valleyregionaltransit

Regional Advisory Council Meeting Agenda

September 15, 2026

9:00 AM

Happy Day Transit Center - 5907 Cleveland Blvd., Caldwell, ID

This is an in-person meeting.
If you are unable to attend in person, you may participate in the meeting via MSTeams at http://ridevrt.org/VRTRAC_SEP26
or by dialing in at **323-484-8960 Conference ID: 758 592 677#**

I. Calling of the Roll

II. 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 Regional Advisory Council Member requests the item be removed from the Consent Agenda and placed under Action Items.

A. ACTION: Minutes of the July 21, 2026, Regional Advisory Council Meeting
Pages 3-4 | Deborah Johnson
The Regional Advisory Council is asked to consider approval of the minutes from the July 21, 2026, meeting.

B. ACTION: Regional Advisory Council 2027 Meeting Calendar
Page 5 | Jason Rose
The Regional Advisory Council is asked to accept/approve the meeting calendar for 2027.

III. Action Items

IV. Information Items

A. INFORMATION: FY2026 2nd Quarter Performance Report
Pages 6-22 | Stephen Hunt
Staff will present the FY 2026 2nd Quarter Performance Report.

B. INFORMATION: Coordinated Human Services Transportation Plan Update
COMPASS staff will provide an update on the Coordinated Plan development

V. Department/Staff Reports

A. INFORMATION: Department/Staff Reports
Pages 23-37 | Staff
The most current department/staff reports have been included in the packet for information. Regional Advisory Council members are encouraged to read them as they contain valuable information that may not be presented elsewhere.

VI. Adjournment

Agenda order is subject to change.

Next Regional Advisory Council Meeting:
November 17, 2026
VRT Boardroom
700 NE 2nd Street
Meridian, ID 83642

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

valleyregionaltransit

Regional Advisory Council Meeting Minutes

July 21, 2026

9:00 AM

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

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Susan Bradley (at 9:04)	Theresa Vawter	Brad Alvaro, VRT
Laylo Hamud (at 9:15)		Carrie Applegate, VRT
Andrew Mills		Elaine Clegg, VRT
Mary Beth Nutting		Jeannette Ezell, VRT
Deeann Solis		Andrew Gallardo, VRT
Walter Steed		Kathleen Godfrey, VRT
David White		Stephen Hunt, VRT
		Jason Jedry, VRT
		Deborah Johnson, VRT
		Hailee Lenhart-Wees, VRT
		Mike Magette, VRT
		Nick Moore, VRT
		Jason Rose, VRT
		Kyle Street, VRT
		Alissa Taysom, VRT
		Olivia McKinnon, COMPASS
		Austin Miller, COMPASS
		Brent Moore, COMPASS

I. **Calling of the Roll** - Chair Walter Steed called the meeting to order at 9:01, with a quorum present by phone and in person.

II. **Agenda Additions/Changes** - Add Budget/Funding Update and Nampa Update

III. **Consent Agenda**

Items on the Consent Agenda consisted of the following:

A. **ACTION: Minutes of the May 19, 2026, Regional Advisory Council Meeting**

Andrew Mills moved to approve the consent agenda as presented; DeeAnn Solis seconded. The motion passed unanimously.

IV. **Action Items** - None

V. **Information Items**

A. **INFORMATION: Coordinated Human Services Transportation Plan Update**

Brent Moore of COMPASS provided an update on the development of the Coordinated Services Transportation Plan, discussing demographic trends, service needs, and feedback from providers.

B. INFORMATION: Rides2Wellness Budget and Expansion update

Elaine Clegg presented a detailed update on the Rides2Wellness program, describing increased demand, funding challenges, expanded contributions from hospital partners, and the program's operational structure.

C. INFORMATION: Budget Update

Stephen Hunt and Elaine Clegg discussed the annual budget process, local funding pressures, and the significant impact of the Nampa City Council's decision to remove all funding for Valley Regional Transit, detailing service reductions, public outreach, and implications for neighboring communities.

Jason Rose shared web links to news stories and reports regarding the proposed changes.

VI. Department/Staff Reports

A. INFORMATION: Department/Staff Reports

The most current department/staff reports were included in the packet for information. Staff reviewed monthly activity reports, discussed service changes, vanpool pilot implementation, capital projects, and addressed questions about on-time performance and customer service call handling.

VII. Adjournment - The meeting was adjourned at 10:29

Next Regional Advisory Council Meeting:
September 15, 2026
VRT Boardroom
700 NE 2nd Street
Meridian, ID 83642

Regional Advisory Council

FY2027 Meeting Calendar

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

As a general rule, all Regional Advisory Council meetings take place on the third Tuesday of the month. Please note exception below. *

Tuesday, January 19	9:00 a.m. to 11:00 a.m. (Orientation and election)
***Monday, March 1**	11:00 a.m. to 1:00 p.m. (Joint meeting with the Executive Board)
Tuesday, May 18	9:00 a.m. to 11:00 a.m.
June, July, August	**TBD - Schedule a tour**
Tuesday, September 21	9:00 a.m. to 11:00 a.m.
Tuesday, November 16	9:00 a.m. to 11:00 a.m.

TOPIC	Performance Report – Q2 Fiscal Year 2026
DATE	August 3, 2026
STAFF MEMBER	Stephen Hunt

Staff Recommendation/Request

This is an action item. Staff requests the Board of Directors accept the second quarter performance reports for fiscal year 2026. This quarterly report is the second quarterly report produced in the new performance report layout discussed with the board in FY2025.

Summary

Valley Regional Transit (VRT) continues to improve transparency and decision making by publishing data through quarterly performance dashboards. These reports will provide high-level analytics for all VRT funded public transportation in Ada and Canyon counties.

Intercounty routes continue their 10-quarter streak of year-over-year ridership increases. West Boise also continued to experience ridership growth. Demand response declined slightly during the quarter.

System-fixed route ridership in the second quarter of fiscal year 2026 decreased by 2% compared to the second quarter of fiscal year 2025, improving from the 4% decline in the first quarter.

We have incomplete data for Vanpool and other services saw mixed results. VRT's Lyft programs and Rides2Wellness continue to grow but staffing shortages have resulted in less ridership in Beyond Access.

This report also includes the first year-to-date report in the new format. In general, although second quarter ridership was lower than the second quarter of FY2025, the overall trend improved compared to the first quarter. On-time performance also generally continued its improving trend.

Quarterly Highlights

Fixed-route Although second quarter FY2026 ridership was down 1.6% compared to the second quarter of FY2025, the decline was less than the 2% decrease experienced in the first quarter of FY2026. Second quarter FY2026 on-time performance also improved over the previous quarter, averaging 81%, which was a 3% increase compared to second quarter FY2025 data. A detailed review of ridership trends shows the following:

VRT Bus This category includes all fixed-route services in Ada and Canyon County except for the Bronco Shuttle operated by Boise State University.

- System-wide ridership is down 2.8%, and although we continued to see ridership growth in the intercounty and West Bench services, most of the core Boise routes saw ridership declines compared to Q2 FY2025.

  Ridership Growth – Ridership on intercounty services (routes 40, 42 and 45) grew

by more than 23%. This marks 10 quarters of ridership growth on intercounty routes. Ridership is up 71% since the first quarter of FY2023. Ridership also continued to grow in the West Bench. Routes 8 and 24 saw ridership growth of 41% and 23% respectively compared to Q2 of FY2025. Year-over-year growth on these developing corridors demonstrates growing demand for transit in neighborhoods beyond downtown Boise. Routes 10 and 20 also saw ridership growth in the second quarter. Route 20, which is a cross-town route connecting all best-in-class corridors, is beginning to be discovered. Route 20 grew by 24 % year over year and was up 9% compared to the first quarter of FY2026. Route 10 was up more than 2% year over year.

