

Regional Advisory Council Meeting Agenda

March 21, 2023

9:00 AM

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

This is an in-person meeting. If you are unable to attend in person, you may join us via MTeams at https://www.valleyregionaltransit.org/RAC_March2023 or by dialing in at 469-965-2358 Conference ID: 579 540 096#

I. Calling of the Roll Chair Walter Steed

II. Agenda Additions/Changes

III. Public Comments (*Comments will be limited to no more than three (3) minutes*).

IV. Consent Agenda

Items on the Consent Agenda are Action Items and will be enacted by one motion. There will be no separate discussion on these items unless a Regional Advisory Council Member requests the item be removed from the Consent Agenda and placed under Action Items.

**A. ACTION: Minutes from the February 6, 2023, Joint Meeting with the Executive Board
Pages 3-5 | Paula Cromie**

The Regional Advisory Council is asked to consider acceptance of the minutes from the February 6, 2023, joint meeting with the Executive Board.

V. Action Items

VI. Information Items

**A. INFORMATION: FY 2022 Public Comment Report - FY 2022 Compared to FY2019
Pages 6-7 | Mark Carnopis**

During the November 2022 meeting, the RAC reviewed a VRT Public Comment Report comparing FY 2022 with FY 2021 statistics. Members asked for an additional report comparing FY 2022 and FY 2019 statistics (pre-COVID).

**B. Information: Operations Update
Page 8-10 | 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.

**C. Information: Canyon County On-Demand Transit Update
Pages 11-12 | Leslie Pedrosa**

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

**D. INFORMATION: 2023 Outreach Strategy
Pages 13-15 | Jason Rose**

This memo provides the proposed strategy and calendar for the 2023 outreach campaign for service updates, including service changes, the Transportation Development Plan (TDP), Valley Connect updates, and the bus stop typology implementation.

E. INFORMATION: E-Bike Update

Pages 16-17 | Dave Fotsch

An update on the City of Boise Request for Proposal for stationless shared mobility and Valley Regional Transit activities regarding bike-share.

F. Information: Eagle Senior Center Service

Page 18 | Leslie Pedrosa

Staff has provided RAC members an informational memo regarding the operating contract with Eagle Senior Center.

G. INFORMATION: Topics for Discussion - What are you Hearing?

Walter Steed

Members of the Regional Advisory Council will have the opportunity to bring up topics on items they've heard about during an open discussion session, or topics they would like to be considered on an upcoming agenda.

VII. Department/Staff Reports

A. INFORMATION: Department/Staff Reports

Pages 19-29 | 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:

April 18, 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.



Executive Board Meeting/Joint with Regional Advisory Council Minutes

February 06, 2023

11:00 AM

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

MEMBERS ATTENDING	MEMBERS ABSENT	OTHERS PRESENT
John Bechtel, City of Wilder	Todd Lavoie, Meridian	Kelli Badesheim, VRT
Lantz Brown, Boise State	Dale Reynolds, Nampa	Doug Buckendorf, ATU Local
Debbie Kling, City of Nampa		Bre Brush, City of Boise
Lauren McLean, City of Boise		Paula Cromie, VRT
Alexis Pickering, ACHD		Mark Carnopis, VRT
Joe Stear, City of Kuna		Elaine Clegg, VRT
Jarom Wagoner, City of Caldwell		Brianna Dowling, VRT
		Gregg Eisenberg, VRT
		Jeannette Ezell, VRT
RAC MEMBERS ATTENDING	RAC MEMBERS ABSENT	Dave Fotsch, VRT
Susan Bradley	Susan Manika	Jeremy Gianchetta, VRT
Samantha Kenney	Mary Beth Nutting	Kathleen Godfrey, VRT
Terri Lindenberg		Joe Guenther, VRT
Jeremy Maxand		Kailey Holt, Eide Bailly
Lauren Noble		Stephen Hunt, VRT
Deeann Solis		Kristy Inselman, ACHD
Walter Steed		Liisa Itkonen, COMPASS
		Jason Jedry, VRT
		Kaite Justice, VRT
		Bobby Lawrence, Eide Bailly
		Hailee Lenhart-Wees, VRT
		Dave Meredith, VRT
		James Mundell, VRT
		Leslie Pedrosa, VRT
		Ken Pidjeon, Citizen
		Randy Reese, VRT
		Neva Resendez, VRT
		Jill Reyes, VRT
		Jason Rose, VRT
		Diana Stanley, VRT
		Alissa Taysom, VRT
		Cameron Wells, VRT
		Sarah Yabarra, VRT
		Mikaela Vaughn

Calling of the Roll - Chair Joe Stear called the meeting to order at 11:03, with a quorum present by phone and in person.

Item IV. A.

