

Regional Advisory Council Meeting Agenda

May 16, 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 MSTEams at rideVRT.org/RAC_May2023 or by dialing in at 1-323-484-8960 Conference ID: 750259637#

I. Calling of the Roll - Chair Walter Steed

II. Agenda Additions/Changes

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

IV. Consent Agenda

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

**A. ACTION: Minutes of March 21, 2023 Regional Advisory Council Meeting
Pages 3-4 | Paula Cromie**

The Regional Advisory Council is asked to consider approval of the minutes of March 21, 2023 meeting.

V. Action Items

VI. Information Items

**A. INFORMATION: Global Accessibility Awareness Day
No Attachment | Jeremy Maxand**

A short demonstration will be given highlighting digital accessibility and the importance of digital access around transportation.

**B. INFORMATION: RAC Membership Expiration and Renewal
No Attachment | Jason Rose**

Staff will discuss Regional Advisory Council membership expiration and renewal terms. Those members due for renewal are Susan Bradley, Mary Beth Nutting and Samantha Kenney.

**C. INFORMATION: RAC Strategy and Direction
No Attachment | Jason Rose**

Staff will discuss strategy and direction with Regional Advisory Council members. This item will introduce the concept, as further action will be expected in upcoming meetings.

**D. INFORMATION: Community Involvement Update
Pages 5-25 | Jason Rose**

Staff will present updates on VRT community involvement efforts, specifically around the Better Bus initiative, with attention on the Better Bus Routes and Network Redesign.

E. INFORMATION: OnDemand Update

Pages 26-32 | Leslie Pedrosa

Staff will provide an update to the OnDemand service.

F. INFORMATION: Operations Update

Pages 33-35 | 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.

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 36-45 | Staff

The most current department/staff reports are included in the packet for information. Members are encouraged to read the reports and ask questions.

VIII. Adjournment

Agenda order is subject to change.

Next Regional Advisory Council Meeting:

June 20, 2023

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642

For questions or comments regarding this agenda, please contact Elaine Clegg at (208) 258-2712 or email eclegg@ridevrt.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

March 21, 2023

9:00 AM

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

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Susan Bradley	Terri Lindenberg	Mark Carnopis, VRT
Samantha Kenney		Paula Cromie, VRT
Susan Manika		Kate Dahl, VRT
Jeremy Maxand		Dave Fotsch, VRT
Lauren Noble		Jeremy Gianchetta, VRT
Mary Beth Nutting		Kathleen Godfrey, VRT
Deeann Solis		Cody Goettl, VRT
Walter Steed		Stephen Hunt, VRT
		Jason Jedry, VRT
		Hailee Lenhart-Wees, VRT
		Nick Moran, VRT
		Randy Reese, VRT
		Neva Resendez, VRT
		Jason Rose, VRT
		Alissa Taysom, VRT
		Corrie Washington, VRT
		Cameron Wells, VRT
		Sarah Ybarra, VRT

Calling of the Roll - Chair Walter Steed called the meeting to order at 9:02 with a quorum present by phone and in person.

Theresa Vawter was introduced as the newest member of the Regional Advisory Council.

Agenda Additions/Changes - None

Public Comments - None

Consent Agenda

ACTION: Minutes from the February 6, 2023, Joint Meeting with the Executive Board

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

Action Items - None

Information Items

INFORMATION: FY 2022 Public Comment Report - FY 2022 Compared to FY2019

Mark Carnopis discussed the FY22 Public Comment report FY 2022 and FY 2019 statistics (pre-COVID). There was no clear reason why complaints dropped so much, but may be attributed to route changes, staff training and the possibility of different riders. Overall results were included in the packet. Secretary will send condensed report to RAC members.

Information: Operations Update

Leslie Pedrosa provided members an informational memo in the packet. Stephen Hunt spoke on the topic during the meeting. VRT is still working towards having all electric buses in service once the charging stations are all in working order. On-demand service is continuing, and staff is working to have a single point for booking rides. Stephen also spoke regarding the Route 30 and Route 45.

Information: Canyon County On-Demand Transit Update

Jason Rose provided an update on the on-demand service in Canyon County. Service continues but is still not meeting the goal of 10 riders per hour.

INFORMATION: 2023 Outreach Strategy

Jason Rose walked RAC members through 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.

INFORMATION: E-Bike Update

Dave Fotsch gave RAC members an update on the City of Boise Request for Proposal for stationless shared mobility and Valley Regional Transit activities regarding bike-share. The City of Boise, in their RFP, looked for a single company to handle micro-mobility in the city for scooters and e-bikes. There were four companies who put in a bid, and it looks like Lime is the vendor who could accomplish this. VRT is looking at a proposal to begin service in other areas of the valley.

Information: Eagle Senior Center Service

Stephen Hunt provided RAC members an informational memo regarding the operating contract with Eagle Senior Center. Staff met with Eagle Senior Center staff to discuss scheduling rides since VRT is currently providing the service beyond the regular service hours.

INFORMATION: Topics for Discussion - What are you Hearing?

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

Department/Staff Reports

INFORMATION: Department/Staff Reports

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

Adjournment – The meeting was adjourned at 10:37.

Next Regional Advisory Council Meeting:

April 18, 2023

VRT Boardroom

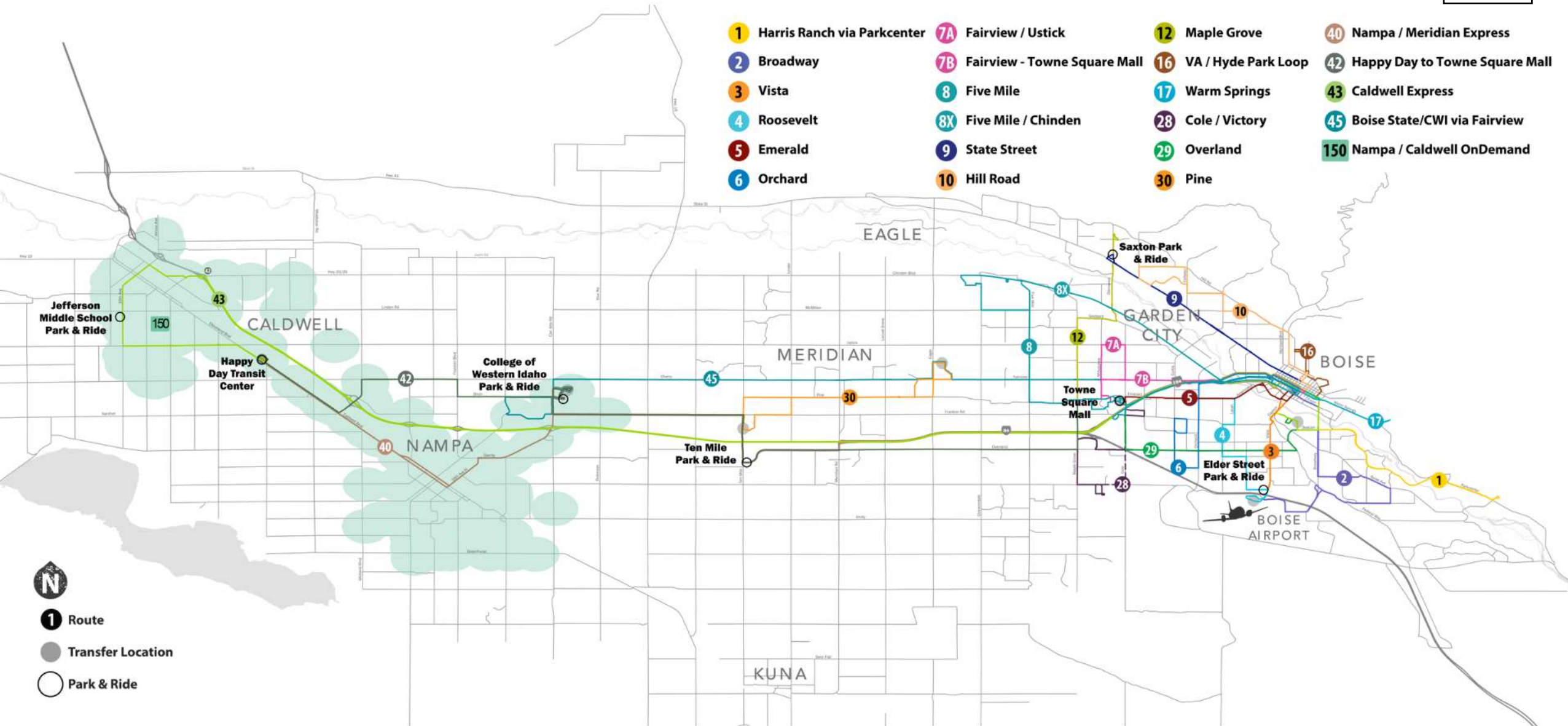
700 NE 2nd Street

Meridian, ID 83642

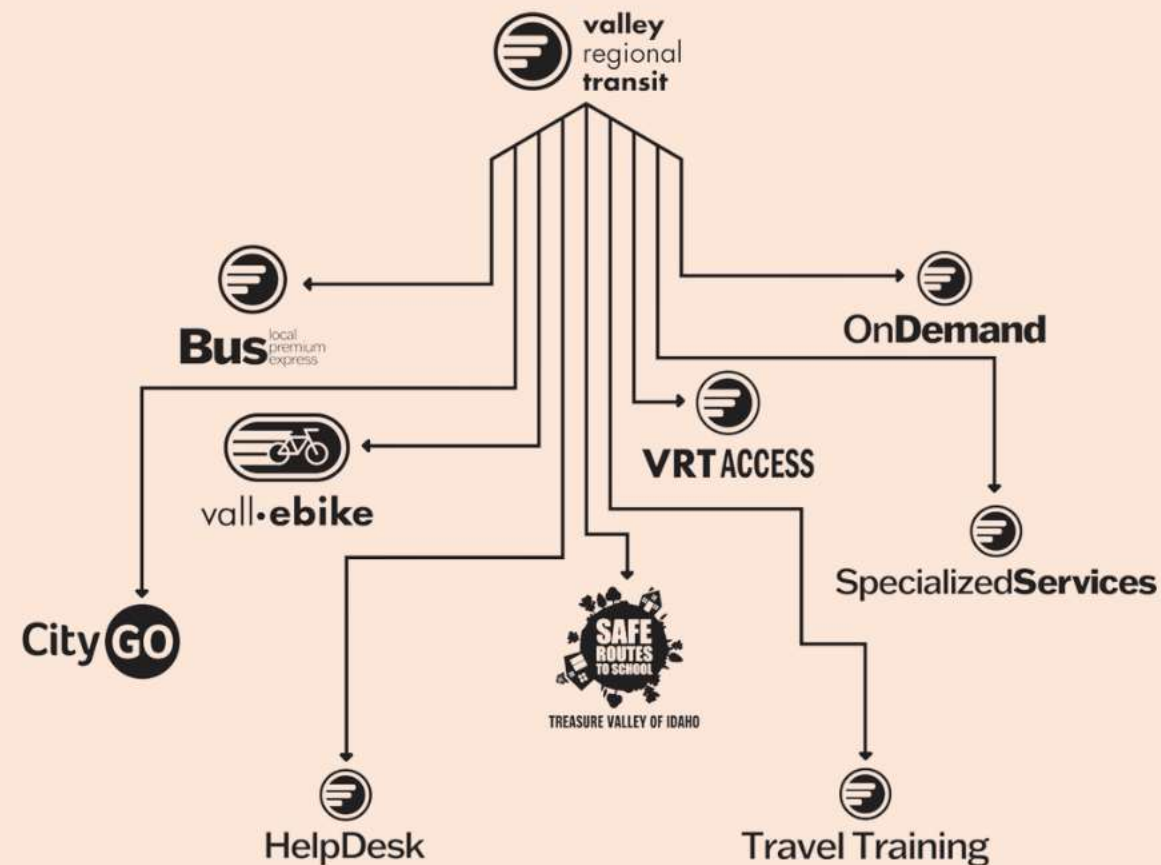


**"WE WANT BETTER
BUSES"**

- most people in the valley



CONNECTING MORE PEOPLE TO MORE PLACES, MORE OFTEN



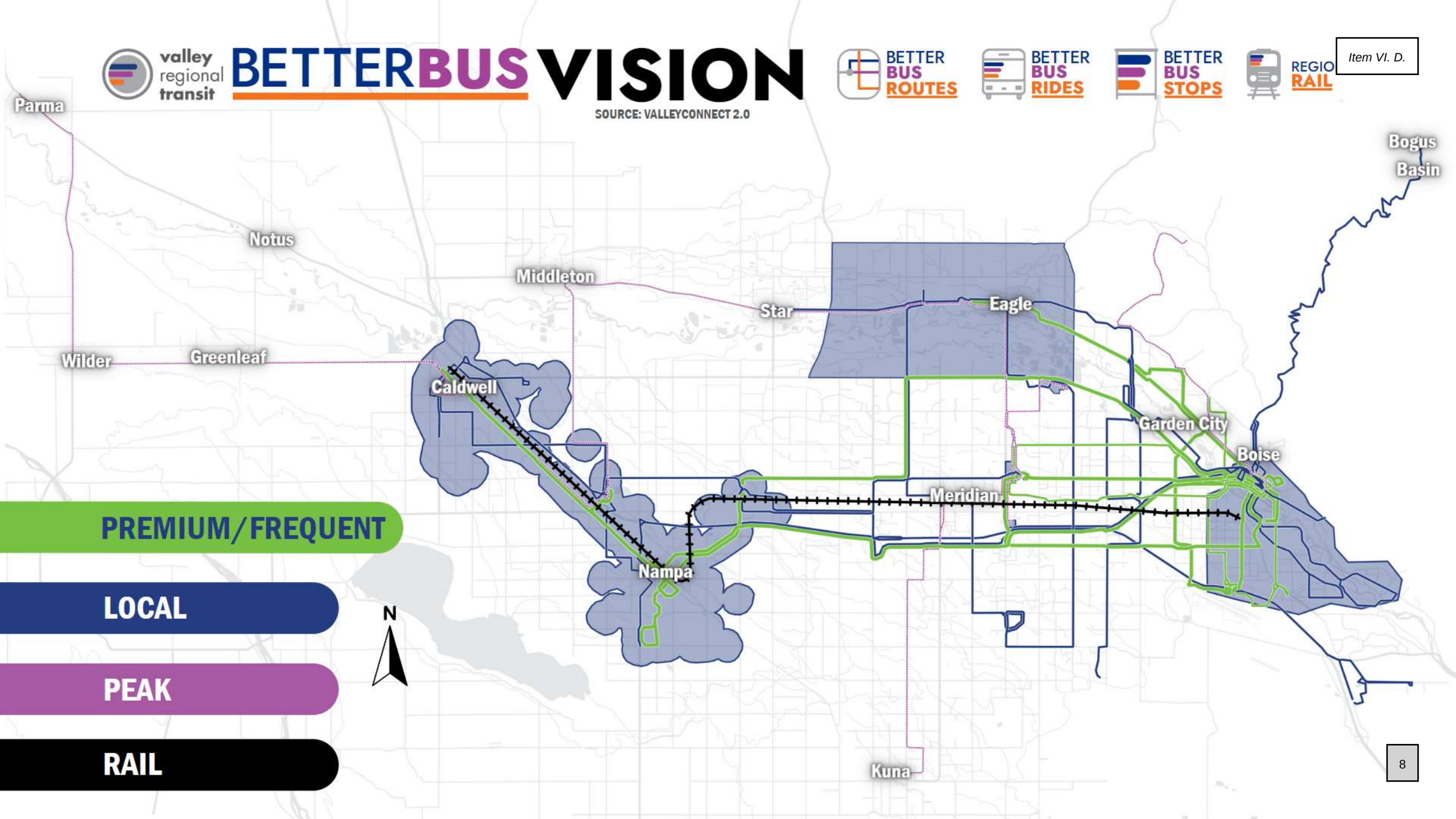


BETTERBUS VISION

SOURCE: VALLEYCONNECT 2.0



Item VI. D.



