



**2024**  
**2026**

# **Title VI Program Update**



**valley  
regional  
transit**

# **Title VI Program**

**Valley Regional Transit**

**The Regional Public Transportation Authority of Ada and Canyon Counties, Idaho  
(2024-2026)**

*Submitted in Fulfillment of Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B (Oct. 1, 2012)*



**VALLEY REGIONAL TRANSIT BOARD RESOLUTION  
TITLE VI PROGRAM 2024-2026  
RESOLUTION VBD24-003**

**BY THE BOARD OF VALLEY REGIONAL TRANSIT RATIFYING THE TITLE VI PROGRAM 2024-2026**

WHEREAS, pursuant to Idaho Code, Chapter 21, Title 40, and as a result of the approval of the voters of Ada and Canyon Counties on November 3, 1998, a regional public transportation authority (now known as **“Valley Regional Transit” (VRT)** was created to serve Ada and Canyon counties; and

WHEREAS, Idaho Code § 40-2109(1) confers to Valley Regional Transit, as a regional public transportation entity, exclusive jurisdiction over all publicly funded or publicly subsidized transportation services and programs except those transportation services and programs under the jurisdiction of public school districts and law enforcement agencies within Ada and Canyon Counties; and

WHEREAS, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin; and

WHEREAS, Valley Regional Transit is the direct recipient of Federal Transit Administration funds per Resolution VBD02-003 dated June 19, 2002, and referenced in Resolution VBD11-011 – Powers of Executive Board dated August 17, 2011; and

WHEREAS, the Title VI Program and Update are federal requirements which every three years Valley Regional Transit (VRT) assures and certifies that it will comply with these requirements; and

WHEREAS, VRT assures transit benefits and services, transit level of quality, opportunities to participate in transit planning and decision making, the location of transit services and facilities are equitably distributed without regard to race, color, national origin, age, gender, disability, economic status or limited English proficiency, and that there are corrective and remedial action if there are complaints of discrimination; and

WHEREAS, Idaho Code § 40-2109 (5) provides the Board of Valley Regional Transit may adopt resolutions consistent with law, as necessary, for carrying out the purposes of Chapter 21, Title 40, Idaho Code and discharging all powers and duties conferred to Valley Regional Transit pursuant to Chapter 21, Title 40.

WHEREAS, the Board of Valley Regional Transit has created an Executive Board with specific authority upon it to discharge its powers, pursuant to Resolution VBD11-011; and

WHEREAS, on July 20, 2005, the Valley Regional Transit Board authorized the Management Committee now known as the Executive Board to approve the Title VI Program

VBD24-003

and Update (Resolution VBD05-016); and

WHEREAS, on December 4, 2023 the Executive Board recommended to move forward with the Title VI Program 2024-2026; and

WHEREAS, on November 21, 2023 the Regional Advisory Council recommended to move forward with the Title VI Program 2024-2026; and

WHEREAS, staff has completed the Limited English Proficiency Plan and an analysis of boards and decision making bodies.

**NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF VALLEY REGIONAL TRANSIT:**

Section 1. That the Board of Valley Regional Transit ratify the Title VI Program 2024-2026 will be submitted to the FTA in January 2024.

Section 2. That this Resolution shall be in full force and effective immediately upon its adoption by the Board of Valley Regional Transit and its approval by the Board Chair.

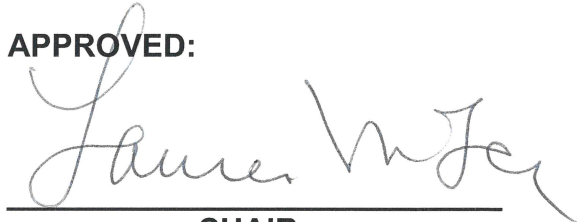
ADOPTED by the Board of Valley Regional Transit, this 8th day of January 2024.

APPROVED by the Board Chair this 8<sup>th</sup> day of January, 2024.

**ATTEST:**

**APPROVED:**

  
**EXECUTIVE ASSISTANT**

  
**CHAIR**

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## Introduction

This report documents the efforts of Valley Regional Transit (VRT), the regional public transportation authority of Ada and Canyon counties, to provide a level of transit service that is fairly distributed to all the authority populations to the extent possible. The content and organization of this report is based on the guidelines of FTA Circular FTA C 4702.1B (October 1, 2012) – Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

726,100 people live within VRT’s service area in Ada and Canyon Counties. VRT has identified that 15.3% fit the definition of minority for disproportionate impact measurements and 13.3% fit the definition of low income for disparate burdens measurements. Furthermore, VRT has documented that 2.0% of the population in Ada County and 2.1% of the population in Canyon County do not speak English very well. This document describes how VRT meets the requirements of Title VI for these populations and provides attachments to the specific policies and tools used.

Questions regarding the content or preparation of this report may be directed to Elaine Clegg, VRT Chief Executive Officer (CEO).



# Federal Document Requirements

## Annual Civil Rights (Title VI) Assurances

VRT enters the annual Certification and Assurances into Transit Award Management System (TrAMS) yearly and provides an electronic signature through a personal identification number (PIN). A signed copy of the Annual Civil Rights Title VI Assurances for 2024 is attached as **Attachment A**. The VRT CEO signs a hard copy yearly.

## Notification of Valley Regional Transit's Title VI Obligations

VRT publicizes its Title VI program by posting its commitment to providing services without regard to race, color, or national origin at: the VRT administrative offices in Meridian, Idaho; on all VRT buses; at the transit centers in Caldwell and Boise; and online [rideVRT.org](http://rideVRT.org). A copy of the notice can be found in **Attachment B**.

The complete Title VI Policy Statement is included as **Attachment C**.

## Title VI Complaint Procedures

VRT has developed complaint procedures for filing, investigating, and tracking Title VI complaints. VRT's complaint procedure is available on the VRT website, on revenue service vehicles, and in public view at capital facilities.

The complaint procedures are as follows:

### 1. File a Complaint

Any person who believes they have been excluded from participation in, or denied the benefits of, VRT's programs, activities, or services due to discrimination may file a complaint with VRT within 180 days from the date of the alleged discrimination. VRT encourages use of its complaint form, which is available on the VRT website at [rideVRT.org](http://rideVRT.org) or by calling 208-345-7433.

Filed complaints must meet specific requirements, including the following:

- Be in hard copy or submitted electronically and signed by complainant
- Include date of alleged discrimination
- Include detailed description of the issues
- Be filed within 180 days of the incident

Complaints can be filed by:

#### Mail

Title VI Coordinator  
700 NE 2<sup>nd</sup> Street, Suite 100  
Meridian, ID 83642

#### Fax

(208) 846-8564

#### Email

[TitleVICoordinator@rideVRT.org](mailto:TitleVICoordinator@rideVRT.org)



## 2. Record the Complaint

Within ten (10) days of the complaint, the VRT Title VI Coordinator will record the complaint in a database, determine its jurisdiction, acceptability and/or need for additional information and assign an investigator. VRT will provide written acknowledgement of complaint and whether it has accepted or rejected the complaint to the complainant.

## 3. Investigate the Complaint

An investigation of the complaint will occur within sixty (60) days of the complaint. The investigation may include interviews of individuals named as witnesses or other individuals who may have information. The investigator may review relevant documentation. Failure of the complainant to respond to requests for information from the investigator may result in closure of the complaint.

## 4. Resolve the Complaint

Within ninety (90) days of the complaint, the complainant will receive a final written response from VRT, including the proposed disposition of the matter and their right to appeal. VRT will also provide the appropriate federal or state agency with a copy of the decision.

VRT also notifies the public of their right to file their complaint with the U.S. Department of Transportation with the following notice:

### **Title VI Complaint to the U.S. Department of Transportation**

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to the discrimination on the grounds, of race, color or national origin may submit a complaint to the U.S. Department of Transportation:

#### **Federal Transit Administration's Office of Civil Rights**

Attention: Title VI Program  
Coordinator East Building, 5th Floor-TCR  
1200 New Jersey Ave, SE  
Washington, DC 20590

Further information, including the complaint form, is available at [www.fta.dot.gov](http://www.fta.dot.gov). The full complete complaint procedure is included in **Attachment D**.

The complaint form is included as **Attachment E**.

## **Title VI Investigations, Complaints and Lawsuits**

VRT's data related to allegations of discrimination, both with respect to employment and in the provision of transit services, comes from several sources. The data includes customer reports, reports to federal and state regulatory agencies, lawsuits filed in federal, state, or local courts, and internal employee complaints.

### **Customer Reports**

Customer complaints are collected from the public through VRT's customer call center at 208-345-7433. The call center is supported by VRT's Customer Service Department. Calls are managed in "Track-It," an IT help desk/customer service software with endpoint management. Calls are entered as tickets which can then be prioritized and routed to the appropriate person or department. The help desk system ensures each complaint is assigned a unique tracking number and tracked by the Transit Services Manager through the resolution of the complaint.



VRT received no Title VI related complaints from a customer during the report period (2021-2023).

## Employee Reports

Employees and those applying for a job with VRT can submit any workplace discrimination complaints through the U.S. Equal Employment Opportunity Commission (EEOC). The EEOC offers a few ways to file complaints and discrimination inquiries through:

The EEOC's public portal <https://publicportal.eeoc.gov/Portal/Login.aspx>

Phone: 1-800-669-4000 (Toll Free), 1-800-669-6820 (TTY), 1-844-234-5122 (ASL video phone)

There are no EEOC field offices in Idaho, so in-person workforce discrimination claims would need to visit the office in Seattle, Washington as an alternative to phone calls, and on-line public portals.

909 First Avenue, Suite 400

Seattle, WA 98104-1061

Office Hours: M-F 8:30 A.M. – 3:00 P.M.

VRT received no Title VI related complaints from current or former employees, nor from job applicants during the report period (2021-2023).

## Title VI Compliance Reviews

VRT will monitor the agency's compliance to Title VI laws and associated documents, including those of our subrecipients. We will report the following elements to our Board of Directors in the fall of each calendar year.

- Service standards and policies
- Public outreach efforts
- Language assistance efforts
- Title VI staff training updates
- Subrecipient and contractor compliance

VRT has found no compliance issues during the report period (2021-2023).



# VRT Compliance Procedures

## Staff Training

VRT is committed to ensuring that all staff and subrecipients understand and meet their obligations regarding Title VI. VRT will use digital trainings that can be viewed on-demand and integrated into VRT's staff on-boarding or continual education series and will develop specific training for specific staff or subrecipients as needed. The training may include the following:

- Information on the Title VI Policy and LEP responsibilities
- Description of language assistance services offered to the public
- Use of the Language Line brochure and telephone interpretation service
- Documentation of language assistance requests
- How to handle a potential Title VI/LEP complaint

All contractors or subcontractors performing work for Valley Regional Transit will be required to follow the Title VI/LEP guidelines.

## Public Participation Plan

VRT's Public Participation Plan outlines the process for soliciting and considering public comment prior to the implementation of various changes, including, but not limited to: service changes or adjustments, VRT annual budget adoption or modifications, fare changes, and VRT's annual Program of Projects (POP).

Guided by VRT's Public Involvement and Notification Policy (1.24.00; adopted May 2004; revised August 2020 and April 2023), notes the importance of public participation. This participation "is especially crucial when significant changes to current services are proposed." According to this policy, "significant changes" include fare increases, major service reductions or route modifications, and/or the addition of new service, and minimum outreach requirements are listed for these instances.

VRT staff aims to extend comprehensive public engagement to as many decision-making processes as possible and practical. We typically use the International Association for Public Participation (IAP2) Spectrum of Public Participation as a guide in developing outreach programs and have staff trained on these tactics.

At a minimum, VRT utilizes public notice methods designed to increase general knowledge of VRT processes, planned actions, or approved actions, including:

- **Open House** - public forum to provide an opportunity for the public to learn and comment about a project or proposed operational changes and to solicit public comment prior to any public hearing.
- **Public Meeting** – a meeting designed to facilitate participation in the decision-making process; assist the public in gaining an informed view of a proposed project at any level of the public transportation project development process; and gather public comment.
- **Property Notices** – door hangers or other type of specific individual notice given to specific affected properties or individuals.



- **Fliers/Posters** – postings generally placed on buses, at transfer locations or other public places designed to educate the public on planned VRT action.
- **Mailers** – targeted mailing services designed to notify all persons possibly affected by a transit route or pathway.
- **Media** – notices or postings placed on the various local newspaper, television, social media, websites, email or other electronic or other media the VRT has access to including contracted or targeted surveys or solicited requests for input or responses.

VRT's Public Participation Plan goes beyond the minimum requirements and is committed to getting comprehensive and authentic public feedback.

## 2021-2023 Service Changes

VRT has had four (4) service adjustments between 2021-2023. A detailed table representing 2021-2023 services changes can be found in the Public Participation Plan. A fifth change in the form of a bus network redesign will occur in summer 2024.

The Public Participation Plan is included as **Attachment F**.

## Limited English Proficiency (LEP) Plan and Purpose

Limited English Proficiency (LEP) is a term used to describe individuals who do not speak English as their primary language and who also may have a limited ability to read, write, or understand English. Direct recipients and subrecipients of Federal financial assistance are required to take reasonable steps to provide LEP individuals with meaningful access to its activities, programs, and services. The key to providing meaningful access for LEP persons is to ensure that effective communication exists between VRT and LEP persons.

VRT's *Limited English Proficiency Plan (LEP)* has been prepared to address VRT's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

## Compliance with LEP Requirements

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

## Plan Summary - Four Factor Analysis

VRT has developed this *Limited English Proficiency Plan* to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.



FTA requires that transit agencies provide “meaningful access” for LEP populations. Meaningful access is based on a four-factor analysis. Valley Regional Transit assesses staff interactions with customers and patrons of limited English proficiency in a multitude of ways including but not limited to transit services, customer service, administration duties, and public meetings and events as it applies to the following four factors as required by the FTA.

1. The number or proportion of LEP persons in the service area who may be served by Valley Regional Transit services.
2. The frequency with which LEP persons come in contact with Valley Regional Transit services.
3. The nature and importance of services provided by Valley Regional Transit to the LEP population.
4. The interpretation services available to Valley Regional Transit and overall cost to provide LEP assistance.

## Language Assistance Actions

As a result of the findings of the four-factor LEP plan, VRT employs the following solutions to ensure people with limited English proficiency are reasonably accommodated:

- VRT will translate vital documents, including fare information and “how to ride” brochures, into Spanish.
- VRT customer service may employ one full-time position designated as a bilingual Customer Service Specialist and must be fluent in both English and Spanish.
- VRT staff has initiated language-specific travel training sessions in coordination with local resettlement agencies.
- VRT utilizes LanguageLine Solutions ([www.language.com](http://www.language.com)) as a translation service during customer calls in circumstances where the customers are unable to communicate with one of VRTs customer service specialists.
- VRT provides a translation of materials, including meeting notices, flyers, and agendas upon request, or when warranted by the target audience.
- VRT trains staff on VRT’s Title VI Policy and LEP responsibilities and documents LanguageLine use and requests.
- VRT customer service staff and drivers utilize LanguageLine brochures to both identify the appropriate language and get the translation services necessary.
- VRT advertises the availability of LanguageLine at Main Street Station with a poster stating language assistance that is available.

As mentioned in the LEP plan, VRT will review language barriers that exist and the appropriateness of VRT’s actions to minimize or remove those barriers. See **Figure 1** for an example of a language card that assists with Swahili translation.

The full LEP plan and its four-factor analysis is attached as **Attachment G**.



## Subrecipients

VRT supports subrecipients in complying with Title VI requirements by:

1. Annually providing a Title VI Compliance Assessment Tool to the Subrecipients, using a baseline questionnaire. This tool walks subrecipients through Title VI requirements and requests appropriate documentation, which is reviewed by VRT to ensure compliance. Subrecipients are notified if there are any corrective action measures needed at that time.

The subrecipient Compliance and Assessment Tool is attached as **Attachment I**.

2. VRT staff also supports subrecipients in their Title VI compliance responsibilities by conducting site reviews to ensure updated Title VI documents are visibly posted at appropriate facility locations in line with Title VI requirements.

VRT's Subrecipient Monitoring and Oversight Procedures is attached as **Attachment J**

VRT currently passes FTA dollars on to the following sub recipients:

**Treasure Valley Transit** – Provides Above and Beyond paratransit services to individuals who are outside of the core fixed-route service area within  $\frac{3}{4}$ 's of a mile on each side of a fixed-route for VRT's service area in the Nampa Urbanized Area (UZA).

**Boise State University** – Provides fixed-route services with shuttle buses within the Boise UZA. They receive federal grant funding for vehicles used to provide these services as well as operation funding.

**Ada County Highway District (ACHD)** – Through VRT's Shared Vehicle Pool, ACHD provides a vanpool service in the Nampa/Boise UZA with federal grant funding for vehicles and some operating funds.

The Title VI language of the subrecipient agreement is attached as **Attachment H**.

















 <p>I want to go home. Route _____ stop _____ to route _____ stop _____</p>	 <p>Ninataka kuenda nyumbani. Njia ya _____ vituo vya mabasi _____ kwa Njia ya _____ vituo via mabasi _____</p>
 <p>I want to go to the doctor's office. Route _____ stop _____ to route _____ stop _____</p>	 <p>Ninataka kuenda madaktari ofisi. Njia ya _____ vituo vya mabasi _____ kwa Njia ya _____ vituo via mabasi _____</p>
 <p>I want to go to the grocery store. Route _____ stop _____ to route _____ stop _____</p>	 <p>Ninataka kuenda dukani. Njia ya _____ vituo vya mabasi _____ kwa Njia ya _____ vituo via mabasi _____</p>
 <p>I want to go to the English Language Center. Route _____ stop _____ to route _____ stop _____</p>	 <p>Ninataka kuenda darasani ya Kiingereza. Njia ya _____ vituo vya mabasi _____ kwa Njia ya _____ vituo via mabasi _____</p>
 <p>I want to go to work at _____ Route _____ stop _____ to route _____ stop _____</p>	 <p>Ninataka kuenda kazi katika _____ Njia ya _____ vituo vya mabasi _____ kwa Njia ya _____ vituo via mabasi _____</p>
 <p>I want to go to the WIC Office. Route _____ stop _____ to route _____ stop _____</p>	 <p>Ninataka kuenda WIC ofisi. Njia ya _____ vituo vya mabasi _____ kwa Njia ya _____ vituo via mabasi _____</p>
 <p>I want to go to the IRC. Route _____ stop _____ to route _____ stop _____</p>	 <p>Ninataka kuenda IRC. Njia ya _____ vituo vya mabasi _____ kwa Njia ya _____ vituo via mabasi _____</p>
<p>Name _____ Language _____  <input type="checkbox"/> Child <input type="checkbox"/> Person with disability  <input type="checkbox"/> Adult <input type="checkbox"/> Older Adult</p>	<p>Jina _____ Lugha _____  <input type="checkbox"/> Kupitisha Watoto <input type="checkbox"/> Watu wakong'w/watu walio na  <input type="checkbox"/> Watu Wazima <input type="checkbox"/> Ulemaru Wataingia Bila malipo Kuanzia</p>



Figure 1: An example of a language card for an individual who speaks Swahili

## Boards and Councils

### Non-Elected Committees and Councils

The VRT Board of Directors establishes policy and guides the strategic priorities for the agency. Board members include representatives from Ada and Canyon counties, the incorporated cities, and highway districts. In addition, there are representatives from Boise State University, the Capital City Development Corporation, the Idaho Transportation Department (ex-officio) and the Meridian Development Corporation.