Agenda Additions/Changes – Introduced Kate Dahl as the new planner for VRT

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

Consent Agenda

The consent agenda consisted of the following:

- A. **ACTION: Minutes from the January 9, 2023 Meeting**
- B. **RAC ACTION: Minutes from the January 17, 2023 Regional Advisory Council Meeting**
- C. **EB ACTION: Accept Minutes from the January 17, 2022 Regional Advisory Council Meeting**
- D. **ACTION: FY2022 4th Quarter Budget Reports**
- E. **ACTION: FY2022 4th Quarter Operating Cash Balance Analysis**
- F. **ACTION: Purchase On-street Amenities (Brasco Inc)**
RESOLUTION VEB23-007 Capital Projects for purchase of shelters and amenities from Brasco
- G. **ACTION: Payment Register**
- H. **ACTION: Public Transit Agency Safety Plan Update**
RESOLUTION VEB23-006 Public Transportation Agency Safety Plan. The plan can be found here: <https://valleyregionaltransit.org/wp-content/uploads/2023/01/Public-Transportation-Agency-Safety-Plan-Feb-2023.pdf>

Sam Kenney moved to approve the consent agenda as presented for the Regional Advisory Council (Item B); Terri Lindenberg seconded. The motion passed unanimously

Debbie Kling moved to approve the consent agenda as presented for the items for the Executive Board (All items except B); Lauren McLean seconded. The motion passed unanimously

Finance Committee Board

ACTION: FY2022 Audited Financial Statements

Kailey Holt and Bobby Lawrence, with Eide Bailley, presented the FY2022 audited financial statements. Following discussion, Debbie Kling moved to approve the audit; Lauren McLean seconded. The motion passed unanimously.

Executive Board - Action Items

ACTION: FY2022 Specialized Transportation Analysis Update

Leslie Pedrosa presented the Specialized Transportation Analysis Update. Following discussion, Jeremy Maxand moved to recommend the Specialized Transportation Analysis Update to the Board of Directors for approval; Samantha Kenney seconded. The motion passed unanimously. The complete update to the plan can be found here: [Specialized-Transit-Analysis-FY2022-Update-Final.pdf \(valleyregionaltransit.org\)](#)

ACTION: Valley Regional Transit Priorities for the Ada County Highway District 2024-2028 Integrated Five-Year Work Plan

Stephen Hunt presented Valley Regional Transit Priorities for the Ada County Highway District 2024-2028 Integrated Five-Year Work Plan. Following discussion, Lauren McLean moved to approve RESOLUTION VEB23-006 Valley Regional Transit Priorities to the Ada County Highway District for their consideration in developing the FY2024-2028 Integrated Five-Year Work Plan, as presented during the meeting, including amendments; Jeremy Maxand seconded. The motion passed unanimously.

Executive Board - Information Items

INFORMATION: FY2024 Service Change

Alissa Taysom presented an update on concepts for the FY2024 service change.

INFORMATION: Integrated Mobility Plan

Kaite Justice provided an update on the Integrated Mobility Plan.

INFORMATION: Work Session - What do Riders Want?

Jeremy Maxand led meeting participants through a discussion on the topic from Better Buses, Better Cities: What Do Riders Want? (Steven Higashide).

Canyon County On-Demand Transit Update

This item was provided in the packet for information only.

INFORMATION: Procurement Calendar

The most current procurement calendar was included in the packet for information.

Executive Session

At 12:59, Debbie Kling made a motion to move into executive session Pursuant to Idaho Code 74-206, citing paragraphs citing f and l; John Bechtel seconded. The motion passed unanimously.

No action was taken during the meeting.

Department/Staff Reports

INFORMATION: Department/Staff Reports

The most current department/staff reports were included in the packet for information. These reports contain valuable information on what is going on in each department at Valley Regional Transit. Board members are encouraged to read them and ask questions when needed.

STAFF REPORTS: CEO Briefs

Staff is supporting the transition of the new CEO by preparing Briefs on some of VRT's most important work and activities. The reports will be included in the Executive Board packet for the next few months to aid the Executive Board in their support of the new CEO and the transition in leadership.

Adjournment – The meeting was adjourned at 1:06 p.m.

Next VRT Executive Board Meeting:

March 6, 2023

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642

TOPIC	FY 2022 Public Comment Summary Report
DATE	February 27, 2023
STAFF MEMBER	Mark Carnopis, Public Information Officer

Summary

In 2016, the Valley Regional Transit (VRT) Executive Board and the Regional Advisory Council (RAC) began discussing the need for a comprehensive public comment report regarding Valley Regional Transit services. This report would provide a general overview of public complaints and suggestions entered into our FleetNet document management system by VRT staff. The report is provided to staff to identify and address problem areas.

The first two reports issued analyzed data from each half of fiscal year 2017. VRT began producing one public comment report that covered a full fiscal year beginning in FY 2018.

The FY 2022 report is the fourth year the document has been presented in a one-page format rather than a multi-page report.

The report, which compared information from FY 2022 to FY 2021, was presented to the RAC at its November 15, 2022 meeting. At the meeting members requested another report that compared FY 2022 information with statistics from FY 2019 (pre-COVID).

