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Regional Advisory Council Agenda

Tuesday, June 15, 2021 at 9:00 AM

Meeting will be held in person at VRT Board Room*

700 NE 2nd Street – Meridian, Idaho

Or virtually at https://www.valleyregionaltransit.org/RAC_6_15_2021

or dial in at 1 469-965-2358 Conference ID: 251 449 299#

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: Minutes of the May 18, 2021 Meeting

Pages 4-6

The Regional Advisory Council is asked to consider approval of the May 18, 2021 meeting minutes.

V. ACTION ITEMS

VI. INFORMATION ITEMS

A. INFORMATION: Engage Platform Overview

Pages 7-15

Kelli Badesheim

VRT acquired a digital community engagement platform through a company called CitizenLab. The platform, customized for VRT, will be launching throughout the summer in three targeted geographic areas within VRT's jurisdictional boundaries. Staff will present an overview of the project and outline ways the RAC can support ensuring high community engagement.

B. INFORMATION: Surveys and Website Accessibility Procedures

Pages 16-20

Mark Carnopis

RAC members will have the opportunity to review and provide comment on a draft of VRT procedures regarding the accessibility of online surveys and the valleyregionaltransit.org website by persons with disabilities.

C. INFORMATION: FY2021 2nd Quarter Performance Report

Pages 21-25

Leslie Pedrosa

Staff will present to the RAC the second quarter performance report for fiscal year 2021.

D. INFORMATION: On-Demand Transit Update ☉

Pages 26-27 Leslie Pedrosa

Staff will provide an update on the on-demand transit service for Canyon County.

E. INFORMATION: Joint Executive Board and Regional Advisory Meeting Topics

The Regional Advisory Council will consider topics they would like to discuss with the Executive Board at the joint meeting in November. The RAC and Executive Board chairs will meet with staff over the summer to prepare a list of topics. This is the RAC's opportunity to have input in the agenda.

F. INFORMATION: Annual Orientation Meeting - September 2021

Each year VRT staff provide an annual orientation to the Regional Advisory Council. The orientation is a refresher on the RAC practices and a time to set goals for the upcoming year. The RAC members will be asked to discuss topics they would like to discuss in September and areas they would like more information on.

G. INFORMATION: Topics for Discussion

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 28-43 Staff

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:

September 21, 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.

**Due to an easing of group restrictions in regards to COVID-19, Valley Regional Transit is now scheduling meetings in a hybrid format, which allows for both in-person and virtual attendance. In-person attendance is limited to 16 individuals. Social distancing guidelines will be followed. Unvaccinated members of the public are encouraged to wear a mask at all times when in the building. Fully vaccinated members of the public may wear a mask. If you plan to attend in person, please notify pcromie@valleyregionaltransit.org Staff is encouraged to attend meetings remotely.*

Regional Advisory Council Minutes

Tuesday, May 18, 2021

9:00 AM

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

CALLING OF THE ROLL - Chair Walter Steed called the meeting to order at 11:00 with a quorum present by phone and in person.

AGENDA ADDITIONS/CHANGES – All of the items Leslie Pedrosa presented were be moved to the top of the information items, as she needed to leave the meeting early.

PUBLIC COMMENTS - None

CONSENT AGENDA

Items on the consent agenda consisted of the following:

ACTION: Regional Advisory Council Minutes from April 20, 2021 Meeting

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

ACTION ITEMS

ACTION: Regional Advisory Council Bylaws and Handbook Update

Following discussion, Jeremy Maxand moved to recommend the update to the RAC Bylaws and Handbook for approval to the Executive Board/Board; Terri Lindenberg seconded. The motion passed unanimously.

INFORMATION ITEMS**INFORMATION: Regional Advisory Council Membership Renewals**

(This was marked as an action items and was supposed to be an information item.)

Kelli Badesheim led a discussion regarding expiring RAC positions for the upcoming year. Following RAC bylaws, current members whose term are expiring in September were contacted. Jeremy Maxand, Randy Johnson and Lisa Brady elected to remain members of the Council. Salome Mwangi let staff know she would be stepping down and asked that Susan Manika, with the Idaho Office of Refugees, take her place. Kelly Berg stepped down and will need to be replaced. Walter and Paula will work to compile a list of entities he can reach out to recruit new members from Canyon County. Susan will follow-up with the Area Agency on Aging. Jeremy Maxand will work with his counter parts in Canyon County to see if they can come up with a new RAC member.

INFORMATION: Canyon County Rides2Wellness Update

Leslie Pedrosa provided an update on the Canyon County Ride2Well expansion.

INFORMATION: Building Accessible Capacity Update

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

INFORMATION: Canyon County On-Demand Transit Update

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

INFORMATION: Meridian Veterans Shuttle Update

Leslie Pedrosa provided an update on the Meridian Veterans Shuttle. Walter Steed questioned the west boundary of the service as shown in the packet. It was explained it followed the Harvest Transit boundaries and perhaps they needed to be adjusted to accommodate the city of Meridian's growth and annexations. Kelli will follow-up.

INFORMATION: Neighborhood Based Coordination Committee Update

Mary Beth Nutting provided an update of the Neighborhood Based Coordination Committee. The committee had been planning to have the Walk and Talks in September to align with the Energize our Neighborhood conference that is typically held in September. Randy Johnson contacted them and found out that they have postponed it to spring 2022. They do not have a date picked yet. Randy has arranged for us to be one of their scheduled workshops.

INFORMATION: FY2022 and FY2023 Service Change Update

Stephen Hunt provided an update to the FY2022 and FY2023 service change process and public feedback. Walter Steed asked that the link to the survey be sent to all RAC members.

INFORMATION: Topics for Discussion

Members of the Regional Advisory Council were again advised they could bring up topics to the Chair, Vice-Chair, Executive Director or Administrative Assistant for consideration as items they would like to be considered as future agendas.

DEPARTMENT/STAFF REPORTS**INFORMATION: Department/Staff Reports**

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

ADJOURNMENT – Terri Lindenberg moved to adjourn the meeting; Jeremy Maxand seconded. The meeting was adjourned at 10:37.

NEXT REGIONAL ADVISORY COUNCIL MEETING:

June 15, 2021

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642



TOPIC	Engage Digital Platform Update
DATE	June 3, 2021
STAFF MEMBER	Kelli Badesheim

Summary

On March 1, 2021 the Executive Board approved the allocation of small urban CARES funding to implement Rides2Wellness in Nampa and Caldwell, and to support planning projects and tools that lead to addressing mobility challenges and disconnects between housing, jobs, education, social services, and recreation. These disconnects are becoming more prevalent as communities grapple with decreased housing availability and housing costs throughout the region.

