



Agenda
High Valley Transit District
Thursday, August 26, 2021, 1 PM

NOTICE is hereby given that the Board of Trustees will meet on Thursday, August 26, 2021 electronically, via Zoom, and at the anchor location of the Sheldon Richins Building
1885 W. Ute Blvd., Park City, UT

Public comment may also be submitted until 12 PM on Thursday, August 26, 2021 via email at hi@highvalleytransit.org.

To participate in the
webinar: <https://summitcountyut.zoom.us/j/91041274529>

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

Webinar ID: 910 4127 4529

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) Presentation from Rachel Bandstra, Valley Ride Customer
- 4) Ridership and performance
- 5) Remix demo
- 6) Winter operations update
- 7) Budget update

- 8) Planning for regional transit – Summit and Wasatch counties
- 9) Board comments
- 10) Staff comments

Consent Agenda

- 10) Minutes dated June 24, 2021; July 8, 2021; July 19, 2021

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: August 26th, 2021
To: High Valley Transit District Board of Trustees
From: Isabel Hanewicz, Data & Performance Analyst
Subject: Performance Reporting for July 2021

Requested Board Action

None

Background: Micro & Valley Ride Cost Analysis

HVT was billed **\$178,512.40** for July 2021 Micro & Valley Ride services. This is based off a \$55.45 per driver hour cost for the 3,219.34 total hours served. This fee includes the following categories: project management and other pilot operations; performance monitoring and reporting; driver pay and vehicle cost; rider and driver acquisition; and live rider and driver support. It does not include the first-year, non-refundable installation fee of \$94,000 already paid to River North.

The attached report details day-by-day costs and offers indirect comparison to similar fixed route services. The average cost per passenger was **\$15.12**, a relatively low cost for an on-demand service. As the service grows, improving utilization, or passengers per driver hour, will decrease the cost per passenger and increase service efficiency.

Background: Fixed Route First Month of Service

For the first month of fixed route service, HVT served an estimated **24,438** passengers. The 101, as expected, was the most popular route with an estimated **17,402** passengers. Ridership on all routes was lower than forecasted. This can be partially attributed to missing ridership data. Comparison to forecasts should be revisited as the service continues to grow and receives APCs, likely around October 2021.

The 101 and 102 had a low on-time (0 to 5 min. late) percentage of **51%** and **67%**, respectively. The goal for all fixed routes is 95% on-time performance. However, given the introduction of new routes, new drivers, and new technologies, this is within expectations. Again, these numbers are expected to improve.

Total estimated cost for the 101 and 102 in July is **\$564,432.24**, which includes fuel. The 101 cost an estimated **\$29.66 per passenger**, while the 102 cost an estimated **\$50.03 per passenger**. Again, these numbers are artificially high due to low-end estimates of passenger counts.



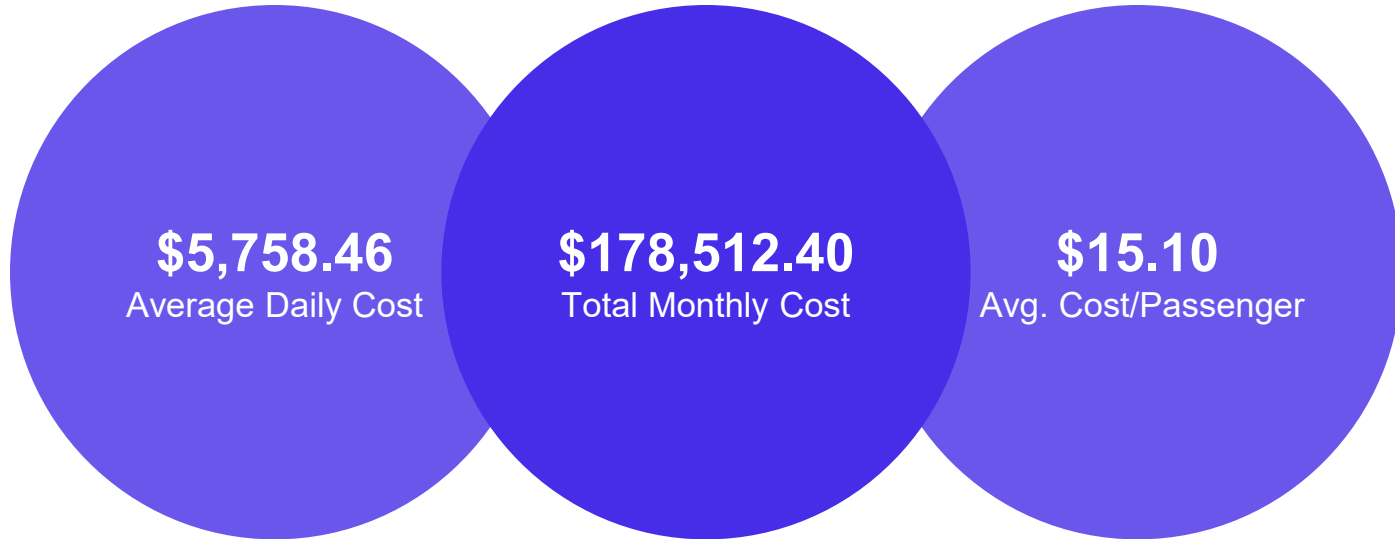
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Micro & Valley Ride Cost Analysis

