



## **MEETING AGENDA**

### **Park City and Summit County Joint Transit Advisory Board**

**MEETING DATE:** December 17th, 2019  
**TIME:** 9:00 am – 10:30 am  
**LOCATION:** Sheldon Richins Building, Room 133  
1885 W Ute Blvd, Park City, UT 84098

1. Roll Call
2. Public Comment /Customer Feedback  
To allow time for others, please limit your comments to no more than five minutes per person. Comments made cannot be acted upon or discussed at this meeting, but may be placed on a future agenda for consideration.
3. Consent Items
  - a. Acceptance of Onboard Survey
4. Discussion Items
  - a. Review and Acceptance of October 29, 2019 Meeting Minutes
  - b. Ridership Report
  - c. Update and Discussion on Bonanza Park, Arts & Culture District and Transit Hub
  - d. Title VI Outreach Update
  - e. Upcoming Agenda Items
5. Next Meeting  
Tentatively scheduled for Thursday, January 16, 2020 at 9:00am, location TBD.

For those individuals with a disability who require a modification or accommodation in order to participate in the public meeting, please contact Alfred Knotts at (435) 615-5360 or [alfred.knotts@parkcity.org](mailto:alfred.knotts@parkcity.org) or Caroline Rodriguez at (435) 336-3113 or [crodriguez@summitcounty.org](mailto:crodriguez@summitcounty.org)

#### **Utah Open Meeting Law Compliance**

Notice of this meeting has been given no less than 24 hours public notice of this meeting.

## JOINT TRANSIT ADVISORY BOARD (JTAB)

### MEETING MINUTES

October 29, 2019

#### ADVISORY BOARD MEMBERS IN ATTENDANCE

##### **Park City Municipal Corporation:**

Matt Dias  
Steve Joyce  
Brian Beckstrand  
Tim Henney  
Alfred Knotts  
Robbie Smoot  
Dustin Strang  
Alexis Verson  
Scott Burningham  
Jerry Benson

Kim Fjeldsted  
Vinny Nguyen

##### **Summit County:**

Kim Carson  
Doug Clyde  
Caroline Rodriguez

##### **Others in Attendance:**

Shawn Seager  
Bev Harrison

#### **I. ROLL CALL**

Upon confirmation that quorum was reached, the meeting called to order by Mr. Knotts at 9:00am. All in attendance went around the room and individually stated their name and role within their respective organization.

#### **II. PUBLIC COMMENT/CUSTOMER FEEDBACK**

1. Bev-Resident of Silver Summit upset about stop of expansion on 248. She needs to go from Silver Summit and to Prospector. Her family has lived in Park City since 1900's. Very upset that UDOT is no longer doing the expansion off Hwy 248 expansion.
2. E-bike plan rides going down because people have been buying their own E-Bikes. Those numbers are not going to be accurate. Request that they offer residents a discount on an E-Bike purchase.

#### **III. CONSENT ITEMS**

##### **A. Title VI Program**

1. Mr. Knotts-Discussion-Public Works manager will be named Transportation Operations Manager.
2. Plan will go for 3 years.
3. Mr. Benson-Civil Rights Program-We will look at benchmarks from changing requirements for 95% on-time performance standards accuracy, our goal is 95%. Our average 80%. Short range transit plan coming later.
4. Major changes need to be followed up on impact of change
5. Ms. Rodriguez and staff would like to review report before it goes out.

#### **IV. DISCUSSION ITEMS**

- ##### **A. Review/Acceptance of October 29<sup>th</sup>, 2019 Meeting Minutes – Minutes Approved**

## **B. Monthly 2019 Ridership Reports**

1. Mr. Smoot -reviewed ridership report numbers – September ridership report has been consistent. Biggest positive is the cost per passenger. Spent money to expand service, increased our hours, cost balance out and ridership increase. Customers per hour down, but hours have increased. Seven Pink usually down 20% last year, now down to 6%. Negative Red and Green saw same ridership as last year. Black has good numbers. Brown has dipped will keep eye on.
2. Mr. Knotts-Purple route increased Montague and Steins to better meet employee's schedule.
3. Steve- Purple and Lime calculations wrong. Mr. Smoot will double check.
4. Mr. Smoot will check the report calculations per request from Steve, Mr. Smoot will give a update after meeting. Mr. Smoot explained his numbers to Steve. Steve wants percent change. Mr. Smoot will change report.
5. Steve-Who is using Pink, is it still viable? They ride by query to Canyons Village.
6. Ms. Rodriguez-Proposing to expand Pink line service this winter
7. Mr. Smoot-Combining data sources that are not the same, combined city routes.
8. Mr. Smoot-11 Black data suffered from our switch from hand counting to APC counts hand data suffered December and January data missing.
9. Mr. Smoot-Increase in hours and lag in ridership with increased hours.
10. Ms. Rodriguez-Even though Kimball decreased in ridership, great ridership heat map reflects riders as workers. Last 3 years most active time 3-7pm highest demand.
11. Ms. Rodriguez-Service CVMA connect funded through the county will start November 20<sup>th</sup>, 2019.

## **C. Customer Feedback report**

1. Mr. Knotts categorized issues to focus on to discuss with supervisor, new hires, hotel staff, etc. Mr. Smoot -This quarter has had the highest numbers of feedback. Requests for service.
2. Ms. Rodriguez-Make sure complaints valid not just miss pickups, education/communication issues. Is it just a misunderstanding?
3. Mr. Knotts-Mr. Nguyen, Ms. Fjeldsted and Jerry will continue on feedback communication on ridership.
4. Ms. Rodriguez -We respond to customer complaints feedback. Mr. Henney Research Driver complaints/training drivers.
  - a. List a percent that we responded to complaints on site. List positive comments as well.
5. Mr. Henney - Better communication on feedback to customers.

## **D. Winter Service Changes**

1. Mr. Burningham-November 25<sup>th</sup>, 2019 new early winter service morning late night 11:pm -2:00am service
2. Mr. Burningham start up Four Orange to Silver Lake service
3. Mr. Burningham-PC – SLC Connect will start running on weekends.
4. Mr. Burningham-Add 901 and 902 Buses will be added to help service connections.
5. Mr. Burningham-Full winter service will start Dec 6<sup>th</sup>
6. Mr. Burningham-Red will run to Quinn's Junction with 20 minute frequencies to Deer valley will continue.

7. Mr. Burningham-Two green same routing as current but will extend to Deer Valley.
8. Three blue different routing will run backwards to Thayne's Canyon in the short range transit plan.
9. Mr. Knotts-Prospector HOA meeting last week
10. Mr. Burningham-Red proposed out to Quinn's will be On Demand.
11. Mr. Burningham-Seven 7 extension out to Summit Park. Service Woodward, Meadow, Timberline.
12. Mr. Joyce-how do changes affect our buses/inventory? Paratransit fleet will reuse the Homestake , new cutaways coming.
13. Ms. Rodriguez-Pink extends requests report for requests for trips, missed trip and demand
  - A. What is the name of the App
  - B. Keep the number for dial a ride
  - C. Double map
  - D. Gentleman #2 Suggested keeping name Ride Amigos instead of creating an additional name. Too many apps currently. Mr. Knotts/transit will report back next meeting.

#### **E. Budget forecast**

1. Mr. Knotts-budget adopted January. Numbers for last year bill county.
2. Mr. Fisher-county budget good, includes expansion of Pink and 3% increase. County specific and regional cost.

#### **F. Fleet schedule**

1. Ms. Fjeldsted-Plan schedule fleet replacement. Mr. Benson designed used a lot of data points. FDA guidelines useful life based on year, mileage, age, replacement cost. Stager throughout the years. Electric buses purchased.
2. Mr. Benson-need this plan to be able to apply for the grant money. Be able to get hands on previous year's money not utilized. 2006 Gillig buses will be getting replaced. Next 5 years 1 1/2 % 1/2 gas to electric replace until 2025. Long term electric buses are not as efficient. Transition to electric comes with more costs. County will pay into fleet replacement each month.
3. Mr. Knotts-160 range now, summer closer to 200 ranges.
4. Mr. Knotts-Inter Local Agreement needs to be discussed in future. Running list of ILA
5. Mr. Joyce-Will the electric buses get better efficiencies in future. Scenario as to not move to all electric and buying diesels along the way.
6. Mr. Smoot -Research conversions rate 2 to 1 in China on electric.
7. Mr. Knotts will run scenarios as why not all electric.
8. Mr. Knotts- White Express Look at the production numbers.
9. Mr. Benson-We assumed that electric buses will not go up 3%, electric bus funding will be available for many years. Congressional meetings to show the impacts in our communities.
10. Ms. Rodriguez-Park City did not sole source any of the funding they meet their procurement requirements through their grant applications.

#### **G. Next Steps in Governances**

1. Mr. Knotts-Inter Local Agreement – Update with amendments
  - A. New assets management
  - B. New financial situation
  - C. Work on Amendment to submit within the next 1 to 6 months
  - D. Short Range Transit plan last 2016, submitted proposal to UDOT for LOI for 5304 funds we estimate in will cost 200 to 250K, 80/20% match.

- E. Work through Short Range Transit Plan request the new Inter Local Agreement be hammered out and call out what billing structure look like. Additional services City County wants have it spelled out.
- 2. Electives Rep gentleman-Within the week be ready for a joint meeting.
- 3. Ms. Rodriguez-Request another smaller group meeting to agree within JTAB before going to Council.
- 4. Mr. Knotts-Will need to work with Ms. Rodriguez with a proposed work plan.
- 5. Mr. Dias-will work planning and scheduling JTAB meeting.

**H. Mr. Seager Seager-Mountainlands Association (Utah Valley Area)**

- 1. Mr. Seager -Move forward with Wasatch County
- 2. Mr. Seager -Got with Majors of Wasatch County, Summit County, Utah County year ago
- 3. Mr. Seager -Transit demands Connection possibility of connecting Wasatch County to Summit County, Summit County to Utah County
- 4. Mr. Seager -Developed 100K scope of work RFQ vendor consulting.
- 5. Mr. Seager -Website-Connectingwasatch.Info See commuter stats, go numbers, advisory meeting which had a lot of interest. November 14<sup>th</sup> next meeting 11:30 to 1:00 pm.
- 6. Mr. Seager -Work will wrap up January 1, 2020, to see if transit demand exists for Wasatch to Summit, Summit to Utah Counties.
- 7. Mr. Seager-Funded 80/20% with 5304 funds. Park city has 5K UTA has participated as well.
- 8. Mr. Seager-Will bring demand analysis back to JTAB meeting. Will possible create a seed service (Pilot Program) product to present to UDOT.
- 9. Ms. Rodriguez-participants surprised by the price, that not all covered.
- 10. Mr. Knotts-We need to identify some revenue sources.
- 11. Mr. Seager -Surveying going strong. We posted on Radio, Citywide, tables at Silly Mart
- 12. Mr. Seager Denied private funding to not be influenced.

**I. Governances**

- 1. Mr. Dias-Group should discuss JTAB governances, how time being utilized.
- 2. Mr. Knotts-Skip November and meet as smaller group and resume with full JTAB in December.
- 3. Ms. Rodriguez-prefers smaller meeting.

**V. ACTION ITEM(S):** Determine standardized timeline for adding agenda items, preparing agenda packet, and making edits therein.

**VI. ACTION ITEM(S):** Continue working through action items of 'little things – big impact'.

**VII. NEXT MEETING** \*November meeting cancelled due to proximity to December meeting. Scheduled for Thursday December 19, 2019

**The meeting was adjourned at 10:36 am**

Respectfully submitted:  
Cindy Stockley – Park City, Transit Department, JTAB Recorder



## MEMORANDUM

**Date:** December 17, 2019

**To:** Park City Transit Joint Transit Advisory Board (JTAB)

**From:** Park City Staff

**Subject:** Monthly Fixed-Route Ridership Reports (October, November)

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**Background:**

Park City Transit reports monthly fixed route ridership and service effectiveness metrics to JTAB.

**Discussion:**

Review of monthly ridership and service effectiveness metrics for October and November.

**Consistency with Adopted Plan:**

Measuring performance is consistent with the Traffic and Transportation Master Plan and the Transportation Demand Management Plan.

**Additional Information:**

If you have any questions or comments regarding this item, please contact Park City Transit, [transit\\_feedback@parkcity.org](mailto:transit_feedback@parkcity.org).

**Attachments:**

**Attachment A** – October Fixed-Route Ridership Report

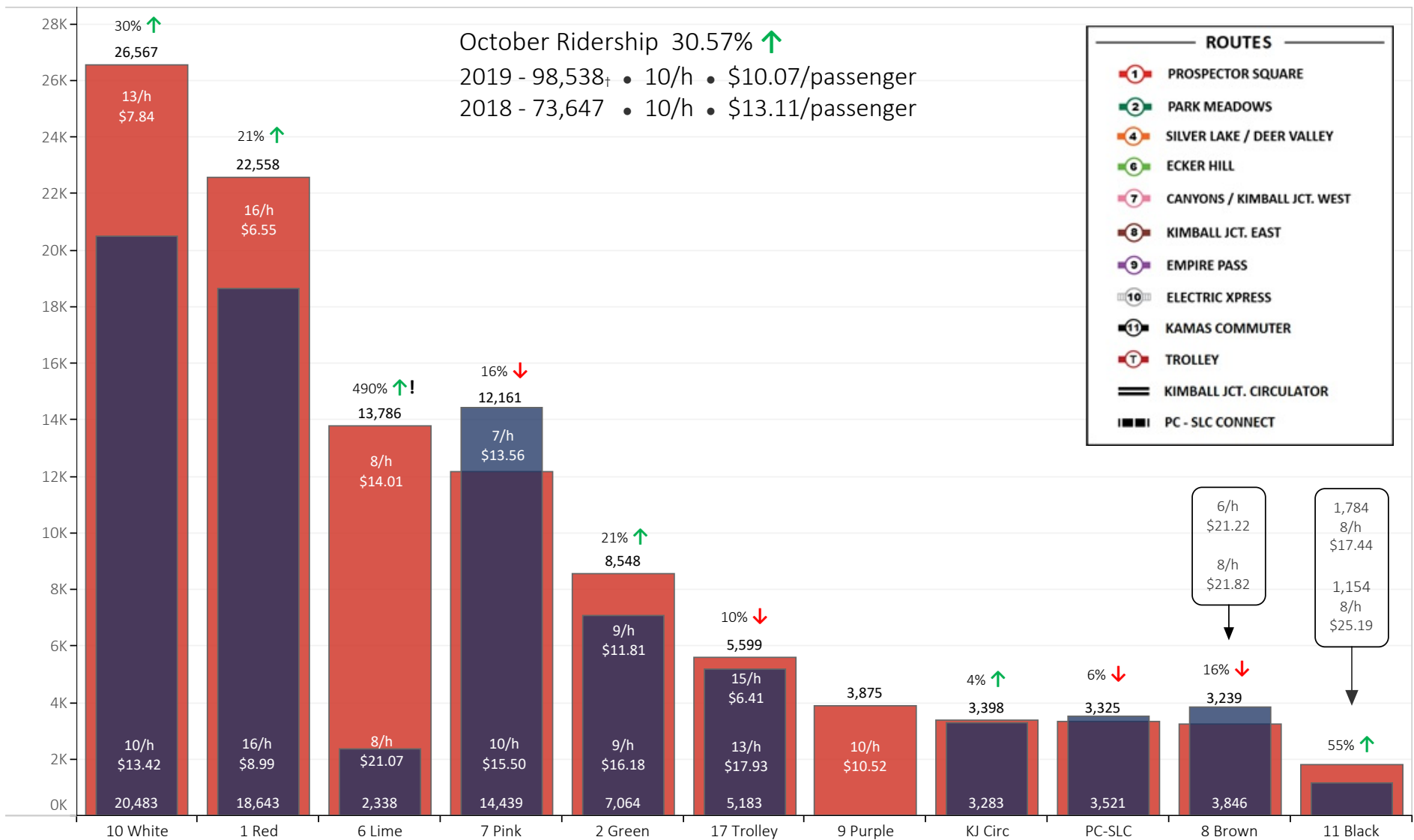
**Attachment B** – November Fixed-Route Ridership Report

**Attachment C** – October 12-Month Rolling Ridership Report

**Attachment D** – November 12-Month Rolling Ridership Report

# Attachment A - Park City Transit - October 2019 Fixed Route Ridership

2018 2019



- ROUTES**
- 1 PROSPECTOR SQUARE
  - 2 PARK MEADOWS
  - 4 SILVER LAKE / DEER VALLEY
  - 6 ECKER HILL
  - 7 CANYONS / KIMBALL JCT. WEST
  - 8 KIMBALL JCT. EAST
  - 9 EMPIRE PASS
  - 10 ELECTRIC XPRESS
  - 11 KAMAS COMMUTER
  - T TROLLEY
  - == KIMBALL JCT. CIRCULATOR
  - PC - SLC CONNECT

##/h = passengers per service hour, \$##.## = cost per passenger

† 2018 ridership data was collected using hand counts where as 2019 data was collected using Automatic Passenger Counts.

! The 6 Lime route was altered from 2018 and the service hours were increased significantly.

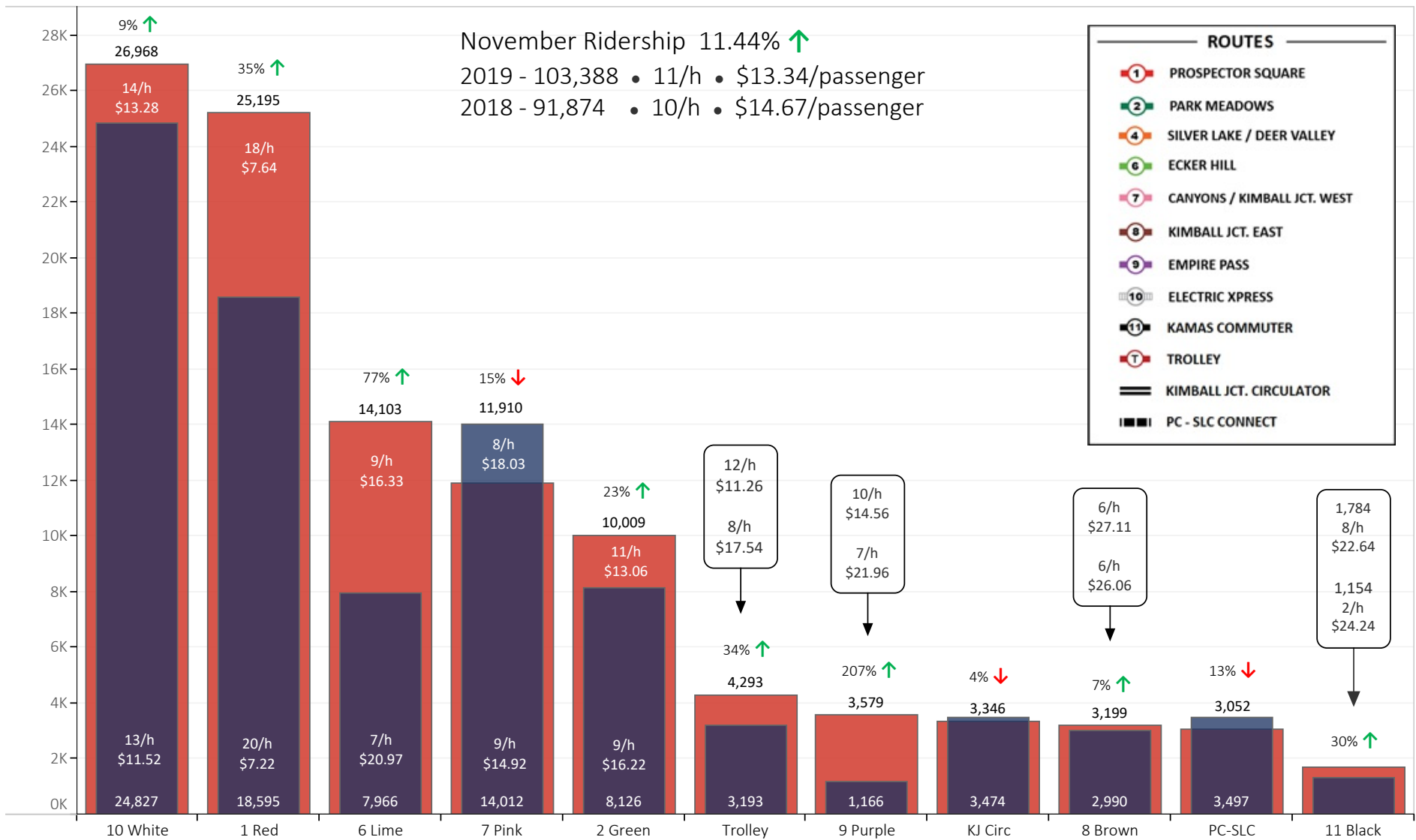
All percentages represent % change.

Monthly totals do not include the Kimball Junction Circulator or the PC - SLC Connect.



# Attachment B - Park City Transit - November 2019 Fixed Route Ridership

2018 2019



##/h = passengers per service hour, \$##.## = cost per passenger

All percentages represent % change. Routes with ridership below 1,000 are not visualized.

Monthly totals do not include the Kimball Junction Circulator or the PC - SLC Connect.

2018 totals do not include routes 13 (connection w/ PC-SLC) & 18 (Homestake Shuttle) as they have been discontinued in 2019.

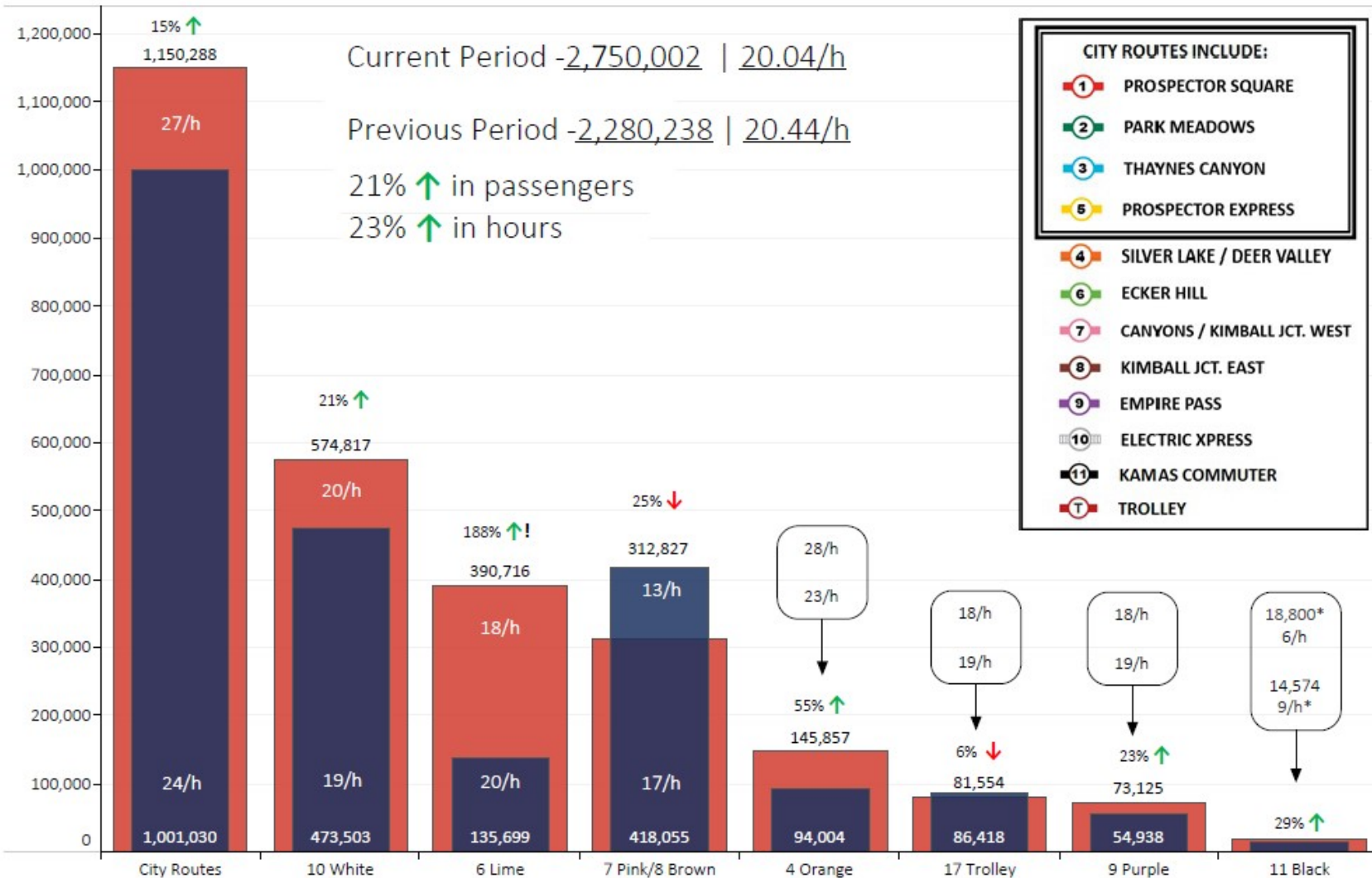
Service level change occurred on Nov. 15 in 2018 and Nov. 25 in 2019.





