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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 - RAC Meeting March 19, 2019
Pages 4-5
Member will review and consider approval of the minutes of the March 19, 2019

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

V. POLICY ACTIVITIES

A. INFORMATION: Access Handbook and Brochure Update
Pages 6-33 Leslie Pedrosa
VRT staff will provide the RAC members the draft handbook and brochure for review and feedback.

VI. SERVICE/PROGRAM ACTIVITIES – ACTION/INFORMATION ITEM
VII. OUTREACH ACTIVITIES – ACTION/INFORMATION ITEM

A. INFORMATION: Draft Fare Proposal
   Pages 34-36  Stephen Hunt
RAC will consider draft fare proposal and comment on public outreach plan.

B. INFORMATION: FY 2020 Service Changes
   Pages 37-40  Stephen Junt
Staff will present potential service change concepts for FY 2020 and public engagement plan for RAC consideration.

C. ACTION: Outreach Plan for Proposed Fare/Service Changes
   Pages 41-42  Mark Carnopis
Members will review and consider approving the public outreach plan to educate and gather comment from the public regarding proposed fare and service changes.

VIII. DEPARTMENT/STAFF REPORTS
   Pages 43-53
Department/staff reports from the May 6, 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, June 18, 2019
9:00 a.m.
VRT Boardroom
700 NE 2nd Street
Meridian, ID 83642

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.
CALLING OF THE ROLL
Vice-chair, Eric Selekof, called the meeting to order at 9:00am, with a quorum present, in person and by phone.

Welcome and Customer/Constituent Experiences
Everyone introduced themselves

Member and Committee Reports and Updates – Reports/Liaisons with Other Groups - None

AGENDA ADDITIONS/CHANGES
There were no additions/changes to the agenda.

CONSENT AGENDA
- Minutes of the February 19, 2019 Regional Advisory Council Meeting
  Annette Harper made a motion to approve the consent agenda; Tina Wilson seconded, and approved unanimously.

PUBLIC COMMENT - None

POLICY ACTIVITIES
INFORMATION: Fare Simplification and Pass Programs Update
Brian Parker presented initial findings on fare simplification and their implications and engaged the Regional Advisory Council in discussion. He also presented an update on the Pass Program.

**INFORMATION: Bus Stops - Accessibility, Prioritization and Review**
Jacob Hassard presented the proposed Bus Stop Service Areas and data points collected on bus stops for ranking and rating for review and input. Discussion followed.

**SERVICE/PROGRAM ACTIVITIES** - None

**OUTREACH ACTIVITIES**
VRT Public Involvement Policy Update
Members were asked to review a draft update to the VRT Public Involvement Policy and provide input. Discussion followed. Susan Bradley suggested the RAC members have a larger role in outreach be added to the policy.

**DEPARTMENT/STAFF REPORTS**
Department/staff reports from the March 4, 2019 Executive Board meeting were included in the packet for information.

**ADJOURNMENT**
At 10:03 Randy Johnson made the motion to adjourn the meeting; Tina Wilson seconded and the motion passed unanimously.

**NEXT REGIONAL ADVISORY COUNCIL MEETING:**
April 16, 2019
Valley Regional Transit Board Room
700 NE 2nd Street
Meridian, ID 83642
TOPIC: ACCESS Handbook and Brochure

DATE: May 8, 2019

Summary:
The Triennial Review is one of the Federal Transit Administration’s (FTA) management tools for examining grantee performance and adherence to current FTA requirements and policies. Mandated by Congress in 1982, the Triennial Review occurs once every three years. It examines how recipients of Urbanized Area Formula Program funds meet statutory and administrative requirements.

Valley Regional Transit completed its triennial review in December of 2017. FTA examiners identified several deficiencies related to ACCESS or demand response services. The findings required VRT staff to collaborate with the fixed route and demand response paratransit contractor staff, First Transit, to ensure that it adheres to all regulatory requirements and is reflective of industry best practices.

Staff Recommendation/Request:
As an information item, VRT staff requests the RAC members to review and provide comment on the draft handbook and brochure. Please feel free to share these documents with anyone whose input would be helpful. VRT staff would like to gather input to ensure that the ACCESS handbook and brochure are clear, concise, and easy to understand.

Implication (Policy and/or Financial):
The ACCESS handbook and brochure revision will align with recommended industry best practices and meet FTA requirements.

Upcoming schedule/Highlights:

May 2019
- Information item – Regional Advisory Committee – review ACCESS handbook and brochure
- Outreach to relevant partners

June 2019
- Information item – Executive Board – review ACCESS handbook and brochure and feedback from relevant partners
- Action item – Regional Advisory Committee – Approve revised ACCESS handbook and brochure

July 2019
- Action item – Executive Board – revised ACCESS handbook and brochure
August 2019

- Action item – VRT Board of Directors – Approve final draft of ACCESS handbook and brochure

September 2019

- Community outreach and passenger notification
- Ensure VRT staff and First Transit are aware of upcoming changes versus current standards

October 2019

- ACCESS handbook and brochure effective on October 1, 2019

More Information: Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleyregionaltransit.org
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Welcome Aboard!

Welcome to ACCESS Service
The Americans with Disabilities Act (ADA) is a federal law that guarantees persons with disabilities full and equal access to the same services and accommodations available to people without disabilities. Under the ADA, public buses that run on regular schedules along specific routes, called fixed route service, must be accessible to persons with disabilities. When fixed route service is not accessible, or when a person with a disability is not able to use the fixed route system, ADA mandates that transit systems operate ADA transportation. The common term for this service is ADA complementary paratransit.

ACCESS is the ADA complementary paratransit service specifically for persons with disabilities who, because of their disability, are unable to use the ValleyRide fixed route service or travel to a ValleyRide fixed route bus stop. For ADA eligible passengers traveling within the ValleyRide service area, ACCESS provides service using an ADA accessible vehicle. Each vehicle has a wheelchair lift to accommodate recognized mobility devices. This service is provided curb-to-curb. The goal of ACCESS and ADA is to provide transportation service that promotes integration and independence of persons with disabilities. The ADA prohibits priority scheduling based on the purpose of the trip.

Using this Handbook
This handbook is available in alternative formats. Call 208-345-7433 to learn more about format options. If someone other than the eligible passenger assumes the responsibility for reading and understanding this information, the eligible passenger is still expected to follow the ACCESS Rules of Conduct.

Eligibility Process
Persons with disabilities may be eligible for ACCESS on the basis of a permanent or temporary disability. Per federal regulations,
complementary paratransit must be offered to persons whose disability:

1. Prevents them from getting on and off the fixed route bus or riding the fixed route bus; or
2. Prevents them from traveling to or from a fixed route bus stop on the ValleyRide fixed route bus system. This could be due to distance, weather, ground conditions, or architectural barriers.

Complementary paratransit must be provided to all persons described as being ADA eligible under ADA Regulation (49 CFR §37.123). ADA eligibility includes the following categories:

**Category I:** Applicants who cannot independently use ValleyRide fixed route service, even with training.

**Category II:** Applicants who can use or learn to use an accessible public transit system, but the system is not fully accessible.

**Category III:** Applicants who have a specific impairment that prevents them from getting to or from a fixed route bus stop or station.

Contact the help desk for more information regarding ADA transportation eligibility. The applicant for ADA complementary paratransit must fill-out a certification application and a medical verification form completed by a licensed medical professional. All applicants, whether new or re-certifying, must complete this process to be certified.

**Determination Process**

Applicants must complete all questions and information requested on the certification application and the medical verification form. Incomplete applications will be returned to applicants, causing delays in processing. All information will remain confidential.
Applicants receive a determination letter certifying eligibility sent in writing within 21 days of receiving the completed certification application and the medical verification form.

There are three types of eligibility considered for each applicant. These eligibility determination types are:

**Unconditional Eligibility:** Allows individuals to use ACCESS for all trips within the ValleyRide fixed route service area and hours.

