

2020 Budget Presentation

Chief Financial Officer Operating Budget



2020 Department Goals: CFO

- Fares development
- Vanpool insurance review
- Asset management improvements
- Strategic parts sourcing



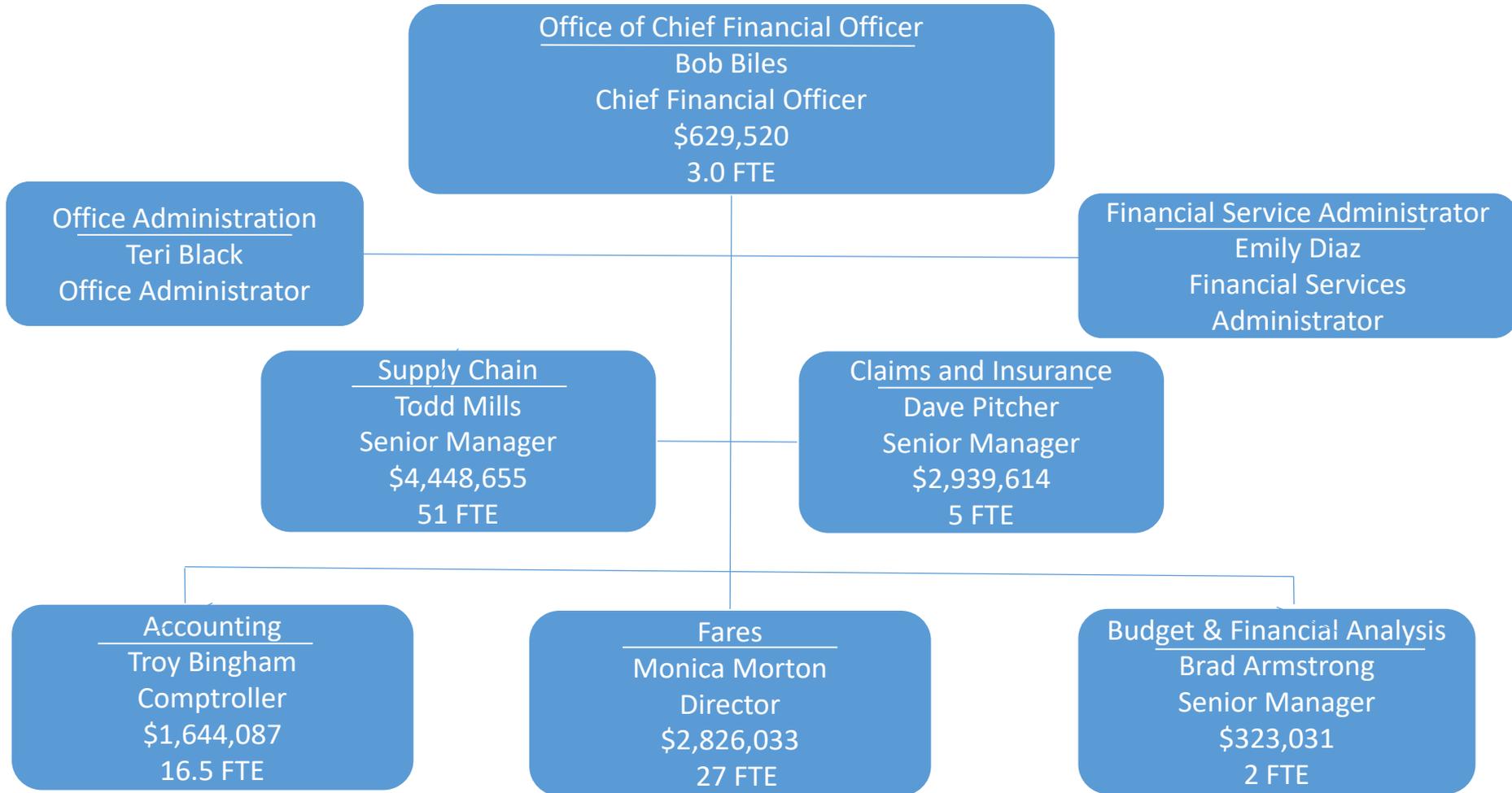
Key 2020 Budget Changes:

CFO

- Updated 2020 Fares budget
 - 2019 budget had estimated budget transfers
 - FTE moved from Operation to Fares
- Added Procurement Contract Specialist
 - FTE moved from Legal to Supply Chain
- Increased insurance cost
 - Offset by revised claims recovery amount

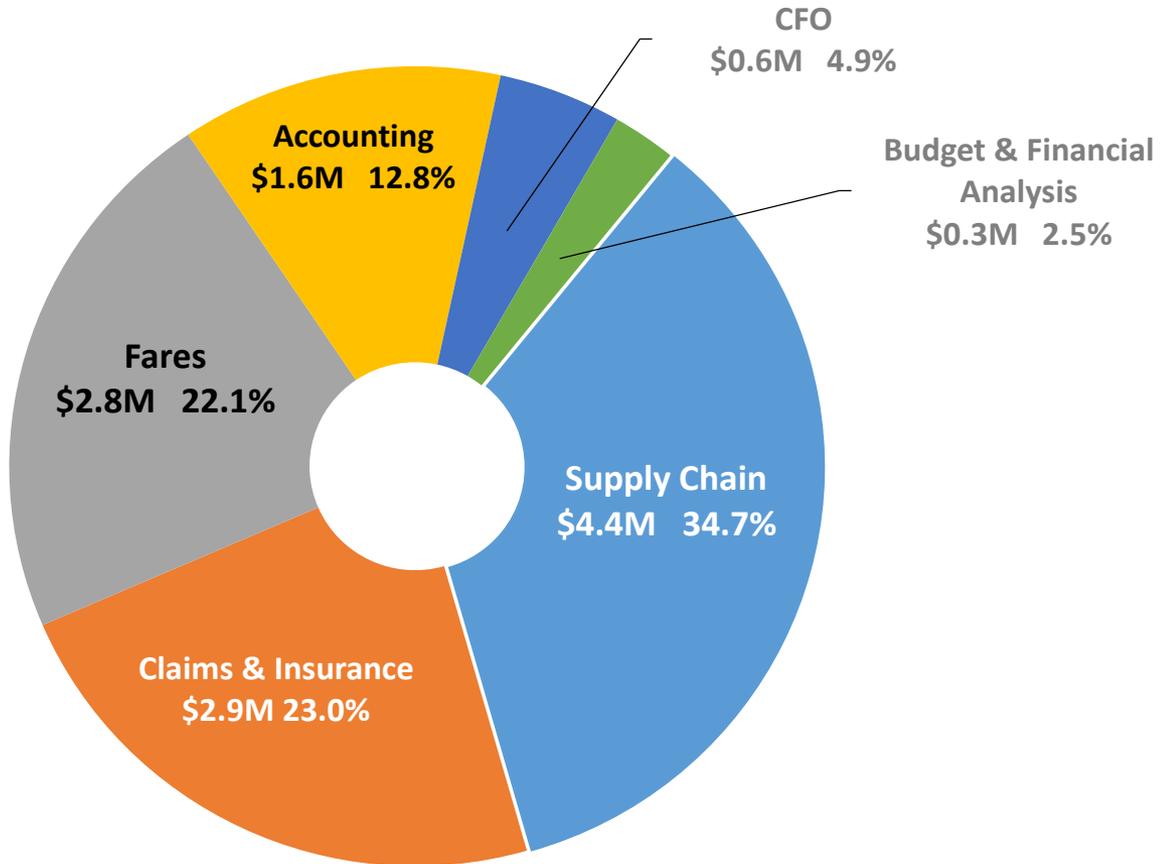


CFO Organizational Chart



2020 Proposed CFO Operating Budget

Expenses: \$12.8M



2020 Proposed CFO Operating Budget Expenses by Department

Department	2019 Amended Budget	2020 Proposed Budget	% Change FY19 - FY20
Supply Chain	\$4,328,207	\$4,448,655	2.8%
Risk Management	2,939,698	2,939,614	0.0%
Fares	2,622,064	2,826,033	7.8%
Accounting	1,596,713	1,644,087	3.0%
CFO	626,337	629,520	0.5%
Budget	323,903	323,031	(0.3%)
Totals	\$12,436,922	\$12,810,940	3.0%



2020 Proposed CFO Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 - FY20
Wages	\$6,175,968	\$6,318,040	2.3%
Fringe	2,875,272	2,955,036	2.8%
Insurance	2,319,820	2,361,742	1.8%
Services	576,070	532,958	(7.5%)
Other O&M	489,792	643,164	31.3%
Totals	\$12,436,922	\$12,810,940	3.0%



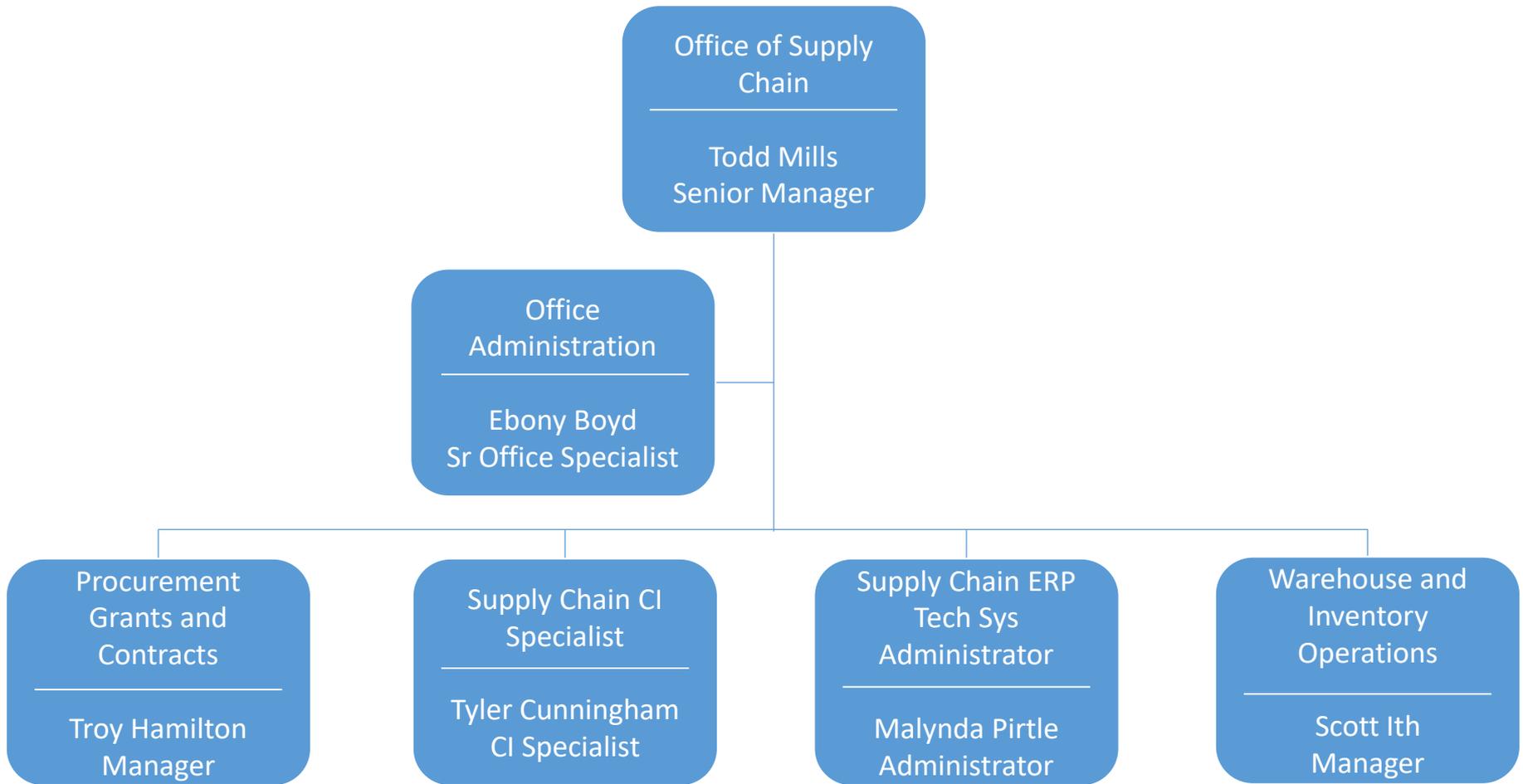
CFO FTE Summary

2019 Budget and 2020 Proposed Budget

	2019 Budget	2020 Proposed	Change	Reason
Supply Chain	50.0	51.0	1.0	Transfer from Legal
Claims & Insurance	5.0	5.0	0.0	
Fares	26.0	27.0	1.0	Transfer from Operations
Accounting	16.5	16.5	0.0	
CFO	3.0	3.0	0.0	
Budget & Financial Analysis	2.0	2.0	0.0	
Totals	102.5	104.5	2.0	



