



Agenda
High Valley Transit District
Thursday, February 24, 2022, 1 PM

NOTICE is hereby given that the Board of Trustees will meet on Thursday, February 24, 2022 electronically, via Zoom and at the anchor location at the Sheldon Richins Building, 1885 W. Ute Blvd., Park City, UT 84098, in the large auditorium

Public comment may also be submitted until 12 PM on Thursday, February 24, 2022 via email at hi@highvalleytransit.org.

To participate in the webinar:

<https://summitcountyut.zoom.us/j/92061917597?pwd=R0ZLRlp6SkFYQWdzbDZQSDVzM2RPdz09>

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

Meeting ID: 920 6191 7597

Passcode: 476337

This meeting may be recorded

Public Meeting

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

Work Session

- 3) Ridership and performance
- 4) SR-224 Bus Rapid Transit (BRT) project update
- 5) Transit facility update: design and CM/CG selection
- 6) Review of Strategic Advance process and proposed date

Consent Agenda

- 7) Committee descriptions and assignments
- 8) CONSIDERATION FOR ADOPTION OF A RESOLUTION OF THE BOARD OF TRUSTEES OF THE HIGH VALLEY TRANSIT DISTRICT, UTAH, AUTHORIZING THE ISSUANCE AND SALE OF NOT MORE THAN \$18,000,000 AGGREGATE PRINCIPAL AMOUNT OF SALES TAX REVENUE BONDS, SERIES 2022; AND RELATED MATTERS.
- 9) Board comments
- 10) 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: February 24th, 2022
 To: High Valley Transit Board of Trustees
 From: Isabel Hanewicz, Data & Performance Analyst
 Subject: Ridership and Performance Updates

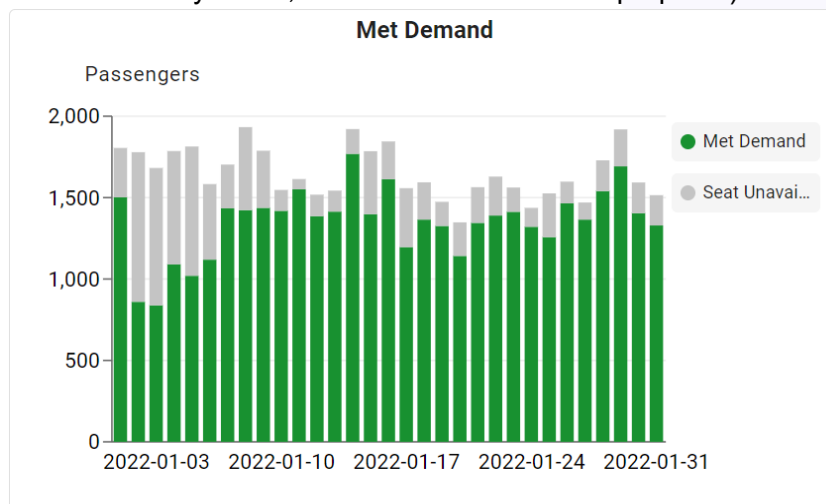
Requested Board Action

None, this is an informational item.

Micro January Update

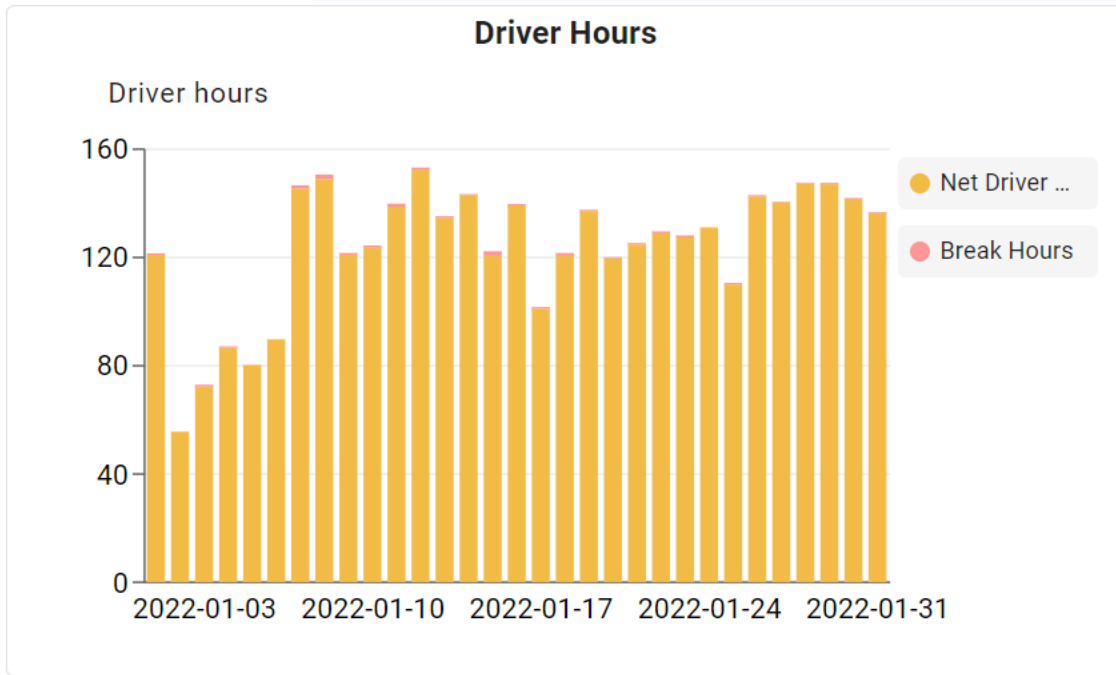
As of January 31st, Micro has served over 100,000 riders since launch (~7 ½ months), exceeding the pre-launch projection of 100,000 riders in the first year. While we struggled with staffing in the first week of January, we improved throughout the month, ending with a 10 percent increase in driver hours and 4.2 percent decrease in seat unavailable rate compared to December. Additionally, we averaged 100 more passengers per day (595 vs. 495) and recorded a higher average utilization of 4.8 passengers per driver hour.

The graph below shows the breakdown between met demand (green; requests that were given a Micro proposal or were out of Micro parameters) vs. seat unavailable (grey; requests that needed to be served by Micro, but we could not offer a proposal).



The proportion of seat unavailable decreases at the end of the month, with an average rate of 12.6 percent for January 17th – 31st. Additionally, we had 10 days with rates 10 percent or under, and only eight days with rates above 20 percent (five of which were concentrated in the first week).

The graph below shows driver hours per day – notice the large dip in the first days of the month.



The table below provides an comparison of performance metrics between December and January. Average ETAs have increased from 19.9 minutes to 26.2 minutes; some of this is because we capped ETAs at 30 minutes in December and switched to 45 minutes during January.

Category	Metrics	December	January
Overall	Total Ride Requests	47,485 (avg. 1,531/day)	51,162 (avg. 1,650/day)
	Total Passengers	15,356 (avg. 495/day)	18,468 (avg. 595/day)
	Percent of Total that are Valley Ride	1.7% (~261)	1.3% (~240)
	Net Driver Hours	3,472.5	3,829
	Avg. Utilization	4.4	4.8
	Avg. Aggregation	46.9%	47.9%

Rider Experience	Avg. Seat Unavailable Rate	22.5%	18.3%
	Avg. Ride Duration	12.1 minutes	11.5 minutes
	Avg. Ride Distance	4.0 miles	4.1 miles
	Avg. Pickup Walk Distance	75.8 meters (0.047 miles)	81.5 meters (0.051 miles)
	Average ETA	19.9 minutes	26.2 minutes
Rider Engagement	Average Ride Rating (/5)	4.8	4.7
	Active Riders	1,881	1,585
	Avg. Rides/Active Rider	8.2	11.7
	New Riders	967	511

Looking forward, we are continuing to improve. On a weekly basis, we are averaging a 10 percent or less seat unavailable rate (or a 90 percent or greater met demand rate). Moving forward, we want to hold this average but work on limiting the number of days where our seat unavailable rate is greater than 10 percent, even if the weekly average is still below 10. Most days in February with a seat unavailable rate exceeding 10 percent were due to a shortage or callout of a single driver during peak hours.

We anticipated high demand for President's Day and increased driver hours accordingly. While the weekend had an elevated number of requests as compared to pre-peak season numbers, it was not as high as the last two weeks in December. We averaged a seat unavailable rate of 4 percent between Friday, February 18 and Monday, February 21. We served 2,885 passengers in total, an average of 713/day.

Day	Ride Requests	Driver Hours	Seat Unavailable	Passengers
Friday, 2/18	1,767	156.4	5.5 percent	725
Saturday, 2/19	1,707	168.9	2.9 percent	756
Sunday, 2/20	1,565	158.6	5.3 percent	667
Monday, 2/21	1,615	154.8	2.5 percent	707

Fixed Route

The number of revenue hours serviced for the 101 Spiro decreased from ~90 percent in December to 80.55 percent in January, our lowest recorded since service start. As has been the case in past months, we serviced 100 percent of revenue hours on the 102.

Below is the On-Time Performance (OTP) data for the 101 and 102. An On Time departure is any departure 0 to 5 minutes after scheduled; Early is departing anytime before scheduled; Late

between 5 and 10 minutes after scheduled; and Very Late greater than 10 minutes past scheduled. On Time departures increased slightly and Early departures decreased slightly as compared to December.

101 Spiro OTP, January 2022

ONLY TIMEPOINTS				
	NUMBER	% OF MEASURED	% OF NOT MEASURED	% OF TOTAL
On Time	11,769	49%		29%
Early	3,001	13%		8%
Late	4,727	20%		12%
Very Late	4,471	19%		11%
MEASURED TOTALS:	23,968	100%	0%	60.1%
No Data	15,166		95%	38%
Data Error	763		5%	2%
NOT MEASURED TOTALS:	15,929	0%	100%	39.9%
TOTAL:	39,897	100%	100%	100%

102 Gateway OTP, January 2022

ONLY TIMEPOINTS				
	NUMBER	% OF MEASURED	% OF NOT MEASURED	% OF TOTAL
On Time	975	67%		44%
Early	187	13%		8%
Late	146	10%		7%
Very Late	147	10%		7%
MEASURED TOTALS:	1,455	100%	0%	65%
No Data	754		96%	34%

Data Error	29		4%	1%
NOT MEASURED TOTALS:	783	0%	100%	35%
TOTAL:	2,238	100%	100%	100%

The three most popular stops on the 101 for boards were:

- 1) Canyons Village Transit Hub
- 2) Fresh Market
- 3) Kimball Junction Transit Center

The three most popular stops on the 101 for alights were:

- 1) Canyons Village Transit Hub
- 2) Old Town Transit Center
- 3) PC Mountain

Below is a Tableau link that demonstrates the process for passenger estimation using available January 2022 data. The link should be static, but with issues accessing, please email ihanewicz@summitcounty.org.

https://public.tableau.com/app/profile/highvalleytransit/viz/Est_101PassengersJan_2022/AdjustedDailyEstimates

In February, we are on track to serve 85 percent of revenue hours for the 15-minute frequency schedule and 100 percent of revenue hours for the 30-minute frequency schedule. OTP is on track to mirror January numbers.

Shuttle Ridership

We saw increases in 104 and 105 ridership in January, with a slight decrease in 103 ridership.

Route	December	January	Service-to-Date Ridership
103 Kimball Junction Shuttle	4,184 (134/day)	3,680 (119/day)	12,493
104 Bitner Shuttle	5,654 (182/day)	6,608 (213/day)	24,415
105 Canyons Village Shuttle	8,152 (262/day)	9,436 (304/day)	28,653

Note on Changes

The following changes went into effect on Thursday, February 3rd:

- 30-minute frequency for the 101 Spiro

- App reflects new 103 routing that includes stops along Powderwood Dr.
- App reflects fact 103 can be flagged down at any point along its route

Updates about the impact of these measures on performance will be presented at later meetings.



