



**2027
2029**

Title VI Program Update



Title VI Program

Valley Regional Transit

**The Regional Public Transportation Authority of Ada and Canyon Counties, Idaho
(2027-2029)**

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



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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.

Direct questions regarding the content or preparation of this report to Elaine Clegg, VRT Chief Executive Officer (CEO).

Annual Civil Rights (Title VI) Assurances

VRT enters the annual Certification and Assurances into Transit Award Management System TAMS yearly and provides an electronic signature through a personal identification number (PIN). A signed copy of the Annual Civil Rights Title VI Assurances for 2026 is attached as **Attachment A**. The VRT CEO signs a hard copy yearly.

Notification of Valley Regional Transit's Title VI obligations

Valley Regional Transit publicizes its Title VI program by posting its commitment to providing services without regard to race, color, or national origin at the administrative offices of Valley Regional Transit in Meridian, Idaho, on all VRT buses, and at the operations facilities in Caldwell and Boise, and on their website: 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 filed against the authority. VRT's complaint procedure is available on the Valley Regional Transit website, on the 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 or by calling 208-345-7433.

Filed complaints must meet specific requirements, including the following:



1. Be in writing and signed by complainant
2. Date of alleged discrimination
3. Detailed description of the issues
4. Complaint must be filed within 180 days of the incident

Complaints can be filed by:

Mail

Stephen Hunt - Title VI Coordinator
700 NE 2nd Street, Suite 100
Meridian, ID 83642

Fax

(208) 846-8564

Email

TitleVICoordinator@rideVRT.org or shunt@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. 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-RIDE (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 two Title VI related complaints from a customer during the report period both were resolved (2024-2026).

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 (2024-2026).

Title VI Compliance Reviews

Valley Regional Transit will monitor the agency's compliance to Title VI laws and associated documents including those of our subrecipients annually. We will report annually to our Board of Directors in the fall of each calendar year. We will review the following elements as part of our integrated process:

- Service standards and policies
- Public outreach efforts



- Language assistance efforts
- Title VI staff training updates
- Subrecipient and contractor compliance

Although these processes are not currently implemented annually, we have found no compliance issues between 2021-2023.

Staff Training

The following training will be provided for all staff:

- 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.

VRT has identified a need for digital training that can be viewed on-demand and implemented in the onboarding and continual education series.

Public Participation Plan

VRT's Public Participation Plan outlines the process for soliciting and considering public comment prior the implementing of a variety of changes, including, but not limited to, service changes or adjustments, VRT annual budget adoption or modifications, any proposed 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, 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.

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. We typically use the International Association for Public Participation (IAP2) Spectrum of Public Participation as a guide in developing outreach programs (and having staff trained on these tactics).

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

- **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.

The Public Notification and Involvement Policy note that “additional media notifications, surveys, and fliers/postings as determined appropriate by staff may also be included.” In most cases, we use additional notification opportunities beyond those required in the policy. In addition to the tactics above, we often leverage our network of stakeholders and partners to share engagement opportunities and utilize pop-up events (tabling, canvassing, and more), meeting people where they are to broaden our reach.

VRT is committed to the continued development of our public participation plan, processes, and execution. 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 their input was used.

2024-2026 Service Changes

VRT has had four (4) service adjustments between 2024-2026. A detailed table representing 2024-2026 services changes can be found in the Public Participation Plan.

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

Limited English Proficiency (LEP) Plan

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.

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 encounter 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.

TOP IDAHO REFUGEE LANGUAGES SPOKEN 2024-2025

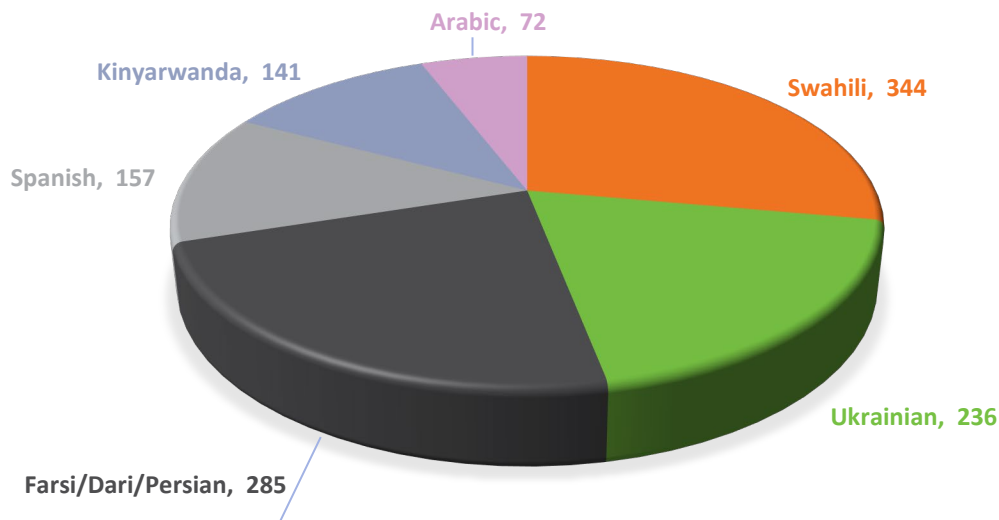


Figure 1: Top Languages Spoken By Idaho Refugees: Source: Idaho Office For Refugees

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 have initiated language specific travel training sessions in coordination with local resettlement agencies.
- VRT utilizes LanguageLine Solutions (www.languageonline.com) as a translation service during customer calls in circumstances where the customers is 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 document LanguageLine use and requests.
- VRT customer service staff and drivers utilize LanguageLine brochures to both identify the appropriate language and get the necessary translation services.
- VRT advertises the availability of LanguageLine at Main Street Station with a poster stating language assistance 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 2, page 11

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.
2. VRT staff further support 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. (Outlined in VRT's Subrecipient Monitoring and Oversight Procedures)

VRT currently passes FTA dollars onto the following sub recipients:

- **Treasure Valley Transit** – Provides specialized services to individuals who are 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**.



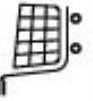
		I want to go home. Route _____ stop _____ to route _____ stop _____	Ninataka kuenda nyumbani. Njia ya _____ vituo vya mabasi _____ kwa Njia ya _____ vituo via mabasi _____
		I want to go to the doctor's office. Route _____ stop _____ to route _____ stop _____	Ninataka kuenda madaktari ofisi. Njia ya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

Figure 2: An example of a language card for an individual who speaks Swahili

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 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:

- | | |
|------------------------------------|---|
| 1. Blind/visually impaired | 10. Health and Welfare |
| 2. Transit Consumer | 11. Limited English Proficiency (LEP) |
| 3. Vocational/labor | 12. Educational programs |
| 4. Housing | 13. Older adults |
| 5. Non-emergency medical transport | 14. Local governments |
| 6. Neighborhood associations | 15. Employers |
| 7. Statewide coordination | 16. Low-income families and individuals |
| 8. Urban transportation provider | 17. Persons with disabilities |
| 9. Rural transportation provider | 18. Veterans |

VRT will continue to work with the RAC to improve representation of 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.

