the CX action plan and process in forming it. He then spoke about UTA customer mindsets, journeys, and experiences. Robertson concluded by highlighting CX focus areas, customer feedback implementation, and action items.

Councilmember Dirk Burton joined the meeting at 1:34 p.m.

Discussion ensued during which council members suggested UTA add volunteer ambassadors to provide information at platforms, market the Transit app more broadly, and increase efforts to coordinate on first/last mile projects with other agencies and municipalities.

**5. Consent (revisited)****b. UTA Federal Reauthorization Priorities**

Carlton Christensen, UTA Board Chair, was joined by Andrew Gruber, Wasatch Front Regional Council Executive Director, who participated in the meeting virtually.

Christensen summarized UTA's federal reauthorization priorities.

Gruber spoke about shared regional federal reauthorization priorities, and specifically

those with a transit nexus.

A motion was made by Vice Chair Hall, and seconded by Councilmember Karen Cronin, to approve item 5.b. on the consent agenda. The motion carried by a unanimous vote.

## 7. Budget and Finance

### a. Consultation on Issuance, Tender and Refunding of the Authority's Sales Tax Revenue Bonds

Viola Miller, UTA Chief Financial Officer, was joined by Brian Reeves, UTA Associate Chief Financial Officer, and Brian Baker with Zions Public Finance.

Staff presented potential financing opportunities, including new bond issuance, bond tendering, and tax-exempt refunding of taxable bonds.

Discussion ensued. Questions on the sufficiency of funding sources to cover operating expenses, the potential future use of the existing Mt. Ogden facility once the new facility is opened, and UTA's bond ratings were posed by the LAC and answered by staff.

## 8. Discussion

### a. Local Advisory Council Roles and Opportunities

Chair Stevenson was joined by Natalie Hall, UTA LAC Vice Chair, Annette Royle, UTA Chief Board Strategy & Governance Officer, and Jana Ostler, UTA Director of Board Governance.

Ostler reviewed the LAC's statutory roles and consultation opportunities.

Vice Chair Hall highlighted LAC engagement opportunities.

Discussion ensued. Topics included the LAC's role in transit planning and fixed guideway transit capital project timelines, opportunities for input in the transit and service planning processes, and a recommendation for better ongoing communication with municipalities on the status of transit projects.

## 9. Open Dialogue

### a. Open Dialogue with the Board of Trustees

Chair Stevenson invited open dialogue with the UTA Board of Trustees. During the discussion, Councilmember Burton requested information on points of contact and/or processes for addressing transit-related constituent requests.

Jeff Acerson, UTA Trustee, suggested LAC members spend time on the transit system and solicit feedback from riders.

**10. Reports****a. Executive Director Report**

- Quiet Zone Update
- 2024 Onboard Survey Report

**Quiet Zone Update**

Jay Fox reported waivers were received from the Federal Railroad Administration reinstating both quiet zones along the FrontRunner alignment.

**2024 Onboard Survey Report**

Jay Fox described the Onboard Survey purpose, methodology, and results.

Discussion ensued. A question on data pertaining to single-vehicle households was posed by the LAC and answered by Fox.

**b. Audit Committee Report**

Chair Stevenson was joined by Vice Chair Natalie Hall.

Vice Chair Hall reported on audit committee meetings held December 16, 2024, and March 10, 2025.

In December:

- Engagement letters with external auditors Crowe LLP were approved for UTA's 2024 financial audits
- The committee received a report on the status of the 2024 Internal Audit Plan
- The Internal Audit Director presented a new planning and tracking tool to monitor open issues or findings for past audits
- Presentations were given on the support fleet performance audit follow-up report, 1099 reporting audit follow-up report, and procurement process performance audit

In March:

- The Internal Audit Charter was reviewed and adopted
- The committee discussed UTA's risk profile report
- The 2025 Internal Audit Plan was approved
- The committee reviewed the status of the 2024 Internal Audit Plan and open issue report
- Presentations were given on the real estate and transit-oriented development audit and information technology general controls audit follow-up report

**11. Other Business**

Next Meeting: Wednesday, August 27, 2025, at 1:00 p.m.

**12. Adjourn**

Chair Stevenson adjourned the meeting at 3:23 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 or audio located at <https://www.utah.gov/pm/sitemap/notice/991901.html> for entire content. Meeting materials, along with a time-stamped video recording, are also accessible at <https://rideuta.granicus.com/player/clip/363>.

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

Approval Date: August 27, 2025

---

Bob Stevenson  
Chair, UTA Local Advisory Council