

SALT LAKE CITY
BUSINESS ADVISORY BOARD
Wednesday, March 10th, 2021
8:30 a.m. – 10:00 a.m.

Vice-Chairperson Liedtke read the following statement:

I, Kestrel Liedtke, Vice-Chairperson of the Business Advisory Board, hereby determine that conducting the Business Advisory Board meeting at an anchor location presents a substantial risk to the health and safety of those who may be present at the anchor location. The World Health Organization, the President of the United States, the Governor of Utah, the Salt Lake County Health Department, Salt Lake County Mayor, and the Mayor of Salt Lake City have all recognized a global pandemic exists related to the new strain of the coronavirus, SARS- CoV-2.

Due to the state of emergency caused by the global pandemic, I find that conducting a meeting at an anchor location under the current state of public health emergency constitutes a substantial risk to the health and safety of those who may be present at the location.

MINUTES

1. Roll call

The following members of the Business Advisory Board were present:

Darin Piccoli, Chair (by phone)
Abudujannah Soud
Sue Rice
Alfonso Brito

Kestrel Liedtke, Vice-Chair
Jeff Carleton
John Lair

The following members of the Business Advisory Board were absent:

JD Smith
Angela Brown

Karen Gunn

Also Present:

Rachel Molinari, Department of Economic Development; Roberta Reichgelt, Department of Economic Development; Will Wright, Department of Economic Development; Peter Makowski, Department of Economic Development; Clark Cahoon, Department of Economic Development; Andrew Wittenberg, Department of Economic Development; Allison Rowland, Salt Lake City Council Office; Peter Nelson, Sustainability (by phone); Casey Steward, Planning Department; Wayne Mills, Planning Department; Edward Bennett, Suazo Center; Derek Deitsch, Downtown Alliance; and Kristen Lavelett, Local First Utah; Chad Horrell, Door Dash; Michelle Corigliano, Salt Lake Area Restaurant Association (SLARA); Melva Sine, Utah Restaurant Association.

2. Announcements

City Council Announcements

Ms. Rowland did not have any announcements for the Board but asked if any member had questions.

No BAB members had questions.

Economic Development Announcements

COVID-19 Update

- Mr. Wittenberg announced that as of April 1, 2021, all Utahans will be eligible for a Covid-19 vaccine. He also said the State Legislature plans to let the mask mandate expire on April 10, 2021. Salt Lake City will still advise all residents to continue to wear masks. Mr. Wittenberg shared the Salt Lake Chamber's policy discussion regarding Covid-19 vaccinations (<https://slchamber.com/covid-19-vaccination-policy-webinar/>). He said that under the Center for Disease Control (CDC) guidelines, businesses can suggest their employees get a vaccine and can go further to make it a business-wide policy. Regardless of what a business decides, if the business has more than 10-15 employees, owners must have a clearly written policy and the policy must be distributed to all employees. There also must be a point of contact person within the business available to answer any questions. In addition, businesses should continue to socially distance their employees and guests.

Mr. Wittenberg said that by late April to May 2021 there will be an increase in business activity and activation in Salt Lake City. He also mentioned the CDC's new guidelines for gathering with others who have been vaccinated.

Vice-Chairperson Liedtke asked if the City will keep a mask mandate even after the April 10, 2021 expiration. Mr. Wittenberg said there has no formal decision by the Mayor. Ms. Reichgelt said the City will follow the direction from the County.

Mr. Carleton asked how the restaurant associations in the meeting felt about the mask mandate expiring. Ms. Corigliano said that she's heard that most restaurants will keep requiring masks and will also continue to limit capacity inside restaurants.

Mr. Soud expressed his concern for the importance of getting restaurant workers and staff vaccinated before they worry about extending the mask mandate. He said that there will always be customers who refuse to wear a mask and that it would be better to be vaccinated than have to confront non-mask wearing customers.

Ms. Sine said the Utah Restaurant Association has heard that the majority of restaurants will still require front facing employees to wear masks but that the backend and kitchen staff workers will vary by restaurant and county. She also said that restaurants do not have enough time to get back to 100% occupancy before the mask mandate expires so it is likely they will continue to operate at lower capacities and work up over time.

