



Utah Transit Authority

Local Advisory Council

REGULAR MEETING AGENDA

669 West 200 South
Salt Lake City, UT 84101

Wednesday, February 16, 2022

1:00 PM

FrontLines Headquarters

NOTICE OF SPECIAL MEETING CIRCUMSTANCES DUE TO COVID-19

This will be an all-remote meeting with no anchor location.

For remote viewing, public comment, and special accommodations instructions, please see the meeting information following this agenda.

OPENING BUSINESS

1. **Call to Order & Opening Remarks** Chair Karen Cronin
2. **Safety First Minute** Jeff Acerson
3. **Public Comment** Chair Karen Cronin
4. **Oath of Office**
 - a. Oath of Office: UTA Local Advisory Council Members - Howard Madsen, Dan Peay, and Trent Staggs Cathie Griffiths
 - b. Oath of Office: UTA Local Advisory Council Alternate Members - Ellen Birrell and Jon Larsen Cathie Griffiths
5. **Consent** Chair Karen Cronin
 - a. Approval of November 17, 2021 Local Advisory Council Meeting Minutes

CONSULTATION WITH BOARD OF TRUSTEES

6. **Capital Projects**
 - a. Utah Transit Authority Capital Projects Update Mary DeLoretto
David Hancock
Todd Provost
7. **Service Planning**
 - a. UVX Before and After Study Mary DeLaMare-Schaefer
Eric Rasband
8. **Discussion**

- | | | |
|----|--|-------------------------------------|
| a. | Legislative Priorities | Shule Bishop |
| b. | Rail Apprenticeship Programs | Kim Shanklin
Stacey Palacios |
| c. | Low Income Fares | Monica Morton
Kensey Kunkel |
| d. | Open Dialogue with the Board of Trustees | Karen Cronin
Carlton Christensen |

REPORTS AND OTHER BUSINESS**9. Resolutions**

- | | | |
|----|---|--------------|
| a. | AR2022-02-01 Resolution Appointing Council Officers for the Year 2022 | Karen Cronin |
|----|---|--------------|

10. Reports

- | | | |
|----|---|-----------------------------------|
| a. | Agency Report | Jay Fox |
| | - Grants Update | |
| | - Ridership Report | |
| b. | Constituent and Customer Service 2021 Annual Report | Nichol Bourdeaux
Cindy Medford |
| c. | Audit Committee Report | Karen Cronin |

11. Other Business

Chair Karen Cronin

- | | |
|----|--|
| a. | Next Meeting: Wednesday, June 1, 2022 at 1:00 p.m. |
|----|--|

12. Adjourn

Chair Karen Cronin

Meeting Information:

- In accordance with the Utah Open and Public Meetings Act, (Utah Code § 52-4-207.4), and as determined by the Council Chair, the UTA Local Advisory Council meeting will take place electronically.
- Meeting proceedings may be viewed remotely by watching the live-stream found through the links on the UTA Board Meetings page - <https://www.rideuta.com/Board-of-Trustees/Meetings> or through the Webex meeting platform (see below).
- In the event of technical difficulties with the remote live-stream, the meeting will proceed over Webex and in compliance with the Open and Public Meetings Act.
- Public Comment may be given live during the meeting by joining through Webex. See instructions below.

- o Use this Webex link and follow the instructions to register for the meeting (you will need to provide your name and email address).
<https://rideuta.webex.com/rideuta/j.php?RGID=r32cbcac9a63b1c409b5cf9ff9a97d5ed>
 - o Sign on to the Webex meeting portal through the "join event" link provided in your email following approval of your registration.
 - o Sign on 5 minutes prior to the meeting start time.
 - o Use the "raise hand" function in Webex to indicate you would like to make a comment.
 - o Comments are limited to 3 minutes per commenter.
- Public Comment may also be given through alternate means. See instructions below.
 - o Comment via email at advisorycouncil@rideuta.com
 - o Comment by telephone at 801-743-3882 option 5 (801-RideUTA option 5) – specify that your comment is for the Local Advisory Council meeting.
 - o Comments submitted before 2:00 p.m. on Tuesday, February 15th will be distributed to council members prior to the meeting.
- Motions, including final actions, may be taken in relation to any topic listed on the agenda.
- Special Accommodation: Information related to this meeting is available in alternate format upon request by contacting adacompliance@rideuta.com or (801) 287-3535. Request for accommodations should be made at least two business days in advance of the scheduled meeting.
- UTAH TRANSIT AUTHORITY ELECTRONIC MEETING DETERMINATION

Consistent with the Utah Open and Public Meetings Act, (UTAH CODE § 52-4-207 [4]), as the Chair of the Local Advisory Council ("Council") of the Utah Transit Authority ("UTA"), I hereby make the following written determinations in support of my decision to hold electronic meetings of the UTA Local Advisory Council without a physical anchor location: Due to the resurgence of COVID -19 cases locally, conducting Council meetings with an anchor location presents a substantial risk to the health and safety of those who may be present at the anchor location. This written determination takes effect on February 16, 2022, and is effective until midnight on March 17, 2022 and may be re-issued by future written determinations as deemed appropriate.
Dated this 8th day of February 2022.
Signed, Karen Cronin, Chair of the Local Advisory Council



U T A

Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

DocuSign Envelope ID: 611676A9-7DEA-444B-9145-E9586DD07011

UTAH TRANSIT AUTHORITY ELECTRONIC MEETING DETERMINATION

Consistent with the Utah Open and Public Meetings Act, (UTAH CODE § 52-4-207 [4]), as the Chair of the Local Advisory Council ("Council") of the Utah Transit Authority ("UTA"), I hereby make the following written determinations in support of my decision to hold electronic meetings of the UTA Local Advisory Council without a physical anchor location:

Due to the resurgence of COVID -19 cases locally, conducting Council meetings with an anchor location presents a substantial risk to the health and safety of those who may be present at the anchor location.

This written determination takes effect on February 16, 2022, and is effective until midnight on March 17, 2022 and may be re-issued by future written determinations as deemed appropriate.

Dated this 8th day of February 2022.

DocuSigned by:
Karen Cronin
611676A9-7DEA-444B-9145-E9586DD07011

Karen Cronin, Chair of the Local Advisory Council



U T A

Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
FROM: Karen Cronin, Local Advisory Council Chair
PRESENTER(S): Cathie Griffiths, Executive Assistant to Board Chair

TITLE:

Oath of Office: UTA Local Advisory Council Members - Howard Madsen, Dan Peay, and Trent Staggs

AGENDA ITEM TYPE:

Oath of Office

RECOMMENDATION:

Oath of office administered by notary public, Cathie Griffiths

BACKGROUND:

The Utah Public Transit District Act (17B-2a-808.2) establishes a nine-member Local Advisory Council with members appointed by Council of Government (COG) bodies across the UTA service district. Statute indicates that the Salt Lake County Council of Governments shall appoint three members to the Local Advisory Council and Davis County Council of Governments shall appoint one member. Additionally, UTA Bylaws Article 1, section 3 stipulate that the oath of office must be administered to Local Advisory Council (LAC) members before commencing the duties of the office.