The VRT Executive Board is a standing committee of the Board of Directors. It reviews matters related to budget, finance, operations, governmental, and legislative actions.

The Executive Board focuses on the internal and operational issues of the agency and works closely with the CEO in the management of Valley Regional Transit. Members consist of the board chair, past-chair, chair-elect, vice-chair, treasurer, five at-large members from Ada and Canyon counties, as well as a representative from Boise State University.

The Board of Directors and its Executive Board are made up of both elected and non-elected officials. Their work is supported by various committees and work groups described below.

### Regional Advisory Council (RAC)

The RAC supports the VRT governance process by advising the Board of Directors through a forum for customers, transportation and human service stakeholders and advocates centered on sharing information and collaborating on mobility issues. VRT staff actively tries to ensure adequate representation of diverse opinions and perspectives by soliciting participation from key human service and transit providers such as:

- Blind/visually impaired
- Transit Consumer
- Vocational/labor
- Housing
- Non-emergency medical transport
- Neighborhood associations
- Statewide coordination
- Urban transportation provider
- Rural transportation provider
- Public health sector
- Limited English Proficiency (LEP)
- Public education
- Older adults
- Employers
- Low-income families and individuals
- Persons with disabilities
- Veterans

VRT will continue to work with the RAC to improve representation on the Council. The area refugee community does have representation on the RAC and a primary focus will continue to be on reestablishing Latino representation on the Council. VRT and the RAC will also consider the timing and location of RAC meetings to ensure there are not unnecessary barriers to participation.

The RAC, which meets semi-monthly, formulates and reviews policies, services and programs that affect groups represented on the RAC. Recommendations on policies, services and programs are submitted to the VRT Board of Directors for final action.



## Racial Representation of Non-Elected Committees and Councils

Body	Caucasian	Latino	African American	Asian American	Native American
Regional Advisory Council	14	0	1	0	0

## Service Standards

Service standards and performance measures are a set of guidelines that are used to design, evaluate, and modify transit service. VRT has established baseline service standards to optimize short-term operational efficiencies while monitoring the quality of service on an on-going basis. Day-to-day management of VRT services is based on established service standards. Service standards and performance measures define the criteria for making major or administrative service changes, as well as guidelines and driving factors for the type of changes needed to ensure VRT services are meeting the demand in the Treasure Valley.

## Definitions

### Disparate Impacts

The measure of disparate impact involves a comparison of impacts borne by minority populations compared to impacts borne by non-minority populations. Minority populations include any person that self identifies as non-white under the U.S. Census guidelines. This includes American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.

Service change proposals are determined to have a disparate impact on minority populations if, when viewed cumulatively, the adverse impacts experienced by minority riders is at least 10% higher than the adverse impacts experienced by non-minority riders.

Additionally, if benefits associated with the service change accrued to non-minority riders is greater than 10% when compared to minority riders, then that change will be determined to have a disparate impact.

Adverse impacts from service decreases may be offset by benefits incurred from service increases.

Service Boundary	2020 POP	Minority POP
Ada + Canyon County	726,100	15.3%
Minority Population Source: 2017-2021 ACS 5-Year Estimates		

### Disproportionate Burdens

The measure of disproportionate burden involves a comparison of impacts borne by low-income populations compared to impacts borne by non-low-income populations. Low-Income populations have been identified following FTA's guidance to use locally-developed and inclusive definitions of low-income status, specifically in regions with a high cost of living. VRT defines low income as falling at or below **125%** of the Federal Poverty Guideline (FPG) as defined by the U.S. Department of Health and Human Services.

Service change proposals are determined to have a disproportionate burden on low-income populations if, when viewed cumulatively, the adverse impacts experienced by low-income riders is at least 10% higher than the adverse impacts experienced by non-low-income riders.



Additionally, if benefits associated with the service change accrued to non-low-income riders are greater than 10% when compared to low-income riders, then that change will be determined to have a disproportionate burden.

Adverse impacts from service decreases may be offset by benefits incurred from service increases.

Service Boundary	2020 POP	Low-Income POP Threshold (125%)
Ada + Canyon County	726,100	13.3%
Low-Income Population Source: 2017-2021 ACS 5-Year Estimates		

## Vehicle Load

Vehicle load is an expression of the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.5 means all seats are filled and there are approximately 19 standees. Max load factors for VRT fixed-route buses are illustrated below.

Service Type	Vehicle Type	Length	Number of Vehicles	Seated	Standing	Max Load Factor
Fixed-Route	New Flyer Bus	35'	3	30	13.0	1.4
Fixed-Route	Glaval Entourage	33'	6	28	6	1.2
Fixed-Route	Gillig	40'	13	38	19.0	1.5
Fixed-Route	Gillig	35'	18	32	16	1.5
Fixed-Route	Elkhart	25'	3	21	10.0	1.5
Fixed-Route	Proterra XZ5+	35'	8	29	22	1.8
Fixed-Route	Proterra XZ5+	40'	4	40	31.0	1.8
Paratransit	Goshen	28'	2	8	4	N/A
Paratransit	Glaval Universal	27'	9	7	10.0	N/A
Paratransit	Glaval Universal	26'	3	18	3	N/A
Paratransit	Glaval Universal	23'	2	11	5.0	N/A
Paratransit	EIDorado Phoenix	28'	3	8	6	N/A
Specialized	Starcraft	28'	1	20	8.0	N/A
Specialized	Starcraft	23'	1	6	2	N/A
Specialized	Starcraft	25'	1	21	10.0	N/A
Specialized	Dodge Caravan	18'	3	5	0	N/A
Specialized	Dodge Grand Caravan	18'	1	4	0.0	N/A
Specialized	Ford Econoline Van	18'	4	14	0	N/A
Specialized	Ford Econoline Van	18'	3	12	0.0	N/A
Specialized	Ford Transit Van	20'	4	5	3	N/A
Specialized	Ford Transit Van	22'	6	9	2.0	N/A



## Vehicle Headway

VRT categorizes its existing and planned bus routes with three (3) types of service, frequent, local and commute typologies. These typologies help planners establish the appropriate level of service throughout the region. OnDemand transit is defined by a designated zone(s) with dedicated smaller vehicles that provide transportation options for patrons who lack direct access to a fixed-route bus line.

The categories are as follows.

SERVICE CATEGORY	FREQUENCY	SERVICE PERAMETERS
<b>Frequent Service</b>	15 – 30-minute all day	<b>Frequent stops Dedicated right-of-way</b> <b>Frequent stops</b>
<b>Local Service</b>	30 – 60-minute mid-day	<b>All Day</b> <b>Frequent Stops</b>
<b>Commute Service</b>	30 – 60-minute peak	<b>Rush Hour</b> <b>Limited Stops</b>
<b>OnDemand Service</b>	<b>Based on demand – all day</b>	<b>Utilizes both fixed and virtual stops based on demand</b>

VRT regularly analyzes ridership, travel patterns, and development; we also engage with riders, funding partners, and stakeholders to develop service change proposals. VRT makes adjustments to ensure the transit network is providing the best possible connections across the region.

In the summer of 2023 VRT initiated the Better Bus initiative to concentrate service frequency on fewer corridors. These changes were driven by the long-range vision in Valley Connect 2.0, public comment and local financial decisions.

On October 2, 2023, VRT’s Board of Directors voted to approve the agency’s final bus network redesign. The expected result of these changes is an increase in ridership and transit accessibility. The changes will also result in 34% more people within a ¼ mile of 15-minute bus service, and 100% more people within a ¼ mile of 30-minute bus service.

## On-Time Performance

VRT collects on-time performance (OTP) data daily by route, by trip and by operator, all of which is summarized and reported on monthly. If operators and/or customer comments suggest a route is consistently late, an analysis may be performed prior to the scheduled monthly report date. OTP will be expressed as the ratio of trips a route is on time to the total number of trips provided (see below). A vehicle is considered on time if it leaves a timepoint no earlier than the latest published schedule and no later than five minutes after the published time.

For example, the on-time performance for a route recording 1000 trips with 20 late trips over a one-week time period would be calculated as follows:

$$\text{On-time performance algorithm} = \frac{(1000 - 20)}{(1000)} = 98\%$$



The criteria for defining an on-time trip, as well as the algorithm used to arrive at an on-time percentage, were both developed in accordance with best practice guidance as established by the American Public Transportation Association (APTA). By following the industry best practice standards, VRT can compare system performance to peer organizations.

On-time performance metrics will be used to determine:

1. If VRT is achieving the system wide goal of achieving 90 percent on-time performance.
2. If route on-time performance standards (75 percent OTP) have been met

Monthly reviews of system performance and in-depth route analysis helps VRT identify trends and detect problems with individual routes or trips. NOTE: Late trips due to vehicle breakdowns will not be considered in the on-time calculation

### **Service Availability**

VRT's long-standing guideline for establishing service availability is 70 percent of its service based on ridership and demand and 30 percent of its service based on serving transit-dependent populations. In reality, relatively low frequency of service has made it difficult to distinguish between ridership focused service and service focused on transit dependent populations. The recent Better Bus initiative is VRT's most recent effort to distinguish between ridership and coverage based corridors. VRT uses the industry standard of  $\frac{1}{4}$  mile walking distance when assessing what area a route serves and how far customers can travel to a bus stop. Initial stop locations on fixed-route services are identified using the  $\frac{1}{4}$  mile walking standard. Exact stop placement may be adjusted from this target location based on destinations, passenger safety, bus safety, vehicle safety or site restrictions.

### **Vehicle Assignment**

The primary factor for vehicle assignment is ridership demand. Larger buses are assigned to routes with higher ridership and smaller buses are assigned to routes with lower demand. In most cases, a vehicle runs a route all day, so the peak period demand dictates the size of vehicle needed. Within these size categories, buses are rotated daily to different routes, so mileage and vehicle wear and tear is evenly distributed throughout the fleet. There is no consideration given to the age or condition of the vehicle when assigning it to a route. Given the relatively small size of VRT's fleet, each bus within a size category (with the exception of electric vehicles which are only in Ada County) will typically run each route within a month's time, thereby eliminating any difference in quality of vehicle to a particular route or population. All VRT fixed-route vehicles are lift-equipped, and bike rack equipped, so all routes and populations have equal access to these amenities. Additionally, all VRT fixed-route vehicles are equipped with security cameras with audio, so no routes or passengers are provided with a lesser amount of security.



## Distribution of Transit Amenities

Transit amenities for the VRT system include, but are not limited to, ADA accessible bus stops, benches, shelters, bike racks, bike lockers, transit centers, schedules, system maps, intelligent transportation systems, language proficiency measures and travel training. VRT implemented a fixed bus stop program in 2009. Prior to that, a flag-stop system was used. VRT has been working since then to implement transit amenities at fixed bus stops.

### Bus Stops Amenity Factors - ADA Accessibility

VRT's service standard is to provide, at a minimum, landing pads at all bus stops. Where funding and right-of-way allow, VRT will improve sidewalks and pedestrian ramps. VRT is continuing its program to upgrade bus stops to meet ADA recommended standards. In 2021, VRT completed a Bus Stop Typology Study, creating new standards for amenities at bus stops. Core stop amenities at stops are determined by the following factors: ridership - if the stop is a key transfer location; if the stop has unique topography or site exposure; and if the stop serves a park and ride, a transit center, a college or university, a hospital, a supermarket, a high proportion of seniors, or a high proportion of persons with disabilities.

This study updated the criteria VRT uses to determine the distribution of passenger amenities in the region. Each stop is defined by whether it is a small, medium or large stop and whether it is a premium or standard stop.

### Bus Stop Size

Stop size is determined by whether a stop meets either high ridership, elevated or other criteria as shown in the table criteria table below.

Stop Size Criteria
<b>High Ridership Criteria Stop Factor</b>
High ridership
<b>Elevated Stop Factors</b>
Key transfer location
Serves Park and Ride or transit center
<b>Other Criteria Stop Factors</b>
Serves college/university
Serves Hospital
Serves high proportions of persons with disability
Serves high proportion of seniors
Site Exposure
Unique Topography



## Bus Stop Classification

In addition to stop size criteria, VRT identifies stops on premium and standard corridors with premium corridors including additional passenger amenities such as real time information etc.

Stop Typology	Large	Medium	Small
<b>Premium: on a premium corridors</b>	<ul style="list-style-type: none"> <li>• Meets high ridership criterion, OR</li> <li>• At least two elevated criteria stop factors, OR</li> <li>• At least one elevated and one other stop criteria stop factor</li> </ul>	<ul style="list-style-type: none"> <li>• One elevated criteria stop factor, OR</li> <li>• At least one other criteria stop factor</li> </ul>	<ul style="list-style-type: none"> <li>• No ridership, elevated, or other criteria stop factors</li> </ul>
<b>Standard: not on a premium corridor</b>	<ul style="list-style-type: none"> <li>• Meets high ridership criterion, OR</li> <li>• At least two elevated criteria stop factors, OR</li> <li>• At least one elevated and one other stop criteria stop factor</li> </ul>	<ul style="list-style-type: none"> <li>• One elevated criteria stop factor, OR</li> <li>• At least one other criteria stop factor</li> </ul>	<ul style="list-style-type: none"> <li>• No ridership, elevated, or other criteria stop factors</li> </ul>

## Transit Amenities – Improvements

VRT is currently conducting an inventory of all bus stops to identify which ones meet our new Bus Stop Typology service standard and develop a plan to update those that do not. VRT has budgeted limited bus stop improvement funding and will use this plan to install improvements at existing bus stops as funding allows. VRT will continue to use its ongoing federal capital enhancement funding to make bus stop improvements at qualifying stops (those stops that do not currently meet our new standard) and look to enhance that funding through other grants in order to implement our new typology plan. VRT will prioritize bus stops needing ADA enhancements.

### Benches

The VRT service standard is to have a bench at every stop that has enough right-of-way (ROW) to allow for a bench and to meet ADA clearance requirements and where funds are sufficient. If the ROW is limited, ADA clearance standards take priority, and a bench may not be able to be located at that stop. To expand the availability of benches, VRT currently contracts with a vendor to furnish, install and maintain benches at as many bus stops as is feasible.

The vendor installs benches at approved locations. If a specific need is identified by drivers or customer comments, based on the stop usage or demographics of the population using a stop, VRT may request a bench be installed at a particular stop prior to advertising being sold.

In addition to vendor-installed benches, VRT works with local funding partners to improve bus stops with agency-supplied benches where ridership is highest.

### Shelters

The VRT service standard for shelters is to have a minimum of ten (10) passenger boardings on an average weekday at a stop. The number of passengers using each stop comes from the National Transit Database (NTD) survey sampling conducted by VRT on an on-going basis. VRT currently has shelters at 52



of its 760 stops and will install new shelters at stops identified in our inventory as not meeting the new standard as funding allows.

## Bus Stop Information Holders

VRT has updated this service standard to provide route information in English and Spanish at all stops throughout the transit network and bus schedules at transit centers and outlets throughout the two-county area. VRT is in the process of implementing this standard and should conclude this process by the end of this Title VI reporting period. Bus stop information is expected to include the following information:

- Route name(s)
- Time points
- Daily hours of operation
- General frequency information
- Trip planning app
- QR code
- Agency contact information
- ADA etching for the visually impaired

Bus stop information is cased in an 18" x 6" box and updated with VRT's latest marketing and branding designs.

Outlets are selected based on the location and availability of the facility to the general public. There is no charge for the schedules. Currently, VRT schedules are distributed at approximately 20 outlet locations that also sell bus passes and tickets and at 69 locations that provide bus information only. Schedule information for appropriate routes is also on the buses.

## Bike Racks

The VRT service standard is to have three-bike bike racks on all large buses and small fixed-line buses. VRT currently has bike racks on all fixed-line buses.

## Website

VRT posts all schedule information, including maps and times, on its website. The VRT service standard also calls for providing the schedule information in large type on the website and providing translation services upon request. Detailed routing information, including route directions, is also provided on the website.

## System Maps

System maps and the customer service phone number are important materials VRT makes available at major transfer locations. **Attachment K** is an example of the system map provided at major transfer locations.

## Determination of Site Location of Facilities

Valley Regional Transit analyzes facilities through a comprehensive planning process including the National Environmental Policy Act (NEPA). NEPA requires facilities using federal funding to follow **Executive Order 12898** which requires findings to ensure EJ populations are considered during the siting process.

See **Attachment L** for VRT's compliance process.



**2024-2026**

**Title VI Program Update**

Attachment

**A**

**Signed Annual  
Title VI Assurances**



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# Attachment A: Signed Annual Title VI Assurances

FTA C4702.1

## Urban Mass Transportation Administration

### CIVIL RIGHTS ASSURANCES

Valley Regional Transit (VRT) HEREBY CERTIFIES THAT; as a condition of receiving Federal financial assistance under the Federal Transit Act of 1964, as amended, it will ensure that:

1. No person, on the basis of race, color or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. Valley Regional Transit will compile, maintain, and submit, in a timely manner, Title VI information required by FTA circular 4702.1 and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9.
3. Valley Regional Transit will make it known to the public that any person or persons alleging discrimination on the basis of race, color or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration (FTA) and/or the U.S. Department of Transportation (USDOT).

The person or persons whose signature appears below are authorized to sign this assurance.



Elaine Clegg

Chief Executive Officer



Date



**2024-2026**

**Title VI Program Update**

Attachment

**B**

**Notice to the Public**



## **Attachment B: Notice to the Public**

### **Valley Regional Transit Title VI Notice to the Public**

#### **YOUR RIGHTS UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

Valley Regional Transit assures full compliance with the Title VI of the Civil Rights Act of 1964 and other nondiscrimination authorities.

Title VI provides that no person in the United States shall, on the grounds of race, color, nation origin, gender, age, disability, economic status, or limited English proficiency be excluded from participation in, or be denied the benefits of, any service, program, or activity of the Valley Regional transit and/or paratransit system.

If you have questions, concerns, complaints, or would like additional information regarding Title VI, please contact:

Valley Regional Transit  
Duane Wakan – Mobility Integration Director  
700 NE 2<sup>nd</sup> S. Ste. 100  
Meridian, ID 83642  
(208) 258-2750

#### **AMERICANS WITH DISABILITIES (ADA)**

Valley Regional Transit is committed to full compliance with ADA. The ADA prohibits discrimination based on disability in admission or access to Valley Regional Transit facilities, programs, services, and activities.

If you need help to use our services, please make your request know to the staff serving this facility. Questions, concerns, complaints, or requests for additional information may be sent to the address above.



**2024-2026**

**Title VI Program Update**

Attachment

**C**

**Title VI  
Policy Statement**



## Attachment C: Valley Regional Transit Title VI Policy Statement

Valley Regional Transit (VRT) is committed to ensuring that no individual or organization is excluded from participation in, denied the benefits of its program, activities or services, or subject to discrimination on the basis of race, color, or national origin, as stated in Title VI of the Civil Rights Act of 1964.

