

Regional Advisory Council Meeting Agenda

June 20, 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_June2023
or by dialing in at 323-484-8960 Conference ID: 750 259 637#

I. **Calling of the Roll** Chair Walter Steed

II. **Agenda Additions/Changes**

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

IV. **Consent Agenda**

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

A. ACTION: Minutes of the May 16, 2023 Regional Advisory Council Meeting

Pages 3-5 | Paula Cromie

The Regional Advisory Council is asked to consider approval of the minutes for the May 16, 2023, Regional Advisory Council Meeting.

V. **Action Items**

A. ACTION: Beyond ADA Final Service Model

Pages 6-7 | Leslie Pedrosa

Staff has provided the RAC details regarding the Beyond ADA Final Service Model and will be prepared to answer additional questions. The RAC is asked to recommend the Beyond ADA final service model for approval to the Executive Board.

VI. **Information Items**

A. INFORMATION: OnDemand Transit Update

Page 8-9 | Leslie Pedrosa

Staff has provided RAC members an informational memo with updates on the Canyon County OnDemand services for April.

B. INFORMATION: Operations Update

Page 10-11 | 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: Community Involvement Update

NO ATTACHMENT | Jason Rose

Staff will present an update on community involvement efforts regarding VRT's proposed bus network redesign. Staff will lead a discussion on outreach to date, and will seek RAC feedback on upcoming outreach for the final network design proposal.

D. INFORMATION: FY2024 Service Change Update

Page 12 | Stephen Hunt

Staff will present an update on the FY2024 service change including public comments received and potential adjustments in response.

E. INFORMATION: Topics for Discussion - What are you hearing?

NO ATTACHMENT | 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 10-25 | Staff

The most current department/staff reports were included in the packet for information. Members are encouraged to read the reports as they contain valuable information.

VIII. Adjournment

Ø = Attachment

Agenda order is subject to change.

Next Regional Advisory Council Meeting:

July 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.

Regional Advisory Council Meeting Minutes

May 16, 2023

9:00 AM

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

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Susan Bradley	Samantha Kenney	Laine Amoureux
Terri Lindenberg		Bre Brush, City of Boise
Susan Manika		Mark Carnopis, VRT
Jeremy Maxand		Paula Cromie, VRT
Andrew Mills		Elaine Clegg, VRT
Lauren Noble		Kate Dahl, VRT
Mary Beth Nutting		Jeremy Gianchetta, VRT
Deeann Solis		Jose Hernandez, VRT
Walter Steed		Stephen Hunt, VRT
Theresa Vawter		Jason Jedry, VRT
		Lila Klopfenstein, COMPASS
		Hailee Lenhart-Wees, VRT
		Janet Miller
		Nick Moran, VRT
		James Mundell, VRT
		Randy Reese, VRT
		Jason Rose, VRT
		Alissa Taysom, VRT
		Duane Wakan, VRT
		Cameron Wells, VRT

- I. **Calling of the Roll** – Vice-chair Mary Beth Nutting called the meeting to order at 9:02 with a quorum present by phone and in person.
- II. **Agenda Additions/Changes** – Leslie Pedrosa will not be available for the meeting, but information was included in the packet for her items.
- III. **Public Comments** - None
- IV. **Consent Agenda**
Items on the consent agenda consisted of the following:
 - A. **ACTION: Minutes of March 21, 2023, Regional Advisory Council Meeting**
Jeremy Maxand moved to approve the consent agenda as presented, Lauren Noble seconded.
The motion passed unanimously.
- V. **Action Items** - None
- VI. **Information Items**

A. INFORMATION: Global Accessibility Awareness Day

Jeremy Maxand introduced Laine Amoureux, a local expert in digital accessibility, who gave a discussion highlighting digital accessibility and the importance of digital access around transportation.

B. INFORMATION: RAC Membership Expiration and Renewal

Jason Rose discussed Regional Advisory Council membership expiration and renewal terms. Those members due for renewal are Susan Bradley, Mary Beth Nutting and Samantha Kenney. Members who would like to renew their membership should reach out to the chair and let him know you are interested.

C. INFORMATION: RAC Strategy and Direction

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

Comments included:

- What are the elements staff could use the most input from the Regional Advisory Council?
- Should the RAC provide more input to the board during the public comment section of their agenda?
- Members would like more information on items before things take place.
- Members would like to be more informed on processes and provide more details on personal experiences...consumer experiences.
- Consider holding meetings quarterly or every other month and change the meeting place of the meetings to where we are meeting/intersecting with riders.
- Consider having the option to miss a meeting (excused absence) due to work issues.
- Consider changing the time meetings occur.
- Implementation of revised routes is October

D. INFORMATION: Community Involvement Update

Jason Rose presented updates on VRT community involvement efforts, specifically around the Better Bus initiative, with attention on the Better Bus Routes and bus network redesign. He described the three scenarios and stated the final proposal may end up being a combination of the proposals. Public hearings will take place in July and the Board will make a final decision in August.

