

Regional Advisory Council Meeting Agenda

July 19, 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 Team at

https://www.valleyregionaltransit.org/RAC_July2022

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 June 21, 2022 Regional Advisory Council Meeting**
Pages 3-5 | Paula Cromie
The Regional Advisory Council is asked to consider approval of the minutes from the June 21, 2022 meeting.
- V. **Action Items**
- A. Information: Reasonable Accommodation/Modification Policy**
Pages 6-18 | Leslie Pedrosa
Staff will review the new policy and procedures and request the Regional Advisory Council recommend the policy for approval to the Executive Board.
- B. ACTION: FY 2023 Service Change**
Pages 19-28 | Alissa Taysom
Staff is recommending recommendation of approval of the proposed FY2023 Service Change to the VRT Board of Directors.
- VI. **Information Items**
- A. Information: FY2022 Second Quarter Performance Report**
Pages 29-33 | Leslie Pedrosa
VRT Staff has included the second quarter ridership information for fiscal year 2022 for the RAC to review.
- B. Information: On-Demand Transit Update**
Pages 34-35 | Leslie Pedrosa
Staff will provide an on-demand transit service update for Canyon County to the Regional Advisory Council.
- C. INFORMATION: Community Engagement update**
Jason Rose

Staff will provide an update on community engagement efforts.

D. INFORMATION: Joint Executive Board and Regional Advisory Council Meeting Topics
Kelli Badesheim

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

E. INFORMATION: Annual Orientation Meeting - September 2022

Kelli Badesheim

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

F. 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 36-49 | Staff

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

VIII. Adjournment

Ø = Attachment

Agenda order is subject to change.

Next Regional Advisory Council Meeting:

September 20, 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, Community Relations Manager at 258-2702 if an auxiliary aid is needed.

Regional Advisory Council Meeting Minutes

June 21, 2022

9:00 AM

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

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Samantha Kenney	Lisa Brady	Kelli Badesheim, VRT
Terri Lindenberg	Susan Bradley	Mark Carnopis, VRT
Jeremy Maxand	Randy Johnson	Rich Chalmers, VRT
Lauren Noble	Susan Manika	Paula Cromie, VRT
Deeann Solis	Mary Beth Nutting	Jeanette Ezell, VRT
Walter Steed		Kathleen Godfrey, VRT
		Stephen Hunt, VRT
		Liisa Itkonen, COMPASS
		Jason Jedry, VRT
		Kaite Justice, VRT
		Nick Moran, VRT
		James Mundell, VRT
		Randy Reese, VRT
		Neva Resendez, VRT
		Jason Rose, VRT
		Alissa Taysom, VRT
		Cameron Wells, VRT
		Sarah Ybarra, VRT

Calling of the Roll - Chair Walter Steed called the meeting to order without a quorum present by phone and in person at 9:08. A quorum was present at 9:15. The meeting started with the first information item, then moved to the action items once there was a quorum.

Agenda Additions/Changes – Added two information items – Mobility Ambassador Program and Employer Programs update.

Public Comments - None

Consent Agenda

Items on the consent agenda consisted of the following:

ACTION: Minutes of the May 17, 2022, Meeting

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

Action Items

ACTION: 2022 Coordinated Public Transit Human Services Transportation Plan

Liisa Itkonen, from COMPASS, presented the draft of the Coordinated Public Transit-Human Services Transportation 2022 and asked them for a recommendation to the Valley Regional Transit Board of Directors to adopt the draft of the plan.

Following discussion, Jeremy Maxand moved to recommend adoption of the Coordinated Public Transit-Human Services Transportation 2022 to the VRT Board; Sam Kenney seconded. The motion passed unanimously.

ACTION: Reasonable Accommodation/Modification Policy

Stephen Hunt reviewed the new Reasonable Accommodation/Modification Policy and requested the Regional Advisory Council recommend the policy for approval to the Executive Board.

Following discussion, no action was taken and will be brought back to the RAC in July. Staff will bring back a fully rounded policy and include the procedures staff will follow to determine eligibility.

Information Items

INFORMATION: Employer Programs Update

Kaite Justice presented an update on the employer programs. The program has been simplified to make it easier for Valley Regional Transit and businesses to administer. We have 20 pass programs and 15 City Go members. Staff continues to work at expanding the program to other businesses. One business of note that staff is working with was Amazon in Nampa with an employee survey indicating good interest in transit to get to and from work.

INFORMATION: Mobility Ambassador Program –

Kaite Justice presented information on the Mobility Ambassador program, an educational program to help community members better understand the interconnected network of public transportation. The program was capped at thirteen participants who represented a good cross-section of the population, with members who were vision-impaired, wheelchair bound, one who works for the state legislature, one who uses public transit regularly, one from the Ada County sheriff's office, five who are interested in or study urban planning and/or transportation and all who generally desire an improved transportation network. From the program, VRT will work to disseminate information gathered during the program and work to improve transit connections across the Treasure Valley.

INFORMATION: Community Engagement Update

Jason Rose provided an update on community engagement activities. He discussed the connected Treasure Valley 2022 program on the Engage Platform that runs July through October and gives updates on the vision for proposed current service changes (Transit for Today), in the future in transportation projects scheduled up to the next four to five years (Transit for Tomorrow) and further into the future (The Vision).

INFORMATION: On-Demand Transit Update

Stephen Hunt provided an update on the Canyon County On-demand service. Detailed information was included in the packet.

INFORMATION: Electric Bus Update

Stephen Hunt provided an update on the status of the electric buses and chargers. The plan continues to be to have 12 fully working chargers; VRT currently has six. All 12 electric buses have been delivered. Three new dual dispensers should be installed by August to get us up to 12 working chargers.

INFORMATION: Topics for Discussion

Regional Advisory Council had the opportunity to bring up topics they would like to be considered as future agenda items.

Department/Staff Reports

INFORMATION: Department/Staff Reports

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

Item IV. A.

Adjournment – Terri Lindenberg moved to adjourn the meeting; Jeremy Maxand seconded. The meeting was adjourned at 10:35.

Next Regional Advisory Council Meeting:

July 19, 2022

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642



TOPIC	Reasonable Accommodation/Modification Policy
DATE	July 1, 2022
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an action item. VRT staff requests that the Regional Advisory Council recommend for approval to the Executive Board of Directors the Reasonable Accommodation/Modification Policy, which replaces the previous ADA Accessible Bus Stop Policy, VMC09-003.

Highlights

Valley Regional Transit (VRT) last updated the ADA Accessible Bus Stop Policy in 2009. To adapt to a growing system and continued updates to the federal policy, VRT presented an update to the ADA Accessible Bus Stop Policy to the RAC at the April 2022 meeting. Following discussion, it was requested staff revise the policy to include a policy for accommodations and modifications.

Summary

VRT staff's review of ADA Accessible Bus Stop policy found the policy allows for riders to request Flag Stop Qualification request, which would allow the rider to flag down a bus, not at a fixed-route bus stop location. Through discussions with customer service staff and our Public Information Officer, it was determined there are currently no riders making use of the flag stop option, and the last request for using the flag stop qualification was in 2009.

Since transitioning to a fixed-route bus stop system, VRT has been working to improve the accessibility of bus stops either through physical improvements or relocating bus stops. These improvements reduce the need for flag stop qualifications and result in a better long-term solution. In addition, in 2018, Ada County Highway District began the process of updating its ADA transition plan. As ACHD transitions infrastructure to comply with the Americans with Disabilities Act, VRT works with the highway district to improve existing stop locations.

With the lack of use of the flag stop system, the physical improvements that have been, and continue to be made, VRT recommends rescinding the current ADA Accessible Bus Stop Policy and replacing it with the Reasonable Accommodation/Modification Policy. This new policy will ensure as many people as possible, regardless of physical ability, can continue to use public transportation services in a way that is safe for them and the bus operators.

VRT completed a review of current and documented stop locations and amenities, including stop accessibility. In the future, VRT will be deploying a safety reporting software that can be used by riders to report issues including accessibility issues at specific stop locations. VRT will also be able to track the conversion of stops to ADA Accessible stops.

VRT will also ensure through this new policy that riders can still request an accommodation or modification, that third party contractors are aware of VRT policy and procedures for any

accommodation or modification, and that VRT will update existing bus stops and build new bus stops that meet ADA requirements based on budget availability.

VRT staff presented the policy to the Regional Advisory Council in June and has added the procedures with the policy as requested by the council.