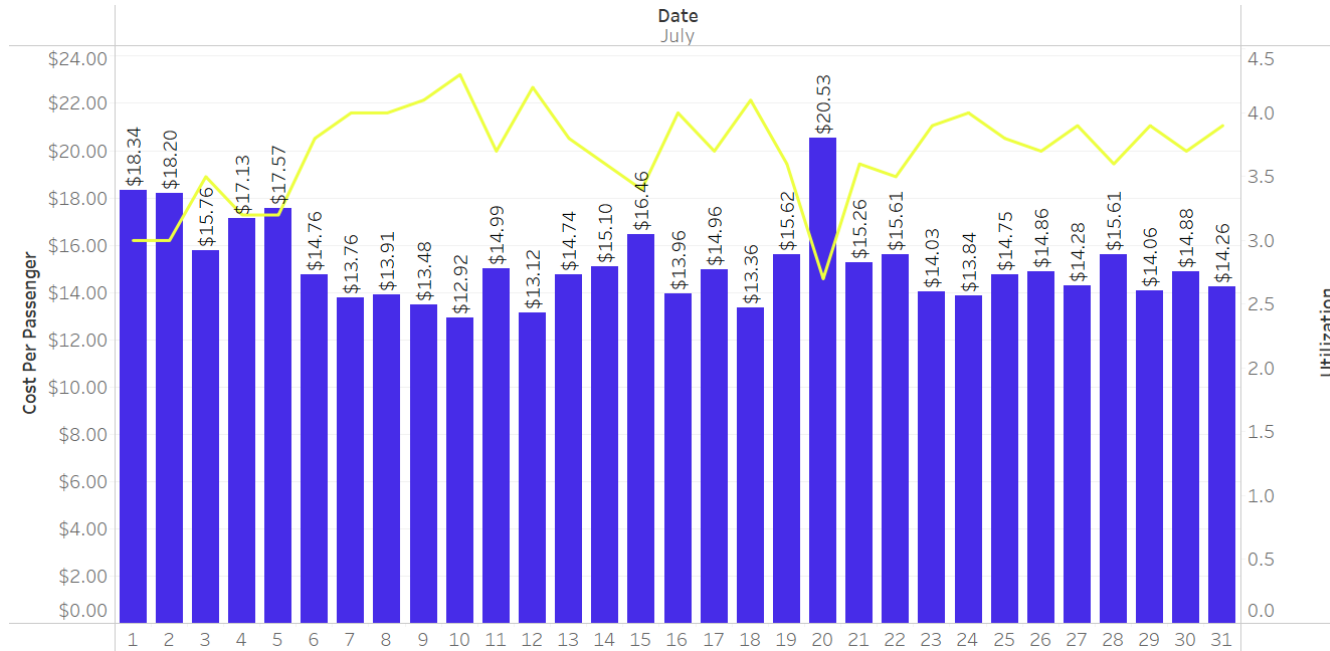
August 26th 2021

Overview

HVT is billed \$55.45 per driver hour for Micro & Valley Ride services. While HVT assumes other operational costs from Micro and Valley Ride services, these costs are excluded from this analysis.



