

# UTA Board of Trustees Meeting

February 22, 2023



# 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 February 8, 2023, Board Meeting Minutes



# **Recommended Action**

## **(by acclamation)**

Motion to approve consent agenda



# Reports



# Executive Director's Report

- NBA All-Star Service





# ALL-STAR GAME

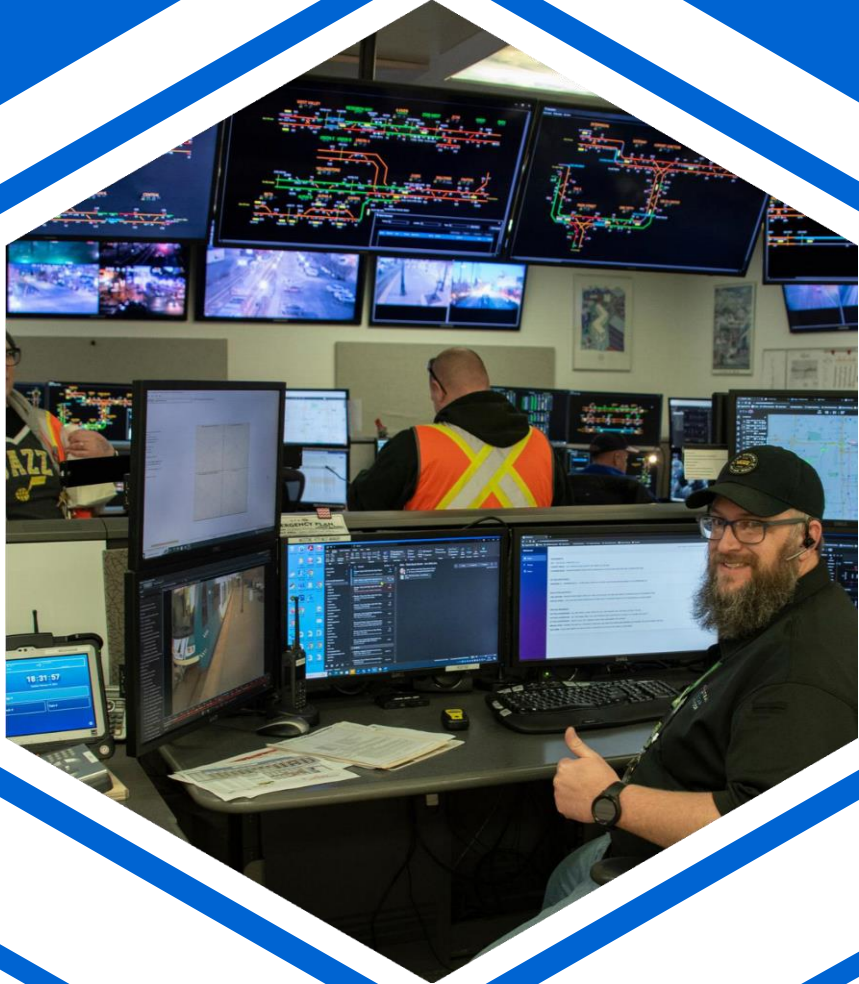




























# Government Relations and Legislative Update



# **Recommended Action**

## **(by acclamation)**

Motion to support or oppose legislation, as presented





# **Monthly Operating Financial Report December 2022 - Preliminary**

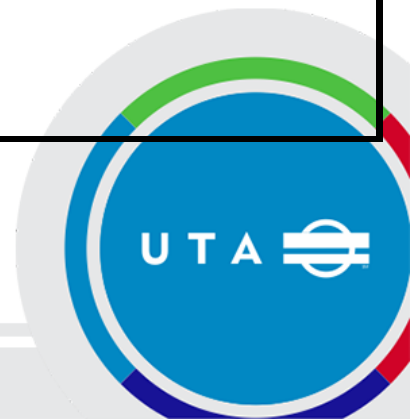
February 22, 2023



# Utah Transit Authority

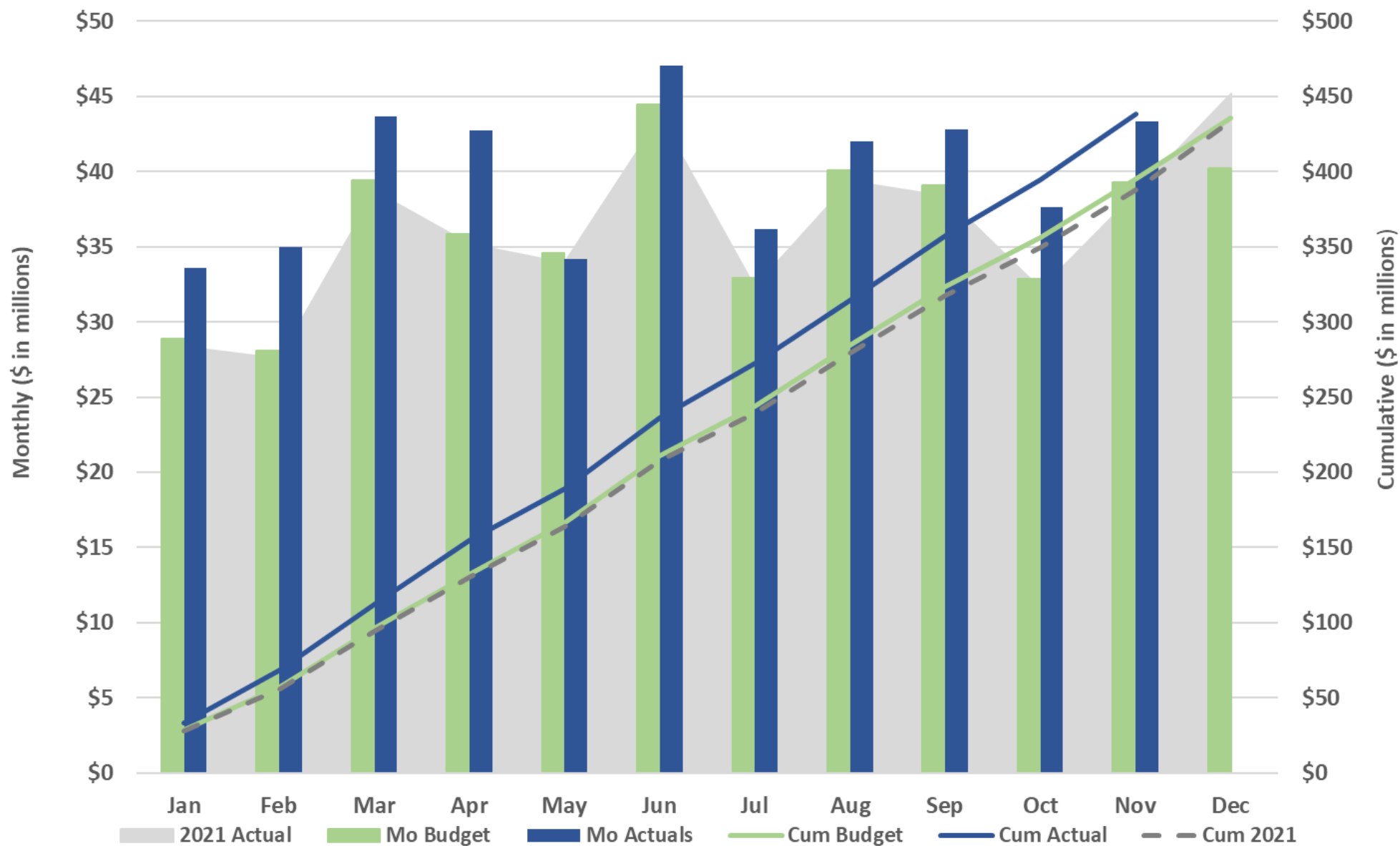
Board Dashboard: December 31, 2022 - Preliminary

Financial Metrics								
	Dec Actual	Dec Budget	Fav/ (Unfav)	%	YTD Actual	YTD Budget	Fav/ (Unfav)	%
Sales Tax (Nov '22 mm \$)	\$ 43.3	\$ 39.3	\$ 4.08	10.4%	\$ 438.1	\$ 395.4	\$ 42.71	10.8%
Fare Revenue (mm)	\$ 2.9	\$ 3.0	\$ (0.12)	-3.9%	\$ 34.1	\$ 34.2	\$ (0.09)	-0.3%
Operating Exp (mm)	\$ 30.1	\$ 32.4	2.24	6.9%	\$ 346.3	\$ 363.2	\$ 16.84	4.6%
Subsidy Per Rider (SPR)	\$ 11.27	\$ 13.25	\$ 1.98	14.9%	\$ 9.93	\$ 13.25	\$ 3.32	25.1%
UTA Diesel Price (\$/gal)	\$ 3.13	\$ 2.75	\$ (0.38)	-13.6%	\$ 3.92	\$ 2.75	\$ (1.17)	-42.6%
Operating Metrics	Dec Actual	Dec-21	F/ (UF)	%	YTD Actual	YTD 2021	F/ (UF)	%
Ridership (mm)	2.41	2.13	0.3	13.2%	31.44	23.97	7.5	31.2%
Energy Cost by Type								
Diesel (Cost per Mile)					\$ 0.78			
Unleaded Gas (Cost per Mile)					\$ 0.49			
CNG (Cost per Mile)					\$ 0.27			
Bus Propulsion Power (Cost per Mile)					\$ 0.98			
TRAX Propulsion Power (Cost per Mile)					\$ 0.79			



