Regional Advisory Council Meeting Agenda
May 16, 2023
9:00 AM
VRT Board Room – 700 NE 2nd Street – Meridian, Idaho

This is an in-person meeting. If you are unable to attend in person, you may join us via MSTeams at rideVRT.org/RAC_May2023 or by dialing in at 1-323-484-8960 Conference ID: 750259637#

I. Calling of the Roll - Chair Walter Steed

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 a Regional Advisory Council Member requests the item be removed from the Consent Agenda and placed under Action Items.
   A. ACTION: Minutes of March 21, 2023 Regional Advisory Council Meeting
   Pages 3-4 | Paula Cromie
   The Regional Advisory Council is asked to consider approval of the minutes of March 21, 2023 meeting.

V. Action Items

VI. Information Items
   A. INFORMATION: Global Accessibility Awareness Day
   No Attachment | Jeremy Maxand
   A short demonstration will be given highlighting digital accessibility and the importance of digital access around transportation.

   B. INFORMATION: RAC Membership Expiration and Renewal
   No Attachment | Jason Rose
   Staff will discuss Regional Advisory Council membership expiration and renewal terms. Those members due for renewal are Susan Bradley, Mary Beth Nutting and Samantha Kenney.

   C. INFORMATION: RAC Strategy and Direction
   No Attachment | Jason Rose
   Staff will discuss strategy and direction with Regional Advisory Council members. This item will introduce the concept, as further action will be expected in upcoming meetings.

   D. INFORMATION: Community Involvement Update
   Pages 5-25 | Jason Rose
   Staff will present updates on VRT community involvement efforts, specifically around the Better Bus initiative, with attention on the Better Bus Routes and Network Redesign.
E. INFORMATION: OnDemand Update
Pages 26-32 | Leslie Pedrosa
Staff will provide an update to the OnDemand service.

F. INFORMATION: Operations Update
Pages 33-35 | Leslie Pedrosa
Staff has provided RAC members an informational memo with updates and will be available at the meeting to provide additional information if requested.

G. INFORMATION: Topics for Discussion - What are you hearing?
Walter Steed
Members of the Regional Advisory Council will have the opportunity to bring up topics on items they've heard about during an open discussion session, or topics they would like to be considered on an upcoming agenda.

VII. Department/Staff Reports
A. INFORMATION: Department/Staff Reports
Pages 36-45 | Staff
The most current department/staff reports are included in the packet for information. Members are encouraged to read the reports and ask questions.

VIII. Adjournment

Agenda order is subject to change.

Next Regional Advisory Council Meeting:
June 20, 2023
VRT Boardroom
700 NE 2nd Street
Meridian, ID 83642

For questions or comments regarding this agenda, please contact Elaine Clegg at (208) 258-2712 or email eclegg@rideVRT.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 Meeting Minutes
March 21, 2023
9:00 AM
VRT Board Room – 700 NE 2nd Street – Meridian, Idaho

MEMBERS PRESENT | MEMBERS ABSENT | OTHERS
Susan Bradley       | Terri Lindenberg    | Mark Carnopis, VRT
Samantha Kenney    |                       | Paula Cromie, VRT
Susan Manika        |                       | Kate Dahl, VRT
Jeremy Maxand       |                       | Dave Fotsch, VRT
Lauren Noble        |                       | Jeremy Gianchetta, VRT
Mary Beth Nutting   |                       | Kathleen Godfrey, VRT
Deeann Solis        |                       | Cody Goettl, VRT
Walter Steed        |                       | Stephen Hunt, VRT
                    |                       | Jason Jedry, VRT
                    |                       | Hailee Lenthart-Wees, VRT
                    |                       | Nick Moran, VRT
                    |                       | Randy Reese, VRT
                    |                       | Neva Resendez, VRT
                    |                       | Jason Rose, VRT
                    |                       | Alissa Taysom, VRT
                    |                       | Corrie Washington, VRT
                    |                       | Cameron Wells, VRT
                    |                       | Sarah Ybarra, VRT

Calling of the Roll - Chair Walter Steed called the meeting to order at 9:02 with a quorum present by phone and in person.

Theresa Vawter was introduced as the newest member of the Regional Advisory Council.

Agenda Additions/Changes - None

Public Comments - None

Consent Agenda
ACTION: Minutes from the February 6, 2023, Joint Meeting with the Executive Board

Jeremy Maxand moved to approve the consent agenda as presented; Sam Kenney seconded. The motion passed unanimously.

Action Items - None
Information Items

INFORMATION: FY 2022 Public Comment Report - FY 2022 Compared to FY2019
Mark Carnopis discussed the FY22 Public Comment report FY 2022 and FY 2019 statistics (pre-COVID). There was no clear reason why complaints dropped so much, but may be attributed to route changes, staff training and the possibility of different riders. Overall results were included in the packet. Secretary will send condensed report to RAC members.

Information: Operations Update
Leslie Pedrosa provided members an informational memo in the packet. Stephen Hunt spoke on the topic during the meeting. VRT is still working towards having all electric buses in service once the charging stations are all in working order. On-demand service is continuing, and staff is working to have a single point for booking rides. Stephen also spoke regarding the Route 30 and Route 45.

Information: Canyon County On-Demand Transit Update
Jason Rose provided an update on the on-demand service in Canyon County. Service continues but is still not meeting the goal of 10 riders per hour.

INFORMATION: 2023 Outreach Strategy
Jason Rose walked RAC members through the proposed strategy and calendar for the 2023 outreach campaign for service updates, including service changes, the Transportation Development Plan (TDP), Valley Connect updates, and the bus stop typology implementation.

