

Regional Advisory Council Meeting Agenda

November 15, 2022

9:00 AM

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

This is an in-person meeting.

If you are unable to attend in person, you may participate in the meeting via MTeams at https://www.valleyregionaltransit.org/RAC_Meeting_November2022 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: Regional Advisory Council Meeting Minutes October 18, 2022**
Pages 3-4 | Paula Cromie
The Regional Advisory Council is asked to consider approval of the minutes from the October 18, 2022, meeting.
- V. **Action Items**
A. **ACTION: FY 2022 Public Comment Report**
Pages 5-7 | Mark Carnopis
Members are asked to review and recommend for approval the Fiscal Year 2022 VRT Public Comment Report.
- VI. **Information Items**
A. **INFORMATION: Federal Competitive Grants**
Stephen Hunt
Stephen Hunt will present an overview of the RAISE and Low No Grants awarded to Valley Regional Transit. These grants will become available for projects beginning in FY2023.
B. **INFORMATION: Paratransit Modifications**
Page 8 | Stephen Hunt
Staff will present potential for providing paratransit service beyond ADA requirements for discussion.
C. **Information: On-Demand Transit Update**
Pages 9-14 | Leslie Pedrosa
Staff will provide an update on the on-demand service in Canyon County.
D. **INFORMATION: Operations Update**
Pages 15-17 | 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.

E. INFORMATION: Communications and Engagement Update

Page 18 | Jason Rose

Staff will provide an update on communications, engagement, and marketing activities.

F. INFORMATION: Topics for Discussion

Walter Steed

Members of the Regional Advisory Council will have the opportunity to bring up topics they would like to be considered as future agenda items.

VII. Department/Staff Reports

A. INFORMATION: Department/Staff Report

Pages 19-30 | Staff

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

VIII. Adjournment

Θ = Attachment

Agenda order is subject to change.

Next Regional Advisory Council Meeting:

December 20, 2022

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642

For questions or comments regarding this agenda, please contact Kelli Badesheim at (208) 258-2712 or email kbadesheim@valleyregionaltransit.org

Arrangements for auxiliary aids and services necessary for effective communication for qualified persons with disabilities or language assistance requests need to be made as soon as possible, but no later than three working days before the scheduled meeting. Please contact Mark Carnopis, Community Relations Manager at 258-2702 if an auxiliary aid is needed.

Regional Advisory Council Meeting Minutes

October 18, 2022 - 9:00 AM

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

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

Calling of the Roll - Chair Walter Steed called the meeting to order at 9:10 a.m. No action took place until after 9:27 a.m. when a quorum was present.

Agenda Additions/Changes – Item VI.A Regional Advisory Council Member Orientation was moved to later in the agenda so more members might be present to hear it.

Public Comments None

Consent Agenda

Items on the consent agenda consisted of the following:

ACTION: Minutes from September 20, 2022, Regional Advisory Council Meeting – Terri Lindenberg moved to approve the consent agenda as presented; Mary Beth Nutting seconded. The motion passed unanimously.

Action Items - None

Information Items

INFORMATION: Regional Advisory Council Member Orientation

Jason Rose led the Regional Advisory Council through a membership orientation session.

INFORMATION: Update on Regional Advisory Council Membership

Walter Steed, RAC chair, gave an update on efforts to encourage member attendance at Regional Advisory Council meetings. The By Laws state members who miss four meetings in a twelve-month period should

be notified in writing, This was done and they and encouraged to attend. The bylaws have no ment
excused absences. One member resigned due to unavailability to attend future meetings.

INFORMATION: Communications and Engagement Update

Jason Rose provided an update about communications, engagement, and marketing efforts. He gave information about the launch of Route 30 and about the tour on an electric bus, along with VRT providing rides for Oktoberfest. Marketing efforts will continue.

INFORMATION: Federal Grant Project Update

Stephen Hunt presented an update on competitive federal grants submitted in FY2022, particularly the RAISE and LoNo Grants. \$8.5 million dollars was awarded to VRT for upgrades and improvements on State Street in the RAISE Grant. These upgrades will take place over the next two years. The LoNo grant was done in coordination with consulting partners for \$17.4 million federal dollars for the purchase of infrastructure and buses for the electrification of the VRT fleet.

INFORMATION: COVID-19 Travel Behavior Study

Kaite Justice gave a presentation to the Regional Advisory Council regarding the COVID-19 Travel Behavior Study that was conducted through the Idaho Policy Institute. All documentation was included in the packet for reference.

INFORMATION: Disadvantaged Business Enterprise (DBE) Program

Cameron Wells presented information on Valley Regional Transit's Disadvantaged Business Enterprise program goals. Details of the goals were included in the packet for information.

INFORMATION: On-Demand Transit Update

Leslie Pedrosa provided an update on the on-demand service in Canyon County. There was no significant change in August to September data. It was explained that any real change in ridership would require more local funding, which has not been forthcoming. Information was provided in the packet.

INFORMATION: Bus Stop Typology Study

Alissa Taysom provided an update on the sign development portion of the Bus Stop Typology Study. Detailed information was included in the packet for information. The final bus stop kit of parts will go to the Executive Board in December and on the Board of Directors for final approval in January 2023.

Information: Operations Update

Leslie Pedrosa provided RAC members an informational memo with operation updates. Answering a question, she said she has seen some usage of the new Rte. 30, which started October 3.

INFORMATION: Topics for Discussion

Walter Steed again took the opportunity to encourage members to bring up topics they would like to be considered as future agenda items.

Department/Staff Reports

INFORMATION: Department/Staff Reports

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

Adjournment – The meeting was adjourned at 10:52.

Next Regional Advisory Council Meeting:

November 15, 2022

VRT Boardroom

700 NE 2nd Street, Meridian, ID 83642

TOPIC	FY 2022 Public Comment Summary Report
DATE	October 25, 2022
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 provides an overview on what the public has to say about their experiences using VRT transportation services. The report is provided to staff to identify and address problem areas.

The first two reports issued analyzed data from the first half and second half of fiscal year 2017. A decision was made to produce 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 (developed with input from the Regional Advisory Council and Executive Board) rather than a multi-page report.

Findings

Total ridership in all service categories increased to 1,022,180 in FY 2022 from 901,688 in FY 2021. Report highlights:

- The total number of complaints (for all services) dropped by 53.4 percent (181 compared to 388 in FY 2021)
- The percentage of valid complaints from all service categories rose by 2.4 percent in FY 2022 compared to the previous year
- When considering ridership for all services, the valid complaints per 10,000 rides dropped to 0.7 percent from 1.6 percent the previous year.
- Boise fixed-route service, which makes up 85.3 percent of total ridership, experienced an almost 50 percent drop in valid complaints per 10,000 rides – to 0.55 from 1.04.

