

Table of Contents

Agenda	2
ACTION: Minutes - Regional Advisory Council and Executive Board Joint Meeting November 4, 2019	
MINUTES - Executive Board-RAC Joint Meeting November 4, 2019	4
Regional Advisory Council 2020 Meeting Calendar	
2020 Regional Advisory Council Meeting Calendar.	7
ACTION: Minutes of the January 21, 2020 Regional Advisory Council Meeting	
MINUTES - RAC Meeting January 21, 2020	8
ACTION: Building Capacity for Accessible Rides - Specialized Transportation Analysis	
MEMO - Accessible Capacity.	10
Specialized Transit Analysis	13
INFORMATION: Public Notification and Involvement Policy	
MEMO - Public Notification and Involvement Policy	29
Public Notification and Involvement Policy FINAL Draft.	31
INFORMATION: On-demand Transit in Canyon County	
MEMO - On-Demand transit	35
Performance Matrix	37
Design Criteria	38
INFORMATION: Canyon County Community Engagement Report - Rides2Wellness	
MEMO - Canyon County Engagement Report	39
Comment Report Rides2Wellness CC Final	40
INFORMATION: Mobility Collaborative Strategy Update	
Neighborhood Mobility Collaboration Mtg Notes	46
INFORMATION: Transit Schedule Brochure and Service Change Information Update	
MEMO - Transit Schedule Brochure and Service Change Information.	50
Department/Staff Reports	
REPORT - Executive Director.	54
REPORT - Operations Department.	55
REPORT - Development Department.	57
REPORT - Finance Department	60
REPORT - Community Relations.	61
REPORT - Bike Share	62
REPORT - City Go	64
REPORT - Fleet Media	66

Regional Advisory Council Agenda

Tuesday, March 17, 2020

9:00 AM

VRT Board Room – 700 NE 2nd Street – Meridian, Idaho

I. CALLING OF THE ROLL

- Welcome and Customer/Constituent Experiences
- Member and Committee Reports and Updates – Reports/Liaisons with Other Groups

The website for the ACHD ADA Advisory Committee is:

<http://www.achdidaho.org/Departments/Committees/ADA.aspx>

II. AGENDA ADDITIONS/CHANGES-

III. PUBLIC COMMENTS (Comments will be limited to no more than three (3) minutes.)

IV. CONSENT AGENDA

Items on the Consent Agenda are Action Items and will be enacted by one motion. There will be no separate discussion on these items unless an Executive Board Member requests the item be removed from the Consent Agenda and placed under Action Items.

A. ACTION: Minutes - Regional Advisory Council and Executive Board Joint Meeting November 4, 2019 Ø Pages 4-6

The item is included in the consent agenda this month because there was not a quorum at the meeting when presented in December. The minutes were inadvertently left off the January agenda, nor was there an RAC meeting in February. The Regional Advisory Council is asked to consider accepting the meeting minutes of the joint meeting the Executive Board.

B. Regional Advisory Council 2020 Meeting Calendar Ø Page 7

This item was presented on the December agenda, but a quorum was not present, so no action was taken. It was inadvertently left off the January agenda and there was no RAC meeting in February. The Council is asked to accept the RAC meeting calendar for 2020.

C. ACTION: Minutes of the January 21, 2020 Regional Advisory Council Meeting Ø Pages 8-9

The Regional Advisory Council will consider approval of the January 21, 2020 meeting minutes.

V. ACTION ITEMS

A. ACTION: Building Capacity for Accessible Rides - Specialized Transportation Analysis Ø

Pages 10-28 Leslie Pederson

Staff will present final draft of the Specialized Transportation Analysis. The Regional Advisory Council is asked to consider making a recommendation for the staff to provide the final draft for the VRT Board's consideration.

VI. INFORMATION ITEMS

- A. INFORMATION: Public Notification and Involvement Policy** Θ Pages 29-34 Mark Carnopis
The Regional Advisory Council will review and comment on the draft Public Notification and Involvement policy. A final policy will be provided for their consideration at the April 2020 meeting.
- B. INFORMATION: On-demand Transit in Canyon County** Θ Pages 35-38 Leslie Pedrosa
Staff will provide an overview of a new pilot being proposed for Canyon County local service. The new service would be an on-demand transit solution.
- C. INFORMATION: Canyon County Community Engagement Report - Rides2Wellness** Θ Pages 39-45 Mark Carnopis
RAC members will review the final report on outreach efforts in Canyon County regarding plans to expand Rides2Wellness transportation services.
- D. INFORMATION: Mobility Collaborative Strategy Update** Θ Pages 46-49 Kelli Badesheim
The committee will provide a brief update on the work of the Neighborhood-based Mobility Collaboration Strategy project. The RAC committee has met two times and now has a standing meeting each month to continue to progress the work forward. Attached are the notes from the last meeting.
- E. INFORMATION: Transit Schedule Brochure and Service Change Information Update** Θ Pages 50-53 Stephen Hunt
Staff will present change to schedule design and present service change information that is available online.
- F. INFORMATION: Regional Advisory Council Member Engagement** Eric Selekof
Eric Selekof will lead a discussion with the members on ways they would like to be engaged in VRT's processes.

VII. DEPARTMENT/STAFF REPORTS

- A. Department/Staff Reports** Θ Pages 54-66
The most current department/staff reports have been included in the packet for your information.

VIII. ADJOURNMENT

Θ = Attachment

Agenda order is subject to change.

NEXT REGIONAL ADVISORY COUNCIL MEETING:

April 21, 2020

VRT Boardroom, 700 NE 2nd Street
Meridian, ID 83642

For questions or comments regarding this agenda, please contact Kelli Badesheim at (208) 258-2712 or email kbadesheim@valleyregionaltransit.org

Arrangements for auxiliary aids and services necessary for effective communication for qualified persons with disabilities or language assistance requests need to be made as soon as possible, but no later than three working days before the scheduled meeting. Please contact Mark Carnopis, Community Relations Manager at 258-2702 if an auxiliary aid is needed.

Valley Regional Transit Executive Board/RAC Meeting Minutes
November 4, 2019
VRT Board Room
700 NE 2nd Street – Board Room
Meridian, Idaho

APPROVED:

By: 
Tom Dale, Chair
Valley Regional Transit

ATTEST:

By: 
Paula Cromie, Executive Assistant
Valley Regional Transit



Executive Board- RAC Joint Meeting Minutes

Monday, November 04, 2019

11:00 AM

VRT Board Room – 700 NE 2nd Street – Meridian, Idaho

MEMBERS ATTENDING	MEMBERS ABSENT	OTHERS PRESENT
Dave Bieter – City of Boise	Luke Cavener – City of Meridian	Kelli Badesheim – VRT
Elaine Clegg – City of Boise	Garret Nancolas, City of Caldwell-by phone	Sara Baker - ACHD
Tom Dale – Canyon Cty. Comm.	Kent Goldthorpe – ACHD	Mark Carnopis – VRT
John Evans – City of Garden City		Paula Cromie – VRT
Greg Hill – Boise State		Maureen Gresham – Commuteride
Debbie Kling – City of Nama		Rachel Hankkala – COMPASS
David Lincoln – ACCHD		Jim Hansen – Dist. #1 ACHD
Darin Taylor-City of Middleton		Jacob Hassard - VRT
		Stephen Hunt – VRT
RAC MEMBERS PRESENT	RAC MEMBERS ABSENT	Kelly Jakovac - VRT
Susan Bradley	Kelly Berg	Jason Jedry – VRT
Lisa Brady	Annette Harper	Debbie Lombard-Bloom - Citizen
Terri Lindenberg	Jason Madsen	Kaytlyn Marcotte-VRT
Salome Mwangi	Jeremy Maxand	Lauren McLean – City of Boise
Eric Selekof	Courtney Rosenkoetter	Leslie Pedrosa - VRT
Tina Wilson		Rocky Perkins – ATU 398
Walter Steed		Ken Pidjeon – Citizen
		Jill Reyes - VRT

CALLING OF THE ROLL - Chairman Tom Dale called the meeting to order at 11:06 a.m.

AGENDA ADDITIONS/CHANGES - None

PUBLIC COMMENTS

Ken Pidjeon asked several questions regarding fare increases and bids on busses and requested he get written answers to his questions.

CONSENT AGENDA Executive Board

Items on the Consent Agendas consisted of the following:

- Condo Association Agreement Payment
- Executive Board Minutes from the September 23, 2019
- Approve Minutes of the October 15, 2019 Regional Advisory Council Meeting

John Evans made a motion to approve the consent agendas, as presented; Dave Bieter seconded the motion. The motion passed unanimously.

FINANCE COMMITTEE - None**EXECUTIVE BOARD - ACTION ITEMS****JOINT ACTION: Regional Advisory Council 2020 Work Plan**

Kelli Badesheim presented the Regional Advisory Council's charters for the FY2020 work program for approval. Following discussion, Debbie Kling made a motion to accept the charters as presented; Terri Lindenberg seconded the motion. The motion passed unanimously.

Bus Stop Design Services – Resolution VEB19-004

Jacob Hassard presented information on bus stop design services for 2020 bus stop improvements. Following discussion, Darin Taylor made a motion to adopt Bus Stop Design Services Resolution VEB19-004; Elaine Clegg seconded the motion. The motion passed unanimously.

FY2021 Budget Development Calendar

Kelli Badesheim reviewed Budget Development Calendar for FY2021. Staff was seeking input on implementing the 60-day budget comment period suggested by the VRT Board last year. Following discussion David Lincoln made a motion to approve the Budget Development Calendar for FY2021; Darin Taylor seconded the motion. The motion passed unanimously.

EXECUTIVE BOARD – INFORMATION ITEMS**Administrative Policy Review**

Kelli Badesheim presented a review of VRT's Administrative Review policies for the Executive Board.

Navigation Playbook

Kaytlyn Marcotte presented the highlights from the "Navigation Playbook" project underway.

Fiscal Year 2019 Public Comment Report

Members of the Executive Board and Regional Advisory Council had the opportunity to review the FY2019 Public Comment Report.

Procurement Calendar - The latest procurement calendar was included in the packet for information.

Department/Staff Reports - The most current department/staff reports have been included in the packet for information.

EXECUTIVE SESSION - None

ADJOURNMENT – The meeting adjourned at 12:47 p.m.

NEXT VRT EXECUTIVE BOARD MEETING:

Monday, December 2, 2019

VRT Boardroom

700 NE 2nd Street

Meridian, ID

Regional Advisory Council
FY2020 Meeting Calendar
 (Fiscal year runs from October 1 through September 30)
 VRT Administrative Offices - Board Room
 700 NE 2nd Street – Meridian, Idaho

Tuesday, October 15, 2019	9:00 a.m. to 11:00 a.m.
Monday, November 4, 2019	11:00 a.m. 1:00 p.m. (Joint meeting with the Executive Board)
Tuesday, December 17, 2019	9:00 a.m. to 11:00 a.m.
Tuesday, January 21, 2020	9:00 a.m. to 11:00 a.m.
Tuesday, February 18, 2020	9:00 a.m. to 11:00 a.m.
Tuesday, March 17, 2020	9:00 a.m. to 11:00 a.m.
Tuesday, April 21, 2020	9:00 a.m. to 11:00 a.m.
Tuesday, May 19, 2020	9:00 a.m. to 11:00 a.m.
Tuesday, June 16, 2020	9:00 a.m. to 11:00 a.m.
NO MEETING IN JULY	
NO MEETING IN AUGUST	
Tuesday, September 15, 2020	9:00 a.m. to 11:00 a.m. (Orientation meeting for FY 2021)
<u><i>New Fiscal Year Begins for 2021 on October 1, 2020</i></u>	
Monday, October 20, 2020	9:00 a.m. to 11:00 a.m.
Tuesday, November 2, 2020	11:00 a.m. 1:00 p.m. (Joint meeting with the Executive Board)
Tuesday, December 15, 2020	9:00 a.m. to 11:00 a.m.

REGIONAL ADVISORY COUNCIL MINUTES

Tuesday, January 21, 2020

9:00 AM

VRT Board Room - 700 NE 2nd Street - Meridian, Idaho

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Deborah Allen	Annette Harper	Kelli Badesheim, VRT
Kelly Berg	Randy Johnson	Mark Carnopis, VRT
Susan Bradley-by phone	Jason Madsen	Paula Cromie, VRT
Lisa Brady	Courtney Rosenkoetter	Rachel Haukkala, COMPASS
Terri Lindenberg		Stephen Hunt
Jeremy Maxand-by phone		Kelly Jakovac
Salome Mwangi		Kaite Justice VRT
Mary Beth Nutting		David Pederson
Eric Selekof		Leslie Pedrosa, VRT
Walter Steed		Susan Powell
Tina Wilson		Jill Reyes, VRT
		Alissa Taysom, VRT

CALLING OF THE ROLL – Eric Selekof called the meeting to order at 9:00, with a quorum present in person and by phone.

AGENDA ADDITIONS/CHANGES – Moved ITEM 6C Pass Program Redesign to first item on information agenda.

CONSENT AGENDA

Regional Advisory Council Minutes for December 17, 2019 Meeting

Lisa Brady moved to accept the minutes of the December 17, 2019 RAC meeting; Tina Wilson seconded. The motion passed unanimously.

PUBLIC COMMENT - none

ACTION ITEMS

ACTION: Election of Vice-Chair

Following discussion, Tina Wilson moved to elect Walter Steed as the new vice-chair; Terri Lindenberg seconded. The motion passed unanimously.

ACTION: FY 2019 Public Comment Report

Mark Carnopis presented the FY2019 Public Comment Report for final review and recommendation to the Executive Board for approval. Tina Wilson moved to recommend the report with the conditions mentioned during discussion; Walter Steed seconded. The motion passed unanimously.

ACTION: 2020 Canyon County Community Engagement Plan

Mark Carnopis presented the 2020 Canyon County Engagement Plan outline for member input and suggestions. Following discussion, Tina Wilson moved to accept and move forward with the plan as presented; Lisa Brady seconded. The motion passed unanimously.

INFORMATION ITEMS

INFORMATION: Building Accessible Capacity - Draft Specialized Transportation Analysis - David Pederson and Leslie Pedrosa discussed the draft of the Specialized Transportation Analysis for input from members.

INFORMATION: Neighborhood Initiatives Mobility Collaboration Update

Kelli Badesheim provided an update on the Neighborhood Initiatives Collaboration. An RAC committee will be meeting in the next few weeks to outline the scope, deliverables and schedule for this project.

INFORMATION: Pass Program Redesign

Kaite Justice provided an update on the Pass Program Redesign.

INFORMATION: Transportation Development Plan

Jill Reyes and Stephen Hunt reviewed the scope, schedule, and proposed service projects for the Transportation Development Plan.

DEPARTMENT/STAFF REPORTS

Department/Staff Reports - Department/staff reports were included in the packet for information.

ADJOURNMENT – The meeting was adjourned at 10:44 a.m.

NEXT REGIONAL ADVISORY COUNCIL MEETING:

February 18, 2020

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642



TOPIC: Building Capacity to Serve Accessible Rides

DATE: March 4, 2020

Summary:

Valley Regional Transit (VRT) is working with a variety of partners and stakeholders to identify and address availability of accessible vehicles to meet the transportation needs of persons with disabilities. In addition, VRT is interested in building capacity to provide accessible same-day/on-demand rides through coordination of existing transportation services, including ACCESS, the ADA paratransit service required to be complementary to the ValleyRide fixed-route services in Ada and Canyon counties.

