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Minutes of the January 15, 2019 Regional Advisory Council Meeting

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- ADA Service Standards

Fare Simplification and Pass Programs

- MEMO - Fare Simplification and Pass Programs

INFORMATION: Bus Stops - Accessibility, Prioritization and Review

- MEMO - Bus Stop Access Priority and Review
- Bus Stop RAF

Department/Staff Reports

- Executive Directors Report
- Operations Report
- Developments Report
- Bike Share Report
- Community Relations Report
Vision Statement: We envision an accessible regional transportation system that is built upon meaningful stakeholder input and feedback.

Mission Statement: The Regional Advisory Council’s mission is to use a customer-centered approach to ensure that VRT’s policies, services, and outreach meet the mobility needs of the community.

I. CALLING OF THE ROLL
   • Welcome and Customer/Constituent Experiences
   • Member and Committee Reports and Updates – Reports/Liaisons with Other Groups

   The website for the ACHD ADA Advisory Committee is: http://www.achdidaho.org/Departments/Committees/ADA.aspx

II. AGENDA ADDITIONS/CHANGES

III. 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 member requests the item be removed from the Consent Agenda and placed under Action Items.

   A. Minutes of the January 15, 2019 Regional Advisory Council Meeting Ө Pages 4-5
      Members will review and consider approval of the minutes from the January 15, 2019 RAC meeting.

IV. PUBLIC COMMENT (Comments will be limited to no more than three (3) minutes.)

V. POLICY ACTIVITIES - ACTION/INFORMATION ITEM)
   A. INFORMATION: ACCESS Scheduling Policy Ө Pages 6-11 Leslie Pedrosa
      Staff will conduct a workshop with the RAC to include information on the federal regulatory environment guiding the scheduling processes for ADA paratransit services (Attached to agenda). The RAC members will also review the current service and performance standards as it relates to ADA services. The service and performance standards are currently under review. The RAC will provide an advisory recommendation on the service standards at a future meeting.
VI. SERVICE/PROGRAM ACTIVITIES – ACTION/INFORMATION ITEM
A. Fare Simplification and Pass Programs  Θ Pages 12-14 Rhonda Jalbert
Staff is seeking input from the Regional Advisory Council on adjustments being considered to the Fare Tariff, including implications on equity and availability of fares to a variety of populations served by transit.

B. INFORMATION: Bus Stops - Accessibility, Prioritization and Review  Θ Pages 15-18 Jacob Hassard
Staff will present information on bus stop inventory, VRT Bus Stop Ranking and Rating Criteria Process (10/10/2016), and existing conditions for input. Attached is the Bus Stop Results Accountability Framework with changes from the last meeting. The highlighted measures have been identified for discussion as the most important to achieve the improvements discussed by the RAC.

C. TOPIC FOR DISCUSSION: Location of April 16 RAC Meeting  Kelli Badesheim
The VRT Board room is unavailable for the April 16 RAC meeting. Staff would like to discuss ideas for an alternate place to meet.

VII. OUTREACH ACTIVITIES – ACTION/INFORMATION ITEM

VIII. DEPARTMENT/STAFF REPORTS  Θ Pages 19-28
Department/staff reports from the February 4, 2019 meeting are included in your packet for information.

IX. ADJOURNMENT

Θ = Attachment
Agenda order is subject to change.

NEXT REGIONAL ADVISORY COUNCIL MEETING:
Tuesday, March 19, 2019
11:00 a.m.
VRT Board Room
700 NE 2nd Street
Meridian, ID

For questions or comments regarding this agenda, please contact Kelli Badesheim
At 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
Tuesday, January 15, 2019
9:00 AM
VRT Board Room - 700 NE 2nd Street - Meridian, Idaho

MEMBERS PRESENT
Annette Harper
Terri Lindenburg
Jeremy Maxand
Eric Selekof
Tina Wilson
Kelly Berg

MEMBERS ABSENT
Lisa Brady
Salome Mwangi
Courtney Rosenkoetter
Jason Madsen
Courtney Rosenkoetter
Randy Johnson

OTHERS
Paula Cromie, VRT
Mark Carnopis, VRT
Stephen Hunt, VRT
Rachel Haukkala, COMPASS
Obed Saenz
Leslie Pedrosa
Jacob Hassard
Katie Justice-VRT
Brian Parker - VRT
Kelli Badesheim

CALLING OF THE ROLL
Chair, Jeremy Maxand, called the meeting to order at 9:04 a.m. to begin reviewing information items. A quorum was present at 9:24 am.

AGENDA ADDITIONS/CHANGES - None

CONSENT AGENDA
Minutes of December 18, 2018 Regional Advisory Council Meeting
With a quorum present, Tina Wilson moved to accept the minutes as written; Eric Selekof seconded the motion. The motion was approved by unanimous decision.

PUBLIC COMMENT - None

POLICY ACTIVITIES
INFORMATION: Bus Stops - Accessibility, Prioritization and Review
Kelli Badesheim reviewed the results accountability framework, including performance measures from the last meeting’s workshop. Jake Hassard reviewed VRT’s policies and practices pertaining to developing and prioritizing bus stops. Jake also reviewed the ADA transition plan comments being prepared for ACHD. This was followed by discussion.

INFORMATION: Fare Simplification and Pass Programs
Stephen Hunt presented an update on the categories and schedule for the Fare Simplification and Pass Project Program. This was followed by discussion.

**INFORMATION: FY 2020 Service Change Objectives**
Stephen Hunt reviewed the service change objectives for FY2020, including potential service expansion, followed up by discussion.

**SERVICE/PROGRAM ACTIVITIES**
**INFORMATION: Performance Measures - Annual Report**
Brain Parker discussed the performance measures annual report to the Regional Advisory Council, followed by discussion.

