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Regional Advisory Council Agenda

Tuesday, May 18, 2021

9:00 AM

Please join the meeting by following this link: https://www.valleyregionaltransit.org/RAC_May2021

or dial in at 469-965-2358 Conference ID: 251 449 299#

If you would prefer to attend in person, seating will be limited to accommodate social distancing. Face coverings are required. VRT Board Room – 700 NE 2nd Street – Meridian, Idaho

I. CALLING OF THE ROLL

Chair Walter Steed

- 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 a Regional Advisory Council Member requests the item be removed from the Consent Agenda and placed under Action Items.

A. ACTION: Regional Advisory Council Minutes from April 20, 2021 Meeting 0 Pages 4-6

The Regional Advisory Council is asked to consider approval of the minutes from the April 20, 2021 meeting.

V. ACTION ITEMS

A. ACTION: Regional Advisory Council Bylaws and Handbook Update 0 Pages 7-23 Paula Cromie

The Regional Advisory Council is as to consider recommending for approval to the Executive Board/Board, the updates presented at the last meeting to the RAC Bylaws and Handbook.

B. ACTION: Regional Advisory Council Membership Renewals Kelli Badesheim

The RAC will discuss open positions for the upcoming year. Members whose terms are ending have the option to renew per the bylaws and practices. The RAC will discuss options for filling open positions.

VI. INFORMATION ITEMS

A. INFORMATION: Neighborhood Based Coordination Committee Update

Mary Beth Nutting

Mary Beth Nutting will provide and update of the Neighborhood Based Coordination Committee.

- B. INFORMATION: FY2022 and FY2023 Service Change Update** Stephen Hunt
Valley Regional Transit staff will provide an update to the FY2022 and FY2023 service change process and public feedback.
- C. INFORMATION: Canyon County Rides2Wellness Update** Pages 24-29 Leslie Pedrosa
Staff will present an update on the Canyon County Ride2Well expansion.
- D. INFORMATION: Building Accessible Capacity Update** Pages 30-31 Leslie Pedrosa
Staff will provide an update on the Building Accessible Capacity work group.
- E. INFORMATION: Canyon County On-Demand Transit Update** Pages 32-37 Leslie Pedrosa
Staff will present an update on the on-demand transit service in Canyon County.
- F. INFORMATION: Meridian Veterans Shuttle Update** Pages 38-42 Leslie Pedrosa
Staff will present an update on the Meridian Veterans Shuttle.
- G. INFORMATION: Topics for Discussion** Walter Steed
Members of the Regional Advisory Council will have the opportunity to bring up topics they would like to be considered as future item.

VII. DEPARTMENT/STAFF REPORTS

- A. INFORMATION: Department/Staff Reports** Pages 43-56
The most current department/staff reports were included in the packet for information.

VIII. ADJOURNMENT

⊕ = Attachment

Agenda order is subject to change.

NEXT REGIONAL ADVISORY COUNCIL MEETING:

June 15, 2021

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.



Regional Advisory Council Minutes

Tuesday, April 20, 2021

9:00 AM

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Deborah Allen	Kelly Berg	Kelli Badesheim, VRT
Susan Bradley	Lisa Brady	Mark Carnopis, VRT
Randy Johnson	Salome Mwangi	Paula Cromie, VRT
Samantha Kenney		Jeannette Ezell, VRT
Terri Lindenberg		Joe Guenther, VRT
Jeremy Maxand		Rachel Haukkala, COMPASS
Mary Beth Nutting		Stephen Hunt, VRT
Deeann Solis		Jason Jedry, VRT
Walter Steed		Leslie Pedrosa, VRT
		Randy Reese
		Jill Reyes, VRT
		Jason Russell, VRT
		Eric Selekof, VRT
		Alissa Taysom - VRT
		Kevin Womack, VRT

CALLING OF THE ROLL - Chair Walter Steed called the meeting to order with a quorum present by phone and in person at 9:00 a.m., Tuesday, April 20, 2021.

AGENDA ADDITIONS/CHANGES - None

PUBLIC COMMENTS - None

CONSENT AGENDA

ACTION: Minutes of the March 16, 2021 Regional Advisory Council Meeting

Jeremy Maxand moved to approve the consent agenda as presented; Randy Johnson seconded. The motion passed unanimously.

ACTION ITEMS - None

INFORMATION ITEMS

INFORMATION: Coordinated Public Transit Human Services Transportation Plan (Coordinated Plan)

Rachel Haukkala, with COMPASS, presented an update on the Coordinated Plan. Lengthy discussion followed with numerous suggestions to deletions and additions to the 2014 plan. The plan will be brought back to the RAC for further discussion and review.

INFORMATION: Review of Regional Advisory Council Handbook - Bylaws, Practices and Procedures

Walter Steed presented updates and possible changes to the RAC handbook, which includes the Bylaws and Practices and Procedures. Special attention was called to the section on member's absences. The revised Handbook will be brought back to the RAC at the May meeting for discussion and adoption.

INFORMATION: Building Accessible Capacity

Leslie Pedrosa provided an update on the Building Accessible Capacity work group.

INFORMATION: Overview of Nonprofit Bus Pass Program

Leslie and Stephen presented an overview of Valley Regional Transit nonprofit bus pass program.

INFORMATION: Regional Pass Program Update

Eric Selekof provided an update to the Regional Advisory Council regarding the Regional Pass Program.

INFORMATION: Service Change Updates

Allissa Taysom provided an update on coming services changes to the Regional Advisory Council.

INFORMATION: Canyon County Rides 2 Wellness Update

Leslie Pedrosa presented an update on the Canyon County Rides 2 Wellness expansion.

INFORMATION: Canyon County On-Demand Transit Update

Leslie Pedrosa presented an update on the on-demand transit in Canyon County.

INFORMATION: Best in Class Shelter Design Selection

Joe Guenther provided a presentation on the selection of bus stop shelter designs for Best in Class Corridors, discussion on location, and renditions from the FY2021 Fairview and Main corridor project.

INFORMATION: Neighborhood Based Coordination Committee Updated

Mary Beth Nutting provided an update on the Neighborhood Based Coordination Committee. She is looking for suggestions on persons who should take part in the summer walk and talks. It was suggested she send all members an email with the criteria and request suggestions be emailed back to her.

INFORMATION: Topics for Discussion

Members of the Regional Advisory Council were encouraged to bring up topics they would like to be considered for future agendas.

INFORMATION: Department/Staff Reports

The most current department/staff reports were included in the packet for information.

ADJOURNMENT Jeremy Maxand moved to adjourn the meeting at 11:03. Samantha Kinney seconded. The motion passed unanimously.

NEXT REGIONAL ADVISORY COUNCIL MEETING:

May 18, 2021

VRT Boardroom (Meeting will be done virtually)

700 NE 2nd Street

Meridian, ID 83642



**REGIONAL ADVISORY COUNCIL
HANDBOOK
2021**

www.valleyregionaltransit.org

Updated April 2021

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For more information, visit:

- Valley Regional Website at: <https://valleyregionaltransit.org>
- Valley Regional Transit Board information, including list of members and Executive Board meeting calendars: <https://www.valleyregionaltransit.org/about-us/oversight/>

Regional Advisory Council

Practices and Procedures

Statement of Purpose

The Regional Advisory Council (RAC) is a standing committee of Valley Regional Transit (VRT). It provides a forum for customers, transportation and human service providers and advocates to share information and collaborate on mobility issues. Members of the RAC advise the Valley Regional Transit Board of Directors (VRT Board) on its transportation programs, services and policies, and disseminates mobility information to their constituents.

Vision and Mission

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 focus to ensure that VRT's policies, services, and outreach meet the mobility needs of the community.

The RAC Value Statements

These statements speak to the unique role within the RAC to support VRT guiding principles.

The RAC contributes to...

...community benefit by enhancing the ability of citizens to influence the development and prioritization of mobility choices.

...the public's investment by engaging voices key in the decision-making process.

...connectivity by focusing on customers need to have services easy to understand and easy to use.

...geographic equity by ensuring concerns of stakeholders, both rural and urban, are thoughtfully integrated into planning and delivery of mobility choices.

...high quality, customer service by placing concerns of the customer at the center of all our processes.

...being action-oriented by providing the appropriate sense of urgency to immediate improvements and longer-range planning efforts.

...teamwork by collaborating with stakeholders and sharing a willingness to improve how we work together for the benefit of our customers.

...open communication by encouraging positive communication and creating an environment where everyone's contribution to the region is acknowledged and respected.

Membership Recruitment Process

The membership is made up of customers, providers, and advocates. Two-thirds (2/3) of the membership will be from Ada County and one-third (1/3) of the membership will come from Canyon County. Members will be selected to represent a balance of interests in policy, services/programs, and outreach.

Members will be recruited in the following way:

1. Public Notice
 - a. Notices posted on VRT's vehicles, buildings, website, and social media
 - b. Email notices to agencies, partners, and advocate organizations throughout the region
2. Executive Assistant emails RAC application and RAC Practices and Procedures document to prospective members.
3. Interested applicants complete the RAC application and sign the Practices and Procedures document, returning the documents to the Executive Assistant.
4. Applications are reviewed and accepted by the RAC Chair and Vice-chair and the VRT Executive Director. Applications are emailed to RAC members for a two-week comment period.
5. If no objections are received after the two-week comment period ends, the applicants' names are placed on the VRT's Executive Board Consent Agenda for approval.

Mid-term Member Recruitment Process

When an RAC member leaves the Regional Advisory Council mid-term, the process is to take recommendations and follow the Membership Process as noted above #2 - #5.

Member Term and Reappointments

Terms are the mechanism to establish continuity and staggered so that no more than one-third of the membership terms are set to expire in any given year. There are no limits on the number of terms an RAC member may serve.

1. Members are selected for three-year terms.
2. Staff will notify everyone with expiring terms one month before the member's term expires.
3. Members whose term is expiring must submit a request for reappointment to the chair before the next regularly scheduled RAC meeting.
4. New members appointed to complete the term of an RAC members who resign before their terms expire, will finish the remainder of that term and then would follow the reappointment process for the expiring term.

Selection, Responsibilities and Removal of Officers

Selection

At the annual organizational meeting, RAC officers are elected by the RAC in even numbered years to serve two-year terms.

Responsibilities

- The *chair* is responsible for reviewing and approving the agenda.
- The *chair* is also responsible to conduct the RAC meetings.
- The *vice-chair* is responsible to fill the roles of the chair when the chair is not available.
- Both the *chair and vice-chair* are responsible to review applications and select candidates for the open positions.

Removal of Officers

Officers can be removed by a majority vote of the RAC. In the event of an officer position being vacated mid-term, the RAC will hold an election to fill the position at the next regularly scheduled RAC meeting.

Meetings

RAC meetings will be held the third Tuesday of each month except for November, July and August. A joint meeting with the Board of Directors will be on the first Monday of the month of November. Agendas will be prepared in advance and approved by chair. Packets will be provided to the members at least one week in advance. The chair will conduct each meeting according to Roberts Rules of Order. The chair can use his/her discretion to adjust the agenda as needed. All meetings are subject to open meeting laws and are open to the public. For voting purposes, a quorum will consist of a majority of qualified members. Open positions on the RAC do not count toward a quorum.

The agenda consists of the following categories: Consent; Public Comment (for items that may not be on agenda); Action; and Information. The chair has the discretion to allow for public comment on any item on the agenda.

Decision-making Process

The RAC is an advisory council and offers recommendations to the VRT Executive Board and VRT Board on a variety of topics including: Transportation Service Coordination Plan; project and funding prioritization; and program and service planning and policies pertaining to target populations represented on the council.

Items on the agenda requiring an advisory recommendation from the RAC to the VRT Executive Board or VRT Board will be placed in the Action section of the agenda.