A key tool to achieve a better understanding of these challenges throughout our region is a digital community engagement platform VRT has acquired through a company called CitizenLab. This tool supports reaching more broad-based and diverse populations in our region, and has robust data collection and analysis tools to help VRT bring citizens directly into the planning and decision-making process. The tools provide real-time data throughout the engagement and decision-making process.

VRT will work closely with key stakeholders to deploy the platform in three geographies for the next 12 months. The geographies include Canyon County, Middleton/Star/Eagle, and Kuna/Meridian. These areas were selected because they represent areas with limited public transportation and demographic features that are unique from one another. VRT staff will be adapting two planning frameworks we have used to address mobility challenges for the past several years, Design Thinking for Mobility and Results-based Accountability to measure the effectiveness of expanding engagement as well as the quality of the solutions developed through the Engage platform.

Each geography will have a VRT project manager; a local project team composed of key stakeholders, and collaboration partners representing all the sectors within the respective geographies. The collaboration partners will be key to ensuring the platform reaches the broad cross-sections of the population. The platform allows for both digital and non-digital engagement. The key is that all the data collected in those types of environments will be collected and analyzed through the platform.

Attached is an outline of the CitizenLab Engagement Ladder, the project overview and scope specific to the Canyon County project, and the outline of existing and emerging services within the target geographies. CitizenLab complies with international standards on accessibility, and is fully compliant with WCAG 2.1 AA guidelines, as certified by the AnySurfer Label. Each geographic area will have a similar structure and scope, adapted to the unique aspects of those areas.

The first launch will be in Canyon County in July with the other areas rolling out throughout the summer months. VRT will develop more refined implementation schedules as solutions evolve through the decision-making process.

Staff Recommendation/Request

This is for information only. The RAC members will be asked to push out invitations to key groups they represent in the target geographies.

Implication (policy and/or financial)

Effective community engagement is challenging with limited staff resources. The Engage platform will assist data-driven decision-making for developing transportation solutions to meet the unique needs of each target area. Engaging diverse populations will help ensure solutions meet the criteria of being desirable to customers, feasible to operate and financially viable and sustainable over time.

Highlights

Schedule

- Spring 2021 – Training and initial design workshop
- Summer 2021 – Platform design and launch
- Fall 2021 – Develop and test solutions
- Winter/Spring 2021 – Evaluate and develop final solutions

More Information

Attachments:

CitizenLab Engagement Ladder

Connected Canyon County Project Overview and Scope

Engage Targeted Geographic Areas

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

Engagement ladder



Connected Canyon County Overview and Scope of Work (Draft)

Project Purpose

In Canyon County, transportation and mobility are the keystones to socioeconomic well-being. However, the rapid regional demographic changes have outpaced the availability of local transit options and so access to important needs and activities like healthy foods, education, healthcare, jobs, and childcare has significantly declined. People are moving farther away from jobs, increasing the cost to travel in both money and time. Funding for transportation services is limited. In addition, limited funding exists to support use of more active modes, such as bike and pedestrian infrastructure. Many organizations, committees, and collaborations have formed throughout the county to address specific gaps to access these important life activities, many of those work on specific aspects of the mobility gap, but to date there has not been an effort to consider those needs in a more coordinated way.

This project seeks to:

- remove barriers to problem solving;
- address mobility challenges;
- enable inclusion through digital and non-digital engagement strategies; and,
- determine approaches to strengthen community partnerships.

We will accomplish this by:

- bringing together a broad-based, multi-sector collaboration, engaging all levels of the community through a digital community engagement platform;
- defining clear results and measures for success; and,
- developing and evaluating solutions through a design-thinking for mobility planning framework.

Solutions will seek to help collaboration partners to align our collective resources (time, treasure, and talents) to address barriers and increase access to opportunities for all who live, work, learn, play, and access services in Canyon County.

Key Objectives

- Define the challenge as the partners see it;
- Develop a shared understanding of the outcomes we would want to achieve;
- Build a robust community engagement platform and processes designed to reach every sector and socio-economic population in Canyon County (primary data);
- Compile the information we already have on the needs of all populations (secondary research);
- Define and document data gaps needed to support effective decision-making;
- Identify actionable solutions that can be implemented upon completion of design process;
- Implement solutions; and,
- Serve as a foundation for other community and regional initiatives designed to bridge the mobility and information gaps in our region.

Project Elements by Phases (Draft)

Phase 1 - Be Curious - Late June through August 2021

Objective

Phase 1 will gather data and information directly from a broad cross-section of the community through digital and non-digital community engagement strategies, and a distillation of key reports and studies completed in Canyon County over the past few years. The project team will use the data and information gathered in this phase to identify needs, gaps and barriers used to inform solutions in subsequent phases. Data gathered from the public can focus on current needs and gaps, as well as explore a future-focused look at community mobility (five and ten years out) to support the opportunities they would like to see for their well-being and their community.

Engagement

Project Team:

- Digital Platform Design Testing and Refinement Workshop
- Customer “Sense-making” Workshop
- Review, summarize four-question responses and establish outcomes and measures

Community Partners:

- Participate in Needs and Gaps, and back-casting exercise on Engage platform
- Four-question exercise on Engage platform

Broader Community:

- Participate in Needs and Gaps on Engage platform

Community Advisors:

- Participate in Needs and Gaps

Phase 2 - Be Imaginative - September 2021

Objective

Phase 2 is where the community partners come together to design one or more successful solutions to be taken into subsequent phases of the project. The solution design work would be centered around the current and future-focused inputs from the previous phase. The partners would develop ideas including low-no cost to BIG AND BOLD in three timeframes: current, mid-term, and long-term scenarios.

Engagement

Project Team:

- Design partners Engage platform activities and Solutions Workshop
- Analyze results
- Develop Solutions Building Blocks

Community Partners:

- Workshop: Solutions Design (focus on Question 6 What works to do better?)
- Strategic Matrix exercises

Broader Community

- Informed on progress and solutions design through Engage Platform

Community Advisors:

- Informed on progress and solutions design through Engage Platform

Phase 3 - Be Explorers - October through December 2021Objectives

This phase focuses on testing assumptions, including make or break assumptions for the solutions identified in the previous phase. Assumptions will be identified around the following key questions:

- Do the ideas address the needs?
- Are the ideas feasible to implement?
- Can the ideas be financially sustained over time?
- What is still missing to achieve success?
- Who are the partners needed?

The assumptions will be used to refine and reiterate the solution(s) design to narrow the solutions down to the one or two best ideas to move into the subsequent phase.

Project Team:

- Develop assumption testing plan
- Design and launch Engage platform assumption testing activities
- Finalize solution(s) design

Community Partners:

- Assumption Testing
- Design Refinements on Engage platform, Question 5 - Who are partners?
- Go through strategic matrix

Broader Community:

- Assumption Testing and Design Refinements on Engage platform

Community Advisors:

- Information and participation on Engage platform

Phase 4 - Be Builders - January 2022 through March 2022Objectives

This phase focuses on developing the value proposition for leaders and community partners. The project team will create a financial and implementation plan informed by key community leaders and influencers. The implementation plan will focus on opportunities to collaborate and align financial, human, and technical resources to achieve the final solutions in the short-term, including a clear path of next steps for longer-term solutions to develop.

