



Minutes of the Budget Work Session of the
Utah Transit Authority (UTA) Board of Trustees
held on Friday, September 20, 2019, 9:00 a.m. – 5:00 p.m.
Utah Transit Authority Headquarters
669 West 200 South, Salt Lake City, Utah
Golden Spike Conference Rooms

Board Members Present:

Carlton Christensen, Chair
Beth Holbrook
Kent Millington

Also attending were members of UTA staff.

Call to Order & Opening Remarks. Chair Christensen welcomed attendees and called the meeting to order at 9:01 a.m.

Safety First Minute. Chair Christensen yielded the floor to Sheldon Shaw, UTA Acting Manager of Safety and Security, for a brief safety message.

Chief Finance Officer - 2020 Draft Budget Presentation and Discussion.

Each presenter provided a variety of information such as goals, department responsibilities, headcounts, initiatives and challenges. Some also provided organizational charts and/or graphics within their individual presentations.

Chief Financial Officer Operating Budget. Bob Biles, UTA Chief Financial Officer, provided a summary of his operating budget. Questions regarding inventory were posed by the board and answered by staff.

Finance, Accounting and Procurement. Todd Mills, UTA Sr. Supply Chain Manager, summarized the budget for his department. Questions regarding what type of coordination takes place among staff ordering and using inventory, whether an employee reviews and monitors automatic reorders for accuracy and excess, details of the parts availability process, if increased staffing would hasten continuous improvement efforts, whether inventory levels have been reduced due to the vendor management inventory (VMI), and which departments are open 24/7 were posed by the board and answered by staff.

Risk Management/Insurance. Dave Pitcher, UTA Claims & Insurance Manager, reviewed the budget for risk management/insurance. Questions regarding what a certificate of insurance is for, if staff verifies that coverage amounts are adequate, whether certificates can be connected to property or lease agreements, if field supervisors have tablets or laptops, if it is time to raise the minimum coverage amounts for property and car insurance, what the purpose is for property appraisals, whether appraisals are coordinated with the real estate department, how many claims the agency has paid this year, and the dollar amount of paid claims were posed by the board and answered by staff. The board suggested placing the portfolio handbook on the intranet upon completion.

Fares. Monica Morton, UTA Director of Fares, provided a summary of the fares budget. Questions regarding what the best strategy is for the ticket vending machine replacement funds allocated in the capital plan may be, whether individuals who do not tap their fare cards are evading the system, if there is a maximum penalty charge for fare evasion, how many outstanding unpaid tickets there are, and what the collection value for unpaid tickets is were posed by the board and answered by staff.

Accounting. Troy Bingham, UTA Comptroller, reviewed the accounting budget. Questions regarding whether the JD Edwards system is approaching its end of life, if some positions could log in to the UTA system to allow real-time entry points, and how many CPAs are employed by the agency were posed by the board and answered by Mr. Bingham.

Chief Finance Officer Operating - Administration. Mr. Biles summarized his operating budget for the administration unit. The board asked why shredding recycle bins have different contracts and are charged to different business units.

Brad Armstrong, UTA Sr. Manager of Budget & Financial Analysis, reviewed the budget for his department. The board asked what kind of analytical support is provided to managers and Mr. Armstrong replied.

Chair Christensen called for a break at 10:23 a.m. The meeting reconvened at 10:30 a.m.

Chief People Officer - 2020 Draft Budget Presentation and Discussion.

Chief People Officer Operating Budget. Kim Ulibarri, UTA Chief People Officer, reviewed the vision and values of the people office. She pointed out records management falls under her and reviewed specifics associated with its budget. She then summarized her operating budget. Questions regarding the number of upcoming retirees, succession planning, and the reduction in the "Other O&M" budget line item were posed by the board and answered by Ms. Ulibarri.

Talent Acquisition and Workforce Planning. Pablo Martinez, UTA Sr. Manager of Workforce Planning & Talent Acquisition, summarized the budget details of the human resources/labor relations division. He also informed the board of ways his staff recruits to UTA. Questions regarding the need for a recruiting budget and what kind of funds would be required were posed by the board and answered by staff. The board suggested working with the communications department on recruiting materials.

Culture and Talent Development. Alisha Garrett, UTA Sr. Manager of Culture and Talent Development, provided an overview of the culture and talent development budget. Questions regarding where the funds for a new learning management system are allocated and development opportunities provided to employees from home without requiring a UTA device were posed by the board and answered by staff.

Human Resources/Labor Relations. Kim Ulibarri reviewed the talent acquisition and workforce planning budget. There were no questions.

Total Rewards. Jacob Gomez, UTA Total Rewards Manager, provided an overview of the total rewards budget. Questions regarding who is used for Department of Transportation-required physicals, how many individuals are seen at UTA's onsite clinics, and if benefit meetings are scheduled throughout the year were posed by the board and answered by staff.

