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REGIONAL ADVISORY COUNCIL AGENDA
Tuesday, September 17, 2019
9:00 AM
VRT Board Room - 700 NE 2nd Street - Meridian, Idaho

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 June 18, 2019 RAC Meeting - ө

Members will review, and consider for approval, the minutes of the June 18, 2019 RAC meeting.

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

V. POLICY ACTIVITIES

A. ACTION: Bus Stop Location and Transit Amenities Development Guidelines (TADG) Update – ө

This item is on the agenda for RAC consideration and recommendation to the VRT Board as a guide for partner agencies, outside developers and interested parties. The document describes the methodology and processes used for regional bus stop and transfer center planning and design.
B. ACTION: ACCESS Handbook and Brochure – Ө
Staff will present the ACCESS Handbook and Brochure for final review and approval.

VI. SERVICE/PROGRAM ACTIVITIES
A. ACTION: 2020 Service Change Recommendation - Ө
Staff will present final 2020 service change proposal for RAC consideration and recommendation.

VII. OUTREACH ACTIVITIES

VIII. DEPARTMENT/STAFF REPORTS
A. INFORMATION: Staff Reports - Ө
Staff Reports from the August Board meeting are included in the packet for your information.

IX. ADJOURNMENT

Ө = Attachment
Agenda order is subject to change.

NEXT REGIONAL ADVISORY COUNCIL MEETING:
October 15, 2019, 9:00am
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@valleymetropolitantransit.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 - Jeremy Maxand called the meeting to order at 9:12 a.m. with a quorum present, in person and by phone.

Agenda Additions/Changes – None

Consent Agenda
The consent agenda consisted of the minutes of the May 21, 2019 Regional Advisory Council meeting. Tina Wilson moved to approve the consent agenda; Eric Seleko seconded. The motion passed unanimously.

Public Comment - None

Policy Activities
Action: VRT Public Involvement Policy Update
Members reviewed a second draft of a proposed update to the VRT Public Involvement Policy. Terri Lindenburg moved to recommend the VRT Public Involvement Policy for approval by the Executive Board; Susan Bradley seconded. The motion passed unanimously.
ACTION: Fare Increase and Simplification Final Draft
Stephen Hunt presented the final draft of the proposed fare increase for RAC consideration and recommendation to the Executive Board. Following discussion, Susan Bradley moved to accept the proposal and recommend it to the Executive Board for approval; Terri Lindenburg seconded. The motion passed unanimously.

INFORMATION: Bus Stop Infrastructure and Accessibility Goals
Jake Hassard summarized and discussed VRT’s infrastructure goals relating to bus stops. Discussion followed and a request made to RAC members to discuss where it would make the most sense for bus stops to be upgraded, based on the criteria set up using TAM scores, with their constituents.

INFORMATION: Bus Stop Location and Transit Amenity Development Guidelines Update
Jake Hassard described the update to VRT’s amenity guidelines for partner agencies and developers. Jake requested the RAC read the document and suggest any changes needed.

SERVICE/PROGRAM ACTIVITIES – None

OUTREACH ACTIVITIES
Community Relations Plan 30-Minute Work Session
Due to time constraints, rather than holding a 30-minute work session, Kelli Badesheim requested Regional Advisory Council members take a survey she will send out regarding the Community Relations Plan VRT is developing. Input for the plan will be taken between June and August. The final plan will be presented to the RAC for comments at the September 2019 meeting. The final plan will be completed in FY2020.

DEPARTMENT/STAFF REPORTS
Department/Staff reports from the June 3, 2019 Executive Board meeting were included in the meeting packet for information.

ADJOURNMENT - Terri Lindenburg made a motion to adjourn the meeting; Annette Harper seconded. The meeting was adjourned at 11:00 a.m.