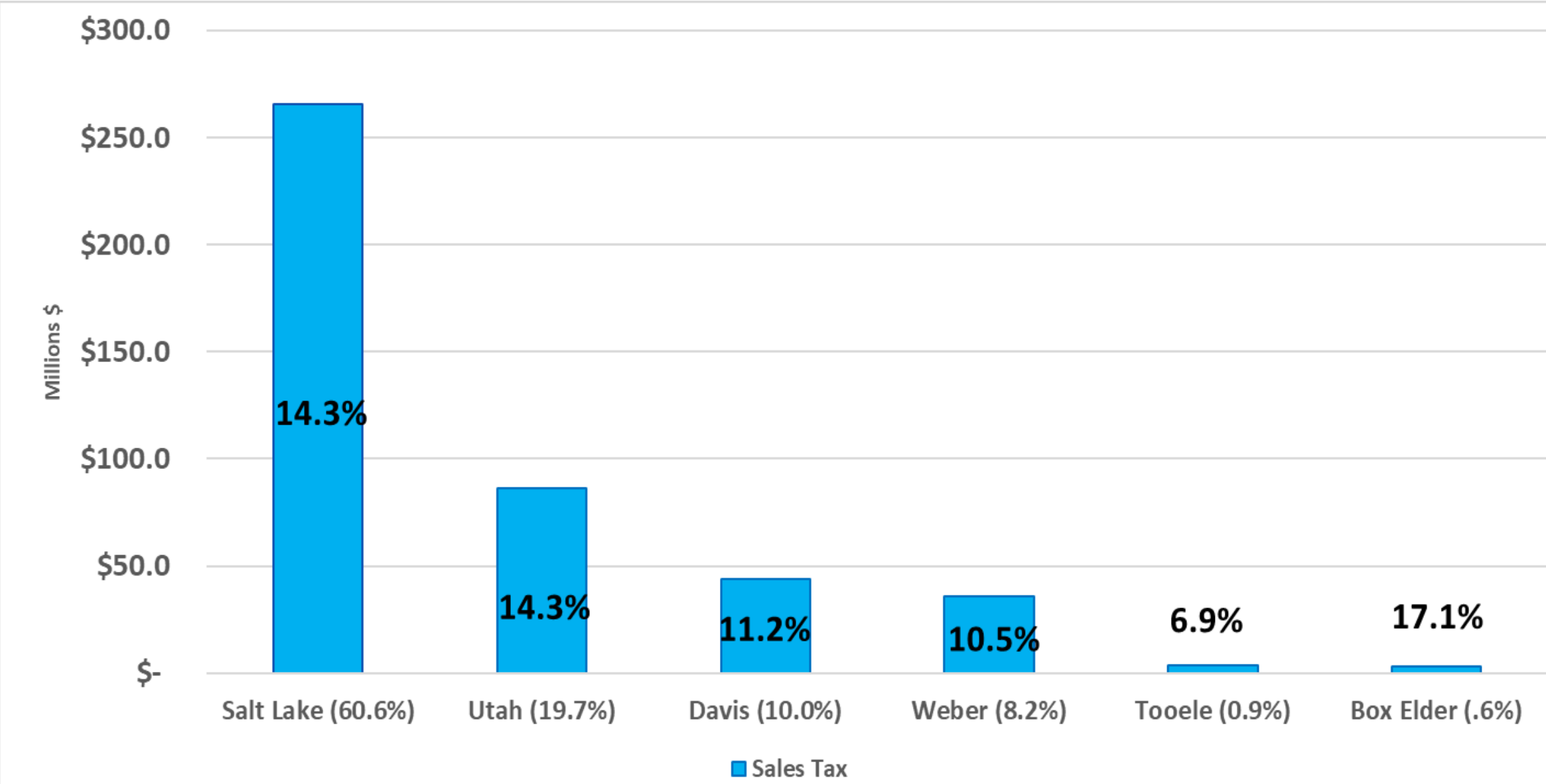
# 2022 Sales Tax

## November (YTD Variance +\$42.7 million)

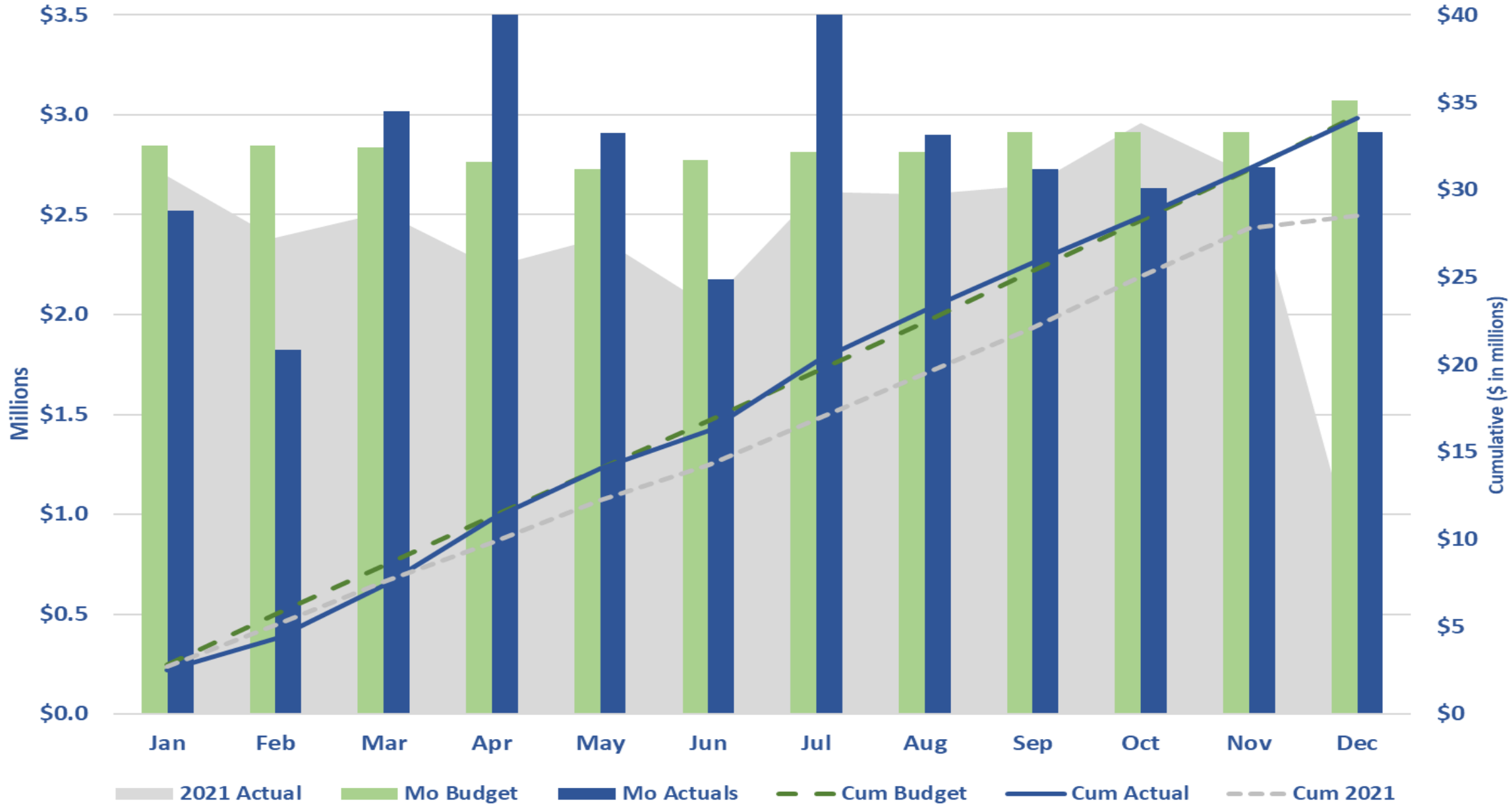


# Sales Tax Collections

## (Percentage Growth for 12 months ended November 30, 2022)



## 2022 Passenger Revenue December YTD (\$128K)



# FTE Report: December 2022

Administrative FTEs	Dec-21	Dec 2022		Variance '22	
	Actual	Actual	Budget	Var	Percent
<i>Admin Depts</i>	492.8	528.0	567.3	39.3	6.9%
<i>Operating Depts</i>	355.5	357.5	384.5	27.0	7.0%
<b><i>Total FTE</i></b>	<b>848.3</b>	<b>885.5</b>	<b>951.8</b>	<b>66.3</b>	<b>7.0%</b>

Bargaining Unit FTEs	Dec-21	Dec 2022		Variance '22	
	Actual	Actual	Budget	Var	Percent
<i>Admin Depts</i>	55.0	58.5	48.0	(10.5)	-21.9%
<i>Operating Modes</i>					
<i>Bus</i>	942.5	939.0	1,066.0	127.0	11.9%
<i>Light Rail</i>	260.0	262.0	272.0	10.0	3.7%
<i>Commuter Rail</i>	92.0	101.0	103.0	2.0	1.9%
<i>Riverside</i>	142.0	149.0	157.0	8.0	5.1%
<i>Asset Mgt</i>	166.0	160.0	185.0	25.0	13.5%
<b><i>Total FTE</i></b>	<b>1,657.5</b>	<b>1,669.5</b>	<b>1,831.0</b>	<b>161.5</b>	<b>14.3%</b>



# December 2022 – Preliminary

*Preliminary*

MONTHLY RESULTS						FISCAL YEAR 2022 Dollars in Millions	YEAR-TO-DATE RESULTS					
Prior Year Actual	Current Year						Prior Year Actual	Current Year				
	Actual	Budget	Variance					Actual	Budget	Variance		
						Revenue						
\$ 56.4	\$ 45.1	\$ 40.3	\$ 4.8	11.9%		Sales Tax (Dec accrual)	\$ 433.4	474.3	\$ 435.7	\$ 38.6	8.9%	
0.7	2.9	3.0	(0.1)	-3.9%		Fares	28.5	34.1	34.2	(0.1)	-0.3%	
(101.7)	-	-	-	0.0%		Federal	130.6	217.4	159.6	57.8	36.2%	
18.7	4.2	1.9	2.3	120.7%		Other *	30.1	26.4	21.7	4.7	21.8%	
\$ (25.9)	\$ 52.2	\$ 45.2	\$ 7.0	15.4%		TOTAL REVENUE	\$ 622.6	\$ 752.2	\$ 651.2	\$ 101.0	15.5%	
						Expense						
\$ 14.7	\$ 14.1	\$ 14.5	\$ 0.3	2.4%		Salary/Wages	\$ 157.9	\$ 167.9	\$ 172.3	\$ 4.4	2.6%	
7.0	6.8	7.1	0.3	4.4%		Fringe Benefits	77.1	81.6	84.8	3.2	3.8%	
2.6	5.6	3.2	(2.4)	-73.2%		Services	24.9	34.3	35.3	1.1	3.0%	
0.9	1.5	1.9	0.5	23.6%		Parts	17.6	17.4	22.9	5.5	23.9%	
0.6	2.4	2.0	(0.4)	-19.7%		Fuel	20.9	32.8	27.5	(5.3)	-19.5%	
0.5	0.5	0.6	0.1	21.7%		Utilities	5.7	5.4	6.4	1.0	16.1%	
31.7	1.6	3.8	2.2	58.6%		Other	42.3	14.9	24.7	9.8	39.9%	
(0.4)	(2.4)	(0.8)	(1.5)	184.2%		Capitalized Cost	(7.5)	(7.9)	(10.7)	(2.8)	26.4%	
\$ 57.6	\$ 30.1	\$ 32.4	\$ 2.2	6.9%		TOTAL EXPENSE	\$ 338.9	\$ 346.3	\$ 363.2	\$ 16.8	4.6%	
\$ 17.2	\$ 6.3	\$ 8.3	\$ 1.9	23.4%		Debt Service	\$ 102.3	\$ 81.9	\$ 89.9	\$ 8.0	8.9%	
\$ (100.7)	\$ 15.7	\$ 4.6	\$ 11.1	243.0%		Contrib. Capital/Reserves	\$ 180.1	\$ 324.0	\$ 198.1	\$ 125.9	63.5%	

Favorable/(Unfavorable)

Favorable/(Unfavorable)

*\*Does not include Sale of Assets*

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# Questions?





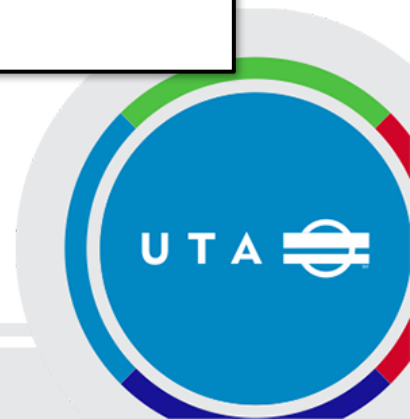
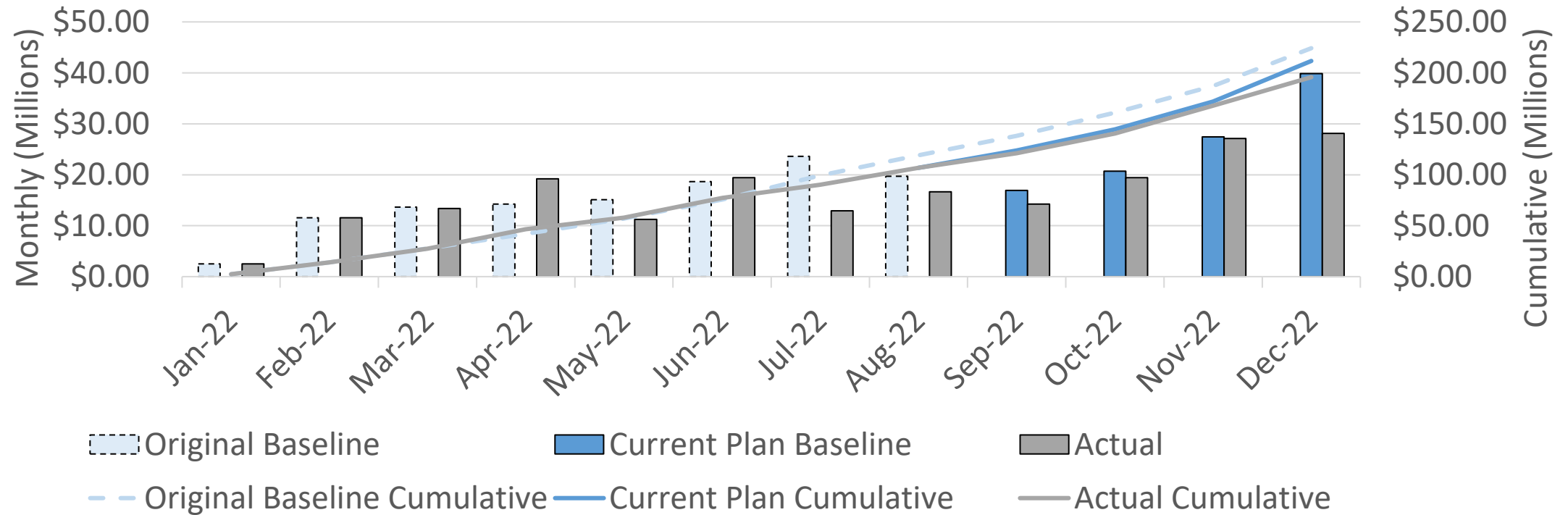
# **Capital Program Update- January – December, 2022 (Pre-Final)**

