

Executive Board Meeting Agenda

October 02, 2023

11:00 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 in-person, via MSTeams at rideVRT.org/VRTExecutiveBoard_October2023 or by dialing in at 323-484-8960 Conference ID: 322 224 878#

I. Calling of the Roll - Chair Joe Stear

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 an Executive Board Member requests the item be removed from the Consent Agenda and placed under Action Items.

A. ACTION: Minutes of the August 7, 2023 Executive Board Meeting

Pages 3-4 | Paula Cromie

The Executive Board is asked to consider approval of the minutes from the August 7 Executive Board Meeting.

V. Public Hearing

VI. Finance Committee

VII. Executive Board - Action Items

A. ACTION: FY2024 Final Network Proposal with Updates

Pages 5-25 | Kate Dahl

VRT staff will present a workshop in the final new network proposal, public comments and potential updates based on those public comments to the Executive Board. Following discussion, the Executive Board will be asked to consider recommending the final proposal, including any updates to the full board for approval.

VIII. Executive Board - Information Items

IX. Executive Session

The Executive Board may convene into Executive Session at this time Pursuant to Idaho Code 74-206, identifying one or more of the specific paragraphs a) Personnel Hiring, b) Personnel Issues, c) Land Acquisition, d) Records Exempt from Public Disclosure, e) Trade Negotiations, f) Pending/Probable Litigation, i) Insurance Claims, j) Labor Contract, I.C. 74-206(1)

X. Department/Staff Reports

XI. Adjournment

Agenda order is subject to change.

Next VRT Executive Board Meeting:

November 6, 2023

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642

Mission Statement: Valley Regional Transit's mission is to leverage, develop, provide, and manage transportation resources and to coordinate the effective and efficient delivery of comprehensive transportation choices to the region's citizens. (ValleyConnect 2.0 Plan approved 04/02/18)

Any accommodations needed for effective communication, such as language interpretation or auxiliary aids, should be made no later than three working days before the scheduled meeting. Please contact Jason Rose, Communications Director at jrose@rideVRT.org or by calling 208-258-2739.

Executive Board Meeting Minutes

August 07, 2023

11:00 AM

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

This was an in-person meeting. via MSTeams at
https://www.valleyregionaltransit.org/VRTExecutiveBoard_August2023
 or by dialing in at 323-484-8960 Conference ID: 450 105 417#

MEMBERS ATTENDING	MEMBERS ABSENT	OTHERS PRESENT
Lantz Brown, Boise State	Dale Reynolds, City of Nampa	Brad Alvaro, VRT
Debbie Kling, City of Nampa		Bre Brush, City of Boise
Todd Lavoie, City of Meridian		Elaine Clegg, VRT
Lauren McLean, City of Boise		Paula Cromie, VRT
Sabrina Minshall, Canyon County		Kate Dahl, VRT
Alexis Pickering, ACHD		Gregg Eisenberg, First Transit
Joe Stear, City of Kuna		Jeannette Ezell, VRT
Jarom Wagoner, City of Caldwell		Dave Fotsch, VRT
		Kathleen Godfrey, VRT
Board of Directors Attending		Jose Hernandez, VRT
Miranda Carson, City of Meridian		Stephen Hunt, VRT
Jeff Flynn - CWI		Lila Klopfenstein, COMPASS
Mark Steuer, City of Nampa		Hailee Lenhart-Wees, VRT
David Tiede – City of Meridian		Rob Lowe, VRT
		Nick Moran, VRT
		James Mundell, VRT
		Mary Beth Nutting, RAC
		Cameron Wells, VRT
		Leslie Pedrosa, VRT
		Ken Pidjeon - Citizen
		David Rader
		Randy Reese, VRT
		Jason Rose, VRT
		Daniel Spencer
		Walter Steed, RAC
		Nicole Stern, ACHD
		Alissa Taysom, VRT
		Duane Wakan, VRT

- I. **Calling of the Roll** - Chair Joe Stear called the meeting to order at 11:02 with a quorum present by phone and in person.
- II. **Agenda Additions/Changes** - None
- III. **Public Comments** – Ken Pidjeon – would like the 50-year anniversary of VRT to be recognized and made comments on the proposed service changes.
- IV. **Consent Agenda**
The consent agenda consisted of the following:
 - A. **ACTION: Minutes of the July 10, 2023 Executive Board Meeting**
 - B. **ACTION: VRT Janitorial Services at Main Street Station (MSS) and Happy Day Transit Center (HDTC) - All-Pro Cleaning, LLC - RESOLUTION VEB23-015 and Authorization for Expenditure to authorize expenditures for facility cleaning services in FY2023 and 2024.**

Debbie Kling moved to approve the consent agenda as presented; Sabrina Minshall seconded. The motion passed unanimously.
- V. **Executive Board - Action Items** - None
- VI. **Executive Board - Information Items**
 - A. **INFORMATION: WORKSHOP - Present Final FY2024 Service Change Proposal**
Staff presented the final FY2024 Service Change Proposal including a summary of the work leading up to the proposal and responses to public comments.
- VII. **Department/Staff Reports** – The most current department/staff reports were included in the packet for information.
- VIII. **Adjournment** – The meeting was adjourned at 12:02 p.m.

Next VRT Executive Board Meeting:

October 2, 2023 (followed by the Board of Directors meeting)

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642



TOPIC	FY2024 Final Network Proposal
DATE	September 20, 2023
STAFF MEMBER	Kate Dahl

Staff Recommendation/Request

Valley Regional Transit (VRT) staff will conduct a workshop with the Executive Board to discuss the FY2024 final network proposal, public comments and potential updates based on those comments. After the workshop, staff requests the Executive Board consider recommending the final proposal, including any updates the executive board would like to include, to the Board of Directors for approval.

Highlights

- Consolidated fixed-route network on highest ridership routes
- Conducted substantial public outreach receiving hundreds of comments for both the service concepts and final proposal
- Adjusted service areas for complimentary and specialized services
- Recommended route additions based on public feedback

Summary

VRT staff consolidated the FY2023 fixed-route network into a more concentrated footprint with increased frequency on fixed-route services and expanded the service areas of OnDemand, Lyft Late night, Lyft Transit Connections, and added Beyond Access 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 increasing cross-town service in west Boise from every 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 via Ustick and Maple Grove
- Improving all-day 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% -20%

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

- Loss of service to Harris Ranch
- Loss of service along Owyhee, Latah and Roosevelt
- Loss of service on Five Mile, McMillan and Curtis
- Loss of service on sections of Maple Grove, Milwaukee, Overland, and in the North End
- Reduced service area of the 150 – simplified to follow major roadways

In response to the hundreds of public comments, staff prepared the following potential updates to the final proposal for the Board's consideration. These updates would mitigate the largest negative impacts.

- Extend the route 17 from Warm Springs to Harris Ranch, operating in a one-way clockwise loop going out Warm Springs and returning on Parkcenter. This will continue to provide service to route 1 riders.
- Extend route 16 to Harrison Hollow, restoring service to Parkhill and maintaining midday service to Hill Road. Route 16 would run until 5:15 pm providing a commute period connection between downtown and Hill Road.
- Provide a revised hourly route 4 connecting Towne Square Mall to downtown Boise via River, Americana, Latah, Rose Hill, Franklin and the Borah and Bishop Kelly High School neighborhood.
- Adjust route 28 to run straight down Cole Road for faster service, eliminating the Barrister loop now being served by the revised route 4.
- Add stops to the Lyft Transit Connections area along revised route 4, and route 16.
- Renumbering existing routes 12 to 21, and 6 to 20 and numbering the Ustick/Maple Grove route the 24 to minimize confusion

FY2024 Network Redesign Process

The overall network redesign process consisted of:

- **April 2023** Better Bus Survey collected public feedback on future direction of transit
- **May-June 2023** Development team conducts Network Redesign into 3 scenarios
- **June 2023** Public comment open on 3 scenarios
- **July-August 2023** Development team adjusts network based on public feedback and presents draft final network proposal
- **September 2023** Public comment open on final network design adjustments, VRT conducts 4 open houses/hearings
- **September 2023** Development team prepares final recommendation based on feedback
- **October 2** Presentation of final design to VRT Board

Final September 2023 Public Comment Process

VRT conducted a final round of public engagement in September to share the draft final network redesign and collect public comment. The redesign proposal maps, and narrative were shared on the VRT website along with individual route surveys. At total 186 surveys were collected with hundreds of comments on all existing and proposed routes. A response summary is attached. In addition, VRT conducted public open houses, followed by public hearings in Boise, Meridian, Nampa, and Caldwell. VRT also received comment from social media platforms, e-mails and received dozens of letters about the elimination of route 1.