Supply Chain



2020 Goals: Supply Chain

- Implement Vendor Managed Inventory contracts with New Flyer (Bus) and Siemens (Light Rail)
- Parts availability average at 95% or higher across all divisions
- Implement at least one significant Supply Chain Continuous Improvement initiative per quarter



Key 2020 Budget Changes: **Supply Chain**

- Adding Procurement & Contracts Specialist
- Courier fleet maintenance
- Parts Clerk overtime budget



2020 Proposed Supply Chain Operating Budget Expenses by Department

Department	2019 Amended Budget	2020 Proposed Budget	% Change FY19 - FY20
Purchasing	\$1,997,898	\$2,116,285	5.9%
Warehouse	2,330,309	2,332,370	0.1%
Totals	\$4,328,207	\$4,448,655	2.8%



2020 Proposed Supply Chain Operating Budget Expenses by Category

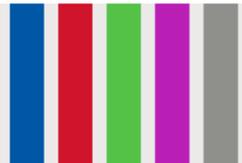
Category	2019 Amended Budget	2020 Budget	Change FY19 - FY20
Wages	\$2,821,854	\$2,903,868	2.9%
Fringe	1,437,576	1,474,248	2.6%
Other O&M	134,777	138,539	2.8%
Expense Transfer to Capital	(66,000)	(68,000)	3.0%
Totals	\$4,328,207	\$4,448,655	2.8%
FTE	50.0	51.0	1.0



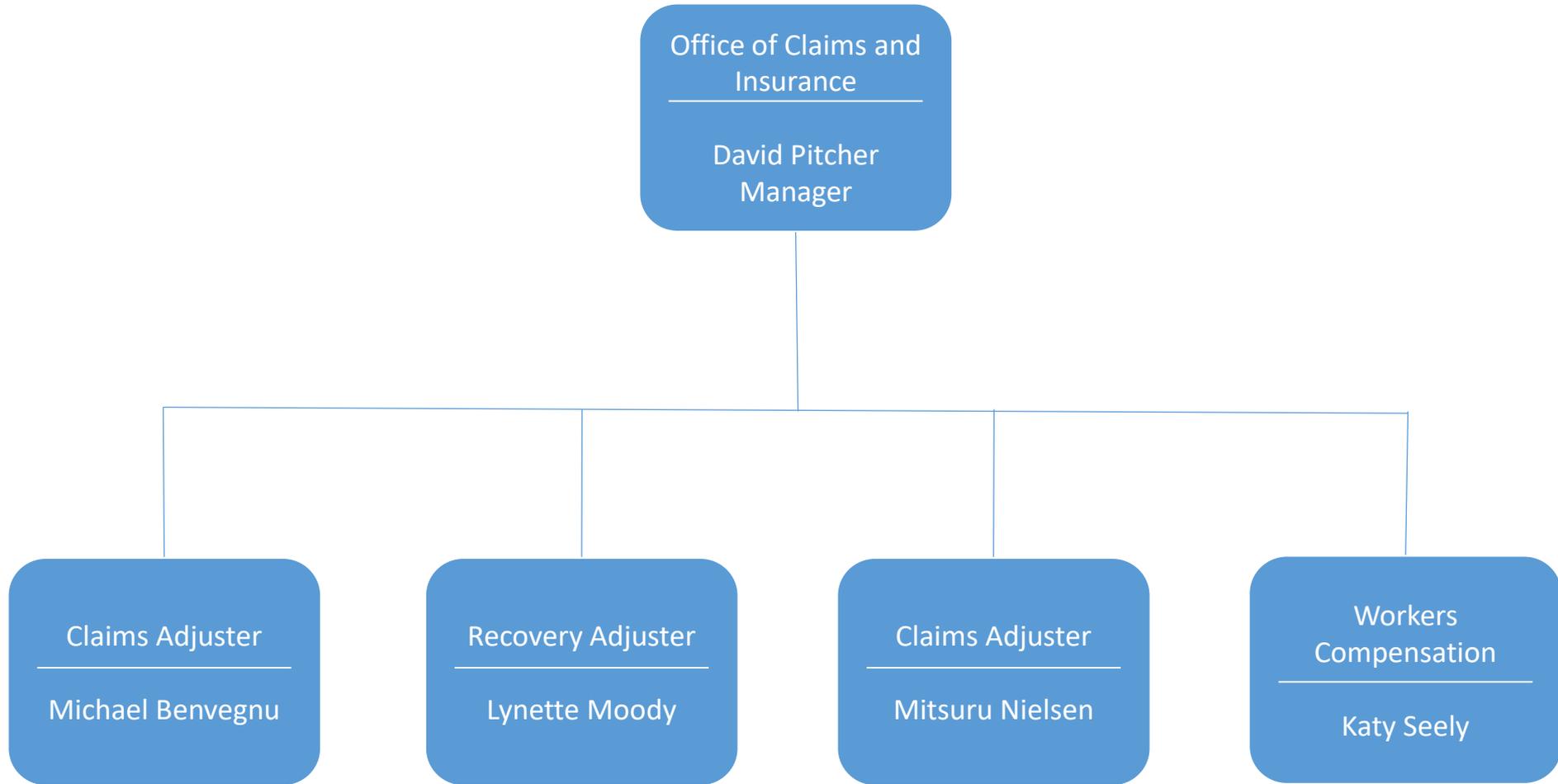
Supply Chain FTE Summary

2019 Budget and 2020 Proposed Budget

	2019 Budget	2020 Proposed	Change	Reason
Purchasing	19.0	20.0	1.0	Transfer from Legal
Warehouse	31.0	31.0	0.0	
Totals	50.0	51.0	1.0	



Claims and Insurance



2020 Goals:

Claims & Insurance

- Implement better tracking of Certificates of Insurance
- Develop Standard Operating Procedures
- Develop Insurance Portfolio Handbook
- Document management of litigation files
- Increase use of Laserfische for Accident/Incident and Supervisor Reports



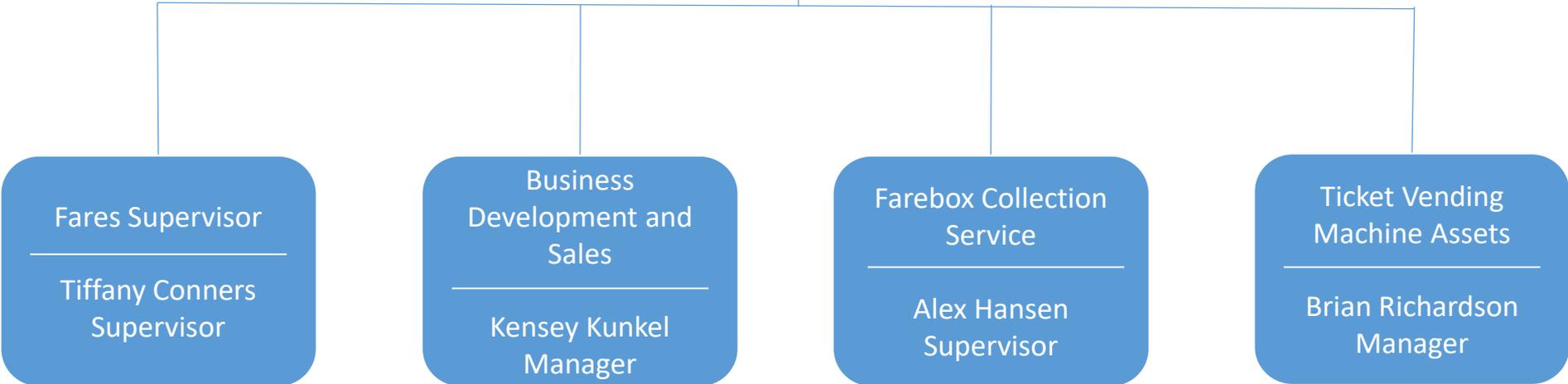
2020 Proposed Claims & Insurance Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 - FY20
Wages	\$355,536	\$337,764	(5.0%)
Fringe	151,392	143,808	(5.0%)
Insurance/claims paid	2,969,820	3,161,742	6.5%
Recovery	(650,000)	(800,000)	23.1%
Services	95,000	80,000	(15.8%)
Other O&M	17,950	16,300	(9.2%)
Totals	\$2,939,698	\$2,939,614	0.0%
FTE	5.0	5.0	0.0



Fares

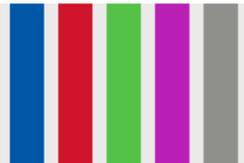
Office of Fares
Monica Morton
Director of Fares



2020 Goals:

Fares

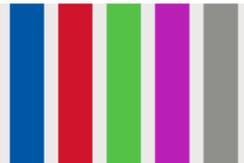
- Oversee the development and implementation of a low income pass program
- Implement process improvements related to fare inspection and evasion
- Develop a 10 year ticket vending machine plan
- Update current fare resolutions



Key 2020 Budget Changes:

Fares

- One position moved from Asset Management (Operations) to TVM Maintenance (Fares)
- Repairs expense moved from Maintenance of Way (Operations) to TVM Maintenance (Fares)
- Additional EFC cards ordered to facilitate phasing out tokens
- Two positions moved from Product Development and Sales to Electronic Fare Collection (all within Fares)



2020 Proposed Fares Operating Budget Expenses by Department

Department	2019 Amended Budget	2020 Proposed Budget	% Change FY19 - FY20
Financial Services	\$775,078	\$769,438	(0.7%)
Electronic Fare Collection	546,832	745,136	36.3%
TVM Maintenance	474,430	685,341	44.5%
Product Development & Sales	645,924	448,680	(30.5%)
Fares Director	179,800	177,438	(1.3%)
Totals	\$2,622,064	\$2,826,033	7.8%



2020 Proposed Fares Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 - FY20
Wages	\$1,484,938	\$1,517,540	2.2%
Fringe	635,904	665,652	4.7%
Services	282,960	243,820	(13.8%)
Parts	50,000	172,467	244.9%
Other O&M	168,262	226,554	34.6%
Totals	\$2,622,064	\$2,826,033	7.8%
FTE	26.0	27.0	1.0



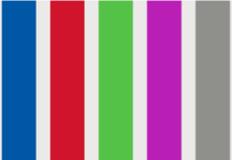
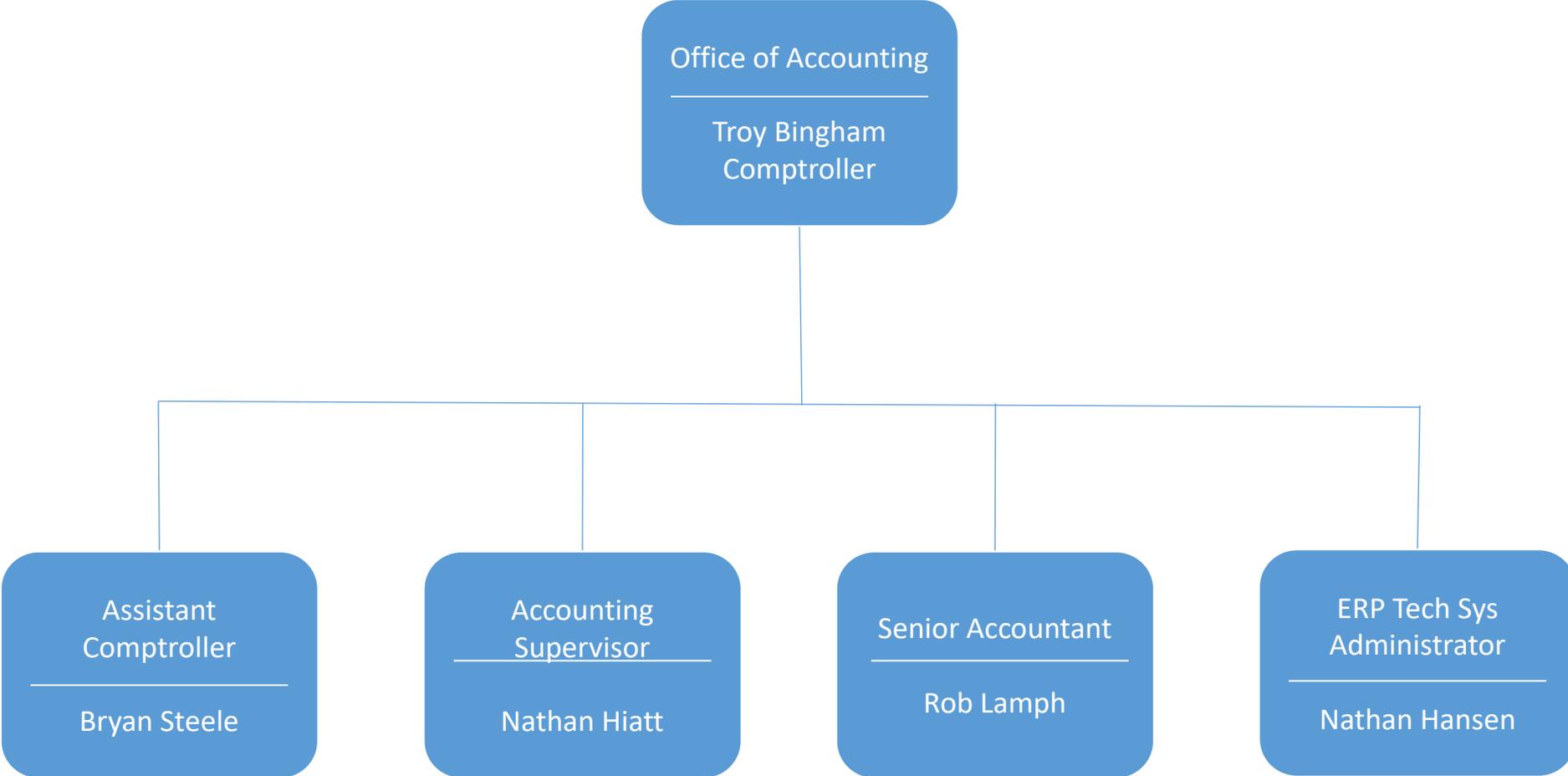
Fares FTE Summary