Discussions are subject to Robert's Rules of Order and all discussions and motions go through the chair. Motions must be clearly stated by the maker of the motion and seconded in order for the RAC to act on the motion. A majority decision is the final action.

Issue Identification Process

The RAC members are encouraged to submit issues regarding the services, programs or policies to the attention of the RAC during discussion during RAC meetings or by reaching out to the RAC chair, vice-chair, VRT Executive Director or executive assistant. Issues will be reviewed and considered for further action by the RAC at their regularly scheduled meetings. The issues brought forth will be forwarded to the staff with regular updates to the RAC on the disposition of issues.

When bringing up an issue or concern, consider the following:

1. What is the issue and what are your observations?
2. What is the geographic area affected?
3. Is the issue related to ADA or Title VI?
4. Who is affected?
5. What individuals/organizations need to be involved?
6. What population, groups or organizations should we seek input from?
7. Is this a short, medium or long-term issue?
8. What does success on this issue look like?

The process for the RAC making recommendations to the VRT Executive Board is as follows:

1. Education/Information

- a. Define the scope of issue to be addressed
- b. Educate the members on the issue and potential resolutions for exploration
- c. Possibly form subcommittee depending on complexity of the issue(s)

2. Constituency Outreach and Communication

The RAC members represent targeted constituencies interests in the decision-making process. The RAC members are responsible to inform and seek input on issues being discussed in program and policy development as well as in the decision-making process. RAC members will be notified by email or in meeting updates regarding progress on project development, changes in services, and/or other topics relevant to the constituents represented on RAC.

3. Consultation

The consultation phase offers an opportunity for staff to incorporate RAC comments into the final recommendation. This phase occurs after input from legal or other technical experts

into the process. The discussion in the consultation phase may necessitate the issue being sent back through the research phase or the subcommittee for further evaluation or analysis.

- a. Staff presents on findings pertaining to issue.
- b. Staff provides a draft recommended action for consideration of the VRT Board with any necessary internal review (legal, executive team).
- c. RAC members provide comments, input, and suggestions on the proposed recommendation.

4. *Advisory Recommendation*

Staff provides a final recommended action for consideration of the VRT Board to the RAC members. The members discuss and vote on the final advisory recommendation to the VRT Board. The majority action of the RAC will be the official recommendation to the VRT Board.

In order to provide for complete consideration of the recommendation, alternative recommendations can be offered by staff and/or one or more members of the RAC. The alternative recommendation will be presented in the packet for the VRT Board with an explanation of who is offering the alternative recommendation and the reason for its consideration.

5. *Communication with Staff*

Individual RAC members and VRT staff work closely on a wide variety of topics. The ultimate responsibility for directing time and work will be initiated by the VRT Executive Director.

Member Resignation

Members may resign prior to the termination of their appointment to the RAC. Members who need to resign must provide the resignation in writing to the chair. Vacant positions are filled in the same manner as described in the member recruitment process above.

Agreement

My signature below indicates I have read the above Practices and Procedures and agree to follow them in my capacity as a member of the Regional Advisory Council.

Signature: _____

Printed Name: _____

Date: _____

Regional Advisory Council Position Descriptions

RAC Chair

1. Is a member of the RAC
2. Represents RAC to VRT Executive Board and Board
3. Partners with VRT staff in achieving the RAC's mission
4. Provides leadership to the RAC's members
5. Chairs meetings of the RAC and assists in the development of meeting agenda
6. Encourages RAC membership participation in strategic planning
7. Forms and seeks volunteers for committees
8. May serve ex-officio as a member of committees and attends their meetings
9. Confers with the Executive Director on RAC issues
10. Helps guide and mediate RAC decision-making processes with respect to the Council's priorities
11. Evaluates annually the performance of RAC in achieving its mission
12. Works with vice-chair to review applications and select candidates for the open positions

RAC Vice-Chair

1. Is a member of the RAC
2. Performs Chair responsibilities when the Chair cannot be available (see Chair position description above)
3. Reports to the RAC Chair
4. Works closely with the Chair and VRT Executive Director or his/her designee
5. Performs other responsibilities as assigned by the RAC Chair
6. Works with chair to review applications and select candidates for the open positions

RAC Member

1. Regularly attends RAC meetings
2. May serve and attend separate committee meetings
3. Makes serious commitment to participate actively in committee work
4. Volunteers for and willingly accepts assignments and completes them thoroughly and on time
5. Stays informed about RAC matters, prepares for meetings, and reviews and comments on minutes and reports
6. Maintains two-way communication between VRT and constituents/customers of VRT programs and services
7. Gets to know other RAC members and builds a collegial working relationship that contributes to consensus
8. Is an active participant in the RAC annual work program

Sub-Committee Chair

1. Is a member of the RAC

2. Sets positive tone for the committee work
3. Ensures that members have the information needed to do their work
4. Oversees the logistics of committee's operations
5. Reports to the RAC Chair
6. Reports to the full RAC on committee's decisions/recommendations
7. Works closely with the VRT staff to perform committee work
8. Assigns work to the committee members, sets the agenda and runs the meetings, and ensures distribution of meeting minutes
9. Initiates and leads the committee's recommendations

ValleyConnect 2.0 Plan

The original ValleyConnect plan was approved by the Valley Regional Transit (VRT) Board of Directors at the August 17, 2011 meeting.

Valley Regional Transit updated VRT's six-year capital and service plan, which is now called ValleyConnect 2.0 Plan. The update coordinates with the COMPASS Communities in Motion update and reflects the region's goals and objectives for public transit.

ValleyConnect 2.0 will guide and help coordinate future Valley Regional Transit activities, and be used to help coordinate activities with stakeholders.

The updated six-year plan, ValleyConnect 2.0, went out for public comment and outreach during February and March 2018 and was approved by the VRT Board of Directors on April 2, 2018.

ValleyConnect 2.0 offers an expansion of services that would allow residents of Ada and Canyon counties to maintain the freedom to move and get more people to more places more often, even while the region continues to add more jobs, people, and opportunities.

This expansion of services include:

- Fixed-routes with coverage that is more frequent and has increased service hours;
- extending the reach of fixed routes by integrating all travel options, including bus, bike, car share, and ride hailing into a single, easy-to use approach;
- providing better transportation options, such as on-demand services, when traditional fixed-route service is not a viable option;
- the development and implementation of ride-sharing services, including Nite Ride and Lyft Transit Connection.

The ValleyConnect 2.0 Plan can be found at the following weblink:

<https://www.valleyregionaltransit.org/planning/valley-connect-2-0/>

VRT Annual Activity Calendar

(RAC Activities in Bold)

Month	Policy	Service/Program	Outreach
1st Quarter October – December	• Close previous year financials • Complete previous year performance reports • Implement new fare rates (if approved in previous year) • Implement new policies (if approved in previous year) • Initiate project prioritization for next fiscal year and applications • Update topical areas • State, Federal, local issues identification and education	• Update ValleyConnect 2.0 (operations, capital, Intelligent Transportation Systems) • January service change staff work • Complete and review quarterly customer feedback report • Evaluate previous year service performance	• Conduct community partners open house with Regional Advisory Council • Update contacts database • Initiate Communications Plan for new fiscal year • Complete Awareness/Education campaign on upcoming service/program changes
2nd Quarter January – March	• Budget carryforwards from previous fiscal year • Evaluate budget trends • Develop/research policies for VRT Board consideration • Complete project prioritization for next fiscal year and applications • Update Preliminary Transportation Improvement Program (TIP) • Develop Unified Planning and Work Program (UPWP) priorities • Monthly financial reports • Quarterly performance measures	• Implement service changes • Initiate evaluation of next year service changes • Initiate service/program planning for next year • Complete and review quarterly comment/complaint report	• Follow-up with target customers and contacts on results from service/program implementation to collect feedback • Complete annual customer/community survey (alternating years)

3rd Quarter April – June	• Prepare next fiscal year budget • Seek feedback on new policies being considered by VRT Board • Monthly financial reports • Quarterly performance measures	• Complete Title VI analysis on service change proposals • Complete and review quarterly comment/complaint report • Finalize service changes • Secure appropriate funding for implementation	• Public input for any proposed service changes or program/service enhancements • Seek input from contacts and stakeholders on policy changes being considered by the board • Outreach to Local Jurisdictions on budget requests for next fiscal year
4th Quarter July – September	• Adopt next fiscal year budget • Set up next fiscal year projects and financials • Update Transit Asset Management Targets • Initiate policy review process for upcoming fiscal year • Complete approval process for new policies • Monthly financial reports • Quarterly performance measures	• Secure final approvals from VRT Board on service/program changes for next fiscal year. • Complete and review quarterly comment/complaint report	• RAC annual orientation and meeting • Communicate with stakeholders as needed. • Initiate awareness campaign for any upcoming changes to policies

REGIONAL ADVISORY COUNCIL BYLAWS

ARTICLE I

NAME AND PURPOSE

The name of this committee shall be the Regional Advisory Council (RAC) of Valley Regional Transit (VRT) (formerly the Regional Coordination Council). The RAC supports the VRT governance process by advising the Valley Regional Transit Board of Directors (VRT Board) through a forum for customers, transportation and human service providers and advocates centered on sharing information and collaborating on mobility issues.

ARTICLE II

COMPOSITION AND APPOINTMENTS

1. The members of the RAC shall be composed of key representatives from customers, providers, and advocates.
2. A quorum shall consist of the presence of a simple majority of the sum of the votes of qualified RAC members at the time of the meeting. Presence may be established by physical attendance at the meeting or by attendance via telephone, internet, or other remote technologies. All meetings must occur in a physical place to allow public attendance.
3. New members shall apply through an application process, with applications being reviewed and approved for nomination by RAC officers. Once approved by the RAC, a recommendation for appointment would be forwarded to the Executive Board for approval.
4. Members serve a term of three years. Members may serve more than one consecutive term.
5. Notice of open positions shall be posted on VRT website/social media and distributed to private, public and nonprofit organizations serving the region.
6. If a member has four (4) absences in any 12-month period, a "notice of member inactivity" will be sent to the member. An attempt by email and phone will be made to encourage the member to attend meetings, but if the attempt is unsuccessful, the member will be removed from the Council and the application process will be followed to recruit a new member. The vote of the terminated member shall not be considered in determining a quorum.

ARTICLE III

DUTIES

1. The RAC shall have responsibility in the development and review of the Transportation Service Coordination Plan for Ada and Canyon counties. Recommendations concerning the coordination plan shall be submitted to the VRT Board for final action.
2. The RAC shall have responsibility in advising or recommending to the VRT Board prioritized projects for funding. Recommendations concerning the prioritization of projects shall be submitted to the VRT Board for final action.
3. The RAC shall have responsibility in the formulation and review of policies, services, and programs that affect the groups represented on the RAC. Advisory recommendations on policies, services, and programs shall be submitted to the VRT Board for final action.

ARTICLE IV

ORGANIZATION

1. Voting members of the RAC shall elect a chair and vice-chair at their September meeting every even numbered year. The chair and vice-chair can serve one or more subsequent terms.
2. The chair will be responsible to conduct the meetings. The vice-chair would conduct the meetings in the absence of the chair.
3. An officer can be removed by a majority vote of the RAC members.
4. In the event an officer resigns mid-term, the RAC members would vote for a new officer at the next regularly scheduled meeting.
5. VRT serves as the staff support for the RAC.
6. Subcommittees may be established by majority action of the RAC members.

ARTICLE V

MEETINGS

1. The RAC shall meet at regularly scheduled meetings every month except July and August.
2. The time and place of meetings shall be established by the RAC at a regularly scheduled meeting each year.
3. VRT staff shall give notice of all meetings to all members reasonably in advance of a called meeting. All meetings shall be open to the public.

