



Amended Agenda  
**High Valley Transit District**  
**Thursday, August 17, 2023, 1 PM**

NOTICE is hereby given that the Board of Trustees will meet on Thursday, August 17, 2023 electronically, via Zoom and at the anchor location at the Sheldon Richins Building, 1885 W. Ute Blvd., Park City, UT 84098, in room 133

Public comment may also be submitted until 12 PM on Thursday, August 17, 2023 via email at [hi@highvalleytransit.org](mailto:hi@highvalleytransit.org).

To participate electronically: <https://summitcountyut.zoom.us/j/94259136187>

Or, to listen by phone, dial 1-301-715-8592

Meeting ID: 942 5913 6187

This meeting may be recorded

Public Meeting

- 1) Pledge of Allegiance
- 2) Public Comment – all comments will be limited to three minutes per person

Closed Session Personnel, Litigation

Work Session

- 3) Ridership and performance
- 4) Transit facility
- 5) Vehicle and charging update
- 6) 2024 Budget planning timeline
- 7) Other business

### Consideration of Approval

- 8) Approval of minutes dated June 29, 2023
- 9) Discussion and possible approval of a purchase order for \$366,807 for three 2023 StarCraft Allstar buses
- 10) Board comments
- 11) Staff comments

Members of the Board, presenters, and members of the public may attend and fully participate by electronic means, using Zoom (phone or video).

**Non-Discrimination Notice** The High Valley Transit District's policy is that no person, regardless of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be subject to any discrimination under any program, activity, or services under Section 601 of Title VI of the Civil Rights Act, as amended. To view a copy of our Title VI Policy and Complaint Procedure, please contact us at (435) 336-3113.

If you require this or any information in an alternative format, please contact us at (435) 336-3113.

**From:** [Ryan McTish](#)  
**To:** [Caroline Rodriguez](#)  
**Subject:** HVT 107 route  
**Date:** Thursday, August 3, 2023 2:14:11 PM

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Caroline,

I hope this email finds you well.

I wish to make a recommendation to the HVT BOT but am unable to attend the next meeting on 8/17. Could you please pass my comments on to the BOT?

I am so disappointed that bus service between Summit County and SLC continues to be reduced. I understand this reduction is a result of changes made by UTA and that HVT has done its best to commit resources to patch together service between these 2 locations. With the 902 bus being fully discontinued at this point, I feel that the temporary patch by HVT needs to be further expanded. I would like to recommend that additional trips be added between Summit County and SLC. I am a Summit County resident that had utilized the 902 bus for the past 6-7 years until significant changes were made this past winter. HVT was unable to provide enough trips between Summit County and SLC for me to continue to use this bus service so I am commuting in a single occupancy vehicle like so many others that travel both ways between Summit County and SLC. I want so badly to utilize this bus service again so please consider expansion of the 107 bus schedule to meet the number of trips and times that the 902 UTA bus was providing prior to changes this past winter. Specifically, there needs to be more trips in the mornings between Summit County and SLC. I feel that this is even more imperative with the loss of the 902 bus and the upcoming ski season. Please plan now so that expansion can be provided for the always busy ski season. I feel that expansion of the Summit County-SLC service could capture the route that the greatest number of commuters to Summit County are currently using.

In looking at all the bus services provided by HVT, I am confused that there are more daily trips between Park City-Heber and Park City-Francis than Park City-SLC. I suspect the majority of traffic in Summit county is a result of commuters to and from SLC. Please consider approving funding for more PC-SLC trips to at least match what is being done for smaller transportation hubs such as Heber and Kamas/Francis?

Thank you for your time and consideration and your service to Summit County.

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Ryan McTish

## STAFF REPORT



Date: 08/17/2023  
To: High Valley Transit District Board of Trustees  
From: Ian Hooper, Data & Performance Analyst  
Subject: Ridership & Performance Update

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### **Requested Board Action**

None, this is an informational document for board use.

### **Micro**

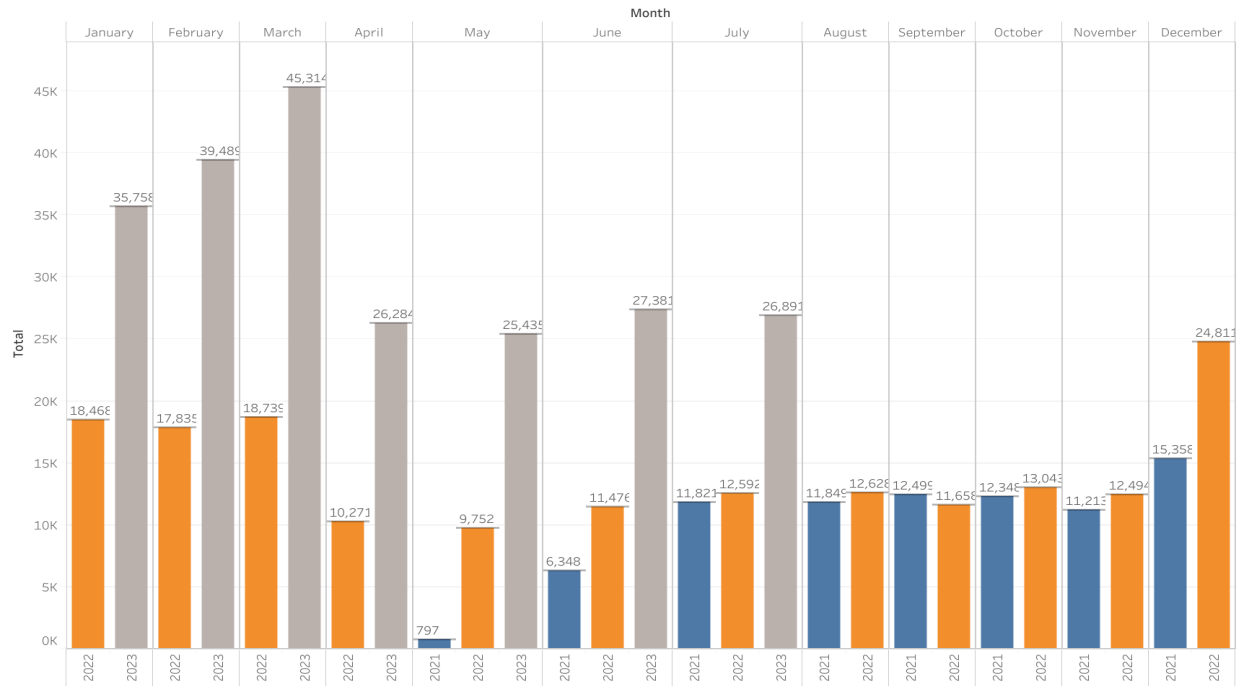
Through July 2023, Micro served **26,891 passengers**, compared to 27,381 in June, and 25,435 in May. Utilization held an average of **2.0 passengers/driver hour**, staying consistent with June, and improving from 1.7 in May. The seat unavailable rate was 6.8%, up from 3.7% in June and 2.8% in May. Average ETA was **18.1 minutes**, compared to 12 minutes in May and June.

<b>Category</b>	<b>Metrics</b>	<b>June</b>	<b>July</b>
<b>Overall</b>	Total Passengers	27,381	26,891
	Met Demand Rate	96.3%	93.2%
	Net Driver Hours	14,009	13,147
	Avg. Utilization (#riders/driver hr.)	2.0	2.0
	Avg. Aggregation	42.6%	40.6%
<b>Rider Experience</b>	Avg. Seat Unavailable Rate	3.7%	6.8%
	Avg. Ride Duration	11.1 minutes	10.9 minutes
	Avg. Ride Distance	4.3 miles	4.1 miles
	Avg. Pickup Walk Distance	61.3 meters	59.1 meters
	Average ETA	12.1 minutes	18.1 minutes

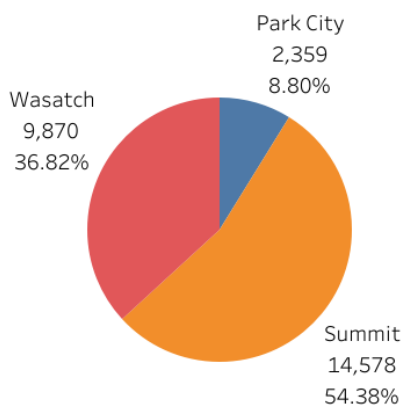
<b>Rider Engagement</b>	Average Ride Rating (/5)	4.8	4.8
	Active Riders	2,630	2,722
	Avg. Rides/Active Rider	10.4	9.8
	New Riders	691	725

The graph below shows a comparison of Micro passenger counts through all years of service as of July 31st. Ridership has stayed at a consistent level throughout the Summer months.

All Micro Zones, by Month



Zone Pie Chart



This pie chart shows a comparison in ridership between each zone.

## **Fixed Route**

The following table lists the passenger count for each of our fixed route lines. Passenger totals for June, July, and all of 2023 are shown.

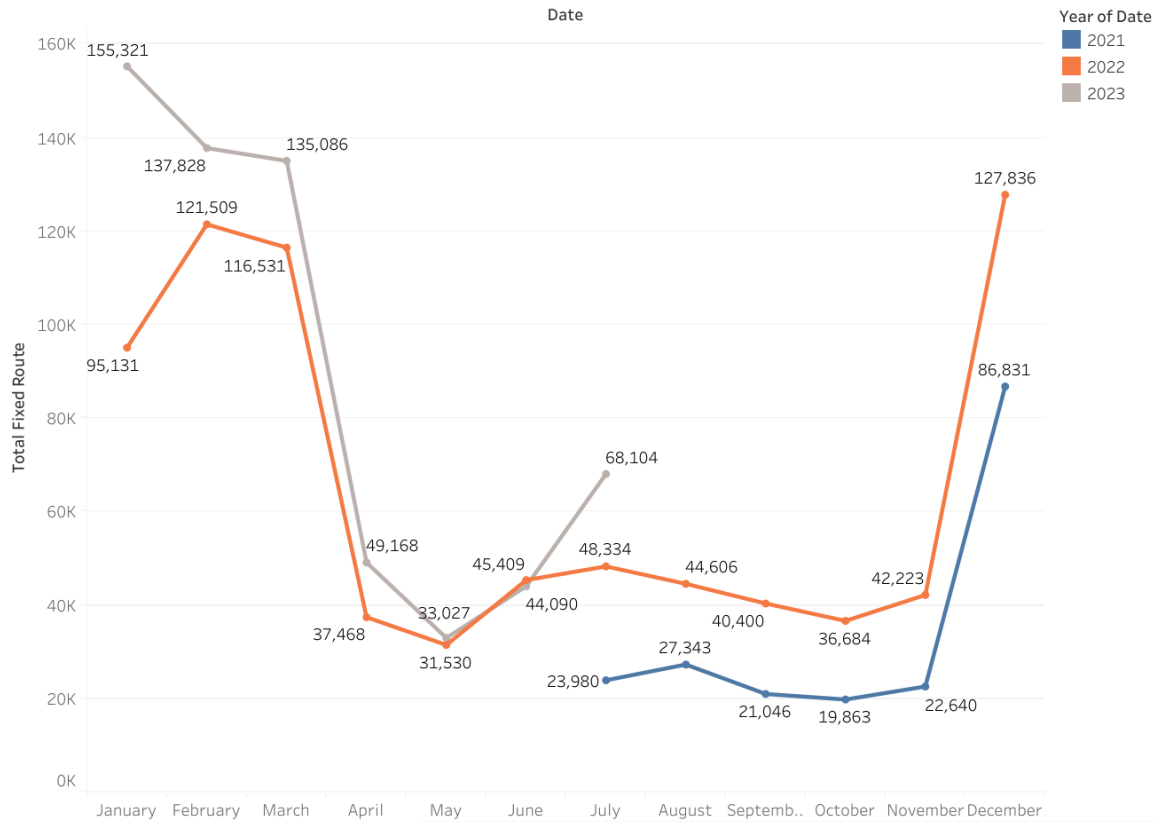
July saw a significant increase in ridership for our fixed routes. A year-to-year comparison with 2022 shows a growth of nearly 20,000 passengers.

Route	June	July	YTD Ridership
101 Spiro	25,377	45,194 (1,458/day)	428,984
102 Gateway	1,060	1,151 (37/day)	9,490
103 Kimball Junction	2,269	2,571 (83/day)	31,160
104 Bitner	7,723	9,059 (292/day)	64,681
105 Canyons Village	6,159	8,093 (261/day)	66,479
106 Wasatch	1,505	2,036 (66/day)	21,830
107 PC-SLC	1,932	-	18,795
<b>Total*</b>	<b>45,409</b>	<b>68,104</b>	<b>622,624</b>

\*Totals do not include route 107

The following graph shows a yearly comparison of passenger count for all fixed routes, since the inception of HVT, with the exception of the 107.