2019 Budget and 2020 Draft Budget

	2019 Budget	2020 Proposed	Change	Reason
Financial Services	12.0	12.0	0.0	
Electronic Fare Collection	3.0	5.0	2.0	From Product Development
TVM Maintenance	4.0	5.0	1.0	From Operations
Product Development & Sales	6.0	4.0	(2.0)	To Electronic Fare Collection
Fares Director	1.0	1.0	0.0	
Totals	26.0	27.0	1.0	



Accounting



2020 Goals: **Accounting**

- Enhance current JDE functionality to automate more processes in the Enterprise Resource Planning environment
- Resolve remaining outstanding Internal Audit findings
- Implement Monitor's suggested Accounting improvements
- Continue staff development and training



Key 2020 Budget Changes:

Accounting

- Training increased so staff can maintain professional certifications
- Paper passes budget transferred to Fares
- Hardware cost for process automations included
- Changes in staff position responsibilities



2020 Proposed Accounting Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 - FY20
Wages	\$973,268	\$1,015,076	4.3%
Fringe	457,032	476,784	4.3%
Services	82,600	82,600	0.0%
Other O&M	83,813	69,627	(16.9%)
Totals	\$1,596,713	\$1,644,087	3.0%
FTE	16.5	16.5	0.0



2020 Proposed CFO Operating Budget Expenses by Department

Department	2019 Amended Budget	2020 Proposed Budget	Change FY19 - FY20
CFO Administration	\$504,837	\$520,020	3.0%
SLC Intermodal Hub	86,000	71,000	(17.4%)
Ogden Intermodal Hub	35,500	38,500	8.5%
Totals	\$626,337	\$629,520	0.5%



2020 Proposed CFO Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 - FY20
Wages	\$324,720	\$328,668	1.2%
Fringe	114,372	115,752	1.2%
Services	52,100	54,860	5.3%
Utilities	112,000	95,000	(15.2%)
Other O&M	23,145	35,240	52.3%
Totals	\$626,337	\$629,520	0.5%

FTE

3.0

3.0

0.0



2020 Goals: Budget

- Prepare 2021 Budget
- Support Monthly Financial Reporting
- Update Transit Financial Plan Forecast
- Update Equity Model



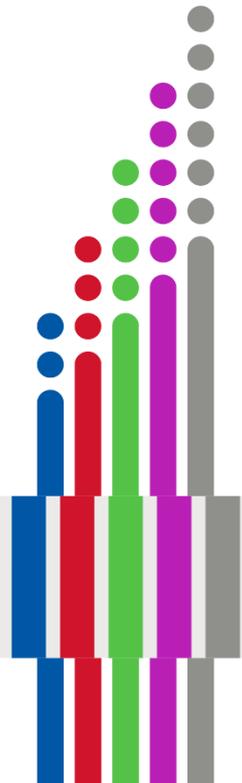
2020 Proposed Budget & Financial Analysis

Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 - FY20
Wages	\$215,652	\$215,124	(0.2%)
Fringe	78,996	78,792	(0.3%)
Services	10,000	10,000	0%
Other O&M	19,255	19,115	(0.7%)
Totals	\$323,903	\$323,031	(0.3%)
FTE	2.0	2.0	0.0



People Office 2020 Budget Presentation



People Office Vision & Values



PEOPLE OFFICE VISION & VALUES

IMPROVING UTA, ONE PERSON AT A TIME

HUMILITY



Humility is our core value. We value and respect the individual.

- We put aside our egos and empower others.
- We seek and value honest feedback.
- We listen to others for understanding.
- We assume positive intent.

PASSION



We are passionate about what we do and the people we serve.

- We ignite passion in our employees.
- We serve our customers through excellence and high quality service.
- We aim to make a better workplace and a better community.

COURAGE



We never settle for the status quo.

- We are willing to take calculated risks.
- We are optimistic and resilient.
- We learn from failure and celebrate success.

CURIOSITY

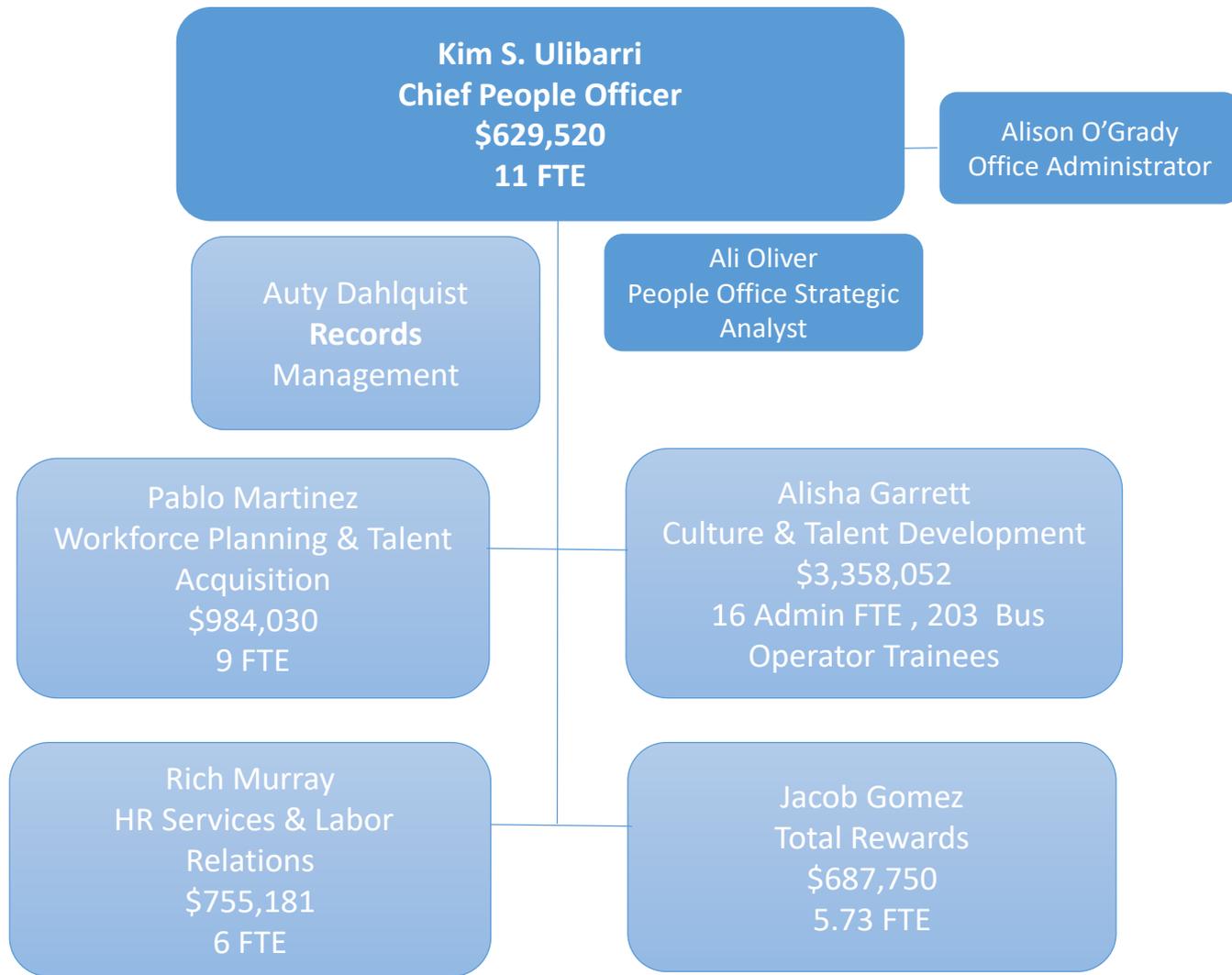


We are curious to understand and always seek to learn.

- We think critically and make sound decisions.
- We value openness and learn from each other.
- We seek to continually simplify and improve processes, procedures and activities.
- We apply learning for better People results.



CPO Organizational Chart



2020 *Draft* People Office Goals

- **Goal:** Design a three year succession plan based on results of retirement risk analysis and 2019 talent assessment to implement an overall talent management strategy.
- **Goal:** Ensure hiring and training of critical staff to support current and new service needs.
- **Goal:** Expand leadership development programs to address needs of mid-level and senior management.
- **Goal:** Strengthen UTA's Culture through employee engagement, continuous improvement and leadership development.
- **Goal:** Design a three year strategy for continued cost management and employee health initiatives. Promote existing and new employee wellness programs.
- **Goal:** Implement phase 2 of Laserfiche rollout, with focus on records business processes, workflows, and automation.



Office Budget Summary

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 – FY20
Wages	\$4,311,886	\$4,467,072	3.60%
Fringe	\$1,737,159	\$1,786,848	2.86%
Services	\$729,459	\$698,080	-4.30%
Other O&M	\$446,607	\$277,019	-37.97%
Totals	\$7,225,111	\$7,229,019	0.05%
Admin FTE	47.23	47.73	+0.50
Bus Operator Trainees	247	203	-44



Key Budget Details

- Overall Increase of 0.05%
- Ongoing funds of SL City service for bus operator and mechanic training, as well as recruiting, \$377,540
- New Training Support Specialist for Salt Lake County 2020 service adds, \$70,884
- Maintenance Bus Procurement Training, \$75,000
- Increased part-time Records Specialist to full-time, \$30,000



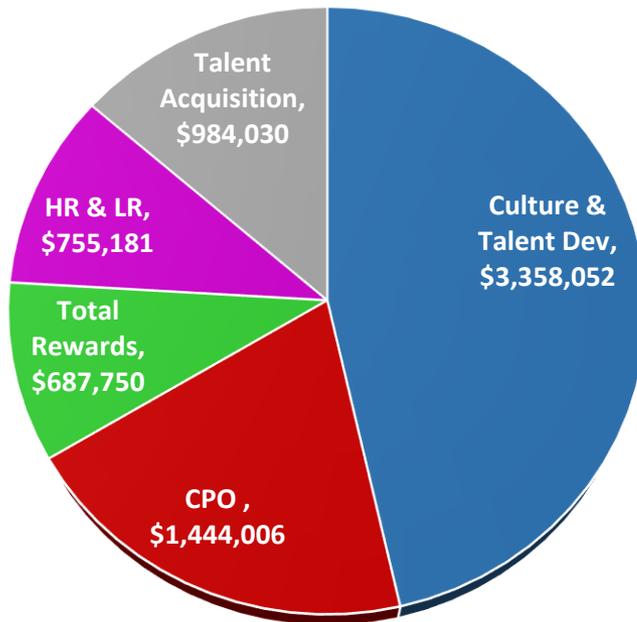
Department Budget Overview

Department	2019 Amended Budget	2020 Proposed Budget	% Change FY19 – FY20
Chief People Officer	\$1,292,342	\$1,444,006	11.74%
Workforce Planning & Talent Acquisition	\$1,028,761	\$984,030	-4.35%
Culture & Talent Development	\$3,324,006	\$3,358,052	1.02%
HR Services & Labor Relations	\$792,178	\$755,181	-4.67%
Total Rewards	\$787,824	\$687,750	-12.7%
Totals	\$7,225,111	\$7,229,019	0.05%