E. INFORMATION: OnDemand Update

Leslie Pedrosa provided an update to the OnDemand service in the packet.

F. INFORMATION: Operations Update

Leslie Pedrosa provided RAC members an informational memo with updates in the packet.

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

Members of the Regional Advisory Council had 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**

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

VIII. Adjournment – Terri Lindenberg moved to adjourn the meeting; the motion was seconded. The meeting was adjourned at 11:03.

Item IV. A.

Next Regional Advisory Council Meeting:

June 20, 2023

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642



TOPIC	Beyond ADA Final Service Model
DATE	May 31, 2023
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an action item. Staff requests the Regional Advisory Council recommend the Beyond ADA final service model for approval to the Executive Board.

Summary

Over the last year VRT worked with a steering committee to explore ways to decrease costs and improve services associated with operating services for older adults and persons with disabilities with the Beyond ADA Project. The new service model, with VRT operating these services with an expanded territory and an ability to service across previous boundaries, has been well received by several stakeholders.

The new service model will reduce operating costs significantly by eliminating duplicate overhead costs. It also has the potential to provide more service with efficiencies that are likely through common scheduling. VRT has determined a service model that builds accessible capacity, that is efficient, coordinated and will expand service to areas where traditional fixed-route and paratransit services are limited. The new service model meets the goals determined by the steering committee:

- Customers access service through one single number to call for scheduling, canceling, changing, or inquiring about rides.
- Services are fully accessible.
- Service area includes the current specialized transportation service area.
- Rides can be booked using a mobile app, a web app, or by phone.
- Vehicles and customer facing information will be VRT branded and easily identified by customers.
- The service is safe, clean, reliable and customers are served by well-trained and professional contracted operators.
- There will be a phased implementation schedule.
- Customer support is directly provided by VRT Help Desk or VRT mobility integration staff.
- Customers can make connections to other regional services including fixed-route, and ADA paratransit.

The new service model also provides solutions documented in the FY2022 Specialized Transportation Analysis Update:

- Reducing or eliminating overlapping service areas
- Increase vehicle pool to reduce denied trips
- Provide additional local funds to allow for federal funds to cover all service needs
- Consistent operating hours
- Rides are available for any activity or destination customers want to access within the defined service area.
- Rides can be booked in advance, same day, or on-demand.

- Customers can travel within or between Ada and Canyon County.
- Ensure transportation funding is spent only on transportation services.
- Reduce risk of losing ability to have insurance provided by ICRMP.

VRT has shared the new service model with service providers and community members. VRT will be presenting the new service model to additional service groups to ensure the vision of this new service model is clear to those that may be affected by VRT operating the new service. VRT will continue to work with current service providers to keep communication open and ensure that service provider staff will have job opportunities with the new service model.

Feedback received from service providers and customers was used to determine the final service model and the phased implementation plan. VRT is planning to launch phase one of the new service model in October 2023.

Staff will continue to keep the RAC and the Executive Board updated, once the service launches, to ensure the transition is successful, to communicate how the service has been received by the customers, and any challenges that need to be addressed.

Highlights

- 2022 Presented new service model to Steering Committee in November
- 2023 Met with service providers and customers to gather information to ensure new service model captures current services in January
- 2023 Finalized service model, budget, implementation schedule, and determined service area in February
- 2023 Received approval on service model, budget, implementation plan, and service area from Steering Committee in March
- 2023 Presented Beyond ADA Project plan to the Board of Directors in April
- 2023 Presented new service model to current service providers in May
- 2023 June request RAC recommend service model to Executive Board for approval
- 2023 July request the Executive Board recommend service model to Board of Directors for approval
- 2023 August request the Board of Directors accept RAC and Executive Board recommendations to launch new service model

Implication (policy and/or financial)

VRT has determined operating the service will ensure funding will only be spent on transportation services, and it eliminates duplicate overhead costs. The new service model is structured in a way that will allow for additional local funding from existing partners as well as new funding partners. The new service model budget is significantly less than what was previously being spent on transportation services provided under the Acquisition of Service agreements.

More Information

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

TOPIC	OnDemand Transit Update
DATE	May 31, 2023
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

This is an information item only.