Findings

Total ridership in all service categories was 1,022,180 in FY 2022 compared to 1,347,963 in FY 2019 – a 31.9 percent decrease. More comparison highlights:

- The total number of complaints (for all services) dropped by 73 percent - 181 compared to 671 in FY 2019
- The percentage of valid complaints from all service categories dropped by 12.4 percent percent in FY 2022 compared to FY 2019
- When considering ridership for all services, the valid complaints per 10,000 rides dropped to 0.7 percent from 1.64 percent in FY 2019
- Boise fixed-route service, 85.3 percent of total ridership, experienced a 65.8 percent drop in valid complaints per 10,000 rides – to 0.55 from 1.61

Staff Recommendation/Request:

N/A.

Implication (policy and/or financial):

No projected financial implications other than staff time needed to collect and analyze the information and write the report.

More Information: Mark Carnopis, VRT Public Information Officer, 258-2702 or mcarnopis@valleyregionaltransit.org

FY 2022 Public Comment Report (Oct. 1, 2021-Sept. 30, 2022)



Total complaints: 181 (671) Total valid: 72 (350) Percentage valid: 39.8% (52.2%)

Valid complaints per 10,000 rides (does not include Misc. Category): 0.70 (1.64)

(Note: Statistics and notes) in **parenthesis** are from FY 2019)

Service Type	Total complaints	Total Valid	Percentage Valid	Valid com- plaints per 10,000 rides	Top complaint categories (with valid percentages)			Total Ridership
Boise Fixed-route	111 (359)	48 (174)	45% (48.5%)	0.55 (1.61)	32 Missed Passengers:	50% (17.2%)		871,666 (1,080,941)
					27 Discourteous Driver:	33% (NA)		
					18 Aggressive/Careless Driving	27.8% (NA)		
Boise Demand Response	11 (44)	3 (22)	36.4% (50%)	1.17 (4.27)	Five Discourteous Driver:	0% (N/A)		25,727 (51,408)
					Five Policies and Procedures	0% (N/A)		
Nampa/Caldwell	22	8	36.4%	2.71	Five Discourteous Driver:	0% (N/A)		29,439
Fixed-route/On Demand	43	11	25.6%	(3.86)	No other category had more than one complaint			(46,437)
Nampa/Caldwell Demand Response	3 (5)	1 (3)	33% (50%)	N/A	Two complaints for Discourteous Driver and one for Missed Passenger. In FY 2019, there were no categories with more than one complaint.			2,285 (2,377)
Inter county service	21 (148)	9 (90)	42.9% (60.8%)	1.84 (10.4)	Six Missed Passenger:	33% (N/A)		48,957 (86,300)
					Four Discourteous Driver:	75% (N/A)		
					Four On-time performance:	50% (47%)		
Specialized Transportation	9 14	2 8	22.2% 38.1%	0.45 1,04	Five Aggressive Driver, three Discourteous Employee (missed pick-ups, Aggressive Driving)			44,106 (80,500)
Misc: (IT, Mobility, Help Desk, Main Street Station)	4 33	1 18	30% 54.5%	N/A	Discourteous Customer Service Specialist, Aggressive Driving (Bus tracker, inaccurate/conflicting information, Website)			N/A



TOPIC	Operations Update
DATE	March 1, 2023
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

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

Highlights

- Electric bus and charger update
- Regional Beyond ADA on-demand project update
- Route 30 and Route 45 update

Summary

Currently, all six charging stations are operating. The three additional chargers, that Proterra is providing at no cost to VRT, arrived December 22. Installation of three expansion chargers will start March 6. 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 expects to place the remaining five 35' buses into revenue service when the expansion charger installation is completed, and the chargers have passed operating tests.

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 presented a service design to the project steering committee, as well as Southwest Idaho Area Agency on Aging Advisory Council. The service design was well received.

VRT staff completed the first phase of engagement with service providers and community members. The second phase of engagement will present the service design to the service providers and community members to gather feedback on service design and implementation plan.

Listed below are the four phases to this effort. VRT staff is working on phases three and four.

- 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

Route 30 Pine launched service October 2022 in Meridian between Ten Mile Crossing and The Village. Since service started, there have been a few delays caused by mechanical issues, heavy traffic delays, road closures or re-routes, and accidents. Route 30 has received positive feedback and has been following an upward trend in ridership.

When Route 30 Pine was proposed to the city of Meridian in 2021, ridership projections were based on travel behaviors factors for a new service. The targeted goal by the fourth quarter of fiscal year 2024 is five boardings per hour. New service typically takes as long as 24 months to be considered mature.

Based off those projections, Table 1 below shows ridership projections for the first quarter and the fourth quarter of fiscal year 2023, and the ridership projections at the end of 24 months. Table 2 below shows the fiscal year 2023 first quarter metrics.

Table 1. Route 30 Projections

Ridership	Q1 FY23	Q4 FY23	Q4 FY24
Route 30	600	900	3,500
Revenue Hours Operated	750	750	750
Boardings Per Hour	1	1	5

Table 2. Route 30 Q1 Metrics

Top Operational Metrics	October	November	December	Total
Total Passengers	446	369	353	1,168
Revenue Hours Operated	238	241	262	741
Revenue Miles Operated	3,482	3,417	3,434	10,332
Boardings Per Hour	2	2	1	2

Route 45 Boise State/CWI via Fairview restructured the route October 2022 to provide service along the Cherry/Fairview corridor in Meridian between the schools. Service started with significant delays due to traffic and drivers missing stops. Issues have been resolved with additional training. VRT will be working to better connect transfers between the routes at the next service change.