Cost Per Passenger vs. Utilization (Daily Averages)



Better utilization leads to a lower cost per passenger. All days with utilizations greater than or equal to 3.7 have a cost per passenger fewer than \$15. Note that utilization = average passengers/driver hour.

Cost Reference: PCT Routes

There is no direct historical comparison to Micro services, but comparisons with fixed routes that operated partially in the Micro zone are provided below. Avg. cost per passenger is used to compare. Comparison is provided to July 2019, July 2020, and an average of 19/20, which may better match the COVID-19 impacts on ridership in July 2021 than either year alone.

Micro has a higher cost per passenger than all routes besides the 6 Lime July 2020 and 6 Lime 19/20 average. However, the \$15.10 average is not too far out of line of other averages, and Micro is a newer service. If we push our average utilization above four (4) passengers/hour, costs will decrease to approx. \$13 per passenger.

| Route | July 2019 | July 2020 | Avg. 19/20 |
|-------------------|------------------|------------------|-------------------|
| 6 Lime | \$5.67 | \$39.40 | \$22.53 |
| 7 Pink | \$7.64 | \$12.37 | \$10.01 |
| 8 Brown/Trailside | \$12.08 | \$10.93 | \$11.51 |
| Micro, July 2021 | | | \$15.10 |



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Fixed Route First Month of Service

August 26th 2021

Ridership by Route

Ridership counts for July 2021 were completed manually by bus drivers, so **the numbers below are low-end estimates**. For reference, ridership forecasts for each route are provided in the second column. These forecasts were completed as yearly estimates by the Via Consulting team, and account for increased ridership patterns in winter months. Thus, a lower average than forecast should be expected for July.

| Route | Forecast (Monthly) | Ridership (Low Est.) | Daily Avg. |
|------------------------------|--------------------|----------------------|------------|
| 101 Spiro / 224 Local | 65,000 | 17,402 | 561 |
| 102 Gateway / Kamas Commuter | 1,667 | 966 | 31 |
| 103 Kimball Junction Shuttle | 5,000 | 1,138 | 37 |
| 104 Bitner Shuttle | 4,167 | 2,141 | 69 |
| 105 Canyons Village Shuttle | 4,167 | 2,791 | 90 |

Note: for Micro, forecast was 11,000/month and July ridership was 11,823.

Timeliness: 101 Spiro

The Master Services Agreement sets a **95% on-time goal** for the service. The table identifies the percentages of stops where buses left on-time (0-5 min late), early (anytime before scheduled time), late (>5 min late), or very late (>10 min late). Some stops were not measured, either because those stops were not service, due to lack of data from drivers or another data error. About 34% of data was not measured. Of stops measured, **51%** were on-time departures.

| | Stops | % of Measured | % of Not Measured | % of Total |
|----------------------------|----------------|----------------------|--------------------------|-------------------|
| On Time | 46,729 | 51% | | 34% |
| Early | 29,029 | 32% | | 21% |
| Late | 12,377 | 14% | | 9% |
| Very Late | 2,702 | 3% | | 2% |
| Measured Totals | 90,837 | 100% | 0% | 66% |
| No Service | 15,408 | | 33% | 11% |
| No Data | 28,422 | | 62% | 21% |
| Data Error | 2,359 | | 5% | 2% |
| Not Measured Totals | 46,189 | 0% | 100% | 34% |
| Total | 137,026 | 100% | 100% | 100% |

Timeliness: 102 Gateway

Timeliness data for the 102 Gateway follows the same format as the 101 Spiro. About 18% of data was not measured. Of stops measured, **67%** were on-time departures.

| | Stops | % of Measured | % of Not Measured | % of Total |
|----------------------------|--------------|----------------------|--------------------------|-------------------|
| On Time | 2,657 | 67% | | 55% |
| Early | 745 | 19% | | 15% |
| Late | 424 | 11% | | 9% |
| Very Late | 154 | 4% | | 3% |
| Measured Totals | 3,980 | 100% | 0% | 82% |
| No Service | - | | 0% | 0% |
| No Data | 783 | | 91% | 16% |
| Data Error | 73 | | 9% | 2% |
| Not Measured Totals | 856 | 0% | 100% | 18% |
| Total | 4,836 | 100% | 100% | 100% |