Staff Recommendation/Request:

RAC members are asked to review the Fiscal Year 2022 Public Comment Report and recommend for approval by the Executive Board.

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 (388) Total valid: 72 (145) Percentage valid: 39.8% (37.4%)

Valid complaints per 10,000 rides: 0.70 (1.6) (does not include Misc. category)

(Note: Statistics in parenthesis are from FY 2021)

Service Type	Total complaints	Total Valid	Percentage Valid	Valid complaints per 10,000 rides	Top complaint categories (with valid percentages)	Total Ridership
Boise Fixed-route	111 (217)	48 (80)	45% (36.9%)	0.55 (1.04)	Missed Passenger (32): 50% (51%) Discourteous Driver (27): 33% (0%) Aggressive/Careless Driving (18): 27.8% --	871,666 (767,670)
Boise Demand Response	11 (30)	3 (14)	36.4% (46.6%)	1.17 (1.04)	Discourteous Driver (5): 0% (0%) Policies and procedures (5) 0% (38.7%)	25,727 (22,910)
Nampa/Caldwell Fixed-route/On Demand	22 (43)	8 (11)	36.4% (25.6%)	2.71 (3.86)	Discourteous Driver (5): 0% (28.6%) No other category had more than one complaint	29,439 (28,529)
Nampa/Caldwell Demand Response	3 (3)	1 (0)	33% (0%)	N/A	Two complaints for Discourteous Driver and one for Missed Passenger.	2,285 (2,304)
Inter county service	21 (46)	9 (14)	42.9% (30.4%)	1.84 (3.1)	Missed Passenger (6): 33% (0%) Discourteous Driver (4): 75% (25%) On-time performance (4): 50% (28.6%)	48,957 (40,159)
Specialized Transportation	9 (31)	2 (13)	22.2% (42%)	0.45 (3.1)	Aggressive Driver (5), Discourteous Employee (3)	44,106 (40,096)
Misc: (IT, Mobility, Help Desk, Main Street Station)	4 (18)	1 (13)	30% (72%)	N/A	Discourteous Customer Service Specialist, Aggressive Driving	N/A



TOPIC	Paratransit Modifications
DATE	October 26, 2022
STAFF MEMBER	Stephen Hunt

Staff Recommendation/Request

This is an information item, to provide a discussion on a member requested topic.

Highlights

- Paratransit services are required by ADA legislation
- RAC members requested VRT explore options to provide service beyond ADA requirements

Summary

ADA legislation requires that VRT provide paratransit service, i.e., accessible transportation service, anywhere that is within $\frac{3}{4}$ mile of fixed-route service on the days and times that the fixed-route service is available. This ensures all people, regardless of their physical capacities can enjoy similar levels of transportation service.

Currently, VRT provides reduced service levels on Saturday and no service on Sunday. This results in a much-reduced paratransit service area on the weekend. Although this is consistent with the ADA legislation, the result of lower weekend service is that people with disabilities have fewer transportation options than they do on the weekday.

Valley Regional Transit is committed to providing transportation services to as many people as possible, especially those who have the fewest alternative options. For the last several years VRT has been a leader in finding technology solutions to getting the most out of existing accessible transportation capacity. These solutions include braiding trip purposes together and dynamically dispatching accessible vehicles regardless of the need.

Over the years VRT has had some success in increasing the utilization of accessible vehicles and has plans to continue collaborating across accessible service providers to further increase the utilization of existing accessible vehicle capacity.

As VRT continues this process it is possible that we will be able to provide service beyond the strict ADA requirements and offer services outside the $\frac{3}{4}$ mile area of fixed-route service and or limit that service to the hours of operation of the existing fixed-route bus service.

Implication (policy and/or financial)

Collaborating with accessible providers could increase capacity and reduce costs.

More Information

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

TOPIC	Canyon County On-Demand Transit Update
DATE	October 26, 2022
STAFF MEMBER	Leslie Pedrosa

Summary

As discussed previously, without additional local funding available the service hours will remain unchanged. Contractor staff will continue to monitor service metrics to ensure buses are scheduled when the demand is high and reduce when the need is low. By monitoring the metrics, VRT hopes to reduce the challenge of getting a ride at peak times.

The table below provides the service metrics for September. Staff will present October metrics at the November RAC meeting.

	FY2022	FY2021	
Top Operational Metrics	Sep-22	Sep-21	Variance
Total Rides Requested	4,237	3,230	24%
Total Rides Accepted	2,534	2,128	16%
Total Passengers	2,886	2,427	16%
Revenue Hours Operated	746	660	12%
Revenue Miles Operated	15,823	13,797	13%
Boardings Per Hour	3.87	3.68	5%
Service Metrics	Sep-22	Sep-21	Variance
Total Rides Requested	4,237	3,230	24%
Acceptance Rate (Proposals accepted/proposals offered)	80%	84%	-4%
Average Pick-up Wait Time (in minutes)	28	29	-5%
Average Walking Distance to Pick-up Location (in feet)	681	566	17%
Average Ride Duration (in minutes)	19	19	1%
Average Ride Distance (in miles)	7	7	2%
Average Ride Rating 1 -5 Stars	4.86	4.7	3%
Ride Request Breakout	Sep-22	Sep-21	Variance
Total Rides Requested	4,237	3,230	24%
Requests Made Outside of Service Hours	63	117	-86%
Error with Booking Request	168	67	60%
Seat Unavailable (Bus Not in Vicinity)	845	500	41%
Offered Ride Not Accepted	306	203	34%
Ride Cancelled/No-Show	321	215	33%
Rides Accepted	2,534	2,128	16%
Completion Rate (Rides Accepted/Total Rides Requested)	60%	66%	-10%

The trips not being booked due to seat unavailable will continue until additional revenue hours can be added to the service. This is caused when the demand for a ride exceeds the buses available, at peak times.

Staff Recommendation/Request

This is an information item only.