Schedule

April – Information item to the Regional Advisory Council

June – Action item for the Regional Advisory Council

July – Action item for the Regional Advisory Council

August – Action item for the Executive Board

August – Action item for the Board of Directors

Implication (policy and/or financial)

Replacing the ADA Accessible Bus Stop Policy with the Reasonable Accommodation/Modification Policy and procedures will align with current practices.

More Information

Attachments:

Resolution VMC09-003 and the current ADA Accessible Bus Stop Policy

Policy 6.00.04 Reasonable Accommodation/Modification Policy

O-023 Reasonable Accommodation/Modification Procedures

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



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](#)
[O-023 Reasonable Accommodations/Modifications Procedures](#)

VRT Operations – Procedures

System: VRT Fixed-Route and ADA
Complementary Paratransit Service

Procedure Number: 0-023

Subject: Reasonable Accommodation or
Modification Procedures

Issue Number: 1

Issue Date: 8/1/2022

Revision Date:

PURPOSE and SCOPE

Valley Regional Transit (VRT) is committed to serving the needs of individuals with disabilities in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. The Reasonable Accommodation and Modification procedures are designed to guide Valley Regional Transit staff to make reasonable modifications or accommodations to policies, practices, and procedures pertaining to fixed-route, demand response, and paratransit services necessary to avoid discrimination

RESPONSIBILITY

The VRT Transit Services Manager will be the Reasonable Accommodation or Modification Coordinator. The coordinator is responsible for deciding whether to grant a reasonable accommodation or modification request and maintain all documentation and disposition of each request.

The fixed route contract operator will be responsible to ensure drivers are trained to make accommodations or modifications as needed, when there is a need in real time. The contract operator will ensure that any accommodation or modification made is communicated back to VRT staff.

The VRT Public Information Officer will review any appeals or complaints filed in response to decisions made by the VRT Transit Service Manager. The Public Information Officer will ensure that the appeals and complaint procedures are documented and displayed in a prominent place in transit facilities, on vehicles and on the authority's website in a method that is accessible to and usable by individuals with disabilities

The VRT development department will ensure ADA requirements are included in bus stop typology, and in design of all new and improved bus stops.

DEFINITION

A reasonable modification or accommodation is 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.

GUIDELINES

In determining whether to grant a requested accommodation or modification, Valley Regional Transit will be guided by the provisions of United States Department of Transportation, 49 CFR Appendix Part 37.169. Item V. A.

Per federal guidelines, Valley Regional Transit will consider the following for reasonable modifications or accommodations requests:

- The individual requesting the modification or accommodation is not required to use the term “reasonable modification” when making a request.
- Whenever feasible, requests for modifications or accommodations will be made and determined in advance, before Valley Regional Transit is expected to provide the modified service.
- Requests can be made during the ACCESS eligibility process.
- Requests can be made through customer service inquiries.
- Requests can be made through Valley Regional Transit’s customer comment process.
- Where a request for modification or accommodation cannot practically be made and determined in advance (because of a condition or barrier at the destination of an ACCESS or fixed route trip of which the individual with a disability was unaware until arriving, operating personnel will make a determination of whether the modification or accommodation should be provided at the time of the request.

Valley Regional Transit may deny a modification or accommodation based on the following grounds:

- a) Granting the request would fundamentally alter the nature of the Valley Regional Transit service, programs or activity.
- b) Granting the request would create a direct threat to the health or safety of others.
- c) Without the requested accommodation or modification, the individual with a disability is able to full use VRT services, programs, or activities for their intended purposes.
- d) Granting the request would cause an undue financial and administrative burden.

PROCEDURES

Request For a Reasonable Accommodation or Modification

1. VRT staff will complete a form that will include all information needed to make a determination
 - a. Once a request is made, the review process will be completed within 10 calendar days
2. VRT Transit Services Manager will consider the following factors when determining the approval or denial of an accommodation or modification request
 - a. Accessibility issues being addressed
 - b. By denying the request, will VRT be discriminating against an individual with a disability protected under the ADA Act of 1990
 - c. Will the accommodation or modification create an undue burden to VRT
 - d. Will the accommodation or modification alter the nature of the service
3. VRT Transit Services Manager will discuss the request for accommodation or modification with the contracted operator before making a determination to grant or deny the request.
4. If the VRT Transit Services Manager determines an accommodation or modification will be made, the requestor will be notified of the decision by phone, email and mail.
 - a. The accommodation or modification letter will include:
 - i. Documentation on what is being accommodated or modified
 - ii. The length of time the accommodation or modification will be in place
5. If the VRT Transit Service Manager determines an accommodation or modification will be made, contractor staff will be trained to ensure they understand what is expected of their staff to meet the requirements of the determination for any accommodation/modification

- a. In any case in which Valley Regional Transit denies a request for reasonable accommodation/modification. VRT will take, to the maximum extent possible, any other actions (that would not result in direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by Valley Regional Transit.
6. If the VRT Transit Services Manager denies a modifications or accommodations request, the requestor will be notified of the decision by phone, email and mail.
 - a. The denial letter will include:
 - i. Why the request was denied
 - ii. The process to file an appeal or complaint
7. If the VRT Transit Services Manager denies the accommodation or modification, the requestor has 10 calendar days from receiving the decision to file an appeal or complaint

Request For A One Time or Immediate Accommodation:

1. Any person may request to board a bus at an area that is not a designated fixed route bus stop, on the same day as a planned trip
 - a. A person requesting to board at an area not designated at a bus stop will be required to call customer service in advance of a planned trip at 208-345-7433
 - i. The call must be with enough advance notice to allow time for staff to investigate and determine if the request can be accommodated
 - ii. VRT staff will complete a form that will include all information needed to make a determination
 - b. The VRT Transit Service Manager will work directly with the contract operator to determine if the accommodation can be made. The following factors when determining the approval or denial of an accommodation:
 - i. Will the accommodation create a direct threat to the health or safety of others
 - ii. By denying the request, will VRT be discriminating against an individual with a disability protected under the ADA Act of 1990
 - iii. Will the accommodation create an undue burden to VRT
 - iv. Will the accommodation alter the nature of the service
 - c. The VRT Transit Services Manager will follow up with the requestor within two hours of when the request was made
2. Any person may request the driver to alight the bus at an area that is not a designated fixed route bus stop, at the time they are on the bus
 - a. VRT Transit Services Manager will ensure that contract operators include in driver training how to handle these accommodations
 - i. Training will include how to determine if and when the request can be accommodated and how to communicate what can or cannot be done
 - b. Drivers will work directly with their supervisor to determine if an immediate accommodation can be made
 - c. Any accommodations made by contract operators will be reported to VRT daily

Request An Appeal or File A Complaint Following A Denied Accommodation Or Modification:

1. Any person wanting to file a complaint or appeal a denial of a request for modification of policies and practices has 10 days from receiving the decision to do so
2. The requestor can file an appeal or complaint in one of the following ways:
 - a. By mail: Valley Regional Transit, Attn: Public Information Officer, 700 NE 2nd St., Ste. 100, Meridian, ID 83642
 - b. By facsimile addressed to the VRT Public Information Officer at 208- 846-8564
 - c. By email to: info@valleyregionaltransit.org
 - d. By calling the Public Information Officer directly at 208-258-2702
3. All complaints will be investigated and responded to within ten (10) business days

4. Responses to complaints will be documented and include the reason for the response.

Item V. A.

Revision Log

Issue No.	Issue Date	Description of Change(s)

MANAGEMENT COMMITTEE RESOLUTION

Item V. A.

ADA Accessible Bus Stop Policy and Procedure RESOLUTION VMC09-003

**BY THE MANAGEMENT COMMITTEE OF VALLEY REGIONAL TRANSIT APPROVING
the ADA Accessible Bus Stop Policy:**

WHEREAS, pursuant to Idaho Code, Chapter 21, Title 40, and as a result of the approval of the voters of Ada and Canyon Counties on November 3, 1998, a regional public transportation authority (now known as "**Valley Regional Transit**") was created to serve Ada and Canyon counties; and

WHEREAS, Idaho Code§ 40-2109(1) confers to Valley Regional Transit (VRT), as a regional public transportation entity, exclusive jurisdiction over all publicly funded or publicly subsidized transportation services and programs except those transportation services and programs under the jurisdiction of public school districts and law enforcement agencies within Ada and Canyon Counties; and

WHEREAS, Idaho Code§ 40-2108(2) and (5) provide that Valley Regional Transit, as a regional public transportation entity, has power to raise and expend funds as provided in Idaho Code Chapter 21, Title 40 and to make contracts as may be necessary or convenient for the purposes of the Regional Public Transportation Authority Act; and

WHEREAS, Valley Regional Transit (VRT) transitioned from a flag stop system to a formal bus stop system in October 2008; and

WHEREAS, the implemented stops were chosen based on several technical factors including: accessibility, passenger safety, traffic safety, and spacing between stops; and

WHEREAS, VRT has assessed all bus stops for any and all accessibility issues; and

WHEREAS, VRT is currently prioritizing the implementation of improvements to any inaccessible stops; and

WHEREAS, funds have been approved through the American Recovery and Reinvestment Act of 2009 to pay for improvements to the stops; and

WHEREAS, patrons may need a courtesy stop near the closest bus stop while the improvements are being implemented; and

WHEREAS, at the 01/21/09 VRT Board meeting, the board delegated the Management Committee the completion and approval of the policy as soon as possible; and

WHEREAS, Idaho Code§ 40-2109(5) provides that the Board of Valley Regional Transit may adopt resolutions consistent with law, as necessary, for carrying out the purposes of Chapter 21, Title 40, Idaho Code and discharging all powers and duties conferred to Valley Regional Transit Pursuant to Chapter 21, Title 40.

