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Regional Advisory Council Agenda

Tuesday, April 21, 2020

9:00 AM

Teleconference

Best option is to join by the web at <https://global.gotomeeting.com/join/785242525>
or you can dial in at 1 (224) 501-3412 if you cannot join by computer.

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

IV. 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 an Executive Board Member requests the item be removed from the Consent Agenda and placed under Action Items.

A. ACTION: MINUTES - Regional Advisory Council Meeting March 17, 2020 @ Pages 4-5

RAC members are asked to consider for approval the minutes of the Regional Advisory Council meeting held on March 17, 2020.

V. ACTION ITEMS - None

VI. INFORMATION ITEMS

B. INFORMATION: ADA Complementary Paratransit Work Shop and ACCESS Scheduling Changes @ Pages 6-41 Leslie Pedrosa

RAC members will review changes that were implemented for ACCESS services and provide a more complete discussion of the issues affecting users of the system.

C. INFORMATION: Canyon County On-Demand Transit Update @ Pages 42-43 Leslie Pedrosa

Staff will provide an update of a new pilot being proposed for Canyon County local fixed-route services.

D. INFORMATION: First Quarter Performance Report FY 2020 @ Pages 44-48 Leslie Pedrosa

Staff will provide an overview of the first quarter performance data for fiscal year 2020.

E. INFORMATION: Public Notification to Customers of Unforeseen Service Changes ☐

Pages 49-52 Mark Carnopis

Members will review VRT's current practices to notify the public in regards to unexpected/unplanned service changes and modifications. They will also discuss whether VRT should consider making changes in these processes.

VII. DEPARTMENT/STAFF REPORTS

F. Department/Staff Reports ☐

Pages 53-66

The most current department/staff reports have been included in the packet for information.

VIII. ADJOURNMENT

☐ = Attachment

Agenda order is subject to change.

NEXT REGIONAL ADVISORY COUNCIL MEETING:

May 19, 2020

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642

For questions or comments regarding this agenda, please contact Kelli Badesheim at (208) 258-2712 or email kbadesheim@valleyregionaltransit.org

Arrangements for auxiliary aids and services necessary for effective communication for qualified persons with disabilities or language assistance requests need to be made as soon as possible, but no later than three working days before the scheduled meeting. Please contact Mark Carnopis, Community Relations Manager at 258-2702 if an auxiliary aid is needed.

Regional Advisory Council Minutes

Tuesday, March 17, 2020

9:00 AM

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

MEMBERS PRESENT by PHONE	MEMBERS ABSENT	OTHERS
Deborah Allen	Kelly Berg	Kelli Badesheim, VRT
Susan Bradley	Annette Harper	Mark Carnopis, VRT
Lisa Brady	Jason Madsen	Paula Cromie, VRT
Randy Johnson	Salome Mwangi	Stephen Hunt, VRT
Terri Lindenberg	Courtney Rosenkoetter	Leslie Pedrosa, VRT
Jeremy Maxand		
Mary Beth Nutting		
Eric Selekof		
Walter Steed		
Tina Wilson		

CALLING OF THE ROLL – Eric Selekof called the meeting to order at 9:02 with a quorum present by phone. Kelli Badesheim, Executive Director, and other VRT staff were present in the room. All others called in due to the coronavirus concerns.

AGENDA ADDITIONS/CHANGES – An outline of what VRT is doing in regards to Covid-19 was presented to the RAC.

PUBLIC COMMENTS - None

CONSENT AGENDA:

Items on the Consent Agenda consisted of:

Minutes - Regional Advisory Council and Executive Board Joint Meeting November 4, 2019

Regional Advisory Council 2020 Meeting Calendar

Minutes of the January 21, 2020 Regional Advisory Council Meeting

Tina Wilson moved to approve items in the consent agenda; Walter Steed seconded. The motion passed unanimously. (No meeting was held in February)

ACTION ITEMS:

Building Capacity for Accessible Rides - Specialized Transportation Analysis

Leslie Pedrosa presented the final draft of the Specialized Transportation Analysis. Walter Steed moved to accept and recommend the final draft to the VRT Board for consideration after changing the inference that the ICRMP insurance of VRT shared vehicle pool could be cancelled due to risk exposure increases to language which is not so definitive; Jeremy Maxand seconded. The motion passed unanimously.

INFORMATION ITEMS:

Public Notification and Involvement Policy

Mark Carnopis presented the draft Public Notification and Involvement Policy for review and comment. A final policy will be provided to the RAC for consideration at the April 2020 meeting.

On-demand Transit in Canyon County

Leslie Pedrosa provided an overview of a new pilot being proposed for Canyon County local service.

Canyon County Community Engagement Report - Rides2Wellness

Mark Carnopis presented the final report on outreach efforts in Canyon County regarding plans to expand Rides2Wellness transportation services.

Mobility Collaborative Strategy Update

Kelli Badesheim presented a brief update on the work of the Neighborhood-based Mobility Collaboration Strategy project.

Transit Schedule Brochure and Service Change Information Update

Stephen Hunt presented changes to schedule design and present service change information that is available online.

Regional Advisory Council Member Engagement

Eric Selekof led a discussion with the members on ways they would like to be engaged in VRT's processes with Walter Steed suggesting that members contact the Chairman if they had items they wished to see on future agendas.

Department/Staff Reports

The most current department/staff reports were included in the packet for information.

ADJOURNMENT – Terri Lindenberg moved to adjourn the meeting at 10:52 a.m.; Walter Steed seconded. The motion passed unanimously.

NEXT REGIONAL ADVISORY COUNCIL MEETING:

April 21, 2020

VRT Boardroom, 700 NE 2nd Street

Meridian, ID 83642

TOPIC: Access Service Change Impacts

DATE: April 8, 2020

STAFF MEMBER: Leslie Pedrosa

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 ADA complementary paratransit services. The findings required VRT staff to collaborate with the fixed-route and demand response paratransit contractor staff, First Transit, to ensure that it adheres to all regulatory requirements and is reflective of industry best practices.

In February 2019, VRT staff conducted a workshop with the RAC that included information on the federal regulatory environment guiding the scheduling processes for ADA complementary paratransit services. RAC members also reviewed current service standards and performance metrics as it relates to the ADA complementary paratransit services.

In May and June of 2019, VRT staff requested that the RAC review and provide comment on the draft handbook and brochure. Staff also requested that RAC members share the documents with others outside of the RAC to ensure both documents were clear, concise, and easy to understand. The RAC approved the final draft of the handbook and brochure in September 2019.

Prior to implementing approved changes, staff sent notification letter to all registered ACCESS clients in October 2019. The letter highlighted upcoming changes to current ACCESS practices. A copy of the brochure was included with the letter and passengers could request a copy of the new ACCESS handbook. Since November 2019, VRT staff understands the lack of communication to passengers, regarding the changes made.

Since November 2019, staff has found challenges with the software used to schedule trips. These issues limit our ability to schedule trips properly and efficiently. VRT staff continues to work closely with First Transit to ensure they continue to correct issues as they arise, until a new scheduling software is in place.

VRT staff is in the process of finding a sustainable transit solutions for the local fixed-route services in Canyon County. Staff will evaluate vendor proposals for an on-demand transit solution over the summer. The on-demand transit solution will provide service from bus stop

to bus stop, in real time or by scheduling in advance. Staff will take ACCESS services and/or non-emergency medical transportation into consideration when determining the final solution.