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	Gillig	35'	31	32	16	1.5
Fixed-Route	Gillig	40'	14	38	19	1.5
Fixed-Route	Proterra XZ5+	35'	8	29	22	1.8
Fixed-Route	Proterra XZ5+	40'	4	40	31	1.8
Paratransit Demand Response	Glaval Universal	28'	9	7	11	N/A
Paratransit Demand Response	Glaval Universal	26'	3	18	3	N/A
Demand Response	Glaval Universal	23'	2	9	5	N/A
Demand Response	El Dorado World Trans	26'	1	18	5	N/A
Demand Response	Starcraft Allstar	22'	2	12	2	N/A
Demand Response	Starcraft Allstar	26'	8	7	8	N/A
Specialized Transit	Starcraft Allstar	22'	1	12	5	N/A
Specialized Transit	Starcraft Allstar	26'	2	14	5	N/A
Specialized Transit	Dodge Grand Caravan	17'	1	4	0	N/A
Specialized Transit	Starcraft Starlite	22'	8	9	2	N/A



Specialized Transit	Ford Transit Van	20'	2	5	3	N/A
Specialized Transit	Ford Transit Van	22'	5	8	2.0	N/A

Vehicle Headway

VRT categorizes its existing and planned service by type of service and vehicle headway or frequency. These categories help planners establish the appropriate level of service throughout the service area.

The categories are as follows.

SERVICE CATEGORY	FREQUENCY	SERVICE PARAMETERS
Premium Service	15 – 30-minute all day	Dedicated right-of-way Limited stops
Express Service	15 – 30-minute peak 30 – 60-minute mid-day	Limited stops
Frequent Service – frequent stops	15 – 30-minute peak 30 – 60-minute mid-day	Frequent stops
Secondary Service – frequent stops	30 – 60-minute all day	Frequent stops
OnDemand Service	Based on demand – all day	Utilizes both fixed and virtual stops based on demand

The level of service categories of current routes was determined by vehicle load, population density, activity centers, previous ridership and funding availability. VRT's ValleyConnect3.0 plan, and the Community Planning Association of Idaho's Communities In Motion plan identifies the planned service category for existing routes. These plans also identify the service levels planned for new routes. These determinations were made by modeling future growth and traffic. VRT will assess vehicle headway any time the vehicle load standard has been exceeded or any time there is a change in funding availability and will use the following criteria to prioritize frequency improvements:

1. Current vehicle load
2. Current service category of the route currently compared to its planned service category
3. Degree the route serves low-income, and minority populations compared to other routes
4. Population level changes
5. Activity centers that have moved into, or out of, the service area
6. Financial implications
7. Service implications

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 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. On-time performance 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 time-point no earlier than the latest published schedule, and no later than five minutes after the published time.

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

$$\text{On-time performance} = \frac{(1000 - 20)}{1000} = 980 / 1000 = 0.98 \times 100 = 98\%$$

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 best practice standards, VRT can compare system performance to peer organization.

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 help 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 guideline for establishing service availability is 70% of its service based on ridership and demand and 30% of its service, based on serving the transit dependent populations. VRT uses the industry standard of ¼ mile walking distance when assessing what area, a route serves and how far customers can travel to a bus stop. Initial stop locations on primary, secondary and flex-route services are identified using the ¼ 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. Within downtown areas, the service standard is to have stops every two blocks. Stop locations on premium, express, employer express and rural services are typically park and rides, and therefore, are not assessed using the ¼ mile walkability standard.

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 will 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.



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:** Following FTA's guidance to use locally developed and inclusive definitions of low-income status, specifically in regions with a high cost of living. Valley Regional Transit 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 are 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	2025 POP	Low-Income POP Threshold (125%)
Ada + Canyon County	-821,264	9.2% Persons in Poverty
Data Source: Census Population Estimates 7/1/2024		

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.

ADA Accessible Bus Stops

VRT's service standard is to provide, at a minimum, landing pads at all bus stops. Where funding and right-of-way are allow VRT will improve sidewalks and pedestrian ramps. VRT is continuing its program to upgrade bus stops to meet ADA recommended standards. VRT conducted an analysis of all current bus stops using the following factors to prioritize which bus stops should receive ADA enhancements and to determine what enhancements to implement.

1. Stop usage
2. Number of routes serving a stop
3. Existing condition of a stop
4. Need to acquire right of way (ROW) to make necessary improvements
5. Improvements already planned by local and state jurisdictions
6. Density of elderly population in area
7. Density of low-income population in area
8. Density of minority population in area
9. Nearby destinations
10. Walk-ability to the bus stop
11. Pedestrian safety concerns



Stops serving elderly, low income and minority origins and destinations were weighted higher, therefore receiving higher priority. With the completion of the study, VRT has been implementing the suggested modifications to the transit amenities at the fixed stops.

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 there are sufficient funds to secure a bench. 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 contracts with an external vendor to furnish, install and maintain benches at as many feasible bus stops as possible.

The vendor installs benches where advertising has been sold first, then installs benches at other feasible sites as a second priority. 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

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.

The VRT service standard for shelters is to have a minimum of ten (10) weekday passengers boarding at a stop on average. The number of passengers using each stop comes from the National Transit Database (NTD) survey conducted by VRT on an on-going basis. VRT currently has shelters at 71 of its 639 active stops and has funding, plans to install new, and replacement shelters at additional bus stops. VRT will continue to use its ongoing federal capital enhancement funding to place shelters at qualifying stops.

Bike Racks

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

Bus Stop Information Holders & Brochures

VRT has updated this service standard to provide route information in English and Spanish at all stops throughout the transit network, as well as provide bus schedules at transit centers and route brochures at outlets throughout the two-county area. Bus Stop information includes the following information:

- Route name(s)
- General frequency information
- Time points
- Trip planning app
- Daily hours of operation
- QR code



- Agency contact information
- ADA etching for the visually impaired

Bus stop information is printed on a waterproof insert placed in a metal box with plexi-glass window. The inserts are updated with VRTs latest marketing and branding designs.

Brochure outlets are selected based on the location and availability of the facility to the public. There is no charge for the route brochures. Currently, VRT route brochures 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.

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 left/rights, 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 construction impacts through the Federal Environmental Impact Statement, Environmental Assessment, or Categorical Exclusion processes to assess the effects on minority and low-income populations, including mitigation of impacts on businesses and households, and ensuring affected minority and low-income communities are included in decision-making processes.