WHEREAS, the Board of Valley Regional Transit has created a Management Committee, conferring specific authority upon it to discharge its powers, pursuant to Resolution 2003-002;

WHEREAS, the Board of Valley Regional Transit has conferred upon the Management Committee the power to review and approve certain transactions in conformance with the procurement policy of the Authority pursuant to Resolution 2003-025, all such power has been conferred for the carrying out the purpose of Chapter 21, Title 40, Idaho Code and discharging all powers and duties conferred to Valley Regional Transit pursuant to Chapter 21, Title 40.

NOW THEREFORE, BE IT RESOLVED BY THE MANAGEMENT COMMITTEE OF VALLEY REGIONAL TRANSIT:

Section 1. That the Management Committee approves and adopts the ADA Accessible Bus Stop Policy

Section 2. That the Management Committee directs VRT staff to implement the ADA Accessible Bus Stop Policy and procedures as set forth in Exhibit 1.

Section 2. That this resolution shall be in full force and effective immediately upon its adoption by the Management Committee of Valley Regional Transit and its approval by the Committee Chair.

ADOPTED by the Management Committee of Valley Regional Transit, this 6th day of April, 2009.

APPROVED by the Committee Chair this 11 day of July, 2009.

ATTEST:


SECRETARY

APPROVED:


CHAIR OF MANAGEMENT COMMITTEE

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

Section	Policy No. 1.06.01
Policy Title: Accessible Bus Stop	Page 1 of 3
Policy Date: April 6, 2009	Policy Adopted: April 6, 2009
Approved By: Management Committee	Policy/Page Replaced: n/a Policy Amended: n/a
Dave Ferdinand, Chairman Kelli Fairless, Executive Director	

Valley Regional Transit
ADA Accessible Bus Stop Policy

Background

In an effort to create more visible, timely and safe access to the fixed-route bus services, Valley Regional Transit (VRT) transitioned from a flag stop system to a formal bus stop system in October 2008. This process included the implementation of 860 bus stops system-wide. An engineering analysis was conducted to determine the safest location for each bus stop. Stops were chosen based on several technical factors including: accessibility, passenger safety, traffic safety, and spacing between stops.

Some of the bus stops have factors which create an inaccessible path of travel. This leads to hard ship for some persons with disabilities to access the transit services. VRT developed the policy below to allow qualified individuals to flag the bus down when such circumstances arise.

Statement of Policy

VRT will allow qualified individuals to flag the bus down at *safe* and *accessible* locations along fixed-route transit services. Qualifications for evaluation will be determined based on whether the individual's disability prevents them from accessing the transit service at the fixed-stop location.

Procedure

Beginning April 1st, 2009 Valley Regional Transit will implement the policy and procedures to allow qualified individuals to flag down bus operators when the nearest bus stop is determined to be inaccessible.

VRT will be the qualifying agency. The Flag Stop Qualification document will be provided to the patron. A member of the VRT staff will review both this policy document and the Flag Stop Qualification document with the patron. Upon signing the Flag Stop Qualification document, the patron will be provided a designated orange flag to utilize when flagging down the bus. To go through the qualification process, please call 345-RIDE.

This is interim policy that will be in force until such time as bus stops become ADA accessible.

Note: Paratransit door to door service is available to those who qualify through an application process. For information on Paratransit service call (208)345-1234 in Boise and call (208)846-8547 ext. 4224 in Nampa.

Attachment A.

Flag Stop Qualification Document

_____ has a disability that qualifies him/her to utilize the Valley Ride Bus System as a Flag Stop System while improvements are being made to the current fixed route bus stops.

Terms of Agreement

1. When possible, Patron will position themselves within 20 feet of an established bus stop.
2. Patron will display orange reflective flag as prominently as possible for Operator to see.
3. Operator will pull as close to flag stop request as safely possible.
4. Patron may have to move towards the bus to where the Operator has safely pulled over.

By signing this agreement, both the Agency and Patron state that they have read the policy and agree to the Terms of the Agreement.

Agency: _____

Patron: _____

Contact Name: _____

Signature: _____

Address: _____

Phone: _____

The following locations are available for patrons to receive/pick up flag:

Location	Address	Contact Person	Contact Number	Contact Email
Boise Operations	4788 S. Orchard St Boise ID 83705	Donna Hill	208-336-1019 ext.4106	dhill@valleyride.org
CCOA				
Health and Welfare- Boise	1720 Westgate Dr. Suite D Boise ID 83704	Carolyn Hiatt	208-334-6874	HiattC@dhw.idaho.gov
Health and Welfare- Namoia				
Home-Please fill in the remaining columns and highlight				
ICBVI	341 W WASHINGTON ST BOISE ID 83702	Brian Jain	208-334-3220ext 125	bjain@icbvi.idaho.gov
Idaho ADA Task Force				
Idaho Office of Refugees	1607 W Jefferson St Boise, Idaho 83702	Patty Haller	(208) 336-4222	phaller@idahorefugees.org
LINC	1878 W. Overland Rd. Boise Idaho 83705	Todd Wilder	208-336-3335	TWilder@lincidaho.org
Nampa Operations	1616 Industrial Rd. Nampa, ID 83687	Deanna Locklear - Operations Manager -	208-461-4974	geanna.locklear@firstgroup.com
SILC				
IDVR-Boise	3350 Americana Terrace, Suite 210,	Bobbi Hiller	(208)334-365,0	bhiller@vr.idaho.gov
IDVR-Boise	10200 W Emerald Suite 101	Joan Rainey	(208)327-3711	jrainey@vr.idaho.gov
IDVR-Meridian	600 E. Watertower St., Suite B,	Larry Rezendes	(208)888-0648,	lrezendes@vr.idaho.gov
IDVR-Namoia	1204 8 th Street South,	Dana Mather	(208)465-4659	dmather@vr.idaho.gov
IDVR-Caldwell	3110 E. Cleveland Blvd, Suite A7, ,	Socorro Pastor	(208)454-7606	spastor@vr.idaho.gov
Valley Regional Transit	830 N. Main Suite 230, Meridian Idaho	Jennifer Smith	(208)345-RIDE	jmsmith@rideline.org

This list will be made available on the VRT website and will be updated as additional locations are identified.



TOPIC	FY 2023 Service Change
DATE	July 19, 2022
STAFF MEMBER	Alissa Taysom

Staff Recommendation/Request

Staff is recommending recommendation of approval of the proposed FY2023 Service Change to the VRT Board of Directors.

Summary

Valley Regional Transit staff has been working towards further improving service as outlined in ValleyConnect2.0. The proposed changes below move VRT closer to the goals outlined in VC2.0, including improving on-time performance, expanding fixed route service areas, and adjusting times to better serve riders. The FY2023 service changes proposes changes to the following routes:

- 7A – Fairview/Ustick
- 30 - Pine
- 40 – Nampa/Meridian Express
- 42 – Happy Day to Towne Square Mall
- 43 – Caldwell Express
- 45 – Boise State/CWI Express

7A Capital High School

Twice a day (at 7:08 am and 4:12 pm), the 7A extends past Ustick to Goddard, serving six additional stops between Goddard and Ustick, Cole and Milwaukee. The original intent of this tripper was to serve Capital High School. The timing of this tripper does not align with the bell schedule at Capital, and the current hourly frequency does not provide the flexibility needed to adjust the timing to better serve the High School. Discontinuing the extension to Capital High School will result in the closure of four stops, two on Milwaukee and two on Cole. The stops remaining on Goddard are also served by the 12 – Maple Grove. The ridership of the stops that will be affected by this change average 2.2 daily boardings and alighting's, 0.91% of total 7A ridership. VRT staff reached out to Capital High School staff, who stated that students would not be adversely affected by this change. VRT staff recommends eliminating the extension to Capital High School due to the low ridership.

