

## JOINT TRANSIT ADVISORY BOARD (JTAB)

### MEETING MINUTES

January 10, 2019

#### ADVISORY BOARD MEMBERS IN ATTENDANCE

##### Park City Municipal Corporation:

Andy Beerman  
Julia Collins  
Matt Dias  
Diane Foster  
Tim Henney  
Alfred Knotts  
Barbara Murdock  
Robbie Smoot

##### Summit County:

Kim Carson  
Tom Fisher  
Derrick Radke  
Caroline Rodriguez  
Glenn Wright

##### Others in Attendance:

Jerry Benson 3<sup>rd</sup> Wind Leadership  
Holly Erickson – Park City

#### I. PUBLIC COMMENT

No Public Comments Made

#### II. ROLL CALL

- A. Upon confirmation that quorum was reached, the meeting called to order by Mr. Knotts at 9:02 am. All in attendance went around the room and individually stated their name and role within their respective organization.
- B. **Introduction of Jerry Benson** – Ms. Foster introduced Mr. Benson. He is assisting the Park City Transit Department with process improvement, evaluating what is being done correctly and where improvements can be made. Mr. Benson has Transit experience from UTA, and currently is an instructor at University of Utah and consults via 3<sup>rd</sup> Wind Leadership.

#### III. DISCUSSION ITEMS

##### A. Monthly ridership Report Review and Customer Feedback Discussion

- I. Councilman Henney summarized the letter to City Council regarding connection issues between Park City Transit and the UTA PC-SLC Connect bus. Mayor Beerman stated there should only be one contact for efficiency. Ms. Murdock designated Ms. Coulson as the exclusive contact for communication. Mayor Beerman replied there was an increase in overall ridership and hopefully there are more winners than losers when routes are changed. Councilman Wright questioned if this was a larger issue and would inquire while at Deer Valley Mountainlands meeting.
  1. **ACTION ITEM(S):** Examine service to/from resorts via 902/901. Currently one must transfer twice to get to Deer Valley.

- II. Mr. Knotts attests that the purpose of JTAB is to focus on passenger safety, timeliness, compliments/complaints and amenities. Ms. Foster supports this that formality is the best practice – especially when with interdepartmental communication and open door public meetings, adds Mayor Beerman.
  1. Discussion ensued regarding passenger complaints, e.g. tracking, response, expectations, role for each City and County. Ms. Murdock highlights that the FTA has defined tracking requirements for passenger complaints. Mr. Knotts and Ms. Foster specifics of Park City’s role and how an internal SOP could assist tracking accuracy. Mr. Knotts stated there was a legality associated with ADA or Title VI related complaints.
  2. Mr. Smoot substantiated the need for this, giving examples with customized data from defined routes/times/rider counts.
  3. Councilman Wright inquired if ‘Letter to Editor’ complaints from Park Record were being housed with the direct complaints. Ms. Rodriguez mentioned software *Trapeze* could do so.
  4. Councilman Wright questioned what the best way to serve elements on route – pertaining to County originating service. Mr. Knotts inquired, “What were our assumptions based on?” Further generalizing that data reporting on all routes was merely a snapshot. Councilman Henney agreed, and followed up with need for a deeper look into what was happening on each route. Mr. Fisher concluded that a deeper look was necessary. Ms. Rodriguez maintained data was important, but detail paints a comprehensive picture of what happening. This in her opinion was paramount for staff decision making; i.e. the true cost and effectiveness of a route are both vital components of service mix.
  5. **ACTION ITEM(S):** Create feedback channel. How to get all sources filtered to everyone? Who is the “Communications” manager?
  6. **ACTION ITEM(S):** Analyze feedback on Pink route #7 Canyons/Kimball Junction West. How can more isolated areas adjacent to route be better serviced? Are circulators an option?
  7. **ACTION ITEM(S):** How could data from circulator(s) be better reported? Organize report with Kamas data – helpful for County Leadership.
  8. **ACTION ITEM(S):** Edit current monthly visualization(s) reflect miles/hours.

**B. JTAB Rules of Procedure**

- I. Mr. Knotts established that monthly JTAB meetings were in compliance with meeting laws, for increased Public access. Meeting details would be published; locations would be alternated for Public attendance. Mr. Fisher agreed with the need for constituency consistency. It was established that meeting minutes would be recorded by Ms. Erickson and approved at each subsequent meeting.
  1. Ms. Rodriguez speculated that a morning meeting could be difficult for a transit rider to attend; Mayor Beerman responded that twice/year evening meeting should be scheduled.
  2. Ms. Foster reminded City staff to have documents reviewed by Legal prior to posting publicly.
  3. **ACTION ITEM(S):** Schedule two yearly evening JTAB meetings to further encourage public attendance, one in winter + one in summer.