Comments include:

- Support for increased frequency and span, and new routes
- Support for service area changes for OnDemand, Beyond Access, and Lyft Transit Connections
- Grave concern over loss of routes 1, and 4 effecting individuals' ability to access work, school, and services in a convenient affordable manner
- Concern about the affordability and convenience of utilizing Lyft Transit Connections
- Concerns about timing and transfers being convenient for riders schedules
- Suggestions about routes, including specific locations for stops, stops that needed improvements such as shelters
- Confusion about how to utilize Lyft Transit Connections

Please see Attachment 1: September 2023 Public Comments Summary

Summary of Final Proposal with Potential Updates

Overall, the final network proposal with potential updates represents a smaller network footprint, with routes consolidated onto the highest performing routes (i.e. routes with highest ridership). Some were rerouted to serve the highest ridership stops, increased frequency, and provided more transfer opportunities. This service loss is expected to be more than offset by ridership growth in corridors receiving additional service.

A list of routes and types of changes is shown below. Figures 2 and 3 compare current and proposed service networks. Figures 1 and 4 illustrate proposed recommendations.

Routes eliminated/consolidated:

1*, 4*, 7A, 43

Routes restructured:

6, 8, 8x, 12, 29, 16, 17, 150

Routes with no or minimal changes:

2, 3, 5, 28, 9, 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

Routes Renamed/Renumbered

7B - Fairview – Towne Square Mall to 7 - Fairview

12 - Maple Grove to 21 - Cole/Glenwood

16 - VA/Hyde Park Loop to 16 - VA/15th St

8 - Five Mile to 24 - Ustick/Maple Grove

17 - Warm Springs to 17 - Warm Springs/Parkcenter*

6 - Orchard to 20 - Orchard,

4 - Roosevelt to 4 – Franklin*

40 - Nampa/Meridian Express to 40 - Caldwell/Boise Express

45 - Boise State/CWI via Fairview to 45 - Boise State-CWI

8x - Five Mile/Chinden to 8 - Chinden

Figure 1: Major Renumbered Routes

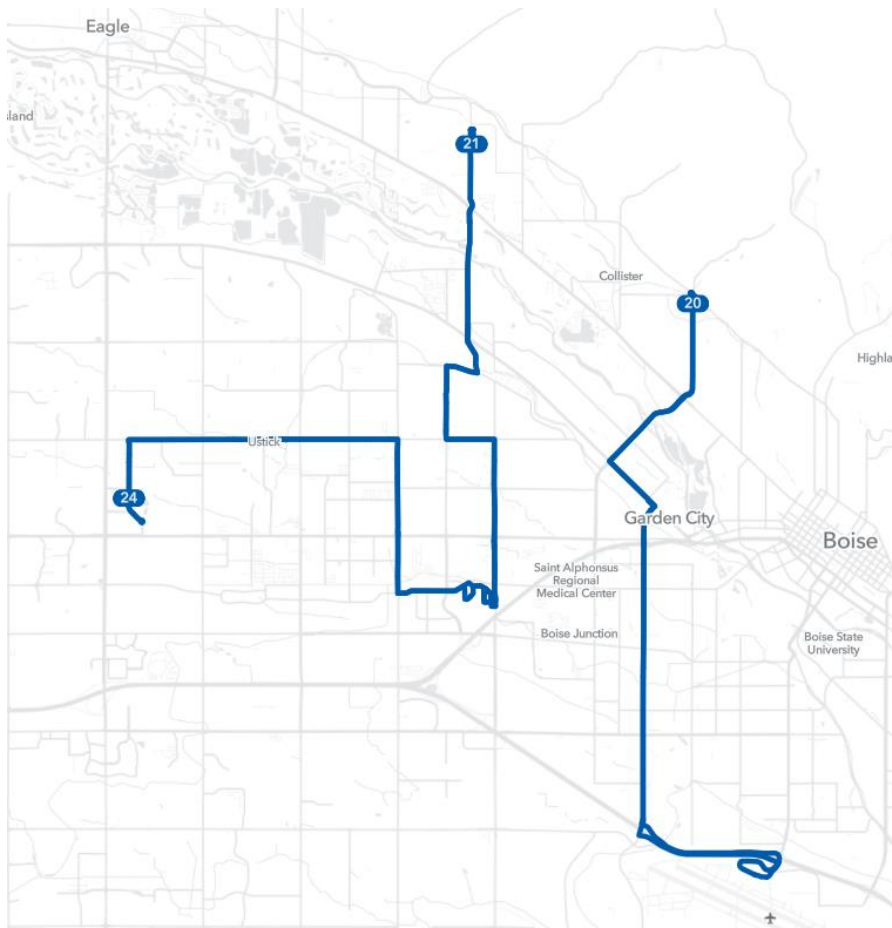


Figure 2: FY2023 Current Network

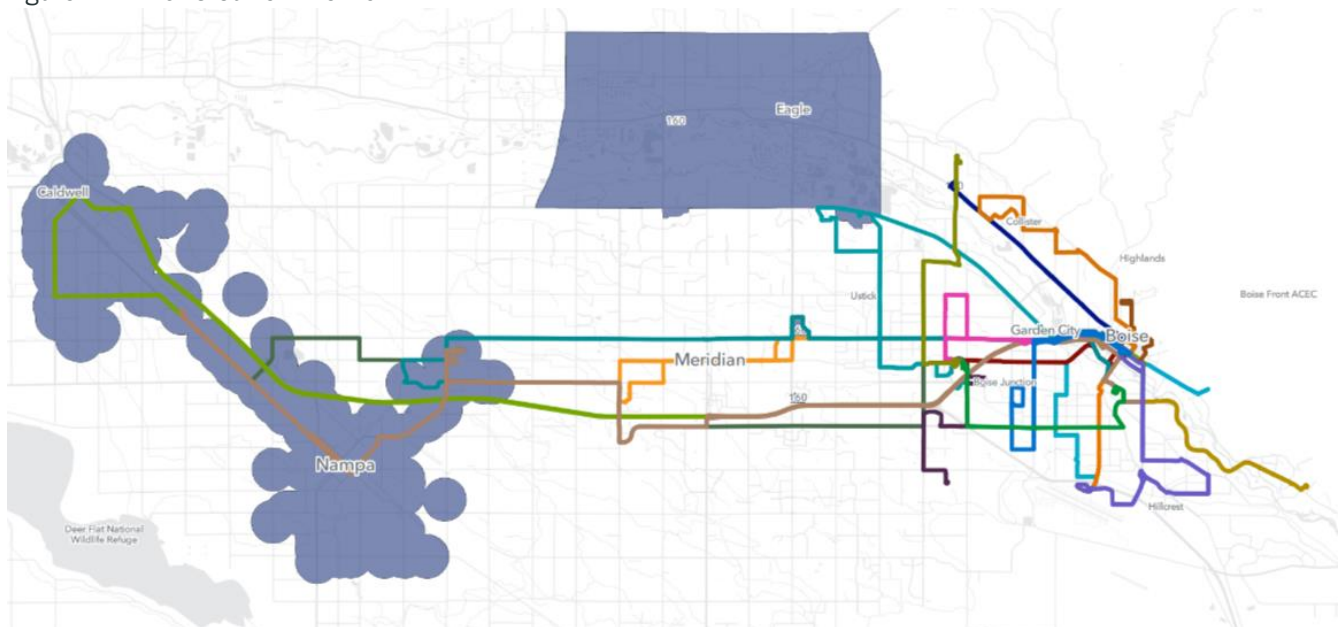
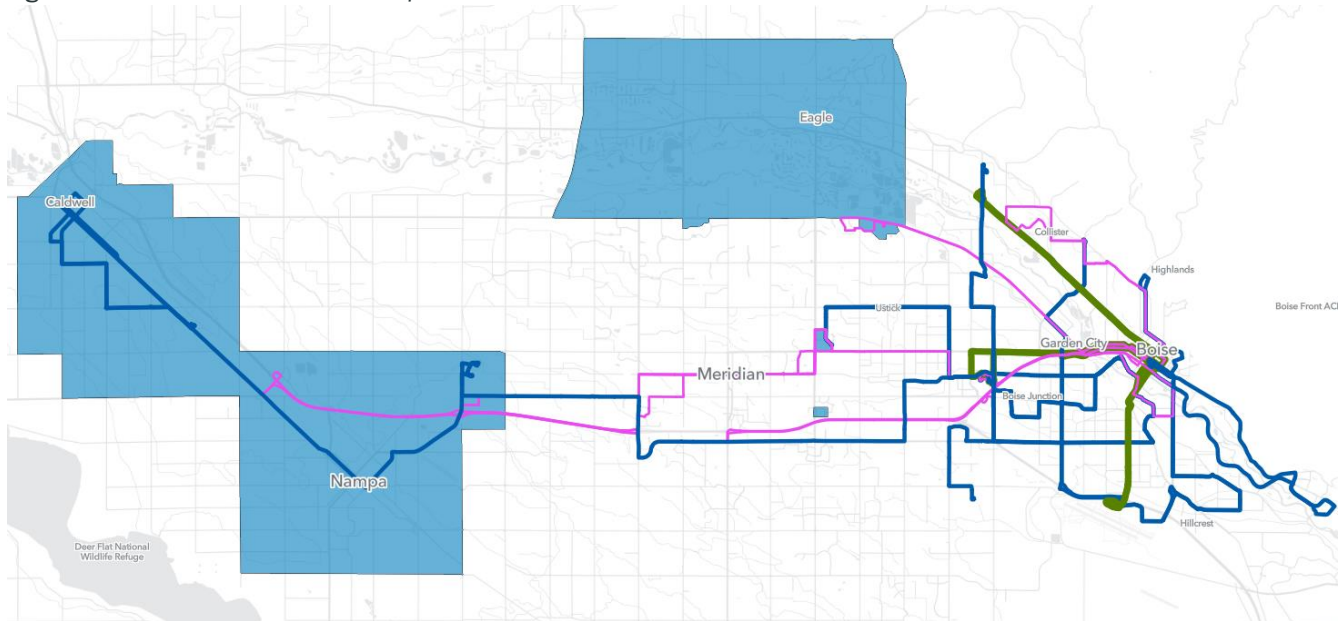