Figure 1: Map of 7A and the Capitol High Extension



30 – Pine Meridian Service

Valley Regional Transit will be starting the new Meridian service, the 30 Pine. The start of the service was delayed due to the ridership impacts of the COVID-19 pandemic. This service will connect Ten Mile and Franklin to the Village at Fairview Avenue and Eagle Road. The 30 Pine will run on a 30-to-60-minute frequency from 6:00 a.m. to 10:00 a.m. and 3:30 p.m. to 7:00 p.m. and connect to the routes 40 Nampa/Meridian Express, the 42 Happy Day to Towne Square Mall, and the 45 Boise State/CWI via Fairview providing commuters options to connect to Boise, Nampa and Caldwell.

Figure 2: Route 30 Pine Map



Figure 3: Route 30 Pine Time Table

E River Valley St & N Records Ave SEM	E Pine Ave & N Stonehenge Way NWM	N Linder Rd & W Pine Ave SWC	S Wayfinder Ave & S Vanguard Way NWC	S Wayfinder Ave & S Vanguard Way NWC	W Pine Ave & N Tall Pine Pl SEC	E Pine Ave & N Stonehenge Way SWM	E River Valley St & N Records Ave SEM
6:05	6:15	6:21	6:28	6:29	6:38	6:44	6:54
7:05	7:15	7:21	7:27	7:27	7:32	7:40	7:45
7:35	7:48	7:53	8:01	8:01	8:08	8:14	8:25
8:05	8:14	8:19	8:25	8:25	8:32	8:38	8:45
8:35	8:48	8:53	9:01	9:01	9:08	9:14	9:25
9:35	9:48	9:53	10:01	10:01	10:08	10:14	10:25
				3:26	3:33	3:40	3:48
4:00	4:15	4:20	4:26	4:26	4:33	4:40	4:53
4:30	4:43	4:48	4:56	4:56	5:04	5:09	5:24
5:00	5:17	5:23	5:29	5:29	5:37	5:43	5:56
5:30	5:43	5:48	5:56	5:56	6:04	6:09	6:24
6:00	6:13	6:18	6:26	6:26	6:34	6:39	6:54
6:30	6:43	6:48	6:56	6:56	7:04	7:09	7:24
7:00	7:13	7:18	7:26				

Route 40 – Nampa/Meridian Express

Staff is recommending the elimination of the last AM trip (departing Happy Day Transit Center at 6:55 am) and the first afternoon trip (departing Happy Day Transit Center at 2:45 pm) on the 40 – Nampa/Meridian Express due to low ridership. The hours from the elimination of these trips will be repurposed to serve the 42 – Happy Day to Towne Square Mall.

In addition to these trip reductions on the 40, staff is also recommending a minor reroute on the 40. Currently the 40 takes Northside Road between Caldwell Boulevard and Interstate 84. The proposed new path would move the 40 – Nampa/Meridian Express to travel outbound on 3rd Street South (2nd Street South inbound) to 16th Avenue North, where it will then take Garrity to Idaho Center Boulevard and CWI. This would lead to the elimination of two stops on Northside Road and seventeen stops will be added to the 40 – Nampa/Meridian Express in downtown Nampa. The two stops on Northside Road to be closed have an average daily ridership of .05.

Figure 4: Route 40 Current Time Table with Trips to be Eliminated Highlighted

Happy Day Transit Center	College of Western Idaho P&R	W Overland Rd & S Blue Marlin Ln SEM	W Main St & N 8th St SWC	W University Dr & S Joyce St	W University Dr & S Joyce St	W Idaho St & N 9th St NWC	W Overland Rd & S Black Marlin Ln NWM	College of Western Idaho P&R	Happy Day Transit Center
5:30	5:55	6:13	6:35	6:50	6:50		7:09	7:29	7:49
6:00	6:25	6:44	6:44	7:25	7:25		7:44	8:04	8:24
6:30	6:55	7:18	7:39	7:55	7:55		8:14	8:34	8:54
6:55	7:23	7:44	8:09	8:25	8:25		8:44	9:04	9:24
2:45	3:13	3:31		3:52	3:52	4:00	4:28	4:55	
3:15	3:45	4:04		4:25	4:25	4:40	5:05	5:27	5:54
4:00	4:30	4:48		5:09	5:09	5:23	5:48	6:12	6:39
4:30	5:00	5:20		5:40	5:40	5:52	6:15	6:42	7:09

Figure 5: Route 40 Nampa/Meridian Express Map



Route 42 – Happy Day to Towne/Square Mall

Staff is recommending adding a trip to the 42 – Happy Day to Towne Square Mall at 2:20 pm. This recommendation is based on requests received by staff from riders. The hours for this added trip will be repurposed from the eliminated trip on the 40 – Nampa/Meridian Express.

Figure 6: Route 42 Current Time Table with Trip to be Added Highlighted

Happy Day Transit Center	Midland Blvd & N Marketplace Blvd NEC	College of Western Idaho Main Campus	W Overland Rd & S Blue Marlin Ln SEM	W Overland Rd & S Clear Creek Dr SWC	Towne Square Mall P&R	Towne Square Mall P&R	W Overland Rd & S Clear Creek Dr NEC	W Overland Rd & S Black Marlin Ln NWM	College of Western Idaho Main Campus	Midland Blvd & N Marketplace Blvd SWC	Happy Day Transit Center
6:20	6:28	6:44	7:07	7:17	7:34	7:45	7:56	8:10	8:30	8:45	8:55
7:20	7:28	7:44	8:07	8:17	8:34	8:45	8:56	9:10	9:30	9:45	9:55
9:20	9:30	9:46	10:07	10:17	10:34	10:45	10:56	11:06	11:28	11:43	11:55
11:20	11:30	11:46	12:07	12:17	12:34	12:45	12:56	1:06	1:28	1:46	1:55
1:20	1:30	1:46	2:07	2:17	2:34	2:45	2:59	3:10	3:35	3:52	4:02
2:20	2:31	2:47	3:02	3:22	3:33	3:45	3:59	4:10	4:35	4:52	5:05
3:20	3:31	3:47	4:02	4:22	4:33	4:45	4:59	5:10	5:35	5:52	6:05
4:20	4:31	4:47	5:02	5:22	5:33	5:45	5:59	6:10	6:35	6:52	7:05
5:20	5:31	5:47	6:02	6:22	6:33	6:45	6:59	7:08	7:33	7:50	8:00

Route 43 Caldwell Express

The current 43 – Caldwell Express starts on S 10th Avenue in front of Jefferson Middle School in Caldwell. Staff is recommending eliminating the deadhead from Happy Day Transit Center to S 10th Avenue by starting the 43 – Caldwell Express at Happy Day Transit Center on the morning trip from Caldwell to Boise State University.

Figure 7: Route 43 Caldwell Express Map



Route 45 Boise State/CWI Express

Staff is recommending rerouting of the 45 Boise State/CWI Express from its current path along Interstate 84 to Cherry Lane/Fairview Avenue. The new path would start at Idaho Centennial Job Corps on Ridgecrest, serve CWI, then travel down Cherry Lane/Fairview Avenue to Interstate 184 and Boise State. This change was developed through conversations with Boise State, CWI and Idaho Centennial Job Corp, and will provide service to areas currently not served by transit. The timing of the morning trip to Nampa is designed to ensure that students at Idaho Centennial Job Corp arrive in time for the start of classes. The proposed schedule includes two morning peak trips and two afternoon peak trips. In addition, this new path will provide additional connections for Meridian residents to Boise, Nampa and Caldwell, connecting to the 30 Pine at Kleiner Park.

Figure 8: Route 45 Proposed Routing



Public Input:

In May 2022, VRT staff sought feedback on the upcoming service change, highlighting the proposed changes to the 40 and the 45 and received over 100 responses from the public. The surveys were distributed by drivers of both routes and was promoted through social media and posters at area businesses.