## Total Fixed Route Growth Comparison



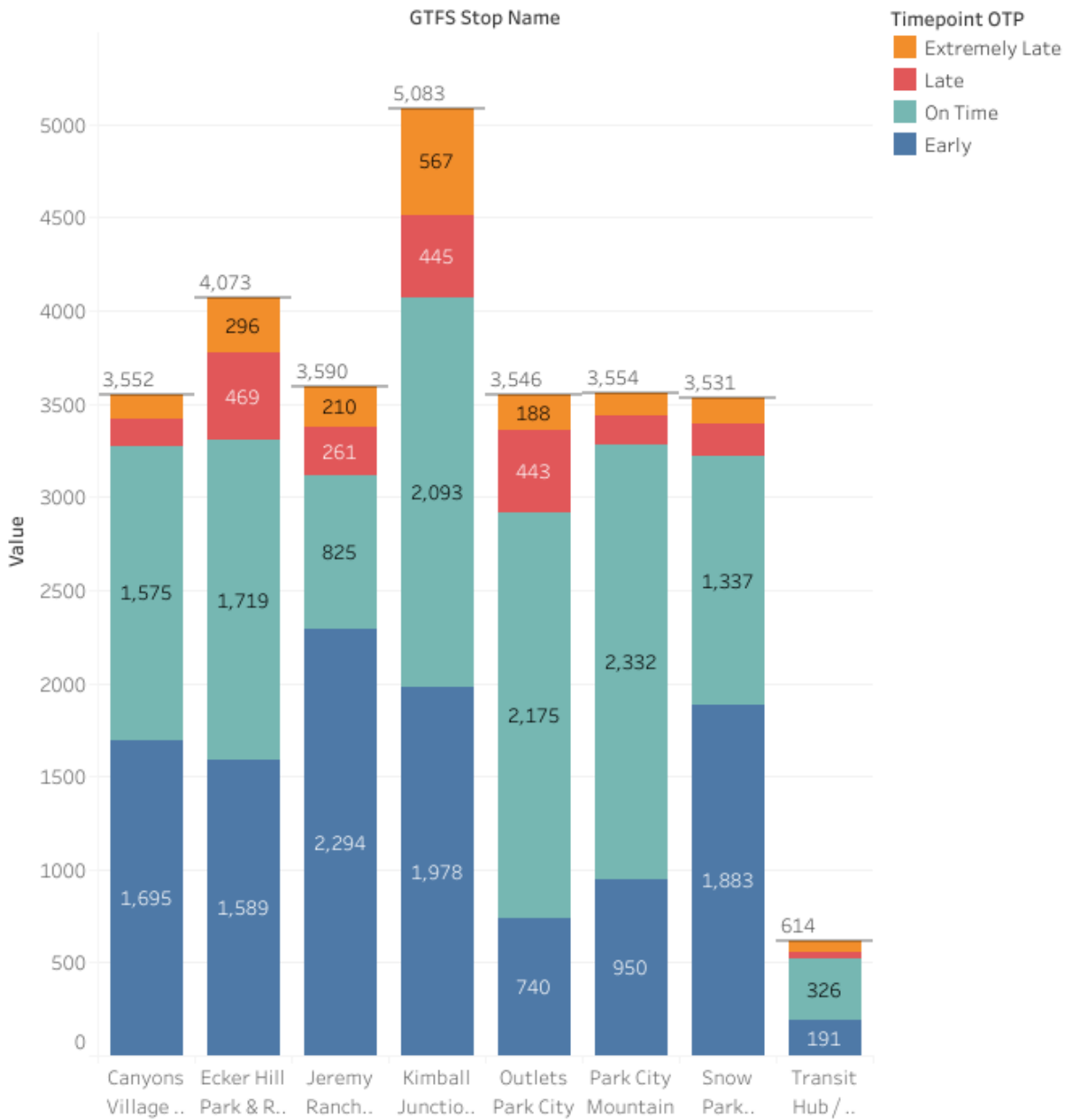
### **On-Time Performance (OTP)**

The graphs below show On-Time Performance for HVT’s fixed route service broken down by the most popular stops.

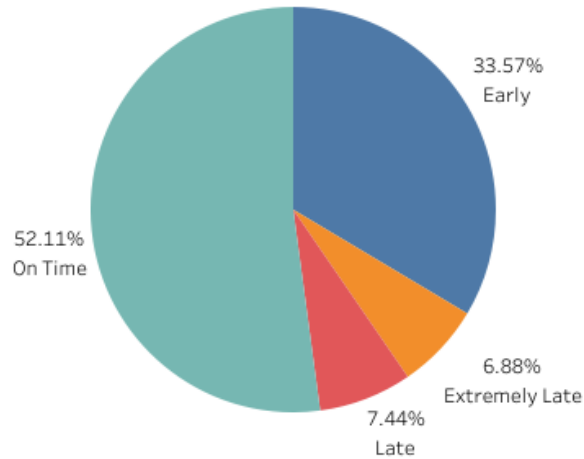
On-Time Performance measures the difference between actual and expected arrival times. An OTP is classified as Late whenever a line is delayed >5 minutes past expected arrival, or Extremely Late when a line is delayed >10 minutes.

A total of 85.7% of all fixed route rides arrived early or on time in the month of July - a decrease from 90.4% in June.

# OTP by Stop



## OTP Comparison

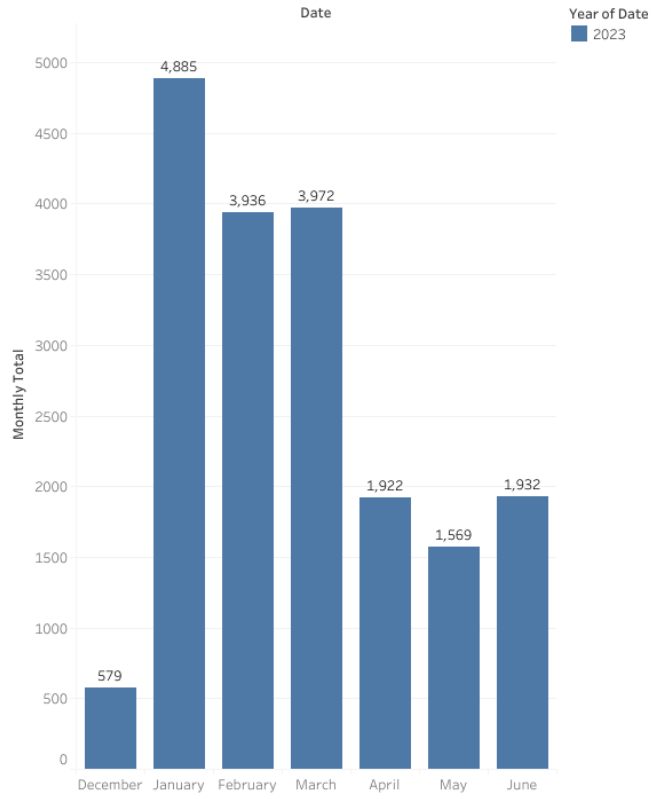


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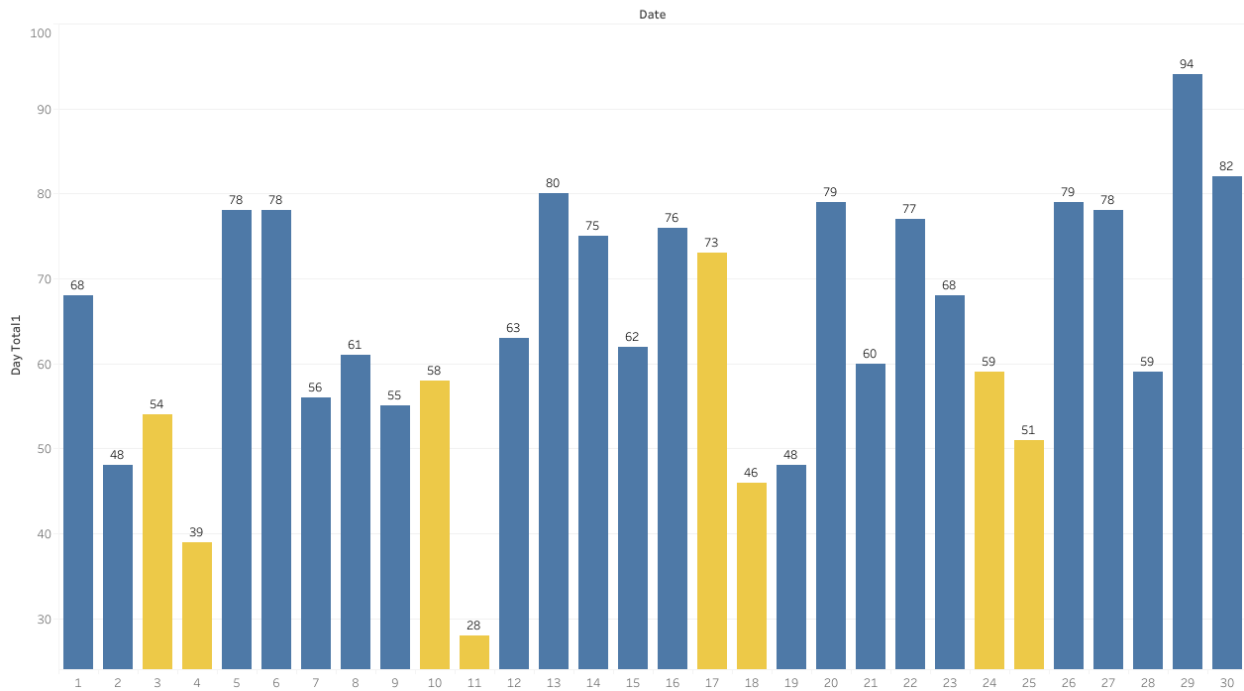
### **Additional Notes: 107 Route**

Below are a few graphs to provide more detail on the performance and passenger count of the 107 route. The first graph shows passenger count by month, since its inception, and the second graph shows passenger count by day for June, with the bars colored differently to reflect weekdays and weekends. Note that July data has not been fully accounted for yet.

### 107 Passenger Counts, Monthly



### June Daily Totals, 107



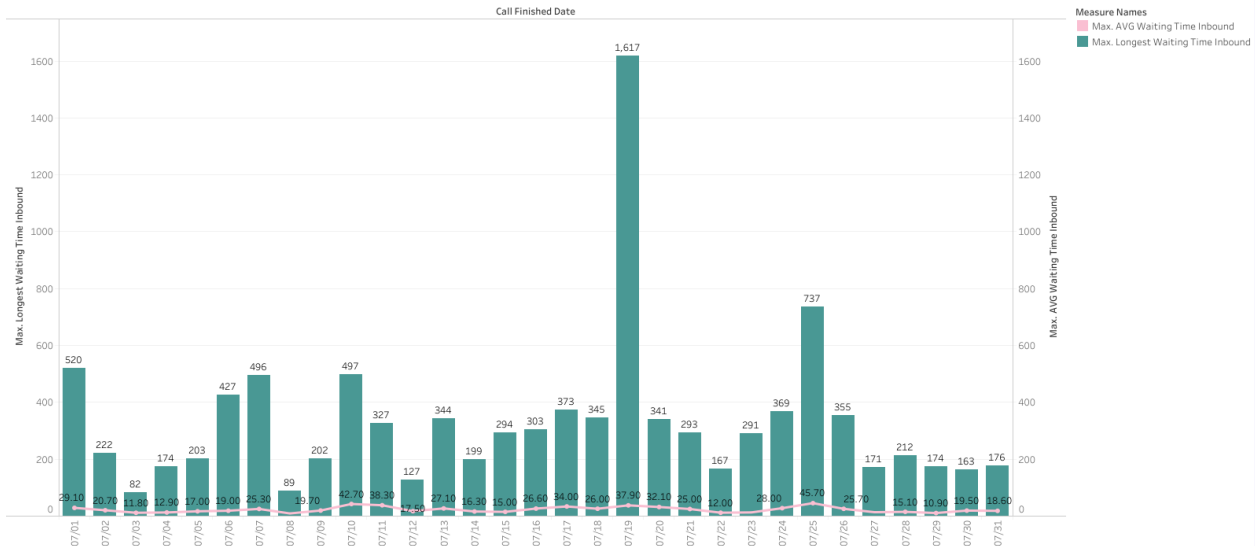
# Customer Service

## Call Wait Times

Each week, we receive a weekly report regarding calls to the main HVT line, (435) 246-1538, which is the number displayed on the app and website. The chart below shows a breakdown of all calls in July. The main line is inclusive of all other services as well as inbound calls from drivers and all Spanish calls.

In July, we received 4,228 total inbound calls. 131 of these calls were missed, for an average of 4.2 missed calls per day. Our average wait time was 23 seconds. The Paratransit Service Order<sup>1</sup> sets a goal of 1 minute or less for the average waiting time, which was met in July. Below is a graph showing daily maximum and average wait times.

Longest vs. Average Waiting Time (in seconds)



## Rider Feedback

Riders and residents can provide feedback to HVT in a variety of ways. The feedback listed below is not exhaustive of all feedback received through all channels; only feedback recorded in a reporting sheet is presented. Ideally, we would capture all feedback, but currently feedback channels differ in their percentage of feedback logged. For clarity, possible feedback channels and how they result in tracked feedback is listed below.

### Structured Feedback Channels

- Calling the main line (435) 246-1538 or Valley Ride line (435) 710-4009
- Emailing [hi@highvalleytransit.org](mailto:hi@highvalleytransit.org)
- Filling out the feedback form at [highvalleytransit.org/feedback](https://highvalleytransit.org/feedback)

<sup>1</sup> The TAAS Service Order for ADA Complementary Paratransit is available at <https://highvalleytransit.org/wp-content/uploads/2021/05/2021-05-27-Amended-Agenda-and-staff-reports.pdf>; the performance standards referenced are on page 54 of the Staff Report.