When constructing facilities such as vehicle storage facilities, maintenance facilities, operation centers etc., it is VRT's procedure to complete the appropriate level of National Environmental Policy Act (NEPA) requirements for all such activities. Even in cases where there are no NEPA requirements, VRT will analyze the impacts of facility location to determine if any mitigating actions are appropriate or necessary. See **Attachment L** for listing of the capital infrastructure tracking, checklist, notes and VRT's internal procedures during the planning stage regarding equity. The documents listed in **Attachment L** are available for review upon request.



2027-2029

Title VI Program Update

Attachment

A

**Signed Annual
Title VI Assurances**



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 person whose signature appears below is authorized to sign this assurance.

Elaine Clegg

Chief Executive Officer

Date



2027-2029

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, national 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
Stephen Hunt- Chief Development Officer
700 NE 2nd S. Ste. 100
Meridian, ID 83642
(208) 258-2712

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 known to the staff serving this facility. Questions, concerns, complaints, or requests for additional information may be sent to the address above.



2027-2029

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
Stephen Hunt – Chief Development Officer
shunt@ridevrt.org
700 NE 2nd S. Ste. 100
Meridian, ID 83642
(208) 258-2712



2027-2029

Title VI Program Update

Attachment

D

Discrimination Complaint Procedures



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 Chief Development Officer 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 Chief Development Officer, Stephen Hunt, will investigate the allegation and based on the information obtained, will 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 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



2027-2029

Title VI Program Update

Attachment

E

Title VI Complaint Form



valleyregional**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:

Stephen Hunt, Title VI Coordinator, 700 N. East 2nd Street, Suite 100, Meridian, ID, 83642
shunt@ridevrt.org

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.

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



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.



2027-2029

Title VI Program Update



Attachment

F

Public Participation Plan



valleyregionaltransit

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 daily for the day(s) impacted by the change; or
- result in 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 of 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 and 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 Limited English Proficiency (LEP) Plan (Attachment G). 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, 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. We have also built a relationship with various 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 clear final decisions. Throughout our outreach, we take steps to ensure minority, low-income, and LEP populations have opportunities to provide feedback. We believe in the importance of engaging with members of the public and other stakeholders early and often gaining 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.

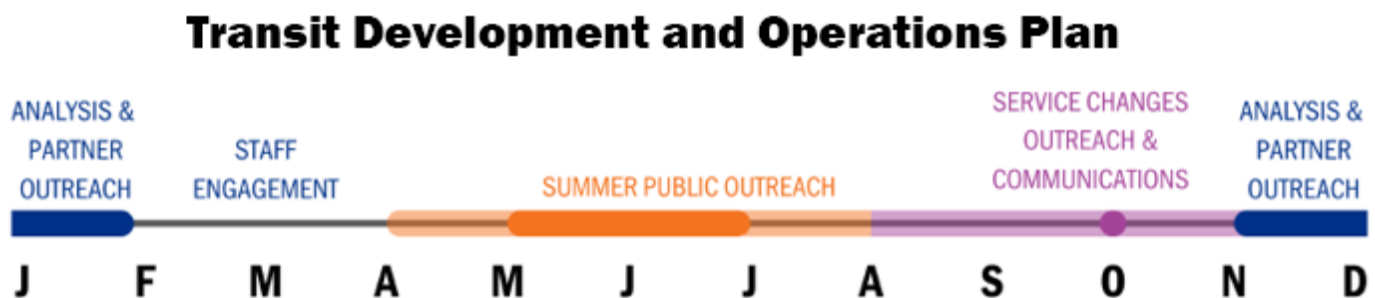


Additional Methods

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 collect specific perspectives from the people using our services. Without proper input from those using our services, we might make poor decisions or realize unintended consequences in project development.

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), Transit Development and Operations Plan (TDOP), visionary documents such as Valley Connect, and ongoing work to the best-in-class State Street corridor.



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 can range from “informing” impacted parties to ensure they are equipped with the information needed to answer questions and help them navigate the community.



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. **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, 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 on 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 solicit participation from key human service and transit providers in the following categories:

- | | |
|-----------------------------------|---------------------------------------|
| • Blind/visually impaired | • Health and Welfare |
| • Transit Consumer | • Limited English proficiency (LEP) |
| • Vocational/labor | • Educational programs |
| • Housing | • Older adults |
| • Non-emergency medical transport | • Local governments |
| • Neighborhood associations | • Employers |
| • Statewide coordination | • Low-income families and individuals |
| • Urban transportation provider | • Persons with disabilities |
| • Rural transportation provider | • 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 2024 to 2026. 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.

In this phase of public outreach, we presented a final redesign proposal to the public. This proposal took elements of the three scenarios and 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.

Final changes included:

2024 Service Change	
Route/Area	Change
17 – Warm Springs/Parkcenter	• Route 1 Harris Ranch via Parkcenter and the Route 17 Warm Springs were consolidated to operate as a one-way loop, along Warm Springs to Harris Ranch, returning to downtown Boise along Parkcenter. This consolidation provided service to the previously unserved area on Warm Springs between the Idaho Botanical Gardens and Harris Ranch. • Riders can use expanded Lyft Transit Connection service area, Route 2, and the new Beyond Access service. • Service remained 60 minutes all day, Monday through Friday.
2 –Broadway	• There was no change to the path of Route 2. Saturday service was extended to Route 2. Previously, the 2 began its Saturday service at 7:45 am and ran until 5:45 pm. With the redesign, the service began at 7:20 am and ended at 9:20 pm. • Departure times at Main Street Station and the Boise Airport were modified to accommodate other changes and improve transfers. • With this service change, Route 2 runs 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
3 – Vista	• There was no change to the path of Route 3. • On weekdays, Route 3 ran on 2 early morning trips beginning at 6 am to 6:30 am, with a bus arriving every 30 minutes. Beginning at 7:00 am, service increased to a 15-minute frequency until 8:45 am, before returning to a 30-minute frequency until 4 pm. From 4 pm until 9 pm, the 3 operated on a 15-minute frequency before returning to 30-minute frequency until 9:30 pm. • Saturday service on Route 3 remained largely unchanged, operating on a 30-minute frequency from 7:45 am, through 9:15 pm.