INFORMATION: E-Bike Update
Dave Fotsch gave RAC members an update on the City of Boise Request for Proposal for stationless shared mobility and Valley Regional Transit activities regarding bike-share. The City of Boise, in their RFP, looked for a single company to handle micro-mobility in the city for scooters and e-bikes. There were four companies who put in a bid, and it looks like Lime is the vendor who could accomplish this. VRT is looking at a proposal to begin service in other areas of the valley.

Information: Eagle Senior Center Service
Stephen Hunt provided RAC members an informational memo regarding the operating contract with Eagle Senior Center. Staff met with Eagle Senior Center staff to discuss scheduling rides since VRT is currently providing the service beyond the regular service hours.

INFORMATION: Topics for Discussion - What are you Hearing?
Members of the Regional Advisory Council had the opportunity to bring up topics on items they have heard about during an open discussion session, or on topics they would like to be considered on an upcoming agenda.

Department/Staff Reports
INFORMATION: Department/Staff Reports
The most current department/staff reports were included in the packet for information.

Adjournment – The meeting was adjourned at 10:37.

Next Regional Advisory Council Meeting:
April 18, 2023
VRT Boardroom
700 NE 2nd Street
Meridian, ID 83642
"WE WANT BETTER BUSES"

- most people in the valley
Item VI. D.
CONNECTING MORE PEOPLE TO MORE PLACES, MORE OFTEN
Item VI. D.
**AVAILABILITY OF SERVICE**

Annual Revenue Hours per capita (2020)

- Lakeland, FL: 0.2
- VRT: 0.3
- Tucson: 1.1
- Reno: 1.4
- Spokane: 1.3
- UTA: 0.9
- Madison, WI: 1.4
- TriMet: 2.0
- King County: 1.8
- BART: 2.4
Item VI. D.
Item VI. D.
<table>
<thead>
<tr>
<th>Coverage</th>
<th>2000s</th>
<th>NOW</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fewer buses on routes, with fewer trips available per hour</td>
<td>More buses on routes, with more trips available per hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>More bus routes &amp; stops in more places</td>
<td>Fewer bus routes &amp; stops across the region</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passengers wait longer for buses to arrive</td>
<td>Passengers wait less for buses to arrive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transfers between buses take longer (longer total trip time)</td>
<td>Transfers between buses are faster (shorter total trip time)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Routes have fewer shelters, benches, etc.</td>
<td>Routes have more shelters, benches, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passengers have to plan around the bus schedule</td>
<td>The bus is there when you need it</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Higher tax subsidy needed to fund service</td>
<td>More funding comes from farebox</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Item VI. D.
BETTER BUS

BETTER BUS ROUTES

BETTER BUS RIDES

BETTER BUS STOPS

REGIONAL RAIL
Item VI. D.
TOPIC  Canyon County OnDemand Transit Update
DATE  April 27, 2023
STAFF MEMBER  Leslie Pedrosa

Staff Recommendation/Request
This is an information item only.

Highlights
Table 1 below provides the service metrics for February. Ride requests increased by 14% from previous year, rides accepted increased by 12% and ridership increased 10%. The majority of requests not accepted continue to be attributed to budget constraints limiting the hours service can be operated.

Table 1. February Metrics

<table>
<thead>
<tr>
<th>Top Operational Metrics</th>
<th>FY2023</th>
<th>FY2022</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Rides Requested</td>
<td>3,640</td>
<td>3,131</td>
<td>14%</td>
</tr>
<tr>
<td>Total Rides Accepted</td>
<td>2,430</td>
<td>2,148</td>
<td>12%</td>
</tr>
<tr>
<td>Total Passengers</td>
<td>2,690</td>
<td>2,419</td>
<td>10%</td>
</tr>
<tr>
<td>Revenue Hours Operated</td>
<td>760</td>
<td>684</td>
<td>10%</td>
</tr>
<tr>
<td>Revenue Miles Operated</td>
<td>16,192</td>
<td>14,172</td>
<td>12%</td>
</tr>
<tr>
<td>Boardings Per Hour</td>
<td>3.54</td>
<td>3.54</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Metrics</th>
<th>FY2023</th>
<th>FY2022</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Rides Requested</td>
<td>3,640</td>
<td>3,131</td>
<td>14%</td>
</tr>
<tr>
<td>Acceptance Rate (Proposals accepted/proposals offered)</td>
<td>80%</td>
<td>80%</td>
<td>1%</td>
</tr>
<tr>
<td>Average Pick-up Wait Time (in minutes)</td>
<td>26</td>
<td>25</td>
<td>4%</td>
</tr>
<tr>
<td>Average Walking Distance to Pick-up Location (in feet)</td>
<td>665</td>
<td>650</td>
<td>2%</td>
</tr>
<tr>
<td>Average Ride Duration (in minutes)</td>
<td>18</td>
<td>19</td>
<td>-3%</td>
</tr>
<tr>
<td>Average Ride Distance (in miles)</td>
<td>7</td>
<td>6</td>
<td>2%</td>
</tr>
<tr>
<td>Average Ride Rating 1-5 Stars</td>
<td>4.80</td>
<td>4.60</td>
<td>4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ride Request Breakout</th>
<th>FY2023</th>
<th>FY2022</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Rides Requested</td>
<td>3,640</td>
<td>3,131</td>
<td>14%</td>
</tr>
<tr>
<td>Requests Made Outside of Service Hours</td>
<td>93</td>
<td>74</td>
<td>20%</td>
</tr>
<tr>
<td>Error with Booking Request</td>
<td>90</td>
<td>118</td>
<td>-31%</td>
</tr>
<tr>
<td>Seat Unavailable (Bus Not in Vicinity)</td>
<td>438</td>
<td>244</td>
<td>44%</td>
</tr>
<tr>
<td>Offered Ride Not Accepted</td>
<td>270</td>
<td>265</td>
<td>2%</td>
</tr>
<tr>
<td>Ride Cancelled/No Show</td>
<td>319</td>
<td>282</td>
<td>12%</td>
</tr>
<tr>
<td>Rides Accepted</td>
<td>2,430</td>
<td>2,148</td>
<td>12%</td>
</tr>
<tr>
<td>Completion Rate (Rides Accepted/Total Rides Requested)</td>
<td>67%</td>
<td>69%</td>
<td>-3%</td>
</tr>
</tbody>
</table>
Revenue hours had a 10% increase and revenue miles increased 12% from previous year. VRT has been working with Via Mobility to consolidate more trips to one pick-up location by increasing the distance passengers are required to walk to a bus stop. This work has resulted in a 2% increase in the average walking distance to a pick-up location from previous month.

