



**Report of the Meeting
of the
Board of Trustees of the Utah Transit Authority (UTA)
held at UTA FrontLines Headquarters located at
669 West 200 South, Salt Lake City, Utah
July 26, 2017**

Board Members Present:

Robert McKinley, Chair	Babs De Lay
Sherrie Hall Everett, Vice Chair	Charles Henderson
Jeff Acerson (via telephone)	Dannie McConkie
Greg Bell	Bret Millburn
Gina Chamness	Brent Taylor
Necia Christensen	Troy Walker
Karen Cronin	

Board Members Excused/Not in Attendance: Cortland Ashton and Jeff Hawker

Also attending were members of UTA staff, as well as interested citizens and media representatives.

Welcome and Call to Order. Chair McKinley welcomed attendees and called the meeting to order at 1:38 p.m. with twelve voting board members present. The board and meeting attendees then recited the Pledge of Allegiance.

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

Swearing in of New Trustee. Rebecca Cruz, UTA Board of Trustees Support Manager, administered the oath of office to Gina Chamness.

Item(s) for Consent. Consent items consisted of the following:

- Approval of June 28, 2017 Meeting Report

A motion to approve the consent agenda was made by Trustee Walker and seconded by Trustee De Lay. The motion carried by unanimous consent.

General Public Comment Period. Public comment was given by George Chapman.

President/CEO Report. Jerry Benson, UTA President/CEO, delivered a report on the following topics:

- Debut of the bus for the Provo Orem bus rapid transit system
- Upgrades to the TRAX crossing on 9th Avenue in Midvale
- Study results recently released on the benefits of active transportation

Trustee Cronin joined the meeting at 1:54 p.m.

Mid-Year President/CEO Performance Report. Mr. Benson delivered a mid-year performance report, covering items in the areas of leadership, strategy, external relationships, people, and finance and operations. In the area of leadership, he spoke about staffing and building a high performance culture. Under strategy, he addressed culture and leadership development, the new board strategic plan, and continuous improvement efforts. With external relationships, he spoke about efforts to enhance and expand community relations, proactive communications, and accessible information. On the subject of people, Mr. Benson talked about collective bargaining as well as staffing and performance management. With regard to finance and operations, he commented on work done on improving the budget process, forming service standards, and improving customer value. Mr. Benson asked that any feedback from trustees on the mid-year report be sent to Chair McKinley.

Trustee Taylor opined that he was impressed with the operational aspects of the report. He asked if UTA contracts with an external party to conduct internal surveys. Mr. Benson responded that an employee engagement survey is performed every other year, with the next survey scheduled for this fall. Trustee Taylor asked if town hall meetings include all employees. Mr. Benson replied that they do. Trustee Taylor asked if there are meetings in which Mr. Benson has direct interaction with employees. Mr. Benson responded in the affirmative and indicated that he makes monthly in-person visits to different departments across the agency.

He added that he has an open door policy with employees and communicates regularly with employees through the distribution of video messages. Trustee Taylor requested more information comparing operating revenues with operating expenses. Mr. Benson said he would provide more information to the board. Mr. Benson explained that there is some disparity created between revenues and expenses when improvements in extended hours of coverage yield a smaller return on investment. He then added that customers want extended coverage to make the system more usable. Discussion ensued. Trustee Millburn asked about initial feedback on livestreaming board meetings. Nichol Bourdeaux, UTA Vice President of External Affairs & Constituent Services, said the move to livestreaming is being applauded in the community. She added that livestreaming is still new to UTA and the agency intends to engage in more promotion to increase public awareness of its availability.

Committee Updates.

Audit Review Committee. Trustee Walker indicated that Keddington & Christensen, UTA's external auditor, completed its 2016 Pension Audit Report and its 2016 Financial Audit Report. He noted that the 2016 Pension Audit Report had no findings. He said the 2016 Financial Audit Report covered the 2016 and 2015 financial statements and related notes, as well as UTA's compliance with federal and state programs. The 2016 Financial Audit Report showed no findings but did address some agreed-upon updated procedures regarding UTA's National Transit Data Base (NTD) reporting.

Trustee Walker stated that the Q2 2017 Internal Audit Report provided information on two audits – business continuity/disaster recovery and data center assessment – finalized during the second quarter of this year.

A motion to accept the pension audit was made by Trustee Christensen and seconded by Trustee Taylor. The motion carried by unanimous consent.

A motion to accept the financial audit was made by Trustee Millburn and seconded by Trustee Henderson. The motion carried by unanimous consent.

A motion to accept the Q2 2017 internal audit was made by Trustee Henderson and seconded by Trustee Millburn. The motion carried by unanimous consent.

Planning & Long-Term Vision Committee. Trustee Henderson provided an update on progress on the 2040 Long-Term Strategic Plan. He asked trustees to reach out to him with any feedback. He said topics discussed during the committee meeting included

employee development, customer experience, the definition of mobility, system accessibility, and the need to celebrate successes. He then outlined the next steps in moving the plan toward completion.

Stakeholder & Government Relations and Service & Customer Relations Joint Committee. Vice Chair Everett said the committee discussed the structure and best practices for assembling a Citizen’s Advisory Board (CAB) and assigned Trustees Christensen and Acerson to work with staff on outlining a process for CAB formation and governance.

Vice Chair Everett summarized the customer and public feedback report given during the committee meeting. The report was based on data collected by UTA’s customer service department and included feedback received from customers as well as opportunities for improvement.

Vice Chair Everett also spoke about the communications and public relations update provided to the committee, which highlighted tools that are improving public access to information and services and enhancing the customer experience.

Closed Session. Chair McKinley indicated there was a need for a closed session to discuss matters related to litigation. A motion to move into closed session was made by Trustee Millburn and seconded by Trustee Walker. The motion carried by unanimous consent and the board moved into closed session at 3:15 p.m.

Trustee Henderson left the meeting during closed session at 3:47 p.m.

Open Session. A motion to return to open session was made by Trustee Christensen and seconded by Trustee Millburn. The motion carried by unanimous consent and the board returned to open session at 3:54 p.m.

Action Taken Regarding Matters Discussed in Closed Session. No action was taken.

Other Business. No other business was discussed.

Adjournment. The meeting was adjourned at 3:56 p.m. by motion.

Transcribed by Cathie Griffiths
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[Video](#) and [audio](#) recordings of this meeting are posted online.