ARTICLE VI

AMENDMENTS TO BY-LAWS

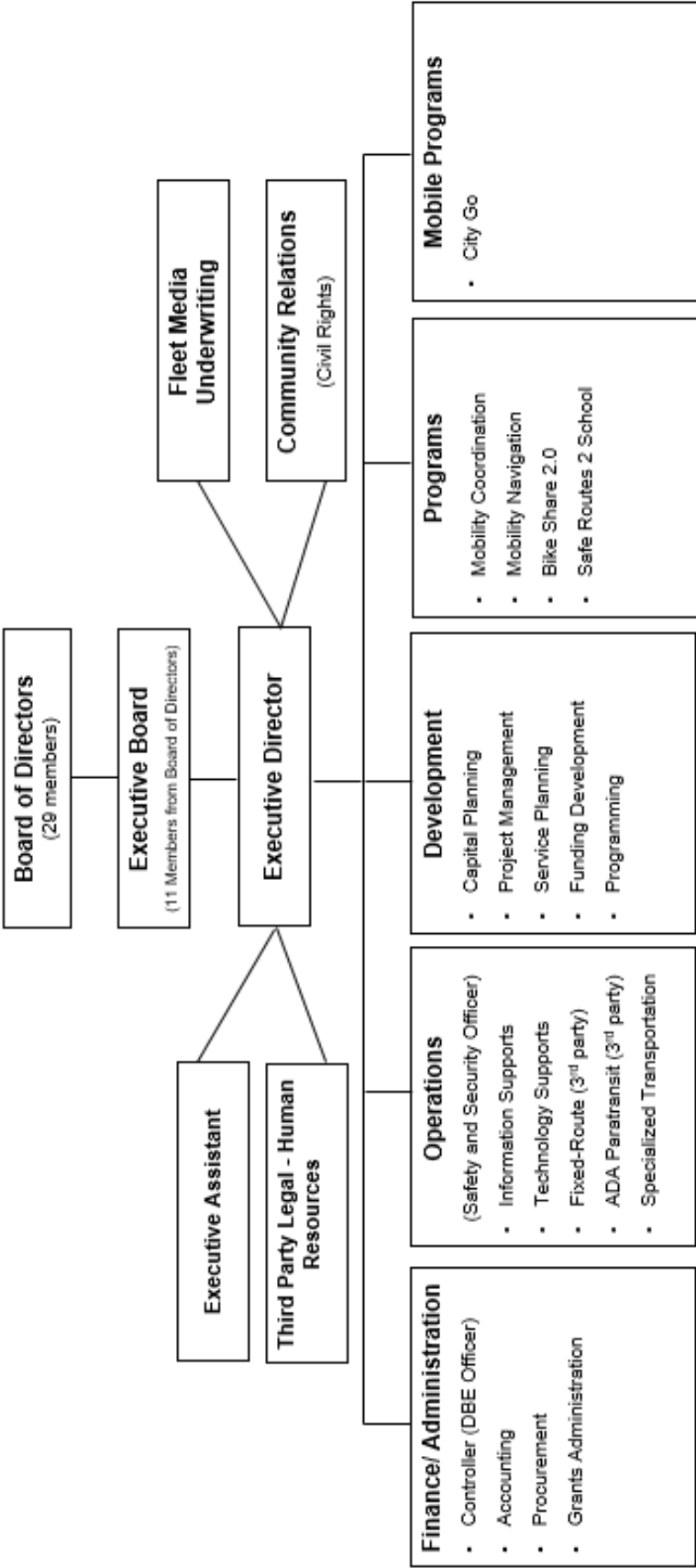
These Bylaws may be amended at any meeting of the VRT Board where a quorum has been established and by a majority vote of members present, provided at least thirty (30) day notice in writing to members of the VRT Board has been given of the intention to amend and specifying the proposed amendments.

ADOPTED the 5th day of November, 2018.

By: Tom Hansen 11/5/18
Chair of Valley Regional Transit Board Date

By: Kee Bodeshein 11/6/2018
Executive Director Date

Functional Organizational Chart



Standing Committees
Regional Advisory Council

REGIONAL ADVISORY COUNCIL

The Regional Advisory Council (RAC) is a standing committee of the Valley Regional Transit Board. It was developed to provide a forum for transportation and human service providers to share information and to collaborate on mobility issues. Members of the Council provide advice to VRT on its transportation programs and disseminate mobility information to their stakeholders. The RAC is charged with oversight of updates to the Transportation Service Coordination Plan.

Regional Advisory Council 2021 Members List (Updated 4-5-2021)

Members	E-mail	Phone
Deborah Allen	Deborah.allen@vr.idaho.gov	208-327-7411
Kelly Berg	kelly.berg@phd3.idaho.gov	208-455-5418
Susan Bradley	craftisue@hotmail.com susan.bradley@aging.idaho.gov	208-794-9431
Lisa Brady	lbrady@valleyregionaltransit.org	208-761-8507
Randy Johnson	Randyjohnson79@gmail.com	208-869-3902
Samantha Kenney	skenney@unitedwaytv.org	208-866-3493
Terri Lindenberg	terri@treasurevalleytransit.com	208-463-9111
Jeremy Maxand	jmaxand@lincidaho.org	208-391-8988 c 208-336-3335 w
Salome Mwangi	smwangi@idahorefugees.org	208-336-4222
Mary Beth Nutting – Vice Chair	yayasis@live.com	208-319-6968
Deeann Solis	Deeann.Solis@icbvi.idaho.gov	208-576-1871
Walter Steed - Chair	wmsteed@aol.com	208-883-0123
Kelli Badesheim	kbadesheim@valleyregionaltransit.org	208-258-2712

Regional Advisory Council FY2021 Meeting Calendar

(Fiscal year runs from October 1 through September 30)
700 NE 2nd Street – Meridian, Idaho (Meetings will also take place virtually.)

Tuesday, October 20, 2020	9:00 a.m. to 11:00 a.m.
Monday, 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.
Tuesday, January 19, 2021	9:00 a.m. to 11:00 a.m.
Tuesday, February 16, 2021	9:00 a.m. to 11:00 a.m.
Tuesday, March 16, 2021	9:00 a.m. to 11:00 a.m.
Tuesday, April 20, 2021	9:00 a.m. to 11:00 a.m.
Tuesday, May 18, 2021	9:00 a.m. to 11:00 a.m.
Tuesday, June 15, 2021	9:00 a.m. to 11:00 a.m.

NO MEETING IN JULY

NO MEETING IN AUGUST

Tuesday, September 21, 2021	9:00 a.m. to 11:00 a.m. (Orientation meeting for FY 2022)
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New Fiscal Year Begins for 2022 October 1

Monday, October 19, 2021	9:00 a.m. to 11:00 a.m.
Tuesday, November 1, 2021	11:00 a.m. 1:00 p.m. (Joint meeting with the Executive Board)
Tuesday, December 21, 2021	9:00 a.m. to 11:00 a.m.



TOPIC	Rides2Wellness Canyon County Update
DATE	May 3, 2021
STAFF MEMBER	Leslie Pedrosa

Summary

VRT staff initiated a project with healthcare systems and providers to design an expansion of Rides2Wellness in Canyon County. We completed project design through the Design Thinking for Mobility framework. This framework helps project teams design solutions to mobility needs that find the “sweet spot” between customer desirability, operational feasibility, and financial viability.

One key feature that the new Rides2Wellness service must do, is ensure the solution is complementary with the current on-demand transit solution in Canyon County. The Rides2Wellness service will provide a much needed service to those in need, but cannot take away from the current services already provided. This is where the Canyon County Navigator will be key to ensure that enhanced navigation and program supports offer the right service.

The Canyon County Navigator has created a resource toolkit that will be provided to community partners of the program. Included with the toolkit is the procedure to determine if a user is eligible for the pre-scheduled service of Rides2Wellness, or if they will use the Canyon County on-demand service. Some factors that determine which system will be used include:

- Home address
- Ability to access bus stops
- Location of clinic

If a user lives within the on-demand service area and has the ability to get to a bus stop, physical or virtual, that users will be using the Canyon County on-demand service. If the user is not able to afford the trip, they will be provided a Rides2Wellness identification card. This card will inform the driver that they are not to be charged.

VRT staff worked diligently to get this service going, and launched it on May 3. VRT staff will provide an update on the new service at the meeting.

Staff Recommendation/Request

This is for information only.

Implication (policy and/or financial)

Transportation supporting access to healthcare and other wellness-related activities is a key social influencer of health outcomes in a community. Canyon County has very limited options for residents with low income or other risks and barriers to access this important need.

Highlights

- Project team formed in October 2020

- Project schedule has been adjusted to launch in the spring of 2021
- Project team will be finalizing the outreach and securing community support for the long-term funding through the remainder of 2021
- Service launched May 2021

More Information

Attachments:

Service Boundary Map

On-demand Patient Overview

Pre-scheduled Patient Overview

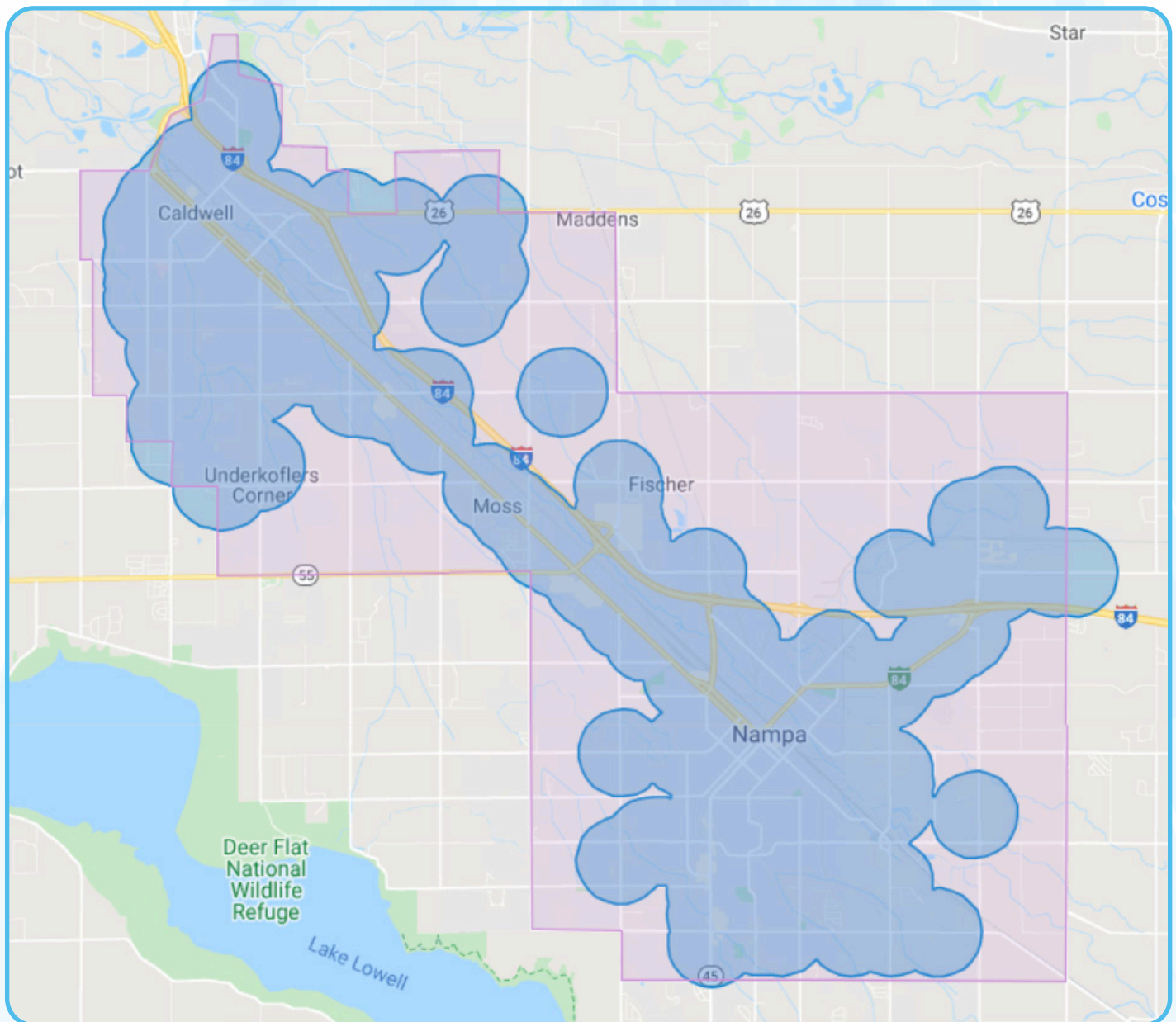
For detailed information contact: Leslie Pedrosa, Operations Director, 208-258-2713,
lpedrosa@valleyregionaltransit.org.