Troy Walker, Robert Hale, and Clint Smith have been serving as the Salt Lake County COG appointees and Eric Craythorne has been serving as the Davis County COG appointee since late 2018. Robert Hale, Clint Smith, and Eric Craythorne are no longer serving on the LAC which leaves three LAC seats open.

UTA and fellow LAC members appreciate the service given by outgoing LAC members Eric Craythorne, Robert Hale, and Clint Smith.

DISCUSSION:

On January 19, 2022 the Davis County COG voted to appoint Howard Madsen as a member of the LAC representing Davis County. On January 20, 2022 Salt Lake County COG voted to appoint Dan Peay and Trent Staggs as members of the LAC representing Salt Lake County. Troy Walker continues to serve as the other Salt

Lake County COG appointee.

ATTACHMENTS:

None



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
FROM: Karen Cronin, Local Advisory Council Chair
PRESENTER(S): Cathie Griffiths, Executive Assistant to Board Chair

TITLE:

Oath of Office: UTA Local Advisory Council Alternate Members - Ellen Birrell and Jon Larsen

AGENDA ITEM TYPE:

Oath of Office

RECOMMENDATION:

Oath of office administered by notary public, Cathie Griffiths

BACKGROUND:

The Utah Public Transit District Act (17B-2a-808.2) establishes a nine-member Local Advisory Council with members appointed by Council of Government (COG) bodies across the UTA service district. UTA Bylaws Article 3, section 10 allows each appointing authority the right to select alternative representatives to the Local Advisory Council (LAC). Alternate members may participate in meetings, make motions, count toward a quorum, and vote in matters before the LAC if the appointing authority's member is not present and the alternate has been properly designated to participate in the member's place. Dan Peay has been serving as an alternate for Salt Lake County COG since late 2018. He has been appointed to serve as a regular member of the LAC.

DISCUSSION:

On September 3, 2021 Salt Lake City Mayor Erin Mendenhall appointed Jon Larsen to serve as her alternate. On January 20, 2022, Salt Lake County COG appointed Ellen Birrell as an alternate member of the LAC representing Salt Lake County.

ATTACHMENTS:

None



U T A

Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
THROUGH: Jana Ostler, Board Manager
FROM: Jana Ostler, Board Manager

TITLE:

Approval of November 17, 2021 Local Advisory Council Meeting Minutes

AGENDA ITEM TYPE:

Minutes

RECOMMENDATION:

Approve the minutes of the November 17, 2021 Local Advisory Council Meeting

BACKGROUND:

A regular meeting of the UTA Local Advisory Council was held in-person and broadcast live via the link on the UTA Board Meetings page on November 17, 2021 at 9:00 a.m. Minutes from the meeting document the actions of the Council and summarize the discussion that took place in the meeting. A full audio recording of the meeting is available on the [Utah Public Notice Website](https://www.utah.gov/pmn/sitemap/notice/715961.html) <<https://www.utah.gov/pmn/sitemap/notice/715961.html>> and video feed is available through the [UTA Board Meetings page](https://rideuta.com/Board-of-Trustees/Meetings) <<https://rideuta.com/Board-of-Trustees/Meetings>>.

ATTACHMENTS:

1. 2021-11-17_LAC_Minutes_unapproved



Utah Transit Authority

Local Advisory Council

MEETING MINUTES - Draft

669 West 200 South
Salt Lake City, UT 84101

Wednesday, November 17, 2021

9:00 AM

FrontLines Headquarters

Present: Chair Karen Cronin
2nd Vice-Chair Julie Fullmer
Council Member Leonard Call
Council Member Robert Hale
Council Member Erin Mendenhall
Council Member Troy Walker

Excused: Vice Chair Clint Smith
Council Member Erik Craythorne

Remote: Council Member Mark Johnson

Also attending were UTA staff and interested community members.

OPENING BUSINESS

1. Call to Order & Opening Remarks

Chair Karen Cronin welcomed attendees and called the meeting to order at 9:04 a.m.

2. Pledge of Allegiance

Attendees recited the Pledge of Allegiance.

3. Safety First Minute

Sheldon Shaw, UTA Director of Safety & Security, provided a brief safety message.

4. Public Comment

Claudia Johnson, a Salt Lake City resident, spoke about buses not getting close enough to the curb to load passengers. She would like curbs painted by bus loading zones so cars will not park by the curb.

5. Consent

a. Approval of September 15, 2021 Local Advisory Council Meeting Minutes

A motion to approve the consent agenda was made by Council Member Hale and seconded by Council Member Walker. The motion carried unanimously.

CONSULTATION WITH BOARD OF TRUSTEES**6. Capital Projects****a. AR 2021-11-01 - Resolution Approving the Proposed 2022-2026 Capital Plan and Recommending Approval by the Authority's Board of Trustees**

David Hancock, UTA Acting Chief Service Development Officer, presented the 5 Year Capital plan goals which are:

- Maintain a safe system that operates in a state of good repair
- Provide a plan consistent with the constraints of the projected capital budget
- Provide a plan consistent with available capacity of project delivery resources
- Include service expansion projects consistent with the regional long-range transit plans
- Leverage UTA funds with federal grants and partner funds

Mr. Hancock reviewed the 5-Year Capital Plan sequence and reported that following approval and recommendation by the local Advisory council, the plan will go to the Board of Trustees for approval, then the first year of the 5-Year Capital Plan will be incorporated into UTA's proposed 2022 annual budget.

Mr. Hancock reported that since the plan was last presented to the council, the following actions were taken and updates were made:

- Added rail maintenance apprenticeship capital projects for training facility and training aids
- Refined project estimates for capital projects
- Started coordination effort with MPO's on funding strategy and selection criteria for partnership funds
- Started meeting with stakeholders and receiving public input on proposed 2022 budget and 5-year plan

Daniel Hofer, UTA Manager Capital Assets and Project Controls, reported on the 2022 capital budget summary, outlining a total capital budget of \$228M for 2022. Mr. Hofer reported the details of the major capital projects for 2022, as well as details for asset management state of good repair (SGR).

The council inquired about the cost of the S-line extension, contingencies, cost of construction materials, and inflation. Discussion ensued.

Mr. Hofer reported on the sum of the 5-year Capital plan and the percentage of funds anticipated to come from grants and partner entities.

Mr. Hancock stated that grants or partner funds are anticipated for the following

proposed projects: Mid-Valley BRT, TechLink Corridor/Greenline Downtown, Point of the Mountain Transit, SL-Central HQ office, South Valley Transit, Central Corridor Transit, 5600 West/Mountain View Corridor. If these funds don't materialize, projects would be delayed.

Mr. Hancock reiterated the next steps for the 5-Year Capital Plan approval. Member Julie Fullmer asked about phases of the central corridor project. Staff responded. Discussion ensued.

Member Erin Mendenhall asked how the trillion-dollar Federal infrastructure plan affects budgets and projects. Staff Responded. Discussion ensued.