Staff Recommendation/Request:

As an information item, VRT staff would request that RAC members continue to monitor and report challenges they experience to the VRT customer service department to ensure documentation. Staff would also request members forward the information to other users of ACCESS services whose input would be helpful.

Implication (policy and/or financial):

VRT staff will consider all valid documentation when finding a new scheduling software solution for the ADA complementary paratransit service. Proper documentation will ensure VRT follows recommended industry standards and meets FTA requirements.

Highlights:

- December 2017 - Triennial review findings require changes to current ACCESS practices
- November 2018 – Corrective actions based on Triennial findings established
- September 2019 – RAC approves ACCESS handbook and brochure for November 1, 2019 implementation
- March 2020 – RAC requests ongoing discussion at RAC meetings address issues with ACCESS services since implemented changes

Next Steps:

- April 2020 – RAC discussion regarding current status of ACCESS services
- Summer 2020 – VRT staff evaluate on-demand transit solution for Canyon County and determine if solution will work for ACCESS services
- Fall 2020 – On-demand transit solution implemented for Canyon County
- Winter 2020 – Scheduling software solution for ACCESS next steps to be determined

More Information:

Attachments

ADA Paratransit Service Standards and Performance Metrics

ACCESS Scheduling Policy

ACCESS Brochure

ACCESS Handbook

ACCESS Notification Letter

For detailed information contact: Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleyregionaltransit.org

ADA Paratransit Service Standards and Performance Metrics

Service Criteria	Definition	Standard
Service Area	The defined boundary where ADA paratransit service is required to be provided	Origins and destinations within ¼ mile on each side of each fixed-route including small areas which are not within the service area, but are surrounded by corridors served in the paratransit area
Scheduling Window	The range of time that an eligible passenger may schedule a paratransit trip	No more than fourteen days in advance of request and up to close of business the previous day of request
Pick up Window	The range of time associated with the requested departure time when an eligible passenger can expect to be picked-up for an on-time departure	30 minutes from the requested departure time
Reservation Hours	The hours available for eligible passengers to call and make a trip reservation	Monday through Friday 8 a.m. to 5 p.m. Sunday by voicemail
Pick-up time Negotiation	Process to set the eligible passenger's pick-up time	Reservation pick-up times can be negotiated up to one-hour before or one-hour after the requested departure time.
Same Day Rides	Scheduling a trip on the same day the service is requested	A trip can be cancelled and scheduled on the same day, but there is no guarantee of space availability.
Fares	The money or ticket collected for the eligible passenger at the time of the trip begins	\$2.00 for each one-way segment, or 2 times the fixed-route fare.
Subscription Rides	Repeat trips to and from the same locations at the same times	No more than 50 percent of the schedule can include subscription at any given time in the day. In order for a subscription trip to be accepted, it has to be for a minimum of three months.
Guest Fares	The money or ticket collected for an eligible passenger's guest(s) at the time the trip begins	\$2.00 for each one-way segment for each guest, or same fare as ADA passenger
Personal Care Attendant	A person accompanying an eligible paratransit passenger who provides assistance to the passenger	Free
Human Service Agency Fee	A fee charged to state human service agencies for the eligible passengers for trips guaranteed to the agency	Actual per passenger cost of the trip

Trip Purpose		No restrictions or priority for specific trip purposes
Hours and days of service		Available the same hours and days of the fixed-route service
No Shows	<p>Passenger is not at the address or correct door where the requested pick-up was arranged.</p> <p>Passenger is not ready to board the van within five- (5) minutes of the arrival of an on-time van.</p> <p>Passenger has not called to cancel a trip within one hour of the scheduled pick-up time.</p>	<p>3 consecutive no-shows or 10 percent of scheduled trips within 3 month period (whichever is greater)</p> <p>Consequences include:</p> <p>Warning letter when no shows occur</p> <p>1st offense exceeding standard – one week suspension</p> <p>2nd offense exceeding standard– two week suspension</p> <p>3rd offense exceeding– four weeks suspension</p> <p>No more than 5 percent of the total trips</p>
Late Cancellations	Trips that are cancelled the same day and up to one hour before the scheduled pick-up time	No more than 5 percent of all scheduled trips
Missed Trips	Trips where the vehicle never arrives at the passenger’s point of origin, or the vehicle is late and the passenger cancels the reservation	1 percent
On-time pick-ups	Trips where the vehicle arrives within the 30-minute window or up to 5 minutes after the 30-minute window	92 percent
On-time drop-offs	An arrival any time before the scheduled drop off time	92 percent
Denials	Trips where no service can be offered within the one hour before or one hour after the requested time. Passengers who refuse to negotiate a time are not considered denials	0
Ride Time	The time a passenger remains on the vehicle to complete a one-way trip	One hour or an equivalent time of a similar fixed-route trip

ACCESS Scheduling Policy

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

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

ACCESS in document is also referred to as “Paratransit”. Those terms are equivalent.

Service Area: *Defined Boundary Area*

- The agency is required to provide complementary paratransit service to origins and destinations within three-quarters of a mile on each side of each fixed-route. The corridor shall include the area within three-quarters of a mile radius at the ends of each fixed-route.

Scheduling Window: *Range of time that an eligible passenger may schedule a paratransit trip*

- The agency will allow advance reservations to be made up to 14 days in advance.
- Reservations may be taken by a reservation agent or by mechanical means.

Reservation Hours: *Hours available when eligible passengers may call and make a reservation*

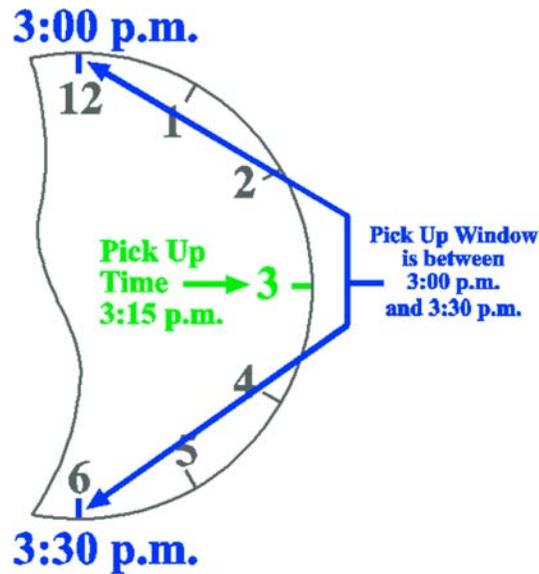
- The agency will take reservations during normal business hours of the administrative offices, as well as normal business hours on days when offices are not open before a service day.
 - Valley Regional Transit currently takes reservations between 8:00 a.m. and 5:00 p.m., Monday through Friday.
 - Sunday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

Hours and Days of Service

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

Pick Up Window: *Range of time an eligible passenger can expect to be picked up*

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



Pick-Up Time Negotiation: *Process to set eligible passenger's pick-up time*

- **Requested Time** is the time the passenger is asking to be picked up.
 - Passengers need to account for travel time when requesting a pick-up for an appointment.
- **Negotiating Time** is what the passenger and reservation agent will agree is the time the passenger can expect a bus to arrive.
 - Per § 37.131(b)(2), a transit agency may negotiate pick-up times to schedule a trip to begin more than one hour before, or after, the passenger's requested time. For example, if a passenger requests a trip with a 9:00 a.m. pick-up time, the agency can offer a pick-up time between 8:00 a.m. and 10:00 a.m.
 - This negotiation is subject to the passenger's practical travel needs. For example, a passenger may end his or her workday at 4:00 p.m. and request a 4:00 p.m. pick-up. While the agency can offer a pick-up an hour before the requested time, doing so is not appropriate because the passenger would still be working.
 - The reservation agent will negotiate within the window allowed, especially when a requested time is not available.
 - Once the reservation agent communicates the agreed-upon pick-up time (and ideally the pick-up window) with the passenger, the negotiation is complete.