4 – Franklin	- Previously slated for elimination, Route 4 was restructured, with the service continuing to service 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 also covered the service previously provided along Barrister by route 28 which was straightened out to remain on Cole to Overland - Route 4 was renamed from 4 – Roosevelt, to 4 – Franklin.
5 – Emerald	- There were no changes to where Route 5 provided service or to the span of service. - Departure times from Main Street Station and Towne Square Mall were modified to provide better connections to other routes. - Route 5 operates 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 operates from 7:45 a.m. to 6:15 p.m. on Saturdays, with buses arriving every 60 minutes.
20 – Orchard	- The redesign will renumber the Orchard route from Route 6 to Route 20. - The redesign extended the span of service from 6 am to 9 pm on weekdays, and 7 am to 9 pm on Saturdays. In addition, the route was restructured to provide a north-south connection with Hill Road to the Boise Airport via Veterans Memorial Parkway and Orchard Street with stops at Hillside Jr. High, residential areas and business centers, Albertson's, and Veteran's Memorial Park. - The redesigned service on Route 20 operated on a 30-minute peak frequency from 6 am to 8:30 am and 4 pm to 9 pm, with 60-minute service between. - The restructure of the Orchard route provides many opportunities for cross system transfers, including connections to downtown Boise, the Boise Towne Square Mall and multiple east/west connections.
7 – Fairview	- With the June 2024 service change, the routes 7A – Fairview/Ustick and the 7B – Fairview/Towne Square Mall were consolidated into a single route, the 7 – Fairview, operating on weekdays from 5:15 am until 9:45 pm and from 8:15 am until 8:45 pm on Saturday's. - This consolidation provides 15-minute peak (5:15 am to 9:30 am and 3:15 pm to 7 pm) service Monday through Friday between the two major transit centers in Boise, Main Street Station and Towne Square Mall, with 30-minute midday, evening and Saturday service. Following feedback from operators, Route 7 returned to using the on-ramp at Orchard to access I-184, instead of the on-



ramp at Curtis Road. This change also created cross town transfer opportunities between the 20 – Orchard and the 7 – Fairview.

- To aid in continued on time performance improvements, the Route 7 returns to Fairview Ave. using Cole Rd. after serving Towne Square Mall, instead of returning to Fairview by way of Milwaukee St.

24 – Ustick/Maple Grove

- The Route 8 – Five Mile was restructured to connect two of the major shopping destinations in the Treasure Valley, the Boise Towne Square Mall and the Village at Meridian. This change added service to Ustick Rd. while continuing to serve portions of Maple Grove. The restructured route was named the 24 – Ustick/Maple Grove.
- The restructured service continues to serve many residential areas and business centers, as well as providing service within walking distance of the Ada County Driver's License Service on Benjamin. However, service direct service between Towne Square Mall and the West Boise YMCA was discontinued.
- The new Route 24 has a longer span of service, with service operating on a 60-minute frequency from 7:30 am to 6:30 pm. Route 8 Five Mile operates from 8 am to 2 pm.
- Route 8 Five Mile riders are able utilize the revised and expanded service on Route 42 along Emerald, the expanded Lyft Transit Connection service area, and Riders will also be able to use the revised Route 42 on Emerald, the expanded Lyft Transit Connection, and Beyond Access for the lost Access service area.

8 – Chinden

- The Route 8x – Five Mile/Chinden was restructured to a more streamlined path providing direct connections from downtown Boise to the State of Idaho Chinden Campus and the West Boise YMCA, while no longer providing service to the Towne Square Mall. The 8x – Five Mile/Chinden operated as a long one-way loop connecting Main Street Station, the Boise Towne Square Mall and the State of Idaho Chinden Campus, the operated in the reverse direction dependent on the service period.
- The restructured route provides service from the State of Idaho Campus to Main Street Station via Chinden with stops at Glenwood, Orchard, the Ada County Fairgrounds, Whitewater Park Blvd., and downtown Boise
- Buses arrive every 30 minutes on weekdays from 6:15 a.m. to 8:15 a.m. and 3:45 p.m. to 5:15 p.m.
- Riders who utilized the 8x between the State of Idaho Campus and the Towne Square Mall are able use the new Route 24 on Ustick, revised Route 42 on Emerald, revised Route 45 on Fairview, the expanded Lyft Transit Connections service area, and Beyond Access for lost Access service area

9 - State Street

- No changes occurred in June 2024 to where or when Route 9 provided service.



- Route 9 continued to run on weekdays from 5:15 am to 9:30 pm, with buses arriving every 15 minutes from 5:15 am to 9:45 am and 2:45 pm to 6:45 pm, and every 30 minutes at all other times.
- Route 9 also continued to run on Saturdays from 7:45 a.m. to 8:45 p.m. with buses arriving every 30 minutes

10 – Hill Road

- Route 10 included a reduction in span of service with no change to the areas served
- Based on ridership demands, the service was reduced to provide commute and school service with a shortened morning and afternoon periods arriving downtown at 7:35 am and 8:35 am, and departing downtown at 2:45 pm, 3:45 pm, and 4:45 pm.

21 – Cole/Glenwood

- Route 12 was restructured to provide service on Cole Road instead of Maple Grove, while continues to provide connections between Towne Square Mall and Gary Lane. This route covers sections of the Route 7A Fairview/Ustick that was consolidated with the 7B Fairview/Towne Square Mall into the new 7 Fairview.
- Route 21 continues to provide service to the Ustick Library, Albertsons, Hawks Memorial Stadium, and Capital High School, as well as the high ridership stop at Cole & Ustick, that were previously served by either the 12 Maple Grove or the 7A Fairview/Ustick. A new pair of stops was also added in front of Fairmont Junior High School on Cole Road.
- The route includes later weekday service as well as higher service frequency to length of the route, 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 4, the revised Route 42 on Emerald, the revised Route 45 on Fairview, and the expanded Lyft Transit Connections service area.

16 – VA/15th St.

- The Route 16 was restructured to provide service along 15th Street instead of along 9th Street, while maintaining service from Main Street Station to the VA Medical Center, the Department of Labor, St. Lukes, and the Elks Hospital. The restructured route continues from 15th Street to Hill Road, utilizing Bogus Basin Road and Parkhill to return to 15th Street, providing service to previously unserved residential areas, and businesses. These changes ensured that the North End of Boise continued to be served with all day service, despite the changes to the span of service of Route 10 Hill Road.
- The span of service was changed from 6:15 am until 6:15 pm to 9:15 am until 5:30 pm, retaining its 60-minute frequency.



- Departure times from Main Street Station were adjusted to provide better connections between the 16 and other routes. Route 16 continued to operate weekday service only.

28 – Cole/Victory

- The 28 – Cole/Victory saw some minor changes to routing a trip with the June 2024 service change. The altered pattern where the route bypassed Overland Road to Victory via Cole was eliminated in favor of the traditional service along Overland to Maple Grove. The eliminated pattern was designed to provide more direct service to Frank Church High School in the morning to unsure students were arriving to school on time. In addition, the Barrister loop between Cole and Franklin was eliminated from the 28 to be served instead by the restructuring 4 Franklin.
- While service on the 28 continues to be described as a 60-minute frequency, the departure times from Towne Square Mall shift during the noon hour from a 15 after departure to 45 after departure. This ensures that both Frank Church High School bell times are met, and students attending The College of Western Idaho Ada County Campus are able to get to their classes on time.
- Route 28 runs weekdays only from 7:15 a.m. to 6:45 p.m.