A motion was made by 2nd Vice-Chair Fullmer, and seconded by Council Member Walker, that this resolution be approved. The motion carried by a unanimous vote.

b. FrontRunner Forward Update

Todd Provost, UTA Director of Capital Development, gave an update on the FrontRunner Forward program. Mr. Provost presented the current frequency of service to be 30-min during peak service and 60-minutes during off-peak service. The FrontRunner system is mostly single-track segments (61.4 miles of single track -74% and 21.8 miles of double track-26%). Single track presents logistical challenges that can slow service. A delay at one point can cause delays throughout the system. Mr. Provost discussed the existing demand through a ridership perspective, then outlined available funding from the State Legislature of \$300 million to double track strategic sections of FrontRunner including \$68 million in Legislative Appropriation and \$232 million in general obligation bonds.

Mr. Provost reported that UTA has accomplished many steps in the FrontRunner Forward Program including; formation of a dedicated program management team focused on FrontRunner, completion of an operational analysis, identification and preliminary engineering and design begun on strategic double track segments and signal improvements, implementation of grade crossing upgrades from Ogden to SLC, and dedication of resources to expedite environmental clearance and final design.

Mr. Provost reported on the eight proposed segments of double track running North to South and the four scenarios that are being tested. All scenarios need train sets, signaling, and platform modifications. Train control and vehicle costs needed to support the work are still being worked on.

Mr. Provost reported on UDOT Partnership Opportunities that will improve project delivery and minimize cost. Three near term projects facilitate future double track including, West Davis Corridor, Shepard Lane Interchange and 1-15 Davis County. Mr. Provost emphasized how important it is to work with UDOT on projects to improve efficiency and avoid duplication of work. Next steps for the initial double-track segments are:

- Develop cost estimates for operationalizing potential outcomes

- Conduct environmental and design for double track segments
- Complete strategic investment plan
- Identify additional funding needed

The strategic investment plan will study the long term vision for FrontRunner, improvements needed for faster, more frequent service, and Economic Development opportunities.

The Council asked questions about private companies that build track or trains and how that correlates with UTA service and future expansion. Staff responded. Discussion ensued.

Mr. Provost presented the strategic investment plan timeline from development of the draft plan methodology to selection of the FrontRunner service vision.

Council members asked questions on the timeline in regard to The Point EIS taking all year to complete. Staff responded.

Council members asked for an update on all current projects and their status. Council members also asked questions about future plans for Northward expansion in regard to price of property and increase in property values. Staff and Trustee Holbrook responded.

7. Budget

a. Consultation on Agency's Tentative 2022 Budget

Bill Greene, UTA Chief Financial Officer, presented the Agency's Tentative 2022 Budget for consultation. Mr. Green first reported on the recently completed bond refunding, which will save the agency \$20.4M over a 15-year period.

Mr. Green gave an overview of the 2022 operating budget then outlined details of the 2022 budget additions such as restoration of service , a new rail apprenticeship program, employee recruitment and retention efforts, information technology improvements, other management support initiatives, and an operating contingency.

Council members asked questions about the employee retention program and salaries, how the extraboard operator system works, and the costs involved in extraboard retention. Staff answered, Discussion ensued.

Chair Christensen asked Cheryl Beveridge, UTA Acting Chief Operating Officer, to explain how the extraboard operators (operators who work varying shifts everyday) work in correlation with compensation and hours worked. Ms. Beveridge Responded.

Council members asked questions regarding fare box recovery levels, enforcement, ridership compared to other transportation modes, and contrasting levels of ridership

vs. service.

Council asked a question regarding the rail apprenticeship program as to where UTA currently finds and trains rail technicians. Council members also asked about the cost of the rail apprenticeship program, cost and timing compared to the bus apprenticeship program, number of full time employees needed to run the program now and in the future, advantages of having a rail apprenticeship program when competing for federal money, compliance with federal regulations, and the transit union's view of the rail apprenticeship program. Staff answered. Kim Shanklin, UTA Chief People Officer, joined the discussion to help answer questions regarding the rail apprenticeship program. Discussion ensued. Staff agreed to provide more information regarding the rail apprenticeship program in the future.

8. Service Planning

a. UTA Long Range Transit Plan (LRTP) Overview

Russ Fox, UTA Director of Planning, introduced the long range transit plan for UTA. Alex Beim, UTA Strategic Planner III, presented details of the long range transit plan process. UTA is developing a 30-year long range transit plan focused on understanding and responding to the future needs of the community by strengthening partnerships with the communities we serve, assessing long term transit needs across all modes for the future, developing a system-wide vision for the future, and establishing strategies for implementation and funding.

Mr. Beim presented how the process will fit in with existing planning processes stating that regional transportation plans will inform the UTA Long Range Transit Plan (LRTP), which in turn informs the 5-Year Service Plan, annual operations planning, and service implementation.

Mr. Beim reported on the next steps of the LRTP Process which includes two phases of community engagement, plan drafting, revisions, and approval of the Board of trustees.

b. UTA On Demand Update: Southern Salt Lake County and Salt Lake City Westside Services

Jaron Robertson, UTA Director of Innovative Mobility Solutions, presented an update on UTA On Demand services in southern Salt Lake County and the west side of Salt Lake City. Mr. Robertson reported on the history of UTA On Demand and the August 2021 change day which was when the permanent implementation of service began in southern Salt Lake County.

August 2021 change day included:

- Permanent implementation of service
- Discontinuation of flex route services
- Expanded hours: Monday - Friday
- New Saturday service
- New UTA On Demand app

- New UTA On Demand to Paratransit connection service

Mr. Robertson reported on Flex route average daily boardings, UTA On Demand average ridership, monthly ridership trends, and paratransit service.

Mr. Robertson noted that as part of the transition there has been a lot of effort put into marketing and communications as well as a new app implemented. Successes of the program include, ridership growth and demand, better access to opportunity and UTA on demand paratransit connections. The challenges are, UTA On Demand to Paratransit connections, meeting peak hour demand, and mobile app bugs and fixes.

Mr. Robertson reported on the partnership with Salt Lake City for the new westside on demand service which launches December 13, 2021. An emphasis on customer service was presented for the new on demand service which includes an on demand mobile app, telephone booking and payment option, UTA fares and transfers, and UTA and Via customer service.

Council members asked how many square miles this service covers and if resources for the service are available in multiple languages. Staff responded.

Mr. Robertson noted the marketing and promotion focus for the new on demand service.

Chair Christensen commended Salt Lake City for sponsoring the service and Trustee Acerson and Trustee Holbrook added their excitement for similar programs beginning in Tooele and Davis counties in the future.

9. Discussion

a. Open Dialogue with the Board of Trustees

Chair Cronin mentioned how exciting it is to see the new Salt Lake City Airport line open. Chair Christensen made comments about the airport line as well.

Chair Christensen mentioned the special meeting coming up to approve the contract for the new executive director, Jay Fox.

Chair Cronin asked when the executive director will start working. Chair Christensen responded.

Robert Hale asked about the canyon transportation problem and asked if anything has been decided. Chair Christensen responded. Discussion ensued.

Chair Cronin thanked Mary DeLoretto for all her hard work while working as the interim executive director.