NEXT REGIONAL ADVISORY COUNCIL MEETING:
September 17, 2019, 9:00am
VRT Boardroom
700 NE 2nd Street
Meridian, ID 83642
TOPIC: Bus Stop Location and Transit Amenity Development Guidelines Update

DATE: August 30, 2019

Summary:
Valley Regional Transit (VRT) maintains a guiding document for partner agencies to use for development applications in their jurisdictions called the Bus Stop Location and Transit Amenity Development Guidelines (TADG). This document is generally meant to be used by partner agencies to provide VRT infrastructure and transit amenity requirements to developers, but can also be used to guide the policies of partner agencies for their own improvements, as well.

This document was last updated in 2016. Staff reviewed the document and made adjustments to match current VRT policy, adjusting sections in need of review or revision. The current approved document and the draft document are located on VRT’s website here: https://valleyregionaltransit.org/media/1877/tadg_update.pdf

This document is ready for the Regional Advisory Council (RAC) to consider recommending for approval to the VRT Executive Board for approval.

Staff Recommendation/Request:
VRT staff requests RAC members recommend approval of the current TADG to the VRT Executive Board.

Implication (Policy and/or Financial):
The TADG update will keep VRT and partner agencies aligned on infrastructure goals and direction.

Highlights and Upcoming Schedule:
June 2019
- Information item – RAC – review the TADG updates

July 2019
- Staff incorporation of comments into the TADG
- Information item – Executive Board – TADG updates

Sept 2019
- Action item – RAC – approve TADG updates
- Action item – Executive Board – TADG updates, RAC recommendation and partner comments

More Information: Jacob Hassard, CI Projects Manager, 208-258-2705, jhassard@valleyregionaltransit.org
TOPIC: ACCESS Handbook and Brochure

DATE: September 5, 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 transit contractor, First Transit, to ensure that it adheres to all regulatory requirements and is reflective of industry best practices.

Staff Recommendation/Request:

Staff requests that the RAC members approve the final draft of the ACCESS handbook and brochure with a November 1, 2019 implementation date.

Implication (Policy and/or Financial):

The ACCESS handbook and brochure revision will align with recommended industry best practices and meet FTA requirements.

Highlights:

May 2019

- Information item – Regional Advisory Committee – completed
- Outreach to relevant partners - completed

June 2019

- Information item – Regional Advisory Committee – completed

September 2019

- Action Item – Regional Advisory Committee – Approve ACCESS handbook and brochure
- VRT staff will complete community outreach and passenger notification
- VRT staff will ensure customer service staff and transit contractors, First Transit, are aware of upcoming changes

November 2019

- ACCESS handbook and brochure effective on November 1, 2019
Attachments:
Handbook and Brochure Feedback
Draft ACCESS Handbook
Draft ACCESS Brochure

For more detailed information contact: Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleymetrontransit.org
Handbook and Brochure Feedback from RAC

Handbook

Comment 1
No details on how long a customer can be on the bus and rights/reasonable expectations of getting to an appointment on time. It is my understanding that if a customer requests a drop-off time, the bus can pick you up as early as an hour before.

Response
- Page 15, “Travel Time”, states the typical travel time is one hour, but there are exceptions to that expectation listed on page 15.
- Because ACCESS is a shared ride system, the pick-up will be scheduled based on the requested drop-off time, but will take into consideration trips that are already scheduled, as well.

Comment 2
Why is this stated and is it legal: “When making reservations, always inform the reservationist that a service animal will be traveling with the passenger.”

Response
- Staff likes to document this information, in case of an emergency. On page 21, “Are Service Animals Permitted,” staff will revise this sentence to read “When making reservations, a passenger may be asked if a service animal will be traveling with them.”

Comment 3
I don’t have to disclose that I will be carrying a weapon?

Response
- VRT does not currently have a policy prohibiting weapons on vehicles.

BROCHURE

- No feedback

GENERAL COMMENT

- Documents are clear
Effective November 1, 2019

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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.
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.
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 an 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, a passenger may be asked if service animal will be traveling with them. 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
TOPIC: FY 2020 Service Change
DATE: September 3, 2019

Summary:
Valley Regional Transit has been working with the public to revise service in Ada County in FY 2020. The proposed changes were designed to maximize the effectiveness of existing transit resources and connect more people, to more places, more often. The anticipated system benefits include:

- Continued improvement of on-time performance;
- Expansion of service on premium services, specifically State Street, Vista and Fairview; and
- Improved transit accessibility to and from Eagle with Park and Ride options for other Highway 44 communities.