# Attachment C - Park City Transit - Monthly Annual Fixed Route Report (12 months - November through October)

Current 12 Months Previous 12 Months



**Notes:**

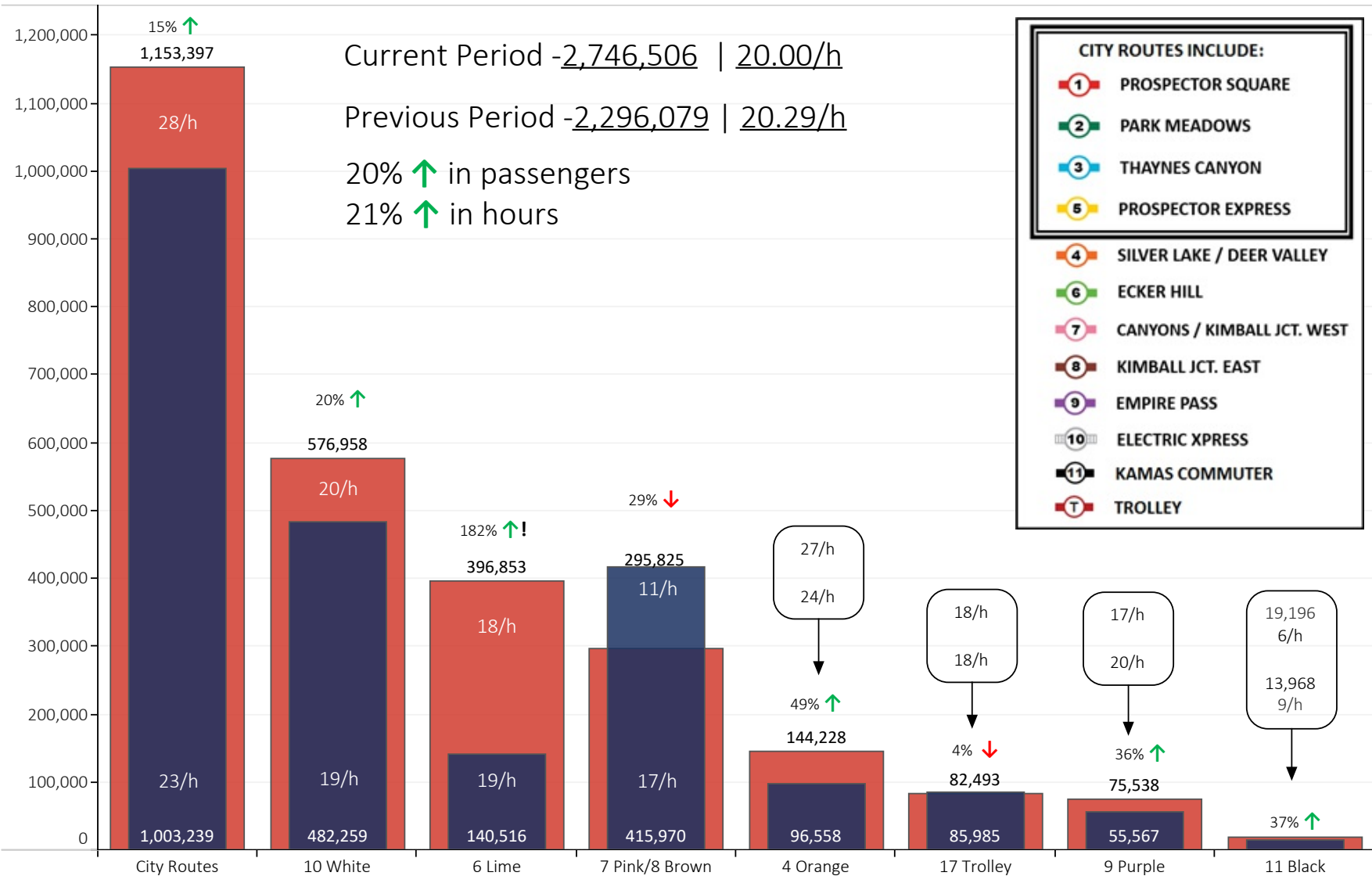
##/h = passengers per hour

Past reporting grouped "City Routes" together. In order to maintain data quality, this method was applied to the most recent reporting months even when routes have been reported individually. Some routes are not included in the legend due to their seasonality. These are the 18 Homestake Shuttle, AM/PM City Wide.



# Attachment D - Park City Transit - Monthly Annual Fixed Route Report (12 months - December through November)

Current 12 Months Previous 12 Months



**Notes:**

##/h = passengers per hour  
 Past reporting grouped "City Routes" together. In order to maintain data quality, this method was applied to the most recent reporting months even when routes have been reported individually. Some routes are not included in the legend due to their seasonality. These are the 18 Homestake Shuttle, AM/PM City Wide.





## MEMORANDUM

**Date:** December 17<sup>th</sup>, 2019  
**To:** Park City Transit Joint Transit Advisory Board  
**From:** Park City Staff  
**Subject:** Update and Discussion on Bonanza Park Arts and Culture District Transit Hub

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### **Background and Discussion:**

Redevelopment of the Bonanza Park area has long been contemplated by both Park City and private land holders. As part of this redevelopment, a significant transit presence has also been contemplated in various adopted plans to support changes in not only land use and density but to also address growth in average daily traffic on the gateway corridor and in particular State Route 248.

In 2016, Park City seized on opportunity to purchase the triangle “Homestake Lot” with the goal of addressing community Critical Priorities related to affordable housing and/or transportation. After an analysis of opportunities and constraints associated with the parcel and adjacent land uses it was staff and City Council determination that construction of affordable housing on this parcel was the highest and best use for this parcel. Shortly thereafter, an additional opportunity arose to purchase additional land holdings in the Bonanza Park in an area generally bound by Bonanza Drive to the east, Munchkin Drive to the south, SR 248/Kearns Blvd. to the north, and Woodbine Way to the north. The purchase of several different parcels in that area was complete in January 2018.

Prior to the closing of the purchase, Park City embarked on a public engagement process to develop a vision for this area consistent with the General Plan and Land Management Code resulting in the desire to create a transit oriented mixed use infill development with a focus on arts and culture and additional affordable housing. The site is being planned and designed in collaboration with Kimball Arts and Sundance Institute as a public/private partnership. To support existing and future land use, to reduce vehicle trips to and from the site and, and to minimize parking requirements a transit hub is proposed within the site for both local and regional trips.

Currently, demolition of the site is schedule to begin this spring as is the initiation of an update to the 2016 Short Range Transit Development Plan making timing opportune to discuss the current status of the Bonanza Park Arts and Culture District development and how a transit hub at this location can support the existing and future transit system. To that end, it is recommended JTAB receive a report on aforementioned, ask questions on access and circulation, and identify outstanding questions that require additional information.

### **Additional Information:**

If you have any questions or comments regarding this item, please contact Alfred Knotts at [alfred.knotts@parkcity.org](mailto:alfred.knotts@parkcity.org)



## MEMORANDUM

**Date:** December 17, 2019

**To:** Park City Transit Joint Transit Advisory Board

**From:** Park City Staff

**Subject:** Update on 2019 Transit On-Board Surveying – Informational Only

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### **Background:**

Park City Transit and Summit County conducted onboard transit surveys of all Park City Transit bus routes in 2019. The intent was to gain a better understanding of today's transit riders and how they utilize the Park City Transit system, while creating a statistically significant baseline of rider characteristics. The data collected will be used to improve transit funding forecasts and anticipate customer service and route planning needs of both local and regional residents, and heavy visitor ridership in the region.

Two surveys were conducted in 2019, one to capture winter peak riders and one to capture summer peak riders. Each survey effort collected over 1,000 responses. Surveying was conducted on weekdays and weekends to better capture both the commuter and the recreational/visiting rider.

The selection process for the consultant consisted of Park City Transportation Planning, Park City Transit, and Summit County representatives.

### **Fiscal Analysis:**

This effort was funded from the Park City Transit Fund, and Transportation Sales Tax Initiative. It is Staff's recommendation to continue the on-board surveying (likely every 2 or 3 years is sufficient) to measure trends and changes as service is improved or changed.

### **Discussion:**

Key findings of the survey include:

- Survey respondents were split evenly between local riders (Summit County residents and commuters to the County) and visitors to the region.
- Most respondents were frequent users of the system; Summit County residents and commuters ride the system the most and have low automobile access.
- Most riders were traveling for work and walked to access transit.
- Most riders did not need to transfer to another route to reach their final destination.
- Overall, respondents were satisfied with Park City Transit service.
- More frequent bus service was the top priority service improvement for riders, followed by later and earlier bus service
- Riders tended to be between 19 and 44 years of age, White/Caucasian, fluent in English, and live in a household of 3 or more with an income over \$100,000.
- Summit County residents' and commuters' households earn less than their visitor counterparts.

For the comprehensive report of findings, please review **Attachment A**.

**Consistency with Adopted Plan:**

On-board surveying is consistent with the Short Range Transit Plan, Park City Forward (the Long Range Transportation Master Planning effort), and other regional initiatives.

**Additional Information:**

If you have any questions or comments regarding this item, please contact Alexis Verson, [alexis.verson@parkcity.org](mailto:alexis.verson@parkcity.org).

**Attachments:**

**Attachment A** – Transit On-Board Survey Final Report



# TRANSIT ON-BOARD SURVEY FINAL REPORT

November 2019

**AJM &  
Associates**

Nelson\Nygaard Consulting Associates Inc.



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# 1 INTRODUCTION

This document summarizes an on-board survey effort conducted by Park City Transit (PCT) in the Early Spring and Summer of 2019. The purpose of this survey was to investigate how riders currently use the system, ways that PCT could improve service, and general rider characteristics. Through improvements to the system, PCT hopes to better meet the needs of existing riders and increase ridership to support the municipal goal of reaching community-wide net-zero carbon emissions by 2032. This report summarizes the findings of survey and presents lessons learned and opportunities for improvement for PCT.

Key findings of the survey include:

- Survey respondents were split evenly between local riders (Summit County residents and commuters to the County) and visitors to the region (short and long-term). The types of riders did not significantly differ across season.
- Most respondents were frequent users of the PCT system, have been riding for less than one year, do not have access to an automobile, and have used Lyft/Uber in the past month. Summit County residents and commuters ride the system the most and have low automobile access.
- Most riders were traveling for work and walked to access transit. The highest volume of trips were between Park City's commercial core, Old Town, and Prospector, with a higher volume of trips between Old Town and Kimball Junction in the Summer. Most riders did not need to transfer to another route to reach their final destination.
- Overall, respondents were satisfied with PCT service. More frequent bus service was the top priority service improvement for riders, followed by later and earlier bus service. Better real-time arrival information was a second-tier priority and most Summit County residents and commuters had used the myStop mobile app and found it useful.
- Riders tended to be between 19 and 44 years of age, White/Caucasian, fluent in English, and live in a household of 3 or more with an income over \$100,000. Summit County residents' and commuters' households earn less than their visitor counterparts.

More details about these findings can be found in Chapters 3 and 4.

## 2 METHODOLOGY

PCT partnered with AJM & Associates (Loveland, OH) and Nelson\Nygaard Consulting Associates (Seattle, WA) to survey riders and analyze survey results. A paper on-board survey was determined as the appropriate survey distribution method, based on transit agency data collection best practices and the ability to obtain responses from a large number of riders. The paper survey instrument was designed to collect a wide variety of information from Park City Transit riders, including trip characteristics, rider priorities, and rider characteristics. The English and Spanish survey instruments can be found in Appendix A.

Route ridership data was provided by PCT and used to determine the sampling plan for each route (Figure 2-1). Routes with higher ridership were surveyed in both the morning/afternoon and evening time periods in order to get the most exposure to the survey.

**Figure 2-1 Route Sampling Plan**

Survey Phase	Time Period	Routes
Early Spring	5:30 a.m. to 3:35 p.m.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11
	3:05 p.m. to 2:03 a.m.	2, 4, 10, Late Night City Wide
Summer	5:40 a.m. to 6:00 p.m.	1, 2, 4, 6, 7, 8, 9, 10, 11, Trolley
	2:45 p.m. to 12:30 a.m.	1, 2, 6, 10

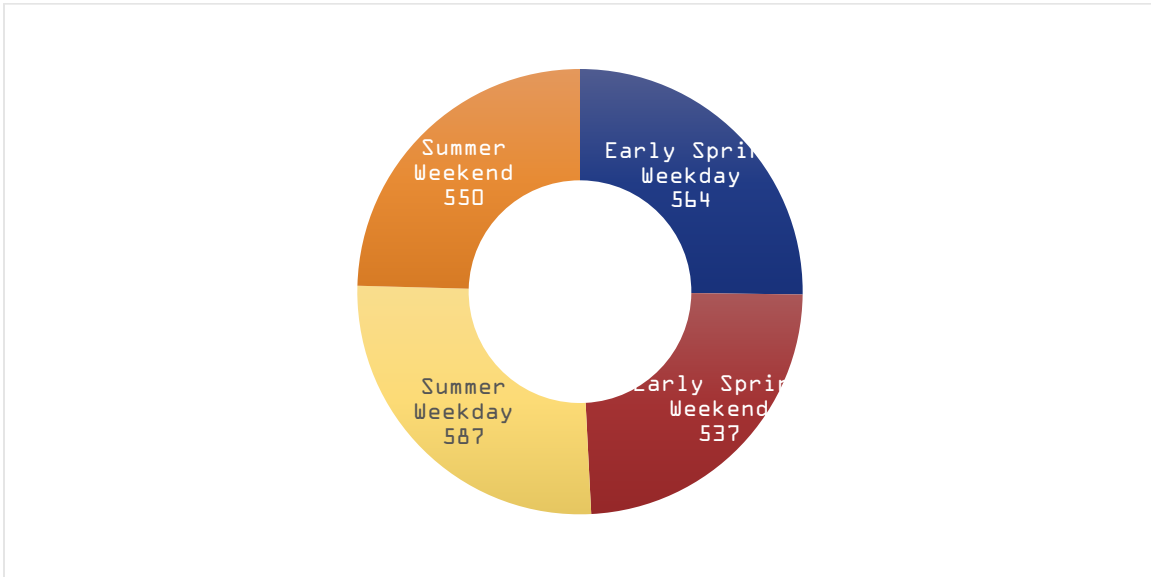
### Survey Periods

Park City is home to multiple ski resorts and is a hub for winter sports tourism. During Winter and Spring, the tourism industry generates a lot of travel in the region from visitors and commuters. In the Summer, when demand for winter sports is less, people travel to Park City for other tourism purposes, such as mountain biking. To better understand the needs of transit riders across both seasons, as well as the differences in travel between weekday and weekend riders, the survey was distributed in the Late Winter/Early Spring and Summer across four consecutive weekdays and two weekend days each. The Early Spring surveys were distributed between March 21 to March 31, 2019 and the Summer surveys between July 18 and July 27, 2019. This format produced four unique sets of data, or survey periods: Spring Weekday, Spring Weekend, Summer Weekday, and Summer Weekend.

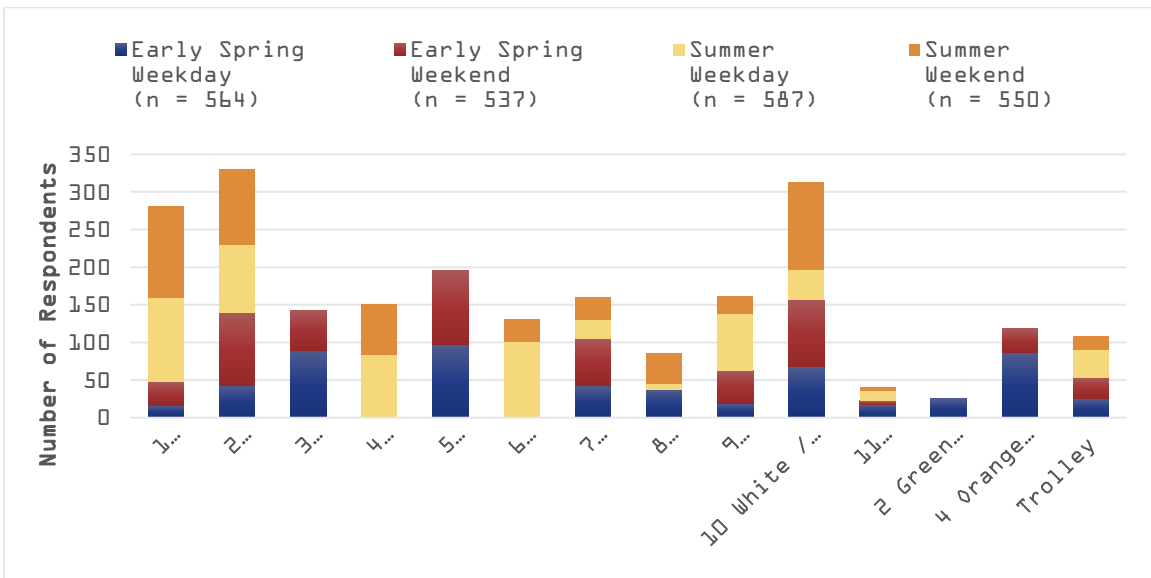
In the following chapter, responses are compared across these four survey periods to determine how the needs of riders differ at different times of year and on different days. Staff collected a total of 2,238 completed surveys from PCT fixed-routes, which were nearly evenly distributed across the four survey periods (Figure 2-2). Surveyed routes by survey period can be seen in Figure 2-3. An additional 30 surveys were collected on the Kimball Circulator on November 26,

2019 and summaries of the responses for this survey were provided to Park City. The survey instrument was altered slightly from the version used for the Early Spring and Summer surveys; therefore, the responses were not included in the results in this report.

**Figure 2-2 Survey Responses by Survey Period**



**Figure 2-3 Surveyed Routes by Survey Period**



### 3 SURVEY RESULTS

This chapter presents the results of the on-board survey in four sections:

1. **Rider Snapshot**, which explores the types of riders using the system, how frequently they use the system, how long they have used the system, whether they have access to automobiles, and whether they have utilized alternative mobility options.
2. **Trip Details**, which measures riders’ route, trip purpose, bus stop access, trip origin-destination pair, and route transfers.
3. **Rider Experience**, which presents riders’ priority service improvements, mobile app experience, and open-ended comments.
4. **Demographics**, which assesses additional rider characteristics such as age, gender, race/ethnicity, primary language, English fluency, household income, and household size

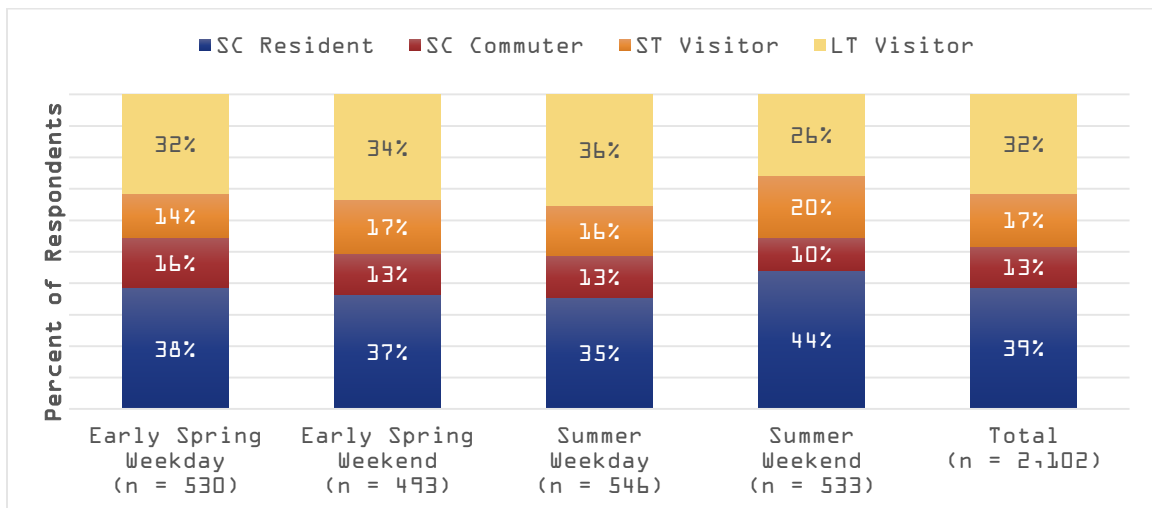
Survey results are presented as percentages of respondents who answered specific questions. The number of responses (n) by survey period or rider type is shown on each chart below. For questions where multiple selections were permitted (trip purpose, bus stop access, alternate mobility options, and service improvement priorities), percentages may not add up to 100%.

#### Rider Snapshot

##### Rider Type

In order to explore the composition of PCT ridership, survey respondents were asked whether they: 1) live in Summit County (Summit County resident), 2) work in Summit County, but live elsewhere (Summit County commuter), 3) visiting for less than 2 days (short-term visitor), or 4) visiting for more than 2 days (long-term visitor). Overall, about half of all riders surveyed were either Summit County (SC) residents or commuters to the County. The proportion of each other these four rider types was relatively consistent across the four survey periods. The proportion of SC Commuters stayed relatively consistent across all survey periods, including weekends. Visitors make up about half of all PCT riders, during the Early Spring and Summer seasons. The lowest number of visitor riders was seen in the Summer Weekend period.

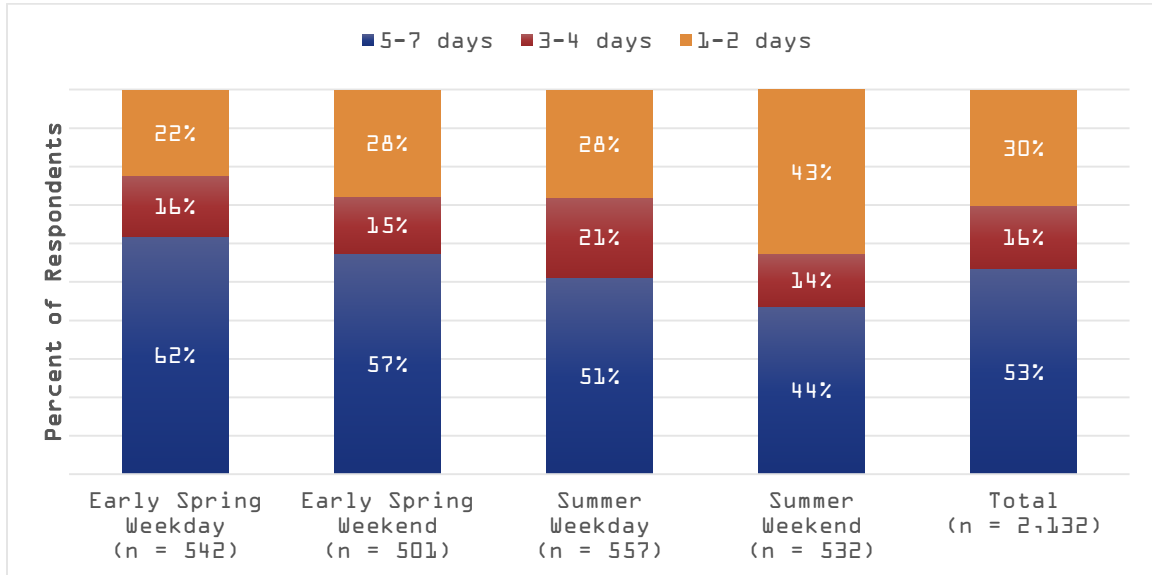
Figure 3-1 Rider Type by Survey Period



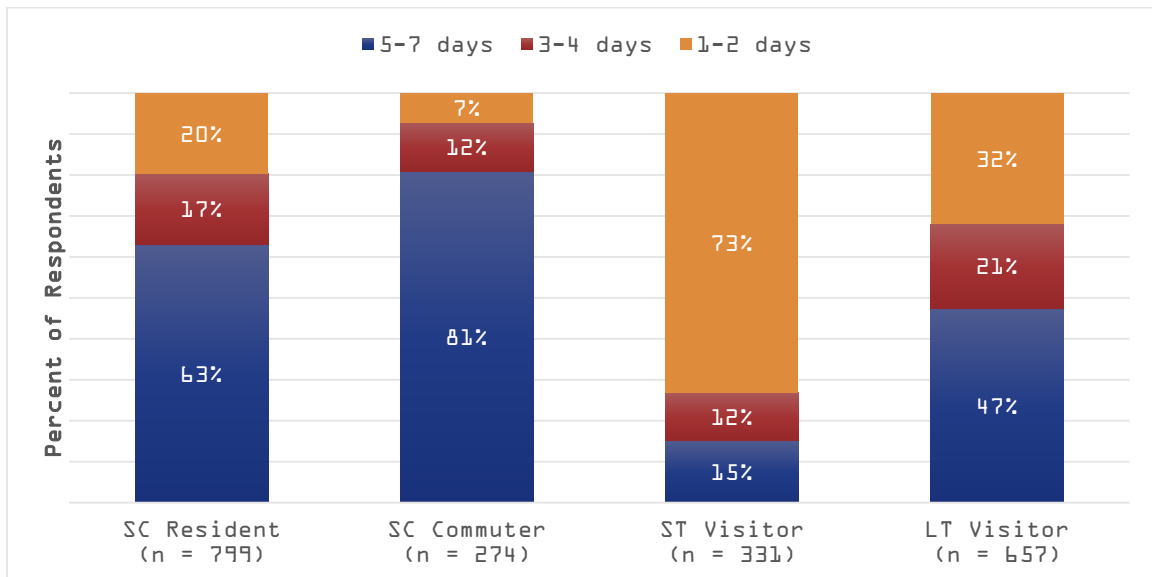
### Rider Frequency

Survey respondents were asked how many days in a week they take PCT. Over half of all survey respondents were frequent riders, using the system 5-7 days per week. More frequent riders were surveyed in the Early Spring than Summer, whereas occasional riders (riding 1-2 days per week) were most common in the Summer Weekend period. In addition to SC residents and SC commuters, many long-term visitors were also frequent riders.

**Figure 3-2 Rider Frequency by Survey Period**



**Figure 3-3 Rider Frequency by Rider Type**



### Rider Tenure

Survey respondents were asked how long they had been riding PCT. Over half of all riders were new riders (riding for less than 1 year). Unsurprisingly, over half of SC resident riders were long standing riders (riding for over 1 year) and most visitors were new riders. Of the resident and commuter riders, slightly less than half (43%) were new riders. The greatest proportion of new riders was seen in the Early Spring Weekend period.