Table 2 below provides the service metrics for March. Ride requests increased by 18% from previous year, rides accepted increased by 13% and ridership increased 10%. The majority of requests not accepted continue to be attributed to budget constraints limiting the hours service can be operated.

<table>
<thead>
<tr>
<th>Table 2. March Metrics</th>
<th>FY2023</th>
<th>FY2022</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Top Operational Metrics</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Rides Requested</td>
<td>4,267</td>
<td>3,496</td>
<td>18%</td>
</tr>
<tr>
<td>Total Rides Accepted</td>
<td>2,800</td>
<td>2,439</td>
<td>13%</td>
</tr>
<tr>
<td>Total Passengers</td>
<td>3,099</td>
<td>2,754</td>
<td>11%</td>
</tr>
<tr>
<td>Revenue Hours Operated</td>
<td>855</td>
<td>796</td>
<td>7%</td>
</tr>
<tr>
<td>Revenue Miles Operated</td>
<td>17,944</td>
<td>16,729</td>
<td>7%</td>
</tr>
<tr>
<td>Boardings Per Hour</td>
<td>3.62</td>
<td>3.46</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Service Metrics</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Rides Requested</td>
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<td>3,496</td>
<td>18%</td>
</tr>
<tr>
<td>Acceptance Rate (Proposals accepted/proposals offered)</td>
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<td>79%</td>
<td>2%</td>
</tr>
<tr>
<td>Average Pick-up Wait Time (in minutes)</td>
<td>26</td>
<td>25</td>
<td>3%</td>
</tr>
<tr>
<td>Average Walking Distance to Pick-up Location (in feet)</td>
<td>692</td>
<td>614</td>
<td>11%</td>
</tr>
<tr>
<td>Average Ride Duration (in minutes)</td>
<td>18</td>
<td>17</td>
<td>4%</td>
</tr>
<tr>
<td>Average Ride Distance (in miles)</td>
<td>6</td>
<td>6</td>
<td>-3%</td>
</tr>
<tr>
<td>Average Ride Rating 1-5 Stars</td>
<td>4.8</td>
<td>4.7</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Ride Request Breakout</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
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<td>Total Rides Requested</td>
<td>4,267</td>
<td>3,496</td>
<td>18%</td>
</tr>
<tr>
<td>Requests Made Outside of Service Hours</td>
<td>73</td>
<td>78</td>
<td>-7%</td>
</tr>
<tr>
<td>Error with Booking Request</td>
<td>84</td>
<td>65</td>
<td>23%</td>
</tr>
<tr>
<td>Seat Unavailable (Bus Not in Vicinity)</td>
<td>643</td>
<td>263</td>
<td>159%</td>
</tr>
<tr>
<td>Offered Ride Not Accepted</td>
<td>324</td>
<td>273</td>
<td>16%</td>
</tr>
<tr>
<td>Ride Cancelled/No Show</td>
<td>343</td>
<td>378</td>
<td>-10%</td>
</tr>
<tr>
<td>Rides Accepted</td>
<td>2,800</td>
<td>2,439</td>
<td>13%</td>
</tr>
<tr>
<td>Completion Rate (Rides Accepted/Total Rides Requested)</td>
<td>66%</td>
<td>70%</td>
<td>-6%</td>
</tr>
</tbody>
</table>

Revenue hours had a 7% increase and revenue miles increase 7% from previous year. VRT has been working with Via Mobility to consolidate more trips to one pick-up location by increasing the distance passengers are required to walk to a bus stop. This work has
resulted in an 11% increase in the average walking distance to a pick-up location from previous month.

**Summary**
Contractor staff continues to operate 44 revenue hours per day, due to budget constraints. Trips not being booked due to seat unavailable will continue until additional revenue hours can be added to the service. Contractor staff has been adjusting driver schedules to schedule more hours at peak demand to accommodate more requests.

**Implication (policy and/or financial)**
With the expectation to grow the on-demand service to allow for ten boardings per hour, staff is still working to find funding partners that see the need for public transportation in Canyon County. This innovative approach to improve services in Canyon County is proving that additional funding is needed from current and future funding partners, for growth to continue.