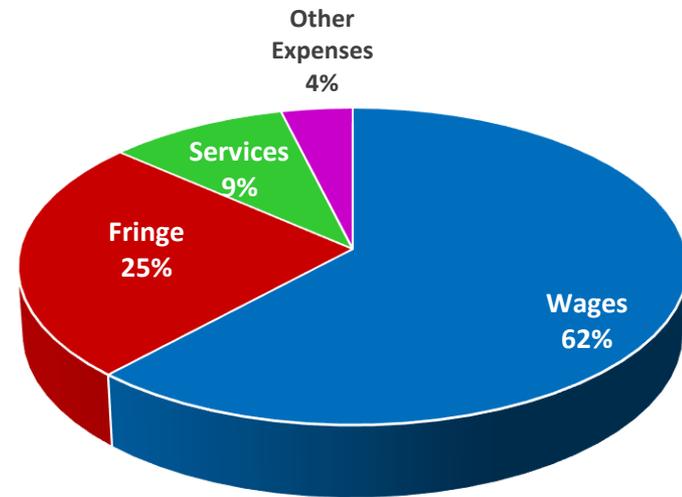


Budget Pie Charts

People Office- Proposed 2020
Budget by Department



People Office- Proposed 2020
Budget by Category



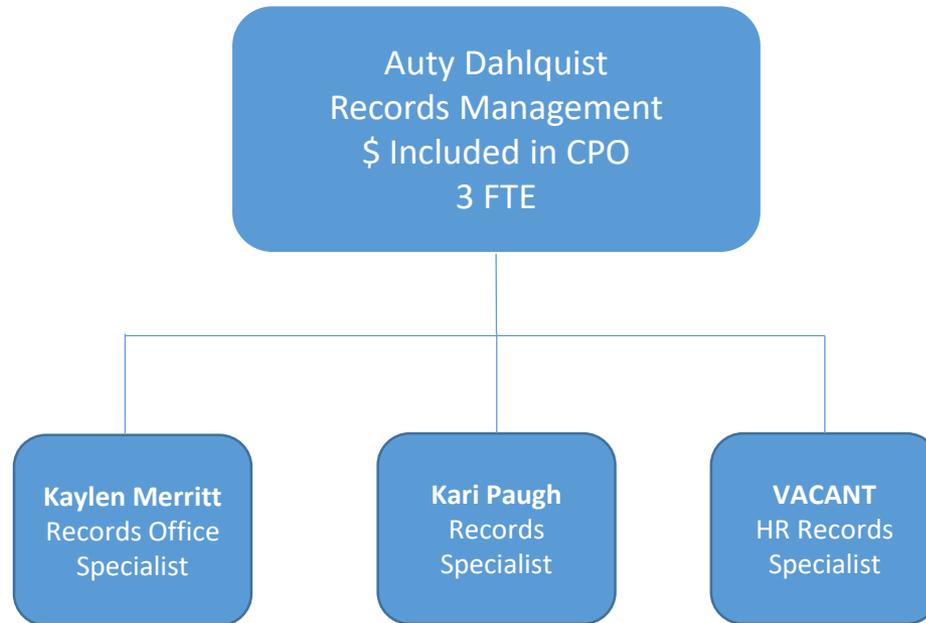
Chief People Office Admin

2020 Proposed Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 – FY20
Wages	\$894,789	\$993,036	10.98%
Fringe	\$366,573	\$406,860	10.99%
Other O&M	\$30,980	\$44,110	42.38%
Totals	\$1,292,342	\$1,444,006	11.74%
FTE	10.00	11.00	1.00



Records Management



Key Initiatives

Records Management

- Focus on records related business processes, and workflows
- Expansion of the Contract Routing Process to include non-procurement agreements and contracts
- Continuing Records Management education and support



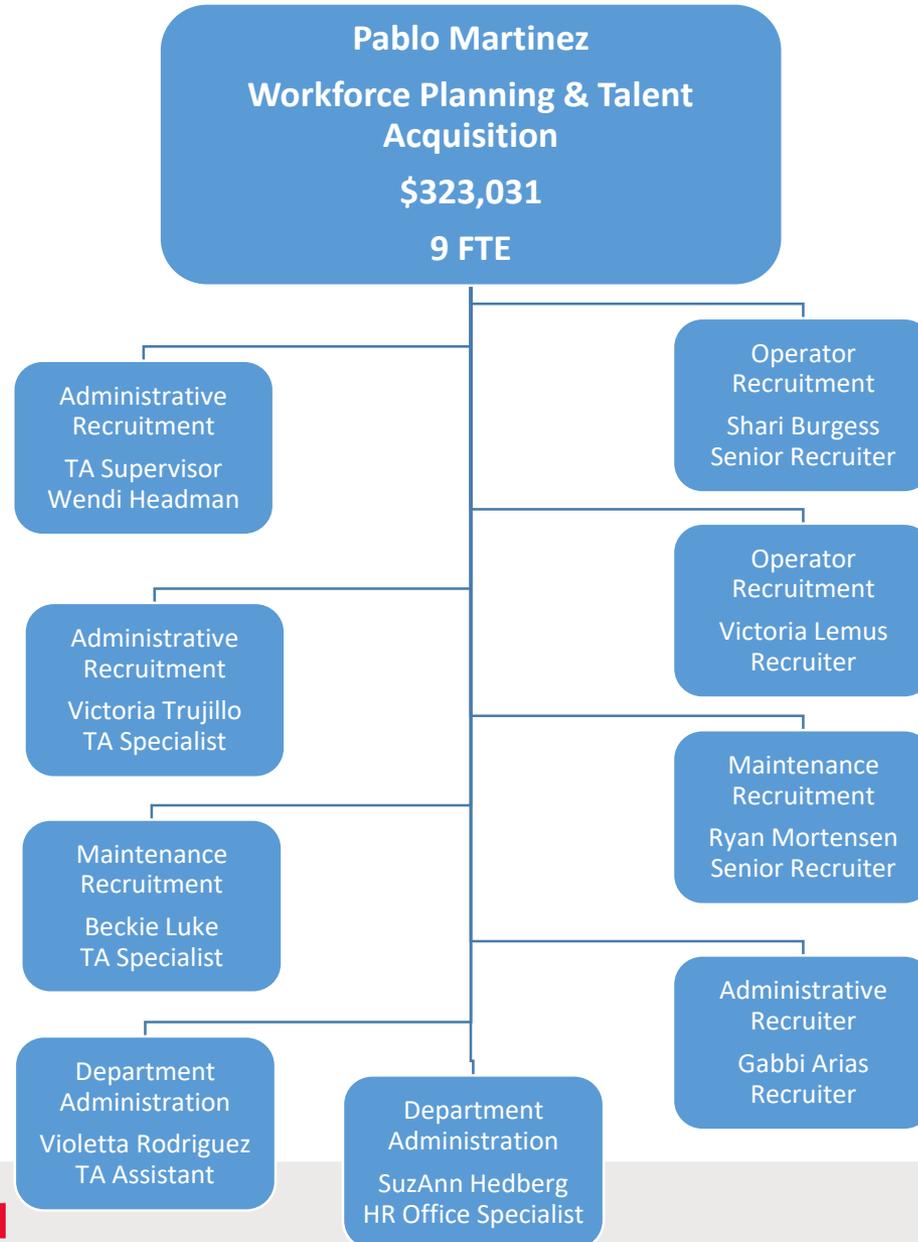
Key Challenges

Records Management

- Volume of GRAMA and records requests
- Lack of consistency of custodial records management
- Development for Laserfiche / records management training



Workforce Planning & Talent Acquisition



Workforce Planning & Talent Acquisition

2020 Proposed Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 – FY20
Wages	\$537,162	\$540,516	0.62%
Fringe	\$240,534	\$242,040	0.63%
Other O&M	\$251,065	\$201,474	-19.75%
Totals	\$1,028,761	\$984,030	-4.35%
FTE	9.73	9.00	-0.73



Key Initiatives

Workforce Planning & Talent Acquisition

- Ensure operator staffing for current service and future service increases
- Improve overall onboarding experience
- Redesign selection process to improve hiring



Key Challenges

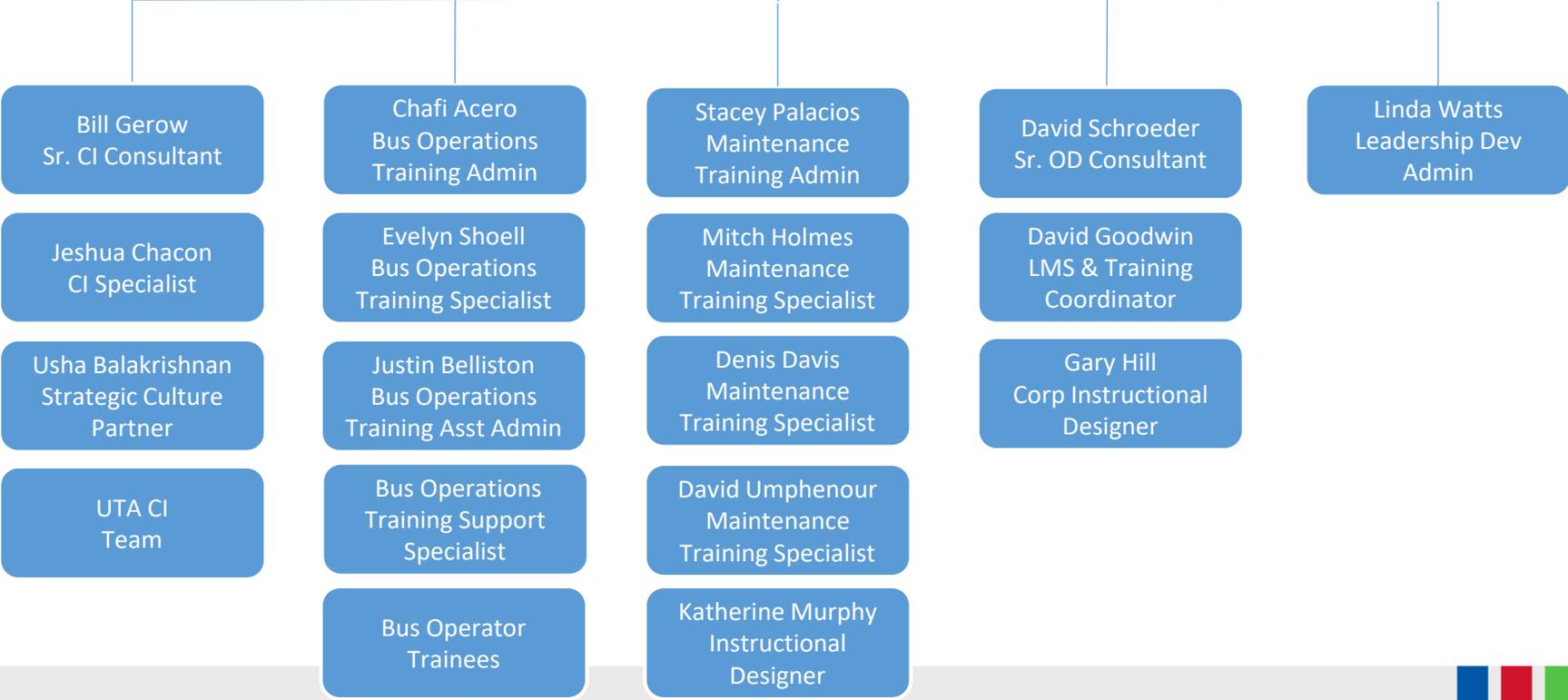
Workforce Planning & Talent Acquisition

- Insufficient centralized recruitment budget
- Incomplete workforce staffing models & plans
- Current Utah labor market



Culture & Talent Development

Alisha Garrett
Culture & Talent Development
\$3,358,052
16 Admin FTE
203 Operator Trainees



Culture & Talent Development

2020 Proposed Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 – FY20
Wages	\$1,966,321	\$2,105,772	7.09%
Fringe	\$745,014	\$789,240	5.94%
Other O&M	\$612,671	\$463,040	-24.42%
Totals	\$3,324,006	\$3,358,052	1.02%
FTE- Admin	16.00	16.00	
Bus Operator Trainees	247	203	-44



Key Initiatives

Culture & Talent Development

- Launch Leadership Pathways Tier 2 & Tier 3
- Procurement & migration of new Learning Management System
- Conduct annual employee engagement survey
- Launch Skillsoft campaign for employee development
- Integrate online tablet testing and record keeping in Maintenance & Operations training to improve accuracy and process efficiencies