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 On-Demand Fourth Quarter Report

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

Canyon County On-Demand 4th Quarter Report

FY2022

FY2022 FY2021

Top Operational Metrics	Jul-22	Aug-22	Sep-22
Total Rides Requested	3,410	4,396	4,237
Total Rides Accepted	2,220	2,702	2,534
Total Passengers	2,464	3,021	2,886
Revenue Hours Operated	693	817	746
Revenue Miles Operated	15,128	17,290	15,823
Boardings Per Hour	3.56	3.70	3.87

Q2	Q2	Variance
12,043	9,520	21%
7,456	6,462	13%
8,371	7,387	12%
2,256	2,117	6%
48,240	45,273	6%
3.71	3.49	6%

Service Metrics	Jul-22	Aug-22	Sep-22
Total Rides Requested	3,410	4,396	4,237
Acceptance Rate (Proposals accepted/proposals offered)	80%	79%	80%
Average Pick-up Wait Time (in minutes)	25	27	28
Average Walking Distance to Pick-up Location (in feet)	703	692	681
Average Ride Duration (in minutes)	17	19	19
Average Ride Distance (in miles)	6	7	7
Average Ride Rating 1 -5 Stars	4.755	4.8129	4.86

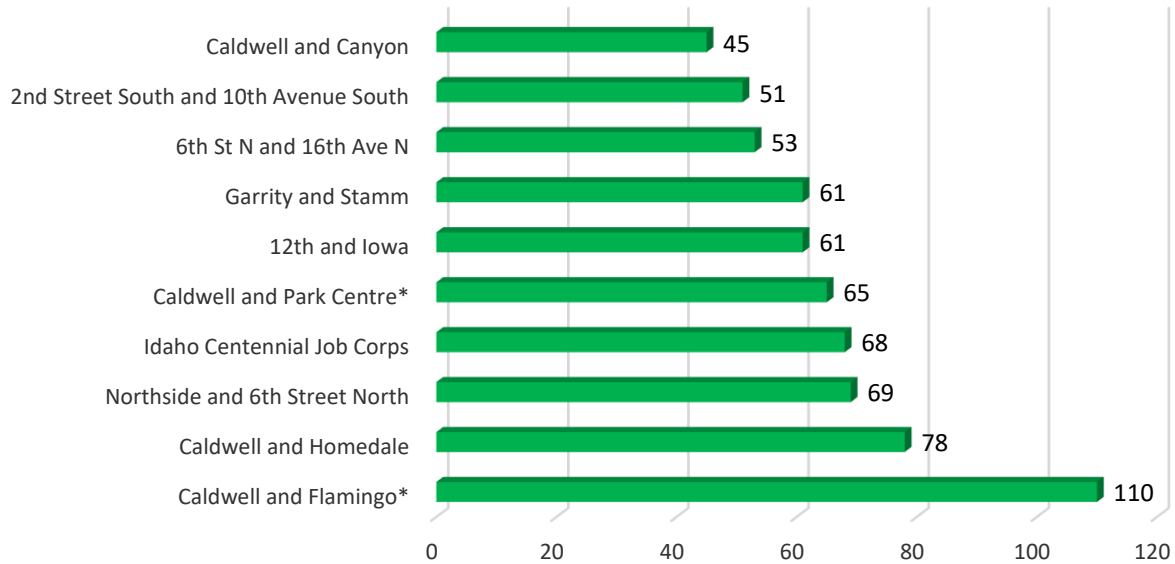
Q2	Q2	Variance
12,043	9,520	21%
80%	84%	-5%
27	27	-3%
692	566	18%
18	18	0%
7	7	-2%
4.81	4.69	2%

Ride Request Breakout	Jul-22	Aug-22	Sep-22
Total Rides Requested	3,410	4,396	4,237
Requests Made Outside of Service Hours	128	112	63
Error with Booking Request	70	133	168
Seat Unavailable (Bus Not in Vicinity)	436	747	845
Offered Ride Not Accepted	284	311	306
Ride Cancelled/NoShow	272	391	321
Rides Accepted	2,220	2,702	2,534
Completion Rate (Rides Accepted/Total Rides Requested)	65%	61%	60%

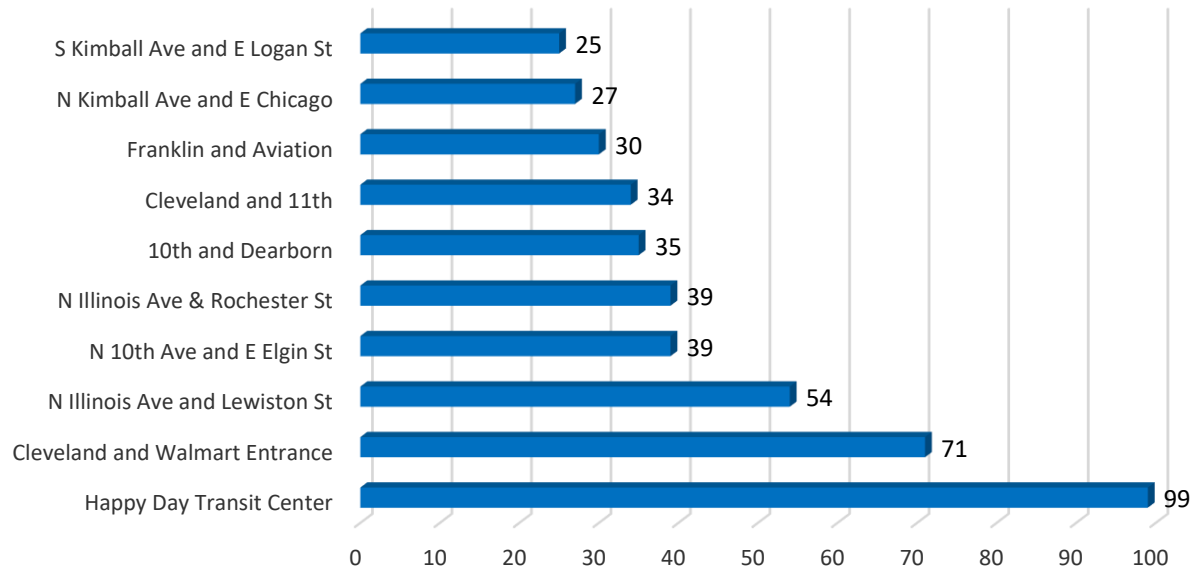
Q2	Q2	Variance
12,043	9,520	21%
303	269	11%
371	277	25%
2028	1239	39%
901	623	31%
984	650	34%
7,456	6,462	13%
62%	68%	-10%