**More Information**
Attachments:
Canyon County OnDemand Q2 Report
Q2 Top 10 Trip Origins
Q2 Top 10 Trip Destinations
Q2 CWI Campus Trip Information

For detailed information contact: Leslie Pedrosa, Chief Operating Officer, 208.258.2713, lpedrosa@valleyregionaltransit.org
## Top Operational Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Jan-23</th>
<th>Feb-23</th>
<th>Mar-23</th>
<th>Q2</th>
<th>Q2</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Rides Requested</td>
<td>3,770</td>
<td>3,640</td>
<td>4,267</td>
<td>11,677</td>
<td>10,061</td>
<td></td>
</tr>
<tr>
<td>Total Rides Accepted</td>
<td>2,388</td>
<td>2,430</td>
<td>2,800</td>
<td>7,618</td>
<td>6,839</td>
<td></td>
</tr>
<tr>
<td>Total Passengers</td>
<td>2,670</td>
<td>2,690</td>
<td>3,099</td>
<td>8,459</td>
<td>7,764</td>
<td></td>
</tr>
<tr>
<td>Revenue Hours Operated</td>
<td>750</td>
<td>760</td>
<td>855</td>
<td>2,365</td>
<td>2,207</td>
<td></td>
</tr>
<tr>
<td>Revenue Miles Operated</td>
<td>16,089</td>
<td>16,192</td>
<td>17,944</td>
<td>50,225</td>
<td>45,938</td>
<td></td>
</tr>
<tr>
<td>Boardings Per Hour</td>
<td>3.56</td>
<td>3.54</td>
<td>3.62</td>
<td>3.58</td>
<td>3.52</td>
<td>2%</td>
</tr>
</tbody>
</table>

## Service Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Jan-23</th>
<th>Feb-23</th>
<th>Mar-23</th>
<th>Q2</th>
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<tr>
<td>Acceptance Rate (Proposals accepted/proposals offered)</td>
<td>80%</td>
<td>80%</td>
<td>81%</td>
<td>81%</td>
<td>79%</td>
<td>2%</td>
</tr>
<tr>
<td>Average Pick-up Wait Time (in minutes)</td>
<td>26</td>
<td>26</td>
<td>26</td>
<td>26</td>
<td>26</td>
<td>1%</td>
</tr>
<tr>
<td>Average Walking Distance to Pick-up Location (in feet)</td>
<td>701</td>
<td>665</td>
<td>692</td>
<td>686</td>
<td>635</td>
<td>7%</td>
</tr>
<tr>
<td>Average Ride Duration (in minutes)</td>
<td>18</td>
<td>18</td>
<td>18</td>
<td>18</td>
<td>18</td>
<td>0%</td>
</tr>
<tr>
<td>Average Ride Distance (in miles)</td>
<td>6</td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>7</td>
<td>-3%</td>
</tr>
<tr>
<td>Average Ride Rating 1-5 Stars</td>
<td>4.8</td>
<td>4.80</td>
<td>4.8</td>
<td>4.80</td>
<td>4.63</td>
<td>3%</td>
</tr>
</tbody>
</table>

## Ride Request Breakout

<table>
<thead>
<tr>
<th>Metric</th>
<th>Jan-23</th>
<th>Feb-23</th>
<th>Mar-23</th>
<th>Q2</th>
<th>Q2</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
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<td>4,267</td>
<td>11,677</td>
<td>10,061</td>
<td></td>
</tr>
<tr>
<td>Requests Made Outside of Service Hours</td>
<td>121</td>
<td>93</td>
<td>73</td>
<td>287</td>
<td>251</td>
<td>13%</td>
</tr>
<tr>
<td>Error with Booking Request</td>
<td>72</td>
<td>90</td>
<td>84</td>
<td>246</td>
<td>252</td>
<td>-2%</td>
</tr>
<tr>
<td>Seat Unavailable (Bus Not in Vicinity)</td>
<td>605</td>
<td>438</td>
<td>643</td>
<td>1686</td>
<td>914</td>
<td>46%</td>
</tr>
<tr>
<td>Offered Ride Not Accepted</td>
<td>300</td>
<td>270</td>
<td>324</td>
<td>894</td>
<td>820</td>
<td>8%</td>
</tr>
<tr>
<td>Ride Cancelled/NoShow</td>
<td>284</td>
<td>319</td>
<td>343</td>
<td>946</td>
<td>985</td>
<td>-4%</td>
</tr>
<tr>
<td>Rides Accepted</td>
<td>2,388</td>
<td>2,430</td>
<td>2,800</td>
<td>7,618</td>
<td>6,839</td>
<td>10%</td>
</tr>
<tr>
<td>Completion Rate (Rides Accepted/Total Rides Requested)</td>
<td>63%</td>
<td>67%</td>
<td>66%</td>
<td>65%</td>
<td>68%</td>
<td>-4%</td>
</tr>
</tbody>
</table>
FY2023 On-Demand Second Quarter Top 10 Destinations

**City of Nampa- Top 10 - Trip Destinations**

1. CWI Main Campus: 115
2. Caldwell and Canyon: 121
3. Midland and Marketplace: 145
4. 12th and Iowa: 141
5. Caldwell and Flamingo: 154
6. 3rd St S and 12th Ave S: 182
7. Caldwell and Homedale: 190
8. Caldwell and Park Centre: 197
9. Garrity and Stamm: 217
10. Idaho Centennial Job Corps: 306

**City of Caldwell- Top 10 - Trip Destinations**

1. Cleveland Blvd and S 6th Ave: 65
2. Enterprise and Smeed: 65
3. S Kimball Ave and W Ash St: 66
4. Blaine St and S 6th Ave: 72
5. Blaine and 15th: 73
6. N Illinois Ave & Rochester St: 77
7. Cleveland and 22nd: 80
8. 10th and Dearborn: 100
9. Happy Day Transit Center: 241
10. Cleveland and Walmart Entrance: 265
FY2023 CWI Second Quarter Origins and Destinations

**College Of Western Idaho Origins**

- CWI Park and Ride: 9
- Birch and CWI Aspen Building: 11
- Sundance and Caldwell: 41
- CWI Main Campus: 83
- Tiegs and Micron Center: 99

**College Of Western Idaho Destinations**

- Birch and CWI Aspen Building: 18
- CWI Park and Ride: 22
- Sundance and Caldwell: 37
- Tiegs and Micron Center: 89
- CWI Main Campus: 115
Staff Recommendation/Request
This is an information item, to provide an update on service operations.