**Conditional or Trip-by-Trip Eligibility:** An individual may be eligible for certain trips or, on a trip-by-trip basis. This eligibility is for individuals that can use ValleyRide fixed route sometimes, but at times require the use of ACCESS. The individual may use ValleyRide fixed route or find alternative transportation for trips not deemed eligible for ACCESS.

**Temporary Eligibility:** An individual may be eligible for ACCESS on a temporary basis. The length of time varies on the individual’s needs. This eligibility is for those who have a temporary need for service due to a major event such as a stroke or broken leg. Applicants receive an expiration date based on application information and date and information from the verifying medical professional. Applicants needing extensions for temporary eligibility are required to complete a new application. Temporary eligibility is granted if the eligibility determination process takes longer than 21 days. The individual may use ValleyRide fixed route or find alternative transportation for trips not deemed eligible for ACCESS.

**Appealing Eligibility Determination**
Individuals have the right to appeal any decision that declares the individual ineligible for ACCESS. Specific information regarding eligibility appeal process is included in the individual’s eligibility determination letter. Individuals maintain the original eligibility determination until the appeal process is complete.
Visitors
A visitor is a person with a disability who does not reside in the service area. To use ACCESS, visitors with paratransit eligibility in other cities or states must show their eligibility documentation from their home jurisdiction. A visitor can present, if the disability is not apparent, proof of the disability (e.g. a letter from a doctor or rehabilitation professional, and proof of visitor status, i.e. proof of residence elsewhere).

Prior to visiting, the visitor should contact their local certifying agency and request the agency notify Valley Regional Transit at 208-345-7433 or by fax at 208-258-2730 of their ADA paratransit eligibility. A visitor may use the service for up to 21 days during any 365-day period. If service is required beyond 21 days, the visitor will need to apply for ACCESS certification.

Scheduling a Trip
Once certified, eligible passengers may call 208-345-7433 or email reservations@valleyregionaltransit.org to schedule a trip. Reservationists are available Monday through Friday from 8:00 a.m. to 5:00 p.m. and can make reservations one day up to two weeks in advance. Callers may leave a voice message on the reservation voice mail. See next section about “Leaving a Voice Message.” Upon completion of the reservation, the reservationist will repeat the trip information provided.

Please have the following information available when calling to schedule a trip:
- First and last name
- Trip day and date
- Pick-up address
- Drop off address
- If destination is a business, supply business name
- Requested pick-up time
- If needing a return trip, pick-up address
- Drop off address
- Requested pick-up time
The following information can help the reservationist better:
- If using a mobility device such as a wheelchair, non-standard size wheelchair, scooter, or walker.
- Has mobility device changed since last trip?
- Will passenger be traveling with a personal care attendant (PCA) or a guest? Eligible passengers are allowed to travel with one PCA and at least one guest. Additional guests will be accommodated on a space available basis.
- Does pick-up location have multiple entrances or exits? If so, which location should driver use?

**Leaving a Voice Message**
If requested to leave a message for a trip, please provide specific information, which is listed below. Only messages left before 5:00 p.m. will be scheduled for the next day.

If calling on Sunday or a holiday, only trip requests left on the reservation voice mail before 5:00 p.m. will be scheduled for Monday or the day after the holiday. Please provide specific information, which is listed below.

All voice messages must include the following information:
- First and last name
- Trip day and date
- Pick-up address
- Drop off address
- If destination is a business, supply business name
- Requested pick-up time
- If needing a return trip, pick-up address
- Drop off address
- Requested pick-up time
- Valid phone number

The following information can help the reservationist better:
- If using a mobility device such as a wheelchair, non-standard size wheelchair, scooter, or walker.
- Has mobility device changed since last trip?
• Will passenger be traveling with a personal care attendant (PCA) or a guest? Eligible passengers are allowed to travel with one PCA and at least one guest. Additional guests will be accommodated on a space available basis.
• Does pick-up location have multiple entrances or exits? If so, which location should driver use?

Reservationist cannot schedule trips from voice mail messages if the caller fails to provide the details needed for the trip, and/or the reservationist cannot reach the caller by phone.

Service Hours
Because ACCESS is complementary to our fixed route service, trips are scheduled during the same hours that the fixed route operates.

For Ada County, trips can be scheduled Monday through Friday between 5:15 a.m. and 6:30 p.m. Some routes run later, so be sure to ask a reservationist for more detailed information. Saturday trips can be scheduled between 7:45 a.m. and 6:00 p.m.

For Canyon County, trips can be scheduled Monday through Friday between 6:00 a.m. and 7:30 p.m.

Requested Time
The requested time is the time the passenger is asking to be picked up. Because ACCESS is a shared-ride service, passengers need to request a pick-up time that will allow enough time to get to their destination.

Negotiating a Pick-Up Time
Because ACCESS is a shared-ride service, reservationists may negotiate a time for the vehicle to arrive. Reservationists may negotiate a time as early as one hour before and up to one hour after passenger’s requested time. Once the reservationist and the passenger agree on a time, this will be referred to as the pick-up time.
Scheduling Multiple Trips
Sometimes the passenger may need to go to several places on the same day. If this happens, a separate trip is required for each trip. Since this is a shared ride service, remember to allow enough time between each trip to complete business at each destination.

Scheduling Subscription Trips
A subscription trip is a service provided to a passenger who travels to the same place at the same time at least once a week for a period of at least three months. Once a subscription trip is set up, the passenger will no longer have to call to make a reservation. Passengers are responsible to notify the reservationist when a trip needs to be cancelled to avoid a no-show for that trip.

Understanding the Pick-Up Procedures
The reservationist will quote a 30-minute pick-up window. For example, if the passenger’s pick-up time is 8:00 a.m., the pick-up window will be between 7:45 a.m. and 8:15 a.m. The vehicle may arrive at any time within the 30 minutes quoted. As a result, the passenger must be ready and waiting in a visible location at the start of the 30-minute pick-up window. Upon vehicle arrival, the driver will wait five minutes. If the passenger is not at the scheduled pick-up location within the five minutes, the driver will mark this a no-show.

As a curb-to-curb service, the passenger should wait at the curb or a safe location as close as possible to the entrance of the pick-up address. Drivers will help a passenger who requests assistance from this point to enter and exit the vehicle.
Change a Future Trip
To change a future trip, call 208-345-7433 no later than 5:00 p.m. on the day prior to the trip.

Cancel a Future Trip
To cancel a future trip, call 208-345-7433 at least one day in advance. Provide the following information:
- First and last name
- Date(s) of scheduled trip
- Time(s) of scheduled trip
- Destination(s) of the trips(s) to cancel
If more than one trip exists on the same day be sure to explain which trip(s) to cancel.

Checking Trip Status
If vehicle has not arrived within the 30-minute pick-up window, please call to check on the trip’s status.

Ada County .............................................. 208-345-1234
Canyon County ......................................... 208-258-2780

Not Ready for Pick-Up
If passenger will not be ready at scheduled pick-up time, please call to avoid a no-show:

Ada County .............................................. 208-345-1234
Canyon County ......................................... 208-258-2780
Call as soon as possible to request a change. Note that a trip may not be available at the time requested or an extensive wait may be required.

Same Day Cancel
To cancel a trip on the same day, call at least one hour prior to pick-up time. Depending on circumstances and timing, a trip cancelled with less than one hour notice may be considered a no-show.

Ada County .............................................. 208-345-1234
Canyon County ......................................... 208-258-2780
No-Show
A no-show occurs when:
- The passenger has not cancelled their trip at least one hour prior to pick-up time.
- The passenger is not ready to board the vehicle within five minutes after vehicle arrives as long as the vehicle has arrived within the 30-minute pick-up window.
- The passenger is not at the correct address or the correct location.
- The address requested cannot be located by the driver and the driver is not able to locate the passenger.

When the passenger is a no-show on the first trip of the day, remaining trip(s) for that day are not automatically cancelled. The passenger must call to cancel any remaining trip(s). If remaining trips are not cancelled, each trip will be considered a no-show.