Every department, division and employee of VRT is responsible for carrying out VRT's commitment to non-discrimination, including the requirements of Title VI and needs:

- to ensure the level and quality of transportation services are provided to all;
- to identify and address, as appropriate the human health, social, economic and environmental effects of VRT's programs and activities on all populations;
- to promote full and fair participation in transportation decision making; and
- to ensure meaningful access to VRT's programs and activities by persons with limited English proficiency.

VRT's Title VI Coordinator is responsible for providing leadership, direction and policy to ensure compliance with Title VI. For additional information on VRT's non-discrimination obligations, please contact:

Valley Regional Transit  
Duane Wakan – Mobility Integration Director  
dwakan@rideVRT.org  
700 NE 2<sup>nd</sup> S. Ste. 100  
Meridian, ID 83642  
(208) 258-2750  
(208) 846-8564 (FAX)



**2024-2026**

**Title VI Program Update**

Attachment

**D**

**Discrimination  
Complaint Procedures**



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# Attachment D: Discrimination Complaint Procedures

## Discrimination Complaint Procedure

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with the City of Lewiston. A complaint may also be filed by a representative on behalf of such a person.
2. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the complainant(s). In cases where the Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. If necessary, Valley Regional Transit (VRT) staff will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature.
  - b. Include the date of the alleged act of discrimination date when the Complainant became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.
3. Within 10 days of receipt of the complaint, the Valley Regional Transit Mobility Integration Director will determine its jurisdiction, acceptability, and/or need for additional information. The Complainant will be provided with a written acknowledgement that Valley Regional Transit has either accepted or rejected the complaint.
4. A complaint may be dismissed for the following reasons:
  - a. The Complainant requests the withdrawal of the complaint.
  - b. The Complainant fails to respond to requests for additional information needed to process the complaint.
  - c. The Complainant cannot be located after reasonable attempts.
5. Within 60 days, the VRT Mobility Integration Director, Duane Wakan, will investigate the allegation and will, based on the information obtained, render a recommendation for action in a report of findings to the VRT CEO, Elaine Clegg and to the Transit Services Manager. The complaint should be resolved by informal means whenever possible. Such information attempts and their results will be summarized in the report of findings.
6. Within 90 days of receipt of the complaint, the VRT CEO, Elaine Clegg, will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with the appropriate Federal or State agency, if they are dissatisfied with the final decision rendered by Valley Regional Transit.
  - a. VRT will reconsider this determination if new facts come to light.
  - b. If Complainant is dissatisfied with the determination and/or resolution set forth by Valley Regional Transit, the same complaint may be submitted to the appropriate Federal or State agency for investigation.



7. Valley Regional Transit will also provide the appropriate Federal or State agency with a copy of the decision and summary of findings upon completion of the investigation within 120 days of the receipt of the complaint.
8. Contacts for the different Title VI administrative jurisdictions are as follows: Idaho Transportation Department

**EEO Office**

3311 West State Street PO Box 7129  
Boise, ID 83707-1129

**Federal Transit Administration Office of Civil Rights**

Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

**Seattle Regional Office of FHEO**

U.S. Department of Housing and Urban Development  
Seattle Federal Office Building  
909 First Avenue, Room 205  
Seattle, Washington 98104-1000



**2024-2026**

**Title VI Program Update**

Attachment

**E**

**Title VI  
Complaint Form**



**valley**regional**transit**

# Valley Regional Transit Discrimination Complaint Form

Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the ground of race, color or national origin, be excluded from, participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Please provide the following information necessary to process your complaint. Assistance is available upon request. Complete this form and mail, email, or fax to:

**Duane Wakan, Title VI Coordinator**, 700 N. East 2<sup>nd</sup> Street, Suite 100, Meridian, ID, 83642  
[dwakan@ridevrt.org](mailto:dwakan@ridevrt.org) FAX: 208-846-8564

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Complainant's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Optional Contact Number: \_\_\_\_\_

Email: \_\_\_\_\_

Person discriminated against (if other than Complainant)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

What was the discrimination based on: (Check all that apply)

\_\_\_\_\_ Race                      \_\_\_\_\_ National Origin                      \_\_\_\_\_ Color

Date of incident resulting in discrimination: \_\_\_\_\_

Explain, as clearly as possible, what happened and how you were discriminated against. Indicate those involved. For additional space, attach additional sheets of paper to this form.

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Where did the incident take place? Please provide location, bus number, driver's name, etc.

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Were there witnesses? Please provide their contact information.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Email: \_\_\_\_\_

Did you file this complaint with another federal, state, or local agency; or with a federal or state court?

Yes

No

If you answered yes, check each agency complaint was filed with:

Federal Agency

State Agency

Local Agency

Federal Court

State Court

Other

Provide contact person information for the agency you also filed the complaint with:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Date filed: \_\_\_\_\_

Sign the complaint in the space below. You may attach any written materials or other information that supports your complaint.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Signature Date

*Filing a complaint with Valley Regional Transit is voluntary. However, without the information requested above, we may be unable to proceed with your complaint. We collect this information under authority of Title VI of the Civil Rights Act of 1964 and other civil rights statutes. We will use the information you provide to determine if we have jurisdiction, and if so, how we will process your complaint. Information submitted on this form is treated confidentially and is protected under the provisions of the Privacy Act of 1974. Names or other identifying information about individuals are disclosed when it is necessary for investigation of possible discrimination, for internal systems operations, or for routine uses, which include disclosure of information outside Valley Regional Transit for purposes associated with civil rights compliance and as permitted by law. It is illegal for a recipient of Federal financial assistance to intimidate, threaten, coerce, or discriminate or retaliate against you for filing this complaint or for taking any other action to enforce your rights under Federal civil rights laws. You are not required to use this form. You may also email or write a letter and send it to the address above.*



**2024-2026**

**Title VI Program Update**



Attachment

**F**

**Public  
Participation Plan**



# Attachment F: Public Participation Plan

## Policy

VRT's Public Involvement and Notification Policy guides VRT's public participation efforts, informs VRT's Public Participation Plan, and sets minimum required standards for public participation. It was first adopted in May 2004, and revised August 2020 and April 2023.

**Policy Number:** 1.24.00

**Resolution Number:** VDB23-016

**Policy Title:** Public Involvement and Notification

## STATEMENT OF POLICY

Valley Regional Transit (henceforth AUTHORITY) provides transportation services in Ada County and Canyon County. The AUTHORITY will, at times, update its annual budget or propose changes to its transit system to improve service or maximize ridership.

Public participation is an important part of transit planning. This participation is especially crucial when significant changes to current services are proposed. Significant changes include fare increases, major service reductions or route modifications, and/or the addition of new service.

Just as important as collecting public comment prior to Board action is informing riders and others when new transit service is either coming to or leaving a specific area. If the service is new to an area, this notification process will include information about the benefits of public transportation.

This policy provides guidance as to the types of public activities required for budget approval, fare changes, new transit service, and service that will be modified or eliminated. It also provides details about public outreach following Board approval of any changes.

## DEFINITIONS

**Budget** – the summary of the AUTHORITY'S revenues and planned expenditures, approved by the AUTHORITIES Board, updated annually, and amended bi-annually or as needed.

**Fare Change** – any change to an existing, established fare rate or fare type applicable to regular fixed-route or paratransit service which results in a different fare-rate that is currently in effect.

**Major Service Change** - any change that would:

- add or eliminate more than twenty-five percent (25%) or more of the number of route revenue miles of a single route; or
- affect twenty-five percent (25%) or more of the number of route vehicle miles on any individual route commuted on a daily basis for the day(s) impacted by the change; or
- result in a route elimination or new route creation

**Minor Service Change** - any change in route length, frequency, route path, stop location or amenity work done to a lesser extent, or in smaller amounts, than described above as a major service change.



**Modified Service** - recommend or required new or adjusted transit service, or modifications to the existing service, generally called major or minor service changes, but possibly limited to schedule changes or timing adjustments only.

**Notice of Approval** – notice given after final approval by the Board regarding any budget approval, major service change, or fare changes.

**Public Comment** – responses gathered and compiled from open houses, surveys, emailed comments, service desk reports and other outlets during interactions with the public.

**Public Hearing** - a special type of public meeting that requires the publication and posting of a legal notice within a specified time. The main purpose of a public hearing is to provide an opportunity for the public to make comments for or against a proposal to an authorized agency representative or board member. A public hearing may be scheduled when a specific statute requires one, or when public input is desired on a sensitive or controversial issue. A public hearing is mandatory when a fare change or any major service change is proposed, or prior to the board adoption of, or changes to, the annual budget.

**Public Notice** – Any type of notification or interaction with the public designed to increase the general knowledge of the AUTHORITY'S processes, planned actions, or approved actions. Public notice can include any of the following:

**Open House** - public forum to provide an opportunity for the public to learn and comment about a project or proposed operational changes and to solicit public comment prior to any public hearing.

**Public Meeting** – a meeting designed to facilitate participation in the decision-making process; assist the public in gaining an informed view of a proposed project at any level of the public transportation project development process; and gather public comment.

**Property Notices** – door hangers or other type of specific individual notice given to specific affected properties or individuals.

**Fliers/Posters** – postings generally placed on buses, at transfer locations or other public places designed to educate the public on planned AUTHORITY action.

**Mailers** – targeted mailing services designed to notify all persons possibly affected by a transit route or pathway.

**Media** – notices or postings placed on the various local newspaper, television, social media, websites, email or other electronic or other media the AUTHORITY has access to including contracted or targeted surveys or solicited requests for input or responses.

**Revenue Vehicle Miles** – the distance traveled from the point of the first passenger pick-up to the last passenger drop-off, as long as the vehicle does not return to the dispatch point.

**Route Miles** – the total number of miles included in a single fixed-line route or a fixed-route transit system network.



## PUBLIC INVOLVEMENT REQUIREMENTS

### Budget Adoption

A public hearing is required for budget adoption. The required public hearing on the proposed AUTHORITY budget or budget amendment shall be held during a regular or special meeting of the Board of Directors. Notice of any public hearing for budget adoption shall be posted at least 10 calendar days prior to the date of the board meeting. Notice of the hearing also shall be published on two consecutive days in at least one (1) issue of a newspaper having general circulation in the region. The second publication date shall be no sooner than five (5) calendar days before the hearing.

### Fare Changes

A public hearing is required when a change to the fare policy is proposed. Also required are two open house/public meetings – one each in Ada County and Canyon County. Additional various media notifications, surveys and fliers/postings as determined appropriate by staff may also be included.

According to Idaho Code, the AUTHORITY shall fix by resolution the fares and fees to be charged those who use its public transportation service. Prior to the adoption of fare changes, the proposed changes will be published in at least one (1) issue of a newspaper having general circulation in the region.

### Major Service Changes

The public input process for major service changes will include a public hearing and at least one public meeting/open house in the county (Ada or Canyon) where the changes will occur. Printed and/or electronic (online) comment forms and surveys, and additional face-to-face events, may be utilized to gather public comment as determined appropriate by staff. Staff will provide an update to the Executive Board regarding the types of outreaches planned.

Any physical infrastructure changes, including the installation of new bus stops or the removal of existing stops, will include mailers and notices to the affected property owners/businesses as well as fliers and other media as determined appropriate by staff. These notices will include information about any scheduled public hearings or meetings.

### Minor Service Changes

Outreach efforts for minor service changes may include an open house and/or a public meeting. AUTHORITY staff will determine the level public notice during the development of any proposed changes.

### Public Notification Following Board Approval

When a new bus stop, identified through AUTHORITY technical analysis, is approved, or existing bus stops will be removed, staff will provide notices to nearby property owners and businesses. These notices will be issued no later than two weeks before the change. AUTHORITY staff will conduct follow-up visits upon request with adjacent property owners as needed. This will ensure the public is provided with the technical rationale and methodology used. The notices will also provide both a timeline for installation of the bus stop any amenities or enhancements (e.g., benches or shelters), and information about how to contact the AUTHORITY if there are any issues with the bus stop.



## Responses to Public Comment

Staff will respond to all comments and feedback with the documented technical reasons and rationale for the changes in question. Technical reasons for changes may include regulations or procurement rules affecting the course of the budget, established policy regarding bus stop placement or amenities or rationale regarding the course and timing of an adjusted route. Comments will always require a response stating the reason and method chosen for the change. Technical rationale or established policy will be followed unless staff are directed otherwise by the AUTHORITY's Board.

## Plan

### Philosophy

Public participation is a critical element of the work done at VRT. Our public participation work is guided by VRT's Public Involvement and Notification Policy (1.24.00; adopted May 2004; revised August 2020, April 2023) and outlines the process for soliciting and considering public comment prior the implementation of changes to services or programs. The Policy indicates required engagement – with changes to VRT services, budget, or fares – and provides a basis for comprehensive engagement. However, as we plan engagement efforts we treat these standards as starting points, acknowledging that meaningful public participation extends beyond periodic outreach cycles but thrives in ongoing and consistent outreach and communication with the community.

When planning outreach and public participation, we seek to incorporate elements of VRT's Environmental Justice Plan (Attachment H) and Limited English Proficiency (LEP) Plan (Attachment G). During planning phases, VRT identifies potential Justice40 census tracts within project areas and works to prioritize engagement in those areas. For instance, we establish ongoing engagement with the 2C Resource Hub, a group of community partners in Canyon County, which has helped establish a network of community-based organizations with which we can conduct broad outreach. We also have standing engagement tables at libraries in Nampa and Caldwell, participate in a variety of committees with the West Ada School District, and connect frequently with local organizations in Boise J40 areas, including the City of Boise's Energize our Neighborhoods program. We also look to the LEP plan when developing materials for engagement and determining translation needs. Additionally, we have fostered relationships with a variety of community organizations that focus on providing resources for refugees, including the International Rescue Committee (IRC) and Jannus, who play a significant role in identifying language needs and distributing information and training to populations they work with.

This document outlines opportunities for the public to be involved throughout various VRT projects and underscores the importance of accessible information, timely public notices, engagement-rich environments, and clearly-stated final decisions. Throughout our outreach, we take steps to ensure minority, low-income, and LEP populations have opportunities to provide feedback in accordance with the LEP Plan. We believe in the importance of engaging with members of the public and other stakeholders early and often to gain meaningful input from parties that will be impacted by changes.

These activities, when well-designed, can help build a culture of engagement and collaboration – both within the agency and within the community. A genuine culture of engagement not only helps build more useful projects, but also helps to maintain transparency with the public, achieve long-term buy-in from impacted parties, and build public trust in VRT. Relationships between VRT and the public based on



dependability and authenticity can help us stay connected and working together as we build the future of our transit system.

It is our intent to provide recommendations or move into decisions only after reviewing feedback and potential impacts to the community we serve. The following sections discuss minimum requirements, additional engagement methods, public notification tools, and areas in which we look to grow our participation programming.

## Minimum Requirements

The Policy sets the following minimum requirements for public participation for specific changes:

**Budget Adoption** – a budget hearing during a Board of Directors meeting, with adequate public notice, is required; this also applies to budget amendments, which typically occur at the beginning of the calendar year following the budget adoption

**Fare changes** – a public hearing, preceded by two open houses or public meetings (one in each county) is required, along with public notice and other media notification as determined appropriate by staff

**Major service changes** – a public hearing and at least one open house/public meeting in Ada and Canyon counties is required for any change that would impact more than 25% of a route or available service levels, with additional public notice requirements and recommendations

In addition to major changes listed above, VRT sends notices to affected property owners/businesses and to a broader audience as determined by staff for any physical infrastructure changes, including the installation of new bus stops or the removal of existing stops. Additionally, comments from any public comment period are shared with staff and the VRT Board of Directors for consideration prior to decision-making.

**Open House** - public forum to provide an opportunity for the public to learn and comment about a project or proposed operational changes and to solicit public comment prior to any public hearing.

**Public Meeting** – a meeting designed to facilitate participation in the decision-making process; assist the public in gaining an informed view of a proposed project at any level of the public transportation project development process; and gather public comment.

**Property Notices** – door hangers or other type of specific individual notice given to specific affected properties or individuals.

**Fliers/Posters** – postings generally placed on buses, at transfer locations or other public places designed to educate the public on planned VRT action.

**Mailers** – targeted mailing services designed to notify all persons possibly affected by a transit route or pathway.

**Media** – notices or postings placed on the various local newspaper, television, social media, websites, email or other electronic or other media the VRT has access to including contracted or targeted surveys or solicited requests for input or responses.

Additionally, monthly VRT Executive Board meetings and Regional Advisory Council (RAC) meetings, alongside quarterly Board of Directors meetings, are held in-person and virtually in compliance with Idaho's Open Meetings Act. We also provide language interpretation services as much as possible (and always when requested), working with local vendors.



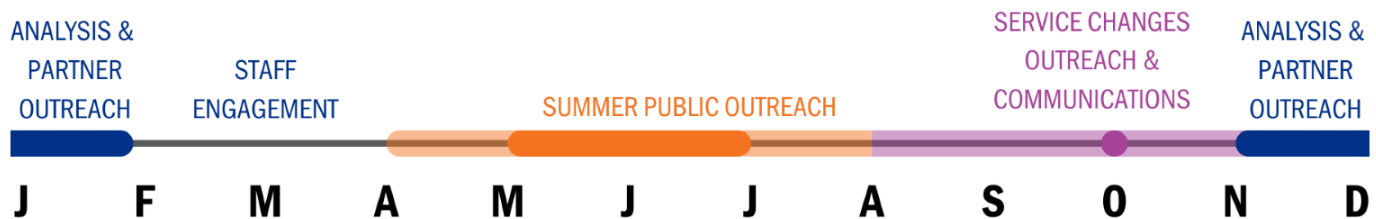
## Additional Methods

In many cases, these standards set a minimum. VRT staff aims to extend comprehensive public engagement to as many decision-making processes as possible and practical. This always begins with internal acknowledgement of how input would be used by staff. We do not seek out involvement for its own sake, but rather to gain specific inputs and perspectives from the people using our services. Lack of proper input from the community may result in poor decisions, unintended consequences in project development, or limited buy-in in the future.

Topics of engagement can include those required by policy – services, budgets, and fares – and can also include construction projects, technology upgrades, enhancements to a fare payment system, improvements to the rider experience, or bus stop amenities (for example, working with the Idaho Commission for the Blind & Visually Impaired to ensure bus stop sign treatments will work for blind and low-sight populations).

In addition to the changes above, we also include engagement in regular planning projects and project-specific work. These include the development of VRT’s annual Program of Projects (POP), Transportation Development Plan (TDP), visionary documents such as ValleyConnect 2.0 (created in 2018 with additional feedback from 2022, as listed in the Projects section below), and ongoing work to the best-in-class State Street corridor.

### VRT Transportation Development Plan Outreach Cycle



We typically use the International Association for Public Participation (IAP2) Spectrum of Public Participation as a guide in developing outreach programs and have staff trained on these tactics. We note here that involvement could include the one-directional “informing” of impacted parties to ensure they are equipped with the information needed to answer questions and help them navigate the community or could lean as far as “empower” to allow the public to make the final decision. In some cases, involvement could result in the co-creation of services or programs (for example, our Better Bus initiative – shown on page 49 – features routes that were the direct result of extensive public outreach).