Engagement*Project Team:*

- Complete final business plan
- Design Leaders/Influencers Workshop
- Write final financial and implementation plan

Community Partners:

- Workshop: Implementation
- Final Action Plan, partner roles, and timeline

Broader Community:

- Inform on solutions moving forward and implementation strategy

Community Advisors:

- Workshop to engage influencers into a collective impact type process (process to align resources and activate solutions)

Engage Platform Current Services and Activities by Area

Canyon County – Lead Staff: Kyle Lehnert-Wees

Current services

- VRT On-demand
- Metro Community Services
- Treasure Valley Transit Beyond ADA
- Non-emergency Medical Transportation
- Rides 2 Wellness – Launching in April
- Saturday Grocery Shuttle
- Vanpool services going to or passing through Ada County

Current and Emerging Activities

- Transportation Development Plan
- On-demand enhancement
- Regional Vanpool Study
- Integrated Mobility Plan
- Coordinated Human Service Plan
- Treasure Valley COVID Mode Choice Survey
- Happy Day Transit Center Master Facility Plan
- COMPASS Park and Ride Study
- Fixed-route and Demand Response Scheduling and Dispatching System Replacement
- Bus Stop typology
- Nampa bicycle and pedestrian improvements to transit
- City Go – Integrated payment app

Middleton, Star, Eagle – HWY 44 Corridor – Lead Staff: Wayne Rysavy

Current Services

- 9X Boise through Eagle
- Vanpool
- Eagle Senior Center transportation
- Star Senior Center transportation

Current and Emerging Activities

- Transportation Development Plan
 - Five year area specific service plan within and between cities in corridor
- Bus Stop Typology
- State Street Corridor Operational Analysis
- Regional Vanpool Study
- COMPASS Park and Ride Study
- Coordinated Human Service Plan

- Integrated Mobility Plan
- COVID Mode Choice Survey
- City Go – Integrated payment app

Kuna and Meridian – Lead Staff: Alissa Taysom

Current Services

- Harvest Transit
- Kuna Senior Center Transportation

Current and Emerging Activities

- Transportation Development Plan
 - Kuna local transit plan
 - Meridian route 10 Mile to Village
- Bus Stop Typology
- State Street Corridor Operational Analysis
- Regional Vanpool Study
- COMPASS Park and Ride Study
- Coordinated Human Service Plan
- Integrated Mobility Plan
- COVID Mode Choice Survey
- City Go – integrated payment app



TOPIC	Survey and website accessibility
DATE	June 2, 2021
STAFF MEMBER	Mark Carnopis

Summary

Valley Regional Transit (VRT) wants to ensure all populations, including persons with disabilities, have equal access to surveys on our main website (valleyregionaltransit.org).

VRT often uses online surveys to collect public comment on a variety of topics. These surveys have proved to be a valuable tool used by our staff to help guide projects and service development and modifications.

Earlier this year, accessibility concerns were raised by a local consulting firm regarding an online survey to collect public comment regarding transit services on State Street between Whitewater Park and Main Street Station. The consulting firm concluded the survey did not conform with technical standards for accessibility under federal law. The issues include usability by screen readers (software programs that allow blind and visually impaired users to read the text that is displayed on a computer screen with a speech synthesizer or braille display), and those with low vision and fine motor skill challenges.

To address these accessibility issues, staff developed a draft procedures document that provides staff direction on how to make surveys accessible to all populations. This fluid document can be modified based on needs and required updates.

The draft procedures document also provides direction regarding accessibility of our main website (valleyregionaltransit.org).

Staff Recommendation/Request

Information item: Mark Carnopis will review the draft of a new VRT procedures document regarding the accessibility of online public surveys and the VRT website (valleyregionaltransit.org) and accept suggestions.

Implication (policy and/or financial)

Staff time needed to develop a VRT procedures document and a checklist of items to ensure that surveys are accessible to those with visual or motor skills limitations.

Highlights

- January 2021: A review of a VRT online survey by a local consulting firm concludes that the document is not accessible to some people with motor skills limitations or who are blind or rely on screen readers.
- Spring 2021 – VRT Community Relations Manager researches best practices for making surveys accessible to all populations. This outreach includes conversations with Idaho Commission for the Blind and Visually Impaired staff, a review of the consultant's findings, and online research of best practices regarding accessibility.

- June 2021 – Regional Advisory Council reviews draft written VRT procedures that address survey and website accessibility, and provides comments and suggestions.
- If the procedures document needs to be revised, a new draft of the document will be brought to the RAC in September for final approval.

More Information

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

Survey and Website Accessibility Procedures

Overview

Valley Regional Transit (VRT) often uses online surveys to collect public comment on a variety of topics. These surveys have proved to be a valuable tool used by our staff to help guide projects and service development and modifications.

VRT also provides a lot of information about its operations and services through its website (valleyregionaltransit.org). These public resources include bus schedules, meeting agendas and packets, and service changes under consideration.

VRT is committed to proactively ensuring compliance with state and federal laws regarding equal access to online resources for persons with disabilities. The following guidelines provide information and suggestions that will ensure online surveys and websites maintained by VRT are accessible to people with disabilities.

Guidelines for Accessible Surveys and Forms

Making online surveys accessible can be a challenge. Readers may have disabilities that, depending on how the survey is designed, may make it hard for them to access or complete it. VRT staff should adhere to the following guidelines in regards to the development and implementation of online surveys. These guidelines will help ensure the survey is both easy to understand and to navigate.

Survey Development

- Clearly state what the survey is about.
- Say how many questions there are, or use a progress indicator.
- Allow people to save and return to the survey, especially if it is long.

Language

- Use clear and simple language. Keep sentences short. Reject jargon.
- Make section categories to organize content.
- Use bulleted lists to break up text.
- Spell out acronyms the first time, e.g., “purchase order (PO).”

Rankings

- When asking readers to rank items, use words, rather than numbers, as the scale. Too often, people need to repeatedly refer to the legend. It can get confusing for everyone and especially screen reader users.

Good example:

Question: Rate your coffee Answer: hot, tepid, cold

Bad example:

Question: Rate your coffee Answer: 1, 2, 3 (1=hot, 2=tepid, 3=cold)

Buttons and boxes

- Decide how many response options people can select. If only one, use radio buttons. If more than one, use checkboxes.

- Make sure radio buttons are right next to the label.

Negative answers

Avoid posing questions in the negative so that the reader has to answer “yes” to confirm a negative. It is confusing.

Good example:

Question: Do you support motherhood and apple pie?