Figure 3: FY2024 Final Network Proposal



Recommended Updates

Staff is recommending several updates based on public feedback.

1. Initially **route 1 Harris Ranch** was proposed for elimination due to low ridership numbers. VRT received significant feedback opposing this elimination with the most common argument being that this area was designed with transit in mind as well as other smart growth strategies and is continuing to be built out. Although there is low density and a variety of vacant parcels along this route leading to low ridership, a number of multi-family units and some commercial mixed-use are proposed and under construction. As new developments come online, ridership is expected to grow. As a result, staff has redesigned the Route 17 to run down Warm Springs to Harris Ranch and back via Parkcenter to Main Street Station and run hourly.
2. Initially **route 4 Roosevelt** was proposed to be eliminated due to low ridership and **route 6 Orchard** is proposed to no longer serve the Borah neighborhood. VRT received significant feedback opposing the elimination of the 4 and the loss of service to the Borah neighborhood with arguments including the bench area has a large population who relies on bus service including refugees, students, low-income, and minorities. Many residents cited difficulty in walking longer distances to bus stops on other routes and the extra expense of Lyft Transit connections. As a result, staff has redesigned Route 4 to hit the highest ridership stops on the 4 and in the Borah neighborhood and running between the Towne Square Mall and Main Street Station along Franklin/Rose Hill.
3. Initially Route **28 Cole/Victory** proposed no changes, however in redesigning Route 4 Franklin, the route was able to reach the stops along Barrister and Allumbaugh. As a result, Route 28 has been straightened down Cole to promote efficiency.
4. Route **16 VA Loop** was initially proposed as a short loop around the VA Hospital but has been extended to Harrison Hollow, based on public comments received about the Route 10 Hill Road. Route 10's number of trips and span of service has been shortened to peak hours which mirrors current route ridership trends, serving peak period commuters and students. By extending the 16 to Harrison and Hill it will

connect Hill Road and downtown throughout the day. The revised 16 will also run until 5:15pm providing a connection to Hill and Harrison after 5pm.

Together these changes are expected to add approximately \$400,000 in additional annual operating costs in the City of Boise area.

Figure 4: Potential Updates to Final Proposal Based on Community Feedback



Figure 5: Ridership numbers for Final Proposal

Fixed-route network	Population served (1/4 mi. of any service)	Jobs served (1/4 mi. of any service)	Population served (1/4 mi. of service every 15 min.)	Population served (1/4 mi. of service 30 min.)	% Frequent	% Coverage	Annual ridership (based on estimated 2023)
Current	158,000	114,000	19,400	19,400	21%	79%	996,000
Final Proposal	145,000 (-9%)	113,000 (-1%)	28,400 (+34%)	38,900 (+100%)	32%	68%	1,153,000 (+16%)
Final Proposal +	153,600 (-3%)	115,900 (1.6%)	28,400 (+34%)	38,900 (+100%)	30%	70%	1,193,000 (+20%)

Final Proposal + includes potential updates described above

Figure 6: Hours and Ridership Comparison

Fixed-route	Annual Hours	Annual Riders
2023	89,831	996,000
Final Proposal	98,443	1,153,000
Final Proposal +	103,941	1,193,000
% change	15.7%	20%

Final Proposal + includes potential updates described above

Complimentary Transportation Services

In addition to fixed-route service, VRT provides other transportation services. Changes to these services is described below.

1. **Access** provides transportation within $\frac{3}{4}$ of mile of fixed-routes to persons with disabilities to the nearest bus stop. Figures 7 and 8 show the current and proposed with updates ACCESS areas. ***The potential update to the route 17 would restore Access service to Harris Ranch and Parkcenter.***

In the proposed network, the $\frac{3}{4}$ of mile buffer shifted and several gaps are identified in red in Figure 12 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).