**OUTREACH ACTIVITIES – ACTION/INFORMATION ITEM - None**

**DEPARTMENT/STAFF REPORTS**
Department/Staff reports from the 1/7/2019 Executive Board Meeting was included in the meeting packet.

**ADJOURNMENT –** Tina Wilson made a motion to adjourn the meeting; the motion was seconded by Annette Harper. By unanimous decision, the meeting was adjourned at 10:28.

**NEXT REGIONAL ADVISORY COUNCIL MEETING:**
Tuesday, February 19, 2019
11:00 a.m.
VRT Board Room
700 NE 2nd Street
Meridian, ID
ACCESS Scheduling Policy

Americans with Disabilities Act of 1990 [Public Law 101-336]

- Circular 4710.1
  - Most recent update was November 4, 2015
  - No new requirements were added

ACCESS in document is also referred to as “Paratransit”. Those terms should be used as one in the same.

Service Area: Defined Boundary Area
- The agency is required to provide complementary paratransit service to origins and destinations within three-fourths of a mile on each side of each fixed route. The corridor shall include an area with a three-fourths of a mile radius at the ends of each fixed route.

Scheduling Window: Range of time that an eligible passenger may schedule a paratransit trip
- The agency will allow advance reservations to be made up to 14 days in advance.
- Reservations may be taken by a reservation agent or by mechanical means.

Reservation Hours: Hours available when eligible passengers may call and make a reservation
- The agency will take reservations during normal business hours of the administrative offices, as well as normal business hours on days when offices are not open before a service day.
  - Valley Regional Transit currently takes reservations between 8:00 a.m. and 5:00 p.m., Monday through Friday.
  - Sunday reservations can be made by leaving a voicemail between 8:00 a.m. and 5:00 p.m.

Hours and Days of Service
- The complementary paratransit service shall be available throughout the same hours and days as the agency’s fixed route service.

Pick Up Window: Range of time an eligible passenger can expect to be picked up
- FTA considers pick-up windows longer than 30 minutes, in total, to be unacceptable, because they require passengers to wait an unreasonably long time for service.
- FTA permits transit agencies to establish a reasonable “window” around the negotiated pick-up time during which the vehicle may arrive and still be regarded as “on time,” (See Circular Section 8.5.3.)
- A good practice, when confirming trips during reservation calls, is to restate the beginning and end of the pick-up window instead of just the negotiated time. This step reminds passengers to be ready throughout the window. For example, for a caller with a negotiated 9 a.m. pick-up, a transit agency using a -15/+15 window would confirm the trip as, “The driver will arrive any time between 8:45 a.m. and 9:15 a.m.” instead of saying, “Your pick-up is at 9:00 a.m.” This reinforces with the passenger the concept that vehicles may arrive at any time during the window.
Pick-Up Time Negotiation: Process to set eligible passenger’s pick-up time

- **Requested Time** is the time the passenger is asking to be picked up.
  - Passengers need to account for travel time when requesting a pick-up for an appointment.

- **Negotiating Time** is what the passenger and reservation agent will agree is the time the passenger can expect a bus to arrive.
  - Per § 37.131(b)(2), a transit agency may negotiate pick-up times to schedule a trip to begin more than one hour before, or after, the passenger’s requested time. For example, if a passenger requests a trip with a 9 a.m. pick-up time, the agency can offer a pick-up time between 8 a.m. and 10 a.m.
    - This negotiation is subject to the passenger’s practical travel needs. For example, a passenger may end his or her workday at 4 p.m. and request a 4 p.m. pick-up. While the agency can offer a pick-up an hour before the requested time, doing so is not appropriate because the passenger would still be working.
  - The reservation agent will negotiate within the window allowed, especially when a requested time is not available.
  - Once the reservation agent communicates the agreed-upon pick-up time (and ideally the pick-up window) with the passenger, the negotiation is complete.

Same Day Rides: Scheduling a trip on the same day service is requested

- Agencies are not required to allow same day trip requests. Valley Regional Transit will allow a same day trip, if there is space available.

Fares: Money or ticket collected from passenger at the time the trip begins

- The fare for a trip, charged to an eligible passenger, shall not exceed twice the fare that would be charged to an individual paying full-fare for a trip of similar length, at a similar time of day, on the agency’s fixed route system.
  - Valley Regional Transit currently charges $2.00 for each one-way segment.
**Subscription Rides:** *Repeat trips, to and from the same location, at the same times*
- Subscription service may not absorb more than fifty percent of the number of trips available at a given time of day.
- Subscription service is a method of efficient reservations and scheduling for trips with a repeated pattern, same origin and destination, same pick-up time, and same day(s)
  - Passengers subscribe to the service once.
  - Subscription must be requested for a minimum of three months.

**Guest Fares:** *Money or ticket collected from an eligible passenger’s guest at the time the trip begins*
- Valley Regional Transit currently charges $2.00 for each one-way segment.

**Personal Care Attendant:** *A person accompanying an eligible passenger who provides assistance to the passenger*
- Each eligible passenger is allowed one personal care attendant, free of charge.

**Trip Purpose**
- The entity shall not impose restrictions or priorities based on trip purpose.
- When an eligible passenger reserves a trip, the entity will need to know the origin, destination, time of travel, and how many people are traveling. The entity does not need to know why the person is traveling.

**No Shows:** *The passenger is not at the address or correct door where negotiated pick-up was scheduled; passenger is not ready to board the vehicle within five (5) minutes of arrival; or passenger has not called to cancel trip more than one hour before negotiated pick-up time.*
- A “no-show” occurs when a passenger fails to board the vehicle for a scheduled trip, presuming the vehicle arrives at the scheduled pick-up location within the pick-up window and the driver waits for five (5) minutes.
- The agency may establish an administrative process to suspend, for a reasonable period of time, service to eligible passengers who establish a pattern or practice of missing scheduled trips.
- Verified “no-shows” will result in a warning letter. Once an eligible passenger receives three consecutive “no-shows,” or 10% of their scheduled trips result in a “no-show,” in a three month period, suspensions may occur.
- Valley Regional Transit has a goal of no more than 5% of total trips resulting as a “no-show.”