Bad example:

Question: Are you opposed to freedom of speech?

Multiple choices

For questions with only a couple of multiple-choice answers, a horizontal layout is preferred.

Good examples:

Question: Which cat breed do you like best? Answer: Burmese, Manx, Persian

Question: Are you a genius? Answer: Yes, No

For questions with many multiple-choice answers, a vertical layout is better.

Good example:

Question. Which dog breed do you like best?

- Akita
- Beagle
- Chihuahua
- Dalmatian
- Poodle
- Rottweiler
- Shiba Inu

Tables

Grids or tables are difficult for screen reader users to navigate. Complex tables with many rows and columns of questions and answers are difficult for anyone. Rather than formatting questions in tables, separate out the questions. Have readers answer each question individually.

Good example:

Question: Do you like cake? Answer: Yes, No

Question: Is your house blue? Answer: Yes, No

Bad examples:

Do you like cake?

Do you eat salt?

Are you tall?

Can you read?
Do you speak Spanish?

Keyboard controls

VRT staff will ensure readers can use the tab key to move between questions and between answers, as with any accessible form. Not everyone can use a mouse.

Images

- If using an image as part of the question or answer, VRT will provide a text equivalent (alt attribute, transcript, etc.) so screen reader users can interpret it.

Color and font

- Provide clear color contrast between the text and background.
- VRT will not use color alone to convey meaning, such as a red “stop” button and a green “go” button. Also, use text.
- We will ensure readers are able to increase the font size themselves.

Confirmation page

- VRT will ensure the completion or thank you page is also accessible.

Testing

- VRT will do a dry run of the survey with a variety of readers before it goes live. VRT will work with disability groups, including the Idaho Commission for the Blind and Visually Impaired, and refugee support agencies to ensure equal accessibility.

Oversight

The VRT Community Relations Manager (CRM) is responsible for ensuring surveys are accessible to all populations and state and federal laws regarding equal access to online resources for persons with disabilities are being followed.

Websites

VRT will ensure its websites are compliant with the following standards:

- Federal Section 508 Electronic and Information Technology Accessibility Standards.
- World Wide Web (W3C) Web Content Accessibility Guidelines, (WCAG) 1.0 and WCAG 2.0 AA.

The VRT Community Relations Manager (CRM) will have oversight to ensure website accessibility. All concerns and suggestions from the public and others will be forwarded to the CRM for review and response. The CRM will ensure a quick response to requests for accommodations to meet the needs of those with disabilities. The goal is to respond to a request within 24 hours.

The CRM will forward any accessibility concerns/suggestions regarding the VRT website to the agency/firm that developed the website for review and response.

When the CRM is unavailable (out of office), the oversight role for website accessibility compliance will be the VRT Programs Director, followed by the VRT IT Administrator.

TOPIC	FY21 Performance Report - Quarter 2
DATE	June 1, 2021
STAFF MEMBER	Leslie Pedrosa

Summary

Valley Regional Transit continues to improve transparency and decision making by publishing data through quarterly performance dashboards. The design of these reports will provide high-level analytics for all providers of public transportation in Ada and Canyon counties.

In October 2020, VRT began operating on-demand services in Nampa and Caldwell, which replaced the local fixed-routes. This new service is reported under demand response, as required by the National Transit Database. In fiscal year 2021, you will see a shift in the ridership report for fixed-route and demand-response in Canyon County.

As expected, when comparing data to fiscal year 2020, there continues to be a decrease in ridership due to the COVID-19 pandemic. All senior centers opened during the second quarter, and many services began to see ridership increase.

Fixed-route services show a decrease of 50% in the second quarter. When reviewing detailed ridership data, Ada County decreased by 42%. Up to 20% is expected when you are comparing APC data after the first year of reporting, so approximately 22% is due to COVID. Boise State continues to see a steep decrease in ridership, 79%, due to limited classes being offered in person. Intercounty continues to see a steep decrease in ridership, 50%, due to the majority of employees still working remotely. There will no longer be ridership reported in Canyon County with on-demand transit being reported as demand response.

Demand-response services show an increase of 14% in the second quarter, due to the change in reporting with the on-demand service. Without the on-demand service reporting change, ridership would reflect approximately 50% drop in ridership. When reviewing detailed ridership data, Ada County continues to show a decrease in ridership, 53% and Canyon County shows a decrease of 14%. These services continue to be severely impacted, due to the vulnerable population that utilizes the service. Canyon County on Demand is newly reported, which is reflected in the increase.

Specialized Transportation services are down 43% in the second quarter. The majority of these services also provide service to a vulnerable population. Most services saw ridership increase over the first quarter, but nothing close to pre-pandemic ridership. Village Van services are down significantly, due to employees working additional hours, which are outside of the current schedule. Below is the breakdown for each service:

- Metro Community Services had a 42% drop in ridership
- Harvest Transit had a 51% drop in ridership
- Eagle Senior Center 43% drop in ridership

- SHIP had a 49% increase in ridership. SHIP added additional service in the fourth quarter of fiscal year 2020, which ended in this quarter
- Village Van had a 67% drop in ridership
- Star Senior Center had a 28% drop in ridership
- Kuna Senior Center had a 59% drop in ridership
- Meridian Senior Center had an 56% drop in ridership
- Shared Vehicle ridership is down 93%. Calvary Church and Interfaith Sanctuary provided very little services in the second quarter of fiscal year 2021
- Volunteer Driver had an 3% decrease in ridership
- Rides2Wellness had a 43% drop in ridership
- Parma Senior Center had a 49% drop in ridership

ACHD Commuteride had a 45% drop in ridership. ACHD Commuteride operated 82 vanpools by the end of the second quarter, which is almost back to pre-pandemic level, however they are not requiring a minimum passenger requirement to operate a vanpool at this time.

VRT First Mile, Last Mile services had a 31% drop in ridership. Lyft Transit Connections had a 31% drop in ridership. VRT Late Night had a 31% drop in ridership.

Staff Recommendation/Request

This is an information item only.

Implication (policy and/or financial)

Improved reporting could lead to additional federal funding resources for the region.