Late Cancellations
Cancellations made less than one hour before the scheduled trip or cancellations made at the door after the vehicle has arrived are considered late cancellations. Late cancellations are treated the same as a no-show.

No-Show Policy
In a 30-day calendar period any passenger who has scheduled 10 or more trips and has no-showed at least three times or 10 percent of those trips will receive a warning or suspension notice.

Violations
- **1st Violation:** a warning letter will be sent.
- **2nd Violation:** will result in a one-week suspension
- **3rd Violation:** will result in a two-week suspension.
- **4th Violation:** will result in a three-week suspension.

Any passenger who continues to no-show after they have reached the no-show threshold will forfeit their ability to use ACCESS service.
**Driver Error**

ACCESS will not count a no-show or a late cancellation if the missed trip(s) are due to an error, such as:

- Trips placed on the schedule in error.
- Pick-ups scheduled at the wrong pick-up location.
- Drivers arriving and departing before the pick-up window begins.
- Drivers arriving after the end of the pick-up window.
- Drivers arriving within the pick-up window, but departing without waiting the required five minutes.

**Circumstances Beyond Passenger’s Control**

In addition, ACCESS will not count a no-show or a late cancellation in situations beyond a passenger’s control (such as medical and family emergencies) that prevents them from notifying us that the trip cannot be taken. The passenger will need to notify ACCESS reservations, by calling 208-345-7433, when the no-show or late cancellation is due to circumstances beyond his control.

**Passengers Role to Reduce No-Shows**

Reducing no-shows requires effort by both passengers and staff. Below are some guidelines to keep in mind:

- Confirm the pick-up window (noting the beginning and end time) and the amount of time the vehicle will wait when scheduling trip.
- Call to cancel as soon as possible if unable to take the trip.
- Be alert and ready for the vehicle during the pick-up window.
- Provide detailed pick-up instructions (side or rear entrance) for large facilities, locations that may be difficult for drivers to find, or locations where pick-up is not located at the main entrance.
- Provide pick-up address and telephone numbers and confirm the trip has been scheduled correctly with the reservationist.
• If a subscription trip, call to make any schedule changes (such as a vacation or other known absences). Informing the driver to cancel subscription trip is not sufficient.

Appeal Process
Trips missed for reasons beyond passenger’s control, such as a verified illness or verified last minute cancellation by a medical provider will not count as a no-show. In order to excuse the no-show, written verification must be received by the administrative office at the address listed below, no later than 30 days from the date of the no-show warning letter. Verifications can also be faxed to 208-846-8564.

Comments
Valley Regional Transit welcomes feedback, suggestions, questions, and comments about service. Call 208-345-7433, send an email to info@rideline.org, or write to:

  Operations Manager
  Valley Regional Transit
  700 NE 2nd Street, Suite 100
  Meridian, Idaho 83642

Provide as much information available including:
• First and last name
• Address
• Telephone number
• Date, time, and location of the incident if applicable
• Vehicle number and/or driver’s name.
• State the compliment, suggestion, or complaint

Management reviews every submittal and will follow up on the comments. The follow up may include contacting the passenger.
Information at a Glance

Administrative Office
700 NE 2nd Street
Suite 100
Meridian, Idaho 83642

Main Street Station
777 W. Main Street
Boise, Idaho 83707

Happy Day Transit Center
5907 Cleveland Blvd.
Caldwell, Idaho 83607

Important Numbers:
Reservationist .................................................... 208-345-7433
Ada County ........................................................ 208-345-1234
Canyon County ................................................... 208-258-2780

If unable to speak, send an email to reservations@valleyregionaltransit.org.

Hearing Impaired: ....................... 1-800-377-1363 or 711 for TTY (Idaho Relay Service)

Holidays
There is no ACCESS service on the following holidays:
• New Year’s Day (January 1)
• Memorial Day
• Independence Day (July 4)
• Labor Day
• Thanksgiving Day
• Christmas Day (December 25)

Personal Information Changes
Call the help desk if moving to a new address, changing a telephone number, updating emergency contact number, or if a personal care attendant (PCA) is now required. It is very important that this information is kept up to date.
**Fares**

Fares may be paid by using cash, a personal check, or an ACCESS pass. Make sure exact fare is ready upon boarding the vehicle. Drivers do not carry change and are not allowed to search pockets, backpacks, or purses to find fare. The fare must either be put in the fare box or handed to the driver. Guests and children age six or over must pay fares. PCAs and up to two children under age six are not required to pay a fare.

Passes may be purchased by mail; in person at the Valley Regional Transit office at 700 NE 2nd Street, Meridian, Idaho 83642; or with a debit or credit card by calling 208-345-7433. There is a $10.00 minimum for debit or credit card purchases. Passes may be purchased by eligible passengers or by someone on behalf of the passenger. More information on fares and pass purchases is also available on the website at [www.valleyregionaltransit.org](http://www.valleyregionaltransit.org).
Additional Information

Service Area
The passenger’s origin and destination must be within ¾-mile of the ValleyRide fixed route service area, and the trip time must fall within the hours of the nearest fixed route. See website for more details at www.valleyregionaltransit.org or call 208-345-7433. Passengers are responsible to get within the ¾-mile area of the ValleyRide fixed route in order to use the service.

Changes in the ValleyRide fixed route service area and service schedules may affect the available area and time of ACCESS service. For assistance in determining the ACCESS service area, and when service is available, contact the help desk at 208-345-7433. Also, if moving to a new location, check with the help desk to ensure the new address is within the ACCESS service area.

Travel Time
Reservationists schedule shared trips to allow for adequate travel time between stops. Reservationists consider comparable trips on the ValleyRide fixed-routes when determining scheduled times. This travel time is typically one hour, but sometimes may be longer. Be sure to allow enough travel time to reach the destination. Because ACCESS is a shared-ride service, while on the vehicle, passengers should expect other passengers to be picked-up and dropped off. Unexpected delays may happen due to road construction, heavy traffic, or bad weather.

Automated Telephone Reminders
The reservationist can set up automated telephone reminders as an option for passengers. If selected, passengers will receive an automated call the evening prior to a trip. The automated call will remind the passenger of all scheduled trips for the next day. Having the automate telephone reminder will also give the passenger the option to cancel trips no longer needed for the next day.

Driver Responsibilities
The drivers are trained in defensive driving, passenger assistance, and the safe operation of the vehicle. All drivers wear a ValleyRide uniform and have company identification. If in doubt, ask to see their photo identification badge. The driver’s highest priority is the safety and security of all passengers and the vehicle. Drivers make their best efforts to keep the vehicle in sight at all times. It is possible the passenger may be left alone on the vehicle while the driver assists other passengers.

**Drivers will:**
- Assist the passenger on and off the vehicle
- Assist the passenger with the seat belt
- Be courteous
- Drive safely
- Wear a seat belt
- Securely tie down mobility devices
- Wear photo identification attached to their uniform
- Be in uniform
- Make a good faith effort to locate a scheduled passenger

**Drivers will not:**
- Maneuver wheelchairs on stairs or unsafe ramps
- Carry any packages
- Enter a residence or destination/pick-up location
- Help a passenger find their fare
- Provide the trip if a fare is not paid
- Wait while a passenger completes a small errand
- Handle packages, medications, or money
- Accept tips
- Secure car seats
- Transport unscheduled passengers

**Passenger Rules of Conduct**
- Have either the exact fare or an ACCESS ticket ready upon boarding.
- Be ready to go, and remember, it is the passenger’s responsibility to meet the vehicle at the curb.
- Cooperate with the driver and follow instructions.
• Limit conversation with the driver. Non-essential conversation can distract a driver from focusing on driving and the surrounding area.
• Do not tip driver. To reward good service, call 208-345-7433 to submit a compliment.
• Only transport packages that can be carried by passenger and fit within the seating area. Passengers are not permitted to make multiple trips in order to carry additional packages on the vehicle.
• Passenger will be dropped off at a destination even if there is no one waiting. If the passenger cannot be left alone, it is the passenger’s responsibility to arrange for a PCA or guest.
• The return trip may be on a different vehicle and drivers do not have access to other vehicle schedules. The passenger must know the return trip pick-up time.
• Keep mobility devices in good, working condition and clean.
• Must be eligible, be a PCA, or a guest of the eligible passenger.
• May not eat, drink, or use alcohol or tobacco (including e-cigarettes).
• Must not litter.
• Must not use profanity or engage in disruptive behavior.
• Must not threaten or harass other passengers or the driver.
• Must not have any offensive body or other odors, including heavy perfume.
• Must not bring open food or drink containers; flammables (such as gasoline, alcohol, and lighter fluid); bicycles other than those that fold and fit between the seat rows; strollers, grocery carts, or other non-mobility devices that cannot fit between the seats; and animals, except for service animals, which are not in an approved carrier.
• Must control bodily functions to ensure other passengers are not exposed to biohazards. These episodes may be an accident but each accident disrupts service and must be controlled.