Ridership Decline – Other routes across the Boise service area saw year-over-year declines. Route 16 had the highest ridership loss at more than 38% and warrants more study as to what is causing this ridership decline. Routes 2 and 28 also saw declines of a little over 16% and warrant further exploration. Route 28 is highly dependent on student ridership to Frank Church and West Junior High. We will explore our partnership with Boise School District to determine if there are changes that need to be made there. Routes 4, 5, 29 all faced significant construction impacts in the first quarter and although their ridership is still down year-over-year, on average they are only down 11%, which is less than the 16% decline they experienced in the first quarter.

- Boardings per hour for Q2 was 10.67, down 2% year over year.
- On-time performance increased 4% from the second quarter of FY2025.

Boise State

- The Bronco shuttle saw a 4% increase in ridership and an increase in overall boardings per hour (up 2 percent) compared to the second quarter of FY2025.

Demand Response ridership shows a decrease of 5% from the second quarter of FY2025. VRT On-Demand ridership was up 3% while VRT Access and VRT Beyond Access both saw ridership declines, 0.2% and 17% respectively. On-time performance improved for VRT On-Demand and Beyond Access. VRT Access on-time performance was down less than 1% but still provided quality performance with 96% of trips on time.

VRT On Demand

- VRT On Demand saw a 3% increase in ridership. This growth coincided with VRT launching co-mingling to allow under-utilized VRT Access vehicles to provide VRT On Demand service in between Access trips. This increase in supply is likely one of the primary reasons for the ridership increase. On time performance improved 4% to 84% on time compared to 2nd Quarter 2025 performance.

VRT Access This category includes paratransit services in both Ada and Canyon County. Overall, these services saw less than 1% decrease (-0.2%) in ridership compared to the second quarter of FY2025.

- Ada County Access was relatively flat with a 0.6% decrease in ridership compared to the second quarter of FY2025. Boardings per hour also remained consistent with second quarter FY2025 performance at 2.1 boardings per hour. On-time performance

improved to 97% (up 1%).

- Canyon County saw a 14% increase in ridership compared to the second quarter of FY2025. Because of the relatively low overall ridership Canyon County Access, percent changes can be very sensitive to small changes. On-time performance for Canyon County Access declined 2% but remained a high 95%.

Beyond Access

- Beyond Access saw a 17% decrease in ridership compared to the second quarter of FY2025. This is a slight improvement from the 19% decrease in the first quarter of FY2026. The decreases are due to a continued shortage in available operators. To address this, in February VRT implemented co-mingling to allow for more operators to be available for service. VRT is also reviewing existing contracts and solicited for more operators to ensure better operator coverage. On-time performance improved by more than 7% compared to the first quarter of FY2025, to 97% on time.

Vanpool We only received ACHD Commuteride data for January 2026; therefore, we are unable to provide a comparison for Q2 performance. However, January's boardings were down 14% compared to January 2025. ACHD staff has reported the following factors have influenced recent vanpool activity, the partial federal government shutdown, limited ability to recruit new riders due to Commuteride staff vacancies, and less winter ridership than usual. Commuteride is increasing outreach and filling vacancies to address these concerns.

Other Services Overall ridership in the second quarter was down 10% compared to the second quarter of FY2025. VRT Lyft Pass, VRT Late Night, and Rides2Wellness were again all above the second quarter of FY2025, however growth in these programs was less than the ridership decline in Treasure Valley Transit, senior centers, Meridian Veterans Shuttle and volunteer driver program.

VRT Lyft Pass

- VRT Lyft Pass continues to see growth since expanding the service area with the June 2024 service change. The second quarter of FY2026 saw a 24% increase in ridership compared with the second quarter of FY2025. This shows continued demand for first and last mile connections to VRT fixed route services in Ada County.

Volunteer Driver Program

- The volunteer driver program is an important, but small program. Volunteers provided 107 trips in the 2nd Quarter of FY2026, down from 158 in the second quarter of FY2025.

Specialized Transit Providers

- VRT Late Night, as an income qualified service, is relatively small, providing 198 trips in the second quarter of 2026. This is a 6% increase compared to FY2025. This growth shows continued demand for low-income late-night service to destinations across VRT's service area.
- The Senior Center Program saw a 17% decrease in ridership from FY2025.

- Both the Shared Vehicle program and the Employer Shuttle were discontinued in FY2026.

Non-Emergency Medical Transportation

- Meridian Veterans Shuttle provided 129 trips in the 2nd Quarter of FY2026, down from the 145 trips provided in the 2nd quarter of FY2025, an 11% decrease.
- Treasure Valley Transit a -57% decrease in ridership compared to the 2nd Quarter of FY2025
- Rides2Wellness had a 37% increase in ridership, growing to 5,661 boardings in the 2nd Quarter of FY2026. This program has grown in popularity and has been limited mostly by available funding.

Implication

Reliable performance reporting is a critical part of planning and ensures services remain useful and relevant to the communities we serve. VRT uses this information to adjust services and engage with the public and funding partners about how service can improve.

More Information

Attachments

FY26 Performance Report, Second Quarter

For detailed information, contact:

Stephen Hunt
Chief Development Officer
shunt@ridevrt.org
(208) 258-2701

PERFORMANCE REPORT

vrt | services

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

A transit service that operates on a set schedule along a predetermined route with designated stops.

vrt • bus

Bronco Shuttle

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

A curb-to-curb service within a defined service area where trips can be booked in advance or the same day.

General Public

vrt • on-demand — VRT's demand-response service open to the general public, with service currently in Canyon County

Qualification-based

vrt • access — Complementary ADA paratransit service for persons with disabilities within ¾ mile of fixed route service

vrt • beyond access — Free-to-ride service for older adults and persons with disabilities in Ada and Canyon counties outside the VRT Access service area

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

A shared ride service where a group of commuters traveling to similar destinations (e.g., workplaces) shares a van.

ACHD COMMUTERIDE

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

Other services, including additional specialized transit services, seeking to fulfill the remaining needs of the community and region.

General Public

vrt • lyft pass • volunteer driver

Specialized Transit

Transit services tailored to meet the needs of specific populations.

vrt • late night | Senior Center Providers

Non-Emergency Medical Transportation

Transportation providers serving individuals needing access to routine medical appointments or treatments.

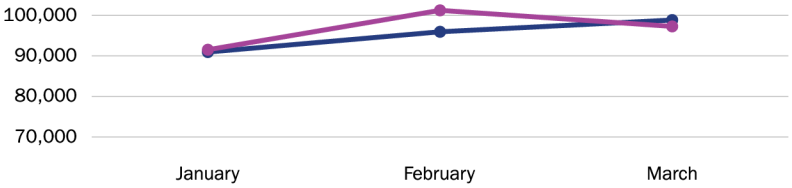
vrt • Rides2Wellness • Meridian Veterans Shuttle | TREASURE VALLEY TRANSIT TVT

PERFORMANCE REPORT

FY2026 Q2

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

FIXED ROUTE | TOTAL BOARDINGS

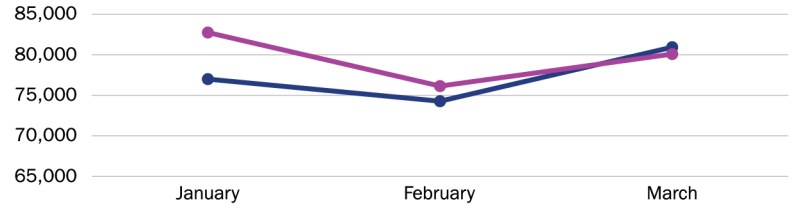


Q2 FY26 285,386 -2%

Q2 FY25 290,036

BOARDINGS

vrt • bus



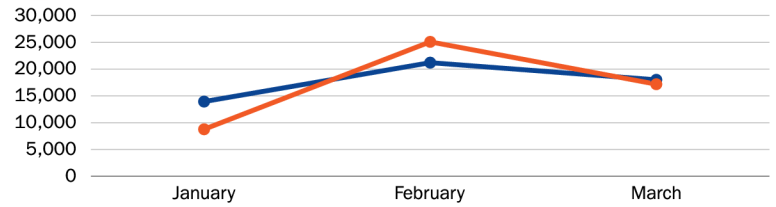
Q2 FY26 232,220 -3%

Q2 FY25 238,983

Productivity	Q2 FY26	Q2 FY25	% change
Boardings per revenue mile	0.66	0.68	-2.9%
Boardings per revenue hour	10.67	10.92	-2%
On-time performance	81%	79%	+3%

