

Regional Advisory Council Meeting Agenda

June 21, 2022

9:00 AM

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

This is an in-person meeting.

If you are unable to attend in person, please join us via MS Teams at

https://www.valleyregionaltransit.org/RAC_June2022

or by dialing in at 469-965-2358 Conference ID: 579 540 096#

I. Calling of the Roll Chair Walter Steed

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 17, 2022 Meeting

Pages 3-5 | Paula Cromie

The Regional Advisory Council is asked to consider approval of the minutes from the May 17, 2022 meeting.

V. Action Items

A. ACTION: 2022 Coordinated Public Transit Human Services Transportation Plan

Pages 6-109 | Liisa Itkonen

Community Planning Association (COMPASS) staff seek Regional Advisory Council's recommendation to the Valley Regional Transit Board of Directors of adoption of the draft 2022 Coordinated Public Transit-Human Services Transportation Plan

B. ACTION: Reasonable Accommodation/Modification Policy

Pages 110-111 | Leslie Pedrosa

Staff will review the new policy and request the Regional Advisory Council recommend the policy for approval to the Executive Board.

VI. Information Items

A. INFORMATION: Community Engagement Update

Jason Rose

Staff will provide an update on community engagement activities.

B. INFORMATION: On-Demand Transit Update

Page 112-119 | Leslie Pedrosa

VRT staff will provide an update on the Canyon County On-demand service.

C. INFORMATION: Electric Bus Update

Pages 120-121 | Leslie Pedrosa

VRT Staff will provide an update on the current status of the electric buses and chargers.

D. 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 agenda items.

VII. Department/Staff Reports

A. INFORMATION: Department/Staff Reports

Pages 122-135 | Staff

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

VIII. Adjournment

Θ = Attachment

Agenda order is subject to change.

Next Regional Advisory Council Meeting:

July 19, 2022

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, Public Information Officer at 258-2702 if an auxiliary aid is needed.



Regional Advisory Council Meeting Minutes

May 17, 2022

9:00 AM

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

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Susan Bradley	Lisa Brady	Kelli Badesheim, VRT
Samantha Kenney	Randy Johnson	Mark Carnopis, VRT
Terri Lindenberg		Elaine Clegg
Susan Manika		Jeanette Ezell, VRT
Jeremy Maxand		Kathleen Godfrey, VRT
Mary Beth Nutting		Stephen Hunt, VRT
Deeann Solis		Liisa Itkonen, COMPASS
Walter Steed		Jason Jedry, VRT
		Nick Moran, VRT
		James Mundell, VRT
		Leslie Pedrosa, VRT
		Randy Reese, VRT
		Jill Reyes, VRT
		Jason Rose, VRT
		Wayne Rysavy, VRT
		Lila Klopfenstein, COMPASS
		Alissa Taysom, VRT
		Cameron Wells, VRT

Calling of the Roll - Chair Walter Steed called the meeting to order at 9:00 with a quorum present virtually and in person.

Agenda Additions/Changes –Staff requested to add Bus Stop Typology as an information item to the agenda. Samantha Kenney made a motion to add the bus stop typology item to the agenda; Jeremy Maxand seconded. The motion passed unanimously.

Public Comments - None

Consent Agenda

Minutes of the April 19, 2022, Regional Advisory Council Meeting

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

Action Items – None

Information Items

INFORMATION: Expiration of Term and New Member to Regional Advisory Council

Walter Steed and Terri Lindenberg's membership to the Regional Advisory Council is up for renewal. Both have consented to remaining on the Council. Lauren Noble has applied to become a new member to fill the vacated spot of Deborah Allen and the request will be brought to the Executive Board at the June 6, 2022 meeting for approval.

INFORMATION: Community Engagement Update

Jason Rose provided an update on community engagement efforts. He informed the RAC of route changes and the efforts to get feedback from the community in their summer outreach program. The route changes would take place in the fall.

The navigator has been riding buses and getting a feel for the overall program.

INFORMATION: Commuter Rail

Elaine Clegg and Lila Klopfenstein

VRT Board member Elaine Clegg and Lila Klopfenstein from COMPASS presented information on efforts to plan and eventually bring interstate and regional rail service to the Treasure Valley. Multiple studies have been conducted.

Lila walked the RAC members through the possibility of commuter/light/high-capacity rail. The rail would run from downtown Caldwell, Nampa and Meridian to Boise.

The barriers to this type of service include a lack of dedicated funding source; we have a locally favored option, but no technical analysis to eliminate other modes or alignments from a future environmental process and limited communication with Union Pacific.

Elaine Clegg presented information on reviving US passenger rail service. Amtrak's many services return between \$7 and \$8 billion each year to our nation's GDP. It is more efficient than a car on a passenger-mile basis and has a significantly lower energy footprint than trucks and passenger cars.

We have a national rail system that current leaves out large land areas of the county. A variety of interests are working to restore passenger rail and create an interstate compact that has now been authorized.

INFORMATION: FY2023-2027 Transportation Development Plan

Stephen Hunt presented the draft FY2023-2027 Transportation Development Plan for RAC comment and review. The TDP will reviewed and refined over the summer and the final draft will go to the Executive Board in August and to the full board in October. The link to the plan was in the packet.

INFORMATION: On-Demand Transit Update

Leslie Pedrosa

There were errors in the data, so no information was given during the meeting. Leslie will bring the information to the next RAC meeting.

INFORMATION: Bus Stop Typology

Alissa Taysom presented updates on bus stop typology. There will be three different typologies for the kit of parts – small, medium, large and either a standard or premium module, based on the route. This will bring bus stops up to at least a minimum standard.

INFORMATION: Topics for Discussion

Members of the Regional Advisory Council had the opportunity to bring up topics they would like to be considered as future agenda items. No items were brought up.

Department/Staff Reports

INFORMATION: Department/Staff Reports

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

Adjournment – Prior to adjournment, Kelli Badesheim announced that she is stepping down as executive director of Valley Regional Transit. The date has yet to be determined.

Terri Lindenberg moved to adjourn the meeting and Jeremy Maxand seconded. The meeting was adjourned at 10:58

Next Regional Advisory Council Meeting:

June 21, 2022

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642

REGIONAL ADVISORY COUNCIL

Date: June 21, 2022

Topic: Recommend Adoption of the 2022 Coordinated Public Transit Human Services Transportation Plan

Request/Recommendation:

Community Planning Association (COMPASS) staff seek Regional Advisory Council's (RAC's) recommendation to the Valley Regional Transit (VRT) Board of Directors of adoption of the draft *2022 Coordinated Public Transit-Human Services Transportation Plan* (attached).

Summary:

Federal law requires that all agencies receiving funds from the Federal Transit Administration's Section 5310 program - *Enhanced Mobility of Seniors and Individuals with Disabilities* (49 U.S.C. 5310) develop a *Coordinated Public Transit-Human Services Transportation Plan* ("Coordinated Plan"). COMPASS, in coordination with VRT, is responsible for developing this plan. The RAC is charged with oversight of updates to the plan. The current Coordinated Plan was adopted in 2014; the 2022 version is an update to that plan.

The plan is designed to understand unmet transportation needs of persons with disability, persons with low-income, and older adults (65 years old and older) to better coordinate public transportation services to meet their needs. In this update, the RAC recommended the inclusion of persons with limited English proficiency as well. To understand the needs of these underserved communities, COMPASS worked with RAC members and VRT staff to conduct a survey of transportation needs within underserved communities in fall 2021. Survey results, combined with an analysis of demographic changes over the last decade, show that underserved populations are growing and need improved public transportation services. The RAC approved seven "highest priority" needs and helped identify strategies to meet those needs in February 2022.

The draft plan was released for a 31-day public comment period from April 15 through May 15, 2022. A description of the public comment process, all comments received, responses to comments, and quantitative results can be found in Appendix D in the draft plan. The maps in the document were changed to full page in response to a comment; staff does not recommend any other changes based on the comments received.

The plan will be presented to both VRT and COMPASS Boards of Directors for adoption in August 2022. VRT will implement the plan by using the highest priority needs and strategies to guide service improvements. COMPASS will work with local agencies to report annually to the RAC on progress made toward the highest priority needs.

Implication (policy and/or financial):

A Coordinated Plan adopted by the Valley Regional Transit Board of Directors is necessary for VRT to receive federal 5310 funds.

More Information:

- 1) Attachment: Draft *2022 Coordinated Public Transit-Human Services Transportation Plan*
- 2) For more information contact Liisa Itkonen, Principal Planner at litkonen@compassidaho.org or Lila Klopfenstein, Assistant Planner, at lklopfenstein@compassidaho.org.

LK: T:\FY22\600 Projects\661 CIM\4. Public Transportation\Coordinated Plan\Presentations\9_June 2022\RAC_CP-Memo_2022-06.docx



Working together to plan for the future

2022 Coordinated Public Transit-Human Services Transportation Plan for Ada and Canyon Counties

Report Number **XX-2022**

DATE 2022

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Introduction

Public agencies in Ada and Canyon Counties, Idaho — the “Treasure Valley” — continually strive to improve the coordination and provision of public transportation services to underserved populations. The *2022 Coordinated Public Transit Human Services Transportation Plan for Ada and Canyon Counties*, or “Coordinated Plan,” is the newest iteration of a plan that seeks to better understand the transportation needs of underserved populations and identify strategies to address them.

This plan was developed by the Community Planning Association of Southwest Idaho (COMPASS), the metropolitan planning organization (MPO) for Ada and Canyon Counties, and Valley Regional Transit (VRT), the regional public transportation authority for Ada and Canyon Counties.

Plan Organization

This plan is organized in two parts: Part I Existing Conditions and Part II Identifying and Addressing Unmet Transportation Needs.

Part I describes the current state of public transportation and demographic trends in the Treasure Valley. This section includes the following chapters: Funding Programs (Chapter 1), Existing Transportation Services (Chapter 2), and Demographic Changes 2010-2019 (Chapter 3).

Part II identifies unmet transportation needs of target populations and how the Coordinated Plan seeks to address these needs. This section includes the following chapters: Public Survey (Chapter 4), Unmet Transportation Needs, Priorities, and Strategies (Chapter 5), and Implementation (Chapter 6).

Geographic Scope

The scope of this plan is limited to Ada and Canyon Counties, Idaho, which is the area served by both VRT and COMPASS (Figure 1).

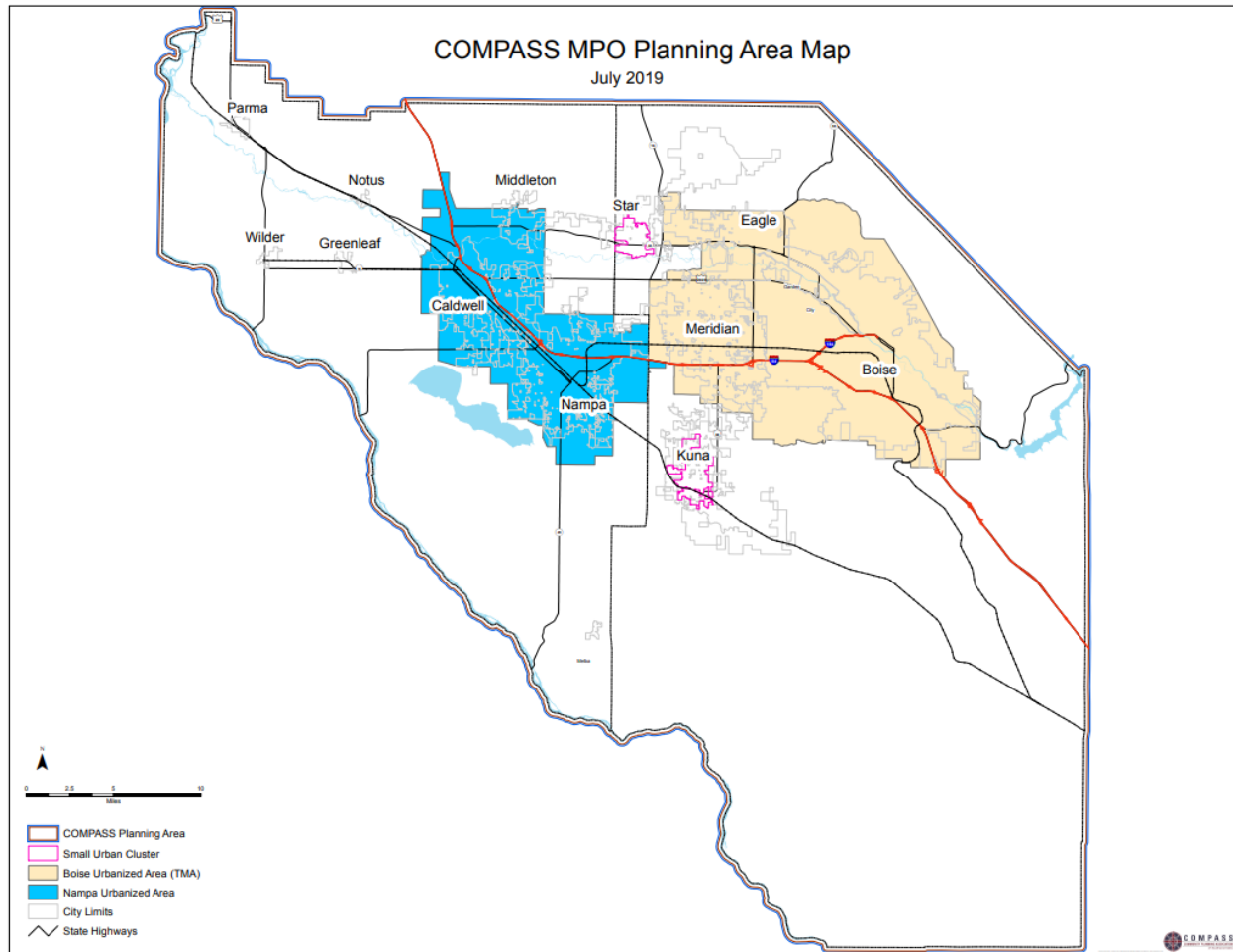


Figure 1: COMPASS Planning Area

Stakeholders

The Coordinated Plan identifies the unmet transportation needs of target populations, provides strategies to meet these needs, and prioritizes transportation services for funding and implementation. Figure 2 shows the target populations included in this plan, as well as the types of community advocates and service providers with whom this plan seeks to coordinate services and planning efforts.

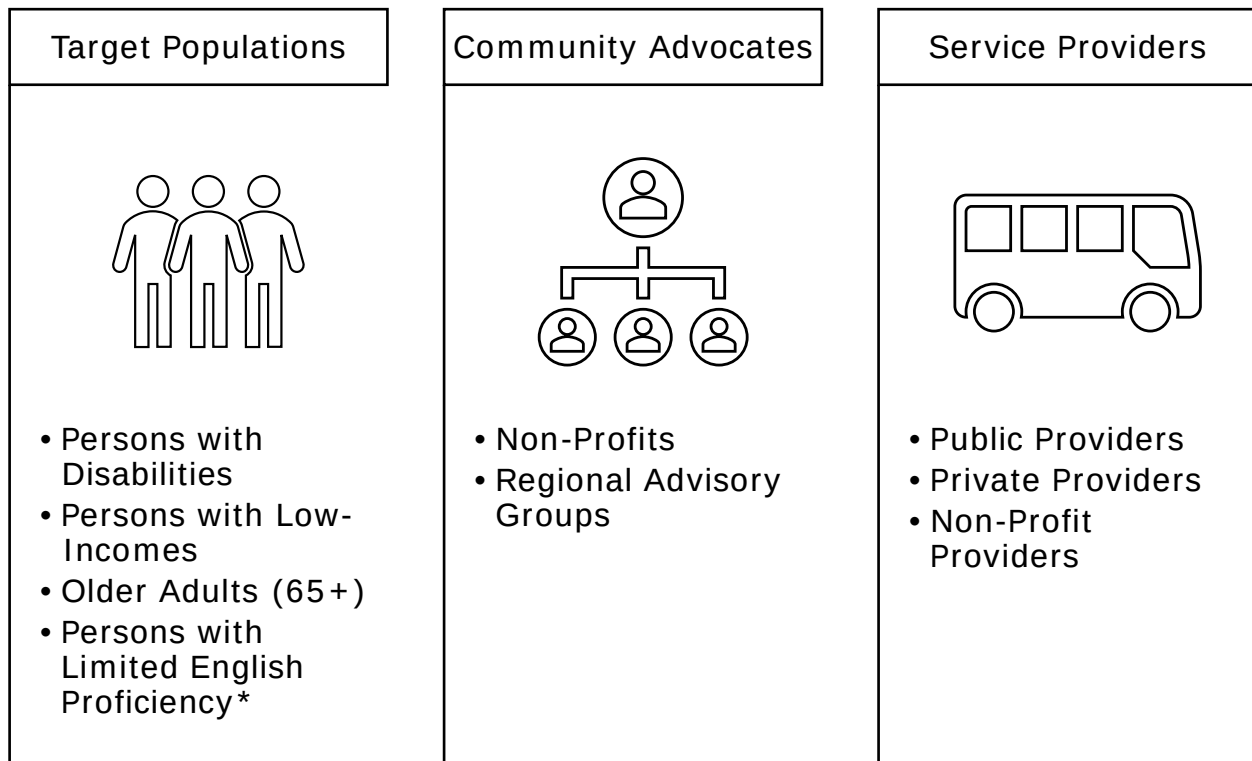


Figure 2: Stakeholders of the Coordinated Plan

* Not a federally required target population of the Coordinated Plan

Federal guidance only requires persons with disabilities, older adults, and persons with low income to be included in the Coordinated Plan; however, due to the unique vulnerabilities of persons with limited English proficiency, community advocates and service providers in Ada and Canyon counties chose to include them as a target population in the Coordinated Plan.

This plan was produced in partnership with the Regional Advisory Council (RAC), a standing committee of the VRT Board of Directors. RAC members include non-profit transportation and human services providers who represent target populations for this plan. RAC members provided key feedback on the development of this plan and distributed information about the Coordinated Plan to their stakeholders.

Regulatory Guidance

The Coordinated Plan is required for project proposals to be eligible to receive funding from the Federal Transit Administration's (FTA's) Section 5310 program - *Enhanced Mobility of Seniors and Individuals with Disabilities* (49 U.S.C. 5310).ⁱ On July 7, 2014, the FTA issued its most recent guidance on the administration of the Section 5310 program - *Circular (C) 9070.1G, Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions*ⁱⁱ. This

circular continues to guide Coordinated Plan development under the 2021 Infrastructure Investment and Jobs Act.

Public Participation

COMPASS developed a survey in fall 2021 to identify unmet transportation needs. Members of the RAC and six other regional advisory groups participated in and distributed the survey through their websites, mailing lists, and social media channels. The survey process and results are discussed in detail in Chapter 4.

A 31-day public comment period on the draft plan was held from April 15 - May 15, 2022, with one virtual and two in-person open houses. Targeted outreach to increase awareness of the plan was also conducted through online and off-line advertising. Public involvement materials were available in Spanish and English and accessible via screen reader. COMPASS received [xx] comments. Following completion of the public comment period, more detail on the public comment period, including a copy of the comment form, all comments received, and a discussion of how comments were incorporated into the plan will be provided in Appendix X.

Previous Plans

The 2022 Coordinated Plan builds on more than a decade of human service transportation planning in the region.

2007	Transportation Service Coordinated Plan • VRT completed this study with the assistance of a consultant.
2009	Local Mobility Management Network (LMMN) 3C Mobility Plan ⁱⁱⁱ • The Idaho Transportation Department (ITD) completed this plan as part of its <i>Idaho's Mobility and Access Pathways (IMAP)</i> program. IMAP divided the state into 17 Local Mobility Management Networks (LMMNs) to coordinate and enhance transportation and mobility options. The 2009, 2011, 2013, and 2014 updates of the Coordinated Plan were merged with the LMMN Plan updates. The plan covers a six-county area of Ada, Boise, Canyon, Elmore, Gem, and Owyhee Counties.
2011	Local Mobility Management Network (LMMN) 3C Mobility Plan ^{iv} • The Community Transportation Association of Idaho (CTAI) and ITD completed this plan. The plan covers a six-county area of Ada, Boise, Canyon, Elmore, Gem, and Owyhee Counties.
2013	Local Mobility Management Network (LMMN) 3C Mobility Plan ^v

	CTAI and ITD completed this plan. The plan covers a six-county area of Ada, Boise, Canyon, Elmore, Gem, and Owyhee Counties.
2014	Local Mobility Management Network (LMMN) 3C Mobility Plan ^{vi} COMPASS completed this plan. For this plan, the planning boundaries for LMMNs changed to match the MPO planning boundaries. The plan covers Ada and Canyon Counties.
2022 (current)	Coordinated Public-Transit Human Services Transportation Plan COMPASS completed this plan. The plan covers Ada and Canyon Counties.

Other Relevant Planning Documents

2011	Mobility Concept: Human Services Transportation Organizations, COMPASS ^{vii}
2017	Idaho Public Transportation Office's State Management Plan, ITD ^{viii}
2018	Idaho Public Transportation Plan, ITD ^{ix}
2018	Communities in Motion 2040 2.0, COMPASS ^x
2018	ValleyConnect Plan 2.0, VRT ^{xi}
2020	High-Capacity Transit Study Update, COMPASS ^{xii}
2020	Community Assessment, United Way ^{xiii}
2021	Regional Park and Ride Study, COMPASS ^{xiv}
2021	Regional Analysis of Impediments to Fair Housing Choice, Cities of Boise, Meridian, Caldwell, and Nampa ^{xv}
2021 – 2023	Idaho State Plan for Independent Living, Idaho State Independent Living Council (SILC) ^{xvi}
2021 – 2025	Idaho State Independent Living Council Strategic Plan, SILC ^{xvii}

Review of Activities

In the eight years since the previous Coordinated Plan, VRT has worked to optimize financial, human, technical, and equipment resources and expand access to transportation for vulnerable populations. Over time, these efforts have evolved into services for older adults, persons with disabilities, veterans, refugees, and populations with low incomes. Highlights include:

Better Coordinated Services for Older Adults. In 2011, the senior centers were losing a percentage of Area Agency on Aging Title III-B funding due to recession-driven state budget cuts. This led to cuts in funding to insure and maintain vehicles and operate services. VRT became the designated recipient for Large Urban Section 5310 Program funding and gradually centralized efforts to coordinate programs. Initially, two of the rural senior center providers were collaborating. The senior centers shared the nutrition program and offered meals on alternating days for all seniors in their combined areas, applying for coordinated Section 5310 funding for transportation. Gradually, other programs were included, as the senior centers worked together and built trust. VRT also worked with FTA Region 10 to use Small Urban Federal public transit dollars for trips from rural area into larger urban areas, if one leg of the trip was within the urban area.

Increased Efficiency of Specialized Services. In 2018, VRT was able to further build on its coordination efforts by becoming the recipient of Area Agency on Aging funding for most of the service area. These funds can be used as match for 5310 funding. During this time, VRT expanded scheduling technology and vehicle support to more providers. The result shifted from performance in 2017 averaging 1.56 passengers per hour, to as high as 2.81 passengers per hour in 2019, for those systems using the scheduling technology.

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

Improved Coordination Among Human Service Agencies and Employers. In 2016, VRT began providing low-income job access transportation, serving populations with commuting needs beyond the times and locations of the fixed route bus system that can't be served by a vanpool. The Village Van program focuses on the coordination and development of transportation services for low-income workers, aimed at increasing access to jobs by improving workers' access to transportation. Village Van is made available to qualified riders who are referred by a human service agency. VRT staff works closely with human service agencies to coordinate services with new employers. The local match for the services is provided by the employers served by VRT's Village Van program.

Coordinated Plan Update Process

This 2022 plan update replaces the 2014 Coordinated Plan and should be referred to in applications beginning in federal fiscal year 2023.

Performance reporting and assessment will be conducted on an annual basis. The update cycle for the Coordinated Plan is aligned with the update cycle of the regional long-range transportation plan for Ada and Canyon Counties (*Communities in Motion*) developed by COMPASS. The next update to *Communities in Motion* is due for completion by December 2026. Therefore, the next update of the Coordinated Plan is also planned for 2026.

Plan Development

The 2022 Coordinated Plan was developed over a two-year period.

Jan – Sept 2021	Plan scope and schedule established, working with RAC
Sept – Oct 2021	<i>Unmet Transportation Needs Survey</i>
Nov – Dec 2021	List of highest priority transportation needs approved by RAC
Jan 2022	Strategies to meet the highest priority transportation needs reviewed by RAC
Feb 2022	Draft plan reviewed by RAC
April 15 – May 15 2022	Public feedback on draft plan
June – July 2022	Revised draft plan recommended by RAC and COMPASS' Regional Transportation Advisory Committee (<i>anticipated</i>)
Aug 2022	Final Coordinated Plan adopted by VRT and COMPASS Boards of Directors (<i>anticipated</i>)
Aug 2022	Final plan posted on COMPASS website (<i>anticipated</i>)

Part I. Existing Conditions

Summary

The chapters in Part I set the stage to understand conditions in the Treasure Valley that contribute to gaps in the public transportation system for underserved populations.

Key findings from 2010-2019 include the following:

Growth in target populations. All target populations increased in number, except for the population of younger (0-65 year old) persons with limited English proficiency whose numbers decreased.

Growth in population of older persons. Overall, older adults in the region are growing in both number and share of population. There was also growth in older adults with low incomes, limited English proficiency, and/or disabilities. As of 2019, many older adults live in more rural areas of the region without many public transportation options.

Growth of underserved populations in Canyon County. Underserved populations are subsets of target populations that are more likely to rely on public transportation options. Underserved populations such as persons with low incomes, older adults with disabilities, persons with disabilities living in poverty, older adults with limited English proficiency, and autoless households grew at faster rates in Canyon County than Ada County. These demographic trends are especially striking as Canyon County does not have as many public transportation options as Ada County.

Increased funding. The 2021 Infrastructure Investment and Jobs Act (IIJA) increased funding for state and federal transportation programs. Notably, funding for the Section 5310 program in the State of Idaho increased by 47% in rural, small urban, and large urban areas. Idaho's Americans with Disabilities Act (ADA) Curb Ramp Program will also realize a 50% increase in funding, beginning in state fiscal year 2024. Since most funding to address the needs of underserved populations primarily comes from federal and state programs, these increases are critical in addressing unmet transportation needs identified in this plan.

Key Definitions

A **target population** is a population group that may require public transportation to meet their daily transportation needs. Not all members of a target population are underserved. Target populations in this plan include persons with disabilities, older adults (65+), persons with low-incomes, and persons with limited English proficiency.

An **underserved population** is a subset of the target population that relies on the public transportation system to travel. These individuals may also be thought of as "vulnerable" populations.

Growth in on-demand transportation service options. Since the last update of the Coordinated Plan in 2014, the region has significantly increased the number of gap-filling, on-demand transportation services. These services seek to meet the demand of underserved individuals in the region and function alongside fixed-route public transportation services.

Impacts from COVID-19. Since the start of the COVID-19 pandemic in early 2020, both specialized and fixed-route transit ridership has been low. As severe pandemic restrictions subside, ridership is expected to increase to pre-pandemic levels.

Chapters included in Part I (Chapter 1: Funding Programs, Chapter 2: Existing Transportation Services, and Chapter 3: Demographic Changes) will all expand upon these findings.

1 | Funding Programs

Federal transit law requires that projects selected for funding under the Section 5310 - *Enhanced Mobility for Seniors and Individuals with Disabilities* are "included in a locally developed, coordinated public transit-human services transportation plan"(49 U.S.C. 5310).^{xviii} This program is described below.

However, Section 5310 funds are not the only funds available to improve public transportation in Ada and Canyon Counties. To ensure coordination of planning efforts, additional funding programs are also described below.

Section 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

The 5310 program provides formula funding to states to assist private or designated public non-profit agencies in meeting the transportation needs of older adults and individuals with disabilities when the transportation service provided is "unavailable, insufficient, or inappropriate."^{xix} Funds are apportioned based on the state's share of the population for these two groups.

ITD's Public Transportation Office is the state's direct recipient of 5310 funds and administers the program for rural counties and the state. VRT is the direct recipient of Section 5310 funding for the urbanized areas in Ada and Canyon Counties. Thus, rural area funding is managed by the state and urbanized areas are managed by VRT.

5310 funds can be used for operating, capital, and administrative expenses. For operations, recipients of 5310 funds may provide services or work with private businesses, non-profit organizations, or other entities that operate public transit services to provide service.

Capital projects eligible for the Section 5310 program include both traditional and nontraditional capital projects. Eligible traditional capital projects are projects that meet the special transportation needs of older adults and individuals with disabilities when public transit is insufficient, inappropriate, or unavailable^{xx}. Eligible nontraditional projects are projects that exceed transportation services required under the ADA, improve access to fixed-route service and decrease reliance on ADA-complementary paratransit service by people with disabilities, or provide alternatives to public transit that assists seniors or people with disabilities with transportation. Mobility management and the purchase of service are allowed as capital expenses.

At least 55% of program funds must be used for traditional projects. The remaining 45% may be used for nontraditional projects. Table 1 provides an example of eligible traditional and nontraditional activities. The *Circular (C) 9070.1G, Enhanced*

Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions^{xxi} includes a comprehensive list of eligible activities.

Table 1: Traditional and Nontraditional Section 5310 Activities

Project Type	Eligible Activities
Traditional capital projects (55%)	• Purchase or replace rolling stock • Upgrade or construct passenger facilities • Support facilities and equipment • Lease equipment • Acquire transportation services • Coordinate mobility management programs among public transit providers • Fund ADA-complementary paratransit service
Nontraditional capital projects (45%)	• Expand paratransit beyond $\frac{3}{4}$ of a mile • Expand hours of operation • Fund incremental costs of same-day service or door-to-door service • Implement travel training programs • Implement volunteer driver programs • Improve accessibility to transit stations beyond requirements in ADA • Install wayfinding improvements • Purchase vehicles that support accessible ride-sharing, taxi, and/or vanpooling programs • Provide additional “feeder” services to existing public transit services

Federal cost share for capital costs of both traditional and non-traditional projects is 80%. However, operations require a 50% cost-share. Table 2 shows the breakdown of the federal cost share for the 5310 program.

Table 2: Section 5310 Program Federal Cost Share

	Federal Share	Local Share
Capital Expenses (Both traditional and non-traditional)	80%	20%
Operating Expenses	50%	50%
Administrative Expenses	100% (Only up to 10% of the annual FTA allocation)	

Other Funding Programs

Section 5307

Urbanized Area Formula Grant Program

This program provides grants to urbanized areas for public transportation capital, planning, job access, and reverse commute projects, as well as operating expenses in certain circumstances. Programs to assist low-income individuals in accessing jobs are eligible.