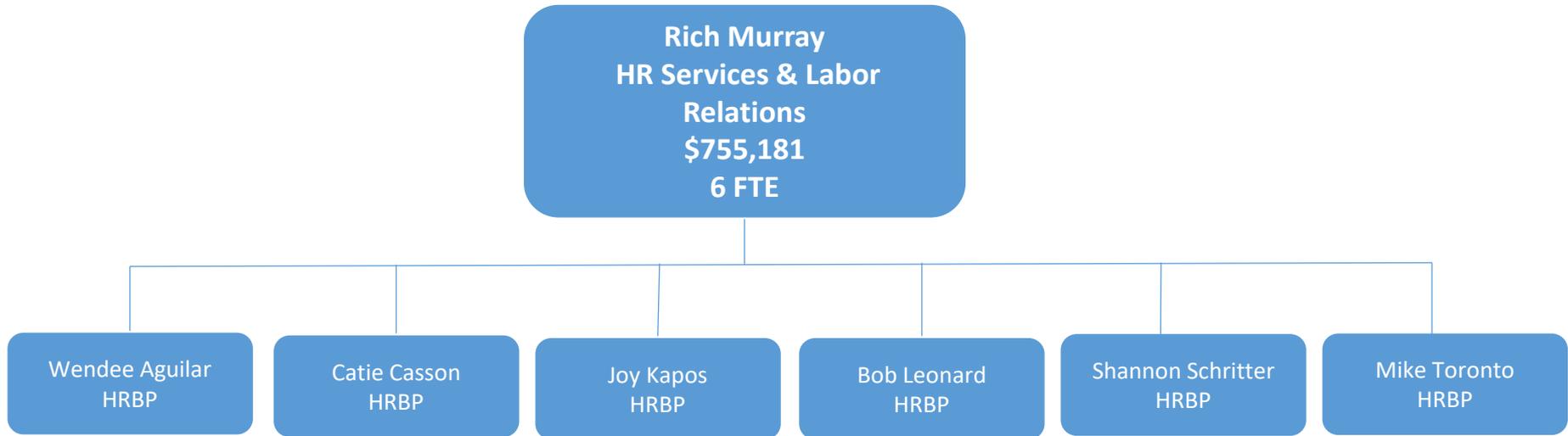
Key Challenges

Culture & Talent Development

- Multiple bus manufacturer procurements
- Rapid growth in Bus Operations
- Inadequate training space for ongoing training efforts and programs



HR Services & Labor Relations



HR Services & Labor Relations

2020 Proposed Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 – FY20
Wages	\$518,004	\$498,132	-3.84%
Fringe	\$217,164	\$208,824	-3.84%
Other O&M	\$57,010	\$48,225	-15.41%
Totals	\$792,178	\$755,181	-4.67%
FTE	6.00	6.00	0



Key Initiatives

HR Services & Labor Relations

- Design and coordinate enterprise talent assessment and succession plans
- Implement overall talent management strategy for the Agency
- Analyze current performance management and feedback systems
- Implement changes to Collective Bargaining Agreement



Key Challenges

HR Services & Labor Relations

- Proactive talent management is a complex, multi-year process
- Organizational structure creates challenges to enterprise approach to talent sharing
- Inadequate focus on leadership development during periods of growth



Total Rewards



Total Rewards

2020 Proposed Operating Budget Expenses by Category

Category	2019 Amended Budget	2020 Proposed Budget	Change FY19 – FY20
Wages	\$395,610	\$329,616	-16.68%
Fringe	\$167,874	\$139,884	-16.67%
Other O&M	\$224,340	\$218,250	-2.71%
Totals	\$787,824	\$687,750	-12.70%
FTE	6.23	5.73	-0.50



Key Initiatives

Total Rewards

- Continued emphasis on expanding clinic and wellness programs
- Compensation Program/Software upgrade
- Launch Employee Self Service module in time to support open enrollment



Key Challenges

Total Rewards

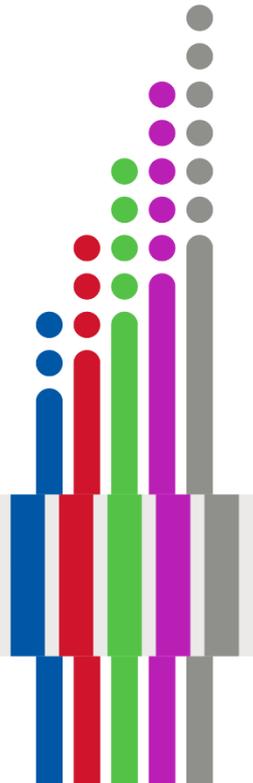
- Misunderstanding of UTA's total rewards packages
- 457 education and communication to dispersed workforce
- PACE Wellness Participation and ongoing education



Questions?



Chief Communications and Marketing 2020 Budget Presentation



Communications and Marketing Office

Vision and Values

TRUE NORTHS

SERVICE

We provide a high quality transit network that meets the needs of our customers.

PEOPLE

Employees are our most valuable resource.

ENVIRONMENT

We are leaders in improving our environment.

COMMUNITY

We connect communities.

STEWARDSHIP

We are responsible with the resources that are entrusted to us by the public.

VALUES

INTEGRITY

We are honest and ethical.

ACCOUNTABILITY

We are responsible for our actions.

CONTINUOUS IMPROVEMENT

We follow best practices.

INCLUSIVITY

We welcome robust representation and diversity of thought.

HELPFULNESS

We proactively seek opportunities to be helpful.

SAFETY

We hold safety to be our first priority in every aspect of our work.

COLLABORATION

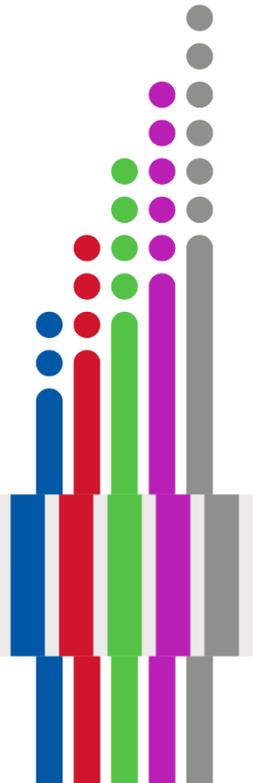
We work together to achieve all objectives.



2020 Goals

Putting the Customer at the Core of Everything

- Continue to Make UTA More Relatable to our Customers and Communities
- Continue to Provide Clear, Consistent, Reliable Customer (Current and Future) Communications
- Collaborate to Continually Improve Internal Communications
- Meet the Transit Needs of Current and Future Generations
- Measure the ROI in Terms of the Impact We are Making on the Community



Office of Communications and Marketing

Total Funding \$10,516,400

FTE 69

Eileen Billings

Melanie Penton

Office of Communications & Marketing

Nichol Bourdeaux
Chief Officer

\$876,200/FTE 4

Community Relations Manager
Vacant

Customer Experience

G.J. LaBonty
Manager

\$574,200/FTE 3

Customer Service

Cindy Medford
Manager

\$3,027,700/FTE 48

Public Relations & Marketing

Andrea Packer
Director

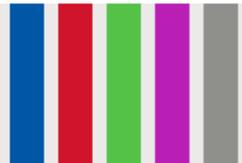
\$2,958,800/FTE 12

Innovative Mobility Solutions

Jaron Robertson
Director

\$3,079,500/FTE 2

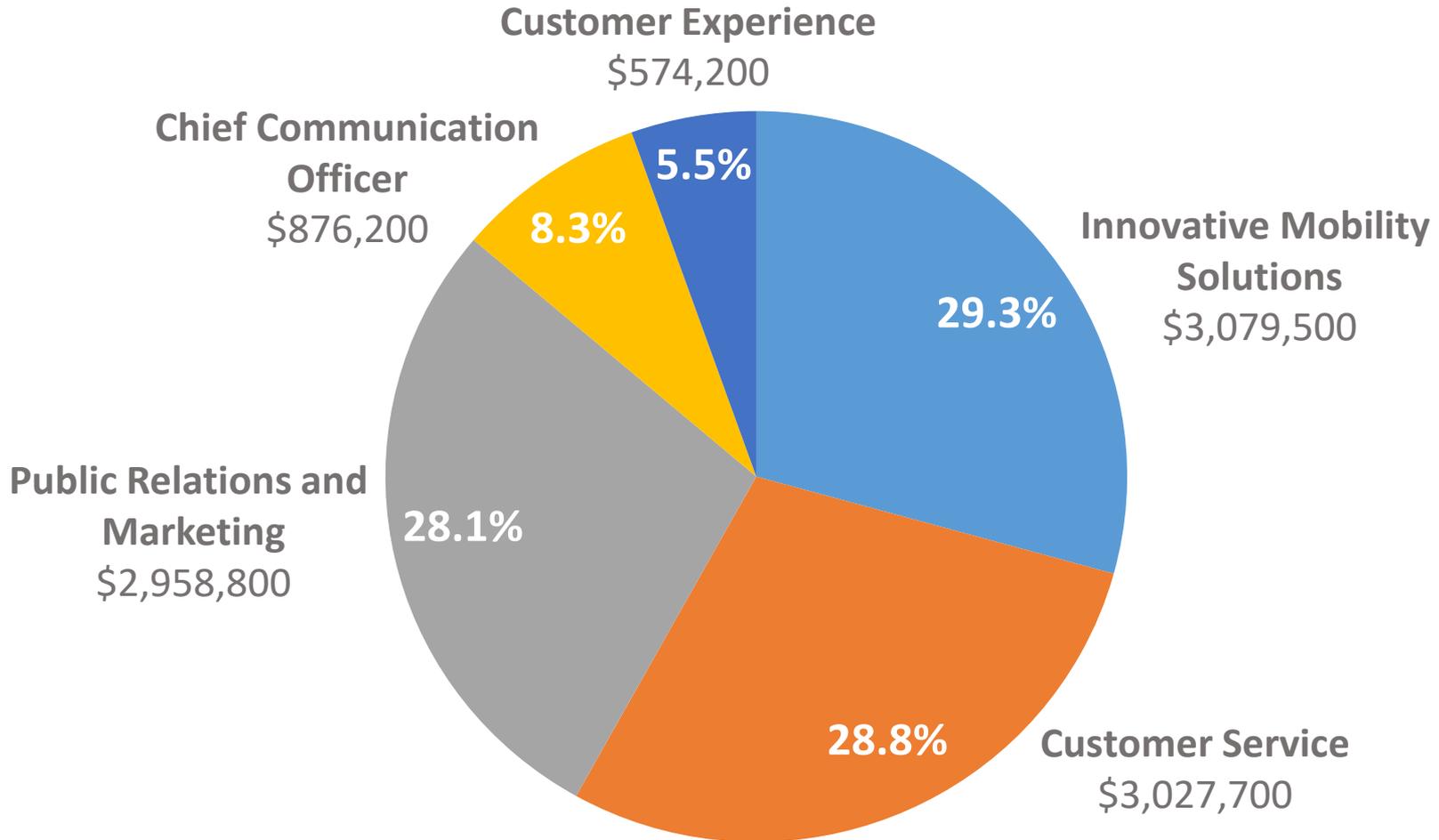
UTA



Office of Communications and Marketing

Total Funding \$10,516,400

FTE 69



Office of Communications and Marketing Budget Summary

Category	FY 2019 Budget	Proposed FY 2020 Budget	% Change FY 2019 FY 2020
Wages	\$3,422,446	\$3,634,324	6.19%
Fringe	\$1,607,088	\$1,695,336	5.49%
Services	\$1,991,430	\$4,584,377	130.21%
Other O&M	\$500,153	\$602,346	20.43%
Total Group	\$7,532,117	\$10,516,383	39.62%
FTE	66	69	3



Office of Communications and Marketing

2020 Budget Changes

- **Innovative Mobility Solutions**

- Microtransit Pilot

- **Public Relations and Marketing Budget**

- Increased Media Expense and Other Services for Salt Lake City Collaborative Marketing Efforts

- **Customer Services**

- Electronic Customer Communication Specialists (3 FTE)
- Customer Communication, Detour, and Disruption Subscription Service



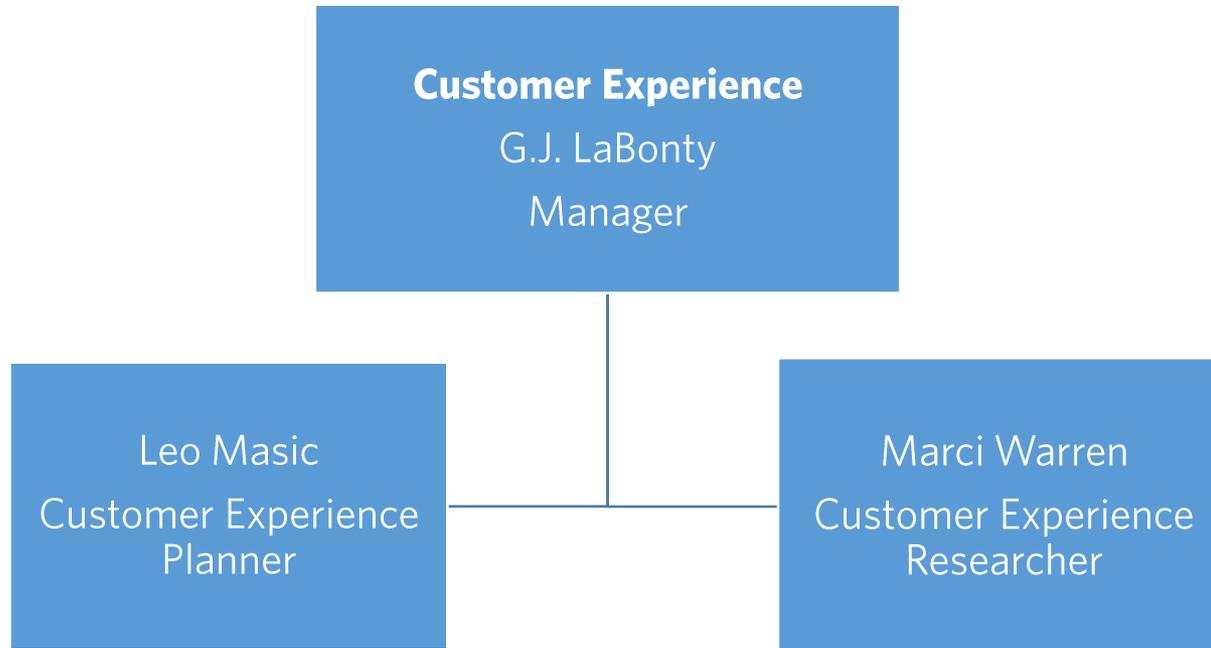
Office of Communications and Marketing Chief Communications & Marketing Office