Figure 3-4 Rider Tenure by Survey Period

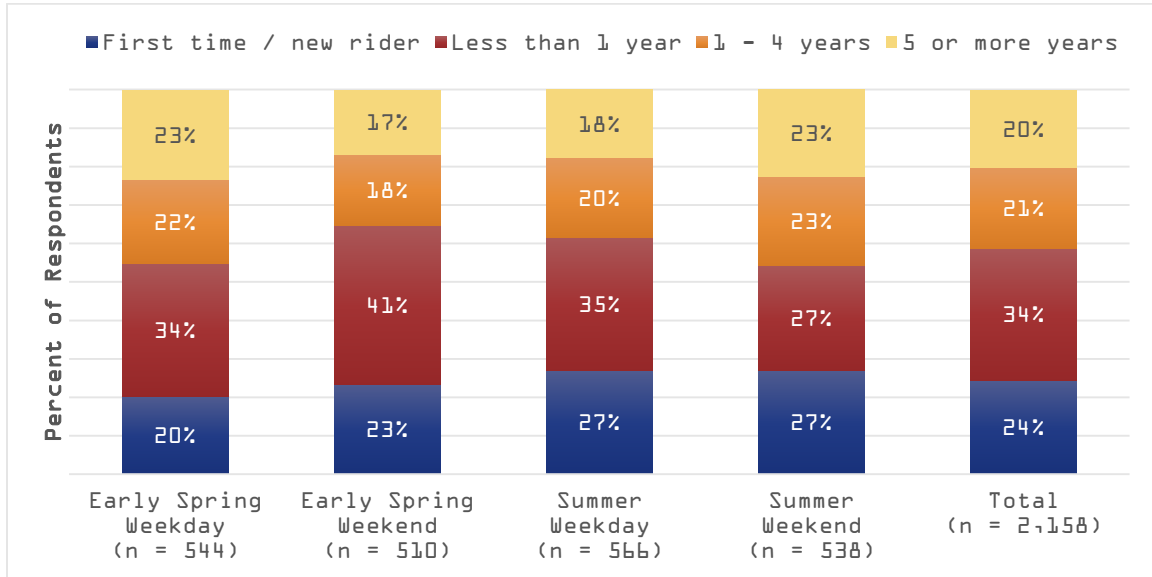
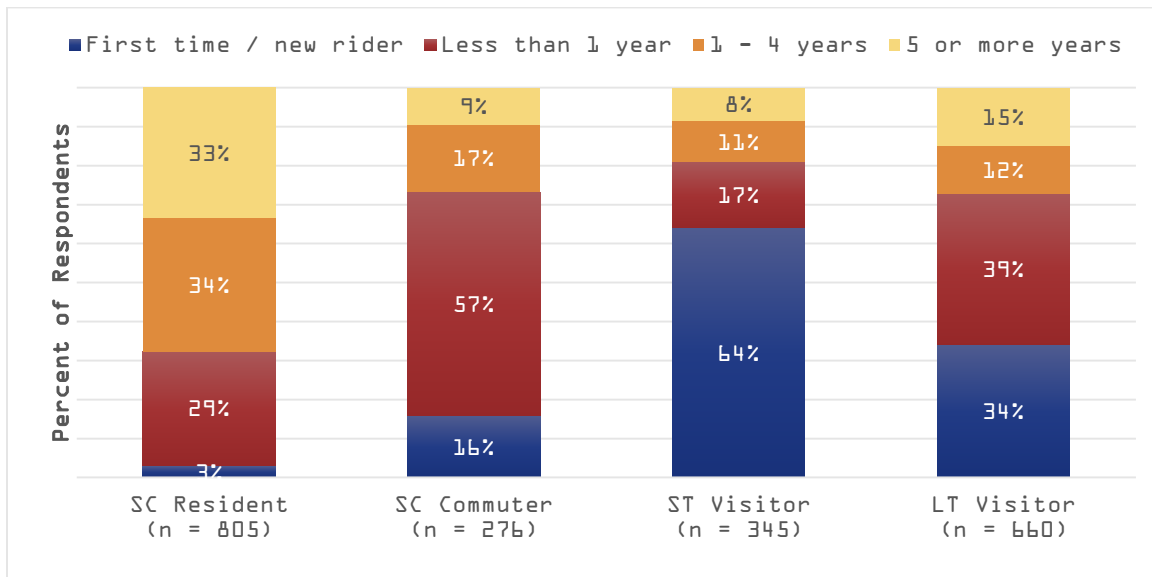


Figure 3-5 Rider Tenure by Rider Type



### Automobile Access

Survey respondents were asked if they own or have access to a car. More than half of all survey respondents reported that they did not have access to an automobile. Early Spring riders were less likely to have access than Summer riders. Of all the rider types, the greatest proportion of SC commuters did not have access to a car, followed by long-term visitors.

Figure 3-6 Automobile Access by Survey Period

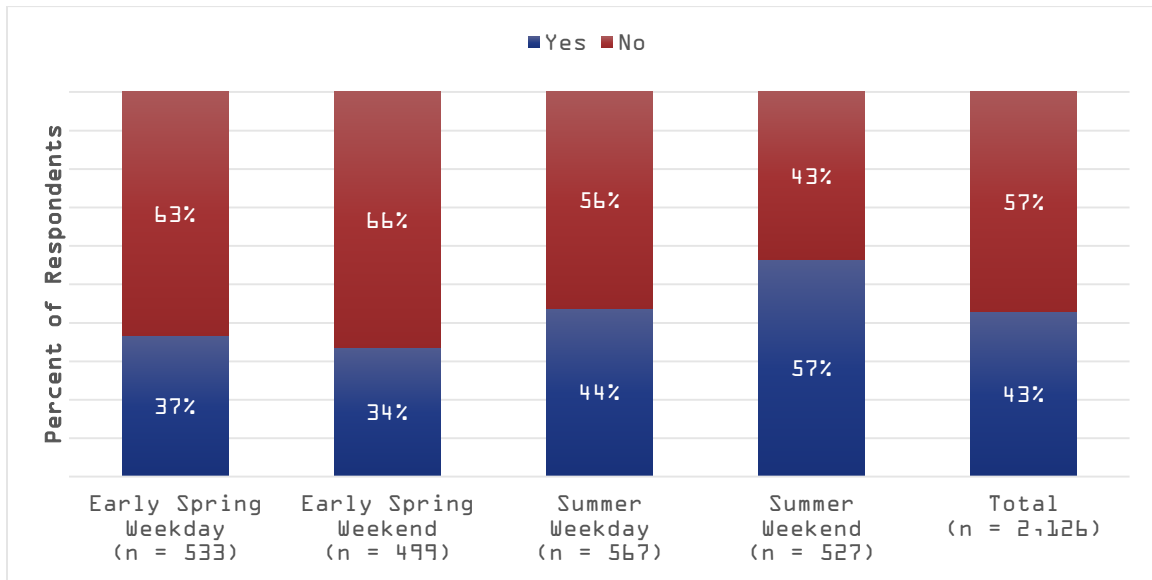
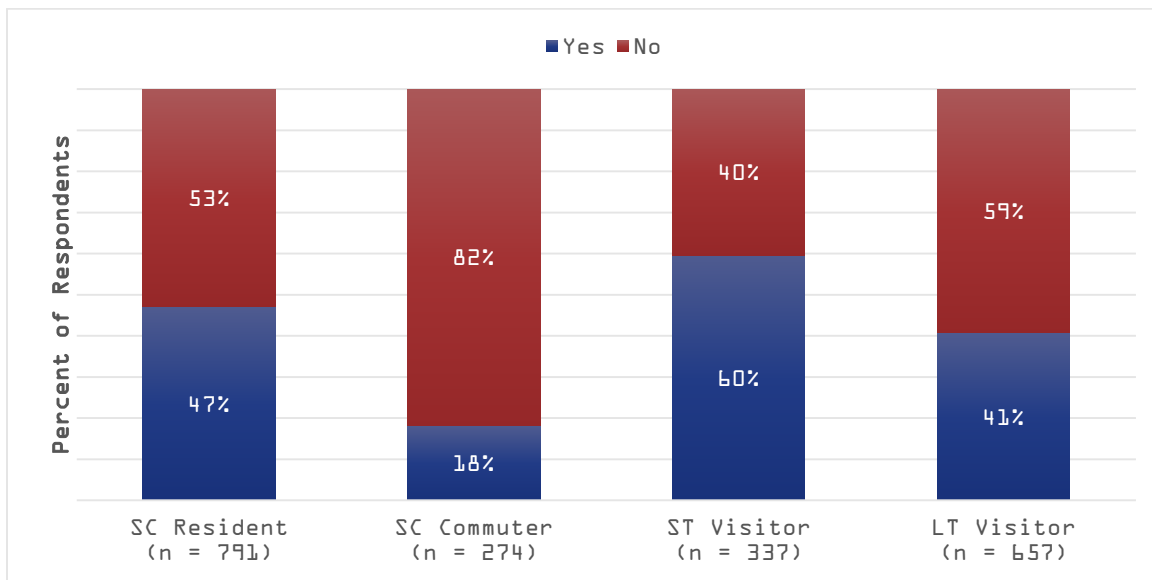


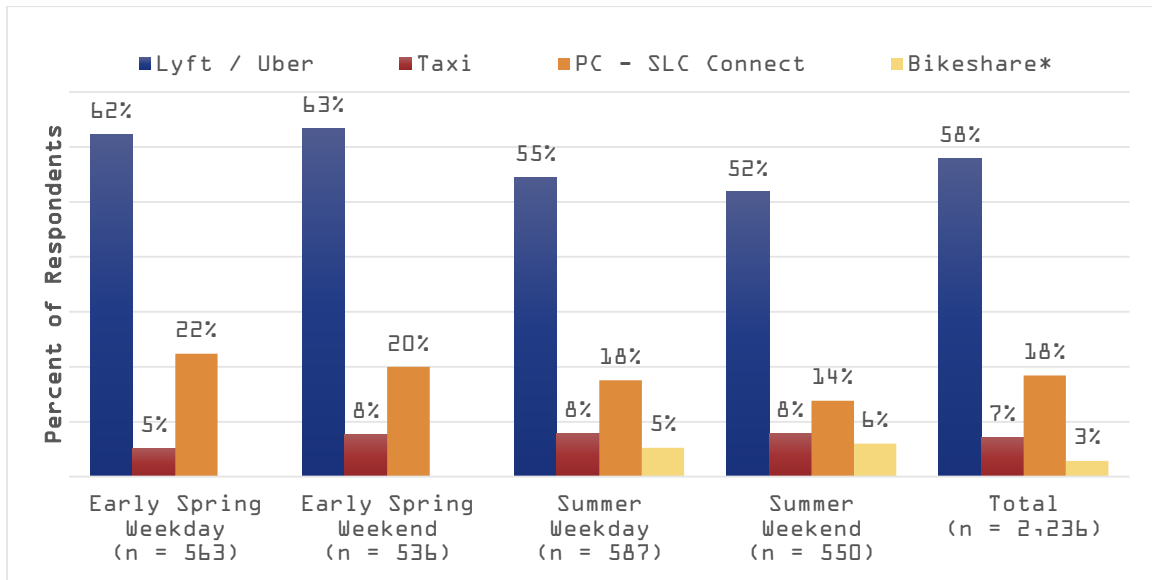
Figure 3-7 Automobile Access by Rider Type



### Alternate Mobility

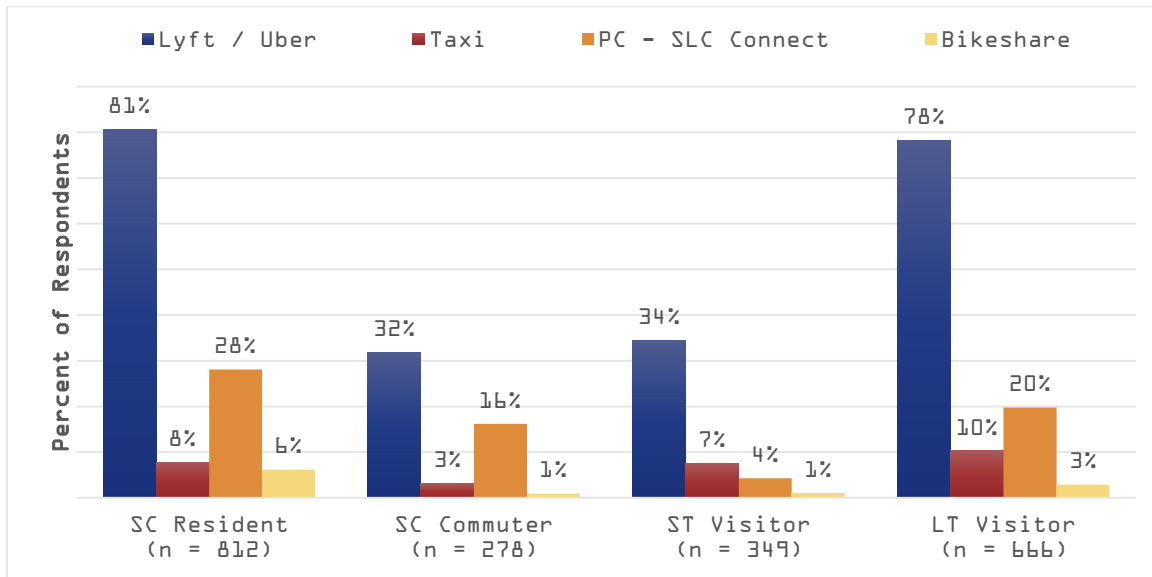
Survey respondents were asked if they had used a selection of alternate transportation mobility options in the past month. Of the alternatives, TNCs such as Lyft and Uber were used the most by riders, across all survey periods and rider types. Additionally, nearly 20% of riders have used PC- SLC Connect services in the past month. Taxi and bikeshare<sup>1</sup> had very low usage rates.

**Figure 3-8 Alternate Mobility Use by Survey Period**



Note: This question allowed for multiple selections. Percentages are of the number of respondents and may not add up to 100%.

**Figure 3-9 Alternate Mobility Use by Rider Type**



Note: This question allowed for multiple selections. Percentages are of the number of respondents and may not add up to 100%.

<sup>1</sup> Park City Bikeshare was launched between the Spring and Summer surveys, so was only an option on the Summer survey instrument.



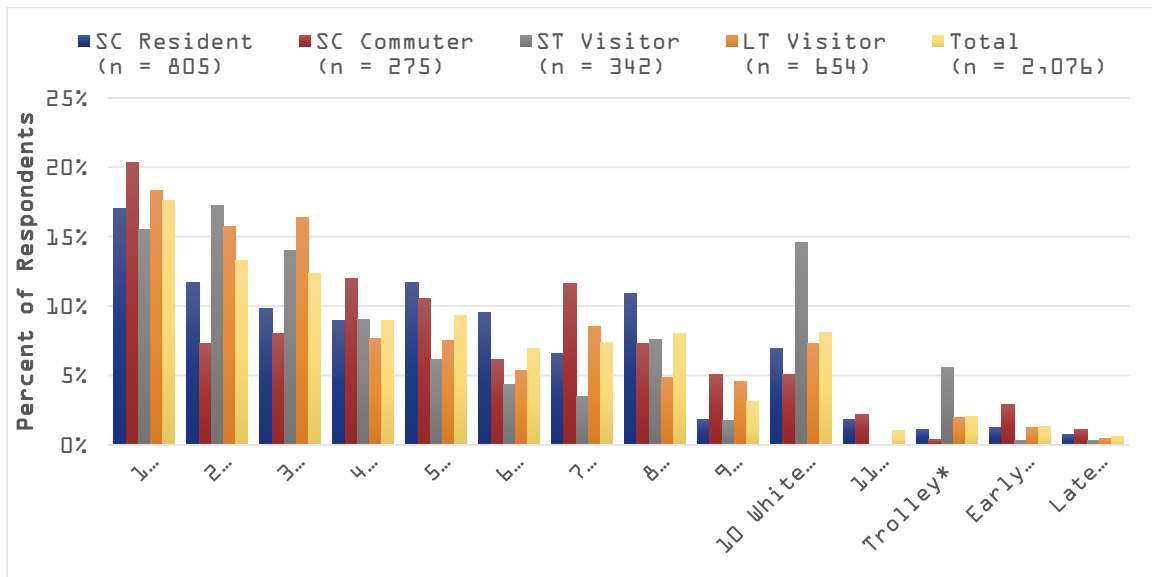
## Trip Details

### Route

Survey respondents were asked to report which route they were on, which may differ from the route the surveyor marked on which they were surveying. As discussed in the Methodology, responses rates by route by survey period were influenced by the sampling plan because high volume routes were intentionally surveyed more than lower volume routes. As a result, reported route by survey period is not reported here.

The breakdown of rider type by reported route is less influenced by the survey methodology but should still be considered when interpreting the magnitude of values in the chart below. Routes frequented by Summit County residents include 1 Red, 5 Yellow, 8 Brown, and 2 Green. Summit County commuters utilized 1 Red, 4 Orange, and 7 Pink. Short-term visitors rode 2 Green, 3 Blue, 10 White/Electric Express, and 1 Red. Long-term visitors most often took 1 Red, 2 Green, and 3 Blue.

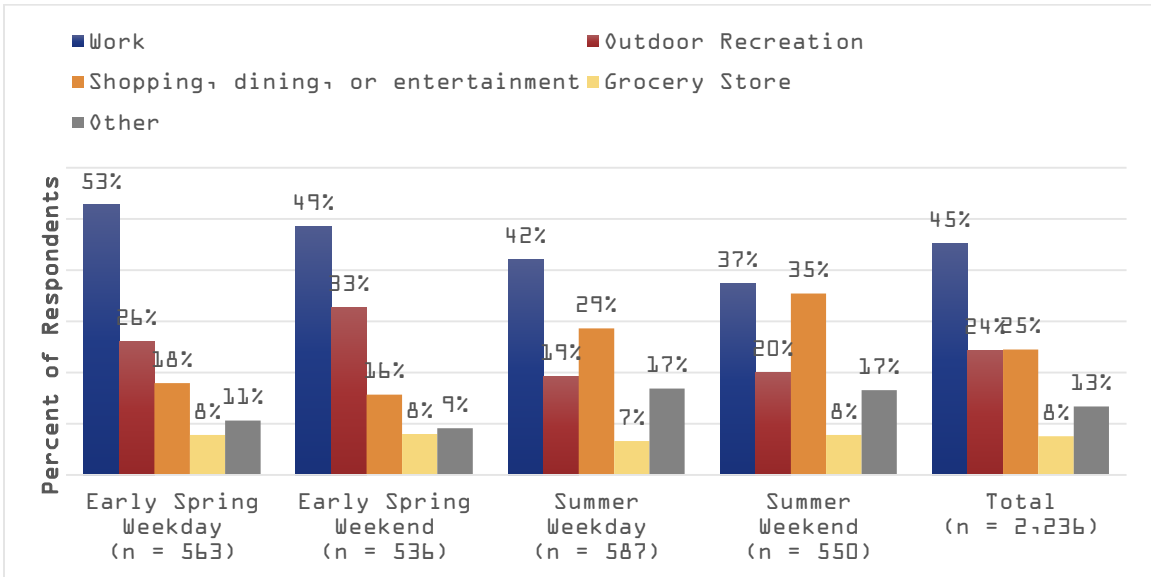
Figure 3-10 Reported Bus Route by Rider Type



### Trip Purpose

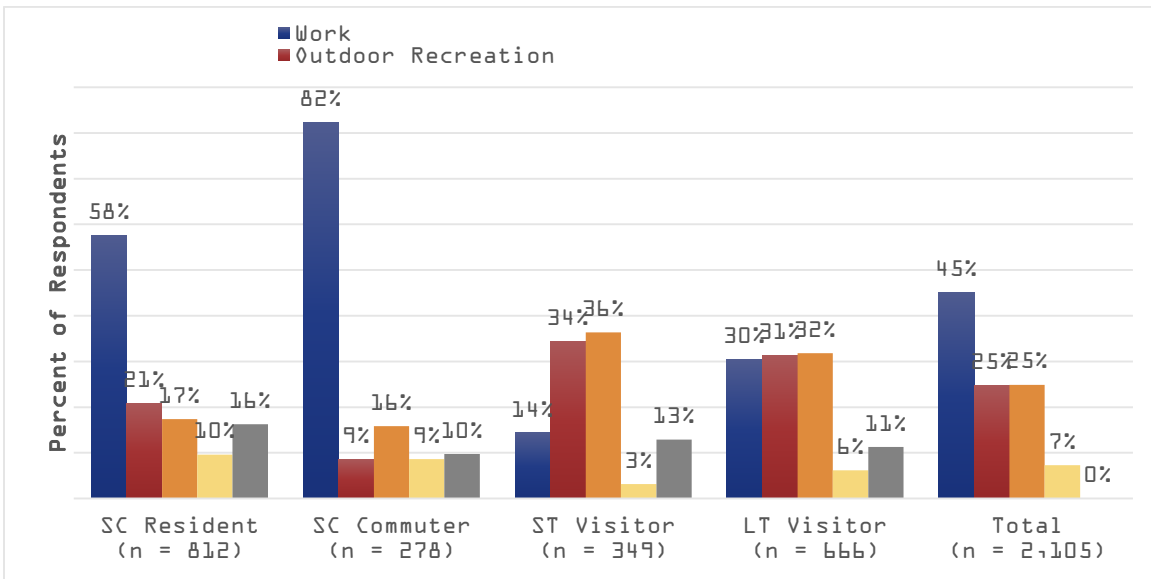
Riders were asked about the purpose of the transit trip that they were currently taking. The most common trip purpose for all riders was work. Outdoor recreation was the second most common trip purpose for riders during the Early Spring, while shopping, dining, and entertainment trips were more prevalent in the Summer. As expected, most Summit County commuters and residents were traveling for work while short-term and long-term visitors were traveling for entertainment or recreation. Thirty percent of long-term visitors were traveling for work, suggesting that long-term visitors may be comprised of seasonal workers and business visitors.

Figure 3-11 Trip Purpose by Survey Period



Note: This question allowed for multiple selections. Percentages are of the number of respondents and may not add up to 100%.

Figure 3-12 Trip Purpose by Rider Type

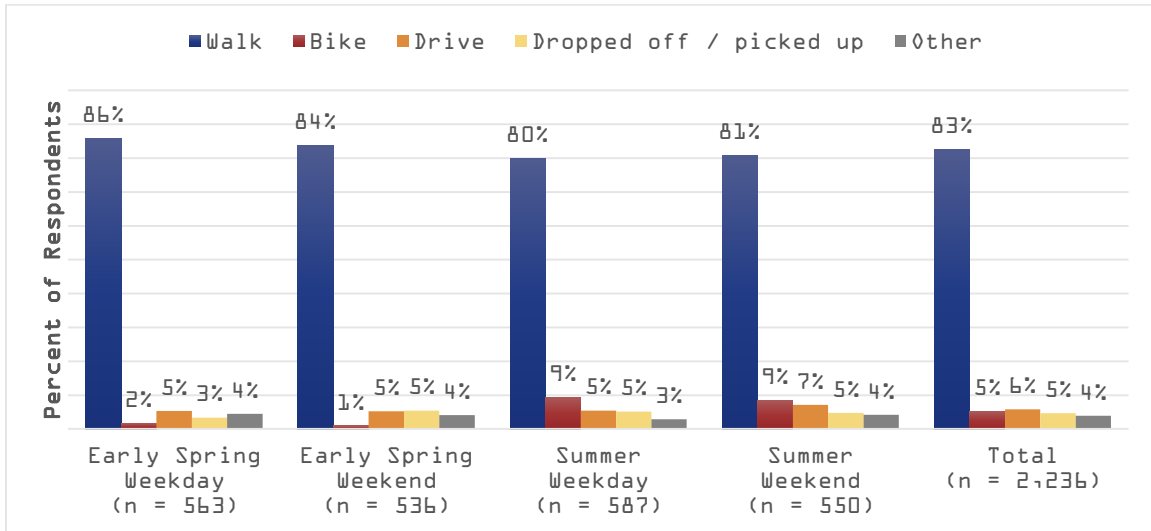


Note: This question allowed for multiple selections. Percentages are of the number of respondents and may not add up to 100%.

### Bus Stop Access

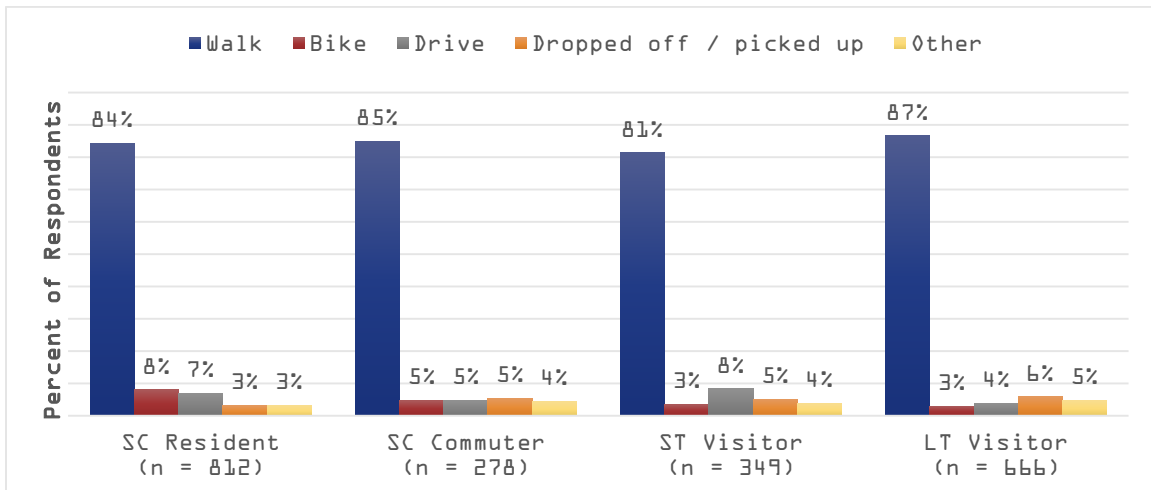
Riders were asked about which mode they used to access the bus and what mode they would use to access their trip destination. The vast majority of riders walked to the bus stop and their destination, across both survey period and rider type. Notably, a large majority of the commuters into Summit County reported that they walked to and from the bus, which does not provide insight into how riders are entering into the County.

Figure 3-13 Bus Stop Access by Survey Period



Note: This question allowed for multiple selections. Percentages are of the number of respondents and may not add up to 100%.

Figure 3-14 Bus Stop Access by Rider Type



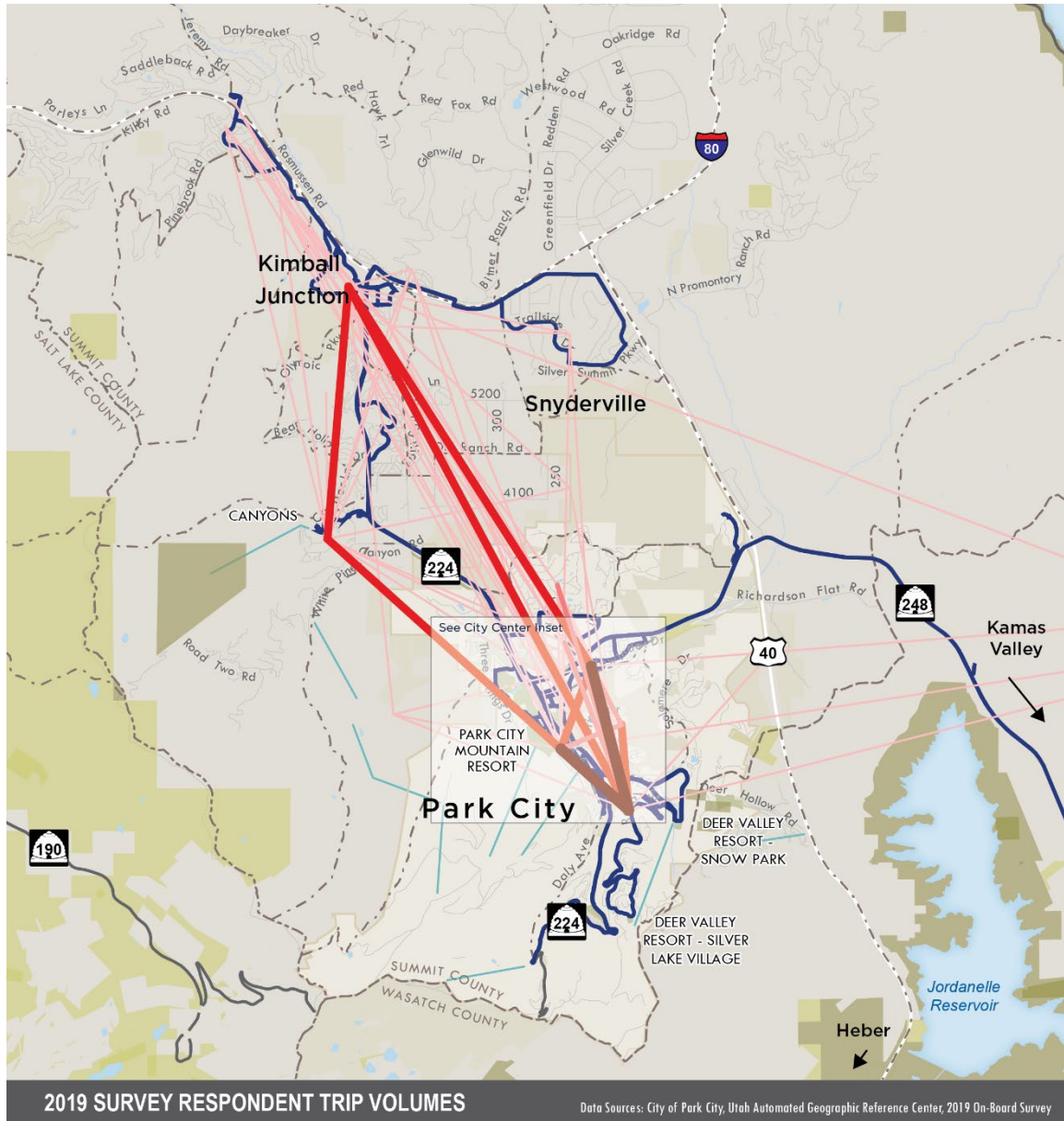
Note: This question allowed for multiple selections. Percentages are of the number of respondents and may not add up to 100%.