BOARDINGS

Bronco Shuttle



Q2 FY26 53,166 +4%

Q2 FY25 51,053

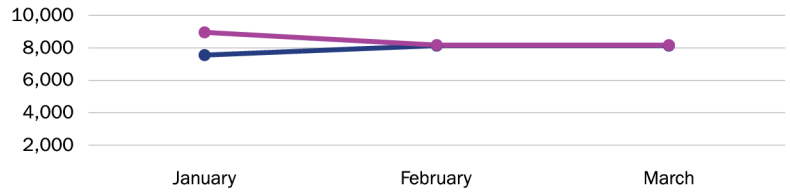
Productivity	Q2 FY26	Q2 FY25	% change
Boardings per revenue mile	1.59	1.56	+2%
Boardings per revenue hour	14.29	13.95	+2%

PERFORMANCE REPORT

FY2026 Q2

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

DEMAND RESPONSE | TOTAL BOARDINGS



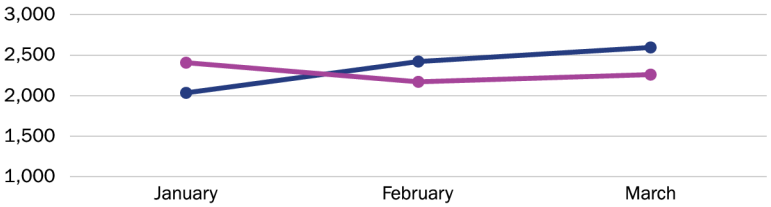
Q2 FY26 23,963 -5%

Q2 FY25 25,306

General Public

vrt • on-demand

BOARDINGS



Q2 FY26 7,051 +3%

Q2 FY25 6,838

Productivity	Q2 FY26	Q2 FY25	% change
Boardings per revenue mile	0.14	0.15	-7%
Boardings per revenue hour	2.94	3.31	-11%
On-time performance	84%	80%	+4%

PERFORMANCE REPORT

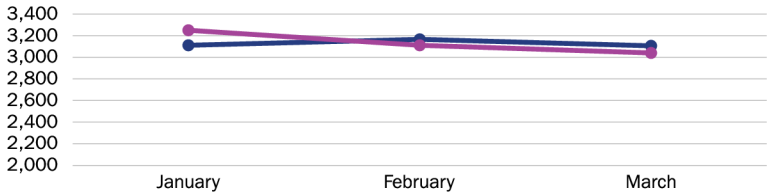
FY2026 Q2

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

Qualification-based

vrt access (persons with disabilities)

BOARDINGS



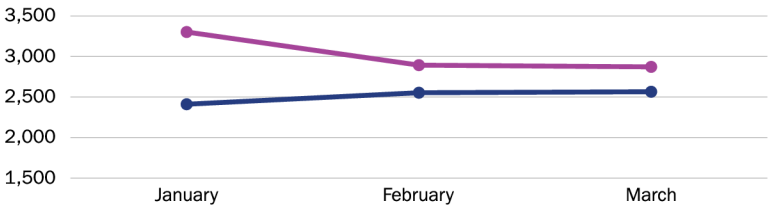
Q2 FY26 9,383 -0.2%

Q2 FY25 9,401

Productivity	Q2 FY26	Q2 FY25	% change
Boardings per revenue mile	0.13	0.17	-22%
Boardings per revenue hour	2.10	2.30	-11%
On-time performance	96%	97%	-0.7%

vrt beyond access (older adults, persons with disabilities)

BOARDINGS



Q2 FY26 7,529 -17%

Q2 FY25 9,067

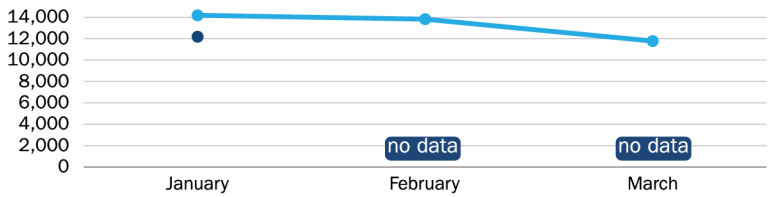
Productivity	Q2 FY26	Q2 FY25	% change
Boardings per revenue mile	0.10	0.11	-6%
Boardings per revenue hour	1.85	1.93	-4%
On-time performance	97%	91%	+7%

PERFORMANCE REPORT

FY2026 Q2

FIXED ROUTE | DEMAND RESPONSE | **VANPOOL** | OTHER

ACHD COMMUTERIDE



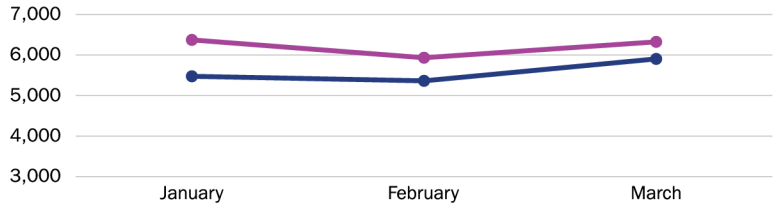
BOARDINGS

Q2 FY26 12,178 N/A

Q2 FY25 39,773

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | **OTHER**

OTHER | TOTAL BOARDINGS



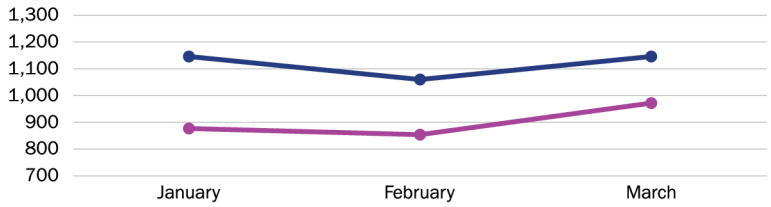
Q2 FY26 16,742 -10%

Q2 FY25 18,631

General Public

vrt · lyft pass

BOARDINGS

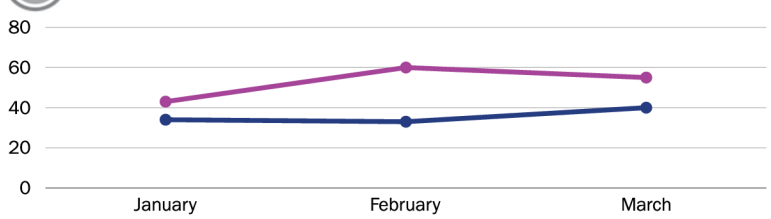


Q2 FY26 3,352 +24%

Q2 FY25 2,703

vrt · volunteer driver

BOARDINGS



Q2 FY26 107 -32%

Q2 FY25 158

PERFORMANCE REPORT

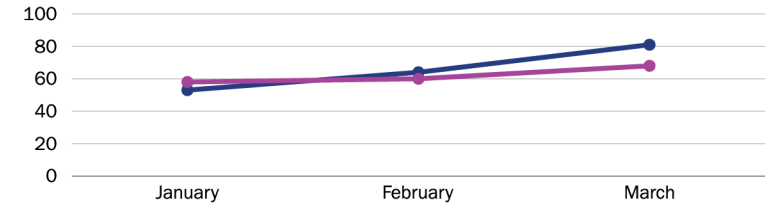
FY2026 Q2

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

Specialized Transit

vrt • late night

BOARDINGS

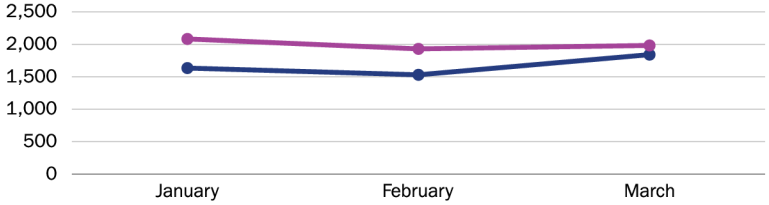


Q2 FY26 198 +6%

Q2 FY25 186

vrt • senior centers

BOARDINGS



Q2 FY26 5,005 -17%

Q2 FY25 5,996

Productivity	Q2 FY26	Q2 FY25	% change
Boardings per revenue mile	0.35	0.38	-8
Boardings per revenue hour	4.14	4.39	-6%