February 22<sup>nd</sup>, 2023



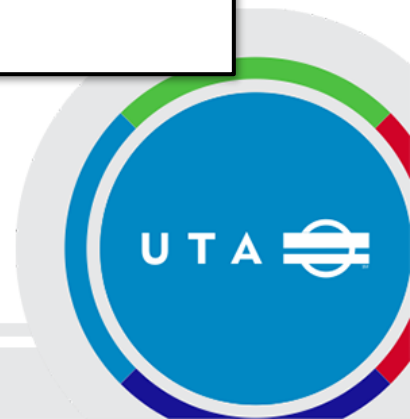
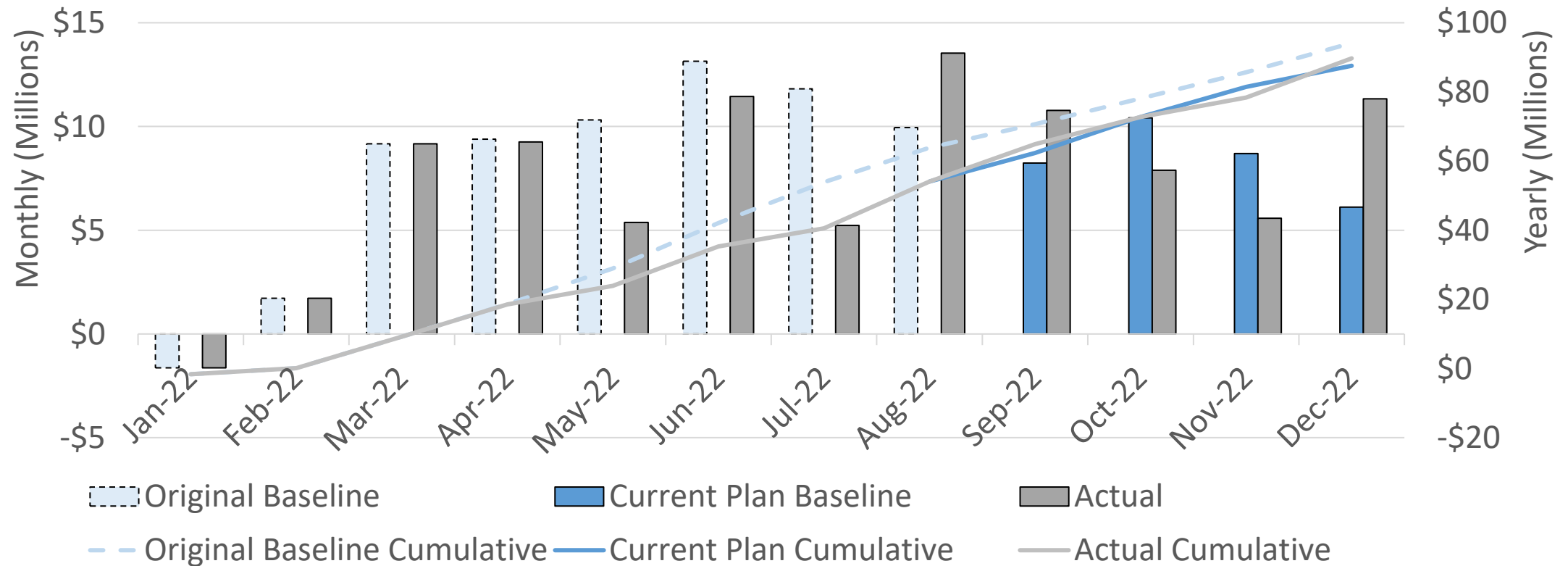
# Program Summary

## 2022 Capital Spending Program Summary- 195.8 M Spent of Planned 211.8 M, -8%



# Capital Construction

Capital Construction- 89.7 M Spent of Planned 87.6 M, 2%



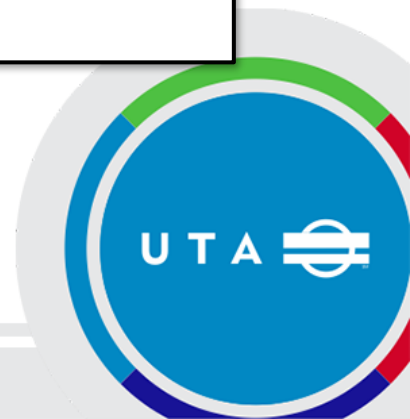
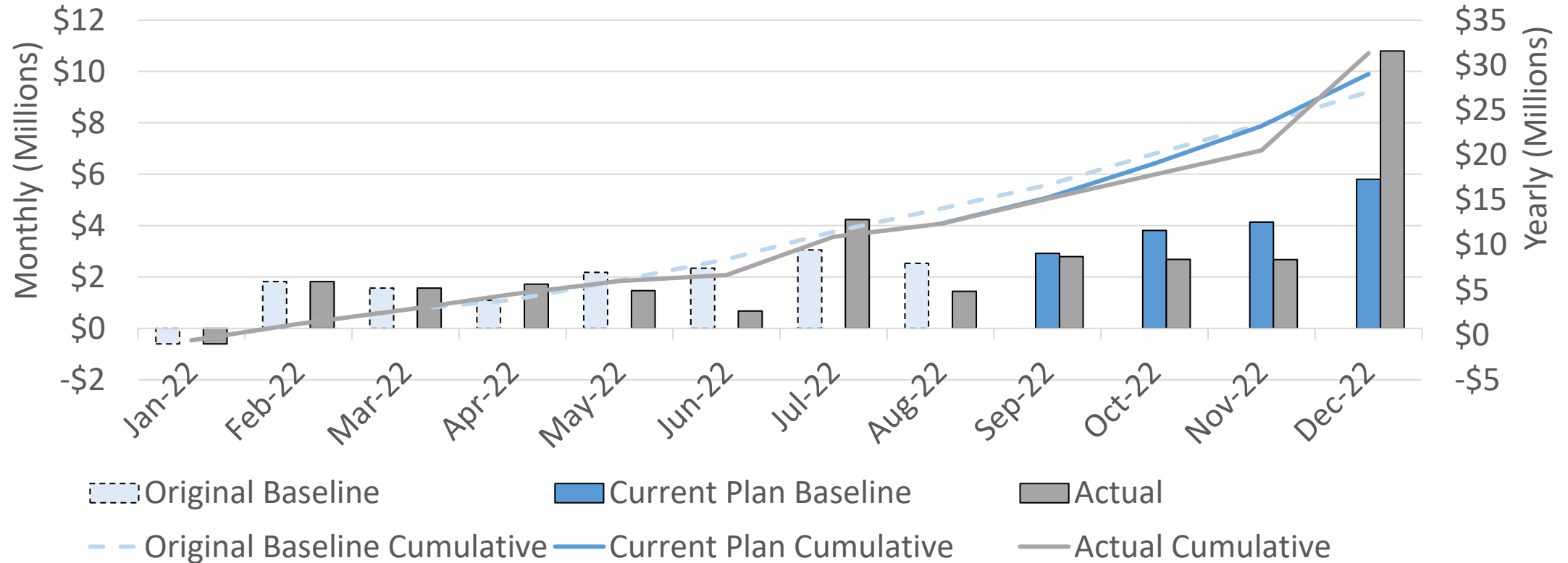
# Capital Construction - Project Variance

UTA Capital Program Delivery	YTD Current Plan	YTD Actual Expend	YTD Variance \$	YTD Variance %
MSP102 -Depot District	\$ 33,781,000	\$ 31,674,000	\$ 2,107,000	-6%
MSP228 -Operator Restrooms in Salt Lake County	207,000	10,000	197,000	-95%
MSP231 -Operator Shack at University Medical EOL	187,000	59,000	128,000	-68%
MSP232 -Northern Utah County Double Track	3,319,000	2,916,000	403,000	-12%
MSP122 -Positive Train Control	489,000	1,738,000	(1,249,000)	255%
MSP185 -Ogden/Weber State University BRT	46,434,000	48,830,000	(2,396,000)	5%
MSP272- Trax Operational Simulator	112,000	213,000	(101,000)	90%



# Capital Development

## Capital Development- 31.3 M Spent of Planned 29 M, 8%



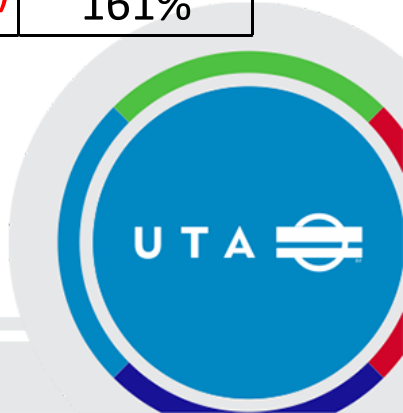
# Capital Development - Project Variance

UTA Capital Program Delivery	YTD Current Plan	YTD Actual Expend	YTD Variance \$	YTD Variance %
MSP140 -Box Elder Right of Way Preservation	\$ 810,000	\$ 350,000	\$ 460,000	-57%
MSP205 -TIGER Program of Projects	11,163,000	7,907,000	3,256,000	-29%
MSP215 -Sharp-Tintic Rail Connection	281,000	43,000	238,000	-85%
MSP254- TechLink Corridor	159,000	39,000	120,000	-75%
MSP258 -Mt Ogden Admin Bldg Expansion	210,000	8,000	202,000	-96%
SGR407 -Bus Stop Enhancements	1,607,000	1,098,000	509,000	-32%



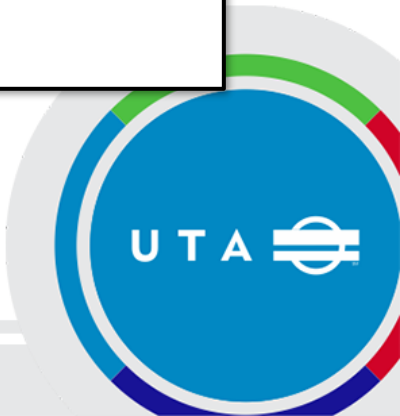
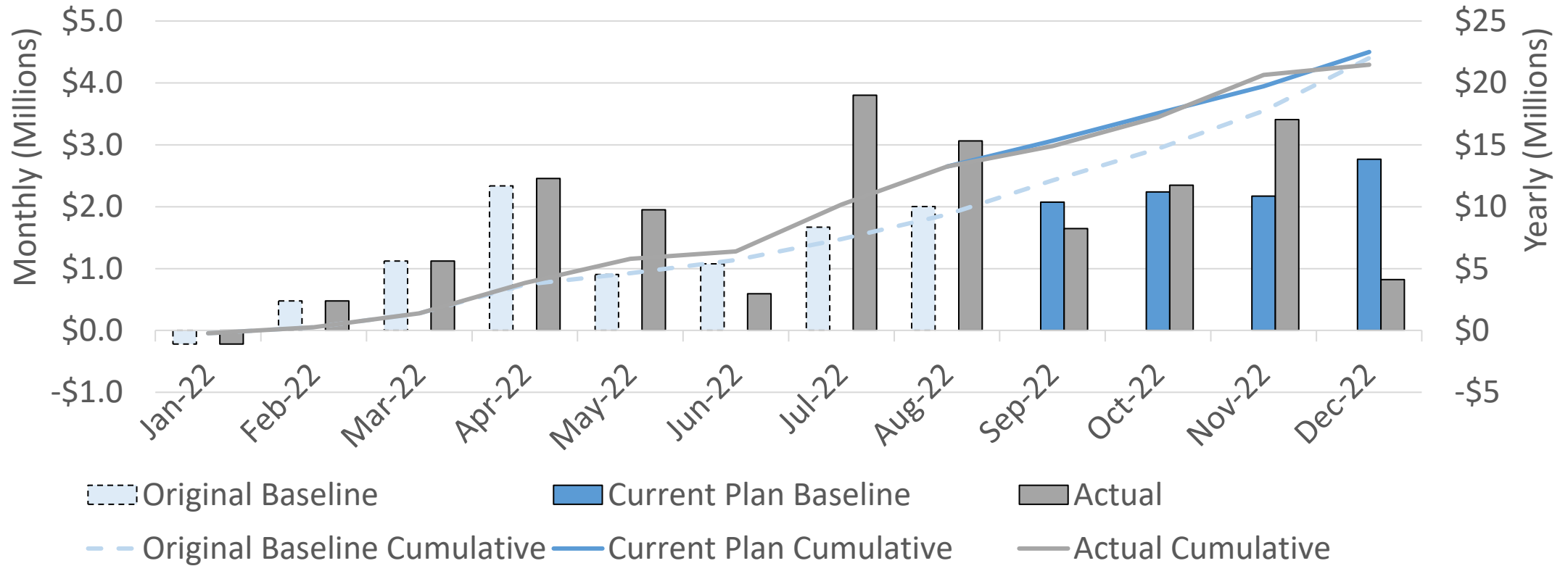
# Capital Development - Project Variance (Continued)

	YTD Current Plan	YTD Actual Expend	YTD Variance \$	YTD Variance %
<b>UTA Capital Program Delivery</b>				
ICI185- Passenger Info Improvements	\$ 433,000	\$ 581,000	(\$148,000)	34%
MSP096- Provo-Orem BRT	66,000	574,000	(508,000)	770%
MSP216- Point of Mountain	478,000	1,200,000	(722,000)	151%
MSP252- FrontRunner Double Tracking	6,846,000	10,719,000	(3,873,000)	57%
MSP253- Mid-Valley Connector	1,563,000	2,248,000	(685,000)	44%
MSP264-South Valley Transit	60,000	256,000	(196,000)	327%
MSP265- Program Management Support	2,347,000	3,116,000	(769,000)	33%
SGR409- Systems Restrooms	104,000	271,000	(167,000)	161%