29 – Overland

- Route 29 was restructured to provide an additional connection to Main Street Station. Previously the route terminated at Boise State University and now continues from Boise State University to Main Street Station by way of Capitol Boulevard. In addition to the extension of the route, stops along Overland were consolidated due to tight stop spacing, with the intent of limiting the on time performance risk of frequent stops and the extended service.
- Departure times at Main Street Station were selected to provide better connections to other routes.
- Departure times from Towne Square Mall remained the same, and the route continued to operate the same frequency on weekdays and Saturday's.
- Route 29 runs 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 also runs 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 service area of the Route 30, however times were adjusted to reflect the new routing of the 45 – Boise State/CWI
- Route 45 was restructured to follow the same path through Meridian as the 30 Pine apart from how the route departs the Village at Meridian. The timing of the routes was adjusted so that would be 30-minute service through Meridian during the peak service periods that both routes operated on. This change does create a reduction in the service frequency of the 30 Pine, from 30 minutes at the highest frequency, to 60 minutes during all periods of service. With this change, the first morning trip on route 30 began at 8 am (previously



6 am) with morning service at 10:30 pm (previously 10 pm) and the first evening trip beginning at 2:30 pm (unchanged) through 6:30 pm (previously 7 pm)

- Route 30 operates on weekdays only.

40 – Caldwell - Boise Express

- Routes 40 Nampa/Meridian Express, and the 43 Caldwell Express were consolidated to a single route, the 43 Caldwell-Boise Express. The new 40 Caldwell – Boise Express begins service in Caldwell, and serves Cleveland Blvd/Nampa/Caldwell Blvd from 21st St in Caldwell, before taking I84 from Karcher Rd. It continues to serve the College of Western Idaho Micron Education Center, and Overland Rd between Ten Mile and Meridian Rd before returning to I-84 to downtown Boise and Boise State University.
- The new service prioritizes trips in the direction of peak traffic flow with three trips into Boise and one return trip in the morning and four trips into Caldwell and one trip to Boise in the afternoon/evening. This change restored the 4:00 p.m. afternoon trip from Boise to Caldwell, all on a 30-minute frequency.
- Route 40 Caldwell – Boise Express continues to operate as a weekday only service.
-

42 – Happy Day to Towne Square Mall

- The redesign restructured Route 42, with service running from Happy Day Transit Center in Caldwell through downtown Nampa to 16th Ave and Garrity Blvd. The 42 then continues to provide service to the College of Western Idaho, as well as multiple residential and business areas on Franklin Road between Nampa and Meridian. The 42 provides transfer opportunities for riders at Ten Mile to either the Route 30 Pine or the 45 – Boise State – CWI before serving the Ten Mile Park and Ride and continuing along Overland to Five Mile Rd in Boise. From there, the 42 continues to the Towne Square Mall via Emerald St, covering lost service from the restructure of the routes 8 Five Mile and 12 Maple Grove. The restructuring route no longer provides service to the Nampa Marketplace, Cherry Lane or Bir
- With this change, the service on the 42 increases to a full 60-minute all day service, from 6 am to 7 pm Monday through Friday providing the only all day intercounty route for riders in the two-county area.

45 – Boise State – CWI

- The Route 45 Boise State/CWI via Fairview was restructure to provide 30-minute peak service in Downtown Meridian, by changing its path after departing the College of Western Idaho from following Franklin Rd to Black Cat and Cherry Lane to using I-84 from Garrity Blvd to the Ten Mile interchange, turning north on Ten Mile to follow the path of the 30 Pine through Meridian. From the terminus of the 30 Pine at the Village at Meridian, where it provides transfer opportunities to route 24 Ustick/Maple Grove, the 45 continues along Fairview Ave to Maple Grove, covering service areas on Maple Grove formerly covered by the 12 Maple Grove. The 45 then serves the Boise Towne Square Mall before utilizing I-184 to continue to Boise State University. The new service on the 45 to the Towne Square Mall provides two intercounty



	connections between the transit center and service in Canyon County, where previously there was only one. • By rerouting the 45 to follow the 30 through Meridian, additional connections were provided to major business destinations and residential areas in Meridian along Pine, including Downtown Meridian, Scentsy and Blue Cross of Idaho, while maintaining service to the College of Western Idaho, Walmart, and the Village at Meridian • Morning service is extended an additional hour, ending at 8:30 am with 3 round trips in the morning, and afternoon service is expanded to begin service at 2:45 pm (previously 5 pm) and to run four round trips between Boise State and CWI, with the last trip departing Boise State University departing at 7 pm. • Minor adjustments to departure times were made to provide better connections to other routes.
150 – Nampa/Caldwell OnDemand	• The change expanded and simplified the Route 150 boundary to follow roadways in Nampa and Caldwell, making it easier for riders to plan trips. • There was no change to the service hours of Nampa/Caldwell On-Demand, which will continue to be available Monday through Friday from 6 a.m. to 8 p.m.
160 Eagle OnDemand	• There were no changes to the service area or availability of Eagle On-Demand, which continued to be available Monday through Friday from 8 am to 5 pm • Riders could also connect to the routes 8, 9, 21, 24, 30, 40, and 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	• The new regional service launched early 2024 for older adults and persons with disabilities, providing fare free trips within and between Canyon and Ada counties, offering more transportation options for those that qualify. • Beyond Access unified a variety of smaller service providers that offered transportation across different service zones, days, and times into a single, regional service available Monday through Friday from 7 am to 6 pm.

July 2024

Following the service change in June, VRT staff reviewed arrival times of bus and identified on time performance adjustments to four routes. The change took place on Monday July 29th.



2024 July Timing Adjustment Service Change

Route/Area	Change
7 – Fairview	- Towards Towne Square Mall: Arrival times at time points were adjusted to arrive up to 7 minutes earlier. - Towards Main Street Station: Arrivals at time points were adjusted to arrive 3-4 minutes earlier.
20 – Orchard	- Towards 36th & Shasta: Arrival times at times points were adjusted to arrive 1-2 minutes earlier. - Towards Boise Airport: Arrival times at times points were adjusted to arrive up to 9 minutes earlier.
21 – Cole/Glenwood	- Towards Gary & Bunch: Arrival times at time points were adjusted to arrive up to 4 minutes earlier. - Towards Towne Square Mall: Arrival times at time points were adjusted 3 to 16 minutes earlier.
24 – Ustick/Maple Grove	- Towards Record & Village: Arrival times at time points were adjusted to arrive 4 to 7 minutes earlier. - Towards Towne Square Mall: Arrival times at time were adjusted to arrive 4 to 6 minutes earlier.

September 2024

Following the service change in June and July timing adjustments on select routes, VRT staff continued to review arrival times of bus, identifying additional on time performance adjustments to several routes. The adjustments to the timings occurred Tuesday, September 3, 2024. As second change occurred on September 30th, with the elimination of the 160 – Eagle On-Demand service.