More Information

Attachments:

FY21 Performance Report, Second Quarter

FY21 Second Quarter Ridership Report

FY21 Year to Date Ridership Report

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

VRT PERFORMANCE - 2ND QUARTER, FY21
SUMMARY DASHBOARD

QUARTERLY					YEAR TO DATE				
FISCAL YEAR					FISCAL YEAR				
RIDES		2021	2020	% Change	RIDES		2021	2020	% Change
	FR	208,951	420,111	▼ -50.3		FR	437,407	846,189	▼ -48.3
	DR	12,606	11,103	▲ 13.5		DR	24,824	24,918	▬ -0.4
	ST	15,382	26,960	▼ -42.9		ST	30,388	54,122	▼ -43.9
	FMLM	742	1,076	▼ -31.0		FMLM	1,456	2,212	▼ -34.2
	VP	24,999	45,136	▼ -44.6		VP	47,901	82,713	▼ -42.1
	Total	262,680	504,386	▼ -47.9		Total	541,976	1,010,154	▼ -46.3
HOURS	FR	23,808	29,584	▼ -19.5	HOURS	FR	46,687	59,789	▼ -21.9
	DR	4,826	5,792	▼ -16.7		DR	9,775	12,600	▼ -22.4
	ST	7,475	7,454	▬ 0.3		ST	14,327	15,355	▼ -6.7
	FMLM	91	126	▼ -27.8		FMLM	180	269	▼ -33.1
	VP	7,645	8,271	▼ -7.6		VP	14,793	16,343	▼ -9.5
	Total	43,845	51,227	▼ -14.4		Total	85,762	104,356	▼ -17.8
RIDES PER HOUR	FR	8.78	14.20	▼ -38.2	RIDES PER HOUR	FR	9.37	14.15	▼ -33.8
	DR	2.61	1.92	▲ 36.3		DR	2.54	1.98	▲ 28.4
	ST	2.06	3.62	▼ -43.1		ST	2.12	3.52	▼ -39.8
	FMLM	8.15	8.54	▼ -4.5		FMLM	8.09	8.22	▼ -1.6
	VP	3.27	5.46	▼ -40.1		VP	3.24	5.06	▼ -36.0
	Total	5.99	9.85	▼ -39.2		Total	6.32	9.68	▼ -34.7
ON-TIME PERFORMANCE	FR	89%	78%	▼ -11.4	ON-TIME PERFORMANCE	FR	84%	71%	▼ -12.5
	DR	85%	83%	▼ -2.1		DR	82%	83%	▲ 1.1
	ST	86%	76%	▼ -9.8		ST	85%	79%	▼ -6.3
	Total	86%	79%	▼ -7.8		Total	83%	77%	▼ -5.9
FR - FIXED ROUTE		DR - DEMAND RESPONSE	ST - SPECIALIZED TRANSPORTATION		VP - VANPOOL		FMLM - FIRST MILE/LAST MILE		
Ada County Boise State - Bronco Shuttle Canyon County Intercounty		Ada County Canyon County	Shared Vehicle Kuna Senior Center Meridian Senior Center Eagle Senior Center Star Senior Center Parma Senior Center	Metro SHIP Village Van Harvest Rides 2 Wellness Volunteer Driver	ACHD CommuteRide		Lyft Transit Connections VRT Late Night		

VRT PERFORMANCE - 2ND QUARTER, FY21

QUARTERLY RIDERSHIP DETAIL

FR- FIXED ROUTE			
	FY21	FY20	% Change
Ada County*	182,964	315,394	▼ -42.0
Boise State - Bronce Shuttle	15,191	71,545	▼ -78.8
Canyon County*	-	11,693	▼ -100.0
Intercounty*	10,796	21,479	▼ -49.7
FR SUB TOTAL	208,951	420,111	▼ -50.3
ST - SPECIALIZED TRANSPORTATION			
	FY21	FY20	% Change
Metro**	2,757	4,761	▼ -42.1
Shared Vehicle	157	2,346	▼ -93.3
SHIP**	3,830	2,564	▲ 49.38
Kuna Senior Center	348	858	▼ -59.4
Village Van	1,180	3,621	▼ -67.4
Volunteer Driver	512	526	▼ -2.7
Meridian Senior Center	292	670	▼ -56.4
Eagle Senior Center**	2,008	3,504	▼ -42.7
Star Senior Center	253	349	▼ -27.5
Harvest**	2,242	4,528	▼ -50.5
Parma Senior Center	489	950	▼ -48.5
Rides 2 Wellness	1,314	2,283	▼ -42.4
ST SUB TOTAL	15,382	26,960	▼ -42.9
QUARTERLY RIDERSHIP	FY21	FY20	% Change
GRAND TOTAL	262,680	504,386	▼ -47.9

DR - DEMAND RESPONSE			
	FY21	FY20	% Change
Ada County**	4,922	10,524	▼ -53.2
Canyon County**	498	579	▼ -14.0
CC On Demand	7,186	-	▲ 100
DR SUB TOTAL	12,606	11,103	▲ 13.5

VP - VANPOOL			
	FY21	FY20	% Change
ACHD CommuteRide	24,999	45,136	▼ -44.6

FMLM - FIRST MILE/LAST MILE			
	FY21	FY20	% Change
Lyft Transit Connections	49	71	▼ -31.0
VRT Late Night	693	1,005	▼ -31.0
FMLM SUB TOTAL	742	1,076	▼ -31.0

*Ridership is included in the National Transit Database reporting for Fixed Route by Valley Regional Transit

**Ridership is included in the National Transit Database reporting for Demand Response by Valley Regional Transit

VRT PERFORMANCE - 2ND QUARTER, FY21

YEAR TO DATE RIDERSHIP DETAIL

FR- FIXED ROUTE			
	FY21	FY20	% Change
Ada County*	392,875	638,060	▼ -38.4
Boise State - Bronce Shuttle	23,442	139,736	▼ -83.2
Canyon County*	-	23,647	▼ -100.0
Intercounty*	21,090	44,746	▼ -52.9
FR SUB TOTALS	437,407	846,189	▼ -48.3
ST - SPECIALIZED TRANSPORTATION			
	FY21	FY20	% Change
Metro**	5,416	9,718	▼ -44.3
Shared Vehicle	275	4,893	▼ -94.4
SHIP**	7,243	5,393	▲ 34.3
Kuna Senior Center	797	1,664	▼ -52.1
Village Van	2,647	7,459	▼ -64.5
Volunteer Driver	1,092	1,051	▲ 3.9
Meridian Senior Center	542	1,501	▼ -63.9
Eagle Senior Center**	3,962	7,566	▼ -47.6
Star Senior Center	436	1,174	▼ -62.9
Harvest**	4,192	7,052	▼ -40.6
Parma Senior Center	738	2,034	▼ -63.7
Rides 2 Wellness	3,048	4,617	▼ -34.0
ST SUB TOTALS	30,388	54,122	▼ -43.9

YEAR TO DATE RIDERSHIP	FY21	FY20	% Change
GRAND TOTAL	541,976	1,010,154	▼ -46.3

DR - DEMAND RESPONSE			
	FY21	FY20	% Change
Ada County**	10,246	23,745	▼ -56.8
Canyon County**	1,067	1,173	▼ -9.0
CC On Demand	13,511	-	▲ 100.0
DR SUB TOTALS	24,824	24,918	▼ -0.4

VP - VANPOOL			
	FY21	FY20	% Change
ACHD CommuteRide	47,901	82,713	▼ -42.1

FMLM - FIRST MILE/LAST MILE			
	FY21	FY20	% Change
Lyft Transit Connections	86	258	▼ -66.7
VRT Late Night	1,370	1,954	▼ -29.9
FMLM SUB TOTAL	1,456	2,212	▼ -34.2

*Ridership is included in the National Transit Database reporting for Fixed Route by Valley Regional Transit

**Ridership is included in the National Transit Database reporting for Demand Response by Valley Regional Transit

TOPIC	Canyon County On-Demand Transit Update
DATE	June 1, 2021
STAFF MEMBER	Leslie Pedrosa

Summary

With ridership slowly starting to increase, Valley Regional Transit (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 have been 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. The month of May provided free trips on the service to promote May in Motion.