# Infrastructure SGR Projects

Infrastructure SGR Projects- 21.5 M Spent of Planned 22.5 M, -5%





# Infrastructure SGR - Project Variance

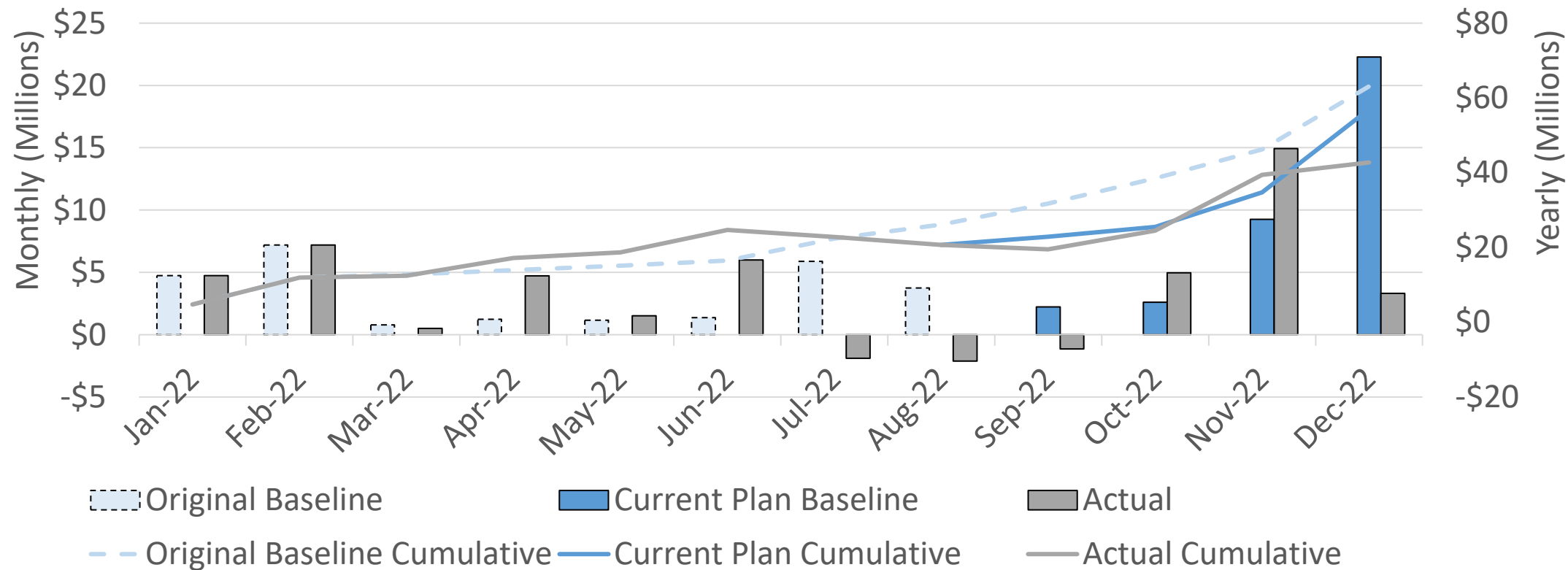
<b>UTA Capital Program Delivery</b>	<b>YTD Current Plan</b>	<b>YTD Actual Expend</b>	<b>YTD Variance \$</b>	<b>YTD Variance %</b>
SGR397- Traction Power Rehab/Replacement	\$ 10,413,000	\$ 8,920,000	\$ 1,493,000	-14%
SGR403- Train Control Rehab/Replacement	2,010,000	1,794,000	216,000	-11%
SGR404- Rail Switches/Trackwork Controls	1,684,000	849,000	835,000	-50%
SGR410- Fiber Rehab/Replacement	330,000	204,000	126,000	-38%
MSP189- Signal Pre-emption Projects w/ UDOT	77,000	190,000	(113,000)	147%
SGR385- Rail Rehab and Replacement	3,594,000	4,582,000	(988,000)	27%
SGR393- Grade Crossings Rehab/Replacement	1,901,000	2,709,000	(808,000)	43%



# Revenue Service Vehicles

UTAH TRANSIT AUTHORITY

Revenue/Service Vehicles- 42.7 M Spent of Planned 57 M, -25%



# Revenue Service Vehicles – Project Variance

UTA Capital Program Delivery	YTD Current Plan	YTD Actual Expend	YTD Variance \$	YTD Variance %
MSP247- Light Rail Seat Replacement	\$ 2,600,000	\$ 2,400,000	\$ 200,000	-8%
REV209- Paratransit Vehicle Replacement	4,527,000	259,000	4,268,000	-94%
REV212- Park City Lo/No Grant	2,045,000	277,000	1,768,000	-86%
REV224- Bus Engine/Trans/Comp Rehab/Replace	1,714,000	1,408,000	306,000	-18%
REV232- Van Pool Replacement	2,920,000	2,552,000	368,000	-13%
REV234- Tooele County Microtransit & Vehicle Electrification	931,000	145,000	786,000	-84%

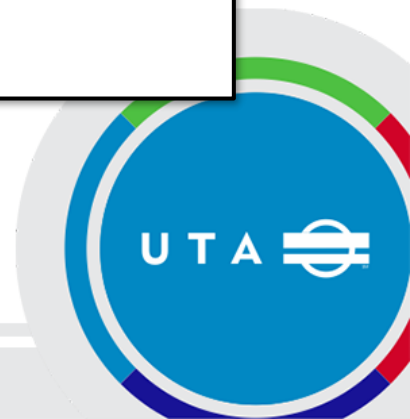
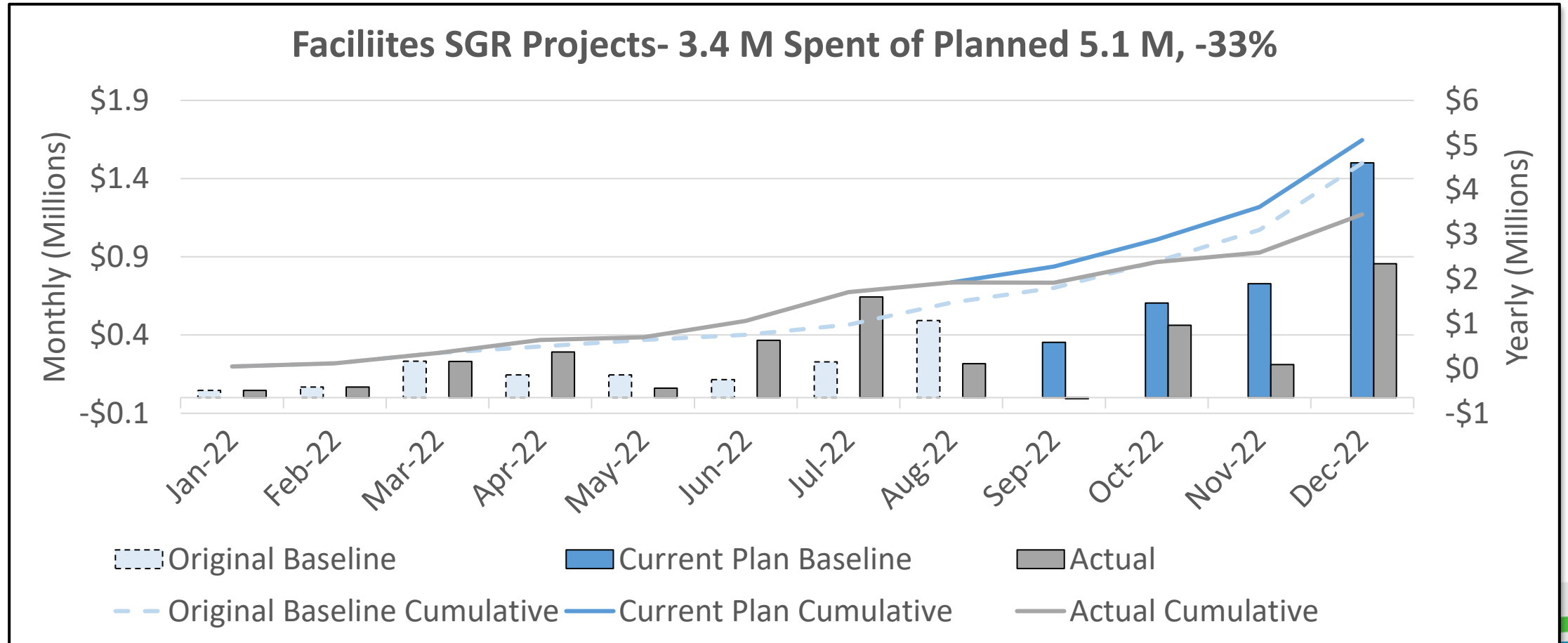


# Revenue Service Vehicles – Project Variance (Continued)

UTA Capital Program Delivery	YTD Current Plan	YTD Actual Expend	YTD Variance \$	YTD Variance %
REV236- VW Battery Buses	\$ 7,850,000	\$ 1,089,000	\$ 6,761,000	-86%
SGR040- Light Rail Vehicle Rehab	7,868,000	6,474,000	1,394,000	-18%
SGR353- Commuter Rail Engine Overhaul	2,324,000	2,142,000	182,000	-8%
SGR391- Commuter Rail Vehicle Rehab/Replacement	772,000	-25,000	797,000	-103%



# Facilities/SGR – Project Variance



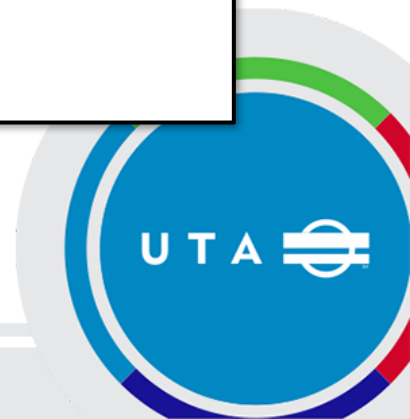
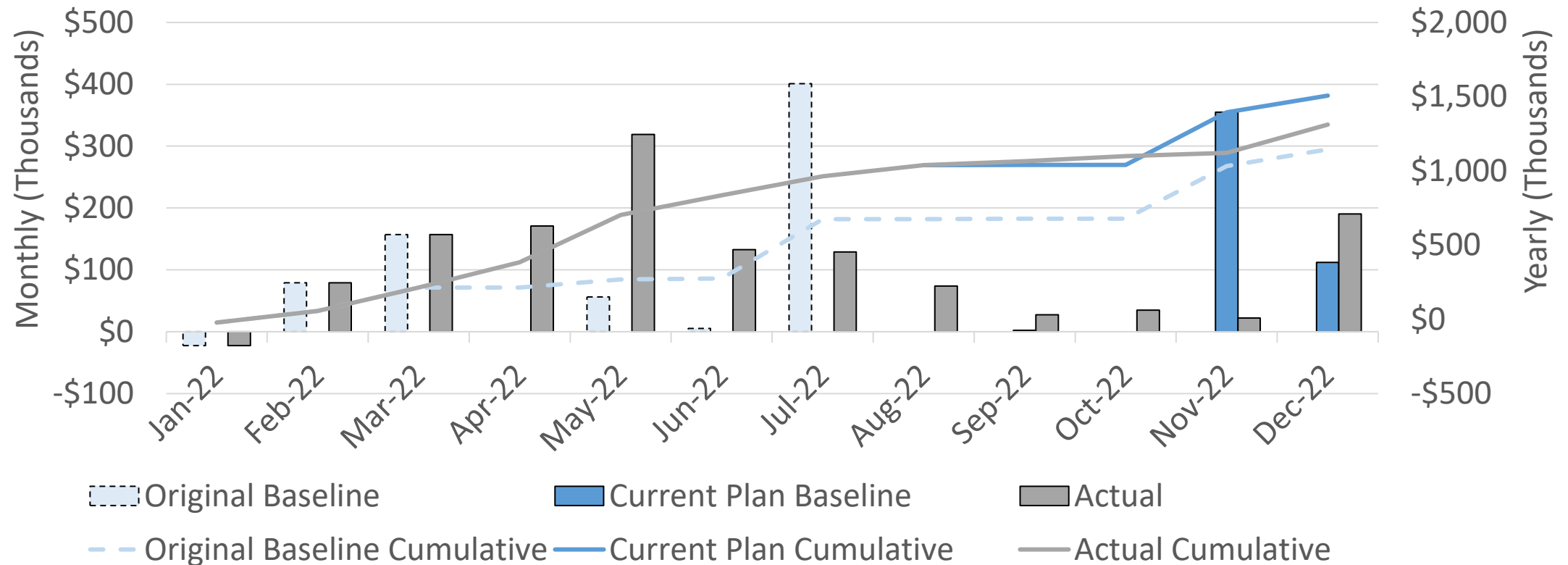
# Facilities/SGR - Project Variance

