



Operations Committee Minutes December 2, 2015

Attending Committee Members:	Robert McKinley	Bret Millburn	Matt Bell (via telephone)	
Missing Committee Members:	Jeff Hawker			
Other Board Members Present:	Dannie McConkie	Jeff Acerson		
Attending Staff:	Jerry Benson	Robert Biles	Steve Meyer	Jayme Blakesley
	Isaac Clarke	Andrea Packer	Lisa Bohman	Hugh Johnson
	Rick Boddy	Max Hanna	Jacob Splan	Brian Richardson
	Ben Adams	Scott Ith	Michael Goldman	Ron Benson
	Cherryl Beveridge	Lorin Simpson	Abe Kololli	Rebecca Cruz
	Eric Callison	Christopher Chesnut		Cathie Griffiths

Visitors: Lee Davidson (SL Tribune)

Acting Committee Chair Robert McKinley opened the meeting at 12:31 p.m. and appointed Trustees Dannie McConkie and Jeff Acerson as voting committee members for today's meeting.

Safety First Minute

Max Hanna, UTA Safety Administrator shared that according to Utah law, drivers need to have their vehicle with the headlights on if visibility is less than 1000 feet.

Certified Lean Champions

Jerry Benson, UTA Interim President/CEO explained that Lean Champions come from different departments across the organization. They are people who in addition to doing a good job in their regular job, demonstrate they are also willing to:

- Spend some time learning about continuous improvement tools and techniques (complete 14 training modules)
- Stand up and take initiative to be a part of (and lead) process improvement activities
- Teach co-workers about how to apply The Utah Way (both to create a collaborative culture and improve how to do the work)
- Read Lean related books and complete book reports

Certificates recognizing the second class to graduate as UTA Certified Lean Champions were presented to:

- Ben Adams – Redesigned and improved the brake reline process
- Brian Richardson – Created a system to better manage parts, to know the difference between "good parts" from "bad parts"
- Michael Goldman – Worked on reducing wait time and introduced an employee suggestion system in the helpdesk area
- Scott Ith – Created a better way of storing transmissions which created additional space in the warehouse and a safer working environment
- Mr. Benson had a certificate for Patrick Brennan and Christopher Chesnut as well but they weren't in attendance for the presentation.

Approval of November 4, 2015 Meeting Report

A motion to approve the November 4, 2015 meeting minutes was made by Trustee Dannie McConkie and seconded by Trustee Matt Bell. The motion carried by unanimous vote.

Multi-Jurisdictional Mutual Aid Agreement for Sheriff & Police Services

Rick Boddy, UTA Transit Police Captain presented.

- This initiative has been in place in Salt Lake County for several years (UTA has participated in the agreement since 2006)
- The agreement is signed every three years - it's time for it to be signed again
- The Multi-Jurisdictional Mutual Aid Agreement allows UTA to be able to provide mutual aid/assistance to other law enforcement agencies in the area who may be dealing with a crisis such as riot acts, an active shooter, and other emergency situations which require police resources over and above those that can be provided by the Agency in whose jurisdiction the incident or emergency occurs.

Officer Involved Critical Incident (OICI) Agreement

Rick Boddy, UTA Transit Police Captain presented.

- New legislation requires every law enforcement agency to adopt and post by December 31, 2015
 - The policies and procedure the agency has adopted to select the investigating agency that will investigate an OICI that occurs in its jurisdiction when one or more of its officers are alleged to have caused or contributed to the OICI; and
 - The protocols the agency has adopted to ensure that every OICI investigation conducted in its jurisdiction is conducted professionally, thoroughly, and impartially.
 - UTA is fortunate in its police department to have 65% of its staff as retired police officers. They bring to UTA a level of experience and training a lot of other police departments don't have.

A motion to forward the Multi-Jurisdictional Mutual Aid Agreement for Sherriff and Police Services and the Officer Involved Critical Incident Agreement to the board for approval was made by Trustee Bret Millburn and seconded by Trustee Dannie McConkie. The motion carried by unanimous vote.

Review of October Performance Dashboards

Mr. Benson presented.

- YTD Ridership is up 0.42% compared to the same period in 2014
- YTD IPR of \$3.71 exceeds the goal of \$4.01, without fuel is \$3.92
- YTD Overall System On-Time Reliability is 92.97%. Streetcar is exceeding the YTD goal but Bus and Rail are struggling.

Trustee Millburn asked why rail reliability is struggling. Mr. Benson explained that it's been a number of factors; such as problems with vehicles, accidents, destruction of gates, and slow down areas put in place by Union Pacific for construction, etc.

Acting Committee Chair McKinley asked how much of the variance in rail can UTA control. Mr. Benson explained about half are either vehicle or operator caused and are within UTA's control.

Proposition 1 Service Development

Andrea Packer, UTA Vice President of Communications and Customer Focus presented.