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

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

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

- The fare for a trip, charged to an eligible passenger, shall not exceed twice the fare that would be charged to an individual paying full-fare for a trip of similar length, at a similar time of day, on the agency's fixed-route system.
 - Valley Regional Transit currently charges \$2.00 for each one-way segment.

Subscription Rides: *Repeat trips, to and from the same location, at the same times*

- Subscription service may not absorb more than fifty percent of the number of trips available at a given time of day.
- Subscription service is a method of efficient reservations and scheduling for trips with a repeated pattern, same origin and destination, same pick-up time, and same day(s)
 - Passengers subscribe to the service once
 - Subscription must be requested for a minimum of three months.

Guest Fares: *Money or ticket collected from an eligible passenger's guest at the time the trip begins*

- Valley Regional Transit currently charges \$2.00 for each one-way segment.

Personal Care Attendant: *A person accompanying an eligible passenger who provides assistance to the passenger*

- Each eligible passenger is allowed one personal care attendant, free of charge.

Trip Purpose

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

No Shows: *The passenger is not at the address or correct door where negotiated pick-up was scheduled; passenger is not ready to board the vehicle within five (5) minutes of arrival; or passenger has not called to cancel trip more than one hour before negotiated pick-up time.*

- A “no-show” occurs when a passenger fails to board the vehicle for a scheduled trip, presuming the vehicle arrives at the scheduled pick-up location within the pick-up window and the driver waits for five (5) minutes.
- The agency may establish an administrative process to suspend, for a reasonable period of time, service to eligible passengers who establish a pattern or practice of missing scheduled trips.
- Verified “no-shows” will result in a warning letter. Once an eligible passenger receives three consecutive “no-shows,” or 10% of their scheduled trips result in a “no-show,” in a three month period, suspensions may occur.
- Valley Regional Transit has a goal of no more than 5% of total trips resulting as a “no-show.”

Late Cancellations: *Trips that are cancelled on the same day and less than one hour before the schedule pick-up time.*

- The FTA permits transit agencies to count late cancellations as “no-shows” for trips cancelled less than one hour prior to the pick-up time negotiated, and only under the circumstances that it is due to reasons beyond the passenger’s control.
- Valley Regional Transit has a goal of no more than 5% of all scheduled trips resulting as a “late cancel.”

Missed Trips: *Trips where vehicle never arrives at the passenger's point of origin or vehicle is late and passenger cancels the reservation*

- Missed trips are caused by the agency and not the passengers.
- Missed trips occur because:
 - The vehicle arrives and leaves before the beginning of the pick-up window, without picking up the passenger, without any indication that the trip is no longer wanted.
 - A passenger is not obligated to board until the time the pick-up window begins and for five minutes, thereafter.
 - The vehicle does not wait the required time within the pick-up window, there is no contact with the passenger, and the vehicle departs without the passenger.
 - If, during the wait time, the passenger indicates the trip is no longer needed, this trip will be recorded as a “cancel at the door.”
 - The vehicle arrives after the end of the pick-up window and departs without picking up the passenger because the passenger is not there or declines to take the trip because it is late.
 - The vehicle does not arrive at the pick-up location
- Valley Regional Transit has a goal of no more than 1% of all scheduled trips resulting in a “missed trip.”

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

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

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

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

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

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

ACCESS

Complementary Paratransit
Services provided by
Valley Regional Transit



**Communicating About,
Coordinating,
and Providing
Sustainable
and Reliable
Transportation
Options**

Effective November 1, 2019

**Information:
(208) 345-7433**

Paratransit Services

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

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

How to Apply

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

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

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

Fares

ACCESS accepts exact cash fares or tickets. Ticket books are valid for eligible passengers only. Booklets of 10 tickets can be purchased for \$30.

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

* Must be with certified passenger

Hours of Operations

Service Hours

Ada County

Monday – Friday: 5:15 a.m. to 6:30 p.m.
(Some routes run later, ask a scheduler for more information)

Saturday: 7:45 a.m. to 6:00 p.m.

Canyon County

Monday – Friday: 6:00 am to 7:30 pm

Reservation Hours:

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

Holidays

There is no service available on the following observed holidays:

- ◆ New Year’s Day (January 1)
- ◆ Memorial Day
- ◆ Independence Day (July 4)
- ◆ Labor Day
- ◆ Thanksgiving Day
- ◆ Christmas Day (December 25)



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Scheduling Your Trip

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

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

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

Cancelling a Reservation

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

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

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

Changing a Reservation

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

Reservation Tips

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

Boarding Tips

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

Rider Guidelines

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

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

Title VI Compliance

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

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

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

Email complaint to: mcarnopis@valleyregionaltransit.org



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.

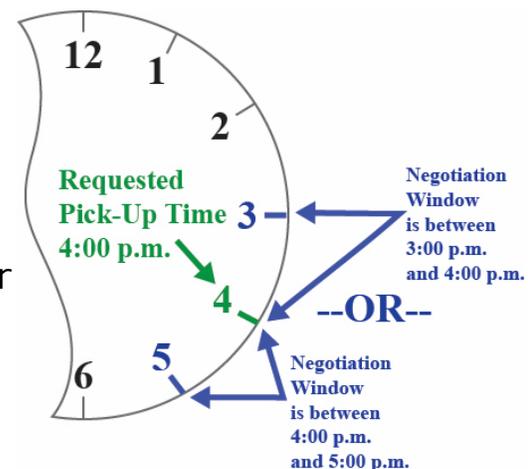
For Canyon County, trips can be scheduled Monday through Friday between 6:00 a.m. and 7:30 p.m.

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 $\frac{3}{4}$ -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 $\frac{3}{4}$ -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. 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 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



October 10, 2019

Dear ACCESS Passenger,

In September 2019, Valley Regional Transit made changes to current ACCESS practices to better align with the Federal Transit Administration's requirements. Handbook changes are listed below. These changes will go into effect on November 1, 2019.

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

Handbook Change Highlights:

- **Revision to the visitors' policy**
 - 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)
- **Revision to reservation requests' when administrative offices are closed**
 - 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.
- **Revision to ADA eligibility determination processes**
 - Temporary eligibility will be granted if the eligibility determination process takes longer than 21 days.
 - 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.
- **Revision to the No-Show Policy**
 - In a 30-day calendar period, any passenger who has scheduled 10 trips or more and has no-showed at least three (3), or 10 percent or more of those trips, (whichever is greater) will receive a warning or a suspension notice for repeated violations.
- **Revision to scheduling of trips**
 - Passenger must request a pick-up time that will allow for the shared-ride system to provide service to other clients, but still get to their destination on time.
- **Revision to the pick-up window time frame**
 - The reservationist will give a 30-minute pick-up window, which will be 15 minutes before and 15 minutes after the negotiated pick-up time. For example, if the negotiated 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, so the passenger must be ready and waiting in a visible location at the start of the 30-minute pick-up window.

- **Revision to the requested time when scheduling a trip**
 - 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.

Printed copies of the full handbook are available by request. If you have any questions or need any additional information, please contact us at 208-345-7433 or visit our website at <http://www.valleyregionaltransit.org>. Valley Regional Transit, along with ValleyRide operations in Boise, Garden City, Nampa, and Caldwell, is committed to providing the best service possible.

