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REGIONAL ADVISORY COUNCIL AGENDA

Tuesday, January 21, 2020

9:00 AM

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

Vision Statement: We envision an accessible regional transportation system that is built upon meaningful stakeholder input and feedback.

Mission Statement: The Regional Advisory Council's mission is to use a customer-centered approach to ensure that VRT's policies, services, and outreach meet the mobility needs of the community.

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. 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 a member requests the item be removed from the Consent Agenda and placed under Action Items.

A. Regional Advisory Council Minutes for December 17, 2019 Meeting ☐ Pages 4-5

Members are asked to approve the minutes of the December 17, 2019 RAC meeting.

IV. PUBLIC COMMENT (Comments will be limited to no more than three (3) minutes.)

V. ACTION ITEMS

A. ACTION: Election of Vice-Chair

Kelli Badesheim

Regional Advisory Council members will be asked to vote on a new vice-chair.

B. ACTION: FY 2019 Public Comment Report ☐

Pages 6-7

Mark Carnopis

Members are asked to do a final review of the report and approve it.

C. ACTION: 2020 Canyon County Community Engagement Plan ☐

Pages 8-14

Mark Carnopis

Members are asked to review the plan outline, provide input and suggestions, and recommend to submit to project teams supporting each initiative.

VI. INFORMATION ITEMS

A. INFORMATION: Building Accessible Capacity - Draft Specialized Transportation Analysis Θ

Pages 15-33 David Pederson

Members will review a discussion draft of the Specialized Transportation Analysis, offer input into the findings and recommendations, and determine members to participate on the project team for the next phases of the Building Accessible Capacity initiative.

B. INFORMATION: Neighborhood Initiatives Mobility Collaboration Update

Kelli Badesheim

Kelli will provide an update on this project since the last meeting. An RAC committee will be meeting in the next few weeks to outline the scope, deliverables and schedule for this project.

C. INFORMATION: Pass Program Redesign Θ

Page 34

Kaite Justice

The Regional Advisory Council will be given an update on the Pass Program Redesign.

D. INFORMATION: Transportation Development Plan Θ

Page 35-40

Jill Reyes

Members will review scope, schedule, and proposed service projects for the Transportation Development Plan.

VII. DEPARTMENT/STAFF REPORTS

A. Department/Staff Reports Θ

Pages 41-51

Department/staff reports have been included in the packet for information.

VIII. ADJOURNMENT

Θ = Attachment

Agenda order is subject to change.

NEXT REGIONAL ADVISORY COUNCIL MEETING:

February 18, 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 (208) 258-2702 if an auxiliary aid is needed.

REGIONAL ADVISORY COUNCIL MINUTES

Tuesday, December 17, 2019

9:00 AM

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

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Lisa Brady	Kelly Berg	Kelli Badesheim, VRT
Jeremy Maxand	Susan Bradley	Mark Carnopis, VRT
Randy Johnson-by phone	Annette Harper	Paula Cromie, VRT
Terri Lindenburg	Jason Madsen	Rachel Haukkala, COMPASS
Mary Beth Nutting	Salome Mwangi	Jacob Hassard, VRT
Eric Selekof	Courtney Rosenkoetter	Kaite Justice VRT
	Walter Steed	Kaytlyn Marcotte, VRT
	Tina Wilson	Leslie Pedrosa, VRT
		Jill Reyes, VRT
		Alissa Taysom – VRT

CALLING OF THE ROLL – Eric Selekof called the meeting to order at 9:02 a.m. There was not a quorum.

AGENDA ADDITIONS/CHANGES - none

CONSENT AGENDA

Regional Advisory Council/Valley Regional Transit Executive Board Joint Minutes from November 4, 2019 Meeting

No quorum present - this item will be placed on the January consent agenda.

PUBLIC COMMENT - None

NON-POLICY/OUTREACH/SERVICE AGENDA ITEMS

INFORMATION: Introductions of Mary Beth Nutting and Deborah Allen

Mary Beth Nutting was introduced as an ex officio member. Deborah Allen was not present.

ACTION: Regional Advisory Council 2020 Meeting Calendar

This item was discussed and will be moved to the January 2020 meeting as a consent agenda item.

POLICY ACTIVITIES

ACTION: FY2020 Regional Advisory Council Charter Committees

Kelli Badesheim presented the three charters for RAC member consideration for opportunities to engage in charter teams and committees. No vote was taken to approve the FY2020 Work Program, as a quorum was not present.

SERVICE/PROGRAM ACTIVITIES

ACTION: Community Relations Targeted Audiences Messaging

Mark Carnopis asked RAC members to provide input regarding target audiences. Input will be used towards the development of the VRT community outreach plan.

INFORMATION: FY 2020 Service Change Update

Staff presented an update on the FY 2020 service change.

OUTREACH ACTIVITIES

ACTION: Valley Regional Transit Fact Sheet Mark Carnopis

Members were asked to review the design template for a VRT fact sheet that will include operations, projects, and financial information, and provide suggestions on information that should be included in the document.

DEPARTMENT/STAFF REPORTS

INFORMATION: Department/Staff Reports

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

ADJOURNMENT – The meeting adjourned at 11:00.

NEXT REGIONAL ADVISORY COUNCIL MEETING:

January 21, 2020

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642



TOPIC: Public Comment Summary Report

DATE: January 9, 2020

Summary:

The Valley Regional Transit (VRT) Executive Board and the Regional Coordination Council (now the Regional Advisory Council) began discussing the need for a comprehensive public comment report regarding ValleyRide bus/ACCESS services in fall 2016. This report would provide a general overview of comments and suggestions made by the public that are entered into our FleetNet document management system by VRT staff and Help Desk representatives.

In addition to providing an overview on what the public has to say about our transportation services, the report could be used as a tool by VRT and services management staff to identify problem areas and address those concerns. The first two reports that were produced analyzed data from the first half and second half of fiscal year 2017. A decision was made to produce one public comment report that covered a full fiscal year beginning in fiscal year 2018 (which began October 1, 2017).

The attached FY 2019 report is the latest report and has been modified from the FY 2018 report based on input from the Regional Advisory Council and the VRT Executive Board.

Staff Recommendation/Request:

The Regional Advisory Council is asked to approve the final, one-page public comment report, for FY 2019.

Implication (policy and/or financial):

No projected financial implications other than staff time needed to secure the information and write the report.

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

Public Comment Report

Fiscal Year 2019 (October 1, 2018—September 30, 2019)

Total complaints: 671 Total valid: 350 Percentage valid: 52.2 percent

Valid complaints per 100,000 rides: 16.37



Service Type	Total complaints	Total Valid	Percentage Valid	Valid complaints per 10,000 rides	Top complaint categories (with valid percentages)	Total Ridership
Boise Demand Response	44	22	50%	4.27	On-time performance: 64% Aggressive/Careless Driver: 9.1% Policies/Procedures: 9.1%	51,408
Boise Fixed-route	359	174	48.5%	1.61	On-time performance: 20.1% Missed passenger: 17.2% New Route Changes: 14.4%	1,080,941
Nampa/Caldwell Demand Response	5	3	60%	N/A	One each: discourteous driver, on-time performance, policies/procedures, time schedule, general recommendation	2,377
Nampa/Caldwell Fixed-route	68	31	45.6	0.67	On-time performance: 42% Missed Passenger: 12.9% Aggressive/Careless Driving: 9.7%	46,437
Intercounty service	148	90	60.8%	10.4	On-time performance: 47% New route changes: 20% Policies & Procedures: 5.5%	86,300
GoRide (Specialized Transportation)	14	8	38.1%	1.04	Missed pickup: 62.5% Aggressive/Careless driving: 25%	80,500
Misc: (IT, Mobility, Help Desk, Main Street Station)	33	18	54.5%	N/A	Bus tracker: 33% Inaccurate/conflicting information: 27.7% Website: 11%	N/A



TOPIC: Canyon County Community Engagement Plan

DATE: January 10, 2020

Summary:

Background

Valley Regional Transit (VRT) is working on three initiatives in Canyon County in 2020. These initiatives include a local fixed-route redesign, Rides2Wellness Expansion, and Building Additional Accessible Capacity. The purpose of the community engagement plan is to ensure VRT works closely with customers, stakeholders and funding partners throughout the process to ensure solutions that are desirable to the customers, financially viable and operationally feasible.