Over the last year, VRT has completed an internal review of accessible vehicles in the existing VRT shared vehicle pool. This has led to the procurement of five additional accessible vehicles for our partners to utilize. The objectives of the next phase include an evaluation of current conditions of the specialized transportation model; a determination on technology applications and operations approaches to support expanding accessible ride capacity in the region; and prioritization for future investments in services, capital and technology to achieve building capacity to serve passengers with disabilities more effectively.

The draft analysis was provided at the January RAC meeting. The feedback received was positive. Members want to share the finalized analysis to the cities included in the report, to show the significance of the services being provided. VRT staff is also working with current providers to track denied trips to determine when and where service needs to be added.

VRT staff has updated the analysis to include findings, recommendations and the future potential of the services. Staff met with several potential providers who are interested in providing service in both, Ada and Canyon County. The analysis now includes Treasure Valley Transit's data.

VRT staff has been working with leaders in Canyon County to find a solution for the local fixed route service to make it a sustainable service for the future. A project team consisting of VRT staff and city leaders in Canyon County has been created to find an on-demand transit solution. When deciding on a solution, VRT staff will also evaluate if this solution will be feasible to build capacity for accessible rides.

Findings and Recommendations: The following are the overall findings and recommendations for the Specialized Transportation Program administered and coordinated by VRT.

Findings

- More demand for services than providers are able to meet, as noted by number of denials and lead-time required to book trips
- Volunteer driver program ridership fluctuates based on other providers capacity to provide services
- Over the past three years, providers have experienced increases in rides and service
- The largest percentage of ridership growth occurred in Metro Community Services, SHIP, Harvest Transit, and Eagle Senior Center

- Of the top four providers, Eagle Senior Center is the only one associated with a senior center
- All four top performing providers take advantage of all the technology and program supports provided by VRT
- Rides per hour range from 2.14 to 3.87. The highest riders per hour come from services using the technology and program supports
- Providers with lowest per cost ride are reliant on volunteers for staffing and program supports
- Availability of volunteers can lead to fluctuations in levels of service available to riders
- As the shared vehicle pool increases, it increases VRT's risk of having a vehicle insurance claim that is high or "out of the ordinary". An expensive claim could cause VRT to lose the current low cost policy currently in place
- Lack of consistency between different providers and funding partners
- No consistency in the processing of invoices across providers
- The tools for tracking funding reimbursements have been inadequate leading to delays or missed federal reimbursements
- Operators are operating on very limited cash flow needs
- Timing of consistency of processing invoices lead to delays in receiving reimbursements

Recommendations

- Use the data from the analysis to support future recommendations on building accessible capacity in the region
- Update performance reporting to ensure consistency of data collected, including denials and wait-lists
- Research and implement sustainable funding mechanisms to meet the demand
- Develop a plan for building on efficiencies that have been achieved and decrease overall cost-per-ride for the services
- Develop more robust community engagement tactics to continue to grow the programs and pool of providers
- Develop consistent processes and tools to assist providers in processing invoices and providing performance data
- Work with funding partners to make processing payments more consistent.
- VRT staff conduct quarterly reconciliation of invoices, performance measures, and reimbursements
- Clear tool for providers to prepare and process invoices more quickly and accurately

Next steps:

If the solution for Canyon County local fixed route service is capable to build the capacity for accessible rides, VRT staff will work to finalize a project team to determine the next steps, which include finding mechanisms to make service sustainable, a plan to decrease cost per ride and robust community engagement to continue to grow the service. The RAC member's participation is invaluable to consider the needs of riders as the final solution is designed and moved forward in the process.

Staff Recommendation/Request:

Attached is the final draft of the Specialized Transportation Analysis. VRT staff requests that the RAC provide an advisory recommendation to forward the final draft to the VRT Board of Directors in April 2020.

Implication (policy and/or financial):

The outcome of this project could potentially effect current services provided in the region. Current services include city of Boise taxi scrip program, VRT Late Night, Lyft Transit Connections, Rides to Wellness service in Ada County, as well as a planned expansion into Canyon County, services currently provided by senior centers in Parma, Kuna, Meridian, Star and Eagle, Harvest Church in Meridian, Metro Community Services in Caldwell, and Supportive Housing and Innovative Partnerships in Boise.

Highlights:

- Shared Vehicle Program review – completed in 2019
- Analysis of existing specialized transportation services – completed February 2020
- Research technology designed to coordinate rides – April - June 2020
- Establish project team – July 2020
- Determine next steps to increase capacity, which will include operational feasibility and costs – August - September 2020

More Information:

Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleyregionaltransit.org
David Pederson, Mobility Coordinator, 208-258-2725, dpederson@valleyregionaltransit.org

Specialized Transportation Analysis

Background and Overview

Existing Services

Seniors and persons with disabilities: The Federal Transit Administration (FTA) established the Section 5310 grant program in 1975 to serve the transportation needs of older adults and persons with disabilities. In 2015, the Fixing America's Surface Transportation (FAST) Act brought significant changes to the program. Instead of apportioning funds directly to states, funds were apportioned to large urban, small urban and rural areas. The FAST Act made it possible for Valley Regional Transit (VRT) to work with existing Acquisition of Service (AOS) 5310 grant recipients and establish new non-profit AOS transportation providers. The objective was to facilitate more efficient use of available resources, reduce costs and fill gaps in service for Treasure Valley seniors and persons with disabilities. Program funds support transportation providers by reimbursing costs to deliver service on a per boarding basis. Transportation providers include senior centers and other non-profit agencies.

Transit dependent medical patients: In response to a 2015 federally sponsored initiative, VRT developed Rides 2 Wellness, a public/private collaborative with Boise area hospitals and clinics. Rides 2 Wellness improves community health by enabling Treasure Valley residents who may otherwise not have transportation to get to follow-up medical appointments and receive treatment. Non-emergency medical transportation (NEMT) service providers deliver the rides.

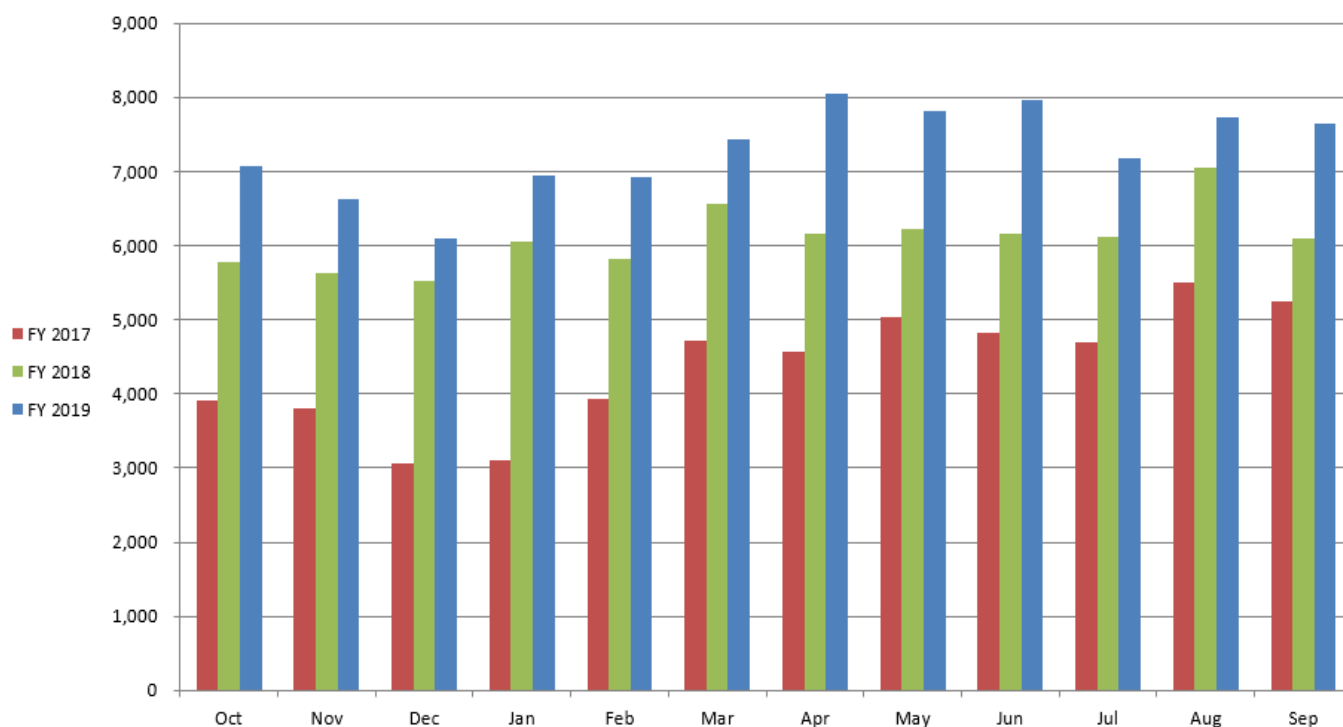
Volunteer Driver program: The Volunteer Driver program is one of the first Specialized Transportation programs. Funded in part by low, affordable fares, in-kind and federal funds the Volunteer Driver program functions as a safety net for those needing transportation outside the hours or service areas of other fixed line or Specialized Transportation services. Volunteer drivers are recruited, vetted and trained from all across the Treasure Valley.

Specialized Transportation ridership performance

By increasing the number of vehicles, drivers and hours of service, AOS ridership has increased. Demand for rides has disproportionately grown larger than capacity. SHIP Transportation, Harvest Transit, Metro Community Services and Eagle Senior Center have responded by moving excess ride requests to a will call or waiting list. This ultimately ends with trip denials each day. Even with a will-call list, there are not enough cancellations or no-shows to accommodate every ride request.

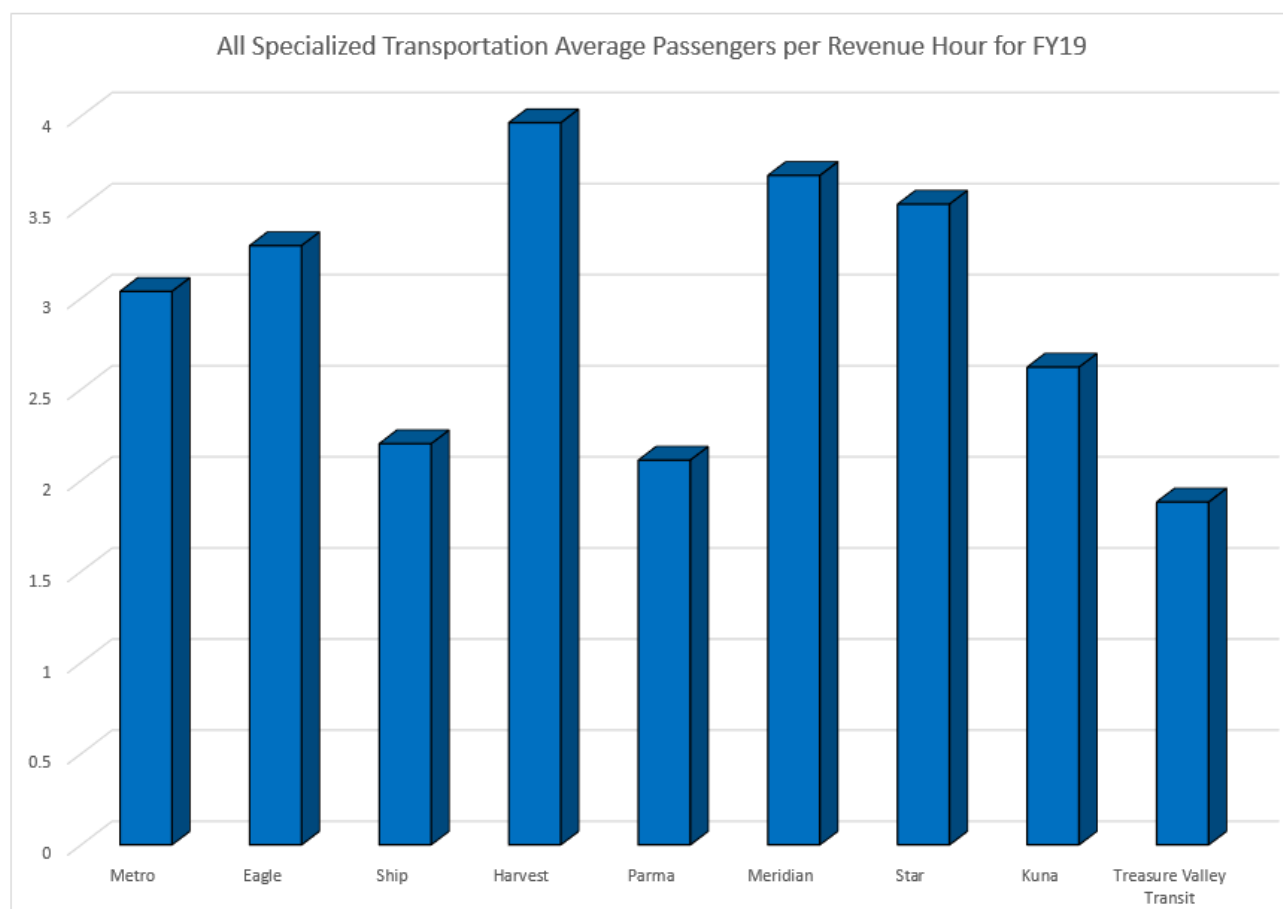
Specialized transportation programs, including AOS transportation, Rides 2 Wellness and VRT Volunteer Driver programs saw increases in ridership as an outcome of collaboration with VRT:

All Specialized Transportation Ridership



FY2017	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
hrs	3119.55	2978.24	2110.91	1605.35	1924.24	3087.48	2560.45	3256.88	2285.19	2394.40	2761.25	2522.06	30606.00
rides	3,913	3,804	3,072	3,107	3,941	4,717	4,559	5,037	4,820	4,701	5,503	5,251	52,425
pass/hour	1.25	1.28	1.27	1.73	1.89	1.39	1.63	1.38	1.84	1.75	1.78	1.84	1.56
FY2018	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
hrs	2436.00	2413.00	2079.27	2416.52	2186.51	3083.25	2267.32	2481.71	2336.23	2397.30	2569.03	2133.16	28799.30
rides	5,784	5,640	5,518	6052	5,827	6566	6161	6,220	6,168	6,128	7,045	6,105	73,214
pass/hour	2.06	2.03	2.30	2.15	2.33	1.90	2.42	2.21	2.33	2.24	2.39	2.49	2.22
FY2019	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
hrs	2763.17	2315.45	1967.22	2360.42	2620.31	2371.24	2458.90	2311.29	2047.00	2048.34	2179.26	2016.30	27458.90
rides	7,078	6,620	6,102	6952	6,920	7428	8055	7,817	7,971	7,189	7,726	7,644	87,502
pass/hour	2.24	2.53	2.73	2.55	2.29	2.69	2.90	2.95	3.54	3.08	3.17	3.40	2.81

A total 87,502 rides were provided by VRT specialized transportation programs during FY2019. Rides-per-hour increased from 1.56 rides-per-hour in 2017 to 2.81 rides-per-hour in 2019.



The graph above shows the average passengers per revenue hours for each service. Passengers per revenue hour ranges from 1.88 to 3.96 for fiscal year 2019.

Specialized Transportation Program Supports

Shared Vehicle program: VRT makes available to AOS service providers and other qualified non-profit organizations accessible and non-accessible vehicles at a reduced fee. VRT maintains and insures the vehicles as part of the Specialized Transportation pool. Annual state of good repair evaluations track the condition of pool vehicles and plan for vehicle replacements. The table at right on the following page shows the current 2019 rating for all vehicles in the Specialized Transportation vehicle pool. Note that the vehicle replacement plan is in effect and replacement vehicles have been added since the last rating on vehicles that is shown here was completed.