### Rider Origins and Destinations

Survey respondents were asked to report the origin and destination of their current transit trip. Origins and destination locations were aggregated up to the Census Block Group level in order to represent general travel patterns and keep respondent location data anonymous. Non-directional travel volumes between block groups are shown in the following maps.

The highest volumes of trips occurred between Park City’s commercial core, Old Town, and Prospector. Canyons Resort and Kimball Junction (to the North of the map) were also major travel generators. The four rider types did not have any significant differences in their travel patterns. With the exception of the higher travel volumes between the commercial core and Kimball Junction in the Summer, most travel patterns did not differ significantly between the Spring and Summer survey periods.

Figure 3-15 Survey Respondent Travel Volumes



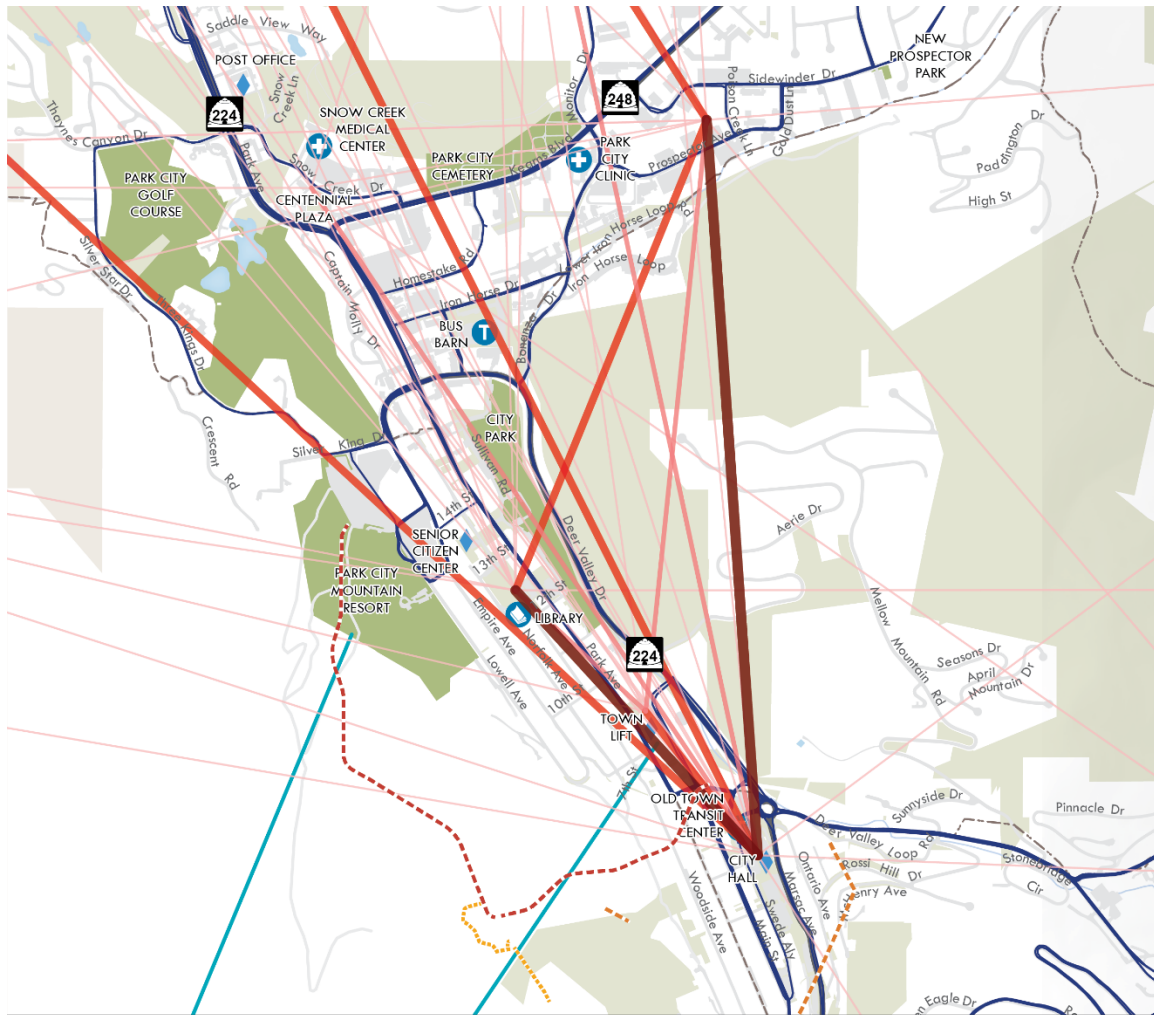
**Number of Trips between Census Block Groups**

- 2 - 25
- 26 - 50
- 51 - 100
- > 100

- Census Block Group
- Park City Transit Route
- Gondola or Lift



Figure 3-16 Survey Respondent Travel Volumes: City Center Inset

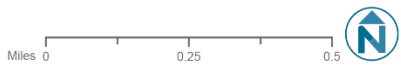


2019 SURVEY RESPONDENT TRIP VOLUMES: CITY CENTER INSET Data Sources: City of Park City, Utah Automated Geographic Reference Center, 2019 On-Board Survey

**Number of Trips between Census Block Groups**

- 2 - 25
- 26 - 50
- 51 - 100
- > 100

- Census Block Group
- Park City Transit Route
- Gondola or Lift



### Transfers

Riders were asked if they transferred from another route or were planning on transferring to another route to complete their trips. About one-quarter of all riders reported needing to transfer at least once during their trip across all survey periods. A greater proportion of SC residents and commuters reported needing to transfer than either type of visitor. Of those who reported a transfer, many were transferring between Route 10 White/Electric Express and either Routes 1 Red, 5 Yellow, and 6 Lime. Because Route 10 White/Electric Express is an express route along State Route 224 between Kimball Junction, Canyons Village, and Old Town, it is as expected that many riders would be transferring between that route and other local routes. Figure 3-17 shows more details on transfer between routes.

Figure 3-17 Transfers to/from Other Routes by Survey Period

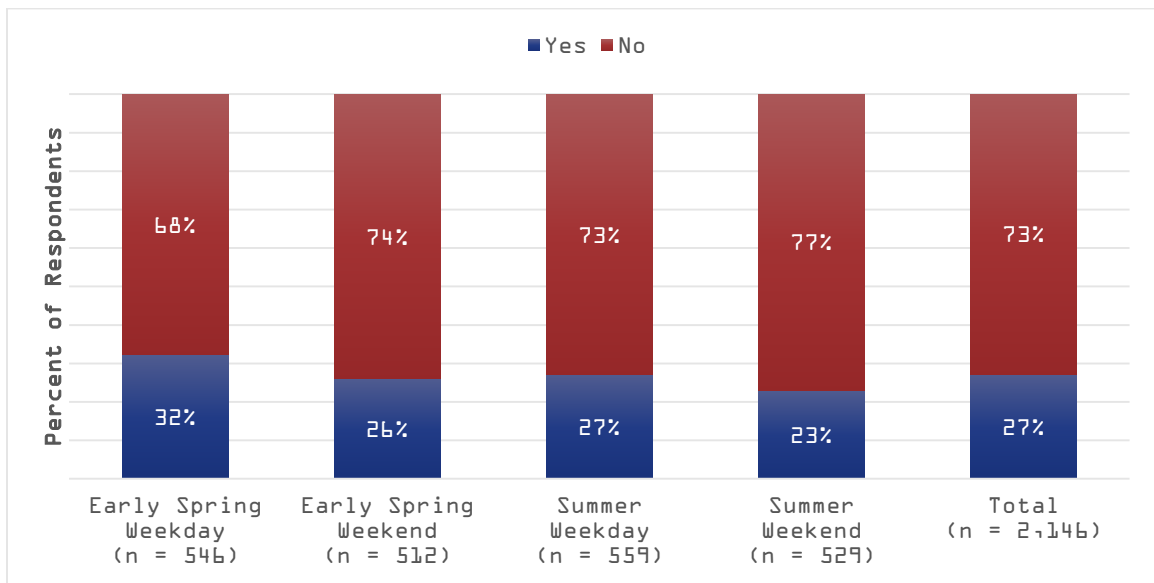


Figure 3-18 Transfers to/from Other Routes by Rider Type

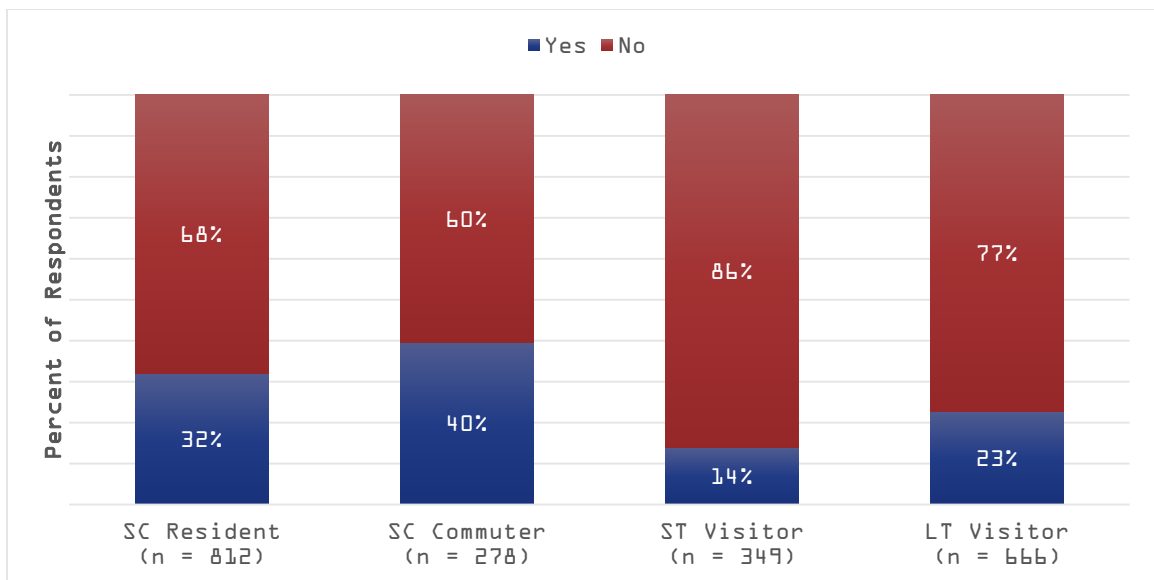


Figure 3-19 Survey Respondent Transfer Matrix

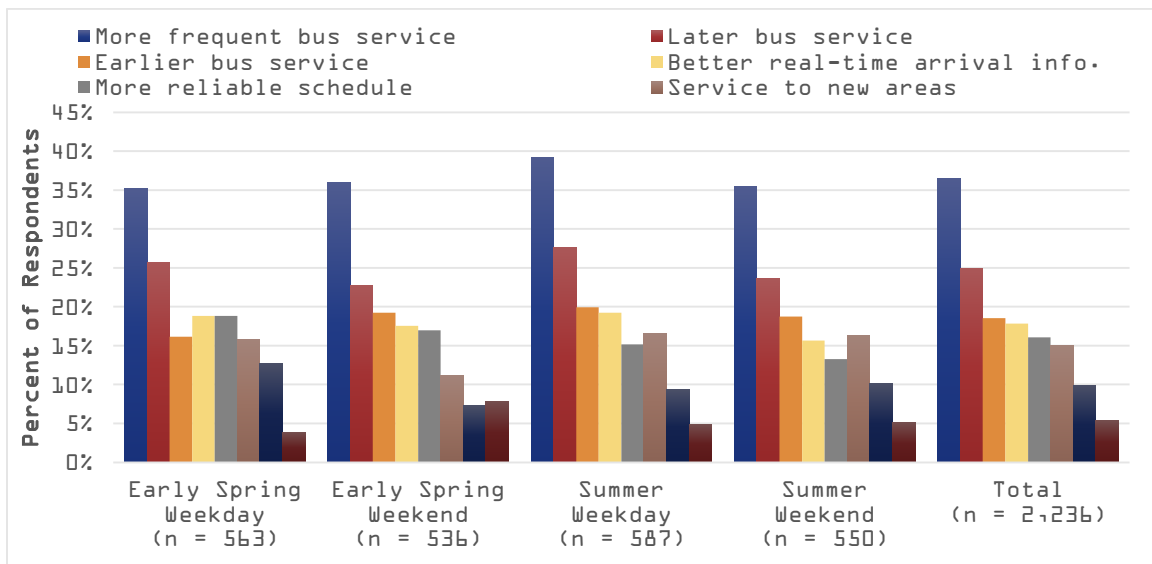
	1 Red	2 Green	3 Blue	4 Orange	5 Yellow	6 Lime	7 Pink	8 Brown	9 Purple	10 White/ Electric Express	11 Black	Trolley	Early Morning City Wide	Late Night City Wide	Kimball Circulator	PC-SLC Connect	UTA	Other/ Multiple
1 Red		4	1	9	0	4	4	8	13	25	0	1	0	0	0	0	0	23
2 Green			5	12	1	6	8	0	7	8	0	0	0	0	0	0	0	12
3 Blue				0	0	3	1	4	3	8	0	0	0	0	0	0	0	19
4 Orange					0	2	2	2	1	9	1	1	2	0	0	0	1	11
5 Yellow						0	1	1	13	19	0	0	2	0	1	0	0	11
6 Lime							0	5	3	16	4	0	2	0	1	0	0	15
7 Pink								0	1	8	1	0	0	0	0	0	1	18
8 Brown									0	8	1	1	0	0	1	0	3	14
9 Purple										0	0	0	4	0	0	0	0	6
10 White / Electric Express											0	1	0	0	1	0	2	13
11 Black*												0	0	0	0	0	0	1
Trolley*													0	0	1	0	0	1
Early Morning City Wide*														0	0	0	0	0
Late Night City Wide*															0	0	0	1

## Rider Experience

### Potential Service Improvements

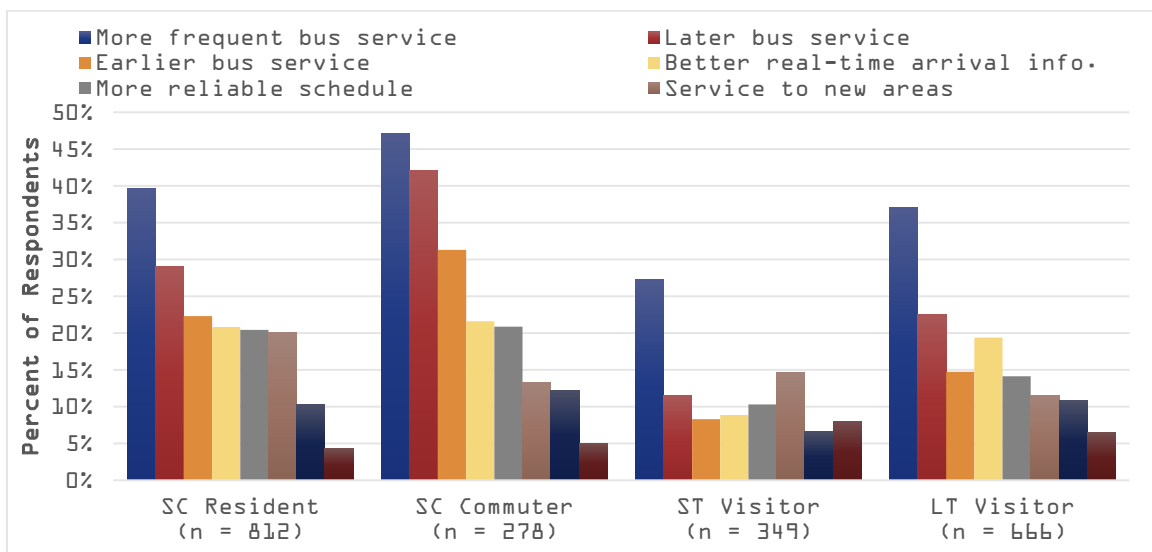
Survey respondents were asked to select three service improvement priorities that were most important to them out of eight options. A priority for over one-third of all riders was more frequent bus service. Other top priorities included later bus service, earlier bus service, and better real-time arrival information. Priorities only varied slightly across survey periods. All four rider types placed more frequent bus service as their top priority. SC residents and commuters also placed top priority on later bus service, and earlier bus service.

Figure 3-20 Service Improvement Priorities by Survey Period



Note: This question allowed for multiple selections. Percentages are of the number of respondents and may not add up to 100%.

Figure 3-21 Service Improvement Priorities by Rider Type



Note: This question allowed for multiple selections. Percentages are of the number of respondents and may not add up to 100%.



### Mobile App Usage

Riders were asked if they had used PCT’s mobile app, myStop, and if so, if they found it useful or had room for improvement. Over half of all respondents reported that they had used the myStop app, mostly SC residents and commuters. A larger proportion of Early Spring riders had used the app than Summer riders. Most myStop users found the app very useful.

Figure 3-22 Mobile App Usage by Survey Period

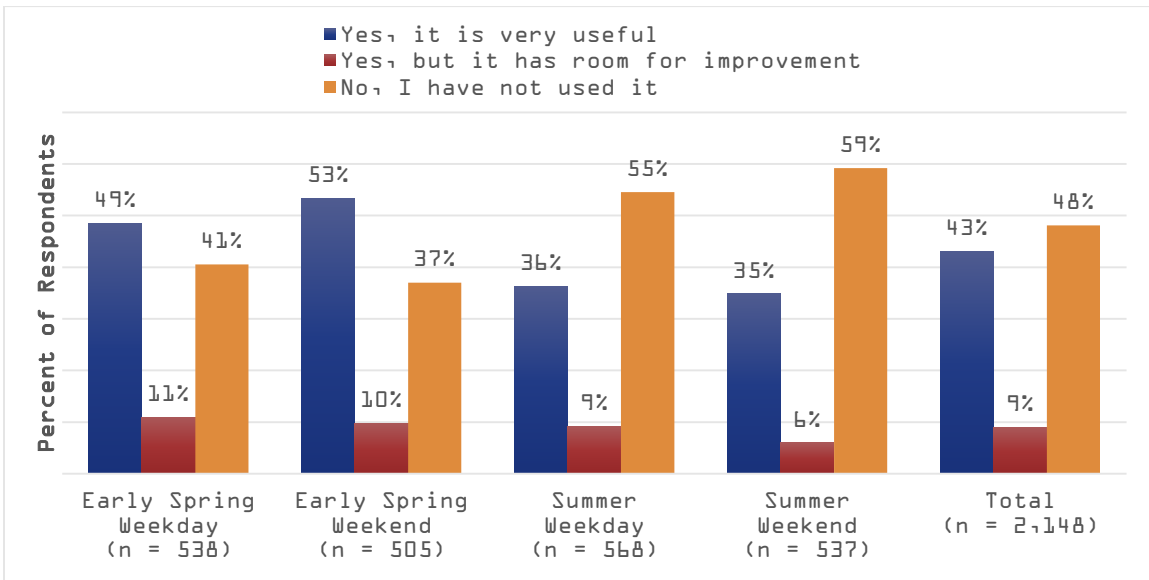
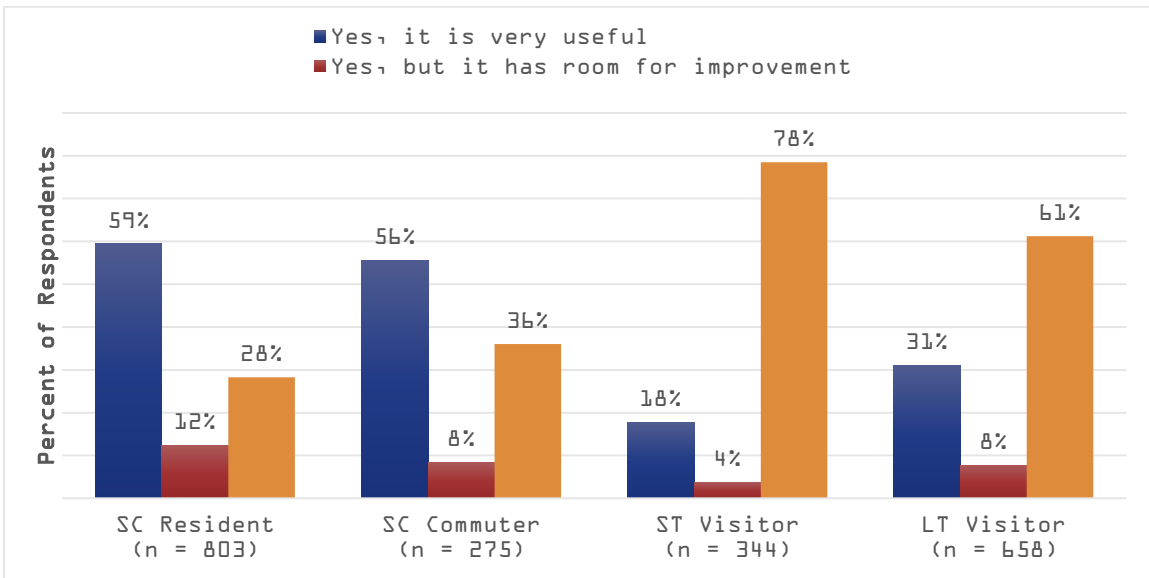


Figure 3-23 Mobile App Usage by Rider Type by Rider Type



### Open-Ended Comments

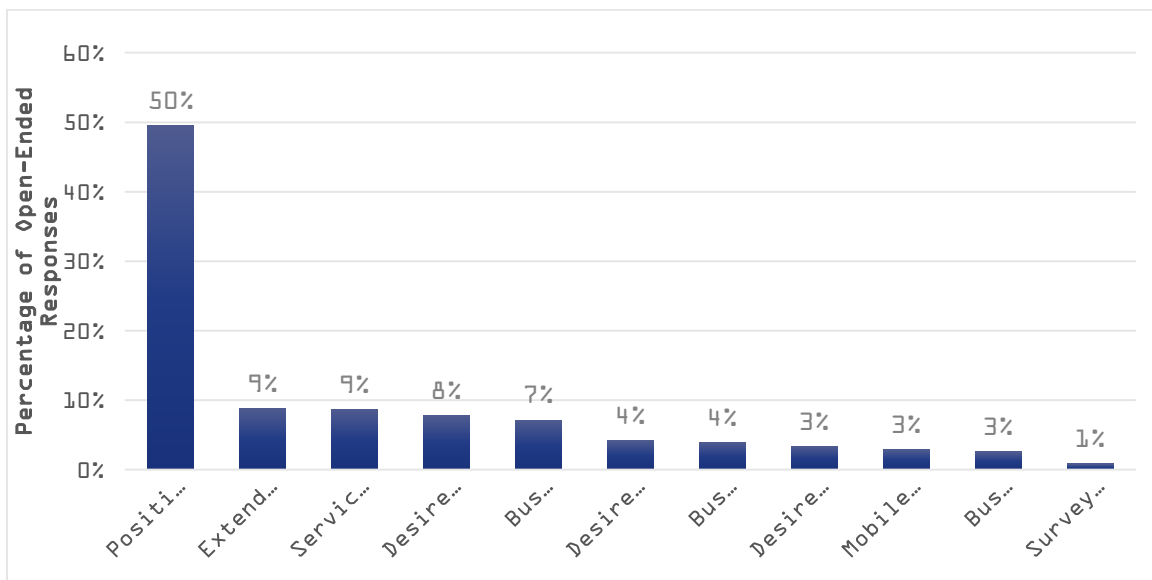
The survey captured nearly 650 open-ended responses when asked if respondents had any other comments or questions. Overall, the responses were positive, with many commenting on the quality of the service, friendliness of the drivers, and how thankful they were for the service.

The full open-ended comments can be seen in Appendix C.

Figure 3-24 Open-Ended Comment Word Cloud (n = 648)



Figure 3-25 Open-Ended Comment Themes (n = 648)



## Demographics

### Age

Survey respondents ranged in age, with two-thirds of all riders falling between 19 and 44 years old. This breakdown was relatively consistent across all survey periods. SC commuters tended to be younger than other rider groups, while visitors tended to be older.

