

Regional Advisory Council Meeting Agenda

August 15, 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/VRTRAC_August2023](https://MSTeams.microsoft.com/join/VRTRAC_August2023)
or by dialing in at **323-484-8960** Conference ID: **6750 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 June 20, 2023 Regional Advisory Council Meeting
Pages 3-4 | Paula Cromie**

The Regional Advisory Council is asked to consider approval of the minutes of the June 20, 2023 Regional Advisory Council Meeting.

V. Action Items

VI. Information Items

**A. NO ATTACHMENT - INFORMATION: Annual Membership Update
Jason Rose**

Staff will bring forward expiring council membership terms and instruct on steps for renewal. Mary Beth Nutting and Susan Bradley have agreed to renew her membership on the Council. Samantha Kenney will have the opportunity to decide if she would like to continue on the Council.

Although it is not time for Jeremy Maxand to renew his membership, he has decided to resign from the Regional Advisory Council due to too many commitments on other committees. He has suggested someone to take his place.

**B. INFORMATION: WORKSHOP - FY2024 Final Network Proposal
Pages 5-25 | Kate Dahl/Stephen Hunt**

Staff will present the final FY2024 network proposal including fixed-network and specialized service changes. Staff will also present impacts of the service change to ACCESS service to the Regional Advisory Council.

C. INFORMATION: Community Involvement Update

Staff will present a community involvement update with a focus on outreach for the bus network redesign proposal.

D. INFORMATION: Operations Update

Pages 27-34 | Leslie Pedrosa

Included in the packet, is an informational memo with updates for RAC member review. Staff will be available at the meeting to provide additional information if requested.

E. 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, or topics they would like to be considered on an upcoming agenda.

VII. Department/Staff Reports

A. INFORMATION: Department/Staff Reports

Pages 35-45 | Staff

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

VIII. Adjournment

Agenda order is subject to change.

Next Regional Advisory Council Meeting:

September 19, 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 Minutes

June 20, 2023

9:00 AM

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

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Susan Bradley	Andrew Mills	Paula Cromie, VRT
Samantha Kenney	Lauren Noble	Elaine Clegg, VRT
Terri Lindenberg	Theresa Vawter	Kate Dahl, VRT
Susan Manika		Kathleen Godfrey, VRT
Jeremy Maxand		Stephen Hunt, VRT
Mary Beth Nutting		Lila Klopfenstein, COMPASS
Deeann Solis		Hailee Lenhart-Wees, VRT
Walter Steed		Rob Lowe, VRT
		James Mundell, VRT
		Leslie Pedrosa, VRT
		Jason Rose, VRT
		Al Schneider, PTAC
		Kyle Street, VRT
		Duane Wakan, VRT
		Corrie Washington, First Transit
		Sarah Ybarra, VRT

- I. **Calling of the Roll** - Chair Walter Steed called the meeting to order at 9:05 with a quorum present by phone and in person
- II. **Agenda Additions/Changes** - None
- III. **Public Comments** - None
- IV. **Consent Agenda**
 - A. **ACTION: Minutes of the May 16, 2023 Regional Advisory Council Meeting**
Mary Beth Nutting moved to approve the consent agenda as presented; Jeremy Maxand seconded. The motion passed unanimously.
- V. **Action Items**
 - A. **ACTION: Beyond ADA Final Service Model**
Leslie Pedrosa provided the RAC details regarding the Beyond ADA Final Service Model. Services will expand due to access of services Monday through Friday and more vehicles in the pool. Jeremy Maxand moved to recommend the Beyond ADA final service model for approval by the Executive Board; Sam Kenney seconded. The motion passed unanimously.
- VI. **Information Items**
 - A. **INFORMATION: OnDemand Transit Update**

Leslie Pedrosa provided RAC members an informational memo with updates on the Car County OnDemand services for April. Jason Rose gave members a brief update as Leslie was at another meeting. There was an informal update for the Eagle services and numbers will be provided at the next RAC meeting. Some of the Eagle Senior services are combined with the On Demand services. RAC members would like to see a monthly update presented at the meetings. For the most up-to-date ridership information - ridevrt.org/data. Also refer to <https://www.valleyregionaltransit.org/routes/eagle-ondemand/>

B. INFORMATION: Operations Update

Leslie Pedrosa provided RAC members an informational memo with updates and staff was available to answer questions. Chargers continue to be an issue, but there is no cost to us for the service to fix the chargers. We have 9 electric buses in service, 4-40' buses and 5 -35' buses. There are 3-35' buses we have not accepted due to the problems with charging stations. We have not paid for the buses that have not yet been placed in service.

C. INFORMATION: Community Involvement Update

Jason Rose presented an update on community involvement efforts regarding VRT's proposed bus network redesign. For more information: <https://www.valleyregionaltransit.org/news/valley-regional-transit-extends-bus-network-update-due-to-extensive-community-feedback-improved-funding-outlook/> and <https://www.valleyregionaltransit.org/wp-content/uploads/2023/06/BBR-Survey-Comments-2306.pdf>

Jeremy requested an audio version of the changes be produced for the visually impaired.

D. INFORMATION: FY2024 Service Change Update

Stephen Hunt presented an update on the FY2024 service change including public comments received and potential adjustments in response. The final proposal presentation was pushed back by two months in order for staff to have time to present the best possible system change scenario. Stephen noted there may be a completely different proposal than what has been presented based on the comments and feedback by the public.

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

Walter Steed encouraged members of the Regional Advisory Council to bring up any 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 as they contain valuable information.

VIII. Adjournment – Terri Lindenberg made a motion to adjourn, Mary Beth Nutting second. Meeting adjourned at 10:37

Next Regional Advisory Council Meeting:

July 18, 2023

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642



TOPIC	WORKSHOP: FY2024 Service Change Final Network Proposal
DATE	July 25, 2023
STAFF MEMBER	Kate Dahl

Staff Recommendation/Request

This is a workshop for the Regional Advisory Council to review and discuss the proposed changes to the FY2024 Network Redesign. Staff has prepared service proposals that best meet agency goals and respond to public comments received during the concept phase. Staff is preparing the following public hearing dates 9/7/2023 Boise, 9/14/2023 Caldwell, 9/12/2023 Meridian, and 8/31/2023 Nampa. The outcome of the public hearings and other public comment on the final proposal will be presented to the full board for their consideration at the regularly scheduled October 2, 2023 meeting.

Highlights

- Consolidated fixed-route network on highest ridership routes
- Two public engagement periods with excellent response rate and actionable suggestions
- Expanded service areas for complimentary and specialized services

Summary

Valley Regional Transit (VRT) staff consolidated the FY2023 fixed-route network into a smaller footprint with increased frequency on fixed-route and expanded the service areas of OnDemand, Lyft Late night, Lyft Transit Connections, and Beyond ADA to provide better coverage. The proposed changes will benefit the public by

- Increasing frequency on the Fairview corridor to 15 minutes in the commute period and 30 minutes midday
- Improving cross-town connections with a revised Orchard route running from Hill Road to the Boise Airport connecting all three current premium corridors (3 Vista, 7 Fairview, 9 State) and it will increase cross-town service in west Boise from 60 minutes to every 30 minutes
- Improving west Boise and Meridian connections with a revised route 45 and new all-day connection between Towne Square Mall and the Village at Meridian
- Restoring fixed-route service on the Nampa/Caldwell Boulevard and Garrity in Canyon County
- Adding new fixed-route service in south Caldwell serving Caldwell High School and the YMCA
- Maintaining express service between Caldwell, Nampa, Meridian and Boise
- Expanding the area of VRT transit connections to minimize the impacts in areas of service loss
- Leveraging changes in VRT's specialized services to minimize the impact of a smaller ACCESS service area
- Doubling the number of people within a ¼ mile of 30-minute all-day fixed-route service

- Increasing the number of people within ¼ mile of service that runs every 15 minutes during the commute period by 34%.
- Increasing in annual ridership by an estimated 16%

Despite these improvements, the final proposal will have localized negative impacts including the following:

- Loss of service fixed-route to Harris Ranch
- Loss of service along Owyhee, Latah and Roosevelt
- Loss of service on Five Mile, Mc Millan and Curtis
- Loss of service on sections of Maple Grove, Milwaukee, Overland, and the North End
- Reduced service along the Hill Road corridor
- Reduced service area of the 150 – simplified to follow major roadways

The final proposal responded to public comment on the concepts in the following ways

- Maintained peak service on the highly used commute trips of the 10 Hill Road route
- Maintained express service between Caldwell, Nampa, Meridian and Boise
- Restored an early afternoon trip on the route 40
- Maintained service to the Frank Church High School
- Maintained service on Warm Springs
- Maintained service on SE Boise on Route 2
- Improved connections between downtown Meridian, Nampa and Boise
- Expanded the transit connections to areas that are losing service

Introduction

VRT consistently hears “we want better buses”. Riders want the bus to come more often, with better routes that connect home, work, and key destinations. They want accessible, comfortable, and convenient bus stops that include relevant information about where they can go and how they can get there. When VRT first introduced bus service, the focus was on providing routes in as many places as possible to connect passengers across the region. A persistent complaint is “buses are empty”, while this is true sometimes and, in some places, with the growth in the region, the time to grow public transit is now.

The best way for Valley Regional Transit to grow ridership and create a better bus service is to focus our efforts and investments on routes where visible improvements can be made. We can serve our riders in a deeper capacity and bring better value to our ridership and attract new riders. By continuing to demonstrate transit’s value in the region we will attract more funding which will allow us to expand the system in desirable and convenient ways. The time to grow transit is now and the move towards a “Better Bus” network requires changes to take us there. It is staff’s pleasure to introduce the final proposal for the 2024 Network Redesign.

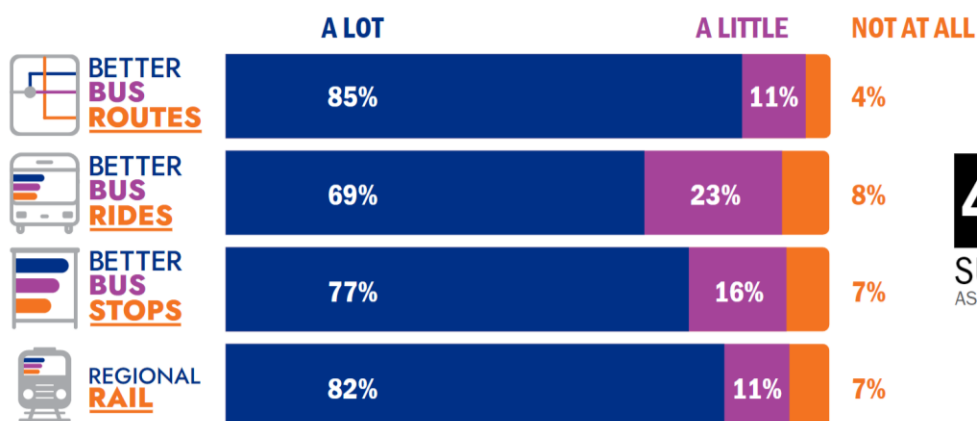
Public Comment and Public Engagement Process

In 2023, Valley Regional Transit launched two public engagement processes to inform future bus service. The Better Bus Initiative kicked off in April, driven by the vision of the new CEO, Elaine Clegg. It consisted of 10 events and a survey that was open for a little over a month. A summary of that survey is shown in figures 1 and 2 below.