### Unstructured Feedback Channels

- Emailing Caroline, members of the HVT Board of Trustees, or other HVT staff's work email(s)
- Verbal feedback to a driver or driver partner
- Feedback given at Board meetings or individually to staff/Board
- Feedback posted on public Facebook groups or other social media channels

We logged 1 piece of rider feedback in June. This piece of feedback was from a Valley Ride user, who called to book transit and made positive remarks about HVT, rating us very highly in a survey that was sent to them. July saw two pieces of feedback, both concerned with ride availability. These complaints were responded to and resolved

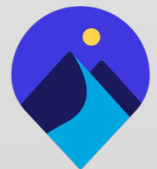


# High Valley Transit

Monthly Data Report: June & July 2023

# Micro Overview

Rider Experience, KPI's, Rides by Zone, Ridership Metrics



**High Valley**  
TRANSIT



# High Valley Transit

## Micro Overview Reporting, June 2023

482,552 Rides Since Inception

226,552 Rides in 2023

66,693 Total App Accounts

### Rider Experience

Ride Rating (out of 5)

Average: **4.8** | Past month: **4.8** | WoW Change: 0

Ride Distance

**4.3 miles** | Past month: **4.3 miles** | WoW: 0

Pickup Walk Distance

**61.3 meters** | Past month: **59.9 meters** | WoW: +1.4

Time from request to scheduled pickup (ETP<sup>1</sup>)

**12.1 minutes** | Past month: **12.3 minutes** | WoW: -0.2

### Overview

**27,381** Passengers (avg. 913/day)

Last month: 25,435

**691** New Riders

Last month: 644

**2.0** Utilization Avg.

Last month: 1.7

**42.6%** Aggregation<sup>2</sup>

Last month: 39.6%

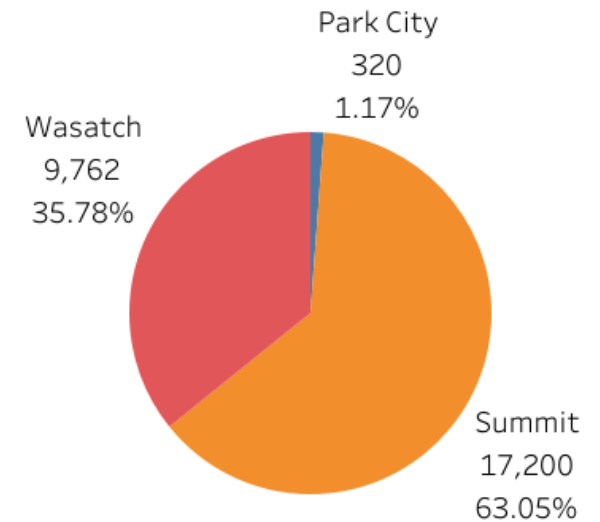
**96.3%** Met Demand<sup>3</sup>

Last month: 97.2%

**14,009** Net Driver Hours

Last month: 14,716

### Rides by Zone



### Week-by-Week KPI's, June

Date	Riders	Driver Hours	Seat Unavailable Rate	Aggregation	Avg. ETP	ETP > 15 min	ETP > 20 min
6/1-6/7	6,479	3,406	2.6%	43.6%	11.6	5%	0%
6/8-6/14	6,006	3,282	4.8%	41.5%	12.7	18%	0%
6/15-6/21	6,246	3,256	3.8%	41.6%	12.3	5%	5%
6/22-6/28	6,687	3,149	3.1%	42.9%	11.5	14%	0%
6/29-7/5	6,310	3,075	6.9%	44.5%	11.2	33%	5%

(1) ETP = Estimated time to pickup. (2) Aggregation = % of shared rides. (3) Met Demand = % of valid ride requests provided a proposal; a rate of 100 percent indicates 0 percent seat unavailable rate. (4) Peak Avg. Hourly ETP is the hour that had the highest average ETP for that day



# High Valley Transit

## Micro Overview Reporting, July 2023

482,552 Rides Since Inception

226,552 Rides in 2023

66,693 Total App Accounts

### Rider Experience

Ride Rating (out of 5)

Average: **4.8** | Past month: **4.8** | WoW Change: 0

Ride Distance

**4.1 miles** | Past month: **4.3 miles** | WoW: -0.2

Pickup Walk Distance

**59.1 meters** | Past month: **61.3 meters** | WoW: -2.2

Time from request to scheduled pickup (ETP<sup>1</sup>)

**18.1 minutes** | Past month: **12.1 minutes** | WoW: +6.0

### Overview

**26,891** Passengers (avg. 867/day)

**725** New Riders

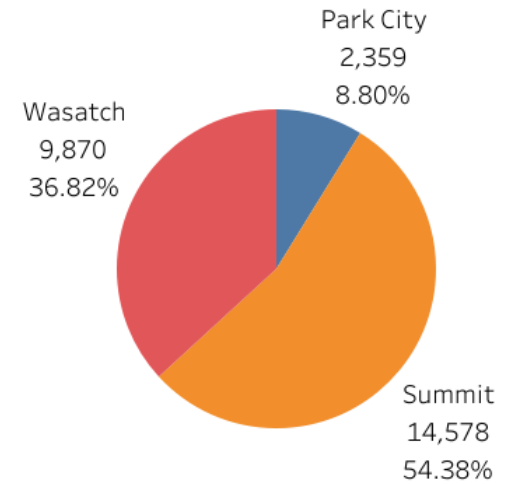
**2.0** Utilization Avg.

**40.6%** Aggregation<sup>2</sup>

**93.2%** Met Demand<sup>3</sup>

**13,147** Net Driver Hours

### Rides by Zone



### Week-by-Week KPI's, July

Date	Riders	Driver Hours	Seat Unavailable Rate	Aggregation	Avg. ETP	ETP > 15 min	ETP > 20 min
7/1-7/7	6,270	3,018	6.8%	44.2%	15.6	57%	10%
7/8-7/14	6,001	3,014	7.0%	40.5%	18.7	75%	40%
7/15-7/21	5,907	2,970	7.9%	39.5%	20.8	81%	57%
7/22-7/28	6,065	2,916	6.6%	38.8%	18.1	85%	35%
7/29-8/4	6,138	2,876	6.5%	39.2%	19.5	80%	50%

(1) ETP = Estimated time to pickup. (2) Aggregation = % of shared rides. (3) Met Demand = % of valid ride requests provided a proposal; a rate of 100 percent indicates 0 percent seat unavailable rate. (4) Peak Avg. Hourly ETP is the hour that had the highest average ETP for that day



# High Valley Transit

## Monthly Summit Micro Reporting: June 2023

334,316 Rides Since Inception

141,097 Rides in 2023

### Rider Experience

Ride Rating (out of 5)

**4.8** Average: | Past month: **4.8** | WoW Change: 0

Ride Distance

**4.9 miles** | Past month: **4.9 miles** | WoW: 0

Pickup Walk Distance

**70.8 meters** | Past month: **70.6 meters** | WoW: +0.2

Time from request to scheduled pickup (ETP<sup>1</sup>)

**10.3 minutes** | Past month: **9.5 minutes** | WoW: +0.8

### Monthly Overview

**17,200** Passengers (avg. 573/day)

Last month: 14,764

**2.8** Utilization Avg.

Last month: 2.2

**42.6%** Aggregation<sup>2</sup>

Last month: 37.8%

**97.7%** Met Demand<sup>3</sup>

Last month: 98.9%

**6,166** Net Driver Hours

Last month: 6,659

Week-by-Week KPIs, June

Date	Riders	Driver Hours	Seat Unavailable	Aggregation	Avg. ETP	ETP > 15 min	ETP > 20 min
6/1-6/7	4,054	1,508	1.5%	42.8%	9.7	0%	0%
6/8-6/14	3,786	1,429	3.8%	41.3%	11.6	9%	0%
6/15-6/21	3,942	1,383	1.7%	42.6%	10.2	5%	0%
6/22-6/28	4,176	1,439	2.0%	41.9%	10.1	0%	0%
6/29-7/5	3,784	1,136	3.6%	43.4%	13.6	29%	5%

(1) ETP = Estimated time to pickup. (2) Aggregation = % of shared rides. (3) Met Demand = % of valid ride requests provided a proposal; a rate of 100 percent indicates 0 percent seat unavailable rate. (4) Peak Avg. Hourly ETP is the hour that had the highest average ETP for that day



# High Valley Transit

## Monthly Summit Micro Reporting: July 2023

334,316 Rides Since Inception

141,097 Rides in 2023

### Rider Experience

*Ride Rating (out of 5)*

**4.8** Average: | Past month: **4.8** | WoW Change: 0

*Ride Distance*

**4.7 miles** | Past month: **4.9 miles** | WoW: -0.2

*Pickup Walk Distance*

**68.7 meters** | Past month: **70.8 meters** | WoW: -2.1

*Time from request to scheduled pickup (ETP<sup>1</sup>)*

**20.5 minutes** | Past month: **10.3 minutes** | WoW: +10.2

### Monthly Overview

**14,578** Passengers (avg. 470/day)

**2.0** Utilization Avg.

**40.3%** Aggregation<sup>2</sup>

**92.9%** Met Demand<sup>3</sup>

### Week-by-Week KPIs, July

Date	Riders	Driver Hours	Seat Unavailable	Aggregation	Avg. ETP	ETP > 15 min	ETP > 20 min
7/1-7/7	3,546	1,508	5.9%	43.6%	16.6	62%	14%
7/8-7/14	3,206	1,429	7.3%	40.8%	21.8	75%	65%
7/15-7/21	3,142	1,383	9.4%	39.2%	24.9	81%	66%
7/22-7/28	3,201	1,439	7.4%	38.0%	20.4	80%	45%
7/29-8/4	3,131	1,136	7.6%	38.3%	21.7	85%	60%

(1) ETP = Estimated time to pickup. (2) Aggregation = % of shared rides. (3) Met Demand = % of valid ride requests provided a proposal; a rate of 100 percent indicates 0 percent seat unavailable rate. (4) Peak Avg. Hourly ETP is the hour that had the highest average ETP for that day



# High Valley Transit

## Wasatch Micro Reporting: June 2023

62,530 Rides Since Inception

57,939 Rides in 2023

### Rider Experience

Ride Rating (out of 5)

Average: **4.7** | Past month: **4.7** | WoW Change: 0

Ride Distance

**3.2 miles** | Past month: **3.1 miles** | WoW: +0.1

Pickup Walk Distance

**45.2 meters** | Past month: **44 meters** | WoW: +1.2

Time from request to scheduled pickup (ETP<sup>1</sup>)

**14.8 minutes** | Past month: **15.9 minutes** | WoW: -1.1

### Monthly Overview

**9,762** Passengers (avg. 325/day)

Last month: 10,254

**4.2** Utilization Avg.

Last month: 4.4

**44.1%** Aggregation<sup>2</sup>

Last month: 43.4%

**94.3%** Met Demand<sup>3</sup>

Last month: 95%

**2,308** Net Driver Hours

Last month: 2,356

### Week-by-Week KPIs

Date	Riders	Driver Hours	Seat Unavailable	Aggregation	Avg. ETP	ETP > 15 min	ETP > 20 min
6/1-6/7	2,357	542	4.5%	44.8%	14.3	46%	8%
6/8-6/14	2,124	561	6.6%	42.6%	14.4	50%	14%
6/15-6/21	2,184	521	7.2%	40.7%	15.5	46%	8%
6/22-6/28	2,407	532	4.8%	45.7%	13.6	31%	8%
6/29-7/5	2,266	494	6.8%	47.3%	15.9	69%	15%

(1) ETP = Estimated time to pickup. (2) Aggregation = % of shared rides. (3) Met Demand = % of valid ride requests provided a proposal; a rate of 100 percent indicates 0 percent seat unavailable rate. (4) Peak Avg. Hourly ETP is the hour that had the highest average ETP for that day



# High Valley Transit

Wasatch Micro Reporting: July 2023

62,530 Rides Since Inception

57,939 Rides in 2023

## Rider Experience

Ride Rating (out of 5)

Average: **4.7** | Past month: **4.7** | WoW Change: 0

Ride Distance

**3.0 miles** | Past month: **3.2 miles** | WoW: +-0.2

Pickup Walk Distance

**45.2 meters** | Past month: **45.2 meters** | WoW: 0

Time from request to scheduled pickup (ETP<sup>1</sup>)

**15.6 minutes** | Past month: **14.8 minutes** | WoW: +0.8

## Monthly Overview

**9,870** Passengers (avg. 325/day)

**2.0** Utilization Avg.

**42.2%** Aggregation<sup>2</sup>

**94.5%** Met Demand<sup>3</sup>

**2,308** Net Driver Hours

## Week-by-Week KPIs

Date	Riders	Driver Hours	Seat Unavailable	Aggregation	Avg. ETP	ETP > 15 min	ETP > 20 min
7/1-7/7	2,357	542	4.5%	46.4%	14.6	35%	6%
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7/22-7/28	2,407	532	4.8%	41.1%	16.1	58%	18%
7/29-8/4	2,266	494	6.8%	40.9%	18.3	58%	24%

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# High Valley Transit

Park City Micro Reporting: July 2023

19,425 Rides Since Inception

18,430 Rides in 2023

## Rider Experience

Ride Rating (out of 5)

Average: **4.9** | Past month: - | WoW Change:

Ride Distance

**3.8 miles** | Past month: - miles | WoW:

Pickup Walk Distance

**50.8 meters** | Past month: - meters | WoW:

Time from request to scheduled pickup (ETP<sup>1</sup>)

**12.4 minutes** | Past month: - minutes | WoW:

## Monthly Overview

**2,359** Passengers (avg. 325/day)

**2.0** Utilization Avg.

**37.7%** Aggregation<sup>2</sup>

**92.7%** Met Demand<sup>3</sup>

**2,308** Net Driver Hours

## Week-by-Week KPIs

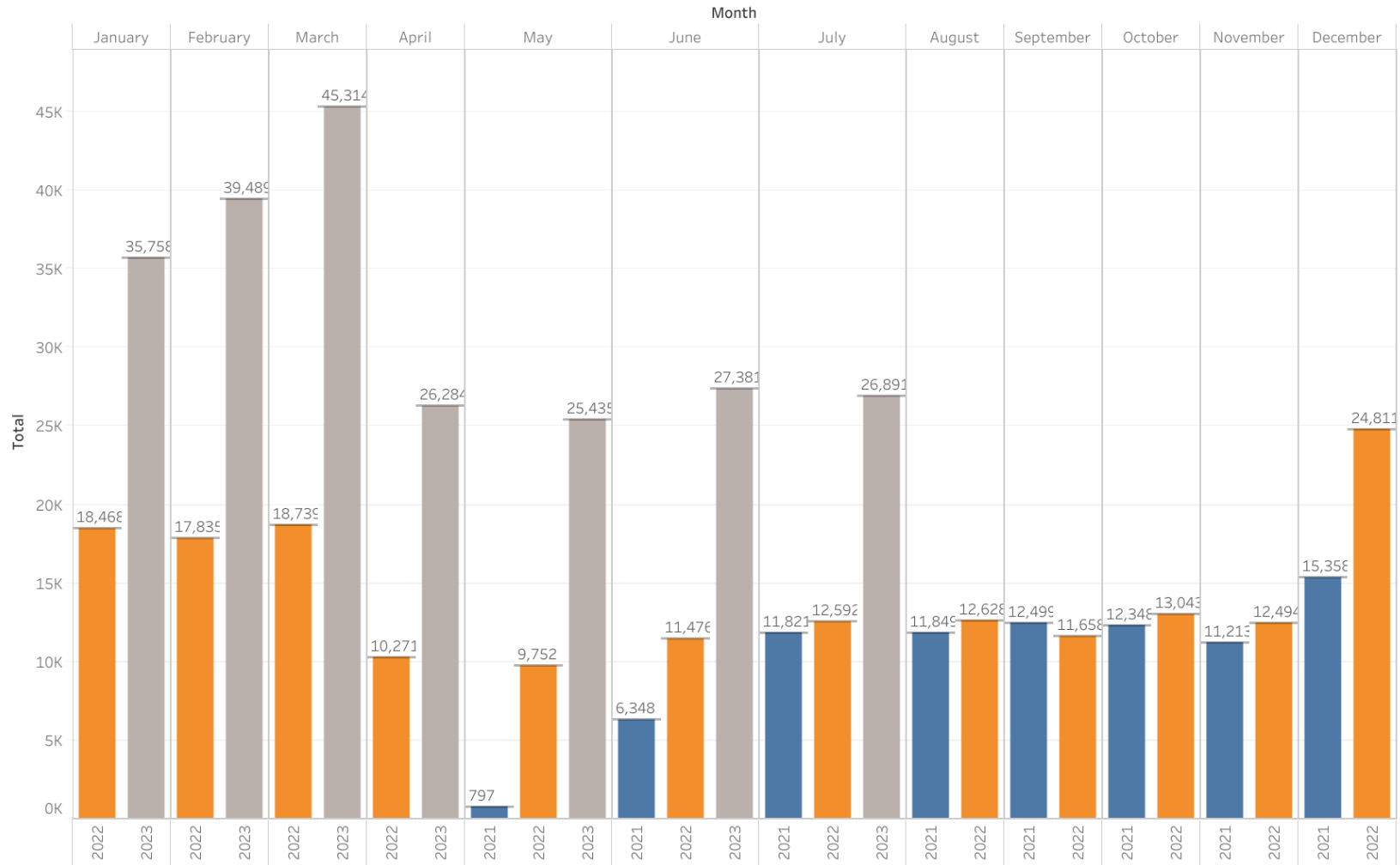
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7/8-7/14	2,124	561	6.6%	38.8%	12.5	21%	0%
7/15-7/21	2,184	521	7.2%	35.4%	12.3	16%	5%
7/22-7/28	2,407	532	4.8%	36.4%	12.4	16%	0%
7/29-8/4	2,266	494	6.8%	38.3%	13.7	44%	0%