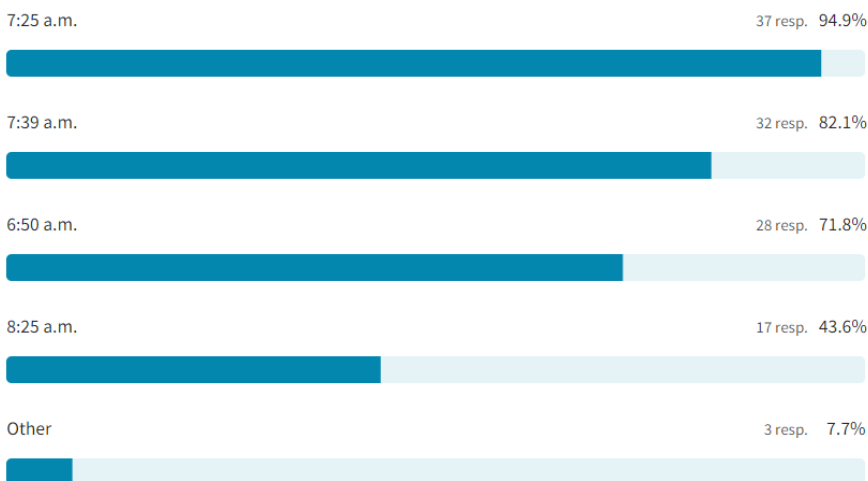
Route 40 – Nampa Meridian Express Survey

The survey for the 40 asked what time riders preferred to arrive in downtown Boise in the morning and what time they would leaving downtown Boise to return to Canyon County in the afternoon.

VRT is considering removing one morning trip from the 40 Nampa/Meridian Express.

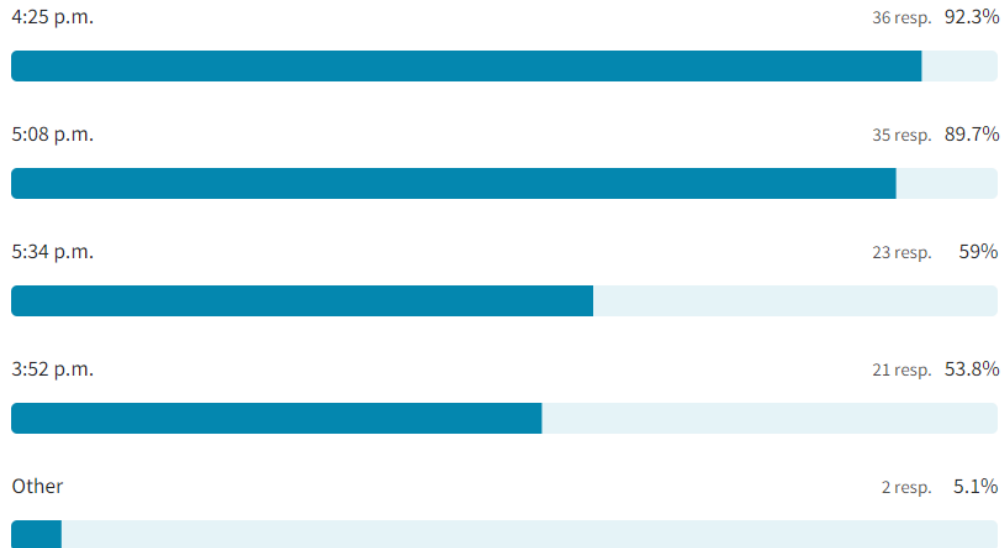
What times would you prefer to arrive in downtown Boise in the morning?

39 out of 41 answered



VRT is considering removing one afternoon trip from the 40 Nampa/Meridian Express. What times would you prefer to leave downtown Boise to get back to Canyon County?

39 out of 41 answered



The survey also asked about the reroute of the 40 from Northside Road to Garrity Boulevard. Sixty-two percent of respondents were supportive of the move to Garrity Boulevard, while thirty-eight percent were opposed.

Route 45 – Boise/State CWI Express Survey

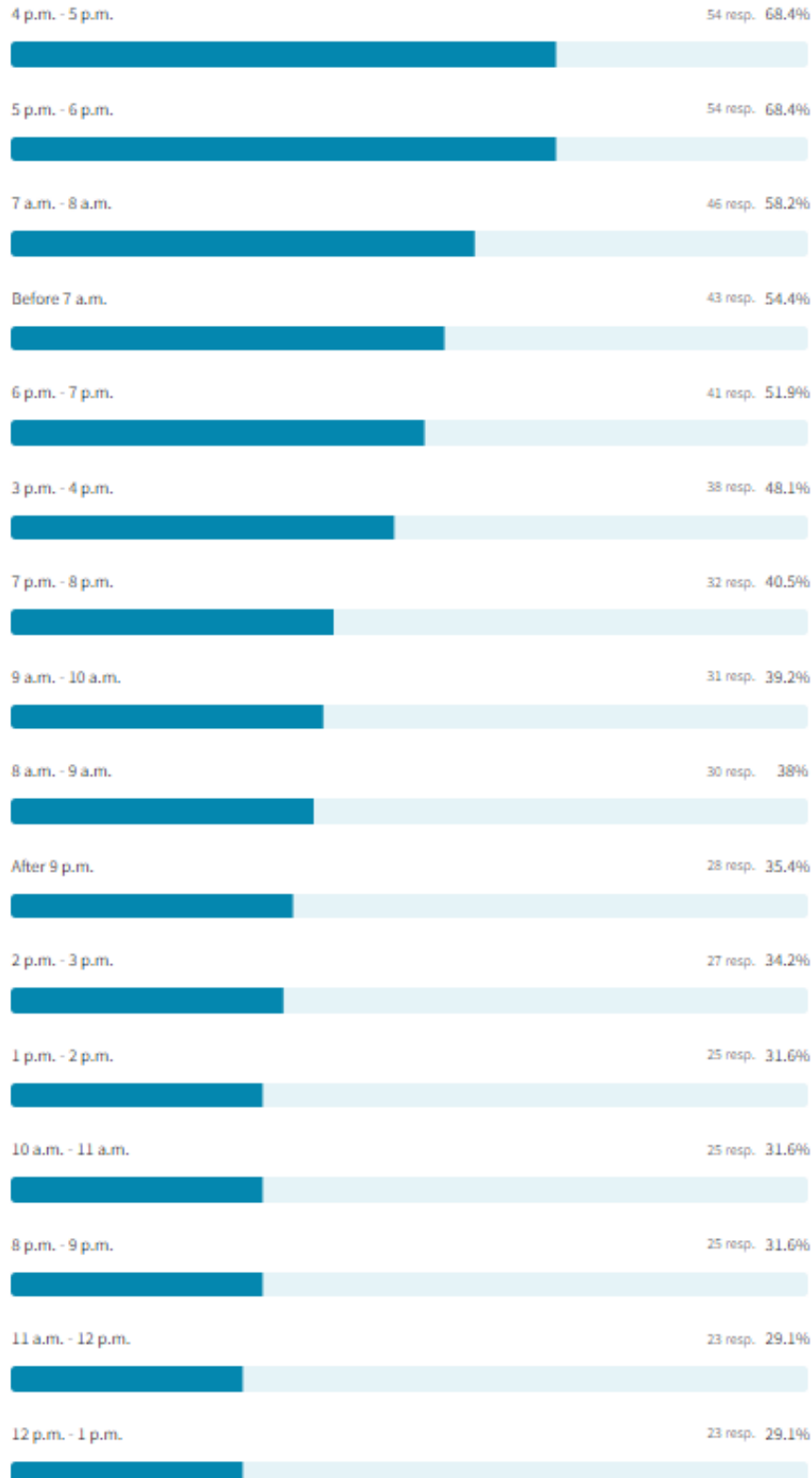
The survey for the 45 asked if riders were supportive of the proposed changes to the 45 and the times in which the service would be of most use to riders.

Eighty-two percent of respondents were in favor of the 45 providing service on Cherry Lane/Fairview Avenue, while eighteen percent were opposed.

Riders were also asked when the service would be most useful. Sixty-eight percent indicated a preference for service 4 and 6 pm and fifty-eight percent between 7 and 8 am.

When would this service be most useful for you?

79 out of 88 answered



Highlights

- Spring-Fall 2019
 - 30 Pine concept development
 - Public input
- April 2020
 - 30 Pine alignment approved
- Summer 2020
 - Service Delay
- Spring 2022
 - Public Input
- July 2022
 - Open House
- August 2022
 - Board Action

Implication (policy and/or financial)

These service changes are designed to better serve the residents of the Treasure Valley and move the Ada and Canyon County toward the vision in ValleyConnect 2.0.

For detailed information contact: Alissa Taysom, Associate Planner, 208.258.2717, ataysom@valleyregionaltransit.org

TOPIC	FY22 Performance Report - Quarter 2
DATE	July 1, 2022
STAFF MEMBER	Leslie Pedrosa

Summary

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

Fixed-route ridership shows an increase of 19% in the second quarter. Detailed ridership data show a 11% increase in ridership in Ada County. Boise State shows an increase of 127% in ridership. Intercounty service had a 2% increase in ridership. Intercounty growth is expected to see the least amount of growth, due to the changing trends that employees are experiencing following the pandemic, with the ability to work remotely, regardless of the changes in fuel prices.