REPORTS AND OTHER BUSINESS**10. Resolutions****a. AR2021-11-02 Resolution Giving Notice and Setting Regular Meeting Dates for Calendar Year 2022**

Chair Cronin presented the 2022 meeting schedule for approval by resolution.

A motion was made by Council Member Mendenhall, and seconded by 2nd Vice-Chair Fullmer, that this resolution be approved. The motion carried by a unanimous vote.

11. Reports**a. Agency Report**

- Grants Update
- Community Engagement Update
- Ridership Report

Mary DeLoretto, UTA Interim Executive Director, presented the 2021 grants update noting the types of grants and dollar amounts of grants received or in progress totaling \$307.1M. In addition a grant for \$950K for RAISE infrastructure was recently awarded.

Ms. DeLoretto reported on community engagement activities including a mobile vaccination unit at the Ogden Transit Center. The program offering free fare to and from vaccination appointments has also been extended.

Nicole Bordeaux, UTA Chief Planning and Engagement Officer, reported on the Community Advisory Committee (CAC) background, structure and membership. Ms. Bordeaux mentioned Claudia Loyza is the CAC Chair and Ian Putin is the Vice Chair of the CAC. Ms. Bordeaux reported on the focus areas and direction of CAC which includes, policy, engagement, and design opportunities.

Cheryl Beveridge, UTA Acting Chief Operating Officer, presented the ridership report for January-October 2021. Ms. Beveridge reported on ridership pre covid vs. current ridership.

b. Audit Committee Report

Chair Cronin reported on the UTA Audit Committee meeting that took place on November 15th, 2021 noting the status report of the 2021 Internal Audit Plan and progress for findings of past audits. The Audit committee received reports on the annual risk assessment and the 2021 fraud risk assessment as well as the data access audit report and fuel cost preliminary assessment report.

12. Other Business

- a. Next meeting - February 16, 2022 at 1:00 p.m.

13. Adjourn

The meeting was adjourned at 11:32 a.m. by motion.

Transcribed by Misti Roberds
Board Administrator
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/715961.html> for entire content.

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

Approved Date:

Karen Cronin
Chair, Local Advisory Council



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
THROUGH: Jay Fox, Executive Director
FROM: Mary DeLoretto, Chief Service Development Officer
PRESENTER(S): Mary DeLoretto, Chief Service Development Officer
Dave Hancock, Director of Capital Construction
Todd Provost, Director of Capital Development

TITLE:

Utah Transit Authority Capital Projects Update

AGENDA ITEM TYPE:

Discussion

RECOMMENDATION:

Informational report for discussion

BACKGROUND:

The Service Development Department delivers capital projects to enhance and expand UTA's transit system. There are currently many projects in various phases of project development and construction.

DISCUSSION:

UTA Staff will update the Advisory Council on the progress of the following projects:

Project	Phase
Vineyard Station	Construction
650 South Main TRAX Station	Construction
Traction Power Substation (TPSS) Rehabilitation	Construction
South Valley Transit	Development



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
THROUGH: Jay Fox, Executive Director
FROM: Mary Deloretto, Chief Service Development Officer
PRESENTER(S): Mary DeLaMare Schaefer, Regional General Manager Timpanogos
Eric Rasband, Utah Department of Transportation

TITLE:

UVX Before and After Study

AGENDA ITEM TYPE:

Discussion

RECOMMENDATION:

Informational report for discussion

BACKGROUND:

As part of the UVX Bus Rapid Transit project, partners performed a study comparing the before and after conditions of UVX implementation.

DISCUSSION:

UDOT and UTA staff will present the results of the study to the Local Advisory Council.



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
FROM: Shule Bishop, Government Relations Director
PRESENTER(S): Shule Bishop, Government relations Director

TITLE:

Legislative Priorities

AGENDA ITEM TYPE:
Report

RECOMMENDATION:
Informational report for discussion.

BACKGROUND:
The Utah State Legislature is currently in session. Lawmakers propose, discuss, and pass legislation that impacts or is of interest to the Utah Transit Authority.

DISCUSSION:
The Government Relations Director will give a report on transit-related issues before the Utah Legislature.

ATTACHMENTS:
None



U T A

Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
THROUGH: Jay Fox, Executive Director
FROM: Kim Shanklin, Chief People Officer
PRESENTER(S): Kim Shanklin, Chief People Officer
Stacey Palacios, Manager Training and Development

TITLE:

Rail Apprenticeship Programs

AGENDA ITEM TYPE:

Discussion

RECOMMENDATION:

Informational report for discussion.

BACKGROUND:

In the 2022 Budget, UTA has funded accelerated development of three new Rail Maintenance Programs to address critical workforce needs. These programs will include apprenticeship programs for Light Rail, FrontRunner and Maintenance of Way (MOW). The nation and the state of Utah have seen significant decline in the number of workers entering the trades after high school. The State of Utah has identified apprenticeship as a key solution to this issue. UTA has seen success with its own Bus Diesel and Body Shop Apprenticeship programs. UTA was recently recognized as an "Apprentice Champion" by the State Workforce Services and the Apprenticeship Utah network.

DISCUSSION:

Over the next five years, UTA projects that 22% of its top rail mechanics and MOW workers will reach retirement age or be eligible to retire. Rail maintenance skills and knowledge are not available in the local labor market. UTA must hire workers with basic knowledge and potential, and then train them on the unique skillset to preserve, maintain, and keep UTA's rail assets in a state of good repair. To expedite development of the program, UTA will utilize a hybrid approach combining UTA staff and third-party vendor contracts for curriculum development. UTA is leveraging funds realized through one-time federal stimulus funding to ensure expedited program development.

ALTERNATIVES:

N/A

FISCAL IMPACT:

Click or tap here to enter text. UTA's 2022 Budget includes \$5.1 million in operating funds and \$2.0 million in capital investments to design and begin delivery of three Rail maintenance Apprenticeship Programs.

ATTACHMENTS:

Rail Maintenance Apprenticeship White Paper - updated 1-2022

2022 Budget Allocated for Rail Maintenance Apprenticeship

UTA's 2022 Budget includes \$5.1 million in operating funds and \$2.0 million in capital investments to design and begin delivery of three Rail Maintenance Apprenticeship Programs (RMAP). These programs specifically support safety, operational efficiency and rider comfort for UTA's TRAX, FrontRunner, Streetcar, and Maintenance of Way services, in order to meet our current and future transportation needs by keeping the system in a state of good repair. This investment also supports UTA's goals to provide the resources necessary to build a highly experienced and engaged workforce.

Background

The nation and the state of Utah have seen a significant decline in the number of workers entering the trades after high school. The State of Utah has identified apprenticeship as a key solution to this issue. Nationally, apprenticeship programs have proven to help with employee attraction and retention, with retention rates for apprenticeship graduates reaching 94 percent.

UTA has conducted very successful Transit Bus and Transit Body Shop journeyist programs since the late 1990s. On November 19, 2021, the State Workforce Services and the Apprenticeship Utah Network recognized UTA's bus apprenticeship program as an "Apprentice Champion".

