

Regional Advisory Council Meeting Agenda

January 17, 2023

9:00 AM

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

This is an in-person meeting.

If you are unable to join in person, you may participate in the meeting in-person, via MTeams at

https://www.valleyregionaltransit.org/RAC_January_2023

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. INFORMATION: Minutes of the November 15, 2022 Meeting**
Pages 3-4 | Paula Cromie
The Regional Advisory Council is asked to consider approval of the minutes from the November 15, 2022 meeting.
- V. **Action Items**
- VI. **Information Items**
- A. INFORMATION: CEO Update**
Kelli Badesheim
Kelli Badesheim will update the Regional Advisory Council on the transition of the new CEO for Valley Regional Transit.
- B. INFORMATION: What do Riders Want?**
Pages 5-7 | Mary Beth Nutting
RAC Vice Chair Mary Beth Nutting will lead members through a dry run for the February joint meeting on the topic from Better Buses, Better Cities (Steven Higashide): What Do Riders Want? The RAC members will frame the discussion around the stories of riders they represent and will develop discussion questions to guide the conversation with the Executive Board.
- C. INFORMATION: Connected Canyon County**
Pages 8-12 | Jason Rose
Valley Regional Transit is holding the next round of community engagement for Connected Canyon County. The attached memo provides background and includes the materials that will be presented to the public.

- D.** **INFORMATION: Comprehensive Operational Analysis**
Pages 13-49 | Alissa Taysom
Staff will provide an update on the initial findings of the Comprehensive Operational Analysis.
- E.** **INFORMATION: Specialized Transportation Analysis Update**
Pages 50-73 | Leslie Pedrosa
Staff will present the draft Specialized Transportation Analysis Update. The RAC is asked to offer input on the findings and recommendations for the staff to provide the final draft for the VRT Board's consideration.
- F.** **INFORMATION: Canyon County On-Demand Transit Update**
Pages 74-76 | Leslie Pedrosa
Staff will provide an update on the on-demand service in Canyon County.
- G.** **INFORMATION: Operations Update**
Pages 77-78 | Leslie Pedrosa
Staff has provided RAC members an informational memo with updates and will be available at the meeting to provide additional information if requested.

VII. Department/Staff Reports

- A.** **INFORMATION: Department/Staff Reports**
Pages 79-90 | Staff
The most current department/staff reports were included in the packet for information.

VIII. Adjournment

Agenda order is subject to change.

Next Regional Advisory Council Meeting (Joint with the Executive Board)

February 6, 2023

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

November 15, 2022

9:00 AM

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

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Susan Bradley	Jeremy Maxand	Kelli Badesheim, VRT
Samantha Kenney	Randy Johnson	Mark Carnopis, VRT
Terri Lindenberg		Paula Cromie, VRT
Susan Manika		Jeanette Ezell, VRT
Lauren Noble		Dave Fotsch, VRT
Mary Beth Nutting		Kathleen Godfrey, VRT
Deeann Solis		Stephen Hunt, VRT
Walter Steed		Jason Jedry, VRT
		Kaite Justice, VRT
		Hailee Lenhart-Wees, VRT
		Rick Marks, VRT
		James Mundell, VRT
		Leslie Pedrosa, VRT
		Randy Reese, VRT
		Neva Resendez, VRT
		Jill Reyes, VRT
		Jason Rose, VRT
		Alissa Taysom, VRT
		Cameron Wells, VRT

Calling of the Roll - Chair Walter Steed called the meeting to order with a quorum present by phone and in-person at 9:01 a.m.

Agenda Additions/Changes – Staff Reports will come before Topics for Discussion. Walter asked Dave Fotsch to give an in-person report on the status of the e-bike system.

Public Comments (*Comments will be limited to no more than three (3) minutes*). None

Consent Agenda

Items on the Consent Agenda consisted of the following.

ACTION: Regional Advisory Council Meeting Minutes October 18, 2022

Terri Lindenberg moved to approve the consent agenda as presented; Mary Beth Nutting seconded. The motion passed unanimously.

Action Items

ACTION: FY 2022 Public Comment Report

Mark Carnopis presented the Fiscal Year 2022 VRT Public Comment Report and asked the Regional Advisory Council to recommend for approval to the Executive Board. The report was included in the packet.

Mark was asked to bring back more information at the next RAC meeting and compare data to 201 reports.

Following discussion, Mary Beth Nutting moved to recommend for approval, the FY2022 Public Comment Report, by the Executive Board; Samantha Kenney seconded. The motion passed unanimously.

Information Items

INFORMATION: Federal Competitive Grants

Stephen Hunt presented an overview of the RAISE and Low No Grants awarded to Valley Regional Transit. These grants will become available for projects beginning in FY2023. RAISE Grants funds will be used for construction after environmental studies are completed. LoNo funds will be used for eight new chargers at Main Street Station after environmental studies are completed. These chargers are contracted through Heliox.

INFORMATION: Paratransit Modifications

Stephen Hunt presented the potential for providing paratransit service beyond ADA requirements for discussion. VRT has developed a committee made up of RAC members and other community members who will discuss and bring information back to the RAC at future meetings.

INFORMATION: On-Demand Transit Update

Leslie Pedrosa provided an update on the on-demand service in Canyon County. She presented the highlights of October travel. Overall, there were increases in almost all areas.

INFORMATION: Operations Update

Leslie Pedrosa provided RAC members an informational memo in the packet and gave updates during the meeting. There are six operating chargers in Ada County at this time.

INFORMATION: Communications and Engagement Update

Jason Rose provided an update on communications, engagement, and marketing activities. The memo in the packet contained current information from the communication department. Staff is active in promoting items on social media, press releases and mailings and keeps current items in front of the public on items like Cranksgiving, Stuff the Bus, Route 30, Route 45, etc. We will be holding a Connected Canyon County Open House in December at Happy Day Transit Center and virtual meeting are being planned.

Department/Staff Reports

INFORMATION: Department/Staff Report

The most current department/staff reports were included in the packet for information. Dave Fotsch elaborated on his report and gave a presentation on the Valle-bike.

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. Kelli suggested we put a time in the agenda for customer stories as we look at the joint meeting with the executive board in February.

Adjournment – The meeting was adjourned at 10:26.

Next Regional Advisory Council Meeting: December 20, 2022

VRT Boardroom
700 NE 2nd Street
Meridian, ID 83642

TOPIC	Better Buses Better Cities – What Customers Want
DATE	January 16, 2023
RAC MEMBER	Mary Beth Nutting, Vice Chair

Request

Come to the RAC meeting ready to share a story about a customer you represent on the RAC and who is served by VRT, or have unmet mobility needs VRT is unable to meet. The RAC will develop some key discussion questions for the Executive Board RAC joint meeting in February.

Highlights

- The Regional Advisory Council (RAC) is a standing committee of Valley Regional Transit
- The role of the RAC is to advise the VRT Board and serve as a liaison for diverse customer groups
- Each year the Executive Board and the RAC hold a joint meeting to discuss topics of mutual interest
- The Neighborhood Collaboration Committee has been developing tactics for better engaging stakeholders to have a stronger voice in mobility decision-making

Summary

The Neighborhood Collaboration Committee formed in 2020 to identify and build opportunities for better neighborhood engagement in the mobility decision-making process. The committee members are developing a handbook to help neighborhood associations and other community groups to better understand and navigate the landscape of mobility and transportation decision-making.

In 2022 the committee members took on the task of reading Better Buses, Better Cities by Steven Higashide. The book offers insights into the value of transit to communities and how to advocate for better transit services within communities. The committee thought the book could serve as a great discussion tool for the joint meeting with the Executive Board.

Attached to this memo is a table outlining the seven criteria that makes transit services useful to bus riders. Staff included columns in the table to show how those criteria can be measured and specific projects VRT is working on related to the different criteria. You will note ValleyConnect 2.0 is listed in each of the criteria. Keep in mind VC2.0 represents an aspirational strategic vision for transit in our region. It also shows we are four times behind regions our size and where we need to be to meet the goals in our region's long-range plan, Communities in Motion. Another important aspect of VC2.0 is the service levels and investments are proposed with the seven criteria in mind. Funding the system really is the major barrier to achieving better mobility choices for riders.

The Committee is looking to the RAC to assist in finalizing the agenda topic for the joint meeting to include a round robin sharing about the customers each RAC member thinks

about when they are serving on the RAC and developing some targeted discussion questions to guide the conversation with the Executive Board.

Implication (policy and/or financial)

Designing and implementing transit services that meet the needs of riders is integral to building value in communities and ensuring public investments in transit are meeting the needs of riders. When riders' needs are met, it is much more likely the services will be used.

More Information

Attachments:

What Bus Riders Want Table

For detailed information contact: Mary Beth Nutting, Vice Chair, yayasis@live.com

What Bus Riders Want

Transit service that is useful to most people satisfies seven basic criteria...

Seven Basic Criteria	Measures	VRT Targeted Approaches
The service goes where you want to go	Stops within $\frac{1}{4}$ mile of activity centers Stops within $\frac{1}{4}$ or $\frac{1}{2}$ mile of residences Population and jobs served by route	ValleyConnect 2.0 Premium corridor investments (State Street, Fairview, Vista) Expanded evening and weekend services (targeted Boise routes)
The service runs frequently enough that you don't have to think about it	Headway by route	ValleyConnect 2.0 Premium corridor investments (State Street, Fairview, Vista) Real-time passenger information
The service is reasonably fast	Two-way directional route miles On-time performance	ValleyConnect 2.0 Majority of routes in Ada County are two-way routes
The service is reliable (you don't have to worry about major delays)	Miles between road calls	ValleyConnect 2.0 Transit Asset Management Plan
You can conveniently walk from the service to your final destination	Pedestrian and bicycle facilities located within $\frac{1}{2}$ mile of transit routes	ValleyConnect 2.0 VRT comments on Five-Year Integrated Work Program
The service is comfortable and feels safe	Customer satisfaction Transit amenities	Rider/Non-rider survey Bus Stop Typology
The service is affordable	Average fare	Regional pass program redesign (2020) Integrated payment system (2022)

Excerpt from the book, Better Buses Better Cities, by Steven Higashide



TOPIC	Connected Canyon County
DATE	December 22, 2022
STAFF MEMBER	Jason Rose

Staff Recommendation/Request

This is for information only.

Highlights

- August 2021 – Initiated Connected Canyon County (CCC) Community Partner engagement
- Fall 2021 through winter 2022 – Conducted three Community Partner workshops
- Spring 2022 – Conducted outreach with local jurisdiction staff with findings and recommendations
- Summer 2022 – Placed community engagement on-hold pending Nampa budget decision
- Fall 2022 – Finalize Community Partner and public open house and engagement tactics
- January 2023 – Conduct open house and Community Partner engagement

Summary

Transportation and mobility are the means to socioeconomic well-being for all who live, work, learn, play, worship, and seek services across our region. Unprecedented growth is putting additional pressure on an already tight housing markets and local budgets. The lack of affordable housing is pushing residents farther away from jobs, food, healthcare, education and recreation. Canyon County is a place where neighbors help neighbors and organizations work together to improve outcomes for all populations. The intent of Connected Canyon County is to harness the collective capacity of the county's key stakeholders, and to serve as a template for working with other communities struggling with the same issues.

CCC was initiated to activate innovative and successful solutions to improve mobility in Canyon County. Engaged community partners is a cornerstone tactic for this important initiative. Throughout the initiative VRT brought more than 50 organizations, called community partners, through the initiative phases in unique and targeted ways. These included participation on the Engage Valley Regional Transit digital platform, a series of workshops, and collecting primary and secondary data on a variety of challenges identified in previous reports and studies in the county.

More specifically Community Partners supported the initiative in the following ways:

- Defining the vision and results we want for Canyon County
- Harnessing existing collaborations and relationships to increase participation in the initiative from all populations, sectors, and areas
- Helping use the data collected to drive innovation, solution building, and decision making; and

- Exploring the resources and strategies required to achieve the desired results.

The relationships we built throughout the project will be leveraged as we move solutions forward. In January, VRT will host a series of in-person and virtual open houses to share what we've heard and get feedback on potential transportation services and programs to help create a more connected Canyon County. The next and final phase of the initiative is being completed as part of the 2024 – 2028 Transportation Development Plan (TDP) and will include exploring new and more innovative ways to build the solutions by considering innovative ways to engage private partners and public partners in funding the solutions.

Attached is a detailed outline of the engagement process, a summary and maps of the solutions that will be presented to the public in January. Staff is asking the Board to consider the outputs from the initiative and discuss the viability of this template for engaging other communities in the region.

Implication (policy and/or financial)

There is limited capacity for local governments to expand investments in Canyon County. The approach to build solutions that would be desirable to community partners and other stakeholders allows for more engagement with partners to seek viable funding solutions. Achieving the solutions from Connected Canyon County will require new partnerships with private and non-profit sectors. This initiative also serves as a template for how we can engage other communities in the region struggling with the local capacity to build integrated mobility solutions.

More Information

Attachments:

Open House Brief

Connected Canyon County Summary and Maps

For detailed information contact: Jason Rose, Communications and Engagement Director, 208-258-2739, jrose@valleyregionaltransit.org

CONNECTED

CANYON

COUNTY



valley
regional
transit

WHAT

Since July of 2021, VRT has been working with leaders and community partners on an initiative called Connected Canyon County to design and implement mobility solutions that improve access to important destinations and activities in Canyon County.

WHY

Transportation and mobility are the means to socioeconomic well-being for all who live, work, learn, play, worship, and seek services across our region. Unprecedented growth is putting additional pressure on an already tight housing market. The lack of affordable housing is pushing residents farther away from jobs, food, healthcare, education and recreation. Canyon County is a place where neighbors help neighbors and organizations work together to improve outcomes for all populations.

WHAT WE HEARD

50+ community
organizations Item VI. C.

Advocates Against Family Violence

Boise State University

Bike Walk Nampa

Blue Cross of Idaho

Blue Cross of Idaho Foundation

Caldwell Chamber of Commerce

Caldwell Housing Authority

Caldwell School District

City of Caldwell

City of Nampa

College of Western Idaho

COMPASS

Full Circle Health

Lifeways

Living Independence Network Corporation

Nampa First Church of the Nazarene

Idaho Commission on Aging

Idaho Community Credit Union

Idaho Department of Commerce

Idaho Department of Labor

Idaho Department of Juvenile Corrections

Idaho Division of Veterans Services

Idaho Hispanic Chamber of Commerce

Idaho Housing and Finance Association

Idaho Office for Refugees

Idaho Smart Growth

Idaho Youth Ranch

Idaho Walk Bike Alliance

Jannus, Inc.

Metro Meals on Wheels

Nampa Housing Authority

Nampa School District

Saint Alphonsus

Saltzer Health

Southwest District Health

Southwest Idaho Area Agency on Aging

St. Luke's Health System

Terry Riley Health Services

Treasure Valley Community College

Treasure Valley Family YMCA

United Way of Treasure Valley

University of Idaho

Urban Land Institute

Vallivue School District

Western Alliance for Economic Development

Western Idaho Community Health Collaborative

WICAP Community Collaborative

A CONNECTED CANYON COUNTY WOULD INCLUDE

Transportation that...

- Is safe, frequent, reliable, easy-to-use, and coordinated, including:
 - Fixed-route bus
 - Real time dial-a-ride
 - Wheeling
 - On-demand
 - Cycling
 - Microtransit
 - Car- and vanpools
 - Walking
 - Rideshare
- Includes new and innovative options as they come
- Features safe infrastructure and coordinated technology to ensure easy travel and transfers
- Fits with the long-term vision for transit in Canyon County
- Is affordable and easy to pay for (and includes pass programs)
- Provides access for everyone, especially those with disabilities or without access to the internet or a phone
- Is accompanied by useful and kind customer support during all hours of operation
- Reduces time and cost of travel

Information that...

- Is easy to use and access (including real-time arrival information) in a centralized location
- Connects people to services and programs through seamless customer support systems, navigation, training, and traveler information supports and programming
- Is supported by marketing and outreach to riders, users, businesses, private sector partners, public partners, institutions, stakeholders, and more
- Features wayfinding and navigation tools using both new technology and traditional methods
- Responds to the diverse needs of the community

Places that...

- Are designed, planned, and connected by transit, including community hubs and critical locations like housing, jobs, recreation, food, health, service providers, childcare, co-working spaces, and more
- Connect housing, work, and childcare to a variety of transportation options
- Are located at or near transit hubs
- Are created with wise land-use decisions and transit-supportive land use policies
- Are well-designed, accessible, and integrated into the community
- Include pleasant places to be and provide safety, dignity, and belonging (including things like accessible design, public art, lighting, etc.)

Check out our open houses January! We'll share what we've heard and get feedback on services and programs that can create a more

CONNECTED CANYON COUNTY



VRT's Connected Canyon County Initiative

Background

VRT has spent the past 18 months digging into what a more connected and accessible Canyon County could look like, getting feedback from community members, leaders, and more. We've taken that guidance and mapped out what a truly Connected Canyon County could be, including what it would take to make this vision a reality. Check out what we heard, what we might be able to do, and let us know – did we get it right?

Link to the engagement platform: <https://engage.valleyregionaltransit.org/en/folders/connected-canyon-county-initiative>

Content

1. **About**
 - a. Introduction to the Connected Canyon County project, with the original challenge statement, project history, process, public engagement elements, partners and participants, and stories and quotes obtained from the process
 - b. A summary of feedback we heard
 - c. Input: *Is this a good summary of the what the community desires? Did we get it right?*
2. **Connection to place**
 - a. The service options that can connect people to destinations, including how far people can travel, in 3 scenarios:
 - i. Current scenario, demonstrating what we currently offer
 - ii. Growth scenario, demonstrating a growth scenario with added: OnDemand, intercounty local, intercounty express, new fixed route
 - iii. Reduced scenario, demonstrating what might occur if service either stays the same or decreases
 - b. Input:
 - i. *Within the Growth scenario, what would you prioritize? (OnDemand, intercounty local, intercounty express, new fixed route)*
 - ii. *If OnDemand, what would you prioritize? (Improvements to existing, nights, weekend)*
 - iii. *If bus, what would you prioritize? (new Boulevard route, new Garrity route, more intercounty express, more intercounty local)*
 - iv. *Within the Reduction scenario, what would you prefer to keep? (OnDemand, intercounty express, intercounty local)*
3. **Connection to information**
 - a. The programs and support that can be made available through VRT's Integrated Mobility Team
 - b. Input: *Which programs or supports would you find most valuable?*

Touchpoints

- Promotional bus hangers, posters, and flyers
- Promotional email invitations and social media content
- Informational display boards, PowerPoint slides, and a summary report
- Informational website and engagement platform
- Open houses and/or pop-up tabling at transit centers, libraries, chambers, universities, and other major destinations and stakeholders
- Virtual open houses
- Presentations to employers, community organizations, etc.
- Potential earned media

Timeline

12/27/22: Publish content and surveys above on Engage platform; promote Engage platform and upcoming open houses

1/16/23-1/27/23: Virtual and in-person open houses

1/31/23: Close Engage Platform; compile feedback



TOPIC	Comprehensive Operational Analysis
DATE	January 17, 2023
STAFF MEMBER	Alissa Taysom

Staff Recommendation/Request

No action, this is an information item only.

Highlights

- **November**
 - Project kick-off – Complete
 - Draft existing conditions/system performance and demographic draft memo – Complete
- **December**
 - Final existing conditions/system performance and demographic data memo and presentation – Complete
 - Initial concepts development and presentation – Complete
 - Draft technical memo summarizing scenarios – Complete
- **January**
 - Final technical memo summarizing scenarios – Complete
 - Public meeting materials – in progress
 - Public Hearing materials review
- **February**
 - City of Boise Work Session (date TBD)
 - City of Boise Public Transportation Public Hearing (date TBD)
- **March**
 - Preliminary budget review
- **April**
 - Service concept review

Summary:

Budgetary constraints of VRT funding partners prompted VRT staff to launch a Comprehensive Operational Analysis. VRT selected Transpo Group to conduct the analysis, which will look at route and stop level ridership, route productivity, population, demographics and land use, and make recommendations route restructures, consolidation or elimination. The final proposed changes will take effect with the FY2024 service change and will be included in the update to the Transportation Development Plan and will be designed to strengthen the fixed-route system.

The project team is developing four concepts based on the existing conditions analysis. These proposals include:

1. Cutting service to reduce costs by \$1 million
2. Cutting service and reinvesting in Premium Corridors
3. Cutting and restructuring service to reduce costs by \$1 million
4. Unconstrained restructuring

Routes that are being considered for changes include, but are not limited to, the routes 1, 4, 8x, 10, 16, 40, 42 and 45 based on low performance and transit propensity, as well as improvements to the Premium Corridors, route 3, 7B, and 9.

Next Steps:

- **January**
 - Final technical memo summarizing scenarios – Complete
 - Public meeting materials – in progress
 - Public Hearing materials review
- **February**
 - City of Boise Work Session (date TBD)
 - City of Boise Public Transportation Public Hearing (date TBD)
- **March**
 - Preliminary budget review
- **April**
 - Service concept review

Implication (policy and/or financial)

The results of the Comprehensive Operational Analysis will guide the FY2024 Service Change and the Transportation Development Plan update.

More Information

For detailed information contact: Alissa Taysom, Associate Planner, 208-258-2717, ataysom@valleyregionaltransit.org.

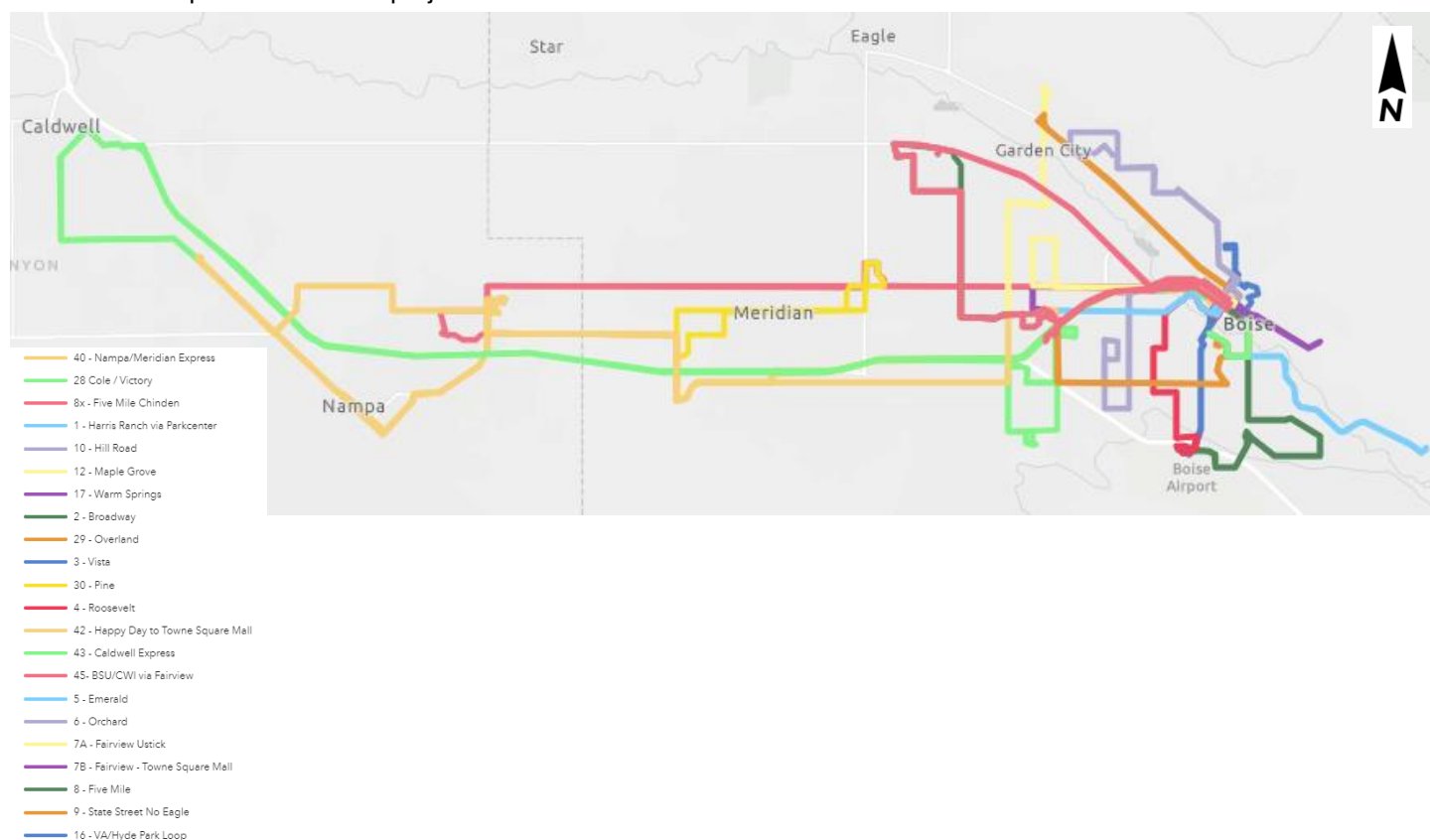
MEMORANDUM

Date:	December 6, 2022	TG: 1.19291.00 TO 3
To:	Alissa Taysom – Valley Regional Transit Stephen Hunt – Valley Regional Transit	
From:	Stefanie Herzstein PE, PTOE - Transpo Group John Duesing – Transpo Group	
Subject:	Valley Regional Transit Comprehensive Operational Analysis (COA) – Existing Service Analysis	

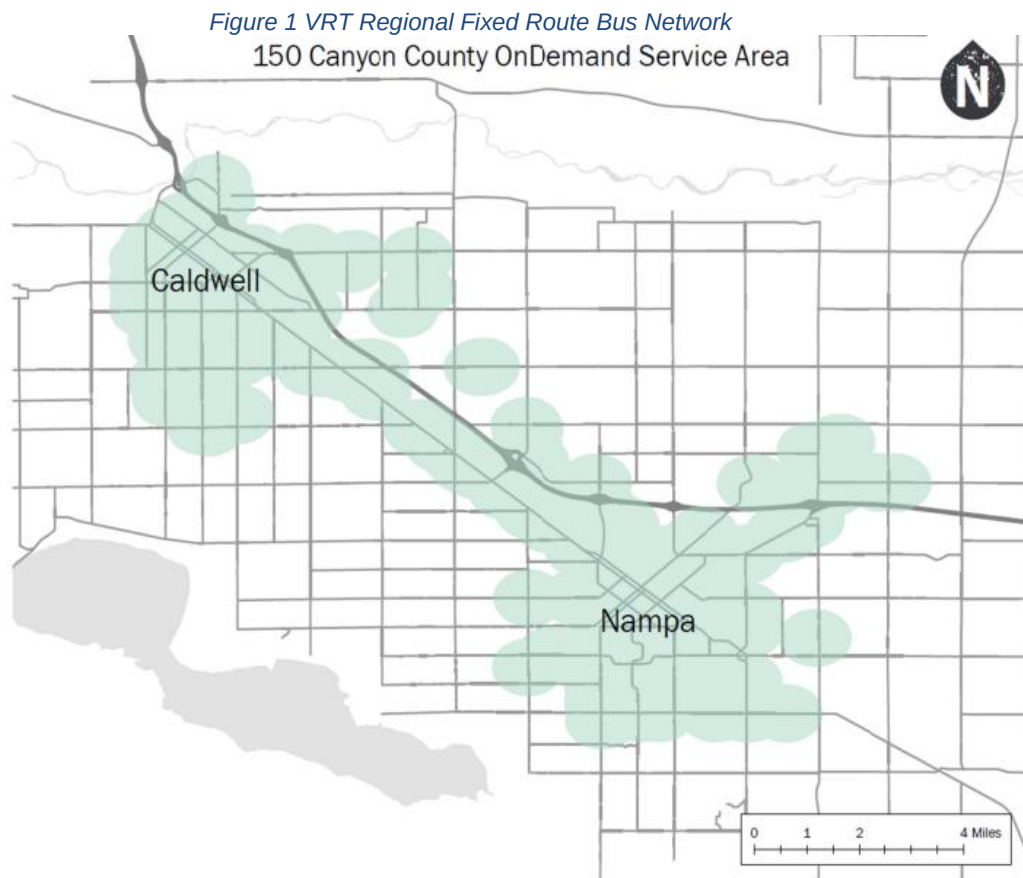
This memorandum documents the existing service analysis as part of the Valley Regional Transit (VRT) 2022 Comprehensive Operational Analysis (COA). The focus of the existing conditions analysis is the fixed route service illustrated on

Figure 1 and on-demand service for Caldwell and Nampa shown on Figure 2. Along with this memorandum, Transpo has created an online data portal that includes on-demand requests by origin and destination as well as fixed routes and stop level ridership overlaid onto mapping of land use and transit propensity¹.