Department Name Change

- Ms. Reichgelt said the Department has collected feedback from the Arts Council Advisory Board and the Human Rights Commission regarding the name change to Economic Opportunity and is working to consolidate those into a transmittal to go before the Council. She said she would share the details with the Board at a later meeting.

Board Announcements

- Vice-Chairperson Liedtke shared notes from Chairperson Piccoli about the previous Board meeting. She said Chairperson Piccoli wanted to point out the importance of having the Police Chief come and discuss matters with the Board as well as Mr. Milner who discussed the Housing and Urban Development (HUD) funds. She reiterated the comments made in the last meeting about the Council being open to the needs of the Board's Agenda items. She said that Chairperson Piccoli has been attending the Council meetings and will continue to do so until a member rotation schedule has been set and can provide advice for new Board members attending City Council meetings.

- Vice-Chairperson Liedtke reminded the Board that vacant Board spots will be available in the next few months as they look to expand the Board to 15 members. She urged everyone to think about how to recruit these new members.

3. Approval of the minutes of the February 10th, 2021 meeting

Ms. Rice made a motion to approve the minutes from the February 10, 2021 meeting. Mr. Lair seconded the motion. Upon roll call, the motion passed unanimously.

4. Business Item

A. Delivery Fee Discussion – Invited Guests, Econ Dev to moderate

Ms. Reichgelt explained that she's had conversations with some business owners, about putting a cap on delivery fees. She said the article included in the packet covered how some cities across the country acted quickly in the Spring of 2020 to put a cap on food delivery fees. She stated that she had not heard from many restaurants in Salt Lake City who wanted to engage with the City Council to pursue a cap, so due to the lack in interest the Department did not move forward with it early on in the pandemic. Since then, there is now more of a concern from restaurant owners, due to the increase of 30-40% of fees on their deliveries.

Ms. Sine said the Utah Restaurant Association has discussed the delivery fee with the State and multiple cities and communities. She also said that while some communities require contracts for 3rd party delivery, many restaurants still do not have contracts in place with delivery service companies. She said whatever is decided that should not put into jeopardy the continuing market trend for 3rd party delivery services. Ms. Sine said that the Utah Restaurant Association made all restaurants exempt from the marketplace facilitator tax which allowed the delivery service company to collect the tax on the food and service purchases. The intent behind that was to have people avoid paying double tax when they use their services to order food. Ms. Sine encouraged all Salt Lake City residents to react to this tax in the best interest of the local restaurants and said that President Biden's American Rescue Plan includes \$28.6 B for the restaurant industry nationwide and that more details on that funding will be available once the bill is signed. Ms. Sine also said the Restaurant Association asked Salt Lake City to allow 2-3 curbside pickup or delivery parking spots available for restaurants who cannot set up drive-through processes on their property.

Ms. Corigliano said SLARA tried to get Salt Lake County to pass ordinances to prohibit the predatory fees charged by 3rd party delivery services. She also mentioned that some 3rd party services hijack restaurant's websites and offer their services without a signed agreement and how this has the potential to ruin a restaurant's brand reputation. She said that she had talked with Ms. Reichgelt about the process for business owners to designate parking spots in front of their locations for deliveries or curbside pickup but that it is an onerous process and quite expensive for business owners to do.

Ms. Corigliano discussed the food safety issue with having 3rd party drivers handle customer's food. She said that every restaurant worker is required to have a food handler's permit, but that there are no requirements like this for delivery drivers. She said that there should be an ordinance that requires all 3rd party food delivery drivers to hold some sort of food training license. She also said she would like to see some sort of payment protection put in place for drivers in a future ordinance. Ms. Sine added that there should also be data privacy concerns written into an ordinance to keep credit card data private.

Mr. Brito said that his business tried using Grub Hub, Door Dash, and Uber Eats when the pandemic started but has stopped using all these services because of the number of fees which were close to 40% of his payments. He said the goal of any restaurant is to deliver good, warm food, and once it's in the hands of a delivery driver you don't know what happens to it. After canceling all the 3rd party delivery services his business has seen an increase of 130% in sales since last year because of the loyal customers. Ms.