List of Better Bus Initiative events

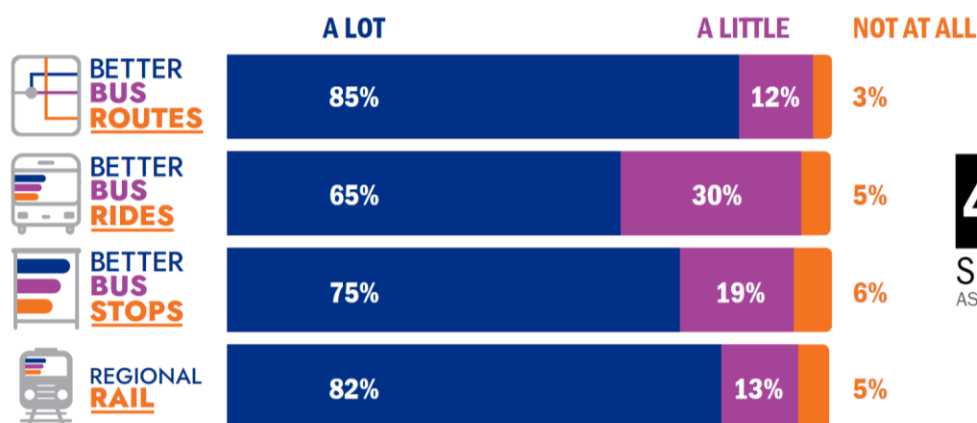
- 3/29: Better Bus popup table, Library! At Hillcrest
- 3/30: Better Bus popup table, Library! At Collister
- 4/4: Better Bus virtual town hall
- 4/5: Better Bus popup table, Library! At Cole and Ustick
- 4/6: Better Bus Open House, Main Street Station
- 4/13: Better Bus virtual town hall
- 4/14: Better Bus Open House, Boise Main Library
- 4/24: Better Bus Open House, Caldwell Library
- 5/25: Better Bus Routes: Bus Network Redesign Open House, Boise City Hall Plaza
- 5/30: Better Bus Routes: Bus Network Redesign Open House, Nampa Public Library

How much do you support your city/county funding these projects?



407
SURVEYS
AS OF 4/18/23

How much do you support these projects?



407
SURVEYS
AS OF 4/18/23

Figures 1 & 2: Better Bus Survey Results

The key takeaway from this engagement was that people supported more transit! Specifically, people wanted to see higher frequency, wider spans, and better improvements overall. The public feedback provided in this survey helped inform VRT staff to review the current route network design and move towards a more frequent grid network, which required consolidating underperforming routes and improving frequency on higher performing routes, which would build ridership, provide convenience through transfers, and improve public perception.

Budget and Proposed Scenarios

Utilizing the direction from the public, leadership, and budget parameters, staff's direction in this service change was to begin the move from a coverage-based system to a more frequency-based system. This required adding frequency on high performing routes where ridership could be increased, and by consolidating or eliminating poor performing routes with lagging ridership, which resulted in a smaller network footprint. Based on anticipated funding levels three scenarios were proposed for public comment. A brief summary of the scenarios are listed below.

Figure 3 also compares accessibility of the various scenarios.

Scenario A: Same budget, fewer service hours:

This scenario assumed a contribution from our largest local funder, City of Boise, of 5% of property tax revenue and 80,000 annual service hours, which was a cut from 90,000 in the prior year (due to increases in labor costs and inflation).

B: Increased budget, same service hours:

This scenario assumed a contribution from our largest funder, City of Boise, of 5.5% of property tax revenue and 90,000 annual service hours, with increased frequency on routes. The estimated ridership for this network would likely be the highest of all the scenarios presented.

C: Increased budget, same service hours:

This scenario assumed a contribution from our largest funder, City of Boise, of 5.5% of property tax revenue and 90,000 annual service hours, with a focus on coverage. The estimated ridership for this network would likely be in between Scenario A and Scenario B.

Figure 3: Scenario Accessibility Comparisons

Fixed-Route	Population served (1/4 mile of any service)	Jobs served (1/4 mile of any service)	Population served (1/4 mile of service every 15 min.)	Population served (1/4 mile of service 30 min.)	% Frequent	% Coverage
Current	158,000	114,000	21,100	27,800	21%	79%
A	115,500 (-27%)	98,000 (-14%)	21,100 (0%)	29,100 (+5%)	34%	66%
B	115,500 (-27%)	98,000 (-14%)	29,100 (+38%)	62,500 (+125%)	60%	40%
C	115,500 (-27%)	98,000 (-14%)	29,100 (+38%)	29,100 (+5%)	32%	68%

FY2024 Network Redesign Process

The network redesign public engagement process consisted of two open houses and an online platform illustrating the route scenarios and posing route specific survey questions. VRT received a total of 386 survey responses.

- 5/30 Open House Nampa Library
- 5/25 Open House Boise City Hall Plaza

Key takeaways:

There was strong support for increased frequency, span and weekend service. Primary concerns were over loss of service at specific locations and especially for vulnerable populations.

Overall, public engagement has been excellent, with very specific and actionable suggestions which staff has been able to incorporate into the final proposal.

The full summary of comments can be found [here](#).

Final Scenario Description

Overall, the final network proposal represents a smaller network footprint, with routes consolidated onto the highest performing routes (i.e., routes with highest ridership). Some were rerouted to service the most popular stops, increased frequency, and provided more transfer opportunities. Approximately 8% of existing riders are on routes or at stops that would lose fixed-route service. This service loss is expected to be more than offset by ridership growth in corridors that are receiving additional service.

A list of routes and types of changes is shown below. Figures 4 and 5 compare current and proposed service networks. Figures 6 and 7 compare populations served and cost considerations.

Routes eliminated/consolidated:

1, 4, 7A, 43

Routes restructured:

6, 8, 8x, 12, 29, 16, 17

Routes with no or minimal changes:

2, 3, 5, 28, 9, 150, 160

Routes with Saturday Service:

2, 3, 5, 6, 7, 9, 12, 29

Routes with increased frequency or added trips:

7B, 8x, 12, 42

Routes with wider spans:

6, 8

New routes

56, 58

Figure 4: FY2023 Current Network

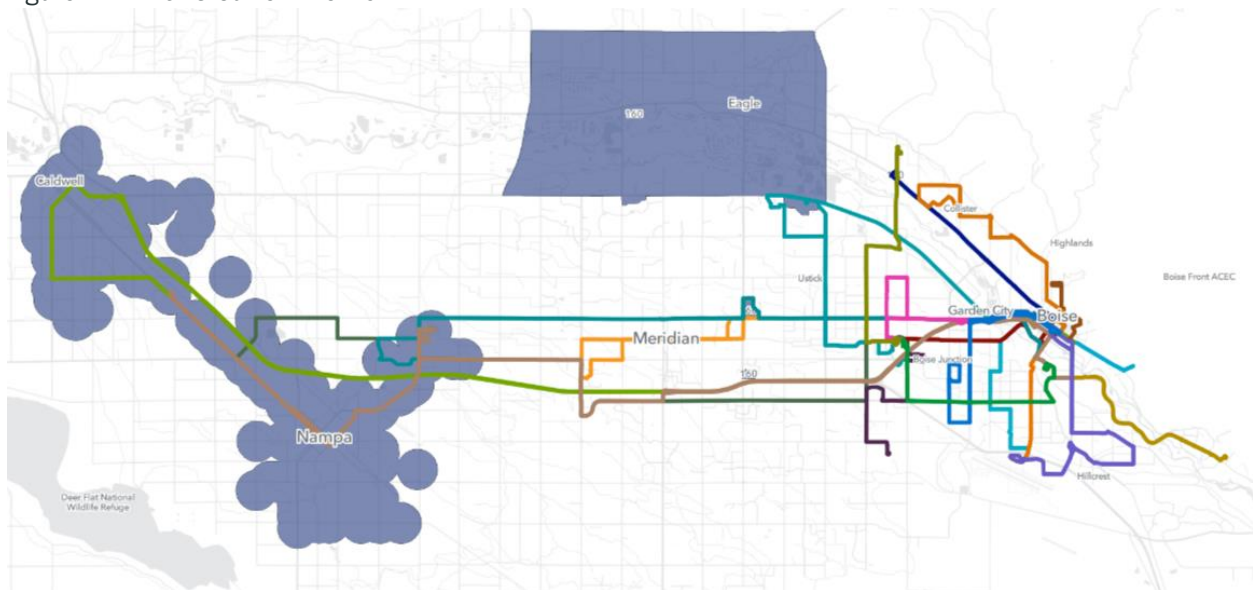


Figure 5: FY2024 Final Network Proposal

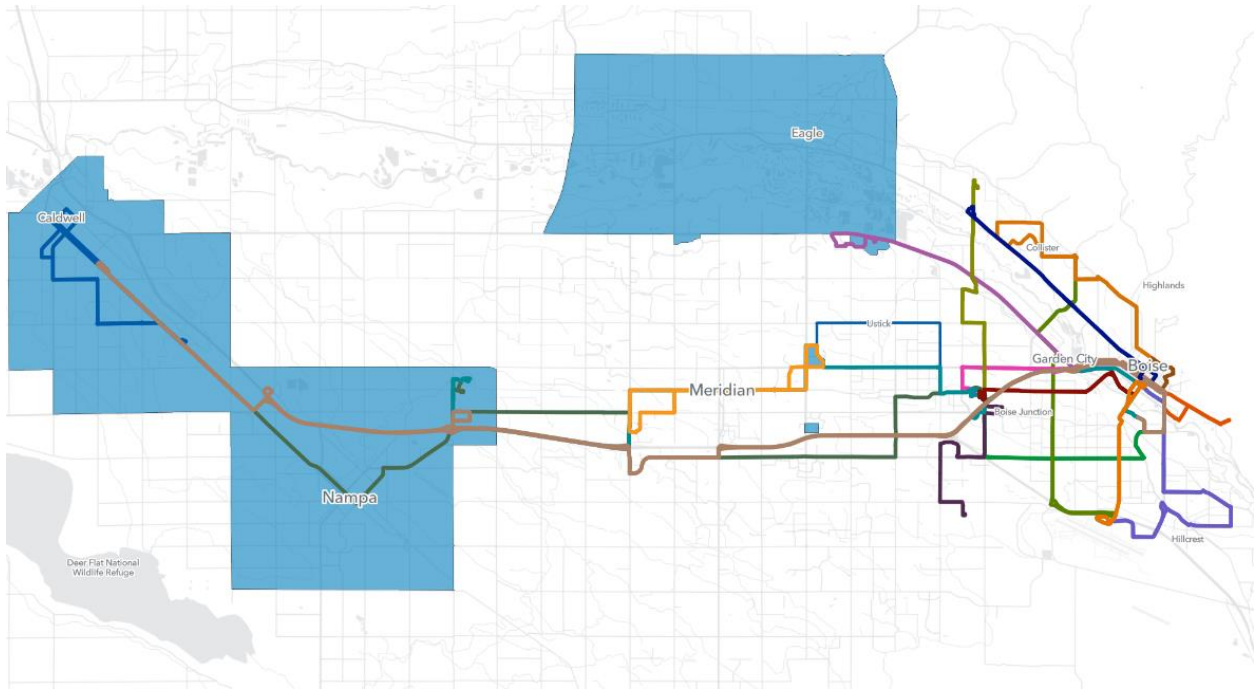


Figure 6: Ridership numbers for Final Proposal

Fixed-route network	Population served (1/4 mile of any service)	Jobs served (1/4 mile of any service)	Population served (1/4 mile of service every ,15 min.)	Population served (1/4 mile of service 30 min.)	% Frequent	% Coverage	Annual ridership (based on estimated 2023)
Current	158,000	114,000	19,400	19,400	21%	79%	996,508
Final Proposal	145,000 (-9%)	113,000 (-1%)	28,400 (+34%)	38,900 (+100%)	32%	68%	1,153,098 (+16%)

Figure 7: Budget Comparison

Fixed-route	Annual Hours	Annual Riders	Estimated Annual Cost
2023	89,831	897,322	\$8.98M
2024	98,539	1,053,910	\$9.85M

% change	9.7%	18%	9.7%
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Complimentary Transportation Services

Additional transportation services are available in conjunction with fixed-route that are dependent on the network design these include:

1. **ACCESS** provides transportation within $\frac{3}{4}$ of mile of fixed-routes to persons with disabilities to the nearest bus stop. Figures 8 and 9 show the current and proposed ACCESS areas.

In the proposed network, the $\frac{3}{4}$ of mile buffer shifted and several gaps are identified in red in Figure 10 below. ACCESS service is not required on limited stop routes such as Routes 45 and 42 where stop spacing exceeds $\frac{1}{2}$ mile between stops. Between October 2022 and June 2023, ACCESS provided 24,484 rides, 8.46% of those are located in the areas expected to lose service (Figure 10 below).

The “Beyond ADA” services VRT is in the final stages of planning will provide transportation options to seniors and persons with disabilities in the areas losing ACCESS service.