Figure 7: 2023 ACCESS Service Area

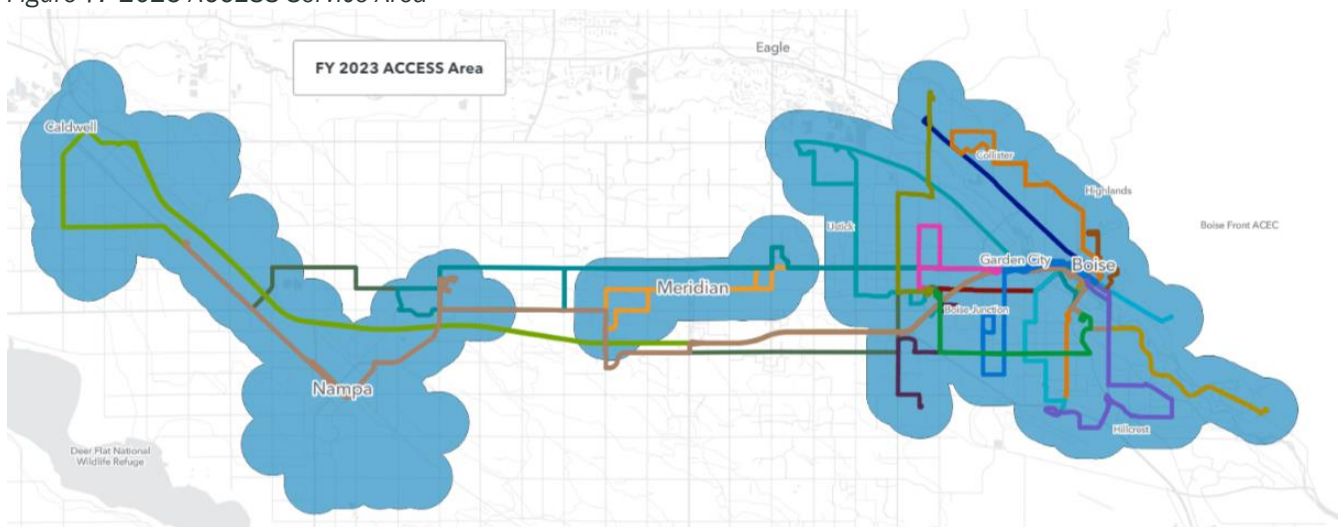


Figure 8: Final Proposal with Updates Access Service Area

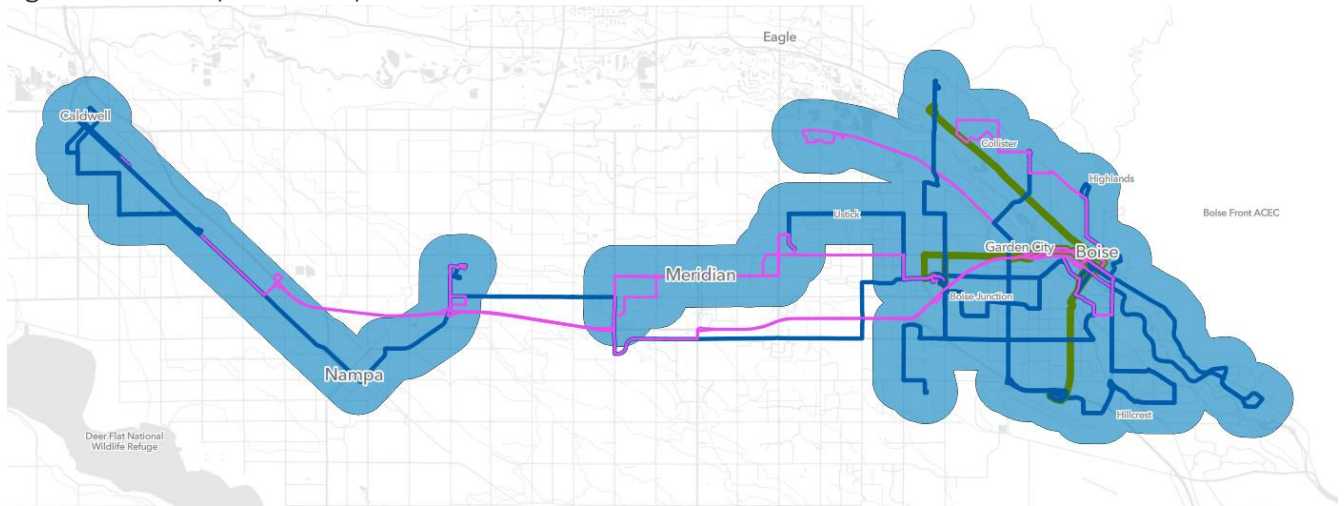


Figure 9: Access Areas Losing and Gaining Service

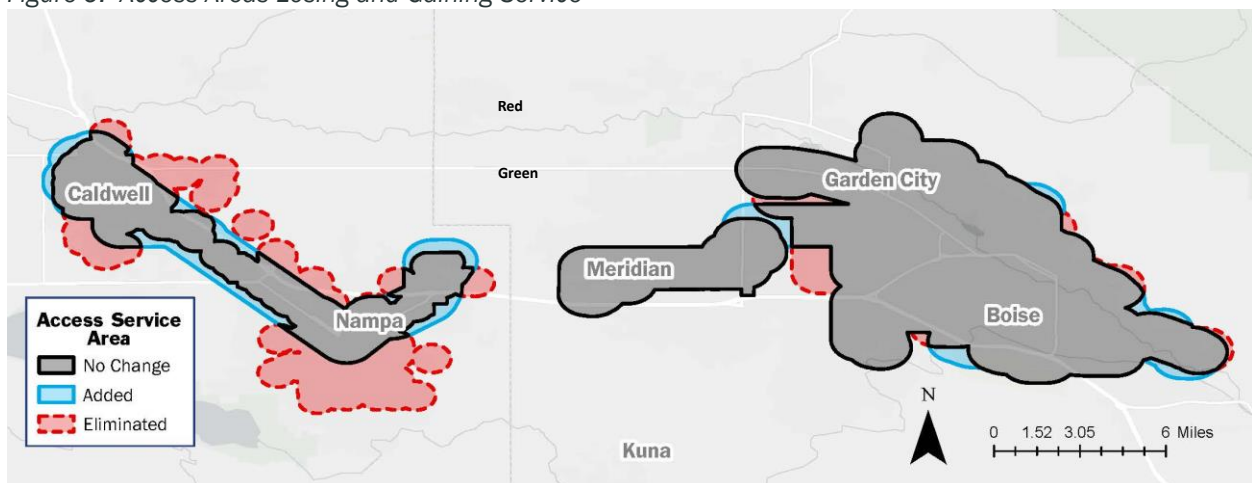


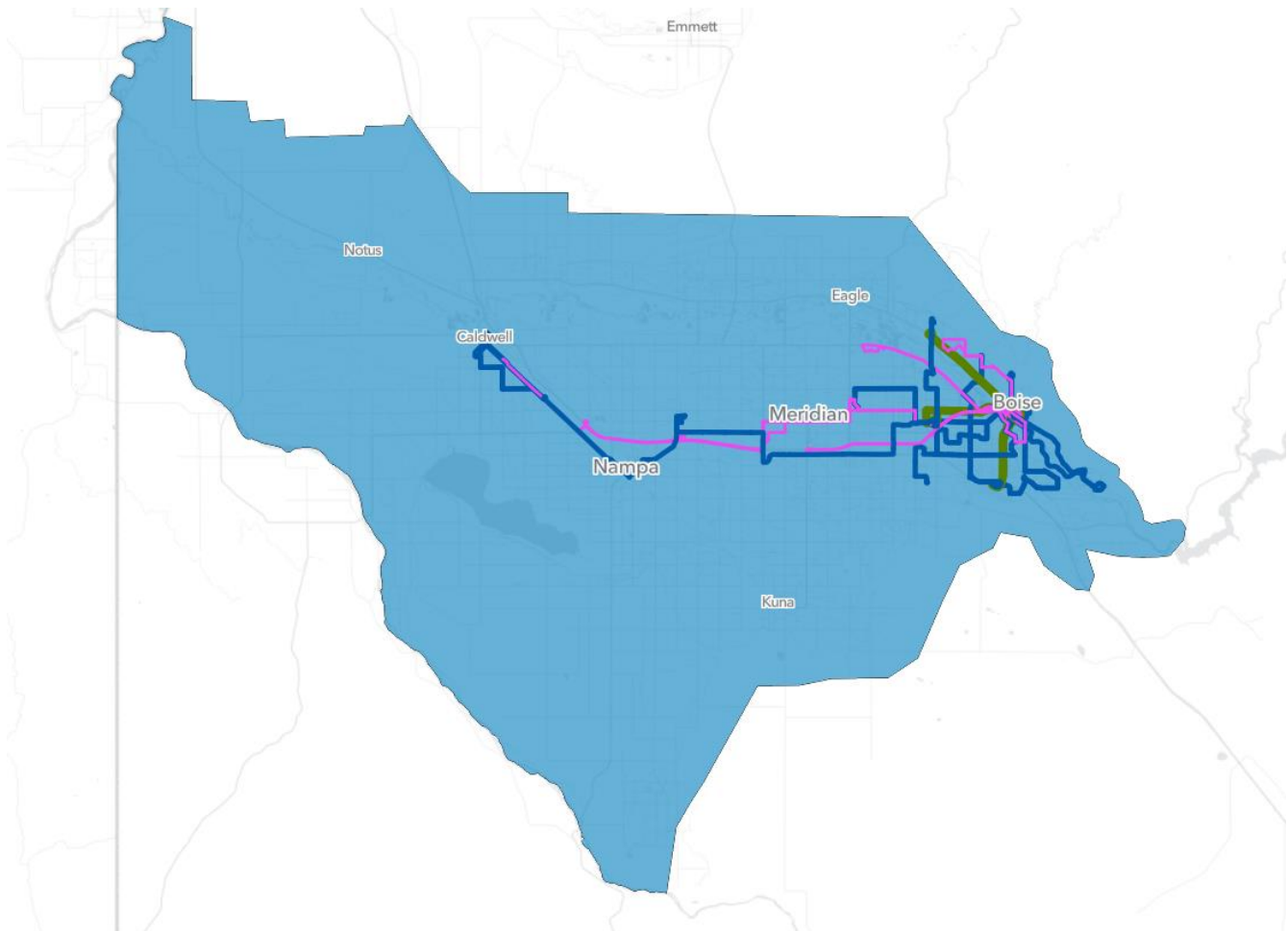
Figure 10: ACCESS Comparison

Access	Population within service area	Jobs within service area	Service area square miles
2023	385,100	180,000	129.8
2024	309,300	163,100	101.5
% change	-19.6%	-9.4%	-21.8%

2. **Beyond Access** 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 that includes 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 Access. 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 Access. ***There are no change updates proposed to Beyond Access in the final recommendation.***

Figure 11: 2024 Beyond Access Service Area



3. **Lyft Transit Connections** provides OnDemand services within a designated area within two miles of a fixed-route to a bus stop for \$2 (riders pay more to travel beyond the two miles). This service assists those with first mile and last mile connections and one 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.