Reichgelt asked Mr. Brito if SLC were to put a fee cap in place if he would go back to using the services and he said no.

Vice-Chairperson Liedtke said her restaurant has been closed since the beginning of the pandemic so there has not been a need for delivery services, but that she had a bad experience with Grub Hub because of the fees they wanted to charge for delivery. She said that she did not want to go through with a contract with that service and then her restaurant's website was hijacked by the company.

Mr. Deitsch said these delivery service platforms unfairly give an advantage to national chains that can afford to pay these fees over many of the local restaurants that cannot afford them. He also said he wasn't sure if a fee cap would make much of an impact and that he felt it is not in the best interest of local businesses right now.

Mr. Bennett and Mr. Deitsch both stated that they had stopped using 3rd party delivery services because of the fees they charge and felt that it might be more effective for local restaurants to campaign for customers picking up their orders so that they don't have to be hit by the delivery fees.

Mr. Horrell said that 100% of the restaurants Door Dash partners with have contracts in place that specify the fees and the agreed-upon prices that are set by the restaurant, not Door Dash. He stated that Door Dash never hijacks restaurant websites and only operates through their platform. He also said the company does background checks on all of its drivers and made the point of saying that Door Dash is a delivery service and that it needs to cover its costs in order to provide the expensive service. Mr. Horrell said one of the major benefits of Door Dash is that it can provide restaurants with new customers. He stated that Door Dash has to be responsive to its restaurant partners and that in every instance where a fee cap went into effect there has been a 5-14% drop in delivery. When that happens their drivers make less and so do the restaurants.

Ms. Corigliano asked Mr. Horrell what Door Dash looks for in its driver background checks. He said they do a criminal history check. Mr. Deitsch asked if there is any food safety training or requirements for Dashers. Mr. Horrell said food safety is part of the training every Dasher gets but that different localities have different rules when it comes to what is required to handle food and that when a food handler's permit is required that Door Dash complies fully. Ms. Sine said that Utah does not require delivery drivers to have any food safety training or a food handler's permit.

Ms. Rice asked Mr. Horrell how Door Dash determines its fees. He said that there is a model across the board but that it is mostly determined by volume through the platform. He added that they are trying to roll out a new pricing model nationwide that might take some time to hit every community. He also stated that Door Dash has a restaurant advisory committee that meets regularly, and the company has made a lot of changes based on committee suggestions. He explained one of those suggestions was a storefront platform that is free for restaurants with 6 or fewer locations that did not have a website set up. With a digital presence, the restaurant can provide carry-out service or delivery directly through their restaurant.

Mr. Soud shared his experience with delivery fees and said that he used to pay \$3,000 per month for delivery services but now gives his employees the option to deliver orders when they are scheduled off so that they can earn more money and tips. He said that this model works better for his business than the 3rd party platforms and that his employees already know about the food and are trained.

Ms. Reichgelt summarized the concerns of the discussion to instead of looking at a fee cap to instead look into building an educational campaign around how delivery services work and to make it more accessible for curbside pickup options. Vice-Chairperson Liedtke added the importance of having contracts in place when restaurants use 3rd party delivery services. Ms. Reichgelt said she would take that back to the attorney's office for consideration.

B. Off-Street Parking Ordinance – Wayne Mills and Casey Stewart, Planning Dept

Mr. Mills provided a presentation concerning Off-Street Parking, Mobility, and Loading. He said the overall purpose of the project was to update the parking requirements to better reflect market demand and to establish a framework that allows parking regulations to be responsive to the changes in Salt Lake City. He explained that these parking regulations would only apply to new development or when additional dwelling units are being added. Mr. Mills said the Planning Department briefed the City Council about these parking updates during the February 16, 2021 meeting and a public hearing is scheduled for the March 16, 2021 City Council Meeting. He said if any Board members wanted more information on the project that they could reach out to Eric.Daems@slcgov.com in Planning. The PowerPoint presentation is attached.