Category	FY 2019 Budget	Proposed FY 2020 Budget	% Change FY 2019 FY 2020
Wages	\$293,916	\$352,356	19.88%
Fringe	\$115,752	\$138,816	19.93%
Services	\$125,000	\$165,000	32.00%
Other O&M	\$184,000	\$220,050	19.59%
Total Group	\$718,668	\$876,222	21.92%
FTE Transfer from planning	3.0	4.0	1



Office of Communications and Marketing

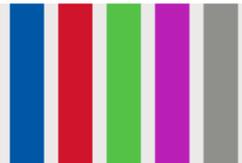
Customer Experience



Office of Communications and Marketing

Customer Experience

Category	FY 2019 Budget	Proposed FY 2020 Budget	% Change FY 2019 FY 2020
Wages	\$148,360	\$209,928	41.50%
Fringe	\$73,184	\$80,292	9.71%
Services	\$200,300	\$255,000	27.31%
Other O&M	\$41,415	\$29,000	(29.98)%
Total Group	\$463,259	\$574,220	23.95%
FTE Transfer from planning	3.0	3.0	0



Office of Communications and Marketing

Customer Experience

Top Initiatives

- Rail Wayfinding (Salt Lake County)
- Bus Stop Improvement Program
- Digital Bus and Bus Stop Signage
- On Board Survey

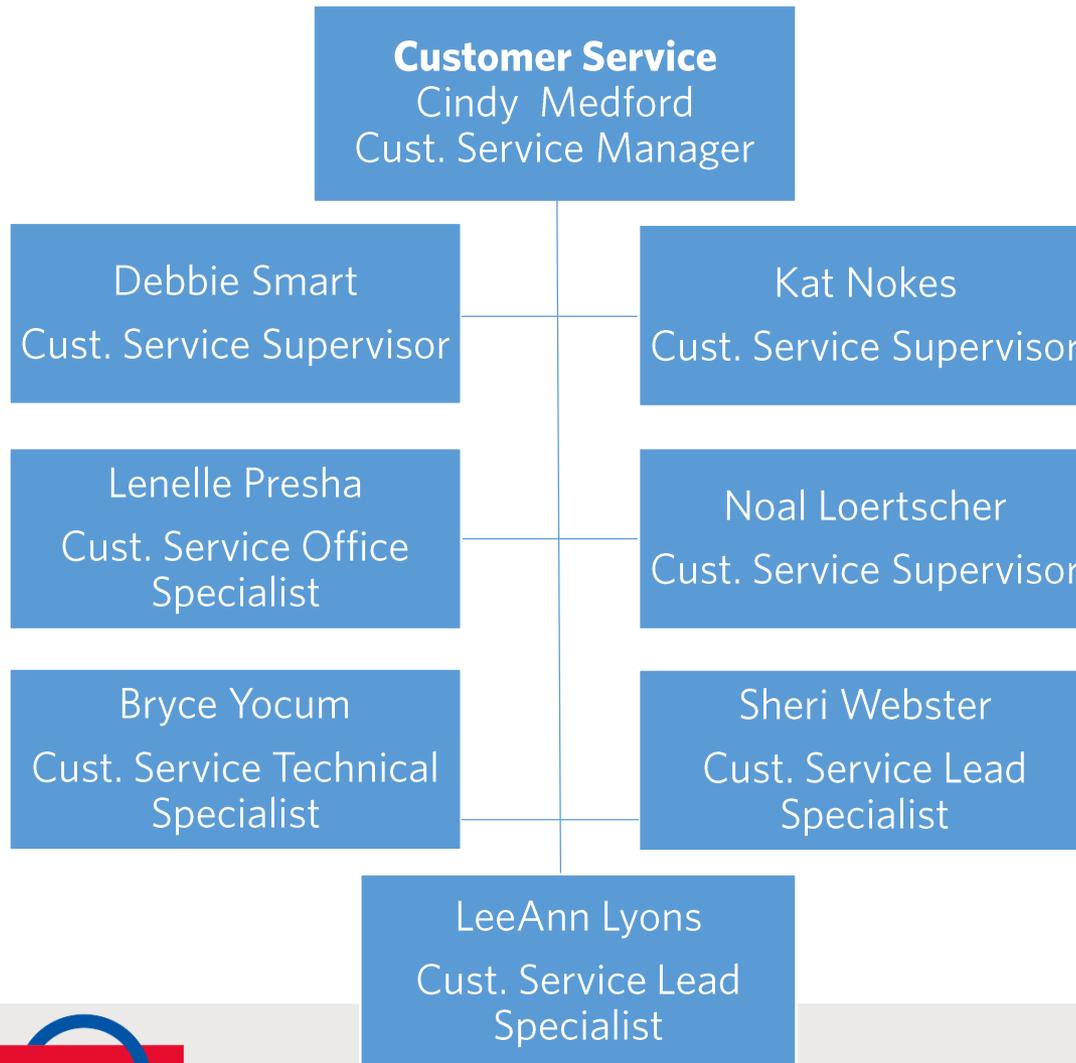
Challenges

- Coordination and Communication with Stakeholders
- Reliability and Durability of Technology to Achieve the Highest Effective Communications



Office of Communications and Marketing

Customer Service



Office of Communications and Marketing

Customer Service

Category	FY 2019 Budget	Proposed FY 2020 Budget	% Change FY 2019 FY 2020
Wages	\$1,834,646	\$1,907,500	3.97%
Fringe	\$976,656	\$1,013,868	3.81%
Other O&M	\$60,555	\$106,296	75.54%
Total Group	\$2,871,857	\$3,027,664	5.43%
FTE	45	48	3



Office of Communications and Marketing

Customer Service

Top Initiatives

- Customer Communication, Detour, and Disruption Subscription Service
- “Full Circle” Customer Response and Feedback Loop Project

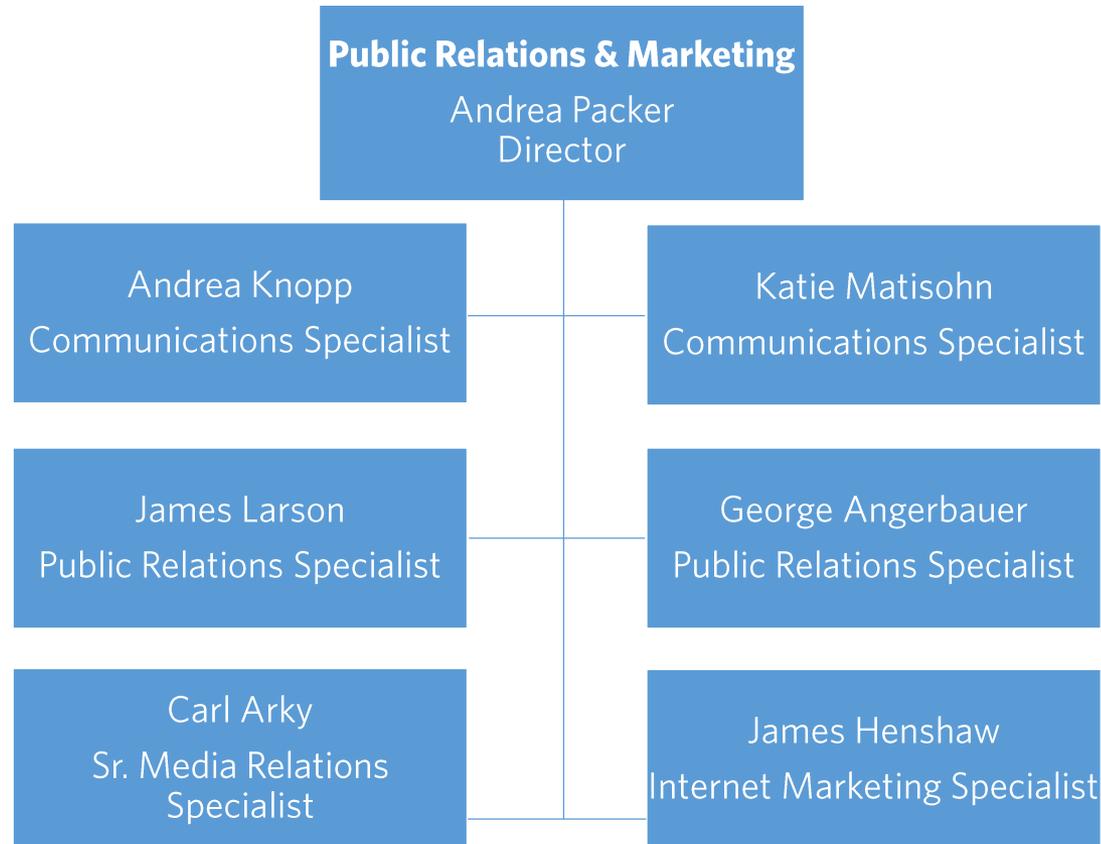
Challenges

- Time Constraints and Deadlines
- Internal Communications



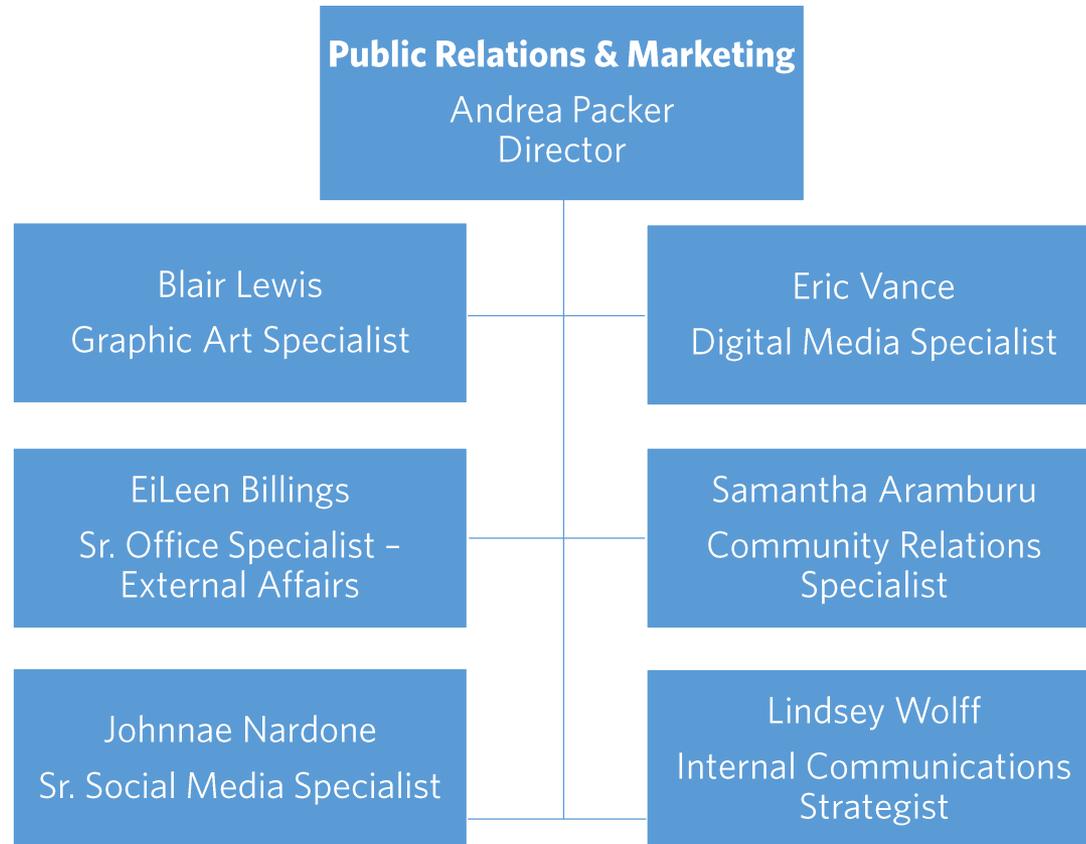
Office of Communications and Marketing

Public Relations and Marketing



Office of Communications and Marketing

Public Relations and Marketing



Office of Communications and Marketing

Public Relations and Marketing

Category	FY 2019 Budget	Proposed FY 2020 Budget	% Change FY 2019 FY 2020
Wages	\$963,816	\$951,228	(1.31%)
Fringe	\$371,208	\$366,360	(1.31%)
Services	\$1,314,650	\$1,434,700	9.13%
Other O&M	\$224,159	\$206,500	(7.88%)
Total Group	\$2,873,833	\$2,958,788	2.96%
FTE	12	12	0