PERFORMANCE REPORT

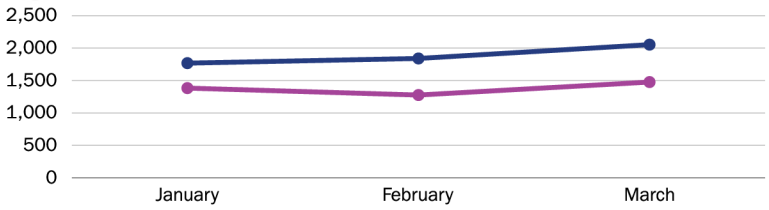
FY2026 Q2

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

Non-Emergency Medical Transportation

vrt · Rides2Wellness

BOARDINGS

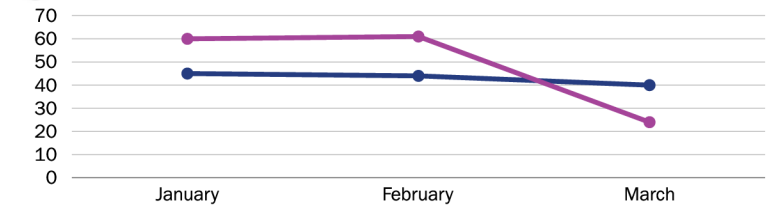


Q2 FY26 5,661 +37%

Q2 FY25 4,135

vrt · Meridian Veterans Shuttle

BOARDINGS

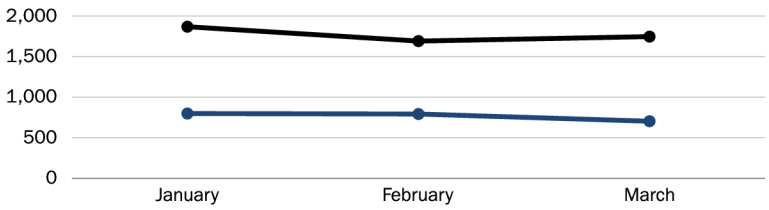


Q2 FY26 129 -11%

Q2 FY25 145

Treasure Valley Transit

BOARDINGS



Q2 FY26 2,290 -57%

Q2 FY25 5,308

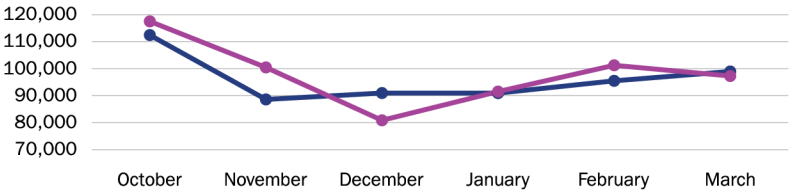
Productivity	Q2 FY26	Q2 FY25	% change
Boardings per revenue mile	0.15	0.15	0%
Boardings per revenue hour	1.55	2.53	-39%

PERFORMANCE REPORT

FY2026 Q2
YEAR-TO-DATE (YTD)

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

FIXED ROUTE | TOTAL BOARDINGS

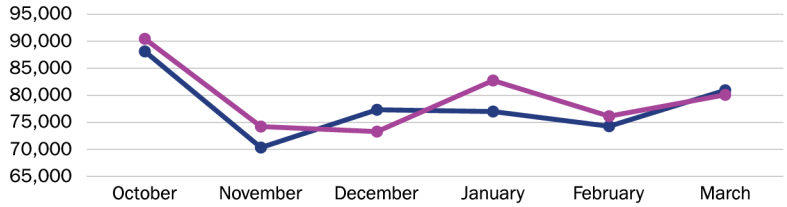


FY26 YTD 577,394 -2%

FY25 YTD 588,883

vrt • bus

BOARDINGS



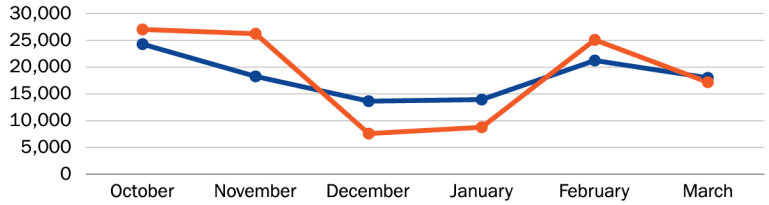
FY26 YTD 468,019 -1.9%

FY25 YTD 476,956

Productivity	FY26 YTD	FY25 YTD	% change
Boardings per revenue mile	0.66	0.67	-1.7%
Boardings per revenue hour	10.73	10.79	-0.8%
On-time performance	80%	79%	+1.7%

Bronco Shuttle

BOARDINGS



FY26 YTD 109,375 -2%

FY25 YTD 111,927

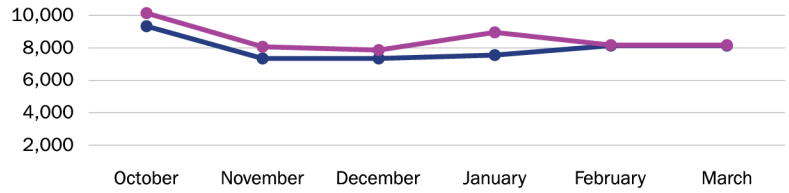
Productivity	FY26 YTD	FY26 YTD	% change
Boardings per revenue mile	1.68	1.58	6.3%
Boardings per revenue hour	14.72	14.12	4.3%

PERFORMANCE REPORT

FY2026 Q2
YEAR-TO-DATE (YTD)

FIXED ROUTE | **DEMAND RESPONSE** | VANPOOL | OTHER

DEMAND RESPONSE | TOTAL BOARDINGS



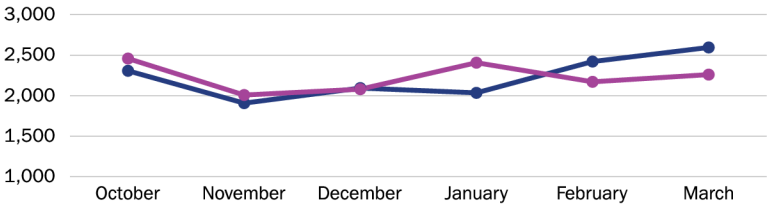
FY26 YTD 47,873 -7%

FY25 YTD 51,386

General Public

vrt • on-demand

BOARDINGS



FY26 YTD 13,360 0%

FY25 YTD 13,384

Productivity	FY26 YTD	FY25 YTD	% change
Boardings per revenue mile	0.14	0.15	-6%
Boardings per revenue hour	2.95	3.23	-9%
On-time performance	79%	71%	+11.3%

PERFORMANCE REPORT

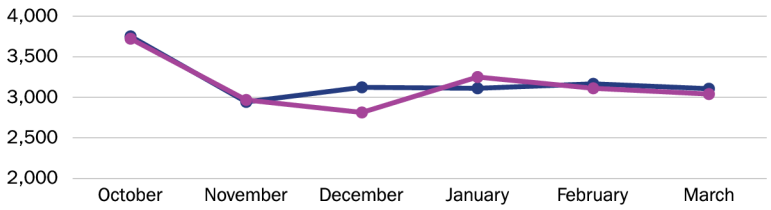
FY2026 Q2
YEAR-TO-DATE (YTD)

FIXED ROUTE | **DEMAND RESPONSE** | VANPOOL | OTHER

Qualification-based

vrt access (persons with disabilities)