PREMIUM/FREQUENT

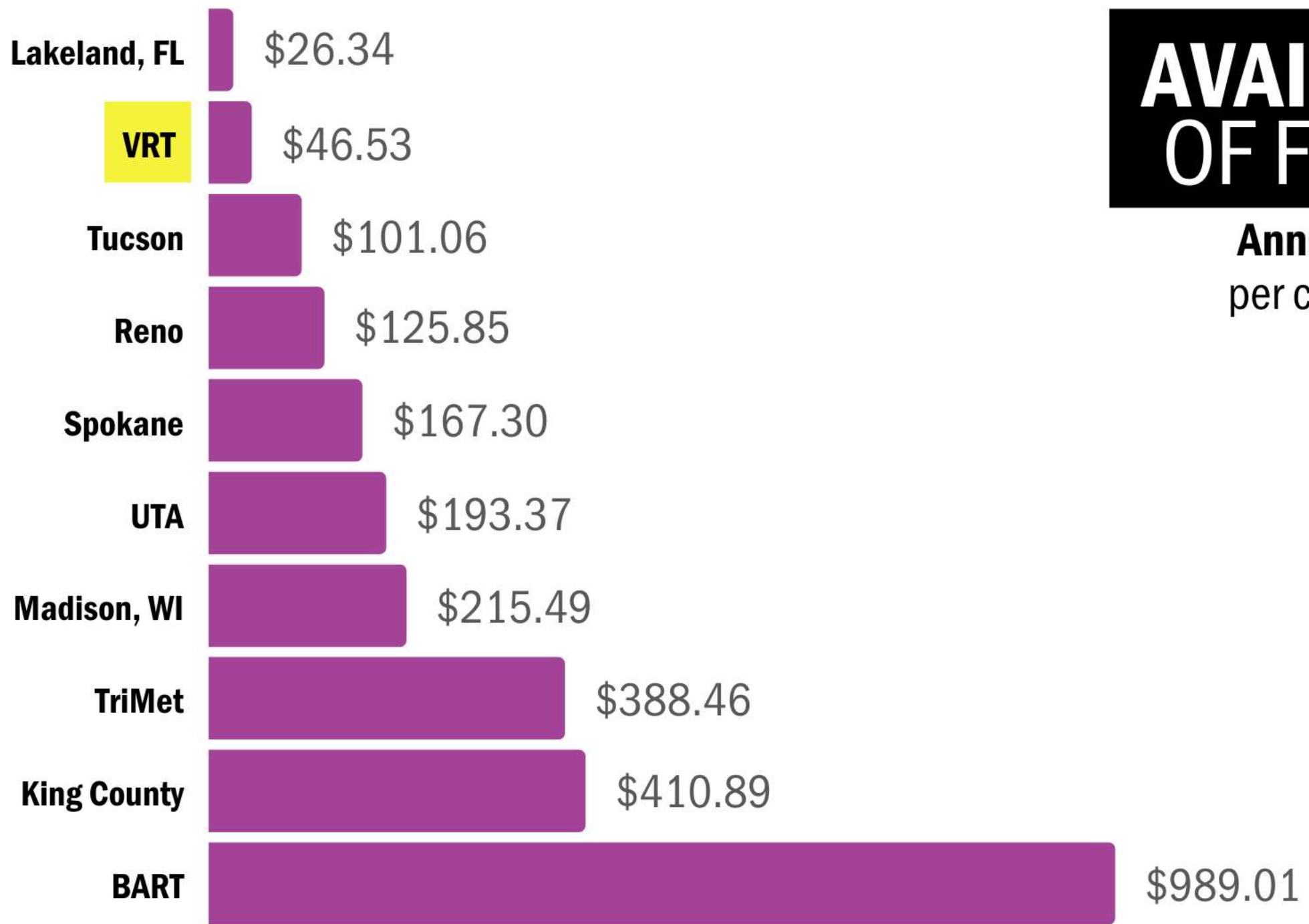
LOCAL

PEAK

RAIL

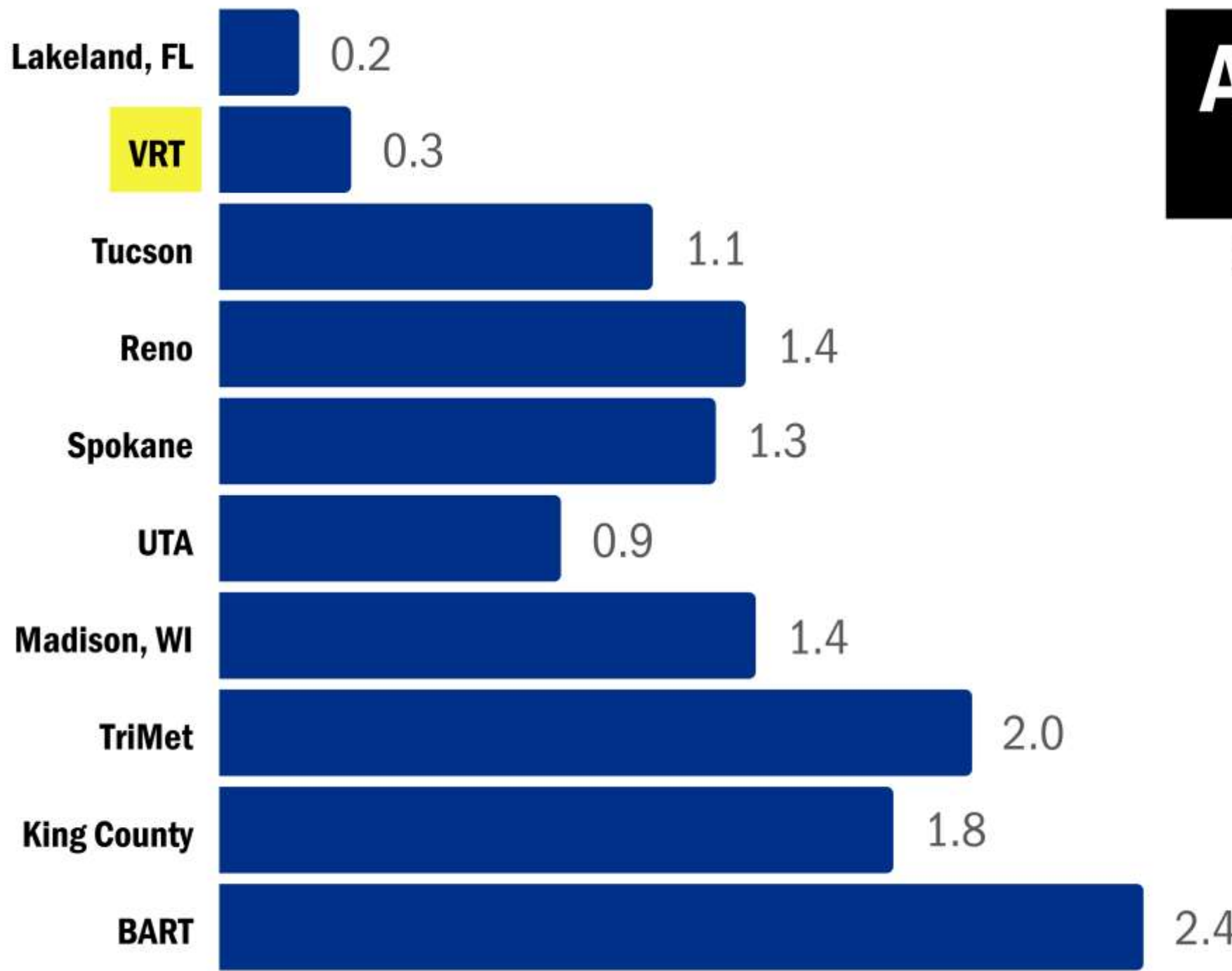
AVAILABILITY OF FUNDING

Annual Funding
per capita **(2020)**



AVAILABILITY OF SERVICE

**Annual Revenue Hours
per capita (2020)**





BETTERBUS



BETTER
BUS
ROUTES



BETTER
BUS
STOPS

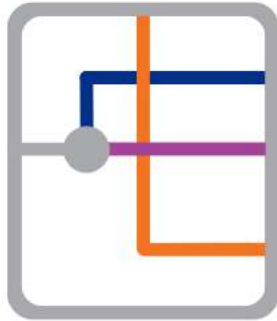


BETTER
BUS
RIDES



REGIONAL
RAIL

BETTERBUS



BETTER
BUS
ROUTES



BETTER
BUS
STOPS



BETTER
BUS
RIDES



REGIONAL
RAIL

Fewer buses on routes, with fewer trips available per hour



More buses on routes, with more trips available per hour

More bus routes & stops in more places



Fewer bus routes & stops across the region

Passengers wait longer for buses to arrive



Passengers wait less for buses to arrive

Transfers between buses take longer (longer total trip time)



Transfers between buses are faster (shorter total trip time)

Routes have fewer shelters, benches, etc.



Routes have more shelters, benches, etc.