UTA's existing bus apprenticeship program has been very successful. It continues to outperform national employee retention rates, and our program graduates are key contributors to our industry leading safety and operational efficiency record.

Rail Fleet

UTA acquired its light rail, streetcar and commuter rail fleet through multiple acquisition contracts over a seven-year period as the rail network was expanded and completed. As a result, the fleet is comprised of several different makes and models of locomotives, passenger cars, and light rail vehicles. The TRAX and FrontRunner vehicle fleets are approaching or past their midlife usage.

As these vehicles age, the requirements of the maintenance staff have shifted from preventive maintenance to more troubleshooting, diagnosis, and repair. Compounding the complexity of maintaining a diverse and aging fleet is the rapid increase and integration of new technologies to enhance system operations.

Front Runner



175 track miles
16 stations
18 locomotives
63 passenger cars

Light Rail – TRAX



three lines
94 track miles
50 stations
117 TRAX vehicles

Streetcar



2 track miles
7 stations
3 street cars

Maintenance of Way (MOW)

The MOW Infrastructure group is responsible for all Federal Railroad Administration (FRA) mandated inspections contained in 49 Code of Federal Regulations (CFR) Part 213 Track Safety Standards. These mandated inspections are designed to ensure the safety and integrity of the infrastructure. Outside of these mandated inspections, the group is also responsible for all maintenance, rail repairs, and ride quality in the UTA rail corridor.

Like the rail fleet, rail infrastructure technology and advances in rail infrastructure design are evolving rapidly, and require constant training, skill development and certification for MOW staff.

Why an Apprenticeship Program?

Many of UTA's current maintenance workers are reaching retirement age. Over the next five years, UTA projects that 22 percent of journey level mechanics and MOW workers will reach retirement age or be eligible to retire.

Rail maintenance skills and knowledge, and especially those held by this experienced group of imminent retirees are not available in the local labor market. UTA must hire workers with basic knowledge and potential, and then train them on the unique skillsets to preserve, maintain and keep UTA's three billion dollars in rail assets in a state of good repair.

Apprenticeship training programs are key to ensuring UTA's workforce has the skills and abilities to maintain and repair the variety and complexity of vehicles and infrastructure necessary to deliver safe, quality service to its riders.

Many of the technical colleges throughout Utah provide foundational training that can prepare new employees to enter UTA's apprenticeship programs. UTA partners with these programs to help feed its current apprenticeship programs and will continue to partner with these community partners as RMAP is implemented.

In its current Collective Bargaining Agreement (CBA) with ATU Local 382, UTA has committed to develop and attain Department of Labor certification for a rail maintenance apprenticeship program. Although the CBA does not identify or require specific funding for the program, UTA and ATU are committed to the successful creation, certification, and implementation of this valuable program.

Program Information

Curriculum development for technical training programs is extremely labor intensive. It is estimated that each hour of course content requires approximately 43 hours of staff research and development time.

To expedite development of the program, UTA will utilize a hybrid approach combining UTA staff and third-party vendor contracts for curriculum and training material development.

An estimated \$2 million in capital funding will be used to procure training aides like locomotive engines and other vehicle equipment, track structures and equipment, and other aides that will allow apprentices to get hands-on experience in a controlled training environment where they can perfect lessons learned from program training, curriculum materials, and on-the-job instruction from experienced journeymen.

Unlike the model bus apprenticeship program that has been incrementally funded and developed over a period of 15+ years, RMAP will be implemented via an intensive two-year development process and a total investment of \$7.1 million. UTA is leveraging funds realized through one-time Stimulus funding from the federal government to ensure expedited program development, certification, and implementation.

SCHEDULE

Rail Maintenance Apprentice Program	Q1 – 2022 Register Light Rail Program	Q2 – 2022 Implement Light Rail Program	Q3 – 2022 Curriculum Development and Training	Q4 – 2022 Curriculum Development and Training	Q1 – 2023 Implement FR & MOW Rail Programs
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Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
THROUGH: Jay Fox, Executive Director
FROM: William Greene, Chief Financial Officer
PRESENTER(S): Monica Morton, Fares Director
Kensley Kunkel, Mgr. Business Development-Sales

TITLE:

Low Income Fares

AGENDA ITEM TYPE:

Report

RECOMMENDATION:

Informational report for discussion

BACKGROUND:

In 2021, UTA launched and made permanent two programs targeted at increasing transit access to groups of low-income individuals: the Human Service Program and the Reduced Fare Program. The first program is targeted specifically at entities that provide low-income services to homeless and/or others in need. The second program allows users to qualify and purchase a pass directly from UTA. Both programs have different characteristics and discounts which are outlined below:

Human Service Program

UTA has partnered with over 90 Human Service Organizations that provide services to clients that are in critical need of basic services such as housing, food, and transportation. This program is intended to help populations that cannot afford transit but need it.

These Organizations purchase UTA passes at a seventy-five percent (75%) discount off the public fare rate and distribute the passes at no charge to their clients. Two pass types are available and are valid on Local UTA Service:

- 30-Day Pass: \$21.25
- Day Pass: \$1.25

For individuals wishing to utilize FrontRunner service, Human Service Organizations may purchase UTA FAREPAY Cards at a 75% discount rate.

In 2021, nearly thirty-two thousand (32,000) trips were taken using a Human Service pass.

Reduced Fare Program

This program, launched in 2021, is for individuals that are at or below 150 percent of the federal poverty level and do not qualify for one of the Human Service programs and the associated 75% discount on the published fare rate. The Reduced Fare Program allows qualifying individuals to receive a discount of 50% on their transit purchases. This program is the first at UTA to offer fare discounts to low-income individuals.

In an effort to increase program participation and ease of use, the UTA Fares team collaborated with UTA's Information Technology Department to create and launch an online application database and portal. This portal allowed individuals to apply and qualify to receive a UTA FAREPAY card. The FAREPAY card is programmed to give the card holder a discount of fifty percent on UTA's published fares. Since June, UTA has issued 273 low-income FAREPAY Cards and generated about 500 trips.

DISCUSSION:

This discussion will focus on providing additional details about both the Human Service Program and the Reduced Fare Program.

ALTERNATIVES:

Not Applicable

FISCAL IMPACT:

The anticipated revenue from both programs has been accounted for in the 2022 UTA Budget

ATTACHMENTS:

None



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
PRESENTER(S): Chair Karen Cronin
Chair Carlton Christensen

TITLE:

Open Dialogue with the Board of Trustees

AGENDA ITEM TYPE:

Discussion

RECOMMENDATION:

Informational discussion with UTA Board of Trustees

DISCUSSION:

Local Advisory Council members and Board of Trustees will engage in discussion on topics concerning the Utah Transit Authority. No action will be taken.

ATTACHMENTS:

None



Utah Transit Authority

MEETING MEMO

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
FROM: Karen Cronin, Chair Local Advisory Council
PRESENTER(S): Karen Cronin, Chair Local Advisory Council

TITLE:

AR2022-02-01 Resolution Appointing Council Officers for the Year 2022

AGENDA ITEM TYPE:

Resolution

RECOMMENDATION:

Nominate and vote to appoint Local Advisory Council officers for the year 2022. Approve Resolution R2022-02-01 Appointing Council Officers for the Year 2022 with an amendment to include the names of the elected officers.