Office of Communications and Marketing

Public Relations and Marketing Department

Top Initiatives

- Community Relations Program
- August Change Day (2020)
- 50th UTA Anniversary
- Branding Campaign – Year II
- State of Good Repair Projects

Challenges

- Prioritization of Campaigns/Activities
- Unplanned Activities or Events
- Better Lead Time on Deliverables



Office of Communications and Marketing

Innovative Mobility Solutions

Innovative Mobility Solutions
Jaron Robertson
Director

Shaina Quinn
Innovative Mobility Solutions
Researcher



Office of Communications and Marketing

Innovative Mobility Solutions

Category	FY 2019 Budget	Proposed FY 2020 Budget	% Change FY 2019 FY 2020
Wages	\$192,708	\$213,312	10.69%
Fringe	\$86,712	\$96,000	10.71%
Services	\$301,480	\$2,729,677	805.43%
Other O&M	\$23,600	\$40,500	71.61%
Total Group	\$604,500	\$3,079,489	409.43%
FTE	2	2	0



Office of Communications and Marketing

Innovative Mobility Solutions

Top Initiatives

- Microtransit Pilot
- Autonomous Vehicle Pilot
- Transit Signal Priority
- Research & Development
 - Microtransit & AV Evaluations
 - Microtransit & Paratransit Studies
 - Mobility as a Service Study
 - Autonomous Vehicles Study

Challenges

- Risk Aversion
- Change Management
- Staff Time and Resources



Questions?



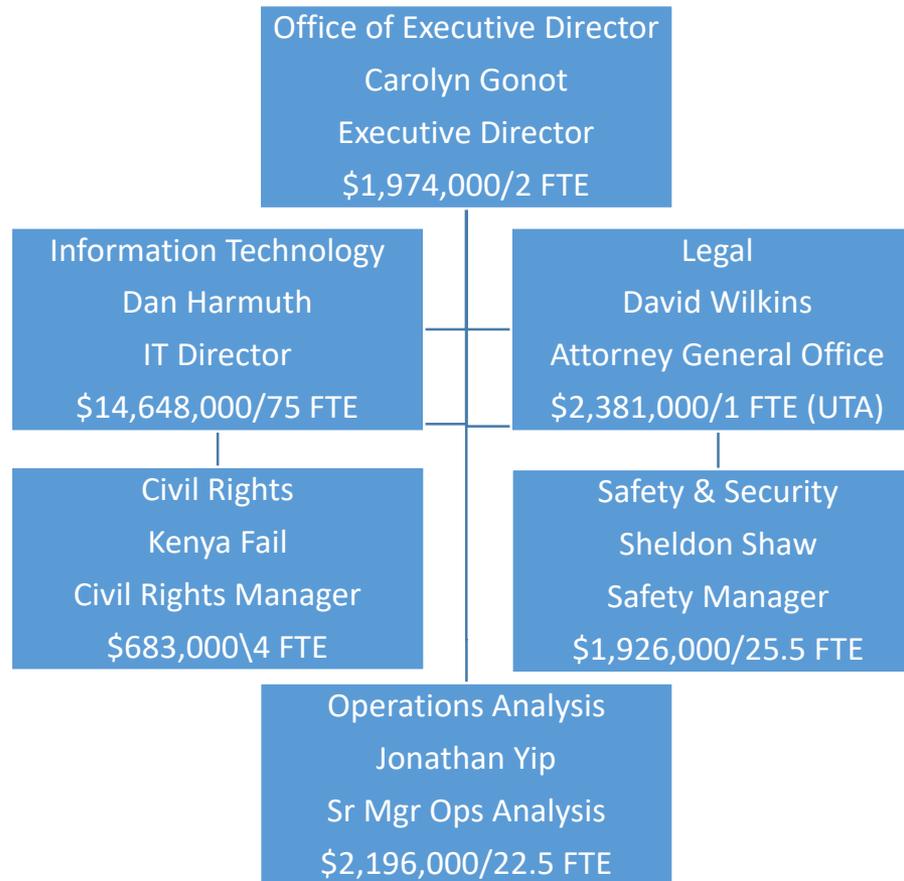
Executive Director 2020 Budget Presentation



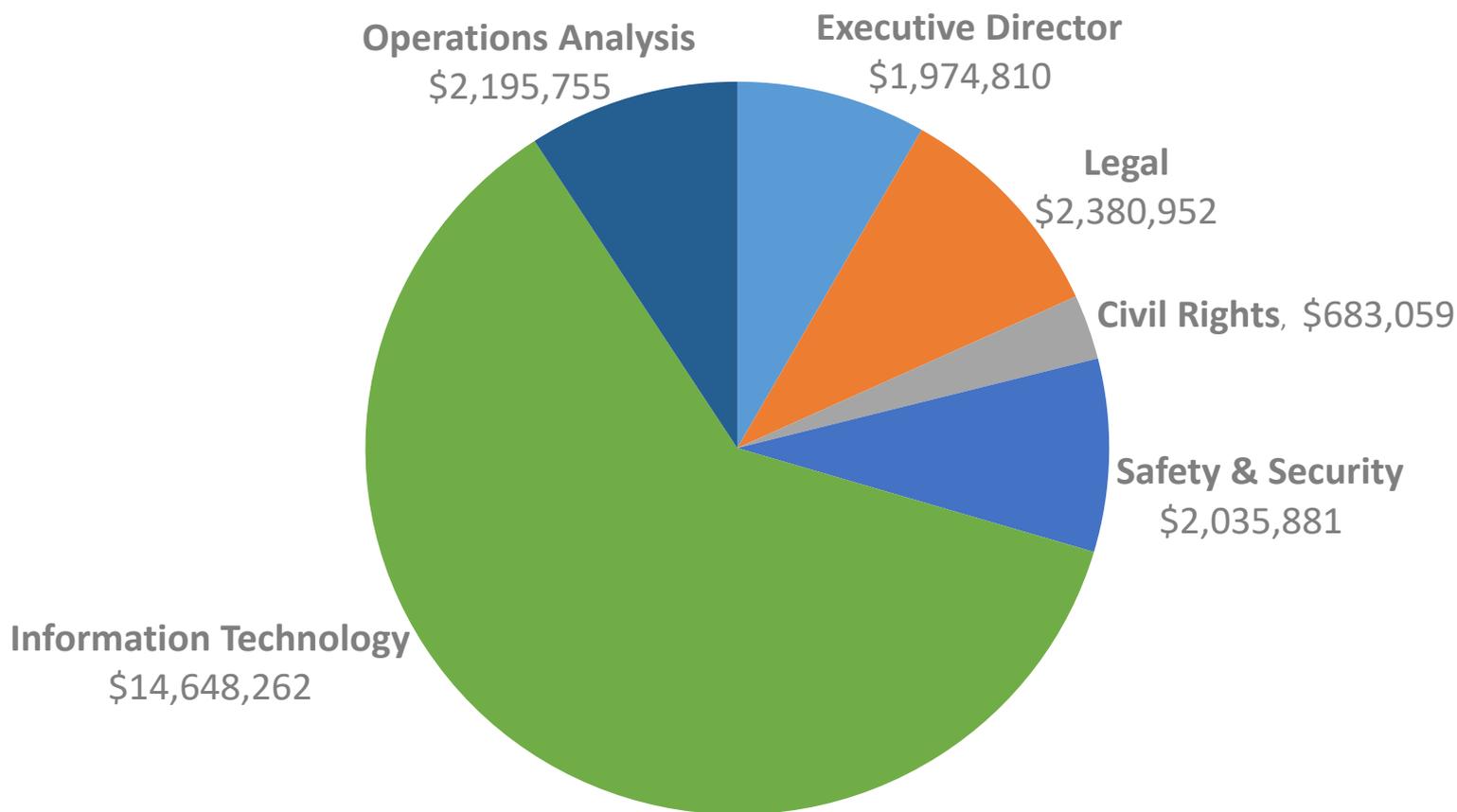
Office of Executive Director

Total Funding \$23,809,000

FTE 129



2020 Executive Director Operating Budget



2020 Executive Director Operating Budget Expenses by Division

	FY 2019 Budget	FY 2020 Budget	Change
Executive Director	\$ 1,516,560	\$ 1,974,810	\$ 458,250
Legal	2,318,740	2,380,952	62,212
Civil Rights	530,510	683,059	152,549
Safety & Security	2,284,541	2,035,881	(248,660)
Information Technology	14,088,733	14,648,262	559,529
Operations Analysis	2,198,606	2,195,755	(2,851)
Total Division	\$ 22,937,690	\$ 23,918,719	\$ 981,029



2020 Executive Director Operating Budget Expenses by Category

	FY 2019 Budget	FY 2020 Budget	% Change
Wages	\$ 10,000,524	\$ 9,777,420	- 2.23%
Fringe	3,998,130	3,993,108	- 0.13%
Services	6,531,747	7,209,118	10.37%
Utilities	585,995	624,578	6.58%
Other O&M	811,294	1,688,495	108.12%
Contingency	1,010,000	626,000	- 38.02%
Total Group	\$ 22,937,690	\$ 23,918,719	\$ 4.28%
FTE	130.00	130.00	



Key Budget Changes

Executive Director

- \$400,000 increase to account for increased employee retirement account expenses.
- \$20,000 increase to account for hosting APTA Board Conference in 2020.

Information Technology

- \$445,000 increase for various UTA departmental requirements.
- \$188,000 increase for two new IT positions.

Civil Rights

- \$118,000 increase due to transfer of Compliance position from Legal.
- \$15,000 increase due to compliance software request.

Safety & Security

- \$248,000 drop in expense due to elimination of Chief Safety & Security position and transfer of other expenses to Chief Service Planning & Development department.



Key Budget Changes

Legal

- Adding 1 on-site attorney.
- Reducing outside counsel services.

Operations Analysis

- No additional funding requested.
- 1 Intern FTE increase to mitigate growing needs for analytics.
- \$7,500 reallocated for hosting 2020 American Bus Benchmarking Group.



Office of Executive Director Information Technology

Top Initiatives

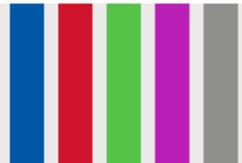
- Research iDen Radio System replacement options
- Select replacement EFC Readers (375 on Platforms & 1,340 in Buses)
- Implement new Time Recording system (Kronos) from TC1
- Complete Windows 7 workstation upgrades & replacements
- Replace External Firewall(s) and related Cyber-Security systems
- Improve Patron WiFi on Frontrunner (SL Central and Lehi to AF)
- Start MDC/CAD/AVL system and hardware replacement



Office of Executive Director Information Technology

Challenges

- Incoming Helpdesk calls, tickets and workstation replacements exceed current staff capacity (result is Users wait longer)
- Single Cisco Telecom System Administrator FTE (Risk)
- Hardware/software at the end of its useful life:
 - iDEN Radio system end-of-life
 - MDC/CAD/AVL system software tools and O/S is outdated
 - EFC Readers are end-of-life and not available in supply chain
- Backlog of requested Development Projects
- Current INFOSEC tasks exceed staff capabilities
- Noted lack of IT oversight and approval for all purchased software.



Office of Executive Director

Civil Rights

Top Initiatives

- Purchase and implement compliance software for civil rights related data collection and reporting
- Promote data driven decisions regarding ADA service requirements
- Completion of EEO Plan for submission to FTA by March 2020
- Ensure compliance with Section 503 voluntary self-identification and reporting requirements by February 2020
- Implementation and management of application of UTA ADA Policy



Office of Executive Director Civil Rights

Challenges

- Limited technical assistance and bandwidth to address compliance related concerns
- Growing needs for agency-wide civil rights technical assistance
- Increased need for automated data analytics to ensure civil rights compliance
- Potential attrition risks with in depth knowledge and experience in civil rights related compliance matters which would be difficult to replace

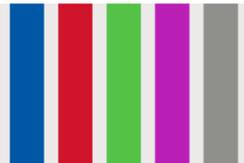


Office of Executive Director

Safety & Security

Top Initiatives

- Continually work toward maintaining and improving our safety first culture
- Have an approved and implemented 49 CFR Part 673 Public Transit Agency Safety Plan (PTASP) FTA
- Have an approved and implemented 49 CFR Part 270 System Safety Program Plan (SSP) FRA
- Safety training improvements to include a new OSHA compliance class and an updated Roadway Worker Protection (RWP) class



Office of Executive Director

Safety & Security

Challenges

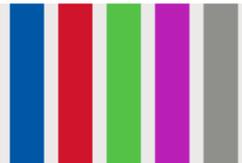
- UTA should consider moving toward a hazard management database system
- UTA should consider implementing a company wide Confidential Close Call Reporting System (C3RS)
- UTA should continue to use Education, Engineering and Enforcement to address the close calls and incidents we see in our system, at our facilities and at our job sites
- UTA should consider implementing an incident database to include using all electronic forms



Office of Executive Director Operations Analysis

Top Initiatives

- Ensure compliance with FTA/State reporting requirements. Improve reporting processes.
- Provide accurate and actionable data for decision making.
- Promote data driven culture across UTA departments.
- Achieve high ROI in technology investment through business analysis and prioritization.
- Improve mission-critical business systems client experience.