FY2022 Canyon County Fourth Quarter Top 10 Origins

City of Nampa

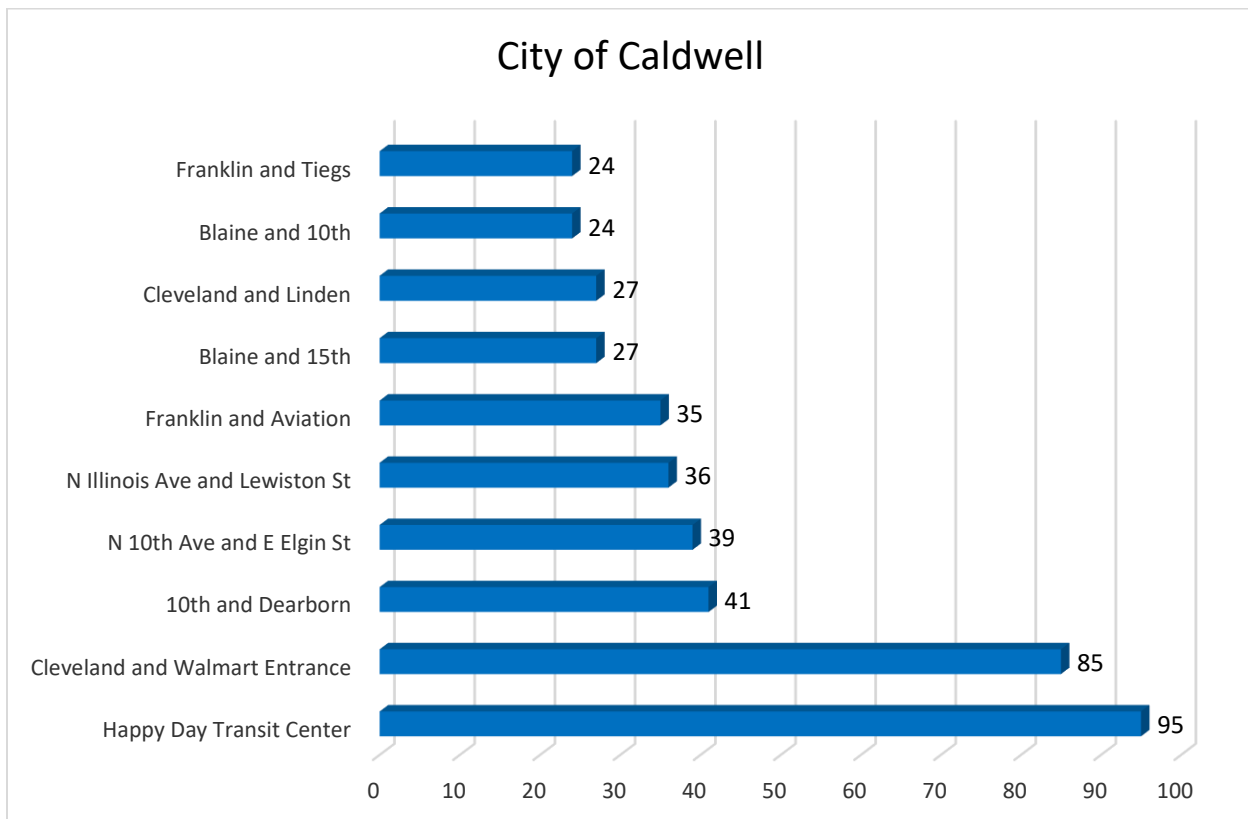
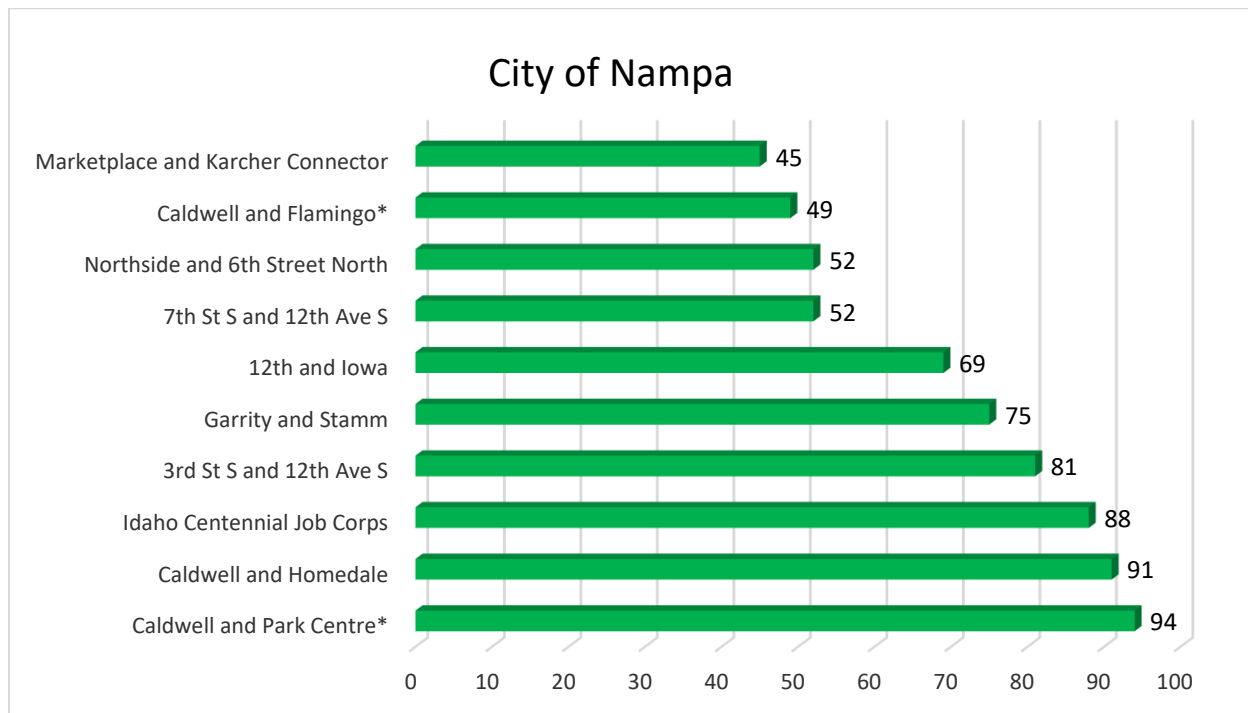