5. Adjournment

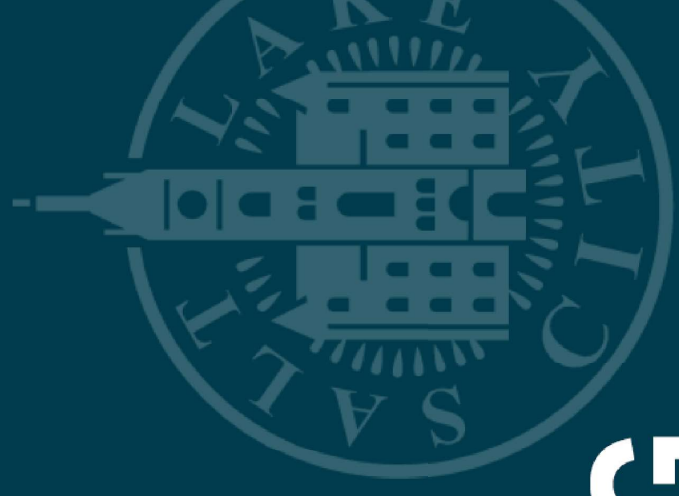
There being no further business, the meeting was adjourned.

Darin Piccoli

[Darin Piccoli \(Apr 14, 2021 10:59 MDT\)](#)

Darin Piccoli, Chairperson

This document and the recording constitute the official minutes of the Economic Development Business Advisory Board meeting held March 10, 2021.

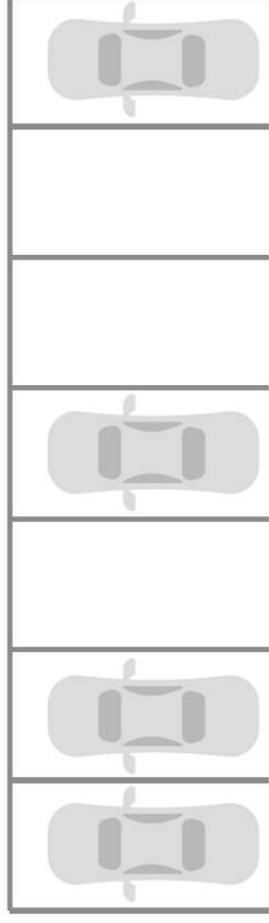


OFF STREET PARKING, MOBILITY, AND LOADING

ZONING ORDINANCE // 21A.44

PROJECT PURPOSE

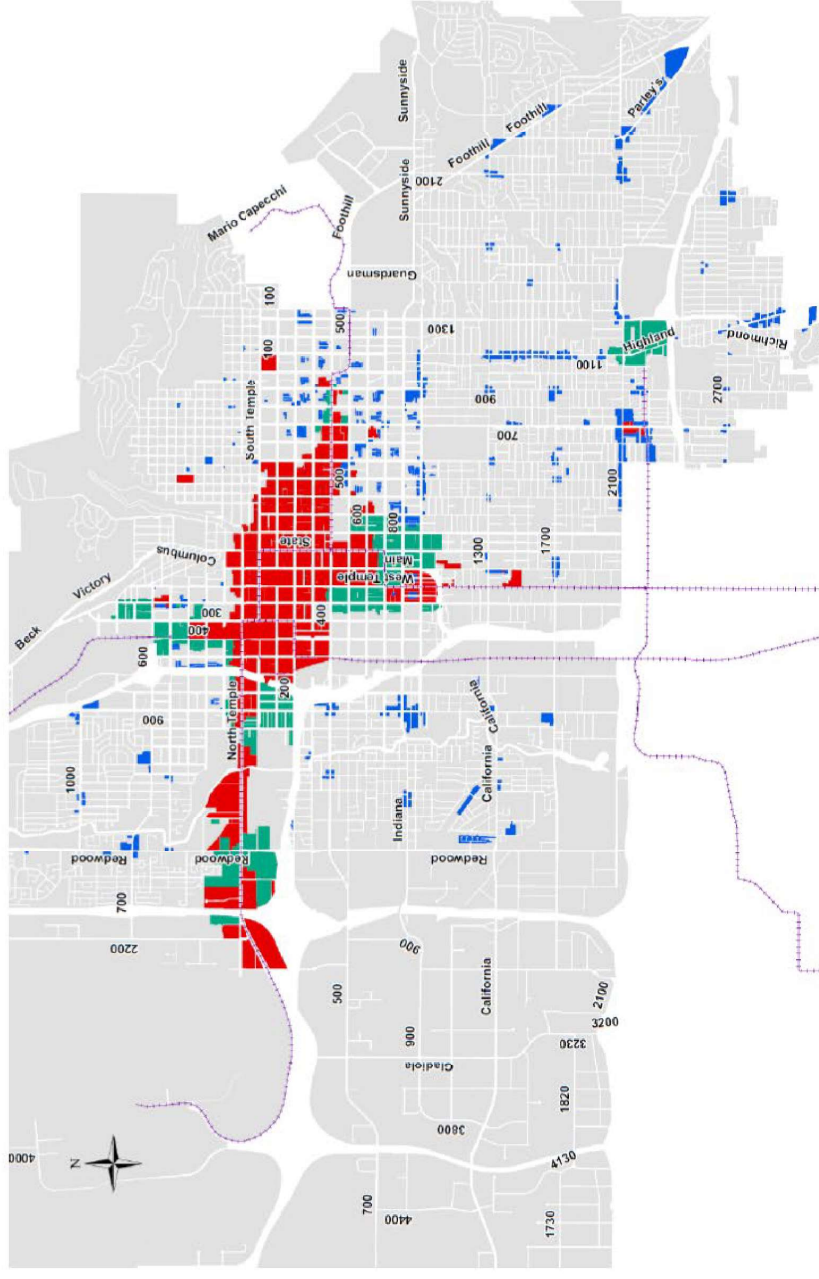
- Update parking requirements to better reflect market demand
- Establish framework that allows parking regulations to be responsive to a changing city
- Simplify and clarify
- Note: This proposed changes do not impact on-street parking