Rides2Wellness

CANYON COUNTY

SERVICE BOUNDARY MAP

This is the Rides2Wellness service boundary map. The blue shaded area represents the service area for the OnDemand service component. The purple shaded area represents the Pre-scheduled service component. For a digital version, click here: [Service Boundary Map](#)



valleyregionaltransit

Rides2Wellness

CANYON COUNTY

OnDemand Service

Valley Regional Transit offers a flexible, no-cost, on-demand Rides2Wellness service that will pick you up at either a “virtual” or fixed bus stop, and take you to a stop nearest to your destination. The service is designed to provide transportation to medical appointments in a defined service area in Nampa and Caldwell.

There are **THREE WAYS** to schedule an OnDemand ride:

- 1 Download and use the VRT OnDemand app
- 2 Book through the website at vrtondemand.app.ridewithvia.com
- 3 Call the Help Desk at **208-345-7433**
Book a ride Monday - Friday 7:00 a.m. - 5:30 p.m.

This Rides2Wellness OnDemand Service is available to anyone within the VRT OnDemand service area and is able to access bus stops.

All rides must be within the VRT OnDemand service area and users must be registered by an approved community partner.

For many Canyon County residents living in Nampa and Caldwell, it can be difficult to secure rides to medical appointments.



ONDEMAND SERVICE OPERATES FROM 6 A.M. TO 8 P.M. MONDAY - FRIDAY

Rides2Wellness

CANYON COUNTY

OnDemand Service

Once you are registered by an approved community partner, you will receive a Rides2Wellness ID Card. Show this card to the driver when you board the bus.

VRT OnDemand service differs from traditional fixed-route transit service in that you have to book a ride and the buses do not follow a fixed pathway. VRT OnDemand picks up riders at one stop and takes them to a predetermined destination.

In many cases, OnDemand wait times are much shorter and more direct than fixed-route service. *There is no need to know time schedules.*

- Rides2Wellness OnDemand utilizes the VRT OnDemand bus system. Rides are not booked in advance, so be sure to schedule your ride to allow yourself enough time to get to your appointment.
- Your return ride can be scheduled as soon as you are ready to go home. Please be sure to have exact addresses, to ensure you get to the bus stop nearest your destination.
- A driver will pick you up at the agreed upon time and bus stop and will drop you off at a stop near your appointment location. Any changes to the pick-up time or bus stop will be communicated within the VRT OnDemand app or via email.
- You will need to be at the bus stop on time, as the driver will only wait for three minutes upon arrival.

Pro Tip: If you book your rides via smart phone or the website, save your appointment locations to your favorites. Next time you book a ride, they will be easy to find at the top of the destinations list.

Find the favorites option by clicking on the  menu icon.



ONDEMAND SERVICE OPERATES FROM 6 A.M. TO 8 P.M. MONDAY - FRIDAY

Rides2Wellness

CANYON COUNTY

Pre-scheduled Service

Valley Regional Transit offers a no-cost, pre-scheduled Rides2Wellness service. The service is designed to provide transportation to medical appointments within a defined service area in Nampa and Caldwell.

Schedule your ride by calling the
VRT Help Desk at 208-345-7433
Monday - Friday between 8 a.m. - 5 p.m.

For many Canyon County residents living in Nampa and Caldwell, it can be difficult to secure rides to medical appointments.



The Rides2Wellness pre-scheduled service is available to those who are unable to access the VRT OnDemand bus system and live within the Rides2Wellness service area in Nampa and Caldwell.

Users must be registered by an approved community partner.

- A ride can be scheduled between 2 - 14 days prior to your appointment. Make sure to schedule your return ride, if one is needed. Please provide exact addresses for pick-up and drop-off locations.
- This is a curb-to-curb, shared ride service. A driver will pick you up at an agreed-upon location and take you to your medical destination.
- You will be given a pick-up time window the driver can arrive within. Ensure you are ready, as the driver will wait only five minutes upon arrival.

PRE-SCHEDULED SERVICE OPERATES FROM 7 A.M. TO 6 P.M. MONDAY - FRIDAY



TOPIC	Building Accessible Capacity to Serve Accessible Rides
DATE	May 3, 2021
STAFF MEMBER	Leslie Pedrosa

Summary

Valley Regional Transit Valley (VRT) worked with a variety of partners and stakeholders to identify and address availability of accessible vehicles to meet the transportation needs of persons with disabilities. This resulted in the Specialized Transportation Analysis, which was accepted by the Board of Directors in April 2020, based off of the RAC recommendation. The analysis included findings and recommendations that VRT staff should consider for programs operated under Specialized Transportation.

Some of the findings and recommendations in the analysis are being addressed this fiscal year. Those findings include inconsistencies on costs per trip reimbursements, inadequate reimbursement tracking, inconsistency between providers, and delays in processing reimbursements for providers. Those recommendations include developing consistent processes and tools to assist providers in processing invoices and providing performance data, working with funding partners to make processing payments more consistent and creating a process for providers to invoices VRT accurately.

During the time the analysis was being conducted, VRT staff also began to find a solution to replace the local fixed-route service in Canyon County, to make it a sustainable service for the future. VRT staff and RAC members began discussing the possibility of using the same service solution to build accessible capacity with same day/on-demand rides, using existing transportation services in Ada and Canyon counties.

With the new service solution in place in Canyon County, VRT staff created a work group to determine if this service solution could help to build accessible capacity, decrease the cost per ride and build community engagement to continue to grow services currently operated under Specialized Transportation. The work group will include service providers, users of current SCRIP program and RAC members. RAC member's participation will be key when considering the needs of riders as the final solution is designed and moved forward in the process.

The first work group meeting was held in February and included several VRT staff members, a representative from the City of Boise, as well as Jeremy Maxand from the RAC. The first meeting was to provide background on how the Building Accessible Capacity project started and what the expected outcome should look like.

The work group is working on details of what the solution should include. Some solutions discussed include:

- Ensuring riders have choices for what service and when the service is used
- Replace tickets with reloadable fare media
- Replacement will accept new users
- Variety of ways to schedule a ride

- Service is affordable
- Trip updates provided to users

The work group also discussed details on what they believe the solution needs to include. Those solutions include:

- A defined service area
- Robust public engagement
- User registrations options
- Technology is available in all formats for accessibility
- Service providers are established entities

The work group will continue to meet monthly. Staff will provide updates to the RAC as the project moves forward.

Staff Recommendation/Request

This is an information item only.

Implication (policy and/or financial)

The on-demand service solution could potentially effect current services provided in the region, which include the City of Boise taxi SCRIP program, VRT Late Night, Lyft Transit Connections, Rides to Wellness, as well as services currently provided by senior centers in Parma, Kuna, Meridian, Star and Eagle, Church of the Harvest 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 – completed summer 2020
- Establish project team – January 2021
- Determine next steps to increase capacity, which will include operational feasibility and costs – spring/summer 2021
- Implement on-demand service solution – October 2021

More Information

For detailed information contact: Leslie Pedrosa, Operations Director, 208.258.2713, lpedrosa@valleyregionaltransit.org



TOPIC	Canyon County On-Demand Transit Update
DATE	May 3, 2021
STAFF MEMBER	Leslie Pedrosa

Summary

With ridership slowly starting to increase, VRT Staff is working on promoting the on-demand service in the months to come. VRT has created a bus wrap design, in English and Spanish, which will be installed on three vehicles used in Canyon County to promote the service. VRT continues to offer no cost rides to several COVID-19 vaccination sites in Nampa and Caldwell.

VRT is finalizing a partner toolkit that will provide digital and social media strategies. The strategies can be used by local funding partners to push out on their media platforms as well as allow the local funding partners to educate the public on the new service.

The city staff at Nampa and Caldwell are looking to schedule a ride along this spring. VRT staff will continue to work on building new partnerships with the expanded service area.

Majority of feedback from the users continues to be positive and complaints have decreased. Compliments include more direct service, less time spent waiting at a bus stop and more locations to catch the bus.

The table below provides service metrics for March 2021.

Top Operational Metrics

Total Rides Requested	3210
Total Rides Accepted	2418
Total Passengers	2739
Revenue Hours Operated	832
Revenue Miles Operated	17814
Boardings Per Hour	3.29

Service Metrics

Total Rides Requested	3210
Acceptance Rate (Proposals accepted/proposals offered)	89%
Average Pick-up Wait Time (in minutes)	24
Average Walking Distance to Pick-up Location (in feet)	498
Average Ride Duration (in minutes)	19
Average Ride Distance (in miles)	7
Average Ride Rating 1 -5 Stars	4.7

The second quarter report is included with this memo. The second quarter report shows a large increase in revenue hours and miles in March. This was due to the Route 55, CWI Shuttle, services being suspended in 2020, when the COVID-19 pandemic started. This trend will continue in April. There was very little ridership on Route 55 prior to the pandemic, so ridership will not show a large drop.

The second quarter report also shows a shift in top origins and destinations, for both Nampa and the College of Western Idaho. The top origin and destination for Nampa is the Idaho Centennial Job Corp. The top origin and destination for Caldwell continues to be Happy Day Transit Center. The top origin and destination for the College of Western Idaho is the Main Campus. Trips originating at the college almost doubled in the second quarter.

Staff Recommendation/Request

This is an information item only.

Implication (policy and/or financial)

Although there is a demonstrated need for public transportation in Canyon County there is declining support for funding the current model of fixed-route transit for local service. The on-demand transit pilot will offer an innovative way to improve services within existing financial conditions. Doing nothing will continue the downward cycle of poor performance and lack of financial support, eliminating local fixed-route service over time.