Demand response ridership shows an increase of 22% in the second quarter. When reviewing detailed ridership data, Ada County ACCESS ridership increased 40%. Canyon County ACCESS ridership increased 34%. Canyon County On-Demand ridership increased 8%.

Specialized Transportation ridership shows an increase of 17% in the second quarter. Most services continue to report increased ridership. Below is the breakdown for each service:

- Metro Community Services had an 18% increase in ridership
- Shared Vehicle ridership, which only includes Interfaith Sanctuary at this time, had a 54% decrease in ridership
- Supportive Housing and Innovative Partnerships had a 12% decrease in ridership
- Kuna Senior Center had a 170% increase in ridership
- Village Van had an 81% increase in ridership
- Volunteer Driver had an 29% decrease in ridership
- Meridian Senior Center had an 132% increase in ridership
- Eagle Senior Center had a 46% increase in ridership
- Star Senior Center had a 17% increase in ridership
- Harvest Transit had an 8% decrease in ridership
- Parma Senior Center had a 25% increase in ridership
- Ada County Rides2Wellness had a 3% increase in ridership

ACHD Commuteride had a 14% increase in ridership. ACHD Commuteride was operating 81 vanpools at the end of the second quarter.

VRT First Mile, Last Mile services had a 7% decrease in ridership. Lyft Transit Connections had a 13% decrease in ridership. VRT Late Night had an 84% increase in ridership.

Staff Recommendation/Request

Staff requests the Executive Board consider recommending the Board of Directors approval of the performance report for the second quarter of fiscal year 2022.

Implication (policy and/or financial)

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

More Information**Attachments:**

FY22 Performance Report, Second Quarter

FY22 Second Quarter Ridership Report

FY22 Year to Date Ridership Report

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

VRT PERFORMANCE - 2ND QUARTER, FY22

QUARTERLY RIDERSHIP DETAIL

FR- FIXED ROUTE			
	FY22	FY21	% Change
Ada County*	209,089	189,080	▲ 10.6
Boise State - Bronce Shuttle	34,545	15,191	▲ 127.4
Canyon County*	-	-	■ 0.0
Intercounty*	10,249	10,063	▲ 1.9
FR SUB TOTAL	253,884	214,333	▲ 18.5
ST - SPECIALIZED TRANSPORTATION			
	FY22	FY21	% Change
Metro Community Services**	3,241	2,757	▲ 17.56
Shared Vehicle	72	157	▼ -54.1
Supportive Housing and Innovative Partnerships**	3,342	3,830	▼ -12.7
Kuna Senior Center	940	348	▲ 170.11
Village Van	2,140	1,180	▲ 81.36
Volunteer Driver	365	512	▼ -28.7
Meridian Senior Center	678	292	▲ 132.19
Eagle Senior Center**	2,922	2,008	▲ 45.52
Star Senior Center	296	253	▲ 17.00
Harvest Transit**	2,054	2,242	▼ -8.4
Parma Senior Center	611	489	▲ 24.95
Ada County Rides 2 Wellness	1,364	1,314	▲ 3.81
Canyon County Rides 2 Wellness	33	-	
Meridian Veteran's Shuttle	14	-	
ST SUB TOTAL	18,072	15,382	▲ 17.49
QUARTERLY RIDERSHIP GRAND TOTAL	FY22	FY21	% Change
	320,985	271,865	▲ 18.07

DR - DEMAND RESPONSE			
	FY22	FY21	% Change
Ada County ACCESS**	7,301	5,210	▲ 40.1
Canyon County ACCESS**	667	498	▲ 33.9
Canyon County On-Demand**	7,764	7,186	▲ 8.0
DR SUB TOTAL	15,732	12,894	▲ 22.0
VP - VANPOOL			
	FY22	FY21	% Change
ACHD CommuteRide	32,603	28,514	▲ 14.34
BS - BIKESHARE			
	FY22	FY21	% Change
Boise GreenBike	-	-	▲ -
FMLM - FIRST MILE/LAST MILE			
	FY22	FY21	% Change
Lyft Transit Connections	604	693	▼ -12.8
VRT Late Night	90	49	▲ 83.67
FMLM SUB TOTAL	694	742	▼ -6.5

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

VRT PERFORMANCE - 2ND QUARTER, FY22

YEAR TO DATE RIDERSHIP DETAIL

FR- FIXED ROUTE			
	FY22	FY21	% Change
Ada County*	413,242	398,973	▲ 3.6
Boise State - Bronce Shuttle	61,930	23,442	▲ 164.2
Canyon County*	-	302	▼ -100.0
Intercounty*	20,723	20,002	▲ 3.6
FR SUB TOTALS	495,896	442,718	▲ 12.0
ST - SPECIALIZED TRANSPORTATION			
	FY22	FY21	% Change
Metro**	6,211	5,416	▲ 14.7
Shared Vehicle	79	275	▼ -71.3
SHIP**	6,792	7,243	▼ -6.2
Kuna Senior Center	1,582	797	▲ 98.5
Village Van	3,722	2,647	▲ 40.6
Volunteer Driver	755	1,092	▼ -30.9
Meridian Senior Center	1,487	542	▲ 174.4
Eagle Senior Center**	6,138	3,962	▲ 54.9
Star Senior Center	560	436	▲ 28.4
Harvest**	3,972	4,192	▼ -5.2
Parma Senior Center	1,290	738	▲ 74.8
Ada County Rides 2 Wellness	2,515	3,048	▼ -17.5
Canyon County Rides 2 Wellness	33	-	▲ -
Meridian Veteran's Shuttle	38	-	
ST SUB TOTALS	35,174	30,388	▲ 15.7
YEAR TO DATE RIDERSHIP	FY22	FY21	% Change
GRAND TOTAL	621,391	552,339	▲ 12.5

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

DR - DEMAND RESPONSE			
	FY22	FY21	% Change
Ada County**	13,945	10,534	▲ 32.4
Canyon County**	1,305	1,084	▲ 20.4
VIA Canyon County	16,011	13,511	▲ 18.5
DR SUB TOTALS	31,261	25,129	▲ 24.4
VP - VANPOOL			
	FY22	FY21	% Change
ACHD CommuteRide	57,702	52,648	▲ 9.60
BS - BIKESHARE			
	FY22	FY21	% Change
Boise GreenBike	-	-	#DIV/0!
FMLM - FIRST MILE/LAST MILE			
	FY22	FY21	% Change
Lyft Transit Connections	1,203	1,370	▼ -12.2
VRT Late Night	155	86	▲ 80.23
FMLM SUB TOTAL	1,358	1,456	▼ -6.7

VRT PERFORMANCE - 2ND QUARTER, FY22
SUMMARY DASHBOARD

QUARTERLY					YEAR TO DATE				
FISCAL YEAR					FISCAL YEAR				
RIDES		2022	2021	% Change	RIDES		2022	2021	% Change
	FR	253,884	214,333	▲ 18.5		FR	495,896	442,718	▲ 12.0
	DR	15,732	12,894	▲ 22.0		DR	31,261	25,129	▲ 24.4
	ST	18,072	15,382	▲ 17.5		ST	35,174	30,388	▲ 15.7
	VP	32,603	28,514	▲ 14.3		VP	57,702	52,648	▲ 9.6
	FMLM	694	742	▼ -6.5		FMLM	1,358	1,456	▼ -6.7
	BS	-	-			BS	-	-	
	Total	320,985	271,865	▲ 18.1		Total	621,391	552,339	▲ 12.5
HOURS	FR	23,828	23,043	▲ 3.4	HOURS	FR	48,611	45,686	▲ 6.4
	DR	6,027	4,964	▲ 21.4		DR	11,876	10,984	▲ 8.1
	ST	6,237	5,399	▲ 15.5		ST	12,639	11,156	▲ 13.3
	VP	7,443	7,943	▼ -6.3		VP	13,819	14,364	▼ -3.8
	FMLM	94	91	▲ 3.8		FMLM	190	183	▲ 3.3
	BS	-	-			BS	-	-	
	Total	43,629	41,440	▲ 5.3		Total	87,135	82,373	▲ 5.8
RIDES PER HOUR	FR	10.65	9.30	▲ 14.5	RIDES PER HOUR	FR	10.20	9.69	▲ 5.3
	DR	2.61	2.60	■ 0.5		DR	2.63	2.29	▲ 15.1
	ST	2.90	2.85	▲ 1.7		ST	2.78	2.72	▲ 2.2
	VP	4.38	3.59	▲ 22.0		VP	4.18	3.67	▲ 13.9
	FMLM	7.35	8.15	▼ -9.9		FMLM	7.17	7.94	▼ -9.7
	BS	-	-			BS	-	-	
	Total	7.36	6.56	▲ 12.1		Total	7.13	6.71	▲ 6.4
ON-TIME PERFORMANCE	FR	84%	89%	▼ -5.0	ON-TIME PERFORMANCE	FR		84%	▼ -83.5
	DR	90%	85%	▲ 5.3		DR	90%	82%	▲ 8.4
	ST	84%	86%	▼ -1.5		ST	84%	85%	▼ -1.0
	Total	86%	86%	▼ -0.4		Total	87%	83%	▲ 3.6
		FR- FIXED ROUTE	DR - DEMAND RESPONSE	ST - SPECIALIZED TRANSPORTATION			VP - VANPOOL	BS - BIKESHARE	FMLM - FIRST MILE/LAST MILE



TOPIC	On-Demand Transit Update
DATE	July 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 May 2022 to May 2021.