**Late Cancellations:** *Trips that are cancelled on the same day and less than one hour before the schedule pick-up time.*
- The FTA permits transit agencies to count late cancellations as “no-shows” for trips cancelled less than one hour prior to the pick-up time negotiated, and only under the circumstances that it is due to reasons beyond the passenger’s control.
- Valley Regional Transit has a goal of no more than 5% of all scheduled trips resulting as a “late cancel.”
Missed Trips: *Trips where vehicle never arrives at the passenger’s point of origin or vehicle is late and passenger cancels the reservation*

- Missed trips are caused by the agency and not the passengers.
- Missed trips occur because:
  - The vehicle arrives and leaves before the beginning of the pick-up window, without picking up the passenger, without any indication that the trip is no longer wanted.
    - A passenger is not obligated to board until the time the pick-up window begins and for five minutes, thereafter.
  - The vehicle does not wait the required time within the pick-up window, there is no contact with the passenger, and the vehicle departs without the passenger.
    - If, during the wait time, the passenger indicates the trip in no longer needed, this trip will be recorded as a “cancel at the door.”
  - The vehicle arrives after the end of the pick-up window and departs without picking up the passenger because the passenger is not there or declines to take the trip because it is late.
  - The vehicle does not arrive at the pick-up location

- Valley Regional Transit has a goal of no more than 1% of all scheduled trips resulting in a “missed trip.”

On Time Pick-Ups: *Trips where the vehicle arrives within the 30 minute window*

- FTA considers pick-ups on time, as long as drivers arrive at pick-up locations within the pick-up window.
- Valley Regional Transit has a goal that 92% of all pick-ups will occur “on time.”

Denials – *Trips where no service can be offered within one hour of passengers requested time*

- Trip denials result when an agency does not accept trip requests. Examples of trip denials include:
  - A passenger requests a next-day trip and the transit agency says it cannot provide that trip.
  - A passenger requests a next-day trip and the transit agency can only offer a trip that is outside of the one-hour negotiating window. *This represents a denial, regardless of whether the passenger accepts such an offer.*
  - A passenger requests a round-trip and the agency can only provide one leg of the trip. If the passenger does not take the offered one-way trip, both portions of the trip are denials.

- Valley Regional Transit has a goal of denying zero trips.

Ride Time: *The time the passenger remains on the vehicle to complete a one-way trip*

- The length of paratransit trips is referenced as travel-time, trip duration, on-board time, or in-vehicle time.
- It is important to understand that “excessive” is the comparison to the time required to make a similar trip using the fixed route system; while a one-hour travel time for a five-mile paratransit trip may seem excessive in the abstract, if the same trip takes an hour using the fixed route system, it is comparable, not excessive.
- Paratransit service is, by nature, a shared-ride service. The standard of service is not intended to reflect that of a taxi service, which typically transports passengers directly to their destination.
## ADA Paratransit Service Standards and Performance Metrics

<table>
<thead>
<tr>
<th>Service Criteria</th>
<th>Definition</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Area</td>
<td>The defined boundary where ADA paratransit service is required to be provided.</td>
<td>Origins and destinations within ¾ mile on each side of each fixed route including small areas which are not within the service area, but are surrounded by corridors served in the paratransit area</td>
</tr>
<tr>
<td>Scheduling Window</td>
<td>The range of time that an eligible passenger may schedule a paratransit trip.</td>
<td>No more than fourteen days in advance of request and up to close of business the previous day of request.</td>
</tr>
<tr>
<td>Pick up Window</td>
<td>The range of time associated with the requested departure time when an eligible passenger can expect to be picked-up for an on-time departure.</td>
<td>30 minutes from the requested departure time.</td>
</tr>
<tr>
<td>Reservation Hours</td>
<td>The hours available for eligible passengers to call and make a trip reservation.</td>
<td>Monday through Friday 8 a.m. to 5 p.m. Sunday by voicemail.</td>
</tr>
<tr>
<td>Pick-up time Negotiation</td>
<td>Process to set the eligible passenger’s pick-up time.</td>
<td>Reservation pick-up times can be negotiated up to one-hour before or one-hour after the requested departure time.</td>
</tr>
<tr>
<td>Same Day Rides</td>
<td>Scheduling a trip on the same day the service is requested.</td>
<td>A trip can be cancelled and scheduled on the same day, but there is no guarantee of space availability.</td>
</tr>
<tr>
<td>Fares</td>
<td>The money or ticket collected for the eligible passenger at the time of the trip begins.</td>
<td>$2.00 for each one-way segment. Or, 2 times the fixed route fare.</td>
</tr>
<tr>
<td>Subscription Rides</td>
<td>Repeat trips to and from the same locations at the same times.</td>
<td>No more than 50 percent of the schedule can include subscription at any given time in the day. In order for a subscription trip to be accepted it has to be for a minimum of three months.</td>
</tr>
<tr>
<td>Guest Fares</td>
<td>The money or ticket collected for an eligible passenger’s guest(s) at the time the trip begins.</td>
<td>$2.00 for each one-way segment for each guest. Or, same fare as ADA passenger.</td>
</tr>
<tr>
<td>Personal Care Attendant</td>
<td>A person accompanying an eligible paratransit passenger who provides assistance to the passenger.</td>
<td>Free</td>
</tr>
<tr>
<td>Human Service Agency Fee</td>
<td>A fee charged to state human service agencies for the eligible passengers for trips guaranteed to the agency.</td>
<td>Actual per passenger cost of the trip.</td>
</tr>
<tr>
<td>Trip Purpose</td>
<td>No restrictions or priority for specific trip purposes</td>
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<td>--------------</td>
<td>-------------------------------------------------------</td>
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<tr>
<td>Hours and days of service</td>
<td>Available the same hours and days of the fixed-route service.</td>
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<tr>
<td>No Shows</td>
<td>Passenger is not at the address or correct door where the requested pick-up was arranged. Passenger is not ready to board the van within five- (5) minutes of the arrival of an on-time van. Passenger has not called to cancel a trip within one hour of the scheduled pick-up time.</td>
<td></td>
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<tr>
<td>3 consecutive no shows or 10 percent of scheduled trips within 3 month period (whichever is greater)</td>
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</tr>
<tr>
<td>Consequences include: Warning letter when no shows occur 1st offense exceeding standard – one week suspension 2nd offense exceeding standard – two week suspension 3rd offense exceeding – four weeks suspension No more than 5 percent of the total trips.</td>
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<tr>
<td>Late Cancellations</td>
<td>Trips that are cancelled the same day and up to one hour before the scheduled pick-up time</td>
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<tr>
<td>No more than 5 percent of all scheduled trips</td>
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<tr>
<td>Missed Trips</td>
<td>Trips where the vehicle never arrives at the passenger’s point of origin. Or, the vehicle is late and the passenger cancels the reservation.</td>
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<tr>
<td>1 percent</td>
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<tr>
<td>On-time pick-ups</td>
<td>Trips where the vehicle arrives within the 30 minute window or up to 5 minutes after the 30 minute window</td>
<td></td>
</tr>
<tr>
<td>92 percent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-time drop-offs</td>
<td>An arrival any time before the scheduled drop off time.</td>
<td></td>
</tr>
<tr>
<td>92 percent</td>
<td></td>
<td></td>
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<tr>
<td>Denials</td>
<td>Trips where no service can be offered within the one hour before or one hour after the requested time. Passengers who refuse to negotiate a time are not considered denials.</td>
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<tr>
<td>0</td>
<td></td>
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</tr>
<tr>
<td>Ride Time</td>
<td>The time a passenger remains on the vehicle to complete a one-way trip</td>
<td></td>
</tr>
<tr>
<td>One hour or an equivalent time of a similar fixed-route trip</td>
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TOPIC: Fare Simplification and Pass Programs