Passengers have to plan around the bus schedule



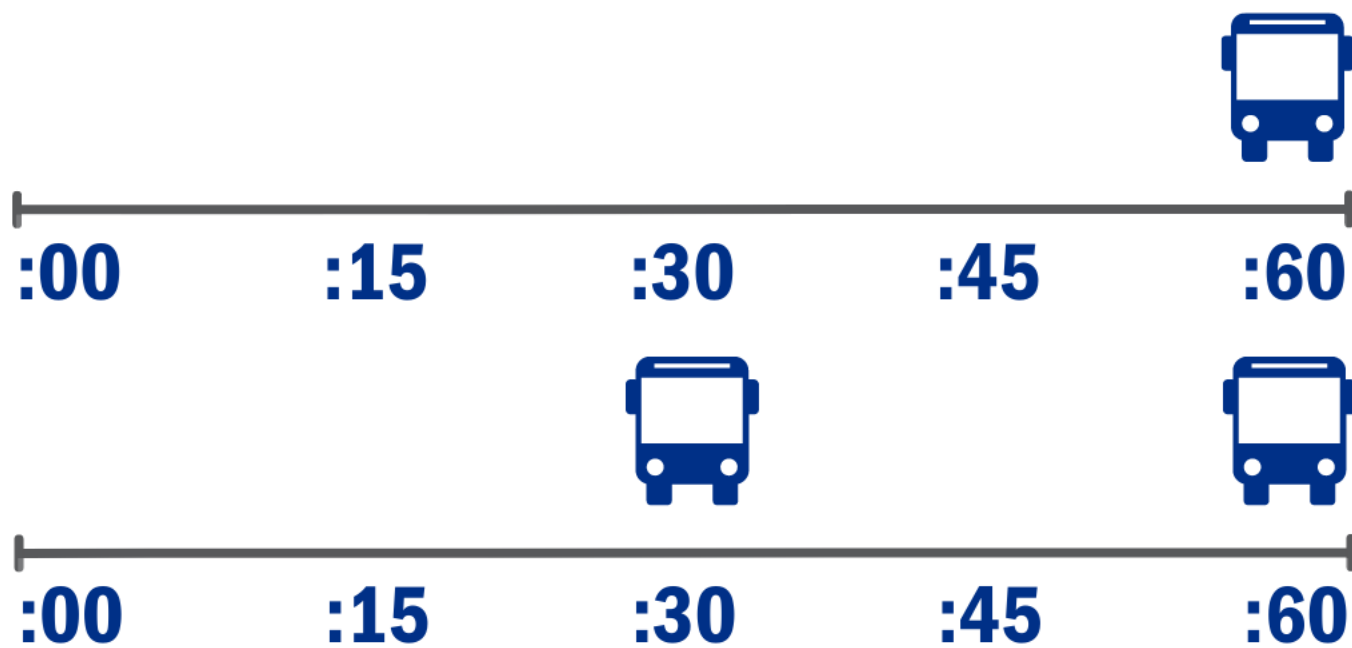
The bus is there when you need it

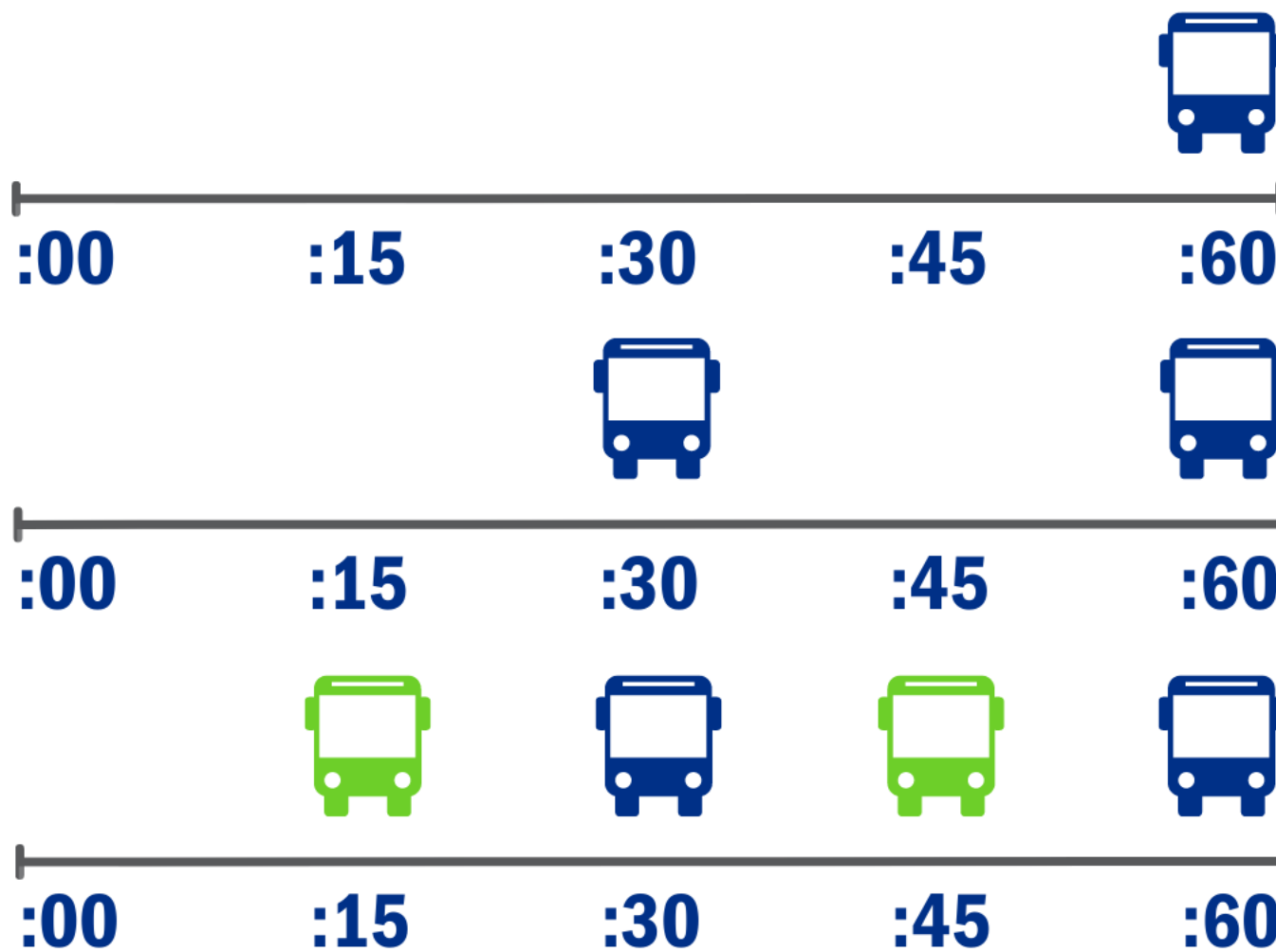
Higher tax subsidy needed to fund service



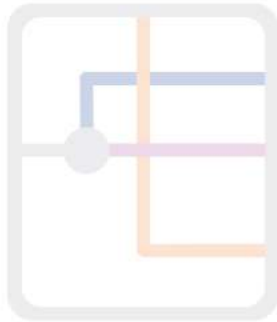
More funding comes from farebox







BETTERBUS



BETTER
BUS
ROUTES



BETTER
BUS
STOPS



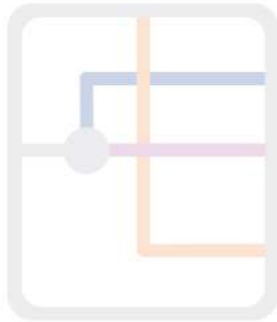
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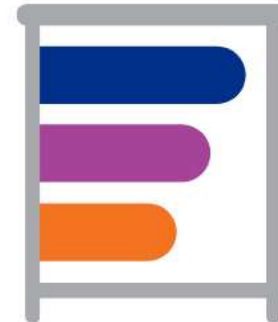
REGIONAL
RAIL



BETTERBUS



BETTER
BUS
ROUTES



BETTER
BUS
STOPS



BETTER
BUS
RIDES



REGIONAL
RAIL





STOP ID
AB211



3

1 **4**

5 **40**

FREQUENT

Frequency: 15 min. peak (or more often)
Route runs: all day

LOCAL

Frequency: 30 min. +
Route runs: all day

PEAK

Frequency: route-dependent
Route runs: peak-only (morning and evening commute times)

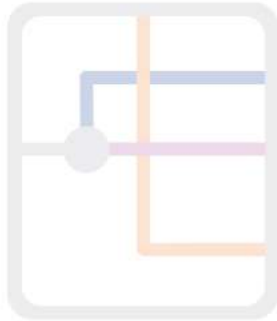
SUPPLEMENTAL INFORMATION

BUS ARRIVAL INFORMATION

30	45	150	Item VI. D.
Pine	Boise State/CWI Nampa/Caldwell via Fairview	OnDemand	to or from this stop
Monday - Friday 6:00a - 8:20a 5:00p - 7:20p	Monday - Friday 6:40a - 8:20a 4:50a - 7:40p	Monday - Friday 6:00a - 8:00p	Monday - Friday 6:00a - 9:00p Every 30 min. Saturday 7:30a - 4:00p
Book a ride when you need it. No more schedules, many more places. Book a ride now through our app \$2 per ride Book a ride. To or from this stop Step 1: Download the "VRT OnDemand" app through your app store. Follow the on-ride instructions. Step 2: Enter your pickup address, tap "Set Pickup". Step 3: Enter your destination address, tap "Set Dropoff". Step 4: Choose your ride option and tap "Book". Step 5: Enter your ride at the location indicated in the app. Booking also available by phone at (208) 345-RIDE or online at rideVRT.org. Information on expected departure per station, or in application or website.			
Wayfinder & Vanguard - Sator Health Urgent Care - The Falls at Ten Mile - Ten Mile Crossing Pine & Tall Pine - Meridian High School - Meridian Middle School - Meridian Elementary School - Meridian City Hall - US Post Office Pine & Stonehenge - Meridian Outposts - Idaho St. Veterans Memorial Park - The Village at Meridian River Valley & Records	Ridgcrest & 11th - Idaho Central Job Corps CWI Main Campus - College of Western Idaho - First Idaho Center - Apartments - Ten Mile & Cherry - Meridian Middle School - Apartments - Cherry & Meridian - Ada County DMV River Valley & Records - River Park - The Village at Meridian Fairview & Cole - Apartments - Cole & Fairview - Julia Davis Park - Boise Public Library - Boise State University University & Joyce	For tickets and more information valleyregionaltransit (208)345-RIDE rideVRT.org	



BETTERBUS



BETTER
BUS
ROUTES



BETTER
BUS
STOPS



BETTER
BUS
RIDES



REGIONAL
RAIL

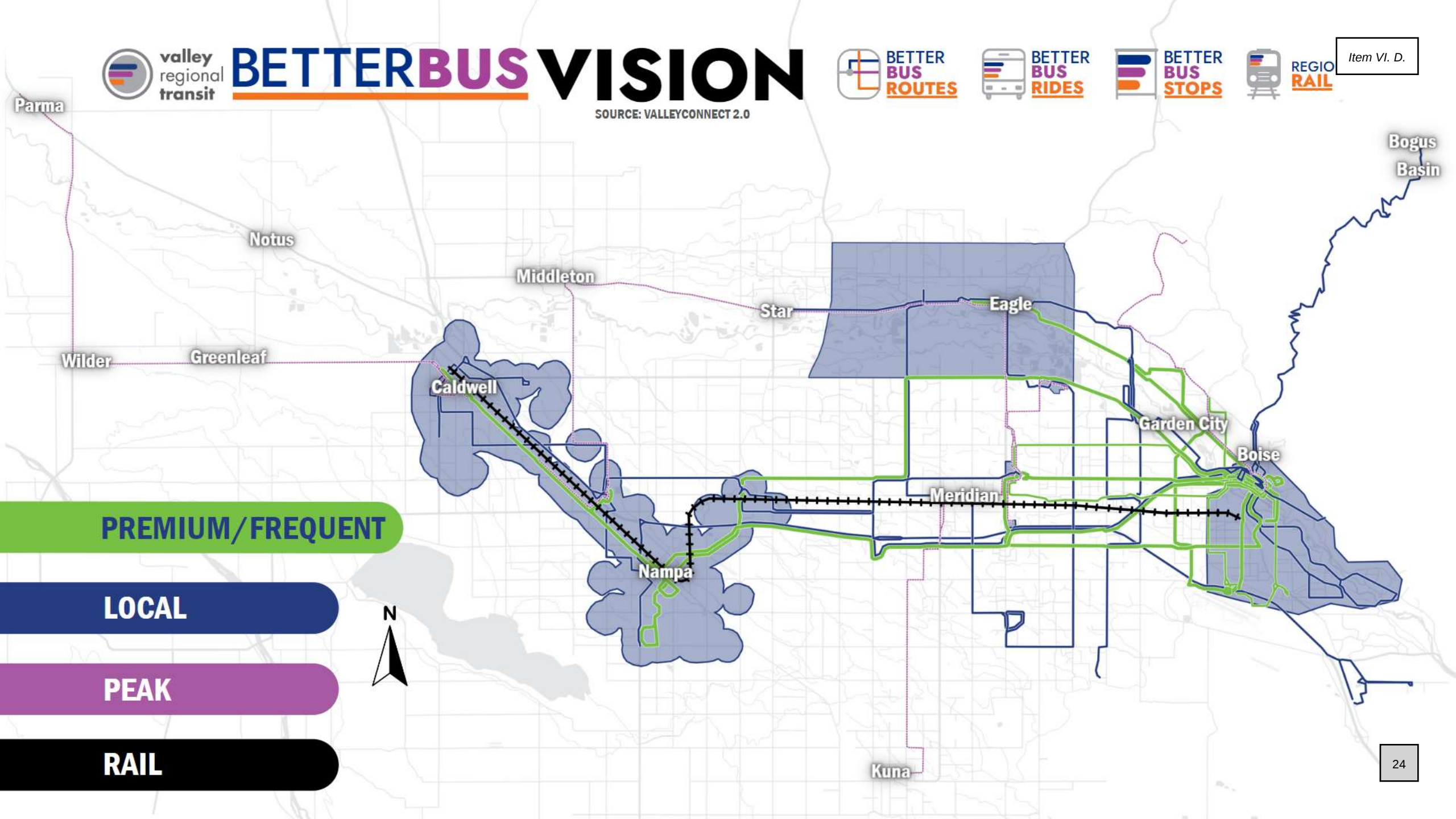


BETTERBUS VISION

SOURCE: VALLEYCONNECT 2.0



Item VI. D.