Figure 8: 2023 ACCESS Service Area

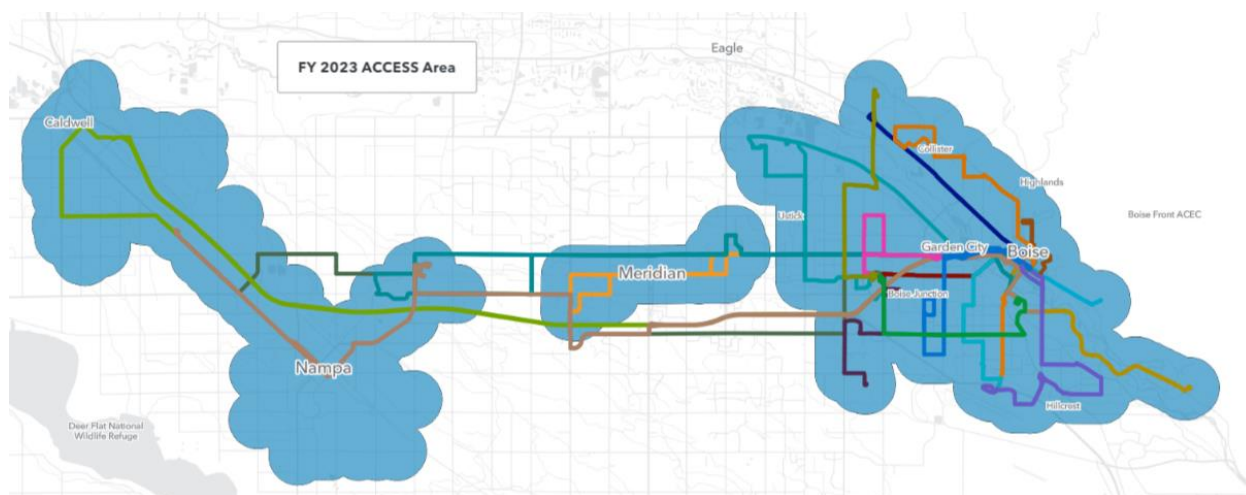


Figure 9: 2024 Proposed ACCESS Service Area

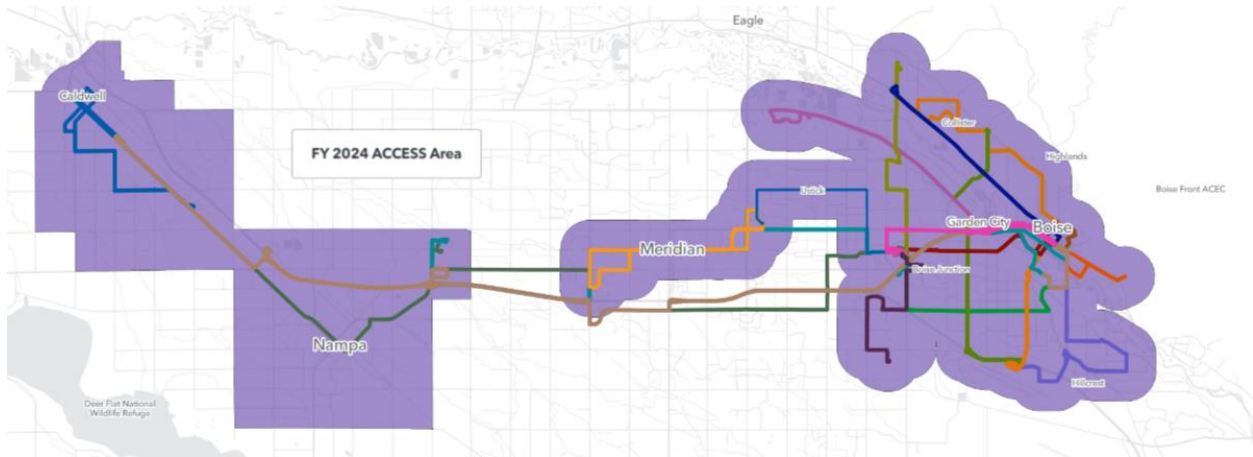


Figure 10: ACCESS areas losing and gaining service

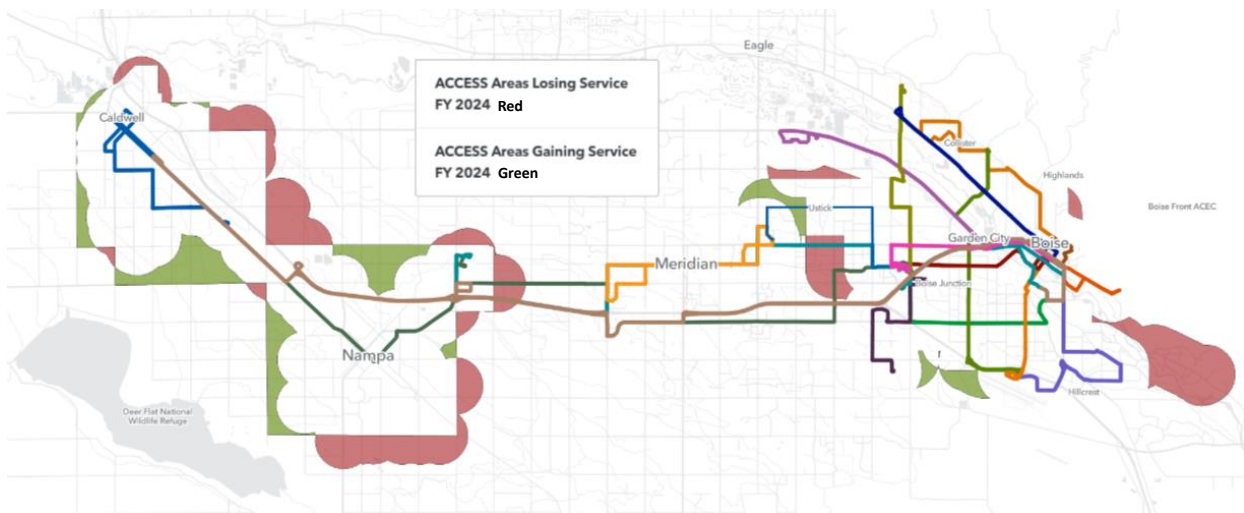


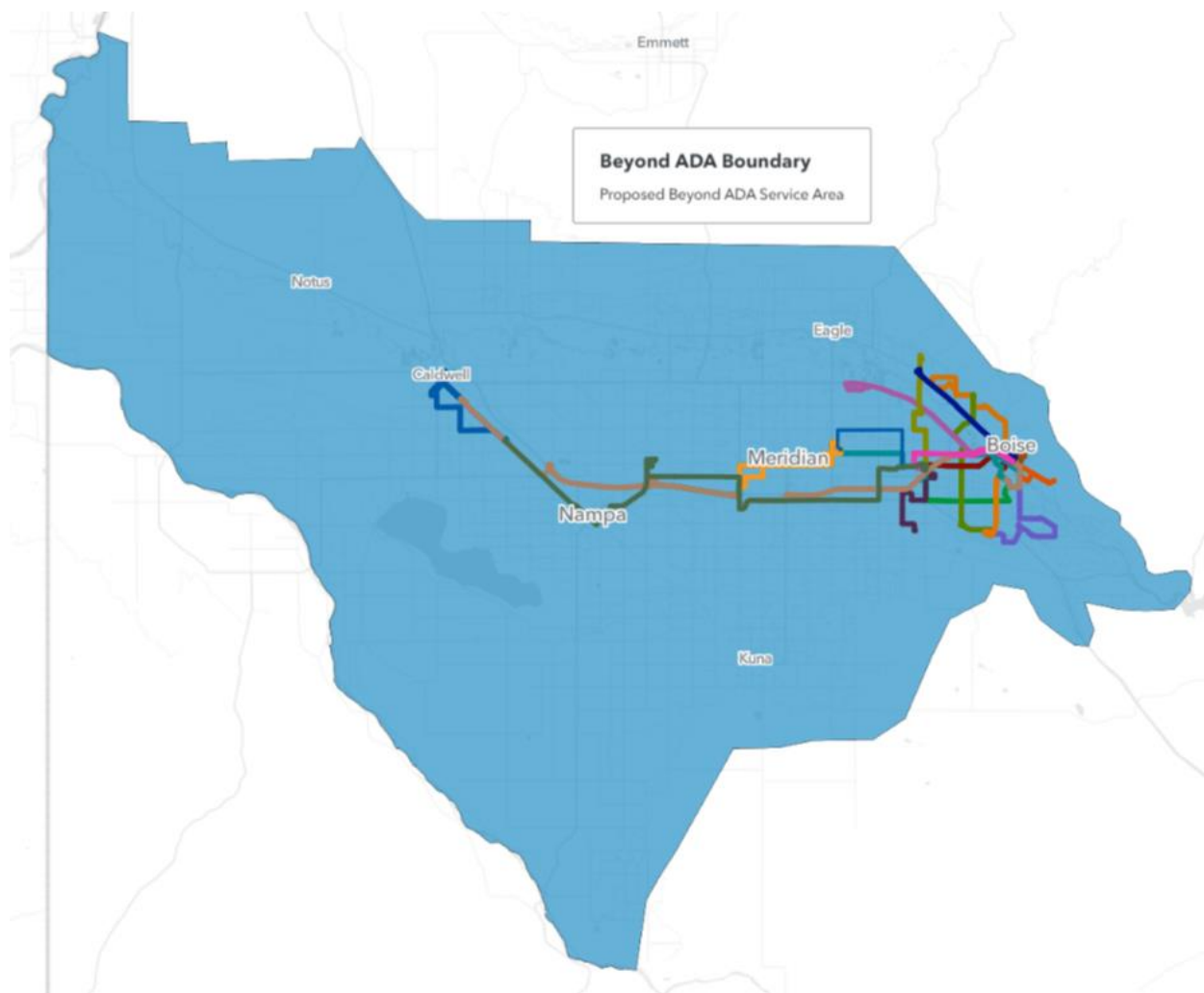
Figure 11: ACCESS Comparison

ACCESS	Population within service area	Jobs within service area	Service area square miles
2023	385,100	180,000	129.8
2024	367,800	178,000	121
% change	-4.7%	-1%	-7.3%

2. **Beyond ADA** will provide service to seniors and persons with disabilities within Ada and Canyon Counties. Previously, transportation was contracted to a number of individual companies with different service areas and hours of operation. These service areas overlapped in some cases and in some cases, there were significant gaps in service. By consolidating the program under the VRT umbrella and creating

one service area including both counties and one set of hours of operation it essentially creates a safety net that fills any gaps created by the shift in the access buffer. Individuals that may have formally utilized ACCESS and now find themselves outside the area, can simply switch providers to Beyond ADA. In fact, they may find it more convenient in some circumstances as they may go to their destination directly without transferring to fixed-route. A key difference is an individual is guaranteed a ride with ACCESS, they are not guaranteed a ride under Beyond ADA.

Figure 12: 2024 Beyond ADA Service Area



3. **Lyft Transit Connections** provides OnDemand services within a designated area within 2 miles of a fixed route to a bus stop for \$2 (riders pay more to travel beyond the 2 miles). This service assists those with first mile and last mile connections and 1 mile beyond. Due to the network redesign which reduces coverage, this service area has been expanded to capture the entire transit network in Boise and is extended west to Cloverdale Road, south to west Victory Road, and extends to southeast Boise as illustrated in the figures below. Ridership on this service in 2023 included 3,665 rides, by 173 unique riders at about 229 trips/month. The expanded area provides access to 130,900 (+151%) more people, and 73,500 (+171%) more jobs.