If any of these rules are violated, they will be handled in the following way:
• **1st Violation:** Warning by the Dispatch Supervisor, Operations Supervisor, or Operations Manager. This warning will be by phone and followed up in writing and recorded in passenger file.

• **2nd Violation:** Riding privileges will be suspended immediately for 10 days. Passenger will be notified in writing when they may resume using service.

• **3rd Violation:** Riding privileges will be suspended indefinitely until the passenger can prove rules can and will be followed. This requires a written request to reinstate privileges with an assurance that the passenger will not violate rules in the future.

**Travel Training**
All ValleyRide fixed route vehicles are equipped with wheelchair ramps or lifts to assist mobility devices. Fixed route drivers are required to announce all major stops and intersections. Travel training assists passengers in using the ValleyRide fixed route system. Trainers help familiarize the passenger with the fixed route bus system, including the routes, schedules, fares, and fare box. Travel trainers have received specialized instruction to help with a variety of disabilities. The travel trainer will develop an individual training plan based on needs and requirements. Travel trainers provide personalized training up to and including riding the vehicle with the passenger to their destination. If interested in this no-cost service call 208-345-7433 and select option one.

**Extreme Weather or Local Disasters**
Public transportation service may be delayed or cancelled during periods of severe snow, ice, flooding, or other local disasters. Service may be reduced and possibly cancelled when the weather creates hazardous conditions or a residence or destination cannot be reached. During periods of severe weather, updates will be posted on the website at [www.valleyregionaltransit.org](http://www.valleyregionaltransit.org). For updates on ValleyRide fixed route and ACCESS service during times of inclement weather call 208-345-7433.
If the weather deteriorates after a passenger is dropped off, priority will be given to getting passengers home. Providing life sustaining trips such as dialysis or chemotherapy will take priority during times of limited service. If the trip starts or ends on a hill or side street, the vehicle may not be able to get there until the street is safe to travel on. The passenger should have a back-up location in mind for a safe drop off.

**Weapons**

As of July 1, 2016, Idaho statute allows residents 21 years of age or older, not disqualified from having a permit, to carry a concealed firearm statewide without a permit. Permit-less carry is already legal outside Boise city limits for persons 18 or older, and open carry is currently legal within Boise city limits.

Passengers are not required to have a concealed weapon license to carry or be in possession of a deadly weapon or firearm in the following circumstances:

- Any deadly weapon located in plain view.
- Any lawfully possessed shotgun or rifle.
- A firearm that is not loaded and is concealed in a motor vehicle.
- A firearm that is not loaded and is secured in a case.
- A firearm that is disassembled or permanently altered such that it is not readily operable.
- A concealed handgun by an individual who is:
  - Over 21 years of age
  - A resident of Idaho
  - Is not disqualified from being issued a license

A person who does have a concealed weapon license may carry a deadly weapon or firearm concealed and loaded in a vehicle. It is unlawful for any person to carry a concealed weapon on or about his/her person when intoxicated or under the influence of an intoxicating drink or drug.
Frequently Asked Questions

What is a personnel care attendant?
A Personal Care Attendant (PCA) is someone traveling with the passenger who assists with personal care and activities. A PCA is different from a guest or companion. Passengers must register any PCA in the scheduling system. To register a PCA, call 208-345-7433.

Drivers cannot transport anyone not scheduled. Passengers must schedule a trip for the PCA if the PCA is going to be traveling with the passenger. PCAs do not pay fare when escorting a passenger on ACCESS or on a ValleyRide fixed route. PCAs must board and exit the vehicle at the same place and time as the eligible passenger.

What is a guest/companion?
A guest/companion is a person (not a personal care attendant) the passenger wants to bring on a trip. As an eligible passenger, family and friends are permitted to travel as a guest/companion. A trip must be made for each guest on each trip. Additional guests/companions will be accommodated on a space available basis. Drivers cannot transport guests/companions not scheduled. Guests pay the same fare as the passenger and must board and exit the vehicle at the same place and time as eligible passenger. The passenger is responsible for cancelling all guest/companion trips.

May children ride?
Children age five or younger must be accompanied by an eligible passenger. Up to two children ages five or younger may accompany an eligible passenger at no charge. Additional children age five or younger or any child age six or older must pay regular fare. As with guests, seats for children must be reserved and are only available when space allows. Additionally, children age six or younger or weighing less than 40 pounds must travel in an approved car seat. Vehicles are not equipped with car seats. The
passenger is responsible for providing the car seat, securing the car seat to the vehicle, and securing the child in the car seat. If assistance is needed, bring someone to help. Children will not be transported if not safely seated and wearing a seat belt.

**Are service animals permitted?**

Service animals are animals that have been trained to perform specific tasks to assist their owner in doing daily activities. They are not pets. Service animals are welcome on vehicles. The service animal may travel on the floor beside its owner, or if small, on the owner’s lap. Animals are not permitted to run free inside the vehicle and not permitted to sit on seats. The service animal must be under control. Bring a PCA or guest if assistance with a service animal is necessary. When making reservations, always inform the reservationist that a service animal will be traveling with the passenger. Pets that are not service animals (including companion animals) must be enclosed in a carrier that will remain secured during the trip. The carrier floor should have an absorbent material to prevent the vehicle from being soiled. The pet and carrier may not weigh more than 25 pounds and must fit on the lap or under the seat.

**May I bring packages and personal items on vehicle?**

Drivers are not allowed to carry any packages. A passenger may only transport packages that they can personally carry and fit within their seating area. Passengers are not allowed to make multiple trips to and from the vehicle to carry additional packages.

**May I take a wheelchair or other mobility device?**

All ACCESS vehicles are designed to transport a minimum of two manual or powered three or four wheeled mobility devices, such as wheelchairs. The wheeled mobility device must be designed for indoor use and used by an passenger with a disability. Every vehicle will allow the loading of a mobility device that does not exceed 30 inches in width and 48 inches in length, and weighs no more than 600 pounds when occupied. A passenger and the
mobility device must be able to fit on a lift, permit the driver to operate the lift safely, and fit within the securement area inside the vehicle.

Some vehicles have wheelchair lifts that support up to 800 pounds when occupied. If the larger capacity wheelchair lift is necessary, be sure to inform the reservationist at the time of reservation.

To ensure passenger safety and that of the driver, the driver will assist passenger in a manual wheelchair up or down one step to a level surface. Drivers are not allowed to help over rough terrain, steep slopes, or operate mobility devices more than one step to a level surface. Drivers cannot assist if the mobility device is not operational. Please keep wheelchair or mobility device in good working condition and clean. A dirty or poorly maintained mobility device may be a hazard to the passenger, the driver, or other passengers if it has loose parts, brakes that do not hold, or damaged wheels.

**What other types of mobility devices are permitted?**

In the event the driver must make a quick unplanned maneuver or brake quickly, an unsecured device may become a projectile and cause injury to others on the vehicle. Devices such as canes, walkers, or oxygen carts must be kept within the passenger’s seating area. If this is not possible, the driver will determine a method of securing the item.