UTA Capital Program Delivery	YTD Current Plan	YTD Actual Expend	YTD Variance \$	YTD Variance %
FMA652 -Equipment Managed Reserve	\$ 970,000	\$ 541,000	\$ 429,000	-44%
FMA653- Facilities Rehab and Replacement	2,313,000	1,683,000	630,000	-27%
FMA672 -Park and Ride Rehab/Replacement	1,078,000	444,000	634,000	-59%
FMA673 -Stations and Platforms Rehab/Replace	459,000	-118,000	577,000	-126%
FMA678- Meadowbrook Flooring/Lighting	1,286	206,000	(204,714)	15919%
FMA679- Building Remodels/Reconfiguration	156,000	340,000	(184,000)	118%



# Safety and Security

Safety and Security- 1.3 M Spent of Planned 1.5 M, -13%



# Safety and Security - Project Variance

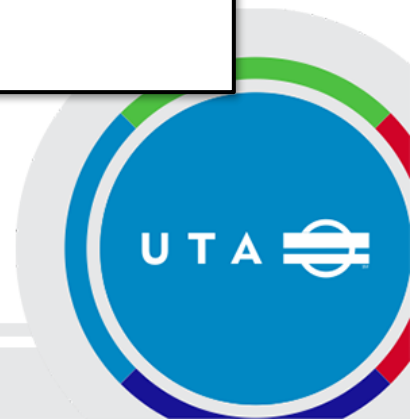
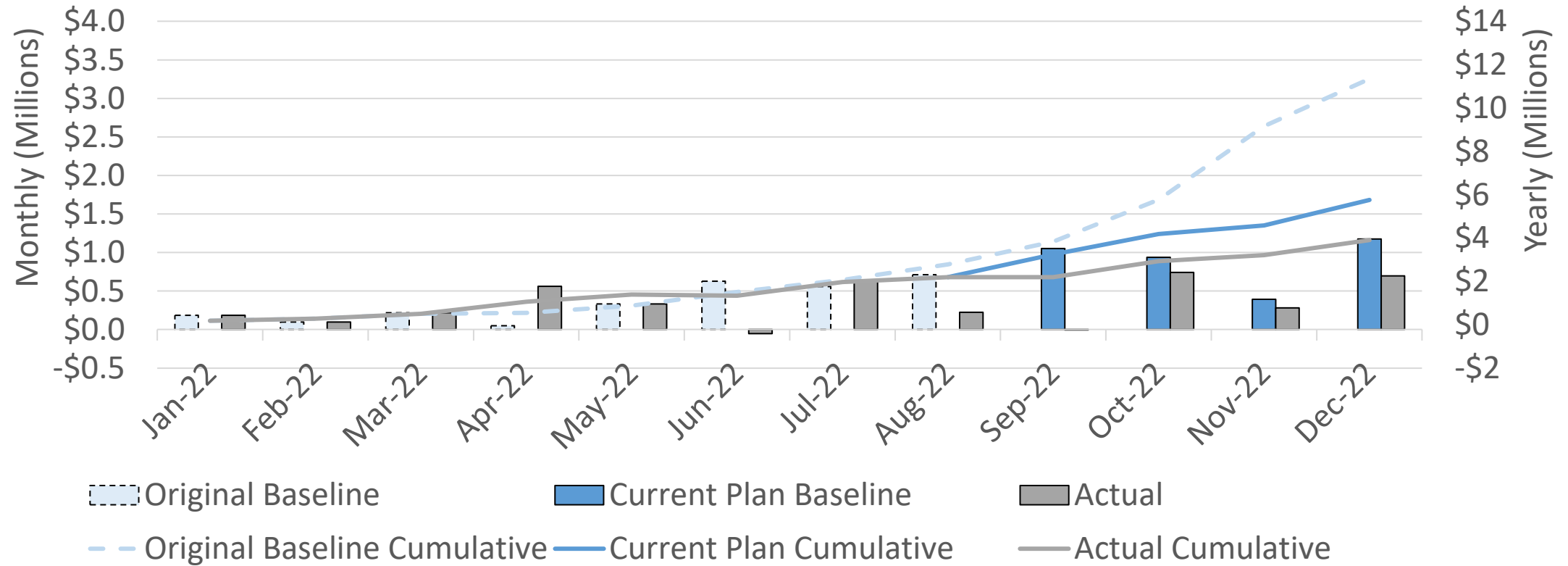
UTA Capital Program Delivery	YTD Current Plan	YTD Actual Expend	YTD Variance \$	YTD Variance %
FMA539- Tasers	\$ 112,000	\$ -	\$ 112,000	-100%
FMA682 -Police CAD/RMS w Optional Taser/Body Cams	350,000	-	350,000	-100%
FMA645- Camera Sustainability	290,000	393,000	(103,000)	36%





# Information Technology Projects

Information Technology Projects- 3.9 M Spent of Planned 5.8 M, -32%



# Information Technology Project Variance Table

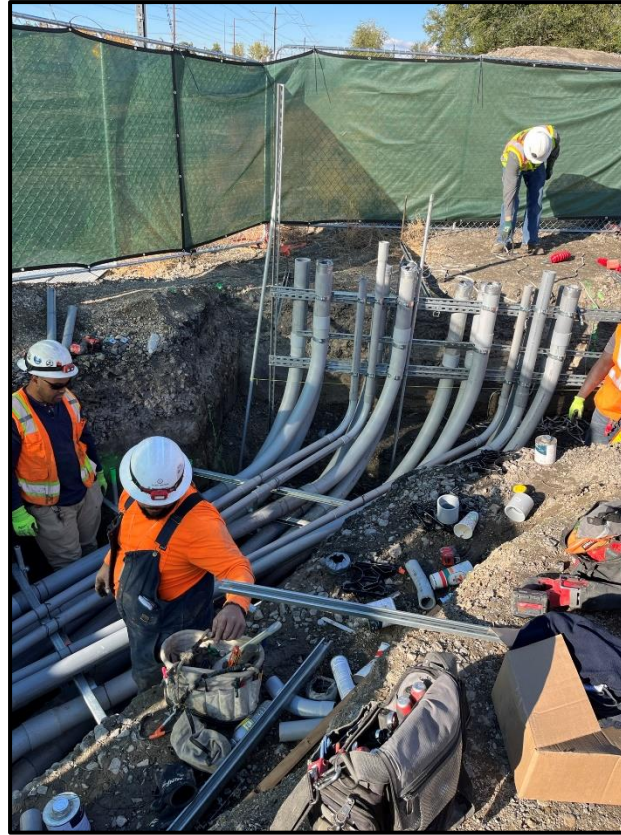
UTA Capital Program Delivery	YTD Current Plan	YTD Actual Expend	YTD Variance \$	YTD Variance %
ICI001 -Passenger Information	\$ 848,000	\$ 4,000	\$ 844,000	-100%
ICI179 -Network & Infrastructure Equipment	445,000	169,000	276,000	-62%
ICI217 -Transit Management System	2,784,000	1,569,000	1,215,000	-44%
ICI201- Server, Storage Infrastructure Eq & SW	243,000	559,000	(316,000)	130%



# Project Highlights Slide

## SGR397- TPSS Rehab and Replacement

- Completed first Traction Power Substation Rehab at 9400 South
  - Includes new pad mount disconnect switches
  - New components



# Questions?

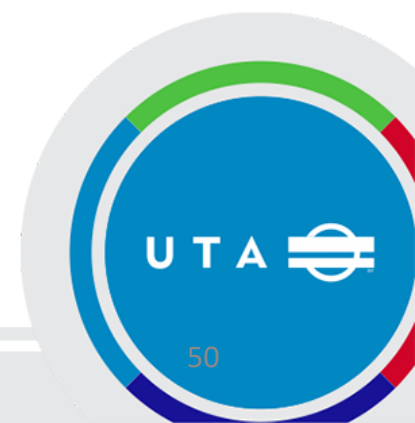


# Investment Report – Fourth Quarter 2022



## Investments as of Fourth Quarter 2022

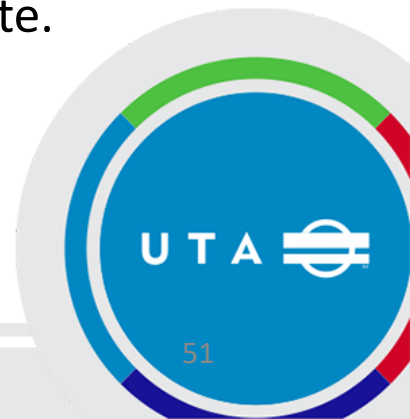
Institution	Amount	Yield
Chandler Asset Management	\$219,956,420	1.623%
Zions Corporate Trust	\$94,741,470	3.361%
Zions Bank	\$28,010,695	3.427%
PTIF	\$314,264,879	3.361%
Totals	\$656,973,464	2.782%



## Benchmark Comparisons Fourth Quarter 2022

Institution	October	November	December
Zions Bank	2.77%	3.47%	4.04%
Chandler Asset Management	1.09%	1.73%	2.05%
PTIF	2.861%	3.369%	3.853%
Benchmark Returns*	3.22%	4.06%	4.22%

\* Benchmark return is the higher of the 3-Month Treasury Bill or the Fed Funds rate.



# Questions?





# Contracts, Disbursements, and Grants



# **Contract: Oil, Lubricant, and Fluid Products for Bus and Rail Maintenance (Crus Oil, Inc.)**

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## **Recommended Action (by acclamation)**

Motion to approve the contract with Crus Oil, Inc. for Oil , Lubricant,  
and Fluid Products for Bus and Rail Maintenance, as presented.



# **Contract: Oil, Lubricant, and Fluid Products for Bus and Rail Maintenance (Rhinehart Oil)**

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## **Recommended Action (by acclamation)**

Motion to approve the contract with Rhinehart Oil, for Oil, Lubricant, and Fluid Products for Bus and Rail Maintenance, as presented.



# **Contract: Oil, Lubricant, and Fluid Products for Bus and Rail Maintenance (VGP Holdings, LLC/Valvoline)**

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## **Recommended Action (by acclamation)**

Motion to approve the contract with VGP Holdings, LLC/Valvoline, for Oil, Lubricant, and Fluid Products for Bus and Rail Maintenance, as presented.



# **Contract: Oil, Lubricant, and Fluid Products for Bus and Rail Maintenance (Solutions Plus)**

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## **Recommended Action (by acclamation)**

Motion to approve the contract with Solutions Plus, for Oil, Lubricant, and Fluid Products for Bus and Rail Maintenance, as presented.



