



Amended Agenda
High Valley Transit District
Thursday, January 27, 2022, 1 PM

NOTICE is hereby given that the Board of Trustees will meet on
Thursday, January 27, 2022 electronically, via Zoom

Consistent with provisions of the Utah Open and Public Meetings Act, Utah Code Ann. §52-4-207(4), the High Valley Transit District Board of Trustees Chair has issued written determinations supporting the Board of Trustees' decision to convene electronic meetings of the Board without a physical anchor location. Due to the health and safety risks related to the ongoing COVID-19 pandemic and considering public health orders limiting in-person gatherings, members of the public should not attend Board meetings in person. However, members of the public are invited and encouraged to view and participate in the Board's electronic meetings as described below

Public comment may also be submitted until 12 PM on Thursday, January 27, 2022 via email at hi@highvalleytransit.org.

To participate in the
webinar: https://summitcountyut.zoom.us/webinar/register/WN_qdRUkOeQThqyITbNtuG_kg

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

Webinar ID: 972 8221 0445

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)

Work Session

- 3) Discussion of service issues and contract obligations – Alex Lavoie, Global Head of Operations and Dillon Twombly, Chief Revenue Officer, Via
- 4) Ridership and performance
- 5) Discussion of proposed service change
- 6) Transit facility design contract

Consent Agenda

- 7) Committee descriptions and assignments
- 8) Board comments
- 9) 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.



STAFF REPORT

Date: January 26, 2022
To: High Valley Transit Board of Trustees
From: Isabel Hanewicz, Data & Performance Analyst
Subject: Ridership and Performance Updates

Requested Board Action

None, this is an informational item.

Clarification on Ride Requests vs. Passengers

There is a distinction between the number of ride requests and the number of passengers we receive in a day, and I want to clarify this for the Board as both are used in weekly reports.

A ride request occurs when someone opens the HVT app¹ to request a ride between two points within our service zone. Importantly, this includes rides that have one or both points outside of the Micro service zone – for example, between Francis City Clerk and Old Town Transit Center. Data is sessionized to reduce noise, so we will see only one request per a user’s “session” of 20 minutes or less. Therefore, ride requests represent the number of unique, sessionized requests² we received that day, including some percentage of requests that are best serviced or can only be serviced by fixed route options. Ride requests can also be thought of as an estimate of daily service demand.

On a broad level, we break down ride requests into two categories: Met Demand and Seat Unavailable. A request is classified as “Met Demand” if either a) we can offer a Micro ride within 45 minutes; b) we can provide an acceptable³ fixed route option; or c) the ride request falls outside our service boundaries (for example, a ride between two locations in Kamas). The final alternative is Seat Unavailable, which only occurs when Micro is required to serve the ride **and** we do not have a Micro ride available. Thus, the seat unavailable percentage we discuss is the **percentage**

¹ Or calls the depot to arrange a Micro ride, but this happens very rarely (less than 2 percent of the time) and primarily with our Valley Ride passengers.

² If a user requests a ride for three passengers, it will be counted as three requests. This way, requests is directly comparable to passengers served and our fixed route data.

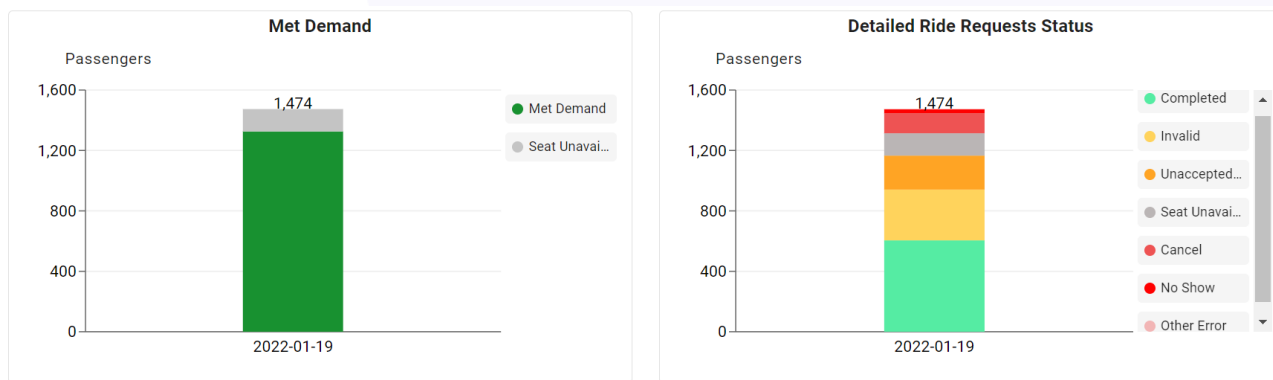
³ An option that has less than 500 meters total of walking and, when entirely in the Micro zone, is no more than 15 minutes slower than the Micro alternative.

of valid Micro requests we are unable to serve due to capacity constraints. In other words, seat unavailable is the gap between our supply and demand.

Furthermore, we can break down the “Met Demand” status group into further categories representing the outcome of the ride request. They are:

- Completed: Micro ride was completed.
- Invalid: Request had an acceptable fixed route alternative or traveled outside of Micro zone; we do not have a way of tracking whether the user got on a fixed option provided; usually 15 to 25 percent of requests daily.
- Unaccepted Proposal: Micro proposal provided; user did not book ride.
- Cancel: User booked a Micro ride and canceled prior to pickup.
- No Show: User booked a Micro ride but did not cancel or get picked up.
- Other Error: Catchall for other data errors that could occur, very rare

If you add up the above with the seat unavailable requests, you will get the total daily ride requests. For illustrative purposes, I have provided two bar graphs below for our requests on 1/19/22, one which shows our met demand, and the other which shows the detailed request statuses.



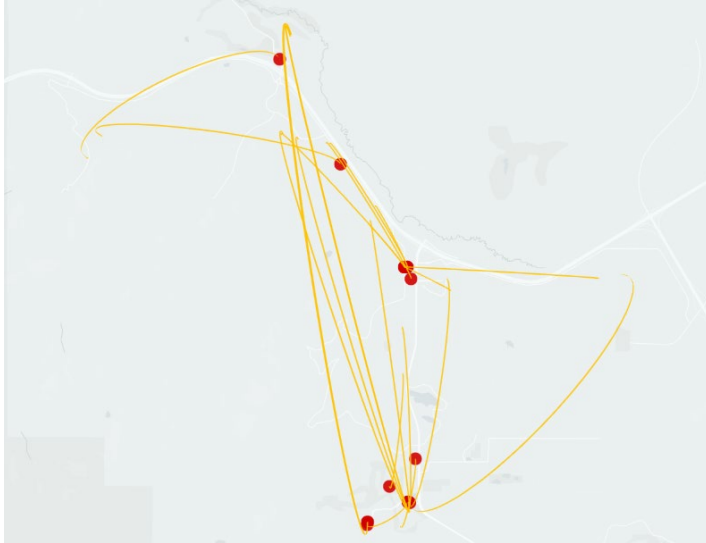
Our seat unavailable rate will be the same in both cases because in both, it represents the percentage of total ride requests we could not serve. However, the green bar in the Met Demand does not equal the number of passengers served, as there are many instances where we “meet the demand” for a request but do not actually complete a Micro ride.

Micro Update (1/07/22 to 1/20/22)

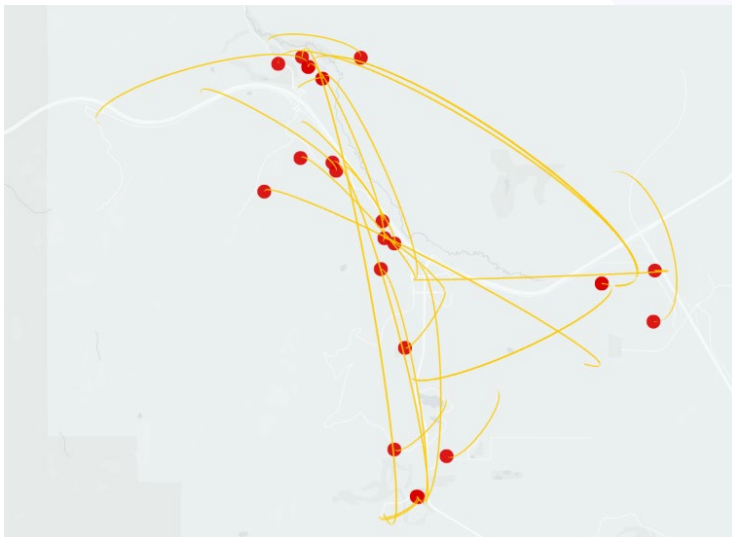
Demand has dropped off from our holiday peak. We are now receiving around 1,500 to 1,900 requests per day, a decrease from our high of nearly 2,500. We have continued to push to increase driver hours, and as a result, our met demand rate was above 85 percent for these two weeks, much better than prior weeks of 60 to 75 percent. We had only three days (out of 14) with a seat unavailable rate greater than 20 percent, and five days with a rate less than or equal to 10 percent. We are seeing a significant increase in average ETAs, and some hours (6am, 7am, 5pm, 11pm) have an average ETA over 40 minutes.