In addition to these service enhancements, VRT has been working with local jurisdictions to secure the necessary capital funding to further expand services in FY 2021 and beyond, including potential service expansion in Meridian.

Public Comment Summary and Proposed Adjustments:
VRT solicited public feedback about the future of transit in the Treasure Valley over the summer. The feedback received shows people believe transit is important to the future of the communities in Ada County and there is public support for, and interest in, public transit. The public was particularly interested in more transit service during the commute period, in the evening and on weekends. Public transit is viewed as a benefit to employees.

A complete report on the public comment is available here: http://valleyregionaltransit.org/media/2015/combinedsurvey_summaryofresponses.pdf

The public comment received over the summer was supportive of the proposed changes listed below. Illustrations of the proposed changes follow in the figures below.

- Adding 1.25 hours of 15-minute service on State Street
- Increasing Saturday service on the 3 Vista, 7A and 7B Fairview, and 9 State Street to run until approximately 9:00 p.m.
- Increasing Saturday service on the 3 Vista to run every 30 minutes, all day
- Maintaining 30-minute, peak-service on Harris Ranch
- Increasing evening service on the 2 Broadway to run every 30 minutes, until approximately 9:00 p.m.
- Extend six daily trips on the 9 State Street to Ballantyne Park and Ride in Eagle
Figure 1: Adding 1.25 hours of 15-minute service on State Street

Current 15-minute span runs from 6:45-9:15 a.m. and 4:00-6:15 p.m. Specifics of when we would expand the 15-minute frequency would be based on demand.
Figure 2: Increasing Saturday service on the 3 Vista, 7A and 7B Fairview, and 9 State Street to run until 9:00 p.m. and increasing Saturday service on the 3 Vista to run every 30 minutes all-day.

Currently the 7 and 9 run every 30 minutes on Saturday, until 6:00 p.m., and the Vista runs every 60 minutes until 6:00 p.m.
30-minute, peak-service on this modified Harris Ranch route began in January. It currently generates approximately 12 boardings per hour. Routes typically take 2-3 years to “mature.” VRT will continue marketing this route to the growing residential centers in Harris Ranch, Bown Crossing, etc. area.
Figure 4: Add 30-minute evening service to Broadway until approximately 9:00 p.m.

Current service runs until 6:45 p.m.
Figure 5: Extend Route 9 State Street to Ballantyne Park and Ride 3 round trips in each peak period

Extended service area

Current service ends at Glenwood
Staff Recommendation/Request:
Action Item: Staff recommends the RAC recommend the proposed service changes to
the VRT board for approval.

Implication (policy and/or financial):
These changes would increase the base annual operating budget by approximately
$700,000 and be another step toward the service network identified in ValleyConnect
2.0. These budget increases are supported through additional contributions from the
jurisdictions receiving the new services.

Project Schedule:
January 2019  Establish 2019 Service Change objectives COMPLETE
January – February 2019  Develop initial concepts COMPLETE
February – April 2019  Collect jurisdiction feedback on concepts and priorities and
draft budget implications COMPLETE
May – June 2019  Draft Service Changes COMPLETE
July 2019  Finalize Service Change Proposal COMPLETE
August 2019  Final Service Change Proposal COMPLETE
September 2019  RAC and Board Approval
April 2020  Implement Changes

More Information:  Stephen Hunt, Principal Planner,
208.258.2701, shunt@valleyregionaltransit.org
The finance department completed the Q3 finances on schedule. This is always the time of year when VRT staff watches cash flow and expenses very carefully. We will be looking at the new departments in Division 10 (Fleet Media Sales and Downtown Mobility Collaborative) before the Q4 report is complete. These are new functions and staff wants to ensure the revenues are hitting the appropriate accounts in the budget.