RouteMatch dispatch and scheduling software: AOS providers are able to optimize schedules and routes, increase passengers per hour, reduce no-shows and minimize driver idle time by collaborating with VRT using RouteMatch scheduling software.

Customer service support: VRT is here to help. Whether it is answering customer inquiries or helping our partners with RouteMatch scheduling related questions, VRT Customer Service department assists all Specialized Transportation service providers.

Training: VRT provides continuous RouteMatch training and on-going driver education.

Note: Idaho Counties Risk Management Program (ICRMP), a member-owned self-insurance pool, currently insures the VRT shared vehicle pool. A significant finding is that as the pool of shared vehicles expands VRT's risk exposure increases. Claims turned in to ICRMP could result in cancellation causing VRT to seek coverage in the open market.

Present State of Good Repair Condition Rating for VRT Owned Vehicles in Shared Vehicle Service			
Vehicle Number	Type of Vehicle	Accessible Yes/No	TAM Score 0 to 5 (5 is new condition; 0 is not safe for service)
S001	FLEET VAN	NO	1.3
S002	CARAVAN	YES	1.3
S003	CARAVAN	YES	1.3
S004	CARAVAN	YES	1.3
S007	FLEET VAN	NO	2.8
S008	TRANSIT VAN	YES	4.5
S009	TRANSIT VAN	YES	4.3
S1501	CUTAWAY	YES	1.3
S1502	CUTAWAY	YES	1.3
S512	CUTAWAY	YES	0.0
S514	CUTAWAY	YES	1.3
S515	CUTAWAY	YES	0.0
S2302	CUTAWAY	YES	1.3
S2305	CUTAWAY	YES	1.3
S2311	CUTAWAY	YES	1.3
S2601	CUTAWAY	YES	1.3
SA07	FLEET VAN	NO	1.3
SA08	FLEET VAN	NO	1.3
SA09	FLEET VAN	NO	1.3
SA10	FLEET VAN	NO	1.3
SA14	FLEET VAN	NO	2.9
SA15	FLEET VAN	NO	2.9
SA16	FLEET VAN	NO	2.9
SA17	FLEET VAN	NO	2.9
SA18	FLEET VAN	NO	2.9
ST01	TRANSIT VAN	YES	4.8
V102	FLEET VAN	NO	1.3
V103	FLEET VAN	NO	1.3
V104	FLEET VAN	NO	2.7
V105	FLEET VAN	NO	2.7

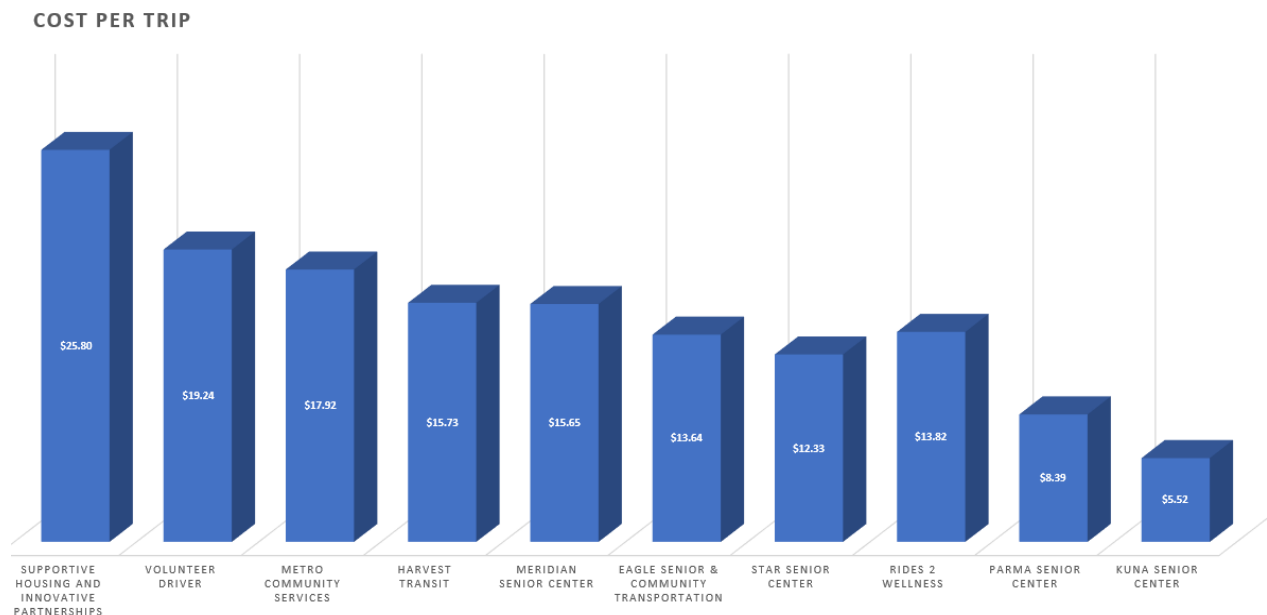
The following table shows how AOS providers utilize VRT supports:

Transportation provider	Customer service support	RouteMatch technical support	Number of shared vehicles in use	Training
Metro Community Services	X	X	1	X
Harvest Transit	X	X	3	X
Eagle Community and Senior Center Transportation	X	X	4	X
Supportive Housing & Innovative Partnerships (SHIP) Transportation	X	X	4	X
Meridian Senior Center	-	-	-	-
Parma Senior Center	-	-	1	X
Star Senior Center	-	-	1	X
Kuna Senior Center	-	-	-	-

Cost comparison to deliver service

From the individual volunteer drivers using their own vehicle to the full service AOS provider with multiple vehicles, the cost to deliver service varies.

The following table shows the cost-per-ride by provider or service:



Costs per ride vary from \$5.52 at Kuna Senior Center to \$25.80 at SHIP. Variances are due to a range of factors including the number of volunteers working both as drivers and as supports staff, manual scheduling vs. automated software, and the number of vehicles in service.

Overall Findings and recommendations

Following a complete review of the Specialized Transportation programs administered and coordinated by VRT, it is apparent there are areas that need addressed. Some findings will be easy to resolve, such as completing an inventory of missing providers. Some finding will require VRT staff and partners to work together to find a resolution that will meet VRT needs and not be an administrative burden to providers, such as developing consistent processes and tools to assist providers in processing invoices and providing performance data.

Future potential for existing services

Future AOS expansion of service:

- Funding – Service providers must generate the local match requirement to receive federal funds. As AOS provider services continue to grow, more emphasis must be placed on shifting funding sources from 5310 program funds (80 percent federal, 20 percent local match) to 5307 program funds (50 percent federal, 50 percent local match).
- Service providers – Future AOS expansion is dependent on providers that have a vision for serving their customers and communities. Data compiled over the past three years shows that demand for rides increases to meet available service.
- To meet current and future demand - service providers must be willing to grow their service. This includes expanding service to include technology for scheduling and dispatching rides and more cost-effective shared vehicles. With vehicle seating of nine to 14 passengers most service providers have the capacity to deliver two to three times their current ridership.

Rides 2 Wellness future potential

- Ada County and Boise – NEMT provider RAMP IT UP contracted to provide service in Ada County into FY2020. Trinity Transportation may also become an Ada County NEMT provider for the program beginning in FY2020. Peer Wellness Center has also expressed an interest in becoming a Rides 2 Wellness and transportation provider as described in Valley Connect 2.0.
- Canyon County – Ramp It Up, Trinity, Peer Wellness Center and Treasure Valley Transit have expressed an interest in expanding business as described in Valley Connect 2.0 and Rides 2 Wellness as programs move into other Treasure Valley communities.

Volunteer driver future potential

- Uber, Lyft and other transportation services has proven the viability of volunteer transportation. New emphasis will be placed on building a large pool of volunteer drivers.

Detailed Specialized Transportation by Program and Provider

Rides 2 Wellness

Rides 2 Wellness serves Ada County patients with medical conditions that have the highest likelihood of developing debilitating and costly complications. Rides 2 Wellness improves community health by enabling Ada County residents who may otherwise have no other means of transportation to keep their follow-up appointments and receive treatment. Funding for both ambulatory and patients requiring accessible rides is provided by Ada County healthcare systems. The program supports quality healthcare in the region by reducing costs due to missed appointments and hospital readmissions.

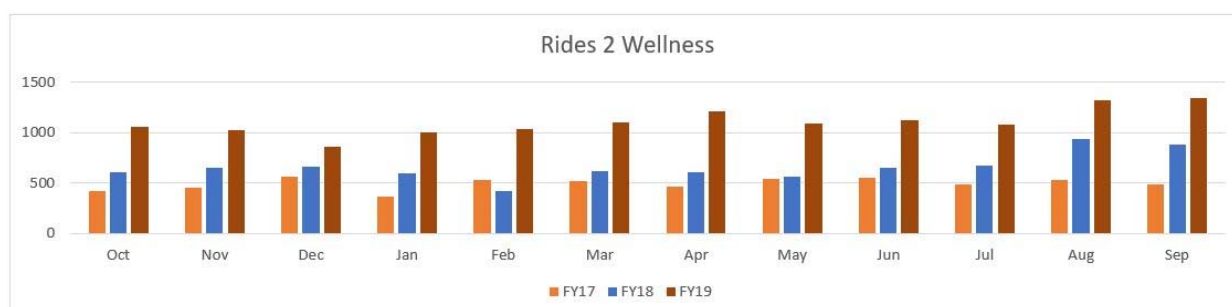
Rides 2 Wellness is a public/private collaborative with non-emergency medical transportation (NEMT) providers delivering the rides. Rides 2 Wellness provided 4,702 rides to Boise area patients in FY2017, 9,151 rides in FY2018, and 10,421 rides in FY2019. Efforts are under way to expand service to Canyon County.

Transportation hours of service	Monday-Friday, 7:30 AM – 6 PM
Scheduling process	VRT Customer Service and WellRyde scheduling software
Number of vehicles in service	Varies (according to number of participating NEMT providers)
Area of service	Trips originating in Meridian, Eagle, Star, Garden City and Boise with service to specific clinics in Boise, Meridian and Eagle

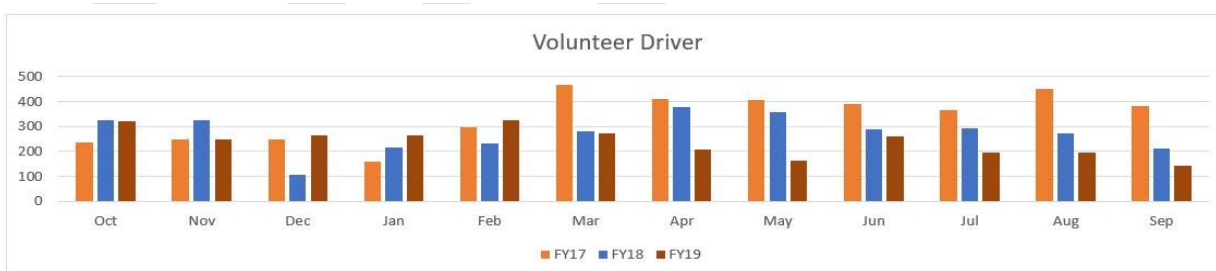
Volunteer Driver Program

Valley Regional Transit Volunteer Driver Program operates in both Ada and Canyon counties. Ride requests from any person is accepted 24 hours a day, seven days a week. Filling a ride request is subject to driver availability. The Volunteer Driver program fills the gap when other transportation modes are not available.

Transportation hours of service	24 hours a day, seven days a week
Scheduling process	VRT Help Line
Number of vehicles in service	Varies (drivers use personal vehicles)
Cost per service hour of operation	\$11.81
Cost per passenger trip	\$12.40
Area of service	Ada County and Canyon County



Rides 2 Wellness		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	186	174	202	172	192	203	183	202	235	165	294	245
	Rides	421	451	558	369	534	518	466	538	551	488	526	486
FY18	Hours	193	244	230	211	177	211	265	322	423	480	387	141.4
	Rides	608	654	665	594	417	621	607	559	654	668	937	882
FY19	Hours	636	270.97	270	286	255.83	315.74	336.8	290.97	294	321.4	352.4	401.9
	Rides	1056	1022	863	1007	1037	1098	1213	1094	1126	1078	1317	1349



Volunteer Driver		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	211.25	164.2	248.5	130.25	273.6	412.35	365.9	400.8	334.95	343.4	442.25	381
	Rides	234	249	247	157	295	468	412	405	389	364	449	381
FY18	Hours	323	226	106.6	218	230	277	56.25	307	237	244	222	226
	Rides	327	327	105	215	231	281	376	357	287	292	273	212
FY19	Hours	269	250	251	248	652.8	261	167.5	166	258	195	196	141
	Rides	319	249	263	263	326	273	207	164	259	197	196	143

The VRT Volunteer Driver program functions as a safety net for those passengers who are seeking transportation outside the hours or service areas of other fixed line or specialized transportation services.

Acquisition of Service Transportation for Older Adults and Persons with Disabilities

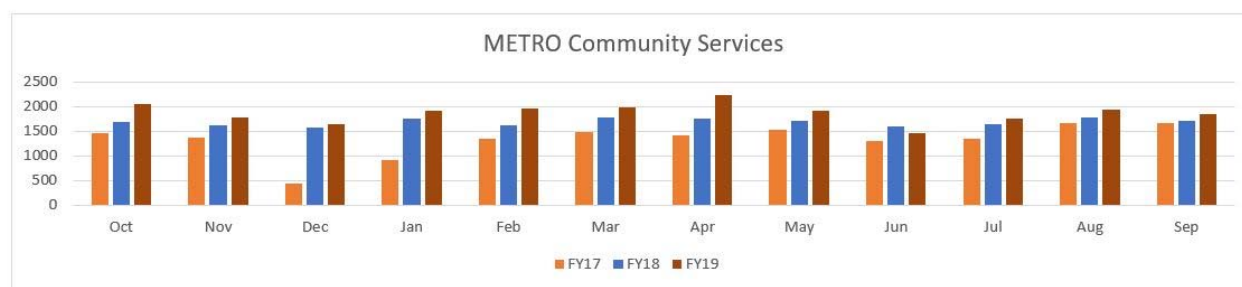
The following is an analysis of program services providing transportation to seniors and persons with disabilities in Boise, Nampa, Caldwell, Kuna and the surrounding areas.

Metro Community Services – Caldwell

Metro Community Services (Metro) is a non-profit human services agency offering supportive and energy conservation services in Southwest Idaho. Metro provides assistance to seniors, people with disabilities, and financially limited individuals through a variety of human service programs. Metro offers transportation to seniors and/or disabled in Canyon County at no cost.

Transportation hours of service	Monday-Friday, 6 AM – 5 PM (special trips outside normal business hours can be arranged using volunteer drivers)
Scheduling process	Full-time dispatcher using RouteMatch scheduling software
Total number of vehicles in service	Five (two accessible) plus three to four volunteer drivers using their own vehicles
Number of VRT Shared Vehicles in service	One
Percent of trips by ambulatory passengers	90.7%
Percent of trips by accessible passengers	9.3%
Cost per service hour of operation	\$48.15
Cost per passenger trip	\$17.92
Area of service	Caldwell, Nampa, Middleton (with trips serving smaller communities in Canyon County by special request)

VRT provided Metro with scheduling software in FY2017 to assist in coordinating trips. The following chart shows that rides-per-hour more than doubled with the implementation of scheduling software. Rides-per-hour increased from an average 1.43 rides-per-hour in FY2017 to 3.05 in FY2019.