With the potential updates to routes 4, 16 and 17, five additional stops have been added to Lyft Transit Stops. (Fig. 13)

Figure 12: 2023 Lyft Transit Connections Service Area

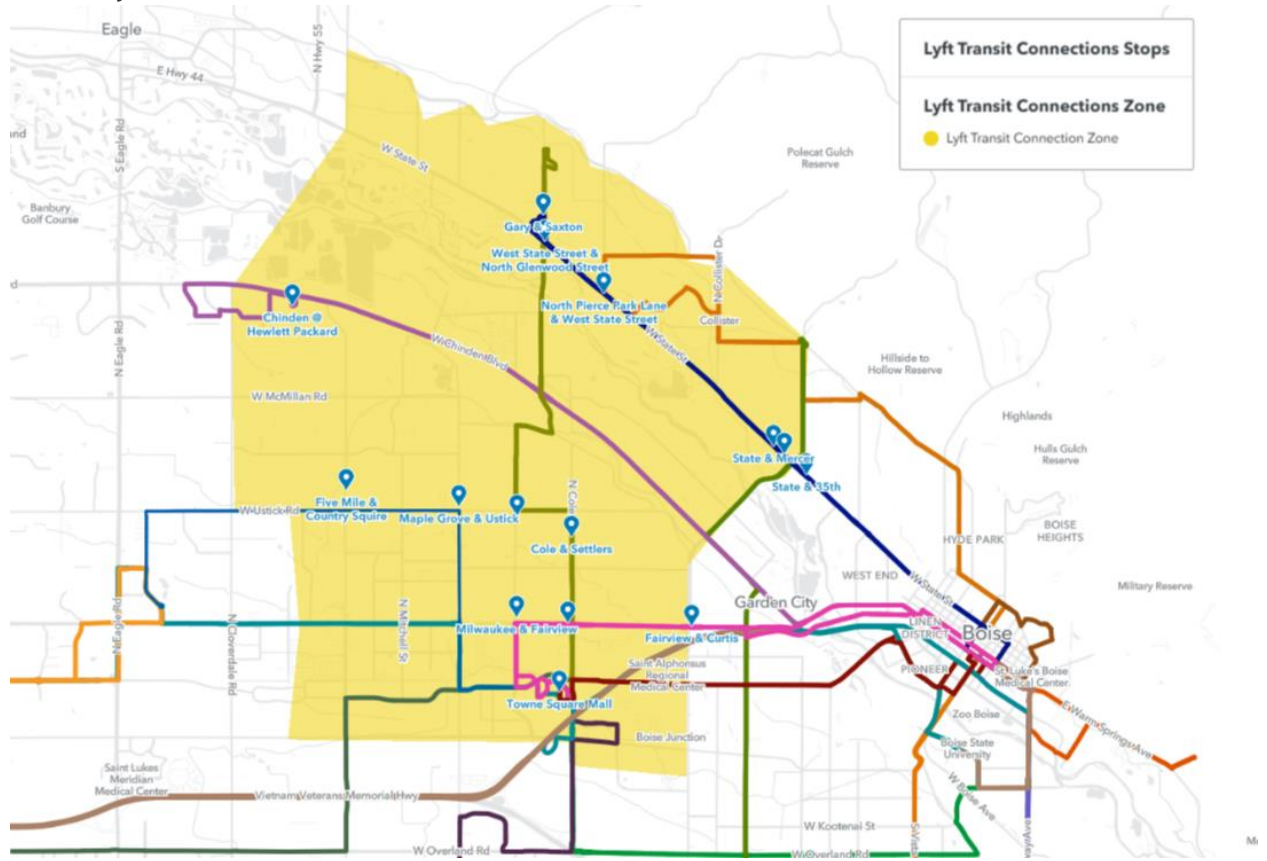


Figure 13: 2024 Proposed Lyft Transit Connections Service Area

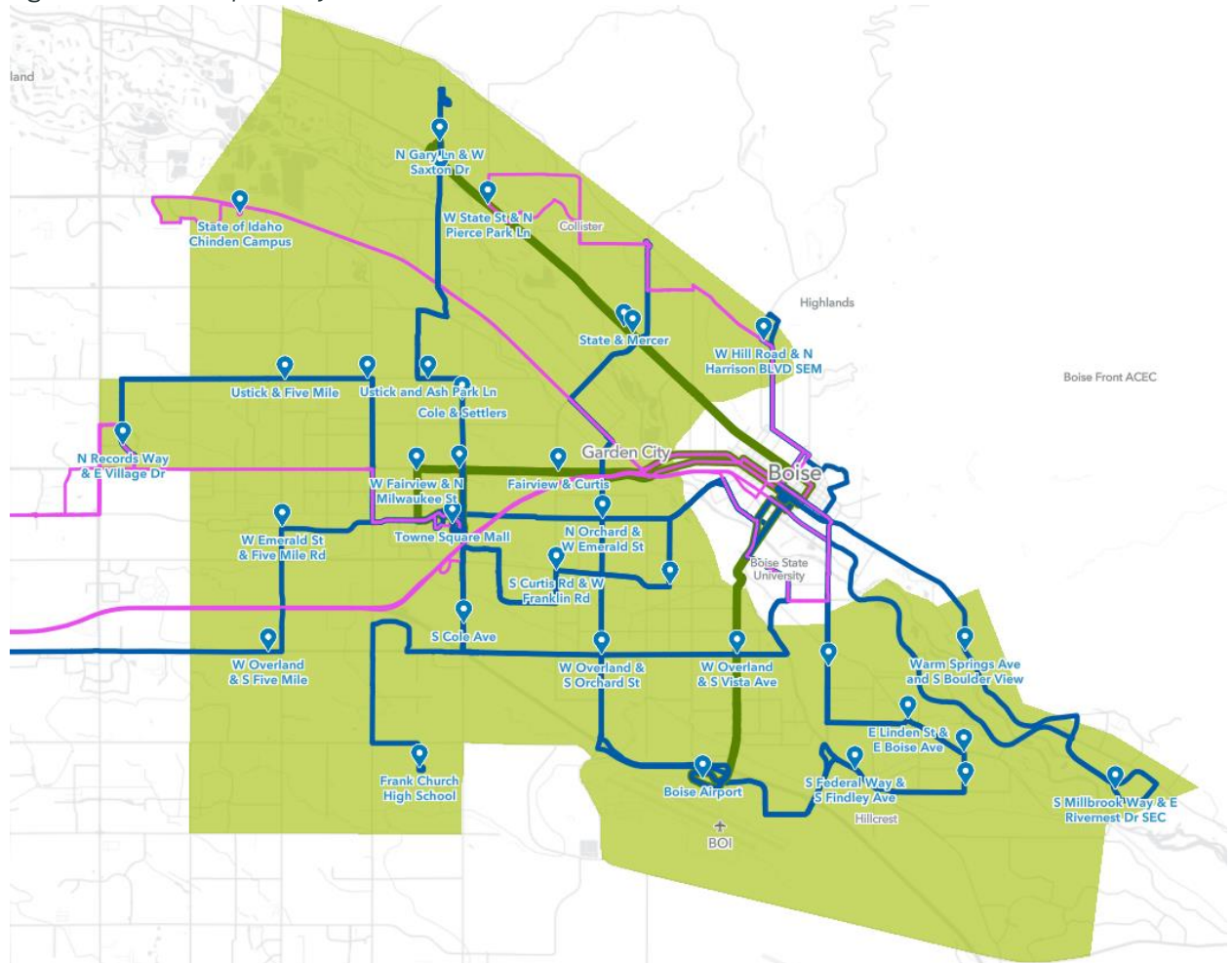


Figure 14: Lyft Transit Connections Comparison

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	32
% change	+130%	+118%	+168%	+129%

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. *There are no changes proposed to Lyft Late Night in the final recommendation.*