Table 3 below shows fiscal year 2023 first quarter metrics compared to the first quarter metrics from fiscal year 2022. Ridership and revenue hours dropped slightly from fiscal year 2022, however revenue miles dropped significantly from fiscal year 2022. Boardings per hours increased slightly from fiscal year 2022 as well.

Table 3. Route 45 Q1 Metrics

Top Operational Metrics	Q1 - FY23	Q1 - FY22	Variance
Total Passengers	1,213	1,227	-1%
Revenue Hours Operated	508	532	-5%
Revenue Miles Operated	10,240	18,420	-80%
Boardings Per Hour	2.4	2.3	4%

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, Chief Operations Officer, 208-258-2713, lpedrosa@valleyregionaltransit.org



TOPIC	Canyon County On-Demand Transit Update
DATE	March 1, 2023
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an information item only.

Highlights

Table 1 below provides the service metrics for January. Ride requests increased by 9% from previous year, while rides accepted increased by six percent. Majority of requests were not accepted due to limitation on buses available.

Table 1. January Metrics FY2023 FY2022

Top Operational Metrics	Jan-23	Jan-22	Variance
Total Rides Requested	3,770	3,434	9%
Total Rides Accepted	2,388	2,252	6%
Total Passengers	2,670	2,591	3%
Revenue Hours Operated	750	727	3%
Revenue Miles Operated	16,089	15,037	7%
Boardings Per Hour	3.56	3.56	0%
Service Metrics	Jan-23	Jan-22	Variance
Total Rides Requested	3,770	3,434	9%
Acceptance Rate (Proposals accepted/proposals offered)	80%	79%	2%
Average Pick-up Wait Time (in minutes)	26	27	-4%
Average Walking Distance to Pick-up Location (in feet)	701	641	9%
Average Ride Duration (in minutes)	18	19	-2%
Average Ride Distance (in miles)	6	7	-8%
Average Ride Rating 1 -5 Stars	4.8	4.60	4%
Ride Request Breakout	Jan-23	Jan-22	Variance
Total Rides Requested	3,770	3,434	9%
Requests Made Outside of Service Hours	121	99	18%
Error with Booking Request	72	69	4%
Seat Unavailable (Bus Not in Vicinity)	605	407	33%
Offered Ride Not Accepted	300	282	6%
Ride Cancelled/No-Show	284	325	-14%
Rides Accepted	2,388	2,252	6%
Completion Rate (Rides Accepted/Total Rides Requested)	63%	66%	-4%

Revenue hours had a very minimal increase from previous year, due to the budgeted hours remaining flat for this fiscal year. VRT has been working with Via Mobility to consolidate more trips to one pick-up location by increasing the distance passengers are required to walk to a bus stop. This work has resulted in a 2% increase in the average walking distance to a pick-up location from previous month.

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.

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	2023 Outreach Strategy
DATE	March 2, 2023
STAFF MEMBER	Jason Rose

Summary

This memo provides the proposed strategy and calendar for the 2023 outreach campaign for service updates, including service changes, the Transportation Development Plan (TDP), Valley Connect updates, and the bus stop typology implementation.

Highlights

Goals

1. Input: Obtain useful, actionable, and diverse input from partners, stakeholders, and the public on system changes today, potential midterm improvements, and plans for the future
2. Perception: Continue to position VRT as the mobility thought leader for the region
3. Behavior:
 - a. Attract new riders
 - b. Gain/retain support from existing riders
 - c. Gain/retain political commitments, partnerships, and financial supporters
 - d. Develop and nurture passionate transit advocates/ambassadors
4. Communications:
 - a. Build awareness and nurture public interest about VRT's current services and a future vision for a more productive system and what changes are needed to get there for public transit as a strong viable solution for the region
 - b. Introduce the new Bus Stop typology in the form of the "Better Bus Stops" campaign to the public and our partners for better awareness and understanding of why we are making these changes and how to use the new amenities
 - c. Build an informed and educated ridership with excellent, frequent, and thorough information across media types
 - d. Increase metrics across media types (social media following and engagement, newsletter signups and opens, website visits, event attendance, etc.) and outreach (event attendance, survey responses)
 - e. Reduce Help Desk traffic

Calendar

Phase 1 – Initial Feedback (March – April)

- Goals:
 - Obtain feedback from funding partners and the public on current services, current financial and service challenges, and vision direction: What works today? What doesn't? How can we improve? What are the specific services that impact you and how?
 - Introduce Better Bus Stop; let the public and partners see and feel how the new bus stops will work.
 - Solicit feedback on our long-term vision and capital improvement plans.
- Desired outcomes: Broad and diverse range of commenters and comments obtained through high outreach metrics (event attendance, survey responses) and

communications metrics (social media following and engagement, newsletter signups and opens, website visits, event attendance, etc.); based on the feedback heard, VRT will develop service concepts to present to funding partners and the public in Phase 2

Phase 2 – Concept Feedback (May – July)

- Goals:
 - Obtain feedback from funding partners and the public on concepts developed to address service and funding challenges – what are the advantages/disadvantages of the concepts, which would they prefer? How might these changes impact them? Do these concepts get us closer to a better system?
 - Continue to introduce bus stop typology and solicit feedback on vision and capital projects
- Desired outcomes: Identify opportunities to improve the concepts and vision to better serve our riders and partners through high outreach metrics (event attendance, survey responses) and communications metrics (social media following and engagement, newsletter signups and opens, website visits, event attendance, etc.); based on the feedback heard, VRT will develop a final service concept to present to the board for approval.