Highlights
- Electric bus and charger update
- Beyond ADA project update
- Eagle Senior Center update
- Route 30 and Route 45 update

Summary

Electric Bus and Charger Update
Currently, all six charging stations are operating. The three additional chargers, that Proterra is providing at no cost to VRT, were installed in March. A Proterra engineer will be onsite in April to commission the chargers for use. Commissioning of chargers allows for remote servicing in the future and checks the safety and functionality of each unit. Proterra still expects to restore the original chargers back to dual dispensing during the third quarter of this fiscal year. At the end of this project, VRT will have 18 charging stations.

Currently, VRT has seven battery electric buses in service, four 40’ buses and three 35’ bus. VRT has not placed the remaining five 35’ battery electric buses in service due to the inability to charge buses. VRT expects to place the remaining five 35’ buses into revenue service when the expansion charger installation is completed, and the chargers have passed operating tests.

Beyond ADA Project Update
VRT continues to work on a solution that builds accessible capacity that is efficient and coordinated and will expand service to areas where traditional fixed-route and paratransit services are limited. The new service model has been well received by the project steering committee, the Southwest Idaho Area Agency on Aging Advisory Council, and the VRT Board of Directors.

VRT staff is in the process of completing the second phase of engagement with service providers and community members. The second phase of engagement includes presenting the changes service providers and staff will see with the new service model, opportunities with the new service model and the implementation plan.

Feedback received during the second phase of engagement will be used in determining the final service model VRT staff will present to the VRT Board of Directors for approval. The new service model is expected to launch in October 2023.
**Eagle Senior Center Update**
Beginning May 1 VRT will provide evening dinner trips for Eagle Senior Center members on Monday and Wednesday, as requested. VRT staff is still working through the transition of operating the service following the service agreement termination. VRT staff will meet with the VRT Executive Board in June to discuss the appeal filed by Eagle Senior Center regarding the service agreement termination.

**Route 30 and Route 45 Update**
Route 30 Pine launched service October 2022 in Meridian between Ten Mile Crossing and The Village. When Route 30 Pine was proposed to the city of Meridian in 2021, ridership projections were based on travel behaviors factors for a new service. The targeted goal by the fourth quarter of fiscal year 2024 is five boardings per hour. New service typically takes as long as 24 months to be considered mature.

Based off those projections, Table 1 below shows ridership projections for the first quarter and the fourth quarter of fiscal year 2023, and the ridership projections at the end of 24 months. Table 2 below shows the fiscal year 2023 metrics for the first two quarters. Both quarters have exceeded the first quarter projections.

<table>
<thead>
<tr>
<th>Projections</th>
<th>Q1 FY23</th>
<th>Q4 FY23</th>
<th>Q4 FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ridership</td>
<td>600</td>
<td>900</td>
<td>3,500</td>
</tr>
<tr>
<td>Revenue Hours Operated</td>
<td>750</td>
<td>750</td>
<td>750</td>
</tr>
<tr>
<td>Boardings Per Hour</td>
<td>1</td>
<td>1</td>
<td>5</td>
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</tbody>
</table>

Table 2. Route 30 Metrics

<table>
<thead>
<tr>
<th>Top Operational Metrics</th>
<th>Q1</th>
<th>Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Passengers</td>
<td>1,168</td>
<td>1,511</td>
</tr>
<tr>
<td>Revenue Hours Operated</td>
<td>741</td>
<td>744</td>
</tr>
<tr>
<td>Boardings Per Hour</td>
<td>2</td>
<td>2</td>
</tr>
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</table>

Route 45 Boise State/CWI via Fairview that started October 2022 was restructured to provide service along the Cherry/Fairview corridor in Meridian between the schools. Table 3 below shows the first two quarters of fiscal year 2023 compared to the first two quarters of fiscal year 2022. Ridership and boardings per hour continue to improve in the second quarter.

<table>
<thead>
<tr>
<th>Top Operational Metrics</th>
<th>Q1 - FY23</th>
<th>Q1 - FY22</th>
<th>Q1 Variance</th>
<th>Q2 - FY23</th>
<th>Q2 - FY22</th>
<th>Q2 Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Passengers</td>
<td>1,213</td>
<td>1,227</td>
<td>-1%</td>
<td>1,391</td>
<td>1,067</td>
<td>23%</td>
</tr>
<tr>
<td>Revenue Hours Operated</td>
<td>508</td>
<td>532</td>
<td>-5%</td>
<td>507</td>
<td>506</td>
<td>0%</td>
</tr>
<tr>
<td>Revenue Miles Operated</td>
<td>10,240</td>
<td>18,420</td>
<td>-80%</td>
<td>10,708</td>
<td>17,834</td>
<td>-67%</td>
</tr>
<tr>
<td>Boardings Per Hour</td>
<td>2</td>
<td>2</td>
<td>4%</td>
<td>3</td>
<td>2</td>
<td>23%</td>
</tr>
</tbody>
</table>
**Implication (policy and/or financial)**
VRT will continue to work with partners to grow the public transportation footprint in the Treasure Valley. VRT will ensure any new service has been vetted through proper work groups, while ensuring no duplication of service is created.