(1) ETP = Estimated time to pickup. (2) Aggregation = % of shared rides. (3) Met Demand = % of valid ride requests provided a proposal; a rate of 100 percent indicates 0 percent seat unavailable rate. (4) Peak Avg. Hourly ETP is the hour that had the highest average ETP for that day

# High Valley Transit

## Monthly Micro Reporting: July 2023

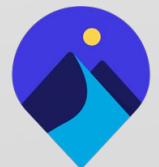
All Micro Zones, by Month



*This graphs shows a yearly comparison of micro ridership, broken down by year.*

# Fixed Route Overview

Monthly Passenger Count Comparison by Year, On-Time  
Performance: Routes 101-107



**High Valley**  
TRANSIT



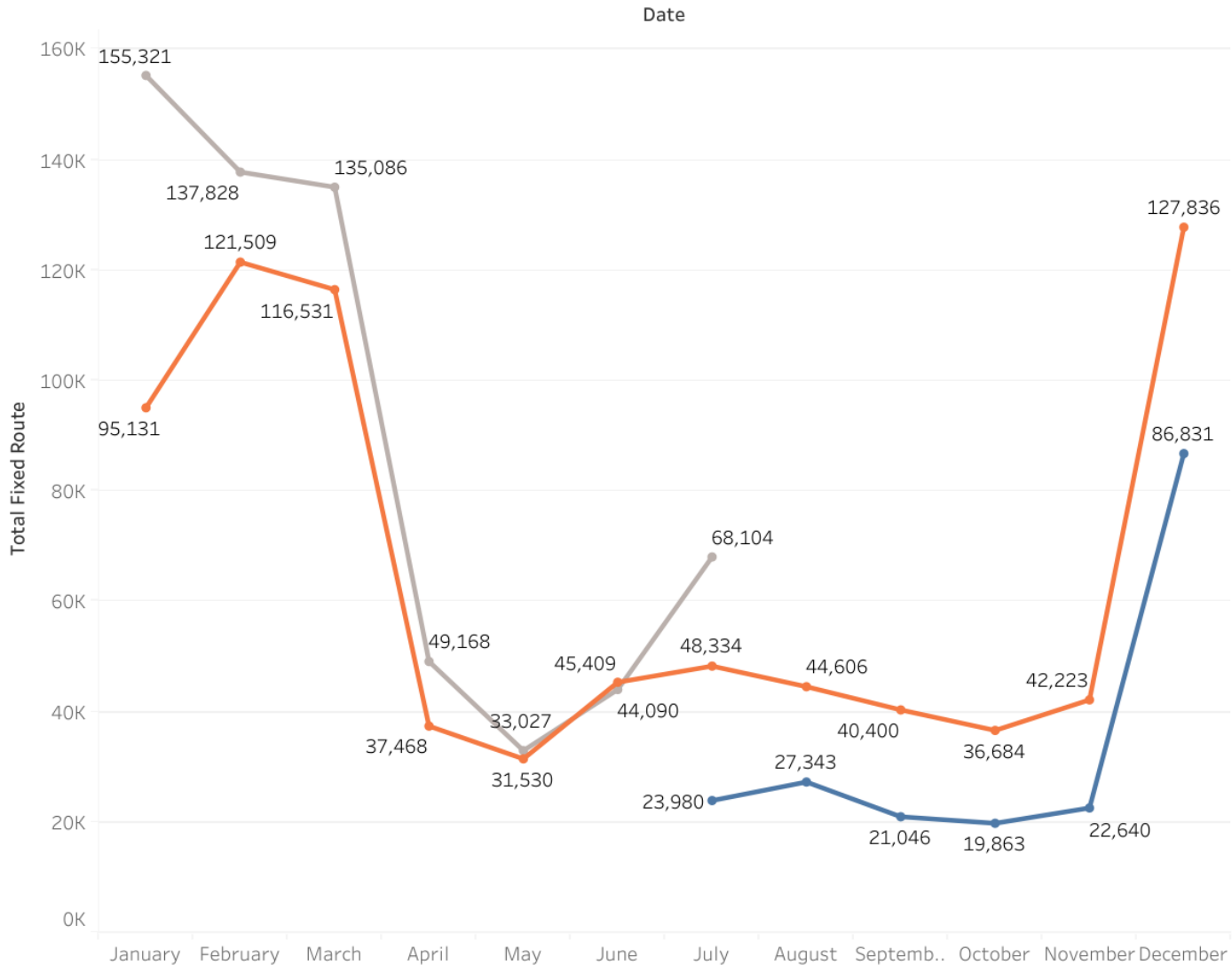
# High Valley Transit

## Monthly Fixed Route Reporting: July 2023

Total Ridership for 2023: 622,624

Total Ridership since Inception: 1,628,576

Total Fixed Route Growth Comparison



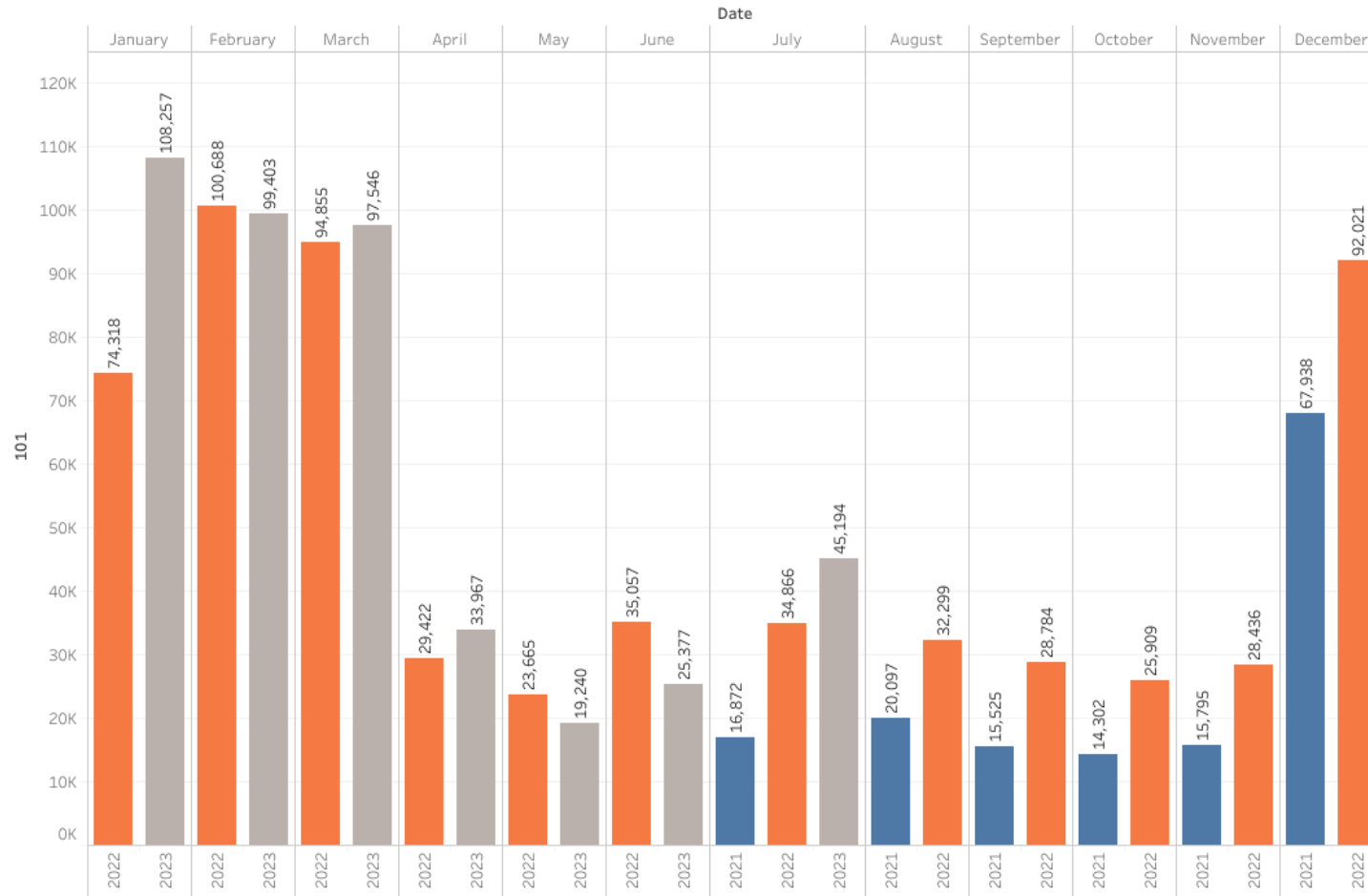
This graph shows total ridership by month, for each year since inception. For 2023, we have experienced our highest rates of ridership.



# High Valley Transit

## Monthly Fixed Route Reporting: July 2023

101 Spiro Year-Over-Year Ridership



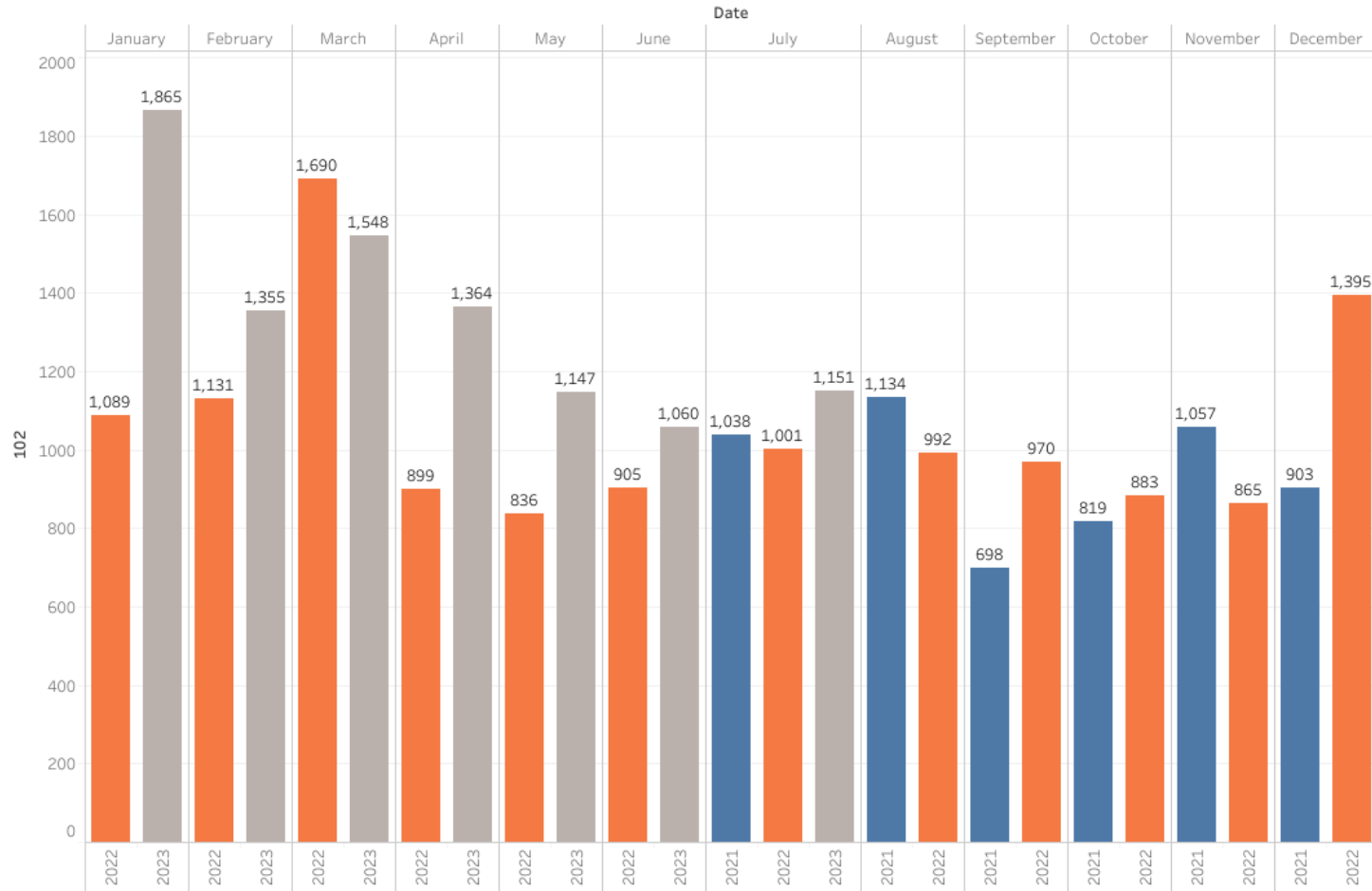
The graphs that follow will detail yearly ridership comparisons for each of our fixed routes.