**May anyone use the wheelchair lift?**

All passengers may use the wheelchair lift to board the vehicle if they are not comfortable using the vehicle steps. If a passenger is going to use the wheelchair lift, the passenger should inform the reservationist when making a reservation.
Does my mobility device have to be secured?
All mobility devices must be properly secured. Lap and shoulder belt use is not mandatory, but is highly encouraged for passenger safety. The mobility device is required to be secured into the four-point securement system at all times during the trip. If a mobility device is unable to be secured with the passenger in it, they will be asked to transfer to a seat. If they are unable to independently transfer to a seat, they must bring someone with them to assist in transferring. If a passenger refuses to securement of the mobility device, the driver will instructed not to transport. If a driver fails to secure an mobility device, please notify Valley Regional Transit immediately at 208-345-7433.

May I travel with my respirator or portable oxygen equipment?
Devices such as canes, walkers, or oxygen carts should be kept in front of the seat passenger is sitting in. If this is not possible, the driver will help determine a method of securing the item. In the event the driver must make a quick unplanned maneuver or brake quickly, an unsecured device may become a projectile and cause injury to others on the vehicle.

Do I have to wear a seatbelt?
For the safety and security of all passengers, PCAs, guests, and companions are required to wear a seat belt and remain seated with their seat belt secured during their trip. Passengers who use mobility devices are also requested to use a lap and shoulder belts. A driver cannot secure the lap belt on a mobility device for the passenger. If the vehicle does not have seat belts for every seat, wearing the seat belt is recommended, but not mandatory.

What if I think I forgot something on the vehicle?
Passengers are responsible for keeping track of personal belongings. If a personal item is left on the vehicle, call 208-345-7433 with:
  • description of the item
• trip day
• trip time
• vehicle number
Complementary Paratransit Services
Services provided by Valley Regional Transit

Communicating About, Coordinating, and Providing Sustainable and Reliable Transportation Options
Effective October 1, 2019
Information: (208) 345-7433

Paratransit Services
ACCESS service is a curb-to-curb, shared ride service for eligible riders. The goal of ACCESS is to provide transportation service that complements fixed route and supports independence of persons with disabilities that meets the requirements of the Americans with Disabilities Act (ADA) of 1990.

ACCESS does not provide emergency medical transportation. In the event of an emergency, call 911.

How to Apply
Riders must be certified prior to using ACCESS service. Those who are ADA certified with another transit agency can apply for visitor status, for up to 21 days.

An application can be mailed to you by calling ADARIDE at 1-877-232-7433 or you can download an application online at www.adaride.com.

Once certified eligible, you will receive a letter from ADARIDE.

Fares
ACCESS accepts exact cash fares or tickets. Ticket books are valid for eligible passengers only. Booklets of 10 tickets can be purchased for $20.

Certified Passenger.........................$3 per trip
Personal Care Attendant....................Free*
Guest/Companion..........................$3 per person, per trip

* Must be with certified passenger

Hours of Operations

Service Hours
Ada County
Monday – Friday: 5:15 a.m. to 6:30 p.m. (Some routes run later, ask a scheduler for more information)
Saturday: 7:45 a.m. to 6:00 p.m.

Canyon County
Monday – Friday: 6:00 am to 7:30 pm

Reservation Hours:
Monday – Friday, 8:00 a.m. to 5:00 p.m.
Sunday by voicemail, until 5:00 p.m.

Holidays
There is no service available on the following observed holidays:
♦ New Year’s Day (January 1)
♦ Memorial Day
♦ Independence Day (July 4)
♦ Labor Day
♦ Thanksgiving Day
♦ Christmas Day (December 25)
**Rider Guidelines**

For the safety and comfort of all riders, please observe the following rules:

- All passengers, including personal care attendant and guests/companions, are required to wear a safety belt and remain seated until the vehicle comes to a complete stop.
- Passengers in wheelchairs and other mobility devices are required to wear the seat belt attached to the device.
- No eating, drinking, or use of alcohol or tobacco (including e-cigarettes).
- No physical or verbal abuse of other riders or driver.
- No littering.
- No profanity or disruptive behavior.
- Do not threaten or harass other passengers or the driver.
- No flammables (such as gasoline, alcohol, and lighter fluid).
- Bicycles, grocery carts, strollers, or other non-mobility devices must be folded and be stored between the seat rows.
- Pets, including companion animals, must remain in an enclosed carrier.
- Service animals are not permitted to run free inside the vehicle and not permitted to sit on seats.

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**Scheduling Your Trip**

Scheduling an ACCESS trip is user friendly. Schedulers will provide you with a negotiated pick-up time when you call.

Call (208) 345-7433 to schedule a trip. When calling to make a reservation, be prepared to provide the following information:

- Passenger’s name, pick-up location, drop-off location, and phone number.
- Time passenger needs to be picked up.
- Please ensure you request a time that will allow for the shared ride system to get you where you need to be on time.
- Return pick-up time.
- If there is a personal care attendant or guest.
- If any mobility device will be used, such as a wheelchair or walker.

**Cancelling a Reservation**

To cancel a reservation in advance, call (208) 345-7433. To cancel a reservation on the day the trip is scheduled, call (208) 345-1234 in Ada County or (208) 258-2780 in Canyon County.

Passengers must call at least one hour before the scheduled trip time to cancel. Cancellations with less than one hour notice will be considered a “no-show.”

The ACCESS Handbook explains in detail the “no show policy” and procedures.

**Changing a Reservation**

Any change to a reservation will be accommodated on a space-available basis. Same day changes must be requested at least one hour in advance.

**Reservation Tips**

A trip can be scheduled up to two weeks in advance. Remember that ACCESS is a shared ride system. Passengers will need to ensure they request a pick-up time that will ensure they get where they need to be on time. Rides are reserved on a first-come, first-served basis. The earlier a trip reservation is made, the easier it is for schedulers to accommodate your trip.

**Boarding Tips**

Be ready when the bus arrives. There is a 30 minute window, 15 minutes before and 15 minutes after your pick-up time. The bus will only wait five minutes once it arrives.

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Valley Regional Transit (VRT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. Anyone who believes that they have been subjected to discrimination may file a complaint by mail, fax, or email with the VRT Title VI Coordinator.

**Mail complaint to:** Valley Regional Transit  
Attn: Title VI Coordinator  
700 NE 2nd Street, Meridian, ID 83642

**Fax complaint to:** Title VI Coordinator  
(208) 846-8564

**Email complaint to:** mcarnopis@valleyregionaltransit.org
TOPIC: Fare Simplification and Pass Programs

DATE: May 8, 2019

Summary:

It has been 16 years since VRT increased its base fare in Ada County. Over time inflation reduces the buying power of money. Over the last 16 years VRT has also enhanced services with additional amenities such as Main Street Station and Happy Day Transit Center, accessible customer service agents, real time vehicle information etc. The combined effect of inflation and enhanced services has resulted in a decreasing share of costs being borne by VRT riders. The current percent of operating costs covered by fares is less than 8 percent. As a result VRT has been working with its board and the advisory committees to consider increasing fares for fixed route services. This work has been guided by the following principles:

- Fares should be as simple as possible
- Fares should cover the costs of service consumed as much as possible
- Fares are part of a sustainable transit system

How we engage the public on these changes is an important step as we move from a draft to a final fare proposal. The attached outreach plan outlines key messages and engagement strategies.