The community engagement plan emphasizes going to where people are already gathering and meeting, rather than using open houses. The tactics also include a variety of methods, both digital and non-digital to allow the broadest engagement from diverse groups.

The timeline is to implement the final solutions in October 2020.

Staff Recommendation/Request:

Staff requests comments on the plan from the RAC and seek approval on the recommended draft plan (attached). The plan will be shared with the project team for each initiative.

Implication (policy and/or financial):

Conducting outreach for all three initiatives ensures the most efficient use of staff and RAC time. It will also ensure the three initiatives are coordinated and support the needs of the community and do not create duplication in the services delivered.

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

Valley Regional Transit Canyon County Outreach Draft Work Plan Outline and Schedule

Introduction

Valley Regional Transit (VRT) provides local and inter-county fixed-route services, ADA paratransit, and specialized transportation services in Canyon County. Financial support from local governments have been flat, and in some cases decreased in this period, leading to cuts in services. Ridership and productivity on local and inter-county services have been dropping year-to-year since 2011. Canyon County lags behind similar regions in the level of funding support and public transportation services. Access to transportation is a leading barrier for residents with low-income, older adults and persons with disabilities to access jobs, groceries, and healthcare services.

VRT is conducting community engagement and outreach in 2020 for three mobility enhancement initiatives in Canyon County. The three initiatives are a local fixed-route service redesign, expansion of Rides2Wellness into Canyon County, and building capacity to service accessible rides for persons with disabilities.

These three initiatives will have some overlapping partners, stakeholders, and customers. VRT is designing outreach to maximize the level of engagement in the county and to ensure the solutions evaluated for the three initiatives are coordinated to leverage resources most effectively. Attached is a description of each service type including ridership and productivity.

Objectives

- Collect comprehensive information about the unique transportation needs of Canyon County residents in regards to follow-up medical appointments
- Leverage community engagement resources from financial partners (local governments, healthcare systems, and private and non-profit organizations to reach a broad cross-section of the community.
- Use the information gathered to design mobility solutions desirable to customers, financially viable, and operationally feasible
- Create a database of community groups, customers, and leaders for future outreach, education, and marketing of new services

Team Organization

The Community Engagement (CE) team members from Valley Regional Transit are Mark Carnopis (Team Lead), Patrick Durham, and David Pederson. The Regional Advisory Council members who will assist in the developing and implementing the plan are Terri Lindenberg, Tina Wilson, Eric Selekof, and Annette Harper. Other community partners will be incorporated into the outreach throughout the process.

Scheduling

Mark Carnopis will develop a meeting schedule for the CE team. This meeting schedule may include both face-to-face and teleconference meetings, and correspondence via email.

Phase 1: Initial Outreach

The first phase of the plan development is the collection of data regarding existing conditions and needs.

The tactics/strategies for the first phase of outreach include the following:

1. On-line and in-person surveys with customers. We will accomplish this through handouts provided to customers at the Happy Day Transit Center, posters on the buses, staff interviewing people who are riding on the buses, a home page news story and alert on the valleyregionaltransit.org home page, and through earned media (via a press release). Additional notification channels include city websites, e-mail distribution lists (e.g. the Treasure Valley Community Resource Center-TVCRC), and Next Door.
2. Face-to-face interviews with key stakeholders and other germane partners (e.g. healthcare systems, social services, employers, key activity centers, chambers of commerce). VRT staff will identify these targeted interviewees, develop the questions for the interview, and schedule the interviews.
3. Attend meetings with existing community groups. Staff is working on identifying these groups. This outreach will include civic groups (e.g. Lions, Kiwanis) and TVCRC members (will identify meetings and schedule interviews through email contact).
4. Pop-up outreach at community events, libraries and other gathering places.
5. Neighborhood based social media and local contact distribution lists. We will work with our existing database of PIOs and the TVCRC and other organizations/agencies.

Summary: The CE team members will work together to develop outreach materials, including fact sheets, interview and survey questions, contact information for staying involved in the process.

Timeline - January through March

Deliverables

- Monthly progress reports to the Regional Advisory Council
- Project fact sheets
- In-person interview and on-line survey questions
- On-line survey instrument
- Talking points, messaging, and posts on social media
- Press releases
- Earned Media
- List of other resources (e.g. city and county PIOs, CWI Student Union staff) to help disseminate information)

Phase 2: Review and Document Data

The second phase of engagement centers on analyzing and summarizing the data collected during phase 1. VRT will use the information to assist project development teams refine solution designs for the three initiatives.

Deliverables

- Summary Findings Report to be compiled by VRT Community Relations Manager
- Presentations to project teams for each initiative.
- Project contact database for future engagement. Existing databases will be updated with additional contacts collected during phase 1.

Timeline - March through May

Phase 3: On-going Communication

The third phase of the project centers on communicating project information, progress, and schedule updates.

The tactics/strategies for the third phase includes the following:

1. Develop an external electronic newsletter dedicated solely for this project that provides deadlines, updates, etc.
2. Go live with an on-line information page that will serve as a clearinghouse for information and updates.
3. Develop an outreach toolkit for presentations and static displays. This will include fact sheets, maps and display boards.
4. Attend follow-up meetings with community groups identified in Phase 1 and any additional groups identified. The CE team will continue to meet with groups at their regularly scheduled meetings throughout this phase to raise awareness about the initiatives and future opportunities to engage in the work.
5. Pop-up outreach at community events, libraries and other gathering places, including outlets identified in Phase 1.
6. Neighborhood based social media and local contact distribution lists. We will work with our existing database of PIOs and the TVCRC and other organizations/agencies.

Deliverables

- Solution fact sheet and description for each initiative
- Storyboards, presentations and other graphics for community meetings
- Project schedules
- Presentations for each initiative
- Updated contacts database

Timeline - May through July

Phase 4: Implementation and Education

The CE team will update the information based on the final solution design(s) for each initiative. The objective of this phase is to educate the public about the implementation of the solutions. The CE team will use the contacts database, which will be updated throughout the process to reach out with fact sheets, schedules, and other information to support informing the public of the key elements of the implementation.

The tactics/strategies utilized during this phase will be similar to those in Phase 3. They will be modified accordingly.

Timeline

- August through September

Community Engagement Team Activities

January 2020

- Define roles of CE team members
- Develop outreach materials and online survey
- Identify groups, individuals and providers to be interviewed (targets)
- Identify/schedule outreach events to gather information
- Develop outreach schedule

January/February/March 2020

- Complete engagement activities
- Develop summary reports for each initiative project team
- Begin analysis of outreach input

April through July 2020

- Develop and post solution fact sheets
- Develop and post outreach schedule
- Develop and post survey
- Analyze data and complete final Summary Report

August/September 2020

- Training and development of an outreach plan for the program
- Post final initiative solution with implementation schedule
- Complete community outreach with same groups from earlier phases of outreach
- Develop a marketing strategy as needed for marketing final solution

October 2020

- Implement marketing tactics
- Collect and report on performance data.

Summary Descriptions

Local Fixed-route Services

Initial paragraph

Valley Regional Transit is exploring transit delivery options that could improve local service. For years, transit service in Canyon County has been limited to a few main corridors. Traffic congestion on these corridors also made operating service on time, very challenging. In January of 2018, VRT made changes to the fixed route service in Canyon County by consolidating several routes and expanding coverage to include the Treasure Valley Marketplace and the Department of Health and Welfare. Unfortunately, those changes have not resulted in improving the productivity of service, which remains below five (5) boardings per hour.