# **Change Order: Point of the Mountain Transit Project Contract – Stage 2, Amendment 6 (Parametrix)**

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## **Recommended Action (by acclamation)**

Motion to approve the change order for stage 2, amendment 6 for the Point of the Mountain Transit Project with Parametrix, as presented



# **Change Order: On-Call Infrastructure Maintenance Contract Task Order #22-89 – S-Curve Track Slab Design (Stacy and Witbeck, Inc.)**

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## **Recommended Action (by acclamation)**

Motion to approve Task Order #22-89 to the on-call infrastructure maintenance contract with Stacy and Witbeck, Inc. for S-Curve track slab design, as presented



# **Change Order: On-Call Infrastructure Maintenance Contract Task Order #22-90 – 2023 Construction Management Fees (Stacy and Witbeck, Inc.)**

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## **Recommended Action (by acclamation)**

Motion to approve Task Order #22-90 to the on-call infrastructure maintenance contract with Stacy and Witbeck, Inc., for 2023 construction management fees, as presented





# Budget and Other Approvals



# **TBA2023-02-01- Technical Budget Adjustment for 2023 Capital Budget**



# Summary of Budget Request

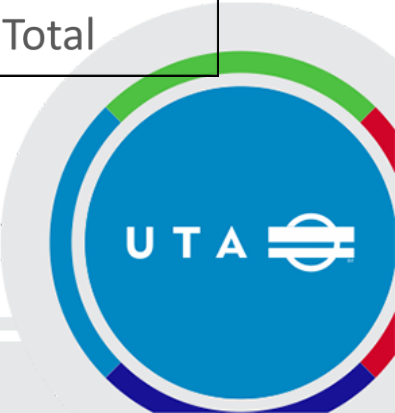
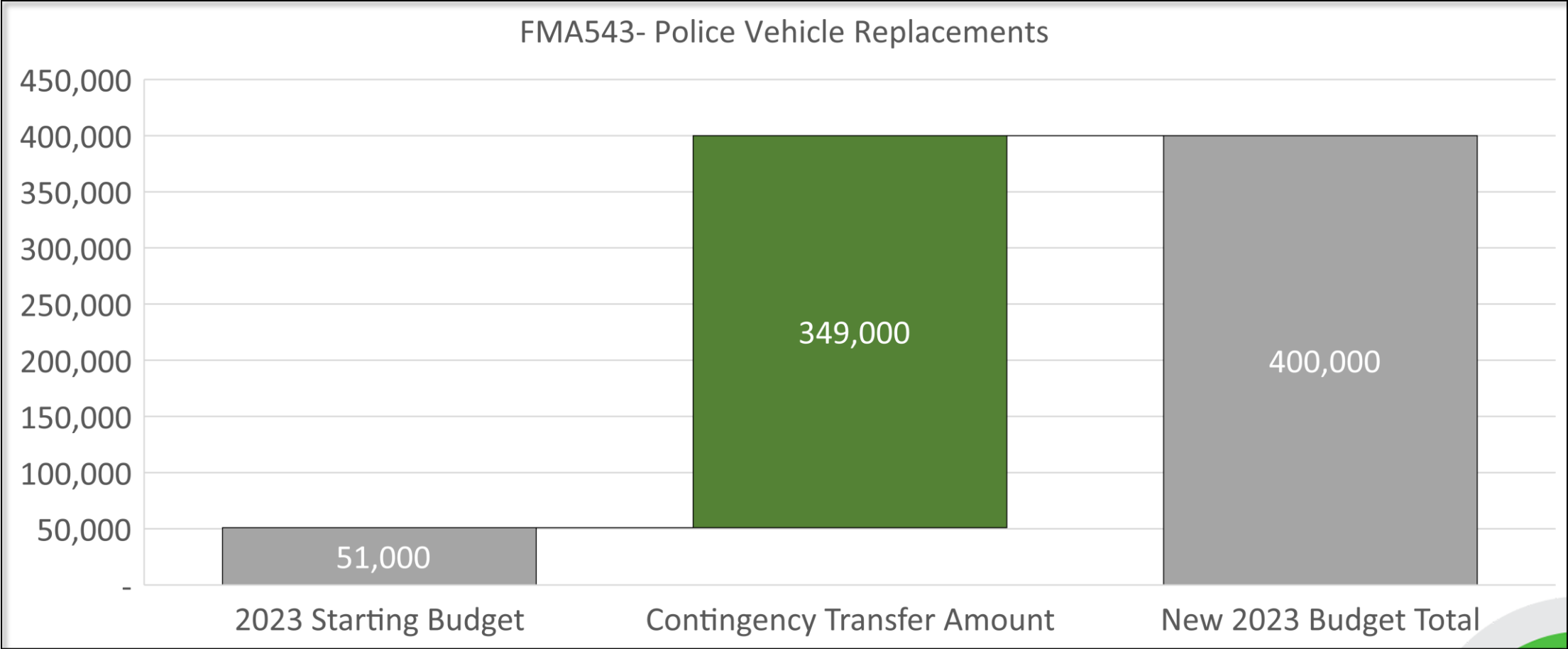
Request seeks to:

- Transfer \$9.504 million from Partnership Projects and Contingency to various projects:
  - \$8.0 million from Partnership Projects to
    - MSP259- S-Line Extension \$6.0 M
    - SGR393- Grade Crossing Rehab/Replacement- \$2.0 M
  - Transfer \$1.504 million from Contingency to various projects:
    - FMA543- Police Vehicle Replacement- \$349 K
    - FMA658- Bus Camera Overhaul/Replacement- \$325 K
    - MSP156- Prop 1- Davis County- \$830 K

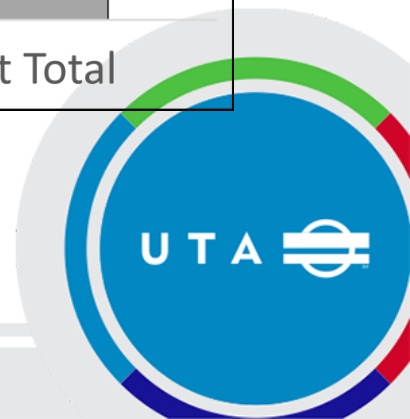
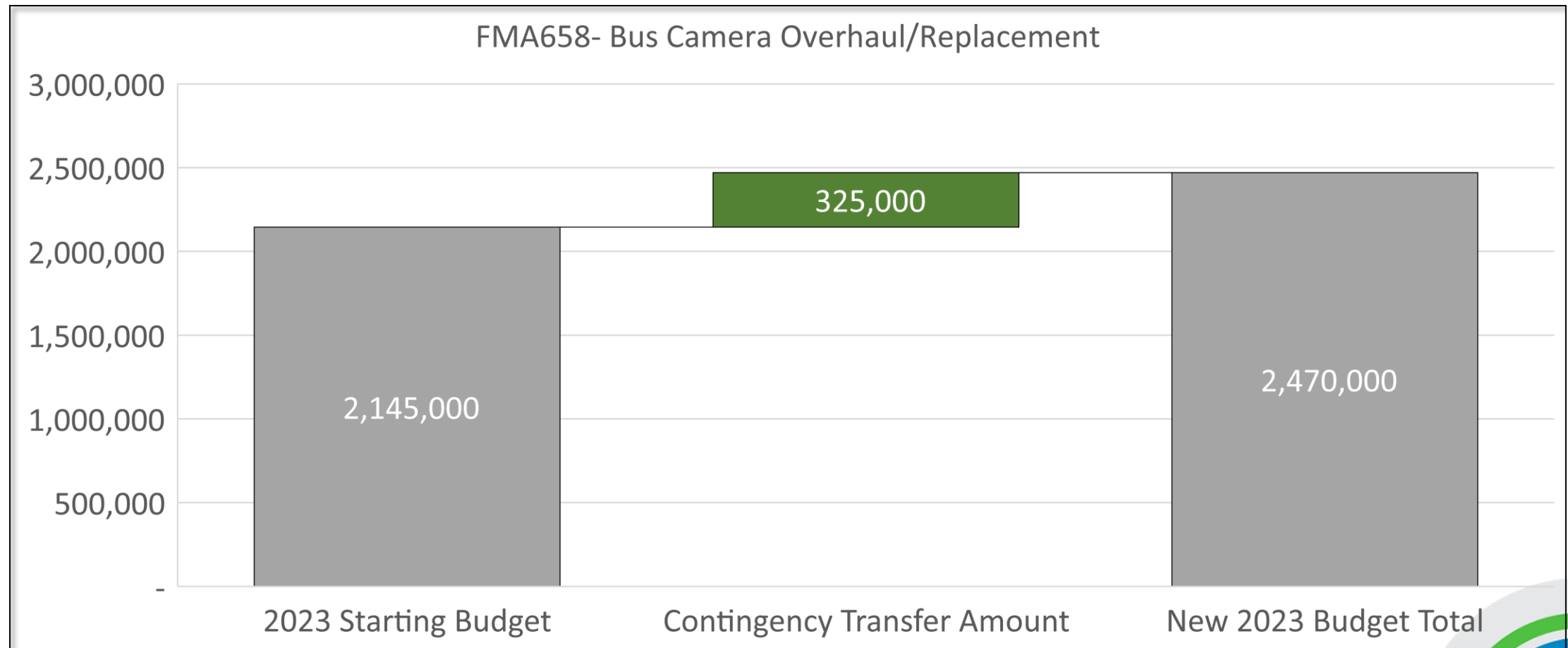