Figure 13: 2023 Lyft Transit Connections Service Area

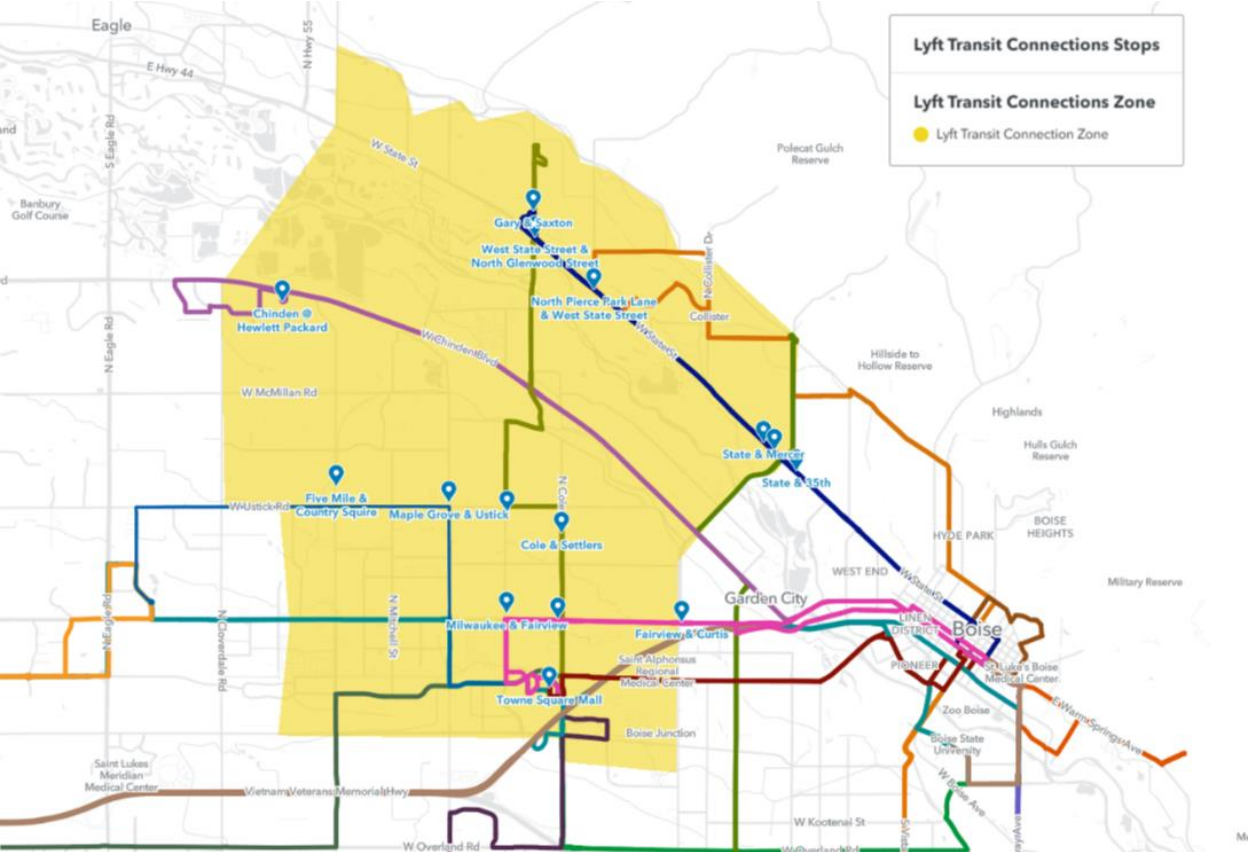


Figure 14: 2024 Proposed Lyft Transit Connections Service Area

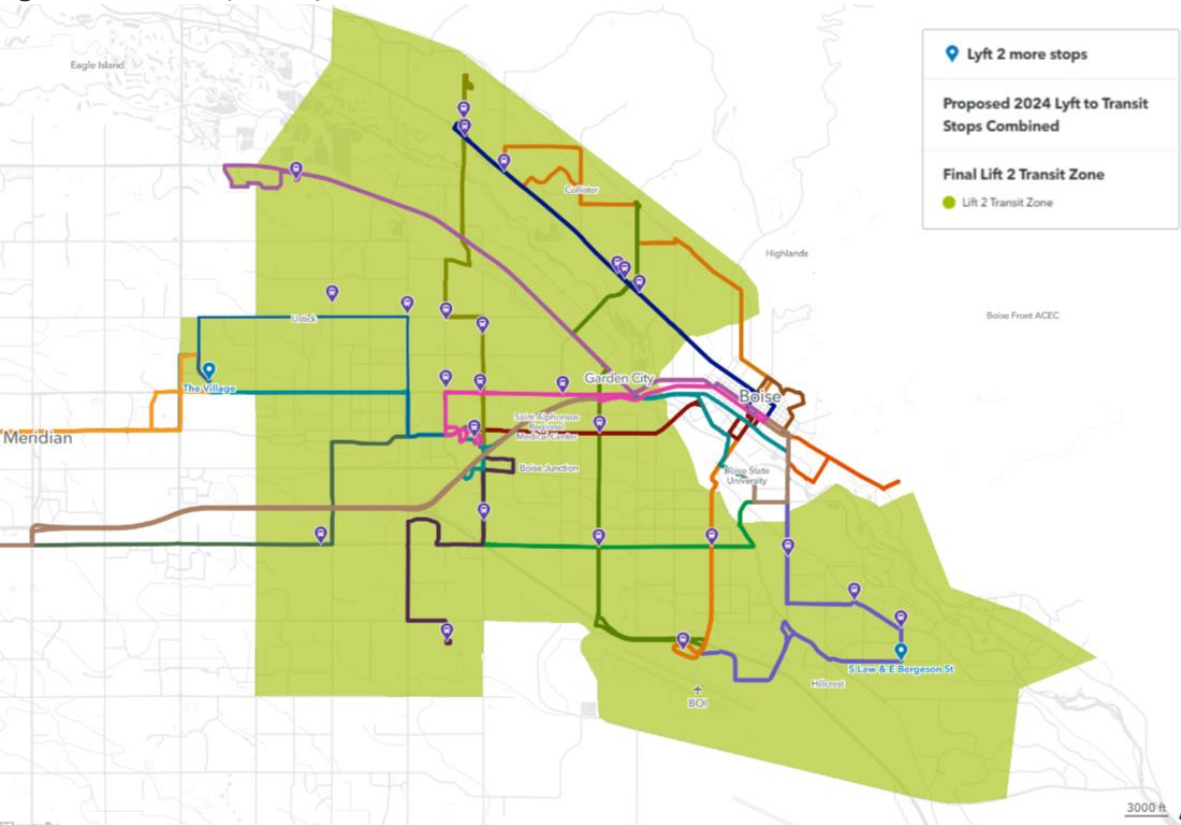


Figure 15: Lyft Transit Connections Comparison

Lyft Transit connections	Population within service area	Jobs within service area	Service area square miles	Total number of stops
2023	86,500	42,900	22.2	14
2024	199,300	93,800	59.4	27
% change	+130%	+118%	+168%	+93%

4. **VRT Late Night** provides OnDemand services to low-income individuals after hours when busses are not running. Based on research of minimum wage monthly incomes of \$1250/month which are often tied to service work and later work hours, it was revealed Meridian had clusters of potential riders that could benefit from transit through this service. As a result, VRT is proposing to expand the area through City of Meridian to capture these clusters. Ridership on Late Night for 2023 includes 618 rides by 23 unique individuals at an average of 40 rides/month on this service. This expansion provides access to 17,200 (+5%) more people, and 20,400 (+12%) more jobs.

Figure 16: 2023 Lyft Late Night Service Area

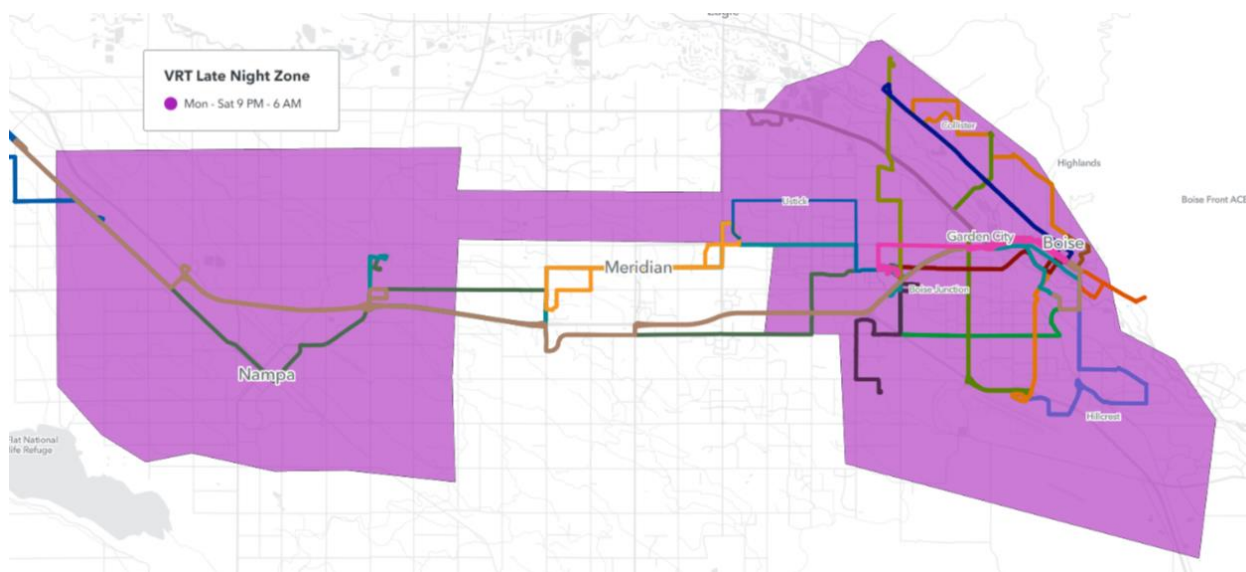


Figure 17: 2024 Proposed Lyft Late Night Service Area

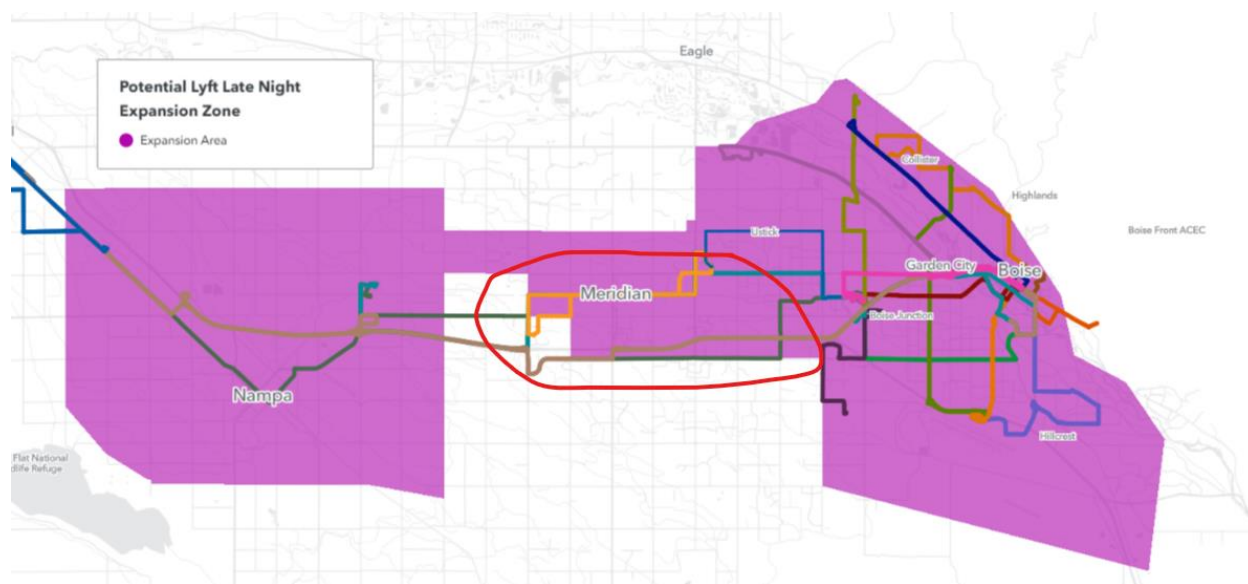


Figure 18: Lyft Late Night Comparison

Lyft Late Night	Population within service area	Jobs within service area	Service area square miles
2023	355,100	164,700	142.7
2024	372,300	185,100	149.4
% change	+4.8%	+12.4%	+4.7%

Implication (policy and/or financial)

The network redesign would align with strategies in Valley Connect 2.0 and drive an update to the Transportation Development Plan 2024-2028.