PREMIUM/FREQUENT

LOCAL

PEAK

RAIL

CONNECT

Jason Rose

Communications Director

jrose@rideVRT.org

  Valley Regional Transit

   @rideVRT

**SHARE YOUR
FEEDBACK!**



rideVRT.org/engage

Item VI. D.

TOPIC	Canyon County OnDemand Transit Update
DATE	April 27, 2023
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an information item only.

Highlights

Table 1 below provides the service metrics for February. Ride requests increased by 14% from previous year, rides accepted increased by 12% and ridership increased 10%. The majority of requests not accepted continue to be attributed to budget constraints limiting the hours service can be operated.

Table 1. February Metrics

FY2023 FY2022

Top Operational Metrics	Feb-23	Feb-22	Variance
Total Rides Requested	3,640	3,131	14%
Total Rides Accepted	2,430	2,148	12%
Total Passengers	2,690	2,419	10%
Revenue Hours Operated	760	684	10%
Revenue Miles Operated	16,192	14,172	12%
Boardings Per Hour	3.54	3.54	0%
Service Metrics	Feb-23	Feb-22	Variance
Total Rides Requested	3,640	3,131	14%
Acceptance Rate (Proposals accepted/proposals offered)	80%	80%	1%
Average Pick-up Wait Time (in minutes)	26	25	4%
Average Walking Distance to Pick-up Location (in feet)	665	650	2%
Average Ride Duration (in minutes)	18	19	-3%
Average Ride Distance (in miles)	7	6	2%
Average Ride Rating 1 -5 Stars	4.80	4.60	4%
Ride Request Breakout	Feb-23	Feb-22	Variance
Total Rides Requested	3,640	3,131	14%
Requests Made Outside of Service Hours	93	74	20%
Error with Booking Request	90	118	-31%
Seat Unavailable (Bus Not in Vicinity)	438	244	44%
Offered Ride Not Accepted	270	265	2%
Ride Cancelled/No Show	319	282	12%
Rides Accepted	2,430	2,148	12%
Completion Rate (Rides Accepted/Total Rides Requested)	67%	69%	-3%

Revenue hours had a 10% increase and revenue miles increased 12% from previous 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.

Table 2 below provides the service metrics for March. Ride requests increased by 18% from previous year, rides accepted increased by 13% and ridership increased 10%. The majority of requests not accepted continue to be attributed to budget constraints limiting the hours service can be operated.

Table 2. March Metrics

FY2023 FY2022

Top Operational Metrics	Mar-23	Mar-22	Variance
Total Rides Requested	4,267	3,496	18%
Total Rides Accepted	2,800	2,439	13%
Total Passengers	3,099	2,754	11%
Revenue Hours Operated	855	796	7%
Revenue Miles Operated	17,944	16,729	7%
Boardings Per Hour	3.62	3.46	5%
Service Metrics	Mar-23	Mar-22	Variance
Total Rides Requested	4,267	3,496	18%
Acceptance Rate (Proposals accepted/proposals offered)	81%	79%	2%
Average Pick-up Wait Time (in minutes)	26	25	3%
Average Walking Distance to Pick-up Location (in feet)	692	614	11%
Average Ride Duration (in minutes)	18	17	4%
Average Ride Distance (in miles)	6	6	-3%
Average Ride Rating 1 -5 Stars	4.8	4.7	2%
Ride Request Breakout	Mar-23	Mar-22	Variance
Total Rides Requested	4,267	3,496	18%
Requests Made Outside of Service Hours	73	78	-7%
Error with Booking Request	84	65	23%
Seat Unavailable (Bus Not in Vicinity)	643	263	59%
Offered Ride Not Accepted	324	273	16%
Ride Cancelled/No Show	343	378	-10%
Rides Accepted	2,800	2,439	13%
Completion Rate (Rides Accepted/Total Rides Requested)	66%	70%	-6%

Revenue hours had a 7% increase and revenue miles increase 7% from previous 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 an 11% 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 has been adjusting driver schedules to schedule more hours at peak demand to accommodate more requests.

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**Attachments:**

Canyon County OnDemand Q2 Report
Q2 Top 10 Trip Origins
Q2 Top 10 Trip Destinations
Q2 CWI Campus Trip Information

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

Canyon County On-Demand 2nd Quarter Report

FY2023

FY2023 FY2022

Top Operational Metrics	Jan-23	Feb-23	Mar-23
Total Rides Requested	3,770	3,640	4,267
Total Rides Accepted	2,388	2,430	2,800
Total Passengers	2,670	2,690	3,099
Revenue Hours Operated	750	760	855
Revenue Miles Operated	16,089	16,192	17,944
Boardings Per Hour	3.56	3.54	3.62

Q2	Q2	Variance
11,677	10,061	14%
7,618	6,839	10%
8,459	7,764	8%
2,365	2,207	7%
50,225	45,938	9%
3.58	3.52	2%

Service Metrics	Jan-23	Feb-23	Mar-23
Total Rides Requested	3,770	3,640	4,267
Acceptance Rate (Proposals accepted/proposals offered)	80%	80%	81%
Average Pick-up Wait Time (in minutes)	26	26	26
Average Walking Distance to Pick-up Location (in feet)	701	665	692
Average Ride Duration (in minutes)	18	18	18
Average Ride Distance (in miles)	6	7	6
Average Ride Rating 1 -5 Stars	4.8	4.80	4.8

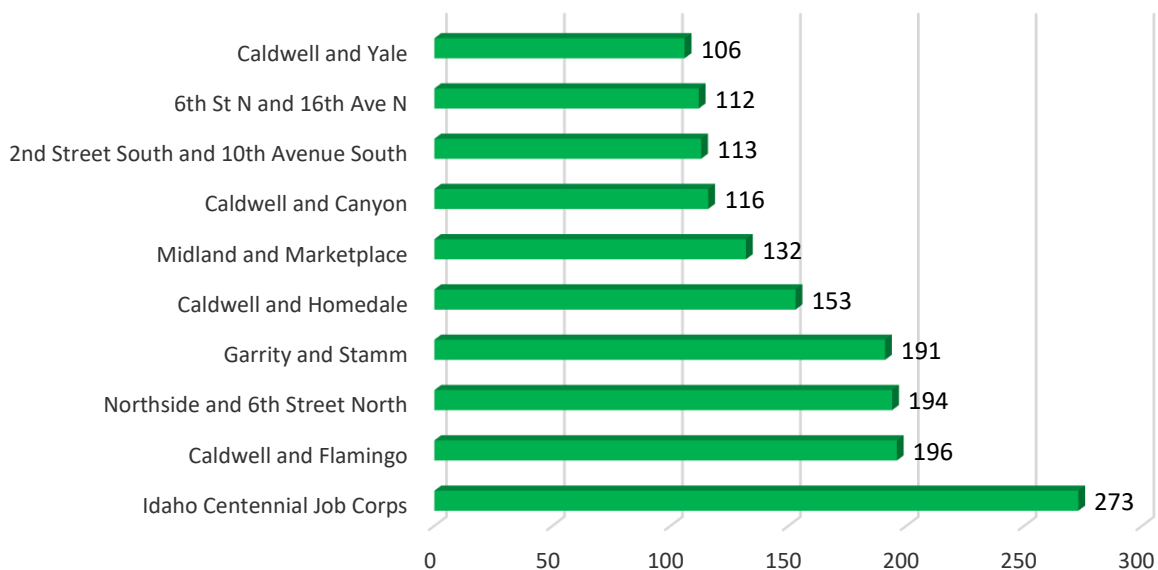
Q2	Q2	Variance
11,677	10,061	14%
81%	79%	2%
26	26	1%
686	635	7%
18	18	0%
6	7	-3%
4.80	4.63	3%

Ride Request Breakout	Jan-23	Feb-23	Mar-23
Total Rides Requested	3,770	3,640	4,267
Requests Made Outside of Service Hours	121	93	73
Error with Booking Request	72	90	84
Seat Unavailable (Bus Not in Vicinity)	605	438	643
Offered Ride Not Accepted	300	270	324
Ride Cancelled/NoShow	284	319	343
Rides Accepted	2,388	2,430	2,800
Completion Rate (Rides Accepted/Total Rides Requested)	63%	67%	66%

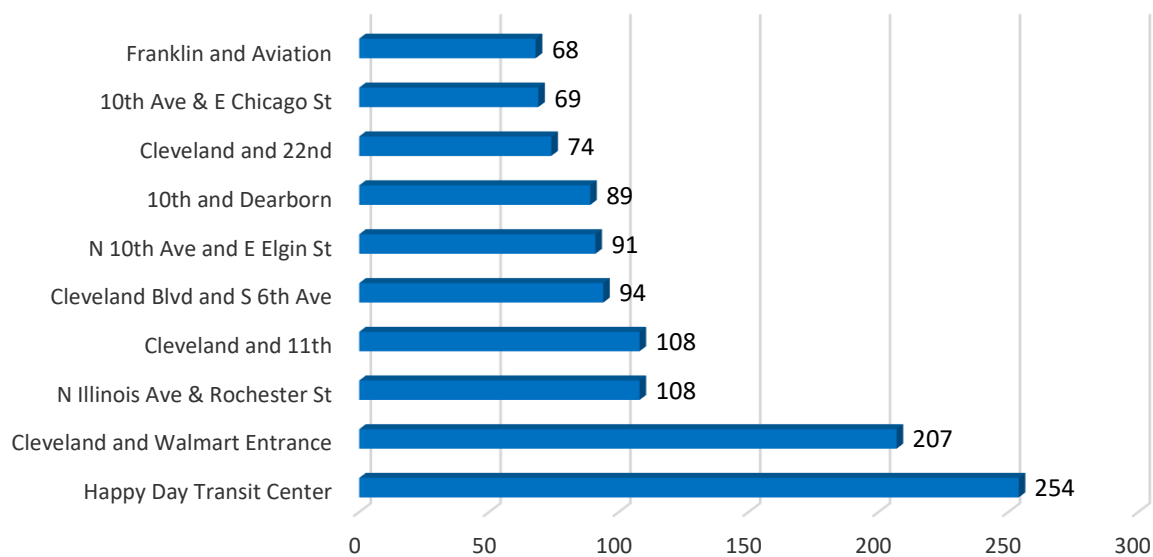
Q2	Q2	Variance
11,677	10,061	14%
287	251	13%
246	252	-2%
1686	914	46%
894	820	8%
946	985	-4%
7,618	6,839	10%
65%	68%	-4%