Highlights

Table 1 below provides the service metrics for April for Canyon County OnDemand. Ride requests was flat, compared to previous year, rides accepted decreased by 1% and ridership decreased 4%. The majority of requests not accepted for April were trips requested outside of operating hours.

Table 1. April Metrics

Top Operational Metrics	Apr-23	Apr-22	Variance
Total Rides Requested	3,479	3,463	0%
Total Rides Accepted	2,306	2,321	-1%
Total Passengers	2,558	2,669	-4%
Revenue Hours Operated	751	742	1%
Revenue Miles Operated	15,073	15,641	-4%
Boardings Per Hour	3.40	3.60	-6%
Service Metrics	Apr-23	Apr-22	Variance
Total Rides Requested	3,479	3,463	0%
Acceptance Rate (Proposals accepted/proposals offered)	81%	81%	0%
Average Pick-up Wait Time (in minutes)	26	26	-1%
Average Walking Distance to Pick-up Location (in feet)	692	647	7%
Average Ride Duration (in minutes)	19	18	3%
Average Ride Distance (in miles)	6	6	-1%
Average Ride Rating 1 -5 Stars	4.8	4.70	2%
Ride Request Breakout	Apr-23	Apr-22	Variance
Total Rides Requested	3,479	3,463	0%
Requests Made Outside of Service Hours	93	64	31%
Error with Booking Request	78	81	-4%
Seat Unavailable (Bus Not in Vicinity)	470	459	2%
Offered Ride Not Accepted	256	229	11%
Ride Cancelled/NoShow	276	309	-12%
Rides Accepted	2,306	2,321	-1%
Completion Rate (Rides Accepted/Total Rides Requested)	66%	67%	-1%

Revenue hours had a 1% increase and revenue miles decreased 4% from previous year. VRT continues to work 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 7% 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

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



TOPIC	Operations Update
DATE	May 31, 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
- Eagle Senior Center update
- Route 45 update

Summary

Electric Bus and Charger Update

Following the commissioning of the three new charging stations provided by Proterra, the new chargers are also operating with a single dispenser only. Proterra was onsite the week of May 22 and determined that a software or configuration bug is causing the dual dispensing feature to not operate properly. A date has not been provided when the issue will be resolved.

The original six charging stations continue to operate with a single dispenser only. Proterra expects to restore the six original chargers back to dual dispensing during the summer. At this time, VRT has the ability to charge up to nine buses at one time. At the end of this project, VRT will have 18 charging stations.

With the ability to now charge nine buses, VRT has submitted paperwork to Proterra to accept two 35' buses, so that they can be placed into revenue service. With the addition of these vehicles to revenue service, three 35' battery electric buses will remain out of service due to the inability to charge buses. VRT expects to place the remaining three 35' buses into revenue service when dual dispensing is working properly on the three expansion chargers.

Eagle Senior Center Update

VRT continues to provide evening dinner trips for Eagle Senior Center members on Monday and Wednesday, as requested. VRT has been trying to hire additional drivers to be able to accommodate additional evening and weekend trips. Once VRT is staffed, staff will work to provide additional services. On June 4, the Executive Board of VRT denied the appeal filed by Eagle Senior Center and VRT will continue operating the service for Eagle seniors. VRT staff will continue to provide updates as needed to the Executive Board.

Route 45 Update

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 1 below shows April metrics for fiscal year 2023 compared to fiscal year 2022. Ridership and boardings per hour continue to improve.

Table 1. Route 45 Metrics

	FY2023	FY2022	
Top Operational Metrics	April	April	Variance
Total Passengers	451	365	19%
Revenue Hours Operated	156	165	-6%
Revenue Miles Operated	3,346	5,759	-72%
Boardings Per Hour	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@ridevrt.org

TOPIC	FY2024 Service Change and Update
DATE	June 20, 2023
STAFF MEMBER	Stephen Hunt

Staff Recommendation/Request

Staff will present an update on the service change process and comments received to date.

Summary

VRT has been working with stakeholders and the public to prepare service changes for FY2024 that will result in higher ridership see the list of activities below.