DATE: February 5, 2019

Summary:

VRT is working on a Fare Simplification and Pass Program Project which will include an updated Fare Tariff. The Fare Simplification Project will achieve the following four (4) objectives:

1. To the extent possible, riders should pay for the cost of providing the portion of the service they use.
2. Fare structures should be as simple as possible.
3. Fare structures should be based on the expected average fare rather than the single adult fare.
4. Future fare increases should be tied to changes in operating costs.

Additionally, ValleyConnect 2.0 assumes that 25% of VRT’s revenues will be directly generated, primarily through fares and advertising. In order to achieve this, the farebox recovery ratio needs to improve significantly.

Staff is seeking input from the Regional Advisory Council on the most equitable way to adjust the Fare Tariff to achieve the objectives stated above.

1. To the extent possible, riders should pay for the cost of providing the portion of the service they use.

This objective means that riders pay for their “seat” on the bus. For example, if it cost $100 per hour to operate a bus, and if an hour-long trip were filled to capacity at 50 riders, then the transit agency would be fully recovering its operating cost if the average fare were $2.00. For shorter trips, with more boardings and alightings per hour, the capacity per hour would increase, bringing down the average fare needed to recover the operating cost.

This calculation is currently being researched and reviewed.

2. Fare structures should be as simple as possible.

VRT currently has a significant number of discounted and bulk pass products. Many of these discounts are duplicative and overly targeted. Additionally, VRT has some fare media that are swiped at the farebox, dunked, tapped, and shown to the driver. There are also barriers for many passengers to purchase a bus pass, e.g. buses only take cash, Main Street Station only takes credit or debit cards at a $10 minimum, etc. The fare system clearly needs to be simplified. Many fare products and media can, and should be, consolidated to make riding the bus easier, faster, and more understandable.
3. Fare structures should be based on the expected average fare rather than the single adult fare.

Transit fare structures typically include different rates for different kinds of users, such as adults, seniors, students, and people with disability. The average fare is calculated by summing all fare revenue and dividing that by the total number of boardings. In other words, the fare structure and mix of users determine average fare. Because the average fare considers all elements of a transit agencies fare structure, VRT would like to have a fare structure that is built around an average fare target rather than any single component of the fare structure, i.e. the adult single use fare. By improving the Fare Tariff and encouraging different fare products, transit agencies are able to alter the average fare, while limiting negative impacts to vulnerable populations.

4. Future fare increases should be tied to changes in operating costs.

As we are seeking to structure fares around the cost of providing service (see objective 1, above), it makes sense that shifts in operating cost would create shifts in the fare. This also makes changing fares less arbitrary.

Innovative technologies, such as autonomous buses, electric buses, and high capacity vehicles present opportunities to significantly lower the per trip operating cost, thus lowering the fare needed to cover the operating cost. Alternatively, labor shortages and rising fuel costs are examples of factors that could lead to fare increases.

VRT is seeking input from the Regional Advisory Council on how to most equitably transition from our current Fare Tariff structure to one that achieves the four objectives stated above.