In this two-week span, we had two hours of the day with higher than 25 percent average seat unavailable rate and higher than 50 average requests per hour – 6am and 11pm. Demand patterns are distinct and will be discussed below.

At 6am, we averaged 127.6 requests per day, with an average 55.2 passengers completing a ride. The average seat unavailable rate at 6am was 27.2 percent. On average, we had 5.3 driver hours at 6am and a utilization of 9.7 passengers/driver hour, our highest single-hour average. In the map below, seat unavailable ride paths at 6am are presented for Monday, January 14th and Tuesday, January 15th. Destinations are indicated by red dots. We can see travel condensed mostly to destinations in Kimball Junction or Canyons Village.



At 11pm, we averaged 61.8 requests per day, with an average 44.1 passengers completing a ride. The average seat unavailable rate at 11pm was 28.6 percent. On average, we had 4.4 driver hours at 6am and a utilization of 4.5 passengers/driver hour. In the map below, seat unavailable ride paths at 11pm are presented for Monday, January 14th and Tuesday, January 15th. Destinations are indicated by red dots. Unlike 6am, travel is no longer condensed. There are a variety of destinations in Pinebrook, Jeremy Ranch, and Trailside (likely riders returning to private residences) and only a few rides into the Canyons.





High Valley Transit

Weekly Data Reporting, Micro & Valley Ride: 1/7/22 to 1/13/22

Ride Experience

Ride Rating (out of 5)
Average **4.65** | Median **5.0**

Ride Distance
Average **4.19 miles** | Median **3.30 miles**

Pickup Walk Distance
Average **79.96 meters** | Median **54.00 meters**

Dropoff Walk Distance
Average **65.13 meters** | Median **36.00 meters**

Time from request to scheduled pickup (ETA)
Average **22.68 minutes** | Median **22.40 minutes**

Service YTD Overview

89,916
Passengers

25,586.3
Net Driver Hours

14,429
App Accounts

Weekly Overview

4,566 Passengers (avg. 652/day)

137 New Riders

5.0 Utilization Avg.

49.5% Aggregation*

86.4% Met Demand**

*Aggregation = % of shared rides

**Met Demand = % of valid ride requests provided a proposal; a 100 percent met demand rate indicates a 0 percent seat unavailable rate and vice versa.

Day-by-Day KPIs, 1/7/22 to 1/13/22

| Date | Ride Requests | Driver Hours | Seat Unavailable Rate | Passengers | Avg. ETA | Peak Avg. Hourly ETA* |
|-------------|---------------|--------------|-----------------------|------------|-----------|-----------------------|
| Fri. 1/7 | 1,700 | 125.6 | 15.8% | 718 | 19.8 min. | 27.7 min (7am) |
| Sat. 1/8 | 1,933 | 126.0 | 26.4% | 709 | 22.7 min. | 29.1 min (8am) |
| Sun. 1/9 | 1,788 | 107.9 | 19.6% | 602 | 32.9 min. | 42.7 min (5pm) |
| Mon. 1/10 | 1,540 | 124.4 | 8.3% | 571 | 27.4 min. | 42.4 min (5pm) |
| Tues. 1/11 | 1,612 | 139.9 | 3.9% | 688 | 20.6 min. | 37.9 min (7am) |
| Wed. 1/12 | 1,516 | 153.2 | 8.7% | 652 | 17.0 min. | 28.8 min (12am) |
| Thurs. 1/13 | 1,539 | 135.3 | 8.4% | 616 | 26.7 min. | 41.4 min (7am) |

* Peak Avg. Hourly ETA represents the highest average ETA for a particular hour on that day.

Transit Connections

Kimball Junction Transit Center

384 Pickups (8.4%)

476 Drop-offs (10.4%)

Total Connecting: 860 (18.8%)

Canyons Village Transit Hub

259 Pickups (5.7%)

591 Drop-offs (12.9%)

Total Passengers: 850 (18.6%)



High Valley Transit

Weekly Data Reporting, Micro & Valley Ride: 1/14/22 to 1/20/22

Ride Experience

Ride Rating (out of 5)
Average **4.66** | Median **5.0**

Ride Distance
Average **4.04 miles** | Median **3.30 miles**

Pickup Walk Distance
Average **76.81 meters** | Median **47.00 meters**

Dropoff Walk Distance
Average **67.93 meters** | Median **34.00 meters**

Time from request to scheduled pickup (ETA)
Average **29.16 minutes** | Median **31.60 minutes**

Weekly Overview

4,203 Passengers (avg. X/day)

113 New Riders

4.8 Utilization Avg.

45.1% Aggregation*

85.1% Met Demand**

*Aggregation = % of shared rides

**Met Demand = % of valid ride requests provided a proposal; a 100 percent met demand rate indicates a 0 percent seat unavailable rate and vice versa.

Transit Connections

Kimball Junction Transit Center

322 Pickups (7.7%)

442 Drop-offs (10.5%)

Total Connecting: 764 (18.2%)

Canyons Village Transit Hub

233 Pickups (5.5%)

710 Drop-offs (16.9%)

Total Passengers: 943 (22.4%)

Service YTD Overview

94,119
Passengers

26,467.6
Net Driver Hours

14,905
App Accounts

Day-by-Day KPIs, 1/14/22 to 1/20/22

| Date | Ride Requests | Driver Hours | Seat Unavailable Rate | Passengers | Avg. ETA | Peak Avg. Hourly ETA* |
|-------------|---------------|--------------|-----------------------|------------|-----------|-----------------------|
| Fri. 1/14 | 1,921 | 143.4 | 7.9% | 690 | 31.0 min. | 42.8 min (7am) |
| Sat. 1/15 | 1,785 | 122.3 | 21.7% | 574 | 30.0 min. | 42.5 min (11pm) |
| Sun. 1/16 | 1,845 | 139.8 | 12.6% | 709 | 24.3 min. | 43.8 min (11pm) |
| Mon. 1/17 | 1,558 | 101.7 | 23.2% | 504 | 35.6 min. | 42.0 min (7am) |
| Tues. 1/18 | 1,594 | 121.6 | 14.4% | 615 | 29.4 min. | 37.9 min (5pm) |
| Wed. 1/19 | 1,474 | 137.6 | 10.0% | 605 | 26.5 min. | 40.4 min (7am) |
| Thurs. 1/20 | 1,348 | 120.1 | 15.3% | 506 | 28.1 min. | 40.5 min (7am) |

* Peak Avg. Hourly ETA represents the highest average ETA for a particular hour on that day.

Web: highvalleytransit.org/data
Email: data@highvalleytransit.org

STAFF REPORT

Date: January 26, 2022
To: High Valley Transit Board of Trustees
From: Isabel Hanewicz, Data & Performance Analyst

Subject: Rider Feedback, 12/09/21 to 01/24/22

Requested Board Action

None, this is an informational item.

Feedback Received from 12/09/21 to 01/24/22

Staff will compile and anonymize feedback for Board review every second meeting of the month. As a reminder, feedback comes from a variety of channels, typically:

- Calls to the depot from riders or drivers, recorded when deemed necessary
- Written feedback collected via website form at highvalleytransit.org/feedback
- Feedback posted to social media channels that is seen or brought to the attention of staff
- Feedback emailed to HVT admin staff, hi@highvalleytransit.org, or Board members
- Verbal feedback that is gathered or passed along to depot or HVT admin staff

We increased efforts to log feedback since the topic was first discussed with the Board on December 9th. Please review the feedback sheet for complaint text. All complaints logged have been resolved.

| Date | Time Logged | Logged By | Method | Summary |
|----------|-------------|-----------|---------------------------|---|
| 12/10/21 | 1:35 PM | Isabel | HVT Website Feedback Form | How long is a bus supposed to wait at the transit center? I waited forever for buses today at Ecker Hill, granted (and understood) weather and road conditions were at play. When one finally arrived I asked the driver if he was going to PCMR since this was my first time using HVT and I am unfamiliar with bus names and routes. He responded yes, I said great, I turned around to get my gear out of my car and he was gone. He was at the transit center less than 5 minutes...that's absurd, and certainly not in line with how PC Transit operated, which I loved and was a frequent user. So, I want a reply back on what the procedures are. I want to be a good steward and use the transportation services, but I want to understand what responsibilities I have as a passenger and what responsibilities your drivers have to the passengers. |
| 12/10/21 | 7:17 PM | Brad | Email | we can't be waiting for the bus for 30 min under the snow, please fix it |
| 12/12/21 | 11:40 AM | Isabel | HVT Website Feedback Form | Hi All, I must say I haven't been able to figure out how micro can manage large scale, busy transit service. Moving 1 or a few people between 2 points in the micro service area is just not efficient. The vans are making relatively long trips throughout the area. Too many to keep people moving in a timely manner. Yesterday--a busy late Sat. am 12/11 was a total flop for me. Ride to MTF office from Redstone was due in 6 min. all the way down to 3 min. then back to 6, down, up to 9. I could see "my van" was heading from KJ to Quarry Village area! I watched it head back and I was picked up after a 20+ min. wait. As we headed out of Redstone, the person I was supposed to meet said to forget it they were ready to leave our meeting site. The driver very nicely turned back around and delivered me back to my stop. This took less than 5 min. Bottom line, I will not expect timely service on micro, which doesn't surprise me. It will work best at very quiet times. And it's misleading. You are given time to your van's arrival, and you plan for that, then, as happened to me, you are notified that that time has increased in up's and down's. I would never trust taking micro to the medical center. I would never trust it to get me to an appointment. I think I would expect micro to get me to a bus stop to catch a scheduled bus, but even that could turn out to be a flop if the micro didn't get me there in time, again, due to changes in the time to pick-up. |
| 12/13 | 14:20 | Brad | Email | Worst experience. Please have supervisor call me please. |
| 12/14 | | Savannah | Email | Hi. Yesterday I took a ride. The driver tried to drop me off Before my set destination and I tried to tell him It's a wrong place and we should keep going little more but he insisted and force me to drop off before my destination. I guess he did not know English when I tried to speak with him he yell and tell me speak Spanish. |