2024 September Service Changes

Route/Area	Change
2 – Broadway	- Main Street Station: Departure times were adjusted to be at :15 and :45 after the hour. - Boise Airport: Departure times were adjusted to :08 and :38 after the hours. - Other times were adjusted accordingly.
3 – Vista	Main Street Station: Departure times were adjusted to be :10 and :40 after the hour.



- Boise Airport: Departure times were adjusted to be at :10, :25, :40 and :55 after the hour.
- Other times points were adjusted accordingly.

5 – Emerald

- Arrival times were adjusted to improve safety and connections at:
 - W Emerald St & Orchard St.
 - S Americana Blvd & Latah St.

8 – Chinden

- Service at Main Street Station was moved from the lower deck to the upper deck on Main Street.
- Arrival times were adjusted to improve on time performance at:
 - N Discovery Way & E Chinden Blvd.
 - State of Idaho Chinden Campus
 - W Chinden Blvd and N Kent Ln
 - Chinden Blvd & W 39th St
 - Main Street Station.

16 – VA/15th St.

- Service at Main Street Station was moved from the upper deck on Main Street to the lower deck.
- Bus arrival times were adjusted to address on time performance issues
- Departure times at Main Street Station were adjusted to be on the hour.

20 - Orchard

- Boise Airport: Departure times were adjusted to be at :20 and :50 after the hour.
- 36th & Shasta departure times were adjusted to be :12 and :44 after hour.
- Other times points were adjusted accordingly.

24 - Ustick/Maple Grove

- The stop outbound stop at Rifleman & Emerald was relocated to Emerald & Rifleman to reflect the routes turning movement onto Emerald.

28 – Overland

- Arrival times were adjusted to improve on-time performance at:
 - S Lincoln Ave & W University Dr.
 - Towne Square Mall
 - Main Street Station



40 Caldwell – Boise Express	Minor timing adjustments were adjusted at time points to address on time performance concerns.
42 – Happy Day – Towne Square Mall	- Stop adjustments were made to address safety concerns and improve connections. - Closed/Relocated stops - Garrity & Flamingo - Idaho Center & Franklin
	- Opened/Added stops: - Idaho Center & Hunt - Emerald & Rifleman
45 – Boise State – CWI	- Stop adjustments were performed to address safety concerns and improve connections - Added Idaho Center & Hunt
160 – Eagle On-Demand	On – Demand service in Eagle was discontinued due to insufficient funding within the City of Eagle’s FY2025 adopted budget. Eagle residents who are older adults or people with disabilities can utilize the Beyond Access service as an alternative to the 160.

June 2025

In June 2025, VRT continued its efforts to address on time performance concerns across the system, improving rider legibility of the available services and address safety and services available at stops.

2025 June Service Change	
Route/Area	Change
Multiple Routes	- Arrival times at mid-route time points were adjusted at the on the following routes to be reflect actual travel times, providing riders with more reliable arrival times. 2 – Broadway 3 – Vista 4 – Franklin 5 – Emerald



- 8 – Chinden
- 10 – Hill Road
- 16 – VA/15th Street
- 17 – Warm Springs/Parkcenter
- 20 – Orchard
- 21 Cole/Glenwood
- 24 – Ustick/Maple Grove
- 29 – Overland
- 40 – Caldwell – Boise Express
- 42 – Happy Day – Towne Square Mall
- 45 – Boise State/CWI

8 – Chinden

- Prior to the June 2025 Service Change, route 8 changed its path at the end of the route between the State of Idaho Campus & Discovery Way dependent on the service period. With the June 2025 Service change, route 8 now serves Discover Way and the West YMCA before serving the State of Idaho Campus during all service periods.
- This led to the closure of four stops between the State of Idaho Campus & Discovery Way. The stops opposite of all four stops remain active.
- In addition, the time point at Discovery & Chinden was relocated to the State of Idaho Campus, improving service for commuters at the Campus.

9 – State Street

- Based on ridership feed, VRT renamed the last outbound timepoint on Route 9 from its previous name of Gary & Bunch to Gary & State, reflecting the names major roadways it serves.

10 – Hill Road

- A partial trip was added to route 10 at the end of evening service. Instead of the final trip going out of service at State & Ellens Ferry at 6:45 pm, the route continues its inbound path from State & Ellens Ferry to Collister & Johns Landing, serving stops that are only served on the inbound direction, ensuring all riders can return to their “home” stop.

42 – Happy Day – Towne Square Mall

- Minor stops changes occurred on route 42 to improve safety or add connections for riders.
- Added
 - CN051 Caldwell Blvd & Hoffman Ln
 - The paired stop at Caldwell Blvd & Homedale Rd was already served by the 42. Adding CN051 to the 42



completed the pair and adds connections for riders between the 42 and the 150.

- CN087 Garrity Blvd & E Flamingo Ave SEC
- The Garrity Blvd & E Flamingo Ave stop was relocated south on Garrity to Stamm, taking the stop out of turn lane onto Flamingo, allowing the bus to safely merge back into traffic.

September 2025

In September 2025, minor changes were made, adding or relocating stops for rider convenience and increased service on route 10.

2025 September Service Change

Route/Area	Change
3 – Vista	• AB306 Vista & Spaulding was relocated one block north to Vista & Nez Perce, providing riders with a safe crossing of Vista with the pedestrian crossing at Nez Perce, and completing the pair at Vista & Nez Perce.
9 – State Street	• A new stop was activated at W State St & N 7th St, this new stop improve access to downtown destinations, including the Idaho State Capitol, Cecil D. Andrus Park and surrounding offices & businesses.
10 – Hill Road	• An additional full trip was added to route 10, extending service to 5:45 pm. The final trip departing Main Street Station remains a partial trip as described in the June 2025 service change table. This change increased the number of evening trips to four outbound and 3 inbound trips with one partial inbound trip.

June 2026

On June 8th, 2026, VRT, timing adjustments to improve on time performance occurred as well as stop closures on the route 2, 3, and 4 to reduce tight stop spacing. Some trips were reduced in Ada County to reflect budgetary constraints related to on time performance adjustments, and a minor reroute on the routes 42 and 45 was performed to improve on time performance issues, with no changes to stops served. In addition, some time points were relocated to improve on time performance and safety concerns.

2025 September Service Change

Route/Area	Change
2 – Broadway	• Departure times from Boise Airport and minor arrival time point adjustments were performed to address on-time performance concerns. • The pair of stops at Broadway & Dundee/Iowa were closed to address tight stop spacing.