Sincerely,

Your ACCESS Team

TOPIC: Canyon County On-Demand Transit Update

DATE: April 8, 2020

STAFF MEMBER: Leslie Pedrosa

Summary:

VRT staff began an internal process to evaluate the Canyon County local services operated in Nampa and Caldwell to determine if there was a path forward to redesign the services in a sustainable manner given the limited resources provided by local jurisdictions. Revenues in Canyon County are not keeping up with costs. Attempts to adjust service levels and routes within those resources continue to lead to low quality services and continuing poor system performance.

The process began with an exercise to establish results we would like to see from the system based on operational staff, community and leader input from Canyon County. The premise behind this approach is to think about the design from the perspective of the results VRT would like to achieve. The performance measures are captured in the attached matrix. This approach not only evaluates the effort we achieve in delivering service, but also focuses on the effect, or considering, “How do we measure the customer is better off?”

VRT completed research and evaluation of innovative approaches to transit and determined an on-demand transit system has a high probability of achieving the desired results for the services within the existing financial constraints.

An on-demand transit pilot would include the following elements:

- Use existing buses and bus stops
- Expanded service area
- Buses sent on demand
- Optimized ride requests
- Capable of 10+ boardings/hour (double the current productivity of the system),

The design supports the following operating assumptions:

- Service available 6:00 a.m.– 8:00 p.m.
- Trips to and from existing or virtual bus stops
- Mobile or phone requested rides
- Wait time 30 minutes or less
- Better origin and destination data
- Services automatically adjust to local needs

These assumptions improve the quality of service provided today.

The rider using the on-demand transit service would experience the following:

- Request ride between any two stops through a mobile device, phone, or driver facilitated
- Optimize requests minimize delay and maximize productivity with wait time of 30 minute or less, and direct service between all stops in Nampa and Caldwell
- Continual optimization would avoid congestion and other travel delays improving the rider experience

VRT staff would expect to build new partnerships with the expanded service area. With the right solution, staff would expect to see savings and efficiencies over the pilot term. If this pilot is successful, it could become a model for serving other low productivity areas within VRT's service area.

Staff Recommendation/Request:

This is an information item only.

Implication (policy and/or financial):

The financial resources in Canyon County have not kept up with the demand for services and the costs to deliver those services. The on-demand transit pilot could offer an innovative way to improve services within existing financial conditions. Doing nothing would continue a downward cycle of poor performance and lack of financial support.

Costs:

- Start up and Software Costs \$80-100K
 - Includes installation of new bus stop signs and updating existing bus stop signs
 - Includes one time fees for training and/or additional hardware
- Total for term of pilot \$184,000 - \$220,000
- Projecting \$61,000 - \$73,000 annually
- Expect savings and efficiencies over the pilot term

Highlights:

- February 2020 – Presentation to CWI - **completed**
- April 2020 - Presentation to small group of City of Nampa council members - **completed**
- May 2020 – Presentation to City of Caldwell council members

Project Schedule:

- Spring 2020 – Review and rank proposals; Engage community and funding partners
- Summer 2020 – Negotiate final solution; Continue community engagement and begin public education on service change
- Fall 2020 – Implement service change

For detailed information contact:

Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleyregionaltransit.org
 Stephen Hunt, Principal Planner, 208-258-2701, shut@valleyregionaltransit.org

TOPIC: FY20 Performance Report – Q1

DATE: April 8, 2020

STAFF MEMBER: Leslie Pedrosa

Summary:

Valley Regional Transit has been working to improve transparency and decision making by publishing data through quarterly performance dashboards. The design of these reports will provide high-level analytics for all providers of public transportation in Ada and Canyon counties.

Staff Recommendation/Request:

This is an information item only.

Implication (policy and/or financial):

Improved reporting could lead to additional federal funding resources for the region.

Highlights:

- Q1 of FY20, fixed route ridership overall decreased by 2.4%.
 - January 2019 implemented a service change to improve system productivity and efficiencies
 - Canyon County service reduction due to decreased funding
 - operated 700 less revenue hours on local fixed route services
 - 18.4% decrease in ridership
 - Ada County increased frequency on routes 3 and 9, change routing on route 10 and extending the service area on routes 1 and 12 resulting in a 5.4% increase in ridership for those routes
 - Overall system 4.8% decrease in ridership
 - October 2019 implemented a fare increase for Ada and Canyon County
 - Boise State Shuttle 15.5% increase in ridership while reducing revenue hours
- Q1 of FY20, Specialized Transportation Services overall ridership increased by 3.9%.
 - Five services had an increase in ridership: Supportive Housing and Innovative Partnerships (SHIP), Village Van, Eagle Senior Center, Harvest Transit and Parma Senior Center
 - Six services has a decrease in ridership: Metro Community Transportation, Kuna Senior Center, Volunteer Driver, Meridian Senior Center and Star Senior Center
 - Eagle Senior Center increase of 600 revenue by adding additional vehicle
 - SHIP increase of 400 revenue hours by adding an additional vehicle

More Information:

Attachments

FY20 Performance Report, First Quarter

FY20 First Quarter Ridership Report
FY20 Year to Date Ridership Report

For detailed information contact:

Leslie Pedrosa, Operations Director, 208.258.2713, lpedrosa@valleyregionaltransit.org

VRT PERFORMANCE - 1st QUARTER, FY20 SUMMARY DASHBOARD

QUARTERLY					YEAR TO DATE				
FISCAL YEAR					FISCAL YEAR				
		2020	2019	% Change			2020	2019	% Change
RIDES	FR	365,114	373,947	▼ -2.4	RIDES	FR	365,114	373,947	▼ -2.4
	DR	13,796	13,830	▼ -0.2		DR	13,796	13,830	▼ -0.2
	ST	26,654	25,651	▲ 3.9		ST	26,654	25,651	▲ 3.9
	VP	37,577	40,617	▼ -7.5		VP	37,577	40,617	▼ -7.5
	BS	3,266	5,459	▼ -40.2		BS	3,266	5,459	▼ -40.2
	FMLM	1,162	-			FMLM	1,162	-	
	Total	447,569	459,504	▼ -2.6		Total	447,569	459,504	▼ -2.6
HOURS	FR	30,927	30,776	▼ 0.5	HOURS	FR	30,927	30,776	▼ 0.5
	DR	6,795	6,593	▲ 3.1		DR	6,795	6,593	▲ 3.1
	ST	6,851	7,933	▼ -13.6		ST	6,851	7,933	▼ -13.6
	VP	8,072	8,626	▼ -6.4		VP	8,072	8,626	▼ -6.4
	BS	1,317	2,347	▼ -43.9		BS	1,317	2,347	▼ -43.9
	FMLM	139	-			FMLM	139	-	
	Total	54,101	56,275	▼ -3.9		Total	54,101	56,275	▼ -3.9
RIDES PER HOUR	FR	11.81	12.15	▼ -2.8	RIDES PER HOUR	FR	11.81	12.15	▼ -2.8
	DR	2.03	2.10	▼ -3.2		DR	2.03	2.10	▼ -3.2
	ST	3.89	3.23	▲ 20.3		ST	3.89	3.23	▲ 20.3
	VP	4.66	4.71	▼ -1.1		VP	4.66	4.71	▼ -1.1
	BS	2.48	2.33	▲ 6.6		BS	2.48	2.33	▲ 6.6
	FMLM	8.36	-			FMLM	8.36	-	
	Total	8.27	8.17	▲ 1.3		Total	8.27	8.2	▲ 1.3
ACCIDENTS PER 100,000 MILE	FR	UNDER CONSTRUCTION			ACCIDENTS PER 100,000 MILE	FR	UNDER CONSTRUCTION		
	DR								
	ST								
	VP								
	BS								
	FMLM								
	Total					-			
COMPLAINTS PER 100,000 MILE	FR	UNDER CONSTRUCTION			COMPLAINTS PER 100,000 MILE	FR	UNDER CONSTRUCTION		
	DR								
	ST								
	VP								
	BS								
	FMLM								
	Total					-			
ON-TIME PERFORMANCE	FR	73.7%	64.2%	▲ 9.5	ON-TIME PERFORMANCE	FR	71.0%	67.7%	▲ 3.3
	DR	82.6%	80.9%	▲ 1.7		DR	82.8%	79.8%	▲ 3.0
	ST	75.7%	27.0%	▲ 48.8		ST	78.7%	75.0%	▲ 3.7
	VP	N/A	N/A			VP	N/A	N/A	
	BS	N/A	N/A			BS	N/A	N/A	
	FMLM	N/A	N/A			FMLM	N/A	N/A	
	Total	73.7%	64.2%	▲ 9.5		Total	73.7%	64.2%	▲ 9.5