Ride Experience

Ride Rating (out of 5)

Average **4.70** | Median **5.0**

Ride Distance

Average **3.98 miles** | Median **3.30 miles**

Pickup Walk Distance

Average **0.05 miles** | Median **0.03 miles**

Dropoff Walk Distance

Average **0.04 miles** | Median **0.02 miles**

Time from request to scheduled pickup (ETA)

Average **27.42 minutes** | Median **28.60 minutes**

Service YTD Overview

102,911

Passengers

28,357.8

Net Driver Hours

15,833

App Accounts

Weekly Overview

4,436 Passengers (avg. 633/day)

97 New Riders

4.5 Utilization Avg.

44.3% Aggregation*

89.6% 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

332 Pickups (7.5%)

513 Drop-offs (11.6%)

Total Connecting: 845 (19.1%)

Canyons Village Transit Hub

255 Pickups (5.7%)

755 Drop-offs (17.0%)

Total Passengers: 1,010 (22.7%)

Day-by-Day KPIs, 1/28/22 to 2/3/22

Date	Ride Requests	Driver Hours	Seat Unavailable Rate	Passengers	Avg. ETA	Peak Avg. Hourly ETA*
Fri. 1/28	1,729	147.6	10.9%	696	26.4 min.	39.7 min (7am)
Sat. 1/29	1,919	147.6	11.8%	727	28.6 min.	39.5 min (10pm)
Sun. 1/30	1,593	142.0	11.9%	678	24.6 min.	38.9 min (7am)
Mon. 1/31	1,515	136.7	12.3%	558	28.5 min.	43.2 min (7am)
Tues. 2/1	1,561	139.6	6.6%	645	27.4 min.	43.1 min (11pm)
Wed. 2/2	1,591	131.8	14.1%	580	31.5 min.	44.8 min (8am)
Thurs. 2/3	1,518	143.4	4.9%	552	24.9 min.	41.8 min (7am)

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



High Valley Transit

Weekly Data Reporting, Micro & Valley Ride: 2/4/22 to 2/10/22

Ride Experience

Ride Rating (out of 5)

Average **4.67** | Median **5.0**

Ride Distance

Average **4.25 miles** | Median **3.50 miles**

Pickup Walk Distance

Average **0.05 miles** | Median **0.03 miles**

Dropoff Walk Distance

Average **0.04 miles** | Median **0.02 miles**

Time from request to scheduled pickup (ETA)

Average **24.92 minutes** | Median **24.10 minutes**

Service YTD Overview

107,320

Passengers

29,354.1

Net Driver Hours

16,401

App Accounts

Weekly Overview

4,409 Passengers (avg. 630/day)

116 New Riders

4.4 Utilization Avg.

46.5% Aggregation*

90.2% 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

348 Pickups (7.9%)

457 Drop-offs (10.4%)

Total Connecting: 805 (18.3%)

Canyons Village Transit Hub

305 Pickups (6.9%)

707 Drop-offs (16.0%)

Total Passengers: 1,012 (22.9%)

Day-by-Day KPIs, 2/4/22 to 2/10/22

Date	Ride Requests	Driver Hours	Seat Unavailable Rate	Passengers	Avg. ETA	Peak Avg. Hourly ETA*
Fri. 2/4	1,800	151.8	8.2%	644	25.2 min.	40.4 min (7am)
Sat. 2/5	1,901	152.9	14.9%	683	23.6 min.	39.8 min (7am)
Sun. 2/6	1,635	157.3	2.7%	669	16.3 min.	31.1 min (6am)
Mon. 2/7	1,538	128.4	15.0%	496	27.1 min.	39.5 min (4pm)
Tues. 2/8	1,689	142.9	8.2%	682	26.1 min.	40.3 min (8am)
Wed. 2/9	1,632	125.3	19.0%	561	30.6 min.	43.6 min (7am)
Thurs. 2/10	1,656	143.5	8.9%	674	26.4 min.	43.7 min (7am)

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



High Valley Transit

Weekly Data Reporting, Micro & Valley Ride: 2/11/22 to 2/17/22

Ride Experience

Ride Rating (out of 5)
Average **4.76** | Median **5.0**

Ride Distance
Average **4.16 miles** | Median **3.40 miles**

Pickup Walk Distance
Average **0.05 miles** | Median **0.03 miles**

Dropoff Walk Distance
Average **0.04 miles** | Median **0.02 miles**

Time from request to scheduled pickup (ETA)
Average **25.46 minutes** | Median **25.00 minutes**

Weekly Overview

4,310 Passengers (avg. 615/day)

102 New Riders

4.4 Utilization Avg.

46.7% Aggregation*

90.2% 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

307 Pickups (7.1%)
431 Drop-offs (10.0%)
Total Connecting: 738 (17.1%)

Canyons Village Transit Hub

288 Pickups (6.7%)
724 Drop-offs (16.8%)
Total Passengers: 1,012 (23.5%)

Service YTD Overview

111,630

Passengers

30,323

Net Driver Hours

16,897

App Accounts

Day-by-Day KPIs, 2/11/22 to 2/17/22

Date	Ride Requests	Driver Hours	Seat Unavailable Rate	Passengers	Avg. ETA	Peak Avg. Hourly ETA*
Fri. 2/11	1,904	151.8	15.9%	603	32.6 min	45.7 min (7am)
Sat. 2/12	1,747	152.9	11.3%	646	25.1 min	44.0 min (11pm)
Sun. 2/13	1,796	157.3	14.1%	631	27.2 min	41.8 min (8pm)
Mon. 2/14	1,415	128.4	6.1%	569	25.3 min	42.4 min (7am)
Tues. 2/15	1,487	142.9	11.9%	609	23.6 min	41.1 min (4pm)
Wed. 2/16	1,407	125.3	2.9%	631	21.8 min	40.8 min (7am)
Thurs. 2/17	1,372	143.5	2.8%	621	22.2 min	36.5 min (4pm)

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



STAFF REPORT

Date: February 10th, 2022
To: High Valley Transit Board of Trustees
From: Jamie Dansie, Senior Transportation Planner & Isabel Hanewicz, Data & Performance Analyst
Subject: Quality Testing for In-App Bus ETA

Requested Board Action

None, this is an informational item.

Overview of Quality Testing

Due to rider feedback regarding inaccuracy in app ETAs for fixed-route buses, staff decided to perform manual checks on bus ETAs given by the app vs. real-time arrival. Jamie and Isabel sat at the Kimball Junction Transit Center (KJTC) and used the app to check on the ETAs for the 101, 103, and 104 at 15 and 5 minutes prior to scheduled arrival, as well as recording actual departure time from KJTC. Jamie recorded on Tuesday, Feb. 15 and Isabel recorded on Thursday, Feb. 17.

The goals of this exercise were:

- Determine the **level of consistency** between the ETA checks at 15 and 5 minutes – ideally, they should be 10 minutes apart or close to it
 - Increased consistency increases rider confidence in app trip planning and ETA
- Determine the **level of accuracy** between app's predicted departure vs. the actual bus departure
 - Increased accuracy ensures riders do not miss a bus based off faulty information

On-time performance (OTP) was also recorded, although this was a secondary goal as we receive regular OTP data from Via.

Key Findings from Quality Testing

The following two errors were discovered during our quality testing:

1. The KJTC stop is not correctly functioning for the 101 or the 103. Instead of telling us (located at KJTC) the next 101/103 arrival at KJTC, we were told to walk to a stop along

Landmark Dr or at Taco Bell. Via is aware of this issue and working on an immediate fix; as of the writing of this report (9:30am on Tuesday, 2/22), the issue persists.

2. Some “virtual stops” along the 103 route that were added to reflect the route’s flag-me-down nature did not have a name and were instead called “Untitled Stop”. This is confusing as it looks like an app routing error to the user. We know of two virtual stops with this issue: one located at the Taco Bell on Landmark Dr. Shelter, and another located on the Eastbound lane of Ute Blvd near the intersection with SR-224. Again, Via is aware of this issue and working on an immediate fix; as of the writing of this report (9:30am on Tuesday, 2/22), the issue persists.

More broadly, the app had some inconsistency and inaccuracy in ETAs. Regarding consistency, in multiple cases, the next bus arrival increased between the 15- and 5-minute check, even though the ETA at check 1 was greater than 10 minutes. In terms of accuracy, the bus did not always depart at or close to the predicted app time. On multiple occasions, the 103 was at the KJTC, but the app reported no 103 departure from the KJTC for 20+ minutes. Via is working on improving our GTFS Realtime¹ to improve the quality of in-app ETAs.

¹ GTFS stands for General Transit Feed Specification. GTFS is a specification for transit data used by agencies globally to record information on fixed route bus routes, stops, departure times, and more. GTFS Realtime uses GPS data from buses to provide the most current bus information. The HVT app uses this live location data to provide an estimate for bus ETAs.



STAFF REPORT

Date: February 24th, 2022
To: High Valley Transit Board of Trustees
From: Caroline Rodriguez, Executive Director and Isabel Hanewicz, Data & Performance Analyst
Subject: Rider Feedback, 01/24/22 to 02/21/22

Requested Board Action

None, this is an informational item.

Feedback Received from 01/24/22 to 02/21/22

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

Please review the feedback sheet for complaint text and outcome status.

Date	Time Logged	Logged By	Method	Summary	Category	Sub-Category	Service	Next Steps	Status	Completed By
1/25	11:41 AM	Christina	email	He began to treat me badly from the moment I got in the car until I got out. I tried to explain where my house was and he told me rudely that I had to explain better and then I lowered my mask to explain better and he began to treat me badly Because did I take off my mask	Driver Complaint		Micro	Hi, I'm sorry you did not have a good experience with your driver today. What day and about what time was this ride? Then we can find out who your driver was so we can file a report. Once again I'm sorry your ride was unsatisfactory and please continue to reach out to us with any other questions or concerns you have! Hi,Thanks for your interest. You must have an American drivers license and U.S. vehicle insurance coverage to drive for us.	In progress	
1/25	4:48 PM	Isabel	email	Hi good morning i looking for a job I have an Argentine driver's license and I've been driving for 4 years	PC Resident Inquiry		Micro	Thank you, Caroline	Complete	Caroline
1/26			email	I have requested the service and says that driver is here but she was not here. I call the driver number and no answer at all. I had to cancel ride and requested again. Application said she was here again and she never arrived. I try to call her cell phone number and no answer again. Please make sure it doesn't happen again to other people. I have been waiting on the cold whether for 30 minutes already and had to call a Uber.	Rider complaint		Micro	Hello , I'm sorry that you had issues with getting picked up this morning. If this happens again please don't cancel the ride, call into us at +1 435-246-1538 and we can help get your driver to you. Again I am very sorry about this inconvenience. Have a wonderful day! We've made some critical changes to ensure the safety of our riders and drivers while on board. Friendly reminder to please wear a mask or face covering at all times when riding and stay home if you are experiencing any COVID-19 symptoms.	Complete	Gabbie
1/26	6:13 PM	Christina	phone	Driver Partner pulled up to Passenger (Caller's child), Passenger had their sibling with them and Driver Partner said hey I can only take one of you. Then Passenger apologized and said sorry we must have made a mistake and then Driver Partner responded with "Cut the bullshit." Passenger's parent is the one who called in this complaint. Called said Passenger was very upset after the experience. Caller was also upset and frustrated because they said things like this have happened before. Also according to ride request 209XXXX	Rider complaint	driver complaint	Micro	DP has been disaffiliated Thanks for asking. There is one commuter route that stops near BRMR, but it's a bit of a walk from your location to the stop and the walk is on the shoulder of a highway. And as it's a commuter, we only have AM and PM peak runs. It's probably not ideal for your situation. Still, if you want to check our web site, it's the 102 Gateway.	Complete	Savannah
1/26	11:10 AM	Isabel	email	Good morning, Had a question on your transit stops? We are planning a ski trip in March at Park City Mountain. We are staying in a house near Black Rock Mountain Resort. Is there any bus stops near that area or transits that even go in that area? Trying to figure out if we need to get a rental car or if we could just jump on a bus to the slopes? Thanks,	PC Resident Inquiry			https://nam12.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.highvalleytransit.org%2F&data=04%7C01%7Cihanevicz%40summitcounty.org%7C0d746520c2f741f967d308d9e1c6f09a%7C497f0086ed7845149cc43715b1894e4e%7C0%7C0%7C637789066837339261%7CUnknown%7CTWFpbGZsb3d8eyJWljoImFC4wLjAwMDAilCJljoV2luMzIiLCJBTiI6Iik1haWwLjCjXVCi6Mn0%3D%7C3000&data=V7L16xelXBOZMM55dxOrK%2F56X8CxOYqy0k4NIPx3PHs%3D&reserved=0 I though BRMR provided a shuttle for it's guests? Parking at the resort bases in pretty limited so a rental car is not ideal, either. Sorry that's not the answer you were likely expecting.	Complete	Caroline
1/28	6:49 AM	Savannah	Email	zero human consideration. Today when I got in the car I wanted to ask the driver for a mask but apparently they had already finished. they made me get out of the car to put on the mask. I had my mask in the inside pocket of my jacket and today it is very cold for someone like me who is not used to this weather. I had to open my jacket outside the car at 5:40 in the morning in the cold to get my mask out. Every time I travel with this driver, they always come up with something new that makes the experience of traveling with High Valley very unpleasant. has very little consideration. the other drivers always treat me very kindly but this driver is always inconsiderate. I am taking the time to write this review because I have already traveled with this driver at least 4 times and all 4 times they have made me feel bad. Do they treat me like this always because I'm an immigrant? I don't know what to think anymore. Even if I'm an immigrant I still have the right to be treated well. this is the first time i have made a complaint with high valley because honestly the service is fabulous, very helpful and most of the drivers are very friendly, but this is the fourth time i have traveled with this driver and they treat me this way. Passenger's parent called and was concerned that drivers have a difficult time finding the pickup location now that our area of service has changed. They seemed content with the explanation of our new zones but wanted to make sure that drivers knew to pick up Passenger at the parking lot to the left of the gate at the front of the gated community.	Rider complaint		Microtransit	Thank you very much for bringing this to our attention and please do not hesitate to reach out with any other feedback you might have. We appreciate your kind words about our service and we are glad to have you riding with us! -- Will be talking with dp, filed an incident	In progress	Savannah
1/28	12:30 PM	Stephen	Call to depot	of the gate at the front of the gated community.	Rider complaint		Paratransit	I explained how our new zones affect pickup and dropoff locations and that this may cause some frustration	Complete	Stephen
1/28	9:35 AM	Stephen	Email	Hello. I can't use the app. When i try to get the message says that an error occurred. How can I do to use the app???	Rider complaint		Microtransit	Have you tried re-downloading the app and checking your phone for updates? This may solve the issue. Also, if you have not tried already you may have to give your app permissions to use your location and data in your phone's settings. Hopefully this helps, if the issue is not resolved please let us know and we can help you troubleshoot further. Thank you! (I also explained in a follow up ticket that they can call us at 435 246-1538 if they are still having issues so that we can help them and book them a ride over the phone. I spoke with caller and explained that there are times when we cannot predict circumstances that delay or cause a lapse in service with our routes such as weather, traffic, and bus drivers calling out. Caller was mostly satisfied with this answer and just wanted to make sure their feedback was recorded and heard. Caller said they may contact the county to offer more feedback. I was able to help them find the bus their family needed and they seemed overall satisfied with the conversation and just wanted their feedback to be heard.	Complete	Stephen
1/29	10:05 AM	Stephen	Call to depot	Caller called as she was concerned about the 101 bus route and how it frequently runs late and that makes it hard for their family to rely on. Caller stated that when High Valley Transit took over transportation for Summit county they noticed a decline in service and is concerned that more cars are out on the road now due to the lack of reliability from the 101 route. Good morning; Reaching out again with an unfortunately bad experience with one of your drivers, this has happened to us before but this time it is inexcusable, the name of the driver is X The pick up was supposed to be just us as we are able to see it on the app and we always do, this driver went to different places before not even going to our pick up spot, then stopped and stayed at the condo right next to ours, and still on the cold we waited but they didn't move at all, so we had to walk to where they had parked, because they weren't just waiting on the condo's drive through but they had actually parked and was busy on their phone, so we approached and asked them if they werewaiting for a pick up, they said yes and we got in the car, as soon as we got in the car they just left, so of course they weren't waiting for anyone, then in the car told us that we shouldn't have walked to them, I'm sorry but I need to get to my job and their wondering around had already doubled the time of the trip. I don't know if this is a thing with this transportation but any driver I get whenever I use this service, I can always see where they are picking up other people or dropping them, and this driver partner was doing anything but that, and is even worse that they had the courage of telling us "if I'm on a spot is for a reason", was the reason that they were too busy on her phone? This is very annoying and unprofessional.	Rider complaint		101 Spiro	Hi , Thanks for writing in and informing us of this issue. I'm sorry that you experienced difficulties synching up with your driver. I have flagged this and we will reach out to this driver about this issue and hopefully avoid similar situations in the future.	Complete	Stephen
1/30	10:00 PM	Rhett	Email	Thanks	Rider complaint		Microtransit	If this happens again please feel free to call our customer support line at +1 435-246-1538 and we can help get your driver to you. Again I am very sorry about this inconvenience. Have a wonderful day! Hi ,	Complete	Rhett
1/30	10:15	Rhett	Email	Long waits are annoying. 20 min this morning, over 30 min yesterday afternoon before we gave up Locations are good though!	Rider complaint		101 Spiro	Thank you for your feedback. We are working tirelessly to ensure our buses are running consistently. We know we aren't where we want to be yet. We've had a number of challenges that have made it difficult to be consistent. Thank you for your ridership and your feedback. Please do not hesitate to let us know if you have any other questions or concerns. Hi!	Complete	Rhett
1/31/22	11:08 AM	Christina	Email	Hello , hoping you are having a nice day . I had a series of inconveniences today , first the highvalley didnt arrives at the point where i asked for , i had to walk to another place to take the highvalley. The driver "X" wasn't accurate to understand the problem , so we had comunication issues , due to that the travel was not good, we started arguing about the difficulties of get pick up at my place . The thing is that the problem is and started because the app, it isnt accurate to select the correct place that the customer choose . Please check that app problem to avoid future inconveniences with people	Rider complaint	Routing/ Driver complaint	Microtransit	I'm sorry you didn't have a good experience with our app today. I looked at the information for your ride and it looks like you were trying to get picked up on Grand Summit Dr. Due to traffic in the Canyons area, we no longer pick up at certain spots in the Canyons. In your case the closest spot we can pick up is at Red Pine Rd & Commanche Trail. Another option you have, is to take the 105 Canyons shuttle to Canyons Village Transit Hub, where High Valley vans can pick you up there. I'm also sorry you didn't have a good experience with your driver today. We will work on training with our driver partners, so we can continue to make our service better for our riders. If you have any other questions or concerns please reach out to us!	Complete	Christina