In an effort to improve the productivity of service and expand the reach of transit to more locations in Canyon County, VRT is exploring on-demand transit, which would dynamically route and dispatch transit vehicles based on rider requests. VRT expects any on-demand option would utilize existing buses and stops, with the option to serve additional stops in key locations. Riders would typically request service using either mobile devices, landlines, or desktop computers. Working with an on-demand transit option, VRT would minimize any negative impacts or barriers created by the change in service delivery.

If successful on-demand transit could be an important part of how VRT delivers transit in some communities. It also could inform or be coordinated with the expansion of other specialized transportation options.

Rides2Wellness

For many residents in the Treasure Valley, a simple ride to a critical follow-up appointment after suffering from a major health event can mean the difference between recovery or relapse. To address this transportation gap, Valley Regional Transit partnered with St. Luke's and Saint Alphonsus Hospital Groups to develop Rides2Wellness.

The Rides2Wellness program began in 2015. It provides free transportation to patients of St. Luke's, Saint Alphonsus, and designated clinics. The program currently provides transportation services to medical appointments to residents of Boise, Meridian, Star and Eagle. Free trips are offered to qualified clinics.

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.

Discussion has begun about expanding the Ride2Wellness program to include Canyon County. We will not take a one-size-fits-all approach in expanding the program, as we expect transportation needs in Canyon County to be different from the existing services in Ada County.

Building Capacity to Serve Accessible Rides

Valley Regional Transit 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

Canyon County. VRT is interested in building capacity to provide accessible same-day/on-demand rides through coordination of existing transportation services.

Over the last year, VRT completed an internal review of accessible vehicles in the existing VRT shared vehicle pool. 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 outcome of this project could potentially effect current services provided in Canyon County, including VRT Late Night, Lyft Transit Connections, Rides2Wellness, as well as services currently provided by Metro Community Services in Caldwell.



TOPIC: Building Capacity to Serve Accessible Rides

DATE: January 8, 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.

VRT staff will establish a project team to support the next steps in the project. The RAC members participation is invaluable to consider the needs of riders as the final solutions are designed and moved forward in the process.

Staff Recommendation/Request:

Attached is a draft of the Specialized Transportation Analysis. The analysis includes findings and recommendation for consideration in this project. VRT staff seeks input from the RAC on the analysis including any insights they would offer on the next steps. The final draft will be provided to the RAC for an advisory recommendation to forward to the VRT Board 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 – 2019
- Analysis of existing specialized transportation services – In process
- Establish project team – February 2020

- Research technology designed to coordinate rides – March – May 2020
- Report findings and recommendations to increase capacity, which will include operational feasibility and costs – June 2020

More Information:

Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleyregionaltransit.org



TOPIC: Specialized Transportation Analysis – Technical Memo

DATE: January 9, 2020

Background/Summary: Valley Regional Transit (VRT) collaborates with senior centers, nonprofit agencies, various community organizations, and private transportation providers to offer rides to transportation dependent and some of our region's most vulnerable residents. VRT Specialized Transportation programs are either free or at a reduced fare making this very affordable for the riders.

The VRT Board of Directors adopted ValleyConnect 2.0 in 2018. The staff recognized at the time a need to develop more detail in the area of Specialized Transportation. The attached analysis serves as the "existing conditions" report for this work. The report will provide a foundation for building out projects in Specialized Transportation for the Transportation Development Plan (TDP), the five-year work program for VRT, demonstrating how VRT will invest in these important services. In addition, the analysis serves as background information for VRT's current initiatives to expand Rides2Wellness in Canyon County, and build additional accessible transportation capacity in the region.

The attached analysis reviews the performance of three specialized transportation programs over the last three-year period, 2017, 2018 and 2019. The first half of the report is summary data on all the services. The last half of the report is the detailed data by program and service provider. VRT staff only included transportation provided in the region administered and coordinated through VRT. VRT is incorporating programs and services using federal funds to serve these populations (ie. job access transportation and beyond ADA services) in TDP.

Services analyzed in this report :

- Acquisition of Service (AOS) Transportation for seniors and persons with disabilities;
- Rides 2 Wellness for transportation dependent patients from St Luke's, St Al's and designated clinics; and
- Volunteer Driver program that serves as a transportation safety net when no fixed-line bus service or other specialized transportation programs are available.

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

Findings

- The analysis does not include any providers receiving federal funds that are not being coordinated directly by VRT.
- 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, AOS transportation providers have experienced increases in rides and service.
- The largest percentage of AOS ridership growth occurred in Metro Community Services, SHIP, Harvest Transit, and Eagle Senior Center.
- Of the top four AOS 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.

Recommendations

- Complete an inventory of existing providers and services in the region for consideration to include in the Transportation Development Plan (TDP).
- 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.

More Information: David Pederson, VRT 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.

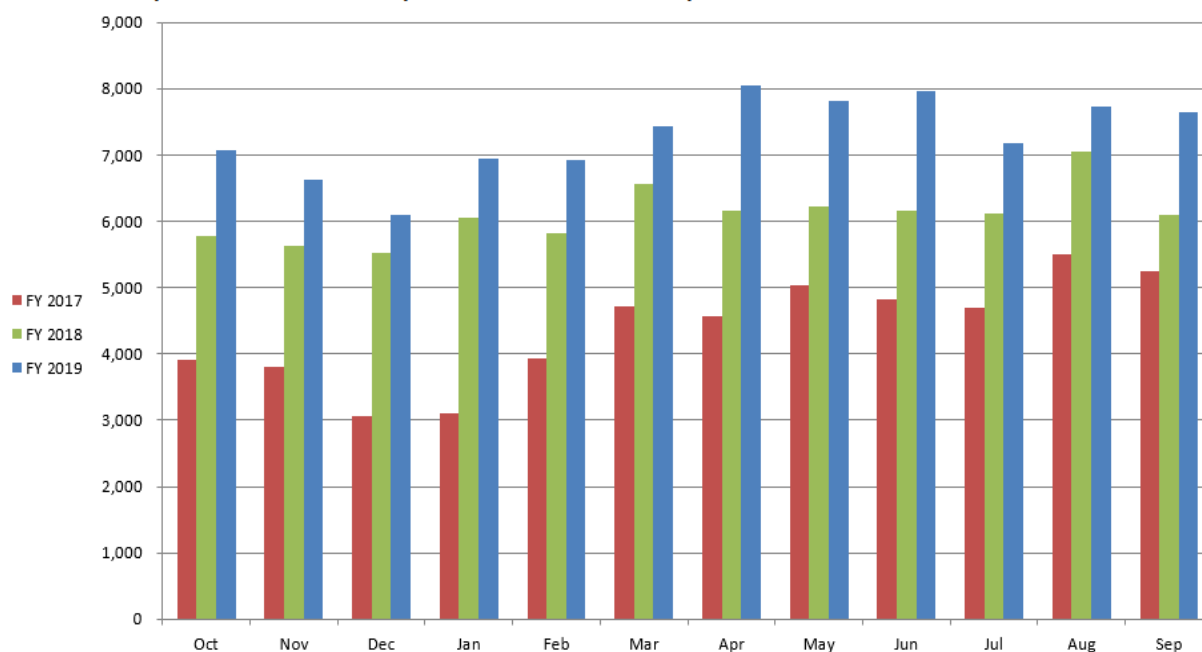
Volunteer Driver program: The Volunteer Driver program is one of the first Specialized Transportation programs. Funded in part by low, affordable fares, in-kind and federal funds the Volunteer Driver program functions as a safety net for those needing transportation outside the hours or service areas 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.

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.