# IAP2 Spectrum of Public Participation

IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

INCREASING IMPACT ON THE DECISION					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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VRT builds an outreach plan for each project and relies on a variety of touchpoints to ensure comprehensive reach and participation. This was made especially evident during the COVID-19 pandemic as we had to find new ways to engage. These include:

**A digital engagement platform, Engage VRT** – this forum has acted as the hub of public participation and allowed us to have ongoing dialogue on studies, plans, projects, and more

**Direct partner engagement** – we have been building a network of community collaborators that work in similar spaces as our riders, programs, and services; this network has been crucial to reach as broad and diverse a population as possible

**Pop-up tables and canvassing** – we love to use our transit centers, buses, and other community hubs like libraries to establish a frequent community presence; we will fill our outreach calendar between open houses and public meetings with these pop-up opportunities, which give us a chance to get spontaneous feedback outside the regular meeting structure (while still gaining legitimate input and survey responses)

**In-person open houses and town halls** – we aim to provide space outside of the public hearing to provide detail about potential changes, answer questions, and connect with the public as a staff; these work best along bus routes and within VRT service areas where we can promote transit usage for travel



**Virtual options** – especially during the pandemic, we shifted much of our engagement to a virtual or hybrid format; Board, Executive Board, and Regional Advisory Council meetings have all been held as hybrid (virtual and in-person) meetings since the start of the pandemic, and we have included virtual town halls and open houses in all outreach efforts

**Regular programming** – we use a variety of other methods to connect with our community on a regular basis, including things like Tireside Chats, during which we dive into specific mobility-related topics; these allow for unstructured and honest conversations with riders and non-riders alike, and provide our team with on-the-ground feedback on their experience

Comments can also be submitted at any time on VRT’s website (equipped with the Google language translator), via Customer Service, or through social media channels. When feasible, we also seek feedback through onboard surveys.

VRT also convenes a Regional Advisory Council (RAC), which, among other activities, provides feedback to outreach plans and helps advocate these projects to the community and the constituencies they represent. The RAC supports the VRT governance process by advising the Board through a forum for transportation and human service stakeholders and advocates centered on sharing information and collaborating on mobility issues. VRT staff actively tries to ensure adequate representation of diverse opinions and perspectives by soliciting participation from key human service and transit providers in the following categories:

- Blind/visually impaired
- Transit Consumer
- Vocational/labor
- Housing
- Non-emergency medical transport
- Neighborhood associations
- Statewide coordination
- Urban transportation provider
- Rural transportation provider
- Public health sector
- Limited English proficiency (LEP)
- Public Education
- Older adults
- Employers
- Low-income families and individuals
- Persons with disabilities
- Veterans

We make specific efforts to reach out to minority, LEP, and other underserved populations through various means of outreach. We work closely with refugee resettlement agencies, of which there are many in the valley, and provide resource-sharing to improve engagement, ridership experiences, and document translation. These relationships have been critical in determining and maintaining updated language needs of incoming refugee populations and in connecting with these groups to share transit information. VRT staff have also been equipped with handheld language translators and language cards for use in the field.

We seek out opportunities to meet people where they are, acknowledging the burden that may accompany an agency-hosted event. Open and ongoing participation from VRT is key to maintaining a strong network



of collaborators and partners, including neighborhood association meetings, school groups, social service agencies, community-based organization gatherings, community councils, local business groups, special interest groups, and more. We aspire to be available for as many community touchpoints as possible – our stance is that we need to participate with the public before we ask for their participation with us.

## Notification

To ensure high participation in this outreach, the Public Notification and Involvement Policy outlines required notices and notes that “additional media notifications, surveys, and fliers/postings as determined appropriate by staff may also be included.”

For outreach, including open houses, public hearings, VRT provides, at a minimum, property notices or mailers (door hangers or other direct-to-property materials) when necessary, flyers/posters, and legal notices in local newspapers.

When developing outreach plans for individual projects, we also include promotional and informational tactics to ensure the right reach for the project. In alignment with VRT’s Communications Plan, an ideal strategy is to provide information wherever our audience might be.

At a minimum, VRT utilizes the public notice methods designed to increase general knowledge of VRT processes, planned actions, or approved actions, and includes:

This broadens our notification tactics to include:

**Earned media** – press releases, press conferences, editorials, legal notices

**Owned media** – posters, displays, onboard bus posters, onboard bus hangers, bus shelter posters, infotainment screens, newsletters, email groups, community bulletins, community calendars, public meeting notices, mailers/postcards, onboard audio announcements, service alerts

**Paid media** – social media advertising, radio advertising, bus benches/wraps

**Social media** – organic posts and content campaigns

When creating materials, VRT provides English and Spanish language representation as a default. We also work with community organizations to identify any additional translation needs.

## Ongoing Efforts

VRT is committed to the continued development of our public participation program. Our goal is to provide comprehensive access to clear information about potential decisions or projects, the opportunity to provide feedback and engage with staff and decision-makers and close the feedback loop by outlining final decisions and how input was used. With services in multiple areas across diverse populations across Ada and Canyon counties, it is essential for our team to continue to learn, adapt, and include new opportunities to engage with the community. We are looking to expand our equity lens to ensure continual participation inclusive of a diverse range of needs, backgrounds, genders, sexualities, races, religions, cultures, abilities, incomes, and experiences. We will specifically continue to expand our work within environmental justice zones and with translation materials that continue to reflect the LEP. We will continue to design public participation and outreach programs – and ensure engagement is infused throughout regular VRT projects – to build a culture of engagement and collaboration with our community.



## Public Participation Projects

This section outlines public engagement work completed from 2021 to 2023. It includes public participation for six completed service changes and three broader campaigns, two of which had service change implications. The final campaign – VRT’s Better Bus initiative – sought feedback for both near-term and long-term changes, which will begin implementation in June of 2024.

### 2021

#### Service Changes (May 2021)

Valley Regional Transit (VRT) implemented service changes to bus service on Saturday, May 1, 2021. The changes involved timing modifications to 11 bus routes. Ten of the affected routes provided fixed-line service in Boise and Garden City, and one provided intercountry service between Nampa, Meridian and Boise. The timing changes were designed to improve on-time performance. VRT conducted outreach with existing riders to inform time adjustment decisions and informed impacted riders of changes prior to implementation.

May 2021 Service Change	
Route/Area	Change
1 – Harris Ranch via Parkcenter	• Adjustments were made to the schedule to improve on-time performance
2 – Broadway	• Adjustments were made to the schedule to improve on-time performance
3 – Vista	• Adjustments were made to the schedule to improve on-time performance
5 – Emerald	• Adjustments were made to the schedule to improve on-time performance
6 – Orchard	• Adjustments were made to the schedule to improve on-time performance
7A – Fairview/Ustick	• Adjustments were made to the schedule to improve on-time performance
7B – Fairview – Towne Square Mall	• Adjustments were made to the schedule to improve on-time performance
9 – State Street	• Adjustments were made to the schedule to improve on-time performance
12 – Maple Grove	• Adjustments were made to the schedule to improve on-time performance
29 – Overland	• Adjustments were made to the schedule to improve on-time performance
42 – Happy Day to Towne Square Mall	• Adjustments were made to the schedule to improve on-time performance

#### Service Changes (October 2021)

The VRT Board of Directors approved service changes that were implemented on October 4, 2021. These changes impacted Boise fixed-route and inter-county service.

The October 2021 changes moved VRT closer to the goals outlined in the agency’s long-term vision, ValleyConnect 2.0, including improving on-time performance, increasing frequency on premium routes, and improving safety for operators and passengers.

In addition to the above changes, the Board of Directors agreed to the temporary suspension of the additional service on the 9 State Street where it travels to Eagle in the morning and afternoon, as well as the delay of the start of new Route 30 Pine in Meridian. This change was proposed due to the fact



ridership has not returned to pre-pandemic levels, as well as the number of confirmed cases of the Delta variant continuing to rise.

Outreach for these changes included onboard surveys, open houses, and – due to the change for Route 11 – public hearing. VRT received more than 1,800 surveys during this outreach phase from across the region.


### October 2021 Service Change

Route/Area	Change
7A – Fairview/Ustick	To improve on- time performance and safety, a minor reroute in the east bound direction eliminated the unprotected left turn from Orchard Street onto I-184 with the route utilizing the I-184 on ramp on Fairview east of the Curtis Road intersection. This resulted in the closure of two eastbound stops, Fairview and Laurel and Fairview and Orchard.
7B – Fairview/Towne Square Mall	<p>Three morning trips were added from Towne Square Mall to Main Street Station and four afternoon trips were added from Main Street Station to Towne Square Mall increasing the peak frequency to 30 minutes in the peak direction only.</p> <p>To improve on- time performance and safety, a minor reroute in the east bound direction eliminated the unprotected left turn from Orchard Street onto I-184 with the route utilizing the I-184 on ramp on Fairview east of the Curtis Road intersection. This resulted in the closure of two eastbound stops, Fairview and Laurel and Fairview and Orchard.</p>
9 – State Street	Service to Eagle was suspended due to low ridership. This service began in October 2020 as an extension of the 9 – State Street and consisted of four morning trips and three evening trips between Eagle and Boise. Ridership across the entire system was heavily impacted by the COVID-19 pandemic and ridership on these trips was not conducive to maintaining this service.
11 – Garden City	This service was eliminated due to low ridership. Select stops on Chinden Boulevard were added to the 8x – Five Mile/Chinden to provide alternative options for riders of the 11. No changes were made to the ACCESS paratransit service area due to the proximity of the 9 – State Street and the 8x – Chinden Express.
17 – Warm Springs	Peak period service was reduced from 30 minutes to 60 minutes.
29 Overland	To improve on- time performance and safety, a minor reroute occurred at the turn around at Boise State University. Instead of traveling from University Drive to Boise Avenue via Chrisway Driver, the route utilizes Juanita Street, Potter Drive and Joyce Street to return to University Drive. This resulted in the closure of one stop, Chrisway Drive and Boise Avenue.
43 – Caldwell Express	Service was reduced from two (2) morning and two (2) afternoon/evening trips to one (1) morning and one (1) evening trip. A targeted survey of Route 43 riders was performed that determined which trips would remain.



Connected Canyon County (2022-2023)

In July of 2021, VRT began working with leaders and community partners on an engagement initiative called Connected Canyon County. The effort aimed to understand needs and identify transportation options that improve access to important destinations and activities in Canyon County (covering an area later identified as a J40 zone) while considering potential funding challenges. This engagement also considered social determinants of health and highlighted the impact of transportation on these factors.




**CONNECTED CANYON COUNTY**

**valley regional transit**

**WHAT**  
Since July 2021, VRT has been working with leaders and community partners on an initiative called Connected Canyon County to design and implement mobility solutions that improve access to important destinations and activities in Canyon County.

**WHY**  
Transportation and mobility are the means to socioeconomic well-being for all who live, work, learn, play, worship, and seek services across our region. Unprecedented growth is putting additional pressure on an already tight housing market. The lack of affordable housing is pushing residents farther away from jobs, food, healthcare, education and recreation. Canyon County is a place where neighbors help neighbors and organizations work together to improve outcomes for all populations.



**50+** community organizations

- Advocates Against Family Violence
- Boise State University
- Bike Walk Nampa
- Blue Cross of Idaho
- Blue Cross of Idaho Foundation
- Caldwell Chamber of Commerce
- Caldwell Housing Authority
- Caldwell School District
- City of Caldwell
- City of Nampa
- College of Western Idaho
- COMPASS
- Full Circle Health
- Lifeways
- Living Independence Network Corporation
- Nampa First Church of the Nazarene
- Idaho Commission on Aging
- Idaho Community Credit Union
- Idaho Department of Commerce
- Idaho Department of Labor
- Idaho Department of Juvenile Corrections
- Idaho Division of Veterans Services
- Idaho Hispanic Chamber of Commerce
- Idaho Housing and Finance Association
- Idaho Office for Refugees
- Idaho Smart Growth
- Idaho Youth Ranch
- Idaho Walk Bike Alliance
- Jannus, Inc.
- Metro Meals on Wheels
- Nampa Housing Authority
- Nampa School District
- Saint Alphonsus
- Saltzer Health
- Southwest District Health
- Southwest Idaho Area Agency on Aging
- St. Luke's Health System
- Terry Riley Health Services
- Treasure Valley Community College
- Treasure Valley Family YMCA
- United Way of Treasure Valley
- University of Idaho
- Urban Land Institute
- Vallivue School District
- Western Alliance for Economic Development
- Western Idaho Community Health Collaborative
- WICAP Community Collaborative

The initiative was led by VRT and included a steering committee with representatives from various community organizations. The committee identified the following statement of need:

*Transportation and mobility are the means to improve quality of life for all who live, work, learn, play, worship, and seek services across our region. Unprecedented growth is putting additional pressure on an already tight housing market. The lack of affordable housing is pushing residents farther away from jobs, food, healthcare, education, and recreation. Canyon County is a place where neighbors help neighbors and organizations work together to improve life for everyone.*

After ongoing community and committee meetings, VRT held 3 in-person open houses and 3 virtual town halls in January and February of 2023 to finalize this phase of the initiative. The input gained – and network built – helped set the stage for further work in Canyon County, including service improvements to VRT’s Route 150 Nampa/Caldwell OnDemand and the revival of two fixed bus routes (coming June 2024) and a Nampa/Caldwell Boulevard study to determine potential improvements to transportation along a major thoroughway in the area (coming 2024).

**A CONNECTED CANYON COUNTY WOULD INCLUDE**

**Transportation that...**

- Is safe, frequent, reliable, easy-to-use, and coordinated, including:
  - Fixed-route bus
  - On-demand
  - Car- and vanpools
  - Real time dial-a-ride
  - Cycling
  - Walking
  - Wheeling
  - Microtransit
  - Rideshare
- Includes new and innovative options as they come
- Features safe infrastructure and coordinated technology to ensure easy travel and transfers
- Fits with the long-term vision for transit in Canyon County
- Is affordable and easy to pay for (and includes pass programs)
- Provides access for everyone, especially those with disabilities or without access to the internet or a phone
- Is accompanied by useful and kind customer support during all hours of operation
- Reduces time and cost of travel

**Information that...**

- Is easy to use and access (including real-time arrival information) in a centralized location
- Connects people to services and programs through seamless customer support systems, navigation, training, and traveler information supports and programming
- Is supported by marketing and outreach to riders, users, businesses, private sector partners, public partners, institutions, stakeholders, and more
- Features wayfinding and navigation tools using both new technology and traditional methods
- Responds to the diverse needs of the community

**Places that...**

- Are designed, planned, and connected by transit, including community hubs and critical locations like housing, jobs, recreation, food, health, service providers, childcare, co-working spaces, and more
- Connect housing, work, and childcare to a variety of transportation options
- Are located at or near transit hubs
- Are created with wise land-use decisions and transit-supportive land use policies
- Are well-designed, accessible, and integrated into the community
- Include pleasant places to be and provide safety, dignity, and belonging (including things like accessible design, public art, lighting, etc.)

Check out our open houses January! We'll share what we've heard and get feedback on services and programs that can create a more

**CONNECTED CANYON COUNTY**



# CONNECTED CANYON COUNTY

## GROWTH SCENARIO

INTERCOUNTY (EXPRESS)

40 43

INTERCOUNTY (LOCAL)

42 45

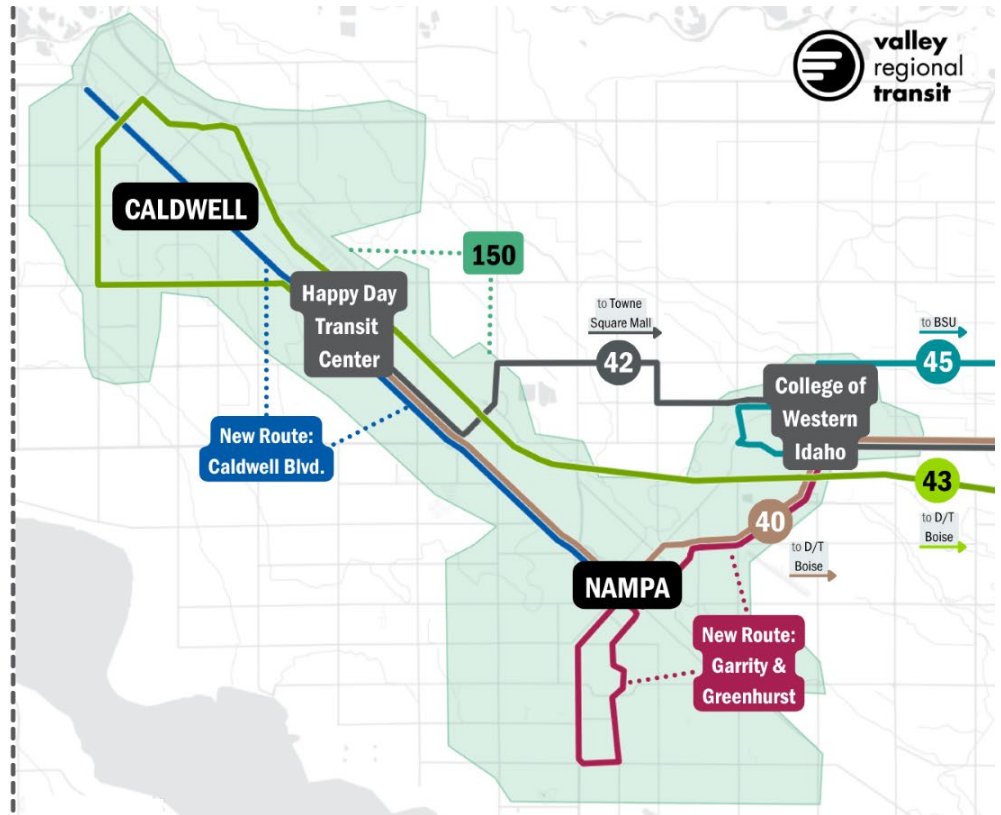
ON-DEMAND

150

FIXED-ROUTE (LOCAL)

C G

ELECTRIC BIKE-SHARE (VALL-EBIKE)



### Service Changes (January 2022)

VRT implemented a reroute on the 28 Five Mile/Victory in January 2022. This change was the result of ongoing engagement with Frank Church High School, to and from which many students utilize VRT services. The school encountered challenges with students arriving around bell times. VRT worked with the school to identify solutions and maintains ongoing engagement to support students and staff.

