



Working Session of the
Service & Customer Relations Committee

of the Board of Trustees of the Utah Transit Authority
Wednesday, October 11, 2017, 3:30-5:00 p.m.

Frontlines Headquarters, Golden Spike Rooms, 669 West 200 South, Salt Lake City

Members of the public are invited to attend all committee meetings, and public comment may be taken at the discretion of the committee chair. If public comment is not taken at the committee meeting, the public will be able to review and provide comment via www.rideuta.com on all action items prior to the next full Board of Trustees meeting. If public comment is taken at the committee meeting, in order to be considerate of time and the agenda, comments will be limited to 2 minutes per individual, or 5 minutes for a spokesperson designated to represent a group.

Committee Members: Sherrie Hall Everett, Committee Chair

Alex Cragun

Karen Cronin

Babs De Lay

Charles Henderson

Agenda

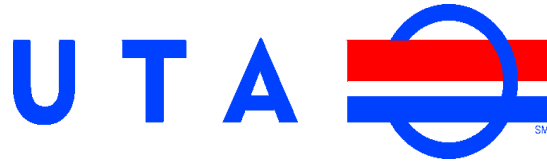
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|--|----------------------|
| 1. Safety First Minute | Dave Goeres |
| 2. <u>Approval of September 13, 2017 SCRC Meeting Report</u> | Sherrie Hall Everett |
| 3. <u>Citizens' Advisory Board Charter</u> | Laura Hansen |
| 4. <u>Committee on Accessible Transportation Charter</u> | Jayne Blakesley |
| 5. Other Business | Sherrie Hall Everett |
| a. Liaison, Conference & External Committee Reports | |
| b. Next Committee Meeting | |
| 6. Adjourn | Sherrie Hall Everett |

10 fingers, 10 toes, 2 eyes, 1 nose... safety counts



UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

DATE:	October 11, 2017
CONTACT PERSON:	Sherrie Hall Everett, Chair
SUBJECT:	Minutes of the Service & Customer Relations Committee
BACKGROUND:	<p>The minutes have been distributed to the committee members and any revisions or changes will be incorporated.</p> <p>The minutes are presented for approval.</p>
ALTERNATIVES:	<ul style="list-style-type: none">• Approve as presented• Amend and approve• No action
RATIONALE FOR PREFERRED ALTERNATIVE:	<p>The minutes have been reviewed by the committee members.</p>
EXHIBITS:	<ul style="list-style-type: none">• 09-13-17 SCRC Meeting Report - unapproved



Minutes of the Service & Customer Relations Committee Meeting
of the Board of Trustees of the Utah Transit Authority (UTA)
Wednesday, September 13, 2017
FrontLines Headquarters, 669 West 200 South, Salt Lake City, UT

Committee Members:

Sherrie Hall Everett, Chair
Babs De Lay
Charles Henderson

Other Board Members in Attendance:

Jeff Acerson
Robert McKinley
Necia Christensen
Alex Cragun

Excused / Not in Attendance: Karen Cronin

Welcome

Sherrie Hall Everett welcomed everyone and called the meeting to order at 2:35pm. Charles Henderson joined the meeting at 2:41 p.m. A quorum was present.

1. Safety First Minute (Dave Goeres)

Chair Everett yielded the floor to Dave Goeres, Chief Safety, Security and Technology Officer, for a brief safety message.

2. Approval of July 12, 2017 SCRC/SCRC Meeting Report:

This meeting report was presented and approved in the Stakeholder/Government Relations committee meeting which was held earlier today. Item was brought forward as a courtesy.

3. Service Standards & Pledge Briefing:

Jerry Benson introduced this item (by referring to the 'UTA Reforms and Path Forward' <http://www.rideuta.com/Board-of-Trustees/Messages-from-the-Board> page on the UTA website) as a follow-up to the report he gave in May. Laura Hanson, Director of Planning, presented the item to the committee for their information and feedback. Comments were provided by individual committee members which included suggested edits to the document presented. These included font sizes, using a legend, enhanced graphics, marketing tactics, etc. Understanding that the document presented is the draft version and that more work will go into the final document, these edits were taken under consideration.

Jerry Benson asked for support from the Board for a beta program on the website to get public feedback. The board approved this request.

Presentation: [UTA Service Standards – DRAFT](#) (Included in the E-Packet)

4. Informational Items:

a. Agency Fare Structure Briefing.

An overview was presented by Nichol Bourdeaux, Vice President of External Affairs.

- In the packet there is an update on fares structure. Last May Nichol Bourdeaux and Dave Schroeder gave a presentation on the fare process. This is an update from the presentation.
- Jerry Benson will come back in late fall or early winter with a full set of findings and recommendations for the Board.