More Information

Attachment 1: FY2024 Final Proposal Route Descriptions

For detailed information contact:

Kate Dahl, Principal Planner, kdahl@rideVRT.org, 208-258-2715

Current Route	Final Scenario Route Descriptions & Connections	Frequency/Span	Notes
1	Eliminated		Alternate services – Expanded transit connections, Route 2, Beyond ADA for lost ACCESS service area
2 (Longer Saturday span, change to timing)	No change to current 2 Broadway routing Connections: transfer opportunities with the 3 and the 6 at the Boise Airport.	Frequency no change. Span extended. Extend Saturday span from 5pm to 8pm. Departure times from Main Street Station (MSS) and the Boise Airport are necessary to accommodate other changes.	Route – No change Frequency – No change Span – Longer Saturday span, minor timing changes
3 (Frequency increase, change to timing)	No change to current 3 Vista routing Connections: transfer opportunities with the 2 and the 6 at the Boise Airport.	Frequency increase. 15 minute service in the afternoon is extended from 6pm to after 8pm weekdays. Departure times from MSS and the Boise Airport are necessary to accommodate other changes.	Route – No change Frequency – 15 minute service extended from 6pm to 8pm weekdays Span – No change, only minor timing changes
4	Eliminated		Alternate services – Expanded transit connections, Route 3, Route 5, Route 29, Beyond ADA for lost ACCESS service area
5 (Change to timing)	No change to current 5 Emerald routing Connections: Adjusting pulse at TSM will facilitate more midday transfer opportunities.	Frequency no change. Span no change. Departure times from MSS and the Towne Square Mall (TSM) are necessary to accommodate other changes. Midday TSM departures move from 15 minutes to 45 minutes.	Route – No change Frequency – No change Span – No change, only timing changes
6 (Restructure and longer span)	Restructured. Service from Hill Road to the Airport via Veterans Memorial Parkway to Orchard Street with stops at Hillside Jr. High, residential areas, Albertson's, Veteran's Memorial Park, and Boise Bench Connections: transfer opportunities with the 2 and the 3 at the Boise Airport. The 6 also provides connections to the 29 at Overland, the 5 at Emerald, the 7 at Fairview, the 8 at Chinden, the 9 at State Street, and the 10 at Hill Road	Frequency similar. 30 minute peak (6-8am, 4-9pm), 60 minute off peak (9am – 4pm) weekday. Saturday 60 minute all day. Span increase. 30 minute service extended from 6pm to 9pm weekday and Saturday	Route – Restructured, see description Frequency – No change Span – longer even span, weekdays and Saturdays Alternate services – to get downtown, ride through the airport and continue on route 3, transfer to the Route 5, or 7 to go downtown. Take revised Route 29 directly downtown

Current Route	Final Scenario Route Descriptions	Frequency/Span	Notes
7A	Consolidated	Service frequency and span is combined with the 7B	Alternative services – 7B (now just the 7) and the restructured 12, which will now cover Ustick and Cole
7B -> 7 (Increased frequency, restructure, re-named)	Restructured. Service will use the connector on ramp at Orchard rather than Curtis to accommodate a connection with the revised 6. Renamed the 7 Fairview Connections: The increased frequency on the 7 will make transfers to the revised 6 Orchard easier, minimize delay on transfers from the revised 12, make the TSM P&R more attractive, provide improved connections to Boise's West end.	Frequency increase. 15 minute Peak (5-9pm and 3-7pm) and 30 minute off peak (9am – 3pm and 7-9pm) weekday, 30 minute all day (8am-8pm) Saturday Span no change.	Route – Restructured, see description Frequency – Increased. 15 minute peak and 30 minute off peak, 30 minute Saturday Span – No change
8 -> 26 (Restructured, longer span and renamed)	Restructured. Service from the Village to Towne Square Mall (TSM) via Ustick to north Maple Grove to Emerald with stops at residential areas. DMV is an easy walk, no service to the YMCA. Renamed the 26 Ustick/Maple Grove Connections: New connections to the Village responds to public requests for better East/West connections in West Boise/Meridian. Continues to serve Ustick and Five Mile. New connections to routes 30 and the revised 45.	Frequency no change. Span increase. From 7am – 2pm to 7am to 6pm weekdays.	Route – Restructured, see description Frequency – No change Span – Lengthened to all day (7am – 6pm) Alternative Services – for areas no longer served consider expanded transit connections, revised Route 42 on Emerald and Beyond ADA for lost ACCESS service area.

Current Route	Final Scenario Route Descriptions	Frequency/Span	Notes
8X -> 8 (Restructured, increased frequency, change to span and renamed)	Restructured – Now serves Chinden directly in both directions. No longer serves TSM. Service from the State of Idaho Campus to Main Street Station via Chinden with stops at Glenwood, Orchard, Fairgrounds, Whitewater and downtown. Renamed the 8 Chinden Blvd Connections: Provides two-way direct service between downtown Boise and the Idaho State Campus.	Frequency increase. 30 minute service during peak (6-8am and 3-5pm) weekdays Span shortened. Afternoon service starts at 3 rather than 2.	Route – Restructured, see description Frequency – Increased to every 30 minutes in peak Span – shortened to start at 3 rather than 2. Alternative Services – for areas no longer served consider new route 26, expanded transit connections, revised Route 42 on Emerald, revised Route 45 on Fairview and Beyond ADA for lost ACCESS service area
9 (no change)	No change to current 9 State Street routing.	Frequency no change. Span no change.	Route – No change Frequency – No change Span – No change
10 (Change to span)	No change to current 10 Hill Road routing Connections: New connection to the revised 6.	Frequency no change. Span shortened. Provides commute and school service with shortened peak only span (7-8am and 2-4pm).	Route – No change Frequency – No change Span – Shortened to peak only, 7-8am and 2-4pm Alternative Services – Route 6 for midday service on 36 th , expanded transit connections
12 (Increased frequency, restructured and renamed)	Restructured. Service runs from Gary and Gillis to Towne Square Mall via Gary Lane, Glenwood, Goddard, Milwaukee, Ustick, to North Cole. Stops Include residential areas, Library, Albertson's, Memorial Stadium, Expo Idaho, Capital High School, and Fairmont Junior High. Restructured route covers high ridership stop on the 7A at Cole and Ustick. Renamed 12 Cole/Glenwood. Connections: New direct connection between high ridership area at Cole and Ustick to TSM and to State Street, 30 minute service improves midday connections at both the :45 and :15 pulses at TSM.	Frequency increase. 30 minutes all day (6am to 7pm) weekdays and 60 minute all day (8am to 7pm on Saturday) Span lengthened. New 60 minute Saturday service.	Route – Restructured, see description Frequency – Increased to 30 minutes all day Span – Lengthened to include all day Saturday service Alternative Services – for areas no longer served consider new route 26, expanded transit connections, revised Route 42 on Emerald, and revised route 45 on Fairview

Current Route	Final Scenario Route Descriptions	Frequency/Span	Notes
16 (Restructured and change to timing)	Restructured. Service from Main Street Station to the VA Medical Center via Franklin, S. Curtis, and N. Robbins with stops downtown, Dept. of Labor, St. Lukes, and the Elks Hospital. No longer serves 9 th , Brumback or Ridenbaugh.	Frequency no change. Span no change. Timing changes to accommodate new routing and other changes. Now leaves MSS at :45 after rather than :15 after.	Route – Restructured, see description Frequency – No change Span – No change. Timing changes to accommodate routing and other changes. Alternative Services – for areas on 9 th , route 10.
17 (Restructured and change to timing)	Restructured. Service from MSS to the Penitentiary via Main to Broadway to Park to Walnut to Warm Springs, returns to MSS via Warm Springs and Idaho with stops downtown, residential areas in the west end. Potential for expanded route times for events. Restores service to the Fish and Game office.	Frequency no change. Span no change. Timing changes to accommodate new routing and other changes. Now leaves MSS at :15 after rather than :45 after.	Route – Restructured, see description Frequency – no change Span – no change. Timing changes to accommodate routing and other changes.
28 (Change to timing)	No change to current 28 Cole/Victory routing	Frequency similar. Typically 60 minutes all day. A trip was added in the AM to continue meeting bell times even with change to timing. Span no change. Timing changes were made to accommodate changes to better meet demand. With the majority of trips leaving TSM at :15 after in the am and :45 after in the PM.	Route – No change Frequency – No change Span – No change timing changes to accommodate other changes.

Current Route	Final Scenario Route Descriptions	Frequency/Span	Notes
29 (Restructured)	Restructured. Service from MSS to TSM via 9th and Capitol Blvd, University Dr, Protest, Federal Way, Overland, N Cole. This restructure provides old route 6 riders near Orchard and Overland a direct connection to downtown. Stops include west Bench residential areas, Albertson's, BSU, and Idaho State Museum. Connections: New direct connection to downtown mitigates the loss of service on the 4 Roosevelt and the revised the 6 Orchard. Connection between BSU And MSS also mitigate the loss of service of the 1 Parkcenter.	Frequency no change. Span no change. Timing changes were made to accommodate changes. Midday TSM departures are at :15 after rather than :45 after.	Route – Restructured, see description. Frequency – No change Span – No change
30 (Frequency reduction)	No change to current 30 Pine routing. Connections: New connections at the Village with route 26.	Frequency reduced. Peak frequency reduced to 60 minutes. Changes to the route 45 will continue to provide 30 minute. peak service between downtown Meridian and the Village. Span no change.	Route – No change. Frequency – Reduced to 60 minutes Span – No change. Alternative Services – Route 45
42 (Increase frequency and restructured)	Restructured. Service from Happy Day Transit Center to Towne Square Mall via Caldwell Blvd to Garrity to Franklin to Overland, with stops at Winco, downtown Nampa, Walmart, Ford Idaho Center, CWI, Amazon, Ten Mile Park and Ride, Roaring Springs, Fred Meyer, Boise Police Dept. No longer serves the Marketplace, Cherry or Birch. Connections: Increased access of social services on Emerald. New all day access between Meridian, Boise and downtown Nampa	Frequency increased. 60 minutes all day service (6am to 6pm) weekdays. Span no change.	Route – Restructured, see description. Frequency – No change Span – No change Alternative Services – for connection between TSM and CWI, Route 28
43	Consolidated	Service combined with the revised route 40	Alternate services – Revised route 40 which was extended to Caldwell

Current Route	Final Scenario Route Descriptions	Frequency/Span	Notes
45 (Restructured, longer span and timing changes)	Restructured. Service from CWI to Towne Square Mall via Idaho Center Blvd, I-84, Ten Mile, W Pine, Fairview, Emerald and Cole. Stops include Walmart, residential along Pine, downtown Meridian, Ten Mile Crossing, Scentsy, Blue Cross of Idaho, The Village, Kleiner Park, and Walmart. Restructure directly connected downtown Meridian to Nampa and Boise. Service is timed with Route 30 to provide a combined 30 minute. peak frequency between downtown Meridian and the Village. Connections: new connections at TSM with express connection to downtown Boise, direct connections between downtown Meridian and Boise and Nampa	Frequency no change Span lengthened. AM peak service extended from 7am to 8am and pm service is lengthened from 4-6pm to 2-7pm. Changes to timing to accommodate routing changes and combined frequency with the Route 30.	Route – Restructured, see description. Frequency – No change Span – Lengthened in the am and pm peak periods. Minor changes to timing to accommodate changes.
56 (New Route)	New Route. Service on Cleveland Blvd from Caldwell Events Center to Happy Day Transit Center with stops downtown, Steunenberg residential historic district, College of Idaho, and Walmart. Connections: Combined with the revised 42, this service restores fixed route service along the Nampa/Caldwell Blvd with fixed route connections at HDTC	Frequency. 30 minute. all day Span. 6am to 6pm	Route – New Frequency – 30 min Span – 6am to 6pm
58 (New Route)	New Route. Service from Downtown Caldwell at the Police Station to Happy Day Transit Center with stops at Social Security, Caldwell Library, West Valley Medical, YMCA and Walmart. Connections: Connects South Caldwell to service on the Nampa Caldwell Blvd at HDTC.	Frequency. 60 minute all day Span. 6am to 7pm	Route – New Frequency – 60 minute Span – 6am to 7pm

Current Route	Final Scenario Route Descriptions	Frequency/Span	Notes
150 (Change to boundary)	Boundary change. A ¼ mile buffer on either side of the fixed- routes will be removed from On-Demand service, as it will be served by fixed-route. The border has been expanded and simplified to match roads. Service hours from the new fixed-route will be applied to On-Demand to add more vehicles, until the service change goes into effect June 1, 2024.	Frequency – N/A Span – No change	Route – Service area change, see description. Frequency – N/A Span – No change Alternative Services – Route 56, Route 58, Route 42, and Beyond ADA for lost ACCESS service area.
160 (No change)	No Change to the Route 160 service area	Frequency – N/A Span – No change	Route – No change Frequency – N/A Span – No change
ACCESS (Change to boundary)	This service area is provided within ¾ of mile either side of fixed routes. The new service area has been adjusted to match the new locations of the routes. Where fixed route has been eliminated no has the ACCESS service area.	Frequency – N/A Span – No change	Riders in area's losing service can utilize the Beyond ADA service.
Lyft Transit Connections (Change to boundary)	This service area has been expanded to cover within 2 miles of the core fixed route network within Boise. It now includes southeast Boise where Route 1 was eliminated, south to the Boise Airport, and west to Cloverdale and the Village. 27 stops are now available within 2 miles of any location within the service area so riders can reach a fixed route.	Frequency – N/A Span – No change	
Lyft Late Night (Change to boundary)	This service area has been expanded through the city center of Meridian and south to Overland.	Frequency – N/A Span – No change	



TOPIC	FY2024 Bus Network Redesign Outreach
DATE	July 25, 2023
STAFF MEMBER	Jason Rose

Staff Recommendation/Request

This is an information item only.