The review leverages the 2023-2027 Transportation Development Plan (TDP) adopted October 2022, data provided by VRT on ridership and demographics as well as work completed by Transpo on other VRT projects.



¹ Transit Propensity is an index used to understand how likely it is that the population in an area would use transit services.



Source: 2023-2027 Transportation Development Plan

Figure 2 Regional VRT On-Demand Transit Network

The following provides an overview of ridership, route performance, transit propensity and demographics, and land use. In addition, a stop level ridership review is provided for key routes that are considered low performing.

Ridership and Performance

Quarter 3 and 4 (Q3 and Q4) 2022 fixed route and on-demand service ridership was reviewed including monthly data for July through August. The data shows that ridership for the system as a whole is increasing and September 2022 had the highest ridership levels for the system compared to previous months.

As discussed on page 11 of the TDP, VRT identifies high performing routes as those in the top 25 percent of boardings per hour and the lowest performing routes as those in the bottom 25 percent. The local and intercounty routes are reviewed separately given the two different service types. Local routes typically provide more frequent service, travel shorter distances and have more stops per mile whereas intercounty routes typically have less frequent service, travel a longer distance serving Ada and Canyon Counties and have less stops per mile.

Fixed Route

Figure 3 illustrates the fixed route system total daily average ridership by stop. As shown on the figure, the high ridership levels are along corridors with more frequent transit service including State Street (Route 9), Vista Avenue (Route 3) and Emerald Street (Route 5) as well as areas with higher concentrations of jobs and population such as Downtown, Boise Airport, Towne Square Mall and near schools.

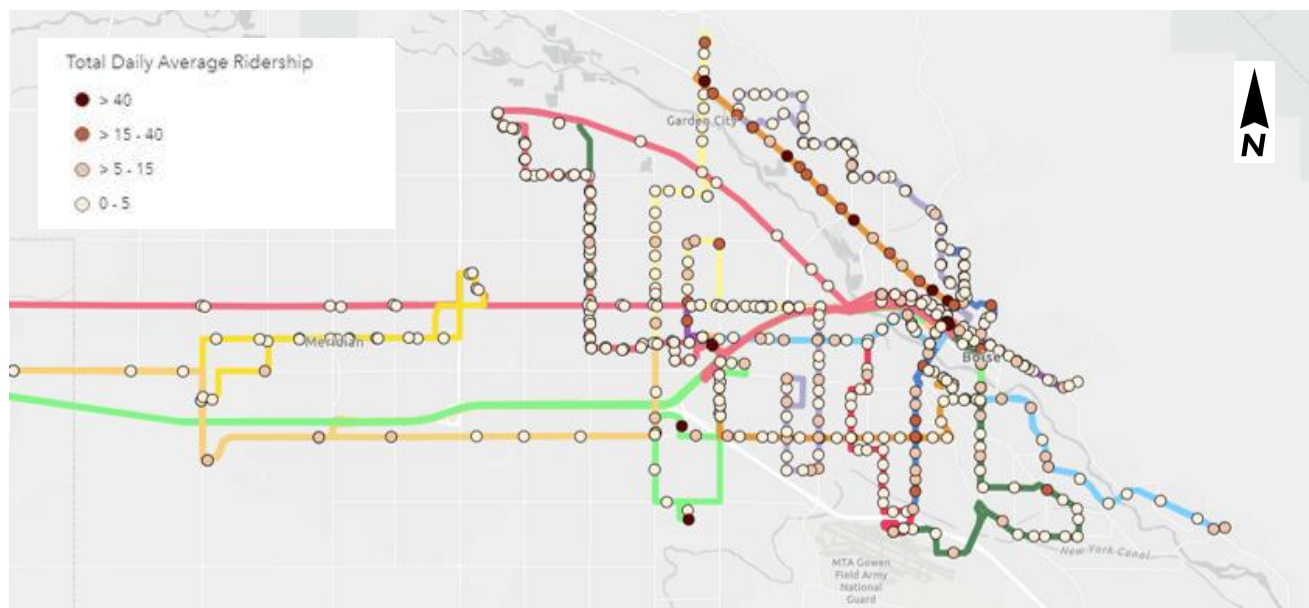


Figure 3 VRT Fixed Route System Ridership

Table 1 provides a summary of the September 2022 average ridership for the fixed routes.

Operations for fixed route 30 (Pine) serving Meridian begin in October 2022. Ridership by stop data was provided for October 2022 and is included in the online data portal created for the COA; however, it is not included in the primary COA evaluation since it is new service with very limited data. In addition, in October 2022 Route 45 Boise State/CWI via Fairview (formerly 45 Boise State/CWI Express) was rerouted from its pathway on Interstate 84 to Cherry Lane/Fairview when traveling between Boise State and the College of Western Idaho. The new Route 45 pathway provides more service in growing areas, increases transit access (536 percent increased access for residents and 118 percent increased access to jobs), and repurposes low-performing services. October 2022 data for Route 45 was also included in the online data portal.

Table 1. September 2022 Fixed Route Ridership Summary

Fixed Route	Average Weekday			Average Saturday			Total Ridership Year to Date		
	22-Sep	22-Aug	% Change ¹	22-Sep	22-Aug	% Change ¹	Current	Last Year	% Change ²
Local Routes									
1 Parkcenter	144	121	19.2%				32,634	25,628	27.3%
2 Broadway	260	243	7.0%	146	125	16.5%	73,160	65,781	11.2%
3 Vista	315	308	2.4%	240	187	28.5%	94,660	79,515	19.0%
4 Roosevelt	121	99	21.3%				29,659	29,011	2.2%
5 Emerald	266	250	6.2%	161	124	29.8%	71,362	73,499	-2.9%
6 Orchard	208	155	34.0%	100	81	24.3%	54,204	46,759	15.9%
7A Fairview/Cole	179	157	14.5%	102	92	10.6%	46,259	49,624	-6.8%
7B Fairview/TSM	291	212	37.3%	145	120	20.8%	73,632	60,312	22.1%
8X Five Mile/Chinden	96	63	54.1%				19,508	14,823	31.6%
8 Five Mile	57	50	15.1%				13,792	15,121	-8.8%
9 State St	764	607	25.9%	417	343	21.8%	191,195	170,591	12.1%
10 Hill Road	116	104	11.9%				26,626	22,377	19.0%
12 Maple Grove	155	137	12.8%				36,676	35,117	4.4%
16 VA/Hyde Park	50	56	-10.6%				11,345	15,096	-24.8%
17 Warm Springs	54	51	5.2%				12,845	13,026	-1.4%
28 Cole/Victory	180	127	42.1%				36,122	23,706	52.4%
29 Overland	187	175	6.6%	78	62	26.3%	47,988	45,466	5.5%
30 Pine									
Intercounty Routes									
40 Nampa/Meridian	65	52	23.2%	NA	NA	NA	14,713	11,310	30.1%
42 Nampa Meridian	107	91	17.5%	NA	NA	NA	22,566	19,564	15.3%
43 Caldwell Express	16	20	-22.4%	NA	NA	NA	4,388	4,588	-4.4%
45 Boise State Express	33	31	5.7%	NA	NA	NA	4,397	4,494	-2.1%

Source: Valley Regional Transit October 2022

Routes where ridership decrease between August and September 2022 and between last year and the current year are shown in red and bold.

1. Percent change in average ridership by route between September and August 2022.

2. Percent change in year-to-date ridership between 2022 and 2021.

As shown in Table 1, the average weekday monthly is increasing for most routes with decreases between September and August only seen for Routes 16 and 43. The average Saturday ridership increased between September and August 2022 for all routes operated. Year-to-date there are some routes where ridership is down from last year through September including:

- Route 5 – slight decrease in ridership (approximately 3 percent)
- Route 7A – approximately 7 percent decrease in ridership
- Route 16 – approximately 25 percent increase in ridership
- Route 17 – slight decrease in ridership (approximately 1 percent)

- Route 43 – slight decrease in ridership (approximately 4 percent)
- Route 45 – slight decrease in ridership (approximately 2 percent). As previously noted, in October 2022 VRT made services changes to this route to help increase ridership.

Additional ridership and performance data for Q3, Q4 and fiscal year (FY) 2022 year to date was also evaluated. Q3 and Q4 boardings per hour for the fixed routes are very similar with little to no change. Table 2 summarizes the fixed route ridership, on-time performance and key efficiency characteristics for FY2022 year to date. The high and low performance routes are highlighted based on the boarding per hour with the top 25 percent high performers and bottom 25 percent low performers.

Table 2. FY 2022 Year-to-date Fixed Route Summary

Route	Ridership	Revenue Miles	Revenue Hours	On-Time Performance			Boardings /Hour ¹	\$/Boarding
				AM Peak	All Day	PM Peak		
Local Routes								
1	23,346	52,228	3,168.08	89%	90%	92%	7	\$15.90
2	53,757	93,069	5,639.47	90%	94%	91%	10	\$12.29
3	71,304	68,709	5,148.25	90%	93%	91%	14	\$8.46
4	21,941	48,064	3,455.45	82%	82%	84%	6	\$18.46
5	51,646	40,307	3,000.77	95%	94%	93%	17	\$6.81
6	38,517	51,526	3,247.46	88%	91%	87%	12	\$9.86
7A	34,713	42,292	2,635.64	91%	95%	91%	13	\$8.91
7B	48,548	48,534	3,209.11	85%	91%	90%	15	\$7.72
8	16,216	29,129	1,659.83		92%		10	\$12.08
8X	9,672	20,646	1,092.49	90%		84%	9	\$13.24
9	138,933	131,013	7,075.65	90%	90%	90%	20	\$5.97
10	20,312	37,258	2,406.84	93%	95%	84%	8	\$13.90
12	26,945	38,000	2,242.94	93%	93%	77%	12	\$9.75
16	7,796	8,928	888.22	97%	86%	89%	9	\$13.24
17	9,286	12,040	896.64	97%	92%	87%	10	\$11.31
28	26,822	27,207	1,851.92	83%	95%	92%	14	\$8.08
29	35,728	53,038	3,044.70	91%	88%	74%	12	\$9.97
Intercounty Routes								
40	10,164	93,355	3,776.99	75%		62%	3	\$37.41
42	16,218	79,487	3,978.98	78%	72%	68%	4	\$24.69
43	3,151	12,657	405.16	83%		75%	8	\$12.91
45	3,033	53,773	1,538.67		82%	91%	2	\$51.11

Source: Valley Regional Transit October 2022

FY = fiscal year

1. Routes highlighted in red are low performers and green are high performers. Performance for local and intercounty routes are evaluated separately.

As shown in Table 2, Routes with the highest ridership include 2, 3, 5, 7B, 9 and 28 for the local system and 43 for the intercounty system. On-time performance is generally 90 or above with some exceptions. Some routes that appear to have consistent on-time performance issues include:

- Route 4 is around 80 percent during the AM and PM peaks and all-day
- Route 16 is 86 percent all-day and 89 percent PM peak

- Route 29 is 88 percent all-day and 74 percent PM peak
- Routes 40 and 42 have performance ranging from 62 to 78 percent
- Route 43 is 83 percent AM peak and 75 percent PM peak

A review of boardings per hour and cost per boarding reveals low performing routes including Route 1, 4, 8x, 10, 16, 42 and 45. Route 42 is also low performing given low ridership and on-time performance issues. The TDP is based on 2021 data and had similar results including identifying Routes 1, 4, 8x and 10 as low performing.

On-Demand

The Canyon County on-demand service serves Caldwell and Nampa. The FY2022 data indicates 4 boardings per hour year to date with a cost of \$30.45 per boarding. The 2022 data is consistent with the TDP 2021 data analysis. On-time performance for the route is 84 percent, which mean the transit arrives within 5 minutes of scheduled time 84 percent of the time.

Figure 4 and Figure 5 illustrate the origin and destination requests for the VRT Canyon County on-demand system.

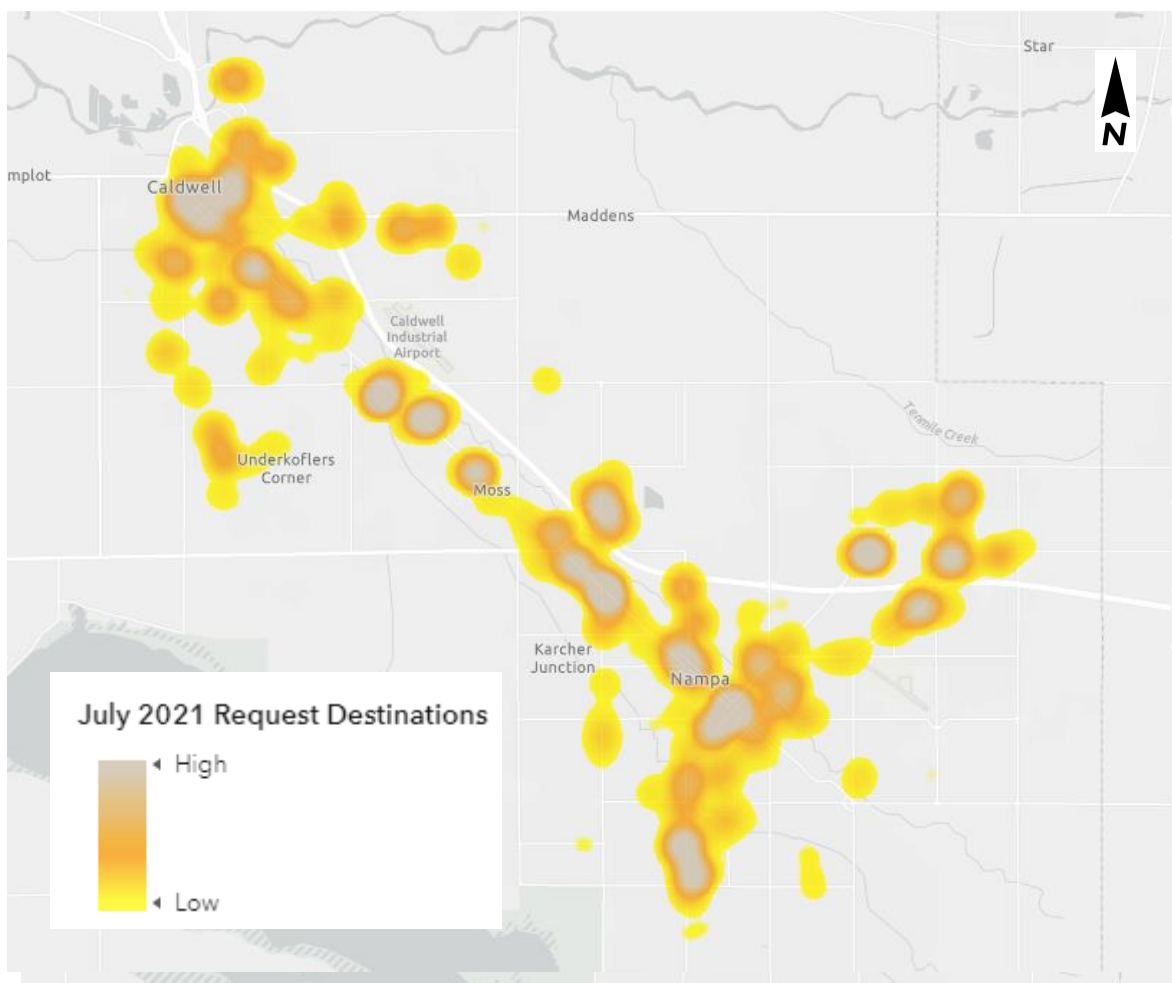


Figure 5 VRT On-Demand Destination Requests

Based on a review of the on-demand requests, the key origins and destinations include:

- Idaho Centennial Job Corps
- Downtown / Library Nampa
- CLS Plasma Center Caldwell
- The College of Idaho
- Caldwell and Flamingo SEC in Nampa
- Happy Day Transit Center (Note this is also served by intercounty routes)
- Downtown Caldwell

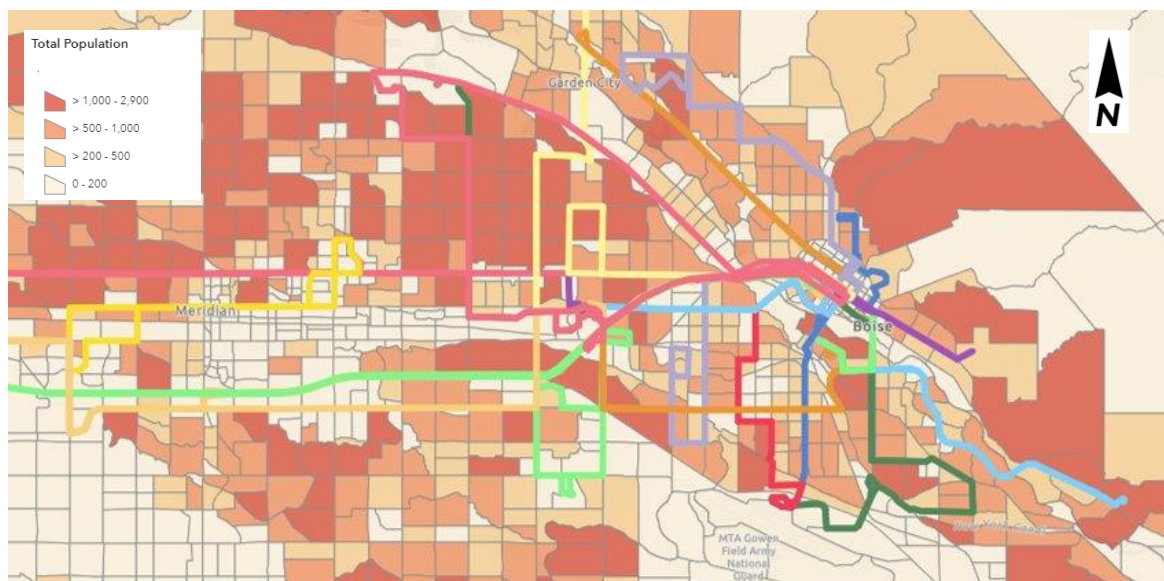
Transit Propensity and Land Use

Transit Propensity is an index used to understand how likely it is that the population in an area would use transit services. The transit propensity is calculated based on a set of demographic characteristics that influence ridership. Transit propensity for this analysis is calculated as a function of population density, total employment, number of households with access to one or fewer cars, and number of service sector jobs within the geographic area (i.e., census block groups). These geographic datasets were downloaded from the 2019 American Community Survey (ACS) five-year estimates and used to develop the transit propensity index. The formula for transit propensity is:

$$\text{Transit Propensity} = (1.0 * \text{Population} + 0.5 * \text{Total Employment} + 1.75 * \text{Zero-Car Households} + 0.75 * \text{Service Employment}) / \text{Census Block Group Area}$$

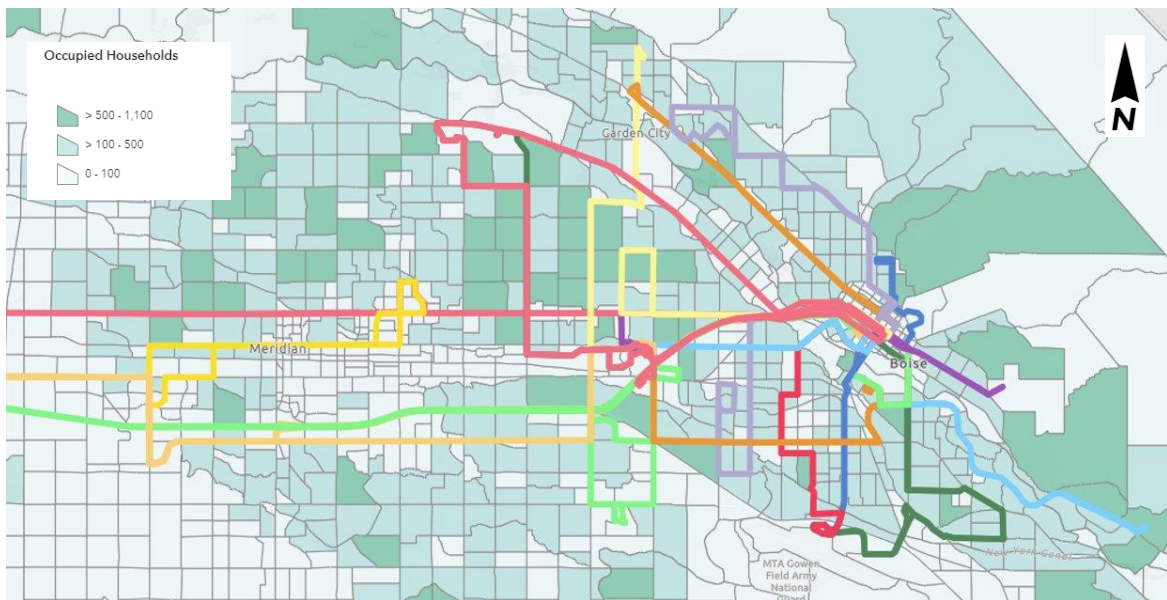
Fixed Route

The Figures 6 through 10 illustrate the characteristics surrounding the VRT fixed route system related to transit propensity including population, employment, households, vehicle ownership and service employment.



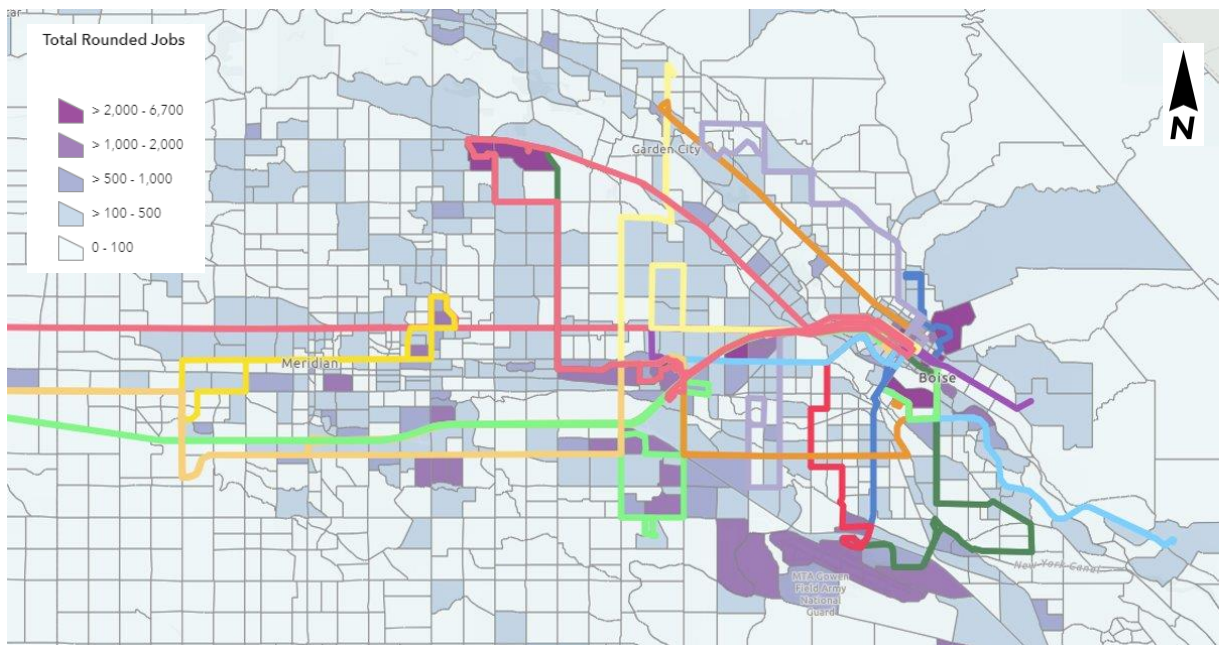
Source: Based on COMPASS 2021 Travel Demand Model Traffic Analysis Zone (TAZ) data.

Figure 6 Population Surrounding VRT Fixed Route System



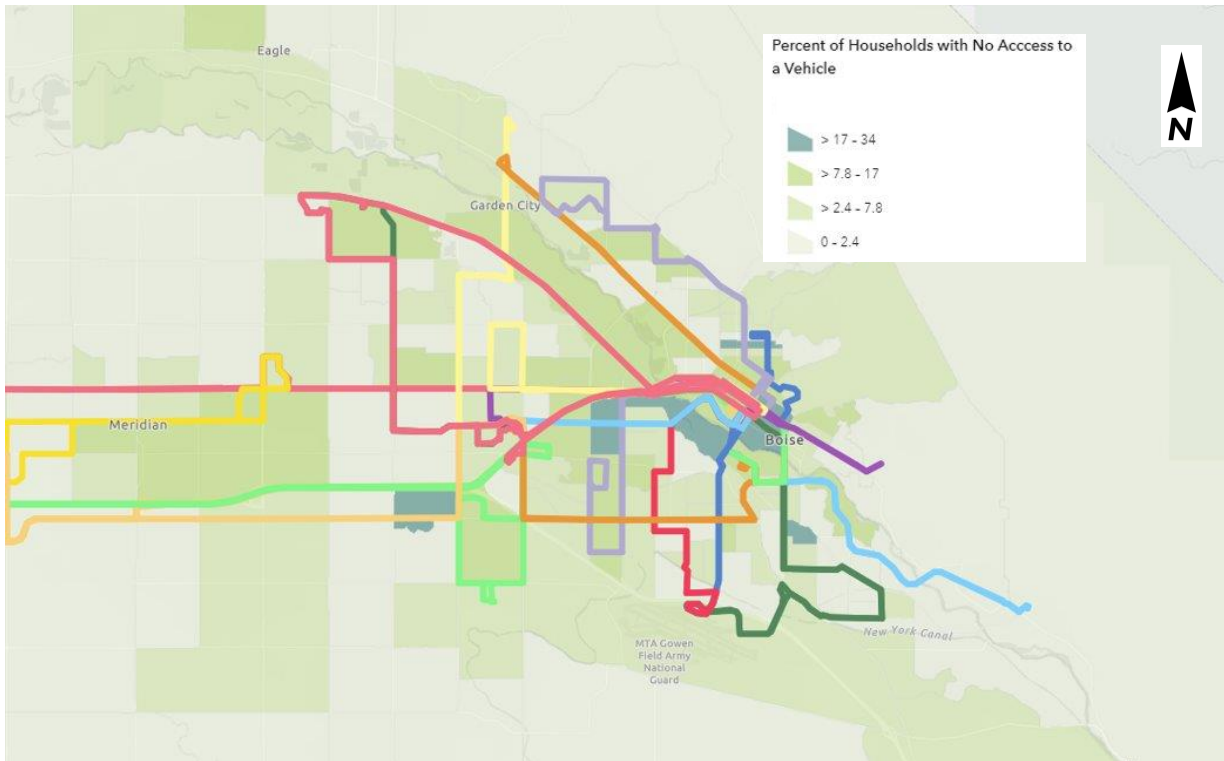
Source: Based on COMPASS 2021 Travel Demand Model Traffic Analysis Zone (TAZ) data.