Presentation: [Service Standards v2.ppt](#)

5. Other Business

- a. Liaison, Conference & External Committee Reports
b. Next Committee Meeting is October 11, 2017, at 3:30pm.

6. Adjourn

The meeting was adjourned at 3:30 p.m. by motion of Babs DeLay and a second by Charles Henderson.

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

UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

DATE:	October 11, 2017
TITLE:	Citizens' Advisory Board Charter
CONTACT PERSON:	Laura Hanson, Director of Planning
SUBJECT:	Update on the Citizens' Advisory Board
BACKGROUND:	<p>In accordance with Utah State Code §17B-2a-826, the Utah Transit Authority (“UTA”) is forming a Citizens’ Advisory Board (“CAB”). Members are individuals who represent the diversity of UTA’s transit district area and are regular users of UTA services. The advisory board provides consumer advice to guide UTA’s long-term strategic priorities and short-term customer experience decisions. The CAB will serve a key role in solicitation of public input and community engagement of public transit initiatives throughout the district area.</p> <p>The CAB will be governed by this charter, as authorized and approved by the UTA Board of Trustees, and consistent with its role as an advisory committee to the Authority.</p>
ALTERNATIVES:	<ul style="list-style-type: none"> • Adopt as presented • Amend and adopt
EXHIBITS:	<ol style="list-style-type: none"> 1. CAB Charter – Final Draft 2. Resolution Adopting the Charter for the Citizens’ Advisory Board

CHARTER FOR THE
CITIZENS ADVISORY BOARD
UTAH TRANSIT AUTHORITY

Approved by the UTA Board of Trustees
[DATE]

I. Purpose

In accordance with Utah State Code §17B-2a-826, the Utah Transit Authority (“UTA”) has formed a Citizens Advisory Board (“CAB”). The CAB is a standing, non-governing advisory committee which consists of up to 12-members appointed by UTA’s Board of Trustees. Members are individuals who represent the diversity of UTA’s transit district area and are regular users of UTA services. The advisory board provides consumer advice to guide UTA’s long-term strategic priorities and short-term customer experience decisions. The CAB will serve a key role in solicitation of public input and community engagement of public transit initiatives throughout the district area.

The CAB will be governed by this charter, as authorized and approved by the UTA Board of Trustees, and consistent with its role as an advisory committee to the Authority.

II. Membership

A. Member Composition.

1. The UTA Board of Trustees shall select up to twelve (12) members for the CAB with membership representing the diversity of the public transit district area. Membership diversity will be determined using the following criteria:
 - a. Geographic Area
 - b. Household Income
 - c. Gender
 - d. Disadvantaged and Choice Riders
 - e. Mode of Transit
 - f. Frequency of Use
 - g. Race and Ethnicity
2. The target CAB membership representation, based on population demographics of UTA ridership, is set forth in Exhibit A, which shall be updated and modified as needed from time to time by UTA’s Planning Department.

B. Member Nomination.

1. UTA staff will prepare and maintain a list of agencies in Exhibit B from which potential members will be solicited from time to time. This list will be updated and modified as needed.
2. UTA staff will contact a person in a management or leadership position at the listed agencies and request nominee names to serve on the CAB.
3. Nominees will be sent a ‘Nominee Packet’ containing a letter explaining the terms of the membership. Nominees will also be asked to fill out and submit a survey with information directly related to the diversity criteria. See Exhibit C.
4. Nominees will be screened by UTA staff using the diversity criteria listed in Section (a.) above and according to the target numbers as shown in Exhibit A.

5. Nominations will be submitted to the designated Board Committee for individuals who will provide independent advice as an informed constituent liaison to UTA (not affiliated with any one group, government or association).
 6. The designated Board Committee will review and select CAB members whose names will then be forwarded to the full Board of Trustees for approval.
 7. If there are not enough nominations submitted for individuals to represent membership openings, the Board of Trustees reserves the right, with a recommendation from the designated Board Committee to appoint a member to serve on the CAB.
- C. Membership Terms.
1. CAB Members are required to serve one (1) three-year term.
 2. CAB members may be appointed for a second consecutive three-year term subject to staff recommendation and Board approval.
 3. Any resignations or vacancies will be filled using nomination process as outlined in this charter.

III. Members' Authority, Duties, Responsibilities

- A. The CAB is a non-governing advisory board organized to provide consumer insight and broad strategic advice to UTA management.
- B. The CAB shall discuss issues and opportunities, collaboratively identify possible implementation measures including but not limited to service, operations, and any concerns with the public transit district operations and functionality.
- C. The CAB shall forward advice and recommendations to the Staff Liaison.
- D. The Staff Liaison will present advice and recommendations to UTA management for discussion, consideration and possible implementation as is may be appropriate.
- E. The CAB may also consider other issues or topics of common interest, as well as topics provided by UTA management in which the agency is seeking consumer insight and advice.
- F. The Staff Liaison will return and report to the CAB Committee the results of discussions, considerations and decisions by UTA management regarding any advice and recommendations put forth by the Committee.