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

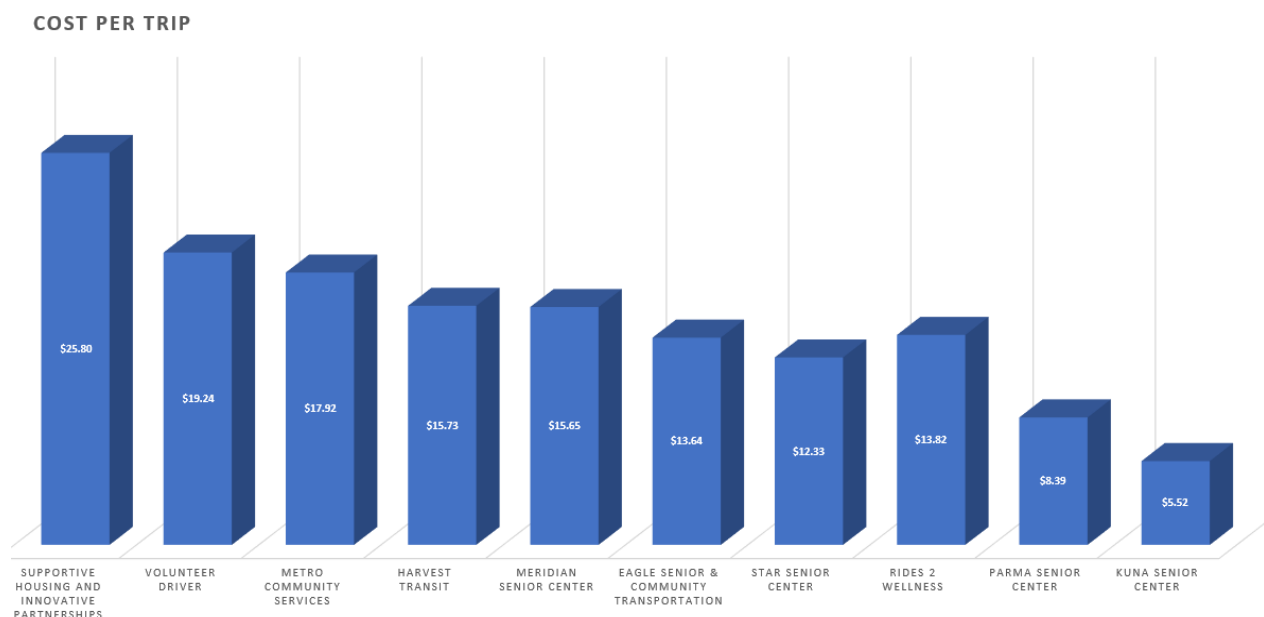
The following table shows how AOS providers utilize VRT supports:

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.

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 early FY2020.

- Canyon County – Ramp It Up and Trinity have expressed an interest in expanding business as Rides 2 Wellness moves into other Treasure Valley communities. Both companies indicated they may add drivers and vehicles to accommodate any new demand for service.

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.

DRAFT

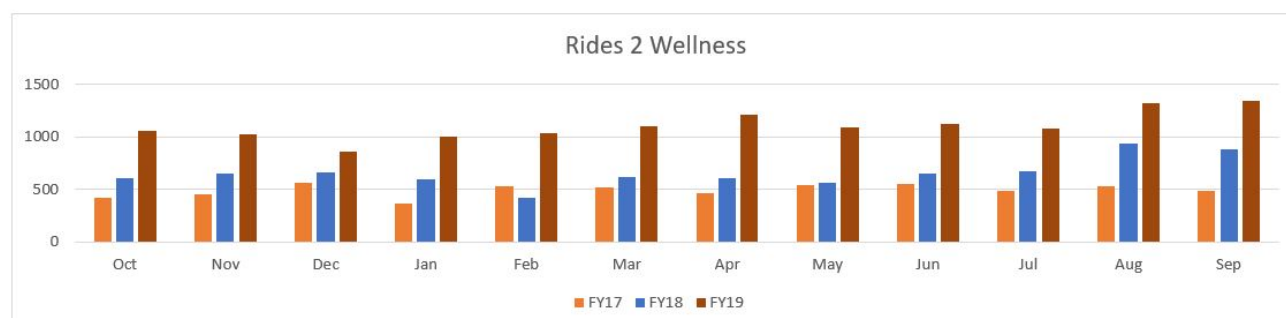
Detailed Specialized Transportation by Program and Provider

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



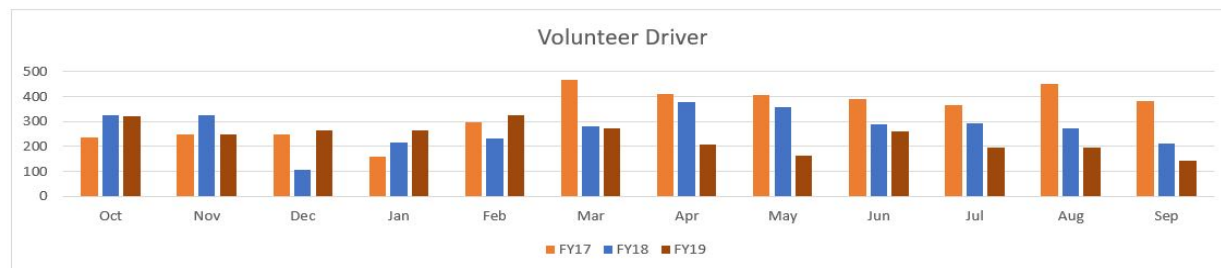
Rides 2 Wellness		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	186	174	202	172	192	203	183	202	235	165	294	245
	Rides	421	451	558	369	534	518	466	538	551	488	526	486
FY18	Hours	193	244	230	211	177	211	265	322	423	480	387	141.4
	Rides	608	654	665	594	417	621	607	559	654	668	937	882
FY19	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 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
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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



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.

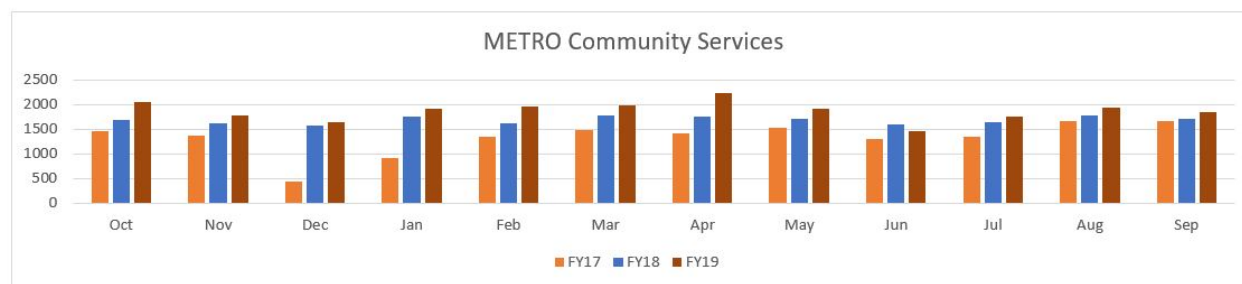
Metro Community Services – Caldwell

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.

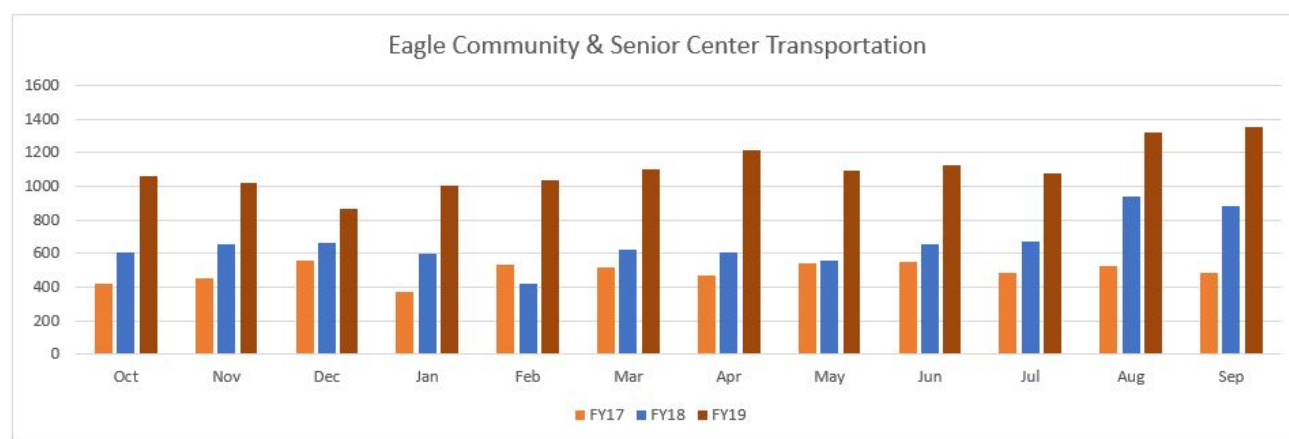
Eagle Community & Senior Center Transportation

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.