- **October 2022** 2023-2027 TDP was approved, identifying the need for service changes in Ada County to address poor performing services and move the network toward the long-term vision.
- **January 2023** Consultants reviewed existing services and performance, identifying areas of potential improvement. VRT staff solicited stakeholder input on initial concepts.
- **April 2023** VRT launched the Build a Better Bus Initiative survey, receiving 400+ responses.
- **May 2023** VRT launched survey on service change concepts, presented at neighborhood groups throughout Boise and received more than 380 responses.
- **June-July 2023** Jurisdictions finalize budgets and VRT staff will incorporate public and stakeholder comment to develop final proposal final proposal.
- **August 7, 2023** Introduce final network to VRT board and release final network to public. Set September public hearing dates for Boise, Nampa, Meridian and Caldwell. (Canyon County)
- **Aug.-Sep. 2023** Solicit public comments on final proposal
- **September 2023** Hold public hearings in Boise, Nampa, Meridian and Caldwell.
- **October 2, 2023** VRT Board of Directors considers final proposal
- **Summer 2024** Service changes are implemented by summer 2024

For detailed information contact: Stephen Hunt, Chief Development Officer, 208-258-2701, shunt@ridevrt.org



TOPIC	CEO Activity Report
DATE	May, 2023
STAFF MEMBER	Elaine Clegg

CEO Update

Information only, no action needed.

Highlights

I continued to present to our local partners regarding the proposed service changes and the implications for next year's budget. We have now visited all our significant funding partners with data from last year and information about the opportunities and challenges facing us this year. Thank you all for the local staff time you have made available to prepare for these meetings. Your staff has been very helpful, and the meetings have been very informative as a result.

Our planning and communications department created a great interactive website to allow the public to comment on the Better Bus proposals. If you have not yet gotten a chance to see it check it out [here](#). We have gotten a good response.

I have been working with planning, operations, and finance staff over the last several months exploring new ways of generating funding and reviewing opportunities to grow service and create pilots that can demonstrate the value of new services. I am also continuing to work with the Forum 2040 group and Local Lift Idaho on various long-term funding ideas that will be explored over the next year.

We have conducted interviews for the IT Director position. When that process is complete the Executive Management Team will be complete.

The whole team has been working diligently to refine the budget proposals for next year. We are offering a preview of that this month to get your input knowing that there will likely be some changes before we finalize the draft that will go to public hearing.

I have been working with COMPASS and the Build America Bureau to bring a webinar to the Treasure Valley on TIFIA and RRIF finance bonding that are part of the infrastructure program at the USDOT. Once we finalize the date, we will be working to invite local staff so we can all begin to understand if and how we can use this tool in our region.

I made five appearances on behalf of VRT at events in the region. Over the course of the month, I continued to make public and media presentations outside of those to member agencies to continue building awareness and knowledge of our activities:

- **Boise Metro Chamber Leadership Conference:** I appeared on a panel with ACHD and LHTAC to talk about the Better Bus Initiative, our funding challenges, and the opportunity to restore passenger rail, including a regional express service.

- **NENA Transportation Summit:** Our team and I spent the afternoon at the Northend Neighborhood Association Transportation Summit talking to neighbors about the proposed service changes and Better Bus Initiative.
- **Electric Bus Tour for ULI members:** I helped kick-off a tour of our electric bus and bus facilities for ULI members at Main Street Station that introduced them to our current and future implementation of electric buses and charging infrastructure.
- **Boise Dev Outlook:** Boise Dev streamed an interview with me and Margaret Carmel on their You-Tube Boise Dev Outlook channel.
- **Boise Metro Chamber of Commerce, Chamber Check-in:** The BMCC does a live-stream check-in on hot topics monthly. Jason Rose and I appeared on the May program to talk about Better Buses and rail.

Meetings of note:

- **Tour of proposed YMCA facilities plan** – Our planning and infrastructure team took a tour of the proposal for a new downtown YMCA and accompanying housing development that is located on the State Street Bus Rapid Transit route.
- **Continued series of meetings with board members and key partners** – I have continued to meet with Board members and key partners throughout the month.
- **Rail Summit planning** – Plans for the July 19-20 Greater Northwest Passenger Rail Summit are nearly complete. Check out the registration page [here](#).
- **Beyond ADA partner agencies** – Various agency partners have been part of the discussion about the changes in service for our specialized transit unit throughout the study. Recently we held a series of virtual meetings with them to share information about the proposed changes in the program. We will continue to meet with them individually as questions and concerns arise.
- **APTA CEO Seminar** – I attended the American Public Transportation Association CEO seminar, where I was able to meet and interact with nearly 200 transit CEO's from around the country ranging from the largest (NYC) to many small operators such as the Mountain Line in Morgantown, WV. It was a great opportunity to learn from experienced CEO's and share information about many of the challenges that every size agency is facing today.
- **CTAA Expo** – The Community Transit Association of America is another national transit organization, and I attended their conference on the way home from the APTA meeting. I was able to talk to a number of vendors and view both rolling stock and various software platforms and on-bus infrastructure such as cameras. I learned about a variety of national policy issues.