METRO Community Services		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	1533	1575	823	451	543	919	993	1595	642	687	752	763
	Rides	1454	1362	440	922	1350	1482	1413	1518	1298	1344	1661	1657
FY18	Hours	722	724	660	728	681	891	823.6	730.35	562	635.73	704.2	604
	Rides	1682	1631	1573	1747	1621	1776	1764	1704	1601	1650	1772	1700
FY19	Hours	765	641.73	554.22	674	646	654	714.55	588	462	514.43	583.23	600
	Rides	2042	1780	1643	1921	1950	1989	2223	1919	1464	1753	1931	1854

Metro Community Services future potential

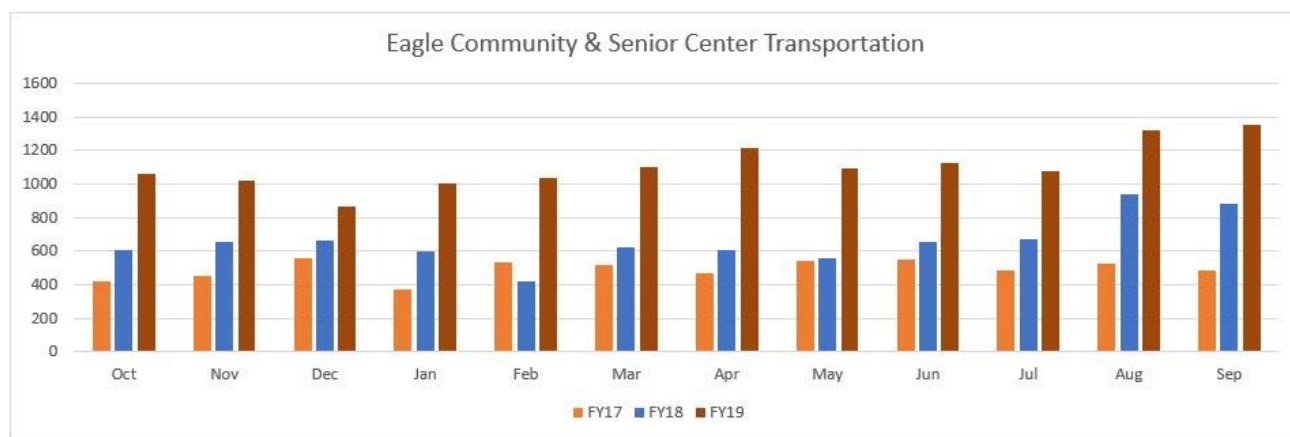
- Metro Community Services is well positioned to expand and extend services throughout Canyon County. With a knowledgeable support staff, experienced drivers and a solid financial base, Metro Community Services is one of VRT's most viable transportation partners.
- Beyond AOS service – Metro Community Services is interested in expanding service beyond AOS.

Eagle Community & Senior Center Transportation

Eagle Community & Senior Center Transportation is committed to improving lives through caring support with opportunities for social interaction, recreation, and services for health and basic needs. Transportation is offered free of charge to seniors and persons with disabilities within the city boundaries of Eagle.

Transportation hours of service	Monday-Friday, 9 AM – 5 PM (special group trips are offered outside normal business hours to attend social and lifestyle activities)
Scheduling process	Full-time dispatcher using RouteMatch software
Total number of vehicles in service	Four (three accessible)
Number of VRT Shared Vehicles in service	Four
Percent of trips by ambulatory passengers	98.2%
Percent of trips by accessible passengers	1.8%
Cost per service hour of operation	\$46.68
Cost per passenger trip	\$13.64
Area of service	City of Eagle (with special group trips to venues throughout the Treasure Valley)

With a 134 percent increase in ridership and nearly double the rides-per-hour since FY2017, Eagle Community & Senior Center Transportation is providing high-demand service to seniors and persons with disabilities.



Eagle Community & Senior Center Transportation		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	186	174	202	172	192	203	183	202	235	165	294	245
	Rides	421	451	558	369	534	518	466	538	551	488	526	486
FY18	Hours	193	244	230	211	177	211	265	322	423	480	387	141.4
	Rides	608	654	665	594	417	621	607	559	654	668	937	882
FY19	Hours	636	270.97	270	286	255.83	315.74	336.8	290.97	294	321.4	352.4	401.9
	Rides	1056	1022	863	1007	1037	1098	1213	1094	1126	1078	1317	1349

Eagle Community & Senior Center Transportation future potential

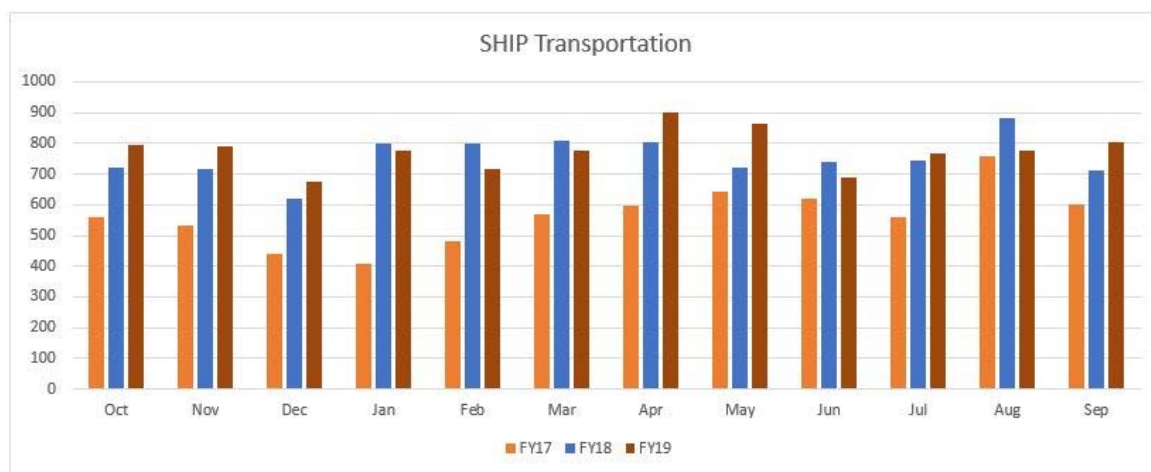
- The Center is interested in expanding services in the future to include populations beyond AOS.

SHIP Transportation – Boise

Supportive Housing and Innovative Partnerships (SHIP) Transportation is a non-profit human services agency made up of cause-based staff and volunteers whose goal is to preserve and sustain our community. A significant part of SHIP's mission is providing free transportation for Boise seniors, persons with disabilities and veterans. SHIP was one of the first specialized transportation providers to transition to technology-based ride scheduling.

Transportation hours of service	Monday-Friday, 7 AM – 6 PM (with limited special group trips offered for seniors and persons with disabilities outside normal business hours)
Scheduling process	Full-time dispatcher using RouteMatch software
Total number of vehicles in service	Four (three accessible)
Number of VRT Shared Vehicles in service	Four
Percent of trips by ambulatory passengers	98.8%
Percent of trips by accessible passengers	1.2%
Cost per service hour of operation	\$44.99
Cost per passenger trip	\$25.80
Area of service	Boise

The following chart illustrates how rides-per-hour increased 252% with the aid of scheduling software. Rides-per-hour increased from an average 1.27 per hour in FY17 to 2.20 in FY19.



SHIP Transportation		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	501.41	445.45	413.95	352.5	394.07	483.28	440.43	393.7	473.32	469	525	427.19
	Rides	560	532	440	409	480	569	599	641	618	558	757	602
FY18	Hours	467	439	379	475	346.2	428.78	364.47	376.28	404.13	375.57	520	362.53
	Rides	720	718	619	800	798	808	803	722	741	745	884	710
FY19	Hours	398	375.13	214	409.42	363.68	396	426.62	401.22	230	390.33	381.88	253
	Rides	793	791	675	776	718	776	899	866	690	769	776	803

SHIP Transportation future potential

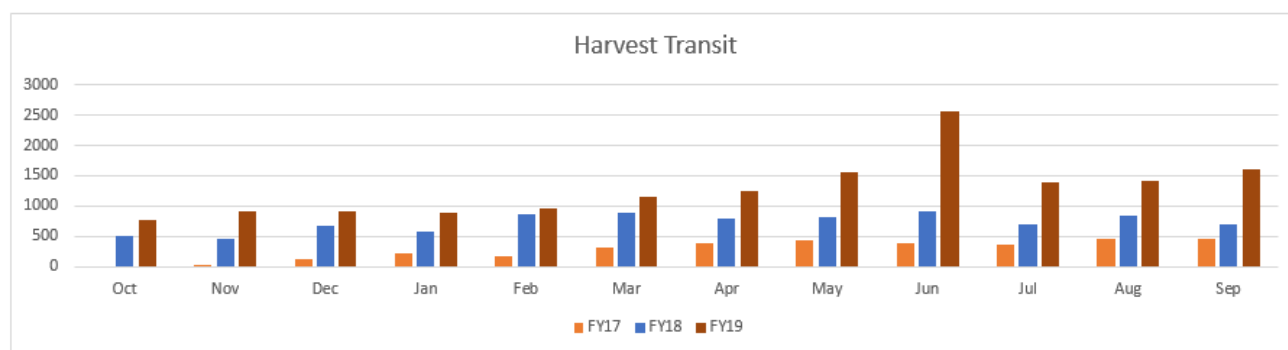
- SHIP Transportation has expressed an interest in adding drivers and vehicles to meet the current unmet transportation needs of Boise seniors and persons with disabilities. Rides are fully booked two to three weeks in advance.
- SHIP Transportation is interested in exploring the possibility of expanding service beyond the current AOS.

Harvest Transit – Meridian

Harvest Transit is a free transportation service in Meridian providing rides to seniors and persons with disabilities. Harvest Transit uses three accessible transit vans providing curb-to-curb service Monday through Saturday. Harvest Transit is a fully integrated transportation service provider using the latest technology in scheduling and dispatching.

Transportation hours of service	Monday-Saturday, 9 AM – 3 PM (Special group trips and shuttle service offered outside normal business hours)
Scheduling process	Fulltime dispatcher using RouteMatch software
Number of VRT vehicles in service	3 (three accessible)
Percent of trips by ambulatory passengers	89.7%
Percent of trips by accessible passengers	10.3%
Cost per service hour of operation	\$56.31
Cost per passenger trip	\$15.73
Area of service	City of Meridian

The city of Meridian is one of the fastest growing metropolitan areas in the United States. The 65+ senior demographic makes up a significant portion of that population growth. The following graph shows how Harvest Transit has gone from providing 3,295 rides in 2017 to more than 15,381 rides in 2019:



Harvest Transit		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours		3.99	99.12	163.6	157.57	215.85	212.12	220.38	233.92	276	297	250.87
	Rides	No Data	5	130	219	177	303	390	427	381	360	456	447
FY18	Hours	262	280	271.67	275.52	272.31	304.47	299	288.08	269.1	210	262.83	214.23
	Rides	509	458	676	589	857	897	797	806	917	700	835	686
FY19	Hours	230.17	257.62	274	285	299	319.5	324.43	392.1	429	334.18	369.5	366.65
	Rides	773	901	915	893	968	1147	1255	1555	2559	1386	1414	1615

Harvest Transit future potential

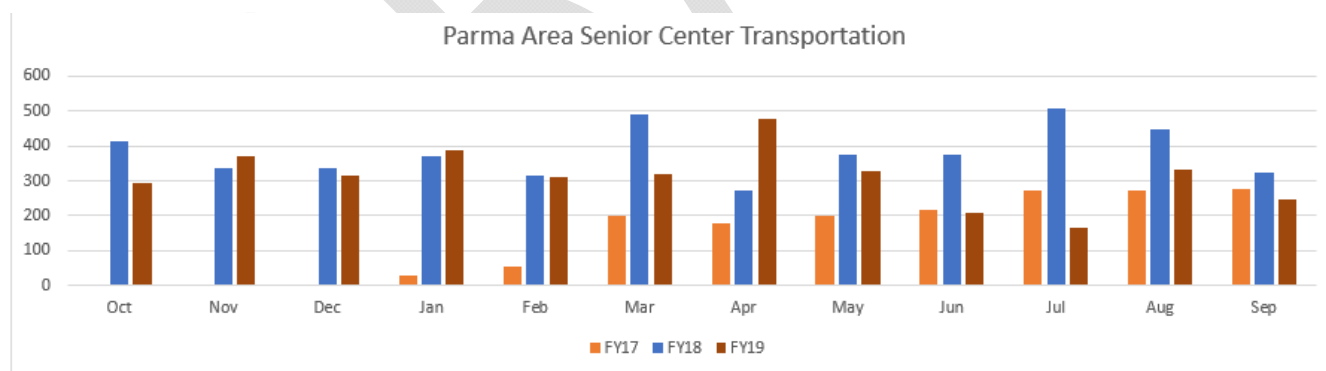
- Church of the Harvest has adopted community transportation through Harvest Transit as part of their church outreach. Harvest Transit is eager to expand service to include additional drivers and vehicles, expand the organizations geographic reach, and provide transportation services to additional populations and groups.

Parma Area Senior Center Transportation - Parma

Parma Area Senior Center Transportation is the only Specialized Transportation provider serving western Canyon County. The Center offers free rides for seniors and persons with disabilities in Parma, Notus, Wilder, Homedale and surrounding rural areas. Due to the remote regions served and the lack of transportation options, Parma Area Senior Center Transportation may be the only transportation service available to some for medical, pharmacy, nutrition and important lifestyle trips.

Transportation hours of service	Monday-Friday 8 AM – 2 PM (No-charge after-hour ride appointments are based on van and driver availability)
Scheduling process	Scheduler using a manual system to log trips
Number of vehicles in service	One (accessible plus occasional volunteers using their own vehicles)
Percent of trips by ambulatory or accessible passengers	No data available
Cost per service hour of operation	\$17.71
Cost per passenger trip	\$8.39
Area of service	Parma and western Canyon County

In the past three years Parma Area Senior Center Transportation has worked to grow their transportation program. As a rural transportation provider, securing a sustainable source of funding has been challenging. The following graph provides ridership numbers:



Parma Area Senior Center Transportation		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	NO DATA			31.00	63.00	562.00	94.00	134.00	135.00	316.00	315.00	320.00
	Rides				27	54	199	179	199	218	272	271	275
FY18	Hours	188.00	231.00	180.00	209.00	202.00	681.00	166.00	132.00	143.00	155.00	156.00	131.00
	Rides	415	336	337	370	315	491	273	376	373	509	447	322
FY19	Hours	158.00	232.00	133.00	193.00	151.00	139.00	192.00	157.00	93.00	110.00	130.00	90.00
	Rides	294	369	313	387	310	321	479	327	209	164	334	247

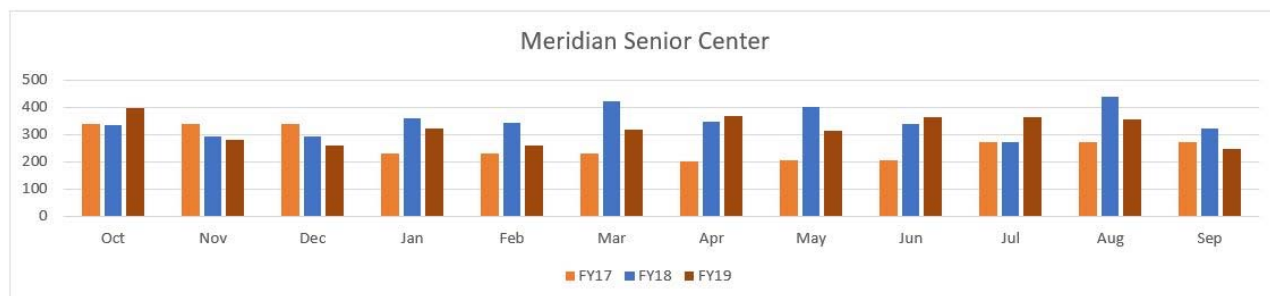
Parma Area Senior Center Transportation future potential

- As one of very few transportation providers serving the rural areas of western Canyon County, Parma Area Senior Center Transportation is continuously seeking ways to meet the needs of seniors and persons with disabilities. The program has demonstrated in the past that if transportation is available, seniors from Parma to Homedale and Wilder to Notus will use the service. Future transportation expansion is dependent on a secure, sustainable source of funding.