VRT staff has developed an initial concept of fare changes:

- Draft changes would increase fare revenue, simplify the fare structure and incentivize longer term passes
  - Increase rates to achieve an average fare of near $1.00
  - Increase incentives for longer term passes because they encourage more ridership
  - Discontinue 3 and 6 month passes because they are used infrequently
  - Resulting fare structure

<table>
<thead>
<tr>
<th>Type</th>
<th>Current</th>
<th>% Change</th>
<th>Adult Rate</th>
<th>Discounted Rate</th>
<th>Total Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Use</td>
<td>$1-$3</td>
<td>50%</td>
<td>$1.50</td>
<td>$0.50-$1.50</td>
<td>$0.75</td>
</tr>
<tr>
<td>ACCESS Fare</td>
<td>$2</td>
<td>50%</td>
<td>$3.00</td>
<td>$1.00</td>
<td>N/A</td>
</tr>
<tr>
<td>Day Pass</td>
<td>$2-$6</td>
<td>25%</td>
<td>$2.50</td>
<td>$0.50-$1.50</td>
<td>$1.25</td>
</tr>
<tr>
<td>31 Day Pass</td>
<td>$36-$70</td>
<td>20%</td>
<td>$43.50</td>
<td>$7.50-$14.00</td>
<td>$21.75</td>
</tr>
<tr>
<td>Annual Pass</td>
<td>$266-$516</td>
<td>10%</td>
<td>$293</td>
<td>$27-52</td>
<td>N/A</td>
</tr>
</tbody>
</table>
VRT staff has estimated ridership and revenue impacts

- Increased fares typically discourage transit use less than the change in fare rate, meaning we expect this change will have a negative impact on ridership, but will be a net positive impact on fare revenue.
  - We expect these changes may decrease our ridership by 6-8% but increase our fare revenues by 13-15%

### Initial Ridership and Fare Revenue Impacts

<table>
<thead>
<tr>
<th></th>
<th>Annual Boardings</th>
<th>Estimated Impact</th>
<th>Annual Revenue</th>
<th>Estimated Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2018</td>
<td>1,190,000</td>
<td>(71,000-95,000)</td>
<td>$855,000</td>
<td>$111,000-$128,000</td>
</tr>
</tbody>
</table>

- Employer Pass Programs and Ridership Contract rates are also being reviewed
  - We propose to follow the same fare principles with our employer pass programs and ridership contracts

VRT has developed a schedule of the potential changes

- Fare changes could be implemented as early as October 1, 2019
  - May 6 VRT Executive Board considers draft fare change proposal
  - May/June Public outreach/open houses
  - July VRT Executive Board considers final fare change proposal
  - July Public hearing on final proposal
  - August 5 VRT Full board considers final fare change proposal
  - October 1 New fare changes take effect

**Staff Recommendation/Request:**
Action item: Staff is requesting input on the proposed fare increases and public involvement.

**Implication (Policy and/or Financial):**
Fare policy will have a direct impact on directly generated revenues and ridership.

**Project Schedule:**
November 2018
- Information Item – Executive Board - Fare Simplification and Pass Programs Project introduced **COMPLETED**
December 2018
- Information item – Executive Board – Charter: scope, objectives, deliverables and schedule - **COMPLETED**
- Information item – Regional Advisory Committee – Charter: scope, objectives, deliverables and schedule - **COMPLETED**

January 2019
- Information Item – Board of Directors - Fare Simplification and Pass Programs Project introduced **COMPLETED**

February 2019
- Information Item – RAC considered fare simplification principles **COMPLETED**

April 2019
- Information Item – Executive Board provides comment on direction of fare change proposal **COMPLETED**
- Information Item – Board of Directors provides comment on direction of fare change proposals **COMPLETED**

May 6, 2019
- Action Item – Executive Board considers draft fare change proposal for public release **COMPLETED**

May 13-24, 2019
- Public outreach/open houses **UNDERWAY**

May 21
- Information Item: Regional Advisory Committee to comment on draft fare proposal

June 3, 2019
- VRT Executive Board considers final fare change proposal

June 18
- Action Item: Regional Advisory Committee to consider final fare change proposal

June 18-July 19, 2019
- Public comment/open houses on final proposal

July 8
- Information item to Executive Board – Update on final fare proposal

August 5, 2019
- VRT Executive Board considers final fare change proposal
- VRT Full board considers final fare change proposal

October 1, 2019
- New fare changes take effect

**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: FY 2020 Service Change Update

DATE: May 8, 2019

Summary:

Since the adoption of ValleyConnect 2.0 VRT staff has been working towards the attached Service Change Implementation Schedule. In accordance with that schedule, and based on financial forecasts and discussions with local jurisdiction staff VRT staff presented the following objectives for the FY 2020 service change.

- Continued improvement of on-time performance.
- Continue expanding service on Premium Services, specifically State Street, Vista and Fairview.
- Draft proposals for expanded fixed route service in Meridian.
- Draft proposals that improve transit accessibility to and from Eagle and explore transportation options for the other Highway 44 communities commensurate with forecasted revenues.

Since that time VRT staff has further refined those concepts and will begin to solicit public comment on these concepts. VRT will continue working with city staff in Boise, Meridian, and Eagle as we engage the public and refine FY 2020 service concepts that expand fixed route services in those communities.

- In Boise, staff is considering extending 15 minute service on State Street all day and potentially expanding weekend service on Premium Corridors/Best in Class routes. Staff has also begun conversations with Boise about coordinating the potential extension of services to the City of Meridian, with potential new service investments from Meridian.
- In Eagle, staff is working to identify potential stakeholders to expand peak hour transit service between Eagle and Boise. These investments could be included in the Premium/Best in Class investments as shown in the table below.
- In Meridian, staff is considering new service between Ten Mile and Eagle serving downtown Meridian and the growing centers North of the I-84. These investments would require additional vehicles which will delay any peak service adds until after VRT is able to expand its existing fleet. These investments may be leveraged by additional changes to Ada County services to better connect the region.

Public comment will be an important part of selecting which projects move forward. The attached outreach plan outlines key messages and engagement strategies.
Potential Service Options

1. Premium Corridor/Best in Class

<table>
<thead>
<tr>
<th>Service Concept</th>
<th>Estimated Annual Operating Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>#9 State Street: provide 15 minutes all day</td>
<td>$350-$420K</td>
</tr>
<tr>
<td>#9 State Street: extend to Ballantyne P&amp;R. 3 route trips each peak period</td>
<td>$100-$120K</td>
</tr>
</tbody>
</table>

Saturday Enhancements

1. #3 Vista: provide 30 minute service until 6PM
2. #3 Vista, #7A/7B Fairview & #9 State Street: extend hourly service until 9PM
3. #3 Vista, #7A/7B Fairview & #9 State Street: provide 30 minute service until 9PM

1 Could be augmented by contributions from Eagle and Ada County
2. Other Service Investments

<table>
<thead>
<tr>
<th>Service Concept</th>
<th>Estimated Annual Operating Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1 Harris Ranch: maintain 30 minute peak period service</td>
<td>$140-150K</td>
</tr>
<tr>
<td>#5 Emerald: provide 30 minute weekday service</td>
<td>$140-150K</td>
</tr>
<tr>
<td>#10 Hill Road: provide 30 minute peak period service</td>
<td>$150-170K</td>
</tr>
<tr>
<td>Ballantyne Connector: 3 round trips between Ballantyne &amp; Glenwood</td>
<td>$80-100K</td>
</tr>
<tr>
<td>Downtown Meridian Service: peak period service between Ten Mile Crossing and the Village</td>
<td>$285-310K</td>
</tr>
</tbody>
</table>

Saturday Enhancements

1. #5 Emerald 30 minute Saturday service
2. #2 Broadway 30 minute Saturday service
3. #1 Harris Ranch OR #10 Hill Road 60 minute Saturday service

1. $60-70K
2. $45K
3. $60-70K

---

2 30 minute service on Emerald would add service to a high ridership route and facilitate straightening out Fairview and support P&R enhancements in West Boise.
3 Would require additional fleet vehicles
4 Would require additional fleet vehicles
5 Would support mobility to and from the new location of the Farmers Market
6 Would be done in conjunction with 30 minute service on Vista. Total cost for 30 minute service on Vista and Broadway would be approximately $110-120K
Staff Recommendation/Request:
Action item: Staff is requesting input on the proposed investment options and public involvement.