City of Caldwell



FY2022 Canyon County Fourth Quarter Top 10 Destinations

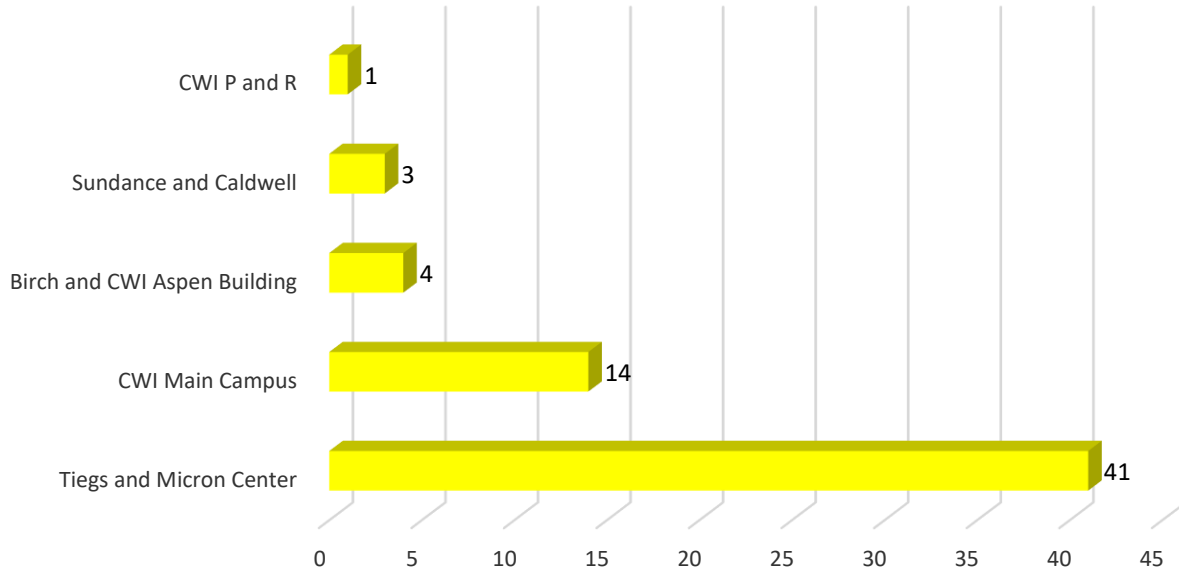
Item VI. C.



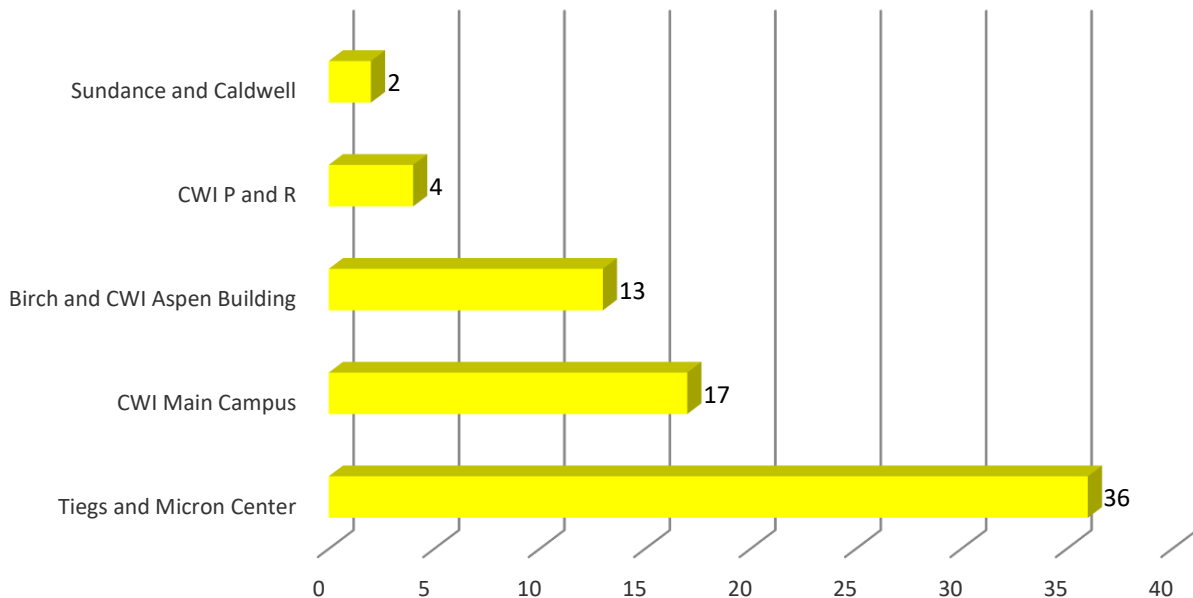
FY2022 CWI Fourth Quarter Origin and Destination

Item VI. C.

College Of Western Idaho Origins



College Of Western Idaho Destinations





TOPIC	Operation Update
DATE	October 26, 2022
STAFF MEMBER	Leslie Pedrosa

Staff Recommendation/Request

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

Highlights

- Driver shortages
- Electric bus update
- October 3 service change update
- Taxi SCRIP update
- Regional on-demand project

Summary

Ada County and Canyon County continue to face challenges hiring for driver positions, following a driver wage increase by contractor First Transit. Potential applicants are either not completing training once hired, or they are not passing a background check. First Transit will continue to advertise for open positions, which includes drivers and maintenance. Recently First Transit has had to cancel several trips on routes due to the driver shortage in Ada County.

Proterra continues to troubleshoot issues with battery electric bus chargers in Ada County. Currently, two chargers are not operating. One will only charge battery packs to 90% capacity. One charger has a temperature sensor fail. Both parts are expected to be installed the last week of October.

Proterra is also facing supply issues due to Buy America standards. Proterra currently expects the three additional chargers to be delivered in November and installed in December. Proterra is also expecting to have the current chargers back to operating with dual dispensers in December. VRT is still expecting to have 18 working chargers by the end of December.

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

October 3 VRT implemented services changes. The service changes move VRT closer to the goals outlined in ValleyConnect2.0, including improving on-time performance, expanding fixed-route service area, and adjusting times to better serve riders. The routes with changes include the 7A, 40, 42, 43 and 45. VRT also implemented a new Route 30 Pine in Meridian. VRT has not had much feedback to the changes to routes 7A, 42 and 43.

VRT has received some feedback regarding the trips that were eliminated on Route 40. VRT will continue to monitor ridership trends to determine if additional trips need to be added to the route. Route 40 saw an increase in ridership, for the first time since the start of the pandemic, in the fourth quarter of fiscal year 2022.