Figure 3-26 Respondent Age by Survey Period

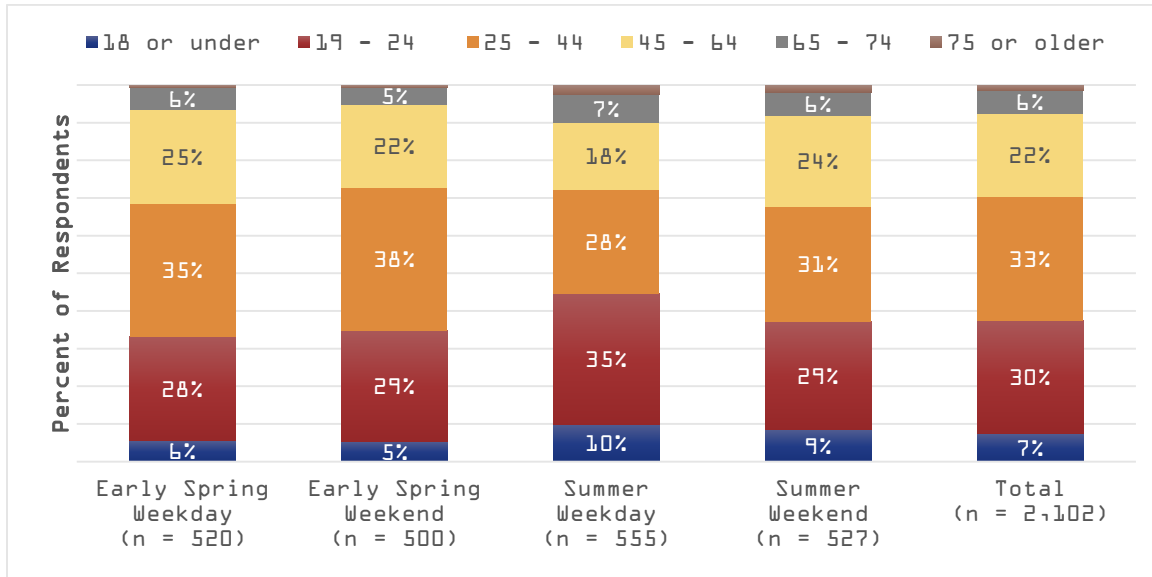
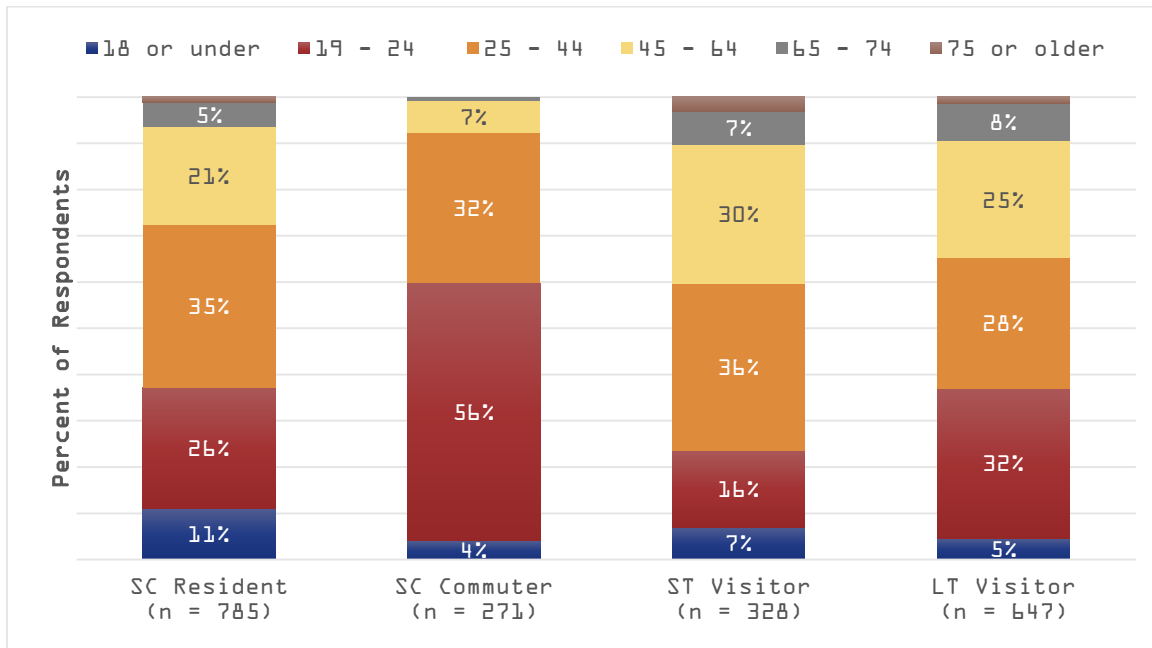


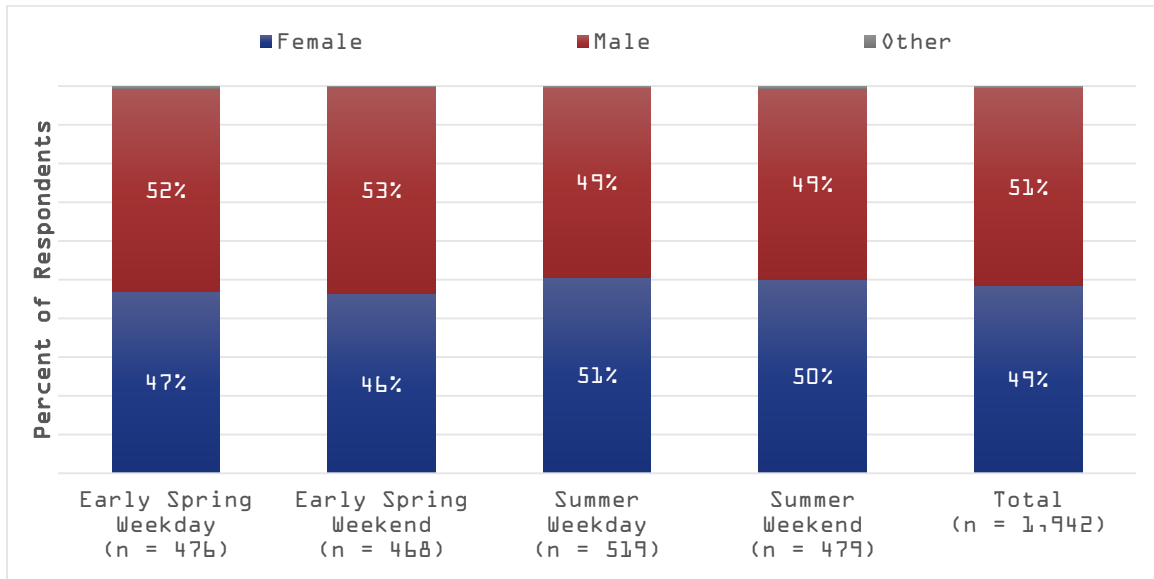
Figure 3-27 Respondent Age by Rider Type by Rider Type



### Gender

The gender of survey respondents was fairly evenly distributed between female and male identifying riders, across all survey periods.

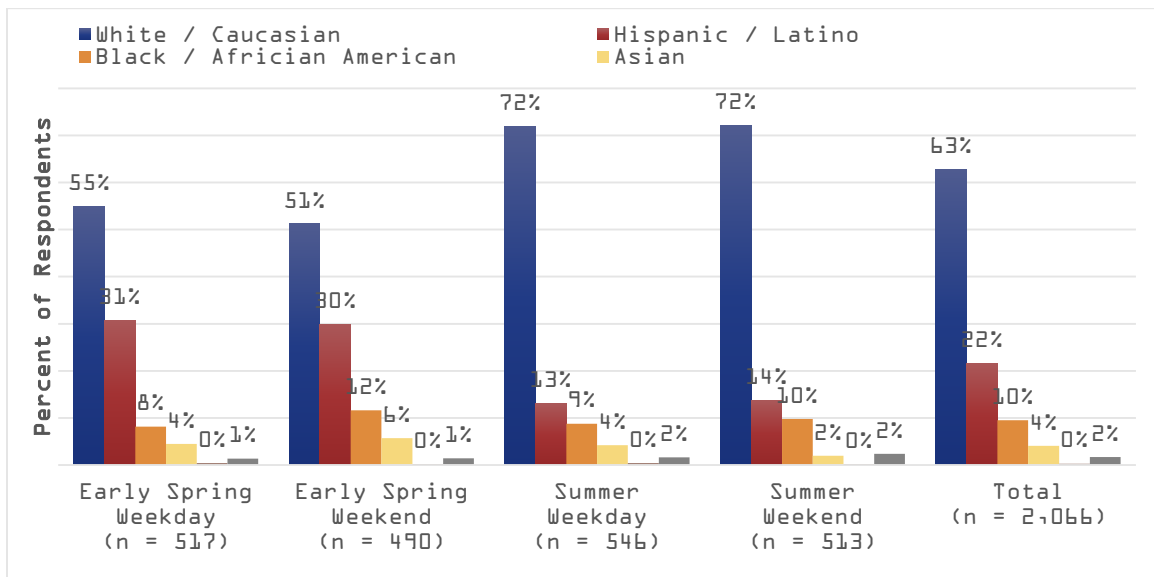
Figure 3-28 Respondent Gender Identity by Survey Period



### Race/Ethnicity

Nearly two-thirds of all survey respondents reported that they were White/Caucasian, and nearly one-quarter reported they were Hispanic/Latino. Ridership was more diverse in the Early Spring survey periods than the Summer.

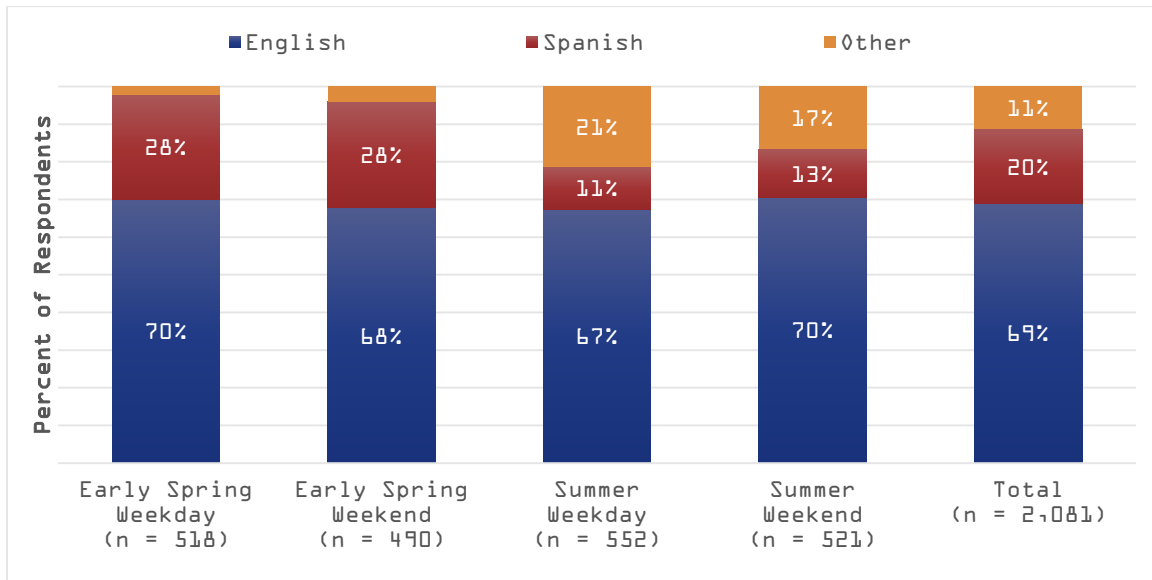
Figure 3-29 Respondent Race/Ethnicity by Survey Period



### Primary Language

The majority of survey respondents spoke English as their primary language spoken at home. The proportion of primary English speakers was consistent across survey period. There were more Spanish speakers during the Early Spring and “Other” languages, such as Romanian, Slovak, and Tagalog, during the Summer.

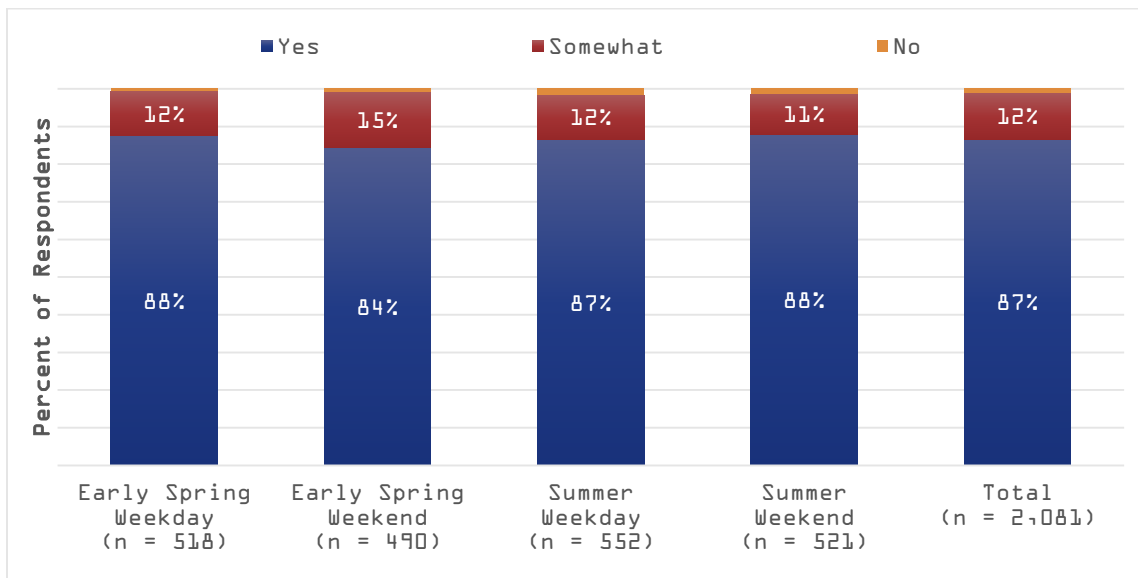
Figure 3-30 Respondent Language Spoke at Home by Survey Period



### English Proficiency

The vast majority (87%) of survey respondents reported that they spoke English fluently. Only 1% of all respondents reported they were not fluent in English. English fluency was relatively consistent across survey period.

Figure 3-31 Respondent English Proficiency by Survey Period



### Household Income

Survey respondents were asked to report their household income. Of those who responded, less than a quarter reported living in a household that makes over \$100,000 per year. At the opposite end of the spectrum, about 20% of respondents reported a household income of less than \$15,000 per year. The general distribution stayed relatively consistent across survey period. The greatest proportion of high-income earners (\$100,000 per year or more) rode in the Early Spring Weekend period.

About one-third of both short- and long-term visitors reported a household income of over \$100,000. The largest proportion of Summit County commuters make less than \$15,000. Almost 40% of that same rider group answered, “Do not know / no answer”, leaving a lot unknown about the earnings of Summit County commuters.

Figure 3-32 Respondent Household Income by Survey Period

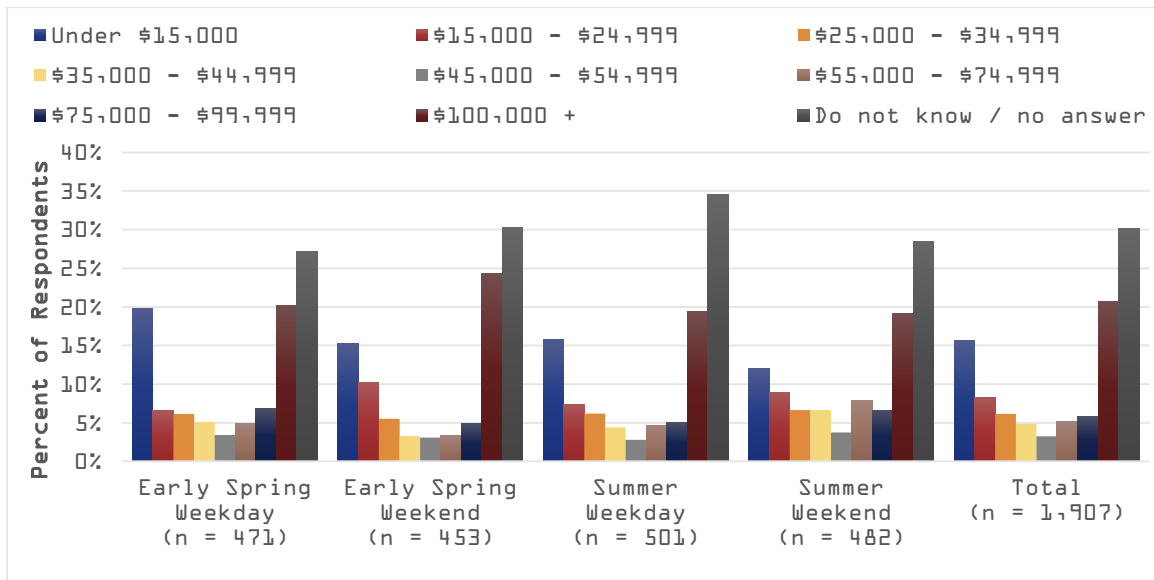
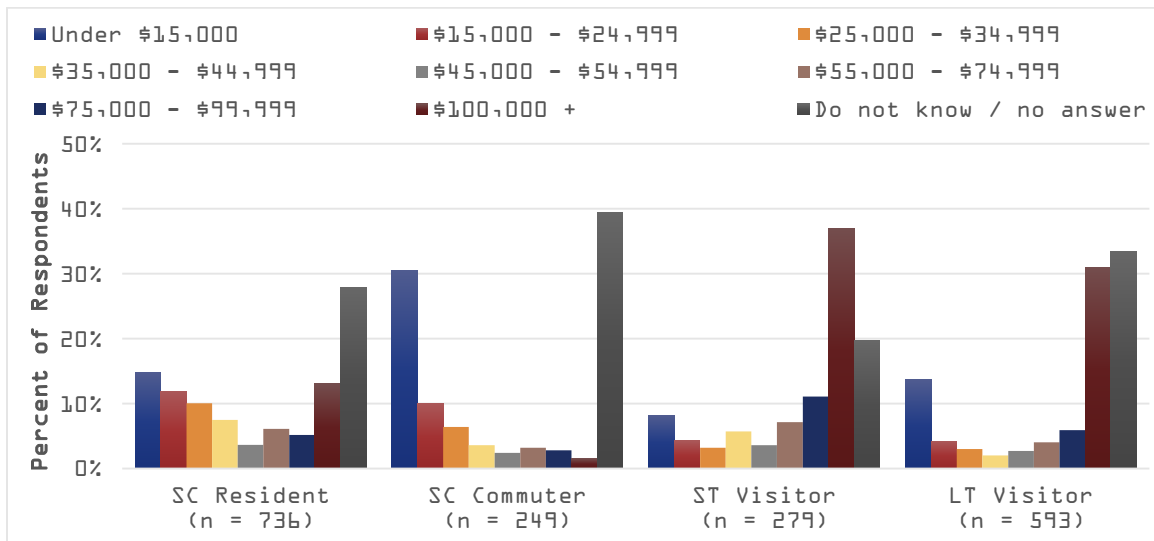


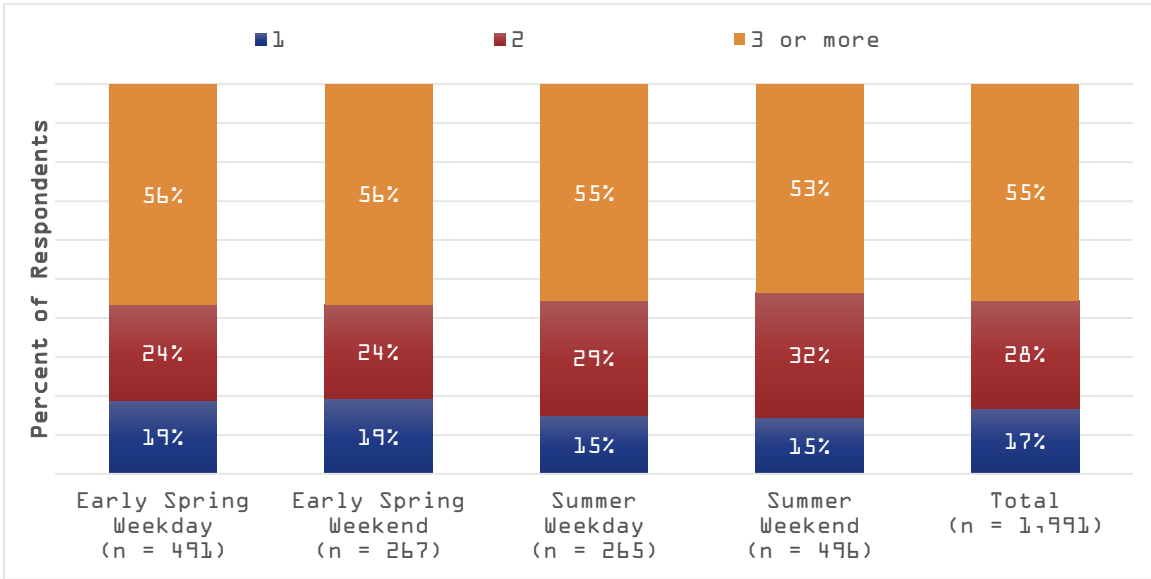
Figure 3-33 Respondent Household Income by Rider Type



### Household Size

Over half of survey respondents live in a household with three or more residents (including themselves).

Figure 3-34 Respondent Household Size by Survey Period



## 4 LESSONS LEARNED & OPPORTUNITIES FOR IMPROVEMENT

### Maintaining Existing Ridership

With information about the composition of existing riders, how they use and access the system, and their experiences and priorities, PCT can ensure that it is providing service that meets the needs of its riders. Along with local riders, the agency serves short- and long-term visitors who represent different demographics, use the service for different purposes, and have different needs. Residents, commuters, and visitors all use the service in various ways but can benefit from many of the same service improvements. Regardless of the type of rider, survey respondents prioritized improvements to frequency and service span. Nearly half of Summit County residents and commuters into the County have been using the service for less than a year. There is potential to convert these users into long-term riders or returning riders by providing additional options to use the service more to get to work, entertainment, and recreation.

When prioritizing where to improve frequency and span, PCT should target locations, routes, and times of day where and when transit dependent riders need it most. Summit County residents and commuters tend to use the service more, have less access to automobiles, and live in households with less household income. The agency can look towards the locations that these riders are travelling between most. The results of this survey showed primary travel patterns between the Park City core neighborhoods and between the historic center and Prospect. Additionally, there was significant travel from Park City to Kimball Junction and Canyons. Strengthening the already frequent service to these areas is the most likely to benefit the most dependent transit riders. Many of the improvements targeted at dependent riders will create a stronger overall system and can also benefit visitors to the area.

### Attracting New Riders

PCT also hopes to increase transit ridership by encouraging more people to choose the bus over their cars to reduce the community's carbon emissions and to alleviate congestion in the region. Attracting new riders involves making service more appealing and approachable to other travelers. These improvements include those to frequency and span, better access for travelers that do not have walkable access to transit, and technology.

- **Improvements to frequency and span** makes transit regular and flexible so travelers consider it to be a feasible alternative to driving. It also can be the difference between whether someone can access a job with an early start/late departure or not.
- **Adding park-and-ride lot locations** to the existing network may help draw new riders into the system who can drive or carpool to transit but may not be interested in



driving into congested or limited parking areas. To locate potential park-and-ride lot locations, further study should be completed to analyze the origins and destinations of non-riders.


- **Keeping up-to-date with technology** is an important aspect of drawing in new riders, who may be used to larger transit systems or alternate mobility options. Many of the surveyed riders were between the ages of 19 and 44 years of age, visitors from other areas, and had used Uber or Lyft in the past month. Riders that fit into these categories may have an expectation of a certain level of technological integration when traveling. Research has shown that millennial riders are more multimodal than past generations and are expecting a more user-friendly and intuitive travel experience<sup>2</sup>. Bus tracking information, mobile fare payment, real-time social media updates, and partnerships with alternate mobility providers are just a few ways that the agency could begin to think about ways to better integrate technology into the PCT system.

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<sup>2</sup> American Public Transit Association. Millennials & Mobility: Understanding the Millennial Mindset. 2013. <https://www.apta.com/wp-content/uploads/Resources/resources/reportsandpublications/Documents/APTA-Millennials-and-Mobility.pdf>

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# Appendix A Early Spring Survey Instrument



## TRANSIT ON-BOARD SURVEY

Please complete this survey to help Park City Transit develop a better understanding of how you travel, and how we can make improvements to transit service in the future. Provide your email address or phone number at the end of the survey for a chance to win a \$50 Amazon gift card.

1. Which route are you currently riding?
 

<input type="checkbox"/> 1 Red	<input type="checkbox"/> 6 Lime	<input type="checkbox"/> 11 Black
<input type="checkbox"/> 2 Green	<input type="checkbox"/> 7 Pink	<input type="checkbox"/> 12 Trolley
<input type="checkbox"/> 3 Blue	<input type="checkbox"/> 8 Brown	<input type="checkbox"/> 13 Early Morning City Wide
<input type="checkbox"/> 4 Orange	<input type="checkbox"/> 9 Purple	<input type="checkbox"/> 14 Late Night City Wide
<input type="checkbox"/> 5 Yellow	<input type="checkbox"/> 10 White/Electric Xpress	
  
2. Where did you board this bus?
 

Nearest intersection/location: \_\_\_\_\_

City: \_\_\_\_\_
  
3. What is the purpose of this trip? (check all that apply)
 

<input type="checkbox"/> 1 Work	<input type="checkbox"/> 5 Shopping, dining, or entertainment
<input type="checkbox"/> 2 School or college	<input type="checkbox"/> 6 Medical appointment
<input type="checkbox"/> 3 Grocery store	<input type="checkbox"/> 7 Personal or religious worship
<input type="checkbox"/> 4 Outdoor recreation, i.e. skiing	<input type="checkbox"/> 8 Other _____
  
4. Where are you traveling?
 

Nearest intersection/location: \_\_\_\_\_

City: \_\_\_\_\_
  
5. Does this trip require a transfer to and/or from another bus route?
 

1 Yes, which routes? \_\_\_\_\_  2 No
  
6. How did you get to the bus stop and how will you get to your final destination from the bus? (check all that apply)
 

<input type="checkbox"/> 1 Walk	<input type="checkbox"/> 4 Drive
<input type="checkbox"/> 2 Bike	<input type="checkbox"/> 5 Dropped off/picked up
<input type="checkbox"/> 3 Scooter	<input type="checkbox"/> 6 Other _____
  
7. Which of the following best describes you?
 

<input type="checkbox"/> 1 Live in Summit County	<input type="checkbox"/> 3 Short-term visitor (<2 days)
<input type="checkbox"/> 2 Work in Summit County, but live elsewhere	<input type="checkbox"/> 4 Long-term visitor (>2 days)
  
8. How many days have you taken Park City Transit in the past week?
 

1 5-7 days  3 1-2 days

2 3-4 days
  
9. How long have you been riding Park City Transit?
 

1 First time/new rider  3 1-4 years

2 Less than 1 year  4 5 or more years
  
10. Have you used the myStop mobile app?
 

1 Yes, it is very useful  3 No, I have no used it

2 Yes, but it has room for improvement
  
11. Do you own or have access to a car?
 

1 Yes  2 No
  
12. Within the past month, have you used any of the following? (check all that apply)
 

1 Lyft/Uber  2 Taxi  3 PC-SLC Connect
  
13. Listed below are potential service improvements. Please select the three that are most important to you.
 

<input type="checkbox"/> 1 More frequent bus service	<input type="checkbox"/> 3 Better real-time arrival info.
<input type="checkbox"/> 2 Earlier bus service	<input type="checkbox"/> 6 Better bus stops
<input type="checkbox"/> 3 Later bus service	<input type="checkbox"/> 7 Room on buses for luggage
<input type="checkbox"/> 4 More reliable schedule	<input type="checkbox"/> 8 Service to new areas
  
14. What is your age?
 

<input type="checkbox"/> 1 18 or under	<input type="checkbox"/> 3 25-44	<input type="checkbox"/> 5 65-74
<input type="checkbox"/> 2 19-24	<input type="checkbox"/> 4 45-64	<input type="checkbox"/> 6 75 or older
  
15. Are you:
 

1 Female  2 Male  3 Other
  
16. Which best describes your racial or ethnic background?
 

<input type="checkbox"/> 1 White/Caucasian	<input type="checkbox"/> 4 Asian
<input type="checkbox"/> 2 Hispanic/Latin@	<input type="checkbox"/> 5 American Indian/Alaska Native
<input type="checkbox"/> 3 Black/African American	<input type="checkbox"/> 6 Other _____
  
17. At home, which language do you speak most often?
 

1 English  2 Spanish  3 Other \_\_\_\_\_
  
18. Do you speak English?
 

1 Fluently  2 Somewhat  3 No
  
19. What was the total income for all individuals in your household last year?
 

<input type="checkbox"/> 1 Under \$15,000	<input type="checkbox"/> 4 \$35,000-44,999	<input type="checkbox"/> 7 \$75,000-99,999
<input type="checkbox"/> 2 \$15,000-24,999	<input type="checkbox"/> 5 \$45,000-54,999	<input type="checkbox"/> 8 \$100,000+
<input type="checkbox"/> 3 \$25,000-34,999	<input type="checkbox"/> 6 \$55,000-74,999	<input type="checkbox"/> 9 Do not know/No answer
  
20. How many people are in your household?
 

1 1 (yourself)  2 2  3 3 or more
  
21. Do you have any additional comments?
 

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_


\_\_\_\_\_

\_\_\_\_\_
  
22. Please provide your first name and email address or phone number if you would like to be entered into a drawing for a \$50 Amazon gift card for taking this survey:
 

\_\_\_\_\_

Mire el reverse para encuesta en español

# Appendix B Summer Survey Instrument



## TRANSIT ON-BOARD SURVEY

Please complete this survey to help Park City Transit develop a better understanding of how you travel, and how we can make improvements to transit service in the future. Provide your email address or phone number at the end of the survey for a chance to win a \$50 Amazon gift card.