Section 5311

Nonurbanized or Rural Area Formula Grant Program

This program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations less than 50,000. Job access and reverse commute programs are included in Section 5311.

Section 5311(f)

Nonurbanized or Rural Intercity Bus Program

This program provides capital, planning, and operating assistance to states to support the connection between rural areas with populations less than 50,000 and the larger regional or national system of intercity bus services.

Section 5339

Bus and Bus Facilities Program

This program provides capital funding to replace, rehabilitate, and purchase buses and related equipment, and construct bus-related facilities. Public, private, and non-profit organizations engaged in public transportation are eligible.

FTA Funding Tables

Every year, the FTA distributes funding to states and other direct recipients based on population estimates and the most recent legislation. Table 3 shows FTA funding across the State of Idaho. Table 4 shows FTA funding for Ada and Canyon Counties. Congress has not approved the current apportionment bill (FY2022 budget) past February 18, 2022. When the apportionment bill is passed, the yellow cells will be filled in.

Table 3: FY2021 and FY2022 FTA Funding for Idaho

	5307	5310	5339	5311	5311 (f)
FY2021 Idaho Rural	N/A	\$ 434,036	\$ 3,500,000	\$ 9,103,451	\$ 1,365,518
FY2022 Idaho Rural	N/A	\$ 708,083	\$ 4,000,000	\$ 11,136,117	\$ 1,670,418
<i>Difference</i>	N/A	\$ 274,047	\$ 500,000	\$ 2,032,666	\$ 304,900
<i>% Difference</i>	N/A	63%	14%	22%	22%
FY2021 Idaho Small Urban	\$ 7,405,323	\$ 767,914	\$ 531,064	N/A	N/A
FY2022 Idaho Small Urban	\$ 9,547,069	\$ 1,258,124	\$ 783,868	N/A	N/A
<i>Difference</i>	\$ 2,141,746	\$ 490,210	\$ 252,804	N/A	N/A
<i>% Difference</i>	29%	64%	48%	N/A	N/A
FY2021 Large Urban	\$ 4,703,312	\$ 322,150	\$ 531,064	N/A	N/A
FY2022 Large Urban	\$ 6,052,177	\$ 473,597	\$ 509,208	N/A	N/A
<i>Difference</i>	\$ 1,348,865	\$ 151,447	\$ (21,856)	N/A	N/A
<i>% Difference</i>	29%	47%	-4%	N/A	N/A

Notes: Amounts do not include ITD's 10% Cost of Administration.

Table 4: FY2021 and FY2022 FTA Funding for Ada and Canyon Counties

	5307	5310	5339	5311	5311 (f)
FY2021 District 3 (rural)	N/A	\$ 98,656	\$ 770,000	\$ 1,532,794	\$ 306,559
FY2022 District 3 (rural)	N/A	\$ 144,853	\$ 880,000	\$ 1,875,044	\$ 375,009
<i>Difference</i>	N/A	\$ 46,197	\$ 110,000	\$ 342,250	\$ 68,450
<i>% Difference</i>	N/A	47%	14%	22%	22%
FY2021 Nampa Urbanized Area	\$ 2,613,931	\$ 269,180	\$ 285,069	N/A	N/A
FY2022 Nampa Urbanized Area	\$ 3,357,476	\$ 396,913	\$ 274,354	N/A	N/A
<i>Difference</i>	\$ 743,545	\$ 127,733	\$ (10,715)	N/A	N/A
<i>% Difference</i>	28%	47%	-4%	N/A	N/A
FY2021 Large Urban (Boise TMA)	\$ 4,703,312	\$ 322,150	\$ 531,064	N/A	N/A
FY2022 Large Urban (Boise TMA)	\$ 6,052,177	\$ 473,597	\$ 509,208	N/A	N/A
<i>Difference</i>	\$ 1,348,865	\$ 151,447	\$ (21,856)	N/A	N/A
<i>% Difference</i>	29%	47%	-4%	N/A	N/A

Notes: Amounts do not include ITD's 10% Cost of Administration. 5311 and 5339 funds are suballocated based on general population. 5310 funds are suballocated based on the populations of elderly and individuals with disabilities. Small and Large Urban funds are managed by COMPASS/VRT. Rural funds are managed by ITD.

Idaho Programs

ITD Vehicle Investment Program (VIP)

ITD's Vehicle Investment Program (VIP) provides capital funding for demand response providers to replace, rehabilitate, and purchase vehicles to support the continuation and expansion of public transportation services.

Americans with Disabilities Act (ADA) Curb Ramp Program

This state-administered program provides funding to construct new or alter existing curb ramps on the state highway system to meet ADA requirements. Accessible pedestrian infrastructure at transit locations is critical to building a system that is navigable for everyone. Funds can only be used for construction purposes. ITD currently allocates \$500,000 of state funds annually for this program but will increase funds to \$1 million in FY2024. Also in fiscal year 2024, ITD will open eligibility of this program to include any barrier to an accessible route on the State Highway System. This includes sidewalks, shared use paths, aprons, curb ramps, and physical obstructions.

Transportation Alternatives Program (TAP) Funding

This program provides funding for alternative transportation projects to address the needs of non-motorized users. Both infrastructure and non-infrastructure projects are eligible for this funding. COMPASS manages TAP-TMA program for the Boise Urbanized Area while ITD manages the area outside the Boise Urbanized Area.

2 | Existing Transportation Services

In the Treasure Valley, there are two types of transit services: demand response and fixed route (Figure 3).

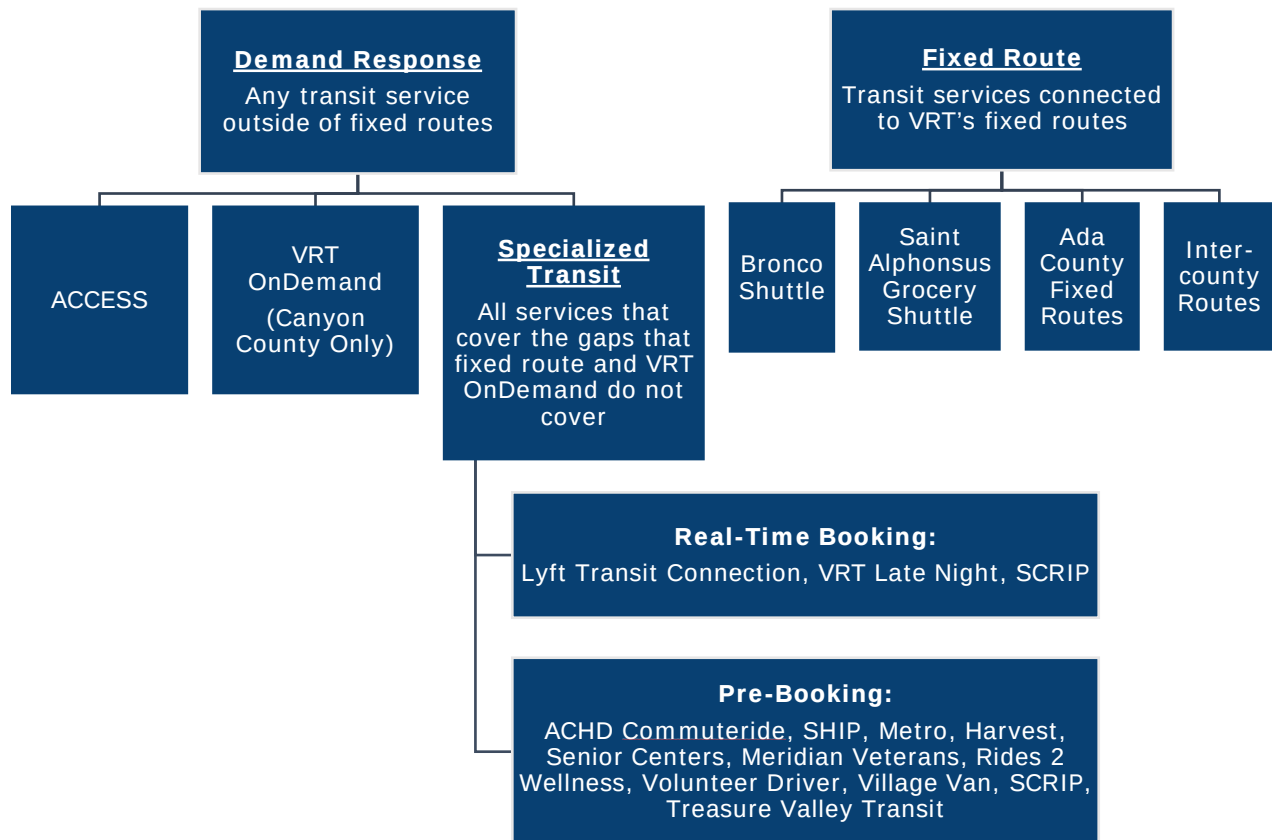


Figure 3: Service Types and Programs in the Treasure Valley ¹

Fixed-route services are traditional bus services with identified routes and stops. While fixed-route services are meant to be accessible and available for all populations, specialized transportation plays a critical role in filling gaps where fixed-route transportation services are “insufficient, inappropriate, or unavailable”.^{xxii} Specialized transportation services often require riders to pre-book their rides; however, some specialized services operate more like taxi services where riders can request a ride in real-time. Specialized transportation services that use real-time booking should not be confused with VRT’s OnDemand bus service.

¹ These programs are described in detail on pages 18 through 32.

VRT OnDemand operates using fixed routes and fixed-route buses and thus does not serve populations for whom fixed-route transit is not a viable option.

This plan recognizes that people want to travel in the most efficient and effective way possible. Thus, people may use either demand-response or fixed route services, or a combination of both. To meet the needs of target populations of this plan, coordination of funding and all transportation services in the region is critical.

This chapter describes the existing transportation services in Ada and Canyon Counties including their geographic boundaries, eligibility requirements, and availability. Information in this chapter was used to identify and contextualize gaps in service provision for underserved populations in the region.

Regional Transportation Authority

VRT is the regional public transportation authority for Ada and Canyon Counties and is the primary transit provider. It directly operates or hires contractors to operate local and express buses as well as specialized transportation services throughout the region.

The VRT system serves more than 600 bus stops, with 18 Ada County fixed bus routes, 4 intercounty routes, and OnDemand service in Canyon County (Figure 4). There are three transit centers: Main Street Station and the Towne Square Mall Transit Center in Ada County and the Happy Day Transit Center in Canyon County. All transit centers are built to ADA standards.

Ada County bus routes run six days per week, intercounty routes run five days per week, and Canyon County OnDemand service runs five days per week. Annual ridership was 1,213,678^{xxiii} in FY2019 and 1,057,283^{xxiv} in FY2020. FY2020 ridership levels were severely impacted by the COVID-19 pandemic. As pandemic restrictions subside, ridership is expected to return to pre-COVID levels.

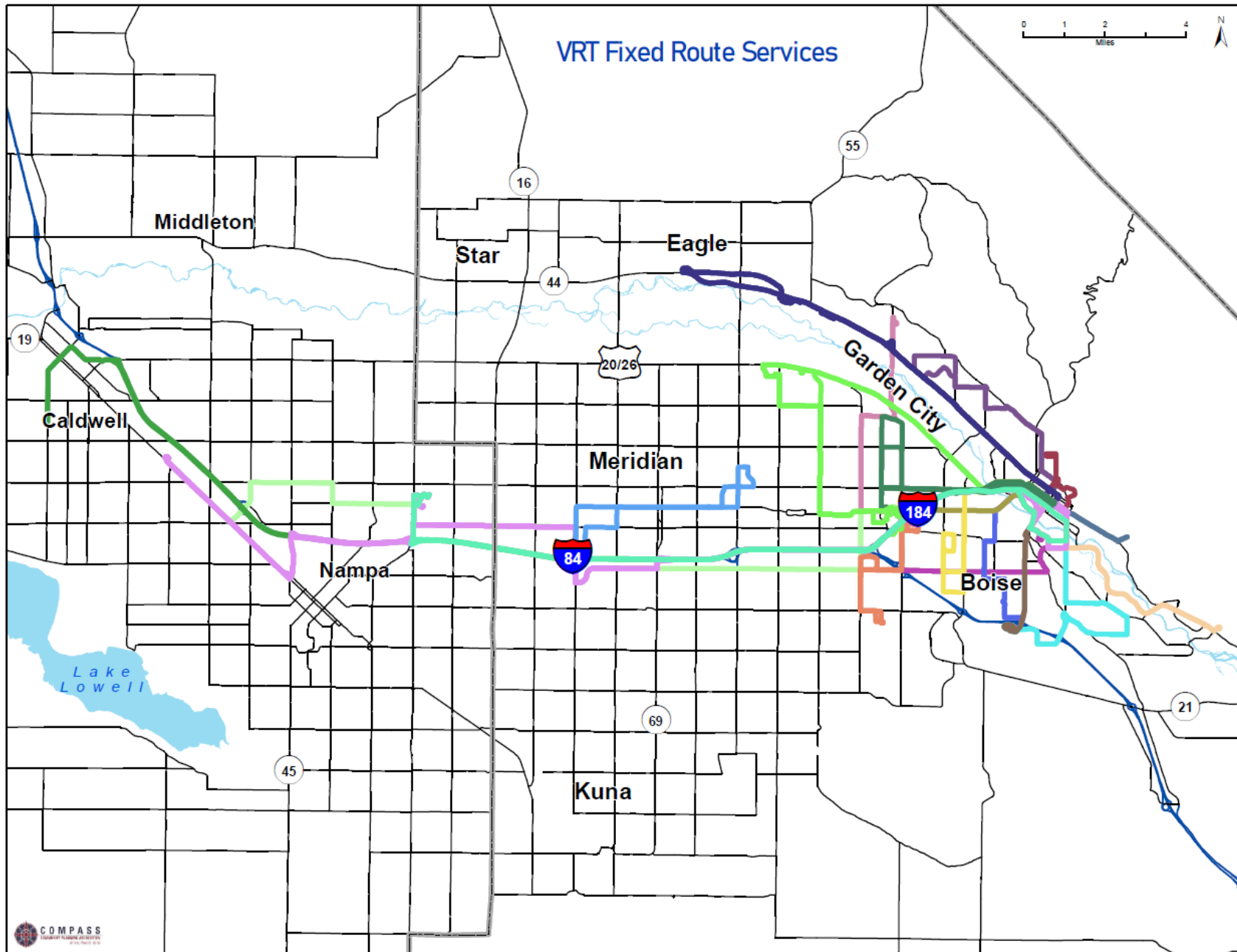


Figure 4: 2022 Valley Regional Transit Fixed-Route Services (map does not include OnDemand bus service area)

To fill gaps in service, VRT implemented the following programs:

- **VRT Late Night:** Qualified low-income residents can get \$3 Lyft rides from 9pm to 6am (hours outside of public bus service). Costs that exceed \$23 are the rider's responsibility. Riders are qualified by first verifying their income then receiving a promotional code (Figure 5).
- **Lyft Transit Connections:** Riders may travel to a VRT bus stop via Lyft for \$2. Costs that exceed \$8 are the rider's responsibility. This service is only available in a portion of Garden City and Boise (Figure 5).

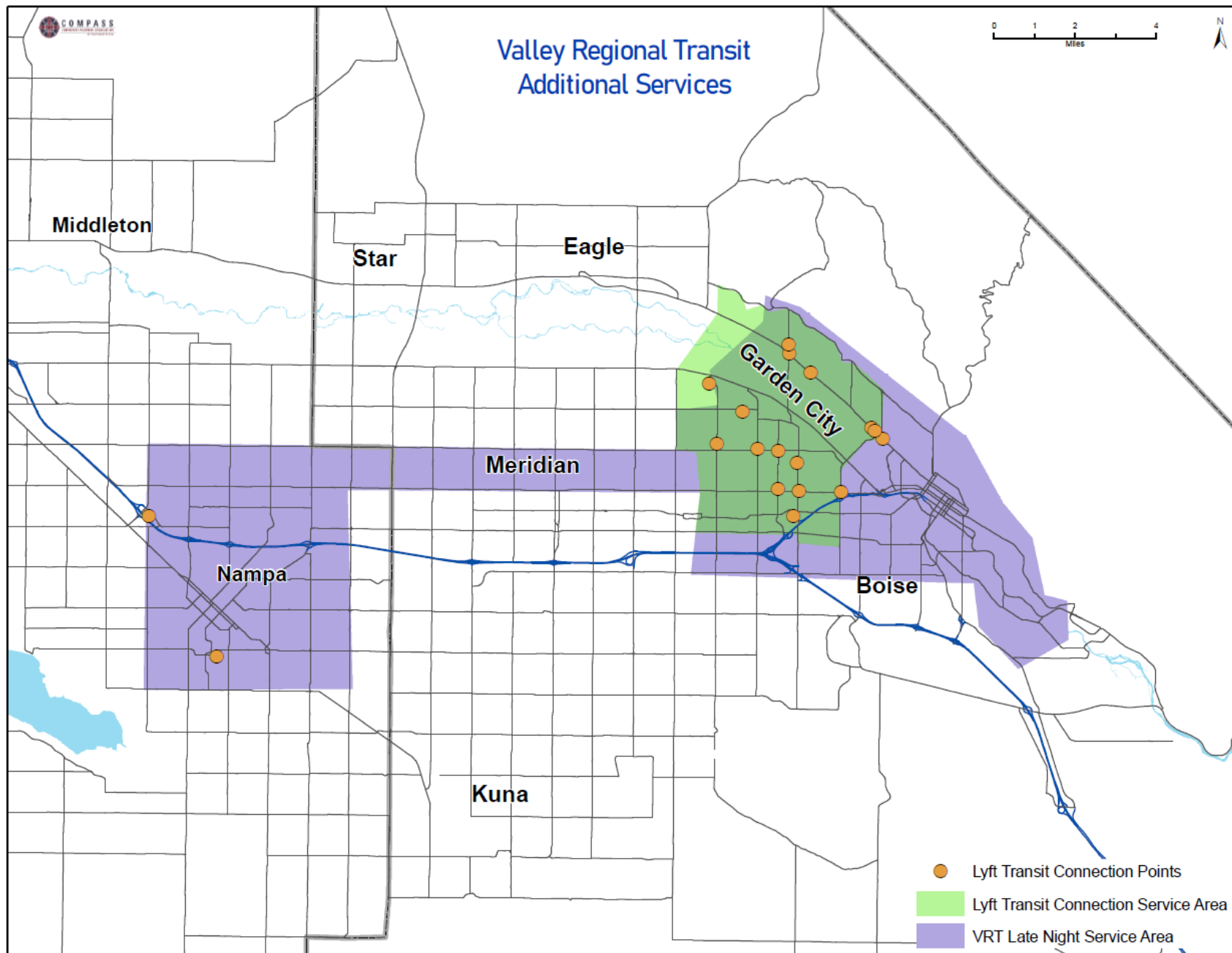


Figure 5: Valley Regional Transit Additional Services

Specialized Transportation

VRT use a portion of 5310 funds to contract with private companies or non-profits to “acquire” service. These programs are called Acquisition of Service (AOS) programs. AOS programs are included under the service category of “specialized transportation” service, which seeks to fill gaps that are not addressed by fixed route or other demand-response services like ACCESS and OnDemand services. The primary objective of specialized transportation is to optimize financial, human, technical, and equipment resources and expand access to transportation for vulnerable populations. Over the years, those programs have evolved into services for older adults, persons with disabilities, veterans, refugees, and populations with low incomes. Many specialized services provide non-emergency medical transport (NEMT) (Figure 6). More information on VRT’s specialized transportation programs is included in Appendix A.

While services are provided through independent service providers, VRT assists with training, insurance, coordination, and grant application activities. Annual ridership for specialized transportation programs peaked in FY2019 at 87,502 annual boardings. During COVID-19 many programs suspended service and ridership fell to under 60,000 in FY2020.

Most specialized service trips are clustered around fixed routes, with a smattering of trips provided in outer lying areas. The location where trips are requested (trip origins) and where riders want to go (trip destinations) do not significantly differ (Figure 7 and Figure 8). Some trips fall outside the service area and point to a growing need for service boundaries to extend to those areas. For example, the City of Middleton does not fall inside the service boundaries, but there is a relatively high number of rides provided to residents in the city.

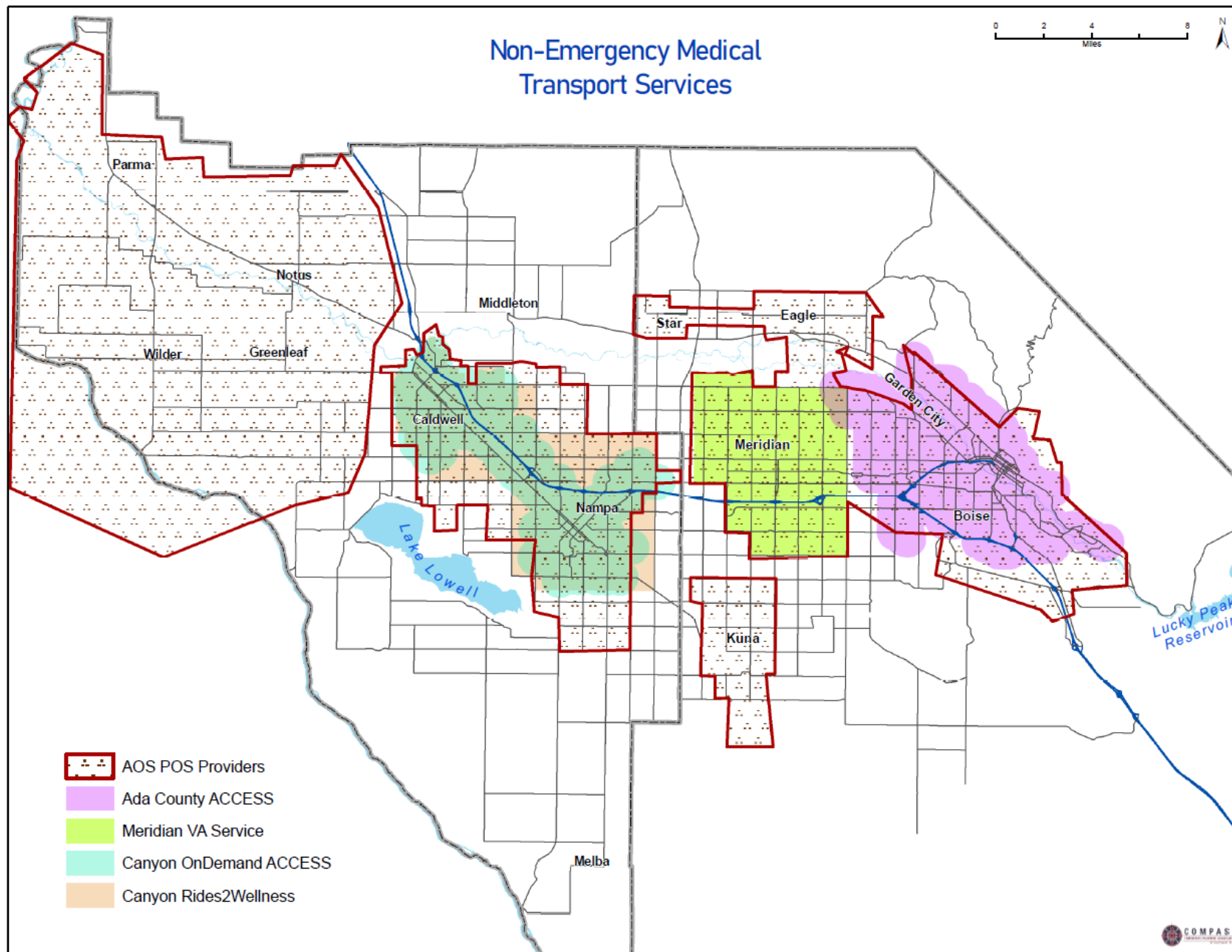


Figure 6: Non-Emergency Medical Transport Service Area

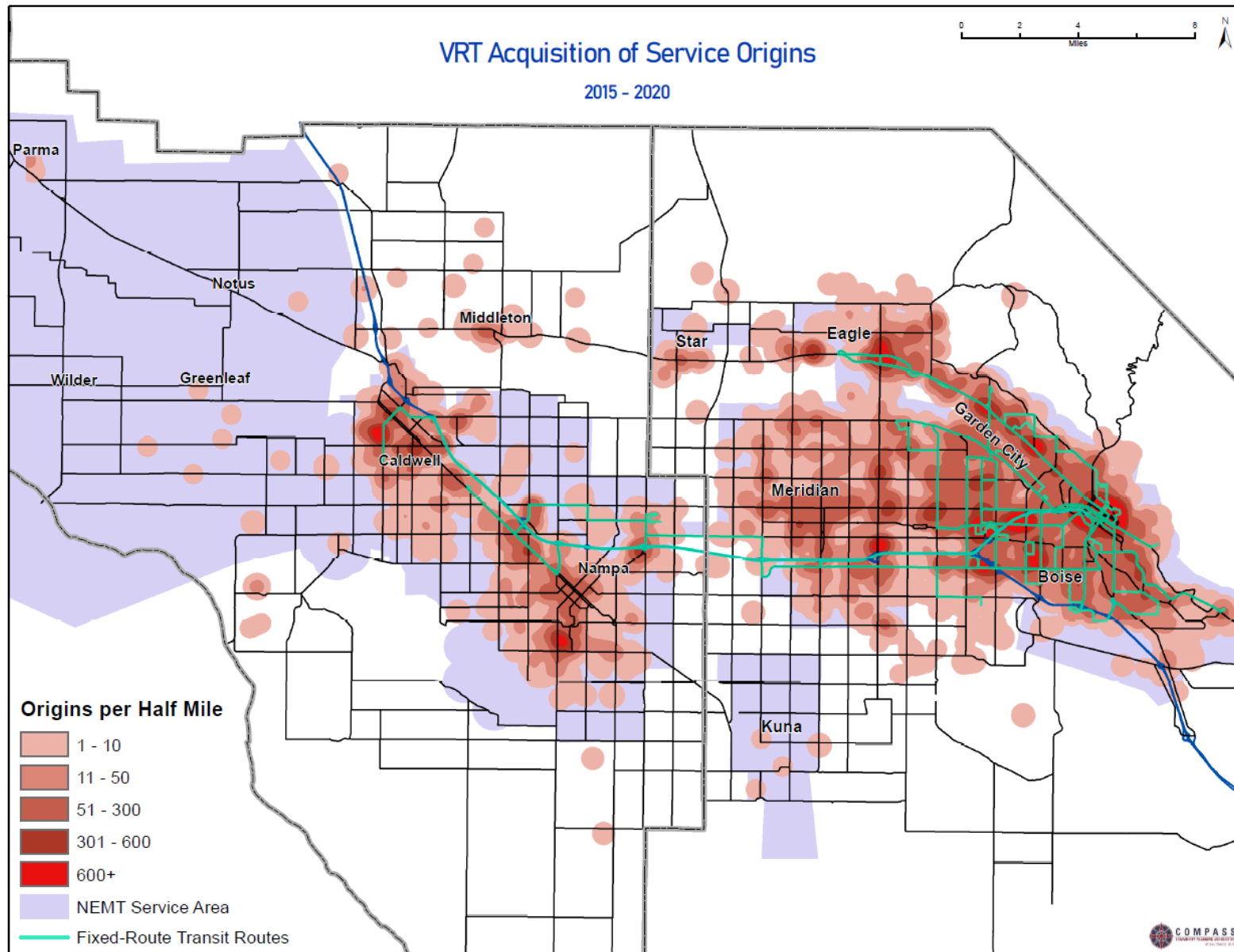


Figure 7: Valley Regional Transit Acquisition of Service Trip Origins, 2015-2020

NEMT service area (purple) shows the combined service areas of Parma, Eagle, Meridian, Star, and Kuna Senior Centers as well as SHIP, Metro, and Harvest transit services, Ada County ACCESS, Canyon County OnDemand, Canyon County ACCESS, Canyon County Rides to Wellness, and VRT Late Night (detailed description of programs below).

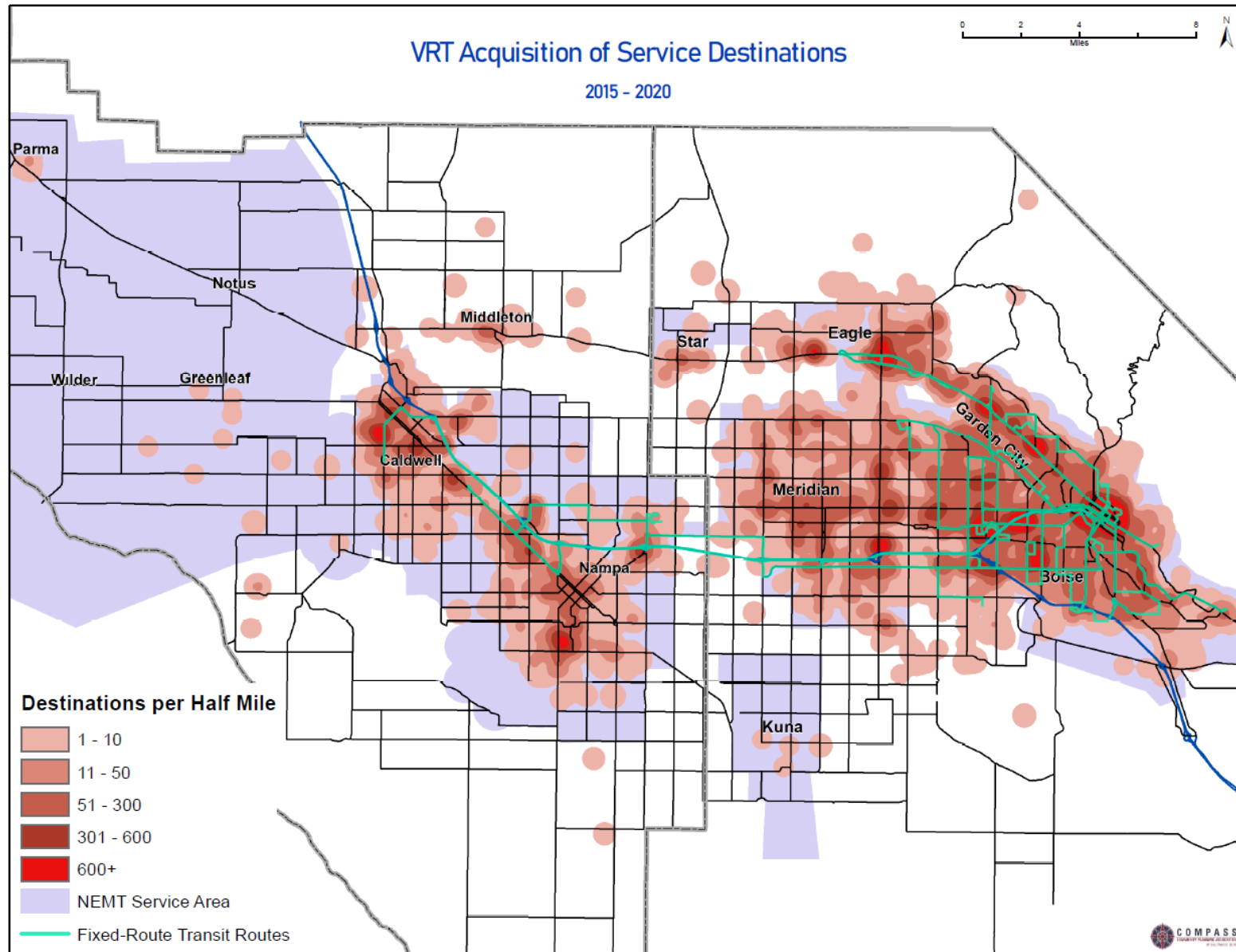


Figure 8: Valley Regional Transit Acquisition of Service Trip Destinations, 2015-2020

NEMT service area (purple) shows the combined service areas of Parma, Eagle, Meridian, Star, and Kuna Senior Centers as well as SHIP, Metro, and Harvest transit services, Ada County ACCESS, Canyon County OnDemand, Canyon County ACCESS, Canyon County Rides to Wellness, and VRT Late Night (detailed description of programs below).