GENERAL OVERVIEW

- Created parking “contexts” (eliminating one size fits all approach)
- Revised strategy for minimum & maximum parking regulations
- Revised alternatives to the parking regulations
- Moved technical specifications to an engineering standards manual
- Language clean-up

PROPOSED PARKING CONTEXT AREAS



Legend

- GENERAL CONTEXT
- NEIGHBORHOOD CENTER CONTEXT
- URBAN CENTER CONTEXT
- TRANSIT CONTEXT
- UTA RAIL LINES

(based on current zoning districts)

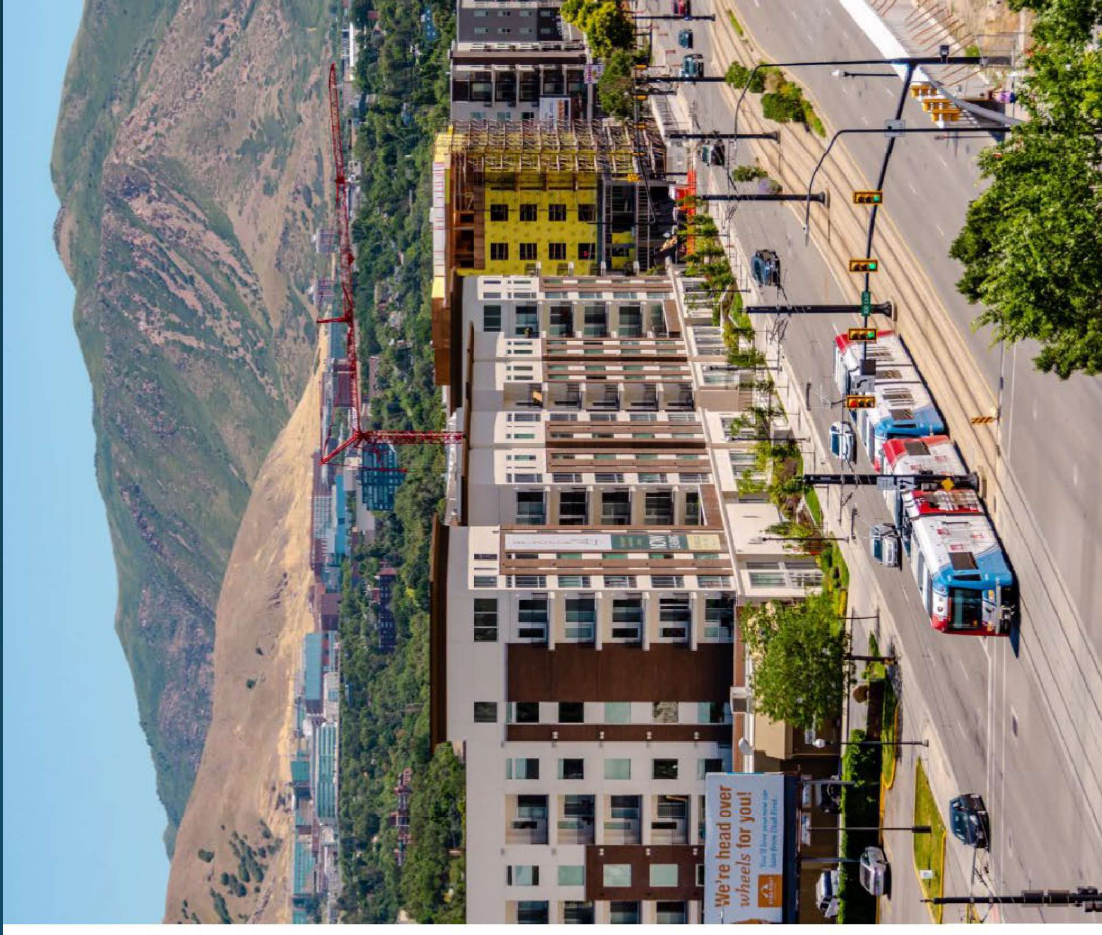
TRANSIT CONTEXT

(e.g. Downtown, Gateway, North Temple and 400 South corridors, Central 9th)

- Highest density development
- Adjacent to mass-transit facilities
- Lowest parking demand