Phase 3 – Inform and Educate (August – October)

- Goals:
 - Inform and educate ALL audiences on the final service changes – what they are, how we arrived at them, how input helped shape the work, and how this moves us toward the vision.
- Continue awareness of upcoming bus stop changes
 - Desired outcomes: An informed and educated ridership, attraction of new riders, an increase in ridership, reduced Help Desk needs, and high metrics across media types (social media following and engagement, newsletter signups and opens, website visits, event attendance, etc.)

Touchpoints

Throughout the campaign, we will use a combination of these touchpoints to conduct outreach/engagement, and to promote and inform.

Engagement

- | | |
|---|--|
| <ul style="list-style-type: none"> • Open houses • Pop-up tables • Community event/meeting participation | <ul style="list-style-type: none"> • Onboard/offboard canvassing • Leverage ambassadors and stakeholders • Engage VRT |
|---|--|

Communications

- | | |
|---|--|
| <ul style="list-style-type: none"> • Press release/web stories • Media kits • Digital <ul style="list-style-type: none"> ○ Engage VRT ○ Partner toolkit | <ul style="list-style-type: none"> ○ Web pages ○ Email blasts (VRT and partner lists) • Print |
|---|--|

- Onboard: car cards, bus hangers
- Transit Centers/shelters: posters, displays
- Handhelds: brochures, mailers, handouts
- Radio ads
- Paid social ads
- Newspaper ads
- Organic social media (broad and targeted)
- Partner social media

More Information

Attachments: None

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



TOPIC	E-Bike Update
DATE	March 10, 2023
STAFF MEMBER	Dave Fotsch

Summary

An update on the City of Boise Request for Proposal for stationless shared mobility and Valley Regional Transit activities regarding bike-share

Staff Recommendation/Request

Information only

Implication (policy and/or financial)

Information only

Highlights

City of Boise RFP 23-078

- Issued December 7, 2022
- Four proposers
 - Bird, Inc.
 - Neutron Holdings, dba Lime
 - Skinny Labs, dba Spin
 - Veo Ride, Inc., dba Veo
- City issued an Intent to Award on February 23, 2023
 - Neutron Holdings, dba Lime

Request for Proposal 23-078

The City of Boise issues a Request for Proposal on December 7, 2022, for stationless shared mobility services.

The intent of the RFP was to find a single provider for e-scooters and possibly e-bikes without any cost to the City of Boise. The proposer would front the entire cost of deploying electric mobility devices and adhere to a list of criteria for service ranging from reducing the use of single occupancy vehicles to supporting transit and providing equitable access to mobility devices.

Four companies, three of which are already doing business in Boise, submitted proposals. Bird, Inc., Neutron Holdings, dba Lime, Skinny Labs, dba Sping, and Veo Ride, Inc., dba Veo.

Valley Regional Transit was invited to submit a proposal, but after consultation with its vendor partner, Drop Mobility, declined. VRT and Drop felt it was not economically feasible to submit a proposal.

Instead, Valley Regional Transit is exploring the possibility of offering electric-assist bicycles in other areas of its jurisdiction of Ada and Canyon counties. The staff has been developing maps and engaging in conversations with development representatives from Caldwell,

Nampa, Meridian, and Garden City. Meanwhile, VRT is also exploring the possibility of pursuing federal funding to cover a portion of the operating costs of a bike-share system. If VRT ultimately decides to pursue federal funds, it will have to go back to Request for Proposal because the process that led to the selection of Drop Mobility in 2019 didn't include any of the required federal language.

Valley Regional Transit will also issue a Request for Proposal for market research that will help to support its fleet sales division and estimate and value sponsorships for the bike share system.

In the meantime, the City of Boise issued an Intent to Award announcement on February 23, 2023, identifying Neutron Holdings, dba Lime, as the winner of the Request for Proposal. VRT does not know when a formal contract will be signed between the city and Lime, but the license agreements for the three current mobility providers expires at the end of March.

More Information

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



TOPIC	Eagle Senior Center Service
DATE	March 15, 2023
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an information item only.

Highlights

Valley Regional Transit (VRT) had a service agreement with the Eagle Senior Center to operate services for older adults and person with disabilities for Eagle residents. VRT also had a Memorandum of Agreement with Eagle Senior Center to allow them to use VRT owned vehicles to operate the service.