Figure 15: 2023 Lyft Late Night Service Area

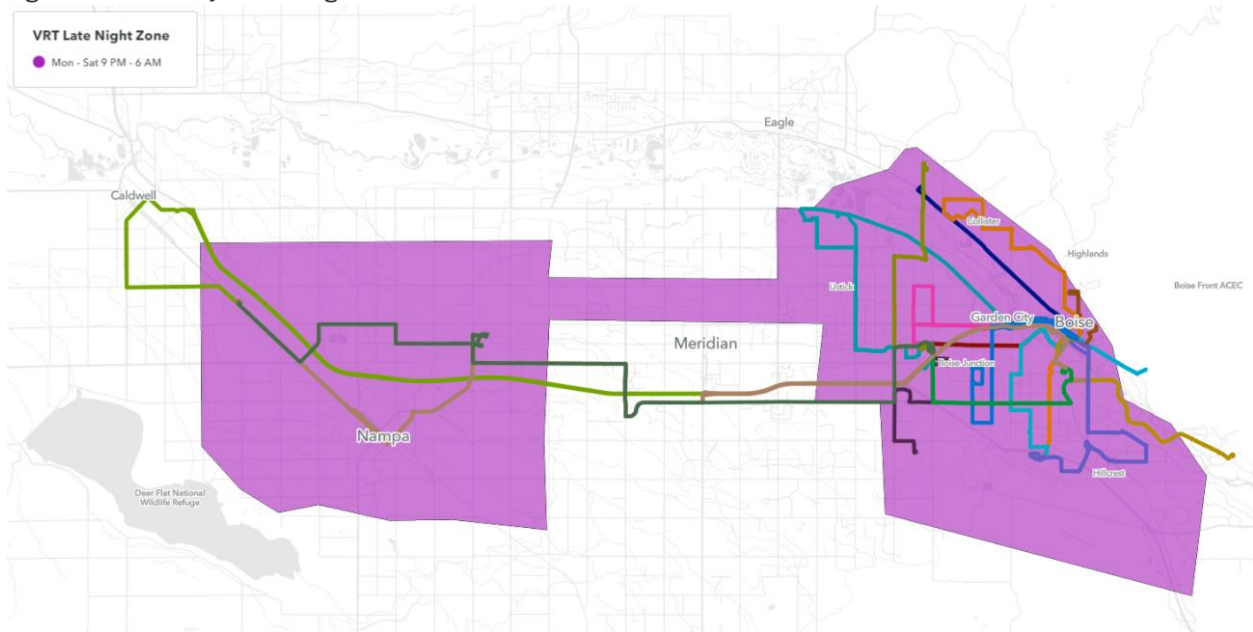


Figure 16: 2024 Proposed Lyft Late Night Service Area

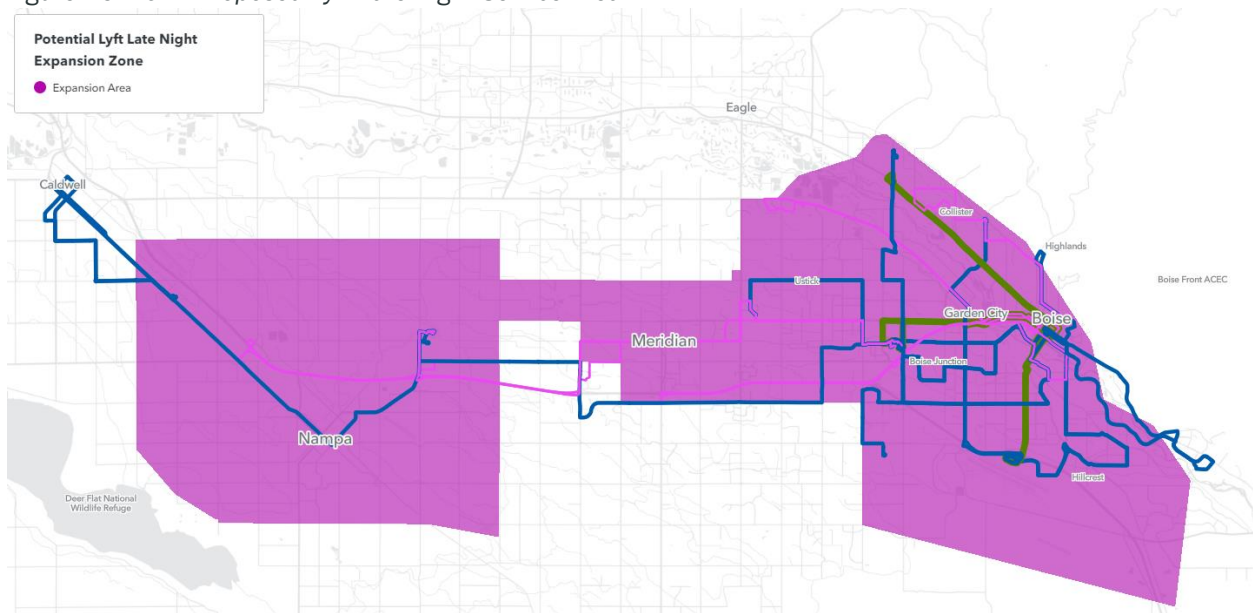


Figure 17: Lyft Late Night Comparison

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%

Equity Analysis

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives federal funds or assistance. This program asks transit agencies to review service planning and changes to assess if vulnerable populations are disproportionately impacted and if so, the impacts are mitigated.

FY2024 Network Design Equity Analysis findings include:

- Our equity analysis shows we are adding **39,645 more trips** with the 2024 network redesign with potential updates.
- Because we are adding service hours and trips with this final redesign, we are **enhancing service** to low-income and minority populations (see Figure 18 below).

Figure 18: Equity Analysis

Equity Analysis	Low Income	Minority
Change Born by	17.3%	44.7%
Area Average	11.5%	22.3%
% change/Delta	+5.7%	+22.5%

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: Sept. 2023 Public Comments Summary

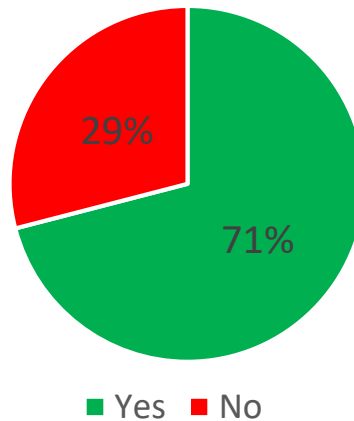
For detailed information contact:

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

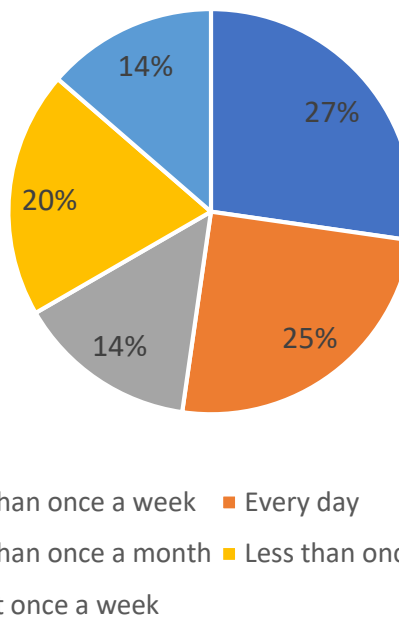
FY2024 Final Network Design September 2023 Public Comment Summary