Cost: 101 & 102

For the 101 Spiro and 102 Gateway, HVT is billed \$147.32 per Vehicle Revenue Hour (VRH). In addition to the VRH charge, HVT is billed for fuel on a pass-through basis. This cost is estimated at \$6 per VRH. A \$50,000 yearly maximum cost for consulting and transit planning services is not included.

The table below estimates costs for July. HVT has not yet been billed for July, so the actual costs may vary from these estimates. Note that there were **482.95 unserviced hours** on the 101; these are scheduled hours that were not driven and are not included in the table below. While the cost per passenger is relatively high, **34% of runs did not have passenger counts recorded, so the likely cost per passenger is much lower.**

| Route | VRHs Serviced | VRH Cost (Estimate) | Fuel Cost (Estimate) | Cost per Passenger (Estimate) | Total Cost (Estimate) |
|------------------------------|---------------|---------------------|----------------------|-------------------------------|-----------------------|
| 101 Spiro / 224 Local | 3,366.2 | \$495,908.58 | \$20,197.20 | \$29.66 | \$516,105.78 |
| 102 Gateway / Kamas Commuter | 315.2 | \$46,435.26 | \$1,891.20 | \$50.03 | \$48,326.46 |

Total Cost (Estimate) **\$564,432.24**

Cost Reference: PCT Routes

PCT routes with similar stops to the 101 and 102 are provided below, with cost per passenger for July 2019, July 2020, and an average of both. While costs for the 101 and 102 run higher than their counterparts, given it was the first month of service and passenger counts are still rough estimates, these costs are expected to decrease in the coming months.

| Route | July 2019 | July 2020 | Avg. 19/20 |
|--------------|------------------|------------------|-------------------|
| 6 Lime | \$5.67 | \$39.40 | \$22.53 |
| 7 Pink | \$7.64 | \$12.37 | \$10.01 |
| 101 Spiro | | | \$29.66 |
| 11 Black | \$16.98 | \$15.80 | \$16.39 |
| 102 Gateway | | | \$50.03 |

Cost Appendix

Micro & Valley Ride

- **\$55.45** per Vehicle Revenue Hour (VRH)
- **\$55,000** monthly minimum cost
- **\$94,000** installation fee, already paid
- **\$2,312,000** not-to-exceed first year cost

Fixed Route

- **\$147.32** per Vehicle Revenue Hour (VRH)
- **\$6** per VRH fuel pass-through cost (estimate)
- **\$6,187,440** yearly minimum cost, excluding fuel, consulting & planning fees, and annual real estate expenses
- **\$6,991,571** not-to-exceed first year cost

103/104/105 (billed monthly along with stated fixed route costs above)

- **\$14,209** upfront cost, already paid
- **\$5,000** for vehicle wraps, already paid
- **\$960,552** yearly estimate



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High Valley Transit

Weekly Data Reporting, Micro & Valley Ride: 8/6/21 to 8/12/21

Weekly Overview

2,582 Passengers (avg. 369/day)

142 New Riders

34% Aggregation*

3.8 Average Utilization**

*Aggregation = % of shared rides

** Utilization = avg. passengers / net driver hour

YTD Overview

23,999

Passengers

8,669.8

Net Driver Hours

6,313

App Accounts

Spotlight: Time from Request to Scheduled Pickup

When a rider requests a ride in-app and receives a Micro proposal, the time listed until their van arrives is the time from request to scheduled pickup (listed as "Pickup Lag" for short).

Pickup lag times increase during rapid increases in the number of passengers - particularly around 7am and 11-1pm. During passenger peak, pickup lag times still exceed 15 minutes.