- II. Brainstorming supervened as Ms. Foster queried additional ways to publically share ridership reports. Mr. Smoot mentioned that an electronic dash board and/or data tab on the City website could be further developed.
  - 1. **ACTION ITEM(S):** Place additional data on Park City Transit website. Determine how to present dashboard style information. Where to post if not embedded in website?

**C. Transit Shelter Assessment and Phase 1 Project**

- I. Mr. Knotts succinctly described evaluation of shelters, and process for new shelters in with consideration of safety, aesthetics and ability for multiuse. Knotts presented examples from Tahoe area.
  - 1. The question of “What are the County standards for shelters” was presented for future consideration. Mr. Radke determined open front shelter would be initially satisfactory for Ecker Hill lot, though ultimately a windscreen would be ideal.
  - 2. Ms. Foster pointed out that Public Art Advisory Board (PAAB) be incorporated into the planning process. Mr. Knotts agreed, but clarified that City would work with PAAB for art, not shelter location. The question of “What are the County standards for art in shelter?” was proposed. Ms. Rodriguez emphasized the need for there to be standardization between City and County for concurrent enhancements to occur system wide that are reflective of the system as a whole.

**D. Proterra Delivery Schedule**

- I. Ms. Murdock summarized the 3<sup>rd</sup> of seven procured buses expected by the end of the week. One bus was to be on the Red #1 Prospector route, whereas the rest will be assigned to Brown # 8 Kimball East route enumerated Mr. Knotts. County staff inquired of changing and commissioning. Councilman Wright and Mr. Fisher about overnight charging and lack overhead rapid charging. Ms. Murdock stated buses were to be commissioned and drivers to be trained soon. Mr. Knotts stated remainder of buses to arrive by spring.

**E. Transit App Update**

***(Mr. Henney had to leave by 10:15 am, and requested swap of agenda items)***

- I. Proven vendor, ‘Double Map’ was reported by Mr. Knotts to have been the sole applicant to Park City’s RFP for a comprehensive mobility app. Ms. Murdock furthered that no one vendor (industry-wide) currently could provide the entirety of requests, although Mr. Smoot mentioned there was currently a lot of movement happening in mobility tech communication field. More information available on page 13 of the agenda packet.
  - 1. Mr. Smoot detailed more information was being sought in an upcoming Wednesday January 16<sup>th</sup>, 2019 interview.
  - 2. Ms. Coulson speculated that RFP might have been too broad if only one proposal was submitted, and inquired if staff should collectively refine and reprioritize.
  - 3. It was presented by Mr. Smoot that Salt Lake had entered into contest, now competing nationally on a similarly desired comprehensive TDM mobility App. Industry expert and consultant Mr. Benson encouraged

potential partnerships with UTA and/or University of Utah, were innovative mobility services were a big priority. Discussion ensued regarding if it was better to wait until technological capabilities exist to achieve comprehensive wish list or forge on with current proposal, as stated by Mayor Beerman.

4. Specific examples of immediate needs were detailed. Councilman Henney disclosed frustration with current App in regards to (disappearing) ghost buses, i.e. route interlining per Mr. Smoot. Henney Maintaining that the confusion is diminishing locals desire to use transit.
  5. **ACTION ITEM(S):** Communicate with UTA about App competition developments prior to 'Double Map' interview.
  6. **ACTION ITEM(S):** Refine list of desires before continuing dialogue with 'Double Map'. Have all stakeholders participate in review.
- II. A small cadre of Park City staff was testing a Beta version of current *MyStop* App. Although only currently available for Apple iPhones, Mr. Smoot thought it was a step in right direction. Ms. Foster requested to have Beta version installed on her iPhone.

**F. Service Planning Process and Timeline**

- I. Mr. Knotts briefly reviewed historical evolution and current state of service planning, and emphasized the need to further formalize the process; this would allow for more customized analyses of specific routes, service enhancements, etc. issue resolution, stakeholder requests etc. Noted was how to respond to service requests from big users, e.g. resorts and other large employers during non-peak season(s).
- II. Rider Surveys conducted during February and March 2019 in English and Spanish from riders.
- III. JTAB to perform advisory role on future route planning, e.g. summer schedule/route changes, in process consistent with Interlocal Agreement. Ms. Foster inquired about timing necessary for service change requests, Mr. Knotts responded that process to become formalized; included are the precedent of historical record through approved JTAB minutes. This will allow for functional planning by means of informed decisions regarding: staff, assets and funding by City and County. Additionally, planning of supplemental resources pertaining Downtowner (County) and Special Events (City).
- IV. Councilman Henney recommended a deep examination into the existing Interlocal Agreement, and process/timeline for proposing changes. Mr. Knotts responded that Mr. Benson was to be a good resource to identify what no longer makes sense within the Agreement, opportunities for new funding sources, and clearly defined expectations for each party.

**G. ADJORNMENT**

The meeting was adjourned at 10:29 am

Respectfully submitted:

Holly Erickson – Park City, Transit Department, JTAB Recorder