VRT suspended Eagle Senior Center from operating services on January 12, following a second wheelchair incident that occurred on the bus. VRT began operating the services on January 13. While services were suspended, VRT completed a risk assessment.

When the risk assessment was completed, VRT terminated the agreements with the Eagle Senior Center. Eagle Senior Center has appealed this decision to the VRT Executive Board. VRT will work together with Eagle Senior Center to determine what a new agreement might look like, before the VRT Executive Board decides on the appeal.

At this time, VRT is providing all trips requested during the business hours of 7:00 am to 5:00 pm. VRT has not been providing trips for group functions after business hours since January 13. Eagle Senior Center has requested that VRT begin providing these trips.

Summary

VRT will continue to provide transportation to the residence of Eagle as it is currently operating, and will provide service to accommodate any changes that may come following the Executive Board decision

More Information

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

TOPIC	CEO Report
DATE	February 23, 2023
STAFF MEMBER	Elaine Clegg

Highlights

As I finish my second week on the job here are a few notes:

- **Board member meetings:** I have met with some of you individually to get your thoughts on VRT and our future direction. If I haven't met with you yet, please watch for a request from Paula to meet soon. I will share what I learn at an upcoming strategic planning session.
- **BOMA Idaho:** I was on a CEO panel at the annual meeting of Building Owners and Managers Association of Idaho and was able to talk about the importance of better transit service to the business community as the region continues to lead the nation in growth.
- **CEO Think Tank:** I will be joining a group of CEOs who, over the next year, will explore the most effective ways to provide transit investments and develop recommendations for future funding options.
- **Passenger Rail:** I participated in a virtual event hosted by the Federal Railroad Administration to learn about and provide comments on the long-distance passenger rail study currently underway. The study includes examining restoration of Amtrak service through this region. I also participated in a meeting with representatives from Union Pacific, the City of Boise and the Idaho Transportation Department to explore challenges and opportunities of introducing passenger service on the Union Pacific owned and City of Boise owned portions of track from Caldwell to Mountain Home.
- **The Bus Coalition:** I have been elected to the Board of the Bus Coalition to fill the remainder of Kelli's term on that board. The Bus Coalition is a 350-member coalition that advocates for and supports funding for federal transit bus and bus facility programs. The Coalition includes small, medium and large transit agencies, state transit associations and bus manufacturers and suppliers and works in concert with other national transit organizations such as APTA and CTAA.
- **Budget:** I have been briefed by staff on all the department and division budgets on the budget build for FY2024.
- **All Hands Meeting:** I had staff attend, in person, my first "all staff" meeting at VRT. Most were able to make it and the others joined virtually. VRT has a great staff, and it was fun to get to know them, to tell them a bit about my background and let them ask whatever questions they had.
- **VRT Facilities:** I toured our Orchard, Happy Day, and bike share facilities and met with VRT and contract staff at each location. It was great to see the pride in the service we provide and maintenance of our assets. I would be happy to take any of the board members who are interested on a tour, just contact Paula and we will set it up.
- **Service Changes:** I have been getting briefed by staff on the work they have done over the last year in both counties to consider service changes that will help us

meet budget and also improve service. Watch for a roll out of information over the next few months.

- **Transition:** I will complete my transition from Boise City Council member to fully focusing on VRT when I resign my position on the Boise City Council on March 27.

For detailed information contact: Elaine Clegg, CEO, (208) 258-2712,
eclegg@valleyregionaltransit.org.

TOPIC	Operations Department Staff Report
DATE	March 6, 2023
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. With the approval by Eagle City Council to launch an on-demand service in the third quarter, VRT and Via will be shifting the focus from the initial plan that was to include all current service providers that do not currently use any software for scheduling. Phases will also shift based on final solution of the Beyond ADA project.

VRT is still working one issue with service to an ACCESS passenger in the Boise service area, that is outside of the ¾-mile service area of a fixed-route, that were allowed service using the previous scheduling software. Staff has a solution currently in place but will reevaluate the final decision following the Executive Board's decision.

- At this time, all six battery electric bus chargers are working. The three additional chargers, that Proterra is providing at no cost to VRT, arrived in December. Staff continues to work 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, all four 40' and all three 35' Proterra buses are in service. Proterra will continue to be onsite to work on battery electric bus issues as needed. 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 Specialized Transportation Analysis Update was presented to the RAC and Executive Board. VRT staff continues to meet with the project Steering Committee. At the most recent project meeting, feedback from stakeholder and rider engagement was presented and a service solution was presented. The input received from the committee was very positive. VRT staff will continue to finalize the service solution with input from the committee. The first phase of the solution is expected to be implemented in October 2023.
- The Eagle city council approved to begin a new on-demand service in quarter three of this fiscal year. VRT staff has begun scoping the solution with Via Mobility to meet the expected timeline. The on-demand service area will cover a portion of the service area currently covered by Eagle Senior Transportation and will also have additional service to designated areas outside of Eagle to allow connections to existing fixed-route service in Boise and Meridian. The City of Eagle continues to work with VRT staff to acquire information to start a circulator to provide service for city events.