FY2023 On-Demand Second Quarter Top 10 Origins

City of Nampa- Top 10 - Trip Origins

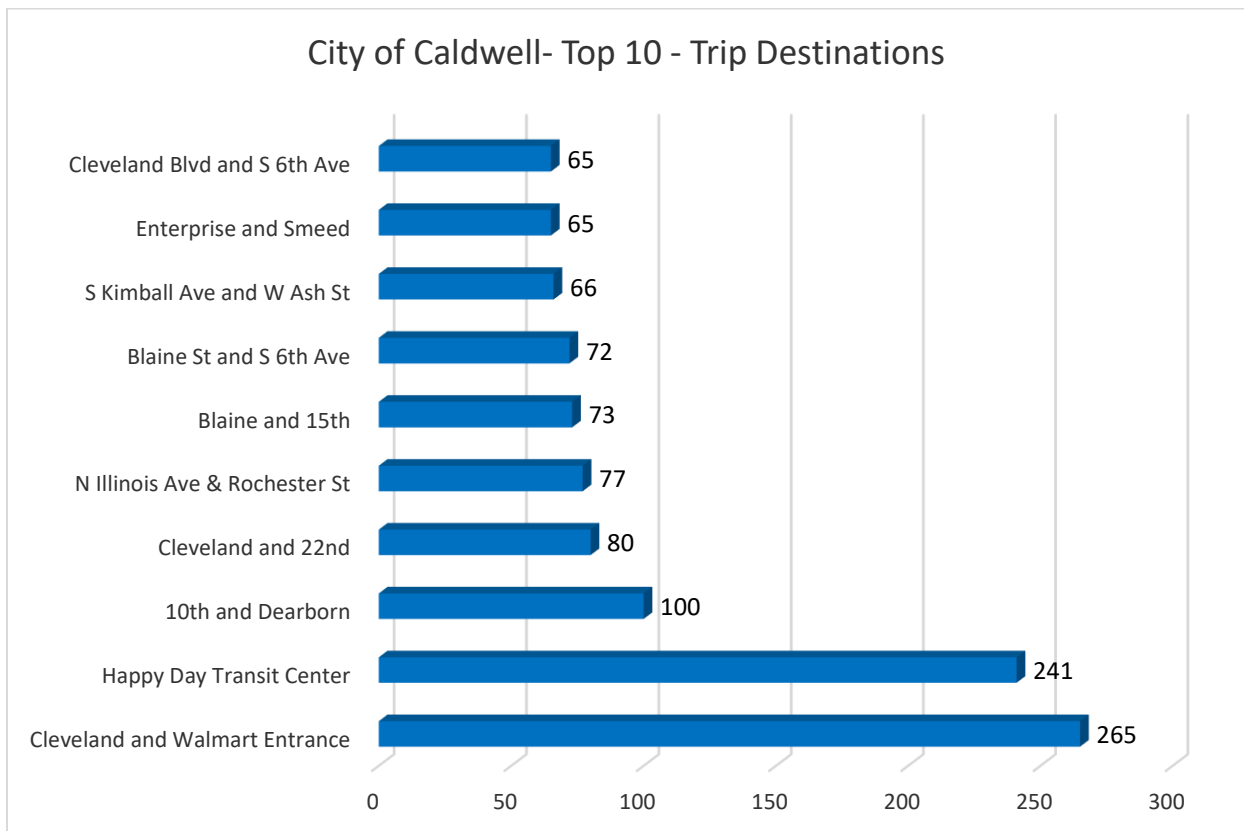
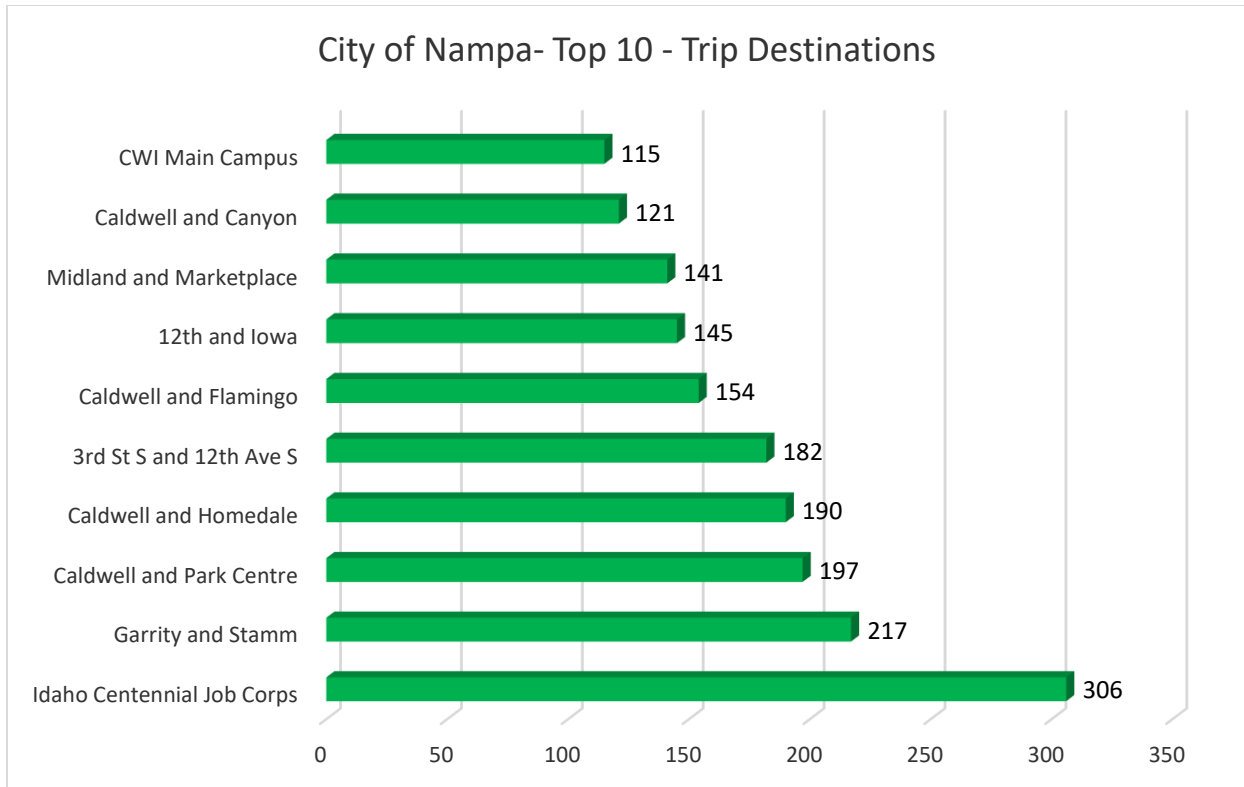