Top Operational Metrics	May-22	May-21	Variance
Total Rides Requested	3,421	3,131	8%
Total Rides Accepted	2,298	2,148	7%
Total Passengers	2,642	2,419	8%
Revenue Hours Operated	733	684	7%
Revenue Miles Operated	15,377	14,172	8%
Boardings Per Hour	3.60	3.54	2%
Service Metrics	May-22	May-21	Variance
Total Rides Requested	3,421	3,131	8%
Acceptance Rate (Proposals accepted/proposals offered)	82%	80%	2%
Average Pick-up Wait Time (in minutes)	25	25	-2%
Average Walking Distance to Pick-up Location (in feet)	675	650	4%
Average Ride Duration (in minutes)	18	19	-4%
Average Ride Distance (in miles)	6	6	0%
Average Ride Rating 1 -5 Stars	4.72	4.6	3%
Ride Request Breakout	May-22	May-21	Variance
Total Rides Requested	3,421	3,131	8%
Requests Made Outside of Service Hours	98	74	24%
Error with Booking Request	68	118	-74%
Seat Unavailable (Bus Not in Vicinity)	436	244	44%
Offered Ride Not Accepted	257	265	-3%
Ride Cancelled/NoShow	264	282	-7%
Rides Accepted	2,298	2,148	7%
Completion Rate (Rides Accepted/Total Rides Requested)	67%	69%	-2%

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

Top Operational Metrics	May-22	Apr-22	Variance
Total Rides Requested	3,421	3,463	-1%
Total Rides Accepted	2,298	2,321	-1%
Total Passengers	2,642	2,669	-1%
Revenue Hours Operated	733	742	-1%
Revenue Miles Operated	15,377	15,641	-2%
Boardings Per Hour	3.60	3.60	0%
Service Metrics	May-22	Apr-22	Variance
Total Rides Requested	3,421	3,463	-1%
Acceptance Rate (Proposals accepted/proposals offered)	82%	81%	0%
Average Pick-up Wait Time (in minutes)	25	26	-4%
Average Walking Distance to Pick-up Location (in feet)	675	647	4%
Average Ride Duration (in minutes)	18	18	2%
Average Ride Distance (in miles)	6	6	1%
Average Ride Rating 1 -5 Stars	4.72	4.7	0%
Ride Request Breakout	May-22	Apr-22	Variance
Total Rides Requested	3,421	3,463	-1%
Requests Made Outside of Service Hours	98	64	35%
Error with Booking Request	68	81	-19%
Seat Unavailable (Bus Not in Vicinity)	436	459	-5%
Offered Ride Not Accepted	257	229	11%
Ride Cancelled/NoShow	264	309	-17%
Rides Accepted	2,298	2,321	-1%
Completion Rate (Rides Accepted/Total Rides Requested)	67%	67%	0%

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

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



TOPIC	Executive Director Report
DATE	June 28, 2022
STAFF MEMEBER	Kelli Badesheim

Organizational Updates

There are more detailed memos in the board packet regarding the FY2023 budget and the executive director transition. As I mentioned in previous memos, we have had a lot of turnover, but have been filling positions with qualified candidates very quickly.

Board Strategic Work Plan

The consultant team has been conducting document review and board, staff, and stakeholder interviews in the first phase of the strategic work plan project. They provided me with a summary report. The focus of this report has been to provide insights on concerns, board dynamics, and determine general perspectives among board members. This information will help inform an upcoming board workshop.

Federal Grants

VRT has submitted three competitive grants since January, made available through the Bipartisan Infrastructure Bill. These projects, if funded, will support multi-modal infrastructure improvements along State Street corridor, on-route charging at Main Street station, electric buses, and improvements to the Orchard maintenance facility. In addition, there will be annual application cycles made available through the unprecedented level of funding provided by Congress in the transportation bill. VRT included some additional staff support in the FY2023 budget to ensure we can deliver on the commitments made in the grant applications.

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. Unfortunately, CARES funding will not be available to jumpstart the project because it is needed to cover service cost increases. We will be holding a community partner open house in the later part of July to share the concepts moving forward from the initiative. 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.

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	Development Department Monthly Report
DATE	June 27, 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. VRT staff has begun to refine the draft TDP based on stakeholder discussions and input. 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 VRT staff prepared the preliminary expenses to the board in June and has followed up with stakeholders on the preliminary budget.
- **Transportation Development Plan (TDP)** - Staff will continue engaging local jurisdictions, Regional Transit Team, and Regional Advisory Council on project priorities for the TDP.
- **Grant Opportunities** – So far this year VRT has applied for three competitive grant programs;
 - RAISE: \$10.5 million for the State Street Premium Corridor project
 - Low No: \$20 million for electric vehicles and on-route charging that will keep VRT on track for fleet electrification
 - Bus and Bus Facilities: \$2.7 million to continue upgrading the Orchard Maintenance Facility.

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 continues to review route performance and has proposed route changes 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**
VRT finished getting the procurement process and now has Hawkeye under contract to begin construction of storm water/drainage facilities, pavement, and utilities at the Orchard Maintenance Facility.
- **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. FY2022 Bus stop construction will include work at the following locations:
 - a. Orchard and Kootenai
 - b. Orchard and Overland
 - c. Overland and Black Marlin
 - d. Emerald and Hartman
 - e. 36th and Pinehurst
 - f. 36th and Hill
 - g. Fort and 12th
 - h. S Protech Dr at Frank Church High School
 - 2- State Street NEPA and Design scope (RFP) consultant was approved. VRT has been working on getting the consultant under contract and refining the project scope. 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 continued to prepare Environmental review for the State Street corridor. VRT staff will continue coordinating planning efforts along the State Street corridor that relate to the transit infrastructure elements.
- **Fairview Corridor Project**
 1. VRT has continued its evaluation of The Town Square Mall (TSM) transit center including outreach to TSM and Dillard's. It is expected that this project will need to update existing agreements with landowners. 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 has collected feedback on the Kit of Parts and will present the current findings in a board workshop in July.
 - 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 has completed the final documents and VRT staff will present the findings in a board workshop in July. Many of the projects in the planned portfolio were prepared for the State Street RAISE grant.

More Information:

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Jill Reyes, Programming Planner, 208.258.270, jreyes@valleyregionaltransit.org

TOPIC	Operations Department Staff Report
DATE	June 24, 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. First phase will be implementing Via scheduling for current ACCESS services and Eagle Transportation. Phase two will bring in all remaining senior center and non-profit providers from Specialized Transportation. Next phase will bring the on-demand service to the city of Eagle. Once those services are up and running, VRT will work to onboard other Specialized Transportation providers who are not currently using our scheduling software. VRT and Via will work with members of the Building Accessible Capacity workgroup to test for user compatibility as the setup process continues.
- Proterra installed equipment that eliminated sequential charging on current equipment. At this time, there are five working chargers. Proterra will be onsite the week of July 5 to work on the six charger that is not working properly. Proterra is still expecting to install three additional charging stations at the end of summer, 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 eight 35' battery electric buses have been prepared for revenue service. VRT is working with Proterra to put two into revenue service when all six chargers are working. 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 staff worked with staff at the International Rescue Committee to expand the VRT Late Night service area to accommodate the influx of refugees Boise has received. The expansion will service additional areas around the Boise airport and east Nampa. This expansion started on June 13.