Meridian Senior Center Transportation – Meridian

Meridian Senior Center provides members and others in the Meridian and Western Boise area with free transportation. Ride reservations for seniors and persons with disabilities are accepted for meals, medical appointments, nutrition and shopping. Special outside groups trips are occasionally offered.

Transportation hours of service	Monday-Friday, transportation schedule varies by day and event
Scheduling process	Scheduler using a manual system to log trips
Number of vehicles in service	One (accessible) vehicle per provider
Percent of trips by ambulatory or accessible passengers	No data available
Cost per service hour of operation	\$57.53
Cost per passenger trip	\$15.65
Area of service	Meridian and Western Boise



Meridian Senior Center		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	70	70	70	69	69	68	45	45	46	79	78	78
	Rides	340	339	339	232	232	232	203	204	204	272	271	271
FY18	Hours	93	86	72	96	82	90	88	101	88	83	105	96
	Rides	335	294	294	359	341	422	349	403	340	271	439	322
FY19	Hours	97	92	89	82	69	81	96	98	80	91	89	82.5
	Rides	397	280	261	323	258	318	366	315	363	364	354	246

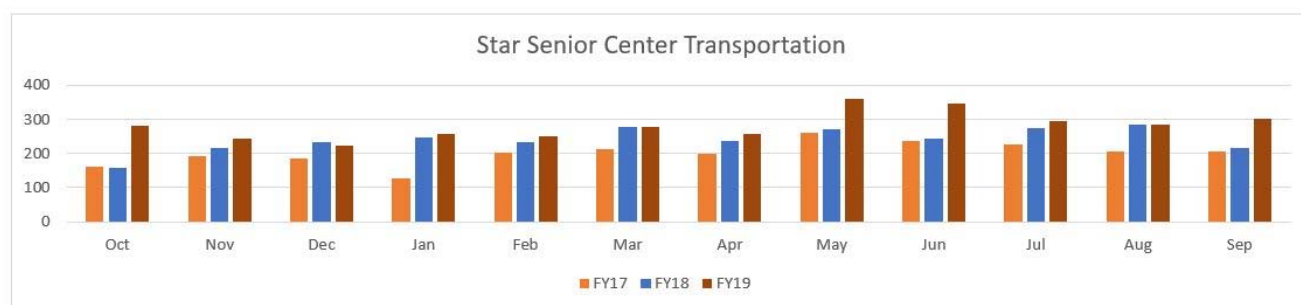
Meridian Senior Center Transportation future potential

- Meridian Senior Center Transportation provides exemplary service to primarily the senior center's members. Meridian Senior Center has shown interest in expanding service to additional populations with expanded service hours.

Star Senior Center Transportation - Star

Star Senior Center provides members and others in the Star and Eagle area with free transportation. Star is focused on providing their core customer base with exceptional service. Special outside group activities and trips are offered on a regular basis.

Transportation hours of service	Tuesday-Friday, transportation schedule varies
Scheduling process	Scheduler using a manual system to log trips
Number of vehicles in service	One (accessible) vehicle
Percent of trips by ambulatory or accessible passengers	No data available
Cost per service hour of operation	
Cost per passenger trip	\$12.33
Area of service	Star and Eagle



Star Senior Center Transportation		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	51	54	105	120	116	108	103	142	62	59	58	57
	Rides	160	192	184	127	201	214	200	262	236	228	207	207
FY18	Hours	63	58	55	71	64	68	65	84	69	74	73	218
	Rides	157	218	235	248	234	277	237	271	243	275	286	218
FY19	Hours	84	71	56	74	73	96	80	97	80	92	77.25	81.25
	Rides	280	244	222	256	251	279	259	360	347	296	286	301

Star Senior Center Transportation future potential

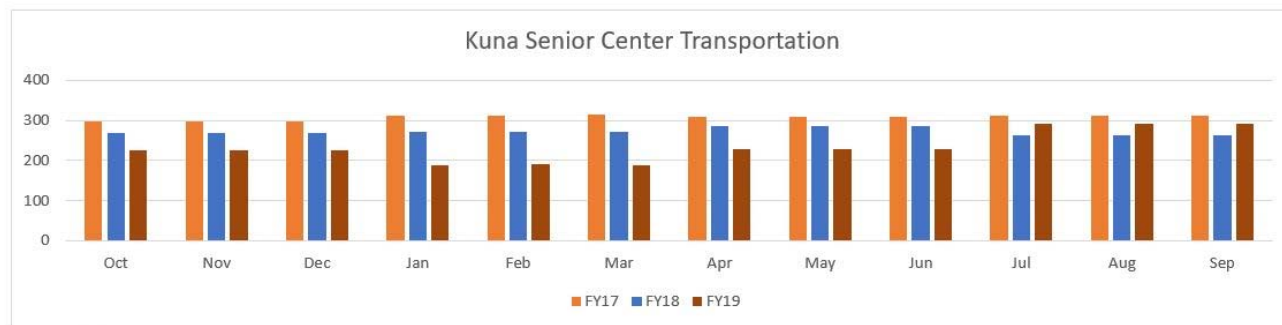
Star Senior Center serves the seniors and persons with disabilities with safe, professional transportation. Many of the Star customers are also Eagle customers. Star is interested in expanding hours of service to better serve their customers.

Kuna Senior Center - Kuna

Kuna Senior Center provide members and others with free transportation. Rides to the Center are scheduled on a regular basis. Kuna Senior Center also schedules regular trips to Meridian and Boise for groceries, doctor appointments and shopping.

Transportation hours of service	Monday-Friday, transportation schedule varies by day
Scheduling process	Scheduler using a manual system to log trips
Number of vehicles in service	One (accessible) vehicle per provider

Percent of trips by ambulatory or accessible passengers	No data available
Cost per service hour of operation	N/A
Cost per passenger trip	\$5.52
Area of service	Kuna and surrounding areas



Kuna Senior Center Transportation		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	123	124	124	116	116	116	124	124	123	NO DATA		
	Rides	298	298	298	313	313	314	309	309	309	311	311	311
FY18	Hours	125	125	125	133	132	132	140	141	141	140	139	140
	Rides	269	268	268	270	271	271	286	287	286	264	263	263
FY19	Hours	126	125	126	109	110	109	121	121	121	NO DATA		
	Rides	224	224	224	189	190	189	228	228	228	292	292	292

Kuna Senior Center Transportation future potential

- Kuna Senior Center is focused on providing exceptional service to their core customer base, and have expressed an interest in increasing current operations with additional hours of service.

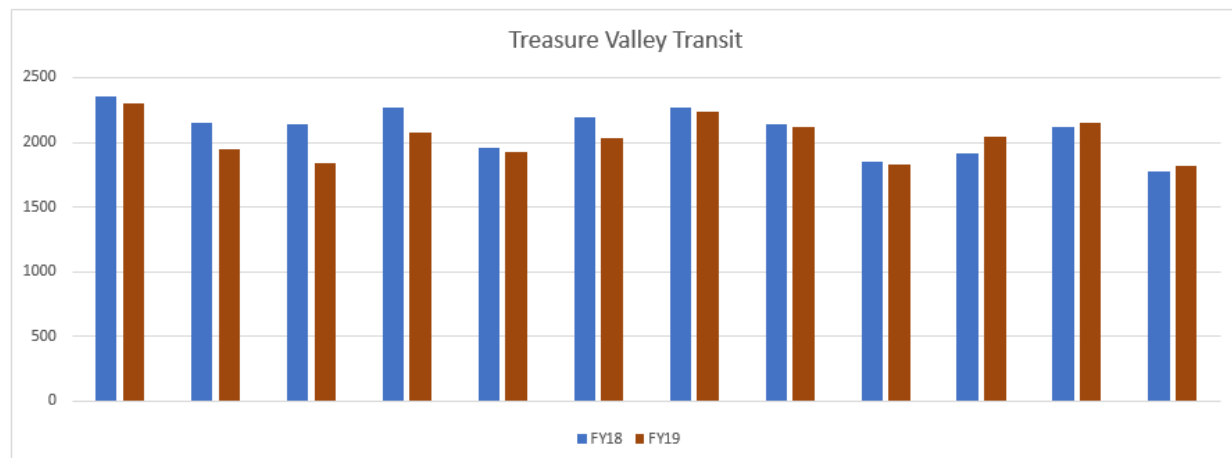
Treasure Valley Transit – Nampa

Treasure Valley Transit (TVT)

TVT receives 5310 and 5311 formula grants. 5310 formula grants provide funding for seniors and persons with disabilities in urban and rural areas. 5311 formula grants provide funding for senior and persons with disabilities in rural areas with fewer than 50,000 residents. VRT also provides 5307 Small Urban funding to TVT for seniors and persons with disabilities who are beyond the ADA core ValleyRide fixed route service in the Nampa-Caldwell service area.

TVT FY2019 Statistics

TVT Passenger Trips	26,603
Cost Per Trip	\$7.78
Revenue Service Hours	13,608
Revenue Miles	139,327



Treasure Valley Transit													
FY18	Hours	2353	2153	2137	2270	1952	2194	2265	2135	1846	1914	2117	1772
	Rides	4001	3799	3596	3723	3565	4218	4252	4277	3875	3684	4159	3552
FY19	Hours	2303	1947	1837	2072	1923	2030	2237	2121	1823	2039	2154	1814
	Rides	4327	3677	3411	3796	3640	4095	4144	4001	3493	3740	3737	3658

Treasure Valley Transit partners with VRT in serving seniors and persons with disabilities. TVT has expressed an interest in being a part of expanded service as described in Valley Connect 2.0. Potential Canyon County passengers who do not meet eligibility for ADA Paratransit Service and are unable to access ValleyRide fixed route service would benefit from this expanded service.



TOPIC: Public Notification and Involvement Policy

DATE: March 9, 2020

Summary:

Background

When Valley Regional Transit (VRT) planners are considering changes or additions to fixed-route services, those changes may include the addition or elimination of bus routes and bus stops along new and existing route pathways. These proposed route changes may also include a change in the pathway taken by a bus, which would result in the introduction of bus services and stops in previously unserved areas.

Current public engagement processes focus on existing passengers. A broader policy focusing on residents and businesses along new routes, when supported by VRT procedures, will insure the public is educated about the value of bus service in their neighborhood, has timely notification of proposed services, and has adequate opportunity to provide comment.

The VRT Community Relations Manager has updated the existing public involvement policy to include guidelines for public engagement with non-riding residents and businesses. The revised policy, along with supporting VRT procedures, will outline the minimum required public notification and engagement activities taken for the following:

- The closure and relocation of existing bus services and stops;
- New bus stop locations as a result of a new route or a change in the pathway taken by an existing route

Staff Recommendation/Request:

Action item: The Regional Advisory Council review the draft policy and provide comment and suggestions and consider approval of the document.

Implication (policy and/or financial):

The only impact we see at this time is the cost of mailings and staff time.

Timeline:

July 2019

- VRT Executive Board discusses the need to have a policy that addresses bus stop notification

September-October 2019

- VRT Community Relations Manager researches best practices, policies and procedures regarding bus service notification processes. Develops a draft policy.

December 4, 2019

- Draft of policy brought to Executive Board for review and comment.

March 2020

- RAC review of draft policy.

April 2020

- Executive Board review of draft policy
- RAC review of draft policy for recommendation

May 2020

- Executive Board final review for recommendation to full Board

August 2020

- Board review and approval

More Information: Mark Carnopis, Community Relations Manager, 208-860-9811, mcarnopis@valleyregionaltransit.org



This policy supersedes all prior policy statements written, verbal, or otherwise

Section	Policy No.
Policy Title: Public Notification and Involvement Policy	Page 1 of
Policy Date: XXXX, XX, 2020	Policy Adopted:
Approved By:	Policy/Page Replaced: N/A
VRT Chairman	Policy Amended: x/xx/xxxx
Executive Director	

Valley Regional Transit Public Involvement and Notification Policy

Statement of Policy

Valley Regional Transit (VRT) provides transportation services in Ada County and Canyon County. VRT will, at times, update its annual budget or propose changes to its transit system in order to improve service or maximize ridership.

Public participation is an important part of transit planning. This participation is especially crucial when significant changes to current services are proposed. Significant changes include fare increases, major service reductions or route modifications, and/or the addition of new service.

Just as important as collecting public comment prior to Board action is informing riders and others when new transit service is either coming to or leaving a specific area. If the service is new to an area, this notification process will include information about the benefits of public transportation.

This policy provides guidance as to the types of public activities required for budget approval, fare changes, new transit service, and service that will be modified or eliminated. It also provides details about public outreach following Board approval of any changes.

Definitions

Budget – the summary of Valley Regional Transit’s revenues and planned expenditures, approved by the VRT board, updated annually and amended bi-annually or as needed.

Fare change – any change to an existing, established fare rate or fare type applicable to regular fixed route or paratransit service which results in a different fare rate that is currently in effect.

Major service change - any change that would:

- add or eliminate more than twenty-five percent (25%) or more of the number of route revenue miles of a single route; or
- affect twenty-five percent (25%) or more of the number of route vehicle miles on any individual route commuted on a daily basis for the day(s) impacted by the change; or
- result in a route elimination or new route creation

Minor service change - any change in route length, frequency, route path, stop location or amenity work done to a lesser extent or in smaller amounts than described above as a major service change.

Modified service - recommend or required new or adjusted transit service, or modifications to the existing service, generally called major or minor service changes, but possibly limited to schedule changes or timing adjustments only.

Notice of approval – notice given after final approval by the Board regarding any budget approval, major service change, or fare changes.

Public comment – responses gathered and compiled from open houses, surveys, emailed comments, service desk reports and other outlets during interactions with the public.

Public hearing - a special type of public meeting that requires the publication and posting of a legal notice within a specified time. The main purpose of a public hearing is to provide an opportunity for the public to make comments for or against a proposal to an authorized agency representative or board member. A public hearing may be scheduled when a specific statute requires one, or when public input is desired on a sensitive or controversial issue. A public hearing is mandatory when a fare change or any major service change is proposed, or prior to the board adoption of, or changes to, the annual budget.

Public notice – Any type of notification or interaction with the public designed to increase the general knowledge of VRT processes, planned actions, or approved actions. Public notice can include any of the following:

- **Open house** - public forum to provide an opportunity for the public to learn and comment about a project or proposed operational changes and to solicit public comment prior to any public hearing.
- **Public meeting** – a meeting designed to facilitate participation in the decision-making process; assist the public in gaining an informed view of a proposed project at any level of the public transportation project development process; and gather public comment.
- **Property notices** – door hangers or other type of specific individual notice given to specific affected properties or individuals.
- **Fliers/posters** – postings generally placed on buses, at transfer locations or other public places designed to educate the public on planned VRT action.
- **Mailers** – targeted mailing services designed to notify all persons possibly affected by a transit route or pathway.