VRT received feedback from users regarding the fares on Route 45, once the route was restructured to provide service to areas not currently served by transit. Staff determined that this new routing meets the definition of the local fare under the VRT Fare Tariff, instead of the Intercounty fare. Staff implemented this fare structure change October 24. Ridership has been minimal since the change on October 3. VRT has sent out mailers to residence within the new route path and will continue to market the restructured route.

With the launch of the Route 30 Pine, VRT continues to promote the new service via social media and the website. Rides are free during the month of October and riders who download the Umo mobile ticketing app will receive an additional month of free rides. Ridership is expected to be slow when a new route is launched. Staff expects to have ridership details to present for this route at the RAC meeting.

VRT has not made any changes to the existing SCRIP program for eligible Boise residence. Some eligible users were set to expire at the end of September. Those users have been extended through September 2023. All eligible users were notified in advance that all SCRIP vouchers expiring September 2022 or sooner would no longer be accepted starting October 1. There are currently two providers for the SCRIP services, and VRT staff has not had any recent feedback that trips were not being booked. VRT staff has noticed an increase in trips completed by the providers in recent months.

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

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

VRT staff is in the beginning stages of the first phase. Staff will update the Specialized Transportation Analysis that was completed in 2020. Staff will also engage current service providers to determine what is and is not working and a steering committee will be established. Meetings will be held with stakeholders and community members to achieve buy-in on project and engagement tactics. At the end of the first phase, the problem being solved with this project will be determined. Staff will continue to update the RAC monthly as this project progresses.

Implication (policy and/or financial)

VRT will continue to work with partners to grow the public transportation footprint in the Treasure Valley. VRT will ensure any new service has been vetted through proper work groups, while ensuring no duplication of service is created.

More Information

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



TOPIC	Communications and Engagement Update
DATE	November 15, 2022
STAFF MEMBER	Jason Rose

Summary

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

Highlights

- Staff has presented an FY23 Communications and Engagement Plan that will guide work this fiscal year across communications, marketing, and engagement efforts.
- The latest edition of the Safe Travels, Treasure Valley newsletter was distributed on 10/19/22.
- Ongoing campaigns include: Route 30 Pine (launch activities, mailers, ongoing social/radio/TV ads), Route 45 (organic social, upcoming postcards, radio, social ads)
- Staff is preparing for communications needs for upcoming initiatives through the end of this calendar year, such as holiday service modifications, the Via rollout, and other local events including VRT's own Cranksgiving and Stuff the Bus
- We anticipate high communications, engagement, and marketing needs for service-related initiatives next year: bus stop typology rollout, TDP, and service changes in order to achieve high levels of feedback and a great customer experience. Specific to service changes, we are assessing the experience and feedback from last summer's outreach work and updating our outreach cycle for optimum feedback and reach.

More Information

Attachments: None

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

TOPIC	Development Department Monthly Report
DATE	October 20, 2022
STAFF MEMEBER	Stephen Hunt

Summary

Development Department activities for October 2022 report

VRT Strategic Plan

Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- **Transportation Development Plan (TDP)**
The VRT board adopted the 2023-2027 TDP along with the 2024-2028 TDP development calendar.

Funding Development

- **Budget Development** –Based on the 2023-2027 TDP staff has begun working with city and agency staff on activities preparing for the FY2024 budget.
- **Transportation Development Plan (TDP)** – Staff is scheduling the 2024-2028 TDP kick-off meeting with the Regional Transit Team to set/confirm 2024-2028 priorities.
- **Grant Opportunities** –VRT will use the 2023-2027 TDP and collaboration with its funding partners to find and pursue additional funding opportunities.

Goal 2 – Increase Ridership and Revenue

- **FY2024 Service Changes** – VRT staff has initiated a contract with Transpo to review systemwide transit performance and help inform service reductions and restructures to be proposed in FY2024.
- **Ridership Growth** – Development staff has continued to track ridership performance. Ridership levels have continued to trend upwards since February of 2021.

Goal 3 - Build institutional and regional capacity

Regional Capital Enhancements

- **Orchard Facility Master Plan**
Hawkeye continues construction activities at the Orchard Maintenance facility. Construction includes storm water/drainage facilities, pavement for parking lot expansion, and utilities. Construction is ongoing, anticipated finish new parking lot, east bus aisle, and south exit, November 2022. Construction authorization anticipated January 2023 for remaining funds for pavement restoration at west bus aisle, staff parking, and CNG cathodic protection.
- **Happy Day Transit Center Upgrades (HDTC)**

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.

- **Bus Stops**

Staff continues to work on two corridor studies and three construction projects.

1- FY2022 Bus stop construction is underway including activities at the following locations:

- a. Orchard and Kootenai – Complete
- b. Orchard and Overland – Complete
- c. Overland and Black Marlin – Complete
- d. Emerald and Hartman – Complete
- e. 36th and Pinehurst – Complete
- f. 36th and Hill – Complete
- g. Fort and 12th – Complete
- h. S Protech Dr at Frank Church High School – Complete
- i. Goddard and Milwaukee (Goddard Linear Park) - Withdrawn

2- State Street NEPA and Design scope (RFP) consultants have prepared a draft Project Initiation Letter for FTA. VRT staff met with FTA to strategize the best approach for the State Street corridor.

Regional Corridor Planning

- **State Street Corridor Projects**

1. VRT continues to prepare the environmental review for the State Street corridor. VRT staff will continue coordinating planning efforts along the State Street corridor that relate to the transit infrastructure elements.
2. VRT is hosting a second agency meeting on September 20 to define project limits and make station recommendations. Including City of Boise, ITD, and ACHD.

- **Fairview Corridor Project**

1. VRT continues its evaluation of The Town Square Mall (TSM) transit center including outreach to TSM and Dillard's. It is expected that this project will need to update existing agreements with landowners. Coordination with the landowner and the mall are ongoing.
2. Fairview Corridor Environmental (NEPA) and Towne Square Mall evaluations are nearing completion. Environmental will be submitted to FTA for bus station upgrades which will be incorporated into FY2023-24 bus stop construction.

Other Development Activities

- **Planning projects –**

- 1- Regional Vanpool Study –The consultant team has prepared and delivered the final draft of the report. VRT staff and the project team are reviewing the final report and preparing the report of approval by the VRT Board.

