



YEAR IN REVIEW

2023

PRINT: FEBRUARY '24

LETTER FROM THE CEO

February 2024 marks one year that I have been at VRT. It has been truly delightful and I am inspired by VRT staff and the work we do. I am having fun working to make a difference. Most of all, we are moving forward in a positive and meaningful way.

This document highlights major activities and celebrates accomplishments from this past year. You will find results of the Better Bus initiative, which includes a major redesign of our bus services. During the process, we engaged with hundreds of citizens and arrived at a system with 14% more service, 34% more people near 15-minute service, and twice the number of people near 30-minute service.

I am excited to be exploring the restoration of passenger rail service in the valley, which would enhance transportation options near and far. We are partnering with COMPASS to study existing rail lines to determine the best path forward.

We've been meeting with legislators and local leaders to raise our profile, convey what we do, and share our value in connecting the community. Connections across the country are helping me find the right roadmap for VRT to become better.

I'm incredibly proud of the service we provide. Despite steep challenges, we're charting a course for progress and the team at VRT is helping us drive to a bright future.



ELAINE CLEGG, CEO

STAFF

43 VRT STAFF **149** O&M CONTRACTED

583 ACTIVE BUS STOPS (2023)
700 ACTIVE BUS STOPS (2024)

4 TRANSIT CENTERS/
MAINTENANCE FACILITY

FACILITIES

FLEET

45 BUSES **10** Electric **35** CNG

25 VANS/MINIVANS
22 Vans (11%)
3 Minivans (1%)

39 CUTAWAYS
27 CNG
12 Gasoline

16 OTHER **7** Support
6 Service
3 Admin

Valley Regional Transit | 700 NE 2nd Street, Meridian, ID 83642

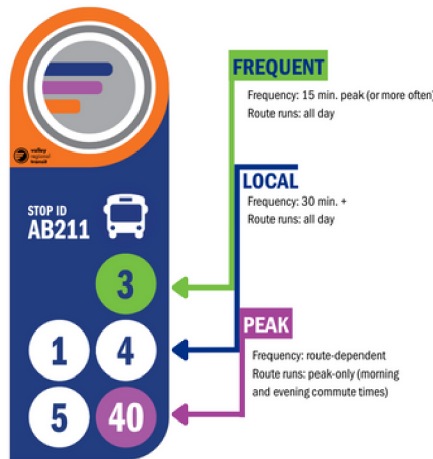
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Valley Regional Transit

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VRT DEVELOPMENT

VRT's Development team leaned into 2023 with the Better Bus initiative, which included improvements to bus routes, bus stops, bus rides, and an exploration of regional rail. Better Bus is the next step of the 2018 ValleyConnect 2.0 vision, which incorporated significant public input and pointed toward a more frequent bus network with regional connections, better technology, and regional rail. ValleyConnect 2.0 outlined steps toward a better regional network with higher-frequency routes and updated bus stops. Better Bus enacts that vision.

VRT conducted three phases of public outreach throughout the year to guide the redesign process. On October 2nd, the Valley Regional Transit (VRT) Board of Directors voted to approve the agency's final bus network redesign, a key element of the Better Bus initiative. The changes will be implemented in the summer of 2024. Public engagement and funding improvements made many of these changes possible - see "VRT By the Numbers" for a summary of Better Bus engagement.

In addition to the Better Bus initiative, the Development team continued to work on budget development using the Transportation Development Plan and Transit Asset Plan. These take a multi-year outlook putting various service and asset visions into action with ways to fund them. Staff also grew the number of regional pass partners and City Go members, encouraged hundreds of students to walk and bike to school with Safe Routes to School, and updated the VRT Title VI policy to ensure equitable distribution of services. Staff is preparing for significant updates on State Street and electrification of Main Street Station, made possible by competitive grants. Finally, VRT embarked on a bus shelter public art initiative in partnership with the City of Caldwell.

VRT FINANCE

The finance team has been working diligently over the last year, with assistance from Avèro Advisors, to evaluate potential Enterprise Resource Planning (ERP) systems to replace FleetNet. The final decision was made to pursue Oracle Fusion, and the implementation kicked off over the summer with the implementation vendor, FourthSquare. The finance team and other functional leaders across VRT drove the design and configuration of Oracle Fusion. After long hours and unwavering dedication, the project is finally nearing a close.

The implementation of Oracle Fusion will soon enter the testing phase. In the spring of 2024, staff who were engaged in the training sessions will be invited to participate in testing critical processes and workflows, ensuring the system meets our high standards for functionality and user experience.

This crucial step paves the way for Oracle Fusion to go live company-wide later this year, marking a significant milestone in enhancing operational capabilities.

REVENUE	FY2023\$
Directly generated funds	\$722,657
Auxiliary revenue	\$777,392
Non-transportation revenue	\$120,000
Federal assistance	\$26,641,598
Local assistance	\$15,375,389
Draw from surplus fund	\$861,058
Total revenues, all resources	\$44,498,094

EXPENSES	FY2023\$
Wages and salaries	\$9,208,052
Fringe benefits	\$6,284,955
Professional services	\$2,886,177
Materials and supplies	\$1,834,332
Utilities	\$366,950
Property and casualty	\$1,226,448
Purchased transportation	\$3,129,520
Miscellaneous	\$2,375,694
Interest	\$192,089
Leases and rentals	\$497,970
Capital expenses	\$16,495,907
Total revenues, all resources	\$44,498,094



VRT OPERATIONS

VRT's operations team had a busy year with the introduction of a new service, Beyond Access. VRT has been working over the years to unify a variety of small service providers that offer transportation across different service zones, days, and times into a single, regional service. This consolidation will be phased over the next few years, but the first phase was initiated late last year. Beyond Access is a qualification-based service for older adults and persons with disabilities that provides no-cost trips in and between Canyon and Ada counties and offers more transportation options for those that qualify.