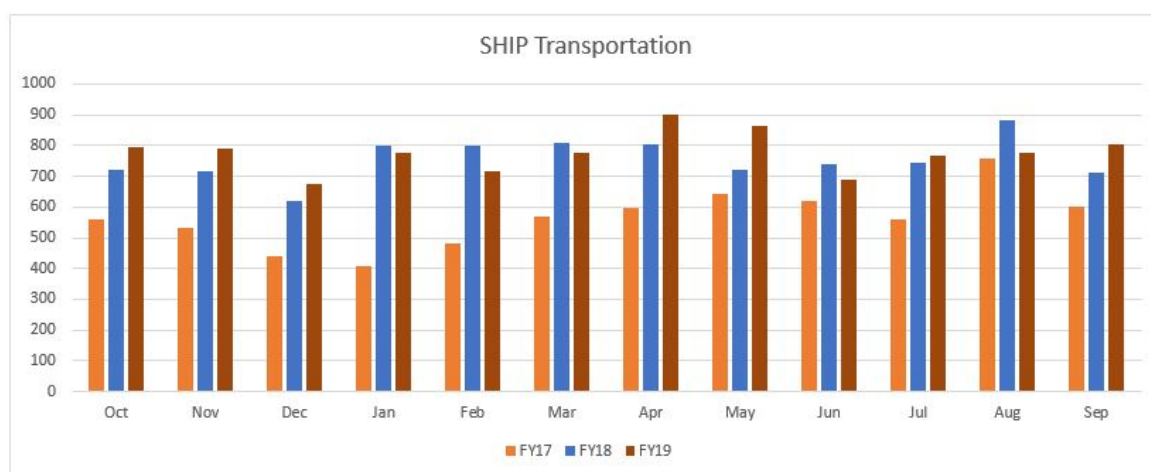
SHIP Transportation – Boise

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)
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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

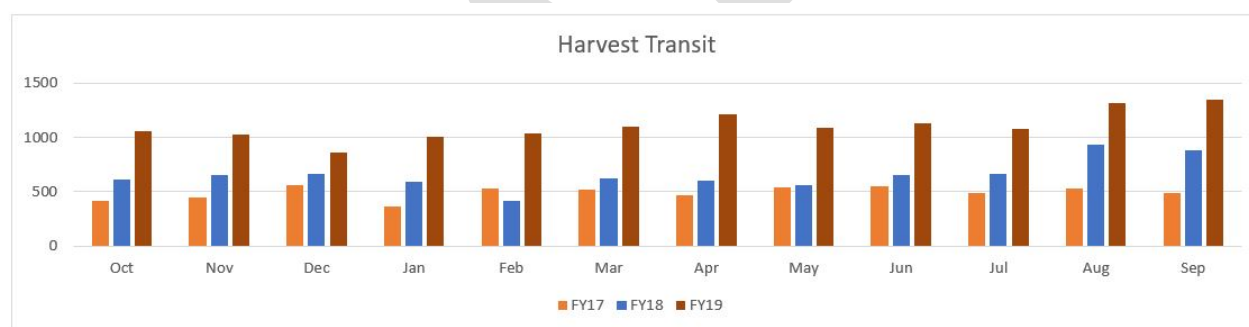
- SHIP Transportation has expressed an interest in adding drivers and vehicles to meet the current unmet transportation needs of Boise seniors and persons with disabilities. Rides are fully booked two to three weeks in advance.
- SHIP Transportation is interested in exploring the possibility of expanding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

Harvest Transit future potential

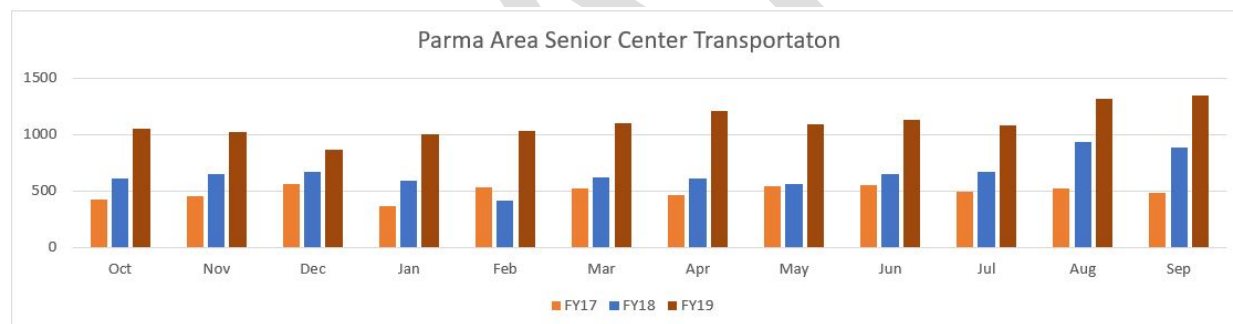
- Church of the Harvest has adopted community transportation through Harvest Transit as part of their church outreach. Harvest Transit is eager to expand service to include additional drivers and vehicles, expand the organizations geographic reach, and provide transportation services to additional populations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

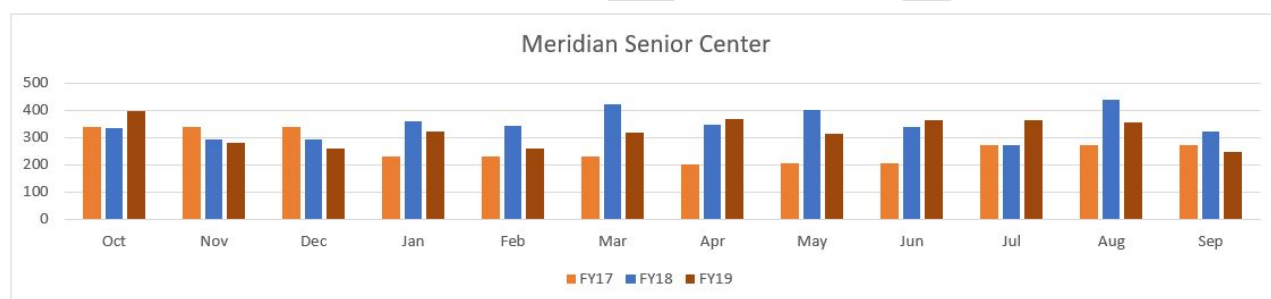
Parma Area Senior Center Transportation future potential

- 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

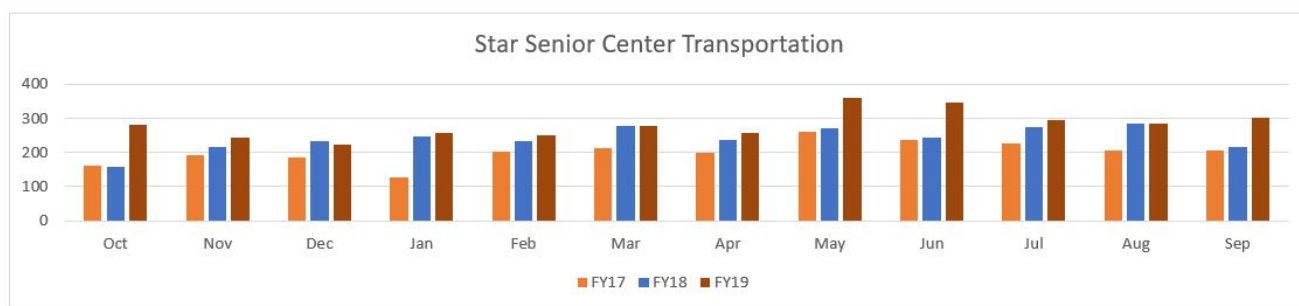
Meridian Senior Center Transportation future potential