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| ##### | 12:44 | Brad | Email | I ordered for a ride around 2.25 pm today and it said it was gonna be here in 29 min and then it kept delaying more min and adding more min of wait when I left my job and it said 5 min and turned out it was we more min of wait so be freezing outside for more than 15 min between the back and forth until they decided to change the driver and it's more min of wait so thank you for the awful service to customer who rely on this ride more than the tourist and I'm local and didn't have any problem just from the begging so I was so happy about the service so thank you for screwing me up! |
| 12/15 | | Isabel | Feedback to Caroline | Wanted us to bring back fixed service to Kilby Road at Timberline. |
| 12/15 | 11:19 AM | Christina | Phone Call | Someone called asking if Valley Ride went to Kamas. I told her that it didn't. She wanted to let us know that she would be interested in it expanding. I gave her the website and email if she has more questions, or she could call us back |
| ##### | 8:34 | Brad | email | Just so your aware, a transit system is supposed to operate whether there's a storm or not. Your drivers need to understand that it SNOWS in park city and the vans should still be operating. No rides available last nite or this morning. Do better! And if you're going to not run while it's snowing then you need to put that service announcement on your site and put it in your policies that you don't operate unless it's sunny out. |
| 12/17/21 | 130 PM | Savannah | Email | Since yesterday morning it's been saying : "Sorry, we couldn't finde a ride". Has this service been discontinued or something similar? I will appreciate the information. |
| 12/17/21 | 130 PM | Savannah | Email | Just a question, was the micro down for some reason last night? I started requesting a ride at 11:20p and was never able to get a ride, so I had to take an Uber home which was quite frustrating. My understanding from the website is that the micro service is supposed to go to 1a |
| 12/20/21 | 1:30 PM | Rhett | Phone Call | This rider got onto the Kimball Circulator with 3 younger hispanic girls around noon. During the ride the girls were speaking in Spanish and the blond woman who was driving told them "I don't make you listen to my podcast, so I don't want to hear your Spanish. We are almost to your stop and you can continue on there." |

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| 12/20/21 | 6:30 PM | Savannah | Email | <p>Hello, I tried High Valley microtransit from the Silver Springs neighborhood last weekend, to get to Canyons resort. This is a route we frequently utilized on the Pink line. I am curious to know what the plan is regarding micro transit with children. We have a 2 year old and could have enjoyed the timed route on the Pink line 1/2 block from our house to the top of the cabriolet to ski at Canyons. Luckily I tried the micro transit for the first time alone, without toddler in tow, as I'm not sure what I would have done as the minivan approached... no car seat... can't bring one skiing... didn't need one on the public bus.... the app didn't ask the age of my passengers...</p> <p>Do you see the issue?</p> <p>Sincerely,</p> |
| 12/20/21 | 2:00 PM | Savannah | Email | <p>Shouldve kept the pink line bus. Here is an example. I am trying to get to kimball junction to ride the SLC connect, but all the micro rides are booked and i cant schedule one in advance. Poor planning. Youve given free uber to rich people but left the masses behind....</p> <p>My point is that the bus provided a more reliable service. The vans are cool, but not reliable, its hard to fill a bus. Why not have a smaller vehicle run the pink line? Maybe bring back the pink line bus, even if just for the holidays?</p> <p>I mean, I will just drive my car more if i cant count on a bus being available and the vans are booked. How am I supposed to get from Summit Park to Canyons and more importantly back when there is no bus and I cant count on a van?</p> |
| 12/20/21 | 2:00 PM | Savannah | Email | <p>Hello good afternoon,i just want to complain the driver of the bus .1:30 pm from elk meadows to walmart.the other passenger hold the stop stop sign so i didnt do that.and when i notice that he super fast and he wont stop i told him and hold the string that we are heqding to walmart.i think we are six passenger that he drop by at kimbal bus station.and when i talk to the manager her passanger it his fourth time to experience that scene for that only driver same driver.me its my second time for him to experince that attitude</p> <p>I'm hoping for kind and consideration regarding my complain.</p> |
| 12/21/21 | 130 PM | Savannah | Email | <p>Hello, just like to give some feedback from the field. I've been using the application in Park City since summer and would like to see some improvements.</p> <p>1. At first, the micro vans were picking me up 80% of the time, and the service was excellent. Now, it's very infrequent and I'm waiting for the bus almost always. At the same time, the micro vans are passing me on the street.</p> <p>I would like to be picked up quickly from where I'm at by the vans again.</p> <p>2. The application predicts when the next bus will be by to pick me up. However, the estimated time is frequently 10 to 25 minutes wrong. With a half hour between busses, that can mean a 55 minute wait! Seems like with real time GPS tracking, this problem should not be so bad.</p> <p>I would like an increased accuracy in the predictive stop time.</p> <p>Thank you for your consideration,</p> |
| 12/22/21 | 8:40 AM | Rhett | Phone Call | Rider left a voicemail saying the buses are always late and requested that we fix this for the sake of all riders in the area. (Rider left VM in Spanish) |

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|----------|----------|--------|--------------------------------------|--|
| 12/22/21 | 9:00 AM | Rhett | Email | Rider would like a stop added into the bus schedule in Bear Hallow since the old color bus runs don't go there anymore. |
| 12/22 | 9:30 | | Email | Rider waited 30 mintues for a microvan and then the ride picked up other riders instead of taking them directly to their destination |
| 12/22/21 | 11:04 | Isabel | Email to hi@highvalleytransit.org | "Bus supposed to be at a fresh outbound at 747 according to website. 753 when it arrives" |
| 12/22/21 | 11:08 | Isabel | Email to hi@highvalleytransit.org | I understand your scheduled bus routes do not go to the Olympic Park. Would your on-demand ride share service take guests to the Olympic Park? Furthermore, if we had young riders with us that required boosters or 5-point harness car seats are these available at all? Ultimately my family is trying to get up to Olympic Park on New Year's Day. I know your bus route gets us close but not quite there. So I was thinking the ride share program would. But if we're in a regular car and not a bus then I'm not sure of the prospect of going with my 6 and 8 year olds that are in car seats. Thanks so much for your help. |
| 12/22/21 | 11:38 | Isabel | Email to hi@highvalleytransit.org | I will be visiting Park City for the the first time to ski at Park City Ski Resort. I will be staying at the AC Hotel located at 6609 N Landmark Dr, Park City, UT 84098. I am trying to determine if I can use the transit system to go back and forth from the hotel to the ski resort each day? I looked at the website and bus schedule but not being familiar with the area, I just can't determine if this is feasible. Can you please advise if there is a bus stop at the AC Hotel and if it goes to the ski resort and if so where the drop off is at the ski resort? And if the bus can accommodate skis? And finally, how long the bus ride would be from the AC Hotel to the Park City Ski resort? |
| ##### | 12:38 PM | Isabel | Email to hi@highvalleytransit.org | Hi I am staying at 61XX park lane south in kimball junction. Is there a way I can take high valley transit from my townhouse directly to the canyons? |
| ##### | 12:50 PM | Isabel | Email to hi@highvalleytransit.org | Glad to see this service but I have questions ..., How does this work ? If I'm staying at the grand summit in the canyons and my family and I want to go to dinner at 5:00 down town what do we do? In return if we are done with dinner and want to get back to hotel how do we get back without waiting hours ? We go every ear and know it's a "shut show" from dinner time til 10:00 We usually stay at the Hyatt but their shuttle service is amazing so we've never been left to sort of fend on ourselves or Uber |