#10001

- 1. Which route are you currently riding?**

<input type="checkbox"/> 1 Red	<input type="checkbox"/> 8 Brown
<input type="checkbox"/> 2 Green	<input type="checkbox"/> 9 Purple
<input type="checkbox"/> 4 Orange	<input type="checkbox"/> 10 White/Electric Xpress
<input type="checkbox"/> 6 Lime	<input type="checkbox"/> 11 Black
<input type="checkbox"/> 7 Pink	<input type="checkbox"/> 10 Trolley
- 2. Where did you board this bus?**

Nearest intersection/location: \_\_\_\_\_

City: \_\_\_\_\_
- 3. What is the purpose of this trip? (check all that apply)**

<input type="checkbox"/> Work	<input type="checkbox"/> Shopping, dining, or entertainment
<input type="checkbox"/> School or college	<input type="checkbox"/> Medical appointment
<input type="checkbox"/> Grocery store	<input type="checkbox"/> Personal or religious worship
<input type="checkbox"/> Outdoor recreation, i.e. mountain biking	<input type="checkbox"/> Other _____
- 4. Where are you traveling?**

Nearest intersection/location: \_\_\_\_\_

City: \_\_\_\_\_
- 5. Does this trip require a transfer to and/or from another bus route?**

Yes, which routes? \_\_\_\_\_  No
- 6. How did you get to the bus stop and how will you get to your final destination from the bus? (check all that apply)**

<input type="checkbox"/> Walk	<input type="checkbox"/> Drive
<input type="checkbox"/> Bike	<input type="checkbox"/> Dropped off/picked up
<input type="checkbox"/> Scooter	<input type="checkbox"/> Other _____
- 7. Which of the following best describes you?**

<input type="checkbox"/> Live in Summit County	<input type="checkbox"/> Short-term visitor (<2 days)
<input type="checkbox"/> Work in Summit County, but live elsewhere	<input type="checkbox"/> Long-term visitor (>2 days)
- 8. How many days have you taken Park City Transit in the past week?**

5-7 days  1-2 days

3-4 days
- 9. How long have you been riding Park City Transit?**

First time/new rider  1-4 years

Less than 1 year  5 or more years
- 10. Have you used the myStop mobile app?**

Yes, it is very useful  No, I have no used it

Yes, but it has room for improvement
- 11. Do you own or have access to a car?**

Yes  No
- 12. Within the past month, have you used any of the following? (check all that apply)**

Lyft/Uber  Taxi  PC-SLC Connect  Bikeshare
- 13. Listed below are potential service improvements. Please select the three that are most important to you.**

<input type="checkbox"/> More frequent bus service	<input type="checkbox"/> Better real-time arrival info.
<input type="checkbox"/> Earlier bus service	<input type="checkbox"/> Better bus stops
<input type="checkbox"/> Later bus service	<input type="checkbox"/> Room on buses for luggage
<input type="checkbox"/> More reliable schedule	<input type="checkbox"/> Service to new areas
- 14. What is your age?**

<input type="checkbox"/> 18 or under	<input type="checkbox"/> 25-44	<input type="checkbox"/> 65-74
<input type="checkbox"/> 19-24	<input type="checkbox"/> 45-64	<input type="checkbox"/> 75 or older
- 15. Are you:**

Female  Male  Other
- 16. Which best describes your racial or ethnic background?**

<input type="checkbox"/> White/Caucasian	<input type="checkbox"/> Asian
<input type="checkbox"/> Hispanic/Latin@	<input type="checkbox"/> American Indian/Alaska Native
<input type="checkbox"/> Black/African American	<input type="checkbox"/> Other _____
- 17. At home, which language do you speak most often?**

English  Spanish  Other \_\_\_\_\_
- 18. Do you speak English?**

Fluently  Somewhat  No
- 19. What was the total income for all individuals in your household last year?**

<input type="checkbox"/> Under \$15,000	<input type="checkbox"/> \$35,000-44,999	<input type="checkbox"/> \$75,000-99,999
<input type="checkbox"/> \$15,000-24,999	<input type="checkbox"/> \$45,000-54,999	<input type="checkbox"/> \$100,000+
<input type="checkbox"/> \$25,000-34,999	<input type="checkbox"/> \$55,000-74,999	<input type="checkbox"/> Do not know/No answer
- 20. How many people are in your household?**

1 (yourself)  2  3 or more
- 21. Do you have any additional comments?**


\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_
- 22. Please provide your first name and email address or phone number if you would like to be entered into a drawing for a \$50 Amazon gift card for taking this survey:**

\_\_\_\_\_

Mire el reverse para encuesta en español 

# Appendix C Open-Ended Comments

Survey Comment	Comment Category
EXPLANATION OF HOW TO READ SCHEDULES	Better Signage
BETTER SYSTEM FOR HELPING ALL THE (?) UNDERSTAND THE ROUTES	Better Signage
PLEASE BETTER REAL TIME ARRIVAL	Better Signage
BETTER SERVICE DURING SUNDANCE AND REAL TIME INFO	Better Signage
USE SAME WORDS ON SIGNS AS ON BUS SIGN SAYS "3" PEOPLE SAY GE ON "LIME" DISCONNECT	Better Signage
NEED EASY TO UNDERSTAND BUS SCHEDULES & ROUTES THAT WE CAN GRAB AROUND TOWN	Better Signage
CHANGE COLOR BASED ON INBOUND OR OUTBOUND	Better Signage
CORRECT TIME SCHEDULE FOR DETOUR PERIOD LONGER ORANGE BUS PERIOD	Better Signage
POST ROUTE MAP IN THE BUS	Better Signage
HAVE 'UPCOMING STOP' DISPLAYED ON SCREEN AND VERBERLY ALL DAY	Better Signage
BETTER INFO FOR VISITORS ABOUT ROUTES	Better Signage
BETTER SIGNS PLEASE	Better Signage
THERE WASN'T A ROUTE MAP AT OUR STOP-THAT WOULD HAVE BEEN HELPFUL	Better Signage
ADVERTISE BUS TO HOSPITAL-IT'S NOT JUST AID/ARIDE	Better Signage
BUS STOPS NEED BIGGER SIGNS	Better Signage
IT WOULD BE NICE IF THE ROUTES WERE MORE EASY TO UNDERSTAND ON THE MAPS TO REQUIRE FEWER QUESTIONS	Better Signage
NO SIGN SAYING THIS IS NAME OF STATION	Better Signage
YOUR COMMENT LOCATION ON SUN MAP WOULD BE HELPFUL TO SOMEONE NOT FAMILIAR WITH THE TOWN	Better Signage
POOR SIGNAGE FROM HIGH SCHOOL NO SCHEDULE-WALK FROM SCHOOL TO BUS	Better Signage
BETTER REAL TIME AMVOL INK WOULD BE GOOD SOMETIMES BUSES LEAVE EARLIER	Better Signage/Extended Service
PLACE TO PUT SKI OR SNOWBOARD EQUIPMENT	Bus Amenities Request
WIFI PLEASE	Bus Amenities Request
SKI RATES ON OUTSIDE OF BUS PC-K5-DIRECT (PEAK HOURS) FAT TIRE 4' BIKE RACKS	Bus Amenities Request
NEED A PLACE TO PUT SKI EQUIPMENT	Bus Amenities Request
SKI RACKS	Bus Amenities Request
ME GUSTARIA QUE TODOS LOS BUSES TENGON WIFI	Bus Amenities Request
HAND WARMERS OR HEATERS ON BUS STOPS PLEASE	Bus Amenities Request
BETTER LOST & FOUND SYSTEM-ONE PERSON IN OUR GROUP FORGET HIS HELMET/GLOVES AND EXTRA SKI PANTS ON THE BUS FROM DV TO PC-WE CALLED CONTINUOUSLY TO SEE IF SOMEONE HAD TURNED IT IN NO LUCK-WE HAD TO BUY ALL NEW EQUIPMENT	Bus Amenities Request

WE FINALLY GOT IT BACK ONE YEAR LATER	
MORE ROOM FOR MOUNTAIN BIKES/RUN #5 YELLOW YEAR ROUND-BUY MORE ELECTRIC BUSES	Bus Amenities Request
OUTSIDE RACKS FOR EQUIPMENT WOULD BE WONDERFUL	Bus Amenities Request
RACKS FOR SKIS/BOARDS ON OUTSIDE OF BUS	Bus Amenities Request
RACKS FOR SKIS DURING SEASON ON OUTSIDE OF BUS	Bus Amenities Request
PLAY SKI/BIKE VIDEOS ON MONITORS	Bus Amenities Request
MORE AMENITY FOR VISITORS. DRIVERS ARE VERY FRIENDLY & HELPFUL	Bus Amenities Request
1)SKI/SNOWBOARD RACKS ON WHITE & LIME BUSES 2)ABILITY TO SET UP APP TO SHOW MORE THAN ONE BUS ROUTE ON SCREEN	Bus Amenities Request
MORE ELECTRIC BUSES	Bus Amenities Request
OUTSIDE SKI RACKS	Bus Amenities Request
BETTER WI-FI ON ALL BUSES	Bus Amenities Request
THE BUSES NEED MORE EFFICIENT HEATING	Bus Amenities Request
OPE BUT IT WOULD BE COOL IF THE SCREENS ON THE BUS PLAYED MOVIES	Bus Amenities Request
ADDITIONAL BIKE RACKS IN FRONT OF ON BACK OF THE 4 & 9	Bus Amenities Request
MORE BIKES	Bus Amenities Request
BIKE RACKS & THEIR IMPROVEMENTS ARE GREAT BUT STILL DETERED @DV BECAUSE THEY ARE OFTEN FULL BUS/SHUTTLE TO GUARDSMANS	Bus Amenities Request
UP GRADGE BIKE RACKS OR SOME BUSES THAT DON'T FOR MTB WHEELS-INCREASE DV SERVICE	Bus Amenities Request
MORE SPACE FOR BIKES-PLEASE	Bus Amenities Request
MORE SPOTS FOR BIKES	Bus Amenities Request
MORE ROOM FOR BIKES	Bus Amenities Request
MORE BIKES ON BUSES WIDER TRAYS FOR BIGGER TIRES	Bus Amenities Request
IMPRESSIVE TRANSIT SERVICES-MORE BIKE RACKS DESIGNED FOR WIDER TIRES	Bus Amenities Request
SKI FRIENDLY IMPROVEMENTS PLEASE MOUNTAIN BIKE SERVICE TO ROYAL	Bus Amenities Request
IN THE WINTER PUT SKI RACKS ON OUTSIDE OF BUS-MORE STOPS	Bus Amenities Request
I HAVE FAT TIRES ON MY BIKE & WOULD LIKE TO USE IT ON THE BUS MORE-BUT I KNOW I COULD GET TURNED AWAY IF THE DRIVERS WISHES	Bus Amenities Request
MORE BIKE RACKS	Bus Amenities Request
ALLOW DOGS TO BE ON BUSES PLEASE	Bus Amenities Request
LARGER BIKE RACKS	Bus Amenities Request
TOO MANY BUSES BREAK DOWN	Bus Amenities Request
ALLOW DOGS ON BUSES	Bus Amenities Request
MORE BIKE RACKS-MORE STOPS IN PINEBROOK-JERMEY-SUMMIT-SILVER SUMMIT	Bus Amenities Request
WIFI IN EACH BUS PLEASE-THE DRIVER AT SUNDAY EARLY IN THE MORNING IS TOO RUDE HE YELLS EVERYONE	Bus Amenities Request/Bus Driver Complaint

SKI RACKS OUTSIDE OF BUS & DRIVER MAKE ANNOUNCEMENT OF OUTBOUND/INBOUND FOR LIME BUSSO SKIERS/BORDERS DON'T GET ON IF CANYONS GOING THE WRONG DIRECTION THANK YOU FOR LIME ROUTE CHANGE & FREQUENCY IT HAS BEEN VERY HELPFUL	Bus Amenities Request/Positive Feedback
SKI VIDEOS ON MONITORS. MEADOWS DRIVE LOOP WOULD BE GREAT!!	Bus Amenities Request/Service Change Request
SOME DRIVERS WOULD BE NICER WITH PEOPLE	Bus Driver Complaint
DRIVER CHANGES SHOULD BE SMOOTHER & FASTER	Bus Driver Complaint
DRIVERS HIT BRAKES TOO HARD CAUSING PEOPLE TO ROCK FORWARD AND BACKWARDS GETTING NAUSEATED-ALSO THEY SHOULD ALWAYS LOWER STEPS	Bus Driver Complaint
VERALL GOOD-DRIVERS SHOULD MAKE MORE EFFORT TO LOOK IN THEIR REAR VIEW MIRRORS FOR PEOPLE RUNNING TO CATCH BUS OR JUST BETTER AWARENESS	Bus Driver Complaint
BUS DRIVERS ARE ALL NICE EXCEPT FOR ONE LADY	Bus Driver Complaint
DRIVERS NEED TO WAIT UNTIL SEATED TO START-REMOVE (???) AT BOARDING STOPS	Bus Driver Complaint
RODE THE RED BUS-WHITE MALE BUS DRIVER WITH A WHITE BEARD DROVE RECKLESS AND BLEW BY US AT STOP-CARELESS DRIVING	Bus Driver Complaint
OLDER WHITE MALE/BEARD WAS VERY RECKLESS & RUDE ON MULTIPLE OCCASIONS-LATE DROVE PAST US TURNED ABRUPTLY & RAN MULTIPLE RED LIGHTS	Bus Driver Complaint
THE DRIVER OF THE RED BUS IS AN ASS	Bus Driver Complaint
IS A LATIN GUY IN THE MRNING SHIFT WEARS GLASSES HE IS VERY RUDE WITH PEOPLE ALWAYS LATE-USUALLY ROUTE 6 LIME BUS AT 6:33 KIMBALL	Bus Driver Complaint
HARD FOR 1ST TIMERS NOT KNOWING WHERE TO TRANSFER OR IF NEEDED. BUS DRIVERS SEEM TO GET OVERWHELMED WITH QUESTIONS	Bus Driver Complaint
IN SUNDOWN THE BUS STOP WAS MOVED TO THE PARK CITY HIGH SCHOOL BUT SOME DRIVER DID NOT TAKE IT AND GO FOR THE SHELLPLER SO WE AND A LOT OF PEOPLE LOST THE BUS	Bus Driver Complaint
BEST WHEN BUS DRIVER SPEAKS FLUENT ENGLISH	Bus Driver Complaint
NOT ALL BUT SOME DRIVERS ARE RUDE. ALSO GET RID OF STEREO MUSIC PLAYING CAPABILITY OF DRIVERS. THEIR LOUD MUSIC DISTURBS.	Bus Driver Complaint
WOULD BE NICE IF THEY DIDN'T PASS YOU 3 OUT OF 5 TIMES @POLICE STATION STOP	Bus Driver Complaint
NOT SAYING EVERYONE BUT THERE IS SOME RUDE DRIVERS IN ROUTE 1 RED & 2 GREEN	Bus Driver Complaint
SOME BUS DRIVERS NEED TO BE MORE POLITE-THEY NEED TO WAIT TO TAKE OFF UNTIL YOU HAVE SAT DOWN-ALSO WE WERE PASSED UP BY DRIVERS AT A STOP FOR NOT BEING RIGHT AT THE SIGN	Bus Driver Complaint

(ONLY A FEW FEET AWAY) HE NOT WAIT-45 MINS FOR NEXT BUS	
BUSES SHOULD NOT CLOSE THE DOOR RAPIDLY BEFORE WE GET SEATED OR EVERYONE IS ON THE BUS-MORE FRIENDLY	Bus Driver Complaint
THE BUS DRIVERS THROW THE RIDERS AROUND ALOT	Bus Driver Complaint
THE CURRENT DRIVER OF 10 WHITE BUS #694 @ 18:50 IS ALWAYS EXTREMELY RUDE-MADE A CALL THIS WEEK ABOUT IT ALL	Bus Driver Complaint
DRIVERS TO PAY MORE ATTENTION IN DARK BUS STOPS ESPECIALLY BY SILVER SPRINGS ARE	Bus Driver Complaint
ADD A STOP @ SMITHS	Bus Stop Request
131 MORE STOP FOR THE WHITE BUS NEAR THE TRANSIT TRANSFE (DEER VALLEY DRIVE)	Bus Stop Request
SOME OF THE STOPS ARE VERY ICY	Bus Stop Request
SOME OF THE STOPS NEED A SHELTER	Bus Stop Request
CLEAR A PATH AT THE BUS STOP TO MAKE IT EASIER TO GET ON & OFF THE BUS RATHER THAN TRYING TO NEGOTIATE A HUGE SNOW MOUND. NOT SAFE	Bus Stop Request
WOULD LIKE TO SEE MORE SHELTERS COVERED	Bus Stop Request
MORE & BETTER PARKING AT BUS STOPS	Bus Stop Request
SOME STOPS COULD USE SHADE VERY LITTLE OTHERWISE	Bus Stop Request
COVERED BUS STOPS IN WINTER	Bus Stop Request
BETTER BUS STOPS AND MORE RELIABLE SCHEDULE	Bus Stop Request
PLEASE CHOKERS TAKE CARE OF THE BUS BUS STOPS BECAUSE WEGO DEGREE TO ME IN THE PARADES BECAUSE THEY DO NOT SELL ME STEMPRE I HAVE PROBLEM IN THAT PARADE THAT IS THE	Bus Stop Request
BETTER AMPS AT STATIONS	Bus Stop Request
LOVE THE BUS SYSTEM-A LITTLE MORE STOPS FROM CANYONS TO PC TRANSIT CENTER WOULD BE GREAT	Bus Stop Request/Positive Feedback
PLEASE MAKE WHITE ELECTRIC LINE DIRECT FROM PINEBROOK PARK & RIDE TO OTC OR IDEALLY SNOWPARK-ENCLOSE YOUR BUS STOPS FOR THE COLD	Bus Stop Request/Service Change Request
YES.PLEASE ADD MORE 902 ROUTES INCLUDING MID-DAY AND LATER EVENING THAT SYNC W/FRONT RUNNER-AND WEEKENDS YEAR ROUND	Extended Service
HAVING A LATER SCHEDULE IN SILVER LAKE VILLAGE SINCE MAJORITY OF THE WORKERS ARE SEASONAL-MOST OF US DON'T HAVE A CAR & WE RELY ON BUSES MOST OF THE TIME	Extended Service
PUT NIGHTLY ROUTE LATER	Extended Service
LATER BUS TO JEREMY RANCH 11 PM - 12 PM	Extended Service
I WANT TO VERY EARLY BUS IN MORNING LIKE 5 AM	Extended Service
LATER SERVICE IN THE SUMMER PLEASE	Extended Service
ONE LATTER TIME IN BLACK-10 AM AND ONE EARLIER THAN BLACK-12-1 LEAVING 12	Extended Service
APPRECIATE DRIVERS ATTITUDES HOPE TO GET SERVICE TO HIDEOUT AREA	Extended Service
IT WILL BE NICE IF ALL THE ROUTES CONTINUE ALL YEAR ROUND-WOULD BE REALLY HELPFUL	Extended Service



NEED 2:30 AM CITY WIDE AND WEEKENDS	Extended Service
BETTER TO PUT BUS SERVICE IN NOONTIME & BEFORE MIDNIGHT	Extended Service
A SERVICE WOULD BE PERFECT AT NIGHT TO KAMAS IN SUMMER AT 10:00 PM AND IN WINTER AT 11:00 PM	Extended Service
LATER TRIP FROM SILVER ALKE GOING TO MAIN STREET. BECAUSE WHEN I GET OFF WORK LATE I HAVE NO CHOICE BUT TO TAKE UBER OR LYFT	Extended Service
CRCO NEEDS A BUS THAT GOES THROUGH FRESH MARKET MORE EARLY IN THE MURANA	Extended Service
MORE EARLIER BUS ESPECIALLY ON SLOW SEASON RED-LIME AS WELL	Extended Service
DIRECT TO MOUNTAIN LATER TRIPS	Extended Service
6 LIME SHOULD (?) THE 902 ARRIVALS/DEPARTURES TO STAY AND WAIT A FEW MINUTES FOR SLIGHT DELAYS NEED A LATE SLC-PC BUS LIKE 8:40PM OR 9PM	Extended Service
I WORK AT MONTAGE & BUSES UP & DOWN THE MOUNTAIN FOR LATER TIMES WOULD BE AWESOME FOR MYSELF & J1'S	Extended Service
IF NO. 9 BUS HAVE MORE LATE TIME-THAT WILL BE GOOD	Extended Service
IF THE BUS NO 9 HAS MUCH TIME THAT'LL BE BETTER	Extended Service
IT WILL BE PERFECT IF A PURPLE BUS WILL HAVE AT 5:00-5:10 A RIDE	Extended Service
LATER LAST BUS TO EMPIRE	Extended Service
IT WOULD BE REALLY GREAT IF BUSES RAN TO/FROM SILVER LAKE IN SUMMER EVENINGS LIKE IT DOES IN WINTER	Extended Service
MORE TRIPS FOR ORANGE BUS LIKE 7AM UNTIL 7PM	Extended Service
ROUTE 4 EARLIER BUS SERVICE PLEASE	Extended Service
THE BUSES SHOULD STOP AT LEAST BY 2 PM BECAUSE OF PEOPLE WORKING AT MAIN ST (LATE NIGHT)	Extended Service
I WISH 9 BUS CAN WORK UNTIL 10PM NOT JUST 4 PM	Extended Service
LATER BUS SERVICE IS THE MOST IMPORTANT IMPROVEMENT FOR ME	Extended Service
BLACK NIGHT BUS FOR PEOPLE WHO WORK AT NIGHT	Extended Service
I WOULD REALLY FIND IT VERY USEFUL IF THIS BUS HAD A LATER SERVICE	Extended Service
YES THE BUSES SHOULD OPERATE 10:00 PM AT LEAST FROM MAIN ST TO EMPIRE CANYON-THANK IN ADVANCE	Extended Service
BUSES LATER IN THE MORNING & EVENING BUS LANE 01 248	Extended Service
LATER BUS SERVICE ON WEEKENDS PC-SLC ON WEEKENDS	Extended Service
EARLIER BUS SCHEDULE WOULD BE APPRECIATED SINCE SOME WORKERS STARTS AT 7AM	Extended Service
PROVIDE SERVICE OF 9 PURPLE LONGER THAN TILL 5 PM	Extended Service
ORANGE BUS W/EVENING HRS IN SUMMER PLEASE	Extended Service
I WOULD LIKE NUMBER 4 ORANGE TO START EARLIER AND TO GO LATER	Extended Service
TO START RUNNING AT 6 AM # 7 MORE	Extended Service
IN WEEKENDS THE BUS CAN BE UNTIL 3AM	Extended Service

EXTENDED HOURS UNTIL SIX FOR PURPLE 9	Extended Service
HOPEFULLY MORE BUS SERVICE AND DO LATER OR EVENING SERVICE ALSO FOR THIS 9 PURPLE BUS	Extended Service
I WOULD LIKE THE 9 PURPLE TO HAVE LATER SERVICE 7AM-10PM	Extended Service
SERVICE SHOULD BE ALSO LATER THAN 12 AM	Extended Service
IN WEEKENDS CAN BE USEFUL TO HAVE BUS SERVICE LATER THAN JUST 12:30	Extended Service
SILVER LAKE BUS SHOULD START EARLY	Extended Service
MORE CONNECTING SERVICES LIKE THE KIMBALL CAN RUN LATER IF THEY CAN IMPROVE THE BUS EARLIER BUS	Extended Service
IT WILL BE NICE TO HAVE BUSES THAT ARE RUNNING TO DEER VALLEY EASILY IN THE MORNING AND LATE AT NIGHT-MANY PEOPLE ARE WORKING THESE AND WE NEED A WAY TO GET TO AND GET OFF WORK	Extended Service
I HAVE A HARD TIME GETTING TO 7AM SHIFTS BECAUSE THE BUS DOESN'T START VERY EARLY	Extended Service
MORE FRIENDLY TO BIKES IN SUMMER. BETTER CONNECTION PINK LIME.MORE ON TIME IN AFTERNOON.	Extended Service/Positive Feedback
I WOULD LOVE IF THE 8 BROWN WOULD PASS MORE FREQUENTLY-I REALLY APPRECIATE THE BUS SERVICE	Frequency
6 LIME IS AWESOME-IF 7 PINK RAN MORE FREQ THAT WOULD BE GREAT	Frequency
MORE FREQUENT BUSES AT THE CLOSING TIMES OF SLOPES	Frequency
THE TIMING ON THE BUSES ARE NOT WELL TIMED SOMETIMES IF YOU HAVE A LOT OF TRANSFERS IF I TAKE BUS 10 TO MAIN ST I USUALLY HAVE TO WAIT 20 MINS FOR BUS 9 SINCE WHEN I ARRIVE IN MAIN ST THE BUS 9 HAS JUST LEFT	Frequency
MORE BUSES NEEDED TO BE EXPRESSED	Frequency
BUS NEEDS TO BE MORE REGULAR DURING BUSY TIMES LIKE WORLD CHAMPIONSHIPS, ETC	Frequency
NEED MORE TIMES ON THE 11 BLACK-ONE AT 10;17 AND 12;17 ALSO ADD STOPS IN FRANCIS AND WOODLAND	Frequency
THE ORANGE BUS NEEDS MORE FREQUENT	Frequency
ADD MORE BUSES TO DEER MOUNTAIN/K	Frequency
OULD USE MORE FREQUENCY FOR THE 4 ORANGE IT IS ALSO ALWAYS LATE WHEN IT'S BUSY- IT ALWAYS GETS STUCK AT PCMR	Frequency
RED BUS SHOULD BE MORE FREQUENT	Frequency
PARK CITY NEED BETTER CONNECTION MORE FREQUENTLY	Frequency
I WOULD APPRECIATE IF THE 7 PINK HAD MORE FREQUENT RIDES TO AND FROM AROUND SUMMIT	Frequency
MORE FREQUENT BUS SERVICE IS NECESSARY IN A LOT OF CASES WE NEED MORE BUSES TO 1 RED	Frequency
MORE FREQUENT BUSES 4 ORANGE-II WOULD BE GREAT IF THE BUS RIDGE GO BEFORE 8 ALSO AFTER 6	Frequency
NEED MORE BUSES DURING HIGH TRAFFIC	Frequency
BUS OUT THROUGH ? CREEK MORE FREQUENT	Frequency