Summary of Internal Activities

- **Low-No Grant kick-off:** We had a series of meetings over two days with our design/build partners on the Low or No Emissions grant that we received last year. We will be installing more electric charging infrastructure, including some on route charging to extend the range of our electric bus fleet and will also be purchasing additional electric buses as part of the grant. Watch for an update at the August Board meeting on the project and timeline.
- **ERP:** The next step of this process has been completing the Master Services Agreement to begin the implementation of our new Enterprise Resource Planning

software. Our team is reviewing every detail to ensure we have the services we need from our vendor, and clearly understand the responsibilities of our team during the implementation. This will be a yearlong project with a go live target of next July.

- **Budget:** The staff continues to work on the FY2024 budget, after completing the expense portion of the budget we have finalized the Cost Allocations and will be concluding the revenue budget build after our next round of budget meetings with local government partners.
- **Beyond ADA:** We completed a round of meetings with groups of our key partners in specialized transportation.
- **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	Finance and Administration Activity Report
DATE	June 5, 2023
STAFF MEMBER	Jason Jedry

Summary

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

Highlights

Budget/Finance

- Finance staff closed the second quarter of FY2023. Reports are included in this month's Executive Board packet.
- CFO is working with budget managers and CEO 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 form maintenance
 - Federal grant reconciling

Procurement

- Procurement and Contracts Specialist is working on:
 - ERP Software Procurement and Implementation Services
 - Janitorial services for MSS and HDTC
 - Bus Stop Sign Blades
 - Market Research for Advertising Sales
 - Apparel and Promotional Materials

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

TOPIC	Development Department Monthly Report
DATE	May 22, 2023
STAFF MEMEBER	Stephen Hunt

Summary

Development Department activities for May 2023 report.

VRT Strategic Plan

Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- **Transportation Development Plan (TDP)**
FY 2024-2028 TDP development is on hold until late summer and 2024 services changes and 2024 budget activities are more complete. Staff is re-evaluating the timing of the TDP development.

Funding Development

- **Budget Development** –Staff has completed expense planning for FY2024 budget and begun making funding requests for FY2024. The draft budget will be presented at the June board meeting.
- **Capital Improvement Plans** – Staff refined FY2024 capital plan and included expenses in FY2024 budget.

Goal 2 – Increase Ridership and Revenue

- **FY2024 Service Changes** – VRT staff launched the public outreach for the three service concepts. Open Houses on the concepts were held May 25 and May 30. VRT staff will use the hundreds of comments received during this outreach phase to refine the proposals and present a final proposal at the July board meeting. The Executive Board will set public hearing dates for the final proposal at the June board meeting.
- **Bus Stop Improvements** – VRT staff put out a request for quotes for sign blade and supplemental sign manufacturing.

Goal 3 - Build institutional and regional capacity

Regional Capital Enhancements

- **Orchard Facility Master Plan Implementation**
 - Staff have been working with contractors to restart construction as soon as the weather permits.
 - Staff finalized contract agreements with Jacobs and CTE to begin Low-No activities eventually resulting in additional depot chargers at Orchard and an expanded electric fleet.