FR - FIXED ROUTE	DR - DEMAND RESPONSE	ST - SPECIALIZED TRANSPORTATION	VP - VANPOOL	BS - BIKESHARE	FMLM - FIRST MILE/LAST MILE
Ada County Boise State - Bronco Shuttle Canyon County Intercounty	Ada County Canyon County	Metro Shared Vehicle SHIP Kuna Senior Center Village Van Volunteer Driver Meridian Senior Center Eagle Senior Center Star Senior Center Harvest Parma Senior Center Rides 2 Wellness	ACHD CommuteRide	Boise GreenBike	Lyft Transit Connections VRT Late Night

VRT PERFORMANCE - 1st QUARTER, FY20

SUMMARY DASHBOARD

QUARTERLY RIDERSHIP DETAIL

FR - FIXED ROUTE			
	FY20	FY19	% Change
Ada County*	266,526	280,072	▼ -4.8
Boise State - Bronce Shuttle	68,191	59,033	▲ 15.5
Canyon County*	10,070	12,344	▼ -18.4
Intercounty*	20,327	22,498	▼ -9.6
FR SUB TOTAL	365,114	373,947	▼ -2.4
ST - SPECIALIZED TRANSPORTATION			
	FY20	FY19	% Change
Metro**	4,957	5,465	▼ -9.3
Shared Vehicle	2,418	2,834	▼ -14.7
SHIP**	2,830	2,259	▲ 25.28
Kuna Senior Center	303	672	▼ -54.9
Village Van	4,018	3,282	▲ 22.43
Volunteer Driver	525	831	▼ -36.8
Meridian Senior Center	831	938	▼ -11.4
Eagle Senior Center**	4,051	2,941	▲ 37.74
Star Senior Center	779	883	▼ -11.8
Harvest**	2,524	2,187	▲ 15.41
Parma Senior Center	1,084	976	▲ 11.07
Rides 2 Wellness	2,334	2,383	N/A
ST SUB TOTAL	26,654	25,651	▲ 3.91

QUARTERLY RIDERSHIP	FY20	FY19	% Change
GRAND TOTAL	447,569	459,504	▼ -2.6

DR - DEMAND RESPONSE			
	FY20	FY19	% Change
Ada County**	13,202	13,194	▲ 0.1
Canyon County**	594	636	▼ -6.6
DR SUB TOTAL	13,796	13,830	▼ -0.2

VP - VANPOOL			
	FY20	FY19	% Change
ACHD CommuteRide	37,577	40,617	▼ -7.5

BS - BIKESHARE			
	FY20	FY19	% Change
Boise GreenBike	3,266	5,459	▼ -40.2

FMLM - FIRST MILE/LAST MILE			
	FY20	FY19	% Change
Lyft Transit Connections	949	-	N/A
VRT Late Night	213	-	N/A
FMLM SUB TOTAL	1,162	-	N/A

*Ridership is included in the National Transit Database reporting for Fixed Route by Valley Regional Transit

**Ridership is included in the National Transit Database reporting for Demand Response by Valley Regional Transit

VRT PERFORMANCE - 1st QUARTER, FY20

SUMMARY DASHBOARD

YEAR TO DATE RIDERSHIP DETAIL

FR - FIXED ROUTE			
	FY20	FY19	% Change
Ada County*	266,526	280,072	▼ -4.8
Boise State - Bronze Shuttle	68,191	59,033	▲ 15.5
Canyon County*	10,070	12,344	▼ -18.4
Intercounty*	20,327	22,498	▼ -9.6
FR SUB TOTALS	365,114	373,947	▼ -2.4
ST - SPECIALIZED TRANSPORTATION			
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Metro**	4,957	5,465	▼ -9.3
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Boise GreenBike	3,266	5,459	▼ -40.2

FMLM - FIRST MILE/LAST MILE			
	FY20	FY19	% Change
Lyft Transit Connections	949	0	N/A
VRT Late Night	213	0	N/A
FMLM SUB TOTAL	1,162	-	N/A

*Ridership is included in the National Transit Database reporting for Fixed Route by Valley Regional Transit

**Ridership is included in the National Transit Database reporting for Demand Response by Valley Regional Transit

TOPIC: Notification to customers and others of unforeseen service changes

DATE: April 8, 2020

STAFF MEMBER: Mark Carnopis, Community Relations Manager

Summary: VRT staff have processes in place for public notification for temporary bus service changes. For minor changes, these notification outlets include:

- Rider alerts at the top of our Valley Regional Transit website and on a dedicated webpage that contains a full listing of service changes
- Alerts on the individual route pages
- Postings on the Route Shout app
- Scrolling updates on the monitors at the Boise Airport and Main Street Station
- Postings on the “splash” page of the free Wi-Fi service on the buses

These notifications are primarily posted and monitored by Help Desk staff and by the Community Relations Manager.

The chief causes of temporary service changes are road projects (construction and scheduled maintenance), land construction projects (e.g. new developments), and scheduled outdoor events (e.g. parades, running races). Weather can also impact our service schedules in regards to the need for temporary detours and stop closures.

Providing timely notification about any upcoming changes is an important element of quality customer service. We are in communication with municipalities, the Ada County Highway District, and the Idaho Transportation Department among other entities to learn more about upcoming projects that could impact the ability of our bus routes to keep regular service.

The COVID-19 pandemic has raised the bar in regards to the outreach necessary to keep riders, the public, staff and our stakeholders informed. Our efforts to provide information in these cases must be comprehensive and not only include information about changes in the way we operate, but also information about what we are doing to keep the public safe and help prevent the spread of the virus. This information is important to riders, staff, stakeholders, and the general public.

Attached to this memo is a report that provides more information about the enhanced communication tactics and channels that we are using to provide valuable information to the public and our stakeholders.

Staff Recommendation/Request:

This is an information item only, developed at the request of Regional Advisory Council members.

Implication (policy and/or financial):

None

More Information:

- 1) Summary of notification processes for temporary changes
- 2) For detailed information contact: Mark Carnopis, 208-258-2702, or mcarnopis@valleyregionaltransit.org



Processes for notification to customers of unforeseen service changes, especially in regards to unexpected changes

Providing customers with comprehensive and timely notifications concerning temporary changes service has always been an important part of operating our ValleyRide bus system.