- **Media** – notices or postings placed on the various local newspaper, television, social media, websites, email or other electronic or other media VRT has access to including contracted or targeted surveys or solicited requests for input or responses.

Revenue vehicle miles – the distance traveled from the point of the first passenger pick-up to the last passenger drop-off, as long as the vehicle does not return to the dispatch point.

Route miles – the total number of miles included in a single fixed-line route or a fixed-route transit system network

Public outreach prior to Board review and approval

Budget adoption

A public hearing is required for budget adoption. The required public hearing on the proposed VRT budget or budget amendment shall be held during a regular or special meeting of the Board of Directors. Notice of any public hearing for budget adoption shall be posted at least 10 calendar days prior to the date of the board meeting.

Fare changes

A public hearing is required when a change to the fare policy is proposed. Also required are two open house/public meetings – one each in Ada County and Canyon County. Additional various media notifications, surveys and fliers/postings as determined appropriate by staff may also be included.

Major service changes

The public input process for major service changes will include public hearings in Ada County and Canyon County, a minimum of one public meeting or open house in each county, and printed and/or electronic (online) comment forms and surveys as determined appropriate by staff. Staff will provide an update to the Executive Board regarding the types of outreach planned.

Any physical infrastructure changes, including the installation of new bus stops or the removal of existing stops, will include mailers and notices to the affected property owners/businesses as well as fliers and other media as determined appropriate by staff. These notices will include information about any scheduled public hearings or meetings.

Minor service changes

Outreach efforts for minor service changes may include an open house and/or a public meeting. VRT staff will determine the level public notice during the development of any proposed changes.

Public notification following Board approval

When a new bus stop, identified through VRT technical analysis, is approved, or existing bus stops will be removed, staff will provide notices to nearby property owners and businesses. These notices will be issued no later than two weeks before the change. VRT staff will conduct follow-up visits upon request with adjacent property

owners as needed. This will ensure the public is provided with the technical rationale and methodology used. The notices will also provide both a timeline for installation of the bus stop any amenities or enhancements (e.g. benches or shelters), and information about how to contact VRT if there are any issues with the bus stop.

Responses to Public Comment

Staff will respond to all comments and feedback with the documented technical reasons and rationale for the changes in question. Technical reasons for changes may include regulations or procurement rules affecting the course of the budget, established policy regarding bus stop placement or amenities or rationale regarding the course and timing of an adjusted route. Comments will always require a response stating the reason and method chosen for the change. Technical rationale or established policy will be followed unless staff are directed otherwise by the VRT Board.



TOPIC: On-demand Transit – Canyon County

DATE: March 4, 2020

Summary: VRT staff began an internal process to evaluate the Canyon County local services operated in Nampa and Caldwell to determine if there was a path forward to redesign the services in a sustainable manner given the limited resources provided by local jurisdictions. Revenues in Canyon County are not keeping up with costs. Attempts to adjust service levels and routes within those resources continue to lead to low quality services and continuing poor system performance.

The process began with an exercise to establish results we would like to see from the system based on operational staff, community and leader input from Canyon County. The premise behind this approach is to think about the design from the perspective of the results VRT would like to achieve. The performance measures are captured in the attached matrix. This approach not only evaluates the effort we achieve in delivering service, but also focuses on the effect, or considering, “How do we measure the customer is better off?”. Also attached are the design criteria for a successful solution.

VRT completed research and evaluation of innovative approaches to transit and determined an on-demand transit system has a high probability of achieving the desired results for the services within the existing financial constraints. An on-demand transit pilot would include the following elements: Use current buses and stops; Expanded service area; Buses sent on demand; Optimized ride requests; and Capable of 10+ boardings/hour (double the current productivity of the system),

The design supports the following operating assumptions: Service available 6AM – 8PM; Trips to and from existing or virtual bus stops; Mobile or phone requested rides; Wait time 30 minutes or less; Better origin and destination data; Services Automatically adjust to local needs (Support special events and adjust service by time of day). These assumptions improve the quality of service provided today.

The rider using the on-demand transit service would experience the following: Request ride between any two stops through a mobile device, phone, or driver facilitated; Optimizes request to minimize delay and maximize productivity with wait time of 30 minute or less, and direct service between all stops in Nampa and Caldwell; Drivers are guided to passengers waiting at stops and buses are only sent out when there is demand for services; and Continual optimizing to avoid congestion and other delays in travel.

Staff is working with a technical team comprised of key staff from Nampa, Caldwell, and College of Western Idaho. The technical team will be part of the procurement process to secure a vendor and guide the implementation and community engagement throughout the project.

Staff Recommendation/Request:

This is for information only.

Implication (policy and/or financial):

The financial resources in Canyon County have not kept up with the demand for services and the costs to deliver those services. The on-demand transit pilot could offer an innovative way to improve services within existing financial conditions. Doing nothing would continue a downward cycle of poor performance and lack of financial support. If this pilot is successful, it could become a model for serving other low productivity areas within VRT's service area.

Highlights: (use bullet points)**Project Schedule**

- Winter/Spring 2020 – Begin initial public and stakeholder outreach
- Spring 2020 – Identify key elements of pilot
- Summer 2020 – Inform current riders and public about upcoming change
- Fall 2020 – Implement On Demand Transit Pilot and Market changes to public

Costs

- Start up and Software Costs \$80-100K
- Matched at 80% local contribution = \$18-20K
- Potential for new partnerships due to expanded service area
- Expected cost savings and efficiencies

More Information:

- 1) Performance Matrix
- 2) Design Criteria

For detailed information contact: Leslie Pedrosa, Operations Director,
lpedrosa@valleyregionaltransit.org.

Canyon County Services

Results Accountability Matrix

Customer Groups:

Riders; Employers/nonprofits/developers

<u>How Much did we do?</u> (Effort)	<u>How well did we do it?</u> (Effort)
• # Rides • #Hours and miles • # Destinations served • # \$ spent on transportation by mode • #Customer contacts • # Trips on time • # Road calls • # \$ supporting system • # Employees • # Job vacancy	• %Rides per hour • Cost per Trip • On-time performance • % of key destinations served • % of residential areas connected to transit • Percentage of positive comments • Employee turnover • Percentage property tax supporting transit • Miles between road calls
<u>Is Anyone Better off?</u> (Effect)	
• # Riders accessing key destinations • \$ Riders spend on transportation • \$ Employers, nonprofits, developers spend on transportation • # Days riders attend employment • # Customers satisfied • # Residential units served by transit • # Trips completed on time • # Trips going by key destinations	• % OTP routes serving key destinations • % household income spent on transportation • % costs covered by employers • % customers satisfied with services • % employees arriving on time to work and appointments • % routes serving key destinations

Canyon County Design Criteria

An Ideal Solution Would Be:

- Scalable and fit with the long term vision for transit in Canyon County
- Flexible
- Frequent
- Reliable
- Accessible for persons with disabilities
- Compatible with existing capital resources, make the most of current vehicles, facilities etc.
- Implementable within the existing time constraints
- Beneficial/Usable to existing riders
- Available to riders without access to the internet/mobile phone
- More cost effective than current service
- Within current budget
- Adaptable to other transportation needs such as the weekend shopper shuttle and the Centennial Job Corps and changes in the community

An Ideal Solution Would Have:

- Innovative Technology supports
- Simple customer tools
- Data collection systems
- Customer support during hours of operation
- Adequate support to include roadside customer service during implementation
- Visibility to potential customers
- Effective marketing/outreach supports
- Stops in population dense areas and employment centers
- Support of the City of Nampa, Caldwell and CWI and NNU

An Ideal Solution Would Enable:

- More people to ride transit
- More public/stakeholder support and buy-in
- More funding support
- Ease of ridership
- More access to destinations throughout Canyon County



TOPIC: Canyon County Engagement Report – Rides2Wellness

DATE: March 4, 2020

Summary:

Background

Valley Regional Transit (VRT) is considering expansion of the Rides2Wellness program into Canyon County. The existing Rides2Wellness program has been in operation since 2015. It provides free transportation to patients of St. Luke's, Saint Alphonsus and designated clinics, who live in Boise, Meridian, Star and Eagle.

As a first step in developing a plan for Canyon County, we conducted face-to-face interviews and focus group meetings to determine the transportation needs of Canyon County residents seeking access to follow-up medical appointments.

We began our outreach efforts in early February and concluded our efforts in early March. Our subjects were the public and medical services providers. We conducted focus group meetings at six health care facilities and interviewed the public at four locations in Nampa and Caldwell.

The attached report is a summary of what we heard. The hope is to implement a Canyon County Rides2Wellness program in October 2020.

Staff Recommendation/Request:

This is an information item. No action is required.

Implication (policy and/or financial):

None

More Information: Mark Carnopis, Community Relations Manager, 208-860-9811, mcarnopis@valleyregionaltransit.org



Summary comment report on proposed expansion of Rides2Wellness into Canyon County

Background

Valley Regional Transit (VRT) is considering expansion of the Rides2Wellness program into Canyon County. The current Rides2Wellness program has been in operation since 2015. It provides free transportation to patients of St. Luke's, Saint Alphonsus and designated clinics, who live in Boise, Meridian, Star and Eagle.

Rides2Wellness demonstrated significant growth during the past three years with increasing ridership: 49,328 rides in 2017; 70,045 rides in 2018; and 80,161 rides in 2019. Anticipated growth for 2020 is projected to be 93,921.

We do not know the transportation needs of Canyon County residents seeking access follow-up medical appointments. We began our outreach efforts in the county in early February. The plan is to develop a program tailored to meet those needs. The hope is to implement a Canyon County Rides2 Wellness program in October 2020.

Collecting Comments

In February, Valley Regional Transit staff interviewed two groups – health care providers and the public. We conducted focus group meetings at six health care facilities and interviewed the public at four locations in Nampa and Caldwell. A listing of those locations is included in Appendix A.

Input from health care providers

To better understand the unique needs of Canyon County hospitals and clinics, a focus group questionnaire was presented to staff from each of the participating health care providers. Comments from providers identified the following major causes for patients missing appointments:

- Financial stressors that include unemployment, homelessness, lack of money for gas, money to pay for a doctor's visit, or the financial resources to pay for daycare.
- Transportation issues include:
 - o Patients that do not have friends or family to help with a ride;
 - o Patients that do not understand where to turn for help;
 - o Patients that cannot afford a taxi or ride-sharing services (e.g. Uber, Lyft);
 - o Unreliable service from NEMT transportation providers; and

- o Low-income families with a single vehicle where one parent works and the other is home without transportation.

All participating health care providers indicated they have the capability to track cancellations and no-shows. In most instances, a caseworker or scheduler attempts to make follow-up calls to patients missing appointments.

Several demographic and socio-economic groups were identified as missing appointments; however, most health care staff interviewed identified two disparate groups that would benefit the most from a dedicated transportation system:

- i. Seniors or elderly, especially those with chronic health issues, and
- ii. Low-income, limited English speaking families.

Participants were asked about the design of a Rides2Wellness system. Reliability, ease of scheduling and on-demand service are at the top of the list. Other suggestions included:

• Bilingual drivers • Accessible vehicles • PCA trained drivers with through the door service • Free to patients • Saturday service	• Flexible scheduling • Child restraints • Include pharmacy stops • Rural service • Inter county service • Simultaneously schedule rides when medical appointments are made for vulnerable patients
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One suggestion was to design the system in two parts. One part would have a vehicle circle around making stops as needed every hour or half hour at major clinics along the way. It is not uncommon for patients to be sent from one specialty clinic to another during the same appointment or day. The other part of the system would serve rural Canyon County areas and Nampa/Caldwell neighborhoods.

Another suggestion was to have an integrated scheduling system. Vulnerable, elderly patients constitute almost half of the total 20% missed or no-show appointments. An integrated scheduling system would schedule rides for those patients simultaneously when clinic or hospital appointments are scheduled.

Additional individual clinic comments and suggestions can be found in Appendix B.

Input from the public

VRT staff spoke interviewed Canyon County residents at four locations. A listing of those locations is included in Appendix A.

Participants were asked the following questions:

- Where do you live?
- Where do you receive health services?
- What types of clinics and services are most difficult for you to access? Why?
- What barriers do you experience in accessing healthcare? (e.g. language assistance, clinic hours, wheelchair accessible rides, transportation too expensive, information about transportation or healthcare services)
- In the last six months, how often have you cancelled or missed a healthcare appointment due to transportation?

Public comment themes

- A majority of those interviewed said they have little or no problem getting to and from healthcare appointments.
- Most of those interviewed at the Caldwell and Nampa senior centers said they have been able to get to medical appointments with few problems. Many of the respondents said they drive but are worried that they will some day have to turn in their driver's licenses.
- Many of the seniors said that they rely on Metro transportation services or relatives (including spouses) to get them to appointments.
- A couple of respondents said that they sometimes rely on Uber or Lyft to get to appointments.
- The medical locations they visit most often are Terry Reilly clinics, Saltzer Medical Group, St. Alphonsus and St. Luke's medical facilities, and West Valley Medical Center.
- The biggest barriers to accessing health care is having no insurance, having somewhat unreliable transportation, language barriers, and the limited hours clinics are open (conflicts with work schedules).

Appendix A: Outreach locations

VRT conducted focus group meetings with the received input from the following health care provider groups:

Location	Number of participants
• Southwest District Health, Caldwell	4
• Saltzer Health, Nampa	2
• St. Luke's Hospital, Nampa	7

• St. Alphonsus Caldwell Cancer Center	1
• Terry Reilly Health Services, Nampa	10
• Family Medical Residency of Idaho (FMRI), Nampa	10

VRT staff interviewed Canyon County residents at the following locations:

Location	Number of Interviews
• Mobile Clinic- Oasis Food Bank	30
• Nazarene Care House	52
• Caldwell Senior Center	17
• Nampa Senior Center	14

Appendix B: Individual comments

Focus Groups

- » Many times patients can get a ride here, but they do not have a ride home after the appointment.
- » Bilingual drivers can be important.
- » Especially among younger patients that miss appointments, they come from low-income families.
- » Clinic hours are until 8:00 at night and our patients will tell us they missed their appointment because their ride decided they did not want to bring them at night.
- » The Medicaid ride showed up with a regular van and our patient uses a wheelchair.
- » We often hear from Moms that the family only has one car and the husband works and cannot get off work to drive to her appointment.
- » They come in for their appointment, then we try to send them across town for blood work, and they have no way of getting there.
- » We need an easy way to communicate with transportation providers.
- » Some patients are so weak and frail; they need help getting from their ride to the front door of the clinic. No one is willing to do that.
- » We do make reminder calls the day before the appointment, but when we call them back after they miss their appointment, they tell us their ride never showed to pick them up.
- » Many of our patients have trouble finding transportation between Ada and Canyon County to receive special services that are not available in Canyon County.
- » Financial hardship's- Patient is embarrassed that they can't pay copay, lab fee's, no insurance, vehicle gas money; so they either call to cancel appt., or no-show.
- » Maybe we can counsel patients to help them understand preventative health care appointments are important to catching health issues early before they get worse. (Health Management Education)
- » Both male and female drivers to help with family resistance problems
- » Telephone/customer service options that can help patients without supporting technology.
- » Elderly do not answer the phone when they don't recognize the number for a reminder call and they end up missing their appointment.