SOME DRIVER NOT FRIENDLY AND NEED FEW IMPROVEMENTS FOR THE ARRIVAL OF THE BUS	Frequency/Bus Driver Complaint
PROVIDE BUS STOPS WITH SHELTERS-TRY TO HAVE AT LEAST BUSES EVERY 15-20 MIN	Frequency/Bus Stop Request
INCREASE AND LATER SHUTTLES TO MONTAGE IN SUMMER ALLOW BIKES	Frequency/Extended Service
TO DEVIATE TRAFFIC ON 248 HAVE MORE FREQUENT BUSES AND A BUS LANE WITH A PARKING AREA	Frequency/Increase Parking
RED BUS ROUTE IS A JOKE	Frequency/Reliability
MORE BUS TIME ON 11 TO KANAS ONE EARLIER AND LATER AND A BUS STOP IN FRANCIS AND WOODLAND	Frequency/Reliability
NEED MORE FREQUENT WINTER ROUTES-THE BUS GETS TOO FAR BEHIND AND I CAN'T COUNT ON IT FOR WORK SCHEDULE-NOT ALL ROUTES NEED TO GO TO PCMC BASE	Frequency/Reliability
BETTER SIGNAGE WITH DIRECTIONAL INFORMATION-INBOUND/OUTBOUND DESTINATIONS	Improve Signage
MORE DESCRIPTIVE SIGNAGE-SOMETIMES THE SIGNAGE IS WRONG	Improve Signage
I FOUND IT UNCLEAR WHAT BUS TO GET ON TO GET WHERE I WAS GOING BUT THE DRIVER WAS HELPFUL LETTING ME KNOW WHERE TO GO	Improve Signage
ONE THAT WOULD TAKE YOU DIRECTLY TO RESORT-BETTER UNDERSTANDING OF WHERE EACH BUS GOES FOR OUT OF TOWN PEOPLE	Improve Signage
WISH BUS PROVIDED UP COMING STOP INFO LIKE SOME OTHER SYSTEMS THIS HELPS NEW RIDERS	Improve Signage
I MISS THE SIGNS AT THE STOPS THAT TOLD ARRIVAL TIMES!	Improve Signage
PUT ROUTE MAPS AT EVERY BUS STOP (OR AT LEAST AT PC MT BASE STOP. FIX DIGITAL ARRIVAL BOARD AT PC MT BASE. DRIVERS ARE VERY HELPFUL	Improve Signage/Positive Feedback
COULDN'T FIND APP (MY STOP) ON ANDROID PHONE	Mobile App Complaint
JUST IMPROVE THE APP I AM A LOYAL RIDER	Mobile App Complaint
AROUND 4 PM THE APP STOPS WORKING WITH THE LOCATION OF THE YELLOW LINE	Mobile App Complaint
REAL TIME BUS INFO ON THE APP THANKS	Mobile App Complaint
USED THE TEXT FUNCTION A LOT BEFORE IT WENT AWAY	Mobile App Complaint
SOMETIMES THE LOCATION OF THE BUSES IS NOT UPDATED. THANK YOU!	Mobile App Complaint
APP WITH ARRIVE/DEPARTURE TIMES WOULD BE USE A TABLET	Mobile App Complaint
REAL-TIME APP INFO	Mobile App Complaint
CAN'T FIGURE OUT THE APP	Mobile App Complaint
THE APP NEEDS TO HAVE A BETTER OVERALL MAP SO IT WOULD BE EASIER TO TELL HOW TO GET FROM 1 PLACE TO ANOTHER	Mobile App Complaint
MORE IMPROVEMENT IN MY STOP APP	Mobile App Complaint
FOR THE APP A GOOD FEATURE WOULD BE ENTERING AN ADDRESS AND IT TELLING WHICH BUS TO TAKE	Mobile App Complaint
WIFE COULD NOT FIND TIME ON APP	Mobile App Complaint

I FOUND THE APP A LITTLE CONFUSING BUT YOUR SYSTEM OVERALL IS GREAT-LOVE THE ELECTRIC	Mobile App Complaint/Positive Feedback
AM CITY WIDE HAS BEEN GREAT FOR ME & OTHER STAFF AT RESORTS-THANK YOU & PLEASE CONTINUE IT-IF IT WAS 5 MINTUES EARLIER WOULD BE EVEN BETTER-IF THERE WAS A WAY ON APP TO NOTIFY IF BUS WAS NOT RUNNING OR HAD BROKEN DOWN SO COULD MAKE ALTERNATIVE ARRANGEMENTS SO NOT LATE TO WORK	Mobile App Complaint/Positive Feedback
I AM VERY PLEASED & GRATEFUL FOR PCTS-YOU ALL DO A GREAT JOB-BEST TRANSIT SYSTEM-LESS CONGESTION THANKS	Positive Feedback
THANK YOU FOR PROVIDING FREE TRANSPORTATION I AM A SINGLE MOTHER WITH TWO DAUGHTERS AND IT HELPS ME A LOT OF TRANSPORTATION THANKS	Positive Feedback
EXCELENT SERVICE-THIS IS ONE OF THE REASON WE COME EACH YEAR TO PARK CITY-IT'S BUS SERVICE	Positive Feedback
GOOD SERVICE. THANK YOU	Positive Feedback
THE BUSES ARE GREAT-THE TRANSIT SYSTEM HAS COME A LONG WAY IN THE 7 YEARS THAT I HAVE BEEN A PATRON-I'M A BIG FAN OF ALL OF THE IMPROVEMENTS	Positive Feedback
PARK CITY BUS IS SO HELPFUL AND ALL THE DRIVERS IS SO KIND	Positive Feedback
IT WAS A LIKE TO ANSWER THIS QUESTIONS THANKS	Positive Feedback
NO IS OK I'M SO GREATFUL FOR THESE BUSES TO TAKE ME TO AND FROM WORK-APPRECIATE IT ALOT-GREAT JOB	Positive Feedback
WORKING IN PARK CITY JUST FOR THE WINTER SEASONS-THANK YOU ALL FOR YOUR WONDERFUL SERVICE	Positive Feedback
I LIKE HOW IT IS FREE-I LIKE HOW IT IS EASY TO USE	Positive Feedback
YOU ARE PROVIDING A GREAT SERVC-AS A TEACHER I NEED TO BE AT SCHOOL BEFORE 7;45-WINTER SEASON SCHEDULE IS GREAT	Positive Feedback
GOOD DRIVERS-THEY ARE SO KIND-GOOD SERVICE	Positive Feedback
I DO ENJOY RIDING THESE BUSES I HAVE MET SOME WONDERFUL DRIVERS IT WAS A GREAT EXPERIENCE	Positive Feedback
CAME TO VISIT FRIENDS IN SUMMIT PARK LOVE THE SERVICE SHE DROPS ME OFF ON WAY TO WORK AT 890 SKI FOR THE DAY	Positive Feedback
LIKE THE AVAILABILITY OF BUSES	Positive Feedback
YOU HAVE FRIENDLY AND PROFESSIONAL DRIVERS	Positive Feedback
LOVE THE BUS SYSTEM IN PARK CITY	Positive Feedback
GREAT SERVICE	Positive Feedback
I ENJOY THE GOOD BUS SERVICE	Positive Feedback
I APPRECIATE THE PC TRANSIT SERVICE	Positive Feedback
FIRST TIME VISITOR TO PC LOVE THE BUS SYSTEM MEANS I DID NOT RENT A CAR-I MEET PEOPLE MORE ECO FRIENDLY APPRECIATE THE BUS SERVICE	Positive Feedback
APPRECIATE THE SERVICE ESPECIALLY ON SNOWY DAYS	Positive Feedback
LOVE THE BUS SYSTEM	Positive Feedback
GREAT EXPERIENCE	Positive Feedback

EXCELLENT SERVICE-GREAT GREEN DISCIPLINE WITH BUSES	Positive Feedback
IT IS VERY HELPFUL HAVING FREE PUBLIC TRANSPORTATION-THANK YOU	Positive Feedback
IT'S VERY USEFULL THAT THE RIDES ARE FREE-ESPECIALLY FOR PEOPLE LIKE ME WHO TAKE 3 BUSES EVERY DAY TO GET TO WORK-SO THANK YOU	Positive Feedback
DIAL N RIDE & DO THE ADMINIST PEOPLE (CASEY) DO A FANTASTIC JOB THEY ALL ANSWER ANY QUESTIONS & ADDRESS MY NEEDS. BEST BUS DRIVERS DO THEM ARE PLEASANT DO SAME.	Positive Feedback
GREAT SERVICE-MAPS ARE CLEAR	Positive Feedback
AWESOME PULBIC TRANSPORTATION & IT'S FREE	Positive Feedback
I CURRENTLY LIVE IN CHICAGO & AM VERY IMPRESSED WITH THE CLEANLINES & TIMELINESS AND COMFORT OF PARK CITY TRANSIT AND WAS VERY SURPRISED THAT IT IS FREE	Positive Feedback
NOT REALLY AT THIS TIME-BEING A NEW RIDER I AM TOO MUCH OF A NEWPLYTE TO COGENTLY COMMENT	Positive Feedback
MY NAME IS TIMOTHY JAMES VAUGHN I AM FROM SAN ANTONIO TX I APPRECIATE YOU METRO SERVICE	Positive Feedback
WE HAVE THOROUGHLY ENJOYED USING THE BUS SYSTEM-DRIVERS ARE EXTREMELY COURTEOUS & FREINDLY	Positive Feedback
GREAT JOB-THANK YOU	Positive Feedback
THANK YOU FOR THE MANY YEAR OF GREAT SERVICE	Positive Feedback
THANKS SO MUCH FOR A GREAT RIDE	Positive Feedback
LOVE THE WEBSTER/THAYNES	Positive Feedback
USES ARE AWESOME	Positive Feedback
THIS IS A GREAT SERVICE	Positive Feedback
EXCELLENT SERVICE UNPARALLED ELSEWHERE	Positive Feedback
DRIVERS ARE FANTASTIC & VERY HELPFULL	Positive Feedback
LOVE THE BUSES AND THE COURTEOUS DRIVERS	Positive Feedback
EXCELLENT SERVICE	Positive Feedback
FAST FRIENDLY SERVICE-EASY TO GET AROUND	Positive Feedback
LOVE THE APP-BEAVER CREEK CO TRANSIT HAS SKI RACKS IN BACK OF SHUTTLE & YOU CAN CALL A SHUTTLE TO AN ADDRESS FROM THE APP W/ETA FEEDBACK	Positive Feedback
ALL SEEMS GOOD	Positive Feedback
GREAT BUS SERVICE-HAVE BEEN COMING HERE FOR YEARS	Positive Feedback
I AM BLOWN AWAY BY THE QUALITY OF YOUR TRANSIT SYSTEM-YOU ARE A ROLE MODEL TO OTHER MUNICIPALITIES. THANK YOU STORAGE FOR SKI GEAR	Positive Feedback
LOVE THE FREE BUSES-IT'S WHY WE DIDN'T RENT A CAR-DRIVERS ARE GREAT	Positive Feedback
IT IS REALLY GREAT THAT THE #10 IS ELECTRIC-IT DRIVES GREAT & IS SO GREAT FOR THE ENVIRONMENT	Positive Feedback
SERVICES SEEM PRETTY GOOD NOT AWARE OF COST OR WHERE THE \$ COMES FROM TO SUPPORT	Positive Feedback
I WANT CONGRATULATE THE BUSES-IT'S ALWAYS BEEN AN	Positive Feedback

EXCELLENT SERVICE IN ALL WAYS	
EXCELLENT SERVICE	Positive Feedback
THIS IS OUR FIRST EXPERIENCE WITH PC TRANSIT VISITING FOR SPRING BREAK FAMILY VACATION & WE ARE SUPER IMPRESSED AT EASE OF THE SYSTEM	Positive Feedback
LOVE THE SERVICE-HAS MADE OUR VACATION VERY ENJOYABLE	Positive Feedback
GREAT BUS SERVICE VERY CONVENIENT FOR SKIERS	Positive Feedback
OVERALL EXCELLENT SERVICE JUST WISH YOU WENT TO A FEW MORE AREAS	Positive Feedback
THE CURRENT SERVICE TO KIMBALL JCT ROCKS KEEP UP THE GREAT WORK	Positive Feedback
THANKS	Positive Feedback
FOR ME YOUR TRANSPORT SERVICE IS VERY GOOD THANK YOU	Positive Feedback
I LOVE THE APP VERY USEFUL	Positive Feedback
THANK YOU VERY MUCH FOR THIS AMAZING SERVICE-IT MADE MY TIME HERE MUCH BETTER DON'T CLOSE ST MARY'S STOP DURING SUNDANCE PLEASE-I GOT STRANDED	Positive Feedback
REALLY NICE CLEAN TROLLEY THANK YOU	Positive Feedback
GOOD TRATS OF THE DRIVERS. ALWAYS DISPISTOR TO HELP	Positive Feedback
NO THANK YOU	Positive Feedback
GOOD SERVICE	Positive Feedback
GREAT BUS	Positive Feedback
VERY HELPFUL-CONVENIENT TRANSPORTING TO PLACES THANK YOU PARK CITY TRANSIT-GREAT WINTER	Positive Feedback
KEEP PARK CITY TRANSIT OPERATION THIS IS VERY USEFUL	Positive Feedback
EXCELLENT SERVICE THANK YOU	Positive Feedback
THE BUS IS GREAT	Positive Feedback
LOVE THE SERVICE	Positive Feedback
NOPE BUS IS FREE SO NO COMPLAIN	Positive Feedback
LOVE THE LIME BUS!	Positive Feedback
LIME ROUTE GREAT! USED IT 95% OF WINTER ONLY 5% CAR	Positive Feedback
WE LOVE IT!	Positive Feedback
VERY USEFUL SERVICE	Positive Feedback
THANKS FOR ALL	Positive Feedback
I LOVE YOUR SERVICE THANK YOU SO MUCH!	Positive Feedback
GREAT SERVICE! THANK YOU!	Positive Feedback
KEEP UP THE GREAT WORK	Positive Feedback
THANK YOU FOR THE SERVICE!	Positive Feedback
THIS BUS SERVICE IS GREAT AND MAKES THE TOWN VERY ACCESABLE	Positive Feedback
GREAT SERVICE SO FAR!	Positive Feedback
GREAT BUS SERVICE GREAT EMPLOYEES	Positive Feedback
GREAT JOB! EASY REALIBEBLE & DRIVERS VERY FRIENDLY.LEFT BACKPACK ON THE BUS & GET IT BACK THE NEXT DAY	Positive Feedback
LOVE THAT IT IS FREE	Positive Feedback
ALL GOOD	Positive Feedback

NO	Positive Feedback
GREAT SERVICE!	Positive Feedback
BUS SERVICE HAS BEEN EXCELLENT. FAST FRIENDLY SERVICE	Positive Feedback
LOVE IT	Positive Feedback
GOOD SERVICE	Positive Feedback
KUDOS TO PARK CITY LOCAL GOVERNMENT FOR MAKING THIS FREE TRANSPORTATION FOR EVERYONE ITS A BIG HELP	Positive Feedback
YOU USE TO HAVE DIRECT RIDE TO TRANSIT FORM PROSPECTOR SQ ON A LINE BUS.THAT WAS GREAT FOR WORKERS WHO NEED TO TRANSFER AT P.C. TRANSIT CENTER	Positive Feedback
THE BUS DRIVERS ARE REALLY NICE. THEY ARE VERY PATIENT	Positive Feedback
NO BUS DRIVER ARE REALLY NICE	Positive Feedback
VERY GREAT SYSTEM	Positive Feedback
WE LOVE THE BUSES-KEEP THEM GOING!	Positive Feedback
BEST BUS SERVICE I HAVE TAKEN IN ANY CITY! I LIVE IN BOSTON I TAKE PUBLIC TRANSIT FREQUENTLY AND THIS IS MUCH BETTER!	Positive Feedback
LOVE ALL THE PUBLIC TRANSIT SYSTEM IN PARK CITY	Positive Feedback
BUS DRIVER WAS FRIENDLY	Positive Feedback
LOVE TROLLEY	Positive Feedback
YOU GUYS ARE AWESOME DRIVES SHOULD BE ALLOWED TO ACCEPT TIPS (NOT DONATIONS ONLY)	Positive Feedback
NO PROBLEM	Positive Feedback
I CAN'T SAY ENOUGH GOOD THINGS ABOUT PC TRANSIT.I RIDE THE BUS MULTIPLE TIMES PER WEEK THROUGHOUT THE YEAR.AS A FULL TIME RESIDENT.I ENCOURAGE OTHER LOCALS TO DO THE SAME. THX KEEP UP THE GREAT WORK!	Positive Feedback
IT'S GREAT!	Positive Feedback
MEGASTA TO USE THE TRANSPORTATION IS VERY COMMON	Positive Feedback
BUS EMPLOYEES INTO TOWN	Positive Feedback
GOOD SERVICE OVER ALL!!	Positive Feedback
THANKS FOR THE GREAT BUS SERVICE	Positive Feedback
VERY USEFUL-THE CHOFEVRE ARE VERY (?) I LOVE PARK CITY	Positive Feedback
THANK YOU	Positive Feedback
EXC SERVICE	Positive Feedback
THE YELLOW BUS SERVICE IS EXCELLENT. BUS DRIVERS ARE REALLY NICE!! ALSO USE THE RED BUS AND IT'S NEVER BEEN ON TIME DURING THE WHOLE SEASON	Positive Feedback
THE TRANSPORTATION SERVIAO IS VERY GOOD, IT ALWAYS COMES IN TIME, LOCAL EASY MASSAGE OUR VISAYE AND THE DRIVERS / THEY ARE ALWAYS VERY AMAGIES	Positive Feedback
MUY BUENOS	Positive Feedback
I AM GREATFUL FOR THE KAMAS COMUTOR IT ENABLES ME TO TAKE MORE WORK IN KAMAS	Positive Feedback
THIS BUS SERVICE IS THE BEST	Positive Feedback
WILL MISS THE YELLOW BUS AFTER 4/7/19; IT IS ALWAYS ON TIME	Positive Feedback
ALL IN ALL I'M VERY GRATEFULE FOR THE BUS SYSTEM	Positive Feedback

SERVICE IS GREAT,KEEP THE GOOD WORK!MAYBE YOU SHOULD PUT A BUS ONLY FOR SKIERS/SNOWBARDERS AS THEY SOMETIMES MAKE THE SERVICE SLOWER AND BOTHERS SOME PEOPLE WITH ALL THEIR EQUIPMENT	Positive Feedback
EXCELLENT TRANSPORTATION TOO	Positive Feedback
SO NICE TO HAVE A FREE SHUTTLE TO GET A ROUND. GREAT PARK OF VISITING	Positive Feedback
THIS BUS SYSTEM RODES IT IS THE GREATEST YOU CAN NOT IMPROVE IT	Positive Feedback
NO IMPROVEMENT NEEDED	Positive Feedback
APPRECIATE THE SERVICE/NO COST KEEPS MY CAR AFFORD	Positive Feedback
VERY CONVENIENT	Positive Feedback
KEEP UP THE GOOD WORK!	Positive Feedback
SUPPER CONVENIENT	Positive Feedback
GREAT PROGRAM FRIENDLY DRIVERS	Positive Feedback
LOVE THE FREE BUS!	Positive Feedback
THIS IS AN AMAZING SERVICE THANK YOU SO MUCH!	Positive Feedback
LOVE THE BUS	Positive Feedback
THANKS FOR THE RIDES	Positive Feedback
VERY GOOD	Positive Feedback
PARKING AND TRAFFIC IS SO POOR IN PC HAVE TO TAKE BUS TRANSIT	Positive Feedback
SO FAR SO GOOD! DRIVER WAS VERY NICE AND HELPFUL	Positive Feedback
PC TRANSIT IS THE BEST PUBLIC (AND FREE) TRANSIT SYSTEM I"VE EVER RIDDEN-CLEAN-ORGANIZED EFFECIENT-THANKS UTA	Positive Feedback
THANK YOU FOR YOUR SERVICE	Positive Feedback
NOT AT THE MOMENT	Positive Feedback
THIS IS MY FIRST TIME IN PARK CITY-I THINK THERE IS THE COOLEST PLACE BECAUSE OF THE FREE BUS RIDE-THIS BUS HAS REALLY MAKE ME ALOT OF SAVINGS-THANK YOU	Positive Feedback
12 FROM PC 9AM TO PC	Positive Feedback
I AM SATISFIED WITH PARK CITY BUS	Positive Feedback
I LIKE AND USE THE BUS VERY MUCH	Positive Feedback
THE BUS IS A LIFE SAVER IT ALLOWS ME TO GO MOST PLACES WHERE I WOULDN'T BE ABLE TO WALK TO	Positive Feedback
I LOVE WORKING IN PARK CITY	Positive Feedback
THANK YOU FOR THE BUS SERVICE	Positive Feedback
IT IS A GOOD SERVICE	Positive Feedback
I HAD AN EXCEPTIONAL EXPERIENCE HERE WITH THE TRANSIT SYSTEM-KEVIN-JAVIER & MURDOUGH WERE VERY SKILLED DRIVERS AS WELL AS JUST VERY KIND PEOPLE-THANK YOU	Positive Feedback
AS A VISITOR HAVING THE TRANSIT SYSTEM IS GREAT FOR GETTING AROUND	Positive Feedback
ENJOY THE BUS SERVICE-BUS DRIVERS WITH RARE EXCEPTION ARE COURTEOUS & HELPFUL	Positive Feedback
LOVE THE SERVICE KINKS BUT ITS FREE WHICH MAKES IT BETTER	Positive Feedback



THAN DRIVING & ULTRA CONVENIENT WHEN CAR IS BROKEN/IN SHOP	
VERY HELPFUL TO PEOPLE WITH LIMITED MOBILITY	Positive Feedback
TODE WELL	Positive Feedback
GREAT BUS SERVICE	Positive Feedback
LOVE THE BUS CLEAN-FREINDLY DRIVERS-FREQUENT TIMES-NEVER WAITING LONG	Positive Feedback
ALWAYS GOOD SERVICE	Positive Feedback
LOVE THE BUS-THANK YOU	Positive Feedback
LOVE YOUR SERVICE WE ARE FROM SCOTSDALE	Positive Feedback
WE LOVE THE BUSES-WE USE THEM MORE IN THE WINTER (14-20/WK) BUT PLEASE KEEP UP THE SUMMER WYATT EARP RED BUS	Positive Feedback
THE BUSES ARE GREAT BUT I'M A BIT SAD WITH THE NEW 7 PINK ROUTE	Positive Feedback
BEST PUBLIC BUS I HAVE EVER EXPERIENCED-THANK YOU BUS DRIVERS	Positive Feedback
I'M SATISFIED WITH BUSES	Positive Feedback
VISITOR-LOVE THE BUS	Positive Feedback
I APPRECIATE FREE BUSES IN PARK CITY-DRIVERS ARE ALWAYS NICE	Positive Feedback
VERY GOOD TRANSPORTATION SYSTEM	Positive Feedback
ENJOY USING THIS FANTASTIC SYSTEM GREAT DRIVERS	Positive Feedback
LOVE THE PUBLIC TRANSIT-IT WAS PART OF THE REASON WE BOUGHT OUR PROPERTY	Positive Feedback
GREAT SERVICE	Positive Feedback
FOUND THIS TRIP EASY TO TAKE-LOOKED AT MAP & BUS CAME QUICKLY	Positive Feedback
THIS WAS A VERY WELL THOUGHT OUT SURVEY. THANKS	Positive Feedback
GREAT JOB PC	Positive Feedback
WE LOVE YOUR FREE BUS SERVICE AND FRIENDLY HELPFUL DRIVERS	Positive Feedback
YOU DISCONTINUED SHUTTLE FROM HOME YARD-HARDSHIP FOR MAIN ST EMPLOYEES	Positive Feedback
IT'S AMAZING YOU PROVIDE RIDING THE BUS AS COMPLIMENTARY	Positive Feedback
GOOD SERVICE REALLY APPRECIATE FOR THIS	Positive Feedback
LOVELY STAFF GREAT SERVICE	Positive Feedback
NOPE-EVERYTHINGS GOOD	Positive Feedback
PC HAS BEST PUBLIC TRANSIT THAT I HAVE USED	Positive Feedback
GREAT WORK	Positive Feedback
PC TRANSIT IS AMAZING AND VERY EFFICIENT	Positive Feedback
LOVE THE BUS SERVICE-SO EASY OUR KIDS RIDE A LOT WHEN THEY DON'T WANT TO HIKE BACK UP-WISH OUR DOG COULD RIDE	Positive Feedback
VERY HELPFUL	Positive Feedback
1ST TIME TO PARK CITY-BUS WAS GREAT	Positive Feedback
VERY NICE	Positive Feedback
IT'S REALLY NICE THAT THE RIDES ARE FREE AND THE BUS HAS BEEN CLEAN	Positive Feedback
VERY FRIENDLY SERVICE THANK YOU	Positive Feedback