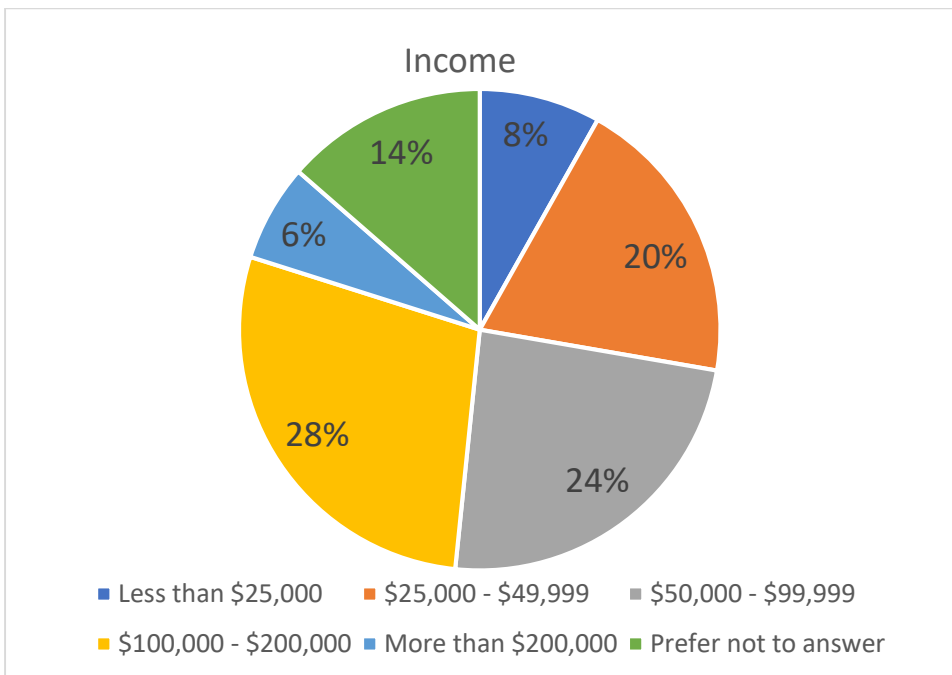
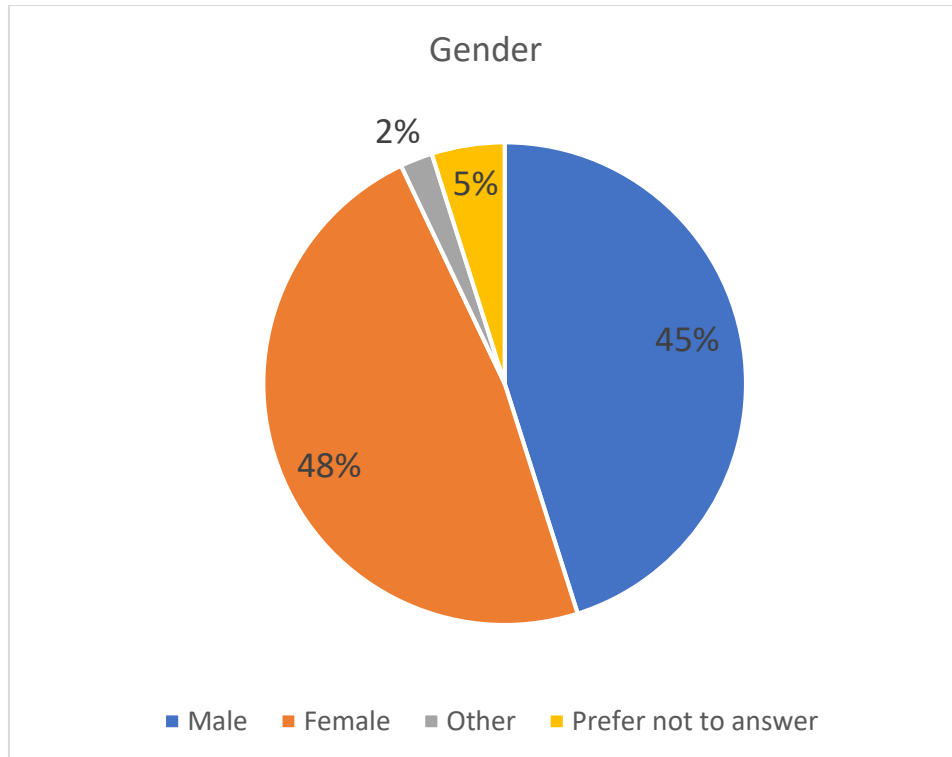
As a part of its public outreach for the final proposal, Valley Regional Transit (VRT) conducted a survey of residents and current riders. We received surveys from 186 individuals who provided more than 480 comments on individual routes or services. The table below provide self-reported demographics. A route-by-route summary of comments is also provided.

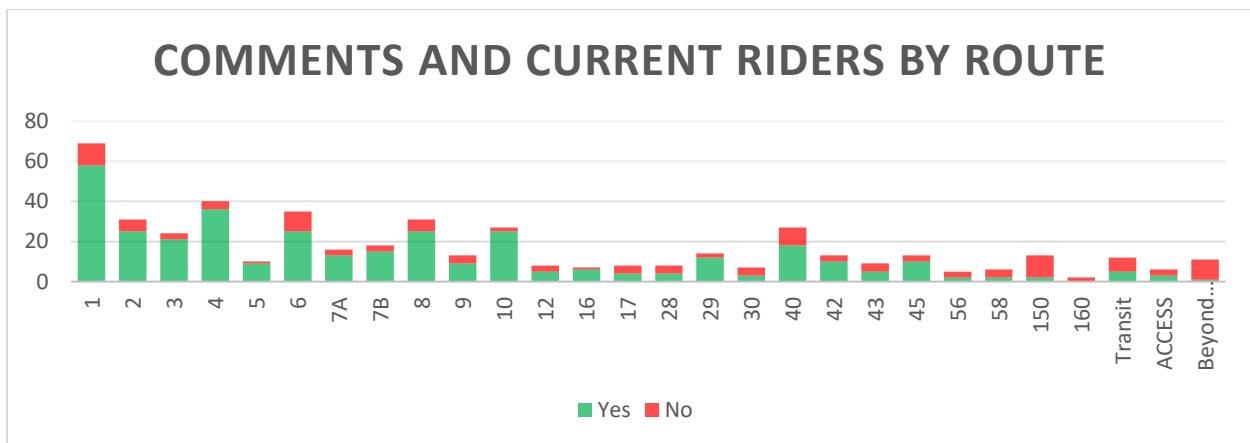
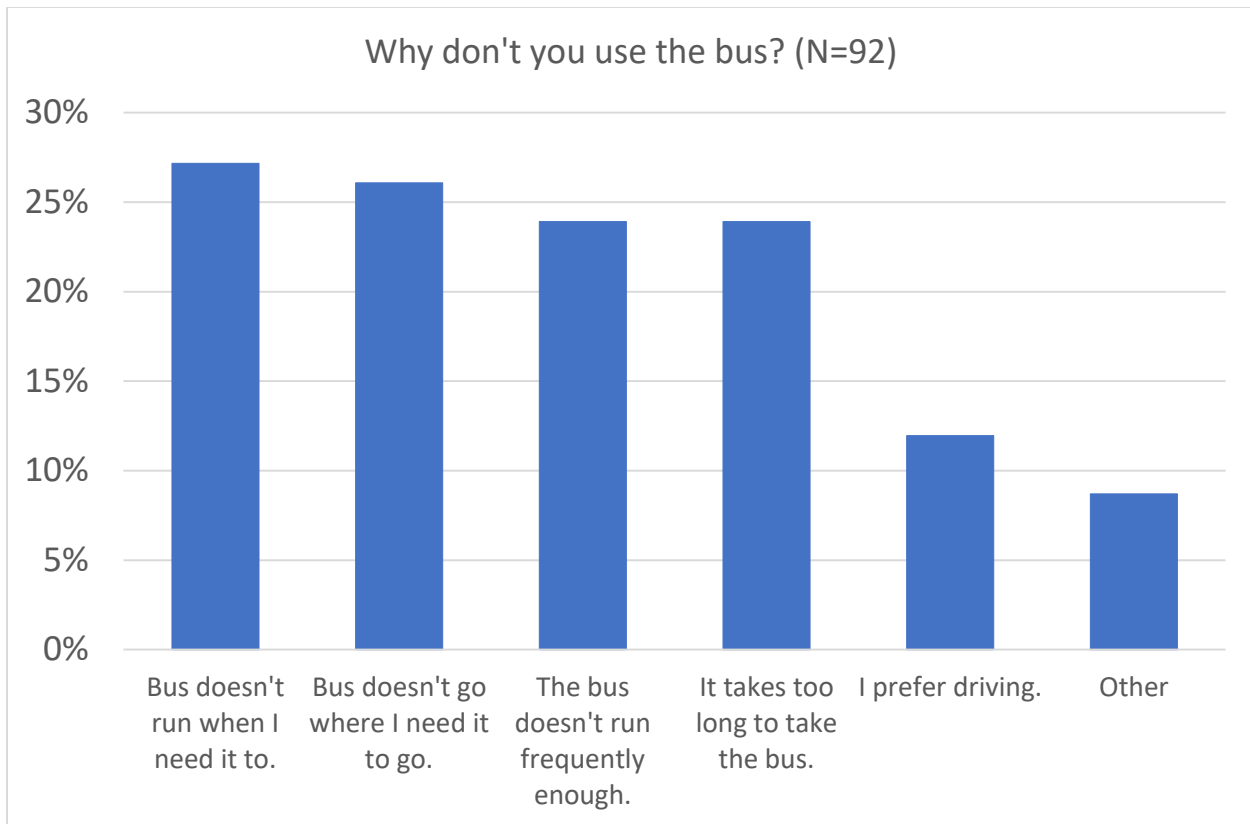
Are Survey Respondents Current Riders? (n=186)