APPLICABLE ZONING DISTRICTS

D-1, D-3, D-4, FB-CS, FB-UN2, FB-UN3, G-MU, R-MU, TSA-C, UI



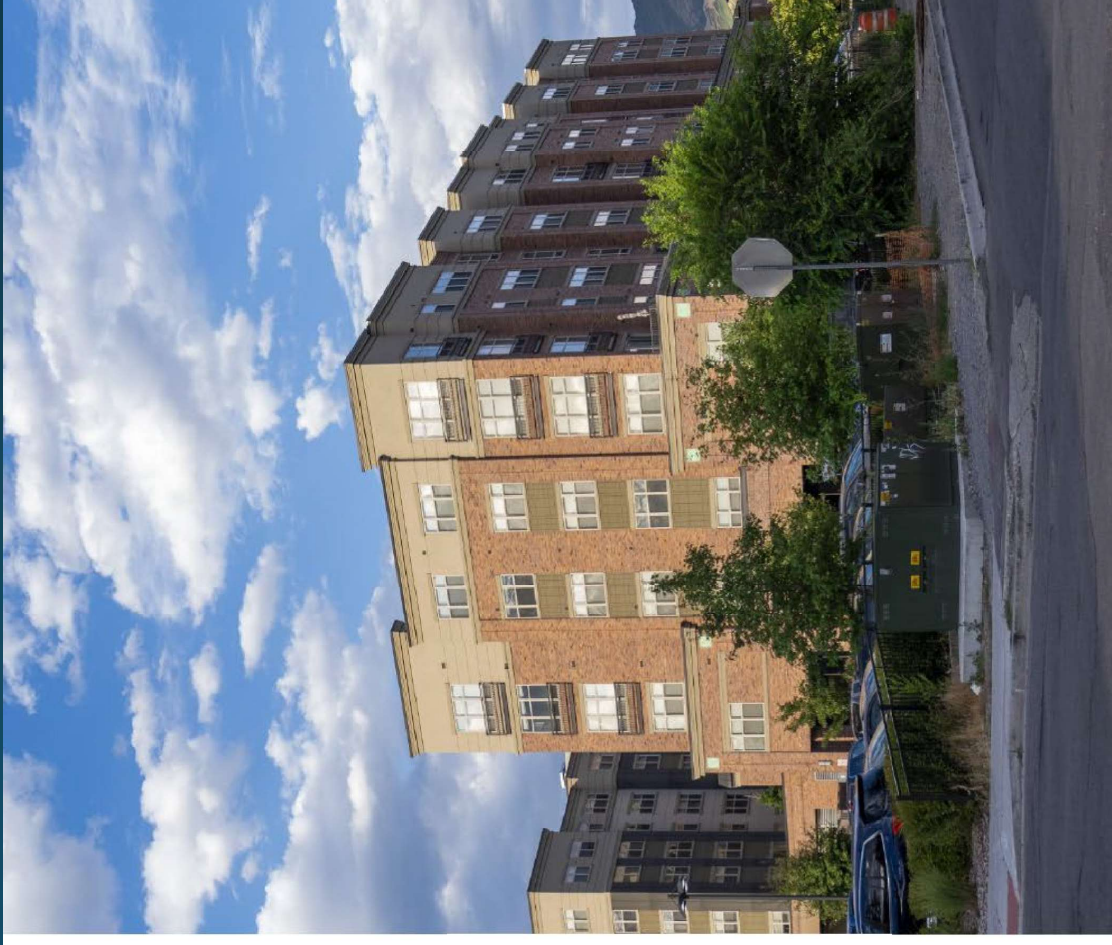
URBAN CENTER CONTEXT

(e.g. Sugar House, Marmalade, Downtown Adjacent, Guadalupe)

- Higher density, pedestrian-scale development
- Increased development/mobility options
- Low/moderate parking demand