# High Valley Transit

## Monthly Fixed Route Reporting: June 2023

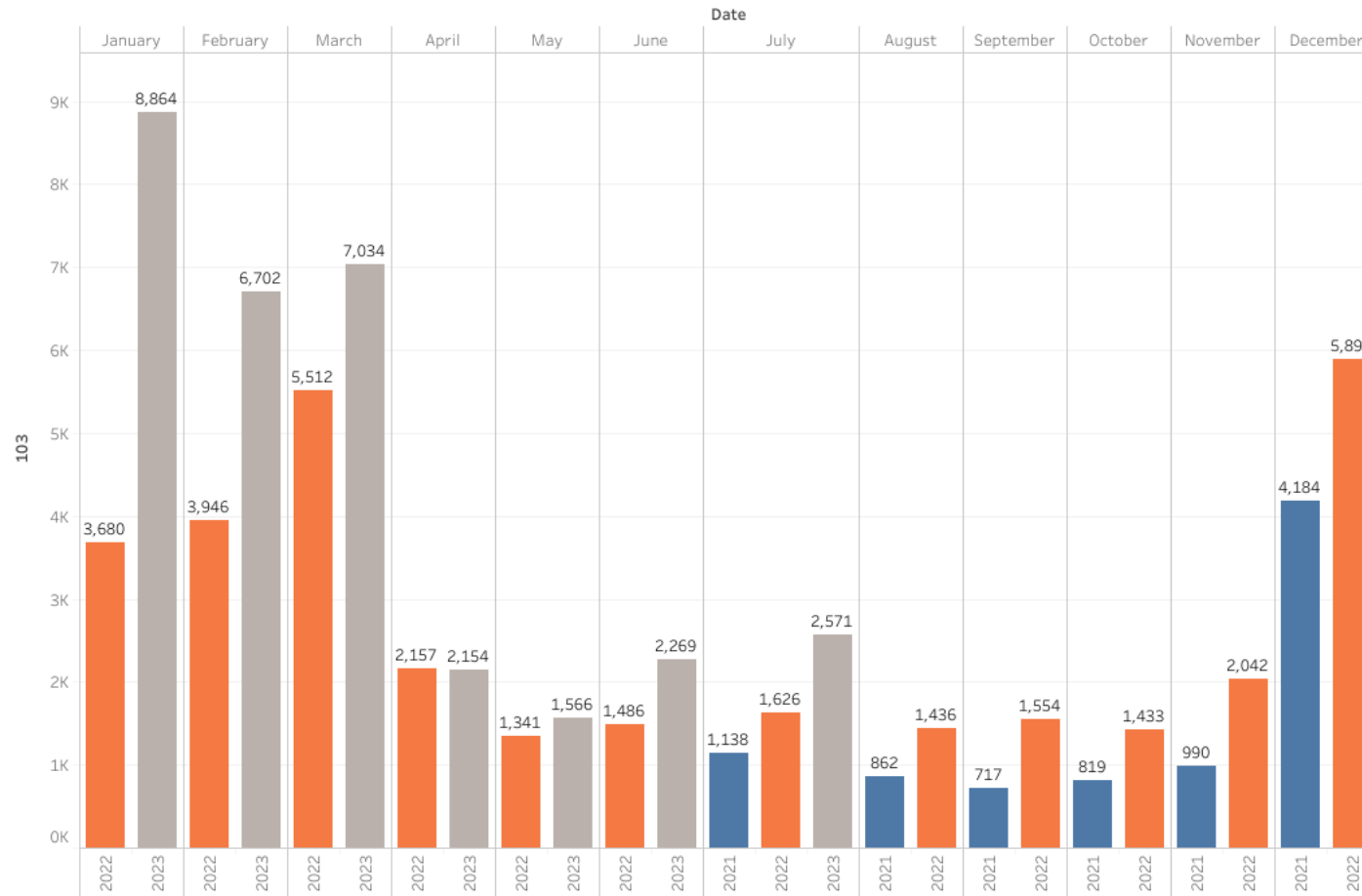
102 Gateway Year-Over-Year Ridership



# High Valley Transit

## Monthly Fixed Route Reporting: June 2023

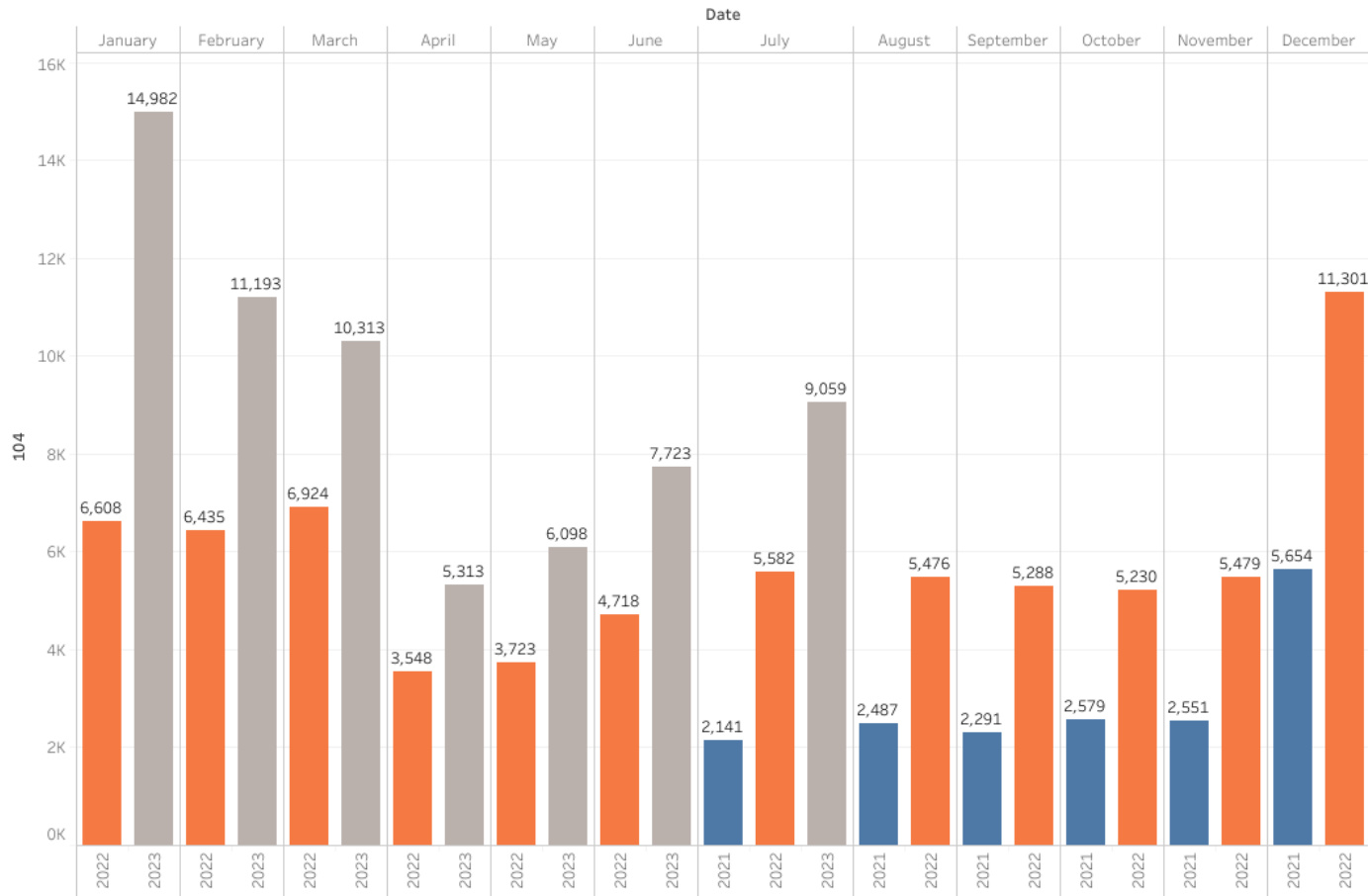
103 Shuttle Year-Over-Year Ridership



# High Valley Transit

## Monthly Fixed Route Reporting: June 2023

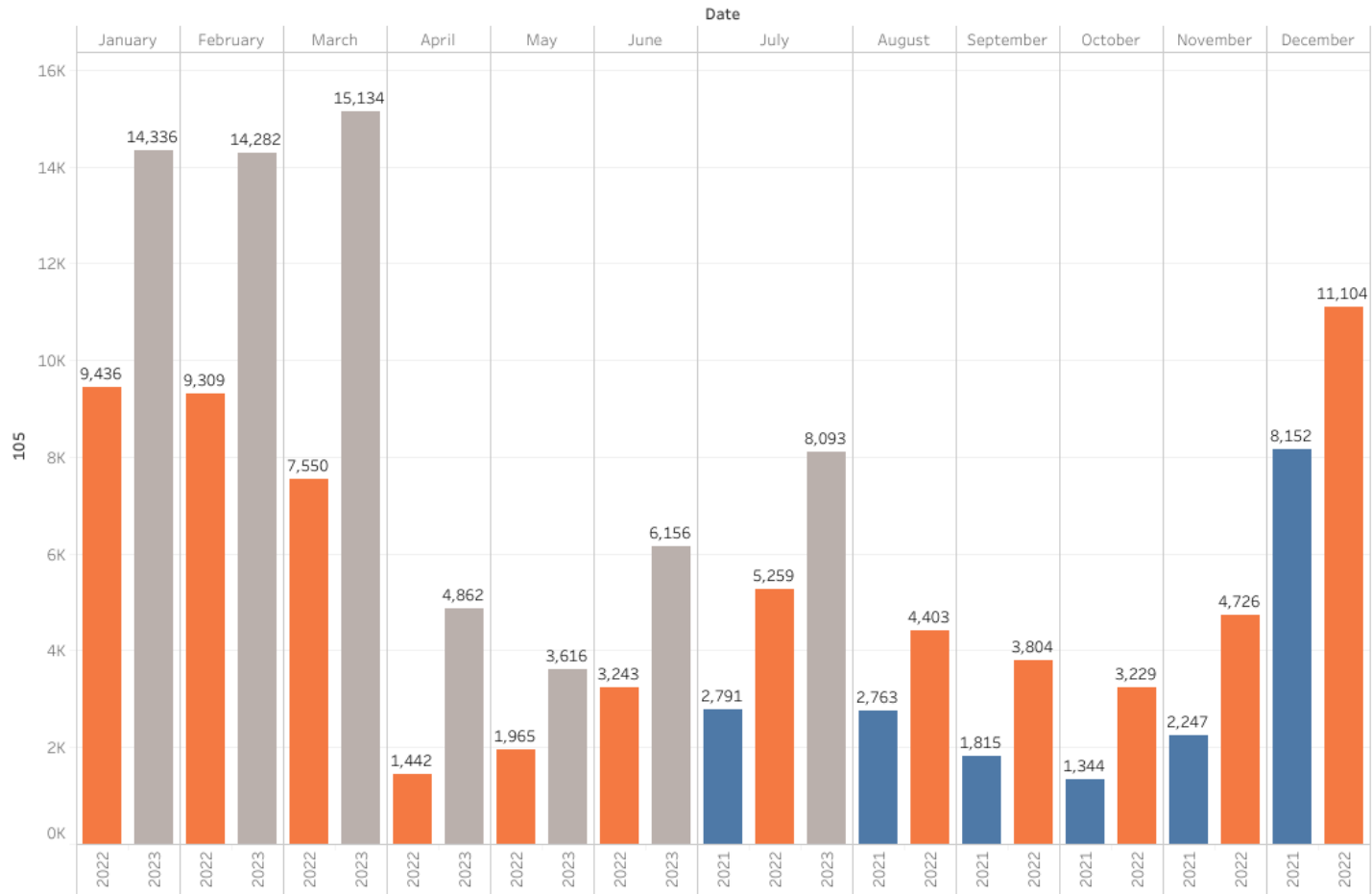
104 Bitner Year-Over-Year Ridership



# High Valley Transit

## Monthly Fixed Route Reporting: June 2023

105 Canyons Year-Over-Year Ridership

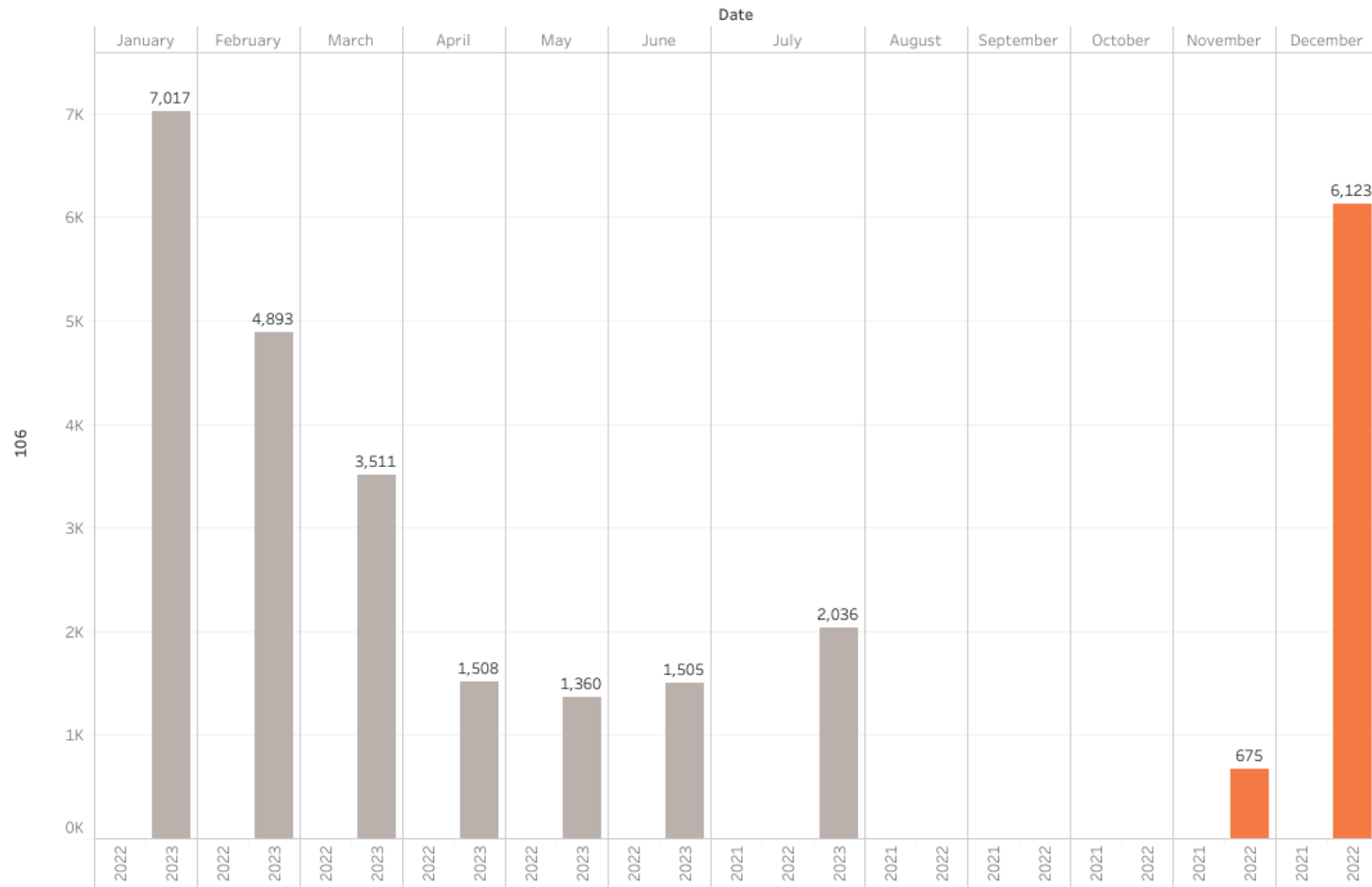




# High Valley Transit

## Monthly Fixed Route Reporting: June 2023

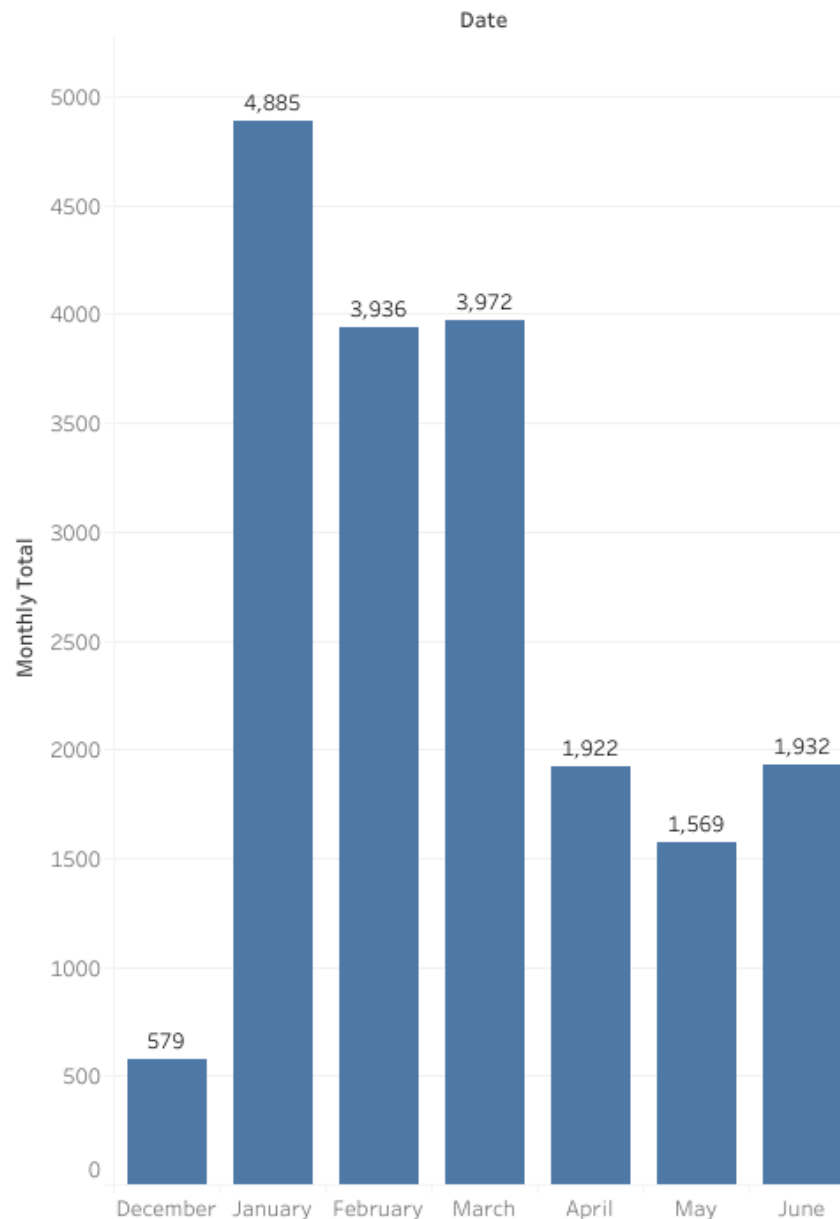