Staff has prepared an outreach plan for the proposed bus network redesign/service change that best meets agency goals and creates a feedback loop for comments received during the concept phase. This outreach will lay a foundation for future education throughout the fall and as we approach service change implementation. This also builds upon two very successful public outreach periods: Better Bus (April) and Better Bus Routes (May).

Summary

VRT is proposing a significant change to service offerings, and as such, it is necessary to create a substantial outreach and communications plan to:

- **Engage** with the public, obtaining diverse feedback from a variety of platforms and places to guide service changes; this feedback will be delivered to the VRT Board of Directors along with the proposed network redesign for consideration prior to approval
- **Inform** our audiences, sharing what VRT represents and what it means for the community – now and in the future; promote current services to indicate/educate the public, driving awareness of current service offerings; and tell the story of where we've been (recent projects and enhancements that we've already made), and where we're going (projects and enhancements yet to come)

Approach

Staff will connect with as many members of our community as possible during the public comment period, which will run from August 7 until September 15, utilizing:

- Public hearings (8/31 – Nampa; 9/7 – Boise; 9/12 – Meridian; 9/14 – Caldwell)
- Outreach, including popup tables, ambassadors, and bus canvassing
- Partner engagement, existing and new, to share with current riders, community partners, businesses, advocates, neighborhoods, elected officials, and more
- Online engagement with Engage Valley Regional Transit and online surveys
- Printed media, including posters, displays, handouts, bus hangers, and more
- Earned media, including press releases, interviews, and op eds

More Information

For detailed information contact:

Jason Rose, Communications Director, jrose@rideVRT.org, 208-258-2739

TOPIC	Operations Update
DATE	July 26, 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
- Route updates
- OnDemand updates

Summary

Electric Bus and Charger Update

Following the commissioning of the three new charging stations provided by Proterra, there was a software bug causing the dual dispensing feature to not operate properly. Proterra made some software updates in July and the new chargers are currently operating as designed. VRT is currently testing the new chargers to ensure stability.

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 by the end of year. It will be a three-part process and VRT is awaiting a date for step one to occur. At this time, VRT has the ability to charge up to twelve buses at one time. At the end of this project, VRT will have 18 charging stations.

While testing the new chargers for stability, three 35' battery electric buses still remain out of service. VRT expects to place the remaining three 35' buses into revenue service when testing on the new dispensers is complete to confirm the system is working properly on the three expansion chargers.

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 quarter three metrics for fiscal year 2023 compared to fiscal year 2022. Ridership and boardings per hour continue to improve.

Table 1. Route 45 Metrics

Top Operational Metrics	Q3 - FY23	Q3 - FY22	Variance
Total Passengers	1,358	756	44%
Revenue Hours Operated	507	508	0%
Revenue Miles Operated	11,006	17,793	-62%
Boardings Per Hour	3	1	44%

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 2 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. 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 3 below shows the fiscal year 2023 metrics for the three quarters of fiscal year 2023. If trends continue, actual metrics will exceed the projections for the fourth quarter of fiscal year 2023.

Table 3. Route 30 Metrics

Top Operational Metrics	Q1	Q2	Q3
Total Passengers	1,168	1,511	1,118
Revenue Hours Operated	741	744	749
Revenue Miles Operated	10,332	10,485	10,634
Boardings Per Hour	2	2	1

OnDemand Updates

Table 4 below provides the service metrics for the May for Canyon County OnDemand. Ride requests decreased by 5%, rides accepted decreased by 7%, and ridership decreased by 10% compared to the previous year. In May, the scheduling software was updated and many of the original settings were not correct, which caused most of the decreases.

Table 4. Canyon County OnDemand Metrics for May

Top Operational Metrics	May-23	May-22	Variance
Total Rides Requested	3,245	3,421	-5%
Total Rides Accepted	2,156	2,298	-7%
Total Passengers	2,401	2,642	-10%
Revenue Hours Operated	765	733	4%
Revenue Miles Operated	16,087	15,377	4%
Boardings Per Hour	3.14	3.60	-15%
Service Metrics	May-23	May-22	Variance
Total Rides Requested	3,245	3,421	-5%
Acceptance Rate (Proposals accepted/proposals offered)	82%	82%	1%
Average Pick-up Wait Time (in minutes)	27	25	7%

Average Walking Distance to Pick-up Location (in feet)	187	675	-261%
Average Ride Duration (in minutes)	20	18	9%
Average Ride Distance (in miles)	7	6	12%
Average Ride Rating 1 -5 Stars	4.69	4.72	0%
Ride Request Breakout	May-23	May-22	Variance
Total Rides Requested	3,245	3,421	-5%
Requests Made Outside of Service Hours	20	98	-390%
Error with Booking Request	7	68	-871%
Seat Unavailable (Bus Not in Vicinity)	593	436	26%
Offered Ride Not Accepted	177	257	-45%
Ride Cancelled/No-show	292	264	10%
Rides Accepted	2,156	2,298	-7%
Completion Rate (Rides Accepted/Total Rides Requested)	66%	67%	-1%

Table 5 below provides the service metrics for the June for Canyon County OnDemand. Ride requests decreased by 8%, rides accepted decreased by 13%, and ridership decreased by 13% compared to the previous year. In May, the scheduling software was updated and many of the original settings were not correct, which caused most of the decreases. VRT continues to work with Via, the software provider, to adjust the software. Canyon County operations has also been adjusting driver schedules to reduce the number of rides not accepted.

Table 5. Canyon County OnDemand Metrics for June

Top Operational Metrics	Jun-23	Jun-22	Variance
Total Rides Requested	3,316	3,580	-8%
Total Rides Accepted	2,097	2,365	-13%
Total Passengers	2,337	2,632	-13%
Revenue Hours Operated	748	764	-2%
Revenue Miles Operated	16,236	16,167	0%
Boardings Per Hour	3.12	3.44	-10%
Service Metrics	Jun-23	Jun-22	Variance
Total Rides Requested	3,316	3,580	-8%
Acceptance Rate (Proposals accepted/proposals offered)	79%	79%	0%
Average Pick-up Wait Time (in minutes)	28	25	11%
Average Walking Distance to Pick-up Location (in feet)	189	698	-270%
Average Ride Duration (in minutes)	17	18	-9%
Average Ride Distance (in miles)	6	6	-4%
Average Ride Rating 1 -5 Stars	4.78	4.86	0%
Ride Request Breakout	Jun-23	Jun-22	Variance
Total Rides Requested	3,316	3,580	-8%
Requests Made Outside of Service Hours	3	109	-3533%
Error with Booking Request	-	81	-
Seat Unavailable (Bus Not in Vicinity)	675	403	40%

Offered Ride Not Accepted	224	331	-48%
Ride Cancelled/No-show	317	291	8%
Rides Accepted	2,097	2,365	-13%
Completion Rate (Rides Accepted/Total Rides Requested)	63%	66%	-4%

More Information

Attachments:

Eagle OnDemand Quarterly Report FY23

Canyon County OnDemand Third Quarter Report FY23

Top 10 Trip Origins Q3

Top 10 Trip Destinations Q3

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

Eagle OnDemand 3rd Quarter Report

FY2023

FY2023

Top Operational Metrics	Apr-23	May-23	Jun-23
Total Rides Requested		98	83
Total Rides Accepted		56	54
Total Passengers		64	62
Revenue Hours Operated		64	43
Revenue Miles Operated		554	440
Boardings Per Hour		1.00	1.44

Q3
181
110
126
107
994
1.18

Service Metrics	Apr-23	May-23	Jun-23
Total Rides Requested		98	83
Acceptance Rate (Proposals accepted/proposals offered)		62%	72%
Average Pick-up Wait Time (in minutes)		12	11
Average Walking Distance to Pick-up Location (in feet)		122	108
Average Ride Duration (in minutes)		16	14
Average Ride Distance (in miles)		5	5
Average Ride Rating 1 -5 Stars		5	4.00

Q3
181
67%
11
115
15
5
4.50

Ride Request Breakout	Apr-23	May-23	Jun-23
Total Rides Requested		98	83
Cancel		5	6
No-Show		-	2
Invalid		3	
Other Error		1	
Seat Unavailable		3	4
Unaccepted Proposal		30	17
Rides Accepted		56	54
Completion Rate (Rides Accepted/Total Rides Requested)		57%	65%

Q3
181
11
2
3
1
7
157
87%

Canyon County On-Demand 3rd Quarter Report

FY2023

Top Operational Metrics	Apr-23	May-23	Jun-23
Total Rides Requested	3,479	3,245	3,316
Total Rides Accepted	2,306	2,156	2,097
Total Passengers	2,558	2,401	2,337
Revenue Hours Operated	751	765	748
Revenue Miles Operated	15,073	16,087	16,236
Boardings Per Hour	3.40	3.14	3.12

Service Metrics	Apr-23	May-23	Jun-23
Total Rides Requested	3,479	3,245	3,316
Acceptance Rate (Proposals accepted/proposals offered)	81%	82%	79%
Average Pick-up Wait Time (in minutes)	26	27	28
Average Walking Distance to Pick-up Location (in feet)	692	187	189
Average Ride Duration (in minutes)	19	20	17
Average Ride Distance (in miles)	6	7	6
Average Ride Rating 1 -5 Stars	4.8	4.69	4.78

Ride Request Breakout	Apr-23	May-23	Jun-23
Total Rides Requested	3,479	3,245	3,316
Requests Made Outside of Service Hours	93	20	3
Error with Booking Request	78	7	-
Seat Unavailable (Bus Not in Vicinity)	470	593	675
Offered Ride Not Accepted	256	177	224
Ride Cancelled/NoShow	276	292	317
Rides Accepted	2,306	2,156	2,097
Completion Rate (Rides Accepted/Total Rides Requested)	66%	66%	63%

FY2023 FY2022

Q3	Q3	Variance
10,040	10,464	-4%
6,559	6,984	-6%
7,296	7,943	-9%
2,264	2,239	1%
47,396	47,185	0%
3.22	3.55	-10%