APPLICABLE ZONING DISTRICTS

CSHBD1, CSHBD2, D-2, MU, TSA-T



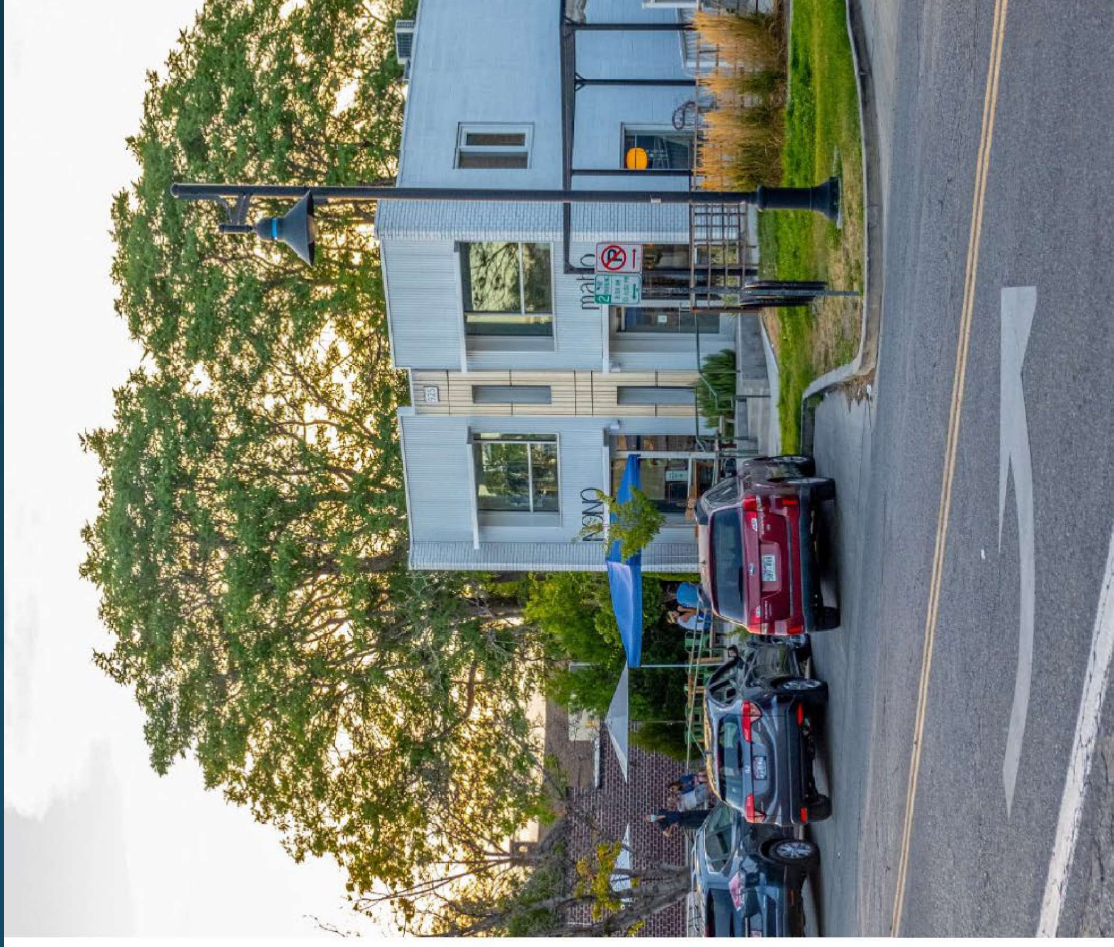
NEIGHBORHOOD CENTER CONTEXT

(e.g. 9th & 9th, 1100 E Commercial Corridor, Foothill Village)

- Small/Moderate-scale activity nodes
- Pedestrian-scale development & amenities
- Usually not well served by transit
- Most varied parking needs

APPLICABLE ZONING DISTRICTS

CB, CN, FB-UN1, FB-SE, RB, R-MU-35, R-MU-45, SNB, SR-3



GENERAL CONTEXT

(e.g. Redwood Rd, South State Street, Single-family Neighborhoods, Industrial Areas)

- Applies in all areas not defined in other contexts
- More auto - dependent and/or suburban in scale
- Fewest mass-transit options available
- Highest parking demand

APPLICABLE ZONING DISTRICTS

All areas not defined in other contexts



REVISED PARKING # HIGHLIGHTS

- Parking counts based on consultant recommendations, City & neighborhood goals, & input from developers & business community
- Minimums generally the same or lower
- Maximums now based on best practice, rather than % of minimum
 - Structured parking not counted against maximums

Current	Base Standard	Other Standards Applicable	Maximums
Office	3/1,000 sq ft main floor + 1.25/1,000 other floors	D-1, D-2, D-3, D-4, GMU, TSA-T, TSA-C, FB-SC, FB-SE, FB-UN	Based on % of minimum and zone - Often equivalent to the minimum - Never more than 3/1,000 sq ft except for west of Redwood Rd
Retail	2/1,000 sq ft		