106 Wasatch Year-Over-Year Ridership



# High Valley Transit

## Monthly Fixed Route Reporting: June 2023

107 Passenger Counts, Monthly

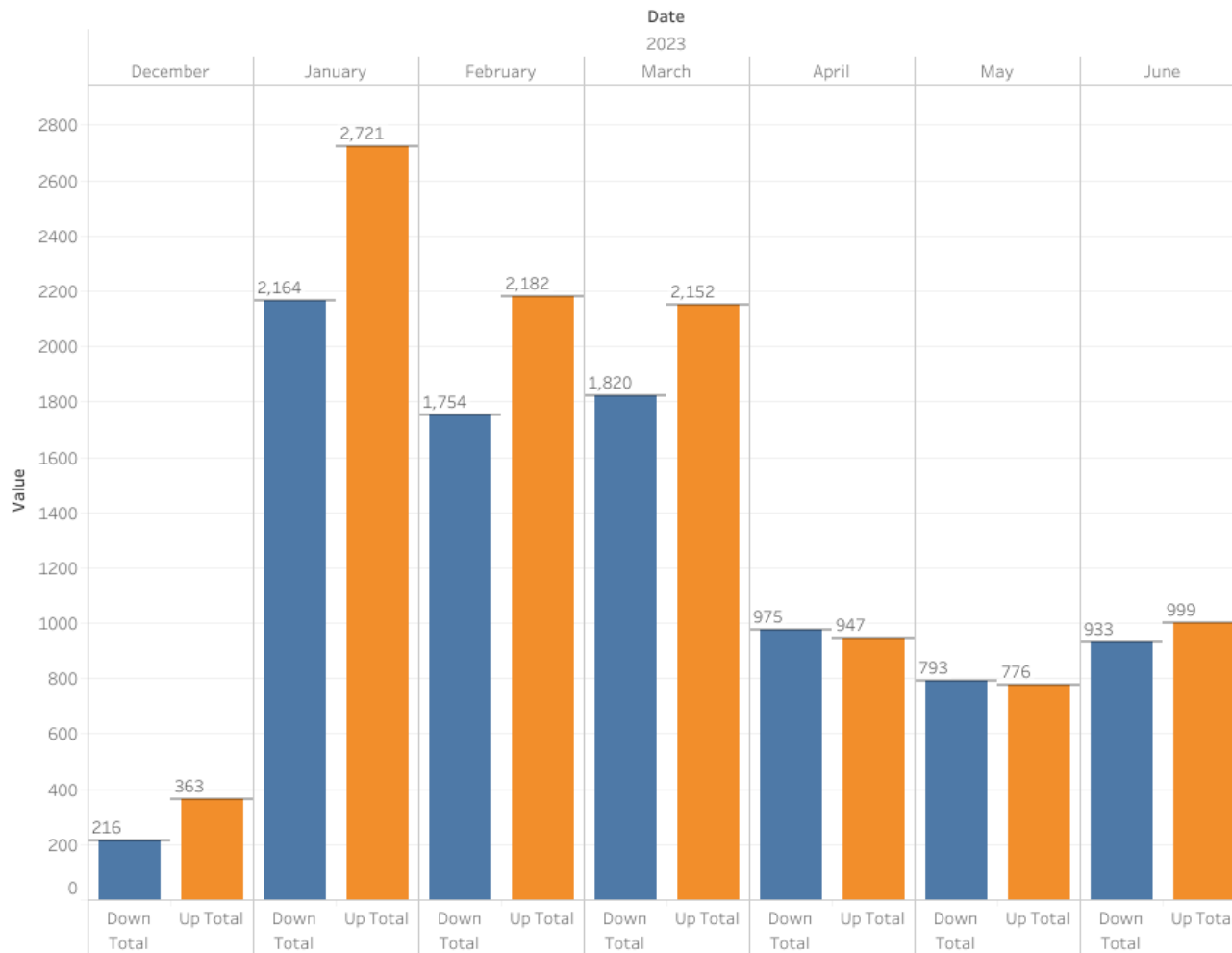


This graph shows the monthly Passenger counts for the 107 route since December. Note that July is not present, as we are still gathering the last few count sheets for the month.

# High Valley Transit

## Monthly Fixed Route Reporting: June 2023

107 Passenger Counts, Up vs. Down



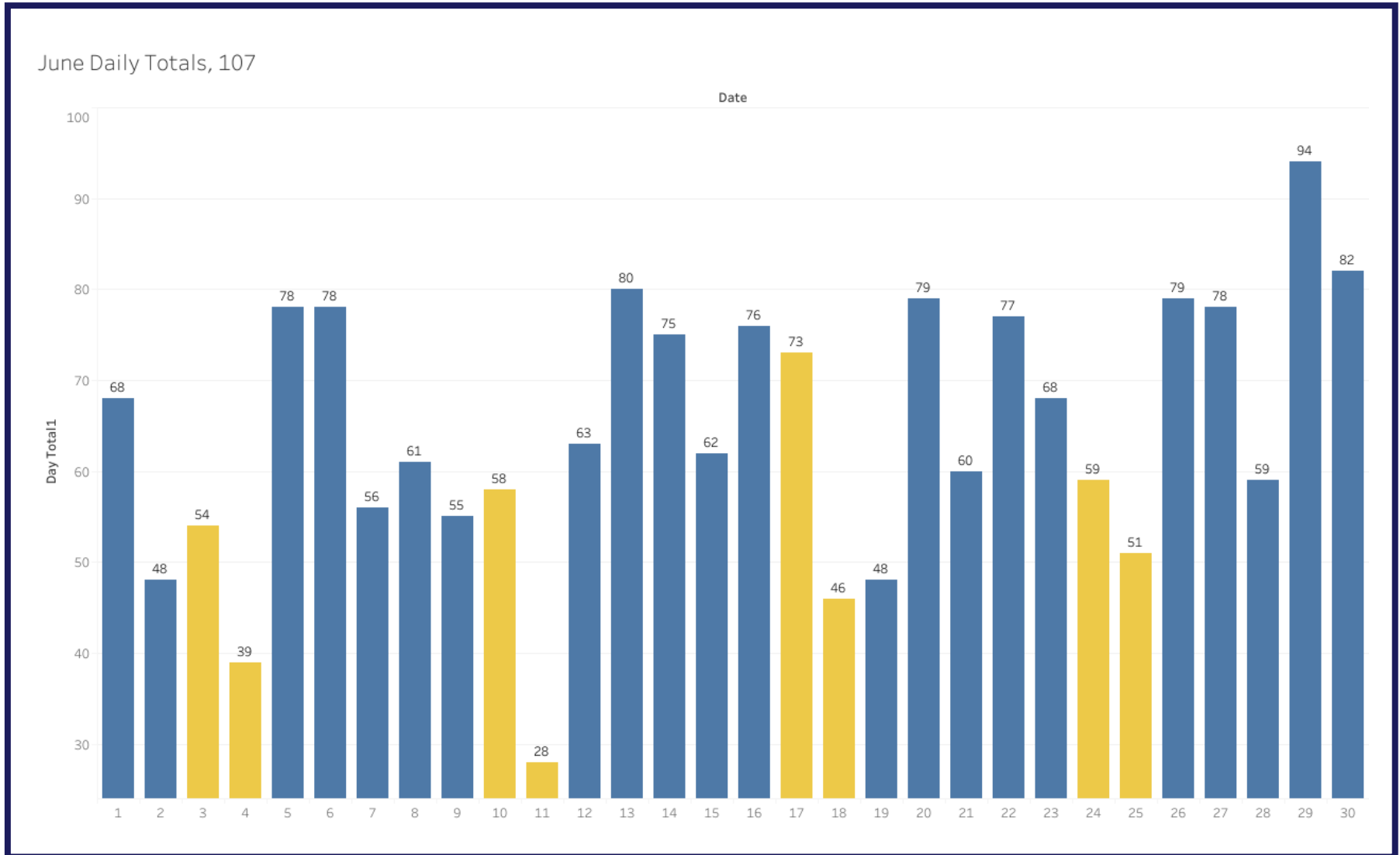
This graph shows the monthly Passenger counts for the 107 route, separated by the totals for which direction the route took. Each day, the 107 makes 5 trips going up or down the canyon.