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|----------|----------|-----------|-----------------------------------|--|
| ##### | 7:15 AM | Christina | Phone Call | When we are running with open routes, the app still says the bus is 5 minutes away, but he had to wait 20-30 minutes because of the open route |
| ##### | 2:42 PM | Christina | Phone Call | General complaints about how the 101 route doesn't operate every 15 minutes like advertised. He said he was frustrated that he can't count on it to get him where he needs on time |
| ##### | 11:28 AM | Stephen | Phone Call/Voice mail | Complaint about driver around 11:30 AM at the intersection of 224 and Cutter Lane. Complaint states that a bus driver was honking at her repeatedly when she was waiting for cars to cross over from Cutter Lane. The complaint states that there was no place for her to go but the driver was honking at her repeatedly. |
| 12/22/21 | 3:45 PM | Isabel | Email to hi@highvalleytransit.org | Hi. Is there one bus line that goes daily from the Park City hospital to the ski ticket office at Park City ski resort? On the map I see the black line 102 bus picking up at the hospital but it looks like it doesn't drop off at the ticket office area. Are we required to switch to the red or green to get to the ski resort? |
| 12/22/21 | 8:23 PM | Isabel | Email to hi@highvalleytransit.org | Great. I work at the resort. I can see all the roads traveled. I didn't notice any traffic. Your service is a huge step backwards from park city transit. They were ALWAYS on time at EVERY stop in town. And they did it with several routes. It's my guess that you were the lowest bidder for the routes and the people that pay for the service are getting what they pay for. And that your company has never operated a bus service before. The only thing a bus needs to do is arrive at the same stop at the same time every day. You have never ever done that. |
| 12/22/21 | 8:49 PM | Isabel | Email to hi@highvalleytransit.org | To whom it may concern, Please tell your drivers to stop tailgating. I work in redstone and both on my way to work and back today, I had one of your vans tailgating me. It is dangerous behavior not to mention I was in a residential area when returning home. |
| 12/23/21 | 12:46 PM | Isabel | Email to hi@highvalleytransit.org | Hello, Do your shuttles stop at Woodward in Park City by chance? Thanks, |
| 12/23/21 | 8:48 PM | Isabel | Email to hi@highvalleytransit.org | Hello, Upon visiting park city next month. I am curious to is your have shuttle services to the following places Woodward Park City Utah Olympic Park in Park City Ice Castles in Midway Thank you |

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|----------|----------|---------|---|---|
| 12/26/21 | 4:11 PM | Isabel | Email to hi@highvalleytransit.org | <p>Hi team,</p> <p>Left a message just now, but figured I'd also send in an email to detail my inquiry. We are located at the following address: X White Pine Canyon Rd, Park City, UT 84060</p> <p>That's about 1/4-1/2 mile past the entrance gate. We had three questions:</p> <p>Will car service be able to come up to house #X or do we have to meet at the gate?</p> <p>Per the app, it appears that our location is outside of the pickup zone.</p> <p>Will a car be able to accommodate 9 people or do we need two cars? Can we book in advance for given days?</p> <p>Thanks</p> |
| 12/27/21 | 12:44 PM | Isabel | Email to hi@highvalleytransit.org | <p>I wanted to inquire on bus transportation from our rental to park city resort. This will be our first time to park city and I wanted to make sure we could make the trip work without a car rental and just use the transportation system.</p> <p>We will be staying at:</p> <p>55XX slalom way Park city, UT 84098</p> <p>I saw there is a bus stop at the beginning of the community entrance off 224. Is that our closest access point for pick up? Also, would you have any suggestions on getting from the airport? Is uber/lift our best option or is there other transportation services from the airport to park city?</p> |
| 12/28/21 | 1:58 PM | Stephen | Email to hi@highvalleytransit.org | <p>Been waiting at the bus stop for an hour. Two 101s have gone past without stopping. This is completely stupid. The app just lies. Disgraceful.</p> |
| 12/28/21 | 2:11 PM | Stephen | Voicemail | <p>A bus driver honked at her repeatedly at intersection of 224 and Cutter Lane. CALLER was waiting for other drivers to cross Cutter and the bus driver behind her honked repeatedly. The incident occurred around 11:30 AM.</p> |
| 12/28 | 8:10 AM | Isabel | Email to Dr. Bondurant, who forwarded to Caroline | <p>Hello,</p> <p>High Valley transit is out of compliance with Federal masking requirements. I ride the bus system on a regular basis and passengers are packed in as tight as possible without being asked or wearing masks. With the Omicron variant spreading rapidly, this is a huge public health concern. Park City needs public transportation for a variety of reasons. This blatant violation is causing myself and others to start driving. Clogging currently already busy roads.</p> |

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| 12/28 | 4:00 PM | Stephen | Email to hi@highvalleytransit.org | App does not work well. When ride is available next option states high volume check back later. Disappointing... |
| 12/28 | 4:13 PM | Stephen | Email to hi@highvalleytransit.org | Lost phone on ride previous day (12/27) |
| 12/28 | 9:30 PM | Christina | Email | I was waiting for a us at snow park Lodge in deer valley this afternoon yes I know traffic and snow he finally got there at 5 pm had a full bus then tells us to get off at old town because he's picking up people at PCMR and that 10 white should be there in 10 minutes that bus didn't show up till 30 minutes later and because of the driver of the bus 101 to Jeremy Ranch that told everyone to get off I missed the last bus to salt lake |
| 12/28 | 1:43 PM | Isabel | HVT Website Feedback Form | hola! porque no funciona el servicio? mas de una espera de hora. por favor ver la conexion yu que pase a horario y llego tarde racias |
| 12/28 | 10:08 AM | Isabel | HVT Website Feedback Form | There was over an hour wait today for the Micro service and the 101 Spiro bus. I know there is high demand but there needs to be a way to track the bus because it kept saying 17 minutes then 10 minutes then 15 minutes, it did not give me an accurate time. I know before with the Park City transit you could track it but with High Valley Transit you cannot, so if there cannot be more vehicles for the 9AM rush at least bring the tracking feature back, thank you for your time. |
| 12/30 | 12:02 AM | Christina | phonecall | Gentleman called because he is frustrated that the 101 isn't consistent. He has to wait 30 minutes sometimes and it never comes at the same time. He's also frustrated with the circulators 103 and 104 because he doesn't know when they come and it's hard to find those. I wasn't able to get a name or any followup information from him because he wouldn't respond to my questions. |
| 12/31 | 2:38 PM | Stephen | Voicemail | Rider is having issues with 101 inbound getting to work in the morning from park ave condos freshmarket inbound toward the Park City Mountain Resort. Bus has completely not shown up around 3 times making him late for work. Wants to know if there is a set schedule for buses running the 101 route. |
| 12/30 | 9:18 PM | Stephen | Email | <p>Trip details never load so I can't select a type of ride.</p> <p>I've uninstalled / reinstalled / power cycled and nothing changes.</p> <p>Using Pixel 6 Pro, all others in party can operate with no issues. Friend with pixel 6 Pro loads fine.</p> <p>Is my account corrupted? Can my user be deleted and re-created?</p> |
| 12/31 | 10:03 PM | Stephen | Phonecall | CALLER explained how the Canyons Shuttle is not driving all the way up to the Silverado Lodge and that multiple guests have complained about this issue. |

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| 12/31 | 11:19 AM | Isabel | HVT Website Feedback Form | I am inquiring if your timetables are still accurate and if the line is running at a 15 min schedule. Today at 10:30am, my son tried to ride to Canyons from Jeremy ranch and it took 40 mins for the bus to show up. Other times during normal weather, it also doesn't seem to be on a 15 minute frequency within the past 2 weeks. Can you please advise? Thanks. |
| 1/1 | 8:43 AM | Stephen | Email | <p>Hello,</p> <p>I ride the bus to work everyday and absolutely have to take the jeremy ranch bus to park city resort because it has the appropriate timing. However, frequently, this bus has not arrived. It says in the app that it is there but then when it's suppose to arrive the app just says a bus will arrive in fifteen minutes (meaning the next bus is on its way). Then I have to take the next bus but by that time I am about ten minutes later to work. But sometimes the bus is there so I just am unsure if I should keep relying on it if somedays it just doesn't run. I hope you can clear this up for me!! I appreciate your help and time with this matter!!</p> <p>Thank you,</p> |
| 1/3 | 7:55 PM | Christina | Email | Is the 101 bus working....? I am already 50min waiting in front o the park city nursery for a bus... |
| 1/4 | 4:49 PM | Stephen | Call | The buses have not been on time to Ecker Hill and Parley schools to pick up his children. He was wondering if there was a way we could have the buses |