Senior Center-Contracted Shuttle Services:

Senior centers contract with VRT for use of their accessible and non-accessible vehicles as well as support services. The following senior centers have active contracts with VRT:

- **Eagle Community and Senior Center:** Free rides are available 9:00am – 5:00pm Monday - Friday for seniors and persons with disabilities within the Eagle city limits. Four (three accessible) vehicles.
- **Kuna Senior Center:** Free rides are available upon request Monday - Friday for members and others in the area. One accessible vehicle.
- **Meridian Senior Center:** Free rides are available upon request Monday - Friday for mainly members of the senior center. One accessible vehicle.
- **Parma Area Senior Center:** Free rides are available 8:00am– 2:00pm Monday - Friday for seniors and persons with disabilities in the Cities of Parma, Notus, Wilder, Homedale, and surrounding rural areas. One accessible vehicle.
- **Star Senior Center:** Free rides are available upon request Tuesday - Friday for members and others in the Star/Eagle area. One accessible vehicle.

Non-profit-Contracted Shuttle Services:

Non-profits contract with VRT for use of their accessible and non-accessible vehicles as well as support services. The following non-profits have active contracts with VRT:

- **Harvest Transit:** Free rides are available 9:00am – 3:00pm Monday - Saturday for seniors and persons with disabilities within the city limits of Meridian. Three accessible vehicles.
- **Metro Community Services:** Free rides are available 6:00am– 5:00pm Monday - Friday for seniors and persons with disabilities within the Cities of Caldwell, Nampa, and Middleton. Rides for residents in smaller communities in Canyon County are available upon request. Five (two accessible) vehicles.
- **Supportive Housing and Innovative Partnerships (SHIP):** Free rides are available 7:00am – 6:00pm Monday - Friday for seniors, persons with disabilities, and veterans within the city limits of Boise. Four (three accessible) vehicles.

Non-profit Service Providers

- **Treasure Valley Transit (TVT) Services:** TVT is a non-profit service provider for Medical Transportation Management (MTM) (see “public-private partnerships,” below, for more on MTM). Services are only available in Canyon County. Rides are free for Medicaid participants, but all other riders are charged per mile. TVT coordinates with VRT on service provision.

- **Grocery Store Shuttle:** The Boise Rescue Mission, St. Luke's Health System, and Saint Alphonsus Health System support a free shuttle to WinCo and Walmart grocery stores each Saturday in the City of Nampa. The program has been running since February 2018. VRT stores the shuttles used for this service at the Happy Day Transit Center.
- **Saint Alphonsus Mercy Express Van:** Saint Alphonsus operates a free transportation service for Nampa area residents to and from Nampa medical clinics only. Riders need to call 48 hours in advance.

Public-Private Partnerships

Both the Idaho Department of Health and Welfare and VRT use public-private partnerships to provide NEMT services.

- **MTM** is a private company that acts as Idaho's NEMT broker. Medicaid participants set up appointments through MTM who, in turn, subcontracts with service providers.
- **Rides 2 Wellness** is a curb-to-curb transportation service for residents in Ada and Canyon Counties to get to and from medical appointments. Riders must book their rides through VRT who, in turn, schedules the ride with an available private provider. Rides 2 Wellness is a public/private collaborative between NEMT service companies, VRT, and participating hospitals (currently St. Luke's, Saint Alphonsus, and Saltzer Medical). Funding comes from VRT, participating hospitals/clinics, and federal grants. Hours of operation are 7:30am - 6:00pm weekdays.

Private Providers

Many private companies operate emergency and NEMT in the region. Only private companies that partner with public agencies to provide services are listed in this plan. In 2022, VRT maintained contracts with the following companies:

- Trinity Transport
- Your Best Now
- All City Transport

Municipal Services

Some cities have invested tax dollars into providing transportation options for elderly or disabled individuals within their city boundaries. Services include:

- **ACCESS:** VRT operates a curb-to-curb paratransit service for those who are unable to use the VRT fixed-route and on-demand bus systems due to a disability. Stop locations must be within $\frac{3}{4}$ mile of a VRT fixed route. The service is funded with tax dollars from the Cities of Boise, Garden City, Nampa, and Caldwell; therefore, only residents with disabilities from those

cities can use this service. Trips cost \$3 and are available Monday - Saturday in Boise/Garden City and Monday - Friday in Nampa/Caldwell.

- **SCRIP:** SCRIP is a subsidized taxi service, only available in the City of Boise. Anyone age 15 or older with a permanent disability is eligible to buy six rides for \$42.
- **Meridian VA Shuttle:** The Meridian Veterans Shuttle is a curb-to-curb transportation service for veterans living in the City of Meridian to get to and from appointments at the Boise Veterans Medical Center. Trips are free and are available Monday - Friday from 7:00am to 5:30pm.

Volunteer Services

Volunteer services use qualified volunteer drivers to provide services to individuals in need of transportation. There are two volunteer driver programs in the region:

- **VRT Volunteer Driver Program:** Certified volunteer drivers give rides to older adults and persons with disabilities. Rides cost \$5 per 12-mile segment and \$0.50 per additional mile. Trips are available 24/7, but contingent upon driver availability.
- **Disabled American Vets Transport:** Volunteers provide free rides for veterans. The service is based at the Boise Veterans Medical Center and operates Monday - Friday in the City of Boise and Monday – Wednesday in the City of Nampa. The service stops taking requests at 1:00pm each day.

Refugee Services

One local non-profit agency and VRT operate programs designed to provide refugees transport to essential services.

- **Agency for New Americans:** Volunteers provide rides for newly arrived refugees for up to two weeks when they first arrive in Idaho
- **Village Van:** Employers contract with VRT to provide low-income individuals and refugees access to jobs. It operates in Ada County seven days a week.

Commuter Services

Rideshare / Vanpool

Two public agencies provide rideshare services in the Treasure Valley.

- **Boise State Carpool:** Boise State University students can purchase a carpool parking pass for \$320 annually. This pass is only applicable for one vehicle. Benefits include a discounted parking fee and access to designated carpool parking stalls. To qualify for the carpool permit, students must have relatively similar class schedules.
- **ACHD Commuteride:** Ada County Highway District (ACHD) manages and operates the Commuteride program. Commuteride provides rideshare

services and works with employers to reduce vehicle trips in Ada County. ACHD Commuteride includes three distinct programs.

- o **Club Red Vanpool:** Five or more people with a similar commute create a vanpool with a volunteer driver. Every vanpool participant pays a monthly fixed rate based on their van's daily round-trip miles and the average number of days commuting per month.
- o **TranSERVE:** Vanpools for military personnel at Gowen Airfield and Mountain Home Air Force Base. A transportation benefit card pays 100% of a participant's monthly fare.
- o **Bogus Basin Employee Shuttle:** An employer sponsored vanpool program with Bogus Basin that provides vanpools for mountain staff in summer and winter seasons.

Transportation Management Association

CityGo is the Transportation Management Association for downtown Boise. It provides discounted group rates and incentives to its members; as well as helps coordinate public transportation services.

- **City Go Wallet:** An integrated fare system for VRT, ACHD Commuteride, and other public transit services.
- **Member Services:** Discounted vanpool rates, bike rental rates, and parking passes to incentivize smart commute practices in downtown Boise.
- **Corporate Member Program:** A personalized transit package for employees of member companies.

Park and Ride

There are 58 existing park and ride lots in Ada and Canyon Counties that connect to the transit network. With the exception of the Elder Street Park and Ride, all parking is provided for free to commuters. Locations are managed by ACHD Commuteride, ITD, VRT, and others. In 2021, the *COMPASS Regional Park and Ride Study*^{xxv} analyzed existing park and ride locations and identified potential for expanded connections (Figure 9).

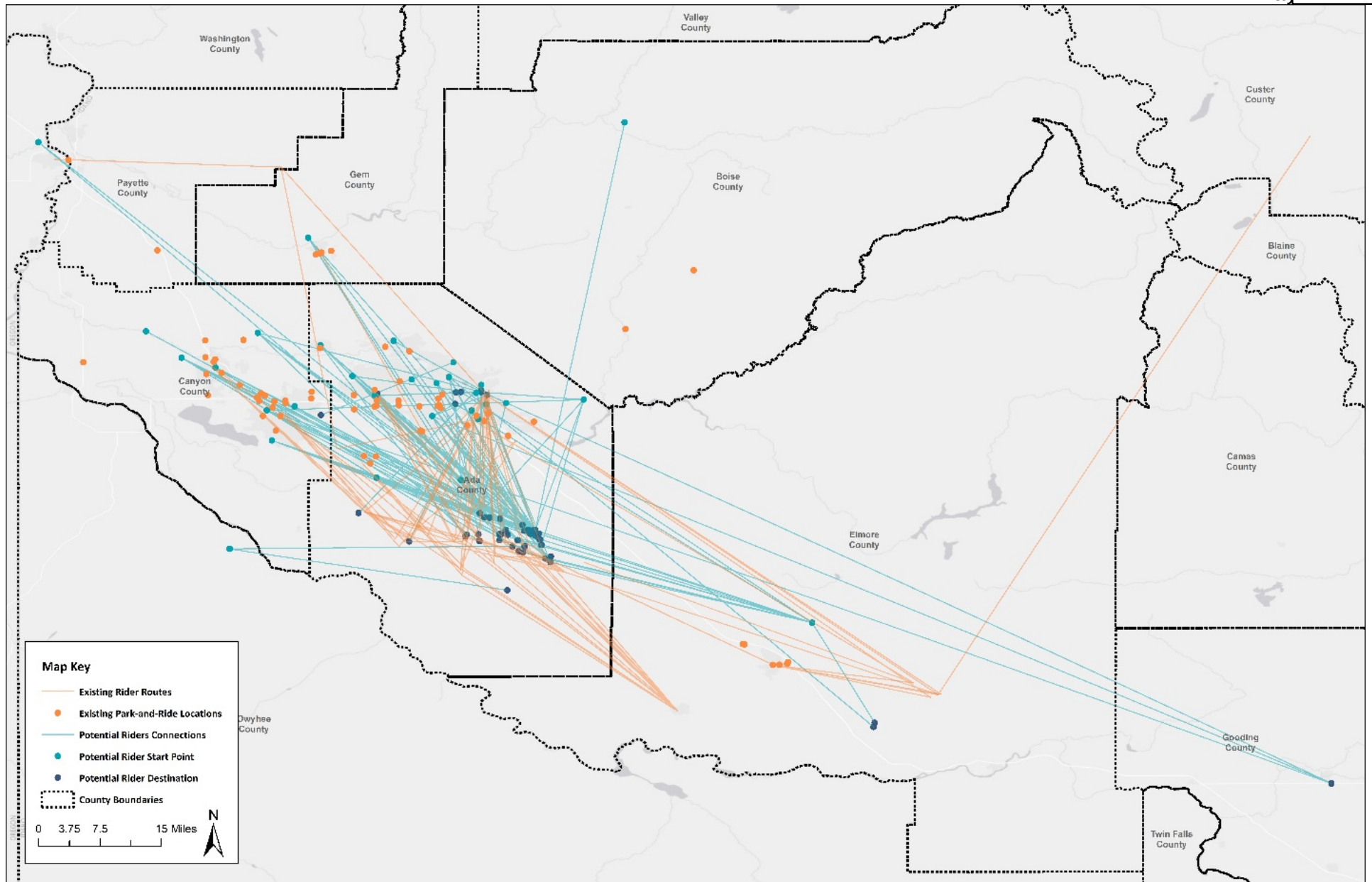


Figure 9: Existing (2021) Park and Ride Locations with Existing and Potential Routes

Schools/Educational Institutions

Education-focused transportation services in Ada and Canyon Counties include both independent and school-contracted operators.

Independent Operators

- **Boise State University** provides the Bronco Shuttle, a loop shuttle service on the Boise State University campus, as well as a carpool matching program and promotion of other transportation alternatives such as bicycling, car-sharing (through the private company Zipcar), and public transit. The university also provides a guaranteed ride home program.
- **Kuna School District, Melba School District, Notus School District, and Parma School District** operate their own bus service for students in the Parma School District.

School-Contracted Operators

- **Boise Shuttle Service** is a private operator that operates a loop route on the Boise State University campus.
- **Brown Bus Company** is a private school bus operator that services the Nampa, Vallivue, and Wilder School Districts as well as various charter schools.
- **Cascade Student Transportation** is a private school bus operator that services the West Ada School District.
- **Caldwell Transportation** is a private school bus operator that services the Caldwell and Middleton School Districts as well as various charter schools.
- **Durham School Services** is a private school bus operator that services the Boise Independent School District.

Long-Distance Transit Operators

Five for-profit inter-city bus carriers serve the Treasure Valley.

- **Greyhound** stops in Boise and Nampa on its route between Portland, OR, and Salt Lake City, UT. The Greyhound route makes two round trips per day. ADA equipped vehicles are available upon request.
- **Northwestern Stage Lines** provides services between Boise and Coeur d'Alene. This Northwestern Stage Lines route makes one round trip daily. ADA equipped vehicles are available upon request.
- **Salt Lake Express** operates service from the Boise Airport to Idaho Falls and Salt Lake City, UT. This route makes two round trips per day, and also stops in Mountain Home. ADA equipped vehicles are available upon request.
- **Caldwell Transportation Company** offers rental transportation service for large groups and events, such as holiday events, corporate charters, Idaho Wine Tours, and large event/conference shuttles. Vehicle types available

include school buses, shuttle vans, and motor coaches. ADA equipped vehicles are available upon request.

- **Sun Valley Express** is a designated route run by Caldwell Transportation Company that provides services between the Boise Airport and Sun Valley. The Sun Valley Express makes one round trip daily. ADA equipped vehicles are available upon request.

Taxi/Rideshare Companies

Approximately 20 providers of taxi services served Ada and Canyon Counties in 2021, down from approximately 40 in 2014. The decline of taxi services is largely due to the growing popularity of rideshare services. Rideshare services match passengers with drivers who work as contractors for the rideshare company and charge a fee to transport passengers. Two well-known rideshare companies operating in the Treasure Valley are Uber and Lyft.

Lyft currently works with VRT through the VRT Late Night and Lyft Transit Connections program.

3 | Demographic Changes

The Treasure Valley is one of the fastest growing areas in the nation. As the region grows, the need for expanded public transportation services for underserved populations is also growing. This section identifies demographic changes of target populations in Ada and Canyon Counties from 2010-2019. This information is critical in analyzing potential growth in demand for public transportation. Information in this chapter is summarized in Part I, Existing Conditions. All data cited in this section is from the 2010 and 2019 American Communities Survey (ACS).^{xxvi} At the time this report was written, 2019 ACS data were the most recent data available.



Figure 10: Aerial view of the Treasure Valley. Photo Credit: [CBS2 Idaho News](#).

Population Growth

Ada County is the most populous county in Idaho with 481,587 people in 2019. Similarly, Canyon County is the second-most populous county in Idaho with 229,849 people. Together, in 2019 the two-county region had an estimated population of 711,436.

The region has experienced significant population growth over the last nine years. From 2010-2019, population grew in Ada County by 22% and Canyon County by 21% (Table 5).

Table 5: Total Population (2010-2019)

	Ada	Canyon	Region
2010	393,531	189,428	582,959
2019	481,587	229,849	711,436
9-year change	88,056	40,421	128,477
9-year % change	22.4%	21.3%	22.0%

Source: ACS 2010, 2019 1-year Estimates

Population density shows the areas that are most likely to need transportation services. In the Treasure Valley, population is concentrated in city centers, but there are also large swaths of medium density areas throughout the region (Figure 10). The population of Ada County is relatively concentrated, while Canyon County's population is more widely dispersed. To show relative population densities, COMPASS traffic analysis zones are used instead of census blocks.

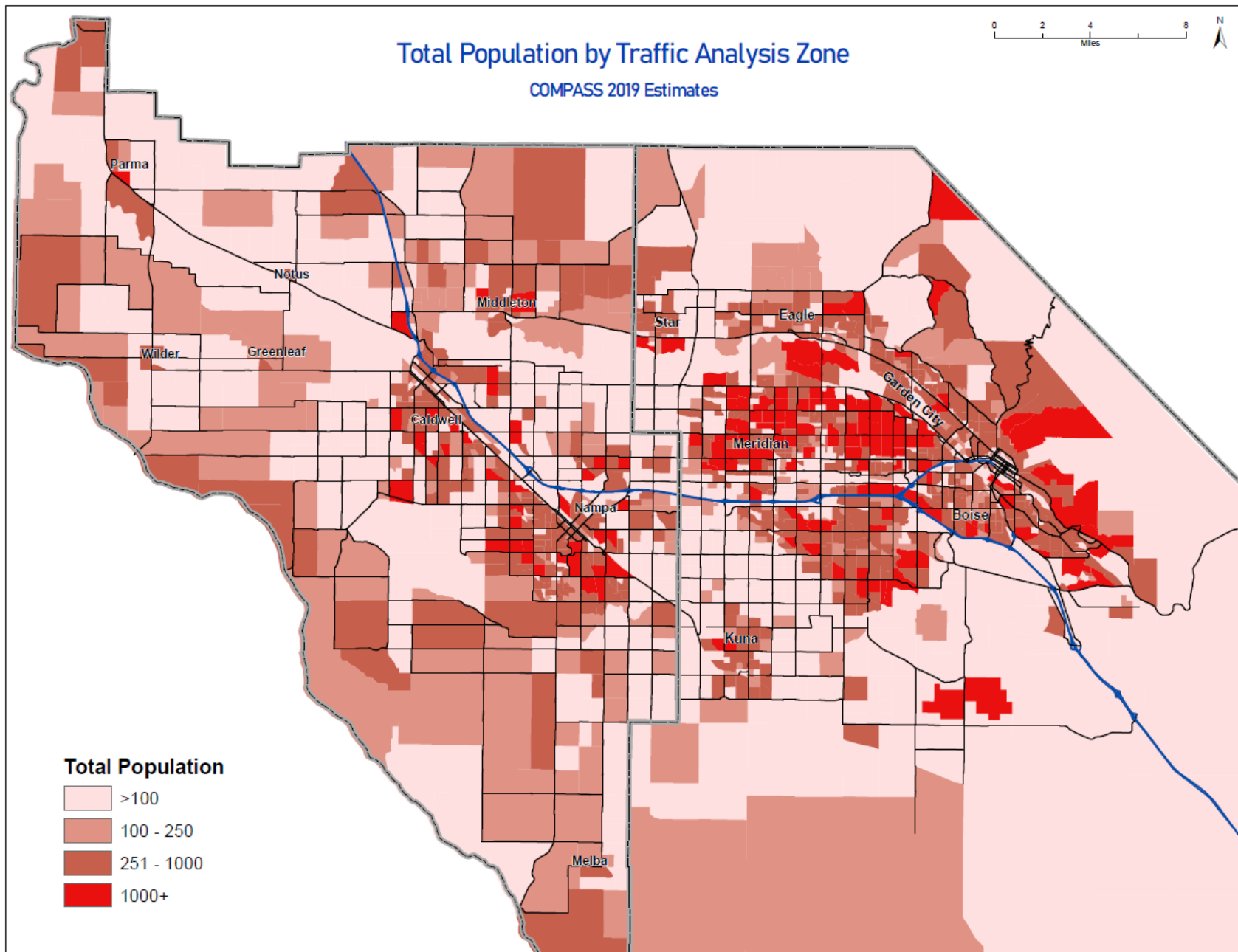


Figure 11: Total Population by COMPASS Traffic Analysis Zones

Disability

A disability may cause an individual to have some level of transportation dependency. From 2010-2019, the overall population of individuals with disabilities increased from 10% of the total population (62,055) to 12% (87,318); or by 25,263 people ages 5 and above (Table 6).

Region-wide, the number of individuals with disabilities has increased, with the biggest gains in the 65+ year old population. Ada County has more seniors with disabilities (20,388) than Canyon County (15,040).

From 2010-2019, the share of older adults (65+) with a disability grew faster in Canyon County (90%) than Ada County (42%) (Table 6). This means that this population more than doubled in Canyon County.

Ada County saw lower rates of growth for older individuals with disabilities, but also saw fairly high growth in the number of younger (18-64) low-income individuals with a disability.

Table 6: Population of Individuals with Disabilities

	Ada			Canyon			Region		
	5-17	18-64	65+	5-17	18-64	65+	5-17	18-64	65+
2010	2,884	18,991	14,400	2,967	14,917	7,896	5,851	33,908	22,296
% total population	4%	8%	34%	7%	14%	38%	5%	9%	35%
2019	3,350	26,722	20,388	3,216	18,602	15,040	6,566	45,324	35,428
% total population	4%	9%	9%	7%	14%	46%	5%	11%	34%
9-year total change (#)	466	7,731	5,988	249	3,685	7,144	715	11,416	13,132
9-year total change (%)	16%	41%	42%	8%	25%	90%	12%	34%	59%

Source: ACS 2010, 2019 1-year Estimates

Across the region, the percentage of persons with disabilities living in poverty decreased. However, the number and percentage of younger low-income individuals with disabilities increased in Ada County while the number and percent older low-income individuals with disabilities in Canyon County increased (Table 7).

Table 7: Population of Individuals with Disabilities Living in Poverty

	Ada			Canyon			Region		
	5-17	18-64	65+	5-17	18-64	65+	5-17	18-64	65+
2010	548	5,173	3,896	737	4,848	706	1,285	10,021	13,917
% disabled population in poverty	19%	27%	27%	25%	32%	9%	22%	30%	62%
2019	361	7,435	1,552	325	3,932	1,263	686	11,367	12,919
% disabled population in poverty	11%	28%	8%	10%	21%	8%	10%	25%	36%
9-year total change	-187	2,262	-2,344	-412	-916	557	-599	1,346	-998
9-year total % change	-34%	44%	-60%	-56%	-19%	79%	-47%	13%	-7%

Source: ACS 2010, 2019 1-year Estimates

Relative to total population, a high number of persons with disabilities live in rural areas without many public transportation options (Figure 12).

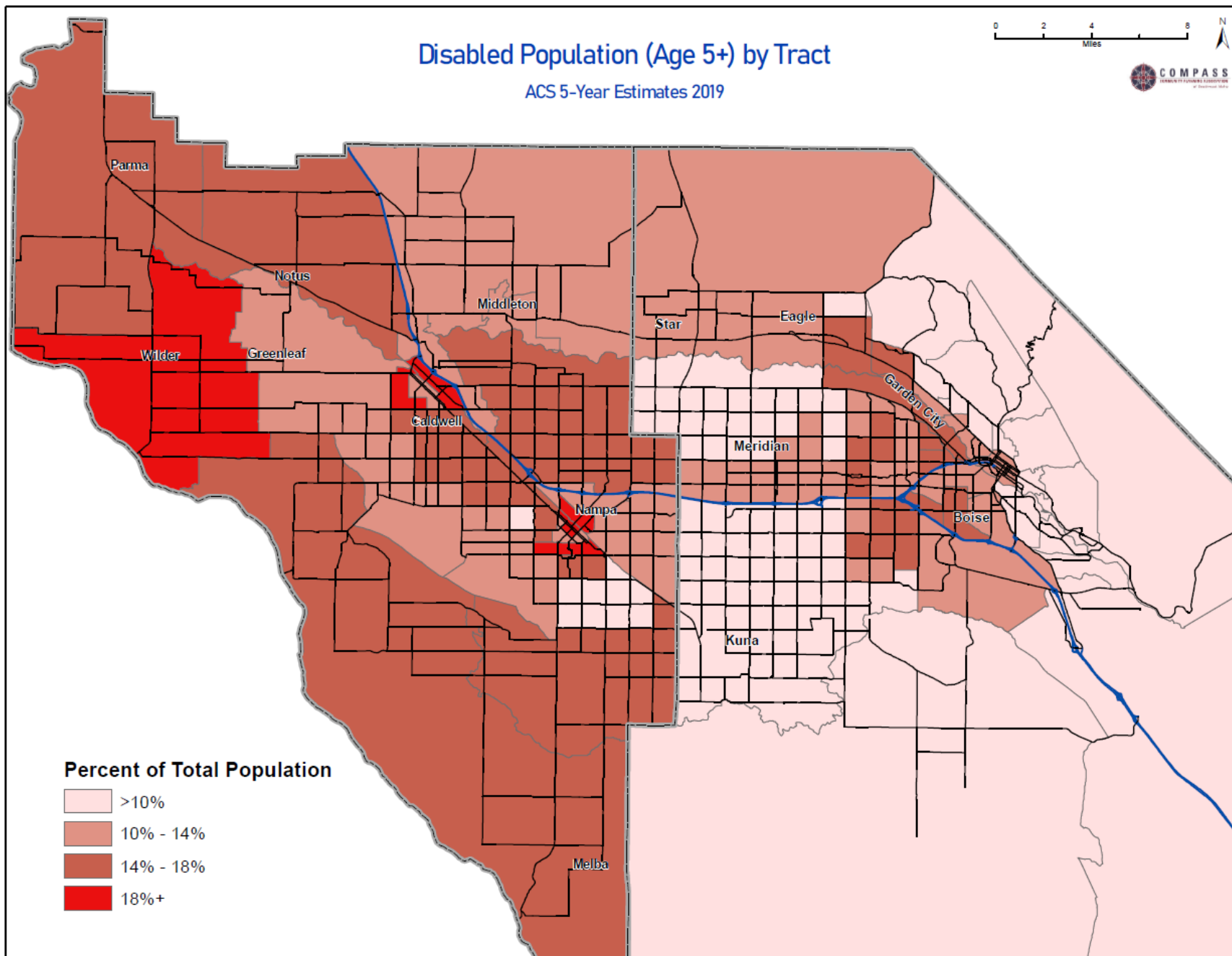


Figure 12: Percent of Population with a Disability

The increasing number of people with disabilities in the Treasure Valley highlights a growing need for accessible public transportation options. Additionally, some seniors may not be “disabled,” but still have trouble driving. The combined growth of populations of older adults and individuals with disabilities has implications for changes and expansions of the Treasure Valley’s transportation system.

Limited English Proficiency

From 2010-2019, the total number of individuals who speak English less than “very well” decreased from 12,618 to 10,733, a region-wide decrease of about 1,885 people. However, older persons who speak English “not well” or “not at all” increased from 2010-2019 (Table 6). This population is partially made up of resettled refugees. From 2010-2020, there were 2,720 refugees resettled in the region².

Table 8: Population who speaks English “not well” or “not at all”

	Ada			Canyon			Region		
	5-17	18-64	65+	5-17	18-64	65+	5-17	18-64	65+
2010	880	3,066	705	663	6,813	491	1,543	9,879	1,196
2019	293	2,792	869	480	5,426	873	773	8,218	1,742
9-year total change	-587	-274	164	-183	-1387	382	-770	-1661	546
9-year total % change	-67%	-9%	23%	-28%	-20%	78%	-50%	-17%	46%

Source: ACS 2010, 2019 5-year Estimates

While the population who speak English “not well” or “not at all” is relatively small, they may have a high reliance on public transportation since it may be difficult for this population to receive a driver’s license or purchase a vehicle.

Low Income

FTA defines a low-income person as one whose household income is at or below the poverty guidelines set by the Department of Health and Human Services. The 2021 federal poverty estimates for the nation range from \$12,880 for a one-person household to \$44,660 for an eight-person household^{xxvii}.

Older adults are the only population group that increased in total number and percent of population in poverty. The percent growth of low-income older adults was especially high in Canyon County at 79% growth over the last 9-years. However, Ada County still has about twice the number of low-income older adults as Canyon County (Figure 13).

² Data is from staff at the Idaho Office for Refugees.