**More Information**
For detailed information contact: Leslie Pedrosa, Chief Operations Officer, 208-258-2713, lpedrosa@valleyregionaltransit.org
CEO Update
Information only, no action needed.

Highlights
The end of March and first part of April was spent in partner meetings and preparing information for and holding meetings with member agencies regarding contributions and services for the FY 2024 budget. I will be attending and presenting at City Council and Commission meetings for many of you.

Our communications department has gotten great response to the first public outreach on the Better Bus Initiative tied to service changes and future planning. We have also been exploring new ways of generating funding and reviewing opportunities to pilot services. I have been working with planning staff over the last several months.

Operations continues to refine the proposal to consolidate specialized transportation services so we can achieve more efficient service and finance continues to refine the budget proposals for next year.

Over the course of the month, I made four public presentations outside of those to member agencies; below are some of the highlights.

I made four appearances on behalf of VRT at events in the region:

- **Tireside Chat**: VRT, through CityGO is hosting a series of late afternoon chats in downtown Boise for Wildcard Wednesdays. On April 12 I appeared on a panel with Justin Corr from KTVB and Joe Jaszewski representing ACHD’s Bicycle Advisory committee to reflect on KTVB’s Transportation Tuesday Series. An engaged audience of 25 in people offered many insightful questions and comments about how transit serves them today and how it could be better.

- **KBOI Morning Show**: The Better Bus Initiative has been gaining a lot of attention, including mention on the KBOI morning show, with many callers sharing stories of how transit impacts their lives. In response, we offered to appear on the program to explore the initiative more deeply and Jason Rose and I were on the show on April 13. We had a great conversation and lots of interest from the listening public. It is clear the transit is an issue of interest in the valley.

- **NAR Panel**: The National Association of Realtors was in town with the American Forest Foundation on April 14 for a Community and Stewardship event. They highlighted their partnership on a tree planting project. I appeared on a panel reprising my efforts at planting trees while at the City of Boise and introduced the audience to the importance of transit on community and the positive impact new zoning and improved transit service will have on their ability to sell real estate.
• **Idaho Transportation Department Board meeting:** I have had a series of meetings with the Deputy Director at ITD exploring ways VRT can partner with the agency to further mobility in the state. I traveled to their board meeting in Shoshone April 20 to introduce the board to what we do, how we are working to improve and the opportunities the two agencies must partner on to ensure regional movement and local mobility are seamlessly integrated.

**Meetings of note:**

• **FTA Administrators Office, Paul Kincaid, Associate Administrator for Communications and Congressional Affairs:** I met in person with Paul Kincaid in the headquarters office in Washington DC, we were joined virtually by Susan Fletcher, Acting Director FTA Region 10. We discussed the challenges and opportunities facing VRT in developing sustainable funding. Specifically we talked about the RAISE grant and the FTA request for a more thorough NEPA analysis and the delay as we do that. Kincaid was helpful in identifying possible avenues to explore for planning funds. We also explored ways FTA could be helpful in our pursuit of a regional rail project,

• **Local Lift Idaho:** Local Lift Idaho held its second meeting and discussed how to grow the coalition statewide and how to integrate with other efforts such as the Idaho 2040 forum.

• **Charleston Area Regional Transit Authority:** While in Charleston I took the opportunity to visit the transit authority and tour their main maintenance facility. In meeting with their general manager and the operations director I got a good view of how a region of similar size with a sufficient funding stream can operate.

• **Passenger Rail:** I rode the train to Washington, D.C. from my vacation spot in South Carolina so I could experience, first-hand, what train transportation can be. It was a great trip. I will be meeting late in the month with our local freight operator to better understand the obstacles they might face as we work to restore passenger service on the Boise cut-off.

• **Idaho 2040 Forum:** The group met for the first time in late March. For the next few months, we will talk internally and with the Policy Institute at BSU to design research around transportation (and specifically transit) funding options.

**Summary of Internal Activities**

• **ERP:** We moved forward with an “intent to award process” for replacing our Enterprise Resource Planning (ERP) system and are beginning the process of looking for specific contract language. The Executive Board will have an action item on the agenda to approve this award and allow me to finalize the contract language. If the Executive Board votes to approve, we are confident we can stay on schedule with a target implementation start date of June. We expect the full implementation to take up to a year and plan to have the full system in place for the start of the FY2025 fiscal year.

• **Budget:** The staff continues to work on the FY2024 expense budget and it is nearly complete. I am beginning the process of presenting to our contributing partners and the outcome of those meetings will determine the next steps in building the operating and revenue sections of the budget.
• **Marketing and Rebranding:** Our rebranding and brand consolidation effort is continuing. We will be bringing all of the brands into one brand house to reduce confusion and build better awareness of our related services. Look for a roll the ideas later this summer and fall.

• **Email addresses:** Reminder, the Valley Regional Transit URL changed to rideVRT.org.

For detailed information contact: Elaine Clegg, CEO, 208.258.2712, eclegg@rideVRT.org
Summary
This report provides a 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.

Regional Operations
- Proterra provided three additional chargers, at no cost to VRT, to try and resolve the ongoing charging issues VRT has experienced. Installation of the chargers began March 6. Proterra will finish up some fiber work to commission the chargers. Proterra expects the three new chargers to be in service in April.

- The original six battery electric bus chargers are working. Proterra expects a software update that should restore the original chargers back to dual dispensing, to be released in April. At the end of this project, VRT will have 18 charging stations.

At this time, all four 40’ and two of the three 35’ Proterra buses are in service. Proterra will continue to be onsite to work on battery electric bus issues as needed. The remaining five 35’ buses will remain out of service, until there are 12 operating chargers, as stated in the agreement with Proterra.