»Parent will miss their child's appointment due to work or school schedules.

Public Outreach

- » I can get to the VA clinic in Caldwell OK. If they refer me to Boise, I do not like to drive on the interstate.
- » If I had another option (to using a taxi or Metro), I would welcome it.
- » I live in downtown Nampa. I do not own a car, but take my bike everywhere. When the weather turns bad, I get my sister to drive me.
- » If I cannot get to an appointment on my own, I rely on a friend.
- » I mostly use my own car, but it can be difficult getting in and out of it. Keeping a car running can be expensive.
- » I have an unreliable car. Friends aren't always available to give me rides. I have missed a couple of appointments because my car broke down.
- » I have limited mobility. I have missed a couple of appointments because of rides falling through.
- » I do sometimes miss (medical) appointments because I have car problems.
- » I have missed medical appointments twice in the last six months.
- » I have a piece of c*&\$ car that is unreliable. My family used to live here, but now they live in Homedale. I have had to cancel several appointments.
- » I had a stroke about 20 years ago. My husband is the only driver. If he cannot drive me, I try to get a ride from a friend. This is not always easy. I have missed at least two appointments.
- » I need rides from friends. The bus cannot always get me there on time.
- » I use Metro. Metro is good.
- » I make appointments based on my ability to get a ride.
- » I have a hard time with parking. It is hard for me to walk.
- » I have my own car but I would like to know when a back-up (transportation) service is available
- » I have missed three appointments in the past six months due to car problems.
- » I have not missed an appointment in the last six months, but I fear the day I do not have a car for transportation.
- » Not having transportation for locations more than five miles away because I walk.
- » One barrier is having enough gas to get to appointments.
- » I work with my family to make sure I have a ride. It's been OK so far.
- » Vouchers (from Medicaid) did not work that well. Sometimes I ran out of voucher money.
- » There are not enough doctors in Caldwell. You'd find them in bigger cities, e.g. Boise and Meridian.
- » One barrier is transportation for those in wheelchairs.
- » There is no reliable public transit for where I live because it is so far from clinics. MTM is horrible and it takes too long to get home.

- » I do not know what transportation services are available to me. Clinics are always changing appointment times.
- » all services and clinics are difficult for me to access because I have no transportation near me and I cannot walk long distances.
- » Medicaid transport only goes to specific appointments.
- » I have missed four appointments in the past six months. I have no vehicle and borrow one. MTM takes too long.
- » Hard to work with the DVA for the bus so use my own vehicle.
- » One barrier is finding a ride that doesn't take half my day like the bus does.
- » I have a hard time getting my elderly mother to appointments. She uses MTM, but it is always late for her appointments.
- » Lab work through St. Al's, no labs in Caldwell. I have to sometimes take kids out of school and drive over to my appointment.

Spanish-speaking interviewees

- » There is a lack of information, I am not very well informed. There are language barriers (language barriers mentioned by several respondents, as was the lack of information about transportation options).
- » Clinic hours are limited. I have no insurance (lack of insurance mentioned by many respondents).
- » I do not drive and sometimes my husband is not available to take me to appointments.
- » One barrier is having enough gas to get to appointments.

Neighborhood-based Mobility Collaboration Strategy

Seven Questions

Participants: Kaytlyn Marcotte, Mary Beth Nutting, Kelli Badesheim, Alissa Taysom, Eric Selekoff, and Jeremy Maxand

1. Who are our customers?

Neighborhood associations/homeowner associations, advocates for disability community, businesses, schools, property managers and developers, public agencies and jurisdictions,

1-3 most important customers:

- Neighborhood associations/HOAs
- Public agencies and jurisdictions

(may seem too distant from the actual neighborhoods/where the conversations need to take place) on the counter argument this is how to build the “bridge” between the public agencies and the neighborhood associations)

2. How can we measure if our customers are better off?

- *Neighborhood's interests show up in agency and jurisdiction plans*
- *More avenues for collaboration between neighborhoods and agencies and jurisdictions*
- *People's satisfaction with neighborhood is improved*
- *Improved safety data/safer travel*
- *Higher utilization of walking, biking, and bus transportation*
- *Higher percentage of sidewalks connected and complete*
- *Higher percentage of pathways that are accessible*
- *Higher percentage of students walking/biking/busing to school*
- *Improved access to key activity centers*
- *Reduced traffic congestion amount of time in traffic and quality of neighborhood experience*
- *People's neighborhoods and places where they can go have expanded*
- *Businesses are seeing more walk-up business and business is increasing*
- *Developers are highlighting walkability/bikability/busability of neighborhoods*

3. How can we measure if we are delivering service well?

- *Customer satisfaction*
- *Increased engagement by neighborhood association members*
- *Collaboration among agencies and jurisdictions*
- *Increased requests for grants to fund neighborhood projects*
- *Number of agencies that join a neighborhood-based project team*
- *Numbers of neighborhood associations that join advisory groups*

- *Number of meetings where agencies jurisdictions and neighborhoods are all attending*
- *Number of projects supporting connecting sidewalks and accessibility improvements*

4. How are we doing on the most important of these measures?

This will be addressed at a later meeting.

How engaged are neighborhoods today?

What is the level of collaboration and coordination between agencies?

5. Who are the partners who have a role to play in doing better?

- *Neighborhood associations*
- *ACHD*
- *Jurisdictions (including community engagement)*
- *VRT*
- *Safe Routes to School*
- *Idaho Walk Bike Alliance*
- *Schools*
- *LINC(s)*
- *Idaho Access Project*
- *Nonprofits supporting vulnerable populations*
- *Canals group*
- *Idaho Smart Growth*
- *ITD*
- *VA*

6. What works to do better? (including no-cost and low-cost ideas)

- *Making contact with neighborhood association leadership*
- *Relationship building with key partners*
- *Developing ground rules and opportunities for engagement at all levels of the organization*
- *Develop a “game plan” to use to engage leadership in agencies and jurisdictions*
- *Getting buy-in from leadership up front*
- *Conduct focus groups with Neighborhood Associations*

7. What does a successful result look like and what do we propose to do?

- *Build a bridge between the NA and public agencies*
- *Being in a room with key stakeholders and having everyone learn something new and understanding of goals and needs and openness to working toward common goals (better relationships)*
- *Plan success party at the end of the process (Neighborhood BBQ or block party celebrating the successful completion of a project)*
- *Collaboration between entities and leadership is achieved*

- *Collaboration becomes the easy choice*
- *Conflicts are reframed to be seen as opportunities*
- *People can communicate the benefits of working together*
- *Neighborhoods have positive experiences working with agencies and jurisdictions*

Next Steps:

How do we create the game plan? What does it look like?

How do we get the key stakeholders to the table?

Neighborhood-based Mobility Collaboration

Performance Results Matrix

<u>How much did we do?</u> (Effort)	<u>How well did we do it?</u> (Effort)
<u>Is Anyone Better off?</u> (Effect)	

Headline Measures: Those measures that are readily available and reliable

Secondary Measures: One to Five of the most important measures that tell the story

Data Development Measure: The data that is difficult to get, but important enough to buy if needed



TOPIC: Transit Schedule Brochure, Service Change Information

DATE: March 4, 2020

Summary: VRT staff has been working on updating the transit schedule brochures to provide better information about fixed route services. The front cover redesign is intended to provide information about when service is available, where it goes, and how long it takes to get there at a glance. Before and after examples of the redesign are shown in figures 1 and 2.

Along with this update to the schedule covers, VRT staff is reducing the number of time points to roughly 10 minute intervals. This change is designed to help improve on time performance by providing more time to operators to adjust to traffic conditions as they develop on route.

Detailed information about the upcoming service change is available online and stops that are closing have been noticed with a sign indicating where the nearest replacement stop will be. Examples of the stop closure notices are shown in figure 3.

Figure 1: Current Design



Figure 2: New Design

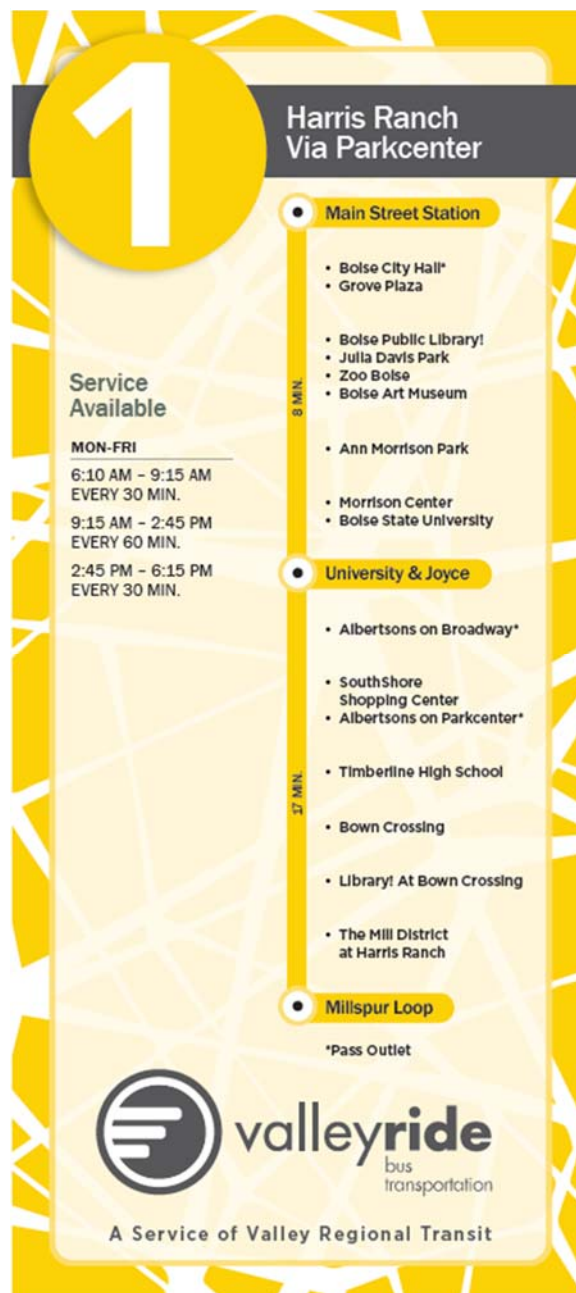


Figure 3: Bus Stop Closure Notices

WE APOLOGIZE FOR THE INCONVENIENCE.	WE APOLOGIZE FOR THE INCONVENIENCE.
BUS STOP CLOSURE 	BUS STOP CLOSURE 
This bus stop will be temporarily closed. Esta parada de autobuses estará cerrada temporal.	This bus stop will be permanently closed. Esta parada de autobuses estará cerrada permanente.
Effective/Efectivo: 	Effective/Efectivo:
NOS DISCULPAMOS POR LA INCONVENIENCIA. CLAUSURA DE LA PARADA DE AUTOBUS	NOS DISCULPAMOS POR LA INCONVENIENCIA. CLAUSURA DE LA PARADA DE AUTOBUS
The nearest stop is located on: La parada mas cercana está ubicada en: 	The nearest stop is located on: La parada mas cercana está ubicada en:
 valleyregionaltransit (208) 345-7433	 valleyregionaltransit (208) 345-7433

Staff Recommendation/Request:

This is for information only.

Implication (policy and/or financial):

The public will be able to better understand where routes go and how to use them. They will also be better informed about stop closures and how to continue using the system after the change.

More Information:

For detailed information contact: Stephen Hunt, Principal Planner,
shunt@valleyregionaltransit.org



TOPIC: Executive Director Report

DATE: February 24, 2020

Finance and Budget

The first quarter closing reports will be available at the April Executive Board meeting. Once the quarter is closed, staff will be able to upload the budget amendment the board approved in January. Staff will complete the expense and revenue trends report we scheduled for March meeting and present in April.

VRT staff initiated the budget development process for FY2021. The budget development is moving forward. Staff is going to review some key issues influencing the FY2021 budget in April and May Executive Board meeting. These topics include: Transit asset management analysis; technology issues and trends; capital needs for service expansions and new technologies; Fleet media sales trends; marketing; and administration overhead. The Executive Board receives the first draft of the preliminary budget in June.

Community Engagement, Committees and Projects

I continue to support a variety of community-based committees and projects this year. Rides 2 Wellness – Canyon County Expansion is completing the first outreach phase of the project. Staff will be completing a summary report of community comments. The community project team, composed of healthcare, advocates, and VRT staff will be considering the comments received as we refine the Rides 2 Wellness solution for Canyon County.

The Regional Advisory Council committee set up to establish and expand our strategy around neighborhood mobility collaborations is meeting to establish performance measures and tools neighborhoods can use to improve mobility, safety, and access to key destinations through walking, biking, and transit. The group is establishing a “playbook” to be piloted in the State Street Corridor as a tool to engage neighborhoods more effectively.

I am continuing to support City of Boise Strategic Team and the Canyon County Project Team. I have been meeting with a group of inter-city transportation providers to consider strategies for improving connections at the Boise airport and to the fixed-route transit system.

I organized a meeting with other transportation providers around the state to consider updating our fixed-route scheduling software. The project’s focus is to evaluate the provider’s needs for this type of technology to see if we can provide economies of scale by doing a procurement at a statewide level.

More information: Kelli Badesheim, Executive Director, 208-258-2712,
kbadesheim@valleyregionaltransit.org



TOPIC: Operations Department Monthly Report - January

DATE: February 19, 2020

Summary: Status update of activities related to contracted transportation services, Specialized Transportation services, information technology and intelligent transportation systems, compliance, customer service support and regional operations.

Highlights:

Contracted Transportation

- Canyon County celebrated 126 accident free days in January
- Ada County celebrated 60 accident free days in January

Specialized Transportation

- Five new vehicles placed into service
- Updated standard operating procedures and training materials

Information Technology and Intelligent Transportation Systems

- Migrated Microsoft Exchange service from 2013 to 2019
- Upgraded ValleyRide filer server to 2019
- Set up Cradlepoint internet failover

Compliance

- Attended Triennial audit workshop
- Began meeting with Acquisition of Service providers to discuss ridership reporting

Customer Service Support

- Staff preparing for upcoming service changes

Regional Operations

- Staff has been working on the following projects:
 - o Canyon County Service Redesign
 - o Treefort planning for March 2020
 - o Electric Vehicle procurement
 - o Compiling TAM scores for FY21 capital budgets and targets
 - o Building capacity to serve accessible rides
 - o Staff will be preparing a request for information (RFI) for the fixed route management system

Updates:Contracted Transportation

- Ada County and Canyon County operations is working with VRT staff to finalize service changes planned for spring 2020
- Canyon County operations working with VRT staff to find new solutions to improve service in Canyon County

Specialized Transportation

- Staff began updating logos on all training materials
- Staff has all but 4 vehicles rebranded, 6 more need renumbering

Information Technology and Intelligent Transportation Systems

- Continued server migration for Microsoft Exchange and Barracuda firewalls
- Security protocols failover tests conducted successfully, but deficiencies with network infrastructure design may cause single points of failure. Equipment has been installed and in the process of being programmed
- Staff resolved 125 support requests from 127 submitted

Compliance

- Continued work on Public Transportation Agency Safety Policy and Plan (PTASP) that will go into effect in July 2020
- Site Inspection audit workbook completed. Contracted Operations audits will be completed in February
- Drug and Alcohol Testing Management Information System reports submitted for 2019 to FTA

Customer Service Support

- Customer service agents handled 5,061 of 5,405 incoming calls, with 344 calls abandoned. The average call time was 3 minutes, 22 seconds and the average hold time was 17 seconds.
- January mobile ticket sales totaled \$7376.75
- Staff is working on solutions to address challenges found with the change in ACCESS scheduling

Regional Operations

- Staff is working with Ada County, Canyon County, and VRT staff to finalize service changes planned for Spring of 2020
- Staff assisted with the acquisition of service analysis
- Staff attended triennial review training for upcoming site audit

More Information:

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TOPIC: Development Department Monthly Report

DATE: March 02, 2020

Summary: Update of Development Department activities for the month of January 2019

VRT Strategic Plan

Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- **ValleyConnect 2.0 (VC2.0)**
VRT Staff is developing the FY2021-25 Transit Development Plan (TDP). Staff has begun collaboration with staff, stakeholders and partners to develop and program projects including any 2021 enhancements. This plan will build on ValleyConnect 2.0 and the efforts of local jurisdictions to enhance transit services in their community.
- **Programming**
 - **Local and Federal Allocations** – VRT presented the local allocations methodology to the executive board at the February meeting and it was approved for use in building FY 2021 funding requests.