City of Caldwell- Top 10 - Trip Origins



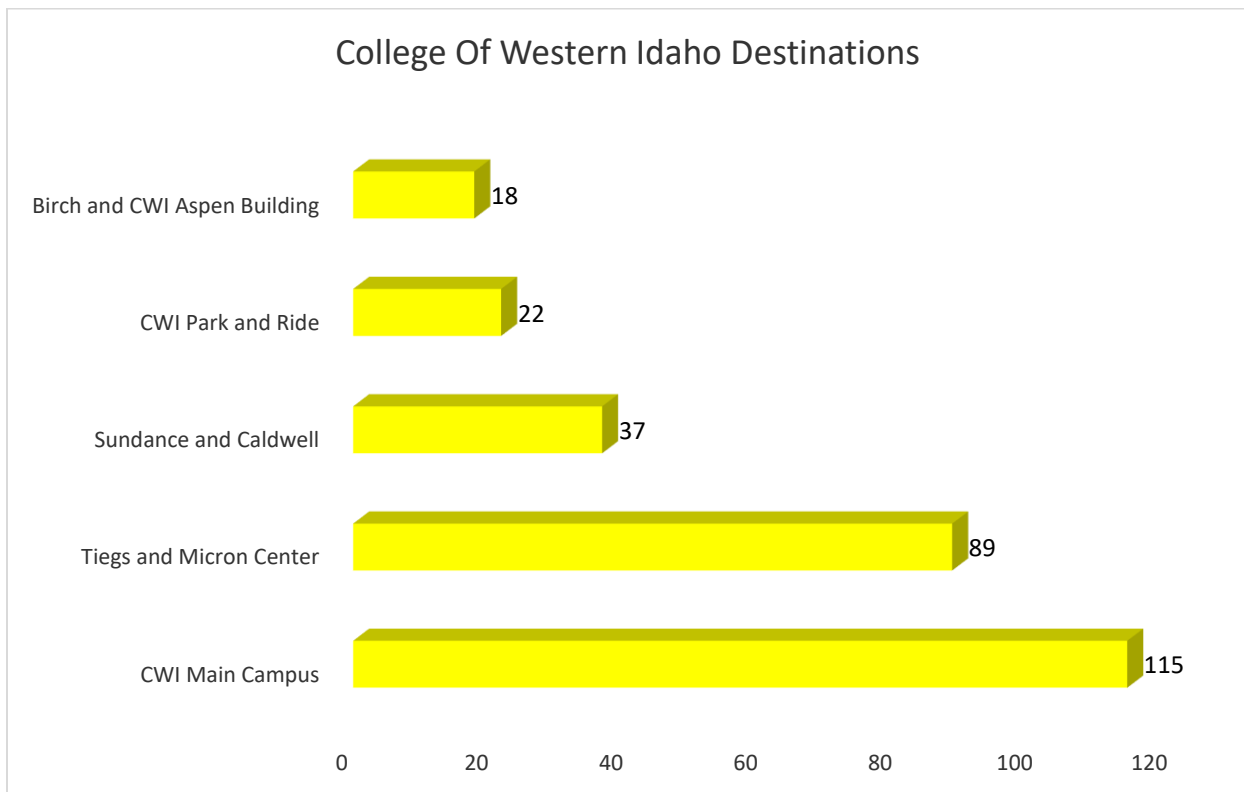
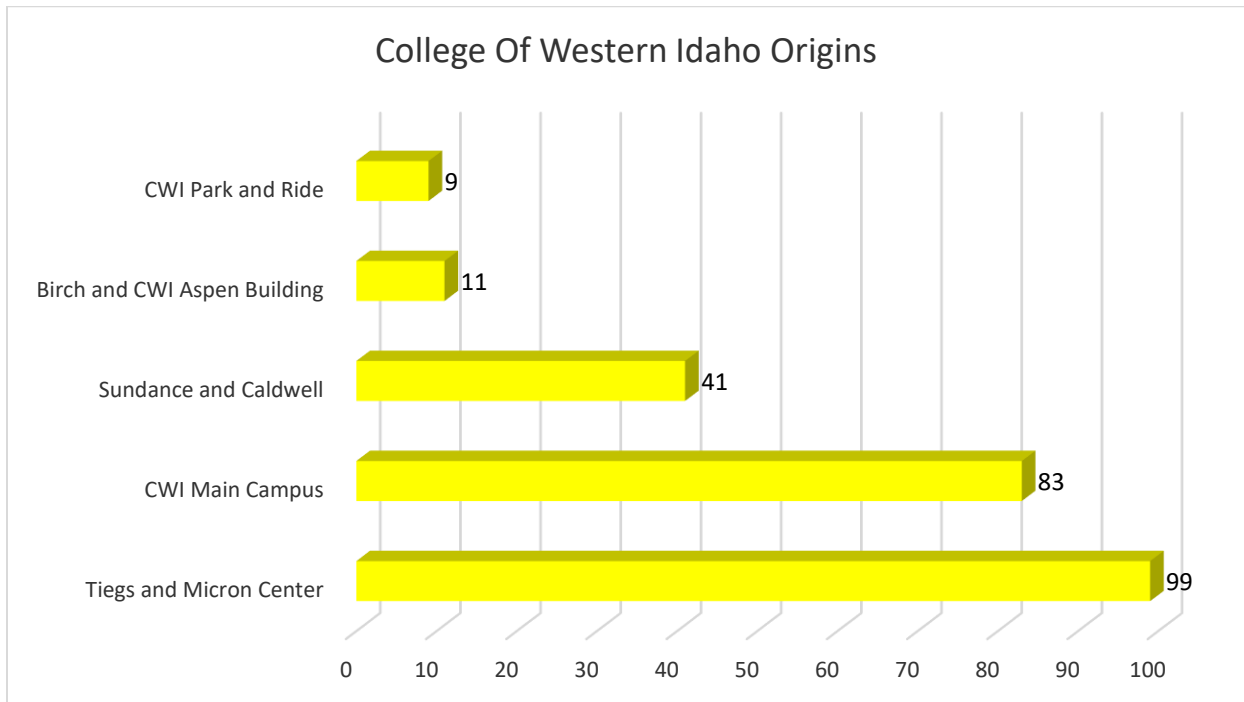
FY2023 On-Demand Second Quarter Top 10 Destinations

Item VI. E.



FY2023 CWI Second Quarter Origins and Destinations

Item VI. E.





TOPIC	Operations Update
DATE	April 27, 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
- Beyond ADA project update
- Eagle Senior Center update
- Route 30 and Route 45 update

Summary

Electric Bus and Charger Update

Currently, all six charging stations are operating. The three additional chargers, that Proterra is providing at no cost to VRT, were installed in March. A Proterra engineer will be onsite in April to commission the chargers for use. Commissioning of chargers allows for remote servicing in the future and checks the safety and functionality of each unit. Proterra still expects to restore the original chargers back to dual dispensing during the third 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.

Beyond ADA Project Update

VRT continues to work on a solution that builds accessible capacity that is efficient and coordinated and will expand service to areas where traditional fixed-route and paratransit services are limited. The new service model has been well received by the project steering committee, the Southwest Idaho Area Agency on Aging Advisory Council, and the VRT Board of Directors.

VRT staff is in the process of completing the second phase of engagement with service providers and community members. The second phase of engagement includes presenting the changes service providers and staff will see with the new service model, opportunities with the new service model and the implementation plan.

Feedback received during the second phase of engagement will be used in determining the final service model VRT staff will present to the VRT Board of Directors for approval. The new service model is expected to launch in October 2023.

Eagle Senior Center Update

Beginning May 1 VRT will provide evening dinner trips for Eagle Senior Center members on Monday and Wednesday, as requested. VRT staff is still working through the transition of operating the service following the service agreement termination. VRT staff will meet with the VRT Executive Board in June to discuss the appeal filed by Eagle Senior Center regarding the service agreement termination.

Route 30 and Route 45 Update

Route 30 Pine launched service October 2022 in Meridian between Ten Mile Crossing and The Village. 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 metrics for the first two quarters. Both quarters have exceeded the first quarter projections.

Table 1. Route 30 Projections

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

Table 2. Route 30 Metrics

Top Operational Metrics	Q1	Q2
Total Passengers	1,168	1,511
Revenue Hours Operated	741	744
Boardings Per Hour	2	2

Route 45 Boise State/CWI via Fairview that started October 2022 was restructured to provide service along the Cherry/Fairview corridor in Meridian between the schools. Table 3 below shows the first two quarters of fiscal year 2023 compared to the first two quarters of fiscal year 2022. Ridership and boardings per hour continue to improve in the second quarter.

Table 3. Route 45 Metrics

Top Operational Metrics	Q1 - FY23	Q1 - FY22	Q1 Variance	Q2 - FY23	Q2 - FY22	Q2 Variance
Total Passengers	1,213	1,227	-1%	1,391	1,067	23%
Revenue Hours Operated	508	532	-5%	507	506	0%
Revenue Miles Operated	10,240	18,420	-80%	10,708	17,834	-67%
Boardings Per Hour	2	2	4%	3	2	23%

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	CEO Activity Report
DATE	April, 2023
STAFF MEMBER	Elaine Clegg

CEO Update

Information only, no action needed.

Highlights

The end of March and first part of April was spent in partner meetings and preparing information for and holding meetings with member agencies regarding contributions and services for the FY 2024 budget. I will be attending and presenting at City Council and Commission meetings for many of you.

Our communications department has gotten great response to the first public outreach on the Better Bus Initiative tied to service changes and future planning. We have also been exploring new ways of generating funding and reviewing opportunities to pilot services. I have been working with planning staff over the last several months.

Operations continues to refine the proposal to consolidate specialized transportation services so we can achieve more efficient service and finance continues to refine the budget proposals for next year.

Over the course of the month, I made four public presentations outside of those to member agencies; below are some of the highlights.

I made four appearances on behalf of VRT at events in the region:

- **Tireside Chat:** VRT, through CityGO is hosting a series of late afternoon chats in downtown Boise for Wildcard Wednesdays. On April 12 I appeared on a panel with Justin Corr from KTVB and Joe Jaszewski representing ACHD's Bicycle Advisory committee to reflect on KTVB's Transportation Tuesday Series. An engaged audience of 25 in people offered many insightful questions and comments about how transit serves them today and how it could be better.
- **KBOI Morning Show:** The Better Bus Initiative has been gaining a lot of attention, including mention on the KBOI morning show, with many callers sharing stories of how transit impacts their lives. In response, we offered to appear on the program to explore the initiative more deeply and Jason Rose and I were on the show on April 13. We had a great conversation and lots of interest from the listening public. It is clear the transit is an issue of interest in the valley.
- **NAR Panel:** The National Association of Realtors was in town with the American Forest Foundation on April 14 for a Community and Stewardship event. They highlighted their partnership on a tree planting project. I appeared on a panel reprising my efforts at planting trees while at the City of Boise and introduced the audience to the importance of transit on community and the positive impact new zoning and improved transit service will have on their ability to sell real estate.

- **Idaho Transportation Department Board meeting:** I have had a series of meeting with the Deputy Director at ITD exploring ways VRT can partner with the agency to further mobility in the state. I traveled to their board meeting in Shoshone April 20 to introduce the board to what we do, how we are working to improve and the opportunities the two agencies must partner on to ensure regional movement and local mobility are seamlessly integrated.

Meetings of note:

- **FTA Administrators Office, Paul Kincaid, Associate Administrator for Communications and Congressional Affairs:** I met in person with Paul Kincaid in the headquarters office in Washington DC, we were joined virtually by Susan Fletcher, Acting Director FTA Region 10. We discussed the challenges and opportunities facing VRT in developing sustainable funding. Specifically we talked about the RAISE grant and the FTA request for a more thorough NEPA analysis and the delay as we do that. Kincaid was helpful in identifying possible avenues to explore for planning funds. We also explored ways FTA could be helpful in our pursuit of a regional rail project,
- **Local Lift Idaho:** Local Lift Idaho held its second meeting and discussed how to grow the coalition statewide and how to integrate with other efforts such as the Idaho 2040 forum.
- **Charleston Area Regional Transit Authority:** While in Charleston I took the opportunity to visit the transit authority and tour their main maintenance facility. In meeting with their general manager and the operations director I got a good view of how a region of similar size with a sufficient funding streams can operate.
- **Passenger Rail:** I rode the train to Washington, D.C. from my vacation spot in South Carolina so I could experience, first-hand, what train transportation can be. It was a great trip. I will be meeting late in the month with our local freight operator to better understand the obstacles they might face as we work to restore passenger service on the Boise cut-off.
- **Idaho 2040 Forum:** The group met for the first time in late March. For the next few months, we will talk internally and with the Policy Institute at BSU to design research around transportation (and specifically transit) funding options.