- To date, over 1400 surveys have been completed on UTA's website providing feedback
- UTA is continuing its efforts to engage with the general public, elected officials and local communities, in an effort to receive additional feedback as to the type of service changes they would like to see.
- At the conclusion of UTA's feedback efforts, UTA will pull together the information and create a "Moving Forward Outreach Plan" (that prioritizes the service plan scenarios) to share with the public and stakeholders.
- UTA will start receiving Prop 1 revenues in 2016 and related service changes will begin in August.
- UTA Prop 1 Implementation:
 - 2016
 - Improved Bus Stops
 - Improved Span of Service for Weekday Routes
 - Improved Weekend Service
 - Implement Partial Service
 - 2017
 - Expansion Buses Added
 - Improved Bus Stops
 - Expand Frequency on Core Routes as New Buses Arrive
 - 2018
 - Introduce New Routes and Services
 - Improved Bus Stops
 - Expand Frequency on Core Routes as New Buses Arrive
 - Improved Span of Service
 - 100% Realization of Prop 1 Money for Service
 - All changes listed will be implemented in conjunction with UTA's regularly scheduled service change days.

Operations Business Update – Timpanogos

Hugh Johnson, UTA Regional General Manager for the Timpanogos Business Unit presented.

- Timpanogos Business Unit
 - The primary purpose of the Timpanogos Business Unit is to carry out UTA's mission statement by connecting communities and improving the quality of life for all those who live in, work in or visit Utah County. We are committed to serving our customers with high quality performance and respect.
- Total Employees: 152
 - Service Delivery: 111
 - Maintenance: 27
 - Admin/Support: 14
- Routes: 19
- Fleet: 72 Buses
- Service Miles per month: 229,600
- Ridership:
 - Average Weekday Ridership: 8,930
 - Nov. 2015 = 10,422

- Average Saturday Ridership: 3,367
- Total Boardings YTD: 2,062,463
- Average Weekday Front Runner Boardings: 8,000
- Facts and Figures
 - History –
 - Joining the district City by City
 - Provo and Orem – 1985
 - North County - 1988
 - South County - 1990
 - Eagle Mountain and Saratoga Springs - 2009
 - Santaquin - 2012
 - Full County in 2013
 - 2000 Redesign
 - Commuters
 - BYU and UVU
 - Commuter system
 - 2012 FrontRunner South opening
 - Rebuilding Local System
 - The Timpanogos Business Unit recently celebrated its 30th anniversary with a party
- 2015 Key Priorities
 - Focus on Customer
 - Increase Ridership
 - Reduce Avoidable Accidents
 - Improve Employee Engagement
 - Implement UTA Way
 - Prepare for Provo/Orem Transportation Improvement Project (Bus Rapid Transit System)
- KPI's
 - October YTD Ridership of 2,078,626 is below the goal of 2,130,850
 - All other YTD KPI goals either meet and/or exceed the goal
- Provo/Orem Transportation Improvement Project
 - Completion in mid-2017
 - 12,000 boardings per day
 - 20 60' articulated buses
 - 7 minute headways
 - Renovation of the Timpanogos Maintenance Facility
- Current Challenges
 - Political Issues
 - Work to improve public image
 - Personal visits to elected officials
 - Presentations in COG meetings
 - Provide service information through improved marketing
 - Ridership
 - Modifying Existing Service

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- Expanding Alternative Transportation Options
- Marketing - Service Redesign
- Emphasize Customer Service
- Aging Fleet
 - Maintenance Initiatives
 - Keep the 99s going – 7% of the fleet
 - Replacement of vehicles
 - BRT Articulated Buses

Trustee Millburn asked how many express bus riders have moved over to Commuter Rail since the express buses have been discontinued. Mr. Benson stated about 30% of express riders have disappeared, 70% have been retained, and ridership has doubled on Commuter Rail from Davis County.

Mr. Johnson went on to share the residents most affected by bus changes made in Utah County when the FrontRunner south line opened, were those from Eagle Mountain and Saratoga Springs.

Liaison, Conference and External Committee Reports

- Nothing to report

Input for January Committee Meeting Agenda

- Trustee Millburn would like hear an update on UTA's Park City Service

Updates

- CNG/Depot District Service Center
 - Fuel and Fare building – Complete
 - Vehicle and Station Performance Testing – Passed
 - Fuel Bays are up and running with CNG Dispensers
 - Building Controls Training has taken place
 - Fueling operations will begin December 7, 2015
 - Compressor Station – Complete
 - Commissioning & Reliability Functional Test - Passed
 - CNG Pipeline – Complete
 - CNG Compressor Station and Diesel Generator - Complete
 - All 23 of the 2015 CNG Buses have arrived
 - UTA now has 47 CNG buses operating out of the Salt Lake Business Unit Central garage

Trustee McConkie asked whether or not the CNG buses are more efficient. Mr. Benson explained they're quieter and more cost efficient since CNG prices don't fluctuate as much as diesel fuel does.

Trustee Millburn asked how the CNG buses are performing on hills. Mr. Benson explained the technology is good (identical to diesel) so the buses are able to climb the hills the same a bus using diesel fuel.

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Adjourn

Trustee Millburn made a motion to adjourn this meeting at 1:18 pm; Trustee McConkie seconded the motion. Meeting adjourned.

Report Transcribed by:

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