5. Farebox recovery is based on multiple factors.

One important metric related to the financial sustainability of transit service is the ratio of fare revenue compared to the total operating costs. This ratio is called farebox recovery and it is calculated using the following formula:

\[
\text{Farebox Recovery} = \frac{\text{Average Fare} \times \text{Productivity}}{\text{Total Operating Costs (Direct & Indirect Costs)}}
\]

National research shows that transit fares tend to be inelastic, meaning fare revenues typically go up as fares go up, even as some users choose to take transit less often. As stated, one of the purposes of this Fare Simplification Project is to increase VRT’s fare revenue, but VRT is also taking steps to improve service productivity and control costs to maximize our efforts to improve our farebox recovery. VRT’s network design principals adopted with ValleyConnect 2.0 and recent service changes have all been designed to maximize the hourly by focusing our resources to provide the most useful service to the highest ridership areas in the region. Similarly, VRT is consistently making efforts to reduce operating costs.
Current Conditions

- Local fares: VRT’s average fare is $0.62.
  - Discounted fare products, such as student/senior/disabled passes, contribute to 79.9% of the foregone revenue.
- Universal fares: VRT’s average fare is $0.90.
  - Contract programs make up 93.4% of the foregone revenue.
- VRT’s farebox recovery ratio is 7.3%.
  - Analysis by Four Nines Technologies (2016) and First Transit (2018) have shown that VRT fares are lower than peer agencies.
- Discounted Fares - There is no verification requirement to obtain a discounted fare product.

Potential Changes to Fare Tariff

- All fare types (after consolidation) could be increased, in equal proportions, once an amount is determined. This could also happen over several years, depending upon the increase.
- Base fare products could be increased, while leaving discount products at the same rate.
  - As this would increase the discount provided, fare evasion by riders not eligible for discounted fares would likely increase.
  - To counteract this, VRT would likely need to implement a verification system.

Staff Recommendation/Request:
Information item: Staff is seeking input from the Regional Advisory Council on the most equitable way to adjust the Fare Tariff to achieve the objectives stated above.

Implication (Policy and/or Financial):
The policy and strategies for fare simplification and pass programs will be used to inform the annual public transportation budgets.

More Information:
Rhonda Jalbert, Development Director, 208.258.2707, rjalbert@valleyregionaltransit.org
Stephen Hunt, Principal Planner, 208.258.2701, shunt@valleyregionaltransit.org
Brian Parker, Associate Planner, 208.258.2717, bparker@valleyregionaltransit.org
TOPIC:  Bus Stop Accessibility, Prioritization, and Review
DATE:  January 5, 2019

Summary:
The Regional Advisory Council (RAC) established a work program for 2019 which includes bus stop accessibility, prioritization and establishing a formal review process for the RAC. The RAC participated in a work shop at the December 2018 meeting to define accountability and measure success. The December work shop employed the Performance Accountability Framework to define what a successful outcome for this work/project would look like and to establish performance measures to help VRT determine if the process is achieving the results the RAC is looking for. The documentation from the work shop is attached.

At the February meeting, the RAC will be discussing VRT’s guiding policies pertaining to bus stop location and developing transit amenities. An overview of how VRT defines accessibility will be discussed, along with discussion on historical costs and information.

The amenity guidelines can be found here: https://valleyregionaltransit.org/media/1593/vrt_bus_stop_location_and_transit_amenities_development_guidelines.pdf

An explanation of how bus stops are ranked and rated based on the criteria process with rough tallies will be discussed as well as our existing conditions.

Staff Recommendation/Request:
Information item - Staff will present existing conditions and inventory of current bus stops, along with Bus Stop Ranking and Rating Criteria Process. Staff has updated the Results Accountability Framework that is attached. Staff will provide background on the scoring process in place along with continued exposure to the Amenity Development Guidelines.

Implication (policy and/or financial):
Bus stop accessibility and having processes to ensure an acceptable and transparent process to obtain the priorities for bus stop investments is integral to improving access for persons with disabilities and the public at large. Finding effective ways for the RAC to engage in this work and track the organization’s performance will help to ensure transparency and accountability to the customers we serve.

Highlights:
• VRT Executive Board approved RAC Bus Stop Accessibility Issue Charter in November 2018 - completed
• RAC participated in a work shop using the performance accountability framework to establish the foundation for a performance measurement system in December 2018 - completed
• Presentation on the ADA Transition Plan by ACHD staff - December 2018 - completed
• VRT letter to ACHD on the ADA Transition Plan – February 2019 – Executive Board - completed
• Bus stop inventory, VRT Bus Stop Ranking and Rating Criteria Process (10/10/2016), and existing conditions – February 2019
• Review Bus Stop Service Areas – March 2019
• Review bus stop inventory, which includes ADA accessibility and other amenities – March through April 2019
• RAC Workshop on one-off bus stop designs and review process – May 2019
• Complete prioritized list of bus stops for improvements – June 2019
• Develop list of nonprofits and potential funding partners – July through August 2019
• Final draft bus stop design and review process will be completed in October 2019

Attachments
RAC Performance Accountability Framework

For detailed information contact: Jacob Hassard, (208) 258-2705, jhassard@valleymetrorapidstransit.org
## Bus Stop Accessibility

### Results Accountability Framework

<table>
<thead>
<tr>
<th>How much did we do?</th>
<th>How well did we do it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Effort)</td>
<td>(Effort)</td>
</tr>
<tr>
<td># of accessible bus stops</td>
<td>% of total bus stops that are accessible</td>
</tr>
<tr>
<td># customers at each stop</td>
<td>% increase of customers by stop</td>
</tr>
<tr>
<td># $ in farebox revenue</td>
<td>Increase farebox recovery</td>
</tr>
<tr>
<td># $ invested in bus stop</td>
<td>% of total budget invested bus stops</td>
</tr>
<tr>
<td># miles of pathways</td>
<td>% of pathways connected to transit stops</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Is Anyone Better off?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(Effect)</td>
<td></td>
</tr>
<tr>
<td># of passenger trips of persons with mobility disabilities</td>
<td>% of trips utilizing mobility devices</td>
</tr>
<tr>
<td># of accessible bus facilities improved</td>
<td>% of bus stops on Best in Class routes</td>
</tr>
<tr>
<td># of improved curb ramps</td>
<td>% increase of accessible bus facilities</td>
</tr>
<tr>
<td># of satisfied customers</td>
<td>% of ROW with improved curb ramps</td>
</tr>
<tr>
<td># miles of pathways accessible and maintained in good condition</td>
<td>% satisfied customers</td>
</tr>
<tr>
<td></td>
<td>% of pathways accessible and maintained in good condition</td>
</tr>
</tbody>
</table>