BOARDINGS



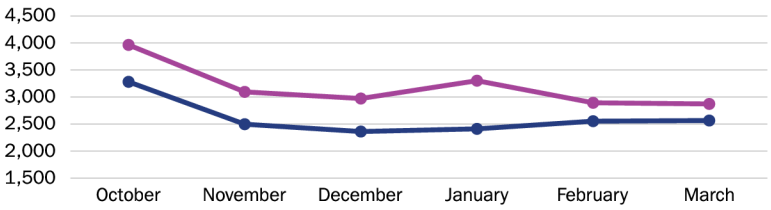
FY26 YTD **19,201** +2%

FY25 YTD **18,904**

Productivity	FY26 YTD	FY25 YTD	% change
Boardings per revenue mile	0.16	0.18	-9%
Boardings per revenue hour	2.1	2.2	-6%
On-time performance	97%	95%	+1.4%

vrt beyond access (older adults, persons with disabilities)

BOARDINGS



FY26 YTD **15,668** -18%

FY25 YTD **19,098**

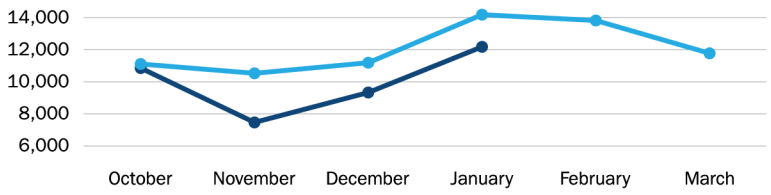
Productivity	FY26 YTD	FY25 YTD	% change
Boardings per revenue mile	0.10	0.10	-5%
Boardings per revenue hour	1.83	1.89	-3%
On-time performance	95%	88%	+8.6%

PERFORMANCE REPORT

FY2026 Q2
YEAR-TO-DATE (YTD)

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

ACHD COMMUTERIDE



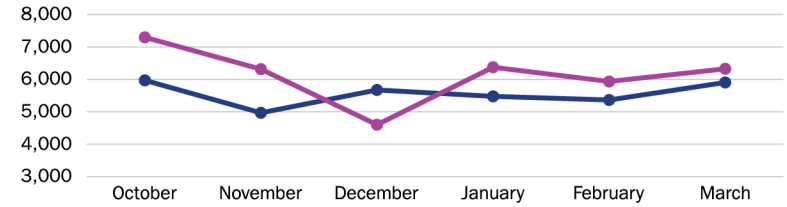
BOARDINGS

FY26 YTD 72,602 -45%

FY25 YTD 39,839

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

OTHER | TOTAL BOARDINGS



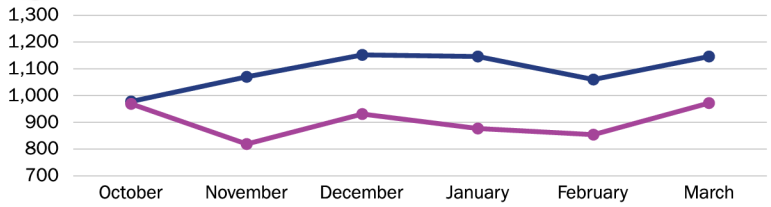
FY26 YTD 33,350 -9%

FY25 YTD 36,841

General Public

vrt • lyft pass

BOARDINGS

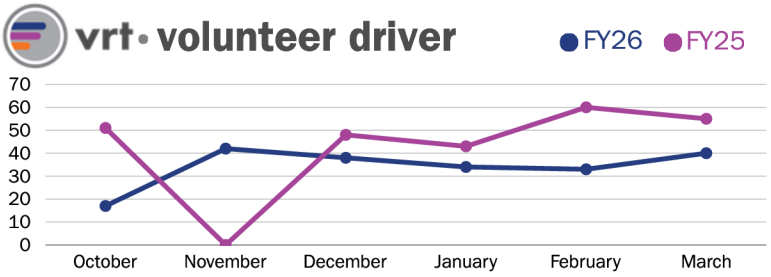


FY26 YTD 6,552 +21%

FY25 YTD 5,422

vrt • volunteer driver

BOARDINGS



FY26 YTD 204 -21%

FY25 YTD 257

PERFORMANCE REPORT

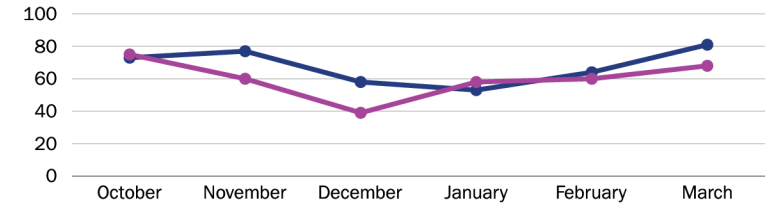
FY2026 Q2
YEAR-TO-DATE (YTD)

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

Specialized Transit

vrt • late night

BOARDINGS

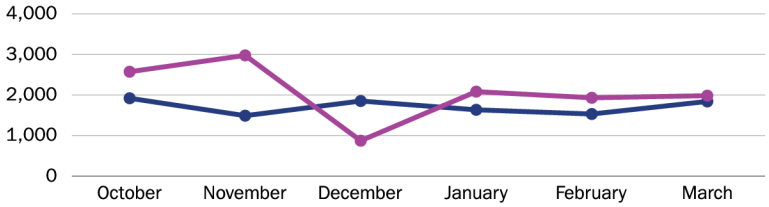


FY26 YTD 406 +13%

FY25 YTD 360

vrt • senior centers

BOARDINGS



FY26 YTD 10,264 -17%

FY25 YTD 12,418

Productivity	FY26 YTD	FY25 YTD	% change
Boardings per revenue mile	0.35	0.38	-8%
Boardings per revenue hour	4.14	4.39	-6%

PERFORMANCE REPORT

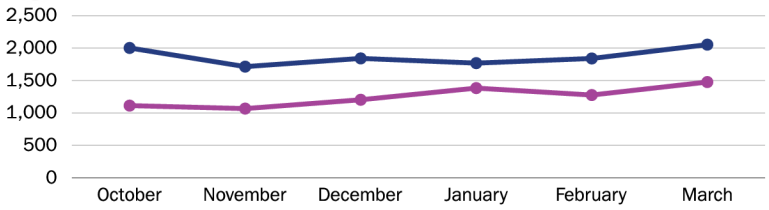
FY2026 Q2
YEAR-TO-DATE (YTD)

FIXED ROUTE | DEMAND RESPONSE | VANPOOL | OTHER

Non-Emergency Medical Transportation

vrt · Rides2Wellness

BOARDINGS

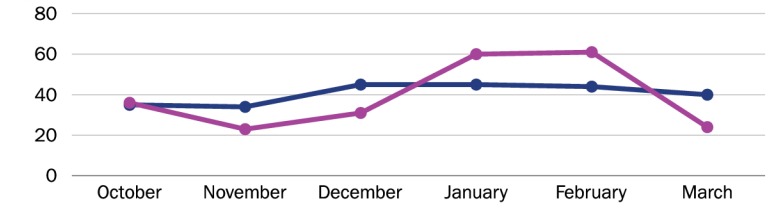


FY26 YTD 11,218 +49%

FY25 YTD 7,518

vrt · Meridian Veterans Shuttle

BOARDINGS

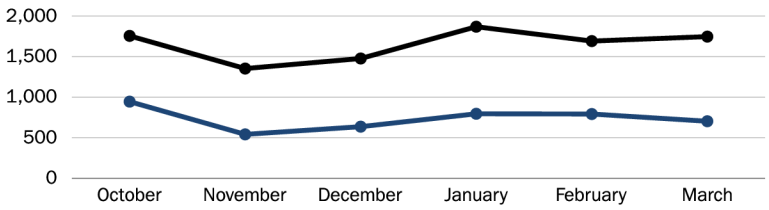


FY26 YTD 243 -3%

FY25 YTD 234

Treasure Valley Transit

BOARDINGS



FY26 YTD 4,412 -55%

FY25 YTD 9,894

Productivity	FY26 YTD	FY25 YTD	% change
Boardings per revenue mile	0.15	0.15	0%
Boardings per revenue hour	1.55	2.53	-39%

CEO Activity Report	CEO Activity Report
DATE	September 14, 2026
STAFF MEMBER	Elaine Clegg

Summary

Information only, no action needed. This report covers two months as no meeting was held in July.