Goal 2 – Increase Ridership and Revenue

- **Service to the Amazon Fulfillment Center**
VRT staff have been in discussion with Amazon regarding service during their shift changes at the fulfillment center being constructed at Franklin and Star Road.
- **Fixed Route Service in Meridian**
VRT Staff have drafted and tested the route through Meridian from Ten Mile to Kleiner Park and is preparing to further discuss the proposed routing with the Meridian Transportation Commission, and is preparing to begin public outreach
- **Transit Access to Ada County Facilities**
VRT staff have been in discussion with Ada County about expanding access to their facilities in Boise.
- **On Demand Service in Canyon County**
VRT staff is looking into alternatives to fixed-route service for Canyon County. This investigation began in response to the poor ridership on Route 55, and the desire of CWI to invest in higher ridership service.

Goal 3 - Build institutional and regional capacity

Regional Capital Enhancements

- **Boise Operations Facility**

- o **Electric Bus Infrastructure**

Staff has coordinated initial changes required by Idaho Power and is expected to commence those improvements in the spring of 2020. Design of the charging infrastructure is being scoped now.

- o **Fuel Island Work**

Based upon TAM scoring, staff is coordinating the replacement of the cathodic protection system, parts of the gas dryer, electrical monitoring equipment, the fluid dispensing building and the cooling system for the compressor building in 2020. Costs are being finalized and design completed for that work now.

- o **Site Work**

The lowest ranking TAM item after the fuel island is the existing pavement at the site. Pavement evaluation and repair will occur throughout 2020 pending remaining dollars after the fuel island work is complete.

- **Happy Day Transit Center Upgrades**

The Executive Board approved initial design funding at the November 2018 Executive Board meeting. Cost estimates, material testing and mitigation studies have been completed as part of that effort. VRT is still waiting on grant funding in order to begin the construction side of this effort. Local Match may not be available for this small urban project due to the fact that the Compressed Natural Gas Rebate (CNG Rebate) has not been awarded this fiscal year, but the federal dollars are ready to be implemented as soon as local match can be identified.

- **Regional Facilities and Infrastructure Plan / Facility Maintenance Plan**

Staff is drafting the Facilities and Infrastructure Plan currently and has engaged a technical writer to assist in the plan in 2020. The plan is currently posted on VRT's website for review/comment. Once the Facilities and Infrastructure Plan has been reviewed by staff, the technical writer will assist in updating the current Facility Maintenance Plan to match the new Facilities and Infrastructure Plan for the region.

- **Main Street Station**

Staff has finalized an additional facility maintenance engineer/facility master technician to assist in the maintenance of MSS and the technical equipment at the Boise Maintenance Facility such as the fuel island. The MSS janitorial service provider contract has been updated and is being monitored now, along with the new security services provider updated by contract through the Gardner condominium charges. Ongoing warranty and surrounding property construction items are being monitored now.

- **Bus Stops**

The 2020 bus stop improvements project has several phases and elements. Design for construction of 8 larger shelter sized bus stop pads (carried over from FY19) is 80% complete. Planning in preparation of the NEPA effort for any 2020 bus stop

improvements has been submitted and staff is addressing the first round of comments from the FTA now. Bus stop improvements for Eagle are planned in early 2020 and the proposed bus stops for the Meridian alignment are under review now.

- **State Street Corridor Projects**

Fehr and Peers the consultant team working on the State Street Alternatives Analysis kicked off the study with the City of Boise, Compass and ACHD, VRT staff. A site visit is scheduled for the end of February.

State Street Executive and Technical Teams have been working together to identify actions that would help member agencies continue making progress on the Transit and Traffic Operations Plan (TTOP). The technical team met to further refine performance metrics and develop a scope, schedule and budget for a transit operational analysis that would review several key assumptions in the current TTOP.

Other Development Activities

- **Title VI** –Next submittal will be October 2020.
- **Grant Opportunities** – VRT was awarded a competitive federal grant to purchase 8 electric transit vehicles and the supporting infrastructure. It is expected that the new vehicles will be in service by the first or second quarter of FY 2021.

More Information:

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 Jacob Hassard, Project Manager, 208.258.2705, jhassard@valleyregionaltransit.org
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 Jill Reyes, Planning Programmer, 208.258.270, jreyes@valleyregionaltransit.org

TOPIC: Finance and Administration Activity Report

DATE: March 2, 2020

Summary

This memo provides an update on the accomplishments of the Finance Department

VRT Strategic Plan

Goal 1 – Demonstrate responsible stewardship of public resources

Highlights:
Budget/Finance

- Eide Bailly has completed the FY2019 annual independent audit
- Finance staff is working to close the first quarter of FY2020
- Finance submitted required documentation for the FTA triennial review
- Finance is responding to FTA inquiries related to the Authorities FY2019 National Transit Database information
- Finance is assisting with FY2021 budget planning

Grant Management

- Grants and Compliance Administrator is working on the following:
- FTA Appropriations were posted and the following grants have been submitted in TrAMS for review and/or are being worked on.

Boise Large Urban							
Grant ID #	Transmitted to FTA	Grant Funding Source	Apportionment Year	Description	Federal	Local	Amount (F/L)
1736-2020-1	2/10/2020	5310 LU	2020	FY20 Purchase Transportation Services	\$ 312,662	\$ 78,166	\$ 390,828
1736-2020-2	pending transfer	STP> 5307 LU	2020	STP > 5307 LU Replacement Buses	\$ 1,449,119	\$ 114,791	\$ 1,563,910
1736-2020-3	2/10/2020	5307 LU	2020	FY19-20 Planning - LU	\$ 852,680	\$ 213,140	\$ 1,065,820
1736-2020-4	2/10/2020	5307 LU	2020	FY19-20 Boise Ops. Fixed Route, PM, Ada, Mobility, IT, Vehicles	\$ 3,482,161	\$ 1,188,291	\$ 4,670,452
1736-2020-5	pending	5307 LU	2020	FY19-20 Rolling Stock, Vehicles, Shop Equipment	\$ 1,063,919	\$ 265,900	\$ 1,329,819
TOTAL LU FUNDING PENDING					\$ 7,360,541	\$ 1,594,387	\$ 8,954,928
Nampa Small Urban							
Grant ID #	Transmitted to FTA	Grant Funding Source	Apportionment Year	Description	Federal	Local	Amount
1736-2020-2	pending transfer	STP>5307 SU	2020	STP > 5307 SU Replacement	\$ 147,330	\$ 11,671	\$ 159,001
1736-2020-3	2/10/2020	5307 SU	2020	FY19-20 Planning - SU	\$ 493,206	\$ 151,015	\$ 644,221
1736-2020-4	2/10/2020	5307 SU	2020	FY17-18-19-20 Nampa Ops. Fixed Route, PM, ADA, Mobility	\$ 2,249,090	\$ 1,359,394	\$ 3,608,484
TOTAL SU FUNDING PENDING					\$ 2,889,626	\$ 1,522,080	\$ 4,411,706
TOTAL LU/SU FUNDING PENDING					\$ 10,250,167	\$ 3,116,467	\$ 13,366,634

- Grants Administrator is also working on two NOFO grant opportunities with the support of staff:
 - o Low – No emissions grant - Due March 17, 2020
 - o 5339 Bus and Bus Facilities grant – Due March 30, 2020

Procurement

- Staff has been working on the following procurements:
 - o Electric buses
 - o On Demand Technology

For More Information: Contact Jason Jedry, Finance Controller, (208) 258-2709, or e-mail:

jjedry@valleyregionaltransit.org



TOPIC: Community Projects/Outreach Efforts Update
DATE: March 2020

Summary: This memo provides updates on current and future community outreach efforts, including those related to VRT Strategic Plan goals.

VRT Strategic Plan

Goal 2 - Build community partnerships/build advocates for public transportation

- Regional Outreach Toolkit and Speakers Bureau

Goal 3 – Build institutional and regional capacity

- Secure stable funding sources
 - o Public transportation ambassadors and outreach campaign
 - o Coalitions and partnerships

Highlights

- Our service changes will be implemented on March 30. I am actively developing outreach collateral (e.g. rider handouts, bus posters) and will participate in outreach efforts, especially in Eagle, where ValleyRide bus service will resume. We also are getting ready to roll out a service change page that has a lot of information about the upcoming changes.
- I am completing drafts of two revised policies – one about public involvement and notification, and a second about the use of social media. These policies will be reviewed by staff, the RAC and Executive Board before going before the VRT Board for final approval.
- We are collecting data and conducting interviews to determine the medical transportation needs in Canyon County. The information from the interviews will be used to develop a first draft of a Rides2Wellness plan for Canyon County (we already have a Rides2Wellness program in place in Ada County). I will write up the comment report.
- Expanding Rides2Wellness is one of three mobility enhancement initiatives in Canyon County. We also are starting outreach efforts to gather comments and suggestions for a local fixed-route service redesign and building capacity to service accessible rides for persons with disabilities. All three projects are expected to be implemented beginning in October 2020,

More Information: Mark Carnopis, Community Relations Manager, 208 258-2702, or mcarnopis@valleyregionaltransit.org



TOPIC: Bike Share Program

DATE: February 17, 2020

VRT Strategic Plan

Goal 3 - Build institutional and regional capacity

- Regional Capital Enhancements

Highlights:

Program Administration

- The Boise GreenBike system now has 103 active station and flex hubs with 127 bikes. Roughly 100 bikes are being kept active during the winter months.
- As of February 17, 2020, Boise GreenBike has 22,000 active members, who have made 121,246 overall trips since the beginning of the program, covering 297,021 miles and burning 11.8 million calories.
- Below is a table comparing system statistics for January in each of the past five years.

January	New Sign-ups	Overall Trips	Miles Travelled	Calories Burned
2020	68	694	840	33,599
2019	80	955	1,234	49,362
2018	62	857	1,007	40,319
2017	13	171	118	4,735
2016	48	275	361	14,467

- Our current vendor, Social Bicycles (Uber/Jump), has been sold to a new company, Mobility Cloud. Mobility Cloud is honoring the terms of the Social Bicycles agreement and is willing to extend the contract on a month-to-month basis. We finalized an agreement with Mobility Cloud in February with a fixed-term of six months, and shifting to month-to-month in September. We have the ability to terminate the contact at any time.
- We have selected a preferred vendor to replace the existing system with a much larger, all-new, all-electric system. We have an agreement in principle with the new vendor but are awaiting other developments before signing.
- On October 24, 2019, we submitted a proposal to current Title Sponsors, Select Health and St. Luke's requesting a substantial increase based on the expansion of the system under the new vendor. In a meeting with them on December 3, 2019, they rejected the proposal, though both said they would be willing to continue at the current level of

support. We held a follow-up meeting with St. Luke's and SelectHealth on Friday, January 24, 2020, asking if they would be willing to join a new coalition of sponsors that would allow us to grow our sponsorship base. Doing so would mean they would have to give up industry-specific exclusivity and naming rights. They declined the offer, which means their sponsorship will end effective April 15, 2020.

- We are continuing conversations with other entities interested in forming a new base of support for the system.
- The City of Boise is willing to provide the necessary funding to operate the system until the end of the busy season through September.
- The system will be re-launched under the new business model March 1, pending securing the necessary operating funds through community underwriters and sponsors.

Sponsorship Plan

- Title Sponsorship
 - o SelectHealth & St. Luke's (expires April 15, 2020)
 - o Actively recruiting new sponsors
- Station sponsors:
 - o Independence University (previously Stevens-Henager College)
 - o Boise Co-op (renews this year)
 - o Banner Bank
 - o CCDC (two stations, one renews this year)
 - o Treasure Valley Clean Cities Coalition
 - o ACHD (awaiting renewal)
 - o Harris Ranch (awaiting renewal)
 - o HDR (renews this year)
 - o The Watercooler (Local Construct)
 - o Midas Gold (renews this year)
 - o Idaho Central Credit Union (two station hubs at Boise State)
 - o Parkway Station
- Membership Card Sponsorship
 - o Key Bank
- We continue to schedule meetings with potential sponsors.

More Information: Dave Fotsch, Boise GreenBike Director, 208-331-9266 (cell), dfotsch@valleyregionaltransit.org



TOPIC: City Go Report

DATE: March 2, 2020

Summary: Status update of activities related to the downtown mobility collaborative, City Go.

Highlights:

City Go

- City Go held their second event in the 2020 event series, “City Go Conversations.” The event was on sustainable commuting and was hosted by City Go Member, Boise State University.
- City Go has their third event scheduled for April 1, 2020 on The Future of Parking and Mobility Downtown.
- City Go has three corporate members and five individual members.
- City Go has sold \$2,312 in passes since it launched on November 14, 2019.

Updates:

Technology and Service Integration

- Staff worked with Masabi, Boise State University, and Clearwater to initiate a software development project for the Boise State Senior Design Class in spring of 2020. The students will work to create a system-to-system interface for employer pass distribution through mobile ticketing. The project has started and Boise State University has seven students working on the project.

Performance Measurements

Targets	2020 Target	Launch to Date
Number of outreach events	75	8
Number of website visits	15,000	1,672
Number of business members	20	3
Number of individual members	100	5
Number of new sustaining business members	3	0
Fare revenue generated	\$60,000	\$2,312
Membership revenue generated	\$50,000	\$5,050
Number of wallets sold	1,500	46



Number of social media followers	2,000	Instagram – 254 Facebook – 57
Social media average post reach	4,000	Instagram – 141 Facebook – 398
Number of direct email subscribers	1,000	142
GreenBike sign-ups	100	22
Number of individuals covered under membership	4,500	848
Number of active individual members in MemberSpace	1,000	65
Renewed memberships	85%	
Customer Satisfaction	<i>Annual survey</i>	
Commute behavior change	<i>IPI annual survey</i>	
Downtown SOV Counts		91%

More Information:

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TOPIC: Fleet Media Division - Update

DATE: February 18, 2020

Summary:

This memo provides updates on current contracted revenues associated with the Fleet Media Division and high level updates of plans to increase revenue potential.

Highlights:

As of 2/18/2020 the Division will invoice a total of \$ 359,033.66 in FY2020 (staff projected \$ 500,000.00 by end of FY2020), after operating costs and obligation to operations that leaves a current total of \$ 109,033.66 profit.

Staff is working on several proposals to increase our revenue potential including:

1. Sales of bus shelter advertising
2. Coordinated sales with COA for bus benches
3. Coordinated sales with Yesco for billboards
4. Bringing bus graphics printing/installs/removals in-house

Staff will have proposals that include additional projections for revenue by the end of Q3 FY2020 for Board review.

More Information:

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