VRT finalized a partner toolkit that provides digital and social media strategies for our local funding partners to use. The strategies can be used to push out on their media platforms as well as allow them to educate the public on the new service.

VRT is hopeful with recent restrictions being lifted following the pandemic, city staff at Nampa and Caldwell will soon schedule a ride-along. VRT staff will continue to work on building new partnerships with the expanded service area.

The table below provides service metrics for April, with the variance compared to March.

Top Operational Metrics	April	Variance
Total Rides Requested	3,027	-183
Total Rides Accepted	2,276	-142
Total Passengers	2,582	-157
Revenue Hours Operated	772	-60
Revenue Miles Operated	16,210	-1,604
Boardings Per Hour	3.34	+.05
Service Metrics		
Total Rides Requested	3,027	-183
Acceptance Rate (Proposals accepted/proposals offered)	89%	-
Average Pick-up Wait Time (in minutes)	25	+1
Average Walking Distance to Pick-up Location (in feet)	505	+7
Average Ride Duration (in minutes)	20	+1
Average Ride Distance (in miles)	7	-
Average Ride Rating 1 -5 Stars	4.7	-

When looking at averages for the metrics listed above, since service inception, you can see continued growth. VRT staff expects to continue to see progress with additional resources being budgeted for fiscal year 2022.

Top Operational Metrics	Averages
Total Rides Requested	2,574
Total Rides Accepted	1,155
Total Passengers	2,288
Revenue Hours Operated	735
Revenue Miles Operated	15,173
Boardings Per Hour	3.10
Service Metrics	
Total Rides Requested	1,501
Acceptance Rate (Proposals accepted/proposals offered)	91%
Average Pick-up Wait Time (in minutes)	21
Average Walking Distance to Pick-up Location (in feet)	494
Average Ride Duration (in minutes)	18
Average Ride Distance (in miles)	6
Average Ride Rating 1 -5 Stars	4.7

Staff Recommendation/Request

This is an information item only.

Implication (policy and/or financial)

With the expectation that the on-demand service will continue to grow, VRT staff is hopeful that existing funding partners continue to see the need for public transportation in Canyon County. This innovative approach to improve services in Canyon County is proving that additional funding is needed from current and future funding partners, for growth to continue.

More Information

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



TOPIC	Executive Director Report
DATE	May 19, 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 and COMPASS finished technology upgrades to the Board Room early in May. We are testing the system with the next couple of meetings to ensure we get any of the bugs worked out before we open up for in-person and/or hybrid meetings. The technology upgrades will allow us to offer a hybrid option for board members that will work for those attending in person or virtually. Having a virtual option is desirable to several of our board members who want to be involved, but do not have the time to travel to and from the meetings. The systems should be ready for in person meetings by the July Executive Board meeting.

Preparing for Possible Congressional Earmarks

Congressman Simpson included \$2 million funding for State Street Corridor in the reauthorization bill's member designated funding projects. This was among several of Congressman Simpson's requests for designated funding in Idaho. The Senate GOP members are still maintaining the ban on earmarks, but some democrats have submitted member designated projects under the guidelines established by the Senate committee. Senator Crapo's office has indicated the Senator is not taking funding requests at this time. VRT will be ready to submit projects if that changes.

Building Reporting Capacity

Staff is continuing to work through improvements to our systems that support VRT performance and financial reports. We are currently evaluating a replacement for the financial and performance reporting system called Fleetnet. We have had this system since 2003. The current vendor is making changes to the platform as well as to the cost structure. VRT will be putting the Business Intelligence system out for an RFP in the near future to determine if we can achieve a more advantageous system and cost. This is a major element to achieving a more agile and informative reporting system.

Digital Community Engagement Platform

VRT finalized the contract with CitizenLab to design and launch a digital community engagement platform. We will have the platform for the next 12 months, and plan to deploy it in Canyon County, as well as Middleton, Star, Eagle, and Kuna and Meridian. These areas are experiencing rapid growth. The platform will help us learn more about travel patterns, needs and gaps, and perceptions about transportation services that would support the needs in their communities. We anticipate starting the launch of the digital platform in late summer starting in Canyon County. The other areas will be launched over the remainder of the summer. VRT is going to work closely with local governments and a variety of community stakeholders across all sectors to ensure the platform is giving us comprehensive data in each of the target areas.

Projects and Community Activities

- Providing project management support to the Connected Canyon County project and the digital community engagement roll-out
- 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	Development Department Monthly Report
DATE	May 19, 2021
STAFF MEMEBER	Stephen Hunt

Summary

Development Department activities May 2021 report

VRT Strategic Plan

Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- **ValleyConnect 2.0 (VC2.0)**
Staff is continuing to refine the Transit Asset Management (TAM) process to better align funding decisions with the equipment needs. These needs will be prioritized along with other funding needs.

Programming/Budget Development

- **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. Initial FY22 funding request letters have begun to go out to local jurisdictions.

Goal 2 – Increase Ridership and Revenue

- **Marketing** – Working with VRT marketing staff, development staff is supporting continued efforts to increase awareness of the extension of the 9 State Street to Eagle. Vouchers for two free rides on the 9 will go out to Eagle residents in their utility billing in June. VRT has joined with other agencies in promoting alternative transportation as part of our title sponsorship of May in Motion. For the entire month of May, VRT will be providing free rides on all fixed-route service.
- **Meridian Service Expansion and FY 2021 Service Change** – Meridian service expansion has been delayed until the start of FY2022 (October, 2021). This will allow for us to get past of COVID-19. Staff is in the process of developing a marketing campaign about the new service expansion to generate public interest.
- **FY2022 and FY2023 Service Changes** – Development staff prepared a public survey to solicit feedback on emergency and planned changes for FY2022 and begin discussions about service concepts for FY2023. That survey was open the full month of May and the results of that survey will inform potential service changes in 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 2021. 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. Jacobs Engineering is complete with preliminary engineering for FY2021 pavement construction. Staff is working with Jacobs to identify constraints and clear project area for environmental (NEPA) with Federal Transit Administration (FTA). With NEPA clearance, contractor bidding can begin. Construction at the Orchard Facility will start in late summer/fall 2021 and will continue for up to three years.