BACKGROUND:

Utah Transit Authority Bylaws (Article III, Section 4) require that the UTA Local Advisory Council annually elect three officers, a Chair, a Vice-Chair, and a Second Vice-Chair from the membership of the Advisory Council. During 2021, Karen Cronin served as Chair, Clint Smith served as Vice-Chair, and Julie Fullmer served as Second Vice-Chair.

Duties of Advisory Council officers are as follows (per Bylaws Article III, Section 7):

- The Advisory Council Chair shall preside at all Advisory Council meetings. The Advisory Council Chair shall ensure that the Advisory Council carries out its duties under the Public Transit District Act and shall coordinate the agenda with the Board Chair to accomplish this end. The Advisory Council Chair shall serve as the liaison with the Board.
- In the absence of the Advisory Council Chair, the Advisory Council Vice-Chair shall carry out the duties of the Advisory Council Chair.
- The Advisory Council Second Vice-Chair shall attest to all resolutions, ordinances, or orders passed by the Advisory Council.

The Chair and Vice-Chair also serve as members of the Audit Committee.

The term for 2022 officers would begin at the end of the first Council meeting in 2022 and expire at the end of the first meeting of the Council in 2023.

DISCUSSION:

The Advisory Council established in Resolution AR2020-11-01 a succession of officers for 2022 appointing Clint Smith as Chair, Julie Fullmer as Vice Chair, and a nominee for Second Vice Chair to be elected by the Council. Because Clint Smith is no longer a member of the Council, he is unable to assume the chairmanship as outlined in the resolution. Advisory Council members may choose 2022 officers through nomination and open discussion, followed by either a verbal motion and vote or vote by paper ballot, according to the discretion of the Chair.

ATTACHMENTS:

R2022-02-01 Resolution Appointing Council Officers for the Year 2022

**RESOLUTION OF THE LOCAL ADVISORY COUNCIL OF THE UTAH
TRANSIT AUTHORITY APPOINTING COUNCIL OFFICERS FOR THE
YEAR 2022**

AR2022-02-01

February 16, 2022

WHEREAS, the Utah Transit Authority (the “Authority”) is a large public transit district organized under the laws of the State of Utah and was created to transact and exercise all of the powers provided for in the Utah Limited Purpose Local Government Entities – Local Districts Act and the Utah Public Transit District Act;

WHEREAS, the Authority, through its Board of Trustees (“Board”) and Local Advisory Council (“Council”) adopted Bylaws through Resolution R2019-06-01 on June 3, 2019;

WHEREAS, the Bylaws require that the Council annually elect three officers, a Chair, a Vice-Chair, and a Second Vice-Chair from the membership of the Council;

WHEREAS, the Council last elected Officers at its November 18, 2020 meeting;

WHEREAS, the Council established in Resolution AR2020-11-01 a succession of officers for 2022 appointing Clint Smith as Chair, Julie Fullmer as Vice Chair, and a Second Vice Chair to be elected by the Council; and

WHEREAS, Clint Smith is no longer serving as a member of the Local Advisory Council, and is therefore not eligible to assume the chairmanship; and

WHEREAS, the Council would like to appoint 2022 officers who will assume their positions at the end of the first meeting of the Council in 2022.

NOW, THEREFORE, BE IT RESOLVED by the Local Advisory Council of the Utah Transit Authority:

1. That the Local Advisory Council hereby appoints _____ as Chair, for a term to begin at the end of the first meeting of the Council held in 2022 and expire at the end of the first meeting of the Council held in 2023.
2. That the Local Advisory Council hereby appoints _____ as Vice- Chair, for a term to begin at the end of the first meeting of the Council held in 2022 and expire at the end of the first meeting of the Council held in 2023.

3. That the Local Advisory Council hereby appoints _____ as Second Vice Chair for a term to begin at the end of the first meeting of the Council held in 2022 and expire at the end of the first meeting of the Council held in 2023.
4. That at the end of the first meeting of the Council held in 2023, _____ will assume the office of Chair, _____ will assume the office of Vice Chair, and a new Second Vice Chair, elected by the Council during the first meeting of the Council in 2023, will assume office for the 2023 year.
5. That this Resolution stays in full force and effect until superseded by further action of the Local Advisory Council.
6. That the corporate seal be attached hereto.

Approved and adopted this 16th day of February 2022.

Karen Cronin, Chair Local Advisory Council

ATTEST:

Julie Fullmer, Second Vice Chair Local Advisory Council

(Corporate Seal)

Approved As To Form:

DocuSigned by:
Mike Bell

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Legal Counsel



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
FROM: Jay Fox, Executive Director
PRESENTER(S): Jay Fox, Executive Director

TITLE:

Agency Report

- Grants Update
- Ridership Report

AGENDA ITEM TYPE:

Report

RECOMMENDATION:

Informational report for discussion

DISCUSSION:

Jay Fox, Executive Director will report on recent activities of the agency and other items of interest.



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
THROUGH: Jay Fox, Executive Director
FROM: Nichol Bourdeaux, Chief Planning and Engagement Officer
PRESENTER(S): Nichol Bourdeaux, Chief Planning and Engagement Officer
Cindy Medford, Customer Service Manager

TITLE:

Constituent and Customer Service 2021 Annual Report

AGENDA ITEM TYPE:
Report

RECOMMENDATION:
Informational report for discussion

BACKGROUND:

The Customer Service Department is responsible for six areas of customer support. Utilizing several platforms and mediums, these teams provide various services for UTA constituents. The Customer Service employees provide rider information, respond to issues and concerns, sell fare media, inform riders about delays and detours as well as recover lost items throughout our system. The department's forty-seven employees are located at offices throughout the service district or participate in the Home Agent program.

DISCUSSION:

Customer Service, under the Office of Planning and Engagement, will present to the Local Advisory Council the annual constituent report and summarize customer interactions. The report includes quantitative data on the top customer feedback comments, response times, resolutions, the lost and found process, and new initiatives.

Local Advisory Council members are encouraged to relay constituent feedback to UTA and the Board of Trustees.

ALTERNATIVES:

N/A

FISCAL IMPACT:

N/A

ATTACHMENTS:

Constituent and Customer Service 2021 Annual Report

Constituent and Customer Service 2021 Annual Report



Introduction:

The customer service department is here to build relationships of trust and support within our department and throughout the community by effectively listening, demonstrating compassion, and working together to find a solution that meets the needs of the customers and our employees. Our agents strive to provide the rider with the confidence to use public transit.

The following report is an annual summary of the Customer Service department's areas of responsibility. The report details the department's primary KPIs and highlights the team's interactions with UTA's riders and customers.