Highlights

Thank you for approving our FY2027 budget. Special thanks to all of you who approved voluntary contributions from your own budgets. With the approvals we received we look forward to growing ridership on all the services that are going forward. As you know we will discontinue the on-demand service in Nampa this year and have voluntarily suspended the Route 30 in Meridian while we work with the City of Meridian to design a more productive service plan for their citizens. We hosted public hearings on those changes and were heartened by the turnout and response from the many people in Canyon County who use and value our services.

We are excited to work with all of you this year focusing on growing riders and ridership and pleased to continue service in Nampa on the Route 42. There are tremendous opportunities to continue improving our services through your partnership. We now have good data on ridership patterns since the better bus service change in 2024 to inform improvements. The Youth Ride Free program was a great kick-off to our efforts to reach new riders. As we wrap up the Youth Ride Free program for this year, we are already looking for ways to expand it next year.

Our Supplemental Services program, such as extra hours service to AC Boise, Banana Ball and the Hyde Park Street Fair, as well as the Treeline and Game Day Bus, presents another opportunity for growth in both ridership and community support. These services are popular and are proving to bring new revenue and new riders. This offers another opening for growth and we hope to identify other places to offer these kinds of service. As we work on this I will work with you to bring activities to the board for learning, strategic alignment and board member growth.

Meetings/Presentations/Travel

Meetings

As the budget season wrapped up, I and other staff attended many of your hearings and meetings to ensure that any questions that came up were answered. We also meet with various partners to develop plans around the changes and complete other planning.

- Held a **Public Hearing on Service Changes** in Canyon County and in Meridian. There was great public attendance and thank you Mayor Phillips, Councilmember Reynolds for attending Canyon County, as well as Caleb Hood for joining us in Meridian.

- Attended **budget hearings** of numerous members in public meetings and individual meetings. Thanks again for the support we received.
- Met with the **Mayor and staff in Nampa** and communicated individually with council members about the proposed cuts and their impacts.
- Held individual **meetings with CWI staff** to design the changes necessary with the demise of on-demand and to plan for student and staff outreach to inform the changes.
- Continued to discuss future prospects of public transportation with individual **legislators** and state leaders. Spent a day in Twin Falls meeting with legislators, prospective legislators and city staff to discuss public transportation.
- Met with **Boise city staff** to begin discussions about improving service and outreach throughout the Boise system.
- Met with **Senator Risch and staff for Senator Crapo** during the congressional recess in their Boise offices.
- Attended the **CWI Ribbon Cutting for their Student Success Center** and discussed ways to strengthen our partnership with CWI.
- Continued planning for the **Northwest Transit Exchange** that VRT is hosting for the first time. This is an administrative staff focused exchange of best practices in transit agencies across the northwest.
- Attended **The Bus Coalition Board** virtual meeting.
- Attended the **BMCC Transportation Committee** semi-monthly meeting.
- Met with **Dale King**, economic development director for the City of Mountain Home regarding potential rail opportunities

No new presentations separate from travel but a reminder that I will share the Keep Idaho Moving presentation with the Board in October.

- Presented to the **Keep Idaho Moving** group at the Boise Metro Chamber of Commerce. This effort is focused on educating and growing transportation funding options to keep Idaho competitive and keep Idaho people moving. The presentation centered on where the Boise region is today in terms of travel demand and travel options compared to peers such as the Salt Lake region.

Travel/Presentations

Traveled twice regionally and nationally and attended the Idaho Transportation department Public Transportation Summit in Boise.

- The **Community Transit Association of America (CTAA) Small Urban Network Conference** in California is valuable for the systems that share many of the same characteristics as ours. And they play in the right place on advocacy nationally on the fine-grained issues that affect our size systems. If you remember, CTAI Executive Director Scott Borgren joined us for Transit Day at the Capitol last winter. While there, I spent time exploring better ways to provide on-demand and loop route services.
- The **Greater Northwest Rail Summit** was back in Montana this year. I have support from

both Amtrak and the Pacific Northwest Economic Region (PNWER) for my participation so other than the time this didn't cost VRT anything. This group continues to be valuable to the overall effort to reestablish regional and intercity passenger rail in our region and announced that the summit will be back in Boise in 2027 in conjunction with the PNWER Annual Conference. I'll make sure you all get an early save the date.

- I attended the **Idaho Transportation Department (ITD) Public Transit Summit** in Boise. The group was very excited to hear the new ITD Director Alberto Gonzalez and Deputy Laila Kral who both spoke, as well as the CTAA Deputy Director keynote. Overall, it was good presentations and great networking with all of the Idaho transit providers.

Media

There has been a lot of media activity. Please see the communications update for a full list.

Internal Activities

With the budget adopted the staff is refocusing efforts on growing riders and ridership. I am working with our communications department and HR consultant to enhance the support for the VRT staff and will have more to report on that later.

For detailed information, contact:

Elaine Clegg, CEO
eclegg@ridevrt.org,
(208) 258-2712

TOPIC	Development Department Monthly Report
DATE	September 14, 2026
STAFF MEMBER	Stephen Hunt

Summary

Development Department activities for the September 2026 report.

Highlights

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

Performance Based Decision-making

- **FY2027 Budget Development** – Staff has finalized FY2027 requests and is beginning to prepare cooperative agreements.
- **Geographic Information Systems (GIS) Database** – Staff has continued working with Transpo to build the database schema that will be used to manage bus stop amenities, conditions, repairs etc.
- **October 2026 Service Change** – Staff worked intensively with the public, funding partners and our contractors to develop a service change proposal in October that is responsive to the budgetary realities facing Valley Regional Transit (VRT) in FY2027. These changes will take place October 1 and include changes to on-demand service in Canyon County, revising route 40, discontinuing route 30, and minor stop changes.

VRT Strategic Plan: Goal 2 – Increase Ridership and Revenue

Planning

- **Bus Stop Improvements** – Staff is continuing its work with a consultant to develop preliminary designs bus stop investments over the next five years.
- **Valley Connect 3.0 (VC 3.0)** – VRT leadership is reviewing the draft of VC3.0, focusing on key messages and how to position this plan for greatest impact over the next several years. This process has taken longer than anticipated and we do not yet have an expected date for finalization.
- **Coordinated Human Services Transportation Plan** – Staff is continuing to work with COMPASS on the next Coordinated Human Services Transportation Plan. COMPASS presented an update to the Regional Advisory Council in August.

Mobility Integration

- **Canyon County Vanpool Pilot** – Staff has begun planning implementation steps for the Canyon County vanpool including a kickoff event in October. Staff worked with FTA to

confirm funding and reporting standards. Staff also worked with ACHD Commuteride to identify how the two programs can complement one another.

VRT Strategic Plan: Goal 3 - Build Institutional and Regional Capacity

Regional Capital Enhancements

- **Nampa Pedestrian Improvements** – This project has resumed since Nampa finalized their budget for FY2027. VRT staff is currently working with City of Nampa to determine next steps.
- **Bus Stop Improvements** – Staff has completed shelter, signs and bench installation at the Boise Airport. Staff is continuing research on braille signage at bus stops to improve the accessibility of our bus stops.
- **Orchard Facility** – Anderson Construction Company LLC began construction on expansion of the Orchard facility. This expansion will improve the flow of buses in the Orchard yard and make room for additional space to manage advertising benches and other bus stop amenities.

Regional Corridor Planning/Corridor Capital Investments

- **State Street Corridor Projects** – Staff has continued working with Idaho congressional delegation to push for approval of the 2022 Rebuilding America's Infrastructure with Sustainability and Equity (RAISE) grant Paper Grant Agreement. Staff also submitted a revised Paper Grant Agreement in response to concern regarding project scope to FTA for their consideration.