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

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. Staff will present the results of the Feasibility Study to the VRT Executive Board at the July meeting. A comparison of three options, Replace maintenance shop, major reconstruction, or repairs to existing are being considered. Metrics used are to look at cost of construction, extended lifespan of maintenance facility, and efficiency of selected option for extended maintenance and operations costs.

- **Main Street Station (MSS)**

Standard maintenance activities continue at MSS. Office space reclamation is anticipated in late spring FY2021. A repair is needed on the exit ramp where the buses transition from the ramp to the street. The concrete will need to be repaired in FY2021 and staff is working with an engineer from the on-call list to design a permanent repair.

- **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 July.

The State Street Transit Operational Analysis consultant team met with the State Street Technical Team and has commenced its data collection.

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

- **FY 2021 planning projects** –
 - Regional Vanpool Study – planning kick off meeting and engaging project team.
 - Passenger Facility Plan/Bus Stop Typology – completed contract negotiations
 - Coordinated Human Services Transportation Plan – Worked with the RAC and COMPASS to continue progress on the Coordinated Human Services Transportation Plan.
- **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. In April VRT worked with our regional partners to put in an application for a federal earmark. That process is still unfolding.

More Information:

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 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	Operations Department Staff Report
DATE	May 19, 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 worked with partners in Canyon County and launched the Rides2Wellness program on May 3. This service has a larger community partnership than Ada County. This service will utilize the on-demand service as well as a pre-scheduled service, depending on the patients' needs and abilities. This service will have a slow start, due to the different approach from what is currently in place in Ada County, as well as the expectation to add other wellness activities to the list of eligible trips. As of the date of this memo, six community partners have been on-boarded to enroll patients. Included with this memo is the patient explainers for the new service.

Valley Regional Transit launched the Meridian Veterans Shuttle service on May 3. This new service provides transportation for Meridian veteran's to the Veterans Administration Medical Center in Boise. This new service provides trips within the same service area that is currently served by Harvest Transit and is available Monday - Friday. Current service providers in the area will be providing these rides. Prior to this new service, Meridian residence had limited options for transportation to the Veterans Administration Medical Center in Boise. Included with the memo is the service brochure.

VRT staff will continue to meet with the Building Accessible Capacity work group to continue the work started 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 work group strives to build 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 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.

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. On May 5, this order was extended to September 13, 2021. With local businesses, jurisdictions and the CDC making changes to mask restrictions, VRT staff is working hard to continue to ensure that masks are worn at all times on buses and in transit centers.

Three of the first four electric buses have completed production and are currently being painted. The buses are now scheduled to arrive in June 2021. Installation of charging infrastructure for the electric buses has been completed at the Orchard facility in Boise. VRT staff and contract operators will begin the testing phase of vehicles once they arrive.

Staff has begun contract negotiations for the new fixed-route CAD AVL software, following Board approval in May.

Highlights:

Contracted Transportation

Canyon County had two preventable accidents and one non-preventable accident since last report

- Intercounty on-time performance 78% for April
- ACCESS on-time performance 91% for April
- April On-demand service performance
 - 69% on-time performance; staff is still not confident with the reporting and they continue to work with Via Mobility
- Completed timing adjustments for service changes implemented on May 1
- Working with VRT for planned service changes in October
- Ada County had one preventable accident since last report
- Fixed-route on-time performance 82%
- ACCESS on-time performance 97%
- Completed timing adjustments for service changes implemented on May 1
- Working with VRT for planned service changes in October
- Hired a new safety manager with over 30 years of transit experience

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
 - Rides2Wellness
- Calvary Church has not resumed services
- Eagle Senior Center opened on April 1. Meals are served inside Monday, Tuesday, and Thursday, and curbside meal service provided on Wednesday and Friday. The center has begun to hold activities at the center the same days meals are served and ridership is continuing to increase.
- Harvest Transit is steadily increasing in ridership. Many past riders are now wanting to use the service again.

Information Technology and Intelligent Transportation Systems

- Staff resolved 242 support requests from 247 submitted
- Completed work on website for service changes implemented May 1
- 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 create work flows and standardize reports
- Assisted in set up for Board Room

Compliance

- Continued to communicating key points to VRT executive staff and contractors on the COVID pandemic
- Changed cleaning protocols at transit centers and buses
- Continue to distribute face coverings as needed
- Continue to hold PTASP Safety Committee meetings monthly. Have received a couple of notifications through the web link created to report safety issues
- Completed TAM scoring for rolling stock and equipment in April
- Working with the Public Transportation Provider Group to finalize edits to the current TAM plan for board approval
- Will be completing onsite contractor compliance audits

Customer Service Support

- Customer service handled 2,695 of 2,810 phone calls for information, with 114 calls abandoned. The average call time was 2 minute, 36 seconds and the average hold time was 18 seconds
- Reservationist handled 1,053 of 1,104 phone calls to change or schedule a ride on ACCESS, with 47 calls abandoned. The average call time was 3 minutes, 53 seconds and the average hold time was 15 seconds
- On-demand handled 665 of 706 phone calls to schedule a ride, with 40 calls abandoned. The average call time was 2 minutes, 10 seconds and the average hold time was 26 seconds
- April mobile ticket sales totaled \$4,359.00
- Staff was prepared for the Canyon County Rides2Wellness program, the Meridian Veteran's Shuttle and the May 1 service changes

More Information

Attachments:

On-demand patient flier

Pre-scheduled patient flier

Meridian VAMC transportation brochure

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

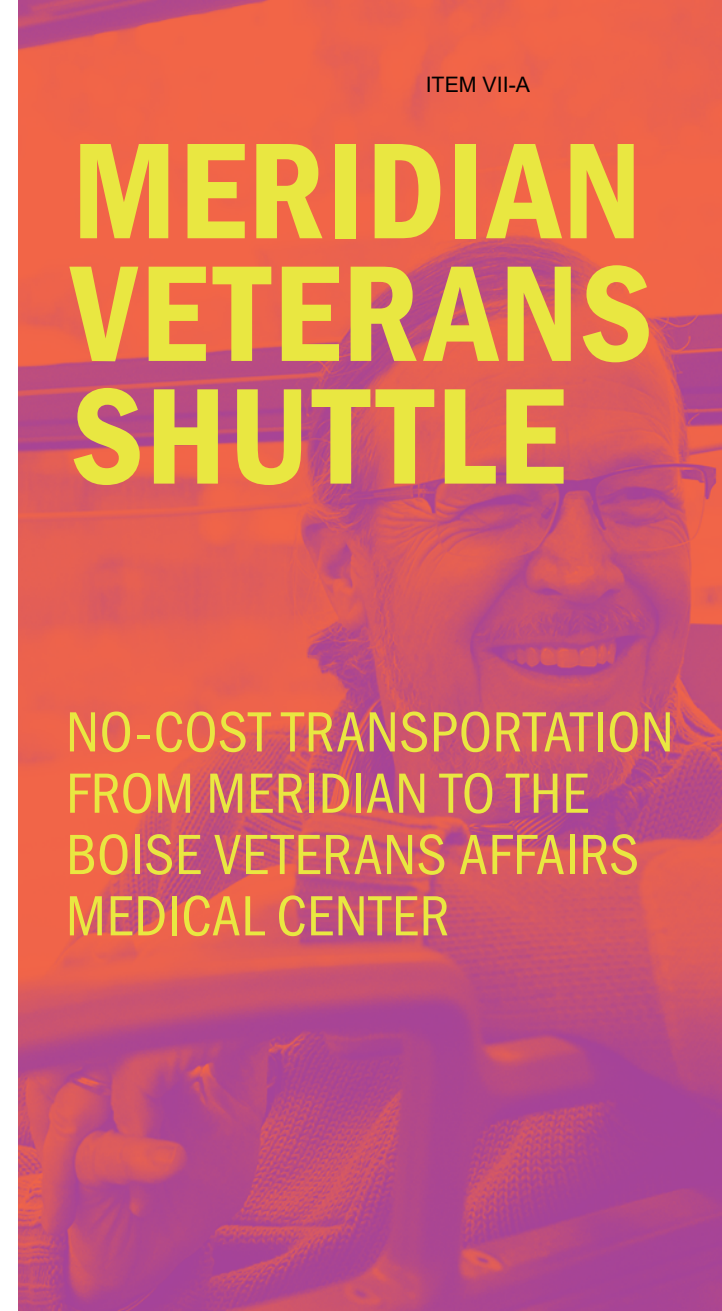
VRT Help Desk
208.345.7433

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.

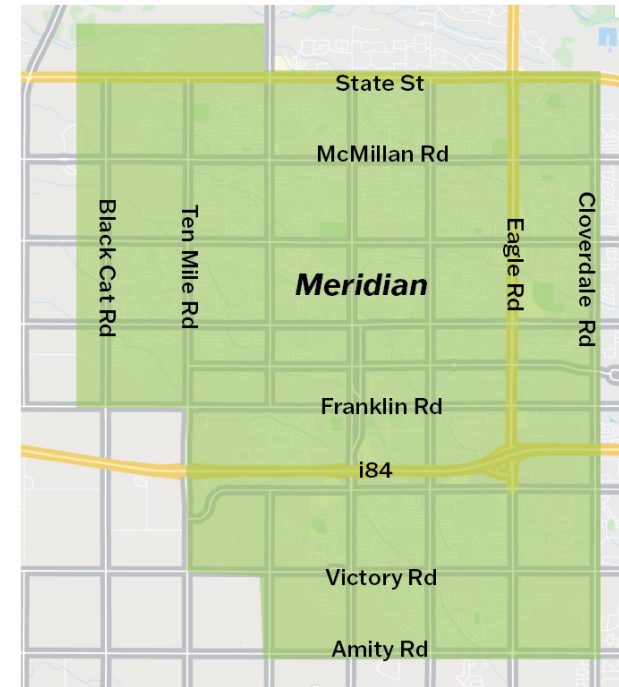
Help Desk Hours: Mon-Fri: 7am - 6pm, Sat: 8am - 5pm, Sun: Closed

QUESTIONS?

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

SERVICE AREA

^{ITEM VII-A}
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

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.



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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	Finance and Administration Activity Report
DATE	June 7, 2021
STAFF MEMBER	Jason Jedry, Finance Controller

Summary

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

Highlights

Budget/Finance

- Finance staff closed the second quarter of FY2021 on April 27
- Finance staff are working on the FY2022-FY2028 TIP amendment
- 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:
 - Insurance Products and Services
 - On-Call Marketing Support
 - Integrated Mobility Plan
 - Contract extensions

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



TOPIC	Corporate Sponsorship and Underwriting Department
DATE	June 7, 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	\$508,631	\$198,046
% of Target Revenue:	106%	96%*	33%*

*As of 5/17/21

New Business Opportunities

- Crush the Curve Idaho – Vaccinate 208 campaign
- TDS Fiber
- Idaho Department of Health and Welfare- Substance Use Disorder Campaign
- Idaho Youth Ranch

Advertising Installations

- Drug Overdose and Prevention Program
- DaVita Kidney Care
- Valley Regional Transit – On Demand
- Homie Real Estate

That's A Wrap! Advertising and Sponsorship Newsletter

The Underwriting team has created and will soon distribute “That’s a Wrap!,” a newsletter focused on Valley Regional Transit’s (VRT) transit advertising and sponsorship opportunities. The publication will feature current VRT advertisers, special programs such as Art in Transit, and the benefits of transit advertising. The quarterly newsletter will be emailed to over 200 advertisers in the team’s database.

Idaho Safe Places

The Idaho Youth Ranch’s Safe Place program is for young people needing immediate help and safety. The partnership between 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. On behalf of VRT, Boise City will issue an artist request for qualifications. Qualified artist will be included in a roster and may be selected and commissioned to complete a public art project using VRT bus shelters. The VRT underwriting team is seeking businesses and organization to sponsor the art projects.

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



TOPIC	City Go Report
DATE	June 7, 2021
STAFF MEMBER	Kaite Justice

Summary

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

Highlights

- Staff continues to work on the implementation of the integrated fare payment system – City Go Pay Platform. The soft launch has been postponed to late September 2021, due to the timing on the new CAD/AVL system installation on the VRT buses. The initial press release went out in May for the platform and partnership with Cubic.
- City Go staff is working with Moovit to integrate their real-time trip planner into the VRT and City Go website. The trip planner will be live on both sites in June.
- City Go staff has seen an increase in interest from employers as they make plans to return to the office or hire more staff.
 - New City Go Members:
 - Bittercreek
 - Diablo & Sons
 - Red Feather
 - Bacon
 - Renewed members:
 - Clearwater Analytics
 - Ada County
 - Stoltz
 - New pass program contracts:
 - CCDC
 - Bacon
 - Bittercreek
 - Diablo & Sons
 - Red Feather
- City Go staff conducted outreach to 57 businesses in May and held eight meetings.
- City Go staff partnered with ACHD Commuteride to support May in Motion. City Go hosted a webinar on downtown mobility and City Go benefits. City Go also hosted a Bike There day booth at Ada County Courthouse with Ada County staff and George's Cycles. Bicyclists were provided a grab-and-go breakfast, free bike checks, and information on sustainable transportation options.
- RFP was released for the Integrated Mobility Plan. Recommendations for the procurement will be brought to the executive board in August 2021.
- City Go is working with the Idaho Policy Institute to conduct a COVID-19 Travel Behavior Study valley-wide. The survey for the study will go out in June. The final report for the study will be completed in fall 2021.

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