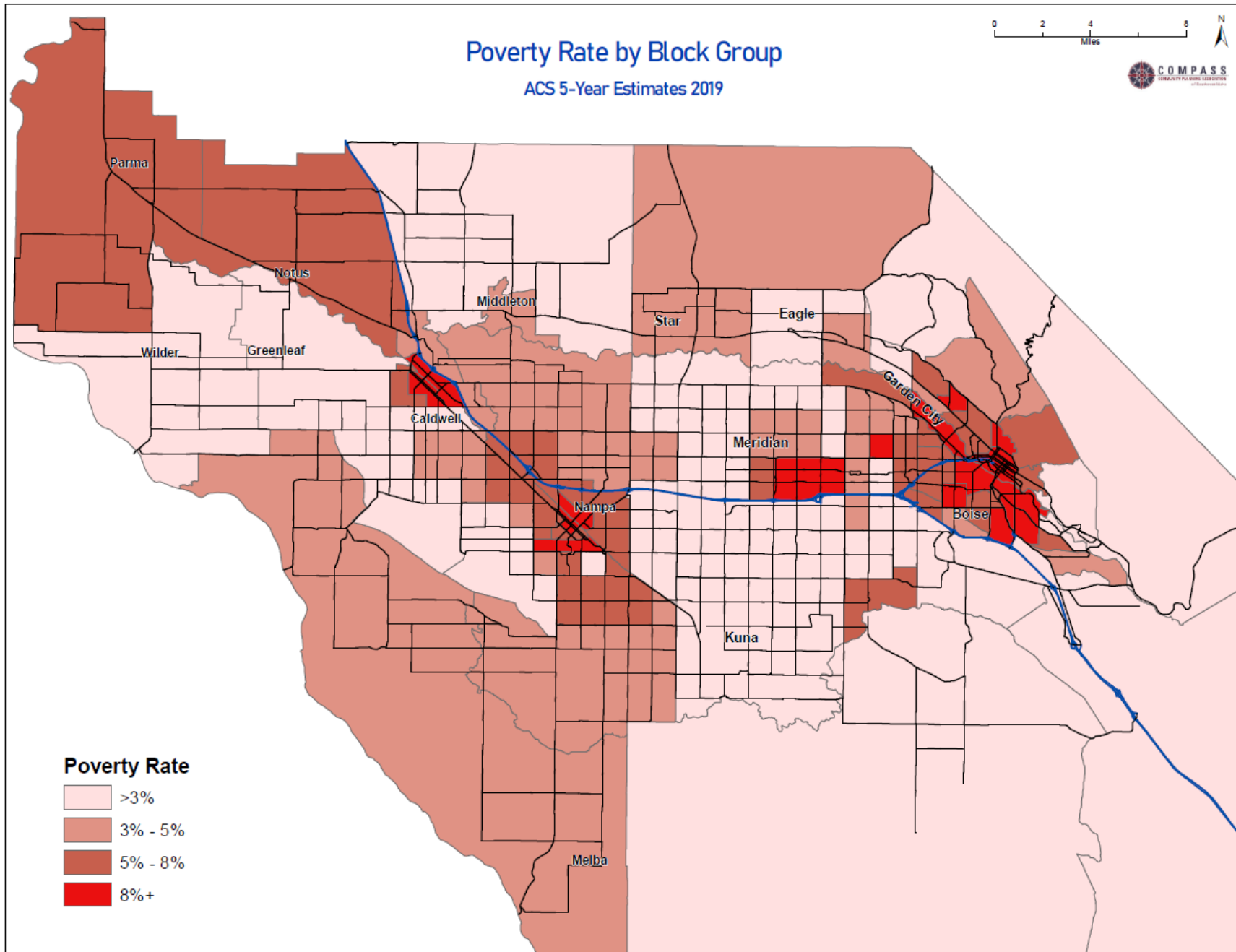


Figure 13: Poverty Rate by Block Group, ACS 5-year Estimates 2019

From 2010-2019, older adults in poverty increased by 856 people (Table 9). Most of the gains occurred in Canyon County whose population of low-income older adults increased by 79%. That said, the total number of older adults in poverty is still much higher in Ada County (3,736) than Canyon County (1,849).

Table 9: Population in Poverty

	Ada			Canyon			Region		
	5-17	18-64	65+	5-17	18-64	65+	5-17	18-64	65+
2010	10,764	31,481	3,697	11,249	20,933	1,032	22,013	52,414	4,729
% age group in poverty	14.1%	12.7%	8.8%	27.2%	19.0%	5.0%	18.7%	14.7%	7.5%
2019	8,694	29,911	3,736	3,579	12,411	1,849	12,273	42,322	5,585
% age group in poverty	10.3%	10.0%	5.2%	7.5%	9.3%	5.7%	9.3%	9.8%	5.4%
9-year total change (#)	-2,070	-1,570	39	-7,670	-8,522	817	-9,740	-10,092	856
9-year total change (%)	-19%	-5%	1%	-68%	-41%	79%	-44%	-19%	18%

Source: ACS 2010, 2019 1-year Estimates

When all adults in poverty ages 18-65+ are included, there are about 47,900 low-income adults in the Treasure Valley who may struggle to keep vehicles operational and fueled and thus, may be more reliant upon public transportation options. Low-income people ages 5-17 may also rely on public transportation options to travel, especially if their caretakers do not have access to transportation. When this population is added to the low-income adult population, the number of residents who have a higher likelihood of relying on transportation options outside of auto increases to 60,180 in 2019.

Finally, while many older adults may be above federal poverty income thresholds, some still struggle with modest fixed incomes that can impact their transportation choices.

Older Adults (65+)

FTA guidance defines a senior as an individual who is 65 years old or older. Older adults may have trouble driving and, in some cases, cease driving altogether.

Older adults in the region are growing in both number and share of population. From 2010-2019 the 65+ year old population increased from 62,945 people to 104,186 people. The 65+ year old age group now makes up 15% of the total population (Table 10). In Ada County the 65+ year old population grew by 70%. Canyon County grew at a slightly slower rate of 57%.

Table 10: Population by Age Group (2010-2019)

	Ada			Canyon			Region		
	5-17	18-64	65+	5-17	18-64	65+	5-17	18-64	65+
2010	76,345	247,531	42,108	41,295	110,058	20,837	117,640	357,589	62,945
% total population	19%	63%	11%	22%	58%	11%	20%	61%	11%
2019	84,474	298,325	71,534	47,886	132,997	32,652	132,360	431,322	104,186
% total population	18%	62%	15%	21%	58%	14%	19%	61%	15%
9-year total change (#)	8,129	50,794	29,426	6,591	22,939	11,815	14,720	73,733	41,241
9-year total change (%)	11%	21%	70%	16%	21%	57%	13%	21%	66%

Source: ACS 2010, 2019 1-year Estimates

In both Ada and Canyon Counties, there are high concentrations of older adults living in low-density rural areas without significant public transportation options (Figure 14).

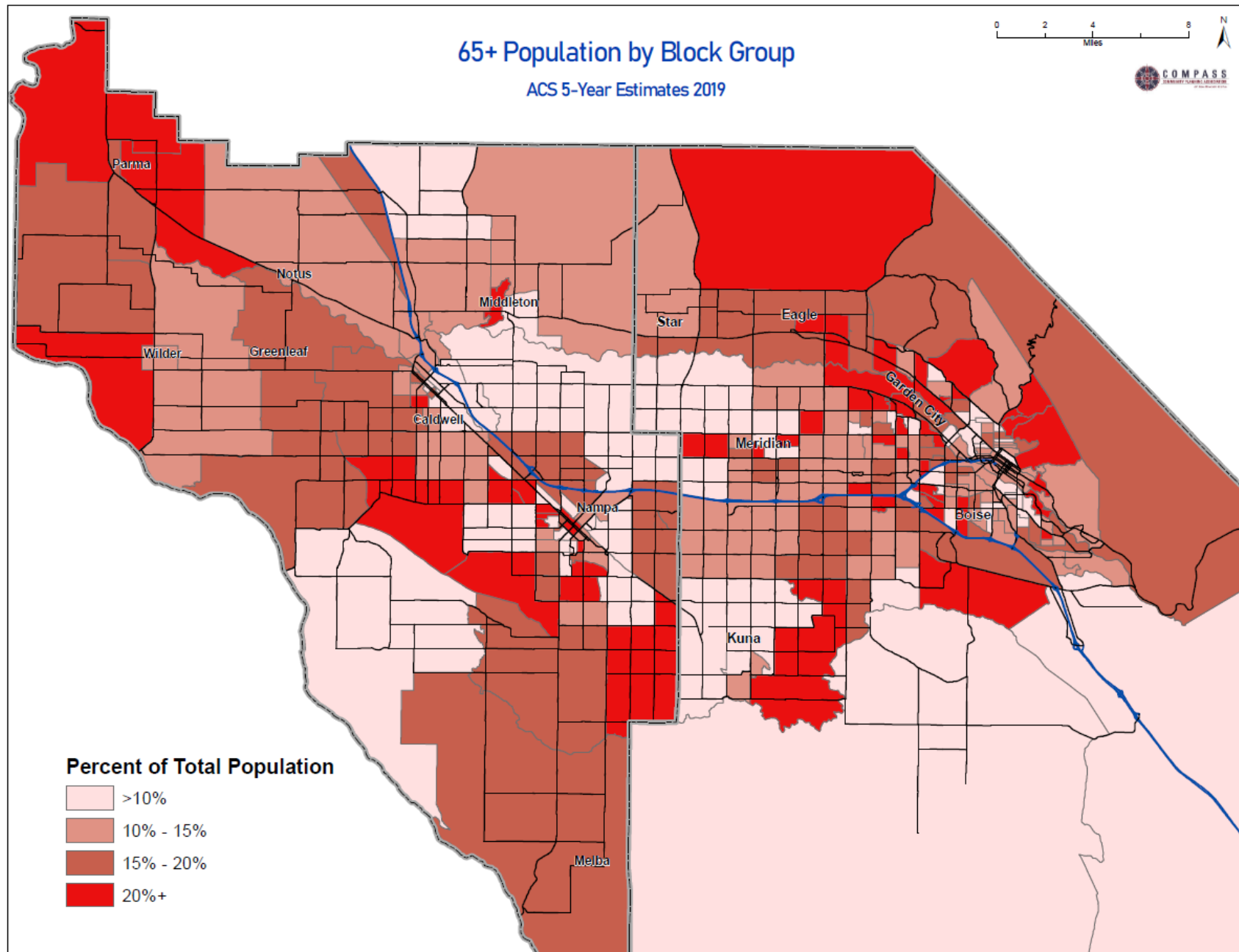


Figure 14: 65+ Population by Block Group, ACS 5-year Estimates 2019

Autoless Households

While not a target population, households with less than one car per driver (auto-deficit households) are highly correlated with persons with low-incomes, persons with disabilities, and older adults. Since 2010, the number of autoless households decreased in Ada County by 2% but increased in Canyon County by 10% (Table 11 and Figure 15). This has significant implications for the public transit system in Canyon County.

Table 11: Households with No Vehicles Available

	Ada	Canyon	Region
2010	7,318	2,962	10,280
2019	7,144	3,257	10,401
9-year change	-174	295	121
9-year % change	-2%	10%	1%

Source: ACS 2010, 2019 1-year Estimates

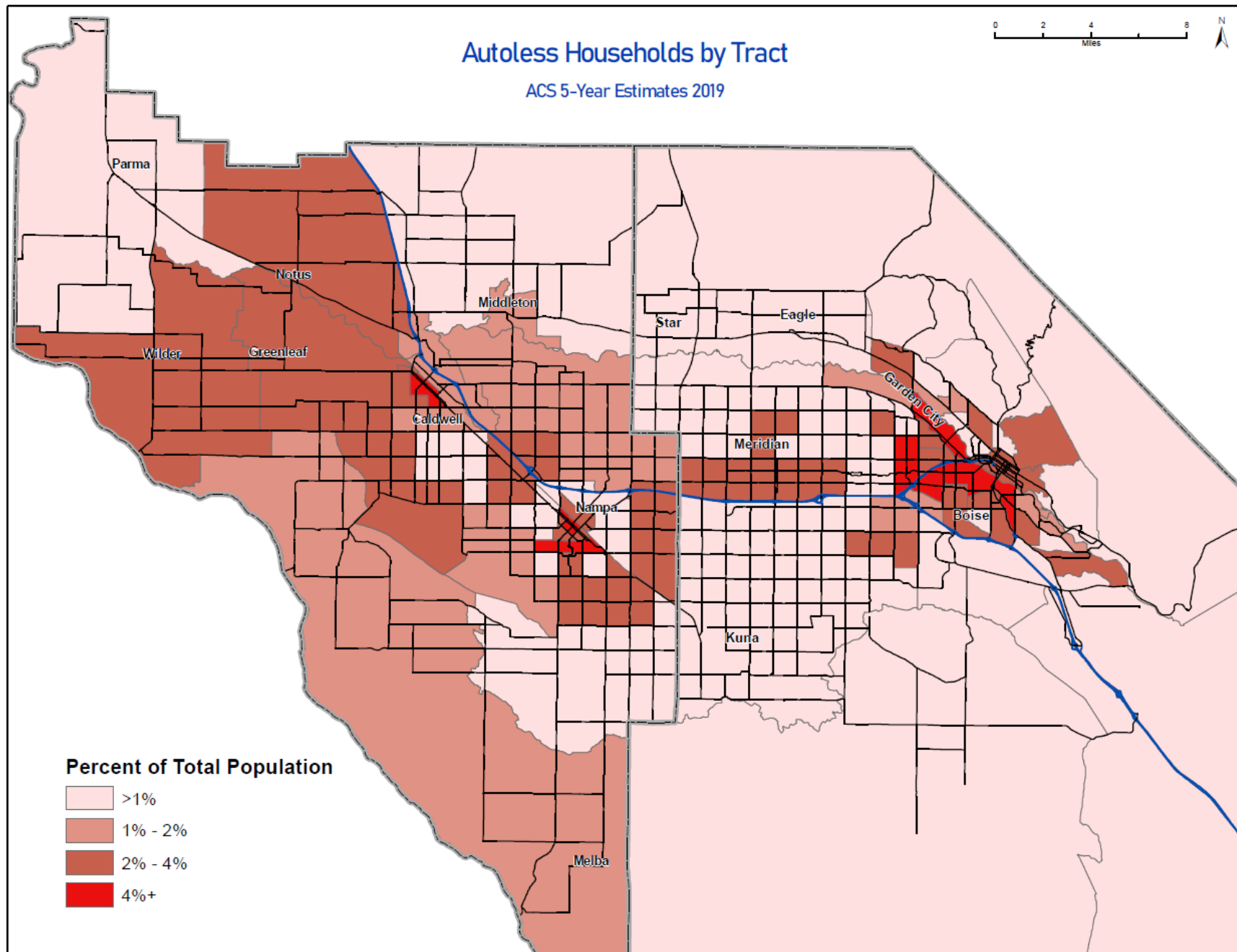


Figure 15: Autoless Households by Tract, ACS 5-year Estimates 2019

Part II. Identifying and Addressing Unmet Transportation Needs

Part II will address the following federal requirements:

- An assessment of transportation needs for target populations included in the Coordinated Plan.
- Identification of strategies to address the identified gaps between current services and needs.
- Priorities for implementation.

Findings included in the following chapters will guide service improvements for the 5310 program and serve as information to improve coordination of services across the region.

4 | Public Survey

From September 15 to October 15, 2021, COMPASS conducted the *Transportation Needs Identification Survey*, a public survey to identify the unmet transportation needs of persons with disabilities, older adults, persons with limited English proficiency, and persons with low-incomes. The survey was distributed to the following groups:

- *Boise Ada Homeless Coalition* - virtual meeting and email distribution
- *Valley Regional Transit Regional Advisory Council* - virtual meeting and email distribution
- *Ada County Highway District ADA Advisory Committee* - virtual meeting and email distribution
- *Idaho Transportation Department District 3 Public Transportation Provider Meeting* - virtual meeting and email distribution
- *Wilder Housing Authority* - hard copy survey materials posted in public areas
- *Caldwell Housing Authority* - hard copy survey materials posted in public areas
- Informal phone calls to senior homes

Two versions of the survey were distributed. A longer survey was distributed to public transportation providers/non-profit community advocates (Survey 1) and a shorter survey was distributed to individual stakeholders (Survey 2) (Figure 16).

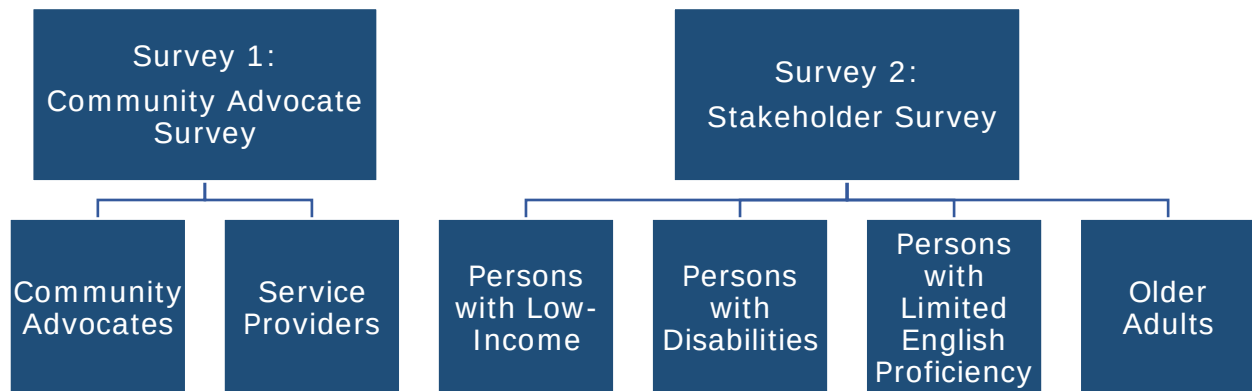


Figure 16: Transportation Needs Survey Participants

To ensure accessibility, online surveys were available in English and Spanish and accessible via a screen reader. Hard copies were also available in both English and Spanish. The surveys are included in Appendices B and C.

Twenty-six individuals completed the advocate survey (Survey 1), representing the following organizations:

- ACHD Bicycle Advisory Committee
- Charitable Assistance to Community's Homeless (CATCH)
- Canals Connecting Communities Coalition (CCCC)
- Idaho Commission on Aging
- Idaho Strong – COVID Crisis Response
- Jannus – English Language Center
- Metro Community Services (METRO)
- Nampa's Bicycle and Pedestrian Advisory Committee
- Parma Senior Citizen Home
- Idaho State Independent Living Council (SILC)
- Treasure Valley Transit (TVT)
- West Ada School District - Special Education

Ten individuals completed the stakeholder survey (Survey 2). At least two respondents from each target population group participated (Figure 17).



Figure 17: Stakeholder Survey (Survey 2) Participants by Target Population.

5 | Unmet Transportation Needs, Priorities, and Strategies

This section identifies unmet regional transportation needs and corresponding priorities and strategies to address them.

An **unmet transportation need** is a barrier that stops or hinders persons with disabilities, older adults, persons with low-incomes, and/or persons with limited English proficiency from getting to their desired destinations using public transportation.

A **high transportation priority** is an unmet transportation need that has been determined to be one of the most pertinent needs to address.

A **strategy** is a method to address an unmet transportation need.

Public Survey

The *Transportation Needs Identification Survey* asked participants asked to identify their transportation needs or those of the constituency they represent. Survey results were organized into the following four categories:

1. **Infrastructure Needs** - Needs that relate to maintaining existing or constructing new transportation infrastructure
2. **Service Needs** - Needs that relate to the expansion of public transportation services (including new routes and/or increased frequency or operating hours)
3. **Customer Service Needs** - Needs that relate to customer service provided by transportation operators, including driver behavior and communication with passengers
4. **Inter-Agency Coordination** - Needs that relate to coordination between transportation providers and local land use agencies.

This survey was not intended to be a statistically representative survey, but rather it was meant to learn about unmet transportation needs of target populations in the region. Due to this, a quantitative survey analysis is not included in this plan; qualitative results are described in Table 12.

Table 12: Transportation Needs Identification Survey Results

Identified Need	What We Heard
Infrastructure	
Accessible vehicle improvements	"Limited space for more than one chair user to ride together"
Accessible bus stop improvements	"Sidewalks to stop locations are in bad condition (not cleared of snow, cracked, etc.)" ""Missing, broken, or badly graded ramps"
Accessible information	"Bigger Font Size" "Bus Tracking through the Phone, with Voice over" "Clearer Information on how to transfer" "Drivers and who speak their language (i.e.: Spanish, ASL, Farsi, Burmese) or at least information in those languages"
Update scheduling software	"Scheduling software is not well calibrated to real travel time"
Service	
More on demand services	"We need to be able to be spontaneous and be able to go where we want to go without scheduling 24 hours in advance (minimum)"
Longer service hours	"When it (the bus) stops running at 6 or 7 p.m. they'd get stranded." "Limited weekend service"
More frequent service	"Getting to/from work difficult without a significant amount of time lost for time with family and increasing childcare cost/needs" "Missing a bus could jeopardize their job, miss an appointment, or prevent them from being on time to pick up their child from school or daycare."
Lack of service in rural/suburban areas	"Individuals outside of service area" "Accessibility to the surrounding communities. Star, Eagle, Meridian, Kuna, Nampa and Caldwell"

<i>Identified Need</i>	<i>What We Heard</i>
Lack of access to job sites	"Many jobs that pay well do not have a bus route that can take them there" "After high school, students who are unable to drive or ride a bike safely are unable to work or access the community in a meaningful way due to a lack of transportation"
Expensive passenger fares	"Even discounted Lyft rides are expensive on fixed income"
Lack of access to activity centers	"Access to basic services" "Limits work, shopping, recreational opportunities"
Long commute times	"Seniors have very little stamina due to chronic illness and health concerns and it's hard for them to be all day riding to get where they need to go."
Un-reliable service (late)	Needs "reliable (on-time) transportation to/from work"
Customer Service	
Lack of quality-of-life trips	Difficulty getting to parks, gyms, "grocery stores, appointments, lunch and other places in the community."
Driver discrimination	"Cost, confusion, discrimination by drivers and community members against unhoused people"
Inter-Agency Cooperation	
Lack of affordable and accessible housing on transit lines	"Many people are forced to live far from where they work because they cannot afford to live there (Example Boise/Meridian/Eagle). If they rely on public transit and they are forced to move to an area without adequate public transportation they are faced with the possibility of losing their job"
Lack of coordination between transit with medical providers	"Coordinate with the Medical providers to get several people from the same area appts. at the same time or back-to-back."
Lack of affordable housing near park and ride locations	"Few Park and ride locations close to affordable housing"
Unclear service areas	"We (providers) are going out of our way to service (people), even though they may not be in our boundary"

Prioritization Process

Federal regulations require that transportation services and projects be prioritized for funding and implementation. Although it is necessary to prioritize strategies and actions based on available resources, this Coordinated Plan does not attempt to dictate which needs and strategies should receive funding. Rather, it identifies set of highest priorities for the Ada and Canyon County region as ranked by RAC members (Table 13). The list of highest priority needs will guide project selection for 5310 funds and inform project selection for other funding sources until the next update of this plan.

Table 13: RAC Ranking of Unmet Transportation Needs

Ranking	<i>Unmet Transportation Needs</i>
	Infrastructure
High	Accessible vehicle improvements
High	Accessible bus stop improvements
High	Accessible information
Medium	Scheduling software is not well calibrated to real travel time
	Service
High	Longer service hours
High	More frequent service
High	Lack of service in rural/suburban areas
High	Lack of access to job sites
Medium	Expensive passenger fares
Medium	Lack of access to activity centers
Medium	Long commute times
Medium	Un-reliable service (late)
	Customer Service
Medium	Lack of quality-of-life trips
Medium	Driver discrimination
	Inter-Agency Cooperation
High	Lack of affordable and accessible housing on transit lines
High	Lack of coordination between transit with medical providers
Medium	Lack of affordable housing near park and ride locations
Medium	Unclear service areas

Highest Priority Transportation Needs

Based on the rankings of specific needs shown in Table 13, seven overarching needs were identified and approved by the RAC as the highest priority transportation needs to be addressed in this Coordinated Plan. They are as follows:

- Improve Access to Transit
- Expand Service Hours and Days
- Increase Service Frequency/Availability
- Improve Access to Employment
- Meet Service Needs in Rural/Suburban Areas
- Co-Locate Affordable and Accessible Housing on Transit Lines
- Improve Access to Necessary Social Services and Medical Providers

Strategies to Address Highest Priority Transportation Needs

A set of strategies to address these transportation needs was developed by agency staff at COMPASS and VRT; then reviewed and approved by the RAC. Strategies were developed in coordination with the strategic objectives of the forthcoming VRT Transportation Development Plan^{xxviii}. In this way, the region seeks to coordinate efforts across programs to meet the growing transit needs of the region.

An individual may use either demand-response or fixed route services or both. Thus, to effectively address the needs of all target populations of this plan, strategies are not limited to specialized transportation services but include improvements to fixed-route services. However, when fixed-route service is not a viable alternative, specialized transportation services are especially important.

Highest priority needs and strategies are described on Pages 54 – 59. Note that the numbers are for reference only; they do NOT indicate a priority order of needs. For example, Priority Need #4 is as important as Priority Need #1. Individual projects that meet these needs will be prioritized for funding based on the funding source and specific circumstances of that project.

Priority Need #1: Improve Access to Transit

This priority focuses on improving target populations' access to transit service.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
1.1	Improve infrastructure and transit amenities at bus stop locations to provide lighting, shelter, and accessible pedestrian connections	X		X			X		X	X
1.2	Increase availability of accessible vehicles for demand response services, including specialized transportation		X		X		X	X		
1.3	Expand marketing and outreach efforts to ensure residents are aware of transportation options within the region	X		X						
1.4	Expand programs that train people on how to use available transportation options	X		X						

Note: 5310 funds can be used for “traditional” (T) or “non-traditional” (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

Priority Need #2: Expand Service Hours and Days

This priority focuses on expanding service hours and days for fixed and specialized transit services in the region.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
2.1	Increase late night service hours	X		X						
2.2	Increase service hours on weekends	X		X						

*Note: 5310 funds can be used for “traditional” (T) or “non-traditional” (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program. * Program is only eligible to fund specialized transit improvements, not fixed-route.*

Priority Need #3: Increase Service Frequency / Availability

This priority focuses on expanding frequency of fixed-route transit and availability of specialized transit services in the region so that individuals have greater access to transit more hours in the day.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
3.1	Improve the cost-effectiveness of demand response services, including specialized transportation	X								
3.2	Increase revenue hours for demand response services, including specialized transportation	X			X					
3.3	Increase availability of qualified transit drivers in the region	X	X		X					
3.4	Invest in “premium” transit services to increase service frequency in key transit corridors	X								
3.5	Invest in “frequent” transit services to increase service frequency in key transit corridors	X								

Note: 5310 funds can be used for “traditional” (T) or “non-traditional” (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

Priority Need #4: Improve Access to Employment

This priority focuses on expanding access to employment through fixed or specialized transit services in the region.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
4.1	Increase the frequency of fixed route services and/or the availability of demand-response services to better accommodate individuals who ride public transportation to work	X			X					
4.2	Increase evening service hours	X								
4.3	Maintain and expand VRT Late Night and Lyft Transit Connections Programs	X	X		X					
4.4	Work with employers to improve and expand transit services or programs that increase access to places of employment	X			X					X

Note: 5310 funds can be used for “traditional” (T) or “non-traditional” (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

Priority Need #5: Meet Service Needs in Rural/Suburban Areas

This priority focuses on expanding fixed or specialized transit services to meet needs in rural/suburban areas.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
5.1	Increase geographic coverage of demand response services to reach a greater range of locations	X			X			X		X
5.2	Increase the number of fixed route transit connections at Park and Ride locations	X			X			X		X
5.3	Improve infrastructure and transit amenities at existing Park and Ride locations	X			X		X		X	X
5.4	Expand existing intercounty public transportation services	X			X		X			

Note: 5310 funds can be used for “traditional” (T) or “non-traditional” (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

Priority Need #6: Co-Locate Affordable and Accessible Housing with Transit Lines

This priority focuses on co-locating affordable and accessible housing with fixed transit lines.

	Strategies	Funding Opportunities
6.1	Develop collaborative opportunities with municipalities to locate affordable housing on or near transit routes	Grant programs to address these strategies include: Housing and Urban Development's Sustainable Communities division, FTA Transportation Oriented Development (TOD) grant programs, etc.
6.2	Develop collaborative opportunities with municipalities to locate ADA accessible housing on or near transit routes	

Note: 5310 funds can be used for "traditional" (T) or "non-traditional" (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

Priority Need #7: Improve Access to Necessary Social Services and Medical Providers

This priority focuses on improving scheduling coordination between medical providers and transit services to increase efficiencies.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
7.1	Improve coordination between transit services and key partners									
7.2	Optimize routing and appointment times to shorten trips and wait times	X	X		X					

Note: 5310 funds can be used for "traditional" (T) or "non-traditional" (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

6 | Implementation

Annual Report

COMPASS will track regional progress toward addressing the highest priority needs identified in the Coordinated Plan. COMPASS, in cooperation with VRT, will analyze the extent to which federal and state funded projects addressed the highest priority needs and track progress toward meeting those needs using on identified performance measures (Table 14). The results of these analyses will be presented annually to the RAC.

Results of these analyses will also be used to inform future Coordinated Plans.

Table 14: Performance Measures for the Coordinated Plan

Performance Measure	Service Type	Source
Improve Accessibility to Transit		
Qualitative changes in ADA compliance	Specialized Fixed-Route	Local Agencies
Number of transportation vehicles in “good condition”	Specialized	VRT
Annual Boardings	Specialized Fixed-Route	VRT
Expand Service Hours and Days		
Change in annual weekday service hours	Specialized Fixed-Route	VRT
Change in annual weekend service hours	Specialized Fixed-Route	VRT
Increase Service Frequency / Availability		
Change in annual service hours at 30-minute frequency or higher	Fixed-route	VRT
Change in annual coverage (sq miles)	All demand response services	VRT
Change in drivers available	All demand response services	VRT
Improve Access to Employment		
Change in percentage of employment within ¼-mile walking distance of a bus stop	Fixed-Route	COMPASS
Average number of jobs accessible by transit within 30 minutes on average on weekdays	Fixed-Route	COMPASS
Vanpool monthly ridership	Specialized	ACHD Commuteride
Meet Service Needs in Rural/Suburban Areas		
Increased annual coverage (sq miles)	Specialized Fixed-Route	VRT
Co-Locate Affordable and Accessible Housing on Transit Lines		
<i>Due to limited data, <u>affordable</u> and <u>accessible</u> housing will be evaluated using the following surrogate measure:</i>	n/a	Local Agencies
Change in percentage of total households within ½-mile of a bus stop		
Improve Access to Necessary Social Services and Medical Providers		
Qualitative description of improvements	n/a	Local Agencies
Activity center access (i.e. key destinations)	Fixed-Route	COMPASS

7 | Conclusion

As the population of the Treasure Valley increases, the need for increased public transportation services to meet the needs of underserved individuals continues to grow. The 2022 Coordinated Plan is intended to truly support and improve the coordination of existing and future services, including but not limited to 5310 funds. By addressing needs of underserved populations within the context of all funding sources available this plan seeks to find a way forward to address the region's growing unmet transportation needs. In addition, this plan also acknowledges that all public transportation services should be considered when planning for individuals needs and includes strategies to address both specialized and fixed-route services. To ensure that the needs of underserved individuals are actively considered, an annual review process has been developed as part of this plan. These action all seek to improve the services available to underserved populations and ultimately, improve quality of life in the region.

Appendices

A | Valley Regional Transit Specialized Transportation Analysis

Background and Overview

Existing Services

Seniors and persons with disabilities: The Federal Transit Administration (FTA) established the Section 5310 grant program in 1975 to serve the transportation needs of older adults and persons with disabilities. In 2015, the Fixing America's Surface Transportation (FAST) Act brought significant changes to the program.

Instead of apportioning funds directly to states, funds were apportioned to large urban, small urban and rural areas. The FAST Act made it possible for Valley Regional Transit (VRT) to work with existing Acquisition of Service (AOS) 5310 grant recipients and establish new non-profit AOS transportation providers. The objective was to facilitate more efficient use of available resources, reduce costs and fill gaps in service for Treasure Valley seniors and persons with disabilities. Program funds support transportation providers by reimbursing costs to deliver service on a per boarding basis. Transportation providers include senior centers and other non-profit agencies.