More Information

Attachments:

Canyon County On-Demand Quarterly Report

For detailed information contact: Leslie Pedrosa, Operations Director, 208.258.2713, lpedrosa@valleyregionaltransit.org

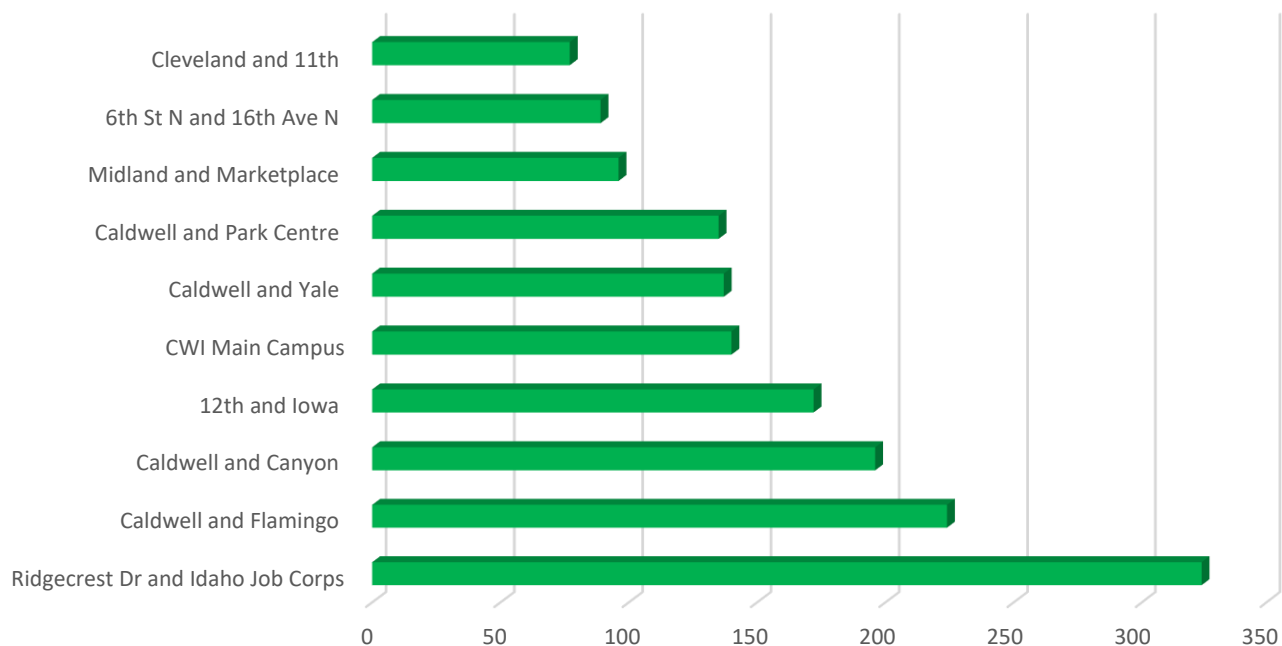
Canyon County On-Demand - Operating Report – Quarter 2

	Jan-21	Feb-21	Mar-21	Q2
Top Operational Metrics				
Total Rides Requested	2,223	2,627	3,210	8,060
Total Rides Accepted	1,761	2,033	2,418	6,212
Total Passengers	2,038	2,335	2,739	7,112
Revenue Hours Operated	696	714	832	2241
Revenue Miles Operated	14,700	15,340	17,814	47,853
Boardings Per Hour	2.93	3.27	3.29	3.17
Service Metrics				
Total Rides Requested	2,223	2,627	3,210	8,060
Acceptance Rate (Proposals accepted/proposals offered)	92%	92%	89%	91%
Average Pick-up Wait Time (in minutes)	19	23	24	22
Average Walking Distance to Pick-up Location (in feet)	505	455	498	486
Average Ride Duration (in minutes)	17	18	19	18
Average Ride Distance (in miles)	6	6	7	6
Average Ride Rating 1 -5 Stars	4.8	4.9	4.7	4.8
Ride Request Breakout	2,223	2,627	3,210	8,060
Requests Made Outside of Service Hours	63	57	59	179
Error with Booking Request	34	37	60	131
Seat Unavailable (Bus Not in Vicinity)	72	122	221	415
Offered Ride Not Accepted	130	195	217	542
Ride Cancelled/NoShow	163	183	235	581
Rides Accepted	1,761	2,033	2,418	6,212
Completion Rate (Requested Rides/Rides Not Booked)	79%	77%	75%	77%

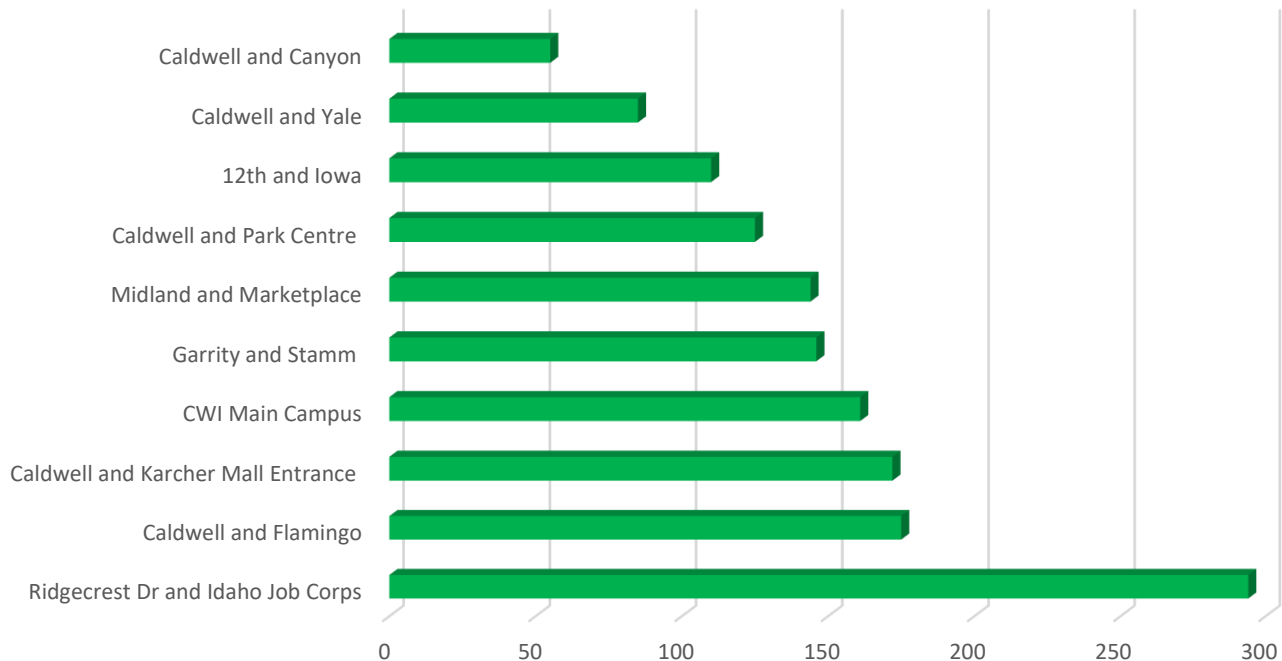
2nd Quarter Comparison FY2021 to FY2020

Top Operational Metrics	Jan-21	Jan-20	Feb-21	Feb-20	Mar-21	Mar-20	Q2 FY21	Q2FY20	Variance
Total Passengers	2,038	4,062	2,335	4,092	2,739	3,539	7,112	11,693	-4,581
Revenue Hours Operated	696	768	714	738	832	586	2241	2092	149
Revenue Miles Operated	14,700	10,909	15,340	12,384	17,814	9,888	47,853	33,181	14,672
Boardings Per Hour	2.93	5.29	3.27	5.55	3.29	6.04	3.17	5.59	-2.42

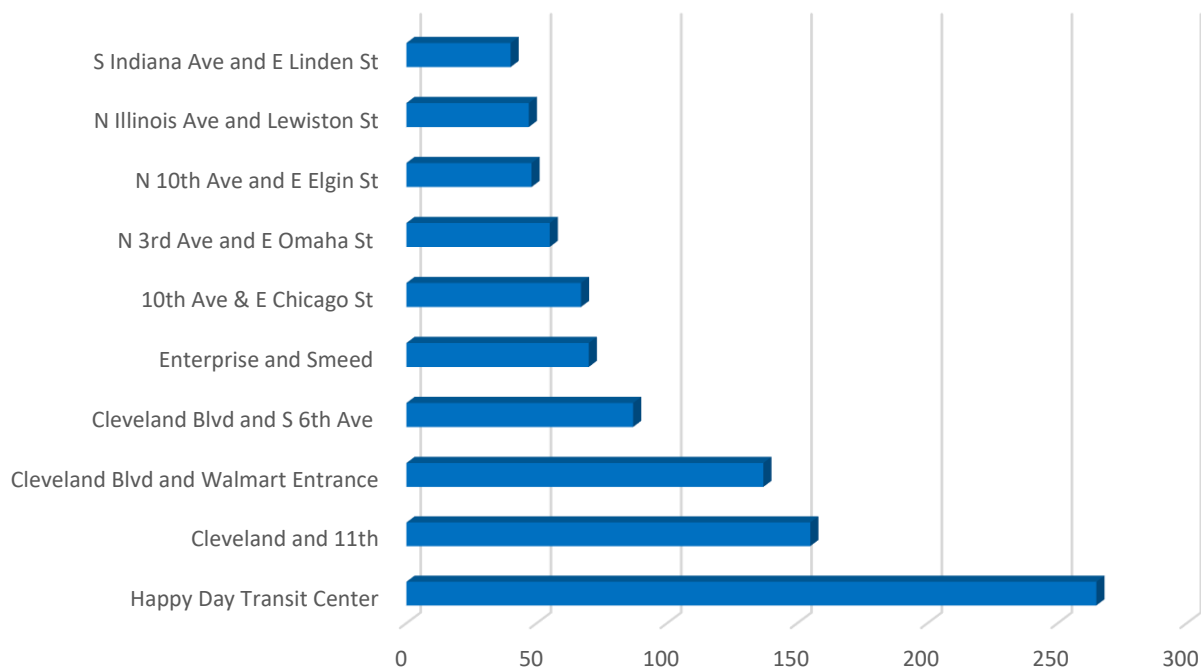
City of Nampa- Top 10 - Trip Origins



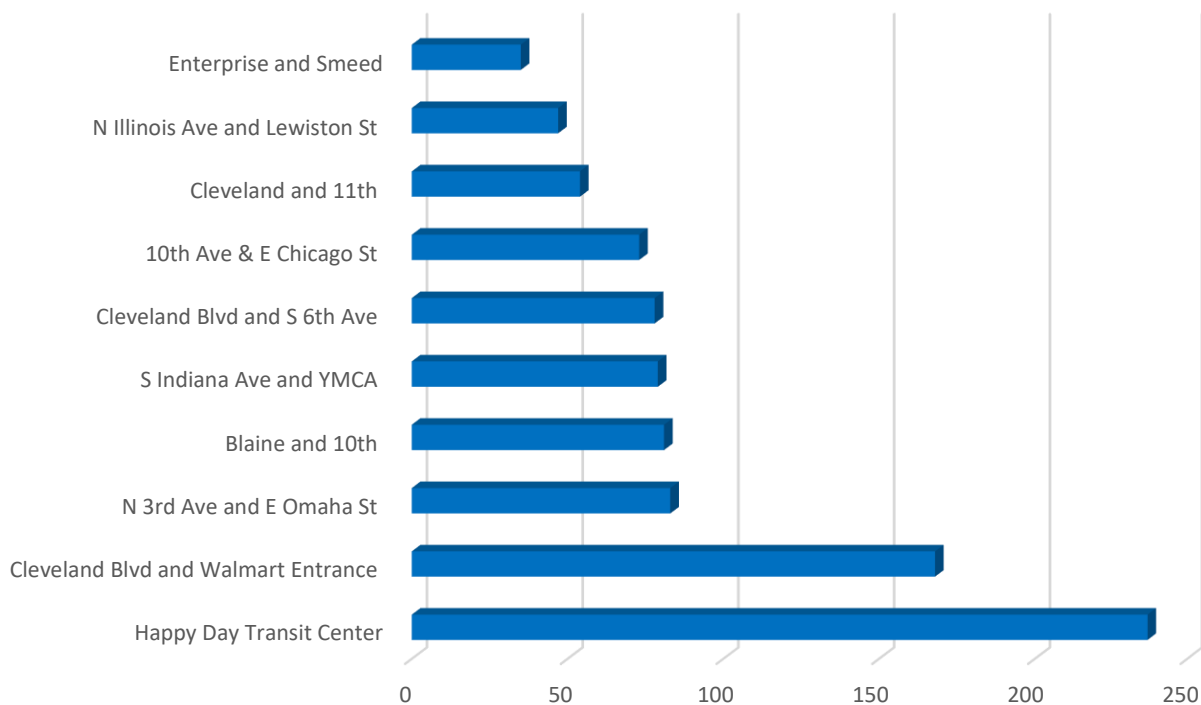
City of Nampa- Top 10 - Trip Destinations