  VRT staff has resumed coordination activity to cover the Boise Valley Canal from Saxton to Bogart on State Street until the future of RAISE grant funding is clarified. Staff have been working with Federal partners to ensure progress is as timely as possible.

More Information

For detailed information, contact:

Stephen Hunt, Chief Development Officer, 208.258.2701, shunt@rideVRT.org
Joe Guenther, Capital Projects Manager, 208.258.2705, jguenther@rideVRT.org
Kate Dahl, Principal Planner. 208.258.2715, kdahl@ridevrt.org
Alissa Taysom, Associate Planner, 208.258.2717, ataysom@rideVRT.org
Kyle Street, Programming Planner, 208.258.270, kstreet@rideVRT.org

TOPIC	Operations Department Staff Report
DATE	September 14, 2026
STAFF MEMBER	Leslie Pedrosa

Summary

This report provides a status update of activities related to contracted transportation services, specialized transportation services, compliance, customer service support and regional operations.

Regional Highlights

Ada County Charging and Battery Electric Bus Update

Valley Regional Transit (VRT) continues to work with Phoenix Motors, Inc., trying to get four buses back on the road. Three buses are down due to battery issues, and one is down due to delayed replacement parts. VRT continues securing parts from Power Parts, the new vendor.

Zenobe, the company which holds the battery leases for the Proterra buses, previously described a plan to replace the batteries in all Proterra buses and resolve battery issues. VRT staff met with Zenobe again in July looking for an update. Zenobe stated they are in the final stages of contracting with vendors to implement a battery replacement plan. Once agreements are finalized, VRT will be provided with details.

Miscellaneous

- On July 31 and August 1, VRT provided extra service on routes 2 and 29 to provide service to the Banana Ball games at Boise State. The extra service provided over 3,800 rides.
- On August 8, VRT provided extra service on Route 5 to provide service to the Boise Soul Food Festival. The extra service provided very few rides. VRT staff will work with the event promoter to determine if the extra service will be provided in FY27.
- Following the reduction of local match from local jurisdictions, changes will be coming to the on-demand service, Route 30, and Route 40.
    - On October 1, Route 40 will no longer provide service to Nampa and will provide intercounty service from Caldwell to Ada County.
    - On October 1, the on-demand service area in Canyon County will eliminate service in Nampa, with the exception of a few locations for CWI, St. Luke's, and Saint Alphonsus. MV will continue to provide service for the month of October.
    - On October 12, Route 30 will be eliminated.
    - On November 2, the operation of on-demand will transition from MV Transportation to Via Mobility Solutions, the software provider for on-demand services. This transition has been vetted to provide significant savings.
- Following procurements for service providers for Beyond Access and Rides2Wellness, October 1 the new service providers will begin operating service. There are no changes

to how services will operate and VRT will continue to schedule rides and dispatch operations for Beyond Access.

Service Highlights

Canyon County

- Zero preventable safety events
- Intercounty on-time performance 80%
- On-Demand on-time performance 81%
- ACCESS on-time performance 99%

Ada County Highlights

- Three preventable safety events
- Fixed-route on-time performance 80%
- ACCESS on-time performance 99%

Beyond Access Service

- Zero preventable safety events
- On-time performance 96%

Compliance

- Completing validation testing for automatic passenger counters.
- Completing annual review of Agency Safety Plan.
- Preparing to complete audits for the operating contract with MV Transportation in Ada and Canyon County.

Customer Service

- Customer service answered 90% of 9,006 incoming calls. There were 844 abandoned calls. The average call time was 3 minutes and 2 seconds. The average hold-time was 17 seconds.
- City Go Pay mobile ticket sales totaled $15,181.75.

More Information

For detailed information, contact:

Leslie Pedrosa
Chief Operating Officer
lpedrosa@ridevrt.org
(208) 258-2713

TOPIC	Finance and Administration Activity Report
DATE	September 14, 2026
STAFF MEMBER	Jason Jedry

Staff Recommendation/Request

This information item provides an update on the finance department.

Highlights

Budget/Finance

- Finance staff continue to work on the final stages of the Oracle ERP system implementation and configuration issues
- Finance and Operations are working together on the final stages of the Oracle EAM system configuration
- Finance staff are preparing to draft and send FY2027 Cooperative Agreements to local jurisdictions
- Finance staff are preparing for annual audits

Grant Management

- Grants and Compliance Administrator is working on the following:
  - FTA grant applications
  - Active grant revisions/amendments
  - FY2027 projects
  - Federal grant reconciling and reporting

Procurement

- Procurement and Contracts Specialist is working on:
  - East Lot development – phase two
  - On-call HVAC services
  - Acquisition of Services Beyond Access
  - Non-emergency medical transportation services

For detailed information, contact:

Jason Jedry
Chief Financial Officer
jjedry@ridevrt.org
208-258-2709

TOPIC	Communications & Engagement Update
DATE	August 26, 2026
STAFF MEMBER	Jason Rose

Summary

This memo provides updates on current and future communications, engagement, and marketing efforts.

Highlights

Over the past month, Communications led cross agency public information and stakeholder engagement around Canyon County service changes, mobilized rider outreach, coordinated media inquiries, advanced brand and signage deliverables, coordinated social media content, supported supplemental services, continued working on various partnerships, and more. Key outputs include publishing the Nampa service story and press materials, hosting the August 4 open house and hearing, processing rider testimony outreach, and coordinating design assets for service alerts and bay signage.

Strategy: Staff continues to work with our marketing partner, Stoltz, to outline a multi-year strategy to parallel various partner campaigns and create a blueprint for what's to come.

Key destination and route promotion: Advertising agreements continue with Boise State Athletics and the Boise Airport to promote service to these destinations, with additional route-level promotions planned for coming year. Staff is preparing a campaign to focus on select routes on rotation over the next few years.

Service changes: We continue to develop materials to educate and promote service changes, including updates to bus blade decals, informational inserts, website updates, social media, and more. **Youth Ride Free**: we have had the distinct fortune of working with the City of Boise on Youth Ride Free, a pass program designed to provide free bus and paratransit access to youth 18 and under across the region. The program was made possible by funding from the City of Boise, secured by a grant from the Blue Cross Foundation. The team worked hard processing applications and providing rider instruction, distributing outreach materials, promoting sign-ups, distributing passes, and getting people on board! The benefits extend to both youth and their parents or caregivers. In addition to providing transportation, we're able to provide independence for youth in the region and relieve parents and caregivers of the task of chauffeuring! Ultimately, this program has the potential to make a significant shift in the perception of transit in the region and hopefully shape culture to be more transit friendly. We've been able to address some of the perceived of the barriers we've heard about with usefulness and safety being chief among them. As we wrap up the program, we have reached approximately 2,000 youth and are working on final documentation and reports.

Canyon County & Nampa communications: Published web stories, hosted public hearings, and developed materials including staff FAQs and guidance – about the service cuts in Nampa. Staff also gathered public input and summarized surveys, synthesized rider testimonials and feedback emails, and responded to a multitude of media requests on the topic, many resulting in published news stories. We received 62 survey responses and hosted 30 attendees at the June 22 open house and public hearing. Hosted nearly 60 attendees at the August 4 open house and public hearing.

Supplemental services: Promotions are being finalized for fall supplemental services, including Game Day Bus and Hyde Park Street Fair.

Main Street Station 10-year anniversary event: We're planning an event to celebrate the 10-year anniversary of the opening of Main Street Station, which lands on October 24, 2026. More information will follow.

Brand, signage, and creative deliverables: Oversaw the design and installation of dynamic signage at Happy Day Transit Center on the building overhang and three walls of windows. Staff have been working on updating our foundational brand materials and signage, including updates to service alerts, wayfinding, and other signage at Main Street Station and Happy Day Transit Center, Park & Ride promotions, and various internal documents.