Highlights:**Contracted Transportation****Canyon County Highlights**

- No preventable accidents in January
- Intercounty on-time performance 71% for January
- On-demand on-time performance 91% for January
- New on-demand driver schedule started to keep four buses in service during am and pm peak

Ada County Highlights

- Two preventable accidents in January
- Fixed-route on-time performance 87% for January
- Contractor continues to recruit drivers

Specialized Transportation

- VRT began operating services for Eagle Transportation
- Several service providers are looking to hire additional drivers

Information Technology and Intelligent Transportation Systems

- Staff resolved 135 support requests from 145 submitted in January
- Working on a procurement to complete an IT Assessment Audit
- Provided information for upcoming procurements
- Launched fixed-route ridership dashboard on VRT website
<https://www.valleyregionaltransit.org/dashboard/>

Compliance

- Working on updates to several VRT procedures to capture mandated changes
- Preparing to score assets for 2023 Transit Asset Management
- Working on new process for demand response reporting with new software
- Completed fiscal year 2022 annual National Transit Database report

Customer Service Support

- Customer service handled 2,955 of 3,061 phone calls for information, with 105 calls abandoned. The average call time was 2 minutes, 13 seconds and the average hold time was 19 seconds in January.
- Reservationist handled 1,067 of 1,101 phone calls to change or schedule a ride on ACCESS, with 27 calls abandoned. The average call time was 3 minutes, 51 seconds and the average hold time was 11 seconds in January.
- On-demand services handled 623 of 669 phone calls to schedule a ride, with 46 calls abandoned. The average call time was 1 minute, 36 seconds and the average hold time was 25 seconds in January.
- January City Go Pay mobile ticket sales totaled \$13,219.75.

Bike Share

- Staff continues to redesign the bike share program
- Began working with operations to operate the Treeline Shuttle for the Treefort event in downtown Boise in March

More Information

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

TOPIC	Development Department Monthly Report
DATE	February 20, 2023
STAFF MEMEBER	Stephen Hunt

Summary

Development Department activities for February 2023 report.

Staffing notes: Jill Reyes, Programming Planner and Kaite Justice, Mobility Integration Director have both left Valley Regional Transit and VRT has opened those positions for hire.

VRT Strategic Plan

Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- **Transportation Development Plan (TDP)**
VRT staff has continued meeting with partners about projects to be included in the 2024-2028 TDP.

Funding Development

- **Budget Development** –Staff continued 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 presented initial concepts to the Executive Board and RAC. We have also continued our collaboration with jurisdiction.

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. VRT board approved an Authorization for Expenditure to begin 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 continues work with FTA to move the project through the NEPA process.
2. VRT staff continues working with the State Street Executive team to develop a coordinated funding plan for the whole corridor.
3. VRT began conversations with RAISE grant funding partners about the schedule of projects and local match requirements.

Integrated Mobility Plan update:

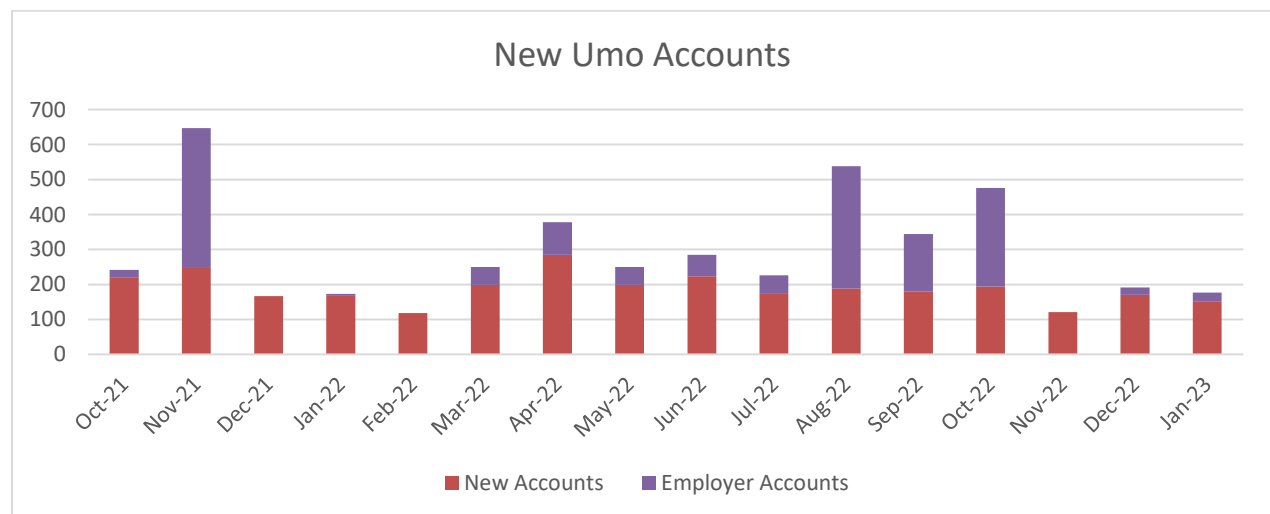
- VRT staff is working on the implementation plan for the Integrated Mobility Plan. The plan was presented to the joint Executive Board RAC meeting on February 7, 2023 and will be presented to the VRT Board of Directors in April 2023. After the adoption of the plan, VRT will kick-off the Regional Integrated Mobility Advisory Group.