1/31/22	11:35 AM	Christina	Email	<p>Hello , hope you are having a nice day I just want to tell that this driver do not pick me at my location , he/she doesnt even contact with me . Ive an urgency right know so this is a big problem for me . Please contact with the driver.</p>	Rider complaint		Microtransit	<p>Hi, I'm sorry that your ride didn't go well today. Was this issue related to the issue you had with our driver partner ? If this is a different issue, what time did this happen today? That way I can find out which driver partner was assigned to you. Once again, I'm sorry your experience with us was unsatisfactory. Thank you for riding with us and please reach out with any other questions or concerns you have!</p>	Complete	Christina
1/31/22	1:11 AM	Christina	Email	<p>We requested a ride for 4 people after grocery shopping at Walmart. Upon arrival we were told we could not take all four of us home with our groceries. We are visiting for the first time from VA and very disappointed in the service from the driver. We were told we could request rides for convince and this was anything but conveniently.</p>	Rider complaint	policies and driver complaint	Microtransit	<p>I'm sorry your experience with us has been unsatisfactory. Because we are a ride-share service, rides will often be shared with other people, so space can be limited. However, it is still important for our driver partners to be kind and courteous. What day and time was this ride? Then I can find out who was your rider so we can resolve this issue. Once again I am sorry your ride was not convenient. Please reach out to us with any other questions or concerns you have!</p> <p>Hello , I'm sorry but we don't have anyone that could meet with her each week. I would advise to sign up for the Valley Ride Paratransit. Here is the link to our Valley Ride enrollment form, Link: Enroll - High Valley Transit. For Micro van rides those are on demands, so we aren't able to book in advance. You can reach out to the Park City Mobility team if you would like [name] to ride with their transit as well, KC Christensen Park City Mobility Team Park City Transit 1053 Iron Horse Drive, PO Box 1480 Park City, UT 84060 parkcitytransit.org o: 435.615.5353 I hope this helps! Please let me know if you have any other questions.</p>	Complete	Christina
1/31/22	1:09 PM	Gabbie	Email	<p>Hi My child has cerebral palsy; it affects their right side plus they're a delayed learner. They've been trying to figure out the bus system from Park City Mountain Resort (LOCATION NAME) to Kimball Junction Transit on weekdays to catch the x:xx pm PC SLC Connect. Do you have someone that can meet up with them a couple of times in Park City to help them catch the right bus (the 101) from PCMR to KJT. - One time they arrived too early and sat at Kimball Junction for almost 2 hours waiting for the PC SLC. - Today they got on what they thought was the 101 Spiro at PCMR at xpm but ended up at Deer Valley then got to KJT too late for the x:xxpm If someone can meet them just a couple of times to help it would be great. Or if you can set up the ADA ride or Micro Van ride from PCMR (LOCATION NAME) that would help. Please contact me</p>	Rider questions		Paratransit	<p>Good morning , in my last ride with driver partner i lost a skyblue water bottle , it might fell inside the car. Can you please help me contact him so i can get it back.</p>	Complete	
2/1/22	1:17 PM	Stephen	Email	<p>Thank you</p>	Rider Complaint	Lost Item	Microtransit	<p>I called caller and resolved the matter over the phone. We reached out to our DP currently in the van and they found no such item and we have no item from the specific description in our lost and found.</p>	Complete	Stephen
2/1/22	3:15 PM	Stephen	Email	<p>PC transit use to be the best until u **** look over. Your app is never accurate and there's is always accurate. Fix your **** or re merge with caller and their partner are Valley Riders. Their partner needed a last minute ride to the hospital and they were very grateful that Driver Support Specialist in the office was so helpful in helping them get there. They also said that their DP gave them the best ride they have received since they started riding with HVT.</p>	Rider Complaint	App Issues	Microtransit	<p>I'm sorry you have had a bad experience with our app. We will take your feedback into consideration as we continue to try and improve our app and the overall experience for all our riders.</p>	Complete	Stephen
2/2/22	20:00	Rhett	Phone Call		Rider Compliment		Microtransit	<p>Hi , Thanks for writing in. We are sorry that this happened. There are several things that can cause this issue with your app. The most common is that sometimes other riders will get into a van they see and claim they are someone else just to get a ride. It causes multiple issues including preventing you, the real rider, from getting your ride ontime. We will reach out to our drivers about verifying with riders to make sure that we have the correct riders. Hopefully, we can prevent issues like these going forward in the future. If you have any other questions or concerns pelase feel free to reach out to us any time.</p>	Complete	Rhett
2/2/22	10:00 PM	Rhett	Email	<p>Something is wrong with my transit app where it says I already called a transit when u didn't</p>	Rider Complaint	App issues	Microtransit		Complete	Rhett
2/2/22	9:33 AM	Isabel	HVT Website Feedback Form	<p>Your driver is not stopping at Frostwood Gondola he just drives by and my guests are outside waiting</p>	Resident Complaint		105 Response requested	<p>Hi, Thanks for writing in. We are sorry for the confusion as we have been making this transition. We have updated the times on our website to accurately show our run times for the 101 route.</p>	In progress	
2/3/22	3:30 PM	Rhett	Email	<p>I have still not had a response from my previous Email concerning consistency and reliability. With your announcement concerning the 101 spiro beginning February 4 running every 30 minutes precisely what time will that 30 minute arrival happen at Canyons Village transit hub? I clicked on the link and it has not yet been updated. Why not include the schedule with the announcement. There are people depending on your method of transportation to get them to work on time. What is the timetable for pick up at canyons Village transit hub? Will these riders arrive in time to catch their connecting orange headed to Deer Valley</p>	Rider Complaint		101 Spiro	<p>Please let us know if you have any other questions or concerns! Hi , thank you for reaching out to us. We are always trying to improve our bus services, so we appreciate your feedback. Bus routes and times may vary due to unforeseen circumstances such as understaffing or traffic. Thank you for your patience while we work to improve our service. Please visit highvalleytransit.org for the most current times and routes. Thank you, and please let us know if you have any other feedback or questions.</p>	Complete	
2/3/22	4:18 PM	Stephen	Email	<p>Good afternoon ,here i am again complaining ,we wait for the bus here in elk meadows at 1:40 pm , waiting got the bus at 1:50 pm but dint'n vome again.so we wait for the 2:05 bus and came here at elk meadows at 2:11..i'm hoping that you will improve bus system here .we dont have problem in our past bus communication in the past years .but now wer are so disaappointed.thank you...</p>	Rider Complaint		Fixed Route (unsure which bus)	<p>Hi , We apologize we did not get back to you sooner, some of our emails did not go through over the past few days, and we are just now getting them in. The most up to date times for the Kimball Junction Shuttle are available on highvalleytransit.org, however, due to unforeseen issues with things like staffing and technical issues we are not always able to meet these times. We appreciate your feedback and we apologize that you have not had a satisfactory experience with the Kimball Junction shuttle. We are always striving to improve our services and will pass this feedback along to those who oversee that particular route.</p>	Complete	Stephen
2/4/22	1/30 4:03 PM	Stephen	Email	<p>Please provide accurate times for the kimball junction shuttle. I have been standing here since 1:40p waiting for it because it's supposed to come at 1:45p - aka every 20mins and it's now 2:02p and IT STILL HASNT COME. I literally don't get why high valley can't get it together and actually provide good service. It's ridiculous.</p>	Rider Complaint		103 Kimball Junction Shuttle	<p>Hi , Sorry for the delayed response, some emails did not come through to us until today that were from the past few days. 1. So sometimes we do not have enough drivers or there are simply too many riders for us to handle at a given time, so those would be the times when your X tries to book a ride and it says it is not available. If there are not vans available there are a few options with the 101. 2. The 101 does go through the Pinebrook area going north, there are not signs, but the bus should make stops if you flag them down at Pinebrook Blvd & Cottage Court and Pinebrook Blvd & Cottage Loop. This bus is the outbound, however, so it would be going the wrong direction, but you could ride it and it would be going the right direction after a few stops. There is also a stop going inbound toward Kimball Junction at Elk Meadows that is going the right direction that should be a fairly short walk from the intersection of Pinebrook Blvd. and Katie's crossing. 3. The timetables online are not fully up to date yet as we are adjusting them, but they should be updated today or tomorrow.</p>	Complete	Stephen
2/4/22	2/1 11:20 AM	Stephen	Email	<p>Hi- 1. My childuses the on-demand van daily for getting to work. We love it. But lately, they have had difficulty getting a van to/from our home in Pinebrook. Is there a problem with the schedule? They use the van to get to/from the Kimball transit center, or also to/from Smiths and Basin Recreation. Sometimes they wait for 45minutes or so, then is told there is no van coming. 2. I am not clear- can they use the 101 to get to/from the transit center? Does it stop at Pinebrook Blvd. and Katies crossing? 3. Is the schedule online up-to-date for 2022? thank you,</p>	Rider Questions		Microtransit/101	<p>If you ever have issues booking rides you can also contact us at (435) 246-1538 and we will help you book a ride if there is availability or find the nearest bus route based on your location. Please let us know if you have any other questions or if there's anything else that we can help you with.</p>	Completed	Stephen