# FMA543- Police Vehicle Replacements

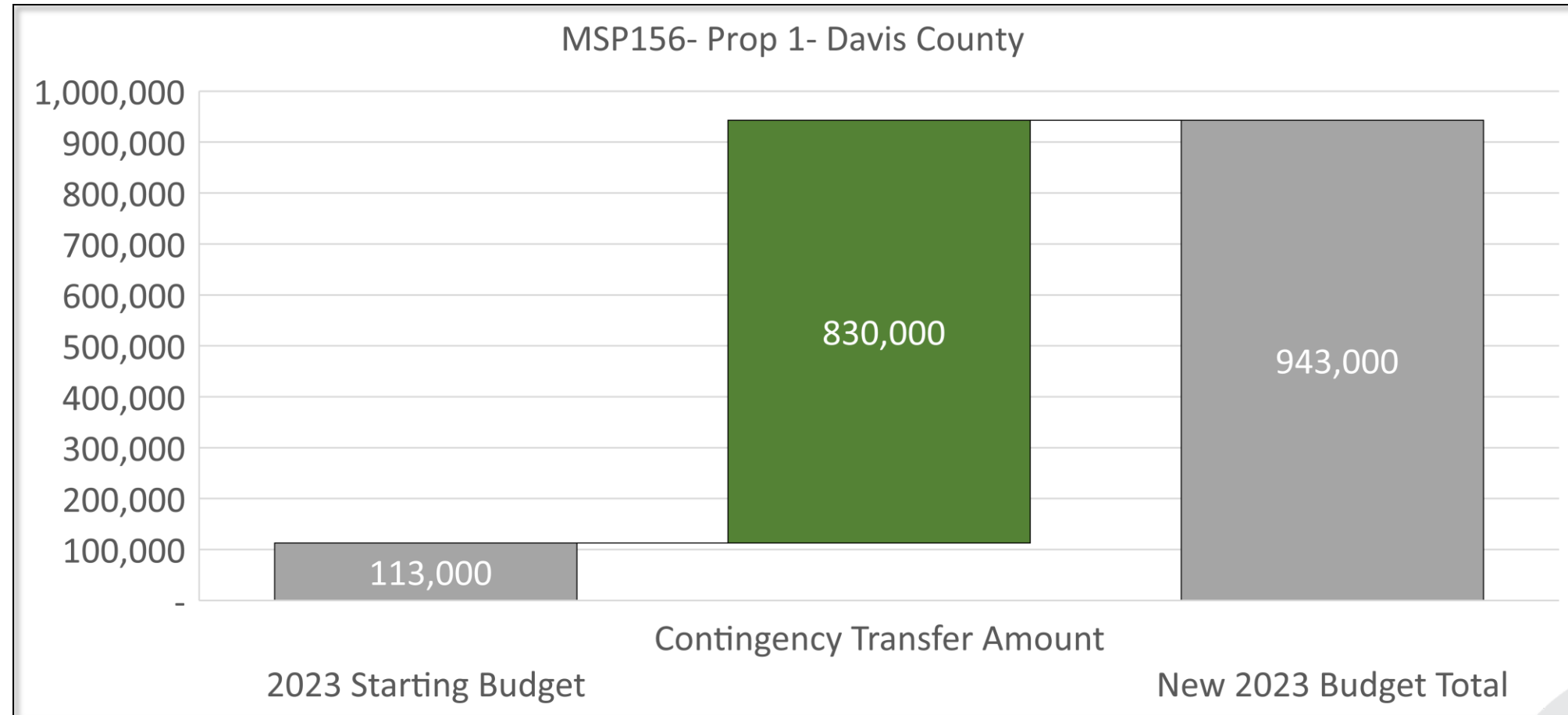
UTAH TRANSIT AUTHORITY



## FMA658- Bus Camera Overhaul/Replacement

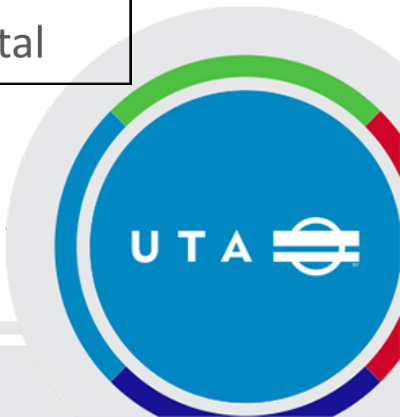
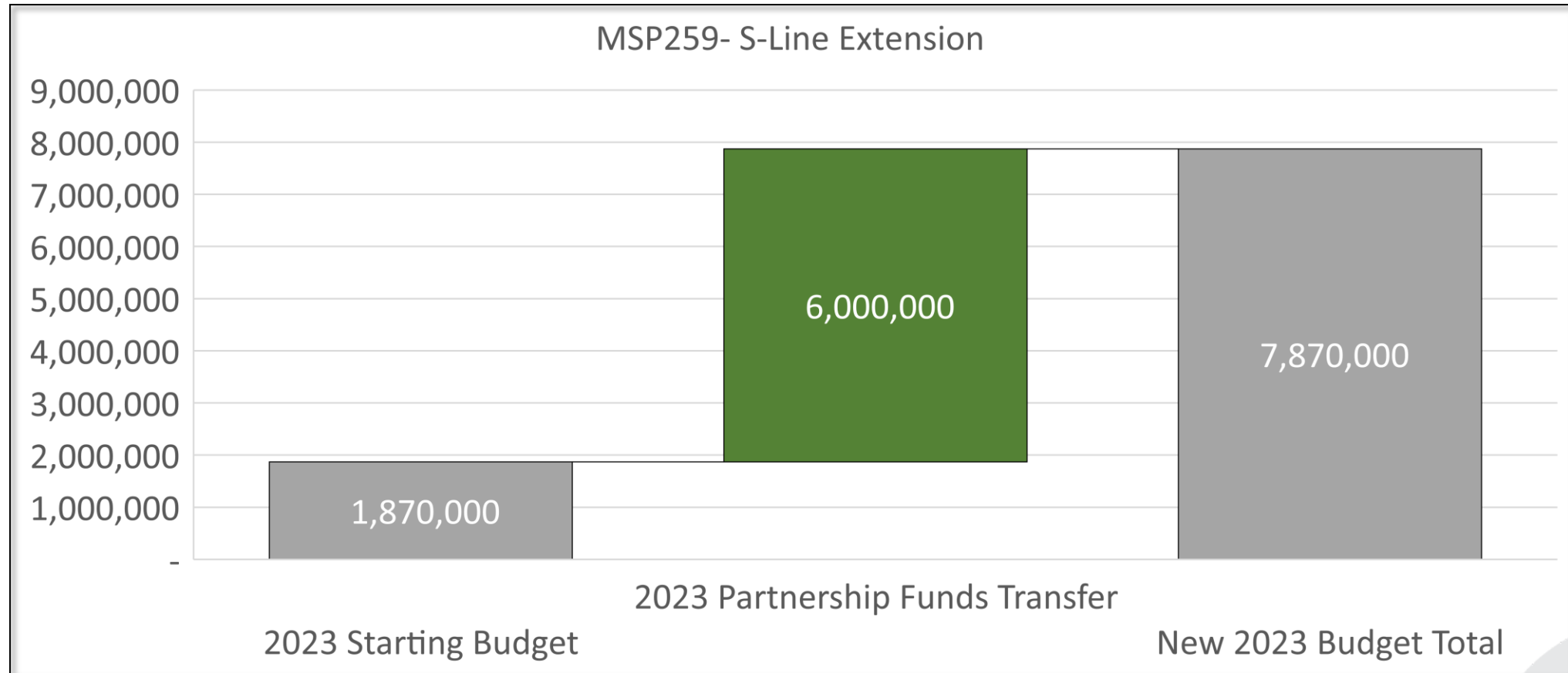


# MSP156- Prop 1- Davis County

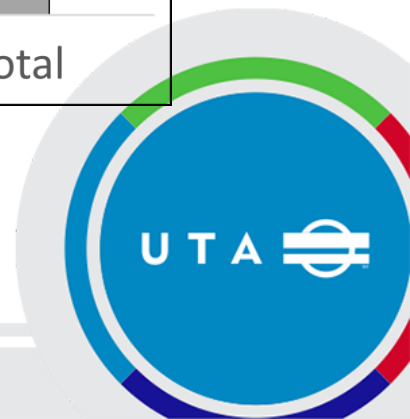
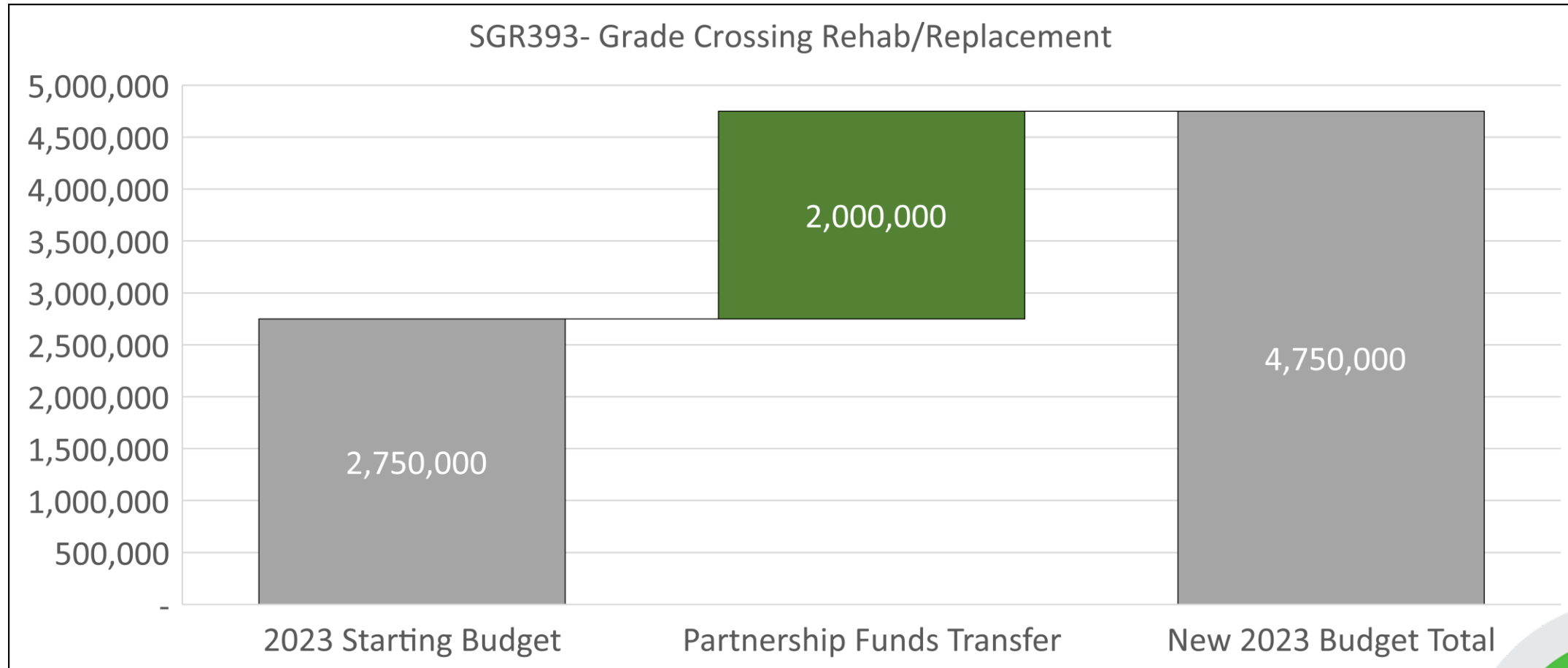




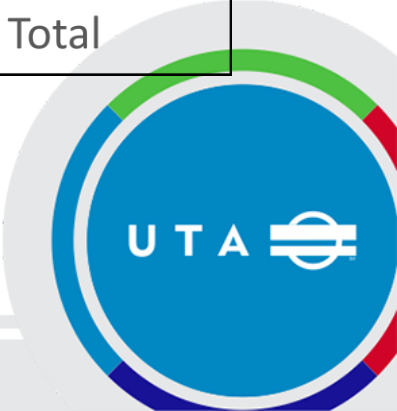
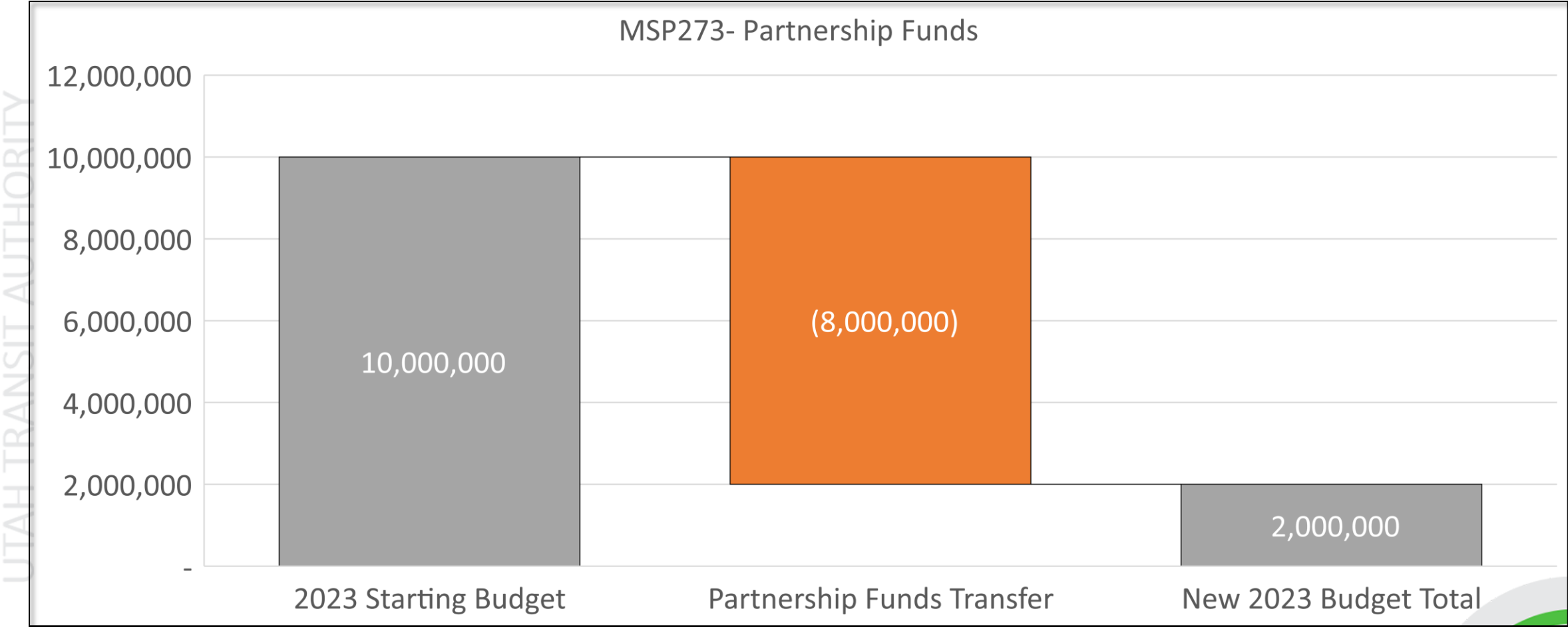
# MSP259- S-Line Extension



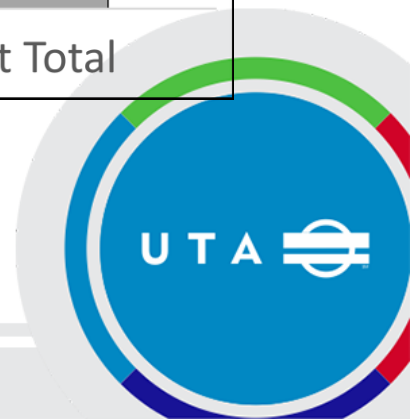
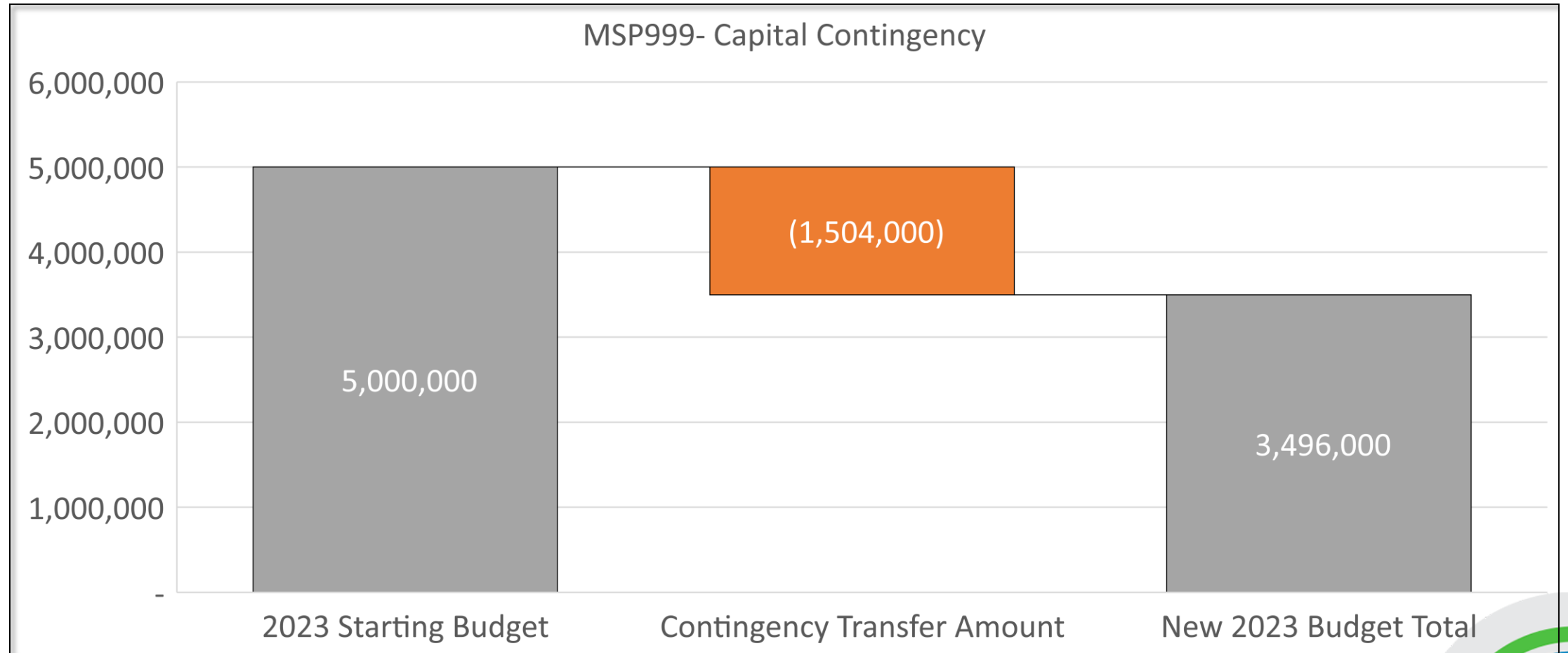
# SGR393- Grade Crossing Rehab/Replacement