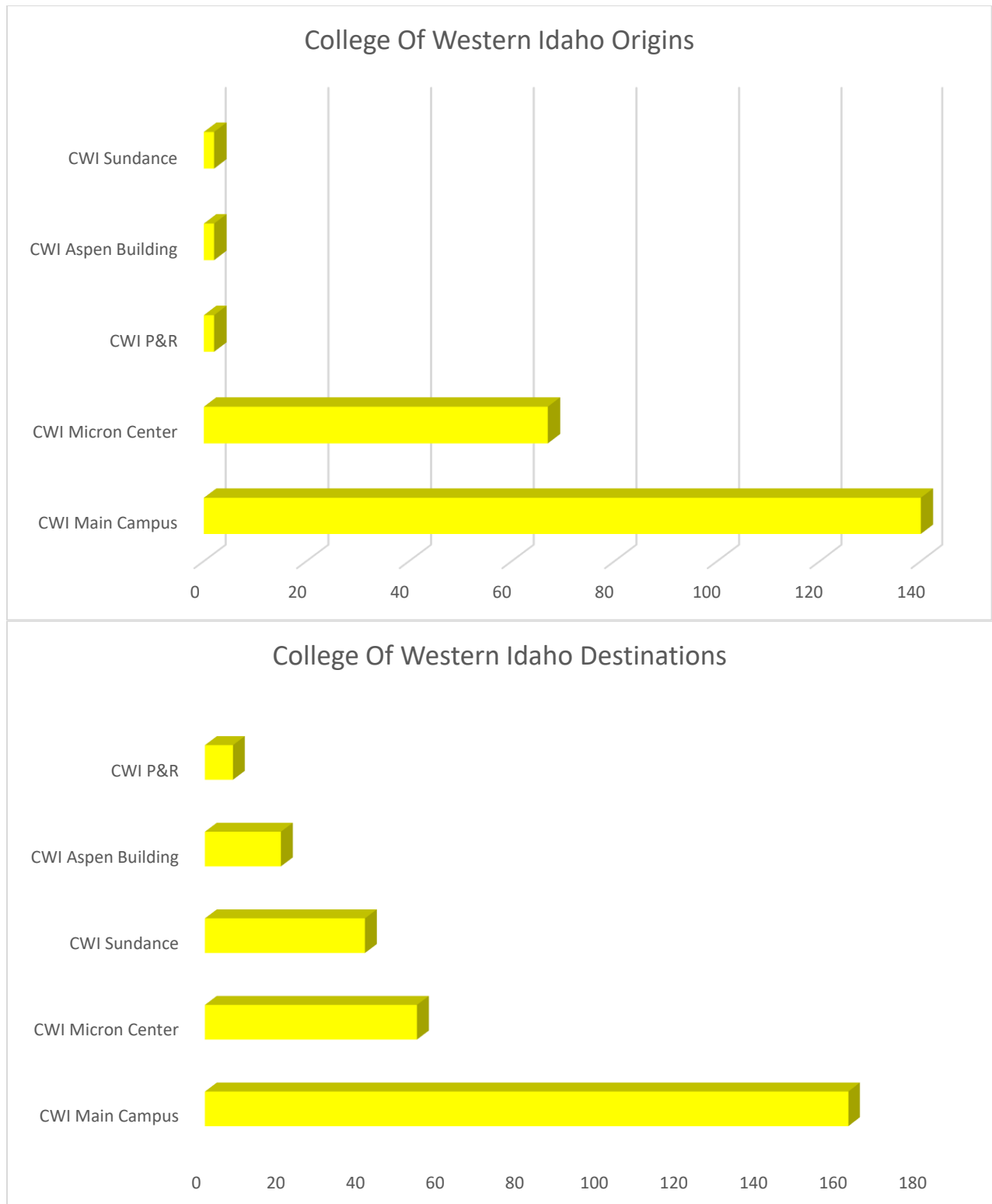


City of Caldwell- Top 10 - Trip Origins



City of Caldwell- Top 10 - Trip Destinations







TOPIC	Meridian Veterans Shuttle
DATE	May 3, 2021
STAFF MEMBER	Leslie Pedrosa

Summary

Monday, May 3, VRT began operating the Meridian Veterans Shuttle, a new transportation service designed to help veterans living in Meridian get to appointments at the Boise Veterans Affairs Medical Center (VAMC) at no-cost. Prior to this new service, Meridian residence has limited options for transportation to the VAMC.

The shuttle is a curb-to-curb service that will pick veterans up at their homes, take them to the VAMC, and then return them home. The shuttle will be available Monday through Friday from 7:00 a.m. to 5:30 p.m.

The Meridian Veterans Shuttle is not a taxi or limousine service. It is shared-ride transportation, taking multiple people to their VAMC appointments. The shuttle is coordinated with various transportation providers serving Meridian.

Rides can be scheduled through the VRT Help Desk, at least two business days before the appointment. Rides can be scheduled up to two weeks before an appointment. There is no cost for rides.

Staff Recommendation/Request

This is an information item only.

Implication (policy and/or financial)

For FY2021 CARES funding is covering operational expenses for the Ada County Rides2Wellness program. VRT evaluated how the City of Meridian's FY2021 contribution for the Rides2Wellness program could be used to pilot a service that would connect veterans residing in Meridian to the VAMC in Boise. Any continuation of the pilot service would be based on demand and considered through the FY22 budget requests.

More Information

Attachments:

Meridian Veterans Shuttle brochure
Meridian Veterans Shuttle press release

For detailed information contact: Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleyregionaltransit.org.

Valley Regional Transit offers a variety of programs to help people get where they're going. For the most up-to-date information on our services, visit valleyregionaltransit.org

Related Services

- ▶ Harvest Transit - provides no-cost, non-medical transportation to any location within the service area. Available to Meridian seniors, persons with disabilities, and veterans.
- ▶ Rides2Wellness - provides no-cost transportation to medical appointments at participating locations.



Valley Regional Transit
700 NE 2nd Street Suite 100
Meridian, ID 83642

VRT Help Desk
208.345.7433

valleyregionaltransit.org



MERIDIAN VETERANS SHUTTLE

NO-COST TRANSPORTATION
FROM MERIDIAN TO THE
BOISE VETERANS AFFAIRS
MEDICAL CENTER



HEALTHCARE TRANSPORTATION JUST FOR YOU

SHUTTLE QUALIFICATIONS

The Meridian Veterans Shuttle is a new no-cost transportation service designed to help veterans in Meridian get to appointments at the Boise Veterans Affairs Medical Center. The shuttle is a curb-to-curb service, picking you up at home, dropping you off at the VAMC, and then taking you home again.

Shuttle service is available Monday to Friday from 7:00 a.m. to 5:30 p.m.

Meridian Veterans Shuttle is not a taxi or limousine service. It is shared-ride transportation, taking multiple people to their VAMC appointments. The shuttle is coordinated with various transportation providers serving Meridian. Call Valley Regional Transit at 208-345-7433 to schedule your ride.

To schedule a ride, call the VRT Help Desk at **(208) 345-7433** at least two business days before your appointment and provide your VA Medical Center appointment date and time. You can schedule a ride up to two weeks before your appointment. Once the ride is scheduled, you'll receive a confirmation call the day before the scheduled appointment.

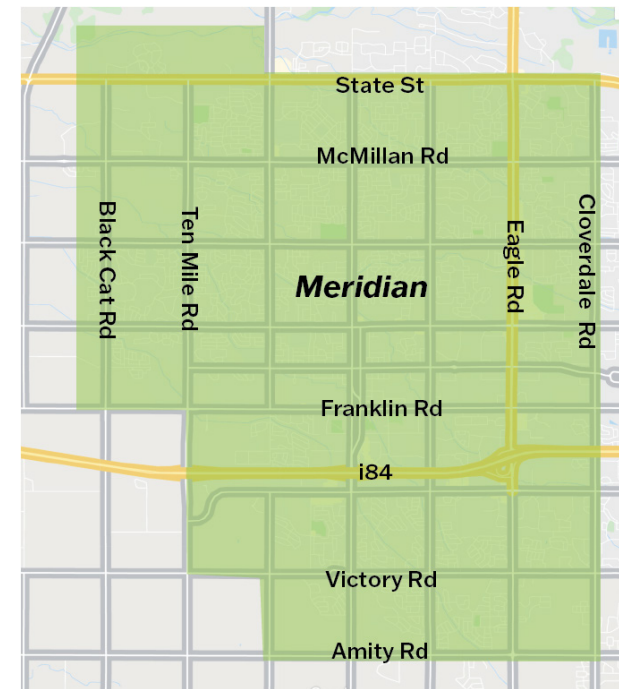
Help Desk Hours: Mon-Fri: 7am - 6pm, Sat: 8am - 5pm, Sun: Closed

QUESTIONS?

• Visit valleyregionaltransit.org • Call **208.345.7433** • Email info@valleyregionaltransit.org

SERVICE AREA

ITEM VI-F
Your pick-up address must be located within the green shaded service area to qualify for this shuttle service.



NO-COST RIDES

Your Veteran ID Card will serve as your fare pass to ride on the shuttle. Simply show your card to the driver when you get in, and you will be good to go!

Acceptable forms of ID include

- ▶ Veteran Health Identification Card (VHIC)
- ▶ Department of Defense (DoD) ID Card
- ▶ Common Access Card (CAC)
- ▶ Uniformed Services ID Card
- ▶ State-issued driver's license or ID with a Veterans designation

FOR IMMEDIATE RELEASE

Valley Regional Transit to add Meridian shuttle for veterans

Starting Monday (May 3), Valley Regional Transit (VRT) will begin operating the Meridian Veterans Shuttle, a new transportation service designed to help veterans living in Meridian get to appointments at the Boise Veterans Affairs Medical Center (VAMC) at no-cost.

The shuttle is a curb-to-curb service that will pick veterans up at their homes, take them to the VAMC, and then take them home again. The shuttle will be available Monday through Friday from 7:00 a.m. to 5:30 p.m.

“Our veterans served this country so we can live peacefully in this amazing community” said Meridian Mayor Robert Simison. “Providing a veteran’s transportation resource to help them access the healthcare promised to them is a small step we can take, as transportation should never be a barrier to receiving needed services. I appreciate the support of City Council in bringing the Meridian Veterans Shuttle to our service members.”

The Meridian Veterans Shuttle is not a taxi or limousine service. It is shared-ride transportation, taking multiple people to their VAMC appointments. The shuttle is coordinated with various transportation providers serving Meridian.

To schedule a ride, a veteran will need to call the VRT Help Desk at 208-345-7433 at least two business days before the appointment and provide the day and time of the appointment. Rides can be scheduled up to two weeks before an appointment. There is no cost for rides. The VRT Help Desk is open from 7 a.m. to 6 p.m. weekdays, and 8 a.m. to 5 p.m. on Saturday.

Valley Regional Transit, which operates two inter-county bus routes that provides service to Meridian via Boise and Nampa, also coordinates other services for Meridian residents:

- Harvest Transit is a community-based no-cost transportation service for seniors, persons with disabilities, and veterans operating within a specific geographic area of Meridian.
- Rides2Wellness is a no-cost transportation service to medical appointments at participating clinics in Ada County.

For more information on any of these services, call the VRT Help Desk at 208-345-7433.

###

Contact Information:

Mark Carnopis

Community Relations Manager

Valley Regional Transit

valleyregionaltransit.org

(P) 208.258.2702

(C) 208-860-9811

(F) 208.846.8564



*Moving more people to more
places more often*



TOPIC	Executive Director Report
DATE	April 22, 2021
STAFF MEMEBER	Kelli Badesheim

COVID-19 and Next Phase Resiliency Activities

There is more to report on this area in the budget memo found in the Executive Board packet. VRT staff are continuing to meet with staff and decision-makers through the budget process and will keep the board updated on this topic as the budget evolves.