**Headline Measures:** Those measures that are readily available and reliable

**Secondary Measures:** One to Five of the most important measures that tell the story

**Data Development Measure:** The data that is difficult to get, but important enough to buy if needed
Results Accountability Framework

Bus Stop Accessibility and Prioritization

1. Who are our customers?
   Riders, persons with mobility disabilities, students, people who are blind and visually impaired, workers with disabilities, older adults with mobility limitations, people who are non-English speaking, parents with strollers, people with service animals, jurisdictional owners of ROW and policy-makers, businesses, employers, commuters, bicyclist and pedestrians

2. How can we measure if our customers are better off?
   Higher public transportation utilization, customer satisfaction, public benefit measures, lower complaint levels, increased compliments, increased ways to provide input on bus stops and priorities, reduction in/out of compliance bus stops, feedback and response to feedback from customers (feedback loop to customer), jurisdiction satisfaction and businesses are getting more customers

3. How can we measure if we are delivering service well?
   Percentages of customers who are satisfied, percentage of accessible bus stops, increased utilization rate at the stop level, higher farebox recovery ratio, percent of accessible stops along best in class routes, percent of neighborhood and ACHD funding invested in accessible stops, percent bus stops that have to be rebuilt, increased awareness of RAC

4. How are we doing on the most important of these measures?
   Input is offered, but perception that things aren’t happening, not really measuring or tracking the measures to determine we are doing better

5. Who are the partners who have a role to play in doing better?
   Drivers, service providers, businesses, neighborhoods, ACHD, cities, counties, developers, Safe Routes to Schools/School Districts

6. What works to do better? (including no-cost and low-cost ideas)
   Technology applications, rebrand/messaging and tell a different story about services, communication and coordination

7. What does a successful result look like and what do we propose to do?
   Ideal world would be funded system and great bus stops, investment strategy for bus stops that are ordered and addressing the most immediate needs and desires of the customers, a system that is keeping up with regional and system growth
TOPIC: Executive Director Report

DATE: January 25, 2018

Highlights:

FY2019 Organizational Transition
Budgeting and Accounting
Valley Regional Transit has been going through significant staffing changes this year. Our new controller, Jason Jedry, started this week. He is going to lead our accounting team. Jason’s highest priorities are to get familiar with our financial systems and the work performed by his staff. We will be back on track with the timing of our financials by the March 4 Executive Board meeting. Jason is responsible for ensuring that the recently adopted financial policies get incorporated into our internal procedures.

Rhonda Jalbert will be leading our budgeting/programming activities for this year. We are a few weeks behind on starting our budget development, but anticipate making up that time and having the budget to the board for adoption by our August deadline.

Advertising Sales Department
VRT is establishing a new department focused on selling advertising on our vehicles and other VRT-owned assets. We are completing the business plan for this new function with revenue projections. VRT is hiring a sales person to sell the advertising assets. We anticipate filling the position in March.

Downtown Mobility Collaborative
Kaite Justice accepted the program director for the mobility collaboration. She started in her new capacity on January 21. Kaite is drafting a strategic plan for this work through the support of the partner steering committee members. The partners in this work include Ada County Highway District, Boise State University, Capital City Development Corporation, City of Boise, and VRT.

Board Changes
We are also working with the local jurisdictions that have board member changes to make sure we have the documentation for their board member assignments in place. Kent Goldthorpe will be replacing Jim Hansen for the Ada County Highway District. Ada County is finalizing their liaison assignments next week. As of this date, Diana Lachiondo will be taking one of the primary positions on the board for Ada County. I am looking forward to working with our new board members in the coming months.

More information: Kelli Badesheim, Executive Director, 208-258-2712, kbadesheim@valleyregionaltransit.org
TOPIC: Operations Department Monthly Report
DATE: January 17, 2019

Summary: Update of Operations Department activities for the months of December 2018 and January 2019

• Procurement
  o A request for bid is currently out to procure large transit buses. These new buses will improve the overall rating of the state of good repair for rolling stock. Bids are due in February.
  o A three-year contract is being negotiated for small accessible vans.
  o A request for bid is being prepared to for Automatic Passenger Counters (APC).

• Valleyride Fixed Route
  o Operations in Ada and Canyon County have been preparing for the service change on January 28.
  o November ridership was 103,240
  o On-time performance was 73%

• Access Demand Response
  o Staff is preparing to schedule a meeting with METRO Community Services to discuss options for services in Canyon County, following December’s meeting.
  o Ada County is preparing for possible expansion of Access service with the services changes on January 28.
  o November ridership was 4,677

• Specialized Transportation
  o The operation has transitioned to Happy Day Transit Center, along with the staff and vehicles.
  o Chris Woodworth was recently hired as a Mobility Coordinator to assist with the daily aspects of the operation and maintenance.
  o November ridership was 6,887.

• Customer Information Support
  o Rideline agents have been busy helping riders become familiar with the upcoming service changes.
  o Most Rideline agents have transitioned to Happy Day Transit Center or Main Street Station from the Meridian office.
  o Staff has been training agents on the two new services, VRT Night Rides and First Mile / Last Mile.
  o Pass printers are being purchased to allow all fare media to be sold at Happy Day Transit Center and Main Street Station.
• Compliance
  o Staff met with two representatives from Homeland Security in December and completed a baseline assessment for system security. The finalized report will be forthcoming.
  o All TAM scoring was completed for equipment, revenue vehicles and support vehicles for Ada County Operations, Canyon County Operations, Boise Green Bike, Specialized Transit, and Boise State.
  o National Transit Database reporting for FY18 has started and should be completed by the end of January 2019.