Figure 7 Households Surrounding VRT Fixed Route System



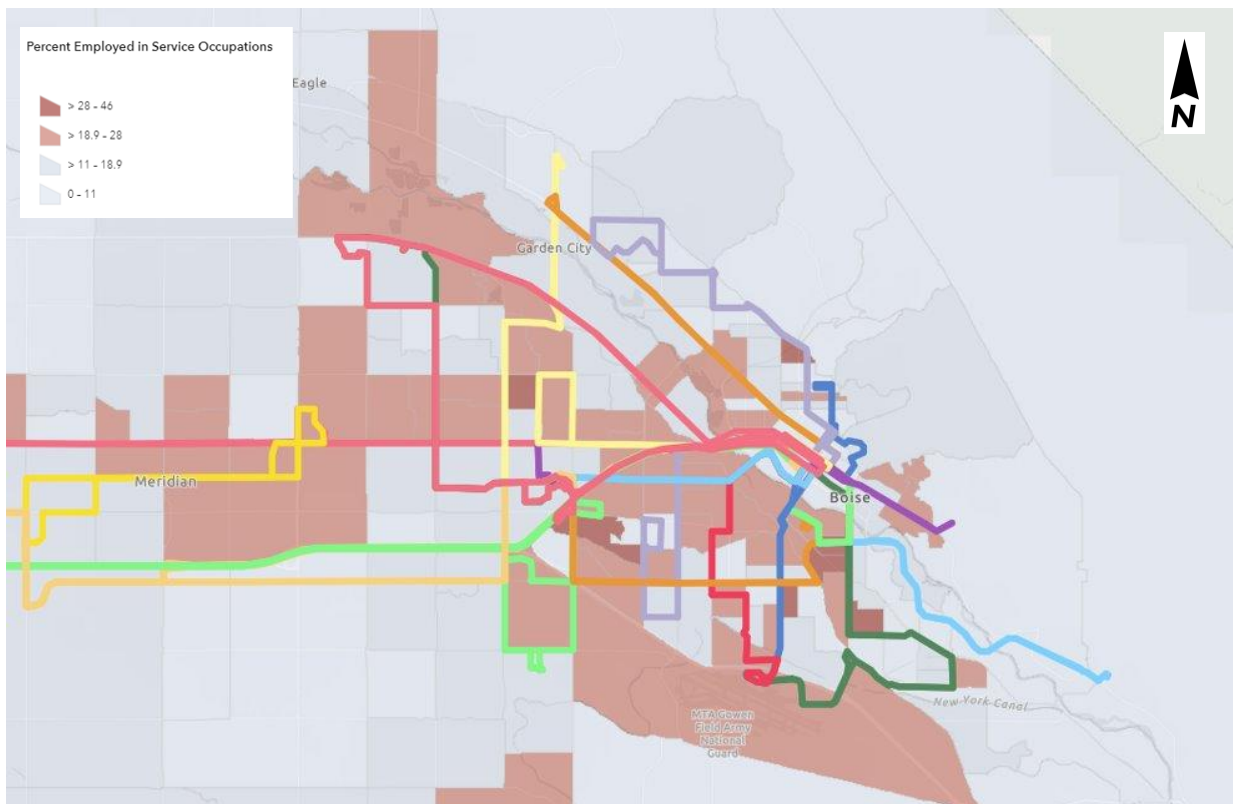
Source: Based on COMPASS 2021 Travel Demand Model Traffic Analysis Zone (TAZ) data.

Figure 8 Jobs Surrounding VRT Fixed Route System



Source: 2020 US Census Data

Figure 9 Percent of Service Jobs



Source: 2020 US Census Data

Figure 10 Percent of Households with Zero Vehicles (i.e., Car Free)

A review of Figures 6 through 10 illustrate shows the following key findings related to areas where transit use may be higher due to population or jobs:

- Population and Households – Highest concentration of population and households is in Downtown Boise and in the areas near Five Mile Road and Maple Grove Road
- Jobs – Highest concentration of jobs is in Downtown, near Towne Square Mall, near Five Mile Road/Chinden and the Airport
- Service Jobs – Most of the service jobs are south of Downtown, south of Franklin Road/east of I-184, and south of Ustick Road between Maple Grove and Milwaukee
- Households with No Vehicles – Most of the households with no vehicles are located close to downtown with an area south of I-84 between Five Mile Road and Maple Grove Road

Table 3 summarizes the demographics surrounding the VRT fixed route system for each route.

Table 3. VRT Fixed Route System Demographics¹

Routes	Population	Jobs	% Poverty	% Minority	% Car free HH	% With disability	% Over 65	% Under 17	% One car HH
<i>System</i>	158,406	112,933	15%	24%	6%	12%	14%	20%	38%
Local Routes									
1	14,177	15,537	26%	22%	9%	8%	12%	9%	39%
2	13,961	20,647	18%	20%	6%	9%	12%	14%	40%
3	8,851	10,375	28%	25%	8%	10%	10%	15%	39%
4	11,520	10,609	21%	23%	6%	12%	13%	15%	44%
5	Route 7,193	16,398	26%	25%	11%	14%	12%	15%	53%
6	12,696	10,116	16%	25%	11%	15%	14%	17%	46%
7A	12,673	10,469	14%	25%	8%	15%	14%	18%	46%
7B	9,344	10,155	17%	27%	10%	16%	12%	18%	51%
8	14,455	10,694	12%	26%	3%	15%	15%	24%	32%
8x	19,540	18,879	14%	25%	6%	15%	14%	22%	37%
9	12,701	8,496	11%	20%	8%	12%	14%	19%	45%
10	15,979	7,379	10%	17%	7%	9%	13%	21%	39%
12	12,436	7,205	11%	24%	4%	14%	22%	16%	37%
16	5,795	18,443	13%	19%	11%	11%	11%	16%	48%
17	5,042	15,715	12%	18%	9%	10%	17%	13%	46%
28	5,947	7,095	14%	28%	11%	14%	13%	24%	34%
29	13,505	8,726	19%	24%	9%	13%	12%	16%	40%
30	6,821	5,223	11%	22%	3%	12%	11%	28%	31%
Intercounty Routes									
40	16,191	29,444	28%	34%	11%	14%	10%	16%	43%
42	9,789	9,933	9%	30%	4%	12%	14%	25%	28%
43	10,974	25,741	31%	29%	12%	10%	8%	14%	42%
45	16,078	22,954	22%	27%	7%	12%	12%	19%	41%

Source: Valley Regional Transit October 2022

Notes: HH = Household

1. Percent is reflective of population unless otherwise noted.

Table 3 shows the demographics are relatively similar for the local routes with key differences for the local routes including:

- Route 3 serves the highest percent of poverty
- Route 7B serves the highest percent of minority population
- Routes 5, 6, 16 and 28 have the highest percent of households without access to vehicles

- Route 7B serves the highest percent of persons with disabilities
- Route 16 serves the highest percent of person over 65 years of age and one car households
- Route 30 serves the highest percent of persons under 17 years of age

The intercounty routes are longer so compared to the local routes they generally serve the highest poverty and minority populations.

Based on the characteristics of the VRT system area, transit propensity was calculated by census tract. Figure 11 illustrates the VRT fixed route transit propensity.



Figure 11 System Transit Propensity

As shown on Figure 11, the areas with the highest transit propensity are located near downtown, along Five Mile and Maple Grove Roads and north of Fairview Avenue. The areas with the highest transit propensity also have the higher levels of current ridership. As service changes are determined, VRT should focus on enhancing service in the areas with the highest levels of transit propensity.

The City of Boise also provided data on activity centers. The city defines activity centers as an area that attracts people for shopping, work, school recreation and/or socializing. The activity centers vary in size, location and uses. Blueprint Boise, the city's comprehensive plan, identifies three types of activity centers – regional, community and neighborhood. Forty-three (43) activity centers have been identified in Blueprint Boise. Examples of activity centers are:

- Regional – Downtown Boise, Micron Industrial Area, Boise Towne Square Mall
- Community – Hillcrest Shopping Center, Apple and Parkcenter, Five Mile and Ustick
- Neighborhood – Brown Crossing, Hyde Park, 36th Street and Hill Road

Figure 12 illustrates the city's 43 activity centers and how they relate to transit propensity and the existing fixed route transit service.

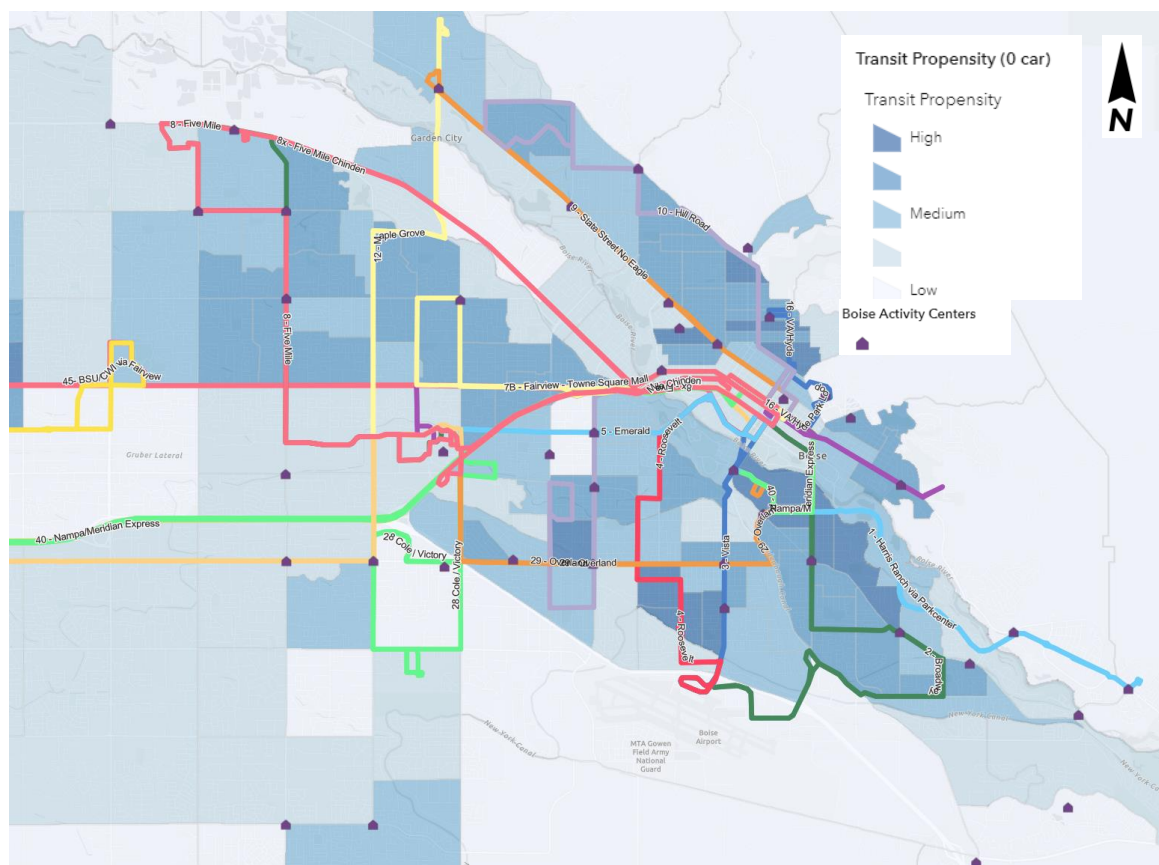


Figure 12 Boise Activity Centers

As shown on Figure 12, the activity centers are generally served by existing transit service especially in areas where transit propensity is identified to be higher. There are some activity centers south of the city that are not currently served by transit. Depending on the type of activity center, not all locations would need to be served by transit; however, an understanding of the centers should be factored into changes in service as they correspond to attractions within the city.

The online transit data portal provides additional data that could factor into transit use including 2040 jobs and housing forecasts.

The following sections includes an overview of transit propensity and land use for the lower performing fixed routes – 1, 4, 8x, 10, 16, 40, 42 and 45. The online transit data portal can be used to examine each route in more detail.

Route 1

The Route 1 Parkcenter provides service on weekdays only with 30 minute peak hour headways and 60 minute off-peak. The service is between the downtown Boise area and Harris Ranch. Harris Ranch is a growing development. Figure 13 illustrates Route 1 average weekday boardings and alightings by stop and transit propensity and Figure 14 shows the Route 1 jobs and housing. Key findings of the analysis of Route 1 are:

- Average riders by stop are low except at the Main Street station where there are approximately 40 weekday boardings and alightings
- Harris Ranch has approximately 6 to 8 average weekday boardings and alightings
- The stops between Harris Ranch and the Boise River along E Parkcenter Boulevard have very low ridership and low transit propensity
- Transit propensity at Harris Ranch is low even though the housing density is shown to be on the higher end; the lower transit propensity is due to the higher income levels and auto ownership
- Job density along the route is mainly within the downtown Boise area
- Housing density is relatively low along the middle of the route
- Demographics show 26 percent of people in poverty, 20 percent of people non-white, 8 percent of people living with disability along this route

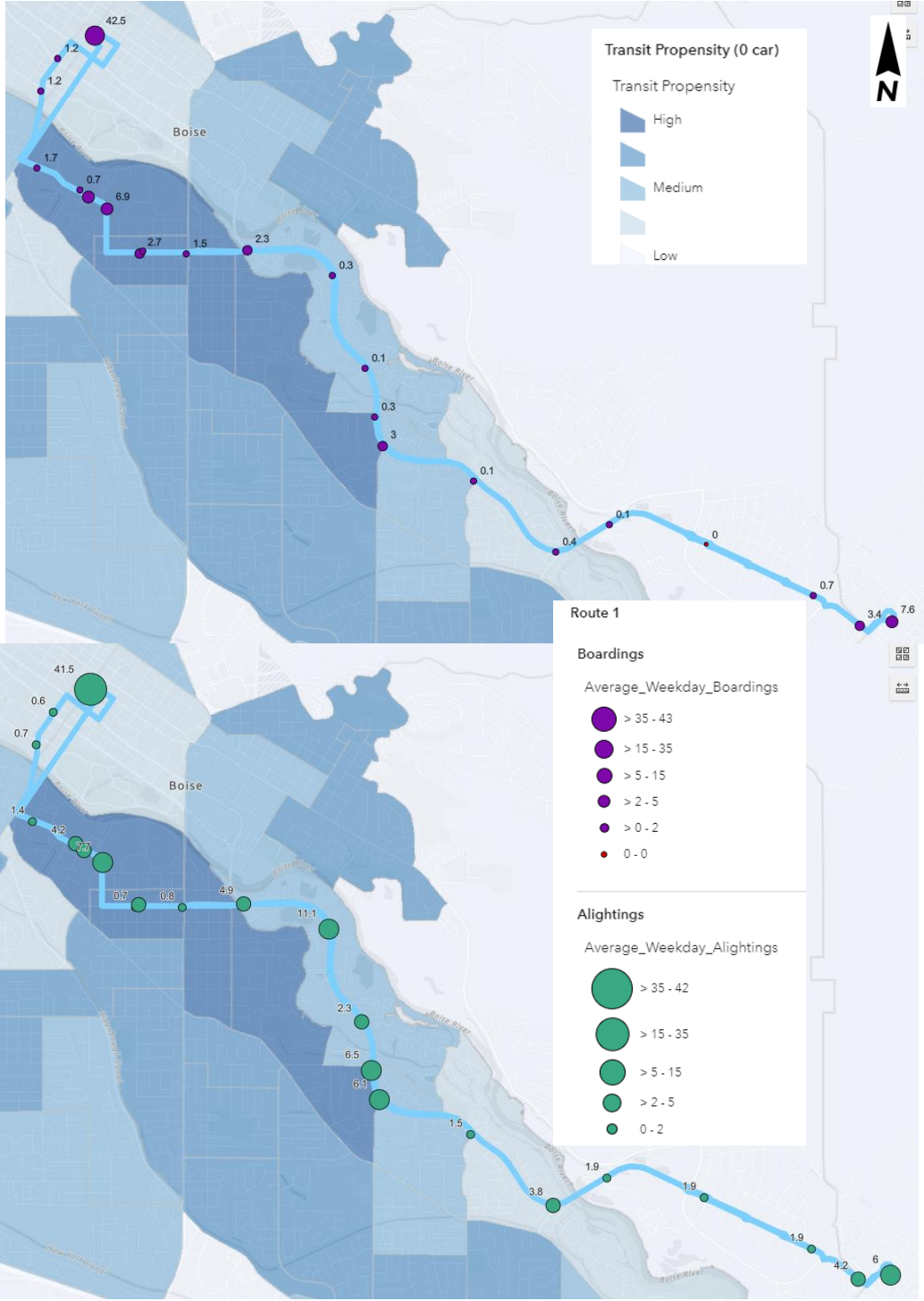


Figure 13 Route 1 Transit Propensity

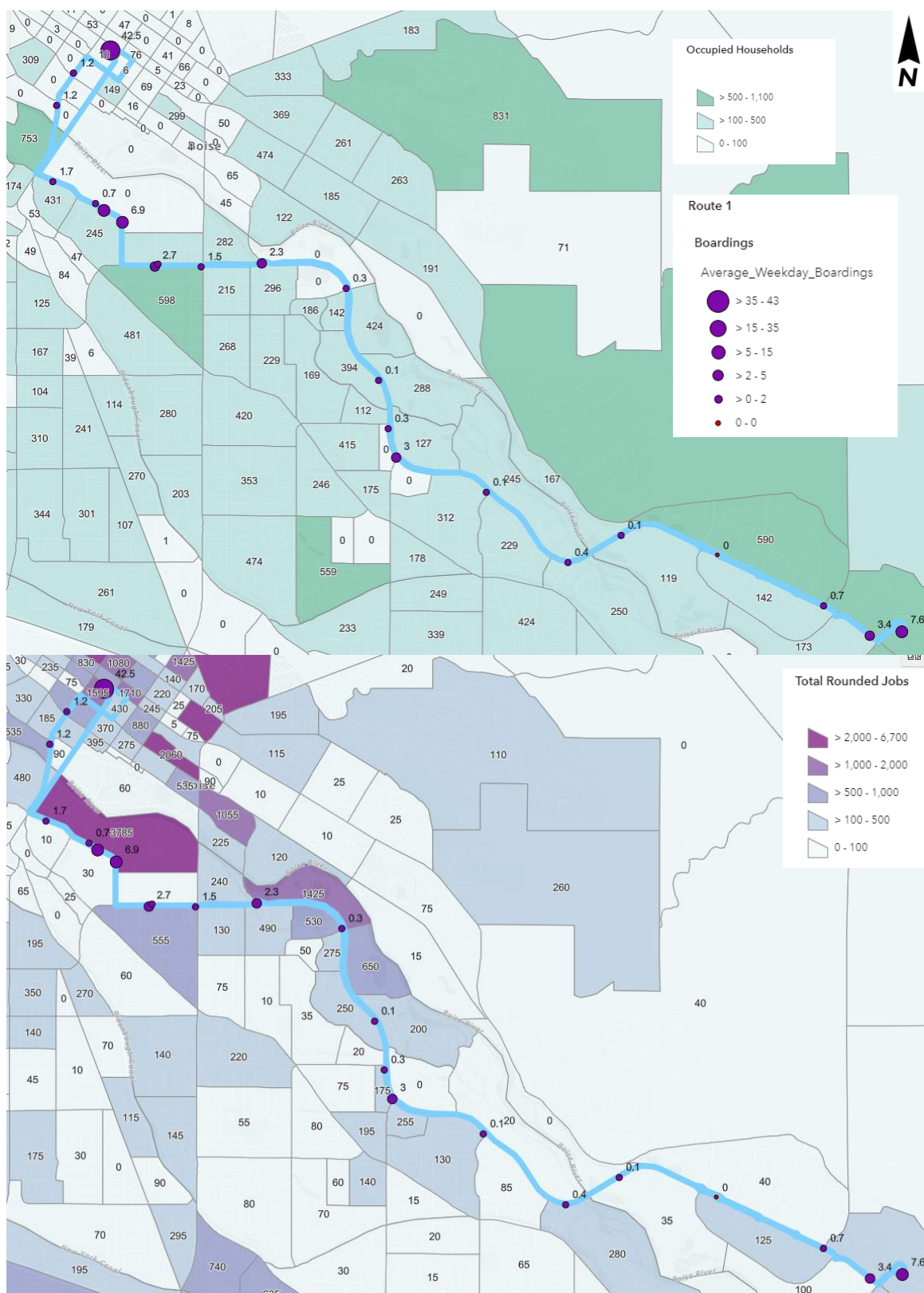


Figure 14 Route 1 Existing Housing and Jobs

Route 4

The Route 4 Roosevelt provides service on weekdays only with 30 minute peak hour headways and 60 minute off-peak. The service is between the downtown Boise area and Boise Airport via Latah Street and Owyhee Street. **Error! Reference source not found.** illustrates Route 4 average weekday boardings and alightings by stop and transit propensity and Figure 16 shows the Route 4 jobs and housing. Key findings of the analysis of Route 4 are:

- Average riders by stop are low except at the Main Street station where there are approximately 30 weekday boardings and alightings
- Boise Airport has approximately 5 average weekday boardings and alightings for Route 4 while Route 3 has approximately 20 boardings and alightings
- There is an average of 1 weekday rider for the stops besides Main Street station and the Airport
- There is medium transit propensity along the route but Route 3 provides parallel service and Route 6 is also parallel to the northern portion of Route 4
- Job and housing density along the route is relatively low besides areas in downtown and near the Airport, which are served by other routes
- Demographics show 21 percent of people in poverty, 16 percent of people non-white, 12 percent of people living with disability along this route

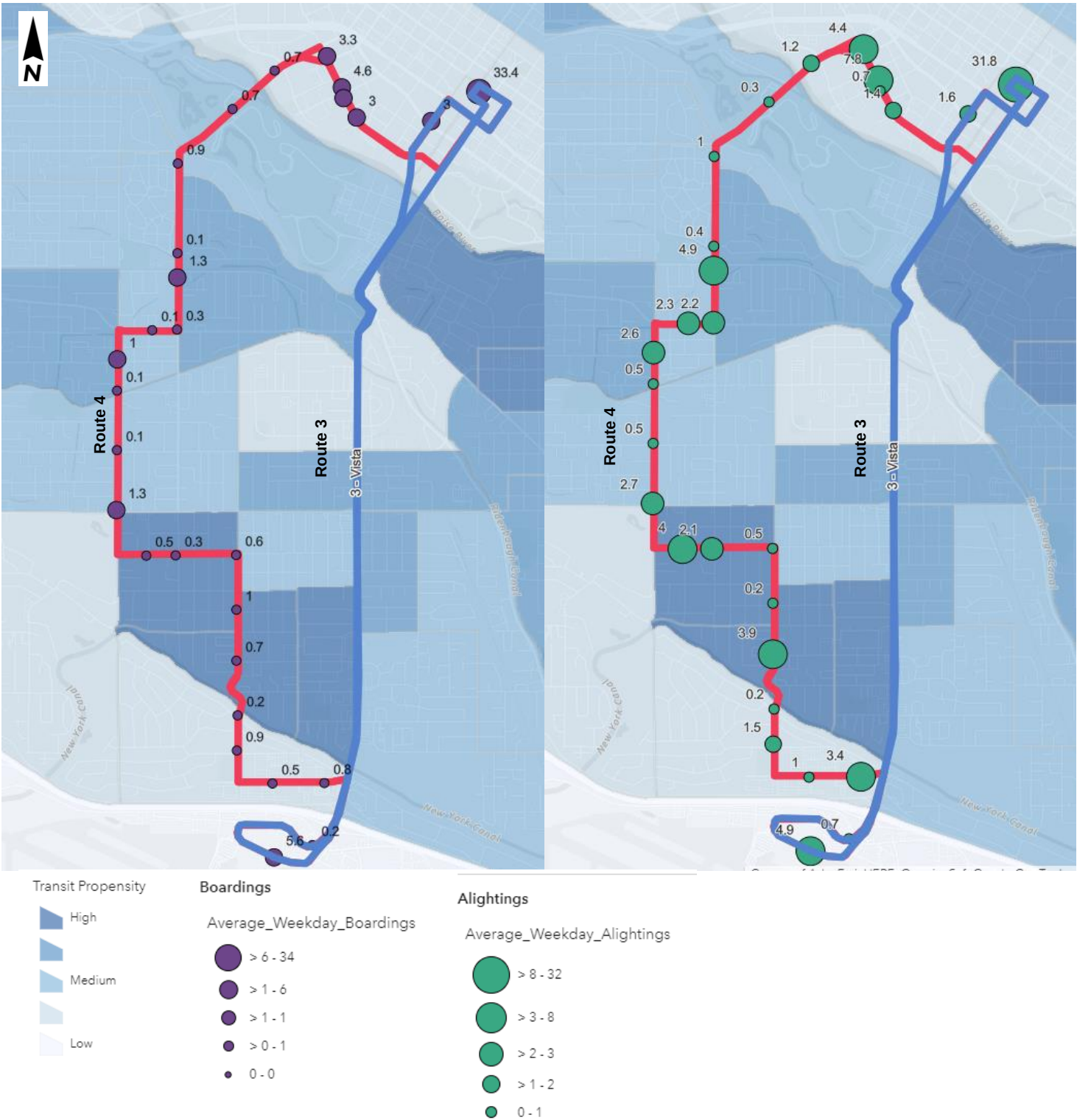


Figure 15 Routes 3 and 4 Transit Propensity

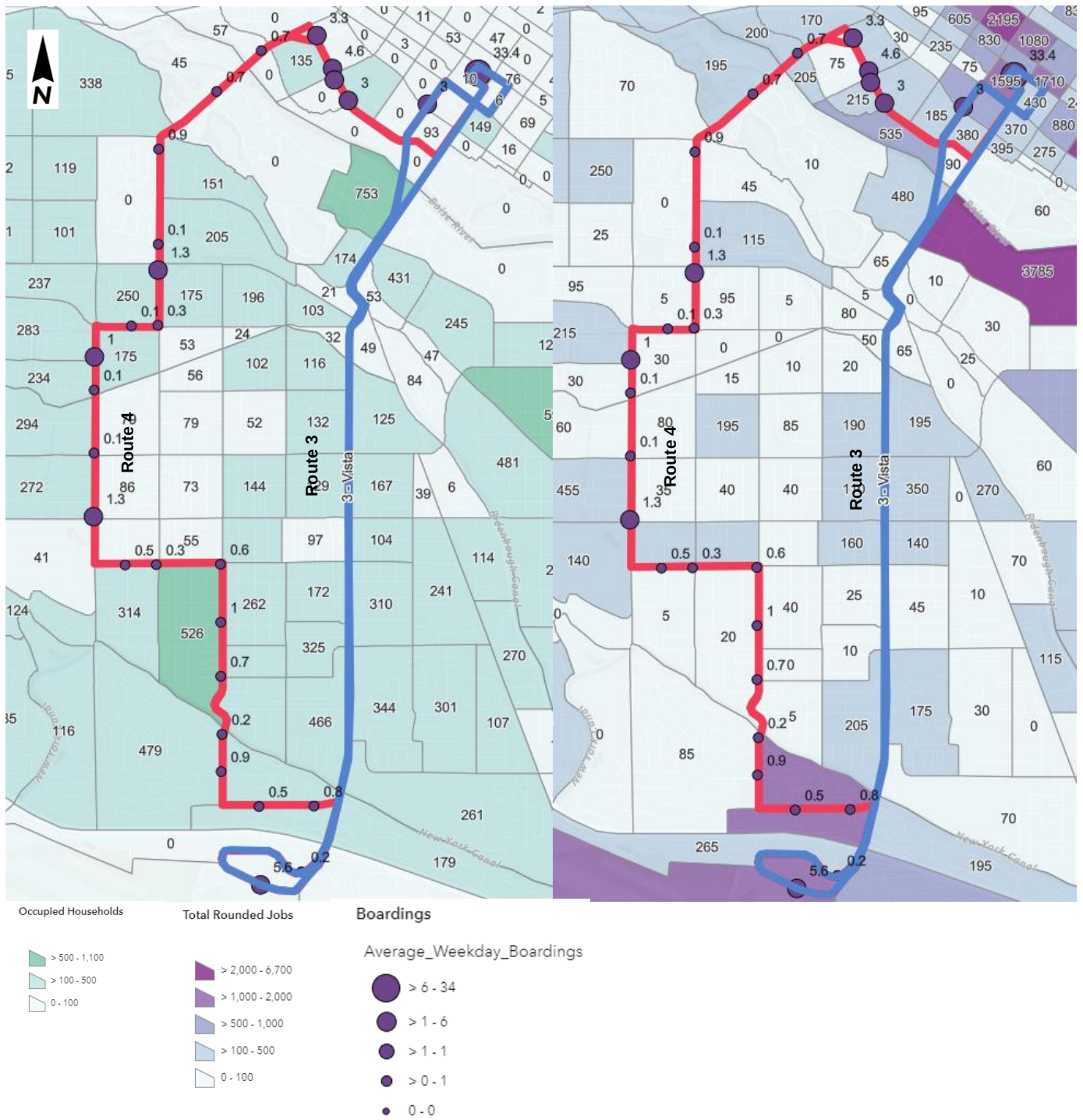


Figure 16 Routes 3 and 4 Existing Housing and Jobs

Route 8x

The Route Five Mile Chinden Loop Route 8X is a loop between the Towne Square Mall Park & Ride, Discovery & Chinden, and Main & 8th. It runs clockwise in the AM and counterclockwise in the PM. Service is provided on weekdays only with 30-to-45-minute peak hour headways and 70 to 90 minute off-peak. During other portions of the day, the Five Mile Road area is served by Route 8. Figure 17 illustrates Route 8x average weekday boardings and alightings by stop and transit propensity and Figure 18 shows the Route 8x jobs and housing. Key findings of the analysis of Route 8 are:

- Average riders by stop are generally low except at the Main Street station and Towne Square Mall where there are approximately 20 to 30 weekday boardings and alightings.
- There is an average of 1 weekday rider for most stops along the route
- Transit propensity is low along W Chinden Boulevard and medium along Five Mile Road
- Portion of Route 8x along Five Mile Road is also served by Route 8, which has one-hour service all day. The Route 8 runs when the Route 8x does not run,
- Highest job density along the route is near Five Mile Road and W Chinden Boulevard
- Housing density is low along W Chinden Boulevard and high along Five Mile Road
- Demographics show 14 percent of people in poverty, 20 percent of people non-white, 15 percent of people living with disability along this route

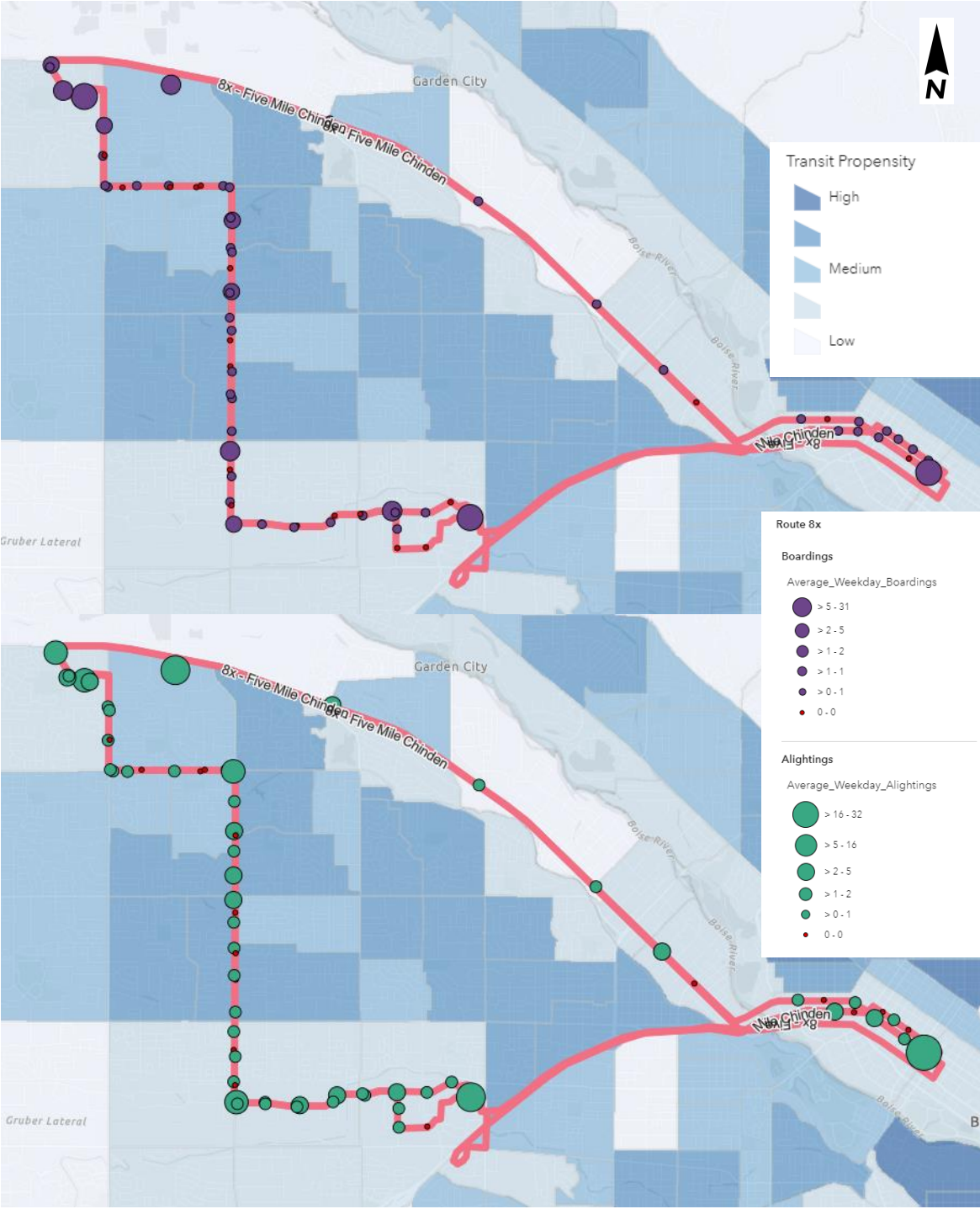


Figure 17 Route 8x Transit Propensity

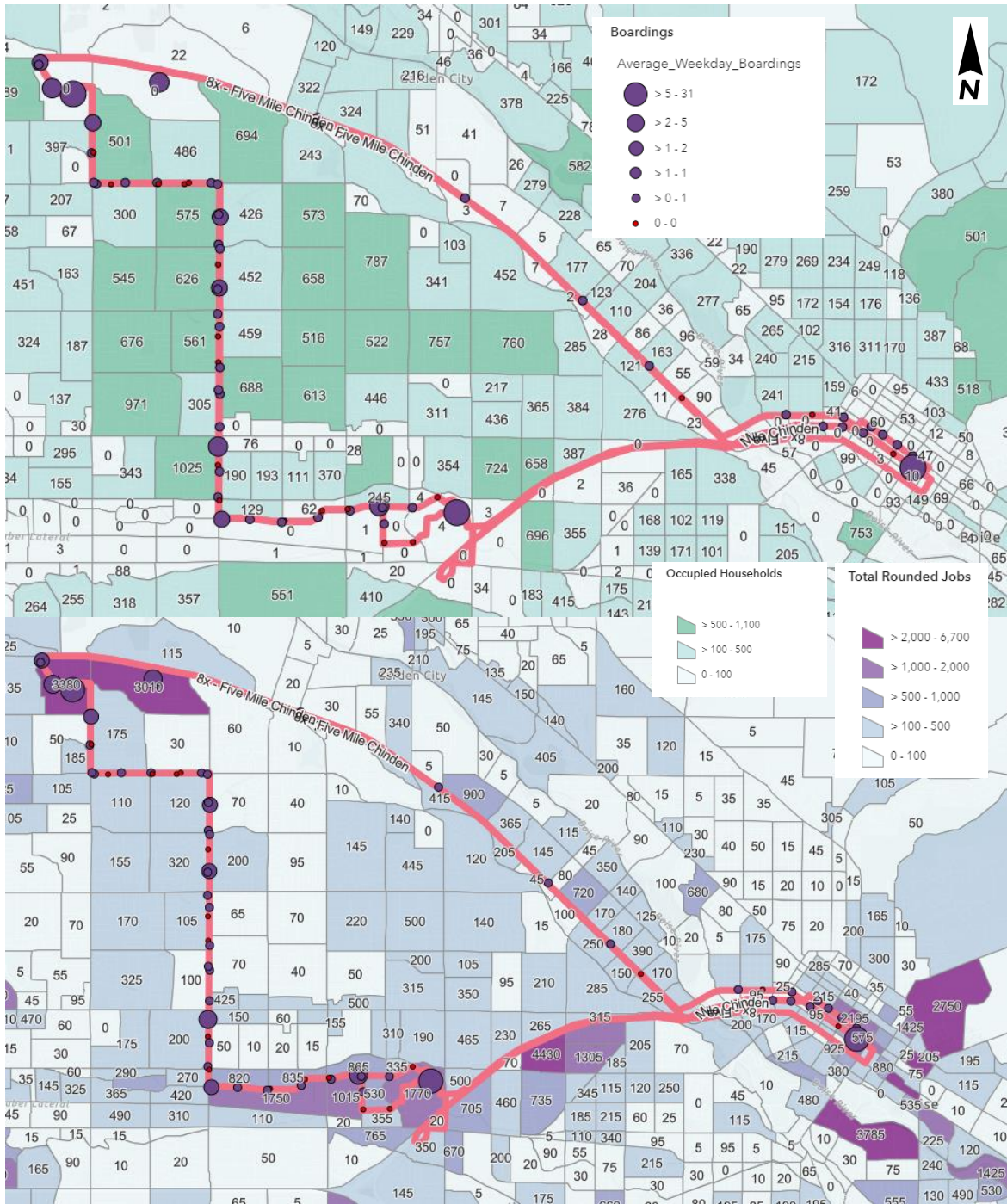


Figure 18 Route 8x Existing Jobs and Housing

Route 10

The Route 10 Hill Road provides service on weekdays only with 60 minute headways. The service is between the downtown Boise and the Hill Road area. Figure 19 illustrates Route 10 average weekday boardings and alightings by stop and transit propensity and Figure 20 shows the Route 10 jobs and housing. Key findings of the analysis of Route 10 are:

- Average riders by stop are generally low except at the Main Street station and 9th & W State St where there are approximately 20 to 30 weekday boardings and alightings.
- There is an average of 1 weekday rider for most stops along the route
- Transit propensity is low in the northern portion of the route (north of N Bogus Basin Road)
- Southern portions the route are served by Routes 16 and 17
- Housing density is low along the route
- Job density is low throughout the route except for downtown
- Demographics show 10 percent of people in poverty, 11 percent of people non-white, 9 percent of people living with disability along this route

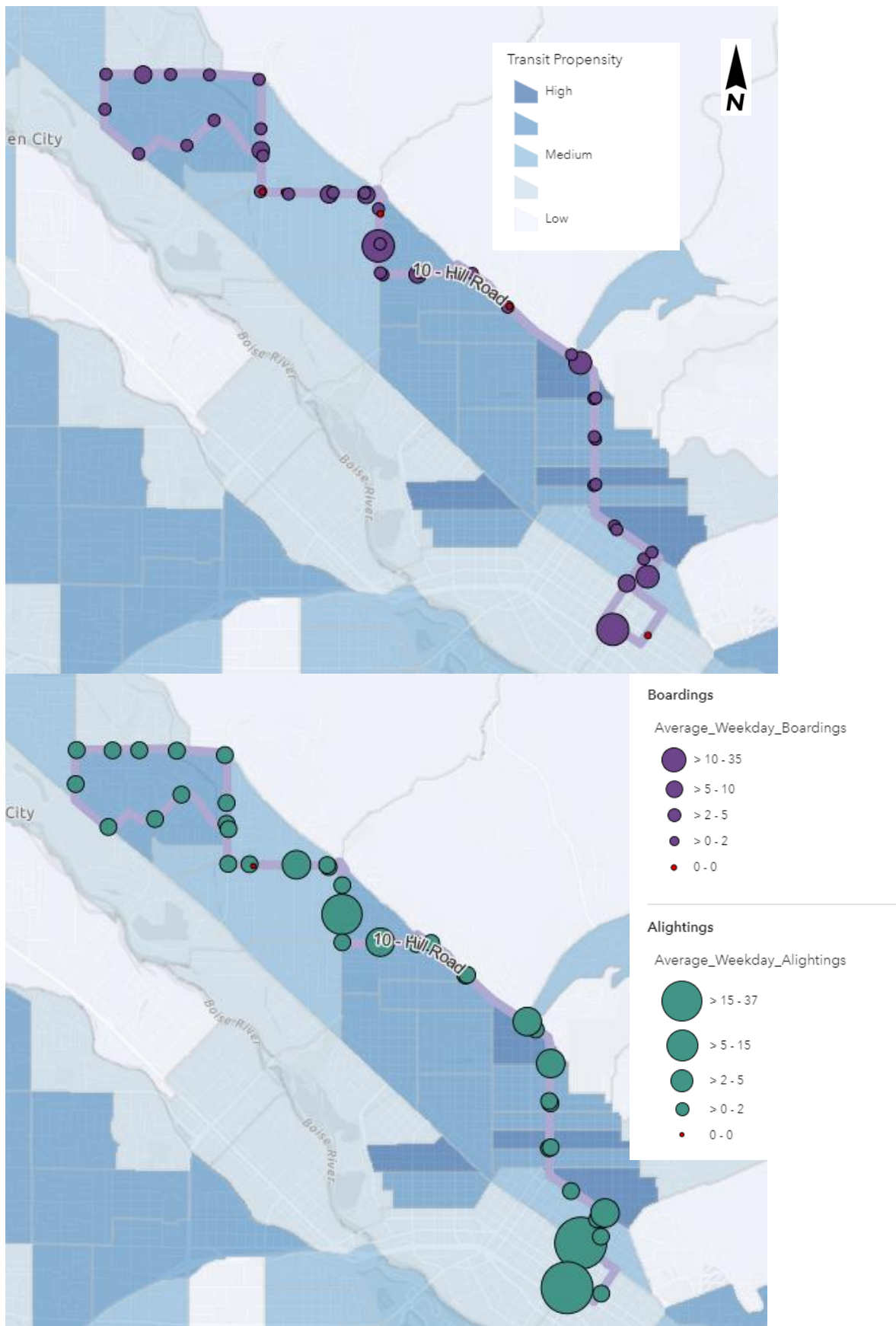


Figure 19 Route 10 Transit Propensity

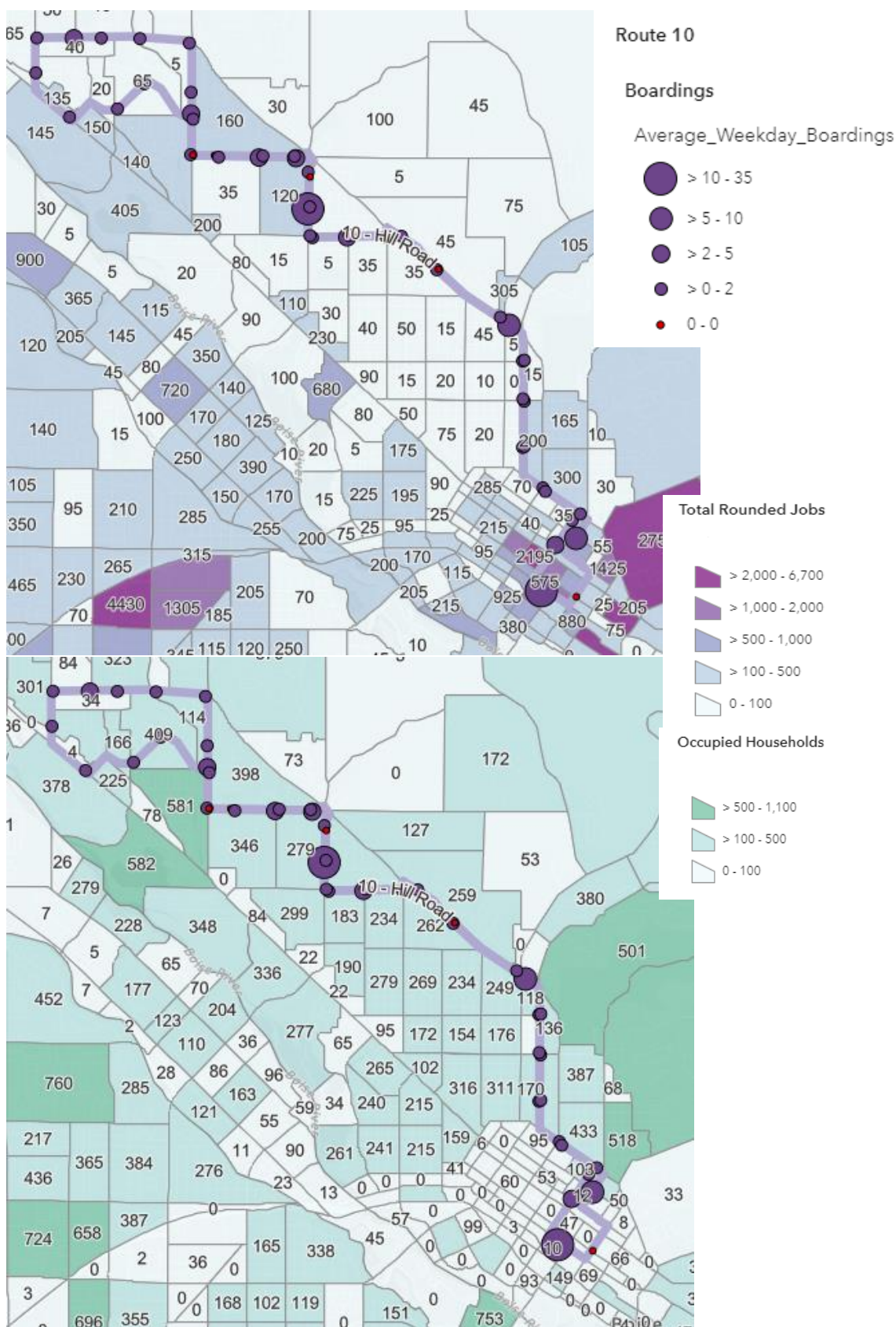


Figure 20 Route 10 Existing Jobs and Housing/

Route 16

Route 16 is a loop between 13th & Ridenbaugh and Main & 8th. It runs counterclockwise on weekdays all day with 60 minute headway. Figure 21 illustrates Route 16 average weekday boardings and alightings by stop and transit propensity and Figure 22 shows the Route 16 jobs and housing. Key findings of the analysis of Route 16 are:

- Average riders by stop are generally low except at the Main Street station approximately 20 weekday boardings and alightings.
- The route serves the VA Hospital and has 8 to 11 boardings and alightings during the weekday
- Transit propensity is medium to high along the route
- Service overlaps with Route 10 and 17
- Housing density is low along the route
- Job density is relatively high for the southern loop portion of the route
- Demographics show 13 percent of people in poverty, 15 percent of people non-white, 11 percent of people living with disability along this route





Figure 22 Route 16 Existing Jobs and Housing

Route 40

Route 40 provides express services to Nampa via Meridian. The route operates on weekdays with 30 minute headways. Figure 23 illustrates Route 40 average weekday boardings and alightings by stop and transit propensity and Figure 24 shows the Route 40 jobs and housing. Key findings of the analysis of Route 40 are:

- Average riders by stop are generally low except stops at Overland and Blue Marlin and Main and 8th which has approximately 10 weekday boardings and alightings
- Transit propensity is relatively low through the route except within downtown Boise
- Service overlaps with Route 42 and 43, which provides express service to Cadwell
- Job and housing density along the route is relatively low
- Demographics show 28 percent of people in poverty, 34 percent of people non-white, 14 percent of people living with disability along this route

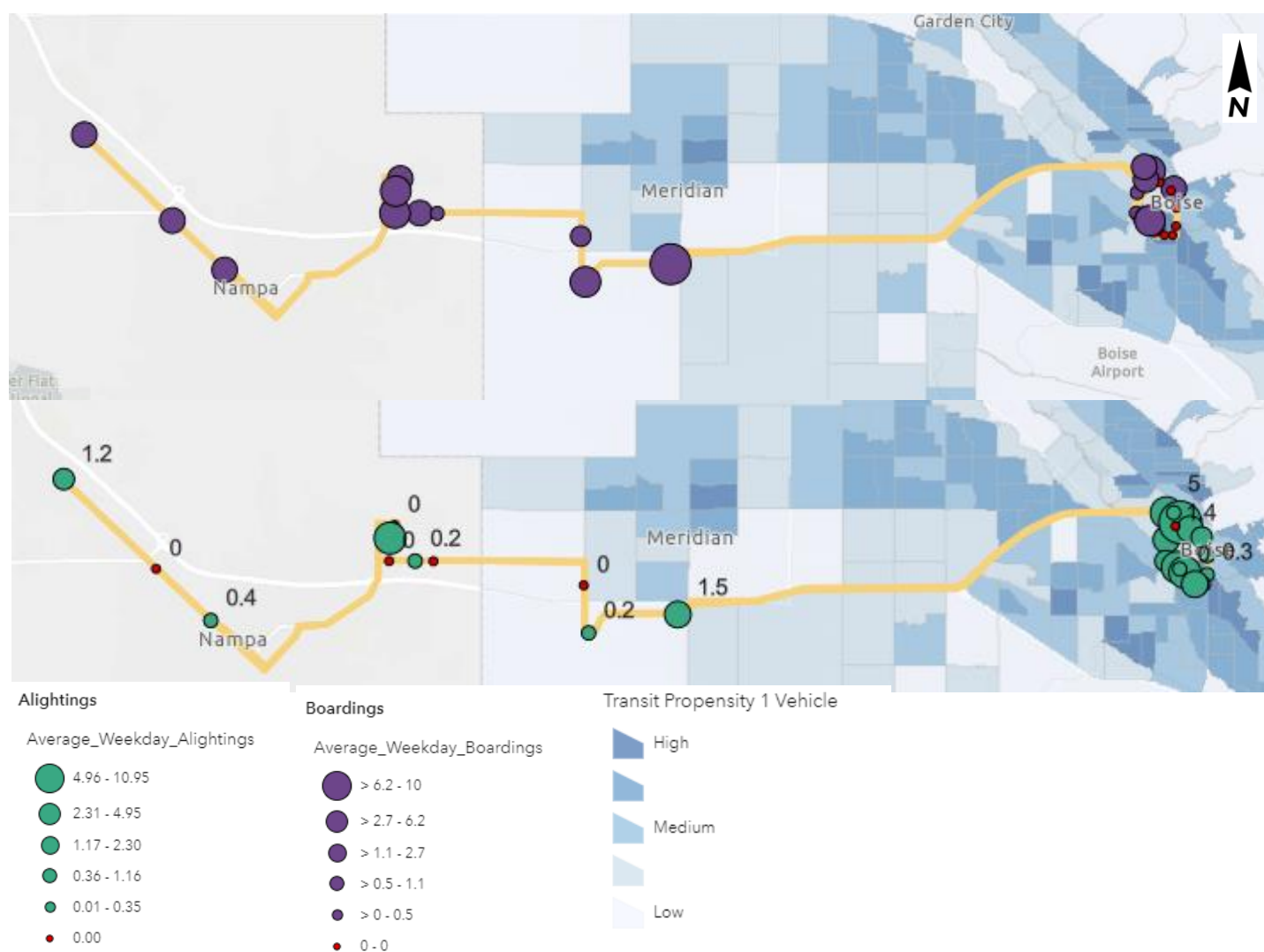


Figure 23 Route 40 Transit Propensity

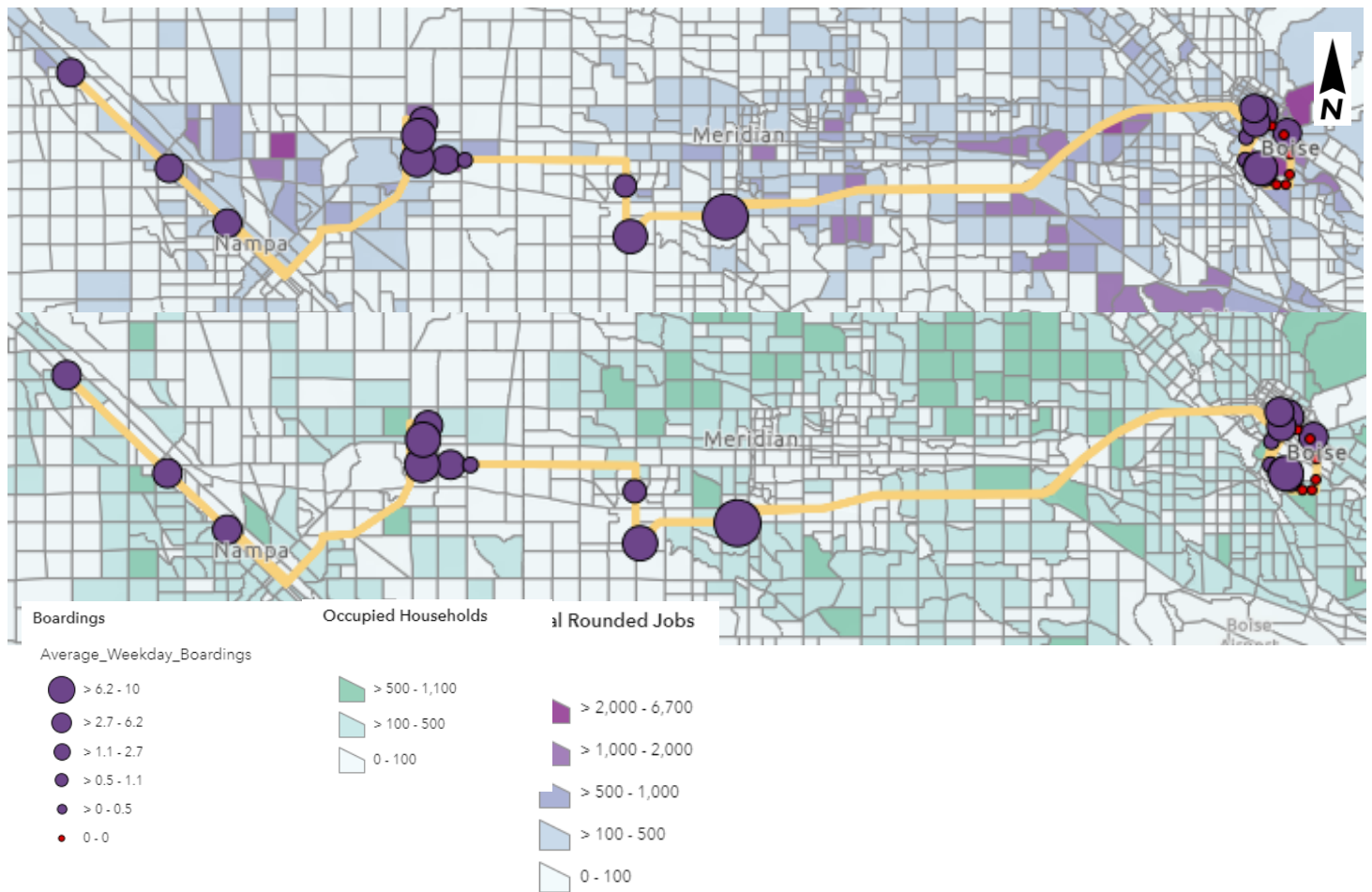


Figure 24 Route 40 Existing Jobs and Housing

Route 42

Route 42 service between Happy Day Transit Center in Canyon County and Towne Square Mall. The route operates on weekdays with 1 to 2 hour headways. Figure 25 illustrates Route 42 average weekday boardings and alightings by stop and transit propensity and Figure 26 shows the Route 42 jobs and housing.