Preparing for Possible Congressional Earmarks

COMPASS and the ITD Board approved Transportation Improvement Program amendment with the State Street Corridor transit projects included. We received letters of support from most of the jurisdictions and agencies within the corridor. Staff submitted earmark requests to Congressman Simpson for both the reauthorization bill as well as the annual appropriations. We are monitoring the progress of this discussion in Congress. The GOP senators have determined to maintain the ban on earmarks as a body, but individual senators are able to bring earmark requests into the process. We do not have any current information on where Senators Crapo and Risch may land on the topic of earmarks. Our objective was primarily to be prepared and ensure we do not lose an opportunity if the process moves forward.

Building Reporting Capacity

In December 2020, I presented an action plan to the VRT Executive Board to make process improvements on VRT's reporting capacity. This project began in 2018 with the support of a planning consultant to document the data flow and processes within VRT, and to address gaps and challenges to achieving the outcomes of more data driven decision-making, and more trust and transparency for our financial partners and the public.

The Executive Board will be considering the procurement of the CAD/AVL technology for VRT. This technology will be a key component into updating our reporting system. Staff is also evaluating upgrades or procuring a new business intelligence. The current BI system has served VRT since 2003. Although we have had many updates, the technology has advanced and we want to ensure we are keeping up with our needs and interests of our partners in being able to report our financial and performance data effectively.

Smart and Connected Canyon County – Nampa and Caldwell Collaboration

VRT Executive Board approved up to \$200,000 CARES funds from the small urban area to be allocated to the Rides 2 Wellness expansion in Nampa and Caldwell, and a new cross-sector collaboration in Nampa and Caldwell to bridge the gap between and connections between mobility, housing, jobs, education, and health, called Smart and Connected Canyon County. Staff is close to finalizing the contract for the digital community engagement platform, which will be integral in collecting information from citizens, advocates, and other stakeholders. We held kick-off meetings for both the project team and the collaboration partners in April. The community engagement platform is expected to be launched in early summer. The project will continue for the next 12-months.

Projects and Community Activities

- Supporting grant administration work in the area of balancing grant and local funding for VRT's federally funded projects
- Supporting Western Idaho Community Healthcare Collaborative (WHCHC) to establish strategic activities based on measures of social influencers of health, including transportation
- Providing staff support to the strategic work group with City of Boise. The focus this year is on developing a portfolio of transit projects for the State Street Corridor, and seeking an investment strategy for securing funding to complete high priority projects.
- Providing staff support to the State Street Corridor Executive Team

More Information

For detailed information contact: Kelli Badesheim, Executive Director, 208.258.2712, kbadesheim@valleyregionaltransit.org.



TOPIC	Operations Department Staff Report
DATE	April 14, 2021
STAFF MEMBER	Leslie Pedrosa

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 for the months of January and February.

Regional Operations

Valley Regional Transit (VRT) staff continues to work with partners in Canyon County to begin providing a Rides to Wellness service. This service will have a larger community partnership than Ada County and will leverage two different aspects of service, on-demand, similar to what is already used in Canyon County and pre-booked trips, similar to what is already used in Ada County. VRT staff is in the process of finalizing details on registration for participants and is targeting May 3 as the service start date.

VRT finalized the work with our current Village Van partner, Packers Sanitation Services, Inc., to provide transportation for their employees to CTI Foods in Wilder. This new service started mid-February, but has had very little use. The service was suspended in early March. The service was available to their employees in Boise, Nampa and Caldwell. This new service was expected to grow to provide transportation services to 22 employees. Staff will continue to work with Packers Sanitation Services, Inc. to find a working solution to make the service a success.

VRT staff finalized the Meridian Veterans Shuttle service, which will provide transportation from the Meridian service area to the Veterans Hospital in Boise. This new service will serve the same service area that is currently served by Harvest Transit and be available weekdays. Current service providers in the area will be providing these rides. Currently, Meridian residence have limited options for transportation to the Veterans Hospital in Boise. The draft plan was presented to the Meridian City Council in February. Additional information was provided and the service was approved in by Council in March. VRT staff is targeting May 3 as the service start date.

VRT staff met with the Building Accessible Capacity work group in February and March. This new work group will take over where the Access to Independence project left off in 2019. The original project team was created to determine objectives, concepts, and goals for what success would look like. The goal is to continue building accessible capacity for eligible users, while still being cost effective, easy to use, and available to as many people as possible. The first task is a new service design for the current SCRIP program in Boise. The solution is expected to be in place by October 2021. The work group will continue to meet monthly and will work closely with the Regional Advisory Council to ensure the new service

design meets the needs of all users. As the project progresses, updates will be brought back to the Board.

On February 1, the Centers for Disease Control and Prevention (CDC) issued an Order imposing a mask requirement applicable to public transportation systems service providers to mitigate the risk of COVID-19. VRT staff quickly worked to implement the requirements of this new order, which include allowing for exceptions if needed.

As of February 15, the first four battery electric buses are in the production at Proterra's production plant, located in City of Industry California. These buses are schedule to arrive in Boise in April 2021. Installation of charging infrastructure for the electric buses has been completed at the Orchard facility in Boise. VRT staff is waiting for buses to arrive to begin the testing phase.

Highlights:

Contracted Transportation

Canyon County had no preventable accidents since last report

- Intercounty on-time performance 81%
- ACCESS on-time performance 87%
- March On-demand service performance
 - 72% on-time performance; staff is still not confident with the reporting and they continue to work with Via Mobility
- Working with VRT for planned service changes in May and October

Ada County had no preventable accidents since last report

- Fixed-route on-time performance 83%
- ACCESS on-time performance 97%
- Electric bus charger construction is complete
- Working with VRT for planned service changes in May and October

Specialized Transportation

- Almost all services are seeing ridership increase. There are no changes to any services or COVID19 cleaning protocols for the following services:
 - Parma Senior Center
 - Meridian Senior Center
 - Metro Community Transportation
 - Interfaith Sanctuary
 - Volunteer Driver
 - Lyft Transit Connections
 - VRT Late Night
 - Supportive Housing and Innovative Partnerships (SHIP)
 - Kuna Senior Center
- Calvary Church has not resumed services
- Eagle Senior Center opened on April 1. Meals are served inside Monday, Tuesday, Thursday and Friday, and curbside meal service provided on Wednesday.
- With the continued increase in ridership, Metro Community Services is preparing to hire another driver.

- With the continued increase in ridership, Interfaith Sanctuary expects to put a vehicle back into service daily this month.
- SHIP is no longer providing group rides for Interfaith Sanctuary.
- With the continued increase in ridership, Kuna Senior Center now has a waitlist for certain outings.

Information Technology and Intelligent Transportation Systems

- Staff resolved 170 support requests from 177 submitted
- Completed demonstrations for fixed route software replacement and negotiating with final three vendors
- Staff continues to monitor and resolve issues of newly launched VRT website
- Staff continues to work on equipment, software and programs to support VRT employees ability to work from home with little to no issues
- Working with internal departments to standardize reports

Compliance

Continued to work on the COVID crises, communicating key points to VRT executive staff:

- Weekly updates from the CDC, State of Idaho, Central District Health, Southwest District Health, Joint Information System taskforce, and the joint Ada and Canyon County Emergency Operations Center
- Changed cleaning protocols at transit centers that follow guidelines in March
- Continue to distribute face coverings
- Continue to hold PTASP Safety Committee meetings monthly
- Will complete scoring for rolling stock and equipment for TAM in April
- Working with the Public Transportation Provider Group to finalize edits to the current TAM plan for board approval

Customer Service Support

- Customer service handled 2,681 of 2,770 phone calls for information, with 88 calls abandoned. The average call time was 2 minute, 29 seconds and the average hold time was 17 seconds
- Reservationist handled 1,009 of 1,035 phone calls to change or schedule a ride on ACCESS, with 23 calls abandoned. The average call time was 3 minutes, 29 seconds and the average hold time was 12 seconds
- On-demand handled 826 of 886 phone calls to schedule a ride, with 60 calls abandoned. The average call time was 2 minutes, 6 seconds and the average hold time was 23 seconds
- February mobile ticket sales totaled \$4,865.50
- Staff has been preparing for the launch of the Canyon County Rides 2 Wellness, the Meridian Veteran's Shuttle service as well as the May service changes

More Information

For detailed information contact: Leslie Pedrosa, Operations Director, 208.258.2713, lpedrosa@valleyregionaltransit.org

TOPIC	Development Department Monthly Report
DATE	April 16, 2021
STAFF MEMEBER	Stephen Hunt

Summary

Development Department activities April 2021 report

VRT Strategic Plan

Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- **ValleyConnect 2.0 (VC2.0)**
Staff began scoping out tasks necessary to expand our performance reporting capacity and integrate performance reporting into project development, prioritization and reporting.

Programming/Budget Development

- **Regional Planning and Prioritization** – In order to better align the updated local cost allocation methodology, Transportation Development Plan (TDP) efforts and regular service changes, Valley Regional Transit (VRT) staff prepared a series of workshops with the Executive Board to discuss planning and prioritization of regional projects. The purpose of these workshops was to identify the forums and processes to identify and prioritize projects, particularly those that cross-jurisdictional boundaries.
- **Budget Development** – The FY22 budget development cycle is underway. Staff has scheduled meetings with local jurisdictions and agencies to discuss annual funding requests, proposed projects and budget assumptions. Staff has applied the Regional Planning and Prioritization workshop discussions to the FY2022 budget development calendar.

Goal 2 – Increase Ridership and Revenue

- **Marketing** – Development staff continues to work with marketing staff and the public to increase awareness of changes that began in October of 2020 including the increased service levels on routes 2, 3, 7, 9 and the extension of route 9 to Eagle.
- **Meridian Service Expansion and FY 2021 Service Change** – Meridian service expansion has been delayed until the start of FY2022 (October 2021). This will allow us to get past of COVID-19.
- **FY2022 and FY2023 Service Changes** – Development staff is preparing public materials to solicit feedback on emergency and planned changes for FY2022 and begin discussions about service concepts for FY2023.

Goal 3 - Build institutional and regional capacity

Regional Capital Enhancements

- **Boise Operations Facility**

- **Electric Bus Infrastructure**

Construction on electric bus infrastructure at the Orchard Facility is substantially complete. The charging infrastructure is in place on time for the start of electric vehicle operations when the vehicles arrive later this year.

- **Fuel Island Work**

Upgrades to the CNG facility are underway, STV Consulting assisted with design and consultant management. Dryer parts have arrived and will be installed in spring 2020. Cathodic protection upgrades will be addressed in the Facility Master Plan upgrades during the pavement reconstruction. The fuel shed will also be replaced and is expected to be included in the bid for pavement/site civil construction in late FY2021.

- **Orchard Facility Master Plan**

A Facility Master Plan is being prepared to coordinate pavement repairs/replacement, incorporate the CNG projects as well as the E-Bus infrastructure, and plan for fleet needs for the planning horizon at the Orchard Facility. Jacobs Engineering is underway with geotechnical investigations and civil engineering design. Staff is working with Jacobs to identify constraints and clear project area for environmental with Federal Transit Administration (FTA). Construction at the Orchard Facility will start in summer/fall 2021 and will continue for up to three years.

- **Happy Day Transit Center Upgrades (HDTC)**

Staff is reviewing and updating planned repairs and upgrades. VRT has contacted an engineering/architectural firm from the on-call list to assist with construction scheduling, estimating, and bidding for repairs. The first step is a feasibility assessment, due to the HDTC age, construction, and potential for repairs. Repairs of the maintenance building include replacing broken doors and repair/replacement of the maintenance facility roof, security upgrades, roof drainage, pest management, and heating and cooling for both the office and shop. Upgrades to the office roof included replacement of heating, ventilation and air conditioning (HVAC) equipment, improved roof drainage, and front façade design and repairs. The project is intended to extend the useful life of the building. Construction/repairs are ongoing, but roof repairs would start in fall 2021 and continue subject to practical schedule and available budget.

- **Main Street Station (MSS)**

Standard maintenance activities continue at MSS. Office space reclamation is anticipated in late spring FY2021

- **Bus Stops**

Five projects are currently underway to address bus stop infrastructure. Staff is working on two corridor studies and three construction projects.