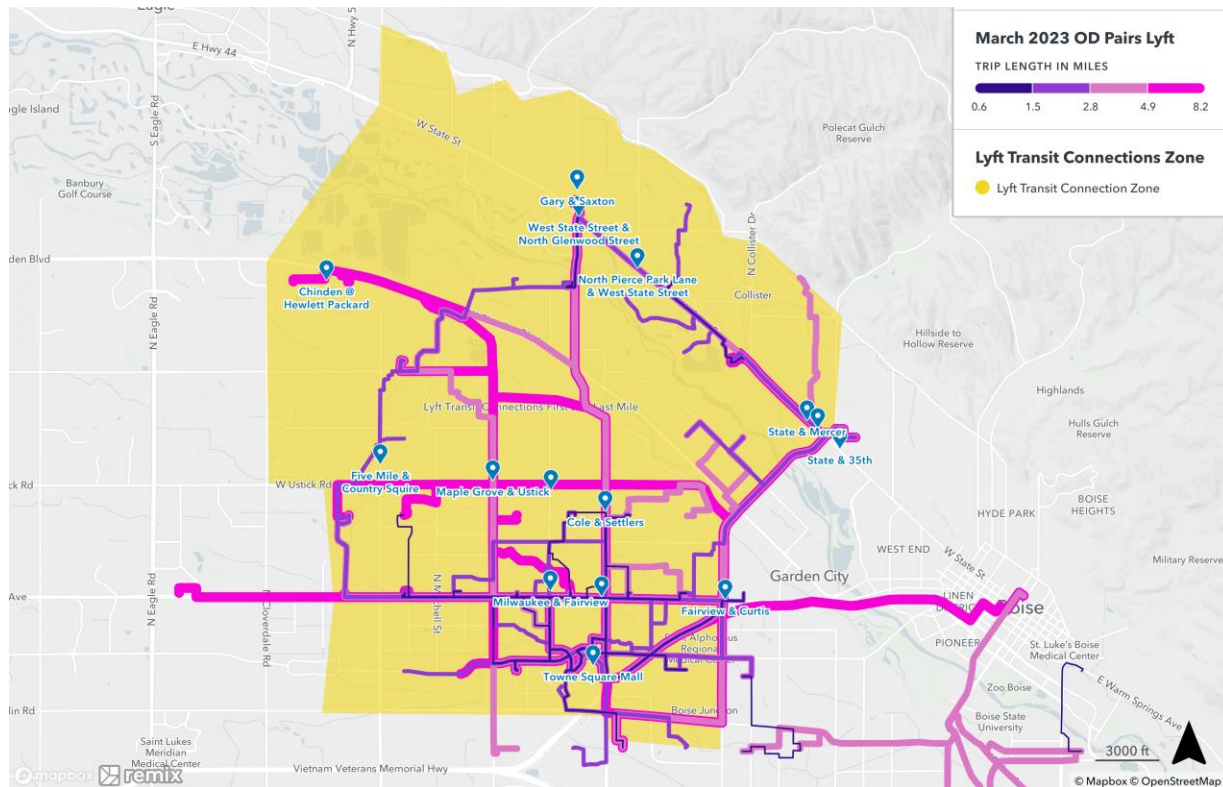
- **Happy Day Transit Center Upgrades (HDTC)**
HVAC replacement contractor is designing replacement system and is working through complications due to available HVAC system. Design engineer and architect are under contract for roof and awning replacement. Architect has started office redesign plans for 2023 construction and staff has provided comments on the future office layout.
- **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.
 - To advance the 2022 Low-No and RAISE grant, staff submitted NEPA evaluation for activities within or near Main Street Station (MSS). MSS will receive 8 on-route chargers in the station and up to two chargers on the street, exact locations are yet to be determined.

Regional Corridor Planning/Corridor Capital Investments

- **State Street Corridor Projects**
 - Staff is continuing work with consultants on preparing NEPA documents for the RAISE project elements and FTA review.
 - VRT staff continues to work with ACHD on State and 18th Street design in preparation for construction next year.
 - VRT staff is working with on-call consultant and City of Boise to develop a landscaping plan for RAISE improvements at State and 23rd.
- **Bus Stop Improvements**
 - Staff is continuing to work on the Main/Fairview CCDC project. St. Luke's is still in progress of constructing the transit island at 27th and Fairview. Estimated delivery of shelter is July – opening to follow in August-Sept.
 - 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 Capital City Development Corporation 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

- Staff is examining the Lyft Transit Connections data to understand travel patterns and usage. Origin and destination pairings can be analyzed by Lyft Transit Connections or the Lyft Late Night services. Staff will issue a new RFQ to ensure first/last mile services are secured for the next 3-5 years.



- Lyft First/Last mile services provided the following trips (Feb 2022 – April 2023)
 - Lyft Late-Night Trips: 581
 - Lyft Transit Connections Trips: 3,322
 - Avg Trip Length: 2.5 Miles
 - Avg Trip Time: 8 minutes
 - Avg Trip Costs to Lyft: \$9.53
 - Avg Trip Costs to VRT \$6.40
 - Avg Trip Cost to Patron \$3.23
- City Go staff will issue general carpooler letters explaining the parameters of benefit to use ParkBOI facilities.
 - Initial parking audits reveal abuse by many carpoolers who arrive with no passengers.
 - Warning letters will follow a subsequent parking audit.
 - A third audit will initiate a revoking of discounted parking privileges.
- Staff hosted our fifth Tireside Chat discussing Growth Pressures and the City of Boise's Rezone initiative.
 - Panel discussions on process
 - TDM Policies
 - Potential Impact

More Information:

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

Duane Wakan, Mobility Integration Director, 208.258.2750, dwakan@rideVRT.org

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

Kate Dahl, Principal Planner, 208.258.2715, kdahl@valleyregionaltransit.org

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

Kyle Street, Programming Planner, 208.258.270, kstreet@rideVRT.org

Hailee Lenhart-Wees, Programs Manager, 208.608.6039, hlenhart-wees@rideVRT.org

Kathleen Godfrey, Accounts Manager, 208 407-2519, kgodfrey@rideVRT.org

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

TOPIC	Operations Department Staff Report
DATE	May 17, 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. The chargers were installed and commissioned in March. VRT began using the chargers in April. There have been some challenges with the chargers operating properly and Proterra will be back onsite later this month to determine a resolution.
- The original six battery electric bus chargers are working. The software update that Proterra expected to launch in the spring has been delayed to late summer, that should restore the original chargers back to dual dispensing. At the end of this project, VRT will have 18 charging stations.