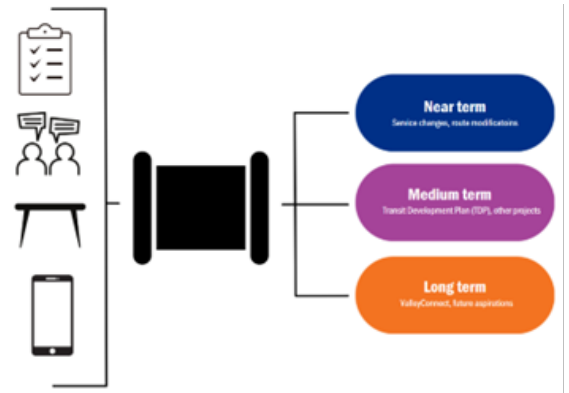
## January 2022 Service Change

Route/Area	Change
28 – Five Mile/Victory	<ul style="list-style-type: none"> <li>A reroute was performed on this route for one trip in the morning to ensure that students at Frank Church High School who utilize this route would arrive on time for the start of school. Instead of turning at Overland Road from Cole Road, the route continues down Cole to Victory Road, by passing the stops along Overland Road and Five Mile Road.</li> </ul>



## Connected Treasure Valley (May – September 2022)

Identifying the need for public input across multiple projects and timelines in 2022, VRT created a campaign called Connected Treasure Valley to synthesize various efforts into a single point of input. The campaign utilized the Engage VRT online platform and was built to reduce survey fatigue for the public and connect what can appear to be disconnected projects to form a holistic picture of the future. It featured 26 projects spread across three categories (new services, improved service, and updated services) and three timelines:



- **Transit for Today:** near-term projects and 2022 service changes, including one new bus route, one new on-demand service, service improvements, and route changes
  - Downtown Boise event service – this project sought to increase available service hours for downtown Boise events; as a result, VRT implemented its first Game Day Shuttle in fall 2023
  - Route 45 – this route change was designed to provide access to more riders, shifting it from a highway-running express to run on a major corridor; VRT received nearly 200 survey responses (far exceeding ridership numbers), and implemented the reroute in October 2022
  - Eagle On-Demand – in the buildup to this service design, VRT conducted outreach at libraries, community events, council meetings, and more to get a sense for preferred service options; this service was launched in May of 2023
  - 150 On-Demand – no change has resulted from this project to date, though public sentiment features a significant desire for more service hours in this area; VRT is working to build that into the 5-year Transportation Development Plan and seek funding from local partners
  - Route 40 – this change was designed to shift service hours to more productive routes, and VRT received nearly 130 total surveys (far exceeding ridership numbers); we utilized feedback to identify ideal service times, and plan to make additional improvements to the route in upcoming service changes due to feedback in this campaign
  - Route 30 – this new Meridian service was delayed periodically throughout the COVID-19 pandemic, but launched on October 3, 2023 after extensive community engagement with local businesses, schools, chambers of commerce, and other organizations
- **Transit for Tomorrow:** this category featured seven projects featured in the 5-year Transportation Development Plan (TDP); input helped VRT prioritize upcoming investments and resulted in early action as a result of the Better Bus initiative (see below):
  - Route 9 weekday frequency increase – this improvement has been identified in the TDP
  - Nampa to Southeast Boise Express route – this new route has been identified in the TDP; VRT is now able to engage with local funding partners to provide support for implementation



- West Bench routes – these updates are featured in the TDP; some were modified or acted on within the Better Bus initiative (see below)
- 7B weekday service/Saturday frequency – these updates are featured in the TDP; some were modified or acted on within the Better Bus initiative (see below)
- Kuna Express route – this new route has been identified in the TDP; VRT is now able to engage with local funding partners to provide support for implementation
- Route 30 connection – this improvement has been identified in the TDP; some levels of improvement were realized within the change to Route 45 in the Better Bus initiative (see below)
- Four (4) Canyon County bus routes – these updates are featured in the TDP; two routes were added to the Better Bus initiative for implementation in June 2024 (see below)
- Transit for the Future: this category featured 13 projects featured in VRT’s long-term vision, ValleyConnect 2.0; input helped VRT prioritize upcoming investments, guide work on an updated vision, and, in some cases, take early action within the Better Bus initiative (see below):
  - 150 OnDemand service – no change has resulted from this project to date, though public sentiment features a significant desire for more service hours in this area; VRT is working to build that into the 5-year Transportation Development Plan and seek funding from local partners
  - Bogus Basin winter bus route - this new route has been identified in the TDP; VRT has been engaging with Bogus Basin on service opportunities
  - Boise route frequency improvements – these improvements have been identified in the TDP; some levels of improvement will be realized within the route modifications within the Better Bus initiative (see below)
  - Boise Avenue bus route – this new route has been identified in the TDP; VRT has been engaging with Bogus Basin on service opportunities
  - Route 9 Sunday service – this improvement has been identified in the TDP
  - Downtown Boise route improvements – these improvements have been identified in the TDP; some levels of improvement will be realized within the route modifications within the Better Bus initiative (see below)
  - Highway 44 Express route – this new route has been identified in the TDP
  - Route 3 weekday frequency – this improvement has been identified in the TDP; some levels of improvement will be realized within the route modifications within the Better Bus initiative (see below)
  - Central Bench routes – these updates are featured in the TDP; some were modified or acted on within the Better Bus initiative (see below)
  - Ada County OnDemand pilot – this improvement has been identified in the TDP



- Route 8X – these updates are featured in the TDP; some were modified or acted on within the Better Bus initiative (see below)
  - Route 5 midday, Saturday frequency – these updates are featured in the TDP; some were modified or acted on within the Better Bus initiative (see below)
  - Route 7B weekday frequency, Sunday service – these updates are featured in the TDP; some were modified or acted on within the Better Bus initiative (see below)
3. VRT received nearly one thousand points of input during the campaign across Engage VRT platform interactions, open houses, virtual workshops, social media engagement, surveys (print and digital), in-person table discussions, phone/email inputs, and more.

### Service Changes (October 2022)

Guided by feedback provided from the Connected Treasure Valley campaign, VRT modified 5 routes, changed timing on 7 routes, and added one new route effective October 3, 2022.

In addition to the public participation listed above for the Connected Treasure Valley campaign, VRT sought public participation for:

- Route 7A change, which included the elimination a twice-daily extension to Capital High School; VRT conducted outreach with Capital High School throughout this process to ensure impact mitigation and awareness
- Route 40 change; in addition to ongoing summer outreach, VRT distributed change-specific print and online surveys; 108 online survey and nearly 20 print survey responses were received, far exceeding ridership numbers and providing guidance for staff in identifying ideal travel times
- Route 45 change; in addition to ongoing summer outreach, VRT distributed change-specific print and online surveys; 193 online survey and nearly 40 print survey responses were received, far exceeding ridership numbers and providing guidance for staff in identifying destinations; a specific open house and public hearing was held at the August 1 board meeting

#### October 2022 Service Change

Route/Area	Change
1 - Harris Ranch via Parkcenter	Adjustments were made to the schedule to improve on-time performance
4 - Roosevelt	Adjustments were made to the schedule to improve on-time performance
5 - Emerald	Adjustments were made to the schedule to improve on-time performance
6 - Orchard	Adjustments were made to the schedule to improve on-time performance
7A - Fairview/Ustick	The twice daily extension to Capitol High School was eliminated due to low ridership. This resulted in the closure of four stops, Milwaukee Street and Bayhill Drive, Milwaukee Street and Chesterfield Street, Cole Road and Manorwood Drive, and Cole Road and Court Avenue. This change resulted in faster trips and a more regular schedule for riders and impact less than two average daily boarding's or alighting's.



7B – Fairview – Towne Square Mall	Adjustments were made to the schedule to improve on-time performance
9 – State Street	Adjustments were made to the schedule to improve on-time performance
12 – Maple Grove	Adjustments were made to the schedule to improve on-time performance
30 – Pine	A new service was launched in Meridian, connecting Ten Mile Crossing to The Village at Meridian via Pine Avenue. This route provides service to downtown Meridian during peak travel periods with six morning trips and seven evening trips. Service is 30 minutes and 60 minutes during these periods. This route also provides direct service to Meridian High School, Meridian Elementary School, Ada County West Campus, Cross Roads Middle School, Scentsy and Blue Cross of Idaho. This service was initially scheduled to launch in 2021 but was postponed due to the impacts on ridership of the COVID-19 pandemic. This service provides access to 6,800 residents, 5,700 jobs and 2,300 households within ¼ mile of stops.
40 – Nampa/Meridian Express	Two inbound trips were eliminated due to low ridership, one in the morning and one in the afternoon.  A minor reroute was performed to increase access to Downtown Nampa. Instead of accessing I-84 via Northside Boulevard, the route continues down 3rd Street South to 16th Avenue South to connect to Garrity Boulevard.
42 – Happy Day to Towne Square Mall	A midday trip has been added to the route, repurposing hours from the 40 – Nampa/Meridian Express. This was a trip requested by riders.
43 – Caldwell Express	The service now begins at Happy Day Transit Center, instead at Jefferson Middle School, eliminating the deadhead from Happy Day Transit Center to Jefferson Middle School, increasing access to riders at no additional cost.
45 – Boise State/CWI via Fairview	The route 45 was rerouted to provide service along Cherry Lane and Fairview Avenue to Boise State, increasing access to riders by 536%, jobs by 118% and increasing productivity by 70%. This does increase travel times for existing riders of the 45 as it no longer travels along I-84.

## 2023

### Service Changes (May 2023)

After suspending service to Eagle in the fall of FY2021 due to low ridership, VRT worked extensively with the Eagle City Council to understand their interests in transit service to Eagle. We also surveyed the City of Eagle residents; the 125 surveys received indicated a strong preference for weekday service. They also expressed a slight preference for on-demand services compared to fixed route (52% vs 48%). Based on input from the public and guidance from the city council VRT developed a weekday on-demand service.

### May 2023 Service Change

Route/Area

Change



160 – Eagle On Demand New on demand service in the City of Eagle providing a flexible service and improved access to fix route services for Eagle residents.

The new service provides residents access to fix route service by having connection points at State Street and Glenwood Street, the State of Idaho Campus on Chinden, the Village at Meridian, as well as access to Saint Lukes Meridian Medical Center on Eagle Road in Meridian.

This service helps to replace the extension of the 9 – State Street that was eliminated in 2021

### SERVICE CHANGES (OCTOBER 2023)

On October 2, 2023, VRT implemented schedule changes to the following routes. VRT conducted outreach and shared schedule updates with impacted riders.

October 2023 Service Change	
Route/Area	Change
30 - Pine	Adjustments were made to the schedule to improve on-time performance
40 – Nampa/Meridian Express	Adjustments were made to the schedule to improve on-time performance
42 – Happy Day Transit Center/Towne Square Mall	Adjustments were made to the schedule to improve on-time performance
43 – Caldwell Express	Adjustments were made to the schedule to improve on-time performance
45 – Boise State/CWI via Fairview	Adjustments were made to the schedule to improve on-time performance

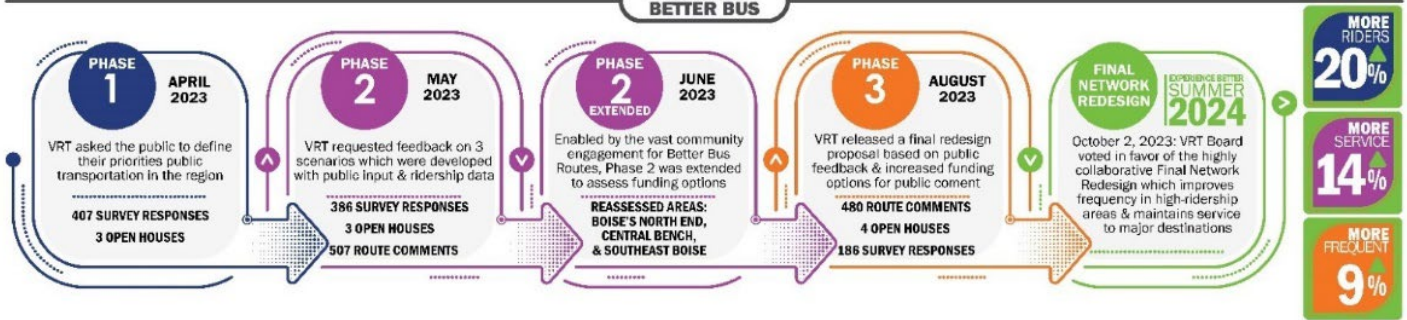
### BETTER BUS INITIATIVE (February 2023 – October 2023)

VRT’s Better Bus initiative was the next step of the 2018 ValleyConnect 2.0 vision, which incorporated significant public input and pointed toward a more frequent bus network with regional connections, better technology, and regional rail. The plan highlighted the Treasure Valley’s need for four times the service and funding to meet regional demand and match service levels with peer agencies.

Extensive public feedback guided all decisions throughout this four-phase process, including five in-person open houses, two virtual town halls, dozens of pop-up tables, canvassing on buses and at transit centers, community event attendance, and more. A summary of each phase can be found below.



## HOW WE BETTER BUS



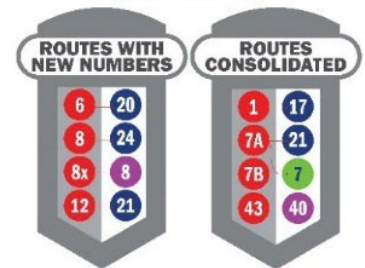
### 2024 ROUTES AT A GLANCE



### TRIP PLANNING SIMPLIFIED

	WHEN DO BUSES RUN?	HOW OFTEN DO BUSES ARRIVE?
#	ALL DAY!	15-30 MINS
#	ALL DAY!	30-60 MINS
#	RUSH HOUR	30-60 MINS

### WHERE'S MY OLD ROUTE?



[rideVRT.org](https://rideVRT.org) | 
 [info@nceVRT.org](mailto:info@nceVRT.org) | 
 (208)345-7433 | 
 @rideVRT | 
 Valley Regional Transit | 
 [2024 Change Details](https://rideVRT.org/changes)

**Phase 1:** In the first phase, we asked participants to help define priorities for our network redesign, primarily around the focus of services on frequency or coverage. We received 407 surveys and hundreds of additional comments via. This feedback, along with guidance from our Board of Directors, pointed us in the direction of focusing on more frequent service in high-ridership areas, among other priorities.

**Phase 2:** In the second phase, we asked participants to provide feedback on three scenarios that represented various iterations of route design. These scenarios included similar and increased budgets with different focuses on coverage and frequency. VRT staff used this feedback from 386 survey responses, 570 individual comments, and dozens of additional comments via email, phone, social media, open houses, and other in-person outreach to create a final proposal.

**Phase 3:** In this final phase of public outreach, we presented a final redesign proposal to the public. This proposal took elements of the three scenarios from Phase 2 and was guided public feedback to date. In this phase, we received surveys from 186 individuals who provided more than 480 comments on individual routes or services.

**Final network redesign:** Using feedback from all three phases, VRT made final recommendations to the VRT Board of Directors with various route consolidations. These recommendations allowed us to retain many of the services the public desired, including service in Boise’s North End, the Central Bench, and Southeast Boise.

VRT used a variety of metrics to compare routes and prepare the network redesign, including:

**Ridership:** using the ridership metric of “boardings per hour by route,” we reviewed routes that were in the bottom 25% for ridership for change or reinvestment.

**Proximity to bus stops:** we examined the number of people and jobs that are within 1/4 mile of a bus stop to measure coverage, or the number of individuals that are likely to choose to take transit because it is close to them.

**Proximity to higher-frequency routes:** we evaluated each service concept by the number of people within 1/4 mile of a bus stop with 15-minute service or better during peak periods and 30-minute service or better throughout the day. This measures the number of people who are more likely to choose to take transit because transit is both close and convenient for their travel needs.

**Service frequency:** we evaluated the percentage of service hours dedicated to routes with service every 30 minutes or better throughout the day to determine how much of the system is dedicated to higher-frequency routes.

**Potential systemwide ridership:** based on existing route performance, we compared the proposed concepts to one another on potential systemwide ridership. The table below compares the various concepts based on these measures, illustrating the potential impact on ridership when trading coverage for frequency.

	Current Service	October 2023 Final
Overall service hours	90,000	102,000 (+14%)
Annual Riders	996,500	1,193,000 (+20%)
Population Served within ¼ mile of service	158,000	153,600 (-3%)
Jobs Served within ¼ of service	114,000	115,900 (+1.6%)
Population within ¼ mile of 15-minute service	19,400	28,400 (+34%)
Population within ¼ mile of 30-minute service	19,400	38,900 (+100%)
% of Frequent Service by total hours of operation	21%	30% (+9%)
% of Coverage Service by total hours of operation	79%	70% (-9%)

Public input – including more than two thousand points of feedback since April – and additional funding commitments from local partners made the following changes possible:

- **Maintained service to Southeast Boise** with a redesigned Route 17 (the southeast Boise Route 1 was initially proposed for elimination)
- **Maintained service to North Boise** with Route 10 in the North End and a restructured Route 16 serving Harrison Hollow (Route 10 was initially proposed for elimination and Route 16 for a decrease in service area)
- **Maintained service to the Central Bench** with a modified Route 4 to serve from Towne Square Mall to Downtown Boise via Franklin, serving Borah High School and maintaining service on sections of Latah (Route 4 was proposed for elimination)
- **Improved efficiency in the Central Bench** with Route 28, which has been modified to work with the restructured Route 4
- Timing and bus stop adjustments to fit rider requests



- **Expanded first/last mile options** by adding Lyft Transit Connections stops and expanding VRT Late Night to better reflect job market locations

Final changes include:

2024 Service Change	
Route/Area	Change
1 – Harris Ranch via Parkcenter	<p>Route 1 will be consolidated with the Route 17, which will run a one-way loop along Warm Springs to Harris Ranch, returning to downtown Boise along Parkcenter</p> <p>Riders can use expanded Lyft Transit Connection, Route 2, and the new Beyond Access service for lost Access service area</p> <p>Service will be 60 minutes all day, Monday through Friday service</p>
2 - Broadway	<p>There is no change to where Route 2 runs</p> <p>The redesign does extend Saturday service on Route 2, extending the end time from 5 p.m. to 8 p.m.</p> <p>Departure times from Main Street Station and the Boise Airport are modified to accommodate other changes and improve transfers.</p> <p>Route 2 will run from 5:30 a.m. to 9:30 p.m. weekdays with buses arriving every 30 minutes from 5:30 a.m. to 8:30 a.m. and 3:30 p.m. to 9:30 p.m., and every 60 minutes all other times</p> <p>Route 2 will run from 7:45 a.m. to 8:45 p.m. Saturdays, with buses arriving every 60 minutes</p>
3 Vista	<p>There is no change to where Route 2 runs</p> <p>The redesign does extend Saturday service on Route 2, extending the end time from 5 p.m. to 8 p.m.</p> <p>Departure times from Main Street Station and the Boise Airport are modified to accommodate other changes and improve transfers.</p> <p>Route 2 will run from 5:30 a.m. to 9:30 p.m. weekdays with buses arriving every 30 minutes from 5:30 a.m. to 8:30 a.m. and 3:30 p.m. to 9:30 p.m., and every 60 minutes all other times</p> <p>Route 2 will run from 7:45 a.m. to 8:45 p.m. Saturdays, with buses arriving every 60 minutes</p>
4 – Roosevelt	<p>Previously slated for elimination, Route 4 will be restructured, with the service starting in downtown Boise, following the Route 5 Emerald to Latah, where it will take Latah to Rose Hill before turning west to continue down Rose Hill and Franklin to Towne Square Mall, providing service along Cassia and Allumbaugh with direct connections to Borah and Bishop Kelly High Schools. The revised route 4 will also</p>



cover the service provided along Barrister by the route 28 which will be straightened out to remain on Cole to Overland