- Average riders by stop is approximately 2 riders
- Highest ridership for the route is at the Towne Square Mall with an average of 40 boardings and 30 alightings on weekdays
- Transit propensity is relatively low through the route except within downtown Boise
- Service overlaps with Route 40 and 43, which provides express service to Nampa and Cadwell
- Job and housing density along the route is relatively low
- Demographics show 9 percent of people in poverty, 22 percent of people non-white, 12 percent of people living with disability along this route

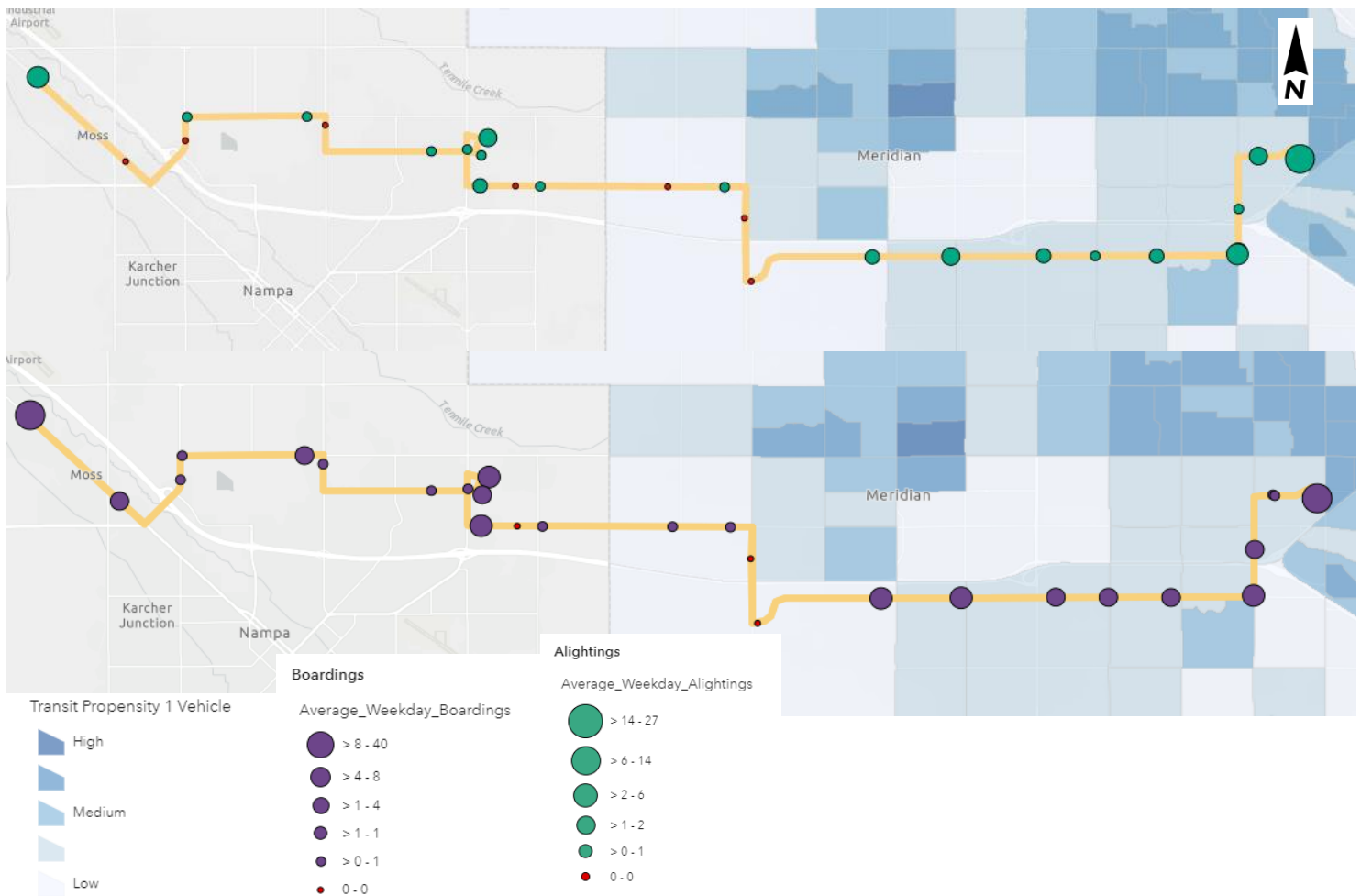


Figure 25 Route 42 Transit Propensity

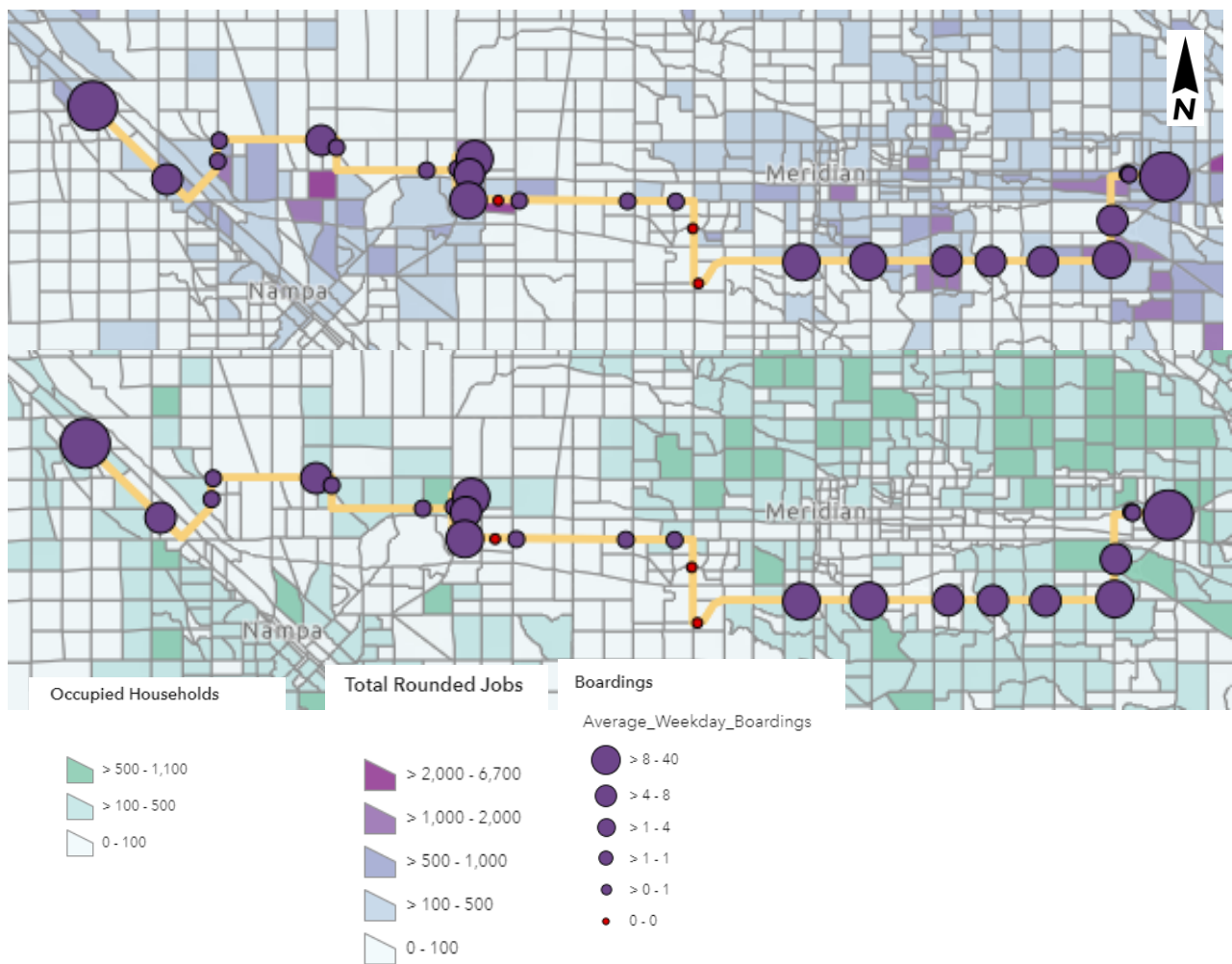


Figure 26 Route 42 Existing Jobs and Housing

Route 45

Route 45 provides services between Boise and Nampa with stops at CWI Main Campus, College of Western Idaho, Ford Idaho Center, Boise Public Library, Boise River Greenbelt, Boise State University, Winco on Myrtle, Ada County Courthouse and Grove Plaza. The route operates on weekdays with 75-to-165-minute headways. VRT operated service changes for Route 45 in October 2022 that reroutes service from I-84 to Cherry Lane Fairview. The service changes increase transit access along the route for residents and jobs. The rerouting is also intended to improve on-time performance.

Figure 27 illustrates Route 45 average weekday boardings and alightings by stop and transit propensity and Figure 27 Figure 24 shows the Route 45 jobs and housing. Key findings of the analysis of Route 40 are:

- Average rider is 1 per stop
- Transit propensity is relatively high within downtown Boise and along Fairview
- Service overlaps with several routes along Fairview
- Job and housing density is along Fairview and within downtown
- Demographics show 22 percent of people in poverty, 27 percent of people non-white, 12 percent of people living with disability along this route

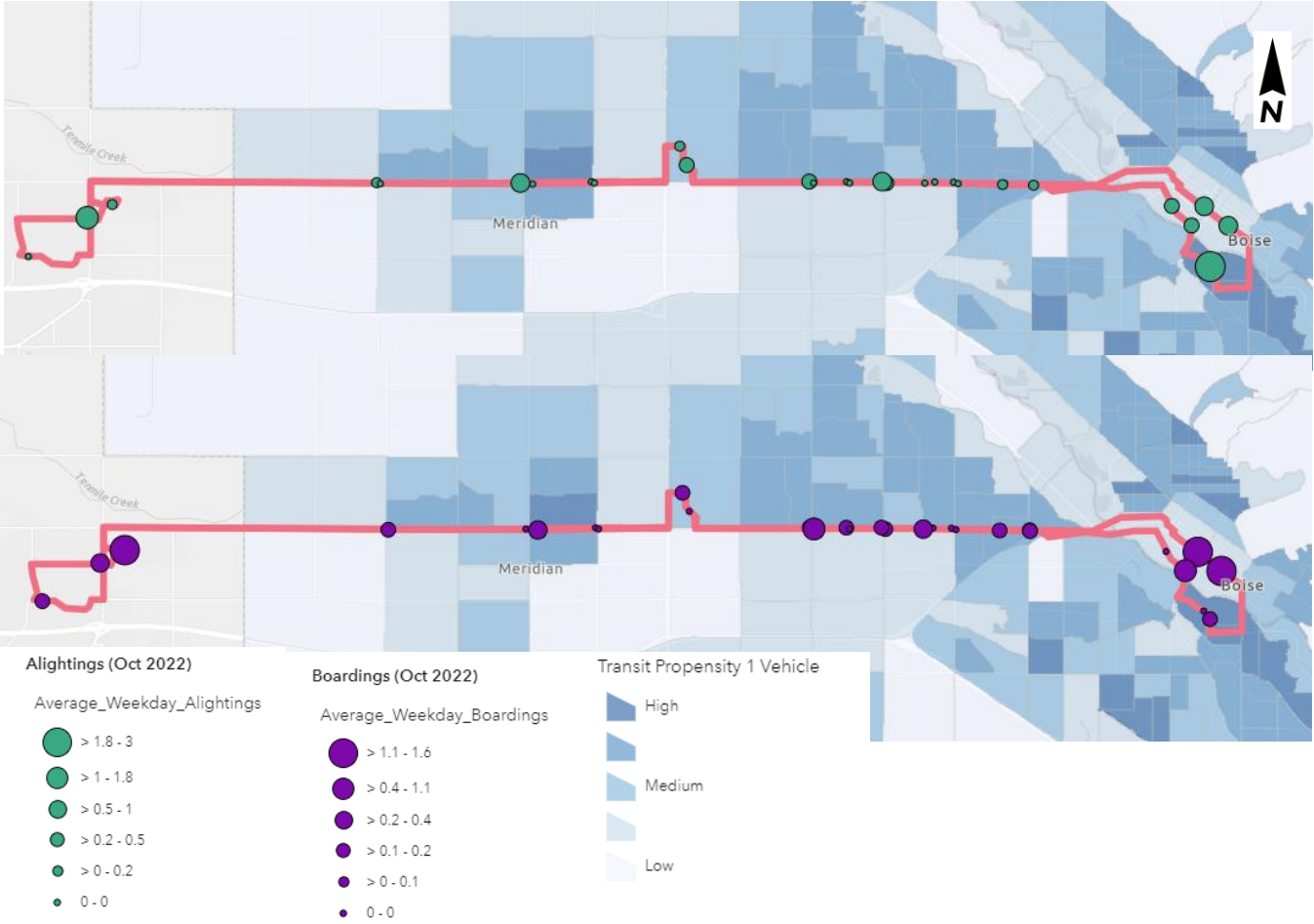


Figure 27 Route 45 Transit Propensity

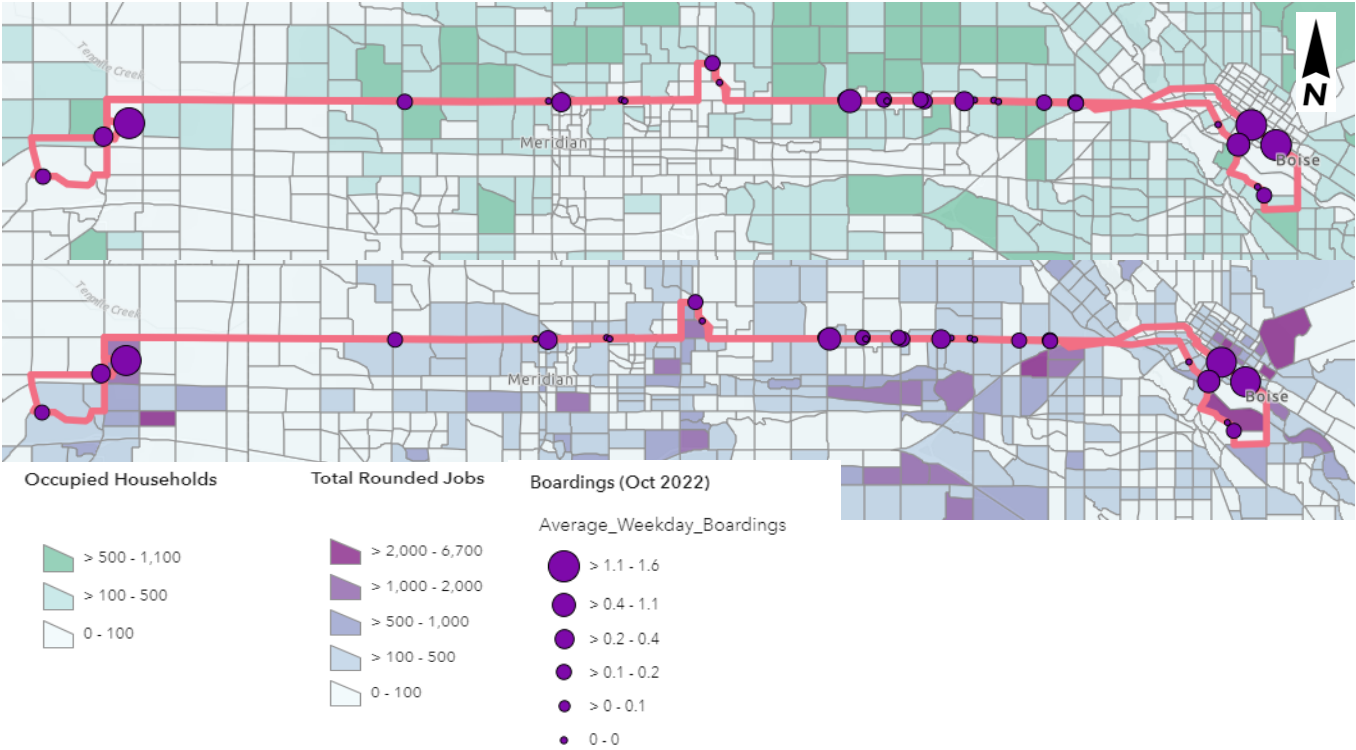


Figure 28 Route 45 Existing Jobs and Housing

On-Demand

The on-demand service is focused around Cadwell and Nampa in Canyon County. Figure 29 and Figure 30 illustrate the housing and jobs density within Canyon County and the area served by on-demand service. Relative to Ada County, the housing and job density is lower. The higher densities in the County area within Nampa.

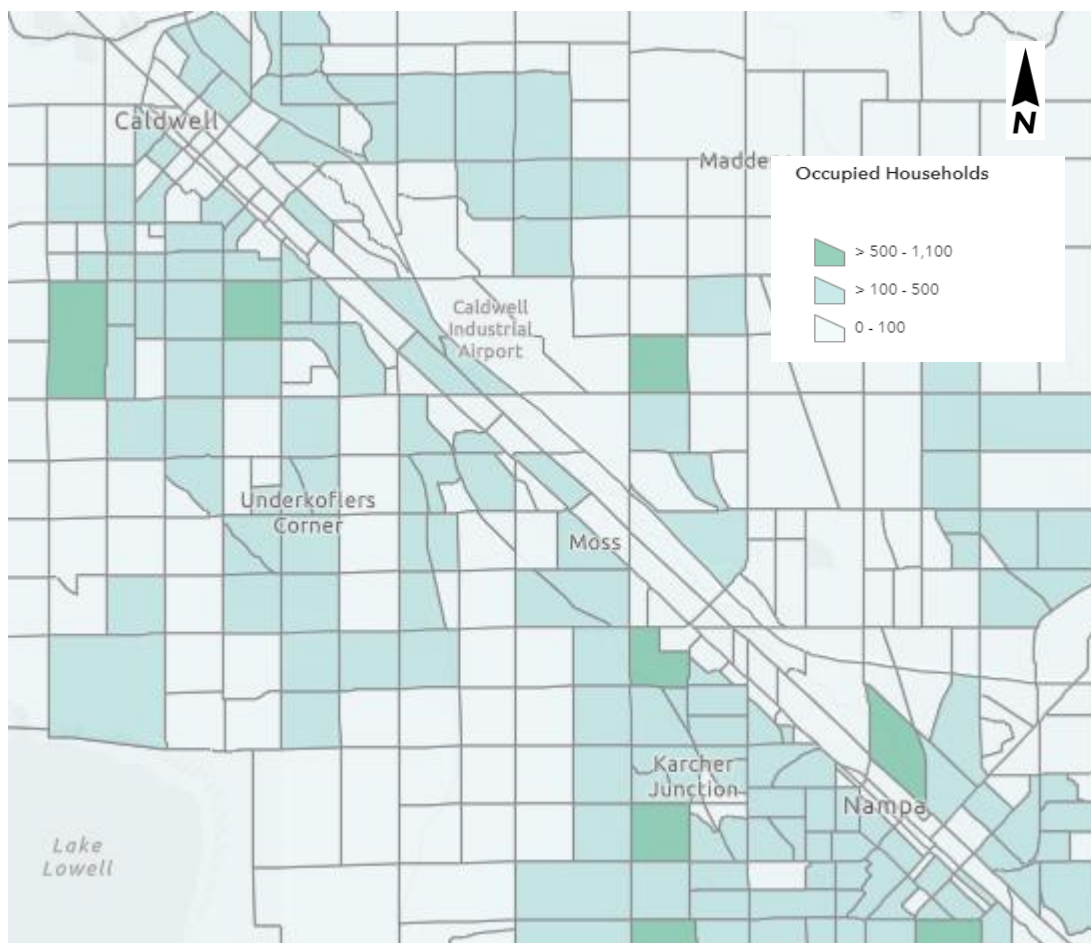


Figure 29 Canyon County Existing Housing

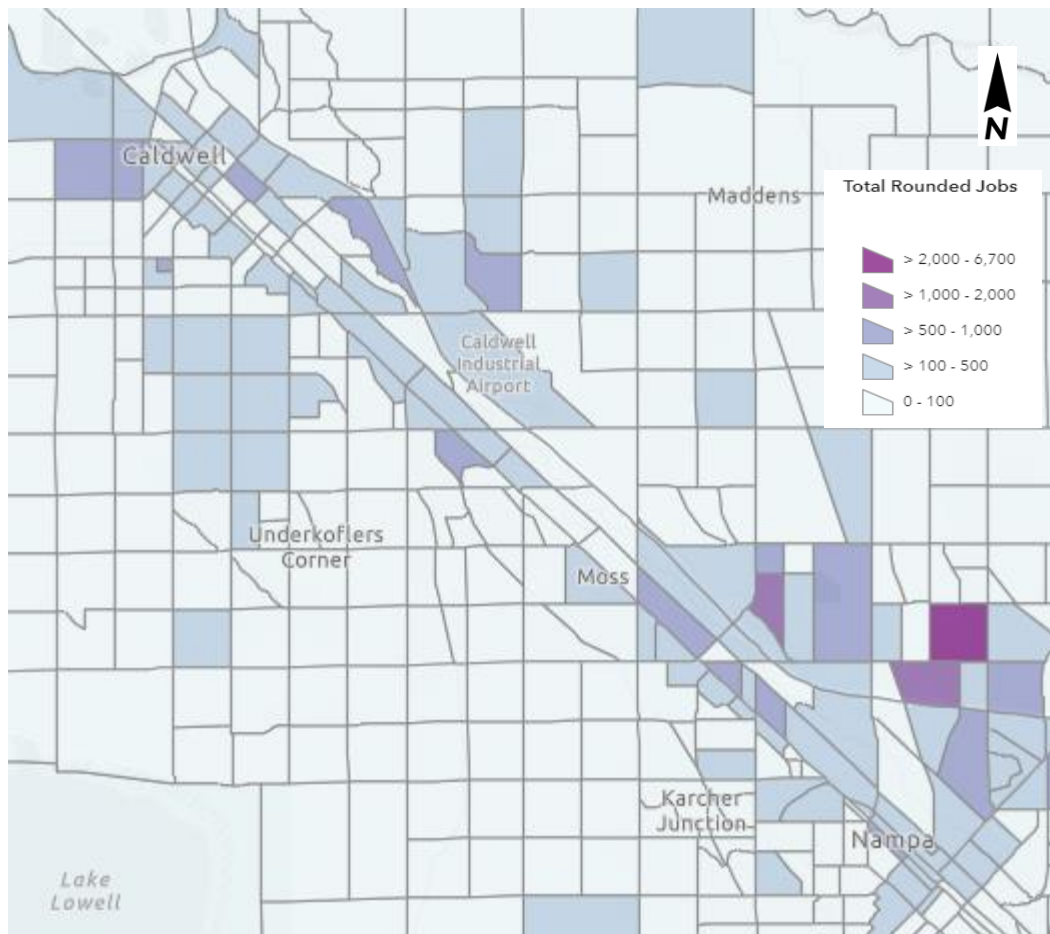


Figure 30 Canyon County Existing Jobs

Next Steps

The existing conditions analysis along with input from VRT and the City of Boise will be used to develop concepts for services changes. The intent of the service changes are to strengthen the transit system with more efficient operations considering route restructuring, stop and route consolidation, and route modifications. Transit service changes will consider:

- Serving areas with higher transit propensity
- Connectivity of jobs and housing as well as Boise activity centers
- Enhancing mobility for poverty, minority, persons with disabilities, and non-driving populations
- Areas of the community with no or limited access to personal vehicles

The existing conditions analysis described above shows that routes 1, 4, 8x, 10, 16, 40, 42, and 45 could be considered for restructuring given the lower performance and transit propensity. The intent of the service changes to these routes would be to strength the transit network and investments for the transit system as a whole. In addition, by improving efficiency of service, VRT will be able to consider investments to improve the best in class or premium corridors (Routes 3, 9 and 7B), which service a large portion of the system ridership.

TOPIC	FY2022 Specialized Transportation Analysis Update
DATE	December 29, 2022
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an information item only. Staff requests the RAC offer input on the draft findings and recommendations. The final analysis will be considered by the VRT Board if recommended by the RAC.

Summary

VRT staff updated the Specialized Transportation Analysis, originally completed at the end of fiscal year 2019. The update provides information following fiscal year 2022 data. Staff worked over the last three years to work on the recommendations from the fiscal year 2019 analysis. The following recommendations have been addressed:

- Using the data from the analysis, VRT is working with a steering committee to define a solution to support future growth that should build accessible capacity in the region
- A standard report format was created for Acquisition of Service providers that has made performance reporting consistent and timely
- VRT hired a community engagement manager who has been working on tactics to grow VRT programs, including all specialized transportation services
- A standard invoice was implemented for Acquisition of Service providers that created a process to submit invoices, with timely reimbursements
- All Acquisition of Service providers are being reimbursed by revenue hour for consistency
- Procedures were implemented to monitor Acquisition of Service provider reimbursements to ensure budget compliance
- A project team was created to document processes completed by all departments within VRT for all Specialized Transportation services

There were findings in the fiscal year 2019 analysis that are not currently an issue following the pandemic that started in March of 2020:

- Denials and long lead-times for trip requests declined due to decline in ridership
- Volunteer driver program ridership no longer fluctuates based on service providers capacity, as overall ridership has declined

Listed below are the findings following the update in fiscal year 2022:

- Need to research and implement sustainable funding mechanisms for services to meet the demand
- Develop a plan for building on efficiencies that have been achieved and decrease overall cost-per-ride for the services
- Decrease VRT's risk for the shared vehicle pool having a vehicle insurance claim that is high or "out of the ordinary" to retain the current low-cost policy currently in place

Next steps:

VRT will continue to meet with the Beyond ADA On-Demand Project steering committee to better understand the desirability, feasibility, and viability of a final solution for Specialized Transportation services. The final solution seeks to:

- Deliver transportation to underserved geographies and underserved populations and connect them to essential services
- Improve cost effectiveness and efficiency of existing specialized transportation services without loss of access and quality to current customers
- Expand capacity for communities to reach urban fixed-route services
- Expand access to real time scheduling for more populations in the region

VRT has scheduled meetings with service provider and customer groups. Targeted questions will gather data from both groups to ensure VRT has all needed information to ensure that accessible capacity will be created through an efficient and coordinated on-demand solution. The solution will be designed to expand geographic reach and open up new markets for transit in rural, suburban and urban communities where traditional ADA and fixed routes services are limited.

Implication (policy and/or financial)

Following planned engagement, VRT will determine the most desirable, feasible and viable solutions for achieving the desired outcomes. The final solution will include a finance and implementation plan.

The finance plan will include an operational budget and revenue plan. VRT will reach out to community leaders throughout the region with the final solution to determine buy-in and funding support.

The implementation plan will include a phasing schedule, key milestones, and a schedule to achieve targets. Roles and responsibilities will be included for success as well.

More Information**Attachments:**

Draft Specialized Transportation Analysis Update

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

Specialized Transportation Analysis Update

Background and Overview

Existing Services



Older adults 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 older adults and persons with disabilities. Program funds support transportation providers by reimbursing costs to deliver service on a per boarding or per revenue hour basis. Transportation providers include senior centers and other non-profit agencies.

In 2015 VRT began working with the senior centers in the Treasure Valley that were providing transportation services to build a coordinated transportation system. This coordination created the Specialized Transportation department within VRT. This department began working directly with the service providers regionally allowing the service to evolve to include scheduling software, maintenance and reporting in 2017. VRT and the service providers began to see positive results with the new service delivery model in terms of coverage of service and improved productivity measures such as boardings per hour.

This coordination was the gateway to what VRT's Specialized Transportation department looks like today. The shared vehicle pool available to service providers includes driver training. Participants don't have to worry about maintenance costs or insurance, as it is part of the annual fee paid to VRT for the vehicle. There are four service providers using the scheduling software, and all service providers report monthly ridership data to VRT for regional reporting.