2/12	11:44 AM	Gabbie	Email	Can someone please tell me what's going on with the van system?? See attached photos it's grayed out like everywhere. I'm literally don't get what high Valley as a company is doing but it's the worst bus system to ever come to park city. There's literally no notices or updates or anything on the website or app. What are you guys doing????	Rider complaint	micro	Thank you for your feedback! I'm very sorry that you've had difficulty booking a ride with us. Have you tried re-downloading the app and checking your phone for updates? This may solve the issue. Also, if you have not tried already you may have to give your app permissions to use your location and data in your phone's settings. Hopefully this helps, if the issue is not resolved please let us know and we can help you troubleshoot further. At times we can experience very high demand that occasionally exceeds our ability to provide service. At those times, please do not hesitate to give us a call at 435-246-1538 so that we can provide you up to date information or help you book a ride. I apologize and let her know that we would look into why the 105 wasn't circulating.	Incomplete	Rhett	
2/12	19:00	Rhett	Phone Call	Rider called in saying that they waited for a long time for 105 in the Canyons but it never came. She is only here for today but wanted us to know. Hello there, I have uninstalled, reinstalled, logged out, logged in, cleared data, cleared cache and ALL permissions are On.	Rider complaint		Hi ,	Complete		
				To start, it does not show my current address, to confirm my location and I cannot type it in the box manually, it just spins forever (as pictured), I can not add Home, or work, again it won't accept what I'm typing, and I can't input a destination. All it will let me do is select pre-set favorites, that are not where I am, or where I need to go.			Thank you for providing these screenshots and information on the troubleshooting steps you have taken so far. We have forwarded this information to our app developers. We apologize that you are having an unsatisfactory experience with our High Valley Transit App at this time. While our app is still a work in progress and may have some issues, please feel free to call us at (435) 246-1538 to book microtransit rides in the meantime.			
				Please help						
2/14	11:33 PM	2/13 Stephen	Email	Lg Phoenix 4 (android) phone, To whom it may concern,	Rider Complaint	App Issues	Micro	Thank you!	Complete	Stephen
				This email is with regards to all the High Valley transit van drivers-blue van specifically route going to tanger outlets/liberty peak/powderwood- Please do tell all your drivers to slow down and FOLLOW speed limits on those areas mentioned, it's definitely not a race nor a freeway. It is residential and most of the cars has a child passengers. Please do tell all the drivers to minimize being stupid and take all safety precautions in driving those areas.						
				The driver is driving a mini van (almost close to a Sienna toyota type body- blue) wearing a [driver description]. It's around 11am of Feb 14, 2022. Going in to liberty peak apartments- turning right.				Hi ,		
2/14	22:00	Rhett	Email	Thank you for all your help.	Rider Complaint		Micro	Thanks for writing in and giving us your feedback. Safety is our number one priority and we will look into our driver-partners driving too fast in the area.	Complete	
								If you have any other questions or concerns that you would like to share with us then please let us know.		
2/15	2:12	Stephen	Email	Hello!! They've already canceled two trips because I have bags, they told me they're going to contact me to send me another one but they hav	Rider Complaint		Micro	Hi, We have been trying to contact you with the number we have on file +x to help you with the ride you are trying to book. We have a policy of two bags per rider. Your previous rides were canceled due to the this policy. Please call us at (435) 246-1538 if you still have questions or if we can help you find other transportation options for your trip today. [Translated to Spanish]	Complete	Stephen
				I am a homeowner at Crestview condominiums on the corner of Powderwood and Overland Drive. In the past years I have frequently used the Park City lime green bus to access PCMR with my family and I have recommended the same to my short term renters. I have a car but I try to support bus use to do my part with traffic issues. Due to a recent experience with the Hi Valley system, I will no longer be doing such.						
				In January, on a sunny midweek day, I stood at the former lime green stop with my daughter and 3 year old and 6 month old grandchildren for about 35 minutes until someone stopped to tell me that it was no longer a stop. I was unaware of the change and there was no sign. We then walked the quarter to half mile to the base of the Tanger Outlets where we waited another 38 minutes before a High Valley bus pulled up, empty and not on schedule. During that time we saw several other buses on Kilby that did not pull in to the Outlets. All total it took us 90 minutes to get to PCMR.						
				Powderwood and Overland Drive have 3 large condo complexes, Liberty Peak, Powderwood and Crestview with many residents who work in Park City proper and many short term renters who would use a bus to get to mountain or town. We need better service along this route. No one with ski gear is going to walk up/downhill 1/4 to 1/2 mile to get a bus. It is also unreasonable to expect people to wait for one of the smaller shuttles, ride to the transit center and then wait again for a bus. Driving a car to the transit center, where there is limited parking, also defeats the purpose of bus riding as does driving AWAY from town to Ecker, parking, waiting and riding into town.				Hello,		
2/16	11:31	Stephen	Email	If public transit to reduce traffic is the goal then it must be convenient and dependable. Please reinstitute the former lime green bus stops on Powderwood and Overland Drives.	Rider Complaint		Fixed Route/101	Thank you for providing feedback on our 101 route stops. We appreciate your concern and will take your suggestions into consideration as we strive to improve our services. We apologize that you have had an unsatisfactory experience with the 101 route's pickup locations.	Complete	Stephen
								If you have any other questions or concerns about our services, please visit https://highvalleytransit.org/ or call us at (435) 246-1538.		
								Hello ,		
2/16	1:08 PM	Stephen	Email	I just tried to get a ride and selected the ski rack required option. I waited over 30 minutes for it for your driver I believe it was to tell me the ski	Rider Complaint		Micro	Thank you for reaching out to us. We apologize that you had an unsatisfactory experience with our microtransit service. Unfortunately, we do not allow skis inside our vans as they can become a hazard in case of an accident.	Complete	Stephen
				On 2/12/2022 I got a call from CALLER wanting to try our service, they were staying at the Best Western. When I tried to book him a ride they hung up. And then later called back and got DRIVER SUPPORT SPECIALIST #2, he again hung up before any ride was booked. A little later on we got a text from DRIVER PARTNER about CALLER at 11:46AM. DP said they were annoyed but that wasn't enough for us to go off of, so I called DP to try and figure out what's going on. I thought DP was talking about the rider DP had in his van that we could see on the ride plan, I also thought DP was saying they just needed a different ride so I offered to call that rider, that was not the case. DP came in right after he ended his shift to let us know what had actually happened. DP said that they were driving by the Best Western when CALLER had approached the vehicle. CALLER then told DP that CALLER needed to goto canyons , and that DP would be taking him. DP tried to tell CALLER no as DP had another passenger in the van and DP didn't have a booking for him. CALLER got into the van anyway, CALLER then started to yell at DP to take him to his destination. DP asked him to leave the van and CALLER continued to yell and then start hitting the partition between them. DP was very shaken up when they were in the office but had to leave to get to another job, so I called the cops for DP.						
2/16	4:32 PM	Gabbie	Phone	I called to check on the rider and ask if he was okay, rider or rider's friend called me the a N word. I still asked if rider was okay rider let me know their head hurt but I couldn't get much information from rider. I could tell rider and rider's friends were goofing off so I told rider I was grabbing the manager and they hung up.	Driver Compliment		Micro	Called the cops, escalated to Brad and Savannah.		
2/16	4:25 PM	Gabbie	Phone		Rider Complaint		Micro	They were given a warning by Caroline.		
2/19	11:27 AM	Gabbie	Email	My family of four and our luggage would really appreciate a short ride from the Canyons village, transit hub area, to the Best Western at Kimball Junction. Our airbnb for the next two nights cancelled on us at the last minute. Specifically, our location is xxxx Blackstone Drive	Rider Complaint		Micro	Thank you for your feedback! I'm very sorry that you've had difficulty booking a ride with us. At times we can experience very high demand that occasionally exceeds our ability to provide service. At those times, please do not hesitate to give us a call at 435-246-1538 so that we can provide you up to date information or help you book a ride.	Complete	Gabbie
								Hi!		
2/19	10:43 PM	Christina	Email	I've tried calling the drivers on number provided and they never work. They ring twice then disconnect.	Rider Complaint	App Error		I am sorry this is happening to you. Our team is working on finding a solution to this. If this happens in the future you can give us a call at 435-246-1538 and we can help you locate your driver.		
								Once again, I am sorry this is happening and please reach out to us with any other questions or concerns you have!		

Hello!

I'm not sure who this inquiry should be directed to, so please feel free to forward this to the appropriate party if it isn't you.

In the summer of 2021, High Valley Transit took over the contract for the bus routes in the Park City areas outside of Old Town, specifically what is now known as the 101 from Jeremy Ranch to Deer Valley. Since then, the efficacy of mass transit in this area has effectively fallen apart.

The buses are not on time, and they are overcrowded. Individuals utilizing the buses to get to work can no longer do so because they are so unreliable.

Tourists visiting Park City are disgusted with the wait times and the overcrowding. Visitors have to park their cars at Canyons base to take the bus to Park City Mountain. The 101 is the bus that drives this route. People wait 40min to an hour and cannot get on the bus because there is literally no room.

Local residents who have been riding the bus for years are now driving their private automobiles again.

I have called High Valley Transit multiple times since the summer. There has been no significant improvement. They have now extended the bus route times to every 30 minutes instead of every 15 minutes stating that the buses will now be more reliable but the buses are still late and are overcrowded.

These changes are a significant deviation from when Park City managed the bus route that went out to the Ecker Hill transit station.

I am hoping to find someone who can create the impetus for High Valley Transit to improve the bus route and restore it to the well-functioning, reliable, and overall pleasant experience that was provided when Park city managed the bus route. Or perhaps High Valley Transit needs to give the route to someone who can.

Hello,

You have indeed reached the correct person. I am so sorry this is your experience. You are correct that we did recently change our headways from 15-minute to 30-minute. This was a direct response to the issues you mentioned, specifically, not running on time. We just do not have enough drivers qualified and willing to drive full size buses. This is not unique to HVT and is a worldwide labor shortage – even Park City has cut service because of the shortage.

However, I am happy to report that since we've made the change to 30-minute service we've dramatically increased on on-time performance and soon you will see real time bus location in the app; you'll always know where the bus is.

With regard to crowding yes, it's unfortunate, but we are trying not to leave folks behind. Lots of resort guests this year.

I will also share your comments with our Board. Thank you for taking the time to contact us.

Thank you,

21-Feb 3:59 PM Isabel

Email

Thank you,

Service Reliability

101 Spiro

Complete

Isabel



STAFF REPORT

Date: February 24th, 2022
To: High Valley Transit Board of Trustees
From: Isabel Hanewicz, Data & Performance Analyst
Subject: Characteristics of Agencies Similar to HVT - Analysis

Requested Board Action

None, this is an informational item.

Analysis

Please refer to the staff report, starting on page 19, from the January 27th Board of Trustees meeting to see the context for this item (available [here](#)). Based on our projections, HVT is right on track, if not slightly better, than performance metrics from other agencies. We will likely exceed all agencies in Annual Unlinked Passenger Trips (UPT) for Demand Response and are projected to be above the median in overall Annual UPT as well as Annual UPT for Commuter Bus. Our Annual UPT for Bus is about 20,000 below the median, but we also are four buses behind the median for Vehicles Operating in Maximum Service (VOMS) for Bus.

We are the only agency that receives funds for Operating Expenses from only one source – Local Funds – and one of only three who do not generate fare revenue. Despite this, we still appear relatively cost-efficient. While our operating expenses are about \$1 million over the median, we still fall below the average operating expenses and well below the operating expenses of the two biggest agencies by UPT (Roaring Fork Transportation Authority in Aspen, CO and Green Mountain Transit in Burlington, VT). At the same time, we are below the median and the average in Operating Expenses per Vehicle Revenue Miles (VRM) and per Vehicle Revenue Hours (VRH) – meaning we are relatively cost-efficient in these metrics. For Operating Expenses per UPT, we are higher than the median (\$10.04) but below the average (\$12.06). Additionally, we are below the median for Capital Funds Expended.



STAFF REPORT

Date: February 8, 2022
To: High Valley Transit Board of Trustees
From: Caroline Rodriguez, Executive Director
Subject: Update on S.R. 224 Bus Rapid Transit

Requested Board Action

None. This is an informational item.