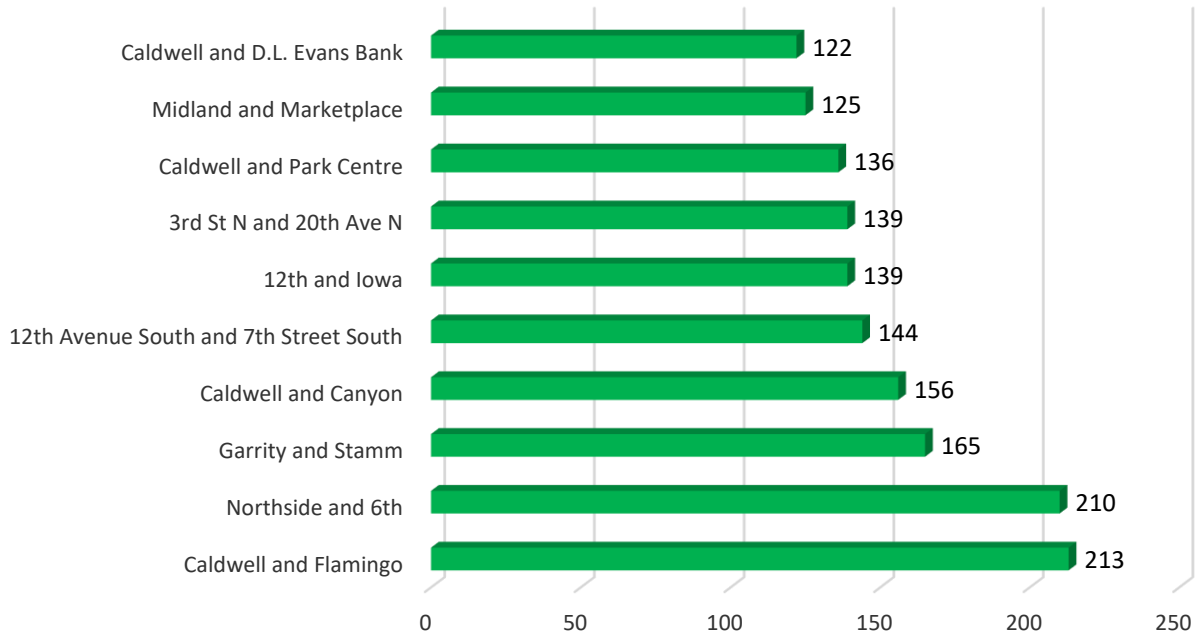
Q3	Q3	Variance
10,040	10,464	-4%
81%	81%	0%
27	25	6%
356	673	-89%
18	18	2%
7	6	3%
4.76	4.76	0%

Q3	Q3	Variance
10,040	10,464	-4%
116	271	-134%
85	230	-171%
1738	1,298	25%
657	817	-24%
885	864	2%
6,559	6,984	-6%
65%	67%	-2%

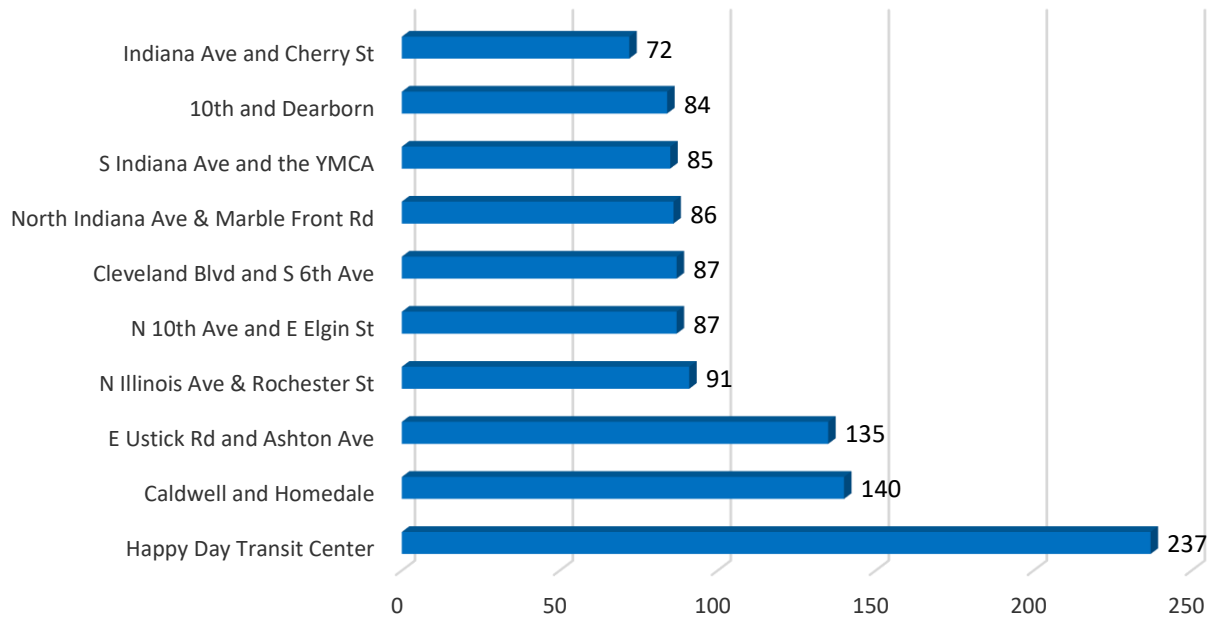
FY2023 On-Demand Third Quarter Top 10 Origins

Item VI. D.

City of Nampa- Top 10 - Trip Origins



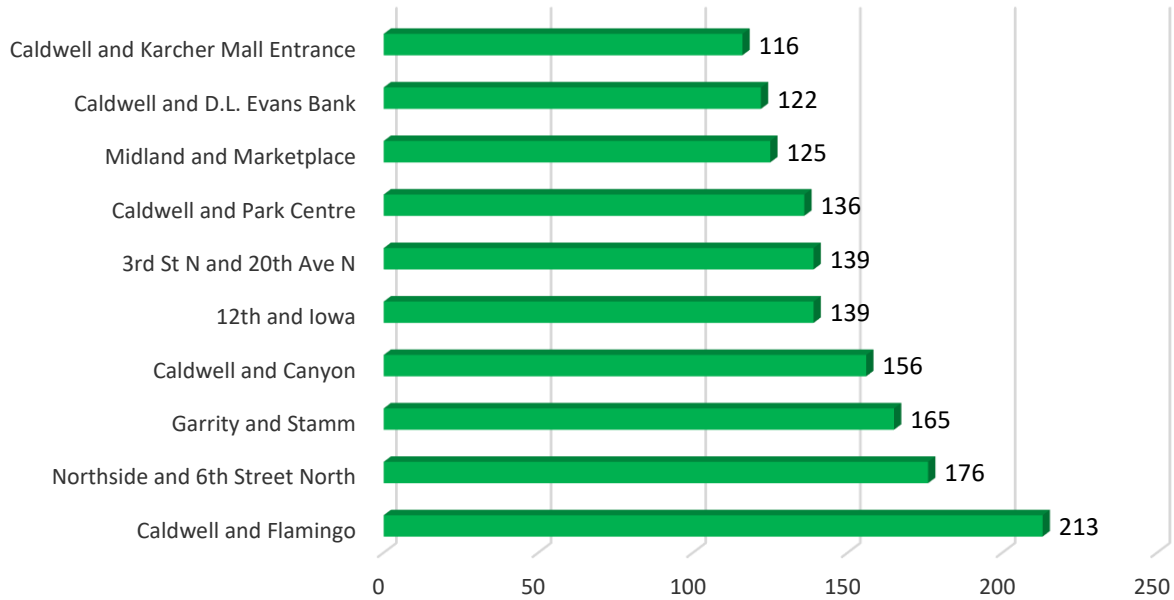
City of Caldwell- Top 10 - Trip Origins



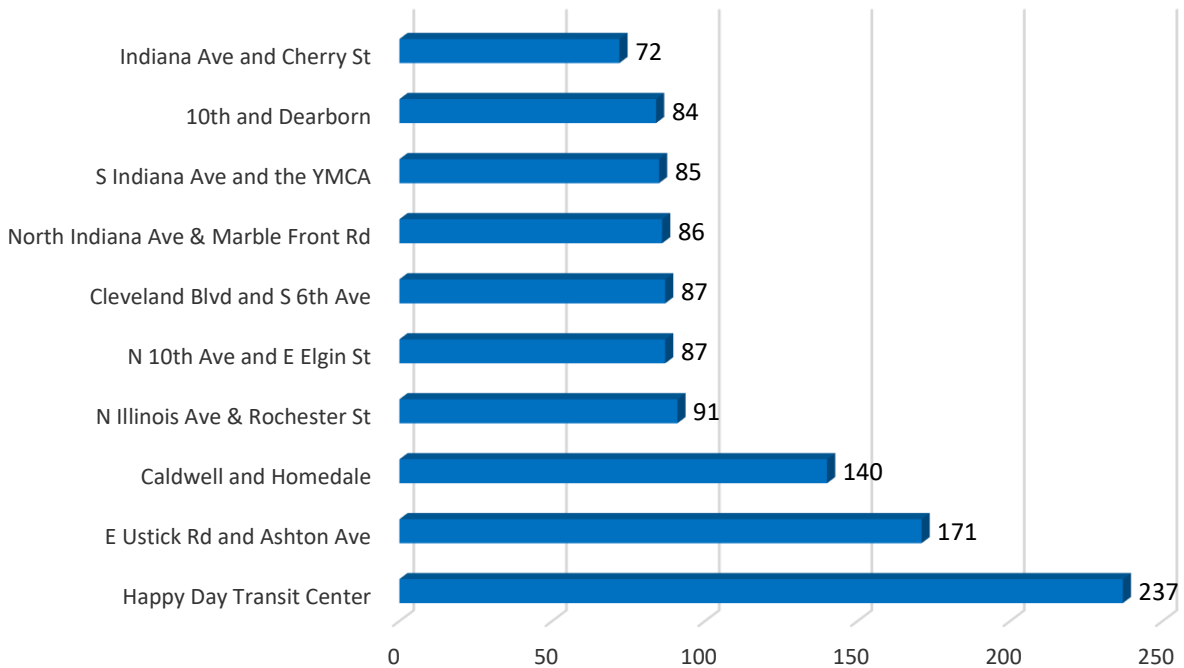
FY2023 On-Demand Third Quarter Top 10 Destinations

Item VI. D.

City of Nampa- Top 10 - Trip Destinations



City of Caldwell- Top 10 - Trip Destinations





TOPIC	CEO Activity Report
DATE	August 7, 2023
STAFF MEMBER	Elaine Clegg

CEO Update

Information only, no action needed.

Highlights

The staff is filled out, with nearly every position occupied. It has been incredibly rewarding to have such a good team working so hard to move the vision at Valley Regional Transit (VRT) forward. They met the challenge in May of 100% participation in May in Motion; eight staff members were invited to the awards luncheon, and VRT had our celebratory team building event in late July. A successful team building retreat for the Executive Management members also took place in July.

After more than 20 years with VRT, **Mark Carnopis** retired and is moving to the Midwest; his commitment to public outreach and to finding ways to connect with the community such as Stuff the Bus will be missed. Staff promised to carry on the tradition of stuffing the bus this Christmas and I will be asking each of you to support us.

VRT added a new team member in communications, **Melody Roper**, who has already created some great graphics.

Greater Northwest Passenger Rail Summit: After months of planning the summit was held in late July with great success. There were folks from the Federal Railroad Administration (FRA), Amtrak, Union Pacific Rail Road (UPRR) and more in town.

Pre-summit I attended a meeting hosted by the FRA on their study of long-distance service which requires a recommendation to congress for expansion of service. FRA Administrator **Amit Bose** attended the meeting in person and was very hopeful and supportive of expanding the passenger rail system in the US. The study itself showed that service through Boise was the only city in the greater northwest that met all the screens for expansion, from demand in city pairs without service, to equity screens. That should bode well for a future service recommendation.

On day one of the Summit we heard from the Vice-Chair of the Surface Transportation Board and Vice-Presidents of both Union Pacific (UPRR) and Burlington Northern Santa Fe (BNSF) Railroads. The focus was on how to make the rail system in the U.S. more resilient and to ensure freight could continue to thrive while we look to add passenger service. I moderated a panel that included **Rob Padgett**, Managing Director of Capitol Corridor Authority (CCA) in California. The CCA is a Joint Powers Agreement (JPA) of local and state agencies that contracts with UPRR for trackage rights and with Amtrak to provide services for high-capacity regional transit rail between San Jose and Sacramento.

The CEO of Amtrak, **Stephen Gardner**, gave the keynote address on Thursday morning. Amtrak was not supportive initially of adding long distance service in our region. Gardner

was hopeful and supportive, noting that after years of underinvestment the Bipartisan Infrastructure Law equals nearly 50 years of past investment in 5 years.

He noted state supported service between Boise and Salt Lake City could be achieved within the decade and high-capacity transit in our region perhaps sooner, while prepping for longer distance service to Portland to the north and potentially Las Vegas to the south.