Implication (policy and/or financial):
These service changes are designed to better serve the residents of the Treasure Valley and move the Ada and Canyon County toward the vision in ValleyConnect 2.0.

Project Schedule:
Jan 2019: Establish 2019 Service Change objectives COMPLETE
Jan – Feb 2019: Develop initial concepts COMPLETE
Feb – Apr 2019: Collect jurisdiction feedback on concepts and priorities and Draft budget implications COMPLETE
May-June 2019: Draft Service Changes
July 2019: Final Service Change Proposal
Sep 2019: Board Approval
Dec 2019: Implement Changes

More Information: Stephen Hunt, Principal Planner, 208.258.2701, shunt@valleyregionaltransit.org
Fare Change and Service Change Public Involvement Plan

Question: How do we solicit adequate public input into the proposed fare changes and service changes?

<table>
<thead>
<tr>
<th>Resources</th>
<th>Activities</th>
<th>Outputs</th>
<th>Short/Long Term Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Staff time to collect and analyze public comment</td>
<td>1. On-line survey</td>
<td>1. Completed surveys</td>
<td>1. Greater public awareness/understanding of upcoming changes</td>
</tr>
<tr>
<td>2. Digital and hard copy assets to inform the public</td>
<td>2. Press Release</td>
<td>2. Phone calls/emails to VRT</td>
<td>2. Strong input from the public and others</td>
</tr>
<tr>
<td>3. Cooperation from local jurisdictions and other interested parties to promote citizen participation via Next Door, websites and email distribution lists.</td>
<td>3. Earned Media</td>
<td>3. Written public comment</td>
<td>3. Fare changes that minimize negative impacts</td>
</tr>
<tr>
<td>4. The RAC</td>
<td>4. Social Media presence</td>
<td>4. Social Media engagements</td>
<td>4. Identification of activities that could further enhance the rider experience and remove barriers to accessing valid fare media</td>
</tr>
<tr>
<td></td>
<td>5. Tablings/Pop up meetings</td>
<td>5. Media coverage</td>
<td>5. Improved public opinion of Valley Regional Transit</td>
</tr>
<tr>
<td></td>
<td>6. Open Houses</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. Public Hearings</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>8. Email notifications</td>
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<td></td>
</tr>
</tbody>
</table>

Schedule of Activities*

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
<th>Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/16/2019</td>
<td>AM</td>
<td>Launch Online Surveys</td>
<td>Online</td>
<td>Fare Change Ada County Service Themes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Meridian Service Expansion Concepts</td>
</tr>
<tr>
<td>5/16/2019</td>
<td>4-6PM</td>
<td>Tabling</td>
<td>MSS</td>
<td>Fare Change Ada County Service Themes</td>
</tr>
<tr>
<td>5/20/2019</td>
<td>4-6PM</td>
<td>Open House</td>
<td>Meridian</td>
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<td>3-6PM</td>
<td>Tabling</td>
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<tr>
<td>5/23/2019</td>
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<td>Tabling</td>
<td>TSM</td>
<td>Fare Change Ada County Service Themes</td>
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<tr>
<td>6/4/2019</td>
<td>TBD</td>
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<td>Boise</td>
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<tr>
<td>Date</td>
<td>TBD</td>
<td>Public Hearing</td>
<td>Location</td>
<td>Description</td>
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<tr>
<td>7/22/2019</td>
<td>TBD</td>
<td>Public Hearing</td>
<td>Boise</td>
<td>Fare Changes</td>
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<td>7/23/2019</td>
<td>TBD</td>
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<td>Nampa</td>
<td>Fare Changes</td>
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<td>9/10/2019</td>
<td>TBD</td>
<td>Public Hearing</td>
<td>Nampa</td>
<td>2020 Service Changes</td>
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*VRT staff will also communicate about Mobile Ticketing, July schedule updates, and Automatic Voice Annunciators at all tablings and open houses. List does not include issuance of press releases and website resource updates.*
TOPIC: Executive Director Report
DATE: April 26, 2019

Staff is working on the second quarter financial reports. We are still behind our usual schedule. We are on track to be caught-up by the June Executive Board meeting. We are working through our FY2020 budget tasks. We began our outreach with local jurisdictions on the FY2020 budget request. We are using the 4 percent increase for services contributions and 4 percent increase in the per capita rate to build the FY2020 revenue budget.

I have completed a detailed analysis of the capital deferred maintenance for the Boise system. VRT is working closely with a City of Boise strategic team to establish a recommendation for the City Council to fund the backlog of capital deferred maintenance over the next five years. We are also including a request for additional operations funds to cover unexpected facilities maintenance expenses and build a reserve for these items for the future. I will be focusing on Canyon County capital over the next several weeks. I will be presenting this analysis to COMPASS Regional Technical Advisory Committee to explore opportunities for federal funding to make up the shortfall of funding.

More information: Kelli Badesheim, Executive Director, 208-258-2712, kbadesheim@valleyregionaltransit.org
TOPIC: Development Department Monthly Report  
DATE: April 25, 2019

Summary: Update of Development Department activities for the month of March and April 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, proposed capital projects to implement Vc2.0, etc.

- Programming
  - Local and Federal Allocations – No new items to report this month.  
  - Volkswagen Settlement – No new items to report this month.  
  - Greyhound – Staff presented the information to the Executive Board in January and February 2019. Staff has been in contact with Greyhound and proposed expenses appear to exceed estimated revenues.

- National Transit Database (NTD) Reporting Project
  Information has been inputted into NTD. Making changes based on reporting service at “Purchased Transportation” versus “Directly Operated”. Once complete then Eide Bailly will audit are financial inputs for correctness.

- Transit Asset Management
  Scoring is complete and scores were presented to the March Executive Board for review and input. Assets that score less than or equal 2.5 total $35.4 million and the amount of funding available for capital from FY20 – FY24 is $18.8 million, therefore the shortfall is approximately $16.6 million.

  Targets for FY20 and the horizon period (4 years) will be presented as an information item to the Executive Board in May 2019.

Increase ridership and revenue
- Fare Project
  Staff is reviewing fare products and pricing. A presentation on fare pricing was submitted to the Executive Board and Regional Advisory Council in March.
Suggestions included raising fares to cover the cost of the seat in the bus and to reduce the amount of fare products available. This draft proposal will be presented to the Executive Board in May 2019 for public outreach.

- **Service Changes**
  Route 44 Hwy 44 Express will be discontinued in June 2019.

  Staff has begun preparing information and costs to engage local jurisdictions about proposed 2020 service change concepts that meet Vc2.0 goals including potential expansions in Boise, Eagle and Meridian. Staff has also begun conversations with Garden City about potential service impacts if local funding for the route 11 cannot be secured.

- **FY 2020 Budget**
  Staff is working on the FY20 Budget with Business Unit Owners. Draft FY20 Budgets – Local Revenue for local jurisdiction and special member assessments and service contributions was presented for review and approved by the Executive Board. A 4% increase will be presented to each local jurisdiction and special members.

  Revenues and Expense Trends have been reviewed and a trends analysis will be presented to the Executive Board for information.

**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 May 2019.

- **Happy Day Transit Center Upgrades**
  The Executive Board approved initial design funding at the November 2018 Executive Board meeting. VRT is still waiting on grant funding in order to begin this effort. Local Match may not be available for Canyon County

- **College of Western Idaho Roundabout**
  CWI has indicated that they are unable to sign the subrecipient agreement. Staff will update the Transportation Improvement Program (TIP)

- **Facilities, Equipment and Infrastructure Maintenance Policy and Plan**
  No new items to report this month.

- **Nampa Transit Oriented Development**
  No new items to report this month.

- **Main Street Station**
  No new items to report this month.
• **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.

• **State Street Corridor Projects**
  No new items to report this month.

• **Performance Measures**
  Annual Performance Measures for all public transportation was submitted and presented to the Executive Board for review in March 2019. Comments were documented and updates were made to the Annual Report. Updates were presented to the VRT Board of Directors in April 2019.