Highlights:

Contracted Transportation

Canyon County Highlights

- Zero preventable accidents in May
- Intercounty on-time performance 72% for April
- ACCESS on-time performance 88% for April
- Working on fiscal year 2023 service change concepts

Ada County Highlights

- No preventable accidents in May
- Fixed-route on-time performance 87% for May
- ACCESS on-time performance 97% for May
- Working on fiscal year 2023 service change concepts
- Proterra began installing stop request passenger notification hardware in Proterra buses

Specialized Transportation

- Working with Eagle Senior Center about providing on-demand service to Eagle residence in fiscal year 2023
- Almost all services saw a ridership increase

Information Technology and Intelligent Transportation Systems

- Staff resolved 187 support requests from 196 submitted in May
- Cybersecurity awareness training for all system users completed. Phishing emails have begun going out to system users for testing awareness
- Preparing work to release upcoming procurement for operations two-way radio replacement
- Preparing equipment for launch of new demand response scheduling software
- Working with the consultant for the Enterprise Resource Planning software replacement

Compliance

- Preparing to recertify the APC system in fiscal year 2022 for National Transit Database reporting
- Completed equipment scoring for Transit Asset Management
- Completed contractor audits for First Transit in Ada and Canyon County

Customer Service Support

- Customer service handled 2,604 of 2,716 phone calls for information, with 112 calls abandoned. The average call time was 2 minutes, 29 seconds and the average hold time was 15 seconds.
- Reservationist handled 947 of 991 phone calls to change or schedule a ride on ACCESS, with 40 calls abandoned. The average call time was 3 minutes, 23 seconds and the average hold time was 10 seconds.

- On-demand services handled 630 of 663 phone calls to schedule a ride, with 33 calls abandoned. The average call time was 1 minute, 52 seconds and the average hold time was 16 seconds.
- May City Go Pay mobile ticket sales totaled \$7,031.52

More Information

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

TOPIC	Finance and Administration Activity Report
DATE	July 11, 2022
STAFF MEMBER	Jason Jedry, Finance Director

Summary

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

Highlights

Budget/Finance

- The finance team and VRT staff continue working on the enterprise resource planning (ERP) system replacement project. We expect the identification and implementation of a new ERP system to take 18 to 24 months at a minimum
- The new payroll service has been implemented and is working well for staff
- Finance staff are working on closing the 3rd quarter of FY2022
- Finance Director is working with staff on finalizing the FY2023 budget

Grant Management

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

Procurement

- Procurement and Contracts Specialist is working on:
 - Copier and printer leases
 - State Street NEPA and design services
 - Laundry services for Ada and Canyon County
 - MSS and HDTC janitorial services
 - Executive recruitment consulting services

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



TOPIC	Programs and Marketing Update
DATE	June 21, 2022
STAFF MEMBER	Dave Fotsch

Summary

The Programs area covers Safe Routes to School, Marketing and Bike-share.

Staff Recommendation/Request

Information only

Implication (policy and/or financial)

Information only

Highlights

Safe Routes to School

- SRTS is busy doing 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.
- With the start date of the service being October 3, we are working to back-time the release of the mailer and other promotions to align with the start of 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 the new bike-share system launch.

Safe Routes to Schools Website

- SMG will start building out a new Safe Routes to Schools website later this summer.

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

- On June 13, the Capital City Development Corporation board formally approved funding for the bike-share pilot program.
- CCDC is providing the first \$50,000 to launch the pilot and will match the next \$50,000 in sponsorships dollar-for-dollar. The deadline for the match is September 1.
- The pilot will run from early July through the end of October with 50 bikes initially. As we recruit additional sponsors, we can add more bikes.
- The \$50,000 from CCDC is a down payment on buying the bikes. VRT will have to come up with another \$50,000 to own the bikes, and even more to grow the system.
- Success of the pilot will mean VRT has attracted big-money sponsors to underwrite a much larger (300 bikes or more) system in 2023.
- SMG is developing the marketing plan for the pilot program.
- The bikes arrived on June 20 to the bike-share shop in Garden City.
- A team from Drop Mobility will be in town starting June 29 to train staff on operating the system.

More Information

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



TOPIC	Community Engagement Update
DATE	July 11, 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

Engagement Initiative: Connected Treasure Valley 2022

- In late June, VRT launched Connected Treasure Valley 2022, an engagement initiative aimed at collecting input on transportation projects that will provide more travel options for the region. It showcases a range of transit projects through VRT's online public participation hub (found at engage.valleyregionaltransit.org). This initiative gives the community a place to share feedback and allows VRT to share a vision for the future and the steps we're taking to get there.
- Throughout the initiative, participants can explore service changes and programs that will be introduced in the next year, projects that found in the Transit Development Plan (TDP), and long-term updates based on ValleyConnect 2.0.
- While Engage will act as the online, central hub for this information, VRT will be conducting outreach throughout the summer across different venues to provide accessible outreach, including on buses, at transit centers and transfer points, at community events, and via in-person and virtual town halls. VRT will also work with community organizations and businesses to provide information sessions by request.
- Projects have been organized into 4 different categories based on implementation:
 - *Transit for Today* reflects service changes scheduled for this year
 - *Transit for Tomorrow* shows projects from the TDP that have an implementation schedule
 - *Transit for the Future* shows projects in the TDP that are currently unfunded or don't have a scheduled implementation date
 - *The Vision* shows ideas within ValleyConnect 2.0, which helps connect immediate- and near-term projects to the vision

Navigation

- VRT's Mobility Navigator, Neva Resendez, has been navigating the transit system, working with customer service, connecting with community partners, attending travel training seminars, and conducting travel training sessions by request.
- We are in the process of creating a Navigation Plan to formalize processes and begin to promote travel training opportunities for the public. We are also working on updating Riders Education materials.

More Information

Attachments: None

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



TOPIC	City Go Report
DATE	July 11, 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-July and brought to the Executive Board in August for review.
- Mobility Ambassador Program:
City Go's wrapped up the inaugural cohort of the mobility ambassador program in June. The Mobility Ambassador Program (MAP) was created as part of City Go's education, outreach, and advocacy work through the City Go Engage committee. In July 2021, the City Go Engage committee explored the idea of offering an educational program - rooted in City Go's Equity Framework - that would help City Go members and community members better understand the interconnected network of public transportation partners and efforts in the Treasure Valley. To excite and engage the community, the program provided behind-the-scenes tours with leaders and experts from public entities and local nonprofit organizations that work in the arenas of transportation and city planning.

In February 2022, the application for the program officially launched on City Go's website and through City Go's social media channels. City Go produced English and Spanish versions of all advertising materials and application forms. In total, 31 applicants applied. City Go Engage committee members and City Go staff then reviewed the applications, applying the City Go Equity framework to select 12 applicants of diverse abilities, backgrounds, and knowledges for the program.

From there, the program included a kick-off event, three tours (one per month), a personal car-free challenge, and a concluding ceremony.

Ultimately, the program created spaces for discussion, education, and advocacy. Ambassadors gained enhanced awareness and knowledge about an array of transportation modes, transportation partners and partnerships, and ongoing planning efforts aimed at providing a more robust, interconnected transportation system in the Treasure Valley. Ambassadors also learned about the communication channels they can use to advocate for improved transportation including, but not limited to, City Go, neighborhood associations, Planning and Zoning Commission hearings, City Council hearings, ACHD Commissioners, and Valley Regional Transit's Regional Advisory Committee.

We hope to continue this program with a second cohort in the Fall of 2022 and/or in Spring 2023.

For more information on the program visit: <https://www.citygoboise.com/news-and-events-posts/mobility-ambassador-program-coming-soon>

- Umo fare payment system update:
 - Revenue-to-date (Oct. 2021-June 2022): \$80,927.71
 - Mobile accounts: 1441
 - Smartcard accounts: 322
 - Employer programs in Umo: 6
 - Employees covered: 618
 - TOTAL REGISTERED USERS: 2,381
- City Go staff worked on business development with businesses in downtown Boise. Staff held eight business development meetings.
 - New Regional Pass Program recipient: Ethos Design and Remodel
 - New City Go Member: Boise Art Glass

- Communications summary

TARGET	GOAL	ACCOMPLISHED	TOTAL
NEW NEWSLETTER SUBSCRIBERS	10	-10	1,792
NEWSLETTER OPEN RATE	20%	42.3%	
NEWSLETTER CLICK RATE	5%	3.3%	
NEW INSTAGRAM FOLLOWERS	10	4	1122
NEW FACEBOOK FOLLOWERS	10	0	152
BLOG POSTS WRITTEN	1	1	
CLICKS (KEYWORDS)	200	686	
WEBSITE VIEWS	1,000	2,081	
BUSINESS DEVELOPMENT LEADS	2	1	
UMO APP ACCOUNTS CREATED	50	258	

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