Currently, all four 40' and three of the seven 35' Proterra buses are in service. Proterra will continue to be onsite to work on battery electric bus issues as needed. With the installation of the three new chargers, and the ability to charge three additional buses, VRT expects to accept an additional two 35' buses. The remaining three 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 began 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.
- VRT worked with the Department of Homeland Security (DHS) to complete a Security Enhancement Through Assessment (SETA) at Main Street Station (MSS) and Happy Day Transit Center (HDTC). The SETA program was developed in support of the Transportation Security Administration Risk Based Security (RBS) initiative. The SETA program supports a national strategy for performing risk mitigation by utilizing the American Public Transportation Association (APTA) Revenue Vehicle Security Inspections recommended practice SS-SRM-RP-012-09 as a security standard.

In March and May, assessments were completed. MSS SETA focused on suspicious/unattended packages, where HDTC SETA focused on suspicious persons. The assessments are intended to simulate a coordinated terrorist attack on a public transportation system.

Assessments are done in three phases. The first phase is done contractor staff not knowing of assessment. Phase two includes DHS staff meeting with VRT and contractor staff to review findings. Suggestions are offered by DHS staff to mitigate findings. In phase three DHS staff returns to repeat the assessment and determine if findings are reduced.

The table below shows results of the assessments completed in March and May at HDTC.

Table 1.

March 27 – 29 Assessment		
Location	Detected	Missed
Happy Day Transit Center	3	3
Overall %	50%	50%
May 1 – 3 Assessment		
Location	Detected	Missed
Happy Day Transit Center	6	0
Overall %	100%	0%

The table below shows results of the assessments completed in March and May at MSS.

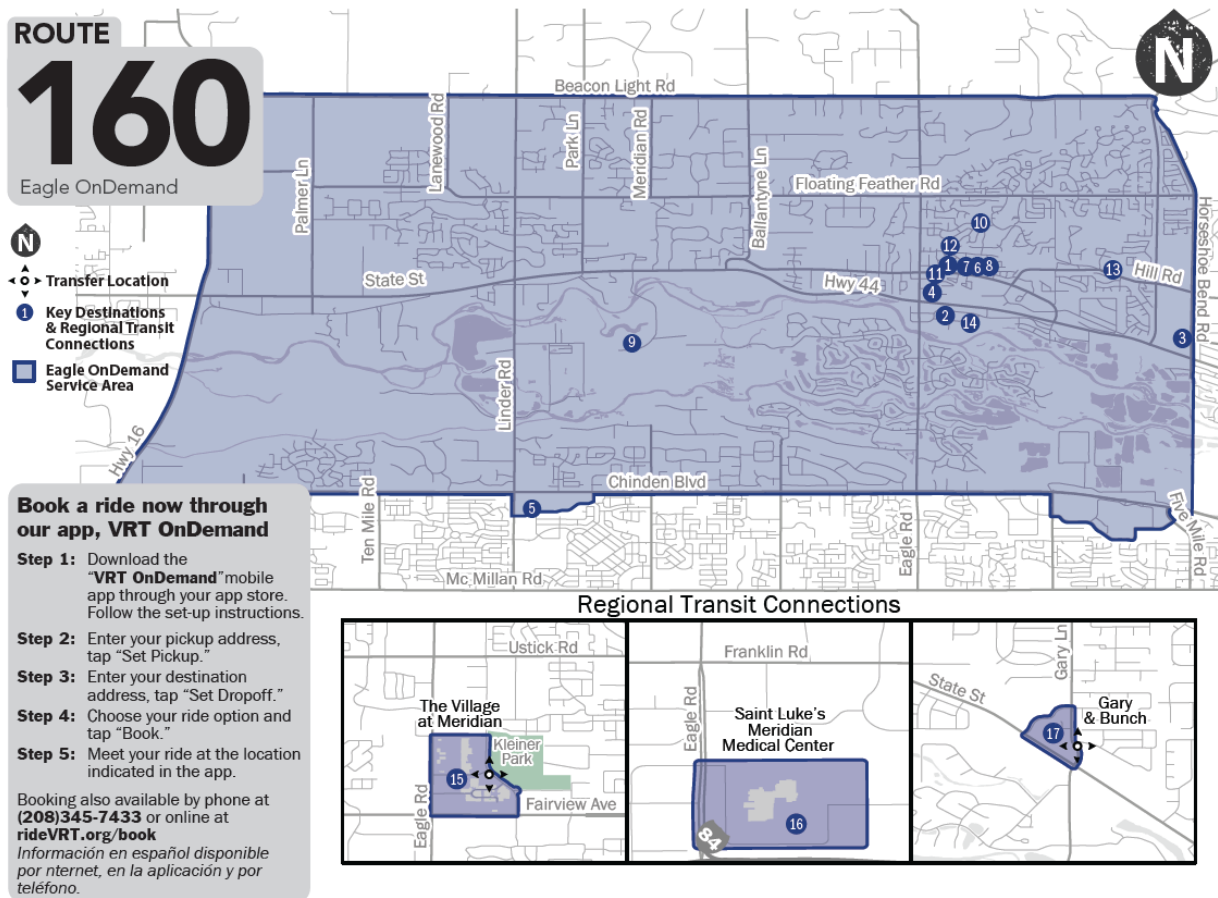
Table 2.