Chair Christensen called for a break at 11:29 a.m. The meeting reconvened at 12:05 p.m.

Chief Communications and Marketing Officer - 2020 Draft Budget Presentation and Discussion.

Chief Communications and Marketing Officer Operating Budget. Nichol Bourdeaux, UTA Chief Communications & Marketing Officer, summarized her budget. The board asked whether the Salt Lake City collaborative marketing efforts will be ongoing and Ms. Bourdeaux responded.

Customer Experience. G.J. LaBonty, UTA Manager of Customer Experience, provided an overview of the customer experience budget. Questions regarding how the agency is educating the public on its transit app, if the agency is tracking app education, what the ongoing education efforts look like, what strategic planning is being done for the bus stop improvement plan, when digital signs will be on buses and at bus stops, and where digital signs will be located were posed by the board and answered by staff. The board instructed Mr. LaBonty to look carefully at the bus stops and improvements on the west side of the Salt Lake Valley.

Customer Service. Cindy Medford, UTA Manager of Customer Service, reviewed the customer service budget and explained the responsibilities of each group within her division. Questions regarding whether staff is given the opportunity to claim lost and

found items, how continuity is achieved throughout the different groups within the customer service division, how many calls are missed on Sundays, and whether alternate ideas need to be considered for providing customer service on Sundays were posed by the board and answered by staff.

Public Relations and Marketing. Ms. Bourdeaux reviewed the communications budget. A question regarding whether the top initiative should be to implement or strategically plan the community relations program was posed by the board and answered by staff. The board spoke about the need for early communications strategies in public relations. The board also opined on the need to coordinate the UTA 50th anniversary events with other agencies and to be strategic in planning and producing commemorative items. The board further suggested using a social media campaign to inform of ways staff is contributing to the state of good repair.

Innovative Mobility Solutions. Jaron Robertson, UTA Acting Director of Innovative Mobility Solutions, summarized the innovative mobility solutions budget and explained the largest increase within the budget is in services, which is due to the microtransit pilot. Questions regarding when microtransit will be handed off for integration into the larger system and whether the autonomous vehicles study should be a study or an evaluation were posed by the board and answered by staff.

As a general comment, the board informed staff of complaints regarding how bus wraps for advertising purposes cover windows, making it difficult to see stops.

Chair Christensen called for a break at 1:45 p.m. The meeting reconvened at 1:55 p.m.

Executive Director - 2020 Draft Budget Presentation and Discussion.

Executive Director Operating Budget. Carolyn Gonot, UTA Executive Director, provided an overview of the budget, positions, and changes within her division.

Legal Services. Mark Burns from the Attorney General's (AG) office informed the trustees the additional attorney in the legal services budget would be dedicated to real estate. He reported he feels the AG's office has individuals with the necessary experience and skills to manage UTA's legal needs.

Civil Rights and Compliance. Kenya Fail, UTA Manager of Civil Rights Compliance, gave a summary of the civil rights and compliance budget. She advised the new compliance software proposed in her budget will ensure accuracy of all reports submitted to the Federal Transit Administration. A question regarding the validation process with disadvantaged business enterprises was posed by the board and answered by staff.

Safety and Security. Mr. Shaw reviewed the safety and security budget. Questions regarding how many of UTA's employees will attend the Occupational Safety & Health

Administration compliance class, the need for more automated external defibrillator (AED) devices throughout UTA buildings, the cost to purchase and maintain new AED devices, incentives for first aid-certified employees, federal compliance within the department, and the cost of needed software were posed by the board and answered by staff.

Operations Analysis and Solutions. Johnathan Yip, UTA Sr. Manager of Operations Analysis and Solutions, reviewed the operations analysis and solutions budget. Questions regarding the life expectancy of software, ways to stay current with technology, and a need to develop groups to research the agency's current software programs were posed by the board and answered by staff.

Information Technology. Dan Harmuth, UTA IT Director, reviewed the information technology budget. Questions regarding whether or not UTA has experienced staff for the JD Edwards system, how UTA's systems will fare in the event of an emergency, and how well the agency's systems protect personal identifiable information (PII) were posed by the board and answered by staff.

The board provided direction on items for which they would like additional information, including agency reserves, state of good repair strategy, capital budget year-to-year continuity, capital offset process, strategy for future of rail ticket vending machine solutions, and recruitment budget.

The next budget meeting will be Thursday, September 26, 2019 at 11:30 a.m.

Adjournment. The meeting was adjourned at 3:49 p.m. by motion.

Transcribed by Angie Olsen
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This document along with the digital recording constitute the official minutes of this meeting.