- 1- FY2021 general bus stop construction and purchases are being requested from the Executive Board at the May meeting. VRT staff are addressing amenity issues (benches, trash, etc.) at newly installed shelters as well as fixing American's with Disabilities (ADA) issues and replacing obsolete infrastructure. VRT is also working with city of Boise staff to install Orchard Street projects as revenue

backed projects from the City of Boise neighborhood grants as well as the transit component of the linear park being planned at Goddard and Milwaukee.

- 2- FY2021 projects include transit island enhancements along Main and Fairview, a revenue backed project from Capital City Development Corporation (CCDC).
- 3- FY2022 projects are being scoped and will be resultant of the State Street Transit Operational Analysis, the Fairview Best in Class Study, and the Bus Stop Typology. These studies will identify changes in operations and infrastructure needed to improve best in class and standard corridors.

Regional Corridor Planning

- **State Street Corridor Projects**

The State Street Alternative Analysis committee is preparing its final alternatives recommendations. Those recommendations will be presented to the Executive Board in June.

The State Street Transit Operational Analysis committee held its kick off meeting. Direction from the State Street Executive and Technical Teams have emphasized the importance of the Transit Operational Analysis in resolving outstanding issues regarding bus pull-outs and High Occupancy Vehicle (HOV) lanes along the corridor.

Development staff also worked with key stakeholders to submit a Transportation Improvement Plan (TIP) amendment and a legislative earmark request for improved passenger amenities along the State Street corridor.

Other Development Activities

- **Title VI** –The VRT Board of Directors adopted the Title VI report in January 2021.
- **FY 2021 planning projects** – Development staff has initiated or is supporting the following planning projects,
 - Regional Vanpool Study
 - Non Rider Survey
 - Passenger Facility Plan/Bus Stop Typology
 - Kuna Transit Operations Study
 - Coordinated Human Services Transportation Plan – in coordination with COMPASS
- **Grant Opportunities** – VRT continues to look for federal grant opportunities including competitive grants focused on building out State Street corridor, innovative service delivery and electrification of the VRT fleet.

More Information:

Stephen Hunt, Sr. Principal Planner, 208.258.2701, shunt@valleyregionaltransit.org
 Joe Guenther, Capital Projects Manager, 208.258.2705, jguenther@valleyregionaltransit.org
 Alissa Taysom, Associate Planner, 208.258.2717, ataysom@valleyregionaltransit.org
 Jill Reyes, Planning Programmer, 208.258.270, jreyes@valleyregionaltransit.org
 Derrick Personette, Facility Master Technician, dpersonette@valleyregionaltransit.org



TOPIC	Finance and Administration Activity Report
DATE	May 3, 2021
STAFF MEMEBER	Jason Jedry, Finance Controller

Summary

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

Highlights

Budget/Finance

- Finance staff is working on closing the second quarter of FY2021
- Finance staff continue to prepare for the FTA triennial review/audit
- Finance staff are working on FY2021 project funding and tracking documentation
- Finance is assisting with FY2022 budget planning

Grant Management

- Grants and Compliance Administrator is working on the following:
 - FTA grant applications
 - Active Grant revisions/amendments
 - Subrecipient Agreements for FY2021
 - Subrecipient Reviews
 - Triennial Review

Procurement

- Procurement and Contracts Specialist is working on:
 - State Street Corridor Transit Operational Analysis contract
 - Regional Van Pool Study
 - Digital Civic Engagement Platform
 - Insurance Products and Services
 - On-Call Marketing Support
 - Uniforms Ada/Canyon County
 - Contract extensions

For detailed information contact: Jason Jedry, Finance Controller, 208-258-2709, jjedry@valleyregionaltransit.org



TOPIC	Community Projects/Outreach Efforts Update
DATE	April 14, 2021
STAFF MEMBER	Mark Carnopis

Summary

This memo provides updates on current and future community outreach efforts, including those related to the Valley Regional Transit (VRT) Strategic Plan goals.

Highlights

- VRT will soon take delivery of electric buses that are expected to be put into service this fall. I am on a team that is developing a plan to promote the buses and educate the public about the benefits of electric-powered vehicles.
- A survey is being developed to collect public information about the upcoming service changes set for October, and options for improvements that will be made during fiscal year 2022.
- We are preparing to roll out a marketing campaign for the current on-demand service in Nampa/Caldwell with Stoltz Marketing. Elements of the campaign include wrapped buses and free rides. Staff from the cities of Nampa and Caldwell and local institutions of higher learning will assist in this extensive marketing/outreach effort.
- Riders First campaign resources/collateral also continue to be developed. The campaign goal is to improve internal (primarily) and external focus and culture to better lead public transportation initiatives in the Treasure Valley. Plans are to kick off the campaign beginning May 1.
- In June, a draft of internal procedure(s) to ensure public accessibility to outreach materials (e.g. surveys, website, and brochures) for those with physical and visual limitations will be presented to the Regional Advisory Council for review and comments.
- Outreach materials for the planned expansion of Rides 2 Wellness into Canyon County are almost complete. These resources will be available to the VRT navigator and staff at participating medical outlets. The new service will begin operation in May 2021.
- Work continues on making improvements to our new website.

More Information

Attachments: None

For detailed information contact: Mark Carnopis, Community Relations Manager, 208-258-2702, mcarnopis@valleyregionaltransit.org



TOPIC	Programs and Marketing Update
DATE	April 16, 2021
STAFF MEMBER	Dave Fotsch

Summary

The Programs area covers Navigation, Safe Routes to School, and Marketing.

Staff Recommendation/Request

Information only

Implication (policy and/or financial)

Information only

Highlights

Safe Routes to School (SR2S)

- Bike rodeo season is in full swing with the SR2S team visiting schools throughout the Treasure Valley. This activity will continue through June.
- SR2S continues to work with the Boise Bicycle Project for bike fix-it nights around the valley as time allows
- Bike to School Day is May 5, 2021. SR2S will be involved with schools all over offering incentives.
- SR2S will be involved in a bike rodeo at the Children's Museum in Meridian on May 15.
- Bike camps are scheduled with the West YMCA in July.
- Staff has also been teaching in Driver's Education classes as time allows.

Navigation

- Mobility Navigator, Kyle Lenhart-Wees, has been working with Operations to launch Canyon County Rides2Wellness (R2W). Expected launch date will be early in May.
- As a preview to R2W in Canyon County, Valley Regional Transit has been offering no-cost rides using OnDemand transit to over a dozen vaccination sites in Nampa and Caldwell.
- Navigator has also been doing outreach to Community School activists and organizers.
- Will soon begin outreach to the Avimore community

Marketing

The marketing department has been working with Stoltz Marketing Group to develop and launch a series of initiatives designed to maintain and grow Valley Regional Transit services' ridership and better serve customers.

- *On-Call Marketing Request for Proposal (RFP)* - Valley Regional Transit (VRT) issued an RFP on March 10, 2021 requesting proposals from qualified marketing

firms to provide a variety of marketing services to the agency. VRT received 13 proposals by the close of the RFP on April 14.

- *Rebranding* – Staff is starting to implement a plan to rebrand buses and other assets from ValleyRide to Valley Regional Transit.
- *Canyon County On-Demand Service* – VRT is launching a broad-based marketing plan to reach multiple audiences in Canyon County. The initiative will include custom wraps for each of the three buses that regularly service VRT OnDemand.
- *Integrated Fare App* – VRT is coordinating with City Go and Stoltz to develop a big marketing campaign to introduce the public to the app and all it does. Most materials will be developed over the next few months with the campaign expected to launch in summer.
- *Safe Travels, Treasure Valley* – The campaign strives to assure the public that riding shared transportation is safe. Through an every-other-week newsletter we and our partner agencies provide updates on programs and industry trends. We invite you to share the subscription page widely:
<https://valleyregionaltransit.us17.list-manage.com/subscribe?u=a2575d0c9e327df42c647285a&id=30356a6b08>.
- *Electric bus launch* – We are developing a campaign to celebrate electric buses' addition to the Valley Regional Transit fleet. The first electric buses should arrive in April. The buses will be tested throughout the summer and put into service in the fall. The campaign will emphasize the environmental benefits of going electric.
- *Special Events* – VRT has verbally agreed to work with Treefort Music Fest to run the 'Treeline' shuttle service in downtown Boise as part of the festival in September 2021.

Bike Share

- VRT has decided to defer trying to re-launch bike-share this year.
- Staff will refocus efforts on launching a bike-share system in the spring of 2022.
- The bike share program successfully auctioned off 70 retired bikes and other unneeded equipment, raising just over \$13,000.

More Information

For detailed information contact: Dave Fotsch, Programs Director, 208-331-9266, dfotsch@valleyregionaltransit.org



TOPIC	Corporate Sponsorship and Underwriting Department
DATE	May 3, 2021
STAFF MEMBER	Jason Russell

Summary

Valley Regional Transit - Underwriting Division			
	FY 20	FY 21	FY 22
Target Revenue:	\$435,835	\$528,246	\$600,000
Actual Contracted Revenue:	\$461,133	\$491,491	\$176,450
% of Target Revenue:	106%	93%*	29%*

*As of 4/14/21

New Business Opportunities

- Crush the Curve Idaho – Vaccinate 208 campaign
- TDS Fiber
- Homie Real Estate
- Idaho Youth Ranch

Advertising Installations

- Idaho Power
- Intermountain Gas
- DaVita Kidney Care
- Women, Infant, Child (WIC)
- HIV, STD and Hepatitis Prevention

Idaho Safe Places

The Idaho Youth Ranch's Safe Place program is for young people needing immediate help and safety. The partnership between Valley Regional Transit (VRT) and Idaho Youth Ranch may include:

- Purchased advertising space
- Safe Place designation for buses and transit centers
- Training VRT staff to recognize young bus riders that may need help.

Public Art

Boise City Department of Arts & History and VRT are collaborating to bring Art in Transit to the community.

- Work by local artists will be featured on transit shelters throughout the city.
- Sponsorship opportunities will be available to businesses and organizations.

Bus Benches

Creative Outdoor Advertising, VRT's bus bench vendor, will complete the replacement of benches throughout the market with a new more comfortable style.

For detailed information contact: Jason Russell, Underwriting Manager, 208-440-2515, jrussell@valleyregionaltransit.com



TOPIC	City Go Report
DATE	May 3, 2021
STAFF MEMBER	Kaite Justice

Summary

This memo provides a status update of activities related to the downtown mobility collaborative, City Go.

Highlights

- Staff kicked off the implementation phase of the integrated fare payment system. A kick-off meeting was held between Valley Regional Transit (VRT), Cubic, Boise State, ACHD Commuteride, and ParkBOI. All equipment has been ordered, implementation schedule set, and marketing plan drafted. The tentative soft launch of the system is set for July 28, 2021. The soft launch date may change due to extra time needed to integrate with the new CAD/AVL system procured by VRT.
- City Go reached out to 18 businesses in April and held five introductory meetings.
- City Go has completed a digital employer toolkit for promoting sustainable transportation options downtown. The online toolkit includes videos, flyers, social media posts, how-tos for each mode, and more.
- City Go staff presented to the California Public Parking Association on “Innovation, Resiliency, and Equity during COVID-19.”
- City Go has been working with the Downtown Boise Association, Buy Idaho, and Fare Idaho to work together to promote each other’s agencies and events.
- Throughout April, City Go staff has been working to pull data and send out quarterly ridership reports to all pass program participants.
- City Go has been working on potential pass program contracts with Idaho Transportation Department, Idaho Power, and Nampa School District.
- City Go continues to work with members to develop unique messaging and marketing materials to promote sustainable transportation options.

For detailed information contact: Kaite Justice, City Go Director, 208-258-2750, kjustice@valleyregionaltransit.org