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

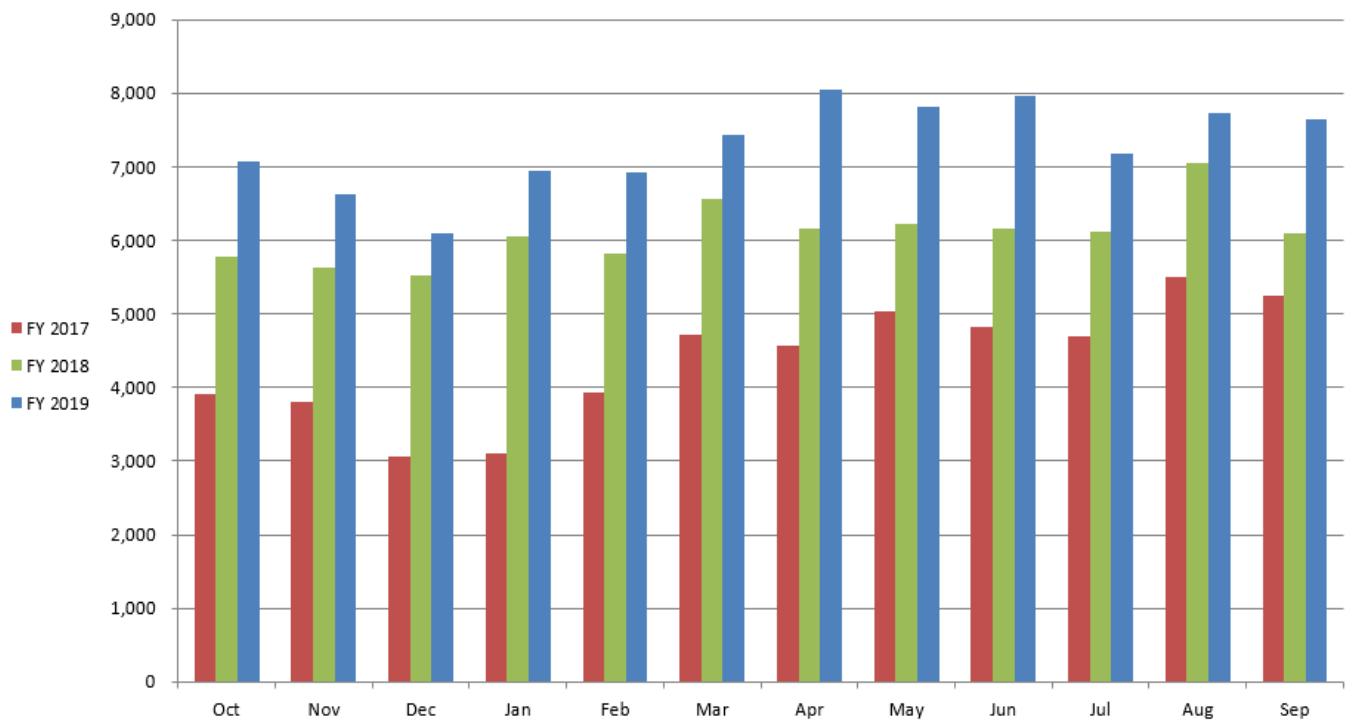
Volunteer Driver program: The Volunteer Driver program is one of the first Specialized Transportation programs. Funded in part by low, affordable fares, in-kind and federal funds the Volunteer Driver program functions as a safety net for those needing transportation outside the hours or service areas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

Specialized Transportation ridership performance

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

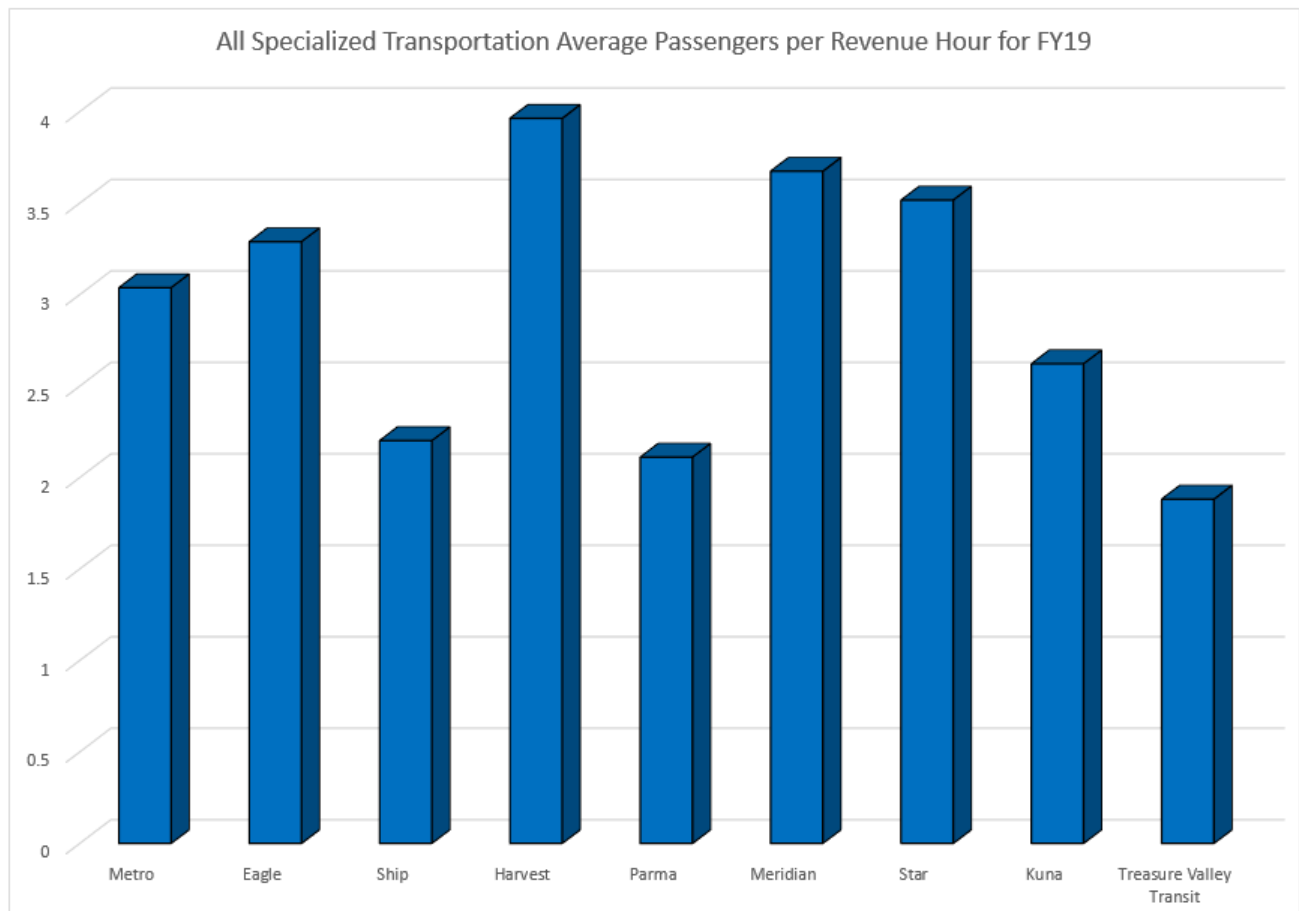
Specialized transportation programs, including AOS transportation, Rides 2 Wellness and VRT Volunteer Driver programs saw increases in ridership as an outcome of collaboration with VRT:

All Specialized Transportation Ridership



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

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



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

Specialized Transportation Program Supports

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

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

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

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

Note: Idaho Counties Risk Management Program (ICRMP), a member-owned self-insurance pool, currently insures the VRT shared vehicle pool. A significant finding is that as the pool of shared vehicles expands VRT's risk exposure increases.

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

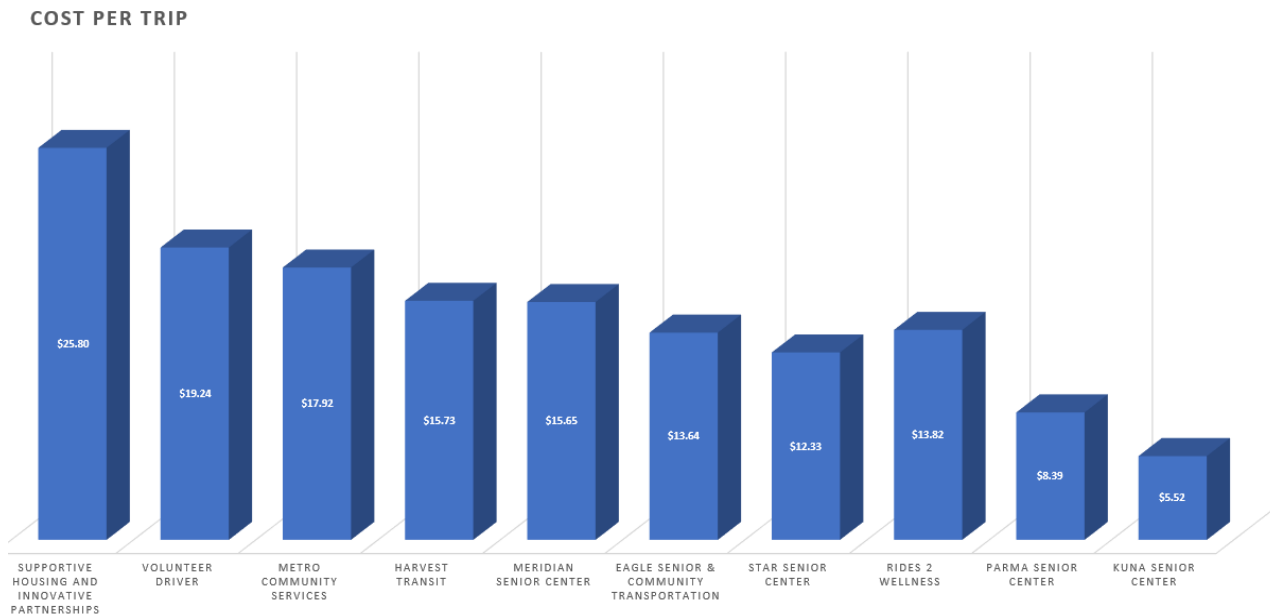
The following table shows how AOS providers utilize VRT supports:

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

Cost comparison to deliver service

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

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



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

Overall Findings and recommendations

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

Future potential for existing services

Future AOS expansion of service:

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

Rides 2 Wellness future potential

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

Volunteer driver future potential

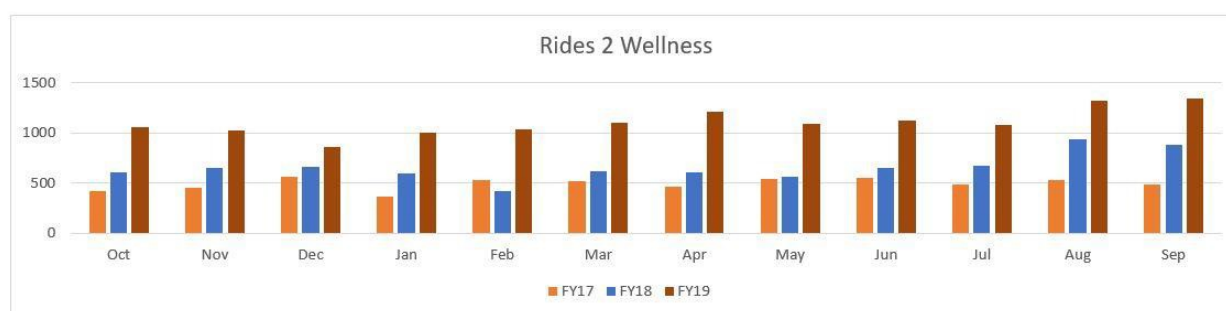
- Uber, Lyft and other transportation services has proven the viability of volunteer transportation. New emphasis will be placed on building a large pool of volunteer drivers.

Detailed Specialized Transportation by Program and Provider

Rides 2 Wellness

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

Rides 2 Wellness is a public/private collaborative with non-emergency medical transportation (NEMT) providers delivering the rides. Rides 2 Wellness provided 4,702 rides to Boise area patients in FY2017,



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

9,151 rides in FY2018, and 10,421 rides in FY2019. Efforts are under way to expand service to Canyon County.

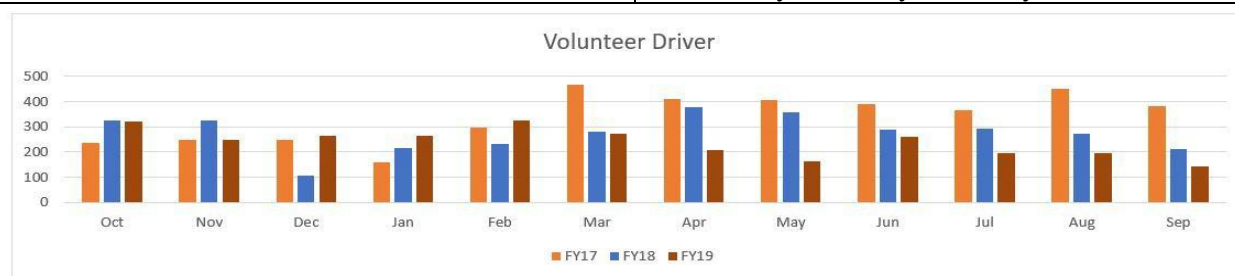
Transportation hours of service	Monday-Friday, 7:30 AM – 6 PM
Scheduling process	VRT Customer Service and WellRyde scheduling software
Number of vehicles in service	Varies (according to number of participating NEMT providers)
Area of service	Trips originating in Meridian, Eagle, Star, Garden City and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

Volunteer Driver Program

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

Transportation hours of service	24 hours a day, seven days a week
Scheduling process	VRT Help Line

Number of vehicles in service	Varies (drivers use personal vehicles)
Cost per service hour of operation	\$11.81
Cost per passenger trip	\$12.40
Area of service	Ada County and Canyon County



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

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

Acquisition of Service Transportation for Older Adults and Persons with Disabilities

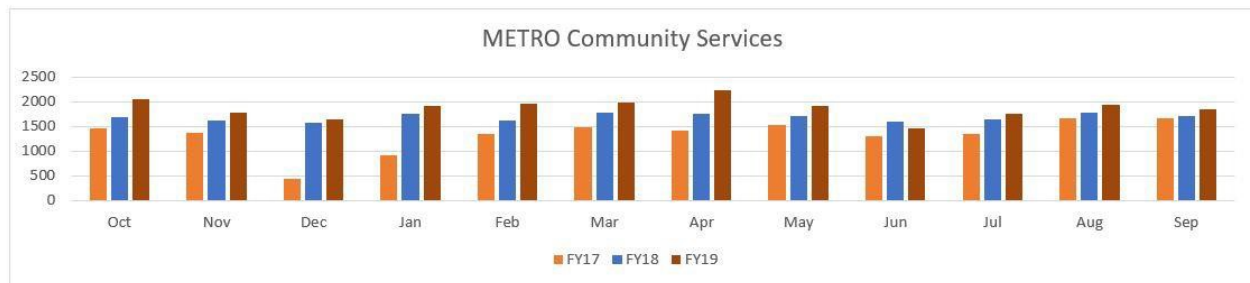
The following is an analysis of program services providing transportation to seniors and persons with disabilities in Boise, Nampa, Caldwell, Kuna and the surrounding areas.

Metro Community Services – Caldwell

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

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

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



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

Metro Community Services future potential

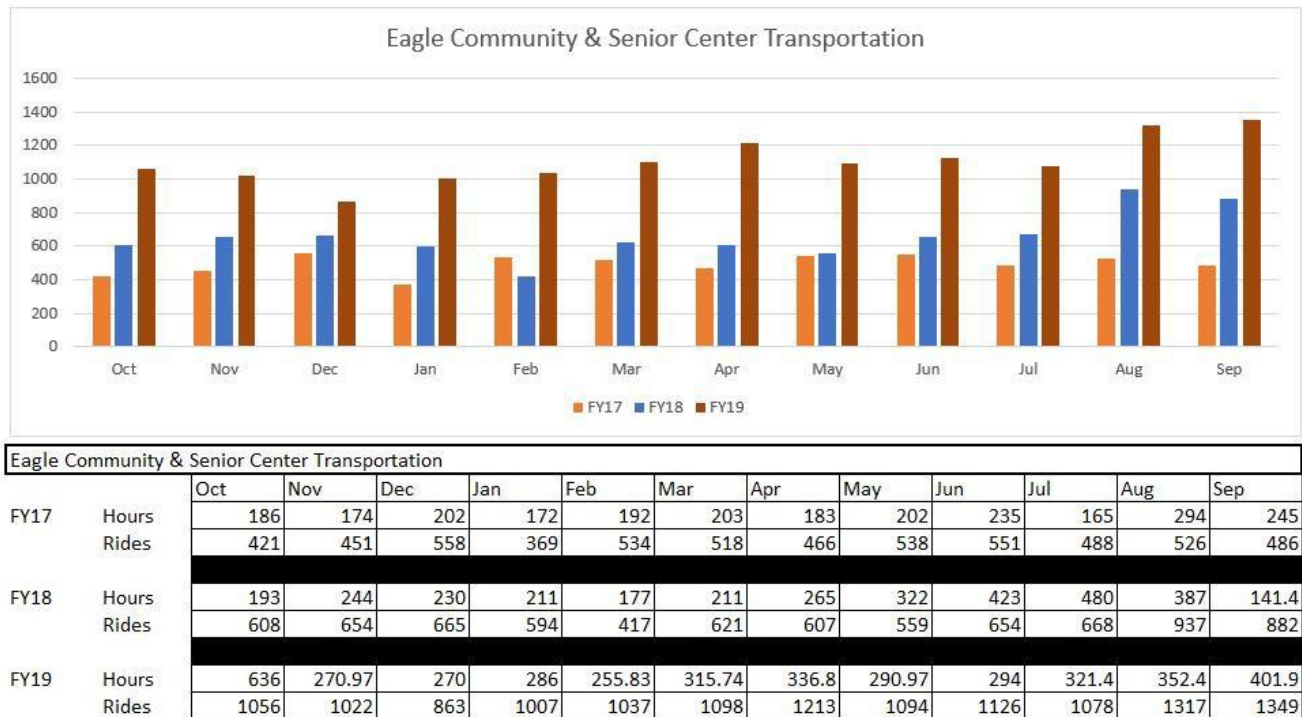
- Metro Community Services is well positioned to expand and extend services throughout Canyon County. With a knowledgeable support staff, experienced drivers and a solid financial base, Metro Community Services is one of VRT's most viable transportation partners.
- Beyond AOS service – Metro Community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

Eagle Community & Senior Center Transportation

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

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

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



Eagle Community & Senior Center Transportation future potential

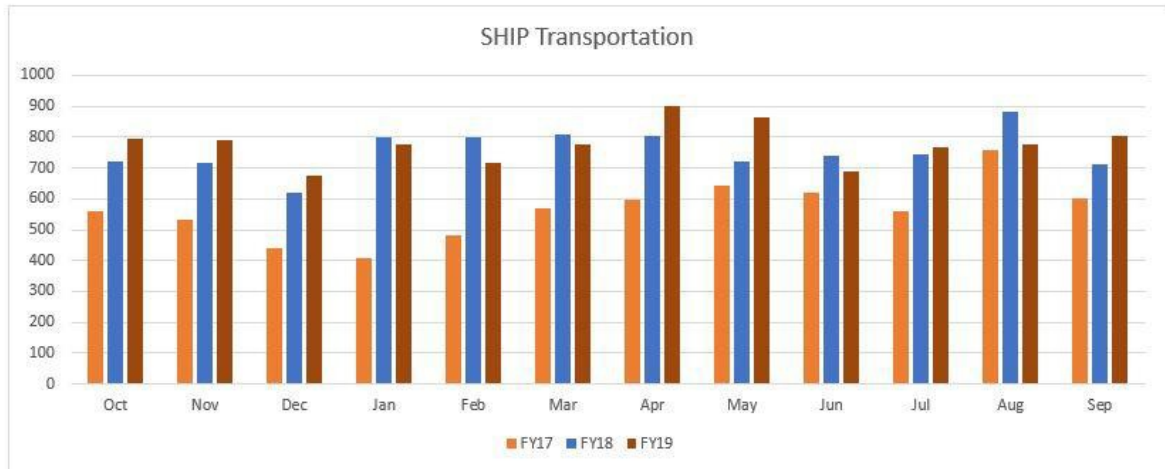
- The Center is interested in expanding services in the future to include populations beyond AOS.

SHIP Transportation – Boise

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

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

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



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

SHIP Transportation future potential

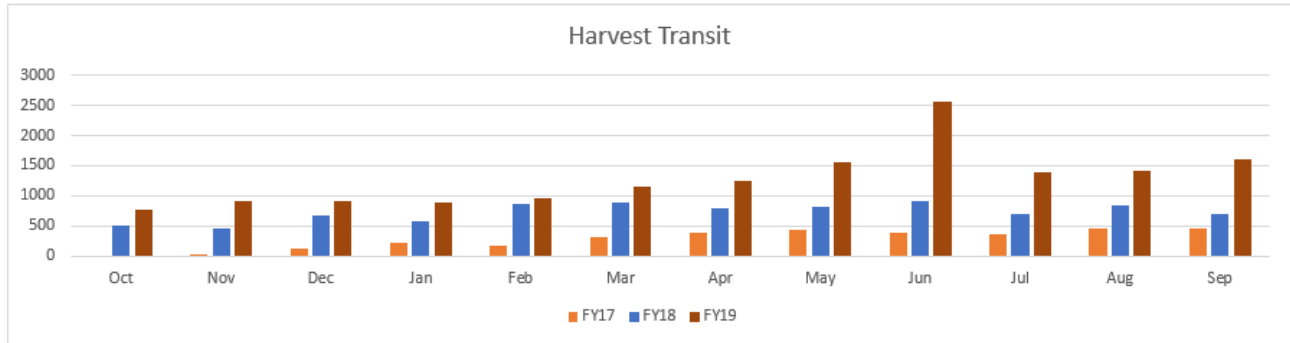
- SHIP Transportation has expressed an interest in adding drivers and vehicles to meet the current unmet transportation needs of Boise seniors and persons with disabilities. Rides are fully booked two to three weeks in advance.
- SHIP Transportation is interested in exploring the possibility of expanding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

Harvest Transit – Meridian

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

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

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



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

Harvest Transit future potential

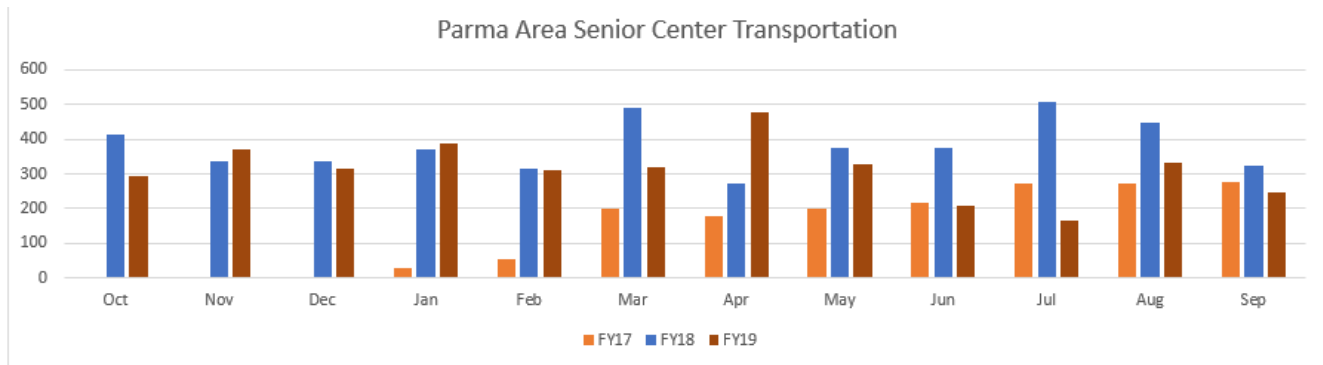
- Church of the Harvest has adopted community transportation through Harvest Transit as part of their church outreach. Harvest Transit is eager to expand service to include additional drivers and vehicles, expand the organizations geographic reach, and provide transportation services to additional populations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

Parma Area Senior Center Transportation - Parma

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

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

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



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

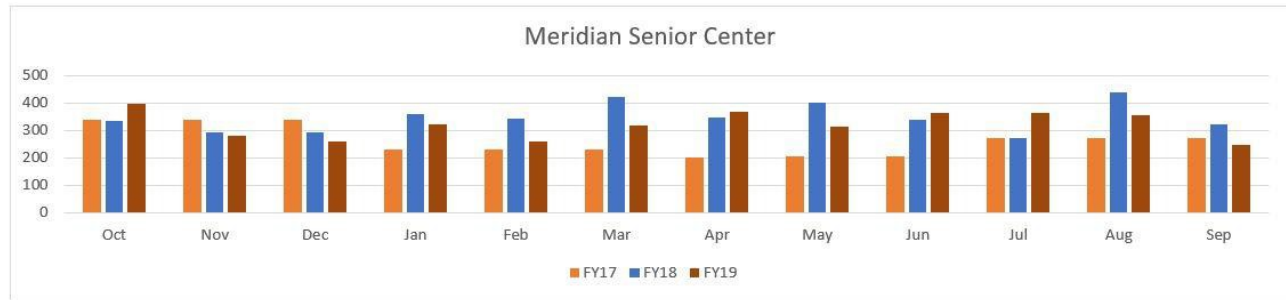
Parma Area Senior Center Transportation future potential

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

Meridian Senior Center Transportation – Meridian

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

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



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

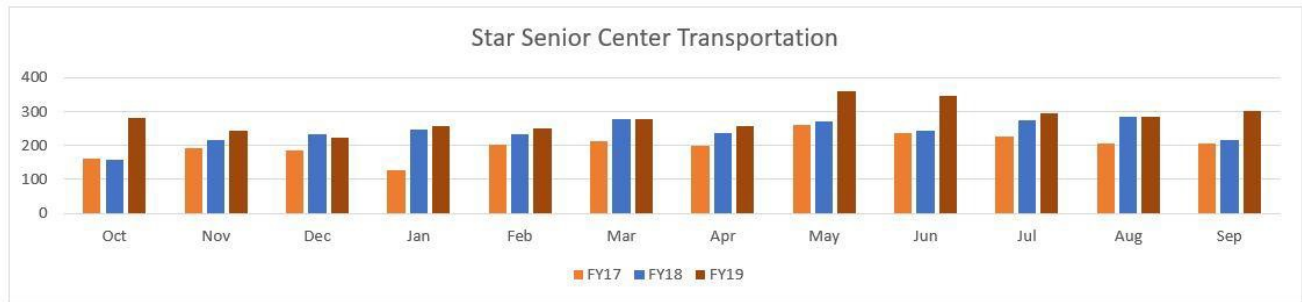
Meridian Senior Center Transportation future potential

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

Star Senior Center Transportation - Star

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

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



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

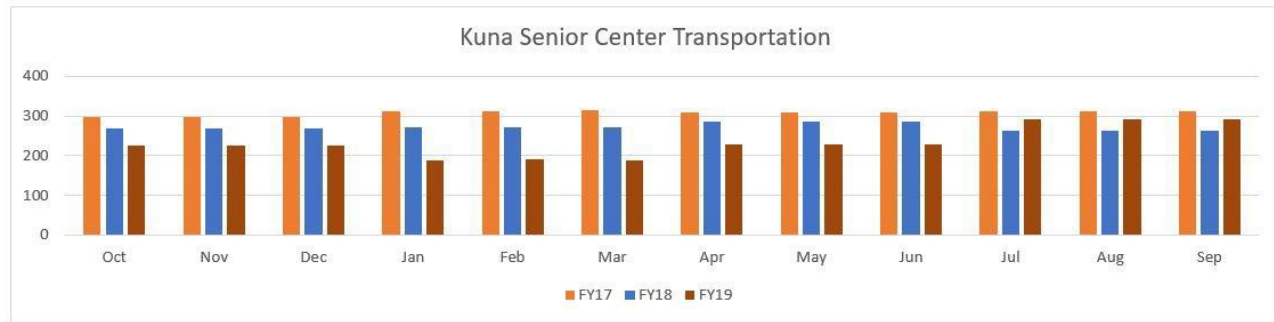
Star Senior Center Transportation future potential

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

Kuna Senior Center - Kuna

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

Transportation hours of service	Monday-Friday, transportation schedule varies by day
Scheduling process	Scheduler using a manual system to log trips
Number of vehicles in service	One (accessible) vehicle per provider
Percent of trips by ambulatory or accessible passengers	No data available
Cost per service hour of operation	N/A
Cost per passenger trip	\$5.52
Area of service	Kuna and surrounding areas



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

Kuna Senior Center Transportation future potential

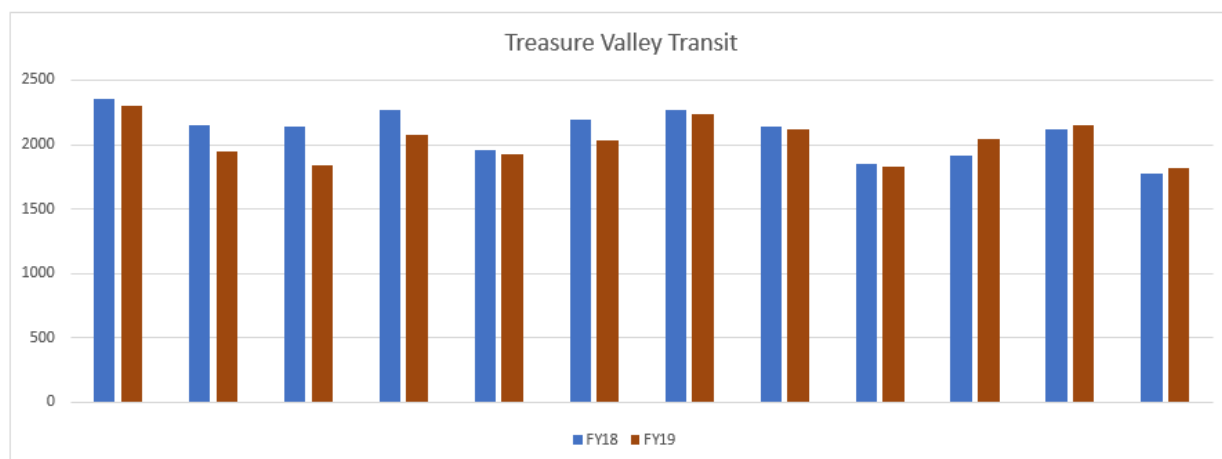
- Kuna Senior Center is focused on providing exceptional service to their core customer base, and have expressed an interest in increasing current operations with additional hours of service.