Route 4 will be renamed to 4 Franklin

Riders can use expanded Lyft Transit Connection, Route 3, Route 5, Route 29, and the new Beyond Access service for lost Access service area

#### 5 Emerald

There will be no changes to where or when the current Route 5 provides services

The redesign includes modified departure times from Main Street Station and Towne Square Mall to provide better connections to other routes

Route 5 will run from 6:15 a.m. to 6:55 p.m. weekdays with buses arriving every 30 minutes from 6:15 a.m. to 9:25 a.m. and 2:45 p.m. to 6:55 p.m., and every 60 minutes all other times

Route 5 will run from 7:45 a.m. to 6:15 p.m. Saturdays, with buses arriving every 60 minutes

#### 6 – Orchard

The redesign will renumber the Route 6 to the Route 20

The redesign will extend service time and restructure the route, providing a north-south route from Hill Road to the Airport via Veterans Memorial Parkway and Orchard Street with stops at Hillside Jr. High, residential areas, Albertson's, Veteran's Memorial Park, and the Boise Bench

The redesign will extend when Route 20 runs on weekdays, running from 6 a.m. until 9 p.m. (an improvement from the current 6 p.m. end time) with buses arriving every 30 minutes from 6:00 a.m. to 8:30 a.m. and 4:00 p.m. to 9:00 p.m., and every 60 minutes all other times

The redesign will extend when Route 20 runs on Saturdays, running from 7:45 a.m. to 8:45 p.m. and buses arriving every 60 minutes

To get downtown, riders on the south end of Orchard can ride to the airport and continue on Route 3 or take Route 20 north to connect with Route 5 or the revised Route 29; riders along Orchard could also take the revised Route 29, which extends directly to downtown Boise, or the revised Route 4 along Franklin, connecting to downtown along Americana and River

Other transfer options to get to downtown Boise include the new 7 Fairview, 8 Chinden, or 9 State Street

#### 7 Fairview

The redesign will consolidate routes 7B and 7A to a more frequent service called Route 7 Fairview

Route 7 will run on weekdays from 5:15 a.m. to 9:45 p.m., with buses arriving every 15 minutes from 5:15 a.m. to 9:30 a.m. and 3:15 p.m. to 6:45 p.m., and every 30 minutes all other times



Route 7 will also run on Saturdays from 7:45 a.m. to 8:45 p.m. with buses arriving every 30 minutes

Route 7 will use the connector on-ramp at Orchard rather than Curtis to connect with the revised Route 6 (Route 20 Orchard)

Route 7 will use Cole to return to Fairview from Towne Square Mall, improving transfer opportunities for riders coming north of Fairview to downtown Boise

7A –  
Fairview/Ustick

The redesign consolidates Route 7A with the 7B and 12. Consolidation with the 7B will create a more frequent service called the 7 Fairview. Consolidations with the 12 will create a more frequent service called the 21 Cole/Glenwood

Route 7 will run on weekdays from 5:15 a.m. to 9:45 p.m., with buses arriving every 15 minutes from 5:15 a.m. to 9:30 a.m. and 3:15 p.m. to 6:45 p.m., and every 30 minutes all other times

Route 7 will also run on Saturdays from 7:45 a.m. to 8:45 p.m. with buses arriving every 30 minutes

Route 7 will use the connector on-ramp at Orchard rather than Curtis to connect with the revised Route 6 (20 Orchard)

Route 21 will run on weekdays from 6 a.m. to 7 p.m. arriving every 30 minutes

Route 21 will also run on Saturdays from 8 a.m. to 7 p.m., arriving every 60 minutes

7B – Fairview –  
Towne Square  
Mall

The redesign will consolidate routes 7B and 7A to a more frequent service called Route 7 Fairview

Route 7 will run on weekdays from 5:15 a.m. to 9:45 p.m., with buses arriving every 15 minutes from 5:15 a.m. to 9:30 a.m. and 3:15 p.m. to 6:45 p.m., and every 30 minutes all other times

Route 7 will also run on Saturdays from 7:45 a.m. to 8:45 p.m. with buses arriving every 30 minutes

Route 7 will use the connector on-ramp at Orchard rather than Curtis to connect with the revised Route 6 (Route 20 Orchard)

Route 7 will use Cole to return to Fairview from Towne Square Mall, improving transfer opportunities for riders coming north of Fairview to downtown Boise

8 – Five Mile

Route 8 will be renamed Route 24 Ustick/Maple Grove

Route 24 will be restructured from The Village to Towne Square Mall via Ustick, North Maple Grove, and Emerald with stops at residential areas and within close distance to the DMV; service to the YMCA would be discontinued

Route 24 will have a longer span, with the end of service increasing from 2 p.m. to 6 p.m. during the week with buses running every 60 minutes from 7:00 a.m. to 6:45 p.m.



Riders will also be able to use the revised Route 42 on Emerald, the expanded Lyft Transit Connection, and Beyond Access for lost Access service area

8x – Five/Mile Chinden

The redesign changes Route 8X to the Route 8 Chinden to serve Chinden directly in both directions instead of running in a loop and serving Towne Square Mall, as it does currently

The restructured route will provide service from the State of Idaho Campus to Main Street Station via Chinden with stops at Glenwood, Orchard, the fairgrounds, Whitewater, and downtown Boise

Buses will arrive every 30 minutes during the week from 6:15 a.m. to 8:15 a.m. and 3:45 p.m. to 5:15 p.m.

Riders will also be able use the new Route 24 on Ustick, revised Route 42 on Emerald, revised Route 45 on Fairview, expanded Lyft Transit Connections, and Beyond Access for lost Access service area

9 State Street

There is no proposed change to when or where Route 9 provides service

Route 9 will continue to run on weekdays from 5:15 a.m. to 9:30 p.m., with buses arriving every 15 minutes from 5:15 a.m. to 9:45 a.m. and 2:45 p.m. to 6:45 p.m., and every 30 minutes all other times

Route 9 will also continue to run on Saturdays from 7:45 a.m. to 8:45 p.m. with buses arriving every 30 minutes

10 – Hill Road

The Route 10 includes a reduction in span of service with no change to the route

Based on current ridership demands, the route would provide commute and school service with a shortened morning and afternoon periods arriving downtown at 7:35 a.m. and 8:35 a.m., and departing downtown at 2:45 p.m., 3:45 p.m., and 4:45 p.m. (please refer to the proposed schedule below)

12 – Maple Grove

The Route 12 is renamed to Route 21 Cole/Glenwood to reflect the proposed restructure of the route, which would offer a new north-south connection from Gary & Gillis to Towne Square Mall via Gary Lane, Glenwood, Goddard, Milwaukee, Ustick, and North Cole

New stops include residential areas, Ustick Library, Albertson's, Memorial Stadium, Expo Idaho, Capital High School, and Fairmont Junior High; the restructured route covers a high-ridership stop at Cole & Ustick

The route includes later weekday service, with buses arriving every 30 minutes from 6 a.m. to 7 p.m.

The route also includes a new Saturday service, with buses arriving every 60 minutes from 8 a.m. to 7 p.m.

Riders could also take the new Route 26, the revised Route 42 on Emerald, the revised Route 45 on Fairview, and the expanded Lyft Transit Connection



16 – VA/Hyde  
Park Loop

Route 16 will service from Main Street Station to the VA Medical Center via Franklin, South Curtis, and North Robbins with stops in downtown Boise, the Department of Labor, St. Lukes, and the Elks Hospital; the restructured route will no longer serve 9<sup>th</sup>, Brumback, or Ridenbaugh, moving to 15<sup>th</sup> St to Highland Hollow and Bogus Basin Road, providing all day service to the North End

There will be no change to how often Route 16 provides service

There will be timing changes from Main Street Station to provide better connections to other routes

Route 16 will run weekdays only, with buses arriving every 60 minutes from 9:15 a.m. to 5:45 p.m.

17 – Warm  
Springs

Route 17 has been consolidated with the Route 1, running a one-way loop along Warm Springs to Harris Ranch, returning to downtown Boise along Parkcenter

Route includes modified departure times from Main Street Station to provide better connections to other routes

Route 17 will run weekdays only from 6:15 a.m. to 7:15 p.m., with buses arriving every 60 minutes

20 Orchard

The redesign will extend service time and restructure Route 6, providing a north-south route from Hill Road to the Airport via Veterans Memorial Parkway and Orchard Street with stops at Hillside Jr. High, residential areas, Albertson's, Veteran's Memorial Park, and the Boise Bench

The redesign will renumber the Route 6 to the Route 20

The redesign will extend when Route 20 runs on weekdays, running from 6 a.m. until 9 p.m. (an improvement from the current 6 p.m. end time) with buses arriving every 30 minutes from 6:00 a.m. to 8:30 a.m. and 4:00 p.m. to 9:00 p.m., and every 60 minutes all other times

The redesign will extend when Route 20 runs on Saturdays, running from 7:45 a.m. to 8:45 p.m. and buses arriving every 60 minutes

To get downtown, riders on the south end of Orchard can ride to the airport and continue on Route 3 or take Route 20 north to connect with Route 5 or the revised Route 29; riders along Orchard could also take the revised Route 29, which extends directly to downtown Boise, or the revised Route 4 along Franklin, connecting to downtown along Americana and River

Other transfer options to get to downtown Boise include the new 7 Fairview, 8 Chinden, or 9 State Street

21  
Cole/Glenwood

The Route 12 is renamed to Route 21 Cole/Glenwood to reflect the proposed restructure of the route, which would offer a new north-south connection from Gary & Gillis to Towne Square Mall via Gary Lane, Glenwood, Goddard, Milwaukee, Ustick, and North Cole



New stops include residential areas, Ustick Library, Albertson's, Memorial Stadium, Expo Idaho, Capital High School, and Fairmont Junior High; the restructured route covers a high-ridership stop at Cole & Ustick

The route includes later weekday service, with buses arriving every 30 minutes from 6 a.m. to 7 p.m.

The route also includes a new Saturday service, with buses arriving every 60 minutes from 8 a.m. to 7 p.m.

Riders could also take the new Route 26, the revised Route 42 on Emerald, the revised Route 45 on Fairview, and the expanded Lyft Transit Connection

#### 24 Ustick/Maple Grove

Route 8 will be renamed Route 24 Ustick/Maple Grove

Route 24 will be restructured from The Village to Towne Square Mall via Ustick, North Maple Grove, and Emerald with stops at residential areas and within close distance to the DMV; service to the YMCA would be discontinued

Route 24 will have a longer span, with the end of service increasing from 2 p.m. to 6 p.m. during the week with buses running every 60 minutes from 7:00 a.m. to 6:45 p.m.

Riders will also be able to use the revised Route 42 on Emerald, the expanded Lyft Transit Connection, and Beyond Access for lost Access service area

#### 28 – Cole/Victory

A trip will be added in the morning to meet school bell times, as well as timing changes at Towne Square Mall to provide better connections to other routes, and straightening out the route to remain on Cole to Overland, no longer serving Barrister and Allumbaugh, which will be served by the Route 4 Franklin

There will be no change to how often and how late Route 28 provides service

Route 28 will run weekdays only, with buses arriving every 60 minutes from 7:15 a.m. to 6:45 p.m.

#### 29 – Overland

The Route 29 is restructured, offering service from Main Street Station to Towne Square Mall via 9<sup>th</sup> Street, Capitol, University, Protest, Federal, Overland, and North Cole. This restructure provides Route 6 riders near Orchard and Overland a direct connection to downtown with stops along west Bench residential areas, Albertson's, BSU, and Idaho State Museum.

There will be timing changes from Main Street Station and Towne Square Mall to provide better connections to other routes

There will be no change to how often and how early or late Route 29 runs

Route 29 will run on weekdays from 7:15 a.m. to 6:45 p.m., with buses arriving every 30 minutes from 7:15 a.m. to 9:15 a.m. and 3:15 p.m. to 6:45 p.m., and every 60 minutes all other times



Route 29 will also run on Saturdays from 7:45 a.m. to 6:15 p.m. with buses arriving every 60 minutes

30 – Pine

There are no changes to the where or how late Route 30 provides service

The redesign does reduce service on the 30 and increase service on the 45 to maintain 30-minute service during rush hour between downtown Meridian and The Village

Route 30 will run weekdays only.

40 –  
Nampa/Meridian  
Express

The change adjusts Route 40, renaming it to the Route 40 Caldwell-Boise Express to reflect the new connection from Simplot Stadium in Caldwell to BSU and downtown Boise with a loop through Garrity Wal-Mart via Nampa/Caldwell Boulevard, Karcher, I-84, and I-184; this changed route combines the current routes 40 and 43

The change restores the 4:00 p.m. afternoon trip from Boise to Caldwell

Morning service from Boise to Caldwell is reduced from three (3) trips to one (1); afternoon service from Caldwell to Boise is reduced from three (3) trips to one (1)

Route 40 would run weekdays only

This change creates connections with the new Route 56 and with routes 42 and 45

42 – Happy Day  
to Towne Square  
Mall

The redesign restructures Route 42, with service running from Happy Day Transit Center in Caldwell to Towne Square Mall in Boise via Caldwell Boulevard, Garrity, Franklin, and Overland, with stops at Winco, downtown Nampa, Walmart, Ford Idaho Center, CWI, Amazon, the Ten Mile Park & Ride, Roaring Springs, Fred Meyer, and the Boise Police Department; the route will no longer serve the Nampa Marketplace, Cherry, or Birch

The change increases frequency on Route 40 and creates an all-day intercounty route, with buses arriving every 60 minutes from 6 a.m. to 6 p.m. weekdays

43 – Caldwell  
Express

Route 43 will be consolidated into the updated Route 40

Riders can use the updated Route 40, which was extended into Caldwell, or other intercounty routes

Service along 10th Avenue will be covered by the new 58 – South Caldwell, increasing levels of service from one morning and one afternoon trip to 60-minute service from 6 am to 7 pm

45 – Boise  
State/CWI via  
Fairview

The change restructures Route 45, providing service from CWI to Boise State University via Idaho Center Boulevard, I-84, Ten Mile, Pine, Fairview, Emerald, Towne Square Mall, and Cole

Proposed stops include College of Western Idaho, Walmart, residential areas along Pine, downtown Meridian, Ten Mile Crossing, Scentsy, Blue Cross of Idaho, The Village at Meridian, Kleiner Park, Towne Square Mall, and Boise State University



The restructured route directly connects Nampa, downtown Meridian, and Boise, and service is timed with the updated Route 30 to provide bus arrivals every 30 minutes between downtown Meridian and The Village between the two routes

Morning service is extended to end at 8 a.m. instead of 7 a.m., and afternoon service is expanded to run from 2 p.m. to 7 p.m., instead of 4 p.m. to 6 p.m.

The changed Route 45 will provide service from 6:15 a.m. to 8:30 a.m. and 2:45 p.m. to 7:00 p.m. with buses arriving every 60 minutes

There will also be minor departure changes to better connect with other routes

#### 56 – Cleveland Blvd

Route 56 will be a new route on Cleveland Boulevard, providing service from Caldwell Events Center to Happy Day Transit Center with stops in downtown Caldwell, the Steunenberg residential historic district, College of Idaho, and Walmart

Route 56 will run weekdays from 6 a.m. to 6 p.m., with buses arriving every 30 minutes all day

With the revised Route 42, this change restores former bus service along the Nampa/Caldwell Boulevard with connections at Happy Day Transit Center in Caldwell

#### 58 – South Caldwell

Route 58 will be a new route in Caldwell, providing service from the Caldwell Police Station to Happy Day Transit Center, with stops at the Social Security Office, the Caldwell Library, West Valley Medical, YMCA, and Walmart

The route connects South Caldwell to service on Nampa Caldwell Boulevard at the Happy Day Transit Center

Route 58 will run weekdays from 6 a.m. to 7 p.m., with buses arriving every 60 minutes all day

#### 150 – Nampa/Caldwell On Demand

The change expands and simplifies the Route 150 boundary to match roadways, making it easier for riders to plan trips

Service hours from the new routes 56 and 58 will be applied to Route 150 to add more capacity until the service change goes into effect in summer 2024

There will be no change to the availability of Nampa/Caldwell On-Demand, which will continue to be available Monday through Friday from 6 a.m. to 8 p.m.

Riders will also use the new routes 56 and 58 in Caldwell, the updated Route 42, and Beyond Access for lost Access service areas

#### 160 Eagle OnDemand

There are no changes to the service area or availability of Eagle On-Demand, which continue to be available Monday through Friday from 8 a.m. to 5 p.m.

Riders can also connect to the routes 8, 9, 21, 24, 30, 40, or 45, or use the expanded Lyft Transit Connections

#### Access Paratransit

Under the network redesign, the Access service area will be adjusted to match the new locations of the routes



In areas where bus routes will be eliminated, Access service will also be eliminated; riders will be able to use the new Beyond Access service

Beyond Access

This is a new regional service launching early 2024 for older adults and persons with disabilities that will provide no-cost trips in and between Canyon and Ada counties and offer more transportation options for those that qualify

Beyond Access unifies a variety of smaller service providers that offer transportation across different service zones, days, and times into a single, regional service available Monday through Friday from 7 a.m. to 6 p.m.

Title VI Analysis

VRT used transit planning software to assess impacts borne by low-income and minority populations when compared to the rest of the service area populations. It revealed that the 2024 service change improved transit access by 5.7% percentage points to low-income populations and improved transit access by 22.5% percentage points to minority populations.



**2024-2026**

**Title VI Program Update**

Attachment

**G**

**Limited English  
Proficiency Plan**



**valleyregionaltransit**

# Attachment G: Limited English Proficiency Plan

## Introduction

This *Limited English Proficiency Plan (LEP)* has been prepared to address Valley Regional Transit’s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person’s inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

## Plan Summary

Valley Regional Transit has developed this *Limited English Proficiency Plan* to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

FTA requires that transit agencies provide “meaningful access” for LEP populations. Meaningful access is based on a four-factor analysis. Valley Regional Transit assesses staff interactions with customers and patrons of limited English proficiency in a multitude of ways including but not limited to transit services, customer service, administration duties, and public meetings and events as it applies to the following four factors as required by the FTA.

To prepare this plan, Valley Regional Transit used the four-factor LEP analysis, which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by Valley Regional Transit.
2. The frequency with which LEP persons come in contact with Valley Regional Transit services.
3. The nature and importance of services provided by Valley Regional Transit to the LEP population.
4. The interpretation services available to Valley Regional Transit and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.



## Meaningful Access: Four-Factor Analysis

### Factor 1: The number or proportion of LEP persons in the service area who may be served by Valley Regional Transit.

Valley Regional Transit (VRT) is the regional public transportation authority for Ada and Canyon counties in southwest Idaho. VRT's main responsibilities are to coordinate transit services in the two-county area and develop and implement a regional public transportation system. VRT owns the fixed-route bus system, but contracts with private transportation firms to manage fixed-route bus services for Boise/Garden City and Nampa/Caldwell, intercounty service between Ada and Canyon counties, and Access/Paratransit service.

VRT examined data from the “Languages spoken at home and ability to speak English in the United States,” data set in the 2017-2021 American Community Survey Estimates. Data was reviewed from both Ada County and Canyon County, covering the expanse of Valley Regional Transit’s service area. Approximately 2% (13,178) of Ada County total population five (5) years of age or older (475,109) indicated they do not speak English “very well.” In Canyon County, 2.1% (13,750) of the total population (224,222) indicated they do not speak English “very well.”