- 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

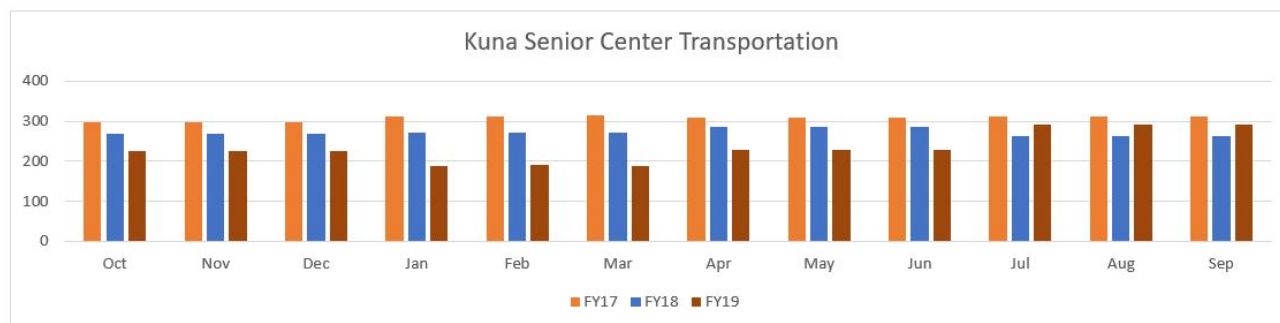
Star Senior Center serves the seniors and persons with disabilities with safe, professional transportation. Many of the Star customers are also Eagle customers. Star is interested in expanding hours of service to better serve their customers.

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.



TOPIC: Pass Program Redesign

DATE: January 21, 2020

Summary: Valley Regional Transit is currently redesigning their pass program. The current pass program is done by contract and each customer negotiates their own terms. With the redesign VRT is working to provide:

- continuity in pass contracts;
- simplification of the process for the customer; and
- appropriately priced passes usable for employers, developers and human service agencies.

VRT is looking to create a new pass program that is easy to administer, simple for customers, meets the average fare per ride and can easily integrate with collaborative efforts with other agencies, like City Go.

In order to be more effective with redesigning the pass program, VRT is having a market research study conducted to determine:

1. Best pricing framework for the regional pass program that will:
 - be usable for both employers and residential complexes;
 - be easy to integrate with other transportation benefits (i.e. City Go);
 - be simple and desirable for employers/residential complexes; and
 - have consistent structure that is easy to administer.
2. Determine the best price points for the regional pass program within the recommended framework.

The market research is set to be completed by January 24, 2020. The Valley Regional Transit Regional Advisory Council will be given a mid-point update of the market research findings at the January meeting.

Staff Recommendation/Request: This is an information item only.

Implication (policy and/or financial): A successful redesign of the pass program will generate an increase in fare revenue from pass programs and increase the number of people with access to valid fare media.

Highlights:

- Pass program market research to be completed by January 24, 2020
- New pass program to launch in February 2020.

More Information:

1) For detailed information contact: Kaite Justice, City Go Director, 2082582750, kjustice@valleyregionaltransit.org



TOPIC: Transportation Development Plan

DATE: January 21, 2020

Summary:

ValleyConnect 2.0 identified the need for a specific plan that recommends funding options for both near- and long-term courses of action. To fulfill this need VRT staff has begun the process of creating a Transportation Development Plan (TDP).

The TDP is a five-year program of regional support, service and capital improvements. As a road map for investment the TDP will identify and project revenue sources for base services and capital expenses, as well as system expansion. The TDP Workgroup will engage staff, members, providers and the public to identify project priorities and establish a process to update the TDP annually. The Transportation Development Plan recommendations will be guided by the system performance goals and growth scenarios identified in ValleyConnect 2.0 and aligned with the annual budget and 5-year Transportation Improvement Program.

Staff Recommendation/Request:

This is for information only. VRT Staff has defined the schedule and scope of work to be undertaken in the next year.

Implication (policy and/or financial):

The completion of a Transportation Development Plan will allow VRT to proactively plan, fund and implement transportation projects.

Highlights:

- April 2018: The Executive Board adopted ValleyConnect 2.0.
- Fall 2019: VRT staff presents the TDP schedule to the Executive Board, staff and stakeholders.
- Winter 2020: VRT will prepare the TDP data with input from staff, providers, and the RAC.
- Spring 2020: VRT staff will present a first draft of the TDP to the Executive Board and public for comment. The TDP will made available for a 30 day public comment period.
- Summer 2020: TDP Workgroup will conduct additional public outreach, review comments and refine the TDP.
- Fall 2020: VRT staff will bring the final draft of the 2021-2025 TDP to the Executive Board for approval.

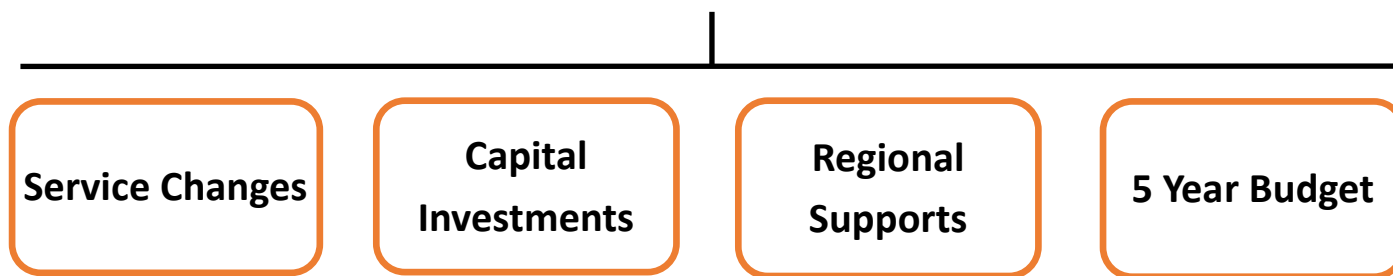
More Information:

TDP intro handout, 5-year Service Plan Summary

For detailed information contact: Stephen Hunt, Principal Planner, (208) 258-2701, shunt@valleyregionaltransit.org

Transportation Development Plan

2021-2025



Objectives & Outcomes

- 5 YR Work Plan
- Prioritized and programmed list of projects
- Ability to proactively plan projects
- Document necessary funding for maintenance and expansion of the system in the near-term.

Schedule

- **Fall 2019:** Engage Staff through the TDP Work Group; Engage Executive Board, RAC, and Provider Group.
- **Winter 2020:** Analyze service, capital and support needs, and balance with local and federal projected revenues.
- **Spring 2020:** VRT Staff will present TDP Draft to the Executive Board and hold a 30-day public review for comment.
- **Summer 2020:** Additional outreach to public and officials, refinement of TDP.
- **Fall 2020:** VRT staff will bring the final draft of the TDP to the Executive Board for approval.

5 YEAR TRANSPORTATION DEVELOPMENT PLAN

Proposed Service Updates and Planning Projects

Fixed-route service descriptions:

The *premium services* are typically transit corridors with frequent all-day service and/or important regional transit corridors that could be potential high capacity transit corridors.

The *frequent services* are frequent, all-day, transit corridors that serve more local connections and destinations.

The *secondary services* either run less frequently throughout the day or serve lower density local connections.

The *express services* typically operate on the freeway or highways and are intended for longer distance transit trips.