**Other Development Activities**

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

**More Information:** Rhonda Jalbert, Development Director, 208.258.2707. njalbert@valleyregionaltransit.org
TOPIC: Operations Department Monthly Report  
DATE: April 24, 2019  

Summary: Update of Operations Department activities for the months of March and April 2019

- **Procurements**  
  - Creative Bus Sales awarded contract for Accessible Conversion Transit Vans

- **Valleymide Fixed Route**  
  - Ada County operations provided two buses during the Treefort Music Festival, March 20 – March 23. Buses ran a loop downtown from 6:00 p.m. until midnight. This shuttle provided live entertainment to 1,527 passengers.  
    - February ridership was 97,110.  
    - March ridership was 103,171.

- **Access Demand Response**  
  - A new user’s handbook and brochure is being sent to the Regional Advisory Council for review and feedback. Once vetted, it will be brought forward for board approval.  
    - February ridership was 4,504.  
    - March ridership was 4,716.

- **Specialized Transportation**  
  - Harvest Transit’s third van arrived in March and went into service on April 22, 2019.  
    - Eagle Senior Center’s newly donated van went into service March 26, 2019.  
    - Vehicle maintenance has started to prepare vehicles for warmer weather conditions.  
    - Promoted Distracted Driving Awareness during the month of April.  
    - February ridership was 9,384.  
    - March Ridership was 8,732.

- **Mobility Transportation Pilot Programs**  
  - VRT Late Night provided four trips in February and thirteen trips in March.  
  - Lyft Transit Connection provided 223 rides in February and 323 rides in March.

- **Customer Information Support**  
  - Launching Mobile Ticketing app May 1, 2019.  
  - Travel Trainer and Mobility Navigator collaborating with International Rescue Committee and the Women’s & Children’s Alliance. A “Train the Trainer” session will provide current riding passengers the means to assist future bus passengers with bus system navigation.  
  - Customer service has sold more than $25,000 in passes at Main Street Station during the second quarter of fiscal year 2019, which is $5,000 more than the same quarter in fiscal year 2018.

- **Information Technology and Intelligent Transportation System**  
  - Programming of the Automatic Voice Annunciation (AVA) will began in April. RouteMatch will be on site May 6, 2019 to start equipment installation. This new
feature will provide automated announcements for major stops, transfer locations and key destinations along route per ADA requirements.

- Data Tel provided phone training for audio web conferencing in April, with more training scheduled.
- Our IT contracting service provider, Flex Tech, is working on security protocols and system security implementations.

**More Information:** Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleyregionaltransit.org
TOPIC: Finance and Administration Activity Report
DATE: May 6, 2019

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

VRT Strategic Plan
Goal 1 – Demonstrate responsible stewardship of public resources.

Highlights:

Budget/Finance

- The approved amended budget has been uploaded to Fleet-Net
- Finance has closed the month of January
- Finance staff are working on closing the second quarter

Grant Management

- Currently working on Lo-No Emissions Vehicle application
- Worked on project tracking report for the draw
- Grant application review with FTA
- Echo draw was completed for January
- FTA Milestone Progress Reports for Quarter 2
- FTA FFR Reporting for Quarter 2
- Finalizing agreement for Accessible Conversion Transit Vans

Procurement

- Contract amendment negotiations underway with DoubleMap to improve Rides2Wellness software
- Finance and Operations conducted Davis Bacon Act training for VRT staff

For More Information: Contact Jason Jedry, Finance Controller, (208) 258-2709, or e-mail: jedry@valleymetrolink.org
TOPIC: Community Projects/Outreach Efforts Update  
DATE: April 23, 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
- Websites: Work continues on updating the website (an ongoing process). I will be working with our planners on the development of a performance page for our annual report information.
- We have started outreach about the proposed fare changes. We are scheduling tablings and open houses to gather public comments and suggestions before we hold public hearings.
- The flow of public records requests remains steady. As Community Relations Manager, I am responsible for researching requests and filling them in a timely manner.
- I am working with fiscal to develop an outreach strategy for our DBE plan.
- We will be busy with May in Motion activities, including promoting our activities, including a May 18 street party, the rollout of Mobile Ticketing, and tablings held with Commuteride staff.
- I am updating our Public Involvement Policy and writing a security protocols policy that will address such topics as unacceptable passenger behaviors and riding restrictions for violating the policy.
- The Community Relations workgroup will meet monthly. Its goal is the development of a community relations outreach plan for Valley Regional Transit.

More Information: Mark Carnopis, Community Relations Manager, 208 258-2702, or mcarnopis@valleymetrorapidstransit.org
TOPIC: Bike Share Program

DATE: April 23, 2019

VRT Strategic Plan
Goal 3 - Build institutional and regional capacity
  • Regional Capital Enhancements

Highlights:
  Program Administration

  • The Boise GreenBike system now has 103 active station hubs and flex hubs with 127 bikes.
  • As of April 23, 2019, Boise GreenBike has 18,325 active members, who have made 100,976 overall trips since the beginning of the program, covering 242,257 miles and burning 9.7 million calories.
  • On April 9, 2019 the Boise GreenBike system reached 100,000 overall trips, a significant milestone for a system launched April 15, 2015.
  • Thanks to a sponsorship from KeyBank, Boise GreenBike offered free rides during Treefort Music Festival. During the five days of the festival 577 rides were taken and 109 new members signed up. Both were records for the festival.
  • Here are the numbers for March 2019. Three-hundred-eighty-five new sign-ups, 1,910 overall trips, 1,910 miles, 159,034 calories burned. For comparison, here are the figures from the same period in 2018. Three-hundred-forty-four new sign-ups, 1,872 overall trips, 4,012 miles covered and 160,486 calories burned. Weather is probably the biggest factor in the difference in numbers, but the presence of scooters probably had an effect too.
  • On March 1, 2019, we were informed by our vendor, Social Bicycles/Jump, that the controllers on our bikes would become obsolete within two years. The bike controllers rely on the 2G and 3G data networks. Across the country cell phone companies are starting to shut down these networks. Jump has abandoned plans to try and upgrade the controllers to 4G or 5G networks. Also, they will no longer be manufacturing the controllers used in our bikes; this included the new bikes we had on order.
  • More bad news was delivered on March 8, 2019. After inquiring about the delivery of our new bike order, we were told the bikes wouldn’t be manufactured until March 26, 2019. We had been expecting delivery of 125 V 4.5 bikes in March. Because of the revelation that the new bikes would have controllers that would become obsolete within
two years we cancelled the order. We are now attempting to get an extension on the federal funding.

- On April 18th we convened the first meeting of a strategic planning committee for the future of the bike share program. Members include representatives from the City of Boise, CCDC and Valley Regional Transit.
- Topeka bike update. There are 30 bikes stripped down and ready to be rebranded. In light of the recent news from Jump regarding the future of the controllers, this project is on hold.
- St. Luke’s is designing a wrap for the program’s new van.
- Boise GreenBike will offer free bike rides (up to 4 hours per day per customer) for the entire month of May to celebrate May in Motion.

**Sponsorship Plan**

- **Title Sponsorship**
  - SelectHealth & St. Luke’s (renewed for three years)
- **Station sponsors:**
  - Boise Co-op
  - Banner Bank
  - University of Idaho – Boise
  - CCDC (2 stations)
  - Bodybuilding.com
  - Treasure Valley Clean Cities Coalition (renews 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
- **Membership Card Sponsorship – Contract renewed.**
  - Key Bank
- Key Bank sponsored free rides during Treefort Music Fest 2019, March 20 – 24.
- Midas Gold and Brown and Caldwell have signed on as sponsors of the annual GreenBike race that is part of the Twilight Criterium, July 13, 2019 in downtown Boise.
- Mussell Construction signed a contract to sponsor a new station hub in front of a project they will be building at 18th and Idaho streets.
- We continue to schedule meetings with potential sponsors.
More Information: Dave Fotsch, Boise GreenBike Director, 208-331-9266 (cell), dfotsch@valleyregionaltransit.org