• Information Technology and Intelligent Transportation System
  o RouteMatch is scheduled to be at the Ada and Canyon County Operations the week of January 21 to implement the destination sign integration to be on track with the service change. This feature will automate the destination sign to change the route display, as needed, based off of stop locations.
  o Automatic Voice Annunciation (AVA) will be introduced following the January 28 service change. This new feature will provide automated announcements for major stops, transfer locations and key destinations along route, per ADA requirements.
  o The next project will be Automatic Passenger Counting (APC).
  o Since the phone implementation in November, no issues have arisen.
  o Staff will begin prioritizing the recently completed ITS Project list.

More Information: Leslie Pedrosa, Operations Director, 208.258.2713, lpedrosa@valleyregionaltransit.org
TOPIC: Development Department Monthly Report
DATE: January 16, 2019

Summary: Update of Development Department activities for the month of December 2018/January 2019

VRT Strategic Plan
Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- ValleyConnect 2.0 (Vc2.0)
  Staff has been working on projects to implement Vc2.0, e.g. Local Allocations, FY2020 service changes, fare review, etc.

- Programming
  - Local and Federal Allocations – Staff has presented to the Executive Board several options, i.e. service based, property tax and other agency allocation calculation in the area. These options will be refined and discussions with stakeholder staff will be presented and findings will be brought back to the Executive Board for review and direction.
  - Volkswagen Settlement – Staff has been attending meetings and webinars on the Volkswagen Settlement. The applications for funding have been released. Changes to the applications were incorporated. Only 1/3 of the total for vehicle funding is being released. Vehicles must be replaced with like vehicles and must be Class 4 vehicles and weigh over 14,000 lbs. GVW per manufacturer specifications. DEQ is only allowing 35% of the cost to be reimbursed per vehicle. At this time, VRT only has one or two vehicles that could be replaced.
  - Greyhound – VRT has been approached by Greyhound about staging their vehicles at Main Street Station, having VRT sell passes for Greyhound and servicing their vehicles during their layovers at the Boise Maintenance Facility. Staff presented the information to the Executive Board in January and will present in February 2019 for action, after addressing the concerns from the Executive Board.

- National Transit Database (NTD) Reporting Project
  VRT will be making some significant changes to the reporting of services consumed to NTD under Demand Response which will be a 52% of the Specialized Transportation which has not been reported in the past. VRT is also
required to complete an audit for NTD which must be completed every 10 years. This audit is underway.

Staff is inputting information and data into the system and should be completed by the end of January 2019.

- **Transit Asset Management**
  VRT’s Transit Asset Management Plan, which has more detailed information on implementing the TAM Policy, was submitted and approved by the VRT Board of Directors in January 2019. Standard Operating Procedures (SOP) / Desktop procedures are being compiled, as well.

  VRT, Boise State and ACHD Commuteride have completed the process of scoring all public transportation assets. The scoring will be used for the investment prioritization for the capital project plans for fiscal year 2020.

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### Increase ridership and revenue

- **Fare Project**
  Staff has finalized a scope and schedule for simplifying the VRT fare structure, implementing fare recommendations from our Operator, First Transit, including potential fare increases, and exploring opportunities to expand the transit pass program and making it easier for riders to pay their fare.

  The Fare Tariff Sheet was approved in January 2019 for the Mobile Ticketing and minor miscellaneous updates.

- **Service Changes**
  Service Changes will be implemented January 28, 2019.

  Staff is still working through the potential impacts of a funding shortfall for Route 44 Hwy 44 Express. This route will not change in January 2019, but later in the fiscal year. A public hearing date was set for Route 44 at the January board meeting for April 1, 2019.

  Staff has begun preparing information and costs to engage local jurisdictions about proposed 2020 service change concepts that meet Vc2.0 goals.

- **FY 2020 Budget**
  Staff is working on the FY20 Budget with Business Unit Owners. Draft FY20 Budgets by Divisions will be presented for review and direction to the Executive Board.

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### Goal 3 - Build institutional and regional capacity

**Regional Capital Enhancements**

- **Boise Operations Facility Upgrades**
HVAC/CNG project is under construction, with a completion date in April 2019.

Additional Surface Transportation Program (STP) was applied and approved for this project.

- **Happy Day Transit Center Upgrades**
  The Executive Board approved initial design funding at the November Executive Board meeting. VRT is still waiting on grant funding in order to begin this effort.

- **College of Western Idaho Roundabout**
  Environmental Document has been approved by the FTA. Project design costs were approved at the September 24, 2018 VRT Board of Directors meeting. Design will start, pending grant funding, in December or January. Staff and the consultant of record, HDR, is reviewing the project costs to ensure that project funding is sufficient.

- **Facilities, Equipment and Infrastructure Maintenance Policy and Plan**
  Staff is working on a Facilities and Equipment Maintenance Plan and Process for fiscal year 2020. This plan will outline roles and responsibilities between Development and Operations.

  No new items to report this month.

- **Nampa Transit Oriented Development**
  Costs and schedule were put together for the St. Paul’s location and submitted to Treasure Valley Transit (TVT) for their review. TVT has taken the lead on this project. Next steps include procurement for a consultant of record for the Environmental and Design portion of the project. Additional grant dollars will be required to complete this project. Currently, approximately $300K has been allocated to this project.

- **Main Street Station**
  Braille signage updates were reviewed with the Regional Advisory Council. Signage will be installed by spring 2019. Other signage requests are being reviewed for viability, cost and capital project prioritization.