THANK YOU LOVELY SERVICE	Positive Feedback
WE ARE TOURIST AND HAVE BEEN VERY HAPPY WITH THE BUS-FREE FREQUENT AND FRIENDLY DRIVERS	Positive Feedback
THIE BUS IS VERY USEFUL AND THE DRIVERS ARE VERY FRIENDLY	Positive Feedback
BUS RIDES ARE ALWAYS COMFORTABLE DRIVERS ARE MOSTLY HELPFUL/FRIENDLY	Positive Feedback
POLISH T-1 SUMMER VISITOR-ENJOYING PC PALO WC TRANSPORT	Positive Feedback
NO-GREAT SERVICE	Positive Feedback
ENJOY RIDING AND MEETING PEOPLE	Positive Feedback
I LOVE THE TRANSIT SERVICE-VERY COMFORTABLE THERE IS NO REASON FOR BAD COMMENT-THANK YOU TRANSIT SERVICE	Positive Feedback
THANK FOR FREE RIDE-NEVER SAW SOMETHING LIKE THIS	Positive Feedback
EXCELLENT SERVICE-I AM FROM INDIA I LOVE THE WAY IT DELIVER THE BUSES-THANK YOU	Positive Feedback
THANKS-	Positive Feedback
I USE THE BUS INFREQUENTLY AS A MTN BIKE SHUTTLE	Positive Feedback
I LIKE THAT IS A FREE TRANSPORTATION 8	Positive Feedback
YOUR BUS SERVICE WAS CONVENIENT & EASY TO USE-THE DRIVERS WERE FRIENDLY AND HELPFUL	Positive Feedback
TANK YOU FOR THE FREE TRANSPORTATION	Positive Feedback
9 PUR-IS CRITICAL FOR MDV ASSOCIATES & AVID BIKERS	Positive Feedback
PARK CITY IS GOOD PLACE TO MAKE A FUN (?) YOUR FREE TIME- EXACTLY BECAUSE OUR IS QUITE OFTEN	Positive Feedback
THANK YOU FOR OPPORTUNITY TO USE PUBLIC TRANSPORTATION FOR FREE-IT WOULD BE MORE USEFULL IF LINE NUMBER 0 WOULD RIDE LATER ALSO BECAUSE A LOT OF PEOPLE ARE WORKING IN VALLEY	Positive Feedback
I AM VERY SATISFIED	Positive Feedback
THANKS FOR THE SURVEY	Positive Feedback
HAVE ENJOYED FREE BUS SERVICE-VERY EASY TO USE	Positive Feedback
LOVE THE BUS SERVICE-DRIVERS ARE ALWAYS INCREDIBLY FRIENDLY	Positive Feedback
LOVE THAT IT'S FREE	Positive Feedback
KEEP UP THE GOOD WORK	Positive Feedback
THANK YOU FOR YOUR FREE SERVICE-PC TRANSIT	Positive Feedback
PLEASE CONTINUE WITH THE BUS TO/FROM KAMAS-THE BUS IS A LIFESAVER FOR ME ESP IN THE WINTER-I WILL BE WORKING AT THE HOSPITAL SOON SO PLEASE CONTINUE THIS SERVICE-	Positive Feedback
WE LOVE PARK CITY TROLLYE-IT'S BEEN A HIGHLIGHT EVERY YR WE'VE COME (MORE THAN 25+ YRS NOW)	Positive Feedback
GREAT RIDE	Positive Feedback
LOVE THE TROLLEY DRIVERS	Positive Feedback
VERY NICE. THANK YOU	Positive Feedback
AWESOME TROLLYE	Positive Feedback
NICE PLACE-BEAUTIFUL	Positive Feedback
GREAT SERVICE FOR VISITORS	Positive Feedback
PARK CITY TRANSIT IS AMAZING-HI PARKER	Positive Feedback

GREAT TROLLEY	Positive Feedback
WE LOVE THE BUS SERVICE-ANY PLANS FOR SERVICE TO QUINN JCT OR SILVER CREEK COMMONS	Positive Feedback
GREAT SERVICE ESPECIALLY THAT ITS FREE	Positive Feedback
THANK YOU SO MUCH FOR ALL YOUR HARDWORK AND QUALITY SERVICE	Positive Feedback
VERY CONVENIENT SERVICE HAPPY TO USE THE BUS SO I DON'T HAVE TO FIND PARKING IN OLD TOWN	Positive Feedback
AWESOME SERVICE	Positive Feedback
VERY COMFORTABLE AND WE AVOIDED ALL THE PARKING HEADACHES	Positive Feedback
THANK YOU FOR YOUR SERVICE-LOVE YOU	Positive Feedback
EXCELLENT	Positive Feedback
GO VERY GOOD TIME	Positive Feedback
GOOD JOB	Positive Feedback
REALLY NICE-GREAT RIDE	Positive Feedback
LOVE FREE FOR US TOO MANY CARS IN PC	Positive Feedback
LOVE IT-BEEN RIDING FOR OVER 25 YEARS-PLEASE BRING BACK EXTERIOR SKI HOLDERS IN WINTER	Positive Feedback
WE LOVE THE BUS IT'S EASY AND FREE	Positive Feedback
GREAT DRIVERS	Positive Feedback
YOU ARE DOING A GREAT JOB GETTING PEOPLE AROUND	Positive Feedback
THANK YOU FOR THE FREE RIDES WHEN I NEED THEM	Positive Feedback
THANKS-MORE ELECTRIC BUSES	Positive Feedback
NICE SERVICE-GREAT DRIVERS	Positive Feedback
LOVE THE BUS SERVICE	Positive Feedback
MOSTLY USE IT FOR BIKING I THINK THE ABILITY TO USE BTHE BUS AS A SHUTTLE FOR ME MAKES PC SPECIAL	Positive Feedback
NONE SO FAR-GLAD THERE'S A CITY BUS AROUND TOWN-MAKES ME HELP TO SAVE MONEY RATHER THAN TAKING UBER/LYFT	Positive Feedback
THANK YOU ONLY FOR THE SERVICE IS VERY USEFUL THANKS	Positive Feedback
THANK YOU FOR THE SAFE TRAVEL-GOD BLESS YOU ALL	Positive Feedback
I TAKE THE BUS ALL THE TIME SO I DON'T HAVE TO PAY FOR PARKING	Positive Feedback
THANK YOU BUS DRIVERS	Positive Feedback
GREAT BUS SERVICE THANK YOU SO MUCH	Positive Feedback
THANKS FOR TAKING ME & MY BIKE UP	Positive Feedback
THIS BUS IS VERY HELPFUL AND CONVENIENT PLUS A FREE RIDE	Positive Feedback
EARLIER BUS SERVICE-I JUST WANNA THANK AND APPRECIATED FINE BUS DRIVERS OF PINK BUS BECAUSE THEY STOP WHEN I NEEDED A RIDE SO EARLY IN THE MORNING	Positive Feedback
YA GUYS ARE AWESOME FOR HAVING A FREE BUS	Positive Feedback
I LOVE THE FREE BUS SYSTEM	Positive Feedback
GREAT FREE PUBLIC SERVICE-MOST BUS DRIVERS ARE VERY PATIENT WITH MY QUESTIONS AND PROVIDE THE INFO I NEED-THANK YOU	Positive Feedback
LOVE IT-USE IT ALL THE TIME-DRIVERS HAVE BEEN GREAT	Positive Feedback

BUS IS SUPER CONVENIENT-NO EXPENSIVE PARKING DOWNTOWN- LOVE THAT ITS ELECTRIC	Positive Feedback
I LOVE PARK CITY TRANSIT ONLY THING YOU DON'T HAVE IS LATE BUS-THANK YOU	Positive Feedback
VERY CLEAN & CONVENIENT	Positive Feedback
YOUR SERVICE ARE GOOD FOR THE FIRST TIME I SEE GOOD AND WELL ORGANIZED BUS SERVICES	Positive Feedback
VERY GRATEFUL FOR PC TRANSIT	Positive Feedback
EASY BUS DRIVERS HAVE BEEN VERY HELPFUL TO GET TO CORRECT BUS-CONFUSING WHICH BUS LINE TO USE BECAUSE THERE ARE SO MANY	Positive Feedback
GREAT SERVICE-I LOVE THE E-BASES A FEW MORE BIKE SPOTS WOULD BE GREAT-THANK YOU	Positive Feedback
THANK YOU FOR OFFERING FREE MTN BIKE SERVICE IT IS AWESOME AND I REALLY APPRECIATE IT	Positive Feedback
LOVE THE BUS SYSTEM-I HAVE USED IT FOR 18 YEARS I VERY MUCH APPRECIATE IT-ESPECIALLY THE ELECTRIC THAT RUNS EVERY 10 MINUTES	Positive Feedback
I LIKE THE BUS SYSTEM IN GENERAL-ITS FAST AND COVERS A LIRAITY OF AREAS BUT IT WOULD BE NICE TO HAVE A BUS STOP BY THE SUN PENCK CLUB HOUSE	Positive Feedback
KEEP EMPROVING WE ARE GRATEFUL	Positive Feedback
LIKE THE SERVICE	Positive Feedback
THANK YOU FOR THE FREE RIDES-VERY HELPFUL	Positive Feedback
PLEASE INVEST IN THIS FREE ENVIRONMENTALLY FRIENDLY SERVICE-I'M HAPPY TO BE TAXED FOR IT	Positive Feedback
LOVE #10	Positive Feedback
I HATE TRAFFIC & DIFFICULT PARKING SO THIS IS A REALLY NICE OPTION	Positive Feedback
I LOVE PC WHAT DO WE NEED TO MAKE IT RIGHT	Positive Feedback
IT'S GOOD.NO COMPLAINTS	Positive Feedback
IF THANK YOU-FOR PROVIDING THIS SERVICE FREE-IT IS VERY USEFUL GRASIAS	Positive Feedback
THANK YOU VERY MUCH FOR THIS SURVEY AND ASKING. I APPRECIATE THAT IT IS FREE. IF THE BUS WAS MORE FREQUENT I WOULD USE IT MORE OFTEN	Positive Feedback/Frequency
WE LOVE THE BUS-DRIVERS ARE NICE SOMETIMES LATE OR EARLY WHICH CAUSES ISSUES FOR US W/KIDS	Positive Feedback/Reliability
BROWN BUS SCHEDULE IS OFTEN LATE BUT THE PUBLIC TRANSPORTATION IS STILL GREAT AND SUPER USEFUL	Positive Feedback/Reliability
EXCELLENT SERVICE-I WOULD LIKE THE 'OLD' BROWN TO SESUME ASKING BACK FOR THE 7 PINK TO GO TO SILVER LARK IT BETTER.	Positive Feedback/Service Change Request
THANK FOR THE BUS SERVICE	Positive Feedback/Service Change Request
THE BUS NUMBER 2 (RED) WORK VERY BAD EVERYTIME IS LATE	Reliability
THE PINK SCHEDULE IS TERRIBLE-IT DOESN"T LINE UP WITH	Reliability

ANYTHING.I'M REGULARLY WAITING 20-30 MINS FOR A BUS AFTER THE PINK OR THE PINK ITSELF	
JUST TRY TO BE ON TIME AND FOR GODS SAKE STOP SKIPPING ROUTE TIME (THE BUS DOES NOT SHOW FOR ONE OF ITS SCHEDULED TIMES)	Reliability
THE RED ALWAYS IS LATE	Reliability
ADD ANOTHER BUS TO THE RED ITS ALWAYS RUNNING BEHIND	Reliability
TOO MANY CLOSE BUS STOPS-EG LIQUER STORE TO POLICE STATION AND PROSPECTOR & PARK AVE LESS STOPS COULD IMPROVE SPEED	Reliability
SERVICE IS VERY GOOD IN THE MORNING FOR GETTING FROM FRESH MARKET TO PC CONNECT-BETTER COMMUNICATION ON BAD WEATHER DAYS ABOUT BUSES RUNNING LATE DAYS AND LIVE BOARD ON STOP	Reliability
THE RED BUS SOMETIMES IS NOT ON TIME IT COMES EARLY	Reliability
THE RED LINE HAS UNRELIABLE SCHEDULES	Reliability
6 LIME FREQUENCY IS LATE	Reliability
9 PURPLE IS A GREAT SERVICE KIND AND ON TIME-10 WHITE IS GOOD-FREQUENT-6 LIME IS FRECUENTLY LATE	Reliability
PLEASE MAKE THE SCHEDULE MORE CONSISTENT FOR LIME IN THE AFTERNOON IT IS PRETTY MUCH ALWAYS LATE	Reliability
BUSES TYPICALLY RUNNING LATE IN AFTERNOON LIME ROUTE PARTICULARLY INCONSISTENT AT THAT TIME	Reliability
DRIVERS SHOULD USE BUS LANE TO MERGE INTO TRAFFIC LANE WHEN LEAVING A STOP-IT WOULD HELP THEM STAY ON SCHEDULE MORE EASILY-SOME DRIVERS SET UNTIL THERS NO TRAFFIC	Reliability
JUST WANT MORE RELIABLE SERVICE-LATELY IT HAS IMPROVED BUT I WORK AT PC AND MISS THE CONNECT	Reliability
ARRIVAL TIME FOR EVERY BUS AT EACH BUS STOP	Reliability
RED ALWAYS LATE	Reliability
THE RED BUS SUCKS EVERYDAY WHEN THE SKI RESORTS CLOSE IT ALSO DOES NOT PASS 711	Reliability
DON'T CHANGE BUS STOP FOR PC HS ON SUND?? MISSED BUS AND WAS LATE TO WORK SEVERAL TIMES CAUSE BUS DIDNT GO TO THE CORRECT PLACES	Reliability
LIKE GREEN BUS ROUTE ALSO USE THE DV BUS AND ALL SEEM TO COME 1-2-3 IN A ROW & THEN LOOOONG WAIT. WATCH IT GO UP WAIT FOR IT COME BACK AROUND. DOES GREEN BUS NEED TO GO TO DEER VALLEY?	Reliability
IN THE AFTERNOON 1 RED SOMETIME DON'T COME ON TIME	Reliability
SOMETIME THE ONE RED DOESN'T RUN ON TIME	Reliability
RUN MORE ON TIME GETTING TO THE POSTED STOPS	Reliability
WAITED FOREVER 30 PLUS MINUTES AT THE TOWN LIFT PARK AVE STOP FOR A RED BUS COULD OF ??	Reliability
THE TROLLEY SOMETIMES DOESN'T SHOW UP AND ALWAYS STOP WORKING BEFORE ITS SUPPOSE (11 PM)	Reliability

TIME ON BUS STOP OF ARRIVAL	Reliability
STOP AT SILVER STAR. BUSES NEED TO RUN ON TIME	Reliability
6 LIME FREQUENTLY DELAYS	Reliability
THE RED LINE HAS BEEN CONSISTENTLY LATE DURING MY 3 WEEKS IN PARK CITY	Reliability
RUN ON TIME ALWAYS-DON'T BE EARLY	Reliability
PLEASE FIX THE TIMES BECAUSE I TAKE THE BUS TO SCHOOL & TAKING PC TRANSIT IS NICE & BETTER-PLEASE FIX THE 7 TIME TO BACK INTO TOWN EVEN FRESH MARKET AT LEAST-PINK	Reliability
USED TO USE BLUE BUS A LOT IN WINTER-LAST FEW YEARS ITS NEVER ON TIME-HAVE WAITED >1 HR-TODAY ORANGE BUS 5 MIN LATE ON 1ST RUN	Reliability
10 NO RESPECTING THE SCHEDULE	Reliability
WHITE EXPRESS ON 6/26 WE GOT OFF THE BUS AT THE TRANSIT CENTER NEAR WALMART HOPING TO CATCH THE LIME BUS WHICH WAS IN THE PARKING LOT BUT THE LIME LEFT-IF A BUS ARRIVES AT THE TRANSIT CENTER GIVE PASSENGERS TIME TO TRANSFER OR MAKE SURE NONE OF THEM WANT TO TRANSFER	Reliability
BUSES DON'T RESPECT THE SCHEDULES	Reliability
PLEASE IMPROVE THE APP & BEING ON TIME-THE BUS DRIVERS ARE ALWAYS FRIENDLY I LIKE THAT-INCREASE BUSES DURING PEAK TIMES SO THEY STAY ON SCHEDULE	Reliability/Mobile App Complaint
IF YOU CAN LIKE THE APPLICATION PLACING THE TEMPO ENQUE IN TEMPO (DONE E MINUTES) ?? THE SIERENTE BUS E DEOR ARRIVED 11:23 11:48 NOT IN ????	Reliability/Mobile App Complaint
WISH THE WHITE WAS MORE RELIABLE & ACTUALLY WAS EVERY 10-15 MINUTES-THE LIME HAS BEEN GREAT ADDITION FOR COMMUTING TO WORK.	Reliability/Positive Feedback
GREAT SERVICE THANK YOU-THE DRIVERS ARE VERY FRIENDLY AND IS WONDERFUL TO SEE SO MANY WOMEN DRIVING-THE ONLY PROBLEM IS THE TIME TABLE OF THE RED LINE-IT'S NEVER ON TIME	Reliability/Positive Feedback
BUS IS GREAT!SOMETIMES SERVICE FROM PC MT LATE IN DAY (4PM)IS QUITE DELAYED.ALL DRIVERS ARE VERY FRIENDLY AND THE BUS IS SUCH A GOOD SERVICE	Reliability/Positive Feedback
STOP AT MANATORY STOPS TO STAY ON TIME-IE RAGUET CLUB A LOT OF RUN THROWS THIS WINTER	Reliability
MAKE BROCHURES AND TIME TABLES AVAILABLE WELL IN ADVANCE OF CHANGES	Service Change Request
TAKE OUT 1 18	Service Change Request
KEEP OUR RED BUS ROUTE TO WYATT EARP YEAR ROUND	Service Change Request
#7 PINK RTE SCHEDULE NEEDS IMPROVEMENT-CANYONS NEEDS OWN CIRCULATOR NOT #7 GOING INTO VILLAGE-THERE IS NOT ENOUGH SERVICE ALONG 224 IN THE CITY OR COUNTY-VAN DOORS ON COUNTY REDSTONE & WEST CIRCULATOR ARE HARD FOR PASSENGERS TO OPEN	Service Change Request
IT GETS BETTER EVERY YEAR BUT MORE TO GO-MAKE IT TWO BUSES	Service Change Request

FROM KIMBALL TO PV	
GOD SPEED ONE ADDITIONAL #10 EXPRESS PER HOUR	Service Change Request
SKI OR SOME PLAN WITH RESORTS FOR LOCKER DISCOUNTS FOR TRANSIT PATRONS	Service Change Request
FROM NEW PARKING LOT ON RT 80 PROVIDE ADDITIONAL TRANSIT OTHER THAN THE TWO STOPS AT CANYONS AND PARK CITY SKI BASE AREAS	Service Change Request
I WOULD LIKE A PURPLE TO RUN YEAR ROUND NOT ONLY SUMMER AND WINTER	Service Change Request
IMPROVE THE RED VATA THAT IS MORE COFFABLE THE HERA DE LA VATA	Service Change Request
AN EXPRESS ROUTE FROM KIMBALL JUNCTION TO CANYONS TO PARK CITY MIGHT BE MORE BENEFICIAL FOR A LOT OF WORKERS & VISITORS	Service Change Request
NEED MORE SERVICES ON THE 11 BLACK	Service Change Request
I NEED THE BUS RUTH TO GO TO 2011_PRADDINGTON DRIVE FOR BETTER SERVICE	Service Change Request
WE NEED THE RED ONE GO TO DEER VALLEY AGAIN AND NO MORE TO THE PC MOUNTAIN RESORT/LOST A LOT OF TIME GOING THERE	Service Change Request
DEER VALLEY LOOP ONLY BUS FROM TRANSIT TO DV SNOWPOINT, PARK MEADOWS NOT TO DV STOP @ TRANSIT CENTER OR NOT MAIN ST @ ALL AND LOOP MORE PARK MEADOWS SIDE STREETS	Service Change Request
DIRECT BUS TO DEER VALLEY SNOW PARK LOCATION I WOULD RIDE IT MORE	Service Change Request
FROM ECKER HILL/KIMBALL THERE ARE 2 ROUTES DIRECTLY TO CANYONS AND PCMR BUT ZERO TO DV. FIX THIS!	Service Change Request
PARKING IS TOUGH ON SAT & SUNDAYS/NOT WORKING SO GO IN LATE EXPRESS IS EASIER THAN SAT TIMES. I LIVE IN BEAR HOLLOW	Service Change Request
DIRECT ROUTES TO MAIN ST FROM EACH NEIGHBORHOOD-NO MORE ROUTES THAT GO ALL OVER TOWN	Service Change Request
YELLOW BUS ALL SEASON WINTER AND SUMMER	Service Change Request
IT WOULD BE AWESOME IF THE YELLOW RAN YEAR ROUND	Service Change Request
I THINK A LOT OF PEOPLE WOULD LOVE TO HAVE TRANSIT FROM HEBER TO PARK CITY!	Service Change Request
I WOULD LIKE 0 PURPLE TO RUN ALL YEAR ROUND	Service Change Request
MAKE A BUS & A BUS STOP THAT GOES TO SILVER CREEK-THAT WOULD BE VERY USEFUL	Service Change Request
YELLOW BUS YEAR ROUND	Service Change Request
MORE DIRECT ROUTES TO/BETWEEN MAIN TRANSPORTATION AREAS	Service Change Request
ONLY 6 LIME STOPS AT PEAKS HOTEL WHY NOT 10 WHITE OR AT LEAST MAKE PEAKS HOTEL BUS STOP ON EXPRESS ONE-THANK YOU	Service Change Request
I WISH WE COULD STILL USE PINK BUS FROM MAIN ST TO RED STONE INSTEAD OF SWITCHING BUSES	Service Change Request
CHANGE 7 PINK ROUTE BACK	Service Change Request
EASIER ROUTE TO CANYONS RESORT AREA FOR WORK MOBILITY	Service Change Request

ISSUES	
DON'T HAVE PINK GO TO CANYONS AND HAVE IT GO TO MAIN AGAIN-PLEASE	Service Change Request
MISS THE 2 GREEN NOT GOING TO DV AS WE FORMERLY PICKED IT UP @ PC MARC	Service Change Request
3 KINGS ROUTES NEED TO RUN IN BOTH DIRECTIONS	Service Change Request
YEAR ROUND YELLOW BUS-REGULAR BUS SERVICE TO (AFFORDABLE) HOUSING ON BONANZA	Service Change Request
PLEASE ADD BACK BUSES TO SALT LAKE CITY ON THE WEEKENDS	Service Change Request
THE BUS IS GREAT JUST NEED A CONECTION TO KIMBALL JUNCTION	Service Change Request
MORE BUS LIKE TWO WOULD BE BETTER	Service Change Request
ADD BUS TO PLUP AT BLACK ROCK RIDGE OFF 248 IN WASATUT	Service Change Request
I WOULD LIKE TO SEE A BUS TO SUMMIT PARK FROM KIMBALL JCT MAYBE RE-ROUTE ONE OF THE ELECTRIC ONES-WE DON'T NEED TWO	Service Change Request
JUST THE SCHEDULE STOPS THAT CONNECT WHERE I NEED TO GET HOME	Service Change Request
BUS TO GUARDSMAN PASS	Service Change Request
MORE SERVICES IN HIDEOUT AND TUAHYE	Service Change Request
WE ARE MOVING TO HIDEOUT AND WOULD LOVE AND USE THE BUS OFTEN IF IT WERE AVAILABLE	Service Change Request
ROUTE FOR HEBER WOULD BE WELL	Service Change Request
SILVER CREEK PICKUP	Service Change Request
NEED TO ALTER SCHEDULES FOR MAJOR EVENTS-EX MAKE NON-STOP KIMBALL TO PC DURING 4TH JULY-COULD USE NON STOP KIMBALL AS WELL AS NON-STOP EXPRESS CANYONS TO PC	Service Change Request
MAKE THE ROUTE BOTH WAYS RATHER THAN 1 BIG LOOP-SKI RACKS ON OUTSIDE OF BUS-APP IS FANTASTIC AND RELIABLE	Service Change Request/Bus Amenities Request
NEXT TIME YOU DO A SURVERY ASK A SOCIAL QUEST	Survey Feedback
NEED CLIP BOARDS FOR THE SURVEYS	Survey Feedback
IF THE SURVEY IS TAREN MEJOKAR THE SERVICE PARK DO YOU KNOW HOW DO YOU REGULATE THE IDENLIFIDOC? EJNICA RAENAL? HOW DOES NOT YOU DELERIE UNAPORL? THAT FREE COUNTRY	Survey Feedback
WHY DO YOU ASK ABOUT RACE AND INCOME-THAT IS NONE OF YOUR BUSINESS	Survey Feedback





## MEMORANDUM

**Date:** December 17, 2019  
**To:** Park City Transit Joint Transit Advisory Board  
**From:** Summit County and Park City Staff  
**Subject:** Title VI Program

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### **Discussion and Background:**

It is requested the Joint Transit Advisory Board receive an informational update presentation by Staff on Park City Municipal Corporation Transportation Department Title VI Program. Specifically, identify community organizations in order to conduct unsolicited outreach to encourage minority membership on non-elected committees and councils; as well as the Limited English Proficiency Plan (LEP) progress.

### **Fiscal Analysis:**

Minimal cost for translation service- \$0.63 per minute

### **Discussion:**

Recipients of federal funds that have transit-related, nonelected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must make efforts to encourage the participation of minorities on such committees. JTAB has been asked to identify community organizations to conduct this unsolicited outreach.

To date, the following for non-profits, community groups, and health and social service agencies organizations have been identified:

- Summit County Health Department
- People's Health Clinic
- Summit County Senior Affairs
- Summit County Board of Health
- American Red Cross
- CONNECT Summit County
- Summit County Clubhouse
- Park City Christian Center
- St. Mary's Catholic Church
- St. Luke's Episcopal Church
- Latinos in Action
- Summit County Aging Alliance
- Park City School District

Recipients of federal funds are required to take reasonable steps to provide meaningful access to Limited English Proficient (LEP) persons. In accordance with our LEP plan, Park City Transit has ensured all winter change day communications for the public have been translated in Spanish (LEP analysis concluded 9.9% of Park City's population speaks Spanish, of the 9.9%, 46.3% indicate they speak English "less than very well") . Recently Park City Transit created a list of employees who have valuable language skills for in house ad hoc language translation and interpretation options. Park City Transit is currently exploring use of a translation service from the state contract to add additional languages to our interpretation options for customers. The service is available 24/7 covering 240 languages.

**Consistency with Adopted Plan:**

This is consistent with the PCMC Transportation Department Title VI General Reporting Requirements and the 2016 Park City and Summit County Short Range Transit Development Plan.

**Additional Information:**

If you have any questions or comments regarding this item, please contact Kim Fjeldsted, Transit Manager, 801-557-7369, [kim.fjeldsted@parkcity.org](mailto:kim.fjeldsted@parkcity.org).