Ride Frequency (n=132)







ROUTE 1 Harris Ranch: 69 survey comments

- The neighborhood this route serves is growing and was developed for transit, ridership will grow
- Removing the route now is shortsighted will get people used to using personal vehicles
- Students from Timberline and Sage International use the bus
- This route has hardly any riders it is obvious why it is discontinued

ROUTE 2 Broadway: 31 survey comments

- 30 min frequency would be better
- Support for more Saturday service and the extension to 9pm

- Glad the routing stayed the same
- Reroute buses off of Linden

ROUTE 3 Vista: 24 survey comments

- Increased span, frequency, and on Sundays would make this route more usable for the airport and tourists
- Need covered bus stops at Nez Perce, Vista, Rose Hill, Gourley
- Like how this route is interlined with route 2
- Information about transit at the airport needs to be improved

ROUTE 4 Roosevelt: 40 survey comments

- Eliminating the route is a disservice to residents who need it
- Elimination makes the walk to a bus stop too long and too many transfers
- Elimination will make service inconvenient and unusable
- Riders like the access to the airport and downtown
- Consider reducing frequency to hourly rather than eliminating route
- Bike access on the bench is not great

ROUTE 5 Emerald: 10 survey comments

- Arrives at Towne Square Mall too late to transfer
- Could use extended frequency and longer span into the evening
- Convenient to get to parks downtown
- Does not work during the middle of the day, too long of wait

ROUTE 6 Orchard: 35 survey comments

- Too many transfers to get downtown
- Love that it goes to the airport
- Bad decision to remove this route from the Borah neighborhood that serves refugees and high schoolers
- I will no longer have connectivity at Curtis
- This turns the 6 into an airport shuttle
- It will provide good connectivity to other routes
- The beauty of the current route is that it goes downtown
- Routing should go up Curtis and Fairview and share stops with 6 & 7 so transfers are easy
- Nobody uses the Curtis/Targee stop
- Increase frequency to 30 or 15 minutes
- Riders worried about waiting in the winter
- This eliminates service to apartments on Curtis

ROUTE 7 Fairview: 18 survey comments

- Greater frequency appreciated
- could use more 15 minute service
- Makes more trips practical
- Like the connection between the mall and Main Street Station

ROUTE 7A Fairview: 16 survey comments

- Support for eliminating low ridership routes and combining it with the 7B
- Will increase walking distance to nearest bus stop
- Elimination of route will force people to drive or take other routes

ROUTE 8 Chinden: 31 survey comments

- Changes benefit westbound commuting
- Route will benefit hospital workers getting to Boise VA
- Changes and frequency will allow more people to ride
- Longer walk to bus stop
- Promote Chinden Campus as a Park N Ride
- Need some mid-day options 1-3 pm and a later option after 5pm
- Please keep McMillian between Cloverdale & 5 Mile
- A decent waiting area is needed with a shelter and signage

ROUTE 9 State Street: 13 survey comments

- Route should extend to Eagle
- Span should increase to include hours after 9pm on weekends
- Safety and traffic improvements are needed at Ellen's Ferry

ROUTE 10 Hill Road: 27 survey comments

- Change will not match my work hours this will be for school commuting only
- Route should extend to 6-9pm
- Route should connect with the 12
- Thanks for keeping this route

ROUTE 12 Cole-Glenwood: 8 survey comments

- Thanks for the improved frequency and better connections.

ROUTE 16 VA Loop: 7 survey comments

- Extend service to Saturday.

ROUTE 17 Warm Springs: 8 survey comments

- Increase frequency and all-day service, more kids would use it
- Extend route to Table Rock
- St. Lukes is a large employer, with many employees living in this area a direct connection would be convenient

ROUTE 26 Ustick-Maple Grove: 5 survey comments

- Need a bus stop at Ustick/ N Cloverdale intersection
- This may work as an alternative to get to Meridian to Boise to BSU
- This will take me an hour to get downtown with multiple transfers.

ROUTE 28 Cole-Victory: 8 survey comments

- Riding the bus is easiest on one route, connections become unreliable
- Route 7 is often late or hold requests denied, which leaves us stranded
- With routes that only run once an hour there needs to be an alternative such as a lyft credit to get to the destination
- There is lots of development by Lake Hazel with traffic congestion service could be extended there or put a park n ride at Orchard to go to Main Street Station

ROUTE 29 Overland: 14 survey comments

- Extending this route to Main Street Station will make it more convenient
- This route is consistently late, adding more miles won't improve that
- It is not easy to access the bus stops, bus stops need amenities
- Extend hours to Saturday and Sunday
- This route should go to the Airport, there should be a route from the mall to the airport
- Increase frequency to 30-minutes
- Add covered bus stops at Vista and Orchard

ROUTE 30 Pine: 7 survey comments

- Peak hours are hard, the bus should go to the Village all day
- It is helpful that route 45 runs on the same corridor
- Add stops at Ten Mile & Pine and Hickory & Fairview
- Include 45 stops Ten Mile & Pine, Fairview & Records, Fairview & Cloverdale
- Add OnDemand service or more fixed Route to Meridian in 2025
- Increase frequency to 15-minutes
- Needs to go to the mall.

ROUTE 40 Caldwell-Boise: 27 survey comments

- Thanks for maintaining intercounty routes to allow people to get to work, the timing is good
- Removing stops at CWI will improve timeliness
- Having more buses at different times will be positive
- Cutting-out the section at 10 mile road would improve time, it is covered by other routes
- Changing the timing will make connections difficult
- Please don't eliminate the CWI stop
- Like the afternoon service addition
- Add a stop in Meridian just off I-84
- Great option for those reverse commuting
- Pick-up times needs to be 15 minutes prior to normal work times and needs to be right so people can get to work on time
- There should be at least 2 AM trips and 2 PM trips
- Extending the 40 into Caldwell would be more convenient
- Should be a full sized bus all the time
- Should run all day at 15-minute frequency
- You should add Lyft access to this route
- People need to get downtown before 8am
- Should go through downtown Nampa.

ROUTE 42 Happy Day to TSM: 13 survey comments

- Thanks for keeping this route
- Removing Cherry will lose riders
- I suggest a stop at Five Mile/Franklin
- I support 60 minute all day service, it will make it more convenient
- Stop at birch is helpful
- This needs weekend service

ROUTE 43 Caldwell Express: 9 survey comments

- Sorry to see this go, a lot of people can't afford vehicles
- Shift to an earlier inbound trip
- This route is too long 12 hours door to door
- It makes sense to combine this with the 40

ROUTE 45 Boise State CWI: 13 survey comments

- Extend after 5pm
- We need a good express option
- There needs to be a return bus Boise to Nampa at 3:30-4:30pm
- This will a great hourly route all day
- This route provides many options for transferring to other routes

ROUTE 56 Cleveland Blvd: 5 survey comments

- This will greatly reduce my need for a car
- I support restoring fixed route to the boulevard

ROUTE 58 South Caldwell: 6 survey comments

- Improve bus frequency to 15-minutes
- I support restoring fixed route

Transit Connections: 12 survey comments

- Glad VRT is exploring options to fill gaps
- People in Barber Valley won't be able to get downtown
- There is a lot of people and business along Park Center Boulevard
- I would love to use this service but it is not available for route 40 and Linder

150 OnDemand: 13 survey comments

- Should make it easier to find the area
- Works good in the morning, but overbooked in the evening
- This is unusable, would like to see a more robust and frequently run service
- This supplements fixed route
- The buses are empty or only have 1-2 riders
- Pick-ups/drop-offs are too far away
- This should extend to the outskirts Middleton
- These cities are laid out for cars not buses making the bus difficult to use and hard to walk/bike to safely

160 OnDemand: 2 survey comments

- Great option to get around and reach major destinations in Eagle, could be supplemented with fixed routes
- OnDemand buses need bike racks

ACCESS: 6 survey comments

- This service should be extended to Columbia Village
- We would use this service to access Winco and St. Luke's downtown and public events in the evenings
- Schedule this service around public events
- Provide Lyft transit connections past Park Center to Lucky 13 corner

- I support people being able to use Beyond Access who are losing ACCESS

Beyond ACCESS: 11 survey comments

- More marketing I was not aware of this service
- I like that you can between both counties
- Would love to see increased fixed route