In October of 2020, VRT took over the Boise SCRIP program from the Boise Senior Center. This service is for eligible residents of Boise to use taxi services for transportation, for half price. Eligible riders buy SCRIP vouchers for \$1.00 each from VRT. Eligible riders use these vouchers to pay for one-half of the cost of a trip and VRT reimburses the taxi service for one-half of the trip. This data is not included in any ridership totals in this analysis.

VRT had agreements in place with local taxi companies to provide transportation for these eligible riders. About six months into the program, the COVID-19 pandemic caused a steep decline in ridership and caused one of the taxi providers to go out of business. In recent months, ridership has increased and VRT has been able to secure two taxi companies to provide service.

In March of 2022, Melba Valley Senior Center started operating as a service provider for the specialized transportation services. This has been a very successful partnership. Currently, Melba is providing an average of eight passengers per revenue hour.

Transit dependent medical

In response to a 2015 federally sponsored initiative, VRT developed Rides 2 Wellness (R2W) in Ada County. It was a public/private collaborative with Boise area hospitals and clinics. R2W improves community health

by enabling Treasure Valley residents who may otherwise not have transportation to get to follow-up medical appointments and receive treatment.

Treasure Valley Transit (TVT) provides non-emergency medical transportation (NEMT) services through a contract with the Idaho Medicaid Broker in Canyon and Owyhee County. Costs to users are mileage based.

In January 2022, R2W expanded into Canyon County, with service to designated clinics. In 2022, Saltzer Health also joined the collaborative in both counties. VRT currently contracts with three NEMT service providers to deliver the rides. This service is free of charge to the users.

VRT worked with the City of Meridian to provide transportation services for veterans to get to the Boise Veteran Affairs Medical Center. This service launched in May 2021. VRT currently utilizes the same NEMT service providers to deliver the rides, at no cost to the user.

Volunteer Driver program

The Volunteer Driver program was one of VRT's first Specialized Transportation programs. Funded in part by low, affordable fares, in-kind contributions 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 from across the Treasure Valley are recruited, vetted, and trained by VRT staff.

Program Supports

Shared Vehicle

VRT makes accessible and non-accessible vehicles available to service providers and other qualified non-profit organizations at a reduced fee. VRT maintains and insures the vehicles. VRT insures the shared vehicle fleet through Idaho Counties Risk Management Program (ICRMP). ICRMP is a member-owned self-insurance pool, and VRT's risk of exposure will increase as the shared vehicle fleet expands.

VRT tracks the condition of each shared vehicle annually. The vehicle age, maintenance cost and appearance are averaged to give it an overall score. To ensure better consistency the VRT Compliance Manager began scoring the shared vehicle fleet in 2022. This change is reflected in the increase of the average fleet score in FY2022 compared to FY2019. Since fiscal year 2021, VRT has only used the standard useful life benchmark for the age of the vehicle to schedule replacements. The scheduled replacements are built into the Transportation Development Plan (TDP). The table below shows the fiscal year 2022 Transit Asset Management (TAM) rating for the Shared Vehicle fleet. When compared to the fiscal year 2019 scores, the average overall score for the fleet increased from 1.9 to 4.0.



Table 1: Transit Asset Management Scores for Shared Vehicle Fleet, FY2019 and FY2022

Vehicle Number	Vehicle Type	Vehicle Year	Accessible	FY19 Overall Score	FY22 Overall Score
ST101	Minivan	2012	NO	2.7	3.8
ST102	Van	2014	NO	1.3	4.3
ST201	Van	2006	NO	1.3	3.3
ST202	Van	2006	NO	1.3	3.7
ST203	Van	2006	NO	1.3	3.8
ST204	Van	2006	NO	1.3	4.0
ST205	Van	2011	NO	1.3	3.8
ST206	Van	2011	NO	1.3	3.9
ST208	Van	2012	NO	2.9	4.3
ST209	Van	2012	NO	2.9	4.0
ST211	Van	2012	NO	2.9	3.6
ST212	Van	2013	NO	2.8	3.6
ST303	Cutaway	2005	YES	1.3	3.0
ST305	Cutaway	2003	YES	1.3	3.7
ST306	Minivan	2010	YES	1.3	1.9

Vehicle Number	Vehicle Type	Vehicle Year	Accessible	FY19 Overall Score	FY22 Overall Score
ST308	Minivan	2012	YES	1.3	4.2
ST309	Van	2017	YES	4.5	3.9
ST310	Van	2017	YES	4.3	4.4
ST311	Van	2018	YES	4.8	3.6
ST312	Van	2018	YES		4.6
ST313	Van	2019	YES		4.5
ST314	Cutaway	2019	YES		4.3
ST315	Van	2019	YES		4.6
ST316	Van	2019	YES		4.4
ST317	Van	2019	YES		4.4
ST318	Van	2019	YES		4.6
ST319	Van	2019	YES		4.6
ST320	Van	2019	YES		4.8
ST401	Van	2013	NO	2.7	4.1

Scheduling Software

In 2019, VRT was using Routematch for the scheduling software. In 2020, VRT began using Via Mobility, LLC (VIA) scheduling software for the new on-demand service in Canyon County. In 2022, VRT procured VIA for all demand response services. The new scheduling software will be used by all AOS providers.

In August 2022, Eagle Transportation began using VIA. In December 2022, Village Van, SHIP, Harvest Transit and Metro will be using VIA. VRT will require all AOS providers to use VIA and expects the implementation to be completed by the fourth quarter of fiscal year 2023.

VIA is able to optimize trip requests in real time and allows for same day, on-demand trips as well. The software can move trips between vehicles, in real time, when it sees that the current scheduled vehicle is running late. This will allow for a coordinated regional scheduling system, that will increase passengers per hour, reduce no-shows and minimize driver idle time.

VRT also began using the scheduling software WellRyde, for the R2W trips in fiscal year 2020. Previously all trips were tracked on a shared document. In fiscal year 2022, VRT began using WellRyde to book trips for the Veteran's Shuttle. This scheduling software is working well, but VRT plans to transition to VIA for these services in fiscal year 2024. VRT will also begin using VIA for Boise SCRIP and Volunteer Driver scheduling in fiscal year 2024 as well.

Customer Help Desk

Currently, the VRT Help Desk staff answer customer inquiries and assist customers to find the right service for their trip needs. Help Desk staff schedules all trips for R2W and the Veteran's Shuttle. Help Desk staff refer all other customers to the service provider that works best for their transportation needs.

In addition to VRT staff guiding passengers to the best services to meet their needs, service providers are able to schedule their own trips, supporting a "no wrong door" approach for customers. With the new scheduling software, the Beyond ADA project will explore the feasibility of all services being built into one database, allowing for Help Desk staff to be a coordinated call center for scheduling rides. Having one phone number for all services provided would assist VRT move forward with a more integrated mobility service model.

Training

VRT will continue to provide scheduling software training to service providers and all shared vehicle drivers, as it is implemented, while continuing to help those providers already using the software. VRT trains all drivers hired by the service providers, that will be driving any shared vehicle, as well as any retraining. VRT also holds monthly and quarterly safety meetings for all shared vehicle drivers.

Table 2: VRT Services Provided to Different Service Providers

Service Provider	Shared Vehicle	Scheduling Software	Customer Service Support	Training
Metro	X	X	X	X
Harvest	X	X	X	X
Eagle Transportation	X	X	X	X
SHIP	X	X	X	X
Meridian Senior Center	X	-	X	X
Parma Senior Center	-	-	X	-
Star Senior Center	X	-	X	X
Kuna Senior Center	-	-	X	-
Melba Valley Senior Center	-	-	X	-
Village Van	X	X	X	X
Volunteer Driver	-	-	X	X
Boise SCRIP	-	-	X	-
Meridian Veteran's Shuttle	-	X	X	-
Ada County R2W	-	X	X	-
Canyon County R2W	-	X	X	-

Cost comparison to deliver service

From the individual volunteer drivers using their own vehicle to the service provider with multiple vehicles, the cost to deliver service varies. VRT worked over the last two years to transition AOS service providers to a per-revenue hour reimbursement. The only service provider receiving a per trip reimbursement is Kuna Senior Center. Kuna Senior Center receives local match reimbursement directly from the Area Agency on Aging.

Charts 1 and 2 below show the cost per trip for fiscal year 2019 and fiscal year 2022. In fiscal year 2019 the average cost per trip was \$14.76. In fiscal year 2022 the average trip cost was \$20.61. Costs per trip continue to vary between services. Variances are due to a range of factors including total operating costs, how the service provider is reimbursed, and manual scheduling in lieu of scheduling software.

Chart 1: Specialized Transportation Cost per Trip by Provider, FY2019

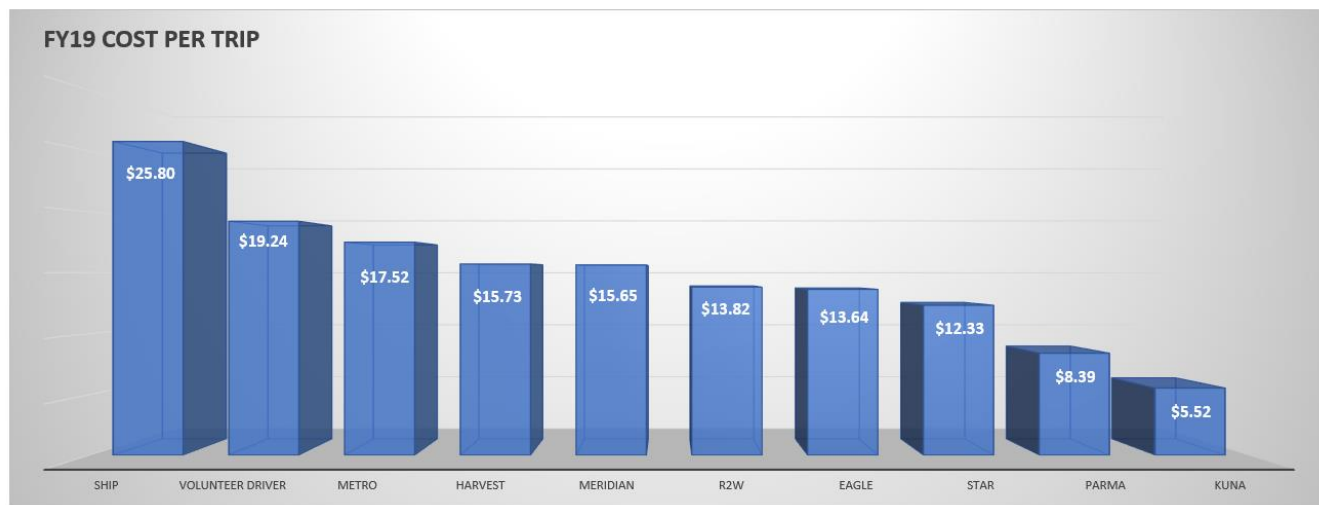
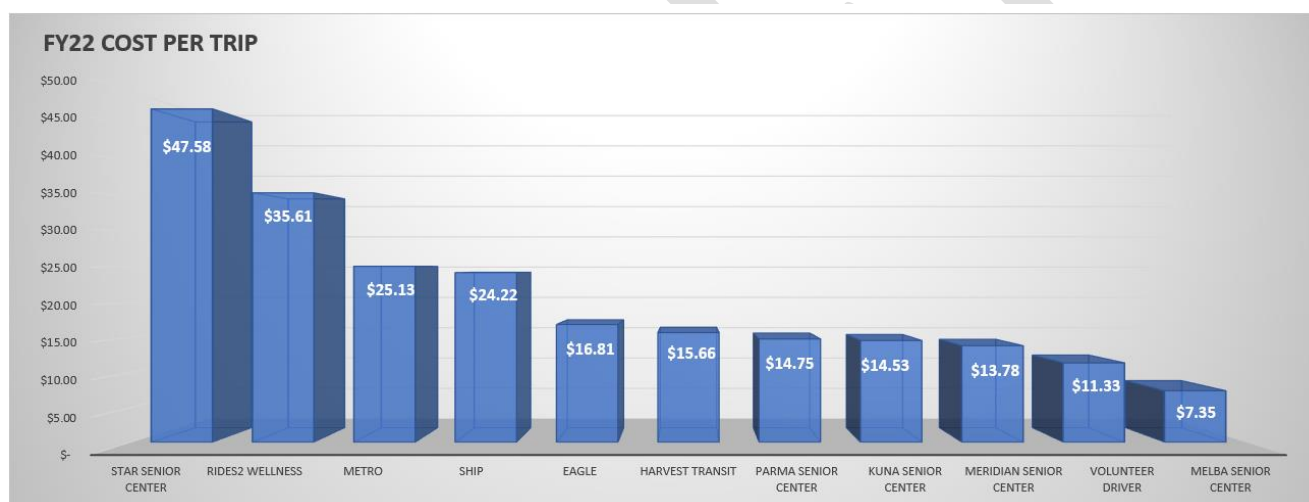


Chart 2: Specialized Transportation Cost per Trip by Provider, FY2022



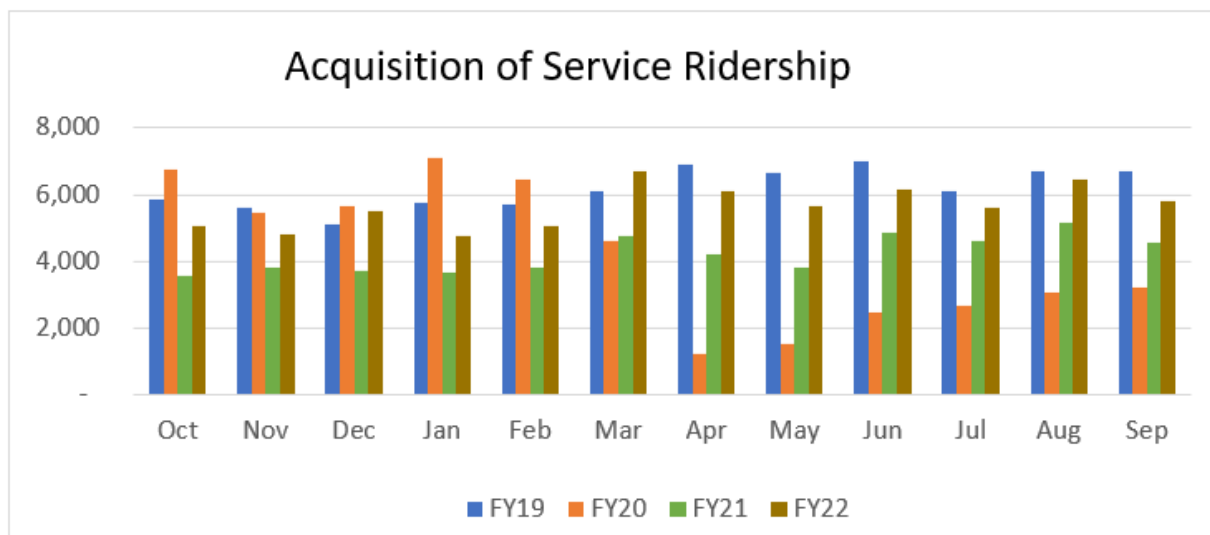
Following the pandemic, many costs to provide transportation increased. The largest costs that increased were fuel and wages. These increases are reflected in the cost per trip increase. The hourly rate paid to a driver from fiscal year 2019 to fiscal year 2022 increased by 18%. The average price per gallon of fuel increased 55% from fiscal year 2019 to fiscal year 2022.

Service Performance

In fiscal year 2019, AOS ridership demand began to exceed capacity. Supportive Housing and Innovative Partnership Transportation (SHIP), Harvest Transit, Metro Community Services (Metro) and Eagle Transportation were using the scheduling software. Prior to the scheduling software, the average passenger per hour in fiscal year 2017 was 1.58. In fiscal year 2019, the average passenger per hour was 3.04.

Using the scheduling software, VRT saw the efficiencies in service delivery and rider satisfaction. Even with those improvements, service providers began using a will call or waiting list for rides that could not be scheduled at the time of the request. Some rides were able to eventually get scheduled, but the majority were denied.

Chart 3: Acquisition of Services Ridership, FY2019-2022



As shown in Chart 3 above, the ridership trend continued into the first quarter of FY20. When the COVID-19 pandemic started in the second quarter of that year, ridership dropped significantly. In fiscal year 2022, VRT saw trends returning to what was experienced in fiscal year 2020. VRT expects If no changes are made to the program to increase capacity, ridership demand will again exceed capacity, causing trip denials.

Table 3: Acquisition of Services Average Ridership and Hours, FY2019-FY2022

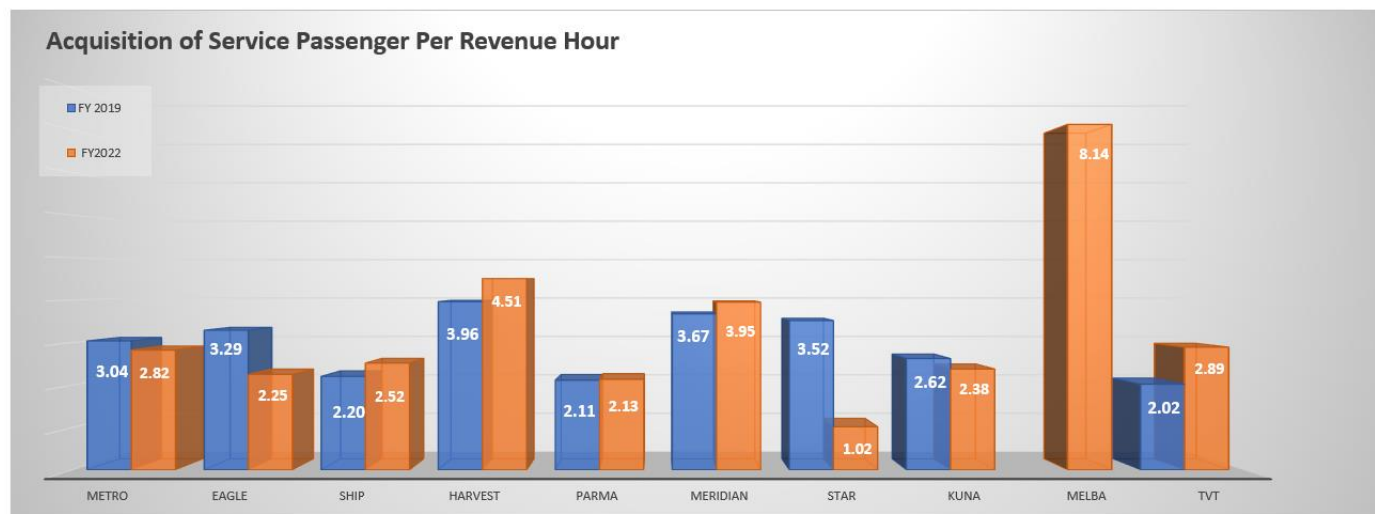
FY19	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
Hours	2,494	2,065	1,716	2,112	1,968	2,110	2,291	2,145	1,789	1,853	1,983	1,875	24,404
Passengers	5,859	5,611	5,116	5,752	5,682	6,117	6,922	6,664	6,986	6,102	6,704	6,707	74,222
Pass. Per Hour	2.35	2.72	2.98	2.72	2.89	2.90	3.02	3.11	3.90	3.29	3.38	3.58	3.04
FY20	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
Hours	2,356	1,960	1,930	2,258	2,266	1,585	504	695	1,114	1,175	1,270	1,466	18,579
Passengers	6,763	5,455	5,643	7,099	6,442	4,620	1,236	1,538	2,493	2,651	3,073	3,212	50,225
Pass. Per Hour	2.87	2.78	2.92	3.14	2.84	2.91	2.45	2.21	2.24	2.26	2.42	2.19	2.70
FY21	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
Hours	4,386	3,759	4,297	4,682	4,647	5,592	5,835	5,137	5,415	4,869	5,489	4,901	59,008
Passengers	3,547	3,827	3,733	3,682	3,800	4,737	4,200	3,805	4,858	4,585	5,182	4,578	50,534
Pass. Per Hour	0.81	1.02	0.87	0.79	0.82	0.85	0.72	0.74	0.90	0.94	0.94	0.93	0.86
FY22	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
Hours	2,004	1,964	2,096	1,850	1,819	2,133	1,902	1,903	1,944	1,703	2,092	1,962	23,373
Passengers	5,038	4,804	5,527	4,758	5,049	6,677	6,114	5,651	6,149	5,611	6,455	5,803	67,636
Pass. Per Hour	2.51	2.45	2.64	2.57	2.78	3.13	3.21	2.97	3.16	3.30	3.09	2.96	2.89
Average Hours	2915	2561	2774	2930	2910	3104	2747	2578	2825	2582	2950	2776	2804
Average Passengers	5116	4695	4968	5180	5097	5345	3850	3665	4500	4282	4903	4531	4678
Aver. Pass Per Hour	1.75	1.83	1.79	1.77	1.75	1.72	1.40	1.42	1.59	1.66	1.66	1.63	1.67

As shown in Table 3, AOS ridership was 74,222 in fiscal year 2019. In fiscal year 2022 ridership was 67,636. At the peak of the pandemic in fiscal year 2021, ridership was down 32% compared to fiscal year 2019. At the end of fiscal year 2022, ridership was down 9% compared to fiscal year 2019.

Part of the growth in fiscal year 2022 is due to the addition of Melba Valley Senior Center, Veteran's Shuttle, and the expansion of R2W into Canyon County. Without these service expansions, ridership would be down 22% from fiscal year 2019.



Chart 4: Acquisition of Service Productivity by Provider



Charts 4 above shows the passengers per revenue hour for each AOS service provider for fiscal years 2019 and 2022. The average passenger per revenue in fiscal year 2019 was 3.05. The average passenger per revenue hour in fiscal year 2022 was 2.90.

Melba has been very deliberate about scheduling trips to ensure they are efficiently providing needed service, which is reflected in the 8.14 passengers per revenue hour. Melba is looking forward to using the new scheduling software for more efficiency.

Findings and recommendations

Changes implemented

Following the completion of the 2020 analysis, VRT began to implement recommendations. VRT now provides resources to the service providers, which allows for consistent reporting and accurate tracking of budgets. Budget tracking has been key for VRT to ensure that service providers stay in budget and that federal and local funds are balanced.

VRT also created a standard template for service providers to submit for reimbursements. Reimbursements are due on a set date. If reimbursements are submitted on time, service providers are paid in a timely manner. If service providers submit reimbursements late, their payment will be delayed.

All service providers report the same data metrics to VRT on a template that is the same for all providers, whether scheduling software is used or not. With this coordination between VRT and the service providers, accurate and timely reports are provided to VRT.

Proposed Future Changes

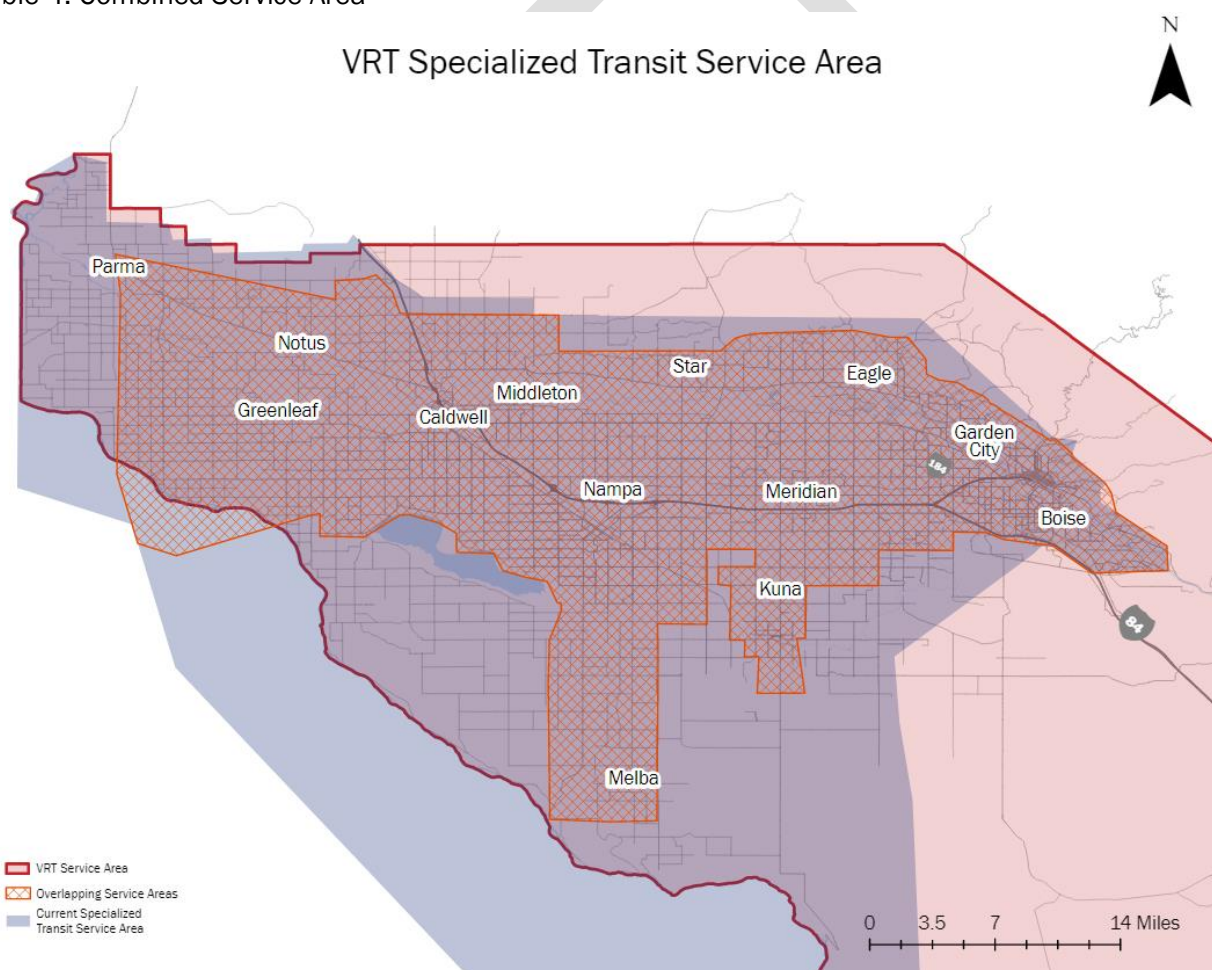
The regional effort to increase on-demand accessible capacity needs to operate in an efficient and coordinated manner for all service providers. A solution will be designed to expand the current transit footprint and allow for more transit options in rural, suburban, and urban areas where traditional ADA and fixed route services are limited.

Rethinking Existing Services

Older adults and Persons with Disabilities Service

- **Funding** – The available federal transit and older american funding programs are not expected to keep up with service demand leading to more funding coming from local funding partners including service providers and possibly local jurisdictions.
VRT has a goal of shifting from the match rate of 80 percent federal and 20 percent local, to a match rate of 50 percent federal and 50 percent local. This will allow for growth of services even while federal funding remains flat.
- **Improved Coordination**– There is an opportunity with the new scheduling software to shift to on-demand services and reduce the amount of overlap in service areas that exist today. The combined service area map below in Table 4 illustrates the overlap. Service providers will be key in assisting VRT with the final vision for the Beyond ADA Project and the success of the new structure.

Table 4: Combined Service Area



VRT is considering a new service structure to consolidate and optimize travel through the scheduling software. The objective would be to not only increase efficiency but to expand the markets and geography being served. There is an opportunity to consolidate administrative functions of ride scheduling with the new scheduling software.

- To meet current and future demand – The Beyond ADA Project is expected to determine the steps forward to expand service areas, using new on-demand technology in a more cost effective way, using existing resources. When looking at an integrated mobility service, many processes being done now could be streamlined, that would improve the customer experience.

Having a centralized call center or operations center would allow passengers a single point of contact to schedule, cancel or check on trips. With a more regionalized service, passengers would not be dedicated to an existing service provider. Using the new scheduling software, a passenger's trip would be scheduled based off of multiple factors, not only dependent upon where a person resides.