IV. CAB Officers

- A. CAB officers include a Chair, Vice-Chair, and Secretary.
- B. The CAB membership will nominate one (1) Chair and one (1) Vice-Chair from among the twelve CAB members.
- C. The nominated candidates Chair and Vice-Chair will be voted on by the CAB membership. A majority of CAB members must vote in favor of the nominated candidates. If a majority vote cannot be obtained, new candidates for the Chair and Vice-Chair must be nominated.
- D. The Chair and Vice Chair nominated and approved by the CAB must also be approved by the Board of Trustees.
- E. The Chair will serve two (2) one-year terms or until their successor is elected.
- F. The Vice-Chair will serve a concurrent term with the Chair.
- G. The Secretary of the CAB will be the UTA assigned Staff Liaison or their appointee.

V. Officers' Duties

- A. Chair. The Chair shall:
 1. Provide input and background on agendas for meetings of the CAB.
 2. Preside at and facilitate all meetings of the CAB.

3. Ensure that all recommendations of the CAB are duly noted and/or transmitted to UTA management with the support of the UTA Staff Liaison.
4. Be the designated spokesperson on behalf of the CAB.
5. Perform other duties as directed by the CAB membership with concurrence of UTA management.

VI. UTA Staff Liaison

- A. UTA will assign one (1) management level staff representative (“Staff Liaison”) to work directly with the CAB.
- B. The Staff Liaison shall attend CAB meetings and consult with the CAB.
- C. The Staff Liaison may engage other UTA staff or delegate assignments as necessary to other UTA staff, but the Staff Liaison is the primary point of contact for UTA and will maintain all responsibility for management, direction and oversight of the CAB.
- D. The Staff Liaison will be responsible for all correspondence with CAB members including but not limited to preparing meeting agendas, taking meeting minutes, arranging for meeting space and meals as necessary.
- E. The Staff Liaison will be responsible to provide timely reports and feedback to the CAB on all subjects, tasks and projects which the CAB has been asked to engage.
- F. The UTA President/CEO or his or her designee will meet with the CAB at least one (1) time annually to give an update on the state of UTA.

VII. Board of Trustees Liaison

- A. The Board of Trustees (Board) will assign one or more Trustees as a Board liaison to the CAB.
- B. The appointed Trustee(s) shall provide insight and alignment between the CAB and the Board.
- C. The appointed Trustee(s) shall provide regular reports to the designated Board Committee regarding the CAB.

VIII. Meetings

- A. Open Meetings. All CAB meetings will be held in accordance and consistent with the Utah Open and Public Meetings Act, Utah Code Annotated §54-4-2016.
- B. Location. Unless otherwise noted, all CAB meetings will be held at the UTA Main Offices located at 669 West 200 South in Salt Lake City.
- C. Schedule.
 1. The CAB shall meet at least once per quarter in open, public meetings. The schedule shall include regular meetings.
 2. The CAB will schedule and hold one, long-format, retreat-type meeting annually to align long-term strategies of the CAB.
 3. Additional regular meetings may be scheduled upon the approval of the majority of CAB members present.
 4. If a CAB member agrees to do so, the member may attend additional meetings at the request of the Staff Liaison to work with UTA staff to provide input on specific projects.
 5. CAB members are expected to participate in at least 75% of quarterly meetings annually.
 6. Any CAB member not attending at least 75% of the quarterly meetings annually, shall be replaced with another nominated candidate.
- D. Agendas.
 1. The Secretary (UTA Staff Liaison) to the CAB will prepare and send a proposed agenda to members at least two weeks prior to the next scheduled meeting.

2. Members may request additional items within the CAB's province to be placed on the agenda up to five working days before a scheduled meeting. Revised agendas will be provided at the meeting.
- E. Rules of Order.
1. Business of the CAB shall be transacted in accordance with *Roberts Rules of Order, Newly Revised*.
- F. Quorum.
1. A majority (seven) of all CAB members must be present to constitute a quorum for a committee meeting to commence.
 2. No business of the CAB shall be transacted except at a meeting at which a quorum is present.
- G. Minutes.
1. The Secretary to the CAB will prepare minutes of each meeting. A draft of the minutes will be sent to the CAB members in a timely manner following the meeting.
 2. Corrections to the minutes will be accepted at the next meeting by a motion.
- H. Format. Every effort will be made to have all documents, including agendas, minutes, and handouts provided in the appropriate and requested alternate format as requested by any CAB member. The alternate format will be provided at least three days prior to a meeting.