EARNED MEDIA

- **8/22/26:** Stapilus: Catching the bus (Idaho Press)
- **8/20/26:** Nampa slashes bus funding, spares library, police funds in $293.5 million budget (Idaho Statesman)
- **8/18/26:** Nampa approves 2027 budget, keeping library resources intact while reducing public transit services (KTVB)
- **8/18/26:** Nampa to slash Valley Regional Transit funding by 67% (Idaho Press)
- **8/18/26:** Nampa City Council restores partial funding for Valley Regional Transit (Idaho News)
- **8/18/26:** Nampa to ask voters for tax increase for police funding; Some bus funding to remain (Boise Dev)
- **8/17/26:** Nampa City Council votes on Valley Regional Transit & Library funding (Idaho News)
- **8/17/26:** Nampa residents debate library, transit funding in budget (KTVB)
- **8/17/26:** Nampa approves FY27 budget, restores partial funding for VRT Route 42 (Idaho News)
- **8/13/26:** Nampa woman shares what is at stake as council approaches final VRT funding vote (Idaho News)
- **8/3/26:** St. Luke's assists funding for Valley Regional Transit healthcare transportation expansion in Elmore County (St. Luke's)
- **7/30/26:** Nampa budget cut ends Valley Regional Transit routes and on-demand rides

for residents (Idaho News)

- **7/27/26:** In Idaho, a public transit program can take you to the doctor. If it has enough funding. (Idaho Capital Sun)
- **7/26/26:** New expansion of Valley Regional Transit program helps Elmore County residents reach medical care (Idaho News)

COMMUNITY ENGAGEMENT

Valley Regional Transit (VRT) has attended or hosted 134 outreach events this year, from large-scale appearances to smaller sign-up tablings. A handful of these events were bus stagings at libraries and other community locations for kids and their parents, which were crowd-pleasers. At these events, we spoke with more than 4,200 people and reached more than 13,000 people.

Events can be found at ridevrt.org/events. Organizations may request customized group trainings by contacting navigation@ridevrt.org.

Communications Intern Report: Sam Walker has served as a Route-Reach Intern with Valley Regional Transit for three summers, contributing to community outreach, youth transit education, video production, event planning, and communications. Her internship grew from the Bus Bear Billy Scavenger Hunt, a high school project designed to help youth become more comfortable and independent using public transit. Over her three summers, Sam has grown from learning the transit system and supporting assigned projects to working more independently and taking greater ownership of her work. Her creativity, media skills, and focus on youth engagement have resulted in valuable materials and resources for VRT while providing her with meaningful professional experience in communications, public engagement, and transportation.

BUSINESS ENGAGEMENT

Our pass programs and City Go memberships are billing $272,592 so far this year from 40 partners, nine of which also have a City Go commitment. We have welcomed Interfaith Sanctuary to our Regional Pass Program, welcoming 29 new commuters. All current resident contracts have been renewed up to August 2026. Our newest partnership is an exciting one: a Residential Pass Program with the City of Boise's Housing team will provide their 184 units with bus passes for everyone who dwells in a city-owned housing property. A new contract was established with The Pacific Companies, who purchased a bus pass program for all the residents within their 5 properties for income-based transportation. This is a total of 487 residents with revenue to VRT of $10,800 per year.

We have also just welcomed JUMP Boise to the City Go family, which brings 49 new employees to transit. We have also developed various promotions with JUMP, such as the Ride to Slide campaign, and have plans to expand to additional promotions and events.

VRT is also in the process of updating the relationship between the regional pass program

and City Go, and we look forward to introducing a realigned brand in the coming months.

Revenue generated from our pass programs and City Go partnerships becomes part of the funding used to operate our bus system. It feeds directly back to our operations budget to keep the wheels turning, maintain vehicles, pay salaries, and more.

Business partner ridership totaled 27,971 rides through Umo and 44,839 rides through fareboxes.

SOCIAL MEDIA (JULY)

[*this month*, *last month*, *last year*]

Platform	Total Followers	Total Views	Reach	Engagement Rate	Posts Published
Instagram	1,920 1,859 1,519	29,437 18,824 18,671	14.277 11,595 11,362	6.18% 5.39% 5.55%	10 13 11
Facebook	2,575 2,545 2,420	30,006 12,257 5,223	16,771 7,476 5,202	3.04% 2.77% 4.51%	15 11 8
LinkedIn	792 776	1,737 277	1,113 163	7.35% 8.45%	4 2

July provided several strong examples of how balancing important information with engaging, approachable content can help capture attention. America 250 content kicked off the month by highlighting VRT's new bus wrap and community involvement. Later, two posts about construction clearing at Main and 8th offered a useful comparison in content style. While a static update shared the necessary information, a follow-up Reel using a simple camera-wipe trend generated significantly more views and engagement across platforms.

The announcement that Nampa would no longer fund VRT generated significant attention, with hundreds of comments and thousands of views. A carousel explaining the decision and its impacts performed especially well on platforms that support the format. Breaking a complex topic into short, visually engaging slides made the information easier to understand quickly and more shareable, demonstrating the value of carousels for communicating major updates.

Banana Ball content also performed strongly, including collaboration with Boise State Public Safety and ExtraMile Arena. A wayfinding carousel received strong engagement and thousands of views while giving riders practical information in an easy-to-digest format.

SALES

Sales for fiscal year 2026 are billing $767,335,000.00 through August 28 for buses, benches, and shelters. The overall goal for FY2026 is $877,460.00. Total contracts signed are $938,267,000.00.

VRT also implemented new contract types that include supplemental service (event) advertising packages and annual Premier Advertising Partnerships, which include a full year of advertising, multiple supplemental service advertising opportunities, and value-add options.

Most bus advertising is a tool for branding and top-of-mind awareness. By leveraging the "events" audience as an advertising & marketing tool, we can pitch the demographics, psychographics, age, income levels, and education levels that are most appealing to advertisers. We can now put a specific targeted message to specific desired groups and become more targeted in our capabilities.

Through this process, we have been able to secure clients such as Micron, Bank of the West, Saint Alphonsus, Select Health, Boise State Alumni Association, CWI, and even the PAC-12 Conference.

We raised enough revenue from transit advertising in FY2025 (October 1, 2024 to September 30, 2025 — our last full reporting year) to completely support Route 5 Emerald with enough left over to fully support our 2025 Game Day Bus. The 5 Emerald connects VRT's Main Street Station in downtown Boise to the Boise Towne Square Mall via Emerald Street, serving downtown Boise, the Boise Art Museum, Ann Morrison Park, Saint Alphonsus, Full Circle Health, and more. Last year, we provided 63,596 trips on Route 5.

For detailed information, contact:

Jason Rose, Chief Communications Officer/PIO, jrose@ridevrt.org, (208) 803-5183

Jason has the pleasure of leading the Communications & Engagement Team, which is comprised of:

- Rich Marks: Account & Sales Manager
- Kathleen Godfrey: Business Development Manager
- Carrie Applegate: Marketing & Creative Projects Manager
- Hailee Lenhart-Wees: Community Outreach Manager
- Nick Moore: Communications Specialist II

TOPIC	Information Technology Monthly Report
DATE	September 14, 2026
STAFF MEMBER	Brad Alvaro

Summary

This memo provides an update on the accomplishments of the Information Technology Department and the status of the IT related projects and services.

Projects

- Continue weekly planning meetings with Genfare regarding installation of new fareboxes and vault
- Oracle Enterprise Resource Planning (ERP) system: Continue working with Creoal for production support issues and troubleshooting. Attended weekly meetings regarding bug fixes and service request.
- Continue supporting Oracle Enterprise Asset Management (EAM) system.
- Conducted several meetings with Oracle Technical Partners for ongoing technical support

Support Services

- Soul Food Festival Service Programming in SPOT software
- Conducted user training for Genfare Cash Link application
- Working with FR Secure for security assessment
- Began Multi Factor Authentication project with Right Systems
- Project Scope for Boise State/VRT Spot Integrations
- Monthly service change meetings
- Banana Ball Service Programming in SPOT software
- Configured Real-time Display Vendor Route Ladder options

More Information

For detailed information, contact:

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