Ongoing communication between staff is a key to ensuring information being disseminated is both timely and accurate. The traditional/typical outlets for providing information in regards to temporary service changes/modification include:

- Rider alerts at the top of our Valley Regional Transit (VRT) website and on a dedicated webpage that contains a full listing of temporary service changes.
- Alerts on individual route pages when service on those routes is impacted
- Updates on the Route Shout app
- Scrolling updates on the monitors at the Boise Airport and Main Street Station
- Postings on the “splash” home page of the free Wi-Fi service on the buses
- Informational posters inside the buses and at our facilities
- Introduction messaging on our Help Line phone system

We may use some or all bullet items above for community outreach, depending the severity and scope of the changes.

There will be situations where we need to expand our outreach efforts greatly. The “Snowmageddon” we experienced during the winter of 2016-2017 brought with it the need to utilize additional outlets to notify the public about service changes and temporary interruptions. Weather conditions changed daily, and we had to adjust accordingly. We learned a lot from Snowmageddon about the need to ramp up efforts to keep the public informed.

The COVID-19 pandemic brought with it the need for additional outreach efforts to let people know what impacts the virus was causing to operations, and what is being done to keep riders and the public safe. In addition to the standard notification processes listed above, VRT enacted the following additional outreach tactics:

- The development of a COVID-19 information page that is referenced: <https://www.valleyregionaltransit.org/COVID-19/> . The page contains the following information:
 - What VRT is doing to prevent the spread of the virus. This comprehensive list is updated when circumstances warrant.

- The service changes that have been made (including the elimination of collecting fares). Notification that planned service changes to begin March 30 have been put on hold
 - Information on what the public can do to prevent the spread of the virus
- The posting of a blog on our home page that provides more information about the service changes and what is going on with other public transportation providers in the region. Information for this is collected by the VRT Community Relations Manager, who also keeps the page updated.
- The issuance of press releases regarding VRT operations. During the COVID-19 crisis, many people turn to media outlets to stay informed and receive updates.
- We have provided an introduction message on the Help Desk phone line that provides information to callers as to where to go to learn more about the changes made in response to COVID-19.
- Using bus operators to disseminate information about COVID-19 and best tactics as to how to avoid spreading the disease.

These additional outreach tactics can be used as conditions warrant. Staff will work together to craft messaging/information, review and edit, and disseminate this information to the public and to stakeholders.

TOPIC: Executive Director Report
DATE: March 27, 2020

Finance and Budget

The first quarter closing reports have been completed and are in the Executive Board and Board packets for consideration. As of the close of the first quarter VRT was on budget. We did discover an error in the expenses for Divisions 21 and 22 fringe benefits. There was a formula error when the budget was consolidated leaving out those expenses. Staff is working to balance those expenses and we have corrected the error in the FY 2021 budget process. We are now caught-up in our processes and the quarterly close processes will be aligned with our typical schedule.

We implemented a reorganization in early March leading to eliminating a few positions and terminating three staff. These changes were required to address some of the administrative challenges VRT that came out in the recent Specialized Transportation Analysis, and from a review of administrative staff duties overall. We have one open position that was created in the reorganization. VRT will evaluate filling that position after the immediate crisis of the pandemic has subsided.

VRT staff is working through the FY 2021 budget. We have been on schedule until just recently. Now that we have adapted to working remotely, I expect to have the process back on schedule. We pushed off having discussions with the Executive Board on future expenses until after we can complete an analysis of the fiscal effects from the pandemic. VRT is incurring additional costs and losses of fare revenues. We are also assessing how the recently passed emergency relief bill from Congress will help make up those losses.

VRT Response to Coronavirus Pandemic

I will provide a more detailed report on the activities of VRT staff since the pandemic and the state of emergency was declared. We have focused on internal processes to allow us to work remotely in an efficient and effective manner. We are monitoring the situation in real-time and responding thoughtfully and quickly to the circumstances in front of us.

I want to share with you how proud I am of the VRT staff and our partners at First Transit and in specialized transportation who have continued to provide safe services to the public throughout this crisis. We have made some modifications to services and access to our buildings based on guidance from health authorities. Our staff continue to show-up every day with a positive attitude. I couldn't ask for more from any of them.

More information: Kelli Badesheim, Executive Director, 208-258-2712,
kbadesheim@valleyregionaltransit.org

TOPIC: Development Department Monthly Report

DATE: April 06, 2020

Summary: Update of Development Department activities for the month of April 2020

VRT Strategic Plan

Goal 1 - Demonstrate responsible stewardship of public resources

Performance Based Decision-making

- **ValleyConnect 2.0 (VC2.0)**

VRT Staff is developing the FY2021-25 Transit Development Plan (TDP). Staff is collaborating with staff, stakeholders and partners to develop and program projects to be included as 2021 or future year enhancements. This plan will build on ValleyConnect 2.0 and the efforts of local jurisdictions to enhance transit services in their community.

Programming/Budget Development

- **Local and Federal Allocations** – VRT presented the local allocations methodology to the executive board at the February meeting and it was approved for use in building FY 2021 funding requests. VRT Staff has begun meeting with member agency staff to discuss the implications of the new methodology.
- **Funding Development** – The development department is working with a Boise State Work U student to prepare a Transit Funding Resource white paper to inform the TDP and used as guidance for future programming activities.

Goal 2 – Increase Ridership and Revenue

- **Service to the Amazon Fulfillment Center**

VRT staff has been in discussion with Amazon regarding service during their shift changes at the fulfillment center being constructed at Franklin and Star Road. The initial proposal is to increase peak frequency on the route 42 to accommodate Amazon shift workers.

- **Fixed Route Service in Meridian**

VRT Staff has drafted and tested the route through Meridian from Ten Mile to Kleiner Park and is preparing to further discuss the proposed routing with the Meridian Transportation Commission, and the Meridian City Council. Public Outreach began in March, with a pop-up at Meridian City Hall and Kleiner Park discussing the proposed

route and a demonstration of an electric bus. This was followed by a virtual Open House held via Facebook live on March 18th, which has had over 200 views,

- **On Demand Service in Canyon County**
VRT staff is looking into alternatives to fixed route service for Canyon County. This investigation began in response to the poor ridership on Route 55, and the desire of CWI to invest in higher ridership service. A proposal for the service area boundaries is under development.

Goal 3 - Build institutional and regional capacity

Regional Capital Enhancements

- **Boise Operations Facility**
 - **Electric Bus Infrastructure**
Staff has coordinated initial changes required by Idaho Power and is expected to commence those improvements in the spring of 2020. Design of the charging infrastructure is being scoped now.
 - **Fuel Island Work**
Based upon TAM scoring, staff is coordinating the replacement of the cathodic protection system, parts of the gas dryer, electrical monitoring equipment, the fluid dispensing building and the cooling system for the compressor building in 2020. Costs are being finalized and design completed for that work now.
 - **Site Work**
The lowest ranking TAM item after the fuel island is the existing pavement at the site. Pavement evaluation and repair will occur throughout 2020 pending remaining dollars after the fuel island work is complete.
- **Happy Day Transit Center Upgrades**
The Executive Board approved initial design funding at the November 2018 Executive Board meeting. Cost estimates, material testing and mitigation studies have been completed as part of that effort. VRT is still waiting on grant funding in order to begin the construction side of this effort. Local Match may not be 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, but the federal dollars are ready to be implemented as soon as local match can be identified.
- **Regional Facilities and Infrastructure Plan / Facility Maintenance Plan**
Staff is drafting the Facilities and Infrastructure Plan currently and has engaged a technical writer to assist in the plan in 2020. The plan is currently posted on VRT's website for review/comment. Once the Facilities and Infrastructure Plan has been reviewed by staff, the technical writer will assist in updating the current Facility Maintenance Plan to match the new Facilities and Infrastructure Plan for the region.
- **Main Street Station**
Staff has finalized an additional facility maintenance engineer/facility master technician to assist in the maintenance of MSS and the technical equipment at the

Boise Maintenance Facility such as the fuel island. The MSS janitorial service provider contract has been updated and is being monitored now, along with the new security services provider updated by contract through the Gardner condominium charges. Ongoing warranty and surrounding property construction items are being monitored now.