Exhibit A

Geographic Area	Percentage*	Target Number of CAB Members
Salt Lake County	20%	2
Davis County	19%	2
Weber County	19%	1
Box Elder	16%	1
Utah County	15%	1
Tooele County	12%	1

Household Income	Percentage*	Target Number of CAB Members
Under \$50,000/Year	60%	7
Over \$50,000/Year	40%	5

Gender	Percentage*	Target Number of CAB Members
Male	59%	7
Female	41%	5

Captive vs. Choice	Percentage*	Target Number of CAB Members
Captive Riders	55%	7
Choice Riders	45%	5

Modes of Transit	Percentage*	Target Number of CAB Members
Rail	53%	5
Bus	42%	4
Paratransit	1%	1
Vanpool	3%	1
Flex Route	1%	1

Frequency of Use	Percentage*	Target Number of CAB Members
< 1 day per week	6%	1
1 day per week	3%	0
2 days per week	6%	1
3 days per week	10%	1
4 days per week	14%	2
5 days per week	41%	5
6 days per week	8%	1
7 days per week	11%	1

Race & Ethnicity	Percentage*	Target Number of CAB Members
Minority	26%	3
White Non-Hispanic	74%	9

**Data used for this analysis came from the 2015 on-board survey. The data will be reviewed and updated periodically.*

Exhibit B

Nominating Agency List

Advocacy Groups (minorities/low income/disabilities)	
4th Street Clinic (405 W 400 South)	Equality Utah
Centro Civico	Crossroads Urban Center
Pamela Atkinson (Homeless Trust Fund)	Road Home
Boys and Girls Club	Catholic Community Services
Asian Association of Utah	
YWCA	
LDS Family Services	
Seniors	
Salt Lake County Senior Services	Davis County Senior Services
State Division of Adult and Aging Services	Weber-Morgan Area Agency on Aging
Tooele County Aging and Adult Services	
Mountainland Association of Governments (MAG) – Aging and Family Services	
Students/Faculty/Staff	
Associated Students of the University of Utah	UVU Student Association
Weber State University Student Association	UVU Professional Association of Campus Employees
Weber State Faculty/Staff Association	SLCC Student Association
BYU Student Service Association	SLCC Faculty Association
Business/Outdoor Recreation & Environmental	
Workforce Services	EBay
Salt Lake Chamber of Commerce	Overstock.com
Davis County Chamber of Commerce	Adobe
Weber County Chamber of Commerce	IM/Flash
Utah Valley Chamber of Commerce	Ski Utah
PRATT Trail Organization	Bicycle Community (Bike Utah)
Provo Bicycle Committee	Sierra Club
Weber County Pathways	The Nature Conservancy
Government/Municipal Stakeholders	
Utah Association of Counties	Utah League of Cities and Towns

Exhibit C



**UTA Citizens Advisory Board
Nominee Survey**

CONTACT INFORMATION		
First and Last Name		Organization Representing (if applicable)
Telephone Number	Email Address	
Home Street Address		Unit
City	State	ZIP
WHY WOULD YOU LIKE TO PARTICIPATE IN THE CITIZENS' ADVISORY BOARD?		
Please list any information about your personal interests and, if applicable, the interests of any organizations or individuals that you represent.		
TRANSIT RIDERSHIP EXPERIENCE		
How often do you ride public transit?	What mode(s) of transit do you regularly use?	
<input type="radio"/> Less than 1 day per month <input type="radio"/> Less than 1 day per week <input type="radio"/> 1 to 3 days per week <input checked="" type="radio"/> 4 to 7 days per week	Check all that apply <input type="checkbox"/> Bus <input type="checkbox"/> Express Bus/MAX <input type="checkbox"/> TRAX/Streetcar <input type="checkbox"/> FrontRunner <input type="checkbox"/> Paratransit/FLEX Route <input type="checkbox"/> Vanpool	
What is the purpose of your transit trips? Check all that apply	What specific routes do you regularly use?	
<input type="checkbox"/> Work <input type="checkbox"/> School <input type="checkbox"/> Entertainment (i.e. theater, sporting events etc.) <input type="checkbox"/> Shopping/Errands (including medical appointments) <input type="checkbox"/> Other		
Is public transit your only available form of transportation?	Do you own a car?	
<input checked="" type="radio"/> Yes, walking and transit are my only options <input type="radio"/> No, I have access to a car, bike, taxi, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	