The Executive Board approved releasing the final preliminary budget for public comment. They scheduled the public hearing or the regular August VRT Board meeting. Staff prepared and submitted the legal notice for posting per the required timeframes established in the Idaho Code.

We are doing some shifting of responsibilities as the organization prepares for Rhonda Jalbert’s retirement in August. Rhonda has been a very valuable employee to VRT over her nine-year tenure. Her legacy is very visible through the work she has completed to build Main Street Station, the VRT Administration Offices in Meridian, and securing the Happy Day Transit Center for a Canyon County operations base. We are holding a reception for Rhonda on August 7 from 2 p.m. to 4 p.m. at the VRT Board Room.

I have provided staff support to the VRT/City of Boise staff level strategic team. We have been working through the upcoming service change themes presented to the Boise City Council in their budget workshop. I also provided the staff support to the State Street Corridor Executive Team. This team has completed a charter and started a project inventory intended to be a comprehensive inventory of all the projects currently in development on the State Street Corridor. The inventory will be a tool for cross-agency collaboration and decision-making. The Executive Team has representation from Ada County, Ada County Highway District, City of Boise, Capital City Development Corporation, COMPASS, Eagle, Garden City, Idaho Transportation Department, and Valley Regional Transit.

Valley Regional Transit has gone through many transitions this fiscal year. The staff across all departments have maintained a high degree of professionalism and support of one another. I am blessed to get to work with such a wonderful team of people.

More information: Kelli Badesheim, Executive Director, 208-258-2712, kbadesheim@valleyregionaltransit.org
TOPIC: Operations Department Monthly Report
DATE: July 22, 2019
Summary: Update of Operations Department Activities

- **Valleyride Fixed Route**
  o June had zero preventable accidents.
  o June on-time performance was 77%.
  o June ridership was 88,643.
  o June preventative maintenance on-time performance was 96%, with eight road calls.

- **Access Demand Response**
  o June had zero preventable accidents.
  o June on-time performance was 78%.
  o June ridership was 3,810.
  o June preventative maintenance on-time performance was 100%, with two road calls.

- **Specialized Transportation**
  o June had zero preventable accidents.
  o June ridership was 4,837.
  o June preventative maintenance on-time performance was 93%, with zero road calls.

- **Mobility Transportation Pilot Programs**
  o VRT Late Night provided 27 rides in June.
  o Lyft Transit Connection provided 197 rides in June.

- **Customer Information Support**
  o Mobile Ticketing app had $2,159.00 sales for the month of June.

- **Information Technology and Intelligent Transportation System**
  o Our IT contracting service provider, Flex Tech, is working on security protocols and system security implementations. Final testing delayed following due to deficiencies that were found.
  o Urban Transportation Associates was onsite following the installation of automatic passenger counters to provide training to contractors and VRT staff. VRT staff is still running reports to validate data.

More Information: Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleyregionaltransit.org
TOPIC: Development Department Monthly Report  
DATE: July 19, 2019  

Summary: Update of Development Department activities for the month of June and July 2019

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

Performance Based Decision-making
- ValleyConnect 2.0 (Vc2.0)  
  Since last fall VRT staff has worked with stakeholders to identify the next set of service projects that would move the region toward the Vc2.0 vision. Staff has also participated in other local and regional planning efforts, including the scoping of the CIM 2.0 update to integrate Vc2.0 concepts and vision into those planning documents.

- Programming  
  - Local and Federal Allocations – Local revenue requests went out in May to all stakeholders. Staff has been meeting with local jurisdictions to go over any additional questions or concerns with stakeholders/local jurisdictions.

- National Transit Database (NTD) Reporting Project  
  Received notification from NTD that the data elements had been received and that FTA is closing the 2018 Annual reporting module.

- Transit Asset Management  
  Targets for FY20 were approved by the Executive Board in July 2019 and will be submitted to the VRT Board of Directors for ratification. Once targets are approved by the VRT Board of Directors they will be submitted to the COMPASS Board of Directors for acceptance as the performance measures for Public Transportation.