Restaurant			

Proposed	General	Neighborhood Center	Urban Center	Transit	Maximums
Office	3/1,000 sq ft	2/1,000 sq ft	1/1,000 sq ft	No Minimum	2/1,000 sq ft Transit 3/1,000 sq ft Urban & Neighborhood Center 4/1,000 sq ft General
Retail	2/1,000 sq ft	1.5/1,000 sq ft			
Restaurant		2/1,000 sq ft			5/1,000 Transit & Urban Center 7/1,000 Neighborhood Center & General

When do the new parking regulations apply?

- New development
- Additional dwelling units
- Expansion by more than 25%
- Change of use requiring an additional 10+ stalls by use, or an increase of 25% of existing

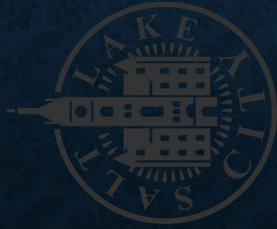
ALTERNATIVES TO PARKING CALCULATIONS

- **New includes up to 40% combined reductions**
 - Affordable & senior housing
 - Carpool and car share
 - Valet
 - Proximity to mass transit (TRAX or high-frequency bus routes)
 - Shared parking
- **Parking Study (to reduce or increase parking)**



NEXT STEPS

- Briefed City Council on February 16
- City Council public hearing on March 16
- Ongoing discussions with City Council
- Planning Staff Report and proposed ordinance
 - <https://www.slc.gov/planning/public-meetings/2006-2018-planning-commission-records/2020-planning-commission-records/>
- January 8, 2020 meeting date



CONTACT

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BAB Minutes 3.10.21

Final Audit Report

2021-04-14

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