- **Bus Stop - Accessibility, Prioritization and Review**
  Staff is working with the Regional Advisory Committee (RAC) on Bus Stop Accessibility, Prioritization and Implementation project. Staff will review, with the RAC, the adopted Bus Stop Location and Transit Amenities Development Guidelines and bus stop criteria for ranking of stops.

  - **ACHD ADA Transition Plan** – ACHD has put out an ADA Transition Plan for review and comment. Comments are due February 8, 2019. Staff has reviewed the plan with RAC and have proposed a response from VRT to ACHD.
• **State Street Corridor Projects**
  
  o **State Street Transit Oriented Development Study**
    Consultant and agency staff continues to make progress on the TOD study. Staff has re-engaged the State Street Community Advisory Group and begun developing conceptual station area designs and did an initial exploration into the impacts of in-lane transit stops. Consultant and staff have begun exploring how to visualize transit and development in the corridor. The project is on track to be completed before the end of the year.

  o **State Street Communications Plan**
    VRT Staff, in coordination with the City of Boise and ACHD staff, have developed key messages related to our joint efforts on the State Street Corridor and are finalizing the webpage for this plan. Next steps will be to build out an interactive web map for State Street and present the webpage and communication materials to agencies.

  o **State Street Policy Makers Forum and Executive Team**
    VRT Staff, in coordination with the other State Street Corridor MOU partners, held the first policy maker forum on September 20, the first State Street Executive Team on October 29 and has held two Technical Team meetings since then. The technical team has been working on developing a shared problem statement and the executive team is working on finalizing a charter.

• **Performance Measures**
  
  Staff will be presenting the Performance Measures Policy to the Executive Board for information in February 2019. The deliverables of this project will include a Performance Management Policy and coordinated Performance Measures and NTD plan.

  Annual Performance Measures for all public transportation will be compiled and submitted to the Executive Board for review and use in determining programming of funds.

**Other Development Activities**

• **Title VI** – Next submittal will be October 2020.

**More Information:** Rhonda Jalbert, Development Director, 208.258.2707. jalbert@valleymetronorthtransit.org
TOPIC: Bike Share Program

DATE: January 15, 2018

VRT Strategic Plan
Goal 3 - Build institutional and regional capacity

• Regional Capital Enhancements

Highlights:

Program Administration

• The Boise GreenBike system now has 83 active station hubs and flex hubs with 127 bikes.
• As of January 15, 2019, Boise GreenBike has 17,724 active members, who have made 96,428 overall trips since the beginning of the program, covering 233,107 miles and burning 9.3 million calories.
• Here are the numbers for December 2018. Thirty-eight new sign-ups, 611 overall trips, 751 miles, 30,065 calories burned.
• The City of Boise now has two scooter operators with a total of 250 units for each company. Just as Boise GreenBike has seen a seasonal decline in ridership, so have the scooter companies. Still, it doesn’t appear that scooters have affected GreenBike ridership very much.
• The Fiscal Year 2018 numbers: 7,062 new sign-ups, 35,560 overall trips, 93,174 miles traveled, 3.7 million calories burned.
• New bike order: We expect delivery of 120 bikes in March 2019. These will be V 4.5 bikes with 3-speed gearing.
• Topeka bike update: There are 30 bikes stripped down and ready to be rebranded. We will need to buy controllers for the bikes. We are looking for ways to pay for this project.

Sponsorship Plan

• Title Sponsorship
  o SelectHealth and St. Luke’s (renewed for three years)

• Station sponsors:
  o Boise Co-op
  o Banner Bank
  o University of Idaho – Boise
  o CCDC (2 stations)
- Bodybuilding.com
- Treasure Valley Clean Cities Coalition (renewed in 2018)
- ACHD
- Harris Ranch
- Dutch Bros Coffee
- HDR
- The Watercooler (Local Construct)
- Midas Gold
- Idaho Central Credit Union (new sponsorship of hubs at Boise State)
- Parkway Station (new sponsor)

- Membership Card Sponsorship – Contract renewed.
  - Key Bank

- Key Bank is also looking at sponsoring free rides during Treefort Music Fest 2019, March 20 – 24.

- 5B – Owners of The District on Parkcenter Blvd are considering sponsoring a new station hub to serve the large apartment complex.

- We continue to schedule meetings with potential sponsors.

**More Information:** Dave Fotsch, Boise GreenBike Director, 208-331-9266 (cell), dfotsch@valleyregionaltransit.org
TOPIC: Community Projects/Outreach Efforts Update  
DATE: January 22, 2019

Summary: This memo provides updates on current and future community outreach efforts, including those related to VRT Strategic Plan goals.

VRT Strategic Plan  
Goal 2 - Build community partnerships/build advocates for public transportation  
• Regional Outreach Toolkit and Speakers Bureau  
Goal 3 – Build institutional and regional capacity  
• Secure stable funding sources  
  o Public transportation ambassadors and outreach campaign  
  o Coalitions and partnerships

Highlights  
• I am working on completing a comprehensive community relations plan for Valley Regional Transit.  

• Websites: the new service changes for the ValleyRide bus system were implemented on Monday, January 28. We are still making changes to the website in terms of readability and navigation. We also are incorporating and promoting our “Riders Ed” marketing outreach into the website  

• I am working on an update to the VRT Public Involvement Policy and developing a new VRT Riders Policy.  

• I am developing formal policies and procedures on federal requirements for outreach and education and will provide training to staff. I am also writing a SOP (standard operating procedures) guide for compliance requirements for public information.  

• I will be presenting staff training about the Idaho Open Meetings Law.

More Information: Mark Carnopis, Community Relations Manager, 208 258-2702, or mcarnopis@valleyregionaltransit.org