  Operations will start taking over the role of Asset Management Lead going forward.

Increase Ridership and Revenue
- Fare Project  
  Staff has prepared a final fare proposal and provided the Executive Board and Regional Advisory Council a project update at each meeting. Staff solicited
public comment on the draft plan in May and June and revised the draft plan accordingly.

A public hearing will be held on the final fare proposal on July 23 and 24. The final proposal and public hearing comments will be presented to the Full Board of Directors on August 5, 2019 for approval and any changes are expected to be implemented October 1, 2019.

- **Service Changes**
  Staff has developed a final proposal for service changes in 2020. These enhancements are planned to increase frequency, span and coverage in Ada County and respond to input from the public and stakeholders. The proposal will go out for public comment in August with a Public Hearing in September. The Full Board of Directors will consider the service change proposal and public comment on September 23, 2019 and any changes are expected to be implemented in April of 2020.

**Goal 3 - Build institutional and regional capacity**

**Regional Capital Enhancements**

- **Boise Operations Facility Upgrades**
  HVAC/CNG project is on schedule with a completion date of July 2019 for the HVAC/CNG Detection System with a small compressor room addition stretching into September 2019 based upon City of Boise permit approvals.

  The Boise facility will need upgrades and improvements in order to accommodate electric vehicles and their charging infrastructure. Development assisted with the now submitted grant applications and is working on the draft NEPA submittals that will be needed for the improvements to come.

- **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 is currently not available for this small urban project due to the fact that the Compressed Natural Gas Rebate (CNG Rebate) has not been awarded this fiscal year.

- **Facilities and Infrastructure Plan / Facility Maintenance Plan**
  Staff is drafting the Facilities and Infrastructure Plan currently and will engage a technical writer to assist in the plan completion later in the fall of 2019. Once the Facilities and Infrastructure Plan is complete, the technical writer will assist in updating the current Facility Maintenance Plan to match the new Facilities and Infrastructure Plan for the region.

- **Nampa Transit Oriented Development**
No new items to report this month. Treasure Valley Transit will be leading this project

- **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 the Bus Stop Accessibility, Prioritization and Implementation project. Staff presented the suggested definition of Accessibility to the RAC in June and will meet with RAC members, as needed, to complete the transparency discussion. Staff also presented bus stop improvement goals and expects to close out this project once the goals are approved at the next RAC meeting. Staff is also reviewing the adopted Bus Stop Location and Transit Amenities Development Guidelines (TADG) with the RAC and will present the current draft to the board for approval in Sept.

- **State Street Corridor Projects**
  State Street Executive Team met on July 22 where they reviewed progress on various corridor tasks such as;
  - An integrated inventory and Gantt chart to identify project timelines and decision points.
  - The State Street Technical Team’s progress on measurable outcomes from the TTOP on each goal statement from the Executive Group Charter
  - Coordinated Communications website and messaging.
  The June 24 State Street Executive Team was rescheduled for July.

- **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.
- **Grant Opportunities** – VRT submitted a competitive grant application for electric buses on May 10, 2019. The grant was for eight rolling stocking vehicles (six replacements and two enhancements) and corresponding infrastructure for $3.4 million.

**More Information:**
Rhonda Jalbert, Develop. Director, 208.258.2707, rjalbert@valleymetrorail.org
Stephen Hunt, Sr. Principal Planner, 208.258.2701, shunt@valleymetrorail.org
Jacob Hassard, Project Manager, 208.258.2705, jhassard@valleymetrorail.org
Brian Parker, Associate Planner, 208.258.2717, bparker@valleymetrorail.org
TOPIC: Finance and Administration Activity Report  
DATE: August 3, 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

- Finance staff has closed the third quarter of FY2019
- Finance has completed the FY2019 third quarter budget to actual variance reporting
- Finance has filled the vacant accounts payable position
- Finance staff has completed the first draft of the DBE goal for the FTA