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| 1/2 | 14:15 | Isabel | Email to hi@highvalleytransit.org | <p>It is 1:25pm and micro-transit is still unavailable, (started at 6am). According to whoever I spoke with on the phone there is only one of the vans in service.</p> <p>So... feedback: Many of the people who have relied on the stellar public transit in Park City shared the same concerns back in June.</p> <p>The drivers are independent contractors and do not seem to be obligated to work on any given day, (Nathan, Shannon, and Guiehermino are amazing). As a large portion of the workforce in Park City relies on public transit, and has for well over the 11 years that I have been using it, it is a necessary service. Park City doesn't run without quality public transit. 'Maybe I can make it to work on time' is not good enough, it's a step backwards. Put the drivers on payroll and discipline them if they no-show to a shift. If I skipped work as I pleased based on the weather or how much I hated my alarm clock, I would not have a job. *also the whole not going to work until they get a high enough incentive is BS. What's the point of showing up to work on time if they will pay you more for being late?</p> <p>There are not enough vans to support the workforce during the winter season in Park City. You need 20-40 micro-transit vans to accommodate peak season. The locals are using it, the J1's are using it, and if the tourists figure it out then that's bad news.</p> <p>The app is clunky and lacks features like adding a note to your pick up, (hey I have to take my cat to the vet, I'm going to get a COVID test so mask up, etc.). Scheduling a ride in advance, (not that that would matter if none of the drivers came to work). More open communication between driver/rider. Maybe adding a que system instead of forcing people to refresh every 15 seconds which is absolutely infuriating. Probably some other quality of life improvements for drivers and passengers.</p> <p>HVT needs to be hiring locally, a lot of the Park City Transit drivers went to HVT and many other locals would be happy to drive for you guys! If you offered a J1 \$20+/hr to drive they would definitely take that over the \$15/hr that Vail/Deer Valley are paying them, and that's just the tip of the iceberg. HVT beats the average pay for most of the service industry jobs in Park City and if you guys hired locally it would pay off in multiple ways. It would help the locals, the drivers wouldn't cancel their shift because they don't want to drive 45min up the canyon at 4am, and we know how to drive in the snow!</p> <p>If you ran a couple of shuttles within the micro-transit service area it would do A LOT. An hourly shuttle through the higher traffic areas would take a lot of load off of the micro-transit, (hello Trailside).</p> <p>So yea... Park City Transit dropped the ball, Summit County is saving money by working with HVT, and if you guys drop the ball then all of those who live and work here, and rely on public transit are f'd.</p> <p>The idea looks great on paper! but implementation seems to have been naive and seriously underdeveloped. I will not be using the service if I am on a time-frame until things are fixed, and I am voicing my concerns to Summit County officials as well.</p> <p>I know that I'm being critical but more than anything I want to see HVT shine and revolutionize the public transit in Park City. You guys just need to do a lot more, I don't blame the drivers or support staff. Whoever decided that a bare-bones approach was ideal for one of the busiest ski towns in the country needs to wake up, and whoever in Summit County signed off on it should lose their job, (or at least lose their car so that they can see what they have done to the community).</p> <p>I hope that is informative, feel free to contact me. until then... Happy New Year! Have an amazing day!</p> |
| 1/4 | 12:47 | Isabel | Email to hi@highvalleytransit.org | <p>Hi High Valley Transit,</p> <p>We are a party of 7 staying at Grand Summit. How do we get to Twisted Fern restaurant from our hotel for a 5 pm reservation? Thanks so much for your assistance.</p> <p>Best,</p> |
| 1/5 | 9:30 | Rhett | email | <p>To whom it may concern:</p> <p>Good morning, my name is [NAME], I'm a J1 student from Argentina who lives in Summit Park. My concern the past few days has been that I can't get a High Valley van to get to work, even though I start looking for a van an hour and a half or two hours earlier than my work schedule, nor me or my roommates, and I've heard that a lot of people living in Summit Park or round the area are having the same problem.</p> <p>I was wondering how we can solve this situation, because we can't afford paying for two lyfts or uber cars per day, and the only way we can get to work is through High Valley. Would it be possible for us to have priority to book the vans to go to work? Because we are either getting late to work or end up paying other transportation methods.</p> <p>I'm looking forward for your answer</p> <p>Yours sincerely</p> |
| 1/6 | 2:41 | Stephen | email | <p>Hello, good morning, I am writing to you to let you know that today I got up 6am in order to take a high valley from summit park to kimball to go to work, it is 8 10 am and still can't find a transit that can take me there, this is very stressfull for all of us that have to go to work. I hope we can find a solution for this problem, thanks a lot ,.</p> |
| 1/6 | 8:45 | Stephen | Email | <p>Hello</p> <p>I'm writing just for let you know that I take the 101 bus at 6:33 every morning but is never on time in Kimball Juction. Then, I take the purple to go a Empire Lodge and I'm never be on time.</p> <p>Could you do a new schedule?</p> <p>Thank you</p> |

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|------|----------|-----------|-------|---|
| 1/6 | 3:00 PM | Isabel | Email | Hi, I live at 19XX Mahre Dr. in Sun Peak. I decided to try your bus system for the first time on Monday, 1/3. I waited from 10:30 AM until 11:15 AM for an inbound bus at the corner of Bear Hollow Dr. No buses appeared so I finally gave up and drove to PCMR. So much for the HVT experiment. I realize you are new to the transportation business, but you have to do better if you want us to use your services. I won't try that route again. I may give micro-transit a try from Mahre Dr. to Canyons. |
| 1/7 | | alexia | Call | Rider called in complainning about DP. making her get out of her seat and move over for a younger rider. She then said he told her that this service is not Uber and she will need to follow his rules and do it his way. Eventually they bickered back in forth for a while until DRIVER PARTNER told her to "shut up and be quiet" which is when she then called in tears super upset that she has never had an issue before with any other driver. |
| 1/7 | 2:03 PM | alexia | Call | Rider called to complain about DP. Aggressively telling her to put her mask back on whilst taking a drink of water. She was upset he was so aggressive and told her she can't make excuses to not have her mask on in the van. Rider was upset |
| 1/7 | 10:50 PM | Christina | Email | Hey, I just had a ride with DRIVER PARTNER and I am with my sister and I had to try several times to book a ride and I didn't realize that I put 1 passenger instead of two. I thought that it would be fine to keep it just one so I didn't have to rebook a ride because the drivers usually don't care. And when I got in the car with DRIVER PARTNER he started to yell at me saying why is there 2 people instead of one and pointing at his phone and saying does this look like 2 people. He was very rude and I just wanted to let you guys know. |
| 1/9 | 10:52 AM | Christina | Email | I would like to know why the bus app tells you it'll be there at a certain time, but I end up waiting more than 20 min for the bus to arrive. I'm tired of this system and as a Park City resident I would like the old bus system back. At least with those I could track them with app. |
| 1/11 | 9:46 AM | Stephen | Email | Hola, me comunico para decirles que el servicio que brindan es pésimo. Todos los días tomo el bus 101 en la parada de Powderwood condos y pasa siempre a un horario diferente. Entiendo que tengan pocas unidades o pocos conductores pero al menos respeten un horario. He llegado tarde al trabajo en muchas ocasiones lo cual me esta generando una pérdida de dinero. Además de tener que esperar el bus a temperaturas bajo cero durante más de 30 minutos. Su servicio es un desastre. |
| 1/16 | 9:10 PM | Christina | Email | We were excited to find your service but disappointed when our drive told us they were not allowed to take bags. Left us looking for alternatives. You should make it clear on your APP that no baggage is allowable. Thank you |

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| 1/16 | 7:20 AM | Isabel | Email | <p>Hi High Valley Transit,</p> <p>I live in Timberline and I'm excited to see that you offer a morning pick up at Summit Park at 6:05 and 7:05 every day, then traveling down the frontage road past Timberline.</p> <p>I attached a screenshot of that notice for your reference.</p> <p>Of course this morning there is no bus here. By the time I realized that at 7:20, the microtransit is 45 plus minutes out.</p> <p>Are you planning to run this bus service that you are advertising? Or should I just book a microtransit run for every trip even though you advertise a bus going right past my house?</p> <p>Thanks,</p> |
| 1/16 | 6:51 AM | Isabel | Email | <p>Huge shout out to the female bus driver of the 6:05 AM outbound from JR 101 Spiro. She arrived on time to pick me up and enforced the mask mandate at the next stop. By the time we got to Canyons Transit hub, the bus was pretty full and everyone was wearing a mask. I have been very frustrated this season with the reliability of the 101 Spiro, and I understand a lot of my frustrations are the HVT's fault.</p> <p>Please give her a shout out. I wish I would have gotten her name.</p> <p>Sincerely,</p> |
| 1/12 | 9:59 AM | Isabel | Email | <p>Greetings,</p> <p>Please fix/update your bus route/schedule for Kamas. It used to show the stop and times for the Kamas Park and Ride. Now it is only showing the endpoint of Francis. If you want more ridership, you need to ensure that the regular possible stops are listed to entice people to arrive at the stop closest to them and to know what time to be there by.</p> <p>Thank you for your attention to this matter. I really appreciate your assistance in helping maintain ridership for a route we've fought years to attain.</p> |
| 1/17 | 4:23 PM | Isabel | Email | <p>What is going on with High Valley Transit and PC Trans? My family and I drove to the Ecker Park and Ride at 0920 this morning, hoping to take the advertised 15 minute ride to the slopes. My first warning should have been the lack of other passenger vehicles in the lot... After waiting 45 minutes, and watching 4 full size buses, and 2 HVT vans roll into the lot empty, we still couldn't get on a single bus. All obviously had drivers. The best that was offered was a 3 transfer frankenstein of a route to the PCMR. The drivers blamed it on the traffic. My family and I hopped in the car, and drove to the high school... absolutely no traffic. After waiting another half-hour, 100ish people packed onto the high school bus, very few of which were wearing masks. At the end of the day, after watching 4 Deer Valley buses pass by and waiting another half-hour, another 100ish people were packed onto the arriving high school bus... I felt like I was on the train in Tokyo at rush hour! Despite being hopeful for public transit in PC, HVT and PC Trans are missing the mark big-time! Absolutely terrible experience. My family and I will never take public transit again.</p> |
| 1/21 | 11:00 PM | Christina | Email | <p>Hello,I'm staying in the Black Rock Ridge neighborhood and wondered if there's a way for me to get to kimball junction using your transit system.Thanks!</p> |
| 1/21 | 11:16 PM | Christina | Email | <p>DRIVER PARTNER dropped me of at contender without my knowledge forcing me to risk myself to ask for directions my phone died and I was lost</p> |