- VRT continues to work on the Beyond ADA project. The Specialized Transportation Analysis Update was approved. VRT staff presented a new service design to the VRT Board of Directors in April. Staff will also begin presenting the new service design to the current service providers and customers. The first phase of the solution is expected to be implemented in October 2023.

- The Eagle city council approved to begin a new on-demand service in quarter three of this fiscal year. VRT staff continues to scope the solution with Via Mobility to meet the expected timeline. The on-demand service area will cover a portion of the service area currently covered by Eagle Senior Transportation and will also have additional service to designated areas outside of Eagle to allow connections to existing fixed-route service in Boise and Meridian. The City of Eagle continues to work with VRT staff to acquire information to start a circulator to provide service for city events.

Highlights:

Contracted Transportation
Canyon County Highlights
- One preventable accident in March
• Intercounty on-time performance 73% for March
• On-demand on-time performance 90% for March
• ACCESS on-time performance 98% for March

Ada County Highlights
• One preventable accident in March
• Fixed-route on-time performance 87% for March
• ACCESS on-time performance 98% for March

Specialized Transportation
• VRT continues to operate services for Eagle Senior Transportation
• VRT staff will be meeting with current service providers in the month of April as part of the Beyond ADA Project
• Several service providers continue to hire additional drivers

Information Technology and Intelligent Transportation Systems
• Staff resolved 132 support requests from 147 submitted in March
• Continued installation of new radios in Ada and Canyon counties
• Worked with Urban Transportation Associates (UTA) to set up automatic passenger counter (APC) systems in battery electric buses
• Completed the transition of RideVRT.org email domain
• Launched Cyber Security Awareness training for staff

Compliance
• Working on updates to several VRT procedures to capture mandated changes
• Began scoring rolling stock and equipment for fiscal year 2023 Transit Asset Management scoring
• Worked with Transportation Security Administration (TSA) staff to complete a Security Enhancement Through Assessment (SETA) evaluation. The assessment was conducted at Main Street Station and Happy Day Transit Center. There will be one more evaluation conducted at a later date to complete the SETA.

Customer Service Support
• Customer service handled 2,678 of 2,804 phone calls for information, with 126 calls abandoned. The average call time was 2 minutes, 24 seconds and the average hold time was 20 seconds in March.
• Reservationist handled 1,276 of 1,326 phone calls to change or schedule a ride on ACCESS, with 42 calls abandoned. The average call time was 3 minutes, 36 seconds and the average hold time was 14 seconds in March.
• On-demand services and Eagle Senior Transportation answered 1,643 of 1,806 phone calls to schedule a ride, with 162 calls abandoned. The average call time was 1 minute, 40 seconds and the average hold time was 25 seconds in March.
• March City Go Pay mobile ticket sales totaled $12,600.25.

More Information - For detailed information contact: Leslie Pedrosa, Chief Operations Officer, 208.258.2713, lpedrosa@valleyregionaltransit.org
Summary
Development Department activities for April 2023 report.

Staffing notes: Duane Wakan started as the new Mobility Integration Director on 4/10. We are now fully staffed.

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

Performance Based Decision-making
• Transportation Development Plan (TDP)
  Although VRT staff has continued meeting with partners about projects to be included in the 2024-2028 TDP, given the staffing changes and the priority to finalize the 2024 budget, staff is re-evaluating the timing of the FY2024-2028 TDP development.

Funding Development
• Budget Development – Staff has continued conversations with funding partners about the FY2024 budget holding meetings with Canyon County jurisdictions, Ada County, City of Eagle, and the City of Boise.
• Grant Opportunities – VRT will use the 2023-2027 TDP and collaboration with its funding partners to find and pursue additional funding opportunities. Staff is currently developing its grant strategy for the next grant cycle.
• Capital Improvement Plans – Staff met in March-April to develop FY2024 Capital Project Priorities

Goal 2 – Increase Ridership and Revenue

• FY2024 Service Changes – VRT staff continued refining service concepts, aligning them with the Better Bus Initiative and responding to jurisdiction feedback. We launched the Better Bus Initiative and began preparing materials for the May public outreach.
• Bus Stop Improvements – VRT staff put out a request for quotes for sign blade and supplemental sign manufacturing.
• Capital Projects include: Ordering FY2023 shelters, with advertising capacity. Installing 5-benches with advertising/messaging backings, three for Collister Neighborhood Association and two for the Bench Neighborhood. Two shelters were damaged and removed from service due to vehicle accidents. No riders were injured. These shelters were both at Collister and State Street (NWC/SEC), replacements have been ordered.
Goal 3 - Build institutional and regional capacity

Regional Capital Enhancements

- **Orchard Facility Master Plan Implementation**
  - Staff has been working with contractors to restart construction as soon as the weather permits.
  - Staff has prepared contract agreements with Jacobs and CTE to begin Low-No activities eventually resulting in the addition of four depot charging units.
  - Coordinated activity with Proterra to meet warranty items include upgrading an additional six stations on the north charging line.

- **Happy Day Transit Center Upgrades (HDTC)**
  HVAC replacement contractor is designing replacement system and is working through complications due to available HVAC system. Design engineer and architect are under contract for roof and awning replacement. Architect has started office redesign plans for 2023 construction and staff has provided comments on the future office layout.

- **Meridian Office Improvements**
  Architect prepared concepts for tenant improvements. Staff has begun evaluating next steps.