A breakdown of the languages spoken in Ada and Canyon County’s population that speak English less than very well is provided in **Figure 1**.

Language Categories	Ada County (1A)	Canyon County (2C)	1A+2C
Speak English Less than Very Well	2.0% (13,178)	2.1% (13,752)	4.0% (26,930)
Spanish	1.0% (6,525)	1.8% (11,968)	2.8% (18,493)
Other Indo-European	0.1% (829)	0.1% (389)	0.2% (1,218)
Arabic	0.1% (977)	0.0% (240)	0.2% (1,217)
Russian, Polish or Slavic	0.1% (866)	0.0% (237)	0.2% (1,103)
Chinese (incl. Mandarin, Cantonese)	0.1% (881)	0.0% (222)	0.2% (1,103)
Other Asian and Pacific Island	0.1% (928)	0.0% (133)	0.2% (1,061)
Vietnamese	0.1% (609)	0.0% (91)	0.1% (700)
Other and unspecified	0.1% (637)	0.0% (42)	0.1% (679)
German or other West Germanic	0.0% (109)	0.1% (369)	0.1% (478)
Korean	0.1% (348)	0.0% (28)	0.1% (376)
French, Haitian, or Cajun	0.0% (248)	0.0% (9)	0.0% (257)
Tagalog (incl. Filipino)	0.0% (221)	0.0% (24)	0.0% (245)



Total Population	67.9% (475,109)	32.1% (224,222)	100% (669,331)
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Data source: US Census Bureau 2017-2021 American Community Survey 5-Year Estimates

Figure 1 Ada and Canyon County Populations Who Speak English Less Than Very Well

According to the 2017-2021 American Community Survey 5-Year Estimates, there are 699,331 total persons in Ada and Canyon counties. Of the 669,331 just 2% (13,178) of Ada County’s residents do not speak English very well and 2.1% (13,752) of Canyon County’s residents do not speak English very well. In both counties, Spanish is the most common single language spoken by those who indicate they do not speak English very well followed by other Indo-European, Arabic, Russian/Polish/Slavic, Chinese (including Mandarin and Cantonese, and Other Asian/Pacific Islanders, each at 2%.

In addition to the 2017-2021 American Community Survey (ACS) 5-year estimates, a significant refugee resettlement program in the area adds to the dynamics of those who do not speak English very well. According to the Refugee Processing Center, since 2000, Idaho has resettled more than 15,184 refugees (on average 633 refugee every year). **See Figure 2.** Boise, located in Ada County is one of two refugee resettlement cities in Idaho and is experiencing an uptick in resettlement activities with approximately 2,763 refugees added to our region from 2021-2023. According to the Idaho Office for Refugees, about 75% of new arrivals come to Boise each year, while the remaining 25% arrive in Twin Falls.

Ada County has a plurality of languages spoken with more people speaking Indo-European or Asian and Pacific Island languages. The six most common languages spoken by incoming refugees from 2021-2023 are Farsi/Dari/Persian, Ukrainian, Swahili, Kibembe, Arabic and Pashto. **See Figure 3.**

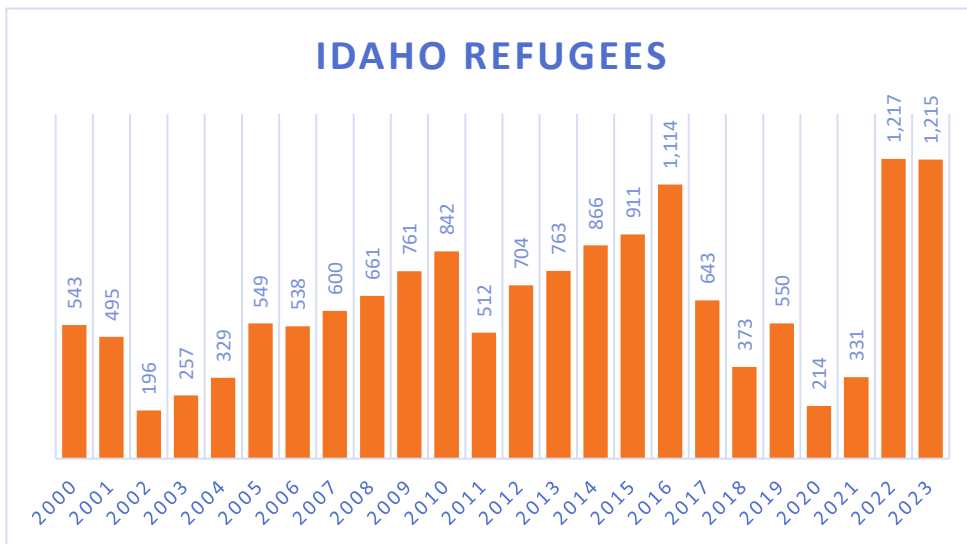


Figure 2: Frequency of Refugee Resettlement in Idaho (2000-2023) Source: Idaho Office for Refugees



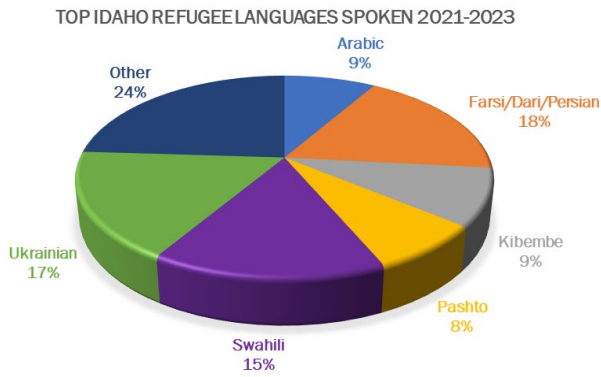


Figure 3: Top Refugee Languages Spoken at Home  
Source: Idaho Office for Refugees

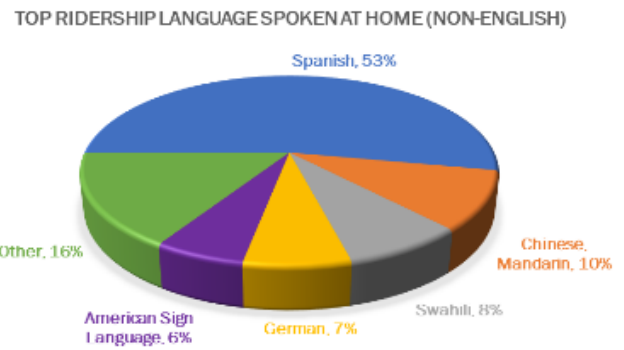


Figure 4: Top Ridership Languages Spoken at Home: Source 2021 COMPASS Onboard Survey

## Factor 2: The frequency with which LEP individuals come into contact with VRT programs, activities, and services.

VRT assesses the frequency at which LEP individuals come into contact our programs by monitoring limited English phone calls to customer service staff, as well as developing and distributing ridership surveys from time to time.

VRT Customer Service staff monitors and calculates phone calls from bus patrons requesting language assistance. Limited English customers calling into VRT customer service are provided with an option to select Spanish to navigate through the Customer Service phone tree. Data collected was minimal from October 2020-October 2021 due to the pandemic. From October 2022 – October 2023 indicated that 71 customers selected this option, 63 calls were Spanish, 3 Russian, 2 Swahili, 1 French, 1 Arabic, and 1 Kinyarwanda. Considering two new routes are being added into corridors with higher populations of Spanish speakers, as well as routes and stops better serving the refugee communities, customer Service expects to double the number call requests in 2024-2026.

In the fall of 2021, an onboard origin-destination (OD) survey of VRT’s fixed-route riders was conducted on behalf of Community Planning Association of Southwest Idaho (COMPASS) and VRT. The 2021 OD study was conducted as a tablet-based intercept study and collected a 24% sample of average weekday ridership on fixed-route buses with 544 total responses. One of the purposes of this study was to create a better understanding of current travel patterns on the existing transit system serving the greater Boise area. This OD survey followed the Federal Transit Administrations best practices to learn more about trip characteristics and travel behavior of transit riders. This survey supports and informs transit planning work and provides COMPASS with refined data used to calibrate their regional travel demand forecast model. In addition to travel patterns, the top languages spoken at home was asked in the survey revealing Spanish as the top LEP need, with some Swahili and Chinese as other top languages spoken at home (see Figure 4).

Both these efforts (phone calls and on-board surveys) support the findings in Factor 1, that Spanish is the most frequently requested language support. VRT Customer Service receives 2-4 phone calls a day from riders who speak English less than very well.

In circumstances where additional language assistance is needed, VRT Customer Service staff have access to a LanguageLine – an over the phone interpreting service. This service is only used on average,



once a month, but is available 24 hours a day. Bus drivers are trained to make this resource available to riders by providing a pamphlet detailing the various available languages.

### **Factor 3: The importance to LEP persons of VRT programs, activities, and services**

As demonstrated in Factor 2, VRT's fixed-route system encounters people with limited English proficiency. VRT provides many unique specialized services in addition to fixed-route bus routes. These specialized services provide many opportunities to support LEP populations in their search for work and connections to life-line services. This is especially true of the newly settled refugee populations.

- Access Paratransit
- Beyond Access
- City Go
- Lyft Transit Connections
- Meridian Medical Services
- Meridian Veterans Shuttle
- Rides2Wellness – Ada County
- Rides2Wellness – Canyon County
- Safe Routes to School
- Village Van
- VRT Late Night
- VRT On-Demand
- Volunteer Driver Program

To assist resettled refugees and LEP populations, VRT offers a ride-hailing solution for qualified low-income residents. VRT Late Night, in partnership with Lyft, a transportation network company (TNC), is specifically designed for low-income workers who need transportation access to jobs outside of regular bus service hours Tuesday-Sunday from 9:00 p.m. to 6:00 a.m. The fare is a minimum of \$3.00 per trip and VRT will subsidize up to \$20.00 of the additional fare costs. Any fare amount exceeding \$23.00 must be covered by the end user.

In addition to VRT Late Night, VRT has partnered with Lyft on a first/last mile ride-sharing services where limited access to bus routes exists. Lyft Transit Connections provides affordable ride-hailing access to many VRT bus stops from 6:00 a.m. to 9:00 p.m., Monday-Friday, and from 7:30 a.m. to 6:00 p.m. on Saturday. If a patron in the designated service area, the Lyft fare will be \$2.00. VRT will subsidize any fare up to \$6.00. The bus stop must be within two miles of a pickup location for the \$2.00 Lyft fare.

Since February 1, 2022 – October 31, 2023, there have been 6,053 rides completed between the Lyft Late Night and Lyft Transit Connections. These, and other transit services, are important to those LEP persons who need to access them. These, and other innovative services, connect them to their jobs, healthcare, educational and other life enriching opportunities.

### **Factor 4: The resources available to the recipient and costs**

VRT Customer Service currently has no Spanish-speaking staff person who can provide direct assistance to Spanish speaking LEP customers. However, when staff language skills become available, VRT staff updates and includes language ability in the VRT customer service phone tree.

Additionally, for language needs beyond Spanish, LanguageLine can easily be made available, as drivers are trained to identify rider language interpretation needs and work with VRT customer service (via LanguageLine) to provide translation services.



Ada and Canyon counties currently have thousands of refugees who have resettled in the area. Many of these refugees rely heavily on our public transportation system. These refugees speak more than 55 different languages.

Valley Regional Transit has worked with the English Language Center in Boise providing in-person training on using our transit system. VRT staff has assisted other refugee agencies, including the Agency for new Americans, the International Resource Committee, and World Relief. VRT will continue to work with these agencies on an as-requested basis.

### Language Assistance Actions

As a result of the findings of the four-factor LEP plan, VRT employs the following solutions to ensure people with limited English proficiency are reasonably accommodated:

- VRT will translate vital documents including fare information and “how to ride” brochures into Spanish.
- VRT customer service may employ one full-time position that is designated as a Bilingual Customer Service Specialist and must be fluent in both English and Spanish.
- VRT staff has initiated language specific travel training sessions in coordination with local resettlement agencies.
- VRT Customer Service utilizes LanguageLine Solutions ([www.language.com](http://www.language.com)) for translation services for customer calls where the customers who are not able to communicate with one of our customer service specialists.
- VRT will provide translation of materials, including meeting notices, flyers and agendas upon request, or when warranted by the target audience.
- VRT trains staff on VRT’s Title VI Policy and LEP responsibilities and document LanguageLine use and requests.
- VRT customer service staff and drivers utilize LanguageLine brochures to both identify the appropriate language and get the translation services necessary.
- VRT advertises the availability of LanguageLine at customer facing facilities with posters stating language assistance availability.

As mentioned in the LEP plan, VRT will review language barriers that exist and the appropriateness of VRT’s actions to minimize or remove those barriers.



Following, in **Figure 5**, is an example of a language card for an individual who speaks Swahili. VRT has created multiple language cards that are given to LEP riders who can then use them in a pinch to reference destination icons with a simple language translation that can be shared with a bus operator or customer service representative. Bus operators and customer service representatives are trained on their use to accommodate language barriers. VRT distributes language cards to local agencies who work with resettled communities like the Agency for New Americans, the International Rescue Committee, the Idaho Office for Refugees, and many more.

















<p>I want to go home.</p> <p>Route ____ stop ____ to route ____ stop ____</p> 	<p>Ninataka kuenda nyumbani.</p> <p>Njia ya ____ vituo vya mabasi ____ kwa Njia ya ____ vituo via mabasi ____</p> 
<p>I want to go to the doctor's office.</p> <p>Route ____ stop ____ to route ____ stop ____</p> 	<p>Ninataka kuenda madaktari ofisi.</p> <p>Njia ya ____ vituo vya mabasi ____ kwa Njia ya ____ vituo via mabasi ____</p> 
<p>I want to go to the grocery store.</p> <p>Route ____ stop ____ to route ____ stop ____</p> 	<p>Ninataka kuenda dukani.</p> <p>Njia ya ____ vituo vya mabasi ____ kwa Njia ya ____ vituo via mabasi ____</p> 
<p>I want to go to the English Language Center.</p> <p>Route ____ stop ____ to route ____ stop ____</p> 	<p>Ninataka kuenda darasani ya Kiingereza.</p> <p>Njia ya ____ vituo vya mabasi ____ kwa Njia ya ____ vituo via mabasi ____</p> 
<p>I want to go to work at _____</p> <p>Route ____ stop ____ to route ____ stop ____</p> 	<p>Ninataka kuenda kazi katika _____</p> <p>Njia ya ____ vituo vya mabasi ____ kwa Njia ya ____ vituo via mabasi ____</p> 
<p>I want to go to the WIC Office.</p> <p>Route ____ stop ____ to route ____ stop ____</p> 	<p>Ninataka kuenda WIC ofisi.</p> <p>Njia ya ____ vituo vya mabasi ____ kwa Njia ya ____ vituo via mabasi ____</p> 
<p>I want to go to the IRC.</p> <p>Route ____ stop ____ to route ____ stop ____</p> 	<p>Ninataka kuenda IRC.</p> <p>Njia ya ____ vituo vya mabasi ____ kwa Njia ya ____ vituo via mabasi ____</p> 
<p>Name _____ Language _____</p> <p><input type="checkbox"/> Child <input type="checkbox"/> Person with disability <input type="checkbox"/> Adult <input type="checkbox"/> Older Adult</p> 	<p>Jina _____ Lugha _____</p> <p><input type="checkbox"/> Kupitisha Watoto <input type="checkbox"/> Watu wakongw/watu walio na <input type="checkbox"/> Watu Wazima <input type="checkbox"/> Ulemaru Wataingia Bila malipo Kuanzia</p> 

Figure 5: Is an example of a language card produced by VRT for an individual who speaks Swahili

## Translation Of Documents

Valley Regional Transit translates vital documents including fare information and “how to ride” brochures into Spanish. In addition, Valley Regional Transit may consider translation of major service changes, project documents, meeting notices, flyers and agendas when the target audience is expected to include LEP individuals.

## Monitoring

### Monitoring and Updating the LEP Plan

Valley Regional Transit will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated every three years with the 5-Year American Community Survey estimates, or when it is clear that higher concentrations of LEP individuals are present in the VRT service area.

Updates will include the following:

The number of documented LEP person contacts encountered annually.

How the needs of LEP persons have been addressed.

Determination of the current LEP population in the service area.

Determine whether local language assistance programs have been effective and sufficient to meet the need.

Determine whether Valley Regional Transit's financial resources are sufficient to fund language assistance resources needed.

Determine whether Valley Regional Transit fully complies with the goals of this LEP Plan.

Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.

### Dissemination of Valley Regional Transit's LEP Plan

VRT will disseminate the LEP Plan in the following ways:

- Post the LEP plan on Valley Regional Transit's website at [www.rideVRT.org](http://www.rideVRT.org).
- State on agendas and public notices in the language that LEP persons would understand that documents may be made available in that language upon request.



**2024-2026**

**Title VI Program Update**

Attachment

**H**

**Environmental Justice**



# Attachment H: Environmental Justice

## Environmental Justice

On August 15, 2012, the Federal Transit Administration (FTA) released a circular FCA C 4703.1 *Environmental Justice Policy Guidance for Federal Transit Recipients*, with a purpose to provide recipients of FTA financial assistance with guidance in order to incorporate environmental justice principles into plans, projects, and activities that receive funding from FTA. Environmental justice is similar in its scope to Title VI, and we include our environmental justice efforts in our Title VI Program.

The Authority for environmental justice stems from:

- a. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, dated February 11, 1994
- b. U.S. Department of Transportation (USDOT) Order 5610.2(a), Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 77 FR 27534, May 10, 2012
- c. Federal Transit Laws, Title 49, United States Code, Chapter 53

“Environmental Justice” is the fair treatment and meaningful involvement of all people, regardless of race, ethnicity, income, national origin, or educational level with respect to the development, implementation and enforcement of environmental laws, regulations, and policies. For environmental justice, Valley Regional Transit (VRT) defines “Fair Treatment” as when no population, due to policy or economic disempowerment, is forced to bear a disproportionate burden of the negative human health and environmental impacts, including social and economic effects, resulting from VRT decisions, programs, or policies or how they are implemented or enforced.

## Transportation Planning

Transportation planning plays a critical role to foster engagement with all users of the transit system. FTA/Federal Highway Administration (FHWA) joint planning regulations require transit agencies seek out and consider the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households.

VRT’s Title VI Public Participation Plan (attachment F) is designed to ensure robust public engagement of all effected including from environmental justice populations. VRT’s Limited English Proficiency Plan (attachment G) also ensures all people are empowered to comment and participate in planning processes.

In addition to the low income and minority population designations that are part of our Title VI program, VRT will utilize federal tools available to us to identify disadvantaged communities to inform our outreach and planning processes.

## Justice40

The Justice40 Initiative, which is a national initiative that seeks to deliver 40 percent of the benefits of certain federal investments to disadvantaged communities who face burdens related to climate change, the environment, health, and economic opportunity. USDOT’s Equitable Transportation Community (ETC) Explorer, is an interactive web application that uses 2020 Census Tracts and data, to explore the cumulative burden communities experience, as a result of underinvestment in transportation, in the following five components:



1. Transportation Insecurity
2. Climate and Disaster Risk Burden
3. Environmental Burden
4. Health Vulnerability
5. Social Vulnerability

Valley Regional Transit has mapped an overlay Justice40 census tracts across the two-county planning area and have identified the highest concentration of disadvantaged populations is in Canyon County, with 64.3% of the population.