Office of Executive Director Operations Analysis

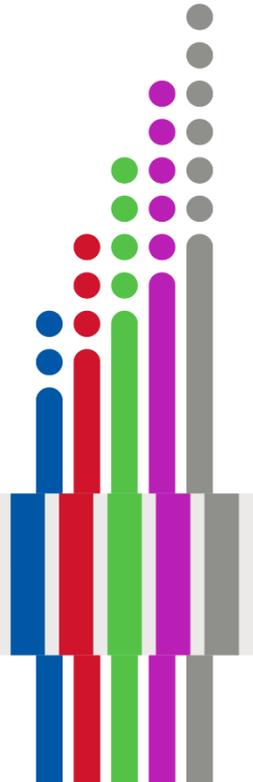
Challenges

- Limited strategic analysis and business intelligence bandwidth.
- Growing state of good repair needs in reports/systems.
- Growing data needs from new UTA initiatives.
- Potential attrition risk with unique knowledge and experience difficult to be replaced.

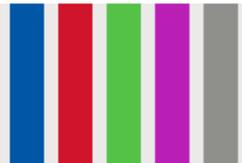
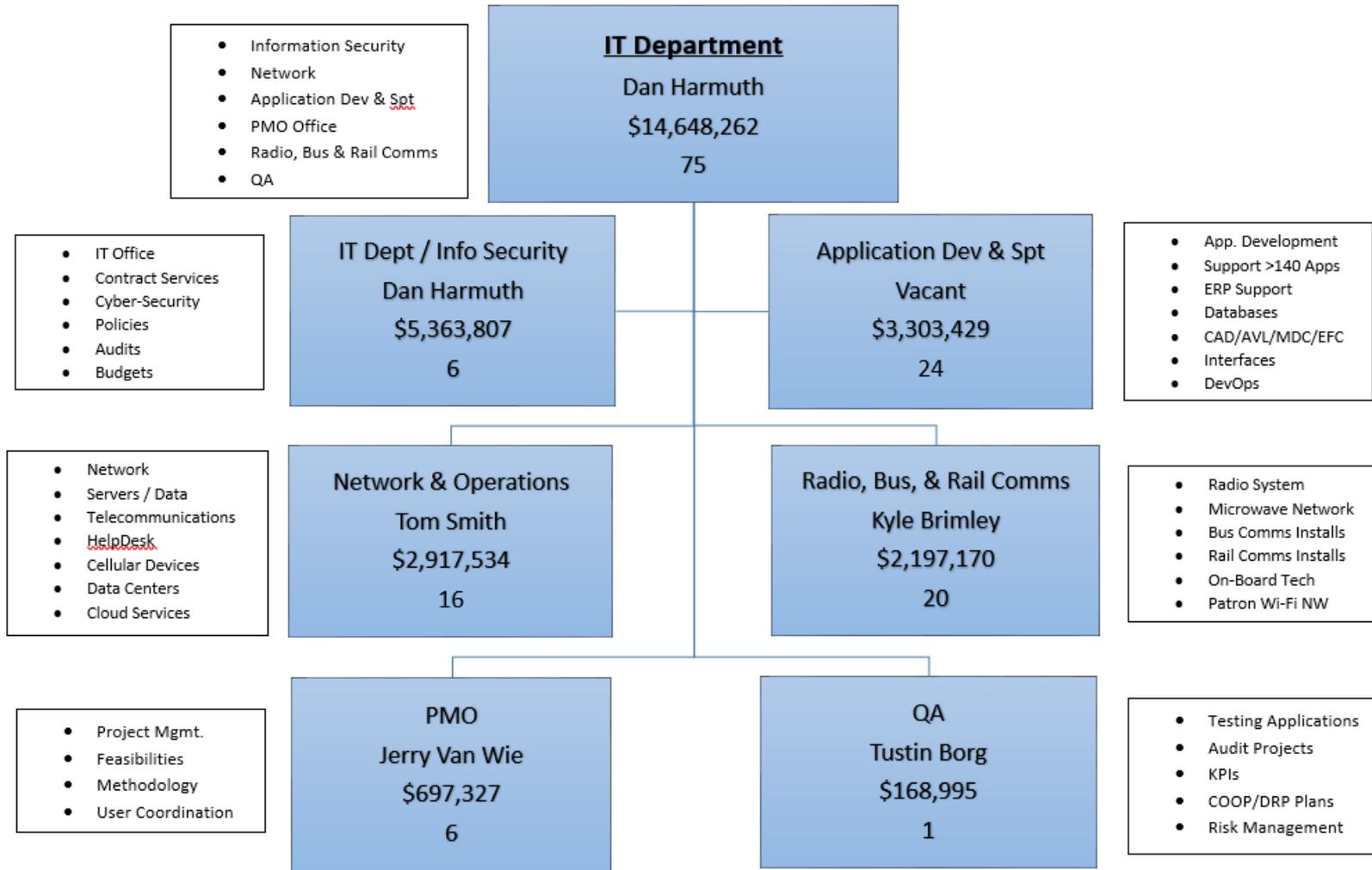




Information Technology 2020 Budget Presentation



Org Chart



IT Budget Summary

Category	2018 Actual	2019 Budget	2020 Budget	% Change FY19 – FY20
Wages	\$4,924,728	\$5,362,404	\$5,473,824	2.1%
Sick, Vacation, Holiday	\$669,188	\$759,864	\$764,316	0.6%
Employee Benefits	2,263,728	\$2,502,744	\$2,575,608	2.9%
Contract Services	\$3,924,670	\$3,876,232	\$4,322,168	11.5%
Other O&M	1,626,452	\$1,587,489	\$1,512,346	-4.7%
Totals	\$13,408,766	\$14,088,733	\$14,648,262	4.0%
FTE	70	73	75	2.7%

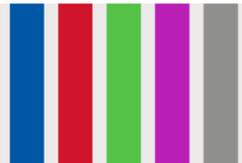
Actual increases were: \$559,529

- \$270,764 (Other BU increases Contracts)
- \$227,962 (Approved Target Increases)
- \$60,803 (Increases in Sick, Vac, Holiday and Employee Benefits)

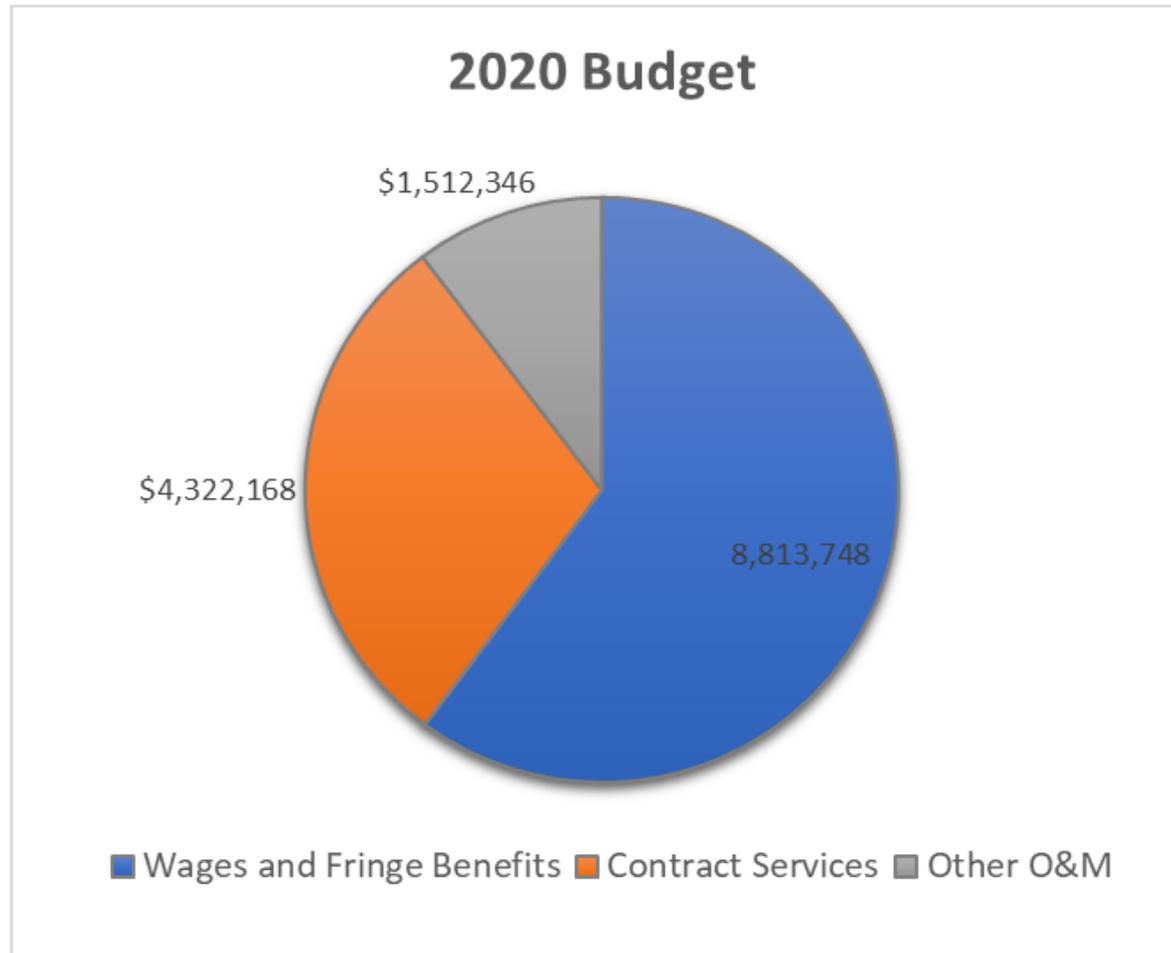


Department Budget Overview

Category	2018 Actual	2019 Budget	2020 Budget	% Change FY19 – FY20
5200 – IT Director	\$4,627,593	\$4,858,443	\$5,363,807	10.4%
5220 - PMO	\$669,704	\$778,315	\$697,327	-10.4%
5230 - Bus Comms	\$1,007,784	\$1,016,544	\$1,010,824	-0.6%
5240 - Apps Support	\$2,051,842	\$2,125,375	\$1,904,553	-10.4%
5242 - App Dev	\$1,176,048	\$1,383,648	\$1,398,876	1.1%
5244 - Network Support	\$2,542,035	\$2,739,043	\$2,917,534	6.5%
5246 - Radio Comms	\$1,011,738	\$1,018,142	\$1,186,346	16.5%
5250 - Quality Assurance	\$322,022	\$169,223	\$168,995	-0.1%
Totals	\$13,408,766	\$14,088,733	\$14,648,262	4.0%
FTE	70	73	75	2.7%



Budget Pie Chart



Key Budget Changes

Target Increases:

a. \$227,962 – Contract services and Cellular costs

Decreases:

a. -\$75,143 – Cuts in Operational Expenses

Increases:

a. Added Helpdesk Tech FTE for \$48,000 (+ fringe)

b. Added Jr. Telecom Admin FTE for \$69,996 (+ fringe)

c. Other BU Contract Services increases: \$270,764



Key Initiatives

1. Research iDen Radio System replacement options
2. Select replacement EFC Readers (375 on Platforms & 1,340 in Buses)
3. Implement new Time Recording system (Kronos) from TC1
4. Complete Windows 7 workstation upgrades & replacements
5. Replace External Firewall(s) and related Cyber-Security systems
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Key Challenges

1. Incoming Helpdesk calls, tickets and workstation replacements exceed current staff capacity (result is Users wait longer)
2. Single Cisco Telecom System Administrator FTE (Risk)
3. Hardware/software at the end of its useful life:
 - a. iDEN Radio system end-of-life
 - b. MDC/CAD/AVL system software tools and O/S is outdated
 - c. EFC Readers are end-of-life and not available in supply chain
4. Backlog of requested Development Projects
5. Current INFOSEC tasks exceed staff capabilities
6. Noted lack of IT oversight and approval for all purchased software



Questions