- **Bus Stops**

The 2020 bus stop improvements project has several phases and elements. Design for construction of 8 larger shelter sized bus stop pads (carried over from FY19) is 90% complete. Planning in preparation of the NEPA effort for any 2020 bus stop improvements has been submitted and staff is addressing the first round of comments from the FTA now. Bus stop improvements for Eagle are planned in early 2020 and the proposed bus stops for the Meridian alignment are under review now.

- **State Street Corridor Projects**

Fehr and Peers the consultant team working on the State Street Alternatives Analysis kicked off the study with the City of Boise, Compass and ACHD, VRT staff. Consultant and staff completed a site visit at the end of February.

State Street Executive and Technical Teams have been working together to identify actions that would help member agencies continue making progress on the Transit and Traffic Operations Plan (TTOP). The technical team met to further refine performance metrics and develop a scope, schedule and budget for a transit operational analysis that would review several key assumptions in the current TTOP.

Other Development Activities

- **Staffing Changes** – Jacob Hassard has taken a new job with a local construction firm. VRT will be posting a job opening for a Regional Project Manager
- **Title VI** – Next submittal will be October 2020.
- **Grant Opportunities** – VRT was awarded a competitive federal grant to purchase 8 electric transit vehicles and the supporting infrastructure. It is expected that the new vehicles will be in service by the first or second quarter of FY 2021.

More Information:

Stephen Hunt, Sr. Principal Planner, 208.258.2701, shunt@valleyregionaltransit.org
Alissa Taysom, Associate Planner, 208.258.2717, ataysom@valleyregionaltransit.org
Jill Reyes, Planning Programmer, 208.258.270, jreyes@valleyregionaltransit.org
Derrick Personette, Facility Master Technician, dpersonette@valleyregionaltransit.org

TOPIC: Operations Department Monthly Report

DATE: March 31, 2020

Summary: Status update of activities related to contracted transportation services, Specialized Transportation services, information technology and intelligent transportation systems, compliance, customer service support and regional operations.

Highlights:

Contracted Transportation

- Canyon County celebrated 155 accident free days in January
- Ada County celebrated 90 accident free days in February
- Ada County participated in a career fair, resulting in the hiring of 17 driver

Specialized Transportation

- Staff coordinating warranty work on lifts for new vehicles
- Staff ensured monthly safety meetings were held

Information Technology and Intelligent Transportation Systems

- Completed internet failover all four VRT locations, in the event that any location loses internet service it uses cell data as a backup
- VRT selected as a beta tester for performance reporting dashboards with Avail
- Migrated all data from old server to new backup server
- Enhanced workflows for document routing
- Procedure documents completed for internal tasks

Compliance

- Reviewed ACHD Van TAM scores on 45 vehicles
- Completed site inspection audits at the Ada and Canyon County locations
- Began discussions on subrecipient audits with Grants and Compliance Administrator

Customer Service Support

- Staff preparing for upcoming Treefort
- Staff preparing for upcoming service changes

Regional Operations

- Staff has been working on the following projects:
 - Canyon County Service Redesign
 - Treefort planning for March 2020
 - Electric Vehicle procurement
 - Building capacity to serve accessible rides
 - 2020 Low or No Emission Federal Grant application
 - Staff will be preparing a request for information (RFI) for the fixed route management system

Updates:

Contracted Transportation

- Ada County and Canyon County operations is working with VRT staff to finalize service changes planned for spring 2020
- Canyon County operations working with VRT staff and project team to find new solutions to improve service in Canyon County
- Ada County had a system on-time performance of 74.5%

Specialized Transportation

- Staff continuing to update logos on all training materials
- Staff rebranded and renumbered all vehicles in the fleet
- All monthly safety inspections and preventative maintenance inspections completed on time

Information Technology and Intelligent Transportation Systems

- Completed server migration for Microsoft Exchange and Barracuda firewalls
- Continued new server migration for Microsoft Exchange and Barracuda firewalls
- Staff resolved 126 support requests from 110 submitted
- Installed depot monitors at Happy Day Transit Center
- Deployed scheduled hardware replacements
- Updated RouteMatch application on tablets in fixed route vehicles
- Updated templates for building agendas for meetings

Compliance

- Continued work on Public Transportation Agency Safety Policy and Plan (PTASP) that will go into effect in July 2020
- Continued meeting with Acquisition of Service providers to discuss ridership reporting

Customer Service Support

- Customer service agents handled 4,523 of 4,811 incoming calls, with 288 calls abandoned. The average call time was 4 minutes, 3 seconds and the average hold time was 13 seconds.
- February mobile ticket sales totaled \$6916.25.
- Staff is working on solutions to address challenges found with the change in ACCESS scheduling

Regional Operations

- Staff is with working with Ada County, Canyon County, and VRT staff to finalize service changes planned for Spring of 2020
- Staff assisted with the acquisition of service analysis

More Information:

Leslie Pedrosa, Operations Director, 208-258-2713, lpedrosa@valleyregionaltransit.org

Susan Powell, Operations Manager, 208-258-2711, spowell@valleyregionaltransit.org

Nick Moran, IT Manager, 208-608-0584, nmoran@valleyregionaltransit.org

Dave Meredith, Compliance Manager, 208-258-2729, dmeredith@valleyregionaltransit.org

TOPIC: Finance and Administration Activity Report

DATE: April 6, 2020

Summary

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

VRT Strategic Plan

Goal 1 – Demonstrate responsible stewardship of public resources

Highlights:

Budget/Finance

- Eide Bailly presented the FY2019 audited financial statements to the Executive Board last month
- Finance staff has closed the first quarter of FY2020
- Finance continues preparing for the FTA triennial review
- Finance is assisting with FY2021 budget planning

Grant Management

- Grants and Compliance Administrator is working on the following:
 - Low-No Emissions Grant Application
 - 5339 Bus and Bus Facilities Grant Application
 - BUILD Grant research and webinars
 - TrAMS grant input for capital projects

Procurement

- Staff has been working on the following procurements:
 - Electric buses
 - On Demand Technology

For More Information: Contact Jason Jedry, Finance Controller, (208) 258-2709, or e-mail: jjedry@valleyregionaltransit.org

TOPIC: Community Projects/Outreach Efforts Update

DATE: March 23, 2020

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
 - Public transportation ambassadors and outreach campaign
 - Coalitions and partnerships

Highlights

- Because of the COVID-19 crisis, VRT postponed plans to implement service changes on March 30. I will continue to work on outreach collateral (e.g. rider handouts, bus posters, website updates) and will participate in outreach efforts, especially in Eagle, when we have a new date to implement the service changes.
- I am revising two of our policies – one about public involvement and notification, and a second on the use of social media. These policies will be reviewed by staff, the RAC and Executive Board before going before the VRT Board for final approval in August.
- We have completed a public/provider outreach report about the medical transportation needs in Canyon County. The report will be used to develop a first draft of a Rides2Wellness plan for Canyon County (we already have a Rides2Wellness program in place in Ada County).
- I am heading up the community involvement sub-group for the planned local fixed-route redesign in Canyon County. This group will assist me in developing outreach channels and resources in the county to collect public comment on the proposed changes.

