

JOINT TRANSIT ADVISORY BOARD (JTAB)

MEETING MINUTES

April 16, 2019

ADVISORY BOARD MEMBERS IN ATTENDANCE

Park City Municipal Corporation:

Andy Beerman
Jerry Benson
Holly Erickson
Diane Foster
Tim Henney
Kory Kersavage
Alfred Knotts
Barbara Murdock
Robbie Smoot
Franklin Williams

Summit County:

Kim Carson
Tom Fisher
Derrick Radke
Caroline Rodriguez
Doug Clyde

Others in Attendance:

Carolyn Murray – KPCW (Radio Media)
Charlotte Rehfield – Citizen/PCT Driver

I. PUBLIC COMMENT/CUSTOMER FEEDBACK

Ms. Charlotte Rehfield, 3rd season Park City Transit Driver, Coalville citizen inquired why Heber Valley for future transit rather than Coalville/Wanship area. She surveyed some of the area residents and found that within 50+ mobile home community that 75% drove (in max exodus to Park City for work). Ms. Rehfield questioned Coalville Government why it was previously thought that transit would not be used. She concluded that J1 populations want more amenities, and are willing to go further out (from Park City); there are many local unused rooms, which would be viable extra income for empty nesters in Tollgate and Coalville/Wanship.

II. DISCUSSION ITEMS

- A. **Roll Call** – Upon confirmation that quorum was reached, the meeting called to order by Mr. Knotts at **9:14 am**. All in attendance went around the room and individually stated their name and role within their respective organization.
- B. **Review/Acceptance of February 26, 2019 Meeting Minutes** – Mayor Beerman 1st for Approval of Minutes. Councilman Clyde 2nd.
- C. **February/March Ridership Reports**
 - I. Mr. Knotts began with recapping the positive change through Sundance (into Feb) + World Cup from increased ridership – helping more people. Pink/Brown route was anticipated.
 1. Mr. Fisher remarked that there was an increase in ridership at Powderwood, Crestview (adjacent to Tanger) and Hyatt Place, Grand Summit (Canyons).
 2. Ms. Foster added that although improvements, they will not exponentially sustain. Mr. Smoot detailed that there is a switch from hand count of passengers to using APC technology.

3. Discussion ensued regarding decrease of passenger of overall passenger counts, yet increase of overall volume was reported, as directed from data from Mr. Smoot, who also iterated that the cutaways did not all have counts, but there were full days of data he could analyze.
 4. Mayor Beerman stated the longer Lime loop and additional buses would lend way to a decrease of efficiency. Mr. Knotts mentioned that trends would continue to evolve with the removal of the Yellow route, and that data should be analyzed on a quarterly basis instead.
 5. Mr. Fisher concluded that it would be helpful to appendix changes from year-to-year, to gain from the context of historical data.
 6. **ACTION ITEM(S):** Quarterly or monthly, add an appendix or similar regarding any changes to the system.
 7. **ACTION ITEM(S):** Find what is missing on the Kamas 11 Black and provide it to the county.
 8. **ACTION ITEM(S):** Report on positive versus negative feedback overall.
- II. **Customer Service** – As consistent with a cycle, Customer Service is no exception, and that the seasonality makes it a work in progress, stated Mr. Knotts. Mr. Smoot enumerated the results of the seemingly sparse ‘Customer Service’ data, admitting that an Android App update caused some dissatisfaction for riders due to some systematic issues. Mr. Knotts requested that this data be additionally reported per quarterly basis.
1. Councilman Clyde inquired what complaints mean for Park City Transit, and what is to be done? Mr. Knotts specified that as a front facing experience for customers, it was important for driver feedback to not be punitive. Ms. Murdock added that that drivers would be spoken to regarding complaints, and receiving additional training as necessary.
 2. The dialogue continued with Mr. Williams mentioning that customers were submitting both via web and phone, and that often their early bus was a service recovery additional bus (for a really late bus).
 3. Mr. Knotts questioned if there was a fix or best to simply determine trends within data (and perform management analysis write up). Mayor Beerman inquired how to separate out a passenger emotional response from an objective complaint. There were not many overall complaints as such, contributed Mr. Smoot – Council to receive complaints.
 4. Mr. Fisher noted complaints related to Silver Spring not going to resorts, although there was only 1 or 2.
 5. Councilman Henny reiterated that adjustments were being made, App issues eventually settle out – interpretation of transit was positive overall.
 6. **ACTION ITEM(S):** Add detail on the count of feedback items in the visual, report this quarterly.
 7. **ACTION ITEM(S):** Qualitative analysis: What is the actual value of the feedback? What is learned/what action(s) to be taken? Also, Management analysis per gathered feedback.