Treasure Valley Transit – Nampa

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

TVT FY2019 Statistics

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



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

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

B | Survey 1: Community Advocate Survey



Coordinated Public Transit-Human Services Transportation Plan Survey



The Coordinated Public Transit Human Services Plan (Coordinated Plan) documents all of the transportation options for those who are unable to own or operate a vehicle. The plan focuses on individuals with low-income, limited English proficiency, seniors, and individuals with disabilities. The purpose is to show which transportation needs are being met, which are not, and why. This information is then used to guide future service improvements. COMPASS asks for your input on the needs you see in your community to better inform the most recent update of the Coordinated Plan. We appreciate your time and input.

For questions contact lklopfenstein@compassidaho.org.

All responses must be received by 11:59 pm, Friday, October 15, 2021.

Please write your name below.

Please write your email address below.

Which group/committee do you belong to? Mark all that apply.

- ☐ Regional Advisory Committee
- ☐ Ada County Highway District ADA Advisory Committee
- ☐ Public Transportation Provider Group
- ☐ Other (please specify below)

Who do you represent in the group/committee? Write your answer below.

Would you be willing to help us reach out to the population you represent?

☐ Yes

☐ No

If you answered yes, please mark the best way to contact you.

☐ Phone

☐ Email

☐ Video

☐ Other (please specify below)

If you would like to be contacted by phone, please write the number at which to contact you below.

Needs and Opportunities

Please list organizations in the Treasure Valley that serve the population you represent down below. (Include the organization you represent)

What difficulties does the population you represent face when riding public transit? Type your answer below.

What changes or trends do you see occurring that might affect transportation services (demographics, employment, housing, land development, technology)? Write your answer below.

Strategies and Study Ideas

What infrastructure improvements would you suggest to improve access to transit services (e.g., information, technology, programmatic supports, ADA, and/or other hard infrastructure improvements)? Write your answer below.

What service improvements or expansions would you suggest to improve access to transit services? Write your answer below.

How would you suggest to better coordinate transit service between different organizations? Write your answer below.

What ideas do you have for future transportation studies or technical analyses? Write your answer below.

[illegible]

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C | Survey 2: Stakeholder Survey



Coordinated Public Transit-Human Services Transportation Plan Survey



Do you rely on bus, shuttle, or rideshare services to go places? Please tell us about your experience by taking this survey!

COMPASS wants to know how to improve the public transportation system for residents who rely on public transportation. Your participation will help identify how to improve transportation service for residents in the Treasure Valley.

For questions contact lklopfenstein@compassidaho.org.

All responses must be received by 11:59 pm, Friday, October 15, 2021.

Needs Questions

Which of the following populations do you identify with? Mark the answer that applies to you.

- ☐ Older Adults
- ☐ Individuals with a Disability
- ☐ Individuals with Low-Income
- ☐ English Language Learners
- ☐ Other (please specify below)

If you do not currently drive a personal vehicle, please explain why by marking the choice(s) that apply to you.

- ☐ Cannot afford price of maintenance
- ☐ Cannot afford price of fuel
- ☐ Feel uncomfortable driving
- ☐ Are not physically able to drive
- ☐ Do not own a vehicle
- ☐ Legally cannot drive
- ☐ Not applicable. I am able to drive

Please select the transit services you currently use or have used in the past. If a service is not listed, please specify.

- ☐ **Shuttles to medical services**
- ☐ **The bus (ValleyRide)**
- ☐ **Vanpool services**
- ☐ **Discounted Lyft rides**
- ☐ **None (Walk, rides from friends/family, own a car)**
- ☐ **Other (please specify below)**

How often can you get to where you need to go using existing transit services? Check on the answer that applies to you.

- ☐ **All of the time**
- ☐ **Most of the time**
- ☐ **Some of the time**
- ☐ **Very infrequently**
- ☐ **Never (I do not use public transit)**

Where do you **need** to go? Write your answer below, please include time of day.

Where do you **want** to go? Write your answer below, please include time of day.

What difficulties do you have using public transit services? Write your answer below.

Strategy Questions

What **infrastructure** improvements would help you use transit services? (multilingual signage, benches at bus stops, ADA improvements, technological improvements, etc.) Write your answer below.

What **service improvements or expansions** would help you use public transit services? (Service at certain times, online bus tracking system, multi-lingual services, etc.) Write your answer below.

Demographic Questions

What is your home zip code? Write your answer below.

What is your gender? Mark the answer that applies to you.

- ☐ Female
- ☐ Male
- ☐ Other
- ☐ Prefer not to answer

What is your age? Mark the answer that applies to you.

- ☐ Under 21
- ☐ 22 - 34
- ☐ 34 - 44
- ☐ 45 - 54
- ☐ 55 - 64
- ☐ 65+
- ☐ Prefer not to answer

What is your annual household income? Mark the answer that applies to you.

- ☐ Less than \$25,000
- ☐ \$25,000 - \$35,000
- ☐ \$35,000 - \$45,000
- ☐ \$45,000 - \$65,000
- ☐ \$65,000 - \$85,000
- ☐ \$85,000 or more
- ☐ Prefer not to answer

How do you self-identify by race? Mark the answer that applies to you.

- ☐ White
- ☐ Black or African American
- ☐ Asian or Asian American
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Another race
- ☐ Prefer not to answer

Are you Hispanic or Latino/a/x? Mark the answer that applies to you.

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

For English Language Learners Only:

How would you rate your English language proficiency? Mark the answer that applies to you.

- ☐ **Proficient**
- ☐ **Intermediate**
- ☐ **Basic**
- ☐ **Below basic**
- ☐ **Prefer not to answer**

Do you use a ramp or lift to enter/exit a vehicle? Mark the answer that applies to you.

- ☐ **Yes**
- ☐ **No**
- ☐ **Prefer not to answer**

Do you require personal assistance to travel? (Personal aide, nurse, family member, etc.) Mark the answer that applies to you.

- ☐ **Yes**
- ☐ **No**
- ☐ **Prefer not to answer**

If you are taking this survey on behalf of someone, please describe your relationship below.

Responses will be accepted through 11:59 pm, Friday, October 15, 2021

Send responses to: Community Planning Association of Southwest Idaho
700 NE 2nd Street, Suite 200, Meridian, ID 83642; info@compassidaho.org; or fax: 208/855-2559

D | Coordinated Plan Outreach Process and Public Comments Received

The draft Coordinated Plan was open for public comment from April 15 – May 15, 2022. During that time, 14 individuals submitted comments. While comments were accepted on any part of the draft plan, commenters were specifically asked for feedback on the identified needs and strategies to meet those needs.

The outreach process is described below, followed by demographic characteristics of commenters, quantitative results, and open-ended comments.

All comments were considered, and questions raised were answered. Comments were generally positive and varied widely, ranging from questions regarding the development of the plan, to very specific comments on individual bus routes, to broad comments in support of, or opposition to, public transportation. Comments and responses were shared with Valley Regional Transit, other public agencies when appropriate, and the COMPASS Board of Directors. Maps in the plan were reformatted to be full page size for easier reading based on a comment received. No other changes were made to the draft plan based on public comments.

Outreach Process

The outreach plan developed for the Coordinated Plan followed the guidance and requirements in COMPASS' 2021 [Participation Plan](#)³ and was reviewed by the COMPASS Public Participation Workgroup.

COMPASS conducted broad community outreach using a variety of outreach methods, in addition to targeted outreach to the populations specifically addressed in this plan: elderly and individuals with low incomes, disabilities, and limited English proficiency. Outreach methods included email, social media, newspaper advertisements, guest opinions in the region's two largest newspapers, and flyers and outreach materials available around the valley, including distribution at a food bank, senior centers, and libraries (Figure D-1).

In addition to the outreach methods described in Figure D-1, all public comment materials were available on the COMPASS website in English and Spanish in PDF and Word (screen-reader compatible) versions. An online comment form (English and Spanish; screen-reader compatible) was available for comments, as were paper copy comment forms in English and Spanish, and the ability to submit comments via email, letter, or fax.

In addition to formal comments received, COMPASS received informal comments from individuals who stopped by COMPASS' open houses, but not did sign in, review materials, or discuss the plan itself. Those informal comments included:

- A desire for more evening and weekend bus service, specifically serving Boise State University and the Walmart on Overland Road in Boise.
- A desire for increased bus service overall.
- A frustration with, and dislike of, the on-demand bus service in Canyon County, with a perception that the rider must "negotiate" for a ride then walk a long distance to catch that ride. There was strong preference by the individual for traditional, fixed-route service.

³ <https://www.compassidaho.org/people/publicinvolvement.htm#pp>



Figure D-1. Coordinated Plan outreach mix.

When respondents were asked how they learned about the opportunity to comment, email and social media were the two most common methods cited (Figure D-2). While no one indicated they learned about the opportunity to comment via COMPASS' website, all comments were submitted via the online comment form accessed through COMPASS' website, indicating that all responded did visit the COMPASS website at some point.

In its outreach materials, COMPASS offered to mail paper copies of the draft plan and comment materials upon request. Two individuals requested paper copies be mailed to them.

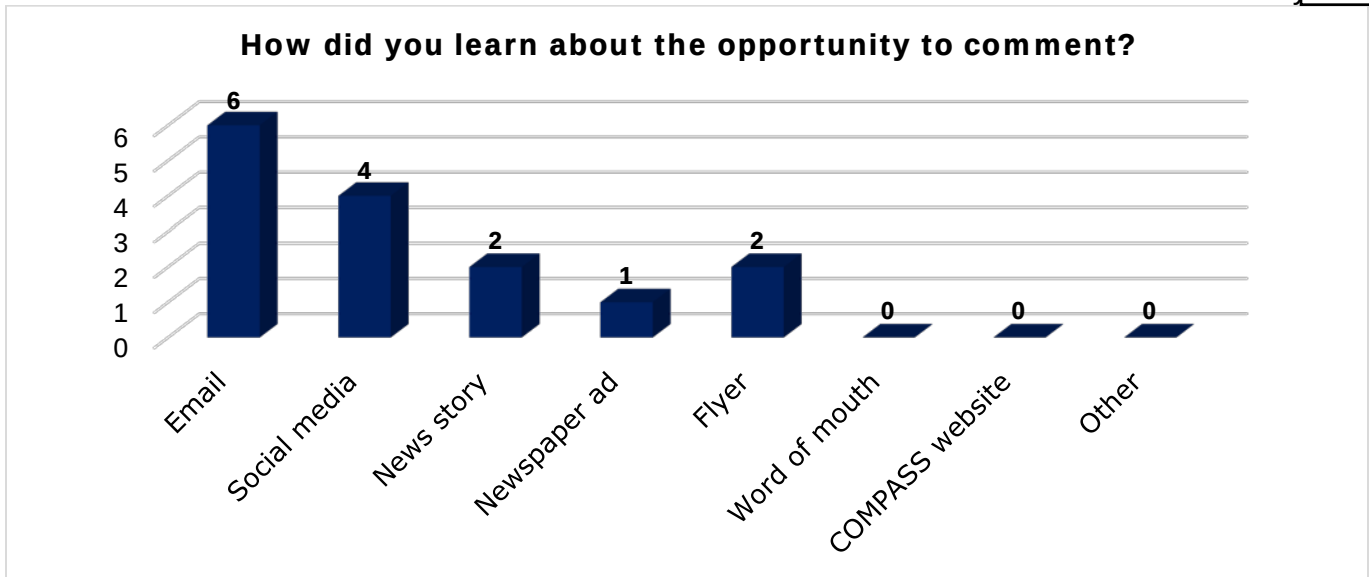


Figure D-2. Outreach mix results. (Respondents could select more than one answer, so total responses are greater than the total number of respondents).

Demographic Characteristics

Fourteen individuals submitted comments via the online comment form; no comments were received in any other format. All comments were submitted in English. The form included questions on demographics (Figure D-3) and how respondents learned of the opportunity to participate (Figure D-2, above). Commenters were predominantly older (65+) and white, with slightly more females responding than males. Approximately one-third reported having a disability.

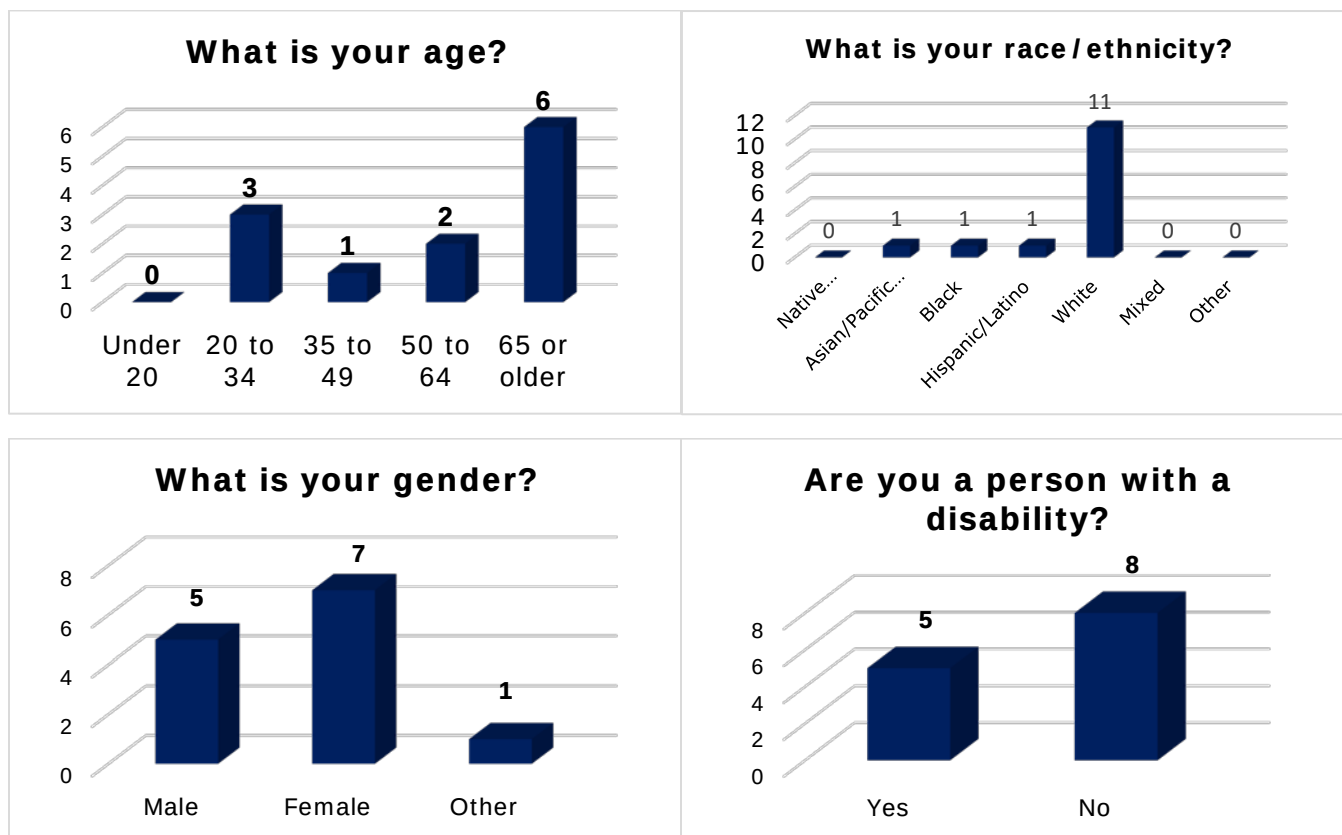


Figure D-3. Demographic characteristics of respondents.

Respondents were also asked their zip code to help determine the geographic distribution of commenters. Respondents hailed from both Ada and Canyon Counties, with 10 respondents from Ada County and 4 from Canyon County (Figure D-4). While Ada County has a larger population than Canyon County, Canyon County is nevertheless under-represented in respondents.

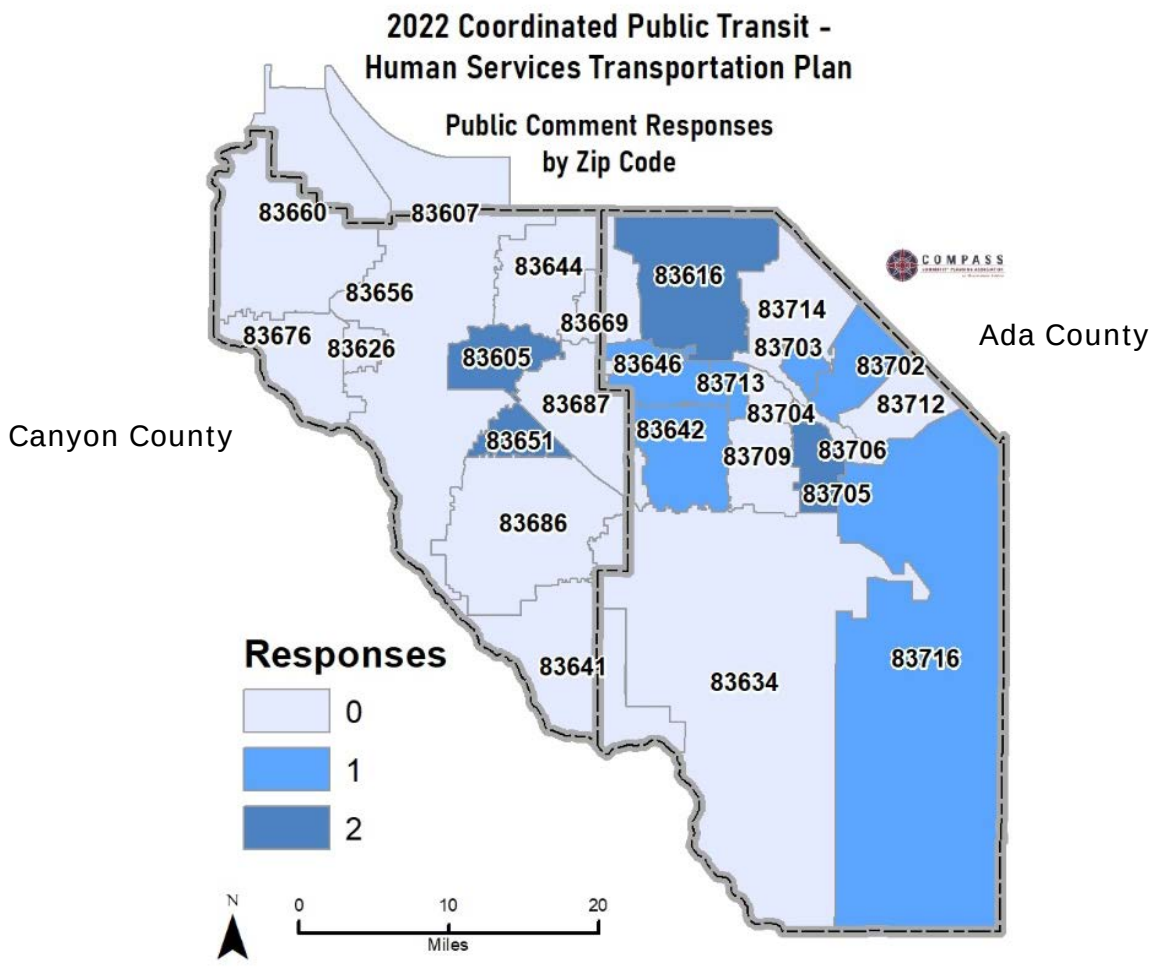


Figure D-4. Geographical distribution of respondents.

Public Comments Received

While comments were welcome on any part of the Coordinated Plan, the comment form focused on identified priority needs and strategies to meet those needs. For each of these two issues, respondents were asked to rate their agreement with the needs and strategies on a scale of 1 to 5, with 1 indicating strong disagreement and 5 indicating strong agreement. For both questions, no respondent answered, “strongly disagree,” and for both questions, the average rating was greater than 4.0, indicating general agreement. Specific questions asked, quantitative results, and open-ended responses are provided below (Figures D-5 and D-6; Tables D-1 through D-3).

Do you agree with the identified priority needs?

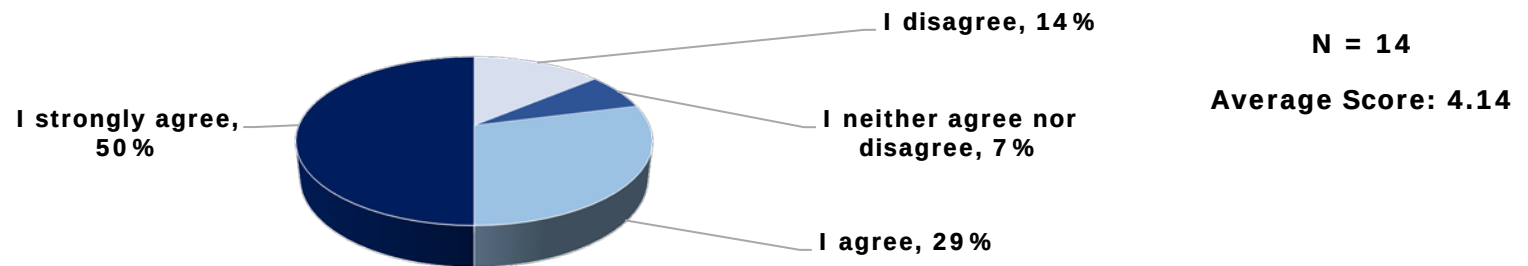


Figure D-5. Agreement with priority needs.

Do you agree with the strategies to help meet the high-priority needs?

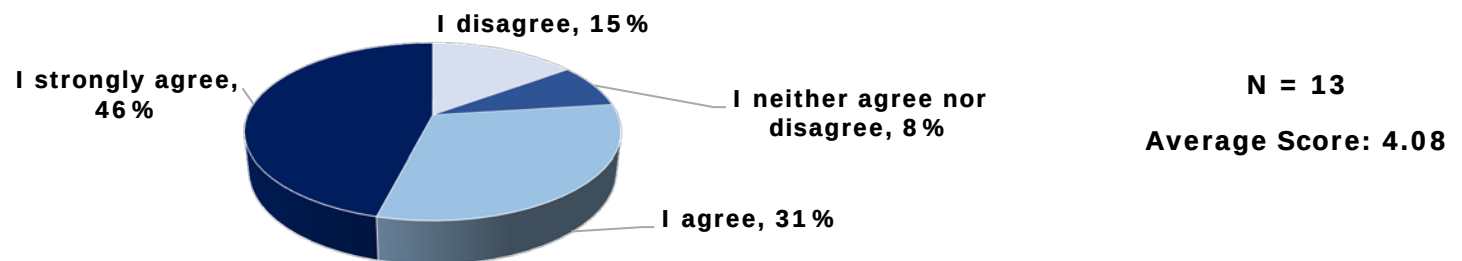


Figure D-6. Agreement with strategies to meet priority needs.

Table D-1. Open-ended responses regarding needs.

What comments do you have on the priority needs? Are there higher priority needs that should be included?

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
Why not just subsidize transportation using Lyft or Uber? Much cheaper than building a new transportation infrastructure.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Subsidizing Lyft service is currently part of the transportation mix offered by Valley Regional Transit: • <u>Valley Regional Transit Late Night</u>: Qualified low-income residents can get \$3 Lyft rides from 9pm to 6am (hours outside of public bus service). • <u>Lyft Transit Connections</u>: Riders may travel to a Valley Regional Transit bus stop via Lyft for \$2. Costs that exceed \$8 are the rider's responsibility. This service is only available in a portion of Garden City and Boise. More details regarding both of services can be found on Valley Regional Transit's website at www.valleyregionaltransit.org/.	83646	Online comment form
Report was well done and well organized. Not clear to me how Pri #1-Pri#7 were established as important but they seem to cover the bases. Also, some maps are only half page and hard to see, so it would be helpful to make them full-page where possible.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Results from a survey conducted last fall and demographic information from 2010-2019 were used to create a list of unmet transportation needs. The seven "highest priority" needs were identified from that list by Valley Regional Transit's Regional Advisory Council (RAC), a group consisting of public transportation advocates and users. More information on the RAC can be found on Valley Regional Transit's website at www.valleyregionaltransit.org/about-us/oversight/ Maps were re-formatted to be full page size for easier reading.	83713 Marc Maupin	Online comment form
Public Transportation is a huge, never ending money pit.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83705	Online comment form

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
Not sure why not being proficient in English qualifies at all. And just being old does not seem to be a qualification?	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Federal guidance requires that needs of persons with disabilities, older adults, persons with low incomes be addressed in the Coordinated Plan, which is required for project proposals to be eligible to receive funding from the Federal Transit Administration's Section 5310 program - Enhanced Mobility of Seniors and Individuals with Disabilities. Community advocates and service providers in Ada and Canyon Counties chose to also include individual with limited English skills as a target population due to unique vulnerabilities of those individuals.	83616	Online comment form
Love it and I'm super excited! But, as someone who wants to use more alternative transportation, I don't know where to start. I think an app that can connect any two places in the Treasure Valley without my personal car should be a priority. The Valley Connect app is a start, but it would be cool if it could mix biking and busing (not just walking).	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. In addition to Valley Regional Transit's app, the "Share the Ride" website sharetherideidaho.com/#/pages/commuteride assists with commute options, including walking and biking.	83616	Online comment form
There should be a strong push toward Electric Vehicles.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83605	Online comment form
More transportation options at affordable pricing and expanded to City of Meridian.	Thank you for your comments. They will be shared with Valley Regional Transit, the City of Meridian, and the COMPASS Board of Directors.	83642	Online comment form
If I'm being idealistic, I'd say using the trains for public transportation would be a great investment for commuters between cities (caldwell, nampa meridian,) a more realistic priority goal is just increasing public transportation (buses/trams)	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83605	Online comment form
Access to shops, grocery stores, day cares, schools. pharmacy's and other essential services. but also libraries.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83702	Online comment form
I live by Albertsons 715 12th Ave South Nampa almost 2 blocks behind Albersons and I have to walk to Albertsons or to the First Christian Church to catch the bus when it goes right by my house on [address removed for privacy] one the 8th Street side and it is not an option for me to catch it right at my carport. Others get transit right in front of their door, but I don't. #2 I have to ride around on the [comment ended]	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83651 Karen Stiehl	Online comment form

Table D-2. Open-ended responses regarding strategies.

What comments do you have on the strategies? Are there different or additional strategies to better meet the priority needs?

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
Why not just subsidize transportation using Lyft or Uber? Much cheaper than building a new transportation infrastructure.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Subsidizing Lyft service is currently part of the transportation mix offered by Valley Regional Transit: • Valley Regional Transit Late Night: Qualified low-income residents can get \$3 Lyft rides from 9pm to 6am (hours outside of public bus service). • Lyft Transit Connections: Riders may travel to a Valley Regional Transit bus stop via Lyft for \$2. Costs that exceed \$8 are the rider's responsibility. This service is only available in a portion of Garden City and Boise. More details regarding both of services can be found on Valley Regional Transit's website at https://www.valleyregionaltransit.org/.	83646	Online comment form
Good cross section of folks surveyed.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83713 Marc Maupin	Online comment form
The money the taxpayer will spend on Public Transportation could by a car.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83705	Online comment form
Running more buses more days longer hours and more routes is not wise. Many buses run empty or with very few passengers now. Point to point transportation seems a much wiser use of our tax dollars and could probably provide better service for those in need.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83616	Online comment form
Need to persuade investors to fund large high rise housing for diverse populations, including workforce, section 8, 55+, refugees, etc. These housing high rises could have their own fixed transit buses that go just between the complex and worker-intense areas like downtown, Micron, plus grocer store and hospital areas.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83716	Online comment form
Unless there is a move to electric vehicles, the inversions in the valley will only get worse.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83605	Online comment form

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
#2: Increase availability of accessible vehicles for demand response services, including specialized transportation. #3: Expand marketing & outreach efforts to ensure residents are aware of transportation options within the region (Meridian, Boise, Tampa). #4: Expand programs that train people on how to use available transportation options.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83642	Online comment form
make the city less car dependent, its healthier for the public and the environment and its great for local businesses since it increases foot traffic especially in downtown caldwell. Also allow mix zoning and reduce single family zoning (too many subdivisions makes the city wider which makes it more car dependent) adding another lane in the highway doesnt decrease congestion, public transport does. At the very least have better/more sidewalks and bike paths (too many cars cross the painted bike bath endangering cyclists. There needs to be a safer barrier)	Thank you for your comments. They will be shared with Valley Regional Transit, the City of Caldwell, and the COMPASS Board of Directors.	83605	Online comment form
We need increased service hours on weekdays nto the evening and during the day so that low income people can rely on public transport for work and getting to daycare to drop off kids. , Need more reliable buses that actually show up. The last bus can easily be missed. Airport connections are important too. Long distance bus stations too. Public transport is not just for getting around town. Inter City transit that you can ork in Boise and live in Nampa.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83702	Online comment form
Increase availability when booking the bus because of extreme high demand and shorter wait times. Make a connection like the old 55 bus booked for the 42 leaving Tiegs and. Franklin at 9:50. AM. Timing on 150 is a problem. The 42 leaving at 10:50 maybe also?	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Valley Regional Transit is in the process of looking at service changes for fall 2022. Your question and suggestions regarding timing have been forwarded to Valley Regional Transit planning staff for consideration as part of that process.	83651 Karen Stiehl	Online comment form

Table D-3. Additional open-ended response.

Do you have any additional comments on the draft plan?