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| 1/22 | 7:15 | Christina | Email | My driver not only didn't speak English but also had a complete lack of awareness. He drops off one of the 2 other passengers who happens to live right next to me, but drives right past my home (destination at the time). Driving past my destination as he did cleared my destination entirely from his list leaving him with the only option of dropping me off in the middle of nowhere. After having to wait a lot longer than the app predicted as-well as having to endure this outrageous and tedious dilemma I was just shy of an hour late to my destination. Not to mention how this driver needs his license revoked as his speedy turns, abrupt stops and reckless endangerment of his passengers directly warrants this claim. I almost deserve compensation for having to live through this. |
| 24-Jan | 12:53 PM | Isabel | HVT Website Feedback Form | Just wondering if you plan to add real time info on bus locations like the MyStop app that Park City Transit uses. It really helps us riders select the quickest option now that there are 2 systems serving us. |

STAFF REPORT

Date: January 26, 2022
To: High Valley Transit Board of Trustees
From: Isabel Hanewicz, Data & Performance Analyst
Subject: Characteristics of Agencies Similar to HVT

Requested Board Action

None, this is an informational item.

Context

I compiled a list of ten transit agencies that serve ski areas and operate in similar (typically rural) conditions. Using data publicly reported to the National Transit Database (NTD)¹, I aggregated data providing basic characteristics such as operating expenses, annual unlinked passenger trips, annual vehicle revenue miles traveled, and others. The most recent data available was for FY 2020. The attached Excel file has three sheets outlining this data – “Definitions”, to define certain reporting metrics; “Similar Agencies”, which provides the NTD data for similar agencies; and “Micro Reference”, highlighting four agencies/cities that provide general public Micro.

To give Board members some context for which to compare, I projected the same statistics for HVT, using the timeframe of July 1st, 2021 to June 30th, 2022, which would represent the first full year of service for fixed route as well as the same months for Micro². These are highlighted in yellow on the second row of the “Similar Agencies” sheet. To learn how these projections were calculated, please see the appendix on the following page.

¹ Required if an agency receives federal funds. As HVT does not yet receive federal funds, we do not have to report to the NTD for FY 2021.

² Micro started May 17th, 2021, but I begin its data on July 1st for consistency and to represent the “full system start” date

Appendix: Calculation of HVT projections for comparison to other agencies

- **Annual UPT: 897,089**

To calculate the Micro/VR estimated average for Jan-March, I averaged daily passengers for Jan. 1 to 19, which came out to 575/day, and used the average for all three months. For April, I decreased this number by 20 percent to reflect a partial skiing month (460/day), and for May and June, I decreased this estimate by 35 percent (373/day), which matches our November 2021 average.

For the 101 and 103 through 105, I used December data to create a monthly average (no January data available) and used this average for all three months. For consistency, I decreased this average by the same 20 percent in April and 35 percent in May/June. I kept the 102 average consistent as ridership has not changed much between November and December.

For the PC-SLC Connect, I used the December average for Jan-March and decreased this by 50 percent for April to June to reflect the extra route (901) during winter and the ski traffic increase.

| | July 1 – Dec. 31st | Jan-March Monthly Est. | April-June Monthly. Est | July 1 st 2021 – June 30 th 2022 Est. Total |
|---------------------|--------------------|--------------------------|--------------------------|---|
| Micro & Valley Ride | 75,084 | 17,825 / 16,100 / 17,825 | 13,800 / 11,563 / 11,190 | 163,387 |
| 101 | 162,508 | 78,864 / 71,232 / 78,864 | 61,050 / 51,261 / 49,608 | 553,387 |
| 102 | 5,998 | 1,240 / 1,120 / 1,240 | 1,200 / 1,240 / 1,200 | 13,228 |
| 103 | 8,813 | 4,154 / 3,752 / 4,154 | 3,216 / 2,700 / 2,613 | 29,402 |
| 104 | 17,807 | 5,642 / 5,096 / 5,642 | 4,368 / 3,667 / 3,549 | 45,771 |
| 105 | 19,217 | 8,122 / 7,336 / 8,122 | 6,288 / 5,279 / 5,109 | 59,473 |
| PC-SLC Connect | 14,694 | 4,060 / 3,667 / 4,060 | 1,965 / 2,030 / 1,965 | 32,441 |
| Systemwide | 304,121 | - | - | 897,089 |

- **Annual UPT, Bus: 688,033**
 - Adding the last column of the above table for the 101 and 103-105
- **Annual UPT, Commuter Bus: 45,669**
 - Adding the last column of the above table for 102, PC-SLC Connect
- **Annual UPT, Demand Response: 163,387**
 - The last column of the above table for Micro
- **Annual VRM: 1,776,370.64 miles**
 - Micro: Total miles traveled between July and December was 343,249.7 miles. Monthly miles are approximately the same due to aggregation & fewer no-passenger miles in more popular months, so multiply by two for estimated yearly miles: **686,499.4 miles**
 - 101: 682,484 miles scheduled for the year, multiplied by estimated 93 percent serviced rate: **634,710.12 miles**

- 102: **85,385 miles** scheduled for the year
- 103: **66,985 miles** scheduled for the year
- 104: **95,365 miles** scheduled for the year
- 105: With only 15-minute service, 49,758 miles scheduled per year, an average of 4,146.5 per month. From December 1st through April 1st (four months), we run 7 ½ minute service (double service) from 7am to 7pm and 15-minute service during the other hours of service, 6am-7am, 7pm-10pm. That means we doubled service for 12 out of 16 of daily hours, or 75 percent. Take 75 percent of 4,146.5 and double to get 6,219.75 miles, and add back the remaining 25 percent (1,036.63) to get an estimated 7,166.38 miles/month Dec 1st – April 1st. This means total miles is (4,146.5 miles x 8 months) + (7,166.38 miles x 4 months) = **approx. 61,837.52 miles**
- PC-SLC Connect: **145,588.64 miles**
- **Annual VRH: 112,965.36 hours**
 - Maximum vehicle hours for Micro are set contractually at **40,000**
 - Maximum revenue hours for 101/102 are set contractually at **47,119**
 - 103: **5,220 hours**
 - 104: **7,227 hours**
 - 105: **7,292 hours** (per Travis, includes 7 ½ min service)
 - PC-SLC Connect: **6,107.36 hours**
- **Total Operating Expenses: \$10,705,062.50**
Uses half of the 2022 budget line item and half of the 2021 budget line item for consistency
 - Bus service: \$8,364,145.50
 - Bus service (UTA): \$535,000
 - Salaries: \$589,813
 - Overtime: \$4,000
 - Benefits: \$225,900
 - Materials/Supplies: \$25,000
 - Travel/training: \$16,550
 - Board stipends: \$5,000
 - Dues/subscriptions/licenses: \$92,003
 - Utilities: \$10,276
 - Cell phones: \$2,118
 - Professional/technical: \$569,710
 - Fuel: \$263,697
 - Equipment/vehicle maintenance: \$1,850
- **Sources of Operating Expenses: Local Funds**
- **Operating Expenses per UPT: \$11.93**
- **Operating Expenses per VRM: \$6.03**
- **Operating Expenses per VRH: \$94.76**
- **Capital Funds Expended: \$3,412,696.50**
Uses half of the 2022 budget line item and half of the 2021 budget line item for consistency
 - Local match/bus replacement: \$303,950
 - Depreciation/replacement: \$2,190,746.50
 - Capital Assets: \$914,000
 - Equipment: \$4,000