Background

Environmental Document

The Valley to Mountain Transit Alternatives Analysis (AA, May 2018) identified both-side-running bus rapid transit (BRT) on State Route (S.R.) 224 from the Kimball Junction Transit Center to Park City as the locally preferred alternative (LPA). The BRT will operate in 12-foot-wide dedicated transit lanes on each side of S.R. 224 between Olympic Parkway and the Kearns Boulevard intersection. The BRT will operate in mixed-flow traffic between the Kimball Junction Transit Center and Olympic Parkway, within the Canyons Village Transit Hub, and will also merge into mixed-flow traffic at the S.R. 224 and Kearns Boulevard intersection en-route to the Old Town Transit Center (OTTC). Additional right-of-way (ROW) might be required for the six-mile alignment, three new stations, and upgrades to two existing stations. The project includes bicycle and pedestrian improvements, accessible access to the new BRT service, transit signal priority (TSP) and queue-jump treatments, and enhanced stations. The S.R. 224 BRT project is specifically intended to enable the existing route 10 White bus service, also known as the Electric Xpress, to operate as a true BRT system by providing frequent, fast, and reliable transit service. Given existing congestion conditions, vehicle backing, delay, and poor travel time on S.R. 224—coupled with constrained parking in Park City’s Old Town and at other key destinations along S.R. 224—there is a need to provide a reliable high-quality transit option in the corridor.

The S.R. 224 BRT project will improve the reliability and reduce the travel time of transit service on S.R. 224; increase the attractiveness and effectiveness of transit by separating transit vehicles from other traffic all day over the full length of S.R. 224; complement local and regional remote parking strategies to reduce the number of vehicles coming into Park City’s Old Town and to employers and resorts accessed via S.R. 224; support healthy communities, best environmental practices, and the sustainability goals of the community; and ensure equitable access to jobs and other resources located along S.R. 224. The S.R. 224

BRT project will address a critical infrastructure need of the surrounding community, will improve roadway safety, and has the support of regional partners.

In November 2020, Summit County entered into a Professional Services Agreement with a consultant team led by HDR, Inc. to complete engineering design to a level that will allow the County to refine the LPA, complete an environmental document consistent with the National Environmental Policy Act (NEPA), conduct public involvement and outreach in support of the environmental document, obtain the appropriate level of agency approval in accordance with NEPA, and advance the conceptual preliminary engineering of the LPA to use in developing a target price for construction as well as operation and maintenance costs for the project.

Based on a travel time and feasibility analysis specifically conducted on the proposed southern terminus of the BRT, the project alignment has evolved to move the southern terminus from the Fresh Market on Park Ave. to the Old Town Transit Center, to mirror the alignment of the existing 10 White service.

Other analysis completed within the last six months or still ongoing include the following:

- Technical Advisory Committee (TAC) meetings with stakeholders: UDOT, Park City Municipal, Summit County and monthly syncs with the Federal Transit Administration (FTA)
- Meetings with Canyons Resort Village Management Association (CVMA)
- Live project website: <https://sr224brt.com>
- Sent newsletter and request for comment to project stakeholder mailing list in September 2021 <https://sr224brt.com/wp-content/uploads/2021/09/SR-224-BRT-EA-project-update-Sept-2021.pdf>
- Completed outreach consultation letters to appropriate state agencies
- Ongoing work with the TAC to vet design concepts, modeling, and refinements to key intersections (S.R. 224 and Kearns Blvd. (248), Deer Valley Dr., Canyons Resort Dr., and Olympic Parkway.)
- UDOT, Park City and Summit County working together on a metering pilot project at the roundabout near the OTTC (traffic yields to transit)
- Field verification and subsurface utility engineering work completed
- Completed field surveys of aquatic resources, biology resources, historic architectural and archaeological properties
- Developed technical memos describing existing conditions for the natural and built environment consistent with NEPA and Federal Transit Administration (FTA) guidelines and regulations
- Conducted noise monitoring at four different locations along SR 224 to determine existing noise conditions
- Refinements to the overall alignment to avoid and minimize impacts to utilities, wetlands, and structures
- Conduct existing and future traffic modeling for both with and without the BRT project
- Conduct modeling for future ridership
- Analyzing operational strategies along S.R. 224 to further improve travel times, speed, and reliability

The environmental document project is slightly behind schedule, with an estimated completion date of June 2022, instead of April 2022.

Funding

Summit County's application for capital funding through the U.S.D.O.T.'s Rebuilding American Infrastructure with Sustainability and Equity (RAISE) program (2021) was unsuccessful. Staff have scheduled an application debrief to receive direct feedback on application shortcomings. Each of our previous applications under RAISE and its predecessor, BUILD, have made it to the Secretary of Transportation's desk for review, the final level of consideration.

The Notice of Funding Opportunity (NOFO) for the 2022 RAISE program was recently released; the application is due in April of this year. Once again, Summit County will submit an application for capital funding to construct the BRT lanes. Concurrently, staff will apply for funding under the Capital Investment Grants (CIG) program, which is predicted to be funded at a much higher level than RAISE in 2022. The NOFO for that program has not yet been released.

Finally, the County still has an outstanding grant application with the Utah Department of Transportation for full funding under the Transit Transportation Investment Fund (TTIF). The prioritization process for these funds is conducted through a series of workshops, currently scheduled for March and April of 2022, and funding approvals will be announced in May.

STAFF REPORT

Date: February 23, 2022
To: High Valley Transit Board of Trustees
From: Caroline Rodriguez, Executive Director
Subject: HVT Maintenance and Operations Facility Planning

Requested Board Action

None. This is an informational update.

Background

During our last public meeting, staff introduced the initial concept for an eight-acre High Valley Transit campus just off US-40, on the southwest corner of the Summit County-owned Gillmor parcel. The proposed campus will house all operations and maintenance functions of the District, as well as vehicle storage and a shared fueling island. It will also accommodate future public meeting space, second-story housing, and solar.

Since our January 27 meeting, the following has occurred:

- Summit County Manager Tom Fisher executed Amendment 1 to the August 25, 2021 Professional Services Agreement between GSBS Architects and Summit County, incorporating \$1,196,374 for design, cost, and geotechnical services and \$28,950 for NEPA-related services. The total additional cost of **\$1,225,324** will be covered out of a combination of 2022 Public Works budget items and a grant from the Utah Department of Transportation (UDOT).
- HVT and County staff, Board members, and the GSBS design team attended a sustainability charrette to determine the desire for and level of sustainability elements to be incorporated into the transit facility design. It was determined that design elements would endeavor to meet the State of Utah's High Performance Building Standards and that the design team would quantify the costs of those sustainability elements so that staff, the Capital Committee, and the Board can weigh the return on investment of such improvements.
- Site plan revision adjusting the orientation of the bus barn (updated plans and renderings attached)
- (UDOT) has pledged **\$7.3 million**, or 78 percent, of their expected American Rescue Plan Act (ARPA) and Coronavirus Response and Relief Supplemental Appropriations Act (CRSSA) allocation to the HVT transit facility project
- February 8, 2022: HVT staff and design team presented to the Snyderville Basin Planning Commission for a work session on the HVT facility and Conditional Use Permit (CUP) application. Construction costs memo submitted to Caroline Rodriguez (attached).
- February 10, 2022: CM/GC selected (see below)
- February 22, 2022: The Snyderville Basin Planning Commission approved HVT's Conditional Use Permit (CUP) application

Construction Manager/General Contractor (CM/GC) Selection

As previously discussed with the Board, a CM/GC model is increasingly the Federal Transit Administration (FTA)'s preferred procurement method and a good fit for the facility project for some of the following reasons:

- Contractor is selected during the design process and provides value engineering and constructability reviews; CM/GC contractor is not responsible for final design, however, the selection is based several evaluation criteria, such as technical and management experience; prior performance; safety record; proposed quality control plan; proposed community outreach, including disadvantaged business participation and workforce hiring/training programs; and, maximum percentage fee on construction value. Lowest construction price is not a selection criterion.
- Contractor assumes responsibility for the entire construction package with a dual role as the construction manager for all project work, self-performed and subcontracted, and the general contractor, soliciting bids from and executing contracts with subcontractors. The owner contracts only with the CM/GC contractor.
- Subcontracted work is competitively obtained, primarily as low bid
- Construction price is negotiated once final design is complete; contractor and owner agree on a Guaranteed Maximum Price (GMP) for the contract package

Awarding CM/GC contracts prior to start of construction allows for valuable contractor input during final design in the form of constructability reviews and second party cost estimates. Establishing a Guaranteed Maximum Price (GMP) with the CM/GC contractor before construction actually begins provides greater certainty about the final project costs. Typically many quantities and work elements are negotiated as lump sum costs and only if there are significant changes in design or scope occur would these prices change. Change orders are still allowed under the CM/GC contract but are expected to be fewer and lower cost on average. Reducing the owner's claims risk is especially important for HVT where the construction budget is constrained and costly claims during the course of the contract could threaten our ability to complete the project as planned.

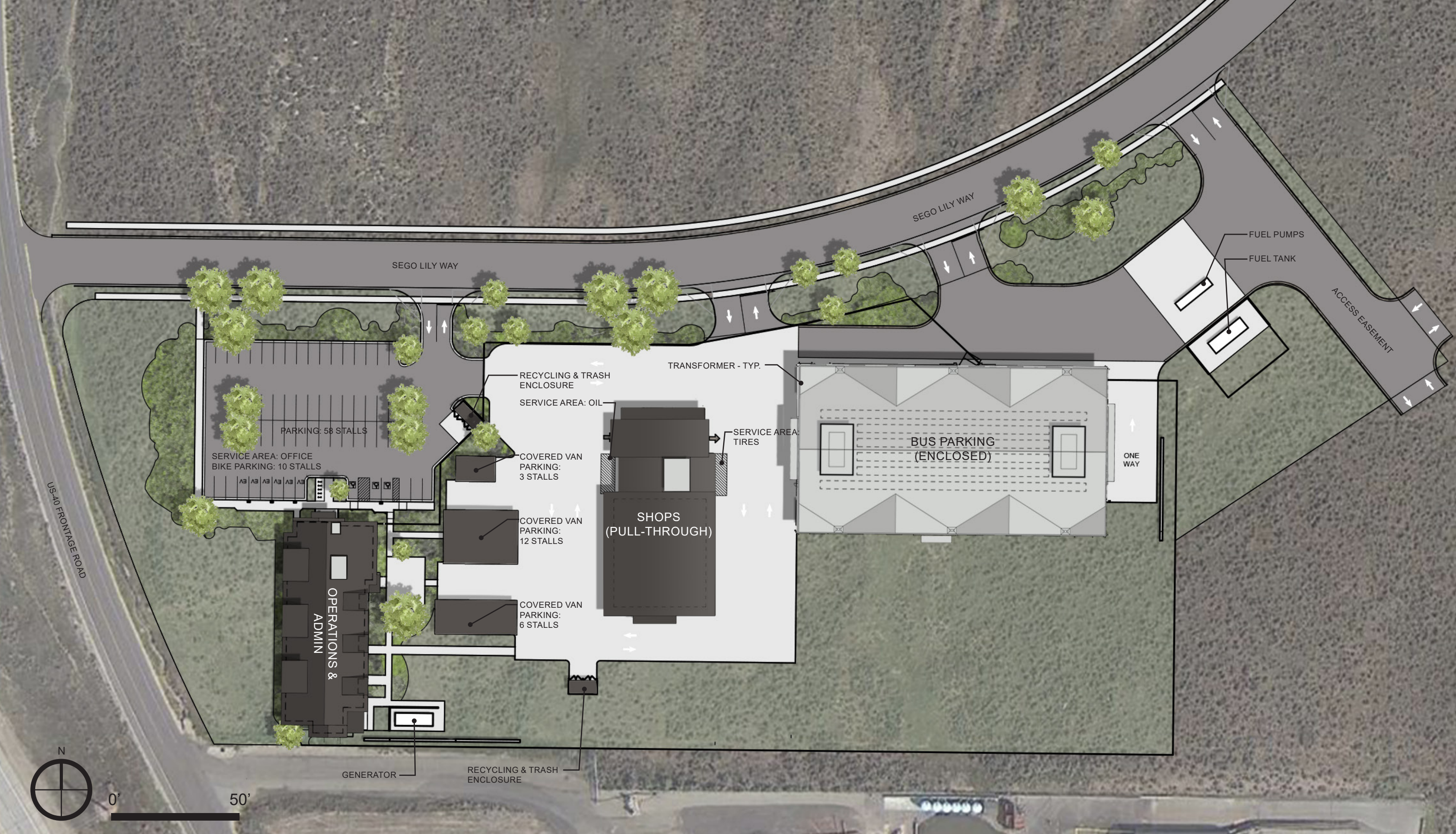
If the project owner and CM/GC contractor cannot agree on a GMP, the owner retains the option to seek alternative bids. This provides one level of owner leverage over the contractor when negotiating construction costs.