Ticket Vending Machines:

- Ticket Vending Machine procurement is out for bid and staff is expecting to take it to the VRT Board of Directors in April.

Umo Mobility fares update:

- Revenue-to-date (Oct. 2021-February 15, 2023): \$170,815.44
- Fiscal Year-to-date: \$50,983.73
- Revenue January 2023: \$13,129.75
- New accounts January 2023: 177
- Employer programs integrated into Umo: 16



City Go Update:

- Staff worked on business development for City Go and the Regional Pass Program. Staff held five business development meetings in January and February.
 - Regional Pass Program contracts renewals:
 - Balsam Brands
 - Saint Alphonsus
 - Regional Pass Program contracts new:

- Downtown Prep Preschool
- Quarterly ridership was sent out to all Regional Pass Program contract holders
- City Go re-launched its pre-pandemic event City Go conversations with a new name – Tireside Chats. January’s topic was on The Future of EVs in the Treasure Valley and February’s topic was a panel on Urban Planning and Community Engagement 101 with panelists from VRT, COMPASS, and ACHD. Both events were held at Mad Swede downtown and both events had over 40 attendees! Tireside Chats will continue as a monthly event with March’s topic being on bike safety on the roadway.

Navigation Update:

- Navigation update:
 - Navigation has been working through the winter on building out VRT’s education and outreach. Staff continues work 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 January and February:
 - 6 individual travel trainings on OnDemand and fixed-route intercounty and Ada County systems.
 - 3 group travel training presentations
 - Idaho State Veterans Home
 - Idaho Vocational Rehab
 - Allegiant Supported Living
 - Outreach Events:
 - Northpointe resource fair
 - Desert Sage resource fair
 - CWI student resource fair

Safe Routes to School Update:

We’ve been in five middle schools, met with the West Ada School District regarding student mobility safety, and met with Boise School District transportation regarding the Dallas Harris school opening. We have solidified the plan for community bike rodeos at Treefort Music Festival, the Children’s Museum of Idaho, Star Library, and 4H student/University of Idaho spring break event at Eagle Island. **We received news from St Luke’s that we were awarded \$10,000 this year from the Community Health Improvement Fund and \$11,000 from Project Filter.** This has made our match for this year, but we’re not done raising funds. With the increase in schools and requests for our services, we are nearing our limit of staff ability and starting to consider staff expansion.

Our spring rodeo schedule and class schedules are nearly full, and our June/July is booked solid. Our student reach right now is at 4,000 and we are on track to hit our regular yearly reach for the first time in three years, which is incredibly exciting.

We have started two new afterschool bike clubs with Jefferson and Morley Nelson elementary schools which will start in late March and run for 3-4 weeks. This is in addition to our longstanding club at Whitney elementary and we're excited to be able to continue working with the community schools in this way.

More Information:

Stephen Hunt, Chief Development Officer, 208.258.2701, shunt@valleyregionaltransit.org

Open, Mobility Integration Director, 208.258.2750

Joe Guenther, Capital Projects Manager, 208.258.2705, jguenther@valleyregionaltransit.org

Alissa Taysom, Associate Planner, 208.258.2717, ataysom@valleyregionaltransit.org

Open, Programming Planner, 208.258.270

TOPIC	Finance and Administration Activity Report
DATE	March 6, 2023
STAFF MEMBER	Jason Jedry

Summary

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

Highlights

Budget/Finance

- Finance staff have closed the first quarter of FY2023. Reports will be presented at the April Executive Board meeting
- The Authorities FY2022 National Transit Database (NTD) report has been submitted to the FTA
- Finance staff are working on FY2023 project funding and tracking documentation
- CFO is working with budget managers on FY2024 budget planning
- The finance team and VRT staff continue working on the enterprise resource planning (ERP) system replacement project

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
 - Federal grant reconciling

Procurement

- Procurement and Contracts Specialist is working on:
 - ERP Software Procurement and Implementation Services
 - CNG Rebuild and Inspection Services
 - Digital Displays
 - Ticket Vending Machines

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

TOPIC	Communications and Engagement Update
DATE	March 6, 2023
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 and press releases over the last month regarding the [Connected Canyon County initiative](#) and [CEO selection](#), as well as the [56th Edition of the Safe Travels, Treasure Valley newsletter](#)
- 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 conducted 6 in-person open houses and virtual town halls for the Connected Canyon County initiative. Since July 2021, VRT has been working with leaders and community partners on the initiative and we've worked to understand needs and identify transportation options that improve access to important destinations and activities in Canyon County while considering potential funding challenges.
- 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
- We are conducting market research and preparing for brand updates which will lead into an integrated marketing campaign with our consultant, Stoltz; this effort will bring more visibility to the VRT brand and support other communications efforts, such as bus stop typology, service changes outreach, etc.

More Information

Attachments: None

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