- **Sources of Capital Funding: Local Funds**
- **Services Offered: Bus, Commuter Bus, Demand Response**
- **VOMS, Bus: 13**
 - 101 Peak: 7
 - 103 Peak: 2
 - 104 Peak: 2
 - 105 Peak: 2
- **VOMS, Commuter Bus: 7**
 - 102 Peak: 2
 - PC-SLC Connect Peak: 5
- **VOMS, Demand Response: 10** (*maximum I have seen*)

| Agency | Location | Ski Resort(s) Served | Annual UPT | Annual UPT, Bus | Annual UPT, Commuter Bus | Annual UPT, Demand Response | Annual UPT, Other | Annual VRM | Annual VRH | Total Operating Expenses | Sources of Operating Funds Expended | Operating Expenses per UPT | Operating Expenses per VRM | Operating Expenses per VRH | Capital Funds Expended | Sources of Capital Funds Expended | Services Offered | VOMS, Bus | VOMS, Commuter Bus | VOMS, Demand Response | VOMS, Other | Fare Model |
|---|---|---|------------|-----------------|--------------------------|-----------------------------|-------------------|--------------|------------|--------------------------|--|----------------------------|----------------------------|----------------------------|------------------------|--|--|-----------|--------------------|-----------------------|-------------|--|
| HVT Estimates, July 2021 - June 2022 | Summit County, UT | PCMR, Deer Valley, Woodward | 897,089 | 688,033 | 45,669 | 163,387 | 0 | 1,776,370.64 | 112,965.36 | \$ 10,705,062.50 | Local Funds | \$ 11.93 | \$ 6.03 | \$ 94.76 | \$ 3,412,696.50 | Local Funds | Bus, Commuter Bus, Demand Response (General Public Micro & Paratransit) | 13 | 7 | 10 | 0 | Fare-free except for PC-SLC Connect which is \$5/way |
| Steamboat Springs Transit | Steamboat Springs, CO | Steamboat Springs | 769,993 | 741,086 | 28,135 | 772 | 0 | 619,216 | 41,130 | \$3,788,928.00 | Fare Revenues, Local Funds, State Funds, Federal Assistance, Other Funds | \$ 4.92 | \$ 6.12 | \$ 92.12 | \$1,368,055.00 | Local Funds, Federal Assistance | Bus, Commuter Bus, Demand Response (Paratransit) | 14 | 2 | 2 | 0 | Fare-Free Bus and Paratransit, \$6 one-way for commuter (regional) service |
| Roaring Fork Transportation Authority | Aspen, CO | Aspen Snowmass, Aspen Highlands, Buttermilk | 2,548,332 | 1,204,873 | 859,742 | 10,092 | 473,625 | 3,975,273 | 183,072 | \$37,471,304.00 | Fare Revenues, Local Funds, State Funds, Federal Assistance, Other Funds | \$ 14.70 | \$ 9.43 | \$ 204.68 | \$9,412,272.00 | Local Funds, State Funds, Federal Assistance | Bus, BRT, Commuter Bus, Demand Response (Paratransit) | 33 | 36 | 8 | 26 | Fares for most routes |
| The Lift - Winter Park Transit | Winter Park, CO | Winter Park Resort | 363,855 | 326,215 | 23,245 | 14,395 | 0 | 345,321 | 25,774 | \$2,101,300.00 | Local Funds, Federal Assistance | \$ 5.78 | \$ 6.09 | \$ 81.53 | \$1,092,325.00 | Local Funds, State Funds | Bus, Commuter Bus, Demand Response (Paratransit) | 14 | 3 | 3 | 0 | Fare-Free |
| Summit Stage | Summit County, CO | Breckenridge, Copper Mountain | 974,453 | 942,578 | 28,395 | 3,480 | 0 | 1,021,409 | 53,586 | \$9,780,646.00 | Fare Revenues, Local Funds, Federal Assistance, Other Funds | \$ 10.04 | \$ 9.58 | \$ 182.52 | \$7,829,278.00 | Local Funds, State Funds, Federal Assistance | Bus, Commuter Bus, Demand Response (Paratransit) | 25 | 4 | 4 | 0 | Fare-Free Bus and Paratransit, fares for commuter service but paused due to COVID-19 |
| Town of Vail Bus | Vail, CO | Vail | 1,692,924 | 1,692,916 | 0 | 8 | 0 | 592,152 | 50,988 | \$5,051,201.00 | Local Funds, Federal Assistance | \$ 2.98 | \$ 8.53 | \$ 99.07 | \$3,548,321.00 | Local Funds, State Funds | Bus, Demand Response (Paratransit) | 26 | 0 | 1 | 0 | Fare-Free |
| Green Mountain Transit | Burlington, VT | Stowe Mountain | 2,333,081 | 2,023,264 | 173,839 | 135,978 | 0 | 4,359,760 | 233,875 | \$20,840,602.00 | Fares and Directly Generated, Local Funds, State Funds, Federal Assistance | \$ 8.90 | \$ 4.77 | \$ 88.83 | \$5,279,364.00 | Fares and Directly Generated, Local Funds, State Funds, Federal Assistance | Bus, Demand Response (General Public Micro using Via technology), Commuter Bus | 55 | 17 | 36 | 0 | Fares for most routes |
| South Teton Area Rapid Transit (START) | Jackson, WY | Jackson Hole, Snow King | 35,128 | 35,128 | 0 | 0 | 0 | 79,482 | 2,525 | \$342,641.00 | Fare Revenues, Local Funds, Federal Assistance | \$ 9.75 | \$ 4.31 | \$ 135.70 | \$0.00 | N/A | Bus (General public Micro service in downtown Jackson began Nov. 27, 2021 and is not reflected in most current NTD data) | 3 | 0 | 0 | 0 | Fares charged |
| Tahoe Truckee Area Regional Transportation (TART) | Truckee, CA and North Lake Tahoe, CA/NV | Northstar at Tahoe, Palisades Tahoe | 675,486 | 569,007 | 63,750 | 131,223 | 18,082 | 1,716,119 | 86,276 | \$14,522,615.00 | Fares and Directly Generated, Local Funds, State Funds, Federal Assistance | \$ 21.26 | \$ 8.37 | \$ 166.44 | \$2,251,552.00 | Local Funds, State Funds, Federal Assistance | Bus, Demand Response (General Public Micro and Paratransit), along with Commuter Bus and Vanpool operated in broader Placer County | 17 | 4 | 9 | 10 | Fares charged for some routes |
| Tahoe Transportation District | Zephyr Cove, NV | Diamond Peak Ski Resort, Heavenly Mountain | 263,366 | 660,927 | 23,951 | 12,136 | 0 | 504,726 | 32,988 | \$5,463,750.00 | Fares and Directly Generated, Local Funds, State Funds, Federal Assistance | \$ 20.18 | \$ 10.53 | \$ 161.08 | \$472,887.00 | State Funds, Federal Assistance | Bus, Demand Response (Paratransit), Commuter Bus | 8 | 3 | 3 | 0 | Fares charged typically, but fare-free for COVID-19 safety |
| Link Transit | Chelan County, Douglas County, WA | Mission Ridge Ski Resort | 745,336 | 705,115 | 0 | 40,221 | 0 | 2,014,361 | 109,723 | \$17,189,888.00 | Fares and Directly Generated, Local Funds, State Funds, Federal Assistance | \$ 22.27 | \$ 8.24 | \$ 151.28 | \$2,766,477.00 | Local Funds, State Funds, Federal Assistance | Bus, Demand Response (General Public Dial-a-Ride, Advanced Reservations Required) | 32 | 0 | 15 | 0 | Fares historically charged, but in a one-year fare-free pilot |

STAFF REPORT

Date: January 26, 2022
To: High Valley Transit Board of Trustees
From: Isabel Hanewicz, Data & Performance Analyst
Subject: Service Changes to the 101 & 103

Requested Board Action

Consider approving a change to the 101 Spiro's frequency, from 15-minute headways to 30-minute headways.

Description of the 103 Kimball Junction Shuttle changes and ongoing technical challenges is informational; no action is needed.

Proposed Service Changes on the 101 Spiro

Meeting 15-minute headways on the 101 Spiro has been a challenge, especially in the past two months. This is due to drivers leaving the position and drivers calling out from their shift the day of (which includes callouts due to COVID-19 or other sickness). From January 1st through the 16th, we serviced only 80 percent of scheduled revenue hours for the 101, meaning headways were often 30-minutes as opposed to the scheduled 15 minutes. Between December 1st and January 25th, we have received 27 complaints about the 101's timeliness and reliability, roughly a third of all complaints tracked.

To address this issue, staff proposes shifting the scheduled frequency from 15 to 30-minute on the 101 Spiro. This will allow us to provide riders with more realistic expectations and a more reliable service. We will still attempt to staff for 15-minute frequency and will run every 15 minutes when staffing allows. Riders will be alerted via app, website, and HVT social media of the switch to 30-minute frequency. Regarding payment, HVT will continue paying \$147.32 per revenue hour served; for example, in January, HVT will pay for only the ~80 percent of scheduled runs that were serviced. Maintaining the budget for 15-minute service will ensure that RTW can improve and provide full service, while also keeping HVT's costs to only serviced hours.

To accompany this shift, we propose switching the fixed route prioritization parameters in the app so that riders will receive only a fixed route proposal if there is a fixed route option less than 25 minutes longer than the Micro option and with less than 500 meters of walking. For example, this

would mean that riders who have the 101 coming in 30 minutes and a Micro ride coming in 10 minutes would not see the Micro option. This is an increase from a 15-minute buffer and reflects the decreased 101 frequency.