- **Main Street Station**
  - Staff received concepts and began evaluating next steps for exit and entrance gate repairs that would address security concerns at Main Street Station.
  - Staff has been working with Low-No consultants to identify design parameters and start NEPA evaluation for FY2023-2028 grant implementation. MSS will receive eight on-route chargers compatible with the 12-buses to be added to the fleet in 2026.
  - Staff has also been working with RAISE consultants for alternatives to install on-route charging units on Main Street in front of MSS. The RAISE grant provides for two on-street charging stations, locations were undefined in the grant.

Regional Corridor Planning/Corridor Capital Investments

- **State Street Corridor Projects**
  1. Staff met with FTA to review NEPA process and introduce new FTA staff to State Street project.
  2. VRT staff has continued working with the State Street Executive team to develop a coordinated funding plan for the whole corridor.
  3. VRT presented at both ITD and CCDC on next steps for State Street and RAISE grant funding schedule and local match requirements.

- **Bus Stop Improvements**
  - Staff continues to work on the Main/Fairview CCDC project. St. Luke’s is still in the process of constructing the transit island at 27th and Fairview. Estimated delivery of shelter is July – opening to follow in August-September.
  - Staff is partnering with City of Boise Parks department to install a transit node at Goddard and Milwaukee in cooperation with the linear park. An MOU is in
process and construction is estimated in June-July pending ACHD planning review.

- Bus stop improvements partnering with CCDC include upgrades at several stations including real-time information, advertising/messaging benches, shelters, and amenities. A new bus pad is being proposed at the River and Pioneer southeast corner for access to local businesses and the Greenbelt connections.
- Planning staff is working on bus blade procurements and Capital staff will install in mid-late summer FY2023. This is a phased implementation.

**Mobility Integration**

- Hired new Mobility Integration Director. We will prepare a full mobility integration department report next month, but I have included a few brief highlights below.
  - Safe Routes to School is busy with bike rodeo’s and student education all over the Treasure Valley. They were even at the Boise Tree-Fort.
  - City Go staff continues to provide excellent programming with the Tireside chats where they are engaging the community in conversations about transportation challenges in the Treasure Valley. They continue to expand the number of pass program users and support their members.
  - VRT is continuing its travel training program and leveraging our public outreach to promote the Better Bus Initiative.

**More Information:**

Stephen Hunt, Chief Development Officer, 208.258.2701, shunt@rideVRT.org
Duane Wakan, Mobility Integration Director, 208.258.2750, dwakan@rideVRT.org
Joe Guenther, Capital Projects Manager, 208.258.2705, jguenther@rideVRT.org
Kate Dahl, Principal Planner. 208.258.2715, kdahl@valleyregionaltransit.org
Alissa Taysom, Associate Planner, 208.258.2717, ataysom@rideVRT.org
Kyle Street, Programming Planner, 208.258.270, kstreet@rideVRT.org
Hailee Lenhart-Wees, Programs Manager, 208.608.6039, hienhart-wees@rideVRT.org
Kathleen Godfrey, Accounts Manager, 208 407-2519, kgodfrey@rideVRT.org
Lisa Brady, Safe Routes to School Program Manager, 208-761-8507, lbrady@rideVRT.org
<table>
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<th>TOPIC</th>
<th>Finance and Administration Activity Report</th>
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<tr>
<td>DATE</td>
<td>May 1, 2023</td>
</tr>
<tr>
<td>STAFF MEMBER</td>
<td>Jason Jedry</td>
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**Summary**
This memo provides an update on the accomplishments of the Finance Department.

**Highlights**

**Budget/Finance**
- Finance staff are working on closing the second quarter of FY 2023
- CFO is working with budget managers on FY2024 budget planning
- The finance team and VRT staff continue working on the enterprise resource planning (ERP) system replacement project

**Grant Management**
- Grants and Compliance Administrator is working on the following:
  - FTA grant applications
  - Active grant revisions/amendments
  - Project funding forms
  - Federal grant reconciling

**Procurement**
- Procurement and Contracts Specialist is working on:
  - Uniforms for Ada and Canyon County
  - Courier Delivery Service
  - Armored Vehicle Service
  - ERP Software Procurement and Implementation Services
  - APC Analysis Software

**For detailed information contact:** Jason Jedry, Chief Financial Officer, 208-258-2709, jjedry@valleyregionaltransit.org
Summary
This memo provides updates on current and future communications, engagement, and marketing efforts, including those related to the Valley Regional Transit (VRT) Strategic Plan goals.

Highlights
Communications
- Staff sent two press releases in the last month:
  - “Treeline bus service a big hit” to share the tripling of Treefort ridership
  - “Valley Regional Transit seeks feedback for a Better Bus system”
- We continue to build website and social media content, and are working with our marketing partner on creating additional website tools for new content types; additionally, we are working toward updated templates, marketing/brand/content guidelines, and other tools to increase visibility
- The Better Bus initiative has been receiving good press, including a feature and follow-up on KBOI

Engagement
- VRT staff launched Phase 1 of the Better Bus initiative, which included three in-person open houses, two virtual town halls, various pop-up tables around the valley, and onboard surveying.
- Staff is preparing for May outreach to include route change options.
- The team continues to explore event participation opportunities and develop promotional and service plans around community activities

Marketing
- VRT has radio and TV broadcast ad partnerships; on the radio side, we submit content to three outlets for airtime on two-week cycles and align content with the Communications Strategy
- We have conducted market research and are preparing for brand updates which will lead into an integrated marketing campaign with our consultant, Stoltz; this effort will bring more visibility to the VRT brand and support other communications efforts, such as bus stop typology, service changes outreach, etc.

More Information
Attachments: None

For detailed information contact: Jason Rose, Communications Director, 208-258-2739, jrose@valleyregionaltransit.org