- 2- Passenger Facility Plan/Bus Stop Typology – Consultants continue to refine the blade design and kit of parts. Staff is collecting final feedback from stakeholders. VRT will present both the final kit of parts and the graphic design/branding elements at the January board meeting.
- 3- Kuna Transit Study – Transpo group has drafted an initial set of service proposals and is working to refine those concepts with City of Kuna staff.
- 4- State Street Transit Operational Analysis (TOA) Staff will be presenting the findings to City of Boise in November.

More Information:

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TOPIC	Operations Department Staff Report
DATE	October 19, 2022
STAFF MEMBER	Leslie Pedrosa

Summary

This report provides a status update of activities related to contracted transportation services, Specialized Transportation services, information technology and intelligent transportation systems, compliance, customer service support and regional operations.

Regional Operations

- VRT staff continues to assist Eagle Transportation Department and ACCESS service providers, as needed, following the launch the new demand response scheduling software with Via Mobility, LLC. Staff has also started working with Metro Community Services, Harvest Transit, and Supportive Housing and Innovative Partnerships to set up software for the planned launch in December.
- At this time, four chargers on site are working. Proterra was onsite the week of October 10 to work on issues on two failed chargers. At the time of this memo, parts have been ordered and Proterra staff is planning to be onsite the week of October 24. Proterra expects the three additional charging stations to arrive and be installed in November. These chargers were planned to be installed at the end of summer, at no cost to VRT. Proterra still expects to restore the original charging stations back to dual dispensing, by the end of the year. At the end of this project, VRT will have 18 charging stations.
- VRT staff has been working with several staff and the Area Agency on Aging to discuss future plans for more robust on-demand transportation in Ada and Canyon Counties. This project is in the early stages. VRT staff expects to have a more defined plan in the second quarter of this fiscal year.
- VRT staff continues to research digital advertising on buses to better communicate with passengers on the bus, in transit centers and at bus stops on-route. Staff has determined the budget and will plan the implementation once the Bus Stop Typology project is completed.
- VRT staff has began working on an on-demand service solutions for the city of Eagle, following budget approval This service is expected to launch in the second quarter of the fiscal year.
- VRT staff assisted with the ribbon cutting ceremony on October 1. This ceremony was followed by a demonstration route provided during the Oktoberfest in downtown Meridian. The Route 30 launched service for the city of Meridian on October 3.

Highlights:

Contracted Transportation

Canyon County Highlights

- No preventable accidents in September
- Intercounty on-time performance 62% for September
- ACCESS on-time performance 85% for September
- On-demand on-time performance 87% for September
- Launched service changes on October 3, which included the revised Route 45

Ada County Highlights

- No preventable accidents in September
- Fixed-route on-time performance 85% for September
- ACCESS on-time performance 97% for September
- Launched service change on October 3, which included the new route in Meridian

Specialized Transportation

- Eagle Senior Center has seen efficiencies improve with new scheduling software
- Most services have seen an increase in ridership
- Working with Harvest, SHIP and Metro to get new scheduling software set up for December launch

Information Technology and Intelligent Transportation Systems

- Staff resolved 131 support requests from 142 submitted in September
- Completed set up of service changes in the fixed computer aided dispatch/automatic vehicle locator software
- Preparing paperwork to secure additional domain names
- Installed equipment on vehicles for launch of new demand response scheduling software

Compliance

- Working on updates to several VRT procedures to capture mandated changes
- Preparing the automatic passenger counter's recertification letter for National Transit Database (NTD)
- Reviewing fiscal year 2022 data to prepare for annual NTD reporting

Customer Service Support

- Customer service handled 2,875 of 3,269 phone calls for information, with 393 calls abandoned. The average call time was 2 minutes, 32 seconds and the average hold time was 16 seconds in September.
- Reservationist handled 1,207 of 1,323 phone calls to change or schedule a ride on ACCESS, with 102 calls abandoned. The average call time was 3 minutes, 46 seconds and the average hold time was 13 seconds in September.
- On-demand services handled 658 of 772 phone calls to schedule a ride, with 113 calls abandoned. The average call time was 1 minute, 46 seconds and the average hold time was 27 seconds in September.
- September City Go Pay mobile ticket sales totaled \$11,078.50

More Information

For detailed information contact: Leslie Pedrosa, Operations Director, 208.258.2713,
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TOPIC	Finance and Administration Activity Report
DATE	November 7, 2022
STAFF MEMBER	Jason Jedry, Chief Financial Officer

Summary

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

Highlights

Budget/Finance

- At the end of August, VRT operating expenses were 18% under budget and capital expenses were 67% under budget
- Finance staff are actively preparing for FY2022 year end and the independent annual audit
- Finance staff are preparing to submit the Authorities FY2022 National Transit Database information to the FTA
- The finance team and VRT staff continue working on the enterprise resource planning (ERP) system replacement project. We expect the implementation of a new ERP system to take 18 to 24 months at a minimum

Grant Management

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

Procurement

- Procurement and Contracts Specialist is working on:
 - Fire Suppression Services
 - Fire Extinguisher Services
 - ERP Software Procurement and Implementation Services
 - On-Call Technical Support Services
 - Acquisition of Service Providers

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



TOPIC	Programs and Marketing Update
DATE	October 18, 2022
STAFF MEMBER	Dave Fotsch

Summary

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

Staff Recommendation/Request

Information only

Implication (policy and/or financial)

Information only

Highlights

Safe Routes to School (SRTS)

- SRTS is now back in schools throughout the Treasure Valley.
- The program is advertising a SRTS Coordinator position, which would restore it to the four positions it had when VRT adopted SRTS.

Marketing

The marketing department works with Stoltz Marketing Group (SMG) to develop and launch a series of initiatives designed to grow and maintain Valley Regional Transit services.

Route 30 Pine Promotion

- Mailer went to over 9,000 addresses of residents and businesses within ½ mile of the new route, dropping October 3
- Organic social media started the first week of September
- Paid social and digital display ads start October 3 and continue through December
- VRT held a ribbon-cutting as part of Meridian Oktoberfest on October 1, and offered a free shuttle service on an abbreviated version of the route, serving 500 people
- Community started in September and continues now

Route 45

- Pre-promotion of the changes to the Route 45 began the first week of September
- Primary outreach is with Boise State and the College of Western Idaho
- A postcard will go out to residences and businesses within ½ mile of the route

Eagle Service Promotion

- Service won't start until January of 2023
- Campaign development is on hold until later this fall

Traditional Media Support

- Valley Regional Transit issued a Request for Proposal for traditional media, separate RFPs for radio and television.

- A staff committee made selections from the bids received, with the radio part of the media buy starting the week of Oct 10.