Service Changes on the 103 Kimball Junction Shuttle

The 103 Kimball Junction Shuttle has been rerouted, removing the Lower Outlets stop for three new stops along Powderwood Dr. This mimics the previous 6 Lime alignment and allows Powderwood residents to connect directly to a fixed line.

While the new route is already being driven, we are still in the process of adding this to the app. Additionally, we are adding many “virtual” 103 stops in-app to reflect the fact riders can flag the 103 down at any point along its route. Both changes should decrease Micro demand in Kimball Junction, our most popular zone.

Ongoing Technical Challenges

An update and review of outstanding technical challenges:

- We are working to improve the reliability of in-app fixed route ETAs. We are aware that when we have an open (unserved) run or lose cell service on a fixed route (101-105), the app will default to static timetables, which may be incorrect. Even with real-time data, small inaccuracies in ETAs can occur due to traffic or other unexpected changes in conditions.
 - This is another reason to change to 30-minute frequencies. In January, we did not service ~20 percent of the time, which meant that for those runs, we defaulted to the static timetable and showed the user the scheduled arrival time, even though no bus was coming. This increases user frustration and decreases confidence in our service.
- We are looking into increasing allowable Micro walk distance in Kimball Junction area to reflect the area’s better walkability and alleviate Micro demand.
- We are continuing to work on adding live bus location in the app. Via has expressed the main issue is not the availability of real-time data, but rather the technical challenges of integrating that data into a rider-facing product. We (and Via’s team) know how imperative this feature is to riders.

STAFF REPORT

Date: January 26, 2022
To: High Valley Transit Board of Trustees
From: Caroline Rodriguez, Executive Director
Subject: High Valley Transit Facility Design Contract

Requested Board Action

Informal approval to the County Manager to execute a contract amendment to incorporate the design fee for the High Valley Transit Maintenance and Operations Facility.

Background

The current maintenance and operations “facility” at the Ecker Hill Park and Ride is inadequate to support a public transit district of HVT’s size. The obvious difficulty in maintaining transit vehicles in a temporary tent is compounded by Utah’s winter weather, with at least five of the current fleet vehicles struggling to start on mornings that the temperature has dropped below ten degrees.

To support the success of the transit district, Summit County has earmarked just under eight acres on their parcel along the U.S. 40 Old Frontage Road to serve as the HVT campus and has incorporated transit facility programming and design into their larger master planning process; with the HVT effort front loaded and already underway. During a previous meeting, staff shared the initial site concept with the Board.

Whether or not the Board chooses to move forward with some or all of the construction of a facility in 2022, it is important that the full design be completed immediately for the following reasons:

- Economy of scale in design and land use: HVT cannot remain in a temporary facility and it is significantly more efficient to design the full 7.92 acres within one process than to design building by building.
- Federal and state capital grants programs require that some level of design be completed before application is made. Generally, the more work that has been completed, the less risky a project is, increasing chances for funding.
- Staff anticipates applying for ARPA and CRSSA funding in March 2022 and the District must demonstrate that we can reasonably spend down funds; i.e. be “shovel ready”
- Full design will allow the Board to appropriately prioritize project elements and articulate a phasing schedule and funding strategy

- We are achieving a great time savings in piggy-backing on the existing contract. To complete this effort at a later date would require another full procurement process.
- Funding for this service was appropriately budgeted for in 2022

Under the existing contract with the County, the GSBS team can complete full design of the HVT complex, including the administration, operations, and public meeting space building, with a second-story shell prepared for future housing; a maintenance, charging, and bus wash facility; vehicle parking; and a shared fuel island. The cost for this additional, HVT-specific design service is **\$1,196,374** and is based on the State of Utah's Department of Facilities and Construction Management fee schedules for a project that is of "less than average complexity type." Staff is proposing that the design fee be fully funded out of the 2022 budget for the Transportation Sales Tax project for a Regional Transit Facility in which \$1,803,016 is available.

Attachment: Fee Proposal

January 21, 2022

Derrick Radke, PE
Public Works Director
 Summit County
 1755 S. Hoytsville Road
 Coalville, UT. 84017

RE: Fee Proposal for High Valley Transit (HVT) Operations, Administration, Maintenance, Bus Enclosure and Multi-Agency Fueling Island project. Justice Center Remodel Detailed Cost Estimate Request.

Dear Derrick,

We have completed the Programming phase of this project and are now moving into the full services portion of the work. We have formalized this proposal based on the State of Utah's Department of Facilities and Construction Management fee schedules.

This project would fall under their Schedule B which is a "Less than average complexity type" project. Using this table on their website these are our calculations for this proposal:

HVT Building Costs

| | |
|-----------------------------|--|
| Operations / Administration | \$3,392,753 from cost estimate |
| Maintenance / Shops | \$4,450,475 from cost estimate |
| Bus Parking Building | \$9,300,198 from cost estimate |
| Site /Fuel Island Cost | <u>\$3,491,164</u> from cost estimate (minus the \$1,309,440 solar panels) |
| Total Project Cost | \$20,634,590 Construction Cost |

DFCM Schedule B projects over \$20,000,000 is a 5.22% fee of construction costs.

\$20,634,590 x .0522% =

| |
|--|
| \$1,077,126 (Architectural, Civil, Structural, Mechanical, Electrical) |
| \$49,751 Landscape (Supplemental Service) |
| \$23,562 Detailed Cost Estimates (Supplemental Service) |
| \$14,285 Geotechnical Reports for HVT site |
| \$2,700 Geotechnical Bore-Hole Staking |
| <u>\$28,950 NEPA Service Agreement</u> |

Total for HVT Project: \$1,196,374 Fee

Exclusions:

- LEED registration and documentation for this building is excluded pending a sustainability workshop. Fees for sustainability approach will be determined at that time.
- Other buildings within the recorded plat, this proposal is only for High

Valley Transit project on Lot 3.

- Environmental Evaluations
- Building Commissioning
- Traffic / Transportation studies
- Design of Owner provided equipment such as Car Wash, Lube and Vehicle Lift Equipment is excluded. However, GSBS will assist with integration of those elements in the design.

If this proposal is acceptable, please incorporate this into our existing contract for the High Valley Transit portion of the work. Hope this meets with your approval. We will keep moving forward.

Thank you,



Brian K. Jacobson, AIA

Project Manager

GSBS Architects

STAFF REPORT

Date: January 26, 2022
To: High Valley Transit Board of Trustees
From: Caroline Rodriguez, Executive Director
Subject: Board Committees

Requested Board Action

- Appoint two members of the Board to each committee
- Determine Committee terms (suggested: two years)

Background

The High Valley Transit Board has established the following committees (previously referred to as sub-committees) to guide the work of the full Board and make the most efficient use of the Board's time during public meetings. The intent of these standing committees is to allow two Board members to meet and work closely with staff on a regular basis on distinct subject matter. The appointed members should represent the interests of the full Board and will be responsible for reporting back progress to the Board during public meetings.

Following is a description of the Committee descriptions, membership, and meeting schedules as currently organized:

Name: **Budget, Finance, and Audit Committee**
Purpose: Serves as the policy work group for the District's financial plan; bonding plan; grants planning and oversight; and general budget oversight. Reviews current year budget burn rate and assists in preparation of future budgets.
In addition, this committee serves as the designated audit committee as outlined within High Valley Transit's Policies and Procedures, Section 3.7. *Note: Independent audit not required for 2022. Instead, audit will be conducted by Summit County under service agreement.*
Appointed: Kim Carson, David Geffen
Staff Lead: Caroline Rodriguez
Others: Matt Leavitt, Finance Director
Effort Level: High
Meetings: Every other Tuesday at 11 AM (*propose change to 2nd and 4th Tuesday*)

Name: **Driver Recruitment and Retention Committee**

Purpose: Identifies and advises the full Board on policies and benefits to recruit and retain safety-sensitive positions within the District. Reviews the dollar cost of proposed policies and makes recommendations. Regularly reviews recruitment and retention levels to determine effectiveness of policies.

Appointed: Chris Robinson, Doug Clyde*

Staff Lead: Jamie Dansie

Effort Level: Moderate

Meetings: 1st and 3rd Tuesday of every month (*propose change to monthly meeting*)

Name: **Personnel Advisory Committee (PAC)**

Purpose: Review policies and procedures, job descriptions, grievances and other items of personnel nature as delegated by the Executive Director

Appointed: Kim Carson, Roger Armstrong

Staff Lead: Jamie Dansie

Effort Level: Low

Meetings: As needed only

Name: **Regional Planning Committee**

Purpose: Reviews and advises on policies, plans, and costs related to regional transit relationships, expansion, and service planning.

Specific responsibility includes on-going planning efforts between HVT, Wasatch County, and MIDA.

Appointed: Kim Carson, David Geffen

Staff Lead: Caroline Rodriguez

Effort Level: High

Meetings: 2nd and 4th Tuesday of the month (*no change proposed*)