Grant Management

FY19 Grant Awards to Date:

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<th>Local</th>
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TOTAL $5,925,156 $2,008,398 $7,933,554

Pending Grant Awards:
- 5339(b) Grant for Buses and Bus Facilities Program submitted
- Low and No Emissions Grant Submitted
- 5307 Subrecipient grants pending FTA approval

Procurement

The following tasks are being worked on:
- Acquisition of Service Providers
- Innovative Bike Share Program / Boise Bike Share

Upcoming procurements are:
- Service Change Bus Stop Improvements
- CNG Compressor Maintenance
- On-Call Network Support

For More Information: Contact Jason Jedry, Finance Controller, (208) 258-2709, or e-mail: jedry@valleyregionaltransit.org
TOPIC: Community Projects/Outreach Efforts Update
DATE: July 17, 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
- The outreach for the proposed fare policy is complete. If approved by the VRT Board, the focus will change on implementing an outreach plan that will educate the public and our partners about the changes, and tie in the fare increases with recent system improvements.
- I am assisting staff in implementing branding efforts. These efforts include a common signature line for VRT employee removing outdated logos and service names.
- We continue to receive coverage by the local media. There has been stories published and aired on various transit topics, including possible service expansion in Meridian, our proposed fare changes, and on the future on Boise GreenBike.
- With the help of staff and our marketing group, I have been able to keep the “From the Newsroom” section on our VRT home page full with updated stories. Our marketing group discusses possible topics for this section at its bi-weekly meeting.
- The VRT Community Relations workgroup is meeting monthly to develop a community relations outreach plan for Valley Regional Transit for FY 2020.

More Information: Mark Carnopis, Community Relations Manager, 208 258-2702, or mcarnopis@valleyregionaltransit.org
VRTX 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 June 28, 2019, Boise GreenBike has 20,709 active members, who have made 111,344 overall trips since the beginning of the program, covering 274,257 miles and burning 10.9 million calories.
  • Below is a table comparing system statistics for June in each of the past five years. The numbers for 2019 are down from the record year of 2018. With good weather for the entire month, the only variable likely for the decrease in ridership is the presence of e-scooters.

<table>
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<th>Year</th>
<th>New Sign-ups</th>
<th>Overall Trips</th>
<th>Miles Travelled</th>
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  • The Request for Proposal to replace the existing system with a privately funded, electric-assist, and possibly dockless bike share system went out on July 2. On July 11 we held a conference call with interested parties to answer questions they may have on the RFP; about ten parties joined the call. Proposal responses are due August 13, with a final decision expected by the end of September.
  • On July 13 Boise GreenBike sponsored the Fifth Annual GreenBike race as part of the Twilight Criterium. This year we changed the format and offered cash prizes to the winners, thanks to a sponsorship from Brown and Caldwell, and Midas Gold. Then, we partnered with the new nonprofit giving app Cauze to encourage participants to solicit
more donations, which were matched up to $5,000 by Lysi Bishop Realty and George’s Cycles. By the end of the event, the GreenBike race raised over $10,000 for charities.

**Sponsorship Plan**
- **Title Sponsorship**
  - SelectHealth and St. Luke’s (renewed for three years)
- **Station sponsors:**
  - Stevens-Henager College (New sponsor of three station hubs)
  - Boise Co-op
  - Banner Bank
  - University of Idaho – Boise
  - CCDC (two stations)
  - Bodybuilding.com
  - Treasure Valley Clean Cities Coalition
  - ACHD
  - Harris Ranch
  - HDR
  - The Watercooler (Local Construct)
  - Midas Gold
  - Idaho Central Credit Union (new sponsorship of hubs at Boise State)
  - Parkway Station

- **Membership Card Sponsorship**
  - Key Bank

- We continue to schedule meetings with potential sponsors.

**More Information:**  Dave Fotsch, Boise GreenBike Director, 208-331-9266 (cell), dfotsch@valleymetrorailtransit.org