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
As a 70+ disabled veteran in Boise, using the VA, could you explain the curb-to-curb services from my home to the VA? Is there a fee? I see the days and times it is offered but NO phone number so that would solve my issue.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. The Boise VA Medical Center operates a shuttle service that transports patients to the VA. To schedule a ride, you can call the Boise VA local number at (208) 422-1000 and press "0" for the operator. Rides must be scheduled at least two business days before your appointment and are offered free of charge. If that service does not meet your needs or you have more questions about available curb-to-curb services, the Valley Regional Transit Help Desk at (208) 345 -7433 is also a good resource.	83713 Marc Maupin	Online comment form
Vote to oust Liberal Democrats in Boise.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83705	Online comment form
I appreciate the work that has been done on this plan. I ride the bus on a regular basis and overhear conversations of people who are truly struggling to commute to work, to doctor's appointments, to church, to the grocery store. They are having to move further away from jobs that pay a sustainable income because they can not afford to pay rent where the jobs that pay well are located. We need to be moving faster in improving public transit for people in the Treasure Valley - especially in Canyon County and west Ada County.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83703	Online comment form

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
Why is your priority demographic only the elderly, disabled and refugees? We need a public transit system for everyone. We don't want a car-dependent city. Public transit in Boise should be so appealing and well thought out that it makes sense for the average citizen to ditch their car and ride together. The growth of the Valley is inevitable, lets build a community that is not dependent on cars!	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Federal guidance requires that needs of persons with disabilities, older adults, persons with low incomes be addressed in the Coordinated Plan, which is required for project proposals to be eligible to receive funding from the Federal Transit Administration's Section 5310 program - Enhanced Mobility of Seniors and Individuals with Disabilities. Community advocates and service providers in Ada and Canyon Counties chose to also include individual with limited English skills as a target population due to unique vulnerabilities of those individuals. While the focus is on the needs of these individuals, any improvements to transit will benefit all transit users.	83705	Online comment form
Although this is a great and comprehensive plan that addresses current and short-term needs, I don't think we will truly address longer term needs and anticipated growth without a mass transit system like light rail.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83651	Online comment form
Consider expanding Commuter Ride by ACHD to deal with some of these "high priority" needs. Locating "low income" housing near bus routes seems wise.	Thank you for your comments. They will be shared with Valley Regional Transit, Ada County Highway District (ACHD) Commuteride, and the COMPASS Board of Directors.	83616	Online comment form
We should focus on make the entire TV less auto dependent by funding a long term project to build a light rail system from Middleton to Mtn Home. This would bring an encredible # of jobs in which would in turn help the lower income folks penalized by our sub-parr public transit system. Also, persuaiding the state welfare system to provide lower models cars (like the ones donated to Youth Ranch) to those on public assistance would actually reduce the need for expensive fixed transit programs. People hate riding the bus and we force poor people do do it; whichonly hinders their ability to get off public assistance.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83716	Online comment form
Increase service hours during week and on weekends Increase availability of qualified (transit) drivers in the region (Meridian, Boise, Nampa) Expand existing inter county public and other transportation services	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83642	Online comment form

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
I lived and visited countries that actually had good public transportation and loved it but hate how limited it is here in Caldwell. If you want to incentivize the public to use public transportation, I'd say give senior/student discounts. A great marketing tactic that could peak the curiosity of the public is having the bus aesthetic as a unique selling point (ie. A double decker bus in idaho would be a first or an interesting retro style, something that catches the eye) it would also be great for tourism	Thank you for your comments. They will be shared with Valley Regional Transit, the City of Caldwell, and the COMPASS Board of Directors.	83605	Online comment form
need to consider other modes of transit not just buses. BRT or Street Cars. Community rides. in a community where many older people can't drive but need to get around they should not have to rely on Ubers taxi's and family members for rides or access buses that only operate a few days a week. I think you say this in the strategies but Sunday services should not be different from Saturday or weekday. Lack of service results in a lack of independence.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83702	Online comment form
Need benches at Tiegs and Franklin, the Marketplace, or maybe just signage at 12th & 7th both sides. #12 every half hour. Saturdays for 150 routes decrease booking and wait times for 150. Is the 30 kicking in yet? When?. Need for Meridian ASAP	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. At this time, an exact start date for route 30 has not been set. Valley Regional Transit was planning to set a start date when ridership on its system reached 90% of pre-COVID 19 levels. That may be modified to begin service no later than October 1.	83651 Karen Stiehl	Online comment form

- ⁱ 49 U.S.C. 5310 - Formula Grants for The Enhanced Mobility of Seniors and Individuals with Disabilities. <https://www.govinfo.gov/app/details/USCODE-2013-title49/USCODE-2013-title49-subtitleIII-chap53-sec5310>
- ⁱⁱ FTA. (2014, July 7). Circular (C) 9070.1G, Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions. https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070_1G_FINAL_circular_4-20-15%281%29.pdf
- ⁱⁱⁱ ITD. (2009, September 30). Local Mobility Management Network 3c Mobility Plan. <https://www.compassidaho.org/documents/prodserv/reports/3CLMMNPlanSep%202009.pdf>
- ^{iv} CTAI. (2010, December). Local Mobility Management Network 3c Mobility Plan. <https://www.compassidaho.org/documents/prodserv/trans/LMMN3CMobilityPlanDraft.pdf>
- ^v CTAI. (2013, November 13). Local Mobility Management Network 3c Mobility Plan. https://www.compassidaho.org/documents/prodserv/mobility/TransportationServiceCoordinationPlan_Edited_.pdf
- ^{vi} CTAI. (2014, October). Local Mobility Management Network 3c Mobility Plan. <https://www.compassidaho.org/documents/prodserv/mobility/TSCP2014Final.pdf>
- ^{vii} COMPASS. (2011, March). Mobility Concept: Human Services Transportation Organizations. https://www.compassidaho.org/documents/prodserv/reports/Report03-2011_HSTO.pdf
- ^{viii} ITD. (2017, September 12). FTA Public Transportation State Management Plan. <https://apps.itd.idaho.gov/apps/pt/SMP/2017SMP.pdf>
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- ^{xvii} https://silc.idaho.gov/wp-content/uploads/sites/79/2020/11/SILC905_FY2022_Strategic_Plan.pdf
- ^{xviii} 49 U.S.C. 5310 - Formula Grants for The Enhanced Mobility of Seniors and Individuals with Disabilities. <https://www.govinfo.gov/app/details/USCODE-2013-title49/USCODE-2013-title49-subtitleIII-chap53-sec5310>
- ^{xix} 49 U.S.C. 5310 - Formula Grants for The Enhanced Mobility of Seniors and Individuals with Disabilities. <https://www.govinfo.gov/app/details/USCODE-2013-title49/USCODE-2013-title49-subtitleIII-chap53-sec5310>
- ^{xx} FTA. (2014, July 7). Circular (C) 9070.1G, Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions. https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070_1G_FINAL_circular_4-20-15%281%29.pdf
- ^{xxi} FTA. (2014, July 7). Circular (C) 9070.1G, Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions. https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070_1G_FINAL_circular_4-20-15%281%29.pdf
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- ^{xxvi} United States Census Bureau. (n.d.). American Community Survey (ACS). <https://www.census.gov/programs-surveys/acs>

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^{xxviii} VRT. (2020, November). *DRAFT Transportation Development Plan*.

https://www.valleyregionaltransit.org/wp-content/uploads/2021/01/draft_tdp2021-25.pdf



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

Policy Number: 6.00.04

Resolution Number: VBD22-017

Policy Title: Reasonable Accommodation/Modification Policy

Signature of Board Chairperson

Date

Signature of Executive Director

Date

Statement of Policy

As part of Valley Regional Transit (hereinafter AUTHORITY) and the third-party contractors' continued efforts to deliver safety and high-quality service for those protected under the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101-12213 (ADA), as amended, the Reasonable Accommodation/Modification Policy will ensure the AUTHORITY makes reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

Definitions

The following words and phrases, whenever used by the AUTHORITY, shall be defined as shown in this section unless, from the context, a different meaning is intended or unless a different meaning is specifically defined and more particularly directed to the use of such words or phrases:

ADA: The Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101-12213, as amended.

Bus Stops Accessibility: Elements that take into account the needs of all transit users that include a barrier free design, wayfinding to help a passenger reach the stop and overall safety.

Bus Stop Typology: The study, analysis or classification of bus stops based on location, station size and site considerations.

Fixed-Route: Services provided on a repetitive, fixed schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed-route trip serves the same origins and destinations.

Paratransit: Transportation service for people with disabilities who are not able to ride fixed-route public transportation. This may be due to an inability to board, ride or disembark independently from any readily accessible vehicle on the fixed-route system.

Reasonable Accommodation/Modification: Any change or exception to a policy or procedure that allows individuals with disabilities to have equitable access to programs, services, and activities, as

long as the accommodation does not create an undue burden, such as costs, financial resources or operations, for the service provider, or fundamentally alters the nature of the service.

Reasonable Accommodation/Modification Regulation: Provides that transportation entities make reasonable accommodations/modifications to policies, practices, and procedures to ensure that services and programs are accessible to everyone including individuals with disabilities.

Policy

The intent of the Reasonable Accommodation/Modification Policy is to ensure that as many people as possible, regardless of physical ability, can use public transportation services in a way that is safe for them and the bus operators. This policy requires procedures that include the bullet points described below.

- Ensure the Bus Stop Typology includes the ADA requirements for bus stops
- Create procedures for passengers to request a reasonable accommodation or modification
- Ensure third-party contractors follow AUTHORITY'S procedures for an approved reasonable accommodation or modification
- Build bus stop improvements that meet ADA requirements into annual capital budgets based on budget availability
- Ensure newly built bus stops meet ADA requirements, as defined

The AUTHORITY will ensure third-party contractor's implement and enforce the procedures created by the AUTHORITY to ensure the overall safety of passengers and operators at bus stops.

END OF POLICY

Adoption Date: August 1, 2022

Effective Date: August 1, 2022

Last Revised Date:

Last Reviewed Date:

Replaced: ADA Accessible Bus Stop Policy VMC09-003

Supporting Documents:

[Section 49 CFR Parts 27 and 37: Transportation for Individuals with Disabilities; Reasonable Modification](#)

TOPIC	On-Demand Transit Update
DATE	June 1, 2022
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an information item only.

Summary

Starting in October 2021, data comparisons are being compared to the same service metrics, rather than traditional fixed-route metrics. First Transit, the service contractor, continues to make adjustments to the system, day by day, to meet the demands of service.

The table below provides a year-to-year service metric comparison for March 2022 to March 2021.

Top Operational Metrics	Mar-22	Mar-21	Variance
Total Rides Requested	3,496	3,210	8%
Total Rides Accepted	2,439	2,418	1%
Total Passengers	2,754	2,739	1%
Revenue Hours Operated	796	832	-4%
Revenue Miles Operated	16,729	17,814	-6%
Boardings Per Hour	3.46	3.29	5%
Service Metrics	Mar-22	Mar-21	Variance
Total Rides Requested	3,496	3,210	8%
Acceptance Rate (Proposals accepted/proposals offered)	79%	84%	-7%
Average Pick-up Wait Time (in minutes)	25	24	4%
Average Walking Distance to Pick-up Location (in feet)	614	498	19%
Average Ride Duration (in minutes)	17	19	-10%
Average Ride Distance (in miles)	6	7	-14%
Average Ride Rating 1 -5 Stars	4.7	4.7	0%
Ride Request Breakout	Mar-22	Mar-21	Variance
Total Rides Requested	3,496	3,210	8%
Requests Made Outside of Service Hours	78	59	24%
Error with Booking Request	65	60	8%
Seat Unavailable (Bus Not in Vicinity)	263	221	16%
Offered Ride Not Accepted	273	217	21%
Ride Cancelled/No-Show	378	235	38%
Rides Accepted	2,439	2,418	1%
Completion Rate (Rides Accepted/Total Rides Requested)	70%	75%	-8%

The table below provides a service metrics comparison to the previous month, March 2022 to February 2022.

Top Operational Metrics	Mar-22	Feb-22	Variance
Total Rides Requested	3,496	3,131	10%
Total Rides Accepted	2,439	2,148	12%
Total Passengers	2,754	2,419	12%
Revenue Hours Operated	796	684	14%
Revenue Miles Operated	16,729	14,172	15%
Boardings Per Hour	3.46	3.54	-2%
Service Metrics	Mar-22	Feb-22	Variance
Total Rides Requested	3,496	3,131	10%
Acceptance Rate (Proposals accepted/proposals offered)	79%	80%	-1%
Average Pick-up Wait Time (in minutes)	25	25	-1%
Average Walking Distance to Pick-up Location (in feet)	614	650	-6%
Average Ride Duration (in minutes)	17	19	-10%
Average Ride Distance (in miles)	6	6	-5%
Average Ride Rating 1 -5 Stars	4.7	4.6	2%
Ride Request Breakout	Mar-22	Feb-22	Variance
Total Rides Requested	3,496	3,131	10%
Requests Made Outside of Service Hours	78	74	5%
Error with Booking Request	65	118	-82%
Seat Unavailable (Bus Not in Vicinity)	263	244	7%
Offered Ride Not Accepted	273	265	3%
Ride Cancelled/No-Show	378	282	25%
Rides Accepted	2,439	2,148	12%
Completion Rate (Rides Accepted/Total Rides Requested)	70%	69%	2%

February had 20 operating days and March had 23 operating days.

The table below provides a year-to-year service metric comparison for April 2022 to April 2021.

Top Operational Metrics	Apr-22	Apr-21	Variance
Total Rides Requested	3,463	3,434	1%
Total Rides Accepted	2,321	2,252	3%
Total Passengers	2,669	2,591	3%
Revenue Hours Operated	742	727	2%
Revenue Miles Operated	15,641	15,037	4%
Boardings Per Hour	3.60	3.56	1%

Service Metrics	Apr-22	Apr-21	Variance
Total Rides Requested	3,463	3,434	1%
Acceptance Rate (Proposals accepted/proposals offered)	81%	79%	3%
Average Pick-up Wait Time (in minutes)	26	27	-4%
Average Walking Distance to Pick-up Location (in feet)	647	641	1%
Average Ride Duration (in minutes)	18	19	-3%
Average Ride Distance (in miles)	6	7	-9%
Average Ride Rating 1 -5 Stars	4.7	4.6	2%
Ride Request Breakout	Apr-22	Apr-21	Variance
Total Rides Requested	3,463	3,434	1%
Requests Made Outside of Service Hours	64	99	-55%
Error with Booking Request	81	69	15%
Seat Unavailable (Bus Not in Vicinity)	459	407	11%
Offered Ride Not Accepted	229	282	-23%
Ride Cancelled/No-Show	309	325	-5%
Rides Accepted	2,321	2,252	3%
Completion Rate (Rides Accepted/Total Rides Requested)	67%	66%	2%

The table below provides a service metrics comparison to the previous month, April 2022 to March 2022.

Top Operational Metrics	Apr-22	Mar-22	Variance
Total Rides Requested	3,463	3,496	-1%
Total Rides Accepted	2,321	2,439	-5%
Total Passengers	2,669	2,754	-3%
Revenue Hours Operated	742	796	-7%
Revenue Miles Operated	15,641	16,729	-7%
Boardings Per Hour	3.60	3.46	4%
Service Metrics	Apr-22	Mar-22	Variance
Total Rides Requested	3,463	3,496	-1%
Acceptance Rate (Proposals accepted/proposals offered)	81%	79%	3%
Average Pick-up Wait Time (in minutes)	26	25	3%
Average Walking Distance to Pick-up Location (in feet)	647	614	5%
Average Ride Duration (in minutes)	18	17	4%
Average Ride Distance (in miles)	6	6	4%
Average Ride Rating 1 -5 Stars	4.7	4.7	0%
Ride Request Breakout	Apr-22	Mar-22	Variance
Total Rides Requested	3,463	3,496	-1%
Requests Made Outside of Service Hours	64	78	-22%
Error with Booking Request	81	65	20%
Seat Unavailable (Bus Not in Vicinity)	459	263	43%

Ride Request Breakout Con't.	Apr-22	Mar-22	Variance
Offered Ride Not Accepted	229	273	-19%
Ride Cancelled/No-Show	309	378	-22%
Rides Accepted	2,321	2,439	-5%
Completion Rate (Rides Accepted/Total Rides Requested)	67%	70%	-4%

March had 23 operating days and April had 21 operating days.

Implication (policy and/or financial)

The long-term goal is to have at least 10 boarding per hour. To meet this goal several things need to happen, which include, more buses in revenue service and a longer service span to include weekends. 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 reflects the need that additional funding is needed from current and future funding partners.

More Information

Attachments:

FY2022 Canyon County Second Quarter Report

FY2022 Canyon County Second Quarter Top 10 Origins

FY2022 Canyon County Second Quarter Top 10 Destinations

FY2022 Canyon County Second Quarter CWI Campus Origin and Destination

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

Canyon County On-Demand 2nd Quarter Report

FY2022

FY2022 FY2021

Top Operational Metrics	Jan-22	Feb-22	Mar-22
Total Rides Requested	3,434	3,131	3,496
Total Rides Accepted	2,252	2,148	2,439
Total Passengers	2,591	2,419	2,754
Revenue Hours Operated	727	684	796
Revenue Miles Operated	15,037	14,172	16,729
Boardings Per Hour	3.56	3.54	3.46

Q2	Q2	Variance
10,061	8,060	20%
6,839	6,212	9%
7,764	7,112	8%
2,207	2,241	-2%
45,938	47,853	-4%
3.52	3.17	10%

Service Metrics	Jan-22	Feb-22	Mar-22
Total Rides Requested	3,434	3,131	3,496
Acceptance Rate (Proposals accepted/proposals offered)	79%	80%	79%
Average Pick-up Wait Time (in minutes)	27	25	25
Average Walking Distance to Pick-up Location (in feet)	641	650	614
Average Ride Duration (in minutes)	19	19	17
Average Ride Distance (in miles)	7	6	6
Average Ride Rating 1 -5 Stars	4.6	4.6	4.7

Q2	Q2	Variance
10,061	8,060	20%
79%	85%	-7%
26	22	15%
635	486	23%
18	18	1%
7	6	3%
4.63	4.8	-4%

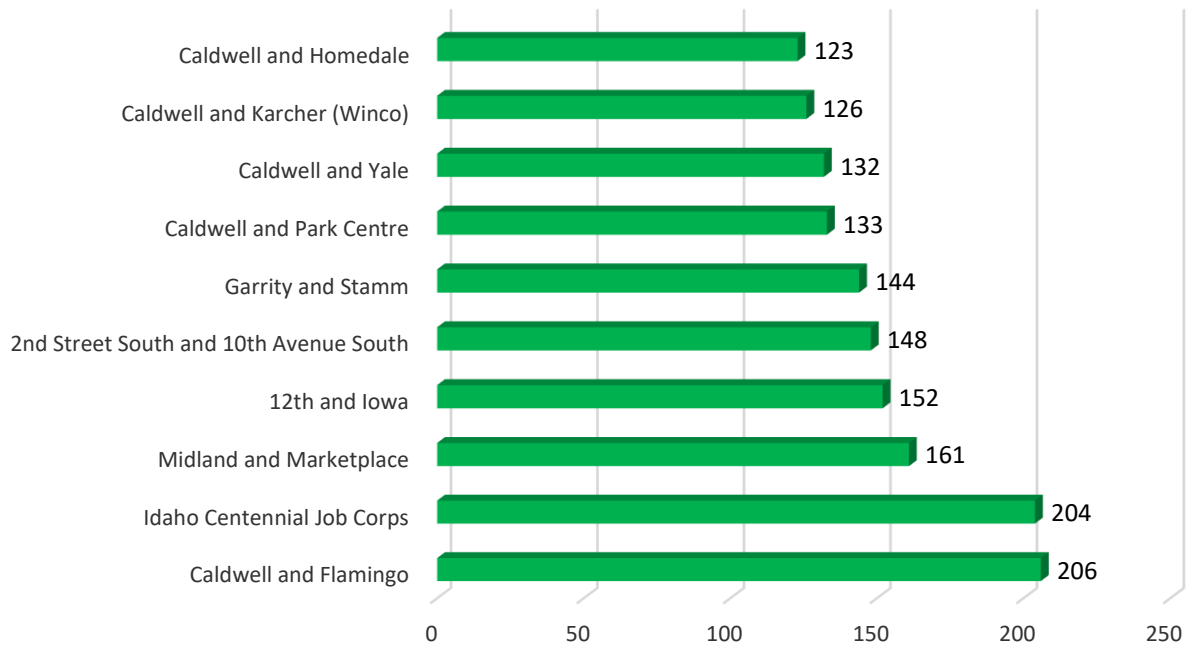
Ride Request Breakout	Jan-22	Feb-22	Mar-22
Total Rides Requested	3,434	3,131	3,496
Requests Made Outside of Service Hours	99	74	78
Error with Booking Request	69	118	65
Seat Unavailable (Bus Not in Vicinity)	407	244	263
Offered Ride Not Accepted	282	265	273
Ride Cancelled/NoShow	325	282	378
Rides Accepted	2,252	2,148	2,439
Completion Rate (Rides Accepted/Total Rides Requested)	66%	69%	70%

Q2	Q2	Variance
10,061	8,060	20%
251	179	29%
252	131	48%
914	415	55%
820	542	34%
985	581	41%
6,839	6,212	9%
68%	77%	-13%

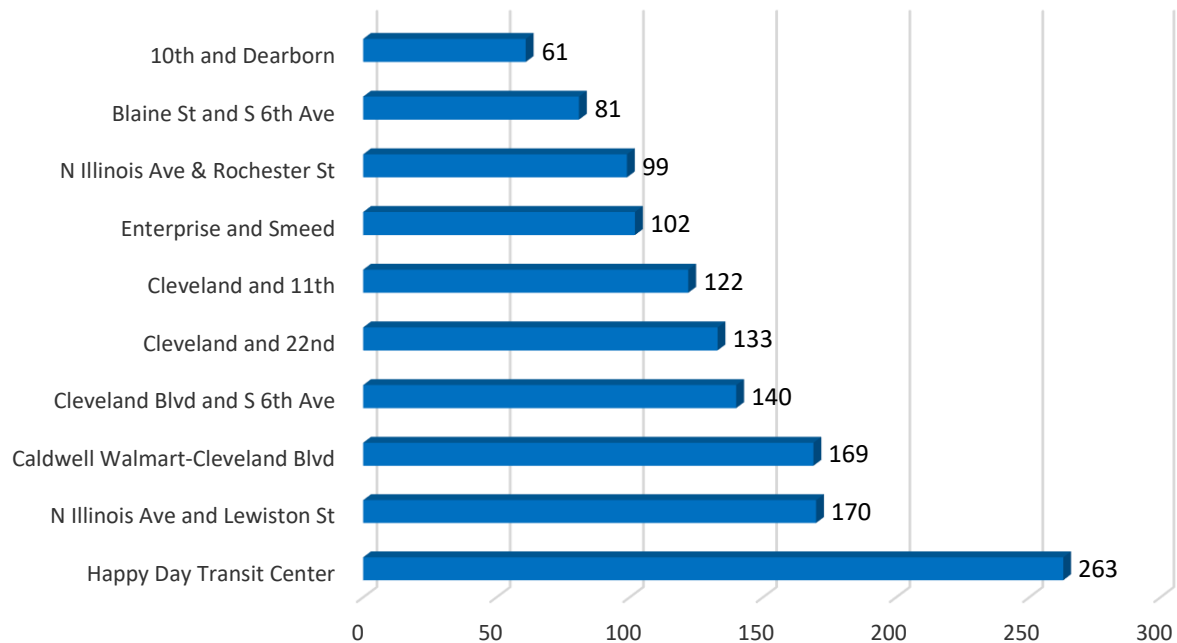
FY2022 Canyon County Second Quarter Top 10 Origins

Item VI. B.

City of Nampa- Top 10 - Trip Origins

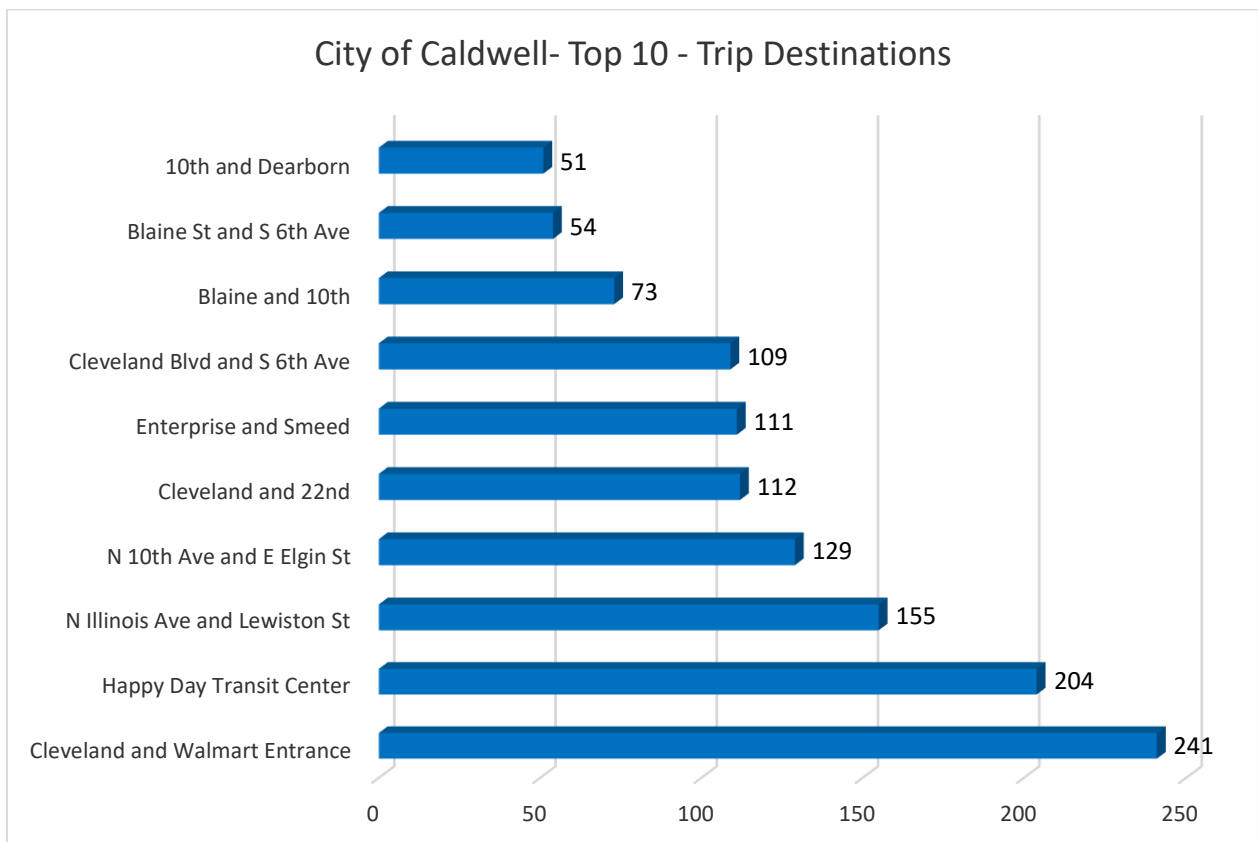
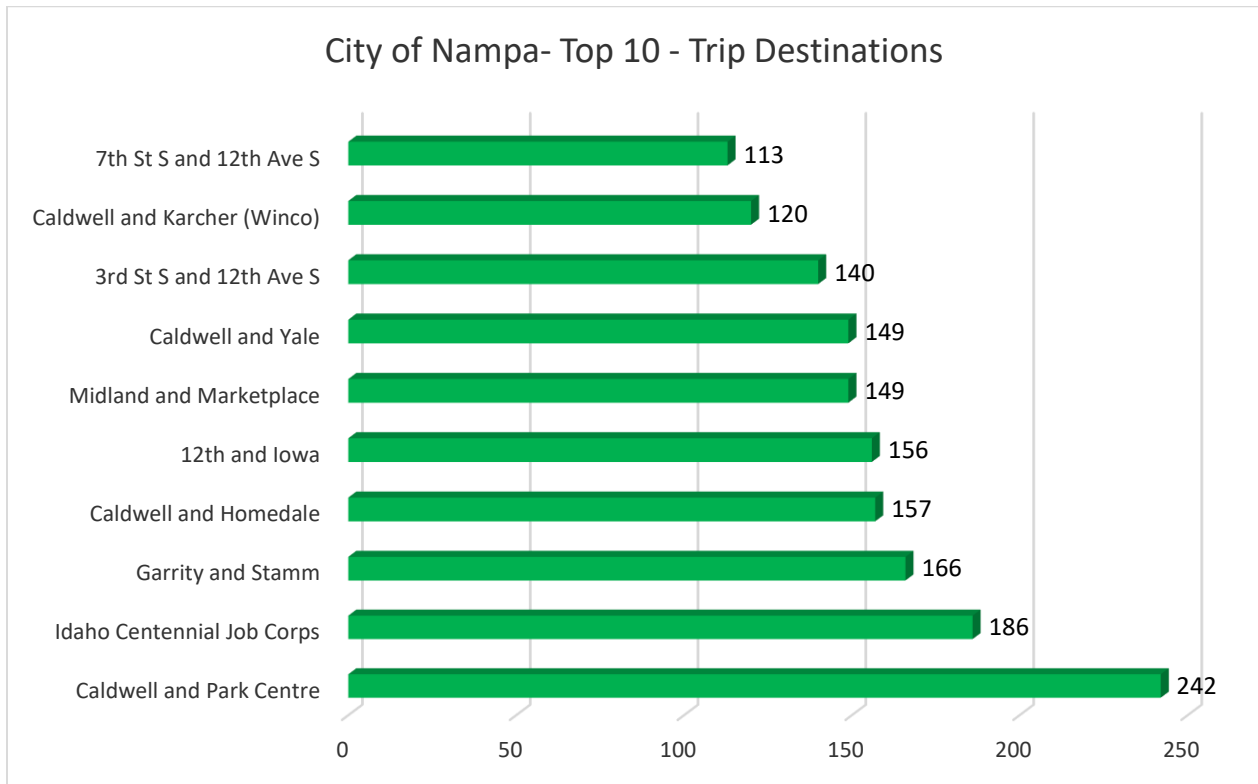


City of Caldwell- Top 10 - Trip Origins



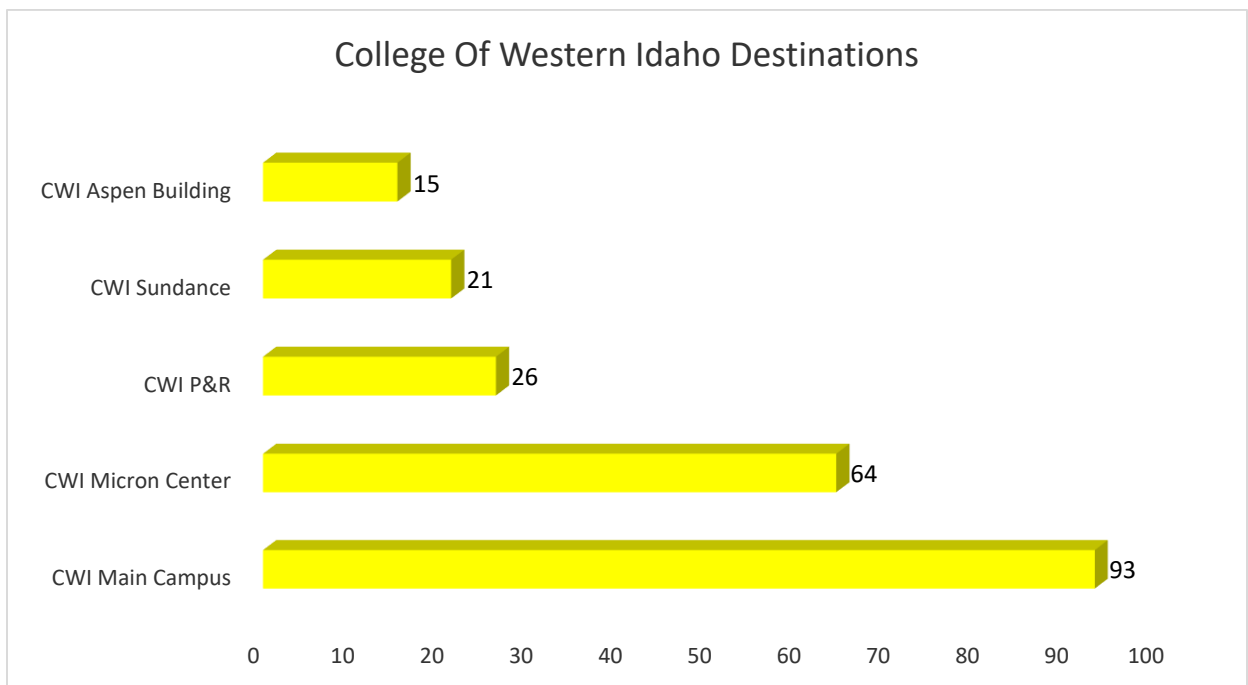
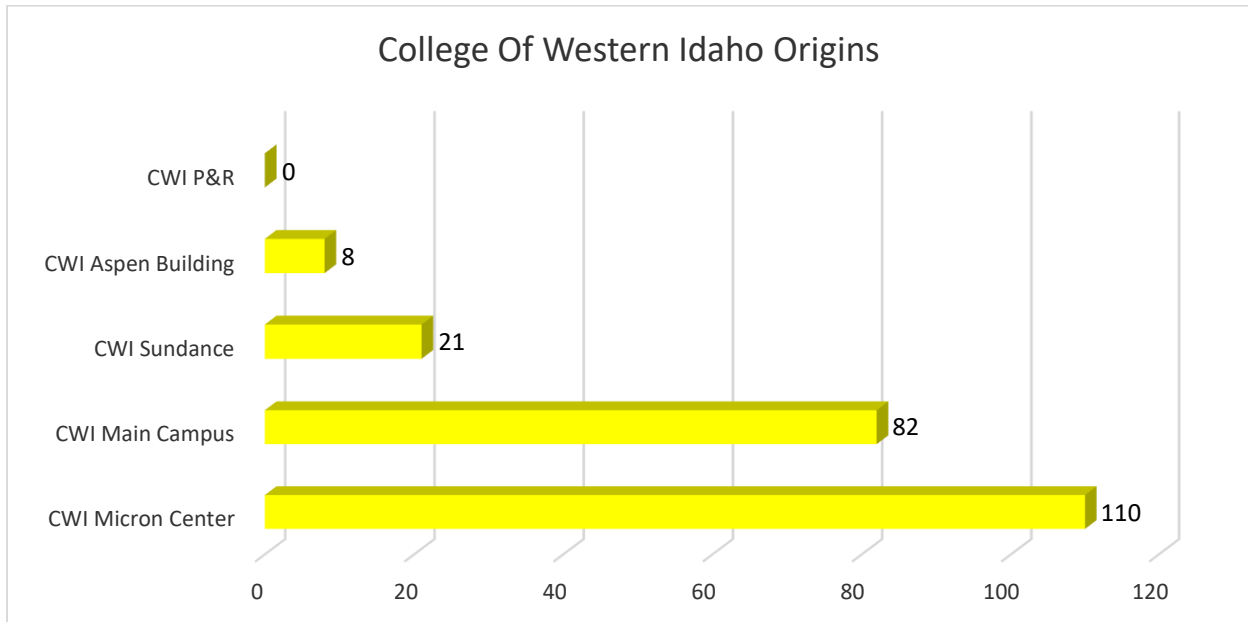
FY2022 Canyon County Second Quarter Top 10 Destinations

Item VI. B.