John Robert Smith, the Chair of Transportation for America, spoke at lunch and offered a stark reminder of the potential for expanding rail in the U.S., despite decades of loss the U.S. still has the most extensive rail system in the world with 50,000 more miles of rail than our nearest competitor, China. VRT hosted a bus tour of the rail corridor, and the attendees learned a lot about what regional service might look like. If you couldn't attend and are interested let me know and I will include you when we do the tour again. To learn more about the summit in general check out the recordings and summary <https://www.pnwer.org/2023-summit.html>

In anticipation of the changes VRT will implement this fall and winter for specialized services, the **Beyond ADA project**, the operations staff and I have been visiting each of those partners in person. To date we have met with staff at Metro Community Services, SHIP, Star Senior Center and the Commission for the Blind. VRT will meet with the remaining partners over the next month.

I continue to have meetings with various **partners**, these meetings are designed to build relationships and support, to diversify our funding and develop the diverse group of contacts VRT needs to grow our services. Please let me know if there are groups or individuals in your community you would like me to meet with.

In addition to the events at the Rail Summit, I made **two appearances, attended two awards events and appeared for two media outlets** on behalf of VRT this month.

- **Kittelerson Intern Summit:** I presented at the intern summit to a group of about 30 transportation and communications interns. VRT also hosted a tour of Main Street Station and took them on a bus ride where they learned about our system.
- **Boise City Neighborhood Interactive:** I served on a transportation panel at the interactive, hosted by the city of Boise as an educational opportunity for over 60 neighborhood association leaders. Interest was high in improving services.
- **Idaho Business Review:** The IBR published a guest opinion from me about VRT and the importance of transit to business and of being able to grow our services as the region grows. <https://www.valleyregionaltransit.org/news/from-the-ceo-better-bus-better-for-business/>
- **KIVITV:** KIVI conducted an interview on site at Main Street Station that aired in July <https://www.kivity.com/news/valley-regional-transit-plans-to-improve-service>
- **ACHD May in Motion Award:** VRT was awarded platinum level participation for 2023; eight staff members were able to attend the luncheon.
- **St Luke's Complete Health Improvement Program luncheon:** VRT was recognized for the positive impact on the community of our Safe Routes to School and Rides to Wellness programs.
- I was also recognized with achievement awards by Business Owners and Managers Association (**BOMA**), the Idaho Business Review (**IBR**) and the Association of Idaho Cities (**AIC**).

Summary of Internal Activities

Following is an update on items of interest that have not been covered above.

- **Workforce Development** - as part of the Low or No Emissions Grant, is a partnership between VRT, our consultant partner, The Center for Transportation and the Environment (CTE), and the College of Western Idaho (CWI) to develop educational programs and certifications for the skills needed to implement electrical vehicle charging for large vehicles. Additionally, we discussed opportunities to expand their offerings for bus operators and other Commercial Driver's License (CDL) needs. If any of your operations have a need for electrification skills or CDL drivers and would like to learn more about our partnership with CTE and CWI please let me know.
- As a Board member for the **Bus Coalition**, I participated in a meeting with the Director of the Joint Office of Energy and Transportation, Gabe Klein, where we discussed the challenges and opportunities of electrification. The office has developed a potential pilot project with the energy labs around the US (such as INL) and we will explore participating.
- **Management Contract:** Our management contractor, First Transit was acquired by Transdev. Although our management team didn't change, I met with them to ensure a smooth transition as new processes are implemented on their side.
- **Budget:** The FY2024 budget is on track to be heard by the full board in August
- **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	July 19, 2023
STAFF MEMBER	Leslie Pedrosa

Summary

This report provides a status update of activities related to contracted transportation services, Specialized Transportation services, 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 continues 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 five of the seven 35' Proterra buses are in service. The remaining two 35' buses will remain out of service, until there are 12 operating chargers, as stated in the agreement with Proterra.

- VRT has defined a final service model for the Beyond ADA project. The service model was recommended for VRT Board of Directors approval by the Executive Board and Regional Advisory Council. Staff will continue to present the final service model to the current service providers and customers. VRT will also be presenting the new service model to additional human service groups in the area to ensure an understanding of the new service model. The first phase of the solution is planned to be implemented in January 2024.
- Eagle OnDemand launched on May 1. Currently the service is free to ride until September. VRT has ordered bike racks to install on the fleet, that are expected to be in place in August.

Highlights:

Contracted Transportation

Canyon County Highlights

- Np preventable accidents in June

- Intercounty on-time performance 80% for June
- On-demand on-time performance 72% for June
- ACCESS on-time performance 92% for June

Ada County Highlights

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

Specialized Transportation

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

Compliance

- New Compliance Analyst, Rob Lowe, continues to learn new job duties
- Will begin updating policies and procedures as needed

Customer Service Support

- Customer service handled 2,617 of 2,779 phone calls for information, with 161 calls abandoned. The average call time was 2 minutes, 46 seconds and the average hold time was 20 seconds in June.
- Reservationist handled 1,180 of 1,271 phone calls to change or schedule a ride on ACCESS, with 68 calls abandoned. The average call time was 4 minutes, and the average hold time was 14 seconds in June.
- On-demand services and Eagle Senior Transportation answered 1,387 of 1,516 phone calls to schedule a ride, with 128 calls abandoned. The average call time was 2 minutes, 10 seconds and the average hold time was 25 seconds in June.
- June City Go Pay mobile ticket sales totaled \$11,510.50.

More Information

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

TOPIC	Development Department Monthly Report
DATE	July 19, 2023
STAFF MEMEBER	Stephen Hunt

Summary

Development Department activities for July 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 has resumed preparing for the FY2024-2028 TDP even as FY2024 services changes and budget activities are finalized. Staff is re-evaluating the timing of the TDP development.

Funding Development

- **Budget Development** – The draft budget was presented at the June board meeting and staff continues to work with funding partners regarding FY2024 funding.
- **Capital Improvement Plans** – Staff refined FY2024 capital plan and included expenses in FY2024 budget.

Goal 2 – Increase Ridership and Revenue

- **FY2024 Service Changes** – VRT has completed the final network design for review and is preparing for the public engagement period from August through September, with public hearings. The service change is expected to be implemented June 1, 2024.
- **Bus Stop Improvements** – VRT awarded the bid to Idaho Correctional Industries to begin making the new sign blades.
- **The Intercity Connections Study** – VRT awarded the bid to Fehr & Peers and begin the study in late summer.
- **Towne Square Mall Transit Center** – Staff is working to update the contract with Dillard's to include and specific easement and the upgrades including bathrooms, and electric charging stations.

Goal 3 - Build institutional and regional capacity

Regional Capital Enhancements

- **Orchard Facility Master Plan Implementation**
 - Orchard pavement construction continues with the next pave date of August 17 for the west 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.

- **Main Street Station**
 - Staff received concepts and is processing comments on plans to address security concerns at Main Street Station. Gate supplier is requesting quotes from manufacturers.
 - Staff has been working with a consultant to update the customer service area to add a vault room and separate VRT staff from the service provider. On-call contractor has been selected.
- **Meridian Administration Building**
 - Staff received concepts and is in the process of developing a building permit for tenant improvements through the City of Meridian.

Regional Corridor Planning/Corridor Capital Investments

- **State Street Corridor Projects**
 - Staff continues to work with consultants on preparing NEPA documents for the RAISE project elements and FTA review, anticipated FTA submission July 2023.
 - VRT staff continues work with ACHD on State and 18th Street design in preparation for construction FY2024. Acquisitions of Right of Way will occur in August 2023.
 - Staff continues to coordinate with ACHD on signal improvements for 18th, 23rd, and 27th Street requirements.
 - 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 continues to work on the Main/Fairview CCDC project. St. Lukes is still in process of constructing the transit island at 27th and Fairview. Estimated delivery of shelter is now August– opening to follow shelter installation in August-October.
 - 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 to take place in July, pending ACHD planning review.
 - Staff continues responding to development applications requesting bus stop pads be poured as part of adjacent development on current and proposed fixed routes (primarily within the City of Boise, but also Meridian, Garden City, Eagle, and Nampa)
 - Staff has approached a consultant to initiate the Pioneer/River corridor stations review to improve vehicle conflicts around buses and poor pedestrian connectivity through the bus stops. The station would add a shelter/bench per CCDC funding request.

Mobility Integration

- Staff advertised an RFQ to continue a VRT/Ride-hailing first/last mile transportation solution with an expanded zone.
- Staff is meeting with Umo personnel on July 24 - 25 to review integrated mobility solutions. They will provide a presentation on various topics relating to our system as well as lessons learned from other transit agencies using Umo trip planning/payment/validation technologies.
- Staff is attending the 37th annual Association for Commuter Transportation (ACT) conference in Seattle July 30 - August 2, 2023. They will also participate in a panel discussion “Leading Through Listening” with Walker Consultants.
- Safe Routes to School
 - Staff is teaching another round of driver’s education on 7/18, a full day, reaching nearly 200 students. (same amount as in June)
 - Lisa and Elaine went to the St. Luke’s CHIF grant reception and both of them made presented. VRT is well thought of with Theresa McLeod and VRT will be applying for another round of CHIF in September.
 - Staff is researching sponsorships/grants with some good leads
- Staff is organizing Tireside Chat #6 on July 26 (A Neighbors United Resource Sharing)

More Information:

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

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

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

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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	Finance and Administration Activity Report
DATE	August 7, 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 3rd quarter of FY2023
- CFO is working with budget managers and CEO on finalizing the FY2024 budget
- Implementation of the Oracle Fusion enterprise resource planning (ERP) system began in June. We expect to go live with the new system in 7 to 10 months

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
 - Subrecipient reviews

Procurement

- Procurement and Contracts Specialist is working on:
 - Radio Media Placement
 - Janitorial services for MSS and HDTC
 - Bus Stop Sign Blades
 - Emerging Mobility Technology Services
 - Regional Radio Lease and Maintenance

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

TOPIC	Information Technology Activity Report
DATE	August 07, 2023
STAFF MEMBER	Brad Alvaro

Summary

This memo provides an update on the accomplishments of the Information Technology Department and the status of IT related projects and services.

Highlights

Projects

- Enterprise Resource Planning (ERP) replacement - Oracle ERP
- Infotainment – Installed on eight buses and testing (customer information/digital advertising)
- Boise State University - Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) and fare payment implementation. (waiting on quotes)
- Beyond ADA- Specialized Transit consolidation
- Fixed-route fare collection - evaluating farebox upgrades/replacement
- Day Wireless Contract- Statement of Work in process, going out for Request for Bid (RFB) August-September timeframe
- Urban Transit Assessment (UTA) reporting- reporting analytics (RFB) (implementation phase)

Support Services

- Setup server for new UTA service
- Completed identifying and quoting Q3 & Q4 hardware updates
- Updated network firmware
- Investigated training tracking options through ICRMP
- Updated user accounts with delegated mailboxes to fix automapping issues
- Resolved 118 of 123 tickets received for June
- UTA awarded bid for SaaS (Software as a Service) reporting website
- Reporting review with Compliance Officer
- Updates to Selkirks Pend Oreille Transit (SPOT) software
- Updates to dashboard on website
- Install new programming for ADA county radios
- Bids for on-board cameras for Beyond ADA

For detailed information contact: Brad Alvaro, Information Technology Director, 208-258-2726, balvaro@rideVRT.org

TOPIC	Communications Update
DATE	August 7, 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 & Marketing

- Staff is gearing up for communications around the Better Bus initiative and the rail summit; we anticipate a lot of earned media traction in the next month. We also posted a [CEO opinion piece](#) on the VRT website about Boise's Modern Zoning Code.
- We continue to build website and social media content, and are working with our marketing partners 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; this summer, we have been focusing on updating the brand suite, brand book, and material inventory; we anticipate an updated brand suite in the next few weeks, and a rollout plan across all collateral items
- 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 are in the process of conducting additional market research for advertising rates, which will allow us to update our rate card with competitive costs and include incoming advertising opportunities, including the onboard infotainment screens
- As of May, we have sold \$756,000 in fleet advertising

Engagement

- Staff is preparing for a robust outreach effort starting in August around the Better Bus initiative, specifically for the bus network redesign; we will host four public hearings, in addition to a variety of other outreach efforts
- The team continues to explore event participation opportunities and develop promotional and service plans around community activities

More Information

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