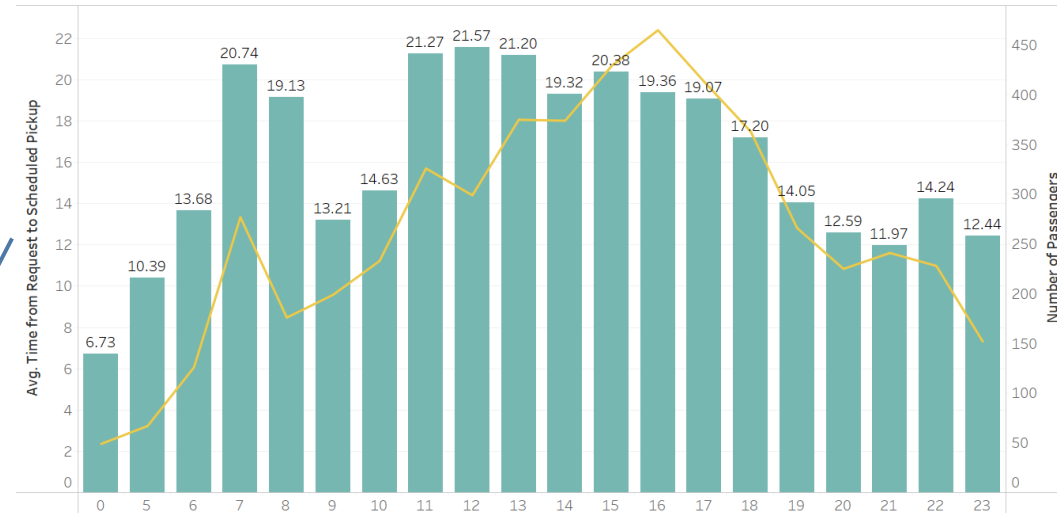


Fig. 1: Pickup Lag & Number of Passengers by Hour

Riders who cancel or no-show have higher average pickup lag times than those who completed their rides. The average time for completed rides tends 2-4 minutes lower than canceled rides.

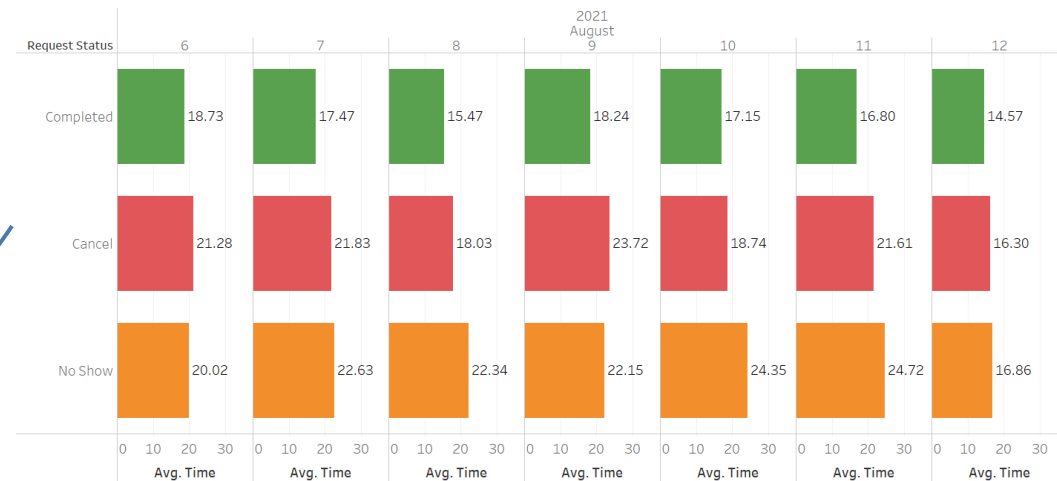


Fig. 2: Pickup Lag by Request Status & by Day, Aug. 6-12



High Valley Transit

Weekly Data Reporting, Micro & Valley Ride: 8/13/21 to 8/19/21

Ride Experience

Ride Rating (out of 5)
Average **4.7** | Median **5**

Average Ride Distance
Average **2.8 miles** | Median **2.1 miles**

Pickup Walk Distance
Average **27.9 feet** | Median **17.0 feet**

Dropoff Walk Distance
Average **31.4 feet** | Median **19.0 feet**

Time from request to scheduled pickup
Average **13.4 minutes** | Median **11.4 minutes**