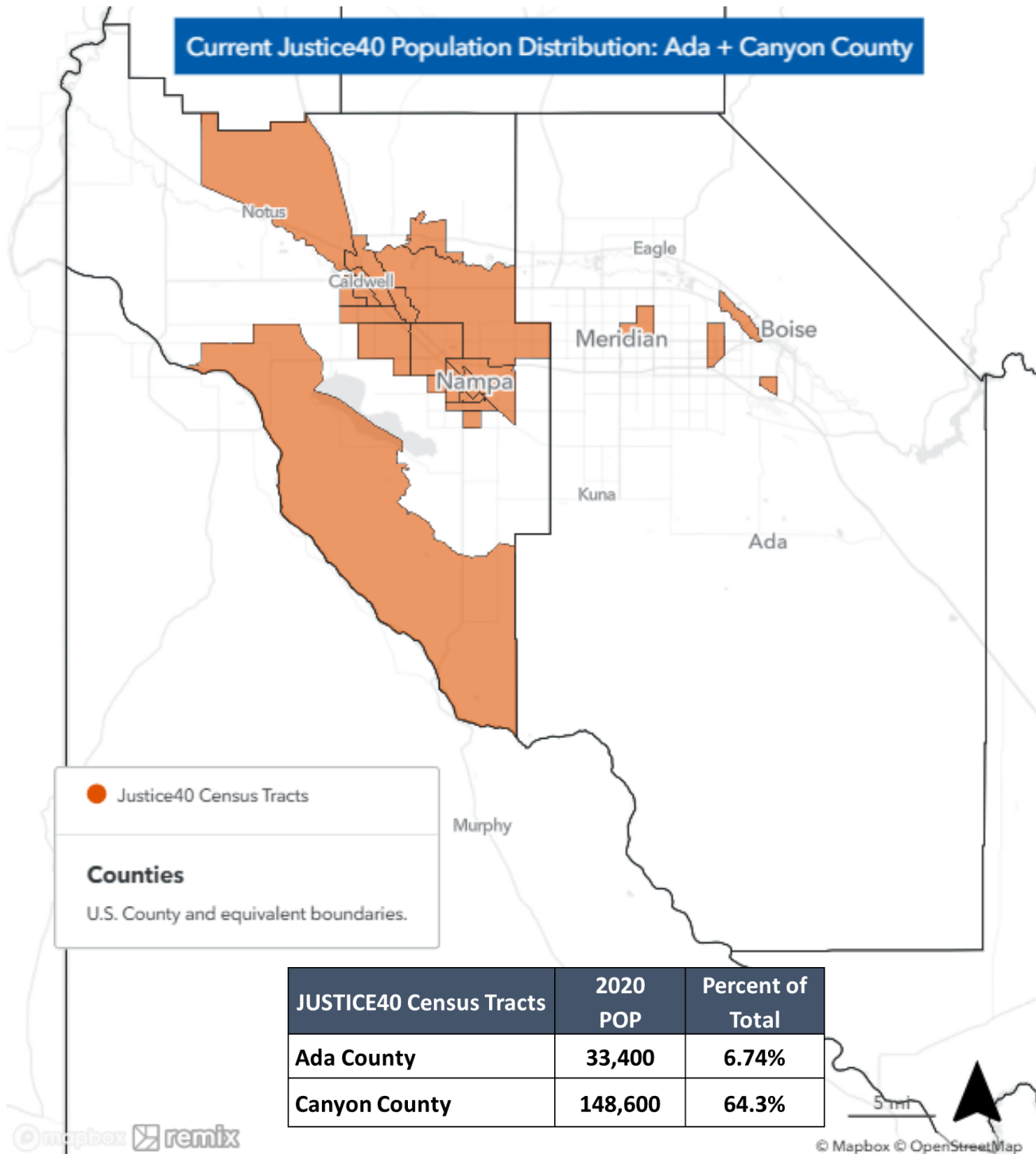


Figure 1: Current Justice40 Population Distribution: Ada + Canyon County



**2024-2026**

**Title VI Program Update**

Attachment

**I**

**Subrecipient  
Assessment Tool**

# Attachment I: Sub-recipient Title VI Compliance Assessment Tool

## Sub-recipient Title VI Compliance Assessment Tool

49 Code of Federal Regulations (CFR) Part 21 requires that the Valley Regional Transit (VRT) conduct periodic reviews of cities, counties, planning agencies and other recipients of federal-transit funds to ensure they are complying with Title VI of the Civil Rights Act of 1964. Title VI states that “no person in the United States shall be excluded from participation, denied the benefits of, or be subjected to discrimination in any Federally-funded program, policy or activity on the basis of race, color or national origin.” (42 U.S.C.2000d)

VRT has developed this assessment as a means of determining sub-recipient compliance; helping sub-recipients understand their Title VI responsibilities; and assisting VRT in planning future training and technical assistance.

This assessment is part of VRT's Quality Assurance Review (QAR) process and has been designed to take only a few minutes of your time. Please fax, mail, or email the completed questionnaire no later than July with attachments to:

**Duane Wakan**  
**VRT Title VI Coordinator**  
VRT, 700 NE 2<sup>nd</sup> Street, Suite 100,  
Meridian, ID 83642  
[dwakan@ridevrt.org](mailto:dwakan@ridevrt.org)

Questions or concerns may be addressed via email to [dwakan@ridevrt.org](mailto:dwakan@ridevrt.org) or by phone at 208-258-2750.

### Baseline Questionnaire

1. Who is the Title VI contact person for your agency? Does this person accept complaints from the public? If not, who does? Please include title, email and telephone number for each person listed.

2. In the past three years, has your agency been named in a discrimination complaint or lawsuit? If so, when and what was the nature of the complaint or lawsuit and the outcome?

3. Does your agency have a written discrimination complaint process? If so, please provide a copy as an attachment.

4. Has your agency made the public aware of the right to file a complaint? If so, by what mechanism?  
Provide as attachment.



5. Does your agency provide free translation services for persons with Limited English Proficiency (LEP)? Explain.

6. In the past twelve months, what has your agency done to receive and consider input from all citizen groups, especially minority, low income, disabled and transit-dependent? Provide attachment, if applicable.

7. Does your agency have a method to collect racial and ethnic data on citizens impacted by your projects? If so, please describe.

8. Has your agency provided written Title VI Assurances to VRT? Please attach a copy.

9. Does your agency include the required DBE assurance language at 49 CFR 26.13 (a) and (b) verbatim in all financial agreements, contracts and subcontracts?  
(Please see DBE assurance language below)

**26.13 What assurances must recipients and contractors make?**

- a. *Each financial assistance agreement you sign with a DOT operating administration (or a primary recipient) must include the following assurance:*

*The recipient shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of any DOT-assisted contract or in the administration of its DBE program or the requirements of 49 CFR part 26. The recipient shall take all necessary and reasonable steps under 49 CFR part 26 to ensure nondiscrimination in the award and administration of DOT-assisted contracts. The recipient's DBE program, as required by 49 CFR part 26 and as approved by DOT, is incorporated by reference in this agreement. Implementation of this program is a legal obligation and failure to carry out its terms shall be treated as a violation of this agreement. Upon notification to the recipient of its failure to carry out its approved program, the Department may impose sanctions as provided for under part 26 and may, in appropriate cases, refer the matter for enforcement under 18 U.S.C. 1001 and/or the Program Fraud Civil Remedies Act of 1986 (31 U.S.C. 3801 et seq.).*

- b. *Each contract you sign with a contractor (and each subcontract the prime contractor signs with a subcontractor) must include the following assurance:*

*The contractor, sub recipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the recipient deems appropriate.*



10. Does your agency physically include the Civil Rights Special Provisions (42 U.S.C. 12132) in all contracts and ensure they are included in all sub-contracts, including the third-tier?

11. Does your agency monitor DBEs on construction projects to ensure they are performing a commercially useful function (CUF)? If so, where is this documented? If a DBE is not performing a CUF, what actions or steps have you taken? Who do you notify?

12. Name of your Agency:

13. Number of full-time and part-time employees:

14. Do you have any questions regarding this assessment or Title VI? Please include them here along with your email address or phone number and an VRT representative will respond.

15. Would your agency like Title VI training or other Civil Rights technical assistance from VRT? If yes, please explain. Does your agency have teleconferencing ability?

16. Please provide the Name, Title and contact information of the person who completed this baseline assessment.

17. Please list each attachment provided with the assessment.



**2024-2026**

**Title VI Program Update**

Attachment

**J**

**Subrecipient Contractor  
Monitoring & Oversight Procedures**



# Attachment J: VRT Subrecipient/Contractor Monitoring & Oversight

[Follow this link to access the 40-page report.](#)



**2024-2026**

**Title VI Program Update**

Attachment

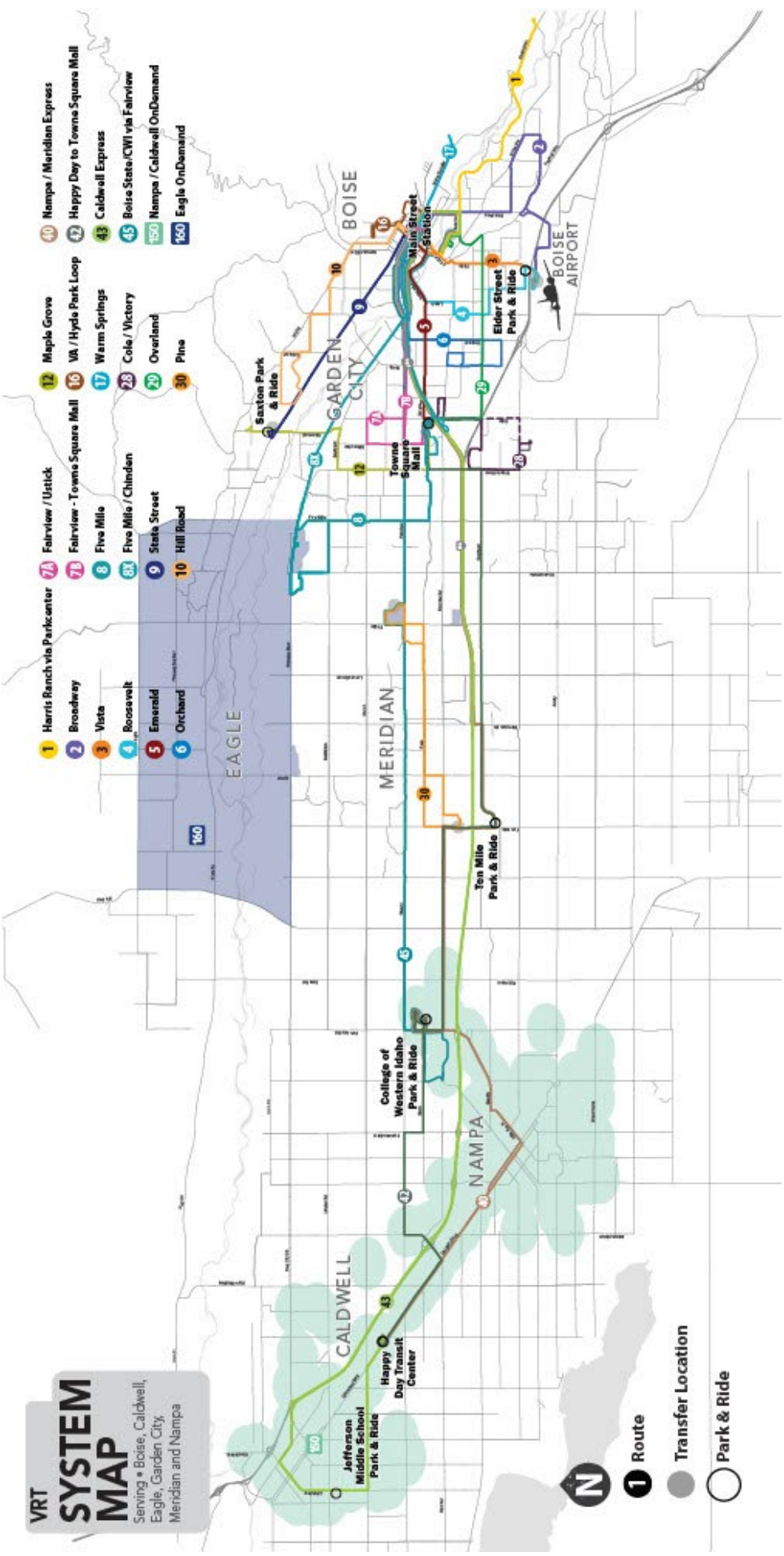
**K**

**Fixed-Route System Map**



**valley**regional**transit**

**VRT SYSTEM MAP**  
 Serving • Boise, Caldwell, Eagle, Garden City, Meridian and Nampa

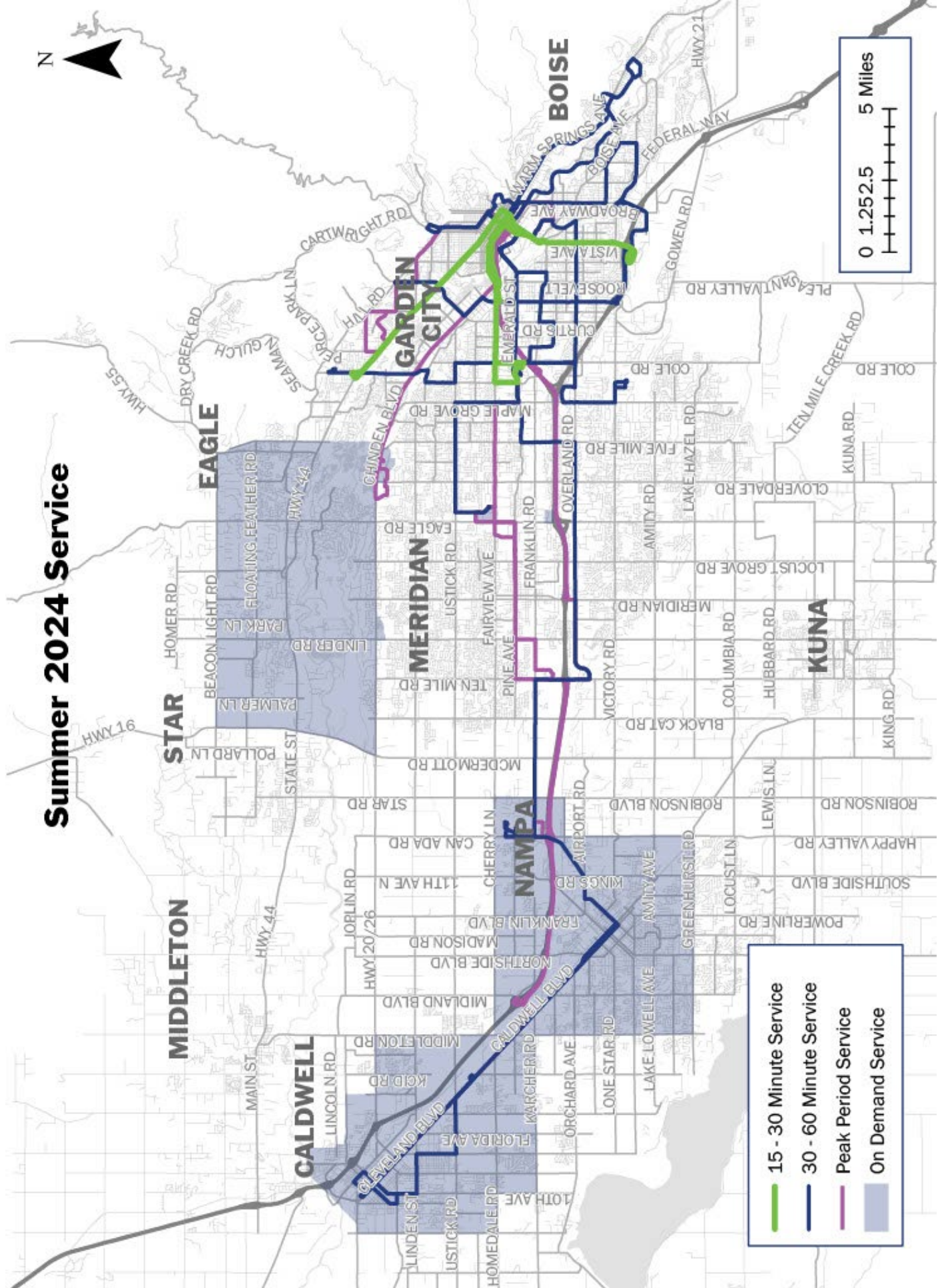


- 1 Harris Ranch via Parkcenter
- 2 Broadway
- 3 Vista
- 4 Roosevelt
- 5 Emerald
- 6 Orchard
- 7A Fairview / Ustick
- 7B Fairview - Towne Square Mall
- 8 Five Mile
- 8X Five Mile / Chinden
- 9 State Street
- 10 Hill Road
- 12 Maple Grove
- 16 VA / Hyde Park Loop
- 17 Warm Springs
- 23 Cole / Victory
- 20 Overland
- 30 Pine
- 40 Nampa / Meridian Express
- 42 Happy Day to Towne Square Mall
- 43 Caldwell Express
- 45 Boise State/CWI via Fairview
- 150 Nampa / Caldwell OnDemand
- 160 Eagle OnDemand

- N
- 1 Route
- Transfer Location
- Park & Ride



# Summer 2024 Service



<span style="color: green;">—</span>	15 - 30 Minute Service
<span style="color: blue;">—</span>	30 - 60 Minute Service
<span style="color: purple;">—</span>	Peak Period Service
<span style="background-color: lightgrey; width: 15px; height: 10px; display: inline-block;"></span>	On Demand Service

0	1.25	2.5	5	Miles



**2024-2026**

**Title VI Program Update**

Attachment

**L**

**Determination of Site  
Location of Facilities**



**valley**regional**transit**

# Attachment L: Determination of Site Location of Facilities

## Determination of Site Location of Facilities

Title 49 CFR Section 21.9(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.”

The FTA has stated that, “facilities” does not include bus shelters, as these are transit amenities, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin.

Recipients shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.

## VRT Process for Sites and Facilities

In addition to Title VI guidance, VRT also follows FTA’s Environmental Justice (EJ) Circular which implements Executive Order 12898 ensuring that FTA funding recipients avoid, minimize, or mitigate disproportionately high and adverse health and environmental effects, including social and economic effects, on minority populations and low-income populations, consistent with the U.S. DOT’s EJ order and the Council on Environmental Quality (CEQ) guidance.

In 2021, VRT installed a new electric charging facility at the Orchard Maintenance site which became operational in 2022. During the NEPA review, and EJ finding of “no adverse effects” to EG populations was confirmed through FTA concurrence, stating “The project efforts in question are not expected to have adverse effects on EJ populations. Rather, the project is expected to substantially benefit all aspects of the population by providing cleaner, quieter, and lower emission vehicles into the transit fleet.”

