Customer Advisory Board Action Items from 2012 Meeting

TRAX: The start date for the running of TRAX light rail cars to and from Salt Lake International Airport will be April 14, 2013. Fares as of 4/1/13 will be $2.50 each way.

There are full details, schedules and ridership instructions on the UTA website: [www.rideuta.com](http://www.rideuta.com)

CITY CREEK: The ability to host group events in the Food Court and The Plaza at City Creek are very limited and generally must take place before opening hours (10 a.m. M-Sat). Food Court can do smaller groups in the morning only The common areas charge for access and generally must be before 10; otherwise smaller groups on a case by case basis. Several of the larger restaurants are available for private parties on a buy-out basis.

CONVENTION CENTER--REPLICATING FOOD TRUCK EPERIENCE w/in CC’s CONCESSION STANDS: This has been an ongoing project for several conventions and also with Utah Foods. Utah Foods has been asked from time to time, to create a “food truck experience” for a number of groups within the Salt Palace. This has been done on specific occasions with some success. A mobile kitchen has been brought on-site for these catering events. UFS does not operate any traditional food trucks. When food trucks are invited to stage on the outside perimeters of the Salt Palace, Utah Foods does not control or regulate them. They are independent contractors who compete directly with UFS concessions. UFS does realize that when the request is made by a specific convention, the team at VSL will extend the invitation and coordinate the staging of said trucks. The trucks themselves cannot really be any closer on site due to the exclusive catering agreement between UFS and SPCC, and in addition, there are fuel and fire code implications for vehicles actually situated inside the convention center.

ENVIRONMENTAL SUSTAINABILITY: Below is a document which highlights current green practices/policies in place at Visit Salt Lake and the Salt Palace Convention Center.

**VISIT SALT LAKE GREEN MEETING STANDARDS & PRACTICES**

**Making sound environmental choices is not only the responsible thing to do, it’s the right thing to do. The staff of Visit Salt Lake is committed to identifying and promoting ways to minimize the impact of meetings and events on the environment. We invite clients and attendees to join us by minimizing the use of materials and natural resources that adversely impact the environment.**

**Visit Salt Lake is committed to minimizing the impact of meetings and events on the environment by encouraging meeting planners to choose environmentally responsible programs, products and services for use in conducting their business activities in Salt Lake.**

**Visit Salt Lake and its partners, the Salt Palace Convention Center, South Towne Expo Center and Utah Food Services, are committed to an environmentally sustainable approach to hosting meetings and conventions. Our sustainable initiatives focus on the areas of Waste Reduction, Recycling and Diversion, Energy Efficiency, Water Quality and Consumption, Air Quality, Carbon Offsets and Community Outreach.**

**WASTE MANAGEMENT: REDUCTION & DIVERSION**

**Salt Palace and Utah Food Services use a contracted disposal company to provide a single stream recycling program for aluminum, paper, cardboard and plastic from both building and client sources. Pallets are collected by a pallet-recycling contractor.**

**Mixed recyclables are collected daily in clearly marked bins throughout the center.**

**Utah Food Services collects and recycles cooking oil.**

**Utah Food Services uses 100% biodegradable Greenware plastic cups, plates, napkins and cutlery made from plants.**

**Utah Food Services has developed a system to compost all fruit, vegetable and floral waste.**

**ENERGY EFFICIENCY**

**Salt Palace features the largest rooftop solar installation in the nation. A new white roof and insulation have increased R factor efficiency and decreased energy costs. The nearly 1.65 Megawatt system includes 6006 solar panels, covering nearly 200,000 square feet.**

**During move in/move out hours, lighting levels are reduced to 50%, Heating and/or AC not provided.**

**Concourse lighting/heating/cooling scheduled according to building use.**

**Stand-alone cooling system installed in Security Office so main chillers are not in use when the building is not occupied.**

**Energy-efficient dishwashers in the kitchen have reduced water use by 30% since installation.**

**All facility light fixtures have been retrofitted with energy-efficient fluorescent lighting, saving from 40 to 60% in lighting costs.**

**WATER CONSERVATION**

**Low flow, automatic sinks and toilets in majority of restrooms; waterless urinals in one third of the building.**

**Water-efficient landscaping reduces water usage by 50%.**

**Speaker water provided in carafes with glasses instead of bottles.**

**Caterer offers five-gallon water containers or coolers instead of plastic bottles.**

**Dishwashing machines with low-level water arms cut water usage by 30%.**

**AIR QUALITY**

**Visit Salt Lake provides staff use of a fleet of bicycles for downtown transportation and has been recognized as a Silver Level Bicycle Friendly Business by the League of American Bicyclists. Other Silver Award recipients include Apple, Burton Snowboards and the Sierra Club.**

**Areas of focus include anti-idling policy and enforcement, alternative transportation options, fleet vehicle management and alternative fuel vehicles in fleets.**

**Employees receive paid incentive to use public transit.**

**Downtown Salt Lake is walkable and features free light rail transit in the convention district.**

**In Spring 2013, Salt Lake will unveil its Bike Share program.**

**Visit Salt Lake, in partnership with Tree Utah, offers a carbon offset program to visitors and staff, whereby the carbon emitted in travel can be converted into the planting of seedling trees.**

**COMMUNITY**

**Visit Salt Lake has been recognized by Salt Lake County as an E2 Certified Business since 2009.**

**Visit Salt Lake leadership team has appointed a staff member as the sustainability coordinator to ensure that we maintain high standards of environmental stewardship.**

**All paper products used by Visit Salt Lake are printed on recycled paper.**

**Visit Salt Lake works with clients to assist in the distribution and donation of leftover convention items, surplus furniture, building material and electrical equipment to local schools and social service organizations.**

**The Salt Palace Convention Center was awarded LEED Silver Certification for an extensive renovation of the building.**

**Utah Food Services follows local food-buying practices and uses organic food sources when appropriate.**

**Utah Food Services distributes leftover food to The Road Home homeless shelter, the Salt Lake Mission and the Utah Food Bank.**

**At least 50% of cleaning chemicals used in Salt Palace are green seal certified. Utah Food Services uses 100% non-caustic, citrus based cleaners.**