Figure 1: Customer Service Employees



Overview of Responsibilities:

- Customer Information and Education
- Customer Feedback, Investigations and Resolutions
- Fare Media Sales and Education
- Lost Items Recovery
- Civil Fine Hearings and Fine Adjudication
- Customer Communication and Service Alerts
- Supporting Community Outreach- (29 events)

The Customer Service and Lost and Found Centers are in Ogden, Provo, Salt Lake City and in South Salt Lake and hours are 7:00am to 6:00pm, Monday through Friday.

The Call Center is open seven days a week starting at 6:00am until 9:00pm Monday through Saturday and 8:30am to 5:00pm on Sundays.

The Social Media team is available seven days a week starting at 5:00am to 9:00pm, Monday through Saturday and 8:00am to 6:00pm on Sundays. This team will also stay late if there are any delays or community events that end after 9:00pm

KPIs

Key Performance Indicators:

Customers contact UTA's Customer Service department through several channels including calls, emails, letters, and social media. Primary indicators inform the department on responsiveness to the customer as well as measuring staffing levels.

Customer Service took 201,750 phone calls in 2021, averaging 16,813 calls per month.

The department tracks the number of calls received and measures the percent of change from the previous year for the same month.

Figure 2: Customer Service Call KPI

Call KPIs	Totals	Percent of Change	Abandon Acceptable	Abandon Actuals	Queue Time	Handle Time
Information	161,730	-8%	6% or less	9%	39 seconds	136 seconds
Feedback	21,088	-1%	10% or less	12%	66 seconds	437 seconds
Lost and Found	13,266	15%	8% or less	14%	114 seconds	182 seconds
UTA Operator	5,227	31%	13% or less	16%	26 seconds	74 seconds
Fine Adjudication	439	-46%	19% or less	19%	101 seconds	177 seconds

Constituent
Services

Constituent Services:

In 2021, UTA received 19,334 comments from the public about our services. This feedback is documented in a system that identify trends and areas of consideration for improvement. The agents who file the comments have a handle time expectation of less than 24 hours, which was met 98% of the time in 2021.

UTA departments are required to complete their investigation and close the comment within seven days of being filed. UTA's average handle time for 2021 was five days.

Figure 3: Top 5 Comments in 2021

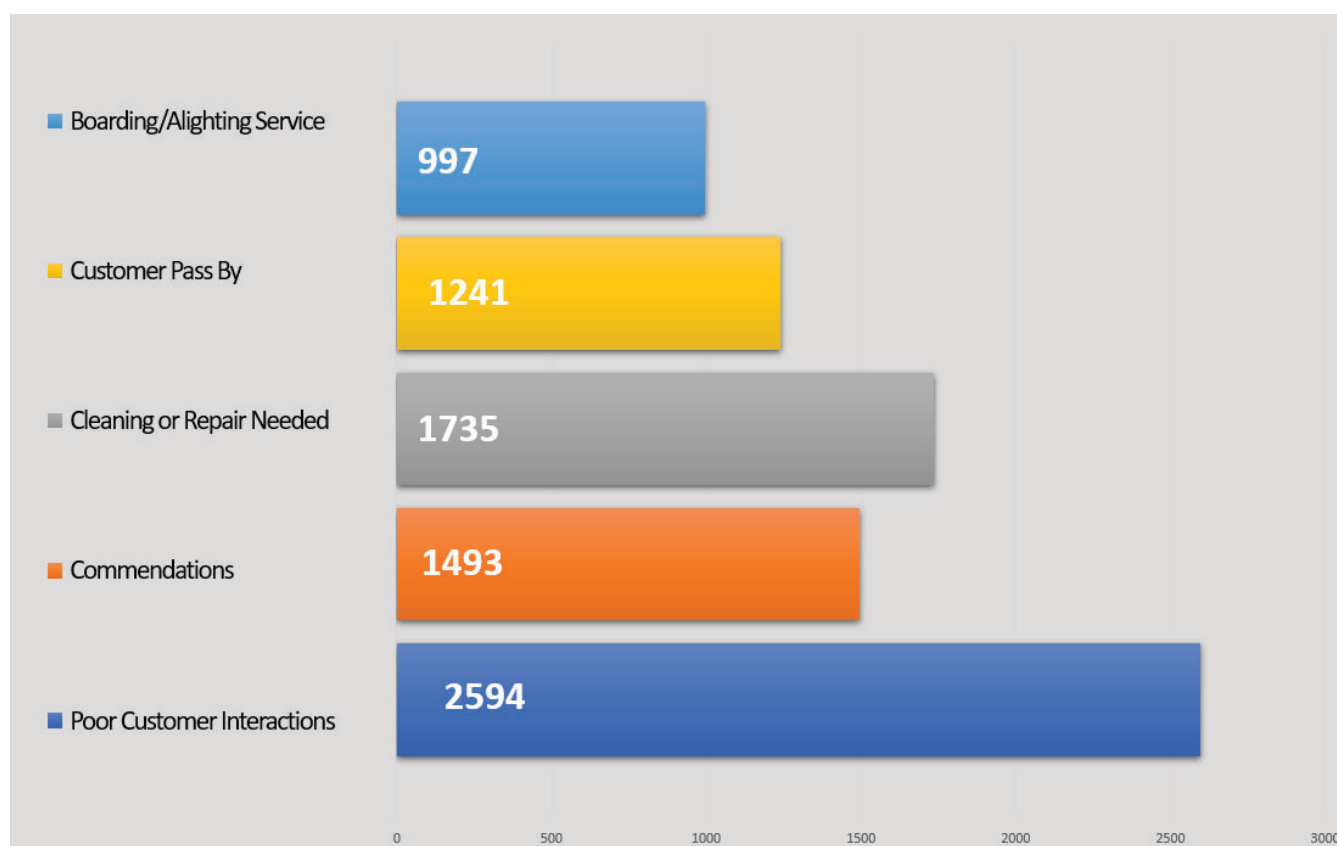
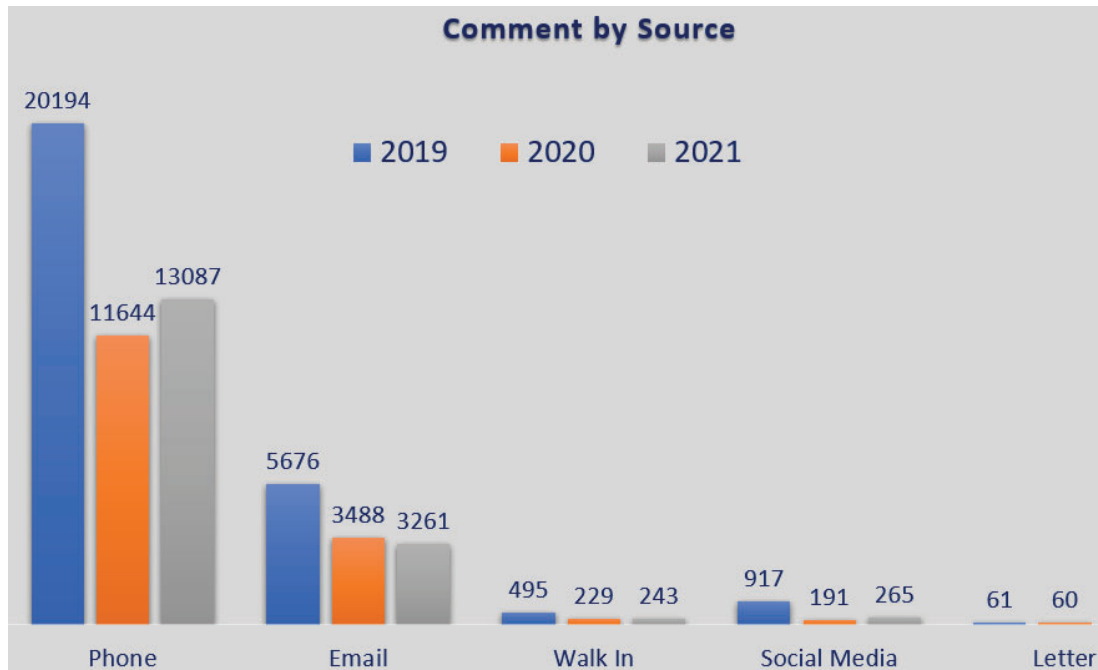