Fixed-Route Projects			
Project Name	Description	ValleyConnect 2.0 Corridor Designation	Proposed Year
Emerald Corridor	Add all day 30 minute service	Frequent	2021
Fairview Corridor	Increase peak frequency and extend service to Meridian	Premium	
Chinden Corridor	Increase frequency to 30 minutes all day and extend to State of Idaho Campus	Secondary	
On-Demand Transit Pilot (ODT)	New on-demand service - pilot ODT as replacement for the route 55	N/A	
Intercounty Service Enhancement Weekend Service	Add weekend service or supplement with on-demand transit in support of the Amazon fulfillment center	Express	
Special Events Services	Provide increased service on routes during special events	N/A	2022
Ustick Corridor	New East/West service in the Ustick corridor to downtown Boise (30-60 min)	Frequent	
Fairview Corridor	Increase frequency to 15 minutes all day	Premium	
Ada County Peak Service Enhancement	Add or enhance peak hour services to every 15 minutes on high performing routes	Frequent/Premium	
On-Demand Transit Pilot (ODT)	New on-demand service - pilot ODT in Boise's North End neighborhood on Saturdays	Secondary	
Special Events Services	Provide increased service on routes during special events	N/A	
Ada County Midday Service Enhancement	Add 30 minute midday service to Ada County routes	Secondary	

Fixed-Route Projects

5 YEAR TRANSPORTATION DEVELOPMENT PLAN

Project Name	Description	ValleyConnect 2.0 Corridor Designation	Proposed Year
Emerald or Fairview Corridor Enhancements	Extend service to Boise State University	Frequent	2023
Ustick Corridor Extension	Extend service to Kleiner park	Frequent	
Boise Avenue Corridor	New service between Southeast Boise and downtown Boise on Boise Ave	Secondary	
Chinden Corridor	Extend service on Chinden Blvd/Hwy 20/26 to the College of Western Idaho	Express	
Ada County Service Enhancement Evening and Sunday	Extend evening service and Sunday service on Ada County routes - consider use of ODT	Premium, Frequent, Secondary	
On-Demand Transit (ODT)	ODT service enhancement- expand service in Canyon County	Secondary	
Overland Corridor	Frequent service enhancement - improve frequency and extend to Kleiner park	Frequent Service	2024
Kuna Service	New service between Kuna and Meridian	Express	
Intercounty Service Enhancement Airport & Micron	Implement new express service between Canyon County and the Boise Airport and Micron	Express	2025
Hwy 44	Implement new express service between Middleton, Star, Eagle and Meridian	Express	
Ada County Service Enhancement	Add 30 minute midday service to Ada County routes	Secondary	

Specialized Transportation and Ridesharing Projects

Project Name	Description	ValleyConnect 2.0 Corridor Designation	Proposed Year
Lyft Transit Connections	Expand Lyft transit connections	Ridesharing project	2021
Rides2Wellness	Expand Rides2Wellness into Canyon County	Specialized Transportation	
Lyft Late Night	Continue Lyft late night program	Ridesharing project	
Boise Script Replacement	Replace taxi script program	Specialized Transportation	
Acquisition of Service Providers Ridesharing Pilot	Expanding accessible capacity by coordinating capacity of providers through real-time scheduling	Specialized Transportation	2022

5 YEAR TRANSPORTATION DEVELOPMENT PLAN

Planning Projects			
Project Name	Description	ValleyConnect 2.0 Corridor Designation	Proposed Year
Integrated Mobility Plan	Develop and adopt short-range plan for ridesharing and specialized transportation services	N/A	2021
Coordinated Human Services Plan	Develop and adopt a new coordinated human services plan with COMPASS	N/A	
Bus Stop Redesign	Update bus stop signage with phased implementation plan	N/A	
State Street Transit Alternatives Analysis	Fehr & Peers will conduct an alternatives analysis to determine transit service routing	N/A	
State Street Transit Signal Priority Study	Study to determine feasibility of transit signal priority implementation	N/A	
Autonomous Transit Study	Study to determine feasibility of autonomous transit vehicles	N/A	
Regional Facility Expansion Plan	Preliminary site selection and design for new transfer and maintenance facilities	N/A	
VC 2.0 Update	Update ValleyConnect 2.0 for adoption in 2022	N/A	
Transit Signal Priority (TSP) Study	Premium service enhancement - study TSP implementation on the Fairview, Overland, and Nampa/Caldwell corridors	N/A	2022



TOPIC: Executive Director Report
DATE: December 23, 2019

Finance Administration

Valley Regional Transit's audit is close to being completed. We have new staff responsible for closing the year and supporting the annual audit. We anticipated bringing a final Q4 financial report to the Executive Board/Finance Committee in December. Staff delayed this report, opting to focus on preparing for the audit and researching questions we anticipate the Executive Board may have on the reports. Overall, we anticipate a good report from the audit. Once the final FY2019 close is complete, staff will begin the budget process for FY2020.

In addition to the annual audit, staff prepared and submitted the documentation to the reviewer for our upcoming Triennial Review. The third-party review team will review the documents VRT submitted supporting our work in 20 key federal regulatory areas.

I am supporting staff a few key and complex procurements the Executive Board and Board will be discussing and considering action at the January meeting. The board packet has more detail on procurements in the budget amendment #1 and specific agenda items.

Community Engagement, Committees and Projects

I have been very busy leading and supporting a variety of community-based committees and projects this year. The projects and committees I am leading currently include: Rides 2 Wellness – Canyon County Expansion; Mobility Collaborations in Neighborhoods; State Street Executive Team; City of Boise Strategic Team; Canyon County Strategic Team, and Inter-city Transit Connections at the Boise Airport. These efforts are inter-agency and multi-sector collaborations to improve the coordination and access of mobility solutions throughout the region.

In addition to the above, I have been supporting the work of the Western Idaho Community Health Collaborative by serving as the vice-chair and helping to facilitate the strategic planning work for the collaborative. I also serve as co-chair for Vision Councils with the United Way Community Impact Team; and recently began working with the sponsor group for the Idaho Policy Institute Analysis of transportation needs in Idaho.

Finally, I support and participate in several internal staff work groups on marketing, community relations/communications, technology, and data and process flows. We have made several internal process improvements in the organization to improve internal communication and support for the VRT Board's decision-making process.

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

TOPIC: Operations Department Monthly Report
DATE: December 18, 2019

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

- Ada and Canyon County operations have both been working with VRT staff to prepare for spring 2020 service changes

Specialized Transportation

- Staff began scheduling Rides to Wellness trips using the new scheduling software
- Received two replacement Transit vans for fleet replacement

Information Technology and Intelligent Transportation Systems

- Gathered information for Masabi validators for mobile ticketing
- Collaborated with Stoltz for Web development
- Automatic Passenger Counter NTD certification meetings
- Server migration

Compliance

- Staff is continuing to answer follow-up questions from the Federal Transit Administration Drug and Alcohol audit. Auditors have requested clarification or additional information in regards to the original submission.
- Met with ITD staff to work on Public Transportation Agency Safety Plan (PTASP) that will go into effect in July 2020
- Staff has begun scoring assets for Transit Asset Management, which will be completed in January

Customer Service Support

- Staff began scheduling ACCESS trips for Ada and Canyon County, following the guidelines of the new ACCESS handbook. There have been some passenger complaints with the new scheduling process that staff and operations have been working through. Staff will continue to work closely with operations to ensure any ongoing problems are resolved.
- Launched City Go

Regional Operations

- Staff has been working on the following projects:
 - o Canyon County Service Redesign
 - o FTA Triennial and Drug and Alcohol audits
 - o Treefort planning for March 2020
 - o PTASP work with ITD
 - o Working on memorandum of understanding with Ada County Sheriff's Office to provide emergency transportation at times of need

Updates:Contracted Transportation

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

Specialized Transportation

- Have begun to score vehicles for Transit Asset Management
- Staff worked to update vehicle inspections to align with industry standards