March 27 – 29 Assessment		
Location	Detected	Missed
Main Street Station	4	3
Overall %	67%	33%
May 1 – 3 Assessment		
Location	Detected	Missed
Main Street Station	3	3
Overall %	50%	50%

VRT will continue to work with DHA and contractors to ensure training is provided and employees are kept informed on how to keep passengers and transit centers safe from a terrorist attack.

- Eagle OnDemand launched on May 1. Currently the service is free to ride until September. The service area and how to use the service is shown below in Exhibit 1. It includes a large service area in Eagle as well as designated areas outside of Eagle to allow connections to St. Luke's Medical Center in Meridian and existing fixed-route service in Boise and Meridian.

Exhibit 1.



Highlights:

Contracted Transportation

Canyon County Highlights

- Zero preventable accidents in April
- Intercounty on-time performance 72% for April
- On-demand on-time performance 87% for April
- ACCESS on-time performance 91% for April

Ada County Highlights

- One preventable accident in April
- Fixed-route on-time performance 86% for April
- ACCESS on-time performance 97% for April

Specialized Transportation

- VRT continues to operate services for Eagle Senior Transportation
- VRT launched Eagle OnDemand service on May 1
- VRT staff continues to meet with current service providers to discuss new Beyond ADA Project service model

Information Technology and Intelligent Transportation Systems

- Staff resolved 126 support requests from 138 submitted in April
- Continued installation of new radios in Ada and Canyon counties
- Completed Cyber Security Awareness training for staff

Compliance

- Working on updates to several VRT procedures to capture mandated changes
- Completed scoring rolling stock and equipment for fiscal year 2023 Transit Asset Management scoring

Customer Service Support

- Customer service handled 2,504 of 2,608 phone calls for information, with 103 calls abandoned. The average call time was 2 minutes, 28 seconds and the average hold time was 19 seconds in April.
- Reservationist handled 1,106 of 1,144 phone calls to change or schedule a ride on ACCESS, with 33 calls abandoned. The average call time was 3 minutes, 42 seconds and the average hold time was 12 seconds in April.
- On-demand services and Eagle Senior Transportation answered 1,162 of 1,263 phone calls to schedule a ride, with 100 calls abandoned. The average call time was 1 minute, 48 seconds and the average hold time was 22 seconds in April.
- April City Go Pay mobile ticket sales totaled \$10,374.50.

More Information

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

TOPIC	Communications Update
DATE	June 5, 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 three press releases in the last month:
 - [Valley Regional Transit proposes bus network redesign, seeks public feedback](#)
 - [Valley Regional Transit to provide on-demand bus service in Eagle starting Monday, May 1](#)
 - [Valley Regional Transit bus donation to help veterans in hospice care travel to favorite sites](#)
- 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
- We posted a job opportunity for a Marketing & Outreach Coordinator to assist with all VRT communications efforts

Engagement

- VRT staff launched Phase 2 of the Better Bus initiative, which focuses on Better Bus Routes with a Bus Network Redesign. We're seeking feedback via survey at rideVRT.org/redesign, taking phone calls and emails, and participating in community events and stakeholder outreach.
- The timeline for the remainder of the redesign process is:
 - June: VRT staff uses public input to create the final proposal
 - July: Final proposal published; public comment period begins, with an online survey, activity on Engage VRT, a phone line, an email inbox, and public hearings in Ada and Canyon Counties
 - August: VRT Board votes on final proposal; public education, pending board approval
 - September: Public education, pending board approval
 - October: Service changes begin, pending board approval
- 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