3 – Vista	- Departure times from Boise Airport and minor arrival time point adjustments were performed to address on-time performance concerns. - The pair of stops at Vista & Cherry were closed to address tight stop spacing.
4 – Franklin	Stop AB228 Curtis & Franklin was closed to address tight stop spacing. This stop was only served in bound twice a day when the route deviated to serve Borah High School. The nearest in bound was is at Franklin & Curtis.
7 – Fairview	- Service at Main Street Station was moved from the upper deck on Main Street to the lower deck. - Low performing weekday trips on the 7 were eliminated to reflect budgetary constraints. The eliminated trips are as follows: 5:15 AM – Toward Towne Square Mall 5:30 AM – Toward Towne Square Mall 9:45 PM – Toward Main Street Station
8 – Chinden	- Minor schedule adjustments were performed within existing timepoints to address on time performance concerns - Evening departure times were adjusted at both Main Street Station and the State of Idaho Campus - The 6:15 AM trip toward State of Idaho Campus is eliminated to address budgetary constraints.
9 – State Street	- Service at Main Street Station was moved from the upper deck on Main Street to the lower deck. - Low performing weekday trips on the 9 were eliminated to reflect budgetary constraints. The eliminated trips are as follows: 5:15 AM – Toward Gary & State 5:30 AM – Toward Towne Square Mall 6:00 AM – Toward Main Street Station
10 – Hill Road	- Service at Main Street Station was moved from the lower deck to the upper deck on Main Street. - Minor adjustments to time were made at existing time points to address on time performance issues. - Evening departure times at Main Street Station have been adjusted - The inbound 5:23 PM trip goes out of service at Collister & Johns Landing



16 – VA/15 th St	Minor adjustments to time were made at existing time points to address on-time performance issues.
17 – Warm Springs/Parkcenter	- Service at Main Street Station was moved from the upper deck on Main Street to the lower deck. - Minor adjustments to time were made at existing time points to address on-time performance issues.
20 – Orchard	- Departure times from Boise Airport and minor arrival time point adjustments were performed to address on-time performance concerns. - Low performing weekday trips on the 20 were eliminated to reflect budgetary constraints. The eliminated trips are as follows: 7:32 PM – Toward 36th & Shasta 8:01 PM – Toward Boise Airport
21 – Cole/Glenwood	- Low performing weekday trips on the 21 were eliminated to reflect budgetary constraints. The eliminated trips are as follows: 7:18 PM – Toward Towne Square Mall
30 – Pine	- Low performing weekday trips on the 30 were eliminated to reflect budgetary constraints. The eliminated trips are as follows: 6:26 PM – Toward River Valley & Records 7:57 PM – Toward River Valley & Records
40 – Caldwell – Boise Express	- Minor adjustments to time were made at time points to address on-time performance issues. - Time Point Changes - Overland & Black/Blue Marlin time points have been changed to Overland & Linder
42 – Happy Day – Towne Square Mall	- Minor adjustments to time were made at time points to address on-time performance issues. - Time Point Changes - Overland & Black/Blue Marlin time points have been changed to Overland & Linder - Five Mile & Overland and Overland & Clear Creek time points have been moved to Overland & Silverstone - Inbound departure from Towne Square Mall has returned to its prior path, turning on to Emerald at Rifleman. This change did not affect any stops served.



45 - Boise State-
CWI

- Minor adjustments to time were made at time points to address on-time performance issues.
- Evening departure times at CWI have been adjusted to improve on time performance concerns at Boise State University.
- Stop Addition
 - AB327 Beacon & Manitou
- Inbound departure from Towne Square Mall has returned to its prior path, turning on to Emerald at Rifleman. This change did not affect any stops served.



2027-2029

Title VI Program Update

Attachment

G

Limited English Proficiency Plan



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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.

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 may be served by Valley Regional Transit.
2. The frequency with which LEP persons encounter 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 who indicated, “they speak English less than well,” is provided in figure 1.

Ada And Canyon County Populations Indicating They Speak English “Less Than Well.”

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)

Data source: US Census Bureau 2017-2021 American Community Survey 5-Year Estimates

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). 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 1 and 2.**

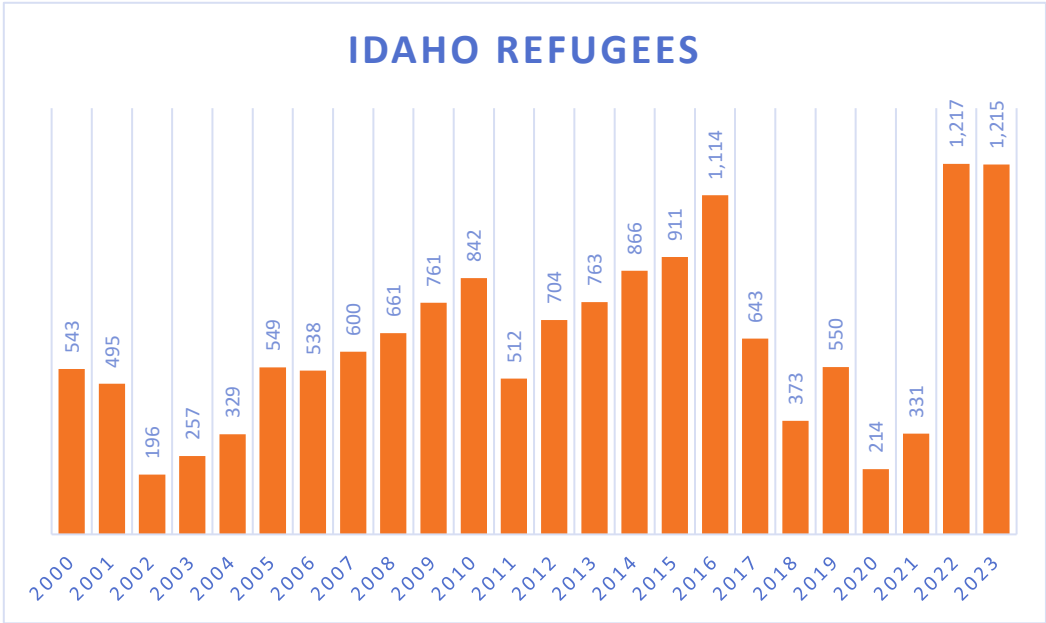
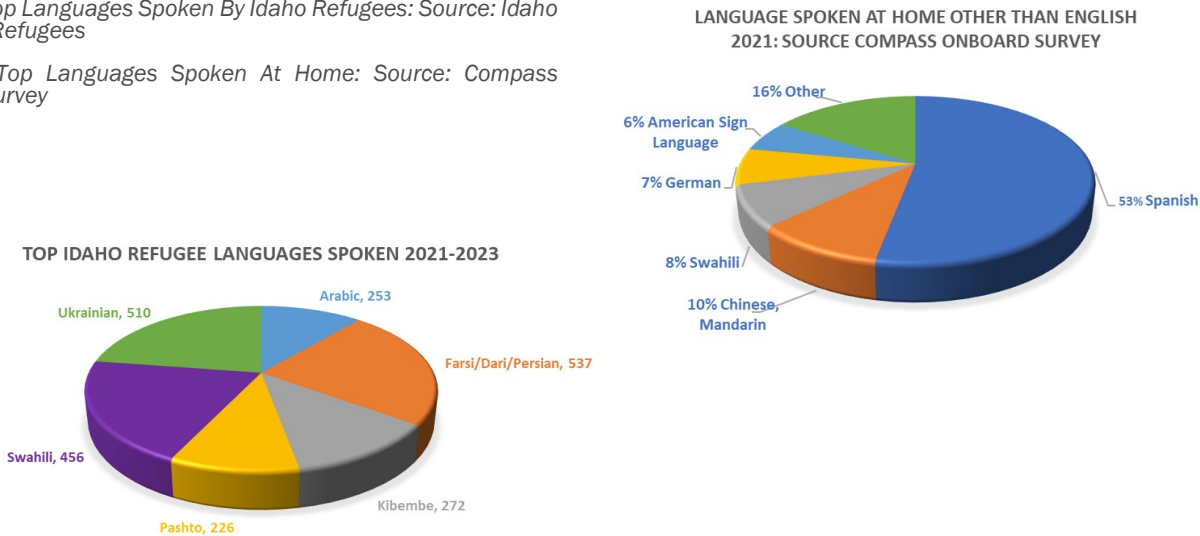