On January 7, 2022, Summit County released a Request for Proposals (RFP) from qualified firms to be selected based on their team composition, relevant construction experience, proposed approach, schedule, references, and fee proposal. The County received three qualified responses and on February 10, interviewed each of the three proposing firms. The interview panel included:

- Doug Clyde, Summit County Council
- Derrick Radke, Public Works Director
- Caroline Rodriguez, HVT Executive Director
- Jamie Dansie, HVT Senior Planner
- Brian Jacobsen, GSBS Architects (non-voting)

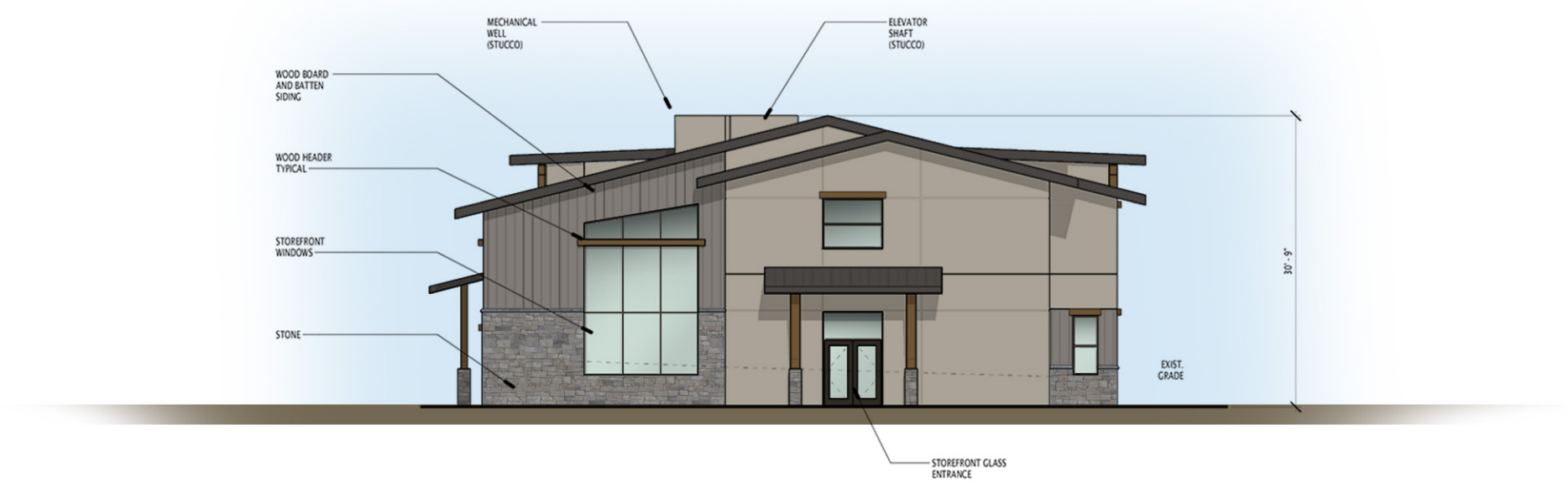
Mr. Radke developed an excel-based score sheet that all voting panel members completed and returned. Based on those scores as well as the proposers specific transit and Federal Transit Administration (FTA)-

related experience, the interview panel selected Big-D construction as they preferred CM/GC. Summit County, HVT, and Big-D have entered into contract negotiations.



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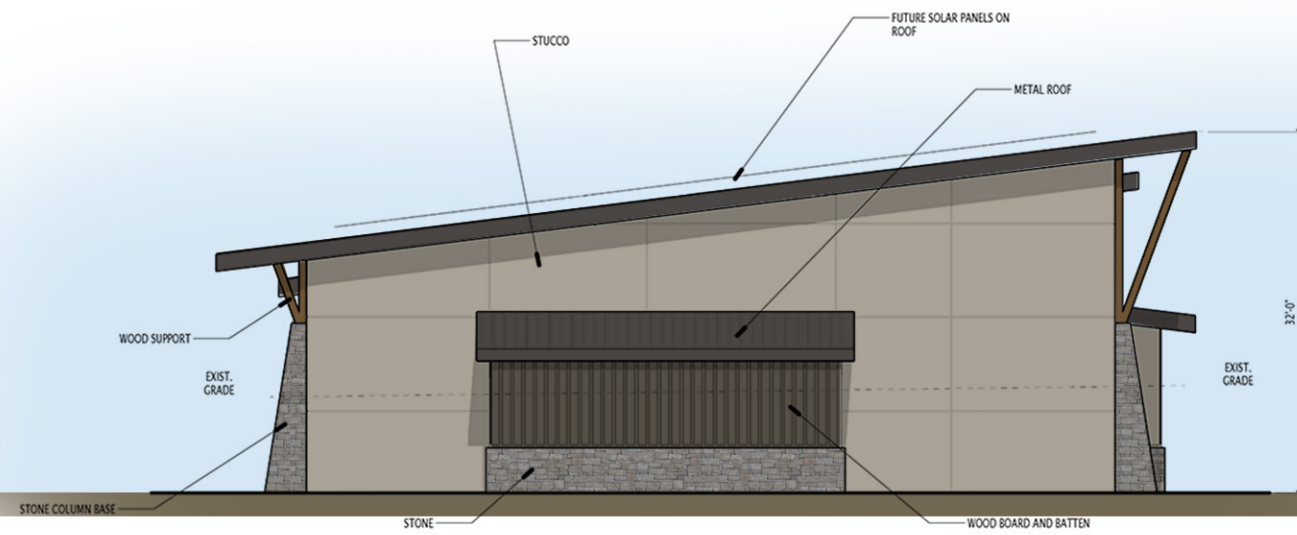
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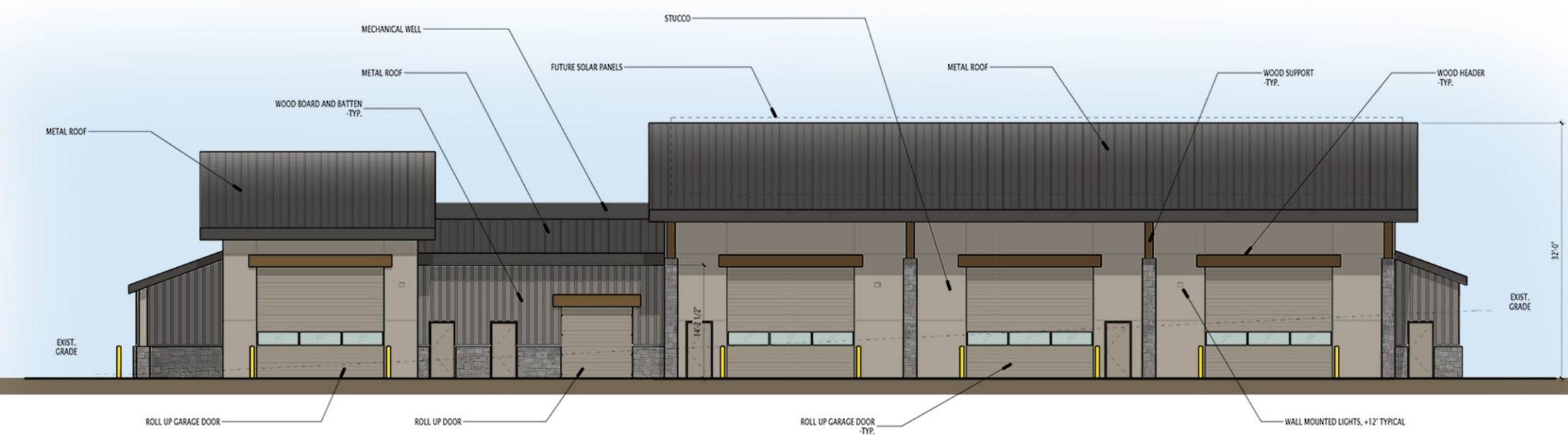
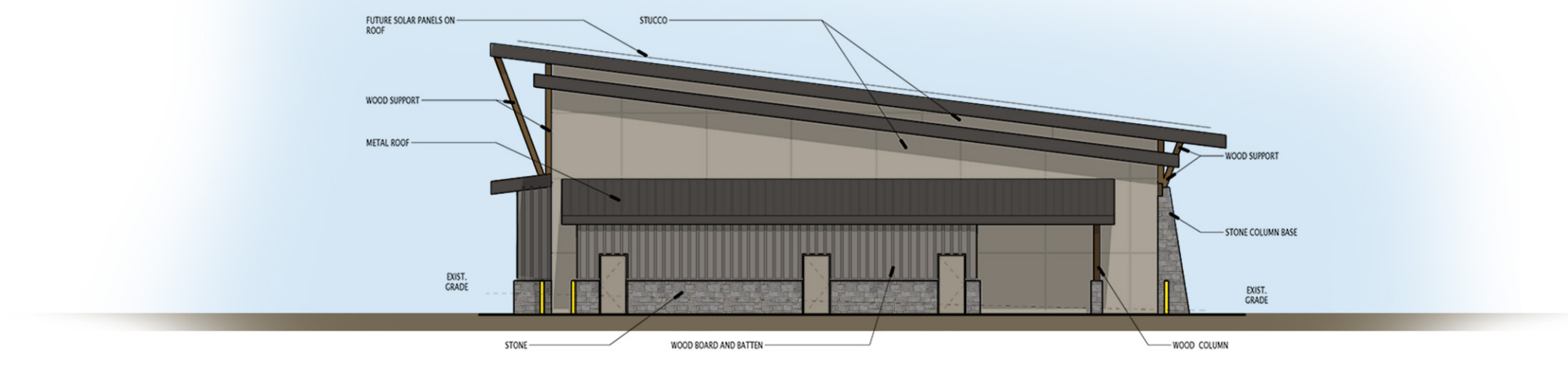
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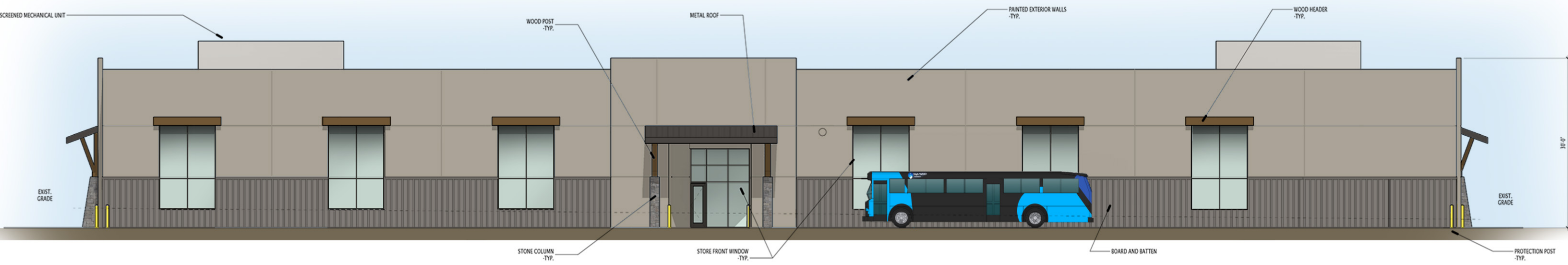
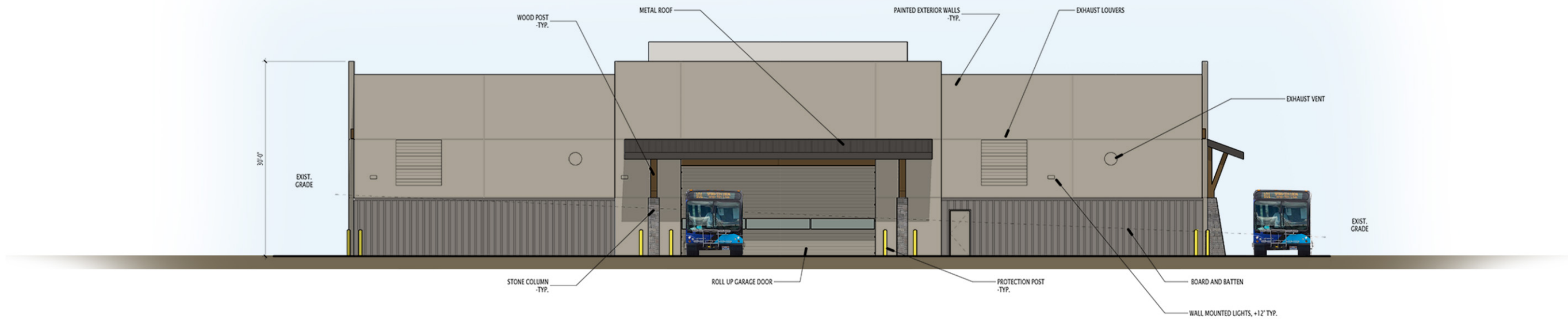
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February 8, 2022

Caroline Rodriguez, Executive Director
High Valley Transit

Re: **Detailed Cost Estimate Justification for the High Valley Transit Center Complex**

Dear Caroline:

GSBS has had discussions with our cost estimator, Construction Cost Control regarding the High Valley Transit Board's expressed concern over the projected construction cost of the facilities. We have summarized how your project may be affected below.

The High Valley Transit (HVT) project is a group of Publicly funded commercial buildings with specific tasks and functions. They are specialized in nature and have specific performance requirements, introducing a level of complexity higher than a typical commercial office building project, and any residential development.