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# High Valley Transit

## Monthly Fixed Route Reporting: June 2023



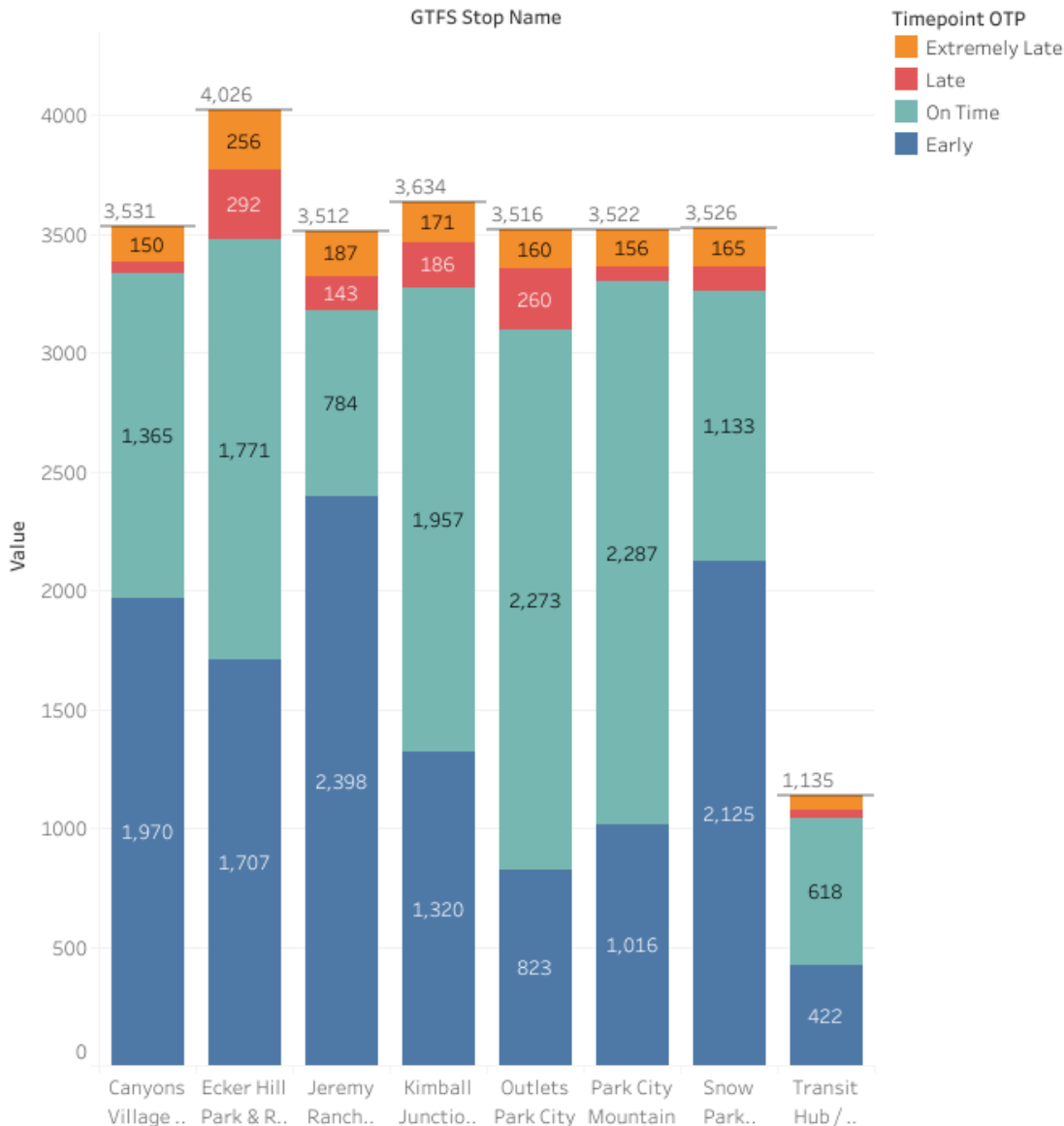
This graph shows daily passenger count throughout June. Note that weekends are colored yellow, and weekdays blue.



# High Valley Transit

Monthly Fixed Route Reporting: June 2023

OTP by Stop



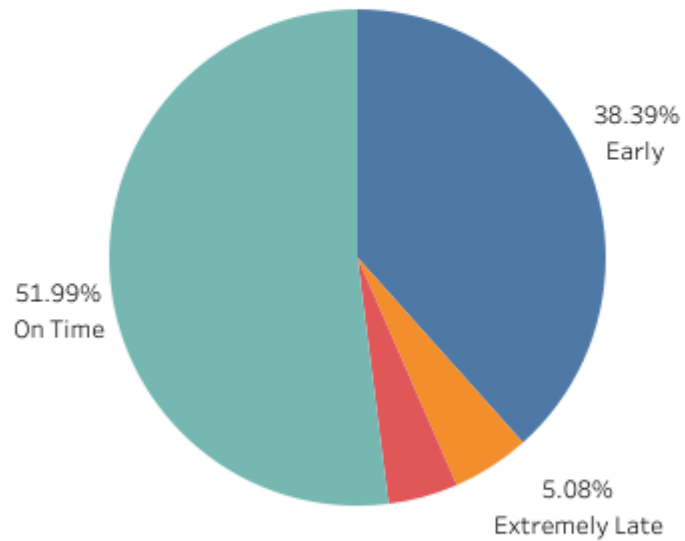
This graph shows On-Time Performance for the most popular stops within our service area.

An assignment of Late is given any time a route arrives 5 minutes or later than expected, and an assignment of Extremely Late is given for 10 minutes or more.

A total of 90.4% of fixed route rides arrived early or on-time throughout June, compared to 92.4% in May.

Occasionally, our drivers may forget to log their exact arrival at a stop, which can contribute to later OTP's. We do not have a method to collect these outliers yet.

## OTP Comparison



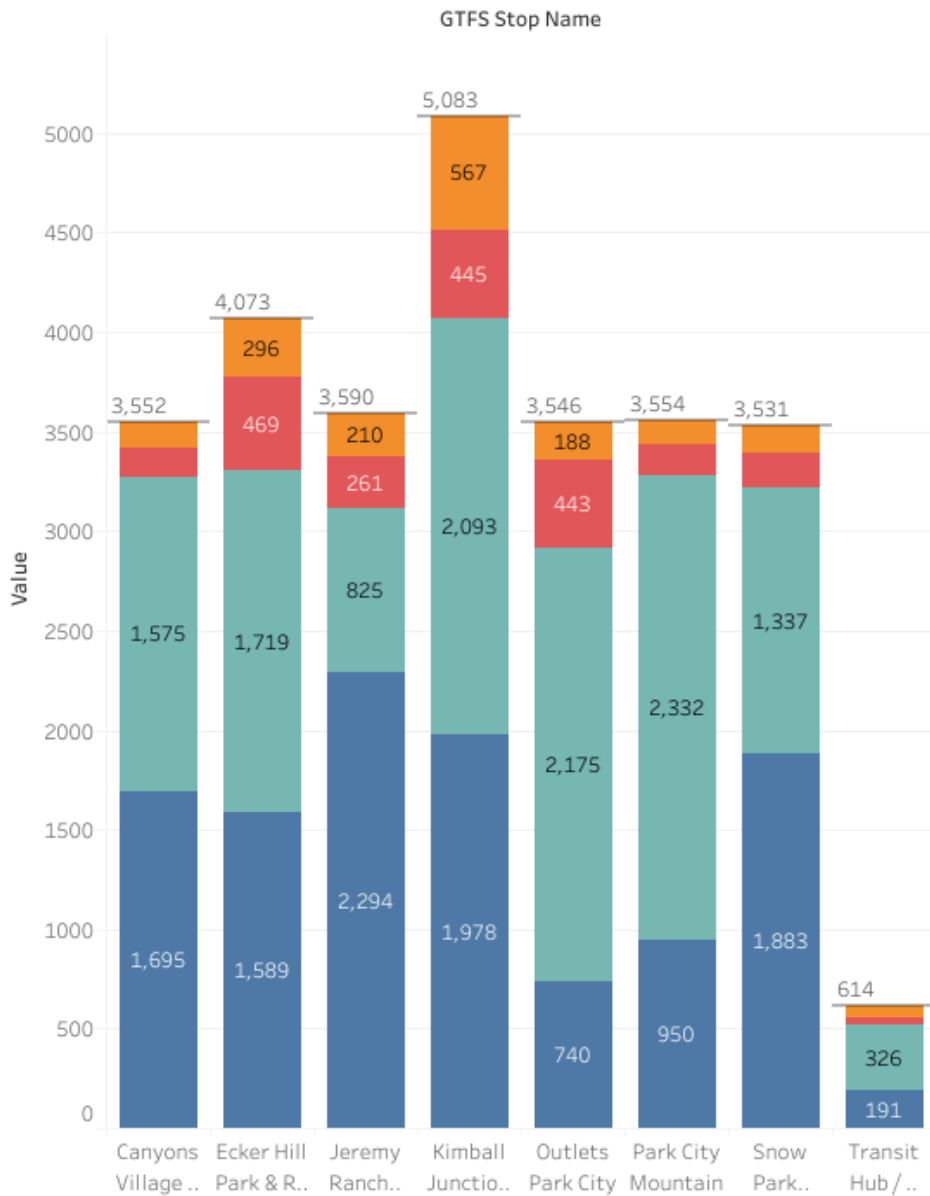
This pie chart shows an overall comparison of each OTP timepoint, organized by percentage of total.



# High Valley Transit

Monthly Fixed Route Reporting: July 2023

OTP by Stop

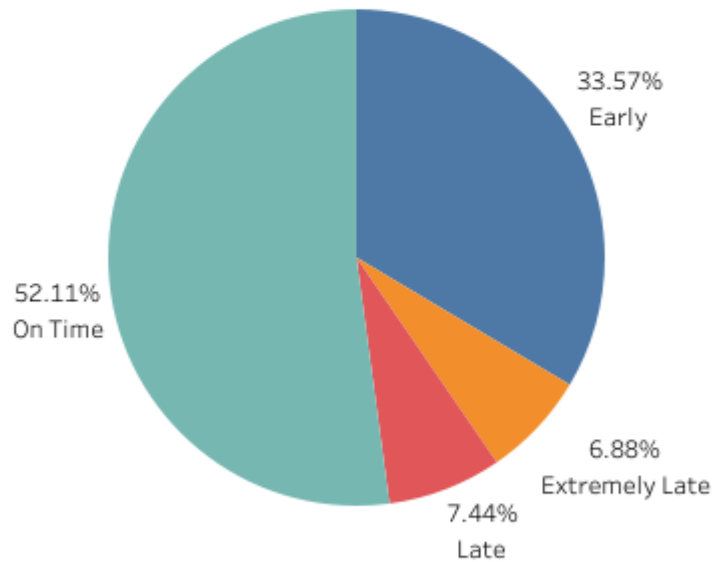


A total of 85.68% of fixed route rides arrived early or on-time throughout July.

# High Valley Transit

Monthly Fixed Route Reporting: July 2023

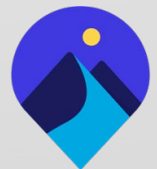
OTP Comparison



This pie chart shows an overall comparison of each OTP timepoint for July.

# Customer Service Data

Call Data Concerning: Inbound, Missed, and Wait  
Time Totals



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# High Valley Transit

## Monthly Customer Service Reporting: June 2023

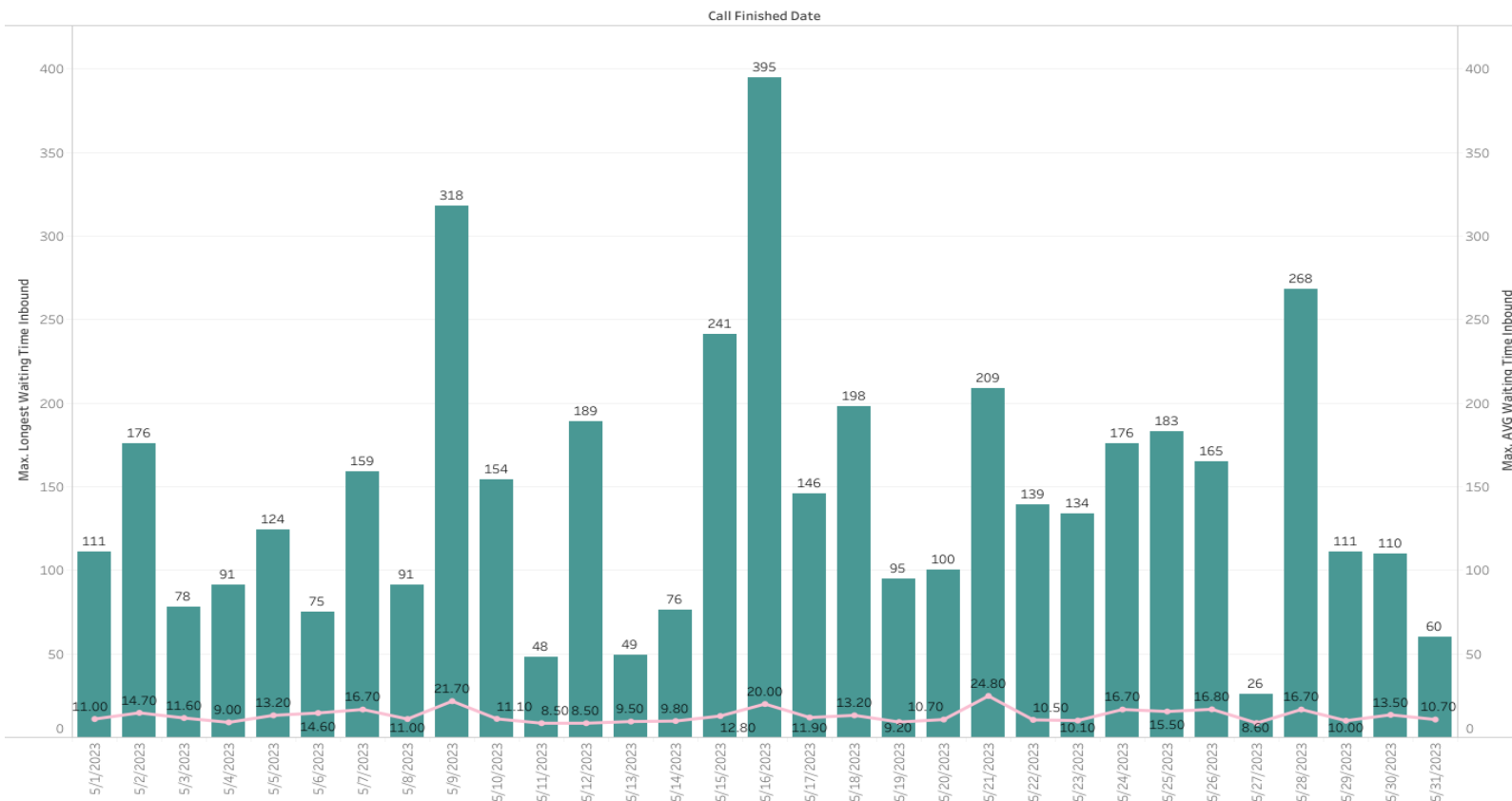
**3,366 Total Calls**

**15 Second Avg. Wait Time**

**62 Missed Calls**

Each week, we receive a weekly report regarding calls to the main HVT line, (435) 246-1538, which is the number displayed on the app and website. The main line is inclusive of all other services as well as inbound calls from drivers and all Spanish calls.

Longest vs. Average Waiting Time (in seconds)



This graph shows weekly maximums and averages for wait times. Our goal is for wait times to be <1 minute, which was met in June.