# MSP273- Partnership Funds



# MSP999- Capital Contingency



# **Recommended Action**

## **(by acclamation)**

Motion to approve TBA2023-02-01 - Technical Budget Adjustment for 2023 Capital Budget, as presented



# **UTA Policy – UTA.03.05 Emergency and Disaster Preparedness**



# **Recommended Action**

## **(by acclamation)**

Motion to approve UTA Policy – UTA.03.05 Emergency and Disaster Preparedness,  
as presented



# Discussion Items





# Central Wasatch Commission Update







**CENTRAL  
WASATCH  
COMMISSION**

Utah Transit Authority  
Presentation  
February 22, 2023



# The Central Wasatch Commission

A unique effort

Local governments and elected officials operating by consensus to address longstanding issues and aspirations for the Central Wasatch Mountains.

Convenes

Conflict resolution

Achieve cooperation

Assist State







# Member Jurisdictions





# Member Jurisdiction Benefits

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Consensus approach to land and  
watershed protection and decision making

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Consensus-based transportation  
approach

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Short-Term improvements in the  
mountains

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The Visitor-Use Study

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The Environmental Dashboard

---

Regional stakeholder involvement

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### Ski Resorts

Amber Broadway-- Solitude Mountain Resort

Mike Doyle -- Brighton Ski Resort

Dave Fields – Snowbird Ski Resort

Nathan Rafferty – Ski Utah

### Conservation Interests

Carl Fisher – Save Our Canyons

Pat Shea -- Friends of Alta

Megan Nelson – The Nature Conservancy

Joanna Wheelton – Cottonwood Canyons Foundation

### Recreation Interests

Serena Yau – Salt Lake Climbers Alliance

John Knoblock – Mt Olympus Community Council, Trails Utah

Sarah Bennett – Trails Utah

Tom Diegel – Wasatch Backcountry Alliance

Dennis Goreham – Wasatch Mountain Club

### Cultural & Educational Interests

Stuart Derman – Wasatch Mountain Arts

Jan Striefel – League of Women Voter of Salt Lake

Maura Hahnenberger – Salt Lake Community College

Hilary Lambert – Wasatch Mountain Institute

### Community Councils and Homeowner Associations

Kurt Hegmann – Mill D Cabin Owners Association

Barbara Cameron – Big Cottonwood Community Council, Brighton Resident

Del Draper – Secret Lake Cabin Owners Association

Kirk Nichols – Evergreen HOA, Professor of Outdoor Recreation, University of Utah

### Private Citizens

Michael Marker – Little Cottonwood Canyon Resident

Paul Diegel – Salt Lake City Resident

Troy Morgan – Brighton Resident

Will McCarvill – Salt Lake City Resident

Brian Hutchinson – Salt Lake City Resident

Ed Marshall – Log Haven Restaurant

Kelly Boardman – Salt Lake City resident

Jennifer Eden – Salt Lake City resident

Alex Porpora – Salt Lake City resident

### Transit & Transportation Interests

Roger Borgenicht – Utahns for Better Transportation

Mike Christensen – Utah Rail Passengers Association

Danny Richardson -- Salt Lake City resident

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# CWC Stakeholders

An aerial photograph of a dark, winding road that curves through a dense forest. The road has white lane markings and a yellow center line. The surrounding trees are dark green and brown, suggesting a mountainous or forested area. The overall tone is dark and moody.

# Mountain Transportation System

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Regional Mountain Transportation  
Systems

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Millcreek FLAP

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BCCMAP

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LCCEIS

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Short-term improvements





# Visitor-Use Study

The purpose of this study is to explore how outdoor recreation use and its associated impacts can be quantified and monitored over time within the canyons.

Our goal is to establish a set of indicators that are collaboratively generated and grounded in the best-available science and reflect the unique needs and concerns of the diverse stakeholders and interest groups who use, manage, and depend on the canyons.





# The Environmental Dashboard

The Central Wasatch Commission released the Environmental Dashboard to the public on Monday, June 6, 2022.

The Environmental Dashboard is a tool for the public, land managers, policy makers and technical users to learn about the historic and current environmental conditions of the Central Wasatch. The Dashboard contains five environmental elements: air quality and climate, geology and soil, vegetation communities, water, and wildlife, and existing data for each element has been gathered and presented for public access.

Access the Environmental Dashboard here:  
<https://cwc.utah.gov/environmental-dashboard/>



# 2022 Short-Term Projects

SUPPORT FOR A TRI-CANYON  
TRAIL DEFERRED  
MAINTENANCE AND  
INVASIVE WEED CONTROL  
PROJECT

SUPPORT FOR A  
COTTONWOOD CANYON  
BACKCOUNTRY SKI SHUTTLE  
PROGRAM

THE CONSTRUCTION OF  
BEAVER DAM ANALOGS AT  
WILLOW HEIGHTS POND

THE BONNEVILLE SHORELINE  
TRAIL REROUTE FROM BCC  
TO FERGUSON CANYON


SUPPORT OF THE BONANZA  
FLAT TRAILHEAD TRANSIT  
PROGRAM

SUPPORT FOR THE FRIENDS  
OF ALTA EDUCATIONAL  
JUNIOR RANGER ACTIVITY  
PROGRAM

SUPPORT FOR THE SAVE OUR  
CANYONS WASATCH  
WILDERNESS STEWARDSHIP  
AND EDUCATION PROJECT

SUPPORT OF JACOB'S LADDER  
TRAIL REROUTE  
MAINTENANCE WORK





# Central Wasatch National Conservation and Recreation Area Act (CWNCRA)

The cornerstone project for the Central Wasatch Commission.

The CWNCRA would create new Wilderness, place permanent protections on land and water in the tri-canyon area.



# Thank you. Questions?

Lindsey Nielsen, [lindsey@cwcc.utah.gov](mailto:lindsey@cwcc.utah.gov)

*Central Wasatch Commission Executive Director,  
Policy*

Blake Perez, [blake@cwcc.utah.gov](mailto:blake@cwcc.utah.gov)

*Central Wasatch Commission Executive Director,  
Administration*

*Visit our website for more information: [cwcc.utah.gov](http://cwcc.utah.gov)*



**CENTRAL  
WASATCH  
COMMISSION**

# **Constituent and Customer Service 2022 Annual Report**



# Constituent and Customer Service Annual Report

2022

UTA Board of Trustees





- **Customer Information**
- **Feedback Resolution**
- **Fare Media Sales**
- **Lost Item Recovery**
- **Customer Communication and Service Alerts**

# Introduction

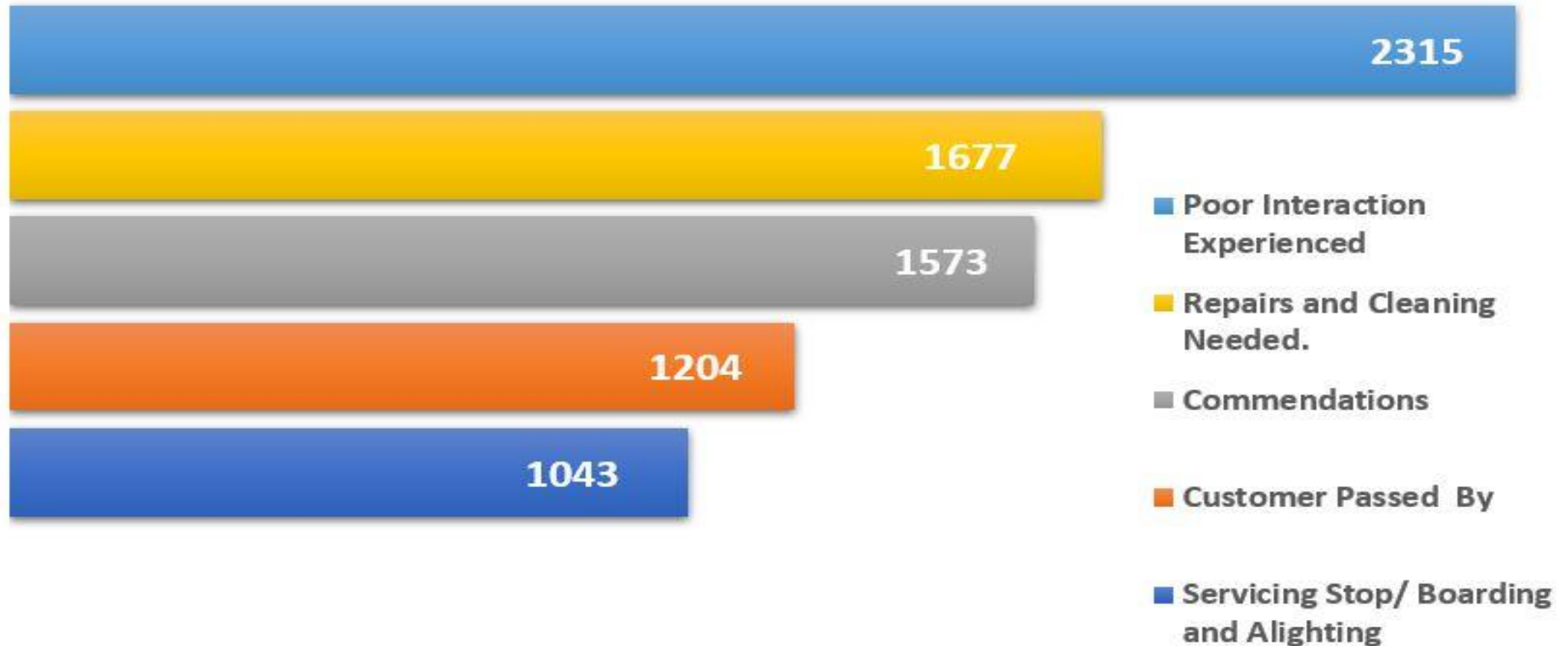
Call KPI	Totals	Percent of Change	Abandon	Actuals	Call Queue Time	Average Handle Time
Information	158,049	2% Increase	3% to 6%	9%	43 sec	2 min 33 sec
Feedback	25,773	22% Increase	3% to 10%	18%	2 min 17 sec	6 min 37 sec
Lost and Found	13,759	4% Increase	3% to 8%	12%	68 sec	3 min 24 sec
UTA Main Number (Operator)	5,479	39% Increase	3% to 13%	13%	23 sec	79 sec

Key Performance Indicators



# Constituent Services

- Top 5 Comments



Service Alerts	Users	Sent Alerts	Average Time to Send	Interactions	Opened Text	Opened Emails
Twitter	47,246	6,269	15 min	18,012	-	-
Transit (app)	28,726	3,527	17 min	-	-	-
Gov Delivery: Email	22,097	3,527	15 min	-	-	365,458
Gov Delivery: Text	22,097	3,527	15 min	-	14,951	-

# Key Performance Indicators

# Item Recovery

- Items Found – 19,486
- Held for 30/90 Days
- 20% Return Rate



# Next Steps

- **New- Customer Relations Management Program**
- **New- Tracking and Reporting for Service Alerts**
- **UTA Support Staff for Events (*Volunteer Program*)**



# Other Business

- a. Next Meeting: Wednesday, March 8, 2023, at 9:00 a.m.



# Closed Session

- a. Strategy Session to discuss Collective Bargaining
- b. Strategy Session to discuss Pending or Imminent Litigation



# **Recommended Action**

## **(by acclamation)**

Motion to move to closed session to discuss collective bargaining  
and pending or imminent litigation



# Closed Session





# Open Session



# Adjourn