Weekly Overview

2,658 Passengers (avg. 380/day)

128 New Riders

34.3% Aggregation*

*Aggregation = % of shared rides

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

Top Destinations

1. Kimball Junction Transit Center (**101/5%**)
2. Canyons Village Transit Center (**77/4%**)
3. Walmart on Landmark Dr (**58/3%**)
4. 7-Eleven on Canyons Resort Dr (**55/3%**)
5. Crestview Condominiums (**52/3%**)

YTD Overview

26,657
Passengers

9,297.7
Net Driver Hours

6,554
App Accounts

Micro Rides with Origin in Parleys Canyon Fire Evacuation Zone

Service was limited past Kimball Junction due to the Parleys Canyon Fire from Saturday afternoon to Tuesday evening. From 4pm Sat. to 8pm Tuesday, 102 passengers completed rides originating in the evacuation zone.



Minutes

High Valley Transit District

BOARD OF TRUSTEES
THURSDAY, JUNE 24, 2021

Location: <https://summitcounty.box.com/s/9gh29rqg7jrpufbmf55mvrbaqo10wtsyt>

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

PRESENT:

Kim Carson, *Chair*

Joe Spink, *Vice Chair/Secretary*

Roger Armstrong, *Board Member*

Chris Robinson, *Board Member*

Jamie Dansie, *Sr. Transportation Planner*

Chris Putt, *Transportation Planner*

Dave Thomas, *County Attorney*

Tom Fisher, *County Manager*

Doug Clyde, *Board Member*

Caroline Rodriguez, *Interim GM*

Isabel Hanewicz, *Business Analyst*

Abigail Villegas, *Admin Tech*

GUEST:

Julianna Christie, *Crafted Leadership*

Meeting called to order at 1:00 PM.

Pledge of Allegiance

Work Session

Vision and Mission (Crafted Leadership)

Julianna Christie reviewed the first round of the V&M statement and presented HVT's V&M next steps.

The Board asked questions of J. Christie

Operational update, Recap of e-launch event June 24, 2021

Caroline Rodriguez presented the operational update, and recap of e-launch event.

The Board asked questions of C. Rodriguez

Budget Amendment – procedural and timeline (Dave Thomas)

Caroline Rodriguez and County Attorney Dave Thomas presented the budget procedure and timeline to the Board.

The Board asked questions of C. Rodriguez and D. Thomas.

Executive Session 30 minutes

Litigation, Personnel

Chair Kim Carson asked for a motion to go into closed session for discussion of Litigation, Personnel. Moved by C. Robinson and seconded by D. Clyde. The motion passed with a vote of 5-0.

Board Action

Meeting minutes dated May 27, 2021, June 10, 2021

Chair Carson asked for a motion to adopt meeting minutes for 5/27/2021. Board member Clyde moved and C. Robinson seconded, all voted in favor, 5-0.

Discussion and possible adoption of Interlocal Cooperation Agreement for Transit System Services between Summit County, Park City, and the High Valley Transit District (Dave Thomas)

Dave Thomas presented the Interlocal Cooperation Agreement for Transit System Services between Summit County, Park City, and the HVTD for discussion and possible adoption.

The Board asked questions of D. Thomas.

Board Comments

- J. Spink shared his appreciation with Brian Craven for his IT expertise and hard work.

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- K. Carson thanked staff and Bridget for the successful launch event and shared her excitement on last week's e-bus demo that she attended.

Staff Comments

- C. Rodriguez thanked the Board, Summit County council/staff, Brian Craven and the HVT staff for their hard work.

MOTION

Chair Carson asked for a motion to adjourn meeting at 3:47 p.m. D. Clyde moved the motion and J. Spink seconded. The motion passed with a vote of 5-0.