Figure 3: Frequency of Refugee Resettlement in Idaho (2000-2023) Source: Idaho Office for Refugees

Figure 1: Top Languages Spoken By Idaho Refugees: Source: Idaho Office For Refugees

Figure 4: Top Languages Spoken At Home: Source: Compass Onboard Survey



Factor 2: The frequency with which LEP individuals encounter 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 Valley Regional Transit's (VRT) 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 in 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's other services, such as Specialized Services and Lyft Late Night and Lyft Transit Connections, also provides many opportunities to support LEP populations in their search for work. This is especially true of the newly settled refugee populations.

To assist resettled refugees and LEP populations, VRT offers a ride-hailing solution for qualified low-income residents. VRT Late Night service, 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 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

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) for translation services for customer calls where the customers who cannot 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 necessary translation services.
- 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 2, 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.

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




Figure 2 is an example of a language card 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

Post the LEP plan on Valley Regional Transit's website at 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.



Sub-recipient Title VI Compliance Assessment Tool

49 Code of Federal Regulations (CFR) Part 21 requires 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 to complete. Subrecipients can fax, mail, or email the completed questionnaire by July with attachments to:

Stephen Hunt

VRT Title VI Coordinator

VRT, 700 NE 2nd Street, Suite 100,
Meridian, ID 83642

shunt@ridevrt.org

Questions or concerns may be e-mailed to shunt@ridevrt.org or you may reach Mr. Hunt by phone at 208-258-2701.

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 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 a 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.



2027-2029

Title VI Program Update

Attachment
H

Subrecipient Assessment Tool



Attachment H Sub-recipient Title VI Compliance Assessment Tool

Sub-recipient Title VI Compliance Assessment Tool

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VRT Title VI Coordinator

VRT, 700 NE 2nd Street, Suite 100,

Meridian, ID 83642

shunt@ridevrt.org

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2027-2029

Title VI Program Update

Attachment

I

Subrecipient Contractor Monitoring & Oversight Procedures



Attachment I VRT Subrecipient/Contractor Monitoring & Oversight

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



2027-2029

Title VI Program Update

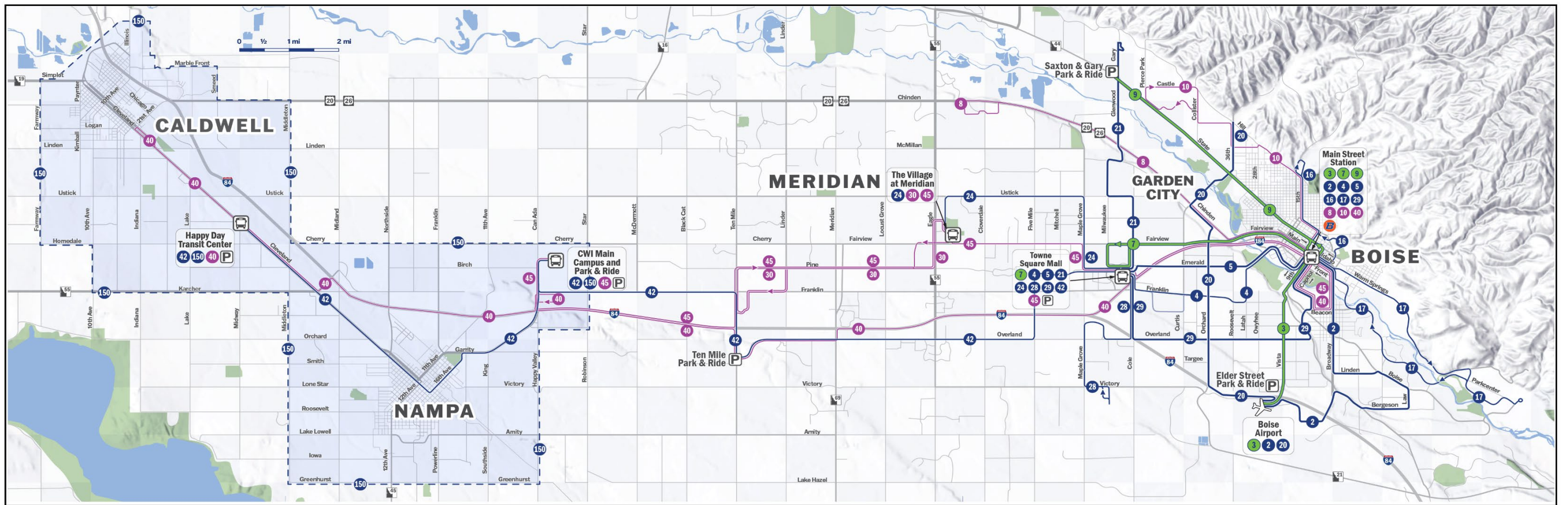
Attachment

J

Fixed-Route System Map



valleyregional**transit**



2027-2029

Title VI Program Update

Attachment
K

Determination of Site Location of Facilities



valleyregional**transit**

Attachment K Determination of Site Location Facilities

Capital Infrastructure Tracking Checklist

The following documents are available for review upon request:

- Project Flow Diagram
- VRT Pass Through Funding Notes
- VRT Pass Through Funding Notes Narrative
- Sub recipient's Funding Requirements Checklist
- VRT Example Payroll Tracking Sheet
- Example Site Criteria Spreadsheet
- Example Project Closeout Letter