Expanding Rides2Wellness into Canyon County, redesigning the fixed-route service, and building capacity to service accessible rides for persons with disabilities are the three mobility enhancement initiatives in the county. All three projects are expected to be implemented beginning in October 2020,

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

TOPIC: Bike Share Program

DATE: April 2020

VRT Strategic Plan

Goal 3 - Build institutional and regional capacity

- Regional Capital Enhancements

Highlights:

Program Administration

- The Boise GreenBike system now has 103 active station and flex hubs with 127 bikes.
- As of March 18, 2020, Boise GreenBike has 22,200 active members, who have made 122,420 overall trips since the beginning of the program, covering 299,405 miles and burning 11.97 million calories.
- Below is a table comparing system statistics for February in each of the past five years.

February	New Sign-ups	Overall Trips	Miles Travelled	Calories Burned
2020	90	875	1,378	55,146
2019	33	622	733	29,342
2018	64	891	1,113	44,545
2017	54	574	691	27,666
2016	235	752	1,198	47,959

- Effective March 1, 2020, we ended our agreement with Social Bicycles (dba Jump/Uber). We signed a new agreement with MobilityCloud, the successor business entity that has taken on the legacy bike share business of Social Bicycles. The agreement has an initial term of six months with one-month extensions after that. There will be no discernable difference in service to our customers.
- We are now in the process of finalizing a contract with Drop Mobility to launch a new, more extensive, and all-electric bike share system, hopefully by March 1, 2021.
- The Title Sponsorship agreement with St. Luke’s and SelectHealth will end effective April 15, 2020. This development put the program in financial peril because the title sponsorship money covers roughly 50% of the program’s operating budget.
- The City of Boise has agreed to provide financial support to the program through the end of the Fiscal Year, September 30, 2020.
- We are continuing our conversations with potential new sponsors.

- In response to the COVID-19 coronavirus pandemic, we have initiated a program to systematically clean and disinfect the bikes regularly. We are also advising customers to practice good hand hygiene before and after using the bikes.

Sponsorship Plan

- Title Sponsorship
 - SelectHealth & St. Luke's (expires April 15, 2020)
 - Actively recruiting new sponsors
- Station sponsors:
 - Independence University (previously Stevens-Henager College)
 - Boise Co-op (renews this year)
 - Banner Bank
 - CCDC (two stations, one renews this year)
 - Treasure Valley Clean Cities Coalition
 - ACHD
 - Harris Ranch
 - HDR (renews this year)
 - The Watercooler (Local Construct – renews this year)
 - Midas Gold (renews this year)
 - Idaho Central Credit Union (two station 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@valleyregionaltransit.org



TOPIC: City Go Report
DATE: April 6, 2020

Summary: Status update of activities related to the downtown mobility collaborative, City Go.

Highlights:

City Go

- City Go staff have been working to compile and distribute real time information on all protocols, changes and closures to all public transportation modes due to COVID-19.
- City Go is working to provide telework resources for its members, employers and employees.
- City Go is working with partner agencies on a budget and revenue sources for 2021.
- City Go has been working with partner agencies and a web developer to add additional modes to the City Go wallet multi-modal pass packages. The new services include carpool, vanpool and bike storage.
- With the COVID-19 crisis, City Go cancelled its third event that was scheduled for April 1, 2020 on The Future of Parking and Mobility Downtown.
- City Go has 4 corporate members and 7 individual members.
- City Go has sold \$3,978 in passes since the November launch.

Updates:

Technology and Service Integration

- Staff worked with Masabi, Boise State, and Clearwater to initiate a software development project for the Boise State Senior Design Class in Spring of 2020. The students will work to create a system-to-system interface for employer pass distribution through mobile ticketing. The seven students have tackled the project fully remote as Boise State has cancelled all in person classes. However, the project is still going forward and is set to be complete in May 2020.

Performance Measurements

Targets	2020 Target	November-March 2020
Number of outreach events	75	11
Number of website visits	15,000	2,340
Number of business members	20	4
Number of individual members	100	7
Number of new sustaining business members	3	0
Fare revenue generated	\$60,000	\$2,312
Membership revenue generated	\$50,000	\$5,950

Number of wallets sold	1,500	80
Number of social media followers	2,000	Insta – 301 Facebook - 68
Social media average post reach	4,000	Insta - 110 FB – 25
Number of direct email subscribers	1,000	202
GreenBike sign-ups	100	23
Number of individuals covered under membership	4,500	860
Number of active individual members in MemberSpace	1,000	73
Renewed memberships	85%	
Customer Satisfaction	<i>Annual survey</i>	
Commute behavior change	<i>IPI annual survey</i>	
Downtown SOV Counts		91%

More Information:

Kaite Justice, City Go Director, 208-258-2750, kjustice@valleyregionaltransit.org

TOPIC: Fleet Media Division - Update

DATE: March 21, 2020

Summary: Contracted revenues associated with the Fleet Media Division and updates on strategy to increase inventory and potential revenue.

Highlights:

- Effective 3/2/20 Fleet Media is down to one employee.
- Due to restructuring the department, I am currently evaluating opportunities to increase efficiency while maintaining or lowering division overhead.
- As of 3/19/2020 the Division will invoice a total of \$ 392,658.94 in FY2020 (staff projected \$ 500,000.00 by end of FY2020).
- With the cancellation of May in Motion and the associated VRT “Block Parties” and I am in discussion with our main underwriting partner about when and how to utilize their sponsorship budget.
- I have successfully made contact with 90% of our current advertisers and 100% of pending advertisers and happy to announce that while we have had to delay the start date of a few campaigns we have not had to endure any cancellations of budgets.
- I have held two meeting with potential underwriting partners in conjunction with Boise Green Bike director Dave Fotsch to include St. Alphonsus Regional Medical Center and St. Luke’s Hospital. In both cases, interest level is high. For obvious reasons all planning and resources are going toward crisis management. We intend to enter continued dialogue when the healthcare community show signs of stabilizing.

Updates:

- I have secured a draft agreement outlining a reciprocal sales arrangement with COA offering a commission to VRT for the sale of any bus bench advertising. This document is under review and I anticipate continued negotiations and revisions moving forward. Upon completion, I expect this relationship to allow VRT to exponentially increase our advertising offers to the public as well as provide a lower cost of entry for our advertising services to smaller “Mom and Pop” businesses. This strategy will serve well when a time comes that VRT no longer chooses to outsource its bus bench maintenance and operations.

- We have pending approval an investment to wrap the bus shelter located at Boise Towne Square Mall from Department of Health and Welfare. This will be our first effort toward monetizing these transit assets and will take special note of the processes employed moving forward in order to duplicate this effort.
- I have a tentative meeting scheduled 4/8 with the Director of Sales and Marketing for YESCO Billboard Company. He is based in SLC but making a trip to Boise to discuss potential of his team offering our transit advertising products thus allowing VRT to offer YESCO billboard products to its customers. While in the early stages, I believe a relationship of this nature will not only provided incremental revenue to VRT but also importantly position VRT Fleet Media as a solid reputable source for all out of home and transit advertising needs.
- I have made no progress toward bringing the printing, installation and removal of our advertising products in house.

More Information:

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