In addition to Beyond Access, the Operations team continued to ensure transit services are reliable and efficient. Critical to these efforts included new and replacement full-size buses, smaller buses, service trucks, and support cars for those that have exceeded useful life. The team also continued to explore moving more of the fleet to low or no emissions with electric vehicles and more and are currently in the process of establishing formal energy efficiency and carbon neutral goals. VRT is looking to utilize additional Low-No Emissions grants for these projects.

FIXED-ROUTE

[as reported to the National Transit Database, 2023]

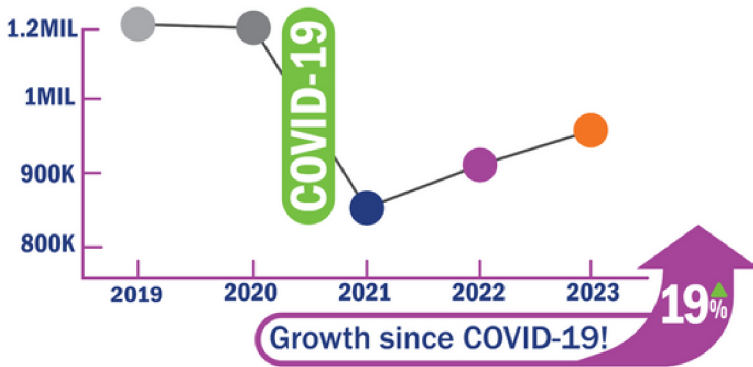
Total fatalities 0	Rate of fatalities per 100k miles 0
Total injuries 0	Rate of injuries per 100k miles 0
Total # of safety events 12	Rate of safety events per 100k miles 0.89
Mean distance between mechanical failures 7,805 miles	

DEMAND RESPONSE

Total fatalities 0	Rate of fatalities per 100k miles 0
Total injuries 2	Rate of injuries per 100k miles 0.28
Total # of safety events 4	Rate of safety events per 100k miles 0.56
Mean distance between mechanical failures 23,308 miles	

2023
SAFETY
UPDATE

FY23 RIDERSHIP



1,096,198

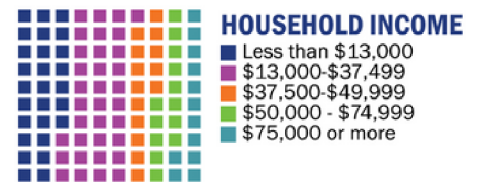
TOTAL RIDES

106,982
DOOR-TO-DOOR RIDES

989,216
FIXED-ROUTE RIDES

> VRT Access
> 150 Nampa/Caldwell On-Demand
> 160 Eagle On-Demand
> Harvest Transit
> SHIP
> Metro Community Services
> Eagle Senior Transportation

Ridership Demographics



CUSTOMER SERVICE

VRT's Customer Service desk fielded nearly 60,000 calls in fiscal year 2023, 83 of which were valid complaints. Given the nearly 1.1 million passenger trips provided, this is one indication of high service quality.

FY23

- 31,921 general calls
- 13,858 access calls
- 13,809 on-demand calls
- 272 total complaints
- 31 % valid
- 2.62 valid per 10K rides

FY22

- 33,142 general calls
- 12,221 access calls
- 8,575 on-demand calls
- 181 total complaints
- 40 % valid
- 0.7 valid per 10K rides

1,096,198 RIDES

FY23

59,588 CALLS (COMBINED)

83 VALID COMPLAINTS

1,024,845 RIDES

FY22

53,938 CALLS (COMBINED)

72 VALID COMPLAINTS

SERVICE TYPE	TOTAL RIDERSHIP	TOTAL COMPLAINTS	TOTAL VALID	% VALID	VALID PER 10K RIDES	TOP COMPLAINT CATEGORIES
Ada County Fixed Route	941,602	123	50	41%	0.53	Discourteous driver (32%) Missed passenger/pick-up (28%) On-time performance (13%)
Ada County Demand Response	31,571	6	2	33%	.63	On-time performance (33%) Discourteous driver (17%) Inaccurate/conflicting info (17%)
Canyon County On-Demand	13,823	7	1	14%	7.2	Discourteous driver (57%) Pass issues (14%) Air conditioning/heat (14%)
Canyon County Demand Response	3,131	10	3	30%	9.58	On-time performance (30%) Discourteous driver (20%) Inaccurate/conflicting info (20%)
Intercounty	47,614	28	8	29%	1.68	Missed passenger/pick-up (32%) On-time performance (25%) Aggressive/careless driving (18%)
Unknown	n/a	53	19	36%	n/a	Aggressive/careless driving (32%) Discourteous driver (28%) Missed passenger/pick-up (1%)

COMMUNICATIONS & ENGAGEMENT

132+ Community Events
connecting with **5,200+**

26 Regional Pass Programs
sales revenue **\$402,797**
City GO **8** City Go members
sales revenue **\$29,925**

ad sales revenue **\$781,996** 

enough to fully fund 2 hourly bus routes, like

28 Cole/Victory & **29** Overland
for an entire year


media mentions **316**
\$1.3m ad value equivalency

OUTREACH