Information Technology and Intelligent Transportation Systems

- Programming of new firewalls
- Staff worked with several departments to gather data for fiscal year end reports.
- Security protocols failover tests conducted successfully, but deficiencies with network infrastructure design may cause single points of failure. Equipment has been purchased and staff will install

Compliance

- Staff ensured all data was available for financial audit for Davis-Bacon Act compliance for FY19
- Staff has completed checklists for site visits at transit operations to ensure compliance

Customer Service Support

- Customer service agents handled 4,601 of 5,078 incoming calls, with 477 calls abandoned. The average call time was 3 minutes, 37 seconds and the average hold time was 17 seconds.
- November mobile ticket sales totaled \$4,620.25

Regional Operations

- Staff is working with Ada County, Canyon County, and VRT staff to finalize service changes planned for spring of 2020.
-

More Information:

Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleyregionaltransit.org

Susan Powell, Operations Manager, 208-258-2711, spowell@valleyregionaltransit.org

Nick Moran, IT Manager, 208-608-0584, nmoran@valleyregionaltransit.org

Dave Meredith, Compliance Manager, 208-258-2729, dmeredith@valleyregionaltransit.org

TOPIC: Development Department Monthly Report

DATE: January 06, 2020

Summary: Update of Development Department activities for the month of December 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 outlined the TDP scope and schedule and begun collaboration with stakeholders and partners. 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 staff continues to refine the local allocations methodology and will provide an update to the executive board at the February meeting.

Increase Ridership and Revenue

- **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 Upgrades**
HVAC/CNG project is 90% complete with an expected completion date of late fall 2019. The project is substantially complete and the contractor is addressing punch list items now. The CNG compressor rebuild was completed in May 2019. Upgrades to the fuel island and office are programmed in the FY20 budget and will begin once the grant dollars are released by VRT finance.
- **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 completion later in the fall of 2019. 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.
- **Electric Bus Infrastructure**
Staff has met with Idaho Power and started the process of designing the upgrades needed from Idaho Power to feed the new electric bus chargers. Once design documents are complete from Idaho Power staff will begin the owner side work of upgrading infrastructure for chargers downstream of Idaho Power.
- **Main Street Station**
No new items to report this month for the site but 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.
- **Bus Stops**
The 2020 bus stop improvements projects has several phases and elements. Design for construction of eight 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, will be complete soon and we expect the NEPA application to be submitted in early 2020. Bus stop improvements for Eagle and Meridian will commence when those alignments are finalized.
- **State Street Corridor Projects**
Working with the City of Boise, Compass and ACHD, VRT staff will kick off the approved transit alternatives analysis for State Street in January.

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 eight 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:

Stephen Hunt, Sr. Principal Planner, 208.258.2701, shunt@valleyregionaltransit.org.

Jacob Hassard, Project Manager, 208.258.2705, jhassard@valleyregionaltransit.org

Alissa Taysom, Associate Planner, 208.258.2717, ataysom@valleyregionaltransit.org

TOPIC: Finance and Administration Activity Report
DATE: January 6, 2019

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

- Finance staff is in the final stages of the annual independent audit
- Finance staff continues compiling financial information in preparation of the FTA triennial review
- Finance staff is preparing to submit the Authorities FY2019 National Transit Database information to the FTA
- Finance staff is developing workbooks in preparation for FY2021 budget planning

Grant Management

- Grants and Compliance Administrator is working on the following:
 - o Single audit document preparation
 - o FY17-19 triennial review has been the primary focus with the deadline on December 20, 2019 for documents

Procurement

- Staff has been working on several procurements:
 - o Main Street Station Janitorial
 - o Vinyl Graphics and Associated Services
 - o On Call Engineering and Architecture and Associated Professional Services
- Single audit document preparation
- FY17-19 triennial review documentation has been another primary focus.

For More Information: Contact Jason Jedry, Finance Controller, (208) 258-2709, or e-mail: jjedry@valleyregionaltransit.org

TOPIC: Community Projects/Outreach Efforts Update

DATE: December 18, 2019

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

- I am drafting a new VRT policy that addresses both public involvement and public notification concerning service changes. We currently only have a public involvement policy.
- Work continues on developing a community outreach plan for the 2020 fiscal year. I am currently working on the internal (staff) component of the plan with our internal work group.
- I am working on a two-sided fact sheet that will provide high-level information about VRT and its services. The sheet will include a comparison of where we are now in terms of services with where we could be if Valleyconnect 2.0 is implemented. Also working on outreach strategies for our plan to expand Rides 2 Wellness into Canyon County.
- Stuff the Bus, the annual toy drive we do with the Salvation Army, was a huge success. The event, held, December 7, collected 11,088 toys, a new record. The Salvation Army distributed these toys to local families in need.
- I am creating an internal electronic newsletter that will keep staff updated on what is going on in the other departments. We are also updating the company intranet site with the goal of making it easy to post and find information.

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

TOPIC: Bike Share Program

DATE: December 18, 2019

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 hubs and flex hubs with 127 bikes.
- As of November 20, 2019, Boise GreenBike has 22,080 active members, who have made 119,936 overall trips since the beginning of the program, covering 295,300 miles and burning 11.8 million calories.
- Below is a table comparing system statistics for November in each of the past five years.

November	New Sign-ups	Overall Trips	Miles Travelled	Calories Burned
2019	147	1,153	2,535	101,455
2018	140	1,448	2,835	113,416
2017	139	1,388	3,046	121,842
2016	175	1,679	3,007	120,298
2015	62	510	855	34,238

- Our current vendor, Social Bicycles (Uber/Jump), has been sold to a new company, Mobility Cloud. Mobility Cloud is honoring all terms of the Social Bicycles agreement and is willing to extend the contract on a month-to-month basis. Mobility Cloud will continue to support legacy systems like ours and is developing a retrofit for the controllers that would extend their life 8 – 10 years.
- We have selected a preferred vendor to replace the existing system with a much larger, all-new, all-electric system in the spring of 2020. One of the vendors not selected is protesting the selection. While that process plays out we are continuing conversations and contract negotiations with the preferred vendor.
- We submitted a proposal to our title sponsors on October 24, 2019, and got a meeting with them on December 3, 2019. Both St. Luke's and SelectHealth rejected the proposal and said they would only be able to support the system in 2020 with the amount they

provided in 2019, roughly \$160,000, with perhaps increases of 10% each year after 2020. We had asked for much more and were disappointed with the results of the meeting. As a result, we exercised our option to cancel the sponsorship agreement, giving them 120 days' notice. We are still open to a compromise but are actively recruiting other sponsors.

- Boise GreenBike sponsored Cranksgiving on Saturday, November 23rd, and broke all previous records for participation and impact. Roughly 250 people participated and we were able to donate 51 Thanksgiving food boxes to St. Vincent de Paul.
- On December 10, 2019, Boise GreenBike donated 25 red Topeka Metro bikes to the Interfaith Sanctuary for the creation of a bike library. GreenBike acquired the Topeka bikes in the summer of 2018 for use as a boneyard for the existing fleet and with hopes of repainting some of them and putting them into service. The project failed to get funding. With grant money from the Clif Bar Family Foundation, through the Idaho Advocates for Community Transportation, Boise GreenBike was able to deliver the bikes with lights, locks and helmets. The total value of the donation was about \$15,000.

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
 - o Banner Bank
 - o University of Idaho – Boise (not renewing for 2020)
 - o CCDC (two stations)
 - o Treasure Valley Clean Cities Coalition
 - o ACHD
 - o Harris Ranch
 - o HDR
 - o The Watercooler (Local Construct)
 - o Midas Gold
 - o Idaho Central Credit Union
 - 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: Bike Share Program

DATE: December 18, 2019

VRT Strategic Plan

Goal 3 - Build institutional and regional capacity

- Regional Capital Enhancements

Highlights:

Program Administration

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