Figure 4: Comments by Source



Service Alerts

Service Alerts:

Real time communication to the public about delays, detours or other service impacts are sent to riders daily via Twitter, Gov Delivery, and the Transit app. We send out notifications through apps, email, and text message. This allows our riders to choose the method that works best for them.

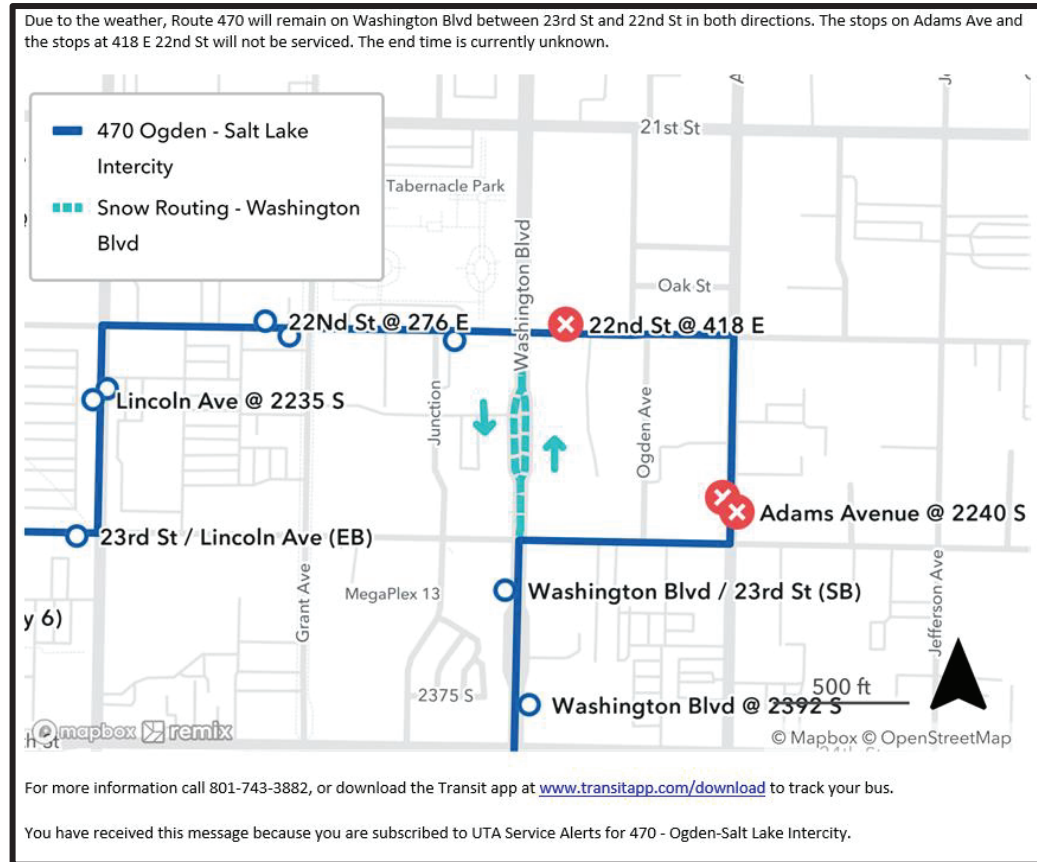
Twitter has 46,000 followers and we send out service alerts when trains will be impacted by more than ten minutes followed up every fifteen to thirty minutes to keep customers informed. We average fifteen tweet notices per day and ten to thirty responses to direct questions per day.

Transit app alerts are route specific and are sent out when the event occurs and again when the service is back to normal. If the event takes a couple of hours to resolve, we will send out a reminder to the customers.

Gov Delivery has 5,189 new riders signed up for notifications for a total of 21,202, a 31% increase over the last twelve months. Like Transit app, the notices are route specific and consist of a notice of service impact and back to regular service. We use the Remix program to create maps that allow us to give detailed information about the detour and bus stops that will not be serviced.

In 2021 we sent out 3,018 notices which resulted in 2,541,337 SMS text and email messages to individual customers about service alerts.

Figure 5: Snow Route Detour Map



Item Recovery

Lost and Found Tracking Software:

Our new lost and found software was launched in November 2021. This new program allows customers to make inquiries from rideuta.com, matches the description with items found and documents the interaction in the database. The program uses artificial intelligence to identify key words like brand names, colors and customer names which will improve our response time and the ability to match customers to items for up to 90 days.

In an effort of caution, agents double check for specific elements to confirm ownership before we release the item. We processed 12,377 items in 2021 and returned 20% back to the owners. Our new software program shows our return rate is increasing to 25% return rate, which will be a goal to improve in 2022.

Figure 6: Customer Service and Lost and Found Center



Employee
Development

Employee Engagement and Development:

Employee development and growth is an important part of our department structure and focus. The supervisors provide opportunities for their team members to participate in UTA and non-UTA offered training as well as job shadowing. Our goal is to help employees improve their knowledge about UTA service and career opportunities to increase promotability as a UTA employee. To date about 25% of Customer Service employees have completed the Leadership Development classes offered by UTA's training department and advanced to different careers.



Utah Transit Authority

MEETING MEMO

669 West 200 South
Salt Lake City, UT 84101

Local Advisory Council

Date: 2/16/2022

TO: Local Advisory Council
FROM: Utah Transit Authority Audit Committee
PRESENTER(S): Karen Cronin, Local Advisory Council Chair

TITLE:

Audit Committee Report

AGENDA ITEM TYPE:

Report

RECOMMENDATION:

Informational report for discussion

BACKGROUND:

The UTA Audit Committee met on January 31, 2022 to hear reports from UTA's Internal Audit Department on recent audits performed, as well as other audit and risk related information. Karen Cronin, Local Advisory Council Chair, participated as Audit Committee member along with Trustees Carlton Christensen, Jeff Acerson, and Beth Holbrook.

DISCUSSION:

Chair Cronin will give a report on the activities of the UTA Audit Committee.

ATTACHMENTS:

None