**UTA Citizens Advisory Board
Nominee Survey**

DEMOGRAPHIC INFORMATION	
County of Residence	Age Group
<input checked="" type="radio"/> Box Elder County <input type="radio"/> Davis County <input type="radio"/> Salt Lake County <input type="radio"/> Tooele County <input type="radio"/> Utah County <input type="radio"/> Weber County <input type="radio"/> Other	<input checked="" type="radio"/> 17 and under <input type="radio"/> 18-24 <input type="radio"/> 25-34 <input type="radio"/> 35-44 <input type="radio"/> 45-54 <input type="radio"/> 55-64 <input type="radio"/> 65 and over
Gender	Annual Household Income
<input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Prefer not to answer	<input checked="" type="radio"/> Under \$50,000 per year <input type="radio"/> Over \$50,000 per year <input type="radio"/> Prefer not to answer
Race/Ethnicity Check all that apply	
<input type="checkbox"/> American Indian/Alaska Native <input type="checkbox"/> Asian American <input type="checkbox"/> Black/African America <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Native American <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> White (and some other race/ethnicity) <input type="checkbox"/> Other racial or ethnic background <input type="checkbox"/> Prefer not to answer	
AVAILABILITY FOR CITIZENS' ADVISORY BOARD MEETINGS	
If selected to participate, what days of the week and times would you be available to meet? Check all that apply	
<input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday	<input type="checkbox"/> 9:00 am to 11:00 am <input type="checkbox"/> 11:00 am to 1:00 pm <input type="checkbox"/> 1:00 pm to 3:00 pm <input type="checkbox"/> 3:00 pm to 5:00 pm <input type="checkbox"/> 5:00 pm to 7:00 pm <input type="checkbox"/> 7:00 pm to 9:00 pm
Would you be willing/able to travel to UTA's downtown offices (669 West 200 South in Salt Lake City) to participate?	Do you have access to the internet or the ability to receive emails and participate in online surveys?
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Would you be willing to participate by telephone/conference call if you are unable to make it to UTA's offices?	
<input checked="" type="radio"/> Yes <input type="radio"/> No	

[Click Here to Submit Form by Email](#)

Submit Form

Or, you can print and mail the form to:

**RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT
AUTHORITY ADOPTING THE CHARTER FOR THE CITIZEN ADVISORY BOARD**

No. R2017-10-02

October 25, 2017

WHEREAS, the Utah Transit Authority (the "Authority") is a public transit district organized under the laws of the State of Utah and was created to transact and exercise all of the powers provided for in the Utah Limited Purpose Local Government Entities-Local Districts Act and the Utah Public Transit District Act; and

WHEREAS, in accordance with Utah State Code §17B-2a-826, the Board has formed a Citizens Advisory Board ("CAB") to act as an advisory board in matters pertaining to consumer advice to guide UTA's long-term strategic priorities and short-time customer experience decisions and to serve a key role in the solicitation of public input and community engagement of public transit initiatives through the transit district; and

WHEREAS, the Board desires to adopt a charter to establish the CAB's scope of responsibility and to govern its administration; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Utah Transit Authority:

1. That the Charter for the Citizens Advisory Board as attached to this Resolution is hereby adopted.
2. That this Resolution and the Charter as approved shall remain in effect until amended or superseded by further resolution.
3. That the Board formally ratifies prior actions taken by the Authority, including those taken by the President/CEO and staff members that were relevant hereto and necessary or appropriate.
4. That the corporate seal shall be affixed hereto.

APPROVED AND ADOPTED this 25th day of October 2017.

Robert McKinley, Chair

ATTEST:

Robert K. Biles, Secretary

[SEAL]

CERTIFICATE

The undersigned duly qualified Chair of the Board of Trustees of the Utah Transit Authority certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Board held on the 25th day of October, 2017.

Robert McKinley, Chair

Robert K. Biles, Secretary

APPROVED AS TO FORM

Legal Counsel

UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

DATE:	October 11, 2017
TITLE:	Committee on Accessible Transportation (CAT) Charter
CONTACT PERSON:	Jayne Blakesley, General Counsel
SUBJECT:	Resolution of the Board of Trustees of the Utah Transit Authority Approving the Amended Charter for the Committee on Accessible Transportation
BACKGROUND:	<p>UTA’s Committee on Accessible Transportation (CAT) is a citizen advisory committee consisting of members of the disability community, disability service providers, parents of individuals with disabilities, and other parties interested in ensuring that UTA’s services are accessible to and usable by people with disabilities. The CAT Charter has not been updated and approved by the UTA Board of Trustees since 2014. The proposed updated Charter includes the following significant revisions:</p> <ul style="list-style-type: none"> • Reduced number of members to 12 (was previously 18) • Reduced required representation from specific disability groups from two (2) per group to one (1) per group • Changed membership requirements to allow individuals who previously served on the CAT to reapply for membership after taking at least a one year leave from CAT membership • Added requirement for CAT Chair to provide an annual report to the Board of Trustees on significant accomplishments
ALTERNATIVES:	<ul style="list-style-type: none"> • Adopt as presented • Amend and adopt • Return to Finance and Operations