Please consider the following as it relates to the current construction market:

1. Public buildings are typically required have a life span of 40-50 years to protect the investment of taxpayer dollars. The HVT buildings must be constructed with durable materials to achieve the projected life span.
2. The HVT operation requires the property to be drivable with minimum slopes and large areas of low slope paving due to large vehicle turning radiuses with general access requirements to service bays, enclosed parking, and an adjoining fuel island. We note that all sites made available for development within the Gillmor Subdivision have significant topography and grade. The selected site required less grading than other sites considered. However, considerable grading and earthwork is still required to bring the site into a functional and maneuverable condition. The required grading results in a net export condition.
3. The exterior appearance of the HVT buildings is required to meet the Architectural Regulations for All Structures in the Snyderville Basin Development Code (10-4-19). These requirements are not typical for commercial buildings elsewhere in the State. Restrictions on the use of materials and building types encourage "...compatibility with the desired mountain design character." Typical exterior siding materials consistent with mountain architecture include wood siding, log, heavy timber, glu-lam, native stone and stucco. These are high level finishes with higher costs. Of note, the regulations prohibit typical metal buildings "...unless specifically found to be compatible with these requirements." This suggests a high level of customization and added cost.
4. The current construction market is fraught with across-the-board construction material availability and supply chain issues, including steel, concrete, finishes, and mechanical & electrical gear. This high demand climate continues to drive costs upward.
5. HVT's accelerated construction schedule may also contribute to a potential increase in general contractor costs to meet the occupancy target date of December 2022.
6. Functionality of both the shops and bus parking have higher than normal complexity with above normal ventilation requirements, high ambient lighting needs to create a safe working environment, specialized service equipment, finishes, in-floor drainage, waste-water containment and separation systems that are necessary to treat undercarriage residue from inside the Maintenance Shop and Bus Parking buildings.
7. The Operations / Administration / Low-income Housing building is relatively small footprint for these functions. Opportunities for economies of scale that might be evident in large buildings or developments cannot be expected.
8. Covered parking is considered an upgrade for surface parking.
9. **Most significant of all – Construction escalation in Utah last year tracked at 14%. 2022 escalation is projected to be similar.**

We hope this contributes to your understanding of the current state of commercial construction costs. This trend began during the latter half of 2020, blossomed in 2021, and appears to be continuing well in to 2022 and 2023. Construction Cost Control's professional cost estimators engaged for this project have decades of experience in the local market and with this project type. We believe their estimate of the probable cost of construction is reasonable and reflects the current market and building types.

Thank you, Brian and Scott.



STAFF REPORT

Date: February 8, 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

This is a continuation of a previous agenda item. Please note the addition of the proposed Capital and Facilities Committee.

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: Reviews 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*)

Name: **Capital and Facilities Committee**
Purpose: Responsible for reviewing and assessing capital needs and projects and (annually) developing and recommending the Capital Improvement Program and the corresponding capital budget.
Initial effort will be dedicated to the maintenance and operations facility.

Appointed: none
Staff Lead: Caroline Rodriguez
Effort Level: High
Meetings: tbd



STAFF REPORT

Date: February 23, 2022
To: High Valley Transit Board of Trustees
From: Caroline Rodriguez, Executive Director
Subject: Bond Parameters Resolution

Requested Board Action

Approve Resolution 2022-01 and schedule the public hearing for bond series issuance for March 24, 2022.

Background

The planning level estimate for the construction of the HVT facility campus puts the cost of the facility near \$22 million. While staff continue to pursue state and federal funding options, we must concurrently plan for other funding options, including the issuance of sales tax revenues bonds. The proposed issuance will allow HVT to fund some or all of our immediate facility needs without exceeding our bonding capacity or exhausting our fund balance during only our second year of operation. Of note, it is the intent of the Board to draw down on funds as necessary and not immediately and all at once. Timing is important; both interest rate and construction costs continue to increase rapidly.

Following is Resolution 2022-01 authorizing the issuance and sale of not more than \$18 million in a series sales tax revenue bonds.

Park City, Utah

February 24, 2022

The Board of Trustees (the “Board”) of the High Valley Transit District, Utah (the “Issuer”), met via electronic means on Thursday, February 24, 2022, at the hour of 1:00 p.m., with the following members of the Board being present:

Kim Carson	Chair
David Geffen	Vice Chair & Secretary
Chris Robinson	Trustee
Roger Armstrong	Trustee
Malena Stevens	Trustee

Also present:

Caroline Rodriguez	Executive Director
David Thomas	Chief Civil Deputy Attorney

Absent:

After the meeting had been duly called to order and after other matters not pertinent to this resolution had been discussed, the Vice Chair & Secretary presented to the Board a Certificate of Compliance with Open Meeting Law with respect to this February 24, 2022, meeting, a copy of which is attached hereto as Exhibit A.

The following resolution was then introduced in written form, was fully discussed, and pursuant to motion duly made by Trustee _____ and seconded by Trustee _____, was adopted by the following vote: AYE:

NAY:

The resolution is as follows:

RESOLUTION NO. _____

A RESOLUTION OF THE BOARD OF TRUSTEES OF THE HIGH VALLEY TRANSIT DISTRICT, UTAH (THE "ISSUER"), AUTHORIZING THE ISSUANCE AND SALE OF NOT MORE THAN \$18,000,000 AGGREGATE PRINCIPAL AMOUNT OF SALES TAX REVENUE BONDS, SERIES 2022 (THE "SERIES 2022 BONDS"); FIXING THE MAXIMUM AGGREGATE PRINCIPAL AMOUNT OF THE SERIES 2022 BONDS, THE MAXIMUM NUMBER OF YEARS OVER WHICH THE SERIES 2022 BONDS MAY MATURE, THE MAXIMUM INTEREST RATE WHICH THE SERIES 2022 BONDS MAY BEAR, AND THE MAXIMUM DISCOUNT FROM PAR AT WHICH THE SERIES 2022 BONDS MAY BE SOLD; DELEGATING TO CERTAIN OFFICERS OF THE ISSUER THE AUTHORITY TO APPROVE THE FINAL TERMS AND PROVISIONS OF THE SERIES 2022 BONDS WITHIN THE PARAMETERS SET FORTH HEREIN; PROVIDING FOR THE PUBLICATION OF A NOTICE OF PUBLIC HEARING AND BONDS TO BE ISSUED; PROVIDING FOR THE RUNNING OF A CONTEST PERIOD AND SETTING OF A PUBLIC HEARING DATE; AUTHORIZING AND APPROVING THE EXECUTION OF AN INDENTURE, A BOND PURCHASE AGREEMENT, AND OTHER DOCUMENTS REQUIRED IN CONNECTION THEREWITH; AUTHORIZING THE TAKING OF ALL OTHER ACTIONS NECESSARY TO THE CONSUMMATION OF THE TRANSACTIONS CONTEMPLATED BY THIS RESOLUTION; AND RELATED MATTERS.

WHEREAS, the Board of Trustees (the "Board") of the Issuer desires to (a) finance all or a portion of the cost of constructing a complex comprised of an administration and operations building with a framed second story for future subsidized housing and public meeting space, bus maintenance and charging facilities, sheltered transit bus parking and covered parking for other types of transit vehicles and all related improvements (the "Series 2022 Project"), (b) fund any necessary debt service reserve funds, and (c) pay costs of issuance with respect to the Series 2022 Bonds herein described; and

WHEREAS, to accomplish the purposes set forth in the preceding recital, and subject to the limitations set forth herein, the Issuer desires to issue its Sales Tax Revenue Bonds, Series 2022 (the "Series 2022 Bonds") (to be issued from time to time as one or more series and with such other series or title designation(s) as may be determined by the Issuer), pursuant to (a) the Local Government Bonding Act, Title 11, Chapter 14, Utah Code Annotated 1953, as amended (the "Act"), (b) this Resolution, and (c) a General Indenture of Trust and a Supplemental Indenture of Trust with substantially similar terms (collectively, the "Indenture"), with such Indenture in substantially the form presented to the meeting at which this Resolution was adopted and which is attached hereto as Exhibit B; and

WHEREAS, Summit County, a political subdivision of the State of Utah (the "County"), formed the Issuer to provide regional public transit services within the County

and has entered into an Interlocal Cooperation Agreement for Transit System Services with the Issuer dated April 14, 2021 (the “Interlocal”); and

WHEREAS, the County desires to pledge certain sales and use taxes received by the Issuer under the Interlocal for the repayment of the Series 2022 Bonds; and

WHEREAS, the Act provides that prior to issuing bonds, an issuing entity must (a) give notice of its intent to issue such bonds and (b) hold a public hearing to receive input from the public with respect to (i) the issuance of the bonds and (ii) the potential economic impact that the improvement, facility or property for which the bonds pay all or part of the cost will have on the private sector; and

WHEREAS, the Issuer desires to call a public hearing for this purpose and to publish a notice of such hearing with respect to the Series 2022 Bonds, including a notice of bonds to be issued, in compliance with the Act; and

WHEREAS, there has been presented to the Board at this meeting a form of a bond purchase agreement (the “Bond Purchase Agreement”), in substantially the form attached hereto as Exhibit C, to be entered into between the Issuer and the underwriter or the purchaser (the “Purchaser”) selected by the Issuer for any portion of the Series 2022 Bonds; and

WHEREAS, in order to allow the Issuer flexibility in setting the pricing date of the Series 2022 Bonds to optimize debt service costs to the Issuer, the Board desires to grant to any two of the Chair, Vice Chair & Secretary or Executive Director (any two of the three referred to herein as the “Designated Officers”), the authority to (a) approve the principal amounts, interest rates, terms, maturities, redemption features, and purchase price at which the Series 2022 Bonds shall be sold; and (b) make any changes with respect thereto from those terms which were before the Board at the time of adoption of this Resolution, provided such terms do not exceed the parameters set forth for such terms in this Resolution (the “Parameters”);

NOW, THEREFORE BE IT RESOLVED by the Board of Trustees of the High Valley Transit District, Utah, as follows:

Section 1. For the purpose of (a) financing the Series 2022 Project, (b) funding a deposit to a debt service reserve fund, if necessary, and (c) paying costs of issuance of the Series 2022 Bonds, the Issuer hereby authorizes the issuance of the Series 2022 Bonds which shall be designated “High Valley Transit District, Utah Sales Tax Revenue Bonds, Series 2022” (to be issued from time to time as one or more series and with such other series or title designation(s) as may be determined by the Issuer) in the aggregate principal amount of not to exceed \$18,000,000. The Series 2022 Bonds shall mature in not more than sixteen (16) years from their date or dates, shall be sold at a price not less than ninety-seven percent (97%) of the total principal amount thereof, shall bear interest at a rate or rates of not to exceed five percent (5.0%) per annum, as shall be approved by the Designated Officers, all within the Parameters set forth herein.

Section 2. The Designated Officers are hereby authorized to select the Purchaser and specify and agree as to the method of sale, the final principal amounts, terms,

discounts, maturities, interest rates, redemption features, and purchase price with respect to the Series 2022 Bonds for and on behalf of the Issuer, provided that such terms are within the Parameters set by this Resolution. The selection of the method of sale, the selection of the Purchaser, appointment of a trustee (the “Trustee”), and the determination of the final terms and redemption provisions for the Series 2022 Bonds by the Designated Officers shall be evidenced by the execution of the Bond Purchase Agreement in substantially the form attached hereto as Exhibit C or a term sheet if the selected Purchaser prefers.

Section 3. The Indenture and the Bond Purchase Agreement in substantially the forms presented to this meeting and attached hereto as Exhibits B and C, respectively, are hereby authorized, approved, and confirmed. The Chair and Vice Chair & Secretary are hereby authorized to execute and deliver the Indenture and the Designated Officers are hereby authorized to execute and deliver the Bond Purchase Agreement in substantially the forms and with substantially the content as the forms presented at this meeting for and on behalf of the Issuer, with final terms as may be established by the Designated Officers within the Parameters set forth herein, and with such alterations, changes or additions as may be necessary or as may be authorized by Section 4 hereof.

Section 4. The Designated Officers are authorized to make any alterations, changes or additions to the Indenture, the Series 2022 Bonds, the Bond Purchase Agreement, or any other document herein authorized and approved which may be necessary to conform the same to the final terms of the Series 2022 Bonds (within the Parameters set by this Resolution), to conform to any applicable bond insurance or reserve instrument or to remove the same, to correct errors or omissions therein, to complete the same, to remove ambiguities therefrom, or to conform the same to other provisions of said instruments, to the provisions of this Resolution or any resolution adopted by the Board or the provisions of the laws of the State of Utah or the United States.

Section 5. The form, terms, and provisions of the Series 2022 Bonds and the provisions for the signatures, authentication, payment, registration, transfer, exchange, redemption, and number shall be as set forth in the Indenture. The Chair and the Vice Chair & Secretary are hereby authorized and directed to execute and seal the Series 2022 Bonds and to deliver said Series 2022 Bonds to the Trustee for authentication. The signatures of the Chair and the Vice Chair & Secretary may be by facsimile or manual execution.

Section 6. The Designated Officers are hereby authorized and directed to execute and deliver to the Trustee the written order of the Issuer for authentication and delivery of the Series 2022 Bonds in accordance with the provisions of the Indenture.

Section 7. Upon their issuance, the Series 2022 Bonds will constitute special limited obligations of the Issuer payable solely from and to the extent of the sources set forth in the Series 2022 Bonds and the Indenture. No provision of this Resolution, the Indenture, the Series 2022 Bonds, or any other instrument, shall be construed as creating a general obligation of the Issuer, or of creating a general obligation of the State of Utah or any political subdivision thereof, or as incurring or creating a charge upon the general credit of the Issuer or its taxing powers.