Safe Routes to Schools Website

- SMG is building out a new Safe Routes to Schools website. Projected launch will be in early November.

Cobranding Valley Regional Transit and City Go

- Through internal meetings and meetings with SMG, we are looking at ways to define the brands of Valley Regional Transit and City Go more clearly.
- The decisions coming from these discussions will affect future projects, such as the Riders Education external campaign's relaunch and the internal Riders First campaign.

Safe Travels, Treasure Valley newsletter

- The recently redesigned newsletter is improving the reach of the publication.
- VRT has renewed the contract with Stoltz to continue producing the newsletter in FY 2023.
- The next edition of the newsletter drops October 20, 2022.
- We invite you to subscribe to the newsletter and share the link with others.
<https://valleyregionaltransit.us17.list-manage.com/subscribe?u=a2575d0c9e327df42c647285a&id=30356a6b08>

Vall-eBike

- Valley Regional Transit launched **Vall-eBike** on Wednesday, July 13, 2022, with 50 bikes!
- Here are the numbers as of October 18, 2022:
 - 2,715 rides
 - 2,362 users
 - 324 uses of the free 30-minute ride coupon
 - 881 uses of the new Day pass
- Saturdays and Sundays have been the most popular ride days.
- The pilot program will run through the end of October.
- VRT continues to explore sponsorships and partnerships to make the system permanent and expand it.
- CCDC provided \$50,000 to launch the pilot and agreed to match the next \$50,000 in sponsorships. The deadline for the match was September 1. VRT acquired the following sponsors:
 - Treasure Valley Clean Cities Coalition (\$10,000)
 - Idaho Advocates for Community Transportation (\$5,000)
 - KeyBank (\$5,000)
 - Cushing-Terrell (\$5,000)
- The system website is RideValleBike.com.

More Information

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



TOPIC	Community Engagement Update
DATE	November 7, 2022
STAFF MEMBER	Jason Rose

Summary

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

Highlights

- Staff has presented an FY23 Communications and Engagement Plan that will guide work this fiscal year across communications, marketing, and engagement efforts.
- Prior to the launch of Route 30 on October 3, VRT hosted a ribbon cutting ceremony and route demonstration in conjunction with the Meridian Oktoberfest, proving nearly 500 rides. This, in addition to digital and radio promotion, earned media, and in-person outreach helped bring awareness to the route.
- The Communications and Engagement team has been working on producing more digital content to be shared across the website and social media platforms, including notices of weekend events, upcoming closures, and service promotions.
- The latest edition of the Safe Travels, Treasure Valley newsletter was distributed on 10/19/22.
- Staff is preparing for communications needs for upcoming initiatives, such as holiday service modifications, new services, the Via rollout, bus stop updates, local events, and more.

More Information

Attachments: None

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

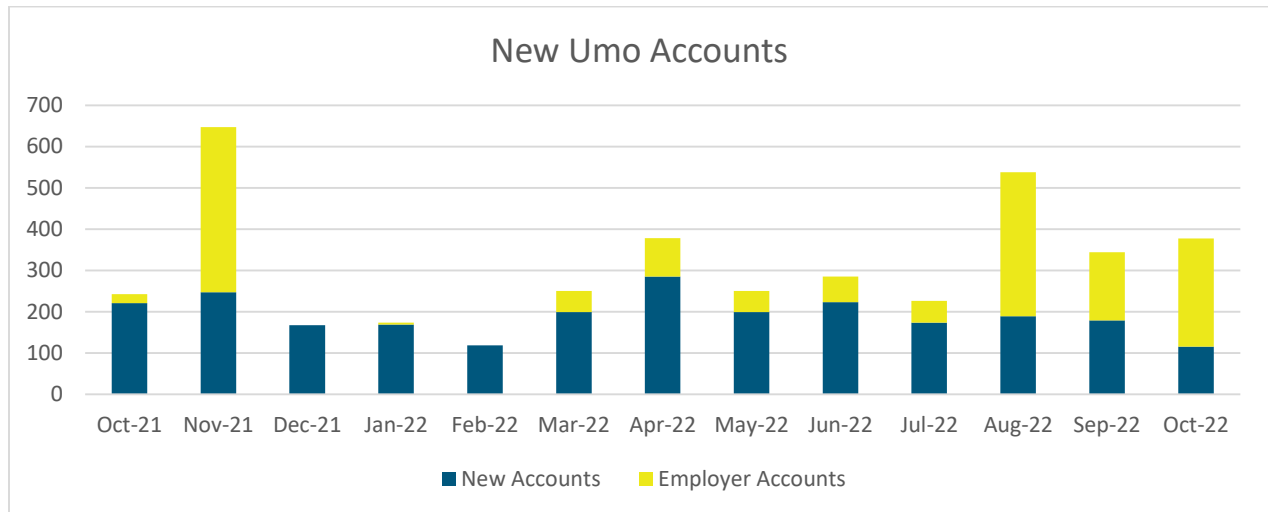


TOPIC	Integrated Mobility Report
DATE	November 7, 2022
STAFF MEMBER	Kaite Justice

Summary

This report provides a status update of activities related to the downtown mobility collaborative, City Go.

- City Go staff continues to work on the Integrated Mobility Plan. The plan is in final design stages and will be presented to the Board of Directors in January.
- Umo was launched on October 1, 2021. Umo fare payment system update for first year of operation:
 - Revenue-to-date (Oct. 2021-October 19, 2022): \$123,001.21
 - New accounts October 2022: 344
 - New accounts total: 4,242
 - All three scooter companies in the area are now live in the Umo trip planner!
 - Employer programs integrated into Umo: 14



- City Go staff worked on business development for City Go and the Regional Pass Program. Staff held eleven business development meetings in August.
 - New Regional Pass Program contracts:
 - Department of Environmental Quality
 - One Stone School
 - Renewed Regional Pass Program contracts:
 - Boise State University
 - College of Western Idaho
 - University of Idaho
 - Hummel Architects
 - Ada County
- Travel Training in October:
 - 9 individual travel trainings
 - 4 group travel trainings

- For refugees at the English Language Center (2)
 - Mana Resources
 - Commuteride's Go By Bus
- City Go and Navigation staff also attended many events this last month including:
 - Ada County "Popcorn" transportation event
 - Micron benefits fair
 - CWI benefits fair
 - Oktoberfest
 - Balsam Brands Lunch and Learn
 - St. Luke's resource fair

For detailed information contact: Kaite Justice, City Go Director, 208-258-2750,
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