Kim Carson, *Chair*

Minutes

High Valley Transit District

BOARD OF TRUSTEES
THURSDAY, JULY 8, 2021

Location: <https://summitcounty.box.com/s/v8wo4lkdeiujsx47hteek4bby561yfcv>

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

PRESENT:

Kim Carson, *Chair*

Joe Spink, *Vice Chair/Secretary*

Chris Robinson, *Board Member*

Caroline Rodriguez, *Interim GM*

Isabel Hanewicz, *Business Analyst*

Abigail Villegas, *Admin Tech*

Dave Thomas, *County Attorney*

Doug Clyde, *Board Member*

Tom Fisher, *County Manager*

Jamie Dansie, *Sr. Transportation Planner*

Chris Putt, *Transportation Planner*

ABSENT:

Roger Armstrong, *Board Member*

Meeting called to order at 1:00 PM.

Pledge of Allegiance

Public Comment

Park City resident Lisa B. shared input and importance on the PC - SLC Connect services. Interim GM Rodriguez shared a public comment on behalf of the public regarding the HVT vehicles NY plates.

Work Session

Micro Month 1 – Recap

Isabel Hanewicz presented HVT’s month 1 recap and ridership growth.

The Board asked questions of I. Hanewicz

Operational and Facility Update

Caroline Rodriguez presented the Operation and Facility update and HVT’s upcoming goals and tasks.

The Board asked questions of C. Rodriguez

Budget

Caroline Rodriguez presented the budget and 2021 expenses incurred but not budgeted for by the transit district, upcoming expenses, and the upcoming 2022 budget planning season.

The Board asked questions of C. Rodriguez

Board Comments

- Christopher Robinson gave kudos to Rodriguez for the remarkable job of launching the new High Valley Transit District in Summit County, Utah.

Staff Comments

- Rodriguez thanked staff, Derrick Radke and the Public Works team for their hard work.

Closed session: Litigation, Personnel

Chair Kim Carson moved a motion to go into closed session for discussion of Litigation, Personnel. Moved by Spink and seconded by Robinson. The motion passed with a vote of 4-0-1.

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MOTION

Chair Carson moved to adjourn meeting at 2:28 p.m. The motion passed with a vote of 4-0-1.

Kim Carson, *Chair*

Minutes

High Valley Transit District

BOARD OF TRUSTEES
THURSDAY, JULY 19, 2021

Location: <https://summitcounty.box.com/s/t55qy7sgjxf8ums7hrih30d3k27j7hmb>

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Chris Robinson, *Board Member*

Jamie Dansie, *Sr. Transportation Planner*

Chris Putt, *Transportation Planner*

Dave Thomas, *County Attorney*

Tom Fisher, *County Manager*

Doug Clyde, *Board Member*

Caroline Rodriguez, *Interim GM*

Isabel Hanewicz, *Business Analyst*

Abigail Villegas, *Admin Tech*

GUEST:

Julianna Christie, *Crafted Leadership*

Meeting called to order at 8:30 a.m.

Pledge of Allegiance

Work Session

Vision and Mission Workshop (Facilitated by Julianna Christie, Crafted Leadership)

Julianna Christie facilitated as the Board participated in HVT's M&V workshop.

The Board asked questions of J. Christie

Transit building process update

Caroline Rodriguez presented the HVT's building process update.

The Board asked questions of C. Rodriguez

Resignation of Board Member Joe Spink

Caroline Rodriguez and the Board discussed resignation of Board member Joe Spink.

The Board asked questions of C. Rodriguez

Board Comments

- Spink acknowledged the HVT and the Via team for their incredible hard work and shared his ideas for the future transit expansion.
- Armstrong shared many ideas to enhance the rider's experience.
- Carson shared her gratitude to staff, Via Inc. and Park City.

Staff Comments

- Rodriguez updated the Board on the advisory committee meeting and lively discussion on HVT's M&V. She also shared an update on a grant application for capital funding that HVT applied for.

Consent Agenda

Discussion and possible approval of Executive Director job description

Chair Kim Carson opened discussion for possible approval of Executive Director job description. Moved by Robinson and seconded by Clyde. The motion passed with a vote of 5-0.

Executive Session, Personnel

Chair Kim Carson requested a motion to go into closed session for discussion of Litigation, Personnel. Moved by Robinson and seconded by Clyde. The motion passed with a vote of 5-0.

MOTION

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Chair Carson requested a motion to adjourn meeting at 10:30a.m. Clyde moved the motion and Spink seconded. The motion passed with a vote of 5-0.

Kim Carson, *Chair*