- III. Mr. Fisher questioned where to place electric versus a diesel. Councilman Henney stated his concern was funding vehicles versus other items. The following discussion ensued.
 - 1. Ms. Rodriguez detailed that with Federal Procurement Requirements, Proterra partnerships more could be gained through replacement (of aged vehicles).
 - 2. Mr. Benson reminded that the replacement of diesel to electric vehicles meet City goals, Federal funding was intended for advanced technology – dual drive train technology meets these requirements, and if a deviation in procurement intention occurs then grant process to start from scratch again.
 - a. Mr. Knotts cautioned that this could be final round of transportation bill and grant to be termed out.
 - b. Ms. Rodriguez notified that 2018 grants were discretionary – 2019 grants different specifications.
 - c. Ms. Carson expressed that Summit County was interested in purposeful conversion to help introduce electric vehicles to Salt Lake Valley.
 - 3. Councilman Henney inquired what was the plan? How to execute? And where was the bottleneck? This was the nexus of how to strategically use JTAB to support procurement process and approvals thereof.
 - a. Mr. Knotts responded to Ms. Foster’s request for formal traditional plan, as next JTAB a comprehensive fleet replacement plan would be drafted, complementing the intended ‘Transit First Policy’.
 - b. Mr. Benson outlined new replacement plan would include: how many buses were needed to operate based on current numbers to maintain status quo of service. Furthered by Mr. Knotts commenting years/miles to be considered – the overall cost of electric ownership coupled with data of actual daily use and knowledge of daily dispatch.
 - c. Councilwoman Carson stated Summit County was comfortable with future conversions. Councilman Clyde added, electric good-diesel bad. Mr. Fisher requested through JTAB they would understand proposals and bring to respective Councils for approval. Councilwoman Carson requested a long-term appropriation strategy of available tax dollars.
- IV. Mr. Kersavage reviewed that through VW grant money – if awarded, old vehicles would need to be removed; also completely destroyed via 3” hole through engine block. Photo evidence to be submitted as a commitment that these vehicles would never (by anyone) used again.
- V. **ACTION ITEM(S):** Establish grant application process plan, with timeline and delegation of duties.

G. Planning Processes – The process of fiscal year budgeting (approvals) is different than matching, as fiscal year service matching and service plans, stated Mr. Knotts. Adding that it was year 4 of five in the in the ‘Short Range Transit Plan’ (SRTP).

- I. JTAB to serve as a role in STIP remarked Mr. Knotts. Mr. Fisher reiterated that it was the main role of JTAB. Councilwoman Carson furthered that JATB was to lay out policies and have the subsequent conversations with their respective Councils.
 - II. Ms. Rodriguez reminded that JATB members were to be advocates of SRTP – being community assets for these goals. Community should hear this from their elected officials, with rationale of demographics, etc. – for buy-in from both sides.
 - III. It was unanimously agreed upon that the process should begin earlier in a more organized, systematic manner.
 - 1. Councilwoman Carson remarked with flexibility embedded in the process, the overall plan could be better anticipated.
 - 2. Mr. Benson furthered that Nelson Nygaard produced related “Transit Forward” visioning work.
- H. **Heber RFP update** – Heber/Midway is continuing to take the lead, working with MAG and Wasatch County, updated Ms. Foster; PCMC was not to work on as staff.
- I. New funding contribution numbers have been designated by MAG, PCMC, Wasatch County and UDOT. With each additional partner, the RFP/project becomes more regionally credible.
 - II. Proposed service from Heber to Provo, in addition to Heber to Park City – through UDOT funding, said Mr. Fisher.
- I. ***Additional Discussion** – Ms. Foster inquired if meeting should be set for 2 hours, as board frequently ends late. It is decided for next meeting to schedule meeting for 2-hour block. Mr. Knotts briefly commented on process for adding items into agenda and/or packet.

III. NEXT MEETING

Scheduled for Tuesday May 21, 2019

The meeting was adjourned at 10:54 am

Respectfully submitted:

Holly Erickson – *Park City, Transit Department, JTAB Recorder*