



Minutes of the Operations & Customer Experience Committee Meeting
of the Board of Trustees of the Utah Transit Authority (UTA)
Wednesday, June 13, 2018, 2:30 – 4:00 p.m.
FrontLines Headquarters, 669 West 200 South, Salt Lake City, UT

Committee Members:

Alex Cragun, Chair (via telephone)
Babs De Lay, Acting Chair
Toby Mileski
Troy Walker

Other Board Members in Attendance:

Dannie McConkie

Welcome

Acting Chair De Lay welcomed everyone and called the meeting to order at 2:30 p.m.

1. Safety First Minute

Acting Chair DeLay yielded the floor to Dave Goeres, UTA Chief Safety, Security & Technology Officer, for a brief safety message.

2. Approval of March 14, 2018 Operations & Customer Experience Meeting Report

A motion to approve the meeting report was made by Trustee Mileski and seconded by Trustee Cragun. The motion carried by unanimous consent.

3. State Safety Oversight Report

The Federal Transit Administration (FTA) requires state safety oversight for light rail. In Utah, the Utah Department of Transportation is responsible for this function and Jim Golden is Utah's state safety oversight program manager. Mr. Golden and Mr. Goeres delivered a report on UTA's rail safety. Key items covered in the report were:

- 1) A triennial audit was performed in February of this year by an outside consultant. The audit report noted a few findings on minor issues. Corrective action plans for these findings are in place and UTA is in good standing with the FTA.
- 2) Utah received Part 674 Certification in November 2017, making it the third state to certify for the State Safety Oversight (SSO) Program. This ensured the continuation of over \$77 million in federal formula funding.
- 3) The SSO is involved in safety meetings concerning the light rail airport extension and the S-Line double tracking.
- 4) The Federal Railroad Administration completed its annual hours of service audit in August 2017. UTA was found to be compliant with only a few recommendations.

4. Resolution: Approving the August 2018 Change Day Title VI Analysis

Nichol Bourdeaux, UTA Vice President of External Affairs, described the change day process and the public outreach associated with it:

- 1) Public outreach service for bus routes 33, 35 and 35M, UTA's showed that changes UTA was considering changes would not benefit the public so the changes were not made.
- 2) UTA worked with Trustee Mileski to solicit public comment and perform direct outreach to stakeholders concerning the suspension of FrontRunner service in Pleasant View.
- 3) The Title VI analysis for the August 2018 change day shows no disparate impact for any of the proposed changes.

A motion to forward the resolution to the board agenda was made by Trustee Mileski and seconded by Trustee Walker. The motion carried by unanimous consent.

5. Resolution: Fare Structure Review & Authorizing Reduced Fare Agreements

Ms. Bourdeaux presented on:

- 1) Consolidated ownership and accountability of fares, fare policies, and processes
- 2) Strategy informed by understanding customer markets and financial factors
- 3) Simplification of the fare system

It was noted that the resolution makes two changes to UTA's reduced fare authorization:

- 1) It incorporates the FAREPAY card
- 2) It allows the executive director to approve promotions

Acting Chair De Lay clarified the executive director authority as defined in the resolution, which states:

'That the Executive Director is authorized to approve promotions to encourage ridership, inaugurate new services, test new marketing techniques, or promote special events as set forth in Executive Limitations Policy 2.1.2.'

Trustee Mileski opined that 'not to exceed' parameters should be set for fare agreements. Ms. Bourdeaux indicated that most of the agreements already have limitations, with the exception of promotions.

A motion to forward the resolution to the board agenda was made by Trustee Mileski and seconded by Trustee Walker. The motion carried by unanimous consent.

6. Other Business

- 1) Liaison, Conference & External Committee Reports. No reports were given.

7. Adjourn

A motion to adjourn was made by Trustee Mileski and seconded by Trustee Walker. The motion carried by unanimous consent and the meeting was adjourned at 3:01 p.m.

Report Transcribed by Melanie Penton
Assistant to Nichol Bourdeaux
VP of External Affairs & Constituent Services
Utah Transit Authority
mpenton@rideuta.com
801.237.1929

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/469171.html> for entire content.

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