PREFERRED ALTERNATIVE:	<ul style="list-style-type: none">• Adopt as presented
RATIONALE FOR PREFERRED ALTERNATIVE:	These changes will improve how the UTA Board of Trustees and UTA staff receive strategic direction from the disability community it serves.
EXHIBITS:	<ul style="list-style-type: none">• Charter for the Committee on Accessible Transportation - DRAFT• Resolution Approving the Amended Charter for the Committee on Accessible Transportation

**RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT
AUTHORITY APPROVING THE AMENDED CHARTER FOR THE COMMITTEE ON
ACCESSIBLE TRANSPORTATION**

No. R2017-10-03

October 25, 2017

WHEREAS, the Utah Transit Authority (the "Authority") is a public transit district organized under the laws of the State of Utah and was created to transact and exercise all of the powers provided for in the Utah Limited Purpose Local Government Entities-Local Districts Act and the Utah Public Transit District Act; and

WHEREAS, the Board of Trustees of the Authority, in its Americans With Disabilities implementation plan, established a Committee on Accessible Transportation (the "Committee") to act as its advisory board in matters pertaining to transportation issues concerning individuals with disabilities; and

WHEREAS, the Committee desires to have its Charter amended to provide better representation of the various disability groups, more clearly define the Committee structure, and amend Charter language to reflect Authority organizational changes; and

WHEREAS, the Board has determined that such changes will be beneficial to the Authority and the Committee;

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Utah Transit Authority:

1. That the Amended Charter for the Committee on Accessible Transportation as attached to this Resolution is hereby approved.
2. That this Resolution and the Charter as approved shall remain in effect until amended or superseded by further resolution.
3. That this Resolution supersedes Resolution 2010-04-04.
4. That the Board formally ratifies prior actions taken by the Authority, including those taken by the President/CEO and staff members that were relevant hereto and necessary or appropriate.
5. That the corporate seal shall be affixed hereto.

APPROVED AND ADOPTED this 25th day of October 2017.

Robert McKinley, Chair

ATTEST:

Robert K. Biles, Secretary

[SEAL]

DRAFT

CERTIFICATE

The undersigned duly qualified Chair of the Board of Trustees of the Utah Transit Authority certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Board held on the 25th day of October, 2017.

Robert McKinley, Chair

Robert K. Biles, Secretary

APPROVED AS TO FORM

Legal Counsel

DRAFT

CHARTER FOR THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)
UTAH TRANSIT AUTHORITY

Approved by the UTA Board of Trustees
DATE, 2017

I. Purpose

The Utah Transit Authority (“UTA”) formed the Committee on Accessible Transportation (“CAT”) to offer recommendations and assistance to UTA on accessibility issues related to UTA’s facilities, equipment, routes, plans, and programs. UTA intends the CAT to provide the mechanism to ensure participation of individuals with disabilities in the continued development and assessment of transit services to persons with disabilities. The objective of the CAT is to offer advice to UTA on ways to provide access to fixed route and rail services and to complementary Paratransit service for people functionally not able to use the fixed route system. The CAT will provide broad representation of the disability and senior communities, as well as representation of UTA.

II. Membership

A. Voting members.

1. Voting members on the CAT may include:
 - i. Individuals with disabilities and parents or guardians of individuals with disabilities.
 - ii. Representatives from organizations that provide service to, or work with, individuals with disabilities.
 - iii. Advocates of and for individuals with disabilities and other appropriate individuals.
 - iv. Representatives from the senior community.
2. The CAT shall consist of no more than twelve (12) voting members with at least one (1) voting member representing each of the following membership categories:
 - i. Blind/Visually Impaired
 - ii. Deaf/Hearing Impaired
 - iii. Physical Disabilities/Mobility Impaired
 - iv. Cognitive/Learning Disabled
 - v. Mental Illness
 - vi. Multiple Disabilities
 - vii. Seniors
3. If there are not enough applications submitted for individuals to represent membership openings in each category, the CAT may by majority vote determine to fill the remaining open positions with individuals qualifying under one or more of categories (1) through (7), if there are such applications submitted.

B. Non-voting members. There will be one non-voting member representing each of the following UTA positions, business units, or offices:

1. UTA Board of Trustees Liaison
2. UTA Fixed Route Business Units
3. UTA Paratransit Operations

4. UTA Rail Services (TRAX)
 5. UTA Rail Services (FrontRunner)
 6. UTA Paratransit Customer Support
 7. UTA ADA Compliance Officer as Staff Liaison to the CAT
 8. UTA Staff as Secretary to the CAT
- C. Membership Terms.
1. The term of office of voting members shall be two years, ending in June of the second year of the two-year term.
 2. A voting member may be appointed for two consecutive two-year terms.
 3. Former CAT members interested in serving additional terms on the CAT may reapply for membership after taking at least a one year leave from CAT membership.
- D. Applications for Membership. Before or during March of each year, the UTA staff liaison to the CAT shall cause a notice seeking applications for CAT membership to be prepared and posted on the UTA website, and to be provided to organizations representing a segment of the disability community. Current CAT members are encouraged to participate in recruiting new applicants. CAT membership is open to individuals living in any part of UTA's service area. Applications will be posted on the UTA website and provided by the UTA staff liaison on request to interested individuals. The application form will ask for the applicant's name, address, phone number, membership category representation, and reasons for wanting to serve on the CAT. A member whose first two year term is ending must submit an application to be considered for a second term. Former CAT members who have not been voting members for at least one year and are interested in being considered again for CAT membership must also submit an application to be considered for an additional term. Applications for new membership on the CAT must be received in April of each year. The application due date will be determined annually by the Planning and Community Outreach subcommittee. Applications received will be classified as private by UTA.
- E. Membership Selection. The Planning and Community Outreach Subcommittee will review the applications received, select a recommended slate of new voting members, and present its recommendations to the CAT for approval at the May meeting. The CAT may deliberate, but not vote, on the membership recommendations in closed session. A closed session may only be held on the affirmative vote of two-thirds of the voting members of the CAT who are present. Minutes of any closed session shall be recorded by the Secretary, consistent with the Utah Open and Public Meetings Act, Utah Code Annotated §54-4-2016.
- F. Attendance. Each CAT member is expected to attend all meetings and perform other assignments as directed by the CAT. If a member is absent from five meetings, either regular CAT meetings, subcommittee meetings or any combination thereof between July 1 and June 30, the voting CAT member shall be replaced.
- G. Election of Chairperson and Vice Chairperson. The Planning and Community Outreach subcommittee shall survey voting members in March for nominations for Chairperson and Vice Chairperson. Nominations shall be accepted by the Planning and Community Outreach subcommittee until the close of business on the Friday preceding the April meeting of the Planning and Community Outreach subcommittee meeting. The date for this deadline will be announced during the March meeting of the full CAT committee. The Chairperson and Vice Chairperson of the CAT shall be elected by secret ballot by a majority of the voting members at the May meeting. The Chairperson may not serve in

that position for more than two one-year terms or until his or her successor is elected to that position.

- H. Appointment of Secretary. UTA shall provide a UTA employee to act as Secretary to the CAT.

III. **Members' Duties and Responsibilities**

The CAT is a non-governing advisory board that shall provide disability related consumer insight to UTA management, as well as the UTA Board of Trustees on matters pertaining to accessible transportation services consistent with the Americans with Disabilities Act of 1990 and its regulations and its subsequent amendments. Members shall:

- A. Promote community support for UTA's accessible transportation systems.
- B. Attend and participate in CAT meetings and accept subcommittee assignments as requested.
- C. Make recommendations for UTA policies and procedures regarding accessible transportation, as well as the CAT charter and CAT subcommittee procedures.
- D. Review UTA proposals for accessible transportation services and provide input on factors related to accessibility qualifications of proposals.
- E. Review accessibility of the fixed route and rails services and provide suggestions for increased use of those services by persons with disabilities.
- F. Review appropriate use of UTA's paratransit service and provide suggestions for increased effectiveness.
- G. At UTA's request, recommend ad hoc members to study various service specifications and technical aspects of the system.
- H. Assist with the recruitment of new CAT members.
- I. Plan, attend, and participate in the annual recruitment open house and ADA celebration.
- J. Participate in disability sensitivity training for UTA employees.

IV. **Subcommittees**

There shall be three subcommittees: Executive, Planning & Community Outreach, and Services. With the concurrence of the majority of the CAT members, the Executive Committee shall appoint CAT members to serve on a subcommittee. Annually, each subcommittee shall elect its own leadership to include at least a chairperson.

- A. Executive Subcommittee. The Executive Subcommittee consists of the CAT Chairperson and Vice chairperson, as well as the Chair of the Services and Planning and Community Outreach subcommittees. The executive subcommittee will meet at least every other month to review goals of the CAT, to resolve membership issues, and coordinate resources to support all subcommittees.
- B. Planning & Community Outreach Subcommittee. The Planning and Community Outreach Subcommittee is responsible for CAT membership (including the annual membership open house), leadership elections, planning the annual ADA celebration, and reviewing the CAT charter. This subcommittee may provide advice to UTA on providing information to the general public, advocacy organizations, and others about UTA's accessible services as well as UTA's efforts to meet and exceed accessibility goals. The Planning and Community Outreach subcommittee may aid in providing disability sensitivity/awareness training. This subcommittee will work with all of UTA_[BLB(C1)], most specifically customer concerns and community relations and marketing.