Section 8. Any Designated Officer is hereby authorized and directed to execute and deliver for and on behalf of the Issuer any or all additional certificates, documents and other papers (including, without limitation, any escrow agreement permitted under the Indenture and tax compliance procedures) and to perform all other acts they may deem necessary or appropriate in order to implement and carry out the matters authorized in this Resolution and the documents authorized and approved herein.

Section 9. After the Series 2022 Bonds are delivered by the Trustee to the Purchaser and upon receipt of payment therefor, this Resolution shall be and remain irrevocable until the principal of, premium, if any, and interest on the Series 2022 Bonds are deemed to have been duly discharged in accordance with the terms and provisions of the Indenture.

Section 10. The Issuer shall hold a public hearing on March 24, 2022 to receive input from the public with respect to (a) the issuance of the Series 2022 Bonds and (b) the potential economic impact that the improvements to be financed with the proceeds of the Series 2022 Bonds will have on the private sector, which hearing date shall not be less than fourteen (14) days after notice of the public hearing is published and such publication shall be made (i) once in the Park Record, a newspaper of general circulation in the Issuer, (ii) on the Utah Public Notice Website created under Section 63A-16-601, Utah Code Annotated 1953, as amended, and (iii) on the Utah Legal Notices website (www.utahlegals.com) created under Section 45-1-101, Utah Code Annotated 1953, as amended. The Executive Director shall cause a copy of this Resolution (together with all exhibits hereto) to be kept on file in the High Valley Transit District offices, for public examination during the regular business hours of the Issuer until at least thirty (30) days from and after the date of the newspaper publication thereof. The Issuer directs its officers and staff to publish a “Notice of Public Hearing and Bonds to be Issued” in substantially the following form:

NOTICE OF PUBLIC HEARING AND BONDS TO BE ISSUED

NOTICE IS HEREBY GIVEN pursuant to the provisions of the Local Government Bonding Act, Title 11, Chapter 14, Utah Code Annotated 1953, as amended (the “Act”), that on February 24, 2022, the Board of Trustees (the “Board”) of the High Valley Transit District, Utah (the “Issuer”), adopted a resolution (the “Resolution”) in which it authorized the issuance of the Issuer’s Sales Tax Revenue Bonds, Series 2022 (the “Series 2022 Bonds”) (to be issued in one or more series and with such other series or title designation(s) as may be determined by the Issuer), and called a public hearing to receive input from the public with respect to (a) the issuance of the Series 2022 Bonds and (b) any potential economic impact that the Series 2022 Project described herein to be financed with the proceeds of the Series 2022 Bonds may have on the private sector.

TIME, PLACE AND LOCATION OF PUBLIC HEARING

The Issuer shall hold a public hearing on March 24, 2022, at the hour of 1:00 p.m. electronically via Zoom. Members of the public may participate in the public hearing using the following web address: <https://summitcountyut.zoom.us/j/99551752621>. The purpose of the hearing is to receive input from the public with respect to (a) the issuance of the Series 2022 Bonds and (b) any potential economic impact that the Series 2022 Project described herein may have on the private sector. All members of the public are invited to attend and participate.

PURPOSE FOR ISSUING THE SERIES 2022 BONDS

The Series 2022 Bonds will be issued for the purpose of (a) financing all or a portion of the cost of constructing a complex comprised of an administration and operations building with a framed second story for future affordable housing and public meeting space, bus maintenance and charging facilities, sheltered transit bus parking and covered parking for other types of transit vehicles and all related improvements (the “Series 2022 Project”), (b) funding any debt service reserve funds, as necessary, and (c) paying costs of issuance of the Series 2022 Bonds.

PARAMETERS OF THE SERIES 2022 BONDS

The Issuer intends to issue the Series 2022 Bonds in the aggregate principal amount of not more than Eighteen Million Dollars (\$18,000,000), to mature in not more than sixteen (16) years from their date or dates, to be sold at a price not less than ninety-seven percent (97%) of the total principal amount thereof, and bearing interest at a rate or rates not to exceed five percent (5.00%) per annum. The Series 2022 Bonds are to be issued and sold by the Issuer pursuant to the Resolution, including as part of said Resolution, a General and a Supplemental Indenture or a master resolution without a trustee with substantially similar terms (collectively, the “Indenture”) which were before the Board in substantially final form at the time of the adoption of the Resolution and said Indenture is to be executed by the Issuer in such form and with such changes thereto as shall be approved by the Issuer; provided that the principal amount, interest rate or rates, maturity, and discount of the Series 2022 Bonds will not exceed the maximums set forth above. The Issuer reserves the right to not issue the Series 2022 Bonds for any reason and at any time up to the issuance of the Series 2022 Bonds.

REVENUES PROPOSED TO BE PLEDGED

The Issuer proposes to pledge up to 100% of the following sales and use taxes imposed by Summit County, Utah and remitted to the Issuer for the payment of the Series 2022 Bonds: (a) the county option sales and use tax to fund a system for public transit imposed under Section 59-12-2213, Utah Code Annotated 1953, as amended, (b) the county option sales and use tax for highways and public transit imposed under Section 59-12-2219, Utah Code Annotated 1953, as amended and (c) the county option sales and use tax for a system for public transit imposed under Section 59-12-2220, Utah Code Annotated 1953, as amended (collectively, the “Revenues”).

OUTSTANDING BONDS SECURED BY THE REVENUES

The Issuer does not have outstanding bonds secured by the Revenues.

OTHER OUTSTANDING BONDS OF THE ISSUER

Additional information regarding the Issuer’s outstanding bonds may be found in the Issuer’s financial report (the “Financial Report”) at: <http://secure.utah.gov/auditor-search/>. For additional information, including any information more recent than as of the date of the Financial Report, please contact Caroline Rodriguez, Executive Director at (435) 246-1538.

TOTAL ESTIMATED COST OF BONDS

Based on the Issuer’s current plan of finance and a current estimate of interest rates, the total principal and interest cost of the Series 2022 Bonds, if held until maturity, is \$17,998,126.

A copy of the Resolution and the Indenture are on file in the office of the High Valley Transit District, 1885 West Ute Blvd, Park City, Utah, where they may be examined during regular business hours from 8:30 a.m. to 5:00 p.m. Monday through Friday, for a period of at least thirty (30) days from and after the date of publication of this notice.

NOTICE IS FURTHER GIVEN that a period of thirty (30) days from and after the date of the publication of this notice is provided by law during which (i) any person in interest shall have the right to contest the legality of the Resolution, the Indenture (as it pertains to the Series 2022 Bonds), or the Series 2022 Bonds, or any provision made for the security and payment of the Series 2022 Bonds, and that after such time, no one shall have any cause of action to contest the regularity, formality, or legality thereof for any cause whatsoever and (ii) registered voters within the High Valley Transit District, Utah may sign a written petition requesting an election to authorize the issuance of the Series 2022 Bonds. If written petitions which have been signed by at least 20% of the registered voters of the High Valley Transit District, Utah are filed with the Issuer during said 30-day period, the Issuer shall be required to hold an election to obtain voter authorization prior to the issuance of the Series 2022 Bonds. If fewer than 20% of the registered voters of the High Valley Transit District, Utah file a written petition during said 30-day period, the Issuer may proceed to issue the Series 2022 Bonds without an election.

DATED this February 24, 2022.

/s/ David Geffen
Vice Chair & Secretary

Section 11. The Issuer hereby reserves the right to opt not to issue the Series 2022 Bonds for any reason, including without limitation, consideration of the opinions expressed at the public hearing.

Section 12. All resolutions or parts thereof in conflict herewith are, to the extent of such conflict, hereby repealed and this Resolution shall be in full force and effect immediately upon its approval and adoption.

Section 13. The Issuer hereby declares its intention and reasonable expectation to use proceeds of tax-exempt bonds to reimburse itself for initial expenditures for costs of the Series 2022 Project. The Series 2022 Bonds are to be issued, and the reimbursements made, by the later of 18-months after the payment of the costs or after the Series 2022 Project is placed in service, but in any event, no later than three years after the date the original expenditure was paid. The maximum principal amount of the Series 2022 Bonds which will be issued to finance the reimbursed costs of the Series 2022 Project is not expected to exceed \$18,000,000.

APPROVED AND ADOPTED this February 24, 2022.

(SEAL)

By: _____
Chair

ATTEST:

By: _____
Vice Chair & Secretary

(Other business not pertinent to the foregoing appears in the minutes of the meeting.)

Upon the conclusion of all business on the Agenda, the meeting was adjourned.

(SEAL)

By: _____
Chair

ATTEST:

By: _____
Vice Chair & Secretary

STATE OF UTAH)
 : ss.
COUNTY OF SUMMIT)

I, David Geffen, the duly appointed and qualified Vice Chair & Secretary of the High Valley Transit District, Utah (the “District”), do hereby certify according to the records of the Board of Trustees of the District (the “Board”) in my official possession that the foregoing constitutes a true and correct excerpt of the minutes of the meeting of the Board held on February 24, 2022, including a resolution (the “Resolution”) adopted at said meeting as said minutes and Resolution are officially of record in my possession.

I further certify that the Resolution, with all exhibits attached, was deposited in my office on February 24, 2022, and pursuant to the Resolution, there was published a Notice of Public Hearing and Bonds to be Issued no less than fourteen (14) days before the public hearing date: (a) once in the Park Record, a newspaper having general circulation within the District, the affidavit of which publication will be attached upon availability, (b) on the Utah Public Notice Website created under Section 63A-16-601, Utah Code Annotated 1953, as amended and (c) on the Utah Legal Notices website (www.utahlegals.com) created under Section 45-1-101, Utah Code Annotated 1953, as amended.

IN WITNESS WHEREOF, I have hereunto subscribed my signature and impressed hereon the official seal of said District, this February 24, 2022.

(SEAL)

By: _____
Vice Chair & Secretary

EXHIBIT A

CERTIFICATE OF COMPLIANCE WITH
OPEN MEETING LAW

I, David Geffen, the undersigned Vice Chair & Secretary of the High Valley Transit District, Utah (the “District”), do hereby certify, according to the records of the District in my official possession, and upon my own knowledge and belief, that in accordance with the requirements of Section 52-4-202, Utah Code Annotated, 1953, as amended, I gave not less than twenty-four (24) hours public notice of the agenda, date, time and place of the February 24, 2022, public meeting held by the Board of Trustees of the District (the “Board”) as follows:

(a) By causing a Notice, in the form attached hereto as Schedule 1, to be posted at the principal offices of the District at least twenty-four (24) hours prior to the convening of the meeting, said Notice having continuously remained so posted and available for public inspection until the completion of the meeting;

(b) By causing a copy of such Notice, in the form attached hereto as Schedule 1, to be delivered to the Park Record, either directly or through the newspaper’s subscription to the Utah Public Notice Website (<http://pmn.utah.gov>), at least twenty-four (24) hours prior to the convening of the meeting; and

(c) By causing a copy of such Notice, in the form attached hereto as Schedule 1, to be posted on the Utah Public Notice Website (<http://pmn.utah.gov>) at least twenty-four (24) hours prior to the convening of the meeting.

In addition, the Notice of 2022 Annual Meeting Schedule for the Board (attached hereto as Schedule 2) was given specifying the date, time, and place of the regular meetings of the Board to be held during the year, by causing said Notice to be (a) posted on the High Valley Transit Website (<http://www.highvalleytransit.org>) , at the principal office of the Board, and (b) published on the Utah Public Notice Website (<http://pmn.utah.gov>) during the current calendar year.

IN WITNESS WHEREOF, I have hereunto subscribed my official signature this February 24, 2022.

(SEAL)

By: _____
Vice Chair & Secretary

SCHEDULE 1
NOTICE OF MEETING



Thursday, February 24, 2022, 1 PM

PUBLIC NOTICE is hereby given that the Board of Trustees will conduct a public hearing to discuss and possibly take action on the issuance of sales tax revenue bonds at 1 PM on Thursday, March 24, 2022 electronically, via Zoom and at the anchor location at the Sheldon Richins Building, 1885 W. Ute Blvd., Park City, UT 84098, in the large auditorium

Public comment may also be submitted until 12 PM on Thursday, February 24, 2022 via email at hi@highvalleytransit.org.

To participate in this meeting: <https://summitcountyut.zoom.us/j/99551752621>

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

Meeting ID: 995 5175 2621

No passcode required

This meeting may be recorded

To view the staff report, please visit www.highvalleytransit.org after March 20, 2022.

Posted: February 24, 2022

Published: March 5, 2022 - *Park Record*

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.

SCHEDULE 2

ANNUAL MEETING SCHEDULE

January 13
January 27
February 10
February 24
March 10
March 24
April 14
April 28
May 12
May 26
June 9
June 23
July 14
July 28
August 11
August 25
September 8
September 22
October 13
October 27
November 10
November 17
December 8
December 15

(attach Proof of Publication of
Notice of Public Hearing and Bonds to be Issued)

EXHIBIT B

FORM OF INDENTURE

EXHIBIT C

FORM OF BOND PURCHASE AGREEMENT