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# High Valley Transit

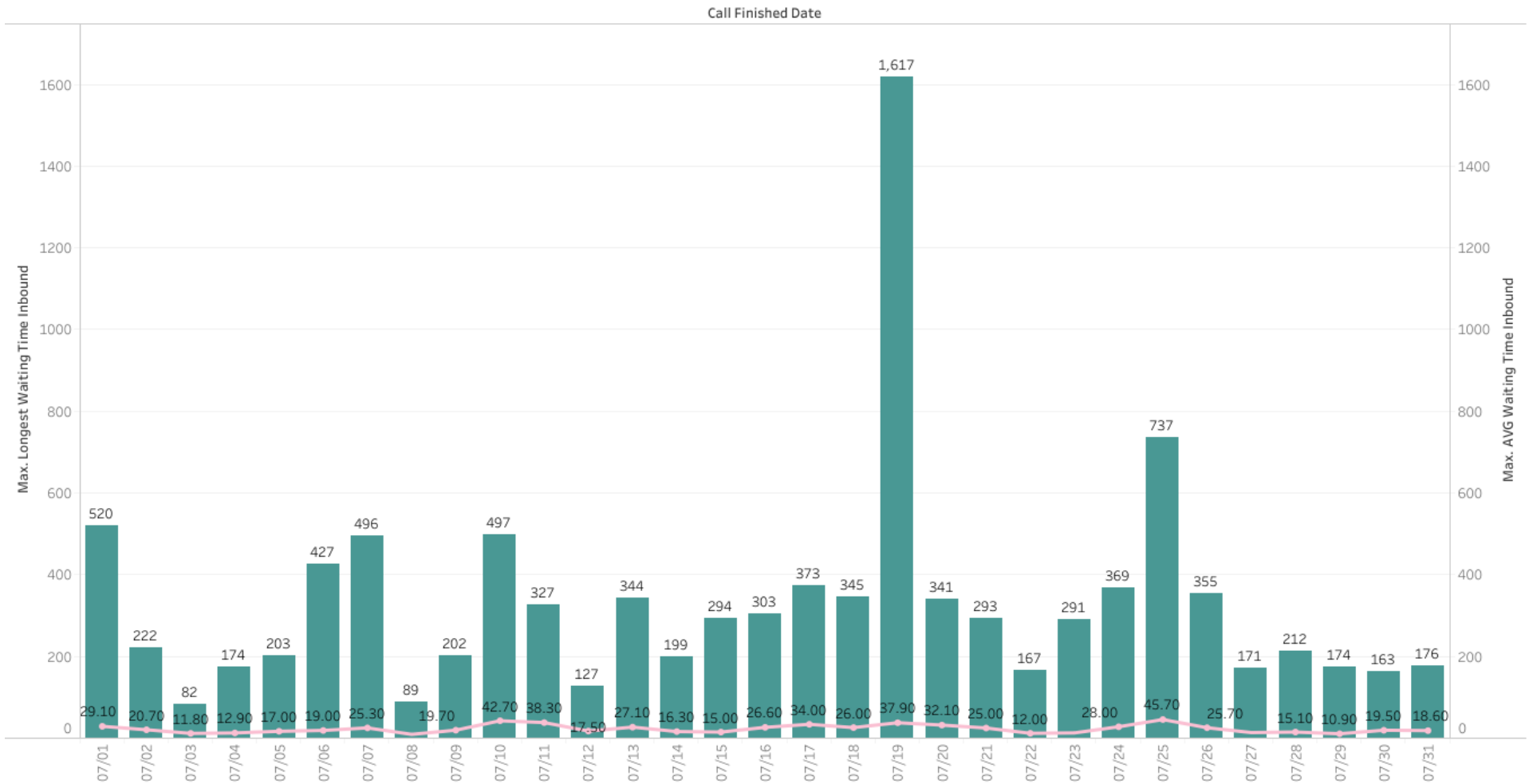
## Monthly Customer Service Reporting: July 2023

4,228 Total Calls

23 Second Avg. Wait Time

131 Missed Calls

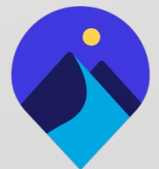
Longest vs. Average Waiting Time (in seconds)





# Rider Feedback

Comments, Concerns, and Complaints from Our  
Riders



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# High Valley Transit

Rider Feedback Reporting: July 2023

Riders and residents can provide feedback to HVT in a variety of ways. The feedback listed below is not exhaustive of all feedback received through all channels; only feedback recorded in a reporting sheet is presented.

## Structured Feedback Channels

- Calling the main line (435) 246-1538 or Valley Ride line (435) 710-4009
- Emailing [hi@highvalleytransit.org](mailto:hi@highvalleytransit.org)
- Filling out the feedback form at [highvalleytransit.org/feedback](https://highvalleytransit.org/feedback)

## Unstructured Feedback Channels

- Emailing Caroline, members of the HVT Board of Trustees, or other HVT staff's work email(s)
- Verbal feedback to a driver or driver partner
- Feedback given at Board meetings or individually to staff/Board
- Feedback posted on public Facebook groups or other social media channels,

We logged 1 piece of rider feedback in June. This piece of feedback was from a Valley Ride user, who called to book transit and made positive remarks about HVT, rating us very highly in a survey that was sent to them. July saw two pieces of feedback, both concerned with ride availability. These complaints were responded to and resolved.



## STAFF REPORT

Date: August 16, 2023  
To: Board of Trustees  
From: Jamie Dansie, Sr. Transportation Planner and Stephen Rackleff, Fleet Manager  
Subject: Vehicle fleet and charging

---

### Action Requested

None. This is an informational update.

### *Vehicle Charging*

### Background

During the April 16, 2023 Board of Trustees meeting, staff presented several options for charging the eight 2023 Gillig battery-electric buses in the HVT fleet. Staff met with the bus supplier, two charging vendors, Rocky Mountain Power, maintenance and operations teams, and hired an electrician to understand timelines, costs, and charging capabilities.

A combination of leasing generators and using temporary charging solutions is the best and most expedient option with the greatest flexibility. Two charging solutions were chosen, with the first installed on July 24th and the second still to be delivered.

### Solutions

*Merge Fleet:* Two ABB chargers with a battery backup on a trailer and powered by propane on a one-year lease. This is a prototype with HVT being the first transit use case. Cost: \$12,000/month.

*ChargePoint:* Two ChargePoint chargers connected to a propane-powered generator on a month-to-month lease. Cost: \$10,200/month.

Using an average estimated cost of \$2.40 per gallon, propane could be an additional \$57,000 a month.

*Fleet Vehicles (for refence during Consideration of Approval)*

**Background**

Table 1. HVT Revenue Vehicles

Bus #	Make	Model	Year	Fuel Type
7011	Gillig	35' Bus	2007	Diesel
7012	Gillig	35' Bus	2007	Diesel
7013	Gillig	35' Bus	2007	Diesel
7190	Ford	Starcraft Allstar	2023	gas
7196	Ford	Starcraft Allstar	2023	gas
7198	Ford	Starcraft Allstar	2023	gas
7203	Ford	Starcraft Allstar	2023	gas
9005	Gillig	Low Floor G21D102N4	2009	Diesel
9007	Gillig	Low Floor G21D102N4	2009	Diesel
9021	Gillig	Low Floor G21D102N4	2009	Diesel
9027	Gillig	Low Floor G21D102N4	2009	Diesel
9028	Gillig	Low Floor G21D102N4	2009	Diesel
9029	Gillig	Low Floor G21D102N4	2009	Diesel
9425	Ford	Starcraft Allstar	2023	gas
10006	Gillig	Low Floor BRT	2010	Diesel
16007	Gillig	Low Floor BRT	2016	Diesel
16008	Gillig	Low Floor BRT	2016	Diesel
16009	Gillig	Low Floor BRT	2016	Diesel
16010	Gillig	Low Floor BRT	2016	Diesel
21001	New Flyer	Xcelsior Clean Diesel	2022	Diesel
21002	New Flyer	Xcelsior Clean Diesel	2022	Diesel
22001	Gillig	G28D	2023	Electric
22002	Gillig	G28D	2023	Electric
22003	Gillig	G28D	2023	Electric
22004	Gillig	G28D	2023	Electric
22005	Gillig	35' Bus	2007	Diesel
22006	Gillig	35' Bus	2007	Diesel
22007	Gillig	35' Bus	2007	Diesel
23005	Gillig	G28D	2023	Electric
23006	Gillig	G28D	2023	Electric
23007	Gillig	G28D	2023	Electric
23008	Gillig	G28D	2023	Electric

Table 1 above shows each of the revenue vehicles owned by HVT. Of the 32 vehicles on that list, 29 are full-size buses that require a CDL to operate. Eight of the 32 are currently down for maintenance issues and all eight of the electric Gilligs are out of service until further charging, testing and training is complete. The Federal Transit Administration (FTA) requires all agencies to operate with a 20 percent spare ratio, i.e., the fleet must be comprised of 20 percent more vehicles than are required in maximum service. To date, HVT has not achieved this. Our lack of spares has been exacerbated by poor performance on older transit buses operated by a former contractor, supply chain issues, and long wait times for new bus purchases.

Recently, cutaways have been deployed on the 102 and 106 routes, because of the lower demand in those locations, as well as a supplement on the 101 during full size bus repairs.

While not the most effective for day-to-day use on the 101 due to their smaller size, the cutaway buses provide our supervisors with a quick response method to buses with mechanical failures, serious accidents, or that are stuck in the most extreme cases of inclement weather. The cutaways have excellent handling in all the forms of extreme weather we experience in Park City. Having these additional cutaways would provide a reliable backup for any situation, considering they are capable of handling our demands for the 102 and 106 routes as well as that of the 101 route. Additionally, operation of the cutaways does not require a CDL. This allows us to hire and train individuals who are otherwise well qualified for our driver positions, but do not yet have the required certifications to operate our larger buses.

During the *Consideration of Approval* item, staff is requesting the approval of a purchase order for **\$366,807** for the purchase of three, 2023 StarCarft Allstar 22-foot ADA buses (cutaways). The requested funding would come from the existing fund balance and include an amendment to the 2023 budget. The flexibility afforded by additional cutaway buses will allow us to manage our current operations and plan more efficiently.

High Valley Transit District  
Board of Trustees Minutes  
**Thursday, July 14, 2022**  
In-person and virtual meeting via Zoom  
Meeting ID: 928 7901 0710  
Sheldon Richins Building, Room 133  
1885 W. Ute Blvd.  
Park City, Utah 84098



Members of the Board of Trustees, presenters, and members of the public could attend by electronic means using Zoom (phone or video).

BOARD OF TRUSTEES PRESENT:

**Kim Carson**, *Chair*  
**David Geffen**, *Vice Chair/Secretary*  
**Chris Robinson**, *Board Member*

**Roger Armstrong**, *Board Member*  
**Malena Stevens**, *Board Member*

ABSENT: None

STAFF PRESENT:

**Caroline Rodriguez**, *Executive Director*  
**Jamie Dansie**, *Sr. Transportation Planner*

**Chris Putt**, *Transportation Planner*  
**Liza Quinn**, *Administrative Tech*

INVITED ATTENDING GUESTS: None

PUBLIC MEETING

Chair Carson called the meeting to order at 1:00 pm

**Pledge of Allegiance**

**Public Comment**

CLOSED SESSION: Property Acquisition

WORK SESSION

**Ridership and performance**  
Statistical updates presented by Chris Putt

**Transit facility update**  
Currently operating with seven buses down

### **Kamas Park and Ride activities**

Presented by Jamie Dansie

Commercial businesses operated out of the Kamas Park and Ride lot several years ago, prior to High Valley Transit taking ownership and when a building existed on the lot. The building required extensive renovation and was demolished in 2019 following a long vacancy. For several years, uses on the property have been limited to transit and carpooling but the high-profile, 1.09-acre lot adjacent to SR-248 has remained attractive as a commercial space.

Rental vendor license agreements extended to Outpost Coffee and Tagge's Fruit Stand

### **Maintenance function discussion**

#### CONSIDERATION OF APPROVAL

### **HVT Advertising Program: Discussion and possible amendments to the Fixed Route Service and Microtransit Transit-as-a-Service (TaaS) Service Orders**

Presented by J. Dansie

Staff is requesting the board vote on the Amendments to the Fixed Route Service and Microtransit Service Transit as-a-Service (TAAS) Service Orders

### **Discussion and possible amendment to the Chart of Positions**

Presented by C. Rodriquez

Staff is requesting Board amend the current Chart of Positions to incorporate new in-house job functions

### **Discussion and possible execution of a Commercial Real Estate Purchase Contract between Summit County and High Valley Transit for \$2,983,500**

Presented by C. Rodriquez

Request Board action to execute both the Commercial Real Estate Purchase Contract (REPC) and the Infrastructure Agreement between Summit County and High Valley Transit, which will allow HVT to construct an eight-acre operations and maintenance campus on Segó Lily Way

### **Discussion and possible execution of an Infrastructure Agreement between Summit County and High Valley Transit**

Presented by C. Rodriquez

### **Appointment of Mark Nelson, Chair, Wasatch County Council, to the High Valley Transit Board of Trustees as an Ex-Officio Member**

### **Board comments**

### **Staff comments**

The Board meeting adjourned at 2:15 pm.

Minutes transcribed by Liza Quinn.

---

Kim Carson, *Chair*

DRAFT



**High Valley**  
TRANSIT

# PURCHASE REQUISITION

High Valley Transit  
1885 W. Ute Blvd., Park City, Utah 84098

Created By \_\_\_\_\_

Department \_\_\_\_\_

Requested By \_\_\_\_\_

Expense Type \_\_\_\_\_

Date of Request \_\_\_\_\_

General Ledger Account Numbers(s):

Date Required By \_\_\_\_\_

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

### VENDOR INFORMATION

Company Name
Address
City, State, Zip
Contact Name
Phone
Email

Ship To


#	Part Number	Description	Quantity	Unit Price	Extended Price
1					
2					
3					
4					
5					
6					
7					
8					
<b>Total</b>					

Approved by Department Head/Authorized Agent \_\_\_\_\_ Date \_\_\_\_\_

Approved by Purchasing Agent/Above \$5,000.00 \_\_\_\_\_ Date \_\_\_\_\_

Approved by Board of Trustees/Above \$150,000.00 \_\_\_\_\_ Date \_\_\_\_\_