Transit Dependent Medical

- Ada and Canyon County – With the new scheduling software, current NEMT services could also be included in the coordinated regional scheduling system. The new scheduling software would open up on-demand scheduling as well as keeping the advanced scheduling option. By moving this service to a coordinated regional approach, the scheduling software has a larger pool of resources to book trips, by including current AOS service providers as a booking option. It is expected that the operating cost for this service will be reduced, which will make the service more cost effective. Currently there are three service providers, and the service providers are paid a boarding fee plus a mileage reimbursement.
- Intercounty – Currently services run independently in Ada and Canyon County. There is a significant need to be able to operate the NEMT between Ada and Canyon counties. With the new scheduling software and the goal to make an efficient regional system, Intercounty service is a possibility. Intercounty scheduling would also take the same approach to schedule rides with any available provider on-demand or in advance.

Volunteer Driver

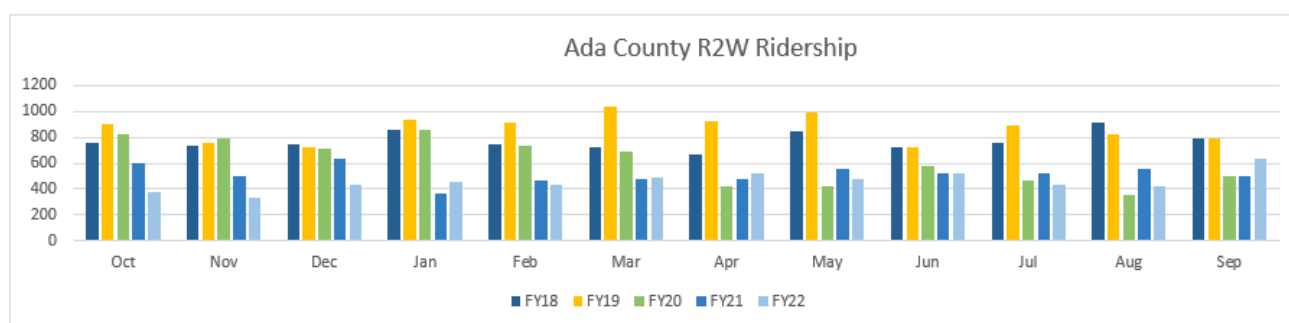
- The volunteer driver program will have to regular analysis to ensure that the boarding rate and the mileage charge is enough to cover costs to the drivers. This program is intended to fund itself. The new scheduling software can accommodate these trip reservations. VRT will need to ensure volunteer drivers are trained properly to use the software.

Detailed Specialized Transportation by Program and Provider

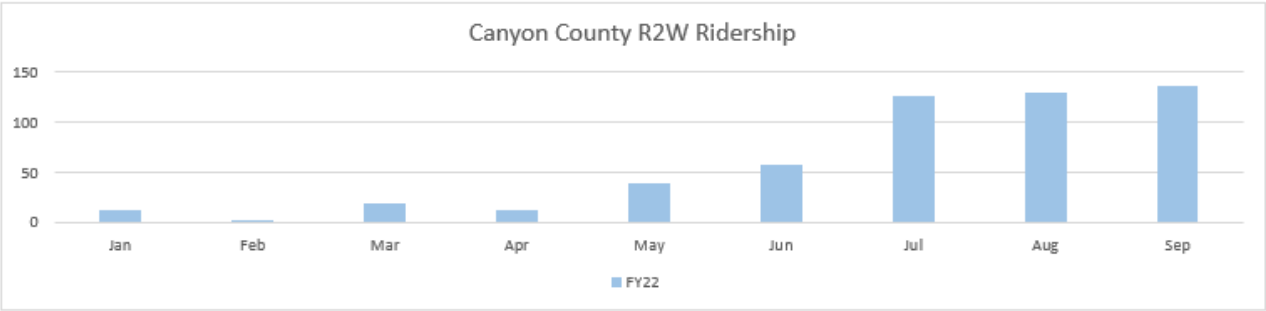
Rides 2 Wellness

R2W serves Ada and Canyon County patients with medical conditions that have the highest likelihood of developing debilitating and costly complications. R2W improves community health by enabling 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 local cities and healthcare systems. The program supports quality healthcare in the region by reducing costs due to missed appointments and hospital re-admissions.

Transportation hours of service	Monday-Friday, 7:30 AM – 6 PM
Scheduling process	VRT Help Desk and WellRyde scheduling software
Number of vehicles in service	Varies
Area of service	Trips originating in Meridian, Eagle, Star, Garden City and Boise with service to specific clinics in Boise, Meridian and Eagle Trips originating in Nampa and Caldwell with service to specific clinics in Nampa and Caldwell



		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY18	Miles	5258	4770	4737	5383	5178	3710	4647	5856	4907	5193	6262	4996
	Rides	762	737	746	860	742	722	669	848	726	754	909	790
FY19	Miles	5633	4705	4831	5621	5643	6429	6020	7044	4907	6230	5308	5183
	Rides	900	760	723	937	912	1038	926	989	726	890	826	794
FY20	Miles	5964	5536	5070	6497.3	5393	4815	2983	2914	3482	3148	2293.14	3303
	Rides	823	795	716	856	740	687	420	417	573	462	355	494
FY21	Miles	4206	3492	4108	2534	3292	3331	3331	3258	3413	3446	3812	3387
	Rides	601	504	629	368	464	482	482	551	524	527	551	504
FY22	Miles	2556	2328	3319	3072	2938	3454	3558	3274.16	1302	3314.7	4113.22	4289.2
	Rides	379	335	437	453	428	483	523	480	520	427	425	630



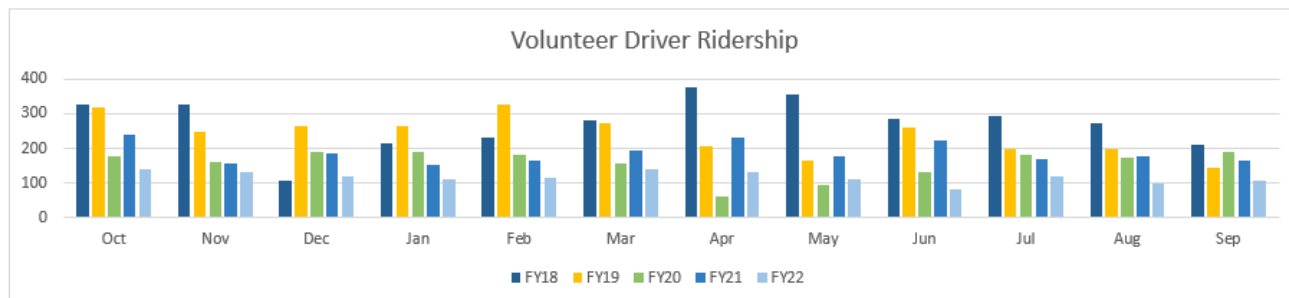
FY22	Miles Rides		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
			68	24	90.94	35	199.96	369.75	503.5	674.18	673.31
			12	2	19	12	39	57	127	129	137

DRAFT

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. 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.

Transportation hours of service	24 hours a day, seven days a week
Scheduling process	VRT Help Desk
Number of vehicles in service	Varies
Area of service	Ada County and Canyon County



		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
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
FY20	Hours	180	160	187	103.86	114	65	24	55	57	95	85.09	95.73
	Rides	177	160	188	188	181	157	59	95	132	180	172	188
FY21	Hours	119.15	85.4	101.3	80	71.13	95.98	112.38	78.32	119.96	80.44	80.56	76.23
	Rides	238	158	184	154	166	192	231	176	224	169	176	166
FY22	Hours	54.59	46.22	52.28	42.17	39.49	56.08	56.17	54.75	36.25	56.41	50.28	47.01
	Rides	140	130	120	111	115	139	132	112	83	118	98	106



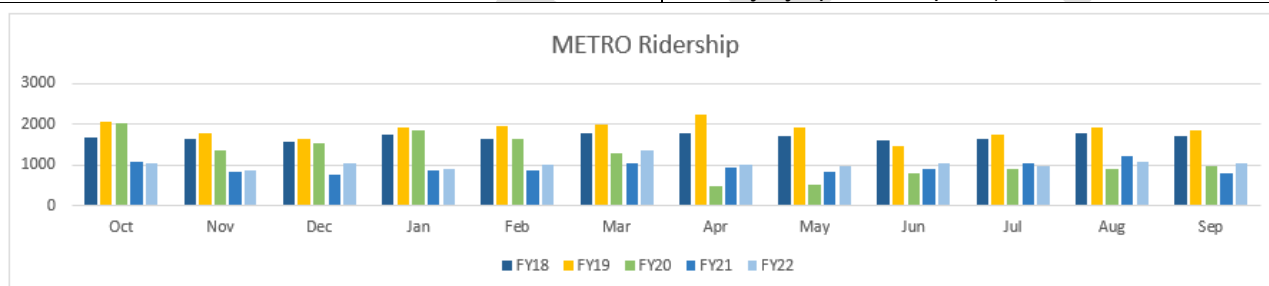
Transportation Services for Older Adults and Persons with Disabilities

The following is an analysis of program services providing transportation to older adults and persons with disabilities in Ada and Canyon counties.

Metro Community Services – Caldwell

Metro is a non-profit human services agency offering services in Southwest Idaho. Metro provides assistance to older adults, people with disabilities, and financially limited individuals through a variety of human service programs. Metro offers transportation in Canyon County at no cost.

Transportation hours of service	Monday-Friday, 7:30 AM – 4:30 PM (special trips outside normal business hours can be arranged using volunteer drivers)
Scheduling process	Full-time dispatcher using VRT scheduling software
Total number of vehicles in service	Seven accessible vehicles plus volunteer drivers using their own vehicles
Number of VRT Shared Vehicles in service	One
Cost per service hour of operation	\$74.80
Area of service	Caldwell, Nampa, Middleton, Notus, Greenleaf (with trips serving smaller communities in Canyon County by special request)



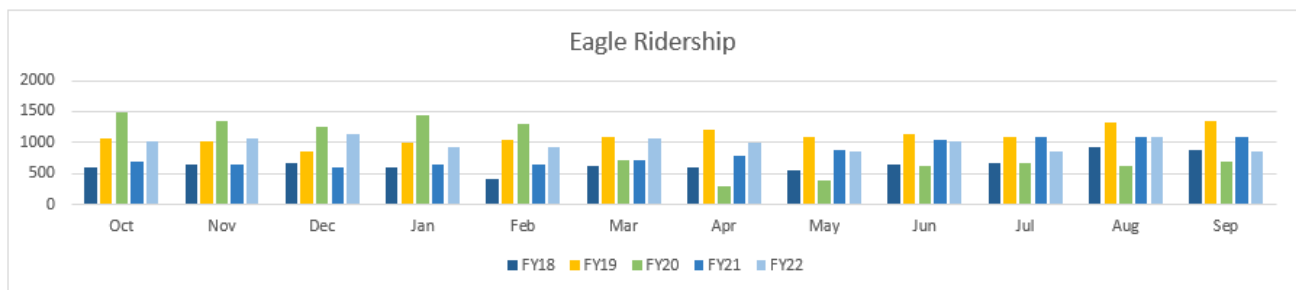
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY18	Hours	722	724	660	728	681	891	823.6	730.35	562	635.73	704.2	604
	Rides	1682	1631	1573	1747	1621	1776	1764	1704	1601	1650	1772	1700
FY19	Hours	765	641.73	554.22	674	646	654	714.55	588	462	514.43	583.23	600
	Rides	2042	1780	1643	1921	1950	1989	2223	1919	1464	1753	1931	1854
FY20	Hours	611.9	400.47	470.2	502.8	461.8	399.05	199.42	257.63	320.67	326.3	335.03	355.42
	Rides	2030	1347	1536	1856	1618	1288	464	525	800	900	897	973
FY21	Hours	384.45	308.9	290.67	283.3	310.42	355.25	316.68	284.57	266.08	309.13	399.7	285.35
	Rides	1062	826	771	856	869	1032	940	817	912	1025	1201	798
FY22	Hours	362.85	320.85	429.8	353.4	366.8	444.78	337.2	324.02	340.75	346.95	359.65	373.15
	Rides	1051	870	1049	901	1002	1338	1009	968	1023	980	1076	1039



Eagle Transportation- Eagle

Eagle 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 older adults and persons with disabilities. Eagle Transportation is working with VRT and the city of Eagle to launch on on-demand service in fiscal year 2023.

Transportation hours of service	Monday-Friday, 8 AM – 5 PM (special group trips are offered outside normal business hours to attend social and lifestyle activities)
Scheduling process	Full-time dispatcher using scheduling software
Total number of vehicles in service	Four (three accessible)
Number of VRT Shared Vehicles in service	Four
Cost per service hour of operation	\$53.60
Cost per passenger trip	\$10.00 (out of area trips only)
Area of service	City of Eagle, Boise, & Meridian (with special group trips to venues throughout the Treasure Valley)



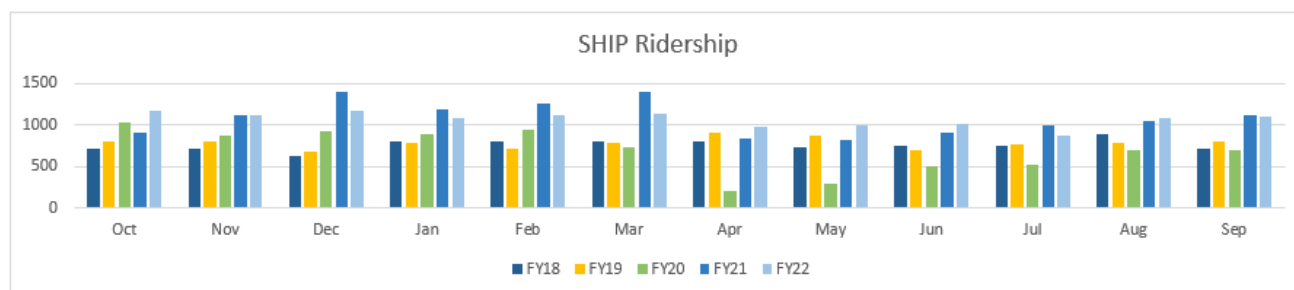
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY18	Hours	193	244	230	211	177	211	265	322	423	480	387	141.4
	Rides	608	654	665	594	417	621	607	559	654	668	937	882
FY19	Hours	636	270.97	270	286	255.83	315.74	336.8	290.97	294	321.4	352.4	401.9
	Rides	1056	1022	863	1007	1037	1098	1213	1094	1126	1078	1317	1349
FY20	Hours	433.18	390.17	361.97	453.47	409	296.45	86.2	136.12	218	261.27	245.27	289.53
	Rides	1477	1340	1245	1448	1309	723	297	398	612	663	631	696
FY21	Hours	269.15	251.67	198.32	233.1	245.52	299.37	355.27	416.48	451.9	483.9	541.63	556.22
	Rides	701	653	600	652	636	720	782	880	1037	1085	1099	1096
FY22	Hours	542.83	546.67	587.72	519.27	386.4	417.83	341.87	315.77	420.85	344.72	424.08	403.21
	Rides	1024	1060	1132	918	936	1068	999	852	1028	851	1080	855



SHIP Transportation – Boise

SHIP 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 older adults, persons with disabilities and veterans.

Transportation hours of service	Monday-Friday, 6:30 AM – 6:30 PM (with limited special group trips offered for older adults and persons with disabilities outside normal business hours)
Scheduling process	Full-time dispatcher using scheduling software
Total number of vehicles in service	Four (three accessible)
Number of VRT Shared Vehicles in service	Four
Cost per service hour of operation	\$63.95
Area of service	Boise, Garden City, Meridian



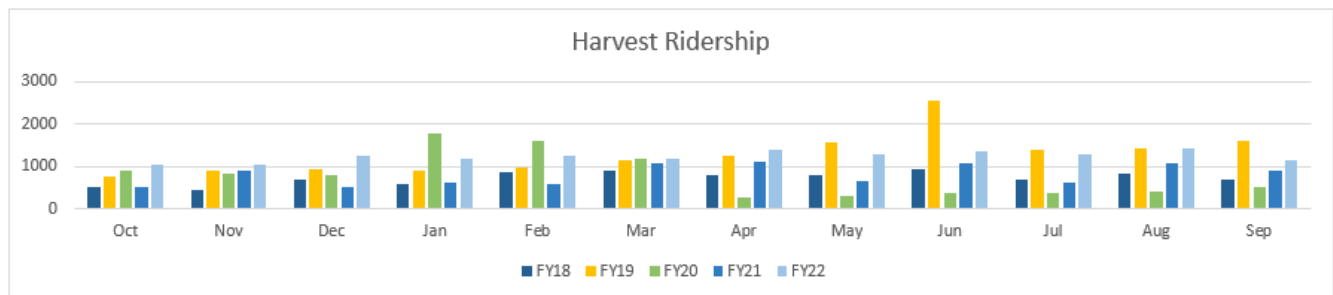
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY18	Hours	467	439	379	475	346.2	428.78	364.47	376.28	404.13	375.57	520	362.53
	Rides	720	718	619	800	798	808	803	722	741	745	884	710
FY19	Hours	398	375.13	214	409.42	363.68	396	426.62	401.22	230	390.33	381.88	253
	Rides	793	791	675	776	718	776	899	866	690	769	776	803
FY20	Hours	455.52	412.05	412.05	493.73	498.35	429.85	119.1	160.05	282.08	290.43	358.25	357.28
	Rides	1028	874	914	890	943	731	206	296	499	522	686	697
FY21	Hours	376.12	371.4	384.75	358.97	421.67	440.68	413.63	403.5	484.08	463.25	454.63	484.97
	Rides	896	1113	1404	1181	1253	1396	842	810	907	993	1039	1116
FY22	Hours	466.55	482.4	445.36	420.02	446.85	439.15	402.45	387.75	416.08	347.33	435.25	408.87
	Rides	1168	1117	1165	1088	1116	1138	976	1000	1003	872	1080	1099



Harvest Transit – Meridian

Harvest Transit is a free transportation service in Meridian providing rides to older adults 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 scheduling software
Number of VRT vehicles in service	3 (three accessible)
Cost per service hour of operation	\$66.41
Area of service	City of Meridian



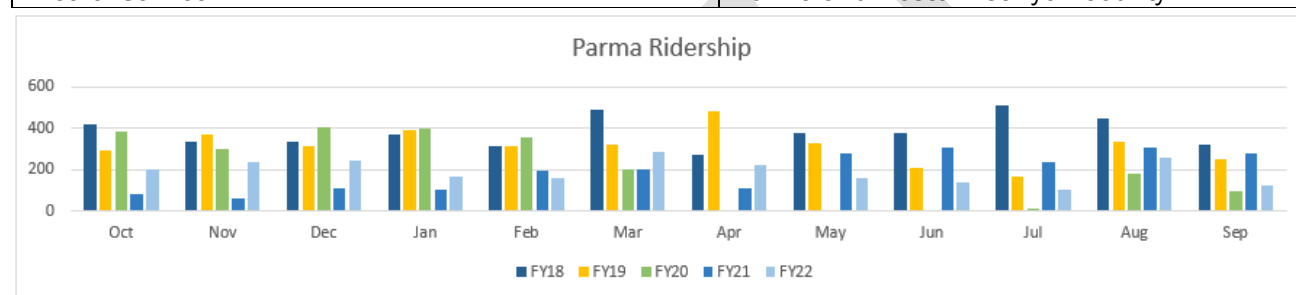
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY18	Hours	262	280	271.67	275.52	272.31	304.47	299	288.08	269.1	210	262.83	214.23
	Rides	509	458	676	589	857	897	797	806	917	700	835	686
FY19	Hours	230.17	257.62	274	285	299	319.5	324.43	392.1	429	334.18	369.5	366.65
	Rides	773	901	915	893	968	1147	1255	1555	2559	1386	1414	1615
FY20	Hours	394.2	342.8	314.82	354.85	338.48	234.28	99.4	126.48	160.15	160.2	164.02	245.35
	Rides	909	821	794	1773	1592	1163	269	304	381	358	401	497
FY21	Hours	3157	2646	3174	3564	3405	4145	4440	3693	3826	3269	3690	3214
	Rides	525	905	520	605	575	1062	1095	634	1073	630	1082	908
FY22	Hours	257.38	284.13	258.2	245.07	266.63	276.72	295.8	265.62	298.77	258.52	311.87	274.53
	Rides	1052	1026	1261	1173	1248	1179	1389	1296	1350	1295	1439	1129



Parma Senior Center Transportation

Parma Senior Center offers free rides for older adults 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	Two Vehicles (non-accessible) for trips and a truck and bus for group trips and lunch deliveries
Cost per service hour of operation	\$34.19
Area of service	Parma and western Canyon County



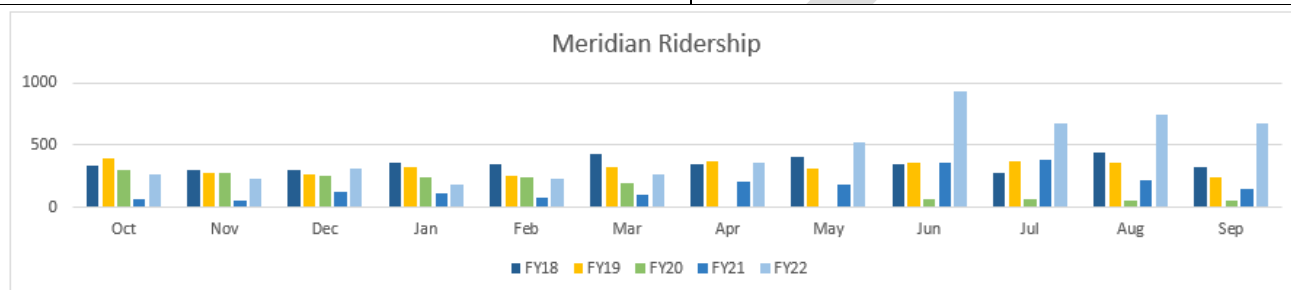
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY18	Hours	188	231	180	209	202	681	166	132	143	155	156	131
	Rides	415	336	337	370	315	491	273	376	373	509	447	322
FY19	Hours	158	232	133	193	151	139	192	157	93	110	130	90
	Rides	294	369	313	387	310	321	479	327	209	164	334	247
FY20	Hours	155	90	103	120	115	60	0	0	0	8	18	59
	Rides	381	299	404	395	355	200	0	0	0	9	177	92
FY21	Hours	46	50	73	84	106	122	84	126	120	96	123	114
	Rides	81	60	108	99	192	198	110	275	307	234	308	278
FY22	Hours	99	88	84	66	90	116	97	89	96	53	126	68
	Rides	202	233	244	168	159	284	220	155	139	101	259	123



Meridian Senior Center Transportation

Meridian Senior Center provides members and others in the Meridian and Boise area with free transportation. Ride reservations for older adults 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	Two (accessible) vehicles
Cost per service hour of operation	\$52.99
Area of service	Meridian and Boise



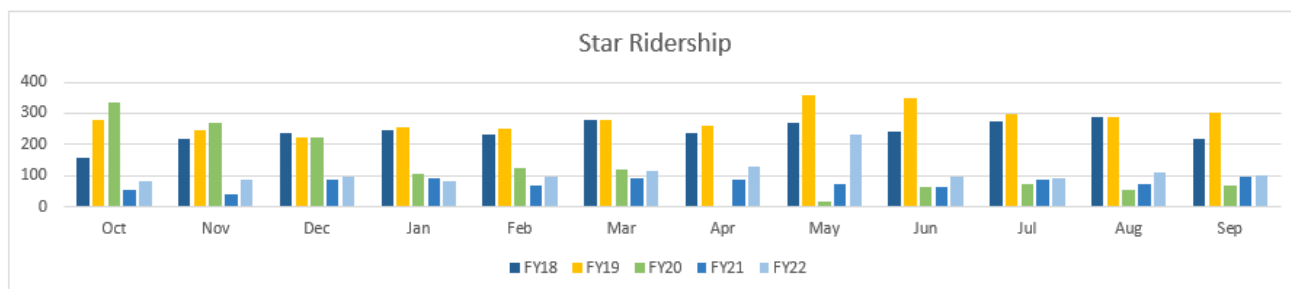
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY18	Hours	93	86	72	96	82	90	88	101	88	83	105	96
	Rides	335	294	294	359	341	422	349	403	340	271	439	322
FY19	Hours	97	92	89	82	69	81	96	98	80	91	89	82.5
	Rides	397	280	261	323	258	318	366	315	363	364	354	246
FY20	Hours	93	77	79	87	58	49	0	0	22	22	19	18
	Rides	301	280	250	238	236	196	0	0	70	61	56	52
FY21	Hours	27	22	40	38	36	45	67	64	96	72	58	58
	Rides	70	55	125	110	80	102	210	182	353	376	213	147
FY22	Hours	84	76	81	63	68	79	119	141	175	169	166	144
	Rides	266	228	315	180	229	269	357	527	932	669	746	672



Star Senior Center Transportation

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
Cost per service hour of operation	\$58.98
Area of service	Star, Eagle, Nampa and Caldwell



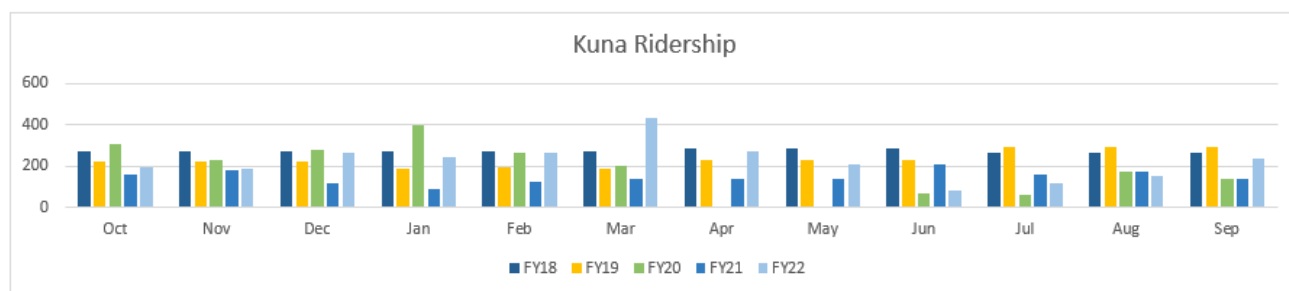
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY18	Hours	63	58	55	71	64	68	65	84	69	74	73	218
	Rides	157	218	235	248	234	277	237	271	243	275	286	218
FY19	Hours	84	71	56	74	73	96	80	97	80	92	77.25	81.25
	Rides	280	244	222	256	251	279	259	360	347	296	286	301
FY20	Hours	83	138	67	125.7	155.25	32.5	0	15	60.3	75	51.75	64
	Rides	334	268	223	104	125	120	0	15	64	75	54	67
FY21	Hours	32.5	32	50	47	38	75	70	61.4	60.3	66.6	82	89
	Rides	55	39	89	92	69	92	87	73	64	86	71	98
FY22	Hours	81.75	86	94	78	83	151	115	215	105	94	95	106
	Rides	81	87	96	84	95	117	131	234	96	92	109	102



Kuna Senior Center

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
Cost per passenger trip	\$25.12
Area of service	Kuna and surrounding areas



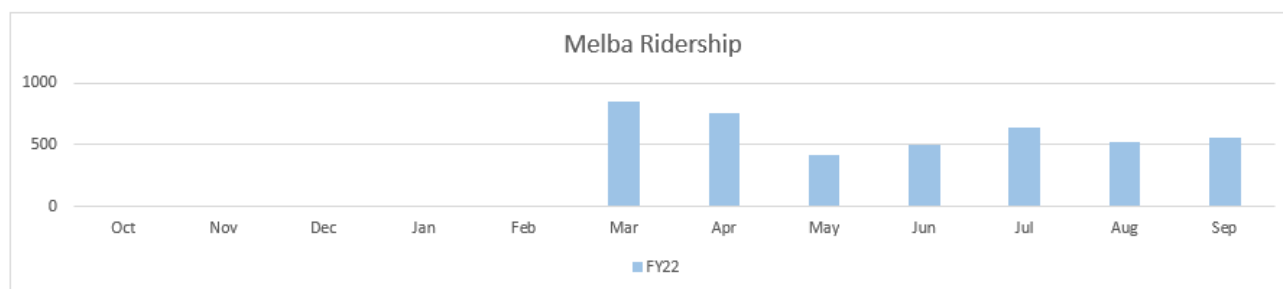
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY18	Hours	125	125	125	133	132	132	140	141	141	140	139	140
	Rides	269	268	268	270	271	271	286	287	286	264	263	263
FY19	Hours	126	125	126	109	110	109	121	121	121	NO DATA		
	Rides	224	224	224	189	190	189	228	228	228	292	292	292
FY20	Hours	130	109.75	121.75	120	230.25	84	0	0	51	32	79	77
	Rides	303	226	277	395	264	199	0	0	67	63	171	138
FY21	Hours	94	77	86	74	84	110	88	88	111	109	140	99
	Rides	157	176	116	87	126	135	134	134	205	156	169	137
FY22	Hours	110	80	116	105	111	128	116	99	19	27	89	109.6
	Rides	194	183	265	246	264	430	274	205	78	114	150	233



Melba Valley Senior Center

Melba Valley Senior Center provide members and others with free transportation. Melba Valley Senior Center also schedules regular trips to Nampa for groceries, doctor appointments and shopping. Due to the remote region served and the lack of transportation options, Melba Valley Senior Center may be the only transportation service available to some for medical, pharmacy, nutrition and important lifestyle trips.