FY2022 Canyon County Second Quarter CWI Campus Origin and Destination

Item VI. B.





TOPIC	Electric Bus Update
DATE	June 2, 2022
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an information item.

Summary

Valley Regional Transit (VRT) and Proterra have been working diligently to address the charging issues with the dispensers for the battery electric buses. The electric bus charging station setup consists of a charger, a pedestal and two dispensers, A and B. The current system was built with six chargers, six pedestals and twelve dispensers and the ability to charge up to 12 Proterra buses. The charging station was built with the expectation that one charging station would charge two buses simultaneously.

After many months, Proterra and VRT have come to the conclusion that the system, as it is currently set up, is not working. VRT requires a charging system that provides reliable charging for the four 40' buses currently in revenue service, as well as the eight 35' buses waiting to be placed into revenue service. VRT and Proterra have come to an agreement to resolve this issue.

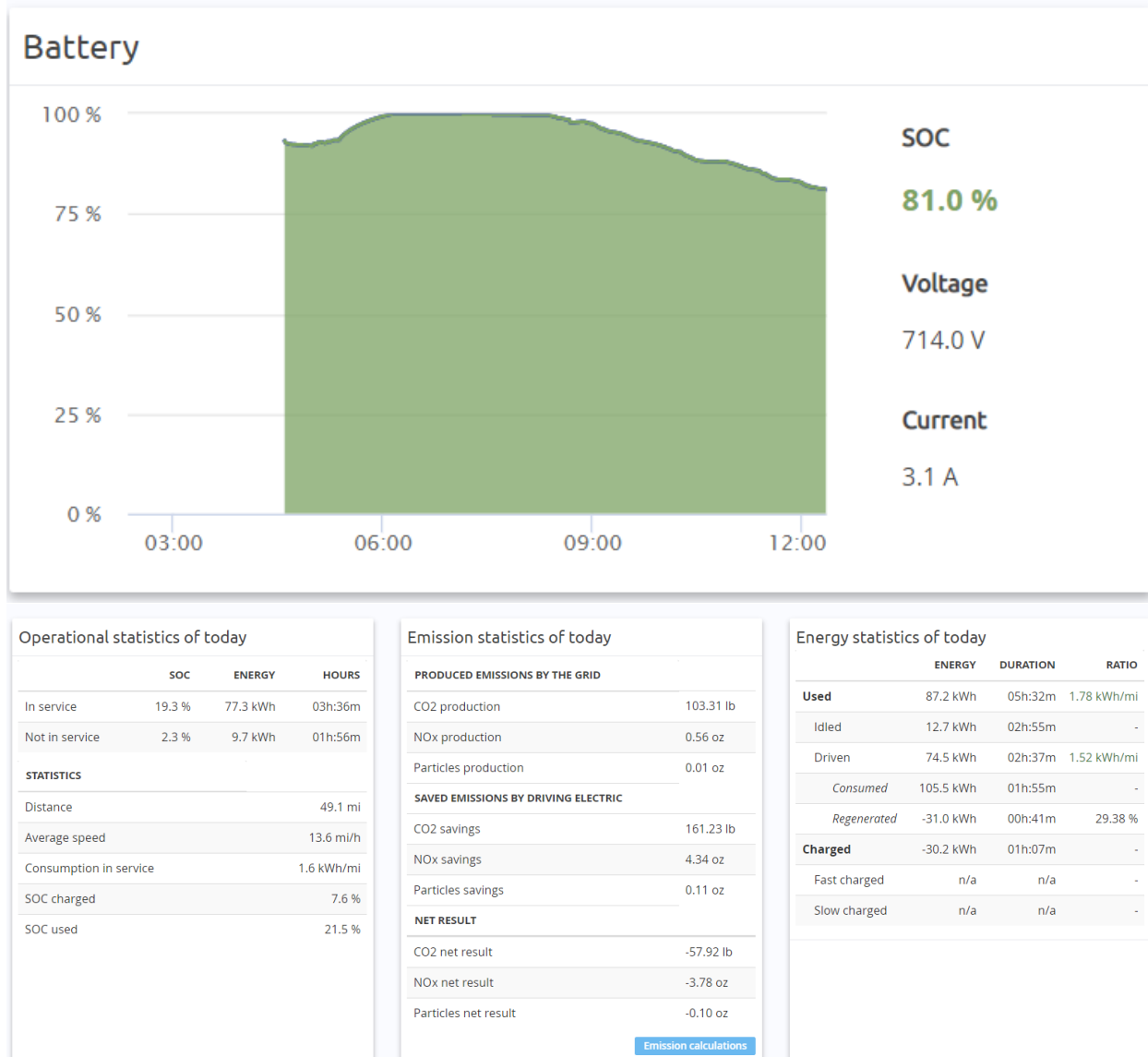
On May 31, Proterra converted the pedestals to a single dispenser unit, instead of a two-dispenser unit. VRT now has six reliable charging stations. Proterra has ordered three additional chargers and equipment needed to provide the six charging stations VRT lost by going to single dispenser. Proterra expects to have equipment on site for installation by the end of August.

Following the delivery of the eight 35' buses to the Boise facility, the buses have been prepared for revenue service. The buses have been registered and the fareboxes, radios and the computer-aided dispatch/automatic vehicle locator equipment has been installed.

Proterra has delayed all warranty start dates and battery lease payments until 12 working charging stations are in place or when buses are placed into revenue service, whichever comes first.

Proterra will also be providing additional passenger notification equipment for the buses. This equipment has been delivered and will start being installed the week of June 6.

VRT also purchased and is installing Viriciti software on all 12 electric buses. This software allows for real-time monitoring of electric buses and chargers from one dashboard. This monitoring system will allow contractors to manage the fleet real-time by knowing the current state of charge on each vehicle. Once all buses are equipped, VRT will provide training to contractors and staff.



Implication (policy and/or financial)

Until all 12 electric buses are delivered and all chargers are operating properly, VRT staff will not dispose or retrofit any buses to ensure service needs are met.

More Information

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

TOPIC	Executive Director Report
DATE	May 26, 2022
STAFF MEMEBER	Kelli Badesheim

Organizational Updates

Valley Regional Transit is still experiencing a higher rate of turnover in our positions. The turnover rate as of this memo moved up from 20 percent to 28 percent. With the support Natalie Hilde, our third-party HR consultant, positions are being filled quickly with high quality recruits. There is a strain on capacity as we bring new employees up to speed, but we are finding productivity rebounding and even improving quickly.

Chair Kling formed the Executive Director Search Committee in May to guide the search and selection of a new executive director for VRT. The committee is made up of board officers and will be holding their first meeting following the Executive Board meeting in June. VRT staff released an RFQ for an executive search firm to support finding the most qualified candidates for the position. The committee will focus the meeting defining the framework and next most immediate steps to move the process forward. Natalie is also releasing a survey to the VRT employees to provide the search committee with employee concerns and insights into the process for their consideration.

I had the pleasure to speak to almost every VRT employee about my decision to step down. I continue to be amazed by the VRT team. I am more convinced this is the very best team to come alongside the board as the organization readies for this significant transition. The words that go through my mind with all my interactions with staff is competence, passion, and grit. They wake up every morning with a heart to serve this region. My only pause about stepping down has been the sadness I feel thinking about a future not leading them.

Board Strategic Work Plan

The Executive Board initiated a project to develop a Strategic Work Plan for the VRT Board to help define the board's activities to support the vision of ValleyConnect 2.0 (VC2.0), and the services and programs defined in the Transportation Development Plan (TDP). This project is not intended to be a broader VRT strategic plan since that is incorporated into VC2.0. Chris Danley kicked-off the Board Strategic Work Plan project at the May 2 Executive Board meeting. He held a kick-off meeting with the VRT executive staff later in the month. The board members received an email introducing them to the project and requesting time for interviews. Based on the discussion with the Executive Board in May Chris and staff are rethinking the mobile workshop envisioned in the project.

Federal Grants

VRT is submitting two additional competitive grants made available through the Bipartisan Infrastructure Bill. One project for on-route charging at Main Street Station and electric buses is year through the Low and No Emission Program for a federal share of \$17.4 million. The total project is estimated to cost \$20 million dollars. The other application is through Bus and Bus Facilities Program to continue improvements at the Orchard maintenance facility. The federal request is \$2.2 million to design and construct a storage and

maintenance building, additional parking, and pavement needed to accommodate the changing fleet, staffing, and space needs to operate efficiently at the Orchard facility. To date, VRT has applied for \$32 million in federal funding to make much needed capital improvements to the system.

Connected Canyon County

VRT staff is continuing our conversations with jurisdiction staff and community partners and stakeholders to move the three concepts that came out of the community workshops forward. The Partners went through three workshops over the last several months to make sure we design solutions that best meet the needs of all the populations in Canyon County. There are more details on the service concepts located in the Executive Board May packet.

We have built out three budget scenarios to share and discuss with both public and private partners. The foundational assumption in this project is to frame service levels that reflect where Canyon County should be at this time to demonstrate the level of financial commitment required to deliver the appropriate level of service. We have also included a status quo and in between option to provide room to navigate as potential funding partners consider the investments they may want to make. Unfortunately, CARES funding will not be available to jumpstart the project because it is needed to address continuing cost increases.

Projects and Community Activities

- Providing project management support to the Connected Canyon County Initiative Community Partners activities
- Supporting Western Idaho Community Healthcare Collaborative (WHCHC) to establish strategic activities based on measures of social influencers of health, including transportation
- Co-chair community impact work through United Way board participation
- 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	City Go Report
DATE	June 6, 2022
STAFF MEMBER	Kaite Justice

Summary

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

- City Go staff continues to work on the Integrated Mobility Plan. The draft plan is currently in the revision process. The plan will be done mid-June and brought to the Executive Board in July for review.
- City Go's new Mobility Ambassador Program continues to run with May's tour being on walking and the Bronco Shuttle. Ambassadors are also working on their car-free challenge in their own time. They are looking at equity in the transportation system and going car-free in different scenarios. Ambassadors are looking at what works, what the barriers are, and how we might break down barriers that exist to car-free transportation. The closing ceremony will be held June 9. More information about the program can be found here: <https://www.citygoboise.com/news-and-events-posts/mobility-ambassador-program-coming-soon>
- The City Go smartcard and Umo Mobility App continue to grow. In April, 155 new accounts were created and \$13,500 in fare revenue. Valley Regional Transit (VRT) has sold over \$70,000 in fares through the new system since it launched in October.
- City Go staff worked on business development with businesses in downtown Boise. Staff held fifteen business development meetings and nine events.
- City Go worked to promote and oversee the three May in Motion promotions at VRT.
 - Benefits include two 31-day bus passes for individuals (more details below).
 - New employers can get one free month of bus passes/City Go membership when they sign up for the Regional Bus Pass Program and/or City Go membership in April or May
 - For more information visit: <https://www.citygoboise.com/news-and-events-posts/sustainable-choices-pay-this-may>
- City Go staff worked on business development with businesses for City Go memberships and Regional Pass Programs.
 - Ethos Design
 - NeighborWorks
 - LeapHousing
 - Galena Opportunity Fund
 - Amazon
 - Ballet Idaho
 - Athlyt
 - Downtown Boise
 - Boise Future School
 - Boise Art Glass
 - Idaho Commission for Libraries
 - Azek
- Events have come back in force, and much of April and May have been spent at events doing community outreach. Event included:
 - Shade City Brewfest
 - St. Luke's Earth Day
 - May in Motion at the Park
 - MIM lunch and learns

- Ada County
- Hummel Architect
- Idaho Power
- Simplot
- Cushing Terrel
- State Department of Education
- US Ecology
- 4 City Go information sessions for employers
- State of the City (Boise) Community Fair
- TVCA's Bike to Work Day in partnership with Ada County, Trader Joes, and George's Cycle
- Employer information sessions at Amazon
- Mobility Ambassador Program Tour 2 and 3
- Just Eat Local, Clearwater Analytics, and Ada County renewed their City Go memberships for the coming year.
- City Go staff hosted a group of students doing a design thinking project from Harvard Business School. The students chose to look at the Rides2Wellness program and opportunities to improve and expand to provide greater access to healthcare. Their final PowerPoint can be found here: https://drive.google.com/file/d/1e5sUfIIIQH_sztUBduQrndETluqGB02K/view?usp=sharing
- City Go staff provided quarterly ridership reports to all pass program participants for FY2022 second quarter.
- Communications summary

TARGET	GOAL	ACCOMPLISHED	TOTAL
NEW NEWSLETTER SUBSCRIBERS	10	2	1,802
NEWSLETTER OPEN RATE	20%	47.1%	
NEWSLETTER CLICK RATE	5%	4.5%	
NEW INSTAGRAM FOLLOWERS	10	16	1118
NEW FACEBOOK FOLLOWERS	10	0	152
BLOG POSTS WRITTEN	1	5	
CLICKS (KEYWORDS)	200	646	
WEBSITE VIEWS	1,000	2,335	
BUSINESS DEVELOPMENT LEADS	2	3	
UMO APP ACCOUNTS CREATED	50	155	

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



TOPIC	Operations Department Staff Report
DATE	May 18, 2022
STAFF MEMBER	Leslie Pedrosa

Summary

This report provides a 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.

Regional Operations

- Valley Regional Transit (VRT) staff finalized contract with Via Mobility, LLC. Via Mobility has started programming to set up the software. VRT is working with the city of Eagle to launch on-demand services in October. Based on this work, the first phase will be focused on building the system for the Specialized Transportation partners. VRT and Via will work with members of the Building Accessible Capacity workgroup to test for user compatibility.
- Proterra is scheduled to install equipment the week of May 23 that will eliminate sequential charging on current equipment. This will give operations six working chargers. The next step in resolving the ongoing charging issues is expected to occur at the end of summer, when three additional charging stations will be installed, at no cost to VRT, that will provide six additional chargers, giving operations a total of 12 charging stations. At the end of the calendar year, it is expected Proterra will have replacement equipment on site to restore the original charging stations back to dual dispensing, that will give a total of 18 charging stations.
- The remaining five 35' battery electric buses have been delivered to the Boise operations yard. VRT has begun preparing buses for revenue service, so that they are ready for service when VRT is ready to place them into service. VRT paid for one-half of the cost of buses and the remaining balance will be paid when VRT has 12 working charging stations or when VRT places the buses in revenue service, whichever comes first. The warranty and battery lease will not start until buses are placed into revenue service.
- VRT is working with several staff at the International Rescue Committee to expand the VRT Late Night service area to accommodate the influx of refugees Boise has received. This expansion will service additional area around the Boise airport and east Nampa. This expansion is expected to be in place in June.

Highlights:

Contracted Transportation

Canyon County Highlights

- Zero preventable accidents in April

- Intercounty on-time performance 76% for April
- ACCESS on-time performance 95% for April
- Continue to face hiring challenges
- Working on fiscal year 2023 service change concepts
- Community Council of Idaho has been utilizing the Happy Day Transit Center for parenting classes
- Western Idaho Community Action Program (WICAP) has been using parking area for food box distribution

Ada County Highlights

- No preventable accidents in April
- Fixed-route on-time performance 86% for April
- ACCESS on-time performance 98% for April
- Continue to face hiring challenges
- Working on fiscal year 2023 service change concepts

Specialized Transportation

- Most services saw a ridership increase, with a large increase in Canyon County Rides2Wellness system
- Eagle Senior Center is hoping to hire another driver
- Metro Community Services continues to look for a full-time driver

Information Technology and Intelligent Transportation Systems

- Staff resolved 165 support requests from 174 submitted in April
- Ongoing cybersecurity awareness training for all system users
- Preparing work to release upcoming procurement for operations two-way radio replacement
- Preparing equipment for launch of new demand response scheduling software

Compliance

- Monitored Federal Transit Authority mask mandate until it was lifted on April 18
- Preparing to recertify the APC system in fiscal year 2022 for National Transit Database reporting
- Completed vehicles scoring for Transit Asset Management

Customer Service Support

- Customer service handled 2,829 of 2,987 phone calls for information, with 156 calls abandoned. The average call time was 2 minutes, 11 seconds and the average hold time was 16 seconds.
- Reservationist handled 1,000 of 1,049 phone calls to change or schedule a ride on ACCESS, with 45 calls abandoned. The average call time was 3 minutes, 20 seconds and the average hold time was 9 seconds.
- On-demand services handled 779 of 846 phone calls to schedule a ride, with 67 calls abandoned. The average call time was 1 minute, 35 seconds and the average hold time was 24 seconds.
- A new agent was hired in April and is in the process of learning all services.

- March City Go Pay mobile ticket sales totaled \$8,369.94.
- There were 56 new accounts created following the launch of the May in Motion promotion in April.

More Information

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

TOPIC	Community Engagement Update
DATE	June 6, 2022
STAFF MEMBER	Jason Rose

Summary

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

Highlights

Digital engagement

- VRT is updating the Engage platform to accommodate different levels of upcoming engagement needs, ranging from near-term service changes to medium-term projects found in the Transit Development Plan (TDP) to longer-range visions, like those found in ValleyConnect 2.0. This will allow for both broad-based engagement to audiences interested in our overall trajectory and targeted engagement for those interested in specific timelines, projects, or geographies. It will also provide a platform to share about VRT and help the audience get to know the agency.

Service changes, the Transit Development Plan (TDP), and more

- We will be supplementing engagement points with onboard surveys, presentations to community partners, tables, communications materials, and more.
- We partnered with COMPASS on Open Houses on May 4 and 5, which provided a good opportunity to showcase early drafts of our TDP outreach.
- Surveys for Routes 40 and 45 have been distributed on board buses and to community partners, and will be active until June 11.

Navigation

- Staff continues to expand our Navigation outreach, with a focus on community partners such as the International Rescue Committee, Life's Kitchen, and more.
- We continue to create a Navigation Plan to formalize processes and begin to promote travel training opportunities for the public.

More Information

Attachments: None

For detailed information contact: Jason Rose, Community Engagement Manager, 208-258-2739, jrose@valleyregionaltransit.org

TOPIC	Finance and Administration Activity Report
DATE	June 6, 2022
STAFF MEMBER	Jason Jedry, Finance Director

Summary

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

Highlights

Budget/Finance

- Finance staff are working on closing the second quarter of FY2022
- The new payroll service and FSA benefits will go live in June
- The enterprise resource planning (ERP) system consulting services kick off meeting is scheduled for May 24. We expect the identification and implementation of a new ERP system to take 18 to 24 months at a minimum
- Finance Director is working with staff on FY2023 budget planning

Grant Management

- Grants and Compliance Administrator is working on the following:
 - FTA grant applications
 - Active grant revisions/amendments
 - Subrecipient agreements for FY2022
 - Subrecipient reviews
 - Project funding form maintenance
 - Federal grant reconciling

Procurement

- Procurement and Contracts Specialist is working on:
 - Orchard Facility 2021 Pavement Expansion Project
 - On call Security Services
 - Laundry Services for Ada and Canyon County
 - Executive Recruitment Consulting Services
 - MSS and HDTC Janitorial Services

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



TOPIC	Programs and Marketing Update
DATE	May 17, 2022
STAFF MEMBER	Dave Fotsch

Summary

The Programs area covers Safe Routes to School and Marketing.

Staff Recommendation/Request

Information only

Implication (policy and/or financial)

Information only

Highlights

Safe Routes to School (SRTS)

- Treasure Valley Safe Routes to School is booked for the rest of the school year, making this year one of the busiest in the program's history. Schools wanting bike rodeos can contact the program and be added to the waitlist for next year.
- The next big rodeo takes place at Galileo Elementary School, May 23-27.
- SRTS will be doing the YMCA camps this summer.

Marketing

The marketing department works with Stoltz Marketing Group (SMG) to develop and launch a series of initiatives designed to grow and maintain Valley Regional Transit services.

Route 30 Pine Promotion

- SMG is nearly finished with the mailer and social media creative.
- The first part of the campaign will focus on a direct mail piece sent to residents and businesses within ½ mile of the proposed route.
- The other major part of the campaign will be social and digital display ads.
- We are still awaiting a decision on the start date for the service.
- VRT will build out a new information page about the Route 30 for the website.

Eagle Service Promotion

- Campaign development is on-hold until decisions are made on the type of service to be offered in Eagle, and timeline for the start of the service.

Traditional Media Support

- Valley Regional Transit has contracted with three Treasure Valley radio providers to run a series of announcements through the end of the fiscal year. Announcements and ads will run on Boise State Public Radio, Radio Boise, and the Lotus Boise group of stations.
- The next series of announcements will focus on promotions connected to May in Motion.

Online Reporting

- Valley Regional Transit is working with SMG on a pilot program to monitor and measure use of the VRT website. This intel will help make decisions about further investments in the website.

Safe Routes to Schools Website

- SMG provided a wireframe for a new Safe Routes to Schools website using the template from the VRT website.

Cobranding Valley Regional Transit and City Go

- Through internal meetings and meetings with SMG, we are looking at ways to define the brands of Valley Regional Transit and City Go more clearly.
- The decisions coming from these discussions will affect future projects, such as the Riders Education external campaign's relaunch and the internal Riders First campaign.

Safe Travels, Treasure Valley newsletter

- The recently redesigned newsletter is improving the reach of the publication.
- Since switching to a shorter monthly publication, the newsletter has garnered 27.5% and 26% open rates, which is much better than the every-other-week version.
- We invite you to subscribe to the newsletter and share the link with others.
<https://valleyregionaltransit.us17.list-manage.com/subscribe?u=a2575d0c9e327df42c647285a&id=30356a6b08>

Boise Bike Share 2.0

- VRT will be asking SMG to assist in marketing the pilot program for bike share.

Boise Bike Share 2.0

- Valley Regional Transit has been successful in acquiring a grant of \$50,000 from the Capital City Development Corporation (CCDC) to launch a pilot program of electric-assist bikes this summer. In addition, CCDC is offering to match the next \$50,000 in sponsorships for a total not to exceed \$100,000. If VRT is successful in maximizing the match, it could launch the pilot with 100 bikes on July 1, 2022. The pilot would run until the end of October 2022. It is hoped that in that time, big time sponsors will see the value in bike share and will support a more extensive system in 2023.

More Information

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

TOPIC	Development Department Monthly Report
DATE	May 18, 2022
STAFF MEMEBER	Stephen Hunt

Summary

Development department activities since March 2022 report

VRT Strategic Plan

Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- **Transportation Development Plan (TDP)**
VRT staff presented a draft TDP for board and stakeholder review. The draft considers all input received over the last quarter and will continue to be refined over the summer and fall. The TDP development process is occurring in parallel to the FY2023 budget development and the CIM 2050 update.

Funding Development

- **Budget Development** –As part of the FY2023 budget development schedule staff has been meeting with local partners to discuss funding requests and strategies. VRT staff will present preliminary expenses to the board in June.
- **Transportation Development Plan (TDP)** - Staff will continue engaging local jurisdictions, Regional Transit Team, and Regional Advisory Council on project priorities for the TDP.
 - Staff is building a 10-year capital improvement program and process to inform the TDP capital improvement plan
 - Staff is reviewed service costs, fare projections and performance measures to inform the service implementation plan.
- **Grant Opportunities** – As provided for in the Federal Transit Administration Low or No Emission Vehicle program, VRT has partnered with several agencies to prepare a competitive \$20 million Low or No Emission Vehicle grant. This grant would design, procure, and install on-route charging infrastructure at Main Street Station thus facilitating all day transit operations for routes based out of Main Street Station. This includes the premium corridor routes of State Street, Fairview and Vista. The grant would also procure eight battery electric vehicles which would replace aging CNG vehicles and install four depot chargers at Orchard. VRT is also preparing a \$2.7 million Bus and Bus Facilities grant to continue upgrading the Orchard maintenance facility according to the Orchard Facility Master Plan. VRT will continue to work with its funding partners to find and pursue funding opportunities.

Goal 2 – Increase Ridership and Revenue

- **FY2023 and FY2024 Service Changes** – Development staff has continued reviewing route performance and has proposed route changes that are designed to increase ridership.
- **May in Motion** – As part of the annual May in Motion campaign development staff worked with the marketing team to prepare rider incentives that would encourage ridership through the month of May and into the summer.

Goal 3 - Build institutional and regional capacity

Regional Capital Enhancements

- **Orchard Facility Master Plan**
A request for bid (RFB) was issued. Bid opening is on April 21, 2022, at 4pm. The selected contractor will be presented to the Executive Board for approval at the May 2, 2022, meeting. Construction on storm water/drainage facilities, pavement, and utilities to begin in summer 2022.
- **Happy Day Transit Center Upgrades (HDTC)**
HVAC replacement contractor is designing replacement system. Design engineer and architect are under contract for roof and awning replacement. Architect will start office redesign plans for 2023 construction.
- **Bus Stops**
Staff continues to work on two corridor studies and three construction projects.
 - 1- FY2022 bus stop construction package was approved for Paul Construction with NTP issued April 12, 2022. Initial schedule has Orchard sites beginning in May 2022 and the station at Goddard and Milwaukee constructed last in September 2022. Construction will include relocating 13th and Fort to 12th and Fort.
 - 2- Construction of the five best in class shelters and transit stations on Main and Fairview were completed and opened for service. VRT worked with agency partners to address safety concerns of the community.
 - 3- State Street NEPA and design scope (RFP) consultant was selected through competitive process, contract authorization will be presented May 2, 2022, to the Executive Board. Improvements proposed are anticipated to be approved and designed for State Street based on TOA recommendations. NEPA is anticipated to take 6-8 months for FY2023 and FY2024 construction and up to 2-years for corridor environmental assessment.

Regional Corridor Planning

- **State Street Corridor Projects**
 1. VRT has approved a 5339 grant for FY2022 to begin implementing environmental and design on State Street. VRT anticipates using the RAISE grant for additional funding opportunities to advance the development of the State Street transit corridor for construction in FY2023 and FY2024.

- **Fairview Corridor Project**

1. The second phase of the plan is underway for design concept and NEPA for bus stop construction in FY2023-24.
2. Bus stops identified for upgrades will be designed and permitted in FY2022 with construction to follow as a general bus stop construction project for FY2023.
3. The Town Square Mall (TSM) civil evaluation is underway. VRT had a meeting with TSM manager March 2 and preliminary concepts are being developed for replacement. Coordination with the landowner and the mall are ongoing.

Other Development Activities

- **Planning projects**

- 1- Regional Vanpool Study –The consultant team has prepared and delivered the final draft of the report. VRT staff and the project team are reviewing the final report and preparing the report of approval by the VRT board.
- 2- Passenger Facility Plan/Bus Stop Typology – The consultant team has completed the draft kit of parts and VRT staff and stakeholders have begun reviewing and commenting on the kit of parts. The final kit of parts will be presented to the board for action in August.
- 3- Kuna Transit Study – Transpo group has drafted an initial set of service proposals and is working to refine those concepts with City of Kuna staff.
- 4- State Street Transit Operational Analysis – The consultant team is preparing final documents for stakeholder review. Many of the projects in the planned portfolio were prepared for the State Street RAISE grant. All elements and analysis will be packaged into a final report to guide further coordination of transit and roadway projects.

More Information:

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