- C. Services Subcommittee. The Services Subcommittee is responsible for providing feedback on all of UTA services and programs, including fixed route bus, rail, and paratransit services, as well as the general direction for UTA on issues related to accessibility. To assure accessibility, non-discrimination and program efficiency, the Services subcommittee may review and provide recommendations on a broad range of topics including: services changes (e.g., routes, stops); UTA policies and procedures; project designs; equipment and vehicles (i.e., buses and train cars); alternate funding sources; fares, including new fare cards and fare policy; service expansion; paratransit eligibility and related appeals; and other changes to UTA services and programs. The Services subcommittee is responsible for reviewing the Paratransit Riders Guide at least biannually.

V. Officers' Duties

- A. Chair. The Chair shall:
1. Provide input and background on agendas for meetings of the full CAT.
 2. Preside at and facilitate all meetings of the CAT and Executive Subcommittee.
 3. Ensure that all recommendations of the CAT are duly executed and/or transmitted.
 4. Be the spokesperson for the CAT.
 5. Give general direction to the work of the CAT.
 6. Appoint subcommittee Chairs.
 7. Oversee the work developing annual subcommittee goals and complete annual evaluation of progress toward accomplishing these goals.
 8. Report significant CAT accomplishments to the UTA Board of Trustees on an annual basis.
 9. Perform other duties as directed by the CAT with concurrence of UTA.
- B. Vice Chair. The Vice Chairperson shall:
1. Preside at and facilitate meetings at which the Chairperson is not present.
 2. Serve as the interim Chair of the CAT in cases where the individual elected to be the Chair of the CAT can no longer serve as the Chair.

VI. UTA Staff Liaison

- A. The UTA ADA Compliance Officer will be the UTA staff representative ("Staff Liaison") to work directly with the CAT.
- B. The Staff Liaison may engage other UTA staff or delegate assignments as necessary to other UTA staff, but the Staff Liaison is the primary point of contact for UTA and will maintain all responsibility for management, direction and oversight of the CAT.
- C. The Staff Liaison will be responsible for all correspondence with CAT members including but not limited to preparing meeting agendas, taking meeting minutes, arranging for meeting space and meals as necessary.
- D. The Staff Liaison will be responsible to provide timely reports and feedback to the CAT on all subjects, tasks and projects which the CAB has been asked to engage.
- E. The UTA President/CEO or his or her designee will meet with the CAB at least one (1) time annually to give an update on the state of UTA.

VII. Board of Trustees Liaison

The Chair of the UTA Board of Trustees will appoint a member of the Board to serve as the Board of Trustees Liaison ("Liaison") to the CAT. The Liaison shall attend bi-monthly meetings of

the full CAT Committee and shall furnish reports to the CAT on Board activities or decision which may be of interest to members of the CAT. Additionally, the Liaison will report to the members of the Board subcommittee(s) on which the Liaison serves, as well as the full Board of Trustees as needed, any relevant advice offered and/or concerns raised by the members of the CAT.

VIII. Meetings

- A. Open Meetings. All CAB meetings will be held in accordance and consistent with the Utah Open and Public Meetings Act, Utah Code Annotated §54-4-2016.
- B. Schedule. The CAT will meet at least every other month on the second Monday of the month at the UTA Administration Offices at FrontLine Headquarters (FLHQ), 669 West 200 South, Salt Lake City, Utah, unless another date or location is otherwise agreed to by the CAT and UTA.
- C. Agenda.
 - 1. The UTA staff liaison to the CAT will prepare and email a proposed agenda to the CAT Chair and Vice Chair at least fourteen days prior to the next scheduled meeting of the full CAT committee.
 - 2. Upon approval by the Chair and Vice Chair, a draft agenda will be emailed to the CAT members at least seven days prior to the next scheduled meeting of the full CAT committee.
 - 3. Members may request additional items within the CAT's province be placed on the agenda up to five days before a scheduled meeting.
 - 4. If there are revisions to the agenda, an updated agenda will be sent to the CAT members at least four days prior to the next scheduled meeting of the full CAT committee.
 - 5. The final agenda for the next scheduled meeting of the full CAT committee will be publicly noticed at least three days prior to the next scheduled meeting of the full CAT committee.
- D. Rules of Order. Business of the CAT shall be transacted in accordance with *Roberts Rules of Order, Newly Revised*.
- E. Quorum. A majority of all voting members of the CAT must be present to constitute a quorum for the transaction of business. No business of the CAT shall be transacted except at a meeting at which a quorum is present. If less than a quorum of the CAT is present, a majority of those present may vote for adjournment.
- F. Minutes. The Secretary to the CAT will prepare minutes of each meeting. A draft of the minutes will be sent to the CAT members following the meeting. Corrections to the minutes will be accepted at the next meeting.
- G. Alternate Format. Every effort will be made to have all documents, including agendas, minutes, and handouts provided in the appropriate and requested alternate format as requested by a CAT member. The alternate format will be provided at least three days prior to a meeting.