Summary of Internal Activities

- **ERP:** We moved forward with an “intent to award process” for replacing our Enterprise Resource Planning (ERP) system and are beginning the process of looking for specific contract language. The Executive Board will have an action item on the agenda to approve this award and allow me to finalize the contract language. If the Executive Board votes to approve, we are confident we can stay on schedule with a target implementation start date of June. We expect the full implementation to take up to a year and plan to have the full system in place for the start of the FY2025 fiscal year.
- **Budget:** The staff continues to work on the FY2024 expense budget and it is nearly complete. I am beginning the process of presenting to our contributing partners and the outcome of those meetings will determine the next steps in building the operating and revenue sections of the budget.

- **Marketing and Rebranding:** Our rebranding and brand consolidation effort is continuing. We will be bringing all of the brands into one brand house to reduce confusion and build better awareness of our related services. Look for a roll the ideas later this summer and fall.
- **Email addresses:** Reminder, the Valley Regional Transit URL changed to rideVRT.org.

For detailed information contact: Elaine Clegg, CEO, 208.258.2712, eclegg@rideVRT.org

TOPIC	Operations Department Staff Report
DATE	April 12, 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

- Proterra provided three additional chargers, at no cost to VRT, to try and resolve the on-going charging issues VRT has experienced. Installation of the chargers began March 6. Proterra will finish up some fiber work to commission the chargers. Proterra expects the three new chargers to be in service in April.
- The original six battery electric bus chargers are working. Proterra expects a software update that should restore the original chargers back to dual dispensing, to be released in April. At the end of this project, VRT will have 18 charging stations.

At this time, all four 40' and two of the 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 the Beyond ADA project. The Specialized Transportation Analysis Update was approved. VRT staff presented a new service design to the VRT Board of Directors in April. Staff will also begin presenting the new service design to the current service providers and customers. 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 continues to scope 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

- One preventable accident in March

- Intercounty on-time performance 73% for March
- On-demand on-time performance 90% for March
- ACCESS on-time performance 98% for March

Ada County Highlights

- One preventable accident in March
- Fixed-route on-time performance 87% for March
- ACCESS on-time performance 98% for March

Specialized Transportation

- VRT continues to operate services for Eagle Senior Transportation
- VRT staff will be meeting with current service providers in the month of April as part of the Beyond ADA Project
- Several service providers continue to hire additional drivers

Information Technology and Intelligent Transportation Systems

- Staff resolved 132 support requests from 147 submitted in March
- Continued installation of new radios in Ada and Canyon counties
- Worked with Urban Transportation Associates (UTA) to set up automatic passenger counter (APC) systems in battery electric buses
- Completed the transition of RideVRT.org email domain
- Launched Cyber Security Awareness training for staff

Compliance

- Working on updates to several VRT procedures to capture mandated changes
- Began scoring rolling stock and equipment for fiscal year 2023 Transit Asset Management scoring
- Worked with Transportation Security Administration (TSA) staff to complete a Security Enhancement Through Assessment (SETA) evaluation. The assessment was conducted at Main Street Station and Happy Day Transit Center. There will be one more evaluation conducted at a later date to complete the SETA.

Customer Service Support

- Customer service handled 2,678 of 2,804 phone calls for information, with 126 calls abandoned. The average call time was 2 minutes, 24 seconds and the average hold time was 20 seconds in March.
- Reservationist handled 1,276 of 1,326 phone calls to change or schedule a ride on ACCESS, with 42 calls abandoned. The average call time was 3 minutes, 36 seconds and the average hold time was 14 seconds in March.
- On-demand services and Eagle Senior Transportation answered 1,643 of 1,806 phone calls to schedule a ride, with 162 calls abandoned. The average call time was 1 minute, 40 seconds and the average hold time was 25 seconds in March.
- March City Go Pay mobile ticket sales totaled \$12,600.25.

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

TOPIC	Development Department Monthly Report
DATE	April 14, 2023
STAFF MEMEBER	Stephen Hunt

Summary

Development Department activities for April 2023 report.

Staffing notes: Duane Wakan started as the new Mobility Integration Director on 4/10. We are now fully staffed.

VRT Strategic Plan

Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- **Transportation Development Plan (TDP)**
Although VRT staff has continued meeting with partners about projects to be included in the 2024-2028 TDP, given the staffing changes and the priority to finalize the 2024 budget, staff is re-evaluating the timing of the FY2024-2028 TDP development.

Funding Development

- **Budget Development** –Staff has continued conversations with funding partners about the FY2024 budget holding meetings with Canyon County jurisdictions, Ada County, City of Eagle, and the City of Boise.
- **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.
- **Capital Improvement Plans** – Staff met in March-April to develop FY2024 Capital Project Priorities

Goal 2 – Increase Ridership and Revenue

- **FY2024 Service Changes** – VRT staff continued refining service concepts, aligning them with the Better Bus Initiative and responding to jurisdiction feedback. We launched the Better Bus Initiative and began preparing materials for the May public outreach.
- **Bus Stop Improvements** – VRT staff put out a request for quotes for sign blade and supplemental sign manufacturing.
- **Capital Projects** include: Ordering FY2023 shelters, with advertising capacity. Installing 5-benches with advertising/messaging backings, three for Collister Neighborhood Association and two for the Bench Neighborhood. Two shelters were damaged and removed from service due to vehicle accidents. No riders were injured. These shelters were both at Collister and State Street (NWC/SEC), replacements have been ordered.

Goal 3 - Build institutional and regional capacity

Regional Capital Enhancements

- **Orchard Facility Master Plan Implementation**
 - Staff has been working with contractors to restart construction as soon as the weather permits.
 - Staff has prepared contract agreements with Jacobs and CTE to begin Low-No activities eventually resulting in the addition of four depot charging units.
 - Coordinated activity with Proterra to meet warranty items include upgrading an additional six stations on the north charging line.
- **Happy Day Transit Center Upgrades (HDTC)**
HVAC replacement contractor is designing replacement system and is working through complications due to available HVAC system. Design engineer and architect are under contract for roof and awning replacement. Architect has started office redesign plans for 2023 construction and staff has provided comments on the future office layout.
- **Meridian Office Improvements**
Architect prepared concepts for tenant improvements. Staff has begun evaluating next steps.
- **Main Street Station**
 - Staff received concepts and began evaluating next steps for exit and entrance gate repairs that would address security concerns at Main Street Station.
 - Staff has been working with Low-No consultants to identify design parameters and start NEPA evaluation for FY2023-2028 grant implementation. MSS will receive eight on-route chargers compatible with the 12-buses to be added to the fleet in 2026.
 - Staff has also been working with RAISE consultants for alternatives to install on-route charging units on Main Street in front of MSS. The RAISE grant provides for two on-street charging stations, locations were undefined in the grant.

Regional Corridor Planning/Corridor Capital Investments

- **State Street Corridor Projects**
 1. Staff met with FTA to review NEPA process and introduce new FTA staff to State Street project.
 2. VRT staff has continued working with the State Street Executive team to develop a coordinated funding plan for the whole corridor.
 3. VRT presented at both ITD and CCDC on next steps for State Street and RAISE grant funding schedule and local match requirements.
- **Bus Stop Improvements**
 - Staff continues to work on the Main/Fairview CCDC project. St. Luke's is still in the process of constructing the transit island at 27th and Fairview. Estimated delivery of shelter is July – opening to follow in August-September.
 - Staff is partnering with City of Boise Parks department to install a transit node at Goddard and Milwaukee in cooperation with the linear park. An MOU is in

process and construction is estimated in June-July pending ACHD planning review.

- Bus stop improvements partnering with CCDC include upgrades at several stations including real-time information, advertising/messaging benches, shelters, and amenities. A new bus pad is being proposed at the River and Pioneer southeast corner for access to local businesses and the Greenbelt connections.
- Planning staff is working on bus blade procurements and Capital staff will install in mid-late summer FY2023. This is a phased implementation.

Mobility Integration

- Hired new Mobility Integration Director. We will prepare a full mobility integration department report next month, but I have included a few brief highlights below.
 - Safe Routes to School is busy with bike rodeo's and student education all over the Treasure Valley. They were even at the Boise Tree-Fort.
 - City Go staff continues to provide excellent programming with the Tireside chats where they are engaging the community in conversations about transportation challenges in the Treasure Valley. They continue to expand the number of pass program users and support their members.
 - VRT is continuing its travel training program and leveraging our public outreach to promote the Better Bus Initiative.

More Information:

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

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Lisa Brady, Safe Routes to School Program Manager, 208-761-8507, lbrady@rideVRT.org



TOPIC	Finance and Administration Activity Report
DATE	May 1, 2023
STAFF MEMBER	Jason Jedry

Summary

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

Highlights

Budget/Finance

- Finance staff are working on closing the second quarter of FY 2023
- 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
 - Project funding forms
 - Federal grant reconciling

Procurement

- Procurement and Contracts Specialist is working on:
 - Uniforms for Ada and Canyon County
 - Courier Delivery Service
 - Armored Vehicle Service
 - ERP Software Procurement and Implementation Services
 - APC Analysis Software

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

TOPIC	Communications Update
DATE	May 1, 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 sent two press releases in the last month:
 - [“Treeline bus service a big hit”](#) to share the tripling of Treefort ridership
 - [“Valley Regional Transit seeks feedback for a Better Bus system”](#)
- 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
- The Better Bus initiative has been receiving good press, including a feature and follow-up on KBOI

Engagement

- VRT staff launched Phase 1 of the Better Bus initiative, which included three in-person open houses, two virtual town halls, various pop-up tables around the valley, and onboard surveying.
- Staff is preparing for May outreach to include route change options.
- The team continues to explore event participation opportunities and develop promotional and service plans around community activities

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 and align content with the Communications Strategy
- We have conducted market research and are 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 Director, 208-258-2739, jrose@valleyregionaltransit.org