Transportation hours of service	Monday-Friday
Scheduling process	Scheduler using a manual system to log trips
Number of vehicles in service	One accessible vehicle per provider
Cost per passenger trip	\$54.12
Area of service	Kuna and surrounding areas

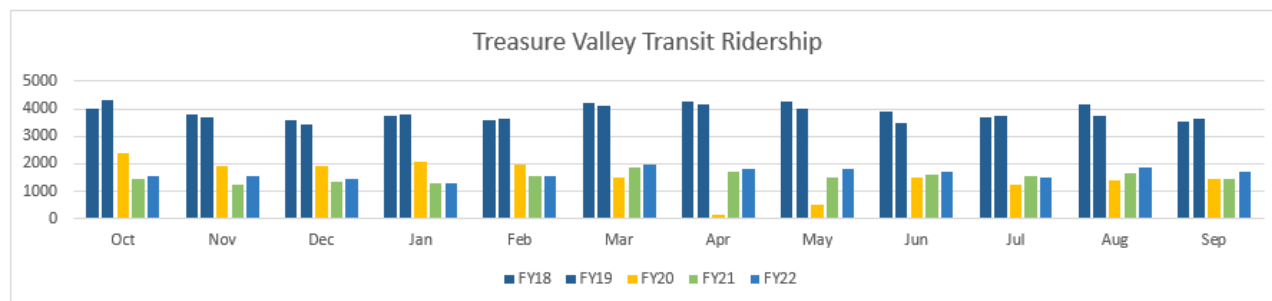


		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY22	Hours						81	78	66	73	62	85	75
	Rides						854	759	414	500	637	516	551



Treasure Valley Transit (TVT)

TVT receives 5310 and 5311 formula grants. 5310 formula grants provide funding for older adults and persons with disabilities in urban and rural areas. 5311 formula grants provide funding for older adults and persons with disabilities in rural areas with fewer than 50,000 residents. VRT also provides 5307 Small Urban funding to TVT for older adults and persons with disabilities who are beyond the ACCESS and on-demand service area in the Nampa-Caldwell service area. TVT has expressed an interest in being a part of expanded service as described in Valley Connect 2.0.



		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
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
FY20	Hours	740	620	658	669	585	564	107	281	553	503	504	533
	Rides	2367	1902	1925	2048	1959	1478	162	514	1483	1261	1389	1472
FY21	Hours	514	451	489	474	544	626	627	541	576	547	574	534
	Rides	1473	1230	1321	1280	1533	1888	1685	1506	1608	1542	1664	1470
FY22	Hours	554	497	540	463	453	655	661	650	533	448	630	585
	Rides	1531	1527	1452	1315	1562	1965	1828	1819	1724	1498	1865	1691

TOPIC	Canyon County On-Demand Transit Update
DATE	December 29, 2022
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an information item only.

Highlights

Table 1 below provides the service metrics for October. Ride requests increased by 20% from previous year, however rides accepted only increased by eight percent. Majority of requests were not accepted because they were outside the service hours or due to limitation on buses available.

Table 1. October Metrics

FY2023 FY2022

Top Operational Metrics	Oct-22	Oct-21	Variance
Total Rides Requested	3,886	3,113	20%
Total Rides Accepted	2,484	2,289	8%
Total Passengers	2970	2,794	6%
Revenue Hours Operated	773	747	3%
Revenue Miles Operated	16239	15,249	6%
Boardings Per Hour	3.84	3.74	3%
Service Metrics	Oct-22	Oct-21	Variance
Total Rides Requested	3,886	3,113	20%
Acceptance Rate (Proposals accepted/proposals offered)	80%	83%	-4%
Average Pick-up Wait Time (in minutes)	26	27	-6%
Average Walking Distance to Pick-up Location (in feet)	683	595	13%
Average Ride Duration (in minutes)	18	18	1%
Average Ride Distance (in miles)	6	6	6%
Average Ride Rating 1 -5 Stars	4.8	4.60	4%
Ride Request Breakout	Oct-22	Oct-21	Variance
Total Rides Requested	3,886	3,113	20%
Requests Made Outside of Service Hours	114	54	53%
Error with Booking Request	81	56	31%
Seat Unavailable (Bus Not in Vicinity)	597	261	56%
Offered Ride Not Accepted	310	210	32%
Ride Cancelled/NoShow	300	243	19%
Rides Accepted	2,484	2,289	8%
Completion Rate (Rides Accepted/Total Rides Requested)	64%	74%	-15%

Table 2 below provides the service metrics for November. Ride requests increased by 12% from previous year. Rides accepted decreased by one percent and total passengers decreased by five percent. Majority of requests were not accepted due to limitation on buses available.

Table 2. November Metrics

FY2023

FY2022

Top Operational Metrics	Nov-22	Nov-21	Variance
Total Rides Requested	3,606	3,173	12%
Total Rides Accepted	2,295	2,315	-1%
Total Passengers	2675	2,819	-5%
Revenue Hours Operated	750	752	0%
Revenue Miles Operated	15522	15,128	3%
Boardings Per Hour	3.57	3.75	-5%
Service Metrics	Nov-22	Nov-21	Variance
Total Rides Requested	3,606	3,173	12%
Acceptance Rate (Proposals accepted/proposals offered)	79%	83%	-5%
Average Pick-up Wait Time (in minutes)	25	26	-3%
Average Walking Distance to Pick-up Location (in feet)	660	551	17%
Average Ride Duration (in minutes)	18	19	-5%
Average Ride Distance (in miles)	6	6	-2%
Average Ride Rating 1 -5 Stars	4.8	4.70	1%
Ride Request Breakout	Nov-22	Nov-21	Variance
Total Rides Requested	3,606	3,173	12%
Requests Made Outside of Service Hours	65	56	14%
Error with Booking Request	92	62	33%
Seat Unavailable (Bus Not in Vicinity)	550	261	53%
Offered Ride Not Accepted	273	217	21%
Ride Cancelled/NoShow	331	262	21%
Rides Accepted	2,295	2,315	-1%
Completion Rate (Rides Accepted/Total Rides Requested)	64%	73%	-15%

Summary

Contractor staff continues to operate 44 revenue hours per day, due to budget constraints. Trips not being booked due to seat unavailable will continue until additional revenue hours can be added to the service. Contractor staff continue to monitor system to ensure buses are scheduled when the demand is high and reduce when the need is low. Contractor staff will be implementing a new driver schedule in February 2023 that will have fewer shift changes, in hopes of reducing the challenge of getting a ride at peak times.

Implication (policy and/or financial)

With the expectation to grow the on-demand service to allow for ten boardings per hour, staff is still working to find funding partners that see the need for public transportation in Canyon County. This innovative approach to improve services in Canyon County is proving that additional funding is needed from current and future funding partners, for growth to continue.

More Information

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



TOPIC	Operation Update
DATE	December 29, 2022
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an information item, to provide an update on service operations.

Highlights

- Driver shortages
- Electric bus and charger update
- Regional Beyond ADA on-demand project update

Summary

Ada County and Canyon County continue to face challenges hiring for driver positions. First Transit continues to advertise for open positions, which includes drivers and maintenance.

Currently, all six charging stations are operating. The three additional chargers, that Proterra is providing at no cost to VRT, arrived December 22. Proterra has a tentative installation date of January 9. Proterra still expects to restore the original chargers back to dual dispensing during the second quarter of this fiscal year. At the end of this project, VRT will have 18 charging stations.

Currently, VRT has seven battery electric buses in service, four 40' buses and three 35' bus. VRT has not placed the remaining five 35' battery electric buses in service due to the inability to charge buses.

VRT is working to build accessible capacity through an efficient and coordinated on-demand solution that will expand service to areas where traditional fixed route and paratransit services are limited. VRT will create a steering committee that includes VRT staff as well as key stakeholders. There are four phases to this effort"

- Document existing conditions that will help define the desired outcome
- Develop criteria and performance measure that identify a solution to meet the needs of customers and stakeholders
- Test assumptions to determine most desirable, feasible and viable solution
- Develop budget that is funded with an implementation plan that is achievable

VRT staff completed the Specialized Transportation Analysis update. Staff will also engage current service providers to determine what is and is not working and a steering committee will be established. Meetings will be held with stakeholders and community members to achieve buy-in on project and engagement tactics. At the end of the first phase, the problem being solved with this project will be determined. Staff will continue to update the RAC monthly as this project progresses.

Implication (policy and/or financial)

VRT will continue to work with partners to grow the public transportation footprint in the

Treasure Valley. VRT will ensure any new service has been vetted through proper work groups, while ensuring no duplication of service is created.

More Information

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



TOPIC	Executive Director Report
DATE	December 23, 2022
STAFF MEMBER	Kelli Badesheim

Organizational Changes

VRT will be holding an all-day staff meeting on Saturday, January 21 to celebrate some successes from 2022 and take the next steps to better align after completing the first phase of organization alignment changes in October; VRT staff are moving forward to the second and third phases of implementation. The next phase of work is building better cross-function communication and ensuring more informed decision-making throughout the organization. This phase of work includes setting up work groups aligned with specific plans, specifically, the Transportation Development Plan (TDP), Communications and Engagement Plan (CEP) and the Integrated Mobility Plan (IMP). These work groups will be focused on project delivery, communications and marketing, and internal and external partner and services coordination. The first phase of the organizational realignment included updated job titles for the executive staff from director to chief.

Executive Director Transition

I notified Chair Debbie Kling my last day as VRT Executive Director is February 10, 2023. I am working closely with staff to prepare for the transition so it can be as smooth and seamless as possible. The Board will then be asked to consider the recommendation for the new CEO at the January 9 meeting. I requested the executive staff identify and draft briefing papers on the highest priority projects and activities in the organization. This will assist the new CEO get up to speed on these activities quickly. I am excited for the future of the organization and will miss being a part of the day-to-day. I have been so proud of the entire VRT team as they have navigated through this difficult time awaiting the selection of a new leader. They maintained their focus and completed their work effectively with a high degree of professionalism. I also want to thank Chair Debbie Kling for her leadership through the selection process. From the time I informed her of my desire to step down she has been a great support to me and has maintained a focus on ensuring the process was effective.

More Information

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

TOPIC	Development Department Monthly Report
DATE	December 19, 2022
STAFF MEMEBER	Stephen Hunt

Summary

Development Department activities for December 2022 report

VRT Strategic Plan

Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- **Transportation Development Plan (TDP)**
VRT staff kicked off the 2024-2028 TDP process and has held individual meetings with funding partners.

Funding Development

- **Budget Development** –Staff has initiated conversations with funding partners about the FY2024 budget. This process is being coordinated with the TDP.
- **Grant Opportunities** –VRT will use the 2023-2027 TDP and collaboration with its funding partners to find and pursue additional funding opportunities. Staff is currently developing its grant strategy for the next grant cycle.

Goal 2 – Increase Ridership and Revenue

- **FY2024 Service Changes** – VRT staff has continued work with Transpo and the City of Boise on potential service reductions in Ada County. We have also continued our collaboration with Nampa regarding potential reductions in Canyon County.
- **Ridership Growth** – Development staff has continued to track ridership performance. Ridership levels have continued to trend upwards since February of 2021. FY2022 had more than a 10% increase in fixed-route ridership and the first quarter of FY2023 is trending higher than the first quarter of FY2022.

Goal 3 - Build institutional and regional capacity

Regional Capital Enhancements

- **Orchard Facility Master Plan**
Cold weather has delayed paving of the new lot until next construction season. Construction authorization anticipated January 2023 for remaining funds for pavement restoration at west bus aisle, staff parking, and CNG cathodic protection.
- **Happy Day Transit Center Upgrades (HDTU)**
HVAC replacement contractor is designing replacement system. Design engineer and architect are under contract for roof and awning replacement. Architect has started office redesign plans for 2023 construction.

Regional Corridor Planning

• State Street Corridor Projects

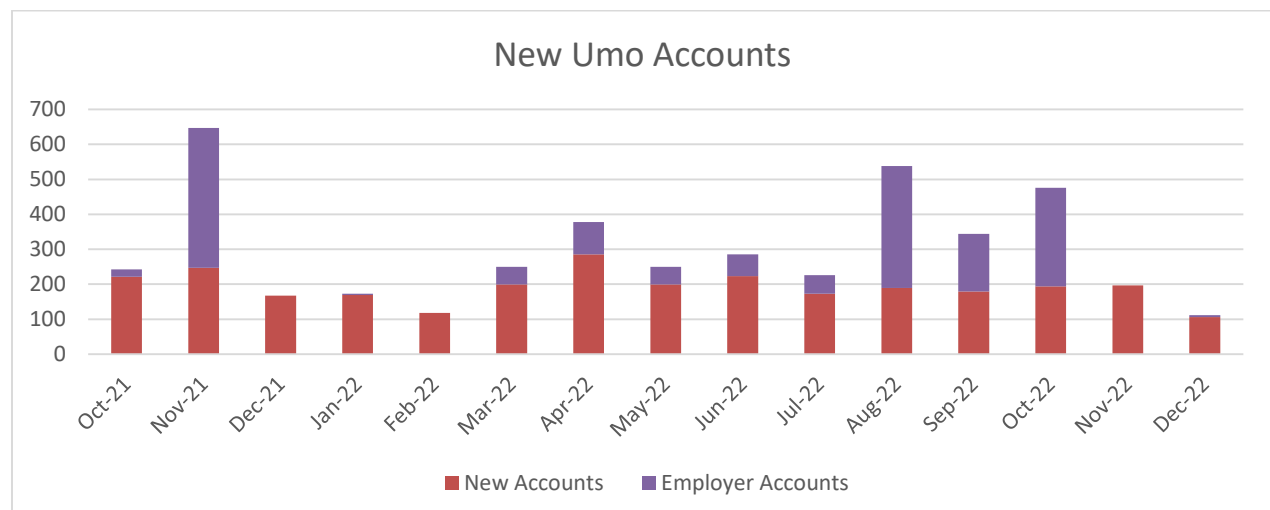
1. Staff and consultants prepared categorical exclusion (CE) documents covering the RAISE grant elements and submitted that to the FTA review.
2. VRT staff has continued presenting findings of the State Street Transit Operational Analysis (TOA) to State Street partners in preparation for a technical update to the State Street Transit and Traffic Operations Plan.
3. VRT has begun conversations with RAISE grant funding partners about the schedule of projects and local match requirements.

• 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 this project will need to update existing agreements with landowners. Coordination with the landowner and the mall are ongoing.

Integrated Mobility Report

- VRT staff is working on the implementation plan for the Integrated Mobility Plan. The plan will be presented to the Executive Board on January 9, 2023 and to the VRT Board of Directors in April 2023.
- Through December staff has been working on the procurements for ticket vending machines and real-time information at bus stops. Both procurements will go out in January 2023.
- Umo was launched on October 1, 2021. Umo fare payment system update for first year of operation:
 - Revenue-to-date (Oct. 2021-December 20, 2022): \$147,945.44
 - Revenue November 2022: \$11,589.50
 - New accounts November 2022: 197
 - Employer programs integrated into Umo: 14 (no new employers in December)



- City Go update:
 - City Go staff worked on business development for City Go and the Regional Pass Program. Staff had five business development meetings
 - Regional Pass Program contracts were renewed with:
 - Ada County Highway District
 - Cushing Terrell
 - Saint Luke's Health System
 - Events attended:
 - Cranksgiving
 - Stuff the Bus
 - Meridian Senior Center Health Fair
 - First Thursday booth at the Warehouse
 - Scentsy Tabling
 - Six Boise Metro Chamber ribbon cuttings
 - Boise Metro Chamber New Member Packet Delivery
 - Initiated a new marking program at Saint Alphonsus to promote the free transit benefit all employees have. A promotion of their transit benefits now rotates through all screen savers at Saint Alphonsus locations.
 - City Go completed ridership data for FY2022 for the Regional Pass Program. Below you will see the breakdown of monthly pass program ridership and the percentage pass program ridership is of total system ridership. Regional Pass Program ridership for FY2022 totaled 177,915.

	Total Ridership	Employer/Student Pass Program	Individual	Percent Pass Program of Total Ridership
21-Oct	72620	14458	58162	20%
21-Nov	72658	13442	59216	19%
21-Dec	71066	12055	59011	17%
22-Jan	67447	14808	52639	22%
22-Feb	72546	15013	57533	21%
22-Mar	83719	16549	67170	20%
22-Apr	81201	18214	62987	22%
22-May	81988	14747	67241	18%
22-Jun	78508	11464	67044	15%
22-Jul	75333	10338	64995	14%
22-Aug	86251	15540	70711	18%
22-Sep	93597	21287	72310	23%

- Navigation update:
 - Navigation has been working through December on building out VRT's education and outreach. Staff continues working on a train-the-trainer program for all of VRT's services for human service agencies, revamping the travel information volunteer program, and how to better support VRT's specialized transportation

programs. Additionally, staff is working on standard operating procedures for individual and group travel trainings.

- Travel Trainings in December:
 - 8 individual travel trainings on OnDemand and Fixed-Route intercounty and Ada County systems.
 - 2 group travel training presentations
 - Vocational Rehab
 - Ada County
 - Scheduled for January:
 - Idaho Veterans Home
 - St. Luke's Rehab
 - West Ada School District
 - Vocational Rehab Canyon County
 - Access Behavioral Health
- Safe Routes to School (SRTS) update:
 A brief history, the SRTS started in the Treasure Valley in Boise Schools in 2007. Since then, it has grown to cover West Ada, Nampa, Vallivue, Caldwell, and Kuna schools and prior to Covid, we were seeing about 18,000 students a year.
 - Since August of 2023, SRTS has seen 3,307 students. This is right on target for a busy year and compares equally if not better than our counts pre-covid, which is exciting.
 - In November, SRTS hired Cody as a third Ada County coordinator position, which had been vacant.
 - Recent events include Lewis and Clark Middle School for in-class education, Borah and Boise High School Driver's Ed classes, and rehabbing our entire bike fleet to prepare for the spring rodeos, which start in March. We were able to provide about 40 bikes to Boise Bicycle Project for the Holiday Kids Bike Giveaway. These bikes came from Republic Services who reclaimed them from trash pick-ups across the region. SRTS also helped get the word out to the schools about the bike giveaway and several students we worked with this year are getting new bikes!
 - SRTS continues to serve on different committees across the region, including ACHD Bicycle and Pedestrian Advisory Committees, ITD Bike Ped Administrative Committee, Canyon County Trails, and Pathways, Bike Walk Nampa, Treasure Valley Cycling Alliance, and others. We will also be helping with Safety Busing analysis coming up in the next month for several school districts.

Other Development Activities

- **Planning projects –**
 - 1- Regional Vanpool Study – VRT staff met with Commuteride staff to discuss next steps and refine the role of the proposed Vanpool/Shared mobility committee.
 - 2- Passenger Facility Plan/Bus Stop Typology – Staff worked with the consultants to prepare final drafts of the typology for board consideration.
 - 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 (TOA) Staff discussed technical addenda and next steps with ACHD leadership.

More Information:

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TOPIC	Communications and Engagement Update
DATE	January 9, 2022
STAFF MEMBER	Jason Rose

Summary

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

Highlights

Communications

- Staff published two web stories over the last month, both summarizing major community events – [Cranksgiving](#) and [Stuff the Bus](#)
- We continue to build website and social media content, and are working with our marketing partner on creating additional website tools for new content types; additionally, we are working toward updated templates, marketing/brand/content guidelines, and other tools to increase visibility

Engagement

- VRT staff hosted two major events in the last month – Cranksgiving and Stuff the Bus – both of which had great participation and success
- Cranksgiving brought 200 cyclists together on November 19 to put Thanksgiving food boxes together within a bike-centered scavenger hunt; this year's event set a record, with 40 complete Thanksgiving food boxes for St. Vincent de Paul, which provided food for 160-240 people
- The 24th annual Stuff the Bus toy drive was held on December 3; a total of 6,342 toys were donated along with \$600 in gift cards and cash, which will be distributed by The Salvation Army to families in need (in the 24 years VRT has participated in Stuff the Bus, more than 165,000 toys have been donated)
- The team continues to explore event participation opportunities and develop promotional and service plans around community activities
- VRT continues to conduct and refine new staff orientation, which consists of informational presentations and tours of the system; we are planning to offer versions of the orientation to stakeholders soon

Marketing

- VRT has radio and TV broadcast ad partnerships; on the radio side, we submit content to three outlets for airtime on two-week cycles; on TV, we partner with KTVB, and have just finalized promotional videos for Routes 30 and 45
- We are exploring additional ways to promote services – specifically the 30 and 45 – including social media promotions and mailers
- We are preparing for an integrated marketing campaign with our consultant, Stoltz, to bring more visibility to the VRT brand; the campaign will support other communications efforts, such as bus stop typology, service changes outreach, etc.

More Information

For detailed information contact: Jason Rose, Communications and Engagement Director,
208-258-2739, jrose@valleyregionaltransit.org



TOPIC	Operations Department Staff Report
DATE	December 21, 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

- VRT continues to work with Via Mobility, LLC to prepare the new scheduling software to launch in the next phase. The next phase will include all current service providers that do not currently use any software for scheduling. This includes Star Senior Center, Parma Senior Center, Kuna Senior Center, Melba Valley Senior Center, and Meridian Senior Center.

On December 12, Metro Community Services, Harvest Transit, and Supportive Housing and Innovative Partnerships began using the new software for services. At the time of this memo, service providers are still getting used to the new system. Staff will continue to assist all service providers using the new software, as needed.

VRT is still working through a couple of issues with service to passengers on ACCESS in the Boise service area, that were outside of the $\frac{3}{4}$ -mile service area of a fixed-route, that were allowed service using the previous scheduling software. Staff continues to work with these passengers to determine a solution for their transportation needs.

- At this time, all six battery electric bus chargers are working. At the time of this memo, the three additional chargers, that Proterra is providing at no cost to VRT, are expected to arrive on December 22. Staff is working with Proterra to determine installation plans. Proterra still expects to restore the original chargers back to dual dispensing during the second quarter of this fiscal year. At the end of this project, VRT will have 18 charging stations.

At this time, there are two 40' Proterra buses out of service, waiting on parts. The parts are expected to arrive in December. Proterra continues to be onsite to work on battery electric bus issues as needed. VRT has placed two more 35' buses into revenue service. The remaining five 35' buses will remain out of service, until there are 12 operating chargers, as stated in the agreement with Proterra.

- VRT continues to work on a regional on-demand Beyond ADA project. The project team has met with the steering committee, to kick off the project. The Specialized Transportation Analysis has been updated following fiscal year 2022 and will be distributed.

VRT staff is also preparing for the focus group engagement that includes stakeholders and community members currently serving the targeted population. The input received during this engagement will be brought back to the steering committee to determine a final solution.

- VRT staff continues to work with the City of Eagle, on a new on-demand service. This service is expected to launch in the third quarter of the fiscal year. The City of Eagle is also working with VRT to launch a circulator that is expected to begin service in the second quarter of this fiscal year and operate Friday through Sunday.

Highlights:

Contracted Transportation

Canyon County Highlights

- No preventable accidents in November
- Intercounty on-time performance 66% for November
- ACCESS on-time performance 95% for November
- On-demand on-time performance 85% for November
- Working on retiming issues on Route 45, following the service change in October

Ada County Highlights

- No preventable accidents in November
- Fixed-route on-time performance 85% for November
- ACCESS on-time performance 97% for November

Specialized Transportation

- All service providers that were using Routematch scheduling software have transitioned to the Via scheduling software
- Most services have seen an increase in ridership

Information Technology and Intelligent Transportation Systems

- Staff resolved 143 support requests from 160 submitted in November
- Working on a rollout plan for using new domain names
- Provided information for upcoming procurements
- Continuing to work on data platform for a dashboard report on website
- Working with several vendors for ITS equipment repairs
- Installed tablets for current implementation of the new scheduling software system

Compliance

- Working on updates to several VRT procedures to capture mandated changes
- Updating the Public Transportation Agency Safety Plan (PTASP) with new requirements
- Preparing the automatic passenger counter's recertification letter for National Transit Database (NTD)
- Reviewing fiscal year 2022 data to prepare for annual NTD reporting

Customer Service Support

- Customer service handled 2,602 of 2,722 phone calls for information, with 119 calls abandoned. The average call time was 2 minutes, 28 seconds and the average hold time was 18 seconds in November.
- Reservationist handled 1,137 of 1,173 phone calls to change or schedule a ride on ACCESS, with 29 calls abandoned. The average call time was 3 minutes, 57 seconds and the average hold time was 14 seconds in November.
- On-demand services handled 724 of 775 phone calls to schedule a ride, with 50 calls abandoned. The average call time was 1 minute, 41 seconds and the average hold time was 21 seconds in November.
- November City Go Pay mobile ticket sales totaled \$11,682.00.

Bike Share

- Cranksgiving was held on November 19 and the event was able to donate 40 Thanksgiving food boxes
- Staff is working to redesign the bike share program. The plan is to work on finding sponsors for the new program in the spring of 2023

More Information

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

TOPIC	Finance and Administration Activity Report
DATE	January 9, 2023
STAFF MEMBER	Jason Jedry

Summary

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

Highlights

Budget/Finance

- The soft close of the 4th quarter of FY2022 has been completed
- The FY2022 independent annual audit began in November and is expected to be completed by the end of December
- The audited financial statements are tentatively scheduled to be presented to the Executive Board at the February meeting
- Finance staff is preparing to submit the Authorities FY2022 National Transit Database information to the FTA
- Finance staff are working on FY2023 project funding and tracking documentation and the FY2023 budget amendment
- The finance team and VRT staff continue working on the enterprise resource planning (ERP) system replacement project. We expect the implementation of a new ERP system to take 18 to 24 months at a minimum

Grant Management

- Grants and Compliance Administrator is working on the following:
 - FTA grant applications
 - Active grant revisions/amendments
 - Subrecipient agreements for FY2023
 - Project funding forms
 - End of year grant reconciling

Procurement

- Procurement and Contracts Specialist is working on:
 - On-Call Technical Support Services
 - VOIP Services
 - ERP Software Procurement and Implementation Services
 - CNG Rebuild and Inspection Services
 - Bus Auto Body Repairs

For detailed information contact: Jason Jedry, Chief Financial Officer, 208-258-2709, jjedry@valleyregionaltransit.org